

Date: Aug. 30, 2017 **Service Bulletin – SB-OFMS-462**
To: OPW Fuel Management Systems Distributors and Technicians
From: OPW Fuel Management Systems
Subject: Important Software Upgrades Concerning Data Security

REASON FOR BULLETIN: OPW Fuel Management Systems has released a firmware update for its SiteSentinel® Integra 100™, SiteSentinel Integra 500™ and SiteSentinel® iSite™ ATG consoles. Customers using any of the aforementioned systems should install the update on their consoles as soon as possible.

The firmware upgrade (firmware version 17Q2.1) addresses two potential issues: one that could allow an unauthorized user to create an account on the device, and another that could allow an unauthorized user to access the device's database through an SQL injection attack. **Importantly, there is no evidence that any OPW-FMS installed device has been exploited in this way.**

The upgrade also corrects a temperature-sensing problem experienced by sites using single thermistor flex probes. The upgrade resolves a data registry error that was occurring in the tank gauges. With the upgrade, iSite and Integra tank gauges will display temperature readings for both the head and the probe.

OPW-FMS learned about the potential security issues from the U.S. Department of Homeland Security's Industrial Control Systems Computer Emergency Readiness Team (ICS-CERT). ICS-CERT became aware of the security vulnerabilities from a report provided by independent security researchers. Company engineers immediately began to test the Integra and iSite software, and created a firmware upgrade to address the issue. Because the security of our customers and their devices is very important to us, OPW-FMS hired a third-party testing firm to provide additional validation that the firmware upgrade fully remediated the vulnerability. The firm authenticated that the upgrade resolved the security issues. Since then, OPW-FMS has worked with ICS-CERT to roll out the firmware update in a way that is most protective of our customers' security.

As a result, OPW-FMS is offering a security upgrade free of charge to customers. Tank gauges assigned to a public IP address are most vulnerable to tampering. These systems should be upgraded as soon as possible. Although systems that are off-line or operate behind a network are not shown to be vulnerable to attacks if properly configured, we invite these sites to take advantage of the free security upgrade as well.

Customers who are unsure if their system is operating on a public or private IP address are being directed to ask their [OPW-FMS Distributor](#) for help identifying the details of their system's IP address. Customers are also being directed to seek additional assistance upgrading Integra or iSite tank gauge from their OPW-FMS Distributor or to contact a [certified OPW-FMS Technician](#) to schedule an appointment. Distributors or technicians may charge for site visits to cover the technician's time to complete an upgrade.

ACTION NEEDED: OPW requests that OPW Distributors and Technicians:

- 1) Communicate the availability of this free firmware upgrade to Integra and iSite customers
- 2) Recommend customers install it as soon as possible
- 3) Assist customers in determining whether their system is operating under a public or private IP address and assist customers in moving controllers behind fire walls wherever possible

- 4) Place orders for the upgrade kits by calling (312) 244-0632
- 5) Assist customers as needed with completing the upgrade

Distributors and Technicians can use the following letter to customers to explain the details of the upgrade program to iSite and Integra customers:

[DOWNLOAD LETTER TO OPW CUSTOMERS HERE](#)

TO PLACE AN ORDER:

Phone: OPW-FMS has established a dedicated phone number, (312) 244-0632, that will be devoted to accepting calls about the Integra and iSite security upgrades.

Email: FMSOrders@DoverFS.com

The upgrade kits contain a new industrial-grade Compact Flash (CF) Card that provides the updated software, as well as a USB Key, which is used for the database log and uploading .cab files. Upgrade kits may be ordered by requesting the following part numbers:

Integra 100 or 500 Firmware Upgrade:
Part Kit Number: 20-4447

iSite Firmware Upgrade:
Part Kit Number: 20-4448

SOFTWARE UPGRADE INSTRUCTIONS:

Instructions for completing upgrades to the iSite and Integra consoles is available in [M00-20-4438 – SiteSentinel® Integra™ and iSite® Software Upgrade Procedure](#), which will be shipped with the part kits and can be downloaded at www.opwglobal.com/opw-fms/tech-support/manuals-how-to-videos/technical-manuals.



NOTE: Upgrade kits include a CF Card, but not all installations of the firmware upgrade will require the installation of that CF Card. For Integras with Version 191a or higher, operators simply need to run the 17Q2.1 .cab upgrade contained on the USB Key that is included in the kit. For Integras with Version 191 or lower, operators must install the new CF card, insert the USB Key, and upgrade the Field Programmable Gate Array (FPGA) and Central Processing Unit (CPU) software on the Integra mainboard. Please reference the Upgrade Needs Chart in [M00-20-4438 – SiteSentinel® Integra™ and iSite Software Upgrade Procedure](#) for additional information about which upgrade procedures will need to be performed for iSite and Integra systems.

FOR ADDITIONAL ASSISTANCE:

Distributors who have questions about the Integra/iSite firmware upgrade should contact their [Commercial District Manager](#). Additional assistance with the iSite and Integra security upgrades may be obtained by calling OPW Tech Support at (877) OPW-TECH.

Best Regards,

Pete Neil
Global Product Manager
OPW Fuel Management Systems

