

Intel® Server Services Configuration Guide

A reference guide to assist customers in ordering extended support services



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Enterprise Platforms and Services Marketing

Revision History

Version	Date	Changes
1.0	October 2010	First release.
1.1	November 2010	Removed ordering details.
1.2-1.4	March 2011	Clarified Intel® Modular Server System definition. Added product codes that apply to each description.
1.5	June 2011	Added Intel® On-site Repair for Server products.
1.6	November 2011	Added new products to supported list.
1.7	March 2012	Added new products to supported list.
1.8	April 2012	Added new products to supported list.
1.9	October 2012	Added new services SKUs and product clarification to supported list.

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1. Intel® Server Component Extended Warranty Overview and Order Codes

1.1 Service Overview

Intel® Server Component Extended Warranty adds additional two years to the standard three year product warranty. This is offered for Intel® Server Boards, Intel® RAID controllers, and Intel® Server Systems. This service is purchased like hardware, through a reseller/distributor, and serial number registration is required to activate. Contact EPSD.Service.Coordinator@intel.com for more information.

1.2 System Product Order Codes

Systems SKUs include the following components, where applicable:

- Main board
- Power supply/supplies
- Power distribution board(s)
- Front panel
- I/O modules
- Management modules
- PCIe/PCI-X riser(s)
- Fan(s)
- Active/passive drive backplane(s)
- Active/passive midplane(s)
- Bridge board(s)

Product Code MM	Description	Minimum Order Quantity
SVCEWUPSY 911293	<p>Two year extended warranty for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support one processor. Intel® RAID controller extended warranty is purchased separately.</p> <p>Applies to:</p> <p>UP systems based on Intel® Xeon® Processor E3 family and previous generation products below:</p> <p>SC5650UP, SC5650UPNA, SR1630GP, SR1630GPNA, SR1630GPRX, SR1630GPRXNA, SR1630HGP, SR1630HGPNA, SR1630HGPRX, SR1630HGPRXNA, SR1640TH, SR1640THNA, SR1695GPRX1AC, SR1695GPRX1ACNA, SR1695GPRX2AC, SR1695GPRX2ACNA, SR1695WBAC, SR1695WBACNA, SR1695WBDC, P4304BTLSFCN, P4304BTLSFCNNA, P4304BTLSHCN, P4304BTLSHCNNA, P4304BTSSFCN, P4304BTSSFCNNA, P4304BTSSFCNNA, P4304XXSFCN, P4304XXSFCNNA, P4304XXSHCN, P4304XXSHCNNA, R1304BTLSFAN, R1304BTLSFANNA, R1304BTLSHBN, R1304BTLSHBNNA, R1304BTSSFAN, R1304BTSSFANNA</p>	1

<p>SVCEWDPSY 911295</p>	<p>Two year extended warranty for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support two processors. Intel® RAID controller extended warranty is purchased separately.</p> <p>Applies to:</p> <p>DP systems based on Intel® Xeon® Processor E5 family and previous generation products below:</p> <p>SC5650BCDP, SC5650BCDPNA, SC5650BCDPR, SC5650BCDPRNA, SC5650HCBRP, SC5650HCBRPNA, SC5650HCBRPR, SC5650HCBRPRNA, SC5650SCWS, SC5650SCWSR, SC5650SCWSRNA, SR1600UR, SR1600URHS, SR1600URHSNA, SR1600URHSR, SR1600URHSRNA, SR1600URNA, SR1600URR, SR1600URRNA, SR1625UR, SR1625URNA, SR1625URR, SR1625URRNA, SR1625URSAS, SR1625URSASNA, SR1625URSASR, SR1625URSASRNA, SR1630BC, SR1630BCNA, SR1630BCR, SR1630BCRNA, SR1670HV, SR1670HVNA, SR1690WB, SR1690WBNA, SR1690WBR, SR1690WBRNA, SR2600URBRP, SR2600URBRPNA, SR2600URBRPR, SR2600URBRPRNA, SR2600URLX, SR2600URLXNA, SR2600URLXR, SR2600URLXRNA, SR2600URSATA, SR2600URSATANA, SR2600URSATAR, SR2600URSATARNA, SR2612UR, SR2612URNA, SR2612URR, SR2612URRNA, SR2625URBRP, SR2625URBRPNA, SR2625URBRPR, SR2625URBRPRNA, SR2625URLX, SR2625URLXNA, SR2625URLXR, SR2625URLXRNA, SR2625URLXT, SR2625URLXTNA, SC5600BASE, SC5600BASENA, SC5600BRP, SC5600BRPNA, SC5600LX, SC5600LXNA, SC5650BRP, SC5650BRPNA, SC5650DP, SC5650DPNA, SC5650SCWSNA, SC5650WS, SC5650WSNA</p>	<p>1</p>
<p>SVCEWMFSY 911296</p>	<p>Two year extended warranty for Intel® Modular Server Systems. Please use <i>SVCEWMFCP</i> for an individual compute module, as described in the next section.</p> <p>Applies to:</p> <p>MFSYS25V2, MFSYS25V2, MFSYS35</p>	<p>1</p>
<p>SVCEWHWSY 923113</p>	<p>Two year extended warranty for Intel® Server System H2000. Please use <i>SVCEWHWB</i> for an individual HNS2000 Compute Module, as described in the next section.</p> <p>Applies to:</p> <p>All Half-Width systems</p>	<p>1</p>
<p>SVCEWMPSY 914881</p>	<p>Two year extended warranty for Four Processor Intel® Server System.</p> <p>Applies to:</p> <p>Four Processor Intel® Server Systems based on Intel® Xeon® Processor E5 family</p>	<p>1</p>

