



Administration Guide

FortiCare 25.2



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May 03, 2025

FortiCare 25.2 Administration Guide

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Change Log

Date	Change Description
2025-05-03	Initial release.

Introduction to FortiCare



This document refers to the FortiCare portal and does not cover the functionality of the existing FortiCare Legacy portal. You can still use the existing *Support > FortiCare Legacy* portal to submit and manage tickets, access the technical web chat feature, and so on. Please leave feedback about the FortiCare portal on the FortiCare portal by clicking the purple feedback button in the bottom right corner of the page.

The FortiCare portal is a user-friendly ticketing system, designed to streamline your ticket management process. The new comprehensive ticketing web interface supports various workflows based on the ticket types to efficiently submit, track, prioritize, and resolve tickets with ease.

Key features include:

- Creating new tickets of various types:
 - Technical support
 - Customer service
 - DOA/RMA
 - Anti Virus and FortiGuard Service
 - FortiConverter
- Searching, viewing status, and commenting
- Exporting ticket information

FortiCare can be accessed from the FortiCloud *Support* dropdown by selecting *Support > FortiCare New*. Sign in with your unified FortiCloud Account to access the portal.

What's new with 25.2

FortiCare version 25.2 includes the following new features. See the [FortiCloud Services Release Notes](#) for more information.

Ticket support

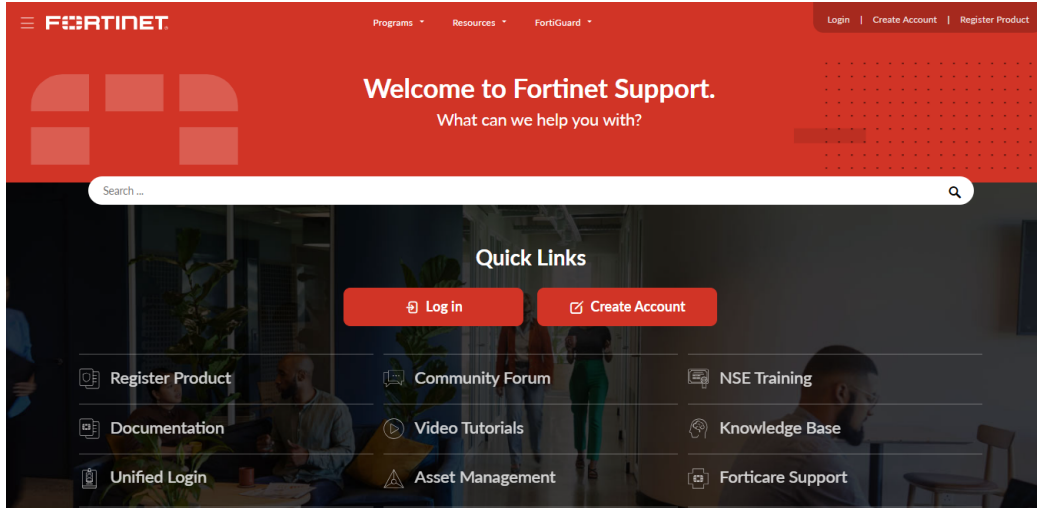
When creating a new technical support or customer service ticket, suggested support articles which can aid you with your issue will be displayed. Suggested articles are dependent on the information you enter in the ticket, such as the subject. See [Creating tickets on page 15](#).

Support landing page UI updates

The Fortinet Support landing page UI has been updated. For example, the changes include a new information carousel, a new menu, and increased community integration. The site is supported on both desktop and mobile versions. After logging in through the support.fortinet.com landing page, you will be redirected to the FortiCare portal instead of the Asset Management portal. See [Fortinet Support landing page on page 7](#).

Fortinet Support landing page

The Fortinet Support landing page can be found at support.fortinet.com. Logging into the Support landing page directs the user to the FortiCare portal dashboard. See [Dashboard on page 9](#).



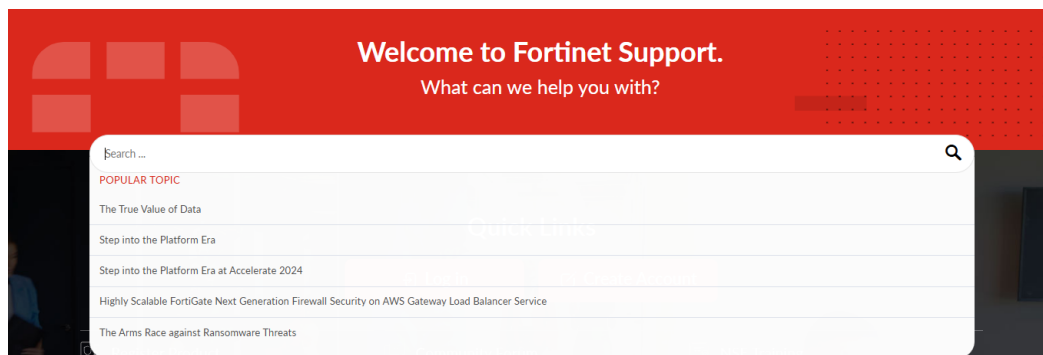
Users can also access FortiCloud Services and portals, including the FortiCare portal, through forticloud.com. If you log in through forticloud.com, you will be directed to the Asset Management dashboard instead of the FortiCare dashboard. See [FortiCloud Services landing page](#) in the Asset Management guide.

From the support landing page, users can:

- Search for information, including quick links, documents, and support.
- Access additional resources from the *Resources* dropdown menu.
- Log in to FortiCloud using existing credentials. See [Logging into an account](#) in the Asset Management guide.

To use the Community Search function:

1. Go to support.fortinet.com.
2. Click the search field. Suggested *Popular Topics* are displayed.

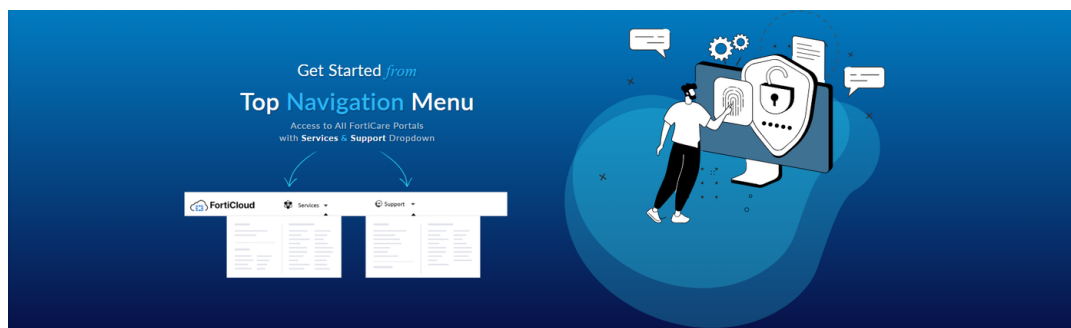


3. Define the search parameters:

- a. Select a *Popular Topic*. A new page is opened displaying information on the topic.
- b. Enter information in the search field and press **Enter**. A new page is opened displaying information on the topic.

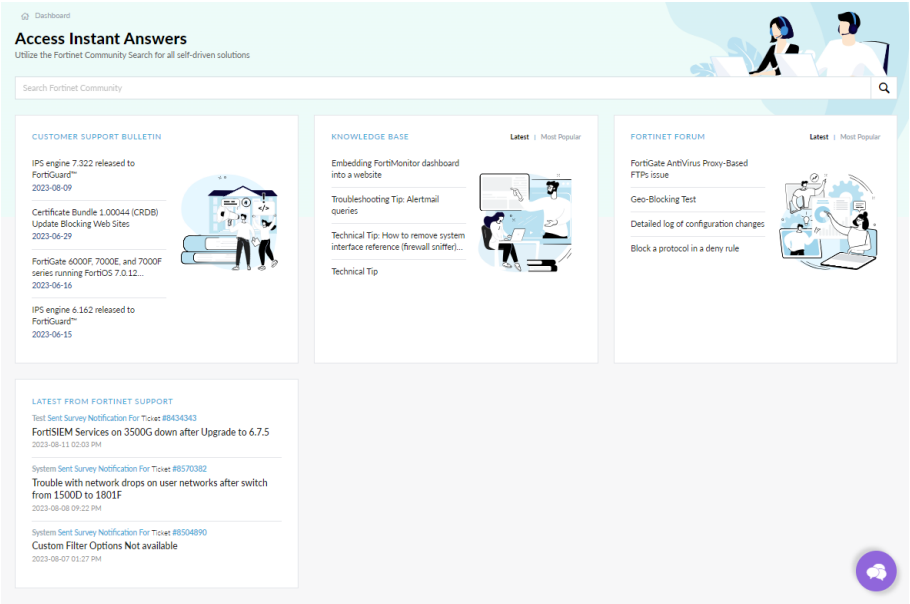
No access

If the user does not have access to the FortiCare portal, the following page will direct the user to select a service from the *Services* or *Support* menu after logging in through support.fortinet.com.



Dashboard

The *Dashboard* displays information about your tickets and updates from the FortiCare community.

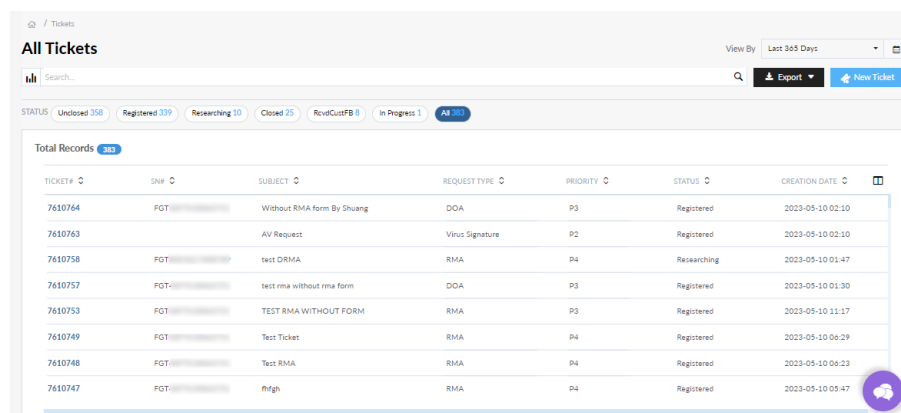


You can view the following information on the *Dashboard*:

Customer Support Bulletin	Displays helpful and important updates, tips, and notes from FortiCare customer service. For more detailed content, see the Customer Support Bulletin on page 64 .
Knowledge Base	Displays informative articles, podcasts, videos, and so on from the Knowledge Base.
Fortinet Forum	Displays articles and posts by FortiCare users on the community forum.
Tickets Pending Your Feedback	Displays tickets that you need to review and provide feedback based on the latest comments.
Latest from Fortinet Support	Displays high-level information on actions performed on your tickets by FortiCare support employees.

Tickets

You can create, review, and monitor active and closed tickets in the *Tickets* pages.



Ticket#	SN#	Subject	Request Type	Priority	Status	Creation Date
7610764	FGT-XXXXXX	Without RMA form By Shuang	DOA	P3	Registered	2023-05-10 02:10
7610763		AV Request	Virus Signature	P2	Registered	2023-05-10 02:10
7610758	FGT-XXXXXX	test DRMA	RMA	P4	Researching	2023-05-10 01:47
7610757	FGT-XXXXXX	test rma without rma form	DOA	P3	Registered	2023-05-10 01:30
7610753	FGT-XXXXXX	TEST RMA WITHOUT FORM	RMA	P3	Registered	2023-05-10 11:17
7610749	FGT-XXXXXX	Test Ticket	RMA	P4	Registered	2023-05-10 00:29
7610748	FGT-XXXXXX	Test RMA	RMA	P4	Registered	2023-05-10 00:23
7610747	FGT-XXXXXX	thgh	RMA	P4	Registered	2023-05-10 05:47



Use the feedback icon to submit feedback on the new FortiCare interface.

Tickets is organized into the following pages:

- [Active tickets on page 11](#)
- [All tickets on page 11](#)

From the *Tickets* pages, you can:

- Filter the ticket list. See [Filtering tickets on page 12](#).
- Search for specific tickets. See [Searching for tickets on page 13](#).
- View ticket information. See [Ticket details on page 14](#).
- Create new tickets. See [Creating tickets on page 15](#).
- Add comments and files to tickets. See [Adding comments on page 30](#).
- Close tickets. See [Closing tickets on page 32](#).
- Export ticket information. See [Exporting tickets on page 32](#).



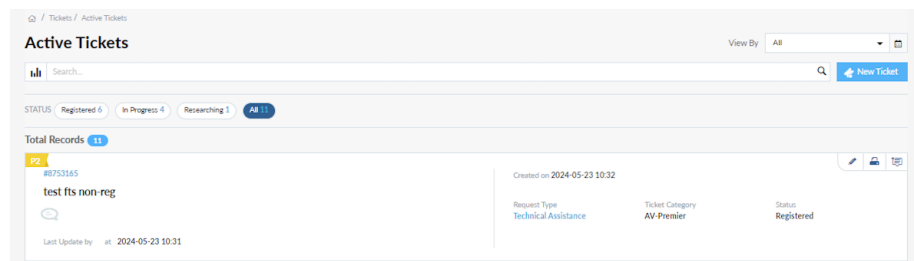
If the user has *Read Only* access assigned, they will be unable to create, edit, comment on, or close a ticket. See [User access on page 72](#).



Organization users must select a member account before accessing FortiCare portal features. See [Organization view on page 74](#), the [Identity & Access Management](#) guide, and the [Organization Portal](#) guide for more information.

Active tickets

Active tickets can be found in the *Tickets > Active Tickets* page in a card view. The card view includes the *Request Type*, *Ticket Category*, and *Status*.



Closed tickets cannot be viewed in the *Active Tickets* page. To view closed tickets, go to *Tickets > All Tickets*. See [All tickets on page 11](#) for more information.



If a ticket is part of an Organizational Unit, the *OU Path* and *Account* will be displayed in the ticket. Likewise, if a Partner user is viewing the ticket card view, the *Ticket Type* displays the ticket audience, such as Partner, customer, or internal.

All tickets

You can view all existing tickets, including closed tickets, on the *Tickets > All Tickets* page.

Ticket	Serial Number	Subject	Request Type	Priority	Status	Creation Date	Close Date
8696229		empty sn, sr user	Technical Assistance	P2	In Progress	2024-04-03 15:51	N/A
8693831		or customer, non sr sn and ticket id	Technical Assistance	P2	In Progress	2024-04-01 15:36	N/A
8693828		sr sn, or customer, non sr ticket id	Technical Assistance	P2	In Progress	2024-04-01 15:20	N/A
8692859		test - SR SN, customer is not SR	Technical Assistance	P2	Registered	2024-03-28 12:26	N/A
8670054		Test	RMA	P4	Registered	2023-11-23 13:16	N/A
8669810		a	Technical Assistance	P4	Researching	2023-10-27 17:42	N/A



Partner accounts can also select *Account* and *Ticket Quality* from the column selector.

You can create a new ticket in the *All Tickets* page with the same process as through the *Active Tickets* page. See [Creating tickets on page 15](#).

Filtering tickets

Tickets can be filters in the *Tickets* pages by:

- [Status](#)
- [Date](#)
- [Category](#)

Filtering tickets by status

The tickets available for review can vary depending on the select *Status*. For example, you can choose to *All*, *Unclosed*, *Registered*, or *Closed* tickets.



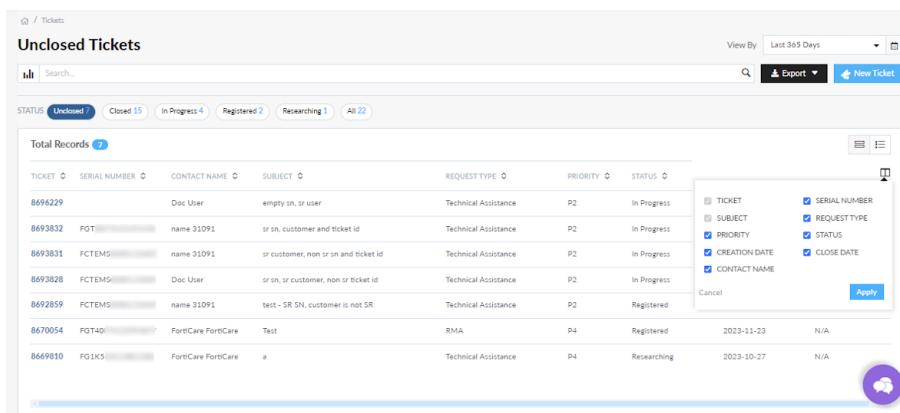
Filtering tickets by date

You can also restrict the number of tickets shown by selecting a date range from the *View By* dropdown list or calendar.



Ordering tickets by category

Tickets can be ordered by category, such as *Ticket #* or *Request Type*, by selecting the category arrow. More columns can be added to the table from the *Column Selector*. The columns available depend on the user type accessing FortiCare.





Partners can select two additional columns: *Account* and *Ticket Quality*. See [Switching accounts](#) in the Asset Management Administration Guide for information on switching partner accounts.



For advanced ticket filtering, use the *Advanced Search* feature. See [Searching for tickets on page 13](#).

Searching for tickets

You can search for specific tickets using the *Search* field or the *Advanced Search* button. You can use *Advanced Search* to filter tickets by *Subject*, *Ticket Type*, and so on.



Not all of the *Advanced Search* fields must be filled when performing a search.

To perform an advanced ticket search:

1. Go to *Tickets*.
2. Select *Advanced Search*. The advanced search dialog opens.

The screenshot shows the 'All Tickets' interface. On the left, a modal dialog for 'Advanced Search' is open. It contains the following fields:



- SUBJECT**: A text input field with a placeholder 'Search...'.
- TICKET TYPE**: A dropdown menu currently set to 'All'.
- STATUS**: A dropdown menu currently set to 'All'.
- TICKET NUMBER**: A text input field containing '00000000'.
- SERIAL NUMBER**: A text input field containing 'FGT888888888'.
- REQUEST TYPE**: A dropdown menu currently set to 'All'.
- SUB-ACCOUNT**: A dropdown menu currently set to 'All'.
- CREATED BETWEEN**: Two date input fields separated by 'to', both with placeholders 'YYYY-MM-DD'.

