

# **SteelCentral™ Packet Analyzer Installation Guide**

Including the personal edition

Version 10.7

August 2014

The logo for Riverbed, featuring the word "riverbed" in a bold, orange, lowercase sans-serif font. A small grey dot is positioned above the letter 'i'.

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## Before you start

### Check your hardware and software

Riverbed® SteelCentral™ Packet Analyzer requires a system with the following hardware and software configuration:

<b>Operating System</b>	Windows XP (SP3), Windows Vista, Windows 7, Windows 8, Windows 8.1
<b>System Software</b>	Microsoft NET Framework 4.0 (or later) (If not found, installer provides a link to download from Microsoft)
<b>Host Hardware</b>	A dual-core 2.0 GHz CPU or better
<b>Available Disk Space</b>	<i>Base installation:</i> approximately 300MB <i>Plus:</i> additional space for generated reports or trace files
<b>Memory</b>	2 GB or more of system memory
<b>Video Hardware and Settings</b>	A graphics card with a minimum resolution of 1024 x 768
<b>Display Settings</b>	Text size: 100% (default) - displayed text may be truncated when a larger text size is used – see Control Panel > All Control Panel Items > Display
<b>If Using Concurrent License Server (SteelCentral Packet Analyzer only)</b>	Network connection to a Riverbed® SteelCentral™ NetProfiler or Riverbed® SteelCentral™ NetExpress or a Riverbed® SteelCentral™ NetShark. The virtual editions of these products also support the concurrent license server.

**Note:** SteelCentral Packet Analyzer personal edition does not use concurrent licenses. Only single-seat licenses can be used with Packet Analyzer personal edition.

### Determine your user requirements

Beginning with release 10.5, Packet Analyzer (formerly Cascade® Pilot) no longer requires administrator privileges to install the product for use by a single user on a Windows system. In release 10.6 (and later), if the installer is executed without administrator privileges, the default is “Install for current user only.” To enable all users on a computer to run Packet Analyzer, the installer must be run by a user with administrator privileges. If the installer is executed with administrator privileges, the default option is “Install for All users.”

Before starting an installation, determine if a single user or multiple users will run SteelCentral Packet Analyzer on each Windows system. See “Install SteelCentral Packet Analyzer” for step-by-step instructions.

### Determine your licensing plan

After installing SteelCentral Packet Analyzer, the product’s user interface opens, but a license is required to activate it. License activation is handled through the SteelCentral Packet Analyzer. Two license types are available for use:

- **Single-seat licenses**
  - A single-seat license is purchased from Riverbed and provided as a product key.
  - The product key, a well-formed email address, and optional web proxy information are entered to request a license. Administrator privileges are required.
  - Riverbed licensing portal is automatically contacted to validate the key and activate the license. You have the option to configure and use a custom proxy to contact the Riverbed licensing portal.
  - License must be deactivated to use the product key on another computer. Administrator privileges are required.
  - Offline license activation and deactivation is available through Riverbed Support.

- **Concurrent licenses (SteelCentral Packet Analyzer only).**
  - A concurrent license is purchased and installed on a SteelCentral NetProfiler or SteelCentral NetExpress or a SteelCentral NetShark. The virtual editions of these products also support the concurrent license server. These products can serve as a concurrent license server on your network for systems running SteelCentral Packet Analyzer.
  - On a system with SteelCentral Packet Analyzer installed, you request a license by entering the DNS name or IP address and the TCP port (default 443) of a concurrent license server, followed by your user name or email address.
  - SteelCentral Packet Analyzer automatically connects to the license server and requests a concurrent license. The server checks for available licenses, and, if one is available, issues a license.
  - Licenses have a fixed expiration time, but are automatically renewed if connected to a concurrent license server with available licenses.
  - When SteelCentral Packet Analyzer is deactivated, the license is returned to the server and available for other users.
  - A user can specify that a license not be deactivated and returned to the server, to allow for offline work. The license is subject to license expiration when offline. If you are working offline when a license expires, you have five minutes to save your work before Packet Analyzer closes. A new license must be obtained to activate Packet Analyzer again.

