

DMT SOLUTIONS GLOBAL CORPORATION
(D/B/A BLUECREST)

Log4j Vulnerability Bulletin

Valid as of Current Date

A vulnerability in Apache Log4j, a widely used logging package for Java has been found. The vulnerability, which can allow an attacker to execute arbitrary code by sending crafted log messages, has been identified as CVE-2021-44228 and given the name Log4Shell.

Affected Products

DMT Solutions Global Corporation (d/b/a BlueCrest) is investigating its product line to determine which products may be affected by this vulnerability. As the investigation progresses, BlueCrest will update this advisory with information about affected products.

Any product not listed in the Vulnerable Products section of this advisory is to be considered not vulnerable. Because this is an ongoing investigation, be aware that products that are currently considered not vulnerable may subsequently be considered vulnerable as additional information becomes available.

Vulnerable Products

BlueCrest is investigating its product line to determine which products may be affected by this vulnerability. This section will be updated as information is available.

The following table lists BlueCrest products that are affected by the vulnerability that is described in this advisory. If a future release date is indicated for software, the date provided represents an estimate based on all information known to BlueCrest as of the Last Updated date at the top of the advisory. Availability dates are subject to change based on a number of factors, including satisfactory testing results and delivery of other priority features and fixes. If no version or date is listed for an affected component (indicated by a blank field and/or an advisory designation of Interim), BlueCrest is continuing to evaluate the fix and will update the advisory as additional information becomes available.

Product	Vulnerabilities	Remedy	Resolution Release (where applicable)
Enterprise Manager (EM)	EM uses Log4j version 1.2.8 Uses Oracle 12.1, 12.2 and 19 which contain vulnerable versions of Log4j	Upgrade the core product to Log4j version 2.17 Upgrade the Oracle tools or simply delete Log4J.	A manual update process is available. An automated installer for just the Web UI component is available. An Oracle resolution release is available. <i>This Oracle resolution is only for Oracle products</i>

			<p><i>provided and installed by BlueCrest.</i></p> <p>To access each of the above-referenced releases, request service support at the link below.</p>
Direct View	Uses Oracle 12.2 which contains vulnerable versions of Log4j	Simply delete Log4j.	<p>Resolution documentation is available.</p> <p><i>This Oracle resolution is only for Oracle products provided and installed by BlueCrest</i></p> <p>To access the resolution documentation, request service support at the link below.</p>
DFWorks	Uses Oracle 12.1 and 19 which contain vulnerable versions of Log4j	<p>Upgrade the Oracle tools or simply delete Log4j.</p> <p>Users of DFWorks version 4.4 and earlier will need to upgrade to a newer version of DFWorks.</p>	<p>Resolution documentation is available</p> <p><i>This Oracle resolution is only for Oracle products provided and installed by BlueCrest</i></p> <p>To access the resolution documentation, request service support at the link below.</p>
Output Control (OC)	<p>OC uses vulnerable versions of Log4j.</p> <p>Log4j also in supporting utilities.</p>	<p>Upgrade the core product to Log4j version 2.17</p> <p>The supporting utilities will have the JndiLookup.class removed. Long term these modules will be upgraded to work with version 2.17</p>	<p>New version, supporting utilities, and resolution documentation is available.</p> <p>To access any of the above, request service support at the link below.</p>

Support

United States Support Requests

To access additional information and/or to request service support, please navigate to <https://bluecrestinc.microsoftcrmportals.com/en-US/SignIn> and follow the “How to create a BlueCrest Service Support Case” instructions attached to this Bulletin.

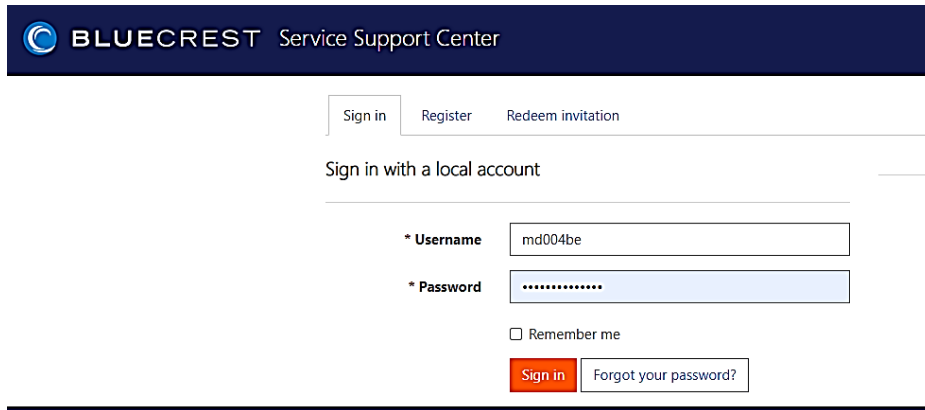
International Support Requests

To access additional information and/or to request service support, please send an email to software.support@bluecrestinc.com.

