

January 17, 2024

Update to Product Advisory Notice

Solana® Instrument

REF: **20278, 20278R**

Serial Number(s): **All Serial Numbers**

Dear Valued Customer,

This communication is to provide a summary of activities which QuidelOrtho has taken in response to the Solana Instrument Security Product Advisory dated November 15, 2023, Document No. MM2027820EN00. In the original advisory notice, QuidelOrtho communicated gaps in the software security features of the Solana® Instrument which could make the Solana Instrument vulnerable to cybersecurity threats if they are breached.

QuidelOrtho is in the process of updating the Solana Instrument User Manual to include a more robust Cybersecurity section, including recommendations for maintaining a secure operational state.

In addition, QuidelOrtho will ensure that the optional security features of the Solana Instrument are set to the most secure configurations as a default for all new instrument shipments.

Finally, QuidelOrtho has determined based on further risk assessments of the Solana Instrument and its respective vulnerabilities, along with the remediation's limited usability constraints, a future software update will not be required. By following the recommended configuration updates for Solana Instruments in your laboratory, the Solana Instrument will be adequately returned to a secure state.

If not done so previously, follow the steps below to update the Solana Instrument settings to return the device to a secure state. Note: Not all Solana users will have the following functions configured "ON" within the Instrument, i.e., some users will not require the correction:

1. Disable the CUPS Interface, which allows access to the CUPS Printing Interface, required for Network Printing.
 - a. *Select the following: System > Security Settings > CUPS Interface > OFF*
 - b. If you are currently using the Network Printing option, switch to use of a directly connected DYMO printer. Contact Technical Support for more information.
2. Disable Network (SSH), which allows remote login access to the Solana Instrument.
 - a. *Select the following: System > Security Settings > Network (SSH) > OFF*
3. Ensure the Solana Instrument is in a secure access location.

Please note that the original Solana Instrument Security Product Advisory included a recommendation to disable Virena®, if in use. Upon further investigation, QuidelOrtho has confirmed that Virena is not susceptible to security vulnerabilities. You may resume use of Virena, if desired. Contact Technical Support if you have questions on how to reconfigure your Virena.

Technical Support Specialists are available to assist you and answer any questions you may have regarding this issue. Our U.S. hours of operation are Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. If you have any questions regarding this Product Notification, please contact QuidelOrtho Technical Support at 1.800.874.1517 (in the U.S.) or technicalsupport@quidelortho.com. If outside the U.S., further information can be obtained from your distributor, or directly from QuidelOrtho at one of the numbers listed below. Reference quidel.com to see more options for Support.

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| Europe, Middle East, and Africa | +353 (91) 412 474 (main) 1800 200441 (toll free) | |
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| Germany | +49 (0) 7154 1593912 | emeatechnicalsupport@quidelortho.com |
| Netherlands | 0 800 0224198 | |
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Sincerely,



Lauren Grippa
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