

VISUPAC 500 cybersecurity update ("PrintNightmare")



Seeing beyond

VISUPAC 500 cybersecurity update ("PrintNightmare")

Please note: This document does not replace the user manual which is delivered with the device.

About the update

"PrintNightmare" is a vulnerability affecting Microsoft Windows operating systems. According to Microsoft, "a remote code execution vulnerability exists when the Windows Print Spooler service improperly performs privileged file operations. An attacker who successfully exploited this vulnerability could run arbitrary code with SYSTEM privileges. An attacker could then install programs; view, change, or delete data; or create new accounts with full user rights."

"PrintNightmare" does not affect the safety and performance of the ZEISS VISUPAC 500. Nevertheless, ZEISS would like to offer you an update for your ZEISS VISUPAC 500 so that you can fix the "PrinterNightmare" vulnerability.

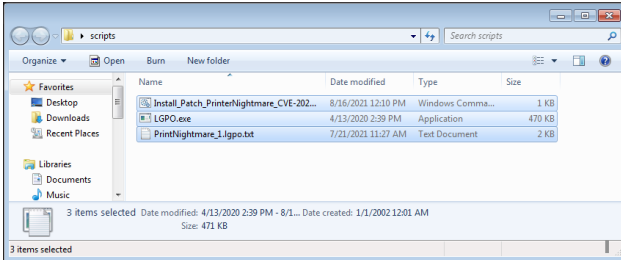
Required storage media

You will need an empty USB flash drive with at least 1 GB of storage capacity to download the update files to prior to installation.

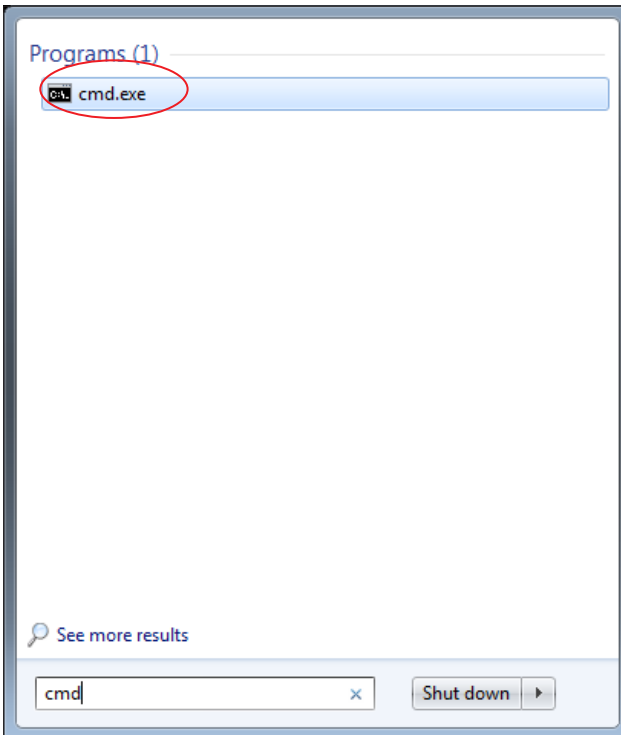
Preparation

- Download the following files to the root directory of your USB flash drive:
 - LGPO.exe
 - PrintNightmare_1.lgpo.txt
 - Install_Patch_PrinterNightmare_CVE-2021-34527_Win-7.cmd

