

# Synology Security White Paper



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# Introduction

## Find your information

- Synology publishes a wide range of supporting documentation.
- In [Knowledge Center](#), you will find useful Help and FAQ articles, as well as [video tutorials](#) breaking up processes into handy steps. You can also find User's Guides, Solution Guides, brochures, and White Papers. Experienced users and administrators will find answers and guidance in technical Administrator's Guides and Developer Guides.
- Got a problem and unable to find the solution in our official documentation? Search hundreds of answers by users and support staff in [Synology Community](#) or reach [Synology Support](#) through the web form, email or telephone.

As a NAS vendor, Synology provides a variety of devices, such as private cloud devices, router devices, and surveillance solutions. Synology understands the security risks on out-of-date devices and the importance of security fixes.

This white paper outlines Synology's approach to security and policy compliance for DiskStation Manager (DSM), Synology Router Manager (SRM), Synology Surveillance products, BeeStation, Synology-developed packages including mobile applications and desktop utilities, Synology-distributed open source packages, and partner packages. From personal to enterprise, Synology offers various services for you to make your own private cloud up and running. This paper illustrates Synology's security policy, how Synology identifies security threats with proper ratings, and Synology's incident response flow against vulnerabilities, such as reporting Common Vulnerabilities and Exposures (CVE) day-by-day.

Synology reserves the final right to change any content in this document at any time without prior notice. In the event of any changes, the revised document will be available on [kb.synology.com](http://kb.synology.com). Please check the latest information indicated herein to inform yourself of any changes.

# Security Policy

## Standards

Synology is committed to adhering to standards in order to provide the best practices for security.

The following industry standards and mandates guide the handling of product vulnerabilities at Synology. They also facilitate the disclosure of vulnerabilities to our customers and the broader technology community:

- ISO/IEC 29147:2018
- ISO/IEC 30111:2019
- FIRST Common Vulnerability Scoring System
- FIRST Traffic Light Protocol
- FIRST PSIRT Services Framework
- Synology is currently participating in the following security communities:
- CVE Numbering Authorities
- Forum of Incident Response and Security Teams (FIRST)

## Severity Ratings

Synology primarily evaluates the impact of security issues based on the Common Vulnerability Scoring System (CVSS). After receiving the Base Score and Temporal Score assigned by the metrics, Synology will use a four-point scale (Critical, Important, Moderate, Low) to rate the impact.

The severity is determined through a technical analysis of the vulnerability, including the type of vulnerability, and the corresponding potential risk assessment. We generally refer to the [Common Vulnerability Scoring System v3.1: Specification Document](#) provided by FIRST.

This severity rating mechanism helps users understand the impact of security vulnerabilities on Synology products, and fix them according to the recommended system maintenance policies. All users will then be able to maintain system stability and security by downloading the corresponding fixes.

## Common Vulnerability Scoring System

Common Vulnerability Scoring System (CVSS) is a method for defining the severity of a vulnerability.

Synology assesses vulnerabilities using the CVSS v3.1 standards, which include the base metrics Attack Vector (AV), Attack Complexity (AC), Privileges Required (PR), User Interaction (UI), Scope (S), Confidentiality (C), Integrity (I), and Availability (A). The impact of a vulnerability is represented by a score ranging from 0.0 to 10.0. To learn more about base metrics, please refer to [Common Vulnerability Scoring System v3.1: User Guide](#).

Synology will decide the priority with which vulnerabilities should be fixed based on CVSS v3.1 and the rules of severity rating mentioned above.

## Severity Rating

### Critical Impact

This level of vulnerability is high risk for systems that have not been patched, and must be patched as soon as possible.

This rating is given to flaws that can be automatically exploited by unauthenticated remote attackers, and have a great impact on at least two constant aspects of a vulnerability: Confidentiality (C), Integrity (I), and Availability (A).

If mitigation is available (RL:T), the severity may be adjusted as Important.

### Important Impact

This level of vulnerability does not have a serious and immediate impact on unpatched systems.

