

# Xerox Certificate Remediation Utility

Installation and Operation

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Changes are periodically made to this document. Changes, technical inaccuracies and typographic errors will be corrected in subsequent editions.

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# Introduction

## Purpose

The purpose of this document is to describe the installation and operation of the Xerox Certificate Remediation Utility.

Xerox has observed that some installed devices are not connecting successfully to the Xerox Global Remote Services systems due to a recently expired certificate included with the device firmware.

This utility is designed to consume a list of hostnames/IP addresses, examine the device located at each hostname/IP address and then remediate that device to restore the connection between that device and Xerox® Global Remote Services.

## Target audience

The target audience for this document is Xerox analysts, field personnel and customers.

## 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.

## Step 0: Before you begin

### Collecting required information

The Xerox Certificate Remediation Utility or (XCRU in this document) requires the following information for each device it will examine:

- Hostname/IPv4 address
- Admin username
- Admin password

This information can be imported into the device as a .CSV file with the following fields:

- Hostname/IPv4 address
- Username
- Password

Please note that .CSV reports produced by the tool can also be imported.

The status column within the .CSV reports is ignored.

### Identifying the remediation workstation

The workstation that will be used to execute the XCRU must have:

- Network connectivity to each device.
- The Oracle Java Runtime Environment (or equivalent) version 8 or later installed.
- The JRE must be in your PATH to execute the XCRU .JAR file executable.
- cURL installed with a recommended version of 7.71.1, although earlier versions may be sufficient.

#### NOTE:

Please note that Windows 2016 is not supported by the tool at this time.

#### NOTE:

Please note that Mac OS X and Linux workstations may require the manual installation of cURL. Please consult with your system administrator if you are not certain.

## Step 1: Installing and launching the XCRU

- 1) Create a folder on your workstation named C:\XCRU.

**NOTE:**

If you do not have permission to create a folder in the C:\ directory, you can install the XCRU in another location. It is critical that the path to the XCRU does not contain any spaces.

- 2) Extract the entire contents of the .ZIP package into C:\XCRU on your workstation.
- 3) On Windows, double-click **Run.bat** to execute the XCRU.

**NOTE:**

For Mac and Linux users, please execute the .JAR file in the package using Java.

For example: `$ java -jar ckupgrade-070720202154.jar`

**NOTE:**

You must have permission on the workstation to execute Java .JAR files.

Consult with your local system administrator for assistance if you are not certain.

**NOTE:**

This tool will delete expired certificates from each device. Do not use this tool if your workflow requires expired certificates.

**NOTE:**

This tool will reboot Xerox devices. Do not use this tool if you do not have permission to reboot devices.

- 4) You must select I Understand in this dialogue box to proceed or Cancel to quit.

This utility will reboot Xerox devices. Please ensure you have permission to perform a device reboot. Also, this utility will permanently delete expired certificates from the targeted devices. Please ensure that you have backups in place of any expired certificates you would like to preserve.

Cancel

I understand

You are now ready to add devices for remediation.

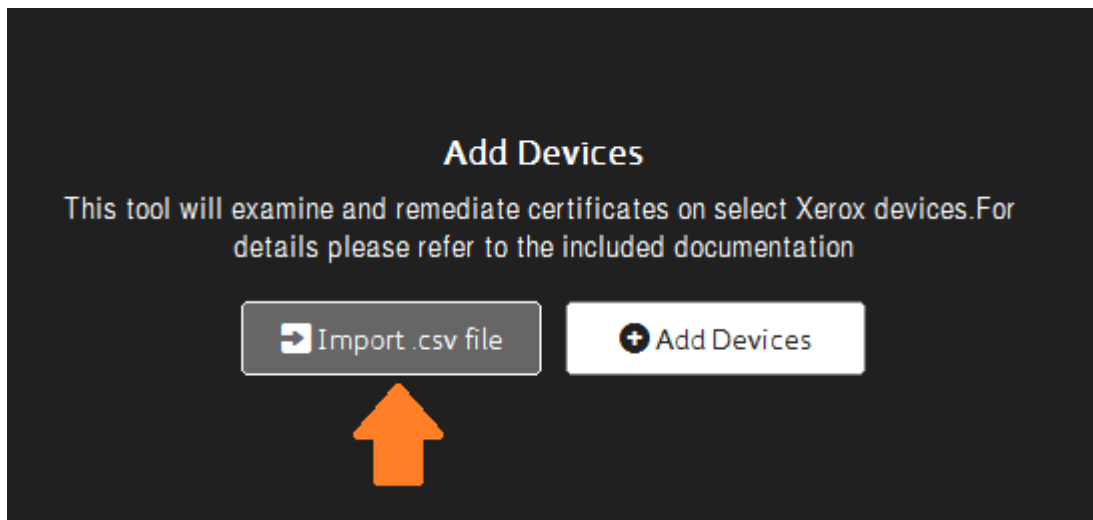
## Step 2: Adding devices for remediation

