

# Study: GDO/Internet Systems Can Be Hacked

## Chamberlain Responds to Security Concerns

By Tom Wadsworth, CDDC  
Editor, Door + Access Systems Newsmagazine

On April 7, cybersecurity company Veracode released a report that “found unsettling results” from its investigation of six Internet-connected consumer devices, which included Chamberlain’s MyQ technology.

The report concluded that “product manufacturers weren’t focused enough on security and privacy, as a design priority, putting consumers at risk for an attack or physical intrusion.”

Veracode’s study was quickly picked up by several mainstream media such as Fox News; ZDNet, a business technology news website published by CBS Interactive that claims 23 million monthly users; and the International Business Times, a digital global news publication that claims to reach over 55 million people every month.

Before you read further, two important details should be noted. First, Veracode sells computer security services and can profit from exposing security problems. Second, Chamberlain is not the only company in the industry that sells Internet-connected garage door openers.

Since Internet-connected GDOs are becoming increasingly widespread and popular, we wanted to hear Chamberlain’s side of the story. Here are our questions and the responses from Cory Sorice, Chamberlain’s vice president of marketing for connected products and e-commerce.

**The International Business Times reported, “It’s really easy for just about anyone to infiltrate your home’s wireless Internet router”? Is that true, or is it an exaggeration?**

In the Internet age we live in, there are always risks. We are actively working to drive innovations to meet our consumers’ demands for security.

**The Veracode report says, “Weak security parameters on your Internet-connected garage door opener could make it easy for technologically savvy thieves to break in.” How do you respond to that?**

LiftMaster’s MyQ technology uses industry-standard encryption, up-to-date security techniques, and periodic testing with respected outside services to keep users’ information safe.

**In MyQ systems, where do the vulnerabilities lie? Is it from manufacturing issues, from homeowner issues, or where?**

LiftMaster retains experts in the security field to ensure software architecture is in line with industry standards. We make any necessary updates based on these findings.

**The report mentions the need for strong passwords in these systems. Does MyQ require homeowners to give a unique name to their MyQ network and to supply a unique password?**

Yes.

**How do homeowners (as Veracode recommends) “compartmentalize their networks in an attempt to separate a possibly infected garage door opener ... from the family computer”?**



Wi-Fi network security is an important step in securing all home devices. LiftMaster designs its system with encryption from smartphone to garage door opener to mitigate issues on a home network.

**Brandon Creighton of Veracode is quoted as saying that these devices (such as MyQ) need to be “built securely from their inception.” What are you doing to build your MyQ products securely from their inception?**

LiftMaster retains respected third-party security experts, routinely tests its system and implements improvements, and reacts to newly identified risks.

**Your response to ZDNet says that you use “industry standard encryption.” Is industry standard encryption good enough to prevent hacks?**

The emerging Internet of Things (IoT) has a range of standards, and LiftMaster has routinely reviewed and implemented security measures above industry norms.

**The Fox News report quotes Ron Gula of Tenable Network Security as saying that exposure to hackers through appliances (such**

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**as GDOs) pose a much lesser risk than exposure through personal wireless items such as laptops, smartphones, and tablets. Is that true?**

Yes, this poses a much lower risk.

**You've said that the product Veracode tested was out of date. Yet it was reportedly purchased in December 2014. In what way was the product out of date?**

The Veracode study reviewed out-of-date versions of MyQ Garage and Internet Gateway. Our products were updated before Veracode released their report, and we addressed the specific encryption, MITM (Man in the Middle) protection, replay attack protection, and other security requirements noted in the report.

**If someone purchased a LiftMaster MyQ product prior to December 2014, is it also out of date? What should owners of pre-2015 MyQ devices do to improve the security of their systems?**

We have updated our system and regularly update firmware. Users should also make sure they are using the latest LiftMaster app version.

**Do you have the ability to "push" security updates into existing MyQ products that are already installed?**

Yes.

**Veracode reported "that a potential burglar could gain access to the (MyQ) device and use it to find out when the garage door has been opened or closed, and thus provide an opportunity to rob the house." Is that true?**

That is not possible today.

**It's been reported that you "disagree with some of the findings in the report." What are the key findings that you disagree with?**

The timing of the review is of primary concern. The study was conducted using out-of-date versions of MyQ Garage and

Internet Gateway. We followed up with Veracode; however, they would not re-run tests using updated LiftMaster software and product.

**Do you have any other comments?**

The garage door is one of the most frequent access points to the home, requiring a level of security that is the foundation of LiftMaster's MyQ technology. MyQ uses industry-standard encryption, up-to-date security techniques, and periodic testing with respected outside services to keep users' information safe. At LiftMaster, we understand the desire every business owner and homeowner has to feel secure, and we're consistently working to drive the innovations needed to meet these demands. ■

*To comment on this story, send an email to the editor at [trw@tomwadsworth.com](mailto:trw@tomwadsworth.com).*

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