If the attacks require authentication (PR:L), user interaction (UI:R), or non-system default behavior (AC:H), it will be classified as Important impact.

If mitigation is available, the severity may be adjusted as Moderate.

However, users are still suggested to patch the vulnerabilities or apply mitigations before the end of the next system maintenance cycle.

If services are provided to authenticated remote users, administrators should patch or apply mitigations to impacted systems as soon as possible.

This rating is given to flaws that can be exploited by attackers and have a great impact on at least one constant aspect of a vulnerability: Confidentiality, Integrity, and Availability.

### Moderate Impact

This rating is assigned to flaws that are difficult to exploit (AC:H) but could still cause a certain level of impact, or is assigned to flaws that could lead to significant impact but requires high privilege (PR:H).

### Low Impact

All other issues that have a security impact are assigned this rating. The exploits of these types of vulnerability are usually difficult to be triggered, or could only be triggered by an administrator.

Even if they are triggered, the impact is minimal.

A Synology security advisory may contain patches for multiple vulnerabilities as well as packages for various Synology products. Every security advisory has a rating for each product. The overall severity is taken from the highest severity out of all the individual issues or the worst-case scenario when all the issues are combined.

## **Base Score Variations Across Products**

It is common for a vulnerability to have different CVSS base metrics, i.e. different scope and severity, depending on the product, model, or version. Synology will provide as much information as possible, including the corresponding severity, CVSS base score, and vector. If we are unable to separate each vulnerability, we will report the worst outcome.

Examples of this include:

- A vulnerability that only affects certain products. For example, CVE-2017-9417 only affects RT1900ac.
- A vulnerability that is mitigated by source code protection mechanisms or Linux Security Modules on some platforms. For example, CVE-2015-6912 could have led to arbitrary code execution on DSM 5.0, but it is only a denial-of-service attack on DSM 5.1.
- A vulnerability that affects more than one application. For example, CVE-2017-9993 affects both DSM and Video Station, but has a lower CVSS score and severity for Video Station.

## **Differences Between NVD and Synology Scores**

National Vulnerability Database (NVD) or other third-party vulnerability databases will only assign one CVSS base score to a single CVE ID. However, different scenarios and configuration options may have significantly different impacts and the scores can vary widely.

For example, NVD rates CVE-2017-1000367 to have Medium impact metrics because sudo is used to provide limited super user privileges to specific users. For DSM, we use Low impact metrics, as sudo and the console are only accessible by the administrator.

As a result, instead of using evaluated scores from third parties, we strongly suggest our customers use the CVSS score in the Synology Security Advisory and follow the mitigation strategy based on the severity impact. If you have any suggestions for or concerns about our Security Advisory, please contact us and we will adjust the Security Advisory if necessary.

# End-of-life Policy

Synology provides software updates, including security and bug fixes, as well as maintenance, for Synology products that are still in their eligible life-cycle phases: production, maintenance, and extended life. Otherwise, the product will be considered end-of-life, and Synology will no longer distribute or support it.

## Life-cycle Phases

Life-cycle phases are designed to let users know when and what to update as the product progresses from its first release.

During life-cycle phases, Synology may release Synology-defined Critical and Important impact security fixes, as well as selected high priority bug fixes. Corresponding security advisories (Synology-SA-YY:NN) or release notes may also be issued. Other security or bug fixes may be delivered as appropriate.

If available, selected enhanced software functionalities, and new or improved hardware enablements may be provided at the discretion of Synology.

The following table lists the differences between each phase:

	Production Phase	Maintenance Phase	Extended Life Phase
<b>Security Errata</b>	Yes	Yes	Yes
<b>Bug Fix Errata</b>	Yes	Yes	Yes
<b>Software Enhancement</b>	Yes	No	No
<b>Hardware Enablement</b>	Yes	No	No

## Production Phase

During the Production Phase, qualified Synology-defined Critical and Important security fixes, and urgent and selected high priority bug fixes may be released as they become available. Other fixes may be delivered as appropriate.

