



## Product Support Notice

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PSN # PSN006039u

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Original publication date: 19-Apr-22. This is issue #02, published date: 22-Apr-22. Severity/risk level High Urgency Immediately

Name of problem PSN006039u– Customer Interaction Express (CIE) - Spring Cloud Function & Spring4Shell vulnerabilities  
Products affected

Customer Interaction Express (CIE) : CIE 3.3.x - CIE 3.4.6, CIE 3.4.7

### 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.

Internal analysis has determined that Customer Interaction Express (CIE 3.3.x, 3.4.x) is not affected by these vulnerabilities ([CVE-2022-22963](#) and [CVE-2022-22965](#)).

### Rationale:

- CIE (CIE3.3.x and CIE3.4.x) is not vulnerable to Spring4Shell (CVE-2022-22965) because it is running JDK8.
- CIE does not use Spring Cloud function and hence it is not vulnerable to CVE-2022-22963.

In CIE, only the Update Server component uses Spring Core Framework to roll out a new CIE client. The Update Server component can be uninstalled without problems, if desired.

Please only follow documented procedures described in this PSN to resolve this issue.

This PSN may be updated if new information becomes available after the initial issue is published.

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 19, 2022: Initial publication.

Issue 2 – April 22, 2022: Updated as per editorial changes.

## 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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