Product Advisory Alert

Bulletin Number: PAA-2004-0010-Global-Issue 2.0
Date: 23 April 2004

Note this bulletin is replacing previously released bulletin – PAA-2004-0010-Global, issued to PIC on 26 January, 2004

BCM Product Security Advisory –MDAC Patch Update for Microsoft Security Bulletin MS04-003

Problem Description

This Advisory Alert provides an update for the Nortel Networks Business Communications Manager (BCM) patches identified for the Microsoft MDAC vulnerability described in the Microsoft security advisory bulletin MS04-003, announced by Microsoft on Tuesday, January 13th, 2004.

For customers with larger BCM networks, Nortel Networks recommends the use of the Network Configuration Manager, NCM, to automate functions such as backup and restore, common file distribution and to automate the process of distributing and applying patches to a network of BCMs over an IP network.

An interaction had been identified between NCM3.0 and the BCM patches released on 27th January 2004 for the Microsoft MDAC security hotfix. If the BCM patch, released on 27th January 2004, for the Microsoft MDAC hotfix is applied to a BCM, subsequent communications between the BCM and NCM fail and NCM cannot be used to perform any further management functions on the BCM.

The BCM patches for the Microsoft MDAC hotfix have been updated, and are being released to resolve this issue, and after the updated BCM patch has been applied, the BCM will also no longer be susceptible to the referenced Microsoft security advisory bulletin MS04-003 for the MDAC vulnerability identified by Microsoft

Please refer to bulletin PAA-2004-0010-Global, issued on January 26th, 2004, for an outline of Microsoft security advisory bulletins MS04-001, MS04-002 and MS04-003 vulnerabilities as they pertain to BCM.

Expected Scope

Business Communications Manager (BCM) products with software releases 2.5 FP1 MR, BCM 3.0, BCM 3.0.1 and BCM 3.5, that have had the BCM patch for the Microsoft MDAC hotfix, released on 27th January 2004, applied to them, will have subsequent communications between the BCM and NCM3.0 fail and NCM will not be able to be used to perform any further management functions on the BCM. This is applicable to all BCM hardware platforms.

Expected Solution

The BCM patches for the Microsoft MDAC hotfix have been updated, and are being released to resolve the issue identified above.

Note that the Microsoft Patch "Hotfix" should <u>not</u> be applied directly to the BCM system, unless directed by Nortel Networks.

The BCM patch is projected to be Generally Available by April 27, 2004. The patch can be installed on BCM 3.5, 3.0.1, 3.0 and 2.5 FP1 MR software loads, and will be applicable to all BCM hardware platforms.

The patch will be made available through Nortel Networks' normal BCM patch distribution process. The approximately 11.6 megabyte patch is delivered to the BCM by means of the BCM Update Wizzard. The patch can either be applied immediately on the targeted system or downloaded and applied at a later time. It will automatically initiate a system restart in order to take effect.

Please review the documented dependencies distributed with the patch, before applying the patch.

For customers with larger BCM networks, Nortel Networks recommends the use of the Network Configuration Manager, NCM, to automate the process of distributing and applying patches to a network of BCMs over an IP network. With NCM3.0, patch distribution and application can be scheduled for BCM 3.5, 3.0.1 and 3.0 systems, thereby dramatically reducing the time required to deploy the patch to many BCMs. For more information about NCM, please consult the NCM Application Brief available on the Partner Information Center, PIC.

After the patch has been applied, the BCM will no longer be susceptible to the referenced Microsoft security advisory bulletin MS04-003 for the MDAC vulnerability identified by Microsoft.

Recommended Action

It is recommended that the BCM patch related to the Microsoft MS04-003 MDAC vulnerability be applied to BCM 3.5, 3.0.1, 3.0 and 2.5 FP1 MR systems.

Any BCM systems with software releases 2.5 FP1 MR, BCM 3.0, BCM 3.0.1 and BCM 3.5, that have had the BCM patch for the Microsoft MDAC hotfix, released on 27th January 2004, applied to them, should apply the updated BCM patch in order to continue to use NCM3.0 in future.

Please review the documented dependencies distributed with the patch, before applying the patch.

Nortel Networks is not aware of any exploitation of the announced Microsoft MS04-003 MDAC vulnerability. As usual, Nortel Networks recommends customers create a company-wide security and virus protection policy for all elements of their network. While the application of such a policy will continue to reduce the threat of future malicious attacks, the application of the patch described herein removes the threat to the BCM of any exploitation specific to the referenced Microsoft security advisory bulletin MS04-003 for the MDAC vulnerability identified by Microsoft.

Nortel Networks recommends that any PC Clients connecting to the BCM have the Microsoft security hotfixes issued by Microsoft security alert bulletins installed as recommended by Microsoft.

Customers concerned about security should always consider upgrading to the latest release of BCM software to ensure they are taking advantage of the latest security measures incorporated into the product.

Customers with BCM containing pre-2.5 FP1 MR software may want to consider being upgraded, using standard BCM upgrade kits that are available through normal ordering process, in order to be ready to accept the patches.

Contact regular technical support for any other technical issues related to this bulletin.

Should there be a change in this Product Advisory Alert, the bulletin will be revised and communicated.

Fix Completion Date

The updated BCM patch for the Microsoft MDAC hotfix is projected to be Generally Available by April 27, 2004.   The patch will be made available through Nortel Networks' normal BCM patch distribution process.

Supplemental Documentation

Please review the documented dependencies distributed with the patch, before applying the patch.

References and Related Documents

This BCM product advisory bulletin for Microsoft MS04-003 MDAC vulnerability is available for download from Nortel Networks' Partner Information Center (PIC) website at www.nortelnetworks.com.

The Microsoft Security Bulletins are available on their website, and can be viewed on-line at: http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/current.asp

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Or visit the eService portal at http://www.nortelnetworks.com/cs under Advanced Search.

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