

MTR, Inc. Print Tracker Security Document

Overview

The Print Tracker assessment tool is a secure program that, in itself, cannot harm a computer system or network nor endanger any private information. It periodically collects meter counts, toner levels, etc... from print devices and securely transmits that data to MTR's web servers. **This application cannot see what or who is printing nor can it be used to gain access to your data or network.**

Software Installation

The software used by MTR to monitor the print devices will need to be installed on a server or workstation that is on the network, has internet access, and usually remains powered up. The application may need to be installed on other workstations if local printers are to be monitored. MTR cannot access your workstations with this software and it only sees print device information.

Standard network protocols

The Print Tracker software uses the following network protocols: SMTP, SSL, HTTPS, SNMP, PDL, and ICMP. Print Tracker discovery tool does periodically broadcast only print device data; such as toner levels, copy counts, error messages, etc...; to our secure web server via HTTPS. This is the same methodology used when you log on to your online banking or healthcare provider accounts and is very secure.

Communications with internal network only

All scanning activities will take place only within the local area network within the specified IP address range.

Collected information is confidential

The collected information and the resulting reports are kept completely confidential and are considered at all times to be the property of the customer.

Discovery process

Print Tracker queries the devices using SNMP over port 161 at the location where it is installed, and then uses the SSL port, port 443, to send the encrypted data to the secure web server. Print Tracker has a very small impact on network performance. It runs as a service that is usually asleep, and wakes up a few times during the day to perform required tasks. Emails to MTR's Technical Services Division are automatically generated in the event of a print device error or failure. We will respond to these but it is a good idea to call MTR and place a service call to ensure the fastest response. The software has a secure email server embedded in the application and will not use your email client or mail servers to send emails.

The Print Tracker Application Does Not Impact HIPAA Compliance

The use of Print Tracker software applications will not have an impact on compliance with the Health Insurance Portability & Accountability Act (HIPAA) for covered entities. This is because the applications do not collect, house, or transmit any information regarding the content of print jobs, and thus has no way of accessing, housing, or transmitting electronic protected health information (ePHI) as defined by HIPAA.

The Print Tracker Application Does Not Impact Sarbanes-Oxley Compliance

The use of the software contained in the Print Tracker assessment tool is not intended to be used as part of an internal control structure as outlined in *Section 404: Management Assessment of Internal Controls*, but will not interfere with these controls.

Information Technology controls are an important part of complying with the Sarbanes-Oxley Act. Under this act, corporate executives become responsible for establishing, evaluating, and monitoring the effectiveness of internal control over company financial reporting. There are IT systems in the market that are designed specifically for meeting these objectives. Print Tracker software is not designed as an IT control system, and will not interfere or put at risk other systems that are intended for that specific purpose.

The Fine Print

MTR, Inc. cannot guarantee the accuracy of the data collected. Data is gathered directly from printer MIBs. Reasons for potential inaccuracy of page count information may include the following: manual resetting of the page count meter; configuring a network timeout that is shorter than the required span of time needed to collect complete information; a faulty print device counter; disconnection of the print device from the network or local host; or by removing, altering or disabling the monitoring software.