



KMBS Direct

bizhub SECURE

bizhub SECURE HC

bizhub SECURE Platinum

AccurioPro SECURE

**Including: A4 Printers and
Production Print**



What's new for bizhub SECURE?



New AccurioPro SECURE label included.

The eligible model matrix has been updated.

The following pages include information for all eligible Konica Minolta equipment.

bizhub SECURE - Topics

- What is bizhub SECURE (HDD/SSD)?
- What is bizhub SECURE (HC & Platinum)?
- How does a tech know a machine requires setup?
- What do we need from the customer?
- What are the machine requirements?
- What steps does a tech need to do to complete the setup?
- What steps are needed when replacing the HDD?
- How can a manager ensure that the setup has been completed?
- How does a tech receive support if needed?

What is bizhub SECURE (HDD/SSD)?

- A Professional Services offering from Konica Minolta
- A group of settings that ensures the customers data is protected and unreadable
- Secures the data on the HDD/SSD permanently with 20 character pass-phrases
- Administrator controlled security settings

NOTE: Once encrypted, the HDD/SSD can only be reformatted not “unencrypted”

What is bizhub SECURE HC & Platinum?



- bizhub SECURE HC & Platinum builds on the current bizhub SECURE HDD/SSD settings and adds additional security and authentication settings
- These additional settings brings the MFP up to HIPAA security standards

Request for Setup

- The technician will receive a service request on in the GCS Dashboard requesting either:
 - bizhub SECURE
 - "bizhub Secure Security Measures must be enabled"
 - bizhub SECURE Healthcare
 - "bizhub Secure Security Measures HC must be enabled"
 - bizhub SECURE Platinum
 - "bizhub Secure Platinum Security Measures must be enabled"
- This information will be viewable in the notes section.

USA
Work Order Information
Priority: High
Job Type: Service
Contact Name: MARY
Contact Phone: 972 925 3549 # #
Suite/Tenant: STE 100
Note:
* Please call customer with ETA ASAP!*
* 07/26/2011 12:03:31 W. Patterson (WPATTERS)
* Bizhub Secure Security Measures must be enabled at customer site. Us Part # BIZHUBSECURE upon completion *
Job Scope
Creation Date: 2011-07-26T11:03:31+05:00
PJ10 - Paper Jam

What does the customer supply?

- The customer does not need to supply specific information to setup bizhub SECURE.
- They can supply the following information:
 - Unique Administrator Password
 - Encryption Passphrase
 - HDD/SSD Lock Passphrase
 - Auto Deletion Thresholds
 - Overwrite Modes

NOTE: The customer is responsible for retaining changed passwords and passphrases. Konica Minolta will not retain this information.

The machine can always be reset to factory default by a KM Service Technician, if needed.

Eligible Models & Requirements



bizhub Office A3 Models	Requirements
222/282/362	HD-504 & SC-504
223/283	HD-516
227/287/308/308e/363/364e/368/368e/423/454e/458 458e/552/554e/558/558e/652/654/658e/654e/754/754e 808/958	Standard with Equipment
361/421/501	HD-509 & SC-505
601/751	HD-510 & SC-506
C203/C253/C353/C451/C550/C650	SC-503
C220/C224/C224e/C227/C250i/C258/C280/C284/C284e C287/C300i/C308/C360/C360i/C364/C368/C364e/C452 C454/C454e/C458/C552/C552DS/C554/C554e/C558 C652/C652DS/C654	Standard with Equipment
bizhub A4 Printer Models	Requirements
4050/4052/4750/4752	Standard with Equipment
C3350/C3351/C3351i/C3850/C3851FS/C4050i	Standard with Equipment
Production Print Models	Requirements
Color - C3070/C3070L/C3080/C3080P/C6085/C6100 Mono - 1100/2250P/6120/6136/6136P	Standard with Equipment

