Microsoft Skype for Business Deployment Guide

Hiding Sensitive Data

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Contents

T-Server and Connector for Skype for Business components can print customer sensitive information in log files in:

- CTI link messages (both components)
- T-Library messaging (T-Server component)
- Specific debug information added for troubleshooting

The sensitive content includes:

- User Data in T-Events
- Content of Collected Digits
- Instant messages
- Treatment prompts

T-Library messaging

The option that controls whether potentially sensitive data is printed in the T-Server log file is hide-sensitive-data, which is configured in the **[TServer]** section of the T-Server Application. The default value of this option is `true`, meaning that the following sensitive data will be hidden in the T-Server log file:

- AttributeCollectedDigits, AttributeLastDigit, AttributeDTMFDigits, AttributeTreatmentParms will be hidden in T-Library requests and events.
- The headers "Data" and "Treatment-Params" will be hidden in CTI link messages. Instead of printing the actual data transmitted between T-Server and Connector, the log file will contain a string: `****` (`length:`*nn*`)`, where *nn* is the length of the original data.

This feature can be disabled by setting the option value to `false`.

CTI Message Headers

The CTI messages used by T-Server and Connector contain various Microsoft Lync TServer Protocol (MLTP) message headers. The Connector can be configured with a list of MLTP message headers that might contain potentially sensitive data and should not be printed in the log file. Instead of printing the actual data transmitted between T-Server and Connector, the log file will contain a string: `****` (`length:`*nn*`)`, where *nn* is the length of the original data.

To hide message headers, in the Annex tab of the Switch configuration object, in the **[log]** section, set the **hide-header** option to a comma-separated list of MLTP message headers that must not be printed in the log file.

For example:

```
[mslync] handle MLTP message
PARTY_CREATED * MLTP/1.0
media: voice
from: sip:user1@domain.com
to: sip:user21@domain.com
party-state: ALERTING
```

If **hide-header**=media,from,to,party-state, the following would be printed instead in the log file:

```
[mslync] handle MLTP message
PARTY_CREATED * MLTP/1.0
media: **** (length:5)
from: **** (length:21)
to: **** (length:21)
party-state: **** (length:8)
```