

Additional Notice Regarding the Security Vulnerability Discovered in CL4/6NX Plus Printers

04/08/2025
SATO Europe

Summary

In addition to the previously identified vulnerabilities (CWE-22, CWE-287, and CWE-863), two new vulnerabilities—CWE-78 and CWE-434—have been confirmed.

Appropriate countermeasures for these newly identified issues have already been implemented.

For further details, please refer to the sections below titled [Solution] or [Work-around].

For questions and inquiries, please fill out our contact form [here](#).

Security vulnerability discovered in CL4/6NX Plus printers

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Summary

Some SATO label printers were found to have vulnerabilities regarding incorrect/improper authorization (CWE-863, CWE-287) and path traversal (CWE-22) that may lead to unauthorized setting changes and file tampering, potentially impacting how printers operate.

There are no known cases of these vulnerabilities being exploited, and printer users are not at risk of data tampering or information exposure as long as users take measures to protect their systems from unauthorized access. However, we advise users to apply the following solution to your printers for improved security.

Affected printers

- CL4/6NX Plus
- CL4/6NX-J Plus (Japan model)

Solution

We are releasing a new printer firmware update to patch the vulnerabilities. For information on updating the firmware, please contact your nearest SATO representative

or the distributor where you purchased the printer. Please [contact us](#) to arrange for an appointment.

Work-around

Users can work around the vulnerabilities by enabling the printer's firewall and disabling the WebConfig function, if you cannot have the firmware update installed due to certain technical reasons. Please note that the work-around is temporary, and that you should ideally remediate the vulnerabilities through the security patch once your situation allows for it.

- Follow the steps below to apply the work-around. You can also refer to the "[Various Settings of the Product](#)" section in our online user manual for more information.

Enable firewall

Go to the printer's Settings menu and click Interface> Network> Advanced> Firewall> Enable.

Disable WebConfig (function for viewing or changing printer settings via web browser)

Go to the printer's Settings menu and click Interface> Network> Advanced> Firewall> Allow Services and Ports> WebConfig> Disable.

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