



Office of the Secretary

UNITED STATES OF AMERICA
Federal Trade Commission
WASHINGTON, D.C. 20580

July 18, 2016

Shirley Cain
State of Tennessee

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Ms. Cain:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are having trouble with an ASUS-branded laptop.

The complaint and consent order in this matter relate to the security of routers and related software and services manufactured and distributed by ASUSTeK Computer, Inc. ("ASUS"), and do not cover ASUS personal computers. For issues with ASUS-branded personal computers, the Commission advises you to contact ASUS customer support by any of the means provided on its website <https://www.asus.com/us/support>.

You also suggest that your computer may have incorrect login credentials and other personal information associated with it. To the extent you believe the security of your computer may have been compromised, the Commission suggests that you review information on computer security on the Commission's consumer information site, www.consumer.ftc.gov, in particular <https://www.consumer.ftc.gov/media/video-0103-hijacked-computer-what-do>, <https://www.consumer.ftc.gov/articles/0011-malware>, and <https://www.consumer.ftc.gov/articles/0009-computer-security>, as well as information under <https://www.consumer.ftc.gov/topics/computer-security>. To the extent you believe that you have been a victim of identity theft, the Commission has numerous resources that can be found on the website <https://identitytheft.gov>. You may also file a complaint through the Commission's Consumer Response Center listed above.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the

Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

By direction of the Commission.

Donald S. Clark
Secretary



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July 18, 2016

Brook Gowin
State of Oregon

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Ms. Gowin:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are concerned with a warning you received from an antivirus software provider regarding router security.

To the extent you received a warning from your antivirus software provider specifically relating to your router, you should contact your antivirus software provider's customer support for assistance in resolving the warning. You may also want to contact ASUS customer support.

With respect to the specific vulnerabilities addressed in the Commission's complaint, you can confirm your router is running the most up-to-date firmware available by comparing the firmware version number listed in your router's administrative settings page to the most current version available on the ASUS support webpage for your router. In addition, if you have enabled the AiDisk FTP server, you can confirm that your sharing settings are set according to your preferences. The complaint alleges that many consumers setting up an AiDisk FTP server inadvertently enabled sharing to anyone over the internet without authentication by choosing the unexplained "limitless access" setting, which was previously the default. Finally, you should change the default username and password for your router's administrative settings page to unique credentials, if you have not already done so. Additional information is available on the Commission's consumer blog at <https://www.consumer.ftc.gov/blog/got-asus-router-home-read>.

The Commission understands that security is very important to you. The proposed consent order requires ASUS to implement a comprehensive security program and to obtain a biennial assessment from an independent third party for the duration of the 20-year order. The proposed consent order also prohibits ASUS from misrepresenting the security of its routers or cloud services. It also prohibits ASUS from misrepresenting whether consumers' routers are up-to-date with the latest firmware, which the complaint alleges ASUS did in many instances by falsely informing consumers that there were no firmware updates available for their router through the firmware upgrade tool included in its routers' administrative settings. In addition, the proposed consent order requires ASUS to notify consumers of security-related software updates, or steps consumers can take to mitigate security flaws, through multiple channels,

including a direct notification to registered consumers. These requirements will help ensure that your personal information is protected in the future.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

By direction of the Commission.

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July 18, 2016

Julsing

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Julsing:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you believe Cisco routers may suffer from similar problems to those alleged in the complaint in this matter, and asks whether the Commission is investigating Cisco.

The Commission shares your concern with security in the router industry. However, the Commission can neither confirm nor deny the existence of any non-public investigations. To the extent you have specific concerns regarding security or other issues in other companies' products or services, you should file a complaint through the Commission's Consumer Response Center at (877) 282-4357 or online at www.ftc.gov/complaint.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

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WASHINGTON, D.C. 20580

July 18, 2016

Campbell
State of Florida

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Campbell:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are concerned about the security of your ASUS-branded router, as well as the security of routers in general and the potential of backdoors that enable surveillance. In addition, your comment asks whether disabling certain features was sufficient to mitigate exploits affecting your router.

The Commission understands that security is very important to you. The proposed consent order requires ASUS to implement a comprehensive security program and to obtain a biennial assessment from an independent third party for the duration of the 20-year order. The proposed consent order also prohibits ASUS from misrepresenting the security of its routers or cloud services. It also prohibits ASUS from misrepresenting whether consumers' routers are up-to-date with the latest firmware, which the complaint alleges ASUS did in many instances by falsely informing consumers that there were no firmware updates available for their router through the firmware upgrade tool included in its routers' administrative settings. In addition, the proposed consent order requires ASUS to notify consumers of security-related software updates, or steps consumers can take to mitigate security flaws, through multiple channels, including a direct notification to registered consumers. These requirements will help ensure that your personal information is protected in the future.

As discussed in the complaint, there were serious vulnerabilities and flaws affecting ASUS routers with the AiCloud and AiDisk services enabled, but there were also vulnerabilities in the router firmware that likely affected your router regardless of whether you enabled AiCloud, AiDisk, or, as you mentioned, the IPV6 feature. The proposed order requires ASUS to adequately address serious vulnerabilities and notify consumers of critical software updates going forward. To ensure your router is not currently susceptible to known vulnerabilities cited in the complaint, you should confirm it is running the most up-to-date firmware available by comparing the firmware version number listed in your router's administrative settings page to the most current version available on the ASUS support webpage for your router.

