

10 April 2024

Important Product Notification

To: CR800, CR1000, CR3000 Datalogger Owners

Re: OS 32.06 potential for generating excessive IP traffic

Dear Customer,

Campbell Scientific discovered that changes introduced to the CR800, CR1000, and CR3000 with operation system (OS) version 32.06 may unintentionally create a data logger configuration that results in generating unintended IP traffic. According to our records, you downloaded a copy of this OS from our website, and we assume you have, in turn, loaded it into at least one data logger.

If this data logger is connected to an IP network with an NL11X, NL12X, NL2XXX, CELL2XX, or third-party device over point-to-point protocol (PPP), we recommend you read this notice and take appropriate action. If your data logger does not have an IP connection, OS 32.06 was never loaded, or your data logger came from Campbell Scientific with OS 32.06 already installed, please disregard this notification.

Symptom: After loading OS 32.06, there is a noted increase in traffic on an IP network.

Problem: For OS 32.05 or earlier, PakBus Web Sockets were enabled by default and the PakBus Web URL was left blank, meaning there was no URL to connect to, so nothing happened. When upgrading from OS 32.XX to OS 32.06, PakBus Web URL is populated with "wss://api.campbellcloud.xyz/v2/pakbus," a destination used for testing data logger connections to CampbellCloud that no longer exists. This field should have remained blank in the released OS.

If a data logger OS update to 32.06 was done in a way that did not restore factory defaults, then PakBus Web Sockets may be enabled and a PakBus Web URL exists. With this combination, the data logger will aggressively attempt to connect to the invalid URL. It will continually fail and retry, resulting in unintentional IP traffic.

Solution: You can disable PakBus Web Sockets by using the Device Configuration Utility (DevConfig), going to the Settings Editor > NetworkServices > PakBusW/S Enabled, entering zero, and applying the settings. If you restored factory defaults after loading OS 32.06 or you loaded the OS using DevConfig > SendOS, this setting will already be 0.

We will follow up this notification with a new OS release, OS 32.07, that has this issue resolved.

Campbell Scientific appreciates your business and offers our heartfelt apology for any inconvenience this problem caused.

Kevin Rhodes

Data Logger Product Manager