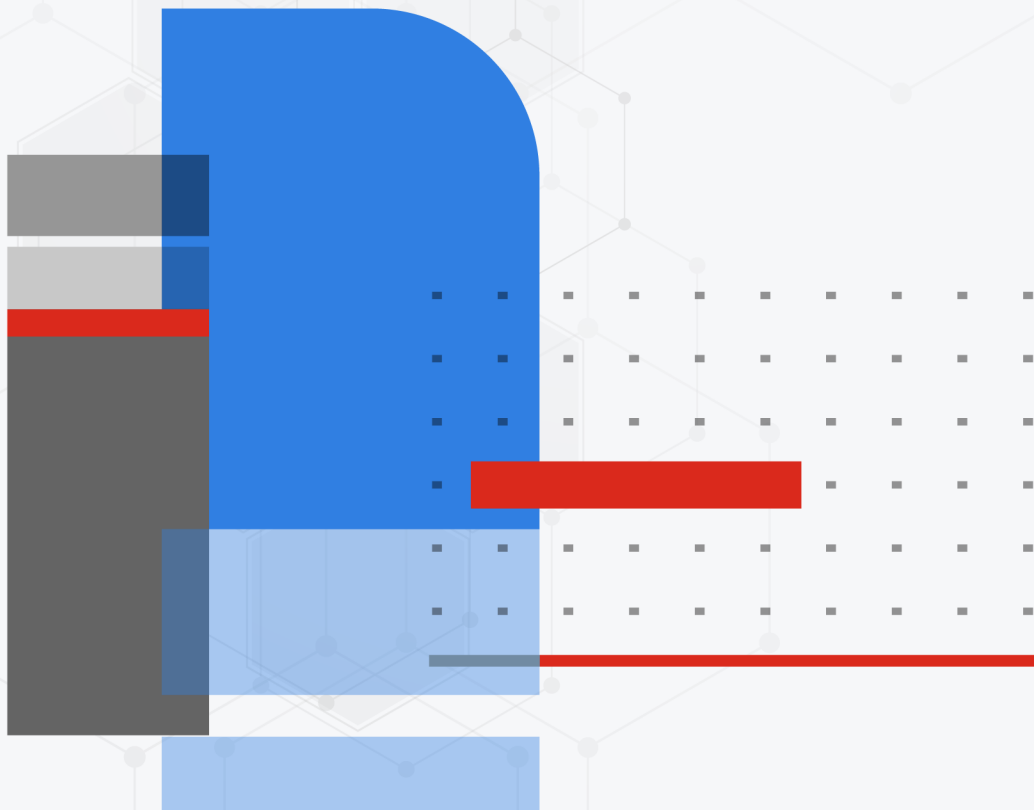




Administration Guide

Asset Management 24.1



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March 21, 2024

Asset Management 24.1 Administration Guide

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Change Log

Date	Change Description
2024-02-03	Initial release.
2024-02-08	Updated FortiGate on page 72.
2024-03-21	Updated Getting started on page 12.

Introduction

Asset Management is an easy-to-use portal to register, organize and view all Fortinet products and services in FortiCloud.

New products, licenses, or contracts can be registered and managed with the Asset Management portal. Registered products are displayed in the *Product List* as well as a customizable folder structure called *My Assets*. The *Account services* menu lists products, contracts, or licenses applicable at the account level.

The *Product List* provides a complete view of all products and services. Assets can be organized into folders and sub-folders with the *My Assets* tree structure and assets can be moved into the folders based on the organization needs. Product list and My Assets views provide various filters, sorting, and grouping features to efficiently find and manage assets.

Dedicated views include lists to see assets with expired licenses, assets about to expire (30, 60, 90 days), pending registration, decommissioned units, as well as specialized filtered views to list and search assets based on hardware, license, contract, and location.

For each product, the Asset Management portal provides a drill-down view of all the asset-related information including entitlements, support tickets, license and keys, renewals, statistics, and cloud services.

With Online renewals, licenses or contracts can be renewed directly from the portal for supported products and regions.

What's new in version 24.1

Marketplace FortiClient EMS

The Marketplace now supports FortiClient EMS in the *Marketplace > Spending* page. See [FortiClient EMS on page 103](#).

Marketplace FortiFlex point transfer

FortiPoints can be transferred to FortiFlex points in the *Marketplace > Spending* page. See [FortiFlex on page 105](#).

Standard FortiSASE support

Standard FortiSASE support is available for ESA contracts in the *ELA Profile* page. See [ELA profile on page 112](#).

Managed FortiGate Service entitlement registration

When a new Managed FortiGate Service entitlement is registered, a banner is displayed to prompt the user to submit an onboarding request in the Managed FortiGate Service portal. The banner will only display if there is no Managed FortiGate Service entitlement already registered or the registered entitlement is expired. See [Registering assets on page 29](#).

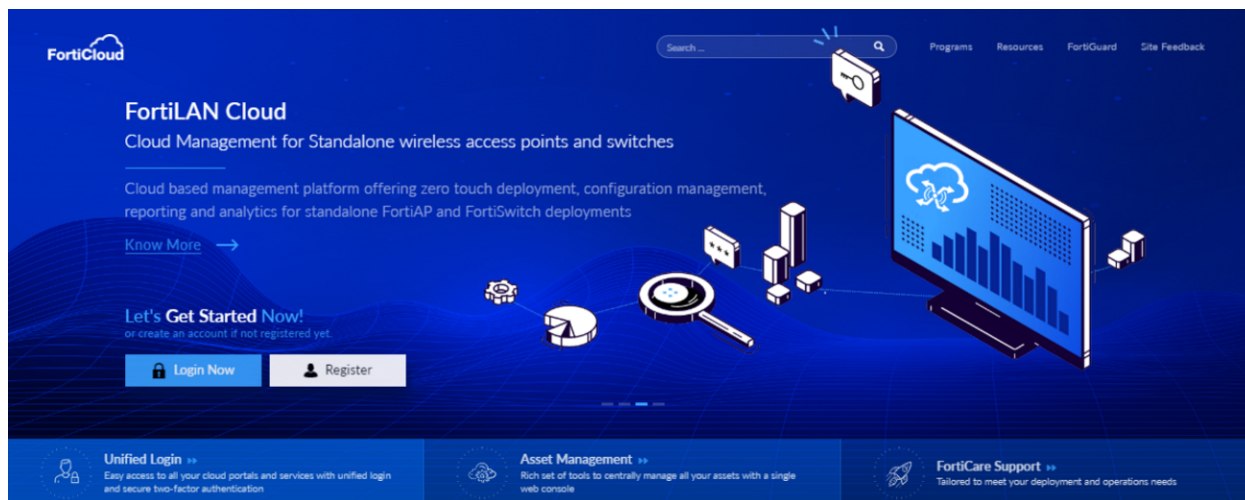
New Terms and Conditions workflow

All users are prompted to read and accept the Fortinet Inc. terms and conditions when logging into the Asset Management portals. If the terms and conditions are changed or updated, users will be prompted to read them through

and accept the changes before they can proceed. See [Marketplace on page 69](#).

Landing page

The FortiCloud landing page can be found at <https://support.fortinet.com>.

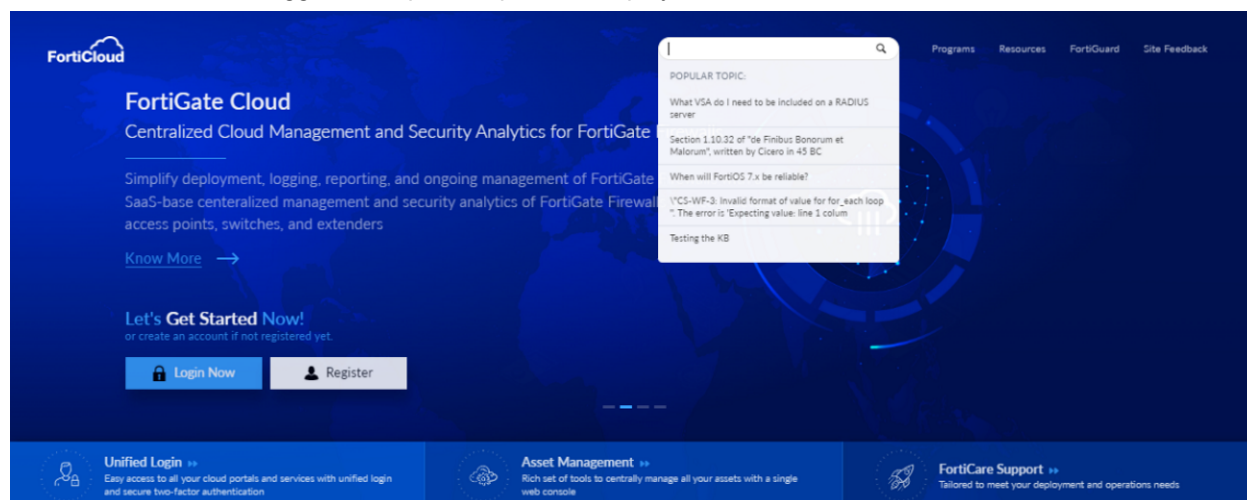


From the landing page, users can:

- Register for a new FortiCare account. See the [FortiCloud Account](#) document.
- Log in to FortiCloud using existing credentials. See [Logging into an account on page 12](#).
- Search for information, including quick links, documents, and support.
- Access additional resources from the *Resources* dropdown menu.

To use the Community Search function:

1. Go to <https://support.fortinet.com>.
2. Click the search field. Suggested *Popular Topics* are displayed.

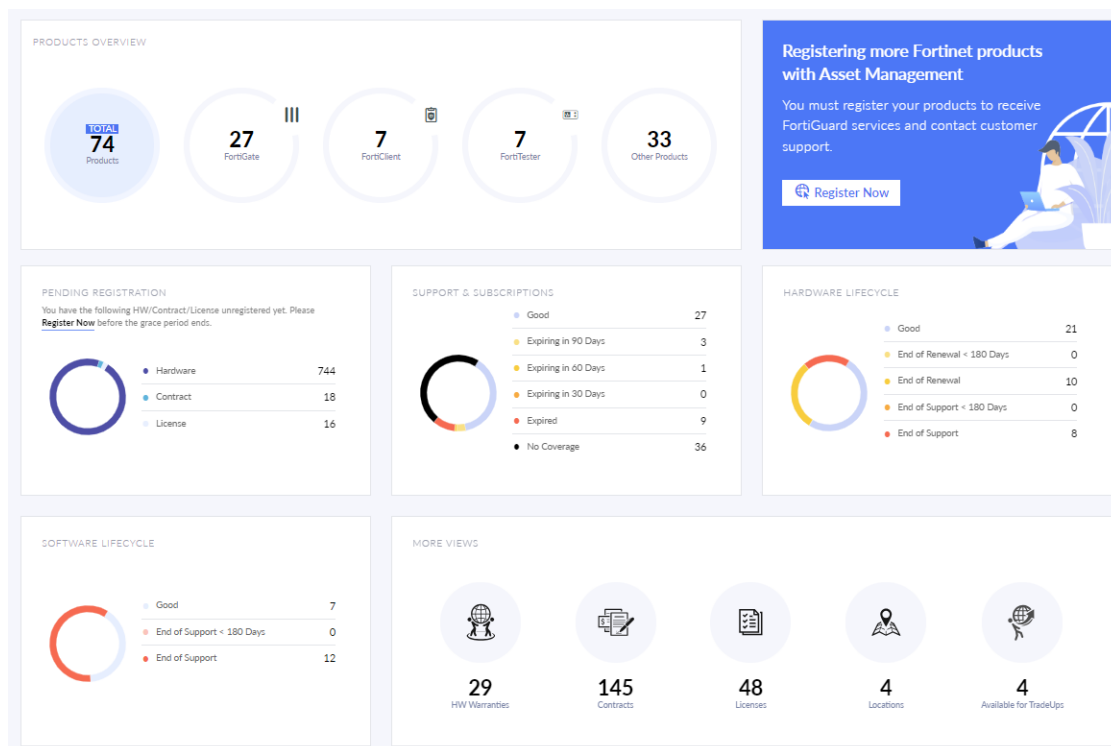


3. Define the search parameters:

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

Dashboard

The *Dashboard* is a visual overview of your products and services. Use the *Dashboard* to view how many products you have registered, pending registrations, expiring subscriptions, and the current status of your hardware and software lifecycle. Click a tile in the *Dashboard* to access the products in the *Product List*.



The first time you log in to the AM portal, you will see a welcome page encouraging you to register your products.

You can search in FortiCloud for assets linked to your account or for information from the Community Search feature. The search icon is accessible from any page within the Asset Management portal.

To search for assets within FortiCloud:

- Click the search icon. The search field is displayed.



2. Select *Asset Search*.
3. Enter asset information into the search field.
4. Press **Enter**. Results related to your search are displayed.

To use the Community Search function:

1. Click the search icon. The search field is displayed.



2. Select *Support Community Search*.
3. Click the search field. Suggested *Popular Topics* are displayed.

4. 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.

Dashboard tiles

Tile	Description
Products Overview	The <i>Products Overview</i> tile shows the total number of products registered to your account. Click a target in the tile to view the devices in the <i>Product List</i> . The <i>Other Products</i> target is displayed when there are more products than space available in the tile.
Pending Registration	The <i>Pending Registration</i> tile shows the unregistered hardware, contracts, or licenses. Click a bullet in the list to view the asset in the associated <i>Pending Registration</i> page.
Support Subscriptions	The <i>Support Subscriptions</i> tile shows the current status of your support contracts. Click a bullet in the list to view the expiring products in the <i>About to Expire</i> view of the portal.
Hardware Lifecycle	The <i>Hardware Lifecycle</i> tile shows the current lifecycle status of registered products. Click a bullet in the list to view the devices in the <i>Hardware Lifecycle</i> view of the <i>Product List</i> .
Software Lifecycle	The <i>Software Lifecycle</i> tile shows the current lifecycle status of the major product software versions for your devices. Click a bullet in the list to view the software support end dates in the <i>Software Lifecycle</i> view of the <i>Product List</i> .
More Views	The <i>More Views</i> tile shows the number of devices by <i>HW Warranty</i> , <i>Contracts</i> , <i>Licenses</i> , and <i>Locations</i> . Click a tile to view the products in the <i>Products List</i> .

Navigation menu

View	Description
Products	<p>Use the <i>Products</i> view to register, manage, and organize your products.</p> <ul style="list-style-type: none"> <i>Product List</i> displays the products registered to your account. See Product list on page 20. <p>Click a product in the list to download a license file, renew a contract, or create a support ticket. See Product details on page 23.</p> <ul style="list-style-type: none"> <i>More Views</i> organizes the product list by product details, such as the license, warranty, and lifecycle information. See More views on page 41.
Pending Registration	<p><i>Pending Registration</i> displays products that are not registered to your account by <i>Hardware</i>, <i>Contract</i>, and <i>License</i> information. See Pending registration on page 56.</p> <hr/> <div>  <p>This view is available upon request.</p> </div> <hr/>
Marketplace	<p><i>Marketplace</i> provides access to Fortinet Inc. products and services that will allow you to increase your organization's security, productivity, and profitability. Use FortiPoints to purchase products and packages, such as FortiCare, UTP, and the FortiGate Enterprise Bundle. See Marketplace on page 69.</p>
Account Services	<p><i>Account Services</i> displays the services and subscriptions for your account. See Account Services on page 67.</p>
FortiMeter	<p>FortiMeter displays the volume and consumption of traffic that you use for FortiOS-VMs. See FortiMeter on page 110.</p>
ELA profile	<p>The <i>ELA Profile</i> view displays information about your Enterprise Level Agreement. See ELA profile on page 112.</p> <hr/> <div>  <p>This view is available upon request.</p> </div> <hr/>

Getting started

The following demonstrates the general process of getting started with the Asset Management portal and FortiCloud Services:

1. Create a FortiCloud account. See the [FortiCloud Account](#) guide.
2. Log into your account. See [Logging into an account on page 12](#).
3. Create IAM users and external IdP roles as needed. See [User permissions on page 14](#) and the [Identity & Access Management](#) guide.
4. Register products, contracts, and licenses to your account. See [Registering assets on page 29](#).

Logging into an account

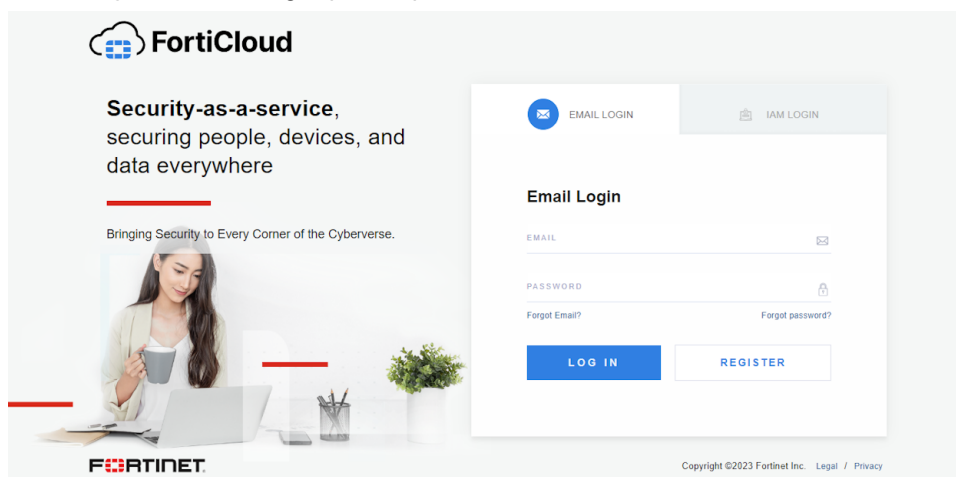
Users can access linked user accounts when logging in using email credentials. Account permissions will vary depending on the account chosen.



Users can log in to FortiCloud using email, IAM, or external IdP credentials in a comprehensive portal. For information on logging into an IAM user account or external IdP role, see the [Identity & Access Management \(IAM\) Administration Guide](#).

To access the user account:

1. Go to <https://support.fortinet.com>.
2. Select *Login Now*. The log in portal opens.



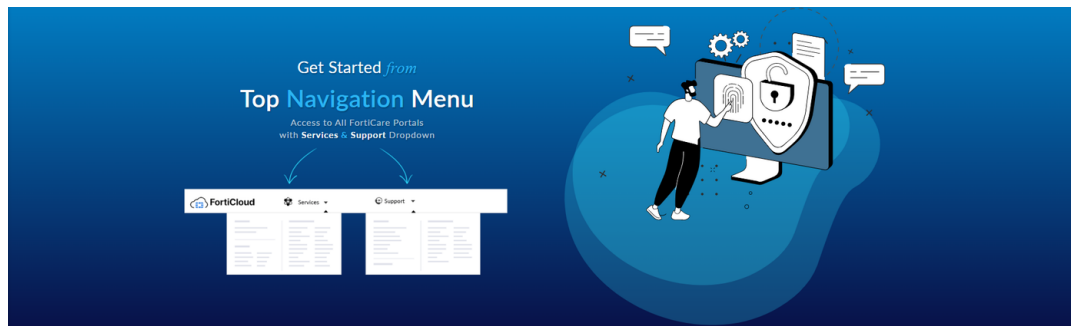
3. Select *Email Login*.
4. Enter your FortiCloud email and password in the *Email* and *Password* fields.
5. Click *Log In*. The *Dashboard* is displayed.



If multiple accounts are linked to the email credentials, the *Select an Account to Proceed* page is displayed. Hover over the account you want and click *Select* to navigate to the dashboard.

No access

If the user does not have access to the portal, the following page will direct the user to select a service from the *Services* or *Support* menu.



User permissions

The Master user is the account administrator that creates the account and has access to all the items in the navigation menu including *Register Products* and *My Assets*. The account administrator can create users, assign permissions based on the user's role, assign user permissions, and assign devices to a user.

The Master user can create various types of users:

- [IAM users on page 14](#)
- [External IdP user roles on page 15](#)
- [API users on page 15](#)
- [Legacy sub-user on page 15](#)

There are three types of user permissions for IAM, External IdP, and API users:

Permissions	Admin	Read/Write	Read Only
View Product List, My Assets, and Asset views (based on Asset permissions)	X	X	X
Register new products, contracts or licenses	X	X	
Manage asset folders, move, and decommission units	X	X	
View account service entitlements and contracts	X	X	
View and renew eligible units for online renewals	X		



Permissions can be assigned to a user using permission profiles. Permissions can be granted on a role-based or resource-based basis. See [Permission profiles](#) in the *Identity & Access Administration Guide*.

The Asset Management portal uses resource-based permissions. See [Portals with resource-based permissions](#) in the *Identity & Access Administration Guide*.

IAM users

IAM users are created in the IAM portal and their permissions are assigned by the account administrator. An IAM user will have their own asset and portal permissions until they are assigned to a group. Permissions assigned to a user or user group depend on the permissions profile assigned. See [IAM users](#) in the *Identity & Access Administration Guide*.

Account administrators can view an IAM user's permissions in the *Users* and *User Groups* pages of the IAM portal. For information, see [Managing IAM users](#) and [Managing IAM user groups](#) in the *Identity & Access Administration Guide*.

External IdP user roles

External IdP roles allow external users to log in to a cloud portal using their company's user credentials with a third-party ID provider. External IdP users are authenticated by their company's ID provider. After the user is authenticated, they can access the cloud application based on their role. External IdP roles have the same permissions as IAM users. See [External IdP roles](#) in the *Identity & Access Administration Guide*.

API users

API users can access FortiCloud services through the API. API users have the same permissions as IAM users. See [API users](#) in the *Identity & Access Administration Guide*.

Legacy sub-user

The sub user is a legacy model. It is recommended that sub users be migrated into the IAM user model. See [Migrating sub users](#).

Sub users can have full or limited access:

User type	Description
Sub user (Full Access)	Has access to all the items in the navigation menu including <i>Register Products</i> and <i>My Assets</i> . Sub users with read-only permissions cannot change a folder's structure or move assets. Depending on the permissions set by the master user, a sub user with full access can create new users and send renewal notices.
Sub user (Limited Access)	Has access to <i>Product List</i> and <i>Decommissioned Units</i> in the navigation menu. Sub users with limited permissions only have access to the products assigned to them by the master user.

Viewing sub user permissions

To view a sub user's permissions:

1. Go to [FortiCloud](#).
2. Log in to your FortiCloud account as a master user.
3. In the profile dropdown menu, select *My Account*.
4. Click *Manage User*. The *Current Users* list is displayed.
5. Click a user in the list.
6. (Optional) Click *Edit* to update the user's permissions.

Account

Company:
Title:
Email:
Telephone:

Activated Since
2020-02-05

Account

- Account Profile
- Change Account ID (Email)
- Manage User

Add User

User Information

User Name:*

Telephone:*

Email (Account ID):*

Confirm Email (Account ID):*

Description:

Permissions

☒ Customer Service
☒ RMA/DOA
☒ Technical Assistance
☐ Notify the master account of ticket updates
☒ Send renewal notices
☒ Can create user
☒ Full Access ☐ Limit Access

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

Note: If you have another account same email address, those accounts will be consolidated into one login account. Your original connection between email and accounts (master account or sub account) will be kept, you will use one login user ID/ password to access those accounts.

Save
Cancel

Account views

The views available in the navigation menu are dependent upon your user account permissions. There are various types of user accounts:

- FortiCloud user accounts. See [FortiCloud account views on page 16](#).
- IAM user accounts. See [IAM account views on page 17](#).

FortiCloud account views

Master users and sub users with full access can see the *Register Product* and *My Assets* tabs.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
	ASM-FB4 Module		No coverage	2020-11-10
	FortiAuthenticator 300F		2022-01-22	2021-01-06
	FortiAuthenticator 300F		No coverage	2021-02-18
	FortiAuthenticator 800F		No coverage	2021-02-18
	FortiADC 1500D		2022-01-22	2021-01-22
	FortiAI Subscription		2022-02-19	2021-02-19
	FortiAI Subscription		2022-02-19	2021-02-19
	FortiAnalyzer VM FNDN		2022-03-03	2021-03-03
	FortiAnalyzer VM		2022-01-22	2020-10-13
	FortiAnalyzer VM	FAZ-Labshare-01-2020	2021-11-03	2020-11-03
	FortiAnalyzer VM S-Series		2022-01-22	2020-11-13
	FortiAnalyzer VM S-Series		2023-11-13	2020-11-13
	FortiAnalyzer VM S-Series		2022-03-24	2020-11-21
	FortiAnalyzer VM S-Series		2022-04-05	2021-04-05
	FIPS certified VPN client	test	No coverage	2020-11-16
	FortiCam SD20B		2022-01-22	2021-02-17
	FortiConverter		2022-11-15	2021-01-20

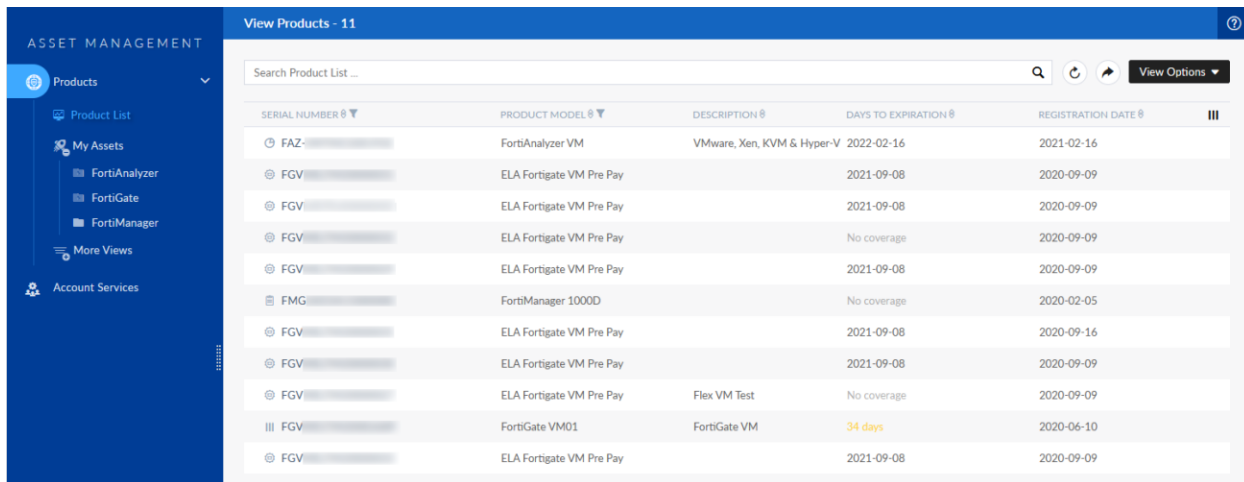
Sub users with limited access will only see *Product List*, and *More Views*.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FAZ-VMTM	FortiAnalyzer VM	FAZ-VM-BASE	83 days	2020-02-07

IAM account views

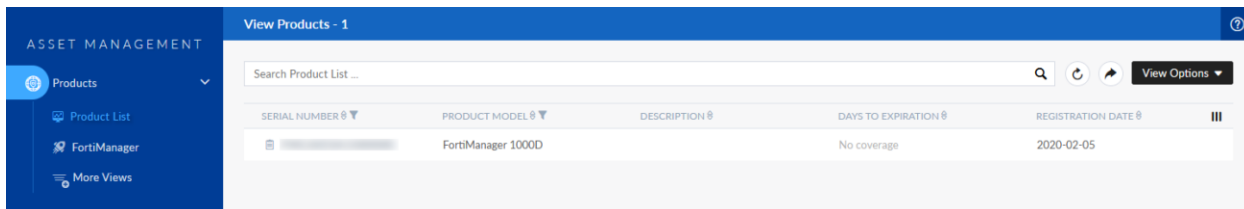
IAM users will only see the asset folders assigned to their account. The account administrator can grant users permission to view all the folders in *My Assets*, or assign folders to their account using permission profiles and permission scope. For information about IAM asset permissions, see the [Identity & Access Management Administration Guide](#) in the Fortinet Doc Library.

When the IAM user's permission profile is set to Admin level permissions, the user can see all the sub-folders in the *My Assets* view.



SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FAZ-	FortiAnalyzer VM	VMware, Xen, KVM & Hyper-V	2022-02-16	2021-02-16
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-09
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-09
FGV	ELA Fortigate VM Pre Pay		No coverage	2020-09-09
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-09
FMG	FortiManager 1000D		No coverage	2020-02-05
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-16
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-09
FGV	ELA Fortigate VM Pre Pay	Flex VM Test	No coverage	2020-09-09
FGV	FortiGate VM01	FortiGate VM	34 days	2020-06-10
FGV	ELA Fortigate VM Pre Pay		2021-09-08	2020-09-09

When the IAM user's permission profile is restricted, the user will only see the folders assigned to their account.



SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
	FortiManager 1000D		No coverage	2020-02-05

Switching accounts

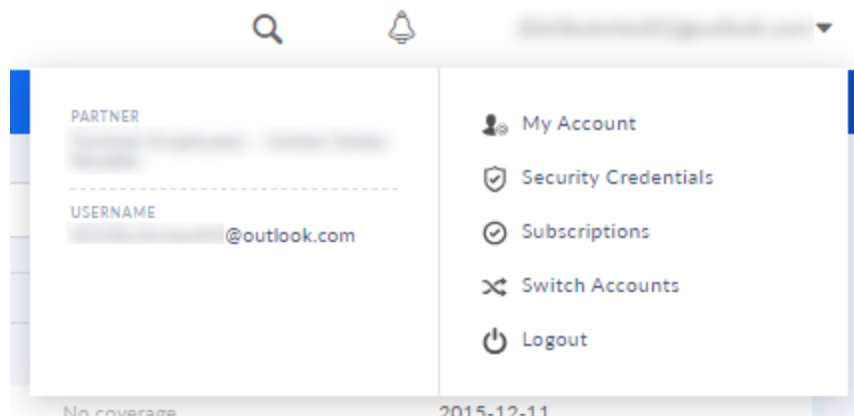
You can switch between available accounts from the profile menu. If you are logged in using your email credentials, you can switch to linked user accounts. Not all options will be available depending on your account permissions and linked accounts. See [Logging into an account on page 12](#) for more information.



