

Xerox Security Bulletin XRX12-012

Disable software upgrades by default and remove unintended protocols

v1.0

10/08/12

Background

The Xerox product listed below was shipped with software upgrades enabled by default and with network protocols enabled that could be exploited to gain unauthorized access to the system.

The software release indicated below will perform the following action:

- Change the default state of software upgrade to disabled. After installing this firmware/software, software upgrade will be disabled. It can be re-enabled at the Web UI when necessary.
- Remove protocols that were not intended to be present in the production configuration.

A software release for the products listed below has been provided¹. This release is designed to be installed by the customer. The software release can be accessed via the link below or via the link following this bulletin announcement on the Xerox Security website:

[www.xerox.com /security](http://www.xerox.com/security):

- Phaser 7800: <http://www.support.xerox.com/go/getfile.asp?objid=122181&EULA=28&Xtype=download&uType=>

NOTE: If software upgrade had previously been disabled, software upgrade must be ENABLED on the device at the Local User Interface before this firmware version can be loaded.

These firmware solutions are classified as a **Moderate** update.

Please follow the instructions starting on page 3 for each affected product to install this software release.

Applicability

This bulletin applies to network-connected version² only of the following product:

Phaser[®]
7800

¹ **NOTE:** For best security leave this control set to disabled after upgrading your software. The control must be set to enabled prior to doing a software upgrade.

² If the product is not connected to the network, it is not vulnerable and therefore no action is required.

Instructions (What must to be done If I have one of the affected product?)

Determine what actions, if any, need to be performed to prep the device for installation of the software release:

1. Determine the current Controller Software version on your device by printing a Configuration Page. To print a Configuration Page follow the instructions on Page 13 of this bulletin.
2. Determine if any action needs to be taken based on the Controller Software version listed on the Configuration Page for each device. This is done by following steps 3 through 6.
3. Determine the appropriate Installation Action Table to follow starting on page 3 by looking for your product number at the top of each chart, and matching it to your specific product.
4. Locate the Controller Software version in the chart that matches or falls within the listed Controller Software versions.
5. From the directions in the Installation Action Table for the affected product and Controller Software version determine what action, if any, has to be taken before the Controller Software version linked on page 1 can be installed.
6. Perform the indicated action to get your device ready to install the Controller Software.
7. Once your device is ready to install the Controller Software, follow the Software Installation Instructions starting on page 5 to install the Controller Software on the device.

Installation Action Table

The following table indicates what actions, if necessary, are the affected device:

For Phaser 7800

	If Your Software Version Is System SW or Net Controller		Next step:	Network Controller/ESS Will Now Show:
1	Less than 081.150.102.23300	Less than 081.152.23309	Upgrade to 081.150.102.23300 / 081.152.23309	081.150.102.23300 / 081.152.23309
2	081.150.102.23300 or greater	081.152.23309 or greater	None	081.150.102.23300 / 081.152.23309 or greater

Software Installation Instructions Phaser 7800

Updating the Printer Software

You can update your printer when Xerox® releases a new version of printer software or firmware.

Before you begin:

- Determine the current software version of your printer.
- Download the latest software update file in .dlm format from the Xerox® support website at www.xerox.com/office/7800support.

To determine the software version:

1. In CentreWare Internet Services, click **Properties > General Setup**.
2. Click **Configuration Report**.
3. Scroll down to Software Versions to verify the software information.

Enabling Upgrades

1. In CentreWare Internet Services, click **Properties > General Setup**.
2. Click **Machine Software**.
3. Click **Upgrades**.
4. Under Upgrades, select **Enabled**.
5. Click **Apply**.

Manually Upgrading Printer Software

1. In CentreWare Internet Services, click **Properties > General Setup**.
2. Click **Machine Software**.
3. Click **Manual Upgrade**.
4. Under Manual Upgrade, click **Browse** to locate and select the software upgrade file in .dlm format.
5. Click **Open**.
6. Click **Install Software**.
7. After the software file is submitted, the printer restarts.
Note: CentreWare Internet Services is unavailable while the software is installing.
8. Check the configuration report to verify that the software has updated.

Manually Updating the Software Using a USB Flash Drive

1. Create a directory folder on your USB Flash Drive called **UPGRADE**.
2. Copy the software .dlm file to this directory.
3. Insert the USB Flash Drive into the USB host port of the printer. The software upgrade process begins.
4. When the software update completes, the printer restarts.

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