

Service and Support

HPE Active Optical Cables



XXXXXX-**X21** is SKU designation formed by a common six digit part number and a **-X21** suffix that identifies a SKU that is available across multiple server family lines. Refer to the table below to find the SKU suffix that applies to the specific server product line this option can be ordered with.

<b>-B21</b>	<b>-H21</b>	<b>-K21</b>
<p><b>COMPUTE Server Line</b></p> <p>HPE Cloudline                      CL2100/CL2200/CL2800/CL3100/CL4100/CL5200/CL5800 Servers                      HPE Composable Cloud for ProLiant DL                      HPE ProLiant BL460c/BL660c Servers                      HPE ProLiant DL20/DL160/DL180 Servers                      HPE ProLiant                      DL325/DL360/DL380/DL385/DL560/DL580 Servers                      HPE ProLiant DX360/DX380 Servers                      HPE ProLiant MicroServer                      HPE ProLiant for Microsoft Azure Stack                      HPE ProLiant ML30/ML110/ML350 Servers                      HPE Synergy 480/660 Systems                      HPE D2220sb/D2500sb Storage Blade</p>	<p><b>SPECIALIZED COMPUTE Server Line</b></p> <p>HPE Apollo 35/40/70 Systems                      HPE Apollo 2000/6000 Servers                      HPE Converged System                      300/500/700/750                      HPE Edgeline Systems and Servers                      HPE Integrity BL860c i6/BL870c i6/BL890c i6 Server Blades                      HPE Integrity MC990 X Server                      HPE Integrity rx2800 i6 Server                      HPE Integrity Superdome                      HPE ProLiant DX170r/DX190r, DX2000 Servers                      HPE SGI 8600 System                      HPE Solutions for SAP HANA (TDI)</p>	<p><b>STORAGE Server Line</b></p> <p>HPE Apollo 4200 Gen9/Gen10 Servers                      HPE Apollo Systems for BlueData Software                      HPE Apollo 4510 Gen10 System                      HPE D3000/D6020/D8000 Disk Enclosures                      HPE Scalable Object Storage with Scality RING                      HPE SimpliVity 2600                      HPE SimpliVity 325/380 Gen10                      HPE Storage File Controllers                      HPE StoreEasy                      1460/1560/1650/1660/1860</p>
<p><b>Disclaimer:</b> This may not be a complete listing of applicable servers</p>		

**Models**

HPE 100Gb QSFP28 to QSFP28 7m Active Optical Cable	845410-B21
HPE 100Gb QSFP28 to QSFP28 15m Active Optical Cable	845414-B21



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## 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>

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### 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>

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### 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](#)

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### 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>

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### 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/complecare>

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### 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>

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## 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](#)

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### 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/>

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## 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>

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### 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

<http://www.hpe.com/services>

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## Technical Specifications

<b>HPE 100Gb QSFP28 to QSFP28 7m Active Optical Cable (845410-B21)</b>	<b>Connectivity</b>	<b>Length</b>	22.97 ft. (7 m)
	<b>Physical characteristics</b>	<b>Weight</b>	.33 lb. (0.15 kg), Fully loaded the cable with a QSFP28 transceiver at each end of the cable
	<b>Environment</b>	<b>Operating temperature</b>	32°F to 158°F (0°C to 70°C)
		<b>Operating relative humidity</b>	0% to 85%, noncondensing
		<b>Non-operating/ Storage temperature</b>	-40°F to 185°F (-40°C to 85°C)
		<b>Non-operating/ Storage relative humidity</b>	0% to 85%, noncondensing
		<b>Altitude</b>	up to 10,000 ft. (3 km)
	<b>Electrical characteristics</b>	<b>Notes</b>	3.5 watts maximum per cable end
	<b>Notes</b>	Electrical Properties	
		Cable Characteristic Impedance: Non-conductive Crosstalk between pairs: 26dB max Time delay: 1.57 nsec/ft o BER: 10-15 max	
Physical Properties			
<b>Services</b>	Cable Diameter: 3 mm Minimum Cable Bend Radius: 25 mm		
	Refer to the Hewlett Packard Enterprise website at: <a href="https://www.hpe.com/us/en/integrated-systems/bladesystem.html">https://www.hpe.com/us/en/integrated-systems/bladesystem.html</a> for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local Hewlett Packard Enterprise sales office.		

**Environment-friendly Products and Approach - End-of-life Management and Recycling** Hewlett Packard Enterprise offers end-of-life **product return, trade-in, and recycling programs** in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.

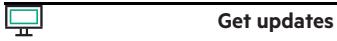
The EU WEEE Directive (2012/19/EU) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the **Hewlett Packard Enterprise web site**. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and resell Hewlett Packard Enterprise equipment.

## Summary of Changes

<b>Date</b>	<b>Version History</b>	<b>Action</b>	<b>Description of Change</b>
06-Dec-2023	Version 5	Changed	Service and Support Section was updated
15-Nov-2021	Version 4	Changed	Service and Support Section was updated
02-Dec-2019	Version 3	Changed	SKUs designation information updated
05-Feb-2018	Version 2	Added	Recommended and Extended to Transceivers and Cables were added
25-Sep-2017	Version 1	New	Initial version

## Copyright

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