## Overview

### HPE 12G SAS Expander Card

The HPE 12G SAS Expander Card provides internal storage expansion within the HPE ProLiant Gen9 and Gen10 Server by allowing support for up to 28 drives when connected to a Gen10 or Gen9 supported Smart Array or Smart HBA controller. This full height card supports 12Gb/s SAS connectivity and is ideal for users who want to add additional internal storage to maximize their storage capacity.



---
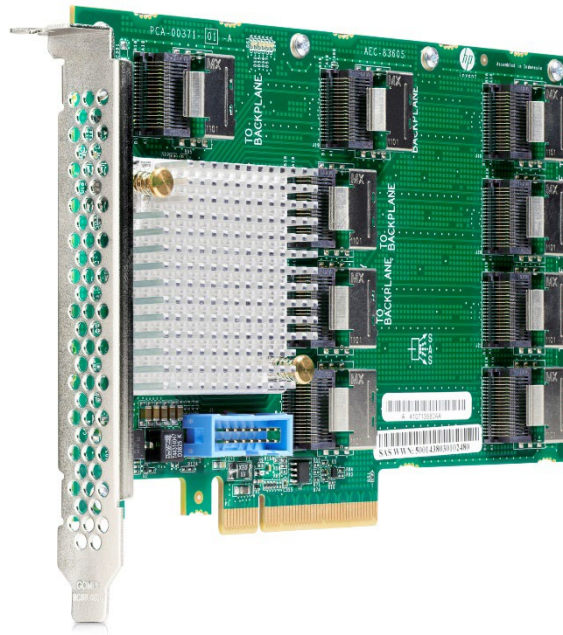
## Models

| | |
|---|---|
| HPE ML350 Gen10 12Gb SAS Expander Card Kit with Cables | 874576-B21 |
| HPE DL5x0 Gen10 12Gb SAS Expander Card Kit with Cables | 873444-B21 |
| HPE DL38X Gen10 12Gb SAS Expander Card Kit with Cables | 870549-B21 |

**Kit contents**
- HPE 12G SAS Expander card
- All the cables required for specified server will be included in the kit

## Standard Features

| | |
|---|---|
| **Key Features** | • Storage interface (SAS/SATA) |
| |     o 28 physical links across 9 x4 internal ports |
| |     o 12Gb/s SAS, 6Gb/s SATA technology |
| |     o Mix-and-match SAS and SATA hard drives to the same controller |
| | • PCI Express 3.0 x8 link |
| | • Supports up to 28 internal drive bays (dependent on the server) |
| | • Up to 64 logical drives when connected to a Smart Array Controller |

| | |
|---|---|
| **Ports** | • 2 x4 Mini-SAS ports for attachment to Smart Array controllers or Smart HBAs |
| | • 7 x4 Mini-SAS ports for attachment to server drive backplanes |
| |     o Supports up to 28 drives (dependent on server) |

| | |
|---|---|
| **Performance** | • 12Gb/s SAS (1200 MB/s theoretical bandwidth per SAS lane) |
| | • 6Gb/s SATA (600 MB/s theoretical bandwidth per SAS lane) |
| | • PCI Express 3.0 x8 link width |

| | |
|---|---|
| **Dimensions** | • 6.6 x 4.4 x 0.6 in (16.8 x 11.13 x 1.5 cm) PCIe full-height, half-length card |

| | |
|---|---|
| **Warranty** | The warranty for this device is 3-years parts only. |
| | **Warranty Upgrade Options** |
| | • Response - Upgrade on-site response from next business day to same day 4 hours |
| | • Coverage - Extend hours of coverage from 9 hours x 5 days to 24 hours x 7 days |
| | • Duration - Select duration of coverage for a period of 1, 3, or 5 years |
| | • Warranty upgrade options can come in the form of HPE Services operational, which are sold at the HPE System level to which this product attaches. |

| | | |
|---|---|---|
| **Server Support** | HPE ProLiant DL380 Gen9 | HPE ProLiant DL380 Gen10 |
| | HPE ProLiant DL560 Gen9 | HPE ProLiant DL560 Gen10 |
| | HPE ProLiant ML350 Gen9 | |
| **Notes:** 12G SAS Expander not supported in ML350 Gen10 LFF models. | | |

| | |
|---|---|
| **Operating Systems** | Please reference **Smart Array** QuickSpecs along with ProLiant Gen10 or Gen9 server for Operating Systems support. |

## 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
**http://www.hpe.com/services**

## Summary of Changes

| Date | Version History | Action | Description of Change |
|------|-----------------|--------|-----------------------|
| 04-Dec-2023 | Version 8 | Updated | Service and Support Section was updated |
| 15-Nov-2019 | Version 7 | Updated | Service and Support Section was updated |
| 16-Sep-2019 | Version 6 | Updated | Models Section was updated |
| 14-Aug-2017 | Version 5 | Added | Added additional SKUs for Gen10 platforms that support the SAS Expander Card. |
| | | Changed | Updated Service and Support section. |
| 24-Feb-2017 | Version 4 | Added | Added additional SKUs for all Gen9 platforms that support the SAS Expander Card. |
| | | Changed | Standard Features, Compatibility and Technical Specifications were updated. |
| 26-Oct-2016 | Version 3 | Changed | QuickSpecs was rebranded. |
| 01-Dec-2014 | Version 2 | Changed | Overview, Standard Features, and Compatibility sections were revised. |

# Copyright

**Make the right purchase decision.
Contact our presales specialists.**

Chat now (sales)

Call now

Get updates

Hewlett Packard Enterprise