

Products Affected by SHA-1 Certificate Expiration



Available Options for Continuing Remote Services

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A. Purpose

Xerox® printers use security certificates to authenticate the direct transmission of meters, supplies data and diagnostic information to the Xerox® Communication Servers. Many Xerox® devices currently use the SHA-1 (Secure Hash Algorithm) certificate for authentication which ensures data transmissions remain secure. The National Institute of Standards and Technology (NIST) has determined that SHA-1 security certificates will no longer be supported and authentication must be made using SHA-2 certificates to comply with the latest data transmission security practices. The Xerox® Communication Servers are being updated to authenticate to only devices that have the SHA-2 certificate installed.

This change impacts device-direct communication for the products mentioned in Section D (Tables 1-5) of this document, only. SHA-2 authentication requirement went into effect for Xerox® Color C60/C70 and Xerox® Versant® 80 Press and Xerox® Versant® 2100 Press in July 2017. In May 2019, the remaining product families listed in this document will be impacted by this change.

Xerox device management applications are SHA-2 compliant and are not impacted by this change. Additionally, most newer products, including the Xerox® AltaLink® and Xerox® VersaLink® models are already SHA-2 compliant and are also not impacted by this change.

B. Requirements and Recommended Actions to Continue Remote Services

Many products' current software packages contain the SHA-2 certificate. The minimum software level that supports SHA-2 is indicated in the tables. If a device is below the minimum level indicated, then action is required. The tables provide the recommended software packages that should be installed on the devices to continue device-direct communication. (If a SPAR is suggested, refer to the Mini Bulletin that explains the benefits of that release.) Some products cannot be upgraded to SHA-2 and will no longer support device-direct communication. Xerox® Device Agent or another Xerox device management application may be used as an alternative to device-direct communication, in order to continue remote services communications for many of the products listed. Follow the embedded links in the tables to access the recommended solutions, or read section C of this document on how to locate them.

C. Where to Find the Upgrade Options

- General releases: Use the link in the table to directly access the software download page. Or, go to xerox.com/support, search by product name, select the Drivers & Downloads, and select Firmware.
- Security-centric SPAR releases: Use the link in the table to directly access the software download page. These releases are announced in a Mini Bulletin. From the product's support page, select Security Information. Or, go to security.business.xerox.com, and navigate to your product family and product name, and view the security bulletins. The bulletins contain links to the software.
- Device management applications: (e.g. Xerox® Centre Ware® Web Software, Xerox® Device Agent, Xerox® Device Agent Partner Edition, and Xerox® Device Manager): Follow the specific instructions provided by your local sales and support agents to obtain the appropriate application.

D. Affected Products

Note: Where “none” appears in the “Software to support SHA-2 Device Direct Communication” columns, the product is not upgradeable to SHA-2 and will not be capable of device-direct communication after the server update in May 2019.

Table 1: Office-Color

Product Model	Software to support SHA-2 Device Direct Communication		Supported by a Xerox device management application for Remote Services
	Minimum Software Level that Supports SHA-2	Recommended upgrade-to Software Release that Supports SHA-2	
Xerox® ColorQube® 8700/8900	071.160.101.35100	General Release <u>072.162.004.09100+</u> Note: 2-step upgrade process for non-ConnectKey® devices	Yes
Xerox® ColorQube® 9201/9202/9203 CBC	None	None	Yes
Xerox® ColorQube® 9201/9202/9203 SBC	None	None	Yes
Xerox® ColorQube® 9301/9302/9303	071.180.203.05402	General Release <u>071.180.203.05402+</u> Note: 2-step upgrade process for non-ConnectKey® devices	Yes
Xerox® Phaser® 6600	201407180655	General Release <u>201604180650</u>	Yes
Xerox® Phaser® 6700	None	None	Yes
Xerox® Phaser® 7100	17.20.81	General Release <u>17.21.01</u>	Yes
Xerox® Phaser® 7800	081.150.103.05600	SPAR <u>081.150.107.24100+</u> <u>Mini Bulletin XRX17AA</u>	Yes
Xerox® WorkCentre® 6400	None	None	Yes
Xerox® WorkCentre® 6605	201503160652	General Release <u>201604180657</u>	Yes
Xerox® WorkCentre® 7120/7125	71.24.12	SPAR <u>71.24.12+</u> <u>Mini Bulletin XRX16N</u>	Yes
Xerox® WorkCentre® 7228/7235/7245	None	None	Yes
Xerox® WorkCentre® 7232/7242	None	None	Yes
Xerox® WorkCentre® 7328/7335/7345	None	None	Yes
Xerox® WorkCentre® 7425/7428/7435	None	None	Yes
Xerox® WorkCentre® 7525/7530/7535/7545/7556	061.121.223.09002	SPAR <u>061.121.228.04700+</u> <u>Mini Bulletin XRX18E</u>	Yes
Xerox® WorkCentre® 7655/7665/7675	None	None	Yes
Xerox® WorkCentre® 7755/7765/7775	061.090.226.13100	SPAR <u>061.090.227.19300+</u> <u>Mini Bulletin XRX17S</u>	Yes
Xerox® WorkCentre® /WorkCentre Pro® 232/238/245/255/265/275	None	None	Yes

