Memorandum

To: On-Premises Administrators

From: Rally Customer Support

Date: September 26, 2014

Re: 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.

We are closely monitoring the critical vulnerability in the GNU Bash shell (CVE-2014-6271) that was released yesterday, September 24, 2014. This vulnerability is present in the vast majority of Unix and Linux systems, including Apple's OS X, and in many common configurations this vulnerability is exploitable over the network. This vulnerability could allow an attacker to execute commands on an affected system. Yesterday, many of the affected platforms released patches for this vulnerability, but it was quickly determined that the patches were an incomplete fix to the vulnerability (CVE-2014-7169). We are monitoring for the release of the new patches and will send an update once those are available.

Through our assessment of the vulnerability, we have determined that On-Premises solution deployments are affected. Customers with Internet facing deployments of the On-Premise solution should maintain diligence in monitoring web server logs for any suspicious activity. If you are not exposing your On-Premise installation to the Internet, your risk is significantly reduced.

On Premises Appliance Version

To determine the appropriate next steps, please follow these instructions to determine the version of your On-Premises appliance:

1.   Login to Rally
2.   Click the "About" link on the footer of any page
3.   Consult the following table to determine what version you're running

Build	Version	Supported?	Next Steps
almci-master-14375	2014.2	Yes	Patch your appliance
master-13185	2014.1	Yes	Patch your appliance
master-12157	2013.3	Yes	Patch your appliance
master-11394	2013.2	Yes	Upgrade your appliance, then patch your appliance

master-10042	2013.1	No	[Upgrade your appliance](), then [patch your appliance]()
master-8428	2012.4	No	[Upgrade your appliance](), then [patch your appliance]()
master-7227	2012.3.1	No	[Upgrade your appliance](), then [patch your appliance]()
master-7227	2012.3	No	[Upgrade your appliance](), then [patch your appliance]()
2012.05.19-10	2012.2.1	No	[Upgrade your appliance](), then [patch your appliance]()
2012.05.19-10	2012.2	No	[Upgrade your appliance](), then [patch your appliance]()
2012.02.25-15	2012.1	No	[Upgrade your appliance](), then [patch your appliance]()

Note: We support the current version and the latest three (3) releases. If you're running a version with a 2010, 2011, or 2012 version, you must upgrade to continue receiving support.

Upgrade your Appliance

If you are running version 2013.2 or earlier of the Rally On-Premise solution, please download one of the following versions. 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]()

Patch your Appliance

The steps to patch your appliance are in the final stages of testing and validation. We will send a follow-up communication with steps to complete the patch successfully.

Support

As always, please [contact Support]() with any questions you may have. If this message reached the wrong party in error, please forward it to the appropriate party. If you are not the appropriate recipient, please [contact Support]() and indicate who the correct contact should be, and we'll be happy to update our records and follow up accordingly.