



SA#: 02-02-12

Security Alert! Symantec – pcAnywhere Update

This week, Symantec retracted its don't-use-pcAnywhere recommendation, which the company announced last week. Last week, Symantec took the highly unusual step of telling users of its pcAnywhere remote access software to either disable or uninstall the software while it fixes a number of security vulnerabilities.

Although Symantec spokesman Brian Modena has declined to declare the now-patched pcAnywhere software as safe, he apparently hinted that the fixes the company has released were sufficient.

At this time, Symantec recommends that its customers ensure pcAnywhere 12.5 is installed and all relevant updates are installed as they are released.

The Symantec updates can be manually downloaded from Symantec's website, <http://www.symantec.com> or customers can use pcAnywhere's built-in updating service to retrieve and install the updates. Modena also confirmed that Symantec customers running versions of pcAnywhere prior to version 12.0 will be offered a free upgrade to 12.5. "If requested, Symantec will honor an update to version 12.5 for customers using previous versions of the product," said Modena. To ask for a free upgrade, users should send the company an email aimed at the pcanywhere@symantec.com address.

MICROS Systems, Inc. (MICROS) strongly recommends that any of its customers using the Symantec pcAnywhere software immediately comply with the Symantec update requirements. MICROS also continues to recommend to its customers that any remote access application, such as pcAnywhere, be disabled when not in use to prevent unauthorized system access. The MICROS Remote Support Policy is posted on our public Information Security web site at the link below:

http://www.micros.com/NR/rdonlyres/35B1DED6-6D56-48E6-98A2-D0C58C34AD2E/0/REMOTE_SUPPORT_POLICY_060910.pdf

This policy has, for many years, instructed MICROS customers to disable their remote access applications/tools, such as pcAnywhere, except when temporarily needed for a specific purpose.

MICROS has also published a November 2005 advisory on its Information Security web site instructing pcAnywhere users how to disable/enable the pcAnywhere application and how to change user accounts and passwords. The link to this advisory is below:

<http://www.micros.com/NR/rdonlyres/E32ADCBE-5204-4CF2-9D4C-DC031C6C0FDB/0/CreditCardNotice1105A.pdf>

Please contact your MICROS representative if you have any questions.

MICROS Systems, Inc. Information Security Department