

# eXport

ENGLISH



## PC Software INSTALLATION GUIDE



## Disclaimer of liability

The information contained in these instructions corresponds to the technical status at the time of printing of it and is passed on with the best of our knowledge. The information in these instructions is in no event a basis for warranty claims or contractual agreements concerning the described products and may especially not be deemed as warranty concerning the quality and durability. We reserve the right to make any alterations or improvements to these instructions without prior notice. The actual design of products may deviate from the information contained in the instructions if technical alterations and product improvements so require.

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The latest version of this manual is available in the Softing download area at: [itnetworks.softing.com/downloads](http://itnetworks.softing.com/downloads)

Version: WireXpert4500\_eXport\_IT\_EN\_I\_201904

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# 1 Introduction

## 1.1 About product

eXport is a software programmed to work seamlessly with WireXpert. It is designed to generate reports from test results obtained from WireXpert units or the standard OTDR \*.SOR file, and capable of exporting to the commonly used \*.CSV and \*.PDF format for data archiving. The software has undergone numerous qualitative and functional tests to ensure the latest version meets the latest industrial standards and trend requirements.

Starting from v8.0, eXport PC software implemented a new feature to allow the software to connect to eXport Cloud, a cloud-based solution to upload hierarchical label list for technicians to download, and download project files technicians uploaded from site. The conventional way of travelling up and down office to transfer data can now be done on-the-go with any Wi-Fi or mobile hotspot connection. The time spent on travelling to the office to transfer files, can now be utilized to perform more work on other projects, thus improving work productivity.

This manual will only contain information and instructions on how to install eXport software. Please refer to User Manual and Guides for WireXpert for device help.

## 1.2 Safety precautions



### Read this manual before starting

For damages due to improper connection, implementation or operation Softing refuses any liability according to our existing warranty obligations.



### Note

This symbol is used to call attention to notable information that should be followed during installation, use, or servicing of this device.



### Hint

This symbol is used when providing you with helpful user hints.



### CAUTION

Selection of option may cause all or partial of saved data and/or settings in the device to be erased or restored to non-reversible original factory state. Backing up of saved result(s) is recommended before executing option.

**CAUTION**

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.



**WARNING** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



**DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This signal word is to be limited to the most extreme situations.

### 1.3 Intended use

WireXpert series has been designed for use in factory, process and building control. The unit must not be used in explosion hazard areas. The permissible ambient conditions given in the Technical Data must be complied with.

The faultless and safe operation of the product requires proper transport, proper storage and installation, and expert operation and maintenance in accordance with the manual.

### 1.4 About this document



#### **Read this manual before starting**

For damages due to improper connection, implementation or operation Softing refuses any liability according to our existing warranty obligations.

#### 1.4.1 Document history

Document version	Modifications compared to previous version
201702	Firmware update to v7.3
201811	Firmware update to v8.0
201904	Installation updates

## 1.4.2 Conventions used

The following conventions are used throughout Softing customer documentation:

Keys, buttons, menu items, commands and other elements involving user interaction are set in bold font and menu sequences are separated by an arrow	Open <b>Start</b> → <b>Control Panel</b> → <b>Programs</b>
Buttons from the user interface are enclosed in brackets and set to bold typeface	Press <b>[Start]</b> to start the application
Coding samples, file extracts and screen output are set in Courier font type	MaxDlsapAddressSupported=23
Filenames and directories are written in italic	Device description files are located in C:\<product name>\delivery\software\Device Description files

## 1.5 System requirements

### Hardware

- PC

### Operating system

- Windows 7, 8.x or 10 (32 bit or 64 bit)
- Intel Core 2 Duo, 2GHz
- 1 GB of RAM
- 500 MB of free space of installation
- Microsoft .NET framework 4.0 or above

## 1.6 Other Requirements

- 1 Administrator Rights  
Administrator rights are required for eXport Installation.
- 2 Antivirus Software  
Any Antivirus software running on your computer must be disabled for the entire duration of the installation.

## 2 Installing and Upgrading on the PC

### 2.1 New installation

- 1 Download the latest eXport PC software from [itnetworks.softing.com](http://itnetworks.softing.com)
- 2 Run `eXport_setup_v8.x_x64.exe` or `eXport_setup_v8.x_x86.exe` depending on your OS.

**Note**

Select the `_x86` version if you are running 32 bits operating system (OS) and `_x64` version for a 64 bits OS.

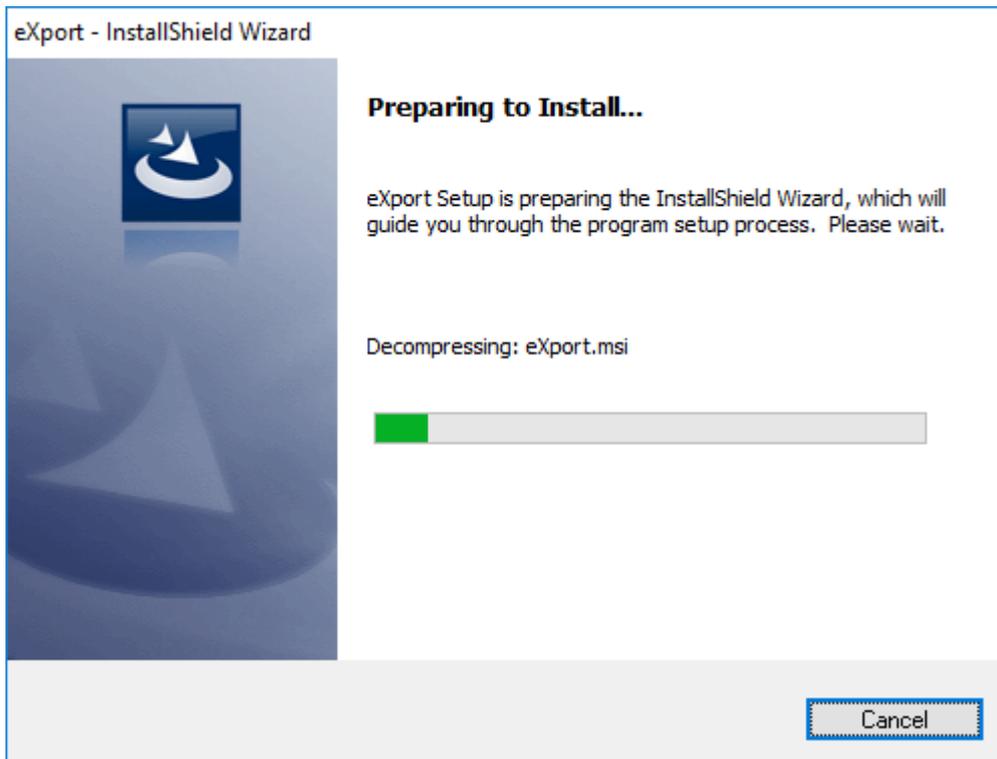


`eXport_setup_v8.0_x64.exe`



`eXport_setup_v8.0_x86.exe`

- 3 Installation will commence after the setup file is executed.

