

HP Designjet HD Scanner Series - Certificate of Volatility

Introduction

The following is a statement regarding the volatility of customer data stored in memory devices and hard disk drives of the HP Designjet HD Scanner Series.

The device uses volatile memory to store customer data during the scanning process. When the scanner is turned off, this volatile memory is erased. The scanner uses non-volatile memory to store device configuration information. This non-volatile information is used to initialize the volatile memory when the scanner is turned on and during job processing. The printer also contains a hard disk drive that retains data after the scanner is powered off.

Volatile memory

Volatile memory in the HP Designjet HD Scanner Series includes:

- Panel PC - Main RAM memory. 1024 MB by default. Used as system memory. All information is erased when the printer is powered off.
- Scanner Module - RAM memory. 32 MB + 2 MB. Used as system memory. All information is erased when the printer is powered off.
- Panel PC - Other volatile memory used as the main memory for some ASICs or as microprocessor cache.

Non-volatile memory

Non-volatile memory components in the HP DesignJet HD Scanner Series include:

- Panel PC - NVRAM – BIOS. 4 MB. It does not contain user data. Its purpose is to act as the bootloader for the BIOS.
- Panel PC - EEPROM – Firewire. 1 kB - It does not contain user data. Its purpose is to handle IEEE 1394 connection information.
- Panel PC - NVM in I/O Card. 8 kB. It contains information with the control parameters for the Gigabit Ethernet card.
- Scanner Module – EEPROM - 16 MB – Mounted on a chip in the main board. It does not contain user data. Its purpose is to contain program and calibration data for scanners cameras.
- Scanner Module – FRAM - 2 MB - Mounted on a chip in the main board contains Statistic data.

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Hard Disk drives

The Scanner Panel PC contains a 250 GB hard disk drive. It is not possible to operate the device without the hard disk drive.

User information can be stored in 2 different partitions of the hard disk drive and can include:

- Calibration data
- User scanned images
- Accounting information
- Usage information
- Scan temporal files can be erased from the queue by users
- Calibration data, printer settings, usage information and accounting information can be erased by service engineers