

R20B Statement of Volatility

v.25071



Contents

1 Statement of Volatility	1
2 Non-Volatile Components (Administrative Data)	1
2.1 BIOS Password	1
2.2 BMC	1
2.3 M.2 OS Device	1
3 Non-Volatile Components (User Data)	1
3.1 L2ARC	1
3.2 SLOG	1
4 Disk Clearing Methods	1
5 Additional Resources	2
6 Contacting iXsystems	2

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 Power on the system and verify the previous BIOS password is no longer valid.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 Forums provide opportunities to interact with other TrueNAS users and discuss their configurations:

<https://forums.truenas.com/>

6 Contact Us

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

Contact Method	Contact Options
Web	https://www.truenas.com/support/truenas-arrays/
Email	support@truenas.com
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)