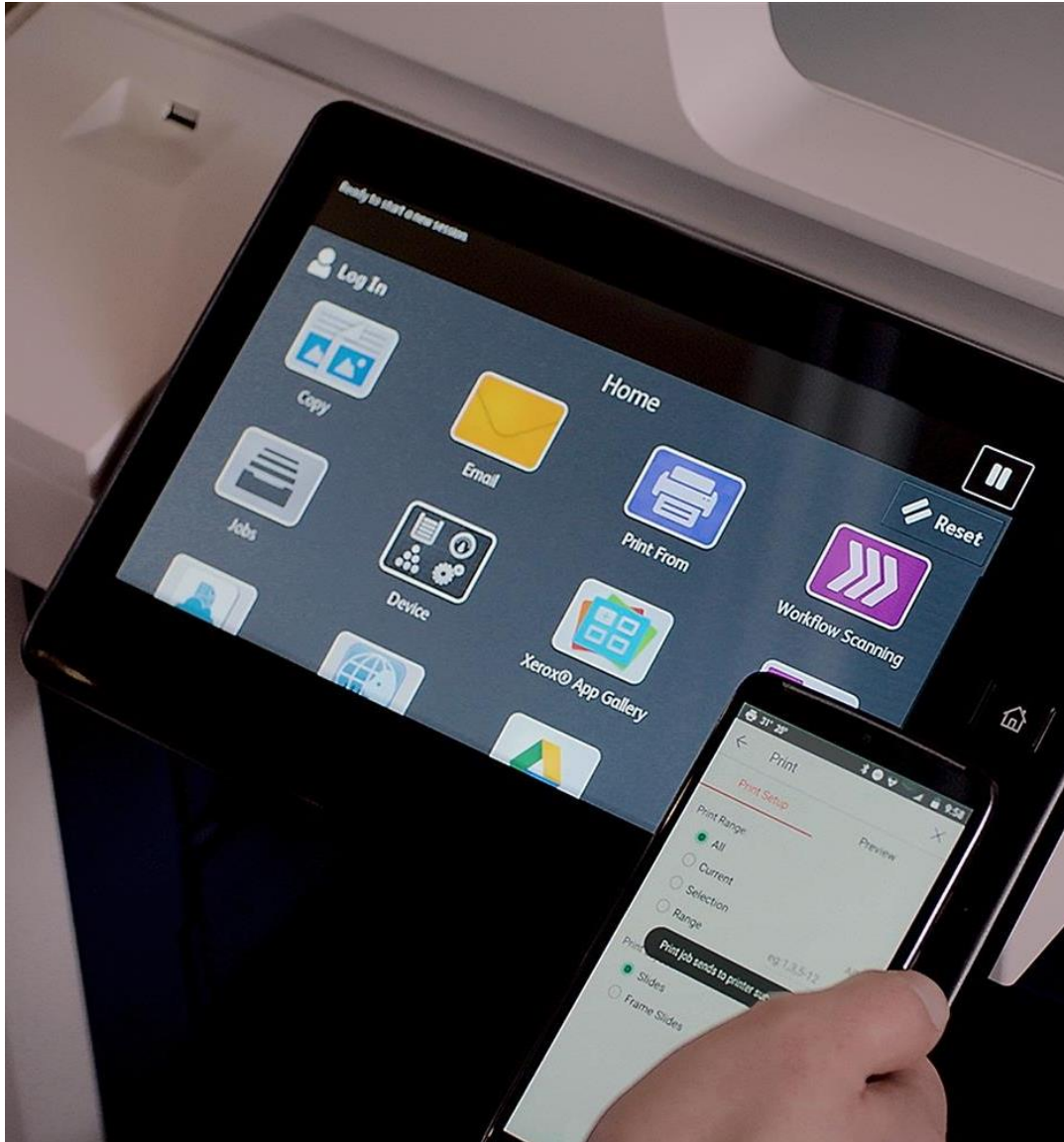


Xerox® Support Assistant App

Information Assurance Disclosure



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Preface

Xerox® Support Assistant app is a simple Xerox® Service Manager solution for your Xerox® device. Viewing and Creating Service and Supply incident reports is easy and convenient from Xerox® MFP devices without the need of a computer.

1. Purpose

The purpose of the Information Assurance Disclosure (IAD) is to disclose information for Xerox® Support Assistant app 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® Support Assistant app 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® Support Assistant app does not establish security for any network environment where MFPs are installed.

