

Xerox® Smart Card Installation Guide

Xerox® WorkCentre 5632/5638/5645/5655/5665/5675/5687

Xerox® WorkCentre 5735/5740/5745/5755/5765/5775/5790

Xerox® WorkCentre 5135/5150

Xerox® WorkCentre 5030/5050 (software version 05.004.xx.xxx)



©2011 Xerox Corporation. All Rights Reserved. Unpublished rights reserved under the copyright laws of the United States. Contents of this publication may not be reproduced in any form without permission of Xerox Corporation.

XEROX® and XEROX and Design® are trademarks of Xerox Corporation in the United States and/or other countries.

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

Document version 7.0: September 2011

Table of Contents

1	Introduction	
	Compatibility	6
	Card Readers and Card Types	7
	Supported Card Types	7
	Supported Card Readers	7
	Documentation and Support	8
2	Preparation	
	Server Specifications	10
	Electrical Requirements	10
3	Installation	
	Software Enablement	12
	Configuring the Smart Card	13
	Hardware Installation	26
	Using the Smart Card	34
4	Troubleshooting	
	Fault Clearance	36
	Locating the Serial Number	36
	Troubleshooting Tips	37
	During Installation:	37
	After Installation:	38
A	Retrieving the Certificate from a Domain Controller or OCSP Server	
B	Determining the Domain in which your Card is Registered	

Introduction

1

The Xerox *Smart Card* solution brings an advanced level of security to sensitive information. Organizations can restrict access to the walk-up features of a Xerox device. This ensures only authorized users are able to copy, scan, e-mail and fax information.

The key benefit of this solution is its two-factor identification requirement. Users must insert their access card and enter a unique Personal Identification Number (PIN) at the device. This provides added security in the event that a card is lost or stolen.

Once validated, a user is logged into the Xerox device for all walk-up features. The system allows for functions to be tracked for an added layer of security.

The Xerox *Smart Card* enablement kit integrates with Xerox multifunction printers and existing smart and personal identity verification cards and readers.

This guide explains how to install and configure the *Smart Card* solution. It identifies the resources and equipment required to complete a successful installation.

Should you require any further information, please contact your Local Xerox Representative.


Compatibility

This solution is compatible with the following product and configurations:

Configuration	Software Level
Xerox WorkCentre 5030/5050 Multifunction ^a	05.004.xx.xxx
Xerox WorkCentre 5632/5638/5655/5665/5675/5687 Multifunction	21.113.xx.xxx ^b 21.120.xx.xxx 25.054.xx.xxx
Xerox WorkCentre 5135/5050 Multifunction	21.120.xx.xxx
Xerox WorkCentre 5735/5740/5755/5765/5775/5790 Multifunction	06x.130.xxx.xxxxx 06x.131.xxx.xxxxx

- a. If your machine has software level 05.003.xx.xxx, the *Smart Card* software can not be installed without first upgrading the machine software. Please contact your Xerox Representative for details.
- b. If your machine has software level 21.113.02.070 or lower, the *Smart Card* software can not be installed without first upgrading the machine software. Please contact your Xerox Representative for details.

To identify the software level on your machine, perform the following steps:

1. Press the **Machine Status**  button on the control panel.
2. Information about the machine is displayed. If necessary, select **Machine Details** to display the *System Software Version* number.

Card Readers and Card Types

Supported Card Types

The customer is responsible for purchasing and configuring the access cards. The following card types are recommended:

- Gemalto TOP DL GX4 144K V2.6.2b Applets
- Oberthur ID-One Cosmo v5.2 128K V2.6.2 Applets
- Oberthur ID-One Cosmo v5.2 72K V2.6.1 Applets
- Oberthur ID-One Cosmo v5.2D 72K V2.6.1 Applets
- Oberthur ID-One Cosmo v5.2 72K V2.6.2 Applets
- Gemalto GemCombiXpresso R4 dual interface 72K V2.6.2 Applets
- Axalto Access 64KV1
- Axalto Access 64KV1
- Gemplus GXP3 64V2N V2.6.1 Applets
- Gemalto Cyberflex Access V2C 64K V2.6.1 Applets
- Oberthur ID-One Cosmo V5.2D 64K
- Oberthur OCS Galactic V1 32K V1 Applets
- Oberthur Cosmo V4 32K V1 Applets
- Schlumberger / Axalto Cyberflex V2 32K V1 Applets

Other card types may function with the solution, but have not been validated.

Supported Card Readers

The customer is responsible for providing a card reader for each Xerox device. The following card readers are compatible with the solution:

- Gemplus GemPC USB SL
- Gemplus GEMPC Twin
- SCM Micro SCR3310
- SCM Micro SCR3311
- OmniKey Cardman 3021 USB
- OmniKey Cardman 3121 USB
- ActivCard USB Reader V2 with SCR-331 firmware

Other CCID compliant readers may function with the solution, but have not been validated.

Note: Information about CCID compliant card readers can be obtained from various websites, for example www.pcsc-lite.alioth.debian.org/ccid. This site is not a Xerox website and is not endorsed by Xerox.

Documentation and Support

For information specifically about your Xerox product, the following resources are available:

- **System Administrator Guide** provides detailed instructions and information about connecting your device to the network and installing optional features. This guide is intended for System/Machine Administrators.
- **User Guide** provides detailed information about all the features and functions on the device. This guide is intended for general users.

Most answers to your questions will be provided by the support documentation supplied on disc with your product. Alternatively you can contact the Xerox Support Center or access the Xerox website at www.xerox.com.

Preparation

2

This section explains the preparation and resources required to install the *Smart Card*.

The installation will take approximately one hour for each device. The following items are required in order to complete the installation:

Item	Supplier
Compatible Card Reader (refer to Supported Card Types on page 7)	Customer
Compatible Access Card (refer to Supported Card Types on page 7)	Customer
<i>Smart Card</i> enablement kit 498K17544 (one for each Xerox device)	Xerox
Feature Enable Key	Xerox
TCP/IP enabled on the device	Customer
DNS Host name or static IP address assigned	Customer
Network Settings to be checked to ensure network is fully functional	Customer
Domain Controller (DC) information: <ul style="list-style-type: none">• Domain Controller authentication environment• IP address or Host Name• Domain information• Domain Controller Root and Intermediate certificates• Check that all certificates are in 64 bit X.509 format• Determine if the DC is registered with the OCSP at this site	Customer
Online Certificate Status Protocol (OCSP) Server Information: <ul style="list-style-type: none">• OCSP Server URL• OCSP - Root and Intermediate Certificates• Check that all certificates are in 64 bit X.509 format	Customer
Proxy Server configuration details	Customer

To set up the Domain Controller (DC) validation, you will need to determine if your site validates the DC against the Online Certificate Status Protocol (OCSP) server. Many sites use OCSP to validate individuals, but do not register the DC with it. If you set up the Xerox device to validate the DC and it isn't registered, the procedure will fail.

If your site does register the DC with OCSP, you will need to decide whether:

- to validate the DC against OCSP before validation of the user, or
- to validate the DC after validation of the user

The first method requires installation of the DC certificate as part of this procedure and is the more accepted method for validation. The second method retrieves the DC certificate automatically for each authentication and doesn't require installation of the DC certificate onto the Xerox device.

An additional option is to combine the first and second options and compare the retrieved DC certificate to the one stored at installation. This provides the most security as it prevents rogue DCs masquerading as the real DC.

Note: Certificates are often obtained from the Information Technology professionals that support your organization. If you are unable to obtain the required certificates, refer to the process outlined in Appendix A. You can determine the domain that you are registered in using the process outlined in Appendix B.

Server Specifications

Prior to installation, ensure your network infrastructure supports *Smart Card* or *Personal Identification Verification (PIV)*.

Names or IP addresses of all servers and domains are required during setup.

Electrical Requirements

The USB port on the back of the Xerox device network controller provides the power required for any of the supported card readers.

Installation

3

This section provides instructions for installing and configuring the *Smart Card* solution.

There are 4 main installation procedures to follow in sequence.

- **Software Enablement**
Use the Feature Enable Key to enable the *Smart Card* to be configured.
- **Configuring Smart Card**
Enabling the *Smart Card* function and customizing the settings.
- **Hardware Installation**
Unpacking the *Smart Card* Enablement kit and installing the card reader device.
- **Using Smart Card**
Instructions on how to use the card reader device to access the device functions.

Software Enablement

Prior to installing the *Xerox Smart Card* solution, the software requires enabling on your Xerox device using Internet Services. The Feature Enable Key is printed on the inside cover of the Enablement guide provided within the *Xerox Smart Card* kit.

Follow the instructions below to enable the device software:

Xerox WorkCentre 5632/5638/5655/5665/5675/5687, Xerox WorkCentre 5135/5150 and Xerox WorkCentre 5030/5050:

1. Access **Tools** at the device
 - a. At the Xerox WorkCentre, press the **Access** button on the control panel.
 - b. Enter the appropriate User ID and Password to access **Tools**.
Note: The default user name and password are: **admin** and **1111**.
 - c. Select **Go to Tools**.
2. Enable the *Smart Card* Software
 - a. Select **More** to access additional **Tools** options.
 - b. Select **Optional Services**. If necessary, use **More** to navigate to the option.
 - c. Select **Smart Card**. If necessary, use **More** to navigate to the option.
 - d. When prompted, select the **Option Kit Number** entry box and enter the unique *Feature Enable Key* provided on the inside cover of the *Smart Card Enablement Guide*.
 - e. Select **Exit Tools**.

Xerox WorkCentre 5735/5740/5755/5765/5775/5790:

1. Access **Tools** at the device
 - a. At the WorkCentre, press the **Machine Status** button on the control panel.
 - b. Select the **Tools** tab.
 - c. Enter the appropriate User ID and Password to access **Tools**.
Note: The default user name and password are: **admin** and **1111**.
2. Enable the *Smart Card* Software
 - a. Select **Service Settings**.
 - b. Select **Optional Services**.
 - c. Select **Smart Card**.
 - d. When prompted, select the entry box and enter the unique *Feature Enable Key* provided on the inside cover of the *Smart Card Enablement Guide*.
 - e. Select **Enter**.
 - f. Reboot the device (the device may automatically reboot).

