



CHECK POINT

SECURITY GATEWAY APPLIANCES

FAQ

FREQUENTLY ASKED QUESTIONS

Updated: January 20, 2019

Table of Contents

Product Overview ..	2
Product Pricing	2
Appliance Management	3
Software Packages	3
Appliance Software	5
Hardware Configurations and Accessories	5
Support / Logistics / RMA	6

Product Overview

What's new in the security gateway appliance line?

In January 2019 we have introduced two new enterprise appliances; the 6500 and 6800.

What is the product lifecycle of the 6500/6800 appliances?

For the full appliance lifecycle information, please visit the Check Point [Lifecycle Policy page](#).

Product Pricing

I see that the prices of new products were reduced significantly. What is the reason?

Our goal is improve the sales' cycle agility and the new pricing is a major step towards this goal. The new products' pricing was designed to provide a realistic go-to-market pricing that will enable our partners and Distributors with the right price to get the deal, while reducing the back-and-forth discounting process to a minimum.

I see that products packages was reduced dramatically

With the introduction of the 6500 and 6800 we are simplifying security appliance licensing, collapsing multiple security appliance SKUs into only 2 security appliance SKUs.

In previous generations we used to have up to 32 SKUs per appliance, making it complicated for the customer to choose which one is the right one. With the introduction of 6500 and 6800 there will be only 2 packages that, on-top of the new pricing concept, will dramatically simplify the sales cycle.

More information on the products' packages is detailed under the "Packaging" section

I see that the prices of accessories were reduced dramatically. What is the reason?

We changed the pricing and discounts for the accessories of the new 6500 and 6800 security appliances. There is a partner discount reducing the price when compared with the previous generation of accessories. Please note that the discount is already included in the list price of the new accessories, therefore they will not be subject to additional discounts.

Is the new discounting policy applicable for accessories only? What about appliances or subscription?

The new discounting policy is only applicable to 6500 and 6800 accessories. The security appliances and subscriptions policy is unchanged.

How will the "no discount" be presented in the Quoting Tools?

Request for additional discount for the 6500 and 6800 accessories will be rejected in the Quoting Tools. A new pop-up menu will be displayed to the user to explain the policy.

Appliance Management

Do the new appliances include local management?

The 6000 appliances include built-in central management to manage up to 2 appliances using the SmartConsole GUI clients when ordered with the spinning disk, HDD option. Security Gateways with the SSD option do not support running central management on the gateway.

Can I move the management capabilities from my appliance to another appliance?

No, core functions of the new appliances packages are fixed, cannot be broken into individual components and cannot be transferred.

Is there a minimum software version required to manage the new appliances?

Check Point Security Management servers are able to manage gateways running prior versions of the software. Most of the appliances have more than one default image including the latest software version. The 6500 and 6800 are supported by R80.10 and R80.20. For the latest information on compatibility with the Security Management Server version, see the Check Point [Support Center](#).

Software Packages

What software is pre-packaged with the appliances?

All of the security appliances include Next Gen Threat Prevention (NGTP). This can be extended to include SandBlast Zero-day Protection (NGTX).

Is there a difference in packaging for the new 6000 gateways and the earlier gateways?

With the introduction of the 6500 and 6800 we are simplifying security appliance licensing, collapsing multiple security appliance SKUs into only 2 security appliance SKUs.

We are removing the HA (High Availability), HPP (High Performance Package) and VS (Virtual Systems) SKUs and offering only two NGTP SKUs.

5600 Example (not showing the 8 SSD options)

- CPAP-SG5600-NGTP
- CPAP-SG5600-NGTP-HPP
- CPAP-SG5600-NGTP-HA
- CPAP-SG5600-NGTP-HPP-VS5-2
- CPAP-SG5600-NGTX
- CPAP-SG5600-NGTX-HPP
- CPAP-SG5600-NGTX-HA
- CPAP-SG5600-NGTX-HPP-VS5-2

6500 Example

- CPAP-SG6500: Base NGTP configuration
- CPAP-SG6500-PLUS: Fully redundant, high performance NGTP configuration

To add SandBlast Zero-day Protection (NGTX) to the 1st year NGTP purchase, we're adding an upgrade SKU, e.g. CPSB-UPG-6500-NGTX.

What is the difference between the BASE and the PLUS package?

The BASE comes with the basic HW configuration, a spinning HDD and supports local/standalone management. The PLUS package comes with SSD storage which does not support local/standalone management. In addition the PLUS package comes with additional memory, redundant power supplies and redundant SSD drives when the gateway supports these options. Both include NGTP and can be extended to include NGTX and additional Virtual Systems.

How would I order a high performance 6500 with 3 years of NGTX?

To get 3 years of NGTX purchase:

- CPAP-SG6500-PLUS, the 6500 fully redundant, high performance package
- CPSB-UPG-6500-NGTX, to upgrade the NGTP SKU to NGTX for the first year
- a 2 year NGTX renewal CPSB-NGTX-5600-2Y, to get NGTP with SandBlast for years 2 and three

What is the difference between the HPP and the new PLUS package?

The HPP and PLUS packages both offer additional accessories in a more attractive pricing compared to ordering the same accessories separately. The HPP package was available in previous generations of security appliances, e.g. the 5000, 15000 and 23000. The PLUS package is an NGTP SKU that can be extended to include NGTX and additional Virtual Systems as needed.

What software is pre-packaged with the appliances?

