

Normal Instructions – Follow these precisely

DO NOT CONNECT PacketExpert[™] 1G hardware unit to PC. Perform Software installation first, and then plug-in the hardware unit to the PC.

- System Requirements
 - ▶ Windows® 10 or above Operating System (64 bit).
 - Core i7 or equivalent, 8 GB Memory, USB Interface.
 - > Ensure that system has latest Windows® updates and service packs installed.
 - ➤ Turn OFF Windows Firewall navigate to Control Panel → Systems & Security → Windows Firewall, click Turn Off Windows Firewall for all networks.
 - > PCs which include GL hardware/software require Intel or AMD processors for compliance.
 - Note:
 - If the antivirus software is preventing the GL installers from running, whitelist the GL Application, Dongle/Hardware and Warranty License Installer files in the installed antivirus software to ensure a smooth and uninterrupted installation of licenses and applications.
 - Make sure to add the GL Application installation directory path to the exclusion list in the antivirus settings to ensure smooth operation.
- Plug-in the USB installation stick (pen drive) provided with the shipment package by GL Communications.
- Optional step, if additional licenses are purchased such as **CXE100**, **PXE105**, **PXE107**, **PXE108** user needs to install hardware licenses available in the USB installation stick.
- From the USB installation stick (pen drive), navigate to folder.

\PXE100-PXE104-PXE112-PXE124-PacketExpert\ PXE100-PacketExpert-Software.

• Right-click on the PacketExpertx64.exe (for 64 -bit OS) and select "Run as administrator".

PXE100-PXE104-	PXE112-PXE124-Pa	acketE	¢pert⇒	PXE100-PacketExpert	-Software-
Name	^			Date modified	Туре
🛂 PacketExp	ertxб4.exe		Open	Manna Anna 1977/	
			Run as a	administrator	
			Trouble	shoot compatibility	

• Follow the onscreen instructions to install the software.

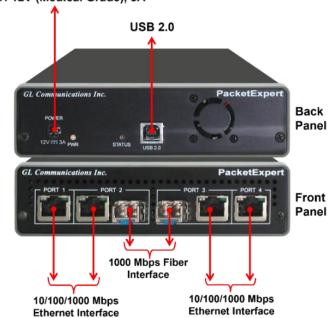
• During PacketExpert[™] 1G software installation, user may be prompted for additional installations - PacketExpert Device Driver software installation (if this is the first time PacketExpert installation), Crystal Report Installation, and Winpcap installation. Please make sure to install these or upgrade to latest versions if already installed on the system.

[🦻] Note:



NOW, CONNECT PacketExpert[™] 1G hardware unit to power adapter and connect the power adapter to the AC power outlet.

- Check that the power LED, next to the power inlet is glowing (blue), indicating that power supply is correct.
- Then connect the PacketExpert[™] 1G hardware unit to PC using the USB cable provided by GL.
- At this point, the Operating System detects the PacketExpert[™] hardware unit and the device driver for the new hardware is installed automatically.
- Additionally, license installation for optional applications are required. Please refer to respective application Quick Verification Guides for installation procedure.



Power: 12V (Medical Grade), 3A



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_x86.exe*. Follow the onscreen instructions and complete the installation.

Name	Open
🔩 GLSupportWarrantyLicenseInstaller_x86.exe	🐤 Run as administrator
msvclv.csv	Troubleshoot compatibility
msvclv.dll	Pin to Start
	Move to OneDrive



• To confirm that warranty is installed properly, double-click on **Warranty Application List** icon **Ust**. This will display the list of warranty applications which are purchased.

Support Warranty Licensed Application Versions					- 0	×
Licensed Device Types (use selection)	Licensed Features (dick on a header to sort)					
PacketExpert	HW Type	Serial Num/Key ID	FID	FID Description	Version	
software	PacketExpert	123456	310	PXE100 PacketExpert	24.12.31	
	PacketExpert	123456	157	PXE108 MultiStream Traffic Generator/Analyzer	24.12.31	
	PacketExpert	123456	98	CXE100 CLI Server for PXE100	24.12.31	
	PacketExpert	123456	97	PXE107 Packet Broker	24.12.31	
	PacketExpert	123456	94	PXE105 Wirespeed Record/Playback	24.12.31	
		e Serial Num/Key ID FID FID Description Version opert 123456 310 PXE100 PacketExpert 24,12,33 opert 123456 157 PXE108 MultiStream Traffic Generator/Analyzer 24,12,33 opert 123456 98 CXE100 CLI Server for PXE100 24,12,33 opert 123456 97 PXE107 Packet Broker 24,12,33				
	<					>
J						
All Export Delete Sel	Refresh	Exit				

• Users can check the Warranty expiry date in the Version column that is **24.8.1** (i.e. 2024August 1st), and users can verify the date to be as expected (depending on the support warranty purchased).

Note:

• All the PacketExpert[™] software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.



