



## Solarwinds Email to Partners and Customers

Solarwinds sent the following email from its CEO to its MSP Partners on Wednesday night, Dec. 16. In summary, it has found no evidence that its MSP products, including Solarwinds Passportal, are vulnerable to the latest supply chain attack on Solarwinds Orion. However, there is some action required of partners with active Passportal subscriptions.

Dear MSP Partner:

As you know, our systems experienced a supply chain attack on SolarWinds® Orion® Platform software, 2019.4 HF 5, 2020.2 with no hotfix installed, and 2020.2 HF 1. **Based upon our current investigation, we have found no evidence that our SolarWinds MSP products are vulnerable to the supply chain attack.** Please note, our updated [security advisory](#) provides additional details and answers to frequently asked questions about this issue, including specific product lists: [www.solarwinds.com/securityadvisory](http://www.solarwinds.com/securityadvisory).

As a best practice, to further enhance the security of our products, we have retained third-party cybersecurity experts to assist us in these matters, guiding us in improving our processes and controls. To that end and to provide additional assurance to all of our customers, we have made the decision to digitally re-sign our products and have requested (and received) a new digital certificate, which reflects a recertification of the authenticity of SolarWinds products, both current and future.

### What to expect next:

- We intend to issue new product releases containing the updated certificate beginning **December 17, 2020.**
- The existing certificate used by MSP products will be revoked on December 21, 2020.
- You should receive an update from us within the next 24 hours containing specific details as to the availability of the releases and further actions you will need to take, including product updates, to help ensure your operations are not impacted by the certificate revocation.

While we understand that this requires effort on your part, we believe that this is the right step to help ensure the security of our products and retain the trust you have in us. Please know that we are doing our very best to minimize the impact to your business and to help ensure the protection of you and your customers.

Thank you,

The SolarWinds logo, consisting of the word "solarwinds" in a grey, lowercase, sans-serif font, followed by a stylized orange and yellow flame or sun icon.

John Pagliuca | President | SolarWinds MSP