



# Cisco Packet Tracer 8.2

## Frequently Asked Questions

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## Cisco Packet Tracer 8.2 Release

### Q1. What is Cisco Packet Tracer?

A. Cisco Packet Tracer is a comprehensive, networking technology teaching and learning program that offers a unique combination of realistic simulation and visualization experiences, assessment and activity authoring capabilities, and opportunities for multiuser collaboration and competition. The innovative features of Packet Tracer help students and teachers collaborate, solve problems, and learn concepts in an engaging and dynamic social environment. Some of the benefits of Packet Tracer are:

- Provides a realistic simulation and visualization learning environment that supplements classroom equipment, including the ability to see internal processes in real-time that are normally hidden on real devices
- Enables multi-user, real-time collaboration and competition for dynamic learning
- Enables authoring and localization of structured learning activities such as labs, demonstrations, quizzes, exams, and games
- Empowers students to explore concepts, conduct experiments, and test their understanding of network building
- Allows students and teachers to design, build, configure, and troubleshoot complex networks using virtual equipment
- Supports a variety of teaching and learning opportunities such as lectures, group, and individual labs, homework, games, and competitions
- Supports feature expansion through external applications using an API to enhance the functionality of Cisco Packet Tracer in areas such as curriculum and assessment delivery, games, accessibility, and interfacing with real equipment.

### Q2. How can I obtain Cisco Packet Tracer?

A. Cisco Packet Tracer is available free of charge to all Cisco Networking Academy® instructors, students, and alumni.

Please follow these instructions to download the software from the NetAcad learning environment:

1. Log in to Cisco [NetAcad.cn](https://www.netacad.com)
2. Select **Resources > Download Packet Tracer**

### Q3. What if I do not have NetAcad account?

A. The latest version of Cisco Packet Tracer requires user authentication. A NetAcad account is required to sign in when you launch Cisco Packet Tracer.

Please ask your instructor for a NetAcad.cn account or enroll in the [“Introduction to Packet Tracer”](#) self-paced course for free and get a NetAcad.cn account for full access to Packet Tracer. The “Introduction to Packet Tracer” course will help users learn the basic features of Cisco Packet Tracer.

**Q4. What’s new in Cisco Packet Tracer 8.2?**

A. Cisco Packet Tracer 8.2 provides a better learning experience. It includes improvements for accessibility, security, and bug fixes for better software quality. Other improvements included are:

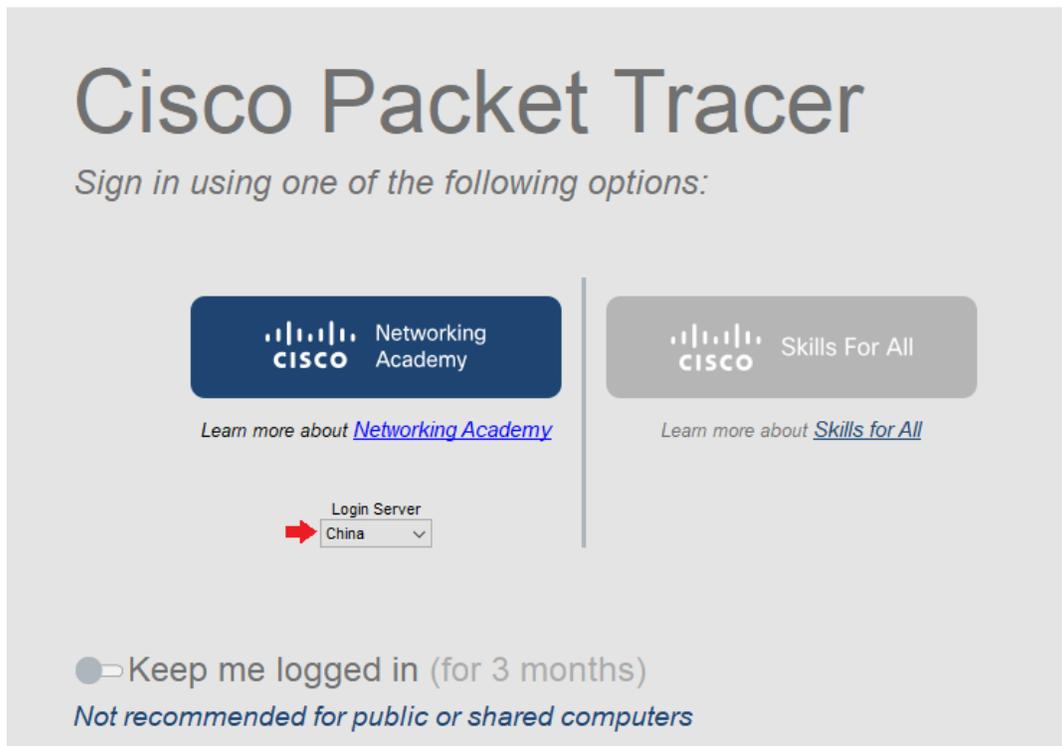
- Option to choose the Cisco Networking Academy Login Server (for data compliance)
- Packet Tracer Activities (PKAs) User’s Profile Name and Timestamp have been added to the title bar
- Additional Help documentation has been added, including more accessibility information.

