



Customer FAQ

MFPsecure/Scan Email Delivery Flaw

WHAT IS THE ISSUE WITH MFPSECURE/SCAN?

A bug was discovered in MFPsecure/Scan versions R4.0.018 – R4.0.020 that, under certain parallel processing conditions, if multiple users simultaneously use the same scan-to-email profile on different devices, this could cause email attachments to be misdelivered. This means scanned documents might not be delivered, could be sent to unintended recipients, or could be mixed up between different users.

WHICH RELEASE LEVELS ARE AFFECTED?

MFPsecure/Scan versions R4.0.018, R4.0.019, and R4.0.020 running on Windows systems are affected. No other releases are affected.

HOW DO I KNOW WHAT VERSION OF MFPSECURE/SCAN I AM ON?

You can check your current version in the MFPsecure Configuration section of the VPSX UI. The version number will be displayed there. If you need assistance, please contact our support team.

IS THERE ANYTHING I NEED TO DO IF I AM ON A VERSION PRIOR TO THOSE MENTIONED?

If you are using a version prior to R4.0.018, you are not affected by this specific issue. However, we recommend reviewing your current version and considering an upgrade to the latest release to benefit from all recent security and performance improvements.

HAS THE ISSUE BEEN FIXED?

Yes. The issue is resolved in MFPsecure/Scan R4.0.021.

WHO COULD RECEIVE UNINTENDED ATTACHMENTS?

In most cases, unintended recipients would be users within the same organization or network using MFPsecure/Scan. Attachments could be sent outside your organization if your system is configured to allow external delivery.

HOW LIKELY IS IT THAT MY ORGANIZATION WAS AFFECTED?

The issue only occurs under specific parallel processing conditions. For most customers, the risk is slight. If you have not noticed any unusual scan-to-email behavior, it is unlikely you were affected.

WHAT SHOULD I DO TO PROTECT MY ORGANIZATION?

Upgrade to MFPsecure/Scan R4.0.021 as soon as possible. If you cannot upgrade immediately, enable the legacy job processor option in any profile that uses email output. This eliminates the risk until you can upgrade.

HOW DO I ENABLE THE LEGACY JOB PROCESSOR OPTION?

Please refer to the screenshot in the notification or contact support for step-by-step instructions.



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WHAT IS BEING DONE TO PREVENT THIS IN THE FUTURE?

Our development and QA teams have implemented enhanced testing protocols for email delivery workflows, including additional regression testing and parallel processing scenarios. We are committed to continuous improvement and ensuring the reliability and security of our solutions.

WHO CAN I CONTACT FOR HELP OR MORE INFORMATION?

Email: EOMSupport@lrs.com

WILL THERE BE FURTHER UPDATES?

Because we have a fix and a workaround, we do not anticipate further updates. However, we are committed to transparency and will notify you of any further developments or recommendations.

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