 <b>BECKMAN COULTER</b>	<b>Customer Memo</b>	<b>AutoMate 2500 Family</b>
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## CUSTOMER MEMO

### Windows Print Spooler Remote Code Execution Vulnerability (CVE-2021-34527) AutoMate 2500 Family

August 2021

Dear Valued Customer,

At Beckman Coulter, we develop technologies to advance and optimize the laboratory. To achieve this, we uphold core values that define our responsibility to those we serve. Among them: an unwavering commitment to the safety and security of patients and laboratory personnel. Therefore, we believe in continuously improving to address the ever-evolving privacy and cybersecurity landscape.

On July 1<sup>st</sup>, 2021, Microsoft released a patch for a critical Windows Print Spooler Remote Code Execution Vulnerability (CVE-2021-34527).

This vulnerability can be exploited remotely. A remote code execution vulnerability exists when the Windows Print Spooler service improperly performs privileged file operations. An attacker who successfully exploited this vulnerability could run arbitrary code with SYSTEM privileges. An attacker could then install programs; view, change, or delete data; or create new accounts with full user rights.

In response to potential threats to cybersecurity like this one, Beckman Coulter has formed a global product security team chartered to assess providing security updates and patches as a non-reportable event, but we still have an obligation to validate these updates to ensure that there is no impact to essential clinical performance of our products. Please visit our Product Security Website at <https://www.beckmancoulter.com/en/about-beckman-coulter/product-security> for latest information on our response to cybersecurity threats.

To address this recent vulnerability, the following instructions to disable inbound remote printing provided by Microsoft have been validated for the AutoMate 2500 family and are applicable for the following systems:

- AutoMate 2500/2550 & AutoMate 1200/1250
- SortingDrive Server & ISB Server on SortingDrive Plus and SortingDrive Professional PC
- iPAW & ISB Client (Windows 7)

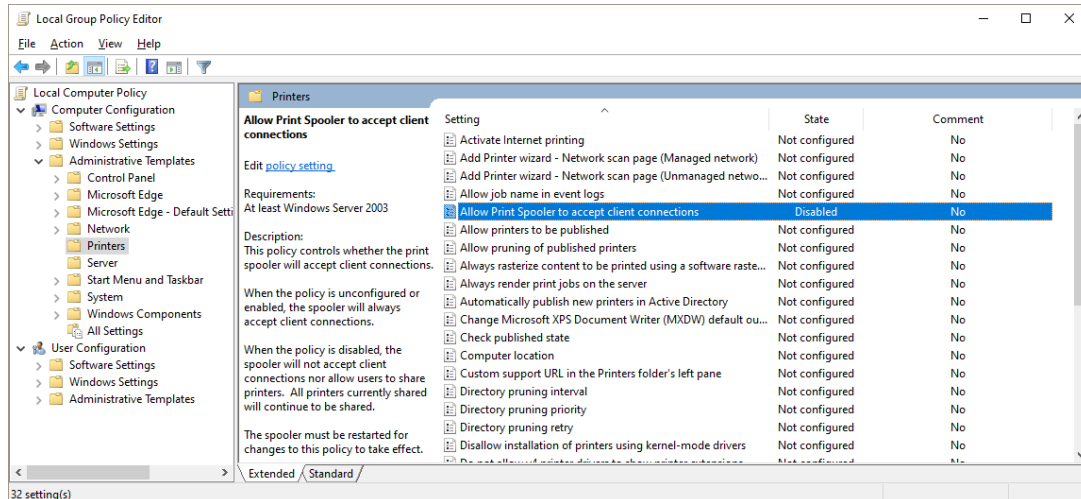
#### Disable inbound remote printing through Group Policy

1. Launch Group Policy Editor: Open Start menu, type *gpedit.msc* and press Enter
2. Navigate to *Computer Configuration* → *Administrative Templates* → *Printers*

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3. Double click “Allow Print Spooler to accept client connections” and set *State* to *Disabled*.
4. Click *OK*, verify the setting has been applied in the *State* column and close the Local Group Policy Editor.



5. Open **Command Prompt as Administrator**:  
Open the Start menu -> type `cmd` and right click -> *Run as Administrator*
6. Type `gpupdate /force` and press Return
7. Restart Print Spooler
  - a. Type `net stop spooler` and press Return
  - b. Type `net start spooler` and press Return

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Administrator: Command Prompt
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\windows\system32>gpupdate /force
Updating policy...

Computer Policy update has completed successfully.
User Policy update has completed successfully.

C:\windows\system32>net stop spooler
The Print Spooler service is stopping.
The Print Spooler service was stopped successfully.

C:\windows\system32>net start spooler
The Print Spooler service is starting.
The Print Spooler service was started successfully.

C:\windows\system32>S
```

8. Type `exit` and press Return to close the *Command Prompt*.

**Impact of workaround** This policy will block the remote attack vector by preventing inbound remote printing operations. The system will no longer function as a print server, but local printing to a directly attached device will still be possible.

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Please share this information with your laboratory staff and retain this notification as part of your laboratory documentation.

If you have any questions regarding this product, please contact your local Beckman Coulter Representative, or use the following link for a listing of local contact information.

<https://www.beckmancoulter.com/en/support/contact-us>

Thank you for your continued support of Beckman Coulter products and services.

Sincerely,

Beckman Coulter Inc