Cisco Packet Tracer 8.2 is built upon Packet Tracer 8.0 and 8.1 and includes the following updates:

- The **Packet Tracer Tutored Activities (PTTA)**, a new type of activity that provides hints to the learner along the way if they want them. Packet Tracer Tutored Activities (PTTA) are designed to provide a more personalized and equitable learning experience.
- The **Enhanced Physical Mode** brings you into the virtual lab for a realistic experience of cabling devices on the rack. Reinforce critical skills such as device placement (Rack & Stack), switching on device power, device port-to-port cabling (including cable choice and management), troubleshooting, and more.
- A **Network Controller**, which is similar to real-world SDN Controllers like Cisco DNA Center and APIC-EM. You can practice a centralized network management approach using the Network Controller model. The Network Controller, managed using its Web GUI or using its APIs, gives you a centralized dashboard to view the network’s state, quickly identify & troubleshoot issues, and push configuration changes to all managed devices at once. Plus, you can access the Network Controller from real-world applications running on your computer, like a browser, Python, or Postman, to execute your own infrastructure automation scripts.

**Q5: I'm a user based in China, what are the Cisco Packet Tracer Authentication Steps?**

A. When you are prompted to log in and use Cisco Packet Tracer, on the Login Server drop down box, select China as indicated in the image below. Optionally, select the Keep me logged in (for 3 months) option if you are logging in from a personal device. Then click the Cisco Networking Academy icon to start the login process. Enter the details required in the login screens. When the login screen closes, you have successfully logged in.



**Q6. Which version of Cisco Packet Tracer is required to open a Packet Tracer Tutored Activity (PTTA)?**

A. To open the new Packet Tracer Tutored Activities (.pkasz files) you need Cisco Packet Tracer 8.1 or higher.

**Q7. Are older versions of Cisco Packet Tracer still available?**

A. No, previous versions are no longer supported. You are strongly encouraged to upgrade to the latest version of Cisco Packet Tracer to take advantage of new features, security improvements, and bug fixes.

**Q8. How does the "Keep me logged in" option work in Packet Tracer 8.0.1 or higher?**

A. The "Keep me logged in" feature was designed to give you access for 3 months to Cisco Packet Tracer 8.0.1 or higher without needing to re-enter your login credentials each time. Using the "Keep me logged in" feature is only recommended for private computers. If you are using a public or shared computer, you should NOT use the "Keep me logged in" option or you should ensure that you logout before closing Cisco Packet Tracer to prevent other users of the computer gaining access using your credentials.

**Q9. Can I use activities created in a prior Packet Tracer version with Packet Tracer 8.2?**

A. Yes. Packet Tracer 8.2 fully supports activities authored in Packet Tracer 7.3.0 and above. If you encounter a warning message, the activity was authored using a previous version of Packet Tracer and not all features may work.

**Q10. Can I use a new activity created in Packet Tracer 8.2 with a prior version of Packet Tracer?**

A. Packet Tracer Activities (.pka files) authored or saved with Packet Tracer 8.2 can only be used with version 8.2 of the software or higher. Prior Packet Tracer versions cannot load Packet Tracer 8.2 data files; they will display an incompatibility message.

