PrintMonitor Server + PLUG 2.x/3.x

Security

Technical White Paper

Ver. 2025.003.2

End-of-Life of PLUG 2.0

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Preamble

In recent years, the regulatory framework for IT systems with network and data connectivity has undergone significant changes. New European requirements – such as the NIS2 Directive, the Cyber Resilience Act (CRA), as well as additional norms in the fields of cybersecurity, data protection, and product conformity – introduce substantially increased obligations regarding the design, operation, and maintenance of both hardware and software components. These developments also apply to the PrintMonitor product line.

Against this background, the existing PrintMonitor PLUG 2.0 models are hereby designated as End-of-Life (EOL). Regular support will be provided until December 31, 2025. Operation beyond this date remains technically feasible but only up to and including Q1 2026. Starting from Q2 2026, the previous models will no longer be able to comply with the applicable regulatory and security requirements and will therefore cease to be operational. A migration to the new device generation must be completed by that time at the latest. At the same time, the updated versions of the PrintMonitor Server and PrintMonitor PLUG-Server provide systems that fully meet the current requirements. For existing customers, we additionally offer a structured Send-In Service, enabling current installations to be upgraded to the latest standards and thereby ensuring secure operation for an extended period of two to five years.

Please refer to page 9 for further details on EOL of PLUG 2.0.

Introduction

This technical white paper provides a refresh as well as an update to our security features and functionality that enable PrintMonitor (Server and PLUG) to be used securely on your network. This paper is primarily intended for administrative personnel responsible for the configuration and maintenance of your PrintMonitor installation.

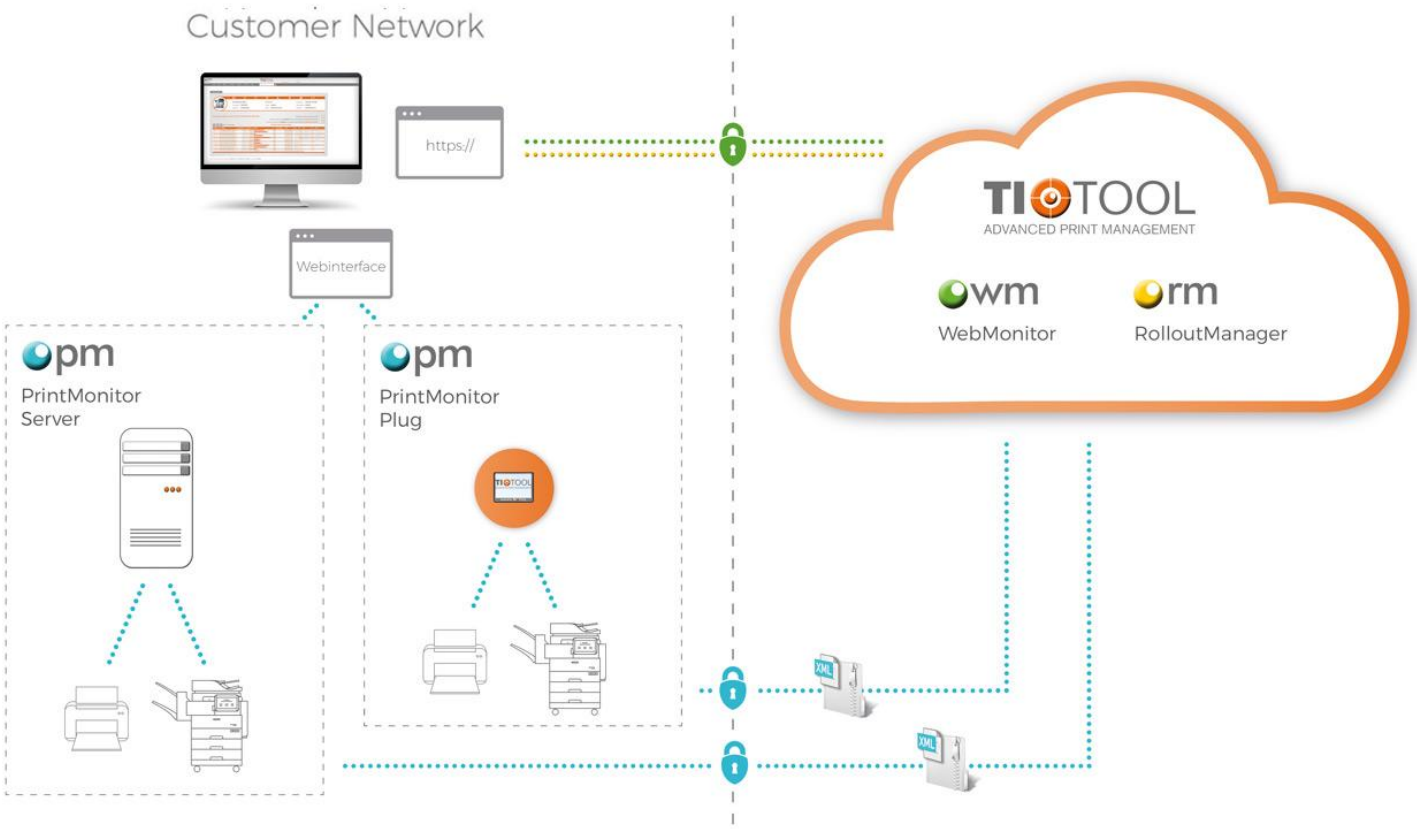
TI-Tool does not warrant that the use of the information contained within this document will prevent malicious attacks, or prevent the misuse of your PrintMonitor software and/or PLUG system.

