

Cyber Protection Guide

How To Harden Your MOBOTIX Video System

Camera • VMS • NAS



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About This Guide

Cyber-attacks against internet connected software and hardware is a growing problem. In recent years, attackers are increasingly focused on exploiting the weakest links within a security perimeter to gain access to critical applications and sensitive data.

With video surveillance technology as a vital part of site security that often inhabits a shared corporate network; video surveillance devices are increasingly becoming the target of directed cyber-attacks.

Recognising this emerging trend, MOBOTIX has developed a set of **built-in tools and features** allowing IT security administrators to configure each device as part of a multi-layered approach to cyber security.

These tools when used alongside other security elements such as firewalls and network segmentation can reduce the attack surface presented by MOBOTIX devices as part of a secure access policy for administrators and users.

This guide provides practical advice on how to configure MOBOTIX devices to offer the most protection against cyber-attack along with best practice guidance on building a secure video surveillance infrastructure.

Please note: This document is intended to give the responsible admin a complete overview of all possible measurements to harden the MOBOTIX system. Regarding the individual application and to avoid reconfigurations, it may not be useful to carry out every single procedure explained in this guide.

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Camera Configuration



1. Keep the firmware of the cameras up-to-date

MOBOTIX firmware can be downloaded for free from our web site: <u>www.mobotix.com > Support > Download Center</u> Not sure how to to proceed? Please refer to this compact guide: <u>www.mobotix.com > Support > Download Center ></u> <u>Documentation > Brochures & Guides > Compact Guides > Mx_CG_FirmwareUpdate.pdf</u>

2. Reset the configuration to factory defaults

Admin Menu > Configuration > Reset configuration to factory defaults

	S fps 😧 Display Mode 😰 Full Image 🖸 🔍	
in Menu		mx10-24-47-126 Administration Overview
Menu	10 10. 17-126 /min/index.html?cachedummy=806764	
o on	MOBOTIX c26 mx10-24-47-126 Administration Overvi	iew (
Gon		General Network Client Settings (for experts)
D off		OpenVPN Clent Settings
vent	MxMessageSys	tem Network Distribution of Messages
Blink		Message Promes for Action Groups
ound	Stor	rage Storage on External File Server / Flash Device
t Event		ciurage Panure Detection
atcher	Logos and Image Pro	files Manage Image Files Loop Profiles
toom		Image Profiles
m+	Transfer Pro	files • FTP Profiles
om -		E-Mail Profiles IP Notify Profiles
r Pan		
l Image	Audio and VoIP Teleph	IONY - Speaker and Microphone Manage Audio Messages
nd image		Sound Profiles for playing back audio files SIP Server Settings for configuring integrated SIP server
Aove off		SIP client Settings for VoIP telephony Outgoing Calls Settings
		Incoming Carls Settings ETP Pager
	Camora Administra	tion - Time & Date
2	Camera Administra	LED Setup Ture Tables for arming and services
		Time Tasks for image transfer and other jobs Integration Protocols for video streaming (RTP server configuration)
		Betail Configuration
	Configura	Store current configuration permanently (to flash)
	con gara	Reset configuration to factory defaults Restore last stored configuration from flash
		Load configuration from local computer Save current configuration to local computer
		Show current configuration (<u>raw version</u>) Edit configuration file (for experts)
		Manage other cameras
	System Up	date • Update System Software
	General Ta	ISKS • Reboot the camera
	Security Browsers retain password information until they are d	losed completely. To prevent unauthorized use of protected pages, make sure that you close all browser windows at the end of your session. Failing to do

3. Change the default admin password

Admin Menu > Security > Users and Passwords

MOBOTIX M16 mx10-22-7-12 Users and Passwords					
User	Group	Password	Confirm Password	Remark/Action	
admin	admins 🗘	•••	•••	Remove	
	undefined ᅌ				

It is strongly recommended to change the "admin" user name and the default password "meinsm".

Once you have finished configuring users, passwords and groups, you should always store the settings in the camera's permanent memory. Otherwise, the modified configuration will only be used until the next camera reboot. Use the Close button at the end of the dialog as it will automatically ask you to store the camera configuration to the camera's permanent memory.

