BLI

Solutions Report

A BLI Security Solutions Assessment | MARCH 2013

HP Imaging & Print Security Center 2

★★★★★	Feature Set
★★★★★	Value
★★★★★	Ease of Administration
★★★★☆	Compatibility
★★★☆☆	Software Integration
★★★★★	Reseller Support and Training
★★★★★	Customer Support and Training
★★★★★	Documentation
★★★☆☆	Global Business Readiness
★★★★★	Upgrade Path

OVERVIEW

Document and device security is a concern in every organization, and for entities such as government offices, healthcare providers, financial services firms, and law offices, it is an imperative. MFPs can often be the weak link in the document chain of custody, but managing the various security settings on each model can be confusing and time consuming. HP Imaging & Printing Security Center centralizes and automates the process of bringing and keeping devices in compliance with an organization's preferred security policies, delivering IT administrators security-specific monitoring and management tools that go well beyond the capabilities of traditional network device management platforms.

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Strengths

- Monitors entire MFP/printer fleet for devices that are out of compliance with an organization's set security policies
- Can automatically change 150+ security settings remotely to bring devices back into compliance
- "Best practice" template provides baseline security policy based on industry and HP security expert recommendations
- Intelligent policy editor keeps administrators from creating invalid policies
- Leverages the HP Instant-On Security feature of enterprise-class devices to change settings to match desired policy once the device is connected to the network
- Risk-based reports show which devices are in compliance and which are not
- Reasonable price for perpetual device licenses

Weaknesses

- For now, functionality limited to HP enterprise-class LaserJet devices

BLI Recommendation ★★★★★

It's not often that a completely new class of document imaging solution comes along, yet this is precisely what HP has created with its Imaging & Printing Security Center. HP IPSC is the industry's first policy-based imaging and printing compliance solution and was designed to tackle the thorny issues surrounding device security such as unauthorized access, changes to device settings, network security and more. In fact, its unique functionality earned it an "Outstanding Achievement" honor in BLI's Winter 2013 awards season.

Unlike traditional network device management utilities (such as HP's own Web Jetadmin) that are general-use tools for monitoring and managing output devices on the network, HP IPSC is tailored to the security aspects of those devices. Functionality is divided into three logical parts: policy creation, device assessment/monitoring, and remediation. Templates and automated processes mean that administrators don't need to be trained IT security experts to use the solution. For example, when customizing the settings template to suit a particular need, the administrator can rely on HP IPSC's Policy Editor to warn them if a particular change brings the proposed policy out of compliance with best practices, or if that change conflicts with

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an interrelated security setting. Given the sheer number of settings available—more than 150, depending on the capabilities of the device—this sort of sanity check will be welcome even for experienced IT professionals.

While HP IPSC is very well executed, there are a couple of things on our wish list. For one, the solution is currently compatible only with HP's enterprise-class networked LaserJet devices, not the complete universe of HP output devices an organization might have in use, nor does its functionality extend to non-HP devices. (HP reports that it is expanding compatibility to other devices in its portfolio with future releases.) And while HP intentionally designed IPSC to be a separate tool from WJA—the former for background security compliance monitoring, the latter for day-to-day print device administration—some IT departments might prefer to have the complementary functionality accessible in one tool. Still, HP IPSC is a unique and important tool for any IT department charged with administering HP enterprise devices.

Product Profile

Product:	HP Imaging & Printing Security Center
Test Version:	Version 2.0.7
Software Developer:	Hewlett-Packard Company
Supported Devices:	HP enterprise-class networked LaserJet devices. Current device support list can be found at www.hp.com/go/ipsc
Server Requirements:	2.33-GHz dual core CPU; 3-GB RAM (32-bit systems) or 4-GB RAM (64-bit systems); 4-GB hard drive space; Microsoft Windows Vista, Server 2008, Server 2008 R2, Server 2012, Windows 7, or VMWare ESX/ESXi 4.0
Client Workstation Requirements:	1.8-GHz CPU; 2-GB RAM (32-bit systems) or 4-GB RAM (64-bit systems); Microsoft Windows Vista, Windows 7, Windows 8
Database Support:	Microsoft SQL Server 2008 R2 Express (provided with HP Imaging and Printing Security Center), SQL Server Express (2005, 2008, or 2012), SQL Server (2005, 2008, 2008 R2, or 2012)
List Price:	Server software and device licenses for 50 devices is $800; for 250 devices is $3,500; for 1,000 devices is $12,000; and for 5,000 devices is $50,000
Availability:	HP Imaging & Printing Security Center is available from HP authorized resellers and directly from HP

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Feature Set ★★★★★

The trailblazer in an all-new class of management utilities, HP IPSC offers features not found in the traditional device management platform—nor in other products BLI has evaluated. Features are centered around security policy creation, initial device assessment and ongoing monitoring, and remediation to keep devices in line with set policies.

