January 24, 2024

Overall rating: Critical

BRITISH COLUMBIA

This notification is intended as an informational bulletin for technical audiences.

Summary

The Vulnerability and Risk Management (VRM) Team is aware that Cisco published security advisories to address vulnerabilities in multiple products. Included were critical updates for the following:

- Cisco Packaged Contact Center Enterprise (PCCE) – multiple versions
- Cisco Unified Communications Manager (Unified CM) – multiple versions
- Cisco Unified Communications Manager IM & Presence Service (Unified CM IM&P) – multiple versions
- Cisco Unified Communications Manager Session Management Edition (Unified CM SME) – multiple versions
- Cisco Unified Contact Center Enterprise (UCCE) – multiple versions
- Cisco Unified Contact Center Express (UCCX) – multiple versions
- Cisco Unity Connection – multiple versions
- Cisco Virtualized Voice Browser – multiple versions

Technical Details

A vulnerability in multiple Cisco Unified Communications and Contact Center Solutions products could allow an unauthenticated, remote attacker to execute arbitrary code on an affected device.
This vulnerability is due to the improper processing of user-provided data that is being read into memory. An attacker could exploit this vulnerability by sending a crafted message to a listening port of an affected device. A successful exploit could allow the attacker to execute arbitrary commands on the underlying operating system with the privileges of the web services user. With access to the underlying operating system, the attacker could also establish *root* access on the affected device.

These vulnerabilities are rated as an overall **Critical** Severity.

Recommended Action

- Investigate how your area of responsibility is affected.
- Notify business owner(s) as required.
- *Ensure mitigation is performed at your next change window.*

Please notify VRM with any questions or concerns you may have.

References

- CVE-2024-20253
- Cisco Advisory – cisco-sa-cucm-rce-bWNzQcUm
- Cisco Security Advisories