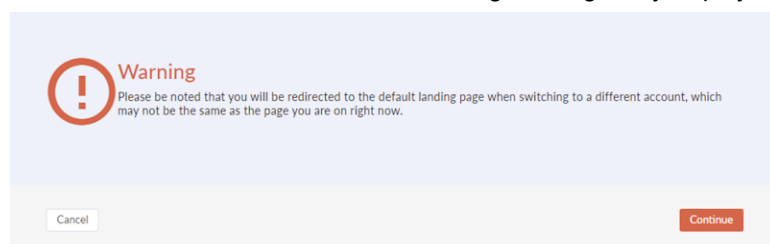
The accounts available for switching will depend on your method of logging into FortiCloud. For information on switching between external IdP roles and OU accounts, see the [Identity & Access Management \(IAM\) Administration Guide](#).

To switch to a new user account:

1. Click the profile menu in the top right.
2. Select *Switch Accounts*.



3. Select a user account to switch to. A warning message may display.



4. Click *Continue*. You will be redirected to the *Dashboard* of the selected account is displayed.



If there is only one user account linked to the email credentials, select *Continue with Current Account*.

Products

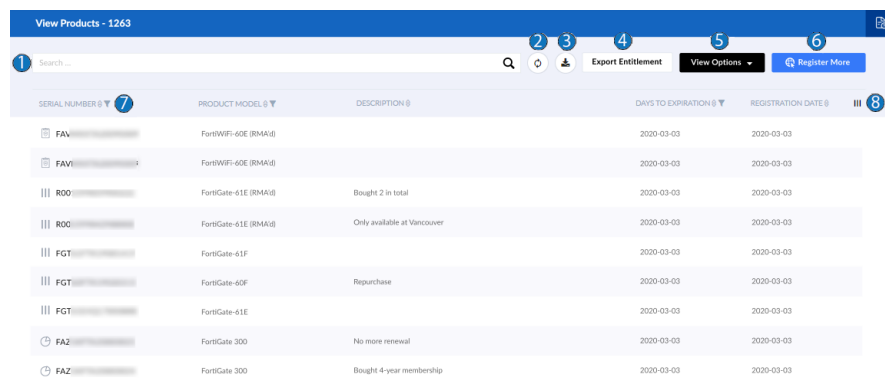
The *Products* view displays products registered to your account. Use this view to register more products, search for assets, and view product details.

Products contains three sub-views to quickly locate and manage your products:

- [Product list on page 20](#)
- [My Assets on page 35](#)
- [More views on page 41](#)

Product list


The product list displays the devices registered to your account. Use the column filters to refine the list or create custom views to display only the columns you want to see.



SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FAV	FortiWiFi-60E (RMA#)		2020-03-03	2020-03-03
FAV	FortiWiFi-60E (RMA#)		2020-03-03	2020-03-03
R00	FortiGate-61E (RMA#)	Bought 2 in total	2020-03-03	2020-03-03
R00	FortiGate-61E (RMA#)	Only available at Vancouver	2020-03-03	2020-03-03
FGT	FortiGate-61F		2020-03-03	2020-03-03
FGT	FortiGate-60F	Repurchase	2020-03-03	2020-03-03
FGT	FortiGate-61E		2020-03-03	2020-03-03
FAZ	FortiGate 300	No more renewal	2020-03-03	2020-03-03
FAZ	FortiGate 300	Bought 4-year membership	2020-03-03	2020-03-03

Option	Description	
1	Search Product List	You can search for products by serial number, contract, or license number. Partial results are displayed as you type.
2	Refresh	Click to refresh the product list.
3	Export	Click to export the product list (full or filtered) from any view to an Excel or CSV file.
4	Export Entitlement	Click to generate and export an entitlement file. This feature is only available for approved accounts and can only be accessed by the master user or a user with the necessary admin privileges.
5	View Options	Displays the products in the list by category, entitlement, or both. <ul style="list-style-type: none"> • Click <i>View Options</i> > <i>Group by Category</i> > <i>Apply</i>.

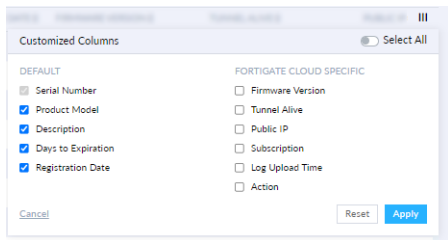
Option	Description				
	<p>The list is sorted in rows by product category.</p> <ul style="list-style-type: none">Click <i>View Options > Show Entitlement > Apply</i>. The <i>Support Type</i>, <i>Support Level</i>, <i>Activation Date</i>, and <i>Expiration Date</i> columns are added to the view. The view is calculated based on the registration and service agreements for the current period. One product may link to multiple records depending on the entitlement.				
6	Register More				
	Click to register products to your account. See Registering assets on page 29 .				
7	Filter				
	<ul style="list-style-type: none">To filter the <i>Serial Number</i> column, click the filter button in the column header. Enter the values for the serial number, and click <i>Apply</i>.To filter the <i>Product Model</i> columns, click the filter button in the column header. Select the model(s) from the dropdown, and click <i>Apply</i>.				
8	Select columns to display				
	<p>Click the <i>Select columns to display</i> button to show or hide columns.</p> <p>You can choose to view columns from the <i>Default</i> view or <i>FortiGate Cloud Specific</i> columns.</p> <table><tr><th>Default</th><th>FortiGate Cloud Specific</th></tr><tr><td><ul style="list-style-type: none">Serial NumberProduct ModelDescriptionDays to ExpirationRegistration Date</td><td><ul style="list-style-type: none">Firmware VersionTunnel AlivePublic IPFortiGate Cloud SubscriptionLog Upload TimeAction</td></tr></table>	Default	FortiGate Cloud Specific	<ul style="list-style-type: none">Serial NumberProduct ModelDescriptionDays to ExpirationRegistration Date	<ul style="list-style-type: none">Firmware VersionTunnel AlivePublic IPFortiGate Cloud SubscriptionLog Upload TimeAction
Default	FortiGate Cloud Specific				
<ul style="list-style-type: none">Serial NumberProduct ModelDescriptionDays to ExpirationRegistration Date	<ul style="list-style-type: none">Firmware VersionTunnel AlivePublic IPFortiGate Cloud SubscriptionLog Upload TimeAction				



IAM and external IdP users must have either Admin or read-only FortiCloud permissions to view *FortiGate Cloud Specific* options. For more information, see [Identity & Access Management \(IAM\)](#).

To activate the *Cloud Managed* toggle:

1. Click *Customize Columns*.



2. In the *FortiGate Cloud Specific* column, select the columns to display and click *Apply*. The selected columns are displayed.



Some columns may take longer to appear than others. A loading notification will appear in the column if it does not appear immediately.

3. Enable *Cloud Managed*.



Expired devices

Fortinet products include service contracts and guarantees that are known as entitlements. Some products have multiple entitlements with different expiration dates. Entitlement expiration dates are displayed in the *Product List* and *About to Expire* view in the *Days to Expiration* column.

The following table describes the values in the *Days to Expiration* column.

Days to Expiration	Description
<yyyyyy-dd-yy>	The end date of the entitlement.
No coverage	The product does not have any entitlements.
Expired	All the entitlements have expired.
Some expired	Some, but not all, of the entitlements have expired.

Searching for assets in folders

By default, the search bar only searches for products in the folder you are viewing. To include sub-folders in your search, click the button next to the search bar.



The search bar displays the current search parameters. For example, *Search My Assets Only*.

To search for assets in a folder:

1. In *My Assets*, select a folder.
2. In the search bar, type your text. The product list displays partial results as you type.

Search My Assets Only ...

To search for assets in sub-folders:

1. In *My Assets*, select a folder.
2. Click the *Click to include sub-folder in search* button.

Search My Assets Only ...

Click to include subfolder in search

PRODUCT MODEL

DESCRIPTION

DAYS T

- 3.** In the search bar, type your text. The product list displays partial results as you type.



When exporting a product list in *My Assets*, exported data includes the content of the currently selected folder.

Product details

Click a product serial number to view its details and see additional management options. The widgets displayed in the product details vary by product.

View Products / FGT60F

Product Information

General Version G Update

Serial Number
FGTAD-
Product Model
FortGate 60F
Description
FGT-60F
Partner
Fortinet
Registration Date
2022-09-30
Ship Date
2021-04-13
Warranty
Fortinet Internal Order
Warranty Support Start Date
2023-06-12
Warranty Support Start Event
Auto-started 59 days after ship date

Entitlement

Hardware
Firmware & General Updates
Enhanced Support
Telephone Support
Advanced Malware Protection
NGFW
Web G Video Filtering
AntiSpam

Registration

Renew Contract
Add Licenses
FortGuard Trial
RMA Transfer

Threat Protection Statistics

Past 1 day

TOP 20 VIRUS
total hits

TOP 20 IPS
total hits

TOP 20 BOTNET
total hits

Click on this link to see Fortinet privacy policy.

License & Key

There are no licenses registered to this product.

Key	License Number	Description
Get The License File	N/A	Off-Network license file for Version 7.2.0 or later (New changes on entitlement will reflect on entitlement file in 2 hours)

Tickets


No Tickets Available.

Location

This Device Has Not Been Associated With Any Address. You Can Set One By Clicking The Edit Button Above.

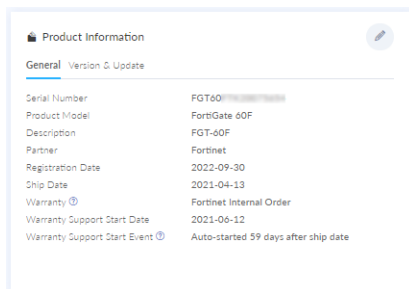
Manage Cloud Services

Remote Access
FortAnalyzer Cloud

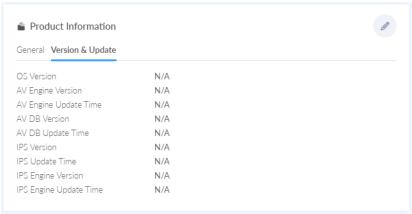
Title	Description
Product Information	View and edit basic information about the product. See Viewing product information on page 24 .
Entitlements	See the status of support, firmware update, and other entitlements. See Viewing entitlements on page 25 .
Location	Displays the location of the product if one has been set. See Viewing the product location on page 27 .
Threat Protection Statistics	View threat protection statistics for your product. See Viewing threat protection statistics on page 28 . <div>  <p>The <i>Threat Protection Statistics</i> widget is available for FortiGate devices with a valid FortiGuard entitlement.</p> </div>
License & Key	View the product licenses and keys associated with this product. See Viewing licenses and keys on page 26 .
Registration	Access quick links for managing product related registration. See Registering contracts and licenses on page 25
Manage Cloud Services	Access quick links to manage related cloud services, such as FortiGate and FortiAnalyzer Cloud. See Managing cloud services on page 26 .
Tickets	Displays support tickets (open or resolved) that were submitted for this product. See Creating support tickets on page 27

Viewing product information

The *Product Information* widget displays general information about the product such as the model, serial number, and license number.






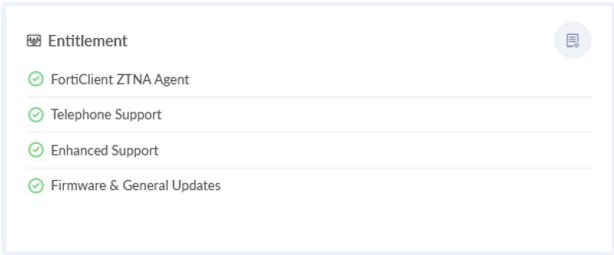
The information in the widget varies by product. For example, FortiAnalyzer VM displays a link to upgrade a license or download a license file. FortiGate models display a *Version & Update* tab.




OS Version	N/A
AV Engine Version	N/A
AV Engine Update Time	N/A
AV DB Version	N/A
AV DB Update Time	N/A
IPS Version	N/A
IPS Update Time	N/A
IPS Engine Version	N/A
IPS Engine Update Time	N/A

Viewing entitlements

The *Entitlement* widget displays the status of support, firmware update, and other entitlements. A green icon  indicates the entitlement is active, a yellow icon  indicates the entitlement is about to expire, and a red icon  indicates the entitlement has expired.




Click the *Show Contracts* button  to view entitlement details such as support level, contract number, and expiration date.

Product Entitlements

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Firmware & General Updates	Web/Online	2021-09-29	2022-09-29
Enhanced Support	24x7	2021-09-29	2022-09-29
Telephone Support	24x7	2021-09-29	2022-09-29
FortiClient ZTNA Agent	Web/Online	2021-09-29	2022-09-29

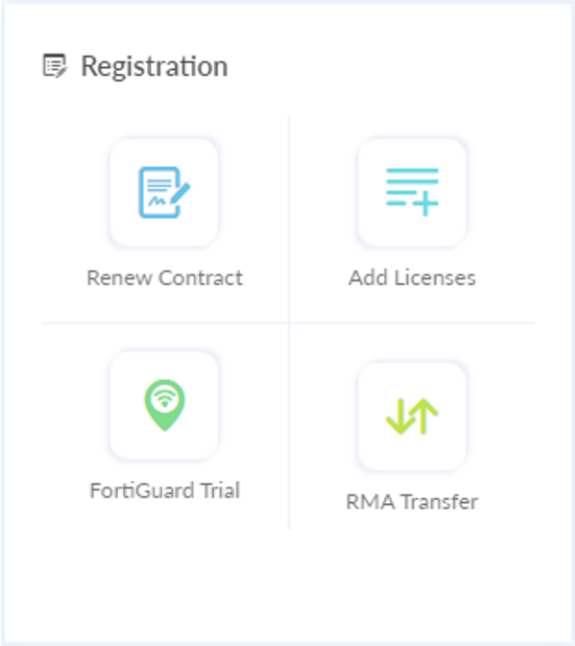
REGISTERED SUPPORT CONTRACT

Contract Number	SKU	Creation Date	Registration Date	Units of Contract
	FCX-15-00000-428-01-12	2021-09-29	2021-09-29	50

Registering contracts and licenses

The *Registration* widgets allows you to renew contracts and add licenses.

Click *Renew Contract*, *Add Licenses*, or *RMA Transfer* to open the registration wizard. Click *FortiGuard Trial* to start a FortiGuard trial license.



Viewing licenses and keys

The *License & Keys* widget displays the available licenses and keys.

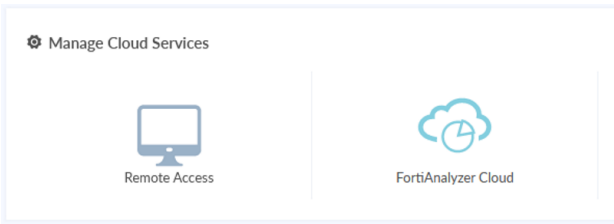
When a license is available, the *License Type*, *License Number*, and *Registration Date* are displayed.

When a key is available, the *Key*, *License Number*, and *Description* are displayed. Click the *Get the License File* link download a license file.

License & Key		
License Type	License Number	Registration Date
FortiSandBoxVM 00	FSA1	2020-10-20
Base license for FortiSandBox-VM00 (0 VMs, 0 Microsoft licensed)		
Key	License Number	Description
Get The License File	FSA1	FortiSandBox-VM virtual appliance Maximum 8 total VMs

Managing cloud services

The *Managed Cloud Services* widget, links you directly to a cloud service from Asset Management. Click a tile in the widget to access a cloud service.



Remote Access is only available when FortiGate Cloud, FortiManager Cloud, or FortiVoice is provisioned. Click the tile to open the management console in a new tab.

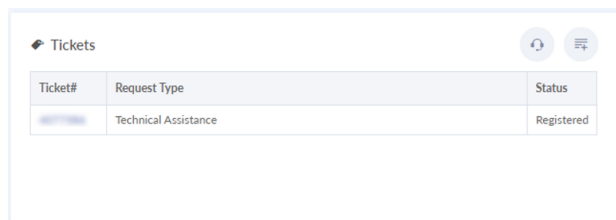
Creating support tickets

The *Tickets* widget allows you to contact support or create a support ticket.

For immediate assistance, click *Customer Service Web Chat*  , to request to chat with a support agent.

To open a support ticket, click *Create a Support Ticket*  .

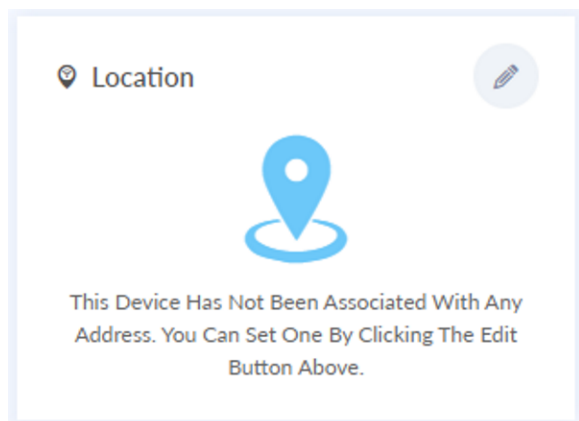
After a ticket is created, the widget displays the *Ticket #*, *Request Type*, and *Status* of support tickets that were opened.



Ticket#	Request Type	Status
123456	Technical Assistance	Registered

Viewing the product location

The *Location* widget displays the current location of the product if one was added.



Click the edit icon to add or update the location. You can also save the address for future use.

Update Product Location

Unit Address

Add a new address

Company

Phone

Fax

Address *

City *

Country *

Select a country

Zip/Postal Code *

State/Province

Email

☐ I would like to save this address for future use.

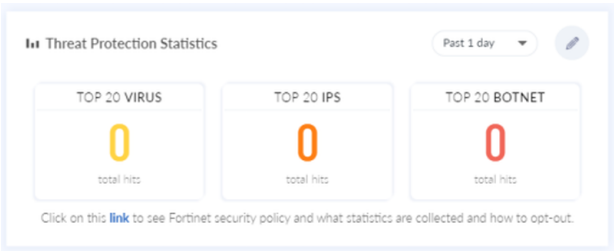
Cancel

Save

Viewing threat protection statistics

The *Threat Protection Statistics* widget is available on the product page for FortiGate devices with a valid FortiGuard entitlement.

Threat protection reporting includes statistics from FortiGuard on the *Top 20 VIRUS*, *Top 20 IPS*, and *Top 20 BOTNET* threats collected for your device for the selected time range.



Click a tile in the widget to see additional information from FortiGuard, including the *Rank*, *Name*, *Counts*, *Percentage*, and *Distribution* of the malware.

Field	Description
Rank	The malware's rank. Malware with the highest reported counts will appear first in the ranking list.
Name	The name of the malware.
Counts	The number of occurrences reported.
Percentage	The number of counts for this malware as a percentage when compared to the total ranked malware of this type.

Field	Description
Distribution	A visualization of the malware's distribution compared to other ranked malware of this type.

Sending malware statistics to FortiGuard

FortiGate devices periodically send encrypted antivirus, IPS, botnet IP list, and application control statistics to FortiGuard. The malware statistics are used to improve various aspects of FortiGate malware protection. For example, antivirus data allows FortiGuard to determine what viruses are currently active.

Included with this data is the IP address and serial number of the FortiGate, and the country that it is in. This information is never shared with external parties. For more information, see the [Fortinet Privacy Policy](#).

Registering assets

Assets can be registered with the *Register More* button in the *Products* views.

Assets available for registration include hardware products, contracts, licenses, and account services. The steps in the registration wizard will vary depending on the asset. For more information on account services, see [Account Services on page 67](#).



Registering products is only available to master users and sub users with full access permissions.

For information about de-registering units, see [Viewing decommissioned units on page 47](#).

To register assets:

1. Sign in to your [FortiCloud account](#).
2. Go to *Products* and click the *Register More* button.
3. Provide your registration code:
 - a. Enter your asset serial number, service contract registration code, or license certificate number in the *Registration Code* field.
 - b. Choose your end user type as either a government or non-government user.

c. Click *Next*.



If a contract number is registered, you will be prompted to enter or select the serial number being registered. The contract auto-start date will be displayed when selecting the product serial number.

4. Specify your registration information:

- a. If you have purchased a support contract for your asset, enter the support contract number.
- b. Enter a description to help identify the asset.
- c. Click the *My Assets* dropdown to assign the asset to a folder.
- d. Click *Next*.



Some assets require a FortiCloud Key when being registered. See the [FortiGate Cloud Administration Guide](#) for more information.

- 5. Review and accept the terms and conditions of the *Fortinet Product Registration Agreement*, and click *Next*.**

[illegible]

- 6.** On the *Verification* page, review your asset details and accept the terms of the contract, then click *Confirm*.

Register Product > FMG

1

2

3

4 Verification

5

Serial Number: FMG

Product Model: FortiManager 200F

Important Notice:

READ BEFORE COMPLETING THE REGISTRATION.

Product Warranty Type: Standard

Warranty Support Start Date: 2020-08-05

Warranty Support Start Event: Initial Registration of SN at support.fortinet.com

Asset location: My Assets/Folder 1

PRODUCT ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2020-08-05	2021-08-05
Firmware & General Updates	Web/Online	2020-08-05	2020-11-03
Enhanced Support	8x5	2020-08-05	2020-11-03

Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).

☐ By accepting these terms, you are activating this support contract and the entitlement period provided can not be changed. If you wish to continue, click "confirm" button to submit your request.

Cancel

Previous

Confirm

7. Registration is now complete and your registration summary is displayed.

Registration Completed
Thank you for choosing this Fortinet product. Your registration process has completed successfully. Please be aware that the registration information may not reflect on your product immediately, a delay (up to 4 hours) can occur.

Product Info

Product Model	FortiGate 1101E
Serial Number	FG10E1
Registration Date	2020-10-14
Ship Date	2020-04-30
Warranty	Bundle
Warranty Support Start Date	2020-06-29
Warranty Support Start Event	Initial Registration of SN at support.fortinet.com
Description	N/A
Partner	Unknown

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	2020-06-29	2021-06-29
Firmware & General Updates	Web/Online	2020-06-29	2021-06-29
Enhanced Support	24x7	2020-06-29	2021-06-29
Telephone Support	24x7	2020-06-29	2021-06-29
Advanced Malware Protection	Web/Online	2020-06-29	2021-06-29
NGFW	Web/Online	2020-06-29	2021-06-29
Web Filtering	Web/Online	2020-06-29	2021-06-29
AntiSpam	Web/Online	2020-06-29	2021-06-29

Register More Done



If you have registered a Managed FortiGate Service entitlement, a different *Registration Completed* banner will display. The new banner will only appear if you do not have a Managed FortiGate Service entitlement already or you have one that has expired.

The specialized Managed FortiGate Service banner will indicate that you have completed the first step of the onboarding process; registering your entitlement. The second step you must complete is submitting an onboarding request in the [Managed FortiGate Service portal](#).

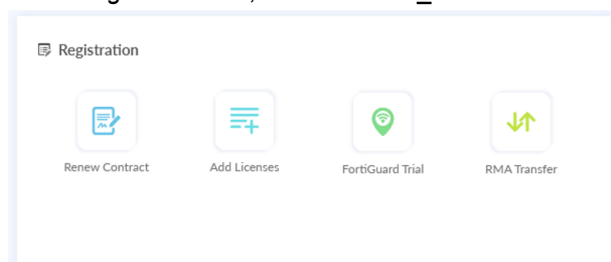
8. Click *Done*.

Product trial subscriptions

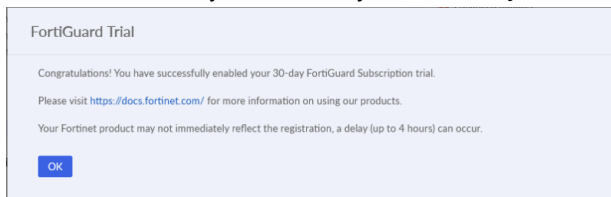
You can activate a 30-day trial subscription from the product information page.

To activate a product trial subscriptions:

1. In the *Product List*, click a the product serial number.
2. In the *Registration* tile, click <Product_Name Trial icon.

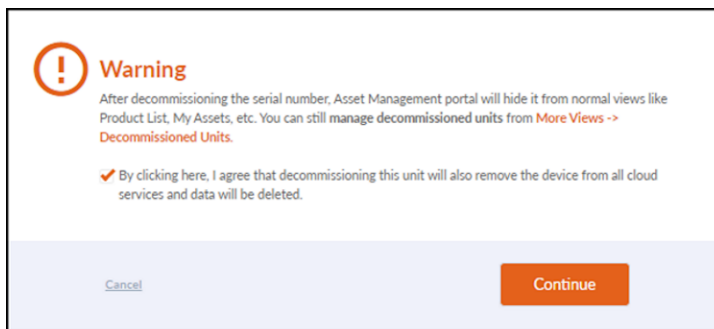


3. Select the service you want to try, and click *Try It*. The FortiGuard Trial confirmation is displayed.



Decommissioning assets

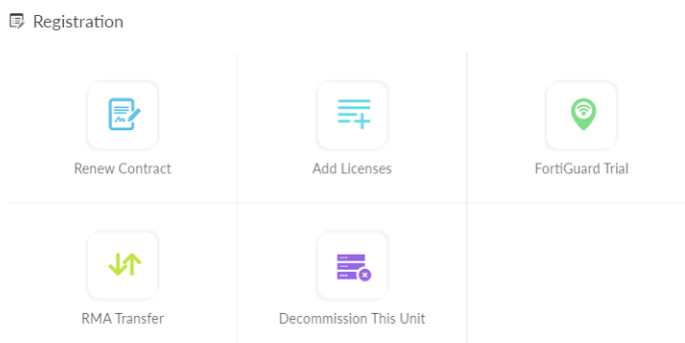
You can decommission an asset by clicking *Add New* from the toolbar in the *Decommissioned Units* view or by selecting *Decommission This Unit* from the *Registration* section of the product information page. A warning message will display that you must acknowledge before the unit is successfully decommissioned and removed from all cloud services.



When decommissioning a product, it will be removed from all cloud services and data will be deleted. The asset will no longer be available in the *Products > Product List* page and cannot have a support ticket created for it. Although, ticket and contract information will still be available in the portal. The asset must be removed from the decommissioned units list in order to see contract history. See [Viewing decommissioned units on page 47](#).

To decommission an asset:

1. Go to *Products > Product List*.
2. Select the unit you want to decommission.
3. Select *Decommission This Unit* in the *Registration* section.



A warning message is displayed.



Warning

After decommissioning the serial number, Asset Management portal will hide it from normal views like Product List, My Assets, etc. You can still manage decommissioned units from [More Views -> Decommissioned Units](#).

☐ By clicking here, I agree that decommissioning this unit will also remove the device from all cloud services and data will be deleted.

[Cancel](#)

[Continue](#)

4. Select the checkbox to acknowledge the results of decommissioning a unit.
5. Click *Continue*. A confirmation message is displayed.



SUCCESS!

Decommission Complete!

FortiGate  has been decommissioned from your account.



You can view decommission units and return decommissioned units to the *Product List* from the *More Views > Decommissioned Units* page. See [Viewing decommissioned units on page 47](#).

My Assets

Use the folders and sub-folders in *My Assets* to create custom views and navigation within the *Products* menu.



Sub users with limited access will not see *My Assets* in the navigation menu. See [User permissions on page 14](#).

Importing assets and folders

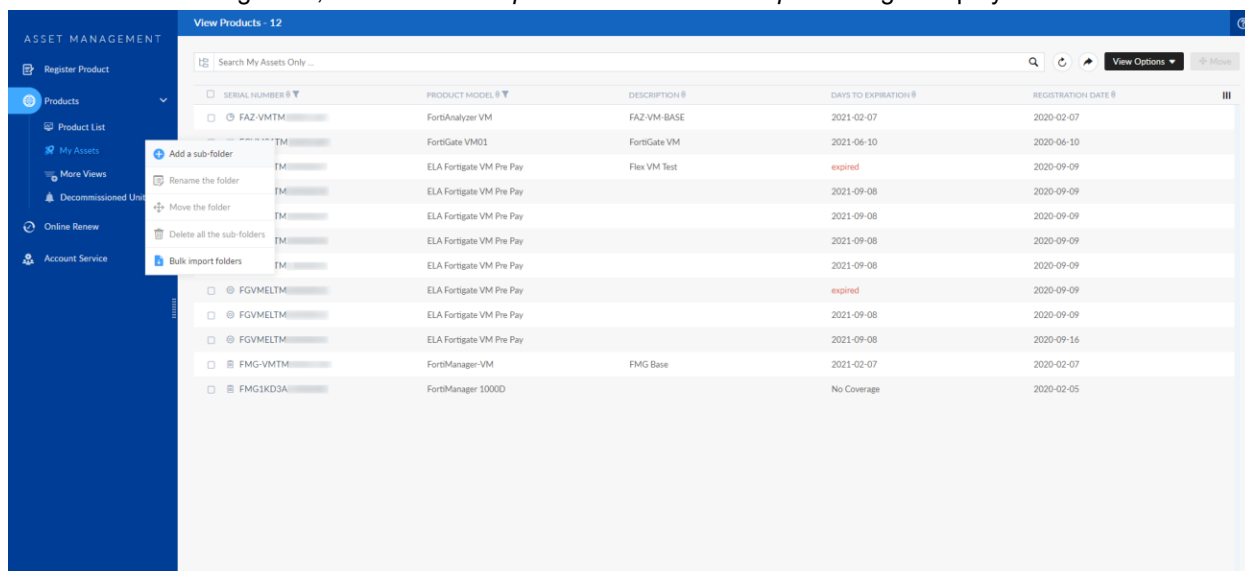
When the *My Assets* view does not contain any folders, you can use a CSV template to create folders and import assets.



