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Technical Bulletin CS-16-01

Spectralink 84-Series Syslog May Be Sending to Public Address

This technical bulletin explains a potential issue with the default configuration templates available for the Spectralink 84-Series handsets containing a syslog server address pointing to a public server.

System Affected

Spectralink 84-Series Handsets

Description

As part of the software distribution packages provided by Spectralink for the 84-Series handsets there is a default value set for the syslog server address to "mysyslogserver.domain.com". This address has recently become resolvable by DNS servers. If during the configuration of your handsets, you used the template files provided and did not change the default syslog server address then your phones may be attempting to send syslog information over the internet.

There are some caveats to the phones being able to send the syslog though. If the network the phones reside on does not have internet access then there is no risk of the phone sending syslog to this address. Or, if you have not provided the handsets with the IP address of a valid DNS server, the phones will have no way to resolve the hostname to an IP address.

To resolve this issue, Spectralink recommends that you set the value for your syslog server to an internal IP address or simply blank the parameter in your configuration files. As part of the 4.13 release of software we will be not only modifying the default template but also adding a change to the code that will cause the phone to change this value if found to be set to "mysyslogserver.domain.com" to a new non-resolvable value. Please refer to the release notes for 4.13 for details on how the software will handle changing this value.

To ensure that you are not using the resolvable default address, you will need to change the following parameters in your site.cfg or global configuration file.

    device.set="1"

    device.syslog.serverName=" "

    device.syslog.serverName.set="1"

Set the server name to either a valid hostname for a local syslog server, an IP address for a local syslog server, or change it to blank to force the phone to remove the value currently configured. The ".set" parameters are both required as well to allow the phone to parse the server name parameter and apply it.

If you want to verify what your phones are set to you can navigate to the syslog menu on the handset by going to Settings on the main carousel, then to Advanced Settings -> 456 -> Administration Settings -> Network Configuration -> Syslog Menu.
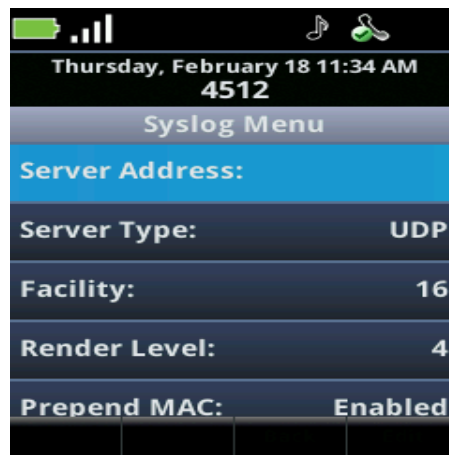
As you can see in the above image, the value for the syslog server is not set currently. If it were set to "mysyslogserver.domain.com" then this would display in the first line.

If you need assistance performing these changes and are either entitled to support or willing to pay time and materials then please, contact your Spectralink authorized reseller or call Spectralink at 800-775-5330.

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