



Product Support Notice

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PSN # PSN020553u

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Original publication date: 15-Dec-22. This is issue #06, published date 17-Jan-21.

Severity/risk level

High

Urgency

Immediately

Name of problem PSN020553u - Avaya Aura® Web Gateway Log4j vulnerabilities

Products affected

Avaya Aura® Web Gateway (AAWG), 3.7.0.1 – 3.11.0.0

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

- AAWG versions earlier than 3.7.0.1 are not impacted by Log4j2 vulnerability CVE-2021-44228.
- AAWG versions 3.7.0.1 and later are susceptible to CVE-2021-44228 and Avaya is releasing Service Packs to address this. Reference the resolution section of this PSN.
- AAWG (all versions) is not impacted by CVE-2021-45046, CVE-2021-45105, CVE-2021-44832, CVE-2021-4104.

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

This PSN will be updated as more information is available.

Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.

Resolution

Avaya has released multiple Service Packs to address CVE-2021-44228 with log4j updated to 2.17.0. Please refer to the Patch Notes section for the download links.

Workaround or alternative remediation

Before the Service Packs, Avaya also released a temporary remediation to address CVE-2021-44228. The remediation is a script which adds property “log4j2.formatMsgNoLookups”. Please note that this remediation is not considered a reliable measure against CVE-2021-44228. It only blocks the most straightforward attack vectors as this page explains (section “Older (discredited) mitigation measures”):

<https://logging.apache.org/log4j/2.x/security.html#CVE-2021-44228>

Therefore, it is highly recommended to upgrade to one of the Service Packs mentioned in section Patch Notes as soon as possible. The remediation script can still be applied as a temporary measure until the upgrade is done. To get it applied, please contact Avaya Services.

Remarks

PSN Revision History:

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – December 16, 2021: Included 3.7.0.1 as a susceptible release, added a clarification in the Resolution section.

Issue 3 – December 17, 2021: Released a Service Pack to address CVE-2021-44228 for Team Engagement.

Issue 4 – December 21, 2021: Updates related to CVE-2021-45046 and CVE-2021-45105.

Issue 5 – December 23, 2021: Released Service Packs to address CVE-2021-44228 for Avaya Meetings 9.1.10, 9.1.11, 9.1.12.

Issue 6 – January 17, 2022: Released new Service Packs for Avaya Meetings and Team Engagement deployments with log4j2 updated to 2.17.0.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

N/A

Download

AAWG 3.11.0.3 for Team Engagement deployment

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=AAWG000000101

PLDS Download ID: AAWG000000101

AAWG 3.9.1.2 for Team Engagement deployment

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=AAWG000000095

PLDS Download ID: AAWG000000095

AAWG 3.9.0.3 for Team Engagement deployment

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=AAWG000000097

PLDS Download ID: AAWG000000097

AAWG 3.8.1.4 for Team Engagement deployment

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=AAWG000000099

PLDS Download ID: AAWG000000099

For AAWG systems deployed as a part of Avaya Meetings solution, please see [PSN005935u – Avaya Meetings® Management Log4j vulnerabilities](#).

Patch install instructions

Service-interrupting?

Please follow the standard AAWG upgrade procedure described in the documentation.

Yes

Verification

N/A

Failure

N/A

Patch uninstall instructions

Please follow the standard AAWG rollback/uninstall procedures described in the documentation.

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](#).

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