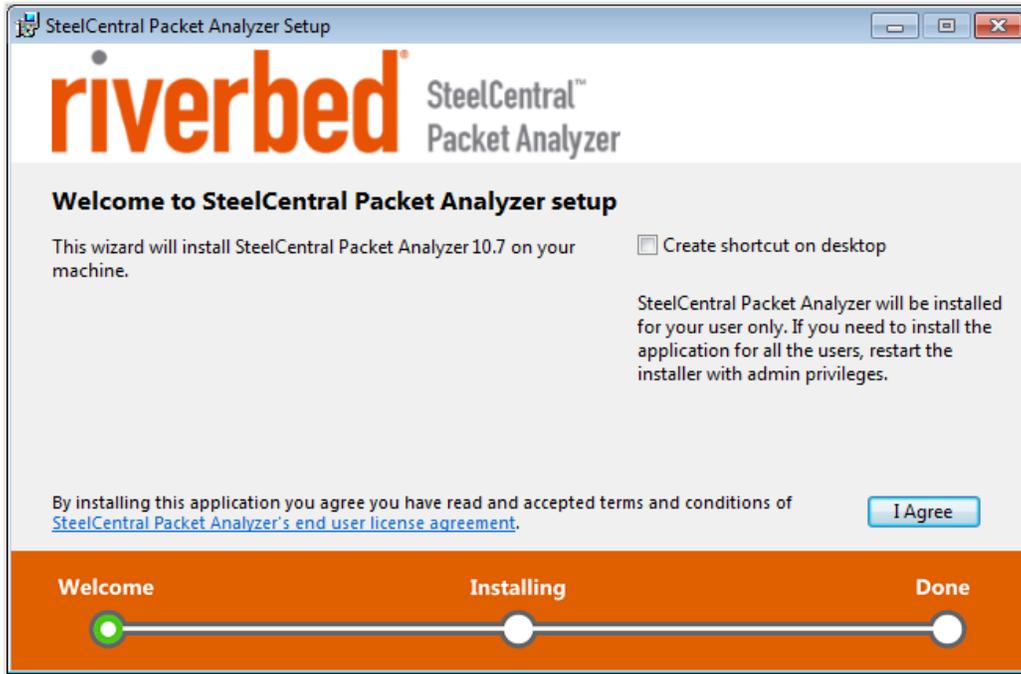
Single-seat and concurrent licenses can be used on any system running SteelCentral Packet Analyzer. Some common use cases are summarized below.

Use Model	SINGLE-SEAT LICENSE		CONCURRENT LICENSE <sup>1</sup>
	User Installer (current user only)	Admin Installer (select current user)	Only Admin Installer ( all users (default))
One user, one computer		Yes	Yes
One user, multiple computers		Requires deactivation and re-installation for new computer	Yes
One computer, multiple users		No	Yes

<sup>1</sup> SteelCentral Packet Analyzer personal edition does not use concurrent licenses.

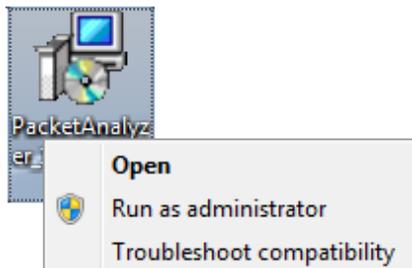
# Install SteelCentral Packet Analyzer

1. Download the SteelCentral Packet Analyzer installer from the Riverbed web site. The installer works for both demo and full-feature licenses.
2. Based on your user requirements for the computer, open the installer using one of the following two methods.
  - **User Installer:** Double click the installer file. The first screen of the Setup Wizard appears.

