

Schneider Electric Security Notification

Ritto Wiser™ Door

08 March 2022

Overview

Schneider Electric is aware of a vulnerability impacting its Ritto Wiser™ Door product.

The [Ritto Wiser™ Door](#) provides convenient door communication: stationary via the high-resolution, large-format panel or gateway in the sub-distribution and mobile via an app on smartphone or tablet.

We recommend that the below mitigations are put in place to reduce exposure to threat actors who may utilize this vulnerability to unlock a physical door.

Affected Product and Versions

Product	Version
Ritto Wiser™ Door	All versions

Vulnerability Details

CVE ID: **CVE-2021-22783**

CVSS v3.1 Base Score 8.8 | High | CVSS:3.1/AV:A/AC:L/PR:N/UI:N/S:U/C:H/I:H/A:H

A *CWE-200: Information Exposure* vulnerability exists which could allow a session hijack when the door panel is communicating with the door.

Mitigations

Due to product limitations, a firmware update cannot be provided for the large format panel or gateway. A mobile update has been released to provide a warning to customers to use a secure connection. Customers should immediately apply the following mitigations to reduce the risk of exploit:

Ensure the touch panel and all mobile devices connected to the Wiser™ Door system is used in a trustworthy, properly segmented, Wi-Fi environment with strong communication security such as WPA2 or better. When outside of a trusted Wi-Fi environment, we strongly recommend the use of a secure communication channel, like a secure VPN service, to remotely access the product. Customers will receive reminders to utilize secure VPNs upon opening the Ritto Wiser™ Door app.

For residential use, we recommend placing this product on a segmented network separate from the main home Wi-Fi to ensure privacy and security.

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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 for the devices that it is intended for.
- 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.

Acknowledgements

Schneider Electric recognizes the following researcher for identifying and helping to coordinate a response to this vulnerability:

CVE	Researcher
CVE-2021-22783	Nils Schnabel

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.

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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:

Version 1.0 8 March 2022	Original Release
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