

# Refrigeration Expert XP (1.5.0)

Remote monitoring and maintenance solution for small stores, restaurants, refrigerated warehouses

## Release Notes

9MA10319.04

02/2026



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## Safety Information

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### Important Information

#### NOTICE

Read these instructions carefully and visually inspect the equipment to familiarize yourself with the controller before attempting to install it and/or put it into operation, or before servicing it. The following warning messages may appear anywhere in this documentation or on the equipment to warn of potential dangers or to call attention to information that can clarify or simplify a procedure.



The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety warning symbol. It is used to warn the user of the potential dangers of personal injury. Observe all the safety warnings that follow this symbol to avoid the risk of serious injury or death.

#### **DANGER**

**DANGER** indicates a dangerous situation which, if not avoided, **will result in** death or serious injury.

#### **WARNING**

**WARNING** indicates a dangerous situation which, if not avoided, **could result in** death or serious injury.

#### **CAUTION**

**CAUTION** indicates a potentially dangerous situation which, if not avoided, **could result in** minor or moderate injury.

#### **NOTICE**

**NOTICE** used in reference to procedures not associated with physical injuries.

#### Please Note

Electrical equipment must only be installed, used and repaired by qualified technicians. Schneider Electric and Eliwell do not accept any liability for any consequences arising from the use of this material.

An authorized person is someone in possession of the skills and knowledge applicable to the structure, to the operation of the electrical equipment and to its installation, and who has received safety training in order to recognize and avoid the risks involved.

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## About the document

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### Document Scope

The **Refrigeration Expert XP** introduces expanded equipment capacity, enhanced driver and localization management, customizable data logging intervals, and improved alarm handling. It includes a beta REST API for remote access, modern email authentication, and refined data visualization. Bug fixing and improvements. The system now runs on an updated Linux kernel, improving performance and compatibility.

### Validity Note

The information in this document is applicable only for **Refrigeration Expert XP** product family.

The characteristics of the products described in this document are intended to match the characteristics that are available on [www.eliwell.com](http://www.eliwell.com). As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on [www.eliwell.com](http://www.eliwell.com), consider [www.eliwell.com](http://www.eliwell.com) to contain the latest information.

### General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the [Cybersecurity Best Practices](#) (English document).

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric [security newsletter](#).
- Visit the [Cybersecurity Support Portal](#) to:
  - Find Security Notifications
  - Report vulnerabilities and incidents
- Visit the [Schneider Electric Cybersecurity and Data Protection Posture](#) to:
  - Access the “cybersecurity posture”
  - Learn more about cybersecurity in the cybersecurity academy
  - Explore the cybersecurity services from Schneider Electric

### Related Documents

Title of documentation	Reference Number
MAN Refrigeration Expert XP	REX00_00xx (with xx = IT, EN, ES, DE, FR)
Cybersecurity Best Practices	Refer to <a href="#">General Cybersecurity Information, page 1</a>

To find the documents online, please visit the Eliwell website at: [www.eliwell.com](http://www.eliwell.com).

### Environmental Data

For product compliance and environmental information refer to the Schneider Electric [Environmental Data Program](#).

### Information on Non-Inclusive or Insensitive Terminology

As part of a group of responsible, inclusive companies, Schneider Electric constantly updates its communications and products that contain non-inclusive or insensitive terminology. However, despite these efforts, our content may still contain terms considered inappropriate by some customers.

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# CHAPTER 1

## Product Information

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### Overview

First release of **Refrigeration Expert XP**, with implementation of new features and/or issue correction.

### Product Identification

Reference	Description	Production Date
RXB01000E0000	Refrigeration Expert XP	after 31/07/2024

### Release History

Document Version	Software Release	Release Date	Description
04	1.5.0	20/02/2026	Profile management and autodetect
03	1.3.0	07/11/2025	Access logs, cybersecurity settings and bug fixing
02	1.1.30	13/06/2025	New features, improvements and bugs fixing.
01	1.0.3	14/02/2025	Fixed a Short History potential data loss
00	1.0.1	31/07/2024	First release

### System Requirements

Refer to **Refrigeration Expert XP** User Manual

### Installation Instructions

Follow the setup procedure and refer to **Refrigeration Expert XP** User Manual.

