RETIRED: This document has been officially retired, and the base products listed herein are now considered obsolete and are no longer available for sale. Consequently, the information contained within may no longer be current. This document is provided exclusively for reference and informational purposes.

Overview

HPE RDX Removable Disk Cartridge

The HPE RDX Removable Disk Cartridge is a rugged and removable hard disk drive cartridge that provides easy offsite data protection and quick access to your most critical data. When used with an HPE RDX internal or external dock, the HPE RDX backup system becomes an ideal entry level backup solution for small businesses with a single server or branch offices with little or no IT resources



HPE RDX Removable Disk Cartridge

What's New

- RDX 4TB Removable Disk Cartridge

Key Features & Benefits

- Easy scalability with a choice of 500 GB, 1 TB,2 TB, 3 TB and 4 TB cartridge capacities.
- Portability with a shock proof cartridge style hard drive
- Dramatically increase your data capacity by spanning data across multiple cartridges
- Designed for durability with over 5,000 load/unload insertions over the lifetime of the disk.
- Cartridges are interchangeable in any HPE RDX Removable Disk Backup System

Models

Description	SKU
HPE RDX 500GB Removable Disk Cartridge	Q2042A
HPE RDX 1TB Removable Disk Cartridge	Q2044A
HPE RDX 2TB Removable Disk Cartridge	Q2046A
HPE RDX 4TB Removable Disk Cartridge	Q2048A

Standard Features

The Flexible Way to Protect Your Business Data Faster and More Securely

- The HP RDX Removable Disk Cartridge delivers flexibly meeting both budget and capacity requirements with a choice of 320 GB, 500 GB, 1 TB and 2 TB removable disk cartridges. The HP RDX Removable Disk Backup System works with current and future higher capacity cartridges for backward compatibility.
- Backs up data at fast hard drive speeds (up to 360 GB/hr) and restores critical files in seconds instead of hours with the benefit of random disk access versus a tape drive solution.
- Backup using drag and drop file access which makes backup simple and convenient. Schedule automated backups using Windows Backup, native to the Windows operating system.

Protects Your Business Data While Respecting Your Business Costs

- The HP RDX Removable Disk Cartridge reduces on-going media and upgrade costs with disk cartridges designed with a long usage life.
- Rugged, portable and durable removable disk cartridges enable business critical backup data to be simply and securely taken off-site for disaster recovery, archive or data transfer.
- Cartridges are specified for over 5,000 load and unload cycles and designed for long life expectancy.
- RDX 500 GB, RDX 1 TB and RDX 2 TB cartridges are tested to withstand a drop of 1 meter (3 ft).

Works in a Broad Set of Small Business Operating Environments

- The HP RDX Removable Disk Cartridge suits almost every small business operating environment.
- The RDX Removable Disk Backup System is compatible with all current and future higher capacity RDX Removable Disk Cartridges making the system fully multi-generational.

Compatibility

Hewlett Packard Enterprise has an extensive compatibility testing program that verifies the HPE RDX Removable Disk Cartridge and HPE RDX Removable Disk Backup Systems work with other competitor's branded RDX backup systems.

HPE RDX Removable Disk Cartridge and HPE RDX Removable Disk Backup Systems are compatible with the following classes of HPE ProLiant servers and storage products.

- HPE ProLiant DL Servers
- HPE ProLiant ML Servers
- HPE StoreEver 1U Rack-mount Kit

For details of which HPE RDX Removable Disk Cartridges work with which systems, including third-party systems, visit: **http://www.hpe.com/storage/spock** for the latest hardware compatibility information.

Notes: Hewlett Packard Enterprise recommends that no more than one HPE RDX Removable Disk Backup System be connected to a system at a time.

Standard Features

OS Support	
Operating System	**Version**
Windows Client & Server Operating Systems	Windows Server 2016 Standard & Data Center (x86, x64), Windows 10 Home & Pro (x86, x64), Windows Server 2012 R2 (x64), Windows Server 2012 (x64), Windows Small Business Server 2011 (x64), Windows Server 2008 R2 (x64), Windows Server 2008 (x86, x64), Windows Server 2003 R2 (x86, x64), Windows Server 2003 (x86, x64), Windows 8.1 (x86, x64), Windows 8 (x86, x64), Windows 7 (x86, x64) SP1, Windows Vista (x86, x64) SP1 or later, Windows XP (x86) SP2 or later)
Linux Distributions (Kernal ver. 2.6.9 and later)	RedHat Enterprise Linux SUSE Linux Enterprise Server CentOS Linux Fedora Core 5 Clear OS
Apple	Mac-OS (OS X) 10.3 and up
Virtualization Compatibility	vSphere 6.5, Windows Server 2012, Hyper-V, KVM, Clear OS, XenServer

Notes: Please visit: **http://www.hpe.com/storage/spock** for the latest operating system compatibility information.

