



Product Support Notice

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PSN # PSN006036u

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Original publication date: 12-Apr-22. This is issue #01, published date: 12-Apr-22. Severity/risk level High Urgency Immediately

Name of problem PSN006036u– Avaya Workforce Engagement Select Spring Cloud Function & Spring4Shell vulnerabilities

Products affected

Avaya Workforce Engagement Select, 5.x

Note: Avaya Workforce Engagement Select (AWES) was previously known as Avaya Workforce Optimization Select (AWFOS).

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 Select has recently identified CVE-2022-22965 and has added assessment below.

Internal analysis has determined that AWES 5.x product is not vulnerable to the associated vulnerability CVE-2022-22965 because it is running Java 8.

Reference link: <https://www.lunasec.io/docs/blog/spring-rce-vulnerabilities/>

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

Not applicable. AWES is not affected by these vulnerabilities.

Remarks

PSN Revision History

Issue 1 – April 12, 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-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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