**Q11. What if students download and use Packet Tracer 8.2 but their instructor is using a prior version?**

A. Please note that if a student using Packet Tracer 8.2 creates a new activity, or saves an activity originally created in a prior version of Packet Tracer, it will not open correctly in an older version of Packet Tracer. If the student submits the activity to an instructor who is using an older version of Packet Tracer, it will display an error message. The instructor will need to upgrade to Packet Tracer 8.2 to open the file, or the student will need to redo their work in the older version of Packet Tracer. To prevent this from occurring, please ensure that students use the same version of Packet Tracer for homework assignments that are being used by the instructor and in the classroom lab. We strongly recommend all students and instructors to upgrade to the latest version of Cisco Packet Tracer.

## Installing Packet Tracer Software

**Q12. Can students and instructors install Cisco Packet Tracer on their home computers or personal laptops?**

A. Yes. Cisco Packet Tracer can be freely distributed to any Networking Academy instructor, student, or alumni. This enables students to use Cisco Packet Tracer on any computer outside of class for homework, practice, and exploratory learning.

**Q13. On what platforms can I install and run Cisco Packet Tracer 8.2?**

A. Cisco Packet Tracer 8.2 is compatible with the following platforms: Microsoft Windows 8.1, 10, 11 (32 bit and 64bit), Ubuntu 20.04, 22.04 LTS (64bit) and macOS 10.14 or newer (64 bit).

**Q14. What are the system requirements for Cisco Packet Tracer 8.2?**

A. To successfully install and run Cisco Packet Tracer 8.2, the following system requirements must be met:

Cisco Packet Tracer 8.2 (64 bit):

- Computer with one of the following operating systems: Microsoft Windows 8.1, 10, 11 (64bit), Ubuntu 20.04, 22.04 LTS (64bit) or macOS 10.14 or newer.
- amd64(x86-64) CPU
- 4GB of free RAM
- 1.4 GB of free disk space

Cisco Packet Tracer 8.2 (32 bit):

- Computer with one of the following operating systems: Microsoft Windows 8.1, 10 (32bit)
- x86 compatible CPU
- 2GB of free RAM
- 1.4 GB of free disk space

**Q15. How do I install Cisco Packet Tracer 8.2 on Ubuntu Linux?**

A. Run the command "sudo apt-get install <absolute path to the .deb file>" and follow the instructions shown on your screen. (Note that using "sudo dpkg -i <absolute path to the .deb file>" will not install the dependencies needed).

## Using Packet Tracer

**Q16. What protocols can be modeled using Packet Tracer?**

A.

Layer	Cisco Packet Tracer Supported Protocols
Application	FTP, SMTP, POP3, HTTP, TFTP, Telnet, SSH, DNS, DHCP, NTP, SNMP, AAA, ISR VOIP, MQTT, SCCP config and calls ISR command support, Call Manager Express,
Transport	TCP and UDP, TCP Nagle Algorithm & IP Fragmentation, RTP
Network	BGP, IPv4, ICMP, ARP, IPv6, ICMPv6, IPSec, RIPv1/v2/ng, Multi-Area OSPF, OSPFv3, EIGRP, EIGRPv6, Static Routing, Route Redistribution, Multilayer Switching, L3 QoS, NAT, CBAC, Zone-based policy firewall, and Intrusion Protection System on the ISR, GRE VPN, IPSec VPN, HSRP, CEF, SPAN/RSPAN, L2NAT, PTP, REP, LLDP
Network Access/Interface	Ethernet (802.3), 802.11, HDLC, Frame Relay, PPP, PPPoE, STP, RSTP, VTP, DTP, CDP, 802.1q, PAgP, L2 QoS, SLARP, Simple WEP, WPA, EAP, VLANs, CSMA/CD, EtherChannel, DSL, 3/4 G network support

**Q17. Does Packet Tracer support all the features found in Cisco devices?**

A. No. The program supports a subset of the features from Cisco devices. Packet Tracer uses simplified models of networking protocols and Cisco IOS; you should always compare your results to those obtained from real equipment. Practice on Packet Tracer is not a replacement of practice on real equipment.

**Q18. What can I create using the Activity Wizard?**

A. The Activity Wizard allows users to set up scenarios using text, basic network topologies, and predefined packets. Users can create customized network scenarios and add instructional text. The Activity Wizard also includes grading and feedback capabilities that can be used to create an unlimited number of guided and exploratory learning experiences that provide immediate feedback to users. These activities can also be saved and shared with others in the NetAcad community.

