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**FORTINET FC-10-070DP-247-02-12**

# Fortinet FortiGate-70D-POE License User Manual

**Brand:** FORTINET | **Model:** FC-10-070DP-247-02-12

## 1. INTRODUCTION

This document provides essential information for the activation and utilization of your Fortinet FortiGate-70D-POE License, specifically the 1-year 24x7 FortiCare service (FC-10-070DP-247-02-12). This license is designed to enhance the security and operational efficiency of your FortiGate-70D-POE network security appliance by providing comprehensive support and access to advanced threat intelligence services.

## 2. LICENSE ACTIVATION

To begin utilizing the FortiCare services and security subscriptions, your license must be activated. This process typically involves registering the license key with your Fortinet account and associating it with your FortiGate-70D-POE device.

### Activation Steps:

- 1. Locate Your License Certificate:** Your license key is provided on the license certificate, often included with your purchase or delivered electronically.
- 2. Access the FortiCare Support Portal:** Navigate to the official FortiCare support portal ([support.fortinet.com](https://support.fortinet.com)) using a web browser.
- 3. Log In or Create an Account:** If you do not have a Fortinet account, create one. Otherwise, log in with your existing credentials.
- 4. Register Your Product:** Within the portal, locate the "Product Registration" or "Register Your Product" section.
- 5. Enter License Information:** Input the license key and any other required details as prompted. Ensure the FortiGate-70D-POE serial number is correctly associated.
- 6. Confirm Activation:** Follow the on-screen instructions to complete the activation. A confirmation will typically be sent to your registered email address.



*Image: The Fortinet FortiGate-70D-POE License activation key box, indicating the physical or digital delivery of the license. This box contains the necessary information for license registration and activation.*

For detailed, step-by-step instructions, refer to the official Fortinet documentation available on the FortiCare support portal.

### 3. FORTICARE SUPPORT SERVICES OVERVIEW

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Your FortiCare license provides access to various levels of technical support and advanced replacement services, ensuring the continuous operation and security of your FortiGate-70D-POE device.

#### Available FortiCare Services:

- **FortiCare 8x5 Service:** Provides access to technical support via the web portal, online chat system, and telephone during business hours (8 hours a day, 5 days a week). Includes return and replace for hardware failures.
- **FortiCare 24x7 Service:** Offers round-the-clock access to mission-critical support services, 365 days a year, 24 hours a day. This includes technical support and advanced replacement service for hardware failures. Your FC-10-070DP-247-02-12 license includes this service.
- **FortiCare 360 Service:** An advanced service combining Fortinet's cloud-based analytics with premium support. It enables proactive approaches to rapid detection and remediation of current and potential security and performance issues, helping to avoid breaches and downtime.

# FortiCare Support Services



## FortiCare 8x5 Service

Get access to technical support via the web portal, online chat system, and telephone, including return and replace for hardware failures. You'll also have fast and easy written access to technical support requests.



## FortiCare 24x7 Service

If you need 'round-the-clock access to mission-critical support services, the 24x7 Service will meet your requirements. You'll get access to technical support 365x24x7 as well as advanced replacement service for hardware failures.



## FortiCare 360 Service

FortiCare 360 Advanced Services Technical Support is a "pound of prevention," combining Fortinet's cloud-based analytics with premium support to enable organizations to take a more proactive approach to the rapid detection and remediation of current and potential security and performance issues associated with the FortiGate and FortiWifi devices to avoid breaches and downtime.

*Image: An overview illustrating the different FortiCare Support Services: 8x5, 24x7, and 360, each represented by an icon on a laptop screen, highlighting their respective coverage levels.*

# FortiCare Support Services

**FortiCare 8x5 Service** provides access to technical support via the web portal, online chat system, and telephone, including return and replace for hardware failures. This service allows fast and easy written access to technical support requests.

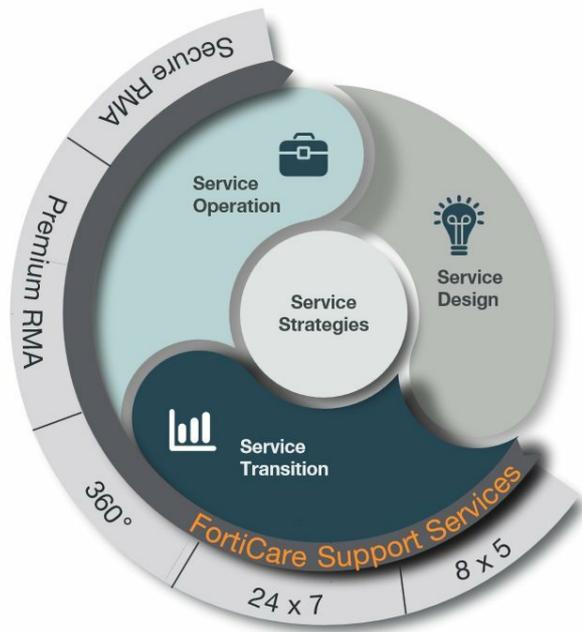
**FortiCare 24x7 Service** includes access to technical support on a 365x24x7 basis as well as an advanced replacement service for hardware failures. This service provides the assurance of around-the-clock coverage and fast turnaround for replacement of defective hardware.

