Security Guide

Xerox® Connect App for Exchange Online

xerox™

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Contents

1. Introduction

Purpose

The purpose of the Security Guide is to disclose information for Xerox® Apps 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 the Xerox® Apps 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 the Xerox® Apps do not establish security for any network environment.

This document does not provide tutorial level information about security, connectivity or Xerox® 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® CONNECTKEY® APP

The Xerox® Connect App for Exchange Online provides a single primary workflows for the logged in customer:

- Scan files and email the digitized documents to recipients using the Microsoft Exchange Online service.

Application	What can I do?
Xerox® ConnectKey® App	• Login to my Exchange account • Search my Exchange contacts • Scan a hard copy document to an email attachment • Prepare and send email to the my selected recipients

Table 1 Xerox® ConnectKey® App user benefits

The Xerox® App is compatible with Xerox printers when the Xerox Extensible Interface Platform® version 3.5.0 or higher is enabled.

App Hosting

The Xerox® App depends heavily on cloud hosted components. A brief description of each can be found below.

Xerox® Connect App for Exchange Online

The Xerox® App consists of two key components, the device weblet and the cloud-hosted web service. The device weblet is a ConnectKey/EIP web app that enables the following behavior on a Xerox® Device:

- Presents the user with an application UI that executes functionality in the cloud.
- Interfaces with the EIP API, which delegates work, such as device introspection, document scanning and printing.

Exchange Online Service

In order for the app to communicate and interact with the Exchange Online service, the user needs to verify their authentication credentials using the App. This verification process utilizes the authentication dialog provided by Microsoft, which requests the username and password for the Exchange Online account. Once the credentials are verified, OAuth2 security tokens are returned to the device and are used when interacting with the service, which is accomplished using the Microsoft Graph API. The account credentials and security tokens are not stored on the device.

Single Sign-On via Xerox® Workplace Suite/Cloud and SSO Manager

In order to improve user experience, by removing the need to log in to the Xerox® ConnectKey® App each time Xerox® offers an optional Single Sign-On (SSO) capability. Users can log into the

printer and are then able to launch the app without the need to provide additional credentials. The user security tokens are stored and secured by Xerox® Workplace Suite/Cloud.

Xerox Extensible Interface Platform®

During standard usage of the Xerox® ConnectKey® App, calls to the device web services are used to initiate and monitor scan functions and to pull relevant details related to device properties and capabilities.

Components

MFD with Xerox® Connect App for Exchange Online – ConnectKey® App

This is an EIP capable device that can print, scan and execute Xerox® ConnectKey® Apps installed from the Xerox App Gallery. In this case, the device has the Xerox® Connect App for Exchange Online installed.

Xerox App Gallery

The App Gallery component is a web application, with services, hosted on the Microsoft Azure Cloud System. The App Gallery is accessed to ensure the Application is entitled to run and is used when upgrading the App whenever the auto-update conditions apply.

Xerox® Connect App for Exchange Online – Web UI

The Web UI component is a service hosted on the Microsoft Azure Cloud System. The Web UI component is responsible for hosting the web pages, which display on the UI of the printer.

Xerox® Connect App for Exchange Online – Service Interface

The Service Interface component is a service hosted on the Microsoft Azure Cloud System. The Service Interface provides the business logic service and may interface with cloud middleware.

Xerox Mobile Login Service

The Mobile login Component is a service hosted on the Microsoft Azure Cloud System. It is responsible for interfacing with the Connect for Exchange Service and the User's mobile phone browser. It provides a path for user login at the MFD utilizing the authentication dialog provided by Microsoft, displayed on the user's Mobile phone.

User's mobile phone browser

A QR Code displayed on the MFD's screen will retrieve and display the login URL from the Xerox Mobile Login Service, The user's browser displays the Microsoft authentication dialog and interfaces with the Connect for exchange service, providing the login result redirect.

