

Software House

C•CURE 9000 Technical Advisory Bulletin

Date: June 28, 2023

TAB number: SWH-TAB-000036486

Topic: iSTAR Edge G2, Ultra G2, Ultra G2 SE Reboot Security Attack

Issue statement

There is an issue where frequent reboots of iSTAR Edge G2, Ultra G2, and Ultra G2 SE controllers are mistakenly identified by the iSTAR firmware as security attacks.

Background

The iSTAR G2 Series of controllers treated a series of frequent reboots in a short period of time as a security attack. The iSTAR firmware would then permanently disable the board.

This firmware response has been disabled in iSTAR firmware v6.8.9 and above.

Affected versions

This issue affects the following items:

- iSTAR Edge G2, firmware 6.8.8 and below.
- iSTAR Ultra G2, firmware 6.8.8 and below.
- iSTAR Ultra G2 SE, firmware 6.8.8 and below.

Solution

Update affected boards to iSTAR firmware 6.8.9, or above, to prevent boards from permanently being disabled after frequent reboots.

Technical support contact details

If you require further assistance with this technical advisory bulletin, contact Software House technical support.

Technical support telephone numbers		Technical support web portal links
US and LATAM	+1 800 507 6268	Support Case Online Portal
EMEA and APAC	+ 800 2255 8926	Complete Support Contact List

See the [Software House](#) website for the latest software releases and documentation.

End of Technical Assistance Bulletin

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