Update 9 May 2021 - 10:00 CEST

On 5 May 2021, Volue was subject to a cyberattack impacting Volue Technology ("Powel"). The ransomware attack was caused by Ryuk, a type of malware usually known for targeting large, public-entity Microsoft Windows systems. Following the attack, Volue immediately launched the operation Stop & Recover and have increased efforts to scale the operation. Since the attack, we have scaled up our internal efforts towards security partners and towards relevant authorities.

An advantage in handling the current situation and making progress, is the availability of data and insights from the attack through sophisticated tools for detection and cybersecurity. Every day we gain a better understanding of the implications of the incident. We have shared additional Indicators of compromise (IOCs) and will share more information as soon as we have it.

Volue has cooperated closely with KraftCert, a Norwegian Computer Emergency Response Team. We share information about the attack, available data and the progress of operation Stop & Recover. KraftCert has begun to share this information with customers and their European partners. This gives customers, direct access to a trusted source of information. Go to volue.com/urgent-updates for contact details.

A consequence of the attack is breach of personal data. The servers and systems which are affected did also contain some personal data and are currently inaccessible. More information about the Ryuk group can be found in a comprehensive report from The French National Agency for the Security of Information Systems (ANSSI) linked on volue.com. Volue has reported the incident to National Supervisory Authorities, including the Norwegian "Datatilsynet". We ask our customers who have not yet reported the incident to do so.

Volue has started sharing a list of greenlighted products to customers. However, we acknowledge the complexity of the situation to assess all impacted customers with unique configurations. The attackers were highly sophisticated, and we are mitigating the risk for a follow-on attack. This is a complex and time-consuming operation and need to happen for each individual customer. Our R&D, product and support teams are working around the clock to resolve the situation as quickly as possible.

Transparency and communication are important for Volue. In our daily status webcasts, held every morning at 9.30 am followed by a news updated, we will inform you about the current situation. The next webcast is streamed on Monday, 10 May, 9.30 am.

Register for the daily update webcast here.
View todays recorded session her.

For more information, please contact the Volue support.