

**eXport**  
Cloud *Enterprise*



**connect it. own it.**

MANUAL







#### 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.

It may not, in part or in its entirety, be reproduced, copied, or transferred into electronic media.

Softing Inc.  
7209 Chapman Highway  
Knoxville, TN 37920

 [itnetworks.softing.com](http://itnetworks.softing.com)  
 +1 865 251 5252  
 + 65 6899 1016  
 [sales@softing.us](mailto:sales@softing.us)

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

## TABLE OF CONTENTS

<b>1 INTRODUCTION .....</b>	<b>4</b>
1.1 About product .....	4
1.2 Safety precautions .....	5
1.3 Intended use .....	6
1.4 About this document .....	6
1.5 Prerequisites .....	8
<b>2 USER INTERFACE .....</b>	<b>9</b>
2.1 User Management Web Portal (Super Administrator, Administrator) .....	9
2.2 eXport PC Software (Project Manager) .....	21
2.3 WireXpert (Site Users – Project Manager, Technician) .....	28
<b>3 DECLARATIONS .....</b>	<b>32</b>
<b>4 RELATED DOCUMENTS .....</b>	<b>34</b>
<b>5 TECHNICAL SUPPORT .....</b>	<b>35</b>

# 1 INTRODUCTION

## 1.1 ABOUT PRODUCT

Please ensure v8.0 firmware, eXport and eXport Cloud has been installed into WireXpert, workstation and server respectively before proceeding further. Please refer to Installation Guide for detailed instructions on how to obtain and install eXport.

eXport Cloud is a new cloud-based feature available from v8.0 and above. It is a solution designed for companies who owns several sets of WireXperts and centralized project management. In a typical Software-as-a-Service (SaaS) model, your provider stores your data and potentially charging you by the bytes or through a recurring subscription. Only by hosting on your own server and network with eXport Cloud, not only will your data privacy be protected, project management cost will also be more efficient.

With other products, you may need to keep your tester online to transfer data real-time. This could mean using a mobile hotspot throughout the day at a site where active Wi-Fi service is unavailable.

With WireXpert, active network connection is only required when you decide to transfer files to the server. This can be done with a mobile hotspot or when a Wi-Fi connection is available.

This manual will only contain information and instructions on how to use the Cloud feature on WireXpert and eXport Cloud software. Please refer to User Manual and Guides for WireXpert for device and PC software help respectively.

## 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**

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
201811	Firmware update to v8.0

### 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 → Control Panel → 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 is set in Courier font type	MaxDlsapAddressSupported=23
Filenames and directories are written in italic	Device description files are located in <i>C:\&lt;product name&gt;\delivery\software\ Device Description files</i>

## 1.5 PREREQUISITES

1. WireXpert with v8.0 and above firmware.
2. Wi-Fi stick<sup>#</sup> – For network connectivity to upload and download data from and into WireXpert.
3. Network connectivity<sup>#</sup>
  - i. Secured Network – Only required when performing file transfers to eXport Cloud within a network.
  - ii. Access Point – This can be any Wi-Fi or mobile hotspot connection. Only required when performing file transfers to eXport Cloud that is on a public IP/domain.
4. Windows<sup>®</sup> based Server<sup>#</sup> – To install eXport Cloud server-end software. This server shall host the uploaded files from WireXpert, or files to be downloaded into WireXpert.
5. Windows<sup>®</sup> based workstation<sup>#</sup> – To install and execute eXport PC software.
6. An internet browser for user management.



