

### Overview

#### HPE Serial Console Server

HPE Serial Console Servers provide remote access to headless servers such as those running UNIX, Linux or Microsoft as well as serial managed devices such as network switches and routers from any workstation on the network or a local terminal. HPE Serial Console Servers support either 16 or 48 attached devices or servers through a single IP address using any SSH or telnet client. Up to two 16 Port Serial Console Servers or one 48 Port Serial Console Server can be mounted in a single "U" of rack space.

The HPE Serial Console Server will reconfigure, reboot and reimage remotely even if the primary data network is down to minimize disruption and downtime from a single console. With its powerful user access control and streamline management from the Virtual Media option, the HPE Serial Console Server grants access to specified users or even implements LDAP directory authentication while allowing servers to access storage media. Security for servers is controlled by user names, passwords, and access rights configured and stored in non volatile memory in the Serial Console Server for up to 64 users or through RADIUS. The HPE Serial Console Servers offer the security, flexibility, and efficiency that meets the needs of the most demanding IT environments.

#### What's New

- Auto-senses pin out configuration for seamless connection
- Management port for direct connection
- More secure, stable command line recovery of equipment
- On board Ethernet and modem (48-port model only) for in-band and out-of-band support.
- External device connectivity such as a modem, sensor or mass storage device (16-port model)

#### Target Applications and Markets

Small data centers, remote and branch offices, server rooms, network closets. Whether the data center is in the closet, next to a desk, or across the globe in a remote office, today's IT professional needs access to servers non-stop.

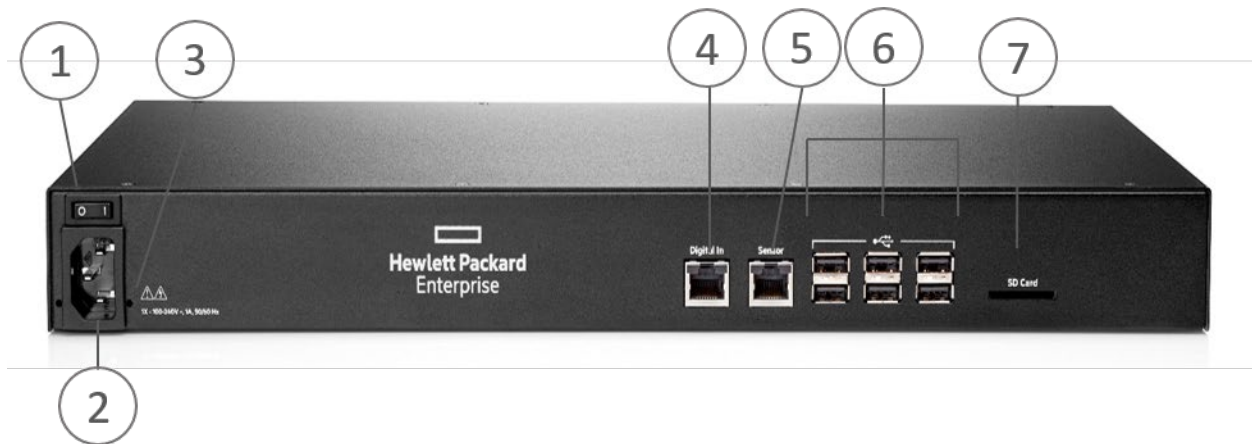
- Secure console and power management
  - The HPE Serial Console Server enables staffed data centers to move people out of computer rooms while still maintaining server accessibility. Technicians can access servers or devices from their local work station through a LAN/WAN connection.
- Server and network management
  - The HPE Serial Console Server provides users with access to local console functions over their LAN or WAN. Remote users can access servers or devices and perform actions as if they are standing at a local console.
- Heterogeneous environments
  - The HPE Serial Console Server connects to any type of server or serially managed device that has a standard DB9 or RJ45 RS-232 serial connection.