Once the reboot is complete, the *Smart Card* function is ready to be configured using the *Internet Services* interface.

Note: No services will be restricted until *Smart Card* has been configured using Internet Services.

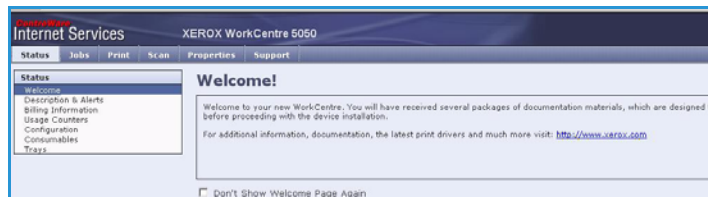
Configuring the Smart Card

Once the *Xerox Smart Card* feature has been enabled on the device it can be configured using Internet Services.

Follow the instructions below to enable and configure the *Smart Card*:

1. Access **Internet Services**

- Open the web browser from your Workstation.
- In the URL field, enter `http://` followed by the IP Address of the device. For example: If the IP Address is 192.168.100.100, enter the following into the URL field: `http://192.168.100.100`.



- Press **Enter** to view the *Home* page.

2. Access **Properties**

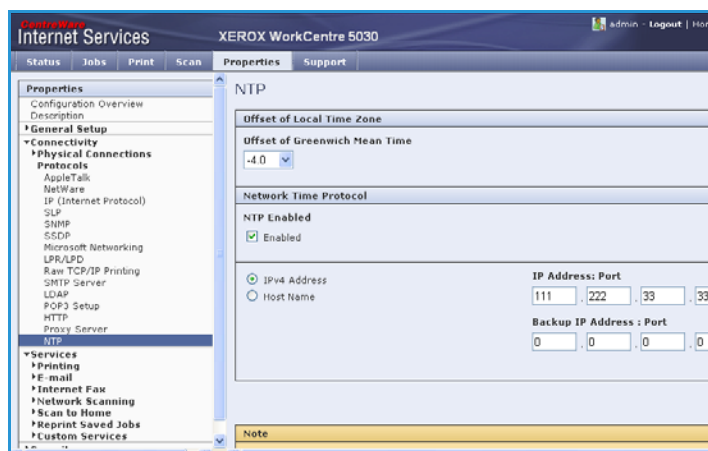
- Select the **Properties** tab.
- If prompted, enter the Administrator User ID and Password. The default is **admin** and **1111**.
- Select the **Login** button.

3. Configure the date and time to update automatically

- Select **Connectivity**.
- Select **Protocols** and then **NTP**.

Note: A pop-up window may appear requiring you to login.

- Ensure the **NTP Enabled** box is checked for the *Network Time Protocol* option, then enter the *IP Address* or the *NTP Host Server Name*.



In most cases this will be your DHCP server, and it will provide the time in Greenwich which must be corrected for your time zone by the GMT offset.

- At the **Offset of Local Time Zone** option select the GMT offset that is correct for your region.
- Select **Apply**. The device may reboot.

Note: The sign in front of the number is important. Most of Europe is plus of Greenwich Mean Time, while North America is minus. Please consider the implications of Daylight Savings Time when selecting the Offset of Local Time Zone option.

Note: If Network Time Protocol is not available, check that the time set on the device matches the network time on the Domain Controller Authentication Server.

To determine the network time, view the time as displayed on your computer. To observe or set the time on the machine use the following instructions:

Note: If using Network Time Protocol (NTP) do not change the time on the device. The device will obtain the time from the NTP server.

WorkCentre 5632/5638/5655/5665/5675/5687, Xerox WorkCentre 5135/5150 and Xerox WorkCentre 5030/5050:

- a. At the Xerox WorkCentre, press the **Access** button on the control panel.
- b. Input your *User Name* and/or *Password*.
- c. Select **Go to Tools**.
- d. Select **System Settings**.
- e. Select **Time and Date**.
- f. Select **Set Date and Time**.
- g. Select **Set Time**.
- h. Observe the time and if it is not correct, validate that the GMT offset is correct for your region.

Note: If any changes are made, the device will automatically reboot.

WorkCentre 5735/5740/5755/5765/5775/5790:

- a. At the WorkCentre, press the **Machine Status** button on the control panel.
- b. Select the **Tools** tab.
- c. Enter the appropriate User ID and Password to access **Tools**.

Note: The default user name and password are: **admin** and **1111**.

- d. Select **Device Settings**.
- e. Select **General**.
- f. Select **Date & Time**.
 - **Date:** Select the Format required and enter the Month, Day and Year.
 - **Time:** Enter the correct Hour and Minutes and select PM or AM. If a 24 hour clock is required, select the 24 hour clock option and enter the Hour and Minutes using the 24 hour clock format.
 - **GMT Offset (Time Zone) (System Software 06x.130.xxx.xxxxx):** Use this option to set the difference between your local time and Greenwich Mean Time. Enter the GMT Offset time between -12.0 and 14.0 hours using the arrow buttons.
 - **Time Zone (System Software 06x.131.xxx.xxxxx):** Touch the **Time Zone** drop down menu and select the correct time zone for your device's locale. The machine time is automatically adjusted if daylight savings is in effect in your time zone.
- g. Select **Reboot** to save and reboot the device.

4. Access CAC configuration settings

The next steps vary depending on which Xerox WorkCentre model you have.

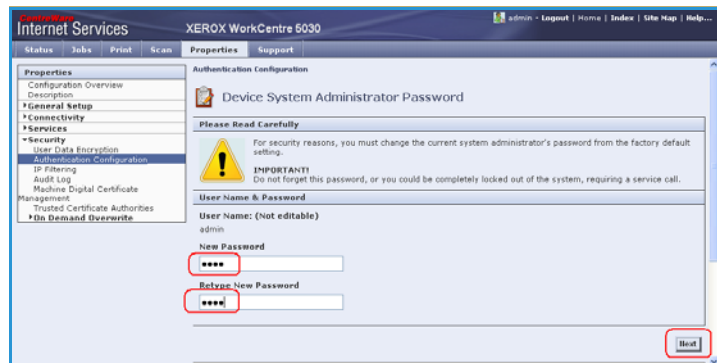
- For Xerox WorkCentre 5030/5050 refer to page 15.
- For Xerox WorkCentre 5632/5638/5655/5665/5675/5687, Xerox WorkCentre 5135/5150 and Xerox WorkCentre 5735/5740/5755/5765/5775/5790 refer to page 16.

Xerox WorkCentre 5030/5050:

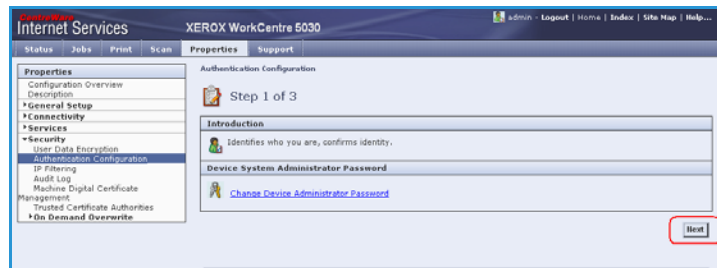
- Select **Security** and select **Authentication Configuration**.

Note: If this is the first time you are entering the authentication wizard, you may be prompted to enter a password.

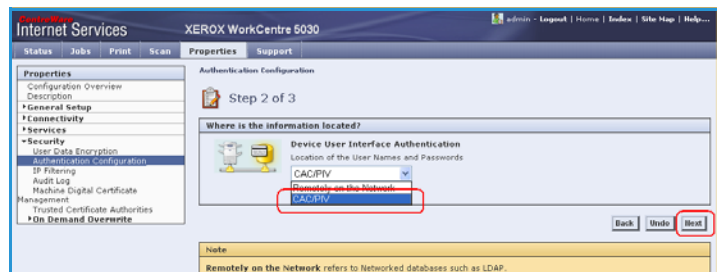
- Enter the password and select **Next**.



- Select **Next**.



- Select **CAC/PIV** and select **Next**.



- Select **Configure**.

The *Authentication Configuration* screen is displayed.



- f. Enter the **Smart Card Timeout** required between 1 and 120 minutes.

The default setting is 5 minutes.

- g. If the machine is inactive for the period of time specified, it will end the session automatically.



Note: When the *Smart Card* is removed, the user session will timeout.

Xerox WorkCentre 5632/5638/5655/5665/5675/5687, Xerox WorkCentre 5135/5150 and Xerox WorkCentre 5735/5740/5755/5765/5775/5790 (System Software 06x.130.xxx.xxxxx):

- a. Select **Security** and select **Authentication Configuration**.

Note: If this is the first time you are entering the authentication wizard, you may be prompted to enter a new password that is different from the default password.

- b. Enter new password and select **Next**.



- c. Select **Next**.



- d. Select the *Device User Interface Authentication* option **CAC/PIV** and select **Next**.

Note: This screen is dependent on the selection made on the previous screen.



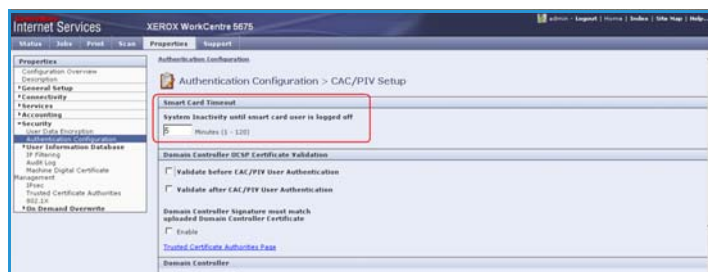
- e. Select the *Device User Interface Authentication* option **Configure**.

The *Authentication Configuration* screen is displayed.



- f. Enter the **Smart Card Timeout** required between 1 and 120 minutes. The default setting is 5 minutes.