If available, selected enhanced software functionalities, and new or improved hardware enablements may be provided at the discretion of Synology.

## Maintenance Phase

During the Maintenance Phase, only qualified Synology-defined Critical impact security fixes, selected urgent priority bug fixes may be released as they become available. Other fixes may be delivered as appropriate.

New functionalities and new hardware enablements will not be released in the Maintenance Phase.

Not all Synology products have a Maintenance Phase.

## Extended Life Phase

During the Extended Life Phase, only qualified Synology-defined Critical impact security fixes and selected urgent priority bug fixes may be released as they become available. Other fixes may be delivered as appropriate.

The End of Extended Life Phase marks the conclusion of the Security Support period, during which hardware and software are eligible to receive security updates.

Not all Synology products have an Extended Life Phase. It is an additional software update service for selected Long-Term Support (LTS) versions.

## Hardware Vulnerabilities

Synology keeps the firmware of product hardware up-to-date to solve or mitigate known public vulnerabilities; however, for stability reasons, Synology may postpone or ignore hardware-related vulnerability remediation.

## DiskStation Manager (DSM)

DSM follows the MAJOR.MINOR.MICRO-BUILD-NANO versioning rules:

- MAJOR version is for incompatible system behavior or API changes
- MINOR version is for new functionality in a backward-compatible manner
- MICRO version is for incremental security or bug fix updates
- BUILD is an additional engineering identification of the release
- NANO version is for a specific security or bug fixes with backward compatibility

Each minor version of DSM, such as DSM 6.2, is identified as a different product with a different number of life-cycle phases. Some of them will have an extended life phase and are identified as long-term support. Security fixes, bug fixes, software enhancements, or hardware enablements may be contained in each phase.

Software changes to DSM will be delivered via individual nano updates as minimum changes, such as DSM 6.2.2-24922-4, or be aggregated as an incremental release, such as DSM 6.2-23739 or



6.2.2-24922.

The following table lists the differences between each release version:

	Major Release	Minor Release	Micro Release	Nano Release
<b>Examples (Naming)</b>	DSM 6.0-7321	DSM 6.2-23739	DSM 6.2.2-24922	DSM 6.2.2-24922-4
<b>Release: Frequency</b>	Years	Years	Quarters	Months
<b>Release: Basis</b>	Schedule	Schedule	Schedule	Incident
<b>Includes: Features</b>	Yes	Yes *	Yes *	No
<b>Includes: Criteria</b>	Liberal	Strict *	Strict *	Very Strict
<b>System ABI Guaranteed</b>	No	No	Yes	Yes

\* Depends on the life-cycle phase

DSM is the base operating system of Synology for other derivative product families, e.g., Dual Controller IP SAN (DSM UC), Network Video Recorder, VisualStation (VS Firmware), SkyNAS. Different life-cycle phases and end-of-life policies may apply.

## Long-term Support

Among DSM major versions, such as DSM 6, Synology marks at least one minor version as long-term support. The LTS version has three life cycles: Production Phase, Maintenance Phase, and Extended Life Phase. Other versions have only two life-cycle phases: Production Phase and Maintenance Phase.

## Life-cycle Dates

All future dates mentioned for life-cycle phases are close approximations, non-definitive, and subject to be extended.

Product	General Availability	End of Production Phase	End of Maintenance Phase	End of Extended Life Phase
DSM 4.2 (LTS)	2013/03	2014/06	2015/06	2017/06
DSM 4.3	2013/08	2014/12	2015/12	N/A

DSM 5.0	2014/03	2015/06	2016/06	N/A
DSM 5.1	2014/11	2015/12	2016/12	N/A
DSM 5.2 (LTS)	2015/05	2016/06	2017/06	2019/06
DSM 6.0	2016/03	2017/06	2018/06	N/A
DSM 6.1	2017/03	2018/06	2019/06	N/A
DSM 6.2 (LTS)	2018/05	2020/06	2021/06	2024/09
DSM 7.0	2021/06	2022/06	2023/06	N/A
DSM 7.1 (LTS)	2022/04	2023/06	2024/06	2025/06*
DSM 7.2	2023/06	2024/12	2025/12	N/A
DSM UC 3.0	2019/10	2020/12	2021/12	N/A
DSM UC 3.1	2021/05	2023/05	2025/05	N/A

