Xerox Product Security

Windows XP© End of Support: What You Need to Know

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Questions and Answers

Purpose of This Document

This document provides users of Xerox® products and solutions with the necessary information to help evaluate and manage risks associated with Microsoft® Corporation's announcement, via Microsoft's Support Lifecycle policy, that it will be ending support for Microsoft Windows XP® SP3 operating system on April 8, 2014. (Note: The version affected by end of support is also referred to as XP Pro). Note: as announced by Microsoft, Windows XP Embedded or XPe® will continue to be supported until January 12, 2016.
Click Here for additional information from Microsoft regarding this change

In planning for Microsoft Windows XP Pro® end of support, Xerox has evaluated all of our products and solutions and has prepared migration alternatives users of Xerox® products and solutions. The products listed below are the only products affected by the Microsoft Windows XP Pro end of support. If your product is not listed, no action is required.

List A: Xerox Products Impacted by Microsoft Windows XP end of support, April 8, 2014

- Xerox® DocuColor® 240/250/260 & 242/252/260 printer with EFI® EX 2XX External Digital Front End (DFE)
- Xerox® Color 550/560 Printer (sold prior to Sept. 2013) with EFI EX560 DFE
- Xerox® Color 700 Printer with EFI EX700 or Creo CX700 External DFE
- Xerox® Color 700i Printer with Creo CX 700i External DFE
- Xerox® DocuColor 5000/5000AP with Creo CXP50 External DFE
- Xerox® DocuColor 7000/8000/7000AP/8000AP with Creo CXP8000 / CXP 8002 External DFE
- Xerox® DocuColor 7002/8002 with EFI EX8002 or Creo CX8002 External DFE
- Xerox® DocuColor 8080 with EFI EX8080 or Creo CX8080 External DFE
- Xerox® Color 800 / 1000 Press with EFI EX1000 or Creo CX1000 External DFE
- Xerox® iGen® 4 Digital Press with EFI EX (Part #s 97S03896, 97S04230 or 97S04398) or Creo CX External DFE All continuous Feed mono products (Xerox® DocuPrint® 425/850, 500/1000CF, 525/1050CF, Xerox 495 & 650/1300CF)

List B: Xerox Products Impacted by Microsoft Windows XPe (Embedded) end of support, June 12, 2016

- All Continuous Feed (CF) mono products with Stampa® controller.
- DocuPrint 425/850,
- DocuPrint 500/1000CF
- DocuPrint 525/1050CF
- Xerox® 495 & 650/1300CF

Microsoft has chosen to end Windows XP Embedded support on June 12, 2016. Not only is XP Embedded support extended it is also important to understand that these Xerox® devices only accept IPDS streaming data via the TCP/IP socket protocol (IBM defined protocol) through Port 5001 and no malware, Trojans, worms, or viruses seen in practice that are transmitted using IPDS print streams. Our customers need to know that the protection of these devices is reliant on the security of their networks. Technical Services resources should continue to perform activities as described in the Customer Expectation Documents. No additional actions are required by Xerox Service Technicians.

In the case of print drivers, customers can continue to use our current XP drivers, recognizing the risks and vulnerabilities of continuing to use the XP Operating System. There's also an easy option to upgrade to one of our newer print drivers, including our Global Print Driver Mobile Express Driver. Link to Xerox Support and Drivers website

Other software products should be evaluated if you plan to continue to use them in an XP environment, considering your ongoing risks and vulnerabilities as described by Microsoft.

United States	800-835-6100		Luxembourg	480123
Austria	+43 1 2079000		Netherlands	+31 020-6563620
Belgium	+32 (2) 713 14 52 (Français), +32 (2) 713 14 53 (Nederlands)		Norway	+47 81 500 308
Canada	1-800-835-6100		Portugal,	707 200 578
Denmark	+45 70107288		Spain	+34 902 160 236
Finland	+358 09 693 79 666		Sweden	+ 46 0771 178 808
France	0825 012 013		Switzerland	French: 043 299 9001 German: 043 299 9000 Italian: 043 299 9002
Germany	+49 180 5004392		UK	+44 0870 9005501
Greece	+30 801 11 93769		Italy	+39 199 11 20 88

Keep in Mind

- Xerox will continue to provide maintenance service and software support required under existing contracts, including non – operating system software upgrades.
- Consistent with Microsoft's recommendation, Xerox supports the recommendation to replace Windows XP operating systems in your environment with newer, fully supported operating systems.
- Non-XP print drivers are available for all of our products.
- Xerox is committed to keeping our customers and their information secure. For more on information security, please visit www.xerox.com/security, to find security bulletins, patch information, US-CERT advisories, white papers, and videos on what customers can and should be doing to mitigate security risks.

