

12/09/2016

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To

Scala Partners

Dear Partner,

Below, please find critical information that requires your attention and cooperation in relaying the information to your customers. [Contact us](#) with questions.

**Why:** You are receiving this message as a partner who needs to relay this information to Scala Enterprise customers with a Windows-based PC Player network who want to apply a Scala Player Remote Updater.

**What:** Certain PC Players will no longer be able to apply Remote Software Updates unless a one-time extra step is taken.

**When:** On affected systems, a specific revision of the PC Player Remote Updater that Scala is providing **must** first be installed before applying any new PC Player Remote Updater. (Thereafter, future software updates may be applied as usual.)

#### Background

Microsoft uses a system of digital signatures to verify installers, websites, etc. As part of an overall commitment to security, the industry as a whole is moving away from the older SHA-1 standard to the newer, stronger SHA-256 standard. Support for recognizing SHA-256 signatures depends on the Windows operating system version:

- Windows 8 and newer, including Windows 10: SHA-256 is supported.
- Windows 7 (including Windows Embedded 7): SHA-256 is only supported if all relevant Microsoft updates have been applied
- Windows XP (including Windows Embedded Standard 2009): SHA-256 is not supported.

Scala applies a digital signature to its installer executables so that when a user runs an installer, Windows can inform the user that these files are authentic from Scala and unmodified.

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**SCALA** 

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Going forward, Scala is required to use a newer SHA-256 digital certificate (instead of a SHA-1 certificate). If you attempt to run a SHA-256 signed installer on a copy of Windows that lacks SHA-256 support, Windows will tell you the origin of the installer is “unknown” rather than “Scala, Inc.”. This is normal, and the user may proceed safely if the installer was correctly obtained.

Since Scala uses the same digital signature technologies to sign the Scala Enterprise PC Player Remote Updater, thus there is an impact when applying the Player Remote Updater to a Scala Enterprise PC Player via Content Manager. In this case, on systems that lack SHA-1 support, the remote updater will fail to be applied.

**What action has Scala taken:**

**To remedy this situation,** Scala’s security engineers determined that the appropriate course of action was to remove the digital signature check on the remote updater. This will allow ongoing updates to be applied to PC Players whether or not they support SHA-256 signatures.

We therefore prepared a set of PC Player hotfixes (Releases 10.5.15, 11.00.10, and 11.02.02) that remove the digital signature check, and this will be the last set that itself is signed with SHA-1 (and therefore can be applied to affected systems.) Before updating an affected PC Player to any newer version, you will first have to apply one of these versions of the updater. Once that is done, you may thereafter freely update using any supported version you are entitled to.

There is also a set of installers (Releases 10.5.16, 11.00.11, and 11.02.03) that are signed with the new SHA-256 digital signature, but are otherwise identical to the above.

**What Updates do Scala Users need to apply?****Windows 8 or later, including Windows 10:**

On Players using Windows 8.1 or later, you may freely update using any PC Player Remote Software Updater version you are entitled to. Scala will release 10.5.16, 11.00.11, and 11.02.03 that contain various fixes and benefits

**Windows 7 or earlier:**

For those using PC Players running Windows 7 and earlier, you should:

- 1: Apply any **one** of Scala Enterprise 10.5.15, 11.00.10, or 11.02.02 hotfixes. (If you are currently running Release 11.01.xx, use the 11.02.02 hotfix for this purpose.)
- 2: Thereafter, you may freely update using any PC Player Remote Software Updater version you are entitled to.