# The Security Hardening Guide for the NPort 5000 Series

Moxa Technical Support Team <u>support@moxa.com</u>

## Contents

1	Intro	oduction	
2	Gene	eral System Information	
	2.1	Basic Information About the Device	
	2.2	Deployment of the Device	
	2.3	Security Threats	5
	2.4	Security Measures	6
3	Conf	iguration and Hardening Information	
	3.1	TCP/UDP Ports and Recommended Services	
	3.2	Account Management	
	3.3	Accessible IP List	
	3.4	Logging and Auditing	
4	Patc	hing/Upgrades	
	4.1	Patch Management Plan	
	4.2	Firmware Upgrades	
5	Secu	rity Information and Vulnerability Feedback	

Copyright © 2022 Moxa Inc.

Released on Oct 11, 2022

#### About Moxa

Moxa is a leading provider of edge connectivity, industrial computing, and network infrastructure solutions for enabling connectivity for the Industrial Internet of Things. With 35 years of industry experience, Moxa has connected more than 82 million devices worldwide and has a distribution and service network that reaches customers in more than 80 countries. Moxa delivers lasting business value by empowering industry with reliable networks and sincere service for industrial communications infrastructures. Information about Moxa's solutions is available at <a href="https://www.moxa.com">www.moxa.com</a>.

#### How to Contact Moxa

Tel: 1-714-528-6777 Fax: 1-714-528-6778



# **1** Introduction

This document provides guidelines on how to configure and secure the NPort 5000 Series. You should consider the recommended steps in this document as best practices for security in most applications. It is highly recommended that you review and test the configurations thoroughly before implementing them in your production system to ensure that your application is not negatively impacted.

# 2 General System Information

## 2.1 Basic Information About the Device

Model	Function	Operating System	Firmware Version
NPort 5000A Series	General purpose	Moxa Operating System	Version 1.6
NPort 5110	General purpose	Moxa Operating System	Version 2.10
NPort 5130/5150	General purpose	Moxa Operating System	Version 3.9
NPort 5200 Series	General purpose	Moxa Operating System	Version 2.12
NPort 5400 Series	General purpose	Moxa Operating System	Version 3.14
NPort 5600-DT Series	General purpose	Moxa Operating System	Version 2.8
NPort 5600-DTL Series	General purpose	Moxa Operating System	Version 1.6
NPort 5600-DT Series	General purpose	Moxa Operating System	Version 2.8
NPort 5600-DTL Series	Entry level	Moxa Operating System	Version 1.6
NPort 5600 Series	Rackmount	Moxa Operating System	Version 3.10
NPort 5000AI-M12 Series	Railway	Moxa Operating System	Version 1.5
NPort IA5000 Series	Industrial automation	Moxa Operating System	Version 1.7
NPort IA5000A Series	Industrial automation	Moxa Operating System	Version 1.7

The NPort 5000 Series is a device server specifically designed to allow industrial devices to be directly accessible from the network. Thus, legacy devices can be transformed into Ethernet devices, which then can be monitored and controlled from any network location or even the Internet. Different configurations and features are available for specific applications, such as protocol conversion, Real COM drivers, and TCP operation modes, to name a few. It uses TLS protocols to transmit encrypted serial data over Ethernet.

Moxa Operating System (MOS) is an embedded proprietary operating system, which is only executed in Moxa edge devices. Because the MOS operating system is not freely available, the chances of malware attacks are significantly reduced.

## 2.2 Deployment of the Device

You should deploy the NPort 5000 Series behind a secure firewall network that has sufficient security features in place to ensure that networks are safe from internal and external threats.

Make sure that the physical protection of the NPort devices and/or the system meets the security needs of your application. Depending on the environment and the threat situation, the form of protection can vary significantly.



## 2.3 Security Threats

The security threats that can harm NPort 5000 Series are as follows:

#### 1. Attacks over the network

Threats from individuals without any rights to the NPort 5000 Series via networks such as intranets.

