



# Security Advisory

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## Vulnerability in Apache Log4j Affecting Poly Systems

Last Update: 24-Dec-2021 – 09:00 Central Time

Initial Public Release: 13-Dec-2021

Advisory ID: PLYGN21-108

CVE ID: CVE-2021-44228

CVSS Score: 10.0

CVSS: 3.1/AV:N/AC:L/PR:N/UI:N/S:C/C:H/I:H/A:H

### Vulnerability Summary

A critical remote command execution (RCE) vulnerability in Apache Log4j (CVE-2021-44228) was publicly disclosed on December 9th, 2021. Apache has released a patch for vulnerable versions.

Upon notice of the vulnerability, Poly's incident response process was initiated and we have been conducting a thorough investigation to determine which, if any Poly products and services might be subject to this vulnerability.

This effort is a top priority for Poly and we will continue to update this advisory as more information becomes available.

As this is an ongoing investigation, please note that information related to any product or service may be subject to change.

**Any product not listed below is still under investigation to determine whether they are affected by this vulnerability.**

### Product Status

The following have been identified as affected product or service and includes the dates and versions of which we are currently aware (subject to change as investigation continues). If no date or version is currently listed for an affected product or service, we will update this bulletin when our evaluation is complete, and the information is available.

Product	Fix Availability
Poly Clariti Core/Edge (a.k.a. DMA/CCE) - 9.0 and above	- 14-Dec-2021 - Manual configuration change available. Please contact Poly Support  - CCE (a.k.a. DMA) 10.1.0.2 released
Poly Clariti Relay version 1.x	Clariti Relay 1.0.2 – released
Poly RealConnect for Microsoft Teams and Skype for Business	Mitigations Complete
Cloud Relay (OTD and RealConnect hybrid use case)	Mitigations Complete
Plantronics Manager	Mitigations Complete
Plantronics Manager Pro	Mitigations Complete

## Products Identified as Not Vulnerable

Headsets
Wireless and Wired Headsets

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## Phones and Speakerphones

VVX 150/250/350/450

VVX 150/250/350/450 Obi Software

VVX 101/201/300/310/301/311/400/410/401/411/500/501/600/601

CX5100/CX5500

Poly Rove DECT

SoundStation

SoundStation IP

SoundPoint IP

VoiceStation

Obi 300/302/312/504/508

VVX D230

Poly Edge B10/B20/B30

CCX 400/500/600/700

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## Video Conferencing

ATX300

CX7000/CX8000

Poly G7500

Poly X30/X50/X70

Poly G10-T/G40-T/G85-T

Polycom RealPresence Group Series Family

Polycom RealPresence Immersive Studio

Polycom HDX Family

Polycom Pano

Poly OTX100/OTX300

Poly OTX Studio

Polycom Companion App

Polycom Content App

Trio C60

Trio 8500/Trio 8800

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Trio 8300
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Trio VisualPro
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Visual+
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G200
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RealPresence Centro
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RealPresence Debut
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<b>Software and Services</b>
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Poly Clariti Manager (RealPresence Resource Manager / RPRM)
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Poly RealPresence Collaboration Server (RPCS/RMX)
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Poly Clariti App
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Poly Content Connect
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Poly RealPresence Desktop
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Poly RealPresence Mobile
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Poly Workflow Server
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Poly Workflow Lite
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RealPresence Distributed Media Application (DMA 6.x and below)
Poly Lens
PDMS-SP
PDMS-E
Cloud-OTD
RealPresence Access Director (RPAD)
Zero Touch Provisioning Service (ZTP)
Polycom RealAccess
RealPresence Web Suite (RPWS)
Plantronics Hub Desktop (Windows)
Plantronics Hub Desktop (Mac)
Plantronics Hub Mobile (iOS)
Plantronics Hub Mobile (Android)
BToE for VVX
Plantronics Status Indicator Companion
PC Audio Connector

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## Peripherals

EagleEye Director II

EagleEye IV

EagleEye Mini

EagleEye Cube

Poly Studio E70

Poly Studio

Poly P5

Poly P15

Poly P21

Poly TC8

EagleEye Producer

RealPresence Touch

Eagle Eye IV USB

Poly IP Mic

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Poly IP Mic Adapter
Poly IP Ceiling Microphone

## Solution

Poly recommends customers upgrade to appropriate software version or later as established in the product table.

