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"**.
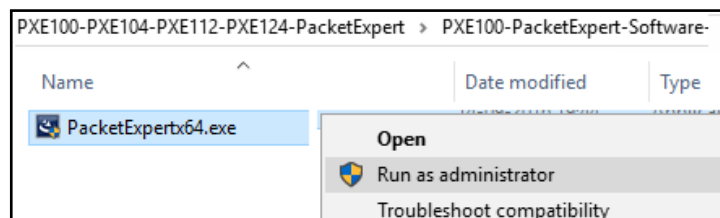
- Follow the onscreen instructions to install the software.

> **Note**:
> - 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.

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.
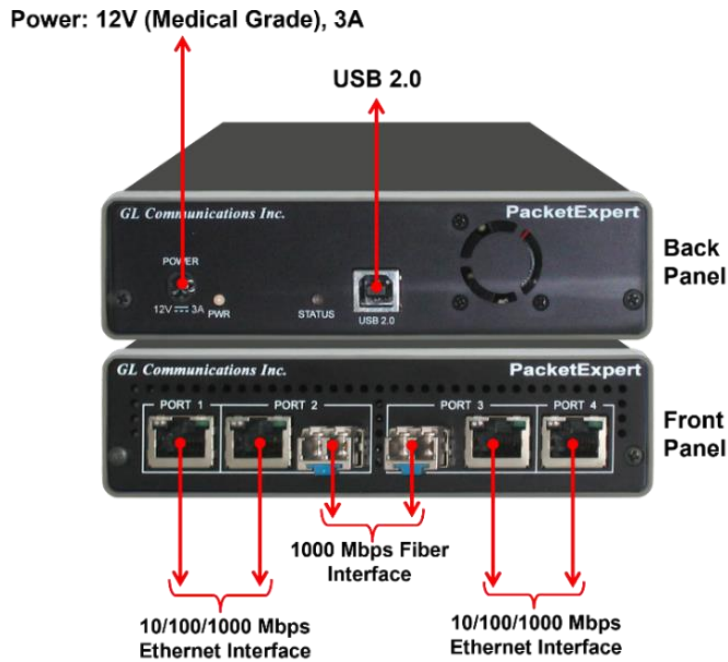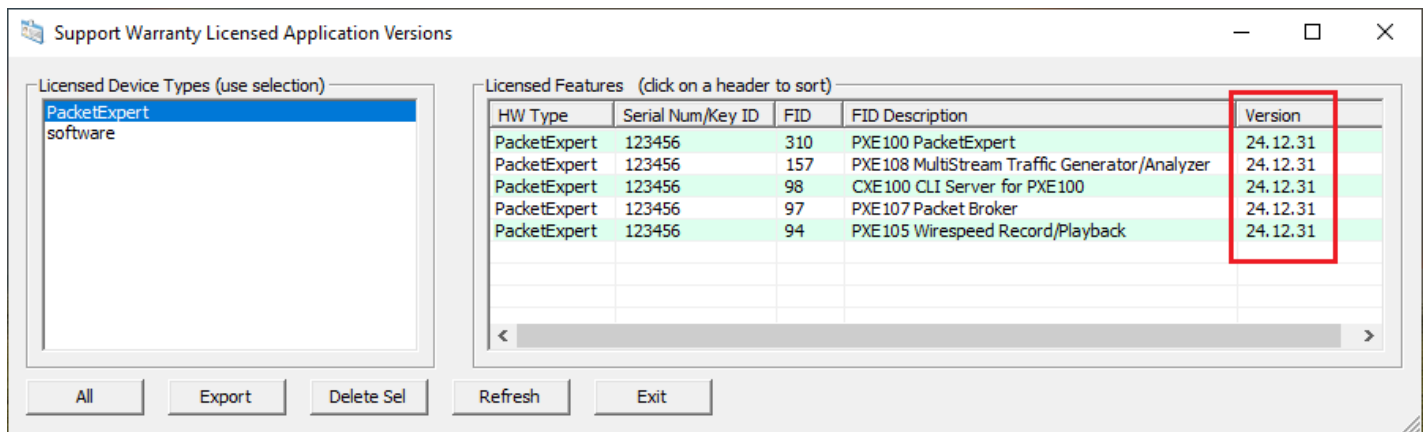
Warranty License Installer

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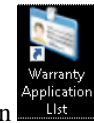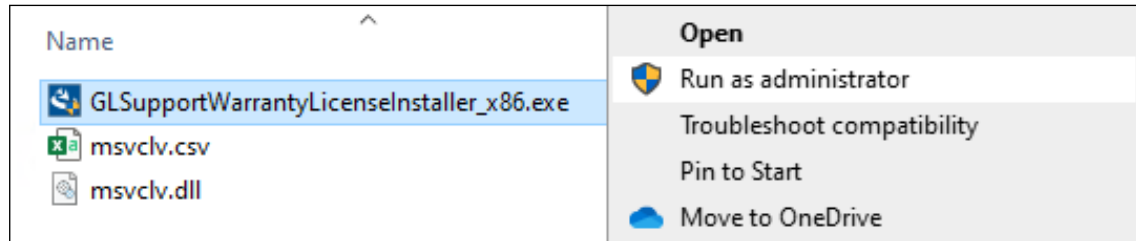
- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon . This will display the list of warranty applications which are purchased.

