


Document Description: CSB-ELI Security-Hard Coded Password	Document Number: 80029673 Version: A
	
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Customer Service Bulletin

Products:	Welch Allyn ELI 150c, BUR150c, Welch Allyn ELI 250c, Welch Allyn ELI 280, and Welch Allyn ELI 380 Resting Electrocardiographs		Date: 16-Jun-2022
Subject:	Security Vulnerability of Hard Coded Password		
HW Version(s) Affected:	N/A	SW Version(s) Affected:	Welch Allyn ELI 150c device – v2.2.0 and prior BUR150c device – v2.1.2 and prior Welch Allyn ELI 250c device – v2.1.2 and prior Welch Allyn ELI 280 device - v2.3.1 and prior Welch Allyn ELI 380 device - v2.6.0 and prior
Serial Numbers Affected:	N/A	Lot or Date Code Affected:	N/A

Disposition:	Reactive Service Use		
Distribution:	<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
	<input checked="" type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input checked="" type="checkbox"/> Customers <input type="checkbox"/> Company Confidential
Training Required:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Summary:	<p>The specified products utilize hard-coded password information to control inbound authentication and/or outbound communication to external components. This software architecture has been identified as presenting a security vulnerability related to Improper Access Control at the device.</p> <p>No known public exploits specifically target these vulnerabilities. This vulnerability has a low attack complexity.</p>		

Mitigation:

Hillrom is releasing software updates for all impacted devices to address these vulnerabilities. New product versions that mitigate these vulnerabilities are available as follows:

- **Welch Allyn ELI 380** Resting Electrocardiograph: available by Q4 2023
- **Welch Allyn ELI 280/BUR280/MLBUR 280** Resting Electrocardiograph: Software version 2.4.1, available June 2022
- **Welch Allyn ELI 150c/BUR 150c/MLBUR 150c** Resting Electrocardiograph: available by Q4 2023

Hillrom recommends users upgrade to the latest product versions. Customers should contact Technical Support for assistance.

The following actions can be taken by facility IT resources to reduce risk associated with this vulnerability.

- Apply proper network and physical security controls.
- Ensure a unique encryption key is configured for ELI Link and cardiographs, per instructions in the product user manual.
- Locate control system networks and remote devices behind firewalls and isolate them from the business network.
- When remote access is required, use secure methods, such as Virtual Private Networks (VPNs), recognizing that VPNs may have vulnerabilities and should be updated to the most current version available. Also recognize that a VPN is only as secure as the connected devices.

Organizations observing any suspected malicious activity should follow their established internal procedures and report their finding to CISA or tracking and correlation against other incidents.

CISA Contact Information:

- Phone - +1-888-282-0870
- Email – CISAservicedesk@cisa.dhs.gov

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Resolution:

This issue has been documented into our feedback system (B104663, B104649, B104661) for correction in a future software release.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	16-Jun-2022	SLB

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