

Customer Services Notice

SEND Explorer Security Vulnerability

Certara, the developers of SEND Explorer, have informed Instem that a previously undetected potential security vulnerability in SEND Explorer v10 was discovered during the course of ongoing internal testing. The identified issue is obscure, but Instem and Certara are committed to prompt remediation of any potential vulnerability. This issue does not exist in SEND Explorer v9 or SEND Explorer v11. No breaches have been detected or reported with respect to this obscure vulnerability.

Scope of impact

- Customers with SEND Explorer version 10 will require installation of a hotfix patch, SEND Explorer v10.0.4 to remove this risk. Affected customers will be contacted by Instem to coordinate this installation.

Please contact the Help Desk for further information
UK Tel. +44 1785 825666
USA Tel. +1 484 530 5030
E-mail: help@instem.com