Modification Recommended Service Note

Supersedes:
NONE

M9537A AXIe High Performance Embedded Controller

Serial Numbers: TW00000000-TW56330395
Manufacturing ID Number: 1C00000000-1C56330402

Prevention of WannaCry/WannaCrypt Ransomeware Cyberattack

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

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ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME		STANDARDS LABOR: 0.5 Hours			
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNERS		SERVICE: INVENTORY:	[[]] RETURN [[]] SCRAP X SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: June 1, 2018			
	[[]] Calibration Required X Calibration NOT Required		PRODUCT LINE: BL AUTHOR: TP			

ADDITIONAL INFORMATION:

Situation:

On May 12, 2017, the WannaCry (also known as WannaCrypt) ransomeware cryptoworm made a worldwide cyberattack targeting computers running the Microsoft Windows operating system by encrypting data and demanding ransom payments in the Bitcoin cryptocurrency. The embedded controllers with serial number range listed above could be vulnerable if appropriate malware protection was not taken. For more information, refer to WannaCrypt ransomware worm targets out-of-date systems and Customer Guidance for WannaCrypt attacks.

Solution/Action:

Keysight strongly recommends taking the actions specified below to secure your embedded controller.

1. From a secured system, download the update "March, 2017 Security Monthly Quality Rollup for Windows Embedded Standard 7 for x64-based Systems (KB4012215)" from the KB4012215 website.

2. Transfer the downloaded update to the vulnerable embedded controller and install it.

3. To get notification of updates for prevention of future threats, open Start → Control Panel → System and Security → Windows Update → Change Settings → select "Check for updates but let me choose whether to download and install them".
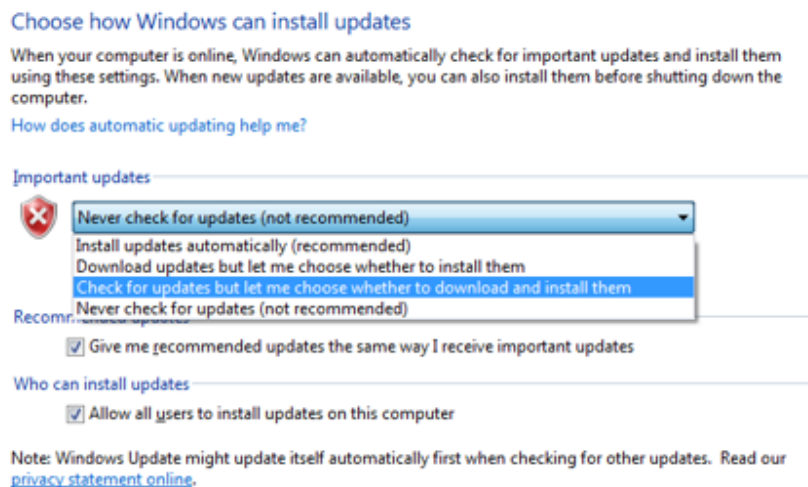
Revision History:

Date	Service Note Revision	Author	Reason for Change
12 June 2017	01	TP	As Published