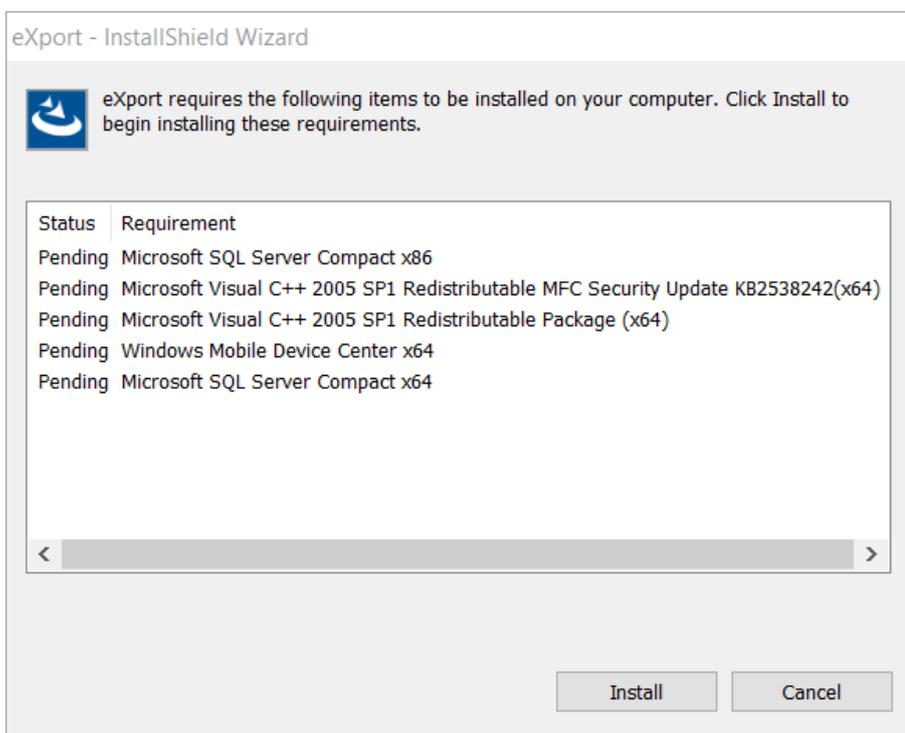


**Note:** If you get an error at this stage during the installation process, please refer to section 2.4 in this document.

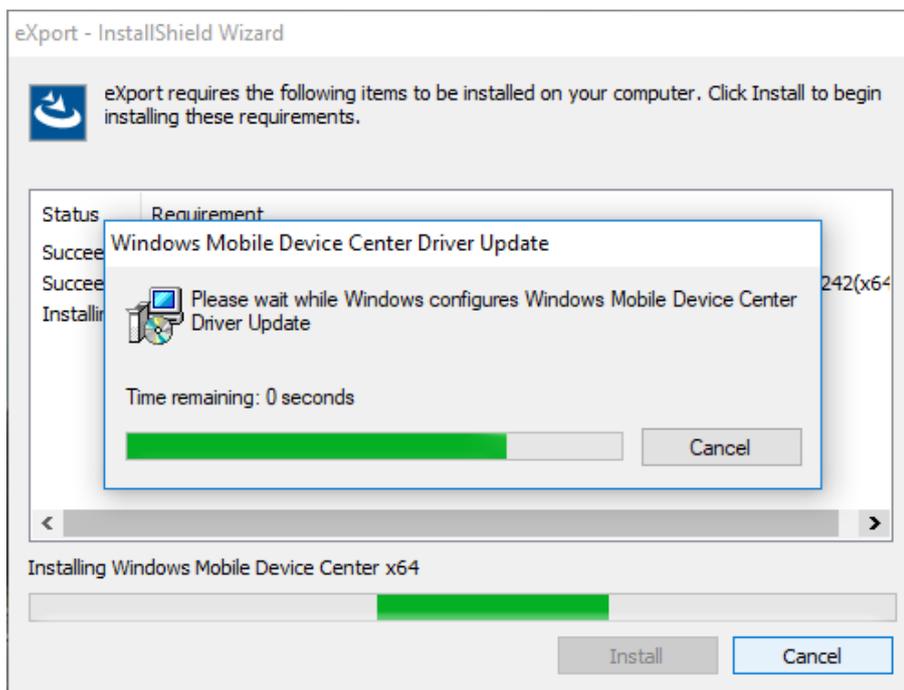
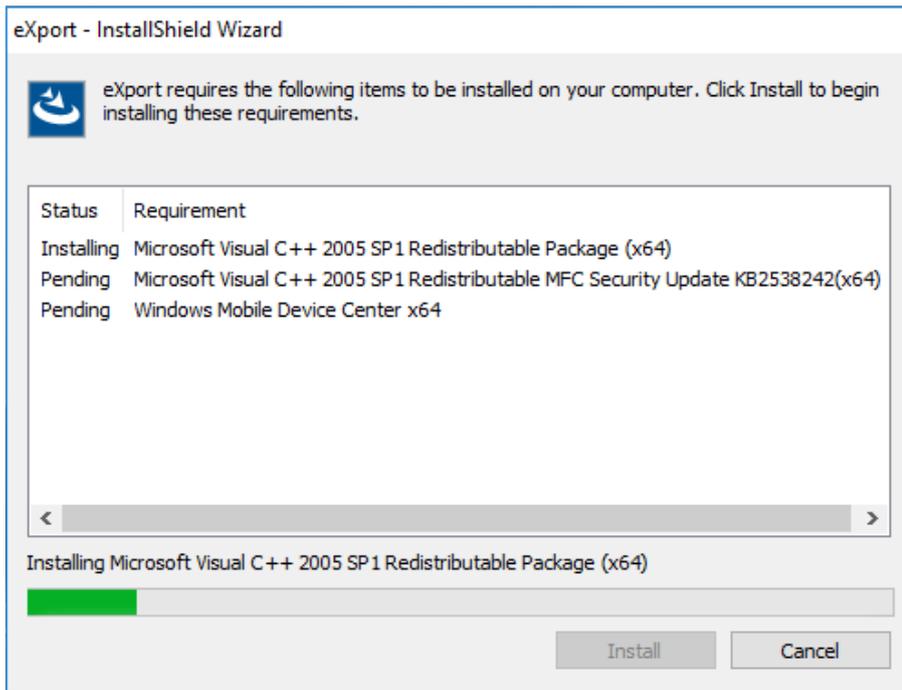
#### 4 Installation prerequisites