At the bottom of the dialog are 'Cancel' and 'Search' buttons. In the background, a table of tickets is visible with columns for ID, STATUS, and CREATION DATE. The first row shows a ticket with ID '7610853', status 'Researching', and creation date '2023-05-11 10:07'.

3. Select the filters from the dropdown menus.
4. Enter the ticket subject in the *Subject* field.
5. Enter the ticket number in the *Ticket Number* field.
6. Enter the serial number in the *Serial Number* field.
7. Enter the date range of ticket creation in the *Created Between* fields.
8. Click *Search*. Tickets with parameters matching the set filters are displayed.

Ticket details

Ticket information can vary depending on the ticket type. Select a ticket to view detailed information, such as:

Ticket Conversation	<p>Tracks comments between individuals related to the ticket, such as members of your organization and FortiCare support, and any attached files.</p> <hr/> <div>  <p>You can delete attachments you included with a comment by selecting the x next to the attachment and clicking <i>Confirm</i> in the pop up dialog. You cannot delete attachments from someone else's comment.</p> </div> <hr/>
Basic Info	Provides information on ticket <i>Status</i> , <i>Request Type</i> , <i>Category</i> , <i>Priority</i> , and so on.
Contact Info	Displays your contact information, including email and phone number.
SFTP Info	Displays <i>Upload</i> and <i>Download</i> information, such as <i>FTP Address</i> and <i>User ID</i> . Use the <i>Hide</i> and <i>Show</i> buttons to control <i>SFTP Information</i> visibility.
Ticket Visibility	Lists who can view the ticket.
RMA Info	<p>Displays RMA information, such as:</p> <ul style="list-style-type: none"> • <i>Return Material Authorization Info</i>: Contains ticket information, including <i>RMA Type</i> and <i>RMA Ticket ID</i>. • <i>Summary</i>: Contains information on product model status. • <i>Shipping & Billing Info</i>: Displays shipping and billing addresses and contacts. When editing, once you click <i>Confirm RMA Information</i>, the information can no longer be edited. The shipping address must be confirmed to submit a PRMA ticket. • <i>Transit To</i>: Provide transit information following shipping and click <i>Confirm Transit Address Information</i> to complete editing. Transit To information becomes read only after confirmation. • <i>Defective Product Info</i>: Displays information on the product, including serial number and model. • <i>RMA Contract and Service Transfer</i>: States if all active services and support contracts will automatically be transferred to the new unit. This section can only be edited by Partner users. • <i>Return Instructions</i>: Provides additional information on the <i>RMA Center</i> and return instructions. • <i>Replacement Product Info</i>: Provides shipping and tracking information. This section can only be edited by Partner users. Once the information has been confirmed, it becomes read only. • <i>Receiving Info</i>: Displays information on the product model receipt. <hr/> <div>  <p>Additional information is required in the ticket comments if you are requesting a PRMA ticket. See Requesting PRMA tickets on page 26.</p> </div> <hr/>



If you have the necessary account permission, such as *Read/Write*, you can edit *Contact Information*, *RMA Info*, and *Ticket Visibility*. If you have *Read Only* access, you cannot edit any fields in the ticket details.

To view detailed ticket information:

1. Go to *All Tickets*.
2. Select the *Ticket*. The ticket details are displayed.



3. (Optional) Toggle *Expand All Info* to open all ticket details.

Creating tickets

You can create new tickets using the *New Ticket* button. You can create a ticket request for:

- [Technical support ticket on page 15](#)
- [Customer service ticket on page 19](#)
- [DOA/RMA ticket on page 22](#)
- [Anti Virus ticket and FortiGuard Service on page 26](#)
- [Fortinet Converter ticket on page 28](#)
- [FortiClient Services on page 29](#)

Technical support ticket


You can submit a technical support tickets for help with technical issues.

To create a new Technical Support ticket:


1. Go to *All Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* dialog opens.

Choose a Request Type


Welcome to the Fortinet Support Portal! For most of your questions regarding the use of Fortinet products, you might be able to find the answers in our [Knowledge Base](#). If not, you can choose a request type to get started.




Technical Support Ticket
Technical Assistance




Customer Service Ticket
Questions related to contract and account management




DOA/RMA Ticket
Defective product/hardware replacement ticket



Anti Virus Ticket/FortiGuard Service
To submit Anti Virus ticket for your product or report false detection.



Fortinet Converter Ticket
Please submit FortiConverter service request at FortiConverter Portal



FortiClient Services
Please submit FortiClient BPS & Managed Service requests at this FortiClient Portal

3. Hover over *Technical Support Ticket* and select *Submit Ticket*.



If you select *Start web chat*, you will be redirected to the *Technical Web Chat* page. See [Technical Web Chat on page 65](#).

The *Basic Info* page opens.

Q / Create A New Ticket

STEP 1. Basic Info

1. Basic Info

2. Comment

3. Preview

4. Complete

🔧 **Technical Support Ticket**

PRODUCT INFO

SN: * The serial number will be shown after you input the first 3 characters

GO

Cancel

4. Enter the *Product Info* and click *Go*. If the serial number is accepted, *Contact Info* and *Ticket Info* fields are displayed.

STEP 1. Basic Info

1. Basic Info 2. Comment 3. Preview 4. Complete

Technical Support Ticket

PRODUCT INFO
 SERIAL NUMBER: * The serial number will be shown after you input the first 3 characters

TICKET INFO
 SUBJECT: * Provide a specific subject for case handling

 CATEGORY: *
 PATCH: *
 PRODUCT TYPE: *
 S/W VERSION: *
 PRIORITY: * ☐ P3 ☒ P4

NOTE:
 Please [contact your regional support center](#) to create urgent P1 (network down) or P2 (severe impact) tickets for immediate assistance.

CONTACT INFO
 NAME: *
 EMAIL: * (Separate multiple emails with a comma, e.g., email@example.com, user@domain.com, ...)

 PHONE:
 MOBILE:

Save time! Your answer might be here:
 Completing all fields of Ticket info will help you filter content efficiently and find what you need faster.

Cancel **Next**

5. Enter the necessary information in the *Contact Info* and *Ticket Info* sections.

STEP 1. Basic Info

1. Basic Info 2. Comment 3. Preview 4. Complete

Technical Support Ticket

PRODUCT INFO
 SERIAL NUMBER: * The serial number will be shown after you input the first 3 characters

TICKET INFO
 SUBJECT: * Provide a specific subject for case handling

 CATEGORY: *
 PATCH: *
 PRODUCT TYPE: *
 S/W VERSION: *
 PRIORITY: * ☐ P3 ☒ P4

NOTE:
 Please [contact your regional support center](#) to create urgent P1 (network down) or P2 (severe impact) tickets for immediate assistance.

Save time! Your answer might be here:

Special Notices | FortiManager 7.0.7 | Fortinet Document Library
 Date: November 18, 2024
 The issue has been fixed in 7.3 and later and a CLI command has been added to bypass the setup wizard at login time.3 and later firmware to The issue has been...
 Source: [New Doc](#)

Special Notices | FortiManager 7.0.5 | Fortinet Document Library
 Date: November 18, 2024
 The issue has been fixed in 7.3 and later and a CLI command has been added to bypass the setup wizard at login time.3 and later firmware to The issue has been...
 Source: [New Doc](#)

Special Notices | FortiManager 7.0.6 | Fortinet Document Library
 Date: November 18, 2024
 The issue has been fixed in 7.3 and later and a CLI command has been added to bypass the setup wizard at login time.3 and later firmware to The issue has been...
 Source: [New Doc](#)

Cancel **Next**



Once the appropriate fields have been entered, FortiCare will display suggested community Knowledge Base articles, Fortinet documents, and FortiGuard resources that may help you solve the issue. Select an article to review the information or provide more detail in the Subject field for more filtered articles.

- Click **Next**. The *Ticket Visibility* pane opens if using a Partner user account.
- Select who you would like to have permission to view the ticket and click **Next**. The *Comment* page opens.

STEP 2. Comment

1. Basic Info 2. Comment 3. Preview 4. Complete

Technical Support Ticket SERIAL NUMBER

COMMENT *

POTENTIAL SOLUTIONS

In order for Fortinet Technical Support to provide you with the optimum level of service, we request that the following information be provided:

1. A detailed problem description
2. Relevant background information (Has the configuration worked in the past? Is this a new configuration? Have any changes been made recently to the Fortinet device or application or on the network?)
3. A network diagram with the IP addressing clearly indicated
4. Configuration file(s)
5. Debug log(s)/Error messages
6. A description and the results of your troubleshooting steps
7. Your availability to work with Technical support
8. Alternative contact information

Note: The maximum characters system allow to be entered here is 8000.

ATTACHMENT

You specify the uploaded file's storage type by selecting it from the drop-down list. Files stored in "Temporary Storage" will be deleted once the ticket is closed. The option "Keep the file" means that the file will be retained after ticket closure. Virus samples and large files (>50MB) are always saved in temporary storage.

File Upload

Cancel Previous Next



Select *Potential Solutions* to view suggested community Knowledge Base articles, Fortinet documents, and FortiGuard resources that may help you solve the issue. Select an article to review the information or provide more detail in the Subject field for more filtered articles.

8. Enter the suggested information in the *Comment* field.
9. Click *File Upload* and select the file format.
10. After your files have finished uploading, click *Next*. The *Preview* page opens.

Home / Create A New Ticket

STEP 3. Preview

1. Basic Info 2. Comment 3. Preview 4. Complete

Test Ticket

BASIC INFO

REQUEST TYPE Technical Support Ticket	CATEGORY FGT FortiCloud
SN FGT40FTK20063751	PRIORITY P4
S/W VERSION I don't know	

CONTACT INFO

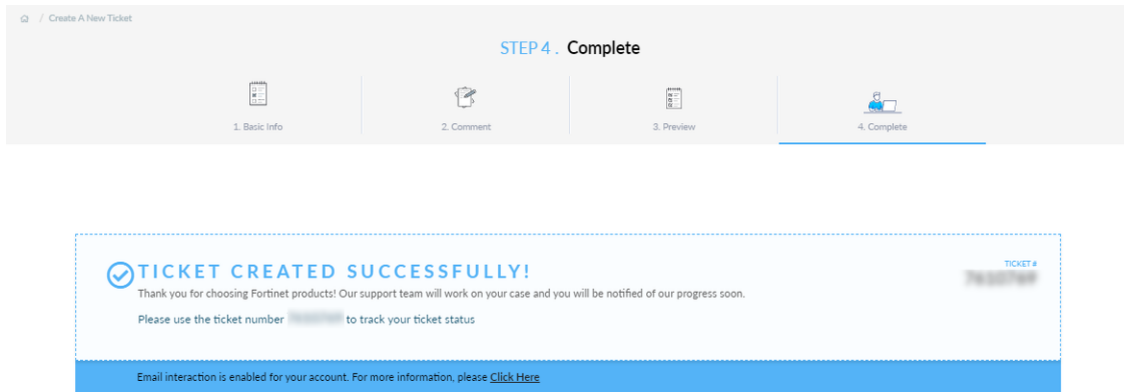
NAME Jane Doe	PHONE +1 555-1234
MOBILE	EMAIL FCDemo_02@test.com

COMMENT

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc in enim arcu. Aliquam eu viverra diam, vitae vulputate neque. Ut vel ornare nunc. Praesent lobortis felis mi, quis eleifend erat euismod quis. Nullam vehicula, velit blandit auctor lobortis, ligula metus laoreet erat, id scelerisque tellus leo rutrum justo.

Cancel Previous Next

11. Click *Next*. The *Complete* page opens.



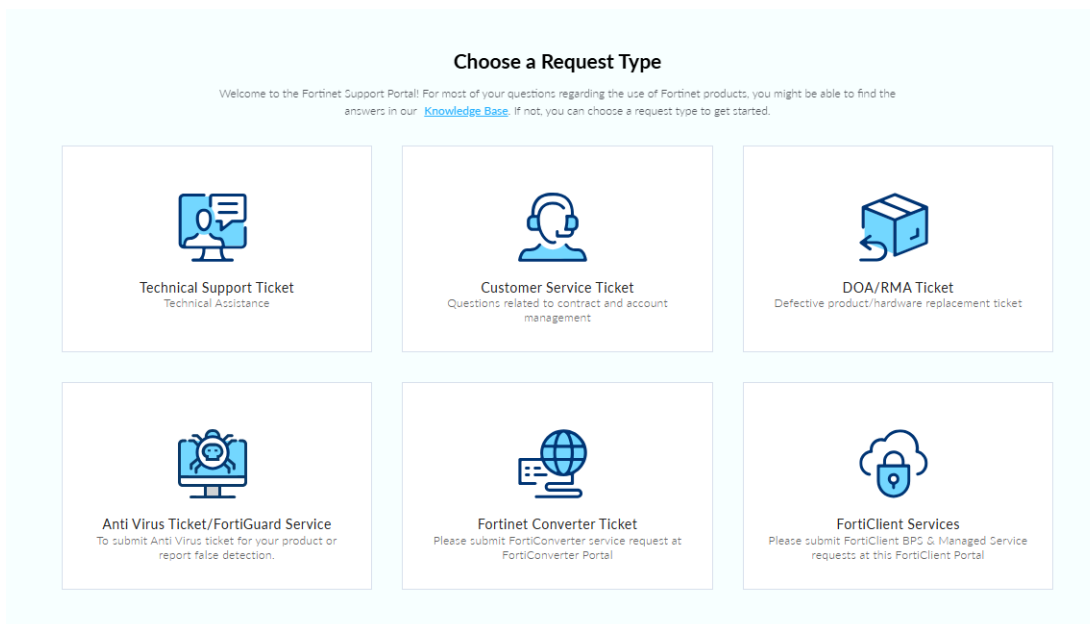
12. Review the ticket number and information and click *Done*.

Customer service ticket

You can submit a customer service ticket for help with contract and account management questions. You can also start a live web chat session for small questions.

To create a new Customer Service ticket:


1. Go to *All Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* page opens.




3. Hover over *Customer Service Ticket* and select *Submit ticket*.

Choose a Request Type

Welcome to the Fortinet Support Portal! For most of your questions regarding the use of Fortinet products, you might be able to find the answers in our [Knowledge Base](#). If not, you can choose a request type to get started.




Technical Support Ticket
Technical Assistance




☐ Start web chat
☐ Submit ticket


Customer Service Ticket
Questions related to contract and account management




DOA/RMA Ticket
Defective product/hardware replacement ticket



Anti Virus Ticket/FortiGuard Service
To submit Anti Virus ticket for your product or report false detection.



Fortinet Converter Ticket
Please submit FortiConverter service request at FortiConverter Portal



FortiClient Services
Please submit FortiClient BPG & Managed Service requests at this FortiClient Portal



If you select *Start web chat*, you will be redirected to the *Customer Service Web Chat* page. See [Customer Service Web Chat](#) on page 66.

The *Basic Info* page opens.


STEP 1. Basic Info

1. Basic Info

2. Comment

3. Preview

4. Complete

 **Customer Service Ticket**

PRODUCT INFO

SERIAL NUMBER: The serial number will be shown after you input the first 3 characters

Save time! Your answer might be here:

Completing all fields of Ticket Info will help you filter content efficiently and find what you need faster.

TICKET INFO

SUBJECT: * Provide a specific subject for case handling.

CATEGORY *

Please select a CS category ▼

CONTACT INFO

NAME *

EMAIL * (Separate multiple emails with a comma, e.g., email@example.com, user@domain.com, ...)

PHONE

▼

MOBILE

▼

Cancel
Next

4. Enter the required information in the *Product Information*, *Contact Info*, and *Ticket Information* sections.

STEP 1. Basic Info

1. Basic Info

2. Comment

3. Preview

4. Complete

Customer Service Ticket

PRODUCT INFO

SERIAL NUMBER: The serial number will be shown after you input the first 3 characters

TICKET INFO

SUBJECT: * Provide a specific subject for case handling.

CATEGORY *

PRMA Set up/Address

CONTACT INFO

NAME *

EMAIL * (Separate multiple emails with a comma, e.g., email@example.com, user@domain.com, ...)

PHONE

+1

PRMA Set up/Address

MOBILE

PRMA Set up/Address

Save time! Your answer might be here:

NSE Experts Academy CTF
Date: December 30, 2024
 When they'd connect to the given IP address, they'd see a console which looks like what we'd normally get on a real FortiGate encode('ascii') + b'\n') else: print "%s didn't return Invalid...
Source: Blogs

Security Research News in Brief - May 2017 Edition
Date: December 30, 2024
 Sign the same message again, and retrieve an invalid signature (as one pre-computed integer has been faulted). Using the valid and the invalid signature of the same message, recover a fact...
Source: Blogs

Addressing Top SD-WAN Security Concerns
Date: December 30, 2024
 Industry Trends Addressing Top SD-WAN Security Concerns
 By Fortinet | December 26, 2019 Tags: Secure SDWAN, Cybersecurity Architect, Security-Driven Networking
Related Posts Industry Trends The Rise of Security-Driven

Cancel
Next



Once the appropriate fields have been entered, FortiCare will display suggested community Knowledge Base articles, Fortinet documents, and FortiGuard resources that may help you solve the issue. Select an article to review the information or provide more detail in the Subject field for more filtered articles.

5. Click **Next**. The *Ticket Visibility* pane opens if using a Partner user account.
6. Select who you would like to have permission to view the ticket and click **Next**. The *Comment* page opens.

STEP 2. Comment

1. Basic Info

2. Comment

3. Preview

4. Complete

Customer Service Ticket | SERIAL NUMBER FGT40FTK20016830

Notes:

If this is a first time contract registration, please update the product location by visiting the following article: [How to update the Product Location in FortiCloud Portal](#)

If you are an EA Customer and need help with applying PRMA or Secure RMA Service, refer to the article: [ELA Portal for Priority RMA and Secure RMA](#)

COMMENT *

POTENTIAL SOLUTIONS *

Use this category for questions related to Priority RMA Service (PRMA), we request that the following information be provided:

1. A description of your requirement
2. Product serial number(s)
3. PRMA contract number(s).

Please also refer to the notes below.