\* The extended life phase for DSM 7.1 is applicable only for the models listed below:

- XS+/XS Series: RS10613xs+, RS3413xs+, RS3614xs+, RS3614xs, RS3614RPxs, RC18015xs+, DS3615xs, DS2015xs
- Plus Series: DS2413+, DS1813+, DS1513+, DS713+, RS2414RP+, RS2414+, RS814RP+, RS814+, DS214+, RS815RP+, RS815+, DS2415+, DS1815+, DS1515+, DS415+, DS215+
- Value Series: RS814, RS214, DS414, DS214, DS214play, DS114, RS815, DS1515, DS715, DS415play, DS115
- J Series: DS213j, DS414slim, DS414j, DS214se, DS215j, DS115j, DS216se

## Synology Router Manager (SRM)

SRM follows the MAJOR.MINOR.MICRO-BUILD-NANO versioning rules:

- MAJOR version is for incompatible system behavior or API changes
- MINOR version is for new functionality in a backward-compatible manner
- MICRO version is for incremental security or bug fix updates
- BUILD is an additional engineering identification of the release
- NANO version is for a specific security or bug fixes with backward compatibility

Each minor version of SRM, such as SRM 1.2, is identified as a different product with a different number of life-cycle phases. Some of them will have an extended life phase and are identified as long-term support. Security fixes, bug fixes, software enhancements, or hardware enablements may be contained in each phase.

Software changes to SRM will be delivered via individual nano updates as the minimum changes, such as SRM 1.2.3-8017-5, or be aggregated as an incremental release, such as SRM 1.2-7742 or 1.2.3-8017.

## Long-term Support

Among SRM major versions, Synology marks at least one minor version as long-term support. The LTS version has three life cycles: Production Phase, Maintenance Phase, and Extended Life Phase. Other versions may have only two life-cycle phases: Production Phase and Maintenance Phase.

## Life-cycle Dates

All future dates mentioned for life-cycle phases are close approximations, non-definitive, and subject to be extended.

Product	General Availability	End of Production Phase	End of Maintenance Phase	End of Extended Life Phase
SRM 1.0	2015/10	2016/12	2017/12	N/A
SRM 1.1	2016/07	2017/12	2018/12	N/A
SRM 1.2 (LTS)	2018/10	2021/12	2022/12	2023/06*
SRM 1.3	2022/04	2023/06	2025/06	TBA

\* Applicable only for Synology RT1900ac

## Synology Surveillance Products

### Life-cycle Dates

All future dates mentioned for life-cycle phases are close approximations, non-definitive, and subject to be extended.

Product	General Availability	End of Production Phase	End of Maintenance Phase	End of Extended Life Phase
Synology Camera BC500 Firmware	2023/03	2026/03	2028/03	N/A

Synology Camera TC500 Firmware	2023/05	2026/05	2028/05	N/A
VS600HD Firmware	2023/11	2026/11	2028/11	N/A
VS Firmware (legacy)*	2017/09	2021/12	2023/12	N/A

\* Applicable for VS960HD and VS360HD

## BeeStation OS

BeeStation OS follows the MAJOR.MINOR.MICRO-BUILD-NANO versioning rules:

- MAJOR version is for incompatible system behavior or API changes
- MINOR version is for new functionality in a backward-compatible manner
- MICRO version is for incremental security or bug fix updates
- BUILD is an additional engineering identification of the release
- NANO version is for a specific security or bug fixes with backward compatibility

Each minor version of BeeStation OS, such as BeeStation OS 1.1, is identified as a different product with a different number of life-cycle phases. Some of them will have an extended life phase and are identified as long-term support. Security fixes, bug fixes, software enhancements, or hardware enablements may be contained in each phase.

