



**Avaya IP Office™ Platform Patch to address
Apache Log4j Vulnerability for release 11.1
Feature Pack 2 (11.1.2.0)**

Issue 002



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2 Document changes

| Date | Description |
|----------------------------|------------------------------|
| 17 th Dec, 2021 | Document issued. |
| 20 th Dec, 2021 | Support for UCM V1/V2 added. |

3 Introduction

Avaya is releasing the critical patch to address the Apache Log4J vulnerability CVE-2021-44228 for the Avaya IP Office™ Platform release 11.1 Feature Pack 2 (11.1.2.0) which was highlighted in the PSN [PSN005946u-IP Office Log4j vulnerability \(CVE-2021-44228\)](#) ([avaya.com](#))

4 Important Information

This critical patch is available on Avaya IP Office 11.1 Feature Pack 2 (R11.1.2.0) only, so any customer must first upgrade their IP Office systems to the GA version of this release.

The critical patch can be found on the IP Office release 11.1 Feature Pack 2 download page on [support.avaya.com](#).

5 Critical Patch deployment instructions for Avaya IP Office Release 11.1 Feature Pack 2 (11.1.2.0)

To close the vulnerability in R11.1.2.0, one-X Portal for IP Office, Media Manager, Web RTC Gateway and Web Collaboration services needs to be updated with the provided patches for Linux platform (Server Edition, Application Server, and UCM V1/V2). The patches update the Log4j package to version 2.16.

Please apply patch to every IP Office server running any of the vulnerable applications.

The critical patch for R11.1.2.0 contains the following artifacts:

| Component | Artifact |
|---|---|
| Web Control Panel RPM for Server Edition and Application Server | WebControl_CP_SE/ webcontrol-11.1.2002-240.el7.noarch.rpm |
| Web Control Panel RPM for UCM | WebControl_CP_UCM/webcontrol-11.1.2002-240.el7.noarch.rpm |
| one-X portal RPM | oneXportal-11.1.2001-90.rpm |
| Web Collaboration RPM | scs-webconferencing-11.1.2000-012786.noarch.rpm |
| WebRTC Gateway RPM | webRTCGateway-11.1.2000-8.i686.rpm |
| Media Manager RPM | MediaManager-11.1.2002-1.noarch.rpm |

Deploying critical patch on Server Edition and Application Server

Please follow the exact sequence below:

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1. Login to Web Control Panel.
2. Navigate to the 'Settings->General' and upload the RPM using 'Applications' options.
3. Navigate to the 'Updates' tab.
4. Apply the patch to 'webcontrol' service using the RPM provided for Sever Edition.
 - Important: Check the 'webcontrol' version has updated its artifact as per table above. Once the artifact has been updated you will need to login to the 'webcontrol' panel again to continue.
 - Do not proceed to next steps until this version update has been verified.
5. Apply the patch to 'one-X Portal' service.
6. Apply the patch to 'Web Collaboration' service.
7. Apply the patch to 'WebRTC Gateway' service.
8. Apply the patch to 'Media Manager' service.
9. Verify the versions in services tab of Web Control Panel match the artifact versions.

Deploying critical patch on Unified Communication Module (UCM V1/V2)

Please follow the exact sequence mentioned below.

1. Login to Web control Panel.
2. Stop the one-X Portal service from System->Services'.
3. Navigate to the 'Settings->General' and upload the RPM using 'Applications' options
4. Navigate to the 'Updates' tab.
5. Apply the patch to 'webcontrol' service using the RPM provided for UCM.
 - Important: Check the 'webcontrol' version has updated its artifact as per table above. Once the artifact has been updated you will need to login to the 'webcontrol' panel again to continue.
 - Do not proceed to next steps until this version update has been verified.
6. Apply the patch to 'one-X Portal' service.
7. Verify the versions in services tab of Web Control Panel match the artifact versions.
8. Start the one-X Portal service from System->Services'.