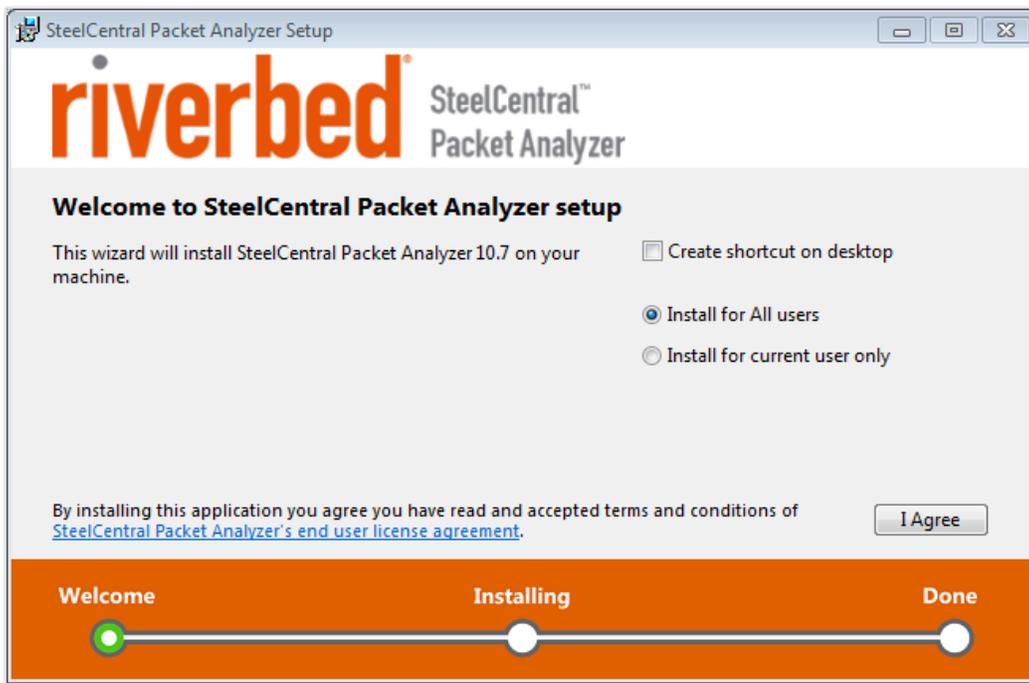


Click **I Agree** to continue or close the window to cancel. You can interrupt the Setup Wizard by clicking the close button (the X in the top right corner). If you interrupt the Setup Wizard, any steps already performed are rolled back, leaving the computer in its original state.

- **Admin Installer.** Right click the installer file and choose **Run as administrator**



The first screen of the Setup Wizard appears.



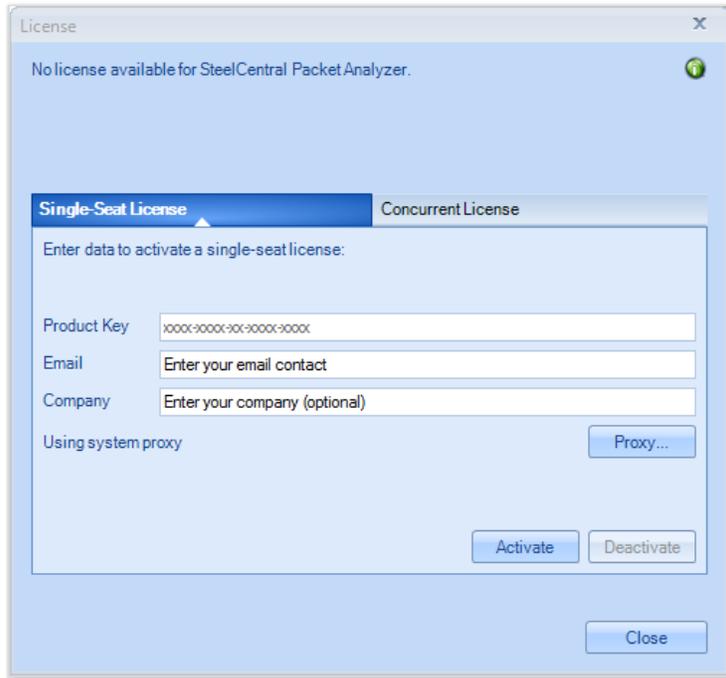
The default settings install SteelCentral Packet Analyzer for all users of the system. To install for use by a single user only, select Install for current user only.

