

Overview

HPE 25G and 100G Transceivers

Models

HPE 25Gb SFP28 SR 100m Transceiver	845398-B21
HPE 100Gb QSFP28 MPO SR4 100m Transceiver	845966-B21
HPE 100Gb QSFP28 Bidirectional Transceiver	845972-B21
HPE Synergy 100GbE/4x25GbE/4x32GbFC QSFP28 Transceiver	882251-B21

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/completecure>

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/hpsc/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

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



Technical Specifications

HPE 25Gb SFP28 SR 100m Transceiver (845398-B21)	Notes: A 25-Gigabit transceiver in SFP28 form-factor that supports the SR standard, providing 25-Gigabit connectivity up to 100m on multi-mode fiber. This transceiver does not function at 10-Gigabit.	
	Ports	1 LC 25-GbE port (IEEE 802.3 Type 25Gbase-SR) duplex full only
	Connectivity	Connector type LC
		Wavelength 850 nm
	Physical characteristics	Dimensions 0.54 x 2.19 x 0.47 in. (13.8 x 55.7 x 11.9 mm)
		Weight 0.04 lb. (20 g)
		Transceiver form factor SFP28
	Environment	Operating temperature 32°F to 158°F (0°C to 70°C)
		Operating relative humidity 0% to 85%, noncondensing
		Non-operating/Storage temperature -40°F to 185°F (-40°C to 85°C)
	Electrical characteristics	Voltage Supply 3.3 V
		Power consumption maximum 1.5 W
	Cabling	Cable type OM3, OM4
		Cable length Up to 70m (OM3); up to 100m (OM4)
		Fiber type Multi-mode
	Notes:	- For fiber patch cords, use Ultra Physical Contact (UPC) surface termination/polish. - Angled Physical Contact (APC) is not recommended.
	Services	Refer to the Hewlett Packard Enterprise website 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. https://www.hpe.com/us/en/servers.html



Technical Specifications

HPE 100Gb QSFP28 MPO SR4 100m Transceiver (845966-B21)	Notes: A 100-Gigabit transceiver in QSFP28 form-factor that supports the 4x25-Gigabit SR4 standard, providing 100-Gigabit connectivity up to 100m.		
	Ports	1 MPO 100-GbE port (IEEE 802.3 Type 100Gbase-SR4)	
	Connectivity	Connector type	MPO
		Wavelength	850 nm
	Physical characteristics	Dimensions	0.72 x 2.86 x 0.33 in. (18.35 x 72.7 x 8.5 mm)
		Weight	0.08 lb. (36 g)
		Transceiver form factor	QSFP28
	Environment	Operating temperature	32°F to 158°F (0°C to 70°C)
		Operating relative humidity	0% to 85%, noncondensing
		Non-operating/Storage temperature	-40°F to 185°F (-40°C to 85°C)
	Electrical characteristics	Voltage Supply	3.3 V
		Power consumption maximum	3.5 W
	Cabling	Cable type	OM3, OM4
		Cable length	Up to 70m (OM3); up to 100m (OM4)
		Fiber type	Multi-mode
	Notes:	- For fiber patch cords, use Ultra Physical Contact (UPC) surface termination/polish. - Angled Physical Contact (APC) is not recommended.	
	Services	Refer to the Hewlett Packard Enterprise website at: https://www.hpe.com/us/en/servers.html 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.	



Technical Specifications

HPE 100Gb QSFP28 Bidirectional Transceiver (845972-B21)	Notes: A 100-Gigabit transceiver in QSFP28 form-factor that supports the 4x25-Gigabit Bidirectional standard, providing 100-Gigabit connectivity up to 100m.		
	Ports	1 LC 100-GbE port (IEEE 802.3 Type 100Gbase-Bidi)	
	Connectivity	Connector type	LC
		Wavelength	855 nm / 908 nm
	Physical characteristics	Dimensions	0.73 x 5.07 x 0.51 in. (18.60 x 128.8 x 12.90 mm)
		Weight	0.097 lb. (44 g)
		Transceiver form factor	QSFP28
	Environment	Operating temperature	50°F to 140°F (10°C to 60°C)
		Operating relative humidity	5% to 95%, noncondensing
		Non-operating/Storage temperature	-40°F to 185°F (-40°C to 85°C)
	Electrical characteristics	Voltage Supply	3.3 V
		Power consumption maximum	3.5 W
	Cabling	Cable type	OM3, OM4, OM5
		Cable length	Up to 70m (OM3); up to 100m (OM4); up to 150m (OM5)
		Fiber type	Multi-mode
	Notes: - For fiber patch cords, use Ultra Physical Contact (UPC) surface termination/polish. - Angled Physical Contact (APC) is not recommended.		
	Services	Refer to the Hewlett Packard Enterprise website at: https://www.hpe.com/us/en/servers.html 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.	



Technical Specifications

HPE 100Gb/4x25G/4x32GFC QSFP28 Transceiver (882251-B21)	Ports	1 MPO 100-GbE port (IEEE 802.3 Type 100Gbase-SR4)	
	Connectivity	Connector type	MPO
		Wavelength	850 nm
	Physical characteristics	Dimensions	0.72 x 4.81 x 0.51 in. (18.35 x 122.3 x 12.90 mm)
		Weight	0.097 lb. (44 g)
		Transceiver form factor	QSFP28
	Environment	Operating temperature	32°F to 158°F (0°C to 70°C)
		Operating relative humidity	5% to 95%, noncondensing
		Non-operating/Storage temperature	-40°F to 185°F (-40°C to 85°C)
	Electrical characteristics	Voltage Supply	3.3 V
		Power consumption maximum	3.5 W
	Safety	IEC-60825 and CDRH eye safety compliance	Classs1
	Cabling	Cable type	OM3, OM4
		Cable length	Link Distances 100m OM4 (1.0dB Loss) and 85m OM4 (1.5dB Loss)
		Fiber type	Multi-mode
	Notes: - For fiber patch cords, use Ultra Physical Contact (UPC) surface termination/polish. - Angled Physical Contact (APC) is not recommended.		
	Services	Refer to the Hewlett Packard Enterprise website at: https://www.hpe.com/us/en/servers.html 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 re-sell Hewlett Packard Enterprise equipment.



Summary of Changes

Date	Version History	Action	Description of Change
04-Dec-2023	Version 11	Changed	Service and Support section was updated
15-Nov-2021	Version 10	Changed	Service and Support section was updated
14-Jun-2021	Version 9	Changed	Technical specifications sections were updated
06-Apr-2021	Version 8	Changed	QuickSpecs was updated
16-Mar-2020	Version 7	Updated	Technical specification section was updated
03-Sep-2019	Version 6	updated	Add 882251-B21
04-Feb-2019	Version 5	Changed	Technical specifications sections were updated
03-Dec-2018	Version 4	Changed	Overview and Technical Specifications sections were updated.
		Added	SKU added : 845972-B21
01-Oct-2018	Version 3	Changed	Electrical characteristics section for SKU 845966-B21 was revised.
05-Feb-2018	Version 2	Changed	Technical specifications sections was updated
06-Jun-2016	Version 1	Created	New QuickSpecs.



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