![interlogix United Technologies logo]

Important Product Notice

TruVision® Video Recorders/Encoders

06/28/17

Introduction:

Please share the important information contained in this bulletin with your Design, Installation, Service, and Purchasing personnel immediately.

Problem:

A vulnerability has been discovered in certain TruVision video recorders and encoders that can potentially allow unauthorized outside access to, and control of, the recorder/encoder. This vulnerability is limited to the TruVision video recorders and encoder listed below.

Affected Products and Solution:

Interlogix has updated firmware available for all TruVision video recorders and affected encoders that addresses this potential vulnerability. Based on the nature of the reported exploit, TruVision recorders or encoders either directly connected to the internet or hosted on an unsecured local network represent the highest risk.

Interlogix strongly recommends an immediate firmware update for all recorders/encoders in the high risk category – those that are either directly connected to the Internet or hosted on an unsecured local network. Interlogix also strongly recommends that all other TruVision recorders/encoders subject to this vulnerability be upgraded to this new firmware as soon as practical, but no later than your next scheduled service visit.

PLEASE NOTE THAT IN ORDER TO FULLY MITIGATE THE RISK CREATED BY THIS VULNERABILITY THE ADMINISTRATOR PASSWORD OF THE RECORDER/ENCODER MUST BE CHANGED AFTER UPLOADING THE APPROPRIATE FIRMWARE UPDATE.

The table below lists each model of TruVision recorder or encoder affected and a link to the applicable firmware update which addresses the issue. The firmware is available for immediate download.

Recorder	New Firmware
960HEncoder	**TVE-x10 1.0 FP10 FIRMWARE**
TVR11	**TVR11 3.1.B FIRMWARE**
TVR41	**TVR41 V3.0D FIRMWARE**
TVR42	**TVR42 V1.2E FIRMWARE**
TVR12	**TVR12 V1.2D FIRMWARE**
TVR12HD	**TVR12/44 V1.2J FIRMWARE**
TVR44HD	
TVN50	**TVN50 V2.2J FIRMWARE**
TVN21	**TVN21 V3.1K FIRMWARE**
TVN10	**TVN10 v2.1i FIRMWARE**
TVN70	**TVN70 v1.2j FIRMWARE**

Mitigating cybersecurity threats requires a collaborative effort among equipment / service providers, integrators/installers and end users. Timely upgrading of device firmware when updates are made available is a critical part of that effort.

Contacting Support

Technical Support
Tel +1.855.286.8889
techsupport@interlogix.com

Customer Service
Tel +1.855.286.8889
RMA@interlogix.com

We greatly appreciate your business and understanding that the timely updating of firmware is critical to mitigating potential cybersecurity risks.

Sincerely,

Interlogix, Product Management