Xerox and Trellix[1] Security

Frequently Asked Questions

On February 14, 2012, Xerox and McAfee® (now called Trellix) announced a groundbreaking partnership to deliver a higher level of security for multifunction devices. This collaboration resulted in Xerox® Multifunction Printers as the first in the industry to embed Trellix[1] technology to protect their firmware, monitor and detect malicious attempts to infect it, and report such attempts. This technology is called Trellix Embedded Control, also referred to as whitelisting or allow listing.

This FAQ document addresses questions you may have regarding the Xerox and Trellix[1] technology alliance.

For more information, visit: https://www.xerox.com/en-us/connectkey/insights/trellix-security

WHAT IS THE RELATIONSHIP BETWEEN XEROX AND TRELLIX[1]?

Xerox has always been the leader in bringing security to printers, copiers, and multifunction devices. Consistent with our continued emphasis on security, Xerox has partnered with Trellix, one of the industry's premier security leaders. Together, Xerox and Trellix have joined forces to stay ahead of the increasing threats to embedded systems.

WHAT IS AN EMBEDDED SYSTEM?

An embedded system is a computer system designed for specific functions. Embedded systems span all aspects of modern life, and there are many examples of their use. Embedded systems are found in automobiles, medical devices, mobile phones, video game consoles, GPS receivers, and printers.

HOW DOES TRELLIX[1] TECHNOLOGY COMPLEMENT THE CURRENT SECURITY FUNCTIONALITY ON XEROX® DEVICES?

At Xerox, we have incorporated Trellix "whitelisting (also called allow listing)" technology into our devices to defend against new and emerging threats.

With the embedded Trellix technology on Xerox® Devices, customers of all sizes—from small and medium businesses with limited IT resources to large enterprises—can have peace of mind, knowing that their MFPs are secure, out of the box, against firmware intrusions and zero-day attacks.

Together, Xerox and Trellix keep customers aware of new and emerging threats and keep them up to date on how to safeguard their data.

WHAT IS WHITELISTING (OR ALLOW LISTING) TECHNOLOGY AND HOW DOES IT DIFFER FROM ANTI-VIRUS?

On a more advanced level, Xerox and Trellix offer dynamic whitelisting/allow listing technology that ensures only safe, executable code can run on protected systems. The technology is used to protect servers, ATMs, point-of-sale terminals, and systems such as printers and mobile devices.

The Trellix embedded solution maintains the integrity of the MFP system by allowing only authorized code to be run and authorized changes to be made. It automatically creates a dynamic whitelist/allow list of the "authorized code" on the embedded system. Once the whitelist/allow list is created and enabled, the system is locked down at the known good baseline, no program or code outside the authorized set can run, and no unauthorized changes can be made.

Whitelisting/allow listing ensures that the only functions those devices perform are exactly what you want to deliver. It narrows the scope of many embedded systems to ensure that an attacker can't install malicious code.

Instead of saying, "Here's a list of all of the bad stuff we want to prevent," we're saying, "Here's a list of all of the good stuff we're going to allow." It's a much cleaner, more scalable, and more effective solution.

HOW DOES WHITELISTING/ALLOW LISTING PROTECT AGAINST ZERO-DAY ATTACKS?

An attack for which a countermeasure does not exist.

A zero-day attack takes advantage of device vulnerabilities that do not currently have a solution. Typically, when a software company discovers a bug or problem with a piece of software after it has been released, they will develop and offer a patch to fix the issue. A zero-day attack will take advantage of that problem before a patch has been created.

[1]Trellix formerly known as McAfee®

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By finding these software vulnerabilities before the software makers find them, a programmer can create a virus or worm that exploits it and harms systems in a variety of ways. Trellix whitelisting/allow listing technology on the Xerox® Devices detects and protects against these unknown vulnerabilities.

WHICH XEROX® PRODUCTS HAVE THE TRELLIX[1] TECHNOLOGY?