- a. eXport requires the below components to be already present on your computer before you start the Installation process.
  1. Microsoft .Net Framework 4.0 or above
  2. Windows Mobile Device Center
  3. Microsoft SQL Server Compact 3.5
  4. Microsoft Visual C++ 2005 SP1 Redistributable
  5. Microsoft Visual C++ 2005 SP1 Redistributable MFC Security update

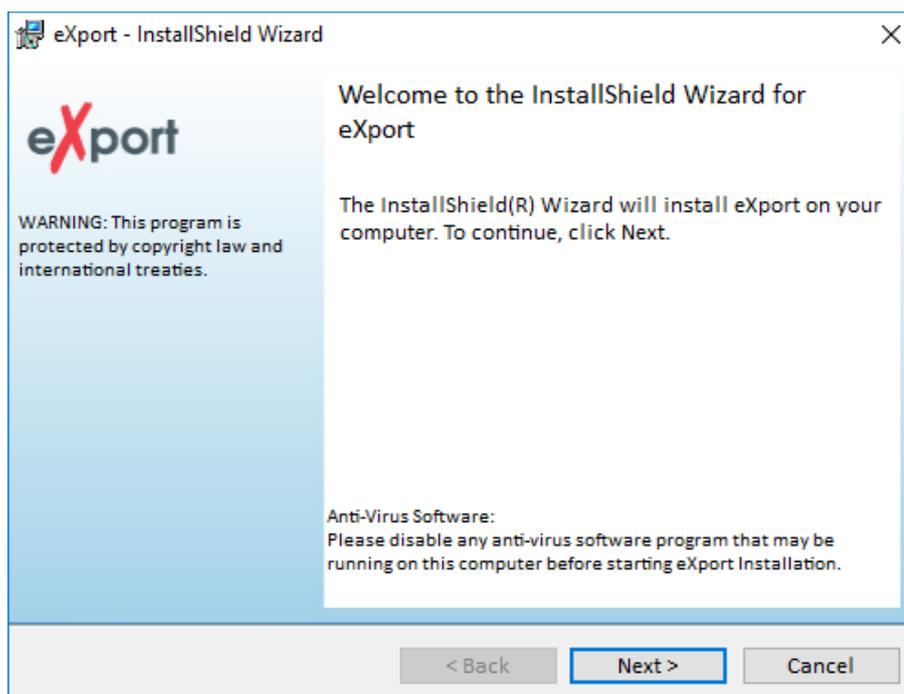
Starting from Version 8.0, the eXport Installer will run a check on the target computer for the above components before starting the Installation. If all or any of the components are missing, the user will get a screen like the one below.



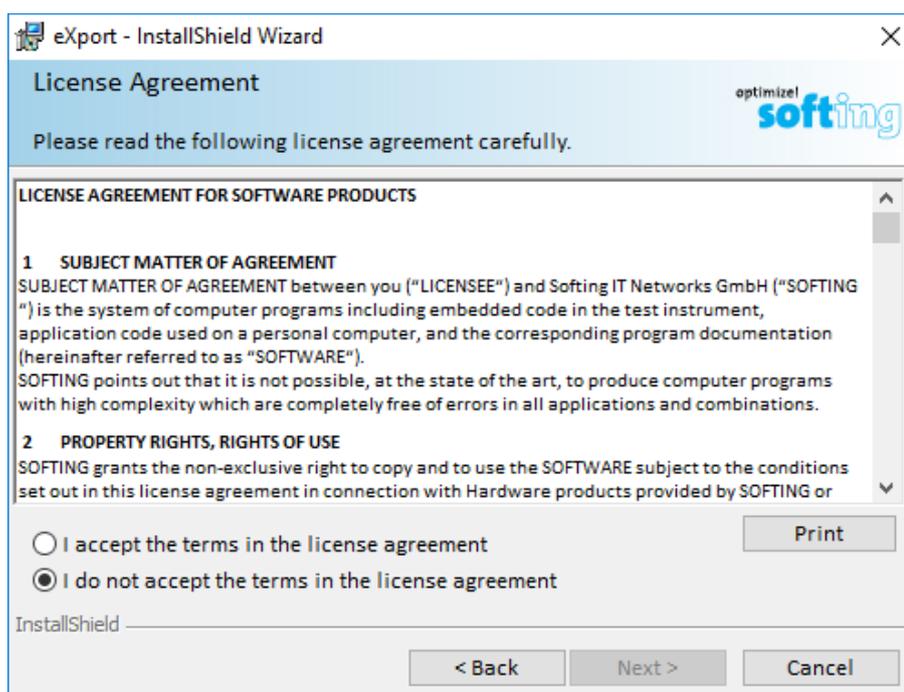
- 5 Click [**Install >**] to install the missing components.



- 6 Please ensure that you have administrative rights to run the eXport Installer.
- 7 Please note that some components may take longer time to complete the installation.
- 8 Once the components are installed, you will see an Interface like the one below.



- 9 Click [**Next >**] to proceed.
- 10 Please read and understand the License Agreement before installing the software.

