

# Certificate of Volatility

Manufacturer: Xerox

Equipment Name: WorkCentre Pro

Model: 123, 128

Configuration: This item is a networked device which supports Windows (95, 98, ME, NT, 2000, XP), Unix (LPR) and Mac (PostScript PPD)

General description: This device is connected to a network.

Purpose: Multi-Functional Device, Print, Copy, Fax, and Scan to e-mail or scan to network

## 1. Type of memory:

**Volatile memory:** What is the amount? What period of time does the unit need to be powered off to completely erase this memory?

### **IOT Controller Volatile Memory:**

ESS DRAM 128 MB (User image data stored. Data lost at power off.)

DRAM 32 MB (No user image data stored.)

### **FAX Card Volatile Memory:**

SDRAM 64 MB (No user image data stored.)

### **Network Controller Volatile Memory:**

DRAM 128 MB (System and User image data stored. Data lost at power off.)

### **Video Volatile Memory:**

There are also a number of RAM buffers in the video path that are used for image manipulation (reduce/enlarge, rotation, etc.), and all have no data retention capability. When power is removed all data is lost. These buffers are typically built into the ASICs.

Typical bleed down time for all volatile memory is under 10 seconds.

## **Non-Volatile Memory:**

**Type:** What type(s) of non-volatile memory are included, EPROM, EEPROM, Flash memory, NVRAM, and battery backed, etc. (fill in)

### **User Interface Non-Volatile memory:**

Flash ROM: 16 MB (UI executable code. No user image data stored.)

### **IOT Controller Non-Volatile memory:**

Flash ROM 16 MB (Marking Engine executable code. No user image data stored.)

NVRAM 8 KB (Xerographic setpoints. No user image data stored.)

Rigid Disk Drive: 20 GB (User image data stored. User data overwritten if optional image overwrite option present and enabled.)

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### **FAX Card Non-Volatile Memory:**

NVRAM 8 MB (User FAX image data stored.)

### **Network Controller Non-Volatile Memory:**

Flash ROM 16 MB (Configuration code. No user image data stored.)

Rigid Disk Drive: 20 GB (User-defined fonts, optional fax data and User image data stored. User data overwritten if optional image overwrite option present and enabled.)

There are other non volatile memory devices in the multi-functional device, but these are used solely for low-level I/O control. Some examples of this distributed control are:

- Power distribution, Photoreceptor and main drive motors control
- Raster Output Scanner (ROS)
- Paper Registration
- Finisher

2. **Accessibility:** Is it accessible by accidental/intentional keystroke, or software malfunction? **No.** However, the login system administrator or service technician (via diagnostic operation) may adjust certain machine operational parameters. User data is never accessible.
3. If "YES, it **is** accessible, describe location and purpose.

Purpose: typical uses for non-volatile memory location are system identification number and system configuration, boot, and initialization parameters, for example (battery-backed NVRAM on SUNs); put in for future design needs, internal depot repair, clock circuit, "nice" to have, or to flag unauthorized software, etc.

If "NO", it is not accessible, \_\_\_\_**X**\_\_\_\_ (Check here).

4. *Required memory:* Is device needed for normal operation, i.e. required for this processing period?  
**All memory listed is required for normal operation.**
5. *Removal consequences:* If device memory chip is erased, what impact will this have on operation and normal function of device?

Example: If the SUN is turned on without this means of checking for the authorized configuration, the system will not boot and therefore the data cannot be processed per the standard Practice Procedure (SPP).

**ROM memory device content is required and essential for operation and normal function of the device. Loss would render the device inoperable. ROM memory, as stated above, never contains user data. This memory is never overwritten or erased during normal operation.**

**ESS DRAM memory processes user data. Content of this memory is lost at power off.**

**Copy Controller Rigid Disk Drive removal will result in a message being posted to the local user interface that the disk is not present, and machines ability to handle complex copy jobs will be affected. This disk contains customer document images only; no system software is ever present. All customer data is completely overwritten using a 3-pass methodology by the Image Overwrite Security option.**

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6. *Method of access:* How is it accessed? Is non-volatile memory location theoretically accessible with any system code, not just via the operating system or low level booting firmware?  
Marking Engine non-volatile memory is used for storing Multifunction Device application settings and is accessible by application level code. There is no user access to the memory devices, except as provided programmatically to control device behaviors.

Remember: Modifying internal programming to access is not the same thing as unknowingly accessing from an accidental keyboard stroke.

7. *Warranty:* Does chip removal or EEPROM erasure void the warranty?  
Yes, memory removal or erasure will void the warranty. Disk removal of the internal disk drive will void the warranty.

8. *Size:* How much memory is contained? Number of bytes, etc.  
See section 1, "Type of Memory"

9. *Spacing:* Is the memory fully utilized or does it have available memory space for additional information to be placed?  
The non-volatile memory devices are sized to contain the necessary amount of data required for system operation. Usually there are some unused memory addresses where additional information could be theoretically stored. Without access to the software developers' memory maps, determining the location of this unused memory would require reverse engineering the software.

The Copy Controller and Network Controller rigid disk drive contain spooling partitions designated for customer document data. Space is dynamically allocated to each job handled; at job completion this space is deallocated to be available for new document images. All residual customer data in deallocated space is overwritten using a three pass algorithm by the Image Overwrite Security option.

10. Can this non-volatile memory be addressed to ensure that only authorized information is resident? If yes, how?  
At boot-up, the system computes a checksum for each non-volatile memory device. (Note: The computed checksum is compared against a value stored in the device itself. This is sufficient to detect hardware failures, but not necessarily intentional corruption.)

Evaluation and summary of this equipment was completed by the following:

Steve Palumbo Signature

Steve Palumbo (Printed name)

Technical Program Manager (Title)

Technical Program Manager (Job function)