All assets being imported to new folders must be already registered on the FortiCloud account. Assets with new serial numbers cannot be registered and imported with this feature. See [Registering assets on page 29](#) for more information on registering new products.

To import folders and assets:

1. Go to *Products > My Assets*.
2. Hover over the settings icon, and click *Bulk import folders*. The *Bulk Import* dialog is displayed.



3. Click *Download Template*. The CSV file template opens.
4. Use the template to create your folder structure. The value for *YourSerialNumber* must contain a valid serial number.

	A	B
1	my-folder-1	YourSerialNumber1
2	my-folder-1	YourSerialNumber2
3	my-folder-1\my-folder-2	YourSerialNumber3
4	my-folder-1\my-folder-2	YourSerialNumber4
5	my-folder-1\my-folder-2	YourSerialNumber5
6	my-folder-1\my-folder-3	
7	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber6
8	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber7
9		

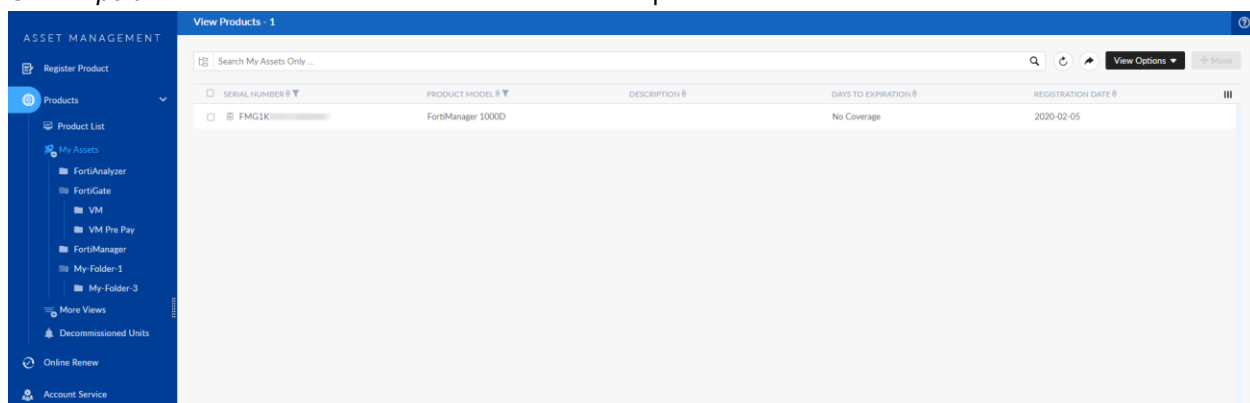


A parent folder can have up to two sub-folders.

In the example below, the import file will create four parent folders (*FortiAnalyzer*, *FortiManager*, *FortiGate*, and *my-folder-1*), and three sub-folders (*VM*, *VM Pre Pay*, and *my-folder-3*). However, *my-folder-1\my-folder-3\my-folder-4*, will fail to import because the serial numbers are not valid.

1	FortiAnalyzer	FAZ-VMT
2	FortiManager	FMG-VM
3	FortiGate\VM	FGVM01
4	FortiGate\VM Pre Pay	FGVMEL
5	FortiGate\VM Pre Pay	FGVMEL
6	FortiGate\VM Pre Pay	FGVMEL
7	FortiGate\VM Pre Pay	FGVMEL
8	FortiGate\VM Pre Pay	FGVMEL
9	FortiGate\VM Pre Pay	FGVMEL
10	FortiGate\VM Pre Pay	FGVMEL
11	FortiGate\VM Pre Pay	FGVMEL
12	FortiGate\VM Pre Pay	FGVMEL
13	my-folder-1\my-folder-3	
14	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber6
15	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber7

- Click *Choose file*, and navigate to the file on your computer.
- Click *Import*. The folders are created and the assets are imported.

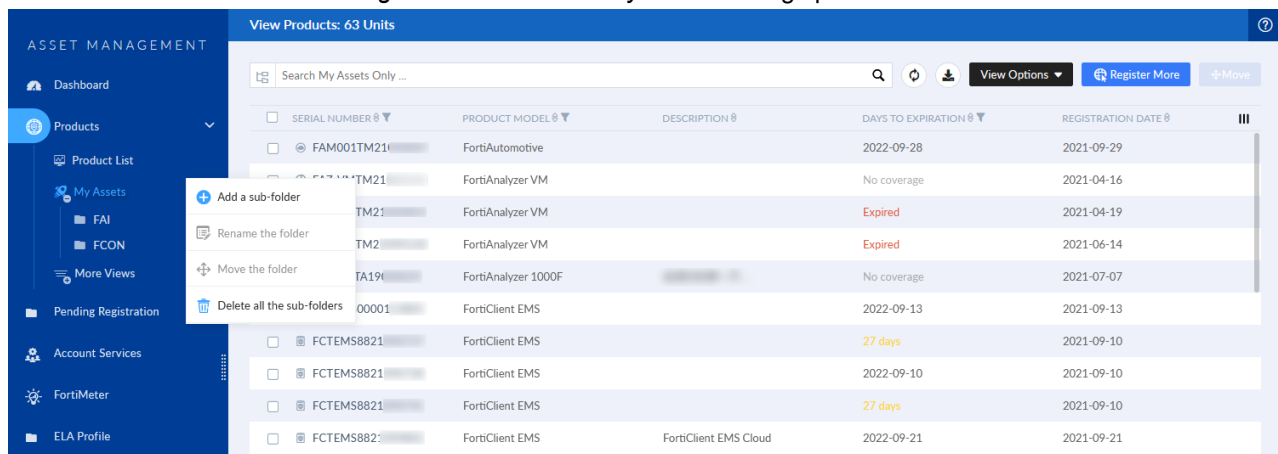


Creating custom views

You can create a new folder from the *Settings* menu in the *My Assets* root folder (or one of its sub-folders).

To add a folder with the GUI:

1. Hover over *My Assets*, and click the settings icon.
2. Click *Add a sub-folder*. The *Adding a sub-folder under My Assets* dialog opens.



A parent folder can have up to two sub-folders.

3. In the *Folder name* field, enter a name for the folder, and click *ADD*.
4. To create a nested folder, hover over a sub-folder, click *Settings* and select *Add a sub-folder*.
5. (Optional) To rename a folder, hover over the folder name, click *Settings* and select *Rename the folder*.

Moving assets and folders

You can drag and drop items into a folder, or use the GUI to select a new location.

You can also move products between Organizational Units. See [Transferring products on page 121](#) for more information.



Sub users with full access and read-only permissions cannot change a folder's structure or move assets.

To move a folder:

1. Hover over a folder, and click the *Settings* menu.
2. Click *Move the folder*. The *Moving <folder_name>* dialog is displayed.

3. Select the a new folder location, and click *Move*.



To move an asset:

1. Go to *My Assets*.
2. Select the asset(s) in the list, and click *Move*.

View Products - 1421					
<div> <div>Search My Assets Only ...</div> <div> <div>View Options</div> <div>Register More</div> <div>Move</div> </div> </div>					
<input type="checkbox"/>	SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
<input checked="" type="checkbox"/>	FAC8HFT19000001	FortiAuthenticator 800F		No coverage	2021-02-18
<input type="checkbox"/>	FAD15D3110000044	FortiADC 1500D		2022-01-22	2021-01-22
<input type="checkbox"/>	FAIVMS0000000237	FortiAI Subscription		2022-02-19	2021-02-19
<input type="checkbox"/>	FAIVMSTM210000002	FortiAI Subscription		2022-02-19	2021-02-19
<input type="checkbox"/>	FAVMXXTA110000002	FortiAnalyzer VM FNDN		2022-03-03	2021-03-03
<input type="checkbox"/>	FAZVMSTM1000000011	FortiAnalyzer VM S-Series		2022-01-22	2020-11-13
<input type="checkbox"/>	FAZVMSTM1000000032	FortiAnalyzer VM S-Series		2023-11-13	2020-11-13
<input type="checkbox"/>	FAZVMSTM1000000035	FortiAnalyzer VM S-Series		2022-03-24	2020-11-21
<input type="checkbox"/>	FAZVMSTM1000000022	FortiAnalyzer VM S-Series		2022-04-05	2021-04-05
<input type="checkbox"/>	FCFIPS00000001554	FIPS certified VPN client	test	No coverage	2020-11-16
<input type="checkbox"/>	FCMSDBT5180000001	FortiCam SD20B		2022-01-22	2021-02-17
<input type="checkbox"/>	FCON010000014258	FortiConverter		2022-11-15	2021-01-20
<input type="checkbox"/>	FCTEMS0000001946	FortiClient EMS	CAR-FGTEMS01	No coverage	2019-10-29
<input type="checkbox"/>	FCTEMS00000015436	FortiClient EMS		2022-11-15	2021-01-20
<input type="checkbox"/>	FCTEMS000000115482	FortiClient EMS		No coverage	2021-02-17
<input type="checkbox"/>	FCTEMS000000115483	FortiClient EMS		No coverage	2021-02-18
<input type="checkbox"/>	FCTEMS000000115484	FortiClient EMS		2021-11-10	2021-02-18

- 3.** Select the a new folder location, or select *Decommissioned Units*. See [Viewing decommissioned units on page 47](#).



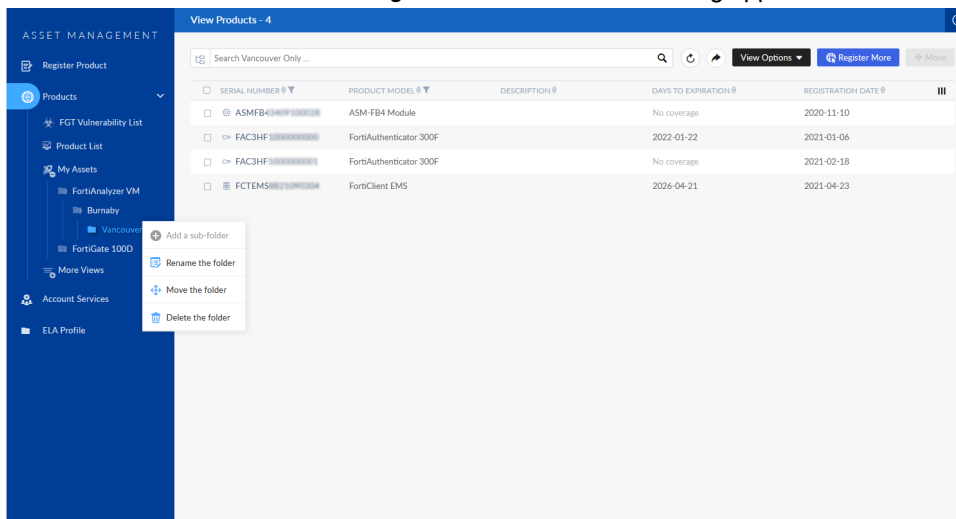
4. Click *Move*.

Deleting folders

Individual folders can be deleted within the settings menu. Sub-folders included within the deleted folder will also be removed. Once deleted, all assets will be automatically moved back into the *My Assets* root folder.

To delete a folder:

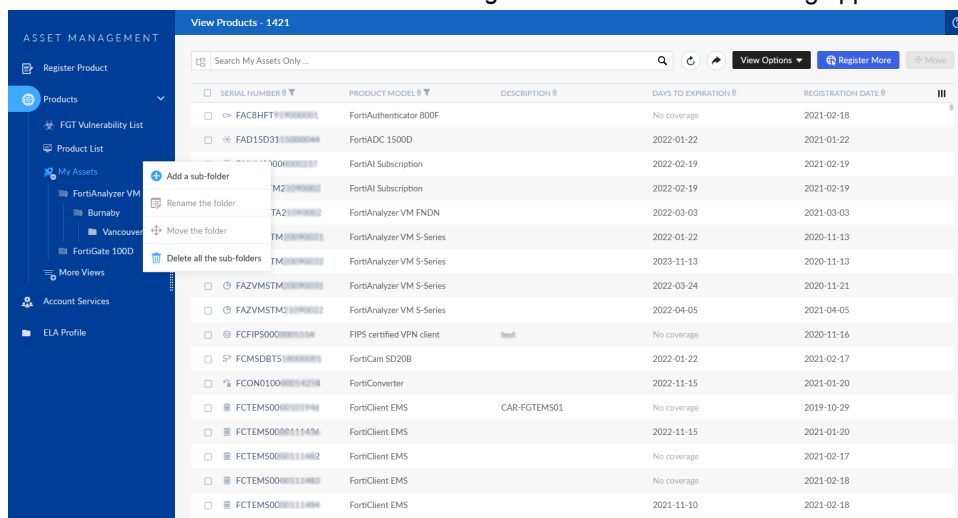
1. Hover over the folder name and click the *Settings* menu.
2. Click *Delete the folder*. The *Deleting a Folder Confirmation* dialog appears.



- 3.** Click *Delete*.

To delete all folders in My Assets:

1. Hover over *My Assets*, and click the *Settings* menu.
2. Click *Delete all the sub-folders*. The *Deleting a Folder Confirmation* dialog appears.



3. Click *Delete*.

Viewing expired devices by product support

You can view expiring support packages by switching to *Entitlement* view.

To filter by support type:

1. In the toolbar, click *View Options > Show Entitlement*, and click *Apply*.
2. In the *Support Type* column, click the filter icon. The *Filter by Product Support* list opens.
3. Select the support type(s) from the list, and click *Apply*.

More views

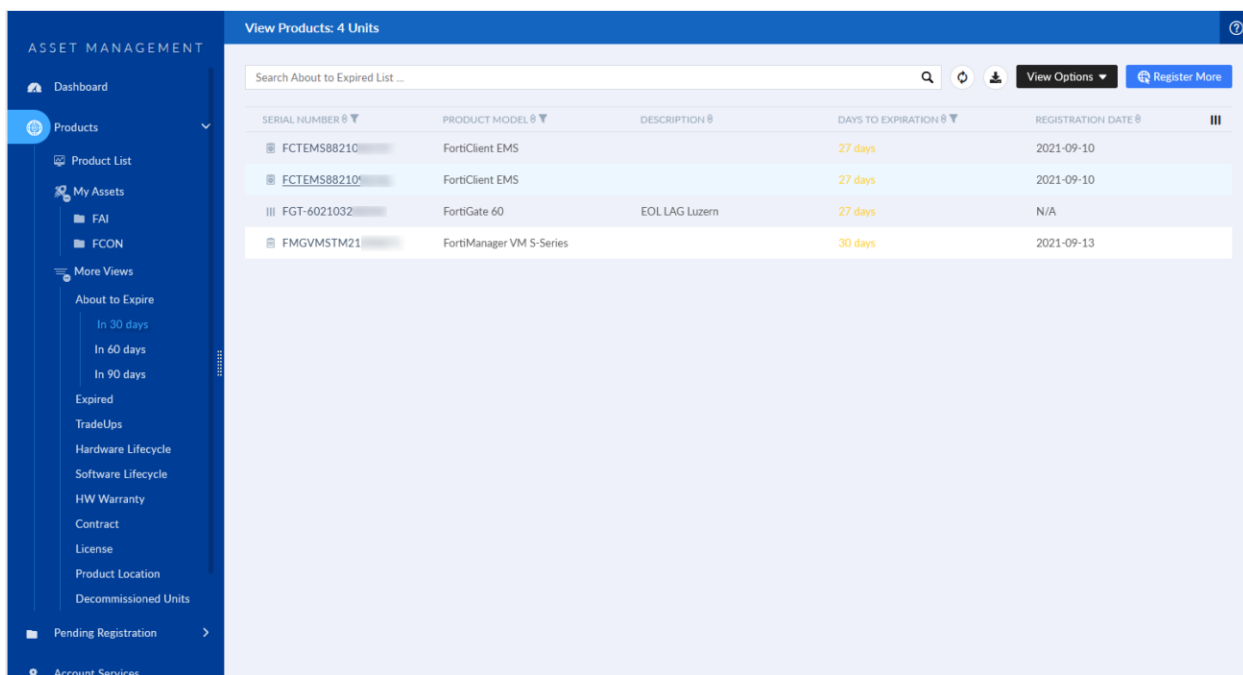
View assets with expired licenses, assets about to expire, and decommissioned units. You can also access specialized filtered views to list and search assets based on hardware, license, contract, and location.



The columns available on *Products > More Views* depends on the current user account permissions and account view. See [Account views on page 16](#).

Viewing expiring products

The *About to Expire* view includes all products that are expiring soon. Choose between *In 30 days*, *In 60 days*, and *In 90 days*. This view displays the number of days until expiration for each asset in the list.



SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FCTEM588210	FortiClient EMS		27 days	2021-09-10
FCTEM588210	FortiClient EMS		27 days	2021-09-10
FGT-6021032	FortiGate 60	EOL LAG Luzern	27 days	N/A
FMGVMSTM21	FortiManager VM S-Series		30 days	2021-09-13

The *Expired* view displays products that are currently expired.

ASSET MANAGEMENT

Dashboard

Products

Product List

My Assets

More Views

About to Expire

Expired

TradeUps

Hardware Lifecycle

Software Lifecycle

HW Warranty

Contract

License

Product Location

Decommissioned Units

Pending Registration

Account Services

FortiMeter

ELA Profile

View Products: 9 Units

Search Expired List ...

SERIAL NUMBER

PRODUCT MODEL

DESCRIPTION

DAYS TO EXPIRATION

REGISTRATION DATE

FAZ-VMTM210	FortiAnalyzer VM		Expired	2021-04-19
FAZ-VMTM210	FortiAnalyzer VM		Expired	2021-06-14
FEVMSLTM21	FortiMail Subscription		Some Expired	2021-07-15
FG100C3G11	FortiGate 110C	EOL (Co-Therm) LAG N CLOUDFW002	Expired	2012-01-18
FG100D3G1	FortiGate 100D	N CLOUDFW003	Expired	2012-10-17
FG100E4Q1	FortiGate 100E	LK International AG - Hünenberg	Expired	2018-06-06
FGT40FTK20	FortiGate 40F		Some Expired	2021-04-07
FSRCLDTM21	FortiSOAR Cloud		Expired	2021-05-17
FSRCLDTM21	FortiSOAR Cloud		Expired	2021-05-17

Viewing models available for TradeUp

The *TradeUp* view shows the devices that are available to TradeUp. Each model displayed in the view represents eligibility. This view is only displayed if assets qualify. See [TradeUp on page 48](#).

ASSET MANAGEMENT

Dashboard

Products

Product List

My Assets

More Views

About to Expire

Expired

Tradeups

Hardware Lifecycle

Software Lifecycle

HW Warranty

Contract

License

Product Location

Decommissioned Units

Account Services

Products Available for Tradeups: 827

Search Tradeup Models ...

☐ MODELS AVAILABLE FOR TRADEUP

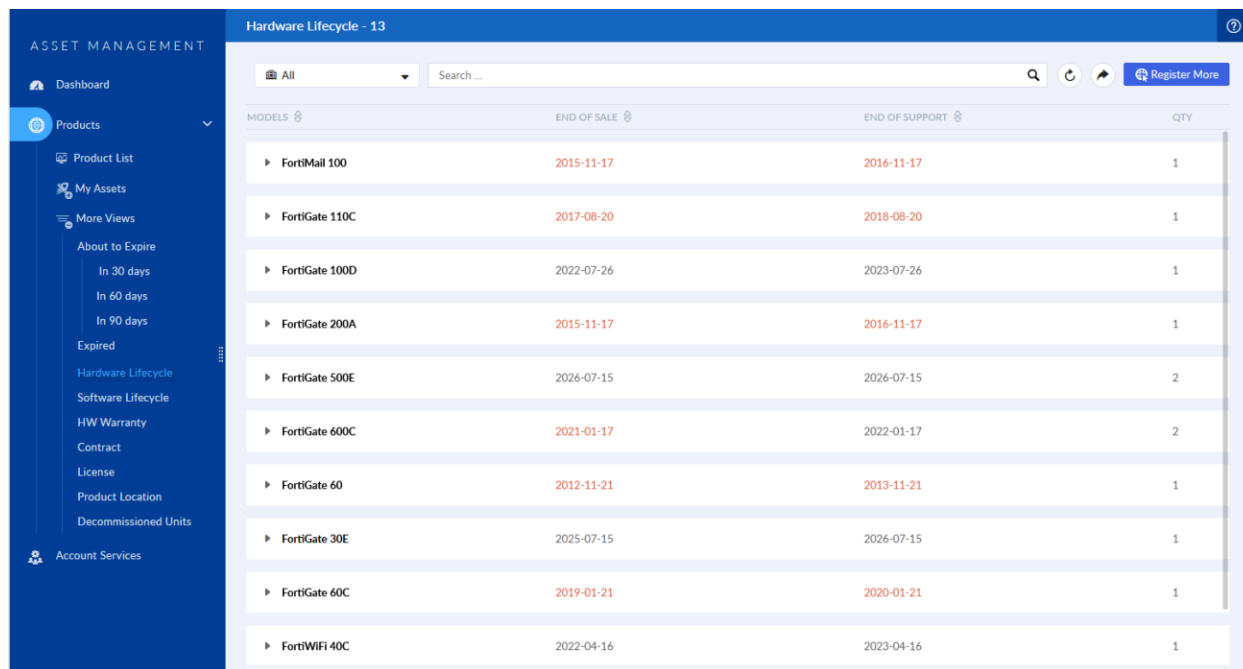
RECOMMENDED REPLACEMENTS

QTY

<input type="checkbox"/> FortiGate - 100D	FortiGate - 100F	4	
<input type="checkbox"/> SERIAL NUMBER	PRODUCT MODEL	DAYS TO EXPIRATION	REGISTRATION DATE
<input type="checkbox"/>	FortiGate 100D	2022-01-01	2014-02-10
<input type="checkbox"/>	FortiGate 100D	2022-01-01	2014-02-10
<input type="checkbox"/>	FortiGate 100D	2022-01-01	2016-09-08
<input type="checkbox"/>	FortiGate 100D	2022-01-01	2016-09-08
<input type="checkbox"/> FortiGate - 60D	FortiGate - 60F, 61F	823	

Viewing products hardware lifecycle

The *Hardware Lifecycle* view shows the current lifecycle status of your products. You can use the dropdown in the banner to sort the devices by *Good*, *End of Sale < 180 Days*, *End of Sale*, *End of Support < 180 Days*, and *End of Support*.



MODELS	END OF SALE	END OF SUPPORT	QTY
FortiMail 100	2015-11-17	2016-11-17	1
FortiGate 110C	2017-08-20	2018-08-20	1
FortiGate 100D	2022-07-26	2023-07-26	1
FortiGate 200A	2015-11-17	2016-11-17	1
FortiGate 500E	2026-07-15	2026-07-15	2
FortiGate 600C	2021-01-17	2022-01-17	2
FortiGate 60	2012-11-21	2013-11-21	1
FortiGate 30E	2025-07-15	2026-07-15	1
FortiGate 60C	2019-01-21	2020-01-21	1
FortiWiFi 40C	2022-04-16	2023-04-16	1

Viewing products by software lifecycle

The *Software Lifecycle* view shows the current lifecycle status of the major product software versions for your devices. Click the dropdown at the top of the page to sort the list by *Good*, *End of Support < 180 Days*, and *End of Support*.

ASSET MANAGEMENT

Dashboard

Products

Product List

My Assets

More Views

About to Expire

In 30 days

In 60 days

In 90 days

Expired

Hardware Lifecycle

Software Lifecycle

HW Warranty

Contract

License

Product Location

Decommissioned Units

Account Services

Software Lifecycle - 21

All

Search ...

Register More

MODELS	END OF ENGINEERING SUPPORT	END OF SUPPORT	QTY
FortiAnalyzer 6.4	2023-04-09	2024-10-09	1
FortiAuthenticator 4.0	2018-07-30	2020-01-30	1
FortiMail 4.0	No coverage	2012-11-24	3
FortiOS 4.0	No coverage	2012-02-24	6
FortiOS 5.0	2015-11-01	2017-05-01	1
FortiOS 5.2	2017-06-13	2018-12-13	2
FortiOS 5.6	2020-03-30	2021-09-30	3
FortiOS 6.0	2021-03-29	2022-09-29	3
FortiOS 6.2	2022-03-28	2023-09-28	1

Viewing products by hardware warranty

The *HW Warranty* view displays the *Ship Date*, *Support Type*, and *Support Level* columns.

ASSET MANAGEMENT

Register Product

Products

FGT Vulnerability List

Product List

My Assets

More Views

About to Expire

Expired

HW Warranty

Contract

License

Product Location

Decommissioned Units

Account Services

ELA Profile

View Products - 9100

All

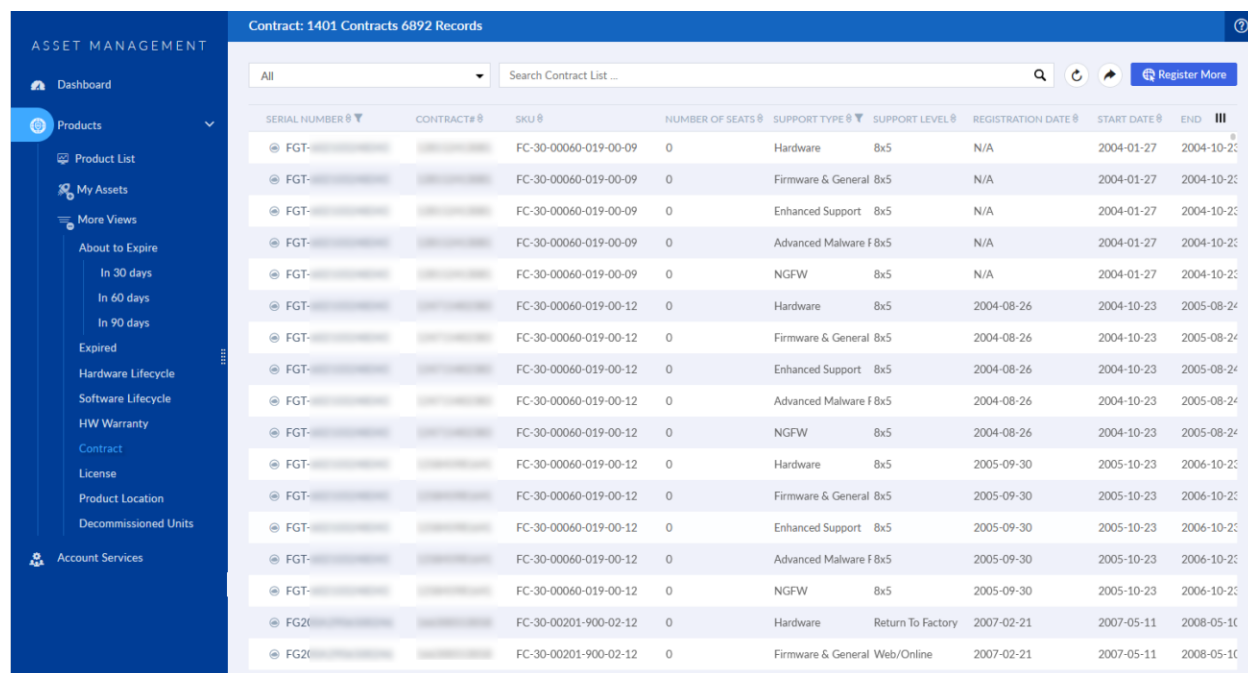
Search HW Warranty List ...

Register More

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	SHIP DATE	WARRANTY TYPE	SUPPORT TYPE	SUPPORT LEVEL	START DATE	END DATE
	FortiGate 4200F		2020-08-25	Bundle	Hardware	Advanced HW	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	Firmware & General	Web/Online	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	Enhanced Support	24x7	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	Telephone Support	24x7	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	Advanced Malware F	Web/Online	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	NGFW	Web/Online	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	Web & Video Filterir	Web/Online	2020-11-10	2025-11-09
	FortiGate 4200F		2020-08-25	Bundle	AntiSpam	Web/Online	2020-11-10	2025-11-09
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Hardware	Advanced HW	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Firmware & General	Web/Online	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Enhanced Support	24x7	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Telephone Support	24x7	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Advanced Malware F	Web/Online	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	NGFW	Web/Online	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	Web & Video Filterir	Web/Online	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	AntiSpam	Web/Online	2020-08-30	2021-08-30
	FortiGate 4201F		2020-08-06	Fortinet Internal Ord	FortiSandbox Cloud	Web/Online	2020-08-30	2021-08-30

Viewing products by contract

The *Contract* view displays the *Contract*, *SKU*, *Number Of Seats*, *Support Type*, and *Support Level* columns.



SERIAL NUMBER	CONTRACT#	SKU	NUMBER OF SEATS	SUPPORT TYPE	SUPPORT LEVEL	REGISTRATION DATE	START DATE	END
FGT-...	...	FC-30-00060-019-00-09	0	Hardware	8x5	N/A	2004-01-27	2004-10-23
FGT-...	...	FC-30-00060-019-00-09	0	Firmware & General	8x5	N/A	2004-01-27	2004-10-23
FGT-...	...	FC-30-00060-019-00-09	0	Enhanced Support	8x5	N/A	2004-01-27	2004-10-23
FGT-...	...	FC-30-00060-019-00-09	0	Advanced Malware F	8x5	N/A	2004-01-27	2004-10-23
FGT-...	...	FC-30-00060-019-00-09	0	NGFW	8x5	N/A	2004-01-27	2004-10-23
FGT-...	...	FC-30-00060-019-00-12	0	Hardware	8x5	2004-08-26	2004-10-23	2005-08-24
FGT-...	...	FC-30-00060-019-00-12	0	Firmware & General	8x5	2004-08-26	2004-10-23	2005-08-24
FGT-...	...	FC-30-00060-019-00-12	0	Enhanced Support	8x5	2004-08-26	2004-10-23	2005-08-24
FGT-...	...	FC-30-00060-019-00-12	0	Advanced Malware F	8x5	2004-08-26	2004-10-23	2005-08-24
FGT-...	...	FC-30-00060-019-00-12	0	NGFW	8x5	2004-08-26	2004-10-23	2005-08-24
FGT-...	...	FC-30-00060-019-00-12	0	Hardware	8x5	2005-09-30	2005-10-23	2006-10-23
FGT-...	...	FC-30-00060-019-00-12	0	Firmware & General	8x5	2005-09-30	2005-10-23	2006-10-23
FGT-...	...	FC-30-00060-019-00-12	0	Enhanced Support	8x5	2005-09-30	2005-10-23	2006-10-23
FGT-...	...	FC-30-00060-019-00-12	0	Advanced Malware F	8x5	2005-09-30	2005-10-23	2006-10-23
FGT-...	...	FC-30-00060-019-00-12	0	NGFW	8x5	2005-09-30	2005-10-23	2006-10-23
FG20...	...	FC-30-00201-900-02-12	0	Hardware	Return To Factory	2007-02-21	2007-05-11	2008-05-10
FG20...	...	FC-30-00201-900-02-12	0	Firmware & General	Web/Online	2007-02-21	2007-05-11	2008-05-10

Viewing products by license

The *License* view displays the *License*, *SKU*, and *Description* columns.

