

21 December 2021

Dear valued customer,

Regarding Log4shell (CVE-2021-44228) vulnerability for Biacore™ 8K and Biacore™ Insight Evaluation Software

Scope

The following Biacore™ software versions are affected by the vulnerability:

- Biacore™ 8K Software version 1.1 and 1.1.1
- Biacore™ 8K Control Software version 1.2 to 3.0.12
- Biacore™ Insight Evaluation Software version 1.0 to 3.0.12

Background

Log4shell is a vulnerability relating to the Log4J2 java service. Log4J2 files are installed on the computer as part of e-license server installation program. Log4J2 is not actively used by the e-license server, but the files are part of example files that are installed. We recommend deleting the example files installed by the e-license server. This will not affect the functionality of the e-license server. If the files are kept on the computer, then an attacker could potentially use the files for attacking the computer.

How to mitigate the vulnerability

The following four steps will describe how to mitigate the vulnerability.

Note: Performing these actions requires Windows administrator privileges.

1. Identify where the e-license server is installed

The e-license server can be installed on the local computer or on a network computer. Cytiva recommends using a network computer. One way to identify where the e-license server is installed is to open Biacore™ 8K Software or Biacore™ Insight Evaluation Software and look at the logon dialogue, see figure 1.

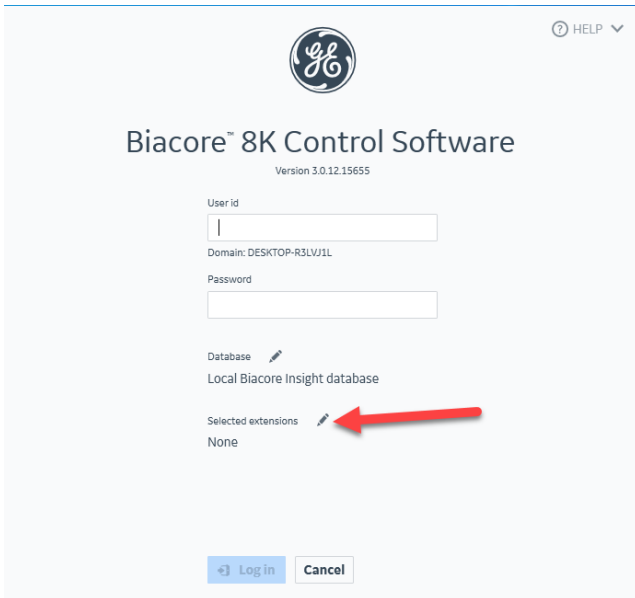


Figure 1: Example image from version 3.0.12 Click the pencil icon to the right of “Selected extensions” label (marked with red arrow).

This will open the license server settings view, see figure 2.

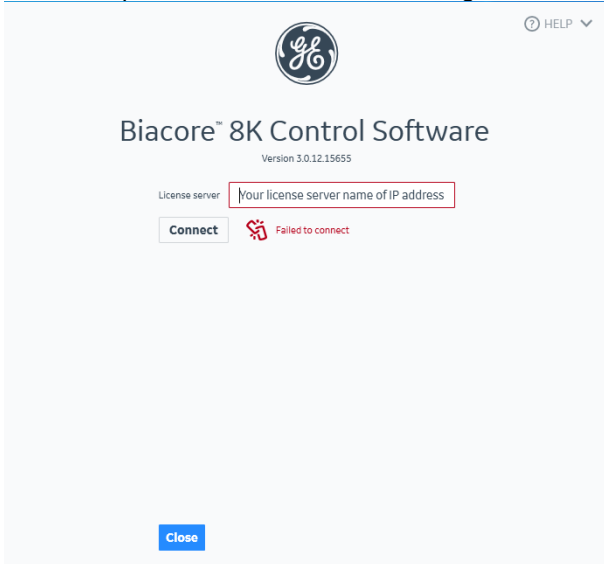


Figure 2: Example image from version 3.0.12. The computer name or IP address to the license server will be shown in the “License server” text box, marked with red above.

2. Identify installation directory

On the computer where the e-license server is installed, look for the default installation directory for the e-license server: “C:\Program Files (x86)\FlexNet Publisher License Server Manager”. During the installation process an alternative installation path may be provided. You can find this installation directory by searching the Window registry for key:

"Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\FNPI\License Server\ladmin".

The installation path is stored in value named "root".

3. Delete examples directory

When the e-license server installation directory has been identified then you need to delete the sub directory named "examples" to remove the Log4j2 files, see figure 3.

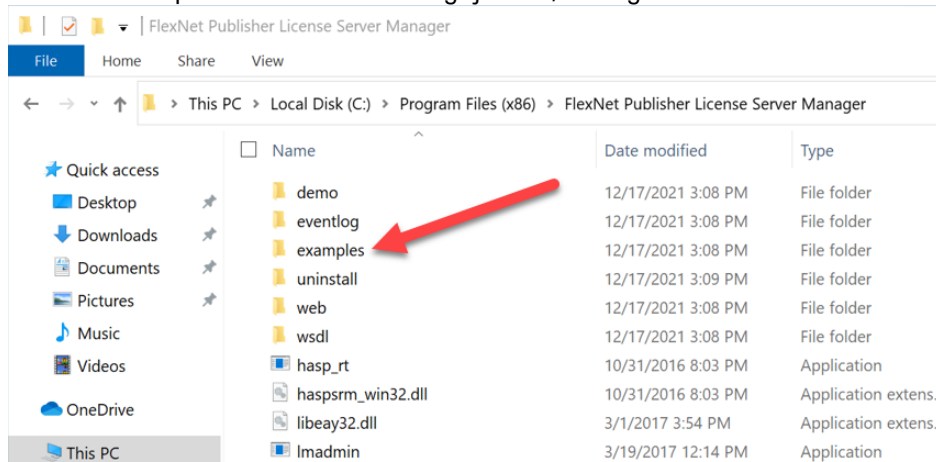


Figure 3: Example showing the "examples" directory.

4. Empty Windows Recycle Bin

Last step is to empty Windows Recycle Bin to ensure that the files are removed from the computer and not inadvertently restored.

Sincerely,

Pär Säfsten
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