

# Modules and Chassis Registration

Modules are optional accessories that can be added to an existing FortiGate unit to increase or expand the functionalities of said unit.

A chassis is the physical frame that holds and stores one or more FortiGate units together in a stack.

Both modules and chassis can be registered on the Support Portal as stand-alone units and are visible to the account holder.

Both modules and chassis do not have their warranties but are covered by the support of the linked FortiGate unit.

Module or chassis can be linked to the FortiGate unit that carry them.

## A. Modules Registration

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**
2. Under Asset, select “Register/Activate”

The screenshot shows the Fortinet Support Portal interface. At the top, there is a navigation bar with 'Customer Service & Support' on the left and 'Home', 'Asset', 'Assistance', 'Download', and 'Feedback' in the center. On the right, it shows '0 EATEL' and a user profile icon. Below the navigation bar, a blue banner displays 'Home' and 'Welcome Michael Fazely'. A dropdown menu is open under 'Asset', showing options: 'Register/Activate', 'Manage/View Products', and 'Decommissioned Units'. To the right of the banner, there are two red boxes: 'About To Expire' with the number '22' and 'Open Tickets' with the number '5'. Below the banner is a 'Customer Support Bulletin' section with three items: 'Wifi Controller memory leak', 'FortiExtender GUI Login Failure', and 'Upgrade FortiClient EMS to version 6.0.6 or 6.2.0'. A 'More' button is visible below the bulletin items. The main content area is titled 'Asset' and contains two columns. The left column is 'Register/Activate Contracts' with a paper plane icon and the description: 'Register HW/Virtual appliance or software; Activate service contract or license on your registered product.' The right column is 'Manage Products' with a list icon and the description: 'Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.'

# Modules and Chassis Registration

3. Enter the module serial number, select the End User Type and click “Next”

The screenshot shows the Fortinet Customer Service & Support website. The navigation bar includes Home, Asset, Assistance, Download, and Feedback. The main header indicates the user is in the 'Registration Wizard' and 'Registering Product'. A progress bar shows step 1 'Registration Code' is active. Below, the 'Specify Registration Code' section has a text input field containing 'ASMF8434'. The 'End User Type' section has two radio buttons: 'The product will be used by a government user' (selected) and 'The product will be used by a non-government user'. A 'Next' button is at the bottom.

4. Select your Fortinet Partner from the dropdown menu and select the Fortigate serial number to link the module but it is optional to do this at this stage. Click “Next” to proceed.

The screenshot shows the 'Product Registration' section for 'Registering ASM-FB4 Module'. The progress bar shows step 2 'Registration Info' is active. The 'Specify Fortinet Registration Information' section includes a 'Support Contract No.' field, a 'Product Description' field, and a 'Fortinet Partner:\*' dropdown menu with a red arrow pointing to it. Below is a table of available FortiGate chassis.

Serial Number	Product Model
<input type="radio"/> FG300B: 3600438	FortiGate 310B
<input type="radio"/> FG300B: 3605777	FortiGate 310B
<input type="radio"/> FG300B: 3600438	FortiGate 310B
<input type="radio"/> FG300B: 3600814	FortiGate 310B
<input type="radio"/> FG311B: 3600266	FortiGate 311B
<input type="radio"/> FG311B: 3600488	FortiGate 311B
<input type="radio"/> FG3K8A: 8600318	FortiGate 3810A-E4
<input type="radio"/> FG3K8A: 0600178	FortiGate 3810A-E4
<input type="radio"/> FG600B: 3600621	FortiGate 620B
<input type="radio"/> FG600B: 3600675	FortiGate 620B
<input type="radio"/> FG600B: 3600799	FortiGate 620B
<input type="radio"/> FG600B: 3600800	FortiGate 620B
<input type="radio"/> FGT3KB: 8600407	FortiGate 3016B
<input type="radio"/> FGT3KB: 0600004	FortiGate 3016B

