

SUPPORT TICKET # 238143

Submitted: 3/2/2020 7:00:56 AM

Contact Information			
Company:		Customer ID:	
Name:		Email:	kuc822@psu.edu
Address:		City:	
State:		Country:	
Zipcode:		Phone:	

Support Ticket Status

Status:	Closed — Your Helpdesk Request has been closed due to no response after 2 weeks
Assigned to:	Albert M.
Submitted on:	3/2/2020 7:00:56 AM
Last Updated:	3/30/2020 8:40:11 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:	<p>Hi Trendnet support team,</p> <p>We have found an unknown vulnerability in Trendnet product and we inform you as soon as possible by email. The following is the detail information about this vulnerability.</p> <p>Vulnerability-1: (command injection)</p> <p>TRENDnet TEW-827DRU with firmware up to and including 2.06B04 contains multiple command injections in apply.cgi via the action pppoe_connect, ru_pppoe_connect or dhcp_connect with the key wan_ifname (or wan0_dns), allowing an authenticated user to run arbitrary commands on the device.</p> <p>Thanks and look forward to your reply.</p> <p>There are no attachments</p>

Notes:	<p>3/6/2020 1:44:39 PM - Albert M. (Technical Support Rep)</p> <p>Hi,</p> <p>Can you please help and provide us more detail on how to duplicate the issue.</p> <p>Attached is an example of the report. Thanks.</p> <p><u>Attachments</u></p> <p>View TEW-827DRU_v2_204b03_cmdInject2-2.pdf</p> <p>3/2/2020 11:53:16 AM - Albert M. (Technical Support Rep)</p> <p>Hi,</p> <p>Thank you for your feedback. I will forward this to our product management team for further review and i will follow up with you as soon as i get an update.</p> <p>3/13/2020 12:48:52 PM - Albert M. (Technical Support Rep)</p> <p>Hi,</p> <p>We are expecting firmware fixes around April 15, 2020.</p> <p>3/6/2020 1:52:05 PM -</p> <p>Hi,</p> <p>No problem.</p> <p>I'll update the detailed documentation.</p> <p>3/8/2020 3:15:21 PM -</p> <p>Hi Trendnet support team,</p> <p>I have attached detail information about the issue.</p> <p><u>Attachments</u></p> <p>View dhcp_connect_command.pdf</p>
Resolution:	Helpdesk Request closed because there has been no response for over 2 weeks

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