August 11, 2020

RE: Improvements in PACSystems™ Rx3i Redundant CPUs

As a part of our ongoing commitment to improve product security, functionality, and quality for our customers, Emerson is pleased to announce the release of new firmware upgrade kits for the PACSystems™ Rx3i Redundant CPUs listed below.

- PACSystems RX3i CPE330/400, CPL410

This firmware is available for immediate download from our Customer Center website for existing units in the field. Once applied, this release provides necessary firmware updates to address potential vulnerabilities related to network storms and Denial of Service attacks.

Additionally, this release adds several important new features to enhance the functionality and usability of our control products. These additional enhancements and new features include:

- **Network and Memory Performance Monitoring Tool** – Using our PacsAnalyzer tool, you can now actively monitor system memory usage and system network performance statistics. This feature will help optimize CPU model selection, reduce troubleshooting time for application commissioning, monitor network statistics, and memory performance during operation.

- **Secure Remote STOP HALT Recovery Mechanism** – If a PACSystems CPU encounters a STOP HALT condition, it automatically logs debug information about the STOP HALT in non-volatile memory, reboots, and restarts in STOP FAULT mode. RAM memory is cleared to its default state and, if configured, the user application stored in flash is restored. This allows a secure connection to the CPU to collect diagnostic information about the STOP HALT condition and remotely restart the controller when appropriate to do so.

Recommended Action – Given the additional cybersecurity protection this update represents, we strongly recommend downloading and applying the firmware to your PACSystems Rx3i CPUs identified above. Read through Field Service Bulletin M-07-20-04 carefully for details on this update.

Firmware upgrade kits, detailed information on the new product features, as well as a description of the specific product issues addressed in this release can be found on the product

webpages within our Customer Center website by following the links below.

- [PACSystems RX3i CPE330 Landing Page](#)
- [PACSystems RX3i CPE400 Landing Page](#)
- [PACSystems RX3i CPL410 Landing Page](#)

Given the current global situation, we understand the importance of making sure that our customers can safely and securely troubleshoot and restart their processes remotely to minimize downtime. At Emerson, we are committed to continuously improving our user experience, evolving our capabilities to meet these changing times, and enhancing security and reliability of our products with a key focus on helping our customers succeed and grow.

Sincerely,

Darrell Halterman
Senior Product Manager, Controls
Machine Automation Solutions
Emerson Automation Solutions