

Cisco Security Advisory: Cisco Voice Portal Privilege Escalation Vulnerability

Advisory ID: cisco-sa-20080521-cvp

<http://www.cisco.com/warp/public/707/cisco-sa-20080521-cvp.shtml>

Revision 1.0

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Summary

A vulnerability exists in the Cisco Unified Customer Voice Portal (CVP) where an authenticated user can create, modify, or delete a superuser account. Cisco has released free software updates that address this vulnerability.

This advisory is posted at <http://www.cisco.com/warp/public/707/cisco-sa-20080521-cvp.shtml>.

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☐ Affected Products

☐ Vulnerable Products

CVP software versions prior to 4.0(2)_ES14 for the 4.0.x release, 4.1(1)_ES11 for the 4.1.x release are vulnerable.

Note: CVP systems running software release 3.x and 7.0(1) are not vulnerable.

☐ Products Confirmed Not Vulnerable

CVP systems running software release 3.x are not vulnerable. CVP systems running version 7.0(1) or later are not vulnerable. No other Cisco products are currently known to be affected by this vulnerability.

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☐ Details

Cisco Unified Customer Voice Portal (CVP), which is part of Cisco Customer Interaction Network solution, provides customer voice and video self-service integration. Using CVP, organizations can provide intelligent, personalized self-service over the phone, allowing customers to efficiently retrieve the information they need from the contact center.

There are three different user roles within CVP: superuser, administrator, and read-only access. A vulnerability exists in CVP where a user with an administrator role can create, modify, or delete a superuser account, which has greater system privileges.

This vulnerability is documented in the Cisco Bug ID [CSCsj93874](#) ([registered](#) customers only) and has been assigned Common Vulnerability and Exposures (CVE) ID CVE-2008-2053.

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☐ Vulnerability Scoring Details

Cisco has provided scores for the vulnerability in this advisory based on the Common Vulnerability Scoring System (CVSS). The CVSS scoring in this Security Advisory is done in accordance with CVSS version 2.0.

CVSS is a standards-based scoring method that conveys vulnerability severity and helps determine urgency and priority of response.

Cisco has provided a base and temporal score. Customers can then compute environmental scores to assist in determining the impact of the vulnerability in individual networks.

Cisco has provided an FAQ to answer additional questions regarding CVSS at

<http://www.cisco.com/web/about/security/intelligence/cvss-qandas.html>.

Cisco has also provided a CVSS calculator to help compute the environmental impact for individual networks at

<http://intellishield.cisco.com/security/alertmanager/cvss>.

CSCsj93874 - Possible to create & delete superuser accounts from user accounts

Calculate the environmental score of [CSCsj93874](#)

CVSS Base Score - **9**

Access Vector	Access Complexity	Authentication	Confidentiality Impact	Integrity Impact	Availability Impact
Network	Low	Single	Complete	Complete	Complete

CVSS Temporal Score - **7.4**

Exploitability	Remediation Level	Report Confidence
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Functional	Official-Fix	Confirmed
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[-] Impact

Successful exploitation of the vulnerability may result in full control of the system.

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[-] Software Versions and Fixes

This vulnerability is fixed in the Cisco Unified Customer Voice Portal (CVP) software version 4.0(2)_ES14 for the 4.0.x release, 4.1(1)_ES11 for the 41.x release, and 7.0(1) for the 7.x release.

CVP software version 4.0(2)_ES14 can be downloaded from: <http://www.cisco.com/cgi-bin/tablebuild.pl/36833091037661f49ad8152368c22bbf>

CVP software version 4.1(1)_ES11 can be downloaded from: <http://www.cisco.com/cgi-bin/tablebuild.pl/946b57654c80187da8c3cfc0aa02866e>

When considering software upgrades, also consult <http://www.cisco.com/go/psirt> and any subsequent advisories to determine exposure and a complete upgrade solution.

