Hewlett-Packard Certificate of Volatility

Model: HP LaserJet Pro M102/M104 Printer Series	Part Number: G3Q34A = M102a G3Q36A = M104a	Address: Hewlett Packard Company 11311 Chinden Blvd Boise, ID 83714

Volatile Memory

Does the device contain volatile memory (Memory whose contents are lost when power is removed)?
☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below

Type (SRAM, DRAM, etc):	Size:	User Modifiable:	Function:	Steps to clear memory:
DDR3-DRAM	128MB	☐ Yes ☒ No	Function: Used for temporary storage during the processing of jobs and for applications running on the OS.	When the printer is powered OFF , the memory is erased.
Type (SRAM, DRAM, etc):	Size:	User Modifiable: ☐ Yes ☐ No	Function:	Steps to clear memory:
Type (SRAM, DRAM, etc):	Size:	User Modifiable: ☐ Yes ☐ No	Function:	Steps to clear memory:

Non-Volatile Memory

Does the device contain non-volatile memory (Memory whose contents are retained when power is removed)?
☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below

Type (Flash, EEPROM, etc):	Size:	User Modifiable:	Function:	Steps to clear memory:
EEPROM	16KB	☐ Yes ☒ No	Store customer setting data for backup/restore	Perform NVRAM initialization according to service manual, it returns most system parameter in NVRAM to default factory setting.
Nor-Flash	16MB	☐ Yes ☒ No	Store firmware code, File system, customer setting data for backup/restore	Permanent storage requires special code to clear or update firmware- Typically not done by the user
Type (Flash, EEPROM, etc):	Size:	☐ Yes ☐ No	Function:	Steps to clear memory:

Mass Storage

Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)?
☐ Yes ☒ No If Yes please describe the type, size, function, and steps to clear the memory below

Type (HDD, Tape, etc):	Size:	User Modifiable: ☐ Yes ☐ No	Function:	Steps to clear memory:

Type (HDD, Tape, etc):	Size:	User Modifiable: ☐ Yes ☐ No	Function:	Steps to clear memory:

USB

Does the item accept USB input and if so, for what purpose (i.e Print Jobs, device firmware updates, scan upload)?
☐ Yes ☒ No If Yes please describe below

The front USB host can accept print jobs, scan uploads, photos and can be used to upload printer firmware.

Can any data other than scan upload be sent to the USB device)?
☐ Yes ☒ No If Yes please describe below

Rear USB host when configured will accept stored jobs, encrypted files stored and deleted by user.

RF/RFID

Does the item use RF or RFID for receive or transmit of any data including remote diagnostics. (e.g. Cellular phone, Bluetooth) ☐ Yes ☒ No If Yes please describe below

Purpose: Wireless Information string	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

Other Transmission Capabilities

Does the device employ any other methods of non-wired access to transmit or receive any data whatsoever (e.g. anything other than standard hard wired TCP/IP, direct USB, or parallel connections)? ☐Yes ☒ No If Yes please describe below:

Purpose: Wireless Network Connectivity	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

Other Capabilities

Does the device employ any other method of communications such as a Modem to transmit or receive any data whatsoever? ☐ Yes ☒ No If Yes please describe below:

Purpose:

Specifications

Author Information

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