Our Ref. 200110DM

REF: nanodac™ Recorder/Controller enhanced for Cybersecurity Robustness

Dear Customer,

Cybersecurity is no longer a secondary requirement in the industrial control's world. Eurotherm considers cybersecurity to be as important as safety or high availability.

Industrial Control Systems (ICS) based on computer technology and industrial grade networks have been in use for decades. Earlier control system architectures were developed with proprietary technology and were isolated from the outside world, thus making attacks more difficult. In many cases, physical perimeter security was deemed adequate and cybersecurity was not a primary concern.

Today many control systems use open or standardized technologies such as Ethernet TCP/IP to reduce costs and improve performance. Many systems also employ direct communications between control and business systems to improve operational efficiency and manage production assets more cost effectively. This technical evolution exposes control systems to vulnerabilities previously thought to affect only office and business computers. Control systems are now vulnerable to cyber-attacks from both inside and outside of the industrial control system network.

Consequently, many industrial control users are embarking on cybersecurity initiatives. Meanwhile, governments around the world are under pressure to address the ever increasing cybersecurity threat and there is increasing demand for governments to introduce regulation.

For further information about cybersecurity, please refer to HA032968 – Cybersecurity Good Practices Handbook.

What's new in the nanodac Recorder/Controller?

- New Instruments

All units shipped after the 10th January 2020 will come with revision V8.16 which will force the user to enter a password for the Engineer account. Until the password is created the nanodac will be in lockdown and Ethernet communications are disabled. In addition, FTP server functionality will be disabled with no password and will remain disabled until a password is added. Once entered, the unit will start as normal. However, Engineer will be the only account enabled. Operator and Supervisor accounts will be disabled until they also have passwords created.

- Upgrading an existing unit

When the nanodac is upgraded, accounts without passwords, typically Operator, will be disabled until a password is added.

- Cold starting

When the nanodac is cold started all users will have their passwords reset to none, disabling them. In this scenario, the nanodac Recorder/Controller behaves as if it is a new instrument and will require a password set for the Engineer account to continue.

- Cloning

When restoring a clone file, accounts with no password will be disabled.

- Default and Recovery Passwords

In all instruments with V8.16 or higher, the ability to log in to the nanodac Recorder/Controller with a recovery password will be disabled. In the event of loss of password, please contact your local Eurotherm office.

How can my customer get technical support?

For Technical Support or advice, either by telephone or email, please contact your local Eurotherm Helpdesk

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