



CylancePROTECT

Critical Issue Advisory

Configured SIEM systems were not receiving syslog messages from the CylancePROTECT console in the US region

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Configured SIEM systems were not receiving syslog messages from the CylancePROTECT console in the US region

Summary

Tenants located in US (USE1 region) were not receiving syslog messages to their configured Security Information Event Management (SIEM) system on April 16th, 2021.

Impact

SIEM systems were not retrieving logs from the CylancePROTECT console. Administrators might have received the following email message:

WARNING: You are receiving this email because you have been identified as a current CylancePROTECT Console administrator for your organization. Due to excessive undeliverable syslog messages to your server, your syslog configuration may be disabled. Immediate action is required to prevent interruption of your CylancePROTECT syslog service. Please review the state of your syslog server and ensure it is ready to accept incoming syslog messages from Cylance. The most recent delivery error is: No such device or address. If the problem persists, CylancePROTECT syslog integration will be temporarily disabled. If that happens, you will need to log into the CylancePROTECT Console and re-enable syslog messaging.

Resolution

This issue has been resolved.

Additional Information

Administrators might need to re-enable syslog messaging in the console (Settings > Application > Syslog/SIEM).

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