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## CHAPTER 2

### Hardware/Software/Firmware Information

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#### New Features v04

- **Auto-detect equipment profile**  
Introduced a new, and default option to 'Add Equipment' functionality to auto-detect equipment profiles from the current parameter configuration during controller auto-discovery.
- **Change controller model**  
Added the ability to change the controller model associated with an equipment while preserving all compatible configuration settings and historical data.
- **Copy equipment profile**  
Added an option to copy compatible information from one equipment profile to one or more other equipments, with the ability to select which subset of information to copy.
- **Load equipment profile**  
Added the option to import an equipment profile from a file, including the default parameter map and the communication driver, with ability to select the subset of information to apply.
- **Save equipment profile**  
Added the option to export to a file an equipment profile, including the default parameter map and the communication driver.
- **Equipment activity menu**  
Improved and unified menu in the 'Equipment cards' and 'Equipment detail' page for profile operations, controller model changes, and equipment removal.
- **Flash HACCP report**  
Added support for up to four daily flash HACCP reports at user-defined times.
- **User access logs**  
Enhanced activity logging to include: user access, password changes, user and group creation, editing, and deletion.
- **Parameter value out of range**  
In the 'Equipment parameter' TAB, parameters whose current value is outside the admissible range are highlighted in red.
- **Language translation packages**  
New language translation packages available from Eliwell website: Turkish, Arabic, Swedish, Finnish.
- **Custom alarm output controller driver capability**  
Added support for operating a custom controller as an alarm output module. Contact Eliwell Technical Support for implementation details.
- **New drivers included for standard Eliwell controllers**  
Drivers for recent standard Eliwell controllers are included.
- **Drivers for custom controllers**  
Drivers for custom and third-party controllers are available. Contact Eliwell Technical Support for details.

#### Mitigated Anomalies v04

- **Scheduled PDF reports not readable**  
Added the option to upload language packs that include fonts to help ensure proper rendering of scheduled PDF reports.
- **HACCP report Min, Max, Avg values inconsistency**  
Removed the Min, Max, Avg values from the dashboard and reports.
- **Long resource names not readable in tabular reports**  
Dynamically increased the line height in tabular reports to fit long resource names.  
Implemented dynamic line-height adjustment in tabular reports to properly display long resource names.
- **Inconsistent language translation in manually generated reports**  
Resolved an issue that caused manually generated reports to display resource names in the system language instead of the user-selected language.
- **System date format not evenly applied**  
Standardized the use of the system date format across user interface and in all reports.

- **Serial configuration does not match controller configuration**  
Removed the ability to modify serial configuration parameters in the 'Add Equipment' page, since these values were not applied. Serial configuration details throughout the UI are now aligned with the driver-defined settings used by each controller.
- **Cannot auto-discover controllers at Micronet address 00:00**  
Enabled selection of address 00 (00:00) in the 'Add Equipment' page when using Auto-discovery mode.
- **Virtual alarms remain enabled and active with the resource disabled**  
Implemented a procedure to terminate active alarms and disable virtual alarms when the associated resource has been disabled.
- **Alarm detail panel does not report 'Universal' category**  
Fixed an issue in the 'Alarm detail' panel where the default alarm category 'Universal' was not displayed.
- **Buttons in Parameter pages are not visible or not enabled**  
Fixed an issue where certain toolbar buttons were hidden or disabled under specific permission configurations.
- **Read-only parameter values not displayed**  
Fixed an issue that prevented boolean and label values of read-only parameters from being displayed.
- **Exported Parameter Map files (.dat) not properly formatted**  
Fixed a conversion issue where generated '.dat' Parameter Map files incorrectly included decimal separators instead of only integer mantissa values.
- **Loss of communication with controllers**  
Implemented a safeguard to prevent changes to serial communication parameters to avoid loss of communication with the controller.
- **Backup creation does not succeed**  
Resolved an issue that caused the backup process to stop prematurely when handling large data volumes.
- **A driver cannot be removed or replaced**  
Fixed an issue that, in some cases, prevented a driver from being removed or replaced.
- **Login page loading with error after log-out**  
Resolved an issue where the Login page would load with errors after signing out.
- **System inoperable after software upgrade**  
Reduced the critical vulnerability window during software upgrades to minimize the possibility of the system becoming unrecoverable due to communication failures or power outage.
- **Embedded Swagger UI not available**  
Clarified that the embedded Swagger UI for REST API documentation requires a browser extension to disable CORS restrictions. A standalone API documentation file for external Swagger viewers is available in the Refrigeration Expert XP directory: /exchange/v0/swagger/doc.json.
- **Performance and usability**  
Various usability and performance improvements.
- **Incomplete or missing language translations**  
Fixed missing or incomplete translation.