Options
 HD-xxx = Hard Drive
 SC-xxx = Encryption Kit

bizhub SECURE Features Comparison

Function List by Model	bizhub A3 office models	Older Mono A4 models	Newer Mono A4 models (4052/4752 forward)	Older Color A4 models	New Color A4 models (C3351 forward)	Production Print
Change Administrator password	Yes	Yes	Yes	Yes	Yes	Yes
Enable Hard Drive Encryption	Yes	Yes	Yes	Yes	Yes	Yes
Timed automatic overwrite / deletion of a file in an electronic folder (Box)	Yes (Overwrite)	Yes (Deletion)	Yes (Deletion)	Yes (Deletion)	Yes (Deletion)	Yes (Overwrite)
Automatic Overwrite of temporary image data	Yes	No	Yes	No	Yes	Yes
Hard Drive Lock Password	Yes	No	Yes	No	Yes	Yes
End of Life hard drive overwrite	Yes	Yes	Yes	Yes	Yes	Yes

Steps - High Level (bizhub SECURE Standard)

1. bizhub SECURE setup request received
2. Change default Admin password
(Optional - If supplied by the customer)
3. Back-up HDD if machine is in operation
(office only)
4. Enable functions & settings
 - a. Encryption Key (use password generator)
 - b. Overwrite HDD Data or Temporary Data (office & PP)
 - c. HDD Lock Password (use password generator)(office & PP)
 - d. User Box - Secure Box Auto Deletion
5. Re-install Movie Data files (select office only)
6. Restoring HDD Back-up copy (office only)
7. Affix bizhub SECURE Lock Label
8. Debrief part number "bizhubsecure"



Service Call is created

Secures Access to Administrator Functions

Not needed on new installations

Encrypts HDD Data - Passphrase Protected

Overwrites Data once job is printed

Locks HDD - Passphrase Protected

Auto Deletes Jobs - Admin. Settable

Re-installs Movie Data files deleted by the HDD format

If backed up in step 3

Finalize Installation

Steps - Settings - Office A3 MFPs (bizhub SECURE HDD)

Step	Tech Rep Mode	Settings	Default	Function
2	(Enhanced Security Mode) Stop-0-Clear	Administrator Password -> Enter New Password -> END	12345678	Secures Access to Administrator Functions (if supplied by the customer)
Step	Back-up of HDD			
3	This step should only be performed if this machine is currently being used by the customer and contains stored information, addresses, one-touch locations, etc. Please refer to the attached appendix A for the procedure to install the Back-up Utility on your Laptop and back-up a copy of the HDD.			
Step	Utility/Counter -> Administrator Settings -> Input Admin Psword	Settings	Default	Function
4.a	Security Settings	HDD or Storage Management Settings -> HDD Encryption Setting -> Yes -> OK Enter 20 Character Passphrase twice -> OK after each entry Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Use passphrase generator	Encrypts HDD Data - Passphrase Protected (You may need to reload the Movie Data, it is available for download from the Special Firmware section in the download selector)
4.a	Security Settings	HDD or Storage Management Settings -> HDD Encryption Setting -> HDD Format -> Yes -> OK Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)		
4.b	Security Settings	HDD or Storage Management Settings -> Overwrite Temporary or HDD Data -> Yes - Select Mode -> Select Priority -> OK -> Yes - OK - Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Mode 2 - Overwrite Priority	Overwrites Data once job is printed
4.c	Security Settings	HDD or Storage Management Settings -> HDD Lock Password Enter 20 Character Passphrase twice -> OK after each entry Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Use passphrase generator	Locks HDD - Passphrase Protected
4.d	System Settings -> User Box Settings -> Auto Delete Secure Documents	Specify Date / Time -> Select Time or Day -> OK	1 Day	Auto Deletes Secure Print Jobs
4.d	System Settings -> User Box Settings -> Encrypted PDF Delete Time	Specify Date / Time -> Select Time or Day -> OK	1 Day	Auto Deletes Encrypted PDF Print Jobs
4.d	System Settings -> User Box Settings -> Document Delete Time Settings	Specify Date / Time -> Select Time or Day -> OK	1 Day	Auto Deletes Documents
4.d	System Settings -> User Box Settings -> ID & Print Delete Time	Specify Date / Time -> Select Time or Day -> OK	1 Day	Auto Deletes ID & Print Times (Only available if enabled by Administrator)
Step	Tech Rep Mode	Settings	Function	
5	System 2	Install Data -> Movie Data -> Set -> Start Key -> Results "OK" -> End	Re-installs Movie Data files (Animation) (Select models) (Connect UBS Thumb Drive after machine powers up)	
Step	Restoring HDD Back-up copy			
6	This step should be only performed if step 3 was completed to back-up the customer's data. Please refer to the attached appendix A for the procedure to restore the back-up copy of the HDD.			

