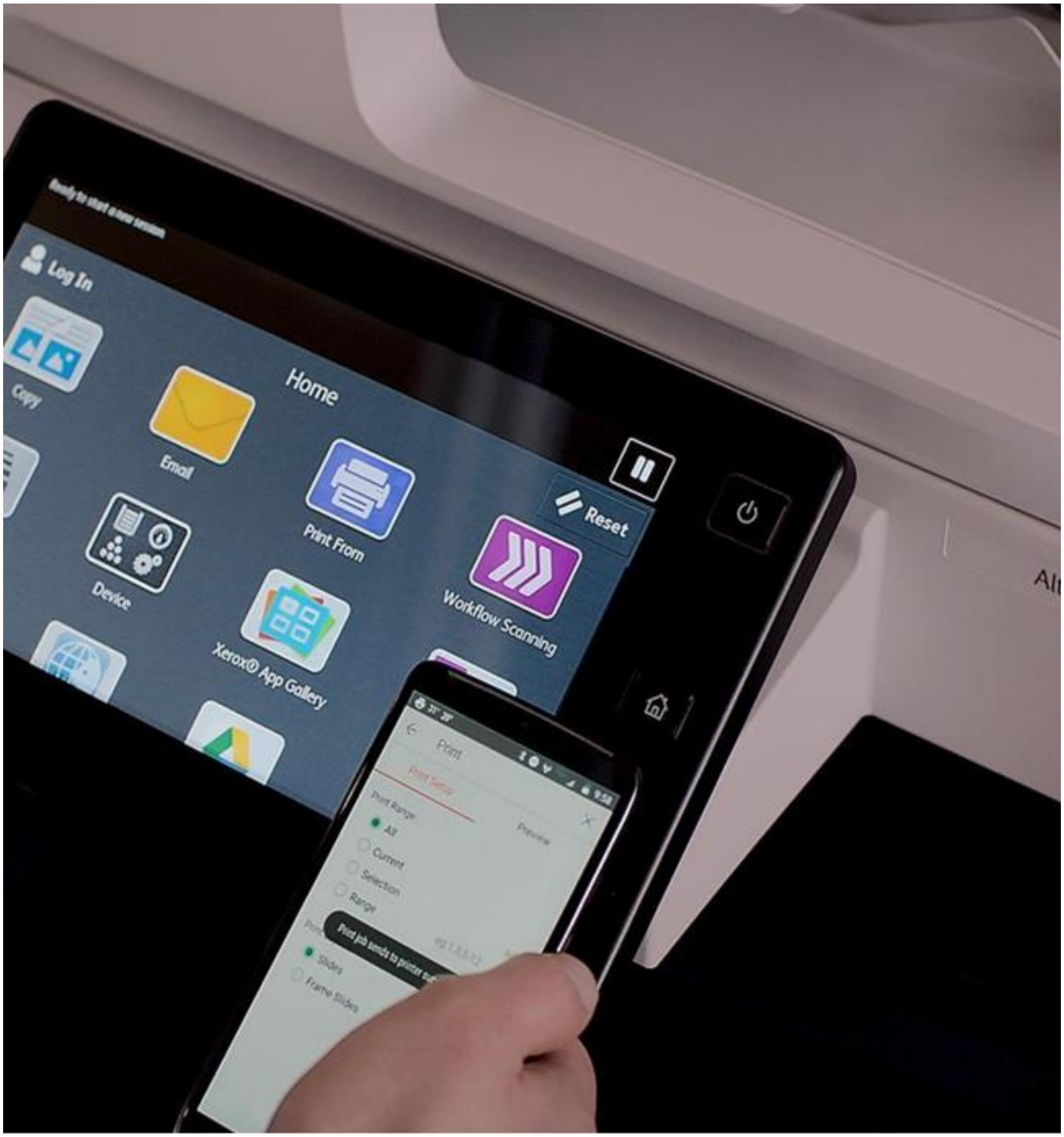
# Security Guide

Xerox® Scan with Print App



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# Contents

# 1. Introduction

## Purpose

Xerox® Scan with Print is a Xerox Gallery App that allows users to scan a document and output it to several destinations, all at once. Destinations include email, SFTP, or SMB. You can even print copies of your scan without having to re-scan. The app includes useful features like Job Split, which can split a multi-page document by any number of pages and then output the resulting files to email or an external SFTP server. The option to save frequently used settings with the Save Preset feature can help save time and reduce frustration when scanning or printing a document multiple times a day.

The purpose of the Security Guide is to disclose information for Xerox® Scan with Print App with respect to device security. Device security, in this context, is defined as how data is stored and transmitted, how the product behaves in a networked environment, and how the product may be accessed, both locally and remotely. This document describes design, functions, and features of Xerox® Scan with Print App relative to Information Assurance (IA) and the protection of customer sensitive information. Please note that the customer is responsible for the security of their network and Xerox® Scan with Print App does not establish security for any network environment.

