



Product Support Notice

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PSN # PSN005962u

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Original publication date: 15-Dec-21. This is issue #02, published date 06-Jan-21.

Severity/risk level

High

Urgency

Immediately

Name of problem PSN005962u – Avaya Oceana Snap-ins Log4j vulnerabilities

Products affected

Avaya Oceana Snap-ins, all releases.

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

Avaya Oceana Snap-ins installed on Avaya Breeze™ Platform, 3.7, 3.8, 3.8.1, are impacted by the Log4j2 vulnerability (CVE-2021-44228)

To provide greater security, Log4J2 libraries in the Avaya Breeze™ Platform have been updated with the appropriate Log4J version in the provided Breeze patch.

Specific Avaya Oceana Snap-in artifacts are not vulnerable.

Avaya Oceana Snap-ins installed on Avaya Breeze™ Platform, 3.7, 3.8, 3.8.1, running Log4jv1 are not susceptible.

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

Apply Log4j2 vulnerability patch from Breeze.

Check Breeze PSN's and support.avaya.com for specific patch(s) required.

Workaround or alternative remediation

N/A

Remarks

PSN Revision History

Issue 1 – December 15, 2021: Initial publication.

Issue 2 – January 6, 2022: Updated PSN template.

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?

No

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](#).

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