Navigation buttons: Previous, Next

# Modules and Chassis Registration

5. Read and accept the product registration agreement, click “Next”

Product Registration | Registering ASM-FB4 Module | Serial Number: ASMF84341

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

### Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

**THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, THE CUSTOMER, AND FORTINET. BEFORE YOU CONTINUE WITH REGISTRATION OF YOUR FORTICARE OR FORTIGUARD SERVICE CONTRACT (THE "SERVICES CONTRACT") CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "ACCEPT" BUTTON, YOU, AS AN AUTHORIZED REPRESENTATIVE ON BEHALF OF CUSTOMER, CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT ("AGREEMENT") AND YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND HAVE HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL, PRIOR TO AGREEING TO THE TERMS HEREIN AND SUBMITTING YOUR REGISTRATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR DESIRE TO SUGGEST ANY MODIFICATIONS TO THIS AGREEMENT, PLEASE CONTACT THE LOCAL FORTINET SALES REPRESENTATIVE TO BE REFERRED TO FORTINET LEGAL. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT CONTINUE WITH THE REGISTRATION PROCESS.**

The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas, Fortinet, Inc., or (ii) where Customer is located outside of the Americas, Fortinet Singapore Private Limited (each referred to herein as "Fortinet"). The effective date of this Agreement shall commence upon Customer's acceptance of this Agreement. Service Contracts are available for Fortinet's commercial networking products and related equipment, including hardware products with embedded software, and software products sold and licensed to you pursuant to Fortinet's End User License Agreement ("EULA" provided to you with the products, which EULA is incorporated herein by reference and is available at <http://www.fortinet.com/doc/EULA.pdf> "Terms and Conditions of Sale"). This Agreement and the Terms and Conditions of Sale represent the entire agreement between the parties with respect to maintenance and support services and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral.

1. DEFINITIONS

I have read, understood and accepted the contract stated above

Previous Next

6. Verify the product entitlement to ensure all are correct. Check the box to accept the terms and click “Confirm” to complete the registration.

Product Registration | Registering ASM-FB4 Module | Serial Number: ASMF84341

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

### Verification

**Important Notice:**

READ BEFORE COMPLETING THE REGISTRATION.

Please verify the entitlement preview for ASMF84341 and its associated services.

Product Warranty Type: Standard.

**Product Entitlement:**

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2011-02-03	2012-02-03


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](#).