Steps - Settings - A4 Printers (bizhub SECURE HDD)



KONICA MINOLTA

Step	Admin Mode	Settings	Default	Function
2		Security Settings (page 2) -> Administrator Password -> Enter Current Password -> Enter new password twice -> OK	12345678	Secures Access to Administrator Functions (if supplied by the customer)
4.a	Menu -> Utility -> Administrator Settings -> Enter Administrator Password -> OK	Security Settings (page 2) -> HDD Settings -> HDD Encryption Settings -> On -> OK -> Start -> OK -> Value -> Enter 20 Character Passphrase -> OK -> OK -> Printer Reboots	Use passphrase generator	Encrypts & Formats HDD Data - Passphrase Protected
4.d		System Settings -> Folder Settings -> Document Delete time Settings -> Time Settings -> Select Preset Time -> OK	1 Day	Auto Deletes Documents

Steps - Settings - Office A3 & A4 "i" Series MFPs (bizhub SECURE HDD/SSD)



Step	Admin Mode	Settings	Default	Function
2	Utility -> Administrator -> Administrator Password -> Security	Administrator Password Setting -> "Check" Password is Changed -> Enter New Password twice -> OK	12345678	Secures Access to Administrator Functions (if supplied by the customer)
Step	Back-up of HDD			
3	This step should only be performed if this machine is currently being used by the customer and contains stored information, addresses, one-touch locations, etc. Please refer to the attached appendix A for the procedure to install the Back-up Utility on your Laptop and back-up a copy of the HDD/SSD.			
Step	Utility -> Storage Management -> Input Admin Password	Settings	Default	Function
4.a	Encryption Settings -> Main Storage	Encrypt Main Storage -> Yes -> OK -> 20 Characters -> OK Enter 20 Character Passphrase twice -> OK Power cycle the machine (Main off, 10 sec. Main on) Message to re-format storage is displayed	Use passphrase generator	Encrypts HDD/SSD Data - Passphrase Protected (You may need to reload the Movie Data, it is available for download from the Special Firmware section in the download selector)
4.a	Encryption Settings -> Main Storage -> Format	Format -> Yes -> OK Power cycle the machine (Main off, 10 sec. Main on)		Locks HDD/SSD - Passphrase Protected
4.c	Storage Lock Password	Enter 20 Character Passphrase twice -> OK Power cycle the machine (Main off, 10 sec. Main on)		
4.d	System Settings -> User Box Settings -> Delete Time Settings	Set by Administrator (Scroll down) Select Day -> OK	1 Day	Auto Deletes User Box
4.d	System Settings -> User Box Settings -> Delete Time Settings	Select: Auto delete Secure Document and Encrypted PDF Delete Time Setting -> OK	1 Day	Auto Deletes Secure Print and Encrypted PDF Documents
4.d	System Settings -> User Box Settings -> Delete Time Settings	ID & Print Delete Time -> OK	Always Delete	Auto Deletes ID & Print Times
Step	Restoring HDD/SSD Back-up copy			
6	This step should be only performed if step 3 was completed to back-up the customer's data. Please refer to the attached appendix A for the procedure to restore the back-up copy of the HDD/SSD.			