Software changes to BeeStation OS will be delivered via individual nano updates as the minimum changes, such as BeeStation OS 1.0.1-5523-2, or be aggregated as an incremental release, such as BeeStation OS OS 1.1-1121 or 1.1.2-5523.

## Long-term Support

Among BeeStation OS major versions, Synology marks at least one minor version as long-term support. The LTS version has three life cycles: Production Phase, Maintenance Phase, and Extended Life Phase. Other versions may have only two life-cycle phases: Production Phase and Maintenance Phase.

## Life-cycle Dates

All future dates mentioned for life-cycle phases are close approximations, non-definitive, and subject to be extended.

Product	General Availability	End of Production Phase	End of Maintenance Phase	End of Extended Life Phase
BeeStation OS 1.0 (LTS)	2023/12	2024/12	2025/12	2026/12
BST150-4T	2023/12	2024/12	2025/12	2026/12

## Synology-Developed Packages

Synology-developed packages follow the MAJOR.MINOR.MICRO-BUILD versioning rules:

- MAJOR version is for incompatible application behavior or API changes
- MINOR version is for new functionality, or incremental security or bug fix updates
- MICRO version is for security or bug fixes
- BUILD is an additional engineering identification of the release

Each major version of Synology-developed packages, such as Web Station 2.0, is identified as a different product with a different number of life-cycle phases. Some of them will have an extended life phase and are identified as long-term support.

Selected minor versions of Synology-developed packages, such as Photo Station 6.8, is identified as a different product with a different number of life-cycle phases. Some of them will have an extended life phase and are identified as long-term support.

Software changes to Synology-developed packages will be delivered via individual micro updates as the minimum changes, such as Audio Station 6.5.4-3367, or will be aggregated as an incremental release, such as Audio Station 5.5-2985 or 6.0.0-3088.

Corresponding desktop utility and mobile application for the Synology-developed package follow the same life-cycle phase and end-of-life policy with the product.

### Long-term Support

Synology will announce the packages for which the long-term maintenance is guaranteed along with the announcement of the LTS versions of DSM and SRM. A long-term support solution is only practical when packages are covered within the program. Select packages will keep receiving updates to maintain operational stability and security. Synology has the obligation to ensure that the successor package has the same level of reliability as the current one. See Appendix for the full list of packages.

## Open Source Packages

Synology offers open source software as packages and follows the bleeding-edge update policy, i.e., we do not fix the software for Critical impact or zero-day vulnerabilities by ourselves but follow upstream releases or cherry-pick patches from the official repository instead. A Synology security advisory for the vulnerable package may be issued.

Synology-distributed open source packages follow the general MAJOR.MINOR.PATCH-BUILD semantic versioning rules as the upstream releases. Exceptions may apply.

The life-cycle of the Synology-distributed package follows the same maintenance policy by the upstream. If the specific version or branch of the package is no longer maintained by the upstream, Synology announces the package enters the end-of-life state, i.e., the package is no longer distributed and supported by Synology. A successor package for replacement may be introduced.

## Partner Packages

Synology allows partners to distribute their products as a package via the Package Center of DSM-based operating systems. A Synology security advisory for the vulnerable package may be issued.

Synology takes no responsibility for these packages but performs underlying security and stability checks before them hitting the Package Center, and takes down vulnerable partner packages for customer protection if needed without notice.

# Security Program

## Product Security Incident Response Team

Synology PSIRT manages the receipt, investigation, coordination, and public reporting of security vulnerability information related to Synology products. It is also the contact for security researchers and other organizations to report potential Synology security vulnerabilities.

## Incident Response Process

There are four stages with which Synology handles vulnerabilities and notifies our customers.

### Discovery

We take the initiative to investigate vulnerabilities and to receive information including but not limited to the following ways:

- security@synology.com
- CERT/CC Vulnerability Notes
- National CERTs (US-CERT, TWCERT/CC, JPCERT/CC, etc.)
- Public posting (Full Disclosure, oss-security, CVEnew, etc.)
- Synology Support

We encourage researchers to send sensitive messages such as proof-of-concept through Pretty Good Privacy (PGP) encryption. Once PSIRT receives security reports from researchers, they will respond immediately to confirm receipt, and make a simple analysis. Researchers may be asked to provide further information if there is insufficient information to clarify the vulnerabilities before going to the next stage.

