

Notice about Cyber Security Incident

Dahua Europe BV has recently received user feedback concerning recording devices that were compromised after a network attack, resulting in users being unable to use their devices in a normal fashion. Dahua Europe BV and the Dahua Cybersecurity Center (DHCC) responded instantly to provide solutions to help our partners and end users restore the compromised equipment to normal functionality, while at the same time increasing security levels. Attackers remotely attacked devices which were older models, were running on older firmware and/or did not have their standard usernames and passwords changed. After gaining unauthorized access, the attackers changed channel names and image display settings, leading to black camera screens on devices. DHCC has already provided the following solutions to these issues:

To restore a compromised recording device, customers need to upgrade the device firmware to the latest version, restore the device to the factory default and change the default password. The latest firmware can be found here: http://www.dahuasecurity.com/firmware_111.html

Customers can also contact the local Dahua support team for assistance;

For recording devices functioning properly, customers need to make sure to change the default password, preferably into a strong password to avoid devices being compromised. To maintain optimal device security, customers also need to upgrade to the latest firmware regularly. The latest firmware can be found here: http://www.dahuasecurity.com/firmware_111.html

We also suggest customers to look at our suggestions to create a more secure security system:

<http://www.dahuasecurity.com/best-practices.html>

Dahua Technology understands the cybersecurity challenges in the modern networked world and attaches great importance to enhancing the cybersecurity levels of our products. DHCC was established in 2016 to improve our response to cybersecurity issues and provide more transparent communication to support and protect end users. We strive to raise the cyber safety of our devices by setting a new cybersecurity baseline standard which is a mandatory requirement for all firmware releases. DHCC formed strategic partnerships with experts in the cybersecurity field (such as Synopsys in the US and DBAPP in China) to speed up the process of developing preventive measures and resolving problems. This enables Dahua to better serve our customers worldwide.

Additionally, Dahua Europe BV has set up RMA and After Sales departments in Nieuw-Vennep in order to better and more swiftly serve Benelux customers.

Sincerely,

Dahua Europe BV
21 September, 2017

Dahua Europe BV

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