

# Power-1

## Frequently Asked Questions



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## Ordering and Shipment

### **How do I order a Power-1 appliance?**

Issue a purchase order (PO) for the required SKUs using the regular order procedure by emailing [order@checkpoint.com](mailto:order@checkpoint.com). You can specify a shipping address different from the billing address.

Model	SKU	Performance	Sizing
Power-1 5070	CPPWR-APP-M5070	9 Gbps	Unlimited
Power-1 9070	CPPWR-APP-M9070	14 Gbps	Unlimited

\*The relevant power supply will be provided according to the ship-to-address unless requested otherwise.

### **How can I confirm that my order was processed?**

As in the standard Check Point process, you will receive an order-confirmation email.

### **What is included with the Power-1 appliance packaging?**

The appliance that you purchased includes:

- Your chosen model unit
- An accessory bag
- CD with a full online documentation set, tutorials, and management GUI
- Printed documentation—Getting Started Guide, End Users License Agreement, and Regs. Doc.

### **Can I add additional accessories?**

The following additional accessories are available for purchase:

Description	SKU
<b>Check Point NIC Modules for Power-1 Security Appliances models 5070 and 9070</b>	—
1GbE Copper (4 ports) for Power-1 Models 5070 and 9070	CPPWR-ACC-4-1C
1GbE SR Fiber (single mode) (4 ports) for Power-1 Models 5070 and 9070	CPPWR-ACC-4-1SRF
1GbE LR Fiber (single mode) (4 ports) for Power-1 Models 5070 and 9070	CPPWR-ACC-4-1LRF
10GbE SR Fiber (single mode) (2 ports) for Power-1 Models 5070 and 9070	CPPWR-ACC-2-10SRF
10GbE LR Fiber (single mode) (2 ports) for Power-1 Models 5070 and 9070	CPPWR-ACC-2-10LRF
<b>Check Point Accessories and Spare Parts for Power-1 Security Appliances models 5070 and 9070</b>	—
Lights-Out-Management (LOM*) card for Power-1 Models 5070 and 9070	CPPWR-ACC-LOM
Spare parts kit for Power-1 Models 5070 and 9070 (self replaceable items—1 Hard-Drive, 1 Power Supply, 1 Fan)	CPPWR-ACC-SPARES

\*LOM can be purchased only at the point of sale. If you want to purchase LOM after the point of sale, it will be available through Professional Services.

***When will my order be shipped?***

The unit will be shipped within three to four business days, once order processing is complete. In the event that there is a shortage of appliances, you will be notified of the revised estimated shipment date.

***Where will my order come from?***

Orders for the Americas will be shipped out of California, USA. Orders for international destinations will be shipped out of Israel.

***How much will the shipment cost?***

Per request, Check Point can arrange the shipment (DDU, International Commercial Terms, or INCOTERMS) and the shipping costs will be indicated in the order confirmation e-mail. For pick up shipments (EXW INCOTERMS), costs will be based on your shipping rates with your chosen couriers. If a specific courier is preferred, the account number and courier name should be stated in the PO.

**Licensing**

***How do I license my Power-1 appliance?***

There are three ways to license your appliance:

1. From the Web
2. Directly from the appliance
3. Via the UserCenter (for existing customers)

You will need to input your appliance's unique MAC address. You can find this address on a sticker on the back end of the box. The notation of the MAC address is XX:XX:XX:XX:XX:XX. You may need to input this MAC address, depending on the registration method that you choose.



The MAC Address Notation

**Software Version**

***Which software version does Power-1 support?***

Power-1 appliances (Models Power-1 5070 and Power-1 9070) are shipped with R65 and R65 CoreXL. They contain both releases as dual factory-default images. The appliances can be managed by R65 SmartCenter or Provider-1 and above releases.

## Licensing/Popular Add-ons

### **What is included with my Power-1 appliance license?**

Your Power-1 license includes VPN-1 Power gateway, FloodGate-1, SecureXL, ClusterXL (including Load Sharing), SecurePlatform Pro (including Multicast), and Multi-Core.

### **What add-on licenses are available for my Power-1 appliance?**

Below are some of the most popular add-on licenses for Power-1 appliances. For a complete list, see the Check Point price list at <http://pricelist.checkpoint.com>. When ordering these add-ons, include your appliance's MAC address.

