Upgrade Advisory for E3 Controller Versions Below 2.20F03

Technical Bulletin

Overview

Emerson has been informed of a possible communication disruption in some E3 controllers running firmware below 2.20F03. During investigation, Emerson discovered a voltage error caused by the processor manufacturer's supplied boot sequence software that could cause a processor halt. This may cause the E3 to go into an offline state, which can be easily resolved with a firmware update.

If your firmware version is below 2.20F03, you must upgrade to ensure your E3 will continue to perform. To download the latest firmware version, visit the E3 Controller page on the Emerson web site and locate the **_Display_Update** file:

https://climate.emerson.com/en-us/products/controls-monitoring-systems/facility-controls-electronics/facility-and-system-controls/supervisory-controls-e3

E3 Controller

Affected Firmware Versions

E3 Controller versions BELOW **2.20F03**

Symptoms

E3 controllers may exhibit the following symptoms:

- E3 is offline or becomes unresponsive.
- PIB LED is on solid red indicating an alarm state.
- Display board Ethernet LEDs are green and showing connectivity.
- E3 remains in an offline state after pressing Reset.
- Power cycling the E3 (power switch on the PIB) returns the controller to normal operation.

Solution

- Upgrade the firmware of the E3 to versions 2.20F03 and above: Be sure to use the **_Display_Update** file.
- Reset or power cycle an upgraded E3 approximately 10 minutes after the upgrade is complete.
- For assistance with upgrading your E3 controller to versions 2.20F03 and above, contact Technical Services at 833-409-7505 or email *ColdChain.TechnicalServices@Emerson.com*
- Do not return the controller for replacement.

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