Technical Notice

2023-10-12

Affected Range

#	Model	Affected OS Version
1	cMT3071/cMT3072/cMT3090/cMT3103/cMT3151	20210218 (and previous versions)
2	cMT-HDM	20210204 (and previous versions)
3	cMT-FHD	20210208 (and previous versions)

Problem Description

According to ICSA-23-285-12, web-related security issues are addressed on listed devices. The web-related are miscellaneous scripts for maintaining the HMIs.

By combining those issues together, a remote attacker may gain access to the system or remotely execute commands without authentication via the web server whose OS version is listed as affected.

If the device mentioned above is connected an open network, meaning the device can be accessed by anyone, we strongly suggest customers to:

(1) Disconnect the device from the open network

(2) Upgrade the OS of the device

Find Current OS Version

OS version is available on the web page as shown below, or for HMIs with screen, OS version is also available via on-screen system setting:
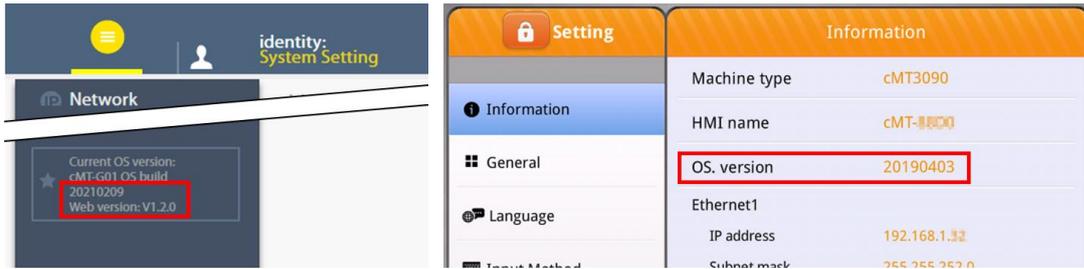
Figure 1. (Left) version on the web page; (right) version in on-screen system setting

Solution

If these devices are exposed to an open network, like below, we strongly suggest customers disconnect the device from the network and upgrade the operating system (OS).

If these devices are not connected to an open network, they may not be affected but we still suggest customers upgrade the OS.

We have prepared OS upgrade images for the affected products. After downloading the corresponding images, please follow the OS upgrade guide carefully. Do not power cycle the device during the update as the update will be broken and the device may be broken.

#	Model	OS image
1	cMT3071/cMT3072/cMT3090/ cMT3103/cMT3151	20210220 or later
2	cMT-HDM	20210206 or later
3	cMT-FHD	20210212 or later

OS Update Instructions – Step by Step

1. Copy the OS image (.bin) to a folder in a USB drive. In this example, the OS image is saved in the root directory of the USB drive. (The format of the external storage device should be FAT32.)
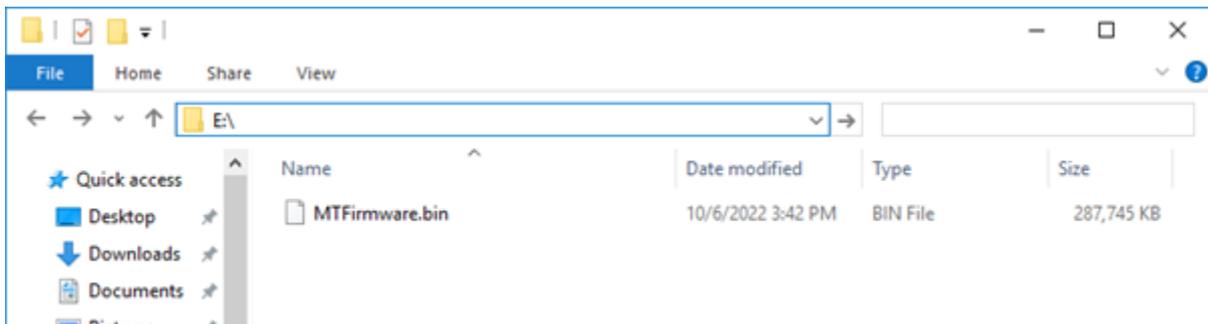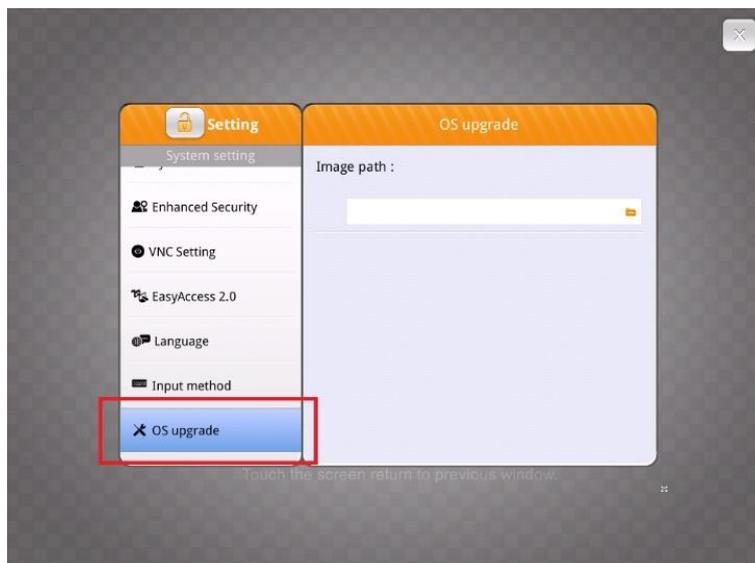

