

# Packet Tracer FAQ



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# Installation

## 1.1 Where can I download Packet Tracer from?

- Packet Tracer is available free of charge to all Cisco Networking Academy® users. Please follow these instructions to download the software:  
Log in to the Cisco netacad.com learning environment.  
Select Resources > Packet Tracer.

## 1.2 How do I know what Packet Tracer version (32bit or 64bit) I need?

- You will need to check the computer's system type you're installing Packet Tracer on. How to find this information depends on the computers operating system.

Windows 8/8.1 and 10

Open "File explorer", Click on "Computer", Click on "System Properties".

Windows 7

Click on the "Start key", Right click on "Computer", Click on "Properties".

Linux

Click on "Start", Click on "System Tools", Click on "Monitor", and Click on "System tab".

## 1.3 How do I know what is the latest version of Packet Tracer before I download it?

- We would recommend downloading the Packet Tracer Software from the netacad.com site only. To navigate to this site login to [www.netacad.com](http://www.netacad.com), click on "Resources", click on "Download Packet Tracer".  
The most up to date software will be available to download here.

## 1.4 Can I install Packet Tracer on any device?

- Packet Tracer can only be installed on devices running Windows 7, 8/8.1, 10 for both 32bit and 64bit, Ubuntu Linux for 64bit only and MAC OS.

## 1.5 Can I download an older version of Packet Tracer?

- We would recommend using the most up to date version of Packet Tracer as downloading an older version may cause errors as the software would be out of date and may no longer be supported.

## 1.6 Why am I asked to insert a disk when trying to install Packet Tracer?

- You may have installed the wrong version of Packet Tracer or the Packet Tracer package you have downloaded may have become corrupted. Check that you have downloaded the correct version and try and download Packet Tracer again.

## 1.7 I have installed Packet Tracer but I cannot find the Packet Tracer shortcut icon?

- Packet Tracer should install all the relevant files including the shortcut just like any other program however if this does happen you can create a shortcut by navigating to the programs files. To do this open "This PC" (My Computer),

Double click on “C Drive”, Double click on “Program files”, Double click on “Cisco Packet Tracer”, Double click on “bin”. The program is at the bottom of the list. Right click on “Packet Tracer.exe” and click on “Create shortcut”, Move the new shortcut to your desktop.

### **1.8 Does Packet Tracer automatically install its own updates?**

- Packet Tracer supports feature expansion through external applications using an API. PT Updater is an external application (ExApp). The PT Updater application checks the Cisco servers on a regular basis for updates to the Packet Tracer application. PT Updater can be disabled by the user if they choose to do so but the associated functionality is then lost.

### **1.9 What are the minimum system requirements to install and run Packet Tracer?**

- To successfully install and run Packet Tracer 7.2.1, the following minimum prerequisites must be met:

#### Minimum

CPU: Intel Pentium 4, 2.53 GHz or equivalent

OS: Microsoft Windows 7, Microsoft Windows 8.1, Microsoft Windows 10, Ubuntu 14.04 LTS, mac OS High Sierra and Mojave

RAM: 2 GB

Storage: 500 MB of free disk space

Display resolution: 1024 x 768

Language fonts supporting Unicode encoding (if viewing in languages other than English)

Latest video card drivers and operating system updates

#### Recommended

CPU: Intel Pentium 4, 3.0 GHz or better

RAM: 4 GB

Storage: 700 MB of free disk space

Display resolution: 1920 x 1080

Sound card and speakers

Internet connectivity (if using the Multiuser feature or tutorials)

### **1.10 Does Packet Tracer run on mobile devices?**

- Packet Tracer Mobile currently supports Android and iOS devices. While the team continues to improve Cisco Packet Tracer Mobile it is limited and cannot do all of the features Packet Tracer can offer. Please follow the steps below to access the links for downloading the app to your mobile device:

Log in to [www.netacad.com](http://www.netacad.com)

Hover over “Resources” and click “Download Packet Tracer”

Under “Mobile” choose one of the following options:

iOS Version 2.0 English -> Download on the App Store.