Table 2: Office-Monochrome

Product Model	Software to support SHA-2 Device Direct Communication		Supported by a Xerox device management application for Remote Services
	Minimum Software Level that Supports SHA-2	Recommended upgrade-to Software Release that Supports SHA-2	
Xerox® Phaser® 3435	None	None	Yes
Xerox® Phaser® 3610	201604180649	General Release 201707260645	Yes
Xerox® Phaser® 3635MFP	20.107.01.000	General Release 20.107.01.000	Yes
Xerox® Phaser® 4600 / 4620	35.004.03.000	SPAR 35.004.55.000+ Mini Bulletin XRX16AG	Yes
Xerox® WorkCentre® 3550	25.003.03.000	SPAR 25.003.35.000+ Mini Bulletin XRX18P	Yes
Xerox® WorkCentre® 3615	201604180655	General Release 201604180655	Yes
Xerox® WorkCentre® 4250	15.006.00.000	General Release 15.007.01.000	Yes
Xerox® WorkCentre® 4260	30.106.00.000	General Release 30.107.01.000	Yes
Xerox® WorkCentre® 4265	50.003.03.000	General Release 50.004.00.000	Yes
Xerox® WorkCentre® 5135/5150	None	None	Yes
Xerox® WorkCentre® 5222	None	None	Yes
Xerox® WorkCentre® 5225/5230	None	None	Yes
Xerox® WorkCentre® 5325/5330/5335	53.33.32	SPAR 53.33.62+ Mini Bulletin XRX17Y	Yes
Xerox® WorkCentre® 5632/5638/5645/5655/5665 /5675/5687 SBC	None	None	Yes
Xerox® WorkCentre® 5735/5740/5745/5755/5765 /5775/5790	61.132.221.21403	General Release 61.132.221.21403	Yes

Table 3: Entry Production Color

Product Model	Software to support SHA-2 Device Direct Communication		Supported by a Xerox device management application for Remote Services
	Minimum Software Level that Supports SHA-2	Recommended upgrade-to Software Release that Supports SHA-2	
Xerox® Color 550/560/570 Printer	55.42.33	SPAR 55.42.73+ Mini Bulletin XRX17AS	Yes
Xerox® Color C60/C70 with software v.60.20.11+	60.30.51	General Release 60.30.51	Yes
Xerox® Color C60/C70 with software lower than v.60.20.11	60.12.53	General Release 60.12.53	Yes

Table 4: Light Production Monochrome

Product Model	Software to support SHA-2 Device Direct Communication		Supported by a Xerox device management application for Remote Services
	Minimum Software Level that Supports SHA-2	Recommended upgrade-to Software Release that Supports SHA-2	
Xerox® 4112/4127™ Copier/Printer	None	None	Yes
Xerox® D95/D95A/D110/D125 Copier/Printer	SFR 25.13.02	General Release <u>25.14.31</u>	Yes
Xerox® D110/D125 Printer	SFR 26.11.52	None	Yes
Xerox® D136 Copier/Printer	SFR 35.01.62	General Release <u>35.02.21</u>	Yes
Xerox® D136 Printer	SFR 36.01.42	None	Yes

Table 5: Production Color

Product Model	Software to support SHA-2 Device Direct Communication		Supported by a Xerox device management application for Remote Services
	Minimum Software Level that Supports SHA-2	Recommended upgrade-to Software Release that Supports SHA-2	
DocuTech™ 128/155/180 HighLight Color System	None	None	No
Xerox® Versant® 80 Press	80.32.83	General Release <u>80.32.83</u>	Yes
Xerox® Versant® 2100 Press	100.32.23	General Release <u>100.32.23</u>	Yes

E. Additional Information

A service engineer is not required to install these updates. The installation instructions for each update are included in the software download file. Please note, system administrator access privileges are required to update your printer(s).

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

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

Visit the security page for your product to view the Security Mini Bulletins to stay apprised of the firmware releases available that address the latest security vulnerabilities. SPAR releases that are above the minimum SHA-2 software level are acceptable solutions for device-direct communication.