1.3 Board Product Order Codes

Product Code MM	Description	Minimum Order Quantity
SVCEWUPBD 911292	<p>Two year extended warranty for Intel® Server Boards that support one processor.</p> <p>Applies to:</p> <p>Current UP boards and previous generation products below:</p> <p>S1200KP, S1200BTL, S1200BTS, S3420GPLC, S3420GPLX, S3420GPRX, S3420GPV, WX58BPR</p>	1
SVCEWDPBD 911294	<p>Two year extended warranty for Intel® Server Boards that support two processors.</p> <p>Applies to:</p> <p>Current DP boards and previous generation products below:</p> <p>S5500BC, S5500BCR, S5500HCV, S5500HCVR, S5500WB, S5500WB12VR, S5500WBR, S5520HC, S5520HCR, S5520HCT, S5520SC, S5520SCR, S5520URT</p>	1
SVCEWMFCP 911297	<p>Two year extended warranty for Intel® Modular Server Compute Module. Please use <i>SVCEWMFSY</i> for more than one module.</p> <p>Applies to:</p> <p>MFS2600KI, MFS5520VIBR, MFS5520VIR</p>	1
SVCEWRAID 911298	<p>Two year extended warranty for Intel® RAID controllers. Batteries are not included in the Extended Warranty.</p> <p>Applies to:</p> <p>Current RAID controllers and previous generation products below:</p> <p>AXX4SASMOD, AXXRAKSAS2, AXXRAKSW5, AXXRMS2AF040, AXXRMS2AF080, AXXRMS2LL040, AXXRMS2LL080, AXXRMS2MH080, AXXROMBSASMR, RES2SV240, RS25GB008, RS2BL040, RS2BL080, RS2BL080D10, RS2BL080DE, RS2BL080SINGL, RS2MB044, RS2PI008, RS2PI008DE, RS2SG244, RS2WC040, RS2WC080, RS2WG160, RT3WB080, RS2VB080, RS25DB080, SASMF8I, SASUC8I, SASWT4I, SRCASASBB8I, SRCASASLS4I, SRCASASJV, SRCASASRB, SRCASATAWB</p>	1
SVCEWHWB 914905	<p>Two year extended warranty for Intel® Compute Module HNS2000. Please use <i>SVCEWHWSY</i> for more than one module.</p> <p>Applies to:</p> <p>All Half-Width compute modules</p>	1
SVCEWMPBD 914870	<p>Two year extended warranty for Four Processor Intel® Server Board.</p> <p>Applies to:</p> <p>All Four Processor Intel® Server Boards</p>	1

2. Intel® On-site Repair for Servers Overview and Order Codes

2.1 Service Overview

Intel® On-site Repair for Servers enables Next Business Day end-user repair during the normal three year product warranty period.¹ This is offered for Intel® Server Systems and includes most of the most commonly replaced parts. This service is purchased like hardware, through a reseller/distributor, and serial number registration is required to activate. Contact EPSD.Service.Coordinator@intel.com for more information.

2.2 Product Order Codes

Systems SKUs include the following components, where applicable:

- Main board
- Power supply/supplies
- Power distribution board(s)
- Front panel
- I/O modules
- Management modules
- PCIe/PCI-X riser(s)
- Fan(s)
- Active/passive drive backplane(s)
- Active/passive midplane(s)
- Bridge board(s)
- Intel® RAID adapters
- **Processors**
- **Memory**
- **Hard Drives**

Product Code MM	Description	Minimum Order Quantity
SVCORUPSY 916901	Three year Next Business Day on-site repair for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support one processor. Applies to: UP systems based on Intel® Xeon® Processor E3 family and previous generation products below: SC5650UP, SC5650UPNA, SR1630GP, SR1630GPNA, SR1630GPRX, SR1630GPRXNA, SR1630HGP, SR1630HGPNA, SR1630HGPRX, SR1630HGPRXNA, SR1640TH, SR1640THNA, SR1695GPRX1AC,	1