The XCRU does not scan the network or perform any device discovery.  
You must add devices manually.

### NOTE:

There are two ways to add devices: importing a .CSV file or adding devices one at a time.

## Step 2A: Adding devices by importing a .CSV file



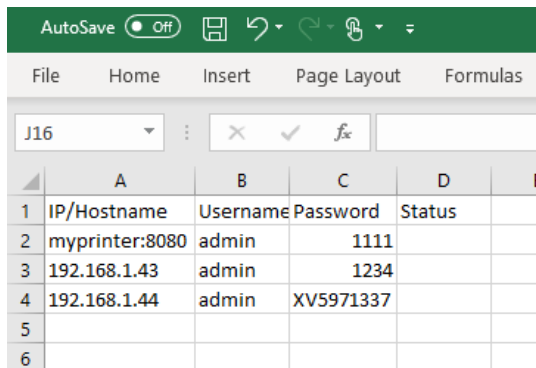
### NOTE:

There is no red 'X' in the upper right-hand corner of this screen. To close the tool when viewing this screen, you can use ALT+F4 or select Add Devices, Cancel and then use the red 'X' to close the utility.

- 1) Open the sample .CSV file named **example.csv** that is included with the utility.
- 2) Leaving the first row intact, remove all the other rows and then enter your device information in the rows below.



For example:



	A	B	C	D	E
1	IP/Hostname	Username	Password	Status	
2	myprinter:8080	admin	1111		
3	192.168.1.43	admin	1234		
4	192.168.1.44	admin	XV5971337		
5					
6					

**NOTE:**

The first row of the CSV file must match the image above **exactly**. If the first row is not an exact match, it may appear incorrectly as a device to remediate later in the process.

**NOTE:**

**All device models can be included in the same single CSV file. There is no need to run the tool separately for different models. Unsupported devices will not be altered.**