Click **I Agree** to continue or close the window to cancel. You can interrupt the Setup Wizard by clicking the close button (the X in the top right corner). If you interrupt the Setup Wizard, any steps already performed are rolled back, leaving the computer in its original state.

3. When a single-user installation completes, a **Start the application** check box is selected by default. SteelCentral Packet Analyzer loads after you click **Close**. When an all users installation completes, click **Close**.

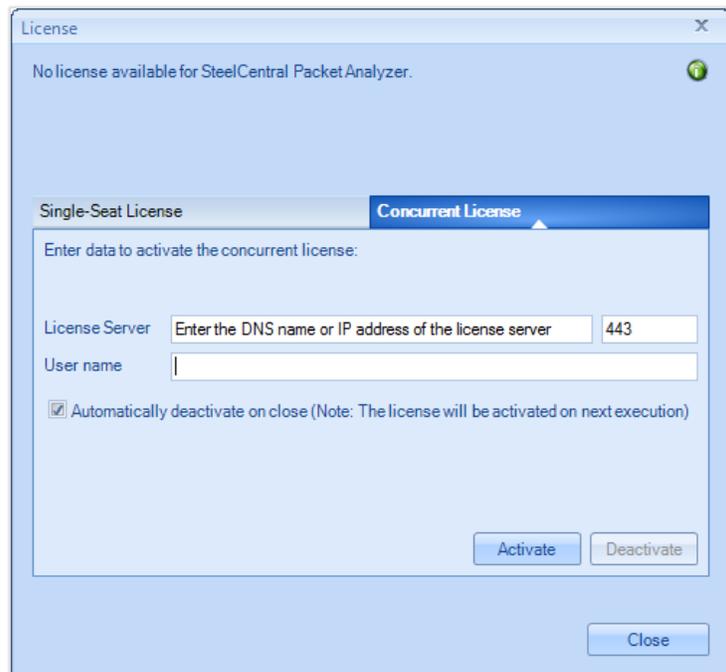
**Note:** The SteelCentral Packet Analyzer can be repaired or removed using Windows Control Panel > Programs and Features. See “Repairing or removing SteelCentral Packet Analyzer” for more information.

4. The first time SteelCentral Packet Analyzer opens, no license is detected. You must enter a demo or full feature Single-Seat or Concurrent License to activate SteelCentral Packet Analyzer.
- Single-Seat License



A Product Key is purchased from Riverbed. SteelCentral Packet Analyzer automatically connects to the Riverbed licensing portal to validate the key and update the status of the license. Enter Proxy information if necessary to reach the Riverbed licensing portal over the Internet.

- Concurrent License



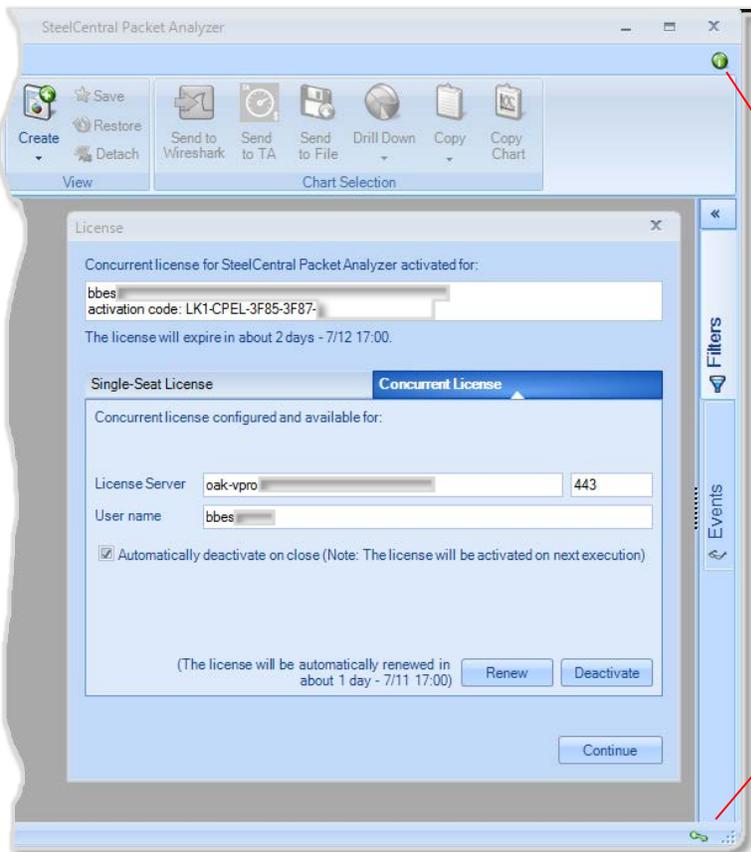
Enter the DNS name or IP address of a concurrent license server. If necessary, change the default port, 443, to match your network. By default, the user name is the name of the user logged into Windows. Normally the check box to deactivate the license when Packet Analyzer closes is used. However, if you are using Packet Analyzer offline, uncheck this box to maintain the license. An offline license is still subject to expiration.

