Powered On Site

Ensuring security: Your trust is our priority.

SOS SATO Online Services

SATO Online Services' Security

User's concerns

1. Is the external connection really safe?
2. Are we giving SATO too much control in remote connection?
3. We need tedious internal procedures to clear our company's network security policy.

1. Zero security incidents

Since its release in 2015, SOS has had zero security incidents. Trusted by esteemed clients in health care, steel, e-commerce, automotive and public sectors, our platform connects with over 3,500 companies today, including those with high confidentiality requirements.

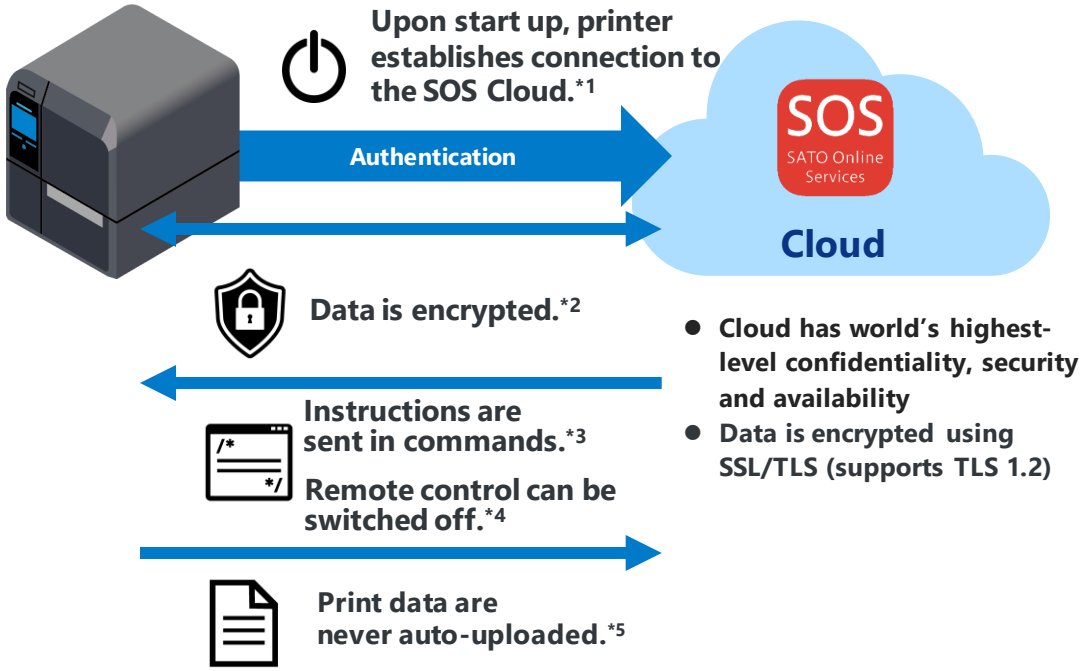
2. No logging into user's networks

Login authentication at printer start up is outbound connection, while SOS's access to printers is done via commands. SATO does not log into your internal network.

3. We prepare the security documents

If internal application for cloud use is required in your organization, SATO will help you fill out the documents.
If your organization does not allow cloud use, we do have SIM card connection available with certain printer models.
*Please refer to the back side of this leaflet for security on SOS Cloud.

Secure connection

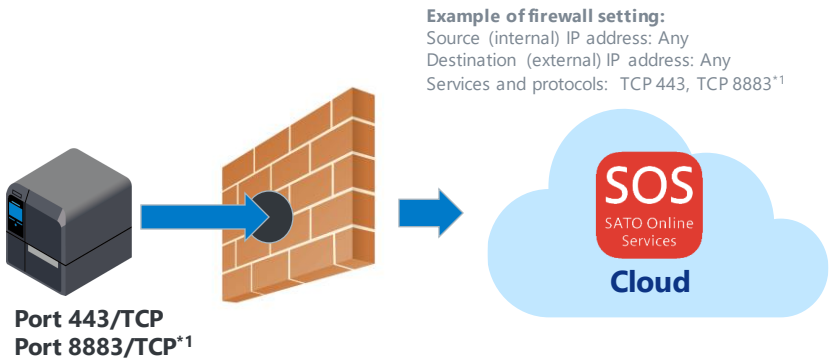


- Cloud has world's highest-level confidentiality, security and availability
- Data is encrypted using SSL/TLS (supports TLS 1.2)