Note: The maximum characters system allow to be entered here is 8000.

ATTACHMENT

You specify the uploaded file's storage type by selecting it from the drop-down list. Files stored in 'Temporary Storage' will be deleted once the ticket is closed. The option 'Keep the file' means that the file will be retained after ticket closure. Virus samples and large files (>5MB) are always saved in temporary storage.

File Upload ▾

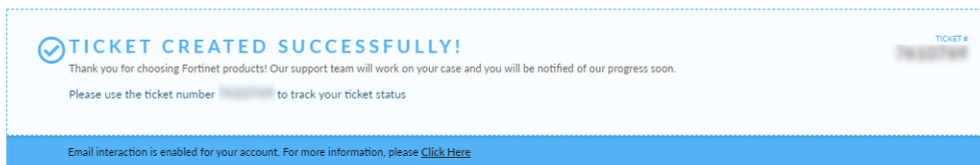
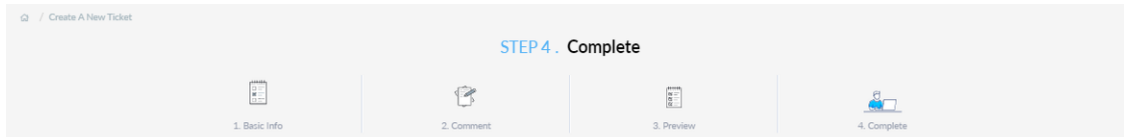
Cancel

Previous
Next



Select *Potential Solutions* to view suggested community Knowledge Base articles, Fortinet documents, and FortiGuard resources that may help you solve the issue. Select an article to review the information or provide more detail in the Subject field for more filtered articles.

7. Enter the suggested information in the *Comment* field.
8. Click *File Upload* and select the type of file to upload.
9. After your files have finished uploading, click *Next*. The *Preview* page opens.
10. Click *Next*. The *Complete* page opens.



11. Review the ticket number and information and click *Done*.

DOA/RMA ticket

Submit a DOA/RMA ticket to report defective products or to receive a hardware replacement.




All DOA/RMA tickets will appear in the *Tickets* page list as an RMA ticket at first. After being review by Fortinet Inc. Customer Service, if it determined to be a DOA ticket, the *Request Type* will change to *DOA* after processing.

To create a new DOA/RMA ticket:


1. Go to *All Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* page opens.

Choose a Request Type


Welcome to the Fortinet Support Portal! For most of your questions regarding the use of Fortinet products, you might be able to find the answers in our [Knowledge Base](#). If not, you can choose a request type to get started.




Technical Support Ticket
Technical Assistance




Customer Service Ticket
Questions related to contract and account management




DOA/RMA Ticket
Defective product/hardware replacement ticket



Anti Virus Ticket/FortiGuard Service
To submit Anti Virus ticket for your product or report false detection.



Fortinet Converter Ticket
Please submit FortiConverter service request at FortiConverter Portal



FortiClient Services
Please submit FortiClient BPS & Managed Service requests at this FortiClient Portal

3. Select *DOA/RMA Ticket* and click *Next*. The *Basic Info* page opens.

/ Create A New Ticket
STEP 1. Basic Info


1. Basic Info

2. Shipping Info

3. Comment

4. Preview

5. Complete

 [DOA/RMA Ticket](#)

PRODUCT INFO

SN: ^{*} The serial number will be shown after you input the first 2 characters

GO

4. Enter the *Product Info* and click *Go*. If the serial number is accepted, *Contact Info* and *Ticket Info* fields are displayed.

🏠 / Create A New Ticket

STEP 1. Basic Info

1. Basic Info 2. Shipping Info 3. Comment 4. Preview 5. Complete

🔧 DOA/RMA Ticket

PRODUCT INFO

SN: * The serial number will be shown after you input the first 3 characters

FGT [EDIT](#)

CONTACT INFO

NAME *

EMAIL * (Please separate multiple emails with comma.)

PHONE


MOBILE

TICKET INFO

SUBJECT *

PRODUCT TYPE

CATEGORY *

[Cancel](#) [Next](#) 

5. Enter the required information in the *Contact Info*, and *Ticket Info* sections.
6. Click Next. The *Ticket Visibility* pane opens if using a Partner user account.
7. Select who you would like to have permission to view the ticket from the *Ticket Visibility* list and click *Next*. The *Shipping Info* page opens.

Home / Create A New Ticket

STEP 2 . Shipping Info

1. Basic Info 2. Shipping Info 3. Comment 4. Preview 5. Complete

DOA/RMA Ticket | SN FGT

SHIP TO

NAME * COMPANY *

Jane Doe Fortinet

STREET ADDRESS * CITY *

address 2341-001 city 2341

COUNTRY * STATE/PROVINCE *

CANADA Please select State/Province

POSTAL CODE * EMAIL *

zip 2341

PHONE * FAX

+1 555-1234 +93 555-1233

BILL TO

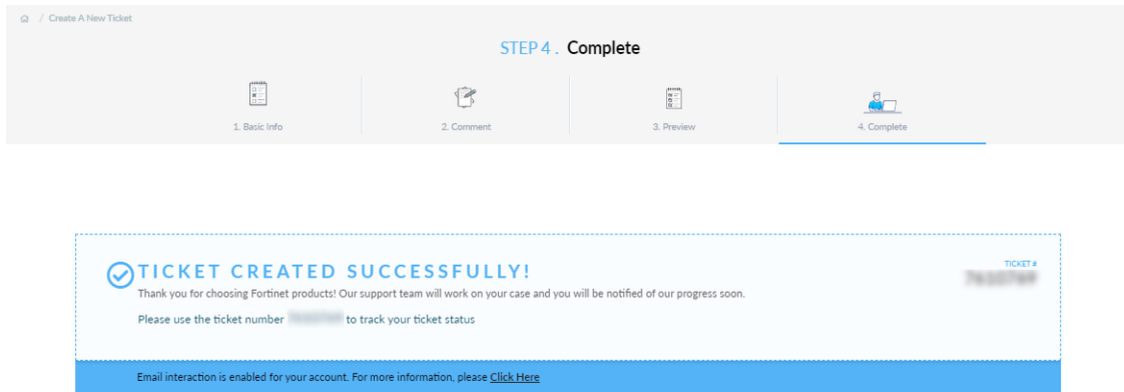
☒ Same as "Ship To" ☐ Different from "Ship To"

8. Enter the shipping information in the *Ship To* section.
9. If the billing address is different from the shipping address, select *Different from "Ship To"* and enter the billing information.
10. Select the appropriate information from *Defective Product Info* and *RMA Contract and Service Transfer*.
11. Click *Next*. The *Comment* page opens.
12. Enter the suggested information in the *Comment* field.



Additional information is required in the *Comment* field if you are intending to create a PRMA ticket. See [Requesting PRMA tickets on page 26](#) for more information.

13. Click *File Upload* and select the type of file to upload.
14. After your files have finished uploading, click *Next*. The *Preview* page opens.
15. Click *Next*. The *Complete* page opens.



16. Review the ticket number and information and click *Done*.

Requesting PRMA tickets

To initiate a Premium RMA (PRMA) request with Fortinet Inc. Customer Service, you must:

- Confirm the shipping address. See [Ticket details on page 14](#).
- Provide the following mandatory information in the *Comments* field when creating a DOA/RMA ticket:

Primary contact	Provide the name, phone number, and email of the primary contact. The primary contact must be Onsite.
Secondary contact	Provide the name, phone number, and email of a secondary contact.
Site restrictions	Provide any site restrictions, such as business hours and days of availability.
Special requirements	Provide any special details required to complete the delivery or to allow the engineer to enter the site, such as an inbound ticket number or access pass.

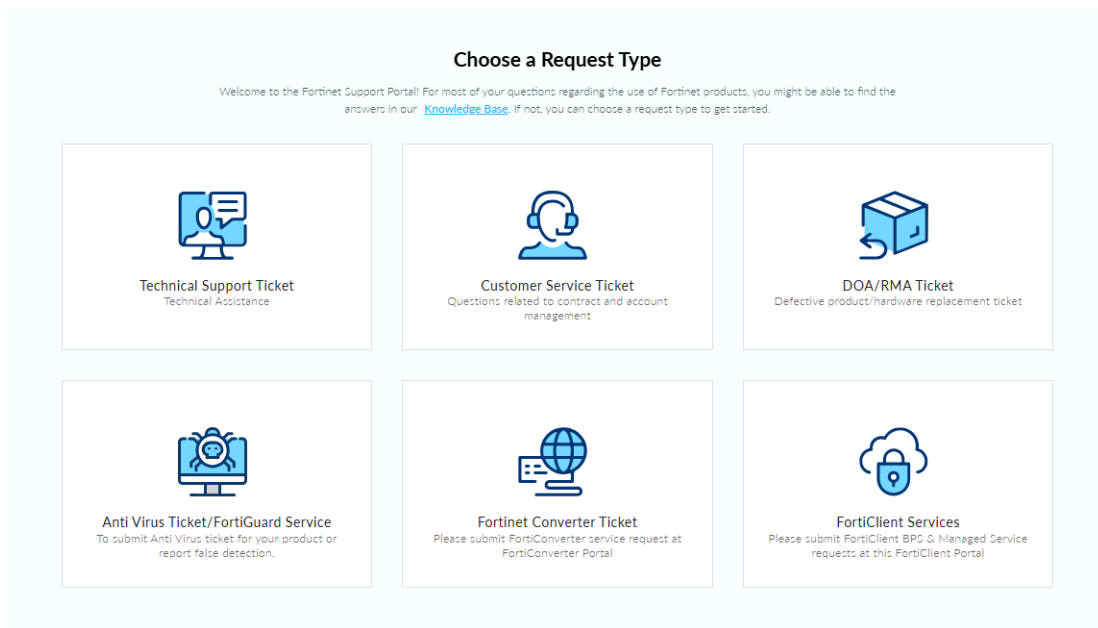
See [DOA/RMA ticket on page 22](#) for information on how to create a DOA/RMA ticket.

Anti Virus ticket and FortiGuard Service

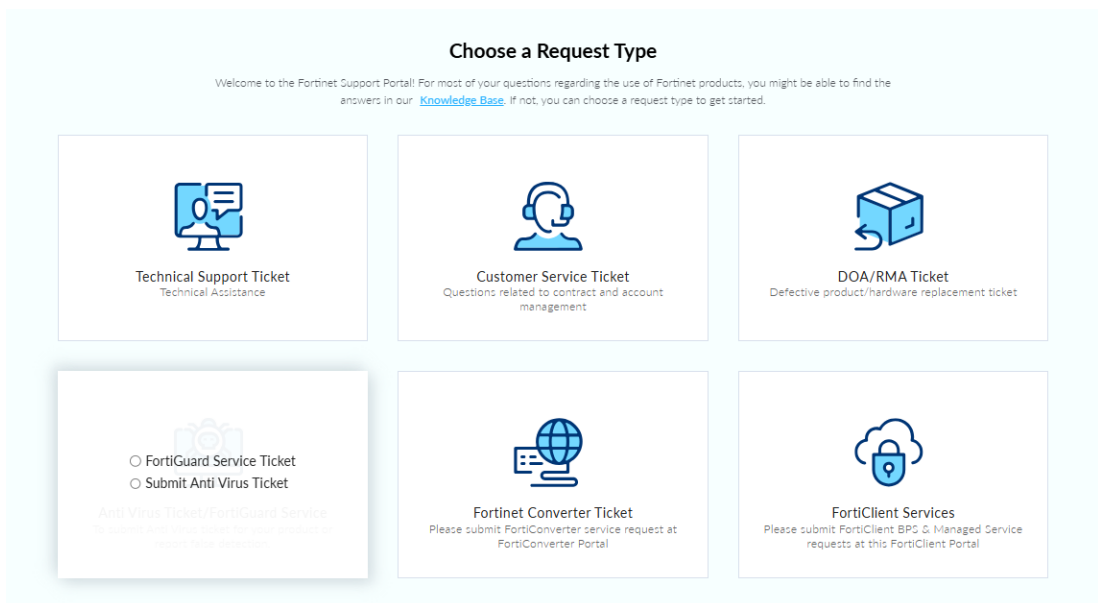
Submit an antivirus or FortiGuard service tickets for your product or to report a false detection.

To create a new Anti Virus ticket:

1. Go to *All Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* page opens.



3. Hover over *Anti Virus Ticket/FortiGuard Service* and select *Submit Anti Virus Ticket*.



Select *FortiGuard Service Ticket* to be redirected to the FortiGuard contact page.

4. Click *Next*. The *Basic Info* page opens.

🏠 / Create A New Ticket

STEP 1. Basic Info

1. Basic Info 2. Comment 3. Preview 4. Complete

🔒 Anti Virus Ticket/FortiGuard Service

PRODUCT INFO

SN: The serial number will be shown after you input the first 3 characters

Enter sn

CONTACT INFO

NAME * Jane Doe

EMAIL * (Please separate multiple emails with comma)

PHONE +1 555-1234

MOBILE

TICKET INFO

SUBJECT * AV Request

CATEGORY * Please select an AV category

PRIORITY * P2

The P2 priority will ensure our support contact you in timely fashion.

Cancel Next

5. Enter the required information in the *Product Info*, *Contact Info*, and *Ticket Info* sections.
6. Click *Next*. The *Ticket Visibility* pane opens if using a Partner user account.
7. Select who you would like to have permission to view the ticket and click *Next*. The *Comment* page opens.
8. Enter the suggested information in the *Comment* field.
9. Click *File Upload* and select the type of file to upload.
10. After your files have finished uploading, click *Next*. The *Preview* page opens.
11. Click *Next*. The *Complete* page opens.

🏠 / Create A New Ticket

STEP 4. Complete

1. Basic Info 2. Comment 3. Preview 4. Complete

👍 **TICKET CREATED SUCCESSFULLY!**

Thank you for choosing Fortinet products! Our support team will work on your case and you will be notified of our progress soon.

Please use the ticket number [redacted] to track your ticket status

TICKET # [redacted]

Email interaction is enabled for your account. For more information, please [Click Here](#)

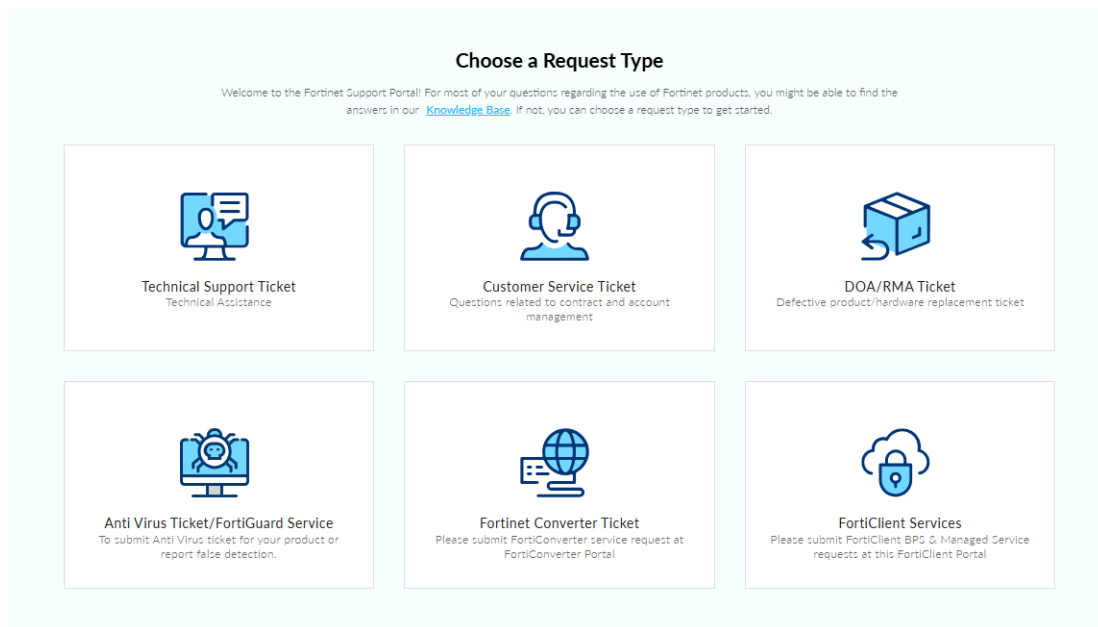
12. Review the ticket number and information and click *Done*.

Fortinet Converter ticket

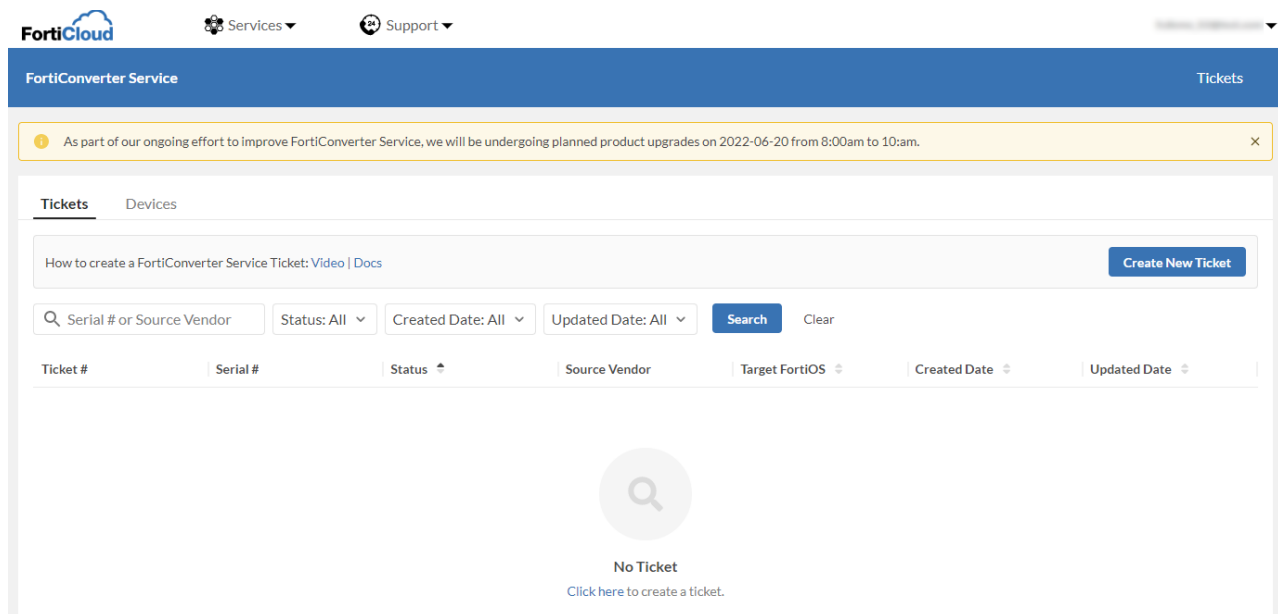
Fortinet Converter tickets should be submitted in the FortiConverter Services portal, which can be accessed from FortiCare.