License: 18 Licenses

Search License List ...

SERIAL NUMBER	LICENSE NUMBER	SKU	DESCRIPTION
...	...	LIC-AIO-BASE-EVAL	FortiAIOps perpetual license base for 10 FortiGate
...	...	FTM-LIC-TRIAL	Trial SoftToken License
...	...	FTM-LIC-TRIAL	Trial SoftToken License
...	...	FMG-VM-10-UG	FortiManager VM upgrade license for 10 devices/dc
...	...	FMG-VM-10-UG	FortiManager VM upgrade license for 10 devices/dc
...	...	FMG-VM-TRIAL	FortiManager VM Trial
...	...	FAZ-VM-BASE-EVAL	FortiAnalyzer VM base license for 1 GB/Day and 50
...	...	FTM-LIC-TRIAL	Trial SoftToken License
...	...	FTM-LIC-TRIAL	Trial SoftToken License
...	...	FMG-VM-10-UG	FortiManager VM upgrade license for 10 devices/dc
...	...	FMG-VM-TRIAL	FortiManager VM Trial
...	...	FAC-VM-BASE	FortiAuthenticator VM base license for 100 users
...	...	FAC-VM-100-UG	FortiAuthenticator VM upgrade license for adding 1
...	...	FML-VM02	FortiMail-VM02
...	...	FTM-LIC-TRIAL	Trial SoftToken License
...	...	FAZ-VM-EVAL	FortiAnalyzer VM Evaluation
...	...	FML-VM01	FortiMail-VM01

Viewing products by location

The *Product Location* view displays the *Address Name*, *Address*, *City*, *State*, and *Country* columns.

location: 1 Locations 2 Units

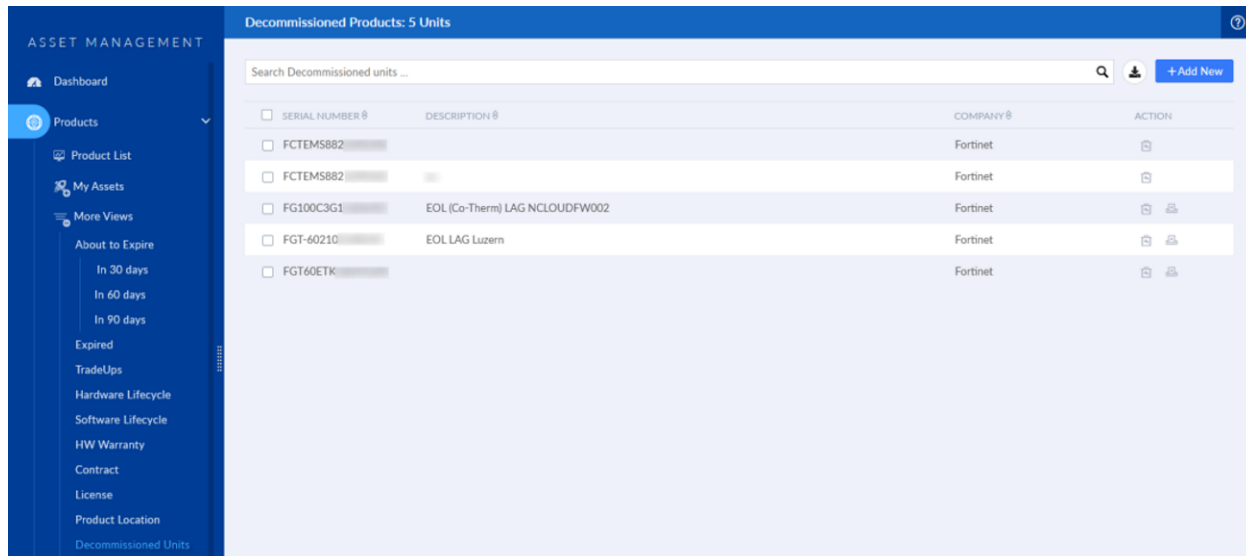
Search Product Location List ...

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	ADDRESS NAME	ADDRESS	CITY	STATE	COUNTRY	POST CODE	PHONE
...	FortiConverter		Leuchter IT Solutions AG	Winkelriedstrass	Luzern	Luzern	SWITZERLAND	6003	+213 78945612
...	FortiGate 40F		Leuchter IT Solutions AG	Winkelriedstrass	Luzern	Luzern	SWITZERLAND	6003	+213 78945612

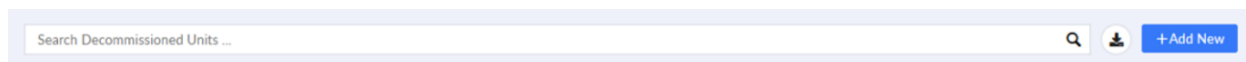
Viewing decommissioned units

View decommissioned products and account services in the *Decommissioned Units* view. Once a product or service is decommissioned, it is no longer accessible from the *Product List* and *Account Service* tab. See [Decommissioning assets on page 33](#).

When a hardware device is moved to *Decommissioned Units* you can deregister the unit to purge it from your account.



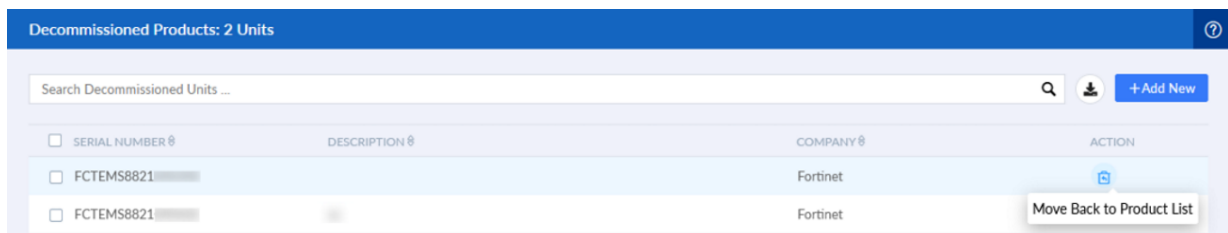
Assets can be excluded from the *Decommissioned Units* view by clicking the *Delete* icon. Multiple assets can be added or deleted at one time. Click the *Export* icon next to the search bar to export the list as a CSV or EXCEL file.



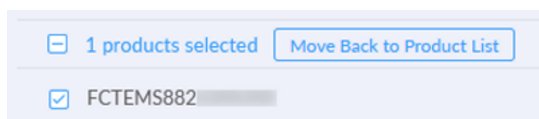
You can use the *Decommissioned Units* view to return a decommissioned unit back to the *Product List*.

To restore a unit to the product list:

1. Go to *Products > More Views > Decommissioned Units*.
2. Do one of the following:
 - In the *Action* column, click the *Move Back to Product List* button.



- Select the units you want to restore and click the *Move Back to Product List* button.



The *Restore Confirmation* dialog opens.

- Click *Yes, I want to continue*. A confirmation message is displayed.

Deregistering units

When the system detects a hardware device that is eligible to be deregistered, the *Decommissioned Units* view will display an icon in the *Action* column.

Requirements:

- The following user roles can deregister a unit: master user, IAM user with Admin permissions, external IdP role with Admin permissions.
- The device must be registered for at least three years.
- When a device is re-registered, you must wait a year to deregister it again.

To deregister a device:

- Go to *Products > More Views > Decommissioned Units*.
- In the *Action* column, click the *Deregister This Unit* button for the selected device. A confirmation dialog opens.

Decommissioned Products: 5 Units				
<input type="text" value="Search Decommissioned units ..."/> <input type="button" value="Q"/> <input type="button" value="+ Add New"/>				
<input type="checkbox"/> SERIAL NUMBER	DESCRIPTION	COMPANY	ACTION	
<input type="checkbox"/> FCTEMS882		Fortinet		
<input type="checkbox"/> FCTEMS882	ss	Fortinet		
<input type="checkbox"/> FG100C3G1	EOL (Co-Therm) LAG N CLOUDFW002	Fortinet		
<input type="checkbox"/> FGT-602103	EOL LAG Luzern	Fortinet		
<input type="checkbox"/> FGT60ETK1		Fortinet		

- Accept the terms of deregistration, and click *Deregister this Unit*. A confirmation message appears.



If you deregister the wrong device, you can re-register it again right away.

TradeUp

Fortinet's TradeUp allows you to access the latest Fortinet solutions, bringing improved performance and updated security with advanced feature sets to help secure your organization's entire attack surface.

The TradeUp allows you to TradeUp devices and transfer existing services to the eligible upgraded units. For those devices where services are not transferred, the remainder of the contract on the old device will be valid until its expiration date.

You are not required to return the old unit that was used for TradeUp. Any products that have been TradedUp will not be eligible for RMA services, renewals or other TradeUps. Once a unit has been traded up, you agree not to reuse, resell, lend, rent or lease, the replaced unit and not use it for the provision of any kind of commercial services to third parties.

For all other questions regarding TradeUp please email us at:

North America	Renewals@fortinet.com
APAC	Renewals_APAC@fortinet.com
EMEA	Renewals_EMEA@fortinet.com
LATAM	Renewals_LATAM@fortinet.com

Eligible products

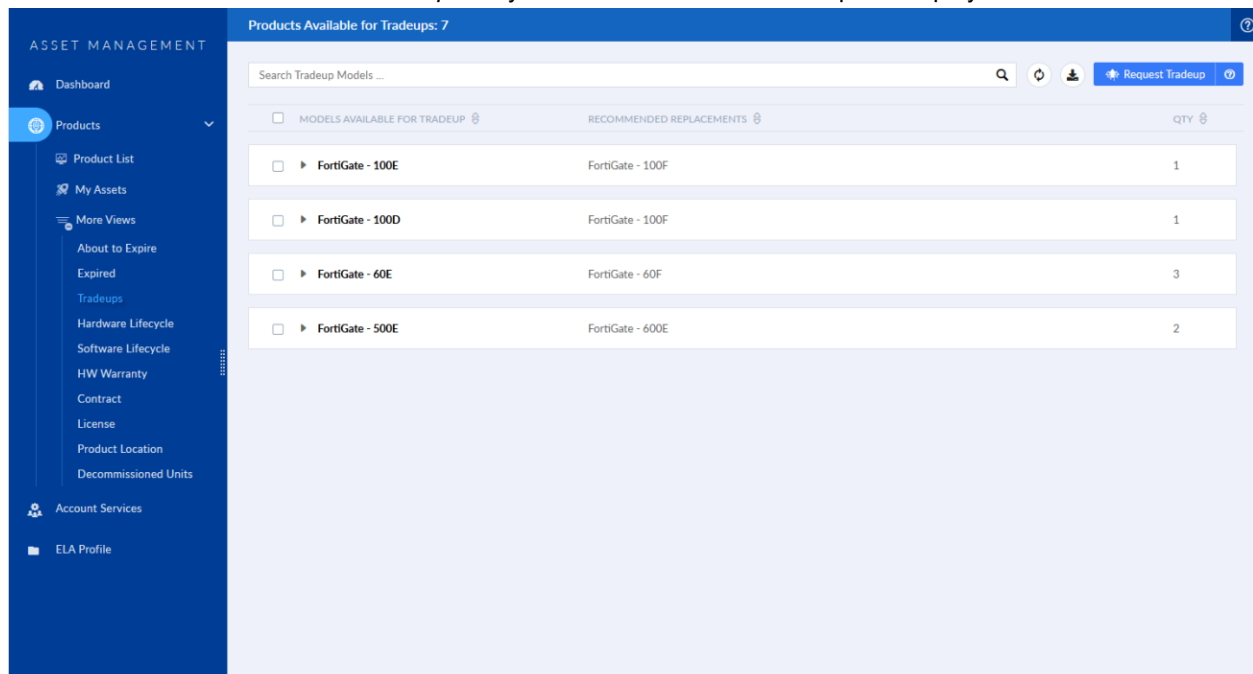
If services are being transferred, the new replacement product must follow the TradeUp recommended replacement path for services transfer. Please contact your Fortinet Account Manager to discuss which of your devices are eligible for TradeUp and what upgrade paths are available for transfer of services.

Ineligible products

The following products are not eligible for TradeUp: FortiVoice, FortiClient, Coyote Point, FortiToken, FortiRecorder, Virtual Appliances, Fortinet VM Solutions, FortiSMS, FortiCarrier, VDOM, ADOM, Accessories, FortiFone, FortiCamera, Professional Services, FortiSIEM, FortiProxy, FortiCloud, FortiNAC.

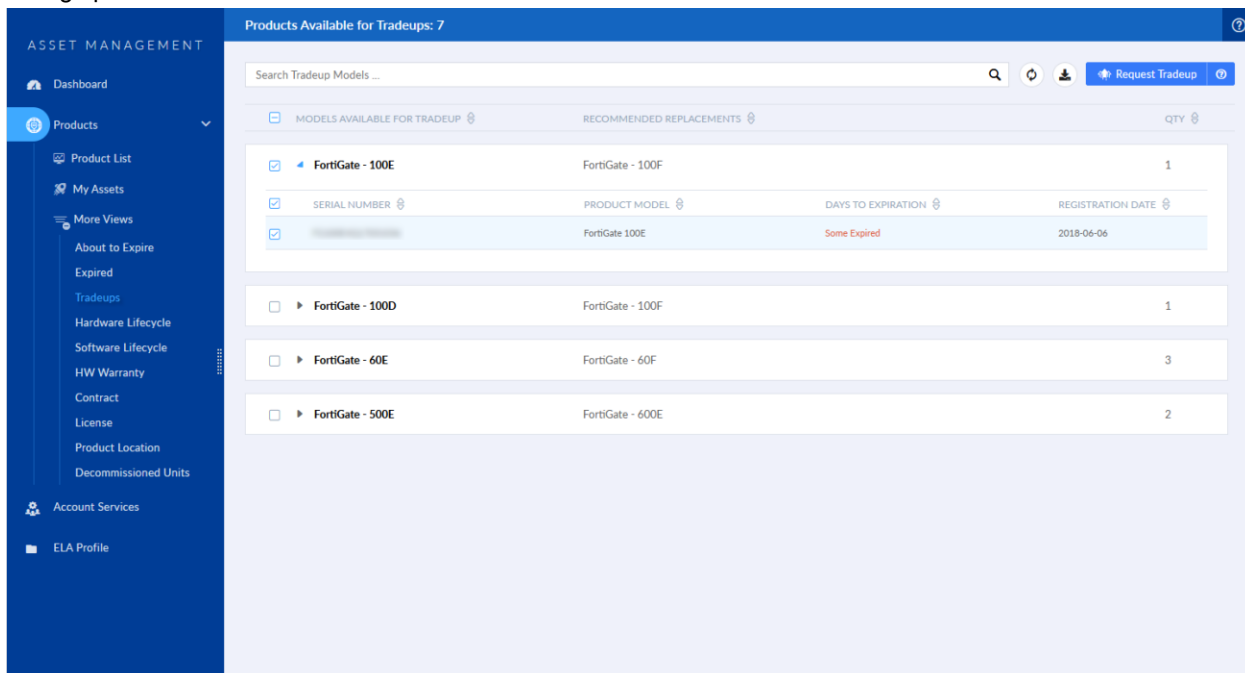
To request a device TradeUp:

1. Go to *Products > More Views > Tradeups*. Any models available for TradeUp are displayed.



2. To select specific serial number(s) to TradeUp, click the drop down arrow. The serial number list is displayed.

3. Select the products you want to TradeUp and click *Request Tradeup*. The *I want to tradeup the following devices* dialog opens.



ASSET MANAGEMENT

Dashboard

Products

Product List

My Assets

More Views

About to Expire

Expired

Tradeups

Hardware Lifecycle

Software Lifecycle

HW Warranty

Contract

License

Product Location

Decommissioned Units

Account Services

ELA Profile

Products Available for Tradeups: 7

Search Tradeup Models ...

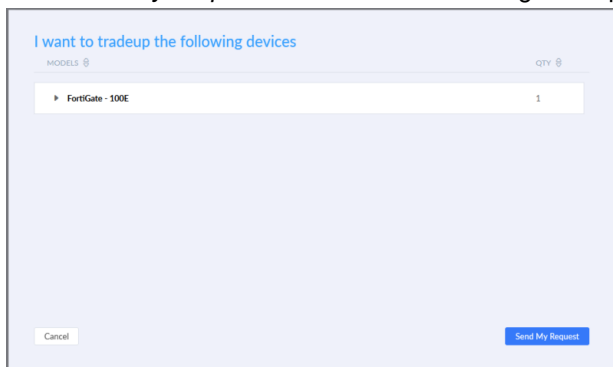
MODELS AVAILABLE FOR TRADEUP

RECOMMENDED REPLACEMENTS

QTY

SERIAL NUMBER	PRODUCT MODEL	DAYS TO EXPIRATION	REGISTRATION DATE
FortiGate - 100E	FortiGate - 100F	Some Expired	2018-06-06
FortiGate - 100D	FortiGate - 100F		
FortiGate - 60E	FortiGate - 60F		
FortiGate - 500E	FortiGate - 600E		

Click *Send My Request*. A confirmation message is displayed.



I want to tradeup the following devices

MODELS

QTY

FortiGate - 100E	1
------------------	---

Cancel

Send My Request



The model of the recommended replacement unit on your TradeUp request is a suggestion and is showing the possible path for Transfer of Services.

If you do not wish to Transfer Services, please discuss alternative replacement models with your Fortinet Account Manager to better fit your TradeUp needs.

Vulnerable units

When at least one vulnerable unit is detected on the current user's account, the *Products > FGT Vulnerability List* is displayed in the navigation menu. The vulnerability list includes a list of units with identified critical vulnerabilities and information about the vulnerability from FortiGuard.

All

Search FGT vulnerability list ...

1 Critical Vulnerability Identified

Please see [PSIRT notice](#) for resolution steps

ID	TYPE	DESCRIPTION	# OF UNITS
FG-IR-...	Vulnerability	An exposure of resource to wrong sphere vulnerability [...] in FortiAnalyzer and FortiMana...	1
FG-IR-...	Vulnerability	An improper neutralization of input during web page generation vulnerability [...] in FortiMa...	1

Select the dropdown menu to filter *All*, *Active*, or *Decommissioned* units.

All

AllActiveDecommissioned

Online renew

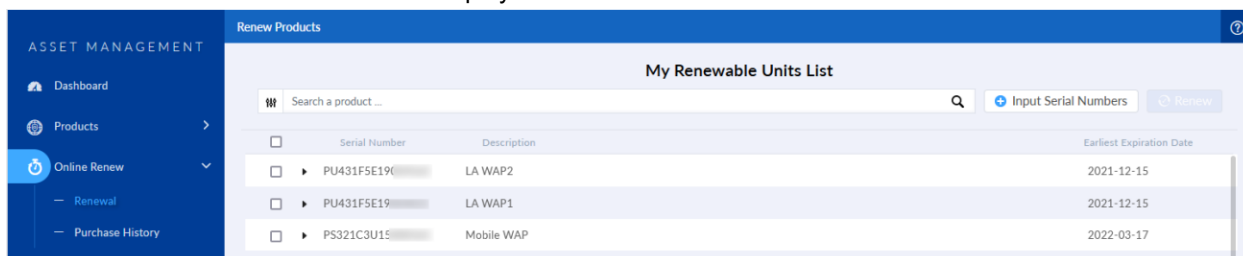
Fortinet products can be renewed through Asset Management from the *Online Renew* view. Units that are available for renewal are displayed in the *My Renewable Units List* tab.



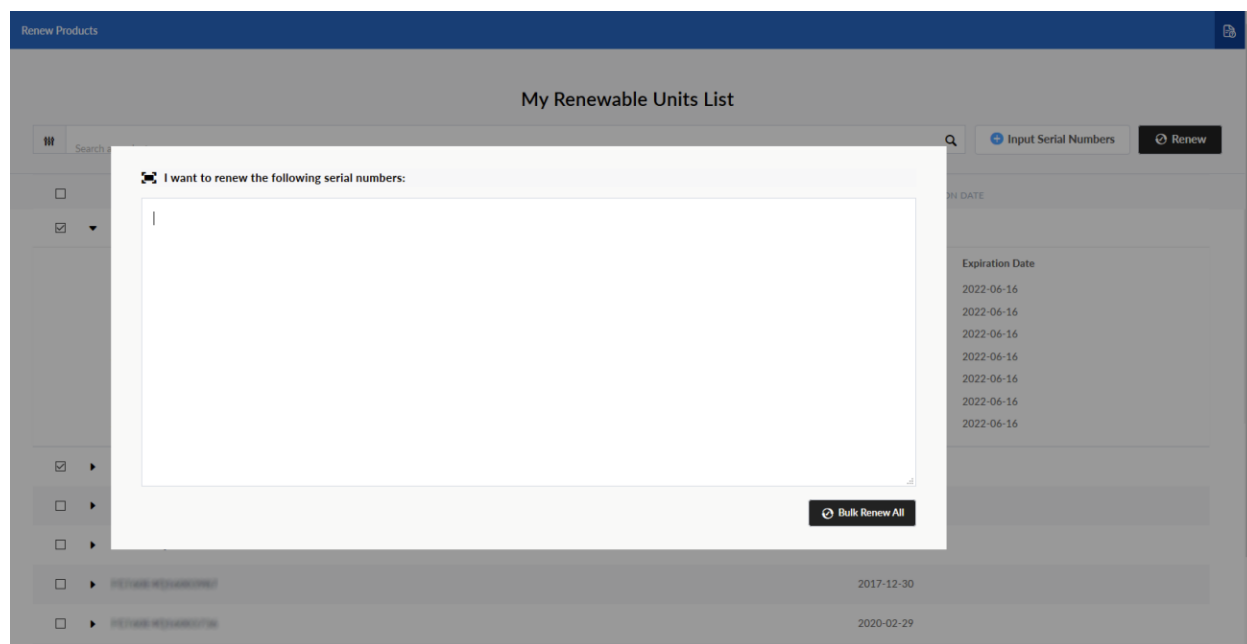
The online renewal feature is only available to North American (US/Canada) customers with accounts that have less than fifty units.

To renew a product online:

1. Go to *Online Renew > Renewal*.
2. Select one or more renewable units from the list, and click *Renew*. You can apply filters or search based on a units serial number to reduce the number of displayed units.



For bulk entry, click *Input Serial Numbers* to manually specify the units that you want to renew by their serial number.



3. On the *Selected Units To Be Renewed* page, review your selected units and support package. Click *Next* when finished.

Renew Products

1 RENEWAL UNITS 2 AGREEMENT 3 BILLING 4 CONFIRMATION

STEP 1

Selected Units To Be Renewed

SKU	PACKAGE DESCRIPTION	PRICE
SERIAL# 100-000000 100-00-00-00	1 Year UTM Bundle (24x7 FortiCare plus NGFW, AV, Web Filtering and Antispam Services)	\$422.50
SERIAL# 100-000000 100-00-00-00	UK International AG - Store Zurich	
Please select a renewal package for this unit		

Cancel Next

To configure a unit's selected support package, click the edit icon. When configuring a product's renewal support package, you can select one of the pre-configured package options or click *Customized Package* to configure your own. To change the renewal period for the selected package, click the down arrow icon.

Customized packages include a selectable list of entitlements that can be applied to the product. The price will be displayed when an available combination of options have been selected.

CONFIGURE RENEWAL SUPPORT PACKAGE

Best Value

- UTP \$422.50
- FortiCare \$162.50
- Enterprise Bundle \$5,400.00
- 360 Protection \$5,400.00
- Customized Package \$292.50

1 Year

Hardware

Firmware & General Updates

Enhanced Support

Telephone Support

Advanced Malware Protection

NGFW

Web Filtering

Antispam

Mobile Security Service

Industrial Security Service

FortiCloud Service

FortiSandbox Cloud

FortiManager Cloud

FortiAnalyzer Cloud

FortiConverter Service

Security Rating Update

SD-WAN Monitoring

SD-WAN Overlay Controller

ASE

SD-WAN Orchestrator

IoT Detection

IPAM Cloud

Hardware

Firmware & General Updates

Enhanced Support

Telephone Support

Advanced Malware Protection

NGFW

Web Filtering

Antispam

Mobile Security Service

Industrial Security Service

FortiCloud Service

FortiSandbox Cloud

FortiManager Cloud

FortiAnalyzer Cloud

FortiConverter Service

Security Rating Update

SD-WAN Monitoring

SD-WAN Overlay Controller

ASE

SD-WAN Orchestrator

IoT Detection

IPAM Cloud

Hardware

Firmware & General Updates

Enhanced Support

Telephone Support

Advanced Malware Protection

NGFW

Web Filtering

Antispam

Mobile Security Service

Industrial Security Service

FortiCloud Service

FortiSandbox Cloud

FortiManager Cloud

FortiAnalyzer Cloud

FortiConverter Service

Security Rating Update

SD-WAN Monitoring

SD-WAN Overlay Controller

ASE

SD-WAN Orchestrator

IoT Detection

IPAM Cloud

Hardware

Firmware & General Updates

Enhanced Support

Telephone Support

Advanced Malware Protection

NGFW

Web Filtering

Antispam

Mobile Security Service

Industrial Security Service

FortiCloud Service

FortiSandbox Cloud

FortiManager Cloud

FortiAnalyzer Cloud

FortiConverter Service

Security Rating Update

SD-WAN Monitoring

SD-WAN Overlay Controller

ASE

SD-WAN Orchestrator

IoT Detection

IPAM Cloud

Build Your Own

Customized Package

1 Year

☐ \$292.50 For 1 Year

☐ \$548.44 For 2 Years

☐ \$767.81 For 3 Years

☒ Telephone Support

☐ Advanced Malware Protection

☐ NGFW

☐ Web Filtering

☐ Antispam

☐ Mobile Security Service

☐ Industrial Security Service

☒ FortiCloud Service

☐ FortiSandbox Cloud

☐ FortiManager Cloud

☐ FortiAnalyzer Cloud

☐ FortiConverter Service

☐ Security Rating Update

☐ SD-WAN Monitoring

☐ SD-WAN Overlay Controller

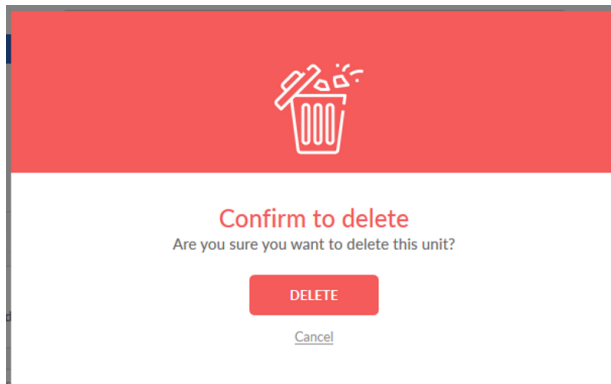
☐ ASE

☐ SD-WAN Orchestrator

☐ IoT Detection

☐ IPAM Cloud

Click the trash icon to remove a product from the list of units to be renewed.



4. Review the *Fortinet Product Registration Agreement*, confirm that you have accepted the contract details, and click **Next**.

 A screenshot of the "Renew Products" interface. At the top, a blue navigation bar shows four steps: 1 RENEWAL UNITS, 2 AGREEMENT (highlighted), 3 BILLING, and 4 CONFIRMATION. Below the navigation bar, the title "Fortinet Product Registration Agreement" is displayed, followed by "Fortinet Service Terms & Conditions" and "For FortiCare, FortiGuard and other Service Offerings". A scrollable text area contains the full terms and conditions. Below the text area, there is a checkbox labeled "I have read, understood and accepted the contract stated above". At the bottom, there are three buttons: "Cancel", "Previous", and "Next".

5. On the *Payment Information* screen, enter your billing details including your address and credit card information, and click **Next**.

The screenshot shows the 'Payment Information' step (STEP 3) of the online renewal process. The header includes a progress bar with steps: 1 RENEWAL UNITS, 2 AGREEMENT, 3 BILLING, and 4 CONFIRMATION. The main title is 'Payment Information'. Below it, there is a section for 'END USER TYPE' with the text 'This order is purchased for' and two radio buttons: 'A Government User' and 'A Non-government User'. The next section is 'BILLING INFORMATION' with a note: 'Note: This is the address that appears on your credit card and information used below is only used for online renewal purpose.' The form contains several input fields: 'First Name' (filled with 'Degang'), 'Middle Name' (filled with 'Middle'), 'Last Name' (filled with 'Kong'), 'Company' (filled with 'Fortinet Information Systems'), 'Address' (filled with '4190 Still Creek Drive, Suite 400'), 'Address2' (empty), 'City' (filled with 'Burnaby'), and 'Zip/Postal Code' (filled with 'V5C 6C6'). There are 'Cancel', 'Previous', and 'Next' buttons at the bottom.

6. Review your order information and click *Confirm* to complete the transaction.
 You can return to a previous menu at any time by clicking *Previous*, or exit to renewal wizard by clicking *Cancel*.