How PrintMonitor Works

PrintMonitor (Server and PLUG) communicates with our cloud services over an encrypted HTTPS (SSL) connection to protect the data. The standard port 443 is used for HTTPS communication and the port used cannot be changed.

If the HTTPS standard port is blocked by the customer's environment, communication between the customer network and the TI-Tool Cloud is not possible.

The TI-Tool Cloud is addressed by URLs and requires DNS resolution on the customers' site. Communication using a proxy solution is supported with "basic authentication" method only.



Communication Requirements

PrintMonitor-Targets

The following servers are used to upload printer data:

- update1.printmontior.at (≤ PM Version 24.x)
- update2.printmonitor.at (≤ PM Version 24.x)
  pm-up-1.titool.eu (≥ PM Version 25.x)
- pm-up-2.titool.eu (≥ PM Version 25.x)

The following servers are used to download software updates and configuration settings (discovery entries):

- download.printmonitor.at (PM-PLUG)
- download2.printmonitor.at (PM-PLUG)

Data Transfer

Communication Sequence & Frequency

Communication is initiated every 2 hours by the device at a scheduled time between 5 AM and 7 PM. The start time is randomly delayed by up to 20 minutes (to avoid that all devices report exactly at the same time). Communication to the device cannot be initiated by the TI-Tool Cloud.
Device Alerts (SNMP Traps) will initiate real-time transmission to the TI-Tool Cloud – according to specified filter settings.

Content and Size of Outbound Data

Data	From	To	Frequency	Size (Kb)	Notes
Printer data	PM	Cloud	Daily every 2 hours (+ up to 20 minutes) between 6 AM and 8 PM	3	Size depends on the number of devices

Content and Size of Inbound Data

Communication cannot be initiated from the TI-Tool Cloud. It is only a reply to the communication initiated by the device.

Data	From	To	Frequency	Size (Kb)	Notes
Discovery entries & system update check	Cloud	PM	Daily every 2 hours (+ up to 20 minutes) between 5 AM and 7 PM	10	Size depends on number of discovery entries
Discovery entries & system update check	Cloud	PLUG	On startup	10	Size depends on number of discovery entries
System updates	Cloud	PLUG	Daily every 2 hours (+ up to 20 minutes) between 5 AM and 7 PM	~100.000	Only if update is available

Port Settings

PrintMonitor-Server

Port Name	Protocol TCP / UDP	Port #	Direction	Description
SNMP	UDP	161	Outbound	Querying the printers
HTTP/HTTPS	TCP	80/443	Outbound	Connection to printer's web interface to get detailed meter data. Only used for Lexmark & Brother devices
CPCA	UDP	47545	Outbound	Connection to Canon printers for detailed meter data
HTTPS	TCP	443	Outbound	Uploading printer data to the TI-Tool Cloud
SNMP	UDP	162	Inbound	Receive SNMP Trap notifications
HTTP	TCP	80	Inbound	User Interface for administration
WS	TCP	8080	Inbound	WebSocket for real-time communication with web user interface

(Current Version: PM 25.8.24, PHP 8.4.12)

PrintMonitor-PLUG 2.3.x / 2.5.x

Port Name	Protocol TCP / UDP	Port #	Direction	Description
[PrintMonitor-Server]	-	-	-	Inherited communication requirements.
SSH	TCP	2322	Inbound	SSH Management Port is restricted to TI-Tool technicians only.
DHCP	UDP	67	Outbound	Used to retrieve an IP-Address from the connected network.
DNS	UDP	53	Outbound	Used to retrieve the IP-Addresses of TI-Tool Cloud.
NTP	UDP	123	Outbound	Used to synchronize time.

(Current Version: PM 16.04, Firmware Security Patch 2024)

PrintMonitor-PLUG 3.x

Port Name	Protocol TCP / UDP	Port #	Direction	Description
[PrintMonitor-Server]	-	-	-	Inherited communication requirements.
SSH	TCP	2322	Inbound	SSH Management Port is restricted to TI-Tool technicians only.
DHCP	UDP	67	Outbound	Used to retrieve an IP-Address from the connected network.
DNS	UDP	53	Outbound	Used to retrieve the IP-Addresses of TI-Tool Cloud.
NTP	UDP	123	Outbound	Used to synchronize time.