Backup Software Support

Veeam Endpoint, Windows Backup, Yosemite Server Backup Basic Software, HPE Data Protector Express, CA BrightStor ARCServe Backup, Symantec Backup Exec, and other backup applications that support removable disk media
Notes: Please visit: **http://www.hpe.com/storage/spock** for the latest compatibility information.

Warranty

Hewlett Packard Enterprise provides a 3 year, next-day, parts exchange, limited warranty for the HPE RDX Removable Disk Cartridge, plus 9x5 phone support for the duration of the warranty.

For more information about the HPE RDX Removable Disk Cartridge limited warranty, visit:
http://h20565.www2.hpe.com/portal/site/hpsc/public?ac.admitted=1507638979203.125225703.1851288163

For more information about HPE's Global Limited Warranty and Technical Support, please visit:
http://h20565.www2.hpe.com/portal/site/hpsc/public?ac.admitted=1507638979203.125225703.1851288163

Service and Support

HPE Services

No matter where you are in your digital transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.

https://www.hpe.com/services

Consulting Services

No matter where you are in your journey to hybrid cloud, experts can help you map out your next steps. From determining what workloads should live where, to handling governance and compliance, to managing costs, our experts can help you optimize your operations.

https://www.hpe.com/services/consulting

HPE Managed Services

HPE runs your IT operations, providing services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.

HPE Managed Services | HPE

Operational services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources. Meet service-level targets and business objectives with features designed to drive better business outcomes.

https://www.hpe.com/services/operational

HPE Complete Care Service

HPE Complete Care Service is a modular, edge-to-cloud IT environment service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals through a personalized experience. All delivered by an assigned team of HPE Services experts. HPE Complete Care Service provides:

- A complete coverage approach -- edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI driven customer experience

https://www.hpe.com/services/completecare

HPE Tech Care Service

HPE Tech Care Service is the operational support service experience for HPE products. The service goes beyond traditional support by providing access to product specific experts, an AI driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Tech Care Service delivers a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Tech Care Service is available in three response levels. Basic, which provides 9x5 business hour availability and a 2-hour response time. Essential which provides a 15-minute response time 24x7 for most enterprise level customers, and Critical which includes a 6-hour repair commitment where available and outage management response for severity 1 incidents.

https://www.hpe.com/services/techcare

Service and Support

HPE Lifecycle Services

HPE Lifecycle Services provide a variety of options to help maintain your HPE systems and solutions at all stages of the product lifecycle. A few popular examples include:

- Lifecycle Install and Startup Services: Various levels for physical installation and power on, remote access setup, installation and startup, and enhanced installation services with the operating system.
- HPE Firmware Update Analysis Service: Recommendations for firmware revision levels for selected HPE products, taking into account the relevant revision dependencies within your IT environment.
- HPE Firmware Update Implementation Service: Implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment.
- Implementation assistance services: Highly trained technical service specialists to assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.
- HPE Service Credits: Access to prepaid services for flexibility to choose from a variety of specialized service activities, including assessments, performance maintenance reviews, firmware management, professional services, and operational best practices.

Notes: To review the list of Lifecycle Services available for your product go to:
https://www.hpe.com/services/lifecycle

For a list of the most frequently purchased services using service credits, see the **HPE Service Credits Menu**

Other Related Services from HPE Services:

HPE Education Services

Training and certification designed for IT and business professionals across all industries. Broad catalogue of course offerings to expand skills and proficiencies in topics ranging from cloud and cybersecurity to AI and DevOps. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options.
https://www.hpe.com/services/training

Defective Media Retention

An option available with HPE Complete Care Service and HPE Tech Care Service and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and services options.

Parts and Materials

HPE will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

How to Purchase Services

Services are sold by Hewlett Packard Enterprise and Hewlett Packard Enterprise Authorized Service Partners:

- Services for customers purchasing from HPE or an enterprise reseller are quoted using HPE order configuration tools.
- Customers purchasing from a commercial reseller can find services at **https://ssc.hpe.com/portal/site/ssc/**

Service and Support

AI Powered and Digitally Enabled Support Experience

Achieve faster time to resolution with access to product-specific resources and expertise through a digital and data driven customer experience

Sign into the HPE Support Center experience, featuring streamlined self-serve case creation and management capabilities with inline knowledge recommendations. You will also find personalized task alerts and powerful troubleshooting support through an intelligent virtual agent with seamless transition when needed to a live support agent.
https://support.hpe.com/hpesc/public/home/signin

Consume IT On Your Terms

HPE GreenLake edge-to-cloud platform brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake edge-to-cloud platform accelerates digital transformation in a distributed, edge-to-cloud world.

