

Revised: Products affected by implementation of latest encryption protocols.

Upgrade printer software with latest encryption protocol to continue direct remote services

A. Background

Xerox® Printers use secure mechanisms to transmit meters, supplies data and diagnostic information to Xerox. This enables Automated Supplies Replenishment (ASR), Automated Meter Reads (AMR), printer troubleshooting and diagnostic support.

As of February 15, 2022, data transmissions using older technologies will not be accepted by the Xerox® Infrastructure. Affected printers can be upgraded to new technologies by downloading and installing newer software. This will enable secure data communications to continue. **To continue automated services and support you must act no later than February 15, 2022.**

Certain older Xerox® Printer models do not have a software upgrade available that is compatible with newer data transmission technology. To continue the billing and supplies automated services for these devices, a device manager must be installed on the network to collect the data from these printers and send it securely to Xerox.

B. Required Action

- 1) Review the list of affected products below.
- 2) Understand the options for your devices: whether software is available to continue device-direct communication, or if a device manager application must be used instead.
- 3) Perform the software upgrade(s) or install a device manager application prior to February 15, 2022.

Xerox® Devices (ColorQube, Phaser)	Minimum Software Version Required	Link
ColorQube 8700 / 8900	074.xxx.000.23000	Latest product software
ColorQube 9201 / 9203	None	*Device manager application required
ColorQube 9301 / 9302 / 9303	074.xxx.000.23000	Latest product software
Phaser 3310	None	*Device manager application required
Phaser 3320	None	*Device manager application required
Phaser 3330	None	*Device manager application required
Phaser 3600	None	*Device manager application required
Phaser 3610	None	*Device manager application required
Phaser 3635MFP	20.106.10	Latest product software
Phaser 4600	35.004.55.000	Latest product software

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Phaser 4620	None	*Device manager application required
Phaser 4622	35.004.55.000	Latest product software
Phaser 6500	None	*Device manager application required
Phaser 6600	None	*Device manager application required
Phaser 6700	081.140.106.01308 SPR15-12	Latest product software
Phaser 7100 / 7300/ 7500 / 7800	None	*Device manager application required
Xerox® Devices (WorkCentres)	Minimum Software Version Required	Link
WorkCentre 3315	None	*Device manager application required
WorkCentre 3325	None	*Device manager application required
WorkCentre 3335 / 3345	60.003.05.000 SMP2	Latest product software
WorkCentre 3550	35.004.55.000	Latest product software
WorkCentre 3615	None	*Device manager application required
WorkCentre 3655	073.060.075.34540	Latest product software
WorkCentre 4250	15.007.01.000 SMP4	Latest product software
WorkCentre 4260	30.106.00.000	Latest product software
WorkCentre 4265	50.004.00.000	Latest product software
WorkCentre 5325 / 5330 / 5335	None	*Device manager application required
WorkCentre 5655	None	*Device manager application required
WorkCentre 5735 / 5740 /5745	None	*Device manager application required
WorkCentre 5755 / 5765 / 5775	None	*Device manager application required
WorkCentre 5790	None	*Device manager application required
WorkCentre 5845 / 5855 / 5865 / 5875 / 5890	073.190.075.34540	Latest product software
WorkCentre 5945 / 5955	073.091.075.34540	Latest product software
WorkCentre 6505	None	*Device manager application required
WorkCentre 6605	None	*Device manager application required
WorkCentre 6655	073.110.075.34540	Latest product software
WorkCentre 7120 / 7125	None	*Device manager application required
WorkCentre 7220 / 7225	073.030.075.34540	Latest product software
WorkCentre 7346	None	*Device manager application required
WorkCentre 7435 (XE)	None	*Device manager application required
WorkCentre 7525 / 7530 / 7535 / 7545 / 7556	061.121.224.18803	Latest product software
WorkCentre 7755 / 7765	None	*Device manager application required
WorkCentre 7830 / 7835 / 7845 / 7855	073.010.075.34540	Latest product software
WorkCentre 7970	073.010.075.34540	Latest product software

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Xerox® Devices (Entry Production)	Minimum Software Version Required	Link
4127 EPS	None	*Device manager application required
700 Digital Color Press	None	*Device manager application required
770 Digital Color Press	None	*Device manager application required
Color 550 / 560 / 570	None	*Device manager application required
Color C60 / C70	60.10.41	Latest product software
C75 Color Press	None	*Device manager application required
D95 / 110 / 125 / 136	None	*Device manager application required

C. Software Upgrades to Continue Device-Direct Data Communication

- 1) Determine the current software level on the printer. If the software level of the printer is at or above the minimum level noted in the table above, no action is required.
- 2) If the current software level is below the minimum level, a software upgrade for that device is required. The link to the current software is in the table above.
- 3) Test connectivity and confirm a successful data transmission after the software upgrade is installed. Instructions on how to do this are in the System Administrator guide for your printer model or at [“How to Connect to Remote Services”](#) page on Xerox.com.

D. Establishing Communication with a Device Manager

For certain older devices, upgrading the device software to transmit its own supply usage, meter reads, and alert data cannot be achieved. A device manager application is required. Once installed on a networked PC or server, the software uses industry standard Simple Network Management Protocol (SNMP) to retrieve the device data and securely transmit it to the Xerox® Communication Servers. Be sure to use the most current version of device manager application software. For additional information please see [“How to Connect to Remote Services”](#) page on Xerox.com.

There are several approved device manager applications available for use e.g., Xerox® Centre Ware® Web Software, Xerox Device Agent, Xerox Device Agent Partner Edition, or Xerox Device Manager.

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Installing a device manager may be a preferable option for customers with a fleet of devices that are in scope.

1. If you are working with a Xerox Partner, please contact your partner to obtain a Xerox Device Manager.
2. If your contract is with Xerox directly, please contact your Xerox Account Manager.

Note: If you do not have a Xerox Account manager, visit Xerox Device Agent to download the software and user documentation.

F. Additional Information

Software updates are customer installable and do not require a service visit. The installation instructions for each update are included in the software download file. Please note, system administrator access privileges are required to update your printers.

Support documentation, including how to check your current system software level, can be found via the Xerox knowledgebase at www.xerox.com under the Customer Support/All Support and Drivers tab. If you require additional assistance, please use your usual escalation path for support for your region.

Please consult the [Xerox® Remote Services Security White Paper](#) for additional information on device communication methods.

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