Packet Tracer Installation Notes and FAQ

Where can I download the software?

You can download Packet Tracer from the Cisco Network Academy site:
https://www.netacad.com/resources/lab-downloads

An alternative download location if you have issues with the first link is:
https://legacy.netacad.com/portal/resources/packet-tracer

You need to create and log in with a free NetAcad account before you can download the software.

Once you are logged in download the version of Packet Tracer for your operating system:

Step 1. Download the version of Packet Tracer you require.

Packet Tracer 8.1.1 MacOS 64bit

Packet Tracer 8.1.1 Ubuntu 64bit

Packet Tracer 8.1.1 Windows 64bit

What if I have an issue logging in to the NetAcad website or the Packet Tracer software?

Please follow the usual web browser troubleshooting steps:

1. Clear your cache and then reopen the browser.

2. Try a different web browser.

Different web browsers have different instructions to clear their cache - Google for the name of your browser and 'clear cache' to find instructions (for example 'Chrome clear cache').

If you continue to have difficulties please contact Cisco support at web-help@cisco.com (I don't have any control of Packet Tracer login sorry, the software is managed by Cisco).

Where can I find the course lab files?

First watch the 'How to Use the Course Lab Exercises' video in the course where this is explained.

The lab projects can be found as a zip file in the last lecture in the technology sections. Please note that many of the early sections cover foundational theory without a hands-on component and do not need a lab exercise.