All of the security appliances include Next Gen Threat Prevention (NGTP). This can be extended to include SandBlast Zero-day Protection (NGTX).

Do the 6000 security appliances include the High Availability and Virtual Systems features?

Yes, like the earlier appliances, the base NGTP SKU includes a license for 2 Virtual Systems. The HA and Load Sharing clustering features are also included in the Base and Plus NGTP SKUs.

What redundancy options are available for the 6500/6800?

Both products offer redundant power supply (AC/DC) while the 6800 also offers redundant storage.

What renewal packages are available for the 6500/6800?

NGTP and NGTX renewal is available for the 6500/6800 Appliances, we offer 3 renewal packages:

1. Next Gen Threat Prevention plus SandBlast
Including Application Control, URL Filtering, IPS, Antivirus, Anti-Bot, Anti-Spam and SandBlast Threat Emulation and Threat Extraction.
2. Next Gen Threat Prevention
Including Application Control, URL Filtering, IPS, Antivirus, Anti-Bot, Anti-Spam.
3. Next Gen Firewall
Including: Application Control, IPS.

Can my customer transfer software from their existing appliances to new appliances?

Yes, any a la carte software (purchased individually and not part of a pre-defined system of a pre-installed on an appliance) can be transferred between other security gateways within the same user account.

Core functions of the base appliance or the pre-defined system packages are fixed, cannot be broken into individual s and cannot be transferred. For example, the Firewall and IPsec VPN s purchased as part of a pre-defined Check Point appliance are not transferable to new hardware, but IPS purchased on top of the pre-defined system is transferable to a new system.

Support price in these cases is based on the price account rate for all software and is part of the cost of the annual service.

What additional features can be added to an appliance?

The 6500 and 6800 Security Appliances come with comprehensive software packages including support for both security gateway and management features. Some features such as Data Loss Prevention are purchased separately. The full list of the supported software for the appliances can be found in any of the appliances datasheets or in the appliance web pages.

Are the 6000 security appliances in the AST?

Yes, the 6500 and 6800 will be in the AST soon.

Appliance Software

What software versions are supported on the new appliances?

The 6000 appliances may come with more than one image. For information on additional software version support, visit Check Point [sk139932](#)

Hardware Configurations and Accessories

Do the appliances have a DC power supply option?

Yes, a DC power supply option is available for the 6000 appliances.

Do the appliances have an SSD drive option?

The 6000 PLUS package comes standard with SSD drive(s). An SSD drive option is available for the base 6000 appliances.

Does an appliance with an SSD require a different software image?

No.

What accessories are available for the new appliances?

Different appliances have different accessory options. To see the available accessories for a specific appliance, please visit the Check Point Price list or refer to the appliance data sheet.

How do I order accessories factory installed for an appliance?

For an accessory to be factory installed in any new appliance, please make sure to add the suffix "-INSTALL" after the ordered SKU on the same line item in the PO (i.e. CPAP-ACC-12-1C-INSTALL). Accessories that do not include the "-INSTALL" will not be pre-installed on the appliance.

How do you register an accessory to a specific appliance?

To register an accessory to a specific appliance, you need to attach this accessory to the appliance in your UserCenter account.

Are accessories interchangeable?

6000 accessories are interchangeable between the 6000 security appliances. Likewise accessories are interchangeable between the 3000, 5000, 15000 and 23000 security appliances. Accessories are not interchangeable or supported between 6000 and other existing families.

For a full list of supported accessories, please refer to the Check Point Pricelist or the appliance data sheet.

Can customers use accessories from other vendors in the new appliances?

No, new appliances are only supported with a tested set of accessories. Accessories from other vendors are not supported. For the full list of supported accessories, please refer to the Check Point Pricelist or the appliance data sheet.

Support / Logistics / RMA

What support programs will be available for the new appliances?

The new appliances will support the same programs available today for appliances. For more information visit the Check Point Support pricelist.

What does the warranty cover?

Check Point warrants that the hardware components of the hardware products shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, materially in accordance with the documentation provided with such Hardware Products for a period of one year from the date of shipment by Check Point.

Do customers need pay support for accessories?

Yes, accessories also require support services.

Where and when can I find the SKUs and pricing of the security appliances?

SKUs and pricing for the new appliances are available now on the Price List.

Where and when can I find the SKUs and pricing of the 6000 security appliances?

The PLUS package is available now on the Price List. The BASE package will be available in Q2 2019.

How can I confirm that my order was processed?

Once an order is fully processed, an order confirmation in the form of an email is sent automatically. If there are any problems in the order processing, a notification is sent in a form of an email including the category in which the error took place. To correct your order application, simply reply to the email with the required correction or send a revised order.

What is the cost for the shipment?

In the event that your customer requests Check Point to arrange the shipment (DDU, International Commercial Terms or INCOTERMS), 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 on the PO.

For Additional Information

Visit www.checkpoint.com/products or contact Partner Alliance at cpp@checkpoint.com.

CONTACT US

Worldwide Headquarters | 5 Shlomo Kaplan Street, Tel Aviv 67897, Israel | Tel: 972-3-753-4555 | Fax: 972-3-624-1100 | Email: info@checkpoint.com

U.S. Headquarters | 959 Skyway Road, Suite 300, San Carlos, CA 94070 | Tel: 800-429-4391; 650-628-2000 | Fax: 650-628-2117 | www.checkpoint.com