	SR1695GPRX1ACNA, SR1695GPRX2AC, SR1695GPRX2ACNA, SR1695WBAC, SR1695WBACNA, SR1695WBDC, P4304BTLSFCN, P4304BTLSFCNNA, P4304BTLSHCN, P4304BTLSHCNNA, P4304BTSSFCN, P4304BTSSFCNNA, P4304BTSSFCNNA ,P4304XXSFCN , P4304XXSFCNNA, P4304XXSHCN, P4304XXSHCNNA, R1304BTLSFAN, R1304BTLSFANNA, R1304BTLSHBN, R1304BTLSHBNNA, R1304BTSSFAN, R1304BTSSFANNA	
SVCORDPSY 916902	<p>Three year Next Business Day on-site repair for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support two processors.</p> <p>Applies to:</p> <p>DP systems based on Intel® Xeon® Processor E5 family and previous generation products below:</p> <p>SC5650BCDP, SC5650BCDPNA, SC5650BCDPR, SC5650BCDPRNA, SC5650HCBRP, SC5650HCBRPNA, SC5650HCBRPR, SC5650HCBRPRNA, SC5650SCWS, SC5650SCWSR, SC5650SCWSRNA, SR1600UR, SR1600URHS, SR1600URHSNA, SR1600URHSR, SR1600URHSRNA, SR1600URNA, SR1600URR, SR1600URRNA, SR1625UR, SR1625URNA, SR1625URR, SR1625URRNA, SR1625URSAS, SR1625URSASNA, SR1625URSASR, SR1625URSASRNA, SR1630BC, SR1630BCNA, SR1630BCR, SR1630BCRNA, SR1670HV, SR1670HVNA, SR1690WB, SR1690WBNA, SR1690WBR, SR1690WBRNA, SR2600URBRP, SR2600URBRPNA, SR2600URBRPR, SR2600URBRPRNA, SR2600URLX, SR2600URLXNA, SR2600URLXR, SR2600URLXRNA, SR2600URSATA, SR2600URSATANA, SR2600URSATAR, SR2600URSATARNA, SR2612UR, SR2612URNA, SR2612URR, SR2612URRNA, SR2625URBRP, SR2625URBRPNA, SR2625URBRPR, SR2625URBRPRNA, SR2625URLX, SR2625URLXNA, SR2625URLXR, SR2625URLXRNA, SR2625URLXT, SR2625URLXTNA, SC5600BASE, SC5600BASENA, SC5600BRP, SC5600BRPNA, SC5600LX, SC5600LXNA, SC5650BRP, SC5650BRPNA, SC5650DP, SC5650DPNA, SC5650SCWSNA, SC5650WS, SC5650WSNA</p>	1
SVCORMFSY 916903	<p>Three year Next Business Day on-site repair for Intel® Modular Server Systems includes up to six compute modules.</p> <p>Applies to:</p> <p>MFSYS25, MFSYS25V2, MFSYS35</p>	1
SVCORHYSY 923114	<p>Two year extended warranty for Intel® Server System H2000. System includes up to four compute modules.</p> <p>Applies to:</p> <p>All Half-Width systems</p>	1
SVCORMPSY 914894	<p>Three year Next Business Day on-site repair for Four Processor Intel® Server System.</p> <p>Applies to:</p> <p>Four Processor Intel® Server Systems based on Intel® Xeon® Processor E5 family</p>	1

¹Only Intel® processors, Intel® Server Systems, Intel® Server Boards, Intel® RAID controllers, and Intel® server accessories (“Intel® products”) and specific memory and hard drives listed on the On-site Repair Hardware Compatibility List will be supported under an On-site Repair Services Contract. Systems must be built using new components with original three-year manufacturer warranty. This service must be purchased at the same time as the hardware.

24x7 phone technical support is available only to Intel® Channel members and is provided in English only. Intel recommends that you contact your reseller or distributor before contacting Intel. 24x5 phone technical support is available to non-Intel® Channel member customers and is provided in English only. Contact information can be found at the Contact Support website.
(http://www.intel.com/p/en_US/support/contact/phone)

Next Business Day support option is available in all 50 states in the United States and select cities in Canada. Next Business Day 8–5 response is on-site response occurring Monday through Friday, 8:00 a.m. to 5:00 p.m. customer local time, excluding national holidays. If the reseller or end customer calls Intel before 5:00 p.m. Eastern Time, Intel will diagnose the specific hardware failure and respond on-site at the end-customer the next business day. If the diagnosis is made after 5 p.m. Eastern Time, the on-site appointment may be scheduled for two business days rather than one. “Response time” is calculated after the service provider determines the specific hardware component that needs replacement and dispatches a repair technician to the end-customer site.

Software/operating systems or system technical support, optimization or errata repairs are not included or supported by this service. Requests for support beyond hardware remedial services will be referred to the original reseller or integrator. Configuration and reintegration of the unit being serviced is the responsibility of the system owner. Low-level firmware and BIOS will be updated by the service technician only when required to complete POST. This service does not cover dead on arrival, Technical Advisory Recommendations on replacement, cosmetic damages (e.g., scratches or dents), lost, stolen, incorrect or inadequate installation, intentional damage, recovery or transfer of data, or acts of God or nature.

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