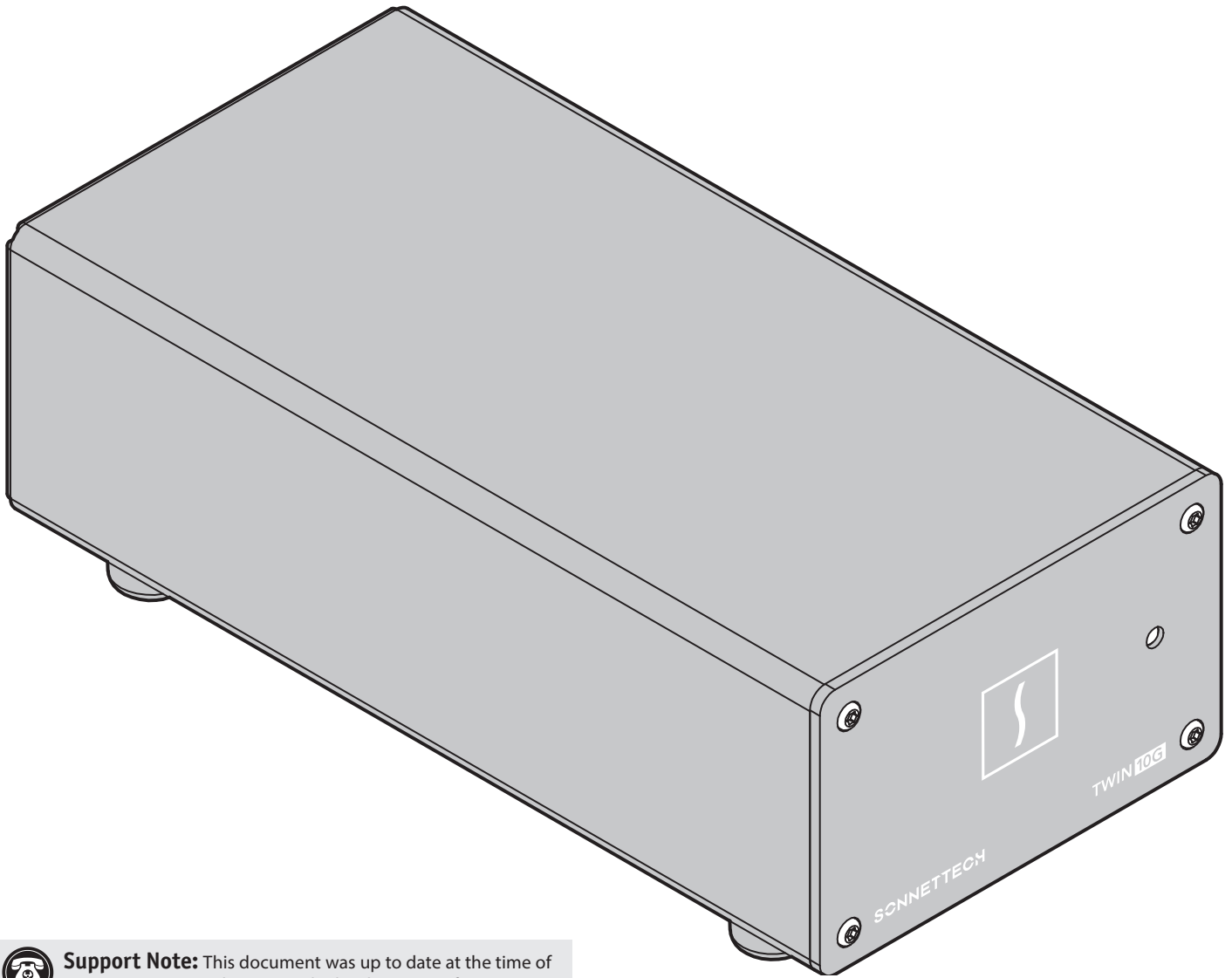


User's Guide

for Twin10G™ SFP28 Thunderbolt™ Adapter



Support Note: This document was up to date at the time of printing. However, changes to the hardware or software may have occurred since then. Please check the Sonnet website for the latest documentation.

1. Go to www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the Twin10G SFP28 Thunderbolt Adapter link.
3. Click the Manual link.
4. Click the Twin10G SFP28 Thunderbolt Adapter User's Guide [English] link and then check the Document Version information. If the version listed is later than this document (**revision A**), click the Download Now button for the latest version.



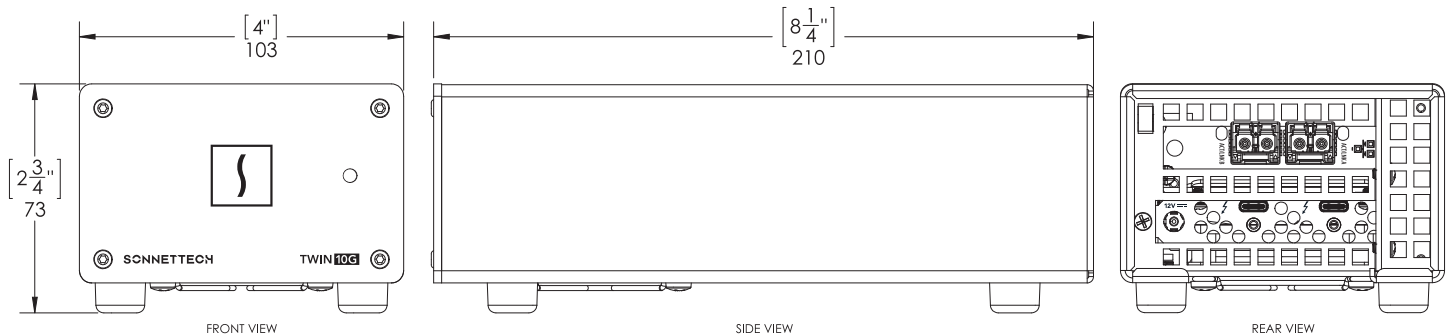
For
Windows



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Chapter 1 – Introduction, System Requirements, Driver Information, and System Preparation



Introduction

Congratulations on your purchase! Twin10G SFP28 Thunderbolt Adapter is a Thunderbolt to 10 Gigabit Ethernet (10GbE) adapter that enables you to connect your computer with Thunderbolt ports to 10GbE infrastructure.

