



Cobb Installed Equipment Hard Drive Security Options

A recent CBS News report titled, “Your Office Copy Machine Might Digitally Store Thousands of Documents That Get Passed on at Resale,” alerted the public to the fact that today’s digital copiers and multi-function peripherals (“MFPs”) contain hard drives that store images of every document copied, scanned or emailed by the machine. The report indicated that potentially private, sensitive data can be left on the hard drives of copiers after they are returned at the end of their lease period and that businesses and organizations need to be aware of the need to “wipe” the hard drives clean prior to returning the equipment.

As Virginia’s leading independent document solutions provider, Cobb Technologies takes its clients’ data security very seriously. We offer several options to maintain security on existing devices or to utilize at the end of lease or reallocation of a copier or MFP device.

Automatic Security Measures on Cobb Installed Equipment

- When a print or scan job is sent to a device, the information is stored on the hard drive temporarily until another job overwrites (writes OVER) that information with the digital information of the new job. Information from every individual job is not stored permanently on a copier’s hard drive, as it is constantly being overwritten with each new job.
- The information is overwritten with one pass of each successive job.

Optional Security Measures Available For Cobb Installed Equipment

Sanitize Hard Drive

- At the customer’s request, a Cobb service technician can sanitize a device’s hard drive on-site which “wipes” clean the information stored on the hard drive.
- Professional services fees will be charged by Cobb to perform this service.
- Cobb’s service department will sanitize a device’s hard drive at no additional fee at the end of the lease term, prior to the equipment being removed from the customer site, if the customer is upgrading to a new copier or MFP with Cobb Technologies.
- Under most circumstances, this service should only be performed at the end of lease.

-more-

Purchase New Hard Drive

- A customer can purchase a new hard drive to replace the existing hard drive in a device they are returning. Cobb will perform the replacement and provide the customer with the old hard drive to dispose of accordingly.
- Professional services fees will be charged by Cobb to perform this service.
- This service should only be performed at the end of lease.

Security Kit Hard Drive Erase

- Canon, Konica Minolta and Kyocera all offer a separate security hard drive erase kit that allows continuous overwriting of information temporarily stored on the hard drive utilizing multiple layers (up to 3 times) so that the information is rendered indecipherable.
- The kits are password protected for use by administrators only.
- Hard drive security kits can be easily installed on new and existing equipment by Cobb service technicians and cost approximately \$400-\$500. Professional service fees will be charged for Cobb to perform this service retroactively.

Security Kit Hard Drive Encryption

- A hard drive encryption kit adds an encryption key to the device that is necessary to unlock any data that is stored on the hard drive. If the key is not utilized, data on the hard drive is rendered indecipherable.

Regardless of which option a customer selects, the best protection against data theft is to prevent unauthorized access to all equipment capable of storing data digitally. This includes not only copiers and MFPs, but also personal computers, laptops, mobile “smart” phones, and digital telephone equipment. While no solution is completely foolproof all of the time, feel free to contact your Cobb Technologies representative for more information regarding this subject.

For additional information, visit cobbtechnologies.com.