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

To learn more about HPE Services, please contact your Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Authorized Channel Partner. Contact information for a representative in your area can be found at "Contact HPE"
https://www.hpe.com/us/en/contact-hpe.html

For more information
www.hpe.com/services

Configuration Information

RDX Models

Description	SKU
HPE RDX 500GB Removable Disk Cartridge	Q2042A
HPE RDX 1TB Removable Disk Cartridge	Q2044A
HPE RDX 2TB Removable Disk Cartridge	Q2046A
HPE RDX 4TB Removable Disk Cartridge	Q2048A

Related Hardware Options

HPE RDX Internal

HPE RDX Internal Docking Station C8S06A

- RDX Removable Disk Backup System Internal Docking Station installation poster/flyer, internal USB cable, power cable. Is backwards and forwards compatible with any RDX capacity media.

HPE RDX External

HPE RDX External Docking Station C8S07B

- RDX Removable Disk Backup System External Docking Station installation poster/flyer, external USB Y-cable. Is backwards and forwards compatible with any RDX capacity media

Technical Specifications

Performance and Compatibility

- **Native Capacity**
  500GB, 1TB, 2TB, 3TB or 4TB
- **Compressed* Capacity**
  1TB, 2TB, 4TB, 6TB or 8TB
  Notes: *Assumes 2:1 application based data compression.
- **Native average sustained transfer rate**
  Up to 100 MB/s
- **Compressed* average sustained transfer rate**
  Up to 200 MB/s
  Notes: *Assumes 2:1 application based data compression.
- **Average Access time**
  < 15 ms
- **Supported File Systems**
  NTFS, FAT32, ext2, ext3, ext4 and Mac OS Extended (HFS+)
- **Supported Operating Systems**
  Windows XP, Windows Vista SP1, Windows 7, Windows 8, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, Small Business Server 2008, Small Business Server 2011, CentOS Linux, Fedora Core 5, RHEL, SLES, OS X
  (HPE RDX Compatibility details are available at **http://www.hpe.com/storage/spock**)
- **RDX Cartridge Compatibility**
  Forward and backward compatible to all RDX drives and systems (Note, a firmware upgrade is required for legacy RDX USB 2.0 drives, for use with 3TB or 4TB cartridges. See **http://www.hpe.com/support/rdx**).

Reliability

- **MTBF (Drive)**
  550,000 hours
- **Uncorrected Error Rate**
  1 error per 1014 bits read

Load/ Unload Cycles

- **Drive**
  Minimum of 10,000 Load/Unload cycles
- **Cartridge**
  Minimum of 5,000 Load/Unload cycles
- **Cartridge Drop Shock (non-operating)**
  1m drop to tile over concrete floor

Power Specifications and Interface

Voltage

- **Internal Drive**
  +5V or +12V
- **External Drive**
  +5V (USB powered or Power Adaptor) or
  +12V (Power Adaptor)

Technical Specifications

Operating Current during write/read (Typical/Peak)

- **Internal Drive @ 5V**
  0.9A / 1. 6A
- **Internal Drive @ 12V**
  0.005A
- **External Drive @ 5V**
  0.9A / 1.6A (powered via USB)
- **External Drive @ 5V**
  1.2A / 2.4A (powered via Power Adaptor)
- **External Drive @ 12V**
  0.5A / 1A (powered via Power Adaptor)

Power Connector

- **Internal Drive**
  4-Pin Molex
- **External Drive**
  USB 3.0 Y-cable (supplied) or Power Adaptor (not supplied)

Interface

- **Internal Drive**
  USB 3.0 SuperSpeed (Type-B connector)
- **External Drive**
  USB 3.0 SuperSpeed (Type-B connector)

Orientation (Mounting and Operational)

- **Internal Drive**
  Horizontal or Vertical
- **External Drive**
  Horizontal or Vertical

Environmental

Operating Conditions

- **Temperature**
  +10°C to +40°C (+50°F to +104°F)
- **Vibration**
  0.5G (operating)
- **Relative Humidity**
  20% to 80%, non-condensing
- **Altitude**
  -15 m to 3,048 m (-50 ft to 10,000 ft)

Technical Specifications

Non-Operating Conditions

- **Temperature**
  -40°C to +65°C (-40°F to +149°F)
- **Vibration**
  1.0G (non-operating)
- **Relative Humidity**
  8% to 90%, non-condensing
- **Altitude**
  -15 m to 10,660 m (-50 ft to 35,000 ft)

Archival Conditions

- **Temperature**
  5°C to +26°C (41°F to 78°F)
- **Relative Humidity**
  8% to 90%, non-condensing
- **Maximum Wet Bulb**
  25°C (77°F), non-condensing