### Note

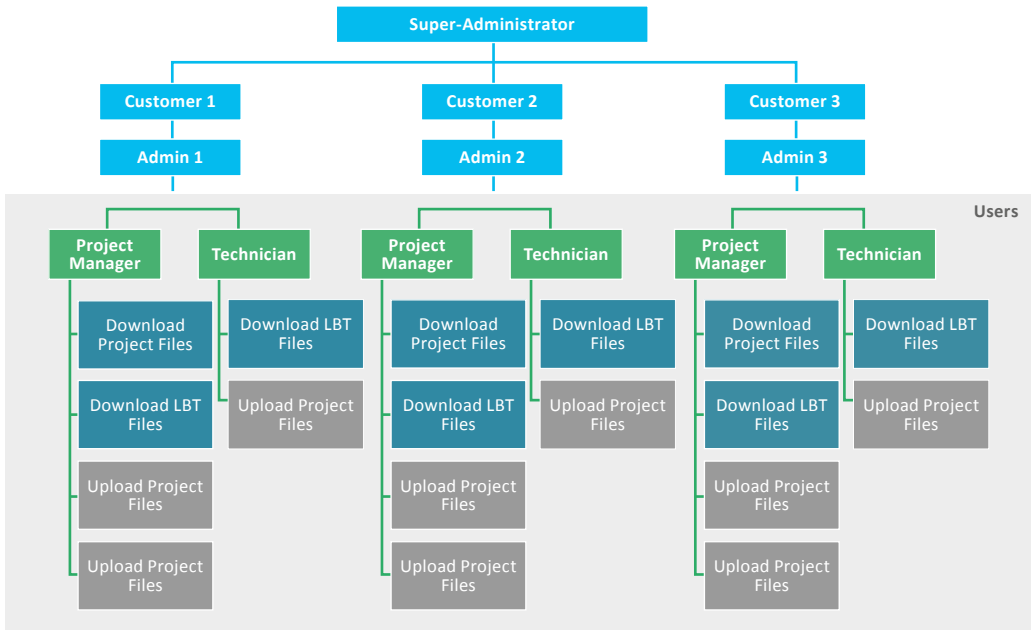
<sup>#</sup> Optional items – Not included with WireXpert, eXport PC or eXport Cloud software.



## 2 USER INTERFACE

### 2.1 USER MANAGEMENT WEB PORTAL (SUPER ADMINISTRATOR, ADMINISTRATOR)

eXport Cloud utilizes a web portal for user management. There are 3 tiers of users – Super-Administrator (Super-Admin), Administrators (Admin) and Users, and only the 2 Admin tiers may access the web portal.



#### Legende

Managed by Super-Admin	Managed by Project Manager
Managed by Admin	Managed by User

The web portal can only be logged in if the user is within the same network. A public domain or IP needs to be configured for use outside the network. Refer Installation Guide for more information.



## 2.1.1 Super Admin

The **Super-Admin** has the highest permission rights in the eXport Cloud workflow. There will only be **one** Super-Admin in the workflow. As eXport Cloud is installed and hosted in your own network, Softing or other non-authorized personnel will not be able to access your files and data-bases.

The Super-Admin is able to perform the following actions:

1. [Customer Management](#) – Adding, editing and deactivating of Organisation.
2. [User Management](#) – Adding, editing and deactivating of Administrators.
3. [Data Management](#) – Backing up, restoring and deleting of data-base.

### 2.1.1.1 Manage Organisation

1. Click **Add Organisation** to add the new organization information to the database.
2. Press the **[Add]** button to proceed.
  - › The Organisation's name and address are mandatory and should not be empty.

The screenshot shows the 'Add Organisation' form in the eXportCloud interface. The form is titled 'Add Organisation' and is located on the left side of the page. The form fields are as follows:

- Organization Name:
- Address:
- City:
- State:
- Zip Code:
- Country:
- Primary Contact Name:
- Contact Phone:
- Contact Email:
- Status:

A red box highlights the 'Add' button at the bottom right of the form.

3. Continue adding or click **View Organisation** to view the list of customers in the database.

The screenshot shows the 'View Organisation' table in the eXportCloud interface. The table is titled 'View Organisation' and is located on the right side of the page. The table has the following columns:

Organization Name	Address	City	State	Zip	Country	Primary Contact	Contact Phone	Contact Email
Dexter Customer	8 Science Park Drive, #01-01 Parkway, Singapore Science Park 3	Singapore	Singapore	110233	Singapore	Jin	98888213	customer@softing.com

A red box highlights the 'Add Organisation' button in the left sidebar.