If the machine is inactive for the period of time specified, it will end the session automatically.



Note: At the completion of configuration of CAC, you can return to this screen and Configure the Device Access permissions if desired. Please refer to the system administrator guides appropriate for your product.

5. Domain Controller validation

If your site does not register the DC with OCSP:

- a. Uncheck all three **Domain Controller OCSP Certificate Validation** boxes and add the required Domain Controller.
- b. Select **Save**. Go back and add other Domain Controllers as required.

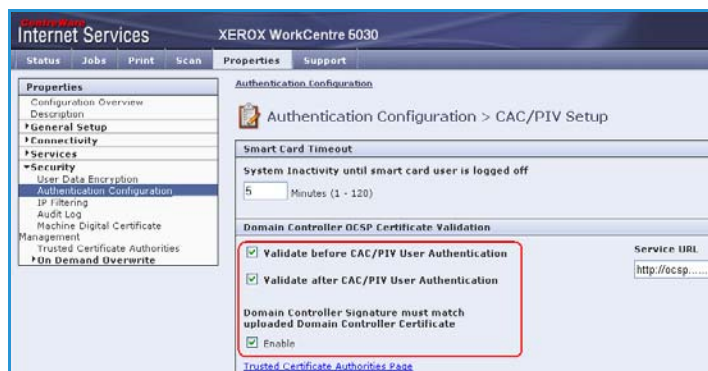
If you wish to validate the DC against OCSP before validation of the user:

- a. Check the box for **Validate Before CAC/PIV Authentication**.
- b. Enter the OCSP Server Service URL details.

Note: Depending on your environment, these details may be case sensitive.

If you wish to validate the DC against OCSP after validation of the user:

- a. Check the box for **Validate after CAC/PIV User Authentication**.
- b. Enter the OCSP Server Service URL details.
- c. If you wish to validate the DC certificate retrieved as part of the user authentication process against the one stored during installation, check the box for **Domain Controller Signature must match uploaded Domain Controller Certificate**.

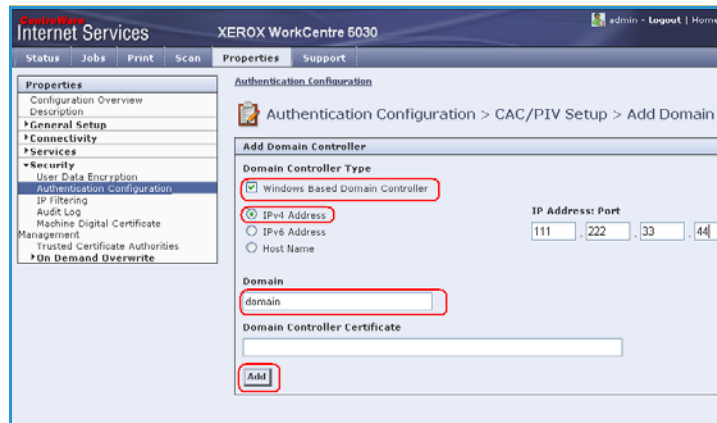
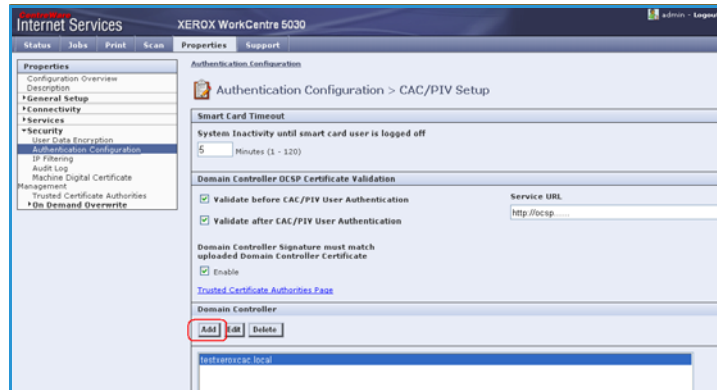


6. Enter the **Domain Controller** details for the authentication server.

- a. Determine how many Domain Controllers used in your environment need to be accessed from the particular device.
- b. Identify the order the Domain Controllers should be interrogated when users present their card for authentication. The Domain Controller which services most of your users should be first followed by less popular Domain Controllers.
- c. Enter the controllers in the preferred search order.

Note: The search order can be modified at a later date.

- d. Select **Add**.
- e. Ensure the *Domain Controller Type* is configured correctly for your authentication environment.
- f. Enter the *IP Address* or enter the *Domain Controller Host Name* (this must be the fully qualified Host Name).
- g. Ensure *Port 88* is selected unless your Kerberos Port is different.
- h. Enter the *Domain Name* (this must be the fully qualified Domain Name).
- i. Select **Save**.



If you selected the option that the Domain Controller Signature must match the uploaded Domain Controller Certificate, then a field will be presented to enter that certificate. This field will be missing if it is not required to upload the Domain Controller Certificate.

- j. At the *Domain Controller Certificate* option select **Add** and browse to the Domain Controller Certificate.

Note: If you are unable to obtain the required certificates, refer to [Retrieving the Certificate from a Domain Controller or OSCP Server](#) on page 39.

- k. Select the Certificate then select **Upload Domain Controller Certificate**.

If the Domain Controller certificate is not available, the certificate that was used to issue the Domain Controller certificate can be uploaded instead.

The Domain Controller certificate, or its issuing certificate is needed by the device to validate the interactions between the device and the domain controller.

- l. Select **Save**.
- m. Repeat the process to enter the details for all Domain Controllers.
If an error is made, select the Domain Controller from the list, and make any corrections.
- n. Select **Edit**.
- o. Make any changes, then Select **Save**.

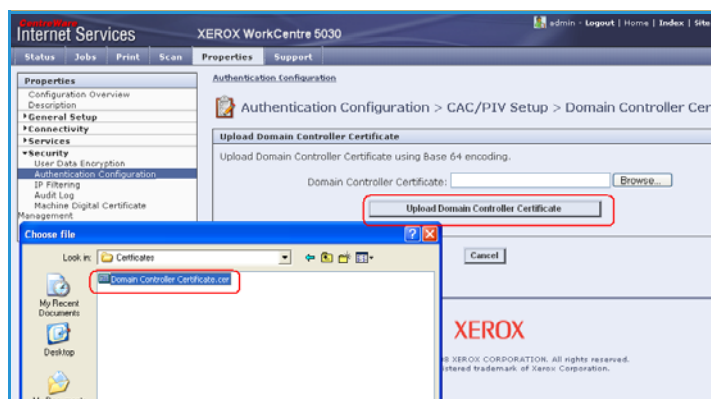
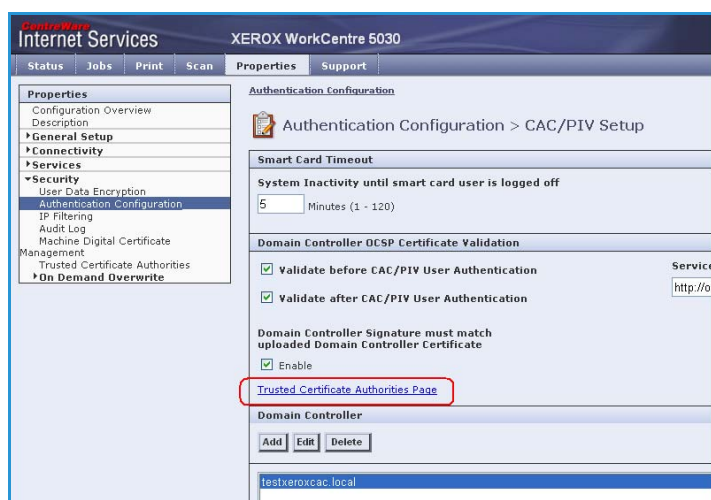
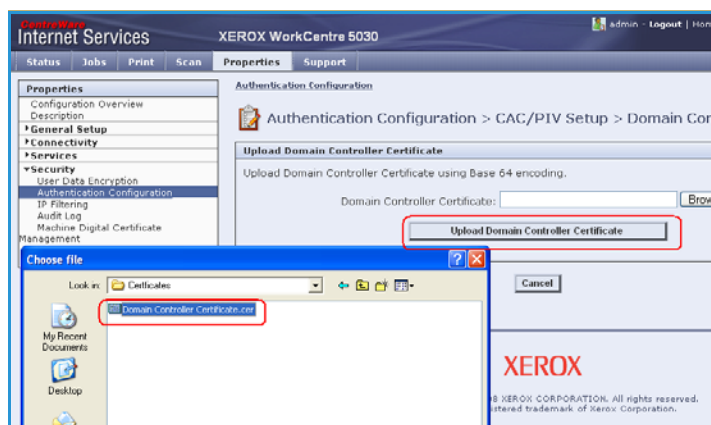
Note: To change the Domain Controller search order, select the controller and use the up and down arrows on the right side of the screen to promote or demote the controller order.

7. Upload certificates

Note: These steps are Read Only if using any of the OCSP Certificate Validation options.

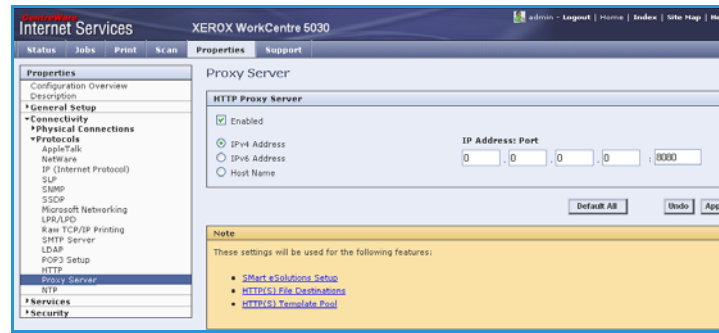
Load the DC root and intermediate certificates and the OCSP root and intermediate certificates:

- a. Select the *Link to Security > Trusted Certificate Authorities Page* option or select **Trusted Certificate Authorities** from the menu.
- b. At the *Trusted Certificates Authorities* screen, select **Add**.
- c. Browse to the previously retrieved certificates and add them one at a time.
- d. Select the certificate then select the **Upload Certificate Authority** button to add each one.
- e. Repeat the process until all certificates are installed.
- f. Select **Close**.



