

Security Bulletin for MiContact Center Business

SECURITY BULLETIN ID: 24-0024-001

RELEASE VERSION: 2.0

DATE: 2024-10-02



OVERVIEW

This security bulletin provides product-specific details on the vulnerabilities described in Mitel Security Advisory 24-0024. Visit <http://www.mitel.com/security-advisories> for more details.

This Security Bulletin provides details and recommended solutions to address an unauthorized access vulnerability found in the Legacy Chat component of the MiContact Center Business.

APPLICABLE PRODUCTS

This security bulletin provides information on the following products:

PRODUCT NAME	VERSION(S) AFFECTED	SOLUTION(S) AVAILABLE
MiContact Center Business	10.1.0.4 and earlier	Upgrade to MiContact Center Business version 10.1.0.5, OR; Mitel has provided hotfixes KB565366 and KB565368 that are available for releases 10.0.0.4 and 9.5.0.3, respectively. Upgrade to one of these releases and apply the provided hotfix, or upgrade to a later release.

These issues only impact deployments using the Legacy Chat component.

RISK / EXPOSURE

Unauthorized Access Vulnerability (CVE-2024-42514)

An unauthorized access vulnerability in the Legacy Chat component of the MiContact Center Business could allow an unauthenticated attacker to conduct an unauthorized access attack due to inadequate access control checks.

A successful exploit requires user interaction, and could allow an attacker to access sensitive information and send unauthorized messages during an active chat session.

The risk due to this vulnerability is rated as **High**.

CVSS v3.1

CVSS OVERALL SCORE:	8.1
CVSS VECTOR:	AV:N/AC:L/PR:N/UI:R/S:U/ C:H/I:H/A:N
CVSS BASE SCORE:	8.1
CVSS TEMPORAL SCORE:	Not Defined
CVSS ENVIRONMENTAL SCORE:	Not Defined
OVERALL RISK LEVEL:	High

MITIGATION / WORKAROUNDS

The risk may be mitigated by turning off the Legacy Chat or converting to the CloudLink Contact Center Messenger Chat.

SOLUTION INFORMATION

These issues are corrected in MiContact Center Business version 10.1.0.5. Customers are advised to upgrade to this or a subsequent release.

Mitel has also made available hotfixes KB565366 and KB565368 that address this vulnerability for MiContact Center Business releases 10.0.0.4 and 9.5.0.3, respectively. Upgrade to these releases and apply the provided fix or upgrade to a later release.

Please see Mitel Knowledge Base article [KB000116668](#) "MiContact Center Business, Security Update, CVE-2024-42514"

If you do not have access to this link, please contact your Mitel Authorized Partner for support.

For further information, please contact Mitel Product Support.

REVISION HISTORY

Version	Date	Description
1.0	2024-08-21	Initial version
2.0	2024-10-02	Updated the risk / exposure section