



May 12, 2023

Security Bulletin for Linear E3 products

Linear, a leading provider of access control products, is requesting that all customers update E3 products with the latest available firmware **0.32-09c**. The latest firmware includes features which improve the product's security as well as enhance system performance. These features are critical to maintaining a secure and reliable system. The Linear brand is committed to the security and privacy of customer systems, and all users are strongly encouraged to keep their products up to date with the latest firmware.

Which products require update?

E3 access controllers that have not been updated with the latest firmware version **0.32-09c**.

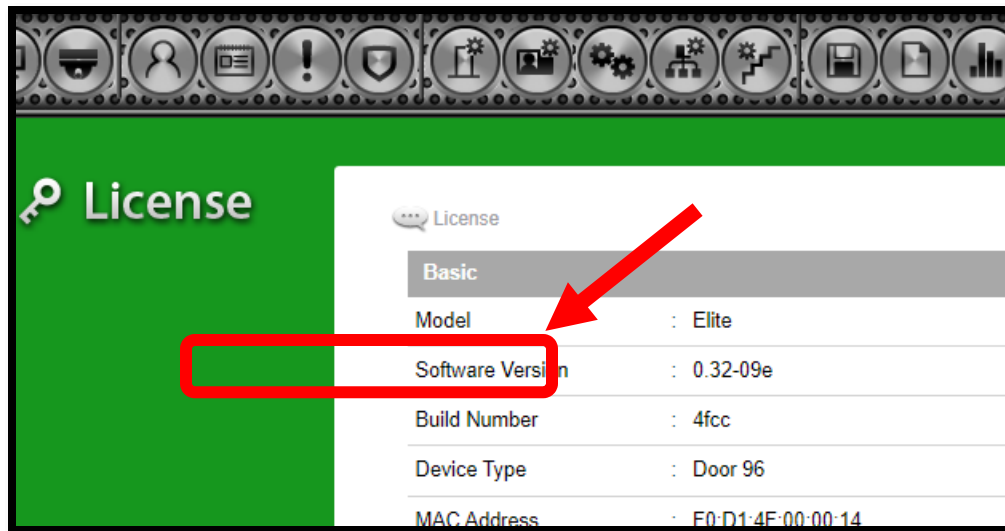
- E3 Essentials
- E3 Elite
- E3 Enterprise (ProControl)

How to check if my E3 needs a firmware upgrade?



Log in to the E3 system and click on the GREEN KEY icon on the bottom left corner of the page.

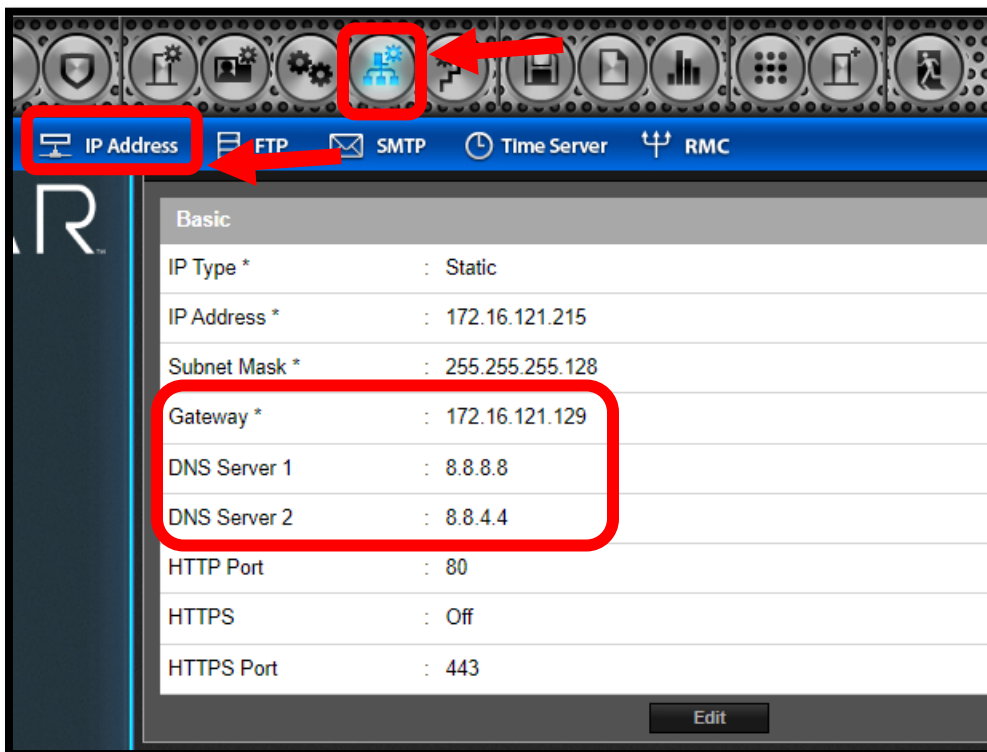
Nice



You're now looking at the License page. Locate SOFTWARE VERSION.

