

Product Bulletin

End of software support for the XWEB EVO family

EFFECTIVE DATE:	MAR-16, 2026
END OF SALES DATE:	OCT-2023
END OF SOFTWARE UPDATE DATE:	MAR-16, 2026
CONTACT:	Copeland Controls Sales Department
ACTION REQUIRED:	Transition to XWEB PRO models

Discontinued activities

Copeland Controls S.r.l. informs customers that, starting March 16, 2026, software maintenance will no longer be provided for all models in the XWEB EVO series.

As of this date, the following support activities will no longer be provided:

- release of security patches for identified vulnerabilities (CVE or equivalent);
- development and distribution of firmware or corrective software updates;
- bug fixes or resolution of functional issues;
- provision of updated technical documentation;
- assurance of compatibility with updated operating systems, browsers, or third-party infrastructures.

Security implications

Use of XWEB EVO after the software support end date may involve significant security risks.

In particular, the following aspects should be considered:

- **exposure to vulnerabilities:** any security vulnerabilities identified after March 16, 2026 will not be fixed, potentially leaving systems exposed to attacks;
- **regulatory non-compliance:** in regulated environments, operating unsupported software may lead to compliance violations;
- **compatibility risks:** the evolution of network infrastructures and operating systems may cause the product to become unstable or non-operational over time.

Recommended actions

XWEB EVO devices will continue operating in their current state, however customers are strongly advised to implement the following measures:

- **system inventory:** identify all active XWEB EVO installations;
- **transition plan:** evaluate and plan the transition to currently available XWEB PRO models;
- **interim mitigation measures:** implement compensating measures (network segmentation, restricted access, enhanced monitoring) in coordination with your security officer and in accordance with the guidelines provided in:

https://webapps.copeland.com/Dixell/Content/Pages/Manuals/XWEB/SECURITYBESTPRACTICES/Product_Bulletin.pdf.

Please contact our sales department to plan the migration toward the corresponding XWEB PRO models.