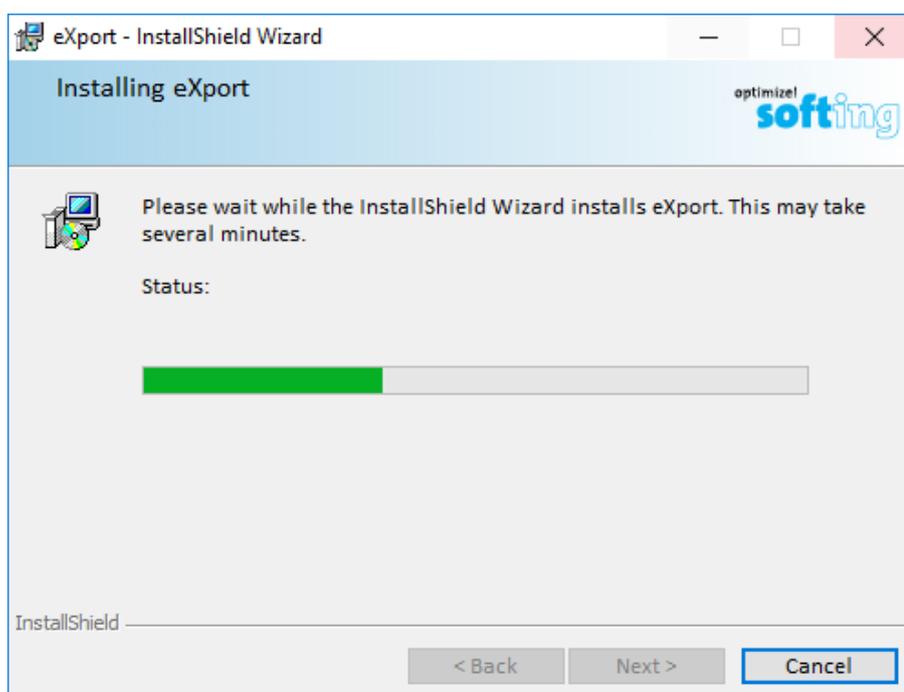
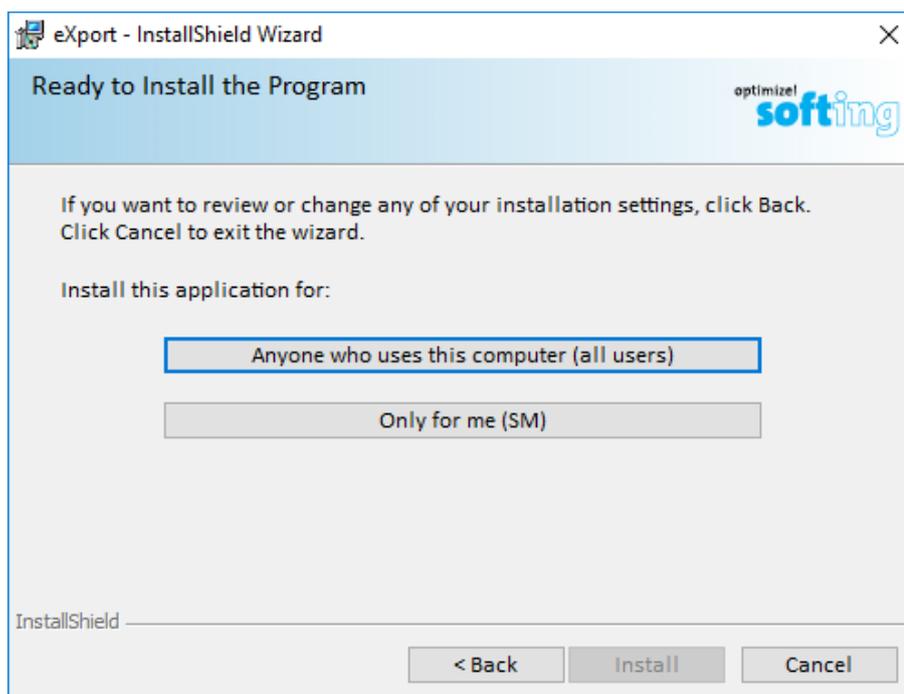


- a. Select 'I accept the terms in the license agreement' and click [**Next >**] to proceed OR
- b. Select 'I do not accept the terms in the license agreement' to exit the installation.

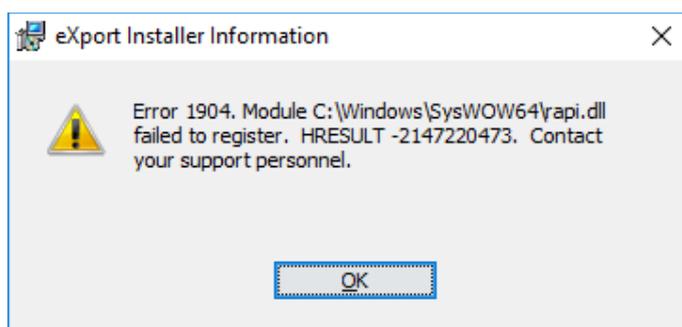
- 11 You will be prompted to enter your “User Name” and “Organization Name”. Complete and click **[Next >]** to proceed.

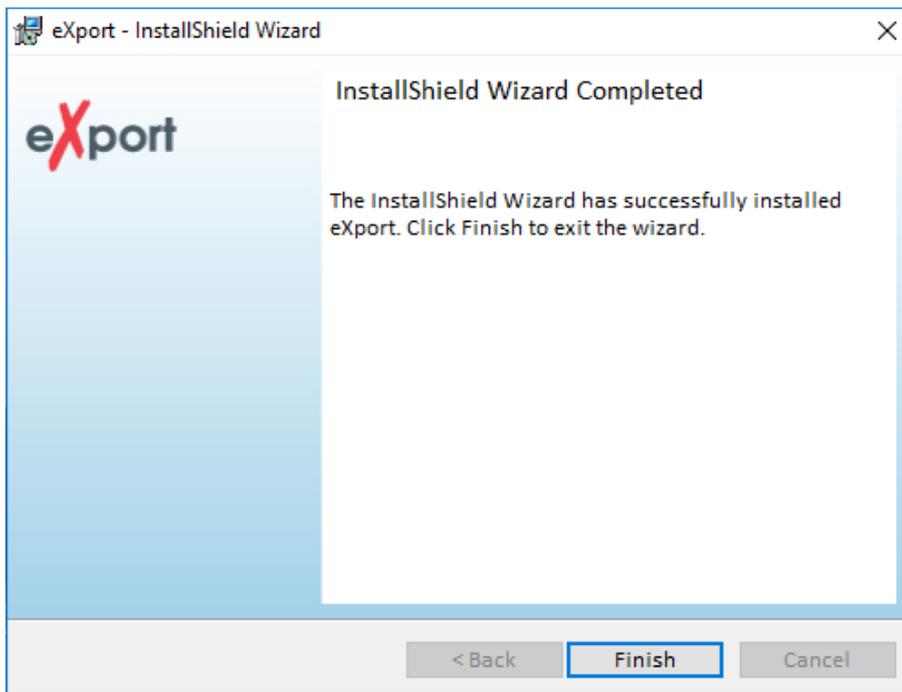
- 12 Click **[Change...]** to change the directory of where the program will be installed, otherwise click **[Next >]** to proceed with the default settings.

