Secure Installation and Operation of Your CopyCentre™ C2128/C2636/C3545 or WorkCentre™ Pro C2128/C2636/C3545

Purpose and Audience

This document provides information on the secure installation and operation of a CopyCentre™ C2128/C2636/C3545 Copier or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System. All customers, but particularly those concerned with secure installation and operation of these machines, should follow these guidelines.

Overview

This document lists some important customer information and guidelines that will ensure that your CopyCentre™ C2128/C2636/C3545 Copier or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System is operated and maintained in a secure manner.

Background

The CopyCentre™ C2128/C2636/C3545 Copier and WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System are currently undergoing Common Criteria evaluation. The information provided here is consistent with the security functional claims made in the Security Target. Upon completion of the evaluation, the Security Target will be available from the National Information Assurance Partnership website (www.niap.nist.gov), Validated Products list or from your Xerox representative.

Details

For secure installation, setup and operation of a CopyCentre™ C2128/C2636/C3545 Copier or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System please follow these guidelines:

1. Change the Tools password as soon as possible. Reset the Tools password periodically.

    Xerox recommends that you (1) set the Tools password to a minimum length of eight digits and (2) change the Tools password once a month. For directions on how to change the Tools password select the:

    - **Reference → Machine Tools → Password** tabs in the System Administration (SA) CD[1]

2. For customers concerned about document files on the Copy Controller and Network Controller hard disk drives, an Image Overwrite Security package option containing the Immediate Image Overwrite and On Demand Image Overwrite security features must be purchased and properly configured, installed and enabled. Please follow the applicable instructions contained in the **Installation → Options → Installation → Immediate Image Overwrite** and **Installation → Options → Installation → On Demand Overwrite** tabs in the System Administration CD[1] for proper installation and enablement of Immediate Image Overwrite and On Demand Image Overwrite[2], respectively.

    Notes:
    - For an Embedded Fax Send jobs, the Incomplete Jobs Queue screen does not display a status of 'Overwriting' while the job is in process. Additionally, the Job Details screen does not display a success or failure status in the 'Immediate Overwrite' field for that job. However, Immediate Image Overwrite is performed on all Embedded Fax Send jobs.

    - For Internet Fax jobs, the Job Details screen does not display a field showing the status of Immediate Image Overwrite for the job. However, Immediate Image Overwrite is performed on all Internet Fax jobs.

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[1] WorkCentre Pro C2128/C2636/C3545 System Administration CD1

[2] On Demand Image Overwrite is either factory-installed or can only be installed in the field by a Xerox Customer Service Engineer.

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- If there is a failure in the copy controller while a job is being processed, an informational Immediate Overwrite Security Failure screen will appear[3] on the graphical user interface on the CopyCentre™ C2128/C2636/C3545 Copier or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System machine. This screen tells the user that (1) an Immediate Image Overwrite has failed for a completed job and (2) the system administrator should be notified to immediately run an On Demand Image Overwrite. The user closes this informational screen by pressing the Close button. In addition, an Immediate Image Overwrite error message will appear at the top of the graphical user interface indicating that an On Demand Image Overwrite should be run. This error message will remain at the top of the graphical user interface until the On Demand Image Overwrite is initiated. The System Administrator should immediately perform the On Demand Image Overwrite suggested on the Immediate Overwrite Security Failure screen to ensure secure operation of the machine.

- In the case of a power failure, a system crash of the copy controller or a fault in the copy controller hard disk an Immediate Image Overwrite Error Sheet may not be printed or may contain incomplete status information. (Note that an Immediate Image Overwrite Error Sheet does not print in the case of a failed copy job.)

- If there is a failure in the network controller while a job is being processed, a message recommending that an On Demand Image Overwrite be run will appear on the Local UI screen. An Immediate Image Overwrite Error Sheet will also be printed. The System Administrator should immediately perform the requested On Demand Image Overwrite.

- On Demand Image Overwrite, once enabled, is manually invoked. Follow the instructions in the **Installation → Options → Installation → On Demand Overwrite → Perform an Overwrite → At the Machine** or **Over the Network** tabs in the SA CD[1] for invoking an On Demand Image Overwrite from either the Local User Interface or the Web User Interface. *Before invoking On Demand Image Overwrite verify that there are no active or pending print or scan jobs, including Configuration Reports and Error Sheets.*

- If a System Administrator aborts an On Demand Image Overwrite, Xerox recommends that the machine be allowed to complete its system reboot before a Software Reset is attempted from the Tools Pathway via the Local User Interface. Otherwise, the Local UI will become unavailable. The machine will have to be powered off and then powered on again to allow the system to properly resynchronize.

3. Xerox recommends that the System Administrator change the SNMP public/private community strings from their default string names to random string names.

4. Before upgrading software on a WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System machine, please check for the latest certified software versions. Otherwise, the machine may not remain in its certified configuration. To maintain the certified configuration, it is recommended that acceptance of customer software upgrades via the network be disabled on the Web UI (Auto Upgrade web page); it is already disabled on the Local UI (Customer Software Upgrade screen).

