
SERVICE BULLETIN

MAINTENANCE OF WAY EQUIPMENT

DATE: 06 - 2023

BULLETIN NO: 23-001

TITLE: Callisto Hy-Rail Software Update

RATING:

<input type="checkbox"/>	DIRECTIVE (Action Is Required)	<input type="checkbox"/>	ALERT (Potential Problem)
<input type="checkbox"/>	INFORMATION (Action Is Optional)	<input checked="" type="checkbox"/>	PRODUCT IMPROVEMENT (Enhance Product)

PRODUCT SERIES / MODEL: Callisto Hy-Rail

SUMMARY: Harsco Rail is offering a software upgrade for Hy-Rail units equipped with Callisto software. The Callisto software upgrade will improve screen display, include additional log messages, and will correct the serial number from the generic HR00001 to the serial number assigned to the installed system.

OPERATIONAL IMPACT:

Improved data collection for Hy-Rail units supplied with Callisto software.

ACTION: Place an order for this upgrade with Protran Engineering Department - see contact information below. Software will be sent to the customer via e-mail. The e-mail will include "*install.jam*" program, associated Callisto desktop software, and Callisto Reports software. Follow the instructions below to install software onto the JAM Box in the Hy-Rail equipped vehicle and onto office computers.

CONTACT: When contacting the Protran Engineering Department, please include the Machine Serial Number and/or the original sales order number.

Protran Engineering Department
Measurement Systems - Callisto Team
(856) 888-2246