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## Maintain SteelCentral Packet Analyzer

### Reviewing and managing licenses

When SteelCentral Packet Analyzer first opens, a balloon pop-up appears in the lower right corner of the application window, containing a license status message. A key icon in the lower-right corner of the application window can be hovered over to display your license status, or clicked to open the **License** page, where licenses can be managed.



Click the **About** button to view license information. Click the **more information** link to open the License page.

Hover over the key icon to see your license status. Click the icon to open the **License** page.

## Activating/deactivating single-seat licenses offline

The SteelCentral Packet Analyzer coordinates license activation and deactivation for single-seat licenses with the Riverbed licensing portal. It automatically tries online activation when a product key is entered. If unable to connect to the Riverbed licensing portal, the **License** page opens, providing a request token to be used in offline activation or deactivation through Riverbed Support. Riverbed Support then issues an activation token for you to activate your single-seat license. Alternatively, you can click **Call-in Support...** at the bottom of the form and provide the information found there to Riverbed Support over the telephone.

The screenshot shows a dialog box titled "Offline Activation Form" with a close button (X) in the top right corner. The text inside reads: "You can activate the license offline by contacting Riverbed Technology Technical Support. Please follow these instructions:"

1. Provide the following request token to Riverbed Technology Technical Support:  

```
H4sIAAAAAAAAAEA0y9B2AcSZY1Jj9tynt/SvVK1+B0oQ;AYBMk2JB AEOzB1M3mkuwdaUc jKasqgc p1VmVdzhZAzO2dvP fee++999577733u judTif33/8/XGZkAWz2zkrayZ4hgKrIH9+f88/Io7T7e306a0ffP3Z7s74/nh3Z+f+eP/TB/FG09nh9/rs4cH9/a2T+7v7myf7m8/2Tt4trly snty+NWLzyaTvJ1nZfM2/z2Xk7bNp/PxtFocnrz24smb
```

Below the token are two buttons: "Create E-mail..." and "Copy to Clipboard".

2. Send the token to the Riverbed Technology Technical Support to activate the license:  
**Support Email:** [support@riverbed.com](mailto:support@riverbed.com)
3. Enter the activation token:
4. Activate your copy

At the bottom are two buttons: "Call-in Support..." and "Cancel".

**Note:** No confirmation is required from Riverbed Support when a single-seat license is deactivated, as the license is deactivated when the information you send to Support is created. You must still provide Support with the deactivation information so that the Riverbed licensing portal can be updated.

There is no manual activation or deactivation with a concurrent license. The license is valid until it expires.

## Updating SteelCentral Packet Analyzer

With version 10.5 (and later), the installer checks the currently installed version and if it is  $\geq 10.5$ , automatically uninstalls it, before installing the new version. **Note:** installations changing from type "All users" to "current user only" are not supported. The installer warns you that the operation is not allowed and you need to manually remove the old version before proceeding with a new installation.