To create a new Fortinet Converter ticket:

1. Go to *Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* page opens.



3. Select *Fortinet Converter Ticket*. The *FortiConverter Service Portal* page opens.



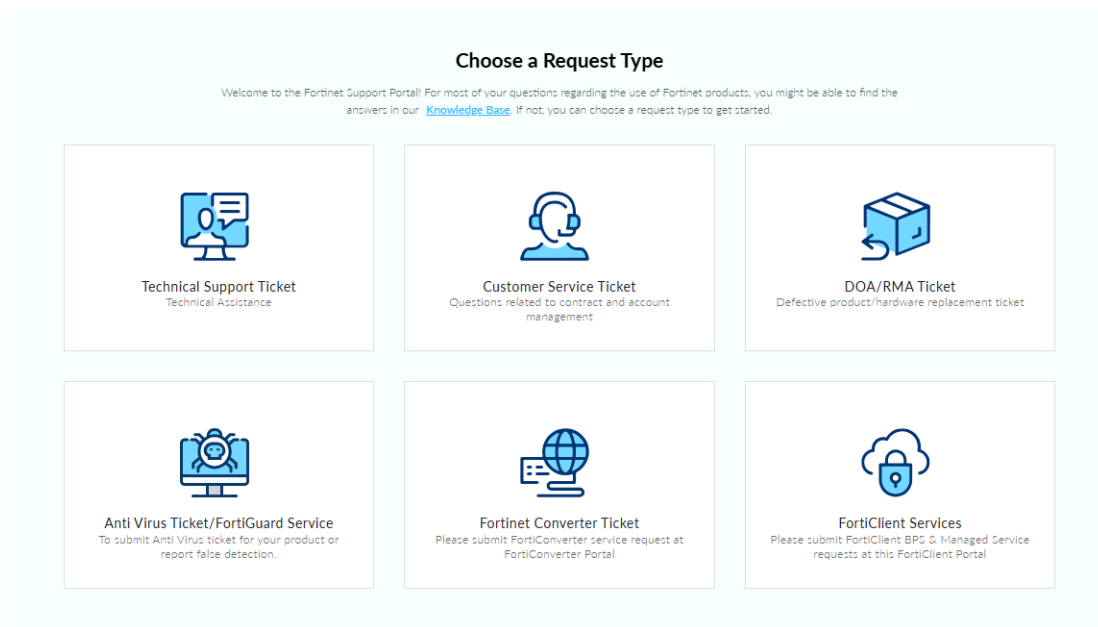
4. Create a ticket on the *FortiConverter Service Portal*.

FortiClient Services

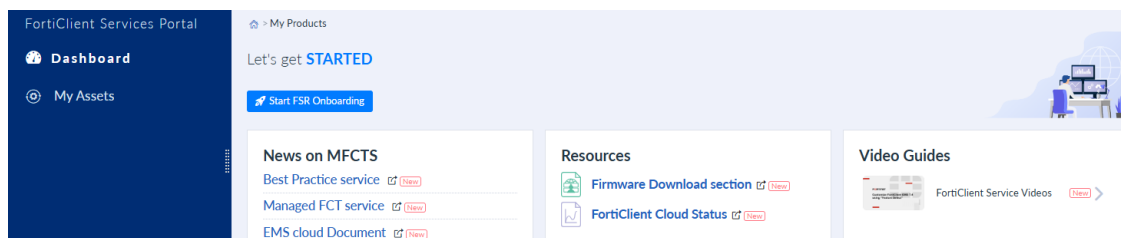
If a FortiClient Best Practice Services (BPS) license has been registered in the account, you can access the FortiClient Services portal from FortiCare.

To create a new FortiClient Services request:

1. Go to *Tickets*.
2. Click *New Ticket*. The *Choose a Request Type* page opens.



3. Select *FortiClient Services*. The *FortiClient Services Portal* opens.



4. Create a support request in the FortiClient Services portal.

Adding comments

You can add a comment and attach files to the *Ticket Conversation*.

To add a comment:

1. Go to *Tickets*.
2. Select the *Ticket#*. The ticket details are displayed.
3. Expand *Ticket Conversation*.

Tickets / test RMA with transit

#7610875 | SN FG5

test RMA with transit

Created by slang on 2023-05-11 10:07

Expand All Info

BACK TO LIST

Ticket Conversation

Add Comment

N/A

COMMENTS

Email interaction is enabled for your account. For more information, please [Click Here](#)

Basic Info

4. Select **Add Comment**.

Ticket Conversation

Add Comment

COMMENT*

ATTACHMENT

You specify the uploaded file's storage type by selecting it from the drop-down list. Files stored in 'Temporary Storage' will be deleted once the ticket is closed. The option 'Keep the file' means that the file will be retained after ticket closure. Video samples and large files (.SVI) are always stored in temporary storage.

File Upload

Submit

Cancel

Note: The maximum characters system allow to be entered here is 8000.

5. Enter a detailed comment in the **Comment** field.

6. Click **File Upload** and select the file type. The File Explorer opens.

7. Select the files you want to attach and click **Open**. The files are listed in **Attachment**.

Ticket Conversation

Add Comment

COMMENT*

Please review the attached config file.

ATTACHMENT

File Name	Storage Type
sf-74-apr20_6-4_1803_202304201027.conf	Persistent

File Upload

Submit

Cancel

Note: The maximum characters system allow to be entered here is 8000.

8. Click **Submit**. The comment will appear in the **Ticket Conversation**.



If you do not want the comment to be public yet, select **Save Draft** instead of **Submit** and click elsewhere to exit the screen. This allows you to return to the comment later and publish it to the **Ticket Conversation** when you are ready. Select **Edit Draft** to make changes or publish it. Select **Discard Draft** to delete the draft.

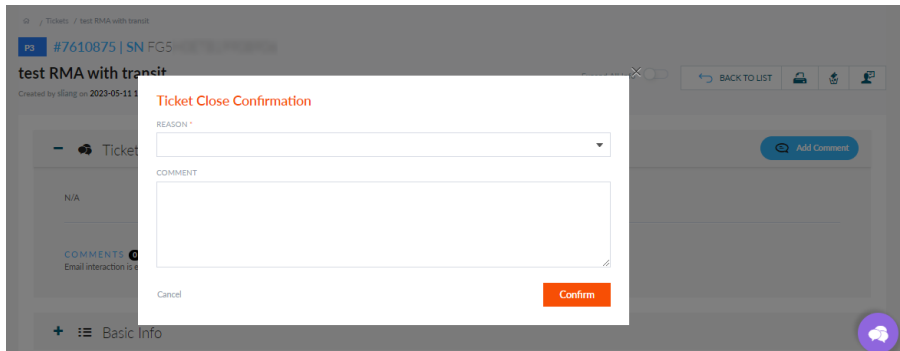
To delete a file from a comment, select the x and confirm the removal in the **Confirm File Removal** dialog.

Closing tickets

When a ticket has been resolved, you can close the ticket.

To close a ticket:

1. Go to *All Tickets*.
2. Select the *Ticket*. The ticket details are displayed.
3. Select *Close This Ticket*. A confirmation dialog is displayed.



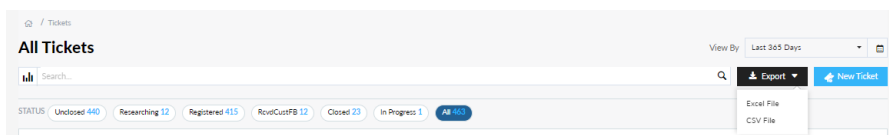
4. Select the *Reason* from the dropdown menu and add a *Comment*.
5. Click *Confirm*. The *Status* is changed to *Closed*.

Exporting tickets

You can export ticket information from the *Tickets* page to your device in Excel and CSV format.

To export ticket information:

1. Go to *All Tickets*.
2. Click *Export*.



3. Select the file format you want to export from the dropdown menu:
 - *Excel File*
 - *CSV File*

The file is saved to your device.

Advanced Services

Advanced Services (AS) allows Fortinet Inc. customers with an active Advanced Support service contract to request different service activities in exchange for Service Points.

Q / Advanced Services

Advanced Services

Premium support to sustain and optimize Fortinet appliances for Enterprises. More info

Search... Export As Request Service →

POINT USAGE REGISTERED POINTS POINT BALANCE 12

Total Records 4

TICKET ID	TYPE	SUBJECT	STATUS	REQUEST DATE	CLOSE DATE	POINTS
7703665	Software Best Practice	[ARC] HPE Feature	Cancelled	2022-11-02	2022-12-04	4
7703659	Software Best Practice	[ARC] DNS Filter	Completed	2022-11-02	2022-12-04	0
7450844	Software Upgrade Testing	[ARC] FortiWEB Upgrade Assistance Request 6.4.1 to Recommended Version	Completed	2022-08-08	2022-09-19	0
5896797	Software Upgrade Testing	[ARC] FortiManager Upgrade to 7.0.3	Completed	2022-03-10	2022-03-21	0
5877537	Remote After-Hours Assistance	Arcelik FG-2200E Upgrade from 6.4.4 to 6.4.8	Cancelled	2022-03-02	2022-03-03	1
5786775	Software Upgrade Assessment	[ARC] Arcelek DV Firewall Upgrade	Completed	2022-02-01	2022-03-10	0



Users must have access to the root folder in their permission scope and have the correct entitlement registered to view the *Advanced Services* page. For information, see [Permission scope with Organizations](#) in the Identity & Access Management guide.

Eligible contracts

Advanced Services Requests (AS Requests) are available to customers with the following contracts:

- Enterprise Premium
- Enterprise Business
- Enterprise First or Global First
- Service Providers Select or Service Providers Elite or Global Elite
- AS Core
- AS Pro
- AS Pro Global
- AS Pro Plus
- AS Pro Plus Global

Service requests

Advanced Service Requests provide professional assistance to get the most out of your Fortinet Inc. products. Services include Customer On-Site Visit, Remote After-Hours Assistance, and more.

Service points

Service Points are exchanged to perform a service request. Each service request is assigned a set number of Service Points. After a request is created, a member of Fortinet's Support team will contact you to review the scope of the request and the number of points required to complete the request. The number of points required may be adjusted depending on the scope of the request. After the scope and points required are agreed upon by you and the Support

team, the points will be reserved in your account. Service points are deducted from your points balance at the time a service request is completed.

Advanced services view

Advanced Services displays the current *Point Usage* and *Registered Points*. Use the page to create a new service request and update open requests. You can export your point usage and registered points as an Excel or CSV file.

Advanced Services	Displays the <i>Point Usage</i> and <i>Registered Points</i> for Advanced Services requests. Click <i>Request Service</i> to create a new Advanced Service request. See Creating an Advanced Service ticket on page 36 .
Point Usage	Displays the current Advanced Services tickets and the number of Service Points used in ascending order by <i>Request Date</i> .
Registered Points	Displays the contracts registered to your account and your Service Points balance in ascending order by serial number.
Export As	Exports the <i>Point Usage</i> and <i>Registered Points</i> for the current view as an Excel or CSV file.
Request Service	Click to create a new <i>Advanced Services</i> request.
Point balance	<p>Displays the total number of available Service Points. This number corresponds to the sum of the different Advanced Services contracts.</p> <p>If there is more than one active contract with different expiration dates, the balance will display the total available points at the current time.</p> <p>When a new Service Request is submitted, the points are instantly reserved and your points balance is adjusted. The reserved points will be deducted from the active contract at the time the Service Request is completed.</p> <p>If the service request is canceled, the points are instantly released.</p>

Supported user types

The Advanced Services page supports both IAM and legacy Sub User models. For more information about FortiCloud's user management models, see [User management models](#) in the Identity & Access Management guide.

Users must have access to the root folder in their available scope and have the correct entitlement registered to view the *Advanced Services* page.

User type	Permissions
IAM User	IAM users with sufficient permissions can access the portal. For information, see IAM users and IAM user groups .
Sub User (Full Access)	Sub Users with Full Access can access the page.

User type	Permissions
Partner User	<p>Partner users can access the page after they select an account in the Asset Management portal. For information, see Selecting accounts in the Asset Management for Partners guide.</p> <p>When a partner has Sub User (Full Access) permissions for the selected account, the permissions above apply.</p>

Point Usage

The *Point Usage* tab shows the service requests for your account as well as the ticket type, status, and points consumed by each request.

POINT USAGE		REGISTERED POINTS				POINT BALANCE 12	
Total Records 6							
TICKET ID	TYPE	SUBJECT	STATUS	REQUEST DATE	CLOSE DATE	POINTS	
7703665	Software Best Practice	[ARC] HPE Feature	Cancelled	2022-11-02	2022-12-04	4	
7703659	Software Best Practice	[ARC] DNS Filter	Completed	2022-11-02	2022-12-04	0	
7450844	Software Upgrade Testing	[ARC] FortiWEB Upgrade Assistance Request 6.4.1 to Recommended Version	Completed	2022-08-08	2022-09-19	0	
5896797	Software Upgrade Testing	[ARC] FortiManager Upgrade to 7.0.3	Completed	2022-03-10	2022-03-21	0	
5877537	Remote After-Hours Assistance	Arcelek FG-2200E Upgrade from 6.4.4 to 6.4.8	Cancelled	2022-03-02	2022-03-03	1	
5786775	Software Upgrade Assessment	[ARC] Arcelek DV Firewall Upgrade	Completed	2022-02-01	2022-03-10	0	

Point Usage	Description
Ticket ID	<p>The FortiCare Ticket number associated with the service request.</p> <p>Click the <i>Ticket ID</i> to view the request details in FortiCloud and to comment on the ticket.</p>
Type	The type of service requested. See Advanced Services types on page 38 .
Subject	The <i>Subject</i> text that was entered at the time the ticket was created. See Creating an Advanced Service ticket on page 36 .
Status	<ul style="list-style-type: none"> Pending: This is the default status after a service request is submitted. Approved: Indicates the scope of service to be delivered and the total number of service points has been agreed upon between you and Fortinet. Canceled: Indicates the service cannot be delivered. No points are applied. Completed: Indicates the agreed upon service has been delivered and you agree to close the Service Request.
Request Date	The date the service request was created.
Close Date	The date the service request was closed.
Points	The number of points used for this activity.

Registered points

The *Registered Points* tab shows the contracts registered to your account and the points balance for each contract. The entitlement period of the points corresponds to the contract period. This means any unused points will be forfeited on the

contract expiry date. If there are multiple active contracts, the points are consumed based on a first-in-first-out rule to ensure the points that are expiring are used first.

POINT USAGE REGISTERED POINTS							POINT BALANCE 12
Total Records 2							
SN#	CONTRACT#	LICENSE#	SKU	ACTIVATION DATE	EXPIRATION DATE	POINTS USED	BALANCE
FTAM1				2021-11-05	2022-11-05	0	12
FTAM1				2023-04-15	2024-04-14	0	12

Points	Description
SN#	The account level product serial number.
Contract#	The contract number.
License#	The contract license number.
SKU	The reference number for the service type.
Activation Date	The contract registration date.
Expiration Date	The contract end date.
Points Used	The number of service points used by this contract.
Balance	The number of service points remaining for this contract. This number is updated each time a Service Request is moved to <i>Completed</i> .

To export the Point Usage and Registered Points:

1. Go to *Advances Services*.
2. Click *Export As* and select either *Excel File* or *CSV File*.

Creating an Advanced Service ticket

When a new Service Request is created, the Service Points are reserved and your points balance is adjusted. After the request is submitted, a Fortinet Service representative will contact you to confirm the scope of the request and if necessary, adjust the number of points accordingly. The reserved points will be deducted from your balance when the Service Request is marked as *Completed*. If the service request is cancelled the points are released.

