

Packet Tracer Installation Notes and FAQ

Where can I download the software?

Open the Cisco Network Academy site <https://skillsforall.com> in your web browser then click on the User Account button near the top-right corner to register a user account.



You can register with and log in to the site using either a SkillsForAll account with your email address, your Google (Gmail) account, or an existing Cisco NetAcad account. Google is typically the most convenient option.

Once you are registered and logged in at <https://skillsforall.com>, open <https://skillsforall.com/resources/lab-downloads> in your web browser.

Scroll down to the 'Learning Resources' section and 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](#)

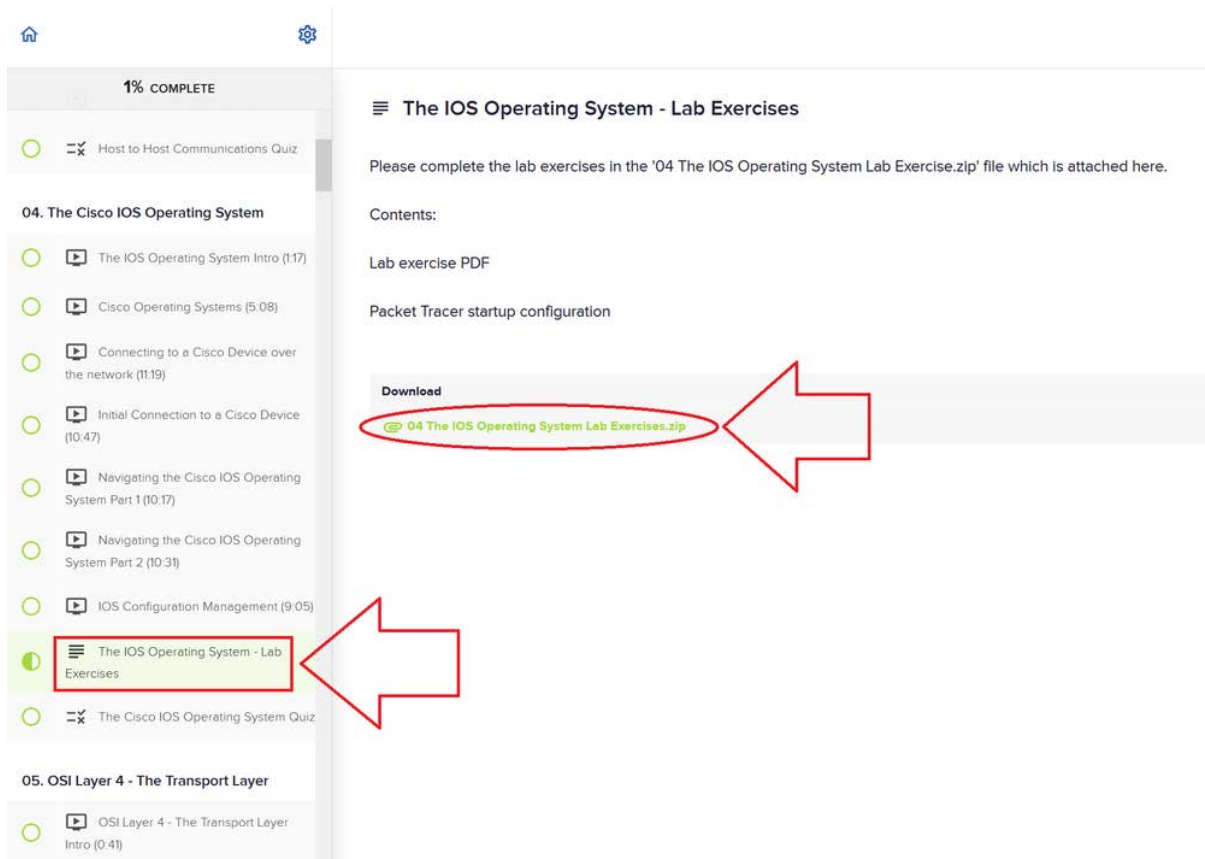
[Packet Tracer 8.1.1 Ubuntu 64bit](#)

[Packet Tracer 8.1.1 Windows 64bit](#)

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Where can I find the course lab files?

