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# SysAid On-Prem Software CVE-2023-47246 Vulnerability



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On Nov 2nd, a potential vulnerability in our on-premise software came to our security team's attention. We immediately initiated our incident response protocol and began proactively communicating with our on-premise customers to ensure they could implement a mitigation solution we had identified. We engaged Profero, a cyber security incident response company, to assist us in our investigation. The investigation determined that there was a zero-day vulnerability in the SysAid on-premises software.

We urge all customers with SysAid on-prem server installations to **ensure that your SysAid systems are updated to version 23.3.36**, which

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compromise assessment of your network to look for any indicators further discussed below. Should you find any indicators, take immediate action and follow your incident response protocols.

**Aid**

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