Steps - Settings - Production Print (bizhub SECURE HDD)

Step	Utility/Counter	Settings	Default	Function
2	Administrator Setting -> Security Setting	Administrator Password -> Enter New Password -> OK -> OK	12345678	Secures Access to Administrator Functions (if supplied by the customer)
Step	Service Mode	Settings	Default	Function
These settings must enabled first: User Authentication/Account Track :ON Open API Setting—SSL Setting button must be displayed. Security Setting -> Security Details -> Prohibited Functions When Authentication Error -> Release Time Settings: 5 minutes or longer				
4.	Administrator Setting	Administrator Authentication -> Authentication	On	Turns on Manager Authentication
4.	CS Setting	CE Authentication -> Authentication	On	Turns on CE Authentication
If the Enhanced Security Setting button remains grayed out after enabling the Admin password and the CE Authentication password, select the HDD Management Setting button and select the Delete Hold Job button. Delete all of the jobs being held and reboot the MFP.				
4.	System Setting -> Software DIPSW Setting	C3080 Series : DIPSW 3-7 All other models: DIPSW 40-0	1	Disables "Carrying over the job for next day"
		DIPSW 15-5	0	Disables vCare
		All models except C3080 series: DIPSW 16-7	0	Disables uses of main body NIC for vCare
4.	Utility / Counter -> Administrator Setting -> Enter Password	Security Setting -> Security Strengthen Mode -> Yes	On	Enables Security Strengthen mode or Enhanced Security Mode
Note: If vCare is enabled and also set to use the machine NIC or if the removable HDD (RH-101) is installed , the Security Strengthen mode will not be selectable.				
4.	Utility / Counter -> Administrator Setting -> Enter Password -> Security Setting -> HDD Management Setting	Change HDD Lock Password -> Current Password (default main body serial number) -> New Password -> Check Input -> OK -> OK	Use passphrase generator	Enables HDD Lock Password
		HDD Encryption Setting -> OK	On	Enabling HDD Encryption
		Delete Temporary Data Erase Mode -> Power Cycle Machine	On Mode 2	Enabling Delete Temporary HDD Data
		Delete All Data -> Deletion Execute -> Return	Mode 2	Deletes All HDD Data

Steps - High Level (bizhub SECURE HC & Platinum)

1. bizhub SECURE HC or Platinum setup requested
2. Perform all bizhub SECURE HDD settings
3. Enable HC or Platinum additional functions & settings
 - a. User Authentication (highly recommended but not mandatory, discuss with customer)
 - b. Disable Services, Protocols and Ports
 - c. Enable SSL Settings
 - d. Enable Account Auto Logout
 - e. Password Rules (office only)
 - f. Limit the amount of unsuccessful logins (office only)
 - g. Enables Job Logs
 - h. Restrict Auto Overwrite

Service Call is created

All bizhub SECURE HDD settings set

Enables User Authentication

Disables Services, Protocols and Ports

Enables SSL Settings

Protects Access from Unauthorized Users

Enables 16 Character Passwords

Locks Out Unauthorized User Access

Logs Jobs for Future Review

Prevents Auto Overwrite of Job Logs

Finalize Installation

4. Affix bizhub SECURE HC or Platinum Lock Label
5. Debrief part number "bizhubsecure"



Steps - Settings - Office A3 MFPs (bizhub SECURE HC or Platinum settings)



Step	PageScope -> Admin. Mode -> Security	Settings	Default	Function
3.a	Authentication	User Authentication -> Device or External Server -> Apply	Device	Enables User Authentication
Step	Utility/Counter -> Administrator Settings -> Input Admin Password	Settings	Default	Function
3.b	Network Settings -> FTP settings	FTP TX Settings -> Off -> OK FTP Server settings -> Off -> OK	On	Disables FTP Protocols
Step	PageScope -> Admin. Mode -> Security	Settings	Default	Function
3.c	New Registration	Create and Install self-signed Certificate -> OK Enter customer information Validity Period -> 3650 -> OK	3650	Enables SSL Settings
3.c	PKI Settings -> SSL Setting	Mode using SSL/TLS -> Admin. Mode and User Mode Encryption Strength -> AES-256, 3DES-168 -> OK	See settings on left	Sets SSL Setting
3.d	Auto Logout	Admin. Mode Logout Time -> 10 Minutes User Mode Logout Time -> 10 Minutes	10 Minutes	Enables Account Auto Logout
Step	Utility/Counter -> Administrator Settings -> Input Admin Password	Settings	Default	Function
3.e	Security Settings -> Security Details	Password Rules -> On	On	Enables 16 Character Passwords Defaulted to "On" for 4 & "e" series MFPs
3.f		Prohibited Functions When Authentication Error -> Mode 2	Mode 2	Limits the amount of unsuccessful logins
3.g		Job Log Settings -> Yes	Yes	Turns on Job Logs and
3.h		Overwrite -> Restrict -> Power cycle MFP	Restrict	Restricts Auto Overwrite



