



Product Support Notice

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PSN # PSN005973u

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Original publication date: 17-Dec-21. This is issue #05, published date: 02-Feb-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](#), [CVE-2022-23302](#), [CVE-2022-23305](#), [CVE-2022-23307](#)) 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.

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.

Analysis continues on CVE-2022-23302, CVE-2022-23305, CVE-2022-23307.

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.

Issue 5 – February 2, 2022: Updated the PSN for CVE-2022-23302, CVE-2022-23305, CVE-2022-23307.

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://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23302>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23305>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-23307>

Reference <https://logging.apache.org/log4j/2.x/security.html>

Reference <https://logging.apache.org/log4j/1.2/>

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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