VEEDER-ROOT

EMR4

Software Release Version C07
EMR4 Electronic Meter Registers

Purpose

Veeder-Root has released version C07 software for the EMR4 to correct a reported response lag when polling for delivery information.

▶ Software Changes

Customers reported a noticeable response lag that happened periodically when polling the EMR4 for delivery information through its OBC interface. This issue occurred most often when the EMR system had one display head connected to the Interconnect (IB) Box. The Interconnect Box would try to establish communication to a non-existent display head. The retry routine was causing the OBC interface response to lag. The polling route was fixed so there is no longer a lag.

C07 software changes do not affect any metrological settings within the EMR4.

Software is available for download with the following link: https://www.veeder.com/us/emr4-electronic-meter-register-software-download-form (link requires registration).

▶ Replacement Part Orders

If you order a Display Head or IB Box as a field replacement, the new component will have the latest software installed in it, which as of this notice would be version C07.

During installation of the field replacement you must ensure all the components (each Display Head and Interconnect Box) have the same software. If one or more components have different software versions, you will need to perform a software upgrade on those components.

WEIGHTS & MEASURES

- Veeder-Root is in the process of renewing all global product certifications to add the C07 software release.

- Veeder-Root has obtained updated NMi and NMO certifications.

- During this transition, Veeder-Root will hold orders until the necessary certifications have been updated. Once a certification has been updated, the order hold for that region will be removed.

- Certain regions may take longer to attain certification approval for the C07 release. To obtain EMR4 components with version C07 software, the distributor must, in writing, send a note to Veeder-Root Customer Service (customerservice@veeder.com) confirming that the distributor will assume full responsibility for software version compliance in accordance with local Weights and Measures certification requirements. The distributor agrees to load the appropriate version software (currently approved by the region) back into the EMR4 to meet regional certification requirements, and then update the software back to version C07, as required, once the certifications have been completed. The distributor would be responsible for the labor to perform these software changes. Any failure to manage inventory accordingly will be at the distributor's risk and mitigation responsibility. See Appendix A for email form.

▶ Ordering Information

For ordering information, contact Veeder-Root Customer Service at customerservice@veeder.com or by calling toll-free 1-800-873-3313 (International toll number +1-814-696-8096).

▶ Documentation

Technical Service Notice TSN 2019-11A provides instructions for service technicians to perform the software upgrade and downgrade. **The TSN can be found here:** TSN2019-11A.

Current and previous versions of software are available for download with the following link: https://www.veeder.com/us/emr4-electronic-meter-register-software-download-form (link requires registration).

▶ Appendix A

Instructions: Complete grey section *below with contact information and email content to* customerservice@veeder.com

Attn: Veeder-Root Customer Service

As a Veeder-Root EMR distributor, I acknowledge that my organization is willing to accept EMR4 units with the understanding that the pre-loaded software version C07 is currently in the application status for my region's Weights & Measures certification. For all units we receive prior to application approval, we will assume full responsibility for software version compliance in accordance with local Weights and Measures requirements, and we agree to load the appropriate version software back into the EMR4 to meet regional certification requirements prior to commissioning the equipment. As required, the EMR4 system will be updated to version C07 or greater once the certifications have been completed. We will assume responsibility for the labor to perform these software changes. Any failure to manage inventory accordingly will be at our risk and mitigation responsibility.

Regards,
(Name)
(Title)
(Organization)
(Date)

Support

📞 **1.800.323.1799** — *Technical Support*

📞 **1.800.873.3313** — *Customer Service*

🖨 **1.800.234.5350** — *Customer Service*

✉ customerservice@veeder.com

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