Steps - Settings - A4 Printers (bizhub SECURE HC or Platinum settings)

Step	PageScope -> Admin. Mode	Settings	Default	Function
3.a	Security -> Authentication	User Authentication -> Device or External Server -> Apply	Device	Enables User Authentication
3.b	Security -> IP Address Filtering	Access Permission Address -> Disable Access Refuse Address -> Disable	Disable	Disables Services, Protocols and Ports
	Security -> IPsec	General Settings -> Disable	Disable	
	Security -> IEEE802.1X	IEEE802.1X -> Disable	Disable	
	Network -> HTTP Settings	HTTP Server Settings -> Disable	Disable	
	Network -> FTP Settings	FTP Server Settings -> Disable	Disable	
	Network -> Bonjour Settings	Bonjour Settings -> Disable	Disable	
3.c	Security -> PKI -> Device Certificate -> New Registration	Create a self-signed Certificate -> Next Enter customer information Validity Period -> 3650 -> Apply	3650	Enables SSL Settings
	Security -> SSL/TLS Settings	SSL/TLS -> Enable Encryption Strength -> AES-256, 3DES-128 All four SSL/TLS boxes checked -> Apply	See settings on the left	
3.d	Security -> Auto Logout	Admin Mode Logout Mode -> 10 User Mode Logout Time -> 10	10	Admin & User Account Auto Log Off
3.g 3.h	System -> Job Log	Job Log Settings -> All four logs Enabled Overwrite Setting -> Do not Overwrite -> Apply	See settings on the left	Enables MFP Audit logs

Steps - Settings - Office A3 & A4 MFPs "i" Series

(bizhub SECURE HC or Platinum settings)

