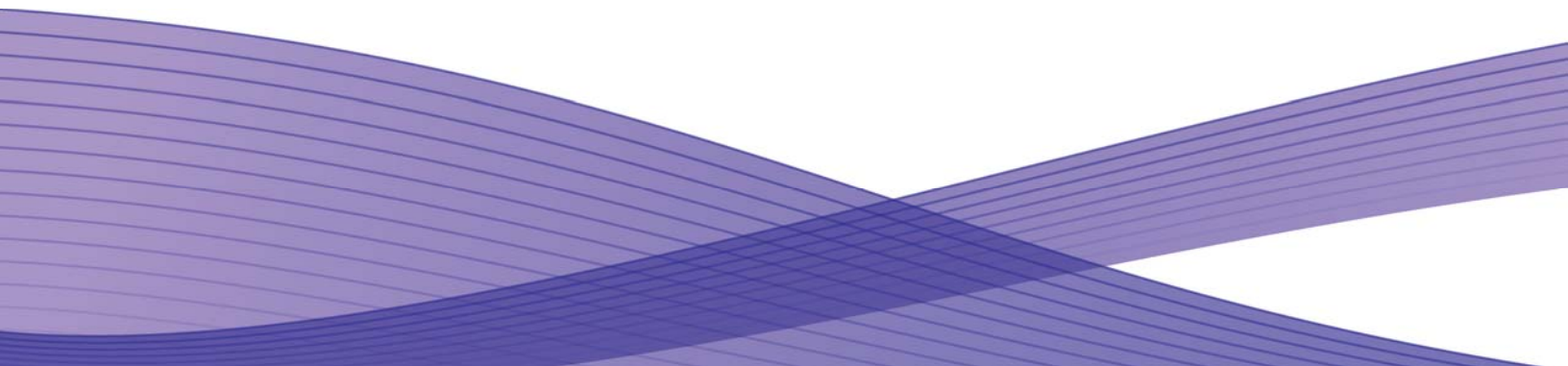


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# Secure Installation and Operation of Your WorkCentre™ 4150



# Secure Installation and Operation of Your WorkCentre™ 4150

## Purpose and Audience

This document provides information on the secure installation and operation of a WorkCentre™ 4150 Multifunction System. All customers, but particularly those concerned with secure installation and operation of these machines, should follow these guidelines.

## Overview

This document lists some important customer information and guidelines that should ensure that your WorkCentre™ 4150 Multifunction System is operated and maintained in a secure manner.

## Background

The WorkCentre™ 4150 Multifunction System is currently undergoing Common Criteria evaluation. The information provided here is consistent with the security functional claims made in the Security Target. Upon completion of the evaluation, the Security Target should be available from the Common Criteria Portal ([www.commoncriteriaportal.org/](http://www.commoncriteriaportal.org/)) List of evaluated products or from your Xerox representative.

## Details

For secure installation, setup and operation of a WorkCentre™ 4150 Multifunction System please follow these guidelines:

1. Change the Tools password as soon as possible. Reset the Tools password periodically. Xerox recommends that you (1) set the Tools password to a minimum length of eight digits and (2) change the Tools password once a month. For directions on how to change the Tools password select:
  - **Reference -- Machine Tools -- Password** tabs in the System Administration (SA) CD1
2. For customers concerned about document files on the network controller hard disk drive, the Image Overwrite Security (IOS) option containing the Immediate Image Overwrite and On Demand Image Overwrite security features must be purchased and properly configured, installed and enabled. Please follow the applicable instructions in the **Installation -- Configure Features -- Immediate Image Overwrite or On Demand Image Overwrite** tab in the System Administration (SA) CD1 for proper installation and enablement of Immediate Image Overwrite and On Demand Image Overwrite.

