FUJIFILM
Value from Innovation

Remote Assistance

Security White Paper

Version 1.4 (8th June, 2022)

FUJIFILM Business Innovation Hong Kong Limited

Objective and Scope

The Remote Assistance function is an optional and, user-oriented interface developed by FUJIFILM Business Innovation.

We would like to explain how the Remote Assistance function works and share the configuration specifications within the customer's environment, with a focus on network specifications and data transmission settings that are required for this service to perform well.

This document describes the incremental Remote Assistance activity on a Remote Assistance capable device. For device information, please refer to the relevant device security whitepaper available upon request.

Definitions:

Remote Assistance	"Remote Assistance" function allows shared control of a Multifunction device (MFD) between the customer and the FUJIFILM Business Innovation Operator. This feature can be accessed by selecting the Remote Assistance icon on the MFD control UI panel.
Device	The Multifunction Device (MFD) or Printers provided by FUJIFILM Business Innovation.
SSL	Secure Sockets Layer (SSL) is a standard security protocol for establishing encrypted links between a web server and a browser in an online communication. The usage of SSL technology ensures that all data transmitted between the web server and browser remains encrypted.
Cloud Service	Cloud Services means services made available to users on demand via the Internet from a cloud computing provider's server as opposed to being provided from a company's on-premises servers.

1. Remote Assistance Mode

This section explains the various Remote Assistance mode options. In order to activate Remote Assistance and allow the FUJIFILM Business Innovation operator to control the MFD Control UI Panel remotely, customer needs to input an access code on the device.

Below are the three available mode options:

User Mode

An operator will guide the user through the requested tasks either with the guiding pointer or Pen function, while checking the MFD control UI panel.

Operator Mode

The MFD control panel is fully controlled by the FUJIFILM Business Innovation Operator. The Customer will be able to see the operator's actions on the control UI panel.

When switching from "User" to "Operator" mode, the FUJIFILM Business Innovation Operator will request for permission from customer to control the user control UI panel and this process can be completed via the control UI panel easily.

Note: The customer is required to enter the system administrator's ID.

Engineer Mode

An operator can enter the "Engineer" mode to configure and or change various settings.

This can be conducted in a "sleep" mode without any activities shown on the customer's control UI panel.

- To END Remote Assistance operation, Customer can select the "EXIT" button or he/she can hold the "#" button for 5 seconds or longer to disconnect it.

2. Remote Assistance Interactions with the device

This section explains how the Remote Assistance function interacts with the device to support your needs. There is also a device security whitepaper for your further read and is available upon request.

2.1 Remote Assistance Communication Function

The Remote Assistance communication function is incorporated as custom content rather than firmware; it is installed on the controller board in a Remote Assistance enabled device. Communication with Remote Assistance is performed via the LAN Port on the controller board.

2.2 Memory and Image Data Handling

A non-volatile memory is used to store the address book and temporary image data used during any device functions. These functions can include copy, fax, print and scan. The Remote Assistance data is also stored in a non-volatile memory but in a separate compartment.

