

CYBERSECURITY VULNERABILITY SAFETY COMMUNICATION

Potential Cybersecurity Risk for Welch Allyn Configuration Tool

August 6, 2024

SECOND NOTICE
10 SEP 2024

Dear Healthcare Provider and Distributors:

Baxter Corporation is communicating important safety information to notify customers using the **Welch Allyn** Configuration Tool with **Welch Allyn Connex** products of the potential cybersecurity risks of using web browsers with password manager functionality. The Configuration Tool is a web-based portal that can be used to customize the configuration settings on your **Welch Allyn Connex** patient monitoring device. Browsers with password manager functionality will auto-populate saved login credentials in various fields within the configuration file that will be applied to the **Welch Allyn Connex** Spot Monitor, **Welch Allyn Connex** Vital Signs Monitor, and the **Welch Allyn Connex** Integrated Wall System which could allow non-approved users access to the configuration file.

To mitigate this vulnerability issue, the configuration tool was removed from public access on May 17, 2024 and Baxter is currently working on an updated version of the Configuration Tool.

Baxter is not aware of any exploitation of this vulnerability or of any personal or health information data being compromised as a result.

Affected Product

Product Description	Versions
Welch Allyn Configuration Tool	1.9.4.1 and prior

Risk Involved

If a user's credentials were auto-populated and saved in a device configuration file and then shared or deployed onto a device, there is a risk of a confidentiality/privacy breach and the potential for a malicious user to reconfigure the **Connex** Spot Monitor or **Connex** Vital Signs Monitor or **Connex** Integrated Wall System device settings. Although unlikely, should malicious reconfiguration of device settings occur, a temporary interruption or delay of therapy may result due to delayed vital signs collection, delayed response to an alarm or non-recognition of an incorrect early warning score. Additionally, although extremely unlikely, patients who are critically ill may experience serious adverse health consequences if an alarm is delayed or omitted due to an unknown change of configuration settings.

Actions to be Taken by Customers

1. Credentials that were input into **Welch Allyn** Configuration Tool files have the potential to be compromised and should be changed immediately.
2. Customers will have to reset their login credentials once the updated Configuration Tool is available.
3. Acknowledge receipt of this notification by completing the enclosed Baxter Customer Reply Form, and return it to Baxter by faxing it to 1-888-490-4660 or scanning and e-mailing it to baxter@ptm-health.com even if you are not a user of the Configuration Tool. Returning the customer reply form promptly will confirm your receipt of this notification and prevent you from receiving repeat notices.

Best Practices for defensive cybersecurity measures

- Apply proper network and physical security controls.
- Minimize network exposure for all control system devices and/or systems, ensuring they are not accessible from the internet.
- Locate control system networks and remote devices behind firewalls and isolating them from business networks.
- When remote access is required, use more secure methods, such as Virtual Private Networks (VPNs), recognizing VPNs may have vulnerabilities and should be updated to the most current version available. Also recognize VPN is only as secure as the connected devices.

Further Information and Support

For general questions regarding this communication, please contact Baxter Technical support team at 1-800-267-2337 (Option 1 for English, Option 2 for French), or at hrc_canadiantechsupport@baxter.com.

We apologize for any inconvenience this may cause you and your staff.

Sincerely,

ARodrigues

Ashwini Rodrigues
Senior Manager, Quality
Baxter Corporation – Canada

Enclosure: Baxter Customer Reply Form

CUSTOMER REPLY FORM
CYBERSECURITY VULNERABILITY SAFETY COMMUNICATION
Welch Allyn Configuration Tool
August 6, 2024

Product Description	Versions
Welch Allyn Configuration Tool	1.9.4.1 and prior

Please complete this reply form even if you are not a user of the Configuration Tool.
Completion of the information below indicates that you (1) understand the contents of the attached letter, (2) performed the actions outlined, and (3) disseminated this information, if applicable.

Completed By: _____ Title: _____
Print Name

Phone Number: _____ Email: _____

Facility: Please circle the facility (or facilities) in the below table that you are responding for

Ship-to Name	Shipping Address	Reference (for Baxter internal use only)
		F AE-559 MA18924_603_2 (S0882)

Signature: _____ Date: ____/____/____
DD MM YYYY

Email a scanned copy to baxter@ptm-health.com or fax it to **1-888-490-4660** as a confirmation that you have received this notification. A cover sheet is not required.