SHA-1 Certificate Expiration and the Upgrade to SHA-2

Available Options for Continuing Remote Services

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In May 2019, in accordance with industry standards, Xerox will no longer accept the device-direct transfer of meters, supply and diagnostic data from machines that are using the SHA-1 (Secure Hash Algorithm) security certificate. The replacement and more secure SHA-2 certificate will be required going forward. The list of affected products and more information about this change is available in the Security Bulletin found at www.xerox.com/sha2. To ensure that your automated meter reads and supplies replenishment are not disrupted, action will be required to address this.

The options for each product family are specified in the bulletin:

1. For most products, a customer-installable software upgrade will deliver the SHA-2 certificate and enable device-direct communication to continue.

2. All Office products can use Xerox® Device Agent (XDA) and the proxy communication method to support remote services going forward.

To determine if your devices are impacted, review your machines' current software levels and compare them to the minimum SHA-2 compliant software versions stated in the bulletin. You can find the current software version by printing a configuration report from your devices, or by looking in MySupport Portal.

Please perform the individual software upgrades to obtain the SHA-2 certificate and continue device-direct communication where possible. This communication method is beneficial because it provides a diagnostic payload that is used by our service agents to diagnose problems and arrive at solutions more quickly

Customers with multiple machines impacted by this change may find it efficient to use Xerox® Device Agent (XDA) as a solution. This free application takes approximately 15 minutes to install, and supports up to 2000 machines. It can be setup immediately and will work simultaneously with your current device-direct connections. When SHA-1 expires, machines that have not upgraded to SHA-2 will stop communicating device-direct, but XDA will continue to report the devices' meter reads and supply replenishment needs. Visit our Remote Services online support assistant for information on how to use the device manager solution.

If you need assistance upgrading your device software or installing Xerox® Device Agent (XDA) your local support center will be able to assist you.

For more information on the connection methods and Remote Services, please consult the Security White Paper.

—Xerox Global Customer Service Delivery