

DigiTrace Supervisor Service Pack 1 (DTS2.1-SP1)

Tyco Thermal Controls is issuing a Service Pack (SP1) to update its DigiTrace Supervisor (DTS) Software (V2.1). The Service Pack enhances some of DigiTrace Supervisor's existing capabilities and implements some improvements based on customer feedback.

The following are implemented as part of this Service Pack release:

- An Export Alarm List menu item is added to DigiTrace Supervisor Client's Alarm Window when the right mouse click is used. The Export Alarm List function saves all the currently displayed alarms to a CSV file.
- Run time data files for the DTS Client are now saved to the user's local profile folder instead of the DTS Client installation folder.
- DigiTrace Supervisor now supports importing of Line Equipment numbers longer than 30 characters when importing a Supervisor v1.3 database
- DigiTrace Supervisor now saves Run Batch events to the History log. This allows a wider range of operations history to be captured.
- DigiTrace Supervisor now sorts the HTC tags in the HTC Selection pull down box in the HTC Monitor screen. This improves the ability to find specific heat tracing circuits.
- DigiTrace Supervisor now provides a Save List Data function in the main device view screen. This function saves all the currently displayed device information to a CSV file.

Both the standards and enterprise editions of DigiTrace Supervisor V2.1 can be upgraded using the *DigiTrace Supervisor V2.1 Service Pack Software*.

The DigiTrace Supervisor V2.1 Service Pack Software enhances the capabilities of both DigiTrace Supervisor V2.1 editions. To upgrade the system, user should run the Service Pack SW on Master Server, on each Slave Server and on each Client Computer.

For technical support contact a technical support representative at (650)-474-7709.

DigiTrace Supervisor Read Me File
Version 2.1 Service Pack 1
March 23, 2007

Welcome to DigiTrace Supervisor. We are devoted to delivering quality software and support to make this the best supervisory tool available for the electric heat tracing industry today. Your feedback is very important to us. Please feel free to contact us at info@tycothermal.com with questions, issues, or suggestions for this program.

Important: Please check our web site periodically to obtain the latest DigiTrace Supervisor news and updates.

Revision History

Bug Fixes:

- #B1-SP1 When using the HTC Monitor screen, the HTC Tag selection box does not sort the HTC tags.

- #B2-SP1 When Importing a Supervisor version 1.3 database that contains Line Equipment numbers longer than 30 characters, the DTS Client software would freeze. The only option is to use Windows Task Manager to stop the DTS Client.

- #B3-SP1 Supervisor reports a duplicate HTC address error when a user tries to add a 920 with Direct Connection using Modbus Address 13 and Sub Address 1. This occurs when there is a GCC with Modbus Address 6 already installed.

- #B4-SP1 When using a cross-over cable connection to a NGC-UIT, an error “**Object reference not set to an instance of an object.**” appears when the Loop configuration screen is viewed. When this error occurs the system is unstable and would require a system reboot.

- #B5-SP1 Users are seeing problems where they tried to set a bunch of devices to offline or vice versa with Supervisor. Supervisor would report that the device is locked and cannot be set. This problem occurs from time to time, and is not consistent, but when it occurs the only way to fix it is to restart the Supervisor Server where the devices are assigned.

- #B6-SP1 If a NGC-UIT is setup in Supervisor, and if the UIT is not connected on the network, when the user tries to bring up the UIT configuration with Supervisor, it will take 1.5 minutes before a open connection error occurs..

- #B7-SP1 When a user is monitoring a NGC-UIT Loop, the real time values in the monitor screen does not update periodically base on the monitor interval. The real time values are updated only when you first enter the Monitor screen.

- #B8-SP1 When a user changes the Monitor interval value in the monitor screen, Supervisor does not save the value. It always switches back to the default 10 seconds the next time the monitor screen is used.