4. Click on **Edit**  button to update the Organisation's information.

ID	Site Park	Address	City	State	Country	Primary Contact Name	Contact Phone	Contact Email	Status	Action
65699029	customer1@demo.softing.com	16/11/2018 16/11/2018 4:31:00 PM	4:31:00 PM	Active						

5. Press the **[Update]** button to save updated information.

6. Select **Inactive** from the Status dropdown menu to deactivate the Customer.

Press the **[Update]** button to save updated information.

### 2.1.1.2 User Management

Only the Super-Admin may add Administrators.

1. Click **Add Administrator** to assign an Admin to an Organisation.
2. Press the **[Add]** button to proceed.
  - › The Administrator's email ID, first and last name and password are mandatory and should not be empty.
  - › Only one Admin may be added per organisation.

The screenshot shows a web browser window with the URL '192.168.242.1:8080/CompanyAndUserManagement/ViewFormNewUser.aspx'. The page title is 'Company and User Man'. The left sidebar contains several menu items: 'Manage Organisation', 'Add Organisation', 'View Organisation', 'User Management', 'Add Administration' (highlighted with a red box), 'View User', 'Data Management', 'Backup', 'Restore', 'Create Backup', and 'Version 1.0.0.20'. The main content area is a form for adding a new user. The form fields include:
 

- Email: admin@softing.com
- First Name: Admin
- Last Name: Admin
- Address: Demo Location
- Phone No: \*\*\*\*\*
- Telephone ID: [empty]
- Organization: Demo Location
- Address 1: 23 Science Park Drive, #02-11/12 Corepan 1, Singapore Science Park 3
- City: [empty]
- State: Singapore
- Zip Code: 118234
- Country: Singapore
- Contact Phone: 033990000
- Role: Admin
- Assign To: [empty]

3. Continue adding Admin for other Organisations or click **View User** to view the list of Admins in the database.

The screenshot shows the 'View User' page in the same web application. The left sidebar is identical to the previous screenshot, but the 'View User' link is highlighted with a red box. The main content area displays a table of users. The table has the following columns: Email, F\_Name, L\_Name, Role, Company, Address 1, Assign To, Created On, Modified On, and Status. There is one user listed in the table.

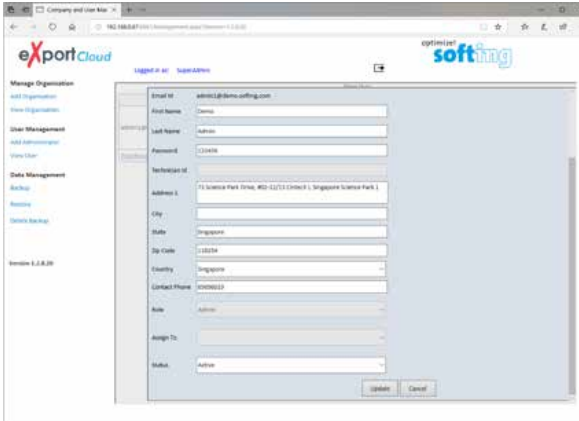
Email	F_Name	L_Name	Role	Company	Address 1	Assign To	Created On	Modified On	Status
admin@softing.com	Admin	Admin	Admin	Demo Location	23 Science Park Drive, #02-11/12 Corepan 1, Singapore Science Park 3		18/11/2018 4:55:30 PM	18/11/2018 4:55:30 PM	Active

4. Click on **Edit**  button to update the Organisation's information.

admin1@demo.softing.com	Demo	Admin	Admin	Demo Customer	73 Science Park Drive, #02-12/13 Comtech 1, Singapore Science Park 1	16/11/2018 4:51:30 PM	16/11/2018 4:51:30 PM	Active 
-------------------------	------	-------	-------	---------------	--	-----------------------	-----------------------	--

[Edit Profile](#)

5. Press the **[Update]** button to save updated information.



The screenshot shows the 'Manage Organisation' form with the following fields and values:

- Email ID: admin1@demo.softing.com
- First Name: Demo
- Last Name: Admin
- Password: [obscured]
- Telephone No: [obscured]
- Address 1: 73 Science Park Drive, #02-12/13 Comtech 1, Singapore Science Park 1
- City: [obscured]
- State: Singapore
- Zip Code: 118234
- Country: Singapore
- Contact Phone: 90909012
- Role: Admin
- Assign To: [obscured]
- Status: Active

Buttons: **Update**, **Cancel**

6. Select Inactive from the Status dropdown menu to deactivate the Admin.



The screenshot shows the 'Status' dropdown menu with the following options:

- Active
- Inactive

Buttons: **Update**, **Cancel**

Press the **[Update]** button to save updated information.

