Customer Advisory

Life Is On | Schneider Electric

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Ref: EPack™ compact SCR power controllers 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 EPack power controllers?

- New Instruments

All units shipped after the 15th April 2020 will come with revision V6.00. Units will power up with the communications in lockdown mode.
After initial setup, the EPack will display a message asking the user to configure the communications password via front fascia HMI if Ethernet cable is connected on a RJ45 port. The comms password can be set also via iTools Engineer Studio (V9.82).

Note: This action only needs to be performed the first-time communication is enabled.
If no Ethernet cable connected, the unit will be able to start as standalone unit, but the Ethernet communications will remain in lockdown mode.

- Upgrading or downgrading an existing unit

Due to deep changes in the product software and boot change, upgrade of versions V5.xx or below is not possible with the EPack Firmware Management Tool. Eurotherm service teams only could perform the firmware upgrade under conditions, in case of need, please contact your local Eurotherm office.
For same reasons as for upgrade, there is no possibility to downgrade V6.xx version even by the Eurotherm service teams.

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- Cold starting

When the EPack Power Controller is cold started the unit will restart with the communications in lockdown mode, set the communications password as for a New instrument.

- Cloning

After the clone file is restored, the communications password previously set on the physical unit is retained. All other passcodes will be set according clone file information.

- Default and Recovery Passwords

There is no way to recover a lost communications password. If lost, save the EPack configuration clone with iTools in Operator mode before cold-starting the unit, then set a new communications password and restore the clone file.

How can my customer get technical support?
For Technical Support or advice, either by telephone or email, please contact your local Eurotherm Helpdesk