

Schneider Electric Security Notification

Conext™ Gateway/ InsightHome and InsightFacility

11 April 2023

Overview

Schneider Electric is aware of a vulnerability in its Conext™ Gateway/ InsightHome and InsightFacility products.

The [InsightHome](#) and [InsightFacility](#) products are smart edge devices that connect customers' Schneider Electric solar and storage systems to the Insight app. InsightHome targets the residential solar and storage market globally. InsightFacility is for large residential and commercial solar and storage systems. [Conext™ Gateway](#) was discontinued from 2019 and rebranded as InsightFacility. However, Schneider is still supporting Gateway with firmware fixes.

Failure to apply the remediations provided below may risk remote code execution, which could result in an authenticated user being able to insert a backdoor into the application or could allow the extraction of private certificates.

Affected Products and Versions

Product	Version
InsightHome InsightFacility Conext™ Gateway (Discontinued in 2019)	v1.16 Build 004 and prior

Vulnerability Details

CVE ID: **CVE-2023-29410**

CVSS v3.1 Base Score 7.2 | High | CVSS:3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H

A *CWE-20: Improper Input Validation* vulnerability exists that could allow an authenticated attacker to gain the same privilege as the application on the server when a malicious payload is provided over HTTP for the server to execute.

Note regarding vulnerability details: The severity of vulnerabilities was calculated using the CVSS Base metrics in version 3.1 ([CVSS v3.1](#)) without incorporating the Temporal and Environmental metrics. Schneider Electric recommends that customers score the CVSS Environmental metrics, which are specific to end-user organizations, and consider factors such as the presence of mitigations in that environment. Environmental metrics may refine the relative severity posed by the vulnerabilities described in this document within a customer's environment.

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Remediation

Affected Product & Version	Remediation
InsightHome InsightFacility Conext™ Gateway Version 1.16 Build 004 and prior	<p>Version 1.17 Build 079 of Conext™ Gateway, InsightHome and InsightFacility includes a fix for this vulnerability and is available for download here: https://solar.se.com/us/en/product/insighthome-and-insightfacility-edge-devices/#downloads</p> <p>The installation procedure requires a reboot of the product to complete the update. After successful upgrade, the Insight Local and Insight Cloud Web UI will show latest firmware.</p>

Customers should use appropriate patching methodologies when applying these patches to their systems. We strongly recommend the use of back-ups and evaluating the impact of these patches in a Test and Development environment or on an offline infrastructure. Contact Schneider Electric's [Customer Care Center](#) if you need assistance removing a patch.

If customers choose not to apply the remediation provided above, they should immediately apply the following mitigations and follow the general security recommendations to reduce the risk of exploit:

Ensure admin password is not shared or compromised.

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

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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-2023-29410	Simon Bouchard working with GoSecure

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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Schneider’s purpose is to empower all to make the most of our energy and resources, bridging progress and sustainability for all. We call this Life Is On.

Our mission is to be your digital partner for Sustainability and Efficiency.

We drive digital transformation by integrating world-leading process and energy technologies, end-point to cloud connecting products, controls, software and services, across the entire lifecycle, enabling integrated company management, for homes, buildings, data centers, infrastructure and industries.

We are the most local of global companies. We are advocates of open standards and partnership ecosystems that are passionate about our shared Meaningful Purpose, Inclusive and Empowered values.

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<p>Version 1.0 11 April 2023</p>	<p>Original Release</p>
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