#### 2. Direct attacks through operation

Threats where individuals without any rights to the NPort 5000 Series directly operate a device to affect the system and steal important data.

#### 3. Theft of the NPort or data

Threats where an NPort 5000 Series or data is stolen, and important data is analyzed.



## 2.4 Security Measures

To fend off security threats, we arranged security measures applied in security guides for the general business network environment and identified a set of security measures for the NPort 5000 Series. The security measures are classified into three security types. The following table describes the security measures and the threats that each measure handles.

Security Mencure	Subastagon	Threat Handled			
Security measure	Subcategory	1	2	3	
Access Control	-	Yes	Yes	No	
Stopping unused services	-	Yes	No	No	
	Disabling the built-in Administrator account or changing its user name	Yes	Yes	No	
	IT firewall tuning	Yes	No	No	
	Hiding the last logon user name	Yes	Yes	No	
	Applying the software restriction policies	Yes	Yes	No	
Changing IT environment	Applying AutoRun restrictions	No	Yes	No	
settings	Applying the StorageDevicePolicies function	No	Yes	Yes	
	Disabling USB storage devices	No	Yes	Yes	
	Disabling NetBIOS over TCP/IP	Yes	No	No	
	Applying the password policy	Yes	Yes	No	
	Applying the audit policy	Yes	Yes	No	
	Applying the account lockout policy	Yes	Yes	No	

**Note** 1. Attacks over the network.

- 2. Direct attacks through the operation.
- 3. Theft of the NPort or data.

To defend against the theft of the NPort or data, we recommend you to use the NPort 5000 Series within a secure local network, as mentioned above. We also suggest you to enable the Accessible IP List function (for more details, please refer to chapter 3.3) to only allow the necessary hosts/IPs to access the device and protect the device from attacks of unknown clients.

# 3 Configuration and Hardening Information

For security reasons, account and password protection is enabled by default, so you must provide the correct account and password to unlock the device before entering the web console of the gateway.

The default account and password are **admin** and **moxa** (both in lowercase letters), respectively. Once you are successfully logged in, a pop-up notification will appear to remind you to change the password in order to ensure a higher level of security.



## **3.1 TCP/UDP Ports and Recommended Services**

Refer to the table below for all the ports, protocols, and services that are used to communicate between the NPort 5000 Series and other devices.

Service Name	Option	Default Settings	Туре	Port Number	Remark & Description
Moxa Command	Enable (Disable	Enable	ТСР	14900, 4900	For Moxa utility
(DSCI)	Ellable/Disable	Ellable	UDP	4800	communication
DNS_wins	Enable	Enable	UDP	53, 137, 949	Processing DNS and WINS (Client) data
SNMP agent	Enable/Disable	Enable	UDP	161	SNMP handling routine
HTTP server	Enable/Disable	Enable	ТСР	80	Web console
HTTPS server	Enable/Disable	Enable	ТСР	443	Secured web console
Telnet server	Enable/Disable	Disable	ТСР	23	Telnet console
DHCP client	Enable/Disable	Disable	UDP	68	The DHCP client needs to acquire the system IP address from the server
SNTP	Enable/Disable	Disable	UDP	Random Port	Synchronize time settings with a time server This function is not available for the 5100/5100A/5200/ 5200A Series.
Remote System Log	Enable/Disable	Disable	UDP	Random Port	Send the event log to a remote log server

Operation Mode	Option	Default Settings	Туре	Port Number	Remark & Description
Real COM Mode	Enable/Disable	Enable	ТСР	950+ (Serial port No 1) 966+ (Serial port No 1)	
RFC2217 Mode	Enable/Disable	Disable	ТСР	User-defined (default: 4000+Serial port No.)	Only available in certain models
TCP Server Mode	Enable/Disable	Disable	ТСР	User-defined (default: 4000+Serial port No.) User-defined (default: 966+Serial port No.)	
UDP Mode	Enable/Disable	Disable	UDP	User-defined (default: 4000+Serial port No.)	
Pair Connection Master Mode	Enable/Disable	Disable	тср	User-defined (default: 4000+Serial port No.)	Only available in certain models
Pair Connection Slave Mode	Enable/Disable	Disable	тср	User-defined (default: 4000+Serial port No.)	Only available in certain models
Ethernet Modem Mode	Enable/Disable	Disable	ТСР	User-defined (default: 4000+Serial port No.)	
Reverse Telnet Mode	Enable/Disable	Disable	ТСР	User-defined (default: 4000+Serial port No.)	
Disabled Mode	Enable/Disable	Disable	N/A	N/A	

