Installation Guide

Trane® Connectivity Software

Version 3.3

⚠ SAFETY WARNING

Only qualified personnel should install and service the equipment. The installation, starting up, and servicing of heating, ventilating, and air-conditioning equipment can be hazardous and requires specific knowledge and training. Improperly installed, adjusted or altered equipment by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the literature and on the tags, stickers, and labels that are attached to the equipment.

May 2021

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Introduction

This Application Guide explains the following procedures of setting up a Digi® 4G Router with a Tracer SC™:

- Requesting a Quote and MyTicket
- Activating the SIM Card and Setting up Ethernet
- Configuring the Digi 4G Router
- Configuring the Tracer SC

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Revision History

- Connectivity software version updated to 3.3.
- Under the Requirements section, added reference to Windows 7 Operating System.
- Under the Troubleshooting section:
  - Removed the section, Other required software- Microsoft .NET Framework 3.5 must be installed prior to installing the Connectivity Software.
  - Revised the section to, Confirm that Microsoft .NET Framework 3.5 or 4.x is installed on the server.

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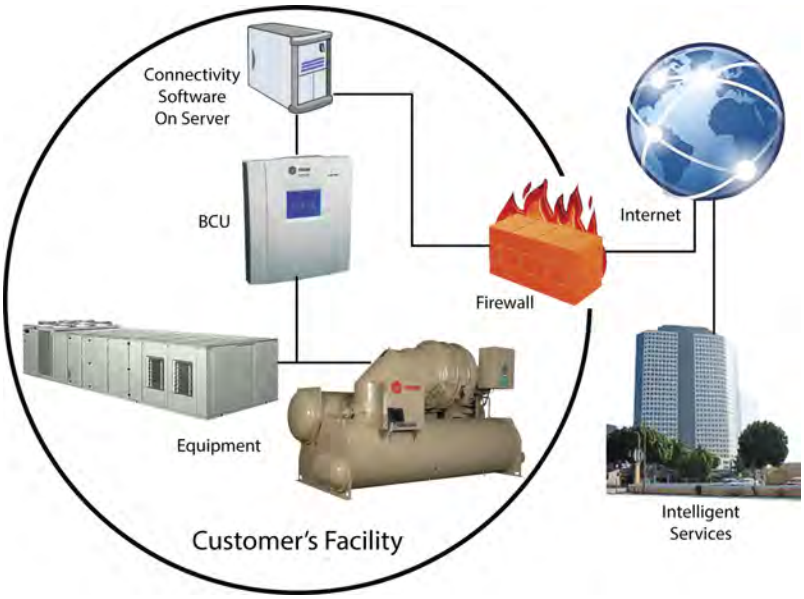
Overview

The Trane Connectivity Software provides the on-site platform that securely manages connections and data between your building and Trane. By utilizing this software, Trane can continuously monitor and analyze operational data from your facility to look for changes and quickly initiate predefined actions as conditions are detected. As a result, Trane provides up-to-date and actionable information about the operation of your building and suggestions for system optimization that can be performed by local authorized Trane technicians. This can reduce technical assistance and identify issues before they impact your business.

Figure 1. Architecture



Supported Networks

BACnet®

The Trane Connectivity Software can be used with BACnet over IP network configuration, not BACnet over Ethernet. In addition, it can be used with BMTX and BMTW BCUs, but not with BMTS BCUs.

Local Network and Internet

The Trane Connectivity Software should be installed on a server located inside local firewall on the 10, 100, or 1,000 Mbps local Ethernet LAN. It must have access to the Internet. The Connectivity Software sends data to the Intelligent Services cloud using https posts to data.tis.trane.com. This is outgoing port 443.

