



Endace Windows Installation 2.5.5r1

EDM04.05-02r1





Leading Network Intelligence

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Typographical Conventions Used in this Document

- Command-line examples suitable for entering at command prompts are displayed in mono-space courier font.

Results generated by example command-lines are also displayed in mono-space courier font.

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USE THIS SPACE FOR NOTES

1.0 PREFACE

Viewing this document This document is available when the installation CD is placed in a running Windows PC.

1.1 User Manual Purpose

Description The purpose of the User Manual is to identify and explain:

- Endace DAG Software Installation
- Software Support

1.2 Operating System Requirements

Description The Endace Windows Software is designed to run in the Microsoft Windows[®] XP-Professional[®], Windows 2000 Server and Windows Server 2003.

1.3 Print Document

Description It is recommended that this document be printed and bound or stapled for self-study and reference purposes during the installation process.

2.0 ENDACE DAG SOFTWARE INSTALLATION

Introduction The DAG software 2.5.5r1 release is a Microsoft Installer Package (.msi). It is used to install the DAG software tools, firmware, drivers and documents.

The Endace 2.5.5r1 .msi package is available from the Endace Secure Support website <http://endace.com/secureLogin.htm>. It is also available on the CD shipped with DAG cards.

The CD auto-runs when placed in a running Windows PC and displays the DAG card user manuals and the software installation manuals. Physically browsing the CD will display four folders consisting of:

1. contrib
2. docs
3. Linux-FreeBSD
4. Windows

The contrib folder holds all applications. The docs folder contains the latest documentation. The Linux FreeBSD folder contains the 2.5.5r1 tarball which is only required if the Linux / FreeBSD operating system is running.

The Windows folder contains the 2.5.5r1.msi.

In this chapter This chapter covers the following sections of information.

- Software Package Installation
- Software Removal

2.1 Software Package Installation

Description To install the software package after the CD is inserted in a CD drive, double click on the .msi file screen display and follow the on-screen instructions. The installation proceeds in the same manner as other Windows file downloads by following the on-screen prompts after clicking the icon.

The software and driver have been tested using Windows XP Professional distribution.

Evaluating disk space Before installing the DAG software 2.5.5r1, the disk space requirement can be verified by clicking "Disk Cost".

Selection of destination folder The DAG tools and drivers are created in `Endace/dag-2.5.5r1` subfolder within the Program Files folder by default. To install them to a different folder, the user can either specify the path of the destination folder or can click "Browse".

A shortcut to the document folder is created on the user's desktop.

2.2 Software Removal

Description The installer package can be re-used to uninstall the DAG software. The user is prompted with the "Repair" and "Remove" option.

The "Remove" option can be selected for uninstalling/removing the DAG software and the "Repair" option for repairing any corrupted files.



USE THIS SPACE FOR NOTES

3.0 SOFTWARE SUPPORT

Introduction The support provided by Endace Technology includes software upgrades, programming with DAG, and actions to take when there is trouble with the software.

In this chapter This chapter covers the following sections of information.

- Software Upgrade
- Programming with DAG
- Reporting Problems

3.1 Software Upgrade

Description Software updates are available periodically from Endace that may add features or fix problems.

For those with a support contract, the software updates can be accessed using support login at the Endace website,
<http://www.endace.com/support.htm>.

To subscribe to mailing list for automatic notification of software updates and documentation, contact support@endace.com

The following installation procedure for new software releases ensures upgrading is easy and consistent.

Procedure Follow these steps to upgrade software.

Step 1. Locate the Device Manager

Device Manager can be located either through Control Panel-> System->Hardware or by right clicking on My Computer->Properties->Hardware.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Step 2. Load driver for the Network Controller

Right click on the "Network Controller" under "Other devices" and select the "Update driver".

NOTE: For Windows 2000 Server, click on "Properties" and then click on the "Driver" tab to proceed with 'Update Driver' option.

Figure 3-1 shows the typical 'Update Driver' menu within the 'Other devices' node located in the Device Manager.

