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SUPPORT TICKET # 238147

Submitted: 3/2/2020 7:17:22 AM

Contact Information

Company:		Customer ID:	
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Address:		City:	
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Support Ticket Status

Status:	Closed — Your Helpdesk Request has been closed with a resolution
Assigned to:	Johnny H.
Submitted on:	3/2/2020 7:17:22 AM
Last Updated:	5/15/2020 9:35:05 AM

Support Ticket Info

Model Number:	TEW-827DRU
Version:	v2.0R
Operating System:	Linux
Serial Number:	N/A
Firmware Version:	2.06B04
Issue Category:	Issue Category: Other
Issue:	Hi Trendnet support team, We have found multiple unknown vulnerabilities in the Trendnet product and we inform you as soon as possible by email. The following is the detail information about these vulnerabilities. Vulnerability-1: (delete an arbitrary file) An issue was discovered in TRENDnet TEW-827DRU firmware up to and including 2.06B04. An authenticated user could delete arbitrary files by apply.cgi via the action auto_up_lp with key update_file_name. Vulnerability-2: (stack overflow) TRENDnet TEW-827DRU with firmware up to and including 2.06B04 contains a stack-based buffer overflow in the ssi binary. The overflow allows an authenticated user to execute arbitrary code by POSTing to apply.cgi via the action auto_up_lp with a sufficiently long key update_file_name. Thanks and look forward to your reply. There are no attachments
Notes:	3/2/2020 11:30:29 AM - Johnny H. (Technical Support Rep)

Hello,

Thank you for your feedback. I have forwarded this to our product management team and i will follow up with you as soon as i get an update.

3/9/2020 8:07:44 AM - Johnny H. (Technical Support Rep)
Hello,

Thank you for the information. I will forward it to our product management team.

3/13/2020 1:50:51 PM - Johnny H. (Technical Support Rep)
Hello,

I just received an update. We are expecting firmware fixes around April 15. As soon as i get more information i will follow up with you.

4/20/2020 4:20:10 PM - Johnny H. (Technical Support Rep)
Hello,

We apologize for the inconvenience. We are still waiting for an update from the engineers. As soon as i get another update i will follow up with you.

4/23/2020 2:04:19 PM - Johnny H. (Technical Support Rep)
Hello,

Please try the beta firmware from the following link and see if you run in to the same issues.

https://drive.google.com/open?id=1YuyZnOk7mF7KcJvaDoVEAiQ8BfjPkhd7

5/1/2020 9:52:24 AM - Johnny H. (Technical Support Rep)
Hello,

Just following up with you to see if the firmware has resolved your issue.

5/7/2020 2:59:24 PM - Johnny H. (Technical Support Rep)
Hello,

We would appreciate it if you can please provide an update if the firmware was able to resolve your issues and if you ran in to any other issue. Thank you.

5/15/2020 9:35:05 AM - Johnny H. (Technical Support Rep)
Hello,

Thank you and we appreciate your feedback.

3/8/2020 3:04:42 PM -
Hi Trendnet support team,

I have attached detail information about the issue.

Attachments
View   auto_up_lp_overflow.pdf
View   auto_up_lp_delete_file.pdf
4/19/2020 7:44:08 AM -
Hi Trendnet support team,
When the firmware can be repaired?
Thanks!

5/14/2020 1:36:16 PM -
Hi Trendnet support team,

The issues in the firmware have been resolved.

Thanks.

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