

March 27, 2017

Dear Valued Partner,

On March 6, we became aware of a potential vulnerability that was identified by a white hat hacker that has the potential to affect some of our recorders and IP cameras. This vulnerability resides in the authentication process of certain products (see comprehensive list below) that could allow unauthorized access.

This issue can potentially affect products that are exposed directly over the Internet for unauthorized access.

We take security very seriously and have taken immediate actions to address this situation. We use ISA [62443-3-3](#) as a basis for security in all of our new products, and we employ a rigorous process to help identify and resolve potential vulnerabilities in any existing products. In this case, we have taken the following steps to ensure resolution of this issue:

- We have identified all potentially impacted devices. See Table below for Model numbers.
- We have developed firmware updates that address the potential vulnerabilities and are in the process of testing them, and we anticipate all firmware updates will be available to customers by first week of April.
- In the unforeseen event that additional impacted devices are identified, customers will again be promptly notified with anticipated resolution plans and timing.
- While the affected devices remain fully functional, end-users will need to work with you to deploy the firmware upgrade to address the cyber security concerns. Please see Honeywell's [MyWebTech](#) website for specific model number instructions and firmware downloads.

Thank you in advance for your continued support and for your patience while we work to resolve this situation. In the meantime, please direct all questions to 1-800-323-4576 option 2, option 4, option 1.

Sincerely,

Honeywell Security and Fire
Technical Support Team

List of Affected Products

	Honeywell Model
No.	Camera
1	HED1PR3
	HBD1PR1
2	HED3PR3
	H4D3PRV3
	HBD3PR1
	H4D3PRV2
3	H2W4PRV3
	H2W2PRV3
4	H4W4PRV3
	HBW4PR1
	HBW2PR1
	HEW4PR3
	HEW2PR1
	HEW4PRW3
	HEW2PRW1
5	HEW4PR2
	HEW2PR2
	H4W4PRV2
	H4W2PRV2
	HBW4PR2
8	HBW2PR2
	HSW2G1
9	H4W4GR1
	H4W2GR1
	H4W2GR2
	H3W2GR1
	H3W2GR2
	H3W4GR1
	HBW2GR1
	HBW2GR3
	HBW4GR1
	HCW2G
	HCW4G
10	H4L2GR1
	HBL2GR1
	HCL2G
11	HDZ302LIW

	HDZ302LIK
	DVR
15	HRHM1041
16	HRHH1081
	HRHH1083
	HRHH2042
17	HRHH1161
	HRHH1163
	HRHH1166
	HRHH2082
	HRHH2086
	NVR
19	HEN04101(X)
	HEN04111(X)
	HEN04121(X)
20	HEN08101(X)
	HEN08121(X)
	HEN08141(X)
	HEN08161(X)
	HEN16101(X)
	HEN16131(X)
	HEN16161(X)

Products NOT affected by this vulnerability

	NVR
18	HEN04112
	HEN04122
	HEN04102
	HEN08112
	HEN08122
	HEN08142
	HEN08102
	HEN16122
	HEN16142
	HEN16162
	HEN16102
21	HD-NVR-108
	HD-NVR-116