



Product Support Notice

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PSN # PSN005971u

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Original publication date: 17-Dec-21. This is issue #03, published date: 07-Jan-22.

Severity/risk level

High

Urgency

Immediately

Name of problem Desktop Collector Snap-in Log4j2 vulnerability (CVE-2021-44228) (CVE-2021-45046) (CVE-2021-45105) (CVE-2021-44832) (CVE-2021-4104)

Products affected

Desktop Collector Snap-in, 3.3

Desktop Collector Snap-in, 3.3.x

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

- Desktop Collector Snap-in versions 3.3 and Desktop Collector Snap-in 3.3.x is not impacted by the Log4j2 vulnerability (CVE-2021-44228) and (CVE-2021-45046) (CVE-2021-45105) (CVE-2021-44832) as all the components are using Log4j1x which is not vulnerable.
- Desktop Collector Snap-in versions 3.3 and Desktop Collector Snap-in 3.3.x is not impacted by the Log4j2 vulnerability (CVE-2021-4104) as it is not using JMS Appender.

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

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

Not impacted

Workaround or alternative remediation

NA

Remarks

PSN Revision History

Issue 1 – December 17, 2021: Initial publication.

Issue 2 – December 21, 2021: Updated and published the same document with Version 4 PSN template.

Issue 3 – January 07, 2022: Updated and published the same document with Version 5 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?

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](#).

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