

E2 Controller

Maintenance Release Update Advisory E2E 4.11F03 Now Available

A new maintenance release version of the E2E Controller firmware, version 4.11F03, has been released and is available for customer upgrade. The meta-package file can be downloaded from the Copeland website:

<https://www.copeland.com/en-us/products/controls-monitoring-systems/facility-controls-electronics/facility-and-system-controls/e2-facility-management-system>

Who Should Update

Copeland recommends as a policy that all customers upgrade their E2E Controllers and PCs running UltraSite32 to 5.11 to take advantage of the latest fixes and enhancements.

To take advantage of security enhancements, all customers using firmware versions 4.11F02 and lower are strongly encouraged to upgrade to the latest firmware versions and change user/password information at regular intervals. All customers are advised to upgrade firmware to E2E 4.11F03.



4.11F03 Adds the Following Enhancements

Table 1: Fix Descriptions

E2E Fix Description for 4.11F03	E2E 4.11F03
Security <ul style="list-style-type: none"> General security enhancements that safeguard systems from emerging vulnerabilities and ensure optimal performance. 	✓

Security

At Copeland, we prioritize the security and safety of our customers and their systems. Over time, Copeland has conducted a variety of security assessments and penetration tests against this control system. Any critical issues that were discovered during these testing procedures are addressed in updates and releases of the product. As threats and vulnerabilities continue to evolve and be discovered we will continue to assess, test and update these control systems during their active life cycle to help provide peace of mind to our customers. Copeland recommends adhering to all instructions and specifications included with the device and following all security industry best practices, including but not limited to:

- Never expose the control system to the broader internet
- Eliminate or restrict access to administrative and generalized protocols like SSH, FTP
- Restrict inbound/outbound communications to and from the device
- Ensure default accounts are updated, and strong passwords are used
- Configure and enable TLS for web-based traffic
- Apply patches and updates in a timely manner

For Technical Support:

- 833-409-7505
- ColdChain.TechnicalServices@Copeland.com

UltraSite32 Compatibility

Table 2: UltraSite Compatibility Matrix

E2E Versions											
Ultra Site Version	4.01 and below	4.02 and below	4.03 and below	4.04 and below	4.05 and below	4.06 and below	4.07 and below	4.08 and below	4.09 and below	4.10 and below	4.11 and below
5.01	✓	✓	✓	✓	✓	✓	✓				
5.02	✓	✓	✓	✓	✓	✓	✓				
5.03	✓	✓	✓	✓	✓	✓	✓				
5.04	✓	✓	✓	✓	✓	✓	✓				
5.05	✓	✓	✓	✓	✓*	✓	✓				
5.06	✓	✓	✓	✓	✓	✓	✓				
5.07	✓	✓	✓	✓	✓	✓	✓				
5.08	✓	✓	✓	✓	✓	✓	✓	✓			
5.09	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5.11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

*For full multiple language support, UltraSite 5.11 is required.

Visit our website at copeland.com/en-us/products/controls-monitoring-systems for the latest technical documentation and updates.

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