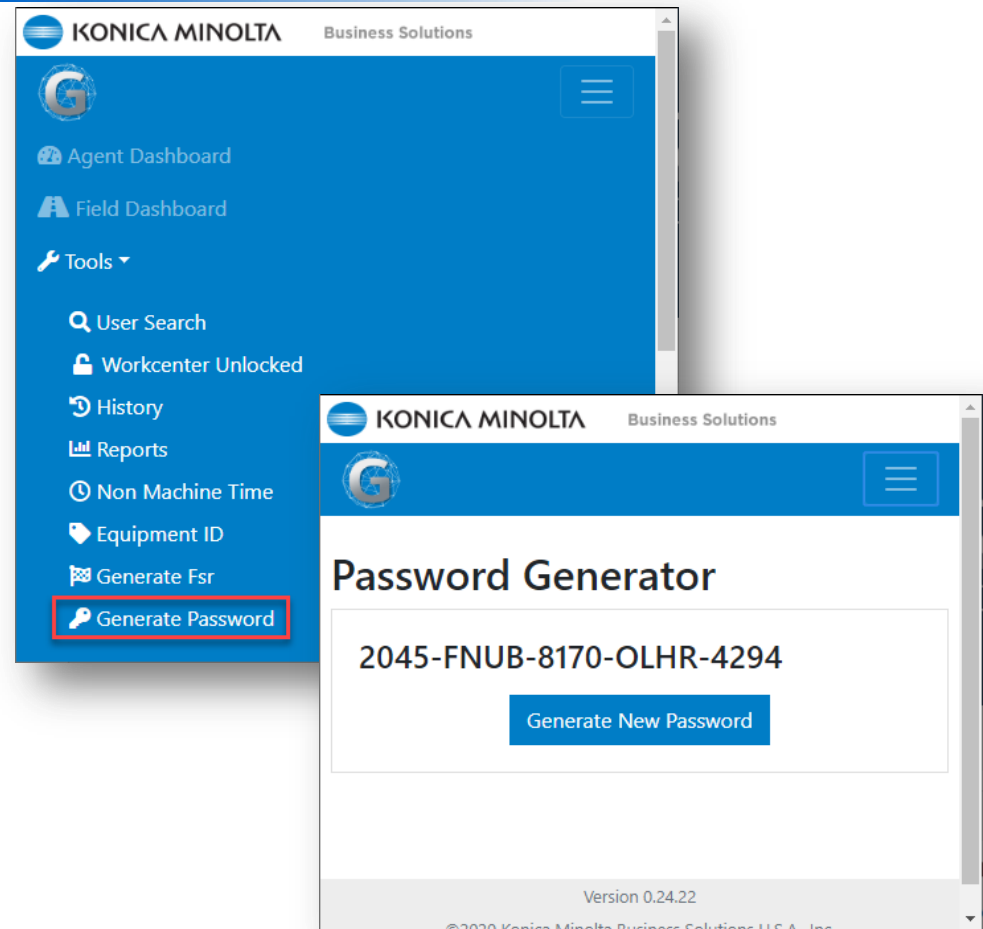


Step	Web Connection via IP Address -> Login to Admin Mode	Settings	Default	Function
3.c	Security -> PKI Settings -> Device Certificate Settings -> Enable SSL Version	Device Certificate Settings -> New Registration -> Create and install a self-signed Certificate -> OK Enter local client information -> OK	Local Client Information	Enabling SSL/TLS for HTTPS & Disabling FTP Protocols
		Mode using SSL/TLS Encryption Strength SSL/TLS -> OK	Admin. Mode and User Mode AES-256, 3DES-168 TLSv1.2 only	
3.b	Network -> FTP Settings	FTP TX Settings	Off	Disables FTP Server Settings
3.d	Security -> Auto Logout ->	Admin. Mode Logout Time User Mode Logout Time	10 Minutes 60 Minutes	Enables Account Auto Logout
Step	Admin Mode	Settings	Default	Function
3.g 3.h	Utility -> Administrator -> Administrator Password -> Security -> Job Log Settings	Job Log Usage Set -> Enable Overwrite -> Restrict OK	Enable Restrict	Enabling Audit Logs and Restricts Auto Overwrite

Passphrase Generator

When a Passphrase is not supplied by the customer:

- Navigate to tools section of the “GCS Field Dashboard”
- Click on “Generate Password”
- Generate a random passphrase for:
 - Encryption
 - HDD/SSD locking



For non KM Direct techs please use:

<https://my.norton.com/extspa/passwordmanager?path=pwd-gen>



Stickers

Stickers can be ordered from Part Services using Part Numbers:

SECURELABEL for bizhub
SECURE HDD/SSD

SECURELABELHC for bizhub
SECURE HC

SECURELABELPLT for bizhub
SECURE Platinum

SECURELABELACCPRO for
AccurioPro SECURE

qty. 1 = 1 roll of 50 labels

The sticker should be applied neatly and straight with the bottom edge no less than 2" above the bizhub logo



What steps are needed when replacing the HDD?

After replacing the HDD and you power the MFP up you will see the request for the HDD password. KMBS does not save the customers HDD Encryption & HDD Lock passwords.

To resolve this issue you must do a physical & logical format of the HDD in service mode before resetting up bizhub SECURE. (steps included on the next page)

If you are unable to achieve these steps you will have to initialize the MFP first, then install the HDD in service mode and finally re-setup bizhub SECURE.