For security reasons, disable unused services. After initial setup, use services with stronger security for data communication. Refer to the table below for the suggested settings.

Service Name	Suggested Settings	Туре	Port Number	Security Remark
Moxa Command	Disable	тср	14900, 4900	Disable this service as it is not commonly
(DSCI)	DSCI)		4800	used
DNS_wins	Enable	UDP	53, 137, 949	A necessary service to get IP; cannot be disabled
SNMP	Disable	UDP	161	Suggest to manage NPort via HTTPS console
HTTP Server	Disable	ТСР	80	Disable HTTP to prevent plain text transmission
HTTPS Server	Enable	ТСР	443	Encrypted data channel with trusted certificate for NPort configuration
Telnet Server	Disable	ТСР	23	Disable this service as it is not commonly used
DHCP Client	Disable	UDP	67, 68	Assign an IP address manually for the device
SNTP Client	Disable	UDP	Random Port	Suggest to use the SNTP server for secure time synchronization
Remote System Log	Enable	UDP	Random Port	Suggest using a system log server to store all the logs from all the devices in the network

For console services, we recommend the following:

НТТР	Disable
HTTPS	Enable
Telnet	Disable
Moxa Command	Disable

To enable or disable these services, log in to the HTTP/HTTPS console and select **Basic Settings > Console Settings**.

Console Settings		
HTTP console	O Enable	Disable
HTTPS console (support TLS v1.2)	Enable	◯ Disable
TLS v1.0/v1.1 for HTTPS console	◯ Enable	Disable
Telnet console	○ Enable	Disable
Serial console	○ Enable	Disable
Moxa Service	◯ Enable	Disable
Maximum Login Users For HTTP+HTTPS	6 (1~6)	
Auto Logout Setting (min)	5 (1~1440)	
Reset button protect	No	○ Yes

#### Moxa Tech Note

 To disable the SNMP agent service, For the SNMP agent service, log in to the HTTP/HTTPS console and select Administration > SNMP Agent, then select Disable for SNMP., then . Then, select Disable for the SNMP agent service.

Configuration	
SNMP O Enable O Dis	able
Read community string	(max: 31 characters
Write community string	(max: 31 characters
Contact name	
Location	
SNMP agent version V1 🖾 v2 🖾 v	/3
Read only user name	
Read only authentication mode Disable ~	
Read only password	(max: 31 characters
Read only privacy mode Disable v	
Read only privacy	(max: 31 characters
Read/write user name	
Read/write authentication mode Disable ~	
Read/write password	(max: 31 characters
Read/write privacy mode Disable 🗸	
Read/write privacy	(max: 31 characters

To disable the the SNTP service server, log in to the HTTP/HTTPS/Telnet console and select **Basic Settings,** and keep the **Time server** setting empty. This will disable the SNTP service.. Then, keep the Time server empty as **Disable** for the SNTP Server.

Time Settings	
Time zone	$\left[ (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London  ullet  ight]$
Time	2020 / 6 / 30 15 : 48 : 8 Modify
Time server	

For the remote system log server, it depends on your network architecture. We
recommend your network administrator to have a Log Server to receive the log
messages from the device. In this case, log in to the HTTP/HTTPS/SSH/Telnet
console, select Remote Log Server, and input the IP address of the Log Server in
the SYSLOG server field. If your network doesn't have one, keep it empty (disable
Remote System Log Server).

