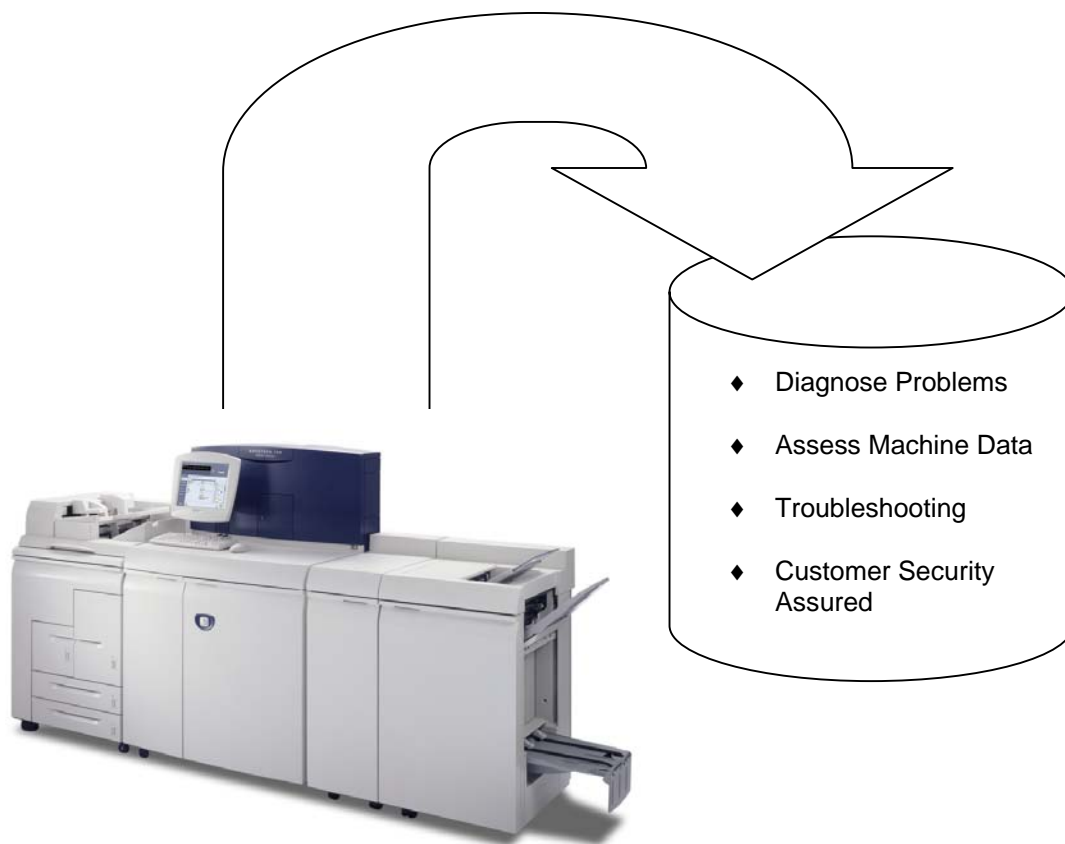




printInteract, Xerox Remote Services A step in the right direction



PrInteract, Xerox Remote Services Overview

About PrInteract, Xerox Remote Services

PrInteract, Xerox Remote Services is a collection of network-enabled optional services, based on the XPresso™ platform. The services are designed to improve problem diagnosis and proactively assess printer-operation. Currently there are two services available:

- ◆ Call For Assistance. This is on demand data transfer of machine related service and engineering information.
- ◆ Automated Remote Monitoring of the system, initiated by the Xerox Nuvera.

PrInteract, Xerox Remote Services provide the ability for your Xerox Nuvera to securely transport data, across the Internet, to the engineering support server within Xerox's firewalled environment. These data are exclusively limited to the device's engineering and service-related information. The Xerox Customer Support Center and Service Escalation personnel have the ability to examine and use the data to support the Xerox Nuvera.

PrInteract, Xerox Remote Services uses the same network mechanisms as a standard web browser such as Internet Explorer. No changes to the customer's network are required.

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.

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 will not make networks more susceptible to viruses. PrInteract, Xerox Remote Services transactions always originate from the device, and services can only communicate with a specific engineering support server at Xerox. No customer images or sensitive information is transmitted. Customers do not need to make any changes to Internet firewalls, proxy servers, or other security mechanisms.

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 Transfer 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. Customers can send service data or service and engineering data from the Call For Assistance screen.
6. With the automated Remote Monitoring service, the Xerox Nuvera will initiate contact with Xerox to periodically transmit device data to the PrInteract, Xerox Remote Services database. The default setting is every 24 hours. This setting can be changed to every 12 or 6 hours. The customer has the ability to turn this service off at the device. Service data is sent by default through the Remote Monitoring service.

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.

MeterAssistant

MeterAssistant is an option available to users of PrInteract, Xerox Remote Services. It is a procedure for automatically submitting meter reads to Xerox. Using secure device direct data transmissions you 'push' meter reads to Xerox. Contact your Xerox representative for more information on PrInteract, Xerox Remote Services and MeterAssistant.

If you are using PrInteract, Xerox Remote Services go to Xerox.com and select **Customer Resources: Submit Meter Reads follow the on-line instructions.**

Frequently Asked Questions

Category	Question	Answer
Features	Will there always be only two PrInteract, Xerox Remote Services features?	<p>Technology advancements occur frequently. The Xerox commitment is to seek out those advancements that will add value to our customer's workflow and productivity. The Automated Meter Read (AMR) billing service to automatically collect meter reads is being piloted with some early launch customers. Other future features could include services such as:</p> <ul style="list-style-type: none"> ◆ Supplies Replenishment ◆ Software Downloads ◆ Enhanced Diagnostic Capability
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 " PrInteract, Xerox Remote Services" 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 Remote Monitoring feature in the Configure PrInteract, Xerox Remote Services window.
	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

Category	Question	Answer
		XML standards are used.
	Can I power off my machine with PrInteract, Xerox Remote Services enabled?	Yes. The automated Remote Monitoring service 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. PrInteract, Xerox Remote Services features only access machine related data, and not customer images or other customer data.
	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 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.