Dimensions Product only (no Packaging)

- **Internal Drive** (H x W x D)
  1.63 x 5.78 x 6.72 inches (4.14 x 14.60 x 17.07 cm) including bezel
- **External Drive** (H x W x D)
  2.04 x 4.32 x 7.00 inches (5.18 x 10.98 x 17.75 cm) including bezel
- **Cartridge** (H x W x D)
  0.92 x 3.39 x 4.68 inches (2.34 x 8.66 x 11.9 cm)

Shipping (Product and Packaging)

- **Internal Drive** (H x W x D)
  8.1 x 11.2 x 3.3 inches (20.9 x 28.0 x 8.6 cm)
- **External Drive** (H x W x D)
  6.5 x 9.8 x 3.6 inches (16.4 x 25.0 x 9.2 cm)
- **Internal System****(H x W x D)
  8.1 x 14.6 x 3.3 inches (20.9 x 37.0 x 8.6 cm)
- **External System****(H x W x D)
  6.7 x 9.8 x 5.5 inches (17.0 x 25.0 x 14.0 cm)
- **Cartridge only** (H x W x D)
  4.52 7.48 x 2.75 inches (11.5 x 19.0 x 7.0 cm)
  Notes: **System = Drive and Cartridge.

Weights

- **Internal Drive**
  lb (408g)
- **External Drive**
  1.35 lb (615g)
- **Cartridge**
  Up to 0.60 lb (272g) HDD dependent

Technical Specifications

Shipping (Products and Packaging)

- **Internal Drive**
  2.38 lb (1080g)
- **External Drive**
  2.28 lb (1036g)
- **Internal System****
  3.08 to 3.37 lb (1395 to 1527g) HDD dependent
- **External System****
  3.12 to 3.35 lb (1414 to 1519g) HDD dependent
- **Cartridge**
  0.76 lb to 1.04 lb (344g to 470g) HDD dependent
  Notes: **System = Drive and Cartridge.

Summary of Changes

Date	Version History	Action	Description of Change
04-Dec-2023	Version 21	Changed	HPE Services Rebranding
01-Nov-2021	Version 20	Changed	Service and Support section was updated.
14-Jun-2021	Version 19	Changed	Overview section was updated.
07-Jun-2021	Version 18	Changed	Obsolete SKU was removed
06-Jul-2020	Version 17	Changed	QuickSpecs layout was updated and Branding Refresh was applied.
06-Apr-2020	Version 16	Changed	QuickSpecs layout was updated
15-Oct-2018	Version 15	Changed	SKU descriptions were updated. Obsolete models were removed.
06-Nov-2017	Version 14	Changed	Fixed the Tech Specs section
25-Sep-2017	Version 13	Changed	Changes made throughout the QuickSpecs
08-May-2017	Version 12	Changed	Changes made to the Overview and Product Highlights sections
27-Mar-2017	Version 11	Changed	Changes made to the Overview Section
07-Jun-2016	Version 10	Changed	Added 3TB capacity information and related hardware
16-Oct-2015	Version 9	Removed	Removed 320GB cartridges, updated picture to not show that cartridge. Removed specific mention of DL server modules, as those SKU's are EOL. Removed external backup system SKU's (EOL). Removed mention of CDP software, replaced with mention of Yosemite Server Backup Basic and Fixed Disk mode.
31-Mar-2014	Version 8	Changed	Changes made to Overview, What's New, Features and Technical Specifications sections.
23-Aug-2013	Version 7	Changed	Added "HPE" the Models.
13-Aug-2013	Version 6	Changed	Changes made throughout the QuickSpecs.
15-Nov-2010	Version 5	Changed	RDX 1TB Removable Disk Cartridge was added and RDX 750GB Removable Disk Cartridge was removed throughout the QuickSpecs.
16-Aug-2010	Version 4	Changed	Changes made within the Overview, Servers Supported and Technical Specifications
05-Jun-2009	Version 3	Changed	Updated the Disk Speed, Out Of Box Weight and Shipping Weight for the RDX 500GB Cartridge in the Technical Specifications section.
17-Nov-2008	Version 2	Changed	Changes made throughout the entire QuickSpecs except for the Warranty information
23-Jun-2008	Version 1	New	New QuickSpecs



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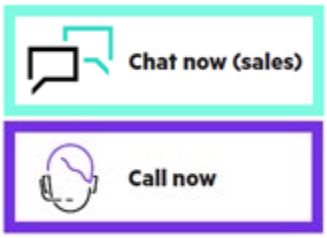

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For HR RDX drives and media, 1GB = 1 billion bytes. Actual formatted capacity may be less.}

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