

Memorandum

To: On-Premises Administrators

From: Rally Customer Support

Date: September 30, 2014

Re: Patching the Security Vulnerability in GNU Bash shell

Attention On-Premises Administrators:

You are receiving this message because you have been identified as a point of contact regarding our Rally On-Premises solution deployments.

This is a follow-on communication to the previous message we sent in regard to the security vulnerabilities discovered in the GNU BASH shell. Recently, a third finding, [CVE-2014-7186](#), has been identified. We'll be conducting an assessment of this finding as well.

The following instructions have been provided to help you patch your Rally On-Premises appliance.

Patch your Appliance

We've identified the following steps to successfully patch your appliance:

Prerequisites

- Login to the Rally On-Premises Control Panel and check for the following:
 - Ensure you have a backup of your data that is at most 24 hours old. If you do not have a backup that recent, please create one.

Steps

1. Login to the Rally On-Premises Control Panel
2. In the upper right corner, locate the build of your appliance



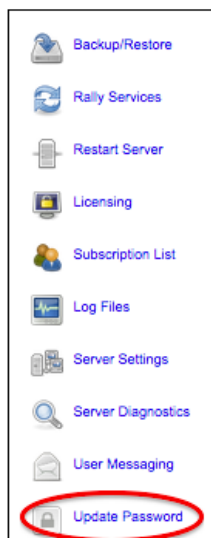
Change your Password
September 30th, 2014
Version 2014.2-1

Rally Software Development On-Premise Control Panel

3. Compare your build to the following table:

Version	Next Steps
2014.2	Ready to patch your appliance
2014.1	Ready to patch your appliance
2013.3	Ready to patch your appliance
2013.2	Upgrade your appliance , then patch your appliance
2013.1	Upgrade your appliance , then patch your appliance
2012.4	Upgrade your appliance , then patch your appliance
2012.3.1	Upgrade your appliance , then patch your appliance
2012.3	Upgrade your appliance , then patch your appliance
2012.2.1	Upgrade your appliance , then patch your appliance
2012.2	Upgrade your appliance , then patch your appliance
2012.1	Upgrade your appliance , then patch your appliance

4. Verify the date/time of your last backup. If it's greater than 24 hours old, please take another backup.
5. If you need to update your appliance, please refer to the "Upgrade Your Appliance" section below. Installation instructions can be found there.
6. On the home screen of your Control Panel, look for a "Update Password" option on the left hand navigation menu.



- 6.1. If you have this option, go to step 7
- 6.2. If you do not see this option, please [contact Support](#).

7. Open a Terminal window and ssh into your appliance as root. If you don't know your root password, please use the Update Password utility on the control panel to update it.
8. Run 'yum update bash' from the command line. This command invokes the CentOS software manager to retrieve and update the bash utility.

Note: the updated version shows 3.2-33.e15_11.4

- 8.1. If the update was successful, you'll be prompted to continue by the following prompt:

```
Total download size: 1.8 M
Is this ok [y/N]: yes
```

- 8.2. Enter y to continue
- 8.3. If it was successful, you'll see a "Complete!" and the text will look like this:

```
[root@rallyonprem-oraclese ~]# yum update bash
Loaded plugins: fastestmirror, security
Loading mirror speeds from cached hostfile
Skipping security plugin, no data
Setting up Update Process
Resolving Dependencies
Skipping security plugin, no data
--> Running transaction check
--> Package bash.x86_64 0:3.2-33.e15_11.4 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package Arch Version Repository Size
=====
Updating:
bash x86_64 3.2-33.e15_11.4 updates 1.8 M

Transaction Summary
=====
Install 0 Package(s)
Upgrade 1 Package(s)

Total download size: 1.8 M
Is this ok [y/N]: y
Downloading Packages:
bash-3.2-33.e15_11.4.x86_64.rpm | 1.8 MB 00:00
Running rpm_check_debug
Running Transaction Test
Finished Transaction Test
Transaction Test Succeeded
Running Transaction
  Updating : bash 1/2
  Cleanup : bash 2/2

Updated:
  bash.x86_64 0:3.2-33.e15_11.4
Complete!
[root@rallyonprem-oraclese ~]#
```

- 8.4. If there was an error, please see "No Internet Access" section below
9. Success! We recommend rebooting your appliance, which you may schedule in consideration of your business needs.

Upgrade your Appliance

If you are running version 2013.2 or earlier of the Rally On-Premise solution, you must upgrade your appliance to a newer version before proceeding with the patch. The table below provides links to the new

version's code, release notes, and installation guide.

Version	Download Link	Release Notes	Getting Started	Installation Guide
2014.2	Rally On-Premises 2014.2	Link	Getting Started Information	Rally On-Premise Guide 2014.2.pdf
2014.1	Rally On-Premises 2014.1	Link	Getting Started Information	Rally On-Premise Guide 2014.1

No Internet Access

For customers who do not allow access to your appliance from the Internet and/or do not allow your appliance to access the Internet, you will need to download a local copy of the bash rpm file and upload them onto your appliance manually. As stated in the prior communication, for customers who have deployments in these conditions, your risk is significantly reduced. At a high level, you'll want to perform the following steps. Depending on your environment, these steps may vary slightly.

Steps

1. Download local copy of rpm. This is currently available [here](#).

Note: The specific file name is going to change as they continue to patch bash. There have already been four (4) patches, and there are more on the way.

2. Upload (via scp) the rpm onto your appliance
3. Install the rpm using the following command: `rpm -Uvh <rpm name>`

Support

If you're not comfortable performing these steps on your own appliance, please [contact Support](#) and we'll be happy to setup a web conference to help you through them.