In all cases, customers should exercise caution to be certain the devices to be upgraded contain sufficient memory and that current hardware and software configurations will continue to be supported properly by the new release. If the information is not clear, contact the Cisco Technical Assistance Center (TAC) or your contracted maintenance provider for assistance.

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[-] Workarounds

There are no workarounds for this vulnerability.

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[-] Obtaining Fixed Software

Cisco has released free software updates that address this vulnerability. Prior to deploying software, customers should consult their maintenance provider or check the software for feature set compatibility and known issues specific to their environment.

Customers may only install and expect support for the feature sets they have purchased. By installing, downloading, accessing or otherwise using such software upgrades, customers agree to be bound by the terms of Cisco's software license terms found at <http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN.html>, or as otherwise set forth at Cisco.com Downloads at <http://www.cisco.com/public/sw-center/sw-usingswc.shtml>.

Do not contact psirt@cisco.com or security-alert@cisco.com for software upgrades.

☐ **Customers with Service Contracts**

Customers with contracts should obtain upgraded software through their regular update channels. For most customers, this means that upgrades should be obtained through the Software Center on Cisco's worldwide website at <http://www.cisco.com>.

☐ **Customers using Third Party Support Organizations**

Customers whose Cisco products are provided or maintained through prior or existing agreements with third-party support organizations, such as Cisco Partners, authorized resellers, or service providers should contact that support organization for guidance and assistance with the appropriate course of action in regards to this advisory.

The effectiveness of any workaround or fix is dependent on specific customer situations, such as product mix, network topology, traffic behavior, and organizational mission. Due to the variety of affected products and releases, customers should consult with their service provider or support organization to ensure any applied workaround or fix is the most appropriate for use in the intended network before it is deployed.

☐ **Customers without Service Contracts**

Customers who purchase direct from Cisco but do not hold a Cisco service contract, and customers who purchase through third-party vendors but are unsuccessful in obtaining fixed software through their point of sale should acquire upgrades by contacting the Cisco Technical Assistance Center (TAC). TAC contacts are as follows.

- +1 800 553 2447 (toll free from within North America)

- +1 408 526 7209 (toll call from anywhere in the world)
- e-mail: tac@cisco.com

Customers should have their product serial number available and be prepared to give the URL of this notice as evidence of entitlement to a free upgrade. Free upgrades for non-contract customers must be requested through the TAC.

Refer to <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml> for additional TAC contact information, including localized telephone numbers, and instructions and e-mail addresses for use in various languages.

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☐ **Exploitation and Public Announcements**

The Cisco PSIRT is not aware of any public announcements or malicious use of the vulnerability described in this advisory.

This vulnerability was found during internal product testing.

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☐ **Status of this Notice: Final**

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<http://www.cisco.com/warp/public/707/cisco-sa-20080521-cvp.shtml>

In addition to worldwide web posting, a text version of this notice is clear-signed with the Cisco PSIRT PGP key and is posted to the following e-mail and Usenet news recipients.

- cust-security-announce@cisco.com
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- bugtraq@securityfocus.com
- vulnwatch@vulnwatch.org
- cisco@spot.colorado.edu
- cisco-nsp@puck.nether.net
- full-disclosure@lists.grok.org.uk
- comp.dcom.sys.cisco@newsgate.cisco.com

Future updates of this advisory, if any, will be placed on Cisco's worldwide website, but may or may not be actively announced on mailing lists or newsgroups. Users concerned about this problem are encouraged to check the above URL for any updates.

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☐ Revision History

Revision 1.0	2008-May-21	Initial public release.
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☐ Cisco Security Procedures

Complete information on reporting security vulnerabilities in Cisco products, obtaining assistance with security incidents, and registering to receive security information from Cisco, is available on Cisco's worldwide website at http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html. This includes instructions for press inquiries regarding Cisco security notices. All Cisco security advisories are available at <http://www.cisco.com/go/psirt>.

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