

# Schneider Electric Security Notification

## System Monitor Application in Harmony and Pro-face PS5000 Legacy Industrial PCs

8 October 2024

### Overview

Schneider Electric is aware of a vulnerability in its System Monitor application of Harmony Industrial PC Series and Pro-face PS5000 trusted Legacy industrial PC Series products.

The [Harmony Industrial PC](#) Series and Pro-face [PS5000](#) legacy industrial PC Series are iPCs which incorporate slim, flexible and durable design allowing each customer to configure their iPC based on their individual application needs. These products offer flexible connectivity to a range of devices and designs.

Failure to apply the remediations provided below may risk denial of service, sensitive information disclosure, integrity issues, which could result in operational failures.

### Affected Products and Versions

Product	Version
System Monitor application in Harmony Industrial PC HMIBMO/HMIBMI/HMIPSO/HMIBMP/HMIBMU/HMIPSP/HMIPEP series	All versions
System Monitor application in Pro-face Industrial PC PS5000 series	All versions

### Vulnerability Details

CVE ID: **CVE-2024-8884**

CVSS v3.1 Base Score 9.8 | Critical | CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:U/C:H/I:H/A:H

*CWE-200: Exposure of Sensitive Information to an Unauthorized Actor vulnerability exists that could cause exposure of credentials when attacker has access to application on network over http.*

*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
<b>System Monitor application in Harmony Industrial PC HMIBMO/HMIBMI/HMIPSO/HMIBMP/HMIBMU/HMIPSP/HMIPEP series</b> <i>All versions</i>	<p>Customer can uninstall System Monitor application using installer available for download here: <a href="https://www.se.com/ww/en/product-range/61054-harmony-industrial-pc/#software-and-firmware">https://www.se.com/ww/en/product-range/61054-harmony-industrial-pc/#software-and-firmware</a></p> <p>Please follow the steps described in the guideline attached as a .pdf in the downloaded uninstaller guide.</p>
<b>System Monitor application in Pro-face Industrial PC PS5000 series</b> <i>All versions</i>	<p>Customer can uninstall System Monitor application using installer available for download here: <a href="https://www.proface.com/en/product/ipc/ps5000/download">https://www.proface.com/en/product/ipc/ps5000/download</a></p> <p>Please follow the steps described in the guideline attached as a .pdf in the downloaded uninstaller guide.</p>

We strongly recommend the use of back-ups and evaluating the impact of this uninstaller in a Test and Development environment or on an offline infrastructure. Contact Schneider Electric’s [Customer Care Center](#) if you need assistance.

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

- Stop the system monitor if not required by turning off the services as specified in user guide:
  - [Harmony Industrial PC Series User Manual](#)
  - [Pro-face PS5000 legacy industrial PC Series User Manual](#)
- Setup network segmentation and implement a firewall to block all unauthorized access to configured HTTP/HTTPS ports.

### 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.

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- 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>

### LEGAL DISCLAIMER

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### About Schneider Electric

Schneider’s purpose is to **create Impact** by empowering 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 the trusted partner in **Sustainability and Efficiency**.

We are a **global industrial technology leader** bringing world-leading expertise in electrification, automation and digitization to smart **industries**, resilient **infrastructure**, future-proof **data centers**, intelligent **buildings**, and intuitive **homes**. Anchored by our deep domain expertise, we provide integrated end-to-end lifecycle AI enabled Industrial IoT solutions with connected products, automation, software and services, delivering digital twins to enable profitable growth **for our customers**.

We are a **people company** with an ecosystem of 150,000 colleagues and more than a million partners operating in over 100 countries to ensure proximity to our customers and stakeholders. We embrace **diversity and inclusion** in everything we do, guided by our meaningful purpose of a **sustainable future for all**.

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Revision Control:

<p><b>Version 1.0.0</b> 08 October 2024</p>	<p>Original Release</p>
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