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Eleveo Impact Statement and Mitigation Steps

Security Notice: Under review- Subject to change!

Eleveo is working to mitigate the impact of the CVE-2021-44228 vulnerability that affects the Apache Log4j 2 Java library in future releases.

Please refer to our Recommended Security Configuration guidelines.

For current installations – manual intervention is required

Not all applications are affected in all versions. Eleveo provides the following information for reference only. The instructions provided should help mitigate the risk of this known vulnerability, but may not cover all cases where this security vulnerability exists on your particular installation.

The following Eleveo application(s) are known to be affected by this vulnerability.

From the command line, use the command qm-services to check if the affected services are running on your installation.

• zoomint-solr.service

Steps for all affected applications
Affected servers will require downtime, maintenance should be scheduled accordingly. Only servers running Quality Management CMS Integration are affected. Consider performing these steps during off-peak hours!

We recommend that the following settings be modified:

1. Login as a root user with elevated privileges.
From the command line run the following commands:
echo >> /etc/systemd/system.conf

2. then
echo "DefaultEnvironment=LOG4J_FORMAT_MSG_NO_LOOKUPS=true" >> /etc/systemd/system.conf

3. then
systemctl daemon-reload

4. Reboot the affected server (any server where the above-listed application was running).
UPDATE 14.12.21 - CVE-2021-45046

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The fix to address CVE-2021-44228 in Apache Log4j 2.15.0 was incomplete in certain non-default configurations.

Note that previous mitigations involving configuration such as to set the system property `log4j2.noFormatMsgLookup` to `true` do NOT mitigate this specific vulnerability.

This issue can be mitigated in prior releases (<2.16.0) by removing the JndiLookup class from the classpath (example: zip -q -d log4j-core-*.jar org/apache/logging/log4j/core/lookup/JndiLookup.class).

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