

Product Bulletin #: 1078

Subject: Urgent Bulletin: TippingPoint SMS v5.0.0 customers

Affected Devices and TOS versions:

- All S-series (S10, S110, S330) with all TOS versions
- All N-series (660N, 1400N, 2500N, 5100N, 6100N) with all TOS versions
- All NX devices (2600NX, 5200NX, 8200NX, 7100NX, 7500NX) with all TOS versions

Devices Not Impacted: vTPS, 440T, 2200T, 8200TX, 8400TX & all NGFW models

Date of Announcement: April 24, 2018

Summary: SMS v5.0.0-106258 has been removed from the Threat Management Center (TMC) due to a critical issue pertaining to the distribution of profiles to S-Series, N-Series and NX-Series devices. This issue can cause some filters that have filter overrides applied to revert back to Category Settings following a profile push, such as filters previously disabled becoming re-enabled. This issue does not apply to TPS (T-Series or TX-Series devices) or Next Generation Firewall devices.

This issue occurs when all of the following conditions are met:

1. Two or more filters have overrides applied
2. One or more of the overridden filters is removed from the next activated DV (including Malware or DVToolkit)
3. A profile push occurs after the DV is activated

If these conditions occur, filters with overrides can revert to Category Settings on the IPS devices to which the profile distribution is targeted. Upgrading to SMS v5.0.1 (or applying SMS hotfix version 123030 to an SMS running v5.0.0) will prevent this issue from re-occurring, however, a one-time reboot of the affected IPS and re-distribution of all profiles is required to remove it from the failed state after applying either of those software updates.

Recommended Action:

Trend Micro™ TippingPoint highly recommends that all SMS v5.0.0 installations be upgraded to SMS v5.0.1 at the earliest convenience.

To correct this issue, users must perform the following steps in the prescribed order:

1. Upgrade your v5.0.0 SMS to v5.0.1 (this includes 5.0.0 customers running unpatched, patch 1 or patch 2. If you have installed patch 2 and hotfix version 123030 please see the note below)
2. Reboot all IPS devices that meet the Affected Devices criteria listed above
3. Re-distribute all profiles to their appropriate segments



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Note for customers running 5.0.0 who have applied hotfix version 123030:

Customers who have already performed these steps with hotfix version 123030 do not need to take further action to address the specific issues described in this bulletin.

While we still recommend an upgrade to v5.0.1, if you have already applied hotfix version 123030 and performed steps 2 and 3 in the recommended actions steps above, it is not required to repeat those steps again after upgrading to 5.0.1.

If you have concerns or further questions regarding this issue, contact the Trend Micro™ TippingPoint Technical Assistance Center (TAC).

Thank you,

Trend Micro™ TippingPoint
For contact information, please click [here](#).