8. Check the Proxy Server details are configured

- If required by your network environment, ensure the Proxy Server details have been configured.
- Select the **Properties** tab, then **Connectivity, Protocols and Proxy Server** and enter the details.
- Select **Apply**.



- The *Smart Card* settings are now configured.

The *Smart Card* settings are now configured. You are now ready to install the *Smart Card* hardware using the instructions starting on page 26.

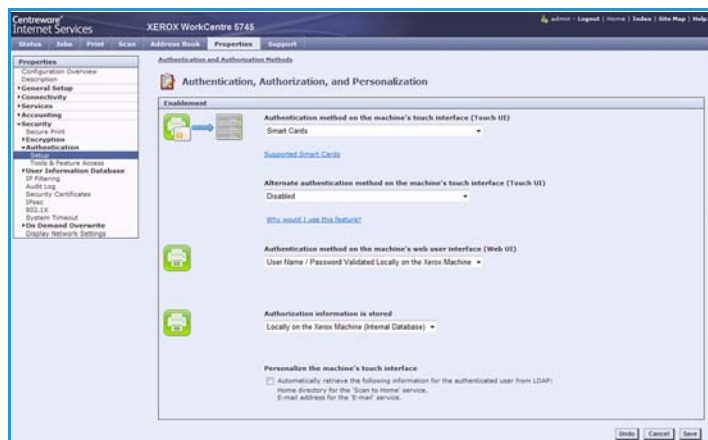


Xerox WorkCentre 5735/5740/5755/5765/5775/5790 (System Software 06x.131.xxx.xxxxx):

- At the WorkCentre, press the **Machine Status** button on the control panel.
- Select the **Tools** tab.
- Enter the appropriate User ID and Password to access Tools.
Note: The default user name and password are: **admin** and **1111**.
- Select **Service Settings**.
- Select **Optional Services**.
- Select **Smart Card**.
- Using the keypad, enter the Feature Enablement Key included in the *Smart Card* Enablement Kit, and press **Enter**.

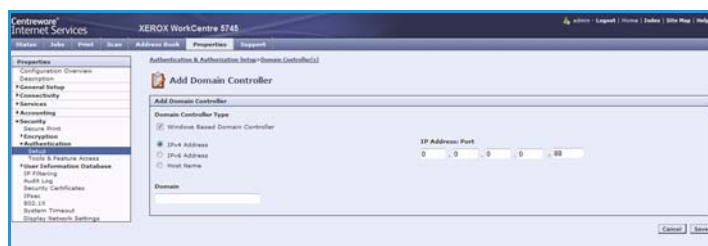
Configuring Authentication

1. In CentreWare Internet Services, click **Properties > Security > Authentication**.
2. Click **Setup**.
3. Click **Edit**.
4. Under *Authentication method on the machine's touch interface*, select **Smart Cards**.
5. You can configure an alternate authentication method to allow users to access the printer without a *Smart Card*. Under *Alternate authentication method on the machine's touch interface*, select **User Name / Password Validated Remotely on the Network**.
6. Specify a method for the printer to authenticate users who access CentreWare Internet Services from their computer. Under *Authentication method on the machine's web user interface*, select **User Name / Password Validated Locally on the Xerox Machine** or **User Name / Password Validated Remotely on the Network**.
7. Under *Authorization information is stored*, select **Locally on the Xerox Machine**, or **Remotely on the Network**.
8. Click **Save**.
9. A list of configuration settings appears at the bottom of the *Authentication Setup* page.
10. Click **Edit** to configure any settings that are marked in red text as *Required; Not Configured*.



Configuring Domain Controller Settings

1. In the related services table on the *Authentication Setup* page, click **Edit...** on the **Domain Controller(s)** row. The domain certificate on a *Smart Card* of a user must be validated on the domain controller server before they can access the printer.
2. Click **Add Domain Controller**.
3. Under *Domain Controller Type*, select **Windows Based Domain Controller** if you are using one.
4. Type the domain controller server address information.
5. Click **Save** to apply the new settings or **Cancel** to return to the previous screen.
6. If you have added more than one domain controller server, you can prioritize the alternate servers.
7. Click **Change Domain Priority**.
 - a. On the *Change Domain Priority* page, select a domain controller in the list.
 - b. Click the **Up Arrow** or **Down Arrow** to change the search priority of the server.
 - c. Click **Close**.

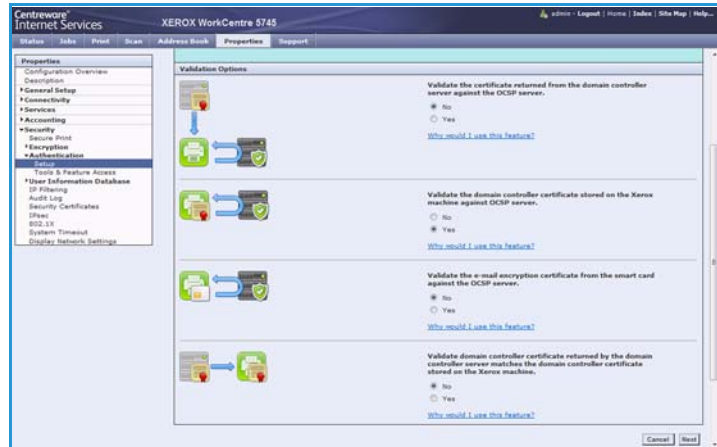


8. To configure NTP settings, under *Action*, click **Edit...** next to NTP. The domain controller time and the time set on the printer must be synchronized. Xerox recommends that you enable NTP to ensure time synchronization.
9. Click **Close** to return to the *Authentication Setup* page.

Configuring OCSP Validation Server Settings

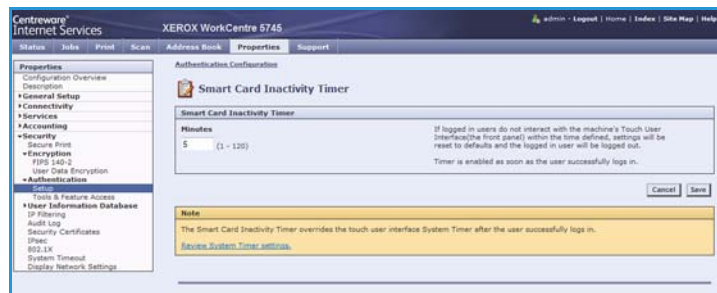
If you have an OCSP server, or an OCSP certificate validation service, you can configure the printer to validate certificates installed on the domain controller.

1. On the *Authentication Setup* page, under *Action*, click **Edit** next to Certificate Validation.
2. Select a validation method and click **Next**.
3. On the *Required Settings* page, type the URL of the OCSP server.
4. To ensure that the printer can communicate with the OCSP server and the domain controller, configure your proxy server settings if necessary.
5. Click the appropriate link to install the root CA certificates for the OCSP server and your domain controller.
6. Click **Save** to apply the new settings and return to the *Authentication Setup* page. Click **Cancel** to return to the *Authentication Setup* page.



Setting the Inactive Time Limit

1. In the related services table on the *Authentication Setup* page, click **Edit...** on the **Smart Card Inactivity Timer** row.
2. Specify the maximum amount of time before a user is automatically logged out. Type the time in minutes.
3. Click **Save** to apply the new settings and return to the *Authentication Setup* page. Click **Cancel** to return to the *Authentication Setup* page.



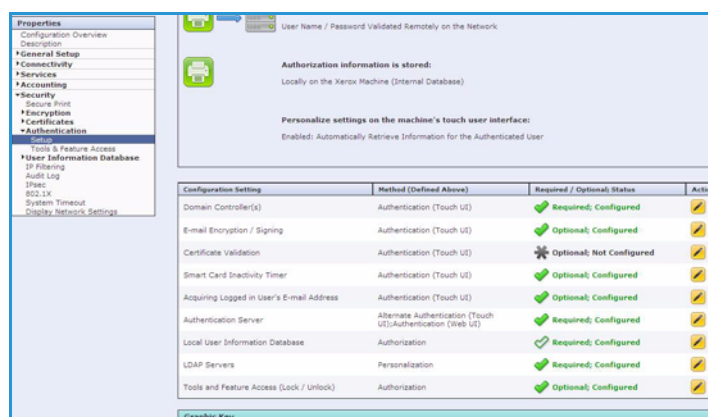
Acquiring Logged in User's E-Mail Address

This feature allows the System Administrator to set where the device acquires the logged in user's e-mail address from when populating the e-mail *From*: field.

Using the default **Auto** setting, the device checks the *Smart Card* for the user's e-mail address information. If the information is not available from the card, the device checks the LDAP server. If the information is not available from the LDAP server, the device uses the default e-mail address to populate the field.

If required, the System Administrator can change the setting to obtain the user's e-mail address from the *Smart Card* only, or from the *Network Address Book (LDAP)* only.

1. In the related services table on the *Authentication Setup* page, click **Edit...** on the **Acquiring Logged in User's E-mail Address** row.



2. Select the option required for obtaining the logged in user's e-mail address:

- **Auto**
- **Only Smart Card**
- **Only Network Address Book (LDAP)**

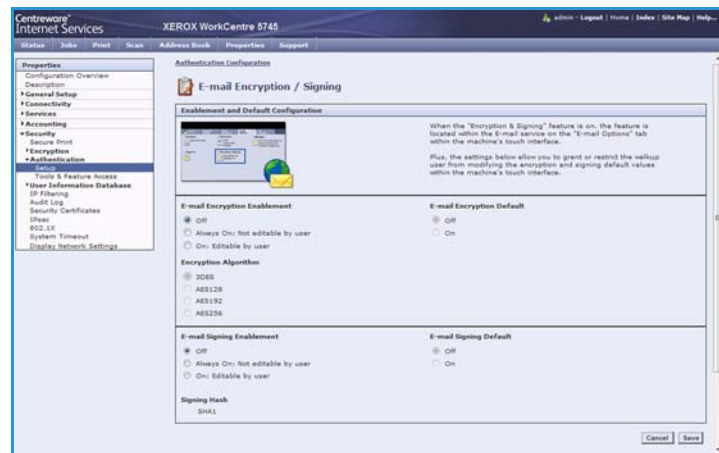
If **Only Network Address Book (LDAP)** is selected, configure the *Server Configuration* and *Feature Enablement* settings required.



