

Security and the DocuColor 3535 EPC Hard Disk Drive

Introduction

We at Xerox know that the security of the documents you copy is a high priority for you; it is for us too. That's why we've put together this document to answer frequently asked questions regarding security.

Frequently Asked Questions

Q: Does the image stay on the hard drive after I've made my copies?

A: For the DocuColor 3535 copier/printer, the machine's software assures that scanned images will not remain permanently on the EPC hard drive. The scanned image is transferred to the RAM (Random Access Memory) and the hard drive for storage until the printing cycle begins. The information that has been scanned is processed using a proprietary Xerox programming language and sent to the hard drive. This means that the information is compressed, using a proprietary Xerox format and stored in a non-specific location and size on the hard drive. Then, when the job has printed or the copier is powered down, the information in the hard drive is cleared and the information in RAM is deleted. To further ensure that data is not accessible, the specially formatted image on the hard drive will be continuously overwritten with subsequent scanned images.

Q: Can the hard drive be read or printed by loading it onto another copier?

A: Even if the hard drive from one DocuColor 3535 was removed and mounted in another copier (including another DocuColor 3535), it is not possible to print the data. All data on the hard drive is compressed and specially formatted as soon as it is scanned. Part of the storage process is that data is stored with a non-specific location and size. Only the copier on which it was created has the correct "pointers" to locate and identify the compression size of the image and to print it to paper. For this reason, any other DocuColor 3535 copier/printer would treat this hard drive as a new, empty disk.

Q: Can a Xerox service representative access the images from the hard drive while using the service laptop?

A: No images from the copier/printer hard drive can be accessed through a laptop either by a Xerox service representative or any other person using a laptop. A Xerox service representative can only request the system to print internally generated test patterns to assess image quality or initiate a process to reformat the hard drive. In addition, the copier/printer uses a proprietary Xerox format, which is not compatible with PC formats.

Q: If the Photoreceptor or intermediate transfer belt is removed from the copier, can the image be read either after scanning or after printing?

A: Both the photoreceptor and transfer belt are uniformly erased during machine cycle down to prevent localized electrostatic fatigue. If the machine is "hardstopped" mid job, there will be a latent image on both the photoreceptor and the transfer belt. The photoreceptor image will be erased by any exposure to light. The transfer belt requires tools and specialized knowledge of the machine to remove. In the event of a hard shut down, both the photoreceptor and the transfer belt will be erased when the machine cycles back up.

Contact

For additional information or clarification on any of the product information given here, contact Xerox support.

Disclaimer

The information provided in this document is provided "as is" without warranty of any kind. Xerox Corporation disclaims all warranties, either express or implied, including the warranties of merchantability and fitness for a particular purpose. In no event shall Xerox Corporation be liable for any damages whatsoever resulting from user's use or disregard of the information provided in this Xerox Product Response including direct, indirect, incidental, consequential, loss of business profits or special damages, even if Xerox Corporation has been advised of the possibility of such damages. Some states do not allow the exclusion or limitation of liability for consequential damages so the foregoing limitation may not apply.