



Product Support Notice

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PSN # PSN005980u

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Original publication date: 23-Dec-21. This is issue #01, published date: 23-Dec-21.

Severity/risk level

High

Urgency

Immediately

Name of problem PSN005980u – WebRTC Connect 4.0 Log4j vulnerabilities

Products affected

WebRTC Connect 4.0

Problem description

Avaya is aware of the recently identified Apache Log4j vulnerabilities ([CVE-2021-44228](#), [CVE-2021-45046](#), [CVE-2021-45105](#)) 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

[WebRTC Connect 4.0] is a solution of the following products:

Avaya Aura Web Gateway 3.8, 3.9.1, 4.0 are impacted by the Log4j 2.x vulnerabilities

Avaya Session Border Controller 8.1, 8.1.1, 8.1.2, 8.1.3, are impacted by the Log4j 2.x vulnerabilities

Avaya Aura Media Server 8.0.0, 8.0.1, 8.0.2, are impacted by the Log4j 2.x vulnerabilities

Avaya Aura Device Services 8.0.1, 8.0.2, 8.1.3, are impacted by the Log4j 2.x vulnerabilities

Workspaces 3.8 is 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.

Resolution

Please see PSN020553u - Avaya Aura Web Gateway to apply the workaround or patch for the specific version.

Please see PSN020554u - Avaya Session Border Controller to apply the workaround or patch for the specific version.

Please see PSN020549u - Avaya Aura Media Server to apply the workaround or patch for the specific version.

Please see PSN005933u - Avaya Aura Device Services to apply the workaround or patch for the specific version.

Please see PSN005961u - Workspaces to apply the workaround or patch for the specific version.

Workaround or alternative remediation

n/a

Remarks

PSN Revision History

Issue 1 – December 23, 2021: Initial publication.

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://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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