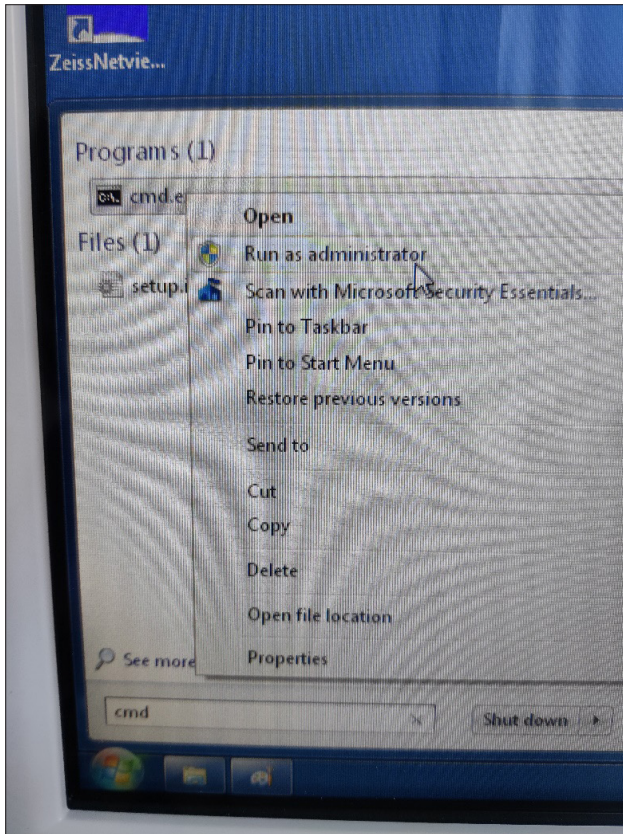
How to update your VISUPAC



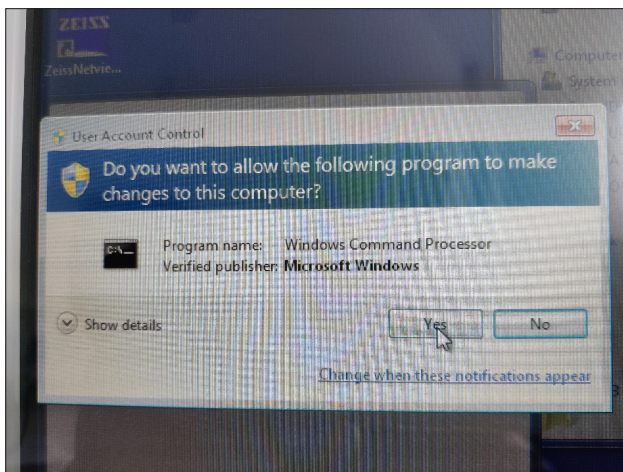
1. Power on the VISUPAC.
2. Connect the USB flash drive containing the update files.
3. Copy all three files to the following location `c:\Users\zeiss\Desktop\scripts`. Check that the .cmd file name contains "Win-7".



4. Click the start menu icon in the system taskbar and enter "cmd" in the search field. A view similar to the image on the left appears.



5. Right click on "cmd.exe" to open the context menu.
Select "Run as administrator".



6. A new window appears on the PC screen. Select "Yes" to start the command prompt.

```
Administrator C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd C:\Users\Administrator\Desktop\scripts
```

7. A command prompt with administrator rights opens.
Enter "cd c:\Users\zeiss\Desktop\scripts" and press Enter.

```
Administrator C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd C:\Users\Administrator\Desktop\scripts
C:\Users\Administrator\Desktop\scripts>Install_Patch_PrinterNightmare_CVE-2021-34527_Win-7.cmd
```