This document does not provide tutorial level information about security, connectivity or Xerox® Support Assistant app features and functions. This information is readily available elsewhere. We assume that the reader has a working knowledge of these types of topics.

2. 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 Support Assistant app; as such, some user actions are not described in detail.

3. 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.

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1. Description and Details

Overview

The Xerox® Support Assistant app provides the following workflows:

- View service incident reports
- View supply incident reports
- Create a service incident report
- Create a supply incident report
- Submit meters read from device
- Change App Settings

Completing a workflow involves a combination of the following aspects described in detail below.

- App Hosting
- Device Authentication
- App Startup
- Get Service Incident Reports
- Get Supply Incident Reports
- Provide New Service Incident Data
- Provide Contact Information
- Provide New Supply Incident Data
- Submit New Incident Report
- Read Device Meters
- Submit Device Meters
- App Settings

App Hosting

The Xerox® Support Assistant app consists of three key components, the device weblet, the cloud-hosted web application and the cloud-hosted API.

The device weblet is a ConnectKey / EIP web application that:

- 1) Presents the device user a view to the functionality that is executed in the cloud, and
- 2) Interfaces with the device via the EIP API to access device configuration information and the device supply list.

The weblet communicates with the cloud-hosted Support Assistant web application, which provides the user interface and executes the business logic. The Support Assistant app utilizes the Support Assistant API for incident creation and viewing as well as submitting device meters.

The Support Assistant API communicates with a Xerox XIS server to store and retrieve information in Xerox XSM systems.

Device Authentication

Device login: Prior to starting the Xerox® Support Assistant app, a device administrator authenticates using their device credentials. The device administrator must perform this step so that the Support Assistant app configuration settings can be viewed or changed.

The device login interaction is confined to the device login workflow, and the credential values provided are not interrogated by the Support Assistant app.

App Startup

During startup of the Support Assistant app, the EIP browser runs the CK App HTML and JavaScript hosted on the device, which fetches the App UI content from Support Assistant app endpoints hosted in the Azure App Service.

The main page initialization script reads and decrypts the App Configuration data entered in the Xerox® App Gallery prior to installation. The App Configuration data contains the SNMP Community String, an optional Logo URL, and access permissions for the creation of Supply Incidents, Service Incidents and submission of Meters.

Next, the main page initialization script executes local HTTP calls to device EIP web services in order to obtain relevant details associated with the device and its capabilities (i.e. Device Serial Number, MAC Address, Supplies List, etc.).

Finally, the main page initialization script calls the Support Assistant API to get the Entitlements for the device upon which the App is executing. Entitlements specify whether a device is under contract for Service and/or Supplies.

Get Service Incident Reports

When a user wants to view Service Incidents for the device, they will navigate to the Services tab in the Support Assistant App. The Support Assistant app calls the Support Assistant API to retrieve the Open Service Incidents, created within the last 30 days, for the device upon which the app is executing.

Get Supply Incident Reports

When a user wants to view Supply Incidents for the device, they will navigate to the Supplies tab in the Support Assistant App. The Support Assistant app calls the Support Assistant API to retrieve the Open Supply Incidents, created within the last 30 days, for the device upon which the app is executing.

Provide New Service Incident Data

When a user wants to create a new Service Incident for the device, they will navigate to the Services tab in the Support Assistant App. On the Services tab, the user will then click on the “Request Service” button.

The first step in creating a new Service Incident is to provide data for the Incident Report. The App will first display a list of common device issues. The user will then select the issue that best

describes the service problem they wish to report. Next, the user will have an option to enter free form text to describe the service problem in more detail. Once the Service Incident Data is provided, the user selects “Next” to continue with the workflow.

Provide New Supply Incident Data

When a user wants to create a new Supply Incident for the device, they will navigate to the Supplies tab in the Support Assistant App. On the Supplies tab, the user will then click on the “Request Supplies” button.

The first step in creating a new Supply Incident is to provide data for the Incident Report. The app will make local HTTP calls to device EIP web services in order to read the list of Supplies unique to the device. The App then displays the list of Supplies read from the device. The user will then select one or more supply items they wish to report as needing replacement. Once all of the Supply Incident Data is provided, the user selects “Next” to continue with the workflow.

