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FORTINET FC-10-0500E-928-02-12

Fortinet FortiGate-500E License User Manual

Model: FC-10-0500E-928-02-12

1. INTRODUCTION

This document provides essential information for the Fortinet FortiGate-500E License (Model: FC-10-0500E-928-02-12). It covers the product overview, details on FortiCare support services, security subscriptions, FortiGuard options, setup, operation, maintenance, troubleshooting, and product specifications. This manual is intended to assist users in understanding and utilizing the licensed services effectively.

2. PRODUCT OVERVIEW

The Fortinet FortiGate-500E License provides 1 year of 24x7 FortiCare support and Advanced Threat Protection (ATP) for your FortiGate-500E security appliance. This license is crucial for maintaining robust network security, offering comprehensive protection against various cyber threats, including Intrusion Prevention System (IPS) and advanced malware protection.

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: Example of Fortinet product packaging or device. This license activates services for the FortiGate-500E.

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: Front view of a FortiGate-500E device, for which this license provides services.

3. FORTICARE SUPPORT SERVICES

FortiCare services provide comprehensive support to ensure the continuous operation and security of your Fortinet products. The FC-10-0500E-928-02-12 license includes 1 year of 24x7 FortiCare support.



Image: Overview of FortiCare Support Services, detailing different service levels.

FortiCare 8x5 Service

This service provides access to technical support via web portal, online chat system, and telephone during business hours (8 hours a day, 5 days a week). It includes return and replace for hardware failures and provides access to technical support requests.

FortiCare 24x7 Service

Designed for mission-critical environments, the 24x7 service offers round-the-clock access to technical support 365 days a year. This includes advanced replacement service for hardware failures, ensuring minimal downtime.

FortiCare 360 Service

FortiCare 360 Advanced Services Technical Support combines Fortinet's cloud-based analytics with premium support. It enables organizations to proactively detect and remediate current and potential security and performance issues associated with FortiGate and FortiWiFi devices, aiming to prevent breaches and downtime.

4. SECURITY SUBSCRIPTIONS

New cyber threats emerge constantly. FortiGuard Labs provides effective security by researching and developing countermeasures against ransomware, phishing campaigns, and other vulnerabilities. This license includes Advanced Threat Protection, which leverages FortiGuard intelligence.



Image: Overview of Fortinet Security Subscriptions and their benefits.

Key Benefits of Security Subscriptions:

- **Up-to-the-minute threat intelligence:** Stops the latest threats as they emerge.
- **Insight into threats:** Global network of over three million sensors provides comprehensive threat visibility.
- **Fast and comprehensive intelligence:** Automated and advanced analytics, including machine learning, for cross-discipline information.
- **High fidelity and rigorous back-end processes:** Ensures accuracy and reliability of threat data.
- **Prevention of exploitation:** Proactive threat research prevents new avenues of attack.
- **Top-rated effectiveness:** Achieved through commitment to independent, real-world testing.

5. FORTIGUARD SUBSCRIPTION OPTIONS

FortiGuard subscriptions offer a range of security services to protect your network. The Advanced Threat Protection included with this license leverages several of these options.



Image: Detailed breakdown of various FortiGuard Subscription Options.

Next Generation Application Control and IPS

Application control and intrusion prevention (IPS) are foundational security technologies for next-generation firewalls. FortiGuard IPS blocks approximately 470,000 network intrusions, and new IPS signatures are created and deployed daily.

Web Filtering

FortiGuard Labs processes nearly 50 million URL categorization requests and blocks over 100,000 malicious websites daily. Web filtering services rate over 250 million websites and delivers nearly 1.5 million new URL ratings every week.

Antivirus

FortiGuard Labs has identified and neutralized nearly 100,000 malware programs targeting traditional, mobile, and IoT platforms. Fortinet technologies such as the Fortinet Content Pattern Recognition Language (CPRL) enable FortiGuard antivirus to identify thousands of current and future malware variants.

Web Application Security Service

The FortiWeb Security subscription service provides automated updates to protect your sensitive data and content from application-layer threats. FortiGuard Labs provides updates on the latest advanced application vulnerabilities, bots, suspicious URL patterns, and more.

Antispam

Email is a primary attack vector. FortiGuard Antispam detects unwanted and often malicious email with global spam filtering that uses server IP reputation and spam signatures. It delivers nearly 46 million new and updated spam rules every single week.

Vulnerability Scan

The FortiGuard Vulnerability Scan service helps 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.

Botnet IP and Domain Reputation

Every minute of every day, FortiGuard Labs blocks approximately 32,000 botnet command & control communication attempts. This service identifies and blocks malicious IP and domain addresses to neutralize threats.

Database Security Control

FortiGuard's Database Security service offers controls, 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, and database risks.

Mobile Security Service

Protect your organization against attacks targeting your mobile platforms. FortiGuard Mobile Security service gives you the ability to create effective protection against the latest threats targeting mobile platforms. It leverages industry-leading advanced detection engines.

Advanced Threat Protection (FortiSandbox Cloud)

Thousands of organizations leverage FortiSandbox to identify advanced threats. FortiSandbox utilizes the full FortiGuard Antivirus database, along with community intelligence, lookups, platform-independent code emulation, and virtual sandboxing to identify zero-day threats and attacks.

