

**Security Information for Sales and Service Partners
for HiPath Xpressions Compact - HiPath 3000**

Dear Partner,

We informed you about security risks with HiPath Xpressions Compact in the middle of last year. Unfortunately appropriate measures have not been implemented by all customers. Unauthorized persons have tried again to get access to the customer mailboxes and make expensive calls at the customers' expense using the deputy feature or the automated attendant of a mailbox.

This fraud is possible because customers did not change the initial code number of the mailbox, although this is mentioned explicitly in the user guide and at customer briefings. Responsibility for damages from not observing this rule is on customer side.

Such attacks are observed world-wide with systems from different manufacturers. At Deutsche Telecom alone, **20-30 complaints per week** about toll fraud are reported. Please take precautions that your customers are not the next victims.

- **Inform your customers** how to change the mailbox code numbers. Also boxes for Auto-Attendant have to be included (see attachment).

Note:

For HiPath Xpressions Compact V3 there is a SW update available which enforces the required password change at first usage, rejects weak passwords having all same or sequential numbers and locks access after three wrong entries. Please use this version wherever possible. Current deliveries already include these features.

- **Change class of service for all IVM ports** of HiPath Xpressions Compact so that no international or premium numbers can be reached out of a mailbox. If features like call-back from voicemail, notification outcall, call forwarding to deputy number, auto-attendant, Xpressions mobility or Xpressions conference are not used, class of service shall be set to 'outward-restricted'. In other cases, class of service shall be confined to the necessary regions or destinations.
- **Also secure the administration access** to the system against unauthorized access. Make use of the existing measures like individual, strong passwords, call back via ISDN or VPN.

We ask you as service / sales partner to approach the issue proactively at your customers. Please help ensure that our common customers can communicate safely with confidence and satisfaction. If you have any questions, please contact your support partner.

Attachment:

How to Change Code Numbers for HiPath Xpressions Mailboxes

Your mailboxes need protection to assure confidentiality and block potential misuse.

- **Please change the code number of your mailbox to an individual value. Try not to use easy-to-guess combinations.**
The personal mailbox can be reached by the message waiting key of your phone or the known number, which you use also for call forwarding to the box.

From Quick Reference Guide HiPath Xpressions Compact (Standard User Interface):

How to Change My Code Number

You should change your code number regularly to prevent unauthorized access to your personal mailbox. It is particularly important to change the code number the first time you use your mailbox.

Proceed as follows to change the code number:

1. Call HiPath Xpressions Compact and enter your existing code number.
2. Scroll through your mailbox with

3

until you hear the status announcement that specifies the code number for remote access. After you press the key

0

you can enter your individual code number.

You are then prompted to reenter the new code number for security.



Make sure to memorize your code number well because you cannot access your mailbox without it.

Remark: The Xpressions adapted user interface uses the keys 2 and 1 instead of 3 and 0.

- **Please also configure individual code numbers for the central mailboxes including the box used for Auto-Attendant.**
Those boxes can be reached by their mailbox number via the common access number of HiPath Xpressions Compact.
- **Please change the default 8-digit Superuser code number to an individual value.**
The Superuser has specific rights for administration of Xpressions Compact via Telephone or web. Access is via the common Xpressions Compact number.

If you don't have the information on which mailboxes are active within your system you can find out with Manager C/E, the Superuser functionality or by contacting your service partner.