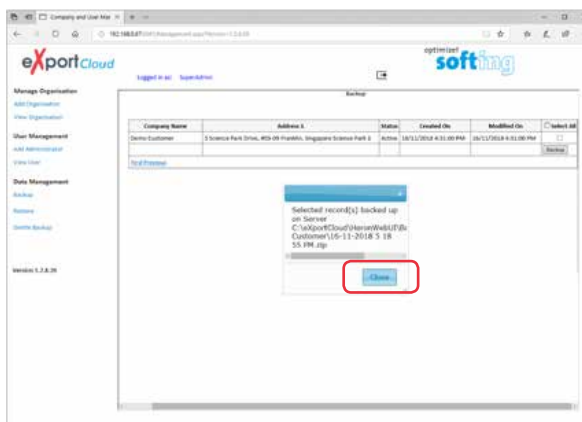
### 2.1.1.3 Data Management

Data Management enables the manual backing-up and restoring of saved Organisation information in eXport Cloud.

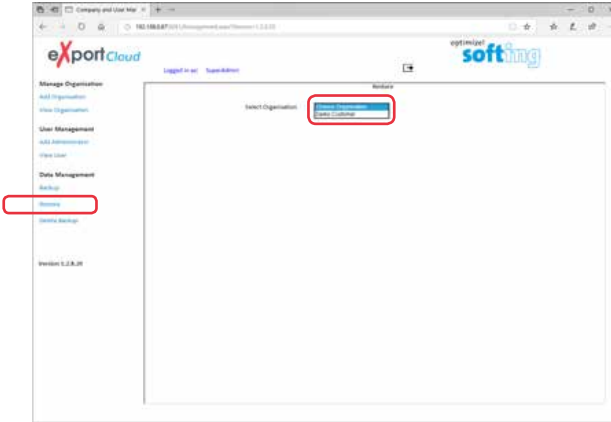
1. Click **Backup** to view list of Organisations available for backing up.



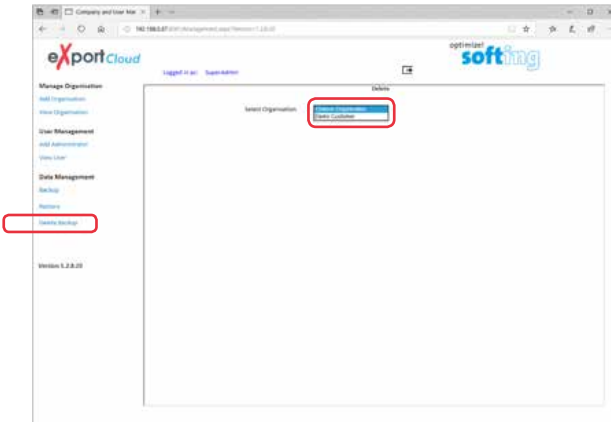
2. Select Organisation(s) from the list and press the **[Backup]** button to continue.
3. Press the **[Close]** button to complete.



4. Click **Restore** and select database from the dropdown menu to be restored.



5. Click **Delete Backup** and select database from the dropdown menu to be permanently deleted from eXport Cloud.





## 2.1.2 Admin

The main role of the **Admin** is user management. Only the Admin may manage and assign the *Project Manager* and *Technician* roles to the users.

The Admin is able to perform the following actions:

1. [Manage Organisation](#) – Viewing and deactivation of Organisations assigned by the Super-Admin.
2. [User Management](#) – Adding, editing and deactivating of Project Managers and Technicians.
3. [Data Management](#) – Backing up, restoring and deleting of data-base.