# Overview

## HPE 16 Port Serial Console Server



- 1. 1. LAN1 A RJ45 Network Interface connector
- 2. 2. LAN1 B Fiber optic network connector
- 3. 3. LAN2 A RJ45 Network Interface connector
- 4. 4. LAN2 B Fiber optic network connector
- 5. 5. Console management port
- 6. 6. (2) USB ports
- 7. 7. Serial connection ports 1-16 including (2) Multi Protocol ports that can accept RS422 or RS485 pin outs in addition to ACS and Cisco
- 8. 8. Status LEDs  
Green indicates booted and initialized  
P1 LED indicates active power supply

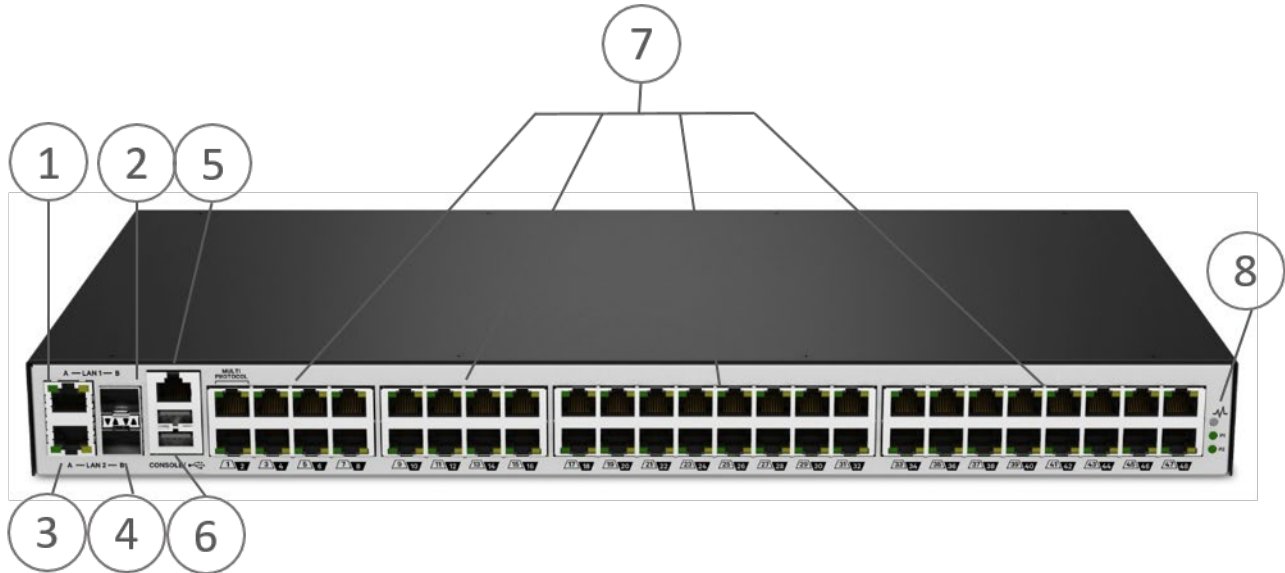


- 1. 1. On/off switch
- 2. 2. Power cord connector
- 3. 3. Cable management retention bracket holes
- 4. 4. Digital In Sensor port not available on this model
- 5. 5. Analog In Sensor port dry contact not available on this model
- 6. 6. USB ports
- 7. 7. SD Card slot

