Capture-IT: Security Information Whitepaper

Advances in technology mean it is now possible for your printer or photocopier device to report its meter reading directly to our billing system. This is achieved by loading a software programme on your network that at set, regular times, automatically scans the networked printers, copiers and MFPs, and reports the results directly to the Purpose Software server.

This development offers many attractive benefits to our customers including:

- No telephone or email meter reading request, interrupting the flow of your work or concentration.
- No incorrect invoices.
- No estimated invoices.
- Identification of savings in your printing & copying costs.

To ensure the integrity of your network is not reduced in any way, Capture-IT has been engineered and designed from first principles to offer our customers complete peace of mind.

Capture-IT uses a combination of common protocols to gather data from print devices - Simple Network Management Protocol (SNMP, port 161), Hyper Text transfer Protocol (HTTP, port 80), and Printer Job Language (PJL, port 9100). These protocols are already in operation on practically all computer networks, so none of the fundamental elements of your network are modified or weakened in any way by the use of Capture-IT.

Only device information is gathered. This includes:

- Manufacture Name
- Serial Number
- TCP/IP Address
- Supply Levels
- Alerts

- Model
- MAC Address
- Page Counts
- Console Messages
- System Information (Name, Contact, Location)

At no time does the program track or attempt to track any additional information.

Device information and meter readings are sent from your devices to our billing system using the Hyper Text Transfer Protocol (HTTP, port 80) – this is the port that is used whenever you open an Internet Web Browser. As a consequence, no changes to your network firewall are required and no additional ports need to be opened. This ensures your existing firewall protection continues unchanged.

The Capture-IT client can be remotely managed from the Purpose Software server. Management changes include: changing the scanning frequency, altering IP address ranges that are scanned, or updating the scan engine database. With security in mind, these management changes are never pushed from the Purpose Software server to the Capture-IT client. Instead, the client "pulls" the changes by checking into the Purpose Software server to see if there are any changes to be "picked up". Specifically, the Capture-IT client will check in every hour and picks up any changes by utilizing the same mechanism for posting scan data; i.e. by making an outbound HTTP connection.

Purpose Software has adopted the "Pull" only philosophy to avoid having to compromise network security by opening access to the outside world. By restricting communications to known and commonly used ports, the Capture-IT client does not require special exceptions or security rules. All communications are initiated by Capture-IT, and at no time does any outside system attempt to contact the Capture-IT client.

In summary, we are sensitive to our customers' security concerns and we have designed Capture-IT in such a way as to provide the required functionality without compromising vital security. We hope that this document is helpful in answering any questions regarding this software and any concerns that using it might create. We will be happy to provide any additional information that may be needed.