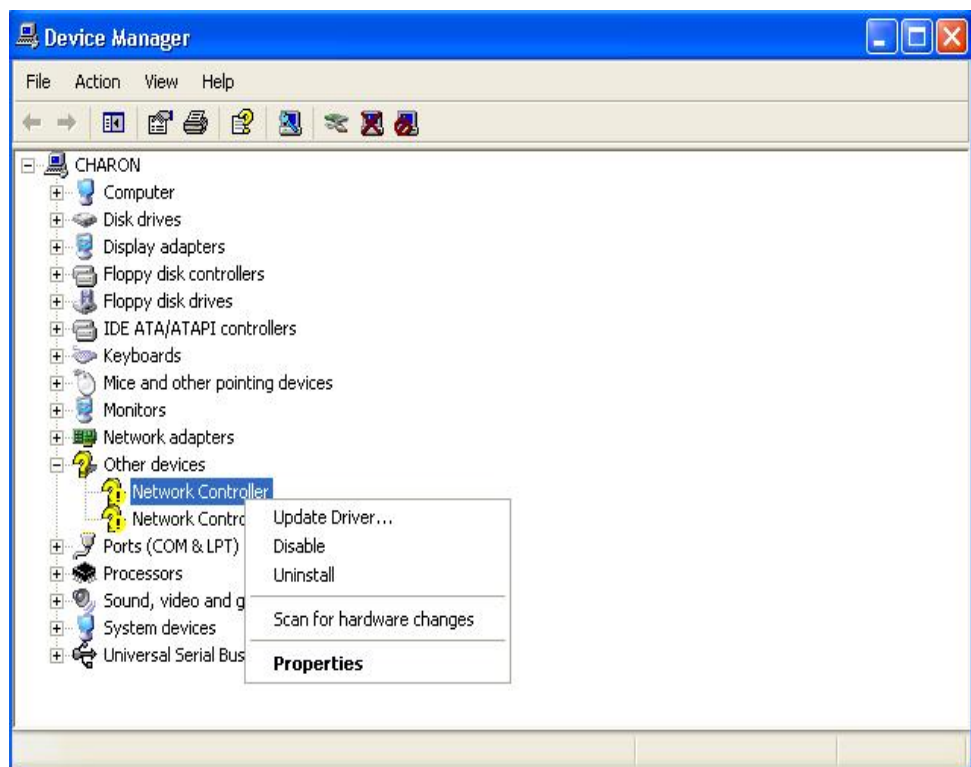


Figure 3-1. Typical Update Driver Menu.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Step 3. Hardware Update Wizard

The following dialog may appear. Choose “No, not this time” and click “Next”.

NOTE: For Windows 2000 Server, an "Upgrade Device Driver Wizard" appears instead of "Hardware Update Wizard". Click 'Next' to continue.

Figure 3-2 shows the typical Hardware Update Wizard dialog screen display.



Figure 3-2. Typical Hardware Update Wizard Dialog Screen Display.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Step 4. Options of Hardware Update Wizard

Choose the option "Install from a list or specific location" in the "Hardware Update Wizard" and click "Next".

NOTE: For Windows 2000 Server, choose "Display a list of the known drivers for the device so that I can choose a specific driver" option.

Figure 3-3 shows the typical Install from a list or specific location option screen view.



Figure 3-3. Typical Install from a List or Specified Location Option Screen View.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Step 5. Options of Hardware Update Wizard

Choose the option "Don't search. I will choose the driver to install." in the "Hardware Update Wizard" and click "Next".

NOTE: This screen view does not appear for Windows 2000 Server.

Figure 3-4 shows the typical driver to install option screen view.