As of January 2023, Xerox® AltaLink®, Xerox® VersaLink® 7100 Series, WorkCentre® iSeries, and EC7800 and 8000 Series have built-in Trellix Embedded Control technology, with more planned in the future.

HOW DO I ENABLE TRELLIX ON MY MFPs?

Trellix Embedded Control (also called whitelisting or allow listing) is loaded on the Xerox Devices as a default, offering protection against unauthorized system changes.

ARE OTHER XEROX® DEVICES UNPROTECTED?

No.

Xerox® Devices currently on the market are protected by today's best security features such as firmware, data encryption, and digital signatures. We offer a wide range of security features, making it easy to find a device with the right level of security to fit your needs.

Xerox® Products provide a robust level of protection against today's threats. All indications are that the threat level will continue to increase and require new approaches to security. Particularly with the explosion of personal devices, sensitive data is everywhere—on smartphones, printers, cars, etc. This requires us to further strengthen the way we're addressing security; thus, the partnership with Trellix, a leader in security.

Xerox continues to engineer and design all of its products to ensure the highest possible level of security at all potential points of vulnerability. We're committed to safeguarding your data so you can focus on activities that make your business or organization as successful and safe as possible.

SO, WILL ONLY EXPERTS/LARGE ENTERPRISES BENEFIT FROM THIS TECHNOLOGY?

No.

As explained earlier, at Xerox, we have always served customers of all sizes. This includes those who do not have large IT departments. We offer simple, standard features such as 256-bit hard disk encryption and image overwrite, which are already standard with most Xerox® MFPs and Printers, along with a number of other simple-to-implement solutions. Our partnership with Trellix is no different; the embedded Trellix offering gives you protection against intrusion, whereas the optional Integrity Control Kit offers an additional level of access controls and monitoring.

For small businesses and large enterprises alike, the Xerox/Trellix integration will help secure sensitive information and protect networked devices. We understand that not all organizations have IT expertise on staff. The embedded Trellix software runs on your Xerox® Device, protecting their firmware against intrusion without the need for staff or additional software. For our enterprise customers, we can integrate with the Trellix ePolicy Orchestrator using a custom plug-in (downloaded from Xerox.com). This enables customers to connect security solutions to their enterprise infrastructure to increase visibility, gain efficiencies, and strengthen protection.

TRELLIX[1] IS NOT MY SECURITY VENDOR – WHAT DO I DO?

Regardless of your current security vendor, you still will benefit from built-in Xerox and Trellix security features, as mentioned before. No additional software is required.

WHY TRELLIX[1]?

Trellix is one of the world's leading companies dedicated to security technology. Delivering proactive and proven solutions and services that help secure systems and networks globally, Trellix protects businesses of all sizes from the latest malware and emerging online threats.

IN MANY CASES, SMALL COMPANIES DON'T HAVE IN-HOUSE IT RESOURCES TO MAINTAIN ANOTHER SECURITY SOLUTION. HOW DOES THIS OFFERING HELP?

As the use of technology rises for all businesses of all sizes, so does the threat rate. As security is getting tighter at larger companies, small businesses are looking increasingly tempting to attackers. These threats are real; no one is immune, and SMBs must respond and take action to protect their information, systems, and networks.

We understand that not all organizations have IT expertise on their workforce. That's why the embedded Trellix offering provides protection against intrusion without the need for staff or additional software.

Xerox is the industry's security leader and continues to engineer and design all of its products to ensure the highest possible level of protection at all potential points of vulnerability. We're committed to safeguarding your data so you can focus on the activities that make your business or organization as successful as possible. Xerox and Trellix have teamed up to deliver a higher level of protection to help companies protect against threats to their confidential data.

[1]Trellix formerly known as McAfee®

For more information about the many security advantages offered by Xerox, and about our partnership with Trellix, visit: **xerox.com/securitysolutions**.

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