



Product Support Notice

© 2022 Avaya Inc. All Rights Reserved.

PSN # PSN005943u

Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 15-Dec-21. This is issue #04, published date: 07-Jan-22. Severity/risk level High Urgency Immediately

Name of problem Harmony Workforce Optimization Log4j2 vulnerability (CVE-2021-44228) (CVE-2021-45046) (CVE-2021-45105) (CVE-2021-44832) (CVE-2021-4104)

Products affected

- Harmony Workforce Optimization, 5.3
- Harmony Workforce Optimization, 5.3.0.1
- Harmony Workforce Optimization, 5.3.0.2

Problem description

Avaya is aware of the recently identified Apache Log4j vulnerabilities ([CVE-2021-44228](#), [CVE-2021-45046](#), [CVE-2021-45105](#), [CVE-2021-44832](#), [CVE-2021-4104](#)) and is conducting impact assessments across its portfolio, identifying opportunities for temporary mitigations, if possible, and developing plans for remediation. Reference the [Avaya Product Security - Apache Log4j Vulnerability - Impact for Avaya products](#) on support.avaya.com for updates

- Harmony Workforce Optimization versions earlier than 5.3.0 are not impacted by the Log4j2 vulnerability (CVE-2021-44228) as all the components are using Log4j1x which is not vulnerable.
- The only components that are impacted from 5.3 and above are AvayaAdapter (DevLinkAdapter, OceanaAdapter, MLSAdapter, IPOCCAdapter, POMAdapter) and CiscoAdapter and we are giving a Log4j 2.16 jar files as patch for remediation.

Harmony	5.3.0.2	5.3.0.1	5.3.0	5.2 - 5.2.x	5.1 – 5.1.x	5.0 – 5.0.x	Comments
CVE-2021-44228	Yes	Yes	Yes	No	No	No	Yes- log4j2.13 is used No- Log4j1.x is used
CVE-2021-45046	Yes	Yes	Yes	No	No	No	Yes- log4j2.13 is used No- Log4j1.x is used
CVE-2021-45105	No	No	No	No	No	No	No- Context lookups are not configured and used
CVE-2021-44832	No	No	No	No	No	No	No- We are not using JDBC Appender in our configuration of log4j2 versions > 2. So not impacted
CVE-2021-4104	No	No	No	No	No	No	No- We are not using JMSAppender in our configuration of log4j 1.2 versions. So not impacted.

Important Notes:

- Internal analysis has determined that Harmony Workforce Optimization releases are not vulnerable to the related Log4j 1.x JMSAppender and JNDILookups vulnerability as they are not used and configured for the product in the system.
- Internal analysis has determined that Harmony Workforce Optimization releases which are upgraded to Log4J 2.16 with this patch are not vulnerable for CVE-2021-45105 because the context user is not configured and not used in the product.
- It is recommended that Java run time at customers should be running at Java 6 – 6u212, Java 7 – 7u202, Java 8 – 8u192, Java 11 - 11.0.2 and above

Please only follow documented procedures described in this PSN to resolve this issue.

Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.

This PSN will be updated as more information is available.

Resolution

Harmony Workforce Optimization versions earlier than 5.3.0 is not impacted by this vulnerability, hence no action needed.

Harmony Workforce Optimization versions 5.3 and above, Please download the patch from this link and apply as per steps mentioned below:

Workaround or alternative remediation

Remarks

Remarks

PSN Revision History

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 17, 2021: Updated publication with link to patch in Resolution section and used version PSN template.

Issue 3 – December 21, 2021: Updated publication with rollback steps and used version 4 PSN template.

Issue 4 – January 07, 2022: Updated publication with rollback steps and used version 5 PSN template.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Always

Download

Patch download link for Harmony Workforce Optimization, 5.3 and above

[Harmony-Log4j-patch-download](#)

Patch install instructions

Service-interrupting?

Steps to apply the fix\patch:

Yes

1. Stop the AvayaAdapter\ DevLinkAdapter\ OceanaAdapter\ MLSAdapter\ IPOCCAdapter\ POMAdapter\ CiscoAdapter from services.msc.
2. Unzip the patch provided.
3. Navigate to the <Installation_folder>\Harmony\<Adapter>\lib and
 - a. Remove the log4j-api-2.13.0.jar, log4j-core-2.13.0.jar and log4j-slf4j-impl-2.13.0.jar and take backup.
 - b. Copy the files from unzipped patch folder to the above location
4. Start the Adapter in the services.msc
5. Check if it is starting properly and writing the log files

Verification

Please see if the components are up and running and writing log files properly

Failure

If you see any failure cases in applying the patch. Just revert the patch and contact Harmony Workforce Optimization Support Team.

Patch uninstall instructions

1. Stop the service in services.msc, for which you applied the jar files\patch.
2. Remove the applied jar files and copy the old ones which you took backup before applying this patch.
3. Start the service in the services.msc.
4. Verify that this component is writing the logs properly.

And contact Harmony Workforce Optimization Support Team for help in applying the patch.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2021-44228>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2021-45046>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2021-45105>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2021-44832>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2021-4104>

Reference <https://logging.apache.org/log4j/2.x/security.html>

Avaya Security Vulnerability Classification

Reference www.avaya.com/emergencyupdate

Mitigation

As noted in this PSN.

If you require further information or assistance, please contact your Authorized Service Provider or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.