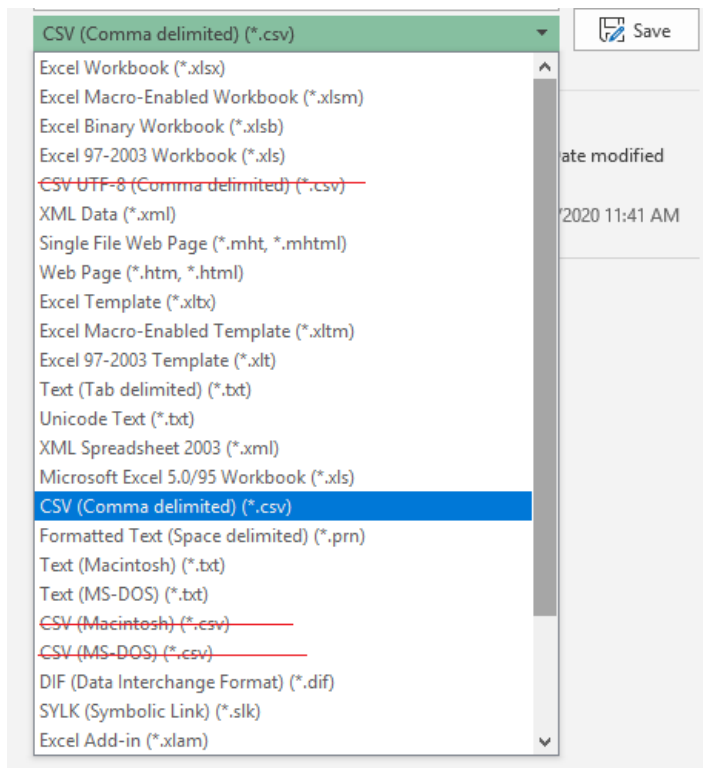
**NOTE:**

**Missing and duplicate entries in the IP/Hostname column will result in duplicate device list entries, incorrect device list entries and potentially other issues. Please ensure that your data is correct. Future versions of this tool may reject entries without IP/Hostname entirely.**

- 3) Save your .CSV file as CSV (comma delimited) (\*.csv) format.

**NOTE:**

You must save the .CSV file as CSV (comma delimited) (\*.csv). Do not save as UTF-8, Macintosh or MS-DOS .CSV.



#### NOTE:

You must ensure that the .CSV file is closed and no longer open for editing before proceeding to the next step.

- 4) Click on the Import .csv file button and choose the .CSV file that you created.
- 5) The utility will immediately begin processing the .CSV file. Please wait while the loading screen is displayed.

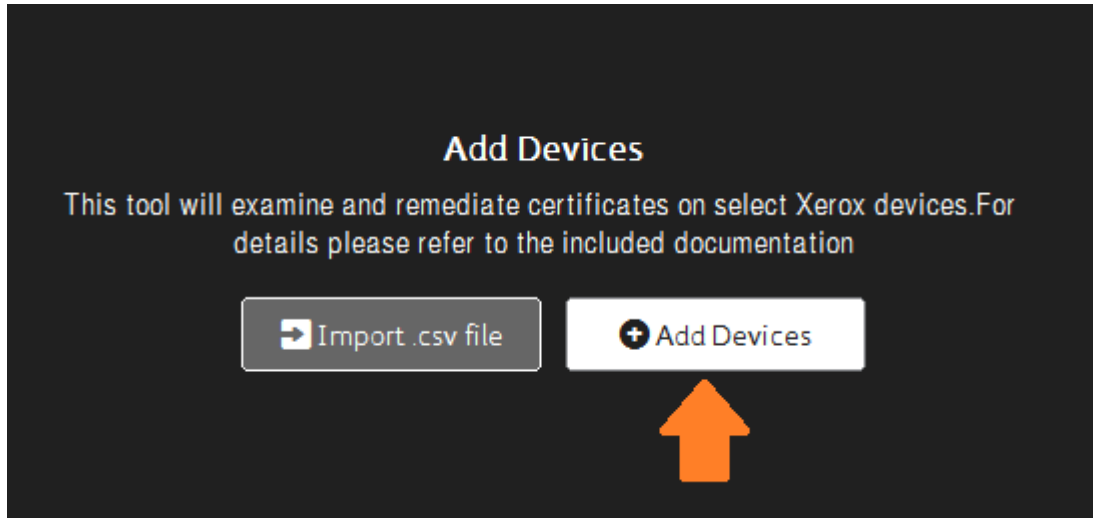
#### NOTE:

Large .CSV files will take time to import. The amount of time varies based on the number of devices and could take **several minutes** for several hundred devices. The utility will attempt to contact each device as part of the import process. **Do not** close the tool while the import is taking place.

[Now go to the section entitled Step 3: Reviewing the list of devices](#)

## Step 2B: Adding devices one at a time

Devices can be added one at a time from the Add Devices screen by selecting the +Add Devices button:



### NOTE:

There is no red 'X' in the upper right-hand corner of this screen. To close the tool when viewing this screen, you can use ALT+F4 or select Add Devices, Cancel and then use the red 'X' to close the utility.

- 1) Select the Add Devices button from the dialogue box.
- 2) Enter the device IPv4 IP address or hostname.

