XEROX SECURITY BULLETIN XRX 05-002

Vulnerability in the scanning/faxing software could, in rare circumstances, potentially expose personal information. The following software solution for the listed product will prevent this data from being disclosed to unauthorized personnel.

The software solution is provided by Xerox - Second Level Support.

Background

Under rare conditions, a fax or scan that is sent to a receiver could be inadvertently transmitted to a different addressee. This abnormality occurs only if all of the following four conditions occur:

1) When faxing (not copying), and
2) Using more than two pages of documents, and
3) When a blackout or power failure occurs while scanning the second page, and
4) When a user operates either fax or copy function for more than 9,999 times.

Product Affected:

The WorkCentre M24 with software version 1.01 or lower.

Customer Solution Process

1. North America and South America Customers should contact the Xerox Welcome Center at
   1-800-821-2797. Europe, Xerox International Group, and International Business Company Customers should contact their local Xerox Service contacts for this software solution.
2. The Work Centre M24 serial number will be required on the call.
3. Request software version 1.02.

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