Mac® Compatibility

- Mac (M series)
- Mac (Intel®) with Thunderbolt 3 ports
- macOS® 13.2+

Windows® Compatibility

- Windows computer with Thunderbolt 5, 4 or 3 ports
- Windows 11, 10
- Windows Server 2022, 2019

Linux® Compatibility

- Linux computer with Thunderbolt 5, 4 or 3 ports
- Linux Kernel 5.4+

System Requirements

The Twin10G adapter requires the following to operate:

- OM2, OM3 or OM4 LC/LC multimode fiber optic cables (sold separately).

Driver Information—macOS

The driver that enables the Twin10G adapter to work with Mac computers must be downloaded from Sonnet's Website and installed *before* connecting the Twin10G adapter to your computer; instructions follow.

Driver Information—Windows

Although a driver that enables the Twin10G adapter to work with Windows computers is already present in supported Windows operating systems, you should download the latest driver through the Sonnet Website and install it *before* connecting the Twin10G adapter to your computer; instructions follow.

Driver and Configuration Information—Linux

The drivers that enable the Twin10G adapter to work with Linux are installed as part of the Linux Kernel 5.4 and later.

The steps necessary to configure the Sonnet adapter with your computer may vary based on the version of Linux running. Sonnet recommends using whatever method or tools you would normally use for configuring any onboard ports.

Chapter 1 – Introduction, System Requirements, Driver Information, and System Preparation

Preparing to Use the Adapter With a Mac Computer

Introduction

Starting with macOS 12, Apple introduced a new system for device drivers. These new drivers, which run in user space instead of kernel space, are called Dexts (DriverKit Extensions). With the new technology came a new way of installing these drivers; they are installed from an application which must be located in the main Applications folder.

The Sonnet Twin10G installer uses a .dmg disk image to carry the Sonnet Network application, which is easily copied to the Applications folder and run from there.

Computer Preparation Overview

To enable Twin10G SFP28 Thunderbolt Adapter to work with your system, you will do the following:

1. Update your computer to the latest version of macOS; version 13.2 or later is required.
2. Download and install the Twin10G driver installer application (instructions follow); **do not connect the adapter to your computer until this step is completed.**
3. Connect the Sonnet adapter to a switch or storage system (instructions follow).
4. Connect the Twin10G adapter to your computer, and then power on the computer and adapter (instructions follow).
5. Confirm the Twin10G adapter and its Ethernet controllers are recognized by your computer (instructions follow).
6. Configure the adapter through the System Settings' Network control panel (instructions follow).

Preparing to Use the Adapter With a Windows Computer

To enable Twin10G SFP28 Thunderbolt Adapter to work with your system, you will do the following:

1. Update Windows if necessary; you must use Windows 11, or Windows 10 (64-bit Edition Version 2004 or newer). Type *winner* in the search bar and click enter to check the version number.
2. For computers with Thunderbolt 3 ports, update your computer's BIOS to the latest version. If you need help updating your BIOS, contact your computer manufacturer.
3. For computers with Thunderbolt 3 ports, update your Thunderbolt Bus Driver to the latest version; you will need version 16.3.61.275 or newer. To check your driver version, go to Settings:Apps:Thunderbolt(TM) Software and you will see the version number. If it is not 16.3.61.275 or newer, then you need to update it. Check with your computer manufacturer for an update.

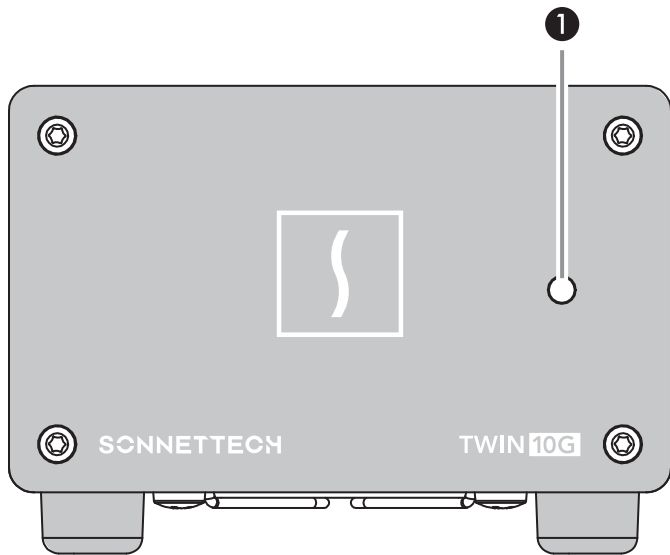
4. Download and install the Twin10G drivers (instructions follow).
5. Connect the Sonnet adapter to a switch or storage system (instructions follow).
6. Connect the Twin10G adapter to your computer, and then approve the device (always connect); instructions follow.
7. Confirm the Twin10G adapter and its Ethernet controllers are recognized by your computer (instructions follow).
8. Configure the adapter through Windows Device Manager (instructions follow).

Preparing to Use the Adapter With a Linux Computer

To enable Twin10G SFP28 Thunderbolt Adapter to work with your system, you will do the following:

1. If necessary, download and install Linux Kernel 5.4 or later.
2. Connect the Sonnet adapter to a switch or storage system.
3. Connect the Twin10G adapter to your computer, and then power on the computer.
4. Configure the adapter using the methods or tools you would normally use for configuring onboard Ethernet ports.

