



Product Support Notice

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PSN # PSN005945u

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Original publication date: 15-Dec-21. This is issue #04, published date: 17-Jan-22.

Severity/risk level

High

Urgency

Immediately

Name of problem Avaya Callback Assist (CBA) Log4j2 vulnerabilities

Products affected

Avaya Callback Assist (CBA), 5.0.0.x and 5.0.1.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

Avaya Callback Assist (CBA), 5.0.0.x and 5.0.1.x Reporting Servers are impacted by the Log4j2 vulnerabilities (CVE-2021-44228, CVE-2021-45046) and are not impacted by CVE-2021-45105, CVE-2021-44832, CVE-2021-4104.

Avaya Callback Assist (CBA), 5.0.0.x and 5.0.1.x Single Server, Application Servers and Database Servers run Log4jv1, but not Log4j2, and are not susceptible. Internal analysis has determined that these Servers of these releases are not vulnerable to the related Log4j1x plus JMSAppender vulnerabilities.

Avaya Callback Assist (CBA), 4.x run Log4jv1, but not Log4j2, and are not susceptible. Internal analysis has determined that these releases are not vulnerable to the related Log4j1x plus JMSAppender vulnerabilities.

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

This PSN will be updated as more information is available.

Resolution

We released a patch to upgrade log4j v2 to 2.17.1. PLDS id is CBA000000117

<https://plds.avaya.com/poeticWeb/esd/viewDownload.htm?Q=2B8FC4EAA6F13A3F92147E280A5776508E3B15FEB25F32ACDBF988CEA725AD16>

Workaround or alternative remediation

1. Login to a CBA Reporting Server with cbacust user.
2. Run `sudo service reporting-services stop` to stop all CBA services.
3. Change directory to `/usr/share/elasticsearch/lib` and remove the JndiLookup class from the classpath: `zip -q -d log4j-core-*.jar org/apache/logging/log4j/core/lookup/JndiLookup.class`
4. Change directory to `/opt/Avaya/callbackassist/reporting-subsystem/reporting-proxy/lib` and remove the JndiLookup class from the classpath: `zip -q -d log4j-core-*.jar org/apache/logging/log4j/core/lookup/JndiLookup.class`
5. Change permissions for jar file `sudo chown cbaservice:callback log4j-core-2.11.1.jar`
6. Run `sudo service reporting-services start` to start all CBA services.
7. Repeat Steps 1 to 5 on the Recovery CBA Reporting Server if applicable.

Remarks

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 17, 2021: Adding information about the patch to Resolution section. Adding new step (#5) to workaround.

Issue 3 – December 22, 2021: Adding information about CVE-2021-45105 no impact.

Issue 4 – January 17, 2022: Adding information about CVE-2021-44832, CVE-2021-4104 no impact.

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

Service-interrupting?

n/a 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>

CVSS Version 3.x Base Score: 10.0 Critical

CVSS Version 3.x Vector: CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:C/C:H/I:H/A:H

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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