



August 25, 2022

Dear Valued Partner:

We noticed a recent research report from CYFIRMA and relevant media coverages, and would like to take this opportunity to provide more facts to you and address any relevant concerns you may have.

The report is about the command injection vulnerability (CVE-2021-36260) that Hikvision publicly disclosed and patched in September 2021. Hikvision issued the updated firmware on the company's [website](#) that fixed this vulnerability in the webserver of some Hikvision products. We also proactively reached out to our partners in a timely manner who might install the impacted equipment, and strongly urged them to work with their customers to ensure proper cyber hygiene and install the updated firmware. More information can be accessed through the [Security Advisory](#) on our website.

Please note, it's extremely important to make sure your affected customers have completed installing the updated firmware if they hadn't done that yet.

To date, the vulnerabilities that have been reported to Hikvision and/or made publicly known, have been patched in the latest Hikvision firmware, which is readily available on the Hikvision website.

Hikvision is a CVE Numbering Authority (CNA) and is committed to continuing to work with third-party white-hat hackers and security researchers, to find, patch, disclose and release updates to products in a timely manner that is commensurate with our CVE CNA partner companies' vulnerability management teams.

In addition, contrary to some misleading statements in certain articles, Hikvision actually was one of the first in the industry to establish a more secure activation process by requiring users to set passwords at the time of first use – rather than with a universal password – adding another layer of security. In fact, Hikvision has not used default passwords on devices since 2015.

Hikvision strictly complies with the applicable laws and regulations in all countries and regions where we operate and our efforts to ensure the security of our products go beyond what is mandated.

Please do not hesitate to contact our team with any questions or concerns as you work with your customers to ensure they install the updated firmware.

Kind Regards,

Hikvision USA