How to create a BLUECREST Service Support Case

Navigate to <https://bluecrestinc.microsoftcrmportals.com/en-US/SignIn>

If you are a Registered User → Sign in



The screenshot shows the BLUECREST Service Support Center sign-in page. At the top, there is a dark blue header with the BLUECREST logo and the text "Service Support Center". Below the header, there are three tabs: "Sign in" (which is selected), "Register", and "Redeem invitation". Under the "Sign in" tab, there is a section titled "Sign in with a local account". This section contains two input fields: "* Username" with the value "md004be" and "* Password" with a masked password "*****". Below the password field, there is a checkbox labeled "Remember me" which is unchecked. At the bottom of the sign-in section, there are two buttons: a red "Sign in" button and a white "Forgot your password?" button.

If you are not a Registered User à click on Register → complete the form and submit

Please complete the following information:

- First and Last Name
- Company (Organization) Name
- Business Phone
- Preferred Language

Your Information

First Name *

Last Name *

E-mail

msd856@gmail.com

Business Phone

Provide a telephone number

Organization Name

Title

Nickname

Web Site

Public Profile Copy

Preferred Language



Registering as new User, it may take up to 24 hours for BLUECREST to validate. You will receive a Registration Confirmation email upon validation.

You have signed in:

Select → Select a help topic



BLUECREST Service Support Center

Cases

Work Orders

How can we help?

Get help with parts, order status, invoices, contracts, product support, and more

Select a help topic ▾

View Cases

Quick Request for Service

Open a service ticket or check the status of an existing service request

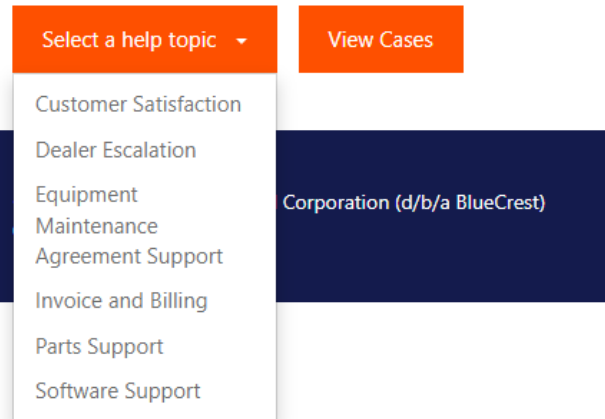
Request Service

View Work Orders

Select the drop down menu → Select Software Support

How can we help?

Get help with parts, order status, invoices, contracts, product support, and more



The image shows a user interface for selecting a help topic. There are two orange buttons at the top: "Select a help topic" with a downward arrow and "View Cases". Below the "Select a help topic" button is a white dropdown menu with a dark blue shadow. The menu lists the following options: Customer Satisfaction, Dealer Escalation, Equipment Maintenance Agreement Support, Invoice and Billing, Parts Support, and Software Support. To the right of the dropdown menu is a dark blue rectangular area containing the text "Corporation (d/b/a BlueCrest)".

Enter the following information in the form:

- Enter Title: Apache Log4j
- Select Topic – select the software type
 - DFWorks
 - Direct Connect
 - DirectView
 - Enterprise Manager
- Select Priority – 1-Critical

Open a New Case

Title *
Apache Log4j

Customer *
BlueCrest Inc

Primary Contact *
Mark Doane

Type *
Software Support

Customer Asset

Topic *
DirectView
DFWorks
Direct Connect
DirectView
Enterprise Manager
Intellilet Print Process Manager
JESConnect
Mail Production - FRANCE ONLY
Mail Workflow - FRANCE ONLY
MCS
Officemail
Output Enhancement
Output Manager
Process Manager
Sydes
Third Party
[Attach a file](#)

Priority
1-Critical

Enter Description: Enter your software version: i.e.Log4j version 1.2.8

Open a New Case

Title *
Apache Log4j

Customer *
BlueCrest Inc

Primary Contact *
Mark Doane

Type *
Software Support

Customer Asset

Topic *
Enterprise Manager

Priority
1-Critical

Description
Enter your software version. i.e. Log4j version 1.2.8

If you have more than one BLUECREST software, please open a second Case for the other software type.
Select Submit to submit your support request. Support will respond to request within two (2) hours.