



Syslog on Polycom® Phones

Syslog is a standard for logging data and forwarding log messages in an IP network. You can use syslog to manage and secure devices, and to generate informational, analytic, or debugging messages. You can send syslog messages using UDP, TCP, or TLS. The data is sent in cleartext.

Because syslog is supported by many devices and receivers, you can use syslog to integrate log data into a central repository.

This feature profile applies to all Polycom® phones running SIP application version 2.1 and later, or UC Software 3.0.0 and later.

You can configure syslog settings for your Polycom phone. Syslog settings enable you to specify syslog details such as IP address or host name, server type, facility, and the severity level of events you want to log. You can also choose to prepend the phone's MAC address to log messages.



Information on Syslog

For more information on syslog, see [RFC 5424](#).

You can choose the severity level of events you want to log using the `log.render.level` parameter. Note that when you choose a log level, you are including all events of a greater severity level and excluding events of a lower severity level. The logging level you choose determines the lowest severity of events that will be logged. The following list indicates the severity level of events you can log:

- 0 -> SeverityDebug (7)
- 1 -> SeverityDebug (7)
- 2 -> SeverityInformational (6)
- 3 -> SeverityInformational (6)
- 4 -> SeverityError (3)
- 5 -> SeverityCritical (2)
- 6 -> SeverityEmergency (0)

See the following table for a summary of phone models compatible with syslog, dependencies, and available documentation.

Table 1: Syslog at a Glance

Released:	December 2006	Interoperability issues:	None
Applies to models:	SoundPoint IP 320, 321, 330, 331, 335, 450, 550, 560, 650, 670 SoundStation IP 5000, 6000, 7000, Duo VVX 500, 1500 SpectraLink 8000 Series	Limitations:	Users will need phone administrator's password
Applicable UC Software version(s):	SIP application version 2.1 and later UC Software 3.0.0 and later	Maintenance:	One time setup
Main business size:	All businesses	Available documentation:	RFC 5424 Polycom Web Configuration Utility User Guide
Primary users:	Administrators	Required resources:	XML editor
Required licenses:	None		

Configuring your Syslog Settings

This section shows you how to configure your syslog settings. You can configure syslog settings in three ways: using centralized provisioning, using the Web Configuration Utility, or using your local phone user interface.

Configuring your Syslog Settings Using Centralized Provisioning

You can configure syslog settings using centralized provisioning, which requires you to configure the parameters found in the Polycom UC Software configuration files.



Note: Create Separate Configuration Files for Easier Maintenance

If you are configuring parameter settings, create a new configuration file from the parameters you use; do not add parameters to your existing template files or custom configuration files. You can use this new configuration file for all of your phones and to simplify maintenance. Polycom recommends that you test your new configuration files on two phones before using them for all of your phones.

The following table lists the most common syslog configuration parameters:

Table 2: Syslog Configuration Parameters

<i>Name</i>	<i>Possible Values</i>	<i>Description</i>
<code>device.syslog.serverName</code>	dotted-decimal IP address OR domain name string	The syslog server IP address or domain name string. The default value is NULL.
<code>device.syslog.transport</code>	None=0, UDP=1, TCP=2, TLS=3	The protocol that the phone will use to write to the syslog server. If set to None or 0 , transmission is turned off, but the server address is preserved.
<code>device.syslog.facility</code>	0 to 23	A description of what generated the log message. For more information on the syslog protocol, see RFC 5424 . The default value is 16 , which maps to local 0.
<code>device.syslog.renderLevel</code>	0 to 6	This specifies the lowest class of event that will be rendered to syslog and is based on the <code>log.render.level</code> parameter.
<code>device.syslog.prependMac</code>	Enabled, Disabled	If enabled, the phone's MAC address is prepended to the log message sent to the syslog server.

Configuring your Syslog Settings Using the Web Configuration Utility

This section shows you how to access the Web Configuration Utility and configure syslog settings.



Web Info: Using the Web Configuration Utility

For an introduction to the Web Configuration Utility and a list of compatible Web browsers, see the [Polycom Web Configuration Utility User Guide](#).

To log in to the Web Configuration Utility and access your syslog settings, you'll need your phone's IP address and your administrator credentials. After you access the Web Configuration Utility, you can refer to [Table 3: Syslog Configuration Settings](#) for a description and the value of each setting.

To access the Web Configuration Utility:

- 1 Launch a compatible Web browser from your PC and enter your phone's IP address into the address bar.
To find out your phone's IP address, on your phone, press **Menu > Status > Platform > Phone**.
Your phone's IP address will display.
- 2 After entering your phone's IP address into your browser's address bar, press the **Enter** key.
The Web Configuration Utility login screen displays.
- 3 Choose to log in as Administrator, enter the password (default 456), then click the **Submit** button.
The Web Configuration Utility *Home* screen displays.
- 4 Navigate to **Settings > Syslog**.
The syslog configuration options display.

To configure syslog settings, refer to the following table for a description of each setting and possible values:

Table 3: Syslog Configuration Settings

Name	Possible Values	Description
Server Address	dotted-decimal IP address OR domain name string	The syslog server IP address or host name. The default value is NULL.
Server Type	None, UDP, TCP, TLS	The protocol that the phone will use to write to the syslog server. If set to None , transmission is turned off, but the server address is preserved.
Facility	0 to 23	A description of what generated the log message. For more information, see RFC 5424 . The default value is 16 , which maps to local 0.
Render Level	Debug, Event 1, Event 2, Event 3, Minor Error, Major Error, Fatal Error	This specifies the lowest class of event that will be rendered to syslog and is based on the <code>log.render.level</code> parameter.
Prepend MAC Address	Enable, Disable	If enabled, the phone's MAC address is prepended to the log message sent to the syslog server.

Configuring your Syslog Settings Using your Local Phone User Interface

This section shows you how to access the **Syslog Menu** and configure syslog settings on your phone. After you access the syslog settings from your phone's menu system, you can refer to [Table 4: Syslog Configuration Settings](#) for a description and the value of each setting.

To access the Syslog Menu:

- 1 On your phone, navigate to **Menu > Settings > Advanced** and enter the phone's administrative password (default 456), then press the **Enter** soft key.
- 2 Navigate to **Admin Settings > Network Configuration**.
- 3 Scroll down to **Syslog Menu** and press the **Select** soft key.

The **Syslog Menu** displays.

To configure syslog settings, refer to the following table for a description of each setting and possible values:

Table 4: Syslog Configuration Settings

<i>Name</i>	<i>Possible Values</i>	<i>Description</i>
Server Address	dotted-decimal IP address OR domain name string	The syslog server IP address or host name. The default value is NULL.
Server Type	None, UDP, TCP, TLS	The protocol that the phone will use to write to the syslog server. If set to None , transmission is turned off, but the server address is preserved.
Facility	0 to 23	A description of what generated the log message. For more information, see RFC 5424 . The default value is 16 , which maps to local 0.
Render Level	0 to 6	This specifies the lowest class of event that will be rendered to syslog and is based on the <code>log.render.level</code> parameter.
Prepend MAC Address	Enabled, Disabled	If enabled, the phone's MAC address is prepended to the log message sent to the syslog server.



Trademarks

©2012, Polycom, Inc. All rights reserved.

POLYCOM®, the Polycom "Triangles" logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to VoiceDocumentationFeedback@polycom.com.



Visit support.polycom.com for software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.