

Xerox Security Bulletin XRX09-004

Software update to address Denial of Service vulnerability

v1.1

09/18/09

Background

An LPD protocol handling vulnerability exists in the firmware for the products listed below. If exploited, this vulnerability could cause a denial of service by crashing the device, although power cycling the device will recover from this attack. Customer and user passwords are not exposed.

As part of Xerox's on-going efforts to protect customers, a firmware release that includes the solution addressing this vulnerability is provided for the products listed below. This firmware release is designed to be installed by the customer. Please follow the procedures below to install this release to protect your product from possible attack through the network.

The firmware release can be accessed via the links below:

For Customers in North America

- WorkCentre 7232/7242 – Version 1.207.5 PS, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7232_WC7242&Xlang=en_US&Xcntry=USA
- WorkCentre 7328/7335/7345 (110 Volts) – Version 1.227.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7346 (110 Volts) – Version 1.227.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7425/7428/7435 (110 Volts) – Version 75.1.0, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7425_WC7428_WC7435&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7435_Base

For Customers Outside of North America

- WorkCentre 7232/7242 Standard (STD) – Version 1.207.5 STD, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7232_WC7242&Xlang=en_US&Xcntry=USA
- WorkCentre 7232/7242 with Postscript (PS) – Version 1.207.5 PS, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7232_WC7242&Xlang=en_US&Xcntry=USA
- WorkCentre 7328/7335/7345 Standard (220 Volts) – Version 1.237.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7328/7335/7345 with Postscript (220 Volts) – Version 1.237.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7346 Standard (220 Volts) – Version 1.237.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7346 with Postscript (220 Volts) – Version 1.237.4, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7328_WC7335_WC7345&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7346_Base
- WorkCentre 7425/7428/7435 Standard (220 Volts) – Version 75.1.0 Standard, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7425_WC7428_WC7435&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7435_Base
- WorkCentre 7425/7428/7435 with Postscript (220 Volts) – Version 75.1.0 Postscript, which can be found at http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC7425_WC7428_WC7435&Xlang=en_US&Xcntry=USA&ripID=XRIP_WC7435_Base

The solution for this vulnerability is classified as **Important**.



Acknowledgment

Xerox wishes to thank Henri Lindberg, Louhi Networks, Finland (www.louhi.fi) for initially notifying us of this vulnerability.

This software solution applies to network-connected versions¹ of the following products:

WorkCentre®

7232

7242

7328

7335

7345

7346

7425

7428

7435

¹If the product is not connected to the network, it is not vulnerable and therefore no action is required.

Install Process

NOTE:

XDM and CentreWare Web can be used for all the affected products listed below to send the obtained release to several devices.

For Customers Outside of North America only:

How to determine if the device is configured as PS or STD:

It is important to obtain the correct upgrade file for your machine. Determine the software version you are currently running as follows:

1. Open your web browser and enter http:// and the TCP/IP address of the machine in the Address or Location field, and then press [Enter].
2. Click the [Properties] tab.
3. Expand the [General Setup] folder, and then Click [Configuration].
4. Scroll down below the Software header to see your Controller version. Note whether the Controller ROM is listed as Controller ROM or Controller+PS ROM. This will determine which file to download from the Xerox web site. Controller ROM requires the STD file to be loaded. Controller+PS ROM requires the PS file to be loaded.

For WC 7232/WC 7242

Obtaining the Release

Once you have established as appropriate whether your WC 7232/7242 device has been configured as PS or STD:

1. If you are a customer in North America, click the "WorkCentre 7232/7242 machine firmware PS version and Instructions" link.
2. If you are a customer outside of North America -- if your machine has "Controller ROM," click the "WC7232 Family Standard Firmware version and installation instructions" link; otherwise, click the "WorkCentre 7232/7242 machine firmware PS version and Instructions" link.
3. Click **Accept** if you accept the license agreement.
4. Save the System Software Upgrade file to a location on your computer.

For WC 7328/7335/7345/7346

Obtaining the Release

Once you have established as appropriate whether your WC 7328/7335/7345/7346 device (220 Volts only) has been configured as PS or STD:

1. If you are a customer in North America , click the "WC 7328/7335/7345 (110 volt) General Software Release" link for a WC 7328/7335/7345 or the "WC 7346 (110 volt) Software Release" link for a WC 7346.
2. If you are a customer outside of North America and if your machine has "Controller ROM," click the "WC 7328/7335/7345 (220 volt) Family General Software Standard Release" link for a WC 7328/7335/7345 or the "WC7346 (220 volt) Machine Firmware Standard version and Installation instructions" link for a WC 7346.
3. If you are a customer outside of North America and if your machine has "Controller+PS ROM," click the "WC 7328/7335/7345 (220 volt) Family General Software PostScript Release" link for a WC 7328/7335/7345 or the "WC 7346 (220 volt) Machine Firmware PostScript version and Installation instructions" link for a WC 7346.
4. Click **Accept** if you accept the license agreement.
5. Save the System Software Upgrade zip file to a location on your computer.



For WC 7425/7428/7435

Obtaining the Release

Once you have established whether your WC 7425/7428/7435 device (220 Volts only) has been configured as PS or STD:

1. If you are a customer in North America, click the "WC 7425/7428/7435 (110 volt) General/Manufacturing Software Release" link.
2. If you are a customer outside of North America and if your machine has "Controller ROM," click the "WC 7425/7428/7435 (220 volt) Family General /Manufacturing Software Standard Release" link.
3. If you are a customer outside of North America and if your machine has "Controller+PS ROM," click the "WC7425/7428/7435 (220 volt) Family General/Manufacturing Software PostScript Release" link.
4. Click **Accept** if you accept the license agreement.
5. Save the System Software Upgrade zip file to a location on your computer.

Release Installation for all Products and Releases

1. Extract the .bin file from the System Software Upgrade zip file that you just downloaded from the Xerox web site
2. Verify that the machine is up and running and that it is not in PowerSaver mode.
3. In your web browser, enter **http://** followed by the TCP/IP address of the machine in the Address or Location field, and then press [Enter]. The machine's internal web page, CentreWare Internet Services, will appear.
4. Click the [Properties] tab.
5. Click the [Services] folder.
6. Click the [Machine Software] folder.
7. Click [Upgrades] and select the **Enabled** check box, and then click [Apply].
8. Enter the admin user name and password if prompted.
9. Click [Manual Upgrade].
10. Click [Browse] and move through your file system to locate the .bin file.
11. Highlight the file and click [Open].
12. Click [Install Software] to install the software.

For additional information on release installation refer to Customer Tip "How to Upgrade, Patch or Clone Xerox Multifunction Devices" (<http://www.office.xerox.com/support/dctips/dc06cc0410.pdf>)

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