

App: Automatic Xerox Firmware Updates App

Summary: Automatically updates Xerox firmware (or systems software) when update is available and released by Southern Solutions. Every manufacturer (of virtually every type of technology including copiers) regularly releases new firmware versions to fix security issues, operational issues, or new compatibility issues.

- As the world becomes more complicated and keeps tightening up security, Xerox has to release new firmware versions to remain compatible with 3rd party email servers such as google and Office 365 for example (for use with scan to email).
- Our research shows that on average, 30% - 40% of technical service calls for Xerox equipment requires a software or firmware update to resolve the incident.
- It's important not to overlook how important it is that devices connected to a customer's network have the latest security updates. The National Institute of Standards and Technology further validated this when they released their Risk Management for Replication Devices report in February of this year. Among the threats to replication devices (copiers & MFPs), the list includes outdated and/or unpatched operating systems and firmware.

Process:

- When Xerox releases a new firmware version, Southern Solutions also tests it. When approved and released, updates are overnight or the next time the device checks in.
- When installing the app, customer selects time to check in for upgrade. We encourage after hours to not interrupt normal daily activities.
- The Automatic Firmware Updates App communicates over FTP, Port 21.
 - o We have the ability to support Secure FTP. Currently, Xerox does not support Secure FTP communication on their devices. When Xerox begins supporting Secure FTP, we will communicate via Secure FTP.
- When the Xerox device checks in, if new firmware is available, it is downloaded via our host server that is encrypted with SSL security and a firewall.
- Firmware is updated sequentially in order of approved firmware versions. This is the way Xerox and most other manufactures recommend. When first installed, it may take several consecutive nights of updates to get at the current firmware level.
- After downloading the update fully, the update is installed. If there is a break in the connection or power and the new update is not fully downloaded, it will not be installed and does not negatively affect the performance of the device.
- All settings are kept at the device.

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