

CTB-00996**Date:** 01/05/2022**Author:** Service Engineering**Product:** Referenced in Document **Subsystem:** Microsoft Windows OS**Subject:** Log4J Vulnerability Risk Mitigation**Purpose**

To provide Hologic customers, field engineers, and technical support engineers with instructions for removing affected versions of APC PowerChute™ software and/or ACA Client software as a means of mitigating potential risk from the Log4J vulnerability. APC PowerChute is software used with the UPS (Uninterruptible Power Supply) that is used with several Hologic product systems. ACA Client is a software utility installed on some of Hologic's Faxitron product systems and is not required for system operation.

Scope

The following Hologic product systems are running a version of APC PowerChute software that may be at risk for the Log4J vulnerability:

- Advanced Workflow Manager (AWM)
- Unifi Workspace

The following Hologic product system has ACA Client software installed, which is at risk for the Log4J vulnerability:

- Faxitron CT Specimen Radiography System

Instructions for uninstalling APC PowerChute software

To remove the APC PowerChute software from affected product systems, please follow these instructions.

1. Logout of the application software and exit to the Windows desktop.
2. Logout of the Operating System and log back in as a user with Administrator privileges.
3. Navigate to Control Panel -> Programs and Features, locate PowerChute software in the list of installed programs and uninstall it.
4. Restart the computer.
5. Log in as an Administrator.
6. Right-click Windows Start and select Power Options.
7. Navigate to Additional power settings.
8. Change the currently selected power plan with the following in mind:
 - a. Computer should never be put to sleep, even on battery.
 - b. Computer should safely shut down when battery reaches critical level.
 - c. Modify critical battery level to be 40% for a safer shutdown window.

Technical Bulletin (cont.)

Instructions for uninstalling ACA Client software

To remove the ACA Client software from affected Faxitron product systems, please follow these instructions.

1. Logout of the application software and exit to the Windows desktop.
2. Logout of the Operating System and log back in as a user with Administrator privileges.
3. Navigate to Control Panel -> Programs and Features, locate Axeda ACA Client in the list of installed programs and uninstall it.
4. Restart the computer.

Information regarding performing these procedures remotely via Hologic Connect or Unifi Connect

The procedures for uninstalling PowerChute and ACA Client software can be performed remotely by Hologic field or technical support engineers via Hologic Connect or Unifi Connect. Permission from the customer must be obtained BEFORE the remote connection is made to ensure there is no interruption to patient care.

Technical Support

For general information regarding the cybersecurity stance of Hologic's products and to read our statement on the Log4J vulnerability, please visit <https://www.hologic.com/support/usa/breast-skeletal-products-cybersecurity>

To contact technical support regarding the content of this Customer Technical Bulletin, please see below.

Customers

Please use the following contact information to reach technical support:

Phone: 1 (877) 371-4372

E-Mail: BreastHealth.Support@hologic.com

Hologic field engineers

Please use the following contact information to reach technical support:

Phone: 1 (800) 760-8342

Email: imgsupport@hologic.com

Customers and field engineers outside the United States

Please use the following contact information to reach technical support:

Phone: +32 2 711 45 45

E-Mail: BE-Techsupport@hologic.com

Phone: +32 2 711 45 35

E-Mail: BE-Connectivity@hologic.com