Some Frequently Asked Questions

1. **Can I continue to use my current XP print drivers and software/ solutions?**

   Windows XP client printer drivers will continue to be available and maintained for the near future. This strategy will be re-evaluated every 6 months. If you choose to remain on this environment, you will be subject to the operating system risks and vulnerabilities as described by Microsoft. Xerox supports the Microsoft recommendation to migrate off Windows XP Pro and onto a fully supported operating system across your environment.
   Supported Windows-compatible drivers are available for all of our products Link to Xerox Support and Drivers website Xerox will continue to provide non-Operating system related support for software / solutions. But, consistent with Microsoft's recommendation, customers should consider migrating off the Windows XP environment to avoid security risks.

2. **How has Xerox invested in supporting the evolution of Microsoft Windows XP and Microsoft Windows 7®?**

   Xerox and our partners engage continuously in planning and responding to changes that affect our technology business. When Microsoft communicated their intention to evolve away from Windows XP Pro and on to future platforms, Xerox and our partners developed product architectures that would move to those platforms. Xerox today offers either non-Windows Operating Systems (e.g. Linux, Solaris) or Microsoft Windows 7 for all of our newly manufactured devices. Our print drivers, print servers and related workflow technologies support Windows 7 today. For our existing customer base, we have invested in software and hardware upgrade paths where feasible, and are prepared to work with customers to ensure their specific workflow needs are met as a part of their migration plan.

3. **Which Xerox® Printers/MFP/Press devices are impacted by the Microsoft Windows XP Pro end of support date of April 8, 2014?**

   Only a very small number of our Office and Light Production products include Microsoft Windows XP Pro as a part of their configuration (List A above). In our Production space, the EFI and Creo® workflows utilizing external digital front ends have been most impacted. Your sales representative is prepared to discuss any impacts to your products as well as any upgrade or migration options that are available. No action is required if your product is not on this list.

4. **I understand that there are two key versions of Microsoft Windows XP, how does the specific operating system in my product affect what I need to do?**

   Xerox® products are designed with an Operating System as part of the software system. Some products utilize non-Microsoft Windows XP operating systems (e.g. Linux and Solaris) and are not affected by this XP end of support at all. Some products utilize the Operating System version called Microsoft "Windows XP Embedded (XPe)", that will continue to be supported until January 2016. The only products impacted by this Microsoft end of support are those designed with "Windows XP Professional® (XP Pro)" listed above (List A). Products not listed above do not use Windows XP within the product, and require no action.

5. **When is the end-of-support for the two applicable Microsoft Windows Operating Systems?**
   Microsoft Windows XP Pro April 8, 2014 Microsoft Windows XP Embedded or XPe January 12, 2016.

6. **Will Xerox continue to support their XP based systems with non-Operating System updates?**

   Yes, Xerox and our partners will continue to support updates to customers' Microsoft Windows XP Pro applications and devices (e.g. EFI, Creo) through the continued use of our standard support process and service procedures but of course. Microsoft XP Pro OS patches are excluded. If Microsoft changes direction and/or adds an XP Pro OS patch then Xerox will also support such patch updates as well.

7. **How will this impact my Managed Print or Centralized Print services environment?**

   There will be minimal impact to most environments. Your delivery team, where applicable, is managing potential impacts. If you have any questions or concerns, please contact your sales and service delivery team to discuss further.

8. **Can Xerox Sales and Service help me plan my migration?**

   Yes, your Xerox Sales and Service representatives understand changes that may be required. Please contact them with any questions you have.

Next Steps

Assess the risk for your environment and determine what actions are appropriate. Xerox offers technical and professional services to assist you. Please contact your local Xerox sales representative. You can also visit http://www.xerox.com/about-xerox/customer-training/enus.html for training, consulting help and local contacts.

Additional Information

For additional information or clarification on any of the product information given here, contact your local Xerox Customer Support Centre (see table below); or visit the Xerox Website (Xerox Security Information Website)