



J-Reporter

Installation Guide

This document provides task-based instructions for installing the J-Reporter software. Topics covered in this document include the following:

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Related Information

Use this guide in conjunction with the following documentation:

J-Reporter User’s Guide — This guide provides instructions on how to run and use the J-Reporter software.

System Requirements

Hardware Requirements

The system hardware requirements for J-Reporter are:

- Intel Core 2 Duo, 2 GHz (Intel Core i3, 2.4 GHz and above is recommended)
- 1 GB of RAM (4 GB RAM is recommended)
- 200 MB of free disk space for installation

Software Requirements

The software requirements for J-Reporter are:

- Microsoft Windows® XP/7/8, 32-bit or 64-bit (64-bit version is recommended)
(To determine if your PC is running a 32-bit or 64-bit version of Windows, you may refer to: <http://support.microsoft.com/kb/827218> or your Microsoft Windows Help.)
- Microsoft .NET Framework (included in the Installation ZIP file.)
- Windows Mobile Device Center 6.1 (Windows 7 or Windows 8 only)
- Active Sync 4.5 (Windows XP only)



Note: Windows Mobile Device Center 6.1 and Active Sync 4.5 are available from the J-Reporter extracted zip folder. Refer to “[Troubleshooting](#)” on page 9 for complete download instructions.

Installation

Introduction

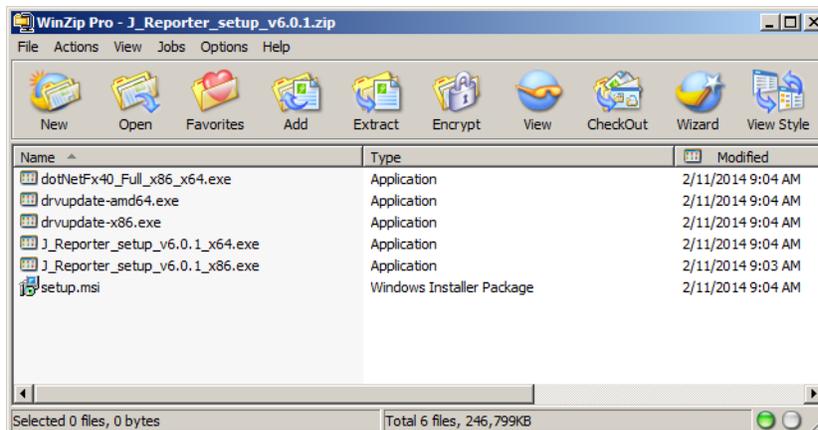
Go to <http://certifier40g.jdsu.com> and download the latest version of the J-Reporter zip file.



Note: You will need to register your device to access the Resource Center.

Open the zip file and choose the appropriate executable file for your operating system (OS).

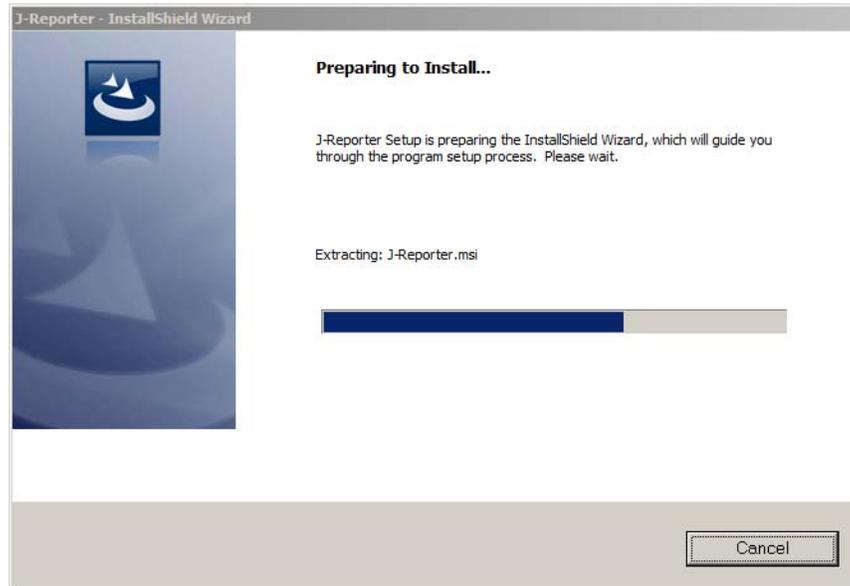
- For a 32-bit OS, choose the _x86 version (J_Reporter_setup_vx.x.x_x86.exe).¹
- For a 64-bit OS, choose the _x64 version (J_Reporter_setup_vx.x.x_x64.exe).¹