Purchase history

To view your purchase history, go to *Online Renew > Purchase History*.

Each entry includes information about the total amount, status, and date of the purchase. Invoices and contract letters can be also be downloaded when available. Click any entry to view additional details including the order ID and a more detailed breakdown of the purchase summary.

ASSET MANAGEMENT		Purchase History				
Dashboard		Purchase History				
Products	>	Process ID	Total Amount	Status	Created	Invoice
Online Renew	▼					Contract Letter
— Renewal		100000	\$388.70	Contracts Fulfilled	2021-02-16	View Download
— Purchase History		100000	\$522.50	Contracts Fulfilled	2021-01-12	View Download
		100000	\$70.00	Contracts Fulfilled	2020-11-29	View Download
		100000	\$422.50	Contracts Fulfilled	2020-11-16	View Download
		100000	\$1,722.50	Contracts Fulfilled	2020-08-27	View Download

Pending registration

The *Pending Registration* list displays all your unregistered products and devices. You can view the list by *Hardware*, *Contract*, and *License* views.

Each of the views in *Pending Registration* displays order groups containing units to be registered. The *Registered Status* column displays a status bar with the number units to be registered.



For *Pending Registration* features, your FortiCloud account ID must be linked to an order, such as a quote or purchase order, before PO approval. Contact your local sales representative to have future orders linked to your account.

To register a unit pending registration:

1. Expand an order group.
2. In the *SN#* column, select a serial number.
3. Click *Register More* and complete the steps in the registration wizard. The device is added to the *Product List*.

Hardware view

The *Hardware* view displays unregistered devices by *Order#*, *Product Model*, and *Registered Status*. Expand the *Order#* group to view the product's *SN#*, *SKU*, and *Warranty Auto Start Date*.

Hardware

Searching Hardware

Register More

ORDER#

PRODUCT MODEL

REGISTERED STATUS

101068

2/2

SN#	SKU	WARRANTY AUTO START DATE	STATUS
FG100E	FG-100E-BDL-950-12	2022-01-17	Registered
FG100ET	FG-100E-BDL-950-12	2022-01-17	Registered

101068

5/5

101068

4/4

You can export *Hardware* assets as an Excel or CSV file. Toggle *Incomplete registrations only* to hide completed registrations.

To export Hardware assets:

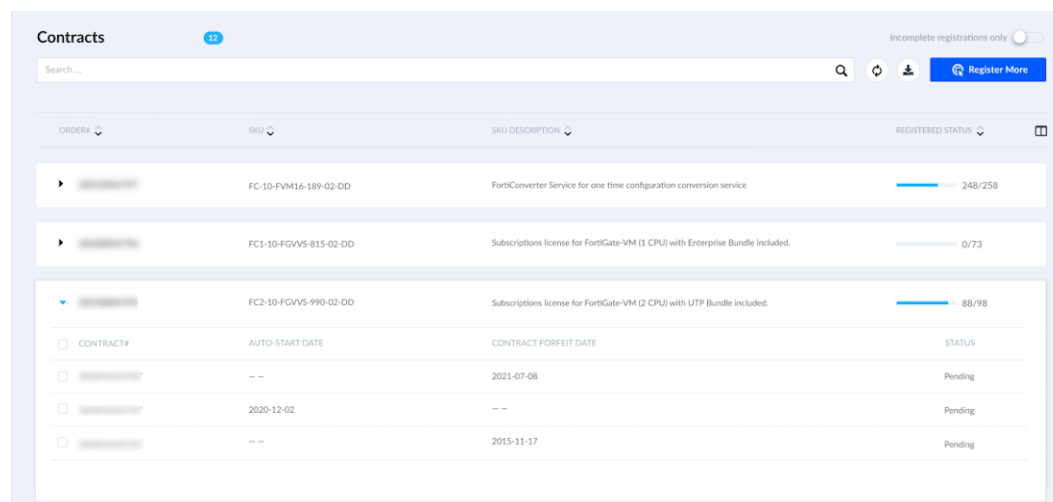
1. Go to *Pending Registration > Hardware*.
2. (Optional) Search for a specific asset or product model in the search field to filter assets.
3. Click *Export*.
4. Select the format of the exported file:

- *Excel File*
- *CSV File*

The file is exported to your device.

Contract view

The *Contract* view displays unregistered devices by *Order#*, *SKU*, *SKU Description*, *Auto-Start Date*, and *Registration Status*. Expand a group in the view to view the *Contract#* and *Contract Forfeit Date*.



ORDER#	SKU	SKU DESCRIPTION	REGISTERED STATUS
FC-10-FVM16-189-02-DD	FC-10-FVM16-189-02-DD	FortConverter Service for one time configuration conversion service	248/258
FC1-10-FGVV5-815-02-DD	FC1-10-FGVV5-815-02-DD	Subscriptions license for FortGate-VM (1 CPU) with Enterprise Bundle included.	0/73
FC2-10-FGVV5-990-02-DD	FC2-10-FGVV5-990-02-DD	Subscriptions license for FortGate-VM (2 CPU) with UTP Bundle included.	88/98

CONTRACT#	AUTO-START DATE	CONTRACT FORFEIT DATE	STATUS
	-- --	2021-07-08	Pending
	2020-12-02	-- --	Pending
	-- --	2015-11-17	Pending

You can export *Contract* assets as an Excel or CSV file.

To export Contract assets:

1. Go to *Pending Registration > Contract*.
2. (Optional) Search for a specific asset or SKU in the search field to filter assets.
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

License view

The *License* view displays unregistered devices by *Order#*, *Product Model*, and *Registered Status*. Expand an order group to view the *License#* and *Activation Code*.

License

Searching License ...

Incomplete registrations only

Register More

ORDER#	SKU	SKU Description	REGISTERED STATUS
SOAI0000	FS-SW-LIC-200	SW license for FS-200 Series Switches to activate advanced Features	2/2
LICENSE#	ACTIVATION CODE	STATUS	
FGHSC	C330M-H8E75-2BFEM-NHX48-96R7VE	Pending	
FGHSC	P709F-R3AWZ-84VA3-3NH7D-FNZN7C	Registered	

You can export *License* assets as an Excel or CSV file.

To export License assets:

- 1. Go to *Pending Registration > License*.
- 2. (Optional) Search for a specific asset or SKU in the search field to filter assets.
- 3. Click *Export*.
- 4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

Scheduled Registration

Scheduled Registration view displays unregistered devices by *Bulk Registration ID*, *Bulk Registration Name*, *Status*, *Scheduled Date* and *Action*. Expand a bulk registration to view products by *SN#*, *Product Model*, *Contract#*, *SKU*, and *Folder Path*.

Use this view to schedule a product registration for a future date or perform a bulk registration.

Scheduled Registration 12					Complete with error only <input type="checkbox"/>
Last 30 days	Search ...				Bulk Registration
BULK REGISTRATION ID	BULK REGISTRATION NAME	STATUS	SCHEDULED DATE	ACTION	
▶ 2021004015	New York office deployment	On schedule	2021-08-25		
▶ 2021004797	IT Glue Vancouver	On schedule	2020-07-24		
▶ 2023453455	Sales department Exclusive	On schedule	2021-04-18		
▶ 2021044547	Digital Critical North America	Complete with error	2020-04-12		
▶ 2021002353	Amazon Cloud Specific	Successful	2020-11-23		
▶ 2021007543	Burnaby_Office_FGT202106	Complete with error	2020-11-09		
▶ 2021000978	Burnaby_Office_FGT202021	Complete with error	2020-11-09		
▶ 2021003242	Burnaby_Office_FGT202022	Successful	2020-11-09		

You can export *Scheduled Registration* assets as an Excel or CSV file.

To export Scheduled Registration assets:

1. Go to *Pending Registration* > *Scheduled Registration*.
2. (Optional) Filter assets. See [Filtering registrations on page 65](#).
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

Toggle *Complete with error only* to view completed bulk registrations that include errors.

Complete with error only ☐

If there is an error associated with a product, an *Error Message* will provide a suggested action.

Scheduled Registration

Complete with error only ☒

Search Scheduled Registration ...

Batch ID BULK REGISTRATION NAME STATUS SCHEDULED DATE ACTION

Register now Complete with error 2022-01-10				
SN#	Product Model	Contract#	SKU	Error Message
FG100E7H	FortGate 100E	CFTG100E7H0001	FG-100E, FC-10-F100F-247-02-12	Contract region does not match customer region/country.
FG100ETB	FortGate 100E	CFTG100ETB0001	FG-100E, FC-10-F100F-247-02-12	Contract region does not match customer region/country.

My Test Registration Complete with error 2022-01-18				
Default Complete with error 2022-01-14				

Bulk Registration

Use bulk registration to save time registering multiple hardware devices or contracts. Bulk registration can be performed by importing the serial numbers with an Excel template or entering them manually with the GUI. Both methods allow you to assign a serial number to a contract or asset folder.

Bulk registration is limited to orders linked to your FortiCare account. Assets not linked to your account cannot be added through bulk registration. See [Pending registration on page 56](#) for more information.



Bulk registration does not support registering licenses at this time.

To perform a bulk registration:

1. Go to *Pending Registration* > *Scheduled Registration*.
2. Click *Bulk Registration*. The *Basic Info* page opens.

Scheduled Registration				
Searching Scheduled Registration ...				
Batch ID	BULK REGISTRATION NAME	STATUS	SCHEDULED DATE	ACTION
▶ [REDACTED]	Register now	● Complete With Error	2022-01-10	
▶ [REDACTED]	My Test Registration	● Complete With Error	2022-01-18	
▶ [REDACTED]	Register now	● Completed	2022-01-13	


3. Complete the *Basic Info* form and click *Next*. The *Add Devices* page opens.
4. Select *Upload a file* or *Input serial numbers*. The *Preview* page opens.
See [Upload a file on page 63](#) and [Input serial numbers on page 64](#).

1 Basic Info 2 Add Devices 3 Preview 4 Complete ?


ADD DEVICES

SELECT A METHOD TO ADD DEVICES

☒ Upload a file ☐ Input serial numbers



Please download a [file template](#) to prepare your file. Serial Number field is mandatory. Excel file only. Up to 1000 devices (Serial Numbers) can be registered in one bulk registration

File Upload 

CANCEL PREVIOUS NEXT

5. Accept the terms of the registration agreement, and click *Register Now*. A message is displayed if there are any errors.

1 Basic Info

2 Add Devices

3 Preview

4 Complete

PREVIEW

END USER TYPE

PARTNER

Non government User

4 Devices To Be Registered

SERIAL NUMBER	CONTRACT#	DESCRIPTION	ASSET FOLDER
1. FS108D3W1			My Assets
2. FS108D3W1			My Assets
3. FS108D3W1			My Assets
4. FS108D3W1			My Assets


☒ By accepting these terms, you are activating this support contract and the entitlement period provided cannot be changed. If you wish to continue, click "Register Now" or Schedule A date to run it later.

CANCEL

PREVIOUS

REGISTER NOW

6. Click *Complete*.



Bulk registration request submitted successfully!

BATCH#: **50978**

Your bulk registration is running in the backend. Please be reminded that **entitlement** generation might take a couple of hours to show up on your account after registration. For more information, [click here](#)

Details

END USER TYPE	PARTNER
Non government User	Unknown

1 Devices in Queue for Bulk Registration


SERIAL NUMBER	CONTRACT#	DESCRIPTION	ASSET FOLDER
1. FS108D3W1			My Assets

COMPLETE

Upload a file

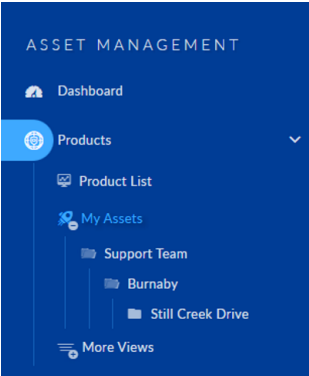
Use *Sheet 1* to enter registration information. The application will look for this sheet when the file is uploaded.

You can use the registration template to assign devices to an asset folder in the AM the portal. If you do not specify an *ASSET FOLDER LEVEL*, the device will be assigned to the *My Assets* folder.

SERIAL NUMBER*	This column is mandatory. Each serial number must be unique.
DESCRIPTION	This column is optional. The information you enter here will appear in the device <i>Description</i> field in the AM portal.
CONTRACT NUMBER	This column is optional. Enter the contract number if you want to assign the serial number to a contract.
ASSET FOLDER LEVEL (1, 2 or 3)	<p>These columns represent the sub-folder structure in the <i>My Assets</i> view of the AM portal.</p> <p>To add a device to a folder, enter the folder name in the corresponding Asset Folder Level.</p> <p>To add the device to a level 2 or 3 folder, you must enter the names of the parent folders that precede it. See the example below.</p> <div><p>To add the serial number to an asset folder, the folder must already exist in the AM portal. You cannot use the template to create a new folder in the portal.</p></div>

Example

To assign devices to the following folders in the AM portal:



Enter the device information in the template as follows:

	A	B	C	D	E	F
1	SERIAL NUMBER*	DESCRIPTION	CONTRACT NUMBER	ASSET FOLDER LEVEL 1	ASSET FOLDER LEVEL 2	ASSET FOLDER LEVEL 3
2	FG1	First Floor		Support Team		
3	FGT	First Floor		Support Team	Burnaby	
4	FGT	First Floor		Support Team	Burnaby	Still Creek Drive
5						



The bulk registration template can also be filled with information from the *Pending Registration > Hardware* and *Pending Registration > Contract* pages. Both pages allow assets to be exported to a CSV file. See [Pending registration on page 56](#) for more information.

To fill out the template, you can collect the serial numbers and contract numbers for the product model you want to register in bulk. Serial numbers can be extracted from the *Hardware* page CSV file and contract numbers can be extracted from the *Contract* page CSV file. Copy the serial numbers and contract numbers and paste these assets into the template before manually completing the other fields.

Input serial numbers

Separate the serial numbers with a comma or by pressing `Enter` on your keyboard.

You can register a serial number to a contract with the *Contract#* dropdown. To assign a serial number to an asset folder, select a folder from the *My Assets* dropdown. The toggle is enabled by default.

1 Basic Info2 Add Devices3 Preview4 Complete?

ADD DEVICE INFORMATION

SERIAL NUMBER	DESCRIPTION	CONTRACT #	ASSET ADDRESS	Same as above device
FS108D3W1		No Contract	My Assets	<input type="checkbox"/>
FS108D3W1		No Contract	My Assets/demo 1	<input type="checkbox"/>
FS108D3W1		No Contract	My Assets	<input type="checkbox"/>
FS108D3W1		No Contract	<div>My Assets My Assets/demo 1 My Assets/demo 1/level2 My Assets/demo 1/level2/level3 My Assets/demo 2</div>	<input checked="" type="checkbox"/>

CANCEL

PREVIOUSNEXT

Filtering registrations

You can filter *Pending Registrations* by date and completion status in the *Hardware*, *Contract*, *License*, and *Scheduled Registration* pages.

The following example demonstrates how to filter *Scheduled Registrations* registrations. Go to *Pending Registration > Hardware*, *Pending Registration > Contract*, or *Pending Registration > License* to filter hardware, contract, and license registrations.

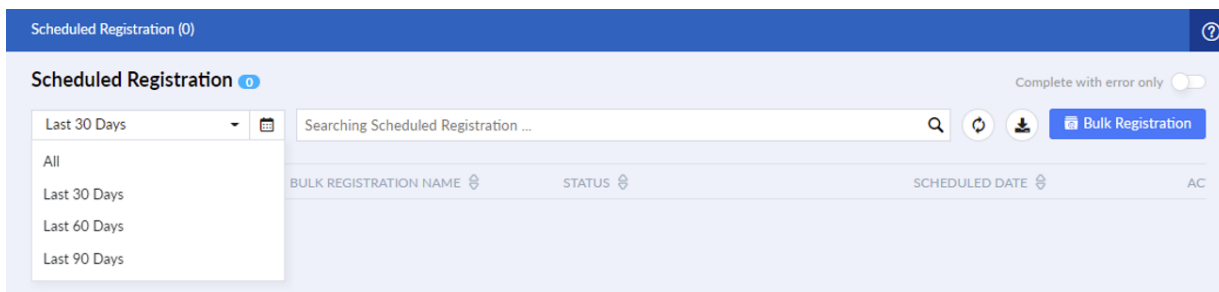


You can filter *Hardware*, *Contract*, and *License* assets by date by entering the date in the search field.

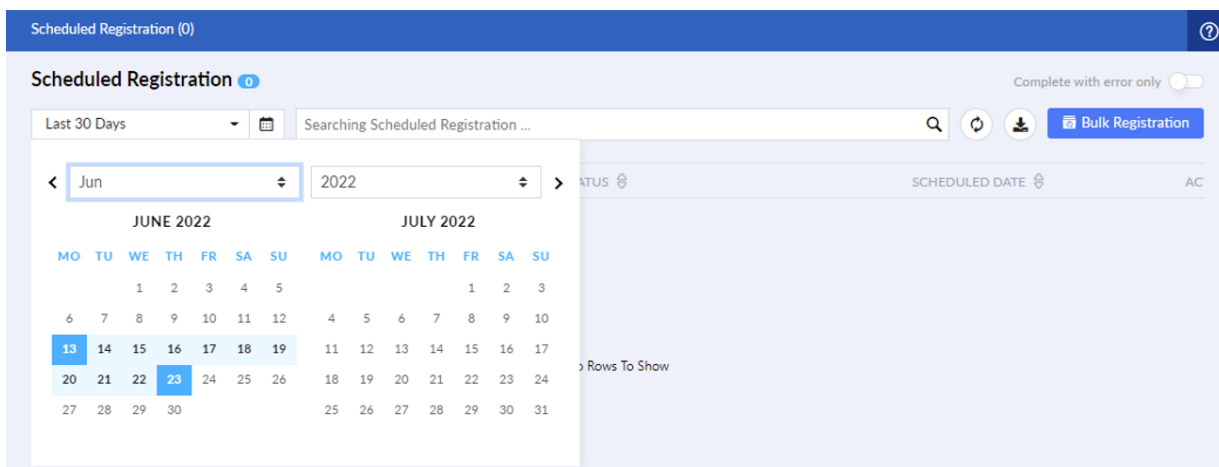
To filter pending registrations:

1. Go to *Pending Registration > Hardware*.
2. Filter the date of registration:

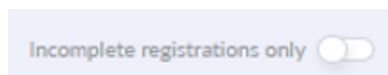
- Click the date dropdown and select the date range.



- Click the calendar icon and select a start and end date on the calendar.



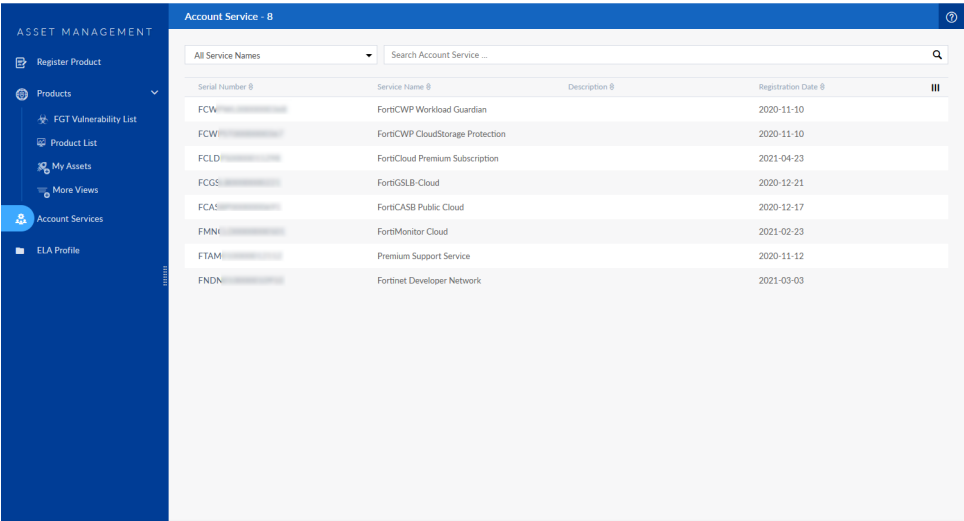
- (Optional) Toggle *Incomplete registrations only* to hide completed registrations.



Account Services

Account services can be viewed and managed through the *Account Service* tab. The serial number, service name, description, and registration date are displayed in the *Account Services* table.

You can sort displayed results in ascending or descending order by clicking the header of any displayed column. To filter the results, enter keywords in the search bar.



The screenshot shows the 'Account Service - 8' tab in the Fortinet Asset Management interface. The left sidebar contains navigation options: 'Register Product', 'Products' (expanded), 'FGT Vulnerability List', 'Product List', 'My Assets', 'More Views', 'Account Services' (selected), and 'ELA Profile'. The main content area displays a table with 8 services. The table has columns for 'Serial Number', 'Service Name', 'Description', and 'Registration Date'. A search bar at the top right of the table allows filtering by 'All Service Names'.

Serial Number	Service Name	Description	Registration Date
FCW	FortiCWP Workload Guardian		2020-11-10
FCW	FortiCWP CloudStorage Protection		2020-11-10
FCLD	FortiCloud Premium Subscription		2021-04-23
FCGS	FortiGSB-Cloud		2020-12-21
FCAS	FortiCASB Public Cloud		2020-12-17
FMN	FortiMonitor Cloud		2021-02-23
FTAM	Premium Support Service		2020-11-12
FNDN	Fortinet Developer Network		2021-03-03

Clicking on any service listed opens the details page which has additional information based on the service type.

Account Service > Premium Support Service

Premium Support Service

Product Serial No. : XXXXXXXXXXXX

Registration Date : 2020-11-12

Service Name : Premium Support Service

Partner : Greenpages Technology Solutions

Contract No. : XXXXXXXXXX

Total Remaining Points : [Click here](#) for details

SERVICE ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Enterprise First	2020-01-07	2022-04-11
Prepaid One day Service	On Site	2021-03-07	2021-04-06
Enterprise Technical Support	Advanced Coordinator	2021-02-23	2021-08-22

REGISTERED SUPPORT CONTRACT(S)

Contract Number	SKU	Registration Date
▶ XXXXXXXXXX	XXXXXXXXXX	2021-03-07
▶ XXXXXXXXXX	XXXXXXXXXX	2021-02-23
▶ XXXXXXXXXX	XXXXXXXXXX	2021-01-27
▶ XXXXXXXXXX	XXXXXXXXXX	2021-01-25
▶ XXXXXXXXXX	XXXXXXXXXX	2021-01-22
▶ XXXXXXXXXX	XXXXXXXXXX	2020-11-12
▶ XXXXXXXXXX	XXXXXXXXXX	2020-05-26

LICENSE(S)



Account services can be registered in the same method as products, contracts, and licenses. Use the *Register More* button in the *Products* page or select *Register Now* from the *Dashboard*. See [Registering assets on page 29](#) for more information.

Marketplace

Marketplace provides access to Fortinet Inc. products and services that will allow you to increase your organization's security, productivity, and profitability. Use FortiPoints to purchase products and packages, such as FortiCare, UTP, and the FortiGate Enterprise Bundle.

You can add more FortiPoints to your account by selecting *Register Points*. Once you have enough FortiPoints, select an existing Fortinet product to renew or upgrade. You can then use your FortiPoints to customize products and services, or purchase an existing renewal bundle.



You must accept the Fortinet Inc. Service Terms & Conditions to use Marketplace. If you have not yet accepted the Terms & Conditions or the terms have been upgraded, you will be prompted to read and accept them before you can proceed. See [Creating a new account](#) in the FortiCloud Account guide for more information.

Marketplace includes multiple pages:

- [General on page 69](#)
- [Spending on page 71](#)
- [History on page 107](#)

General

The *Marketplace > General* page displays a high level overview of your Marketplace account, including recently registered FortiPoints and spending.

Marketplace

Account Overview

Total Balance: **299727**

Total Points	Reserved	Used
310000	1298	8975

Recent Points Added

LICENSE#	SKU#	POINTS	START DATE	EXPIRE ON
FPT-XXXXXX	UC-FPTS-27K	27000	2021-03-28	2022-03-27
FPT-XXXXXX	UC-FPTS-20K	20000	2022-06-010	2022-06-09
FPT-XXXXXX	UC-FPTS-5K	5000	2021-04-12	2022-04-11
FPT-XXXXXX	UC-FPTS-3K	3000	2021-02-11	2022-02-10
FPT-XXXXXX	UC-FPTS-10K	10000	2021-03-19	2022-01-18

Recent Spending

TRANSACTION#	STATUS	POINTS	DATE
XXXXXX	Completed	258	2022-03-27
XXXXXX	Completed	360	2022-06-09
XXXXXX	Completed with error	183	2022-04-11
XXXXXX	In process	973	2022-02-10
XXXXXX	Failed	0	2022-01-18

Select *Register Points* if you do not have any FortiPoints registered.

Get Started with Fortinet's New Feature - Marketplace

Marketplace provides access to Fortinet products and services that will allow you to increase your organization's security, productivity, and profitability. Use FortiPoints to purchase products and packages, such as FortiCare, UTP, and the FortiGate Enterprise Bundle.

You can add more FortiPoints to your account by selecting [Register Points](#). Once you have enough FortiPoints, select an existing Fortinet product to renew or upgrade. You can then use your FortiPoints to customize products and services, or purchase an existing renewal bundle.

[Register Points](#) →



Account Overview

The *Account Overview* section presents information on your:

Total FortiPoints value	The total number of registered FortiPoints.
Total FortiPoints balance	The current number of available FortiPoints (Total FortiPoints - Used FortiPoints).
Reserved FortiPoints	FortiPoints currently being processed by Fortinet Inc.. These points are not yet available to use. If they are approved, they will be allocated to the Total FortiPoints value. If they are not approved, they will be released and the total value will not be changed.
Used FortiPoints	The number of FortiPoints that have already been used in the Marketplace.

Recent Points Added

The *Recent Points Added* section displays the five most recently registered FortiPoints licenses, including the license and SKU number, the points value, and the expiration date. Select the icon in the top right corner of the card to see more information or select one of the tabs from the navigation menu.

For more information on registering FortiPoints, see [Spending on page 71](#).

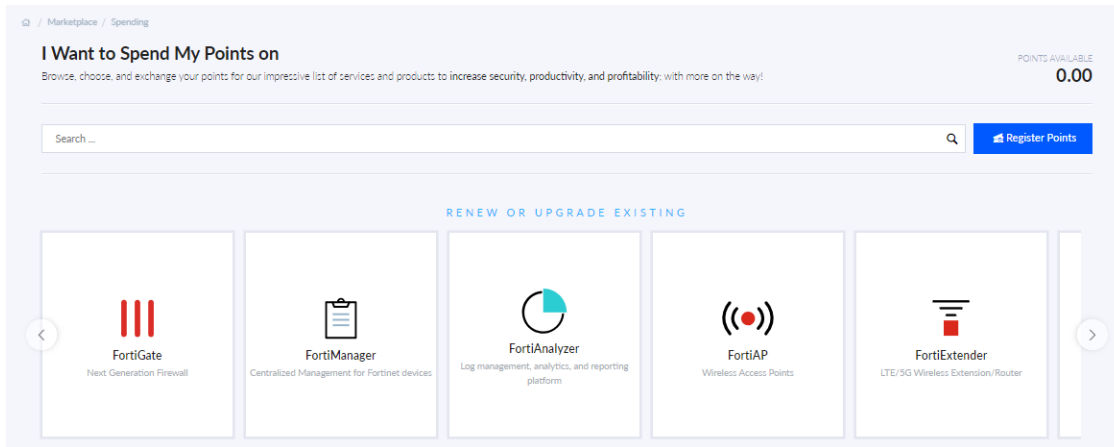
Recent Spending

The *Recent Spending* section displays the five most recent transactions using FortiPoints. Details included with the spending overview transaction number, description of the service, the FortiPoints spent, and expiration date. Select the icon in the top right corner of the card to see more information or select one of the tabs from the navigation menu.

For more information on purchasing services, see [Spending on page 71](#).

Spending

You can register and spend FortiPoints from the *Marketplace > Spending* page.



Currently, only FortiGate, FortiManager, FortiAnalyzer, FortiAP, FortiExtender, FortiSwitch, FortiClient EMS, and FortiFlex related products are supported. FortiCloud will gradually add new product categories for FortiPoints use in the future.

This section includes:

- [Registering points on page 71](#)
- [Using FortiPoints on page 71](#)

Registering points

You can register points from the *General* and *Spending* pages by selecting *Register Points*. See [Registering assets on page 29](#) for more information on how to complete the registration process.

Using FortiPoints

You can use FortiPoints for renewing and upgrading existing contracts and services from the *Spending* page. FortiPoints can also be transferred to FortiFlex points to be used in the FortiFlex portal.



Service renewal and upgrade options presented in the product examples may not cover all services available. Options vary depending on product model.

Products supported on Fortinet Inc. *Marketplace* include:

- [FortiGate on page 72](#)
- [FortiManager on page 78](#)
- [FortiAnalyzer on page 83](#)

- FortiAP on page 89
- FortiExtender on page 94
- FortiSwitch on page 98
- FortiClient EMS on page 103
- FortiFlex on page 105

FortiGate

FortiGate services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.



PRMA services can be selected from the *Add-On* list. If the location is not set in the product details for the selected serial number, you cannot apply PRMA to the upgrade. See [Viewing the product location on page 27](#).

