

## ? FAQs & Troubleshooting

Date: 07/09/2025 ID: faqp00100620\_000

### Addressing Security Vulnerabilities

#### Description

A number of vulnerabilities that may affect Brother label printers have been identified and listed in the table below.

Vulnerability Identifier	Details and Reference URL
CVE-2017-9765	Stack buffer overflow that may allow malicious code execution or application crash <a href="https://www.cve.org/CVERecord?id=CVE-2017-9765">https://www.cve.org/CVERecord?id=CVE-2017-9765</a>
CVE-2024-2169	Infinite message loop between servers that may lead to denial of service <a href="https://www.cve.org/CVERecord?id=CVE-2024-2169">https://www.cve.org/CVERecord?id=CVE-2024-2169</a>
CVE-2024-51977	Risk of unauthorized access to data <a href="https://www.cve.org/CVERecord?id=CVE-2024-51977">https://www.cve.org/CVERecord?id=CVE-2024-51977</a>
CVE-2024-51978	Authentication bypass risk <a href="https://www.cve.org/CVERecord?id=CVE-2024-51978">https://www.cve.org/CVERecord?id=CVE-2024-51978</a>
CVE-2024-51979	Risk of stack overflow that may lead to system instability and malicious code execution <a href="https://www.cve.org/CVERecord?id=CVE-2024-51979">https://www.cve.org/CVERecord?id=CVE-2024-51979</a>
CVE-2024-51980	Forced TCP connections that may lead to unauthorized remote access <a href="https://www.cve.org/CVERecord?id=CVE-2024-51980">https://www.cve.org/CVERecord?id=CVE-2024-51980</a>
CVE-2024-51981	Risk of unauthorized HTTP requests being forwarded to other hosts within the local area network <a href="https://www.cve.org/CVERecord?id=CVE-2024-51981">https://www.cve.org/CVERecord?id=CVE-2024-51981</a>
CVE-2024-51983	Risk of device crash from external input that may lead to denial of service and system instability <a href="https://www.cve.org/CVERecord?id=CVE-2024-51983">https://www.cve.org/CVERecord?id=CVE-2024-51983</a>
CVE-2024-51984	Risk of printer data exposure via pass-back attacks <a href="https://www.cve.org/CVERecord?id=CVE-2024-51984">https://www.cve.org/CVERecord?id=CVE-2024-51984</a>

[View the list of affected label printers and firmware update status](#)

#### Solution

To reduce the risks associated with the listed vulnerabilities, make sure you complete all three steps below:

1. Use the link above to check if an updated version of the affected firmware is available for your label printer.
2. If an update is available, download and install the latest firmware version using the Firmware Update Tool.
3. After installation, change the default administrator password via Web Based Management.

If the updated firmware is not yet available:

- Follow the suggested workarounds in the "Workarounds" section.
- Regularly check the update availability status using the link above.
- Install the update as soon as it becomes available.
- Make sure you use your label printer in a firewall-protected environment.



To maintain the highest level of security, we strongly recommend changing default passwords and regularly updating firmware.

#### Workarounds

As a temporary measure before the firmware update for your label printer becomes available, you can change the following settings from your label printer's Web Based Management menu:

Vulnerability Identifier	Workaround
CVE-2017-9765	Disable the WSD function.

CVE-2024-2169	Disable TFTP.
CVE-2024-51977	There is no workaround. Install the latest firmware when it becomes available (see the link above).
CVE-2024-51978	Change the default administrator password.
CVE-2024-51979	Change the default administrator password.
CVE-2024-51980	Disable the WSD function.
CVE-2024-51981	Disable the WSD function.
CVE-2024-51983	Disable the WSD function
CVE-2024-51984	Change the default administrator password.

#### **Acknowledgements**

We would like to thank Yepeng Pan of CISPA, Germany, for reporting the CVE-2024-2169 vulnerability.

We would like to thank Stephen Fewer, Principal Security Researcher at Rapid7, USA, for reporting vulnerabilities CVE-2024-51977 - CVE-2024-51984.

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