Tridium Security Update

August 3, 2012

Tridium is issuing this update to our July 13 Security Alert to notify users of NiagaraAX Framework software to the possibility of unauthorized access to their Niagara systems in the event that user accounts are insecurely configured. We are aware of one confirmed instance of unauthorized access to a Niagara^{AX} system due to this issue.

It is imperative that users properly secure their Internet-facing NiagaraAX systems with securely configured accounts in addition to the directory traversal vulnerability disclosed in the July 13 Security Alert. The mitigation steps for both the directory traversal and insecure account configuration were included in that Security Alert.

The probability of unauthorized access to Internet-facing control systems is increased by the existence of publicly searchable databases, which continuously query, log and enable the geo-location of those devices. The databases catalog devices from many manufacturers, including approximately 17,000 Niagara system devices around the world.

Users of the NiagaraAX Framework systems should immediately implement the procedures outlined in the July 13 Security Alert and follow best practices by securing network access to their systems through a firewall and/or a VPN, if you haven't already done so.

While this is important for all NiagaraAX deployments, it is especially so for mission-critical or sensitive applications. As an additional resource, the NiagaraAX Networking and IT Guide outlines the importance and use of firewalls and VPNs to manage and control user access to Niagara-based systems.

- If you are a Tridium customer running a NiagaraAX Framework system - Contact your system contractor to ensure your system is properly secured using the mitigation steps outlined in the Alert.
- If you are a Tridium system integrator - Immediately contact all customers running Niagara systems to ensure they are aware of this vulnerability and know how to correct their security configuration to protect their system.

Please contact our Sales Support team at salessupport@tridium.com if we can be of any assistance in helping you with this matter.