



**Vidyo**<sup>®</sup>  
Personal Telepresence

## TECHNICAL NOTE

# Vidyo™ Server Security Update 7

Document Version B

# Vidyo™ Server Security Update 7

Vidyo Server Security Update 7 provides existing Vidyo servers (VidyoPortals™, VidyoRouters™, VidyoGateways™, and VidyoReplays™) with updated packages and package configurations to address most known current vulnerabilities (CVEs) at the time of the release of this Update, as noted in common OS and package security bulletins.

The updates and configuration changes applied by SU7 are outlined in [System Changes Performed by Security Update 7](#).

## Important Notices

- In accordance with the *Vidyo End of Life Process Announcement for Vidyo Server Components Based on ASUS and Supermicro Platforms*, these platforms are no longer under software maintenance. Therefore, if you have these platforms, upgrading to Security Update 7 will be blocked.
- Before applying SU7 on a VidyoPortal, Vidyo highly recommends that you back up your database and then download the backup to your local machine.
- This update is applicable to all maintained Vidyo servers. For more information, please refer to the Vidyo [Software Maintenance Policy](#).

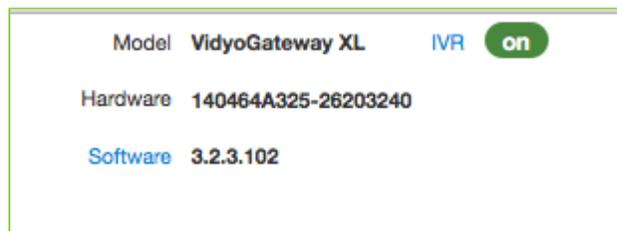
## Security Update 7 Files

This SU7 file...	Is for...
Security_Update7-Rev34-signed.vidyo	<ul style="list-style-type: none"><li>■ VidyoPortal version 3.3.X with SU6</li><li>■ VidyoReplay version 3.0 with SU6</li><li>■ VidyoGateway version 3.2.X with SU6</li></ul>
Security_Update7_Rev34-VR64-signed.vidyo	<ul style="list-style-type: none"><li>■ 64-bit VidyoRouter version 3.3.X with SU6</li></ul>
Security_Update7_Rev34-VG64-signed.vidyo	<ul style="list-style-type: none"><li>■ 64-bit VidyoGateway version 3.2.3 with SU6</li></ul>

**Note** Do not install SU7 on a version earlier than the versions listed in the preceding table.

If SU7 is run on an unsupported version, the updater will exit and post a message as such in the updater log.

Some VidyoGateway appliances run a 64-bit OS, and therefore require the 64-bit version of SU7. To determine which version of the VidyoGateway appliance you have, log in to the VidyoGateway Admin interface and check the Hardware ID at the top right of the screen. If the Hardware ID number starts with 1404, upload the 64-bit SU7 update (Security\_Update7\_Rev34-VG64-signed.vidyo). Otherwise, upload the standard 32-bit SU7 update (Security\_Update7\_Rev34-signed.vidyo).



## Updater Log

All updater messages are logged in an updater log file created during the update. This log file is used for any subsequent updates, and each Updater will append its log messages to this file. At the end of the update process, this log file is then copied to a location that users can access and download for review via each product's respective Web UI:

- **VidyoPortal:** The updater log file is copied and available for download at *Super Admin pages > Settings > Maintenance > Database* as file: **updat\_{date}\_{time}\_{timezone}.log**. The file can be downloaded or deleted as needed.
- **VidyoRouter (Standalone):** The updater log file is copied and available for download at */vr2conf pages /Logs* as file: **vr2.log.updates{date}\_{time}\_{timezone}**. The file can only be downloaded; it cannot be deleted.
- **VidyoGateway and VidyoReplay:** The updater log file is included in the archive. It is created and downloaded using the **Download Logs** button under the *Status* tab for VidyoGateway, and in the VidyoReplay/recorder pages. The Updater log filename in the archive is: **updates{date}\_{time}\_{timezone}.log**.

## System Changes Performed by Security Update 7

Install package updates – Updates all system OS packages to the latest builds.

Specific security-related package updates:

### ❖ Java

Product	Original Version	SU7 Version
VidyoPortal	1.7.0_71	1.7.0_80
VidyoRouter	1.7.0_71	1.7.0_80
VidyoGateway	1.7.0_71	1.7.0_80
VidyoReplay	1.7.0_71	1.7.0_80

### ❖ Apache Web Server

Product	Original Version	SU7 Version
VidyoPortal	2.4.10 with OpenSSL 1.0.1j	2.4.16 with OpenSSL 1.0.1p
VidyoRouter	2.4.10 with OpenSSL 1.0.1j	2.4.16 with OpenSSL 1.0.1p
VidyoGateway	2.4.10 with OpenSSL 1.0.1j	2.4.16 with OpenSSL 1.0.1p
VidyoReplay	2.4.10 with OpenSSL 1.0.1j	2.4.16 with OpenSSL 1.0.1p

