

Linx PrinterNet

Connectivity, IoT, Security and FAQs

The Cloud and Linx PrinterNet

Your Linx printers can be connected to the internet in the same way as your laptop or tablet might be, using cable or WiFi.

Linx PrinterNet is a Cloud based storage system which provides services for end customers and technical support teams.

Keeping your network secure

Linx takes security very seriously, and has designed and tested Linx PrinterNet to the highest standards.

Your Linx printer can only connect to the Linx PrinterNet cloud and will never accept requests to connect from any other device or service. Linx printers are configured to refuse external connection requests and can only be used to initiate and manage connectivity with Linx PrinterNet.

Keeping control of your data

As a responsible business, you will be concerned about any data leaving your business and how it is used.

Linx will provide you with information about the data that is transmitted from the printer, guarantees its commercial confidentiality and promises that it will only be used to identify and resolve problems and to improve the Linx products and their usage.

Linx is using industry standard cloud computing services, which are ISO 27001:2013 and Safe Harbor certified and SSAE 16/SOC 2 audited, managed by staff who are Certified Information Security Professionals (CISPP®). These services are subject to network and application vulnerability tests and periodic internal and external security audits.

If you have any concerns about security, please request further information.

Data transfer

Linx PrinterNet will attempt to upload data to the cloud every few seconds as needed. The amount of data will depend on the number of printers and plant activity.

If you allow Linx technical support to take control of your printer to help resolve a problem, then the data volume may increase for the period of the session.

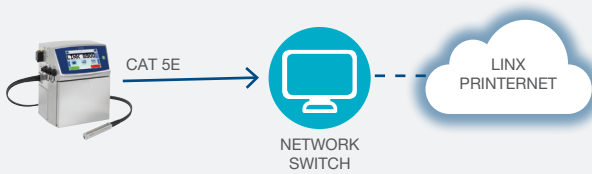
Communication to the cloud is as easy as accessing a website

Linx PrinterNet uses port 443 (standard for any https website) for outbound communications and WebSockets protocol (RFC 6455). No additional open ports are required. Data is encrypted using TLS protocol during transmission.

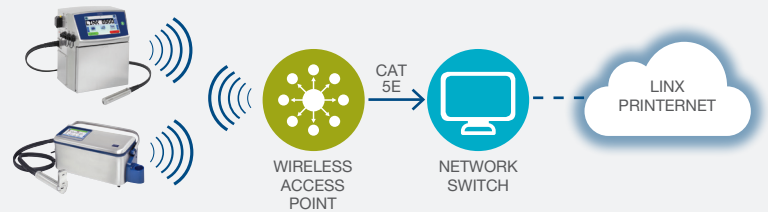
In most cases there is no need to modify the firewall settings of your company's network.

Connectivity options

Wired ethernet:



Wi-fi network:



FAQs

• Where is the Linx Cloud?

Linx PrinterNet is hosted by AWS (Amazon Web Services®). They host data and services for startups and larger companies in over 190 countries worldwide. Linx data will be stored in the geographic location that will deliver the best performance to the customers.

• What data is stored?

The majority of the data stored is technical printer information, which will be used for diagnosis and prediction of errors, determination of trends, research and development, provision of services to customers. The customer can choose to block the transfer of data about the specific codes they are printing. The only personally identifiable data stored, is that required to administer the system, such as user contact details. The management of this information is compliant with the European General Data Protection Regulation (GDPR).

The customer is responsible for maintaining user logins.

• How safe is my data?

As with most cloud providers, AWS operates a shared responsible security model. They take responsibility for the security of its infrastructure including protecting its computing, storage, networking and database services against intrusion. They are responsible for the security of the software, hardware and physical facilities that host AWS services. However, Linx is responsible for ensuring that their AWS environment is configured securely, and that data collected is managed in a manner in accordance with local governance policies.

• How can I connect my printers to Linx PrinterNet?

The connection can be either wired using a patch cable from the printer Ethernet port to your wired infrastructure or wireless using a WiFi dongle connected to the printer USB port.

The IP addressing is also optional and can use either fixed IP addressing or DHCP (Dynamic Host Configuration Protocol). With WiFi an SSID (Service Set Identifier) and network password will be required.

• What if I forget my user name or password?

On the login screen a facility will be available to send an email to Linx to reset your username and password. As with the initial install, these new login details can be changed.

• My Linx printers are already connected to a Control system, don't these supply the necessary data?

No, currently the primary function of these systems is to provide error free coding and line control. CIJ printers communicate using the Linx Remote Communications Interface (RCI) which can supply basic status and error reporting. PrinterNet is able to supply detailed diagnostics information.