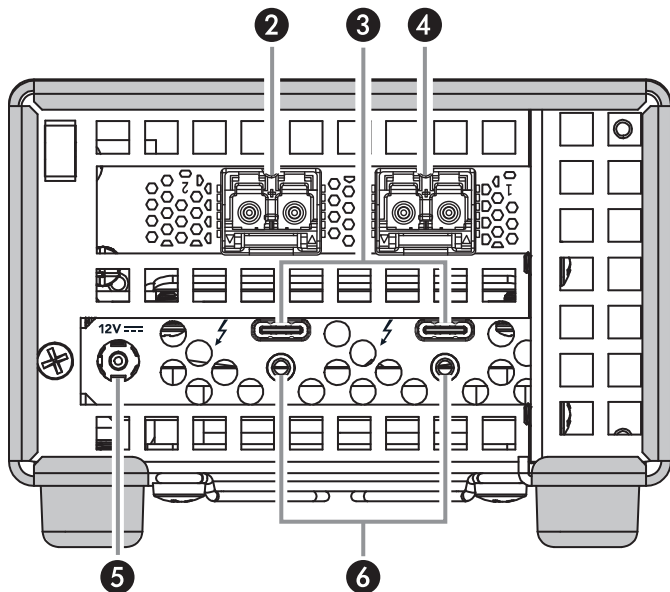
Chapter 2 – Twin10G SFP28 Thunderbolt Adapter Description



Twin10G SFP28 Thunderbolt Adapter Indicators and Ports

1 – Power Indicator

This LED lights when the adapter is powered, the Thunderbolt cable between the adapter and your computer is plugged in securely, and the computer powered on. Note that if the adapter is connected to another Thunderbolt device instead of directly to the computer, any other device connected between the computer and adapter must also be powered on before the adapter's power indicator will light up.



2, 4 – SFP28 Transceivers (Installed)

Connect LC/LC fiber optical cable(s) to these optical transceiver(s). Make sure the transceivers are firmly seated and secured.

5 – Thunderbolt Ports

Connect the included (or other certified) Thunderbolt cable between either port and your computer's Thunderbolt port (or other Thunderbolt device in the chain connected to the computer). *You may not connect two computers to this adapter's Thunderbolt ports, nor to a daisy chain of Thunderbolt peripheral devices between computers.* The second port may be used to connect to another Thunderbolt peripheral device, display, or a USB device (when connected with the proper cable or adapter).

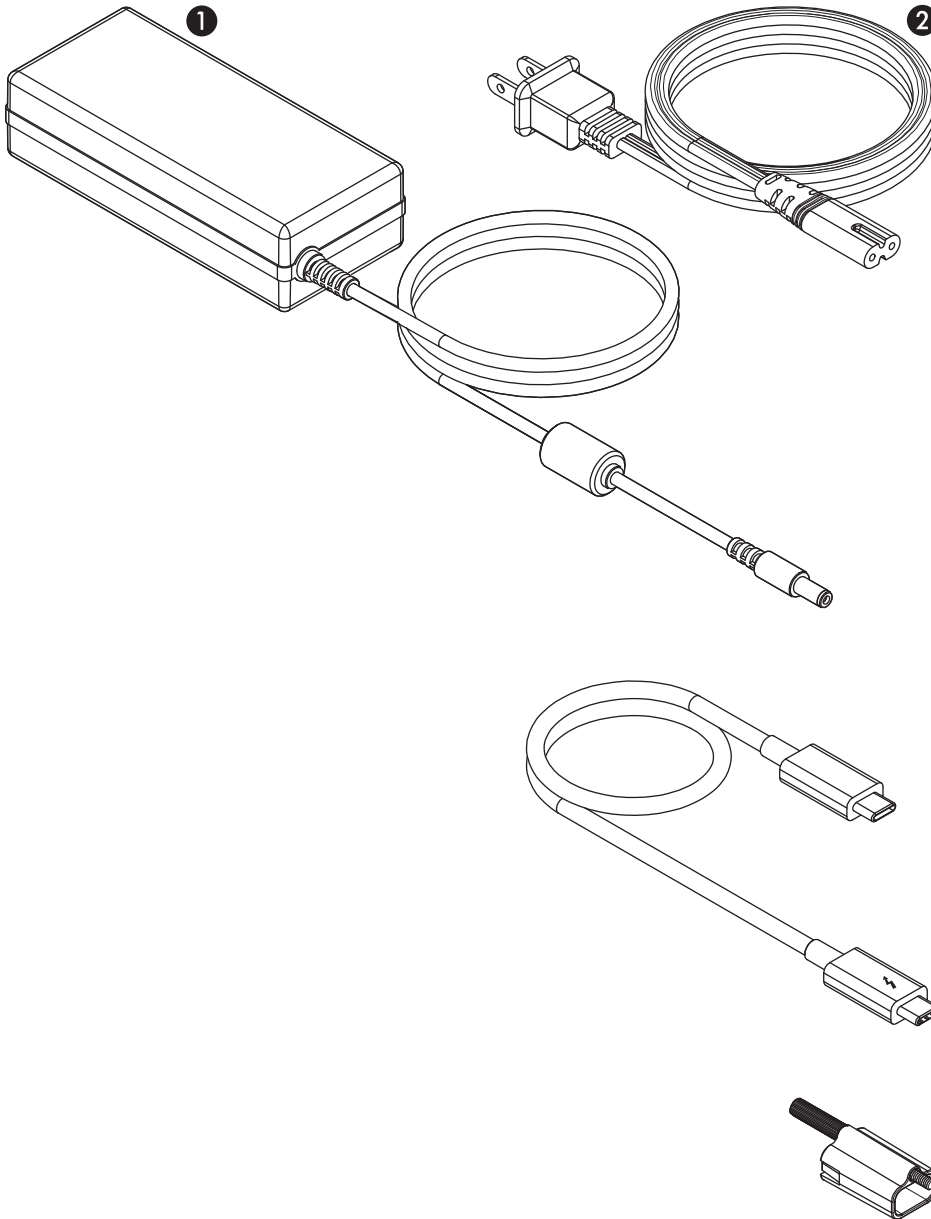
6 – 12VDC Socket

Connect the included 12V, 5A DC power adapter between this socket and the included power cord.

6 – Threaded Nuts for ThunderLok™

Attach the included Thunderbolt connector retainer clip here.