This document does not provide tutorial level information about security, connectivity, or Xerox® Scan with Print App features and functions. This information is readily available elsewhere. We assume that the reader has a working knowledge of these types of topics.

## Target Audience

The target audience for this document is Xerox field personnel and customers concerned with IT security. It is assumed that the reader is familiar with the apps; as such, some user actions are not described in detail.

## Disclaimer

The content of this document is provided for information purposes only. Performance of the products referenced herein is exclusively subject to the applicable Xerox Corporation terms and conditions of sale and/or lease. Nothing stated in this document constitutes the establishment of any additional agreement or binding obligations between Xerox Corporation and any third party.

# 2. Product Description

## Overview

Xerox® Scan with Print App consists of one primary workflow:

- Scan to one or more destinations (email, SFTP, SMB), and at the same time, print a copy of the scanned document

The app and workflow facilitate a combination of the following steps:

- App components and hosting
- Configuration
- Multiple scan destinations
- Email
- Print (the scanned document)
- Scan
- Save Presets
- Logging
- SNMP & Device Webservice Calls

### App components and hosting

Xerox® Scan with Print App consists of five key components: the EIP web app, the EIP weblet, the REST API, the database, and encrypted blob storage.

The user installs the EIP weblet from the App Gallery onto a Xerox device. When a user runs the weblet, the EIP web app launches.

All components except for the EIP weblet are hosted in Microsoft Azure.

### Configuration

Before you can scan a document to SFTP or SMB, you must configure the app using App Gallery configuration. When you install the app for the first time, you'll be prompted to enter SFTP and SMB details, such as hostname, port number, username, password, and a root folder. Providing this information is optional. If you leave the SFTP fields blank, SFTP will be disabled and hidden in the app. The same logic applies to SMB.

These values are set in App Gallery configuration and are securely transmitted to the REST API. These values are temporarily persisted as a scan profile. The full list of values can be found in App Gallery.

### Multiple scan destinations

Documents with the following destinations are sent to the REST API for processing:

- Print
- Email
- External SFTP

Documents with the following destinations will be sent directly from the Xerox device:

- SMB
- Internal SFTP

Documents that use a combination of the above will use both the REST API and direct transmission from the device.

## Email

A user has the option to send their scanned document as a unique, complex embedded link in an email. The file is stored in Azure encrypted blob storage for 7 calendar days. No email configuration is required. The email will be sent from a noreply Xerox email address.

## Print (the scanned document)

A user has the option to print multiple copies of the document they scanned. The document that's scanned is temporarily stored in Azure encrypted blob storage for no more than 15 minutes.

Print jobs are retrieved via the REST API using a unique, time sensitive, single use, complex identifier.

## Scan

A user also has the option to scan to SMB and/or SFTP. The document that's scanned is temporarily stored in Azure encrypted blob storage for no more than 15 minutes.

## Save Presets

If a user would like to save their frequently used settings, they can leverage the Save Preset feature. These presets, which could contain email addresses, are stored in the database.

## Logging

Logging is persisted on the server to aid with support and application scaling. Logging is transmitted over TLS and no personally identifiable information is stored.

