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FORTINET FortiMail-400F

Fortinet FortiMail-400F 3 Year 24x7 FortiCare and FortiGuard Enterprise ATP Bundle Contract User Manual

Model: FortiMail-400F | Part Number: FC-10-FE4HF-641-02-36

Introduction

This manual provides essential information for the Fortinet FortiMail-400F 3 Year 24x7 FortiCare and FortiGuard Enterprise ATP Bundle Contract. It covers details regarding the activation, services included, and general usage guidelines for the bundled services. This product is a service contract and does not involve physical hardware installation.
The FortiMail-400F bundle includes comprehensive support and security subscriptions designed to protect your organization's email infrastructure and network from advanced threats.

Product Overview

The Fortinet FortiMail-400F 3 Year 24x7 FortiCare and FortiGuard Enterprise ATP Bundle Contract provides a robust security solution for email and advanced threat protection. This bundle combines FortiCare support services with FortiGuard security subscriptions to ensure continuous protection and operational efficiency.



Figure 1: Representation of the Fortinet Activation Key packaging. This image illustrates the typical appearance of the product's activation key box, which contains the necessary information for service activation.

Key Components of the Bundle:

- **FortiCare Support:** Provides technical support and hardware replacement services.
- **FortiGuard Enterprise ATP Bundle:** Offers a suite of advanced threat protection services, including anti-malware, anti-spam, intrusion prevention, and more.

Setup and Activation

As this product is a service contract, the setup primarily involves activating the provided license or contract with Fortinet. No physical hardware installation is required for this specific bundle.

Activation Steps:

1. **Locate Activation Information:** Upon purchase, you will receive an activation key or contract number. This is typically provided via email or within the product packaging (as shown in Figure 1).
2. **Access Fortinet Support Portal:** Navigate to the official Fortinet support portal. You may need to create an account if you do not already have one. Visit Fortinet Support
3. **Register Product/Contract:** Follow the instructions on the portal to register your product or activate your contract using the provided key. This process typically involves entering the contract number and associating it with your Fortinet account.
4. **Verify Activation:** Once registered, verify that the FortiCare and FortiGuard services are active and associated with your FortiMail-400F device (if applicable) or your Fortinet account.

Note: *Ensure your FortiMail-400F appliance (if you have one) is connected to the internet and can communicate with Fortinet's update servers to receive the latest security updates and definitions once the FortiGuard services are active.*

Operating the Services

The FortiCare and FortiGuard services operate in the background, providing continuous protection and support. Your interaction will primarily be through the Fortinet support portal for FortiCare and through your FortiMail-400F device's management interface for FortiGuard services.

FortiCare Support Services:

FortiCare provides various levels of technical support and hardware replacement. Your bundle includes 24x7 FortiCare support.

