



Product Support Notice

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PSN # PSN006035u

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Original publication date: 08-Apr-22. This is issue #01, published date: 08-Apr-22. Severity/risk level High Urgency Immediately

Name of problem PSN006035u – Avaya Workforce Engagement Spring Cloud Function & Spring4Shell vulnerabilities

Products affected

Avaya Workforce Engagement (AWE), All Releases.

Problem description

Avaya is aware of the recently identified Spring Cloud Function and Spring4Shell (Spring Core Framework) vulnerabilities ([CVE-2022-22963](#), [CVE-2022-22965](#)) and is conducting impact assessments across its portfolio, identifying opportunities for temporary mitigations, if possible, and developing plans for remediation, as appropriate. Reference the *Avaya Product Security – [Spring4Shell and Spring Cloud Function Vulnerabilities](#)* on support.avaya.com for updates.

Avaya Workforce Engagement (AWE), All Releases has recently identified CVE-2022-22963 and CVE-2022-22965 and has added assessment below.

Avaya Workforce Engagement (AWE), All Releases running Spring4Shell are not susceptible.

The vulnerability appears to affect only applications using Java 9 and above, which are utilizing the Spring Framework. WFE has several system components using OpenJDK 11, none of which are using Spring. At this time WFE is not affected by Spring4Shell or Spring Cloud Function. The Workforce Engagement security team keeps monitoring any developments regarding Spring4Shell and Spring Cloud Function.

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

Not Applicable.

Workaround or alternative remediation

Not Applicable.

Remarks

PSN Revision History

Issue 1 – April 08, 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

n/a

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-2022-22965>

Reference <https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2022-22963>

Reference <https://tanzu.vmware.com/security/cve-2022-22963>

Reference <https://tanzu.vmware.com/security/cve-2022-22965>

Reference <https://spring.io/blog/2022/03/31/spring-framework-rce-early-announcement>

Reference <https://blog.cloudflare.com/waf-mitigations-spring4shell/>

Reference <https://spring.io/blog/2022/04/01/spring-framework-rce-mitigation-alternative>

Avaya Security Vulnerability Classification

Reference <https://support.avaya.com/helpcenter/getGenericDetails?detailId=1399847128146>

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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