### 2.1.2.1 User Management

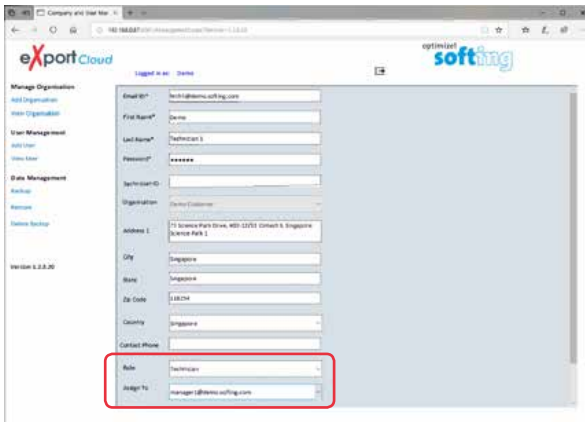
Only the Admin may add, edit or deactivate Project Manager and Technicians.

1. Click **Add User** to assign a *Project Manager* to an Organisation.

The screenshot displays the 'User Management' section of the eXportCloud application. The left sidebar contains a navigation menu with 'User Management' highlighted by a red rectangle. The main content area shows a form for adding a new user. The form fields are as follows:

- Email:** Manager.1@demo.softing.com
- First Name:** Demo
- Last Name:** Manager 1
- Password:** [Masked with asterisks]
- Technician ID:** [Empty field]
- Organisation:** Demo Customer
- Address 1:** 75 Selegie Park Drive, #02-10/11/12/13/14/15, Singapore
- City:** Singapore
- State:** Singapore
- Zip Code:** 118254
- Country:** Singapore
- Contact Person:** 0998822
- Role:** Project Manager
- Assign To:** [Dropdown menu]

2. Press the **[Add]** button to proceed.
  - › The Project Manager’s email ID, first and last name and password are mandatory and should not be empty.
  - › All Project Managers/Technicians will be assigned to the same Organisation as the Admin.
  - › Multiple Project Managers may be assigned to a Organisation.
  - › Technicians can be assigned to any Project Manager.
3. Click **Add User** and select *Technician* from the Role dropdown.  
Select *Project Manager* from the **Assign To** dropdown menu to assign Technician.



4. Press the **[Add]** button to proceed.
  - › The Technician’s email ID, first and last name and password are mandatory and should not be empty.
  - › A Technician can only be added after a Project Manager is assigned to the Organisation.
  - › Multiple Technicians may be assigned to a Project Manager.

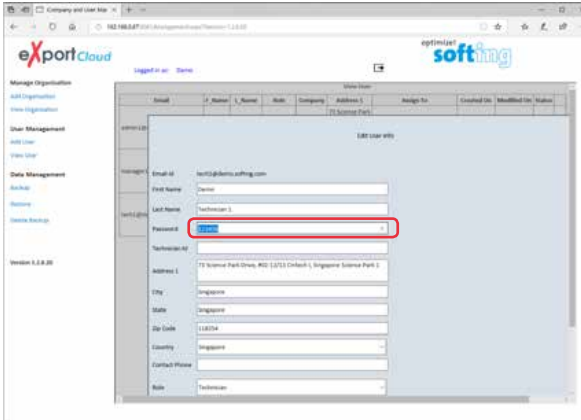
- Continue adding Project Managers or Technicians or click **View User** to view the list of Users in the database.



- Click on **Edit** button to update the Project Manager's or Technician's information.

manager1@demo.softing.com	Demo	Manager 1	Project Manager	Demo Customer	73 Science Park Drive, #02-12/13 Crestech 1, Singapore Science Park 1		16/11/2018 5:28:42 PM	16/11/2018 5:28:42 PM	Active
tech1@demo.softing.com	Demo	Technician 1	Technician	Demo Customer	73 Science Park Drive, #02-12/13 Crestech 1, Singapore Science Park 1	manager1@demo.softing.com	16/11/2018 5:48:46 PM	16/11/2018 5:48:46 PM	Active

- Click **[Update]** to save updated information.
  - › Email ID can only be edited by Super-Admin for security purposes.
  - › Admin may change or reset the Project Manager's or Technician password in this area.