3. Click **Save** to apply the new settings and return to the *Authentication Setup* page. Click **Cancel** to return to the *Authentication Setup* page.

Configuring E-mail Encryption and Signing Settings

1. In the related services table on the *Authentication Setup* page, click **Edit...** on the **E-mail Encryption/Signing** row.
2. To enable E-mail Encryption, under *E-mail Encryption Enablement*, select an option:
 - **Always On; Not editable by user:** Restrict users from turning E-mail Encryption on or off at the control panel.
 - **Editable by user:** Allow users to turn E-mail Encryption on or off at the control panel.
3. If you select Editable by user, select the default setting for users at the control panel. Under *E-mail Encryption Default*, select **On** or **Off**.



4. Under *Encryption Algorithm*, select one of the following encryption methods:
 - **3DES**
 - **AES128**
 - **AES192**
 - **AES256**
5. To enable E-mail Signing, under *E-mail Signing Enablement*, select an option:
 - **Always On; Not editable by user**: Restrict users from turning E-mail Signing on or off at the control panel.
 - **Editable by user**: Allow users to turn E-mail Signing on or off at the control panel.
6. If you select Editable by user, specify the default setting for users at the control panel. Under *E-mail Signing Default*, select **On** or **Off**.
7. Click **Save** to apply the new settings and return to the *Authentication Setup* page. Click **Cancel** to return to the *Authentication Setup* page.

The *Smart Card* settings are now configured. You are now ready to install the *Smart Card* hardware using the instructions starting on the next page.

Hardware Installation

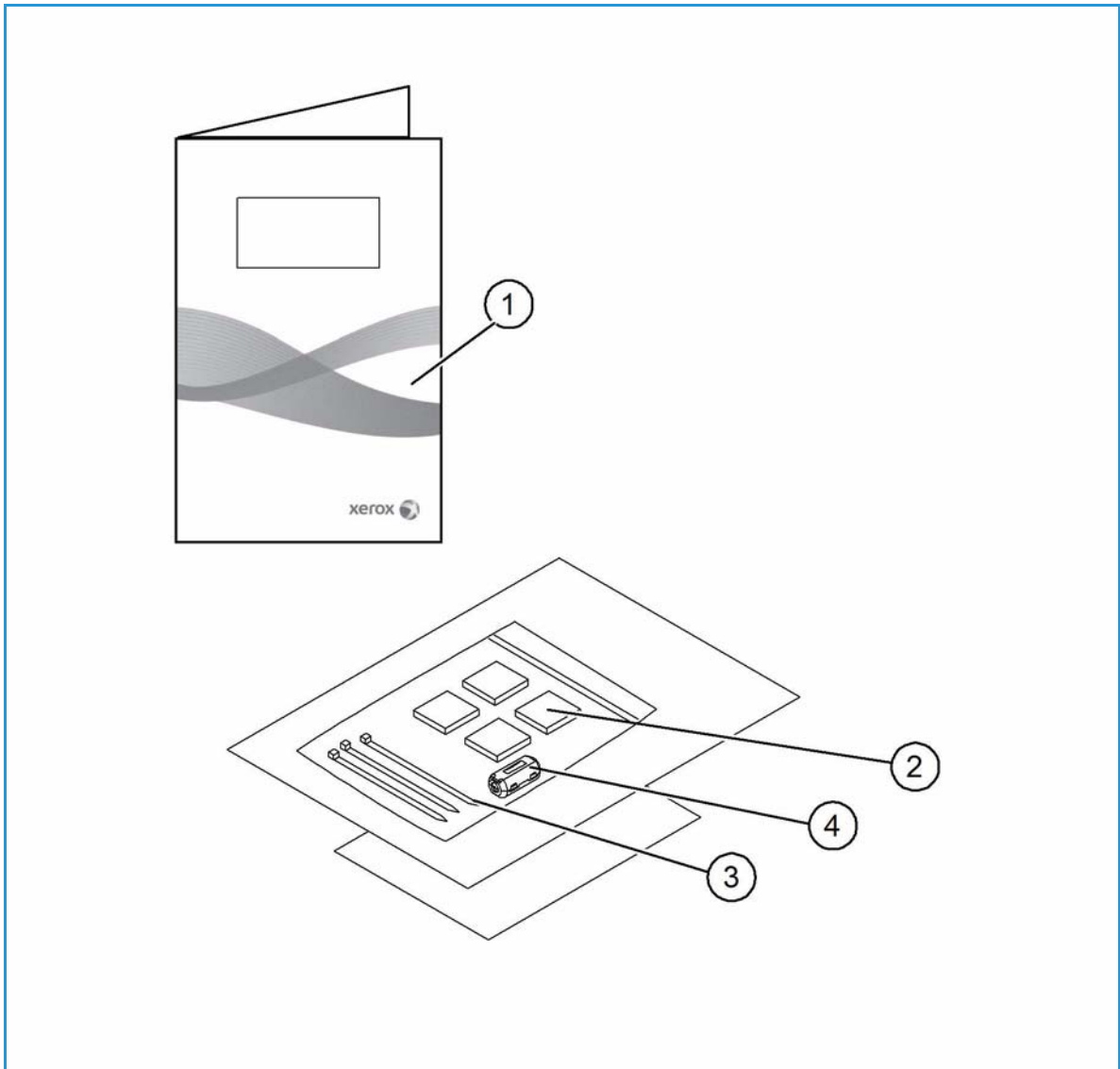
Install the card reader device using the following instructions.

1. Unpack the *Smart Card Enablement Kit*

The kit contains the following items:

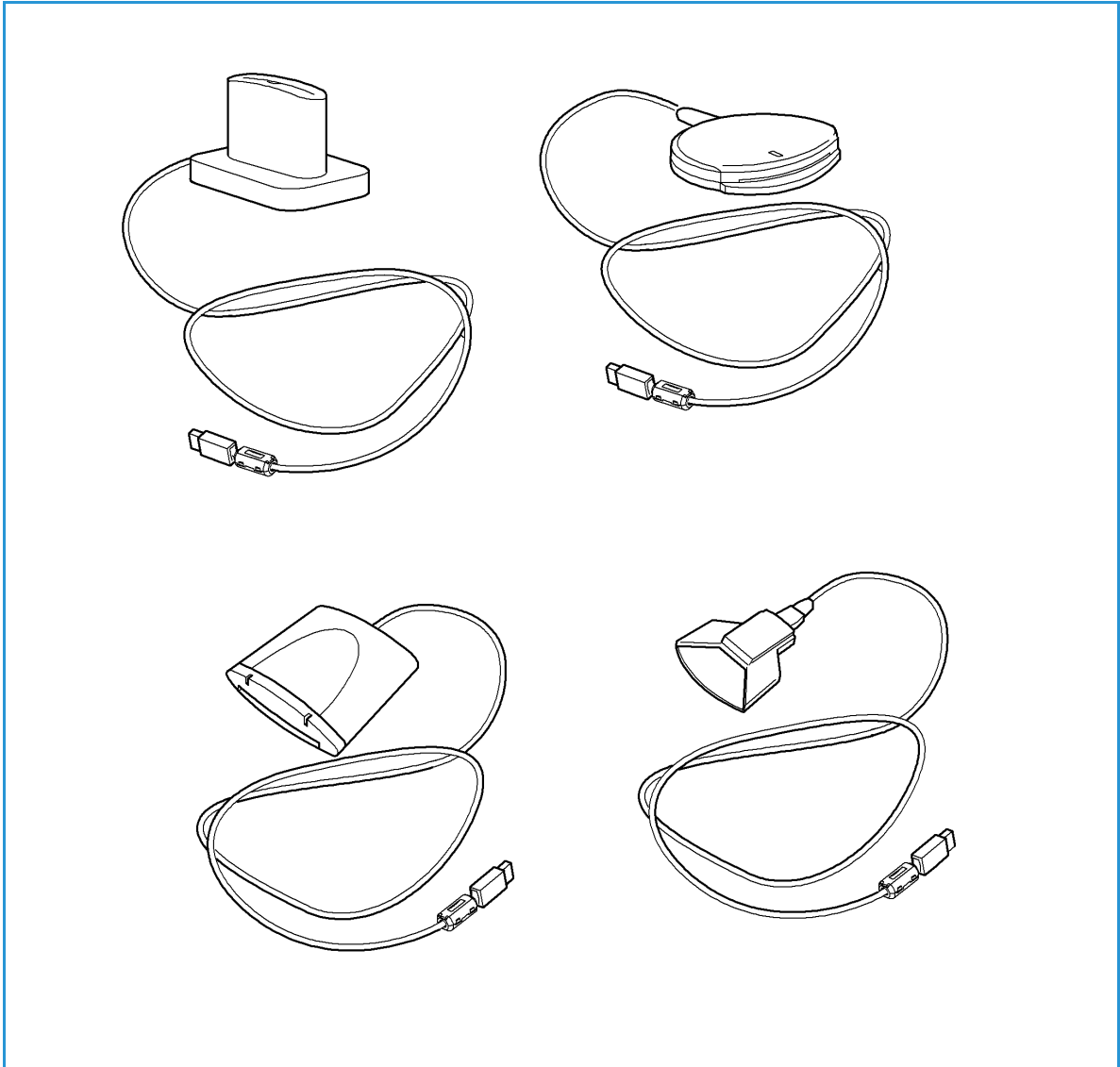
- Xerox *Smart Card Enablement Guide* (1).
- Four Dual Lock Fastener pads (Velcro) (2).
- Three Cable Ties (3).
- One Ferrite Bead (4).