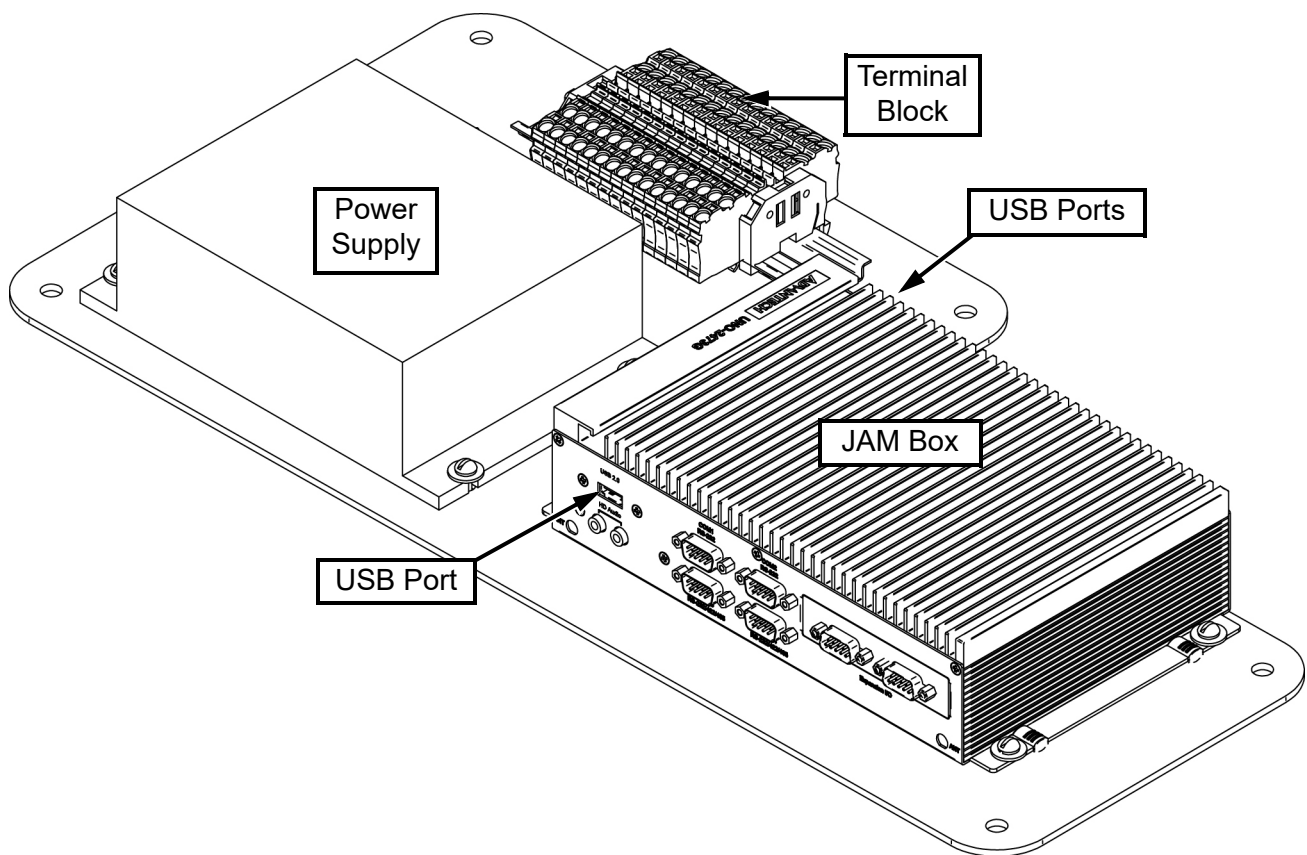
SAFETY INFORMATION

- Follow applicable railroad lockout - tagout procedures to disable energy sources when performing maintenance, making adjustments or repairs to the vehicle or equipment. Failure to heed this warning could result in severe bodily injury.

Installation of JAM Box Software Instructions - See Figure 1

1. Copy "*install.jam*" onto a USB jump drive stick.
2. Start Callisto System.
3. Insert USB jump drive stick into one of the JAM Box USB ports (front or rear).
4. Follow the on-screen instructions at the touch-screen.

FIGURE 1
JAM BOX PANEL ASSEMBLY
(Typical Underseat Mounting)
(Top Plate Not Shown for Clarity)



Installation of Desktop Software Instructions

1. Copy "*INSTALL CALLISTO_HYRAIL V1-00 R001 HR00001.MSI*" onto the desired desktop computer.
2. Find the new "*INSTALL CALLISTO_HYRAIL...*" file in the File Explorer listing and double-click the file.
3. Follow the "Install Wizard" instructions.

*Note: If the software is running on a Windows 10 PC, it must be run as **Administrator**.*

Pre-Installation Steps / Verifications for Callisto Reports Manager (CRM) Software

1. Run all steps as **Administrator**.
2. Disable virus scanners (McAfee, Norton, etc.) while completing the installation. Virus protection can be re-enabled once the installation is completed.

If CRM Was Not Previously Installed And Running on the Target PC:

1. Turn on "*.NET Framework 3.5 Support*".

Note: Must be connected to the Internet and have admin rights on target machine.

- a. Using the "*Find*" feature, type in "*Windows Features*".
- b. Open "*Turn Windows Features On or Off*"
- c. Verify that "*.NET Framework 3.5 (includes .NET 2.0 and 3.0)*" is selected.
- d. Click "*OK*".

Installation of Callisto Reports Manager (CRM) Software Instructions

1. Unzip the provided "CRM_INSTALL_PACKAGE.zip" file.
2. Double-click to run the included *.exe file - "CRM_Install_vX-XX_RXXX.exe".

If CRM Was Not Previously Installed And Running on the Target PC:

1. Run the following prerequisite files which were deployed during the install process.
 - a. In the target installation directory run the following: "*Windows Installer Package*" files:
 - "CRRedist2008_x64"
 - "CRRedist2008_x86"

Note: In the event that an error is thrown when installing one of these files, run the other file.

- b. Prerequisite installation can be confirmed using the 'Add or Remove Programs' menu checking for the below names in the application list:
 - "*Crystal Reports Basic Runtime for Visual Studio 2008*"
 - "*Crystal Reports Basic Runtime for Visual Studio 2008 (x64)*"

Associated Parts:

PART NO	DESCRIPTION	QTY
5089732	Firmware, Callisto Hy-Rail Jam	1
SB23-001	Callisto Hy-Rail Software Update	1

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