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› **FORTINET FortiGate-500E 1YR Enterprise Protection License User Manual**

## FORTINET FortiGate-500E

# FORTINET FortiGate-500E 1YR Enterprise Protection License User Manual

Model: FortiGate-500E | Part Number: FC-10-0500E-811-02-12

## 1. INTRODUCTION

This manual provides instructions for the activation, management, and utilization of your FORTINET FortiGate-500E 1YR Enterprise Protection License. This license is a service subscription that enhances the security capabilities of your FortiGate-500E appliance, providing comprehensive threat protection for one year.

## 2. LICENSE ACTIVATION

To activate your 1-year Enterprise Protection License for the FortiGate-500E, follow these steps:

1. **Access FortiCare Portal:** Navigate to the official FortiCare support portal at [support.fortinet.com](https://support.fortinet.com).
2. **Log In or Register:** Log in with your existing FortiCare account. If you do not have an account, register for a new one.
3. **Register Product:** Once logged in, locate the 'Product Registration' or 'Register Your Product' section.
4. **Enter Registration Code:** Input the registration code provided with your license purchase. This code is typically found on a physical card or in your digital purchase confirmation.
5. **Associate with Device:** Follow the prompts to associate the license with your FortiGate-500E appliance. Ensure the correct serial number of your FortiGate-500E is entered.
6. **Confirm Activation:** After successful registration, the license services will be activated and linked to your FortiGate-500E. It may take a few minutes for the services to become active on your device.

For detailed instructions or if you encounter issues, refer to the FortiCare documentation or contact Fortinet support.

## 3. LICENSE MANAGEMENT

Managing your FortiGate-500E Enterprise Protection License is done through the FortiCare portal:

- **View License Status:** Log in to the FortiCare portal and navigate to 'Asset Management' or 'Product List'. Select your FortiGate-500E device to view its associated licenses, their expiration dates, and active services.
- **Renew License:** Prior to expiration, you will receive notifications to renew your license. Renewal can typically be performed directly through the FortiCare portal or by purchasing a new license from an authorized reseller.
- **Transfer License:** In specific scenarios, such as device replacement, license transfer options may be

available through the FortiCare portal or by contacting Fortinet support.

## 4. FEATURES AND BENEFITS OF ENTERPRISE PROTECTION

The 1-year Enterprise Protection License for your FortiGate-500E provides a comprehensive suite of security services, including:

- **Advanced Threat Protection (ATP):** Protection against sophisticated and evolving threats.
- **Intrusion Prevention System (IPS):** Detection and prevention of network intrusions and exploits.
- **Web Filtering:** Control and block access to malicious or inappropriate websites.
- **Antivirus/Anti-malware:** Real-time scanning and protection against viruses, worms, and other malware.
- **Application Control:** Granular control over network applications to enforce security policies.
- **FortiGuard Updates:** Continuous, real-time updates for threat intelligence, ensuring your FortiGate has the latest protections.

These services work together to provide a robust security posture for your network, protecting against a wide range of cyber threats.

## 5. TROUBLESHOOTING

If you encounter issues with your license, consider the following troubleshooting steps:

- **License Not Appearing:** Ensure the registration code was entered correctly and associated with the correct FortiGate-500E serial number in the FortiCare portal. Allow up to 30 minutes for the license to propagate.
- **Activation Errors:** Verify your FortiCare account details and ensure you have the necessary permissions to register products. Double-check the registration code for typos.
- **Services Not Active on FortiGate:** Confirm your FortiGate-500E has proper internet connectivity to reach FortiGuard servers. Check the FortiGate's system time and date settings. Manually refresh the license information on the FortiGate device via its administrative interface.
- **Expired License:** If your license has expired, the protection services will cease. A new license purchase and activation are required to restore services.

If these steps do not resolve the issue, contact Fortinet Technical Support for assistance.

## 6. SPECIFICATIONS

Attribute	Detail
License Type	1-Year Enterprise Protection
Applicable Product	FortiGate-500E
Part Number	FC-10-0500E-811-02-12
ASIN	B08DQGDCTY
Service Duration	1 Year from activation date

## 7. WARRANTY AND SUPPORT

This Enterprise Protection License is a service subscription. Support for the services provided by this license is included for the duration of the active license period.

- **Technical Support:** Access to Fortinet's technical support is available through the FortiCare portal for active license holders. This includes assistance with license activation, service configuration, and troubleshooting.
- **Documentation:** Comprehensive documentation, including administration guides and knowledge base articles, can be found on the Fortinet support website.
- **Contact Information:** For direct support, log in to your FortiCare account to open a support ticket or find regional contact numbers.

Ensure your license is active to receive full support benefits.