Supervisory Controller Monitoring Port Setup for Connect+ Communication

Affected E3/Site Supervisor Firmware Versions

All Supervisory Controller versions 2.25F01.

Overview

When setting up communication with Connect+ in new installations, connectivity problems may occur if the E3/Site Supervisor Controller **Monitoring Port** is set to **0**. Change the **Monitoring Port** to **3001** (or assigned port) to ensure proper Connect+ communication.

Solution

Change the E3/Site Supervisor **Monitoring Port** to **3001** (or assigned port) to restore Connect+ communication. Communication with Connect+ should resume automatically.

In your E3/Site Supervisor Controller:

1. Click the gear icon ⚙ and go to **General System Settings >Network Settings > INTERNET (TCP/IP) >Monitoring Port.**
2. Enter **3001** (or assigned port) in the **Monitoring Port** field

* Monitoring Port   `3001`   ❓

To download the latest firmware version, visit the Supervisory Controller page on the Copeland web site: *https://www.copeland.com/en-us/products/controls-monitoring-systems/facility-controls-electronics/facility-and-system-controls/supervisory-controls-platform*

Visit our website at **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**

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