



Product Support Notice

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PSN # PSN005951u

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Original publication date: 15-Dec-21. This is issue #07, published date: 01-Feb-22.

Severity/risk level

High

Urgency

Immediately

Name of problem Chatbot Snap-in Log4j vulnerabilities.

Products affected

Chatbot Snap-in, version 3.2

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](#), [CVE-2022-23302](#), [CVE-2022-23305](#), [CVE-2022-23307](#)) 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.

Chatbot Snap-in deployed on Avaya Breeze™ and using the log4j provided by it.

Chatbot Snap-in 3.2 is **End of Sale** and **End of Support**. Please refer <https://download.avaya.com/css/public/documents/101080193>. Existing customers on this release need to move to the supported and latest release of Avaya Oceana Solution.

Note: The Chatbot Snap-in is a part of combined Oceana release post Chatbot Snap-in 3.2

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

This PSN will be updated as more information is available.

Resolution

NA

Workaround or alternative remediation

NA

Remarks

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 15, 2021: Updated the fix of vulnerability CVE-2021-44228.

Issue 3 – December 15, 2021: Updated the fix of vulnerability CVE-2021-44228.

Issue 4 – December 17, 2021: Status of the fix for vulnerability CVE-2021-45046.

Issue 5 – December 21, 2021: Updated the fix for vulnerability CVE-2021-45105.

Issue 6 – January 03, 2022: Updated the fix for vulnerability CVE-2021-44832 and CVE-2021-4104.

Issue 7 – February 1, 2022: Updated the sale and support status.

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://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23302>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23305>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23307>

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

Reference <https://logging.apache.org/log4j/1.2/>

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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