

Vulnerability Management and Disclosure Policy Version 5.3

August 2020

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Document Version: 5.2 (August 2020).

Contents

1. Introduction	1-1
2. Security Built In	2-1
3. Where We Look	3-1
4. How We Work	4-2
RSS Feeds	4-2
Need Product Security support?	4-2

1. Introduction

As a leader in the development of digital imaging technology, Xerox Corporation has demonstrated a commitment to keeping digital devices and information secure by proactively identifying potential vulnerabilities in our products. Additionally, Xerox practices responsible disclosure when, in the course of our development and testing, we discover a vulnerability in products obtained from our vendors. We cooperate with the vendor to support them in fixing vulnerabilities and improving the security of their products.

2. Security Built In

Our commitment to Xerox® Product Security begins early in product development with secure coding techniques, extensive testing, and analysis to eliminate vulnerabilities. Xerox actively engages certification practices such as Common Criteria and is active in emerging standards such as the new Hardcopy Device Protection Profile and the Software Development Lifecycle.

There are cases where new vulnerabilities occur after products are in the field. It is Xerox policy to repair these vulnerabilities in as timely a manner as possible and practice responsible disclosure to our customers. Factors such as complexity of the system and severity of the vulnerability can cause this reaction time to vary between products and offerings.

Security Information for Xerox® Products and Services is available at: www.xerox.com/security

3. Where We Look

The following table contains the primary sources that are monitored by Xerox Corporation to discover vulnerabilities. In addition to reviewing the industry standard sources, Xerox actively collaborates with industry security experts and researchers who submit vulnerability identification data and support information through the www.xerox.com/security web site.

We review each new notification from these sources, then evaluate and rank each vulnerability to determine the applicability to Xerox® Products. We monitor for vulnerabilities in technologies developed by Xerox and in products purchased from partner vendors. If vulnerabilities affect Xerox® Products, we work to incorporate a fix into a patch or a software release as soon as practical.

Source	Description
US-CERT www.us-cert.gov	Cybersecurity and Infrastructure Security Agency (CISA)

	Detailed list of vulnerabilities of many operating systems and software applications. Published in e-mail form weekly.
Source	Description
SANS https://www.sans.org/	Source for information security training, certification, and research including vulnerability information
BugTraq www.securityfocus.com	Mailing List dedicated to security vulnerabilities.
Microsoft Security Bulletins Microsoft Security Response Center (MSRC) https://technet.microsoft.com/en-us/security/bulletins	Comprehensive list of vulnerabilities of the Microsoft Operating Systems and Applications. Published monthly via the Microsoft Bulletin process.

4. How We Work

Xerox evaluates the exploitability of a vulnerability to determine the criticality and prioritization of the vulnerability's resolution. Since the complexity of a vulnerability can vary, the timeframe for delivery of a solution for a vulnerability can differ as well.

For Xerox to deliver a solution, we undertake the following steps to ensure vulnerabilities are fixed correctly the first time:

1. Validate the vulnerability and determine root cause
2. Develop and thoroughly confirm fixes
3. Plan a proper delivery method for supplying the fix to our customers in the most efficient manner
4. Last, we then make that fix available to customers via a patch or software release that is announced in a Security Bulletin which can be found at: www.xerox.com/security.

RSS Feeds

Customers who wish to have an *automated* way to receive Security Bulletin **notification** for Xerox® Products can sign up for RSS feeds at: www.xerox.com/security. We encourage all customers to use this time saving process to stay informed.

Need Product Security support?

In case the need arises, customers can submit a question, report a vulnerability, or request more information on our Product Security page at: www.xerox.com/security. The link to submit is located at "Contact Us".