Dear Numa Customer,

In the past, Numa has installed Symantec pcAnywhere® on systems to allow remote connectivity by modem or through the internet to perform remote technical support. Numa is contacting these customers to warn them about a serious security vulnerability affecting users of Symantec pcAnywhere.

Numa recommends that customers discontinue the use of pcAnywhere for internet connectivity and migrate to Numa’s current remote control support solution, VNC® remote control software by RealVNC Enterprise Edition.

Although, Symantec released a patch that eliminates known vulnerabilities affecting customers using pcAnywhere versions 12.0, 12.1 and 12.5; these vulnerabilities also affects earlier versions of pcAnywhere. Symantec has not released a patch for these unsupported versions. For more information from Symantec please visit http://www.symantec.com/docs/TECH180472. In addition to applying the latest updates Symantec recommends that customers follow security best practices. To learn more see: pcAnywhere Security Recommendations

If you have questions about this vulnerability and would like assistance with disabling pcAnywhere and with migrating to VNC please contact Numa at:
   Email: techsupport@numa-inc.com
   Web:  www.numa-inc.com/support
   Tel:   603-883-1909 x300
          1-800-733-6862 x 300
   Fax:   603-883-0839

We would also appreciate your help by sending an email message to Numa’s technical support either through this web page or to techsupport@numa-inc.com to acknowledge that you are aware of this issue or to direct Numa to the person(s) responsible for the network security of the Numa system(s) at your facility.

Sincerely,

Technical Support
Numa, Inc.