

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

[manuals.plus](#) /

› [FORTINET](#) /

› [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:

- Access FortiCare Portal:** Navigate to the official FortiCare support portal at support.fortinet.com.
- Log In or Register:** Log in with your existing FortiCare account. If you do not have an account, register for a new one.
- Register Product:** Once logged in, locate the 'Product Registration' or 'Register Your Product' section.
- 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.
- 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.
- 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.

© 2024 FORTINET. All rights reserved. Information subject to change without notice.