

Security Advisories

Gallagher is committed to providing safe, secure, and robust products to our customers.

Identifying vulnerabilities

Gallagher is committed to providing safe, secure, and robust products to our customers. As technology changes and evolves, both our internal and third party penetration testers are constantly testing our products to find vulnerabilities.

Maintenance release

Vulnerabilities identified as critical are resolved promptly in all affected, supported versions* of Command Centre and a new version of Command Centre (a maintenance release) will be developed to address the vulnerability.

Maintenance releases for a specific version of Command Centre are available to all licensed customers regardless of the customers Software Maintenance status with Gallagher.

The most recent version of Security Health Check will flag if you are on a vulnerable version of software.

*supported versions include the current version and the three previous versions of Command Centre

Security Advisory

Security Advisories will be available on our website and will contain details of;

- Severity of the vulnerability (based on CVSS score system v3.1)
- CVE number
- Components affected (e.g. servers, workstations, controllers)
- Versions of software affected
- Any mitigations
- Who the vulnerability was reported by
- A description of the vulnerability
- Whether we are aware of it being actively exploited
- Which versions of Command Centre maintenance releases are available for.

Frequently Asked Questions

What versions of Gallagher Command Centre are supported?

We support our latest version of Command Centre and the three previous versions.

What if I'm on an earlier version of Command Centre, that is no longer supported?

Gallagher recommend all customers have Software Maintenance in place to stay up-to-date and remain on a supported version of software.

What is a 'maintenance release'?

A maintenance release is a new version of Command Centre that addresses any functional bugs or security vulnerabilities identified. Maintenance releases only contain bug fixes and may only require a server upgrade.

Is a maintenance release just a patch?

No, a maintenance release is a new Command Centre upgrade, not just a patch however they may only require a server upgrade.

How much do these maintenance releases cost?

All maintenance releases are free if you are on a supported version of Command Centre.

What will happen if I don't use the maintenance release?

Your system will potentially be vulnerable to cyber attack. Some security advisories may contain other mitigations you can apply while arranging for the upgrade to reduce your risk.

What happens if I have a customization?

Existing customizations should continue to work and should not be impacted.

How are maintenance releases accessed?

Please contact your Gallagher Representative to access and install maintenance releases.

What is a CVE?

CVE stands for Common Vulnerabilities and Exposures and is a list of common identifiers for publicly known cyber security vulnerabilities from around the world. CVE is now the industry standard for vulnerability and exposure identifiers. Having a single unique identifier ensures parties can confidently discuss and share information about a unique vulnerability, it provides a baseline tool for evaluation and it enables automated data exchange.

Need more information?

For any queries please contact local Gallagher representative or visit our website.

GALLAGHER WORLD HEADQUARTERS

Kahikatea Drive, Hamilton 3206
Private Bag 3026, Hamilton 3240
New Zealand

TEL: +64 7 838 9800
EMAIL: security@gallagher.com



REGIONAL OFFICES

New Zealand.....+64 7 838 9800
Americas..... +1 877 560 6308
Asia+852 3468 5175
Australia +61 3 9308 7722
India+91 98 458 92920
Middle East.....+971 4 5665834
South Africa+27 11 974 4740
United Kingdom / Europe.....+44 2476 64 1234

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3E5030 07/20