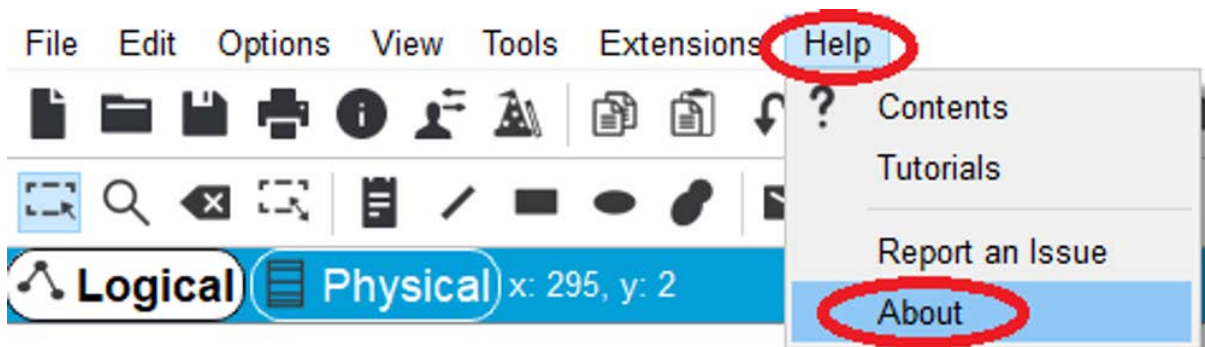
The lab projects can be found as a zip file in the last lecture in the technology sections. Please note that many of the early sections cover foundational theory without a hands-on component and do not need a lab exercise.

