July 8, 2019

Affected Product

We have recently learned of a security vulnerability in the TruelInsight modules used to connect the Simplex® 4007ES, 4010ES, 4100ES, and 4100U Fire Alarm Control Panels to the TruelInsight Remote Service.

Overview

This vulnerability impacts all TruelInsight modules. If properly exploited, this vulnerability could result in unauthorized access to the fire system. Unfortunately, there is no patch available to fix the vulnerability.

Mitigation

To mitigate risk to your system, Johnson Controls remotely disabled TruelInsight modules with active customers on July 8, 2019. The TruelInsight module should be removed from the Fire Alarm Control Panel to provide further protection to your life safety equipment.

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Resources

Please visit the Cyber Solutions Website to learn more about this security advisories.

Sincerely,

Cyber Solutions

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