Chapter 2 – Twin10G SFP28 Thunderbolt Adapter Description



Power Adapter

1 – 12V, 5A Power Adapter

Connect this to the Twin10G adapter's 12VDC socket.

2 – Power Cord

Connect this between a power outlet and the power adapter. Note that the power cord included with your product may appear different than the one pictured here, depending on where the product was purchased.

Thunderbolt Cable

Connect this cable between the Twin10G adapter and your computer (or other Thunderbolt device in the chain connected to the computer). Connecting the Twin10G to a computer port marked with a generic USB icon (⚡) or USB Charging Port icon (⚡) is NOT supported.

ThunderLok Thunderbolt Connector Retainer Clip

This secures the included Thunderbolt cable's connector when plugged into the Twin10G adapter's Thunderbolt port to prevent accidental cable disconnection. This clip is compatible with Sonnettech 0.5- to 1-meter Thunderbolt cables.

Chapter 3 – Driver Download/Installation Steps

Driver Download/Installation Steps—macOS 13 and 14 Users

This section describes the download and installation of the driver required to support the Twin10G adapter connected to your Mac computer.



Support Note: Do not connect the Twin10G adapter to your computer until the driver has been installed as described in the next section.

1. Launch a web browser and go to <https://www.sonnettech.com/support/kb/kb.php>.
2. Navigate to and click the Twin10G SFP28 Thunderbolt Adapter link.
3. On the Twin10G SFP28 Thunderbolt Adapter page, click the Driver link, and then click the arrow next to TWIN25G/TWIN10G SFP28 Software [macOS]. After reading the information, click the Download Now button; the file will be downloaded.
4. Locate and double-click the .dmg file you downloaded to open it; a new window will appear. Copy the Sonnet Network application to your computer's Applications folder by dragging it onto the Applications shortcut icon in the installer window.
5. Double-click the Applications shortcut icon to open the Applications folder on your computer.
6. Double-click Sonnet Network.app; a popup window will appear stating Sonnet Network is an app downloaded from the internet. Click Open; the Sonnet Network application will open.
7. In the *Sonnet Network* window, click Enable; this only has to be done once (the application no longer needs to run afterwards). A dialog window will appear.



WARNING: Do NOT delete the Sonnet Network application! Doing so would remove the Twin10G adapter's driver.

8. Click Open System Settings, NOT the highlighted OK button; this will open System Settings > Security & Privacy.
9. Under Security, make sure "App Store and identified developers" is selected. Beneath that, note that the Sonnet Network software was blocked, click Allow, and then reboot your computer; the driver will be installed and you may connect the Twin10G adapter to your computer.

Driver Download/Installation Steps—macOS 15 (Sequoia) Users

This section describes the download and installation of the driver required to support the Twin10G adapter connected to your Mac computer running macOS 15.



Support Note: Do not connect the Twin10G adapter to your computer until the driver has been installed as described in the next section.

1. Launch a web browser and go to <https://www.sonnettech.com/support/kb/kb.php>.
2. Navigate to and click the Twin10G Thunderbolt Adapter link.
3. On the Twin10G Thunderbolt Adapter page, click the Driver link, and then click the arrow next to TWIN25G/TWIN10G SFP28 Software [macOS]. After reading the information, click the Download Now button; the file will be downloaded.
4. Locate and double-click the .dmg file you downloaded to open it; a new window will appear. Copy the Sonnet Network application to your computer's Applications folder by dragging it onto the Applications shortcut icon in the installer window.
5. Double-click the Applications shortcut icon to open the Applications folder on your computer.
6. Double-click Sonnet Network.app; a popup window will appear stating Sonnet Network is an app downloaded from the internet. Click Open; the Sonnet Network application will open.
7. In the *Sonnet Network* window, click Enable; this only has to be done once (the application no longer needs to run afterwards). A dialog window will appear.



WARNING: Do NOT delete the Sonnet Network application! Doing so would remove the Twin10G card's driver.

8. Click Open System Settings, NOT the highlighted OK button; this will open System Settings > Login Items & Extensions.
9. When the Driver Extensions window appears, click the toggle switch for Sonnet Network to On, and then click Done.
10. When the System Extension popup appears, enter the admin password, and then click OK.
11. In the Driver Extension popup, click Done, and then back in the Sonnet Network Installer Window, click Quit.
12. Reboot your computer; the driver will be installed.
13. After the driver installation is complete, restart your computer; you may now connect the Twin10G adapter to your computer.

Chapter 3 – Driver Download/Installation Steps

Driver Download and Installation Steps—Windows Users

This section describes the download and installation of the latest driver required to support the Twin10G adapter connected to your Windows PC.



Support Note: Do not connect the Twin10G adapter to your computer until the driver has been installed as described in the next section.

1. Launch a web browser and go to www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the Twin10G SFP28 Thunderbolt Adapter link.
3. On the Twin10G SFP28 Thunderbolt Adapter page, click the Driver link, and then click the Download Now button next to the TWIN25G/TWIN10G SFP28 Software [Windows] link; a new window or tab will open.
4. On the *MLNX_OFED for Windows - WinOF / WinOF-2* page, click the WinOF-2 Download tab to open the WinOF-2 Download Center box, and then select the following:
 - the latest release
 - Windows Server or Windows Client
 - your computer's OS (Distribution) version.In the Download/Documentation column, click the WinOF Driver link; the file will be downloaded.
5. Locate the .exe file you downloaded and then double-click it to launch the driver installer.
6. Follow the on-screen instructions to complete the driver installation.
7. After the driver installation is complete, restart your computer; you may now connect the Twin10G adapter to your computer.

Chapter 4 – Twin10G SFP28 Thunderbolt Adapter Connection Steps



Support Note: The Sonnet ThunderLok™ Thunderbolt connector retainer clip secures the included Thunderbolt cable to the Twin10G adapter to prevent accidental disconnects. It is compatible with Sonnetech 0.5- to 1-meter Thunderbolt cables.

To attach the clip to the cable, remove both from their packaging, and then insert the connector through the connector clip as shown (Figure 1). Note that the connector will pass all the way through the clip; when you connect the cable to the chassis, the clip will secure the connector.