- 13 To begin Installation, select an option from one of the two choices as shown in the interface below
- Anyone who uses this computer (all users)
  - Only for me (Current user)

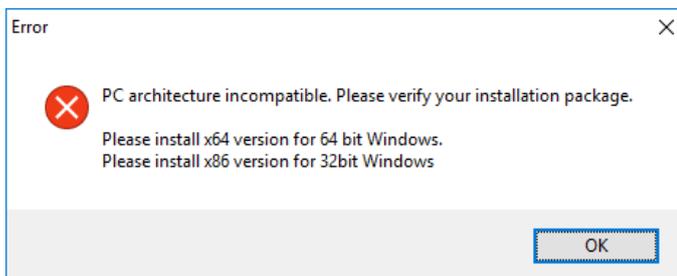


- 14 If you see an error like the one below, please ignore and continue with eXport Installation.



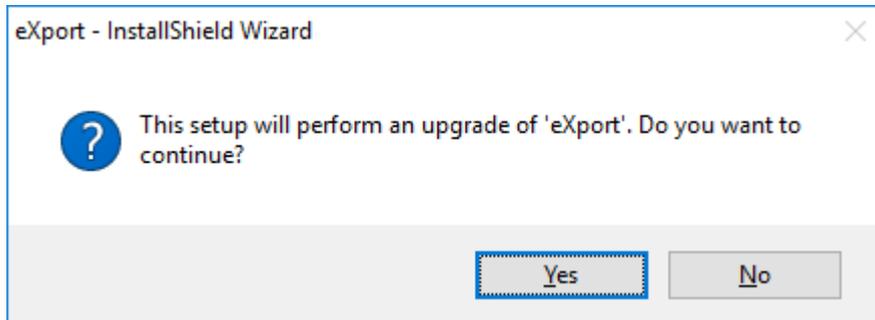


- 15 Click **[Finish]** to complete and exit the installation.
- 16 Install only the 32 bit version if you are running on 32 bit operating system (OS), and 64 bit on a 64 bit OS to ensure proper functioning of the software.



## 2.2 Upgrading from a previous version

- 1 If this is an upgrade from an earlier version from 6.x and above, you may see a message like the one below.



### User Manuals

For more information on installation and using eXport PC software, please refer to "Installation Guide for eXport PC software" and "User Manual for eXport PC software".



### Note

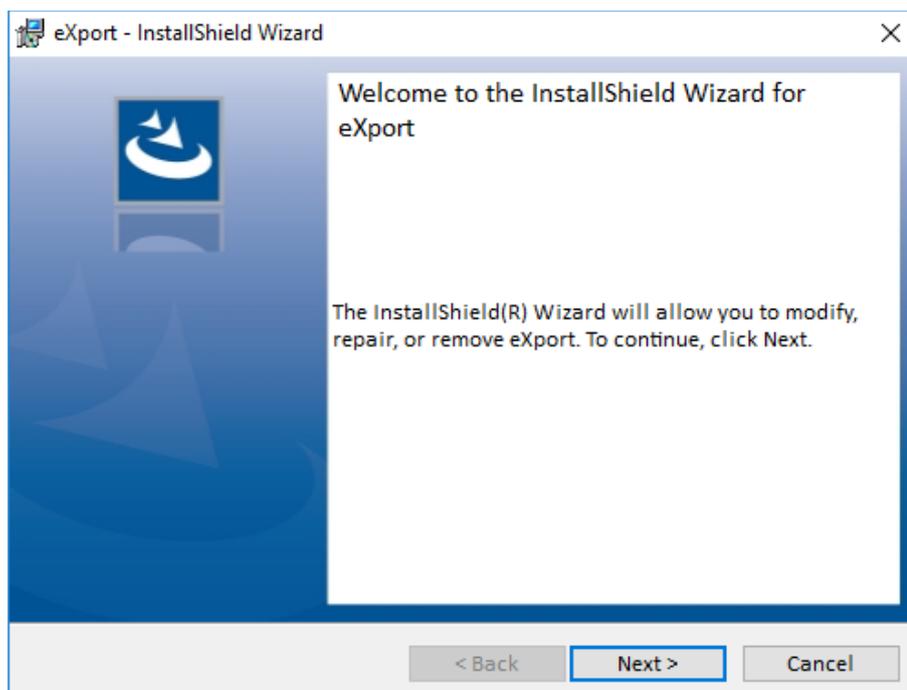
Softing IT Networks has ceased support for ReportXpert v5.x and earlier. Please contact [asia-support.itnetworks@softing.com](mailto:asia-support.itnetworks@softing.com) for more information.



