

Xerox Direct Concierge

Technical Specifications

PC Requirements

The Concierge software needs to be installed on a PC that meets the following requirements:

- Desktop computer system should be powered on 24 hours a day, 7 days a week (does not have to be a dedicated system)
- Operating System: Windows® 2000/XP, Windows® Server 2003
- Network Card: 10Mbit or higher
- Computer must have only one active network card
- 256MB RAM or higher
- Microsoft® .NET Framework installed
- An Internet connected browser

Scanning

- SNMP scanning is done within the internal network only, via the standard SNMP port (UDP port 161)
- The Xerox Concierge Software uses unicast transmission to communicate to each IP address in the configured scan range. No broadcast packets are sent.
- A community string can be specified in the Xerox Concierge Software configuration if required

Data Storage

- The Concierge program is hosted on a dedicated server and is located in a physically secure environment
- Concierge's server is located behind a dedicated hardware firewall that blocks all external access
- The server is kept up to date with the latest operating system patches, security patches, and anti-virus updates
- Server administration logins are restricted to a very limited number of authorized personnel who require access only for routine maintenance and backup purposes

Data Collection

No personal or user data is collected with the Xerox Concierge Software. Only the following information is gathered and transmitted to Concierge's secure server:

- Printer name, make and model
- Location
- Serial number
- IP Address
- MAC Address
- Page Counts
- Toner levels
- Status/Alerts (out of paper, paper jam)

Data Transmission

- The Xerox Concierge Software connects to Concierge's server via an outbound connection only. There is no reverse connection made from Concierge's server to the Xerox Concierge Software.
- HTTPS is the default send method in the Xerox Concierge Software configuration window. This ensures that the data is encrypted during transmission using standard internet security protocols (128 bit SSL on TCP port 443). If HTTPS is not available, the Xerox Concierge Software will use HTTP (port 80) as the send method. HTTPS (128-bit SSL) is the same security used in Internet banking or purchasing goods online.
- The server sends a simple acknowledgment that the data was received, but no other data is sent back to the Xerox Concierge Software in response to the transmission. This response is also encrypted in the same manner as the transmission itself.