Make sure that you store your password information in a secure place. Special care should be taken to retain the password of at least one user of the admins group. Without the password, administrative access to the camera is not possible any more and there is no possibility to circumvent the password. It is likewise impossible to retrieve the password from a permanently saved configuration.

How to create a strong password:

- Use 8 or more characters (up to 99)
- At least one upper-case character
- At least one lower-case character
- At least one digit
- At least one special character: ! " # \$ % & ' () * + , . / : ; < = > ? @ [\] ^ _ ` { | } ~
- Avoid common words and dates

Password reset policy: If the administrator password is no longer available, you will have to send the camera back to MOBOTIX for a factory reset!

4. Create different user groups with different user rights

Admin Menu > Security > Users and Passwords

Generally speaking, not all the users need the same rights. You can create up to 25 different users group from the page Admin Menu > Group Access Control List

5. Create different users and assign them to the right groups

Admin Menu > Security > Users and Passwords

It's always advisable to create a user for each person who is authorized to access the camera. Up to 100 users can be created. Actions performed by authorized users are tracked in the Web Server Log file; this helps to determine "who did what" in case of disputes.

Refer to the description above to create strong passwords.

6. Disable Public Access

Admin Menu > Security > Group Access Control Lists

n 🔶 MOBOTIX M16 mx10-22-7-12 Group Access Control Lists									? ()		
	Brows	er Scr	een / Vie	w		MxMC &	MxMC & VMS Configuration				
Access Rights	Guest	Live	Player	MultiView	PDA	Event Stream	HTTP API	Admin	Image Setup	Event Setup	
Public Access											Disable all
Groups											Remove Group
admins								1	~	S	
es_admins											
es_guests		<									
es_users											
www_guests	~										
www_users											
Open Users and Pa	assword	s to m	anage u	sers and to a	assian	aroups.					

Public Access allows, if enabled, to access specific resources of the camera without authentication. It's strongly recommended to disable Public Access to avoid that unauthorized users can display the camera's live stream, recordings or even control the camera (e.g. change the configuration or execute actions).

7. Enable IP Access Control List

Admin Menu > Security > IP-Level Access Control

🏫 🔶 МОВОТІХ	c26 mx10-24-47-126 IP-Level /	Access Control	? ()					
Access Control Confi	Access Control Configuration							
WARNING: A faulty a	ccess configuration may render the ca	amera inaccessible!						
Access Control	Enabled ᅌ	Enable or disable Access Control.						
Access Rules for Allo	w							
Mode	IP Address/Subnet/Domain	Examples						
Allow	192.168.1.163	192.168.1.163, 192.168.1.0/255.255.255.0, ftp.mobotix.com						
Allow		192.168.1.163, 192.168.1.0/255.255.255.0, ftp.mobotix.com						
Access Rules for Der	ıy							
Mode	IP Address/Subnet/Domain	Examples						
Deny ᅌ	192.168.1.163	192.168.1.163, 192.168.1.0/255.255.255.0, ftp.mobotix.com						
Deny		192.168.1.163, 192.168.1.0/255.255.255.0, ftp.mobotix.com						
If no match is found:								
Allow ᅌ	Access from all IP addresses/subnets/o	lomains not listed above.						
Set	Factory Restore	Close						

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The Access Control dialog allows managing the IP addresses, subnets and domain names, which are allowed to access the camera or which are prevented from accessing the camera. This possibility to control access to the camera uses the IP protocol level, is independent of password-based user authentication on HTTP protocol level and supersedes password-based authentication. If a computer does not have IP-level access to the camera, there is no possibility to reach the camera from that computer. If a computer has IP-level access to the camera, password-based user authentication follows as next step, as specified in the Users and Passwords dialog.