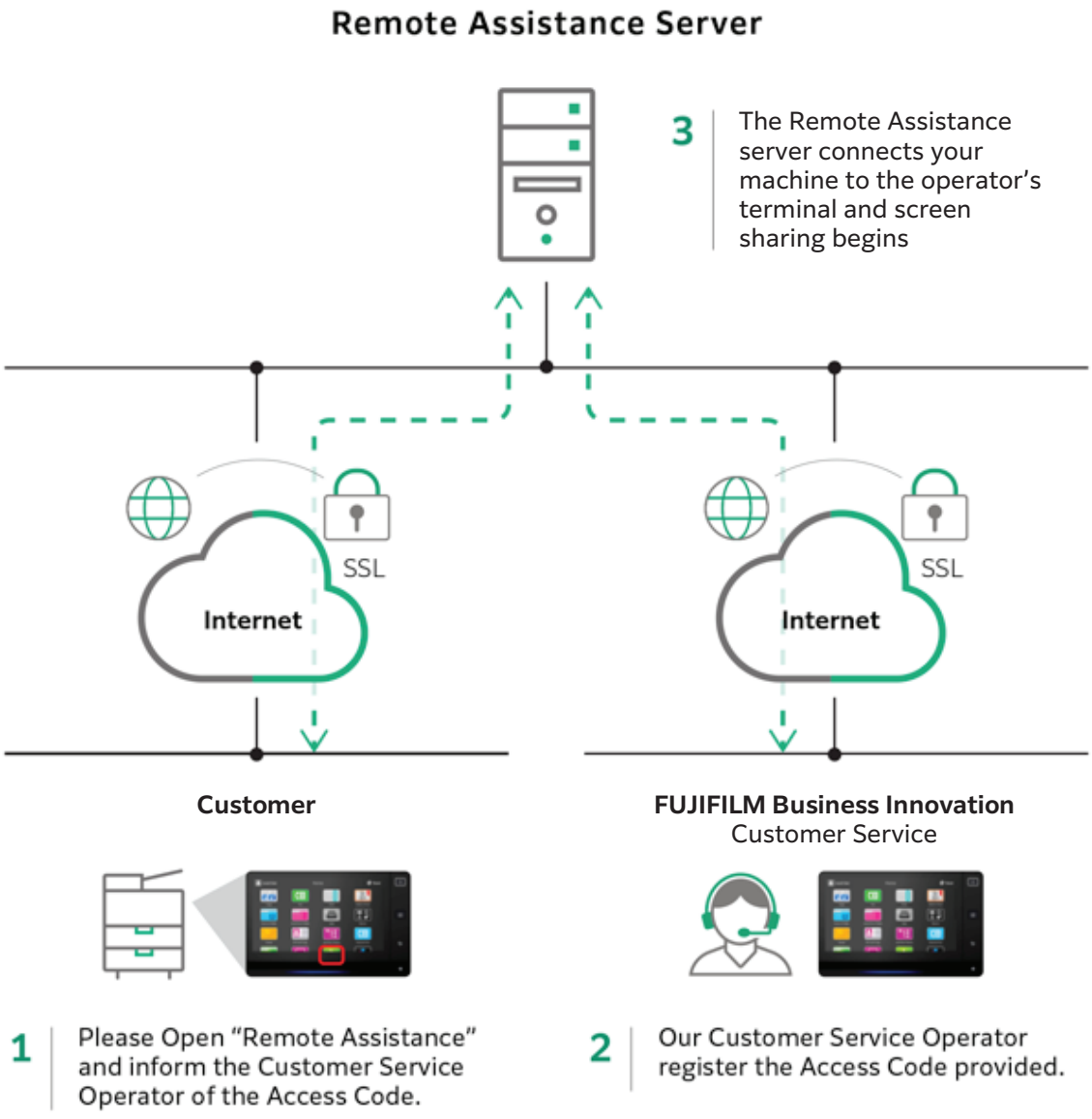
3. Network Communications

3.1 Communication Method

The Remote Assistance enabled device communicates with the Remote Assistance server on Cloud using an encrypted SSL link to protect the data. The standard port 443 is used in SSL communication and the port used cannot be altered.

If the SSL standard port is blocked by the customer's IT administrator, there will be no communication between the customer network and the Remote Assistance server.

Communication using a proxy solution is supported with "basic authentication" method. The diagram below shows the Remote Assistance communication flow.



3.2 Content and Size of Outbound Data

The volume, frequency and type of data transmitted to the Remote Assistance are listed in the table below.

Activity	Data	From	To	Size	Note
Connecting	Device serial date	Device	Remote Assistance server	Under 1 Kb	
Accessible check	Accessible check data	Device	Remote Assistance server	Under 1 Kb	Every 5 secs
All 3 modes	Control panel communication data	Device	Remote Assistance server	Max: 380 kbps Min: 20 Kbps Ave: 150Kbps	

3.3 Content and Size of Inbound Data

When a device initiates a scheduled or an on-demand communication, data is requested from the Help server. Please see the type of data below.

Activity	Data	From	To	Size	Note
Prepare to connect Remote Assistance	Access code	Remote Assistance server	Device	1 Kb	
Accessible check	Accessible check data	Device	Remote Assistance server	Under 1 Kb	Every 5 secs
User mode	Pointer and pen guide data	Remote Assistance server	Device	Max: 250 kbps Ave: 100Kbps	On demand
Operator mode	UI Operation data	Remote Assistance server	Device	Max: 250 kbps Ave: 100Kbps	On demand

4. Remote Assistance Server

4.1 Information Security Management in the Remote Assistance Server

FUJIFILM Business Innovation is committed to protecting your information security. For details, please refer to the URL below.

https://www.fujifilm.com/fbglobal/eng/company/public/i_security

4.2 Acquisition of personal information

All communication between the customer and the FUJIFILM Business Innovation operator and related information shared (including but not limited to FUJIFILM Business Innovation Machine's serial number and date/time of access) while using Remote Assistance may be recorded.

When the information derived from Remote Assistance includes customer's personal information, FUJIFILM Business Innovation will process such personal information in accordance with the privacy policy of FUJIFILM Business Innovation (https://direct-fb.fujifilm.com/ap2/sc/no_login_privacy_policy/en/?country=HK) in relation to collection, use or management of personal information provided by the Customer. This privacy policy is updated from time to time.

4.3 How do we use information

We utilize the information sent via the Device to improve our customer service support to you. The information may be shared among our employees, agents, or other related FUJIFILM Business Innovation entities and/or business partners acting on our behalf.

We will not share this information with non-FUJIFILM Business Innovation companies, except in situations when we need to engage these external parties to support the request. It will be completed with mutual understanding that the data shared will not be used for any other purposes besides that intended service.

5. Our commitment to data security

FUJIFILM Business Innovation strives to ensure that our IT systems are secured and that they meet industrial standards. To prevent unauthorized access, maintain data security, and ensure the proper use of information, we have put in place appropriate physical, electronic, and administrative procedures to safeguard and secure the information. We will continue to assess new technology and evaluate its ability to provide additional protection to your information.

fujifilm.com/fbhk

FUJIFILM

FUJIFILM Business Innovation Hong Kong Limited

27/F, Tower 1, The Millennity, 98 How Ming Street, Kowloon, Hong Kong

Tel. +852 2513 2888 Fax. +852 2560 6433

Customer Support Center

Hong Kong	Tel. +852 2513 2513	Fax. +852 2513 2518
Macau	Tel. +853 2855 8008	Fax. +853 2857 4996
Email:	shm-fbhk-csc@fujifilm.com	

FUJIFILM BI Hong Kong

The information is as of July, 2022.