CHECK POINT™

CHECK POINT PRO

Sample Report

Welcome to the Check Point PRO Report – redefining customer support as you know it, allowing you to identify points of failure before they occur.

Personal Online Reporting: combined with security expertise and machine learning to bring detailed interactive reports on the overall security, diagnostics and actionable insights.

Check Point **PRO** Support

Proactive, Protective, Professional

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OVERVIEW

DIAGNOSTICS

SERVICE REQUESTS

Check Point PRO Report

ACCOUNT: ▓▓▓ ▓ ▓ | ID: 67▓▓▓ | SUPPORT LEVEL: Diamond II PLUS

REPORT PERIOD	ANALYZED ACCOUNTS	REPORTING DEVICES	DEVICES WITH ALARMS
📅 28-Aug-2017 - 03-Sep-2017	1	70	63

Legend: ■ High ■ Medium ■ Low ■ Normal   More ⌄

Devices At Risk

Devices with High priority alarms	1
Devices with Medium priority alarms	52
Devices with Low priority alarms	10
Devices in Normal status	7

VIEW DEVICES >

Service Requests opened by Check Point PRO

1 Open

18 Resolved

Number of Service Requests opened by Check Point PRO since 07-Sep-2016.

VIEW SERVICE REQUESTS >

Diagnostics Summary

66 Security Gateways

7 Devices Normal

59 Devices with Alarms

140 Alarms Found

70/140

Low

4 Management and Log Servers

0 Devices Normal

4 Devices with Alarms

4 Alarms Found

Medium — 4/4

VIEW DIAGNOSTICS >

Proactive Daily Monitoring

Proactive Ticket Creation

Professional Reporting

Diagnostics Details

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		vSEC NSX Gateway		5 Alarms
👁	▭ ▬▬ 00:▮▮ ▮▮ ▮▮.03	**Device Name:** serviceinstance▮▮▮▮▮▮ **SKU:** CPSG-vSEC-NSX-NGTP-GW **Key:** 658▮▮▮▮C86	**Configuration:** Security Gateway **FW Version:** R77.30 **Account ID:** 67▮▮▮	■■■■ ^

	Alarm Category	Description	Remediation	Priority Level
👁	System	Logging problem detected. Gateway is writing logs locally due to connectivity problems	See sk40090, if the problem persists contact your local Support Partner or Check Point Support for further investigation.	■■■■
👁	Patch Level	Machine has no Jumbo HFA installed. Recommended Jumbo HFA take for R77.30 is take 216	Upgrade to the latest available Jumbo HFA. For more information refer to sk98028 - Jumbo Hotfix Accumulator FAQ.	■■■■
👁	System	Known log pattern - "ips_cmi_handler_match_cb_ex: signature (XXXX) does not have a policy" appears in /var/log/messages file.	The issue requires a hotfix, see sk113251 for additional information. Service Request 1-972▮▮▮901 was created automatically on your behalf with all relevant information. A Support Engineer will make sure the hotfix is compatible with your environment before providing the hotfix.	■■■■
👁	Configuration	SecureXL is turned off	SecureXL is a technology that accelerates traffic through Security Gateway to increase its performance and throughput. For optimal Security Gateway's performance, it is recommended that SecureXL is enabled and that security rulebase is optimized to allow more SecureXL Accept Templates. Refer to sk32578 for additional information.	■
👁	Configuration	NTP is not configured	NTP is a vital service to synchronize the clocks on all Check Point gateways. This is very critical if you are trying to track a specific incident or troubleshoot a problem. For state synchronization between cluster members to function properly the clocks on the cluster members must be set to within 1 minute of each other. The best means of achieving this is to use NTP.	■

		5600 Next Generation Threat Prevention		5 Alarms
👁	▭ ▬▬ 00:1C:▮▮ ▮▮ ▮▮ 74	**Device Name:** ▮▮▮▮▮▮▮W01 **SKU:** CPAP-SG5600-NGTP **Key:** 00:1C▮▮ ▮▮ ▮▮ 74	**Configuration:** Cluster Security Gateway **FW Version:** R77.30 **Account ID:** 67▮▮▮	■■■ ^

	Alarm Category	Description	Remediation	Priority Level
👁	Fixes	Device had 2 user space crashes on the following processes: wstlsd	The issue requires further investigation by Check Point Technical Services. Service Request 1-971▮▮▮411 was created automatically on your behalf with all relevant information. Please follow up with Check Point Technical Services to address this problem.	■■■

■ High	■ Medium	■ Low	■ Normal
Blocking issue; requires immediate attention. Take immediate action as per recommendation.	Has potential to affect system performance. Review details and take corrective actions.	Minor issue or easily worked around. Follow recommendations.	Normal behavior, as expected. No action is required.

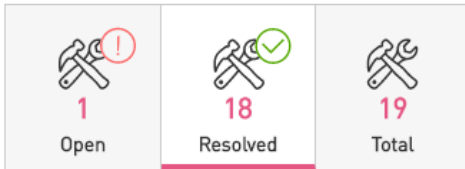# Service Requests opened by Check Point PRO

REPORT PERIOD	ANALYZED ACCOUNTS	REPORTING DEVICES	DEVICES WITH ALARMS
📅 28-Aug-2017 - 03-Sep-2017	1	70	63

⚒️ ❗ **1** Open	⚒️ ✅ **18** Resolved	⚒️ **19** Total

Filter as you type 🔍

Service Request #	Severity	Subject	Status	Account	Creation Date
1-967▦9641	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	08-Aug-2017
1-967▦7241	High	Other : Proactive Support SR - Known pattern detected in /var/log/mess...	Closed	67▦	07-Aug-2017
1-967▦7671	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	04-Aug-2017
1-966▦5241	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	29-Jul-2017
1-965▦7041	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	23-Jul-2017
1-965▦1231	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	21-Jul-2017
1-964▦4351	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	13-Jul-2017
1-963▦7691	High	Crash/Freeze : Proactive Support SR - process SVRServer crash on devi...	Closed	67▦	10-Jul-2017
1-962▦2761	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	07-Jul-2017
1-955▦3821	High	Crash/Freeze : Proactive Support SR - process dbedit crash on device n...	Closed	67▦	20-Jun-2017

🔗 TRACK SERVICE REQUESTS   < Previous 1 2 Next >   1-10 of 18

Easy as 1, 2, 3
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"WOW, the PRO Report helps us to identify the issue in advance and solve it before it becomes a real problem. A very useful report."
- Technical Lead Security

"Truly PROACTIVE Support!"
– Senior Technical Analyst

"I was already working on a case that had me install a jumbo hotfix, but the proactive alert was already on this."
– Network Security Administrator