

AVG Business Edition 2018 Upgrade Procedure

Date: October 1, 2019

Environment:

- AVG® Business Edition 2018
- Microsoft® Windows® 7
- Microsoft Windows 2012 R2

Background:

AVG Business Edition antivirus software is typically installed on GE Human Machine Interfaces (HMIs) to protect the HMIs from cyber threats and acts as a line of defence against any type of threats. Post-installation of AVG software, it is also recommended to apply the latest virus definition files (patches) periodically to continue protecting HMIs against various types of attacks including the latest viruses, ransomware, malware, adware, trojans, rootkits, hackers, and other cyber threats in accordance with the user's cyber security risk management program. An effective cyber security plan uses a combination of robust maintenance procedures, employee training/awareness, and up to date technology.

AVG has announced its end of support for versions AVG Business Edition 2016 & below which means no updated virus definition files will be released. Beginning in August 2018, updates will only be released for AVG Business Edition 2018 and higher.

As discussed in TIL 2086 "Control System Lifetime Limitation Due to Cyber Risk", GE recommends adopting a cyber security risk management program which includes proactive assessment based on the plant's inventory of control system network components. This TIL also provides general guidelines that reduces system cyber-attack exposure due to component end of life (EoL), obsolescence, and failure to apply firmware/software patches.

Resolution:

GE recommends all customers using AVG Business Edition 2016 and below to upgrade to AVG Business Edition 2018 which is approved to use for GE supplied HMI & Historians. The part number for AVG Business Edition 2018 is 323A4747UTP7S. Refer to the attached installation and offline AVG Business Edition 2018 activation procedure.

As per the recommendations from AVG, Microsoft Windows operating systems should be updated with the latest Windows patches before installing AVG Business Edition 2018. Due to the varying network and HMI configurations, GE is unable to validate all patches. As a result,

the below general guidelines should be considered while applying the Microsoft Windows patches and AVG Business Edition 2018.

1. Take an image backup of the device to be updated (HMI, historian, etc.)
2. Test the applicable OEM's software/firmware update. In rare instances, updates may impact the device's function. As such, new updates should be tested within a testbed platform before installing into a production environment. If a testbed is not feasible, apply update to only one or two devices before being propagated to the entire plant.
3. Install the applicable OEM's software/firmware update
4. Update the antivirus definitions/software

There are few known issues reported from sites during installation of AVG 2018, kindly refer the knowledge article for KB0026821 < AVG Business Edition 2018 Installation Known Issues > for more information.

References:

AVG is a registered trademark of AVG Technologies

Microsoft is registered trademark of Microsoft Corporation

[AVG Updates on Isolated Networks-Release Ver6.pdf](#)

https://gepowerpac.service-now.com/kb_view.do?sysparm_article=KB0026746

GE Power Product Security Incident Response Team (PSIRT)

GE is committed to helping ensure the security of its customer base. To report product security issues and to request security support, contact GE Power PSIRT at www.ge.com/power/cybersecurity or GEPowerCVD@ge.com.