**Q19. Why can't I set up a wireless connection to another copy of Packet Tracer using the multiuser functionality?**

A. Wireless connectivity uses a distance parameter set within each instance of Packet Tracer to establish connectivity. In a multiuser connection, the distance parameter cannot be specified, so a wireless connection is not possible.

**Q20. How can I report bugs in the Cisco Packet Tracer activities?**

A. Please report bugs and errors pertaining to Cisco Packet Tracer Activities to the Global Support Desk. To access the Support Desk, log in to Cisco NetAcad.cn and click Help at the top of the page, then select NetAcad Support.

**Q21. How can I report bugs in the Cisco Packet Tracer application?**

A. Please report bugs and errors pertaining to Cisco Packet Tracer software operation issues by clicking on the Help menu in Cisco Packet Tracer and then select "Report an Issue". You will be taken to the development team's bug tracking software. Please fill out the forms completely to give us the best chance to verify and fix the issue. If you are reporting an error in a Packet Tracer Activity, please report through the NetAcad.cn Global Support Desk instead.

**Q22. Where can I discuss using Cisco Packet Tracer in the classroom, ask other instructors for ideas and feedback, or share Cisco Packet Tracer activities that I have developed?**

A. To collaborate with other instructors, join the [Cisco Packet Tracer Community discussion](#). To access the communities, log in to Cisco NetAcad.cn and click Help at the top of the page, then select Community Forums. This will open the Networking Academy community page where you can join the Cisco Packet Tracer community.

**Q23. Which version of Cisco Packet Tracer should I use for CCNA 7.02?**

A. For CCNA 7.0.2, Cisco Packet Tracer 8.0.1 **64-bit** is the minimum version for new activities and new PTSA to work properly. Due to the extensive set of graphics included, the Exploration scenarios activities may experience performance issues in Cisco Packet Tracer 32-bit version.

**Q24. Can I install multiple Cisco Packet Tracer versions simultaneously?**

A. You may have multiple Cisco Packet Tracer versions installed simultaneously for Windows and macOS, but PTSAs will launch, by default, using the latest installed version of Cisco Packet Tracer.

**Q25. Cisco Packet Tracer is running slowly on my device. What can I do to improve performance?**

A. The minimum system requirements allow for the basic use of Cisco Packet Tracer in creating small to medium-size networks. It is recommended that you use a faster machine with more memory to create large networks. You can turn off the Sound and Animation options to increase performance. Some screen reader software may cause a slowdown in performance, which is due to the extra processing required to query Cisco Packet Tracer for screen reader information.

**Q26. Some text in the Cisco Packet Tracer application is cut off or not correctly displayed. Can I adjust the font settings?**

A. The font sizes in the Packet Tracer application can be configured from the Preferences → Fonts tab. You may set the entire application scale to fit your needs, and optionally adjust text sizes of various dialogs.

**Q27. Why do I see two Cisco Packet Tracer processes in my Task Manager (or equivalent tool)?**

A. Since version 8.1, Cisco Packet Tracer will start two processes for the application: the main process, plus an accessory process (lower memory usage) to aid the main process where applicable.

**Q28. Where is the "Reset Activity" functionality gone to in Cisco Packet Tracer 8.1 or higher?**

A. Since Cisco Packet Tracer 8.1 the "Reset Activity" is in the File Menu.

**Q29. Can instructors create or edit the new Packet Tracer Tutored Activity (PTTA)?**

A. No. Currently, only Cisco can create or edit PTTA activities.

**Q30. When I log into Packet Tracer with my Netacad.cn account, I receive an error "Sorry, we can't find a NetAcad account associated with this Cisco account." How can I resolve this?**

A. There can be two possible causes why this error can occur:

- 1) This may happen if you have registered on NetAcad.cn but have not enrolled into a course. Please enroll in any of the available courses and you should be able to log in.
- 2) There may be a mismatch between your email addresses between NetAcad.cn and Cisco login. Please contact the support desk to resolve this issue.

