



TRANE®

Service Alert

CH530 Software CVHE, CVHF, CVHG

ORDER No: CVHE-SVA11A-EN

DATE: January 15, 2003

To: District Managers
District Service Managers
Parts Center Managers
Field Service Representatives - FSR

From: CenTraVac Technical Service
LBU – La Crosse

Introduction

The purpose of this alert is information relating to; the service company's responsibility in determining most current software available to them, where to go to find information on what the changes cover on a particular new version of software and requirements on MP and TV upgrades to your computer.

Discussion

NOTE: It is the technician's responsibility to maintain the most current version of MP, TV and Java software on their PC (Laptop) prior to going to a job. The most current software can be found by going to WWW.Trane.com to see the most current MP, TV and Java software available to them. It should be noted that new versions of TV are backward compatible however previous TV versions are not forward compatible.



A) When is a Main Processor software upgrade required?

- 1) If you are notified of mandatory software upgrade because of a safety, reliability or other reason that the business unit has determined it necessary.
- 2) The chiller is being commissioned and it has older software installed.
- 3) If a new feature purchased for an existing chiller is being added and the new software is required to support the new feature (example is LonTalk).

You should however, always maintain the latest MP software available on your laptop (downloaded from Trane.com). This way you have the software should you determine an MP upgrade is required while on a job or emergency breakdown where you need to replace the MP.

B) When is TechView™ upgrade required on your laptop?

1. The latest version of TechView™ will be required to communicate with the latest versions of MP software being shipped on product from the factory. Check it out on WWW.Trane.com. You will want to keep your laptop at the most recent version TechView™ software. For example, currently we are shipping CVHE, F, and G units with CTV MP 5.0 installed. At startup, the service tool laptop will require version 6.0 of TV to communicate with this version of main processor software. This information is noted in the information block on the MP download page of TRANE.COM

- A technician will need to have the most current version of TV as identified on TRANE.COM to communicate with the appropriate version of MP
 - Previous TV versions are **not** forward compatible. For example, consider a chiller that ships with a software version of 5.0. Since the service tool laptop requires at least a 6.0 release of TechView™, a technician with an older version of TechView™ will not be able to communicate with the chiller.
 - New versions of TV are backward compatible.

C) To determine details of a new software release see Product Support On-line (PSOL) and use keywords such as CTV MP or TV. To see change details of the new MP or TV software click on

<http://tranenetck1/common/psonline/mainpage.asp>. For example if you would like to see details on MP 5.0 and TV 6.0 log on to PSOL.

- See case # 2249 regarding CTV MP 5.0
- See Case # 2250 regarding TV 6.0



Contact the CenTraVac™ Technical Service department in La Crosse with questions regarding this Service Alert. They can be reached at e-mail@trane.com or 608-787-3943.



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Stocking Location	Electronic – La Crosse

For more information, contact your local district office or e-mail us at comfort@trane.com

Trane has a policy of continuous product data and product improvement and reserves the right to change design and specifications without notice. Only qualified technicians should perform the installation and servicing of equipment referred to in this alert.