### Notes:

- Immediate Image Overwrite for all jobs (including internally submitted jobs) that are stored in any non-volatile memory on the system, the system should overwrite the physical portions of those memories that contained the job while the job was proceeding through the job sequence. This is applicable to Print, Copy (landscape/stapled type only) and Scan to X, jobs, and should occur for all jobs that the system defines the job status as "Completed."
- Immediate Image Overwrite of a delayed print job should not occur until after the machine has printed the job.
- If an Immediate Image Overwrite fails, an informational Immediate Image Overwrite Error message will appear at the top of the Local UI screen on the WorkCentre™ 4150 Multifunction System machine. This Immediate Image Overwrite Error message will remain displayed on the top of the Local UI screen until the system administrator initiates an On Demand Image Overwrite.
- If there is a power failure or system crash of the network controller while processing a large print job, residual data might still reside on the Network Controller hard drive. In that case an error sheet should be printed indicating that there is an Immediate Overwrite Failure. It is recommended that an On Demand Image Overwrite be run.
- In the event of an Immediate Overwrite error the Completed Reason job attribute in the Completed Job Log should indicate that the job experienced an Immediate Overwrite error under the condition that the overwrite error was the first error experienced by the job.
- The Completed Job Log may not show any Immediate Image Overwrite completion status for some copy and LAN Fax jobs. In those cases the Immediate Image Overwrite completion status can be determined from the corresponding Audit Log entry for these jobs.
- Deletion of some network scan and scan-to-E-mail jobs may report an incorrect Immediate Image Overwrite completion status in the corresponding Completed Job Log and Audit Log entries, even though Immediate Image Overwrite was successfully completed.
- On Demand Image Overwrite, once enabled, is manually invoked. Follow the instructions in the **Installation -- Configuration Features -- On Demand Image Overwrite** tab in the SA CD1 for invoking an On Demand Image Overwrite from the Local UI. *Before invoking On Demand Image Overwrite verify that (1) there are no active or pending print or scan jobs, (2) after a power on of the machine all subsystems must be properly synced and the Configuration Report must have printed, (3) for any previously initiated On Demand Image Overwrite request the*

confirmation sheet must have printed and (4) the Embedded Fax card must have the correct software version and must be properly configured.

- If a System Administrator aborts an On Demand Image Overwrite, Xerox recommends that the machine be allowed to complete its system reboot before a Software Reset is attempted from the Tools Pathway via the Local UI. Otherwise, the Local UI should become unavailable. The machine should have to be powered off and then powered on again to allow the system to properly resynchronize.
3. Xerox recommends that the System Administrator change the SNMP v1/v2c public/private community strings from their default string names to random string names.
  4. The Embedded Fax Card must be installed in accordance with the instructions in the **Installation Configuration Features** -- **Embedded Fax** tab in the SA CD1. The System Administrator can then set Embedded Fax parameters and options via the Local UI on the machine. Follow the instructions in the User Guide.
  5. Before upgrading software on a WorkCentre™ 4150 Multifunction System machine via the Manual/Automatic Customer Software Upgrade, please check for the latest certified software versions. Otherwise, the machine may not remain in its certified configuration.
  6. To maintain the certified configuration, it is recommended that acceptance of customer software upgrades via the network be turned off/disabled on either the Local UI (**Customer Software Upgrade** screen) or the Web UI (**Upgrade Management** web page). Disabling customer software upgrades also disables the ability of a WorkCentre™ 4150 Multifunction System machine to accept a clone file.
  7. To ensure the WorkCentre™ 4150 Multifunction System is operated according to the certified configuration, it is recommended that the Admin Password option be enabled on the **Service Diagnostics** security web page. By enabling this option, entry on the Local UI of both the Admin Password and the diagnostic PIN will be required for anyone to access the WorkCentre™ 4150 Multifunction System's diagnostics menus.
  8. System Administrator login is required when accessing the security features of a WorkCentre™ 4150 Multifunction System machine via the Web User Interface. Xerox recommends that the '**Remember my password**' option not be checked so the password is not saved in the client machine's Web Browser.
  9. A change made to the System Administrator password from the Web User Interface should be synced with and accepted by the Local UI immediately.
  10. Caution: A WorkCentre™ 4150 Multifunction System allows an authenticated System Administrator to disable functions like Image Overwrite Security that are necessary for secure operation, to upgrade/downgrade software or firmware via the Web UI (**Firmware Upgrade web page**) or to clone the machine with the settings of another WorkCentre™ 4150 Multifunction System via the WebUI (**Cloning web page**). System Administrators are advised to (1) periodically review the configuration of all installed machines in their environment to verify that the proper secure configuration and latest certified software/firmware versions are maintained, (2) turn off/disable acceptance of customer software upgrades via the network on either the Local UI (**Customer Software Upgrade** screen) or the Web UI (**Upgrade Management** web page) and (3) do not install a clone file via the **Cloning** web page..
  11. Two Audit Log entries may be generated for some Proof Print jobs. In that case, the second entry without the job name will contain the actual job status.
  12. For deleted Proof Print Jobs, the Audit Log may show an incorrect Immediate Image Overwrite completion status. However, the corresponding Completed Job Log entries will show the correct Immediate Image Overwrite completion status.
  13. The following windows are available from the Local UI to a WorkCentre™ 4150. These windows provide standard system configuration capability (with System Administrator login and authentication) or security related user functions:
    - **Connectivity and Network Setup** - Allows access to screens to set the various parameters associated with network connectivity and is accessible by selecting the '**Connectivity and Network Setup**' button from the **Tools Mode Screen 1 of 3** screen.
    - **Delete Job Confirmation** – Allows a user or System Administrator to confirm deletion of a job other than an Internet Fax job from an active (incomplete) job queue. It is accessible by selecting the {**Job Status**} hard button on the machine, selecting the desired job from the displayed *Job Queue* and then selecting the '**Delete**' button from the displayed *Job Status Job Monitor* window.
    - **Pausing an active job being processed by the device** – Allows the user to pause an active scan or print job while it is being processed by the WorkCentre™ 4150. It is accessible by selecting the '**Stop**' machine hard button while a

