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SYNERGY ASSOCIATES

WHY BUY CERTIFIED HPE GENUINE REPLACEMENT MEMORY

Don't compromise quality, reliability, and performance

Using Certified HPE Genuine memory ensures that your HPE Product will operate to the defined and required performance and quality levels.

Industry leading quality—Only major DRAM suppliers are used, and then only after HPE is satisfied with the ongoing quality and reliability of their product. HPE continues to work directly with DRAM suppliers throughout the life of the product to ensure that only the highest quality products are delivered to HPE customers. If any quality issues develop, the product is purged from HPE inventory and controlled by date code and product ID to ensure that known issues cannot be reintroduced into HPE inventory.

Guaranteed performance—Only after every system is tested with every supported memory module capacity, and it has been confirmed that the product will work in all HPE servers, will an HPE kit be created. Shock, drop, and vibration tests ensure that the product, once it reaches its final destination, will still function properly, regardless of handling "technique."

DRAM suppliers are required to institute date code controls to prevent substandard memory modules from being shipped to HPE.

Protect yourself from counterfeit—Counterfeit parts can compromise the reliability and performance of your infrastructure. With HPE's tamper evident seals and security labels, you can detect and avoid counterfeit products. In addition, HPE SmartMemory authentication identifies memory is authentic and not counterfeit. For help in verifying security labels are genuine, please see the guidance located in the next section.

Always be sure—By purchasing your parts from our authorized partner network you can be confident you're always buying Certified HPE Genuine Replacement Parts.

HOW TO IDENTIFY CERTIFIED HPE GENUINE REPLACEMENT MEMORY

There are a number of things to look for to determine if a memory module is a Certified HPE Genuine Replacement Part or a counterfeit product. Proper packaging and security labels are all important characteristics. Be wary of product descriptions referencing "bulk" or "pulls" and pricing that appears to be "too good to be true", as that can be an important indicator that the product is counterfeit or refurbished.

1. Check the external packaging

✓ HPE has 2 labels on the outside of the box, showing serial and part number

2. Check the internal packaging

✓ HPE ships all memory parts in labelled anti-static bags in boxes with foam packaging

3. Check the security label

✓ Does the memory have a valid security label?

4. Report counterfeit

✓ If any of these checks fails and you suspect a counterfeit product, please contact hardware.counterfeitvalidation@hpe.com

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

Memory DIMM

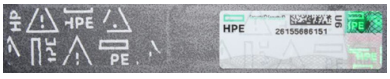
Usually found on the right side of the DIMM—opposite the memory specification label

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	

HPE support

Get updates

LEARN MORE AT
https://synllc.com/genuine-hpe-replacement-parts

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