

News

⚠ [ft Server] About addressing processor vulnerability (side-channel attack)

Regarding the processor vulnerability issues (Spectre, Meltdown) which have been detected by the third party organization and notified in the Intel Corporation's press release page (the following site), NEC is now continuing our study in what range NEC products get affected and how we should address the issue.

[Intel Corporation's website (vulnerability information)]
<https://newsroom.intel.com/news-releases/intel-issues-updates-protect-systems-security-exploits/>

The information on the influence Express5800/ft Server receives from the vulnerability and the solution will be published in this page sequentially. Please do not apply security patch to the operating system or update module to BIOS firmware until the verified information for ft Server is announced in this page.

The information on ft Server models for respective operating systems is as follows.

[ft Server/Windows models]

- Microsoft Corporation has released security patches to mitigate the vulnerability in Jan, 2018. However, please refrain from applying such patch until NEC announces "the patches have been verified for ft Server". Those patches released from Microsoft Corporation are listed in the table below.

KB	OS	Title
KB4056890	Windows 2016	January 3, 2018 - KB4056890 (OS Build 14393.2007)
KB4056894	Windows 2008R2	January 4, 2018 - KB4056894 (Monthly Rollup)
KB4056897	Windows 2008R2	January 3, 2018 - KB4056897 (Security-only update)
KB4056895	Windows 2012R2	January 8, 2018 - KB4056895 (Monthly Rollup)
KB4056898	Windows 2012R2	January 3, 2018 - KB4056898 (Security-only update)

NEC has confirmed the symptom that especially when the above patches are installed in the Windows 2008 R2/Windows 2012 R2 ft Servers with Hyper-V enabled, CPU module sometimes does not become duplex or the server gets stalled, repeating unexpected shutdown in some cases. If the patch among the above list has already been installed in your server, please uninstall it according to [How to uninstall the patch] described below.

Regarding the case that ft Server has become duplex and been operated with the above patch applied, NEC has not confirmed that there is necessity to uninstall immediately. (However, when enabling Hyper-V on that environment, the above-mentioned failure may occur.)

[How to uninstall the patch]

When the server repeats the stall and unexpected shutdown, boot the system (Windows OS) in the safe mode (*1) which enables to avoid the above symptom and then uninstall the patch.

When only the issue that CPU module does not become duplex occurs, uninstall the patch and reboot the system while the system has been normally started.

*1 How to boot in the safe mode:

While ft Server is being started up, the "NEC" logo screen appears twice. At the timing when the second display of "NEC" logo disappears and then the screen becomes all black, press F8 key. There is no problem if F8 key is pressed several times at this timing. When the start menu is displayed, select "safe mode". After started up in the safe mode, uninstall the patch in the normal steps. Then restart the system to enable the uninstallation.

[ft Server/Linux models]

There is no information that has been determined and is available at this point.

[ft Server/VMware models]

There is no information that has been determined and is available at this point.

Product Name

Windows OS for ft
VMware Infrastructure for ft
ft control software for Linux

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