

# Action Required: Xerox Device Management Connectivity Update



June 13, 2024

## WHAT IS CHANGING:

On February 15, 2025, Xerox will implement a Web Application Firewall (WAF) to enhance the protection of our web-based applications. This step is part of our commitment to security, ensuring that the information you entrust to Xerox is safeguarded. We believe in a security-first approach, and our software and solutions are designed with this principle at the forefront. The deployment of the WAF is a continuation of our efforts to ensure that every transaction is thoroughly vetted for safety and authorization before it enters our digital space. Your security is our priority, and we are dedicated to maintaining and improving our defenses to keep your data safe.

## ACTION REQUIRED:

We would like to inform you of certain prerequisites for seamless communication through the newly implemented Web Application Firewall (WAF) that may affect connectivity with Xerox Device Agent (XDA), Xerox Device Manager (XDM), or Xerox Workplace Cloud Fleet Management Solution (CFM).

- If you or your customers have followed the default installation of the tools above using the Fully Qualified Domain Name (FQDN) (e.g. <https://office.services.xerox.com/>) for communication then you are not required to make any changes. The transition to enhanced security measures will be automatic.
- However, if you or your customers configure a **firewall whitelist** using the IP ranges for our data centres (e.g. 13.10.0.0/24), this change will necessitate action on your part by no later than Thursday, February 13th to prevent any connectivity issues.
  - We strongly recommend the use of the fully qualified domain name to avoid disruption. If network policies prevent this, please contact the [Software Support Group \(xerox.com\)](#) for assistance.
  - Should any issues arise, please enter a support ticket with the [Software Support Group \(xerox.com\)](#) or contact your local support organization.
  - Supporting materials are located in the Security panel of the [Xerox Remote Services support page](#).

This update marks a pivotal moment in the advancement of our cybersecurity measures. We appreciate your business and your cooperation in safeguarding your data as it reaches our digital perimeter.