¹ Where vx.x.x is the software version number.

New Installation

- 1 The installation will begin after the setup file is executed.



- 2 Click 'Next' to proceed.



- 3 You will be prompted to enter your “User Name” and “Organization Name”. Complete the entries and click ‘Next’ to proceed.



- 4 Click ‘Change’ if you wish to change the directory where the program will be installed. Otherwise, click ‘Next’ to proceed using the default directory settings.



- 5 Click 'Install' to begin the installation.



- 6 The installation is complete.

Check 'Launch J-Reporter to launch the program upon exiting the Installation Wizard. Click 'Finish' to complete and exit the installation.



Upgrading from a Previous Version

- 1 If you have an earlier release of J-Reporter, you will be prompted to perform an upgrade. Click 'Yes' to proceed.
- 2 Upgrading to J-Reporter will commence. Click 'Next' to proceed.
- 3 As this is an upgrade, you will not be prompted to choose installation directory. New and updated files will be copied into the same directory to where J-Reporter was originally installed.
- 4 Click 'Finish' to complete and exit the installation.

Cancelling the Installation Wizard

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

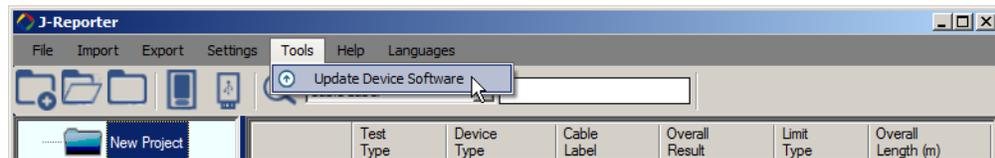


- 2 Installation will be incomplete and J-Reporter may cease to work or malfunction if the installation is cancelled.

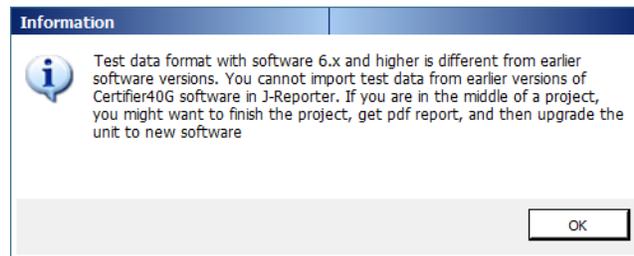


Updating the Device Software

- 1 Select **Tools > Update Device Software**.



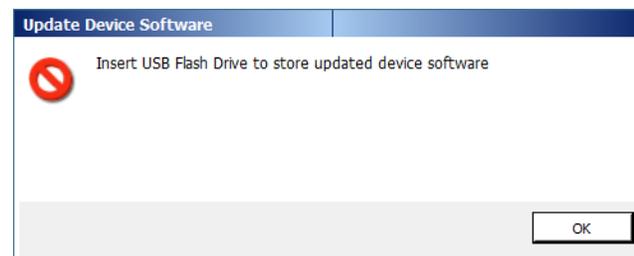
- 2 Ensure a USB flash drive has been connected to your workstation before proceeding with the update.
- 3 Click 'OK' after reading the warning message to proceed.



- 4 Click 'OK' to proceed with the update.



