



# Product Support Notice

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PSN # PSN006037u

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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 PSN006037u– Desktop Collector Snap-in Spring Cloud Function & Spring4Shell vulnerabilities

### Products affected

Desktop Collector Snap-in, 3.x

### 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.

Desktop Collector Snap-in has recently identified CVE-2022-22965 and has added assessment below.

Internal analysis has determined that Desktop Collector Snap-in 3.x product is not vulnerable to the associated vulnerability CVE-2022-22965 because it is running Java 6.

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. Desktop Collector Snap-in 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.

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