Quick Checkout

• Connect the **1G Electrical ports** (Port $1 \rightarrow$ Port 4, or Port $2 \rightarrow$ Port 3) to the hardware unit using Ethernet cable.

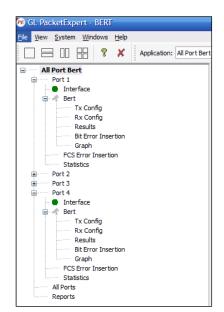
GL Communicatio	ns Inc.	l	PacketExpert
Port 1	Port2	— Port 3 —	Port 4
	Ethernet c	able	

Right click on the PacketExpert shortcut icon on the desktop PacketExpert and select "Run • as Administrator" to launch PacketExpert[™] 1G application. The application should invoke without any errors.

Note: The application may take some time to get started due to hardware and software initializations.

- On launch, All Port Bert application is loaded. Also, a default configuration file is • automatically loaded with the pre-configured settings. Verify the Green LEDs on both ports indicating that the Link Status is UP (refer to figure). If the LED shows red (refer to the figure), then link is down.
- Similarly, you can repeat the above by connecting **1G Optical Ports** (Port $2 \rightarrow$ Port 3) • in loopback with optical cables and SFPs.

•	Select System → Device Information option
	from the menu and verify Board Serial Number
	and all application licenses.



vice Information	n						
Number Of Devic	es 1						
Device Name	Device1						
Serial No	*23458						
MAC Addresses	Port #1	Port #2	Port #3		Port #4		
	00-21-C2-00-06-D8	00-21-C2-00-06-D9	00-21-C2-00	-06-DA	00-21-C2-	00-06-DB	
License Details	Application Name		Part#	License	Туре	Licensed Sta	atus
	All Port Bert	PX	E100 E	Basic		-NA-	
	RFC 2544	PX	E100 E	Basic		-NA-	
	RFC 2544 (Single Port)	PX	E100 E	Basic		-NA-	
	All Port Loopback	PX	E100 E	Basic		-NA-	
	Bert/Loopback	PX	E100 E	Basic		-NA-	
	Record Only	PX	E105 (Optional Li	cense	X	
	PacketBroker	PX	E107 (Optional Li	cense	×	
	Playback Only	PX	E105 (Optional Li	cense	×××	
	Record And Playback	PX	E105 0	Optional Li	cense		
	ExpertSAM	PX	E106 B	Basic		-NA-	
	ExpertTCP (Beta)	PX	E108 0	Optional Li	cense	×	
	Multi-Stream Traffic Generato	r & Analyzer PX	E108 (Optional Li	cense	×	
		OK					

To perform self-tests, refer to PacketExpert 1G Quick Verification Guide. •





PacketExpert[™] 1G (PXE100) Quick Install Guide

Troubleshoot

On launching PacketExpert[™] 1G, if you get the following error message, troubleshoot using the steps below:

- If the Warranty Error message is prompted, then ensure that the basic **Warranty License** has been installed or if the Warranty License has been installed already, please contact GL to renew the warranty license.
- Warranty Error

 This version of the software requires latest warranty license for :

 Application Feature ID : PXE100
 Description: PacketExpert
 for this device :

 18XXXX

 If you have already renewed the warranty license, please visit the
 following link to download the warranty license :

 https://www.gl.com/download-system/
 If not renewed, please contact GL Communications to renew warranty
 license

 OK
- Ensure that the Power Adapter is connected to the PacketExpert[™] 1G hardware unit and to the AC Power on the strip or Wall. Ensure that the Power Strip is ON.
- Make sure that the USB cable is securely connected to the PacketExpert[™] 1G hardware unit and to the USB 2.0/ 3.0 port of the PC.
- Make sure that PacketExpert[™] 1G is launched in Administrator Mode (Right-Click and select "Run as Administrator").
- Turn OFF Windows Firewall navigate to Control Panel → Systems & Security → Windows Firewall, click Turn Off Windows Firewall for all networks.
- If the problem persists, then the PacketExpert[™] 1G USB device driver may not be installed correctly. If you connect PacketExpert[™] 1G hardware unit to the PC prior to installing the software, then the proper USB device driver will not be installed. Do the following:
 - ➢ First, invoke Device Manager. To invoke Device Manager window, right-click on Windows Start option and select → Device Manager from the list. (Or go to Control Panel → System and Security → System → Device Manager)
 - Under "Other Devices", check if there is an entry named "PacketExpert" (refer to the below figure)
 - Right click on the device, click Update Driver option, and choose Browse My Computer for Driver Software and click on the Browse button.
 - Navigate to the PacketExpertTM 1G installation folder- for example, "C:\Program Files\GL CommunicationsInc\PacketExpert\". Select DriverFiles folder under it and click OK. Follow the on-screen instructions to complete the driver installation.
 - If you are still having problems, please refer to detailed instructions in the PacketExpertTM 1G Install Guide provided in the USB installation (pen drive) stick.
- For further queries, please contact GL Communications Inc.

