



Product Support Notice

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PSN # PSN005947u

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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 PSN005947u – Avaya IQ Log4j vulnerabilities.

Products affected

Avaya IQ release 5.2.6

Problem description

Avaya is aware of the recently identified Apache Log4j vulnerability ([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

All Avaya IQ releases are running Log4jv1 that are not susceptible.

Internal analysis has determined that these releases are not vulnerable to the related Log4j1x plus JMSAppender vulnerability.

In Avaya IQ by default this JMSAppender is not configured. We recommend checking all log4j xml and properties configuration files on your IQ systems to make sure that this appender has not been added manually.

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

This PSN will be updated as more information is available.

Resolution

Refer to the Workaround/alternative remediation section below.

Workaround or alternative remediation

For log4j 1.x, JMSAppender should not be configured. If it is configured – remove it from Log4j configuration file and restart the appropriate IQ component.

Remarks

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 20, 2021: CVE-2021-45046

Issue 3 – December 21, 2021: CVE-2021-45105

Issue 4 – January 05, 2022: CVE-2021-44832, CVE-2021-4104

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>

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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