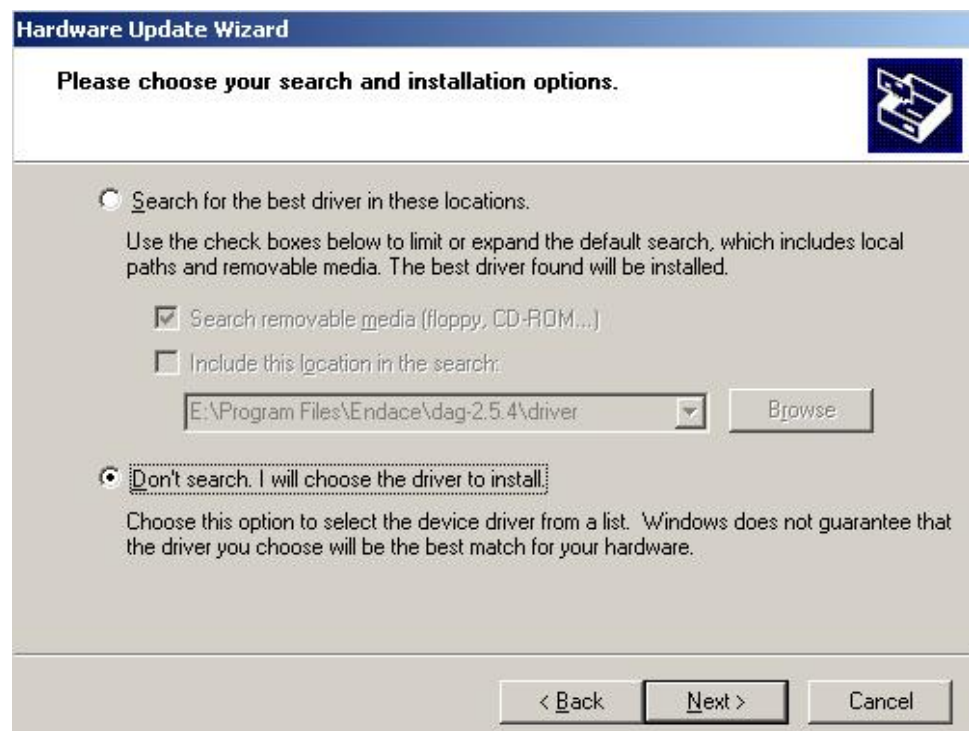


Figure 3-4. Typical Driver to Install Option Screen View.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Step 6. Options of Hardware Update Wizard

Click "Have Disk" and locate the installation file DAG.inf using "Browse".

NOTE: For Windows 2000 Server, extra options appear at the bottom left corner of the dialog box. Choose "Show compatible hardware" option and follow this Step 6.

Figure 3-5 shows the typical Have Disk option screen view.

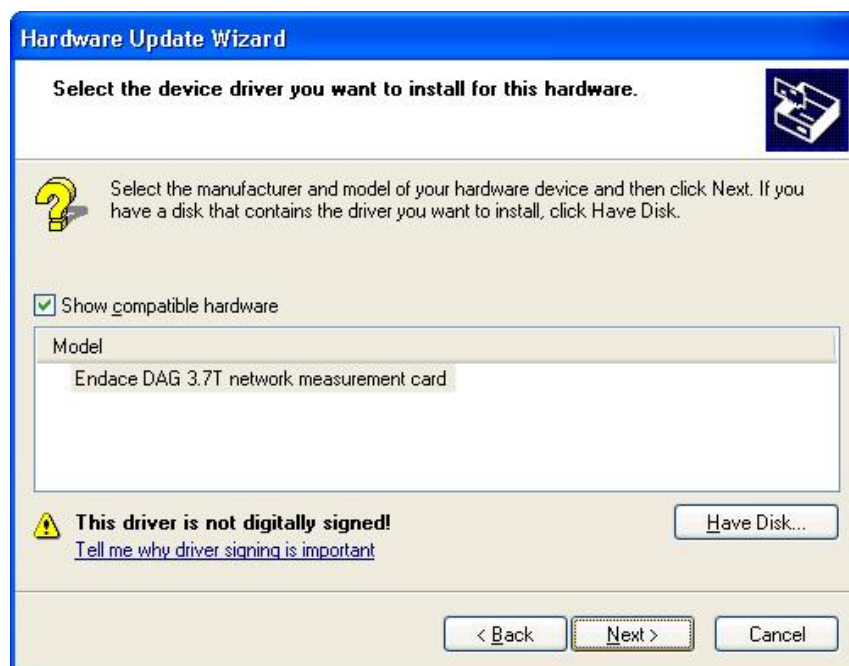


Figure 3-5. Typical Have Disk Option Screen View.

Step 7. Locate installation files

Locate the installation file either from "[Windows folder]/inf" or from the path mentioned during DAG Software installation and click "OK".

Click "Next" and choose "Continue Anyway", followed by clicking "Next" and then click "Finish"

NOTE: For Windows 2000 Server, "Continue Anyway" may not appear. Click "Next" and then "Finish" to complete the installation.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Figure 3-6 shows the typical Locate Installation Files screen view.

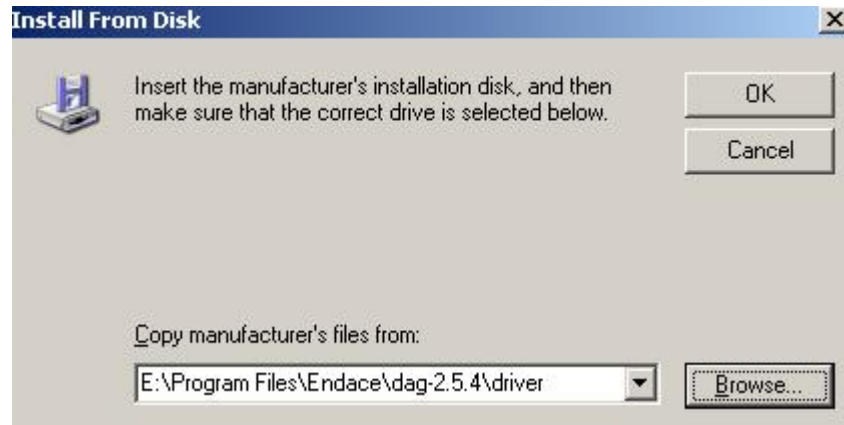


Figure 3-6. Typical Locate Installation Files Screen View.

