



Product Support Notice

© 2021 Avaya Inc. All Rights Reserved.

PSN # PSN005951u Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 15-Dec-21. This is issue #06, published date 03-Jan-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](#)) 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 not impacted by the Log4j2 vulnerabilities (CVE-2021-44228), (CVE-2021-45046), (CVE-2021-45105), (CVE-2021-44832) and (CVE-2021-4104). The Chatbot Snap-in 3.2 installed on Avaya Breeze™ Platform version 3.2 is running with Log4j version 1.x and it is not susceptible. It is not using JMSAppender or JNDI configuration.

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.

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](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.