Provide Contact Information

The second step in creating either a new Service Incident or Supply Incident is for the user running the app to provide their contact information. The app will require the user to provide their Name, Email Address and Phone number. This information is used to send a confirmation email when the incident has been created. In addition, the information is used by Xerox in case they need to contact the user to gather additional information about the incident report. Once all of Contact information is provided, the user selects “Next” to continue with the workflow.

Submit New Incident Report

The final step in creating either a new Service Incident or Supply Incident is for the user to submit the report to Xerox for processing. The app will display the Incident Information for review by the user. The user can then select either “Send” or “Cancel”.

If the user selects “Send” the App will call the Support Assistant API to submit the new incident report to Xerox. The App will send an Email to user that contains the Incident Number, Creation Date and the Incident Data for the new incident.

If the user selects “Cancel”, the workflow is terminated and a new incident report is not submitted to Xerox.

Read Meters from Device

When a user wants to send the Billing Meters for the device, they will navigate to the Meters tab in the Support Assistant App. The Support Assistant app will make local HTTP calls to device EIP web services in order to read the meters from the device. The app will then display the Meter Names and Values read from the device.

Submit Meters

The final step in sending the Billing Meters is for the user to submit them to Xerox. To complete the workflow, the user selects the “Send Meter Reads” button. The app then calls the Support Assistant API to submit the Meter Reads to Xerox. Finally, the app displays a confirmation screen indicating that the workflow has completed successfully.

Change App Settings

For users executing the Support Assistant App with device administrator privileges, the user can click on the Gear button to change the App’s settings. The only setting available is the ability to turn “Demo Mode” either “On” or “Off”. The “Demo Mode” feature of the app allows users to execute the app to see how it functions. Any data entered or retrieved is pre-canned for demonstration purposes.

2. Security

Hosting

The Xerox® Support Assistant app consists of two parts - a weblet installed on the Xerox device and the cloud-based web application with which the weblet communicates. The web application is hosted on the Microsoft Azure Network. Microsoft's Azure data center operations feature comprehensive information security policies and processes using standardized industry control frameworks, including ISO 27001, SOC 1, and SOC 2.

For a full description, please follow the link: <https://docs.microsoft.com/en-us/azure/security/azure-network-security>

Secure Web Communications

All web communications are encrypted using TLS 1.2.

Encryption

The Xerox® Support Assistant app does not store any data locally on the device.

App Configuration

Xerox® devices have a variety of security features that can be employed to increase security. Availability of these features depends based on model. It is the customer's responsibility to understand and implement

App Settings

Xerox® devices have a variety of security features that can be employed to increase security. Availability of these features depends based on model. It is the customer's responsibility to understand and implement appropriate controls for devices behavior.

Xerox® devices, which are used in the Xerox® App Gallery system.

3. Privacy

Device Browser Cookies

The Xerox® Support Assistant App does not utilize cookies.

PII Data Management

In Scope for this document:

- Personal Data acquired and transmitted by the Xerox® Support Assistant App.

Out of Scope for this document:

- Personal Data acquired and maintained by **Xerox Services Manager**.
- Personal Data acquired and maintained by any **Service Dispatch System**.

The following Personal Data is acquired and transmitted by the Xerox® Support Assistant App. No Personal Data is stored and maintained by the Xerox® Support Assistant App.