### Triage

After receiving the report, PSIRT will build a temporary incident response team consisting of:

- Relevant supervisors
- Engineers of R&D team and Quality Control team
- Public Relation team

If the vulnerability comes with an impact on our products, the incident response team will verify the report and will log the corresponding bug into our tracking system after the PSIRT confirms the severity and impact of the issue. The PSIRT supervisor is responsible for arranging the schedule and coordinating resources to ensure that the software patch release process is executed smoothly.

## Remediation

PSIRT will assist the engineering team in fixing the vulnerability or finding a mitigation, and will ensure that the quality of the test will not be compromised due to the fix, such as causing a functional crash. If possible, PSIRT will submit the patch to researchers for verification to make sure that the vulnerabilities are fixed properly. A security advisory will be produced at the same time.

## Disclosure

After applying the security fix, PSIRT will publish a security advisory, update the RSS feed, and send an e-news email about the security fix. Meanwhile, the Public Relation team will promote the software update, collect user feedback and report back to PSIRT.

If the vulnerability is not caused by third-party software, PSIRT will work with the MITRE to assign a CVE ID to the vulnerability. Synology will only release the details of the security fix according to the Disclosure Schedule, and after the flaw has been published for a suitable period of time to ensure that our customers have enough time to install the patch. Researchers may disclose the details of the vulnerability after the public disclosure.

## Third-Party Software Vulnerabilities

Some Synology products are built on third-party or open source components. When a vulnerability is discovered in these components, we will refer to the report or CVSS technical analysis provided by NVD. Synology will verify and triage the impact of the flaws on our products, and give our evaluation.

If a third-party vulnerability affects Synology products, the weakness will be considered high-profile if one of the following conditions is met:

- The vulnerability has attracted significant public attention.
- The Severity Rating is evaluated as a Critical or Important impact.
- The vulnerability is likely to be exploited publicly or have a public proof-of-concept.

For high-profile vulnerabilities, Synology will begin the Incident Response process, evaluate all potentially impacted products that are still under maintenance, and publish a Security Advisory after a third party discloses related information. All other vulnerabilities will be listed in the relevant release notes after being patched.

## Types of Security Publications

Synology publishes Security Advisories and release note enclosures on the official website. These two documents have different intentions, and cover different security flaws. Synology keeps minimum information about the impact of the vulnerabilities disclosed on all publications. No vulnerability details that may be exploited by attackers will be provided.



## Synology Security Advisories

Synology provides Security Advisories that record security flaws affecting Synology products. Each advisory is entitled as Synology-SA-YY:NN, and will rate vulnerabilities according to the Critical, Important, Moderate, or Low severity rating or a vulnerability subject to public concern. All advisories are tracked using the following statuses:

- Resolved: The specified vulnerabilities are remediated for all affected products.
- Ongoing: Synology has completed the investigation, and is developing the remediation.
- Will not fix: Synology has decided not to remediate the vulnerability for the product.
- Accepted: Synology has enhanced its products to prevent serious vulnerabilities. If a device deployment vulnerability is controllable and is not under a critical security risk, the device is not subject to remediation.

## Release Note Enclosures

If low severity vulnerabilities are remediated, these vulnerabilities will be disclosed in the release notes by CVE IDs or Synology-SA IDs.

		Website	Email	RSS	Social Media
Security Advisories	Critical / Important Impact	Yes	Optional	Yes	Optional
	Moderate / Low Impact	Yes	Optional	Yes	No
Release Note Enclosures		Yes	Optional	No	No

## CVE Numbering Authority

CVE Numbering Authorities (CNAs) are organizations from around the world that are authorized to assign CVEs to vulnerabilities affecting products within their distinct, agreed-upon scope, for inclusion in first-time public announcements of new vulnerabilities. These CVEs are provided to researchers, vulnerability disclosures, and information technology vendors.

