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

Check Point PRO Report
ACCOUNT: [Redacted ID: [Redacted] SUPPORT LEVEL: Diamond II PLUS

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

Legend: High □ Medium □ Low □ Normal

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

Service Requests opened by Check Point PRO
- 1 Open
- 18 Resolved

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

Diagnostics Summary

- 66 Security Gateways
  - 7 Devices Normal
  - 59 Devices with Alarms
  - 140 Alarms Found
  - 70/140

- 4 Management and Log Servers
  - 0 Devices Normal
  - 4 Devices with Alarms
  - 4 Alarms Found
  - 4/4

View Diagnostics ▸

Proactive Daily Monitoring
Proactive Ticket Creation
Professional Reporting

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[Internal Use] for Check Point employees
### Diagnostics Details

**vSEC NSX Gateway**  
*Device Name: serviceinstance-003-03*  
*SKU: CSPG-vSEC-NSX-NGTP-GW*  
*Key: 6587C0F4C86*

<table>
<thead>
<tr>
<th>Alarm Category</th>
<th>Description</th>
<th>Remediation</th>
<th>Priority Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System</strong></td>
<td>Logging problem detected. Gateway is writing logs locally due to connectivity problems</td>
<td>See sk420093. If the problem persists contact your local Support Partner or Check Point Support for further investigation.</td>
<td>🟢🟢🟢🟢</td>
</tr>
<tr>
<td><strong>Patch Level</strong></td>
<td>Machine has no Jumbo HFA installed. Recommended Jumbo HFA take for R77.30 is take 216</td>
<td>Upgrade to the latest available Jumbo HFA. For more information refer to sk96028 - Jumbo Hotfix Accumulator FAQ.</td>
<td>🟢🟢🟢🟢</td>
</tr>
<tr>
<td><strong>System</strong></td>
<td>Known log pattern - &quot;ips_cmi_handler_match_cb: ex: signature [0000] does not have a policy&quot; appears in /var/log/messages file.</td>
<td>The issue requires a hotfix, see sk113251 for additional information. Service Request 1-971-999901 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.</td>
<td>🟢🟢🟢🟢</td>
</tr>
<tr>
<td><strong>Configuration</strong></td>
<td>SecureXL is turned off</td>
<td>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.</td>
<td>🟢🟢🟢🟢</td>
</tr>
<tr>
<td><strong>Configuration</strong></td>
<td>NTP is not configured</td>
<td>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.</td>
<td>🟢🟢🟢🟢</td>
</tr>
</tbody>
</table>

**5600 Next Generation Threat Prevention**  
*Device Name: [Redacted]*  
*SKU: CPAP-56600-NGTP*  
*Key: 00:1C:0F:2F:74*

<table>
<thead>
<tr>
<th>Alarm Category</th>
<th>Description</th>
<th>Remediation</th>
<th>Priority Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixes</strong></td>
<td>Device had 2 user space crashes on the following processes: watsid</td>
<td>The issue requires further investigation by Check Point Technical Services. Service Request 1-971-4611 was created automatically on your behalf with all relevant information. Please follow up with Check Point Technical Services to address this problem.</td>
<td>🟢🟢🟢🟢</td>
</tr>
</tbody>
</table>

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**High**  
Blocking issue, requires immediate attention. Take immediate action as per recommendation.

**Medium**  
Has potential to affect system performance. Review details and take corrective actions.

**Low**  
 Minor issue or easily worked around. Follow recommendations.

**Normal**  
Normal behavior, as expected. No action is required.
## Service Requests opened by Check Point PRO

<table>
<thead>
<tr>
<th>REPORT PERIOD</th>
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<tr>
<td>28-Aug-2017 - 03-Sep-2017</td>
<td>1</td>
<td>70</td>
<td>63</td>
</tr>
</tbody>
</table>

### Service Requests

<table>
<thead>
<tr>
<th>Service Request #</th>
<th>Severity</th>
<th>Subject</th>
<th>Status</th>
<th>Account</th>
<th>Creation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-96776941</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>6776941</td>
<td>08-Aug-2017</td>
</tr>
<tr>
<td>1-96776241</td>
<td>High</td>
<td>Other : Proactive Support SR - Known pattern detected in /var/log/mess...</td>
<td>Closed</td>
<td>676241</td>
<td>07-Aug-2017</td>
</tr>
<tr>
<td>1-96774671</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>674671</td>
<td>04-Aug-2017</td>
</tr>
<tr>
<td>1-96675321</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>665321</td>
<td>29-Jul-2017</td>
</tr>
<tr>
<td>1-965779041</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>6579041</td>
<td>23-Jul-2017</td>
</tr>
<tr>
<td>1-96571231</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>651231</td>
<td>21-Jul-2017</td>
</tr>
<tr>
<td>1-964743351</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>643351</td>
<td>13-Jul-2017</td>
</tr>
<tr>
<td>1-96377691</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process SVRServer crash on devi...</td>
<td>Closed</td>
<td>637691</td>
<td>10-Jul-2017</td>
</tr>
<tr>
<td>1-962732761</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>6232761</td>
<td>07-Jul-2017</td>
</tr>
<tr>
<td>1-95573921</td>
<td>High</td>
<td>Crash/Freeze : Proactive Support SR - process dbedit crash on device n...</td>
<td>Closed</td>
<td>9553921</td>
<td>20-Jun-2017</td>
</tr>
</tbody>
</table>

### Easy as 1, 2, 3
Contact us now to start a free trial

[contact_pro@checkpoint.com](mailto:contact_pro@checkpoint.com)

Be Proactive, Stay Protected and Rely on Professionals with Check Point PRO Support.

Learn more about PRO Support at [checkpoint.com/support-services/pro/](https://checkpoint.com/support-services/pro/)
“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