

**To all users of Artis systems, X-Workplace,
Sensis and Arcadis systems**

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Urgent: Important customer safety notice regarding corrective field action:

AX038/17/S, AX039/17/S, AX041/17/S, AX042/17/S, AX046/17/S, AX043/17/S

Information about corrective action for Artis, X-Workplace, Sensis and Arcadis systems to fix a vulnerability within the Microsoft Windows operating system.

Dear Customer,

This letter is to inform you of corrective action that will be performed to prevent a possible hazard to patients.

What is the underlying issue requiring this corrective action and when does the issue occur?

The Artis, X-Workplace, Sensis and Arcadis systems utilize the operating systems Windows XP and Windows 7. A vulnerability of these operating systems is base for an acute hazard. A malicious software, known as “WannaCry”-virus is targeting this vulnerability to invade susceptible systems and corrupt data on these systems by encryption.

Please find more technical information on the Siemens Internet representation:
http://www.siemens.com/cert/pool/cert/siemens_security_advisory_ssa-023589.pdf

What is the impact on system operation and what is the potential risk?

The malicious software is encrypting data on affected systems. If parts of the Artis system, the X-Workplace, the Sensis or the Arcadis system are being encrypted, it could result in a situation in which it is necessary to cancel or restart clinical treatment or transfer it to a functioning system. As an indirect effect, also loss of previously acquired data might be possible.

What action will be taken?

The software of the affected systems will be patched with an update to fix the underlying Microsoft Windows vulnerability. The following individual field updates have been set up:

- AX038/17/S – ARTIS: OS HOTFIX-UPDATE WIN XP SMB VULNERABILITY
- AX039/17/S – ARTIS: OS HOTFIX-UPDATE WIN 7 SMB VULNERABILITY
- AX041/17/S – X-WP: OS HOTFIX UPDATE WIN XP SMB VULNERABILITY
- AX042/17/S – X-WP: OS HOTFIX UPDATE WIN 7 SMB VULNERABILITY
- AX046/17/S – SENSIS: OS HOTFIX UPDATE SMB VULNERABILITY
- AX043/17/S - ARCADIS: OS HOTFIX-UPDATE WIN XP SMB

How was the issue detected?

The threat was identified when the infection of certain private, industrial and healthcare equipment was reported. An according vulnerability of Artis, X-Workplace, Sensis and Arcadis systems has to be assumed. To date, there was one isolated case of a Sensis system infection reported.

How effective are the corrective actions?

The software update will eliminate the cause, thus providing a prevention against the attacks of the ransomware “WannaCry” or other malicious software using the MS Windows vulnerabilities addressed by the hotfix.

How will the corrective action be implemented?

The software update will be conducted as remote update. Where this is not possible, our service organization will contact you shortly to arrange a date to perform this corrective action. Please feel free to contact our service organization for an earlier appointment. This letter will be distributed to affected customers as Update **AX037/17/S** .

What risks are there for patients who have previously been examined or treated using this system?

We do not consider it necessary to re-examine any patients in this case. This is a possible defect that had no influence on the treatment of patients.

We thank you for your cooperation in dealing with this customer safety notice, and request that you promptly notify and instruct accordingly all the staff at your organization who need to be aware of this problem. Please forward this safety information to any other organizations that could be affected by this measure.

If the device has been sold and is therefore no longer in your possession, please forward this safety notice to the new owner. We would also request you to inform us of the identity of the device's new owner where possible.

Sincerely Yours

A handwritten signature in blue ink that reads "Ronan Kirby".

Ronan Kirby
Head of Service Ireland

A handwritten signature in blue ink that reads "Adrian Cronin".

Adrian Cronin
Service Supervisor AX/XP