Description	SKU
Check Point SmartDefense Services for Power-1 Model 5070 Annual Subscription	CPPWR-SMDF-M5070
Check Point SmartDefense Services for Power-1 Model 9070 Annual Subscription	CPPWR-SMDF-M9070
Check Point SmartDefense Services Total Security for Power-1 Model 5070 Annual Subscription	CPPWR-SDTS-M5070
Check Point SmartDefense Services Total Security for Power-1 Model 9070 Annual Subscription	CPPWR-SDTS-M9070
Check Point Endpoint Security, Secure Access Package –Single License for 100-4,999 Endpoints	CPEP-SA-1-100TO4999

### **What's included with SmartDefense Services Total Security?**

SmartDefense Services Total Security includes a complete set of services such as SmartDefense, Antivirus, URL Filtering, and Messaging Security.

## Hardware Warranty

### **How long is my Power-1 appliance hardware warranty?**

Your Power-1 appliance warranty is in force for three years beginning when the device is registered, or 75 days after the shipping date, whichever comes first.

### **What does my Power-1 appliance warranty cover?**

Check Point warranties that your Power-1 hardware components shall be free from material defects in design, materials, and workmanship and that they will function, under normal use and circumstances, materially in accordance with the documentation provided with such Hardware Products for three years from the date of shipment by Check Point.

**Can the Power-1 appliance warranty be extended?**

Yes. The standard three-year hardware warranty can be extended up to a total of five years from time of purchase of your Power-1 appliance.

Description	SKU
Extended fourth year HW warranty for Power-1 Security Appliance Model 5070	CPTS-4thY-WRNTY-APOS-M5070
Extended fourth year HW warranty for Power-1 Security Appliance Model 9070	CPTS-4thY-WRNTY-APOS-M9070
Extended fifth year HW warranty for Power-1 Security Appliance Model 5070	CPTS-5thY-WRNTY-APOS-M5070
Extended fifth year HW warranty for Power-1 Security Appliance Model 9070	CPTS-5thY-WRNTY-APOS-M9070

**Support and Return Material Authorization (RMA) Process**

**Who do I contact in the event of hardware failure or other technical issues?**

Open a service request with your local Check Point Certified Support Provider or directly with Check Point, depending on your support program. Check Point Support will assist in diagnosing your problem. You will need your appliance’s MAC address. If Check Point Support confirms that the machine should be replaced, they will issue an RMA (Return Material Authorization). Then the Check Point Technical Assistance Center will either replace your faulty part (e.g., power supply, fan, hard disk) or authorize a Full Unit Replacement. The replacement unit shipment will not include the power cord, so please keep your power cord. Your replacement unit will include information about returning the defective appliance to Check Point.

**Hardware Warranty/RMA**

Three-year hardware warranty is standard on all Power-1 appliances.

**What are the program features and Service Level Agreements (SLAs) for Check Point support programs?**

Below are tables that allow you to compare program features and SLAs, including hardware replacement.

## Direct Enterprise Support

Power-1 Software and Hardware Support Offerings	Standard	Premium	Diamond/Sapphire	Premium 4H on-site**
Support Time	9 x 5 Business Day	24 x 7 Every Day	24 X 7 Every Day	24 x 7 Every Day
Latest Hot Fixes & Service Packs	Yes	Yes	Yes	Yes
Major Upgrades & Enhancements	Yes	Yes	Yes	Yes
Access to Online Support Knowledgebase	Advanced	Advanced	Expert	Advanced
Unlimited Service Requests	Yes	Yes	Yes	Yes
Hardware Warranty	3 Years	3 Years	3 Years	3 Years
Committed Response time to Severity-1 issues	4 Hours	30 Minutes	30 Minutes	30 Minutes
Committed Response time to Severity 2,3,4 issues	4 Hours	30 minutes	30 minutes	4 Hours
Issues Open with	Standard Support Desk	Premium Support Desk	Designated Engineer	Premium Support Desk
RMA Determination	Support Engineer	Support Engineer	Customer	Support Engineer
Shipment & Delivery SLA	Next business day shipment, delivery usually within 2-3 business days	Same business day shipment, Next business day delivery target*	As in Premium/Premium 4 hours (if purchased)	24x7; Qualified engineer will arrive on-site within 4 hours to handle RMA

\*For RMA (Return Material Authorization) determination completed by 15:00 regional hub time, otherwise shipment will occur next business day with delivery target extended by one day. There are four regional hubs, one located in each of the following: U.S., APAC, Europe, and Israel. Next day delivery during weekends is possible at no extra charge upon request.

