Intel® Server Services Configuration Guide

A reference guide to assist customers in ordering extended support services.

Revision 1.5

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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.

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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.

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	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. Applies to: 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	1

SVCEWDPSY 911295	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. Applies to: 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	1
SVCEWMFSY 911296	Two year extended warranty for Intel® Modular Server Systems, please use SVCEWMFCP for each compute module, as described in the next section. Applies to: MFSYS25V2, MFSYS25V2, MFSYS35	1

1.3   Board Product Order Codes

Product Code MM	Description	Minimum Order Quantity
SVCEWUPBD 911292	Two year extended warranty for Intel® Server Boards that support one processor. Applies to: S1200BTL, S1200BTS, S3420GPLC, S3420GPLX, S3420GPRX, S3420GPV, WX58BPR	1
SVCEWDPBD 911294	Two year extended warranty for Intel® Server Boards that support two processors. Applies to: S5500BC, S5500BCR, S5500HCV, S5500HCVR, S5500WB, S5500WB12VR, S5500WBR, S5520HC, S5520HCR, S5520HCT, S5520SC, S5520SCR, S5520URT	1
SVCEWMFCP 911297	Two year extended warranty for Intel® Modular Server Compute Modules. Applies to: MFS5520VIBR, MFS5520VIR	1
SVCEWRAID 911298	Two year extended warranty for Intel® RAID controllers. Batteries are not included in the Extended Warranty. Applies to: AXX4SASMOD, AXXRAKSAS2, AXXRAKSW5, AXXRMS2AF040, AXXRMS2AF080, AXXRMS2LL040, AXXRMS2LL080, AXXRMS2MH080, AXXROMBSASMR, RES2SV240, RS25GB008, RS2BL040, RS2BL080, RS2BL080D10, RS2BL080DE, RS2BL080SNGL, RS2MB044, RS2PI008, RS2PI008DE, RS2SG244, RS2WC040, RS2WC080 , RS2WG160, RT3WB080, RS2VB080, RS25DB080, SASMF8I, SASUC8I, SASWT4I, SRCSASBB8I, SRCSASLS4I ,SRCSASJV, SRCSASRB, SRCSATAWB	1

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

2.1 Service Overview

Intel® On-site Repair for Servers enables end-user repair during the normal three year product warranty period. 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.

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 on-site repair for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support one processor. Applies to: 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,	1

	R1304BTLSHBNNA, R1304BTSSFAN, R1304BTSSFANNA	
SVCORDPSY 916902	Three year on-site repair for Intel® Server Systems or Intel® Server Knock Down Kits + Intel® Server Boards that support two processors. Applies to: 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	1
SVCORMFSY 916903	Three year on-site repair for Intel® Modular Server Systems, includes up to six compute modules. Applies to: MFSYS25, MFSYS25V2, MFSYS35	1