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1 Statement of Volatility
This TrueNAS system contains volatile and non-volatile (NV) components. Volatile components lose stored data after power loss. NV components can retain sensitive user or administrative data after power loss.

This document describes data-clearing methods for NV components that store sensitive data. This section does not discuss components that do not store sensitive data on volatile or NV memory.

2 Non-Volatile Components (Administrative Data)
These components store system management data, including passwords, network information, and system logs.

2.1 BIOS Password
You use the BIOS password to change BIOS settings. It is 64 MiB.

To clear BIOS password data, power down the system and unplug the power cable. Remove one TrueNAS controller and take the CMOS battery out. Power on the system and verify the previous BIOS password is no longer valid.

Repeat for all TrueNAS controllers.

2.2 BMC
The BMC stores 128 MiB of server management and management port network information.

Log in to the system IPMI web interface. Open the Maintenance dropdown and click Factory Defaults.

Click Restore the erase all custom settings and reset the device to the original factory configuration.

2.3 M.2 OS Device
The M.2 OS boot device stores 256 GiB of system logs and configuration data. To clear the M.2 device, we recommend physically removing it from the system and destroying it, but you can also use the methods in the Disk Clearing Methods section below.

3 Non-Volatile Components (User Data)
These components store data created or uploaded by system users.

3.1 L2ARC
Your system can have none or multiple L2ARC (read cache extension) devices depending on the configuration you purchased. See Disk Clearing Methods below for wipe methods.

3.2 SLOG
Your system can have none or multiple SLOG (write cache extension) devices depending on the configuration you purchased. Standard configurations use an SSD for the SLOG. You must wipe the SLOG disks to remove data.

See Disk Clearing Methods below for wipe methods.

4 Disk Clearing Methods
You can erase disks in the web UI by detaching them from the pool and wiping them using Full with zeros, which writes zeros to the entire disk (does not work for M.2 OS device).

You can erase disks with utilities like dd, DBAN, or other disk erasure tools. Certain tools may require you to connect the disk to a computer running a different operating system.

You can also physically remove the disk and sanitize it in accordance with security best practices.
5 Additional Resources

The TrueNAS Documentation Hub has complete software configuration and usage instructions. Click Guide in the TrueNAS web interface or go directly to:

https://www.truenas.com/docs

Additional hardware guides and articles are in the Documentation Hub's Hardware section:

https://www.truenas.com/docs/hardware

The TrueNAS Community forums provide opportunities to interact with other TrueNAS users and discuss their configurations:

https://www.truenas.com/community

6 Contacting iXsystems

Having issues? Please contact iX Support to ensure a smooth resolution.

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Contact Options</th>
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<tbody>
<tr>
<td>Web</td>
<td><a href="https://support.ixsystems.com">https://support.ixsystems.com</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:support@ixsystems.com">support@ixsystems.com</a></td>
</tr>
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</table>
| Telephone      | Monday-Friday, 6:00AM to 6:00PM Pacific Standard Time:  
|                | - US-only toll-free: 1-855-473-7449 option 2  
|                | - Local and international: 1-408-943-4100 option 2 |
| Telephone      | Telephone After Hours (24x7 Gold Level Support only):  
|                | - US-only toll-free: 1-855-499-5131  
|                | - International: 1-408-878-3140 (International calling rates will apply) |