



NVIDIA

NVIDIA DGX-1 Deep Learning System

Data Sheet-Enterprise Support Services

Media Retention Service Programs Datasheet

NVIDIA has introduced two new media retention service programs for NVIDIA DGX-1. These services allow customers to retain eligible components that customers cannot relinquish due to the possibility of sensitive data being retained within their system memory during a NVIDIA DGX-1 upgrade or RMA.

- NVIDIA Comprehensive Media Retention (CMR) Service
- NVIDIA Upgrade Media Retention Service

Both service programs are exclusively for the NVIDIA DGX-1 (P100) and NVIDIA DGX-1 (V100)

Key Details

- **NVIDIA Comprehensive Media Retention (CMR) Service**
 - Allows customer to keep their defective media for control over sensitive data
 - This service is designed to augment the standard Enterprise Support Service offering
 - CMR is not a stand-alone service
 - Purchased only at time of original product purchase, or at time of service renewal
 - For pricing, please contact approved NVIDIA DGX reseller
 - Part number:
 - **DGX-1 Pascal P100 "combo SKU"** would include:
 - CMR Combo P100 1 year :718-P100CM+P1CMI12
 - CMR Combo P100 3 year :718-P100CM+P1CMI36
 - CMR Renewal Combo P100 1 year: 718-P100CM+P1CMR12 -Renewals are 1 year options only
 - **DGX-1 Volta V100 "combo SKU"** would include:
 - CMR Combo V100 1 year : 718-V100CM+P1CMI12
 - CMR Combo V100 3 year : 718-V100CM+P1CMI36
 - CMR Renewal Combo V100 1 year: 718-V100CM+P1CMR12-Renewals are 1 year options only
- **NVIDIA Upgrade Media Retention Service**
 - Exclusively for DGX-1 Pascal customers who purchase(d) a Volta Upgrade (**930-22787-2510-0U2**) who require continued possession of their Pascal-based GPU sled due to security and media retention concerns
 - Offered as standalone program
 - For pricing, please contact approved NVIDIA DGX reseller

Who can buy NVIDIA DGX-1 media retention services?

- DGX-1 Distributors and Authorized DGX-1 Solution Providers.
- Questions? EnterpriseServices@NVIDIA.com

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