8. Enable the Intrusion Detection with notification and block of offending IP address

Admin Menu > Network Setup > Web Server (for experts) > Intrusion Detection Settings

Intrusion Detection Settings						
Enable intrusion detection		Send notification on repeated unsuccessful login attempts.				
Notification threshold	7	Number of unsuccessful login attemps that will trigger a notification. Minimum value is 5.				
Timeout	60 Minutes	Idle timeout in minutes. Leave empty to use the default (60 minutes). Subsequent accesses of a client within this timeout are logged as one access with the date of the first and the last access and a counter is incremented. (See "More" view of <u>Web Server Logfile</u>)				
Deadtime	60 Minutes	Deadtime between notifications. Leave empty to use the default (60 minutes). Set to zero to trigger a notification at every login attempt once the threshold has been reached.	l			
Block IP Address	٥	Block IP address of offending HTTP client using IP-Level Access Control when threshold has been reached. Blocking is temporary until next reboot. This function takes only effect if <u>IP-Level Access Control</u> is enabled.				
E-Mail Notification	AlarmMail	E-Mail Profile: Send image by e-mail. (<u>E-Mail Profiles</u>)	I			
IP Notify	Off 🗢	IP Notify Profile: Notification by network message using the TCP/IP protocol. (IP Notify Profiles)				

This feature provides an automatic defense against attacks. If an intruder should try to access the camera using "brute force" methods to guess user names and passwords, the camera can send an alert and automatically lock out the offending IP address after a certain number of failed attempts.

9. Check that Web Crawling is forbidden

Admin Menu > Page Administration > Language and Start Page > Page Options

Page Options		
Language	en 🗘	Select the language for the dialogs and the user interface.
Image Pull-Down Menus	Show ᅌ	Show or Hide the pull-down menus for image settings on the $\underline{\text{Live}}$ page.
Refresh Rate for Guest Access	Maximum Default 2 fps C 1 fps C	Maximum and default image refresh rate on the Guest page.
Refresh Rate for User Access	Maximum Default 30 fps C 16 fps C	Maximum and default image refresh rate on the Live page.
Operating Mode	Server Push ᅌ	Default operating mode of <u>Live</u> page. If you select <i>ActiveX</i> , the control will also be used to play event images on the <u>Player</u> page.
Preview Button	Hide O	Allows to select the frame rate for low-bandwidth connections per client/browser separately from the full-size frame rate settings. Requires cookies to be enabled in your browser.
Web Crawler Restrictions	Crawling forbidden	Allows web crawlers and search engines to scan the contents of the camera's webserver.

Using this parameter, you can prevent Web search engines, other automatic robots and web crawlers from scanning the contents of the camera's Web server. Usually, you would not want a search engine to index all the images and pages found on a camera. Make sure that you only allow crawling if you are aware of the additional security risks and the extra network traffic generated by the crawlers.

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10. Enable Digest Authentication

Admin Menu > Network Setup > Web Server (for experts) > Web Server

🏫 🔶 МОВОТІХ	M16 mx10-22-7-12 Web Server		? ()
Web Server			
Port or ports for web server	· · · · · · · · · · · · · · · · · · ·	Experts only! You can define up to two ports for the web server of the camera. Warning: Your camera may become unreachable if you enter wrong settings here Leave these fields empty if you are not sure. Close this window and store the configuration in permanent memory, then reboot t camera to apply your changes.	he
Enable HTTP	0	Enable unencrypted HTTP on this camera.	
Authentication Method	Digest 🗘	Select authentication method for this camera.	
HTTPS Settings	Auto Basic		
Enable HTTPS	V Digest	Enable SSL/TLS-encrypted HTTPS on this camera.	

Digest access authentication is one of the agreed-upon methods a web server (i.e. MOBOTIX camera) can use to negotiate credentials, such as username or password, with a client (i.e. web browser). Wish Digest Authentication the password is never sent in the clear, and the username can be hashed.