To create a service request:

1. Go to *Advanced Services*.
2. Click *Request Service*. The *Choose a Service* page opens.

STEP 1 . Choose a Service

1. Choose a Service 2. Specify Ticket Information 3. Comment 4. Complete

Service Points for Advanced Services: Customers with an active Advanced Service contract can exchange their Service Points by creating a Service Request. Please note that a Service Type CAN NOT be selected if there are not enough points in the balance. [More details about the Service points](#)

POINT BALANCE 12

Customer On-Site Visit One AD resource for one business day on-site visit to discuss support topics in connection with the existing Advanced Service Contract. This Service Option is subject to a prior agreement on location, date, and agenda of the business day visit. Lead time of 15 business days. 4 Points /DAY	Remote After-Hours Assistance This Service Option provides the Customer with remote after-hours assistance for a maximum duration of four (4) hours during network changes (e.g. migrations, software upgrades or feature rollouts performed by the Customer that take place out of business hours). 5 business days lead time for scheduling. 1 Point /4 HOURS	Software Upgrade Testing For one product software instance upgrade. Lab testing of a target Fortinet software release against the Customer's communicated configuration, and provision of a test report on the outcome. Lead time of 21 business days. 3 Points /APPLIANCE
Software Best Practice One report outlining a best practice recommendation for a specific feature. Lead time of 15 business days. 4 Points /FEATURE	Miscellaneous Service Activity One point per request. 1 Point /REQUEST	Software Upgrade Assessment One product assessment of a target Fortinet software release against the Customer's communicated technical environment for the purpose of addressing known bug-related issues. Lead time of 15 business days. 6 Points /APPLIANCE
FortiGuard Malware Analysis Service - Standard Report A report describing general behavior and functionalities of the malicious sample. 4 points /REPORT	FortiGuard Malware Analysis Service - Expert Report An in-depth analysis report of the malicious sample offering a deeper visibility of the threat behavior. 8 points /REPORT	Knowledge Transfer - Custom Webinar One "Show and Tell" 2 hours session, where one Fortinet product feature is explained based on customer's configuration, supplemented with best practice troubleshooting steps. Lead time of 15 business days. 5 Points /REQUEST
Knowledge Transfer - Custom Workshop One workshop based on three product features or use cases. A specific lab environment is provided for remote hands-on and troubleshooting training (max. 3 users). Only for FortiGate, FortiAnalyzer or FortiManager product. Lead time of 4 working weeks for scheduling. 10 Points /REQUEST	Configuration Hardening Check One detailed report to harden and improve the security of FortiGate devices (at a point-in-time snapshot of customer's FortiGate configuration) deployed on the customer network. Lead time of 15 business days. 5 Points /REQUEST	Device Performance Health Check One report that covers a standalone FortiGate or a cluster of FortiGate devices, deployed on customer network, with recommendations to optimize utilization (and monitoring with a non-intrusive script for a recommended 5 days in the customer's environment). Lead time of 15 business days. 10 Points /REQUEST
Lifecycle Audit Report One report detailing the products deployed (FortiGate, FortiManager & FortiAnalyzer) in customer environment, their HW and SW lifecycle status, a bug tracking summary, FortiGate features usage and gap analysis and a summary of current and future state recommendations. Lead time of 15 business days. 10 Points /REQUEST	Customer Readiness Testing Lab testing of customer specific scenarios and deployments, utilizing Fortinet products and testing tools. The lab will replicate the network topology as close as possible to the customer's environment, with traffic patterns analysis and simulation, together with operational behavior replication. 5 business days lead time for scheduling. 20 Points /REQUEST	

Cancel Next

3. Select a service and click **Next**.



You cannot select a service if there are not enough points in your points balance.

4. Complete the *Specify Ticket Information* form.

- In the **Contact Info** section enter your **Name**, **Email**, **Phone**, and **Mobile**.
- In the **Product Info** section, use the **Subject** field to describe the request, and click **Next**.

STEP 2 . Specify Ticket Information

1. Choose a Service 2. Specify Ticket Information 3. Comment 4. Complete

POINT BALANCE 12

CONTACT INFO

NAME *

EMAIL * (Please separate multiple emails with comma)

PHONE

MOBILE

PRODUCT INFO

REQUEST TYPE

CATEGORY

SUBJECT *

Cancel Previous Next

5. Add a comment and attachment.

- In the *Comment* section, describe the attachment.
- In the *Attachment* section, click *File Upload*.
- From the menu, select *Log File*, *Configuration*, or *Other*.
- Click *Next*.

STEP 3. Comment


1. Choose a Service
2. Specify Ticket Information
3. Comment
4. Complete

COMMENT *

Note: The maximum characters system allow to be entered here is 8000.

ATTACHMENT

You specify the uploaded file's storage type by selecting it from the drop-down list. Files stored in "Temporary Storage" will be deleted once the ticket is closed. The option "Keep the file" means that the file will be retained after ticket closure. Virus samples and large files (>50MB) are always saved in temporary storage.



File Upload ▾

Cancel

Previous
Next

- (Optional) Click *Create Another Ticket* to request another service.

STEP 4. Complete

1. Choose a Service
2. Specify Ticket Information
3. Comment
4. Complete

✔ **Ticket Created Successfully!**

Thank you for choosing Fortinet products! Our support team will work on your case and you will be notified of our progress soon.


Please use the ticket number to track your ticket status

TICKET #
877-8888888


POINTS USED
1

POINT BALANCE
11

Email interaction is enabled for your account. For more information, please [Click Here](#)



You can use the FortiExplorer iOS App to view your tickets and set up notifications for ticket updates. Download the FortiExplorer App to your iOS device from the App Store by searching "FortiExplorer" or by scanning the QR code.



<https://fortinet.com/qr1924>

Create Another Ticket
Done

Advanced Services types

The following types of Advanced Services options are available for request:

Service	Description	Points
Customer On-Site Visit	<p>Attendance at the customer location by an Advanced Services engineer for meetings or operational activities during a business day. This option may include:</p> <ul style="list-style-type: none"> Quarterly or annual business reviews. Support with simple troubleshooting. Presentation of an existing best practice recommendation. 	4

Service	Description	Points
	<ul style="list-style-type: none"> • Open discussion on planned activities. 	
Remote After-Hours Assistance	<p>This service option provides remote after-hours assistance for a maximum duration of four hours during network changes (such as migrations, software upgrades or feature roll outs that take place out of business hours). Network changes covered under this service option shall be agreed in advance. This service option consists of:</p> <ul style="list-style-type: none"> • A meeting to discuss the proposed network change which will be documented in a technical ticket. • Assistance with respect to questions, concerns or issues during the agreed maintenance window. • Support over the phone for remote diagnostics of reasonably unforeseen issues that may occur. <p>An activity exceeding the maximum four hours will result in a deduction of additional Service Points for the actual remote after-hours assistance duration.</p>	1
Software Best Practices	<p>This Service Option consists of the delivery of a report outlining a best practice recommendation for a specific feature, such as:</p> <ul style="list-style-type: none"> • The creation of a report tailored to the customer's communicated environment, detailing best practices to ensure Fortinet appliances are correctly configured for the required feature. • Guidelines to optimize the usage of Fortinet appliances or to identify potential issues. • A focus on the operational effectiveness of a specific product feature. For clarity, it explicitly excludes any design or integration with specific third party products or services. 	4
Miscellaneous Service Activity	A custom request to address a specific requirement for your account.	1
Software Upgrade Assessment	<p>A product assessment of a target software release against the customer's communicated technical environment for the purpose of addressing known bug-related issues. For clarity, this assessment shall only:</p> <ul style="list-style-type: none"> • Focus on Fortinet's software elements, excluding hardware components. • Issue a bug scrub report with respect to the target Fortinet software release, focusing on the known issues of the software release. <p>The bug scrub report shall generally consist of:</p> <ul style="list-style-type: none"> • An assessment of the customer's communicated environment. • Bug scrub assessment of known issues that may potentially impact the customer's communicated environment. • A list of vulnerabilities resolved between the customer's deployed software release and the target software release. • Indicative recommendation on the suitability of the target software release for the customer's communicated technical 	6

Service	Description	Points
	environment.	
Software Upgrade Testing	<p>This service option applies to one product instance upgrade and it consists of:</p> <ul style="list-style-type: none"> • The testing of a target software release against the customer's communicated configuration within laboratory conditions. • The provision of a test report on the outcome. <p>In particular, Fortinet will:</p> <ul style="list-style-type: none"> • Conduct a preliminary assessment of the communicated environment. • Build a laboratory environment in accordance with the communicated environment. • Test the target's software release in the laboratory environment. • Issue an indicative report detailing findings during laboratory testing: <ul style="list-style-type: none"> • Identification of a recommended software release based on known issues. • Identification of a recommended upgrade path. • List of potential error messages displayed during upgrade path, including workarounds or minor configuration requirements required for a successful upgrade. 	3
FortiGuard Malware Analysis Service – Standard Report	A report describing general behavior and functionality of the malicious sample.	4
FortiGuard Malware Analysis Service – Expert Report	An in-depth analysis report of the malicious sample offering a deeper visibility of the threat behavior.	8
Knowledge Transfer - Custom Webinar	<p>Webinar type chalk talk session that is conducted remotely and up to two hours in duration. The webinar consists of Show and Tell sessions in English where one feature is explained and described based on customer's configuration. The webinar will be also supplemented with best practice troubleshooting steps for commonly seen issues.</p> <p>Lead time to deliver the webinar is 10 business days.</p>	5
Knowledge Transfer - Custom Workshop	<p>Custom troubleshooting training with remote hands-on troubleshooting exercise designed by a Fortinet Support engineer for a maximum of three users. The knowledge transfer custom workshop is based on three relevant product features, or use cases, provided by the customer.</p> <p>Upon receipt of this information from the customer, Fortinet Support will create a specific lab environment to run the workshop and meet customer expectations.</p> <p>The custom workshop will be focused on FortiGate, FortiAnalyzer, or FortiManager.</p> <p>Lead time to deliver the custom workshop is four weeks.</p>	10

Service	Description	Points
Configuration Hardening Check	A point-in-time snapshot of customer FortiGate configurations deployed on the customer network within the lead region. A detailed report is provided to the customer to harden and improve the security of their FortiGate devices.	5
Device Performance Health Check	One performance health check as a point-in-time snapshot of a standalone FortiGate, or a cluster of FortiGate devices. The process involves the running of a non-intrusive monitoring script, in the customer's environment, for a recommended five calendar days against the targeted FortiGates. The resulting report will not only include key statistics of the FortiGates, but also provide recommendations to optimize utilization. A support ticket will be required to investigate any identified issues.	10
Lifecycle Audit Report	One life cycle audit report detailing : <ul style="list-style-type: none"> • The products deployed (FortiGate, FortiManager, and FortiAnalyzer) within the customer environment and their hardware and software life cycle status. • A bug tracking summary. • FortiGate feature usage and gap analysis. • A summary of current and future state recommendations. 	10
Customer Readiness Testing	Lab testing of customer specific scenarios and deployments, utilizing Fortinet products under specific configuration and loading conditions. This includes extensive or complex lab testing, and rely on the use of modern testing tools and methodologies. The lab will replicate with a network topology as close as possible to the one used by the customer with traffic patterns analysis and simulation, together with operational behavior replication. Typical testing projects include: <ul style="list-style-type: none"> • Long term soak testing. • Performance validation. • Software upgrade verification. • Traffic load evolution. 	20

More information about each Advanced Services option is available in the Service Points description available in the [Customer Service portal](#).

Incident Response

Incident Response allows Fortinet Inc. customers with an active FortiGuard Incident Response service contract to request different service activities in exchange for Service Points. *Incident Response* provides support for planning your security posture, identifying gaps in your security processes, and develop a playbook in the event of a critical attack.

More information is available in the *FortiGuard Incident Response Service* description available in the [Customer Service portal](#).

The *Incident Response* view displays the support tickets for your account. Use this view to monitor the status of your support requests and the Service Points applied to each request. You can create a new service ticket or view the ticket and comment on it in FortiCloud.

Incident Response

Enable a more efficient response time reducing the overall impact of the incident or breach. [More info](#)

Search...

Export As

Request Service

POINT USAGE

REGISTERED POINTS

POINT BALANCE 15

Total Records 1

TICKET ID	TYPE	SUBJECT	STATUS	REQUEST DATE	CLOSE DATE	POINTS
8720267	Incident Response Playbook Development	Incident Response Test	Pending	2024-04-11	N/A	1



Users must have access to the root folder in their permission scope and have the correct entitlement registered to view the *Incident Response* page. For information, see [Permission scope with Organizations](#) in the Identity & Access Management guide.

Eligible contracts

Incident Response Requests (IR Requests) are available to customers with the following contracts:

- FortiGuard Incident Readiness Subscription Service

Service requests

Incident Response Requests provide support for planning your security posture, identifying gaps in your security processes, and develop a playbook in the event of a critical attack. Services include Incident Response Support, Incident Response Playbook Development, and more.



For information on service points, see [Advanced Services on page 33](#).

Point Usage

The *Point Usage* tab shows the Service Requests for your account as well the ticket type, status, and points consumed by each request.

POINT USAGE		REGISTERED POINTS				POINT BALANCE 15	
Total Records 1							
TICKET ID	TYPE	SUBJECT	STATUS	REQUEST DATE	CLOSE DATE	POINTS	
8720267	Incident Response Playbook Development	Incident Response Test	Pending	2024-04-11	N/A	1	

Point Usage	Description
Ticket ID	The FortiCare Ticket number associated with the Service Request. Click the <i>Ticket ID</i> to view the request details in FortiCloud and to comment on the ticket.
Type	The type of service requested. See Incident Response types on page 46 .
Subject	The <i>Subject</i> text that was entered at the time the ticket was created. See Creating an Incident Response ticket on page 44 .
Status	<ul style="list-style-type: none"> <i>Pending</i>: This is the default status after a service request has been submitted. <i>Approved</i>: Indicates the scope of service to be delivered and the total number of service points has been agreed upon between you and Fortinet Inc.. <i>Canceled</i>: Indicates the service cannot be delivered. No points are applied. <i>Completed</i>: Indicates the agreed upon service has been delivered and you agree to close the Service Request.
Request Date	The date the service request was created.
Close Date	The date the service request was closed.
Points	The number of points used for this activity.

Registered points

The *Registered Points* tab shows the contracts registered to your account and the points balance for each contract. The entitlement period of the points corresponds to the contract period. This means any unused points will be forfeited on the contract expiry date. If there are multiple active contracts, the points are consumed based on a first-in-first-out rule to ensure the points that are expiring are used first.

POINT USAGE		REGISTERED POINTS					POINT BALANCE: 16	
Total Records 1								
SN#	CONTRACT#	LICENSE#	SKU	ACTIVATION DATE	EXPIRATION DATE	POINTS USED	BALANCE	
FIR			SKU-24-00000-00000-00	2024-04-11	2025-04-11	0	16	

Points	Description
SN#	The account level product serial number.
Contract#	The contract number.
License#	The contract license number.
SKU	The reference number for the service type.

Points	Description
Activation Date	The contract registration date.
Expiration Date	The contract end date.
Points Used	The number of service points used by this contract.
Balance	The number of service points remaining for this contract. This number is updated each time a Service Request is moved to <i>Completed</i> .

To export the Point Usage and Registered Points:

1. Go to *Incident Response*.
2. Click *Export As* and select either *Excel File* or *CSV File*.

Creating an Incident Response ticket

When a new Incident Response request is created, the Service Points are reserved and your points balance is adjusted. After the request is submitted, a Fortinet Service representative will contact you to confirm the scope of the request and, if necessary, adjust the number of points accordingly. The reserved points will be deducted from your balance when the Incident Response is marked as *Completed*. If the ticket is canceled, the points are released.

To create an Incident Response request:

1. Go to *Incident Response*.
2. Click *Request Service*. The *Choose a Service* page opens.

STEP 1. Choose a Service

1. Choose a Service

2. Specify Ticket Information

3. Comment

4. Complete

Service Points for FortiGuard Incident Response Services: Customers with an active FortiGuard Incident Response Service contract can exchange their Service Points by creating a Service Request. Please note that a Service Type CAN NOT be canceled if there are not enough points in the balance. [View details about the Service options](#)

POINT BALANCE 16

Incident Response Support
Incident Response for assistance in case of security incident. The FortiGuard Incident Response team will set up a scoping call leading to the definition and delivery of a plan of action associated to a number of Service Points.
1 Point
(1/4 HOURS)

Incident Response Readiness Assessment
Tailored evaluation of a customer's current security posture and Incident Response Plan. The Service is designed and delivered using real-world experiences and industry standard best practices.
10 Points
REPORT

Incident Response Playbook Development
Assistance in development of a step-by-step playbook to be used in the event of an impactful cyber security incident. The plan of action and associated number of Service Points are based on a scoping call.
1 Point
(1/4 HOURS)

Cyber Security Tabletop Exercise
Assistance in the testing of an incident response plan and identify security gaps in tools or processes. A report will be provided that includes policy recommendations based on the discussions held during the exercises.
1 Point
(1/4 HOURS)

Security Operations Center (SOC) Assessment
SOC Assessment services evaluate, help optimize, and mature the SecOps and SOC functions for greatest enterprise risk reduction and continuous improvement. Measuring the coherence of the structure, viability, response readiness and long term plan for the function, the services provide an objective, realistic set of recommendations, custom to the organization.
20 Points
REPORT

Ransomware Readiness Assessment
The Ransomware Readiness Assessment is organized according to the NIST Cybersecurity Framework (CSF), focusing on the controls and capabilities most relevant to ransomware tools, techniques, and procedures (TTPs).
10 Points
REPORT

Compromise Assessment
The Service is designed to identify hidden, but active cyber threats in our customers' enterprise environment. It provides detailed threat hunting in Customer infrastructure to discover the anomalies that could be signs of a past or ongoing compromise.
1 Point
(1/4 HOURS)

Active Directory Security Assessment
The FortiGuard Active Directory Security Assessment Service reviews several key areas related to running and configuring an Identity Access Management program utilizing Active Directory.
1 Point
(1/4 HOURS)

Vulnerability Assessment
The Service is designed to identify known vulnerabilities within information systems or services. With this assessment, you'll understand the known vulnerabilities within your organization's internal and external networks and applications.
1 Point
(1/4 HOURS)

Penetration Test
The Service is a specialized assessment our team conducts on networks, systems, and applications to identify unknown vulnerabilities that an adversary could exploit.
1 Point
(1/4 HOURS)

Cancel

Next

3. Select a service and click *Next*. See [Incident Response types on page 46](#).



You cannot select a service if there are not enough points in your balance.

4. Complete the *Specify Ticket Information* form.
- In the *Contact Info* section enter your *Name*, *Email*, *Phone*, and *Mobile*.
 - In the *Product Info* section, use the *Subject* field to describe the request, and click *Next*.

STEP 2. Specify Ticket Information

1. Choose a Service 2. Specify Ticket Information 3. Comment 4. Complete

POINT BALANCE 16

CONTACT INFO

NAME *
John Doe

EMAIL * (Please separate multiple emails with comma)
[Empty field]

PHONE
+1 5555055

MOBILE
[Empty field]

PRODUCT INFO

REQUEST TYPE
Incident Response Playbook Development

CATEGORY
Service Points IR

SUBJECT *
Incident Response Test

Cancel Previous Next

5. Add a comment and attachment.
- In the *Comment* section, describe the attachment.
 - In the *Attachment* section, click *File Upload*.
 - From the menu, select *Log File*, *Configuration*, or *Other*.
 - Click *Next*.

STEP 3. Comment

1. Choose a Service 2. Specify Ticket Information 3. Comment 4. Complete

POINT BALANCE 16

COMMENT *

Note: The maximum characters system allow to be entered here is 8000.

