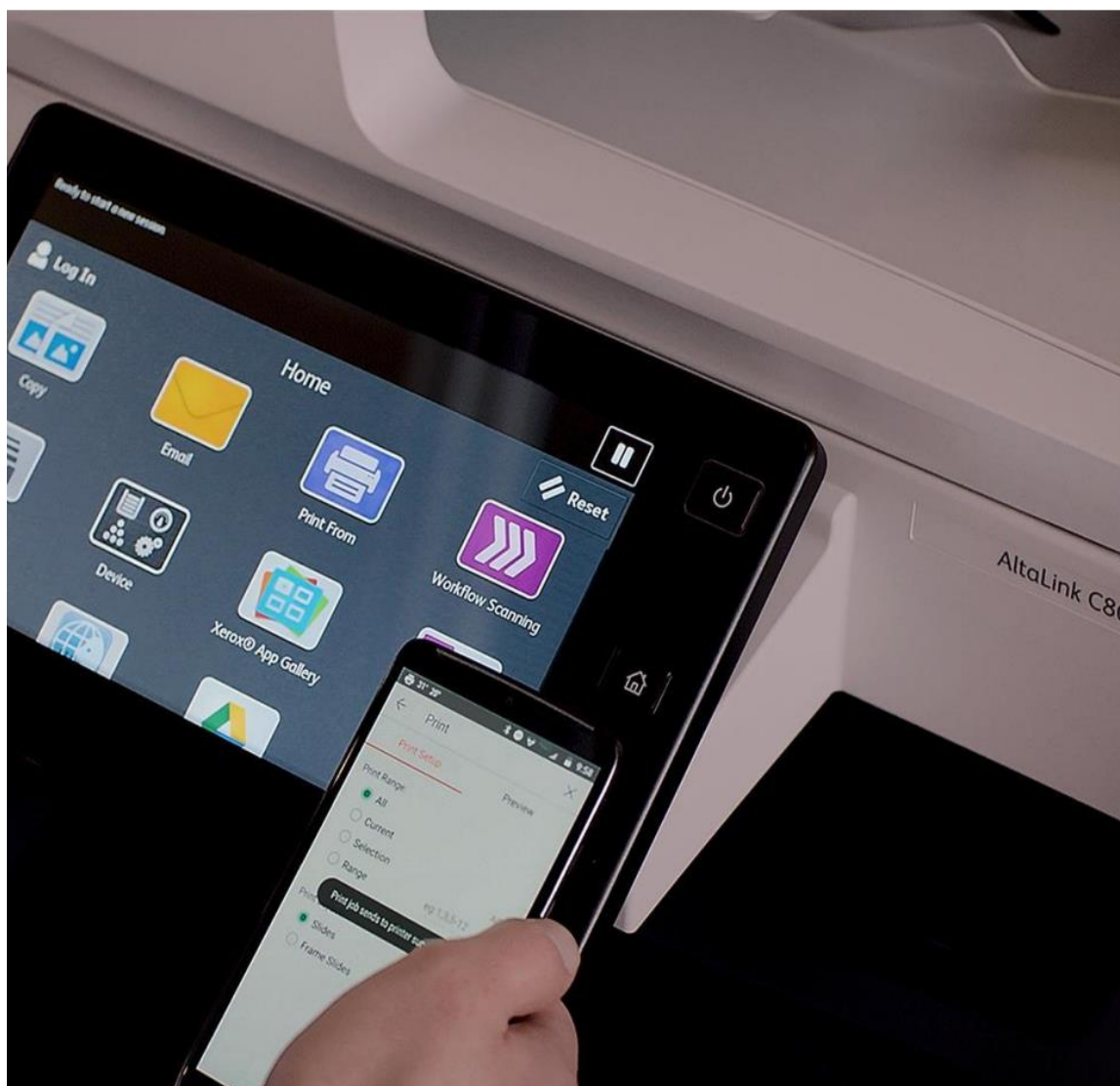


# Security Guide

Xerox® Supplies Tracker



© 2023 Xerox Corporation. All rights reserved. Xerox® is a trademark of Xerox Corporation in the United States and/or other countries.

Other company trademarks are also acknowledged.

Document Version: 1.0 BR38527

# Contents

<b>1. Introduction .....</b>	<b>1-1</b>
Purpose .....	1-1
Target Audience .....	1-1
Disclaimer .....	1-1
<b>2. Product Description.....</b>	<b>2-2</b>
Overview .....	2-2
App Hosting.....	2-2
Components .....	2-2
Architecture and Workflows .....	2-3
Data flow Diagram.....	2-3
Application data stored in the Xerox cloud.....	<b>Error! Bookmark not defined.</b>
Local Environment .....	2-4
<b>3. General Security Protection.....</b>	<b>3-5</b>
User Data Protection within the products.....	3-5
Document and File Security .....	3-5
Hosting - Microsoft Azure.....	3-5
User Data in transit .....	3-5
Secure Network Communications.....	3-5
<b>4. Additional Information &amp; Resources.....</b>	<b>4-6</b>
Supplies Tracker App Security.....	4-6
Security @ Xerox .....	4-6
Responses to Known Vulnerabilities.....	4-6
Additional Resources .....	4-6

# 1. Introduction

## Purpose

Xerox Supplies Tracker is a Xerox App Gallery app that allows users to track their orders straight from the device. The app provides updates of orders for the specific device, allowing users to see important shipping and delivery information.

