



Shipping & Mailing  
Postage devices

# SendPro® Tablet

## Connectivity Guide

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# Introduction

The SendPro Tablet is a new generation office shipping system from Pitney Bowes that uses Wi-Fi connection versus an old-style analog phone line. Step-by-step instructions are included with your shipment so that your SendPro Tablet 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.

## Basic Installation Requirements

In most cases, you connect your device as described in the installation instructions included in the box. A wizard will take you through the procedure for setting up the Wi-Fi connection.

Your online connection provides you quick postage refills, automatic rate updates and access to additional Pitney Bowes support services. SendPro Tablet can connect you to your preferred carriers including USPS®, FedEx® and UPS®.

## Power Outlet Requirements

The standard system requires a minimum of 1 electric outlet and up to 3 electric outlets.

- SendPro Tablet printer - one electric outlet
- SendPro Tablet dock one electric outlet

# Advanced Network Requirements

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

- High-speed network connection
- SendPro Tablet supports 802.11n WiFi WPA, WPA-2 PSK, WPA-802.1x (LEAP) protocols. It currently supports 2.4 and 5 GHz frequency band.
- SendPro Tablet communicates to external web services via HTTP over Port 80.
- SendPro Tablet communicates to Pitney Bowes secure server(s) via TLS over port 443.
- SendPro Tablet 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 Tablet 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 Tablet 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 JSON messages.

## Ports

### Port 443 (TLS)

- O/S updates and Pitney Bowes Application Software and Rates Data updates
- Web Services

### 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. Unless indicated otherwise, these URLs apply to SendPro Tablet.

To locate the **Product Code Number (PCN)** and the **7-digit serial number**, check the label on the rear of the tablet as shown here. Note that the serial number is blurred out here for security reasons.



## Required URLs

- **Online Help** - online support website:

SendPro Tablet:

- <https://www.pitneybowes.com/us/support/products/sendpro-tablet-support.html> (Port 80)
- **PB Web Services Support** - used by several Pitney Bowes 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.

- **SendPro APIs (Pitney Bowes hosted shipping site)** - Shipping Trackable Labels Web Services Support
  - <https://api.pitneybowes.com> (Port 443)
  - <https://foundation.us.sending.pitneybowes.com/> (Port 443)
  - <https://shipping.sending.us.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)
  - <https://integration.sending.us.pitneybowes.com/> (Port 443)
  - <https://locations.sendpro.pitneybowes.com/> (Port 443)
  - <https://uam.sendpro.pitneybowes.com/> (Port 443)
  - <https://sending.us.pitneybowes.com/> (Port 443)
  - <https://sendpro.pitneybowes.com/> (Port 443)
- **Device Management**
  - <https://smb.pitneybowes.com> (Port 443)
  - <https://play.google.com> (Port 443)

## FAQs

Question	Answer
What OS does this device run?	SendPro Tablet (SPTB) Android 8.1
How are updates to the Android Operating System performed?	Updates are managed by Samsung Knox tool.
Why are both ports 80 and 443 in use? Please detail what information is being sent over port 80 and if it is required	ALL critical funds related or core shipping services only use port 443. Some of the non-critical services use port 80 (examples: online read-only Help System content, or non-Pitney Bowes sites for tracking services site)
What controls are in place to protect this device against network-based malware threats?	Controls include: <ul style="list-style-type: none"> <li>• Whitelist of URLs</li> <li>• TLS</li> <li>• Only executes services needed to perform activities</li> <li>• OS distribution has been optimized and locked down</li> </ul>
What information is being sent and presumably stored at Pitney Bowes?	Pitney Bowes collects postal usage data that is required for USPS reporting. This includes items such as Class of Mail, Weight, and use of special service fees. No Personal Identifiable Information (PII) is collected or used. We also collect machine health information such as Software version numbers, errors reported, etc.
If information is being stored, how is it being stored? Please describe the protections in place.	Postal usage information is stored in a special application and database, which is reviewed by SendPro Tablet prior to our Postage Meter Approval. Machine Health information is stored in Amazon Web Services , but is uploaded through a TLS connection and authenticated using machine resident credentials. Again, no PII information is collected or stored there.
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 Tablet security patches are applied by emergency updates via Pitney Bowes only, and on a regular schedule through Pitney Bowes services.

Question	Answer
What is the software update process, and how often does this occur?	As required with periodic feature additions and bug fixes
<ul style="list-style-type: none"> <li>• What is the network traffic flow to and from the SendPro Tablet system?</li> <li>• What firewall rules need to be in place to allow the necessary communication?</li> </ul>	<ul style="list-style-type: none"> <li>• Outgoing contact initiated (no push) utilizing TLS, URLs provided by Pitney Bowes services</li> <li>• Outgoing - transactional data</li> <li>• Incoming is both transactional data and files and Web Services</li> </ul>
Can you identify suspicious activity affecting SendPro Tablet?	Yes. An audit process exists to validate the financial integrity of the system. Error logs are available and can be uploaded to the Pitney Bowes data center.
What are the access controls in place to secure SendPro Tablet?	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.
Are there audit trails in place?	Yes. Extensive logs and all financial transactions are audited by the Pitney Bowes infrastructure. The SendPro Tablet logs all error conditions, and maintains ink usage logs, print usage logs, etc.
Is data stored on the device?	Yes. SendPro Tablet 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 Pitney Bowes 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.