[Empty text area]

ATTACHMENT

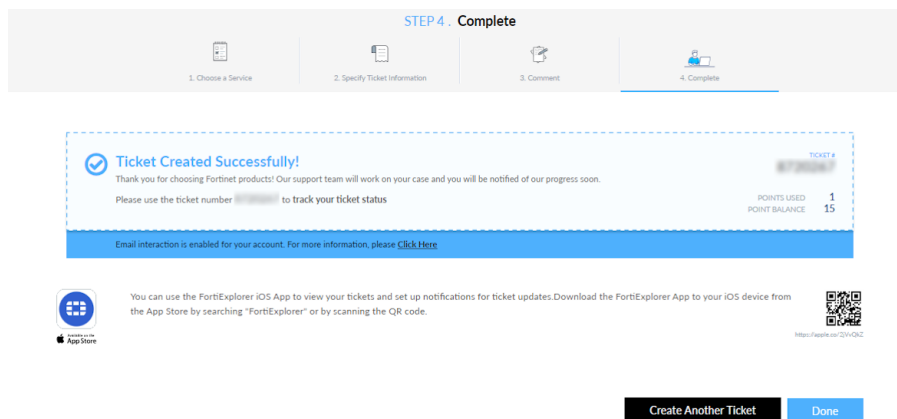
You specify the uploaded file's storage type by selecting it from the drop-down list. Files stored in "Temporary Storage" will be deleted once the ticket is closed. The option "Keep the file" means that the file will be retained after ticket closure. Virus samples and large files (>50MB) are always saved in temporary storage.

[Cloud upload icon]

File Upload ▾

Cancel Previous Next

6. (Optional) Click *Create Another Ticket* to request another service.



Incident Response types

The following types of Incident Response options are available for request:

Service	Description	Points
Incident Response Support	Incident Response for assistance in case of a security incident. The FortiGuard Incident Response team will set up a scoping call leading to definition and delivery of a plan of action associated to number of a service points.	1
Incident Response Readiness Assessment	<p>This Incident Response Option is a custom-tailored evaluation of an organization's current security posture and incident response plan. The Fortinet Incident Response Readiness Assessment is designed and delivered by the Fortinet Incident Response Proactive Team built using real-world experiences and industry standard best practices. The assessment is organized into six domains that each incorporate people, processes, and technology. The assessment will incorporate a mixture of document review and stakeholder input through workshops that will help to identify additional areas of improvement.</p> <ul style="list-style-type: none"> • <i>Event and Incident Response (IR)</i>: Establish and maintain plans, procedures, and technologies to detect, analyze, and respond to cybersecurity events and to sustain operations throughout a cybersecurity event, commensurate with the risk to critical infrastructure and organizational objectives. • <i>Asset Management</i>: Manage the organization's information technology (IT) and operations technology (OT) assets, including both hardware and software, commensurate with the risk to critical infrastructure and organizational objectives. • <i>Identify and Access Management</i>: Create and manage identities for entities that may be granted logical or physical access to the organization's assets. Control access to the organization's assets, commensurate with the risk to critical infrastructure and organizational objectives. 	10

Service	Description	Points
	<ul style="list-style-type: none"> • <i>Threat and Vulnerability Management</i>: Establish and maintain plans, procedures, and technologies to detect, identify, analyze, manage, and respond to cybersecurity threats and vulnerabilities, commensurate with the risk to the organization's infrastructure (e.g., critical, IT, operational) and organizational objectives. • <i>Continuity of Operations (COOP)/Disaster Recovery (DR)</i>: Ability of an organization to establish and maintain plans, procedures, and technologies to sustain operations and quickly recover from a cybersecurity incident, commensurate to business risks and defined organizational objectives. • <i>Network Security</i>: Ability of an organization to diagnose, configure, and maintain Network Security technologies to sustain operations throughout a cybersecurity incident, commensurate to critical infrastructure risks and defined organizational objectives. 	
Incident Response Playbook Development	<p>This Incident Response Option provides assistance to the Customer in the development of a step-by-step playbook to be used in the event of an impactful cybersecurity incident on its network based on the most likely incidents. This playbook is meant to help Customer's security analysts to handle a security incident from detection through eradication and recovery and may be part of an organization's larger incident response plan.</p> <p>Some of the current probable events may include:</p> <ul style="list-style-type: none"> • A ransomware attack. • Phishing email messages. • A compromised user's credentials. <p>The plan of action and associate number of Service Points are based on a scoping call.</p>	1
Cyber Security Tabletop Exercise	<p>This Service Option assists the Customer in testing its incident response plan and identifying security gaps in tools or processes. The Cyber Security Tabletop Exercises are designed and delivered by the Fortinet Incident Response Team and leverages their experience and expertise handling Incident Response engagements such as:</p> <ul style="list-style-type: none"> • A ransomware attack. • Phishing email messages. • A compromised user's credentials. 	1

Service	Description	Points
	<p>Cyber Security Tabletop Exercises are then separated into several incident scenarios and then verbally discussed during a roundtable discussion to enhance the Customer's understanding of actions to be taken, and by whom they are performed under its incident response plan. At the end of this exercise, a report will be provided that includes policy recommendations based on the discuss held during the exercise. The plan of action and associate number of Service Points are based on a scoping call.</p>	
Security Operations Center (SOC) Assessment	<p>This Service Option is a custom-tailored evaluation of an organization's current security operations center. The Fortinet Security Operations Center Assessment is designed and delivered by the Fortinet Incident Response Proactive Team built using real-world experiences and industry standard best practices. The SOC Assessment is organized in four areas of focus that each incorporate people, processes, and technology. The assessment will incorporate a mixture of document review and stakeholder input via workshops that will help to identify additional areas of improvement.</p> <p>Focus Areas:</p> <ul style="list-style-type: none"> • <i>Organization</i>: This focus area addresses the coherence of structures outside and inside the SOC Topics covered include the alignment of SOC with the business, the organization of the SOC itself, and how it fits in the Incident Response Plan (IRP). • <i>Visibility</i>: This area baselines and uncovers gaps in the SOC's ability to detect malicious activity. To do so, practices assess the maturity of use cases, logging, SIEM, and the use of threat intelligence. • <i>Response</i>: All the visibility in the world doesn't matter if the SOC response is not timely and thorough. The topics in this area cover triage, playbooks, workflows and data sharing, digital forensics, and communications planning. • <i>Evolution</i>: A SOC that achieves a certain maturity and then freezes in time will quickly lose its value as attackers evolve every day. The Evolution focus area explores the activities that sustain the SOC's continued improvement and responsiveness to new threat landscapes over time. The subjects include the SOC Strategic Plan, metrics, staff training, exercises, and the processes of security tool assessment and acquisition. 	20

Service	Description	Points
Ransomware Readiness Assessment	<p>This Incident Response Option is designed to help organizations gain greater visibility and understanding of their current risks to a ransomware attack. The Fortinet Ransomware Readiness Assessment is designed and delivered by the Fortinet Incident Response Proactive Team built using real-world experiences and industry standard best practices. The assessment focuses on the implementation and management of incident response cybersecurity practices specific to known ransomware attacks. This includes the TTPs of known ransomware as well as common issues and forensic evidence from across ransomware incidents investigated by the FortiGuard Incident Response team. Each assessment provides guidance on the approach to cybersecurity incident response maturity.</p> <p>Focus Areas:</p> <ul style="list-style-type: none"> • <i>Identity</i>: The mix of IT and business-critical assets, threat intelligence, and vulnerabilities that determine an organization's ransomware attack surface. • <i>Project</i>: The defenses in place prevent ransomware vectors or, if an initial compromise is successful, halt further action (lateral movement, credential misuse) by the attacker. • <i>Detect</i>: Visibility to ransomware attackers as they enter and scout an environment before they fully strike. • <i>Evolution</i>: Reactions to ransomware that require a solid game plan with an understanding of the technical options, communication needs, and business impacts. • <i>Recover</i>: Clean, protected backups to restore systems quickly and large-scale mitigation planning to minimize a ransomware incident. 	10
Compromise Assessment	<p>This Incident Response Option is designed to identify hidden but active cyber threats in our customers' enterprise environment. It provides detailed threat hunting in Client infrastructure to discover the anomalies that could be signs of a past or ongoing compromise. This allows to identify past breach attempts and incidents, ongoing and/or undetected attack activities, including threat removal and provides advice and prevention plans to avoid future incidents. The Compromise Assessment ('CA') is conducted by the Fortinet Incident Response Proactive Team and can be combined with automated detection tools and further threat intelligence to create a clear view of the actual threats in the network and what needs to be done to ensure attacks are not repeated. The CA provides organizations with a clear and decisive answer to the question, "are we breached?". It provides all the information needed in case there is a compromise.</p>	1

Service	Description	Points
	<p>What makes FortiGuard IR team powerful is the independent of other third-party tools, especially on the collection phase. 99% of the used software are developed by Fortinet. The below list mentions the products that may be used during a CA engagement:</p> <ul style="list-style-type: none"> • FortiEDR/FortiXDR • FortiNDR • FortiSandbox • FortiRecon/FortiGuard • FortiDeceptor <p>The plan of action and associate number of Service Points are based on a scoping call.</p>	
Active Directory Security Assessment	<p>This Incident Response Option provides a third-party, objective, review of the security posture of an Active Directory ('AD') installation. It helps to identify critical issues and areas of the highest concern. It also provides the organization a means for tracking the continuing improvement and maturity of the Active Directory security posture.</p> <p>The Service is organized in five areas of focus that each incorporate people, processes, and technology. Each of the areas consists of a number of maturity practices that are used to assess the AD installations security and fit for purpose within the larger business mission, current threats, and capacity to evolve efficiently over time.</p> <p>Focus Areas:</p> <ul style="list-style-type: none"> • <i>Policy and procedures</i>: this area starts with governance and basic procedures that are derived from the goals and objectives of the governance policies. The focus will be ensuring that your AD installation has proper executive backing and resources, as well as basic procedures that ensure the environment is ready for adverse events and incident response. • <i>Account Management</i>: This area addresses account management policies, procedures, and security settings which are derived from various standards bodies and Microsoft publications. Many issues addressed in this section are considered to be critical to the security of AD and your IAM program. • <i>Network and Host Configuration</i>: AD hosts are high value targets for threat actors and need to be hardened. In addition, based on its utility and design, AD is frequently deployed redundantly and to multiple locations within the organization. This section addresses both network and host security configuration issues. • <i>Audit Configuration</i>: In order to ensure visibility for auditing and investigation, default audit configurations need to be verified, and specific audit flags may need to be set. If proper auditing is 	1

Service	Description	Points
	<p>not enabled then information will not be collected, and critical questions about access and activities may not be able to be answered. This section covers the most important audit settings based on both Microsoft and standards bodies recommendations.</p> <ul style="list-style-type: none"> • <i>Monitoring</i>: Because AD and Administrator accounts are high value targets for threat actors, continuous monitoring of some critical AD events needs to be implemented. This section reviews the most critical events which should be monitored and reviewed for legitimacy and authorization. <p>The plan of action and associate number of Service Points are based on a scoping call.</p>	
Vulnerability Assessments	<p>This Service is designed to identify known vulnerabilities within information systems or services. With this assessment, you'll understand the known vulnerabilities within your organization's internal and external networks and applications. Our experts use various automated tools and manual techniques to systematically examine your environment to determine the effectiveness of your current security measures, identify security gaps, and provide data to help you predict how impactful the safeguards you have in place today will be in the future. After the technical phases of the assessment are completed, our team prepares a report, sharing the potential issues found during the assessment along with recommended remediation procedures. As a result, it's easy for your team to prioritize remediation efforts according to identified severity levels of Critical, High, Medium, or Low—following the Common Vulnerability Scoring System (CVSS) standard—and the overall risk each vulnerability represents to the organization.</p> <ul style="list-style-type: none"> • <i>Internal Network</i>: Our team is equipped to conduct internal network vulnerability assessments to evaluate your organization's internal network and devices. These assessments are scoped based on the number of IP addresses included. • <i>External Network</i>: The external network vulnerability assessment focuses on the external or internet-facing systems you make available, including web servers, database servers, network devices, and other network-based equipment. These assessments are scoped based on the number of IP addresses included. • <i>Web Application</i>: The FortiGuard Web Application Vulnerability Assessment focuses on one or more web applications to identify known or unknown vulnerabilities within the application. The vulnerability assessment also identifies areas where confidentiality, availability, or systems data integrity compromises exist. These assessments are scoped based on 	1

Service	Description	Points
	<p>the number of your organization's web applications.</p> <ul style="list-style-type: none"> • <i>Mobile Application:</i> The FortiGuard Mobile Application Vulnerability Assessment focuses on one or more mobile applications to identify known or unknown vulnerabilities. The vulnerability assessment also identifies areas where confidentiality, availability, or systems data integrity compromises exist. These assessments are scoped based on your organization's number of mobile applications. 	
Penetration Test	<p>This Service is a specialized assessment our team conducts on networks, systems, and applications to identify unknown vulnerabilities that an adversary could exploit. Penetration testing mimics real-world attacks to pinpoint potential ways that threat actors might impact the confidentiality, integrity, or availability of your networks, systems, and applications. When conducting a penetration test, our team of experts uses various tools and techniques commonly utilized by attackers to detect vulnerabilities and test the resilience of your organization's network.</p> <ul style="list-style-type: none"> • <i>Internal Networks:</i> Our team is equipped to conduct internal network penetration testing to evaluate threats to your organization's internal network and devices. These assessments are scoped based on the number of IP addresses included. • <i>External Networks:</i> External network penetration testing focuses on the external, or internet-facing, systems your organization makes available, including web servers, database servers, network devices, and other network-based equipment. These assessments are scoped based on the number of IP addresses included. • <i>Web Applications:</i> The FortiGuard Web Application Vulnerability Penetration Test focuses on one or more web applications with the goal of identifying known and previously unknown vulnerabilities within the application. The test also evaluates the ability to use discovered vulnerabilities to further penetrate the organization. It looks for areas where somebody could compromise the confidentiality, availability, or integrity of systems or data. These assessments are scoped based on the number of your organization's web applications. • <i>Mobile Applications:</i> The FortiGuard Mobile Application Penetration Test focuses on one or more mobile applications with the goal of identifying either known or unknown vulnerabilities within the application. The test also evaluates the ability to use discovered vulnerabilities to further penetrate the organization. It looks for areas where somebody could compromise the confidentiality, availability, or integrity of systems or data. These assessments are scoped based on the number of your organization's mobile applications. 	1

More information about each Incident Response option is available in the *Service Points* description available in the [Customer Service portal](#).

Downloads

You can download Cloud and product resources, such as VM images and service updates, from the *Downloads* pages.

This section includes the following:

- [Firmware Images on page 54](#)
- [VM Images on page 55](#)
- [Service Updates on page 56](#)
- [HQIP Images on page 57](#)
- [Firmware Image Checksum on page 58](#)

Firmware Images

You can download product firmware images, review the suggested upgrade path, and access the FortiGate Support Tool from the *Downloads > Firmware Images* page.



Firmware image downloads are available only for registered products with an active support contract. Ensure your product is registered as well as has an active support entitlement to access firmware downloads.

To download firmware images or checksum code:

1. Go to *Downloads > Firmware Images*.
2. Select the *Download* tab.
3. Select the product you want from the *Select Product* dropdown list.
4. Select the major and minor version that you need from the provided folders.

Firmware Images
Firmware Images download centre for Fortinet's extensive line of security solutions.

Select Product: FortiGate Search...

RELEASE NOTES DOWNLOAD UPGRADE PATHS FORTIGATE SUPPORT TOOL

/ FortiGate / v6.00 / 6.2 / 6.2.1

NAME	SIZE (KB)	DATE CREATED	DATE MODIFIED
FSSO		2019-08-13	2019-08-14
MIB		2019-08-13	2019-08-14
FGT_...-FORTINET.out	21,912	2019-08-14	2019-08-14

HTTPS Checksum

5. Click *HTTPS* for the image you want to download.
6. Click *Checksum* to view the checksum code.

To view the upgrade path:

1. Go to *Downloads > Firmware Images*.
2. Select the *Upgrade Paths* tab.

3. Select the product you want from the *Current Product* dropdown list.
4. Select the current and desired versions from the dropdown lists.

Firmware Images

Firmware Images download centre for Fortinet's extensive line of security solutions.

5. Click *Confirm*.

VM Images

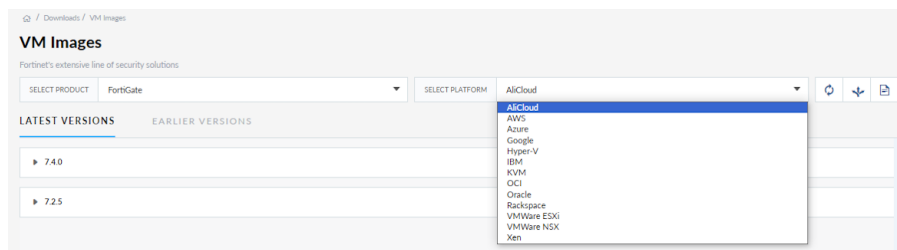
You can refresh, upgrade the path, and access release notes of product VM images from the *Downloads > VM Images* page. You can select the product, platform, and versions.

Select *Refresh* to update the information on the VM Images page. Select *Release Notes* to be directed to the product release notes on the Document Library.

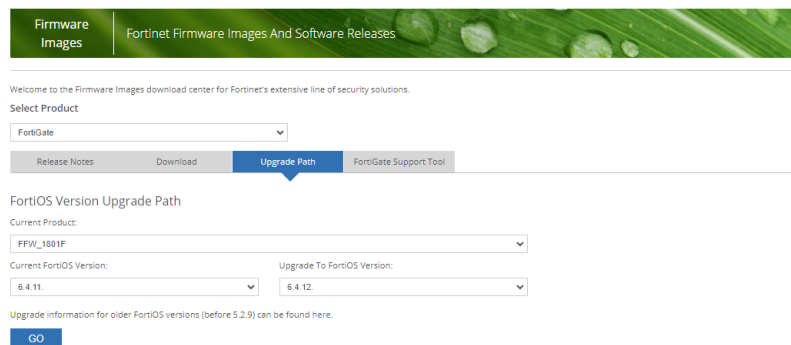
To upgrade the path:

1. Go to *Downloads > VM Images*.
2. Select the product whose path you want to update from the *Select Product* dropdown list.