- Select **Inactive** from the Status dropdown menu to deactivate the Admin.



Click **[Update]** to save updated information.

## 2.2 EXPORT PC SOFTWARE (PROJECT MANAGER)

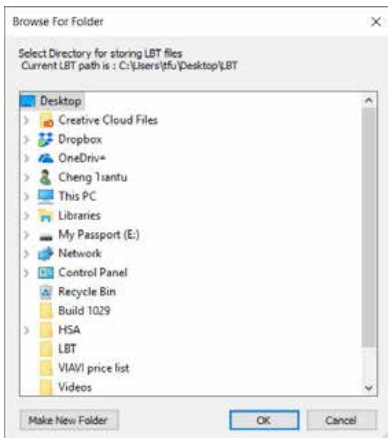
Starting from v8.0, eXport PC software implemented a new feature to allow the software to connect to eXport Cloud, a cloud-based solution to upload hierarchical label list for technicians to download, and download project files technicians uploaded from site. The conventional way of travelling up and 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.

### 2.2.1 Setting up

1. On eXport, go to **Settings** → **LBT Directory Path** to set directory for saving List Based Testing (LBT) files.



Select directory and press the **[OK]** button to proceed.

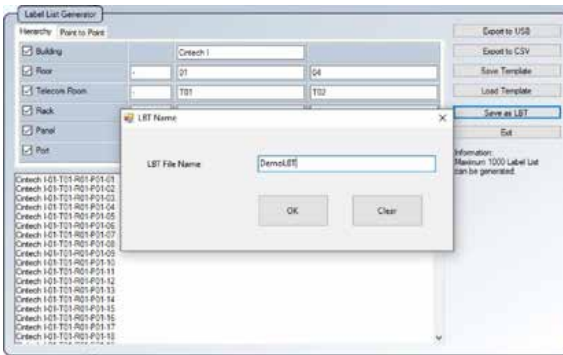


2. On eXport, go to **Tools** → **Label List Generator** to create LBT files.



3. Create LBT file, and press the **[Save as LBT]** button to save LBT file to the configured directory.

Press the **[OK]** button to proceed.



## 2.2.2 Connecting to eXport Cloud

1. Go to **Cloud** → **Connect** to establish connection with the eXport Cloud server.



2. Enter the server's IP address and Port number configured for eXport Cloud.  
Enter the Admin's Email ID and password.  
Press the **[Log In]** button to continue.

 A dialog box titled 'Login to eXport Cloud'. It contains four input fields: 'IP:', 'Port', 'Email ID', and 'Password:'. Below the fields is a checkbox labeled 'Save Password'. At the bottom are two buttons: 'Log In' and 'Close'.

## 2.2.3 Using the eXport Cloud

After logging into eXport Cloud, eXport will display the Admin's login ID, and connectivity status on the status bar.



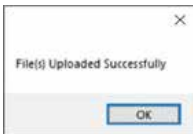
1. Go to **Cloud** → **File View** to view the files that are available for transfer.



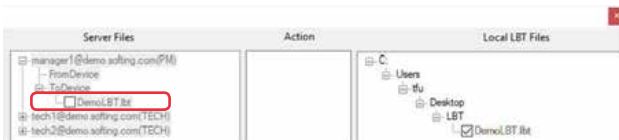
- To upload file(s), select the \*.LBT file(s) from the Local LBT Files panel and press the **[Upload LBT to server]** button to begin file transfer. Or **[Delete file(s) from local]** to permanently delete LBT file(s) from workstation.



You will be notified when file(s) transfer is completed.



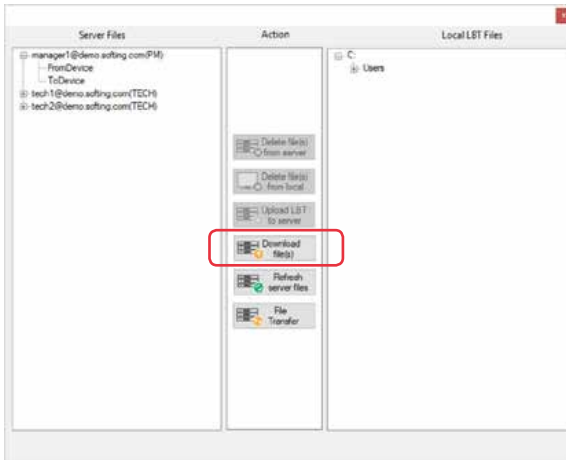
The uploaded \*.LBT file(s) will be listed on the Server Files panel.



