Product Advisory

Product Family:	Productivity Suite & PS Loader	***Number:***	PA-PR-003
Part Numbers:	PS-PGMSW	***Date Issued:***	10/29/2026
Subject:	Notification – Projects using StrideLinx	***Revision:***	Original

Important Notice

Productivity Suite Version 4.7.2.4 and earlier and PS Loader Version 2.1.0.2 and earlier – using StrideLinx Secure VPN sign-in.

Description of the Issue

In October 2026, private keys for several eMudhra intermediate certificate authorities were found to be publicly recoverable. Certificates forged with these keys would have been accepted as trusted by the Java runtime bundled with Productivity Suite and PS Loader software.

The affected function is the built-in StrideLinx account sign-in via Productivity Suite or PS Loader, which connects to the StrideLinx cloud service. An attacker able to intercept network traffic between the workstation and the StrideLinx service could have impersonated that service and obtained the StrideLinx credentials entered by the user. PLC communication, firmware, hardware and other Productivity Suite and PS Loader functions are not affected. AutomationDirect is not aware of any exploitation of this issue.

Solution for Problem

Productivity Suite 4.7.3.3 installs an updated Java runtime that blocks the compromised eMudhra certificates and no longer trusts the affected eMudhra root certificates. Users of StrideLinx with Productivity Suite should upgrade to 4.7.3.3 or later.

As a precaution, we also recommend that users who signed in to StrideLinx from Productivity Suite or PS Loader over untrusted networks change their StrideLinx password.

You can download the latest version of Productivity Suite free of charge at the following link: https://www.automationdirect.com/support/software-downloads?itemcode=Productivity%20Suite

PS Loader users should avoid using the built-in StrideLinx account sign-in.

Alternatively, users can connect to the StrideLinx VPN Router via the StrideLinx Cloud and StrideLinx VPN Client software. A connection made to the StrideLinx VPN Router in this manner allows Productivity Suite or PS Loader to connect to Productivity PLCs on the StrideLinx VPN Router's local network without requiring the built-in StrideLinx Secure VPN sign-in. Connecting to the PLC in this way avoids this certificate issue altogether and does not require installing and using the latest version of Productivity Suite or avoiding the use of PS Loader.

Technical Assistance

If you have any questions regarding this Product Advisory, please contact Technical Support at 770-844-4200 or 800-633-0405 for further assistance.