



## Product Support Notice

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PSN # PSN005948u

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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 PSN005948u – Intelligent Customer Routing (ICR) Log4j vulnerabilities.

Products affected

Intelligent Customer Routing (ICR) release 7, 7.0.1, 7.0.2 and 8.0.

### 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](http://support.avaya.com) for updates

All Intelligent Customer Routing (ICR) 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 ICR by default this JMSAppender is not configured. We recommend checking all log4j.xml files on your ICR 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 ICR 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](http://www.avaya.com/emergencyupdate)

### Mitigation

As noted in this PSN.

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