3. Select the platform hosting the VM from the *Select Platform* dropdown list.



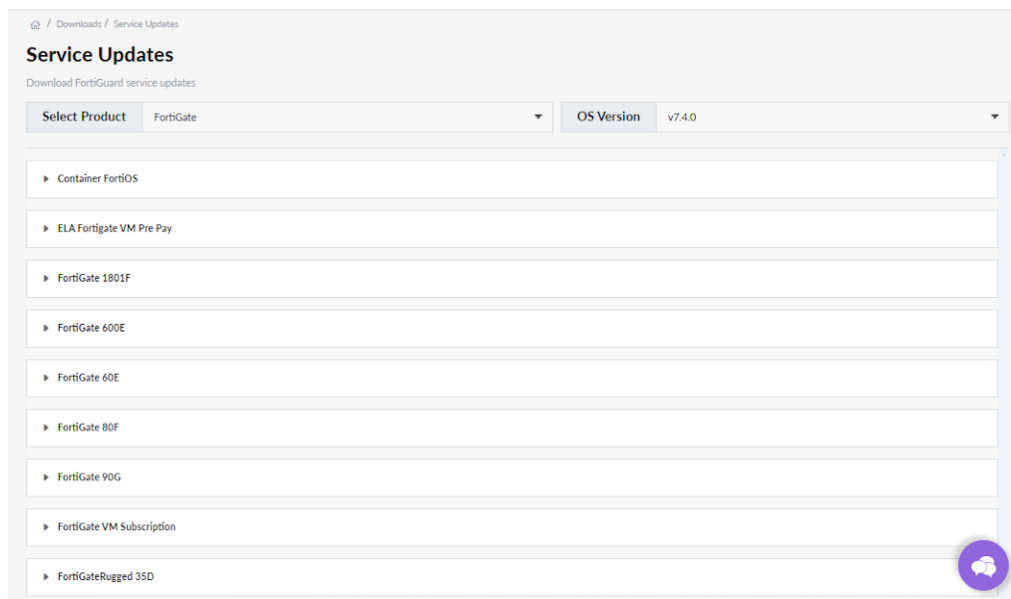
4. Click **Upgrade Path**. You will be directed to the legacy FortiCare portal to proceed.



Service Updates

You can access and download FortiGuard service updates from the *Downloads > Service Updates* page. Service updates are available for multiple products, including but not limited to:

- FortiGate



- FortiClient

Home / Downloads / Service Updates

Service Updates

Download FortiGuard service updates

Select Product: FortiClient Version: v6.2.0

ANTI-VIRUS	ANTI-SPAM	ANTI-SPYWARE	APPLICATION DEFINITIONS
OS6.2.0_67.00840.fct100 (MD5)	OSWIN6.2.0_75.00170.fct100 (MD5)	OSWIN6.2.0_75.00170.fct100 (MD5)	OSWIN6.2.0_75.00170.fct100 (MD5)
OS6.2.0_75.00170.fct100 (MD5)			
OSWIN6.2.0_75.00170.fct100 (MD5)			

- FortiDeceptor

Home / Downloads / Service Updates

Service Updates

Download FortiGuard service updates

Select Product: FortiDeceptor OS Version: v1.0.0

TYPE	FILE	CREATION DATE
Anti-Reconnaissance&Anti-Exploit Engine	OS1.0.0_1.012 (MD5)	2021-01-07
AntiVirus Active Signature	OS1.0.0_83.00124 (MD5)	2021-01-07
AntiVirus Extended Signature	OS1.0.0_83.00074 (MD5)	2021-01-07
AntiVirus Extreme Signature	OS1.0.0_83.00098 (MD5)	2021-01-07
AntiVirus Scanner	OS1.0.0_6.138 (MD5)	2021-01-07
IDS Engine	OS1.0.0_4.044 (MD5)	2021-01-07
IDS Signature	OS1.0.0_16.993 (MD5)	2021-01-07

To download a service update:

1. Go to *Downloads > Service Updates*.
2. Select the product from the *Select Product* dropdown list.



The *Service Updates* page and options vary depending on the selected product.

3. Select the appropriate version from the *Version* dropdown list.
4. Select the appropriate service update you need from the available options. A verification message is displayed.
5. Enter the provided Captcha Code and click *Confirm*.

HQIP Images

Hardware Quick Inspection Package (HQIP) is a hardware diagnostic firmware image that detects hardware problems on FortiGates. An HQIP image file is required to perform an HQIP test which can be acquired in the *Downloads > HQIP Images* page.

Home / Downloads / HQIP Images

HQIP Images

A knowledge base article is available to explain the use of the HQIP (Hardware Quick Inspection Package) image. Click [HQIP Article](#) for more details.

Please enter the serial number to start

HQIP images are associated to the serial number of the unit to be tested. Enter the serial number to start. After you enter the first three character, related serial numbers will be displayed. Select one from the list to proceed

Enter three characters to start

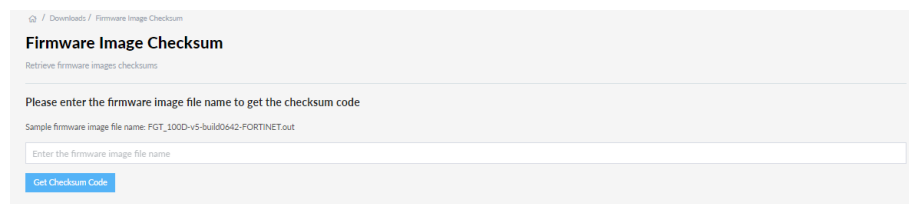
[Get HQIP Info](#)

To get the HQIP image:

1. Go to *Downloads > HQIP Images*.
2. Enter the serial number in the provided field.
3. Click *Get HQIP Info*.

Firmware Image Checksum

You can retrieve the image checksum for firmware images in the *Downloads > Firmware Image Checksum* page by entering the firmware image file name and clicking *Get Checksum Code*.



The screenshot shows a web interface for retrieving firmware image checksums. At the top, there is a breadcrumb trail: "Home / Downloads / Firmware Image Checksum". Below this is the page title "Firmware Image Checksum" and a subtitle "Retrieve firmware images checksums". A message states: "Please enter the firmware image file name to get the checksum code". Below this message is a sample file name: "Sample firmware image file name: FGT_100D-V5-build0042-FORTINET.out". There is a text input field with the placeholder text "Enter the firmware image file name". At the bottom of the form is a blue button labeled "Get Checksum Code".

Product Life Cycle

A product's hardware, software, and services life cycles can be viewed and exported in the *Product Life Cycle* page.

To export the product life cycle:

1. Go to *Product Life Cycle*.
2. Select the type of file you would like from the *Export* dropdown menu. The file is downloaded to your device.



Life cycle information for all of the products are included in the spreadsheet. You can filter by product to view the specific information you want.

Hardware

The *Hardware* tab displays information on product hardware End of Order (EOO) dates, End of Support (EOS) dates, and Last Service Extension Date (LSED). Select a dropdown menu to view the available hardware information.

PRODUCT	END OF ORDER DATE (EOO)	LAST SERVICE EXTENSION DATE (LSED)	END OF SUPPORT DATE (EOS)
ANT-A080-NM-2	2022-05-02	2026-05-02	2027-05-02
ANT-BG080-NM	2022-05-02	2026-05-02	2027-05-02
ANT-I2ABGN-0304-O	2022-05-02	2026-05-02	2027-05-02

Select the *Product* to view more detailed information, if it is available.

Software

The *Software* tab displays information on product software version support and life cycle information. Select a dropdown menu to view the available software version information.

Product Life Cycle

Software information last updated date: 2023-08-03 | For more information about the Fortinet Product Lifecycle, click here

HARDWARE

SOFTWARE

SERVICES

This Software Support Policy applies to any and all software produced and / or sold by Fortinet, covering firmware for appliances and applications ("Software") installed on customer owned systems.

Fortinet will provide Engineering Software support for thirty six (36) months from the GA release date of the major or minor release. Fortinet will also provide "Must Fix" support for an additional eighteen (18) months from the End of Engineering Support date for software which was supported on or released after August 1, 2015. "Software Releases" constitute either major or minor version increments and support is provided on the latest patch release of each version.

The following tables provide details on the current supported versions and End of Support dates for each of these:

FortiADC

FortiADC Manager

SOFTWARE VERSION	RELEASE DATE (GA)	END OF ENGINEERING SUPPORT DATE (EES)	END OF SUPPORT DATE (EOS)
5.2	2019-01-01	2022-01-01	2023-07-01
5.3	2019-09-03	2022-09-03	2024-03-03
5.4	2020-05-18	2023-05-18	2024-11-18

FortiOS version 6.4 is marked as *Long Term Support* and the Extended End of Support (EOS) is identified.

Product Life Cycle

Search...

Software information last updated date: 2024-04-29 | For more information about the Fortinet Product Lifecycle, click here

HARDWARE

SOFTWARE

SERVICES

This Software Support Policy applies to any and all software produced and / or sold by Fortinet, covering firmware for appliances and applications ("Software") installed on customer owned systems.

Fortinet will provide Engineering Software support for thirty six (36) months from the GA release date of the major or minor release. Fortinet will also provide "Must Fix" support for an additional eighteen (18) months from the End of Engineering Support date for software which was supported on or released after August 1, 2015. "Software Releases" constitute either major or minor version increments and support is provided on the latest patch release of each version.

The following tables provide details on the current supported versions and End of Support dates for each of these:

FortiOS

SOFTWARE VERSION	RELEASE DATE (GA)	END OF ENGINEERING SUPPORT DATE (EES)	END OF SUPPORT DATE (EOS)
3.3	2006-10-02	N/A	2009-10-02
3.4	2006-12-29	N/A	2009-12-29
3.5	2007-07-03	N/A	2010-07-03
3.6	2008-02-04	N/A	2011-02-04
3.7	2008-07-18	N/A	2011-07-18
4.0	2009-02-24	N/A	2012-02-24
4.1	2009-08-24	N/A	2012-08-24
4.2	2010-04-01	N/A	2013-04-01
4.3	2011-03-19	N/A	2014-03-19
5.0	2012-11-01	2015-11-01	2017-05-01
5.2	2014-06-13	2017-06-13	2018-12-13
5.4	2015-12-21	2018-12-21	2020-06-21
5.6	2017-03-30	2020-03-30	2021-09-30
6.0	2018-03-29	2021-03-29	2022-09-29
6.2	2019-03-28	2022-03-28	2023-09-28
6.4 (Long Term Support)	2020-03-31	2023-03-31	2024-09-30 (Extended EOS: 2026-03-31)
7.0	2021-03-30	2024-03-30	2025-09-30
7.2	2022-03-31	2025-03-31	2026-09-30
7.4	2023-05-11	2026-05-11	2027-11-11

Services

The *Services* tab displays information on product services End of Order (EOO) dates, End of Support (EOS) dates, and Last Service Extension Date (LSED). Select a dropdown menu to view the available service information.

Product Life Cycle

Hardware information last updated date: 2023-06-07 | For more information about the Fortinet Product Lifecycle, click [here](#)

HARDWARE

SOFTWARE

SERVICES

Accessory

Ascenlink

ControllerWireless

PRODUCT	END OF ORDER DATE (EOD)	LAST SERVICE EXTENSION DATE (LSED)	END OF SUPPORT DATE (ESD)
ANT-A080-NM-2	2022-05-02	2026-05-02	2027-05-02
ANT-BG080-NM	2022-05-02	2026-05-02	2027-05-02
ANT-I2ABGN-0304-O	2022-05-02	2026-05-02	2027-05-02

Select the *Product* to view more detailed information, if it is available.

Resources

The *Resource* page provides links to help and reference resources. Select a link for more information on the available resource.

Resources

QUICK LINKS


Fortinet Support Community

Customer Support Bulletin

Fortinet Video Library

Product Life Cycle

Training & Certification




DOCUMENTS

Fortinet Document Library

Fortinet Service Terms & Conditions

Guidelines, Policies & Documents

Help Documents



FORTIGUARD


Advisories & Reports

FortiGuard Services

FortiGuard Blog

Global Threat Level

Resources Library




PROGRAMS

Support Offerings

Premium Support

Premium RMA

Professional Services



Resources available include:

Category	Resources
Quick Links	Provides links to support, reference, and training materials.
Documents	Provides links to help, administration, and reference documentation.
FortiGuard	Provides links to FortiGuard services and resources.
Programs	Provides links to FortiCloud program resources.

Bug Tracker

The bug tracker provides an overview of active bugs being tracked by the Global Technical Support organization.



The *Bug Tracker* page is only available to Partners.

The bug tracker lists high level information in the *Bug Tracker* list, such as the *Category*, *Known Fixed Release*, *Status*, and a brief *Summary*. The column selector icon can be used to select which columns to make visible.

BUG#	CATEGORY	KNOWN FIXED RELEASE	STATUS	SUMMARY
	FortiGate		resolved	
	Pending Close Confirmation		resolved	
		7.4.2-2389	resolved	
		7.0.7-0221, 7.2.1-1062	resolved	Degraded Filesystem on FortiPortal System
		7.2.5-1523, 7.4.2-2339	resolved	
	FortiOS		resolved	
	FortiVoice	7.x-0178	resolved	
	FortiADC GSLB Cloud		resolved	
		7.0.10-0556, 7.2.5-1528, 7.4.2-2354	resolved	

Select a bug *Summary* or *Bug#* to view more detailed information.

[947237](#) | Multiple Issues Observed with Fortiportal 7.0.5

STATUS: resolved
KNOWN FIXED RELEASE: 7.0.7-0221, 7.2.1-1061, 7.2.2-1063

DESCRIPTION:
1. Looks like the portal is sending all web traffic via the proxy, including the API calls to FAZ/FMG. This would not work as those proxies are Internet proxies for customer. They don't expect the FMG/FAZ out go via web Proxy and they are trying to use it for Internet out only. Don't find a way in CLI to change that behaviour. 2. License update failed sometimes 3. CLI does not allow a host route (or even a route with /31 mask) to be added 4. It was not possible to add a second or third NTP server.

To export the bug tracker list:

1. Go to *Bug Tracker*.
2. Select the file format you want to export from the dropdown menu:
 - *Excel File*
 - *CSV File*

The file is saved to your device.

Customer Support Bulletin

The *Customer Support Bulletin* displays important new features, bug fixes, and Fortinet Inc. content at a high level.

Customer Support Bulletin

New features, bug fixes, and content highlights you don't want to miss

CSB-230803-1

+

IPS engine 7.322 released to FortiGuard™

New IPS engine released to FortiGuard

Aug 09 2023

CSB-230629-1

+

Certificate Bundle 1.00044 (CRDB) Update Blocking Web Sites

Certificate Bundle 1.00044 (CRDB) Update Blocking Web Sites

Jun 29 2023

CSB-230616-1

+

FortiGate 6000F, 7000E, and 7000F series running FortiOS 7.0.12 Connectivity Issue to FortiGuard

FortiGate 6000F, 7000E, and 7000F series customers upon upgrading to FortiOS 7.0.12 B0168 may experience connectivity issues to FortiGuard.

Jun 20 2023

CSB-230614-1

+

IPS engine 6.162 released to FortiGuard™

New IPS engine released to FortiGuard

Jun 15 2023

CSB-230607-1

+

FortiManager & FortiAnalyzer Web UI object failure after Chrome & Edge browser upgrade

FortiManager & FortiAnalyzer Web UI object failure after Chrome & Edge browser upgrade

Jun 07 2023

CSB-230512-1

+

End of Support of FortiNAC firmware 8.8

End of Support of FortiNAC firmware 8.8

May 12 2023

Select a bulletin card to expand it for more information.

Customer Support Bulletin

New features, bug fixes, and content highlights you don't want to miss

CSB-230803-1

■

IPS engine 7.322 released to FortiGuard™

New IPS engine released to FortiGuard

Aug 09 2023

Description:

A new IPS engine version 7.322 will be released from the FortiGuard Distribution Network in a phased approach starting on August 15th, 2023. It will be released to FortiGate devices with a valid IPS subscription running FortiOS™ version 7.2.0 and later 7.2 patch releases.

Further details on the IPS engine will be available in the v7.322 Release Notes on the Fortinet Documentation website:

<https://docs.fortinet.com/ipengine>

FortiCare 25.2 Administration Guide
Fortinet Inc.

64

Technical Web Chat

You can join a live chat with a FortiCare support employee using the *Technical Web Chat* page. Live chats can be useful for asking general questions about FortiCare products and services.

To join a web chat:

1. Go to *Technical Web Chat*.
2. Select a product model from the *Product Model* dropdown list.

Service for Answering General Technical Questions

This service is intended to answer general technical questions about our products and services. NOT for: 1 High priority issues 2 Complex issues requiring extensive troubleshooting 3 Escalation of open issues. If you need assistance in any of these areas, please open a web ticket or contact support via telephone.

Please select a product serial number from the list below to start a web chat session.

PRODUCT MODEL: SN:

SN#	DESCRIPTION	REGISTRATION DATE
ABMC		Sep 24 2023
ELAVM		
ELAVM		Aug 18 2023

3. Select a serial number from the *SN#* list. The *Technical Assistance Chat* opens.
4. Answer the questions posed in the chat.

Q / Technical Web Chat

Service for Answering General Technical Questions

This service is intended to answer general technical questions about our products and services. NOT for: 1 High priority issues 2 Complex issues requiring extensive troubleshooting 3 Escalation of open issues. If you need assistance in any of these areas, please open a web ticket or contact support via telephone.

Please select a product serial number from the list below to start a web chat session.

PRODUCT MODEL: SN:

SN	DESCRIPTION
ABMC	
CFOS	
CFOS	
CFOS	
ELAV	
ELAV	
FAC	

How can we help?

Fortinet

Let us know what you're contacting us about.

Fortinet

Technical Assistance Chat

JULY 16, 2024 AT 2:46 PM

Are you a government user?

