



March 25, 2022

Dear Valued Customer,

Regarding Log4shell (CVE-2021-44228) vulnerability for Xcellerex™ 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

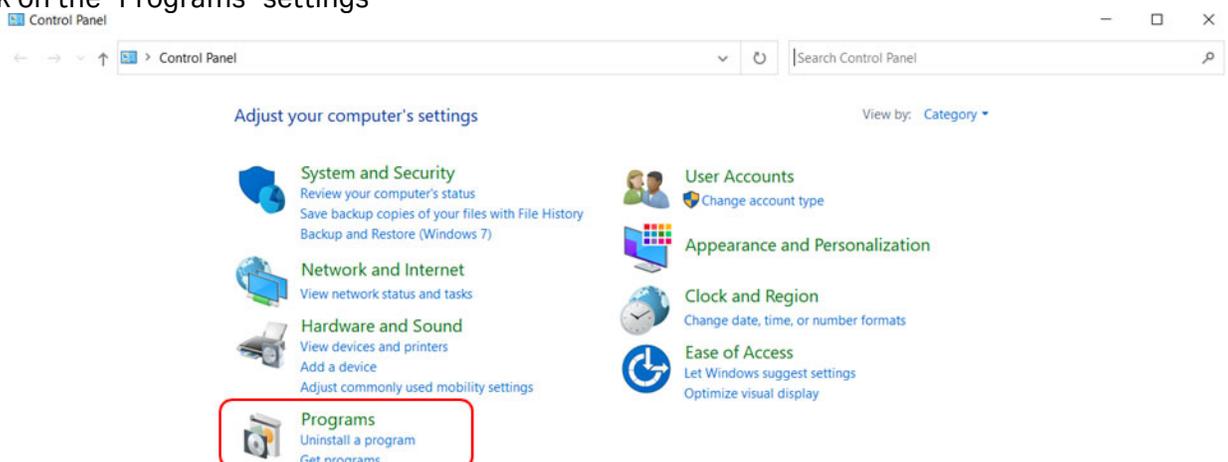


FIGURE 1: Displaying how to access the control panel

2. Identify Programs and Features Tab

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

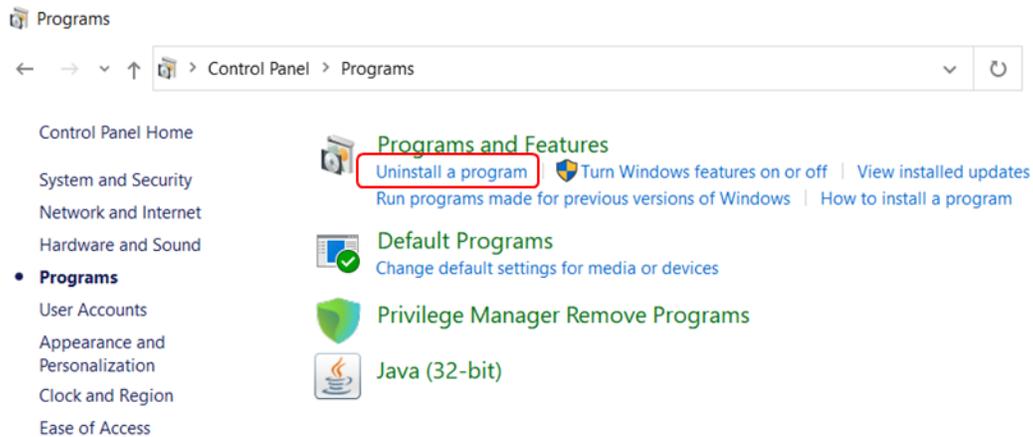


FIGURE 2: Displaying the Programs and Features setting

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.

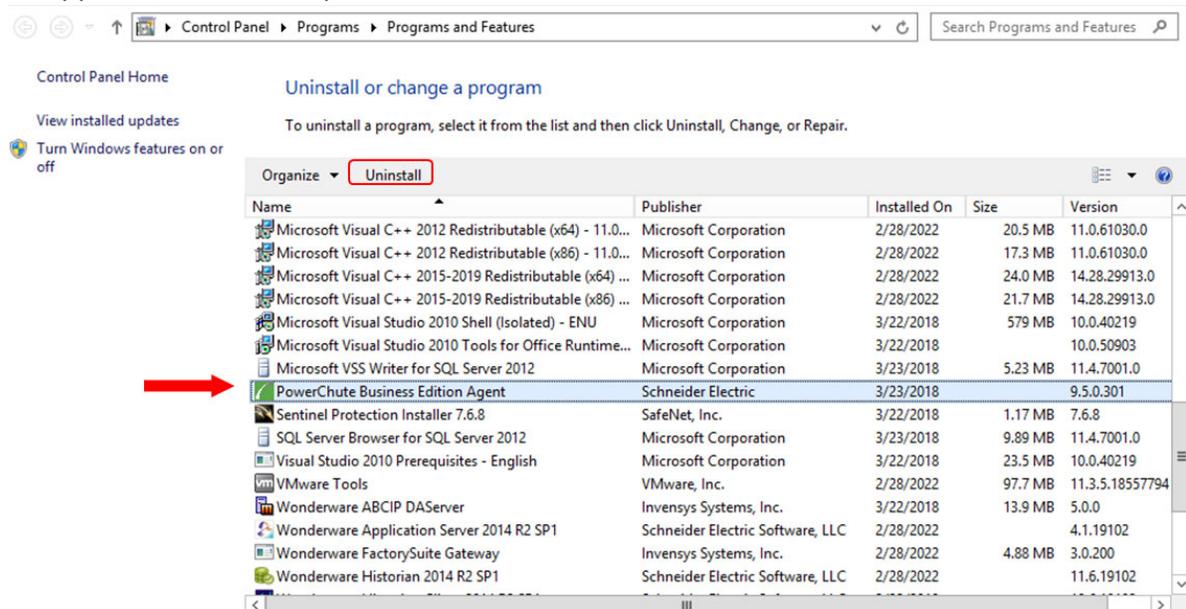


FIGURE 3: Displaying the PowerChute software that needs to be uninstalled



Yours sincerely,

A handwritten signature in black ink that reads "Sinderella Abdallah".

Sinderella Abdallah
Platform Manager
Xcellerex™ XDR Bioreactor Hardware