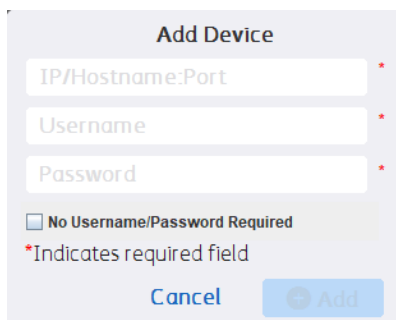
### NOTE:

If a device's embedded web server is listening on a custom port, you can specify that port using a colon and then the port number.

For example:

**myprinter:8080**

This would attempt to reach the embedded web server of the device 'myprinter' at port 8080.

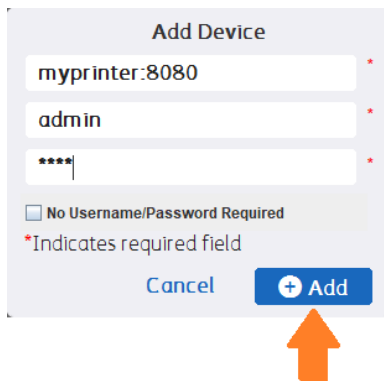


- 3) Enter the admin account username (admin is the common value).
- 4) Enter the admin account password, which may be 1111, the device serial number or a customer supplied value.

**NOTE:**

If the device does not require an admin username and password, you should select the box indicating that no username/password is required.

- 5) After providing all values, click on Add to add the device to the remediation list.

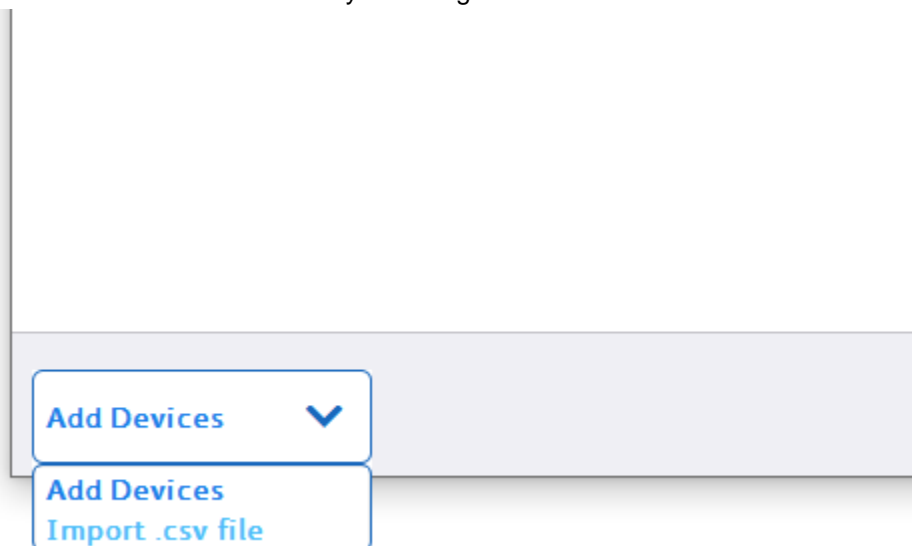


The 'Add Device' dialog box is shown with the following details:

- Title: Add Device
- Field 1: myprinter:8080 (with a red asterisk)
- Field 2: admin (with a red asterisk)
- Field 3: Password field with four asterisks (with a red asterisk)
- Checkbox: ☐ No Username/Password Required
- Legend: \*Indicates required field
- Buttons: Cancel and + Add

An orange arrow points to the '+ Add' button.

- 6) You can enter additional devices by selecting Add Devices at the bottom of the screen.



[Now go to the section entitled Step 3: Reviewing the list of devices](#)

## Step 3: Reviewing the list of devices

- 1) Please review the list of devices by scrolling up and down through the list and examining each device status using the information below.

