Issue: SureLine Radius Implementation Issue
Affected Product(s): Any SureLine product with Radius enabled
Affected Part Number(s): Any product running SureLine v8.10.0 or greater

Affected Timeframe: SureLine v8.10.0 or greater

Problem Description:

Sunhillo Corporation has discovered an issue with the initial Radius authentication option available beginning in v8.10.0. When Radius authentication is enabled on the Security Configuration page under the Login Options, if the Shared Secret key contains a "$" the SureLine device will become inaccessible.

Analysis:

The software implementation of the Radius support in SureLine was reviewed and analyzed to identify the issue. The original implementation of the Radius settings stores values delimited using a "$" symbol. If a "$" is used in the Shared Secret key by the user, it falsely delimits the value causing the wrong information to be used in the initialization and eliminating the configured IP address. This creates a scenario where the internal workings of Radius allow the empty IP address but effectively prevents authentication or dropping back to an account of last resort. In this scenario, there is no way to circumvent the issue other than to RMA the unit back for a factory reflash.

Resolution:

Upon identifying the issue with the Radius implementation, Sunhillo corrected the issue in SureLine version 9.0.6 (release date 7/31/2025). The fix allows the use of the "$" symbol in the Shared Secret key. For a period of one year from the date of this notice, Sunhillo Corporation will waive the fee for reloading on any device that was rendered inaccessible by this specific issue with the Radius implementation.

Recommended Action:

To prevent being locked out from a Sunhillo device when using the SureLine Radius feature, Sunhillo recommends updating to SureLine version 9.0.6. Without this update the only other alternative is to not use the "$" symbol in the Shared Secret key.