

Xerox Print and Scan Experience App

Security Guide (February 2025)



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Document Version: 2.0 (February 2025).

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

Document Revisions

Version	Date	Changes
1.0	10/21/2024	<ul style="list-style-type: none">• Initial Creation
2.0	2/21/2025	<ul style="list-style-type: none">• Formatting and branding

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1. Introduction

Xerox Print and Scan Experience is an application designed to support the new Microsoft PSA (Print Support App) infrastructure as well as to directly provide users the ability to print and scan within a Xerox Branded application residing on their personal PC.

Purpose

The purpose of the Security Guide is to disclose information for Xerox Print and Scan Experience with respect to application security. Application security, in this context, is defined as how data is stored and transmitted. This document describes design, functions, and features of the Xerox Print and Scan Experience 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 Print and Scan Experience Application does not establish security for any network environment.

This document does not provide tutorial level information about security, connectivity or Xerox Print and Scan Experience Application features and functions. This information is readily available [here](#). 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 solution; as such, some user actions are not described in detail.

Disclaimer

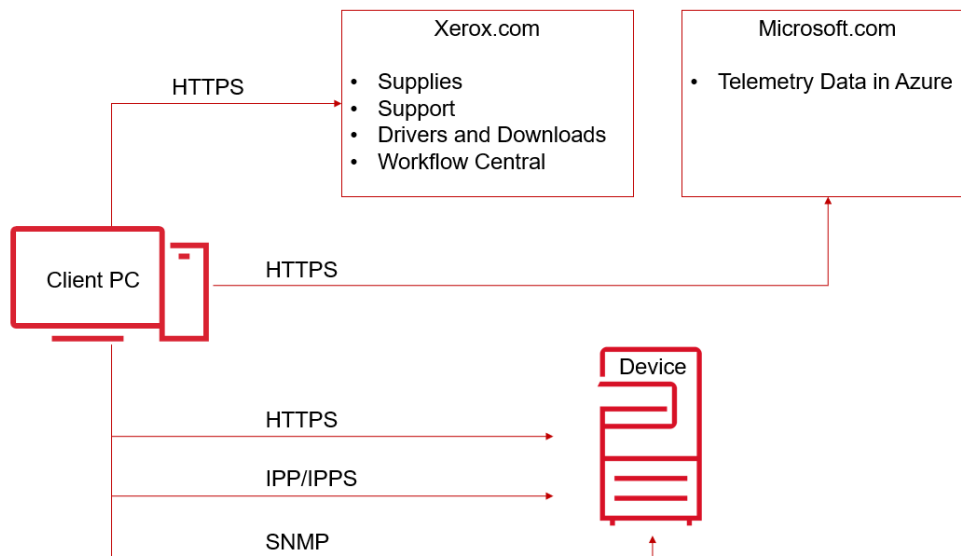
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2. Product Description

Overview

Xerox Print and Scan Experience Application is a Windows application that helps customers with normal print and scan related workflows. This includes establishing print settings, printing documents, scanning documents, uploading documents to Xerox Workflow Central, as well as saving documents to their personal hard drives. The app connects to the printer for capabilities, status, printing, and scanning. The app connects to outside web endpoints for support, ordering supplies, uploading to Workflow Central, and for uploading generic usage information.

Diagrams



Description of System Components

Component	Description
User	A user of the Xerox Print and Scan Experience
Xerox Print and Scan Experience App	The Xerox application on a Windows PC
Printer	A Xerox® printing/scanning device
Xerox Toner Order	The Xerox endpoint webpage that allows the user to reorder consumables
Xerox Workflow Central® Service	The Workflow Central endpoint webpage that allows users to upload documents for processing and storage

3. System Architecture

Xerox Print and Scan Experience

XEROX PRINT AND SCAN EXPERIENCE APP VOLATILE MEMORY

Type (SRAM, DRAM, etc.)	Size	User Modifiable (Y/N)	Function or Use	Contains Customer Data	Process to Clear:
RAM	Customer Provided	N	Network communications (on the fly)	Y	Power Off

XEROX PRINT AND SCAN EXPERIENCE APP NON-VOLATILE MEMORY

Type (SRAM, DRAM, etc.)	Size	User Modifiable (Y/N)	Function or Use	Contains Customer Data	Process to Clear:
Hard Drive	Customer Provided	N	Printer model data; app graphics; configuration files; cached information	Y – But with no personally identifiable information	Removal / uninstall of the app

4. System Interaction

Xerox Print and Scan Experience App Workflow

The Xerox Print and Scan Experience App uses the following workflows which use the indicated technologies, protocols, and ports to send the indicated parameters. If applicable, the storage of any data is also noted.