## Known Operational Anomalies v04

- **System inoperable after software upgrade**  
In the event of a power failure during the software upgrade from version 1.3.0, the system may become inoperable with no option to roll-back to the previous version. It is strongly recommended to create and download a backup and to ensure uninterrupted power supply to Refrigeration Expert before starting the upgrade process.
- **Incorrect compressor working-hours values read from EWCM 9000 PRO**  
A 32-bit number conversion issue help prevent the correct reading of working hours from the EWCM 9000 PRO controller.
- **Unable to print Alarm details**  
When attempting to print Alarm detail from the button provided in the user interface, a new window appears but no printing dialog box is displayed. Use the browser print function instead.
- **Missing system notifications recipient and notifications**  
In some cases, the system notification email address is not correctly stored by the system. Log-out, then Log-in again and check the address is still present and correct in SYSTEM / System notification page.

## Security Updates v04

- **System notification page protection**  
Protected by administrative rights the access to the page containing email recipient address for system notification.
- **Backup operation protection**  
Protected by administrative rights, the backup execution and backup file download.

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## CHAPTER 3

### Additional Information

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#### Other Important External Information

None.

#### Release Notes History

**Release Notes Refrigeration Expert XP - v03**

Forth Release (07.11.2025)

**Release Notes Refrigeration Expert XP - v02**

Third Release (13.06.2025)

**Release Notes Refrigeration Expert XP - v01**

Second Release (14.02.2025)

**Release Notes Refrigeration Expert XP - v00**

First Release (31.07.2024)

#### New Features v03

- **User access logs and logs audit**  
The new SYSTEM/Activity Log page provides to Administrators, visibility on user access and changes in time zone or date and time settings.
- **Cybersecurity level settings**  
Administrators can set three levels of cybersecurity to test and resolve incompatibilities within private networks.
- **Improved historical data information**  
The SYSTEM/History page provides now the date of the oldest data stored in the system.

#### Mitigated Anomalies v03

- **“Set as empty” measurement unit option in multiple Equipment Resources editing**  
Fixed an issue impeding to apply “Set as empty” to the selected resources.
- **Alarm notification date and time**  
Fixed an issue in Alarm detail causing to report the Begin event time stamp in the subsequent Confirm and End events.
- **Date and Time offset after reboot**  
Fixed an issue causing the Date and Time used by the system to be offset at reboot vs GMT by the difference between local time zone and GMT time zone.
- **Access to data history permission**  
Fixed an issue that was allowing logged-in users without the “Access data history” permission to access historical data.
- **Site time zone in PDF exports**  
Site time zone information added to the PDF export headers.
- **Save default parameter map**  
Fixed an issue in the Equipment/Parameters table page, preventing the operation of “Save as default” button.
- **Controller Driver replacement**  
Resolve an issue overwriting a controller Driver, where the new driver was operational only after a Refrigeration Expert reboot.
- **Admin user password reset**  
Admin user password reset procedure added to the user guide.

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- **User interface translation**  
Fixes for missing translation and translation improvements.
  - **Unable to upload language package; the file appears empty after August 2025 browser security updates**  
Fixed a security setting preventing the file upload.
  - **Email server configuration**  
Fixed an issue in the email server configuration where the option "Skip certificate verification" was not effective with StartTLS authentication.
  - **Network Configuration Reset During Upgrade from v1.1.30**  
Resolved an issue in version v1.1.30 where, during the software upgrade process, a temporary loss of communication between the client browser and the Refrigeration Expert could trigger a reset of the network configuration to factory default settings. This behavior might render the system unreachable from remote locations or cause conflicts on the LAN.

## Known Operational Anomalies v03

- Manual for Data and Alarms reports exported in Excel (.xlsx) format are generated using the system language instead of the current user language.
- Minimum, Maximum and Average values reported in the HACCP dashboard and reports do not refer to the displayed period but to the whole dataset.
- Responsive user interface may not adapt to mobile phone for all pages. As a workaround use desktop mode in the mobile browser.
- When editing HACCP report schedule, selecting "None" as frequency will cause an error impeding to save the configuration. Use the Enable/disable flag to suspend the report schedule instead.
- When editing a Resource color, it is not possible to select a color from the upper slider. Click once on the gradient pane or select one of the default colors to enable it.
- In Add Equipment panel, when Auto-discovery mode is selected, it is not possible to select the address "00.00". Add the Micronet controller with manual assignment of the Model if the address is in use.
- The user "admin" can be forced log-out and the account validity may suddenly expire, forcing the request for a password change, when the NTP server is not reachable. As a quick fix, in SYSTEM/Date and time page, disable NTP and to synchronize date and time with the client, then change the admin user password configuring the desired expiration interval.
- Modbus controller drivers using Read Coil Status function may report inaccurate or random data.
- When the system time zone setting is modified, active alarm conditions are terminated without generating an Alarm End notification. The alarms are then recalculated, triggering a new Alarm Begin notification.

