

HP Storage Media Warranty & Support



Most HP products come with limited lifetime warranties and one-stop, world-class customer support for storage drives and media.



While your HP storage media is unlikely to get into trouble, if you follow these steps, HP can make sure that any genuine warranty claims are dealt with swiftly and professionally.

Make sure you read and understand the product's warranty statement

A detailed warranty statement is published in your user documentation. In simple terms, the warranty covers genuine Hewlett-Packard storage media products bearing the HP logo.

HP accepts full responsibility for defects in workmanship and materials during the normal lifetime of the product and will replace any faulty and returned product during this period.

HP cannot, however be held liable for lost data, or the consequences arising from any data loss.



Our warranty does not cover:

- cartridges that have been modified or tampered with
- products that have suffered damage in transit
- refurbished or recycled products
- products not branded HP

Check to see if the product falls within the specified 'limited lifetime'

Type of Cartridge	Type of Cover	Warranty Period	Number of Passes	Number of full back-ups
HP Travan Cartridges	5 year lifetime	5 years' replacement	10,000	100
HP DDS Cartridges	Limited lifetime	20 years' replacement	2,000	100
HP AIT Cartridges	Limited lifetime	30 years' replacement	1,000,000	140
HP DLT & SDLT Cartridges	Limited lifetime	30 years' replacement	1,000,000	250
HP Ultrium Cartridges	Limited lifetime	30 years' replacement	1,000,000	260
HP Magneto-Optical WORM	Limited lifetime	30 years' replacement	write once	14X 10 million 1,2,4,8X 100 million
HP Magneto-Optical rewritable		30 years' replacement	14X 1 million 1,2,4,8X 10 million	14X 10 million

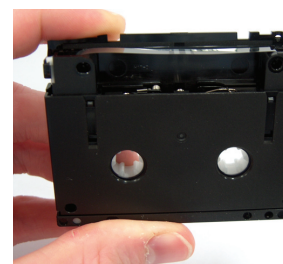
Inspect the cartridge

- Make sure the cartridge has an official HP label in the right place: either on the face of the cartridge, or on the spine to the left of the write-protect switch.
- Never stick labels on top of other labels, as this can result in the top label peeling away and causing the tape to stick in the drive.
- Look for cracks, splits or dents at the corners, edges or seams of the cartridge – a sure sign that the media has been dropped or mishandled.
- Check that the screws on the back of the cartridge are still in place and have not been tampered with.
- Look for any marks on the screw heads that could have been made by a screwdriver.
- Make sure the write-protect switch works. It should click from side to side.

Inspect the tape



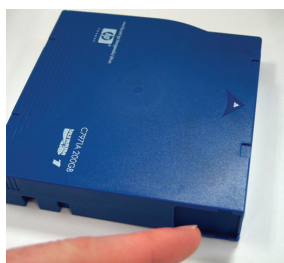
- Simply flip open the lid located on the top of the tape.



- Look for the two vertical grooves on the back of the cartridge. At the base of these are two notches.
- Press them in and slide the plastic plate to the bottom.
- Flip the top forward to expose the tap

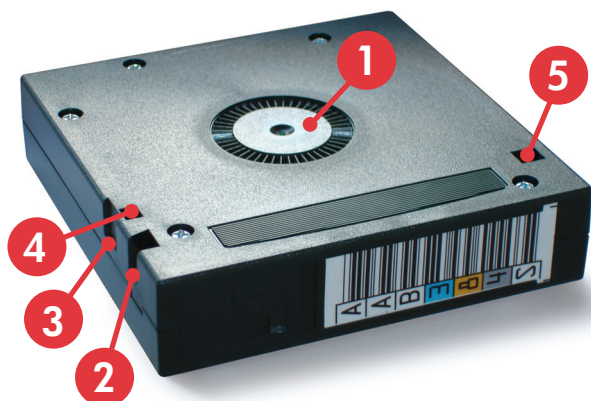


- Press the switch down on top of the cartridge. This will release and lift the flap to expose the tape.



- Slide the door open from right to left. You'll find this in the corner opposite the write protect switch. This will reveal the leader pin. Check that the tape is still attached and that the leader pin sits within the recess at the top and bottom on the inside of the cartridge.
- The tape should always be shiny and clean. If it looks dull, dirty or scratched, this could indicate poor storage or misuse.

Check the mechanism on SDLT, DLT and LTO media



1. Check the spindle operates correctly, when depressed it should spring back to original position.
- 2, 3 and 4. Check notch locators are intact.
5. Check the reel lock mechanism. there should be a tensioned button with the recess of the hole which regulates the position of the central spindle 1. This only applies to DLT and SDLT cartridges

HP StorageWorks Library and Tape Tools

HP StorageWorks Library and Tape Tools (L&TT) is a free, downloadable, robust diagnostic tool for all of HP's tape storage and magneto-optical storage products. Provided for a wide range of users, it is ideal for customers who want to verify their installation, ensure product reliability, perform their own diagnostics and achieve faster resolution of tape device issues.

L&TT performs firmware upgrades, verification of device operation, failure analysis and a range of utility functions. Performance tools assist in troubleshooting bottlenecks and system configuration checks warn of common host issues. It also provides seamless integration with HP support by generating and e-mailing test results and support tickets. HP Support will require the use of L&TT to troubleshoot most device issues, so it is recommended that a support ticket is pulled and the device assessment test is run before calling.

Operating systems currently supported include HP-UX, Microsoft® Windows®, Linux, OpenVMS and Solaris.



What's new

- L&TT is frequently updated and developed to provide the most effective support and diagnostics for all of HP's tape storage products.
- For details of new features please refer to the release notes located with the L&TT download on HP's support web pages or in the L&TT user guide.
- It is highly recommended that the latest version of L&TT is used at all times as the support of even older products can benefit from improvements in the latest releases of the tool.

Features

Free, easy to install and easy to use diagnostic tool:

- Downloaded and installed from HP.com (<http://www.hp.com/support/tapetools>) in less than five minutes

- Intuitive user interface requires no customer training
- Choose between local installation or running from a remote installation, CD or memory stick.

Reduce product downtime through preventative maintenance, fast issue diagnosis with corrective actions:

- Automated, smart firmware downloads, updates and notifications
- Comprehensive device analysis and troubleshooting tests
- First level failure analysis of both the device and system without HP involvement
- Troubleshoot system performance issues through the use of analysis tools
- Identify the most common host system configuration issues
- Provides a direct link to the ITRC web-based troubleshooting content

Seamless integration with HP's hardware support organization

- Generate and e-mail support tickets to the support center for faster service and support
- Provides an all-inclusive source of device information for HP support center

Get the most out of your device through access to operational, health and usage data in the support ticket

- Drive health, life, usage, utilization, performance
- Media health, life, usage (Ultrium only)
- Backup quality (Ultrium only)