Security Guide

Xerox® Translate and Print App
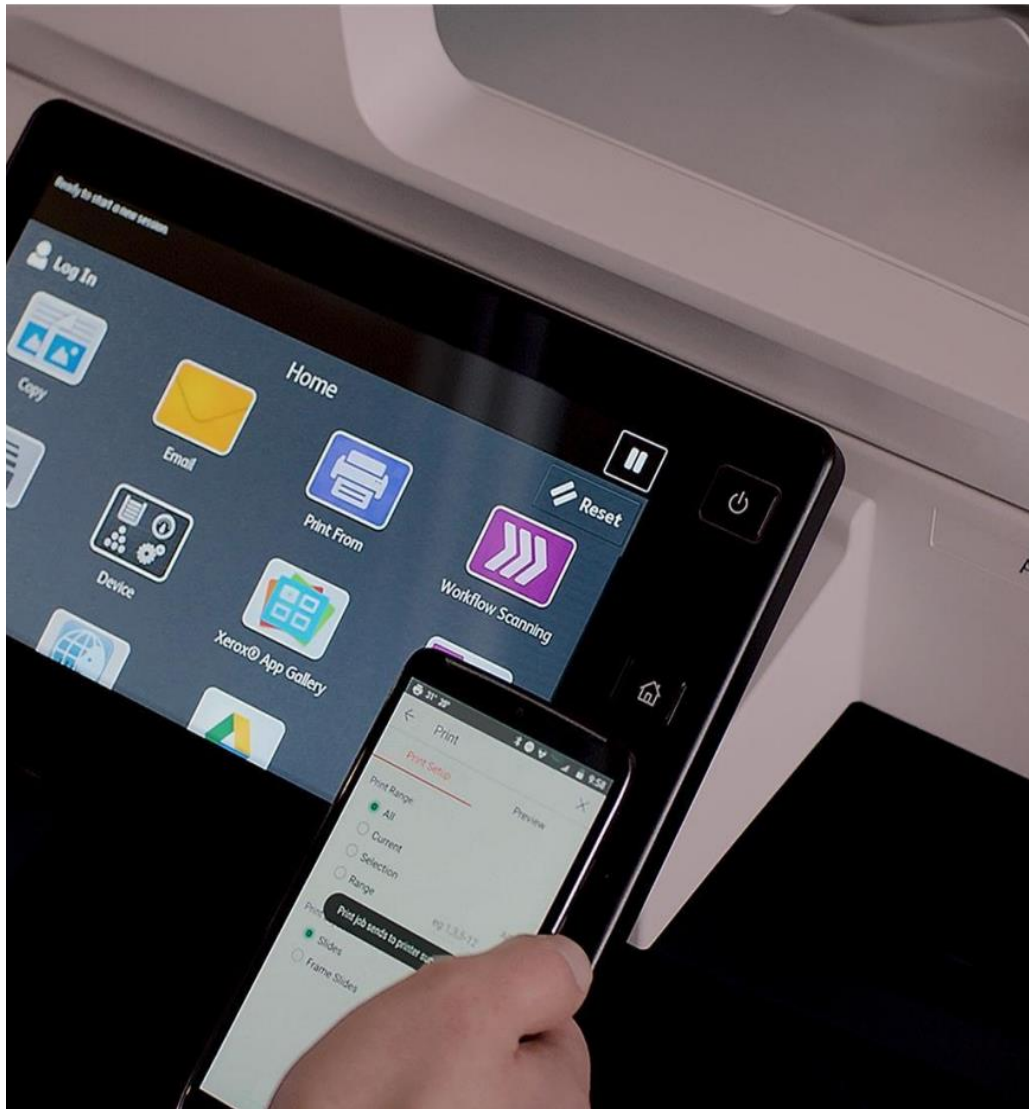
Document Version: 3.0 (November 2024)

REVISION HISTORY

Version	Date	Details
1.0	March 2017	Initial Version for XTP 1.0.0.4
2.0	November 2020	Version for XTP 1.0.0.5 • Adds a Send to Email recipient option.
3.0	**Nov 2024**	**Update for XTP 2.0** - **Remove ABBYY and use Microsoft Translate and Aspose for translation process**

Contents

1. Preface

The Xerox® Translate and Print app provides an easy path for users to provide instant machine translations via the user's Xerox® Multifunction Device (MFD).

The Xerox® Translate and Print app can be installed on Xerox® Multifunction Devices which support ConnectKey technology. The user scans the document and receives a translation print in one of 44 languages. Additionally, the user may specify an email address to receive a translation of the scanned document.

