



Remote Customer Support

Helping People Find Better Ways to do Great Work

At Xerox, we know our customers expect the highest level of technical expertise and consulting support in order to maximize productivity and deliver business advantages. Xerox Remote Customer Support is one way we deliver on that objective. Xerox Remote Customer Support is a secure web-based service that enables our systems analysts to remotely deliver “over-your-shoulder” visual collaborative service, at the speed of the Internet. With your permission, our systems analysts can observe or share your desktop, perform remote software and/or hardware implementation, configuration, and diagnostics. This translates into faster response times, greater accuracy, and improved productivity for our customers.

How it works:

1 Request for Assistance

A Xerox systems analyst will contact you typically via telephone to discuss establishing a remote connection to your workstation. This request can also be customer initiated. Upon mutually agreeing to the remote connection, customers will be directed to a secure specific website (URL) to submit a electronic request to the support queue.

2 Acceptance of Request

A new browser window (Remote Customer Support session window) will open on your desktop.

3 Remote Support Collaboration

Once the web connection is initiated on both sides, a dialog box will appear prompting you to allow or deny the connection. Your acceptance of this request is key as we will not be able to access your system unless you accept. Once accepted, you will see the actions of your analyst at all times, there is nothing being performed in the background.

Security

Xerox Remote Customer Support is designed to meet stringent IT security needs, working with common security protocols like firewalls and VPNs. Xerox Remote Customer Support is built on solid, proven, industry-standard technologies, making Xerox Remote Customer Support pluggable, portable and secure. Data transmission using HTTPS Secure Socket Layer and 128 bit encryption in addition to multi-layer password authentication ensures your privacy and confidentiality. There is never any spyware or adware installed onto your system. Our Remote Server facilities are monitored and protected on a 24/7 basis and data is never stored on the server.

Firewall

If you can access the internet, you can access the Xerox Remote Customer Support service. All Xerox Remote Customer Support communication occurs through the standard Web HTTP and HTTPS ports. This means you do not need to reconfigure your firewall to leverage Xerox Remote Customer Support for online support. You can maintain the safety of your corporate network, while allowing us to provide sophisticated and superior service.

Privacy

With your permission and utilizing Xerox Remote Customer Support, our systems analysts have direct access to your computers systems to implement solutions, configure software, and/or pinpoint and resolve technical issues more efficiently than ever before. At the same time, Xerox Remote Customer Support allows ultimate control to reside in your hands, giving you first-priority control over the mouse and keyboard. This enables you to override mouse or keyboard actions taken by the systems analyst, with the ability to shut down the remote control session altogether, at any time.

Using Xerox Remote Customer Support

System Preparation and Settings

Before you can use Xerox Remote Customer Support, you must make sure that your computer meets the minimum system requirements and has the proper security permissions to allow for a Xerox remote connection. You should have the following Internet browser / system software configurations: Internet Explorer 5.X or 6.X for the Windows Operating System, Netscape 7.X for Sun Solaris 8 SPARC, Mozilla 1.5 for Sun Solaris 10 Intel/SPARC, and Safari for the Macintosh Operating System.

The best way to ensure a successful connection is to set your Web browser **Security** setting to *Medium* or lower. Your **Privacy** setting must be *Medium High* or lower. Under the *Security* tab of the *Internet Options* dialogue box, select the *Trusted Sites* icon. Add **.support.xerox.com* to the list of trusted sites.

Macintosh Computers: The following settings are located on the *Security* tab in the Safari Preferences dialog box. Make sure the following options are set correctly.

- Under *Web Content*, ensure *Enable Plug-ins* and *Enable JavaScript* options are selected
- Under *Web Content*, ensure the *Block Pop-Up Windows* option is cleared.
- Under *Accept Cookies*, select either *Always* or *Only From Sites You Navigate To*.

Interactive Online Collaboration

Your Xerox system analyst will provide you with a Xerox URL address to initiate the remote connection. Make sure that you select the proper support queue supplied to you by your analyst. The first time you use Xerox Remote Customer Support, you will receive a window asking you to download and install the ActiveX control client. To install the ActiveX control, click the *Accept* button. Then click *Yes* in the *Security Warning* dialog box. The ActiveX control will download and install automatically.

You will now be able to open the Remote Support ticket form where you need to enter your information (Name, Email Address, Phone). Upon completion of the form, a ticket is created and your Xerox analyst will see your request and be able to identify you in the queue.

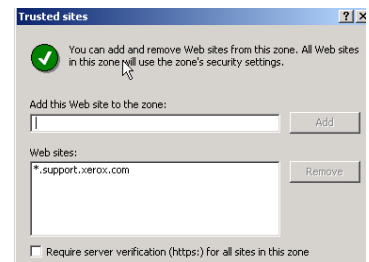
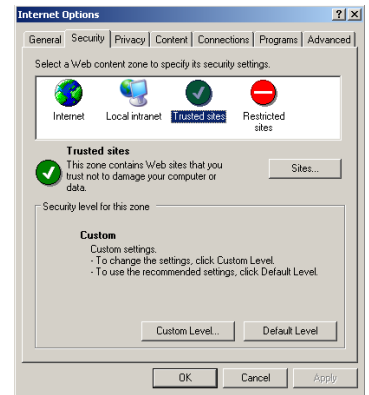
At this point, you and your Xerox analyst have now established a private and secure connection. Interactive collaboration tools and services are available to continue the remote session.

File Exchange - enables the easy transfer of data and software in a secure environment for the duration of the session.

URL Push - allows your analyst to navigate you directly to online services, documentation, display product information, or downloadable software and drivers

Desktop Observe - your analyst can view your actions as if they were standing beside you; they can walk you through complex procedures while you maintain maximum, privacy and security

Remote Desktop - allows you to share your screen display, keyboard and mouse, which enables your analyst to 'virtually' operate your workstation



An important step is to add the Xerox Remote Customer Support URL to your Internet Explorer's Trusted Sites.



You are in control, always.

As a security feature, you always maintain override control of your mouse and keyboard during any activity. A small dialogue box appears on your screen whenever remote tools are active. Clicking on this box will let you immediately terminate the remote connection.