# CRA Incident Assessment Checklist

Update: 2026-09-03

## Important Notes

This checklist is intended to be used as a support tool for the initial assessment of potential CRA incidents.
If the situation is determined to require immediate action, or if there is any uncertainty regarding the assessment, please escalate the case to Mimaki Europe Tech Support by phone without delay.

| Major Incident Criteria | Reported Event/Incident | Report Type | Dealer Note |
|---|---|---|---|
| 1. Clearly identified cyberattack | Malware or ransomware infection confirmed on User's PC; Suspicious message received from unidentified App, and unauthorized malicious behavior detected on Mimaki Software. | CRA Incident | |
| | There is evidence of Local Network intrusion;<br>(Example) Ransom demand message appears when opening Mimaki Software and the application can no longer start. | CRA Incident | |
| 2. Data leakage, alteration, destruction, or unauthorized extraction | Confidential information leaked outside the organization<br>(Example)<br>・Production information managed by PICT is leaked externally.<br>・Information regarding unreleased products or media is disclosed externally.<br>・User information managed by PICT (company name, IP address, user name, printer name, etc.) is exposed to unauthorized third parties. | CRA Incident | |
| | Account compromise or Account authority abuse was confirmed<br>(Example)<br>・Unauthorized user information is displayed in the PICT Administration Service.<br>・Unable to log in to PICT and password reset is no longer possible due to account was compromise. | CRA Incident | |
| 3. Ongoing service disruption or performance degradation caused by a cyberattack on Local Network | Cyberattack on Local Network causing the service outage or performance degradation.<br>(Example)<br>・PrintLock activates before the configured lock expiry date.<br>・Software or profiles cannot be downloaded from the Mimaki Website. | Not CRA Incident | |
| 4. Other cybersecurity-related events | Vulnerability identified in open-source software used by Mimaki. Mimaki was pointed out as having security risks by the Security Researcher. | Not CRA Incident | |
| | Security incidents occurs on Local Netwrok caused by outdated Windows OS on the PC delivered by Mimaki due to failed Window Updates. | Not CRA Incident | |
| | Manipulated Image file causes RasterLink to crash followed by Malware/Ransomware infection and system compromised. | CRA Incident | |
| | The RasterLink app stopped working, and at the same time, malicious messages appeared, leading to the confirmation of a data breach in the company's Local Network and a ransom demand. | Not CRA Incident | |
| | After installing the free software on the RIP computer, RasterLink is not working properly.<br>(Example)<br>・Images not being imported when copied to the Hot Folder<br>・RasterLink does not start | Not CRA Incident | |