Purpose

The purpose of the Security Guide is to disclose information for the Xerox® Translate and Print 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® Translate and Print 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® Translate and Print app does not establish security for any network environment.

This document does not provide tutorial level information about security, connectivity or Xerox® Translate and Print 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 Xerox® Translate and Print app; 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. General Security Protection

Data Protection Overview

Use of the Xerox® Translate and Print app is unauthenticated. Any person with access to a Xerox Multifunction Device on which the app is installed may launch the Xerox® Translate and Print app and use its features. The device administrator has the option of requiring a person to authenticate with the Device before the device may be accessed.

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 documents and digital information in accordance with information protection best practices.

Scanned document content is not reused for other parties' translations, nor is it disclosed to third parties.

Xerox® employees are not permitted to review client documents and translation results, except in exceptional circumstances where a document:

- causes a service failure.
- leads to the abnormal consumption of computing resources.
- leads to additional exceptional cases connected with the functionality of the service.

A limited number of authorized Xerox® personnel may review a customer image for the sole purpose of reproducing and fixing the issue this document has caused. In such cases, only a derivative document, without any personal/confidential data, is used to fix the issue.

The output of the system is strictly determined by the input. Only non-executable plain text data is returned by the translation sub-system. The system prevents the insertion executable output as translation for non-executable content. Executable links in source documents are not translated.

HOSTING - MICROSOFT AZURE

The Xerox Translate web service is 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.

For further details on ISO 27018 please visit:

https://learn.microsoft.com/en-us/compliance/regulatory/offering-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 service is scalable so that multiple instances may be spun up/down as needed to handle user demand. The service is hosted both in the US and Europe. Users will be routed to the closest server geographically (based on network speed).

The Xerox Translate Web Service incorporates third party Aspose file conversion components. These components are configured to be accessible only from the local host; and not from the internet. The Xerox Translate Web Service also invokes Xerox Services (hosted in the same Azure cloud) to initiate email. Xerox Services in turn invokes the external SendGrid email service to send the actual email to the recipient.

These Security highlights are relevant to the Xerox Translate and Print system:

General Azure security
- Azure Security Center
- Azure Key Vault
- Log Analytics

Storage security
- Azure Storage Service Encryption
- Azure Storage Account Keys
- Azure Storage Analytics

Identity and access management
- Azure Role Based Access Control
- Azure Active Directory
- Azure Active Directory Domain Services
- Azure Multi-Factor Authentication

Networking
- Network Security Groups
- Azure Traffic Manager

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

MICROSOFT TRANSLATOR

Microsoft Translator, part of the collection of Cognitive Services and an Azure service, is a cloud-based text translation API. The service uses modern neural machine translation technology and offers statistical machine translation technology. Translation is from a source language to a target language.

SENDGRID SERVICE

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The solution includes an email service hosted by SendGrid, which is responsible for sending translated documents to recipients.

For further details on SendGrid security, see: https://sendgrid.com/policies/security/ . For more information about SendGrid privacy, see their parent company's privacy statement at: https://www.twilio.com/legal/privacy ; and their Data Protection Addendum at: https://www.twilio.com/legal/data-protection-addendum .

User Data in transit

During standard usage of the Xerox® Translate and Print app, calls to the device web services are used to initiate and monitor scan functions and retrieve device information using the EIP interface.

All communications to and from the Xerox® Translation Web Service 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.

XEROX TRANSLATION WEB SERVICES AND XEROX SERVICES

The Xerox Translate web service communicates with Xerox Services within the same Azure cloud to initiate email.   Communication between the services is secured by secret Key.

XEROX SERVICES AND SENDGRID

The Xerox Services communicates with SendGrid to send emails using the SendGrid API defined at: https://sendgrid.com/docs/api-reference/. This communication is done via HTTPS and the data is transmitted securely and is protected by TLS security. The minimum TLS version used is 1.2. The Xerox Services connects to SendGrid via a secured connection, using an API key.

3. Translate and Print – Xerox® ConnectKey® App

Description

OVERVIEW

The Xerox® Translate and Print ConnectKey app supports translation of scanned documents at a Xerox Multifunction Device; and optionally emailing a recipient the translation.

ConnectKey App

The Xerox® Translate and Print app may be purchased from the Xerox App Gallery and then installed on Xerox® Devices from the Xerox® App Gallery. The purpose of the App is to provide translations of scanned documents.

