

SUPPORT TICKET # 238149

Submitted: 3/2/2020 7:22:01 AM

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

Support Ticket Status

Status:	Pending — Your Helpdesk Request is being held pending engineering response
Assigned to:	Johnny H.
Submitted on:	3/2/2020 7:22:01 AM
Last Updated:	4/23/2020 2:05:25 PM

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 icp_upload_img.cgi with the key "filename", 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>3/2/2020 11:37:04 AM - Johnny H. (Technical Support Rep) Hello,</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>3/9/2020 8:06:09 AM - Johnny H. (Technical Support Rep) Hello,</p> <p>Thank you for the information. I will forward it to our product management team.</p> <p>3/13/2020 1:49:35 PM - Johnny H. (Technical Support Rep) Hello,</p> <p>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.</p> <p>4/23/2020 2:05:25 PM - Johnny H. (Technical Support Rep) Hello,</p> <p>Please try the beta firmware from the following link and see if you run in to the same issues.</p> <p>https://drive.google.com/open?id=1YuyZnOk7mF7KcJvaDoVEAiQ8BfjPkh7</p> <p>3/8/2020 3:02:48 PM - Hi Trendnet support team,</p> <p>I have attached detail information about the issue.</p> <p><u>Attachments</u> View icp_upload_img_command.pdf</p>
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