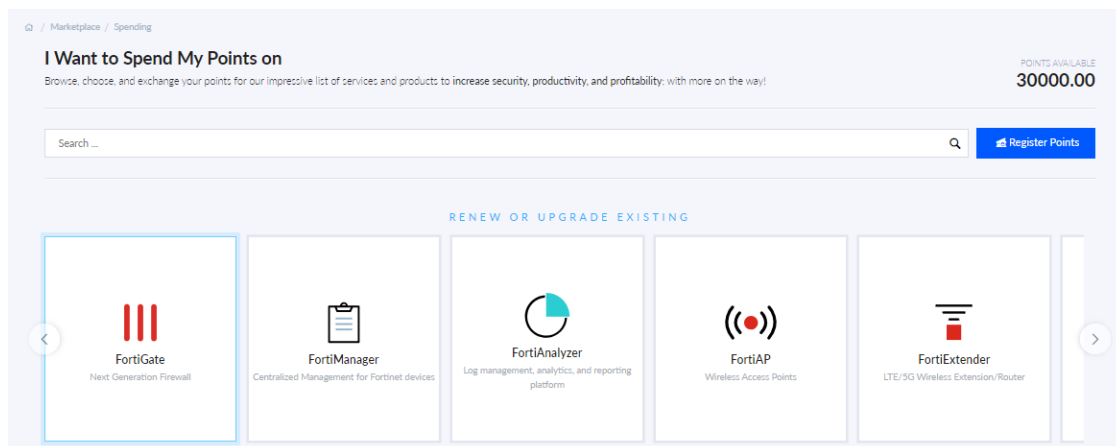
You can buy PRMA contracts for your existing hardware. If Fortinet Inc. has announced an End of Support date for a specific model, the PRMA service contract for that model will be removed from the price list. When the SKU is removed from the price list, the Marketplace will not display the PRMA service in the *Add-On* list. This is by design across all online renewal platforms.

The following documents provide more information on PRMA:

- RMA companion and PRMA service descriptions are available on support.fortinet.com. Log into FortiCloud and navigate to *Support > Resources > Guidelines, Policies & Documents*.
- [Premium & Secure RMA](#) in the ELA Portal guide provides descriptions on adding and reviewing PRMA contracts in the FortiCloud ELA portal.

To renew a FortiGate service or contract:

1. Go to *Marketplace > Spending*.

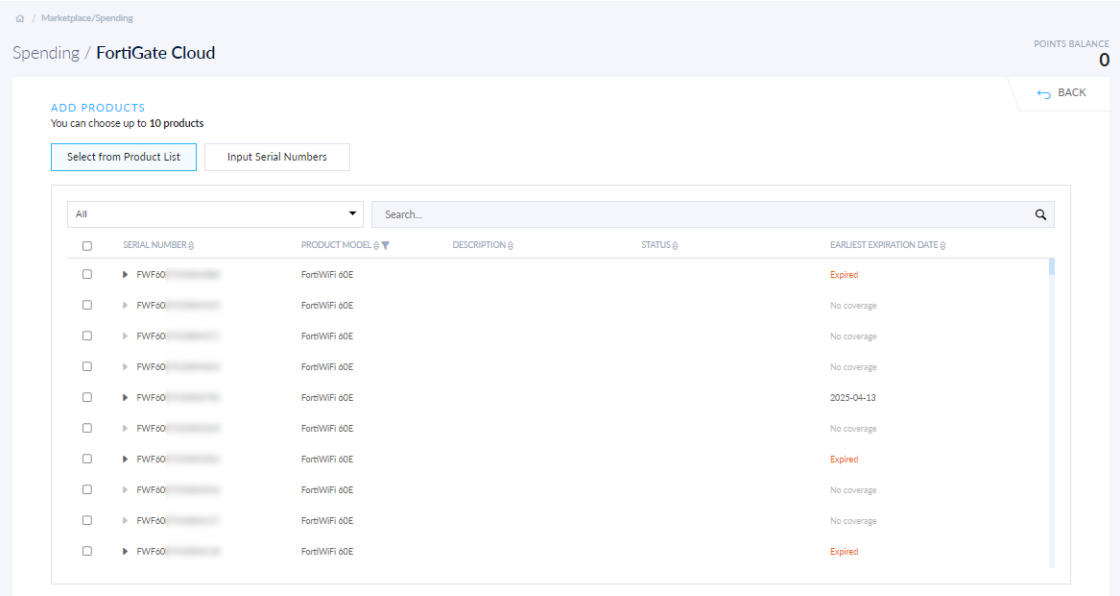


2. Select *FortiGate*.

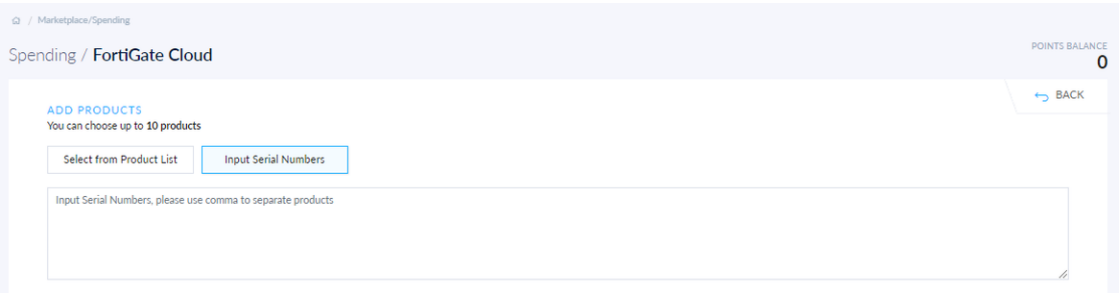
The *Add Products* page is displayed.



3. Select the products you want to renew:
- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.



- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

Marketplace/Spending

I WANT TO

FortiWiFi 60E 0 pts

Serial Number ⓘ	Description ⓘ	Earliest Expiration Date ⓘ
FWFA01		2025-04-13

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE ⓘ

<input type="radio"/> UTP UTM Bundle (24x7 FortiCare plus NGFW, AV, Web Filtering and Antispam Services)	630 pts
<input type="radio"/> Elite Bundle FortiCare Premium & Elite Support	225 pts
<input type="radio"/> FortiCare Forticare Premium	180 pts
<input type="radio"/> Enterprise Bundle HW ENT bundle for OS 6.4	765 pts
<input type="radio"/> I don't need a bundle	0 pts

ADD-ON

<input type="checkbox"/> FortiCloud Threat Detection Service	100 pts
--	---------

0 pts

FortiGate 61E 0 pts

TOTAL POINTS COST 0 pts

5. For each product model, select a renewal package:
- Select the *Term* of the renewal package.
 - Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - Select the type of renewal package from the predefined bundles.



Click the *i* beside *Select a Predefined Bundle* for more information on what is included with each bundle.

- d. Select any *Add-On* services.



If an *Add-On* is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

Q / Marketplace/Spending

I WANT TO

FortiWiFi 60E 325pts

Serial Number	Description	Earliest Expiration Date
FWF60E		2025-04-13

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE

- ☐ UTP
UTM Bundle (24x7 FortiCare plus NGFW, AV, Web Filtering and Antispam Services) 225pts
- ☐ Elite Bundle
FortiCare Premium & Elite Support 630pts
- ☒ Elite Bundle
FortiCare Premium & Elite Support 225pts
- ☐ FortiCare
FortiCare Premium 180pts
- ☐ Enterprise Bundle
HW ENT bundle for OS 6.4 765pts
- ☐ I don't need a bundle 0pts

ADD-ON

- ☒ FortiCloud Threat Detection Service 100pts

FortiGate 61E 0pts

TOTAL POINTS COST 325pts

6. Click *Preview My Order*. The *Order Summary* is displayed.

Q / Marketplace/Spending

Spending / FortiGate Cloud

POINTS BALANCE **310,000**

[BACK](#)

ORDER SUMMARY

SERIAL NUMBER	DESCRIPTION	OLD EXPIRATION DATE	NEW EXPIRATION DATE	POINTS COST
FortiWiFi 60E				325.00 pts
FWF60E		2025-04-14	2026-04-14	325.00
SKU	DESCRIPTION	UNITS	POINTS	
FC-10	FortiWiFi-60E 1 Year FortiCare Elite Support	0	225	
FC-10	FortiGuard Indicator of Compromise (IOC) FG20 - FG20 1 Year FortiGuard Indicators of Compromise (IOC) for FortiGate 20 Series...	0	100	
FortiGate 61E				100.00 pts
FGT61E	BK00702	N/A	2024-05-07	100.00
SKU	DESCRIPTION	UNITS	POINTS	
FC-10	FortiGuard Indicator of Compromise (IOC) FG20 - FG20 1 Year FortiGuard Indicators of Compromise (IOC) for FortiGate 20 Series...	0	100	

TOTAL POINTS COST 425pts

ADD A DESCRIPTION *

Please input memo of this transaction

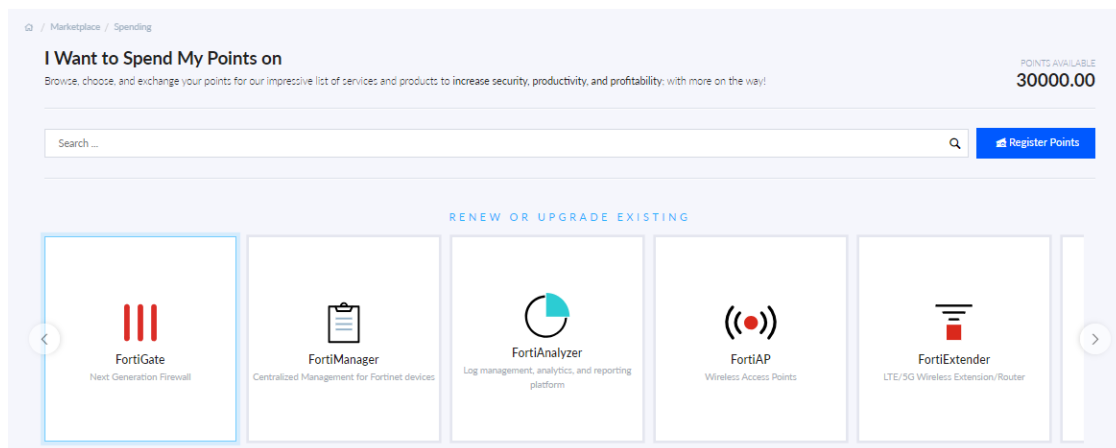


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.
8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiGate service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiGate*.

The *Add Products* page is displayed.



3. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Marketplace/Spending

Spending / FortiGate Cloud

POINTS BALANCE 0

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Serial Number	Product Model	Description	Status	Earliest Expiration Date
FWF600	FortiWiFi 60E		Expired	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		2025-04-13	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		Expired	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		No coverage	
FWF600	FortiWiFi 60E		Expired	

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

Marketplace/Spending

Spending / FortiGate Cloud

POINTS BALANCE 0

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

4. Select *Upgrade*.
5. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE TYPE

End Date

yyyy-mm-dd

6. Select an upgrade details for each of the selected products:
 - a. Select the number of CPUs from the *Support Range/Seats* dropdown list.
 - b. Select a upgrade package from the predefined bundles list.

c. Select any additional add-ons.

CHOOSE MY SUPPORT SERVICES

FortiGate VM Subscription

Serial Number	Description	Earliest Expiration Date
FGVMSLTN	FGT-AZURE-A	2025-03-19

SUPPORT RANGE/SEATS

1 CPU

SELECT A PREDEFINED BUNDLE

- ☐ FortiCare-Only - 24x7 support for FG VM subscription
Subscription License for FortiGate-VM (1 CPU) Subscriptions license for FortiGate-VM (1 CPU) with FortiCare services (only) included.
- ☐ FGT VM 5 ENT bundle for OS 7.4
Subscription License for FortiGate-VM (1 CPU) Subscriptions license for FortiGate-VM (1 CPU) with Enterprise Bundle included.
- ☐ UTM Bundle for FG VM subscription
Subscription License for FortiGate-VM (1 CPU) Subscriptions license for FortiGate-VM (1 CPU) with UTP Bundle included.
- ☐ ATP Bundle
Subscription License for FortiGate-VM (1 CPU) Subscriptions license for FortiGate-VM (1 CPU) with ATP Protection Bundle included.
- ☐ X UTM Bundle for FG VM subscription
X Subscription License for FortiGate-VM (1 CPU) Subscriptions license for FortiGate-VM (1 CPU) with UTP Bundle included.
- ☐ I don't need a bundle

ADD-ON

- ☐ FortiCloud Basic Service
Subscription License for FortiGate-VM (1 CPU) FortiGate Cloud Management, Analysis and Log Retention

Cancel

PREVIEW MY ORDER

7. Click *Preview My Order*.8. Click *Place My Order*.

FortiManager

FortiManager services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiManager service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending

I Want to Spend My Points on

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

POINTS AVAILABLE
30000.00

Search ...

Register Points

RENEW OR UPGRADE EXISTING

FortiGate

Next Generation Firewall

FortiManager

Centralized Management for Fortinet devices

FortiAnalyzer

Log management, analytics, and reporting platform

FortiAP

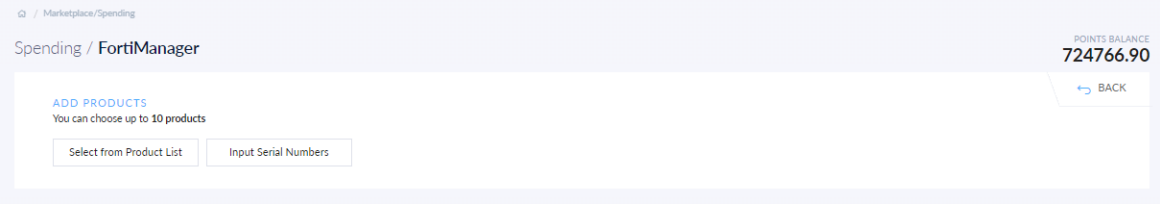
Wireless Access Points

FortiExtender

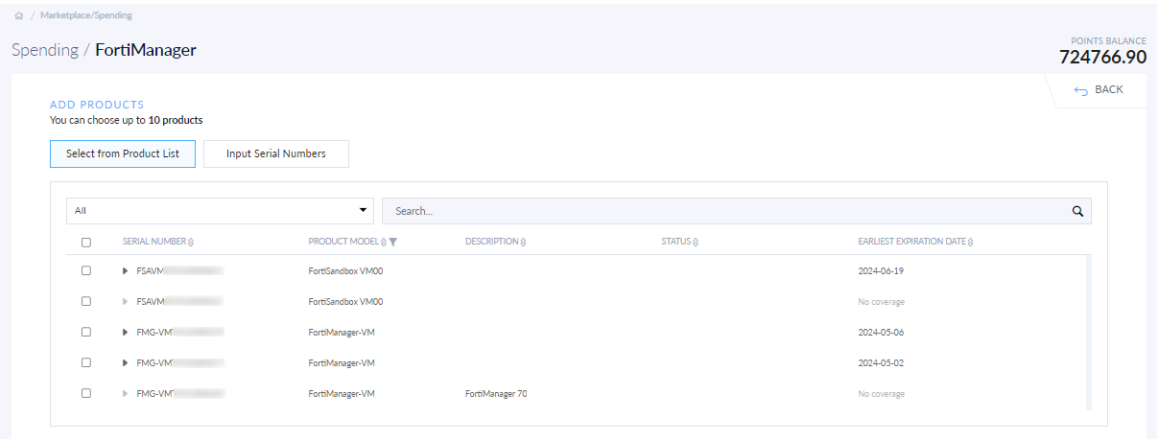
LTE/5G Wireless Extension/Router

2. Select *FortiManager*.

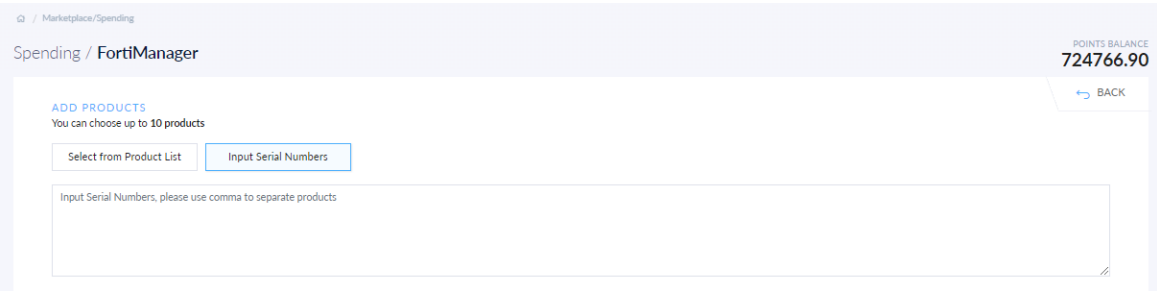
The *Add Products* page is displayed.



3. Select the products you want to renew:
- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.



- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

Marketplace/Spending

I WANT TO

Renew Upgrade

FortiManager-VM 0 pts

Serial Number	Description	Earliest Expiration Date
FMGL-VM		2024-05-06

TERM

1 Year Support

SERVICE

<input type="checkbox"/> Elite service	1-10	135.00 pts
<input type="checkbox"/> 24x7 Phone,Email,Firmware & General Updates	1-10	540.50 pts
<input type="checkbox"/> FortiCare Premium & Elite Support for VM	1-10	676.00 pts

TOTAL POINTS COST 0 pts

Cancel PREVIEW MY ORDER

For each product model, select a renewal package:

- Select the *Term* of the renewal package.
- Select the desired *Service*.

The *Total Points Cost* will update.

Marketplace/Spending

I WANT TO

Renew

Upgrade

FortiManager-VM

540.50 pts

Serial Number ⓘ	Description ⓘ	Earliest Expiration Date ⓘ
FMGLVM		2024-05-06

TERM

1 Year Support

SERVICE

☐ Elite service

1-10

135.00 pts

☒ 24x7 Phone,Email,Firmware & General Updates

1-10

540.50 pts

TOTAL POINTS COST

540.50 pts

Cancel

PREVIEW MY ORDER

5. Click *Preview My Order*. The *Order Summary* is displayed.

Marketplace/Spending

Spending / FortiManager

POINTS BALANCE
724766.90

BACK

ORDER SUMMARY

SERIAL NUMBER ⓘ	DESCRIPTION ⓘ	OLD EXPIRATION DATE ⓘ	NEW EXPIRATION DATE ⓘ	POINTS COST ⓘ
FortiManager-VM				
FMG-VM		2024-05-07	2025-05-07	540.50

SKU ⓘ	DESCRIPTION ⓘ	UNITS ⓘ	POINTS ⓘ
FC1-10-M3004-248-02-12	FortiManager - VM FortiCare Premium Support 1 Year FortiCare Premium Support (1 - 10 devices/Virtual Domain)	0	540.5

TOTAL POINTS COST

540.50 pts

REMAINING BALANCE

724226.40 pts

ADD A DESCRIPTION *

Please input memo of this transaction

Cancel

GO BACK TO EDIT

PLACE MY ORDER



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

6. Add a *Description* to the transaction.
7. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiManager service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending

I Want to Spend My Points on
Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

POINTS AVAILABLE: 30000.00

Search ... [Register Points](#)

RENEW OR UPGRADE EXISTING

- FortiGate: Next Generation Firewall
- FortiManager**: Centralized Management for Fortinet devices
- FortiAnalyzer: Log management, analytics, and reporting platform
- FortiAP: Wireless Access Points
- FortiExtender: LTE/5G Wireless Extension/Router

2. Select *FortiManager*.

The *Add Products* page is displayed.

Marketplace / Spending

Spending / **FortiManager**

POINTS BALANCE: 724766.90 [BACK](#)

ADD PRODUCTS
You can choose up to 10 products

[Select from Product List](#) [Input Serial Numbers](#)

3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Marketplace / Spending

Spending / **FortiManager**

POINTS BALANCE: 724766.90 [BACK](#)

ADD PRODUCTS
You can choose up to 10 products

[Select from Product List](#) [Input Serial Numbers](#)

ALL	SEARCH...			
<input type="checkbox"/> SERIAL NUMBER	<input type="checkbox"/> PRODUCT MODEL	<input type="checkbox"/> DESCRIPTION	<input type="checkbox"/> STATUS	<input type="checkbox"/> EARLIEST EXPIRATION DATE
<input type="checkbox"/> ▶ FS-VM	FortiSandbox VM00			2024-06-19
<input type="checkbox"/> ▶ FS-VM	FortiSandbox VM00			No coverage
<input type="checkbox"/> ▶ FMG-VM	FortiManager-VM			2024-05-06
<input type="checkbox"/> ▶ FMG-VM	FortiManager-VM			2024-05-02
<input type="checkbox"/> ▶ FMG-VM	FortiManager-VM	FortiManager 70		No coverage

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

4. Select *Upgrade*.

5. Select the *End Date* calendar to select the end date of the upgrade package.

6. Select the upgrade *Service*.

7. Click *Preview My Order*.

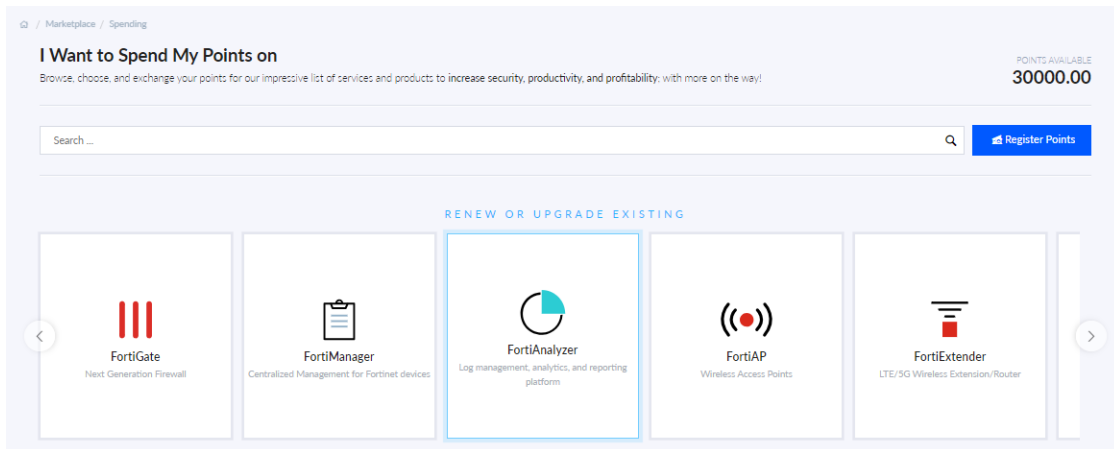
8. Click *Place My Order*.

FortiAnalyzer

FortiAnalyzer services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

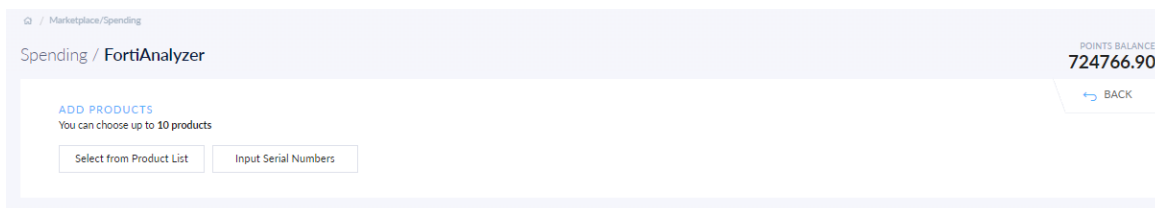
To renew a FortiAnalyzer service or contract:

1. Go to *Marketplace > Spending*.



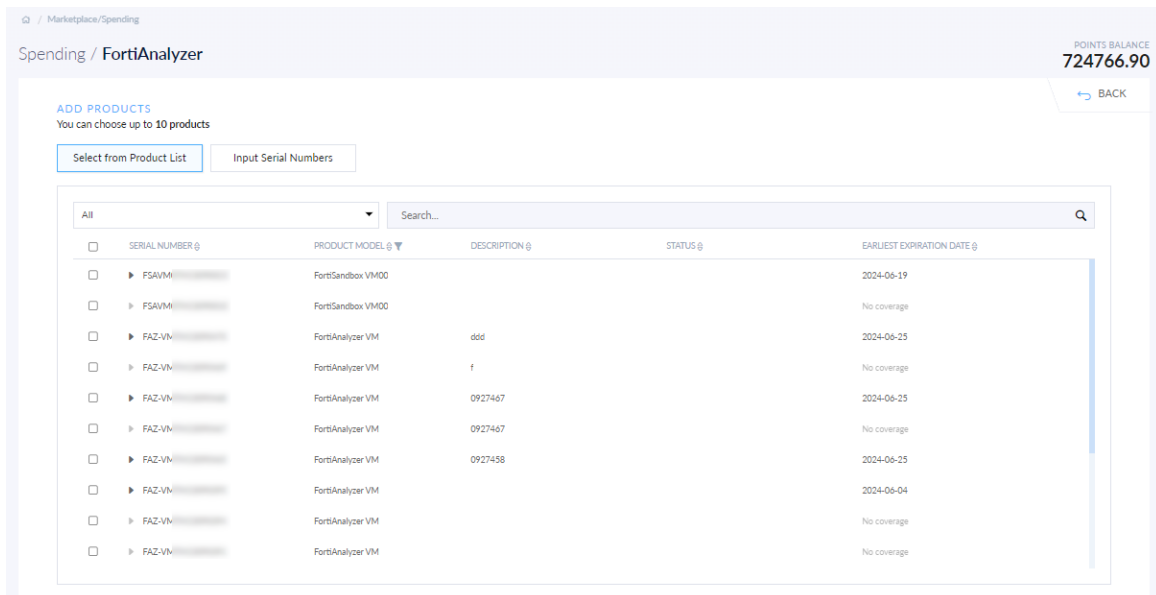
2. Select *FortiAnalyzer*.

The *Add Products* page is displayed.



3. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.



- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

Marketplace/Spending

Spending / FortiAnalyzer

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

BACK

4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

Marketplace/Spending

I WANT TO

Renew Upgrade

FortiAnalyzer VM 0 pts

Serial Number	Description	Earliest Expiration Date
FA7-VM	09774A7	2024-06-25

TERM
1 Year Support

SERVICE 0 pts

<input type="checkbox"/> FortiGuard Indicators of Compromise (IOC) Service	1-6	910.80 pts
<input type="checkbox"/> FortiGuard Industrial Security Service	1-6	910.80 pts
<input type="checkbox"/> FortiGuard Security Audit Update	1-6	910.80 pts
<input type="checkbox"/> Elite service	1-6	240.00 pts
<input type="checkbox"/> 24x7 Phone,Email,Firmware & General Updates	1-6	961.40 pts
<input type="checkbox"/> FortiCare Premium & Elite Support for VM	1-6	1202.00 pts
<input type="checkbox"/> FortiAnalyzer Security Automation with unrestricted Playbook usage	1-6	2732.40 pts
<input type="checkbox"/> FortiGuard IOC and Outbreak Detection Service	1-6	1366.20 pts
<input type="checkbox"/> Storage Service 10TB		0 pts

TOTAL POINTS COST 0 pts

Cancel PREVIEW MY ORDER

5. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select the desired *Service*.

The *Total Points Cost* will update.

Marketplace/Spending

I WANT TO

Renew

Upgrade

FortiAnalyzer VM

9487.50pts

Serial Number	Description	Earliest Expiration Date
FAZ-VM1	0927467	2024-06-25

TERM

1 Year Support

SERVICE

9487.50pts

☐ FortiGuard Indicators of Compromise (IOC) Service

1-6

910.80pts

☐ FortiGuard Industrial Security Service

1-6

910.80pts

☐ FortiGuard Security Audit Update

1-6

910.80pts

☐ Elite service

1-6

240.00pts

☒ 24x7 Phone,Email,Firmware & General Updates

Unlimited

9487.50pts

☐ FortiAnalyzer Security Automation with unrestricted Playbook usage

1-6

2732.40pts

☐ FortiGuard IOC and Outbreak Detection Service

1-6

1366.20pts

☐ Storage Service 10TB

0pts

0pts

TOTAL POINTS COST

9487.50pts

Cancel

PREVIEW MY ORDER

6. Click *Preview My Order*. The *Order Summary* is displayed.

Marketplace/Spending

Spending / FortiAnalyzer

POINTS BALANCE
724766.90

ORDER SUMMARY

BACK

SERIAL NUMBER	DESCRIPTION	OLD EXPIRATION DATE	NEW EXPIRATION DATE	POINTS COST
FortiAnalyzer VM				9487.50pts
FAZ-VM	0927467	N/A	2024-06-27	9487.50

SKU	DESCRIPTION	UNITS	POINTS
FC4-10-EVQVM-348-02-12	FortiAnalyzer-VM FortiCare Premium Support 1 Year FortiCare Premium Support (for 1-Unlimited GB/Day of Logs)	0	9487.5

TOTAL POINTS COST

9487.50pts

REMAINING BALANCE

715279.40pts

ADD A DESCRIPTION *

Please input memo of this transaction

Cancel

GO BACK TO EDIT

PLACE MY ORDER

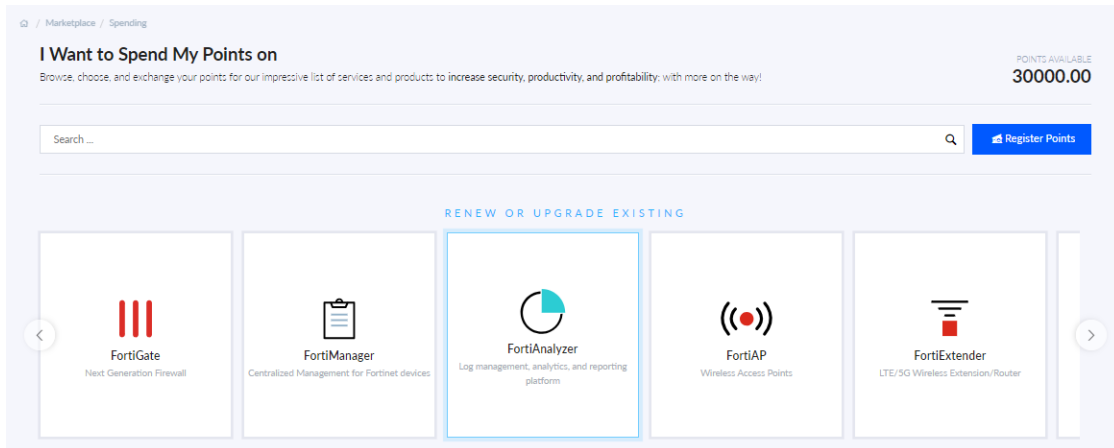


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.
8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

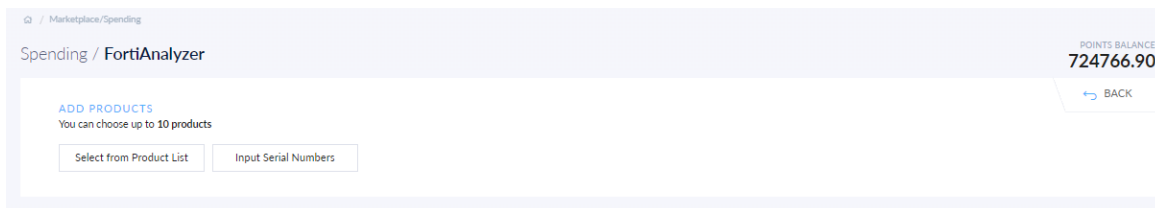
To upgrade a FortiAnalyzer service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiAnalyzer*.

