CYLON® TECHNICAL BULLETIN NO. 494

Issue Date: 9 August 2022

Full Upload-Download SSL Certificate update

Products Affected: CXpro^{HD} v 1.06.00, CXpro^{HD} v 1.06.01

Summary

The SSL Cert shipped with CXpro^{HD} versions `1.06.00` and `1.06.01` has expired, disabling Full Upload and Download (FUD) functionality. This bulletin describes how to restore that functionality.

Features

The Full Upload and Download (FUD) functionality in CXpro^{HD} uses an SSL certificate to verify the connections to controllers, and this certificate is included in the install for the CXpro^{HD}.

However, the certificate that shipped with versions `1.06.00` and `1.06.01` expired on Tuesday July 26th 2022. The result of this is that downloads to a FUD enabled device will revert to normal downloads, and the strategies will not be available for upload at a later date.

To fix this issue, you must install a new SSL certificate for CXpro^{HD} using the following steps:

1. Download the file `fudApi.pfx` from one of the ABB Cylon support sites:
     • North America https://abbcommunity.com/
     • Europe/ROW   https://support.cylon.com/software-downloads/cxprohd/

2. Copy the file to this folder: `\(CXproHD install folder)\System\certs\` and overwrite the existing file

3. Restart CXpro^{HD}

After completing these steps, FUD functionality (Download \ Upload \ Audit Log) will be restored for FUD enabled devices.

Customer Impact

All customers wishing to use Full Upload and Download (FUD) functionality must carry out these steps as soon as practical.