HDD Format Settings & Initialization Settings



Office A3 - Format Settings

Tech Rep Mode (Service Mode)	Settings	Function
State Confirmation -> Memory/HDD Adj. -> HDD Format	Physical Format -> Start Key -> Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Performs Physical Format (Full) (approx. 1 ½ hrs.)
	Logical Format -> Start Key -> Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Performs Logical Format (Quick) (approx. 10 min.)
Setup bizhub SECURE		

Office A3 - Initialization Settings (Only if above process does not work)

Tech Rep Mode (Service Mode)	Settings	Function
System 1-> Initialization	Clear All Data -> Start Key -> Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Clears all setting data
System 2 -> HDD	Installed -> Power cycle the machine (Sub, Main off, 10 sec. Main , Sub on)	Reinstalls the HDD (MFP recognizes the HDD)
Setup bizhub SECURE and any settings that were cleared (network, email, etc.)		

A4 Printers - Format Settings

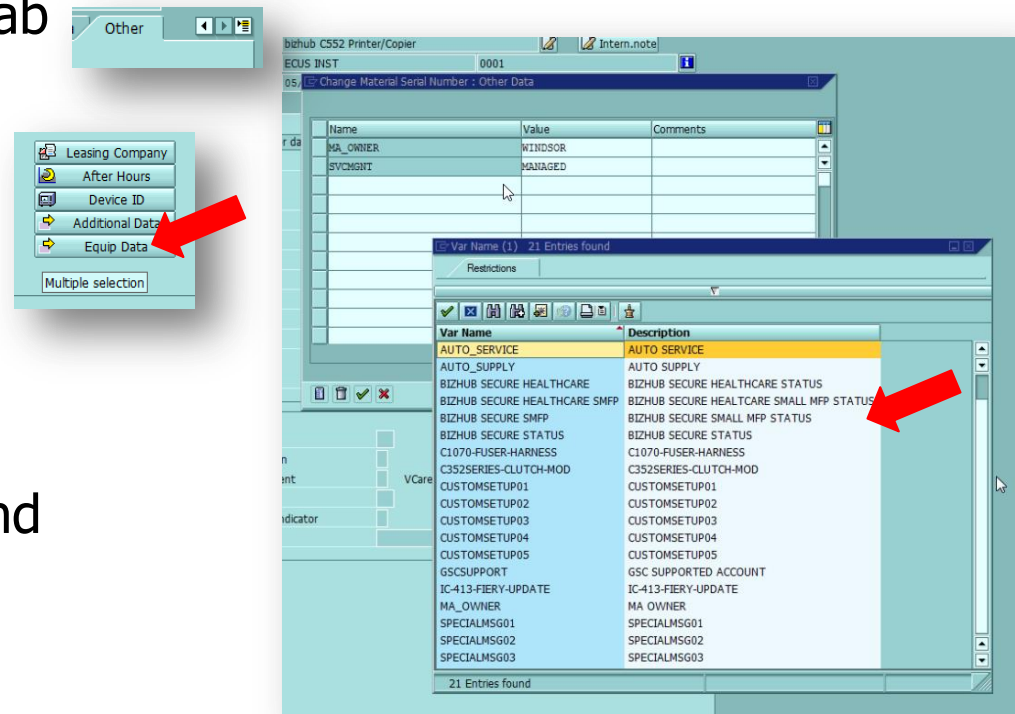
Tech Rep Mode (Service Mode)	Settings	Function
Extra Service Mode	HDD Format	Performs Physical Format (Full)
Setup bizhub SECURE		

A4 Printers - Initialization Settings (Only if above process does not work)

Administrator Mode	Settings	Function
Security Settings	Security Details -> Initialize -> Restore System -> OK (Machine reboots when complete)	Restores System to Defaults
Setup bizhub SECURE and any settings that were cleared		

Updating Equip record

- Use transaction IE02 or IQ02
- Navigate to the "Other" tab of the equipment record
- Tap on the Equip Data button
- To add the flex field, tap into the Name field, tap variant icon, tap flag to select the relevant one and tap the green checkmark



