Security Advisory – PHP2Shell Vulnerability | MobiCall Patch Available

Dear Customer

We would like to proactively inform you about two recently disclosed critical security vulnerabilities in PHP, collectively known as **PHP2Shell (CVE-2026-109618 and CVE-2026-109619)**.

These vulnerabilities may allow unauthorized remote code execution on affected systems.

Further details can be found in the official PHP security advisory:
https://www.php.net/archive/2026.php#2026-10-21-5

MobiCall Security Hotfixes

Our development team has already prepared dedicated security hotfixes for all supported MobiCall major versions (15.x – 18.x) to address these vulnerabilities.

The hotfixes are available for download:

- **MobiCall 15.x:** https://share.newvoice.global/s/imMNbCxN93MRomj?opendetails=
- **MobiCall 16.x:** https://share.newvoice.global/s/72KCpwFTCcGWByy?opendetails=
- **MobiCall 17.x:** https://share.newvoice.global/s/EEZTbxdbKjCsoGt?opendetails=
- **MobiCall 18.x:** https://share.newvoice.global/s/kBztANBt6FkqnZF?opendetails=

Installation and Service Availability

Detailed installation instructions are provided on the next pages.

Important: The hotfix can be applied to a running MobiCall system **without interrupting the alarm and notification services**.

Please note that the MobiCall web services will be temporarily unavailable during the installation process.

Recommended Action

As a precautionary security measure, we strongly recommend installing the appropriate hotfix as soon as possible.

Should you require any assistance, please contact your New Voice partner or support representative.

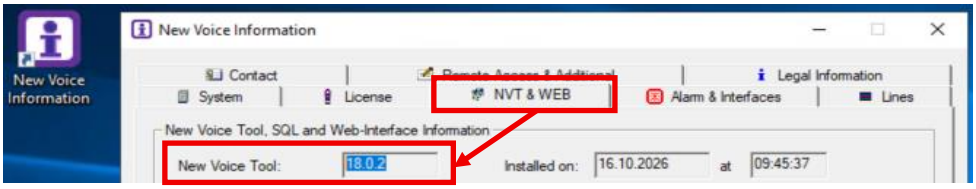
Best regards,
New Voice

Installation Guide – MobiCall PHP2Shell Security Hotfix

1. Download the appropriate security hotfix

Download the security hotfix for the MobiCall Major version installed on your system.
Download links:
MobiCall 15.x: https://share.newvoice.global/s/imMNbCxN93MRomj?opendetails=
MobiCall 16.x: https://share.newvoice.global/s/72KCpwFTCcGWByy?opendetails=
MobiCall 17.x: https://share.newvoice.global/s/EEZTbxdbKjCsoGt?opendetails=
MobiCall 18.x: https://share.newvoice.global/s/kBztANBt6FkqnZF?opendetails=

The installed MobiCall version can be determined via the New Voice Information Tool (D:\nvt\nvinfo.exe) under the tab "NVT & WEB".



2. Installation of the security hotfix

Transfer the security hotfix to the MobiCall system. Run the downloaded installation file with administrator rights and follow the instructions of the installation wizard. The installer automatically stops and then restarts the required MobiCall web services.

Important notes: The installation can be carried out during ongoing MobiCall operation. The alerting and notification services remain active. During installation, the MobiCall web services are temporarily unavailable. A reboot of the system is not required.

In case of installation problems: In individual cases, remaining PHP or Apache processes may prevent the installation. In this case, please note the instructions for manual troubleshooting on page 2.

3. Final inspection

After the installation is complete, verify that the security hotfix has been successfully installed and that the MobiCall Web Services are working properly again.

- The installation wizard confirms the successful completion of the installation.
- Windows services NV_Apache and Nv_PhpServ are in the "Started" state.
- The MobiCall web interface is accessible again and registration is possible.

If all checks are successful, the installation of the security hotfix is complete.

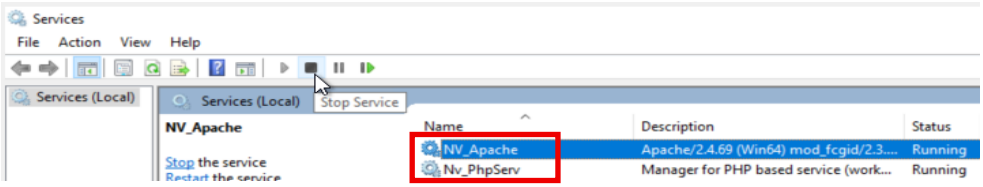
Manual troubleshooting (only when needed)

In individual cases, it might happen when the MobiCall web services are stopped during the Hotfix installation not all associated PHP or Apache processes are terminated properly.

Remaining processes can prevent the exchange of files and cause the security hotfix to fail to install successfully. In this case, follow the steps below.

Stopping MobiCall Web Services Manually

Open Windows Services Management (services.msc) and stop the following services (if they are not already stopped): „NV_Apache" and "Nv_PhpServ".



Review and terminate remaining processes

Open the Windows Task Manager and go to the "Details" tab.
Verify that the following MobiCall web environment processes are still running:

"httpd.exe", "php.exe" or "php-cgi.exe".

If corresponding processes are still active, end them manually via **End Task**.

Reinstall the security hotfix

Restart the downloaded installation file with administrator privileges and follow the instructions in the installation wizard. After successful completion, the MobiCall web services will be automatically restarted.

Then perform the checks described in "Standard Installation - Step 3: Final Check".