



## clickstudios PASSWORDSTATE

# INCIDENT MANAGEMENT ADVISORY #06

**Dated: 17<sup>th</sup> May 2021, 3:00 PM (Australian CST)**

Click Studios advises its return to normal business operations. Any customer that performed an In-Place Upgrade, between 20<sup>th</sup> April 2021 8:33 PM UTC and 22<sup>nd</sup> April 2021 0:30 AM UTC, that hasn't received confirmation of being affected is encouraged to contact Click Studios Technical Support.

### Advisory Summary:

Click Studios has now resumed normal business operations. The number of customers affected was extremely low. Only customers that performed In-Place Upgrades between the times stated above had the potential to be affected. In-Place Upgrade functionality will remain blocked until further notice. New instances of the Blog and Forums Sites have been launched.

### Affected Customers:

The number of affected customers was extremely low. The calculation of the number of affected customers is based on the number of respondents, the Window of Opportunity being 28 hrs and the % of customers using In-Place Upgrade functionality during that Window of Opportunity.

Click Studios does not publish information on the actual number of affected customers or their names.

### In-Place Upgrade Functionality Blocked:

Customers are advised that In-Place Upgrade functionality is currently blocked by Click Studios. This block will remain in place whilst we rearchitect and redevelop the Passwordstate upgrade capabilities.

Manual Upgrades of Passwordstate were not affected. Customers can use the existing method for performing Manual Upgrades as published on our website's Documentation Page, under Upgrade Instructions.

### Re-launch of Blog and Forum Sites:

As part of the Click Studios Incident Response, our Blog and Forum websites were taken down to reduce potential attack vectors and the publishing of unauthorized content. A post incident review recommendation was the separation of website, forum and blog capabilities to separate specialist platforms. This has now been done and the Blog and Forum website content has been migrated to their new sites.

### Identification, Remedial Actions and Advice:

Click Studios will still prioritize support calls from customers that believe they have been affected and advise them of the required remedial actions.

The ACSC (Australian Cyber Security Centre) remains aware of the incidents, and have been providing advice to Click Studios. Any Australian organizations that believe they have been affected should contact them via [ASD.Assist@defence.gov.au](mailto:ASD.Assist@defence.gov.au) or 1300 CYBER1.

### Request for Additional Information:

All requests for more information related to this incident will continue to be directed to the Advisories webpage. The advisories detail all known facts, including any Passwordstate functionality that had been compromised.