For the creation of security policies for imaging devices, HP IPSC delivers an embedded "best practice" template, based on the HP Best Practices Security Checklist. This template contains the recommended configuration for a device's core security settings related to authentication, print and sending functions, networking and communications parameters, and so on. The baseline template can then be customized to fit an organization's particular use case. Even better, administrators do not need to be experts in security before tweaking settings: the Policy Editor used to make changes will warn the administrator if a particular change brings the proposed policy out of compliance with best practices or if that change conflicts with an interrelated security setting. The feature is like a built-in security consultant that helps keep administrators from creating policies that are invalid.

Once policies are set, HP IPSC offers assessment features that check devices on the network to see if they are in or out of compliance with the policies. Checks can be run manually at any time (for example, as a new device is added) or can be scheduled to run automatically in the background at set intervals. HP IPSC's assessment reports will flag items that need attention, and the handy reports also show high-risk devices that need attention immediately.

Perhaps the most welcome features will be the program's automated assessment and remediation tools. An assessment can be set to run at desired intervals (daily, weekly, monthly) to check all registered devices to see if they are in compliance with their assigned policies. The administrator can select whether to simply run an assessment and report the results, or to run an assessment and have HP IPSC perform any required remediation automatically (that is, change device settings remotely to bring devices back into compliance with the assigned policy; the program will show on the report any errors that cannot be changed remotely). Conveniently, HP IPSC leverages the HP Instant-On Security feature of the company's enterprise-class devices. When added to the network or rebooted, such devices automatically announce themselves to the HP IPSC server and security settings are changed to match the customer-defined policy—resulting in out of box security with no additional IT overhead.

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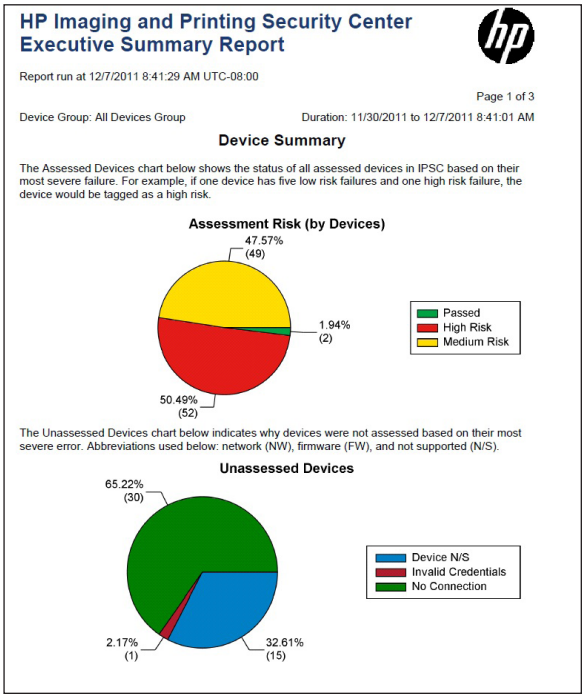


HP Imaging and Printing Security Center
Executive Summary Report

Report run at 12/7/2011 8:41:29 AM UTC-08:00

Page 1 of 3

Device Group: All Devices Group

Duration: 11/30/2011 to 12/7/2011 8:41:01 AM

Device Summary

The Assessed Devices chart below shows the status of all assessed devices in IPSC based on their most severe failure. For example, if one device has five low risk failures and one high risk failure, the device would be tagged as a high risk.

