

Xerox Device Agent (XDA)

The Xerox Device Agent (XDA) enables Xerox to monitor and assess output devices on your network, and provides continuing asset management information.

Xerox Device Agent is a Microsoft Windows® device management client that uses Microsoft® SQL Server® CE Edition to provide automated device meter, supplies, and status retrieval and submission to Xerox Services Manager, and proactive alert monitoring for automatic incident creation and problem resolution. Xerox Services Manager is a web-based application that provides a single point of management for your enterprise's output devices, supplies, and service-related incidents to help you manage costs and increase device and user productivity.

XDA features a built-in alert detection system that can warn users when certain conditions exist in monitored devices. It can:

- Discover network-connected printers.
- Monitor for status and alert conditions and notify via e-mail when they occur.

Data security

XDA communicates periodically with Xerox Services Manager. To ensure maximum security for your data, XSM is hosted in an ISO 27001-compliant facility. **Data sent to your partner** is primarily printer-specific billing counters, supply levels and printer alerts. Data is compressed, encrypted and protected by several mechanisms:

- XDA initiates all contact with XSM and standard firewall configurations on the site are required to enable communication.
- XDA will require a valid proxy, if one is required for Internet communication.
- XSM data server sits behind a secure firewall and is not accessible from the Internet
- XSM user interface access requires authentication. XDA information is stored in an account specific to the customer site and the access to that account data in XSM is restricted to the XSM account managers.
- All XSM communication is logged and available for viewing.

Data sent from your partner to your networked devices consists primarily of remote commands that allow an account support administrator to request XDA command execution.

- Requests principally involve firmware updates, printer reboots, test page printing and current device status refreshes.
- XDA will periodically poll its XSM account for command requests.
- Operations results from command requests are sent to the XSM server, where they will be reviewed.



Xerox Device Agent (XDA)

XDA management

Typically, a company's IT manager needs to be involved with the XDA installation. Your partner will work with your company's IT manager to ensure XDA is working properly and provide additional information, such as communication logs and event tracking, as required.

System requirements

XDA can be installed on the server or on a client PC that meets the following minimum requirements:

Platforms supported

- Microsoft Windows XP® Professional with Service Pack 2
- Microsoft Windows Media Center® with Service Pack 2
- Microsoft Windows 2003® with Service Pack 2
- Microsoft Windows Vista® Ultimate, Business and Enterprise

Memory

- Microsoft Windows Media Center, Windows XP and Windows 2003: 512 MB RAM (1 GB recommended)
- Microsoft Windows Vista: 1 GB RAM (1.5GB recommended)

Processor

- 1 GHz or better

Storage

- If Microsoft .Net™ Framework is already installed: At least 100 MB free on the installation hard drive
- If Microsoft .Net Framework is NOT already installed: At least 380 MB free on installation hard drive

Other requirements

- An Internet connection
- Microsoft Internet Explorer® 6.0 or higher
- Microsoft .Net Framework
- The XDA software must be installed on a PC using an administrative account, or an account with administrative privileges.

Network impact

Data sent: Less than 7 GB per month for 500 printers (or fewer) will be sent to Xerox each month.

Data received: Less than 10 MB per device per month will be sent to your network by Xerox.

What is NOT supported in an XDA installation?

XDA must be installed on a PC running a supported operating system. These operating systems are not supported:

- 64-bit versions of Microsoft Windows Media Center®, Windows Vista®, Windows XP® and Windows 2003®
- Any version of the Apple® Macintosh®, Unix or other 64-bit operating systems
- Microsoft Windows NT®, Windows 2000® or earlier operating systems
- XDA should not be installed on a server partition with an active domain controller



Call today. For more information, call **1-800-ASK-XEROX** or visit us at www.xerox.com/office

© 2008 Xerox Corporation. All rights reserved. Xerox® and the sphere of connectivity design are trademarks of Xerox Corporation in the U.S. and/or other countries. Product information and/or specifications are subject to change without notice. 11/08 610P????? MP5FS-04UA