\*\*This service is available at selected locations. Please verify availability for your location before purchasing this service level.

## Collaborative Enterprise Support

Power-1 Software and Hardware Support Offerings	Co-Standard	Co-Premium	Co-Premium 4H on-site**
Support Time	24 x 7 for Software issues; 9 x 5 Business Day for Hardware issues	24 x 7 Every Day	24 x 7 Every Day
Latest Hot Fixes & Service Packs	Yes	Yes	Yes
Major Upgrades & Enhancements	Yes	Yes	Yes
Access to Online Support Knowledgebase	Advanced	Advanced	Advanced
Unlimited Service Requests	Yes	Yes	Yes
Hardware Warranty	3 Years	3 Years	3 Years
Committed Response time to Severity-1 Issues	30 Minutes – indirect CCSP – Check Point	30 Minutes – direct end customer – Check Point	30 Minutes
Committed Response time to Severity 2,3,4 Issues	4 Hours	4 Hours	4 Hours
Issues open with	Standard Support Desk	Escalation Group (Fast Path)	Escalation Group (Fast Path)
RMA Determination	Support Engineer	Support Engineer	Support Engineer
Shipment & Delivery SLA	Next business day shipment, delivery usually within 2-3 business days	Same business day shipment, Next business day delivery target*	24x7; Qualified engineer will arrive on-site within 4 hours to handle RMA
<p>*For RMA (Return Material Authorization) determination completed by 15:00 regional hub time, otherwise shipment will occur next business day with delivery target extended by one day. There are four regional hubs, one located in each of the following: U.S., APAC, Europe, and Israel. Next day delivery during weekends is possible at no extra charge upon request.</p> <p>**This service is available at selected locations. Please verify availability for your location before purchasing this service level.</p>			

### **Should I purchase and use my Appliance Spares Toolkit?**

Check Point Support recommends purchasing an Appliance Spares Toolkit and using it to quickly fix simple HW problems. In the event that Support determines the problem to be a hard-drive, fan or power supply issue, you will need to open a SR with a request to RMA the malfunctioning part(s). Once Check Point approves the SR, the replacement part(s) will be sent. In the mean time you can use a temporary part from your purchased Spares Toolkit.

***How can I track RMA unit shipments?***

Once your RMA units have been shipped, you can track them online at the courier's Web site. Shipment details will be available in your support ticket.

***Who will install my replacement unit?***

Your CSP/CCSP Partner is required to help install your replacement unit. For customers with Direct support, customers will help with the installation of the replacement unit.

***What do I do with my defective appliance?***

All defective appliances must be returned to Check Point. The instructions for the shipping arrangements, repackaging of the defective appliance, and all other instructions, will be outlined in a letter included with the replacement unit. The defective unit must be shipped back within five business days of the receipt of the RMA unit. If the appliance is not shipped back within five business days, you will be charged the list price for this purchase. Please note that you should keep your power cord.

***Where can I find certification for shipping my appliance to my country?***

Certification relating to shipping to your country can be found on our Web site.

***Are there any prerequisites for purchasing four-hour onsite services?***

Yes. Power-1 appliances must be covered with Direct Enterprise Premium support or CES Co-Premium in order to be covered by the four-hour on-site service. The four-hour onsite service is available in many, but not all locations. Please confirm coverage availability with your Check Point representative.

For EBS, contact check Point directly. For CES, contact the CCSP, who will determine whether an RMA is required. If the CCSP determines that an RMA is appropriate, the CCSP will open a ticket with Check Point Support to get final approval for the RMA. When final approval is obtained, and if the CCSP is also an ACE partner, the CCSP will arrive to the customer's site within 4 hours to perform the RMA. If the CCSP is not an ACE partner (nor in EBS) - then the Check Point TAC (in both cases) will coordinate with a local ACE partner to provide the 4 hour service.