



Product Support Notice

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PSN # PSN005983u

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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 ([CVE-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](#)

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. | |

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