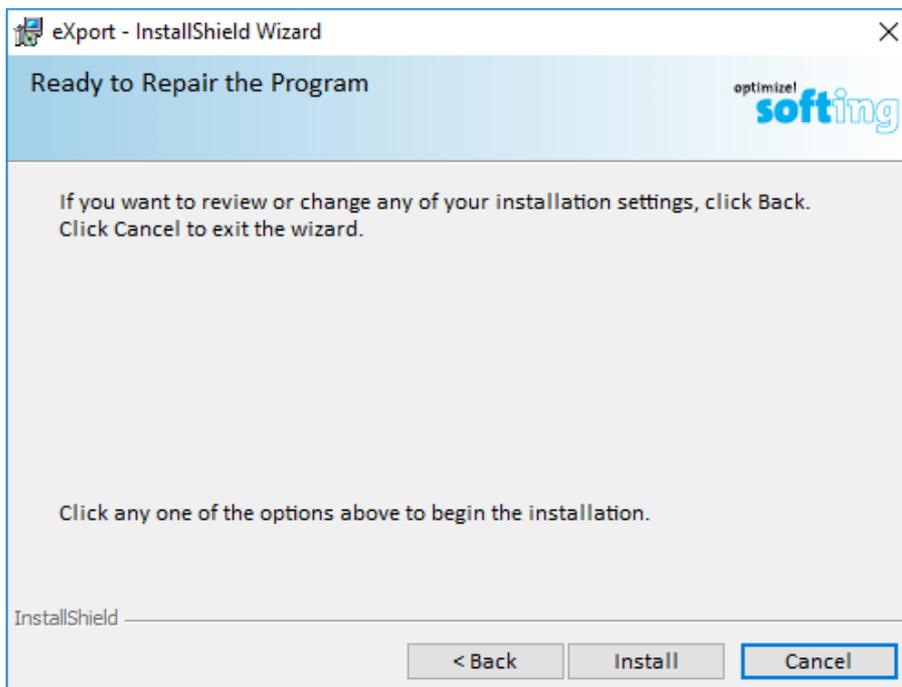
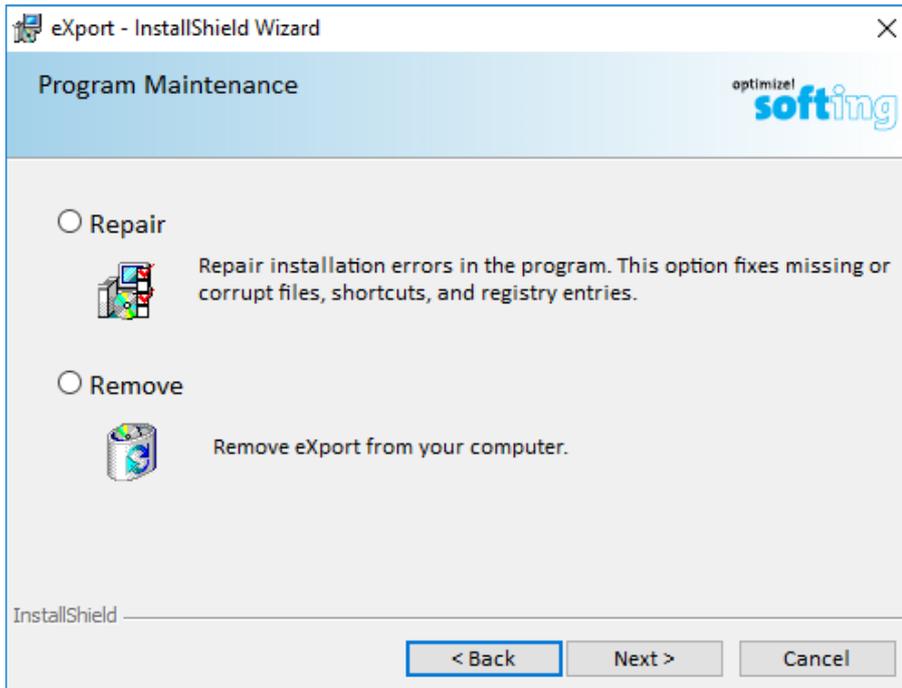
### Note

eXport 7.x has upgraded its database structure and added new features such as the Re-certification function. You are recommended to perform a clean installation of the software by uninstalling the existing 6.x software before installing the 7.x version.

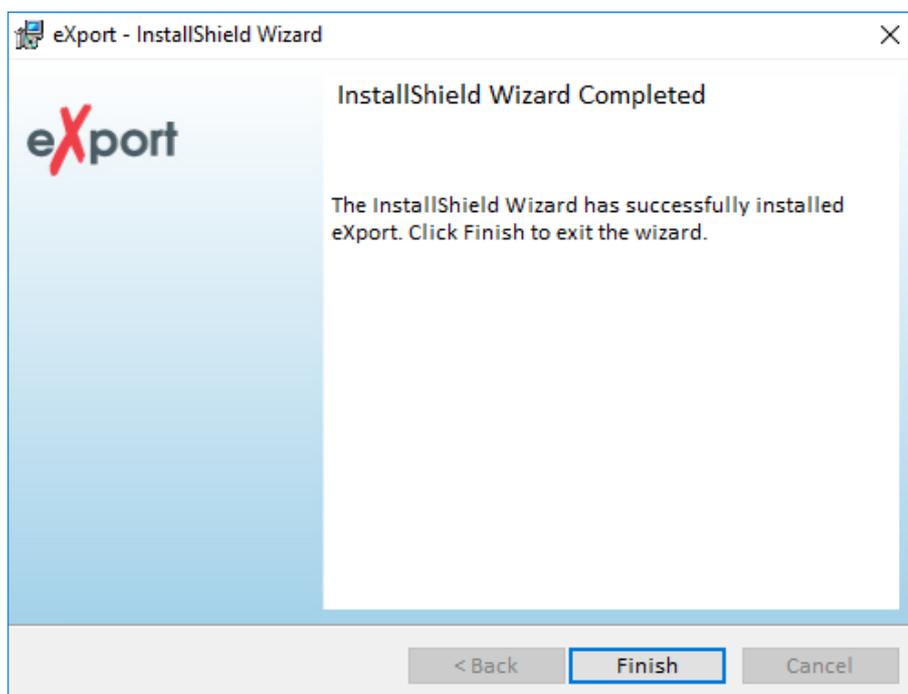
- 2 Click [**Next >**] to proceed.



- 3 Choose from one of the two options below
  - a. Repair – This option will copy the updated files to the already installed eXport directory.
  - b. Remove – This option will remove eXport from your computer.

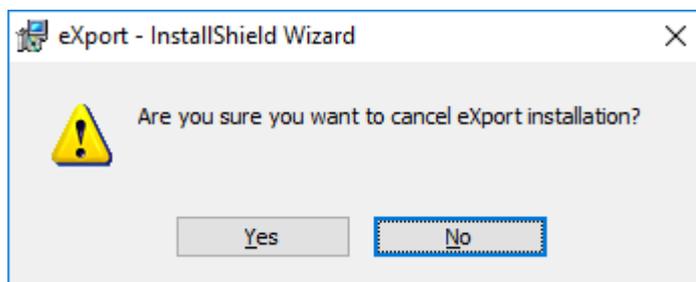


- 4 Click **[Finish]** to complete and exit the installation.



