



Product Support Notice

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PSN # PSN005987u

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Original publication date: 07-Dec-22. This is issue #01, published date: 07-Dec-22. Severity/risk level Low Urgency When convenient

Name of problem PSN005987u– Customer Interaction Express Log4j vulnerabilities.

Products affected

Customer Interaction Express CIE Versions 1.x, 2.x, 3.x

Problem description

Avaya is aware of the recently identified Apache Log4J vulnerabilities ([CVE-2021-44228](#), [CVE-2021-44832](#), [CVE-2021-45046](#), [CVE-2021-45105](#), [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

Customer Interaction Express CIE 1.x, 2.x, 3.x are running Log4jv1 that are not susceptible.

Internal analysis has determined that these releases are not vulnerable to the associated vulnerability CVE-2021-4104 (Log4j 1.x JMSAppender) although Log4j 1.x is used in the software. This is because JMSAppender is not used in any of the log4j configurations for CIE.

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

NA

Workaround or alternative remediation

For log4j 1.x, JMSAppender should not be configured. If it was configured by your own – remove it from Log4j configuration file and restart the CIE watchdog.

Remarks

PSN Revision History:

Issue 1 – January 7, 2022: 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://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](#).

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