

Date: December 22, 2021

Technician: Sonny

Product: TEG-S380

Purpose: To address customer feedback:

- Does not pass network data
- Does not power up
- Not compatible with router
- Port defective

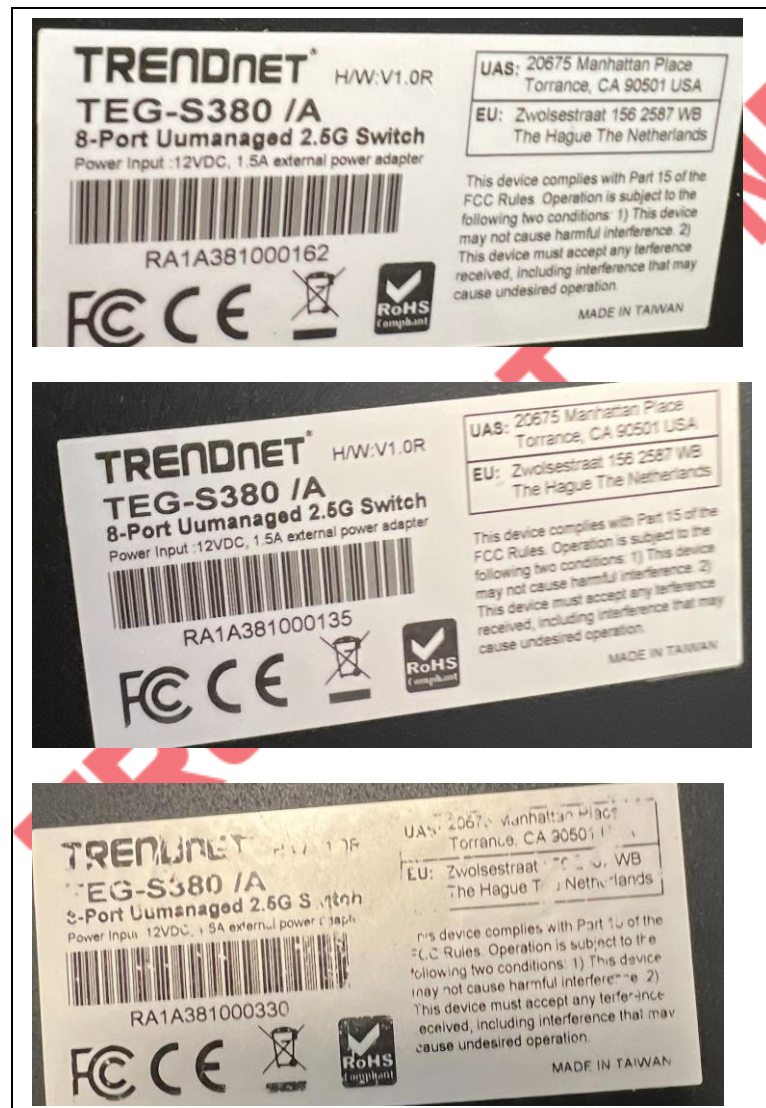
Equipment List:

- **Two DESKTOP-8HI6V1H** | Intel® Core™ i5-4460S CPU @ 2.90GHz, Realtek 10G Ethernet, Windows 10
- **TEW-827DRU Gigabit Router HW: V1.0R**

DUT:

3 units of **TEG-S380** from Amazon returns.

SN: RA1A381000135, RA1A381000162, RA1A381000330. Production date 2021 week 1.



General Test Setup

The **DUT** was connected to the router and then to the desktop and power up using the included power adapter

- 1) Check LED
- 2) Check Desktop network adapter connection speed
- 3) From the desktop, ping to check connectivity to the router's IP
- 4) Run performance test

Results

- All DUT's power link and activity LEDs were correct.
- Desktop computer's network connection status showed 2.5Gigabit connection speed.
- Desktop can ping to the router's IP when connecting to any port of the DUT, meaning the connection was valid.

- Performance Test Results:

Each unit ran two passes with any random two ports. All of them got at least 4.5GB, which is within the spec.

