

**GOVERNMENT OF THE REPUBLIC
OF VANUATU**

PRIME MINISTER'S OFFICE

CERTVU
DEPARTMENT OF COMMUNICATIONS
& DIGITAL TRANSFORMATION

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REPUBLIQUE DU VANUATU**

BUREAU DU PREMIER MINISTRE

CERTVU

DEPARTMENT DE
COMMUNICATION ET DE
TRANSFORMATION NUMERIQUE

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26 September 2025

Advisory 100: SonicWall Releases Advisory for Customers after Security Incident

Release Date: 22nd of September 2025

Impact: **HIGH / CRITICAL**

TLP: CLEAR

CERT Vanuatu (CERTVU) and the Department of Communication and Digital Transformation (DCDT) provide the following advisory.

This alert is relevant to Organizations and System/Network administrators that utilize the above products. This alert is intended to be understood by technical users and systems administrators.

What is it?

SonicWall has released a security advisory to assist their customers with protecting systems impacted by the MySonicWall cloud backup file incident. SonicWall's investigation found that a malicious actor performed a series of brute force techniques against their MySonicWall.com web portal to gain access to a subset of customer's preference files stored in their cloud backup. While credentials within the files were encrypted, the files also included information that actors can use to gain access to customer's SonicWall Firewall devices

TIP: [Important Update](#)

What are the Systems affected?

SonicWall Firewalls with preference files backed up in MySonicWall.com

[Further Details](#)

What does this mean?

Actors can access file information to use to gain access to customer's SonicWall Firewall devices

Mitigation process

CERTVU recommend all SonicWall Customers to log on into their customer account to verify whether their device is at risk. Customers with at-risk devices should implement the [SonicWall advisory](#) containment and remediation guidance immediately.

Reference

1. <https://www.cisa.gov/news-events/alerts/2025/09/22/sonicwall-releases-advisory-customers-after-security-incident>
2. <https://www.sonicwall.com/support/knowledge-base/mysonicwall-cloud-backup-file-incident/250915160910330>
3. <https://www.youtube.com/watch?v=LMkZJEIS1Ek>
4. <https://psirt.global.sonicwall.com/vuln-list>