Requirements

Operating System:

- Windows Server™ 2008
- Windows Server™ 2012
- Windows 7

Hardware:

- 4 GB Ram minimum; higher for a large number of Tracer Summit™ sites
- 64-bit, multi-core CPU recommended

Restrictions

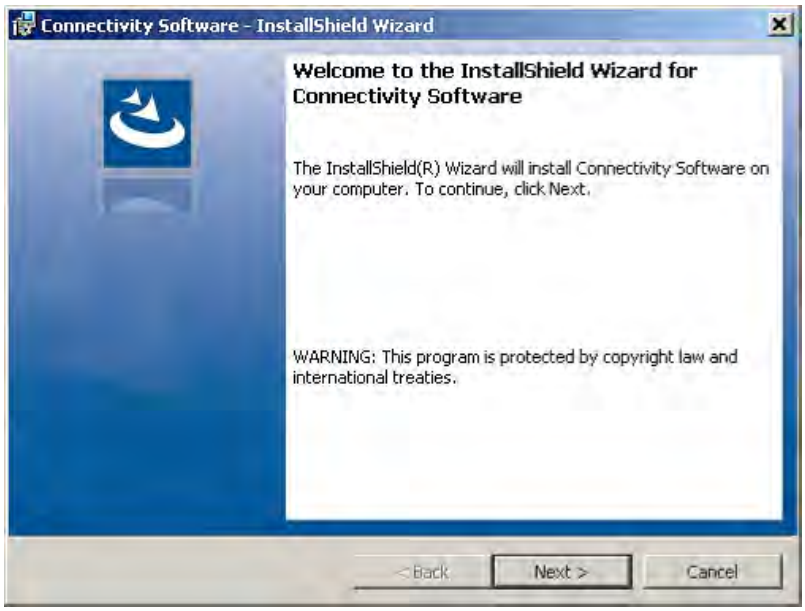
Connectivity Software cannot be installed on the same server as Tracer ES.

Locating on Network

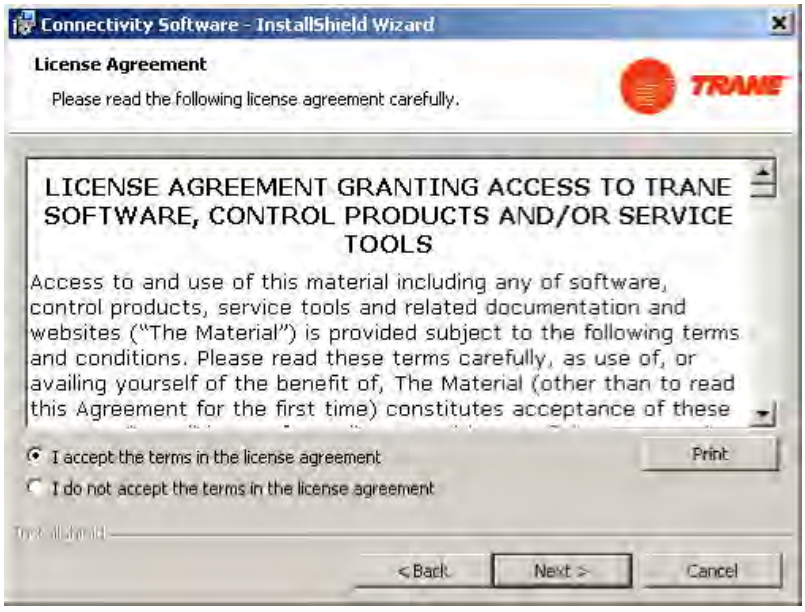
The Connectivity Software must have access to the BAS network and the Internet.

Installing, Registering, and Configuring

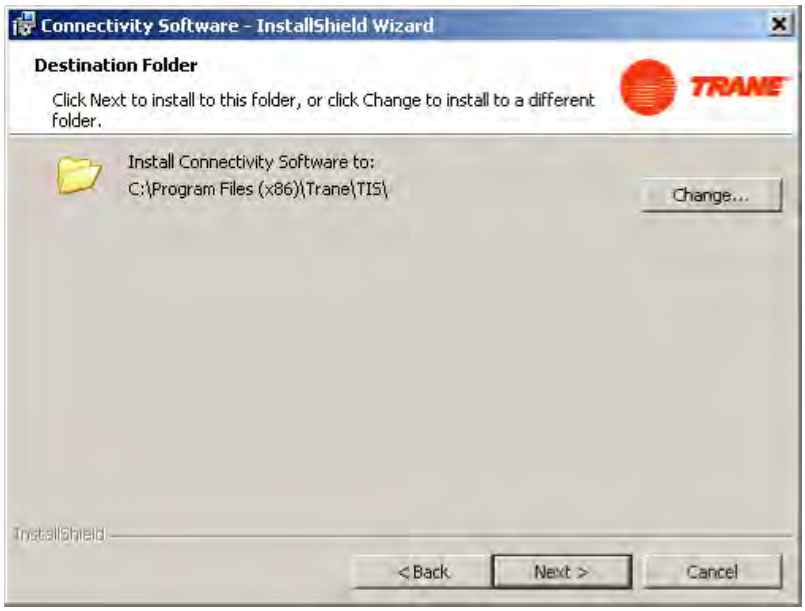
1. Download the Trane Connectivity Software at https://home.ingerrand.com/sites/softwaredownloads/SitePages/Home.aspx.
2. Double-click on the **Connectivity Software.exe** file to begin the installation process.
3. Click **Next** on the InstallShield Wizard Welcome page.



