SECURITY BULLETIN – CX5100/ CX5500 – Authenticated Command Injection

DATE PUBLISHED: September 7, 2021

ANY INFORMATION IN THIS ADVISORY IS SUBJECT TO CHANGE.

Please Note: Poly takes the security of our customers and our products seriously. This is a living document and may be subject to updates. The latest version of this document can be found at the following URL:

https://support.polycom.com/content/support/security-center.html

Vulnerability Summary

A command injection flaw exists through an authenticated Telnet connection. A successful exploit of this vulnerability could allow the attacker to establish a shell with elevated privileges.

Products Affected

<table>
<thead>
<tr>
<th>Product</th>
<th>Firmware</th>
<th>Fix</th>
</tr>
</thead>
<tbody>
<tr>
<td>CX5100</td>
<td>1.3.5</td>
<td>End of Support June 30, 2021</td>
</tr>
<tr>
<td>CX5500</td>
<td>1.3.5</td>
<td>End of Support August 31, 2021</td>
</tr>
</tbody>
</table>

Mitigations

Poly recommends the applying the following methods to reduce the risk of the identified vulnerability. If possible, it is recommended to disable the web UI, which can be accomplished on the device using the Admin credentials for the device. It is also recommended to implement strong password complexity for the Admin account credentials.

Solution

Poly will not release a firmware update to resolve this issue as the device is at the end of the support window.

CVSS v3 Base Metrics
To assist our customers in the evaluation of this vulnerability, Poly uses the Common Vulnerability Scoring System (CVSS). This system provides an open framework for communicating the characteristics and impacts of information technology vulnerabilities that better enable our customers to make informed decisions and assess the impact on their environment.

**CVSS v3 Scores**

The score provided is a representation of the base score to assist organizations with assessing risk for their environment, there is no published CVE related to this particular vulnerability.

CVSS Score 9.1


**Recognition**

Poly would like to thank Caleb Jaren and Brendan Saunders from Microsoft for reporting security vulnerabilities to us and for their coordinated disclosure.

**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.

You might also find value in the high-level security guidance and security news located at:

https://support.polycom.com/content/support/security-center.html

**Revision History**

Release 1.0 – Original publication: September 7, 2021
consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Poly has been advised of the possibility of such damages.