



Product Support Notice

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PSN # PSN005944u

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Original publication date: 15-Dec-21. This is issue #04, published date: 05-Jan-22.

Severity/risk level

High

Urgency

Immediately

Name of problem PSN005944u – Proactive Outreach Manager (POM) - Log4j2 vulnerabilities.

Products affected

Proactive Outreach Manager (POM) releases 4.0.x, 4.0.1.x

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.

Proactive Outreach Manager releases 4.0.x, 4.0.1.x are impacted by the Log4j2 vulnerability (CVE-2021-44228).

Proactive Outreach Manager releases older than 4.0 are running Log4jv1 that are not susceptible. The internal analysis has determined that these releases are not vulnerable to the related Log4j1x plus JMSAppender vulnerability (CVE-2021-44228).

Proactive Outreach Manager is not susceptible for Log4j vulnerability(CVE-2021-45105) as context lookup is not used in Log4j.

Proactive Outreach Manager is not susceptible for Log4j vulnerability(CVE-2021-44832) JDBC Appender is not used and permissions are strict to application owners.

Proactive Outreach Manager is not susceptible for Log4j vulnerability(CVE-2021-4104 (Log4j 1.x JMSAppender) because JMSAppender is not used in any of the log4j configurations.

Please only follow documented procedures described in this PSN to resolve this issue for the impacted releases.

This PSN will be updated as more information is available.

Resolution

Upgrade to Proactive Outreach Manager 4.0.1 Patch 3(POM401Patch03.zip; PLDS ID POM000000194).

Workaround or alternative remediation

None. Please upgrade and apply patches as specified in resolution section.

Remarks

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 17, 2021: Revised publication.

Issue 3 – December 21, 2021: Revised publication.

Issue 4 – January 5, 2022: Revised publication.

Patch Notes

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

Backup before applying the patch

Always

Download

n/a.

Patch install instructions

n/a

Service-interrupting?

Yes

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

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](#).

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