XEROX®

prInteract, Xerox Remote Services Overview

A step in the right direction

- ♦ Diagnose Problems
- ♦ Assess Machine Data
- ♦ Troubleshooting
- ♦ Customer Security Assured

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About prInteract, Xerox Remote Services

prInteract, Xerox Remote Services is a collection of network-enabled optional services that allow you to securely and remotely transfer recorded machine and/or job data to Xerox Support. The services are designed to improve problem diagnosis and proactively assess printer-operation.

The following lists and describes the Remote Services available.

Machine Data Transmission (MDT) Service

This service is initiated from the device and encompasses:

- Call For Assistance (CFA) - An on-demand transfer of machine-related data.
- Automatic Machine Data Transmission (MDT) – An automated, daily (up to 4 times a day) transfer of machine-related data.
- Job Capture / Transfer – A Xerox Support process to send job data and is approved by the System Administrator.

Remote Monitoring (RM) Service

This service is initiated by the Xerox Support process and involves the automated transfer of machine-related data information only (no customer data is transferred).

Automated Meter Read (AMR) Billing Service

The MeterAssistant is an additional feature available to users of prInteract, Xerox Remote Services. It allows customers to automatically submit billing meter reads to Xerox through the web site www.Xerox.com. Using secure device direct data transmissions you 'push' meter reads to Xerox.

NOTE: Contact your Xerox representative for more information on prInteract, Xerox Remote Services and MeterAssistant.

Benefits of prInteract, Xerox Remote Services

prInteract, Xerox Remote Services provides data to the Xerox Customer Support personnel and Xerox engineering personnel automatically, or on demand, to facilitate rapid problem analysis and resolution.

The Xerox Customer Support Center and Service Escalation personnel have the ability to examine and use the data to support the Xerox Nuvera. Using automated system Remote Monitoring, Xerox personnel may proactively access and analyze data on the Xerox server to prevent machine-related problems.

prInteract, Xerox Remote Services features translate to benchmark productivity opportunities and machine up time for Xerox Nuvera customers.

Security

Xerox is responsive to our customer's security concerns.

prInteract, Xerox Remote Services provides the ability for your Xerox Nuvera to securely transport data, across the Internet, to the engineering support server within Xerox's firewalled environment. The data is exclusively limited to the device's engineering and service-related information.

prInteract, Xerox Remote Services uses the same network mechanisms as a standard web browser such as Internet Explorer. Customers do not need to make any changes to Internet firewalls, proxy servers, or other security mechanisms. prInteract, Xerox Remote Services will not make networks more susceptible to viruses.

prInteract, Xerox Remote Services transactions and services can only communicate with a specific engineering support server at Xerox. No customer images or sensitive information is transmitted without customer permission.

How prInteract, Xerox Remote Services works with the Xerox Nuvera

The process is transparent to the customer's workflow. After initial setup, no user interaction is required for Automated prInteract, Xerox Remote Services Monitoring.

1. The process is initiated when Xerox receives the signed customer agreement to subscribe to prInteract, Xerox Remote Services.

2. The machine's serial number is entered into the prInteract, Xerox Remote Services database within Xerox. Service parameters, such as the data transfer interval, are configured at the device and stored in the Xerox database.

3. At machine install, the customer's System Administrator configures the Xerox Nuvera to the customer's network. No "holes in the customer firewall" or changes to any other equipment at the customer site are needed to set-up prInteract, Xerox Remote Services.

4. When install is completed and the device is configured for connection to the Internet, the Xerox Nuvera makes contact with a Xerox server, synchronizing with the Xerox server to turn on the subscribed services as defined in the customer agreement.

5. With the Call for Assistance (CFA), Machine Data Transmission (MDT) service, either the key-operator or a Xerox Service Engineer can cause the Xerox Nuvera to initiate contact with Xerox to transmit device data to the prInteract, Xerox Remote Services database at Xerox. As part of the Support process, customers have the option to send their job data to Xerox through the Job Data Capture and Transfer feature.

6. With the Automatic Machine Data Transmission (MDT) service, the Xerox Nuvera will initiate contact with Xerox to transmit device data to the prInteract, Xerox Remote Services database. The default setting is once every 24 hours and can be changed to send data up to 4 different times within 24 hours. The customer has the ability to turn this service off at the device.

7. Remote Monitoring is initiated by Xerox and allows the Xerox Support personnel to set a scheduled time for data transfer of machine-related service and engineering data only.

Key requirements to enable prInteract, Xerox Remote Services features

- A signed customer agreement accepting prInteract, Xerox Remote Services.

- A Xerox Nuvera machine serial number.

- A Xerox Service Engineer to enable prInteract, Xerox Remote Services within the Xerox environment for a specific device to send data to a Xerox server.