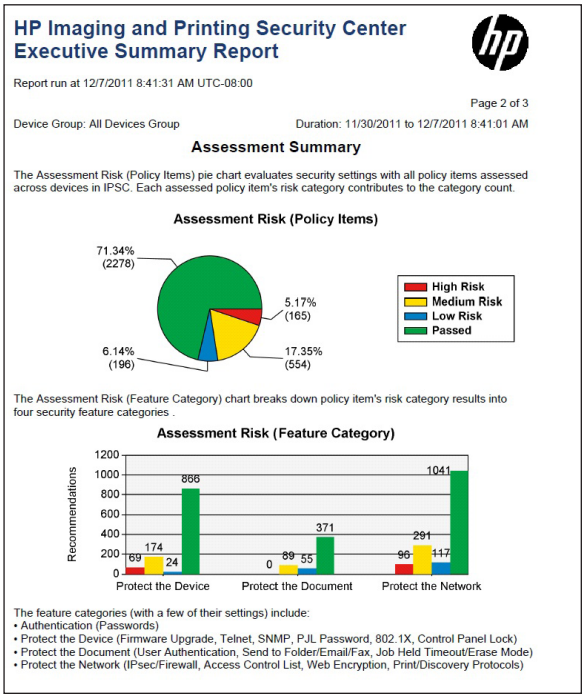
Assessment Risk (by Devices)

47.57% (49)
1.94% (2)
50.49% (52)
Passed
High Risk
Medium Risk

The Unassessed Devices chart below indicates why devices were not assessed based on their most severe error. Abbreviations used below: network (NW), firmware (FW), and not supported (N/S).

Unassessed Devices

65.22% (30)
2.17% (1)
32.61% (15)
Device N/S
Invalid Credentials
No Connection



HP Imaging and Printing Security Center
Executive Summary Report

Report run at 12/7/2011 8:41:31 AM UTC-08:00

Page 2 of 3

Device Group: All Devices Group

Duration: 11/30/2011 to 12/7/2011 8:41:01 AM

Assessment Summary

The Assessment Risk (Policy Items) pie chart evaluates security settings with all policy items assessed across devices in IPSC. Each assessed policy item's risk category contributes to the category count.

Assessment Risk (Policy Items)

71.34% (2278)
5.17% (165)
6.14% (196)
17.35% (554)
High Risk
Medium Risk
Low Risk
Passed

The Assessment Risk (Feature Category) chart breaks down policy item's risk category results into four security feature categories .

Assessment Risk (Feature Category)

Recommendations
1200
1000
800
600
400
200
0
69
174
24
866
0
89
55
371
96
291
117
1041
Protect the Device
Protect the Document
Protect the Network

The feature categories (with a few of their settings) include:
• Authentication (Passwords)
• Protect the Device (Firmware Upgrade, Telnet, SNMP, PJL Password, 802.1X, Control Panel Lock)
• Protect the Document (User Authentication, Send to Folder/Email/Fax, Job Held Timeout/Erase Mode)
• Protect the Network (IPsec/Firewall, Access Control List, Web Encryption, Print/Discovery Protocols)

The Executive Summary Report presents an at-a-glance view of fleet security.

As for other features, HP IPSC includes several reports to keep administrators informed about the state of devices and keep record of compliance for audit purposes. An Executive Summary report shows a top-level view of the current state of an organization's system, showing for the device group selected an assessment risk by device, devices that are unassessed, assessment risk by policy item, assessment risk by feature category, and a risk summary. The administrator can also see detailed reports by device group and drill down to the feature level of devices, including Assessed (which lists all of the assessed devices), Recommendations (lists all devices that have at least one recommended remediation required), Remediated (lists all of the remediated devices) and Unassessed (lists all of the devices that could not be assessed). In the Policy Item View, users can run a Fleet Assessment Summary (which summarizes the number of recommendations for a particular policy item, and its risk in a security category) and a Policies report that lists all of the current security policies an administrator has in force.

While there is some overlap with HP WJA, the company's excellent device management tool, HP IPSC's features complement WJA and do not aim to replace it. The difference is one of scope: IPSC is intended to be used in the background as a security settings compliance monitoring tool, which can change settings when needed to enforce compliance. WJA is designed for day-to-day management of all aspects of a print fleet. For example, with WJA, administrators would actively control device credentials and passwords, disk erase functions, settings for Jetdirect print servers, access to MFP functions (such as digital sending) and so on. IPSC, by contrast, is intended to keep devices in compliance with overarching security policies. Indeed, in large enterprises, the target user of the two utilites might be different: the Security Administrator (IPSC) versus the Print Administrator (WJA).

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Value

★★★★★

HP IPSC is priced according to the number of devices to be monitored, with four price tiers. The price for server software and device licenses for 50 devices is $800; for 250 devices is $3,500; for 1,000 devices is $12,000; and for 5,000 devices is $50,000. The licenses are perpetual and are not tied to a particular device, so if one monitored device is retired from the fleet, its replacement (if compatible) can be counted in the existing license. For tech support, HP Imaging & Printing Security Center requires the customer to purchase an HP Care Pack Service agreement (available in 1-year or 3-year terms); fees are based upon the product tier the customer has purchased.