Six possible statuses may be output during investigation and remediation:

- Unsupported Device
- Unsupported Version
- Username or Password Incorrect
- No Remediation Required for Device
- Device Requires Remediation
- Device Not Responding

### Unsupported Device

#### **Unsupported Device**

The XCRU is designed to remediate certain devices only. If your Xerox device is having an issue but is not being remediated by the XCRU, please contact Xerox support for assistance at <https://www.xerox.com>

This status is displayed:

- if you include non-Xerox devices
- if you include Xerox devices that are not supported by the tool.

You can delete these entries manually from the list. If you have many entries, you can leave them in the list without impacting the remediation of other devices.

### Device Not Responding

#### **Device Not Responding**

This status is displayed:

- if the device is busy **processing a job** when investigation is attempted.
- if the device is **not reachable** across the network.
- If the device is in an error state and a **fault code** is displayed.

You can delete these entries manually from the list. If you have many entries, you can leave them in the list without impacting the remediation of other devices.

Please attempt to remediate this device at a later time after the device has been repaired.

### Username or Password Incorrect

#### Username or password incorrect

This status is displayed:

- if the values for the Admin username or Admin password are incorrect.
- If a device with older software is included in the list. Please see the note below.

You can delete these entries manually from the list. If you have many entries, you can leave them in the list without impacting the remediation of other devices.

### No Remediation Required for Device

#### No Remediation Required for Device

The device requires no changes. If your device still appears to have an issue, please contact Xerox support for assistance at <https://www.xerox.com>

You can delete these entries manually from the list. If you have many entries, you can leave them in the list without impacting the remediation of other devices.

### Device Direct Upload Not Enabled

#### Device Direct Upload Not Enabled

This status is displayed if the device does not have Xerox Remote Services upload enabled directly from the device to Xerox.

NOTE:

Many customers use proxy systems such as Xerox Device Manager to upload data to Xerox rather than directly from the device.

You can delete these entries manually from the list. If you have many entries, you can leave them in the list without impacting the remediation of other devices.

### Device Requires Remediation

#### Device Requires Remediation

This status is displayed after investigation but prior to remediation.

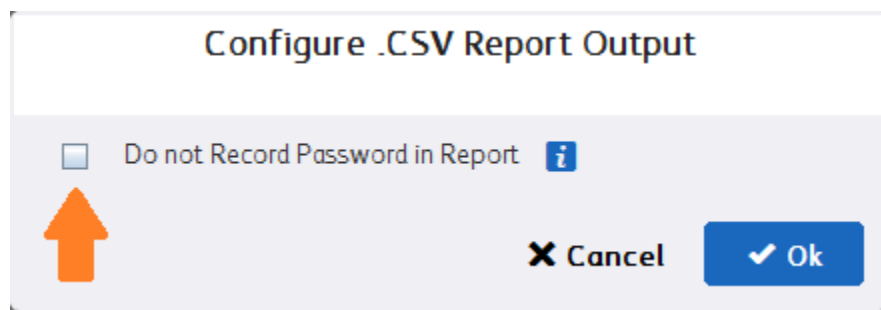
- 2) After reviewing all devices in the list, you are ready to begin remediation.

## Step 4: Performing remediation

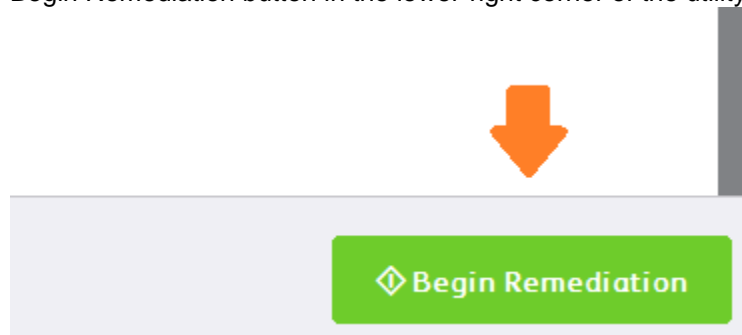
- 1) Once remediation is complete, you may select Next to start.



- 2) The first step in remediation is to determine if you want to save the device password in the .CSV report generated by remediation. Saving the password is convenient for later use but may not comply with the information security policies at your organisation. By default, the password will be saved in the .CSV report output unless you select the checkbox in this dialogue box.