- Version 0.32-09c is the latest software available for E3.
- Version 32-07 is considered out-of-date and should be updated immediately. Proceed to next section **Check Network Settings**.
- **DO NOT UPDATE** if the unit is running 31-02, 32-03, 32-04, or 32-05. Stop here and contact Linear Tech Services for assistance.

Check Network Settings





Click the NETWORK SETTING icon. Then click IP ADDRESS.

Verify that the E3 has valid Gateway and DNS addresses or else the unit will not communicate with Linear servers.

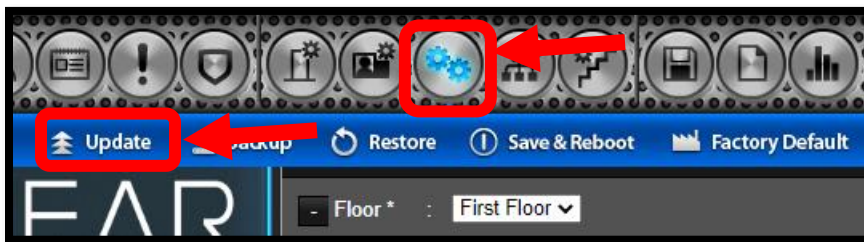
After validating Gateway and DNS on the E3 controller, login to all E3 clients (EXNs or ACMs) and validate their respective Gateway and DNS as well.

Once Gateway and DNS are valid on all devices, proceed to the next step, **How to update E3 firmware**.

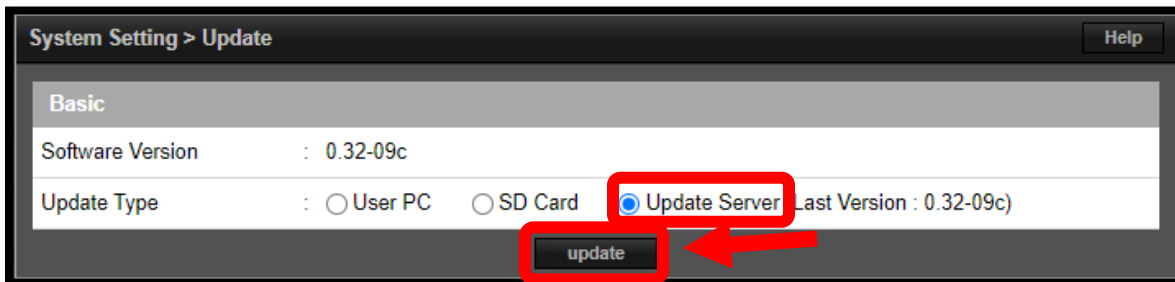
How to update E3 firmware

NOTE: **Do not update** the E3 if it is running versions 31-02, 32-03, 32-04, or 32-05. **Stop here** and contact Linear Tech Services for assistance.

Follow the steps below only if the unit is running software version **32-07**.



Click the System Setting icon (gears). Then click Update.



Select Update Server and click the Update button.

Once initiated, the update will take approximately 15 minutes; the unit may reboot several times during this process.

Verify that the upgrade is complete by navigating to the **GREEN KEY** icon on the bottom left corner of any E3 page: Software Version should now reflect **32-09C**.



The system is up to date. Now what?

Linear recommends that customers follow network best practices.

- Installing E3 units on a segmented network separate from the general corporate network.
- Ensuring that the E3 network does not have a direct public internet connection.
- Remotely connecting to E3 should be done through a firewall with a secure encrypted tunnel (VPN for example).

Contact support with any questions.

If you have any questions or concerns about updating your product's firmware, please do not hesitate to contact our technical support team. Our team of experts is available to assist you in the update process and answer any questions you may have. We value our customers' satisfaction and are committed to providing top-notch support.

Linear Technical Support

1-855-546-3340

Monday to Friday - 5:00am to 4:30pm PDT