Tracer® SC+ / Synchrony®
IT & Cyber Security Summary

What is Tracer® SC+?

Tracer SC+ is a system controller hardware with Tracer Synchrony (user interface). It serves as the central coordinator for all individual equipment devices on a Tracer Building Automation System (BAS).

Tracer SC+ is built on a Linux® kernel with compiled hardware drivers and Trane® applications. Tracer Synchrony provides a graphical web interface for installing, configuring and managing the BAS and corresponding building and HVAC controllers. It is recommended that all BAS components be isolated on a BAS-only private network.

Endpoint Security

Tracer Synchrony can be accessed using most modern web browsers. For access from outside your facility, it is recommended to use Trane Connect™ Remote Access over HTTPS. Trane Connect is an initial outbound-only secure connection that uses WebSocket protocol to connect to the SC+ controller. Although not recommended, users may also access Tracer Synchrony after creating a VPN connection to the BAS network.

Tracer Synchrony's web user authentication and authorization are managed in the SC+ application or through an Active Directory server integration. A specific application-level permission can be assigned to individual users to limit access and abilities. As an example, individual permissions can allow a user to view, edit, add or delete data associated with specific equipment or specific buildings.

Network Security

Tracer SC+ should be installed behind the customer's firewall. Tracer Synchrony use HTTP or HTTPS to exchange data between a web client (user interface) and server. Connectivity between Tracer SC+ and BAS controllers is via one of the following protocols: BACnet/IP (UDP port), BACnet MS/TP (Shield Twisted Pair), BACnet/Zigbee® (referred to as Trane Air-Fi®, utilizing Zigbee wireless mesh network), Modbus® TCP (IP), Modbus RTU (Shield Twisted Pair) and TCP/IP.

BACnet/IP is the most common communication protocol for building automation and control networks, and it uses specified UDP ports. The default port is UDP/47808.

All the network connectivity options, and port designation are configurable for above mentioned communication channels via Tracer Synchrony.

Tracer SC+ supports outbound DNS functionality – with this capability it is easy to configure the system to send alarm and event messages by e-mail to multiple users of the system.
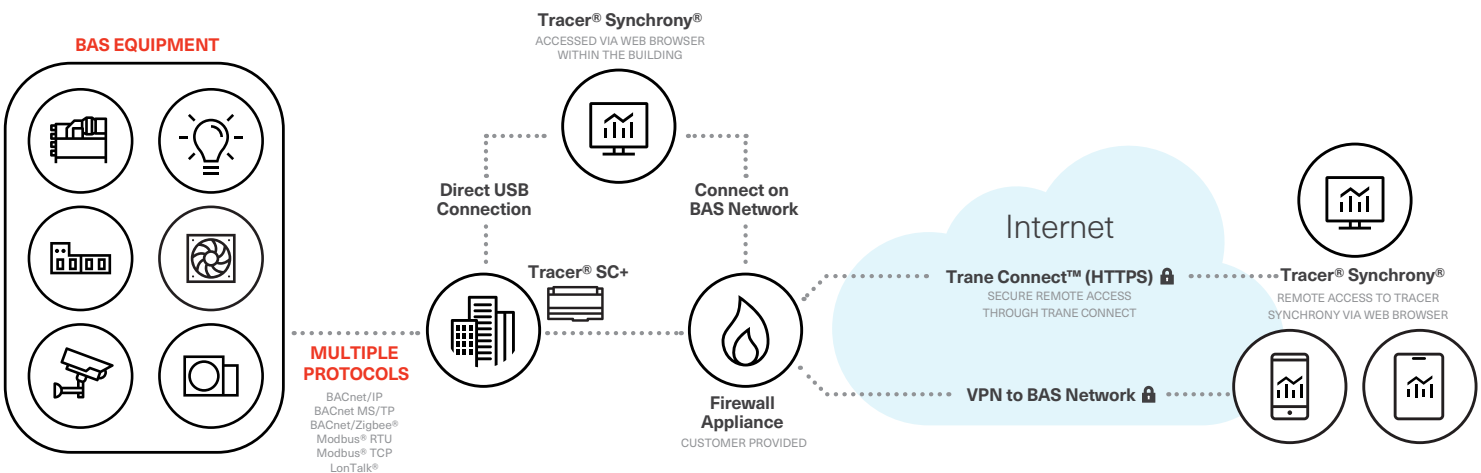
Data Privacy

Trane Technologies™ Company, LLC ("Trane Technologies") respects individual privacy and values the confidence of its customers, employees, vendors, consumers, business partners and others. To learn more about Trane Technologies Privacy Policies, please visit https://www.tranetechnologies.com/en/index/privacy-policy.html.

Data Security

Tracer SC+ utilization of data is limited to *HVAC Machine Data* only. HVAC Machine Data is data generated and collected from the product or furnished service without manual entry. HVAC Machine Data is data relating to the physical measurements and operating conditions of a HVAC system, such as but not limited to, temperatures, humidity, pressure, HVAC equipment status. HVAC Machine Data does not include Personal Data and, for the purposes of this document, the names of users of Trane's controls products or hosted applications shall not be Personal Data, if any such user chooses to use his/her name(s) in the created accounts within the controls product (e.g.,firstname.lastname@address.com).

HVAC Machine Data may be used by Trane: (a) to provide better support services and/or products to users of its products and services; (b) to assess compliance with Trane terms and conditions; (c) for statistical or other analysis of the collective characteristics and behaviors of product and services users; (d) to backup user and other data or information and/or provide remote support and/or restoration; (e) to provide or undertake: engineering analysis; failure analysis; warranty analysis; energy analysis; predictive analysis; service analysis; product usage analysis; and/or other desirable analysis, including, but not limited to, histories or trends of any of the foregoing; and (f) to otherwise understand and respond to the needs of users of the product or furnished service.

Data Storage Information

Tracer SC+ stores data on its embedded flash memory, and it can be setup to share data with Trane Intelligent Services (TIS) per the customer's request.

Maintenance Considerations

Tracer SC+ controller firmware and software are signed and encrypted. Controller backups can be stored on the device, on an installed micro-SD card, an external USB device, or uploaded to Trane Connect cloud. The controller backups are encrypted. New features are released semi-annually, while hotfixes and Service Packs are released as necessary. Trane recommends updating frequently to have the latest features and the latest cyber security updates. These updates are typically installed by the local Trane office.