

March 8, 2022

Subject: Axeda Agent and Axeda Desktop Server vulnerabilities VU#285905

Dear Valued ICU Medical Customer,

On January 6th 2022, Smiths Medical was acquired by ICU Medical. At ICU Medical we are committed to safe, cyber-secure, smart infusion technology, and recognize it as an essential contributor to the advancement of patient care.

On March 8, 2022, a set of vulnerabilities were identified as VU#285905 that could allow an attacker to take control of a system running Axeda Agent or Axeda Desktop Server. The affected Axeda software is included in Smiths Medical SureLink[®] Remote Support Software – PC Direct Connect and SureLink Remote Support Software – for PharmGuard[®] Server. No other ICU Medical or Smiths Medical products are believed to be affected.

Customers with SureLink software still installed on a PC or server should uninstall it and confirm that no Axeda services are running after the uninstall. The Axeda remote features for SureLink software are no longer supported. Customers should instead be using CADD[®] Solis Download or the DL3500 or DL4000 Medfusion pump download utilities. Customers should contact their ICU Medical representative or Application Support for information about how to receive the available replacements for SureLink software or with questions about removing the SureLink software.

ICU Medical will continue to closely monitor developments related to the Axeda vulnerabilities and will provide updates to this communication as necessary.

Thank you in advance for partnering with ICU Medical to ensure your patients and clinicians receive the benefits of the most current, secure, and functional versions of ICU Medical infusion pump support software and complementary infusion devices. If you have any questions related to implementation of ICU Medical pumps and support software, please contact our Technical Support Center at 1-800-241-4002.

Sincerely,



Matt Hutchings
Vice President Global Marketing, Infusion Systems