



Investigating

AgeLocker Ransomware

- **Release date:** April 29, 2021
- **Security ID:** QSA-21-15
- **Severity:** High
- **Affected products:** All QNAP NAS
- **Status:** Investigating

Summary

The QNAP security team has detected suspicious ransomware in the wild known as AgeLocker, which has the potential to affect QNAP NAS devices.

Recommendation

To secure your device, we strongly recommend regularly updating QTS or QuTS hero and all installed applications to their latest versions to benefit from vulnerability fixes. You can check the [product support status](#) to see the latest updates available to your NAS model.

To further secure your device, do not expose your NAS to the internet. If you must connect your NAS to the internet, we highly recommend using a trusted VPN or a myQNAPcloud link.

Updating QTS or QuTS hero

1. Log on to QTS as administrator.
2. Go to **Control Panel > System > Firmware Update**.
3. Under **Live Update**, click **Check for Update**.

QTS or QuTS hero downloads and installs the latest available update.

Tip: You can also download the update from the QNAP website. Go to **Support > Download Center** and then perform a manual update for your specific device.

Updating All Installed Applications

1. Log on to QTS or QuTS hero as administrator.
2. Go to **App Center**.
3. Select **My Apps**.
4. Beside **Install Updates**, click **All**.

A confirmation message appears.

5. Click **OK**.

QTS or QuTS hero updates all your installed applications to their latest versions.

Revision History: V1.0 (April 29, 2021) - Published