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<b>Distribution list</b> Jenbach, Subsidiaries, Service Providers		
<b>Service Technician Instruction</b>	<b>ST-197</b>	06 June 2016

Engine type **All DIA.NE XT4 plants with hardware (IPC) RXi Box IPC EP from GE**

Subject **DIA.NE XT4 Display Freeze  
Bug Fix**

**Service Technician Instruction ST-197 describes the installation of the bug fix for DIA.NE XT4 display freeze issue.**

#### AFFECTED ENGINES / SCOPE OF THIS BULLETIN

All DIA.NE XT4 plants with hardware (IPC) RXi Box IPC EP from GE.

#### PURPOSE OF THIS BULLETIN / NEED FOR ACTION

Bug fix for display freeze issue on DIA.NE XT4

**Release:** DIA.NE XT4 Display Freeze Bug Fix  
**Revision:** 01  
**Release date:** 24.5.2016

#### DESCRIPTION OF THE CONTENT

For all sites with the new engine control system DIA.NE XT4 and hardware (IPC) of type RXi Box IPC EP from GE it's needed to install this bug fix so that the display freeze issue does not occur any longer. The update package can be applied using DIA.NE XT4 Client on your service notebook.

This error will be fixed:

Sometimes, during touch operation on the panel, the touch operation on the panel is blocked (freeze). The screen is updating the values and the time as before, but the system does not react on touch operations any longer until the DIA.NE XT4 server will be restarted.

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### Update instruction:

- 1.) Check if this bug fix is already installed or not.

This can be done by checking if there is shown a small dot at touch position on the panel few seconds after each touch operation or not.

Dot is shown → Bug Fix is not installed → Proceed with step 2.)

No dot is shown → Bug Fix already installed → no further action needed

- 2.) Download Bug Fix Update from

<http://information.jenbacher.com/dianewin/dianext4hmi/TouchModeUpdateForGEIPC.zip>

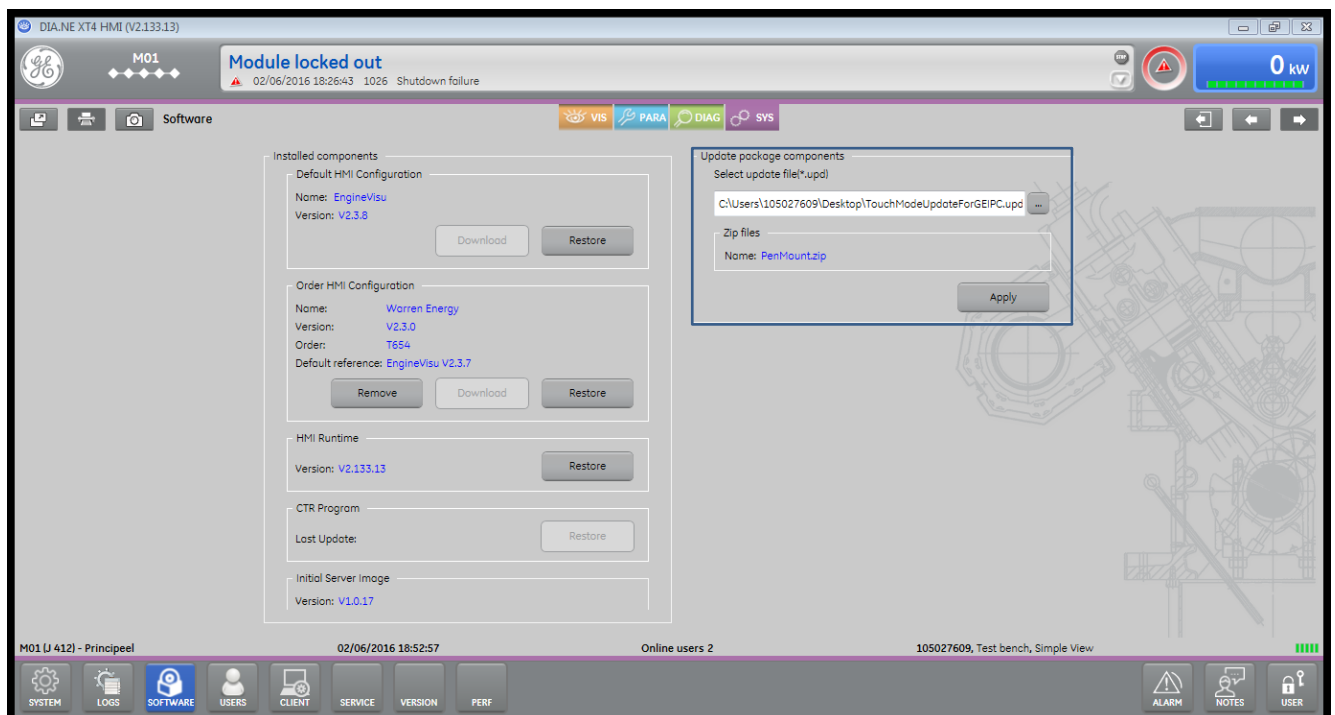
- 3.) Extract TouchModeUpdateForGEIPC.zip → TouchModeUpdateForGEIPC.upd

- 4.) Stop the engine in case it is running

- 5.) Start DIA.NE XT4 HMI Client on your notebook and install update packet TouchModeUpdateForGEIPC.upd on DIA.NE XT4 Server

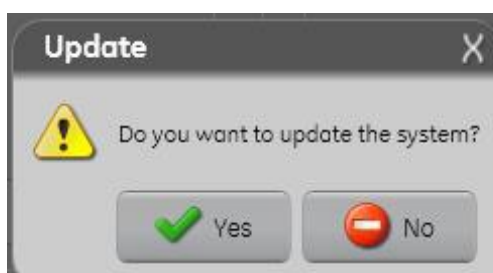
### Instructions for updating DIA.NE XT4 server using HMI Client:

Open the update screen on the HMI Client [SYS/SOFTWARE] and select the relevant update file [.upd].



