

TAB Number: TB-0362-00-170322

## Illustra Essentials Camera Firmware Cybersecurity

Date Issued: March 22, 2017

Product	Model	Software
Illustra Essential Product line	All Illustra Essential camera models	All

### Issue

Tyco Security Products is aware of a cybersecurity vulnerability in our Illustra Essentials Product line. This vulnerability allows remote unauthorized administrator access via the web.

To minimize any risks to our customers, we have placed a quality ship hold on all of our Illustra Essentials SKUs until we resolve the issue by updating the firmware on the cameras.

**Note:** This vulnerability does not affect any Illustra Pro or Illustra Flex models.

### Solution

To address this security vulnerability, we have created a camera firmware update. The tables below show the affected Illustra Essentials SKUs, and when their firmware update should be available on the Illustra website.

Once a firmware update is available, we will begin updating the cameras that we have in inventory. After we update the cameras with the new firmware, we can release the cameras for shipment.

Camera SKU	Camera Type	Status
IES01CFBCWIYA	1MP Fixed Minidome	<ul style="list-style-type: none"> <li>Firmware qualification complete.</li> <li><b>Updated firmware available for download from March 20<sup>th</sup>.</b></li> <li>Camera inventory to be updated from March 20<sup>th</sup>.</li> </ul>
IES02CFBCWIYA	2MP Fixed Minidome	
IES01MFBNWIYA	1MP Fixed Bullet	
IES02MFBNWIYA	2MP Fixed Bullet	
IES01D1OCWIYA	1MP varifocal Minidome	<ul style="list-style-type: none"> <li>Firmware qualification in progress.</li> <li><b>Updated firmware available for download from March 27<sup>th</sup>.</b></li> <li>Camera inventory to be updated from March 27<sup>th</sup>.</li> </ul>
IES02D1OCWIYA	2MP varifocal Minidome	
IES01B1BNWIYA	1MP varifocal Bullet	
IES02B1BNWIYA	2MP varifocal Bullet	

Table 1: Active SKUs

For prior versions of Illustra Essentials cameras that have been discontinued, we will post updated software on [www.illustracameras.com](http://www.illustracameras.com) that resolves this cybersecurity vulnerability. These discontinued SKU's are:

Camera SKU	Camera Type	Status
IES01CFBCWIY	1MP Fixed Minidome	<ul style="list-style-type: none"> <li>Updated software available for download from April 03<sup>rd</sup>.</li> </ul>
IES02CFBCWIY	2MP Fixed Minidome	
IES01MFBNWIY	1MP Fixed Bullet	
IES02MFBNWIY	2MP Fixed Bullet	
IES01D1OCWIY	1MP varifocal Minidome	
IES02D1OCWIY	2MP varifocal Minidome	
IES01B1BNWIY	1MP varifocal Bullet	
IES02B1BNWIY	2MP varifocal Bullet	

**Table 2: Discontinued SKUs**

## Procedure

Download the latest camera firmware from the [www.illustracameras.com](http://www.illustracameras.com) website.

For firmware upgrade instructions, refer to the release notes that are included with the firmware download.

---

## Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

Contact Address: [abulletins@tycosp.com](mailto:abulletins@tycosp.com)

Initial publication: March 22, 2017

---

## Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

**Toll Free:** 800-507-6268, Option 2    **International:** 561-912-6259, Option 2    **Alternative Number:** 800-392-2873

**Fax:** 450-444-2029

**Hours:** 08:00 – 20:00 EST

**Email:** [adtechservices@tvcoint.com](mailto:adtechservices@tvcoint.com)

**Website:** [www.americandynamics.net](http://www.americandynamics.net)

[www.illustracameras.com](http://www.illustracameras.com)

In Europe, Middle East and Africa, contact Technical Support at:

**Toll Free:** +800 CALLTYCO or +800-2255 8926

**Direct:** +31 475 352 722

**Hours:** 08:00 – 18:00 CET

**Email:** [EMEA-Video-Support@tycoint.com](mailto:EMEA-Video-Support@tycoint.com)

**Website:** [www.tycosecurityproductsemea.com](http://www.tycosecurityproductsemea.com)

**Website:** [www.calltyco.com](http://www.calltyco.com)

Local Direct dial numbers:

<b>UK</b>	08701 238 787	<b>Bahrain</b>	800 04127
<b>France</b>	0800 90 79 72	<b>Greece</b>	00800 31 229 453
<b>Spain</b>	900 99 39 61	<b>Russia</b>	810 800 20 521 031
<b>Germany</b>	0800 1806 757	<b>Turkey</b>	00800 31 923 007
<b>Italy</b>	0800 874 091	<b>United Arab</b>	800 0310 7123
<b>Belgium</b>	0800 76 452	<b>Israel</b>	03 345 6868
<b>Ireland</b>	021 480 1122		

In Latin America and Caribbean, contact Technical Support at:

### Southern Latin America

Contact: Cesar Cristal  
Phone: +54-11-4711-8711  
Cell: +54911-6452-7573  
Email: [ccristal@tycoint.com](mailto:ccristal@tycoint.com)

### Brazil (North)

Contact: Wagner Soares  
Phone: +55 (21) 2108-6016  
x.250  
Cell: +55 (21) 99153-3519  
Email: [wsoares@tycoint.com](mailto:wsoares@tycoint.com)

### Brazil (South)

Contact: Dani Hissnauer Miguel  
Phone: +55 (11) 2172 9224  
Cell: +55 (11) 97663-2653  
Email: [danimiguel@tycoint.com](mailto:danimiguel@tycoint.com)

### Northern Latin America & Caribbean

Contact: Hildebrando Duran  
Phone: +57-1638-6278  
Cell: +57-317668-9590  
Email: [hiduran@tycoint.com](mailto:hiduran@tycoint.com)

### Mexico

Contact: Marco Antonio Salguero  
Phone: +52-55-5488-8092  
Cell: +52-55-1473-4946  
Email: [msalguero@tycoint.com](mailto:msalguero@tycoint.com)

In Asia Pacific, contact Technical Support at:

**Toll Free:** +800 CALLTYCO or +800-2255 8926

**Direct:** +86 21 60 23 0650

**China Only Hotline:** 400 671 1528

**India Only Hotline:** 1 800 1082 008

**Hours:** 08:00 – 17:00 CST

**Email:** [apac.support@tycoint.com](mailto:apac.support@tycoint.com)

Information furnished by Tyco Security Products is believed to be accurate and reliable. However, no responsibility is assumed by Tyco Security Products for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Tyco Security Products.