### ❖ Apache Tomcat

Product	Original Version	SU7 Version
VidyoPortal	6.0.41	6.0.44
VidyoRouter	6.0.41	6.0.44
VidyoGateway	6.0.41	6.0.44
VidyoReplay	6.0.41	6.0.44

## ❖ OpenSSH

Product	Original Version	SU7 Version
VidyoPortal	6.6	7.1
VidyoRouter	6.6	7.1
VidyoGateway	6.6	7.1
VidyoReplay	6.6	7.1

## ❖ Linux Glibc CVE-2015-0235 “Ghost” Vulnerability Updates

To address the “Ghost” (CVE-2015-0235) vulnerabilities, SU7 will update the Glibc library. Therefore, if you apply SU7, you do not need to apply **SU\_CVE-2015-0235**, which was previously released as per Product Bulletin #1060.

## Known Issues after Successfully Applying Security Update 7

- Some vulnerability scanners may report a low to moderate level vulnerability of “TCP timestamp response (generic-tcp-timestamp)” and/or “ICMP timestamp response”, even after Security Update 7 is successfully applied.

Description: The remote host responded with a TCP timestamp. The TCP timestamp response can be used to approximate the remote host's uptime, potentially aiding in further attacks. Additionally, some operating systems can be fingerprinted based on the behavior of their TCP timestamps. At this time, Vidyo is reluctant to disable `tcp_timestamps`, as this could disrupt the packet communication needs of the protocols used for VidyoConferencing. Vidyo considers this vulnerability to be low, and this issue does not really affect the security of the Linux TCP stack in any meaningful way. For the ICMP specific `tcp_timestamp` issue, ICMP may be blocked via a firewall to mitigate the concern.

# Applying Security Update 7

## VidyoPortal without Hot Standby

For VidyoPortals configured with Hot Standby, see [VidyoPortal with Hot Standby](#).

1. Browse and log in to the VidyoPortal Super Admin pages:  
**http://{Portal IP or FQDN}/super.**
2. Go to *Settings > Maintenance > Database*.
3. Click **Backup** to make a backup copy of the VidyoPortal database.
4. Select the checkbox for the newly created database backup file.
5. Click **Download** to download and save a copy of the database file.
6. Click the *System Upgrade* tab.
7. Click **Upload and Update**.
8. Select the **Security\_Update7-Rev34-signed.vidyo** file (according to the table on page **Error! Bookmark not defined.**).
9. Click **Upload**.

The system will reboot after uploading the update package.

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**Note** The update process can take several minutes (allow 5 to 15 minutes for the process to complete once the server has stated it is restarting). Do not attempt to refresh the browser and access the server until the process is complete. You will not be able to access the system via the browser during the update process. Once the update process is completed, your browser should refresh and you will be able to browse and log in to the system again. If your browser does not refresh to the login screen automatically after 30 minutes, then manually refresh your browser.

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A copy of the Updater log will be available for review per the Update Log information presented earlier in this document.

10. Review the log to ensure the update completed successfully.

A completed message will be noted near the end of the log file. If the log states the update did not complete or logged errors, review the log for the reason and address it as needed.

See [Contacting Technical Support](#) for more information about getting assistance.

11. Test the VidyoPortal to ensure that it is functional.

# VidyoPortal with Hot Standby

If you have a VidyoPortal configured with Hot Standby, you have two options for applying SU7:

- Option 1 provides the least amount of down time, but may cause some Call Detail Records (CDR) records to be lost. This may occur because the VidyoPortal that is Active and the VidyoPortal that is Standby are switched, causing all database and CDR changes to be lost since the last successful synchronization.)
- Option 2 takes more time because you must take the system completely offline for full maintenance, but no CDR records will be lost.

## Option 1

With this option, you upgrade the Standby VidyoPortal first, sync the two VidyoPortals, and then switch VidyoPortals.

1. Place the VidyoPortal that is currently the Standby VidyoPortal (i.e., VidyoPortal 2) into Maintenance mode.
2. Apply SU7 to the VidyoPortal that is in Maintenance mode.
3. After the upgrade is complete and the server is restarted, return to Standby mode by disabling Maintenance mode.
4. Access the Super Admin pages on the Active VidyoPortal and force a database sync:
  - a. Click Settings.
  - b. Click *Hot Standby* on the left menu.
  - c. Click the Database Synchronization tab.
  - d. Click Sync Now.
  - e. Click the *Status* tab.
  - f. Verify that the sync has completed by ensuring the **Sync** field displays that the databases are "In Sync."
5. To switch the VidyoPortals:
  - a. Click the *Operation* tab.
  - b. Click Force Standby.
  - c. Click **Yes** in the *Confirmation* dialog box to force the Active VidyoPortal into Standby mode.
6. After the VidyoPortals have switched, place the previous Active VidyoPortal that is now the Standby VidyoPortal (i.e., VidyoPortal 1) into Maintenance mode.

