May 12, 2023

Security Bulletin for Linear Telephone Entry (TE) products

Linear is aware that some of our telephone access products have been compromised and we are taking this situation very seriously. Until further notice, our recommendation is to increase your network security, including firewalls, VPN's, etc. To ensure 100% safety, it is recommended you remove your system from the public-facing IP address until a permanent solution can be provided. If you believe your system has been compromised, Linear can provide a firmware recovery kit at no cost to you.

Impacted TE controller models:
- EP-402, EntryPro 2 door 4"
- EP-436, EntryPro 36 door 4"
- EP-736, EntryPro 36 door 7"

What are network best practices?
Linear recommends that customers follow network best practices.
- Install TE units on a segmented network separate from the general corporate network.
- Ensure that the TE network does not have a direct public internet connection.
- Close or block any open ports that are not necessary.
- Remotely connect to TE should be done through a firewall with a secure encrypted tunnel (VPN for example).

What if TE is not functioning as expected?
- The first step is to secure the network. Follow standard network best practices to prevent unauthorized users from regaining access to the device.
- The next step is to recover the device. Contact Linear Technical Services to learn about the TE Recovery Kit

Contact support with any questions.
If you have any questions or concerns regarding your Linear TE, please do not hesitate to contact our technical support team. Our team of experts is available to assist you in the recovery process and answer any questions you may have. We value our customers' satisfaction and are committed to providing top-notch support.

Linear Technical Support
1-855-546-3340

Monday to Friday - 5:00am to 4:30pm PDT