- First Name
- Last Name
- Phone Number
- Email address

Clearing Device Browser Cache

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

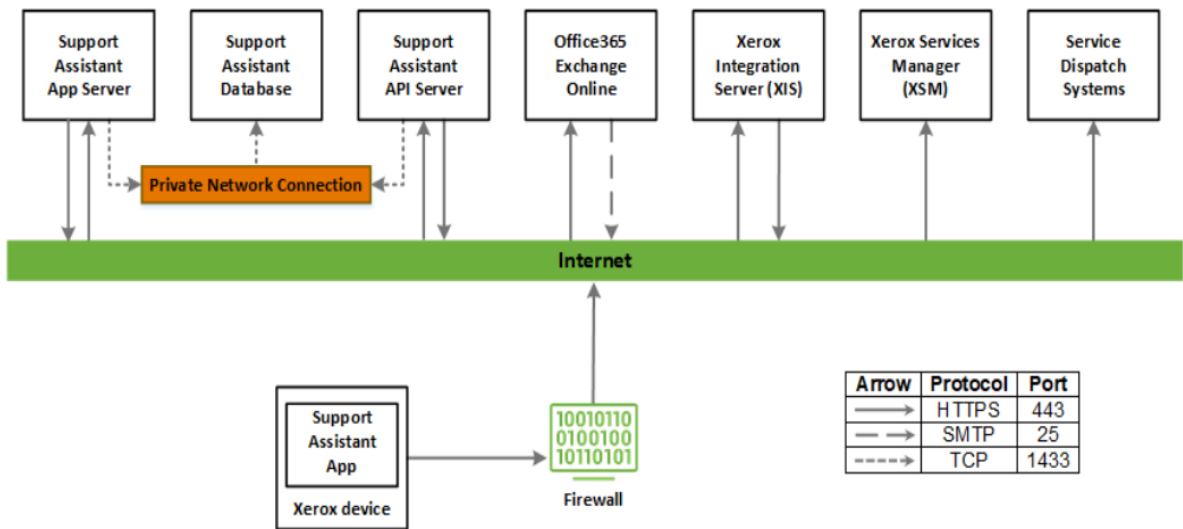
- Device Logout
- Device Timeout
- Double Clear All
- Browser Restart
- Cycling the Browser from Disabled to Enabled

4. Ports

App

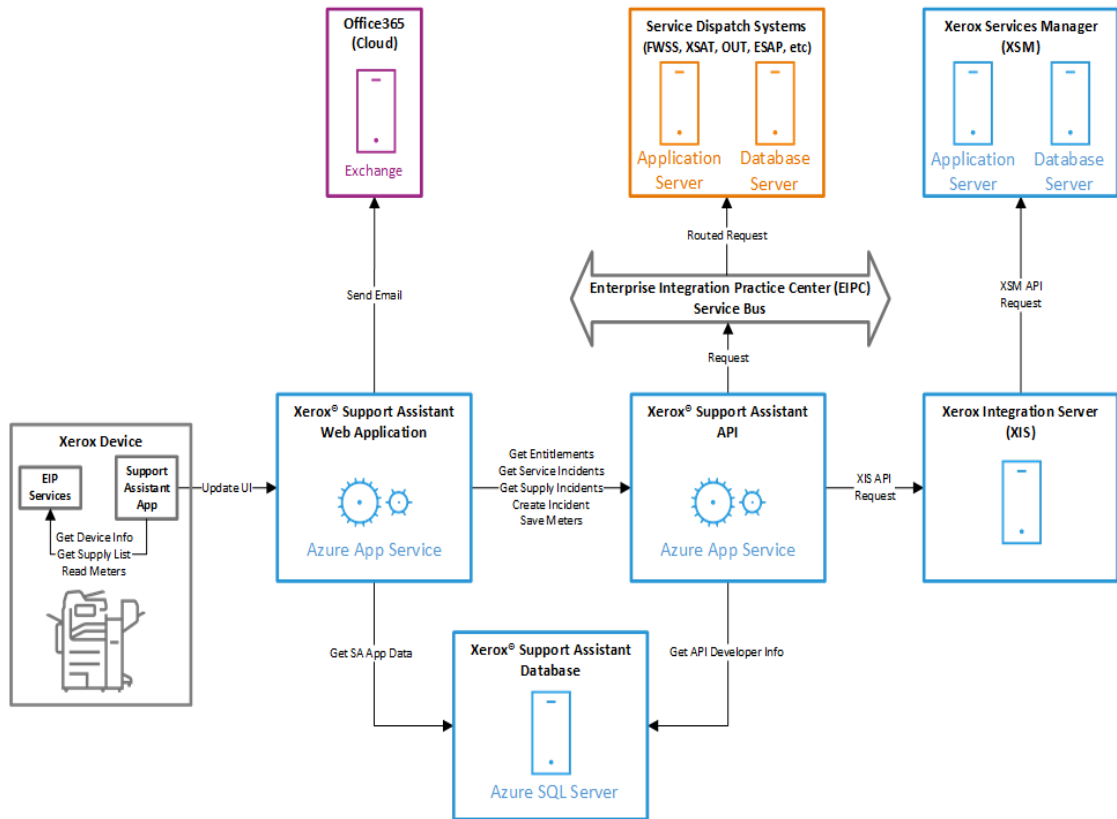
The Xerox® Support Assistant app requires the device to have Internet connectivity through HTTPS TCP port 443.

Diagram



5. Diagrams

Architecture



Workflow

