FORTINET FG-81E-24x7 FC-1 YR-LIC

Fortinet FortiGate-81E-POE FortiCare Contract User Manual

This manual provides essential information for activating and utilizing your Fortinet FortiGate-81E-POE FortiCare contract.

1. INTRODUCTION TO FORTICARE SERVICES

FortiCare is Fortinet's comprehensive support service designed to ensure the optimal performance and security of your FortiGate devices. This contract provides access to technical assistance, hardware replacement, and advanced services tailored to your operational needs.

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.

This image displays the three primary FortiCare support tiers: 8x5 Service for standard business hours support, 24x7 Service for round-the-clock mission-critical support, and FortiCare 360 for advanced services with proactive analytics and remediation.

2. CONTRACT ACTIVATION AND REGISTRATION

2.1. Registration Requirements

Before utilizing your FortiCare contract, ensure you have:

- Your FortiGate-81E-POE device serial number.
- Your FortiCare contract registration code (typically found on your purchase confirmation or license certificate).
- An active FortiCloud account. If you do not have one, register at support.fortinet.com.

2.2. Activation Steps

1. Navigate to the Fortinet Support Portal: support.fortinet.com.
2. Log in with your FortiCloud account credentials.
3. Go to "Asset Management" and select "Register Product".
4. Enter your FortiGate-81E-POE serial number and the FortiCare contract registration code when prompted.

5. Follow the on-screen instructions to complete the registration process.
6. Upon successful registration, your FortiCare contract will be linked to your FortiGate device.

3. UTILIZING FORTICARE 24X7 SERVICES

Your FortiCare 24x7 contract provides round-the-clock access to critical support services.

3.1. Accessing Technical Support

Technical support is available through multiple channels:

- **Web Portal:** Submit and manage support tickets via the Fortinet Support Portal.
- **Online Chat:** Engage with support engineers in real-time for immediate assistance.
- **Telephone:** Contact Fortinet support by phone for urgent issues. Refer to the support portal for regional contact numbers.

3.2. Hardware Replacement (RMA)

The FortiCare 24x7 contract includes advanced replacement service for hardware failures.

1. If a hardware issue is suspected, contact Fortinet technical support.
2. A support engineer will diagnose the issue and, if necessary, initiate a Return Merchandise Authorization (RMA) process.
3. Follow the instructions provided by the support team for shipping and receiving replacement hardware.

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.
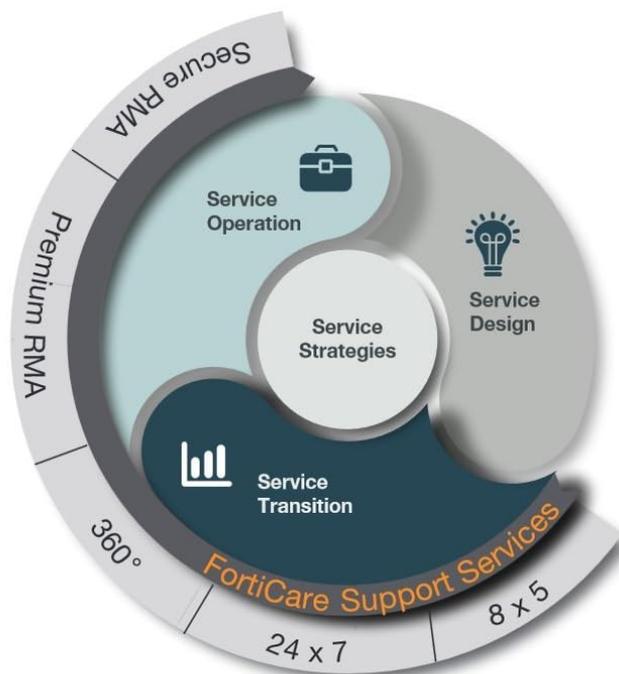
A detailed diagram outlining FortiCare support services, including 8x5, 24x7, and 360 options, along with information on Premium RMA services for hardware replacement, service operations, strategies, design, and transition.

FortiCare Premium RMA Service: This 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 customers with strict rules and requirements for physical data protection.

4. FortiGuard Security Subscriptions

While your contract primarily covers FortiCare support, FortiGate devices often leverage FortiGuard security subscriptions for comprehensive threat protection. These subscriptions provide up-to-the-minute threat intelligence.

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
- Insight into threats anywhere in the world through a global network of more than three million sensors
- Fast and comprehensive intelligence via automated and advanced analytics (such as machine learning) being applied to cross-discipline information
- High fidelity with mature and rigorous back-end processes
- Prevention of exploitation of new avenues of attack with proactive threat research
- Top-rated effectiveness achieved through the commitment to independent, real-world testing

This image provides an overview of FortiGuard Security Subscriptions, highlighting how new cyber threats emerge and the importance of up-to-the-minute threat intelligence, global sensor networks, and proactive research to protect against attacks.