## Security Updates v03

NONE

## New Features v02

- **Increased Equipment Capacity**  
The maximum number of configurable Equipment has been extended to 20, with support for up to 200 data-logged Resources.  
**Note:** With more than 10 Equipment, historical and alarm data retention may be less than one year.
- **Driver Management Enhancements**  
In SYSTEM > Software > Drivers, users can now upload and manage both standard and custom Modbus controller drivers.
- **Language Localization Management**  
In SYSTEM > Site > Localization, it is now possible to upload and manage new or updated language translations.
- **Customizable Historical Recording Intervals**  
In SYSTEM > History, users can now select historical data recording intervals of 15, 20, 30 minutes, or 1 hour.
- **Optimized Historical Database Circularity**  
The historical database now automatically adjusts to retain the maximum possible history based on current configuration.
- **Storage Estimation for Historical Data**

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The system now provides an estimated number of days of local historical data storage based on the selected interval and Equipment configuration.

- **Enhanced Alarm History Navigation**  
In HISTORY > Alarm History, users can now select a specific date and time to browse the full locally stored alarm history.
- **TelevisIn Alarm Output Option**  
TelevisIn can now be used as an Alarm Relay output, utilizing Relay 1 for alarm signaling in Alarm Category.
- **New Language Packs Available**  
Additional languages are now available for download from [www.eliwell.com](http://www.eliwell.com): Croatian, Polish, Chinese, Thai.
- **None and Cram-MD5 Modern Email Authentication**  
In SYSTEM > Connectivity > Email Server, None and Cram-MD5 authentication method has been added for improved email server compatibility.
- **Improved Data Representation**  
Enhanced handling of unknown values (e.g., due to sensor failure, no-link, or missing data) in both real-time views and reports.
- **Virtual Alarm Synchronization**
  - In EQUIPMENT > Resources, enabling/disabling a resource now also enables/disables its associated virtual alarms.
  - In EQUIPMENT > Alarms, enabling a virtual alarm will automatically enable the corresponding resource.
- **Improved Equipment Management**  
In EQUIPMENT, the “Add Equipment” button remains active even when the maximum number of Equipment is reached, allowing for replacement without prior removal.
- **Complete Export Legend**  
The legend page of exported data now includes all relevant references for improved clarity.
- **Alarm Notification for Suppressed/Restored Equipment**  
The system now manages alarm notifications when Equipment is suppressed (offline or removed) or restored (online).
- **Simplified Permissions for Date and Time Settings**  
In SYSTEM > Site > Date and Time:
  - Time Zone configuration requires only the “Customize system” permission.
  - NTP server enable/disable and client clock sync require only the “Fix system date and time” permission.
- **Renamed Storage Labels**  
Physical storage devices are now labeled as “microSD” and “USB” for clarity.
- **Certificates Page Relocation**  
The SYSTEM > Certificates configuration page has been moved under SYSTEM > Connectivity.
- **REST API (Beta)**  
A REST API is provided in beta version for secure remote access to real time and historical data and alarms. The API is self-documented in the product at the following address: </exchange/v0/swagger/index.html>.

## Mitigated Anomalies v02

- **Writing a subset of a parameter list**  
Resolved an issue in EQUIPMENT > Parameters where, when importing from “default” or “file” and selecting specific parameters using checkboxes, the system was writing all parameters regardless of the selection.
- **Parameter values not correctly displayed**  
Resolved an issue in EQUIPMENT > Parameters and the Parameters frame in EQUIPMENT > Overview, where Boolean-type parameter values were not displayed correctly and could not be modified.
- **Misaligned TelevisIn / TelevisOut parameter values**  
Fixed an issue where TelevisIn/Out parameter values were displayed on incorrect lines in the Parameters table. The fix includes an updated Controller Driver for TelevisIn/Out.
- **“Update Clock” command not working**  
Fixed the malfunction of the Update Clock command.
- **HACCP scheduled report data mismatch**  
Resolved an issue where scheduled HACCP reports showed data inconsistent with the dashboard for the same time period. The fix aligns the report data with both the dashboard and manually generated reports.
- **Report messages sent only to the first recipient**  
Resolved an issue where email messages were delivered only to the first recipient when multiple recipients were specified.
- **Inability to use Office 365 SMTPS email server**  
Implemented Cram-MD5, “Modern” SMTPS authentication for email servers. Office 365 paid accounts can now be configured for report and notification delivery. A step-by-step configuration guide is available.
- **Unable to save SMTPS configuration with empty password**  
Fixed an issue in SYSTEM > Connectivity > Email Server that prevented saving the configuration when the password field was left empty.

