

Product Manual

IPCopper ITR1000
IPCopper ITR2000



*REGISTER YOUR PRODUCT ONLINE AT
WWW.IPCOPPER.COM/RETRIEVE.HTM*

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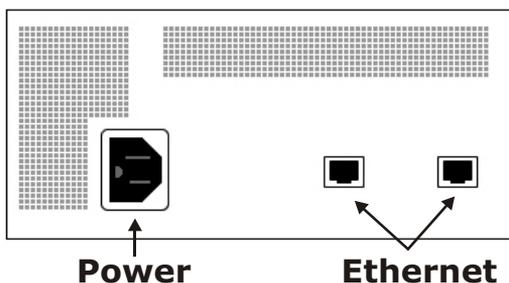
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Installation

1. Location

Your packet capture appliance may be used to record the traffic for an entire internet connection, a single computer or a group of computers. Where you place the packet capture appliance on your network determines which traffic would be recorded.

- To record all traffic that passes through your internet connection, place the packet capture appliance between your internet source (generally a modem) and all other equipment.
- To record just the internet or ethernet traffic to and from one computer or other equipment, place the packet capture appliance between that specific piece of equipment and the rest of your network.
- To record just the internet or ethernet traffic to and from a specific group of computers or equipment, place the packet capture appliance between the subset of equipment and the rest of your network.



2. Connect Ethernet Cables

Connect the Ethernet cable from your internet source to one of the Ethernet ports on the back of the packet capture appliance, then connect the Ethernet cable leading to your equipment or network to the other port.

3. Connect Power Cable

Lastly, connect the power cable to the power port on the back of the packet capture appliance and to the power source. To protect your packet capture appliance from power surges and other electrical fluctuations, connect the unit to power

Booting Up Your ITR1000 or ITR2000

Once connected to power (see previous page), press the power button and your packet capture appliance will boot up automatically. Your packet capture appliance is fully booted up and ready to start recording once the green "Record" LED turns on. If your packet capture appliance does not appear to boot up properly, check the following:

- Make sure the external USB key is fully inserted into the USB port.
- Connect the packet capture appliance to power via a surge protector or UPS (uninterruptible power supply).

If the red "Error" LED turns on, reboot the packet capture appliance after first checking that the power and Ethernet cables are fully connected and the external USB key is fully inserted into the USB port. If the red error light persists, please turn to the Troubleshooting section for further suggestions.

Understanding the Front Panel

The front panels of the ITR1000 and ITR2000 have several LED lights and a small number of buttons, for use in determining the status of your device and preparing it to retrieve data. The diagram below outlines what each of these lights and buttons are, and what they are for.



1. Record LED: This light indicates that the unit is recording.
2. Retrieve LED and Switch: The switch (on right) is used to toggle the unit in to retrieve mode (to download data). When in retrieve mode, the retrieve LED turns on.
3. Server LED: This light turns on when the unit is communicating with the server.
4. Full LED: This light turns on when the hard drive has reached capacity and cannot record any more data.
5. Error LED: This light turns on when there is an error in the functioning of the unit, such as a hard drive error. For more information, turn to the troubleshooting section.
6. USB ports. Use the upper port for the USB key.
7. Model number.
8. Hard drive status light.
9. Reset/reboot button.
10. Power button.

Retrieving Data

To retrieve recorded data from your ITR1000 or ITR2000, go to www.ipcopper.com to register your unit. Once you have registered, toggle the unit into retrieve mode using the RETRIEVE switch and log into the web based interface. This interface is only used to authenticate the retrieval session and protect against unauthorized retrieval. The data from the unit will be downloaded directly to a PCAP file on your computer.

For information on using your ITR1000 or ITR2000, please go to www.ipcopper.com/support.htm.

Troubleshooting

Error light is on.

1. Try resetting the unit (press the reset button). This will re-boot the unit and in most cases clear the error.
2. Try changing the power cable and/or electrical outlet and reboot the unit.
3. Try changing all Ethernet cables and re-booting the unit.
4. Try disconnecting all Ethernet cables and re-booting the unit.

If the error light persists after three or four attempts to re-boot the unit, changing cables and changing the power source, there may be a problem with the unit's hard drive or other internal parts. Please contact technical support for further assistance.

Cannot connect to Internet.

1. Check to make sure that both Ethernet cables are connected at both ends and that the unit is connected to power.
2. Check to make sure that there are no loose network cables between your computer and the unit.
3. Check the status lights on your modem, to see if your internet connection has gone down. In some cases it may be helpful to power cycle your modem.
4. Check if the error light is on. If yes, see "Error light is on" above.

5. Check if the full light is on. If it is, the unit's hard drive has reached capacity and cannot record any more data.

6. If the unit has just been re-booted or is booting up for the first time or for the first time after a power outage, make sure that the USB key is firmly inserted into the USB port. The presence of the USB key is necessary when booting up; if it is missing, the unit will not function.

7. Check your modem's connectivity.

If you are connecting unit between your router and the modem, neither the router nor the modem would be able to detect the presence of the unit. As such, no MAC address alterations would occur.

When I connect the unit to power, nothing happens and no lights come on.

1. Make sure the power cable is connected securely at both ends.

2. Try using a different electrical outlet.

3. Try using a different surge protector or UPS (uninterruptible power supply).

4. Try using a different power cable.

If none of the above makes a difference, please contact technical support for further assistance. If you have recently experienced power fluctuations, such as a power spike due to a recent storm, some of the unit's internal components may have been affected. It is highly recommended that the unit always be connected to power using a surge protector and/or UPS (uninterruptible power supply) for protection against power spikes, surges or other fluctuations in the electrical grid. Just like any other piece of computer equipment, the unit's internal components can be affected by fluctuations in the electrical grid and rendered nonfunctional.

Additional Resources

- General www.ipcopper.com
- Hardware Troubleshooting www.ipcopper.com/support.htm
- Online Account Support www.ipcopper.com/support.htm
- Warranty Claims www.ipcopper.com/warranty.htm

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