MAPS™ ANSI-INAP-IP is licensed either through <u>software licensing</u> or <u>USB hardware dongle</u>. Follow the procedures below as per your purchase order

Software and License Installation

START WITH DONGLE UNPLUGGED FROM MACHINE

Perform Software installation first, followed by dongle license installation.

- System Requirements – Windows® 10 and above Operating System (64 bit Only). Core i3 to i7 (or equivalent) CPU, 4 GB Memory, USB 2.0 Ports.

- Plug-in the USB installation stick (pen drive) provided with the shipment package by GL Communications.

- From the USB installation stick (pen drive), navigate to folder **\PKS136-MAPS-INAP\MAPS-ANSI-INAP-Software-verXX**. right-click *MAPS-ANSIINAPx64.exe* and select **"Run as administrator"**. Follow the onscreen instructions and complete the installation.
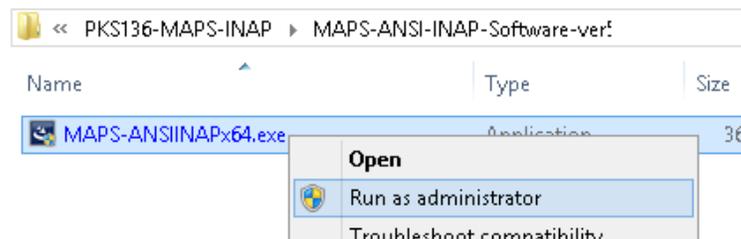
- From the installation USB stick (pen drive), go to \GL-Dongle-License-Installer folder. Right-click on dongle license installable **GLLdkDongleLicenseInstaller_x64.exe** and select **"Run as administrator"**. Follow the onscreen instructions and complete the installation

- 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.

- It is recommended to reboot the system after the software installation. If you had problems with installation so far, refer to [Troubleshoot](#) section explained in this document.

- You can verify if the required licenses are installed. Navigate to *C:\Program Files\GL Communications Inc\GLDONGLE* directory, execute *appl_list.exe* and confirm that the PKS136 (MAPS-SIGTRAN SS7 INAP) license is listed.

Warranty License Installer

- Users must install the **Warranty License** for the software to run.
- Navigate to root directory in **USB installation stick** (pen drive**)** *to \Warranty_LicenseInstaller* folder, execute **GLSupportWarrantyLicenseInstaller.exe.** Follow the onscreen instructions and complete the installation.
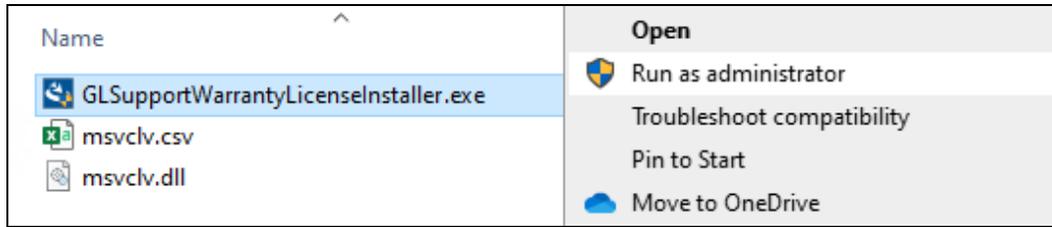
- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon . This will display the list of warranty applications which are purchased.
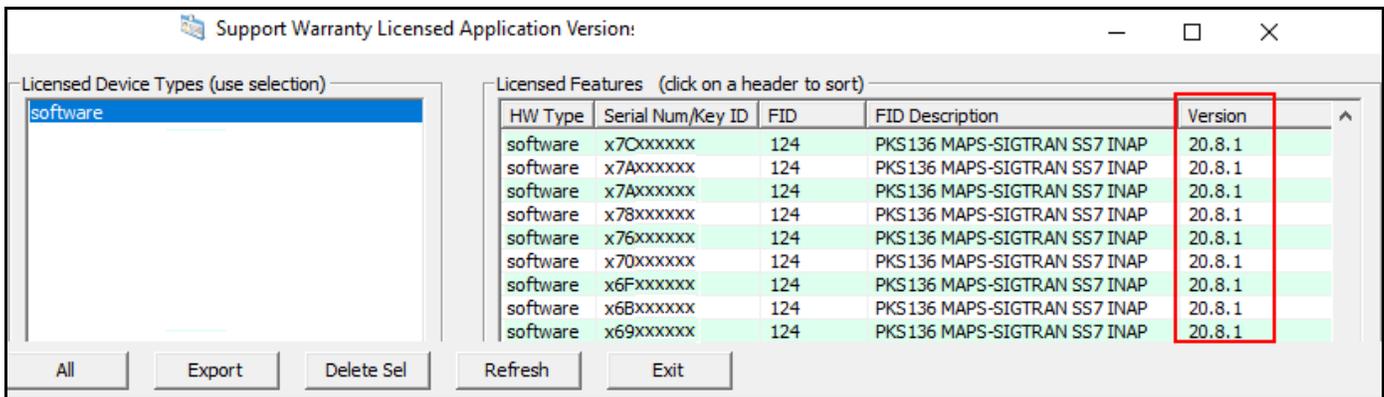
- Users can check the Warranty expiry date in the **Version** column that is **20.8.1** (i.e. 2020 August 1st), and user can verify the date to be as expected (depending on the support warranty purchased).

