

Software Update Program



Attain Maximum Functionality with the Latest Software Updates

Following the initial release of a major software level, any number of smaller software updates are developed to modify enhance or fix minor issues associated with that release. Emerson's SureService™ software update program allows you to incorporate the latest Ovation™ software updates¹ and validated third-party patches that are relevant to your control system software version. Participating in this update program will ensure optimum control system functionality without significantly changing the software level. It also enables you to easily keep pace with and take advantage of the latest features and functions available for your Ovation control system release level.

Ovation Updates

As a subscriber, you will receive all Ovation software updates for your Ovation release level during the contract term. By incorporating Ovation software updates on a regular basis, you can avoid larger, more costly and time consuming upgrades in the future. SureService experts can be contacted to discuss the impact of the update to your system. Our SureService engineer will explain the new features and functions contained in the software release, as well as any system configuration changes that may be required.

With each revision, you will receive the updated software, access to all associated development information release (DIR) notes and complete instructions for loading the update(s), a list of update enhancements and any cautions regarding implementation.

Third-party Patches

Emerson's third-party software vendors will periodically issue patches to fix bugs in their programs, address security problems, enhance performance or add functionality. With the Ovation software update program, you will gain access to the third-party patches that have been validated by Emerson to ensure that no existing application software is directly or negatively affected by each update. Patches will be provided for the following Ovation third-party software as applicable to your system:

- Microsoft® Windows® Operating Systems
- Solaris™ Operating Systems
- Microsoft® Internet Explorer®
- Java™
- Adobe® Reader®
- Oracle®

¹ Ovation software updates for Ovation 3.6 systems and higher include feature pack updates

Software Updating

Ovation software updates can be obtained by contacting your SureService representative. Validated third-party patches can be downloaded from the SureService section of the Users' Group web site. If desired, you may request that one of our experienced field service engineers perform the Ovation software update or install the third-party patches via a scheduled on-site service visit.

Antivirus Update Program

For systems that include Emerson-validated antivirus software for virus protection, anti-spam and content filtering on Windows-based platforms, customers can subscribe to the SureService software update with antivirus program. This program provides the latest tested and approved protective software to guard against viruses, cyber attacks and other unwanted intrusions. The antivirus update program includes all the features of the SureService software update program with the added benefit of receiving antivirus signature updates.

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