(Current Version: TBA)

Device administration

Web interface

PrintMonitor-Server and PrintMonitor PLUG 2.x have a user-friendly web interface.
It can be accessed through any modern web browser.

Default login credentials:

Username: admin
Password: printmonitor

PLUG 2.x configuration – via USB keyboard

The USB port allows ONLY you to connect a USB keyboard to enter basic configuration (DHCP, static IP settings, NTP servers, …)

Transport security

Each PrintMonitor installation (including PM-PLUG) ships with a pre-installed client certificate for secure authentication with the TI-Tool Cloud. Please make sure, that firewalls or other network security devices do not intercept and modify the certificate during the communication process.

The entire communication between the device and TI-Tool Cloud is secured by TLS/SSL.

System & Software Updates/Upgrades

PrintMonitor-Server

PrintMonitor server does not provide an inbuilt update mechanism. Therefore, it is required to manually update if needed.

Timeline of current and upcoming changes

Up until 2023

Due to multiple costumers relying on legacy systems like Windows 7/8/Server 2008 and 2012, we were forced to support older security standards like TLSv1 and TLSv1.1.

However, going forward our systems will officially support TLS v1.2 and v1.3 only. Hence, we plan to deprecate support for older versions.

PLUG2.0 devices already supported and upload XMLs using TLS v1.2 by default.

2024 - Migration Phase 1

- Upgraded PrintMonitor to use TLS v1.2 and TLS v1.3 by default.
- Provided workaround/alternative for older versions via Windows Registry
- Our servers continue to support TLSv1

2025 - Migration Phase 2

Starting with version 25.03, PrintMonitor-Server will now use the following domains for XML-Uploads:

- pm-up-1.titool.eu
- pm-up-2.titool.eu

Additionally, these domains will use *Let's Encrypt* certificates instead of self-signed TI-Tool certificates. This means that PrintMonitor-Server will strictly validate the server certificate against the Operating System's certificate stores.

2026 - Migration Phase 3

During Q2 of 2026, the following breaking-changes will be applied:

- Deactivation and refusal of TLSv1 and TLS v1.1.
- Deactivation of update.printmonitor.at and update2.printmonitor.at.

- Discontinued Service for outdated versions of PrintMonitor-Server and PLUG2.0.

These changes will have the following consequences:

- Enforcement of TLSv1.2 and TLSv1.3, legacy systems will not be able to communicate with TI-Tool.
- PrintMonitor-Server versions older than 24.4.1 will be unable to send XML-Data and must be updated.
- Revocation and end of PLUG2.0 device support on our systems.

PrintMonitor-PLUG

System update is initiated at startup of the device and at scheduled times (see Data Transfer).
There are 3 different update types:

- Bootloader
- Operating System
- PrintMonitor Software

Please do not unplug the device during update. It may reboot several times.

End-of-Life of PLUG 2.0

Existing PLUG 2.0 will discontinue to function as of Q2 2026.

Starting now, PLUG 2.0 will be marked End-of-Life due to the following reasons:

- The existing hard- and software setup has aged and is not able to support the stricter security requirements according to current standards (see Preamble).
- Current OS is unable to be execute latest versions of PrintMonitor logics.

Options as of Q2 2026 going forward

Upgrade to PLUG 2.3.x

TI-Tool is offering for charges a send in service, to upgrade existing PrintMonitor PLUG 2.0 to PLUG 2.3.x based on swapping hardware (selective), firmware, operating system, communication interfaces and software into a new release, which complies to current legal, regulatory and technical standards.

For any commercial and timeline details, marketing and sales teams shall be contacted.

Note: Due to hardware-limitations, PLUG 2.3.x will not be able to run latest versions of PrintMonitor software, causing potential compatibility issues with newer printer devices. However, any printer, which has been correctly managed with PLUG 2.0 will still work properly.

Refurbished Hardware PLUG 2.5.x

Going forward, TI-Tool will provide same standards/setup according to PLUG 2.3.x with own and/or refurbished hardware, providing hardware warranty according to existing license agreements.

PLUG 3.x

Due to the limitation of PLUG 2.x hardware, which though can be upgraded to PLUG 2.3.x, TI-Tool has developed a completely new version of PrintMonitor-PLUG, meaning new hardware, new software and new security standards.

These devices will 1:1 be able to functionally replace current PrintMonitor-Server installation, including support of latest printers of any manufacturer.

Highlights for the new technical standards will be

- Upgraded cryptography, supporting TLS1.3 and SNMPv3
- Up to date Kernel with upgraded security
- Remote Updates and Upgrades.
- Ability to handle more printers with a single device

According to current product development timeline PLUG 3.x will be available as of December 2025.

Appendix

Sample-Printer-Data

Sample printer data (XML, sample can be downloaded from https://titool.eu/static/files/printmonitor/sample_data.xml)

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