

Product Security Advisory

March 10, 2020

JCI-PSA-2020-2 v1

CVE-2019-7589



Overview

Johnson Controls has confirmed a vulnerability with the SmartService API Service option in some editions of Kantech EntraPass.

Impact

An unauthorized user could potentially exploit this vulnerability to upload malicious code to the server that could be executed at system level privileges.

Affected Version

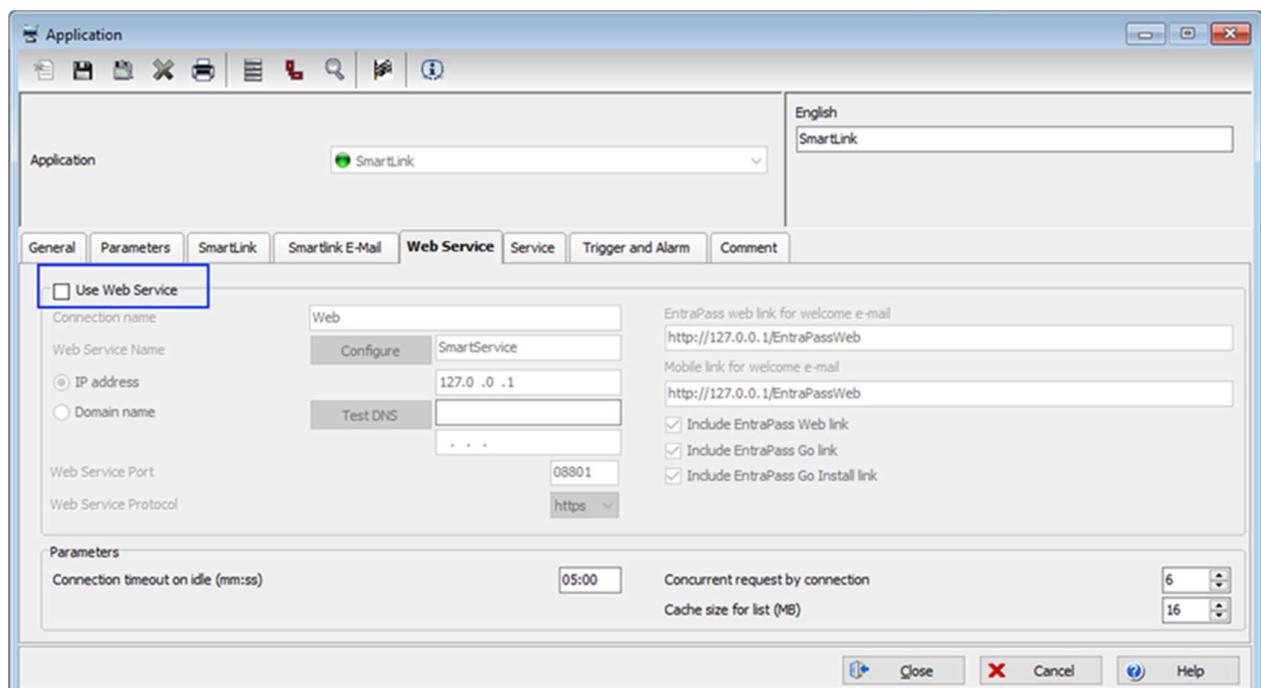
This vulnerability impacts Kantech EntraPass Corporate Edition and Kantech EntraPass Global Edition, all versions up to and including v8.0. This issue does not impact other editions of Kantech EntraPass.

Mitigation

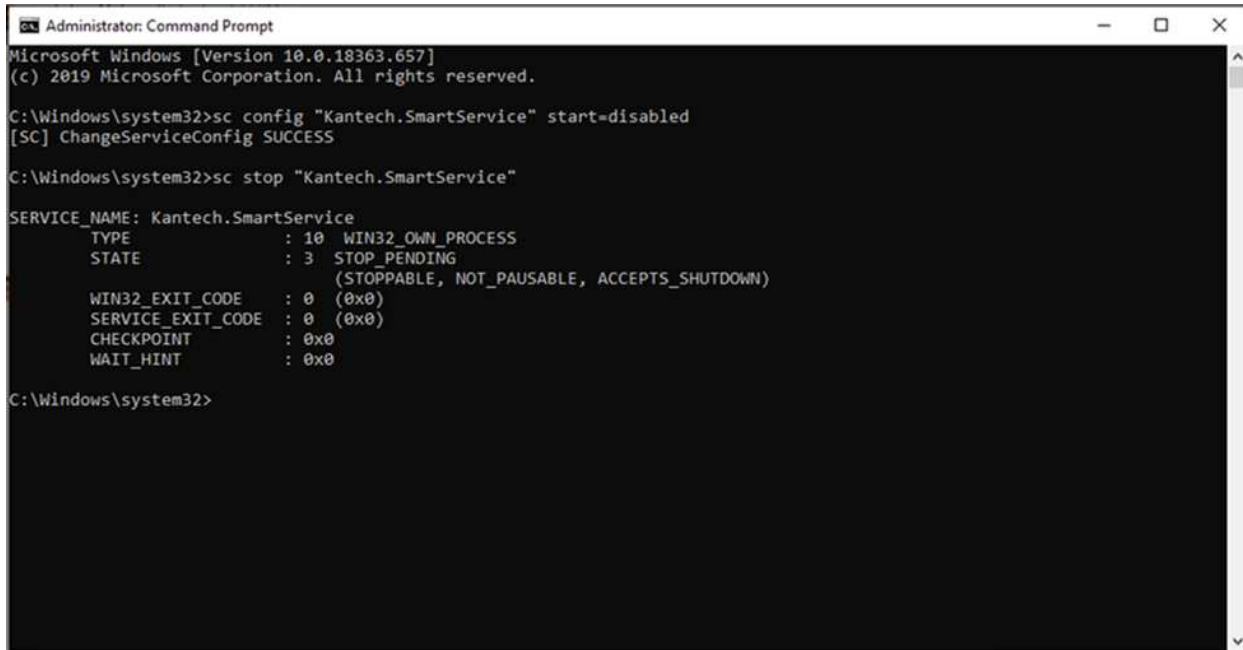
Upgrade impacted Kantech EntraPass Global and Corporate edition software to version 8.10, which addresses this issue. Additionally, the following mitigation steps can also be followed as a temporary measure until the upgrade to v8.10 can be performed. The following steps prevent the SmartService API Service from executing. Once upgraded to v8.10, the use of the SmartService API can be restored.