4. Click on **I accept the terms in the license agreement** radio button and click **Next**.

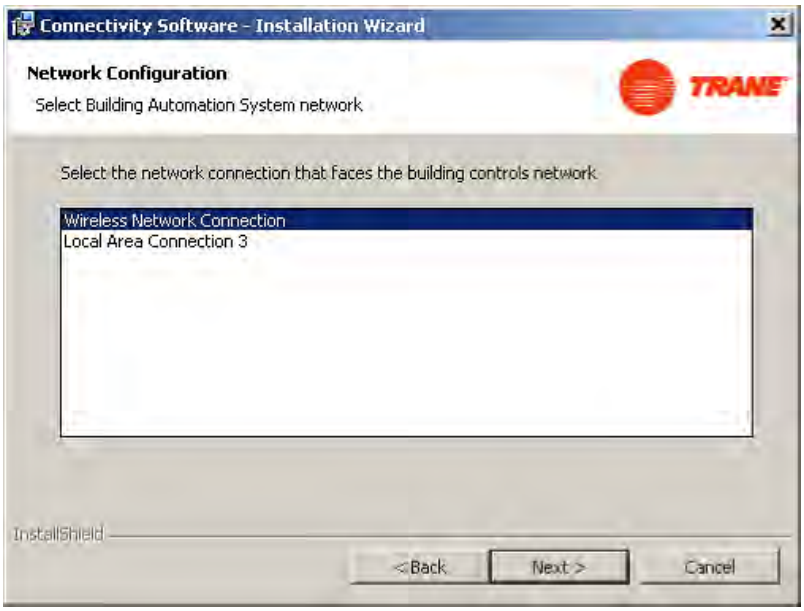


5. Choose to keep the default Destination Folder and click **Next**. Click the **Change** button to direct your installation to another folder, if desired.

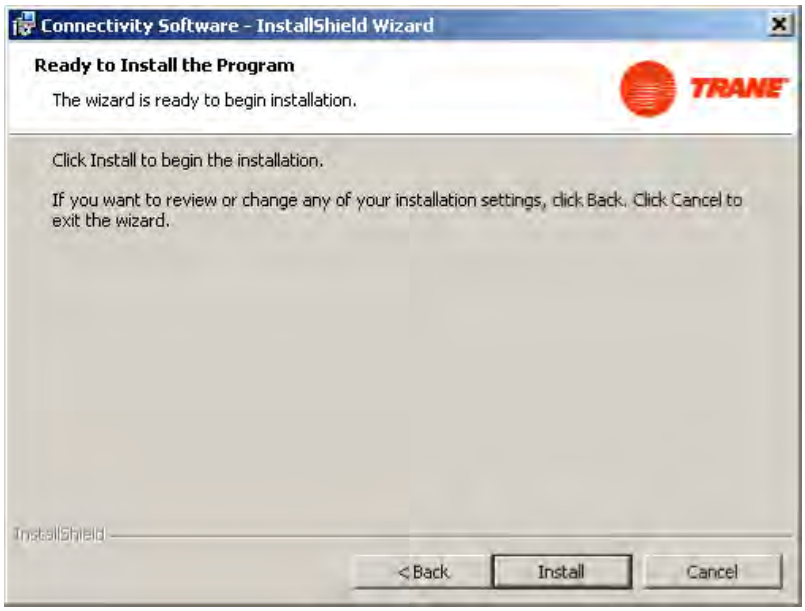


6. Select your network connection in the list of displayed connections and click **Next**.

   Note: *If your computer has more than one network connection, select the network interface that is connected to your BACnet building controls network.*

