



## Product Security Advisory

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July 8, 2019

JCI-PSA-2019-05 v1

### Affected Product

We have recently learned of a security vulnerability in the TrueInsight modules used to connect the Simplex® 4007ES, 4010ES, 4100ES, and 4100U Fire Alarm Control Panels to the TrueInsight Remote Service.

### Overview

This vulnerability impacts all TrueInsight modules. If properly exploited, this vulnerability could result in unauthorized access to the fire system. Unfortunately, there is no patch available to fix the vulnerability.

### Mitigation

To mitigate risk to your system, Johnson Controls remotely disabled TrueInsight modules with active customers on July 8, 2019. The TrueInsight module should be removed from the Fire Alarm Control Panel to provide further protection to your life safety equipment.

### Initial Publication Date

July 8, 2019

### Last Published Date

July 8, 2019

### Resources

Please visit the [Cyber Solutions Website](#) to learn more about this security advisories.

Sincerely,  
Cyber Solutions