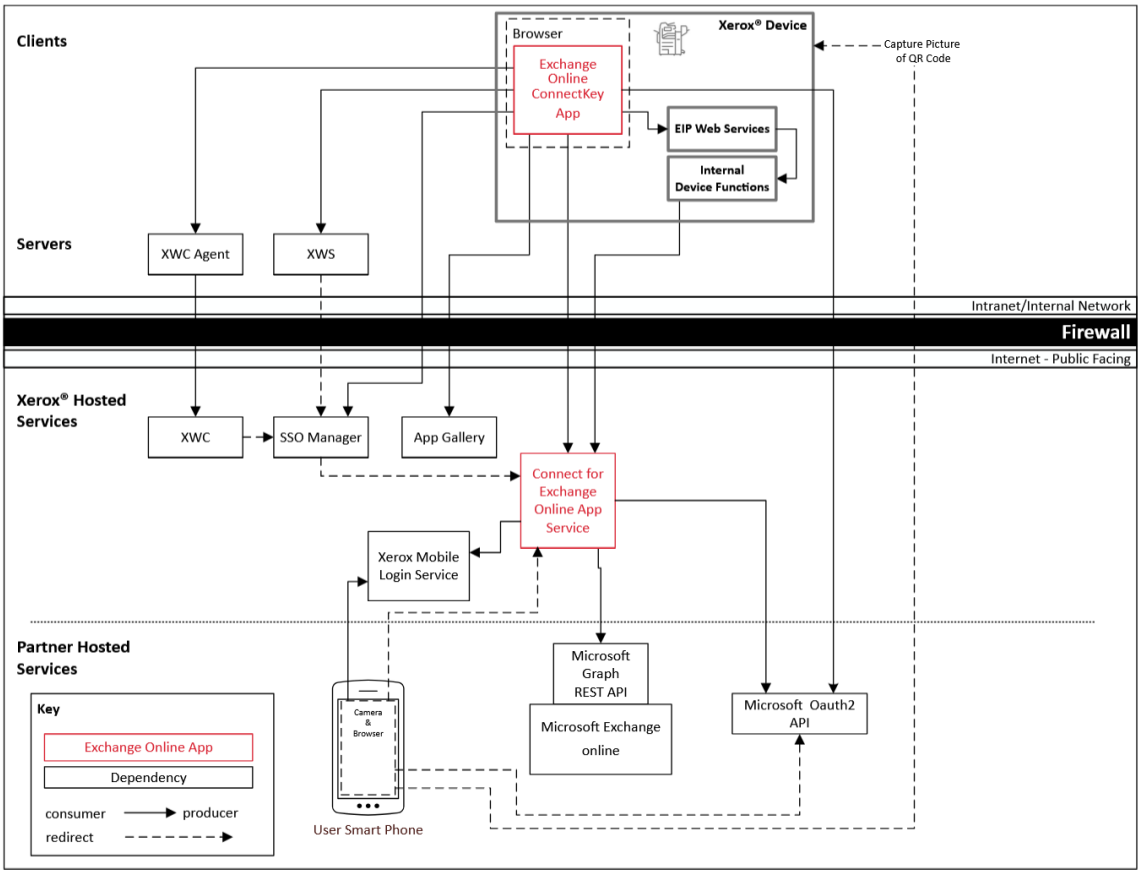
Exchange Online Email Service

Exchange Online is a cloud-based email service that provides reliable transactional email delivery.

Architecture

ARCHITECTURE DIAGRAM

Xerox® Workplace Suite & Workplace Cloud Single Sign On Architecture



User Data Protection

APPLICATION DATA STORED IN THE XEROX CLOUD

User data related to the categories below are stored in cloud persistent storage until a user session ends.

- Login to the Exchange Online account
- Scanned image preview
- Print preview image

The following activities will trigger a delete event, for digital document files that meet the associated criteria.

- A delete occurs when the system detects intermediate processing files exist after a job has completed.

LOCAL ENVIRONMENT

Application data transmitted

Application data related to the categories below are transmitted to/from the Xerox device.

- Account data
- Session data
- Job data

Application data stored on the Xerox device

The Xerox® Connect App for Exchange Online does not store any data locally on the device.

HTTP Cookies

The Xerox® ConnectKey® App does not store any cookies on the device.

PII DATA MANAGEMENT

The following personal data is acquired and transmitted by the Xerox® App.

- Email addresses

CLEARING DEVICE BROWSER CACHE

The Device Browser Cache is cleared when one of the following events occur.

