Changes to the support of Meru Networks products occurring in mid January 2016

In July 2015, Meru Networks became part of Fortinet, the global leader in high-performance cyber security solutions. In January 2016, the Customer Service & Support organisations will be merged.

As a valued Meru Networks customer you will continue to receive technical support from the same support team members. However, there will be some changes in the way services are delivered.

This announcement highlights those changes, there is no action required at this time. A further announcement will be made later in the year concerning your access to the Fortinet Customer Service & Support web portal.

Contacting Fortinet Support

Fortinet Customer Service & Support provide assistance to their customers through their web portal, by telephone, and through a web chat service.

The existing Meru web portal will be decommissioned in early January 2016, along with the existing Meru telephone numbers and email addresses.

Account, product and contract registration

Customer information including account details, registered products, licences and support contracts will be migrated into the Fortinet Customer Service & Support database at the end of this year.

This account information can then be maintained by the customer using the Fortinet Customer Service & Support web portal at https://support.fortinet.com/.

It is in the interest of all customers to ensure their customer and product information is kept up to date to facilitate service delivery.

Only Controller products, Service Appliances and the Meru Xpress Cloud XP8i will be shown in the list of registered products. Access Point products will not be registered in the account assets.

Support Tickets

From mid January 2016, Support Tickets can be raised by using the Fortinet Customer Service & Support web portal at https://support.fortinet.com/. A support ticket may be one of the following types:

- Technical Support Ticket: For technical questions.
- Customer Service: For contract, licence, administration and general support questions.
- DOA/RMA: For the replacement of defective hardware products.

In order to raise a support ticket through the web portal it is necessary to have an account ID and to open the ticket against a registered device by identifying the device serial number.

Support Tickets can also be raised by telephone at any of the numbers given on the Fortinet Support Contact Us page at http://www.fortinet.com/support/contact_support.html To raise a support ticket by telephone it is necessary to have the device serial number of a registered, contracted device. In order to assure appropriate response times, P1/P2 tickets may only be created via telephone support.

Only support tickets for customer service requests may be raised by email. The use of email to provide ticket updates to Fortinet is not available.

It is not planned to make the history of Meru support tickets available through the Fortinet Customer Service & Support web portal. Any tickets which are open at the time of the migration will be transferred to the Fortinet ticket database and allocated a new ticket number.

Software downloads

Software for all Meru products will be available in January 2016 to contracted customers in the Download section of the Fortinet Customer Service & Support web portal at https://support.fortinet.com/.

Product Documentation

Documentation for all Meru products will be available in the Fortinet Documentation Library which can be accessed from the link on the Fortinet Customer Service & Support web portal, or directly at https://docs.fortinet.com/.

Knowledge Base

All current Meru Knowledge Base articles will be available in the Fortinet Knowledge Base which can be accessed from the link on the Fortinet Customer Service & Support web portal, or directly at https://kb.fortinet.com/.

Meru Warranty and End of Life Policies

All information related to the end of life and end of support of Meru products will be available in the Product Life cycle which can be accessed from the link on the Fortinet Customer Service & Support web portal.

merUniverse Community

The discussion forums in the merUniverse Community will be moved to the Fuse Fortinet Community at https://fuse.fortinet.com/.

Further information will be published on the MeruAssurance web portal in due course.