- #B9-SP1 When a user tries to add a GCC to Supervisor and enters an IP address of 010.133.004.171, Supervisor would report a connection failure error. It appears Supervisor cannot interpret the leading 0 in the IP address string.
- #B10-SP1 In the Loop Monitor screen, the Low Alarm Set point setting for the Control Temperature bar graph is incorrect. The setting should be the same as the Low Alarm Set point settings for other temperature bar graphs displayed.
- #B11-SP1 Supervisor does not import RMM2 devices.
- #B12-SP1 Run Batch Events are not logged to the History log.

New Features and Enhancements:

- #N1-SP1 An Export Alarm List menu item is added to DigiTrace Supervisor Client's Alarm Window when the right mouse click is used. The Export Alarm List function saves all the currently displayed alarms to a CSV file.
- #N2-SP1 Run time data files for the DTS Client are now saved to the user's local profile directory instead of the DTS Client installation folder.
- #N3-SP1 An Export List menu item is added to the Supervisor ListView component. This function can be used to export the current list items to a CSV file. The ListView component is part of DTS Client's main screen, as well as other screens. To bring up this menu item, right click on any column on the ListView.

Service Pack Installation

This Service Pack will update the necessary files for your DigiTrace Supervisor Master, Slave and Client software installations. You must run the Service Pack on each computer where a DigiTrace Supervisor component is installed (Client, Master server or Slave server). If a computer has more than one component installed on it (for example: both the Master Server and Client software), you must run the Service Pack twice - once for the Master and once for the Client. If you are running the DigiTrace Supervisor Enterprise version (i.e. Multi-Servers/Users), it is important that you STOP the Master Server and all Slave Servers before running the Service Pack. Afterward you must individually START each Slave Server then finally the Master Server. If you are running the DigiTrace Supervisor Standard Version, you can choose to STOP/START the Master Server during the installation. It is RECOMMENDED a backup of the current DigiTrace Supervisor database be performed before running the Service Pack. For instructions on how to backup DigiTrace Supervisor, see **Section 14.2 Back up and Restore the System Databases** in the DigiTrace Supervisor Operations Manual **H57576_DTS_Operations Manual_0906.pdf** located in the DigiTrace Supervisor Documents folder.

Software Activation

If you have already registered and activated your copy of the DigiTrace Supervisor, you do not have to re-register or re-activate your installation once you have installed the Service Pack. If this is a new installation and you have not yet registered and activated your copy, follow the steps below.

When you first install DigiTrace Supervisor software on to your computer, it will run in DEMO time restricted mode. In this mode, the software will limit the number of simultaneously users to 4 and no Slave Servers will be supported.

The software will run continuously for 14 days, after which it will expire. When the system has expired no user will be allowed to login and you must stop and start the Master Server Service to reset the expiry timer. To eliminate the expiry timer, you must:

- 1) Register your software with Tyco Thermal Controls, and
- 2) Get a free activation code to activate your software. This free activation sets your copy of DigiTrace Supervisor to a non-time restricted, fully operational mode.

For more information about how to register, see the DigiTrace Supervisor Operations Manual **H57576_DTS_Operations Manual_0906.pdf** located in the DigiTrace Supervisor Documents folder.

DigiTrace Supervisor Security

In order to use DigiTrace Supervisor Client, you must log in to the DigiTrace Supervisor Master Server. When DigiTrace Supervisor is first installed, a default 'admin' user is created in the system. You can use this username with the password 'ttcab' to log in. We recommend you change the password for the 'admin' user as soon as possible to prevent unauthorized use of DigiTrace Supervisor.

Technical Support

For help using DigiTrace Supervisor, access the on-line help in the program, or the Adobe Acrobat version of the DigiTrace Supervisor Operations Manual **H57576_DTS_Operations Manual_0906.pdf** located in the DigiTrace Supervisor Documents folder.

To contact your local Tyco Thermal Controls representative, go to www.tycothermal.com, click **Heat Tracing -> Sales Representative**, select your region, click **Go**, choose an application, enter your postal code, if prompted, and click **Find**. The name of your local representative will appear.

To contact technical support directly, you may e-mail your query to info@tycothermal.com.

To download the latest version or any updates for your copy of DigiTrace Supervisor, go to www.tycothermal.com/DigiTraceSupervisor.

Thank you for reporting any issues to us.