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PSN # PSN005389u Original publication date: 11 April 2019. This is Issue #01 Severity/risk level Medium Urgency When Convenient Publication date: 11 April 2019 Name of problem IP Office & IP Office Contact Center Dell R210/R220/R230 Server vulnerabilities (Spectre/Meltdown/L1TF) Products affected IP Office Dell R230 Servers: 302786 - R210 II XL SRVR IPO UC 302787 - R210 II XL SRVR IPO FRANCE TELECOM 302788 - R210 II XL SRVR IPO SE EXP 380226 - R220 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS 380224 - R220 XL SERVER IP OFFICE FRANCE TELECOM 380225 - R220 XL SERVER IP OFFICE SERVER EDITION EXPANSION 390081 - R230 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS 390082 - R230 XL SERVER IP OFFICE FRANCE TELECOM IP Office Contact Center Dell R230 Server 306626 - R210 II XL SERVER IP OFFICE CONTACT CENTER 380226 - R220 XL SRVR IPOCC

390083 - R230 XL SERVER IP OFFICE CONTACT CENTRE

Problem description

Intel has identified security vulnerabilities in the BIOS firmware used on the IPO Dell R210/R220/R230 series of platforms. These issues have been referred to as Spectre, Meltdown and L1TF. These fixes are related to the issues found in the Intel Management Engine and Trusted Execution Engine.

The following are links to the three vulnerabilities addressed by the BIOS update:

http://www.cve.mitre.org/cgi-bin/cvename.cgi?name=2017-5706

http://www.cve.mitre.org/cgi-bin/cvename.cgi?name=2017-5709

https://www.cve.mitre.org/cgi-bin/cvename.cgi?name=2017-5715

https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2018-3639

https://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2018-3640

Dell has released the following BIOS version 2.10.0 to resolve the issue on the R210 II.

The EXE file will be used to update all R210 II servers and is available for download on Avaya Support portal in PLDS

This procedure is service interrupting and requires a system restart. Please plan accordingly.

A monitor, keyboard and mouse directly connected to the server are needed to perform this procedure.

Upgrade Instructions

File Format:Non-Packaged File Name:PER210II_021000.exe File Size: 8 MB MD5: c5afc317df972eda55c59663b915e1ec SHA1: e52c30c6f3cd1d633362eaf4da162f1fbd99b022 SHA-256: 8fa0445c3ccf2c15335fd024af7d17f4c5281b513d1a3457ab715340b6ee0fd1

IP Office and IPOCC Installation Instructions:

NOTE: You must provide a DOS bootable media (use http://rufus.akeo.ie/ to create the bootable dos key), such as a USB key. This executable file does not create the DOS system files.

Using a Windows PC:

- 1. Download the PER210II 021000.exe file from PLDS.
- 2. Copy the file to a USB device that has been formatted as a DOS bootable media (see note above).
- 3. Plug in the USB device to the USB port on the front of the server.
- 4. Shutdown the IPO Server.
 - a. Log in to the server's web configuration pages.
 - b. Select the System page.
 - c. Click Shutdown. The menu prompts you to confirm the action.
 - d. Click Yes to confirm that you want to proceed with the shutdown.The login page appears again. Do not attempt to log in again immediately.After a few minutes, typically no more than 2 minutes, the server shuts down.

5. Shutdown the IPOCC Server.

- a. Log in to the IPOCC server.
- b. Select the Windows Start Menu.
- c. Select Shutdown.
- 6. Press the power button to restart the server
- 7. Boot to the USB device (F11 to enter the boot manager)
- 8. Run the executable under DOS. Follow the instructions provided by the flash utility.

Dell has released the following BIOS version 1.10.3 to resolve the issue on the R220.

The EXE file will be used to update all R220 servers and is available for download on Avaya Support portal in PLDS

This procedure is service interrupting and requires a system restart. Please plan accordingly.

A monitor, keyboard and mouse directly connected to the server are needed to perform this procedure.

File Format:Non-Packaged File Name:R220-011003.exe File Size: 8 MB MD5: d08e9316a57618ec18e859c1c8327c3d SHA1: adc7f765891b86a4b036071768c4e3eacb00699d SHA-256: d025b2a4192d757f16c093fea094f5a380ccc4d04b25264ce7527c714fe2dae0

Installation

NOTE: You must provide a DOS bootable media (use http://rufus.akeo.ie/ to create the bootable dos key), such as a USB key. This executable file does not create the DOS system files.