RA1A381000135

ixChariot Test - untitled1.tst

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Test Setup

Throughput

Transaction Rate

Response Time

Raw Data Totals

Endpoint Configuration

Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision	
All Pairs			6.953		4,636.532	228.571	987.654			
	Pair 1 No Group	Finished	845	-5.275 : +5.275	565.847	229.885	816.327	119.467	0.932	
	Pair 2 No Group	Finished	866	-4.010 : +4.010	579.676	310.078	869.565	119.515	0.692	
	Pair 3 No Group	Finished	860	-4.859 : +4.859	576.046	291.971	930.233	119.435	0.844	
	Pair 4 No Group	Finished	869	-3.618 : +3.618	582.157	340.426	930.233	119.418	0.622	
	Pair 5 No Group	Finished	859	-4.897 : +4.897	575.236	290.909	987.654	119.464	0.851	
	Pair 6 No Group	Finished	873	-5.784 : +5.784	584.876	228.571	833.333	119.410	0.989	
	Pair 7 No Group	Finished	887	-3.740 : +3.740	593.808	336.134	919.540	119.500	0.630	
	Pair 8 No Group	Finished	894	-4.138 : +4.138	599.020	323.887	963.856	119.395	0.691	

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ALL TCP SCR EP1 EP2 SQ1 SQ2 PG PC IXIA										
Test Setup Throughput Transaction Rate Response Time Raw Data Totals Endpoint Configuration										
Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision	
All Pairs			6,876		4,584.535	249.221	1,000.000			
	Pair 1 No Group	Finished	967	-4.054 : +4.054	647.537	313.726	909.091	119.468	0.626	
	Pair 2 No Group	Finished	798	-2.349 : +2.349	534.414	404.040	860.215	119.458	0.440	
	Pair 3 No Group	Finished	887	-3.335 : +3.335	593.698	265.781	816.327	119.522	0.562	
	Pair 4 No Group	Finished	882	-3.379 : +3.379	590.554	267.559	1,000.000	119.481	0.572	
	Pair 5 No Group	Finished	802	-1.811 : +1.811	537.075	427.808	714.286	119.462	0.337	
	Pair 6 No Group	Finished	868	-3.323 : +3.323	581.331	249.221	952.381	119.450	0.572	
	Pair 7 No Group	Finished	802	-1.890 : +1.890	536.679	406.091	707.965	119.550	0.352	
	Pair 8 No Group	Finished	870	-3.523 : +3.523	582.378	251.572	784.314	119.510	0.605	

RA1A381000162

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ALL TCP SCR EP1 EP2 SQ1 SQ2 PG PC IXIA										
Test Setup Throughput Transaction Rate Response Time Raw Data Totals Endpoint Configuration										
Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision	
All Pairs			7,023		4,682.039	238.095	1,052.632			
	Pair 1 No Group	Finished	872	-3.744 : +3.744	583.898	293.040	869.565	119.473	0.641	
	Pair 2 No Group	Finished	888	-2.816 : +2.816	594.293	382.775	833.333	119.537	0.474	
	Pair 3 No Group	Finished	882	-3.409 : +3.409	590.406	305.344	833.333	119.511	0.577	
	Pair 4 No Group	Finished	871	-3.815 : +3.815	583.292	238.095	1,052.632	119.460	0.654	
	Pair 5 No Group	Finished	892	-3.933 : +3.933	597.450	242.424	975.610	119.441	0.658	
	Pair 6 No Group	Finished	879	-2.823 : +2.823	588.427	372.093	833.333	119.505	0.480	
	Pair 7 No Group	Finished	874	-3.527 : +3.527	585.555	275.862	816.327	119.408	0.602	
	Pair 8 No Group	Finished	865	-3.656 : +3.656	579.467	289.855	898.876	119.420	0.631	

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ALL TCP SCR EP1 EP2 SQ1 SQ2 PG PC



