AVAYA

Product Support Notice

PSN #	PSN004357u				
Original publication date: 31-Oct-14. This is Issue #01, published date: 31-Oct-14.		**Severity/risk level**	High	**Urgency**	Immediately
Name of problem	Bash Code Injection Vulnerability using a specially crafted environment variables also known as Shellshock				
Products affected					
Proactive Contact: Releases 5.1 and 5.1.1					
Problem description					
Bash Code Injection Vulnerability using a specially crafted environment variable also known as Shellshock.					
Resolution					
Download and install bash-3.2-33.el5_11.4.AV2.i386.rpm. For details refer the download section. This update supersedes the Hotfix HF_1-5723974658_01. You can skip installing the Hotfix HF_1-5723974658_01 and install this update directly. This update must be applied even if Hotfix HF_1-5723974658_01 is already installed. This update is mandatory.					
Workaround or alternative remediation					
n/a					
Remarks					
n/a					

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
Download the bash-3.2-33.el5_11.4.AV2.i386.rpm file from the Avaya support site: Download Link : https://support.avaya.com/downloads/download-details.action?contentId=C201410301839106280_4&productId=P0352&releaseId=5.1.x

Patch install instructions	Service-interrupting?

1. Login to the dialer as **admin** user.
    Stop the PDS, MTS, and DB processes using the following commands:
    On Secondary dialers:
        stop_pds
    On Primary dialer:
        stop_pds
        stop_mts
        stop_db
 	
2. Transfer the following files to the **/tmp** directory on all the Proactive Contact systems using SFTP.
 	
    bash-3.2-33.el5_11.4.AV2.i386.rpm
 	
3. Login to the dialer as **sroot** user.
 	
4. Go to the **/tmp** directory and verify the checksum of the **bash-3.2-33.el5_11.4.AV2.i386.rpm** file and confirm integrity of the file using the following command:
 	
    sha256sum bash-3.2-33.el5_11.4.AV2.i386.rpm
The output should match to the following checksum value:
	No

sha256sum: 3e852a27ceadf86444aad2938be686f7eae2fa268aaa29d088e7b38f24da75b0

5. Go to the **/tmp/** and run the following command:
  rpm -Uvh bash-3.2-33.el5_11.4.AV2.i386.rpm

6. Reboot the dialer.

7. After reboot, if processes are not started automatically, then Start the PDS,MTS, and DB processes
using the following commands as **admin** user:
  On Primary dialer :
    start_db
    start_mts
    start_pds
  On Secondary dialers :
    start_pds

Verification
n/a
Failure
n/a
Patch uninstall instructions
Uninstallation of this update is not allowed.

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

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

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