8. After the directory has been changed, enter "Install" and press the TAB key. The filename should be completed as shown in the image on the left. Press Enter to continue.

```
Administrator C:\Windows\System32\cmd.exe - Install_Patch_PrinterNightmare_CVE-2021-34527_Win-7.cmd
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

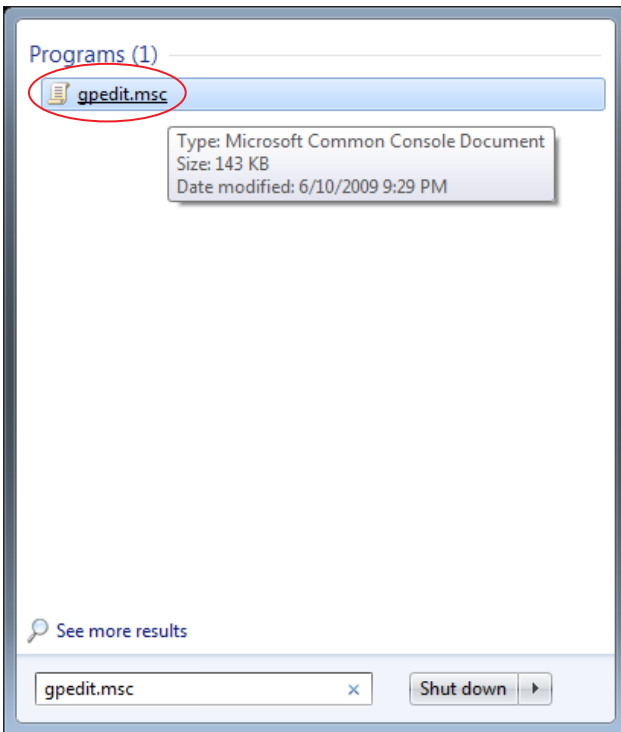
C:\Windows\system32>cd C:\Users\Administrator\Desktop\scripts
C:\Users\Administrator\Desktop\scripts>Install_Patch_PrinterNightmare_CVE-2021-34527_Win-7.cmd
OK : 1 LGPO compiled and registered.
[SC] OpenService FAILED 1060:
The specified service does not exist as an installed service.

SERVICE_NAME: spooler
        TYPE               : 110  WIN32_OWN_PROCESS (interactive)
        STATE               : 3    STOP_PENDING
                        (NOT_STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
        WIN32_EXIT_CODE      : 0    (0x0)
        SERVICE_EXIT_CODE  : 0    (0x0)
        CHECKPOINT         : 0x0
        WAIT_HINT           : 0x0
This shared resource does not exist.
More help is available by typing NET HELPMSG 2310.

SERVICE_NAME: spooler
        TYPE               : 110  WIN32_OWN_PROCESS (interactive)
        STATE               : 2    START_PENDING
                        (NOT_STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
        WIN32_EXIT_CODE      : 0    (0x0)
        SERVICE_EXIT_CODE  : 0    (0x0)
        CHECKPOINT         : 0x0
        WAIT_HINT           : 0x740
        PID                : 3940
        FLAGS                :
[SC] StartService: OpenService FAILED 1060:
The specified service does not exist as an installed service.

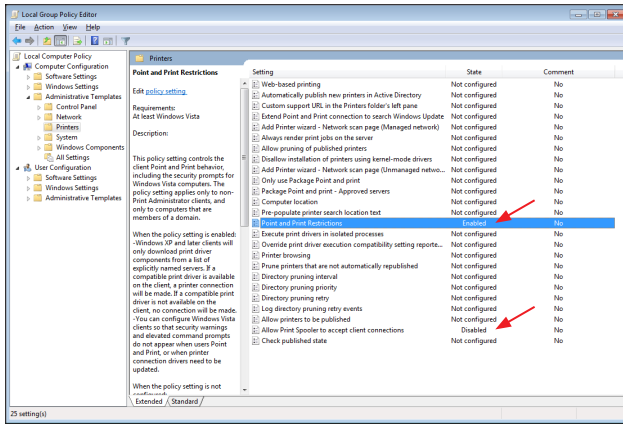
OK : Print spooler service restarted.
Press any key to continue . . .
```

9. The script is executed.



10. After the script has run successfully and completely, restart the computer for the changes to become effective.

11. After the restart, click the start menu icon in the taskbar. Enter "gpedit.msc" in the search field. Click on the item that appears in the list to open the group policy settings.



12. The group policy settings window opens. Go to “Computer Configuration” > “Administrative Templates” > “Printers”. Check that the setting for “Point and Print Restrictions” is set to “Enabled” and “Allow Print Spooler to accept client connections” is set to “Disabled”.

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