



## RX3i Ethernet Interface Module Updates

### Summary

The latest firmware for the IC695ETM001 includes enhancements and addresses several issues.

### New Features and Enhancements

Subject	Description
Cyber Security	Security enhancements have been made to harden the product against an attacker
Improved Ethernet performance	Improvements have been made to the Ethernet configuration to improve Ethernet performance
Network Storm	Additional enhancements have been made to improved network storm survivability.

### Problems Resolved

Subject	Description
Station Manager	<p>The Station Manager application uses multiple UDP ports to communicate with PACSystems Ethernet Interfaces. Commands are sent to port 18245 and responses are received on ports 49152 or greater. This operation is typically prohibited by PC firewalls since the response message is not returned to the same port that sent the initial request. If this issue occurs, modify the PC's firewall rules to allow this operation.</p> <p>Starting in firmware version 6.43, responses are returned from port 18245 to the requesting port. Typical firewalls with UDP port 18245 open should support Station Manager without additional custom rules.</p>
Station Manager	<p>When the ETM001 logs SRTP faults, the Local IP address value shown is incorrect because it displays the current time instead. This issue is corrected in firmware version 6.43.</p>

## Problems Resolved

Subject	Description
EGD Exchange Memory allocation leak during EGD production	An error condition has been discovered where an ETM001 may, on occasion, lock-up and stop communicating on the network due to heavy EGD production and consumption loads. The lock-up is caused by a memory leak in the Producer and can only be resolved by power cycling the ETM001. This issue is corrected in firmware version 6.43.
Packet Transmission Delay	<p>It has been found that FW versions 6.41 and 6.42 are experiencing TxLosCar, TxDead0, TxErr0 counts greater than zero. These counts can be seen in the Detailed Network Interface Tallies (tally L).</p> <p>This may cause delays of packet transmission or packet retries resulting in delayed communications. This has been resolved in the 6.43 29a1 release.</p>

## Action Recommended

All users should inspect the revision of their equipment to determine if they have an IC695ETM001 Ethernet Module with firmware version 6.42 or earlier installed. Customers are advised to download and install firmware version 6.43 or later to take advantage of the latest enhancements and fixes.

IMPORTANT – 6.43 and later firmware is compatible with all versions of released hardware: IC695ETM001-Ax through IC695ETM001-Jx.

The firmware upgrade kit along with other documentation can be accessed here:

[https://digitalsupport.ge.com/en\\_US/Article/IC695ETM001-Landing-Page](https://digitalsupport.ge.com/en_US/Article/IC695ETM001-Landing-Page)

Locate a Distributor or Channel Partner: <http://www.geautomation.com/products/sales>

## Distributors / Channel Partners

You must personally contact all customers who may have received these units to ensure that they receive a copy of this bulletin.

## Contact Information

Contact our Technical Support team with any technical questions. Detailed contact information is provided on the following page. Make sure you have your Customer Service Number (CSN) when calling us. If you don't have one, sign up here: [https://ge-ip.force.com/communities/CC\\_SignupPassword](https://ge-ip.force.com/communities/CC_SignupPassword)

## Contact Information

Please contact your local Automation & Controls office or GE's Automation & Controls PLC Technical Support for further technical information concerning this bulletin. Distributors can contact Customer Care.

Submit a support case online at: [https://ge-ip.force.com/communities/CC\\_CommercialViewCases?type=all](https://ge-ip.force.com/communities/CC_CommercialViewCases?type=all)

### **Technical Support (Americas)**

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Phone: 1-800-433-2682

780-420-2010 (if toll free 800 option is unavailable)

*Primary language of support: English*

### **Technical Support (Europe, Middle East, & Africa)**

Online: [https://ge-ip.force.com/communities/CC\\_CommercialViewCases?type=all](https://ge-ip.force.com/communities/CC_CommercialViewCases?type=all)

Phone: +800-1-433-2682 (Choose Language> Option 2> CSN>Option 2)

+352-26-722-780 (if toll free 800 option is unavailable or dialing from a mobile telephone)

*Primary languages of support: English, French, German, Italian, Spanish*

### **Technical Support (Asia)**

Online: [https://ge-ip.force.com/communities/CC\\_CommercialViewCases?type=all](https://ge-ip.force.com/communities/CC_CommercialViewCases?type=all)

Phone: +86-400-820-8208

+86-21-3217-4826 (India, Indonesia & Pakistan)

*Primary language of support: Standard Mandarin*

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### **Customer Care (Americas)**

Phone: (800) 433-2682 or 780-420-2010

Option 1 (Automation), Option 2 (Enter CSN)

... then Option 1 (Customer Care), Option 5 (Speak to Advocate)

Email: [customercare.ip@ge.com](mailto:customercare.ip@ge.com)

*Primary language of support: English*

### **Customer Care (Europe, Middle East, and Africa)**

Phone: +800-1-433-2682

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General Email: [customercare.emea.ip@ge.com](mailto:customercare.emea.ip@ge.com)

*Primary languages of support: English, French, German, Italian, Czech, Spanish*

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Rest of Asia: [Customercare.apo.ip@ge.com](mailto:Customercare.apo.ip@ge.com)