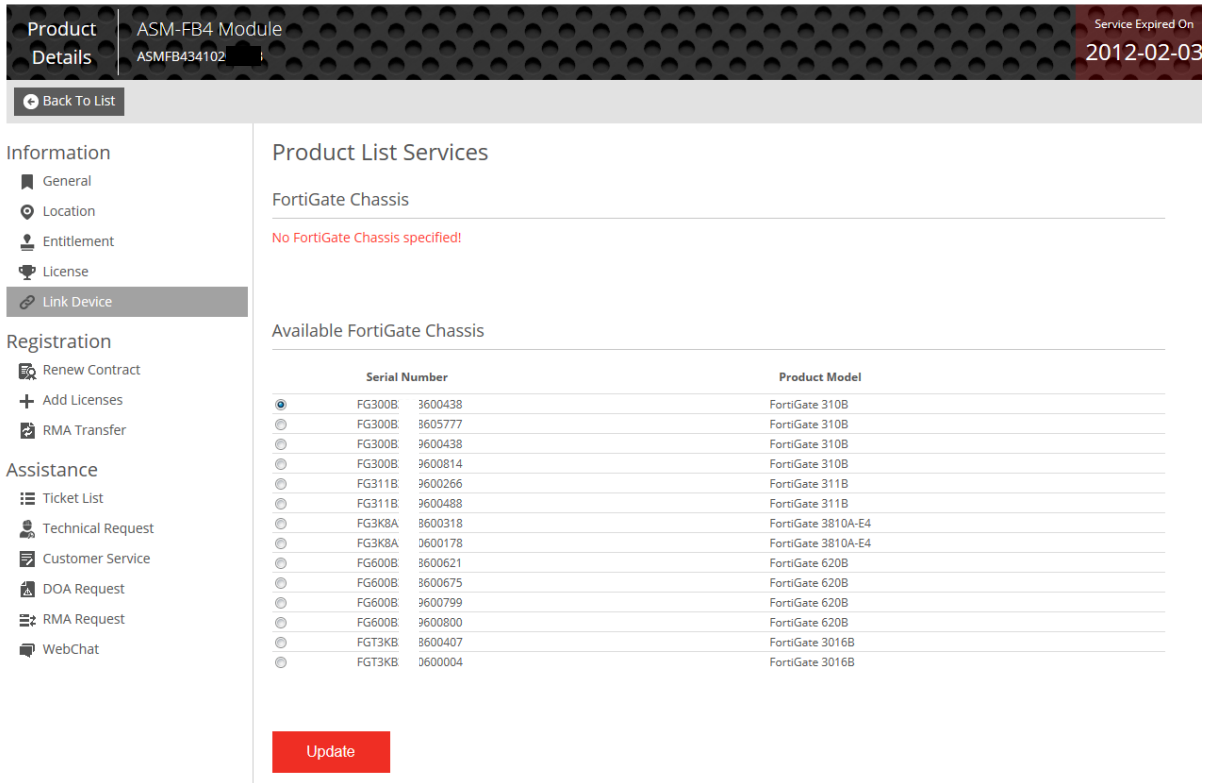
BY ACCEPTING THIS TERMS, YOU ARE ACTIVATING THIS SUPPORT CONTRACT AND THE ENTITLEMENT PERIOD PROVIDED CAN NOT BE CHANGED, IF YOU WISH TO CONTINUE, CLICK "Confirm" BUTTON TO SUBMIT YOUR REQUEST.

Previous Confirm

# Modules and Chassis Registration

## B. Link modules to Fortigate

1. Go to Asset > select “Manage/View Products” to find the module serial number from the product list and click on it.
2. Choose  Link Device option and select the FortiGate serial number that carries this module, click “Update”.



Product Details: ASM-FB4 Module, ASMFB434102, Service Expired On: 2012-02-03

Information: General, Location, Entitlement, License, **Link Device**

Registration: Renew Contract, Add Licenses, RMA Transfer

Assistance: Ticket List, Technical Request, Customer Service, DOA Request, RMA Request, WebChat

Product List Services: FortiGate Chassis

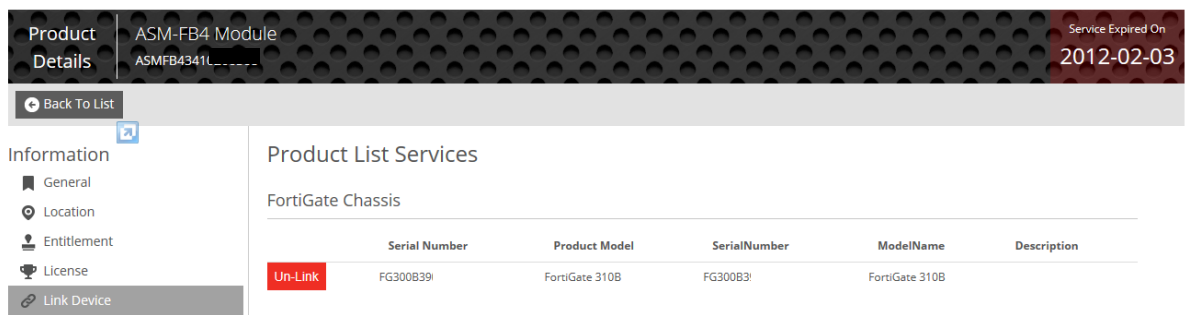
No FortiGate Chassis specified!

