

Axis vulnerability policy



Table of contents

1. Overview	3
2. Vulnerability management	3
3. Reporting vulnerabilities	3
4. Response process	4
5. Receiving information from Axis	4

1. Overview

Axis follows industry best practices in managing and responding to security vulnerabilities in our products in order to minimize customer exposure to cyber risks. There is no way to guarantee that products and services are free from flaws that can be exploited for malicious attacks. This is not specific to Axis, but rather a general condition for all network devices. What Axis can guarantee, is that we always make a concerted effort at every possible stage in order to ensure that the least risk possible is associated with your Axis devices and services.

Axis acknowledges that standardized network protocols and services may have weaknesses that may be exploited for attacks. While Axis cannot take responsibility for these services, we are dedicated to providing recommendations on how to reduce and eliminate risks relating to your Axis devices.

The latest applicable security patches are included in the latest software/firmware releases. Axis provides software and firmware updates free of charge via the firmware download page www.axis.com/techsup/firmware.php as long as a product is still supported by Axis.

2. Vulnerability management

Axis classifies the severity of a vulnerability as either critical or non-critical. The classification is based on the risk for users when products are deployed, hardened and used in a recommended way. Newly discovered vulnerabilities that Axis classifies as non-critical will be managed in the normal scheduled firmware release cycle.

Newly discovered vulnerabilities that Axis classifies as critical may result in an unscheduled service release for applicable and supported firmware. A security advisory will be published at www.axis.com/support/product-security including a case description, threat/risk analysis, recommendations and Axis plan to resolve the issue.

3. Reporting vulnerabilities

While Axis will work to limit risk associated with vulnerabilities, if you identify a security vulnerability associated with an Axis product or service, please report the problem immediately. Timely identification of security vulnerabilities is critical to eliminating potential threats.

End users, partners, vendors, industry groups and independent researchers who have identified a potential risk are encouraged to email product-security@axis.com. Please check www.axis.com/support/product-security before contacting the team as your concern may already have been processed in a security advisory.

Note: Axis' product security team will not process requests for support, modified features and statements. Such requests need to be sent through the appropriate Axis channel, typically sales or technical support.

Technical support: www.axis.com/techsup
General: www.axis.com

4. Response process

All valid submissions to product-security@axis.com will be processed and analyzed. Axis will reply within 48 hours with an acknowledgement and possible additional questions for investigation. Depending on severity level, Axis may follow up by posting further information on www.axis.com/support/product-security

5. Receiving information from Axis

Axis publishes guidelines, security advisories and statements on www.axis.com/support/product-security.

About Axis Communications

Axis offers intelligent security solutions that enable a smarter, safer world. As the market leader in network video, Axis is driving the industry by continually launching innovative network products based on an open platform - delivering high value to customers through a global partner network. Axis has long-term relationships with partners and provides them with knowledge and ground-breaking network products in existing and new markets.

Axis has more than 2,600 dedicated employees in more than 50 countries around the world, supported by a global network of over 90,000 partners. Founded in 1984, Axis is a Sweden-based company listed on NASDAQ Stockholm under the ticker AXIS.

For more information about Axis, please visit our website www.axis.com.