Xerox Security Bulletin XRX08-010
Software update to address Denial of Service Vulnerability
v1.1
08/06/10

Background

A Denial of Service vulnerability exists in the products listed below. If exploited this vulnerability could allow malicious users to cause the device to restart, thus effectively denying service to legitimate users. Customer and user passwords are not exposed.

This vulnerability was initially found by crit3rion and reported by Secunia as Secunia Advisory SA32319 (http://secunia.com/advisories/31329/). Exploit code was provided but Xerox is not aware of this exploit code existing in the wild.

As part of Xerox's on-going efforts to protect customers, software releases and/or workarounds addressing this vulnerability are provided for the products listed below. The software solutions are available from the Xerox Support Center. Please follow the procedures below to install the solutions or workarounds to protect your product from possible attack through the network.

Products affected by this vulnerability are:

> **Phaser®**
>
> 6100
>
> 6200
> 7300
> 7750
> 8400

Install Instructions
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For Phaser® 6100

The Phaser 6100 was launched in 2004, and because of its age engineering and development resources are not available to support the product. As a result, there are no plans to provide a firmware fix for this vulnerability for the Phaser 6100.

For Phaser® 6200/7300/7750

The following releases can be obtained that include a software solution for this vulnerability:

	Product	If Your		Next step:	Firmware / Net Controller Will Now Show:
		Firmware is	Net Controller is		
1	**Phaser® 6200**	< 2.20	< 17.22.03.11.2005	Install Firmware Update 2.20 as indicated below	2.20 / 17.22.03.11.2005
2	**Phaser® 7300**	< 2.16	< 17.20.03.11.2005	Install Firmware Update 2.16 as indicated below	2.16 / 17.20.03.11.2005
3	**Phaser® 7750**	< 5.0.2	< 24.46.05.11.2005	Install Firmware Update 5.0.2 as indicated below	5.0.2 / 24.46.05.11.2005

To address this vulnerability, customers should perform the following:

Phaser 6200

Install Firmware Version 2.20 by performing the following steps:

1. Print a configuration page to obtain listings of current firmware versions installed and document the customer's current printer settings.
2. Download PS Version 2.20 from the *Xerox* website::
   http://www.support.xerox.com/go/getfile.asp?objid=71897&EULA=1&Xtype=download&uType=
   - Accept the License Agreement.
   - Save the zip file to your hard drive and follow the download instructions included.
   - **CAUTION: Do not attempt to cancel the firmware update process or turn off the printer power during the update. The printer might be left in an inoperable state that requires service.** The printer prints a warning page the printer should not be interrupted during the firmware update process. The front panel LCD displays the progress of the firmware update. The printer automatically restarts after the firmware update process is complete.
3. Upon completion of the download, print a new configuration page and confirm that the new firmware version has been installed.

Phaser 7300

Install Firmware Version 2.16 by performing the following steps::

1. Print a configuration page to obtain listings of current firmware versions installed and document the customer's current printer settings.
2. Download PS Version 2.16 from the *Xerox* website::
   http://www.support.xerox.com/go/getfile.asp?objid=71725&EULA=1&Xtype=download&uType=
   - Accept the License Agreement.
   - Save the zip file to your hard drive and follow the download instructions included.
   - **CAUTION: Do not attempt to cancel the firmware update process or turn off the printer power during the update. The printer might be left in an inoperable state that requires service.** The printer prints a warning page the printer should not

be interrupted during the firmware update process. The front panel LCD displays the progress of the firmware update. The printer automatically restarts after the firmware update process is complete.

3. Upon completion of the download, print a new configuration page and confirm that the new firmware version has been installed.

<u>Phaser 7750</u>

Install Firmware Update 5.0.2 by performing the following steps:

1. Print a configuration page to obtain listings of current firmware versions installed and document the customer's current printer settings.
2. Download PS Version 5.0.2 from the *Xerox* website:: http://www.support.xerox.com/go/prodselect.asp
    - Search for the **Phaser 7750. Click on Drivers and Downloads link.**
    - Click on the Firmware link and select the applicable file: **Firmware Update 5.0.2**
    - **Accept the License Agreement.**
    - Save the zip file to your hard drive and follow the download instructions included.
    - **CAUTION:** DO NOT turn off the printer during the update (the update prints a warning sheet, but verbally warn the customer as well). If for some reason the power is interrupted during the update, the hard drive will have to be replaced.
3. Upon completion of the download, print a new configuration page and confirm that the new firmware version has been installed.

For Phaser® 8400

Xerox recommends that customers should disable SSDP (Port 1900) by performing the following on the CWIS:

1. Launch your preferred web browser.
2. Enter the IP address of the Phaser 8400 in the web browser's address bar.
3. Select Properties
4. Select Protocols
5. Select TCP/IP
6. Scroll to the bottom of the page and select "SSDP Enable" = **OFF** and then select "Save Changes" as shown in the figure below.
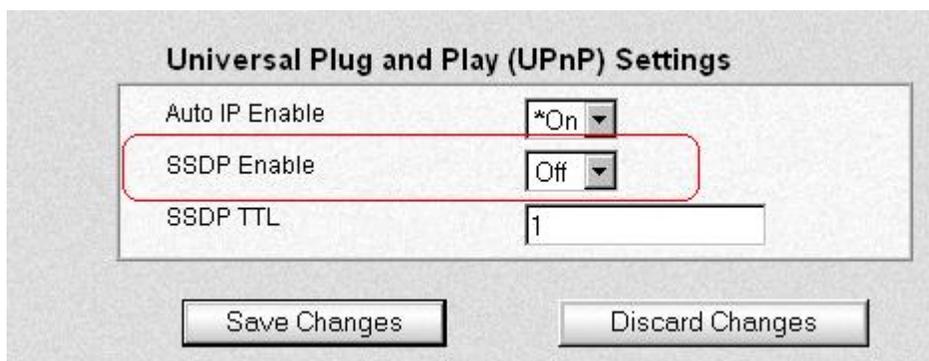
If a firmware fix addressing this vulnerability is needed, one is available in limited supply by ordering a daughtercard (Service Part # 650-4385-01) from your Xerox Service organization. Note that the Phaser® 8400 does not have Flash ROM upgrade capability so you must contact your Xerox Service organization to install the daughtercard.

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