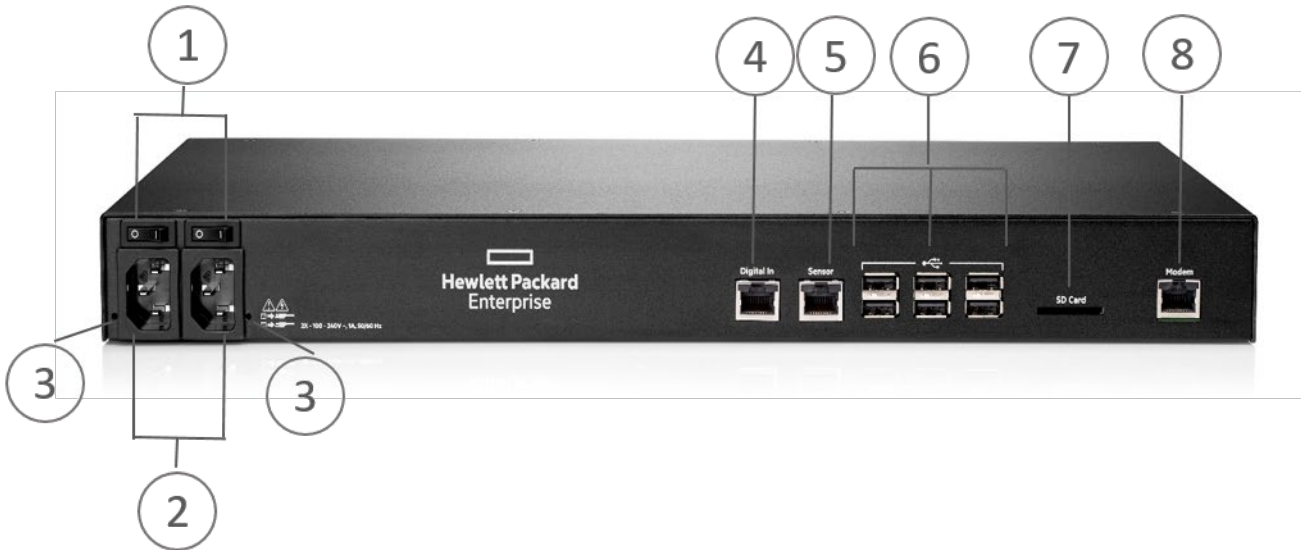


Overview

HPE 48 Port Serial Console Server



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| <ul style="list-style-type: none"> <li>1. LAN1 A RJ45 Network Interface connector</li> <li>2. LAN1 B Fiber optic network connector</li> <li>3. LAN2 A RJ45 Network Interface connector</li> <li>4. LAN2 B Fiber optic network connector</li> <li>5. Console management port</li> </ul> | <ul style="list-style-type: none"> <li>6. (2) USB ports</li> <li>7. Serial connection ports 1-48 including (2) Multi Protocol ports that can accept RS422 or RS485 pin outs in addition to ACS and Cisco</li> <li>8. Status LEDs<br/>Green indicates booted and initialized<br/>P1 LED indicates active power supply</li> </ul> |
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- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>1. On/off switch</li> <li>2. Power cord connector</li> <li>3. Cable management retention bracket holes</li> <li>4. Digital In Sensor port not available on this model</li> </ul> | <ul style="list-style-type: none"> <li>5. Analog In Sensor port dry contact not available on this model</li> <li>6. USB ports</li> <li>7. SD Card slot</li> <li>8. V.92/56K analog MODEM port</li> </ul> |
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Overview

**HPE Serial Console Servers**

HPE 16-port WW Serial Console Server	Q1P52A
HPE RJ45-DB9 DCE Female Serial Adapter	Q5T64A

**Additional HPE Rackmount UPS models**

**HPE Serial Console Servers**

HPE 48-port WW Serial Console Server	Q1P53A
HPE RJ45-DB9 DCE Female 8-pack Serial Adapter	Q5T65A

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 ProLiant DX170r/DX190r, DX2000 Servers HPE ProLiant DX560 Gen10 server HPE ProLiant DX4200 Gen10 server</p>	<p><b>SPECIALIZED COMPUTE Server Line</b></p> <p>HPE Apollo 35/40/70 Systems HPE Apollo 2000/6000 Servers HPE XL170r/XL190r/XL270d (Apollo 6500) Gen10 Server for BlueData Software 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 SGI 8600 System HPE Solutions for SAP HANA (TDI)</p>	<p><b>STORAGE Line</b></p> <p>HPE Apollo 4200 Gen9/Gen10 Servers HPE Apollo 4200 Gen10 LFF Server for BlueData Software HPE Apollo 4510 Gen10 System HPE D2220sb/D2500sb Storage Blade HPE D3000/D6020/D8000 Disk Enclosures HPE Scalable Object Storage with Scalality RING HPE SimpliVity 2600 HPE SimpliVity 325/380 Gen10 HPE Storage File Controllers HPE StoreEasy 1460/1560/1650/1660/1860</p> <p>Disclaimer: This may not be a complete listing of applicable servers</p>



