



HIMatrix Security Facts

HIMA recommends observing the information and notices provided in the HIMA automation security manual (HI 801 373 E).

TCP/IP Multicast Address Handling Remote DoS (spank.c)

The communication module responds to TCP packages coming from a multicast IP address. See also the Nessus plugin ID: 11901.

Affected versions: HIMatrix communication system (COM) OS versions up to and including V18.20.

Workaround:

- Ensure that packages from multicast IP addresses (224.0.0.0/4) are filtered out in your network [HE29937].
- Use OS version V18.22 or higher.

Safety Lifecycle Services

HIMA provides support throughout all the phases of the plant's safety lifecycle, from planning and engineering through commissioning to maintenance of safety and security.

HIMA's technical support experts are available for providing information and answering questions about our products, functional safety and cyber security.

To achieve the qualification required by the safety standards, HIMA offers product or customer-specific seminars at HIMA's training center or on site at the customer's premises. The current seminar program for functional safety, cyber security and HIMA products can be found on HIMA's website.

Safety Lifecycle Services:

Onsite+ / On-Site Engineering	In close cooperation with the customer, HIMA performs changes or extensions on site.
Startup+ / Preventive Maintenance	HIMA is responsible for planning and executing preventive maintenance measures. Maintenance actions are carried out in accordance with the manufacturer's specifications and are documented for the customer.
Lifecycle+ / Lifecycle Management	As part of its lifecycle management processes, HIMA analyzes the current status of all installed systems and develops specific recommendations for maintenance, upgrading and migration.
Hotline+ / 24 h hotline	HIMA's safety engineers are available by telephone around the clock to help solve problems.
Standby+ / 24 h call-out service	Faults that cannot be resolved over the phone are processed by HIMA's specialists within the time frame specified in the contract.
Logistic+ / 24 h spare parts service	HIMA maintains an inventory of necessary spare parts and guarantees quick, long-term availability.

Contact details:

Safety Lifecycle Services	https://www.hima.com/en/about-hima/contacts-worldwide/
Technical Support	https://www.hima.com/en/products-services/support/
Seminar program	https://www.hima.com/en/products-services/seminars/