Test Setup	Throughput	Transaction Rate	Response Time	Raw Data Totals	Endpoint Configuration				
Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision
All Pairs			7,019		4,680.231	238.806	869.565		
	Pair 1 No Group	Finished	886	-3.889 : +3.889	593.879	241.692	833.333	119.351	0.655
	Pair 2 No Group	Finished	893	-2.995 : +2.995	597.964	358.744	869.565	119.472	0.501
	Pair 3 No Group	Finished	876	-3.851 : +3.851	586.743	248.447	792.079	119.439	0.656
	Pair 4 No Group	Finished	877	-3.490 : +3.490	587.324	293.040	800.000	119.457	0.594
	Pair 5 No Group	Finished	868	-3.332 : +3.332	581.394	313.726	800.000	119.437	0.573
	Pair 6 No Group	Finished	871	-3.002 : +3.002	583.145	346.320	833.333	119.490	0.515
	Pair 7 No Group	Finished	880	-3.924 : +3.924	589.003	250.784	792.079	119.524	0.666
	Pair 8 No Group	Finished	868	-3.829 : +3.829	581.030	238.806	800.000	119.512	0.659

RA1A381000330

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ALL TCP SCR EP1 EP2 SQ1 SQ2 PG PC



Test Setup		Throughput	Transaction Rate	Response Time	Raw Data Totals	Endpoint Configuration			
Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision
All Pairs			7,025		4,683.412	237.389	1,481.482		
	Pair 1 No Group	Finished	918	-4.342 : +4.342	614.900	317.460	1,481.482	119.434	0.706
	Pair 2 No Group	Finished	910	-4.847 : +4.847	609.159	261.438	1,454.546	119.509	0.796
	Pair 3 No Group	Finished	827	-3.087 : +3.087	553.719	322.581	792.079	119.483	0.558
	Pair 4 No Group	Finished	823	-3.759 : +3.759	550.907	253.165	842.105	119.512	0.682
	Pair 5 No Group	Finished	847	-4.102 : +4.102	567.362	253.165	695.652	119.430	0.723
	Pair 6 No Group	Finished	929	-3.904 : +3.904	622.081	337.553	1,250.000	119.470	0.628
	Pair 7 No Group	Finished	852	-3.209 : +3.209	570.568	318.725	792.079	119.460	0.562
	Pair 8 No Group	Finished	919	-4.243 : +4.243	615.102	237.389	1,212.121	119.525	0.690

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ALL TCP SCR EP1 EP2 SQ1 SQ2 PG PC

Test Setup Throughput Transaction Rate Response Time Raw Data Totals Endpoint Configuration

Group	Pair Group Name	Run Status	Timing Records Completed	95% Confidence Interval	Average (Mbps)	Minimum (Mbps)	Maximum (Mbps)	Measured Time (sec)	Relative Precision
	All Pairs		7,056		4,704.196	250.784	1,250.000		
	Pair 1 No Group	Finished	1,104	-4.264 : +4.264	740.151	320.000	1,126.761	119.327	0.576
	Pair 2 No Group	Finished	1,096	-5.539 : +5.539	734.179	260.586	1,250.000	119.426	0.754
	Pair 3 No Group	Finished	656	-2.916 : +2.916	438.704	250.784	800.000	119.625	0.665
	Pair 4 No Group	Finished	670	-3.033 : +3.033	448.217	254.777	842.105	119.585	0.677
	Pair 5 No Group	Finished	832	-3.181 : +3.181	556.815	273.973	842.105	119.537	0.571
	Pair 6 No Group	Finished	1,013	-5.263 : +5.263	678.443	258.065	1,000.000	119.450	0.776
	Pair 7 No Group	Finished	1,038	-3.290 : +3.290	695.338	337.553	1,176.471	119.424	0.473
	Pair 8 No Group	Finished	647	-2.694 : +2.694	432.653	253.968	727.273	119.634	0.623

Conclusion:

All three TEG-S380 acted normally during the tests and they also connected to the TEW-827DRU router at Gigabit speed without any issue.

We will need more information from the customer to investigate further.

[End of Report]