

# Supervisory Control Platform

## Update Advisory Supervisory Control Platform Firmware 2.28F02

A new general release version of the Supervisory Controller firmware version 2.28F02 has been released and is available for customer upgrade. For more information, visit the Supervisory Control page on the Copeland website:

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

### IMPORTANT:

- For E3 firmware upgrades, be sure to use the \_Display\_Update file.
- Reset or power cycle an upgraded E3 approximately 10 minutes after the upgrade is complete.

## Who Should Update

Copeland recommends that all customers upgrade their Supervisory Controllers and PCs running Connect+ to the latest version to take advantage of the latest fixes and enhancements listed in [Table 3 on page 2](#).

All customers who use any of the features below are advised to upgrade to Supervisory Controller 2.28F02, and customers using any of the features listed in [Table 3 on page 2](#).



Alarm Communications	MQTT
Firmware Upgrade	XM 678D and 679K Devices
IP Address Configuration	iPro HPV
Daylight Savings Time	RCB
Site Aggregator	Download and Print Options
File Management & Licensing	Graphing
16A1	

## CONNECT+ UPDATE RECOMMENDED

Table 1: Supervisory Controller and Connect+ Compatibility Matrix

Supervisory Controller Version	Recommended Connect+ Version
2.28F02	1.5.9F01

It is recommended to upgrade to the latest Connect+ version. If you plan to upgrade Supervisory Controllers and Connect+ at the same time, upgrade Connect+ to the latest version first, then update the Supervisory Controllers. Contact Copeland for more information about upgrading.

## CONTROLLER FIRMWARE COMPATIBILITY

Table 2: Firmware Platform Mapping

Firmware	Platform
E3_#.#####_Display_Update	E3 only
E3_#.#####_Firmware_Update	E3 and Site Supervisor
SS_#.#####_Firmware_Update	Site Supervisor only

Table 3: Supervisory Controller 2.28F02 Feature and Fix Matrix

Features and Fix Descriptions	Supported in Supervisory Controllers 2.28F02
<p><b>Features</b></p> <p><b>Daylight Savings Time</b></p> <ul style="list-style-type: none"> <li>➤ Enhancements in the time zone Database for DST updates.</li> </ul>	✓
<p><b>File Management &amp; Licensing</b></p> <ul style="list-style-type: none"> <li>➤ ADF part numbers are now visible on the File Management &amp; Licensing screen.</li> </ul>	✓
<p><b>UI</b></p> <ul style="list-style-type: none"> <li>➤ Download, e-mail, and print options within an application are now available for users with read-only permission.</li> <li>➤ Configure the IP Address of the Serial PIB (board) from the UI.</li> <li>➤ Firmware update status is displayed on the home screen.</li> <li>➤ Layout enhancements that optimize user experience and streamline navigation.</li> </ul>	✓
<p><b>Site Aggregator</b></p> <ul style="list-style-type: none"> <li>➤ Peer tiles can now be disabled or filtered from the System Summary screen.</li> </ul>	✓

Table 3: Supervisory Controller 2.28F02 Feature and Fix Matrix

Features and Fix Descriptions	Supported in Supervisory Controllers 2.28F02
Fixes	
<p><b>System</b></p> <ul style="list-style-type: none"> <li>➤ "Access Denied" error is no longer displayed when accessing applications.</li> <li>➤ E3 will no longer continually reboot after loading an ADF for VAV.</li> <li>➤ E3 and Site Supervisor are able to recognize the USB/SD card for NTFS.</li> <li>➤ "Upload Error Fail to Install" message no longer occurs when installing an ADF from USB for the first time.</li> <li>➤ Fixed Site Supervisor reboot issue.</li> </ul>	✓
<p><b>UI</b></p> <ul style="list-style-type: none"> <li>➤ COMPorts Communication Statistics tab is hidden when logged off and visible when logged in.</li> <li>➤ Reports on the Communication Statistics screen can now be collapsed and expanded.</li> <li>➤ The Setpoints Report no longer shows invalid values.</li> <li>➤ Menu logo is now hidden on mobile devices.</li> <li>➤ Physical IO Status screen performance improvement.</li> <li>➤ Emerson name updated to Copeland on login screen.</li> <li>➤ L/Sec (liter per second) added to the Air Flow drop-down menu on the Localization tab under General System Settings.</li> <li>➤ After a firmware upgrade the displayed time on the E3 display will now match the actual system time.</li> </ul>	✓
<p><b>XM678 2.5</b></p> <ul style="list-style-type: none"> <li>➤ When the ENABLE/DEFROSTSTART value is changed from OFF to ON, the device will show as Online.</li> </ul>	✓
<p><b>XM679 3.4</b></p> <ul style="list-style-type: none"> <li>➤ When the ENABLE value is changed from OFF to ON, the device will show as Online.</li> </ul>	✓
<p><b>iPro HPV CO2</b></p> <ul style="list-style-type: none"> <li>➤ Two firmware versions are now available, each with its own ADF: <ul style="list-style-type: none"> <li>○ iPro FW version 160526 requires ADF 531-0274</li> <li>○ iPro FW version 231001 requires ADF 531-0363</li> </ul> </li> </ul>	✓
<p><b>MQTT</b></p> <ul style="list-style-type: none"> <li>➤ For published advisories, "sitename" and "unitname" are now "site" and "unit."</li> </ul>	✓
<p><b>Floor Plans</b></p> <ul style="list-style-type: none"> <li>➤ Floor plans will now update correctly using the "GslImageOnOff" widget.</li> <li>➤ The Visibility Qualifier will now function properly for "GslImage" when overriding the point value.</li> </ul>	✓
<p><b>Analog Inputs Values</b></p> <ul style="list-style-type: none"> <li>➤ AI Refrigeration 1AI Tile Point and input values no longer show invalid value of "NONE".</li> </ul>	✓
<p><b>Alarm Communications</b></p> <ul style="list-style-type: none"> <li>➤ During resetting/acknowledging an Alarm (Alarm status is ACK), an email will no longer be sent when "Reset to Normal" on Alarm Comm is OFF and Acknowledge is ON.</li> <li>➤ Return-to-Normal emails for E2E alarms will no longer disregard the Site Supervisor or E3 Annunciator's Return-to-Normal settings.</li> <li>➤ Red alarm LED no longer remains ON with no active alarms.</li> </ul>	✓

