



HP DesignJet T1700 Printer Series

Certificate of Volatility

Introduction

This document is a statement regarding the volatility of customer data stored in HP DesignJet T1700 Printer Series memory devices and hard disk drive.

The printer uses volatile memory to store customer data during the printing process. When the printer is turned off, the volatile memory is erased.

The printer uses non-volatile memory to store device configuration information. This non-volatile information is used to initialize the volatile memory when the printer is turned on and at the beginning of a print job.

The printer also contains a hard disk drive that retains data after the printer is powered off.

Volatile memory

Volatile memory components in the HP DesignJet T1700 Printer Series include:

- Main RAM memory. 4GB by default. Used as system memory. All information is erased when the printer is powered off.
- 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 T1700 Printer Series include:

- CMOS Memory – BIOS 16 MB. Does not contain user data. Its purpose is to act as the BIOS bootloader.
- NVM at line sensor. 2KB. Contains calibration tables for the sensor.
- NVM at analog encoder PCA. 256 KB. Contains printer settings and calibrations; it also contains usage counters. It can be reset to factory defaults by a service engineer.
- NVM in I/O Card. 18 Kbytes. Contains information with the control parameters for the Gigabit Ethernet card.

This statement provides a generic view of memory device volatility for the stated HP Designjet printers. It should not be used as a supporting document either directly or indirectly for any claims against HP. HP assumes no obligation to any legal issues arising from the use of this document either directly or indirectly. This document is privileged, confidential, and contains private information. Any reading, retention, distribution, or copying of this communication by any person other than its intended recipient is prohibited.

Hard Disk Drives

The printer contains a 500 GB encrypted hard disk drive with different purposes. It is not possible to operate the printer without the hard disk drive.

User information can be stored in 5 different partitions of the hard disk drive, and includes:

- Calibration data and printer settings.
- User plots (in rasterized format, i.e. already processed).
- User plots in native format (plots submitted to the Job Storage of the printer).
- Accounting information.
- Usage information.

There are different options to erase part of the user information on the hard drive:

- User plots in native format stored in the Job Storage folder of the printer can be erased manually by users with administrative access to the printer's Embedded Web Server.
- User plots in rasterized format (in the printer's queue) can be erased from the queue by users with administrative access to the printer's Embedded Web Server or with access to the printer's front panel.
- Temporary scan files can be erased from the queue by accessing the printers front panel.
- Calibration data, printer settings, usage information, and accounting information can be erased by service engineers.

HP Designjet T1700 Printer supports Secure Disk Erase and Secure File Erase according to the U.S. Department of Defense 5220-22.M specification.

Secure Disk Erase and Secure File Erase allow erasing the information from the Hard Disk drive in a secure mode which makes it impossible to recover the information. It is also possible to trigger a Secure Disk Wipe which will use the U.S. Department of Defense 5220-22.M specification to erase all data from hard disk partitions that contain user data.

For more information about this feature, please check the "HP Designjet Printers Series - Security Features" whitepaper.