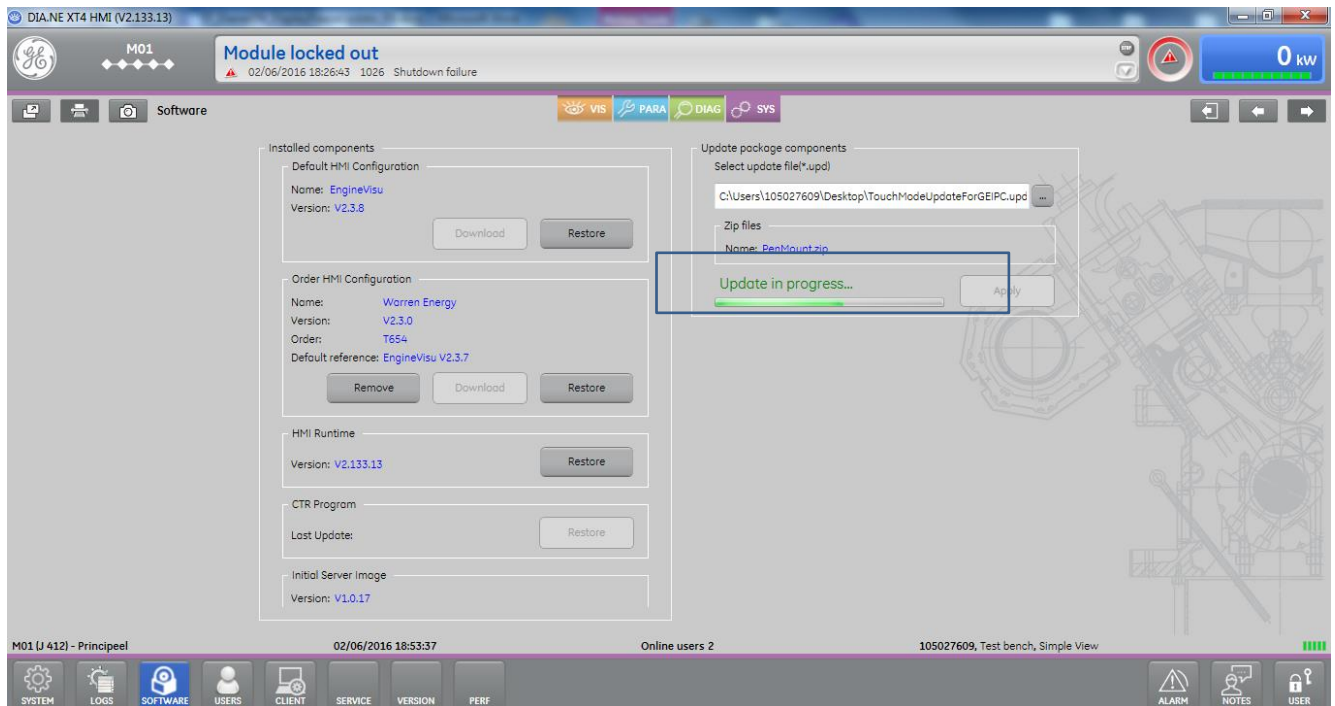
Below the selected file it appears which components and versions are part of the update package. Please press **"Apply"** to execute the update.

Please answer this question if you want to update the system with **"Yes"**.

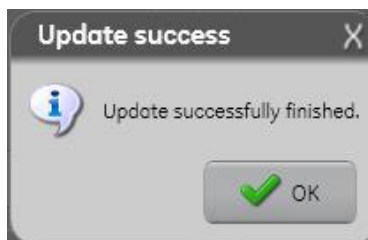




The progress of the update can be seen next to the „Apply“ button.



Once the update is finished, you will see the following window:



Please confirm this message.

- 6.) Wait at least 5 minutes after successful installation message.
- 7.) Power off/on the DIA.NE XT4 Server.
- 8.) Check if this bug fix is successfully installed.  
It is successfully installed if there isn't shown any dot at touch position on touch operation on the display any longer.

If there is any issue with the update, please contact your Service Hotline.



## RELEVANT DOCUMENTS

When working on GE Jenbacher modules, all applicable local regulations must of course be observed in addition to our documentation. In relation to this Service Technician Instruction we stress the fact that the following documents must also be observed:

- Technical Instruction TA 1100-0105: Engine shut-down
- Technical Instruction TA 1100-0111: General Conditions – Operation and maintenance
- Technical Instruction TA 2300-0005: Safety instructions

## REVISION CODE

INDEX	DATE	DESCRIPTION / REVISION SUMMARY
01	Jun. 06, 2016	First version of this document

**Table 01:** Revision history