Course content   ✕

Section 3: Host to Host Communications   ⌄
6 / 6 | 30min

Section 4: The Cisco IOS Operating System   ⌃
1 / 8 | 59min

☐ 17. Introduction
▶ 1min

☐ 18. Cisco Operating Systems
▶ 5min   📁 Resources ⌄

☐ 19. Connecting to a Cisco Device over the network
▶ 11min   📁 Resources ⌄

☐ 20. Making the Initial Connection to a Cisco Device
▶ 11min   📁 Resources ⌄

☐ 21. Navigating the Cisco IOS Operating System Part 1
▶ 10min   📁 Resources ⌄

☐ 22. Navigating the Cisco IOS Operating System Part 2
▶ 11min

☐ 23. Cisco IOS Configuration Management
▶ 9min   📁 Resources ⌄

☑ 24. The IOS Operating System - Lab Exercises
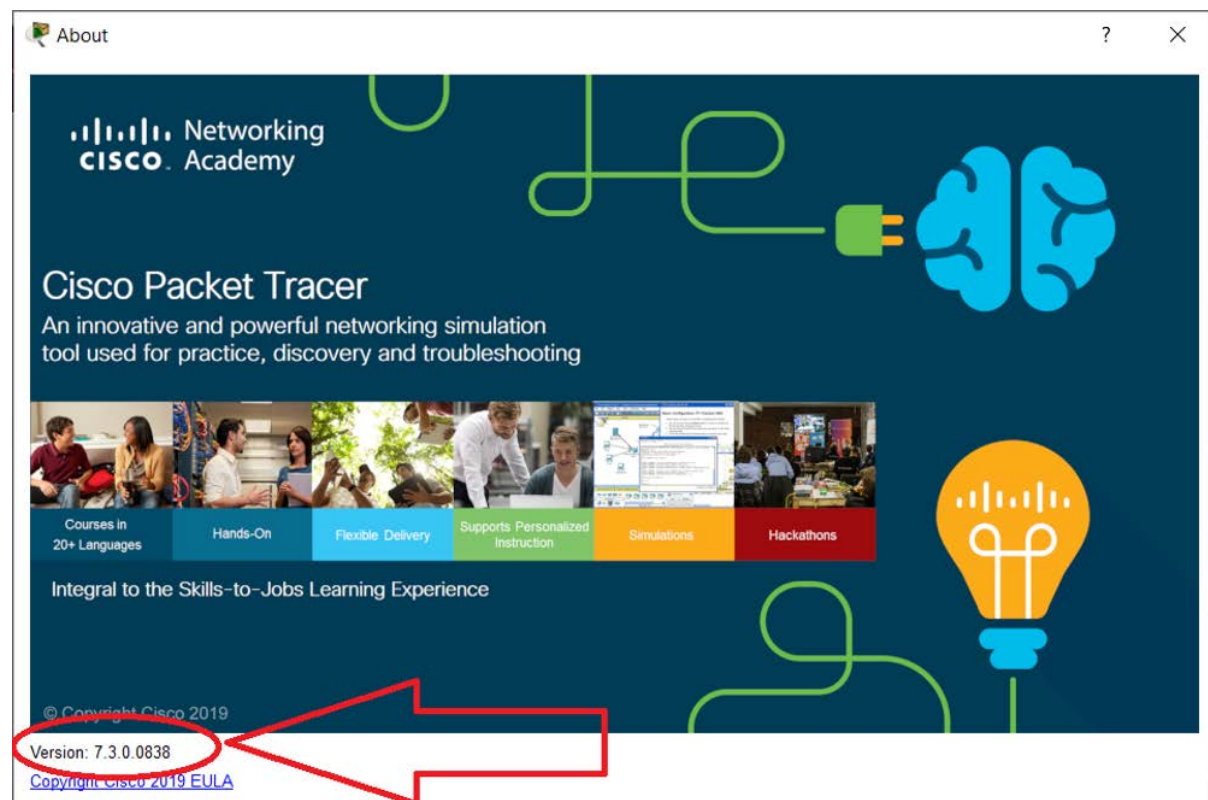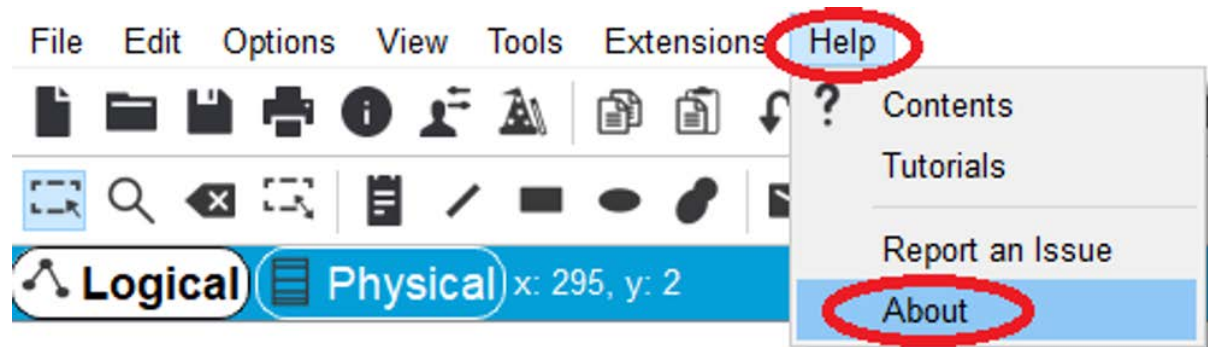📄 1min   📁 Resources ⌄

Section 5: OSI Layer 4 - The Transport Layer   ⊡ 04 The IOS Operating System...
0 / 2 | 13min

What software version should I use?

The downloadable projects were created in Packet Tracer **version 7.3.0.0838**. Please ensure you are using this or a newer version of the software.

You can check your version by clicking 'Help' then 'About' in Packet Tracer.

I'm getting the error message 'the file... is not compatible with this version of Packet Tracer' when I try to open a lab exercise, what should I do?

The downloadable projects were created in Packet Tracer **version 7.3.0.0838**. Please ensure you are using this or a newer version of the software. (See the 'What software version should I use earlier in this FAQ.)

How do I use the lab exercises?