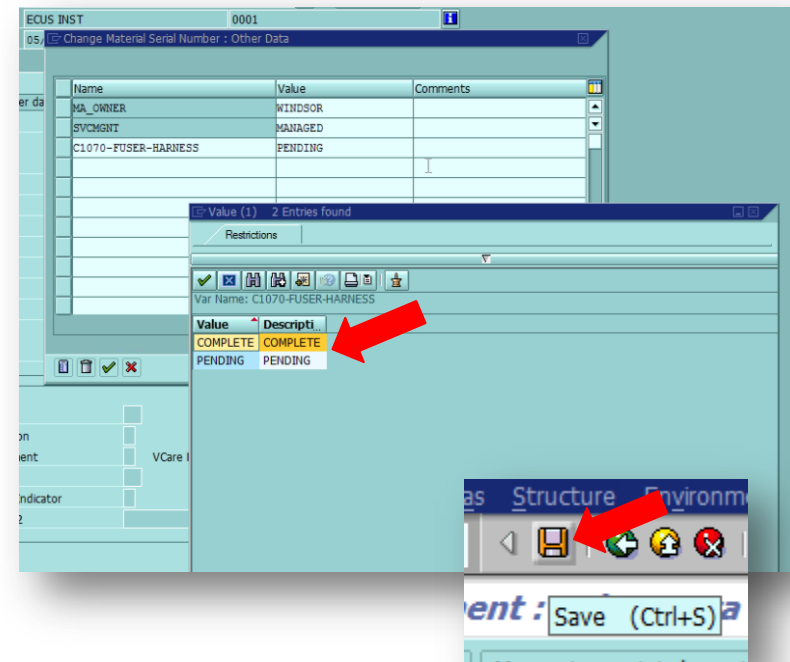
The screenshot shows the 'Other' tab of the equipment record update interface. A red arrow points to the 'Equip Data' button in the left-hand menu. Another red arrow points to the 'AUTO_SERVICE' entry in the list of variable names.

Name	Value	Comments
MA_OWNER	WINDSOR	
SVCMSG01	MANAGED	

Var Name	Description
AUTO_SERVICE	AUTO SERVICE
AUTO_SUPPLY	AUTO SUPPLY
BIZHUB SECURE HEALTHCARE	BIZHUB SECURE HEALTHCARE STATUS
BIZHUB SECURE HEALTHCARE SMFP	BIZHUB SECURE HEALTHCARE SMALL MFP STATUS
BIZHUB SECURE SMFP	BIZHUB SECURE SMALL MFP STATUS
BIZHUB SECURE STATUS	BIZHUB SECURE STATUS
C1070-FUSER-HARNESS	C1070-FUSER-HARNESS
C352SERIES-CLUTCH-MOD	C352SERIES-CLUTCH-MOD
CUSTOMSETUP01	CUSTOMSETUP01
CUSTOMSETUP02	CUSTOMSETUP02
CUSTOMSETUP03	CUSTOMSETUP03
CUSTOMSETUP04	CUSTOMSETUP04
CUSTOMSETUP05	CUSTOMSETUP05
GSCSUPPORT	GSC SUPPORTED ACCOUNT
IC-413-FIERY-UPDATE	IC-413-FIERY-UPDATE
MA_OWNER	MA OWNER
SPECIALMSG01	SPECIALMSG01
SPECIALMSG02	SPECIALMSG02
SPECIALMSG03	SPECIALMSG03

Updating Equip record

- Once a flex field flag is selected, the initial value must be assigned
- Tap into Value field, tap variant icon and select the initial value (usually Pending)
- This process can also be used to update an existing flag on a record. EXAMPLE: vCare has been checked and corrected, so the manager updates the CheckVCare flag value from Pending to Verified
- Make sure to Save record when done updating



Support

- Local specialist – Know your peers
- Level 2 Tech Line: 866-211-6148
 - 8am-8pm EST/ M-F
 - Have the Equipment ID
 - OR-
 - SAP Notification Number

- bizhub SECURE:
 - A Professional Service offering that can now be sold post-sale
 - An incentive program has been developed where technicians, integrators and specialists can offer bizhub SECURE to their customers during the normal service call process
 - Technician initiated install process is available on the Service Planning Google site

<https://sites.google.com/a/kmbs.konicaminolta.us/service-planning-support/bizhub-secure>