

Protect Your ShoreTel from Bad Passwords

By Joe Hamilton

Password Detection

All it takes is one lazy password. Don't let your private business data be compromised. Take advantage of ShoreTel's Simple Password Detection Tool to scan your entire system and flag users with easy-to-guess passwords, before the bad guys do!

The tool is run on the ShoreTel HQ server. Users with Administration rights, or our ShoreTel Technicians can use it to detect and correct weak voicemail passwords and web conference access codes (PINs) by forcing users to change them the next time they login.

Fraud Detection

When your ShoreTel Call Detail Record (CDR) reports show repeated calls made to international countries, hackers may be using your voice mail system to accept collect calls without your knowledge. Reports showing a single, short duration call to a voice mailbox followed by a series of international or long-distance calls is a sign that your PIN number may have been compromised.

Improve Your Security

- When creating a new user, assign more complex PINs and avoid PINs with simple patterns, like 1111 or 4321, etc.
- Increase voicemail PIN length to at least 6 digits, system wide: greater PIN length creates more number combinations.
- Check Call Detail Records regularly to detect any unusual activity. If your business does not require international dialing, restrict the relevant user group to local and long distance calls only.
- Enable email alerts for system event ID 1113 for repeated Voicemail login access failures.

Having trouble running reports or need assistance? Don't hesitate to reach out to us.