

# Schneider Electric Security Notification

## Pro-face GP-Pro EX and Remote HMI

14 January 2025 (09 September 2025)

### Overview

Schneider Electric is aware of multiple vulnerabilities in its Pro-face GP-Pro EX and Remote HMI products.

The Pro-face [GP-Pro EX](#) product is HMI Screen Editor & Logic Programming Software.

The Pro-face [Remote HMI](#) product is a remote monitoring software for mobile and allows you to check equipment information on a tablet or smartphone.

Failure to apply the mitigations provided below may risk Man-in-the-Middle attacks which could result in information disclosure, integrity issues and operational failures.

**September 2025 Update:** Remediations are now available for Pro-face GP-Pro EX and Pro-face Remote HMI.

### Affected Products and Versions

Product	Version
Pro-face GP-Pro EX	Versions prior to v5.00.100
Pro-face Remote HMI	Versions prior to v1.70.000

### Vulnerability Details

CVE ID: **CVE-2024-12399**

CVSS v3.1 Base Score 7.1 | High | CVSS:3.1/AV:N/AC:H/PR:N/UI:R/S:U/C:L/I:H/A:H

CVSS v4.0 Base Score 6.1 | Medium | CVSS:4.0/AV:N/AC:H/AT:N/PR:N/UI:P/VC:L/VI:H/VA:H/SC:N/SI:N/SA:N

*CWE-924: Improper Enforcement of Message Integrity During Transmission in a Communication Channel* vulnerability exists that could cause partial loss of confidentiality, loss of integrity and availability of the HMI when attacker performs man in the middle attack by intercepting the communication.

*The severity of vulnerabilities was calculated using the CVSS Base metrics for 4.0 ([CVSS v4.0](#)). CVSS v3.1 will be still evaluated until the adoption of CVSS v4.0 by the industry. The severity was calculated 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.*

## Schneider Electric Security Notification

### Remediations

Affected Product & Version	Remediations
<b>Pro-face GP-Pro EX</b> <i>Versions prior to v5.00.100</i>	Version 5.00.100 release of GP-ProEX includes a fix for this vulnerability. Please contact your <a href="#">Pro-face Customer Care Center</a> to obtain the fix.
<b>Pro-face Remote HMI</b> <i>Versions prior to v1.70.000</i>	Version 1.70.000 of Pro-face Remote HMI includes a fix for this vulnerability and is available for download in <a href="#">Apple App Store</a> and <a href="#">Google Play Store</a> .

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 to reduce the risk of exploit:

### Mitigations

Affected Product & Version	Mitigations
<b>Pro-face GP-Pro EX</b> <i>Versions prior to v5.00.100</i>  <b>Pro-face Remote HMI</b> <i>Versions prior to v1.70.000</i>	<p>For customers requiring the use of Pro-face Remote HMI, Schneider Electric recommends using following mitigations:</p> <ul style="list-style-type: none"><li>• Use of <a href="#">Pro-face Connect solution</a> or any other VPN solutions for securing the remote access by encrypting the communication between Pro-face Remote HMI and Pro-face GP-ProEX.</li><li>• Always connect the products to only trusted networks and follow the <a href="#">Pro-face Cybersecurity Guidelines</a></li><li>• Set up a connection password. For more details refer to the <a href="#">GP-Pro EX V4.0 Reference Manual</a> in section "Remote Viewer - Pro-face Remote HMI"</li></ul> <p>For customers not using the Pro-face Remote HMI Schneider Electric recommends using following mitigations to reduce the risk of exploit:</p> <ul style="list-style-type: none"><li>• Disable the Pro-face Remote HMI feature (deactivated by default). For more details refer to the <a href="#">GP-Pro EX V4.0 Reference Manual</a> section "Pro-face Remote HMI Settings"</li></ul>

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To ensure you are informed of all updates, including details on affected products and remediation plans, subscribe to Schneider Electric's security notification service here:

<https://www.se.com/en/work/support/cybersecurity/security-notifications.jsp>

### 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.

### Acknowledgements

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

CVE	Researcher
CVE-2024-12399	Haichuan Xu (Georgia Institute of Technology)

### 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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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:

<b>Version 1.0.0</b> 14 January 2025	Original Release
<b>Version 2.0.0</b> 09 September 2025	Remediations are now available for Pro-face GP-Pro EX and Pro-face Remote HMI.