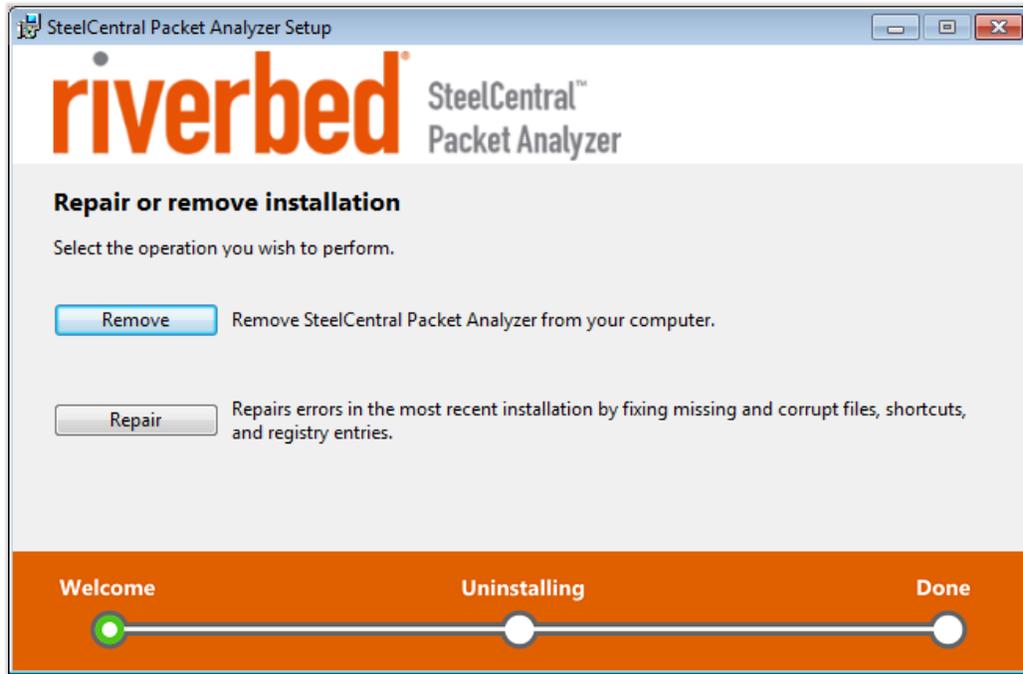
If a software version earlier than 10.5 is found ( $< 10.5$ ), you are notified and asked to manually remove it before continuing. If there is an active single-seat license for Packet Analyzer, the installer automatically deactivates it. If necessary it provides offline deactivation information for use in reactivating the license with the new version.

## Upgrading SteelCentral Packet Analyzer

SteelCentral Packet Analyzer can now be upgraded from a demo version to a full feature version simply by changing the license –no software installation is required. The same software used with a demo license can be upgraded by simply purchasing a full feature license, entering the product key on the License page, and clicking **Upgrade**.

## Repairing or removing SteelCentral Packet Analyzer

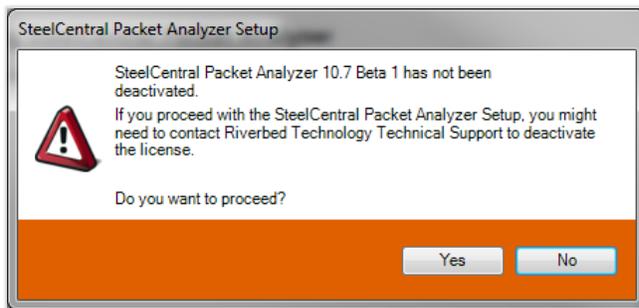
Once the software has been installed, use Windows Control Panel > Programs and Features to repair or remove the product.



The repair option simply repairs errors in the installation by fixing missing or corrupt files, shortcuts, and registry entries.

The remove option initiates a multi-step process that removes the product from the system.

**Note:** Administrator privileges are required to deactivate a product. If removal is initiated by a user without administrative privileges, they are asked to supply administrator credentials. In version 10.6 (or later) a user can decline providing administrator credentials and remove the software. The product is not deactivated if “Yes” is clicked in the message below.



The product activation key cannot be re-used until it is deactivated. If the same software version is reinstalled on the system, an administrator can then uninstall it and deactivate the product.



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