## 2.3 Cancelling the installation wizard

- 1 Installation can be cancelled any time during the installation by clicking **[Cancel]**.  
Click **[Yes]** to cancel the installation or **[No]** to continue the installation.

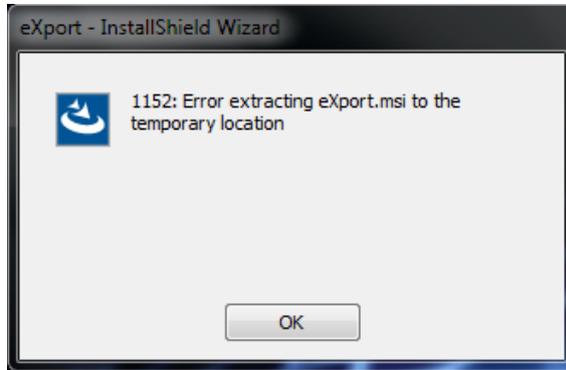


- 2 Installation will be incomplete and eXport may cease to work or malfunction.

## 2.4 Installation Failure Conditions

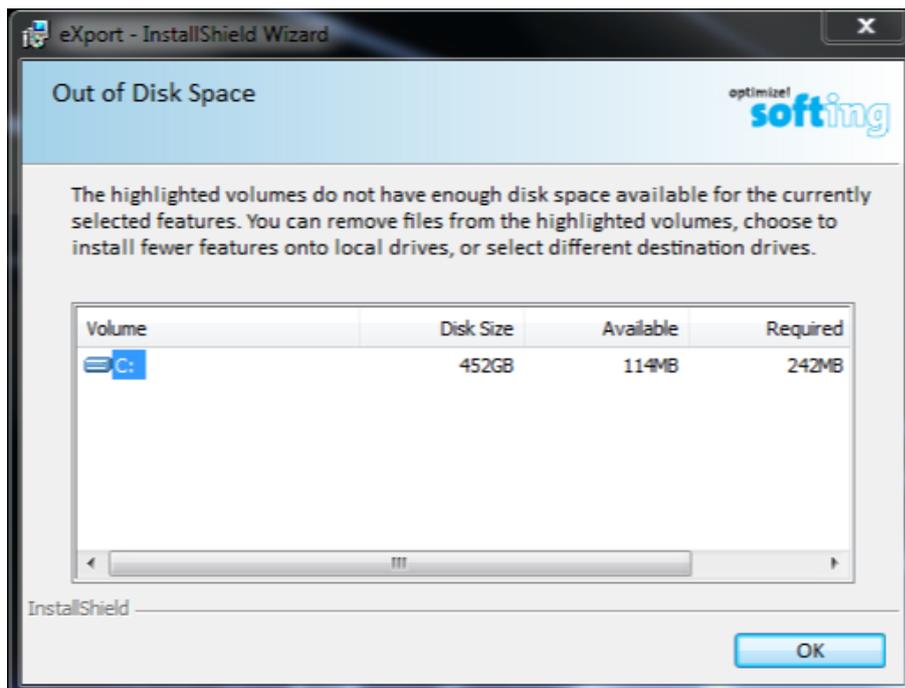
### 1. Low Disk Space

- a. You will get an error message like the one below, when the available disk space on your C:\ is less than 200MB. This error will be displayed as soon as the user executes the Installer.



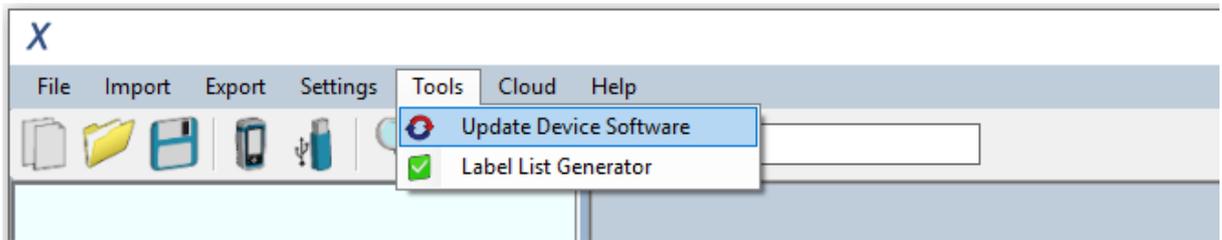
### 2. Low Disk Space

- a. You will get an error message like the one below, when the available disk space on your C:\ is less than the required space. This error will be displayed during the installation process.

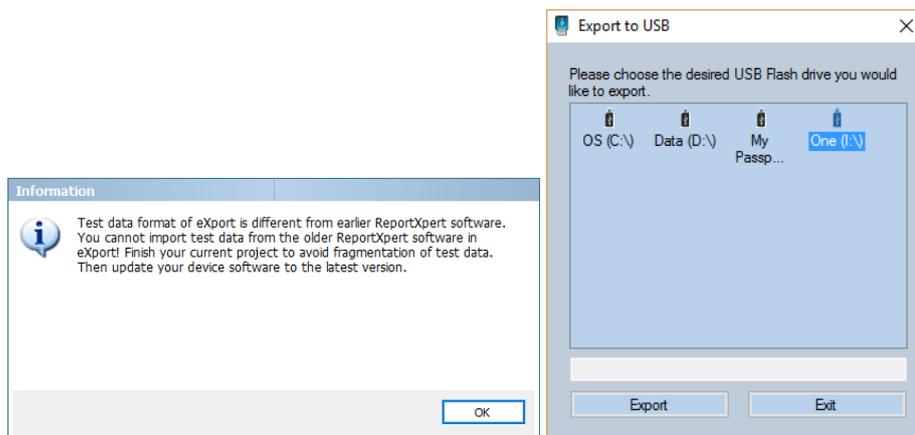


### 3 Updating the device software (firmware)

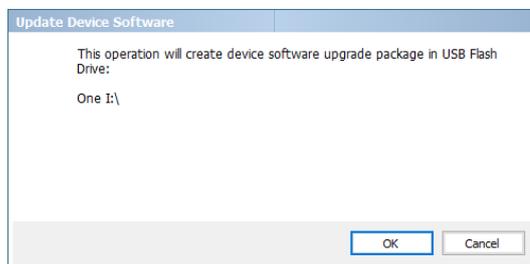
- 1 Go to **Tools** →  **Update Device Firmware**



- 2 Click **[OK]** and select USB drive from “Export to USB” window.