4.1. Overview of FortiGuard Services

FortiGuard services include:

- **Up-to-the-minute threat intelligence:** Real-time updates to stop the latest threats.
- **Insight into threats:** Global network of over three million sensors.
- **Fast and comprehensive intelligence:** Automated and advanced analytics.
- **High fidelity and mature back-end processes.**
- **Prevention of exploitation:** New avenues of attack with proactive threat research.
- **Top-rated effectiveness:** Achieved through commitment to independent, real-world testing.

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

devices every single day.

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

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 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.

A comprehensive list of FortiGuard Subscription Options, detailing services such as 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).

Detailed FortiGuard Subscription Options:

- **Next-Generation Application Control and IPS:** Application control and intrusion prevention system (IPS) are foundational security technologies for next-generation firewalls.
- **Web Filtering:** Categorizes and blocks over 160,000 malicious websites.
- **Antivirus:** Neutralizes nearly 100,000 malware programs.
- **Web Application Security Service:** Provides fully automated updates to protect your sensitive data and content from the latest application-layer threats.
- **Antispam:** Effective antispam solution for FortiMail and FortiGate solutions.
- **Vulnerability Scan:** Helps FortiClient solution accurately identify and manage the latest software vulnerabilities.
- **Botnet IP and Domain Reputation:** Blocks approximately 32,000 botnet command & control communication attempts.
- **Database Security Control:** Offers centrally managed, enterprise-scale database protection.
- **Mobile Security Service:** Protects your organization against attacks targeting your mobile platforms.
- **Advanced Threat Protection (FortiSandbox Cloud):** Leverages FortiSandbox to identify advanced threats.

5. CONTRACT MAINTENANCE AND RENEWAL

To ensure uninterrupted support and protection, it is crucial to maintain your FortiCare contract.

5.1. Monitoring Contract Status

You can view the status and expiration date of your FortiCare contract by logging into the Fortinet Support Portal under "Asset Management".

5.2. Renewal Process

Fortinet typically provides notifications prior to your contract's expiration. To renew your FortiCare contract:

1. Contact your Fortinet reseller or sales representative.
2. Purchase a new FortiCare contract for your FortiGate-81E-POE device.
3. Follow the activation steps (Section 2.2) to register the new contract.

Renewing your contract ensures continuous access to technical support, firmware updates, and advanced hardware replacement services.

6. TROUBLESHOOTING COMMON ISSUES

This section addresses common issues you might encounter when using your FortiCare contract.

6.1. Unable to Access Support Portal

- **Verify Credentials:** Ensure you are using the correct FortiCloud username and password.
- **Internet Connection:** Check your internet connectivity.
- **Browser Compatibility:** Try accessing the portal with a different web browser.
- **Account Lockout:** If you have attempted too many logins, your account might be temporarily locked. Wait and try again, or use the "Forgot Password" option.

6.2. Contract Not Showing as Active

- **Registration Status:** Confirm that you have completed the contract activation and registration steps (Section 2.2).

- **Processing Time:** Allow up to 24 hours for the contract to fully propagate across Fortinet systems after registration.
- **Contact Support:** If the issue persists, contact Fortinet customer service with your serial number and contract registration code for assistance.

6.3. Hardware Replacement Delays

- **Check RMA Status:** Log into the Fortinet Support Portal to check the status of your RMA request.
- **Shipping Information:** Verify that all shipping details provided during the RMA process are accurate.
- **Contact Support:** For significant delays, contact Fortinet support directly, referencing your RMA number.

7. SPECIFICATIONS

This FortiCare contract is specifically for the Fortinet FortiGate-81E-POE device.

- **Product:** FortiCare Contract
- **Applicable Device:** FortiGate-81E-POE
- **Contract Duration:** 1 Year
- **Support Level:** 24x7 FortiCare
- **Fortinet Part Number:** FC-10-0081E-247-02-12
- **Item Model Number:** FG-81E-24x7 FC-1 YR-LIC
- **First Available:** March 15, 2017

8. SUPPORT AND CONTACT INFORMATION

For further assistance or to access support services, please use the following resources:

- **Fortinet Support Portal:** support.fortinet.com
- **Fortinet Website:** www.fortinet.com
- **Technical Support:** Refer to the Fortinet Support Portal for regional telephone numbers and chat options.

Always have your FortiGate device serial number and FortiCare contract details ready when contacting support.