**FortiCare 360° Service** includes all of the services that FortiCare 24x7 service offers, plus providing customers with a recurring health check through a personalized monthly audit report of their FortiGate and FortiWiFi appliances. As part of the service, Fortinet will proactively perform device environmental and performance audits for the contracted appliances. Based on the audit results, specialized Fortinet engineers will provide recommendations to help customers avoid unplanned service disruptions and detect problems before they affect performance.

**FortiCare Premium RMA Service** is designed to minimize downtime and is offered in three options:

- **Next-day Delivery:** Parts delivered the day following RMA approval by Fortinet support.
- **4-Hour Courier:** Parts delivered on-site 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
- **4-Hour On-site Engineer:** Parts delivered on-site with an engineer, 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.

**FortiCare Secure RMA Service** allows for non-return of an appliance for those customers with strict rules and requirements for physical data protection.



*Image: A detailed diagram outlining the components of FortiCare Support Services, including Service Operation, Service Strategies, Service Design, and Service Transition, with emphasis on 24x7, 8x5, and 360 support levels and Premium RMA.*

## 4. FORTIGUARD SECURITY SUBSCRIPTIONS

Beyond technical support, your FortiCare license grants access to FortiGuard security subscriptions, which provide real-time threat intelligence and comprehensive protection against evolving cyber threats.

### Key Security Subscriptions Included:

- **Next Generation Application Control and IPS:** Application control and intrusion prevention (IPS) are foundational security technologies for your FortiGate. FortiGuard IPS signatures are continuously updated to defend against new threats.
- **Web Filtering:** Categorizes and filters over 160 million websites, providing granular control over web access and protecting against malicious sites.
- **Antivirus:** FortiGuard Labs identifies and neutralizes malware programs, including traditional malware, and

advanced persistent threats.

- **Web Application Security Service:** Provides automated updates to protect your sensitive data and content from the latest application-layer threats, including SQL injection and cross-site scripting.
- **Antispam:** Offers highly effective antispam solutions to protect against unsolicited and often malicious email.
- **Vulnerability Scan:** Helps identify and manage the latest software vulnerabilities on endpoint devices and in your organization's network.
- **Botnet IP and Domain Reputation:** Blocks approximately 32,000 botnet command & control communication attempts daily, preventing compromised devices from participating in botnet activities.
- **Database Security Control:** Offers centrally managed, enterprise-scale database protection that covers known exploits, configuration weaknesses, OS issues, and regulatory compliance.
- **Mobile Security Service:** Protects your organization against attacks targeting mobile platforms, providing effective protection against the latest threats.
- **Advanced Threat Protection (FortiSandbox Cloud):** Integrates with FortiSandbox for advanced threat detection, analyzing suspicious files and links in a secure environment to identify zero-day threats.

## Security Subscriptions

New cyber threats emerge every moment of every day. The highly commercialized cybercriminal ecosystem constantly changes its attacks and techniques. Whether it's a ransomware family, phishing campaign, or infrastructural vulnerability—organizations must constantly be prepared to defend against something new at all times. That's where the threat research and intelligence of FortiGuard Labs is critical. Extensive knowledge of the threat landscape, combined with the ability to respond quickly at multiple levels, is the foundation for providing effective security. Spanning 10 distinct security disciplines, hundreds of researchers at FortiGuard Labs scour the cyber landscape and proactively seek out new avenues of attack every day to discover (and ideally preempt) emerging threats. The FortiGuard team develops effective countermeasures to protect more than 320,000 Fortinet customers around the world. These countermeasures include up-to-the-minute threat intelligence, delivered as a subscription service for Fortinet security products.

Security Subscriptions include:



Up-to-the minute threat intelligence in real time to stop the latest threats



High fidelity with mature and rigorous back-end processes



Insight into threats anywhere in the world through a global network of more than three million sensors



Prevention of exploitation of new avenues of attack with proactive threat research



Fast and comprehensive intelligence via automated and advanced analytics (such as machine learning) being applied to cross-discipline information



Top-rated effectiveness achieved through the commitment to independent, real-world testing

*Image: An overview of Fortinet's Security Subscriptions, highlighting key benefits such as up-to-the-minute threat intelligence and top-rated effectiveness.*

**FortiGuard Subscription Options**

Here is a brief overview of the FortiGuard subscription feeds available for your organizations:

### Next-Generation Application Control and IPS

Application control and intrusion prevention (IPS) are foundational security technologies for a Next-Generation Firewall like FortiGate. FortiGuard IPS blocks approximately 470,000 network intrusions, and new IPS signatures are being created and uploaded to deployed devices every single day.