Table 3: Supervisory Controller 2.28F02 Feature and Fix Matrix

Features and Fix Descriptions		Supported in Supervisory Controllers 2.28F02
Fixes (Continued)		
<b>RCB</b>		
<ul style="list-style-type: none"> <li>➤ AI AUX input type can now be linked to an Analog Sensor control application.</li> <li>➤ When RCB input definition is set to "AI AUX A" or "AI AUX B" as a temperature, the reading will now display in Fahrenheit.</li> </ul>	✓	
<b>iPro DAC</b>		
<ul style="list-style-type: none"> <li>➤ AI AUX A unit can now receive the correct output in PSI.</li> <li>➤ Overrides are now functioning properly.</li> </ul>	✓	
<b>Graphing</b>		
<ul style="list-style-type: none"> <li>➤ Date format on graphs now matches the format selected in the Localization screen.</li> </ul>	✓	

## Update Supervisory Controller Firmware

		Supervisory Controller Firmware Version													
		2.06F01	2.07F01	2.08F01	2.09F01	2.10F01	2.11F03	2.12F01	2.13F01	2.14F01	2.15F01	2.16F02	2.17F02	2.18F03	2.19F01 and higher
<b>Firmware Update File</b>	2.06F01_Firmware_Update	✓													
	2.07F01_Firmware_Update	✓	✓												
	2.08F01_Firmware_Update	✓	✓	✓											
	2.09F01_Firmware_Update	✓	✓	✓	✓										
	2.10F01_Firmware_Update	✓	✓	✓	✓	✓									
	2.11F03_Firmware_Update	✓	✓	✓	✓	✓	✓								
	2.12F01_Firmware_Update	✓	✓	✓	✓	✓	✓	✓							
	2.13F01_Firmware_Update	✓	✓	✓	✓	✓	✓	✓	✓						
	2.14F01_Firmware_Update	✓	✓	✓	✓	✓	✓	✓	✓	✓					
	2.15F01_Firmware_Update	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
	2.16F02_Firmware_Update							✓	✓	✓	✓	✓			
	2.17F02_Firmware_Update							✓	✓	✓	✓	✓	✓		
	2.18F03_Firmware_Update							✓	✓	✓	✓	✓	✓	✓	
2.19F01 and higher							✓	✓	✓	✓	✓	✓	✓	✓	

  

<b>Legend</b>	✓	This version of Supervisory controller can upgrade using this version of firmware update file.
	✗	This version of Supervisory controller can NOT upgrade using this version of firmware update file.
	⚠	It is NOT recommended to downgrade Supervisory controller firmware.

  

Workaround and Notes
1) For example, in order to upgrade Supervisory controllers from 2.10F01 to 2.20F03, you must first upgrade to any version of 2.12F01 – 2.15F01, then upgrade to 2.20F03 or higher.
2) If firmware is equal to 2.12F01 or above: Upgrade directly to 2.20F03 or higher.
3) If firmware is below 2.12F01: First upgrade to 2.15F01, and then upgrade to 2.20F03 or higher.
4) <b>2.11F01, 2.11F02 and 2.16F01 Firmware Update files should be not used.</b>
5) If the Supervisory controller is below 2.08F01 and the model is default SMF, you must first upload the Feature Set file, then upgrade firmware.

For more information on firmware upgrades, see the 026-4184 Upgrade Advisory:

<https://www.copeland.com/documents/026-4184-upgrade-advisory-for-all-supervisory-controller-versions-before-2-19f01-en-7981974.pdf>

For more information on E3 firmware upgrades before 2.20F03, see the 026-4185 Upgrade Advisory:

<https://www.copeland.com/documents/026-4185-upgrade-advisory-for-e3-controller-versions-below-2-20f03-en-8070726.pdf>

## Supported Browsers

- Google Chrome 105.0.5195 and later
- Firefox 105.0 and later
- MAC Safari® 14.1.2 and later
- iOS Safari® 14.7 and later
- Edge 84.0.522 and later
- Android Chrome/WebView 105.0.5195 and later

## For Copeland Digital Cold Chain Technical Support

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## 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

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)