The ConnectKey App allows any person with access to the Device to use the app's functionality. The app does not require any user credentials. Any device user may view records of the translation orders initiated at the Device. Since no credentials are involved, all translation order records are anonymous.

The ConnectKey App allows users to scan a document and have a translated version print at the device. The user may optionally specify an email recipient for the app to send the translation to.

Table 1. ConnectKey App user benefits

Application	What can I do?
ConnectKey App	• Scan, translate, and print a document • View previous translation order records.

• Optionally send the translation to an email recipient.

APP HOSTING

The ConnectKey App depends heavily on cloud hosted components. A brief description of each can be found below.

ConnectKey App

The ConnectKey App is implemented as a weblet installed on the Xerox MFD. The device weblet enables the following behavior on a Xerox device:

1. Presents the user with an application UI and executes the business logic of the app.
2. Interfaces with the EIP API to initiate operations at the Device.
3. Interfaces with the Xerox Translate web service to translate supplied image documents.

Xerox Platform® Web Services

During standard usage of the ConnectKey App, calls to the device web services are used to initiate scan and print operations on the device.

COMPONENTS

MFD

The MFD is an EIP capable device capable of running ConnectKey App weblets installed from the Xerox App Gallery. In this case, the MFD has the Xerox® Translate and Print app weblet installed.

Translate and Print – App weblet

The Xerox® Translate and Print app weblet is installed on the MFD via the Xerox® App Gallery. The weblet is responsible for hosting web pages, which are displayed on the UI of the MFD, and provide the basis for user interaction with the Xerox® Translate and Print app.

Xerox® Translate and print App Service

The Xerox® Translate App Service is hosted on the Microsoft Azure Cloud System. This component is responsible for hosting the web pages that display on the UI of the Xerox® Device. Additionally, this component provides the business logic service.

The App service interacts with Microsoft Translator to convert the document to the target language. The web service incorporates Aspose to format the translated document into pdf that can be printed or emailed. The webservice interacts with Xerox® Services to initiate optional email of a translated document.

Microsoft Translator

The solution provides for a translation capability hosted by Microsoft in the Microsoft Azure cloud at https://api.cognitive.microsofttranslator.com/ . Translation is from a source language to a target language. The Translate Web Service connects to Microsoft Translator via a secured connection, using a subscription key and a Secret key.

Xerox® Services

Xerox® Services invokes SendGrid via the SendGrid API to email the recipient the translated document. Xerox® Services connects to SendGrid via a secured connection, using an API key.

SendGrid Service

The solution provides for an email service hosted by SendGrid. The email service sends a recipient a translated document.

Xerox App Gallery

The App Gallery component is a web application, with services, hosted on the Microsoft Azure Cloud System. The App Gallery is accessed to ensure the Application is entitled to run. The application can only be run when a "Trial" license has not expired OR a "Purchased" license has not expired.

After an entitled weblet is installed on an agency device, App initialization will contact App Gallery:

- to ensure the Application is entitled to run on the device
- to retrieve App Gallery App Configuration parameter values set by an App Gallery user.