5. System Administrator login is required when accessing the security features of a WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System machine via the Web User Interface. Xerox recommends that the '**Remember my password**' option not be checked so the password is not saved in the client machine's Web Browser.

6. A reboot of the system software for a WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System machine is necessary before a change made to the System Administrator password from the Local User Interface will be synced with and accepted by the Web User Interface. Until this system software reboot occurs, system administrator functions from the Web User Interface should not be accessed.

7. Caution: A CopyCentre™ C2128/C2636/C3545 Copier or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System allows an authenticated System Administrator to disable functions like Image Overwrite Security that are necessary for secure operation. System Administrators are advised to periodically review the configuration of all installed machines in their environment to verify that the proper secure configuration is maintained.

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[3] In the case of a power failure or system crash of the copy controller, this screen will appear when the machine powers up.

8. The following windows are available from the Local User Interface to a CopyCentre™ C2128/C2636/C3545 or WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System with System Administrator login and authentication. These windows provide standard system configuration capability:

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   • **Photo/Text Settings** - Allows the adjustment of photo/text recognition and balance. Is accessible by selecting the '**System Settings**', '**More**' and '**Recognition: Photo/Text Setting**' buttons, in order, from the **Tools Mode Screen 1 of 3** screen.

   • **Color Recognition** - Allows the changing of the color recognition values. Is accessible by selecting the '**System Settings**', '**More**' and '**Color Recognition**' buttons, in order, from the **Tools Mode Screen 1 of 3** screen.

   • **Fax Protocol Report -** Enables printing of a pre-defined report detailing the last Embedded Fax transmission. Is accessible by selecting the '**Fax Protocol Report**' button from the T**ools Mode Screen 2 of 2** screen on a CopyCentre™ C2128/C2636/C3545 machine or from the **Tools Mode Screen 3 of 3** screen on a WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System.

9. The following page is available from the Web User Interface to the WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System with System Administrator login and authentication. These pages provide standard system configuration capability:

   • **Image Settings -** Allows the setting of what TIFF JPEG Compression version to use. Is accessible by selecting the **Image Settings** tab from the **Properties** Content menu.

10. The following page is available from the Web User Interface to the WorkCentre™ Pro C2128/C2636/C3545 The following Special Purpose pages are available from the Web User Interface to the WorkCentre™ Pro C2128/C2636/C3545 Advanced Multifunction System with System Administrator login and authentication. These pages provide additional system configuration capability:

    • **Exported Scan Files -** Allows the setting of the PDF encoding format for scanned files. Is accessible by typing **http://{IP Address}[4]/diagnostics/index.dhtml and** then selecting 'Exported Scan Files' from the **Diagnostics** Content Menu.

    • **Raw TCP/IP Printing -** Allows the user to enable/disable and modify several attributes for Raw TCP/IP Printing. Is accessible by typing **http://{IP Address}/diagnostics/index.dhtml** and then selecting '**Raw TCP/IP Printing**' from the **Diagnostics** Content Menu.

    • **Color Copy Control** - Allows the user to modify color copy control settings. Is accessible by typing **http://{IP Address}/diagnostics/index.dhtml** and then selecting '**Color Copy Control**' from the **Diagnostics** Content Menu.

    • **LPR/LPD -** Allows the user to enable or disable PDL switching over LPR/LPD. Is accessible by typing **http://{IP Address}/diagnostics/ lprlpdhidden.dhtml**.

    • **Secure Print Release All -** Allows the user to release all of the user's secure print jobs at one time with the same user name and password. Is accessible by typing **http://{IP Address}/diagnostics/ secureReleaseAll.dhtml.**

    • **Secure Attribute Editor -** Allows the user to change some system attributes related to PDLs (e.g., memory usage, copies per page, etc.). Is accessible by typing **http://{IP Address}/diagnostics/ secureattr.dhtml**.

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[4] {IP Address} is the IP address of the machine

- **Server Fax Edge Erase -** Allows the user to set the desired border edge erase value for a Server Fax job. Is accessible by typing **http://{IP Address}/diagnostics/index.dhtml and** then selecting '**Server Fax Edge Erase**' from the **Diagnostics** Content Menu or by typing **http://{IP Address}/diagnostics/serverfaxedgeerase.dhtml**

11. The certified configuration includes a web server patch. The patch applies to Network Controller software versions 3.04.049.02 or 3.04.505.01. The patch can be obtained from www.xerox.com/security by linking to Xerox Security Bulletin XRX05-006. After loading this patch, please check the system Configuration Report to confirm that the Net Controller Software Version line lists either 3.04.049.02.P22 or 3.04.505.01.P22, as applicable. If the System Configuration Report does not confirm that the Network Controller Software Version is one of these two versions, please contact Xerox Customer Support for assistance in getting your machine to the secure configuration. Further information about the issue resolved by this patch can be found at www.xerox.com/security.

Contact
For additional information or clarification on any of the product information given here, contact Xerox support.

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