

## Security Bulletin for Linear E3 products

At Linear, we take potential compromises to our E3 product line very seriously and want to ensure the best possible protection for our customers. We strongly advise all customers to update their E3 firmware to the latest version 0.32-09c, although please note that this update alone may not shield the system from all external exploits. Alongside applying the latest firmware, we recommend enhancing your network security measures, such as implementing robust firewalls and VPNs, among other strategies. As an additional precautionary measure, it is advisable to disconnect your system from public-facing IP addresses until a lasting resolution can be implemented. If you suspect that your system has been compromised, please don't hesitate to contact our support team. We are here to assist you promptly in addressing the issue.

### Impacted E3 controller models:

- E3 Essentials, E3 Elite, E3 Enterprise (ProControl)

**Has my system been compromised?** Compromised systems may exhibit the following symptoms:

- Missing MAC address on the license key page
- Shifting time schedules / incorrect time and date
- Inability to perform system backups or change system settings
- Noticeable increase in data usage

**Linear recommends that customers follow network best practices.**

- Installing E3 units on a segmented network separate from the general corporate network.
- Ensuring that the E3 network does not have a direct public internet connection.
- Close or block any open ports that are not necessary.
- Remotely connecting to E3 should be done through a firewall with a secure encrypted tunnel (VPN for example).

### My system may be affected. Now what?

End-users who believe their system to be compromised should immediately contact their dealer.

Dealers should do the following:

- If the affected unit is under manufacturer warranty, contact Linear Technical Services.
- Affected controllers that are no longer under warranty will require the controller board to be replaced at the dealer's expense. Replacement part number 620-101316.

### Contact support with any questions.

If you have any questions or concerns regarding your Linear E3, please do not hesitate to contact our technical support team. Our team of experts is available to assist you in answering any questions that you may have. We value our customers' satisfaction and are committed to providing exceptional support.

Linear Technical Support

1-855-546-3340

Monday to Friday - 5:00am to 4:30pm PDT

