



# CHECK POINT APPLIANCES FAQ

## FREQUENTLY ASKED QUESTIONS

### Table of Contents

Product Overview .....	2
Appliance Sizing .....	2
Appliance Management .....	2
Software Blade Packages.....	2
Appliance Software.....	3
Hardware Configurations and Accessories .....	3
Support / Logistics / RMA .....	4

## Product Overview

### When were the new appliances available?

The 15000 and 23000 appliances were available in January 2016. For complete information on appliance life cycle, see the [Support Life Cycle Policy page](#).

### When will Check Point stop selling the 2012 appliances?

Check Point continues to sell and support all 2012 appliances. For the full appliance lifecycle information, please visit the Check Point Lifecycle Policy page.

### My customer has an existing appliance coming up for hardware refresh. What new appliance should I recommend?

The following appliances are recommended successor products to the 2012 appliances.

2012 Appliance	Panther Successor Appliance
12400	15400
12600	15600
21400	23500
13500	23800
21700	
13800	
21800	

### Is there a trade-in program to move from an "old" appliance to a new one?

Check Point promotion programs change from time-to-time. For the current available promotion programs please visit PartnerMap or contact your Check Point reseller.

## Appliance Sizing

### How do I know which appliance is right for my customer needs?

Check Point provides an appliance selection tool which translates customer requirements into a SecurityPower™ value. The SecurityPower value can be compared and matched with the SecurityPower capacity of Check Point appliances. This comparison enables evaluating which appliance best suits your needs today and will also meet your future growth requirements.

### What is the SecurityPower performance benchmark?

Unlike other vendors who provide performance numbers based upon optimal testing conditions and using a security policy that has one rule: "Accept Any", Check Point customers can select security appliances based upon real-world customer traffic, multiple security functions and a typical security policy. The metric assumes maximum production throughput environment with real-world traffic blend, a typical rule-base size, NAT and logging enabled and the most secure threat prevention protection.

## Appliance Management

### Do the new appliances include local management?

Yes, the new appliances include built-in local management to manage up to 2 appliances. The management container can be increased using the management container extension.

### 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 new appliances?

Yes, 15000 and 23000 appliances can be managed using R77.30 or higher. More information is available on the Check Point support site.

## Software Blade Packages

### What software blades are pre-packaged with the new appliances?

15000 and 23000 appliances can be purchased with 1, 2 or 3 year Next Gen Threat Prevention (NGTP) or Next Gen Threat Extraction (NGTX) bundles. For the full details see the online pricelist.

### What blade renewal packages are available for the new appliances?

We offer 3 renewal packages:

1. Next Gen Threat Extraction  
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 Blades from their existing appliances to new appliances?

Yes, any —a la carte blade (purchased individually and not part of a pre-defined system of a pre-installed blade 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 blades and cannot be transferred. For example, the Firewall and IPsec VPN blades purchased as part of a pre-defined Check Point appliance are not transferable to new hardware, but an IPS Software Blade purchased on top of the pre-defined system is transferable to a new system.

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

### **What remote access solutions are included in the new appliances?**

All appliances include the Mobile Access Software Blade, allowing secure access for up to 5 concurrent users via SSL-VPN web portal. In addition, appliances allow connection from an unlimited number of SecuRemote clients. This can be extended using the standard mobile access blade licenses (CPSB-MOB-50, CPSB-MOB-200, and CPSB-MOB-U). These do not add to the existing user license count, e.g. the CPSB-MOB-50 overrides the pre-packaged 5 concurrent user license to support 50 concurrent users.

### **Are there discounted SKUs for High Availability for the new appliances?**

No. The High End Appliances do not include HA discounted SKUs. See the online product catalog for more information.

### **My customer wants to renew the IPS subscription for their 15400 Appliance. What IPS sized blade do they need?**

Choose the IPS blade or a renewal package containing the IPS blade from the online product catalog. For sizing, see the [Software Blades sizing information page](#).

### **What additional blades can be added to an appliance?**

The new appliances support both security gateway and management blades. The full list of the supported blades for the new appliances can be found in any of the appliances datasheets or in the appliance web pages.

## **Appliance Software**

### **What software versions are supported on the new appliances?**

The 15000 and 23000 appliances come with a single factory image; R77.30. For information on additional software version support, visit Check Point [Support Center](#).

### **Can I run R80 software on the new appliances?**

Yes, when R80.10 is released.

## **Hardware Configurations and Accessories**

### **Do the appliances have a DC power supply option, SSD drives, additional network port capacity and redundant components?**

A DC power supply option is on the roadmap for high end models. SSD drives are not currently offered. The full list of the supported components is available in the datasheets or appliance web pages.

### **Is hardware monitoring available for all of these new appliances?**

RAID health: Monitor the health of the disks in the RAID array, and be notified of the states of the volumes and disks. The information is available via SNMP.

Sensors: Monitor fan speed, motherboard voltages and temperatures on the hardware. The information is available via SNMP and, for Check Point appliances, also via the GAIa Web interface. Hardware Monitoring is also available in the LOM Web.

### **What accessories are available for an appliance?**

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

### **How do I order accessories factory installed for an appliance?**

For accessory to be factory installed in a 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.

### **Can customers use accessories from 2012 Appliances on the new appliances?**

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

### **Can you 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.

### **Can customers move accessories between the new appliances?**

Supported network interface cards and transceivers are interchangeable between the new appliances.

## **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 prices of the new appliances?

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

## 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.

## When will my order be shipped?

Product lead times are available at: (<http://sc1.checkpoint.com/uc/htmls/ProductLeadTime.html>).

## 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 the product page at [www.checkpoint.com/products](http://www.checkpoint.com/products).

Contact Partner Alliance at [cpp@checkpoint.com](mailto:cpp@checkpoint.com).

---

### CONTACT US

**Worldwide Headquarters** | 5 Ha'Solelim Street, Tel Aviv 67897, Israel | Tel: 972-3-753-4555 | Fax: 972-3-624-1100 | Email: [info@checkpoint.com](mailto:info@checkpoint.com)

**U.S. Headquarters** | 959 Skyway Road, Suite 300, San Carlos, CA 94070 | Tel: 800-429-4391; 650-628-2000 | Fax: 650-654-4233 | [www.checkpoint.com](http://www.checkpoint.com)