

Statement of Volatility

21 October 2024

Crestron devices may contain Volatile and/or Non-Volatile memory. The purpose of this document is to provide

The following products are covered by this statement.

- DM-NVX-384
- DM-NVX-384C
- DM-NVX-385
- DM-NVX-385C

Type	Size	V/NV	Usage	User Data	Clearing Process	Notes
FLASH	4Mbit	NV	System Configuration	N	N/A	
FLASH	4Mbit	NV	System Configuration	N	N/A	
FLASH	8Mbit	NV	System Configuration	N	N/A	
FLASH	8Mbit	NV	System Configuration	N	N/A	
FLASH	4Mbit	NV	System Configuration	N	N/A	
FLASH	4Mbit	NV	User Configuration System Configuration	Configuration	See Clearing Instructions below.	
FLASH	128Mbit	NV	System Configuration	N	N/A	
EEPROM	256Kbit	NV	System Configuration	N	N/A	
SD CARD (Internal)	16GB	NV	User Configuration Software Image Log Files Custom Programming	Diagnostic Configuration	See Clearing Instructions below.	
SDRAM	4GB	V	Media Buffer	End User	Remove power from device.	
SDRAM	4GB	V	Media Buffer	End User	Remove power from device.	
SDRAM	8GB	V	System Configuration	N	N/A	

End User Data Description

Data that is stored:

- 1) Network settings
- 2) Control system
- 3) Routing
- 4) EDID
- 5) Streams
- 6) HDMI Settings
- 7) User groups, usernames and passwords
- 8) Certificates
- 9) USB
- 10) Auto update schedule

Clearing Instructions

Issuing a restore operation from the Web UI, Console, or Setup button

Please see product documentation for additional details on performing operations.

For additional questions, please contact your sales or support team.

Terms and Definitions

Volatile Memory (V) requires power to maintain the stored information. When power is removed from this memory, its contents are lost.

Non-Volatile Memory (NV) does not require power to maintain the stored information. Device retains its contents when power is removed.

End User Data refers to any information which a user is capable of inputting to the device, directly or indirectly in a normal day-to-day usage scenario.

Configuration Data refers to any information input to the device by an administrator. This may include network and service configuration or custom programming.

Diagnostic Data refers to system logfiles and similarly created data which may be accessed by an administrator to verify the correct operation of the device or provide troubleshooting.

Clearing is defined by *NIST Special Publication 800-88 Revision 1*, as a logical technique to sanitize data for protection against simple non-invasive data recovery techniques using the same interface available to the user.

Sanitization is defined by *NIST Special Publication 800-88 Revision 1*, as a process to render access to “User Data” on the media infeasible for a given level of effort. In this document, Clearing is the degree of sanitization described.