Android Version 2.0 English -> Get it on Google Play.

Please note: There are differences between the Packet Tracer Mobile and Packet Tracer.

# User Account

## 2.1 How do I get a netacad.com account?

- You will need to register for a NetAcad account. Please follow these instructions:  
Go to [www.netacad.com](http://www.netacad.com), Click on the “Log in” drop down, Click “login”, Click “Create Account”, Complete the registration form.  
You will receive a welcome email and you will now be able to login to your account.

## 2.2 How long will it take for my account to become active?

- Once an account has been created you will receive a welcome email within seconds.  
The welcome email will allow you to login and create your own password, from this point your account is active.

## 2.3 How do I reset my password?

- You can reset your password at the login page. Go to <https://www.netacad.com> and click the “log in” drop down, Click “Login”, enter your email address and click “Next”. On the following screen you will see a (forgot password) option which will allow you to reset your password.

## 2.4 Are there any guidance materials for Packet Tracer?

- We have a Packet Tracer [guide](#) available on our City & Guilds website with easy to follow step by step guidance supported with screen shots.

## 2.5 Is there a support team I can contact to help me with Packet Tracer?

- There is not a support number for packet Tracer but NetAcad offer an online [virtual support assistant](#) who will be able to answer many of your questions. (You will need to allow Pop-ups for this site for the virtual assistant to work)

## 2.6 Will my account lock if I do not login within a certain amount of time?

- There is no certain amount of time you have to login to your account before it locks or becomes inactive.

## 2.7 Does Packet Tracer support other languages?

- You can change your language preference at any time from the ‘My Profile’ section of Cisco NetAcad. Please follow the steps below to change the language:
  1. Log in to [www.netacad.com](http://www.netacad.com)
  2. Hover over your name and click ‘My Profile’
  3. Click the arrow to access the drop down menu next to ‘Language:’
  4. Choose your language preference
  5. Click ‘Update Information’

Please note: Making this change will not affect the language of your course. The instructor determines this preference when creating the course.

## General

### 3.1 Can I see activities created in an older versions of Packet Tracer when I'm using Packet Tracer's newest version?

- The newest version of Packet Tracer will allow you to see created activities from older versions.

### 3.2 Would it matter if I was trying to review an activity created on a newer version of Packet Tracer but my version is older?

- We would not recommend running an older version of Packet Tracer as you will receive errors when trying to open work submitted from a user on a newer version.  
Always check that you have the most up to date version of Packet Tracer.

### 3.3 Why are Packet Tracer tutorials not launching?

- You will have to disable the pop-up blocker for your browser as not doing so will block Packet Tracer's add-ons.

### 3.4 The "Take Assessment" link is not showing when I access an exam. Any reason?

- If you are not seeing the "Take Assessment" link you will need to contact your instructor for assistance. Normally there are two reasons this happens:

The assessment has not been activated and an error will appear to contact your instructor.

You previously took the assessment and the instructor needs to provide you an additional attempt on the exam.

### 3.5 My instructor re-enabled my exam, but it is still showing "Instructor must re-enable." What can I do?

- When an instructor re-enables an exam, the student will have up to 24 hours to log in and resume the assessment. If the student does not log in and complete the exam within 24 hours, the instructor will need to re-enable the exam again. If you are still receiving the "Instructor must re-enable" message in the exam, please contact the instructor for assistance.

### 3.6 More related FAQs.

- For more related Packet Tracer and NetAcad FAQs please follow the instructions below.

Go to <https://www.netacad.com> and click the "Log in" drop down, Click "Login", Enter your Email address and click "Next", Enter your Password and click "Sign in", Click on the (Question Mark) icon, Click on NetAcad FAQs.

Every effort has been made to ensure that the information contained in this publication is true and correct

City & Guilds can only provide minimal support for Packet Tracer and the NetAcad website as both products are supported and developed by the Cisco Networking Academy.

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