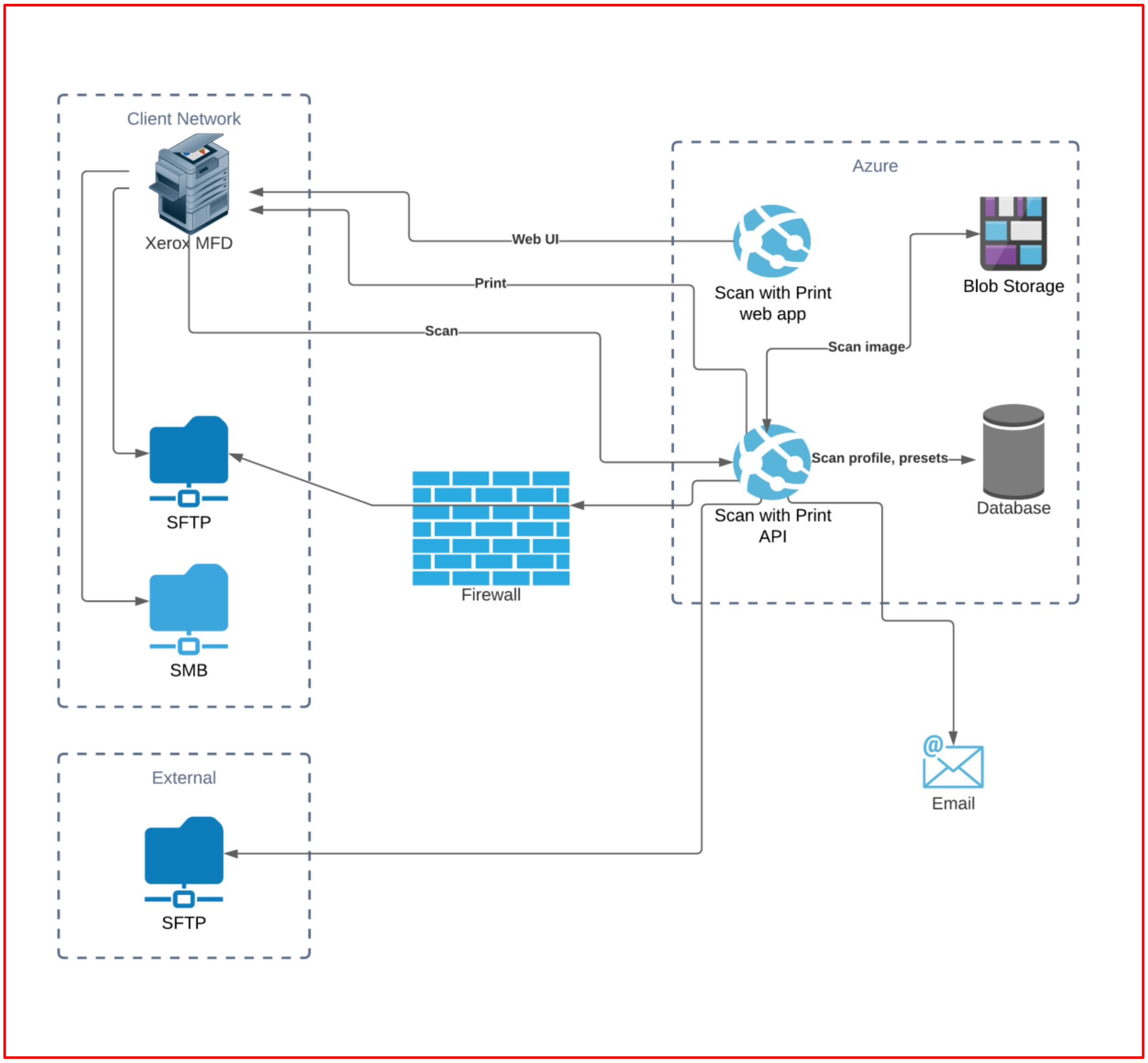
## SNMP & Device Webservice Calls

During standard usage of Scan with Print, local calls to SNMP are initiated to pull relevant details such as device language. The initiation of scan and the usage of internal graphical components are also handled through these device level web service calls.

# Architecture and Workflows

## Architecture Diagram

Below is a diagram that outlines what's being transmitted between each service.



# 3. User Data Protection

## User Data Protection within the Product

The Xerox® Scan with Print EIP web app, REST API, database, and encrypted blob storage are hosted on the Microsoft Azure Network. The EIP weblet is hosted in Xerox's App Gallery. Microsoft's Azure data center operations feature comprehensive information security policies and processes using standardized industry control frameworks, including ISO 27001, SOC 1, and SOC 2.

For a full description, please follow the link: https://docs.microsoft.com/en-us/azure/security/azure-network-security.

For more information regarding user data protection provided by the Xerox® Multifunction Device, please reference your specific model's Security Guide.

## User Data at Rest

### Data Persistence

Documents that are printed or scanned to SMB and/or SFTP are temporarily persisted in encrypted blob storage for a maximum of 15 minutes.

The scan profile is stored for the duration of the user's session. Scan profiles may also contain email targets and configuration values.

Files that are emailed will be persisted for up to 7 calendar days.

Presets, which can contain email recipients, will be stored in the database.

Azure blob storage is encrypted using 256-bit AES encryption and is FIPS 140-2 compliant.

Logging is also persisted on the server to aid with support and application scaling.

## User Data in Transit

### Secure Network Communications

The Xerox® Scan with Print EIP web app and API require that the device can communicate over port 443 outside the client's network. All communication between all aspects of the application are encrypted using HTTP Secure (TLS).

# 4. Additional Information and Resources

## Security Xerox

Xerox maintains an evergreen public web page that contains the latest security information pertaining to its products. Please see https://www.xerox.com/security.

## Responses to Known Vulnerabilities

Xerox has created a document which details the Xerox Vulnerability Management and Disclosure Policy used in the discovery and remediation of vulnerabilities in Xerox® Software and Hardware. It can be downloaded from this page: https://www.xerox.com/information-security/information-security-articles-whitepapers/enus.html.

## Additional Resources

| Security Resource | URL |
|---|---|
| Frequently Asked Security Questions | https://www.xerox.com/en-us/information-security/frequently-asked-questions |
| Bulletins, Advisories, and Security Updates | https://www.xerox.com/security |
| Security News Archive | https://security.business.xerox.com/en-us/news/ |

**Table 1 Security Resources**