

Notice

For customers using IP Network Audio-Video Intercom IX SYSTEM

Thank you for your continued support of our products.

We are informing you that IP Network Audio-Video Intercom IX SYSTEM, which we have been selling since December 2013, has been found to be vulnerable to an attack using specialized technology that could result in the leakage of data stored in the target product or the loss of part of the product's functions.

■ Target Products

- Master Station: IX-MV, IX-MV7-HB, IX-MV7-HW, IX-MV7-B, IX-MV7-W, IX-MV7-HW-JP
- Video Door Station: IX-DA, IX-DAU, IX-DB, IX-EA, IX-DV, IX-DVF, IX-DVF-P, IX-DVF-L, IX-DVM, IX-DU
- Video Door Station (Emergency call button and braille models): IX-DVF-RA, IX-DVF-2RA
- Door Station: IX-BA, IX-BAU, IX-BB, IX-SSA, IX-SS-2G, IX-BU
- Door Station (Emergency call button and braille models): IX-SSA-RA, IX-SSA-2RA
- Handset Sub Station: IX-RS-B, IX-RS-W
- Multi-purpose Adaptor: IXW-MA
- IX Support Tool

■ Target Versions

1. CVE-2024-31408, CVE-2024-39290

IX-DV, IX-DVF, IX-DVF-P, IX-DVF-L, IX-DVF-RA, IX-DVF-2RA, IX-SSA, IX-SSA-RA, IX-SSA-2RA, IX-BU, IX-DU : All versions prior to Ver. 7.11

Other target products: All versions prior to Ver. 7.10

* IX Support Tool is not applicable

2. CVE-2024-45837

IX-MV7-HB, IX-MV7-HW, IX-MV7-B, IX-MV7-W, IX-MV7-HW-JP: All versions prior to Ver. 7.31

IX Support Tool: All versions prior to Ver. 10.3.0.0

Other target products: All versions prior to Ver. 7.30

* Please check “List of Target Products” for product images and versions before and after countermeasures.

■ Description of Vulnerability

There is a possibility that a third party who has access to this product via a network may read, alter, delete, and/or manipulate the data. Because this attack requires highly specialized technology, there have been no reports of damage caused by this attack since the launch of this product.

■ Countermeasures

If you are using a target version, please download the firmware with the countermeasure from [Software and Documents](#) and update the target product.

■ Contact for inquiries

If you are a customer using a target product and have any questions regarding this matter, please feel free to contact us. We will contact you at the e-mail address you provided.

▶Contact us

<https://www.aiphone.net/support/contact/>

Personal information provided by the customer will not be used for any purpose other than this matter. Please check <https://www.aiphone.net/privacy/> for our privacy policy.









■ Reference information

JVN#41397971/CVE-2024-31408/CVE-2024-39290/CVE-2024-45837

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AIPHONE CO., LTD.

○ List of Target Products

Product Group	Product Name	Model No.	Product Image	CVE-2024-31408, CVE-2024-39290		CVE-2024-45837	
				Version before Countermeasures	Version after Countermeasures	Version before Countermeasures	Version after Countermeasures
Master Station	Master Station	IX-MV	 IX-MV	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Master Station (Black) with Handset	IX-MV7-HB	 IX-MV 7	Ver.7.10	Ver7.20	Ver7.31	Ver8.00
	Master Station (White) with Handset	IX-MV7-HW	 IX-MV 7	Ver.7.10	Ver7.20	Ver7.31	Ver8.00
	Master Station (White) with Handset	IX-MV7-HW-JP	 IX-MV 7	Ver.7.10	Ver7.20	Ver7.31	Ver8.00
	Master Station (Black) without Handset	IX-MV7-B	 IX-MV 7	Ver.7.10	Ver7.20	Ver7.31	Ver8.00
	Master Station (White) without Handset	IX-MV7-W	 IX-MV 7	Ver.7.10	Ver7.20	Ver7.31	Ver8.00
Video Door Station	Video Door Station	IX-DA	 IX-DA	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DAU		Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DB	 IX-DB	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-EA	 IX-EA	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DV	 IX-DV	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DVF	 IX-DVF	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DVF-P	 IX-DVF-P	Ver.7.11	Ver7.20	Ver7.30	Ver8.00

	Video Door Station	IX-DVF-L	 IX-DVF-L	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DVM	 IX-DVM	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DU	-	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
Video Door Station (Emergency call button and braille models)	Video Door Station	IX-DVF-RA	 IX-DVF-RA	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Video Door Station	IX-DVF-2RA	 IX-DVF-2RA	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
Door Station	Door Station	IX-BA	 IX-BA	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-BAU	-	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-BB	 IX-BB	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-SSA	 IX-SSA	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-SS-2G	 IX-SS-2G	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-BU	-	Ver.7.11	Ver7.20	Ver7.30	Ver8.00

Door Station (Emergency call button and braille models)	Door Station	IX-SSA-RA	 IX-SSA-RA	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
	Door Station	IX-SSA-2RA	 IX-SSA-2RA	Ver.7.11	Ver7.20	Ver7.30	Ver8.00
Handset Sub Station	Handset Sub Station (Black)	IX-RS-B	 IX-RS	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
	Handset Sub Station (White)	IX-RS-W	 IX-RS	Ver.7.10	Ver7.20	Ver7.30	Ver8.00
Multi-purpose Adaptor	Multi-purpose Adaptor	IXW-MA		Ver.7.10	Ver7.20	Ver7.30	Ver8.00
Tools	IX Support Tool	-	-	-	-	Ver.10.3.0.0	Ver.11.0.0.0