Technical Bulletin

Bulletin No: TCH-063-061

Effective Date: 9/17/21

Cancels: N/A

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subject: Important Update for Bendix[®] ACom[®] PRO[™] Diagnostic Software

General Information

Bendix was notified that the security certificate for Bendix[®] ACom[®] PRO[™] diagnostic software has inadvertently expired. This requires all customers to update their ACom PRO software to V2021, V2.1. The resolution to this situation has been emailed to all ACom PRO diagnostic software users. For proper functioning of the ACom PRO diagnostic software, it is imperative for all users to upgrade to this new software version immediately.

Solution

An email from the Bendix ACom PRO Support Team, BendixAComSupport@noregon.com, should be in all users' inbox with instructions on how to address the issue. *See Figure 1 for the email's contents*. Please be sure to check Spam or any quarantine folder as well in case the email was automatically redirected.

- All questions should be directed to 1-800-AIR-BRAKE, option 2, option 2.
- If users did not receive the email, they can follow the instructions listed in Figure 1.

Bendix
You are receiving this email because you may be having an issue starting Bendix [®] ACom [®] PRO [™] .
On September 17, 2021, at 8:00 PM UTC a security certificate used in Bendix ACom PRO expired. This certificate provides security aspects to the product and as a safe- guard, the product locked certain functions. We identified the portion of the certificate needed for the proper operation of the software and a patch has been made available. There are no security concerns related to the certificate or the patch, and installing the patch will allow Bendix ACom PRO to function as intended. To fix the issue on your device please follow the steps below:
 Download the ACom PRO Update by clicking the link. After the download completes, save the file to your desktop. Reboot your device. Run the downloaded file and follow the on-screen instructions. When the install completes, click the Register button to have the confirmation email sent to the address on file.
If you need additional support contact us at BendixAComSupport@noregon.com or 1-800-AIR-BRAKE (1-800-247-2725) - select option 2 and then option 2 again.
Thank you,
Bendix ACom PRO Support Team

Figure 1 – Bendix ACom PRO Support Email