2. Plug the USB drive into the HMI. If a window pops up and prompts for download/upload, click close to dismiss it.
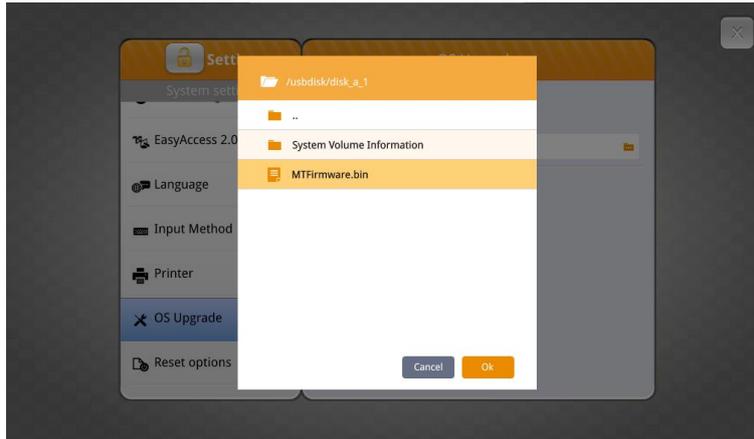
3. Press the start button 🔘 .

4. Press the lock icon 🔒 , enter the correct password and then press "System setting". The default password is 111111.
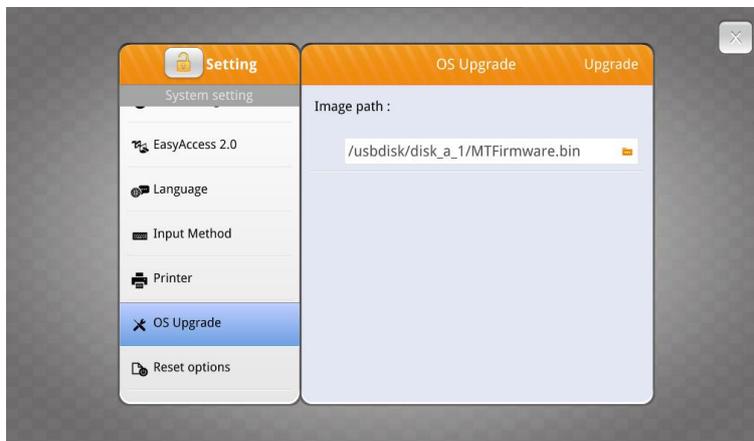

5. Scroll the menu and find "OS upgrade."

6. Press the folder icon 🗀 and then navigate to the folder containing the OS image. In this example, locate the OS image in the root directory and then click OK.

7. Click "Upgrade" in the top right corner.

8. OS upgrade will begin, which may take a short while. Do not unplug the HMI when upgrading, as doing so may result in all data being lost. The progress bar indicates the progress of the OS upgrade. Reboot the HMI following the OS upgrade.