  Note: Any latest software updates after warranty period will not be available until warranty licenses are renewed

- Right-click on **MAPSANSIINAP** short-cut icon created on the desktop and select '**Run as Administrator'**.
- The application must invoke without any errors.
- This completes the installation process. If you had problems with installation so far, refer to Troubleshoot section explained in this document.

  For functional verification of **MAPS-ANSIINAP** application, refer to MAPS-INAPIP-Quick-Verification guide.

Troubleshoot

- *"Unknown device" error while installing USB Dongle.*

  - If you see this error, ensure you have installed the GL Dongle License Installer software first and then plugged the USB Dongle to the PC. The USB Dongle will then be recognized as "SafeNetInc. USB Key" and appropriate drivers will get installed automatically. If problem still persists, plug the USB Dongle to a different USB2.0 port and try again.

  - In the **Device Manager → Other devices** list, right-click "SafeNetInc. USB Key" and select **Update Device Software.** Update device drivers for unknown USB device using internet or check and install latest windows updates.
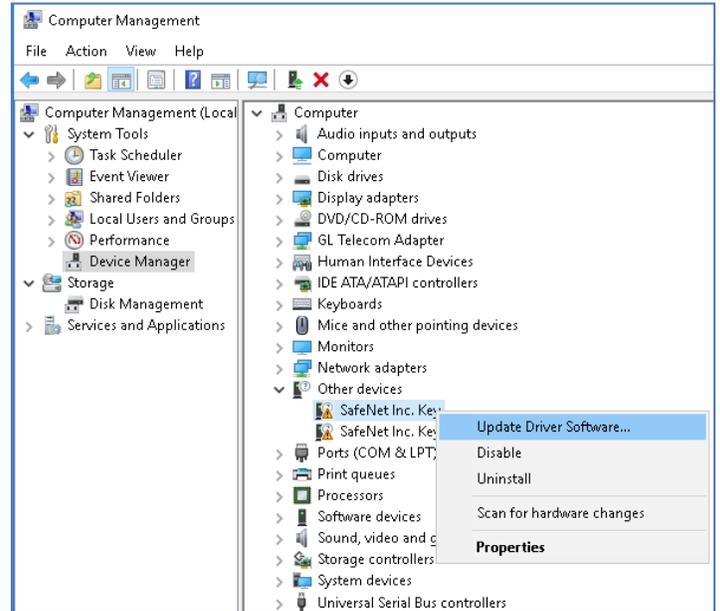
- *Error: "Security Error: Application is not licensed",* if you see this error while invoking MAPS™ ANSI INAP application, it indicates a problem with either your dongle or license file.

  - First verify that the dongle is plugged in and the red light is **ON**
  - To use MAPS™ 64-bit version – use *GLLdkDongleLicenseInstaller_x64.exe* utility to install licenses
  - 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 *PKS136 MAPS-SIGTRAN SS7 INAP* 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.

- If USB dongle is appearing as Unknown device or detected under other devices in device manager list, it is recommended to perform the windows updates for OS to detect the USB GL Dongle as seen in the image.
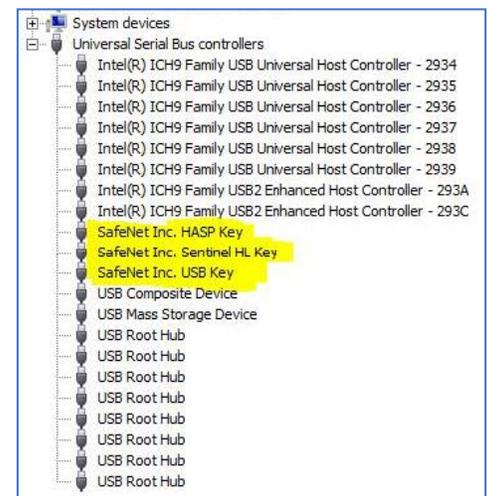
- If you cannot resolve the issues, please contact GL Communications at info@gl.com for technical support.