ARCHITECTURE AND WORKFLOWS

Architecture Diagram
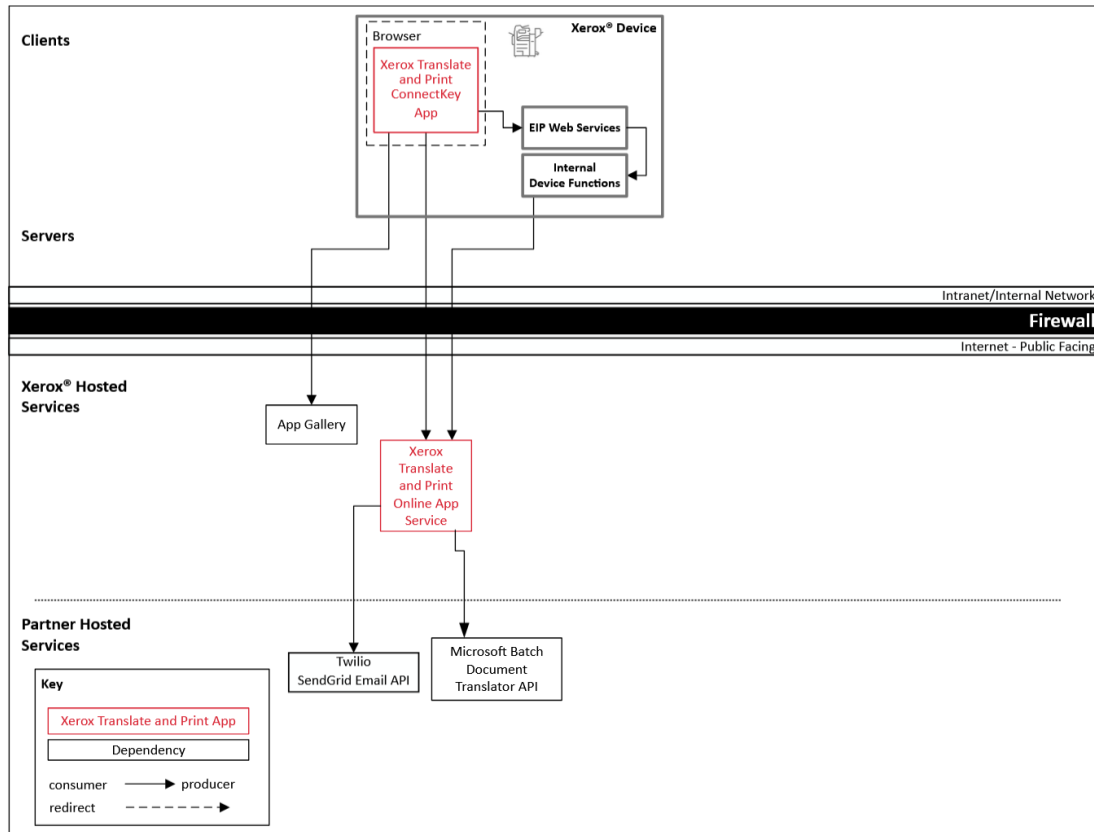
Workflows – ConnectKey App

Scan, translate, and Print Workflow

Step 1:   User launches the Translate and Print app weblet at the Device
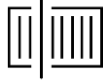
Step 2: User specifies the source language of the document to be scanned.

Step 3: User selects the target language of the document to be printed.

Step 4: User modifies the scanning options (i.e., single sided, original size, etc.).

Step 5: User selects the Scan button and the document is scanned.

Step 6: The Xerox Translate web service translates the scanned document.

Step 7: The translated document is printed to the Device.

View "My Orders" Workflow

Step 1: User launches the Translate and Print app weblet at the Device

Step 2: User selects the view orders option

Step 3: The Xerox Translate web service provides the Translate and Print app weblet with records of translation orders initiated at the Device.

Step 4: The Translate and Print app weblet displays the content of the translate order records in the device browser for the user to view.

Scan, translate, and Print with optional email Workflow

Step 1: User launches the Translate and Print app weblet at the Device

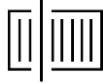**Step 2:** User specifies the source language of the document to be scanned.

Step 3: User selects the target language of the document to be printed.

	Step 4:	User specifies the email address of the recipient.
	Step 5:	User modifies the scanning options (i.e., single sided, original size, etc.).
	Step 6:	User selects the Scan button and the document is scanned.
	Step 7:	The Xerox Translate web service translates the scanned document.
	Step 8:	The translated document is printed to the Device.
	Step 9:	The translated document is emailed to the recipient.

User Data Protection

APPLICATION DATA STORED IN THE MICROSOFT TRANSLATOR SERVICE

User documents that have been requested to be translated into a different language are stored in cloud persistent storage until a delete event occurs.

The following activities will trigger a delete event, for the original digital document files and the translated document file. •

- A delete occurs when the system detects that the document translation job has been completed, and the translated document has been downloaded Three (3) times.
- A delete occurs when the system detects that the document translation job has completed, and the translated document has been stored for Seven (7) days.

For detailed information on User Data Protection and Security for the Microsoft Translator Service, please follow this link: https://www.microsoft.com/en-us/translator/business/notrace/

LOCAL ENVIRONMENT

Application data transmitted

Application data is protected during transmission by standard secure network protocols at the channel level. Since document content may contain Personally Identifiable Information or other

sensitive content, it is the responsibility of the user to handle the scanned and printed documents in accordance with information protection best practices.

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.

• The Translate and Print app weblet
• Scratchpad data storage

No user-specific data is stored locally on the device.

4.   Additional Information & 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

Security Resource	URL
Frequently Asked Security Questions	https://www.xerox.com/en-us/information-security/frequently-asked-questions
Bulletins, Advisories, and Security Updates	https://www.xerox.com/security
Security News Archive	https://security.business.xerox.com/en-us/news/
Xerox Trust Center	https://trust.corp.xerox.com/

Table 2 Additional Resources