Ensure you have read the licence agreement and agree to the terms and conditions specified prior to installation.



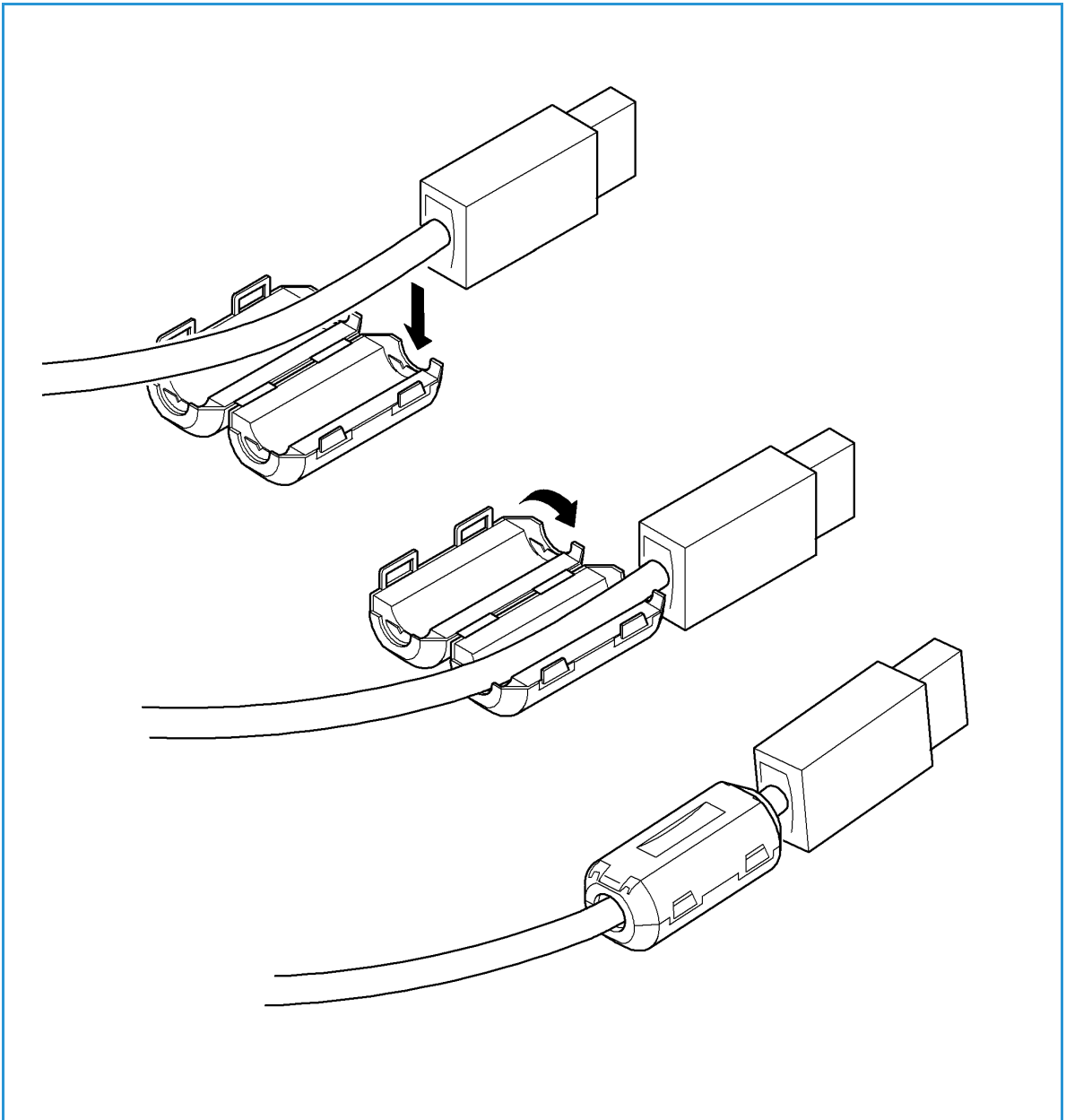
2. Locate the card reader device being installed
 - There are four types of card reader available, one upright model or three slimline models.
 - Locate the device being installed and ensure it has been configured.

Note: The System Administrator should configure the cards prior to the card reader being installed on the machine.

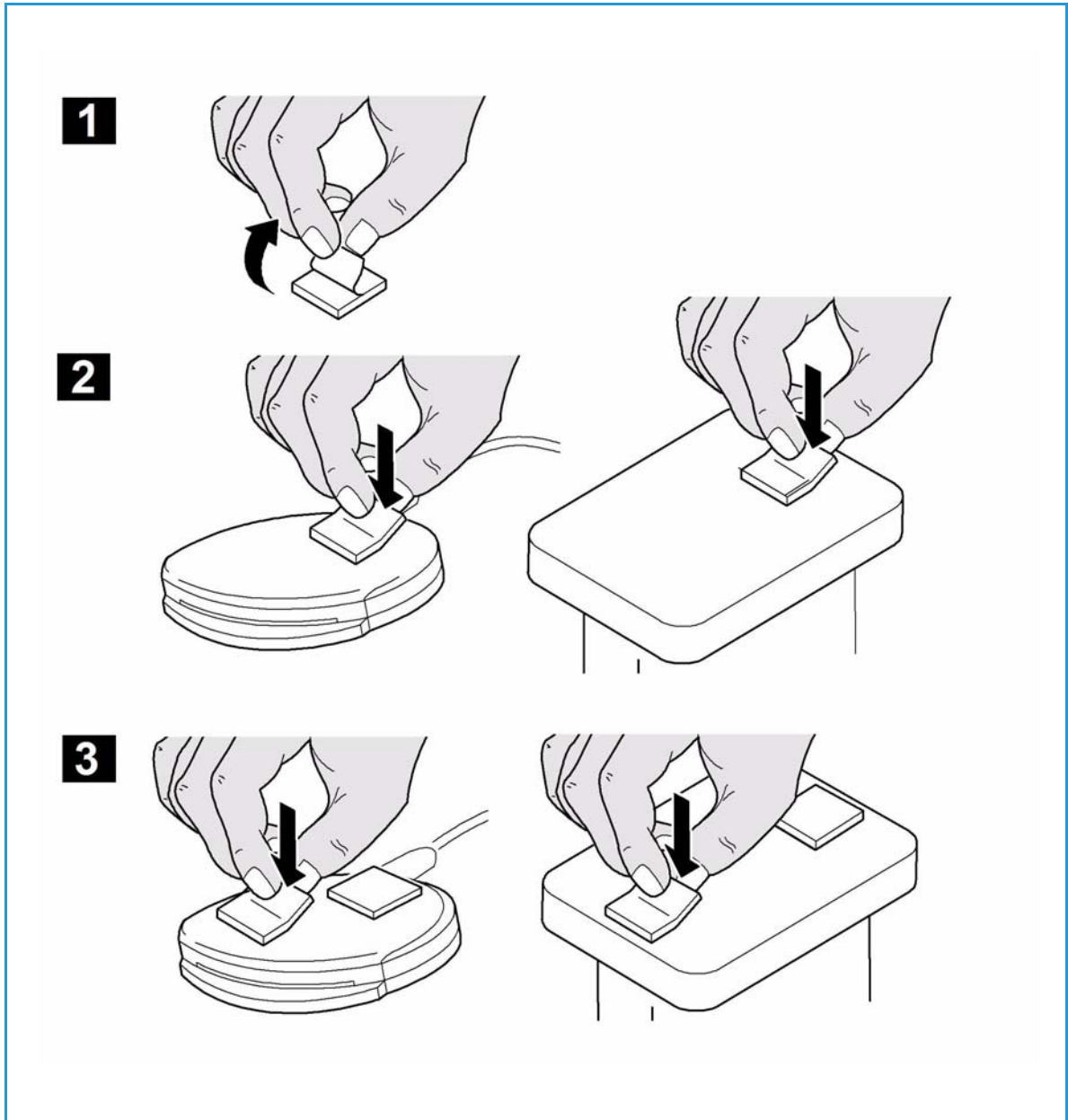


3. Attach the ferrite bead to the reader cable.

Note: The ferrite bead should be clipped onto the cable directly behind the connector.