6. SETUP

The FortiGate-500E License is a digital product that activates services on your existing FortiGate-500E appliance. The setup process primarily involves license registration and activation.

1. **Receive License Information:** Upon purchase, you will receive a license certificate or key via email or physical delivery. This contains your registration number.
2. **Access Fortinet Support Portal:** Navigate to the official Fortinet Support Portal (support.fortinet.com). You will need an active Fortinet account.
3. **Register Your Product:** Log in and locate the "Product Registration" section. Enter the registration number from your license certificate.
4. **Associate with FortiGate-500E:** During registration, you will be prompted to associate the license with your specific FortiGate-500E device (identified by its serial number). Ensure the correct device is selected.
5. **Activate Services:** Once registered, the FortiCare and Advanced Threat Protection services will be activated for your FortiGate-500E appliance. The appliance will automatically download and apply the license updates.
6. **Verify Activation:** Log into your FortiGate-500E's web-based manager or CLI to verify that the FortiCare and ATP services are active and updated.

7. OPERATING

Once the FortiGate-500E License is activated, the associated FortiCare and Advanced Threat Protection services operate automatically on your FortiGate appliance. These services continuously monitor and protect your network traffic.

- **Automated Protection:** The ATP services (IPS, Antivirus, Web Filtering, etc.) will automatically apply the latest threat intelligence and policies to secure your network.
- **Monitoring:** You can monitor the status and effectiveness of these services through the FortiGate-500E's web-based management interface. This interface provides dashboards, logs, and reports on security events and network activity.
- **Policy Configuration:** While the services operate automatically, administrators can configure specific security policies on the FortiGate-500E to fine-tune protection levels and tailor them to specific network requirements. Refer to the FortiGate-500E administration guide for detailed policy configuration.
- **FortiCare Access:** For technical support, utilize the FortiCare portal or contact methods as outlined in the FortiCare Support Services section.

8. MAINTENANCE

Regular maintenance ensures the continued optimal performance and security provided by your FortiGate-500E and its activated services.

- **License Renewal:** The FC-10-0500E-928-02-12 license is valid for 1 year. Ensure timely renewal to avoid interruption of FortiCare support and ATP services. Fortinet typically provides notifications prior to expiration.
- **Firmware Updates:** Regularly check for and apply the latest firmware updates for your FortiGate-500E appliance. Firmware updates often include security patches and performance enhancements.
- **Security Log Review:** Periodically review the security logs and reports generated by your FortiGate-500E to identify

potential threats, unusual activity, or areas for policy improvement.

- **Policy Review:** Review and update your FortiGate security policies as your network requirements or threat landscape evolves.
- **Hardware Health Check:** If applicable, perform routine checks on the physical FortiGate-500E hardware to ensure proper functioning (e.g., fan status, power supply).

9. TROUBLESHOOTING

If you encounter issues with your FortiGate-500E License or the associated services, consider the following troubleshooting steps:

- **License Not Active:**
 - Verify that the license has been correctly registered on the Fortinet Support Portal and associated with the correct FortiGate-500E serial number.
 - Ensure your FortiGate-500E has internet connectivity to communicate with Fortinet's licensing servers.
 - Manually refresh the license status on your FortiGate-500E appliance via the management interface.
- **Services Not Functioning:**
 - Check the license expiration date. Expired licenses will disable services.
 - Confirm that the FortiGate-500E firmware is up to date.
 - Review FortiGate system logs for any error messages related to the services.
 - Ensure that relevant security policies are correctly configured to utilize the ATP features.
- **General Connectivity Issues:**
 - Verify network cables and power connections to the FortiGate-500E.
 - Check basic network configuration (IP address, gateway, DNS).
- **Contact Fortinet Support:** If issues persist after basic troubleshooting, utilize your FortiCare 24x7 support. Provide your FortiGate serial number and a detailed description of the problem.

10. SPECIFICATIONS

Item Model Number	FC-10-0500E-928-02-12
ASIN	B07BSV1GFK
Manufacturer	Fortinet
Item Weight	3 pounds (for associated hardware, not the digital license itself)
Date First Available	September 19, 2019
License Duration	1 Year
Included Services	24x7 FortiCare Support, Advanced Threat Protection (ATP)

11. WARRANTY AND SUPPORT

This Fortinet FortiGate-500E License includes 1 year of 24x7 FortiCare Support, providing comprehensive technical assistance and advanced hardware replacement services directly from Fortinet.

Manufacturer Support:

For all support inquiries related to the FortiGate-500E appliance and its licensed services, please contact Fortinet directly through their official support channels. Details can be found on the Fortinet Support Portal: support.fortinet.com.

Additional Protection Plans:

While this license includes FortiCare, additional protection plans may be available for purchase separately to extend coverage or provide different types of service. Examples include:

- **4-Year Protection Plan:** An extended service plan for hardware.
- **Complete Protect:** A comprehensive plan covering multiple eligible purchases.

Please consult with your vendor or Fortinet for details on available extended service options.