


Normal Instructions – Follow these precisely

START WITH DONGLE UNPLUGGED FROM MACHINE

- Run ..\Dongle License Installer\GLDongleLicenseInstaller_x86.exe (or GLDongleLicenseInstaller_x64.exe for PacketScan™ 64-bit installers) from the installation CD 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.
- If a previous version of PacketScan™ is already installed, uninstall this program completely, manually delete all the files from the installation directory, and then run the above executable.
- Run *appl_list.exe* available in the *C:\Program Files(x86)\GL Communications Inc\GLDONGLE* (or *C:\Program Files\GL Communications Inc\GLDONGLE*) directory and confirm that the following licenses are listed:
 - PKV100 – PacketScan™
 - PKV107 – LTE Analyzer
- Run the PacketScan™ Installation executable **PacketScan.exe** (or *PacketScan_x64.exe* for 64-bit OS) from the Installation CD.
- It is recommended to reboot the system after the software installation.
- Double-click the PacketScan™ icon  from the desktop. 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.

- From the **PacketScan™** main menu, select **Configure → Protocol and GUI Options →**  **INI Decode Options** from **Configure → Protocol and GUI Options** to open the **Edit INI** screen. Click on Edit INI, this will invoke PacketScanProt.ini file in the Notepad
- In the ini file search for **#eGTP_VERSION** and enter the **RELEASE_VERSION** as **8** for eGTP Release 8. Similarly, set as '9' for eGTP Release 9. Save and close the PacketScanProt.ini file.



Note:


- PacketScan™ LTE protocol does not support Packet Data Analysis

- Close the **PacketScan™** application and invoke again to apply the changes done for PacketScanProt.ini.
- 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 **Deactivate all** and close the Capture Filter option.



Note:

- User can enter the UDP port number to capture the UDP data on a particular port number. If the user does not know the UDP port number deactivate all the filters.

- From the **PacketScan™** main menu, select **Call Detail Records → Build Call Detail Records**
- From the **PacketScan™** main menu, select **File → Start Real-time** or 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\LTE\eGTP-Rel8-S5S8Interface.hdl** file from the GL installation directory.
- Enable **Maintain Timing** option and click **Start**.
- Observe the **eGTP** decodes displayed in PacketScan™ analyzer summary and detail views.
- From the **PacketScan™** main menu, select **Call Detail Records → Open Call Detail Records** to view Call Trace.



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 3rd 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 on
 - 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 **PKVI00 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 3rd 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