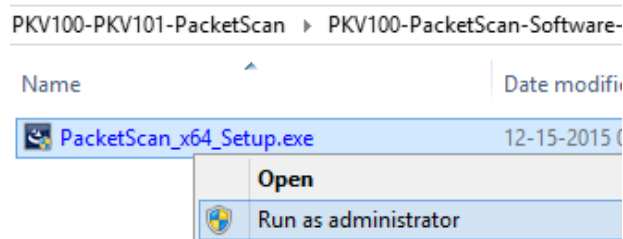



## Normal Instructions – Follow these precisely

### START WITH DONGLE UNPLUGGED FROM MACHINE

- Perform Software installation first, followed by Dongle Licenses installation.
- System Requirements:
  - Windows® 7 and above (64 bit) Operating System.
  - Core i3 to i7 or equivalent, 4 GB Memory, USB 2.0 Ports.
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by **GL Communications**.
- Navigate to **PKV100-PKV101-PacketScan\PKV100-PacketScan-Software** folder, execute **PacketScan\_x64\_Setup.exe** in **Run as Administrator** mode.



- Run **..\Dongle License Installer\GLDongleLicenseInstaller\_x64.exe** from the installation USB stick provided by GL Communications Inc.
- Plug the dongle to the USB 2.0 port of your computer. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that it is functioning correctly from a physical point of view.
- Run **appl\_list.exe** available in the **C:\Program Files\GL Communications Inc\GLDONGLE** directory and confirm that the following license is listed:
  - PKV100 – PacketScan™
- It is recommended to reboot the system after the software installation.
- Right click the PacketScan icon  created on the desktop and select **"Run as Administrator"** to launch the application. The application should invoke without any errors.





#### Note:

- Additional licenses may be required for optional codec. Please verify that all licenses purchased are displayed using the appl\_list.exe utility

## Verification

Follow the steps below for functional verification of PacketScan™ **Real-time** analysis feature.

- Select **Capture → Stream/Interface Selection** and enable the Ethernet card on which packet needs to be captured
- Select **Capture → Capture File Options** and enable **Circular Capture Buffer**
- Select **Capture → Capture Filter** option, click on **SIP** and **RTP** in the Filter Selection and check **Filter all SIP data** and **Filter all RTP data**. Do not activate any other filters in the **Capture Filter**.
- Select **Capture → Capture Filter** option, select SIP and enable **Filter all SIP data**
- Select **Capture → Capture Filter** option, select RTP and enable **Filter all RTP data**
- From the **PacketScan™** main menu, select **Call Detail Records → Build Call Detail Records**
- From the **PacketScan™** main menu, select **File → Start Real-time**

- Click **Start Real-time**  icon from the toolbar. (Or check Start Real-Time Tracing option provided under **Configure** → **Startup Options**, and then click **Execute**)
- To playback an HDL file containing packets, use **PacketScanUtilities** application. From the GL installation directory double-click **PacketScanUtilities** application.
- Select **Utilities** → **HDL Playback** from the menu.
- In the **Device** option select required NIC card
- In the **Select HDL File** option click on browse button to browse and select **C:\Program Files\GL Communications Inc\PacketScan\Examples\SIP\SIP.hdl** file from the GL installation directory
- Enable **Maintain Timing** option and click **Start**
- From the **PacketScan™** main menu, select **Call Detail Records** → **Open Call Detail Records** to view Call Trace
- From the **PacketScan™** main toolbar, click on the **PDA**  icon to invoke PDA (Packet Data Analyzer) and view detail analysis of each session, call graphs and quality scores for the captured **SIP** and **RTP** traffic
- Observe the ED137B information such as PTT-type, Squelch, PTT-id are displayed in Detail View and Call Flow (Ladder Diagram).

**Note:**

- If you are unable to view the real-time decodes, verify if the Windows® Firewall is enabled. You should **Turn off Windows Firewall** on Windows® and on any 3<sup>rd</sup> party Anti-Virus software that may be installed on the PC to make sure that Firewall is not blocking any packets or frames.

## Troubleshoot

- **“Security Error: Application is not licensed”**, if you see this error when you run PacketScan™ it indicates a problem with either your dongle or license file.
  - First verify that the dongle is plugged in and the red light is indicated on the dongle
  - Navigate to C:\Program Files\GL Communications Inc\GLDONGLE
  - Run **haspinfohl.exe**. Verify that Status is **OK** and make a note of the Serial #.
  - Run **appl\_list.exe**. Verify that there is a line in the table reading **PKV100 PacketScan Online VoIP Analysis Software** with the serial number you noted above.
  - If the dongle does not appear in haspinfohl.exe, verify that it appears as a USB device in the Windows Device Manager. If it does not appear even in the device manager, remove the dongle and plug it into a different USB port, preferably one directly on the motherboard.
- Reasons why the Verification Step might fail are various:
  - Intermittent Frame Errors or Bit Errors generally indicates faulty equipment, either due to the Ethernet cable, the NICs or both.
  - Complete failure to SYNC could be a configuration issue, please review your settings. It could also be due to firewalls or other forms of security software. Please disable any security software if possible and try again.
  - Make sure that Firewall is not blocking any packets or frames. **Turn off Windows Firewall** on Windows® and on any 3<sup>rd</sup> party Anti-Virus software that may be installed on the PC. **Turn OFF Windows Firewall** - navigate to Control Panel > Systems & Security > Windows Firewall, click Turn Off windows Firewall for all networks.
- If you cannot resolve your issues, please contact your appointed technical support person. If you do not know your technical support contact, please reach us at [info@gl.com](mailto:info@gl.com)