#### **Remote Log Server**

SYSLOG server		
SYSLOG facility	local use 0 🗸	
SYSLOG severity	Emergency 🗸	

For the operation mode services, it depends on how you bring your serial device to the Ethernet network. For example, if your host PC uses a legacy software to open a COM port to communicate with the serial device, then the NPort will enable the Real COM mode for this application. If you don't want the NPort to provide such a service, log in to the HTTP/HTTPS/SSH/Telnet console, **select Serial Port Settings > Port # > Operation Modes**, and then select **Disable**.

Port 1		
Operation mode	Disable 🗸	

**Note** For each instruction above, click the **Submit** button to save your changes, then restart the NPort device so the new settings will take effect.

#### Moxa Tech Note

## 3.2 Account Management

Through the administration account, admin, log in to NPort 5000 Series and perform configuration settings. To change the default password (moxa), please log in to the HTTP/HTTPS/Telnet console and select Administration > Account Management > User Account. Click on the 'admin' account row, and select 'Edit' in the top toolbar. Input the old password in the Password field and the new password in Confirm Password field (at least 4 characters) to change the password. A screenshot of the GUI for the web console is shown below.

	🗗 Add 🖋 Edit 🏢 De	elete 🖹 Save/Re	estart	
Active	Account Name	User Level		
-	admin	Read Write		
Edit Acco	ount			
Active				
Account Name			admin	
Change Password				
Password				(4-16 characters)
Password	Confirm Password			(4-16 characters)
Password Confirm P	assword			

 To add new general users, please log in to the HTTP/HTTPS/Telnet console and select Administration > Account Management > User Account. Click Add in the top toolbar, then input the Account Name, Password, Confirm Password to add a new user. A snapshot of the GUI for the web console is shown below.

Add Account		
Active	<ul><li>✓</li></ul>	
Account Name		
Password		(4-16 characters)
Confirm Password		(4-16 characters)
User Level	Read Write 🗸	
Submit Cancel		

- To delete an account, click on the account name and select **Delete** in the top toolbar.
- After making any changes, click **Save/Restart** in the top toolbar.
- **Note** We suggest you manage your device with another "administrator level" account instead of using the default "admin" account, as it is commonly used by embedded systems. Once the new administrator level account has been created, the original "admin" account should be monitored for security reasons to prevent brute-force attacks.

## **User Account**

User Account			
	🛟 Add 🥒 Edit 🎁 🛙	Delete 📔 Save/Restart	
Active	Account Name	User Level	
	admin	Read Write	
<ul> <li>Image: A set of the set of the</li></ul>	port_admin	Read Write	
<ul> <li>Image: A set of the set of the</li></ul>	Guest	Read Only	

Considering all security levels, the login password policy and failure lockout can be configured. To configure it, please log in to the HTTP/HTTPS console and select
 Administration > Account Management > Password & Login Policy. Not only can the Account Password Policy be configured, but the Account Login Failure Lockout can be further enabled to increase the security level of the account management.

It is suggested to set the password policy at a higher complexity. For example, set the **Password minimum length** at 16, enable all password complexity strength checks, and enable the **Password lifetime** checking mechanism. Also, to avoid a brute-force attack, it's suggested to enable the **Account login failure lockout** feature. A screenshot of the GUI for the web console is shown below.

#### Account Password and Login Management

Password minimum length	16 (4 - 16)	
Password complexity strength check	Enable O Disable	
At least one digit (0~9)	● Enable ○ Disable	
Mixed upper and lower case letters (A~Z, a~z)	Enable	
At least one special character (~!@#\$%^&* ;:,.<>[]{())	Enable O Disable	
Password lifetime	30 (0 - 180 day; 0 for Disable )	
Account Login Failure Lockout		
Account login failure lockout	Enable O Disable	
Retry failure threshold	5 (1 - 10 retry)	
Lockout Time	60 (1 - 60 min)	

For some system security requirements, an approved warning banner needs to be displayed to all users attempting to access the device. In addition to the warning banner, please log in to the HTTP/HTTPS console and select Administration > Account Management > Notification Message. Users can type in the warning message in the Login Message field at all access points.