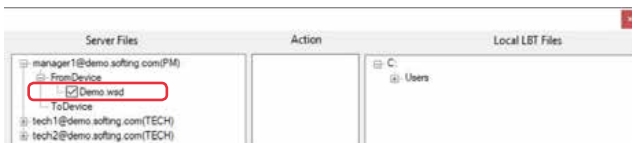


- To download file(s), select the \*.WSD file(s) from the Server Files panel and press the **[Download file(s) from server]** button to begin file transfer. Or **[Delete file(s) from server]** to permanently delete \*.WSD file(s) from eXport Cloud server.

Ensure \*.WSD file(s) has already been uploaded to the eXport Cloud server with WireXpert.



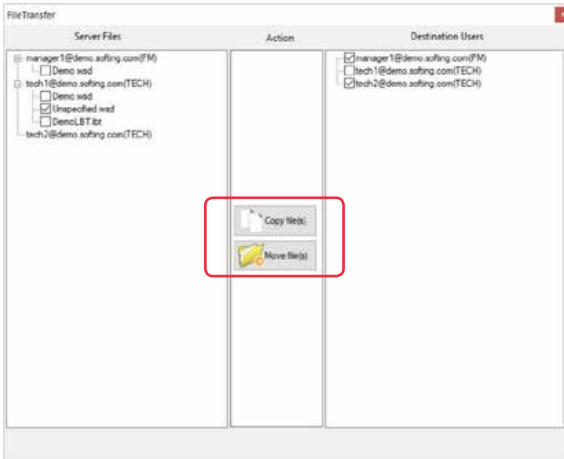
The downloaded \*.WSD file(s) will be listed on the Server Files panel.



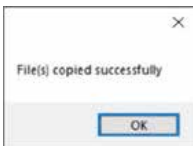
4. To transfer file(s) from one user to another, press the **[File Transfer]** button.  
(Project Manager only)

Select file(s) to be transferred from the Server Files panel and users to receive the copied files.

Press the **[Copy file(s)]** button to copy files or **[Move file(s)]** to permanently relocate the files.



You will be notified when file(s) transfer is completed.



5. Go to **Cloud** → **Log Out** to log out of eXport Cloud.



**Note**

All offline features and functions of eXport remains available when eXport is connected to eXport Cloud.

Either options from the Server Files or Local LBT Files panel can be selected at any one time.

The Project Manager may also view the uploaded and downloaded file(s) of Technicians assigned to him/her in eXport Cloud.

The Technician may only view and his/her own uploaded and download file(s) in eXport Cloud.

### 2.3 WIREXPERT (SITE USERS – PROJECT MANAGER, TECHNICIAN)

Starting from v8.0 firmware, WireXpert has the capability to connect to a wireless network, e.g., Wi-Fi and mobile hotspot. By connecting to a network, WireXpert may now interact with eXport Cloud.

WireXpert requires network connectivity only when you choose to transfer file(s) to or from eXport Cloud, eliminating the need for constant connectivity.

#### 2.3.1 Connecting WireXpert to a network

1. Connect Wi-Fi stick<sup>1</sup> to the USB port of WireXpert.
2. If the stick is being connected for the first time, you may be prompted to reboot to complete installation of the driver. Press the **[Ok]** button to proceed.
3. Press the **[TOOLS]** button and select **Wifi**.
4. Select from the list of active Access Points (AP) to connect to.  
Enter password if AP is a secured network.



<sup>1</sup> Order Number: WX\_AC\_BGN\_150

5. Press the **[Ok]** button to proceed.

If **Connect Automatically** is selected, WireXpert will attempt to connect to this AP the next time it boots up.