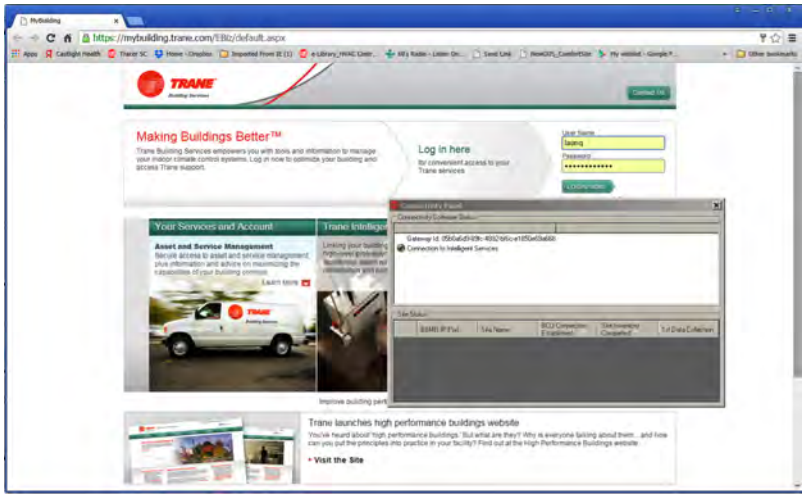


7. Click **Install** to begin the installation.



8. On the InstallShield Wizard Completed dialog box, the Register and setup sites selection is checked by default. This allows you to launch a browser to complete the registration and setting up sites.

9. Click **Finish** and then both your web browser and the Connectivity Panel display as shown below.



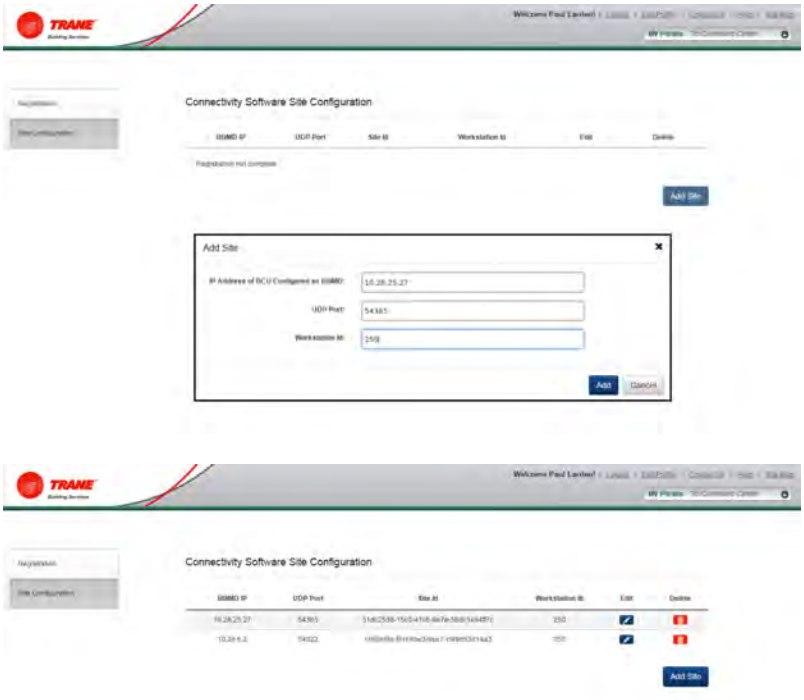
10. Enter your login/password and click **LOGIN NOW**. This displays the Registration and Site Configuration page.

11. Fill in the following fields on the Registration page:
    a. The Gateway Id field is auto-populated and is not editable.
    b. Enter a meaningful Gateway Description. The suggested format is to use the account name of the site(s) from where data is collected.
    c. Choose your Country and Office Name.
    d. Click **Register**. The software takes you to the Site Configuration screen.

12. Click **Add Site** to configure your sites.
    a. Enter the IP address of a BBMD on the BACnet network.
    b. Enter the UDP Port.