11. Set an encryption key for recordings

Admin Menu > Storage > Storage on External File Server / Flash Device

n 🔶 MOBOTIX c26 mx10-24-47-126 Storage on External File Server / Flash Device 🛛 😗							
Format Storage Medium							
Format Medium	USB Stick / Flash SSD ᅌ	Format	Select the medium to be formated and click the button to start formatting. Note: The active Storage Target must be deactivated and the Camera restarted to format it.				
Storage Target							
Primary Target	SD Flash Card	\frown	Recording Destination.	- 1			
MxFFS Archive Target	NFS File Server	<u>1</u>	Archive to backup the primary target. The file server parameters are defined below as usual. See the MxFFS Archive Options section below. Click here to see the archive statistics.	he			
File Server Options	File Server Options						
File Server IP	10.0.0.254		IP address of server. Note: The server needs to be reachable via the network.				
Directory/Share	/Users/gerwin.mueller/Desk	2	Directory/Share on the server to be mounted by the camera. Hint: When using CIFS, you can enter the share directly (e.g. \$data or data). When using NFS, yo need to enter the path to the share (e.g. /path/or/data). Note: The server has to grant mounting rights to the camera.	u			
User ID and Group ID	65534 0		Optional User ID and Group ID for NFS server, default: 65534 and 0				
File Server Test	Start Test		Test the file server connection with the settings shown.				
Storage Options							
MxFFS Encryption Key		3	Recordings on MxFFS volumes will be encrypted using this keyword. An MxFFS Storage can be connected over an unencrypted network connection, as all data is already encrypted within the camera. Keyword changes are supported without loosing access to old recordings. The encryption keyword is usually only specified when formatting the flash medium. A factory resel might restore the factory keyword and can therefore prohibit access to recordings encrypted with a different keyword.	t			
Set Factory	Restore	lose	L	ess			

An encryption key can be set to encrypt the recordings stored onto the internal storage (microSD card / USB flash drive) as well as for the recording archived to the external File Server (SMB / NFS).

12. Change default password for MxMessage (if enabled)

Admin Menu > MxMessageSystem > Network Distribution of Messages					
The MOBOTIX M16 mx10-22-7-12 Network Distribution of Messages					? i
General Configu	ration of MxMessageS	ystem Networking			
Networking	Enabled ᅌ		E	nables or disables distribution of messages over the network.	
Password	•••••	6	Pa Pa	assword (preshared secret key) used to encrypt MxMessageSystem network traffic.	
Broadcast Port	19800		U	IDP broadcast port used for MxMessageSystem network communication.	
Note: Ensure that	all network devices are	synchronized using a	a network tir	me server (NTP).	
Set	Factory	Restore	Close	More	

MxMessageSystem allows the transfer of messages between cameras over the network. A password (symmetrical key) of at least 6 characters, should be defined to encrypt the transferred messages.

13. Enable Error Notification

Admin Menu > System Information > Error Notification

The Error Notification dialog provides several options for getting notifications (e-mail, IP notifications, VoIP calls, etc...) in case of reboot or errors that are detected within the different systems of the camera. This tool can help system administrators make sure that all the MOBOTIX cameras are functioning properly.

14. Enable Storage Failure Detection

Admin Menu > Storage > Storage Failure Detection

渝 🔶	MOBOTIX M16 mx10-2	2-7-12 Storage Failure Detection	? i
General	Settings		Π
Check	Enabled ᅌ	Enable or disable storage failure detection.	
Tests	 Ping test (file server only) Check transfer Lost events 	Select the tests you would like to perform. Ping test is only useful for remote file servers and will periodically check wheth or not the server responds to network packets. Check transfer will ensure that it is possible to write data to the recording target. Checking for Lost events will detect events that could not be properly copied to the recording target. Hint: you can <u>view</u> the log file.	er

Use the Storage Failure Detection dialog to configure tests that constantly monitor the external storage target (file server or Flash device) that the camera is using as an external ring buffer. The camera will actively monitor its storage target and reports problems with video recording using the notification methods specified in this dialog.

15. Change the default ports of the Web Server (for remote access)

Admin Menu > Network Setup > Web Server (for experts)