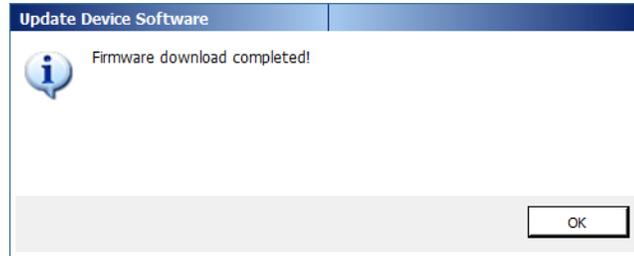
In the event that the USB flash disk is not present, you will be reminded to insert one.



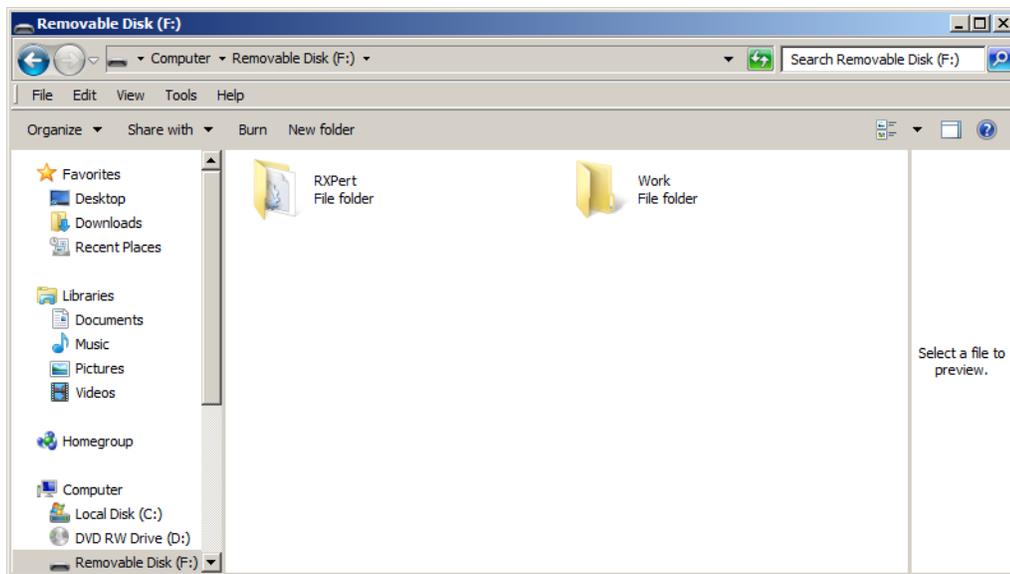
- 5 The Status bar will display the “Processing” status during the upgrade process.



You will be informed when the upgrade is complete. Click 'OK' to proceed.



- 6 The files are now stored in a folder named “RXPert” folder on the USB flash disk.



Troubleshooting

- 1 In the event an error occurs during the installation, an error message similar to the error shown below may be displayed.



Using the following steps may resolve the problem.

- For users of Windows XP, go to the file location where the J-Reporter zip file was extracted and open “\redist\Windows XP\setup.msi” and install Active Sync 4.5.
- For users with a 32-bit version of Windows 7 or Windows 8, go to the file location where the J-Reporter zip file was extracted and open “\redist\Windows 7 or 8\x86\drvupdate-x86.exe” and install Windows Mobile Device Center 6.1.
- For users with a 64-bit version of Windows 7 or Windows 8, go to the file location where the J-Reporter zip file was extracted and open “\redist\Windows 7 or 8\x64\drvupdate-amd64.exe” and install Windows Mobile Device Center 6.1.



- **Note:** To determine if your PC is running a 32-bit or 64-bit version of Windows, you may refer to: <http://support.microsoft.com/kb/827218> or your Microsoft Windows Help.

- 2 In the event an “SQL CE Installation Warning” occurs during the installation, click ‘OK’ to proceed with the installation.

Technical Assistance

For the latest TAC information, go to www.jdsu.com or contact your local sales office for assistance. Contact information for regional sales headquarters is listed on the back cover of the user’s guide.



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