

# Cisco Security Advisory: Vulnerabilities in Unified Contact Center Express Administration Pages

Advisory ID: cisco-sa-20090715-uccx

<http://www.cisco.com/warp/public/707/cisco-sa-20090715-uccx.shtml>

## Revision 1.1

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## Summary

Cisco Unified Contact Center Express (Cisco Unified CCX) server contains both a directory traversal vulnerability and a script injection vulnerability in the administration pages of the Customer Response

Solutions (CRS) and Cisco Unified IP Interactive Voice Response (Cisco Unified IP IVR) products. Exploitation of these vulnerabilities could result in a denial of service condition, information disclosure, or a privilege escalation attack.

Cisco has released free software updates that address these two vulnerabilities in the latest version of Cisco Unified CCX software.

This advisory is posted at <http://www.cisco.com/warp/public/707/cisco-sa-20090715-uccx.shtml>.

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## ☐ **Affected Products**

The Cisco Unified Contact Center Express (Cisco Unified CCX) is a single-server, integrated "contact center in a box" for use in deployments with up to 300 agents.

### ☐ **Vulnerable Products**

All versions of Cisco Unified CCX server running the following software may be affected by these vulnerabilities, to include:

- Cisco Customer Response Solution (CRS) versions 3.x, 4.x, 5.x, 6.x, and 7.x
- Cisco Unified IP Interactive Voice Response (Cisco Unified IP IVR) versions 3.x, 4.x, 5.x, 6.x, and 7.x
- Cisco Unified CCX 4.x, 5.x, 6.x, and 7.x
- Cisco Unified IP Contact Center Express versions 3.x, 5.x, 6.x, and 7.x
- Cisco Customer Response Applications versions 3.x
- Cisco IP Queue Manager (IP QM) versions 3.x

### ☐ **Products Confirmed Not Vulnerable**

No other Cisco products are currently known to be affected by these vulnerabilities.

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## ☐ **Details**

Cisco Unified Contact Center Express (Cisco Unified CCX) servers may be affected by both a directory traversal vulnerability and a script injection vulnerability

The directory traversal vulnerability may allow authenticated users to view, modify, or delete any file on the server through the Customer Response Solutions (CRS) Administration interface. This vulnerability is documented in Cisco Bug ID [CSCsw76644](#) ([registered](#) customers only) and has been assigned Common Vulnerability and Exposures (CVE) ID CVE-2009-2047.

The script injection vulnerability may allow authenticated users to enter JavaScript into the Cisco Unified CCX database. The stored script could be executed in the browser of the next authenticated user. This vulnerability is documented in Cisco Bug ID [CSCsw76649](#) ([registered](#) customers only) and

has been assigned CVE ID CVE-2009-2048.

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## ☐ Vulnerability Scoring Details

Cisco has provided scores for the vulnerabilities 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>.

<b>Incomplete input validation allows modification of OS files/directories</b>					
<b>Calculate the environmental score of <a href="#">CSCsw76644</a></b>					
<b>CVSS Base Score - 9</b>					
Access Vector	Access Complexity	Authentication	Confidentiality Impact	Integrity Impact	Availability Impact
Network	Low	Single	Complete	Complete	Complete
<b>CVSS Temporal Score - 7.4</b>					
Exploitability		Remediation Level		Report Confidence	
Functional		Official-Fix		Confirmed	

<b>script injection vulnerability in admin interface pages</b>					
<b>Calculate the environmental score of <a href="#">CSCsw76649</a></b>					
<b>CVSS Base Score - 5.5</b>					
Access Vector	Access Complexity	Authentication	Confidentiality Impact	Integrity Impact	Availability Impact
Network	Low	Single	None	Partial	Partial

CVSS Temporal Score - <b>4.5</b>		
Exploitability	Remediation Level	Report Confidence
Functional	Official-Fix	Confirmed

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## ☐ Impact

Successful exploitation of the directory traversal vulnerability may result in read and write access to files on the underlying operating system.

Successful exploitation of the script injection vulnerability may result in the execution of JavaScript of authenticated users and prevent server pages from displaying properly.

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## ☐ Software Versions and Fixes

The fixes for these vulnerabilities are included in CRS version 7.0(1) SR3 and are available as a hotfix for customers running versions 5.x and 6.x. The hotfixes are crs5.0.2sr2es09 and crs6.0.1sr1es05.

The latest version of Cisco Unified Contact Center Express is available at the following link:  
[http://tools.cisco.com/support/downloads/go/ImageList.x?relVer=7.0%281%29\\_SR2&mdfid=270569179&sftType=Cisco+Customer+Response+Solution+Software+Releases&o](http://tools.cisco.com/support/downloads/go/ImageList.x?relVer=7.0%281%29_SR2&mdfid=270569179&sftType=Cisco+Customer+Response+Solution+Software+Releases&o)

Information about how to obtain the hotfixes can be found in the release notes enclosures of the bugs at: [CSCsw76644](#) ( [registered](#) customers only) and [CSCsw76649](#) ( [registered](#) customers only) .

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 these vulnerabilities.

The script injection attacks that are described in this advisory are a specific classification of stored cross-site scripting attacks. A description and mitigation technique can be found in the applied mitigation bulletin available at the following link:  
[http://www.cisco.com/en/US/products/products\\_applied\\_mitigation\\_bulletin09186a008073f7b3.html](http://www.cisco.com/en/US/products/products_applied_mitigation_bulletin09186a008073f7b3.html)



These vulnerabilities can be detected and mitigated with IDS signatures 3216-0 and 19001-0.

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## ☐ **Obtaining Fixed Software**

Cisco has released free software updates that address these vulnerabilities. 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](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](mailto:psirt@cisco.com) or [security-alert@cisco.com](mailto: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](mailto: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/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html) 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 vulnerabilities described in this advisory.

These vulnerabilities were reported to Cisco by National Australia Bank's Security Assurance team.

Cisco would like to thank the National Australia Bank's Security Assurance team for the discovery and reporting of these vulnerabilities.

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This advisory is posted on Cisco's worldwide website at :

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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](mailto:cust-security-announce@cisco.com)
- [first-bulletins@lists.first.org](mailto:first-bulletins@lists.first.org)

- [bugtraq@securityfocus.com](mailto:bugtraq@securityfocus.com)
- [vulnwatch@vulnwatch.org](mailto:vulnwatch@vulnwatch.org)
- [cisco@spot.colorado.edu](mailto:cisco@spot.colorado.edu)
- [cisco-nsp@puck.nether.net](mailto:cisco-nsp@puck.nether.net)
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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 1.1	2009-July-16	Changed fixed software version
Revision 1.0	2009-July-15	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](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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