U 🖕 WOROLIX	M16 mx10-22-7-12 Web Server	· · · · · · · · · · · · · · · · · · ·	20
Web Server			
Port or ports for web server	,, _,, _	Experts only! You can define up to two ports for the web server of the camera. Warning: Your camera may become unreachable if you enter wrong settings here. Leave these fields empty if you are not sure. Close this window and store the configuration in permanent memory, then reboot the camera to apply your changes.	
Enable HTTP		Enable unencrypted HTTP on this camera.	
Authentication Method	Digest ᅌ	Select authentication method for this camera.	
HTTPS Settings			
Enable HTTPS	0	Enable SSL/TLS-encrypted HTTPS on this camera.	
SSL/TLS port for HTTPS server		Experts only! Warning: Your camera may become unreachable if you enter wrong settings here. Leave this field empty if you are not sure. Close this window and store the configuration in permanent memory, then reboot the camera to apply your changes.	
Download X.509 certificate	Download	Download the X.509 certificate currently used by the camera (can include an optional certificate chain).	
Download X.509 certificate request	Download	Download the user-defined X.509 certificate request currently stored in the camera. This X.509 certificate request matches the data below. There is currently no user-defined X.509 certificate request available.	
MxWeb Settings			
Enable MxWeb	۷	Enable the MxWeb user interface on this camera. Note: This option will automatically be (re-)activated as long as \underline{ONVIF} is enabled.	
Port for the MxWeb HTTP/WS server		Experts only! Warning: Your camera may become unreachable if you enter wrong settings here. Leave this field empty if you are not sure. The default port for HTTP and WebSocket connections is 8080. If you used this port for th standard web server, you need to manually select a different port here. Close this window and store the configuration in permanent memory, then reboot the camera to apply your changes.	e

Standard ports (80 TCP for HTTP and 443 TCP for HTTPS) are more prone to attacks. Replacing the default ports with custom ones can further increase the security of the camera.

16. Generate and load custom X.509 certificates Admin Menu > Network Setup > Web Server (for experts)

Replace the X.509 certificate and	private key curre	ntly used by the	camera

neplace the Aloce berthoute and private key suffering about by the ballora							
Delete the X.509 certificate		Delete the user-supplied X.509 certificate and X.509 private key in the camera. The camera will use its factory-supplied X.509 certificate again.					
Upload the X.509 certificate and private key	0	Upload the user-supplied X.509 certificate and private key. The currently used X.509 certificate and private key will be overwritten. Download them first if you would like to preserve them.					
Upload X.509 certificate	0	Upload the user-supplied X.509 certificate that matches the X.509 certificate request currently stored in the camera. The currently used X.509 certificate will be overwri Download it first if you would like to preserve it.					
Generate	0	This will regenerate and overwrite any X.509 certificate, X.509 private key and X.509 certificate request currently stored in the camera. Download them first if you would like to preserve them. Note: Generation will need several seconds to complete.					
Upload X.509 certificate from file:	Durchsuchen Keine Datei ausgewähl	Upload the user-supplied X.509 certificate. Enter the X.509 certificate file in PEM format. If it. X.509 certificate and X.509 private key are contained in the same file, enter the file containing X.509 certificate and X.509 private key.					
Upload X.509 private key from file:	Durchsuchen Keine Datei ausgewähl Passphrase:	It. Upload the user-supplied X.509 private key. Enter X.509 private key file in PEM format. If X.509 certificate and X.509 private key are contained in the same file, enter the file containing X.509 certificate and X.509 private key. Enter the passphrase if the X.509 private key is encrypted with a passphrase.					
	•••••						

Loading a custom certificate signed by a trusted CA (Certificate Authority) will ensure confidentiality and authenticity to all the connections established via HTTPS (SSL/TLS).

17. Configure OpenVPN client for remote connections

Admin Menu > Network Setup > OpenVPN Client Settings

The MOBOTIX M16 mx10-22-7-12 OpenVPN Configuration				
General OpenVPN Setup				
OpenVPN	Enabled ᅌ	Enable or disable the VPN features of this carnera.		

To optimize the security in case of remote connections it's possible to leverage the embedded OpenVPN client to establish a VPN (Virtual Private Network) tunnel between the camera and the remote host.

Creating an OpenVPN connection requires a corresponding server, which provides secure access to the camera. To do so, you could run your own OpenVPN server or use the service from an OpenVPN provider. For more information about OpenVPN, visit the <u>OpenVPN Community</u> website.

18. Avoid to expose the camera to the Internet unless strictly necessary

Remote access to the camera should granted consciously to reduce the risk of attacks. If a remote access is necessary, please make sure to observe the aforementioned rules to limit the possibility to connect to the intended users only.

19. Make use of VLANs to separate the CCTV network (enterprise security level)

In enterprise environments it's good practice to keep the CCTV network (IP cameras, NVR and VMS workstations) separated from the rest of the hosts to prevent unauthorized accesses and avoid traffic congestion.