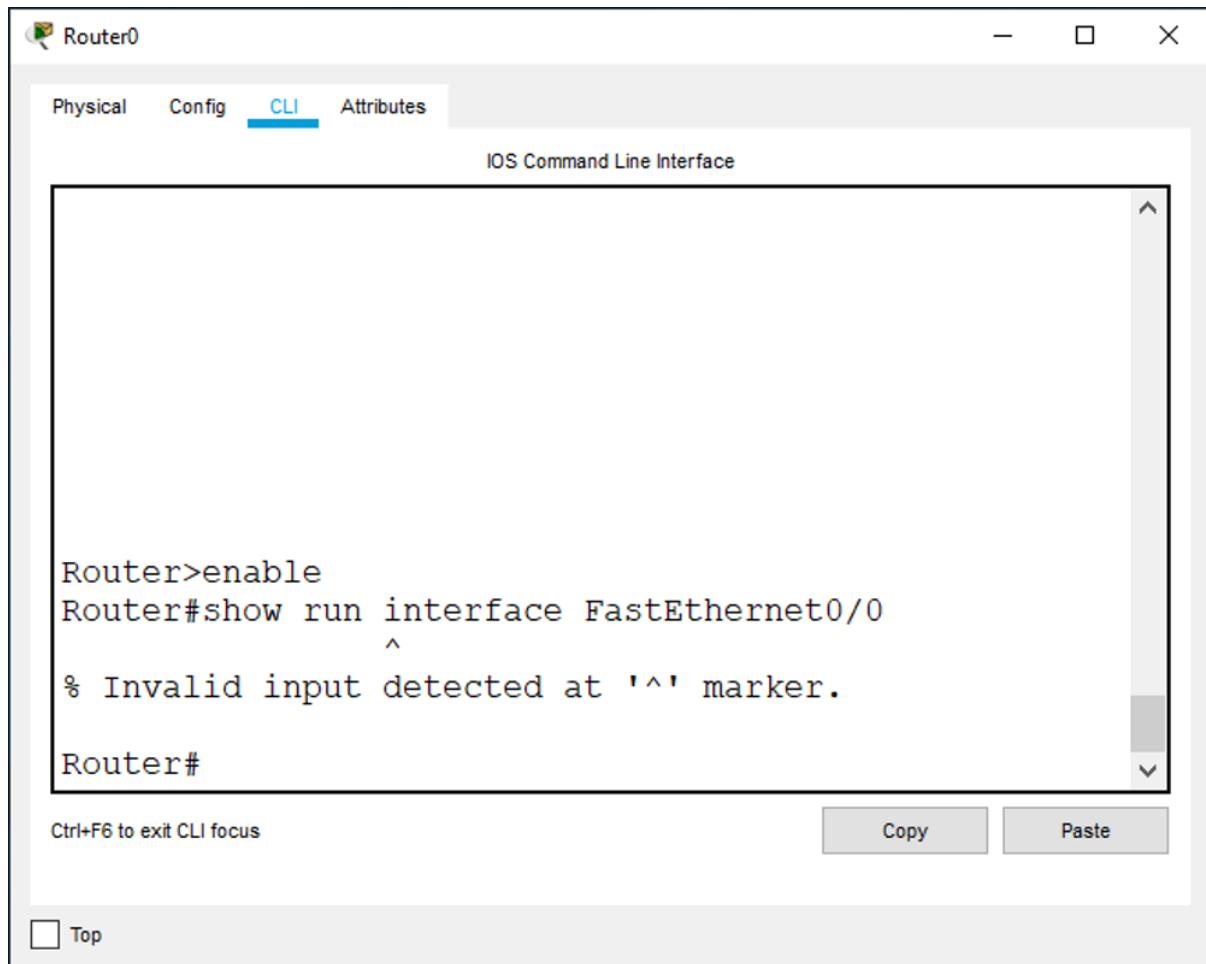Please follow the instructions in the 'How to Use the Lab Exercises' video.

Each technology section has a Lab Exercise at the end of the section (most of the early sections before Section 11 cover foundational knowledge and do not have a lab exercise).

1. Download the Lab Exercise zip file at the end of the section of the course.

2. Open the pkt file in the zip file to open the lab exercise in Packet Tracer.

3. Open the jpg file in the zip file to see the lab topology diagram.

4. Open the Lab Exercises PDF file and complete the tasks there to perform the lab.

5. The Answer Key PDF has a complete step by step solution to the Lab Exercise, you can use it if you get stuck or to check your work.

What if I see the error message '% Invalid input detected at '^' marker'?

Some commands (for example 'show run interface') are not supported in Packet Tracer. **Please use the supplied lab exercises and follow the solution in the Answer Key PDF.**

What if I have another issue?

Please contact Cisco support at web-help@cisco.com (I don't have any control of Packet Tracer download or operation sorry, the software is managed by Cisco).

For any issues with my lab scenarios, such as if you're confused about a question or solution, please ask in the Q&A tab of the lab exercise inside the course.

HTH,

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