

March 25, 2022

Dear Valued Customer,

Regarding Log4shell (CVE-2021-44228) vulnerability for XcellerexTM XDR X-Station UPS Software.

Background

Cytiva recommends that the XDR bioreactor is kept separate from the customer's network. If a temporary connection is required, the connection should be maintained for a minimum time according to our recommendations which have already been set out in the Privacy and Security Manual. Log4shell is a vulnerability relating to the Log4J2 java service. Log4J2 files are installed on the computer as part of the Xcellerex[™] XDR X-station's uninterruptible power supply (UPS) supplied by APC. Log4J2 is not actively used by the UPS, but the code is embedded in the PowerChute software which is installed on the X-Station's hard drive. We recommend uninstalling the PowerChute program completely from the computer. The XDR application does not use the PowerChute software and uninstalling it will not affect any functionality. If the application is kept on the computer, an attacker could potentially use the files for attacking the computer or other connected assets.

How to mitigate the vulnerability

The following steps are a guide on how to u the software containing the vulnerability. **Note:** You need to be logged in as an XDR Administrator account

1. Control Panel Access

Go to the search bar in Windows and type in "Control Panel" to access the window. Then click on the "Programs" settings



FIGURE 1: Displaying how to access the control panel



2. Identify Programs and Features Tab

After clicking "Programs" you will need to select "Uninstall a program" under the "Programs and Features" tab



FIGURE 2: Displaying the Programs and Features setting

3. Uninstall the PowerChute Software

You will now need to search and select the PowerChute software application from the list and click the uninstall button. When the popup indicating if you want to uninstall appears, click "ok" to proceed with the action.

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|--|--|-------------------------------------|--------------|-----------------|---------------|----|
| Control Panel Home | Uninstall or change a program | | | | | |
| View installed updates | To uninstall a program, select it from the list and then | click Uninstall, Change, or Repair. | | | | |
| 🚱 Turn Windows features on or | | | | | | |
| off | Organize 👻 Uninstall | | | | | 0 |
| | Name | Publisher | Installed On | Size | Version | ^ |
| | Microsoft Visual C++ 2012 Redistributable (x64) - 11.0 | Microsoft Corporation | 2/28/2022 | 20.5 MB | 11.0.61030.0 | |
| | Microsoft Visual C++ 2012 Redistributable (x86) - 11.0 | Microsoft Corporation | 2/28/2022 | 17.3 MB | 11.0.61030.0 | |
| | Microsoft Visual C++ 2015-2019 Redistributable (x64) | Microsoft Corporation | 2/28/2022 | 24.0 MB | 14.28.29913.0 |) |
| | Microsoft Visual C++ 2015-2019 Redistributable (x86) | Microsoft Corporation | 2/28/2022 | 21.7 MB | 14.28.29913.0 |) |
| | Hicrosoft Visual Studio 2010 Shell (Isolated) - ENU | Microsoft Corporation | 3/22/2018 | 579 MB | 10.0.40219 | |
| | Hicrosoft Visual Studio 2010 Tools for Office Runtime | Microsoft Corporation | 3/22/2018 | | 10.0.50903 | |
| | Microsoft VSS Writer for SQL Server 2012 | Microsoft Corporation | 3/23/2018 | 5.23 MB | 11.4.7001.0 | |
| | PowerChute Business Edition Agent | Schneider Electric | 3/23/2018 | | 9.5.0.301 | |
| | Sentinel Protection Installer 7.6.8 | SafeNet, Inc. | 3/22/2018 | 1.17 MB | 7.6.8 | |
| | SQL Server Browser for SQL Server 2012 | Microsoft Corporation | 3/23/2018 | 9.89 MB | 11.4.7001.0 | |
| | 💷 Visual Studio 2010 Prerequisites - English | Microsoft Corporation | 3/22/2018 | 23.5 MB | 10.0.40219 | = |
| | VMware Tools | VMware, Inc. | 2/28/2022 | 97.7 MB | 11.3.5.185577 | 94 |
| | wonderware ABCIP DAServer | Invensys Systems, Inc. | 3/22/2018 | 13.9 MB | 5.0.0 | |
| | Source Application Server 2014 R2 SP1 | Schneider Electric Software, LLC | 2/28/2022 | | 4.1.19102 | |
| | Wonderware FactorySuite Gateway | Invensys Systems, Inc. | 2/28/2022 | 4.88 MB | 3.0.200 | |
| | SWonderware Historian 2014 R2 SP1 | Schneider Electric Software, LLC | 2/28/2022 | | 11.6.19102 | |
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FIGURE 3: Displaying the PowerChute software that needs to be uninstalled



Yours sincerely,

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Sinderella Abdallah Platform Manager Xcellerex™ XDR Bioreactor Hardware