### Web Filtering

On any given day, FortiGuard Labs processes nearly 50 million URL categorization requests and blocks over 160,000 malicious websites. The FortiGuard Web Filtering service rates over 250 million websites and delivers nearly 1.5 million new URL ratings every week. Websites are categorized into six major categories for fast control, and nearly 80 micro-categories for fine-tuned control.



### Antivirus

FortiGuard Labs has identified and neutralized nearly 100,000 malware programs targeting traditional, mobile, and IoT platforms. Patented technologies such as the Fortinet Content Pattern Recognition Language (CPRL) enable FortiGuard antivirus to identify thousands of current and future malware variants with a single signature – optimizing your deployment's security effectiveness and performance.



### Web Application Security Service

The FortiWeb Security subscription service provides fully automated updates to protect your sensitive data and content from the latest application-layer threats. FortiGuard Labs provides updates on the latest advanced application vulnerabilities, bots, suspicious URL patterns, data-type patterns, and heuristic detection engines to enable FortiWeb Security-enabled appliances to prevent both new and evolving-application threats from gaining access to your web applications.



### Antispam

Email is still the #1 vector for the start of an advanced attack on an organization, so a highly effective antispam solution should be a key part of any security strategy. FortiGuard Antispam detects unwanted and often malicious email with global spam filtering that uses sender IP reputation and spam signatures. To keep your antispam solution optimized, FortiGuard Labs delivers nearly 46 million new and updated spam rules every single week. The FortiGuard Antispam feed is available for both the FortiMail and FortiGate solutions.



### Vulnerability Scan

The FortiGuard Vulnerability Scan service helps the FortiClient solution accurately identify and manage the latest software vulnerabilities on endpoint devices. It identifies the OS and applications, and discovers known vulnerabilities in versions of software currently running on the endpoints in your organization. It also provides timely remediation intelligence to help you remediate systems that have been identified as vulnerable.



### Botnet IP and Domain Reputation

Every minute of every day, FortiGuard Labs blocks approximately 32,000 botnet command & control communication attempts. A key part of a botnet's attack kill chain requires an infected device to communicate with a command & control server – either to download additional threats or to exfiltrate stolen data. FortiGuard's IP and domain address reputation tools block this communication, thereby neutralizing these threats.



### Database Security Control

FortiGuard's Database Security service offers centrally managed, enterprise-scale database protection for Fortinet's FortiDB product line. Automated content updates provide the latest pre-configured policies that cover known exploits, configuration weaknesses, OS issues, operational risks, data access privileges, and industry/regulatory best practices.



### Mobile Security Service

Protect your organization against attacks targeting your mobile platforms. Fortinet's Mobile Security Service gives you the ability to create effective protection against the latest threats targeting mobile devices. It employs



### Advanced Threat Protection (FortiSandbox Cloud)

Thousands of organizations leverage FortiSandbox to identify advanced threats. FortiSandbox utilizes the full FortiGuard antivirus database, along with community reputation lookups, platform-independent



industry-leading advanced detection engines to prevent both new and evolving threats from gaining a foothold inside your network and its invaluable content.

code emulation, and virtual sandboxing to identify zero-day threats and attacks using new evasion tactics. The FortiSandbox Cloud service leverages this same FortiSandbox technology, and is integrated with the FortiGate platform.

*Image: A detailed visual representation of various FortiGuard Subscription Options, including Next Generation Application Control and IPS, Web Filtering, Antivirus, Web Application Security Service, Antispam, Vulnerability Scan, Botnet IP and Domain Reputation, Database Security Control, Mobile Security Service, and Advanced Threat Protection (FortiSandbox Cloud).*

## 5. SERVICE MANAGEMENT AND MAINTENANCE

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Effective management of your FortiCare license and associated services is crucial for maintaining optimal security and performance of your FortiGate-70D-POE device.

### Key Management Activities:

- **FortiCare Portal Access:** Regularly log into the FortiCare support portal to monitor your license status, view service entitlements, and manage registered devices.
- **Firmware Updates:** Ensure your FortiGate-70D-POE device is running the latest firmware versions. FortiCare services often include access to critical security updates and patches.
- **Security Content Updates:** FortiGuard subscriptions automatically deliver real-time updates for antivirus definitions, IPS signatures, web filtering categories, and other security content. Verify that these updates are being applied successfully.
- **Service Renewal:** Keep track of your license expiration date to ensure continuous protection. Renew your FortiCare license before it expires to avoid any service interruptions.