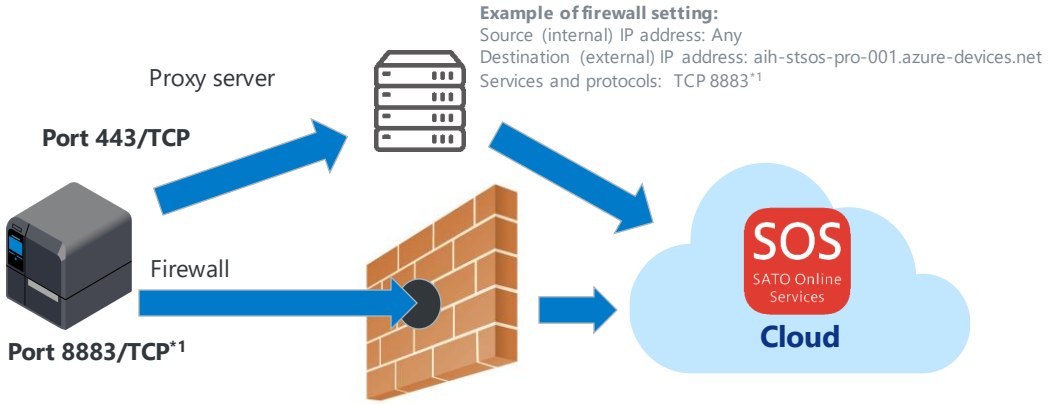
*1 SOS Cloud cannot access the internal network and start a connection.
*2 TLS encrypts online communications and protects data from being stolen or spoofed.
*3 SOS sends instructions to printers using command lines.
*4 Users can turn off the remote control function from the printer.
*5 Print data are never sent to the cloud unless uploaded by the user.

Two connection options with firewall and proxy server

1) Open ports 443 and 8883 in firewall



2) Use port 443 for proxy server and port 8883*1 in firewall



Tip: If your office uses remote services (e.g., meter reading) for your multifunctional copiers, connection to SATO Online Services should be possible.*2

*1 To change the printer's MQTT port from 8883 to 443, configure printer setting to "MQTT over WebSocket."
*2 Some functions may not be available with certain methods of data communication.

FAQs on SOS Cloud security

Categories		Questions	Answers
Unauthorized external access	Security measures	Is the cloud protected from external threats such as unauthorized access or illicit retrieval of information?	Yes, with firewall and other security measures.
Information classification		Which data are sent from the printer to the cloud?	Printer status (errors, warnings, online/offline status), operation history (number of label printed, cutter counter, printer mileage), and printer settings (print speed, density, sensor type, serial number).
Fault recovery	Backup & restore	How does SATO perform the system and data backup? (full/file-level/record-level)	We take full database backups.
User management	SOS admin ID at SATO	How does SATO manage the security of SOS's admin ID?	System admin ID is allocated only to the SOS's service management personnel at headquarters.
	User ID	Are SOS user's ID and password secure?	User passwords are encrypted and saved in the database, which is inaccessible to third parties. The passwords must be at least 8 characters long, include both uppercase and lowercase letters as well as one or more numbers, and the first character cannot be a symbol.
	Accessibility	What are the chances that another user (e.g., from a different company) using the same service would access our data?	No one can access another user's data from an external source.
Network eavesdropping	Encryption	How do you prevent network eavesdropping and potential data leakage or tampering? (Any encryption measures?)	Communication is encrypted using TLS 1.2.
Exclusive access control	Multitenancy	Is SOS a multitenant service?	Yes. In this multitenant architecture, permissions are set for each login user, and accessible scope is logically separated. System logs and database backup files are not separated by individual account.
Communication control	Direction	Does inbound connection (connections from the internet to the internal network) occur at all?	No. Connections are established outbound only.

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