**Q31. In Packet Tracer Physical Mode, how can I move a misplaced cable back to the pegboard of a Wiring Closet?**

A. You must place the mouse cursor over a connector of the cable, press and hold down the left mouse button, then move the mouse to an available pegboard cable slot while still holding down the left mouse button. When the pegboard cable slot becomes highlighted you can release the left mouse button and the cable will move back to the pegboard.

**Q32. I'm an advanced Cisco Packet Tracer user. What learning resources are available to me?**

A. To learn more about the many Cisco Packet Tracer features, you can access the Help files (from the Packet Tracer menu) that contain comprehensive documentation on almost all the features in Packet Tracer. Plus, find the [Tutorials](#) here to learn about additional features you may be interested in. You can also join the (instructor) [Cisco Packet Tracer Community](#) where you can interact with other Packet Tracer experts.

**Q33: Why does my command line use text to speech or voiceover that speaks the output on my Mac?**

A. For accessibility requirements and limitations of the command line with screen readers, a text to speech synthesizer has been added to the command line to speak the output by default. You may disable this behavior in Preferences and Select the checkbox "Disable CLI Text to Speech" option.

**Q34: Why are my tabs in my device configurations not showing up?**

A. Your Packet Tracer preferences may have been corrupted. You can fix this issue by going into Preferences -> Show/Hide tab and uncheck any item that are hiding the tabs you want. If you are unable to access this tab, you can manually reset your preferences to the default. To do this, you must delete PT.conf file from Windows: "C:\Users\...\Cisco Packet Tracer 8.2.0", macOS: "~/Cisco Packet Tracer 8.2.0" and Linux: "~/pt" and restart Packet Tracer. If you changed the default name during installation, replace "Cisco Packet Tracer 8.2.0" with the name that you used.

**Q35: My PTSA exam is not starting, and my PT Exam Player is disabled, how do I fix this?**

A. Your Packet Tracer preferences may have been corrupted. To fix this, you must delete PT.conf file from Windows: "C:\Users\...\Cisco Packet Tracer 8.2.0", macOS: "~/Cisco Packet Tracer 8.2.0" and Linux: "~/pt" and restart Packet Tracer. If you changed the default name during installation, replace "Cisco Packet Tracer 8.2.0" with the name that you used.

**Q36: Why do my dialogs have a blank black window and as a result I cannot use Cisco Packet Tracer?**

A. Please check that you meet the minimum system requirements. This usually results in users using Windows 7 or 8 (not 8.1) which are unsupported. You may also have an outdated graphics driver installed which may also cause this issue.

**Q37: When I attempt to use certain functionality with a PKA file, a message says the functionality is locked and I cannot use it?**

A. Locked functionality is by design of the PKA author. The author has designed the activity to require you to not use that particular functionality to achieve the learning objectives.

**Q38: Where can I find information about the accessibility features of Cisco Packet Tracer?**

A. The Cisco Packet Tracer help files contain several sections relevant to Accessibility. Start with the Accessibility top heading. Read through the top heading contents and move on to the specific subtopics. Much of the accessible functionality in Cisco Packet Tracer requires the use of your screen reader's special Screen Reader Keys. Please see the documentation for your particular screen reader.

**Q39. How are Packet Tracer Tutored Activities different from Packet Tracer Activities?**

A. The Packet Tracer Activities (.pka files) contain identical instructions for all learners. Cisco Packet Tracer Tutored Activities (.pksz files) provide each learner with dynamic hints for just the right level of support, right when you need it.

**Q40: I'm a user based in China, can I continue to use versions of Cisco Packet Tracer earlier than 8.2.1?**

A. By March 16, 2023 Pacific Time (March 17, 2023 China Time), users based in China, are required to use Cisco Packet Tracer 8.2.1 which includes an authentication step to use the tool. It is recommended that you download and install the latest version of Cisco Packet Tracer 8.2.1 now. If for some reason you cannot update to Packet Tracer 8.2.1 by March 16 Pacific Time, then you may continue using previous Packet Tracer versions (8.0.1 or higher) by selecting the “Keep me logged in” option – this must be completed by March 15, 2023 Pacific Time (March 16, China Time). By completing this action, you are able to access Cisco Packet Tracer 8.0.1 or higher for an additional 3 months without re-entering your login credentials each time. At the end of the 3-month period, you will be required to update to the latest Packet Tracer 8.2.1 version. Using the “Keep me logged in” feature is only recommended for private computers.