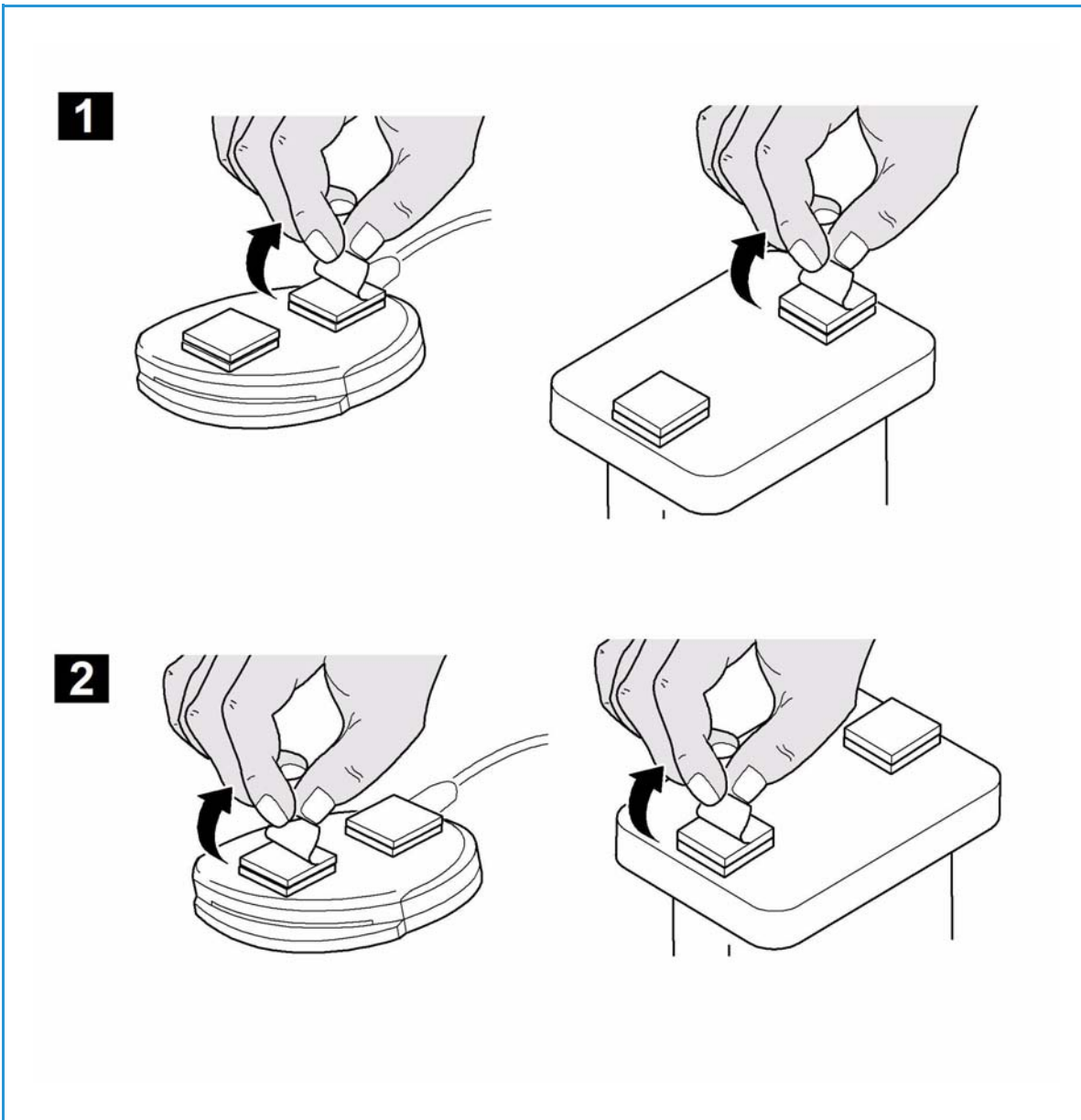


4. Attach the fasteners to the card reader device
- Fasteners have been provided to secure the card reader to the Xerox device.
 - Peel back the fastener backing strip.
 - Position the fastener on the under-side of the card reader, as shown.
 - Repeat for each of the fasteners supplied.



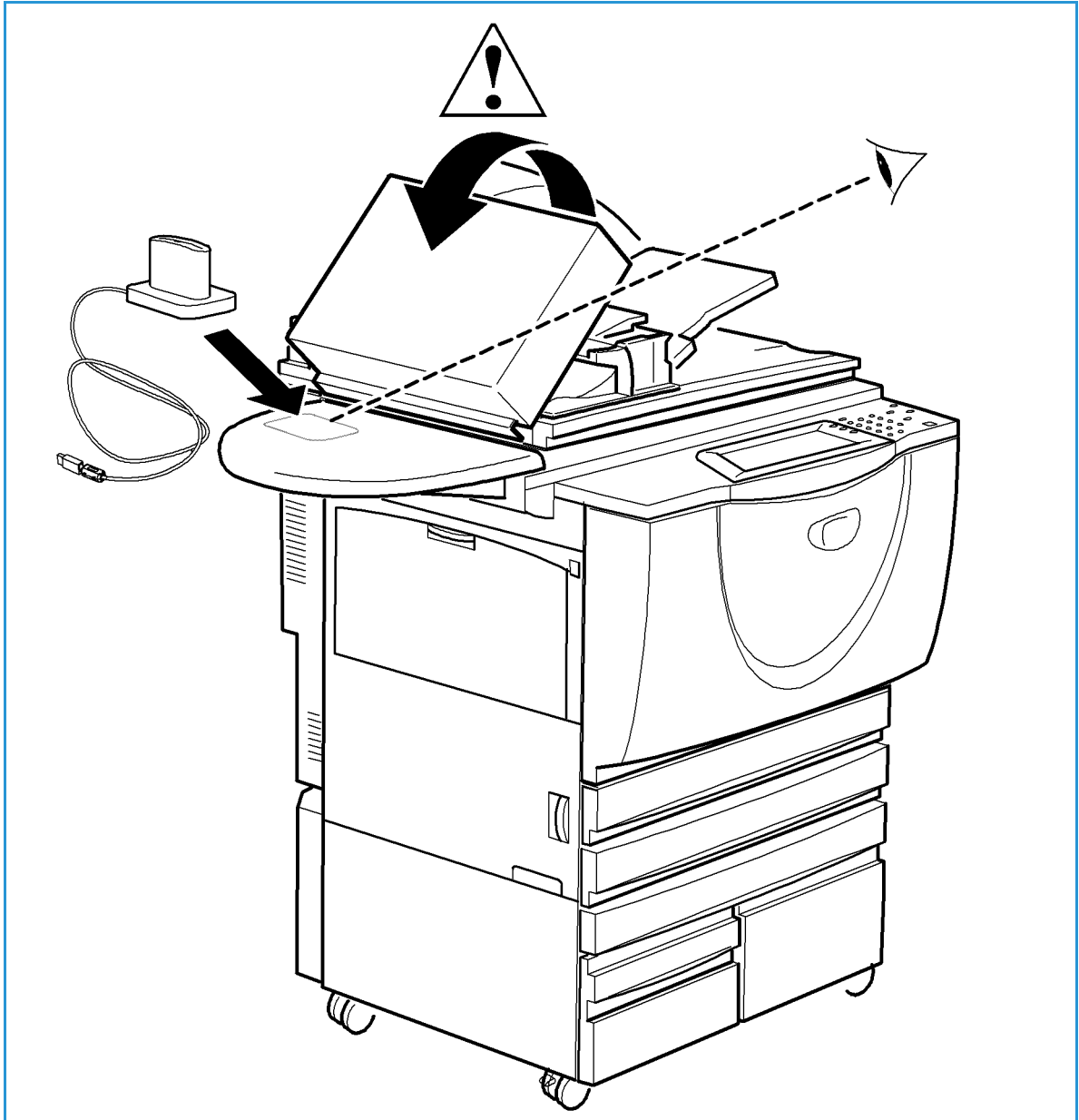
5. Remove the fastener backing strips

When all the fasteners have been attached to the card reader, remove the backing strips on each of the fasteners.



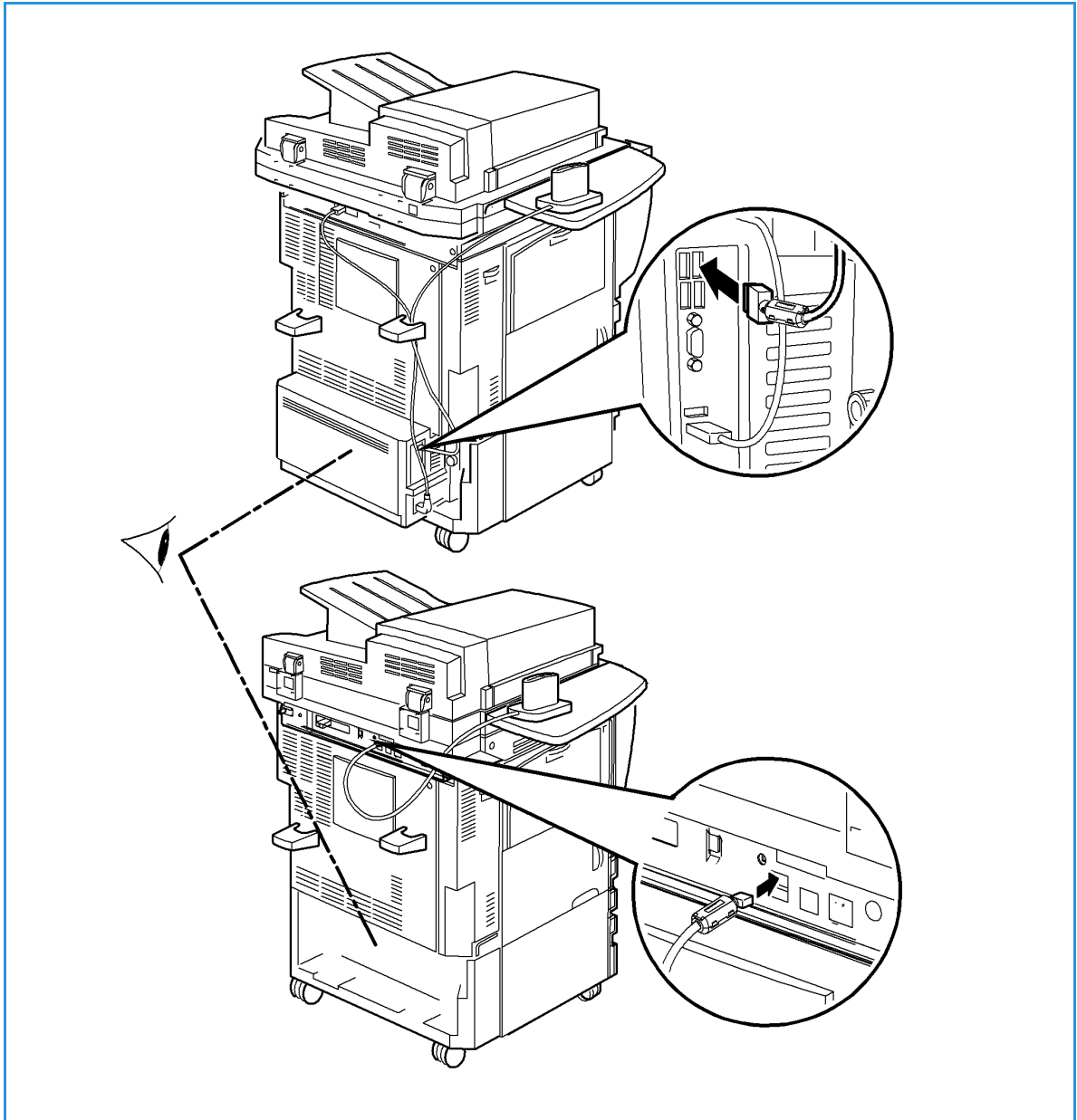
6. Place the card reader on the Xerox device

- Gently place the card reader on the device (do not fix in place at this point).
- Position the card reader in a suitable location, ensure it does not obstruct the opening of the document handler side cover.
- Check the cable has sufficient length to connect to the rear of the network controller.
- Once it is in a suitable location, press firmly on the card reader to fix it in place.



