

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 1st, 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

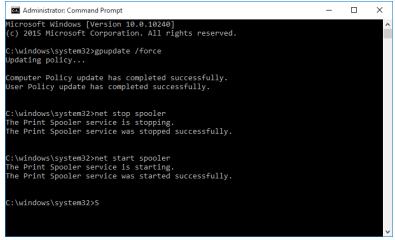
© 2021 Beckman Coulter Inc. All rights reserved. Beckman Coulter, the stylized logo, and the Beckman Coulter product and service marks mentioned herein are trademarks or registered trademarks of Beckman Coulter, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.



- 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

Local Group Policy Editor				-	
Eile Action View Help					
Þ 🔿 🙍 🔜 🔒 🛛 🖬 🔻					
Local Computer Policy	Printers				
Computer Configuration Software Settings	Allow Print Spooler to accept client connections Edit <u>policy setting</u> Requirements: At least Windows Server 2003	Setting	State	Comment	
> Windows Settings		Activate Internet printing	Not configured	No	
Administrative Templates		E Add Printer wizard - Network scan page (Managed network)	Not configured	No	
> 📫 Control Panel		E Add Printer wizard - Network scan page (Unmanaged netwo	Not configured	No	
> 📫 Microsoft Edge		Allow job name in event logs	Not configured	No	
S Microsoft Edge - Default Setti S Network Printers Server Start Menu and Taskbar		Allow Print Spooler to accept client connections	Disabled	No	
	Description: This policy controls whether the print spooler will accept client connections.	E Allow printers to be published	Not configured	No	
		Allow pruning of published printers	Not configured	No	
		🗈 Always rasterize content to be printed using a software raste	Not configured	No	
	When the policy is unconfigured or enabled, the spooler will always accept client connections.	Always render print jobs on the server	Not configured	No	
> 🧮 System		Automatically publish new printers in Active Directory	Not configured	No	
Software Settings Mindows Components Mark Configuration Software Settings Mindows Settings Administrative Templates		E Change Microsoft XPS Document Writer (MXDW) default ou	Not configured	No	
	When the policy is disabled, the spooler will not accept client connections nor allow users to share printers. All printers currently shared will continue to be shared.	🗈 Check published state	Not configured	No	
		E Computer location	Not configured	No	
		🗈 Custom support URL in the Printers folder's left pane	Not configured	No	
		E Directory pruning interval	Not configured	No	
		E Directory pruning priority	Not configured	No	
	The spooler must be restarted for changes to this policy to take effect.	E Directory pruning retry	Not configured	No	
		Disallow installation of printers using kernel-mode drivers	Not configured	No	
	Extended Standard /	De la se all'accordination del constructions de la secondation de la secondatione	Nex confirmed	N1-	

- 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



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.

© 2021 Beckman Coulter Inc. All rights reserved. Beckman Coulter, the stylized logo, and the Beckman Coulter product and service marks mentioned herein are trademarks or registered trademarks of Beckman Coulter, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.



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

^{© 2021} Beckman Coulter Inc. All rights reserved. Beckman Coulter, the stylized logo, and the Beckman Coulter product and service marks mentioned herein are trademarks or registered trademarks of Beckman Coulter, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.