- A knowledgeable person to connect the Xerox Nuvera to the customer's network and to enable prInteract, Xerox Remote Services by placing the customer's Internet proxy information into the device.

Frequently Asked Questions

Question	Answer
GENERAL	
What kind of machine and engineering data does Xerox collect?	Xerox collects and analyzes machine specific hardware and software history data. This includes data such as fault history, error logs, debug logs, retrofit information, part "end of life" replacement information, and similar information. No customer identifiable information or sensitive data is transmitted.
When can I enable PrInteract, Xerox Remote Services? Is it only at install?	It is easiest to enable PrInteract, Xerox Remote Services at installation. However, this feature may also be enabled post-install by contacting your Xerox representative or the Xerox Customer Support center.
How will I know that PrInteract, Xerox Remote Services has been enabled on my machine?	After your machine is networked properly and has the proper internet connectivity information entered into the machine, you will be able to perform a manual 'Sync' to the Xerox server. Once the device can sync, the list of PrInteract, Xerox Remote Services enabled on your machine is displayed under the Remote Services selection available from the UI on the device. If you can Sync successfully, but the services do not appear on the device, then you must contact Xerox, so that Xerox can enable the services for your device on the Xerox Server.
If I don't like PrInteract, Xerox Remote Services, can I remove it? If so, how?	Yes. You can contact your Xerox Representative to have the services removed from your system. If you only wish to have the ability to send data using the Call For Assistance feature when you have a problem with the machine, you have the ability to turn off the Automatic MDT feature in the Configure PrInteract, Xerox Remote Services window.

Question	Answer
How will PrInteract, Xerox Remote Services impact my internal network?	Just as you may use a web browser like Internet Explorer or Netscape to upload or download files, PrInteract, Xerox Remote Services similarly uses the same HTTPS protocol to send data through the internet to the Xerox engineering servers. It is best if your internet connection is rated at 256 kb/second or better (64 kbs or better for uploads). Since PrInteract, Xerox Remote Services uses the same networking mechanisms as a web browser, no changes to the network are required. If you have a very slow internet connection (under 64 kbs), performing a service and engineering data transfer may put extra load during the transfer time. The CFA service data and the Remote Monitoring transfer send only service data, which is very small.
What industry standards does Xerox follow?	PrInteract, Xerox Remote Services uses the Secure Socket Layer (SSL) standard, via HTTPS. Also, SOAP, Web Services, CIM (Common Information Model), and XML standards are used.
Can I power off my machine with PrInteract, Xerox Remote Services enabled?	Yes. The automated Remote Monitoring and MDT Services will send the data when the device is powered back on. During low power mode and sleep mode, the automated Remote Monitoring service will still send data to Xerox without the device affecting these Power Saver modes.
Will my work be interrupted?	No. PrInteract, Xerox Remote Services is a background activity. Every effort has been taken not to impact customer resources and productivity.
Do I have to wait for Call For Assistance to complete?	Once initiated, the data transfer window can be closed and normal machine activities may be resumed. (A reboot or restart would however terminate the data transfer.)
Am I required to do anything special to my internet connection?	No. PrInteract, Xerox Remote Services uses standard HTTPS network connections, just like a web browser. The features are initiated by the Xerox Nuvera to push data through the internet.
SECURITY	
How do I know that Xerox is not accessing my company's private data off the machine disk?	You may examine the data sent back to Xerox by using the device UI to view the transaction details. The PrInteract, Xerox Remote Services features only access machine related data, and not customer images or other customer data, unless otherwise specifically requested by the customer.
Will my machine interact with or receive information from "non-Xerox" systems?	No. The device always initiates the PrInteract, Xerox Remote Services transfer activity and sets up a Xerox-only, non-intrusive communication path
How can I be sure that the device data is going to Xerox only?	The secure transmittal process uses HTTPS and Verisign signed certificates to ensure and verify that the Xerox Nuvera is only sending to Xerox. Also, Xerox routinely authenticates your machine against its PrInteract, Xerox Remote Services database and uses a proprietary security algorithm to verify that it

Question	Answer
	only accepts communications from Xerox devices. In addition, all transmission data is sent over a Secure Socket Layer (SSL) connection using 128-bit encryption.
Will enabling PrInteract, Xerox Remote Services make my network more susceptible to viruses or hacker attacks?	No. Customers make no changes to their own secure networks. PrInteract, Xerox Remote Services only communicate to a specific secure server at Xerox and services are designed specifically to prevent unauthorized data transfers. Finally, the secure server at Xerox is regularly scanned for viruses using the latest tools.
Under what circumstances will job data be sent to Xerox?	The System Administrator specifically selects the job and sends it to Xerox. This is only done as part of the Xerox Support process and under your approval.