HPE POINTNEXT
SERVICES

IDENTIFY YOUR HPE CERTIFIED GENUINE REPLACEMENT PARTS

Hewlett Packard Enterprise helps you differentiate generic spare parts from certified genuine HPE replacement parts by using tamper evident labels, security labels, and a validation app. This document helps you understand more about them.

TAMPER-EVIDENT SEALS

The opening end of the package is sealed with a unique HPE tamper-evident seal to help ensure that the product inside has not been tampered with. The tamper-evident seals have the same security features as the hardware security labels, which help validate the authenticity of the HPE part. The seals are made of destructible material that do not allow the label to be removed from the carton without damaging the seal when it is opened.

Taping or using any other means of reattaching the label is fraudulent. If there are no seals, or if the seals have been tampered with in any way, the authenticity of the part should be questioned. If the seals do not have the proper security features, the integrity of the part may be questionable and should be further qualified to determine its authenticity.

FIGURE 1. Tamper-evident seal

FIGURE 2. External packaging with tamper-evident seal

SECURITY LABELS FOR VERIFICATION

HPE has used several different security labels for verification and authentication of HPE products. These labels have many layered security features that provide covert and overt security to keep the labels from being counterfeited. When there is a risk of the primary features being counterfeited, HPE must either expose the next set of features or change the primary feature to provide assurance in product authentication.

LOCATING THE SECURITY LABEL

HDD/SSD

Most often found overlapping the top or bottom edge of large white label

Memory DIMM

Usually found on the right side of the DIMM—opposite the memory specification label
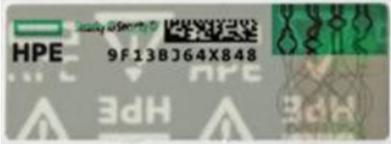
Processor and heatsink

Processor kits can be validated via the label affixed to the bundled heatsink

TABLE 1. Visual inspection—hologram security label

In use	Full label	Validation	Security features
April 2019 till date			Security strip has florescent holograms for authentication that are in motion. When the label is tilted left to right, the HPE logos spin either left/right or up/down to show a check mark and spin back to the HPE logos by either spinning left/right or up/down when tilted the other way.
September 2016 through September 2019			Security strip has florescent holograms for authentication, which move in conjunction to the HPE logo: 1. Rotating left to right, the HPE logo and the HPE text moves in opposite directions 2. Moving up and down, the HPE logo and the HPE text moves in opposite directions

To verify the tamper evidence, the label should be lifted only half-way up. One side must remain adhered to the product and show no signs of tampering. Labels that have been completely lifted or removed may be tampered with.

TABLE 2. Signs of tampering of security label

Signs of tampering on current security label	
Adhesive left behind on product (left) and signs of tampering on label (right) on previous labels	

DOWNLOAD HPE PARTS VALIDATION MOBILE APP

To validate the authenticity of HPE parts, download HPE Parts Validation mobile application from either Apple App or Google™ Play Store. The application helps you to validate your HPE parts when you scan the security label on the HPE part.

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parts.hpe.com

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