BLI feels this pricing structure and the per-device license fees are very fair. All told, HP IPSC represents an excellent value, since it delivers time-saving functionality unavailable elsewhere—and does so at a very reasonable cost.

Ease of Administration

★★★★★

HP IPSC is easy to install, and could be done by a customer's IT administrator, HP services, or a certified reseller. The installation package includes Microsoft SQL Server Express 2008 R2 Express to use as the database, or the solution can be pointed to an existing SQL database if the customer prefers. For monitoring thousands of devices, HP recommends the more robust Microsoft SQL Server as the database. Initial setup, consists of installing device licenses and adding devices to the system. This can be done by directly entering device IP addresses into HP IPSC; importing them via a text or XML file, or from a Web Jetadmin database; or discovering and adding them via the Instant-On Security feature of select HP devices.

Once devices are in the database, they can be added to groups for more streamlined monitoring and policy enforcement. Devices can be grouped by device model, capabilities (such as MFP and printer-only), location, department—whatever groupings make sense for the customer's environment—and devices can belong to more than one group.

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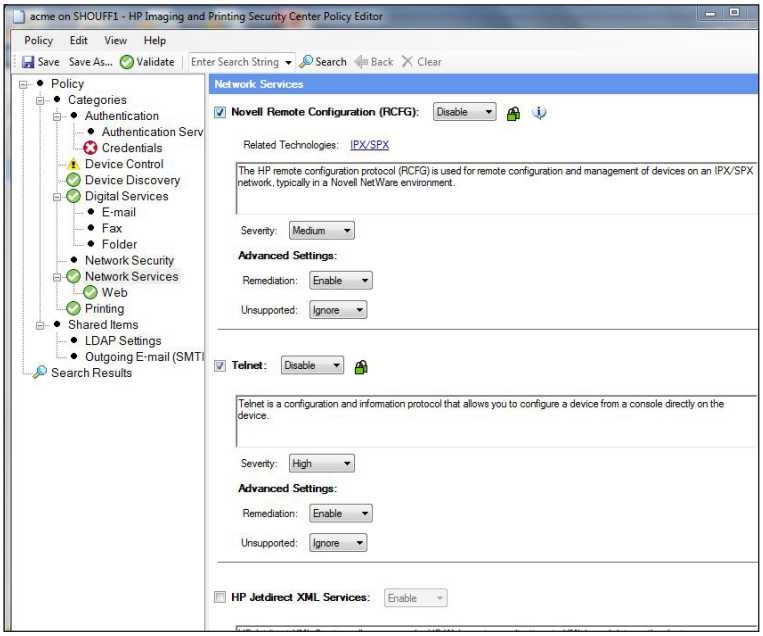

The heart of the system is the policy editor, which walks an administrator through devising correct security setting templates.

Administering the system on an ongoing basis is made surprisingly easy thanks to the client program's intuitive layout and handy templates and policy editor. For example, the "home page" features a flowchart showing steps that an administrator might need to complete, such as adding devices or setting policies. And as noted earlier, the administration console is designed for use by an IT pro who is familiar with administering print environments, but who is not necessarily a security expert. To that end, HP built intelligence into HP IPSC to identify possible conflicts, linkages and potential unintended consequences: "If changing this, you might want to think about changing that." For example, if the administrator elects to disable the Novell IPX/SPX stack, the program links to and disables the Novell RCFG stack, too, which the administrator might have otherwise overlooked.

After adding devices, the next step is to create security policies for the registered devices. Clicking on Policy opens a screen where the administrator can start with a blank policy (which can be rather intimidating, given the number of parameters available to set), open an existing policy to edit, or (even better) select the prefilled HP Best Practices Base Policy as a starting point and change that as needed. Conveniently, valid policies can be exported and then imported into a compatible version of HP IPSC, so a reseller can have a library of common policy templates to use as starting points.

Once a policy (or policy template) is selected, a tree hierarchy in the left column of the policy editor shows all the security settings available, divided into logical groups. The administrator can then browse through those category groups, or use the search field to jump directly to a particular setting (such as "AppleTalk"). As the administrator makes changes to settings, icons indicate if the elected change is a sound choice from a security standpoint or not. A green padlock indicates that a given setting is the recommended one, a yellow padlock shows that there is a more

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secure setting choice available, while a red padlock indicates that the program has a recommendation for a more secure policy. The policy editor will also display other icons to guide the administrator through changes. For example, a green check indicates that all of the entries in the particular category are valid, a yellow caution triangle indicates that there are one or more items that might cause issues on some devices or in certain situations, while a red x flags that information is missing from the category.