HW Type	Serial Num/Key ID	FID	FID Description	Version
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

- 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).
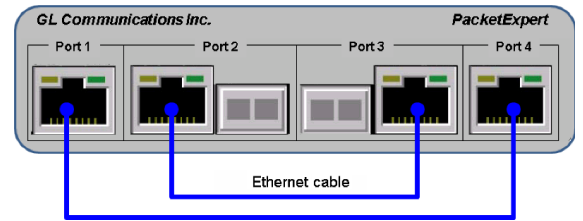
📑 **Note**:
- All the PacketExpert™ software versions continue to operate normally. But any latest software updates after warranty period will not be available until warranty licenses are renewed.

Quick Checkout

- Connect the **1G Electrical ports** (Port 1 → Port 4, or Port 2 → Port 3) to the hardware unit using Ethernet cable.

- Right click on the PacketExpert shortcut icon on the desktop 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 → Port 3) in loopback with optical cables and SFPs.
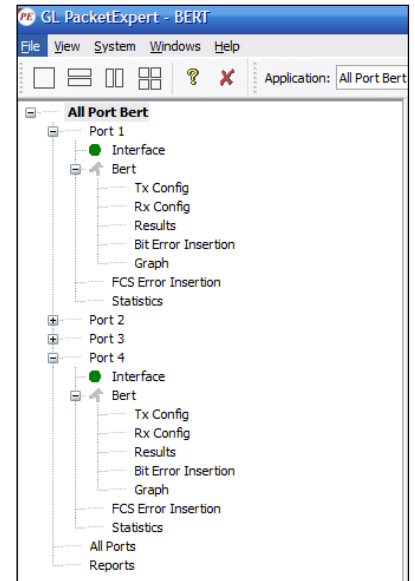
- Select **System → Device Information** option from the menu and verify Board **Serial Number** and all application licenses.
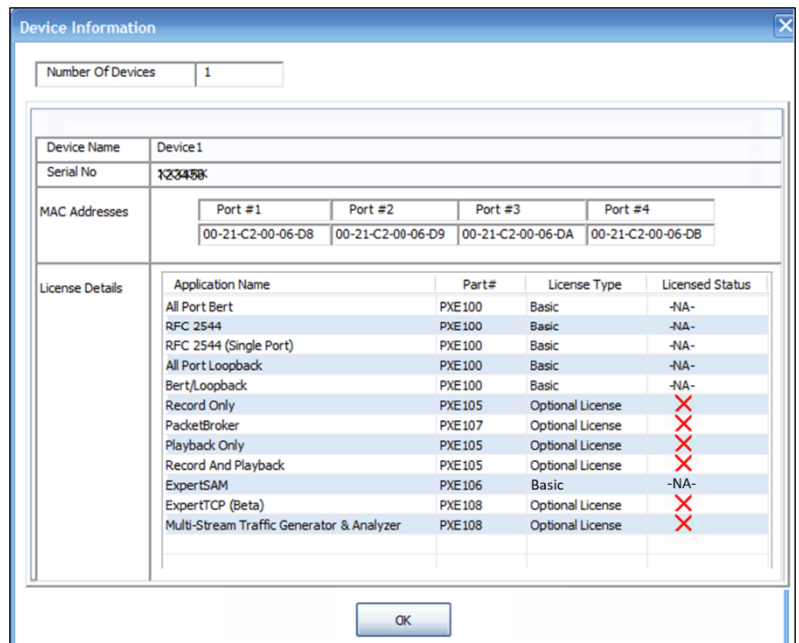
- To perform self-tests, refer to **PacketExpert 1G Quick Verification Guide.**

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.

- 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 **PacketExpert™ 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 **PacketExpert™ 1G Install Guide** provided in the USB installation (pen drive) stick.
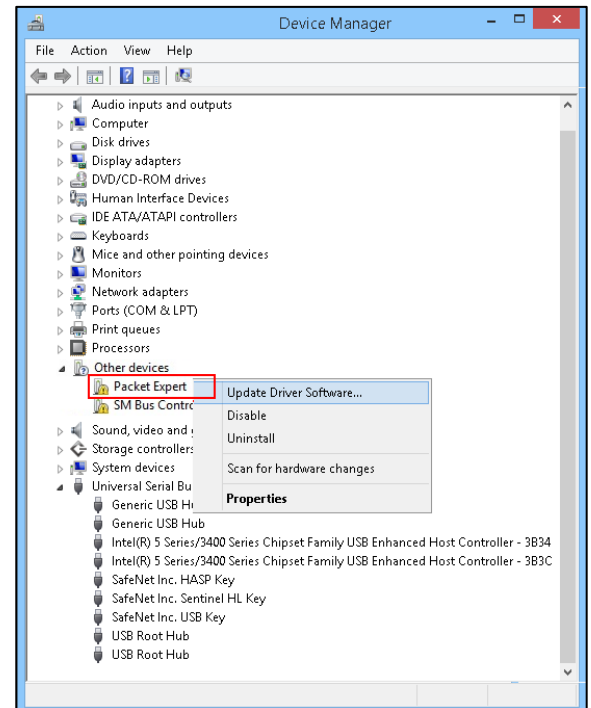
- For further queries, please contact GL Communications Inc.