



Product Support Notice

© 2021 Avaya Inc. All Rights Reserved.

PSN # PSN005973u

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

Original publication date: 17-Dec-21. This is issue #04, published date: 5-Jan-22. Severity/risk level High Urgency Immediately

Name of problem PSN005973u – Avaya Proactive Contact Log4j vulnerabilities.

Products affected

Proactive Contact: 5.1.x, 5.2.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.

APC is not impacted by the Log4j 2.x vulnerabilities.

APC is running Log4j 1.x that 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

APC is not impacted by the Log4j2 vulnerabilities hence CVE-2021-44228, CVE-2021-45046, CVE-2021-45105, CVE-2021-44832 are not applicable to APC.

APC is also not impacted by Log4j 1.x JMSAppender vulnerability hence CVE-2021-4104 is also not applicable to APC.

Workaround or alternative remediation

n/a

Remarks

PSN Revision History

Issue 1 – December 17, 2021: Initial publication.

Issue 2 – December 21, 2021: Updated the PSN for CVE-2021-45105.

Issue 3 – December 22, 2021: Updated the PSN for Log4j 1.x JMSAppender vulnerability.

Issue 4 – January 4, 2022: Updated the PSN for CVE-2021-44832, 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

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

n/a

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.