

Defective Media Retention (DMR) Care Pack services for Business Critical Servers (BCS)

As of December 1st, 2008 a new set of HP Care Pack services with Defective Media Retention (DMR) is available. All HP Care Pack services that include reactive hardware support on hard disk based systems are now also available in a version that includes Defective Media Retention as a default service feature as part of the reactive HW support.

DMR is available on the following BCS products: PA Risc Servers, Integrity Servers, Integrity Blade.

Are there any restrictions or exceptions?

Superdome Products: There will be no Superdome Service Solution part numbers that include the HP Care Pack Services with the Defective Media Retention (DMR) service feature option.

If Superdome customers require Defective Media Retention to be included as a feature of their selected support service level they have the following options:

- * Purchase an Upfront Service Solution and then purchase a contractual upgrade to include the DMR feature
- * Purchase a contractual service solution ("Day 1 contract") that includes the DMR service feature as part of the selected Hardware Support service level, instead of purchasing the Upfront Service Solution
- * Request to retain the defective Hard Disk Drive (HDD) in the event of an HDD failure that requires the defective drive to be replaced by purchasing a new HDD at the then current list price using standard Time and Material invoicing processes at the time the service is delivered.

The Benefit of Hardware Support with Defective Media Retention:

For customers who need to control and secure their classified, proprietary and confidential data and want to enjoy a more cost effective solution when choosing not to return a malfunctioning disk drive, HP Defective Media Retention Services provide a simpler solution.

Designed for customers who:

- * Need to control and secure their classified, proprietary and confidential data
- * Are subject to current data privacy regulations
- * Want a simpler, more cost effective solution when choosing not to return a malfunctioning disk drive

Availability varies depending on product and geographic location*

The HP Defective Media Retention option lets you keep, and control, your disk and your data. The process closely resembles what happens in a standard service call.

If a disk, which is covered by the DMR option malfunctions, you call HP for support.

Support agent will diagnose your system problem and dispatch personnel (if needed) and provide replacement part.

You will keep the defective disk drive.

Your responsibilities

Before the actual replacement occurs, you must inform the authorized HP support agent of your intention to keep the disk drive and

Retain physical control of Disk Drives at all times during support delivery by HP

Ensure the information found on the label of the malfunctioning disk drive is provided to HP
Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure

Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again

Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations

How you benefit

Security and Control – Your data will never leave your control, greatly reducing the risk that it will ever be compromised.

Compliance – Media retention will allow you to meet the requirements of current data privacy regulations.

Risk Mitigation – Proper control and disposition of sensitive data can mitigate the risk of expensive regulatory or civil liability.

Convenience – This service will simplify activities related to keeping your malfunctioning drive, and is available as a convenient, pre-paid HP Care Pack service or a configurable service agreement.

Cost Effective – You can purchase 1, 3, 4, or 5 years of pre-paid support (depending on the product and type of service purchased) or a service agreement with monthly payments eliminating the need to budget for unexpected replacement costs.

HP Support with Defective Media Retention can be purchased:

Contact your HP Sales Representative

Contact your HP Authorized Reseller

Use the partner locator on www.hp.com