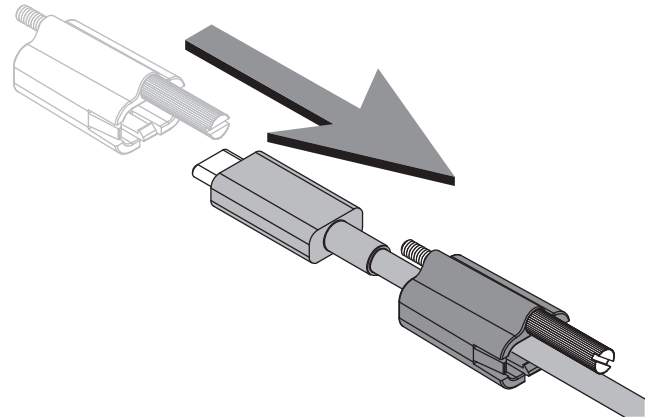


Figure 1

1. Connect the included (or other certified) Thunderbolt cable between a Thunderbolt port on the Twin10G adapter and a Thunderbolt port on your computer, or other Thunderbolt device in the chain connected to the computer (Figure 2). Note that cables or computer ports marked with a generic USB icon (🔌) or USB Charging Port icon (🔌) are NOT compatible. Secure the retainer clip to the threaded hole beneath the Thunderbolt port on Twin10G if you attached it.



Support Note: If you connect a downstream device to the Twin10G adapter's second Thunderbolt port, we recommend against using it at the same time, as it will impact the Twin10G adapter's performance.

If you are daisy chaining additional Thunderbolt devices, connect another Thunderbolt cable between the downstream device and the open Thunderbolt port on the Twin10G. Also note that you may not connect two computers to the Sonnet adapter's Thunderbolt ports, nor to a daisy chain of Thunderbolt devices between computers.

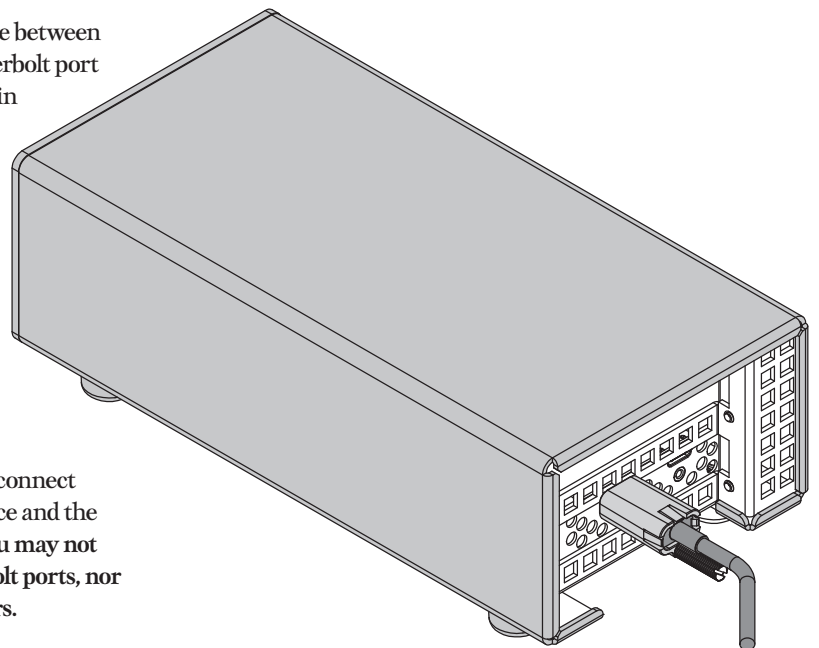


Figure 2



Support Note: Unless your setup requires connection redundancy (and your switch or storage system supports it), connecting the Twin10G adapter to a switch or storage system requires only a single SFP28 transceiver plus appropriate fiber optical cable. You may potentially install the second included transceiver in your switch or storage system.


2. Connect cable(s) between transceiver(s) on the Twin10G adapter and the switch or storage device.
3. Connect the included power cord between a wall outlet or power strip and the power adapter; verify the connector is plugged in securely. Note that the power adapter's power indicator will light at this time.
4. Connect the power adapter cable to the Twin10G adapter's 12V power socket. Note that the Sonnet adapter's power indicator will not light until the computer, and any other Thunderbolt devices connected between it and the adapter, is powered on.
5. Go to the next section, Verification and Configuration Steps.

Chapter 5 – Verification and Configuration Steps

Confirm Twin10G SFP28 Thunderbolt Adapter and Its Ethernet Controllers are Recognized—Mac Users

This page instructs Mac users how to verify the Twin10G adapter is recognized by the computer; Windows users should skip to the next page.

1. With the Twin10G adapter powered and connected to the computer, turn on the computer.
2. Press and hold down the Option key, and then from the Apple menu, select System Information; a *System Information* window will open.
3. In the *System Information* window, click Thunderbolt/USB4 (or Thunderbolt) under the Hardware header in the left column (Figure 3).
4. In the top right column under the Thunderbolt/USB4 Device header, you will see “Echo Express SEL TB3” (Figure 3).

 **Support Note:** If you do not see “Echo Express SEL TB3” listed, disconnect and reconnect the Thunderbolt cable between the computer and Twin10G adapter. Note that it is not necessary to shut down the computer before disconnecting and reconnecting the cable.

5. In the *System Information* window click Ethernet under the Hardware header in the left column (Figure 4).
6. At the top of the right column, the Twin10G adapter’s ports are listed as two separate Ethernet devices. You should see com.sonnettech.sntmlx5e listed next to Driver (Figure 4).
7. Skip to Basic Configuration Steps—Mac Users on page 10.

