



Shipping & Mailing
Postage Meters

SendPro® C-Series

Connectivity Guide

Introduction	2
Network Requirements	3
Ports and Communication Requirements	4
URL Information	5
FAQs	8

Introduction

The SendPro® C-Series is a new generation office shipping and mailing system from Pitney Bowes that uses a LAN or Wi-Fi connection versus an old-style analog phone line.

Step-by-step instructions are included with your shipment so that your C-Series device will connect to Pitney Bowes during the installation process. If you requested our Professional Service, your installation will be supported onsite by a trained Pitney Bowes professional.

Your online connection provides you quick postage refills, automatic rate updates and access to additional Pitney Bowes support services. In addition to printing postage on outgoing mail, the C-Series system can connect you to your preferred carriers including USPS®, FedEx® and UPS®.

Note:

You may need assistance from your network or IT Administrator to proceed to the advanced setup stages.

Network Requirements

Standard Network Requirements

Your device comes with a network plug that provides access to Pitney Bowes support services and secure links to your carriers.

Advanced Network Requirements

SendPro C-Series initiates all communication (via HTTP or TLS), so it can safely sit behind most corporate firewalls

- High-speed network connection
- SendPro C-Series communicates to external web services via HTTP over Port 80
- SendPro C-Series communicates to PB secure server(s) via TLS over port 443
- SendPro C-Series uses Port 53 for DNS lookup
- Pitney Bowes requires a minimum network bandwidth of 384 kbps (upstream and downstream) to operate, but we recommend 1 Mbit/sec for best performance
- Pitney Bowes recommends that DSL or cellular devices are not shared across multiple SendPro C-Series systems
- Customer owned web filtering devices or software, as well as SSL packet inspection should be disabled for these ports as they can affect performance or could prevent functionality.

Ports and Communication Requirements

The SendPro C-Series connection uses these ports and protocols. The system will require access through your network and firewall.

Communications

- All communication is initiated from the system via ports 80 (HTTP) and 443 (TLS)
- All communications from the system to the back end system are in the form of XML messages.

Ports

Port 80 (HTTP)

- Web Services
- TeamViewer (remote access software)

Port 443 (TLS)

- SendPro C-Series sends requests to refill or audit its PSD (Postal Security Device) when the user requests it or an inspection is required. Audits occur if the PSD inspection date has expired.
- During initial install, the system will automatically request an Operational Block, from the infrastructure, for the PSD.
- On PSD replacement the system will automatically request the configuration data for the replacement PSD.
- Transaction records from the SendPro C-Series are automatically uploaded when a user message appears (within three days of the mail being generated).
- O/S updates and PB Application Software and Rates Data updates.

Port 53

- DNS lookup

IMPORTANT:

IT departments that use a "rules based" method for allowing specific ports to pass traffic on their network for port 53, allow for both UDP and TCP traffic to this port.

URL Information

These URLs must be accessible from the device, without any obstructions. This includes being free of any SSL packet inspection, web filtering devices or software monitoring.

Required URLs

- **Distributor** - main PB Server that authenticates machine for access to other PB web services
 - <http://distservp1.pb.com/dstproduct.asp> (Port 80)
 - <https://distservp1.pb.com/dstproduct.asp> (Port 443)
- **Funds (Funds Management & Refills)** - funds are managed through a separate Funds Server
 - http://cometservp1.pb.com/csd/t3cometserver_03.asp (Port 80)
 - https://cometservp1.pb.com/csd/t3cometserver_03.asp (Port 443)
- **Rates and Updates (Download Services)** - Downloads new software, graphics, rate prices
 - *Main Download Services entry*
 - <https://dlsdlp1.pb.com> (Port 443)
 - *File Processing*
 - <https://pbdlspl1.pb.com/prdupdate.dll> (Port 443)
 - <https://pbdlspl1.pb.com/prdconfirm.dll> (Port 443)
 - *OS Updates*
 - <http://62.249.6.70/OtaUpdater> (Ports 8080, 2300)
- **Manage Accounts (Accounting)** - separate PB Server that manages accounting including account creation, reports etc.
 - *Accounting Web Application:*
<https://ms1app.pb.com/> (Port 443)
 - *Accounting Web Services:*
<https://ms1app.pb.com/ms1atweb/services/> (Port 443)
- **Online Help** - online support website
 - http://support.pb.com/help_videos/SV63242-help/default.htm (Port 80)
- **Health Data Update** - machine health Information upload
 - <https://s3.amazonaws.com> (Port 443)
- **Network Connectivity Test Site** - used by tablet's Android O/S to confirm connectivity
 - http://connectivitycheck.gstatic.com/generate_204 (Port 80)

- **PB Web Services Support** - used by several PB applications including Shipping
 - <https://api.pitneybowes.com> (Port 443)
 - <https://pitneybowes.okta.com> (Port 443)
 - <http://microsoft.com/SoftwareDistribution/Server/SimpleAuthWebService> (Port 80)
 - <http://mail.o365.pb.com> (Port 80)

Recommended URLs

We recommend these URLs are left open, but if this presents a security issue, they can remain blocked. They are enabled by default.