Available FortiGate Chassis

Serial Number	Product Model
<input checked="" type="radio"/> FG300B: 3600438	FortiGate 310B
<input type="radio"/> FG300B: 3605777	FortiGate 310B
<input type="radio"/> FG300B: 3600438	FortiGate 310B
<input type="radio"/> FG300B: 3600814	FortiGate 310B
<input type="radio"/> FG311B: 3600266	FortiGate 311B
<input type="radio"/> FG311B: 3600488	FortiGate 311B
<input type="radio"/> FG3K8A: 0600318	FortiGate 3810A-E4
<input type="radio"/> FG3K8A: 0600178	FortiGate 3810A-E4
<input type="radio"/> FG600B: 3600621	FortiGate 620B
<input type="radio"/> FG600B: 3600675	FortiGate 620B
<input type="radio"/> FG600B: 3600799	FortiGate 620B
<input type="radio"/> FG600B: 3600800	FortiGate 620B
<input type="radio"/> FGT3KB: 0600407	FortiGate 3016B
<input type="radio"/> FGT3KB: 0600004	FortiGate 3016B

Update

3. Once the module successfully linked to the serial number, you should see the page as shown below.

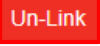


Product Details: ASM-FB4 Module, ASMFB4341L..., Service Expired On: 2012-02-03

Information: General, Location, Entitlement, License, **Link Device**

Product List Services: FortiGate Chassis

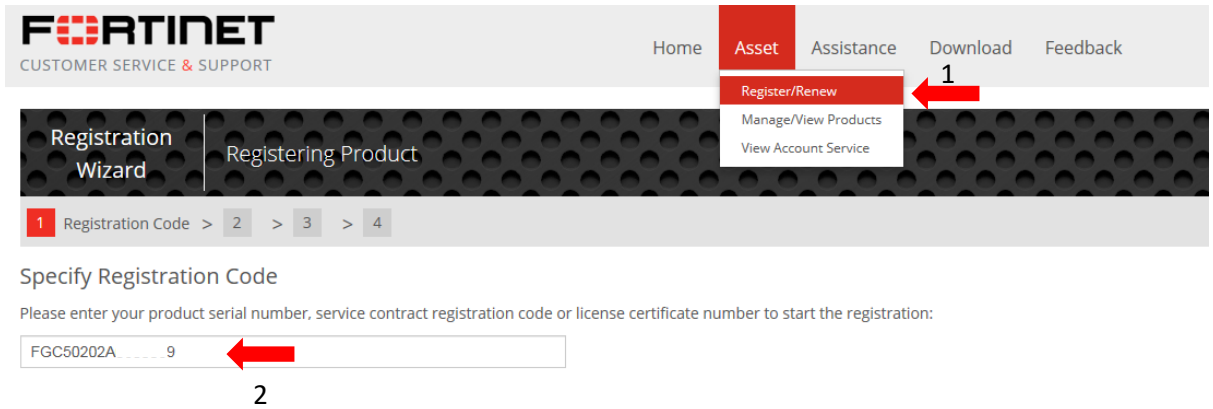
Serial Number	Product Model	SerialNumber	ModelName	Description
<b>Un-Link</b>	FG300B39I	FortiGate 310B	FG300B3I	FortiGate 310B