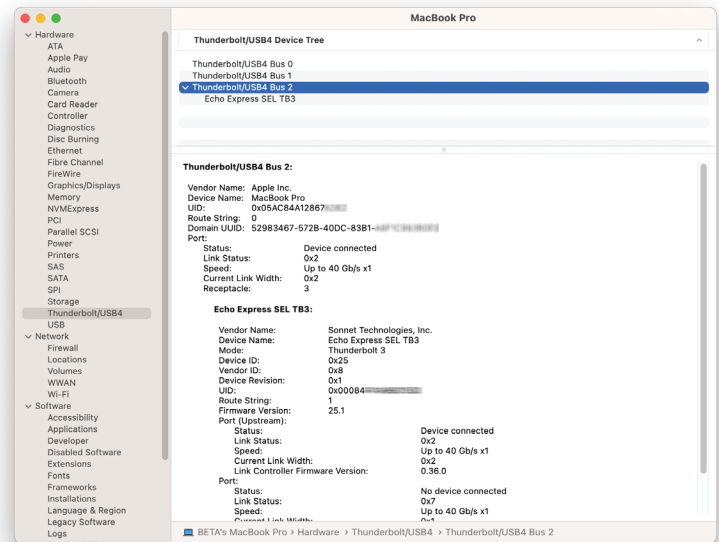


Figure 3

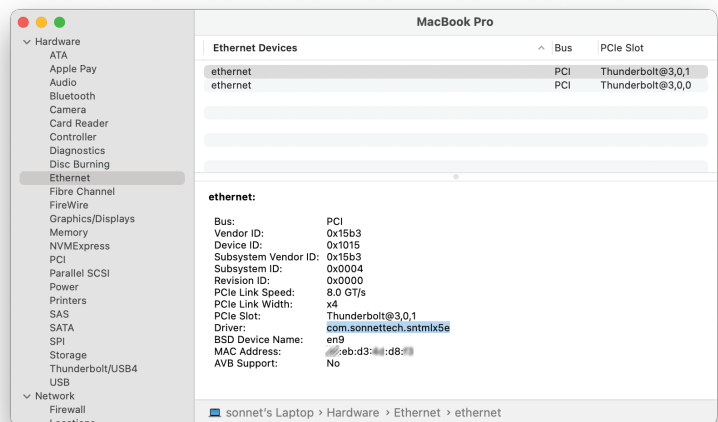


Figure 4

Chapter 5 – Verification and Configuration Steps

Confirm Twin10G SFP28 Thunderbolt Adapter and Its Ethernet Controllers are Recognized—Windows Users

This section describes how to confirm the Twin10G adapter is recognized by your Windows computer.

1. With the Twin10G adapter connected to a power source and to the computer, turn on the computer.
2. When the computer boots for the first time after connecting the Twin10G, a *New Thunderbolt™ Devices Attached...* window appears (Figure 5). Select Always Connect from the drop-down menu.



Figure 5

3. Right-click on the Windows Start Menu icon and select Device Manager; the *Device Manager* window will appear (Figure 6).
4. In the *Device Manager* window, click the arrow next to Network adapters to expand the list (Figure 6).
5. In the Network adapters list, the various adapters recognized by the system are listed. Each of the Sonnet adapter's ports will have the description "Mellanox ConnectX..." with either nothing else listed or #2 listed next to it (Figure 6).
6. Skip to the next section, Basic Configuration Steps—Windows Users on page 11.

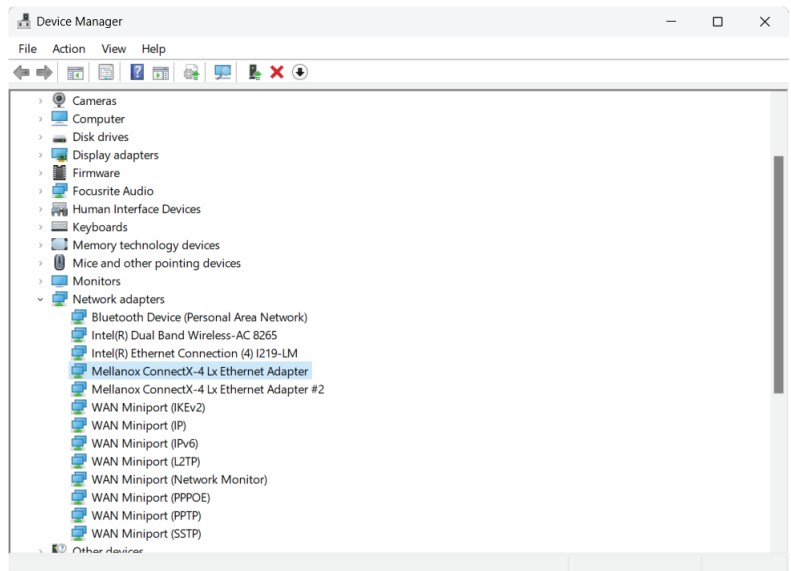


Figure 6

Chapter 5 – Verification and Configuration Steps

Basic Configuration Steps—Mac Users

Listed below are the basic steps necessary to configure the Twin10G adapter to achieve maximum performance.

1. With the Twin10G adapter connected to your computer and 10GbE infrastructure (and everything turned on), open System Settings, and then click Network.
2. In the System Settings Network panel, click one of the Twin10G adapter's ports (identified as Thunderbolt Ethernet Slot x, Port x and Thunderbolt Ethernet Slot x, Port x) in the sidebar, and then click Details (Figure 7).

