

Overview

HPE Synergy QSFP+ Transceiver

Models

HPE Synergy 40GbE/4x10GbE/4x8Gb FC QSFP+ Transceiver

817040-B21

Platform Information

Models

Recommended

This transceiver is a recommended option that has been selected by HPE experts to provide the right technology for a range of workloads and market segments offering the best combination of performance, value and availability.

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Extended

This transceiver is part of an extended catalog of products tailored for customers in specific markets or with specific workloads, requiring the utmost in performance or value, but typically have a longer lead-time.

HPE Synergy Dual 10GBASE-T QSFP+ 30m RJ45 Transceiver

838327-B21

Service and Support

HPE Pointnext - Service and Support

Get the most from your HPE Products. Get the expertise you need at every step of your IT journey with **HPE Pointnext Services**. We help you lower your risks and overall costs using automation and methodologies that have been tested and refined by HPE experts through thousands of deployments globally. HPE Pointnext **Advisory Services** focus on your business outcomes and goals, partnering with you to design your transformation and build a roadmap tuned to your unique challenges. Our **Professional** and **Operational Services** can be leveraged to speed up time-to-production, boost performance and accelerate your business. HPE Pointnext specializes in flawless and on-time implementation, on-budget execution, and creative configurations that get the most out of software and hardware alike.

Consume IT on your terms

HPE GreenLake 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 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

Managed services to run your IT operations

HPE GreenLake Management Services provides 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.

Recommended Services

HPE Pointnext Tech Care.

HPE Pointnext Tech Care is the new operational service experience for HPE products. Tech Care 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 Pointnext Tech Care has been reimagined from the ground up to support a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Pointnext Tech Care 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>

HPE Pointnext Complete Care

HPE Pointnext Complete Care is a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing your entire IT environment and achieving agreed upon IT outcomes and business goals through a personalized and customer-centric experience. All delivered by an assigned team of HPE Pointnext Services experts. HPE Pointnext Complete Care 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>

Service and Support

Warranty and Support Services

Warranty and Support Services will extend to include HPE options configured with your server or storage device. The price of support service is not impacted by configuration details. HPE sourced options that are compatible with your product will be covered under your server support at the same level of coverage allowing you to upgrade freely. Installation for HPE options is available as needed. To keep support costs low for everyone, some high value options will require additional support. Additional support is only required on select high value workload accelerators, fibre switches, InfiniBand and UPS options 12KVA and over. Coverage of the UPS battery is not included under TS support services; standard warranty terms and conditions apply.

Protect your business beyond warranty with HPE Support Services

HPE Technology Services delivers confidence, reduces risk and helps customers realize agility and stability. Connect to HPE to help prevent problems and solve issues faster. HPE Support Services enable you to choose the right service level, length of coverage and response time as you purchase your new server, giving you full entitlement to the support you need for your IT and business. Protect your product, beyond warranty.

Parts and Materials

Hewlett Packard Enterprise 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. The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

For more information

Visit the Hewlett Packard Enterprise Service and Support [website](#).



Technical Specifications

HPE Synergy 40GbE/4x10GbE/4x 8Gb FC QSFP+ Transceiver (817040-B21)	Notes: Using either MPO to MPO cable for 40Gb or MPO to 4x LC cable for 4x10Gb or 4x 8Gb connections			
	Ports	MPO 40-GbE port (IEEE 802.3ba Type 40Gbase-SR4)		
	Connectivity	Connector type	MPO	
	Physical characteristics	Dimensions	5.19" x 0.72" x 0.54"	
		Weight	0.08 lb	
		Transceiver form factor	QSFP+	
		Operating temperature	32°F to 158°F (0°C to 70°C)	
		Operating relative humidity	5% to 95%, noncondensing	
		Non-operating temperature	-4°F to 176°F (-20°C to 80°C)	
		Altitude	Up to 10,000 ft. (3 km)	
	Cabling	Cable type	Multimode fiber	
Maximum distance		Up to 100m (OM3); up to 150m (OM4)		
NOTES	<p>Check switch release notes for minimum version of software required to support this transceiver.</p> <p>Some switches have limits as to how many of this particular transceiver can be installed. See the release notes of the switch software/firmware being used for more details.</p>			
Services	<p>For details about services and response times in your area, please contact your local Hewlett Packard Enterprise sales office.</p>			

HPE Synergy Dual 10GBASE-T QSFP+ 30m RJ45 Transceiver (838327-B21)	Notes: Connecting Synergy master modules with Image Streamer using Cat6a cables			
	Ports	40-GbE QSFP+ port		
	Connectivity	Connector type	two RJ45 connectors	
	Physical characteristics	Dimensions	0.558"x1.144"x5.17"	
		Weight	0.19 lb	
		Transceiver form factor	QSFP+	
		Operating temperature	32°F to 158°F (0°C to 70°C)	
		Operating relative humidity	5% to 95%, noncondensing	
		Non-operating/Storage temperature	-4°F to 176°F (-20°C to 80°C)	
		Altitude	Up to 10,000 ft. (3 km)	
	Cabling	Cable type	Cat 6a/7 cable	
Maximum distance		30 m		
NOTES	<p>Check switch release notes for minimum version of software required to support this transceiver.</p> <p>Some switches have limits as to how many of this particular transceiver can be installed. See the release notes of the switch software/firmware being used for more details.</p>			



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Services

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Summary of Changes

Date	Version History	Action	Description of Change
15-Nov-2021	Version 7	Changed	Service and Support section was updated.
05-Feb-2018	Version 6	Changed	Technical Specifications section was updated.
27-Mar-2017	Version 5	Changed	Technical Specifications section was updated.
07-Oct-2016	Version 4	Changed	Change weight and dimension
26-Sep-2016	Version 3	Changed	Overview and Technical Specifications sections were updated.
		Added	SKU added in Overview and Technical Specification sections: 838327-B21
31-March-2016	Version 2	Changed	Overview and Technical Specifications sections were updated.
		Added	SKU added in Overview and Technical Specification sections: 817040-B21
1-Dec-2015	Version 1	Created	New QuickSpecs



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