Remote Access

TeamViewer is an application that lets Pitney Bowes Service access your device remotely, when you authorize it. *(A TeamViewer session can only be initiated by someone on your end, therefore the system cannot be accessed without your knowledge.)*

There are two ways to unblock TeamViewer:

- General unblocking of Port 5938 TCP for outgoing connections (recommended). *Port 5938 is only used by a few applications and therefore there is no security risk. This traffic should be filtered or cached.*
- Unblocking URLs of the following formats (to any server) GET:
 - /din.aspx?s=...&client=DynGate...GET
 - /dout.aspx?s=...&client=DynGate...POST
 - /dout.aspx?s=...&client=DynGate...

Note:

Regardless of which method you choose to unblock TeamViewer, verify there are no content filters or anything similar blocking one of these URLs:

- *.TeamViewer.com
- *.dyngate.com

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- **Postal Advisor (PB hosted site)** - utility website that offers helpful hints on postal regulations
 - http://www.pb.com/postal_advisor (Port 80)

- **Universal Tracking (PB partner hosted site)** - carrier independent web tracking site for packages
 - <http://www.pb.boxoh.com/> (Port 80)
- **USPS Mobile** - convenient link to USPS mobile website
 - <https://m.usps.com/m/Home> (Port 443)
- **Trackable Labels (PB hosted shipping site)** - Shipping Trackable Labels Web Services Support
 - <https://foundation.us.sending.pitneybowes.com/> (Port 443)
 - <https://shipping.us.sending.pitneybowes.com/> (Port 443)
 - <https://sendpro.us.pitneybowes.com/addressbook> (Port 443)
 - <https://sendpro.us.pitneybowes.com/preferences/costaccounts> (Port 443)
 - <https://sendpro.pitneybowes.com/preferences/printing> (Port 443)
 - <https://sendpro.pitneybowes.com/history> (Port 443)

FAQs

Question

Answer

What OS does this device run?	Android 6.1
What controls are in place to protect this device against network-based malware threats?	Controls include: • White list of URLs • TLS • Only executes services needed to perform activities • OS distribution has been optimized and locked down
Does it have a firewall?	No
Who controls the firewall rules?	Not applicable
How are the firewall rules configured?	Allow only the ports Http, TLS and DNS
What is the security patch process?	SendPro® C-Series security patches are applied by emergency updates via PB only, and on a regular schedule through PB services.
What is the software update process, and how often does this occur?	As required with periodic feature additions and bug fixes
• What is the network traffic flow to and from the SendPro C-Series system? • What firewall rules need to be in place to allow the necessary communication?	• Outgoing contact initiated (no push) utilizing TLS, URLs provided by PB services • Outgoing - transactional data • Incoming is both transactional data and files and Web Services
Can you identify suspicious activity affecting SendPro C-Series?	Yes. An audit process exists to validate the financial integrity of the system. Error logs are available and can be uploaded to the PB data center.
What are the access controls in place to secure SendPro C-Series?	The application access is managed by the customer using an access code. The system operates in a Kiosk mode where access to the underlying Android operating system is prevented.
How do you authenticate an individual or a service ?	Tracking Labels "Shipping" application access is managed by the customer using User IDs and passwords to authenticate.

Question

Answer

Are there audit trails in place?

Yes. PSD transactional audits, extensive logs and all financial transactions are audited by the PB infrastructure. The SendPro C-Series logs all error conditions, and maintains ink usage logs, print usage logs, etc.

Is data stored on the device?

Yes. SendPro C-Series stores transactional data, graphic images, customer profiles and settings, files (rates, etc.). Transactional usage data is uploaded and then deleted when confirmed upon receipt by PB Infrastructure over TLS channel.

What controls protect the data?

All files and data interface utilizing TLS. Incoming data and files are signed and verified prior to use. If consumed by the printer, it is verified on each use. If used by the application, it is verified on load.

Does the SendPro C-Series allow remote administration?

Pitney Bowes will use TeamViewer to troubleshoot system problems remotely. The end user will initiate the session using a special session code which is generated by the TeamViewer application and changes each session.