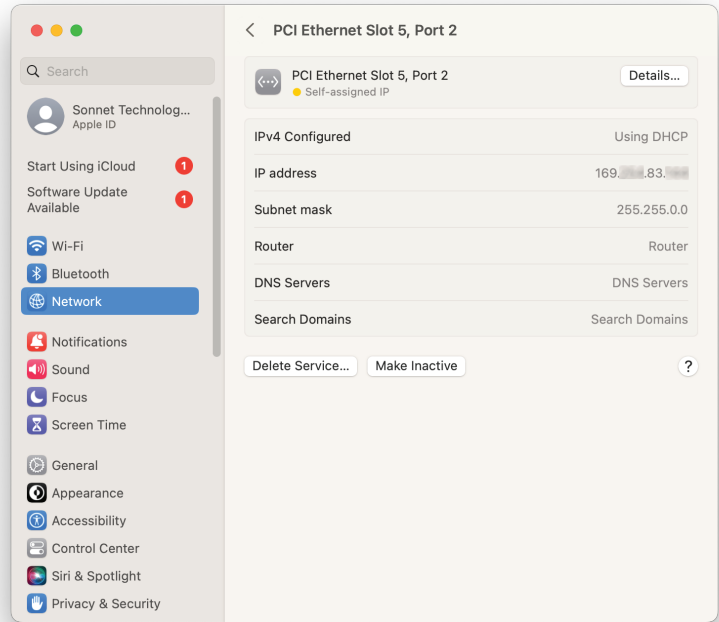


Figure 7

3. In the Details panel, click Hardware. From the Configure drop-down menu, select “Manually”. In the Speed drop-down menu, choose autoselect. In the Duplex drop-down menu, select “full-duplex, flow control” (not “full duplex”). In the MTU drop-down menu, select "Jumbo (9000)" (Figure 8).



Support Notes: If you connect the Twin10G adapter to a network switch, you **MUST** set the speed to **Autoselect**; otherwise the link will not be established.

In order to realize maximum performance, the computer and every network switch and storage system to which the Twin10G adapter is connected must be configured to have jumbo frames enabled.

4. When you've completed changing the settings for the port, click OK.
5. Repeat steps 2–4 for the other port if necessary.

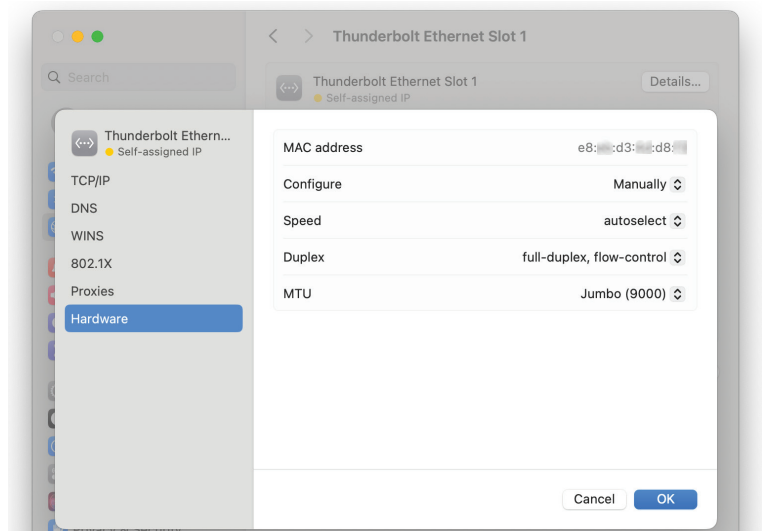


Figure 8

Chapter 5 – Verification and Configuration Steps

Basic Configuration Steps—Windows Users

Listed below are the basic steps necessary to configure the Twin10G adapter for use with your computer.

1. With the Twin10G adapter connected to your computer and 10GbE infrastructure (and everything powered on), open Device Manager. Click the arrow next to Network adapters to expand the list, and then double-click one of the Sonnet adapter's ports (Figure 9).

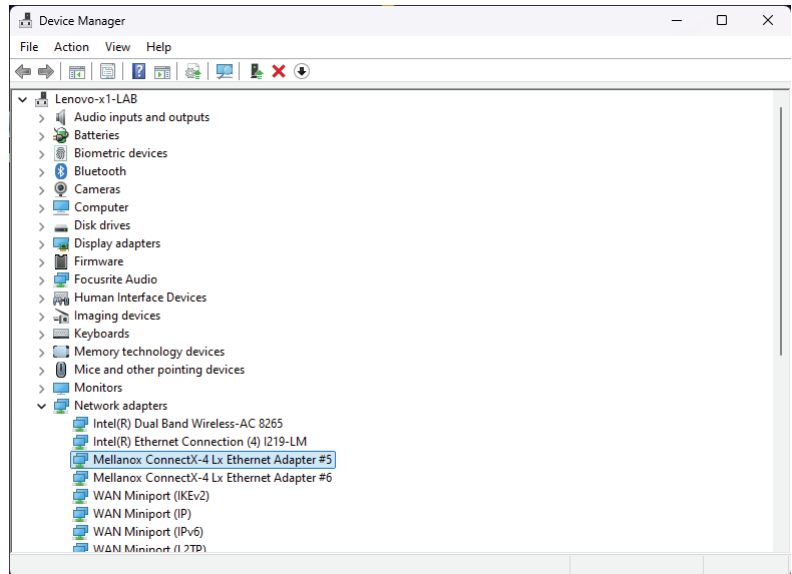


Figure 9

2. In the *Mellanox ConnectX... Properties* window, click the Information tab (Figure 10). Verify that the value for the link speed setting is 10.0 Gbps/Full Duplex.

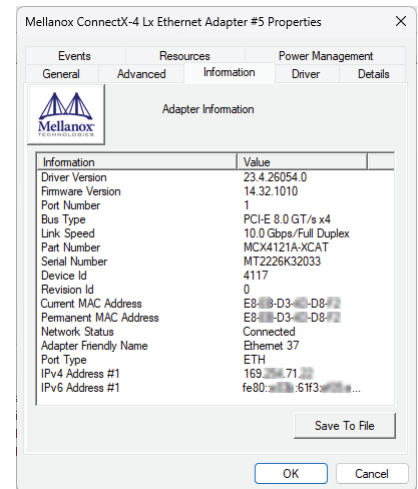


Figure 10



Support Note: In order to realize maximum performance, the computer and every network switch and storage system to which the Twin10G adapter is connected must be configured to have jumbo frames enabled.

3. In the *Mellanox ConnectX... Properties* window, click the Advanced tab, and then from the Property list, click Jumbo Packet (Figure 11). Verify that the value for the port is set to 9014.
4. Repeat steps 1–3 (if necessary) with the other port.

