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The Information Company

Log4J Remote Code Execution
v2.x to 2.14.1 (CVE-2021-44228)

1. Is OpenText aware of this new vulnerability?

On December 10th, NIST published information about a vulnerability affecting Log4J, an extremely popular Java logging utility. CVE-2021-44228 has a CVSS score of 10, the most critical rating. OpenText immediately began to remediate our products. OpenText has dedicated security teams that constantly monitoring for vulnerabilities and new threats. OpenText is continually reassessing our products and services based on newly available information. You should expect future patches from many software companies including OpenText through our standard processes.

2. Is OpenText investigating the exposure to products and services?

OpenText implements a Secure Development Lifecycle that includes CI/CD, Supply Chain Security, 3rd Party Component Monitoring. OpenText is reviewing all products and services to assess the potential impact of the vulnerability and deploy required actions to address issues when identified.

3. Has OpenText implemented patches and mitigation measures for the log4j vulnerability?

OpenText has implemented the required Intrusion Prevention System (IPS) signatures at an ingress layer to block malicious traffic resulting from a Log4J CVE-2021-44228 vulnerability. The IPS rules applied will detect the condition, alert and block attacks based on this vulnerability. OpenText continue to work to do a rigorous assessment of any possible additional vulnerability and plan for the additional potential mitigation steps.

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Based on industry best practices, manufacturer recommendations, and the technical requirements for the vulnerabilities, OpenText understands that it is currently employing the necessary security safeguards and prevention strategies. OpenText will remediate affected products and services in conformance with industry best practices. We will also continue to engage with our suppliers to help ensure that their services reflect OpenText's security posture.

4. Where can customers find more information about whether Apache Log4j is used with the OpenText products they are running off cloud and the mitigation steps available?

OpenText is taking the necessary steps to help our customers stay secure and provide the mitigation steps for OpenText products which use log4j. Please refer to Knowledge Base article KB19890139 (My Support log-on required) for a list of affected / unaffected products and related Knowledge Base articles which outline product specific customer mitigation strategies.

More information

For more information, contact us through My Support.