

Schneider Electric Security Notification

Conext™ ComBox

14 September 2021

Overview

Schneider Electric is aware of a vulnerability in its Conext™ ComBox product.

The [Conext™ ComBox](#) is a powerful communication and monitoring device for installers and operators of Conext solar systems. It features an integrated web server, enabling graphical displays of system daily, monthly and lifetime energy data to be viewed using a simple web browser or Android tablet device.

Failure to apply the mitigations provided below may risk the exposure of sensitive data such as login credentials which could then be used to login to perform unauthorized actions by gaining access to the user account.

Affected Product and Versions

Conext™ ComBox, all versions

Vulnerability Details

CVE ID: **CVE-2021-22798**

CVSS v3.1 Base Score 5.4 | Medium | CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:U/C:H/I:N/A:N

A CWE-522: Insufficiently Protected Credentials vulnerability exists that could cause Sensitive data such as login credentials being exposed when a Network is sniffed.

Mitigations

Due to product limitations a firmware update will not be provided. Customers should strongly consider upgrading to the latest offers which have resolved this issue: [InsightHome and InsightFacility smart edge devices](#).

Customers should immediately apply the following mitigations to reduce the risk of exploit:

- Limit traffic on the local network with managed switches
- Do not grant network access to unknown computers
- When remote access is essential, use secure methods such as Virtual Private Networks (VPNs), and ensure the remote access solution(s), as well as the remote computer(s) are kept up to date with the latest security patches.

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General Security Recommendations

We strongly recommend the following industry cybersecurity best practices.

- Locate control and safety system networks and remote devices behind firewalls and isolate them from the business network.
- Install physical controls so no unauthorized personnel can access your industrial control and safety systems, components, peripheral equipment, and networks.
- Place all controllers in locked cabinets and never leave them in the “Program” mode.
- Never connect programming software to any network other than the network intended for that device.
- Scan all methods of mobile data exchange with the isolated network such as CDs, USB drives, etc. before use in the terminals or any node connected to these networks.
- Never allow mobile devices that have connected to any other network besides the intended network to connect to the safety or control networks without proper sanitation.
- Minimize network exposure for all control system devices and systems and ensure that they are not accessible from the Internet.
- When remote access is required, use secure methods, such as Virtual Private Networks (VPNs). Recognize that VPNs may have vulnerabilities and should be updated to the most current version available. Also, understand that VPNs are only as secure as the connected devices.

For more information refer to the Schneider Electric [Recommended Cybersecurity Best Practices](#) document.

For More Information

This document provides an overview of the identified vulnerability or vulnerabilities and actions required to mitigate. For more details and assistance on how to protect your installation, contact your local Schneider Electric representative or Schneider Electric Industrial Cybersecurity Services: <https://www.se.com/ww/en/work/solutions/cybersecurity/>. These organizations will be fully aware of this situation and can support you through the process.

For further information related to cybersecurity in Schneider Electric’s products, visit the company’s cybersecurity support portal page: <https://www.se.com/ww/en/work/support/cybersecurity/overview.jsp>

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We provide **energy and automation digital** solutions for **efficiency and sustainability**. We combine world-leading energy technologies, real-time automation, software and services into integrated solutions for Homes, Buildings, Data Centers, Infrastructure and Industries.

We are committed to unleash the infinite possibilities of an **open, global, innovative community** that is passionate with our **Meaningful Purpose, Inclusive and Empowered** values.

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Revision Control:

<p>Version 1.0 14 September 2021</p>	<p>Original Release</p>
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