Our Ref. 200220DM

REF: 6000 Series Paperless Chart Recorder 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 cyberattacks 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 an 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 6000 Series Paperless Chart Recorder?

- New Instruments

From April 2020 all units will, when first started force the user to enter a password for the Engineer account. Until the password is created the 6000 Series Paperless Chart Recorder is in lockdown and Ethernet communications (Modbus TCP/IP, FTP/SFTP and EtherNET/IP) are disabled. Once entered, the unit will start as normal. However, the Engineer account will be the only one enabled. All other accounts will be disabled until they are enabled by the Engineer. In addition, the "connect from remote" permission will be disabled for all accounts including the Engineer.

- Upgrading an existing unit

If a 6000 Series Paperless Chart Recorder with no Engineering password set is upgraded, the unit will restart forcing the creation of a new Engineering password. If an Engineering password is set the unit will upgrade and restart as normal.

- Restoring a configuration

If no Engineering password is set (as described above), the unit will restart forcing the creation of a new Engineering password. If an Engineering password is set in the clone-file, restoration of the configuration will proceed as normal.

- Service Account
In all cases, with V5.8.4 firmware or higher, the ability to log in via the Service account using a recovery password will be prohibited. In the event of loss of password, please contact your local Eurotherm office.

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