## Standard Features

### Features

- Auto-senses pin out configuration for seamless connection
- Management port for direct connection
- 16 and 48 port models available
- More secure, stable command line recovery of equipment
- On board Ethernet and modem (48-port model only) for in-band and out-of-band support.
- External device connectivity such as a modem, sensor or mass storage device (16-port model)
- On board fail-over for maximum availability
  - Automatic Ethernet or modem failover using second GbE port
  - Dual power supplies keep your console working (48-port model only)
  - Dual Gigabit Ethernet support allows you to access your console and through it your equipment even in a system failure
  - USB port for direct connection
- Secure, remote control with enhanced security, data logging and event monitoring.
  - Preset security profiles include secure mode, moderate and open. Customizable, multiple access levels for secure management.
  - X.509 SSH certificate support
  - Two-factor authentication (RSA SecurID®)
  - One-Time Password (OTP) authentication
  - Local, backup-user authentication support
- Console management, port access, system management
  - Unlimited number of simultaneous sessions, configurable event notification (email, pager, SNMP trap), customizable global time zone support, multiple and customizable user levels of access
  - Port access directly by server name or device name, CLI command, simultaneous
  - Telnet and SSH access
  - Configuration wizard in Web for first-time users, auto-discovery for automatic deployment, command line interface (CLI), and Web Management Interface
- Port buffer holds the most recent 64KB of online and offline serial data and can be configured to write port data to a NFS server.
- Redundant fans on 48 Port Serial Console Server.
- Integrated support for 1 Gb SFP fiber modules

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## Why HPE?

### What is the Hewlett Packard Enterprise advantage for you?

While you have many choices for rack and power infrastructure products, HPE offers an extensive range of rack, power, and HPE KVM products to meet all your needs. What is the HPE advantage for you? HPE can help to simplify your IT purchasing, installation, usage, and maintenance for your organization by providing a single point of contact for all your needs. The HPE KVM products are designed and developed to be used specifically with HPE servers and storage. You can use HPE KVM products with non-HP IT equipment; however, when used with HP servers, you are able to take advantage of various server and IP-based tools used for maintaining and managing all the equipment in the rack.

HPE Services operational services purchased for servers and storage extend to our rack and power infrastructure products such as racks, power distribution units, uninterruptible power systems, and KVM console switches.

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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/>



## 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>

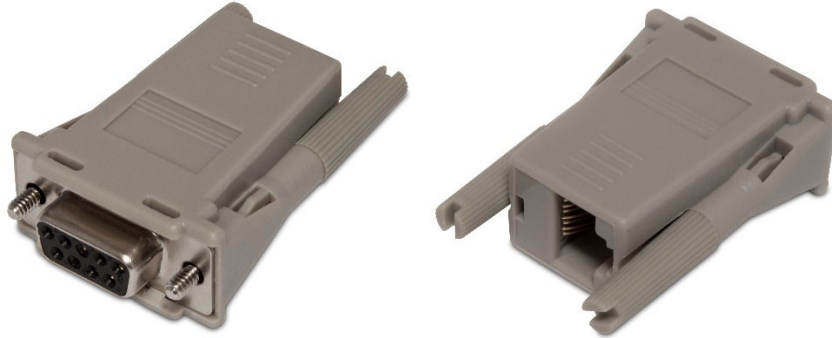
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## Related Options

The HPE serial consoling solution utilizes CAT5 UTP cables to connect to any serially managed device, facilitating cable routing and allowing for field termination of cable lengths. The optional adapter is used to convert the serial signal to RJ45.

