RingCentral

TECH BRIEF: RingCentral Security Bulletins

Applicability: Security Bulletins for RingCentral products

Why:

Customers want to understand when and why we issue RingCentral Security Bulletins, how to monitor for bulletins, and what to do when a security bulletin is issued.

When:

Security bulletins are used when we need to notify customers of vulnerabilities that our customers have a role in addressing.

Why:

While most of the responsibility for secure configuration and patching lie with RingCentral, there are a few cases where the customer has a direct role. This includes making sure that customers are using the most up-to-date version of our apps (desktop and mobile), and if necessary, updating them quickly in response to a reported vulnerability. This is a critical response that customers must be prepared to implement with an immediate or emergency update when necessary.

How:

Security bulletins are published on the RingCentral Trust Center, at RingCentral Security Bulletins.

What:

Security bulletins include information about the vulnerability that is being remediated ("patched") with a given update. This will allow customers to evaluate the criticality of the vulnerability in their environment, and the need to accelerate (or not) the roll-out of the update/patch. Where possible, the bulletin will also identify compensating controls that can be put in place to limit the likelihood of exploitation prior to update.

CVSS Score:

Where possible, we will also publish a CVSS rating to provide more context for a vulnerability/update.

NOTE: Most RingCentral application updates are provided for feature/function updates. It is not common for a feature/function update to address security vulnerabilities.