Using a Windows PC:

- 1. Download the R220-011003.exe file from PLDS.
- 2. Copy the file to a USB device that has been formatted as a DOS bootable media (see note above).
- 3. Plug in the USB device to the USB port on the front of the server.
- 4. Shutdown the IPO Server.
 - a. Log in to the server's web configuration pages.
 - b. Select the System page.
 - c. Click Shutdown. The menu prompts you to confirm the action.
 - d. Click Yes to confirm that you want to proceed with the shutdown.The login page appears again. Do not attempt to log in again immediately.After a few minutes, typically no more than 2 minutes, the server shuts down.

5. Shutdown the IPOCC Server.

- a. Log in to the IPOCC server.
- b. Select the Windows Start Menu.
- c. Select Shutdown.
- 6. Press the power button to restart the server
- 7. Boot to the USB device (F11 to enter the boot manager)
- 8. Run the executable under DOS. Follow the instructions provided by the flash utility.

Dell has released the following BIOS version 2.5.0 to resolve the issue on the R230.

The EFI will be used to update all R230 servers and is available for download on Avaya Support portal in PLDS

This procedure is service interrupting and requires a system restart. Please plan accordingly.

A monitor, keyboard and mouse directly connected to the server are needed to perform this procedure.

Upgrade Instructions

File Format:Hard-Drive File Name: R330-020500.efi File Size: 6 MB MD5: 9f783b77ea0e845d7c643b4cc4f1e621 SHA1: e389266aa059f69ecf9ae8f2d3686aca6d8124e3 SHA-256: 83b3b607303f60543131ad5f4f9d7bd435db96b50be1f76b2850071cce23c855

IP Office and IPOCC Installation Instructions:

Using a Windows PC:

- 9. Download the R330-020500.efi file from PLDS.
- 10. Copy the file to a USB device that has been formatted with FAT32.
- 11. Plug in the USB device to the USB port on the front of the server.

12. Shutdown the IPO Server.

- a. Log in to the server's web configuration pages.
- b. Select the System page.
- c. Click **Shutdown**. The menu prompts you to confirm the action.
- d. Click Yes to confirm that you want to proceed with the shutdown.The login page appears again. Do not attempt to log in again immediately.After a few minutes, typically no more than 2 minutes, the server shuts down.

13. Shutdown the IPOCC Server.

- a. Log in to the IPOCC server.
- b. Select the Windows Start Menu.
- c. Select Shutdown.
- 14. Press the power button to restart the server.

15. Press F11 during POST to enter BIOS Boot Manager.

ot Manager
ot Manager Main Menu
ontinue Normal Boot
ne-shot UEFI Boot Menu
aunch System Setup
aunch Lifecycle Controller
ystem Utilities
This menu contains a list of system utilities that can be launched
Contraction and on system and the control adult (180)

16. Navigate to the System Utilities menu and select BIOS Update File Explorer.

Boot Manager	
Boot Manager	
System Utilities	
Launch Diagnostics	
BIOS Update File Explorer	
Reboot System	
Choose this option to enter BIOS Update File Explorer	

17. Select the USB device, navigate through the directory contents and select the executable (.efi).



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BIOS Update File Explorer	
BIOS Update File Explorer	
<system information="" volume=""></system>	
R330-020403.efi	
	A COMPANY AND A COMPANY
Use these menu options to navigate to and select the desired device or file. Devices that	A COLORINA IN

18. Select Continue BIOS Update and follow the instructions provided by the BIOS Update utility.

BIOS Update Utility		Help About Exit
BIOS Update Utility		
BIOS Update Utility		
Current Version	2.4.3 2.5.0	
Continue BIOS Update Cancel and Exit BIOS Update		
Choose this option to continue with BIC	DS update.	
Service Tag:HX89KB2		Finish



19. Follow the instructions to reboot the server.



BIOS Verification Steps

After the BIOS has been successfully upgraded, observe the BIOS version displayed on the system console during the restart.



Workaround or alternative remediation

N/A

Remarks

Avaya has completed testing on both the IP Office & IPOCC Dell R2xx servers. No issues were found and the upgrades to the BIOS went smoothly. It is recommended that customers apply this update as soon as possible.

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	
https://support.avaya.com/downloads/download-	
details.action?contentId=C2019441416169080_8&productId=P0160&releaseId=11.0.x	
Patch install instructions	Service- interrupting?
n/a	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

This PSN specifically addresses a security risk in the Dell Server BIOS as described in the following Dell notice: http://www.dell.com/support/home/us/en/19/drivers/drivers/drivers/driverId=WDY2P

Avaya Security Vulnerability Classification

Medium

Mitigation

Upgrade BIOS as soon as possible.

If you require further information or assistance please contact your Authorized Service Provider, or visit <u>support.avaya.com</u>. 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 <u>Terms of Use</u>.

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