SIEMENS
Healthineers

CUSTOMER ADVISORY NOTIFICATION

To users of the Siemens ACUSON SC2000 ultrasound system, *syngo* SC2000 Workplace, ACUSON X700 ultrasound system, ACUSON P500 ultrasound system, and ACUSON P300 ultrasound system,

Dear Valued Customer:

This letter is to notify you of a required security update to resolve the WannaCry virus vulnerability in the Microsoft Windows operating system of the following ultrasound products:

- ACUSON SC2000 ultrasound system: Version 4.0 and 5.0
- *syngo* SC2000 Workplace: Version 4.0 and 5.0
- ACUSON X700 ultrasound system: All versions prior to 2.0
- ACUSON P500 ultrasound system: All versions
- ACUSON P300 ultrasound system: All versions

When does this issue arise and what is the potential risk?

None of the ultrasound products listed above have been reported to be infected with the WannaCry virus. However, there is the potential for the virus to affect these products and halt system functionality. The resulting harm to the patient would be a possible delay in a procedure for a sedated patient, a reinsertion of a transesophageal transducer or catheter, or repeat of a stress echo exam.

There is an improbable likelihood that harm would come to a patient as a result of this virus.

How will this issue be resolved?

Siemens is currently initiating a product update to correct this vulnerability on the ultrasound systems. For additional information, refer to the following websites:

https://www.siemens.com/cert/advisories

https://technet.microsoft.com/en-us/library/security/ms17-010.aspx

If you have any further questions, please inform your local service support person.

Please share this information with all personnel within your organization who need to be aware of this issue.

We sincerely regret any inconvenience this condition may cause in your daily operations.

Sincerely,

Scott Christiansen
Senior Director, Quality
Siemens Medical Solutions USA, Inc.
Ultrasound Business Area
English

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