

XMediusFAX Security – Top 20 Questions related to Fax Server Security

Most companies do not lack resources or information invested in their security products. Yet there is a device where hundreds even thousands of organizations overlook that lack any sort of security measure...and that is the lowly fax machine.

Companies invest a great deal of time, effort and thousands of dollars in security products and information protection. Its data centers are likely full of firewalls, virtual private networks, security appliances and much more. Yet thousands of companies ignore a key element in protecting their data infrastructure and that is FAX Server security.

The fax machine poses serious potential security issues and risks to every company where it is used. The good news is that most of these risks can easily be mitigated. The issue is that most companies are oblivious to those threats and do not take the appropriate countermeasures.

XMediusFAX has been built from the ground up with security in mind. Security is a pretty large subject and different people might be concerned by different aspects of it. Below are the Top 20 Questions and Concerns about Fax Server Security that customers ask and how Sagemcom addresses these concerns with their XMediusFAX fax server technology software.

Question 1:

Is the communication between XMediusFAX modules secured, and if so what protocol(s) are used to ensure this security?

All communications between XMediusFAX modules are encrypted, using the SSLIO (Secure Socket Layer Inter-ORB Protocol) protocol over SSL (Secure Socket Layer)

Question 2:

Are certificates used, if so how are they managed within XMediusFAX?

Yes, SSL certificates are used; SSL certificates are generated using the RSA algorithm, using a key size of 1024 bits. All certificates are self-signed using an MD5 hash. An AES algorithm is used with a 256 bit key for the actual certificate. Each module within XMedius has its own unique certificate, and each component has a certificate to define their communication rights (actions that can be performed), this certification method determines if one component can talk to another.

Question 3:

Is the Microsoft Management Console (MMC) Snap-in secure?

Yes, the MMC Snap-in is completely secure for both system and site administrators. Following MMC's tight security guidelines SAGEMCOM has ensured top level security for the Snap-in to XMediusFAX.

Question 4:

Is the web client communications encrypted?

Yes, the web client can be encrypted configuring in https (SSL). Http is done by default

Question 5:

Is offsite replication secure? (Disaster recovery)

Disaster recovery is extremely important for the preservation of company data, offsite replication ensures that data is maintained and not lost in the event of an unforeseen disaster. Sagemcom XMediusFAX allows all peering communications to be done using (Secure Socket Layer) SSL.

Question 6:

Is system peering secure? (Sharing components ex: driver)

Yes, when peering; the certificate from each system is shared to determine their rights and components to share

Question 7:

What method is used to have secure communication with the web client?

HTTPS needs to be configured in order for the communication to be secure. Typically HTTP is used by default.

Question 8:

Is the SMTP communication secure?

Yes, the SMTP communication can be secured by using TLS (Transport Layer Security) or SSL by using a third party mail server

Question 9:

Is the XML file polling secure?

XML file polling is secure; the Windows" folder permission access" determines if the communication is secure or not. (This is the drop folder used for XML file polling)

Question 10:

Is SendFAX's communication with the server secure?

Yes there are 3 methods.

- 1) HTTPS can be used for the communication between the fax server and the SendFAX client*
- 2) Sending directly to the fax server (XML synch) the communication is secure using certificates.*
- 3) Sending via Exchange configuration, the communication is secure to the Exchange server (SSL or TLS)*

Question 11:

Is the LDAP lookup secure and does it use LDAPS?

The support for LDAP lookups via SSL is supported starting in XMediusFAX version 6.5.5. The lookup is performed based on the user that is configured. If the user has no permissions then the lookup will fail (an account with read rights is needed)

Question 12:

Is the XMediusFAX installation of MySQL secure?

The installation of XMediusFAX sets a password to secure the database.

Question 13:

Are fax images secure?

Yes fax images are very secure within XMediusFAX. All fax images are stored in the Windows directory structure. Encryption of these documents can be done by using Windows file encryption.

Question 14:

Is the administration of the fax server secure?

Yes, as mentioned in Question 3 both the MMC Snap-in and web administration are very secure. (Uses direct SSL connection to the server)

Question 15:

Is the administration changes logged?

Yes, all changes made to the fax server are logged with the IP of the requester and user logged into the system.

Question 16:

Are fax transmissions encrypted?

No, because the industry standard for faxing is T.30, which is not encrypted.

Question 17:

What ports need to be open?

All fax server components need to communicate with each other for multiple reasons, they use TCP/IP connections that require certain IP ports to be open in order to receive calls. Also, when running a firewall (with or without a NAT), certain ports need to be opened as well. Please contact your sales person in order to get the detailed list of all TCP/IP ports that are required to be open.

Internal Use: This is available in our knowledge base. Article #: 289241 and 206173

Question 18:

Do we support all Antivirus software?

Yes all Antivirus software is supported; an exception will be needed for file scanning on c:\windows\temp

Question 19:

Do you ever send password in clear text?

The password is only transmitted in clear text when using XML file polling. All other passwords are encrypted.

Question 20:

Can XMediusFAX Restrict destination fax numbers?

XMediusFAX can restrict outbound fax numbers by defining a rule to restrict these numbers based on length, area code, or, specific rules.