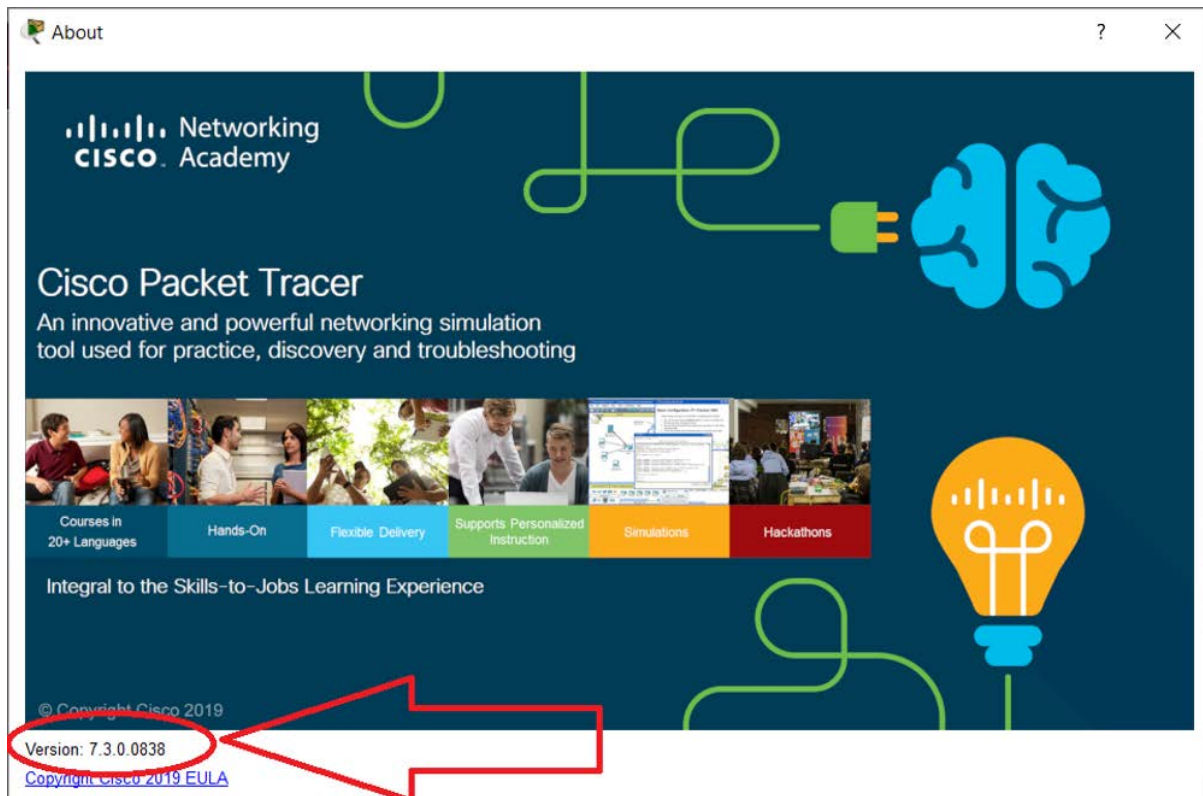


What software version should I use?

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 Please ensure you are using this or a newer version of the software.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.





What if I have an issue logging in to Packet Tracer?

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).

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.

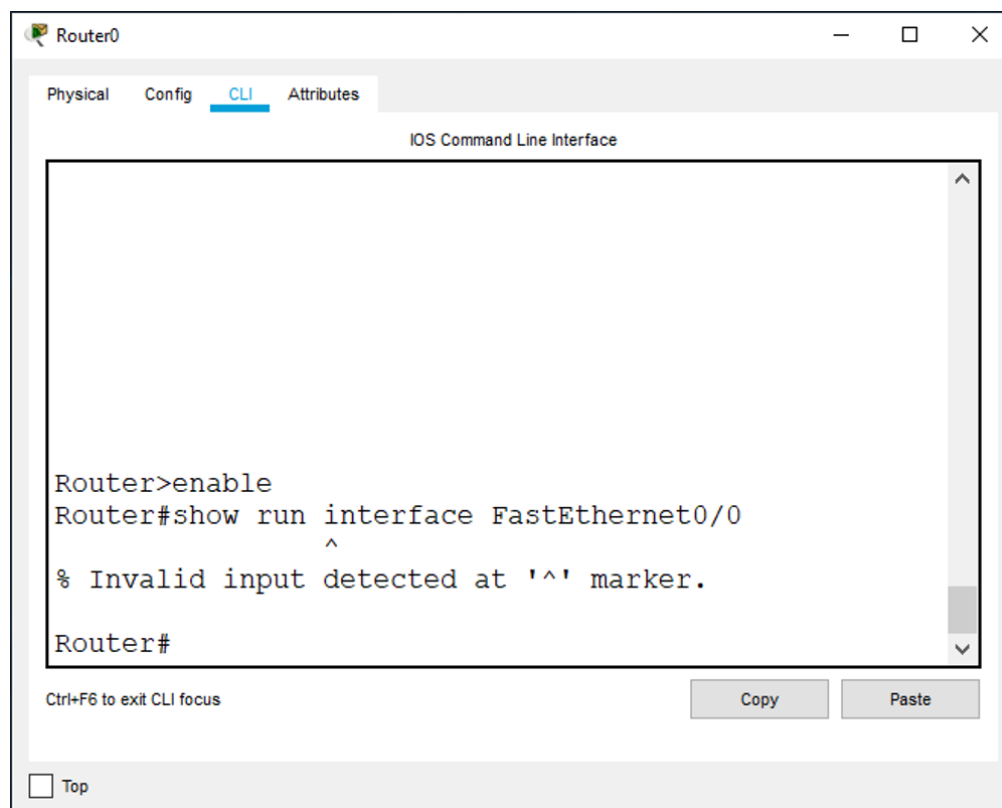
Each technology section has a Lab Exercise at the end of the section (most of the early sections before Section 11 cover foundational knowledge and do not have a lab exercise).

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 email me at neil@flackbox.com

HTH,

Neil