#### **\***Notification Message

Notification Message	Welcome to Neve NPert	1
Login Message		
	Please contact administration if you have forgotten your password.	21 characters/Maximum 240 characters
Login Authentication Failure Message		66 characters/Maximum 240
Submit		characters

## 3.3 Accessible IP List

The NPort 5000 Series has a feature that can add or block remote host IP addresses to prevent unauthorized access. That is, if a host's IP address is in the accessible IP table, then the host will be allowed to access the NPort 5000 series. To configure it, please log in to the HTTP/HTTPS console and select **Accessible IP List**.

#### **Accessible IP List**

Ac	tivate the rule	IP Address	Netmask
1	<	192.168.127.100	255.255.255.0
2	<	192.168.127.101	255.255.255.0
3	<	192.168.127.102	255.255.255.0
1	<	192.168.127.103	255.255.255.0
5	<ul><li>✓</li></ul>	192.168.127.104	255.255.255.0
6			
7			
8			

You may add a specific address or range of addresses by using a combination of an IP address and a netmask as follows:

- **To allow access to a specific IP address:** Enter the IP address in the corresponding field, then 255.255.255 for the netmask.
- To allow access to hosts on a specific subnet: For both the IP address and netmask, use 0 for the last digit (e.g., "192.168.1.0" and "255.255.255.0").
- To allow access to all IP addresses: Make sure that the Enable checkbox for the Accessible IP List is not checked.

Additional configuration examples are shown in the following table:

Desired IP Range	IP Address Field	Netmask Field
Any host	Disable	Enable
192.168.1.120	192.168.1.120	255.255.255.255
192.168.1.1 to 192.168.1.254	192.168.1.0	255.255.255.0
192.168.1.1 to 192.168.255.254	192.168.0.0	255.255.0.0
192.168.1.1 to 192.168.1.126	192.168.1.0	255.255.255.128
192.168.1.129 to 192.168.1.254	192.168.1.128	255.255.255.128



### WARNING

Ensure that the IP address of the PC you are using to access the web console is in the Accessible IP List.

## 3.4 Logging and Auditing

• These are the events that will be recorded by the NPort 5000 Series:

Event Group	Summary
System	System cold start, system warm start
Network	DHCP/BOOTP gets IP/renew, NTP connect failed, IP conflict, Network link down
Configuration	Login failed, IP changed, Password changed, Firmware upgraded, Certificate imported, Configuration imported or exported, Configuration changed, Clear event logged
OpMode	Connect, Disconnect

 To configure this setting, log in to the HTTP/HTTPS console and select System Log Settings. Then, enable the Local Log for recording on the NPort 5000 device and/or Remote Log for keeping records on a server about the network. It is suggested to enable the system log settings to record all important system events in order to monitor any security issue with the device status. A screenshot of the GUI for the web console is shown below.

#### **System Log Settings**

Event Group	Local Log	Remote Log	Summary
System			System Cold Start, System Warm Start
Network			DHCP/BOOTP Get IP/Renew, NTP, Mail Fail, NTP Connect Fail, IP Conflict, Network Link Up, Network Link Down
Config			Login Fail, IP Changed, Password Changed, Config Changed, Firmware Upgrade, Config Import, Config Export
OpMode			Connect, Disconnect
Submit			_

To review the above events, log in to HTTP/HTTPS console, select Monitor > System
 Log. A screenshot of the GUI for the web console is shown below.