7. Connect the card reader to the Xerox device

- Insert the USB connection into the slot provided on the rear of the network controller.
- Use the cable ties provided to ensure the cabling is neat and tidy.



The hardware installation is now complete.

8. Confirm the installation

- When the card reader and the software has been installed and configured, the *Card Reader Detected* screen displays on the Xerox WorkCentre local user interface.
- Select **OK**.

Smart Card is now ready for use.

Note: If the card reader is not detected, refer to [Troubleshooting Tips](#) on page 37 for information.

Using the Smart Card

Once the *Smart Card* has been enabled, each user must insert a valid card and enter their Personal Identification Number (PIN) on the touch screen. When a user has finished using the Xerox WorkCentre, they are then required to remove their card from the card reader to end the session. For instances where a user forgets to remove their card, the machine will end the session automatically after a specified period of inactivity.

Follow the instructions below to use the *Smart Card*:

1. The *Authentication Required* window may display on the touch screen, depending on your machine configuration.
2. Insert your card into the card reader.
3. Use the touch screen and numeric keypad to enter your PIN and then select **Enter**.
If the card and PIN are authenticated, access is granted.
If the access attempt fails, refer to [Troubleshooting Tips](#) on page 37.
4. Complete the job.
5. To end the session, remove your card from the card reader.

The current session is terminated and the *Authentication Required* window is displayed.

Troubleshooting

4

For optimal performance from your card reader, ensure the following guidelines are followed:

- The Card Reader is only compatible with network connected products.
- Ensure the Card Reader is plugged into the Network Controller. Refer to [Connect the card reader to the Xerox device](#) on page 32 for instructions.
- Do not position the Card Reader in direct sunlight or near a heat source such as a radiator.
- Ensure the Card Reader does not get contaminated with dust and debris.

Fault Clearance


When a fault occurs, a message displays on the User Interface which provides information relating to the fault. If a fault cannot be resolved by following the instructions provided, refer to [Troubleshooting Tips](#) on page 37.

If the problem persists, identify whether it is related to the card reader device or the Xerox device.

- For problems with the card reader device, contact the manufacturer for further assistance.
- For problems relating to the Xerox device, contact the Xerox Welcome and Support Center. The Welcome and Support Center will want to know the nature of the problem, the Machine Serial number, the fault code (if any) plus the name and location of your company.

Contact Xerox using the numbers 1-800-ASK-XEROX or 1-800-275-9376.

Locating the Serial Number

1. Press the **Machine Status**  button on the control panel.
2. Information about the machine is displayed. If necessary, select **Machine Details** to display the *Customer Support Number* for the *Welcome and Support Centre* and the *Machine Serial Number*.

The serial number can also be found on a label inside the front door.

Troubleshooting Tips

The table below provides a list of problems and the possible cause and a recommended solution.

If you experience a problem during the installation process please refer to the [During Installation](#) problem solving table below.

If you have successfully installed the *Smart Card* solution but are now experiencing problems, refer to [After Installation](#): on page 38.

During Installation:

Problem	Possible Cause	Solution
Card reader is installed but no message displays on the User Interface	<ul style="list-style-type: none"> Card reader is faulty. 	<ul style="list-style-type: none"> Try a different card reader. Contact the System Administrator.
	<ul style="list-style-type: none"> Card reader connection is faulty. 	<ul style="list-style-type: none"> Check the cable is plugged in correctly. Refer to Hardware Installation on page 26 for instructions. Unplug the card reader cable then plug back in. Plug the card reader into a different USB port.
	<ul style="list-style-type: none"> Card reader is not compatible. 	<ul style="list-style-type: none"> Check that the card reader is on the list of compatible devices, refer to Supported Card Types on page 7.
	<ul style="list-style-type: none"> <i>Smart Card</i> access is not enabled on the machine. 	<ul style="list-style-type: none"> Enable CAC through the <i>Properties</i> set up screens using Internet Services, refer to Configuring the Smart Card on page 13.

After Installation:

Problem	Possible Cause	Solution
Authentication failures	<ul style="list-style-type: none"> Incorrect PIN has been entered. 	<ul style="list-style-type: none"> Retry entering the correct PIN. If problem persists, contact the System Administrator for advice.
	<ul style="list-style-type: none"> Card is locked due to too many failed PIN attempts. 	<ul style="list-style-type: none"> Contact Registration Authority to reload or to get a new card.
	<ul style="list-style-type: none"> Unable to find identity certificate. 	
	<ul style="list-style-type: none"> Identity certificate has been revoked. 	
	<ul style="list-style-type: none"> Authentication with Domain Controller Failed. 	<ul style="list-style-type: none"> Check network cable is firmly connected. Contact the System Administrator.
	<ul style="list-style-type: none"> Unable to validate server certificate. 	
	<ul style="list-style-type: none"> <i>Smart Card Authentication System Failed.</i> 	
	<ul style="list-style-type: none"> Authentication Failed. 	
	<ul style="list-style-type: none"> System Administrator has not selected All Features or Scanning Service Only. 	<ul style="list-style-type: none"> Contact the System Administrator.
Time for date mismatch error	<ul style="list-style-type: none"> There is a mismatch between the time and date setting on the Xerox WorkCentre and the authentication server time or date setting. 	<ul style="list-style-type: none"> Verify that Network Time Protocol is properly set up. Verify that GMT offset is correct for your region, refer to Configure the date and time to update automatically on page 13. Verify that GMT offset is correct for Daylight Savings Time. Contact your System Administrator.
Cannot see the Internet Services web page after software upgrade	<ul style="list-style-type: none"> IP Address incorrect or has been reset. 	<ul style="list-style-type: none"> Check the IP Address printed on the configuration report. Ensure the DHCP settings match your site settings. To print a configuration report at the Xerox WorkCentre.

Retrieving the Certificate from a Domain Controller or OCSP Server



1. Access the Domain Controller using a web browser using the following syntax:

https://IP Address of the Domain Controller:636

For example: *https://111.222.33.44:636* where 111.222.33.44 is the IP address of the appropriate server.

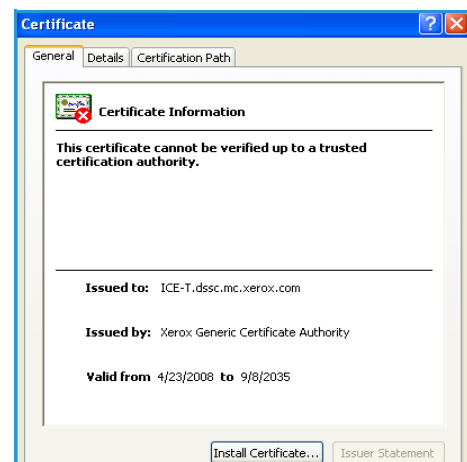
A *Security Alert* warning window is displayed, similar to the one shown.

2. Click on **View Certificate** to proceed.

If the window does not display, double click on the padlock icon in the lower right hand corner of your browser window.



The *Certification Information* window is displayed.

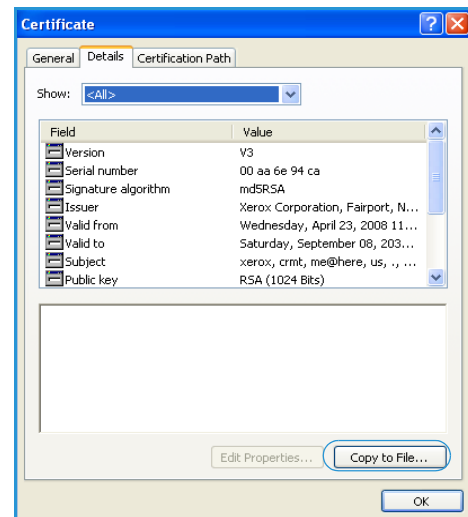


3. Select the **Details** tab.

Record the name of the *Certificate Authority (CA)* that issued this certificate, the "Issuer".

A certificate from this CA will be required during *Smart Card* setup.

4. Select the **Copy to File** button.



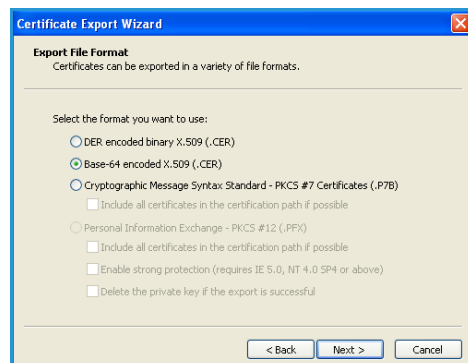
The *Certification Export Wizard* is displayed.

5. Select **Next**.



6. Select **Base-64 encoded X.509 (.CER)**.

7. Select **Next**.



8. Select **Browse**.
Browse to a directory to save the Certificate.
9. Enter a filename for the *Certificate* and select **Save**.
10. Select **Next**.



11. Select **Finish**.
The *Certificate* is retrieved from the server and saved in the selected directory.
A pop-up message will confirm that the *Certificate* has been successfully saved.
Once saved the *Certificate* can be loaded onto the device.

This process can be repeated to retrieve the *Certificates* from each of the required servers.



Determining the Domain in which your Card is Registered

1. From your PC, click the **Start** menu and right click on **My Computer**.
2. From the drop down list, select **Properties**.
When the *System Properties* window opens, click on the **Computer Name** tab.
Beneath the *Full Computer* name is the *Domain Name*.
3. Copy and paste the *Domain Name* directly into the CAC setup page on the Internet Services user interface.
Refer to [Configuring the Smart Card](#) on page 13 for instructions.
4. Select **Cancel** to close the *System Properties* window.