Synology was authorized as a CNA member by MITRE in 2017. The major difference between a CNA member and a non-CNA manufacturer is that Synology is certified to directly pre-allocate CVE IDs to Synology products. This means that we can cooperate with third-party researchers, and release fixes without publishing any vulnerability information first. The researchers usually need CVE IDs for confirmation and are willing to follow our disclosure policy. Through this process, our customers can get security and flexibility at the same time.

## Responsible Disclosure Policy

Synology follows a 90-day responsible disclosure policy timeline. Synology issues software updates and security advisories within 90 days of the initial reports and impact assessment.

Synology provides users with security advisories to explain the severity and the scope of the vulnerability. However, Synology will withhold any proof-of-concept and exploit details. Details such as attack vectors and specific affected components will not be disclosed within 90 days. An additional grace period longer may be utilized for high-severity vulnerabilities to ensure enough users have adequate time to plan for and deploy updates or mitigation.

Synology reserves the right to deviate from this policy under extreme circumstances.

## Communications Plan

Under the following circumstances, Synology may consider publishing security advisories:

- After Synology fixes the vulnerabilities, we will publish security advisories to notify users to update their software. Patch versions will be listed in the advisories and mitigation will be included, if available.
- Security advisories will be published in advance to address high-severity vulnerabilities.
- When exploits start to spread, Synology publishes corresponding security advisories to notify users that we are addressing the issue. Mitigation will also be published, if available.
- For third-party vulnerabilities, Synology publishes security advisories or makes a public announcement if the scope expands or public awareness increases.
- Synology reserves the right to deviate from this policy to ensure software patch availability on [www.synology.com](http://www.synology.com).

## Incident Response Eligibility

Customers will receive incident response assistance for incidents involving known or reasonably suspected security vulnerabilities in a Synology product.

Synology reserves the right to decide what kind of assistance to offer users to solve the incident, or to withdraw from any incident at any time. Synology may give special consideration for security incidents that involve actual or potential threats to persons, property, the Internet, or requests from law enforcement agencies and formal incident response teams.

## Bounty Program

Synology is committed to customer safety and the long-term security of our products. Synology allocates resources to fix vulnerabilities as soon as they are discovered by internal tests, researchers, or customers. Synology encourages security researchers and all users to contact Synology PSIRT directly if they discover any security-related issues.

PSIRT processes, identifies, and judges all security reports received from the [security form](#). PSIRT guarantees to respond within 7 working days after receiving the report. After obtaining necessary information for the security report, PSIRT endeavors to respond within 30 days working days. For more information, please refer to the [Security Bug Bounty Program](#).

# Conclusion

Providing our customers with reliable and secure products on which to store their data has always been Synology's primary consideration. The active collaboration between our security program team and product development team enables Synology to fix security vulnerabilities quickly and efficiently. With our powerful and professional solutions for data protection that only few NAS companies have, organizations and individuals can now focus more on their businesses and reduce IT costs.

# Appendix

## Long-term Support

The following packages are provided with long-term support for DSM:

- Active Backup for Business
- Active Backup for Google Workspace
- Active Backup for Microsoft 365
- Calendar
- Cloud Sync
- Central Management System
- Contacts
- DNS Server
- File Station
- Glacier Backup
- Hyper Backup
- Hyper Backup Vault
- LDAP Server
- Log Center
- MailPlus
- Presto File Server
- Replication Service
- SSO Server
- Synology Chat
- Synology Drive
- Synology High Availability
- Synology Office
- Synology Photos
- Snapshot Replication
- Surveillance Station
- Virtual Machine Manager

The following packages are provided with long-term support for SRM:

- Cloud Station

- DNS Server
- Download Station
- Media Server
- Radius Server
- Safe Access
- Threat Prevention
- VPN Plus Server

The following packages are provided with long-term support for BeeStation OS:

- BeeFiles
- BeePhotos