job is being processed by the device. Depending on the type of job being processed by the device, one of the following **Pause** windows should be displayed as appropriate to allow the user to determine whether to delete or continue processing of the job: **Scanning Pause** window, **Printing Pause** window, **Scanning/Printing (Two Jobs) Pause** window, **Resume Marking/Incomplete Scan Job Pause** window, **Marking/Scanning Job Pause** window, **Build Job/No Marking Pause** window, **Build Job/ Marking Pause** window, **Build Job Sample Printing/ One Segment Scanned Pause** window or **Build Job Sample Printing/More Than One Segment Scanned Pause** window.

- **Job Details (Completed Jobs)** - Allows a user to view the details of a selected completed job. It is accessible by (1) selecting the {**Job Status**} hard button on the machine, (2) selecting the {**Other Queues**} button on the displayed Job Queue window, (3) selecting the desired Completed job queue from the three such “Completed” job queues available, and then finally (4) selecting the desired job from the displayed “Completed” *Job Queue* window.

14. The following page is available from the Web User Interface to a WorkCentre™ 4150 with no System Administrator login and authentication required:

- **Index** – Provides a user with hyperlink pointers to each Web User Interface screen. It is accessible by selecting the **Index** button on the top of every Web User Interface page.

15. The following security page is available from the Web User Interface to the WorkCentre™ 4150 with System Administrator login and authentication. This page provides additional system functional capability:

- **Remote Network Debugging** - Allows the system administrator to enable and configure remote network debugging of the device when problems are detected. Is accessible by typing **http://{IP Address}<sup>1</sup>/properties/Security/TraceTracking/DebugTrackingTool.dhtml**.

16. The WorkCentre™ 4150 provides the ability to enable one-off features through the device’s Local UI, behind Tools access. A user can reach the one-off features via the following path: **ACCESS – TOOLS – MORE – MORE – SFO**.

- The SFO (Special Feature Option) is intended for specific customer requests that do not represent baseline device behavior and is not designed for general use.
- A customer request is developed as a software patch and assigned a specific SFO #. Once implemented, the customer that requested the Feature is informed of the specific number and is enabled by the SA.
- These SFO’s cannot be changed by anyone other than the SA or a person designated by the SA who has Local UI access rights.

17. The WorkCentre™ 4150 SA CD1 contains 2 errors:

- The SA CD1 states in the **Installation -- Features -- Authentication – Network Authentication** Tab that it is possible to select “NDS (Novell 4, 5, 6)” as an authentication type. NDS Authentication is not supported on the WorkCentre™ 4150. The only way to set NDS settings is through the Netware Protocol configuration setting in the WebUI.
- The SA CD1 states in the **Installation – Configure Features – On Demand Image Overwrite – Perform an Image Overwrite Over the Network** Tab that a user can perform an On Demand Image Overwrite via the ‘Properties’ Tab on the Web User Interface. The only way for a user to perform an On Demand Image Overwrite is from the Graphical User Interface on the device.

## Contact

For additional information or clarification on any of the product information given here, contact Xerox support.

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<sup>1</sup> {IP Address} is the IP address of the machine