The *Add Products* page is displayed.



3. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Marketplace/Spending

Spending / FortiAnalyzer

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Search...

<input type="checkbox"/>	SERIAL NUMBER @	PRODUCT MODEL @	DESCRIPTION @	STATUS @	EARLIEST EXPIRATION DATE @
<input type="checkbox"/>	PSAVM...	FortiSandbox VM00			2024-06-19
<input type="checkbox"/>	PSAVM...	FortiSandbox VM00			No coverage
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM	ddd		2024-06-25
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM	f		No coverage
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM	0927467		2024-06-25
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM	0927467		No coverage
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM	0927458		2024-06-25
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM			2024-06-04
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM			No coverage
<input type="checkbox"/>	FAZ-VM...	FortiAnalyzer VM			No coverage

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

Marketplace/Spending

Spending / FortiAnalyzer

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

4. Select *Upgrade*.
5. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE TYPE

End Date

yyyy-mm-dd

6. For each product model, select an upgrade package:
 - a. Select a upgrade package from the predefined bundles list.
 - b. Select any additional add-ons.

CHOOSE MY SUPPORT SERVICES

FortiAnalyzer 2000E

Serial Number ⓘ	Description ⓘ	Earliest Expiration Date ⓘ
FL-2KET: [REDACTED]		2024-08-19

SELECT A PREDEFINED BUNDLE ⓘ

☐ Full Bundle (Premium)
FortiAnalyzer-2000E FortiCare Premium Support

☐ I don't need a bundle

ADD-ON

☐ Storage Service 10TB
FAZ Backup to Cloud Service Subscription to FortiAnalyzer storage connector service for 10TB data transfer to public cloud.

☐ FortiGuard Indicators of Compromise (IOC) Service
FortiAnalyzer-2000E FortiGuard Indicators of Compromise (IOC) Service

Cancel PREVIEW MY ORDER

7. Click *Preview My Order*.

8. Click *Place My Order*.

FortiAP

FortiAP services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiAP service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending


I Want to Spend My Points on

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!


POINTS AVAILABLE
30000.00

Search ... Register Points


RENEW OR UPGRADE EXISTING




FortiGate
Next Generation Firewall




FortiManager
Centralized Management for Fortinet devices



FortiAnalyzer
Log management, analytics, and reporting platform



FortiAP
Wireless Access Points



FortiExtender
LTE/5G Wireless Extension/Router

2. Select *FortiAP*.

The *Add Products* page is displayed.

Q / Marketplace/Spending

Spending / FortiAP

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

3. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Q / Marketplace/Spending

Spending / FortiAP

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

All Search...

<input type="checkbox"/>	SERIAL NUMBER @	PRODUCT MODEL @	DESCRIPTION @	STATUS @	EARLIEST EXPIRATION DATE @
<input type="checkbox"/>	PU (redacted)	FortiAP U433F			2024-02-17

- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

Q / Marketplace/Spending

Spending / FortiAP

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

Marketplace/Spending

I WANT TO

Renew Upgrade

FortiAP U433F 0 pts

Serial Number ⓘ	Description ⓘ	Earliest Expiration Date ⓘ
D11		2024-07-17

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE ⓘ 0 pts

☐ Forticare
 Forticare Premium 146.50 pts

☐ I don't need a bundle 0 pts

ADD-ON 0 pts

☐ 24x7 Support Plus FortiCloud FAP Management and FortiPresence service 133.10 pts
 ☐ FortiPresence Cloud Service 126.00 pts

☐ FortiAP UTM subscription services 61.00 pts

TOTAL POINTS COST 0 pts

Cancel PREVIEW MY ORDER

5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the type of renewal package from the predefined bundles.



Click the *i* beside *Select a Predefined Bundle* for more information on what is included with each bundle.

- c. Select any *Add-On* services.



If an *Add-On* is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

Marketplace/Spending

I WANT TO

Renew

Upgrade

FortiAP U433F207.50pts

Serial Number	Description	Earliest Expiration Date
D1		2024-02-17

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE

ForticareForticare Premium146.50pts

I don't need a bundle0pts

ADD-ON

24x7 Support Plus FortiCloud FAP Management and FortiPresence service133.10pts

FortiPresence Cloud Service126.00pts

FortiAP UTM subscription services61.00pts

TOTAL POINTS COST

207.50pts

Cancel

PREVIEW MY ORDER

6. Click *Preview My Order*. The *Order Summary* is displayed.

Marketplace/Spending

Spending / FortiAP

POINTS BALANCE724766.90

ORDER SUMMARY

BACK

SERIAL NUMBER	DESCRIPTION	OLD EXPIRATION DATE	NEW EXPIRATION DATE	POINTS COST
FortiAP U433F				207.50pts
PU		2024-02-17	2025-02-16	207.50
SKU	DESCRIPTION	UNITS	POINTS	
FC-10-P433F-247-02-12	FortiAP-U433F 1 Year FortiCare Premium Support	0	146.5	
FC-10-P433F-247-02-12	FortiAP-U433F 1 Year FortiCare Premium Support	0	146.5	

TOTAL POINTS COST

207.50pts

REMAINING BALANCE

724559.40pts

ADD A DESCRIPTION

Please input memo of this transaction

Cancel

GO BACK TO EDIT

PLACE MY ORDER

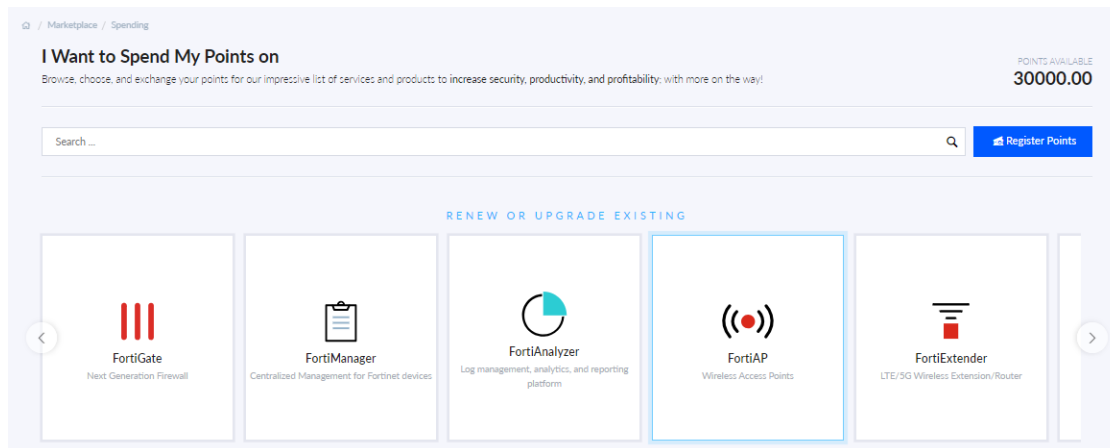


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.
8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiAP service or contract:

1. Go to *Marketplace > Spending*.



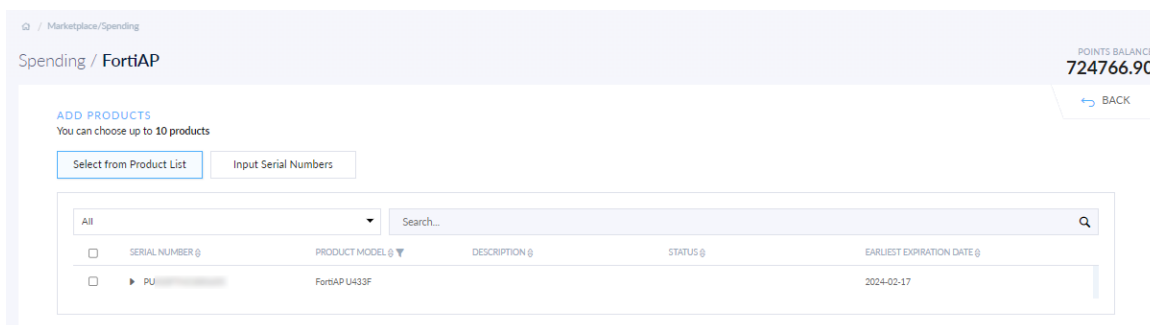
2. Select *FortiAP*.

The *Add Products* page is displayed.



3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.



- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

4. Select *Upgrade*.
5. Select the *End Date* calendar to select the end date of the upgrade package.

6. For each product model, select an upgrade package:
 - a. Select the type of upgrade package from the predefined bundles.
 - b. Select any *Add-On* services.
7. Click *Preview My Order*.
8. Click *Place My Order*.

FortiExtender

FortiExtender services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiExtender service or contract:

1. Go to *Marketplace > Spending*.

2. Select *FortiExtender*.
The *Add Products* page is displayed.

Marketplace / Spending / FortiExtender

Spending / FortiExtender

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

BACK

3. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Marketplace / Spending / FortiExtender

Spending / FortiExtender

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

All Search...

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	STATUS	EARLIEST EXPIRATION DATE
FX04	FortiExtender 40D AMEU	SMB_35190_Austin_TX		2025-01-13

BACK

- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

Marketplace / Spending / FortiExtender

Spending / FortiExtender

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

BACK

4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

I WANT TO

Renew Upgrade

FortiExtender 40D AMEU 0 pts

Serial Number ⓘ	Description ⓘ	Earliest Expiration Date ⓘ
FXD-	SMR 35190 Austin TX	2020-01-15

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE ⓘ

☐ Forticare (Premium) 80.00 pts

☐ I don't need a bundle 0 pts

TOTAL POINTS COST 0 pts

Cancel PREVIEW MY ORDER

5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *Select a Predefined Bundle* for more information on what is included with each bundle.

- d. Select any *Add-On* services.



If an *Add-On* is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

I WANT TO

Renew Upgrade

FortiExtender 40D AMEU 80.00 pts

Serial Number	Description	Earliest Expiration Date
FX04	SMR 35190 Austin TX	2020.01.15

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE

☒ Forticare (Premium) 80.00 pts
 Forticare Premium 80.00 pts

☐ I don't need a bundle 0 pts

TOTAL POINTS COST 80.00 pts

Cancel PREVIEW MY ORDER

6. Click *Preview My Order*. The *Order Summary* is displayed.



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.
8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiExtender service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending

I Want to Spend My Points on

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

POINTS AVAILABLE 30000.00

Search ... Register Points

RENEW OR UPGRADE EXISTING

FortiGate

Next Generation Firewall

FortiManager

Centralized Management for Fortinet devices

FortiAnalyzer

Log management, analytics, and reporting platform

FortiAP

Wireless Access Points

FortiExtender

LTE/5G Wireless Extension/Router

2. Select *FortiExtender*.

The *Add Products* page is displayed.

3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

4. Select *Renew*.

5. Select the *End Date* calendar to select the end date of the upgrade package.

6. For each product model, select an upgrade package:

- Select the type of upgrade package from the predefined bundles.
- Select any *Add-On* services.

7. Click *Preview My Order*.

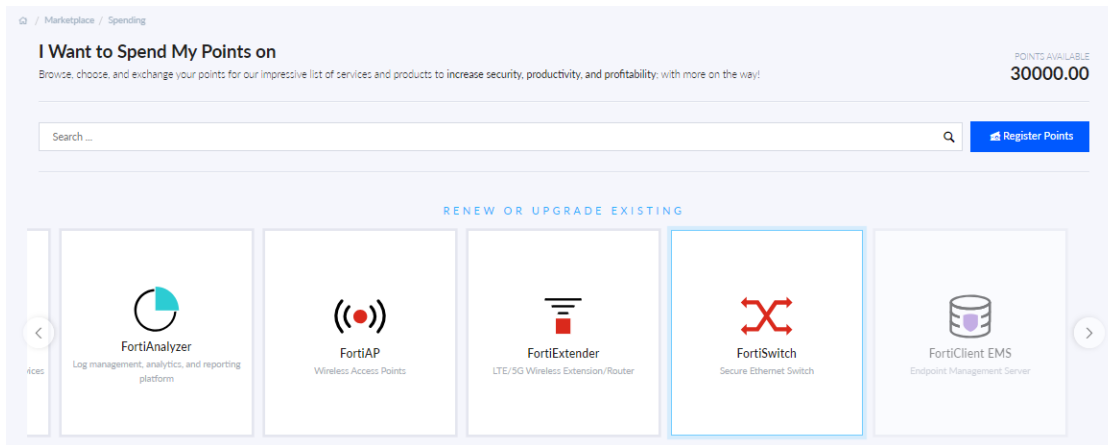
8. Click *Place My Order*.

FortiSwitch

FortiSwitch services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiSwitch service or contract:

1. Go to *Marketplace > Spending*.



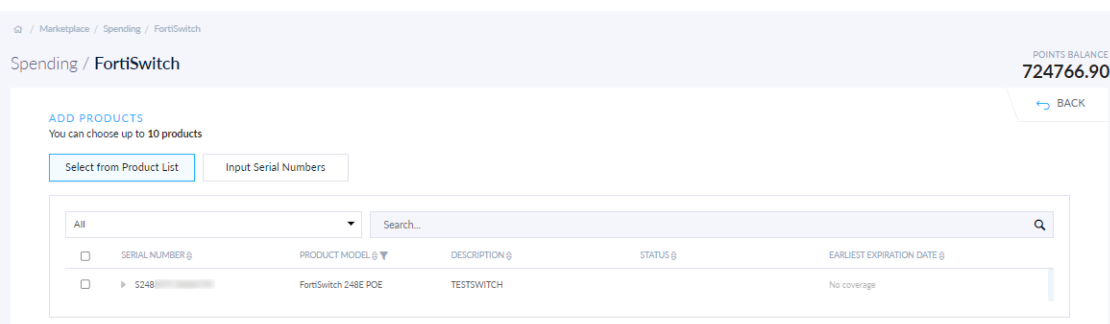
2. Select *FortiSwitch*.

The *Add Products* page is displayed.

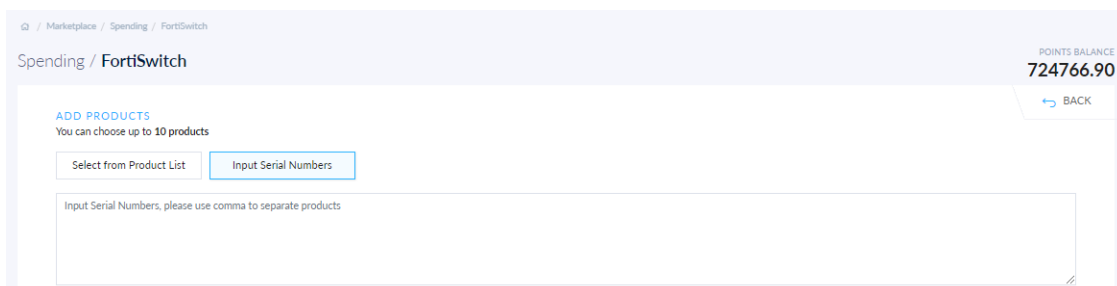


3. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.



- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



4. Select *Renew*. The selected products are displayed in accordion dropdown menus.

I WANT TO

Renew Upgrade

FortiSwitch 248E POE 0 pts

Serial Number	Description	Earliest Expiration Date
574A	TP5TSWITCH	No renewal

TERM

1 Year Support

SELECT A PREDEFINED BUNDLE 0 pts

☐ Full Bundle (Premium) Forticare Premium 277.20 pts

☐ I don't need a bundle 0 pts

ADD-ON 0 pts

☐ FortiLAN Cloud Management Plus FC Support 115.50 pts

TOTAL POINTS COST 0 pts

Cancel PREVIEW MY ORDER

5. For each product model, select a renewal package:
- Select the *Term* of the renewal package.
 - Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - Select the type of renewal package from the predefined bundles.



Click the *i* beside *Select a Predefined Bundle* for more information on what is included with each bundle.

- d. Select any *Add-On* services.



If an *Add-On* is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

6. Click *Preview My Order*. The *Order Summary* is displayed.

Spending / FortiSwitch POINTS BALANCE
724766.90

[BACK](#)

ORDER SUMMARY

SERIAL NUMBER	DESCRIPTION	OLD EXPIRATION DATE	NEW EXPIRATION DATE	POINTS COST
FortiSwitch 248E POE 277.20 pts				
▶ S248	TESTSWITCH	N/A	2024-02-12	277.20

TOTAL POINTS COST

REMAINING BALANCE

277.20 pts

724559.40 pts

Cancel

GO BACK TO EDIT
REGISTER MORE POINTS



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.
8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiSwitch service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending

I Want to Spend My Points on POINTS AVAILABLE
30000.00

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

Search ... [Register Points](#)

RENEW OR UPGRADE EXISTING

FortiAnalyzer
Log management, analytics, and reporting platform

FortiAP
Wireless Access Points

FortiExtender
LTE/5G Wireless Extension/Router

FortiSwitch
Secure Ethernet Switch

FortiClient EMS
Endpoint Management Server

2. Select *FortiSwitch*.
The *Add Products* page is displayed.

Spending / FortiSwitch

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Spending / FortiSwitch

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

All Search...

SERIAL NUMBER @	PRODUCT MODEL @	DESCRIPTION @	STATUS @	EARLIEST EXPIRATION DATE @
5248	FortiSwitch 248E POE	TESTSWITCH		No coverage

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

Spending / FortiSwitch

POINTS BALANCE
724766.90

ADD PRODUCTS
You can choose up to 10 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

4. Select *Upgrade*.

5. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE TYPE

End Date

yyyy-mm-dd

6. For each product model, select an upgrade package:

- Select the type of upgrade package from the predefined bundles.
- Select any *Add-On* services.

CHOOSE MY SUPPORT SERVICES

FortiSwitch 248E POE

Serial Number	Description	Earliest Expiration Date
S248EPTF	TESTSWITCH	No coverage

SELECT A PREDEFINED BUNDLE

☐ Full Bundle (Premium)
 FortiSwitch-248E-POE FortiCare Premium Support

☐ I don't need a bundle

ADD-ON

☐ FortiLAN Cloud Management plus FC support
 FortiLAN Cloud Management FortiSwitch 200 - 400 Series (incl all FSW Rugged Models) FortiLAN Cloud Management SKU including FortiCare Premium (Note, FortiCare only applicable when used with FortiLAN Cloud)

☐ FortiCare Premium & Elite Support
 FortiSwitch-248E-POE FortiCare Elite Support

☐ Elite Service
 FC-10-WP248-204-02-12

☐ Secure RMA service
 FortiSwitch-248E-POE Secure RMA Service

☐ PRIMA ☐ Next Day Delivery PRIMA ☐ 4-hour Delivery PRIMA ☐ 4-hour Onsite PRIMA
 Premium RMA Service

Cancel PREVIEW MY ORDER

7. Click *Preview My Order*.

8. Click *Place My Order*.

FortiClient EMS

FortiClient EMS services and contracts can be upgraded from the *Marketplace > Spending* page.

To upgrade a FortiClient EMS service or contract:

1. Go to *Marketplace > Spending*.

Marketplace / Spending

I Want to Spend My Points on

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

POINTS AVAILABLE 2,214,219,694.49

Search for categories ... Register Points

RENEW OR UPGRADE EXISTING

FortiAP
Wireless Access Points

FortiExtender
LTE/5G Wireless Extension Router

FortiSwitch
Secure Ethernet Switch

FortiClient EMS
Endpoint Management Server

FortiFlex
Usage-Based Consumption Program

2. Select *FortiClient EMS*.

The *Add Products* page is displayed.

Marketplace / Spending / FortiClient EMS

Spending / FortiClient EMS

POINTS BALANCE 2,214,219,694.49

ADD PRODUCTS

You can choose up to 1 products

BACK

3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.

Spending / FortiClient EMS POINTS BALANCE
2,214,219,694.49

ADD PRODUCTS
You can choose up to 1 products

Select from Product List Input Serial Numbers

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	STATUS	EARLIEST EXPIRATION DATE
▶ FCTEMS	FortiClient EMS			2024-12-13
▶ FCTEMS	FortiClient EMS			2024-12-13
▶ FCTEMS	FortiClient EMS			2024-12-09
▶ FCTEMS	FortiClient EMS			2024-10-08
▶ FCTEMS	FortiClient EMS	FortiClient EMS Cloud		2024-05-22
▶ FCTEMS	FortiClient EMS	forticlientems		Some Expired
▶ FCTEMS	FortiClient EMS			No coverage

- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

Spending / FortiClient EMS POINTS BALANCE
2,214,219,694.49

ADD PRODUCTS
You can choose up to 1 products

Select from Product List Input Serial Numbers

Input Serial Numbers, please use comma to separate products

4. Select *Upgrade*.
5. Select the *End Date* calendar to select the end date of the upgrade package.

I WANT TO

Renew Upgrade

CHOOSE AN END DATE TYPE

End Date yyyy-mm-dd

6. For each product model, select support services:
 - a. Select the type of package from the predefined options.
 - b. Select any *Forensic Analysis Service* options.

c. Enter the *Support Range/Seats*.

7. Click *Preview My Order*.

8. Click *Place My Order*.

FortiFlex

FortiPoints can be transferred to FortiFlex points to be used in the FortiFlex portal. See the [FortiFlex Administration Guide](#) for more information on using points in the FortiFlex portal.



FortiFlex point transfer is final. Once points have been transferred, they cannot be returned.

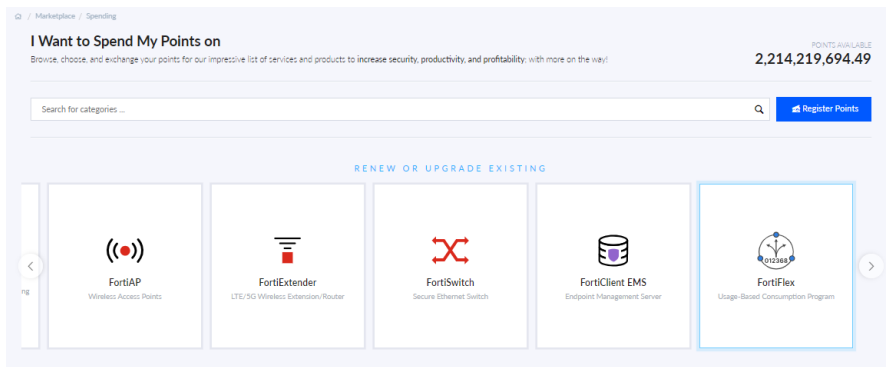
The conversion rate of FortiPoints to FortiFlex points, points rollover, and expiration information depend on the conversion option:

- *Lite*: Available for less than 50 thousand FortiFlex points.
- *Standard*: Available for 50 thousand to 1 million FortiFlex points.
- *Pro*: Available for 1 million to 10 million FortiFlex points.
- *Ultimate*: Available for over 10 million FortiFlex points.

Details on each option can be viewed in *Marketplace > Spending > FortiFlex*.

To transfer FortiPoints into FortiFlex points:

1. Go to *Marketplace > Spending*.
2. Select *FortiFlex*.



If the user does not have access to the FortiFlex portal or the license is expired, the *FortiFlex* card will be grey and cannot be selected.

3. Add a description of the transfer in the *Memo* field.

Transfer my FortiPoints to FortiFlex Points

FortiFlex Points Balance: 25,374.74 FortiPoints Balance: 19,386.06

MEMO*

Enter a brief memo for this transaction (e.g., purpose or reference) to distinguish it from other transactions.

The Greater Your Purchase,
The Lower Your Expense.

Please note that points transfers are final and transferred points CANNOT be returned.

FortiFlex Needed	Conversion Rate FortiFlex Points/FortiPoint	Rollover unconsumed FortiFlex points rollover at anniversary date
< 50K	1.2	50%
50K ~ 1M	1.2	100%
1M ~ 10M	1	100%
10M ~	0.8	100%

NOTE: FortiFlex points won't expire if FortiFlex program is renewed before anniversary date.

FortiFlex Points wanted
All values entered/calculated will be rounded up to the nearest integer.

10,000

FortiPoints needed
12000.00

Cancel Request Transfer

4. Enter the number of FortiFlex points you want. The *FortiPoints needed* field will update to show how many points must be transferred to receive the desired amount.



Click Swap to enter the amount of FortiPoints you want to transfer. The *FortiFlex Points wanted* field will update with the number of FortiFlex points you would receive.

5. Click *Request Transfer*. The *Order Summary* is displayed.



If you do not have enough FortiPoints to complete the transfer, a warning will display the number of outstanding points. Select *Register More Points* to register FortiPoints or select *Go Back To Edit* to reduce the number of FortiFlex points needed.

6. Click *Transfer Points*. The points will be transferred and the transfer record will display on the *History* page.

History

The *Marketplace > History* page displays an overview of:

- **History:** Lists all Marketplace transactions and their current status. Select a *Transaction* number for more information. See [Transaction details on page 108](#).

History

Search...

View Report Spend My Points

HISTORY POINTS REGISTERED

Total Records 27

TRANSACTION#	DESCRIPTION	STATUS	POINTS	DATE
7	Buy Buy Buy	Completed	8,665.00	2023-08-14
9	With decimal	Completed	17,963.75	2023-08-14
14	test	Completed	3,669.00	2023-08-15
15	dup support package	Completed	234.00	2023-08-15
21	Test for button	Completed	230.00	2023-08-16
22	GGC	Completed	623.16	2023-08-16
27	OAO	Completed	51.93	2023-08-16
28	Button	Completed	143.75	2023-08-16
29	pop	Completed	1,386.00	2023-08-16
1064	test transaction	Completed	51.93	2023-09-06

- **Points Registered:** Lists the FortiPoints registered to your account.

History

Search...

View Report

HISTORY POINTS REGISTERED

Total Records 9

LICENSE#	SKU#	TOTAL POINTS	REMAINING BALANCE	START DATE	EXPIRE ON
		10,000.00	0	2023-08-14	2026-08-13
		10,000.00	0	2023-08-14	2026-08-13
		50,000.00	16,531.04	2023-08-14	2026-08-13
		1,000.00	1,000.00	2023-08-14	2026-08-13
		100,000.00	100,000.00	2023-08-14	2026-08-13
		-647,710,720.00	-647,710,720.00	2023-11-08	2026-11-07
		1,215,752,192.00	1,215,752,192.00	2023-11-08	2026-11-07
		1,500,000.00	1,500,000.00	2023-11-08	2026-11-07
		1,000,000,000.00	1,000,000,000.00	2023-11-09	2026-11-08



Select a file type from the *View Report* dropdown menu to export a Excel or CSV file containing information from the *History* page.

Transaction details

Transaction details can be viewed by selecting a transaction number in the *Marketplace > History* page. Transaction details include the total number of points used and the breakdown of points per product included in the transaction. Select a product serial number to view the SKU, contract and license information, and the status.

History / 1096					
TRANSACTION DETAILS					
AUGUST 14, 2023			TOTAL 8,665.00 pts		
SN	DESCRIPTION	STATUS	POINTS		
FortiGate 100E			514.00 pts		
FG-100E-XXXXXX	FortiGate 100E	Completed	514.00		
SKU	CONTRACT#	DESCRIPTION	FORTIPOINT LICENSE#	STATUS	UNITS
FC-10-FG-XXXXXX	XXXXXXXXXX	FortiGate-100E 1 Year FortiCare Premium Support	XXXXXXXXXX	Completed	0
FortiGate 60E			195.00 pts		
FGT-60E-XXXXXX	FortiGate 60E	Completed	195.00		
FortiGate 500E			7,956.00 pts		
FG-500E-XXXXXX	NCloudFW01	Completed	7,956.00		

FortiFlex transaction history

FortiPoints can be transferred to FortiFlex points to be used in the FortiFlex portal. See [FortiFlex on page 105](#).

Once the points transfer has been completed, the transaction details will become available in *Marketplace > History*. The transaction details include the total number of FortiPoints spent, the number of FortiFlex points acquired, license information, and the anniversary date.



See the [FortiFlex Administration Guide](#) for more information on using points in the FortiFlex portal.

FortiMeter

FortiMeter allows you to view the volume and consumption of traffic that you use for FortiOS-VMs. Metered VMs require that you have a FortiMeter license and have linked that license with a FortiManager unit. For more information on setting up and using FortiMeter, see the [FortiManager Administration Guide](#).



FortiMeter is not available in all accounts.

In FortiMeter, you can select *Prepay FortiMeter Group* or *Postpay FortiMeter Group* to view each license group.

- **Prepaid FortiMeter Group:** Includes FortiOS-VMs where usage is prepaid by purchasing points. The remaining amount of points available to each FortiMeter group is displayed.
- **Postpaid FortiMeter Group:** Includes FortiOS-VMs billed monthly based on usage. The points consumed by each FortiMeter group are displayed.

While in any tab, you can use the search bar to search for groups or assets matching your entered search criteria, and click a column title to change the order of displayed information.

