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MOVE it Transfer & MOVEit Cloud Patch FAQ

This document includes answers to commonly asked questions related to the MOVEit Transfer and MOVEit Cloud vulnerabilities as well as the steps needed in the mitigation and patching process.

Summary

- The MOVEit team has uncovered vulnerabilities impacting MOVEit Transfer and MOVEit Cloud.
- Progress communicated the vulnerabilities on May 31, 2023 (CVE-2023-34362), June 9 (CVE-2023-35036) and June 15 (CVE-2023-35708).
- Progress has patched MOVEit Cloud, and provided MOVEit Transfer customers with patches, for all vulnerabilities reported between May 31 and June 16.
- All MOVEit Transfer customers must take action to address these issues.
- The investigation is ongoing, but at this time, we've seen no indication of exploitation of the June 9 or June 16 vulnerabilities.
- We are committed to playing a collaborative role in the industry-wide effort to combat increasingly sophisticated and persistent cybercriminals intent on maliciously exploiting vulnerabilities in widely used software products.

Questions and Answers

1. **How many vulnerabilities are there and are they related?**
   Between May 31 and June 16, three distinct vulnerabilities have been reported that are affecting MOVEit Transfer and MOVEit Cloud.
   - CVE-2023-35708 (June 15, 2023)
   - CVE-2023-35036 (June 9, 2023)
   - CVE-2023-34362 (May 31, 2023)

2. **I've reviewed the Knowledge Base Article(s) and did not see my version number listed. Do I need to take any action?**
   Yes. *All* versions of MOVEit Transfer, prior to the June 16 patch release are vulnerable. If you are on an older version of MOVEIt Transfer, you must patch as soon as possible. Mitigation and patch deployment instructions are available in the Knowledge Base Articles(s) available through the Security Center.

3. **What are the steps to take for MOVEit Transfer customers?**
   In response to customer feedback, we formalized Service Pack program for MOVEit products. The Service Pack program will enable more frequent updates through a predictable, simple and transparent process. With a more regular cadence and predictable timeline, our hope is that customers will be able to adopt new product updates and fixes more easily.

   For customers who HAVE applied the patches for the May 31, June 9 and June 16 vulnerabilities, please go to the Service Pack Knowledge Base Article and follow the steps to apply the update to your environments.

   If customers HAVE NOT taken any action against the MOVEit Transfer vulnerabilities disclosed between May 31 and June 16, please follow all of the steps from May 31, 2023 Knowledge Base

Article. They must take the mitigation and remediation steps ***before*** applying the Service Pack. They can then safely apply the Service Pack update.

4. **What are the steps to take for MOVEit Cloud customers?**
   We have taken the appropriate steps to patch MOVEit Cloud against the vulnerabilities reported between May 31 and June 15. We have also applied the latest Service Pack that released on July 5. Please refer to the MOVEit Cloud status page for more information.

3. **Have these vulnerabilities been exploited by bad actors?**
   The vulnerability reported on May 31, 2023 was a zero-day vulnerability and there are reports that this vulnerability was exploited by a cybercriminal group. Since the initial vulnerability was uncovered and reported on May 31, we have worked around the clock to protect our customers and to provide critical information in a timely manner. For the vulnerabilities reported on June 9 and June 15, at this time, we have not seen indications that these vulnerabilities have been exploited.

5. **Is it possible you are going to find more vulnerabilities as part of your investigation?**
   When an exploit such as this is publicized, often security researchers and other threat actors try to see if they can discover additional vulnerabilities. We have announced a new Service Pack program in response to customer feedback to offer more frequent regular product and security fixes. We expect to release a new Service Pack approximately every two months going forward.

6. **Will you shift your processes to increase vulnerability patching in the future?**
   In response to customer feedback, the MOVEit team has formalized a regular Service Pack program for all MOVEit products. The Service Pack program will enable us to provide more frequent updates and will provide a more predictable, simple and transparent process for product and security fixes. We expect to release a new Service Pack approximately every two months going forward. All details on future major releases, service packs and hot fixes can be found in the MOVEit Product Hub. Please bookmark for future reference.

7. **If I run into deployment issues or have questions, is someone available to help?**
   If you have questions or need further assistance, please submit an inquiry to the Progress Technical Support Team: https://community.progress.com/s/supportlink-landing. Due to the influx of requests, there may be delays in response. We ask for your patience as we work to give each customer the attention they need.

8. **If I discover additional vulnerabilities or security issues, who can I report them to?**
   If you are a customer or researcher that has identified a potential security issue or vulnerability, please submit the suspected vulnerability to our Reporting Security Vulnerabilities page for immediate review and remediation. We thank you for your support.

9. **Are other products beyond MOVEit Transfer and MOVEit Cloud impacted by these issues?**
   We are not aware of any impact to other Progress products at this time.

10. **Where should I go for more information?**
    For the vulnerabilities disclosed between May 31 and June 16, please review the relevant knowledge base articles, all of which can be accessed on the Security Center. All details on future major releases, service packs and hot fixes can be found in the MOVEit Product Hub. Please bookmark for future reference.

    If your customers have questions or need further assistance, please submit an inquiry to the Progress Technical Support Team: https://community.progress.com/s/supportlink-landing.