<b>Switch Accessories</b>	HPE 6ft Qty 8 KVM CAT5 Cable	263474-B22
	HPE 12ft Qty 8 KVM CAT5 Cable	263474-B23
<b>Interface Adapters</b>	HPE RJ45-DB9 DCE Female Serial Adapter	Q5T64A
	HPE RJ45-DB9 DCE Female 8-pack Serial Adapter	Q5T65A



<b>HPE Tech Care</b>	HPE Install Rack and Rack Options Service	U2871E
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## Technical Specifications

<b>Serial Console Server</b>	<b>Dimensions</b>	<b>Height</b>	1.75 in (4.45 cm)		
		<b>Width</b>	17.25 in (43.82 cm)		
		<b>Depth</b>	9.50 in (24.13 cm)		
		<b>Weight</b>	16-port, 6.7 lbs (3.04 kg); 48-port, 7.1 lbs (3.40 kg)		
	<b>Power Requirements</b>	<b>Rated Voltage</b>	100 to 240V AC		
		<b>Rated Frequency</b>	50 to 60 Hz		
		<b>Rated Input Current</b>	1A maximum		
		<b>Input Power</b>	100W (max)		
		<b>Inrush Current</b>	40A max. @ 115VAC cold start		
			80A max. @ 230VAC cold start		
			120VAC min.	451mA, 28.7W, 98.1btu	
			120VAC max.	516mA, 33.5W, 114btu	
	<b>Temperature</b>	<b>Operating</b>	14° to 140° F (-10° to 60° C)		
		<b>Transit</b>	-22° to 140° F (-30° to 60° C)		
		<b>Storage</b>	-4° to 158° F (-20° to 70° C)		
		<b>Relative Humidity (non-condensing)</b>	<b>Operating</b>	20% to 80%	
	<b>Non-operating</b>		5% to 95%		
	<b>SD Card</b>		(1) Full size external SD-card slot used for data logging, file access/storage, configuration or firmware storage		
	<b>Connectors</b>	<b>Ports</b>	(16) or (48) RJ45 8 pin serial ports		
		<b>USB 2.0 Ports</b>	(8) USB 2.0 host ports capable of supporting USB 3.0 peripherals that are backwards compatible with USB 2.0		
		<b>Environmental Sensor port</b>	(1) RJ45 port for environmental sensor input that reads 4 digital-in ports for smoke, leak, pressure and dry contact sensors		
		<b>Modem port</b>	Integrated v.92 dial-in/out with RJ45 connector		
		<b>Setup and Configuration Port</b>	(2) RJ-45		
		<b>Ethernet port</b>	48-port model includes (2) Gb Fiber SFP ports (2) Gb Ethernet interfaces on RJ45		
		<b>Management port</b>	(1) RS232 serial console port on RJ45		
		<b>Input Power</b>	EN 60320 C14 receptacle for use with any detachable C13 equipped power cord; 48-port model includes redundant AC and DC power supplies		
	<b>What's in the box</b>	Each Serial Console Server ships with the following items:			
<ul style="list-style-type: none"> <li>• (1) Serial Console Server</li> <li>• (1) Rack-mounting hardware kit</li> <li>• (1) DB9-RJ45 adapter</li> <li>• (1) Power jumper cable</li> </ul> <p>Find the User Guide on our Product Support Page <a href="#">here</a>. Other documents including these Product QuickSpecs can be found on <a href="http://hpe.com/info/rackandpower">hpe.com/info/rackandpower</a>.</p>					

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## Technical Specifications

### 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.

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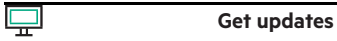
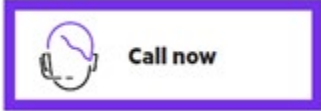
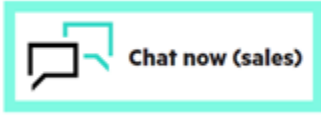
## Summary of Changes

<b>Date</b>	<b>Version History</b>	<b>Action</b>	<b>Description of Change</b>
04-Dec-2023	Version 5	Changed	Service and Support Section was updated
15-Nov-2021	Version 4	Changed	Service and Support Section was updated
01-Oct-2018	Version 3	Changed	Models and Related Options were updated.
2-Jul-2018	Version 2	Changed	Models Section was updated
02-Apr-2018	Version 1	New	New QuickSpecs



## Copyright

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