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

The Xerox® Supplies Tracker App consists of two primary workflows. The two workflows are:

- Display orders
- Print proof of delivery

### APP HOSTING

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

#### The Xerox® App

The Xerox® App consists of two key components, the device weblet and the cloud-hosted web service. The device weblet is a Xerox® App/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 document scanning and printing.

The weblet communicates with the cloud-hosted web service, which executes the business logic of the app.

#### Supplies Tracker App Web Service

Supplies Tracker Solution

#### Xerox Extensible Interface Platform® Web Services

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

### COMPONENTS

#### MFD with Xerox® Supplies Tracker App – Supplies Tracker App

This is an EIP capable device that can print and execute Xerox® Apps installed from the Xerox® App Gallery. In this case, the device has the Xerox® Supplies Tracker installed.

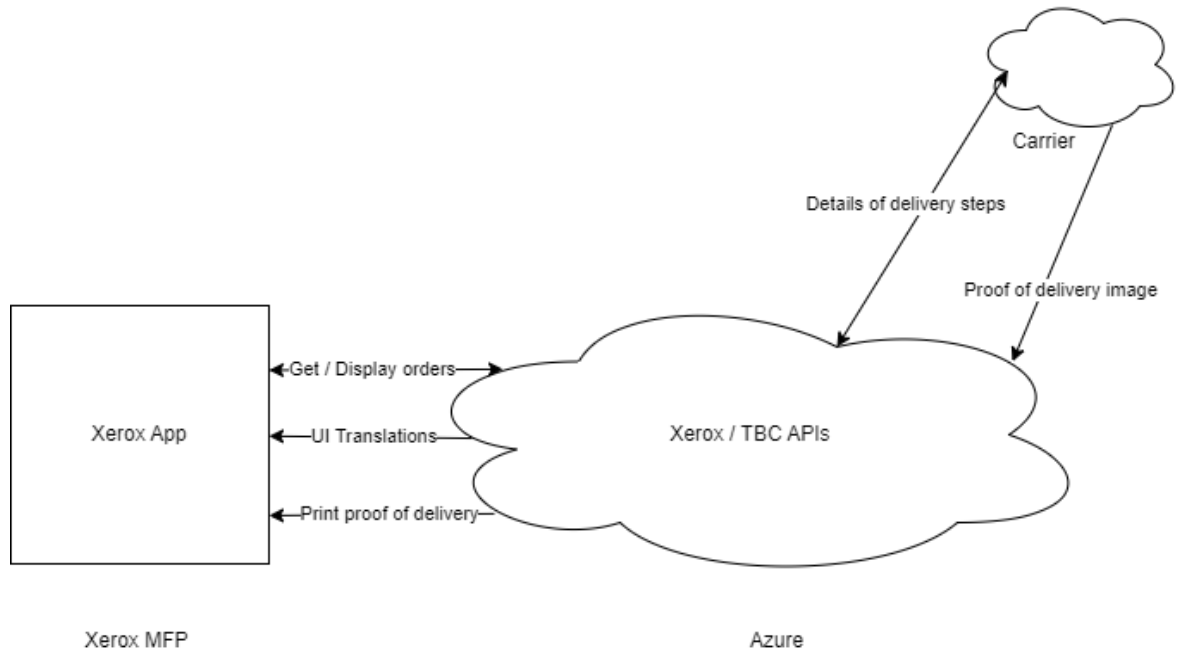
#### Xerox® Supplies Tracker App – Web Services

The Web Service is a service hosted on the Microsoft Azure Cloud System. The service provides support services for the Xerox® App. The web service interacts with the Supplies Tracker services using the Supplies Tracker APIs and Microsoft services using the Azure APIs.

## Architecture and Workflows

### DATA FLOW DIAGRAM

Below is a diagram outlining which data is being processed and transmitted between services.



## User Data Protection

### LOCAL ENVIRONMENT

#### Application data stored on the Xerox device

The following app data is stored on the device, in persistent storage, until the App is uninstalled from the device.

- Device data
- Configuration data
- UI Translations

#### HTTP Cookies

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

## 3. General Security Protection

### User Data Protection within the 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 API 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 in Europe.

### 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.

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>



## 4. Additional Information & Resources

### Supplies Tracker App Security

### 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	<a href="https://www.xerox.com/en-us/information-security/frequently-asked-questions">https://www.xerox.com/en-us/information-security/frequently-asked-questions</a>
Bulletins, Advisories, and Security Updates	<a href="https://www.xerox.com/security">https://www.xerox.com/security</a>
Security News Archive	<a href="https://security.business.xerox.com/en-us/news/">https://security.business.xerox.com/en-us/news/</a>

**Table 2 Additional Resources**