6. Select **Wifi**, and select the connected AP to disconnect from or forget the network.

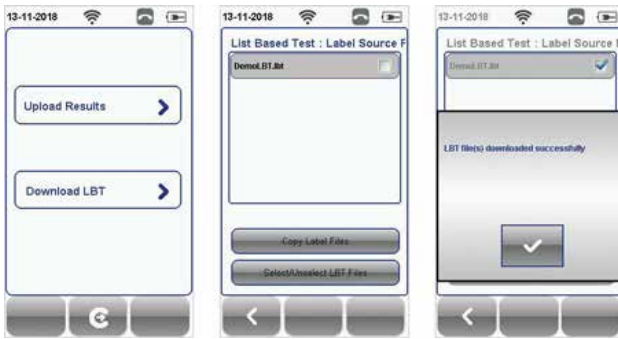


### 2.3.2 Accessing eXport Cloud with WireXpert

1. Press the **[TOOLS]** button and select **eXport Cloud**.
2. Enter the eXport Cloud server IP address and Port number.
3. Login using only the **Project Manager** or **Technician** Email ID created by the Admin.  
The Super-Admin and Admin will not be able to login using their web portal's ID.
4. Press the **[Ok]** button to proceed.
5. Select **Upload Results** to upload test result(s) to eXport Cloud server  
Select test results of a Site(s) to upload, and press the **[Copy Selected Sites]** button to begin upload.



6. Select **Download LBT** to download List-Based Testing labelling scheme files from eXport Cloud server.  
Select LBT file(s) to download, and press the **[Copy Label Files]** button to begin download.  
Load LBT files by pressing the **[SETUP]** button → **Test Settings** → **Project Settings** → **Label Source** → **List Based Testing** and select the LBT file to be loaded.



7. Press the **[Logout]** button to logout of eXport Cloud server.

If **Save Password** is selected, WireXpert will remember the login password for the next login.



### 3 DECLARATIONS



## EU Declaration of Conformity

We

**Softing Singapore Pte. Ltd.**  
3 Science Park Drive  
#03-09, The Franklin  
Singapore Science Park 1  
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)

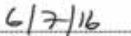
Applied harmonised standards:

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.



**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.

## 4 RELATED DOCUMENTS

Application Note – E2E Link Test

Application Note – MPLS

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

## 5 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)

### The Americas

#### Softing Inc.

7209 Chapman Highway  
Knoxville, TN 37920  
Phone: +1 865 251 5252  
E-mail: [sales@softing.us](mailto:sales@softing.us)

### Asia/Pacific

#### Softing Singapore Pte. Ltd.

73 Science Park Drive  
#02-12/13, Cintech I  
Singapore Science Park 1  
Singapore 118254  
Phone: +65-6569-6019  
E-mail: [asia-sales.itnetwork@softing.com](mailto:asia-sales.itnetwork@softing.com)

#### Softing Shanghai

Room 208, Building 1, No 388, Tianlin Road  
Xuhui District, 200233  
Shanghai, China  
Phone: +86-21-61063031  
E-mail: [china-sales.itnetwork@softing.com](mailto:china-sales.itnetwork@softing.com)

### Europe/Middle East/Africa

#### Softing IT Networks GmbH

Richard-Reitzner-Alle 6  
D-85540 Haar  
Phone: +49 89 45 656 660  
E-mail: [info.itnetworks@softing.com](mailto:info.itnetworks@softing.com)

#### Softing SRL

87 Rue du Général Leclerc  
Creteil, Île-de-France  
94000 (Paris)  
Phone: +33 1451 72805  
E-mail: [info.france@softing.com](mailto:info.france@softing.com)

#### Softing Italia Srl.

Via M. Kolbe, 6  
20090 Cesano Boscone (MI)  
Phone: +39 02 4505171  
E-mail: [info@softingitalia.it](mailto:info@softingitalia.it)

#### Österreich

Buxbaum Automation GmbH  
Eisenstadt  
Phone: +43 2682 7045 60  
E-mail: [office@myautomation.at](mailto:office@myautomation.at)

connect it. own it.

V110119