- Device Logout
- Device Timeout
- Double Clear All
- Browser Restart
- Cycling the Browser from Disabled to Enabled

3. General Security Protection

User Data Protection within Products

DOCUMENT AND FILE SECURITY

File content is protected during transmission by standard secure network protocols at the channel level. Since document source content may contain Personally Identifiable Information (PII) or other sensitive content, it is the responsibility of the user to handle the digital information in accordance with information protection best practices

HOSTING - MICROSOFT AZURE

The cloud services are hosted on the Microsoft Azure Network. The Microsoft Azure Cloud Computing Platform operates in the Microsoft® Global Foundation Services (GFS) infrastructure, portions of which are ISO27001-certified. Microsoft has also adopted the new international cloud privacy standard, ISO 27018. Azure safeguards customer data in the cloud and provides support for companies that are bound by extensive regulations regarding the use, transmission, and storage of customer data.

The Apps hosted in the cloud are scalable so that multiple instances may be spun up/down as needed to handle user demand. The service is hosted both in the US and Europe. Users will be routed to the closest server geographically based on server load and network speed.

CLOUD STORAGE – MICROSOFT AZURE

All Azure Storage data is secured when at rest using AES-256 encryption.

For a full description, please follow these links:

Azure Storage

https://azure.microsoft.com/en-us/blog/announcing-default-encryption-for-azure-blobs-files-table-and-queue-storage/

XEROX® WORKPLACE SUITE/CLOUD AND SINGLE SIGN-ON SERVICES

The Xerox® ConnectKey® App Single Sign-On feature integrates with the Xerox® Workplace Suite/Cloud authentication solution to store user access information for SSO-compatible Xerox Gallery Apps. After the user enters their storage service credentials the first time, the XWS/C solution acts a storage vault where the login information is securely stored.

All content to be stored in the vault is encrypted with AES 256 by the SSO Manager server before being given to the SSO vault that resides on the XWS/C solution. This ensures that the SSO vault can never view or use the contents being stored in the vault. Only the SSO Manager infrastructure knows how to decrypt the content stored in the vault and only the App knows how to use it.

The SSO Manager service manages the encryption key exchange required for secure communications and encrypts/decrypts the content saved in the vault.

For a full description, please review the Xerox® Workplace Suite/Cloud Information Assurance Disclosure: https://security.business.xerox.com/en-us/products/xerox-workplace-suite/

User Data in Transit

SECURE NETWORK COMMUNICATIONS

The web pages and app services that constitute the Xerox® Solutions are deployed to Microsoft Azure App Services. All web pages are accessed via HTTPS from a web browser. All communications are over HTTPS. Data is transmitted securely and is protected by TLS security for both upload and download. The default TLS version used is 1.2.

The Xerox® App requires the user to provide proper/valid credentials in order to gain access to the application's features. Authenticated users are allowed to access the features and data using HTTPS.

At launch, the apps must get an authentication/session token through the solution's authentication process. The access token acquired is used for that session of the app.

When using the Xerox® Connect App for Exchange Online installed on a Xerox® Device, if the customer environment includes an Authentication solution (e.g., Xerox® Workplace Suite/Cloud) with Single Sign-On functionality enabled, the user can agree to have their user credentials securely stored and automatically applied during subsequent app launches.

All communication is done via HTTPS and the data is transmitted securely and is protected by TLS security. The default TLS version used is 1.2. Xerox App Gallery supplies a link to a Certificate Authority root certificate for validation with the cloud web service. It is the responsibility of the customer to install the certificate on their devices and to enable server certificate validation on the devices.

For more information related to Azure network security, please follow the link: https://docs.microsoft.com/en-us/azure/security/azure-network-security

XEROX WORKPLACE SUITE/CLOUD AND SINGLE SIGN-ON SERVICES

The Xerox® Workplace Suite/Cloud server accepts credential storage requests from the App via the SSO Manager service (the Xerox® ConnectKey® App retrieves a vault key from the SSO Manager and uses it to retrieve login credentials from the XWS/C service). All communication is via HTTPS and the data is transmitted securely and is protected by TLS security. The default TLS version used is 1.2.

4. Additional Information & 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 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/
Xerox Trust Center	https://trust.corp.xerox.com/

Table 2 Additional Resources