Xerox® Workplace Cloud – raising the bar & keeping your user's data safe.
We are upping the level of data encryption. Standardizing at TLS1.2

What is TLS?

Transport Layer Security (**TLS**), is a communication protocol designed to securely encrypt communication paths over the network to protect against infiltration by unintended actors. Xerox® Workplace Cloud currently uses TLS to protect all communications paths between our cloud solution and clients and printers.

Why is Xerox changing supported TLS levels?

Over the years TLS has evolved from version 1.0 to 1.1, 1.2 and 1.3 as various vulnerabilities have been uncovered. Apple, Microsoft and google are all moving to drop support for 1.0 and 1.1, including their browsers. This is in preference to TLS1.2 which is considered a more secure communication path that is also widely available. Xerox® Workplace Cloud already supports TLS1.2, but we will be dropping support for 1.0 and 1.1 very shortly.

What does this mean to my installation?

By defaulting to TLS1.2 only, we are ensuring you benefit from the most secure protocols available to protect your data and information on the network; so you can rest at ease knowing your company data is safe.

All communications and protocols used by workplace cloud can be found in our information assurance paper.

What actions do I need to take?

The benefit of a multi-tenant cloud solution are that the hard work is done by us, as the changes will take effect in the cloud . But you will need to ensure any of your network computing devices used in conjunction with our solution are compatible with the latest standards.

Agents
If you are using an agent, you must ensure you are not running an older unsupported Operating System such as Windows XP or older.

Printers (EIP)
All Xerox® ConnectKey® printers and multifunction devices support TLS1.2, so should require no action.

Clients
You must ensure your user PCs are not running on an older unsupported Operating System such as Windows XP or older for PCs and OS X 10.8 or earlier for Macs.

Printers (non Xerox / non EIP)
Printers that do not support TLS will continue to work. Xerox® Workplace Cloud agents will handle communications outside of your network using TLS1.2 and pass print data to your printer within your network in a usable format

Xerox App Gallery Apps
Your Xerox® Gallery Apps and Workplace credential vault for Single Sign-on to the apps will continue to work. They are already TLS1.2 capable.

When will the change take effect?

We will be making the change on the 24th of October, 2020 so you will need to make sure your infrastructure complies to the minimum OS levels above.

Will my mobile app continue to work

In short - as long as your mobile device OS is up to date – then yes
Android: must be at 4.1+
iOS: must be at iOS 9 or higher

What will I see if my infrastructure is not up-to-date

If your agent or clients are using an older operating system or TLS version you will start to see communication errors.

What if I am using a network appliance for authentication

Your network appliance communicates on the local network to the workplace cloud agent via raw sockets. The agent handles local network communications and ensures data sent outside of your network is encrypted at TLS1.2

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