20. Enable IEEE 802.1X (enterprise security level)

Admin Menu > Network Setup > Ethernet Interface (for experts) > IEEE 802.1X

This international standard is used for port-based network access control (NAC). This procedure requires that all network devices (i.e., also the MOBOTIX camera) need to authenticate themselves at the switch to obtain a network connection. Network devices without proper authentication will be rejected.

Ask your network administrator whether IEEE 802.1X is supported or required. Make sure that the switch to which the camera is connected (authenticator) has been configured accordingly. In general, the switch (authenticator) also needs an authentication server, such as a RADIUS server. The authentication procedure is controlled by the authentication server. Make sure that the camera and the authentication server always use the same procedure.

21. Check the Web Server log file on a regular basis *Admin Menu > Security > Web Server Logfile*

n 🔶 MOBOTIX M16 mx10-22-7-12 Web Server Logfile							
Host Name	IP	<u>Status</u>	User	<u>Date & Time</u> ↓↑		l l	
10.0.30.29	10.0.30.29	Successful	admin - admin - admin -	today 2018-02-05	11:21:11 11:18:48 09:52:32 16:24:03 16:08:20 15:56:43		
10.1.1.102	10.1.1.102	Successful	-	2018-02-02	11:59:00		
10.0.30.29	10.0.30.29	Successful	admin -	2018-02-01	16:34:28 16:34:03		
10.1.1.102	10.1.1.102	Successful			16:11:40		
10.0.30.29	10.0.30.29	Successful	-		16:11:31		
10.1.1.102	10.1.1.102	Successful	-		08:33:53		
10.0.30.29	10.0.30.29	Successful	-	2018-01-31	16:15:05		
10.1.1.102	10.1.1.102	Successful	-		16:12:28		
10.0.30.29	10.0.30.29	Successful	-		13:09:57		
10.1.1.102	10.1.1.102	Successful	-		11:45:18		
10.0.30.29	10.0.30.29	Successful	-		11:42:48		
10.1.1.102	10.1.1.102	Successful	-	2018-01-29	16:39:58		
10.0.30.29	10.0.30.29	Successful	-		14:23:14		
10.1.1.102	10.1.1.102	Successful	-		12:31:25		
10.0.30.29	10.0.30.29	Successful	-	2018-01-25	11:48:40		
10.1.1.102	10.1.1.102	Successful	-		11:33:52		
10.0.30.29	10.0.30.29	Successful	admin		11:33:05		
10.1.1.102	10.1.1.102	Successful	-		11:31:51		
10.0.30.29	10.0.30.29	Successful	-		11:08:18		
10.1.1.102	10.1.1.102	Successful	-	2018-01-24	16:21:59		
10.0.30.29	10.0.30.29	Successful	-		13:42:32		
10.1.1.102	10.1.1.102	Successful	-		10:38:06		
10.0.30.29	10.0.30.29	Successful	-	2018-01-22	14:52:02		
10.1.1.102	10.1.1.102	Successful	-		14:11:19		
10.0.30.29	10.0.30.29	Successful	admin		13:46:46		
					12:45:00		

The Web Server Logfile presents all access attempts and the date/time information with the corresponding status messages of the web server as well as the host name of the accessing computer. Unauthorized access attempts could be the the alarm bell for System Administrators that may want to revise the strength of their network.

22. Store backup configuration files in a safe place

Admin Menu > Configuration > Save current configuration to local computer



Although camera credentials (user passwords) are hashed within the camera configuration file, any configuration backup file should be kept in a safe place; moreover it's advisable to encrypt the file with a passphrase for further security.

Congratulations – your MOBOTIX camera is cyber secure now!

VMS Configuration (Video Management System)



- 1. Create User Accounts on the computer in use
- 2. Create User Accounts on MxMC
- 3. Limit rights to VMS users
- 4. Avoid using admin account to access cameras via MxMC
- 5. Enable the "Auto log-off"

Congratulations – your Video Management System is cyber secure now!

NAS Configuration (Network Attached Storage)

- 1. Place the device used to store the footage in a safe place
- 2. Set a strong password for the administrative account
- 3. Set a standard user account (limited rights) for MOBOTIX devices
- 4. Encrypt the volumes
- 5. Use a RAID level that ensures data redundancy

Congratulations - your Network Attached Storage System is cyber secure now!