# Product Support Notice

| PSN # | PSN005983u | Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy. |
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| Original publication date: 05-Jan-22. This is issue #03, published date: 24-Jan-2022. | Severity/risk level | High | Urgency | Immediately |
|---|---|---|---|---|

| Name of problem | PSN005983u – Avaya Call Center Elite Digital Log4j vulnerabilities |
|---|---|

**Products affected**

Avaya Call Center Elite Digital, 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 Call Center Elite Digital deployed on Avaya Breeze™ and using the log4j provided by it.

**Avaya Call Center Elite Digital Release 1.0** is impacted by the Log4j2 vulnerability (CVE-2021-44228). To fix this issue, there is a need to apply the patch from Avaya Breeze™ for Log4j2 vulnerability mentioned in PSN https://download.avaya.com/css/public/documents/101079448.

**Avaya Call Center Elite Digital** has been assessed against the Apache Log4J (CVE-2021-45046) vulnerability and it has been determined that it is not vulnerable to this issue.

**Avaya Call Center Elite Digital** has been assessed against the Apache Log4J (CVS-2021-45105) vulnerability and it has been determined that it is not vulnerable to this issue.

**Avaya Call Center Elite Digital** has been assessed against the Apache Log4J (CVE-2021-44832) vulnerability and it has been determined that it is not vulnerable to this issue.

**Avaya Call Center Elite Digital** has been assessed against the Apache Log4J (CVE-2021-4104) vulnerability and it has been determined that it is not vulnerable to this issue.

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

1. Need to upgrade Avaya Breeze™ and Avaya Oceana™ Workspaces to release 3.8.1.0 or later versions.
2. Apply Log4j2 vulnerability patches from Breeze. Information available on PSN https://download.avaya.com/css/public/documents/101079448

## Workaround or alternative remediation

NA

## Remarks

Issue 1 – January 5, 2022: Initial publication.
Issue 2 – January 7, 2022: Updated to include assessment for CVE-2021-44832, CVE-2021-4104

Issue 3 – January 24, 2022: Updated to reflect versions with supported Breeze patches.

## 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** | **Service-interrupting?** |
| n/a | 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.**