DEVICE ENUMERATION

The Xerox Print and Scan Experience App enumerates locally installed printers identifying which ones are compatible with the app so that users can scan-from and print-to the device.

The application stores information about each compatible Xerox printer so that it can be readily accessed by the application as needed.

- Printer serial number – cached
- Current IP address – cached
- Current Printer Capabilities, Status, and Configuration - cached

DEVICE DISCOVERY

The user can choose to install a new print queue, and during this process, the application will discover devices using a variety of protocols, including built-in Microsoft OS-provided mDNS discovery, as well as IPP discovery across subnets.

No information is stored about the discovered devices until a device is installed to create a new IPP Print queue.

DIRECT PRINT

The user of the Xerox Print and Scan Experience App can open a file for direct printing to a printer. When this occurs, the file is sent directly to the printer via IPP using the built-in Microsoft passthrough workflows.

SCANNING

The user of the Xerox Print and Scan Experience App can initiate a scan job on the printer. During this process, the app will determine which scan protocol is available and utilize it. IPP is recommended, and while USB (eSCL), and EIP (HTTPS) scanning are also supported. Scanned images are stored locally on the PC in temporary storage pending the user's final distribution of the scanned document, which is typically saved to disk or uploaded to a cloud storage or service such as Xerox Workflow Central.

ORDER SUPPLIES

The user has the option of ordering supplies. This will either direct the user to xerox.com or to a location specified by either the admin or by the end user for supplies management. This information comes directly from the device or the end-user.

DOCUMENT EDITING

The user can readily open and edit a PDF or JPEG document. In this case, the user can make edits such as removing pages, adding content, rotating pages, marking up the document, adding signatures, or cropping it. When these edits occur, the user then has the option of saving the document or distributing it in any supported manner. All distributions require the user's direct instruction and are saved either to disk, shared with another app, printed, or uploaded to Xerox Workflow Central.

VIEW PRINTER INFORMATION

The user of the Xerox Print and Scan Experience app can view the basic status information and billing meters of the printer. The app will display the following information:

- IP Address
- Device status
- Toner Levels
- Paper Tray Status
- Device Serial Number
- Billing Meters

The app will request this information from the printer primarily using the IPP protocol or HTTPS protocol in real time. We also use SNMP to collect billing meter information if it is enabled and available.

5. Logical Access, Network Protocol Information

Protocols and Ports

XEROX PRINT AND SCAN EXPERIENCE APP PORTS

Protocol	Transport and Port Value	Use	Option	Component	Direction
mDNS	UDP 5353	Device Discovery	Non-configurable	App to printer	In
SNMP	UDP 161	Printer State / Configuration	Non-configurable	App to printer	In/Out
IPP	631	Printer Status; Print file from App	Non-configurable	App to printer	In
IPPS	443	Printer Status; Print file from App	Non-configurable	App to printer	In
HTTPS	443	Xerox.com for Toner Order, support, and general information.	Non-configurable	App to external endpoint	In/Out
HTTPS	443	Webservice Printer Calls for configuration / status	Non-configurable	App to printer	In/Out

Port Diagram

XEROX PRINT AND SCAN EXPERIENCE PORT DIAGRAM

Please see the system architecture diagram.

6. System access

Location Access

The app does not request location access

Camera Access

App asks for camera access if the user wishes to acquire content with their camera. The camera access is handled by the OS and nothing is stored unless the user saves their document.

File Access

App can open and save documents to disk at the user's direction. No file access is allowed outside of the Windows sandboxed areas except at user's request.

Xerox.com

The user has access to Xerox.com for support and toner re-ordering. There is no user login necessary as the app directs the user to the xerox.com website and the website takes over from there.

Telemetry

App collects basic usage information without any personally identifiable details and sends to Microsoft's Application Insights portal for storage and retrieval. The information consists of things such as:

- Print settings for a print job
- Scan settings for a scan job
- How many compatible Xerox print queues were detected when the app was run
- If the queues were V3, V4, or IPP or UP
- What Xerox printer models are being used
- What types of edits or changes the user made to a document before saving

7. Additional Security Items

The application allows the user to open and/or to save a PDF that is password encrypted. However, no user passwords related to this are ever stored by the application.

8. Additional Information and 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

Below are additional resources.

Security Resource	URL
Frequently Asked Security Questions	https://www.xerox.com/en-us/information-security/frequently-asked-questions
Common Criteria Certified Products	https://security.business.xerox.com/en-us/documents/common-criteria/
Current Software Release Quick Lookup Table	https://www.xerox.com/security
Bulletins, Advisories, and Security Updates	https://www.xerox.com/security
Security News Archive	https://security.business.xerox.com/en-us/news/
Xerox Zero Trust	https://www.xerox.com/en-us/about/security-solutions/zero-trust-security