



Keep sensitive data safe

HPE Defective Media Solutions

Today, business-critical data often resides in places other than a drive. Extend your protection and maintain regulatory compliance with HPE Defective Media Retention and HPE Comprehensive Defective Material Retention.

HPE DMR and HPE CDMR options help you:

- Reduce security risks with classified, proprietary, and confidential data
- Keep sensitive data compliant with privacy regulations
- Achieve a simpler, more cost-effective solution when you choose not to return a malfunctioning component



Hewlett Packard
Enterprise

When does a disk go bad?

Let's start with the basics. A defective storage disk is no cause for alarm if your hardware is covered by a Hewlett Packard Enterprise on-site hardware support agreement. A Hewlett Packard Enterprise support agent will diagnose your system problem, dispatch personnel if needed, and provide a replacement part. Once you recover the backed-up data, you are ready to continue working.

It's what happens next that could concern you, especially if you must comply with stringent internal or external data security regulations. Some or all of the data on your defective disk could still be accessible through a variety of tools and techniques. And simply letting the disk and data leave your facilities could subject you to penalties under government regulations like HIPAA, Sarbanes-Oxley, Gramm-Leach-Bliley Act (GLBA), and General Data Protection Regulation (GDPR) in the European Union.

What about data beyond my drives?

Today's speed-intensive, data-driven environments have raised the expectation to put sensitive data as close to the search or transaction as possible. Many times, this means not just drives where the final transactions are stored but places like switch components, memory-retentive system boards and system memory can retain data. The only way to assure this sensitive data does not fall into wrong hands is to remove that component from ever being put into operation again.



Keep your component. Stay in control

You could solve the problem by keeping your defective disk and/or failed data-retentive memory component, but your standard hardware agreement terms require you to purchase the replenishment component if you are not returning the failed one.

While defective media retention is commonplace today, if you are a security conscious company, you might consider adding comprehensive defective material retention service to your hardware support agreement.

Features	HPE Defective Media Retention (DMR)	HPE Comprehensive Defective Material Retention (CDMR)
Available as an extension on HPE hardware on-site offers	X	X
Available for 3, 4, and 5 years	X	X
Allows you to retain disk drives	X	X
Allows you to keep additional components such as memory, I/O cards, network cards, controllers, network devices, CPUs, and system boards ¹		X
Enhances data security for on-site operational support services	X	X

¹ HPE reserves the right to amend the list of in-scope and out-of-scope components at its sole discretion. Contact a local HPE sales office or HPE sales representative for more information on component eligibility.



A secure choice for today's realities

The HPE Defective Media Retention (DMR)

HPE DMR lets you keep—and control—your disk and your data. The process closely resembles what happens in a standard service call. If a disk covered by the retention option malfunctions, you call Hewlett Packard Enterprise for support. An HPE support agent will diagnose your system problem, dispatch personnel (if needed) and provide a replacement disk/part.

HPE Comprehensive Defective Material Retention (CDMR)

HPE CDMR allows you to keep additional components such as memory, I/O cards, network cards, controllers, network devices, CPUs, and system boards.² Defective GPUs, superchips, GPU trays, or baseboards with integrated GPUs may not be kept and must be returned to HPE.

Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise.

The malfunctioning part will then be replaced.

You will be responsible for destroying and/or permanently removing the device from production.

Select the coverage that's right for you

HPE DMR and HPE CDMR are available as options on [HPE Services on-site operational services](#). These services can be configured with a hardware purchase, purchased as a new support contract, or after a previous warranty or support service package expires.

Additional service information

Customers who have purchased HPE CDMR prior to May 1, 2025, are eligible to retain defective GPU cards.

² HPE reserves the right to amend the list of in-scope and out-of-scope components at its sole discretion. Contact a local HPE sales office or HPE sales representative for more information on component eligibility.

Resources

For more information on these services to retain defective material, please contact your HPE representative or authorized HPE reseller, or visit the [HPE Tech Care Service eBook](#).

Learn more at

[HPE.com/services](https://www.hpe.com/services)

Visit [HPE.com](https://www.hpe.com)



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