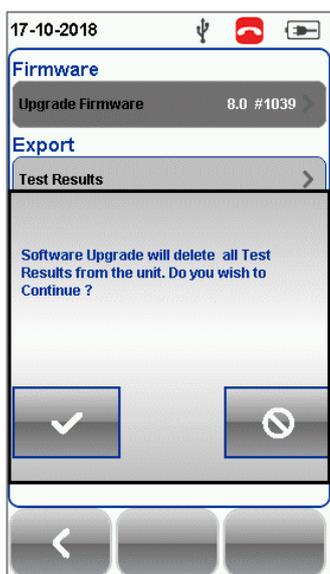


- 3 Click **[Export]** and **[OK]** to proceed.

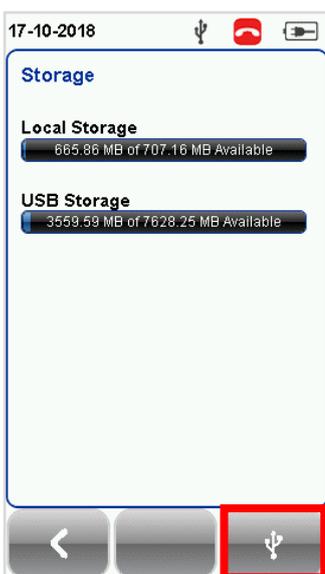


- 4 Please wait while exporting takes place. This process may take a while.
- 5 Remove USB flash drive from workstation and connect to WireXpert.

- 6 Select **[Upgrade Firmware]** from prompt and click **[OK]** button to continue.



- 7 If prompt did not appear, check that USB icon is present on the status bar, and press the **SETUP** button → **Settings 2** → **Storage** → **USB**.



- 8 Please wait while upgrading takes place. This process may take a while.
- 9 Upgrade process is complete.



**CAUTION**

Saved test results and settings may be erased during upgrading. You are recommended to save all test results before upgrading the firmware.



**Note – Upgrading from eXport <7.3**

eXport 7.x has upgraded its database structure and added new features such as the Re-certification function. You are recommended to perform a clean installation of the software by uninstalling the existing 6.x software before installing the 7.x version.

## 4 Declarations

### EU Declaration of Conformity



We

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**Singapore**  
**118223**

declare under our sole responsibility that the products

Model / Description

WX4500-FA	/	WireXpert cable certifier 2500 MHz
WX500-CU	/	WireXpert cable certifier 500 MHz
WX_AD_VCL_MM1/MM2	/	Multi mode fibre adapter
WX_AD_EF_MM1/MM2	/	Multi mode fibre adapter (encircled flux compliant)
WX_AD_SM1/SM2	/	Single mode fibre adapter
WX_AD_MM_MPO_KIT/ SOURCE/PWRMETER	/	Multi mode MPO adapters

comply with the requirements of the following directives:

**EMC directive 2004/108/EC (valid until April 19, 2016)**  
**EMC directive 2014/30/EU (valid from April 20, 2016)**

**RoHS directive 2011/65/EU**

**Low Voltage Directive 2006/95/EC (valid until April 19, 2016)**  
**Low Voltage Directive 2014/35/EU (valid from April 20, 2016)**

Applied harmonised standards:

**EN 55024 (2003-10) : Information technology equipment – Immunity characteristics – Limits and methods of measurement**

**EN 55022 (2008-05) : Information technology equipment – Radio disturbance characteristics – Limits and methods of measurement**

**IEC 60950-1:2005 (Second Edition) + Am 1:2009 + Am 2:2013 : Information technology equipment – Safety – Part 1 : General requirements**

Simon Harrison  
 General Manager

Date

Template version 2.1

Document No: 3000-0006

This device complies with the requirements of the EC directive 2004/108/EG "Electromagnetic Compatibility" (EMC directive). It meets the following requirements:



#### Note

A Declaration of Conformity in compliance with the above standards has been made and can be requested from Softing Singapore Pte Ltd.



#### China ROHS

The WireXpert device and its test components are China ROHS compliant.



#### WEEE

Electrical and electronic equipment must be disposed of separately from normal waste at the end of its operational lifetime.

Please dispose of this product according to the respective national regulations or contractual agreements. If there are any further questions concerning the disposal of this product, contact Softing IT Networks.



#### CAUTION

This is a Class A product. In a domestic environment this product may cause radio interference. In that case the user may be required to take adequate measures!



#### ROHS

The WireXpert device and its test components are ROHS compliant.



Intertek

#### ETL Intertek Verified

WireXpert device is ETL verified to ANSI/TIA IIIe, IEC 61935-1 levels IIIe & IV and currently proposed Level V draft, with the applicable measurement accuracy.



#### Class 1 Laser Product

The light source transmitted from the following fiber test modules – Single Mode (SM), Multi-Mode (MM) and Encircled Flux compliant Multi-Mode (MMEF) are classified as Class 1 lasers and are very low risk and "safe under reasonably foreseeable use", including the use of optical instruments for intrabeam viewing.

**Class 1m Laser Product**

The light source transmitted from the following fiber test modules – MPO Remote are classified as Class 1m lasers and have wavelengths between 302.5 nm and 4000 nm, and are safe except when used with optical aids.

## 5 Related documents

Application Note – E2E Link Test

Application Note – MPTL

Quick Start Guide – Copper Certification Testing

Quick Start Guide – Fiber Certification Testing

Quick Start Guide – Encircled Flux Compliant Multimode Fiber Certification Testing

Quick Start Guide – MPO Certification Testing

Quick Start Guide – Digital Fiber Inspection Kit

User Manual – Fiber Certification Testing

User Manual – MPO Certification

User Manual – eXport

User Guide – List Based Testing

User Guide – Installing eXport PC Software

User Guide – License Upgrade

User Guide – eXport Cloud

User Guide – Custom Limits

## 6 Technical Support

Softing's global presence ensures our customers receives sales and technical support anywhere around the world. For more information: [itnetworks.softing.com](http://itnetworks.softing.com)

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