Unwanted Internet Requests

Over the last two days, Samsung BCS Technical Support has received numerous calls reporting **Internet requests from unwanted sources**. Is these requests are allowed to reach OfficeServ systems, they can have the effect of causing the systems to continually attempt to reboot.

Our analysis shows that these requests are using SNMP protocol, originating from several IP sources and are directed to targeted public IP addresses.

If you have customers that have been affected by this trouble, you can address it using the following options:

- **Disconnect the system from the Internet**
- **Re-assign the Public IP address (This might be a temporary solution as the new address may become a future target)**
- **Set firewall settings to isolate the OfficeServ system from SNMP traffic (ports 161 and 162)**

Please be aware that Samsung cannot be responsible for unwanted Internet requests. You should consider the security of your installed systems to be a high priority. Make sure any system connected to the Internet is properly protected behind a firewall.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com