

Technology Support Services (TSS)

Service & Support for Multifunction Devices & Printers

TSS Desktop Support provides support for multifunction devices and printers with the following exceptions.

Exceptions

- The multifunction device is provided and supported by University Print Services
- The “scanning function” of a multifunction device requires a generic University ID to provide network scanning, creating a security risk
 - *Other functions of the device will be supported*
 - *Contact University Print Services for a supported multifunction device with network scanning capabilities*

Policy for Use of Networked Multifunction Devices or Scanners

The use of a department owned and networked multifunction device or scanners, where this use requires either a University generic account or University ID and password for network scanning is prohibited.

By “default” these devices can be fully controlled and administered via a web interface and frequently by other protocols such as SNMP. Currently there isn't a method to ensure consistent auditable configuration of these devices. Historically the IT Security Office found that these devices are either unmanaged or inconsistently managed. Exposure of cached account credentials; sensitive data in cached print and scanned documents; or the malicious configuration of these devices resulting in data theft presents an unacceptable risk to university.

Exception policy

University Print Services can provide network multifunction devices that have network scanning and printing capability. If University Print Services is unable to provide the necessary functionality, exceptions may be made where there is a critical business need. The department seeking an exception must provide a well-defined, consistent, auditable management practice for the scanner or multifunction device. The IT Security Office can perform an assessment to determine whether appropriate controls are in place to allow for an exception.

Definitions

Department owned and networked multifunction device or scanners: A device *not managed* by University Print Services which is attached to the network and provides for the scanning of material that is then forwarded over the network via email, or is delivered to a network file share or uses any other network enabled transport for delivery.

University generic account: A university issued generic username and password that provides for authentication to University systems and/or an email account.

University ID and password: A University issued username and password issued to a Mason faculty, staff, or student for their individual use which provides authentication to University systems and an E-mail account.