Execute steps 1, 2 and 3:

1. Disable "Use Web Service" within the EntraPass Software.



2. Disable the SmartService from an admin command prompt.
sc config "Kantech.SmartService" start=disabled
sc stop "Kantech.SmartService"



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.657]
(c) 2019 Microsoft Corporation. All rights reserved.

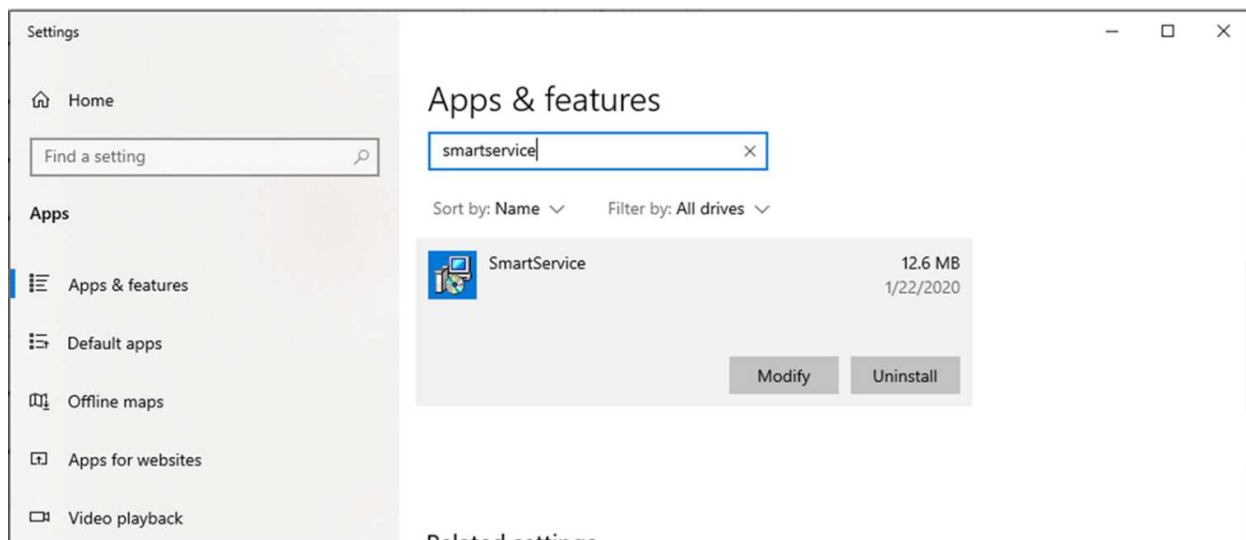
C:\Windows\system32>sc config "Kantech.SmartService" start=disabled
[SC] ChangeServiceConfig SUCCESS

C:\Windows\system32>sc stop "Kantech.SmartService"

SERVICE_NAME: Kantech.SmartService
        TYPE               : 10  WIN32_OWN_PROCESS
        STATE                : 3   STOP_PENDING
                       (STOPPABLE, NOT_PAUSABLE, ACCEPTS_SHUTDOWN)
        WIN32_EXIT_CODE       : 0   (0x0)
        SERVICE_EXIT_CODE   : 0   (0x0)
        CHECKPOINT           : 0x0
        WAIT_HINT            : 0x0

C:\Windows\system32>
```

3. Uninstall the SmartService API from Apps & features.



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Resources

Please visit the Cyber Solutions Website <https://www.johnsoncontrols.com/cyber-solutions/security-advisories> to access security advisories.

Find out more about CVE-2019-7589 from [NIST National Vulnerability Database \(NVD\)](#) and [MITRE CVE® List](#).