## 6. TROUBLESHOOTING AND SUPPORT

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Should you encounter any issues with your FortiGate-70D-POE device or the FortiCare services, Fortinet provides comprehensive support channels.

### Accessing Support:

- **FortiCare Support Portal:** The primary point of contact for technical support. You can open support tickets, access knowledge base articles, and find documentation.
- **Telephone Support:** For urgent issues, utilize the 24x7 telephone support provided with your license. Contact numbers are available on the FortiCare portal.
- **Online Chat:** For quick queries, the online chat system is available during specified service hours.
- **Community Forums:** Fortinet's community forums can be a valuable resource for peer-to-peer support and solutions to common issues.

When contacting support, be prepared to provide your FortiGate-70D-POE serial number, your FortiCare license key, and a detailed description of the issue you are experiencing.

## 7. SPECIFICATIONS

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Key specifications related to the Fortinet FortiGate-70D-POE License (FC-10-070DP-247-02-12):

Attribute	Detail
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<b>Model Number</b>	FC-10-070DP-247-02-12
<b>Brand</b>	FORTINET
<b>Service Type</b>	FortiCare 24x7 Support and Security Subscriptions
<b>Service Duration</b>	1 Year
<b>Associated Product</b>	FortiGate-70D-POE
<b>Item Weight</b>	1 Pounds (for packaging/documentation)
<b>Date First Available</b>	October 21, 2015
<b>Manufacturer</b>	Fortinet
<b>ASIN</b>	B015019B94
<b>UPC</b>	619587326580

## 8. WARRANTY AND SUPPORT INFORMATION

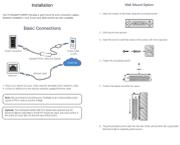
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This FortiCare license provides comprehensive support and service coverage for a period of one year from the date of activation. The 24x7 FortiCare service ensures that you have access to technical assistance and hardware replacement options around the clock.

### Support Details:

- **Service Duration:** 1 Year from activation date.
- **Technical Support:** Available 24 hours a day, 7 days a week, via web portal, chat, and phone.
- **Hardware Replacement:** Advanced replacement service for eligible hardware failures of the associated FortiGate-70D-POE device. Specific terms and conditions apply and are detailed on the FortiCare portal.
- **Software Updates:** Access to firmware updates and patches for the FortiGate-70D-POE.
- **Security Content Updates:** Continuous, real-time updates for FortiGuard security services (antivirus, IPS, web filtering, etc.).

For the most current and detailed warranty and support terms, please refer to the official Fortinet website and the FortiCare support portal ([support.fortinet.com](https://support.fortinet.com)).

	<p><a href="#">Fortinet Data Center Firewalls: Ordering Guide and Specifications</a></p> <p>Comprehensive ordering guide for Fortinet Data Center Firewalls (NGFWs), detailing product offerings, appliance specifications, order information, and frequently asked questions for high-performance network security.</p>
	<p><a href="#">Fortinet Sovereign SASE Ordering Guide: Private SASE Solution</a></p> <p>Comprehensive ordering guide for Fortinet's Sovereign SASE, a private Secure Access Service Edge solution for enterprises and service providers, detailing components, SKUs, and FAQs.</p>
	<p><a href="#">FortiGate/FortiWiFi Installation and Setup Guide</a></p> <p>Comprehensive guide to installing, setting up, and configuring FortiGate and FortiWiFi network security devices, covering physical installation options, various setup methods (GUI, Cloud, CLI), licensing, services, and the Fortinet Security Fabric.</p>
	<p><a href="#">FortiEdge Cloud Ordering Guide: Network Management Platform</a></p> <p>This guide provides detailed ordering information for FortiEdge Cloud, Fortinet's cloud-based management platform for FortiAP, FortiSwitch, and FortiExtender. It covers features, licensing tiers, product SKUs, and frequently asked questions.</p>
	<p><a href="#">FortiGate 80F Series QuickStart Guide   Fortinet</a></p> <p>This QuickStart Guide provides essential information for setting up and deploying FortiGate 80F Series devices, including package contents, quick setup procedures, and additional configuration options.</p>
	<p><a href="#">Fortinet FortiOS 7.0.6 Hardware Acceleration Guide</a></p> <p>A comprehensive guide to Fortinet's FortiOS 7.0.6 hardware acceleration features, detailing NP7, NP6, and CP9 processors, their architectures, configurations, and performance optimization for FortiGate network security appliances.</p>