<https://support.polycom.com/PolycomService/home/home.htm>

## Implement Alternative Controls for Products/Services until Patches are Available for Deployment

It is recommended to implement strong network security practices and monitor network connections for any unauthorized connections.

In addition, monitoring logs for indications of exploitation is encouraged as well.

Ensure that any alerts from a vulnerable product or service are actioned immediately.

Report incidents promptly to law enforcement and to Poly as provided below.

## Details

### **CVE 2021-44228: Apache Log4j**

Apache Log4j2 2.0-beta9 through 2.12.1 and 2.13.0 through 2.15.0 JNDI features used in configuration, log messages, and parameters do not protect against attacker controlled LDAP and other JNDI related endpoints. An attacker who can control log messages or log message parameters can execute arbitrary code loaded from LDAP servers when message lookup substitution is enabled. From log4j 2.15.0, this behavior has been disabled by default. From version 2.16.0, this functionality has been completely removed. Note that this vulnerability is specific to log4j-core and does not affect log4net, log4cxx, or other Apache Logging Services projects.

Source: <https://nvd.nist.gov/vuln/detail/CVE-2021-44228>

### **CVE 2021-45046: Apache Log4j**

It was found that the fix to address CVE-2021-44228 in Apache Log4j 2.15.0 was incomplete in certain non-default configurations. This could allow attackers with control over Thread Context Map (MDC) input data when the logging configuration uses a non-



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default Pattern Layout with either a Context Lookup (for example, `$$ {ctx:loginId}`) or a Thread Context Map pattern (`%X`, `%mdc`, or `%MDC`) to craft malicious input data using a JNDI Lookup pattern resulting in a denial of service (DOS) attack. Log4j 2.15.0 makes a best-effort attempt to restrict JNDI LDAP lookups to localhost by default. Log4j 2.16.0 fixes this issue by removing support for message lookup patterns and disabling JNDI functionality by default.

Source: <https://nvd.nist.gov/vuln/detail/CVE-2021-45046>

### **CVE 2021-45105: Apache Log4j**

Apache Log4j2 versions 2.0-alpha1 through 2.16.0 (excluding 2.12.3) did not protect from uncontrolled recursion from self-referential lookups. This allows an attacker with control over Thread Context Map data to cause a denial of service when a crafted string is interpreted. This issue was fixed in Log4j 2.17.0 and 2.12.3.

Source: <https://nvd.nist.gov/vuln/detail/CVE-2021-45105>

## **Contact**

Any customer using an affected system who is concerned about this vulnerability within their deployment should contact Polycom Technical Support – either call 1-800-POLYCOM or visit:

<https://support.polycom.com/content/support/security-center.html> For the latest information.

## **Revision History**

<b>Version</b>	<b>Date</b>	<b>Description</b>	<b>Status</b>
1.49	12/24/2021	Updated product status and patch availability	Interim
1.48	12/22/2021	Updated product status	Interim
1.48	12/21/2021	Updated product status	Interim
1.47	12/20/2021	Updated product status	Interim
1.46	12/18/2021	Updated product status Added CVE-2021-45105	Interim
1.45	12/17/2021	Updated product status	Interim

1.44	12/17/2021	Updated product and services status	Interim
1.43	12/16/2021	Updated product status	Interim
1.42	12/16/2021	Modified Last update time format	Interim
1.41	12/16/2021	Updated product status, Vulnerability Summary Added update revision to top of document Updated CVE-2021-44228 Detail Added CVE-2021-45046	Interim
1.4	12/15/2021	Updated product status, Vulnerability Summary and Alternative Controls sections	Interim
1.3	12/15/2021	Updated product status and added products not included in prior releases	Interim
1.2	12/14/2021	Updated status and added products	Interim
1.1	12/14/2021	Updated status and added products	Interim
1.0	12/13/2021	Initial Public Release	Interim

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