Yes

No

Please provide your First Name

Type a message... Send

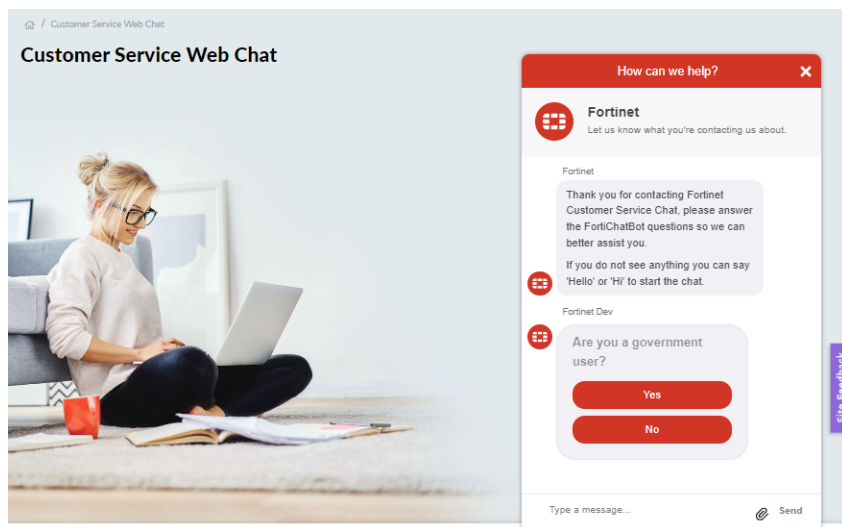
5. Once all of the information has been collected, you will be directed to a live chat.

Customer Service Web Chat

You can join a live chat with a FortiCare support employee using the *Customer Support Web Chat* page. Live chats can be useful for asking general questions about FortiCare products and services.

To start a customer service web chat session:

1. Go to *Customer Service Web Chat*.
2. Answer the preliminary information questions posed in the chat.



3. Once all of the information has been collected, you will be directed to a live chat.

Ticket survey

You can submit feedback and rate your experience with solving a ticket through a ticket survey.



Only one customer survey can be created per ticket. When multiple surveys are submitted, the rating is updated and comments from the new survey are appended to the original survey response.

Any user that can access the ticket can create a survey if there is no pre-existing survey. If there is a pre-existing survey, any user that can access the ticket can edit the survey until 15 days have passed following the closing of the ticket.

To rate your experience:

1. Go to *Ticket Survey*.
2. Select the *Ticket#*. The *Customer Satisfaction Survey* opens.

3. Select a rating out of five stars for *Your overall satisfaction* and *Fortinet made it easy for me to resolve my issue*.
4. Enter feedback in the comment fields.
5. Enter your phone number and email if you would like to speak further with a manager.
6. Click *Submit My Feedback*. Your experience survey is submitted.

Multilingual survey support

The *Ticket Survey* page is supported in multiple languages, including:

- English
- Chinese

- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Spanish
- Thai

To change the language:

1. Go to *Ticket Survey*.
2. Select the *Ticket#*. The *Customer Satisfaction Survey* opens.

Q / Ticket Survey
TICKET # 8669777
Test

English ▾

Customer Satisfaction Survey

Regarding your recent Support Experience, please rate the following questions on a scale of 1 (Poor) to 5 (Excellent) Stars:

Your OVERALL Satisfaction *

Fortinet made it easy for me to resolve my issue *

What could we do to improve your support experience?

Please suggest any improvement(s) that you would like to see in our products or services.

If you would like to speak to a manager about your support experience, please provide your phone number and/or email address.

Submit My Feedback

FORTINET.

Dear Customer,

Thank you for taking the time to provide feedback on your ticket.

We value and appreciate your feedback and would like to highlight that all surveys are reviewed on a weekly basis by Fortinet management with the aim of improving the service we provide to you.

If you have any queries regarding this survey, please contact CustomerCare@fortinet.com.

Best Regards,
Fortinet Customer Services & Support

3. Select the language dropdown list. A list of supported languages is displayed.

Q / Ticket Survey
TICKET # 8669777
Test

English ▾

- English
- Chinese
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Spanish
- Thai

Customer Satisfaction Survey

Regarding your recent Support Experience, please rate the following questions on a scale of 1 (Poor) to 5 (Excellent) Stars:

Your OVERALL Satisfaction *

Fortinet made it easy for me to resolve my issue *

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If you have any queries regarding this survey, please contact CustomerCare@fortinet.com.

Best Regards,
Fortinet Customer Services & Support

4. Select the language you want. The ticket survey will change to the selected language.

Ticket Survey

TICKET # 8669777

English

Test

Customer Satisfaction Survey

Regarding your recent Support Experience, please rate the following questions on a scale of 1 (Poor) to 5 (Excellent) Stars:

Your OVERALL Satisfaction *

Fortinet made it easy for me to resolve my issue *

What could we do to improve your support experience?

Please suggest any improvement(s) that you would like to see in our products or services.

If you would like to speak to a manager about your support experience, please provide your phone number and/or email address.

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If you have any queries regarding this survey, please contact CustomerCare@fortinet.com.

Best Regards,
Fortinet Customer Services & Support

Guidelines and Policies

The *Guidelines and Policies* page provides links for reference documents on ticket guidelines, policies, and cloud service descriptions.

Guidelines and Policies

CATEGORY

Forti-Companions and Ticket Creation Guide

4

Service Descriptions

54

TOTAL

Select a *Category* dropdown to view the available documents.

Guidelines and Policies

CATEGORY

Forti-Companions and Ticket Creation Guide

4

Service Descriptions

54

TOTAL

DOCUMENT

VERSION

LAST MODIFICATION

Advanced Services - Service Relationship Manager

1.1

04/05/2022 6:33:20 AM

Advanced Services - Technical Support for Service...

3.2

05/30/2022 1:51:47 AM

EAP - Advanced Services - Enterprise Agreement...

v3.2

05/13/2022 5:59:20 AM

EAP - Basic Support Services - Enterprise Agree...

v2.2

05/13/2022 6:04:29 AM

EAP - Enterprise Product Agreement - Enterprise ...

1.0

05/13/2022 6:18:48 AM

EAP - Security Fabric Services - Enterprise Agree...

v1.4

05/13/2022 6:05:31 AM

FortiAuthenticator Cloud

v1.0

11/04/2022 9:28:45 AM

Preferences

You can set your personal preferences on the *Preferences* page. Available settings include:

Setting	Definition
Allow ticket processing by email	Email ticket processing can streamline your support experience. When enabled, you can submit and manage tickets by email. When disabled, all ticket-related interactions must be performed within the portal.
Use Pacific Standard Time	Allow the FortiCare portal to adjust settings to match the Pacific Standard Time timzone. If this feature is disabled, the default timezone is your local timezone. The current timezone being used by the portal can be identified in the bottom, left corner of the portal.
Expand last 3 comments	Enable this option to view in-depth comments and discussions related to the preferences and settings. When activated, you can see the three most recent comments for tickets.
Customize columns on ticket list	Select which columns to automatically display on the <i>Tickets</i> lists. Choose from a variety of information fields to create a personalized and efficient overview of your support tickets.



When changes are made in the *Preferences* page, confirmation dialogs may appear. Once confirmed, click *Update* to save the changes.

User permissions

The tickets and features available in the FortiCare portal are dependent on the user and permission type used to access the portal.

Different user and access types include:

- IAM user, external IdP roles, and Partner accounts. See [User access on page 72](#).
- Organization member account access. See [Organization view on page 74](#).

User access

FortiCare features and available tickets are dependent on the type of user logged in and their assigned permissions.

IAM users and external IdP roles

If you are logged in as an IAM user or external IdP role, FortiCare access and features depend on the user's assigned permission profile. When creating a permission profile with FortiCare portal access, you can assign access based on individual FortiCare resources using the *FortiCare New* option. See [Portals with resource-based permissions](#) in the Identity & Access Management guide for more information.

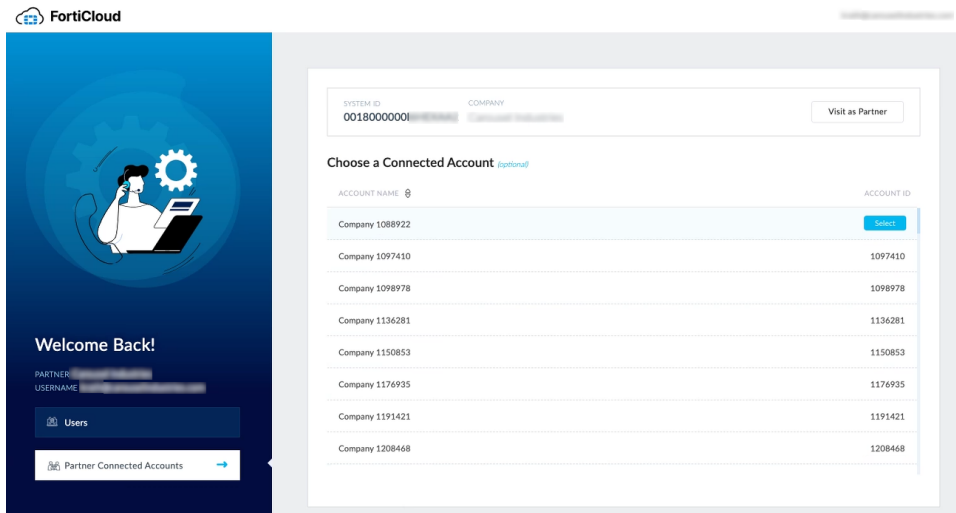
FortiCare New			
Resources	Read Only	Read & Write	No Access
Customer Service Tickets ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Technical Support Tickets ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
RMA Tickets ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Advanced Service Requests ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Incident Response Ticket ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Web Chat ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Survey Tickets ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Support Resources	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



The FortiCare Legacy portal permissions can be assigned using the role-based *FortiCare Legacy* option.

Partners

When a Partner logs in, they must select a connected account to access the registered assets for that account. See [Logging into an account](#) in the Asset Management guide for more information.



These assets are reflected in the FortiCare portal. The FortiCare portal will only display tickets and allow ticket creation for the assets connected to the current connected account being accessed by the Partner. If you want to create or view tickets for assets related to other connected accounts, you can switch using the profile menu. See [Switching accounts](#) in the Asset Management guide for more information.

When creating a ticket, the *Ticket Visibility* pane is displayed for Partner users to select who can view, update, and close the ticket. See [Creating tickets on page 15](#).

PRODUCT INFO

SN* The Serial Number list will be shown after you input the first three characters.

FGT

CONTACT INFO

NAME*

EMAIL* Please separate each address with a comma.

PHONE 1-767

MOBILE 1-767

TICKET INFO

SUBJECT*

CATEGORY*

PATCH*

PRODUCT TYPE*

S/W VERSION*

PRIORITY*

TICKET VISIBILITY

☐ Select All

☐ Robert M.

☐ Sven S.

☐ Celio L.

☐ Lydia L.

☐ Mat L.

☐ Michaelas T.

☐ Petre I.

☐ Akemi M.

☐ Flanagan D.

☐ Kleisthenes P.

☐ Hinnerk M.

☐ Ligeia H.

☐ Themistokles A.

The accounts selected will be able to view, update or close the ticket and the respective email addresses will be added as contact email for ticket update notifications.

Ticket visibility can be added after the ticket is created but cannot be removed once granted. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

PREVIOUS NEXT

Sub users



The Sub User model will be deprecated in the near future. It is strongly recommended that you use the IAM User Model to take full advantage of the new features.

The abilities of sub users in the FortiCare portal depends on the access permission defined by the Master account user. The sub user permissions can be defined in the *My Account > Manage User > User Details* page. The Master account user can assign the *Permission* as either *Full Access* or *Limit Access*, with various features selected.

The screenshot shows the 'Edit User' interface in the FortiCare portal. On the left is a sidebar with 'Account' selected, containing links for 'Account Profile', 'Change Account ID (Email)', 'Manage User' (active), and 'My Account (IAM version)'. The main content area is titled 'Edit User' and contains a 'User Info' section with fields for 'User Name' (name 31092), 'Telephone', 'Email (Account ID)', and 'Description'. Below this is a 'Permissions' section with two radio buttons: 'Full Access' and 'Limit Access' (selected). Under 'Limit Access', there are several checkboxes: 'Customer Service' (checked), 'RMA/DOA' (checked), 'Technical Assistance' (checked), 'Notify the master account of ticket updates' (unchecked), and 'Can create user' (unchecked).

If *Limit Access* is selected, anything not selected from the additional permissions is not available to the sub user. FortiCare access depends on these permissions.

Organization view

Users logged into FortiCloud with Organization access can view tickets based on Organization, Organizational Units (OUs), or member accounts. Tickets displayed on the *Tickets* page will only include tickets pertaining to the selected scope, see [Permission scope](#) in the Identity & Access Management administration guide.

You can switch between Organization member accounts and OUs using the context switch menu. See [OU context switch](#) in the Identity & Access Management guide for more information.

The screenshot shows the 'All Tickets' page in FortiCare 25.2. The top navigation bar includes 'Services', 'Support', and user information '@gatest.com' and 'JDoe'. The left sidebar shows 'Tickets' and 'All Tickets'. The main area displays a table of tickets with columns: TICKET#, SNR, SUBJECT, REQUEST TYPE, and a date column. The table lists several tickets, including 7610764, 7610763, 7610758, 7610757, 7610753, 7610749, 7610748, and 7610747. A search sidebar on the right allows searching by OU or account, showing results for 'MSGP Organization' and 'Client_01'.

Organizational Unit (OU) view

When an OU is chosen for the selected scope, the tickets displayed include tickets that relate to any of the member accounts within that OU. The *Tickets* page will be organized by the member accounts within the OU.



Any assigned filters will affect all the member account tickets within the OU. See [Filtering tickets on page 12](#) and [Searching for tickets on page 13](#) for more information on filtering tickets.

The screenshot shows the 'Tickets' page in FortiCare 25.2, filtered by 'North America'. The top navigation bar includes 'Services', 'Support', and user information 'JDoe'. The left sidebar shows 'Tickets'. The main area displays a table of tickets organized by member accounts within the OU. The table has columns: ACCOUNT NAME, OU PATH, and # OF TICKETS. The table lists several member accounts, including 'High Tech Companies / North America', 'High Tech Companies / North America / Canada', 'High Tech Companies / North America / Canada / Ottawa', 'High Tech Companies / North America / United States / Los Angeles', 'High Tech Companies / North America / United States / Miami', 'High Tech Companies / North America / United States / New York', and 'High Tech Companies / North America / United States / Seattle'.

To view ticket details, expand the member account to review all of the tickets included for that member account.

The screenshot shows the FortiCare Tickets interface. At the top, there are navigation links for Services, Support, and North America, along with a user profile for JDoe. The main section is titled 'Tickets' and includes a search bar, a 'View By' dropdown set to 'Last 65 Days', and buttons for 'Export As' and 'New Ticket'. Below this, a summary bar shows 'Total Records Found: 320' and several filters: 'High Tech Companies / North America', 'License & Contracts', 'Closed', 'Anti Virus', and a date range '2019-01-01 to 2021-12-31'. A table lists accounts with their names and the number of tickets. The first three accounts are 'High Tech Companies / North America' (7 tickets), 'High Tech Companies / North America / Canada' (2 tickets), and 'High Tech Companies / North America / Canada / Ottawa' (9 tickets). The fourth account, 'High Tech Companies / North America / United States / Los Angeles', is expanded to show a list of 11 tickets. The first three tickets in this list are:

TICKET#	SN#	SUBJECT	REQUEST TYPE	TICKET TYPE	PRIORITY	STATUS	CREATION DATE	UPDATED ON
3623274	FGT	Remote VPN user cannot reach another VPN site during working hours	AntiVirus	License & Contracts	P3	Closed	2019-12-28	2020-09-09 09:45
4574688	FGT	FGT stops forwarding packets after rebooted	AntiVirus	License & Contracts	P3	Closed	2020-09-30	2020-10-12 11:23
7546463	FGT	Some Custom services do not work	AntiVirus	License & Contracts	P3	Closed	2020-01-21	2020-03-01 01:01

To create a ticket in Organizational Unit view:

1. Go to *Tickets*.
2. Select *New Ticket*. The *Select An Account* dialog is displayed.

The screenshot shows the 'Select An Account' dialog box with the title 'Select An Account' and the subtitle 'I Want to Create a Ticket for'. Below the title, there is a list of accounts under the 'High Tech Companies' header. The accounts are:

- Asia (00000127)
- Australia (00000132)
- Europe (00000345)
- North America (00000127)
 - Digital Company (00000127)
 - Sales & Support (000002123)
 - Marketing (000002132)
 - Advanced Service (00000127)

3. Hover over the account you want to assign the ticket to and click *Select*.



If you are a Partner, another *Select An Account* dialog is displayed prompting you to choose a connected account or proceed as a Partner. See [Partners on page 72](#).

4. Select the ticket type and proceed with the ticket creation process. See [Creating tickets on page 15](#).

Member account view

When a member account is chosen as the selected scope, the tickets displayed relate only to the selected member account. New tickets can only be created for the selected member account.

Ticket#	SN#	Subject	Request Type	Priority	Status	Creation Date
7610764	FGT-XXXXXXXXXX	Without RMA form By Shuang	DOA	P3	Registered	2023-05-10 02:10
7610763	FGT-XXXXXXXXXX	AV Request	Virus Signature	P2	Registered	2023-05-10 02:10
7610758	FGT-XXXXXXXXXX	test DRMA	RMA	P4	Researching	2023-05-10 01:47
7610757	FGT-XXXXXXXXXX	test rma without rma form	DOA	P3	Registered	2023-05-10 01:30
7610753	FGT-XXXXXXXXXX	TEST RMA WITHOUT FORM	RMA	P3	Registered	2023-05-10 11:17
7610749	FGT-XXXXXXXXXX	Test Ticket	RMA	P4	Registered	2023-05-10 06:29
7610748	FGT-XXXXXXXXXX	Test RMA	RMA	P4	Registered	2023-05-10 06:23
7610747	FGT-XXXXXXXXXX	fnfgh	RMA	P4	Registered	2023-05-10 05:47

To create a ticket within the member account view, follow the same procedure as creating a ticket outside of the Organization view. See [Creating tickets on page 15](#).



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