

Website Notification

Product Advisory Notice Worldwide Ransomware Outbreak

To our Valued Customers:

You are no doubt aware of the large ransomware attack that occurred starting on Friday, May 12. The malware, going by the name "WannaCry," has been targeted to Microsoft Windows operating systems throughout North America and the world. It is distributed via email for systems connected to the internet and spreads by exploiting a Windows vulnerability.

Mindray has been closely monitoring the situation globally. We are committed to ensuring robust product security and support for our products and our customers.

Recommended Standard Practices

Mindray offers solutions intended for dedicated medical use. We recommend the following standard practices for all Mindray products:

- Follow the instructions in the Operator Manuals.
- Secure the connected network with firewalls and standard facility security provisions.
- Ensure that any USB devices used with Mindray solutions are clean.
- Copy your configuration files and keep in a safe location. Use only clean storage media.
- Ensure that your patient files are transferred in accordance with your facility's procedures.

Updates for Mindray Patient Monitoring Systems

Microsoft has released a patch (MS17-010) to address the vulnerabilities exploited by WannaCry. Mindray has validated the patch for the applicable monitoring systems. This patch also addresses the Petya Malware first identified in March 2016. Mindray Technical Support will schedule the application of this patch, upon customer request.

For additional questions or to review options to safeguard your Mindray patient monitoring platforms, please call Mindray Technical Support at 877-913-9663 (Option 1), 8:30 am – 5:30 pm ET. If necessary, a further discussion with your local Sales Representative can identify appropriate upgrade paths to bring legacy systems up to their most recent revisions.

Updates for Mindray Ultrasound Systems

Mindray has validated a patch file program to address the Microsoft operating system vulnerability.

To address any questions regarding Mindray ultrasound solutions, please call Technical Support at 877-913-9663 (Option 6), 8:30 am – 8:30 pm ET.

We appreciate the opportunity to support you in responding to this issue.