NOTE: If the driver and the dlls are being installed as an update to the beta release, the older versions of the `dag.sys`, `dagapi.dll` and `dagapi37t.dll` may need to be manually removed. These files can usually be found at `%WINDOWS%\System32\drivers`.

If those files are not deleted, a message may appear asking to overwrite the older versions with the newer ones. The overwrite option should be chosen.

Step 8. Set the environment variable

Edit the “PATH” variable (one of the system variables) by adding the string “;%DAGPath %” to it.

The “PATH” variable can be located either through Control Panel->System->Advanced->Environment Variables or by right clicking on My Computer->Properties->Advanced->Environment Variables.

Continued on next page

3.1 Software Upgrade, continued

Procedure (continued)

Figure 3.7 shows the Environment Variable screen display.

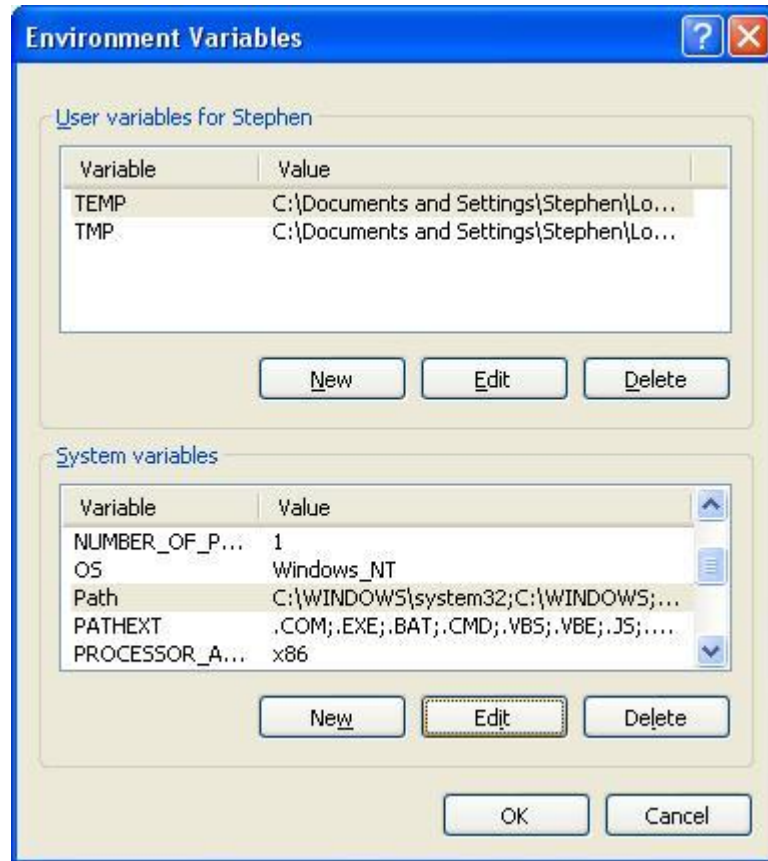


Figure 3-7. Environment Variable Screen Display.

Choose “Path” and click “Edit” on the screen above.

Figure 3-8 shows the Edit System Variable screen display.



Figure 3-8. Edit System Variable Screen Display.

Step 9. Reboot the System

3.2 Programming with DAG

Description All DAG cards present a common C language API for user programs.

Further details about the API can be requested by emailing support@endace.com for a copy of the DAG Programming Guide.

3.3 Reporting Problems

Description Support is provided with a service contract. If problems with a DAG card or supplied software, contact Endace Technical Support via the email address support@endace.com. Supplying sufficient information about trouble enables causation to be quickly identified and corrective actions advised.

Problem checklist The exact information available to users for trouble, cause and correction analysis may be limited by nature of the problem. The following items assist a quick problem resolution:

Ref	Item
1.	DAG card[s] model and serial number.
2.	Host PC type and configuration.
3.	Host PC operating system version.
4.	DAG software version package in use.
5.	Any errors or warnings when installing DAG driver or tools.
6.	Output of <code>daginf</code> .
7.	Firmware versions from <code>dagrom -x</code> .
8.	Physical layer status reported by: <ul style="list-style-type: none">• <code>dagthree</code> for DAG 3 series cards• <code>dagfour</code> for DAG 4 series cards
9.	Network link statistics reported by: <ul style="list-style-type: none">• <code>dagthree -si</code> for DAG 3 series cards• <code>dagfour -si</code> for DAG 4 series cards
10.	Network link configuration from the router where available.
11.	Contents of any scripts in use.
12.	Complete output of session where error occurred including any error messages from DAG tools.
13.	A small section of a captured packet traces illustrating the problem.
14.	Any error or warning messages logged in event viewer.