



To whom it may concern,

Letter of Volatility

This letter of volatility is provided by Progress to assist our customers in identifying all information storage (memory and media) that is included in or provided by the system. In addition, this letter provides recommended procedures used to ensure that sensitive information processed by the system is not stored on any of the system components should they need to be released from the secure environment (e.g., returned for repair, etc.).

Definitions

The following definitions are provided to ensure clarity

Clearing: Clearing is the process of eradicating data on the media before it is reused in an environment that provides an acceptable level of protection for the data previously stored on the media before clearing. (ex. Sensitive Processing for one program whose media/hardware will move and be used for Sensitive Processing on a separate program(s).

Sanitizing: Sanitizing is the process of removing data on the media before it is reused in an environment that does not provide an acceptable level of protection for the data previously on the media before sanitizing.

General Information

The following information applies to all Progress Kemp LoadMaster hardware appliances.

Hardware appliances are based on commodity Intel processor, server class hardware. As such, these devices contain DRAM and Storage Media. In some cases, the storage media is based on hard drive technology. In other cases, the storage media is based on Solid State Storage (SSD).

Use of Volatile Memory (SRAM, DRAM, ...)

LoadMaster hardware appliances use DRAM to store the running image of the LoadMaster Operating System and associated cache files.

Use of Non-Volatile Memory (MMRAM, Flash, EEPROM. ...)

LoadMaster hardware appliances do not use non-volatile memory.

Use of Storage Media (Disk, SSD, Tape, ...)

LoadMaster hardware appliances use either disk drives or SSD drives to store the LoadMaster Operating System, appliance configuration information and appliance log files. Users do not have direct access to these storage devices. Log files can contain details on userid and IP address for users connecting thru the appliance.

Clearing

Progress's recommended method for Clearing is to use the web management interface to delete all logs files and administrative accounts. Then use the console interface to reset the "bal" password and perform a "Reset to Factory" on the appliance. Once the appliance is powered off or rebooted, the appliance has been cleared.



Sanitizing

Progress's recommended method for Sanitizing is to power off the system, remove and destroy the storage media. Customers can then contact Progress and purchase replacement drives.

LoadMaster Model Specific Information

Model	DRAM (Gb)	Drive Size (Gb)	Drive Type	Drive Quantity	Drive Location	Removable
LM-X1	4	500	Disk	1	Internal	Yes
LM-X3	8	500	Disk	1	Internal	Yes
LM-X15	32	500	Disk	2	Drive Bay	Yes
LM-X15-MT	32	500	Disk	2	Drive Bay	Yes
LM-X25	64	1,000	Disk	2	Drive Bay	Yes
LM-X25-NG	64	1,000	Disk	2	Drive Bay	Yes
LM-X25-MT	64	1,000	Disk	2	Drive Bay	Yes
LM-X25MT-NG	64	1,000	Disk	2	Drive Bay	Yes
LM-X40	64	1,000	Disk	2	Drive Bay	Yes
LM-X40-NG	64	1,000	Disk	2	Drive Bay	Yes
LM-X40-MT	64	1,000	Disk	2	Drive Bay	Yes
LM-X40M	256	1,000	Disk	2	Drive Bay	Yes
LM-XHC-25G	64	1,000	Disk	2	Drive Bay	Yes
LM-XHC-40G	64	1,000	Disk	2	Drive Bay	Yes
LM-XHC-100G	64	1,000	Disk	2	Drive Bay	Yes
LM-XHC-55G	128	1,000	Disk	2	Drive Bay	Yes
LM-XHC-75G	128	1,000	Disk	2	Drive Bay	Yes
LM-XHC-100G	128	1,000	Disk	2	Drive Bay	Yes

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LOCATION

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Date

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For additional information or queries please contact legal@progress.com