XARIOS TECHNOLOGIES

Urgent Technical Bulletin

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As has been announced previously, a security vulnerability (CVE-2017-5754) has come to light with all Intel series chips from the P6 (1995) family onwards, excluding Intel Itanium and Intel Atom processors before 2013. As our supplied hardware uses Intel chips, all of our servers may be possibly affected.

Please see the below article which explains this further.

https://www.theregister.co.uk/2018/01/02/intel_cpu_design_flaw/

This vulnerability would in theory allow rogue processes to gain access to operating system memory and at that point possibly obtain sensitive information such as usernames, passwords, and other credentials belonging to other processes or the kernel. We recommend that software patches are put in place for this immediately.

There is an emergency patch for this, which have been made available for the following operating systems:

*Windows 7 SP1

*Windows 8.1

*Windows 10

*Windows Server 2008 R2

*Windows Server 2012 R2

*Windows Server 2016

We strongly recommend that these updates are applied through 'Windows Update' as soon as possible to mitigate this vulnerability. The specific Knowledge Base article numbers vary for your operating system, so please consult the following page to find the appropriate document for your operating system:

https://support.microsoft.com/en-us/help/4073757/protect-your-windows-devices-against-spectre-meltdown

However, please bear in mind that some antivirus products use unsupported kernel calls which are, with the update installed, no longer allowed. If an antivirus product uses these calls the operating system will bluescreen upon startup. If you use antivirus software with hardware supplied by us, please check with the antivirus vendor to ensure that this is not the case with their software before updating.

Keeping Windows up to date is the responsibility of the end customer. Xarios Support contracts are only applicable for Xarios software-related issues or hardware failure when purchased directly from us.

Xarios are not responsible for any problems which might arise from not keeping Windows up to date with security fixes.

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