

Schneider Electric Security Notification

Security Notification – USB Removable Media Provided With Conext Combox and Conext Battery Monitor

24 August 2018

Overview

Schneider Electric is aware that USB removable media shipped with the Conext Combox and Conext Battery Monitor products may have been exposed to malware during manufacturing at a third-party supplier's facility.

Affected Product(s)

- USB media shipped with Conext Combox (sku 865-1058), all versions
- USB media shipped with Conext Battery Monitor (sku 865-1080-01), all versions

Details

Schneider Electric has determined that some USB removable media shipped with the Conext Combox and Conext Battery Monitor products were contaminated with malware during manufacturing by one of our suppliers. Schneider Electric has confirmed that the malware should be detected and blocked by all major anti-malware programs. Out of caution, Schneider Electric recommends that these USB removable media are not used.

These USB removable media contain user documentation and non-essential software utilities. They do not contain any operational software and are not required for the installation, commissioning, or operation of the products mentioned above. This issue has no impact on the operation or security of the Conext Combox or Conext Battery Monitor products.

Remediation

Users are strongly encouraged to securely discard any USB removable media provided with these products. The documentation and software utilities contained on the USB removable media can be downloaded from Schneider Electric's web site by following the links below.:

- Conext Combox
 - [General Information](#)

Schneider Electric Security Notification

- [Combox Installation and Configuration Manual](#)
- [Combox Datasheet](#)

- Conext Battery Monitor
 - [General Information](#)
 - [Battery Monitor Owners Guide](#)
 - [Data Sheet](#)

Users who believe they may have used one of the potentially-affected USB removable media are encouraged to perform a full scan of their system to check for and clean any identified malicious software using any standard anti-malware application program. Users are also encouraged to maintain good end point protection including active malware detection and remediation as part of their cybersecurity maintenance program.

For More Information

This document is intended to help provide an overview of the identified situation and actions required to mitigate it. To obtain full details on the issues and assistance on how to protect your installation, please contact your local Schneider Electric representative. These organizations will be fully aware of the situation and can support you through the process.

For further information related to cybersecurity in Schneider Electric's products, please visit the company's cybersecurity web page:

<http://www2.schneider-electric.com/sites/corporate/en/support/cybersecurity/cybersecurity.page>

If you require additional support, Schneider Electric Industrial Cybersecurity Services team are available to help. Please visit:

<https://www.schneider-electric.com/en/work/services/field-services/industrial-automation/industrial-cybersecurity/industrial-cybersecurity.jsp>

Legal Disclaimer

THIS DOCUMENT IS INTENDED TO HELP PROVIDE AN OVERVIEW OF THE IDENTIFIED SITUATION AND MITIGATION ACTIONS, AND IS PROVIDED ON AN "AS-IS" BASIS AND IS NOT INTENDED AS A WARRANTY OR GUARANTEE OF ANY KIND, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THIS NOTIFICATION, INFORMATION CONTAINED HEREIN, OR MATERIALS LINKED TO IT ARE AT YOUR OWN RISK. SCHNEIDER ELECTRIC RESERVES THE RIGHT TO UPDATE OR CHANGE THIS NOTIFICATION AT ANY TIME AND IN ITS SOLE DISCRETION.

About Schneider Electric

Schneider Electric Security Notification

Schneider Electric is leading the Digital Transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure and Industries.

With global presence in over 100 countries, Schneider is the undisputable leader in Power Management – Medium Voltage, Low Voltage and Secure Power, and in Automation Systems. We provide integrated efficiency solutions, combining energy, automation and software.

In our global Ecosystem, we collaborate with the largest Partner, Integrator and Developer Community on our Open Platform to deliver real-time control and operational efficiency.

We believe that great people and partners make Schneider a great company and that our commitment to Innovation, Diversity and Sustainability ensures that Life Is On everywhere, for everyone and at every moment.

www.schneider-electric.com

Revision Control:

Version 1 24-Aug-2018	Original Release
---------------------------------	-------------------------