- **Disabled alarms still displayed and processed**  
Resolved an issue where alarms that were not enabled were still being displayed and processed for notifications.
- **Missing information in Alarm Detail panel**  
Fixed an issue where the Alarm Detail panel occasionally failed to display one or more of the following: Site name, Alarm category, or Alarm description.
- **Incorrect month displayed in Alarm Detail panel**  
Resolved an issue where the Alarm Detail panel displayed the month number as one less than the actual month.
- **Universal Alarm Category not shown in reports**  
Resolved an issue that prevented the Universal Alarm Category description from appearing in panels and reports.
- **Virtual alarms not triggered after delay modification**  
Fixed an issue where virtual alarms were not raised or notified if the delay was modified while the alarm condition was already present.
- **Autodetect fails to find all controllers**  
Improved the Add Equipment > Autodetect feature by increasing the detection timeout to find all connected controllers within the configured range.
- **Missing firmware mismatch indicator**  
Resolved an issue where the firmware mismatch icon (exclamation mark) was not shown on the Equipment card in EQUIPMENT page when the configured firmware differed from the connected equipment.
- **“Set as last” sorting causes random order**  
Fixed an issue in EQUIPMENT > Resources, Alarms, and Commands where using the “Set as last” option caused items to appear in a random order.
- **Unexpected access denied or limited access**  
Resolved a permission management issue that caused users to be denied access to certain pages or data when one or more of the following permissions were disabled: “Customize system,” “Access an equipment page,” “Manage equipment maintenance,” or “Manage equipment offline status.”
- **“Unauthorized action” prompt on Parameters page**  
Resolved a permission check issue that caused an “Unauthorized action” message when accessing EQUIPMENT > Parameters.

## Known Operational Anomalies v02

- Manual for Data and Alarms reports exported in Excel (.xlsx) format are generated using the system language instead of the current user language.
- When editing the HACCP schedule, the “none” option to disable the schedule is not available. Use the Enable slider instead.
- Minimum, Maximum and Average values reported in the HACCP dashboard and reports does not refer to the displayed period but to the whole dataset.
- Responsive user interface may not adapt to smartphone for all pages. Use desktop mode as a workaround.
- When editing multiple resources attributes, selecting “Set as empty” as measurement unit will cause no changes to the resources. As a work-around, use a space character.
- When editing HACCP report schedule, selecting “None” as frequency will cause an error impeding to save the configuration. Use the Enable/disable flag to suspend the report schedule instead.
- When editing a Resource color, it is not possible to select a color from the upper slider. Click once on the gradient pane or select one of the default colors to enable it.
- In Add Equipment panel, when Auto-discovery mode is selected, it is not possible to select the address “00.00”. Add the Micronet controller with manual assignment of the Model if the address is in use.

## Security Updates v02

- **Upgraded Operating System**  
The system now runs on an updated Linux OS kernel, offering improved cybersecurity and hardware support.

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## New Features v01

- Added driver for compatibility with Eliwell EWRC controllers with firmware MSK 831.
  - Added driver for compatibility with Eliwell EWDR 985 LX controllers with firmware MSK 228.  
**NOTE:** communication parameters in the controller need to be configured with Even parity (parameters setting: **Pty** = E and **StP** = 1b)
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## Mitigated Anomalies v01

- The system is not displaying Short History data while Long History data is available. The fix helps prevent the occurrence of the anomaly.

<b>NOTICE</b>
<b>DATA LOSS</b> Install immediately version 1.0.3 or greater to help prevent potential data loss. <b>Failure to follow these instructions can result in equipment damage.</b>

## Known Operational Anomalies v01

NONE

## Security Updates v01

NONE

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## New Features v00

First release.

## Mitigated Anomalies v00

NONE

## Known Operational Anomalies v00

- In the Equipment / Parameter tab, when applying a parameter map from file or from default, all displayed parameters are written to the controller regardless of the check-box selection on each row. To write a subset of parameters, enter them separately or save a partial parameter map file.
- The Maintenance and Off-line activation and deactivation feature is available only for users with Administrator rights.
- When editing the HACCP schedule, the "none" option to disable the schedule is not available. Use the Enable slider instead.
- Some user interface elements are not translated from English language.
- Responsive user interface may not adapt to smartphone for all pages. Use desktop mode as a workaround.

## Security Updates v00

NONE