The screenshot shows the 'FortiMeter Usage Summary Report' interface. The left sidebar contains navigation links: ASSET MANAGEMENT, Register Product, Products, Online Renew, Purchase History, Account Service, and FortiMeter (highlighted). The main content area is titled 'Prepay FortiMeter Group' and includes a search bar. Below the search bar, there are two tabs: 'Prepay FortiMeter Group' (selected) and 'Postpay FortiMeter Group'. A table displays usage data for two groups.

GROUP	PROGRAM	AVAILABLE POINTS	RUNNING VMs	FORTIMANAGERS	STATUS	COMMENTS
FortiMeter Group	Consumption	0	0	0	Valid	
FortiMeter Group	Volume	10000	0	0	Valid	

Select a prepaid or postpaid group to view the *Usage Report* for members of that group, including the serial numbers, VM names, points available/consumed, packages, VM vCPU/RAM, and hours running for each member in the group.

ACCOUNT ID: 156078 | 2020/05/22 | TelcoCloud Resource Usage

Running VMs **345**

View By 2020 May

Search a Usage Report in TelcoCloud Resource Usage ...

Usage Report FortiManagers

Serial Number	VM Name	Point Consumed	Package	vCPU / RAM (GB)	Hours Running
FOSVM	fg-lexence	39.35	FW+IPS	1/1	307.35
FOSVM	fg-msi	33.24	FW	1/1	307.37
FOSVM	fg-dop	33.24	FW	1/1	3690.01
FOSVM	fg-caple	33.23	FW	1/1	307.39
FOSVM	fg-testgrid	33.24	FW	1/1	307.65
FOSVM	fg-konvoy	33.22	FW	1/1	307.47
FOSVM	fg-domain-client	0.17	FW	1/1	307.59
FOSVM	fg-shared	39.40	FW+AV	1/1	307.49
FOSVM	fg-msi	33.24	FW	1/1	307.37
FOSVM	fg-dop	33.24	FW	1/1	307.35
FOSVM	fg-caple	33.23	FW	1/1	307.39
FOSVM	fg-testgrid	33.24	FW	1/1	307.65

In the *FortiManagers* tab, you can see the FortiManagers associated with each group, including the number of units controlled by each device.

ACCOUNT ID: 156078 | 2020/05/22 | TelcoCloud Resource Usage

Registered FortiManagers **23**

Search a FortiManager in TelcoCloud Resource Usage ...

Usage Report FortiManagers

Serial Number	Description	Controlled Units
FOSVM	FortiManager	10
FOSVM	tlc-msk2-FortiManager01, Temp NOP TelcoCloud Customers	23
FOSVM	NOP TelcoCloud Customers	8
FOSVM	tlc-msk2-FortiManager	11
FOSVM	tlc-msk2-TelcoCloud	5
FOSVM	FortiManager	8
FOSVM	FortiManager	11
FOSVM	FortiManager	12

ELA profile

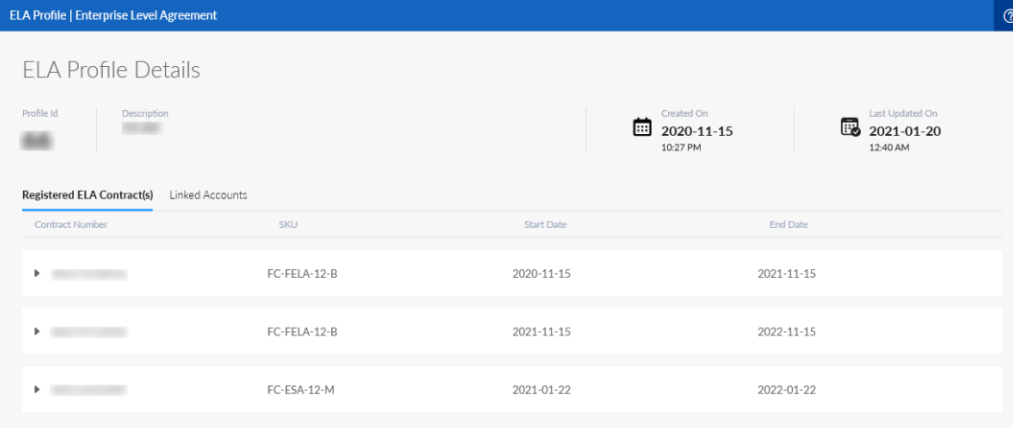
The Enterprise Level Agreement (ELA) profile view is available upon request for customers that have an ELA contract and a registered ELA product. To add the ELA profile view to your product list, contact Customer Support.

The *ELA Profiles Details* section displays the following information:

Profile ID	The ID for the ELA profile.
Description	The profile description.
Sold by	The name of the salesperson who sold the ELA contract and product.
Created On	The date the ELA profile was created.
Last Updated On	The date the ELA profile was updated.

Registered ELA Contract(s)

The *Registered ELA Contract(s)* view displays the *ELA Contract Number*, *SKU*, *Start Date* and *End Date*. Expand the contract to view the entitlements associated with the contract.



Registered ELA Contract(s)			
Contract Number	SKU	Start Date	End Date
▶ [REDACTED]	FC-FELA-12-B	2020-11-15	2021-11-15
▶ [REDACTED]	FC-FELA-12-B	2021-11-15	2022-11-15
▶ [REDACTED]	FC-ESA-12-M	2021-01-22	2022-01-22

ESA contracts can generate new standard FortiSASE serial numbers in the *Registered ELA Contract(s)* view by selecting the *Generate Standard FortiSASE* action. This action can only be completed once. If a serial number already exists, a new FortiSASE contract will be appended onto the existing serial number.

ELA Profile | Enterprise Level Agreement

ELA Profile Details

Profile Id

Description

Created On

2020-11-15 10:27 PM

Last Updated On

2021-01-20 12:40 AM

Registered ELA Contract(s)

Linked Accounts

Contract Number	SKU	Start Date	End Date	Action
▶	FC-FELA-12-B	2020-11-15	2021-11-15	
▶	FC-FELA-12-B	2021-11-15	2022-11-15	
▶	FC-ESA-12-M	2021-01-22	2022-01-22	

Linked Accounts

An ELA profile can have more than one account. The *Linked Accounts* tab shows the *System ID*, *Account Number*, *Company*, and *Added On* date for each account connected to the profile.

ELA Profile | Enterprise Level Agreement

ELA Profile Details

Profile Id

Description

Created On

2020-11-15 10:27 PM

Last Updated On

2021-01-20 12:40 AM

Registered ELA Contract(s)

Linked Accounts

System ID	Account Name	Company	Added On
			2020-11-15
			2021-02-26

Organizations in the Asset Management portal

The Asset Management portal supports FortiCloud Organizations. FortiCloud Organizations provide a centralized account management, consolidating multiple FortiCloud accounts into structured Organizational Units (OUs). With FortiCloud Organizations, the Asset Management portal provides following features for OU admins:

- Access to consolidated asset view across all the accounts, and the registration and transfer of assets between accounts in the Organization.
- Switch to any customer accounts in the Organization to register and manage assets in accounts belonging the Organization.

The Organization admin account can create IAM users with the user type as *Organization* to access the Organization views and access the customer accounts within the Organization. The IAM user's OU scope determines which accounts the user can access. The IAM user's permission profile should include permissions for the Asset Management portal.

For information on permission profiles and scope, see [Permission Profiles](#) in the Identity & Access Management (IAM) Administration Guide. For information on user management within the Organization context, see [Organization user management](#) in the Identity & Access Management (IAM) Administration Guide.

For more information on the Organization portal, see the [Organization Portal Administration Guide](#).



The Organization view of the Asset Management portal can only be accessed when logging into the portal as an IAM user with the user type as *Organization* and permissions for the Asset Management portal. The Organization root account cannot perform these tasks. See [Creating an IAM user with Organization permissions on page 114](#) and [Overview of creating and managing organizations](#) in the Organization Portal guide.

This section includes:

- [Creating an IAM user with Organization permissions on page 114](#)
- [Viewing assets in the Organization on page 118](#)
- [Registering assets to member accounts on page 115](#)
- [Transferring products on page 121](#)

Creating an IAM user with Organization permissions

An IAM user can be created that can access the Asset Management and Organization portals by defining user type and portal access in the IAM portal. By defining the access type and OU permission scope, the IAM user can have various levels of control over Organization features in the Asset Management portal.

The following demonstrates the general process of creating an Organization type IAM user with access to the Asset Management portal and Organization features:

1. Log into the IAM portal with the Organization admin account.
2. Create an Organization type permission profile for the Asset Management portal:
 - a. Go to *Permission Profiles*.
 - b. Click *Add New*.

- c. Enter a name and set the status to *Active*.
- d. Select *Organization* from the *Select A Type* dropdown menu.
- e. Click *Add Portal*.
- f. Select *Asset Management*.
- g. Click *Add*.
- h. Select the resource permissions.
- i. Click *Save*.

3. Create an Organization type IAM user:
 - a. Go to *Users*.
 - b. Click *Add New* and select the type of user you would like.
 - c. Enter the user details and click *Next*.
 - d. Select *Organization* from the *Select a Type* dropdown menu.
 - e. Select the *Organizational Unit* the user can access from the *Permission Scope* field.
 - f. Select the permission profile created in the previous step.
 - g. Click *Next*.
 - h. Click *Confirm*.
4. Log in as the Organization IAM user to view the OU or account selection screen.
 - Select an OU for the OU view.
 - Select a FortiCloud account to switch the Asset Management portal to the selected account.



For a more detailed process on creating users within Organizations, see [Permission profiles within Organizations](#) and [Creating users, user groups, and roles within Organizations](#) in the *Identity & Access Administration Guide*.

Registering assets to member accounts

When your current selected scope is set to an OU, you can assign an asset to a member account during the registration process.

To register assets to a member account:

1. Go to *Products* and click the *Register More* button.
2. Provide your registration code:
 - a. Select a member account from the *Account* dropdown list.
 - b. Enter your asset serial number, service contract registration code, or license certificate number in the *Registration Code* field.
 - c. Choose your end user type as either a government or non-government user.
 - d. Click *Next*.

Register Product

1 Registration Code 2 3 4 ?

Account *

Select An Account

Registration Code *

Please enter your product serial number, service contract registration code or license certificate number to start the registration: *

End User Type *

The product will be used by

☐ A government user

☐ A non-government user

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.
2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
3. International governmental organizations.

Clear Next

3. Specify your registration information:
 - a. If you have purchased a support contract for your asset, enter the support contract number.
 - b. Enter a description to help identify the asset.
 - c. Click the *My Assets* dropdown to assign the asset to a folder.
 - d. Click *Next*.

Register Product > FMG

1 2 Registration Info 3 4 5 ?

Serial Number: FMG Product Model: FortiManager 200F

Support Contract No.:

Product Description:

Asset Permissions:

My Assets

Cancel Previous Next



Some assets require a FortiCloud Key when being registered. See the [FortiGate Cloud Administration Guide](#) for more information.

4. Review and accept the terms and conditions of the *Fortinet Product Registration Agreement*, and click *Next*.

The screenshot shows the 'Fortinet Service Terms & Conditions' page. At the top, there's a breadcrumb 'Register Product > 1' and a progress bar with steps 1, 2, 3 (Agreement), 4, and 5. The page header shows 'Serial Number: [redacted]' and 'Product Model: FortiGate 1101E'. The main content area is titled 'Fortinet Service Terms & Conditions' with a subtitle 'For FortiCare, FortiGuard and other Service Offerings'. Below this is a large block of text containing the terms and conditions. At the bottom, there is a checkbox labeled 'I have read, understood and accepted the contract stated above'. Below the checkbox are 'Cancel' and 'Next' buttons.

5. On the *Verification* page, review your asset details and accept the terms of the contract, then click *Confirm*.

The screenshot shows the 'Verification' page. At the top, there's a breadcrumb 'Register Product > FMG' and a progress bar with steps 1, 2, 3, 4 (Verification), and 5. The page header shows 'Serial Number: FMG [redacted]' and 'Product Model: FortiManager 200F'. The main content area is titled 'Important Notice: READ BEFORE COMPLETING THE REGISTRATION.' Below this, there are details about the warranty: 'Product Warranty Type: Standard', 'Warranty Support Start Date: 2020-08-05', and 'Warranty Support Start Event: Initial Registration of SN at support.fortinet.com'. Below this is a section for 'Asset location: My Assets/Folder 1'. The main part of the page is a table titled 'PRODUCT ENTITLEMENT' with columns: Support Type, Support Level, Activation Date, and Expiration Date. The table contains three rows of data. At the bottom, there is a checkbox labeled 'By accepting these terms, you are activating this support contract and the entitlement period provided can not be changed. If you wish to continue, click "confirm" button to submit your request.' Below the checkbox are 'Cancel' and 'Confirm' buttons.

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2020-08-05	2021-08-05
Firmware & General Updates	Web/Online	2020-08-05	2020-11-03
Enhanced Support	8x5	2020-08-05	2020-11-03

6. Registration is now complete and your registration summary is displayed.

Registration Completed
Thank you for choosing this Fortinet product. Your registration process has completed successfully. Please be aware that the registration information may not reflect on your product immediately, a delay (up to 4 hours) can occur.

Product Info

Product Model	FortiGate 1101E
Serial Number	FG10E1
Registration Date	2020-10-14
Ship Date	2020-04-30
Warranty ⓘ	Bundle
Warranty Support Start Date	2020-06-29
Warranty Support Start Event ⓘ	Initial Registration of SN at support.fortinet.com
Description	N/A
Partner	Unknown

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	2020-06-29	2021-06-29
Firmware & General Updates	Web/Online	2020-06-29	2021-06-29
Enhanced Support	24x7	2020-06-29	2021-06-29
Telephone Support	24x7	2020-06-29	2021-06-29
Advanced Malware Protection	Web/Online	2020-06-29	2021-06-29
NGFW	Web/Online	2020-06-29	2021-06-29
Web Filtering	Web/Online	2020-06-29	2021-06-29
AntiSpam	Web/Online	2020-06-29	2021-06-29

Register More Done

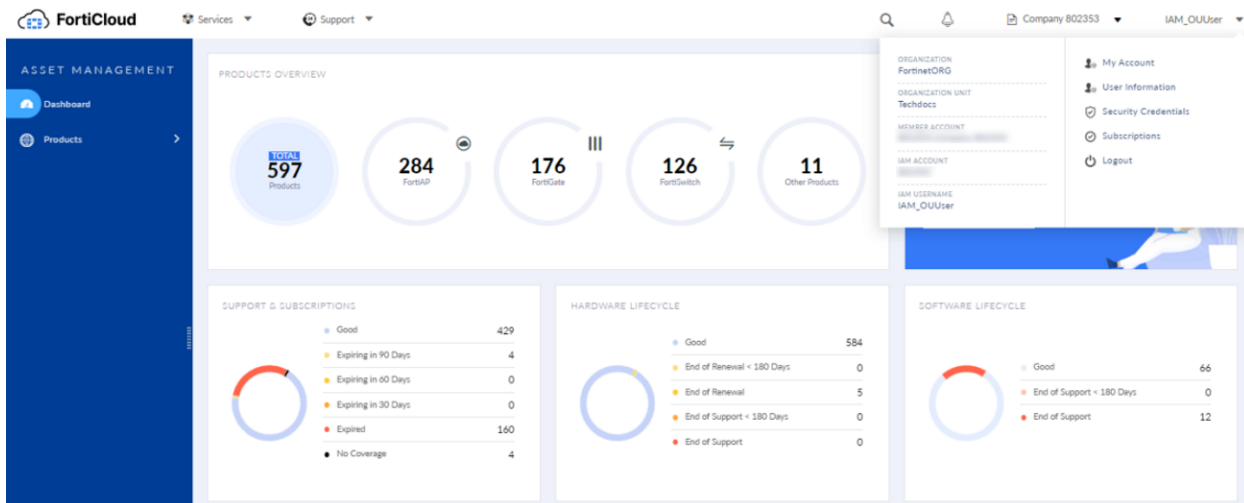
7. Click *Done*.

Viewing assets in the Organization

Information displayed in the Asset Management portal can vary depending on the selected OU and account.

Profile menu

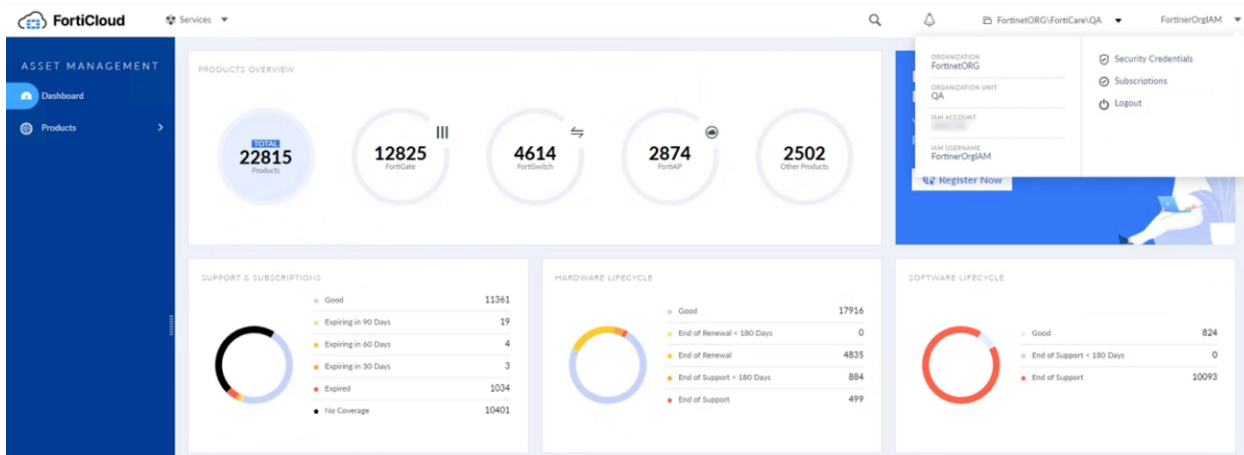
Your profile information available in the profile menu dropdown is dependent on the access and permissions associated with your account. If you are logged in with an IAM or external IdP account that has OU permissions enabled, you will see the *IAM Account* information, your *IAM Username*, and the OU information, including the *Organization* and *Organization Unit*.



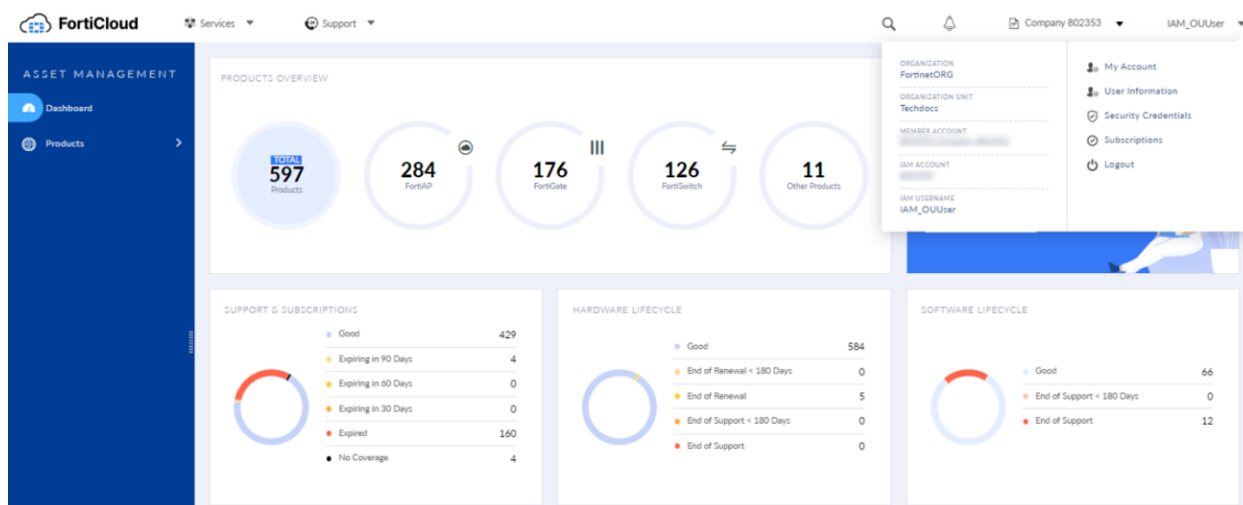
If you are logged in with an IAM or external IdP account that does not have OU permissions enabled, you will only see the *Account* information and your *Username*.
Email credentials cannot access OUs and will therefore also only include the *Account* information and your *Username*.

Dashboard

The *Dashboard* contents and profile information are also dependent on the type of OU account you are accessing. If you are logged into an OU, the information on the *Dashboard* will be an aggregation of the all of the sub-OUs and OU member accounts within that OU.



If you are logged into an OU member account, the *Dashboard* will only show information related to the current member account and the profile information will include the *Member Account* information.



You can switch between OUs and member accounts using the OU context switch menu. See [OU context switch](#) in the Identity & Asset Management (IAM) Administration Guide.



If you are logged into an OU, you will not be able to access the legacy *Support* portal. Likewise, if you try to access the IAM portal while logged into an OU, you will be prompted to select a member account instead before you are granted access.

Products

In the OU consolidation mode, the product list will provide additional information, such as *Organizational Unit*, *Company*, and *Asset Folder* columns when viewing *Products > Product List* from an OU.

View Products: 597 Units						
Search product list ...						
<input type="checkbox"/>	SERIAL NUMBER ▾	PRODUCT MODEL ▾	ORGANIZATIONAL UNIT ▾	COMPANY ▾	DESCRIPTION ▾	DAYS TO EXPIRATION ▾
<input type="checkbox"/>	FAZ-VMTM	FortiAnalyzer VM	FortinetORG\Techdocs	company 802353		2023-03-24
<input type="checkbox"/>	FAZVMSTM	FortiAnalyzer VM S-Series	FortinetORG\Techdocs	company 802353	OCB_HQ_Fortianalyzer_VM	Expired
<input type="checkbox"/>	FAZVMSTM	FortiAnalyzer VM S-Series	FortinetORG\Techdocs	company 802353	OCB_FAZ_TESTMIGRATION7	Expired
<input type="checkbox"/>	FCON0100	FortiConverter	FortinetORG\Techdocs	company 802353		Expired
<input type="checkbox"/>	FCTEMS00	FortiClient EMS	FortinetORG\Techdocs	company 802353	FortiClient EMS OCB HQ	2025-11-18
<input type="checkbox"/>	FG101ETK	FortiGate 101E	FortinetORG\Techdocs	company 802353	OCB_AF_Kunduz_FG-101E	2024-05-12



The *Asset Folder* and *Registration Date* columns are hidden by default. You can adjust the visible columns in the *Select columns to display* dropdown.

The *Organizational Unit* and *Company* columns are available when viewing *Products > More Views*. The following image demonstrates the new columns on the *Products > More Views > HW Warranty* page.

Hardware Warranty: 1223 Units 8494 Records								
<div> <div>All</div> <div>Search HW Warranty list ...</div> <div> <div>🔍</div> <div>🔄</div> <div>👤</div> <div>📄 Register More</div> </div> </div>								
SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	SHIP DATE	WARRANTY TYPE	SUPPORT TYPE	SUPPORT LEVEL	ORGANIZATIONAL UNIT	COMPANY
F2K	FortiGate 2600F	RZ-CAGS-FW01-CC 2021-06-28		Standard	Hardware	Return To Factory	fc3	Fortinet
F2K	FortiGate 2600F	RZ-CAGS-FW01-CC 2021-06-28		Standard	Firmware & General	Web/Online	fc3	Fortinet
F2K	FortiGate 2600F	RZ-CAGS-FW01-CC 2021-06-28		Standard	Enhanced Support	8x5	fc3	Fortinet
F2K	FortiGate 2600F	RZ-CAGS-FW02-CC 2021-06-28		Standard	Hardware	Return To Factory	fc3	Fortinet
F2K	FortiGate 2600F	RZ-CAGS-FW02-CC 2021-06-28		Standard	Firmware & General	Web/Online	fc3	Fortinet
F2K	FortiGate 2600F	RZ-CAGS-FW02-CC 2021-06-28		Standard	Enhanced Support	8x5	fc3	Fortinet
FAC	FortiAuthenticator 2000E FACSS002		2019-03-28	Standard	Hardware	Return To Factory	fc3	Fortinet
FAC	FortiAuthenticator 2000E FACSS002		2019-03-28	Standard	Firmware & General	Web/Online	fc3	Fortinet
FAC	FortiAuthenticator 2000E FACSS002		2019-03-28	Standard	Enhanced Support	8x5	fc3	Fortinet
FG	FortiGate 100E	New firewall	2008-09-25	Bundle	Hardware	Return To Factory	fc3	Fortinet

Context switch dropdown

You can change your selected scope using the context switch dropdown menu. See [OU context switch](#) in the Identity & Access Management (IAM) Administration Guide.

The screenshot shows the FortiCloud Asset Management dashboard. On the left is a sidebar with navigation links: Dashboard, Products, Pending Registration, Marketplace, and Account Services. The main area displays 'PRODUCTS OVERVIEW' with four circular metrics: 4847 Products, 2485 Items, 2358 Support, and 1 FortiAuthenticator. Below this are two charts: 'SUPPORT & SUBSCRIPTIONS' and 'HARDWARE LIFE CYCLE'. On the right, a 'Context Switch' dropdown menu is open, showing a search bar and a list of organizational units (OUs) and companies, including FortinetORG, Fortinet, FortiCare, and various company accounts.

For information on creating and joining Organizational Units, see [Enabling Organizations](#) in the Identity & Access Management (IAM) Administration Guide and the [Organizational Portal Administration Guide](#).

Transferring products

You can transfer products to a different Organizational Unit (OU) in the *Products > Products List*.

You can also move assets between asset folders. See [Creating custom views on page 37](#) for more information.

To transfer products to a new organizational unit:

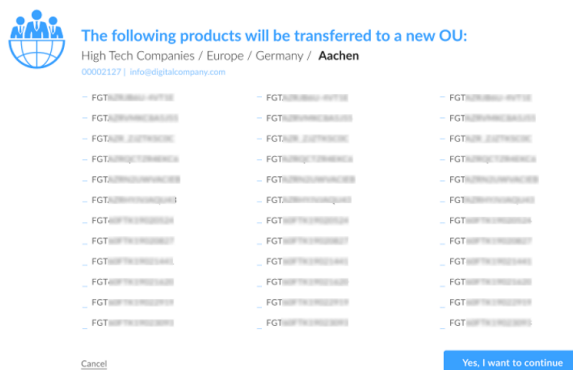
1. Select the products you want to transfer. The *Transfer to* dropdown menu is displayed.

Product	Location	Account	Notes	Date
FAV [Product ID]	FortiAnalyzer VM FNVN	Germany	Account 1	2005-07-08
FAV [Product ID]	FortiAnalyzer VM FNVN	Germany	Account 2	2005-07-08
FSM [Product ID]	FortiSIEM Subscription	Germany	Account 5	Bought 2 in total
FSM [Product ID]	FortiSIEM Subscription	Germany	Account 10	Only available at Vancouver
FDB [Product ID]	FortiDB VA	Germany	Account 11	2005-07-08
FDB [Product ID]	FortiDB VA	Germany	Account 12	Repurchase
FDB [Product ID]	FortiDB VA	Germany / Aachen	Account 13	2005-07-08
APS [Product ID]	FortiGate 300	Germany / Aachen	Account 14	No more renewal
APS [Product ID]	FortiGate 300	Germany / Berlin	Account 15	Bought 4-year membership
APS [Product ID]	FortiGate 300	Germany / Berlin	Account 1	Purchased by Peter John
APS [Product ID]	FortiGate 300	Germany / Munich	Account 1	Purchased by Peter John

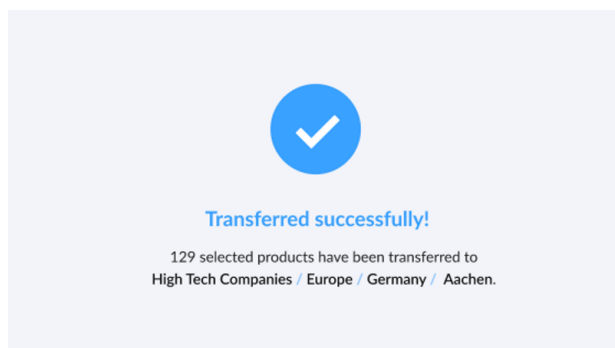
2. Select *Transfer to*. A list of available OUs is displayed.

Product	Location	Account	Notes	Date
FAV [Product ID]	FortiAnalyzer VM FNVN	Germany	Account 1	2005-07-08
FAV [Product ID]	FortiAnalyzer VM FNVN	Germany	Account 2	2005-07-08
FSM [Product ID]	FortiSIEM Subscription	Germany	Account 5	Bought 2 in total
FSM [Product ID]	FortiSIEM Subscription	Germany	Account 10	Only available at Vancouver
FDB [Product ID]	FortiDB VA	Germany	Account 11	2005-07-08
FDB [Product ID]	FortiDB VA	Germany	Account 12	Repurchase
FDB [Product ID]	FortiDB VA	Germany / Aachen	Account 13	2005-07-08
APS [Product ID]	FortiGate 300	Germany / Aachen	Account 14	No more renewal
APS [Product ID]	FortiGate 300	Germany / Berlin	Account 15	Bought 4-year membership
APS [Product ID]	FortiGate 300	Germany / Berlin	Account 1	Purchased by Peter John
APS [Product ID]	FortiGate 300	Germany / Berlin	Account 1	Purchased by Peter John
APS [Product ID]	FortiGate 300	Germany / Munich	Account 1	Purchased by Peter John
APS [Product ID]	FortiGate 300	Germany / Munich	Account 23	Purchased by Peter John

3. Select the OU you want to move the products to. A list of products being moved and the new location is displayed.



4. Click *Yes, I want to continue*. A confirmation message is displayed.



If the transfer is unsuccessful, a warning message will display. If the transfer was partially successful, the products that were not able to transfer to the new location will be listed in the message. Any products not listed in the warning message have successfully transferred to the new location.



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