The Commission shares your concern with the security of routers and other security devices. The Commission recognizes the critical role routers play as a gateway to the internet

and the frontline defense to consumers' home networks and sensitive personal information. As alleged in the complaint, the Commission considers weak default login credentials to be a security risk when used to protect critical security functions or sensitive personal information.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

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July 18, 2016

Jeff Homan
State of Florida

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Mr. Homan:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are having trouble acquiring replacement parts for an ASUS-branded router, and have not been satisfied with the support provided by ASUSTeK Computer, Inc. ("ASUS") customer support. The complaint and consent order in this matter relate to the security of ASUS's routers and related software, however, and do not cover the type of difficulty you are experiencing with replacement parts.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

By direction of the Commission.

Donald S. Clark
Secretary



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July 18, 2016

Christine Hurt
State of California

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Ms. Hurt:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are having trouble with an ASUS-branded computer and have not been able to reach a resolution with the retailer or ASUSTeK Computer, Inc. ("ASUS").

The complaint and consent order in this matter relate to the security of ASUS's routers and related software, and do not cover ASUS personal computers. For issues with ASUS-branded personal computers, the Commission advises you to work with ASUS customer support by any of the means provided on its website <https://www.asus.com/us/support>.

You also suggest that your computer may have incorrect login credentials and other personal information associated with it. To the extent you believe the security of your computer may have been compromised, the Commission suggests that you review information on computer security on the Commission's consumer information site, www.consumer.ftc.gov, in particular <https://www.consumer.ftc.gov/media/video-0103-hijacked-computer-what-do>, <https://www.consumer.ftc.gov/articles/0011-malware>, and <https://www.consumer.ftc.gov/articles/0009-computer-security>, as well as information under <https://www.consumer.ftc.gov/topics/computer-security>. To the extent you believe that you have been a victim of identity theft, the Commission has numerous resources that can be found on the website <https://identitytheft.gov>. You may also file a complaint through the Commission's Consumer Response Center listed above.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the

Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

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Donald S. Clark
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July 18, 2016

Chris Stanley
State of Texas

Re: In the Matter of ASUSTeK Computer, Inc., Matter No. 142-3156

Dear Chris Stanley:

Thank you for your comment regarding the Federal Trade Commission's ("Commission" or "FTC") consent agreement in the above-entitled proceeding. Your comment indicates that you are concerned that your network storage device connected to your ASUS-branded router purchased in January 2016 may have been susceptible to unauthorized access.

The complaint in this matter alleges, among other things, that routers manufactured and sold by ASUSTeK Computer, Inc. ("ASUS") were susceptible to numerous vulnerabilities and design flaws, including some specifically affecting the AiCloud and AiDisk features, which allowed consumers to remotely access network storage devices connected to their router. However, the complaint notes that by the end of February 2014, ASUS had released firmware updates that addressed the specific vulnerabilities and flaws that exposed consumers' network storage to unauthorized access by anyone with the router's IP address. Based on the date you purchased your ASUS-branded router, your router may be running firmware that includes the fixes ASUS released.

To ensure that your router is secure, you can confirm your router is running the most up-to-date firmware available by comparing the firmware version number listed in your router's administrative settings page to the most current version available on the ASUS support webpage for your router. In addition, if you have enabled the AiDisk FTP server, you can confirm that your sharing settings are set according to your preferences. The complaint alleges that many consumers setting up an AiDisk FTP server inadvertently enabled sharing to anyone over the internet without authentication by choosing the unexplained "limitless access" setting, which was previously the default. Finally, you should change the default username and password for your router's administrative settings page to unique credentials, if you have not already done so. Additional information is available on the Commission's consumer blog at <https://www.consumer.ftc.gov/blog/got-asus-router-home-read>.

The Commission understands that security is very important to you. The proposed consent order requires ASUS to implement a comprehensive security program and to obtain a biennial assessment from an independent third party for the duration of the 20-year order. The proposed consent order also prohibits ASUS from misrepresenting the security of its routers or cloud services. It also prohibits ASUS from misrepresenting whether consumers' routers are up-

to-date with the latest firmware, which the complaint alleges ASUS did in many instances by falsely informing consumers that there were no firmware updates available for their router through the firmware upgrade tool included in its routers' administrative settings. In addition, the proposed consent order requires ASUS to notify consumers of security-related software updates, or steps consumers can take to mitigate security flaws, through multiple channels, including a direct notification to registered consumers. These requirements will help ensure that your personal information is protected in the future.

The Commission has placed your comment on the public record pursuant to rule 4.9(b)(6)(ii) of the Commission's Rules of Practice, 16 C.F.R. §4.9(b)(6)(ii). Having considered all the facts of this case and all of the comments submitted in response to the proposed order, the Commission has now determined that the public interest would best be served by issuing the Complaint and the Decision and Order in final form without any modifications. The final Decision and Order and other relevant materials are available from the Commission's website at <http://www.ftc.gov>. The Commission thanks you again for your comment.

By direction of the Commission.

Donald S. Clark
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