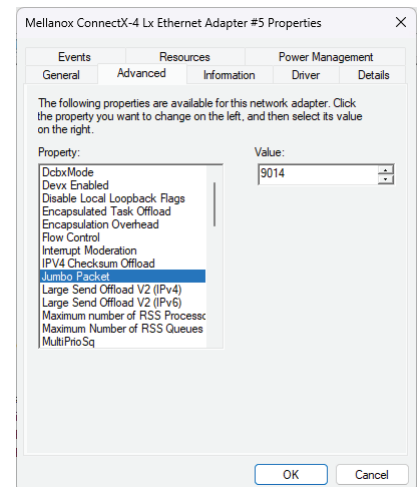


Figure 11

Chapter 6 – Tips, General Information, and Known Issues

TIPS, GENERAL INFORMATION

Keeping the Twin10G Adapter Cool

With its optimized airflow design and automatic, temperature-controlled fan providing cooling at all times, the Sonnet adapter provides adequate cooling for the components inside. *Do not block the fan or any of the vents while the adapter is operating!* Otherwise, the adapter may overheat.

Hot-Plugging the Twin10G Adapter

You may connect and disconnect the Thunderbolt cable between the Twin10G adapter and your computer while your computer is on.

There's No Need to Unplug the Power Adapter

Because the Twin10G adapter automatically powers on and off with the computer to which it's connected, there's no power switch, nor is there any need to disconnect the power cable under normal use. When your computer is sleeping, Twin10G enters a low-power state; this allows it to wake with your computer.

Power Indicator LED Operation

Because the Twin10G adapter automatically powers on and off with the computer to which it's connected, its power indicator only lights when the computer is on, and turns off when the computer is sleeping or powered off.

Connecting Additional Thunderbolt Peripheral Devices

The Twin10G adapter includes two Thunderbolt ports; the first connects it to your computer, while the second supports daisy-chaining of up to five additional Thunderbolt peripheral devices.

Twin10G SFP28 Thunderbolt Adapter Provides Upstream Power

The Twin10G adapter can provide up to 15 watts to bus-powered Thunderbolt peripheral devices, enabling them to operate without connecting an additional power adapter.

How to Identify Thunderbolt 3 (40Gbps) Cables

Look for the Thunderbolt icon (⚡) AND the number 3 on the connector housings to identify these cables. Cables with USB-C connectors that only have the Thunderbolt icon without the number 3 may only support 20Gbps speeds, and are not recommended for Thunderbolt devices with high bandwidth requirements. Cables marked with the USB icon (🔌) are NOT compatible for connecting the Twin10G adapter to the computer.

Using the Twin10G Adapter to Charge Your Notebook or Laptop Computer

MacBook Air® and MacBook Pro® with Thunderbolt ports, some PC laptop computers with Thunderbolt 3 ports, and all notebooks and laptops with Thunderbolt 4 ports may be charged *slowly* via the Twin10G adapter's Thunderbolt port (via 15W Power Delivery). Computers with Thunderbolt 2 or Thunderbolt ports cannot be charged via Thunderbolt.

Thunderbolt 4 Cable Compatibility

You may use Thunderbolt 4 cables with Thunderbolt 4 or Thunderbolt 3 computers and peripherals without any compromise in performance or functionality.

KNOWN ISSUES

Operating System (OS) Updates May Break Compatibility

Specific device drivers that work under one OS version may not work under a later version. Before updating your computer to the latest OS, we recommend that you check Sonnet's support pages to verify that the existing drivers work. Note that other software updates for the computer may also break compatibility.

Not All Computers' Thunderbolt Performance is Equal

When using the adapter with the 2017 MacBook Pro 13-inch model with four Thunderbolt 3 ports, you should connect the dock to one of the ports on the left side of the computer. The right side ports use an x2 (2-lane) implementation of Thunderbolt 3 that limits PCIe bandwidth to 20Gbps (up to 1,400 MB/s). Some Windows computers equipped with Thunderbolt 3 also use the x2 PCIe lane implementation.

Not All Thunderbolt Cables Deliver Full Performance

Full performance from the Twin10G adapter requires the use of the included (or other certified) Thunderbolt cable. When shopping for a Thunderbolt 3 cable, please be aware that some support only lower data transfer speeds (20Gbps).

Chapter 7 – Warnings, FCC Compliance, and Support Information

Warnings

- Do not attempt to modify the enclosure. If this device appears to be malfunctioning, contact your reseller or local distributor.
- Do not expose the device to rain, use it near water or containers that contain liquids which might spill into any openings, or in damp or wet conditions.
- Do not drop Twin10G SFP28 Thunderbolt Adapter; dropping or mishandling the Sonnet adapter may result in a malfunction leaving the product inoperable.
- Follow the instructions in this manual carefully; contact your reseller or local distributor for additional advice not covered in this User's Guide.
- If unusual smells, sounds, or smoke come from the device, or if liquids enter it, switch it off immediately and unplug it from the electrical outlet.

FCC Compliance

Twin10G SFP28 Thunderbolt Adapter complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: This device may not cause harmful interference, AND this device must accept any interference received, including interference that may cause undesired operation.

Contacting Customer Service

The Sonnet web site located at www.sonnettech.com has the most current support information and technical updates. Before contacting Customer Service, please check our web site for the latest updates and online support files, and check this User's Guide for helpful information.

Email support requests generally receive the fastest responses, and are usually processed within a 24-hour period during normal business hours, excluding holidays. When you contact Customer Service, have the following information available so the customer service staff can better assist you:

- Product name
- Computer model
- OS version
- Driver software version
- A System Report (macOS) or a Microsoft System Information MSINFO32 (Windows) report (Windows), along with a description of the issue(s) you are encountering with your device

If further assistance is needed, please contact **Sonnet Customer Service** at:

E-mail: support@sonnettech.com

Tel: 1-949-472-2772

(Monday–Friday, 9 a.m.–5 p.m. Pacific Time, excluding holidays)

Japan Customers

Contact Sonnet Customer Service Japan at:

E-mail: jp.support@sonnettech.com



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