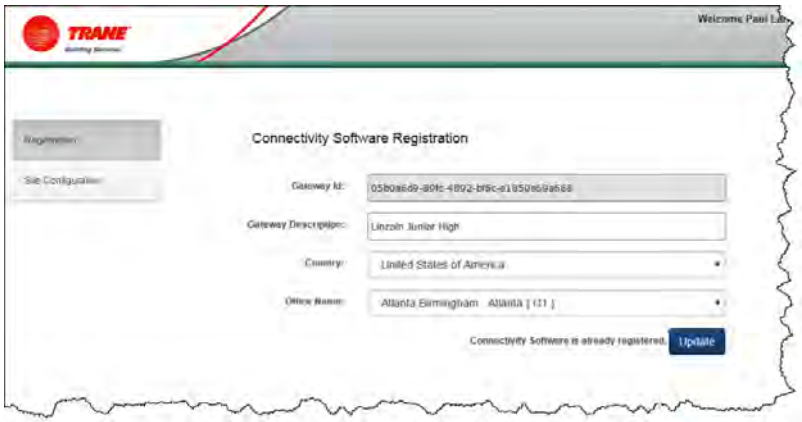
       Note: *UDP port must be >1 and <=65535.*
    c. The Workstation Id is set as 250, default.

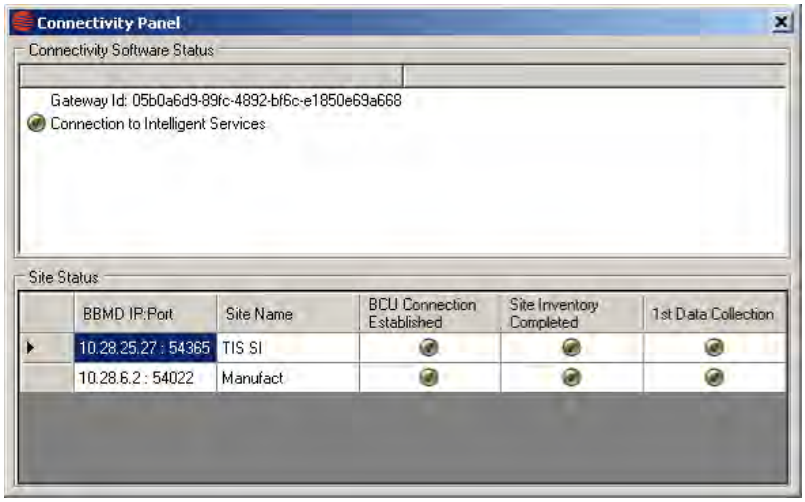
       Note: *Workstation Id must be >1 and <=255. Change only if there is a known workstation that is using an Id of 250.*
    d. Click **Add**. Continue this process to add multiple sites.



Note: *Click* *to edit a site and click* *to delete a site.*

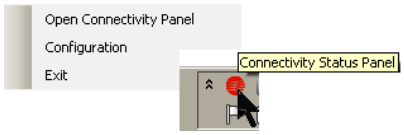
If you click on the Registration button on the left-hand side, you will see a message that the Connectivity Software is already registered as shown in the first image below. Once you have all sites, the software will take up to two (2) minutes to show the results in the Connectivity Panel as shown below.





Note: *Refer to the section, Troubleshooting , that explains how to resolve the red icons (⊗) that display in the Connectivity Panel.*

You can access the Connectivity Software through your System Tray as shown below.



When you right-click on the Connectivity Status Panel icon, you can:

- Open the Connectivity Panel.
- Open the Configuration web page to setup sites or check registration (you may be required to re-enter your login/password).
- Exit the Connectivity Panel.

Troubleshooting

- Problem: Connectivity software does not install.

  Solution: Confirm that Microsoft™ .NET Framework 3.5 or 4.x is installed on the server.
- Problem: Red icon (⊗) next to Connection to Intelligent Services.

  Solution: Confirm server has network access to the Internet and specifically tis.data.trane.com.
- Problem: Red icons (⊗) for BCU Connection Established.

  Solution: Confirm BBMD IP address and UDP port are correct for this site. Also, confirm the server has network access to the BAS network.
- Problem: Connectivity panel is empty.

  Solution: Confirm that the *SPGateway* service is running. Call Trane Technical service for assistance.

Notes

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Trane has a policy of continuous product and product data improvements and reserves the right to change design and specifications without notice. We are committed to using environmentally conscious print practices.

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