

## Small Appliances Functionality Upgrade Promotion – FAQ and Guidelines

**Q: What is the benefit of the Small Appliances Functionality Upgrade promotion?**

**A:** The Small Appliances Functionality Upgrade promotion allows customers to upgrade their current appliance's license by receiving 100% credit on their old Check Point Small Appliance towards the purchase of the new upgraded license.

**Q: How is the credit or discount given in this promotion calculated?**

**A:** The 100% credit is given on the old appliance according to its current list price.

**Q: Which appliance licenses can be upgraded using the Small Appliances Functionality Upgrade promotion?**

**A:** The promotion allows upgrading the license of the following existing appliance product lines: Safe@, Edge, 600, 1100.

**Q: Can the Software Blades packages be upgraded by using the Small Appliances Functionality Upgrade promotion?**

**A:** Yes. The promotion is valid also for Software Blades packages upgrade (i.e. from 620 NGFW to 620 NGTP).

**Q: Can an HA appliance be upgraded to a primary appliance by using the Small Appliances Functionality Upgrade promotion?**

**A:** No. There is no HA option for the small appliances. Hence, this is not relevant to this promotion.

**Q: Does the promotion support Hardware upgrade?**

**A:** No. The promotion supports only functionality upgrade of the license and not hardware upgrade (the hardware is not replaced). For example, the 620 appliance can only be upgraded to a higher model or Software Blades package within the 600 product line.

**Q: Can the license of the small appliance be upgraded if the appliance is not covered with a valid Check Point support contract?**

**A:** Yes, unsupported small appliances can also use the promotion for upgrading the license and get the same benefits (100% credit of existing product) as supported products.

**Q: How can I apply the Small Appliances Functionality Upgrade promotion to my order?**

**A:** When submitting an order to the Check Point ([order@checkpoint.com](mailto:order@checkpoint.com)), please include the following information on the PO:

- ✓ Include NSP number 20000827 for the Small Appliances Functionality Upgrade promotion
- ✓ Specify what is the new appliance(s) you are purchasing
- ✓ Specify what is the old license(s) you are upgrading
- ✓ Provide the CK / Mac ID / Serial Number of the appliance(s) being upgraded

**Q: Does the old product(s) need to be returned to Check Point?**

**A:** No, because there is no hardware replacement in this case. Only the software license is being upgraded.

**Q: How can the support credit be calculated when upgrading the small appliance functionality in cases it is covered with a valid support contract?**

**A:** The support credit is based on the old product's support program. The credit is given for the remaining period of the support contract.

**Q: Can I use another NSP on the same order?**

**A:** No, only one NSP number can be used on each order.

**For further questions or queries please contact Check Point Partner Alliance**  
[cpp@checkpoint.com](mailto:cpp@checkpoint.com)