#### **System Log**

System Log			
[0001] 2020-06-30 16:21:29 [System [0002] 2020-06-30 16:23:04 [Config] [0003] 2020-06-30 16:24:01 [Config] [0004] 2020-06-30 16:24:06 [System [0005] 2020-06-30 16:24:12 [Config] [0006] 2020-06-30 16:24:48 [Config] [0007] 2020-06-30 16:24:51 [Config]	System Warm Start admin: Local Login Success 1: admin: Firmware Upgrade OK J System Cold Start 192.168.1: admin: Local Login Success 1: port_admin: Local Login Fail 1 port_admin: Local Login Succes	92.168.127.250:52323 192.168.127.250:52384 27.250:52384 92.168.127.250:5245 92.168.127.250:5245 93.2168.127.250:5245 935 192.168.127.250:5245	31
			<i></i>
Select all Clear I	og Refresh	Download	old to new

# 4 Patching/Upgrades

## 4.1 Patch Management Plan

With regard to patch management, Moxa in general releases version enhancement with thorough release notes annually. If any security vulnerability issue is identified, Moxa will release a beta fix within 30 days.

## 4.2 Firmware Upgrades

The process of firmware and/or software upgrade is instructed as below.

 We will release the latest firmware and software along with its released notes on our official website. The links listed below are for specified items for the NPort 5000 Series.

NPort Series	URL
5100A	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5100a-series#resources
5100	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5100-series#resources
5200A	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5200a-series#resources
5200	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5200-series#resources
5400	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5400-series#resources
5600	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5600-series#resources
5600-DT	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5600-dt-series#resources
5600-DTL	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5600-dtl-series#resources
IA5000A	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/industrial-device-servers/nport-ia5000a-series#resources
IA5000	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/industrial-device-servers/nport-ia5000-series#resources
5000AI-M12	https://www.moxa.com/en/products/industrial-edge-connectivity/serial- device-servers/general-device-servers/nport-5000ai-m12-series#resources

Moxa's website provides the SHA-512 hash value for you to double-check if the • firmware is identical to the one on the website.



When a user wants to upgrade the firmware of the NPort 5000 Series, please download the firmware from the website first. Then log in to HTTP/HTTPS console and select Upgrade Firmware. Click the Choose File button to select the proper firmware and click **Submit** to upgrade the firmware.

Firmware Upgrade	
!!! Warning !!!	
Select firmware file	Note: Firmware upgrade will discard your un-saved configuration changes and restart the system! Choose File No file chosen
	Submit

If a user wants to upgrade the firmware of the NPort 6000 Series with multiple units, • please download the utility Device Search Utility (DSU) or MXconfig for a GUI interface, or the Moxa CLI Configuration Tool for a CLI interface to preform the mass deployment.

FILTER Operating System -	All Driver Firmware	Library Software Pack	tage Utility	
NAME	TYPE		OPERATING SYSTEM	RELEASE DATE ❤
Device Search Utility 1.1 MB	للاiity لل	v2.3	- Windows 10 - Windows 2000 - Windows 7 Show More	Sep 01, 2019 Release notes
Moxa CLI Configuration Tool for Linux 8.1 MB	. Utility	v1.1	<ul> <li>Linux Kernel 2.6.x</li> <li>Linux Kernel 3.x</li> <li>Linux Kernel 4.x</li> </ul>	Jan 17, 2019 Release notes
Moxa CLI Configuration Tool for Windows 1.4 MB	Utility	v1.1	- Windows 10 - Windows 7 - Windows 8 Show More	Jan 16, 2019 Release notes
PComm Lite - Serial Communication Tool for Windows 1.6 MB	Utility	v1.6	- Windows 2000 - Windows 7 - Windows Server 2003 Show More	May 13, 2012 Release notes
MXconfig 118.1 MB	لب Software Packaç	je v2.6	- Windows 10 - Windows 7 - Windows 8 Show More	May 29, 2020 Release notes

# **5** Security Information and Vulnerability Feedback

As the adoption of the Industrial IoT (IIoT) continues to grow rapidly, security has become one of the top priorities. The Moxa Cyber Security Response Team (CSRT) is taking a proactive approach to protect our products from security vulnerabilities and help our customers better manage security risks.

Please follow the updated Moxa security information from the link below: <a href="https://www.moxa.com/en/support/product-support/security-advisory">https://www.moxa.com/en/support/product-support/security-advisory</a>

Copyright © 2022 Moxa Inc.