




# NetBorder™ Express Quick Start Guide for Windows®

Thank you for choosing NetBorder Express VoIP Gateway Software!  
**Follow this guide. Do not install any hardware and drivers yet.**

Visit [wiki.sangoma.com](http://wiki.sangoma.com) to view the NetBorder Express FAQ for detailed configuration instructions.  
Please contact technical support at [techdesk@sangoma.com](mailto:techdesk@sangoma.com) for assistance.  
Let's get started!

Do you already have an earlier version of NetBorder Express installed?	
<b>NO</b>	<b>YES</b>
Go to Step 2.	Save a copy of the config folder in a location other than the installation folder. The default installation can be found at: <b>C:\Program Files\Netborder\Express\Gateway\config</b>  <i>This step is for you to consult later and replicate your settings. NBE does not provide an automated restoration of your settings.</i> Uninstall NetBorder Express software by launching the Gateway uninstaller from the Start Menu: <b>Start &gt; Programs &gt; Netborder Express Gateway &gt; Uninstall</b> Click Yes to remove the Sangoma device drivers when prompted. Go to Step 3.
Do you already have Sangoma Hardware installed?	
<b>NO</b>	<b>YES</b>
Go to Step 3.	Uninstall the Sangoma device drivers: <u>For XP or Server 2003:</u> <b>Start &gt; Control Panel &gt; Add or Remove Programs</b> <u>For Windows 7 or Server 2008:</u> <b>Start &gt; Control Panel &gt; Programs and Features</b> <ul style="list-style-type: none"><li>• Select “wanpipe” driver, click on Change/Remove button.</li><li>• Select “sprotocol” driver, click on Change/Remove button.</li><li>• Select “sdladr” driver, click on Change/Remove button.</li><li>• Select “busenum” driver, click on Change/Remove button.</li></ul> Go to Step 3.
Installing NetBorder Express Software	
<b>» Obtain a copy of the NetBorder Express Software</b>	
• For the <b>SOHO</b> version, go to: <a href="http://www.sangoma.com/nbe_soho.html">http://www.sangoma.com/nbe_soho.html</a>  <i>The NetBorder Express SOHO license is locked for up to 12 simultaneous calls. To unlock, you will need to purchase a license file from your Sangoma representative.</i>	
• If you <b>purchased</b> NetBorder Express software, go to: <a href="http://www.sangoma.com/products/download">http://www.sangoma.com/products/download</a>	
This will download both the <b>software</b> and <b>license files</b> together. Make sure you have the <b>MAC address</b> of the target server and the <b>25-digit installation-ID key</b> below.	
 XXXXX-XXXXX-XXXXX-XXXXX-XXXXX	

## » Begin the NetBorder Express Software Installation

Double-click on the **NetBorderExpressGatewaySetupx.x\_x\_winxx.exe** file and follow the instructions.



*If a warning appears informing you that the software you are installing has not passed Windows logo testing, please ignore the warning.  
This process will pre-install the Sangoma device drivers. There is no need to install the device drivers separately.*

## » Complete the Hardware Installation

- Now is the time to **shut down** the server if you need to insert your Sangoma hardware.
- If your hardware is already inserted, **restart** the server.

## » Complete the Hardware Device Driver Installation

- A. **Restart** or **re-boot** the server
- B. At this point the operating system will present a “**New Hardware Found Wizard**” window. Select the “**No, not this time**” option to prevent Windows from searching for the required software through Windows Update and click “**Next**”.
- C. In the next window, select the option “**Install software automatically (Recommended)**” and follow instructions.



*You will need to repeat Step C for each board and interface installed in your system.  
If a warning appears informing you that the software you are installing has not passed Windows logo testing, please ignore the warning by clicking “Continue Anyway”.*

## » Perform Initial Configuration of the NetBorder Express Gateway

At this point, you will be presented with the NetBorder Express web-based quick set-up wizard. Follow the instructions to establish an initial configuration for the PSTN settings and SIP Parameters. To save these settings, start the NetBorder Express Gateway service when prompted.

## Installing the License Files

### For Purchased NetBorder Express Only

*The initial installation provides a default license that is valid for up to 12 simultaneous calls.*

You must replace the default license files, in order to activate the amount of ports you have purchased.

- Locate the license file here: **C:\Program Files\Netborder\Express\Gateway\config**
- Replace the **netborder-express-gateway-license.txt** and **netborder-express-gateway-license.txt.sig** with the new license files obtained in Step 3.
- Restart the Gateway to apply the changes:  
**Start > Programs > NetBorder Express Gateway > Gateway Manager**

## Congratulations!

You have now successfully installed the NetBorder Express software.  
This initial installation provides you with a default installation configuration.

Visit [wiki.sangoma.com](http://wiki.sangoma.com) to view the NetBorder Express FAQ for detailed configuration instructions and troubleshooting.

Contact technical support at [techdesk@sangoma.com](mailto:techdesk@sangoma.com) for further assistance. Thank you.