Product Support Notice

PSN #	PSN029014u

Original publication date: 03-Oct-14. This is Issue #1, published date: 03-Oct-14.

Severity/risk level	High	Urgency	Immediately

Name of problem

Presence Services 6.2.5.3 (patch) - SECURITY UPDATE

Products affected

Avaya Aura® Presence Services, release 6.2.0.x – 6.2.5.2

1roblem description

Previous releases of Presence Services exhibited the following issues:

1. Bash Code Injection Vulnerability via Specially Crafted Environment Variables (“ShellShock”)

Resolution

Download Avaya Aura® Presence Services patch 6.2.5.3. Note: **customers must already have PS 6.2.5.0 or higher installed to deploy this patch.**

Workaround or alternative remediation

None.

Remarks

[PRES-3782]

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Always

Download

Avaya PLDS Download ID PS060205030

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=PS060205030

Patch install instructions — Service-interrupting? Yes

1. Copy (scp) the patch zip file to the server.
2. Unzip the file: `unzip PS-6.2.5.3-85.zip -d ~cust/PS-6.2.5.3`
3. Login into the presence server as cust.
4. Change the user to root by providing required credentials.
5. Change to the patch installer directory: `cd ~cust/PS-6.2.5.3/`
6. Stop Presence Services: `/opt/Avaya/Presence/presence/bin/stop.sh.`

   Note: It is important to verify that Presence Services has stopped before proceeding with the install of the patch. This can be done using the monit command: `monit summary`

   The output of the command should show that all the Presence processes have stopped (displayed as not monitored), the install should not be attempted before all process have stopped.
7. Run the installation script with the install option: `./PS-6.2.5.3-85.sh -ci autoInstall_Presence_Services.properties`
8. Restart the Presence Services platform: `reboot`

   Note: Check that all the required services are reported as running. This can be done using the monit command: `monit summary`. Some process will take time to report as running.

Verification

To verify the patch installation was successful:

1. Login into the presence server as cust.
2. Change the user to root by providing required credentials.
3. Run the `swversion.sh` command.
4. Output should list version as 6.2.5.3-85.

Failure

Please open a Service Request with Avaya Global Services for any failures associated with this patch.

Patch uninstall instructions

Removal of the patch does not remove the security updates applied as part of this patch.

1. Login into the presence server as cust (NOTE: ensure your SSH client does not have X11 Forwarding enabled).
2. Change the user to root by providing required credentials.
3. Change to the patch installer directory: `cd ~cust/PS-6.2.5.3/`
4. Stop Presence Services: `/opt/Avaya/Presence/presence/bin/stop.sh`.

   Note: It is important to verify that Presence Services has stopped before proceeding with the install of the patch. This can be done using the monit command: `monit summary`

   The output of the command should show that all the Presence processes have stopped (displayed as not monitored), the install should not be attempted before all process have stopped.
5. Run the installation script with the uninstall option: `./PS-6.2.5.3-85.sh -cu autoUninstall.properties`
6. Restart Presence Services: `/opt/Avaya/Presence/presence/bin/start.sh`

Note: Check that all the required services are reported as running. This can be done using the monit command: `monit summary`. Some process will take time to report as running.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

ASA-2014-369 (https://downloads.avaya.com/css/P8/documents/100183009)

Avaya Security Vulnerability Classification

High

Mitigation

Install this patch to resolve the identified security risks.

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686