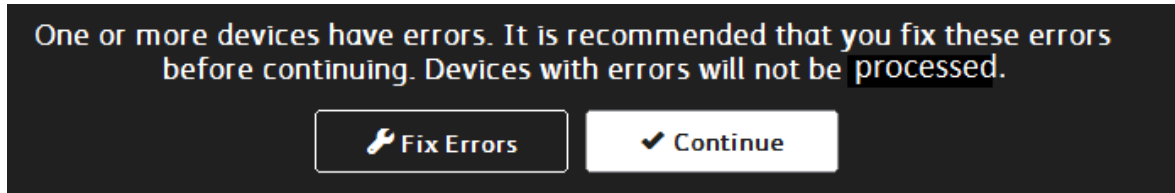
- 3) Select Ok to continue.
- 4) You are now ready to begin the remediation of the devices in the list by clicking on the Begin Remediation button in the lower-right corner of the utility.





**NOTE:**

If you have remaining errors, you will see the screen below.



- 5) Select Fix Errors if you want to delete error entries manually from the list.
- 6) Select Continue if you have many error entries.

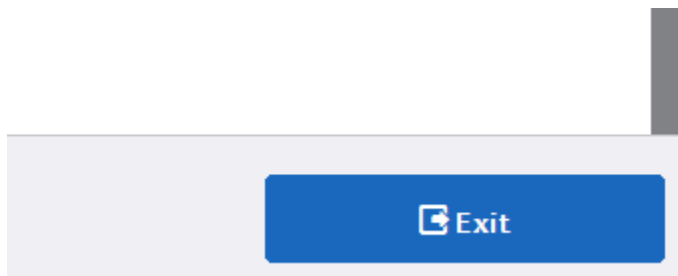
**NOTE:**

You can leave error entries in the list without impacting the remediation of other devices.

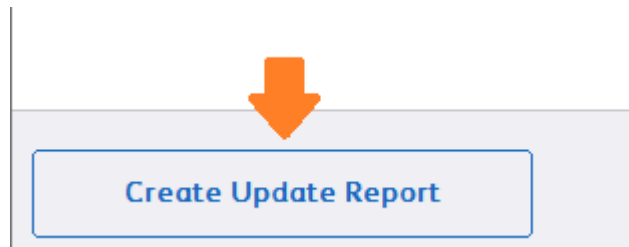
**NOTE:**

Large .CSV files will take time to import. The amount of time varies based on the number of devices and could take **several minutes** for several hundred devices. The utility will attempt to contact each device as part of the remediation process. **Do not** close the tool while remediation is taking place.

- 7) Wait for remediation to complete. Once remediation is complete, you will see Exit displayed in the user interface. **DO NOT SELECT EXIT AT THIS TIME.**



- 8) Save a .CSV report



NOTE:

If you forget to save your report output, you will be prompted when you exit the tool.

NOTE:

Please remember that .CSV output can be imported back into the device for subsequent remediations if a device was offline or unavailable.

- 9) The process is now complete.

## Frequently asked questions

### Device discovery and network scanning

The XCRU does not perform any scanning or discovery on the network.

### Who to contact for assistance

You can always contact Xerox for assistance at <https://www.xerox.com>

## Applicable products and versions

The XCRU remediates only a specific set of devices.

Those devices are listed here.

Later versions of the XCRU may remediate additional devices or software versions.

VersaLink B600, B610 Printer
VersaLink B605, B615 Multifunction Printer
VersaLink B400 Printer
VersaLink B405 Multifunction Printer
VersaLink C7000 Printer
VersaLink C7020, C7025, C7030 Multifunction Printer
VersaLink B7025, B7030, B7035 Multifunction Printer
VersaLink C500, C600 Printer
VersaLink C505, C605 Multifunction Printer
VersaLink C400 Printer
VersaLink C405 Multifunction Printer
VersaLink C8000, C9000 Colour Printer
PrimeLink C9065/C9070
PrimeLink B9100
WorkCentre 6515
Phaser 6510