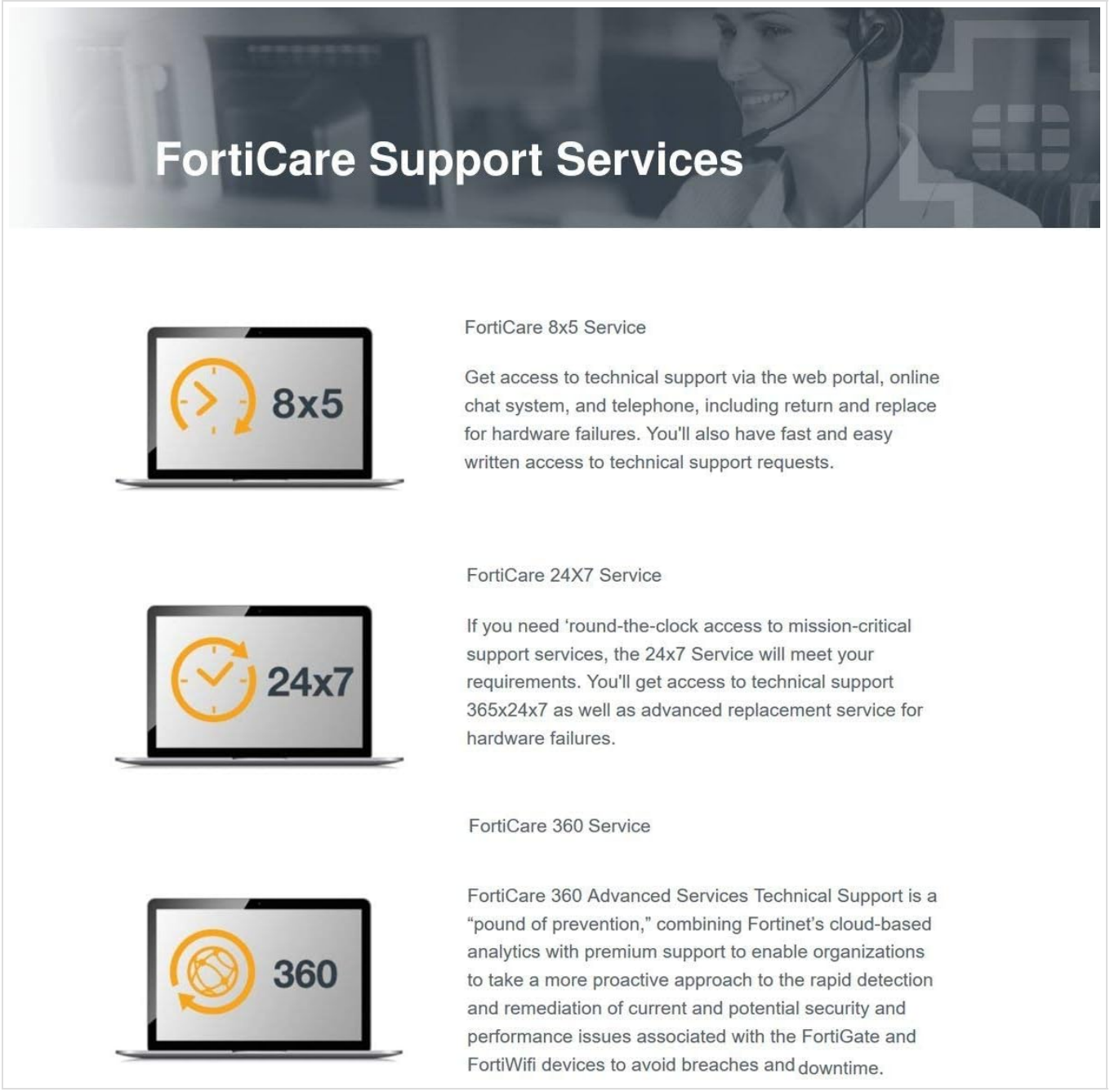

Figure 2: Overview of FortiCare Support Services. This image details the different FortiCare service levels, including 8x5, 24x7, and 360, highlighting the comprehensive support options available.

- **24x7 FortiCare Service:** Provides round-the-clock access to mission-critical support services. This includes technical support 365x24x7 and advanced replacement service for hardware failures.
- **Accessing Support:** You can access technical support via the web portal, online chat system, and telephone.
- **Return and Replace:** For hardware failures, the 24x7 service includes return and replace options.

FortiGuard Enterprise ATP Bundle:

FortiGuard services deliver real-time threat intelligence and security updates to protect against evolving cyber threats.



Figure 3: Fortinet Security Subscriptions. This image describes the critical role of FortiGuard Labs in providing effective security through extensive threat intelligence and proactive countermeasures.

The FortiGuard Enterprise ATP Bundle includes a wide range of security subscriptions:





Figure 4: Detailed FortiGuard Subscription Options. This image provides a comprehensive breakdown of various FortiGuard services, including Next Generation Application Control, Antivirus, Antispam, Vulnerability Scan, Botnet IP and Domain Reputation, Data Security Control, Mobile Security Service, and Advanced Threat Protection (FortiSandbox Cloud).

