3xLOGIC

Service Bulletin 150013

3xLOGIC VISIX Cameras and VIGIL Software – Change Default Username and Password Recommendation

Service Bulletin #:	150013-1
Date:	March 5th, 2015
Product Affected:	3xLOGIC VISIX IP Cameras, VIGIL Software
Purpose:	This bulletin is intended to inform users of 3xLOGIC's recommendation to customize user login credentials on all VISIX IP cameras and VIGIL software.

1   Statement

On June 10th, 2014, as part of our assessment and response to the OpenSSL Heartbleed Vulnerability, 3xLOGIC released a bulletin(SB 140030) recommending all 3xLOGIC product owners immediately change user credentials on their VISIX IP cameras and VIGIL software from their respective defaults/current state, as a network security precaution.

In an on-going effort to provide all clients and customers with the best network security practices possible, 3xLOGIC continues to recommend all default username and passwords on VISIX cameras and VIGIL software be changed to a custom set of credentials immediately upon configuration/installation of the product.

Default user credentials can often times be the same or similar across several devices, brands, mediums and makes. Changing these defaults to a custom login should be considered best practice when it comes to the security of your network and data.

2   Affected Products

3xLOGIC highly recommends changing the default username and passwords on the following devices/software:

- All VISIX IP Cameras
- VIGIL software(including, but not limited to):
  - VIGIL Server
  - VIGIL Client
  - VIGIL VCM
  - VIGIL HD Viewer
  - VIGIL VDM

As an added precaution, 3xLOGIC also recommends changing default login credentials on non-3xLOGIC network components where applicable, to better safeguard your network.

3   Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:
Email: helpdesk@3xlogic.com
Online: www.3xlogic.com