

# Security Update Advisory

*For E2, E3, and Site Supervisor Controllers*

*Dear Customer,*

For over 100 years, Copeland has been a trusted leader in HVACR and industrial climate solutions, delivering reliable, high-quality products that set industry standards. Our legacy is built on a foundation of excellence, powered by rigorous testing and an unwavering commitment to reliability and performance.

Copeland's E3 and E2 controllers have provided reliable service to customers across essential industries for over two decades. During that time, technology and security requirements have evolved significantly, and we are committed to ensuring that our products meet today's standards.

Safeguarding the safety, quality, and security of our products is integral to everything we do. We actively partner with the global cybersecurity community, encouraging external experts to report potential vulnerabilities through our dedicated processes. This fosters transparency, trust, and continuous improvement.

We recently discovered vulnerabilities with the E2 and E3 controllers. A comprehensive investigation was launched, deploying all necessary fixes swiftly to address the vulnerabilities and ensure our customers' systems remained secure. We strongly encourage you to deploy all the updated firmware. See our websites below for updates:

***For the latest firmware:***

[E3 Supervisory Control | Copeland US](#)

[Site Supervisor | Copeland US](#)

[E2 Facility Management System | Copeland US](#)

***Email Tech Support:***

[ColdChain.TechnicalServices@copeland.com](mailto:ColdChain.TechnicalServices@copeland.com)

***Sincerely,***

**Copeland Team**

## FAQ

**Question: Have these vulnerabilities been exploited?**

**Answer:** No, there have been no reports of exploitation. This is a proactive disclosure.

**Question: What devices are impacted?**

**Answer:** Supervisory controllers and the use of the "One Day" technical support passwords are affected.

**Question: What should I do right now?**

**Answer:**

1. Ensure your devices are not exposed to the public internet and begin planning for firmware updates once released.
2. Restrict access to physical equipment to authorized personnel only (e.g. restrict personnel, keyed entry where possible).
3. Follow Copeland's guidelines for User Management best practices ([Supervisory Controller Password Management](#)).
4. Actively manage user accounts with password access. (e.g. managers, administrators, contractors, technical support, follow the Copeland guidelines for User Management best practices).

**Question: Where can I get updates?**

**Answer:** Visit our [Supervisory Control Platform](#) page or email [ColdChain.TechnicalServices@copeland.com](mailto:ColdChain.TechnicalServices@copeland.com)

[E3 Supervisory Control | Copeland US](#)

[Site Supervisor | Copeland US](#)

[E2 Facility Management System | Copeland US](#)

**Question: When will everything be resolved?**

**Answer:** All known vulnerabilities have been resolved and are available in the latest firmware for E3, Site Supervisor, and E2E. The firmware can be found at the Copeland website pages listed above. Security audits that identify new vulnerabilities will be addressed on a rolling basis with updates available quarterly.

**Question: How do I protect my password access?**

**Answer:** Take proactive steps to follow the Copeland guidelines for User Management best practices.

**Question: What if I own a retail store and I hire a contractor to work on my site and they do not have password access?**

**Answer:** Owners will need to manage password and network access. Please follow the Copeland guidelines for User Management best practices.

**Question: What if I forget my Supervisory password?**

**Answer:** Unfortunately, Copeland will not be able to access your supervisory controller without your username and password. The "One Day" password will not pass cyber security audits and will no longer be used for access. Each owner will need to take steps to manage their passwords. Please follow our password management recommendations to securely manage your access ([Supervisory Controller Password Management](#)).

Visit our website at [copeland.com/en-us/products/controls-monitoring-systems](https://copeland.com/en-us/products/controls-monitoring-systems) for the latest technical documentation and updates.

For Technical Support call 833-409-7505 or email [ColdChain.TechnicalServices@Copeland.com](mailto:ColdChain.TechnicalServices@Copeland.com)