

Shane Burnett  
9/11/2017

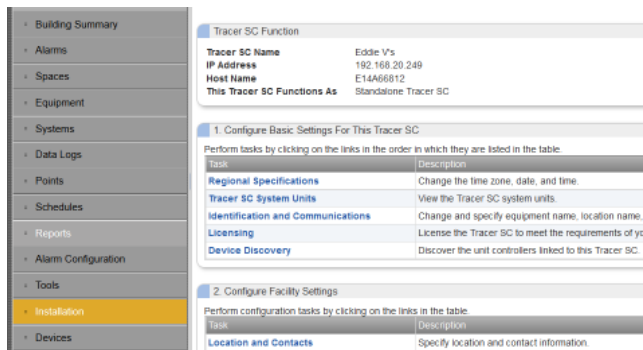
## Requesting a Tracer SC License File from Trane and uploading it onto a Tracer SC

(NOTE: License, Serial Numbers and other information below is for example purposes. Retrieve and input the information specific to the job you are working on)

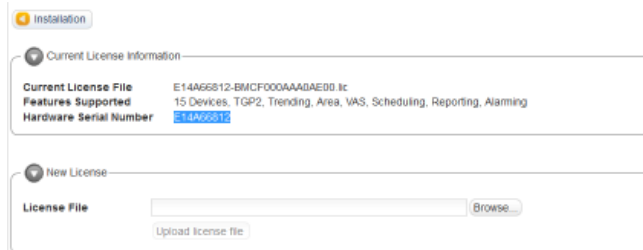
Retrieve the serial number of the Tracer SC via the website access or from the sticker on the Tracer SC packaging as shown below.



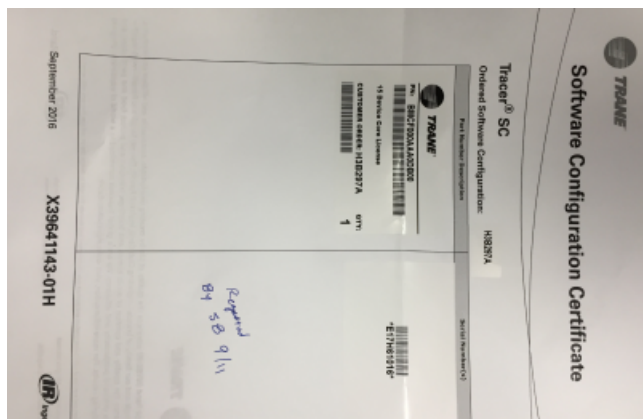
In the software, you will click "Installation" then "Licensing"



This will take you to a page which shows the Hardware Serial Number as required in the information to be emailed below



Then retrieve the License File Serial Number from the white envelope which is physically mailed to Nomad



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Fill out the below information as shown in an email and send it to Jose Diaz [jdiaz@trane.com](mailto:jdiaz@trane.com)

- i. Customer: Nomad Group
- ii. Location: LH XXXX
- iii. Street Address:
- iv. Country: USA
- v. State:
- vi. City
- vii. Site Contact Person: You
- viii. Site Contact Email: [arden@nomadgroup.com](mailto:arden@nomadgroup.com)
- ix. SC Serial #: (from device)
- x. License #: (from paper license that Trane sends)

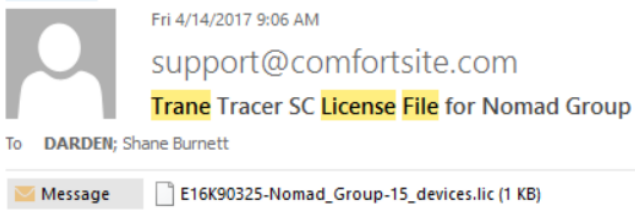
Here is an example of the described email

Jose

Could you please register and send the license for the below SC? Thanks

- i. Customer: Nomad Group
- ii. Location: CG 8026
- iii. Street Address: 87 Yorktown Shopping Center
- iv. Country: USA
- v. State: Illinois
- vi. City: Lombard
- vii. Site Contact Person: Shane Burnett
- viii. Site Contact Email: [arden@nomadgroup.com](mailto:arden@nomadgroup.com)
- ix. SC Serial #: E17H90932
- x. License #: \*E17H61016\*

An automated Trane account will then email you a "license file" you will then go back into the Tracer SC web browser access and go to Installation -> Licensing -> Browse for License File then press Upload File.



Attached is a **license file** for your **Trane** Controls product. For help on loading the **license file** into the product, consult the product specific help documentation.

**Trane Product:** Tracer SC

**Hardware Serial Number:** E16K90325

**Hardware Sales Order Number:** H3W347A

**Software:**

Serial Number	Sales Order Number
E17D50379	H3Z046A

**Total Device Count:** 15

This will then upload the assigned license file from Trane to the specific Tracer SC you are working on.