- **Next Generation Application Control and IPS:** Identifies and prevents intrusion attempts and controls application usage.
- **Antivirus:** Neutralizes malware, including ransomware, and other threats.
- **Antispam:** Filters unwanted and malicious email, a key component for FortiMail-400F.
- **Vulnerability Scan:** Helps identify and manage software vulnerabilities.
- **Botnet IP and Domain Reputation:** Blocks communication to command & control servers.

- **Data Security Control:** Provides database security intelligence.
- **Mobile Security Service:** Protects against mobile threats.
- **Advanced Threat Protection (FortiSandbox Cloud):** Detects and analyzes advanced threats using sandboxing technology.

These services are automatically updated by Fortinet to provide up-to-the-minute threat intelligence.

Maintenance

Since this product is a service contract, direct physical maintenance is not applicable. However, maintaining the effectiveness of the services requires certain actions:

- **Ensure Connectivity:** For FortiGuard services to function optimally, ensure that your FortiMail-400F appliance (if applicable) has stable internet connectivity to receive real-time threat intelligence updates.
- **Monitor Service Status:** Regularly check the status of your FortiCare and FortiGuard subscriptions through the Fortinet support portal to ensure they are active and not nearing expiration.
- **Review Logs and Reports:** Utilize the reporting features of your FortiMail-400F device to review security logs and reports, identifying any potential issues or areas for policy refinement.
- **Keep Firmware Updated:** If you have a FortiMail-400F appliance, ensure its firmware is kept up-to-date. Firmware updates often include security patches and performance enhancements that complement the FortiGuard services.

Troubleshooting

Most issues related to service contracts involve activation or service delivery. For technical issues with your FortiMail-400F appliance, refer to its specific hardware manual or contact Fortinet support.

Common Issues and Solutions:

Issue	Possible Cause	Solution
Service not active after activation.	Incorrect activation key, delay in system update, or registration error.	Double-check the activation key. Wait a few hours for system propagation. Contact Fortinet support with your contract details.
FortiGuard updates not received.	Network connectivity issues, DNS resolution problems, or expired subscription.	Verify internet connectivity on your FortiMail-400F appliance. Check DNS settings. Confirm subscription status on the Fortinet portal.
Cannot access Fortinet Support Portal.	Incorrect login credentials, network issues, or portal maintenance.	Verify username and password. Try clearing browser cache. Check Fortinet's status page for known outages.

For any issues not resolved by the above, please contact Fortinet Technical Support directly using your FortiCare service.

Specifications

This section outlines the key specifications of the service contract.

- **Product Name:** Fortinet FortiMail-400F 3 Year 24x7 FortiCare and FortiGuard Enterprise ATP Bundle Contract
- **Model:** FortiMail-400F (Associated with the service bundle)
- **Part Number:** FC-10-FE4HF-641-02-36
- **Service Duration:** 3 Years
- **FortiCare Service Level:** 24x7 Support (Technical support, hardware replacement)
- **FortiGuard Services Included:** Enterprise ATP Bundle (Next Generation Application Control and IPS, Antivirus, Antispam, Vulnerability Scan, Botnet IP and Domain Reputation, Data Security Control, Mobile Security Service, Advanced Threat Protection - FortiSandbox Cloud)
- **Manufacturer:** FORTINET
- **ASIN:** B07RKYXXVJ
- **First Available:** February 26, 2021

Warranty and Support

This product is a service contract that provides support and security services for a specified duration. It is not a physical product with a traditional hardware warranty.

Support Coverage:

Your purchase includes a 3-year 24x7 FortiCare contract, which provides:

- **Technical Support:** Access to Fortinet's technical support team 24 hours a day, 7 days a week, 365 days a year.
- **Hardware Replacement:** Advanced replacement service for eligible hardware failures (if the contract is tied to a physical FortiMail-400F appliance).
- **Firmware Updates:** Access to all major and minor firmware upgrades.
- **FortiGuard Updates:** Continuous, real-time updates for all included FortiGuard security services.

For detailed terms and conditions of the FortiCare and FortiGuard services, please refer to the official Fortinet service agreement documentation available on the Fortinet website or through your Fortinet account manager.
Contact Fortinet Support:
For assistance, visit the official Fortinet Support Portal:https://support.fortinet.com/

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