7. Apply SU7 to the VidyoPortal that is in Maintenance mode.
8. After the upgrade is complete and the server is restarted, return to Standby mode by disabling Maintenance mode.

## Option 2

With this option, you place both servers into Maintenance mode, upgrade both, and then return them to their original Active and Standby modes.

1. Place the VidyoPortal which is currently the Standby VidyoPortal (i.e., VidyoPortal 2) into Maintenance mode.
2. Place the VidyoPortal which is currently the Active VidyoPortal (i.e., VidyoPortal 1) into Maintenance mode.
3. After the upgrades are complete and the servers are restarted, return the VidyoPortal that was originally the Active VidyoPortal (i.e., VidyoPortal 1) to Active mode first.
4. Return the VidyoPortal that was originally the Standby VidyoPortal (i.e., VidyoPortal 2) to Standby mode.

## Standalone VidyoRouter

1. Browse and log in to the Standalone VidyoRouter configuration pages:  
**http://{Router IP or FQDN}/vr2conf.**
2. Click the *Upload* tab.
3. Click **Upload and Upgrade**.
4. For 64-bit VidyoRouters (64-bit VidyoRouters will have "(64-bit)" in the Ver: name as displayed on the Upload page), select the **Security\_Update7-Rev34-VR64-signed.vidyo** file (according to the table on page 1).
5. Click **OK** in the pop-up.

The system will reboot after uploading the update package.

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**Note** The update process can take several minutes (allow 5 to 10 minutes for the process to complete once the server has stated it is restarting). You will not be able to access the system via the browser during the update process. After 15 minutes, you may manually refresh your browser to gain access to the VidyoRouter.

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A copy of the Updater log will be available for review per the Update Log information presented earlier in this document.

6. Review the log to ensure the update completed successfully.  
  
A completed message will be noted near the end of the log file. If the log states the update did not complete or logged errors, review the log for the reason and address it as needed.  
  
See [Contacting Technical Support](#) for more information about getting assistance.
7. Repeat steps 1 through 6 for each Standalone VidyoRouter in the system.
8. Test that the VidyoPortal and each VidyoRouter is functional.

## VidyoGateway

1. Browse and log in to the VidyoGateway *Configuration* page:  
**`http://{Gateway IP or FQDN}`**.
2. Go to the **Upgrade Gateway** link.
3. Click **Browse**.
4. Select and open the **Security\_Update7-Rev34-signed.vidyo** file.
5. Click **Upload and Install** on the *Upgrade Gateway* page.

The system will reboot after uploading the update package.

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**Note** The update process can take several minutes (allow 5 to 10 minutes for the process to complete once the server has stated it is restarting). You will not be able to access the system via the browser during the update process. After 15 minutes, you may manually refresh your browser to again access to the VidyoGateway.

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6. A copy of the Updater log will be available for review per the Update Log information presented earlier in this document. Review the log to ensure the update completed successfully. A completed message will be noted near the end of the log file. If the log states the update did not complete or logged errors, review the log for the reason and address it as needed.  
  
See [Contacting Technical Support](#) for more information about getting assistance.
7. Repeat steps 1 through 6 for each VidyoGateway with the system.
8. Test that each VidyoGateway is functional.

## VidyoReplay

1. Browse and log in to the VidyoReplay *Configuration* page.
2. Click the *Settings* tab.
3. Click the *Recorder* tab.
4. Click **Recorder Management Panel**.

This opens a new browser window or tab that displays the VidyoRecorder *Configuration* page.

5. Click the *Upgrade VidyoReplay* tab.
6. Click **Choose File**.
7. Select and open the **Security\_Update7-Rev34-signed.vidyo** file.
8. Click **Upload & Install** on the *Upgrade VidyoReplay* page.

The system will reboot after uploading the update package.

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**Note** The update process can take several minutes (allow 5 to 10 minutes for the process to complete once the server has stated it is restarting). You will not be able to access the system via the browser during the update process. After 15 minutes, you may manually refresh your browser to gain access to the VidyoReplay.

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A copy of the Updater log will be available for review per the Update Log information presented earlier in this document.

9. Review the log to ensure the update completed successfully.

A completed message will be noted near the end of the log file. If the log states the update did not complete or logged errors, review the log for the reason and address it as needed.

See the [Contacting Technical Support](#) for more information about getting assistance.

10. Repeat steps 1 through 9 for each VidyoReplay with the system.
11. Test that each VidyoReplay is functional.

## Contacting Technical Support

If you are a Vidyo Reseller or Vidyo End User with “Plus” coverage, please feel free to contact the Vidyo Customer Support team via email with any questions or if you need assistance.

- Phone: +1-866-99-VIDYO / +1-201-289-8597
- Email: [support@vidyo.com](mailto:support@vidyo.com)

If you are a Vidyo End User without “Plus” coverage, please contact your Vidyo Reseller for further details.