



Identify your Certified HPE Genuine Replacement Parts

Hewlett Packard Enterprise helps you differentiate generic spare parts from Certified HPE Genuine 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 clamshell package is sealed with a unique HPE tamper-evident seal to ensure that the product inside has not been tampered with. Tamper-evident seals have the same security features as the hardware security labels that will help validate that the kit is authentic. The seals are made of destructible material that will not allow the label to be removed from the carton without damaging the seal where it was opened. The seals can easily be sliced open for product opening.

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

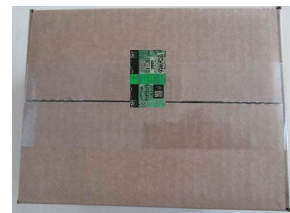


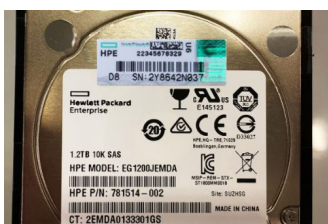
Figure 2. External packaging with tamper-evident seal

Security labels for verification

HPE uses several different security labels for the verification and authentication of HPE products. If the seals do not have the proper security features, the integrity of the product may be questionable and should be further identified and qualified before determining that it is an authentic HPE product. If there are no seals, or if the seal has been tampered with in any way, this raises questions as to the validity of the kit.

To verify the tampered evidence, the label should be lifted only halfway through. One side must remain adhered to the product to show no signs of tampering. Taping or using any other means of reattaching the label is fraudulent. If HPE receives products where the label is damaged, removed, or partially removed "over 50%" then further authentication or proof of purchase may be required to validate the claim. If the customer fails to submit the required information or the part fails the authentication review, HPE reserves the right to bill the customer for the replacement part.

Locating the security label



HDD/SSD

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



Memory DIMM







Typically located on the opposing side of the memory specification label, you can find it on the side of the DIMM



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
September 2021 through present			<p>The security strip has holographic HPE logos and Hewlett Packard Enterprise text.</p> <p>At certain angles, a green starburst effect appears.</p>
April 2019 through September 2021			<p>Security strip has florescent holograms that are in motion.</p> <ol style="list-style-type: none"> 1. Security strip has holographic medallions that alternate between the HPE logo flips to a coin with a check mark (✓). 2. Partial coins (incomplete circles) are okay, but they must alternate between the HPE logo and the check mark (✓) and must be bright green in color.
September 2016 through September 2019			<p>Security strip has florescent holograms which move in conjunction to the HPE logo:</p> <ol style="list-style-type: none"> 1. While rotating, the HPE logo and the HPE text move in opposing directions. 2. In a vertical motion, the HPE logo and the HPE text move in contrasting directions.

To verify the tampered evidence, the label should be lifted only halfway through. 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 on security label

Signs of tampering on the current security label	
Adhesive left behind on product if the label is lifted	

Download HPE Parts Validation mobile app

To validate the authenticity of HPE parts, download the 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.

Visit hpe.com/us/en/validate.html to request product authentication should there be any suspicion of counterfeiting.

Learn more at

[HPE parts store](#)