Once a policy is created, the program's validation feature checks the policy and flags potential problems with the desired settings. HP IPSC will also show a policy validation error when selected settings are incomplete or incorrect. Ultimately, however, control rests with the administrator, and if a desired setting is unsupported, the administrator can tell the program to ignore it so it is not continually reported as a policy error in future reports.

Compatibility

★★★★☆

HP IPSC is designed to work with the company's enterprise-class LaserJet devices; currently, approximately 80 printers and MFPs are supported (an updated list can be found at www.hp.com/go/ipsc). Since gathering and changing granular security settings remotely requires "under the hood" access to a device's Management Information Base and other firmware, it is to be expected that third-party devices are not supported. However, it would be preferable for more HP output device lines to be supported, since an enterprise that has committed to HP devices likely has Officejets and other HP lines to manage. To that end, HP reports that compatibility with other HP model lines will be introduced in subsequent releases.

On the server, HP IPSC is compatible with Microsoft Windows Vista, Server 2008, Server 2008 R2, Server 2012, Windows 7 and Windows 8. (It can also be run on a VMWare ESX/ESXi 4.0 virtual machine.) While the Windows-only nature of the server software is not a problem given the dominance of Microsoft operating systems in the business world, some enterprises might like to see a UNIX/Linux variant available.

Software Integration

★★★☆☆

While HP IPSC is a standalone application, it can import device information from HP's Web Jetadmin if that device management utility is in use on the network. Beyond that, however, the two utilities are separate. BLI would like to see HP IPSC more tightly integrated with WJA, so one management interface could be used to manage both the devices and their security settings.

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Company Profile

Vendor:	Hewlett-Packard Company; Palo Alto, CA
Phone:	650-857-1501
Web:	www.hp.com
Status:	Publicly traded (NYSE: HPQ)
2012 Revenues:	$120.4 billion
Employees:	350,000

Reseller Support and Training

★★★★★

HP IPSC is sold by HP directly to enterprises, and the solution is sold via authorized HP channel partners, Document Solutions Specialists. Document Solution Specialist are certified on the solution in order to offer HP IPSC. As part of the certification, the partner completes a sales & technical training track in which they are required to take and pass an exam. Training is offered virtually and face-to-face. In addition, HP Solutions Competency Centers have been established to provide pre-sales support to certified partners, including initial demo setups, virtual customer demos or onsite visits with the partner/customer, and technical support & services. Partners receive ongoing training as product updates are released.

Customer Support and Training

★★★★★

HP IPSC is designed for customers to utilize without extensive training. HP or the reseller placing the system can train the administrator or other IT personnel on how to use the utility as part of the deployment under a professional services agreement. Documents such as the Install Guide, Users Guide, and whitepapers are available resources for customers at www.hp.com/go/ipsc. If needed, HP authorized resellers or HP Professional Services may provide additional onsite training or consulting to customers upon request, for a fee.

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For tech support, HP Imaging & Printing Security Center requires the customer to purchase an HP Care Pack Service agreement (available in 1-year or 3-year terms); fees are based upon the product tier the customer has purchased. This Care Pack entitles the customer to maintenance upgrades and technical phone support, which is available on business days from 8:00 a.m. to 5:00 p.m. local time (call centers are located in North America, Western Europe and Singapore). Notably, support lines are staffed by dedicated engineers who are familiar with HP management tools.

Documentation ★★★★★

HP IPSC offers excellent documentation. In addition to the embedded help content, there is a 36-page Installation and Setup Guide and a separate 52-page user manual. Each is logically organized with clear descriptions and screenshots to illustrate all functions. There's also an 8-page FAQ document in downloadable PDF format, and various whitepapers on the solution.

Global Business Readiness ★★★☆☆

HP IPSC is available worldwide including in the Americas, Europe, the Middle East, Africa, Japan, and Asia-Pacific. However, at present the utility and its documentation are provided in English only.

Upgrade Path ★★★★★

HP IPSC can handle the monitoring and management of up to 10,000 devices per server instance, which should suit the needs of even the largest organizations. For customers who have a Carepack, they will have access to new releases (approximately twice a year) that will add new device support.

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