4. Click  if you want to disconnect the module from the linked serial number.

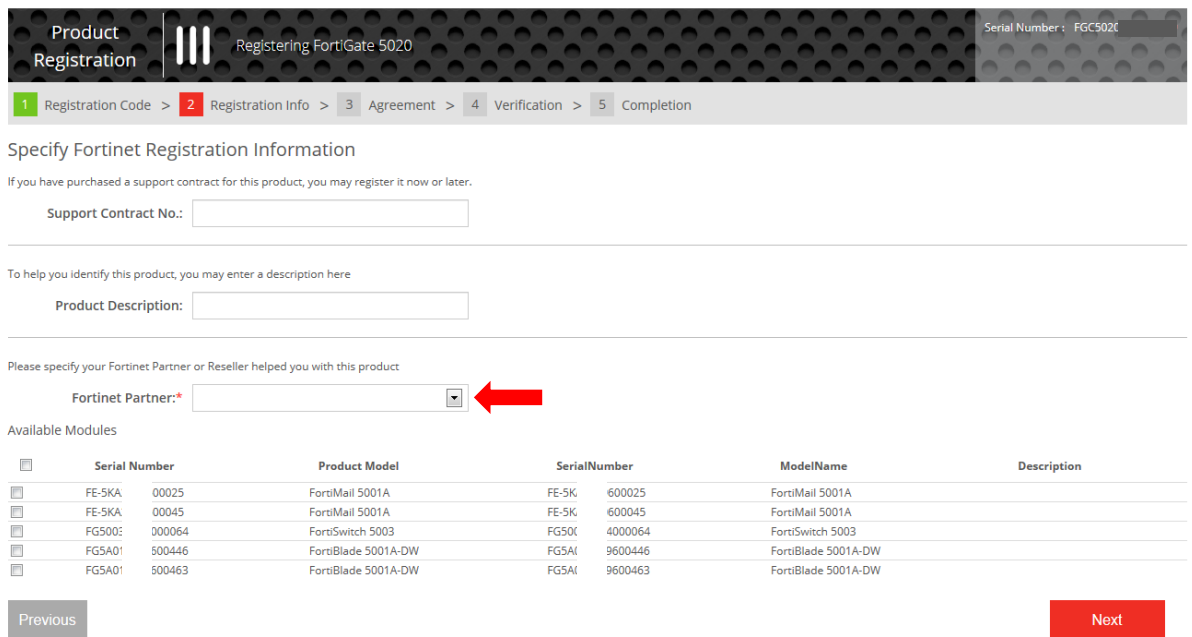
# Modules and Chassis Registration

## C. Chassis Registration

1. Go to Asset, click “Register/Renew” and enter the chassis serial number.



2. Select your Fortinet Partner from the dropdown menu and select the Fortigate serial number to link the chassis but it is optional to do this at this stage. Click “Next” to proceed.



# Modules and Chassis Registration

3. Read and accept the product registration agreement, click “Next”

Product Registration | Registering FortiGate 5020 | Serial Number: FGC50202

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

### Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

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The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas, Fortinet, Inc., or (ii) where Customer is located outside of the Americas, Fortinet Singapore Private Limited (each referred to herein as "Fortinet"). The effective date of this Agreement shall commence upon Customer's acceptance of this Agreement. Service Contracts are available for Fortinet's commercial networking products and related equipment, including hardware products with embedded software, and software products sold and licensed to you pursuant to Fortinet's End User License Agreement ("EULA" provided to you with the products, which EULA is incorporated herein by reference and is available at <http://www.fortinet.com/doc/legal/EULA.pdf> "Terms and Conditions of Sale"). This Agreement and the Terms and Conditions of Sale represent the entire agreement between the parties with respect to maintenance and support services and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral.

1. DEFINITIONS

I have read, understood and accepted the contract stated above

Previous Next

4. Verify the product entitlement to ensure all are correct. Check the box to accept the terms and click “Confirm” to complete the registration.

Product Registration | Registering FortiGate 5020 | Serial Number: FGC5020

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

### Verification

**Important Notice:**

READ BEFORE COMPLETING THE REGISTRATION.

Please verify the entitlement preview for FGC50 0600089 and its associated services.

Product Warranty Type: Standard.

Product Entitlement:

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2008-11-20	2009-11-20
Firmware & General Updates	Web/Online	2008-11-20	2009-02-18
Enhanced Support	8x5	2008-11-20	2009-02-18


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](#).

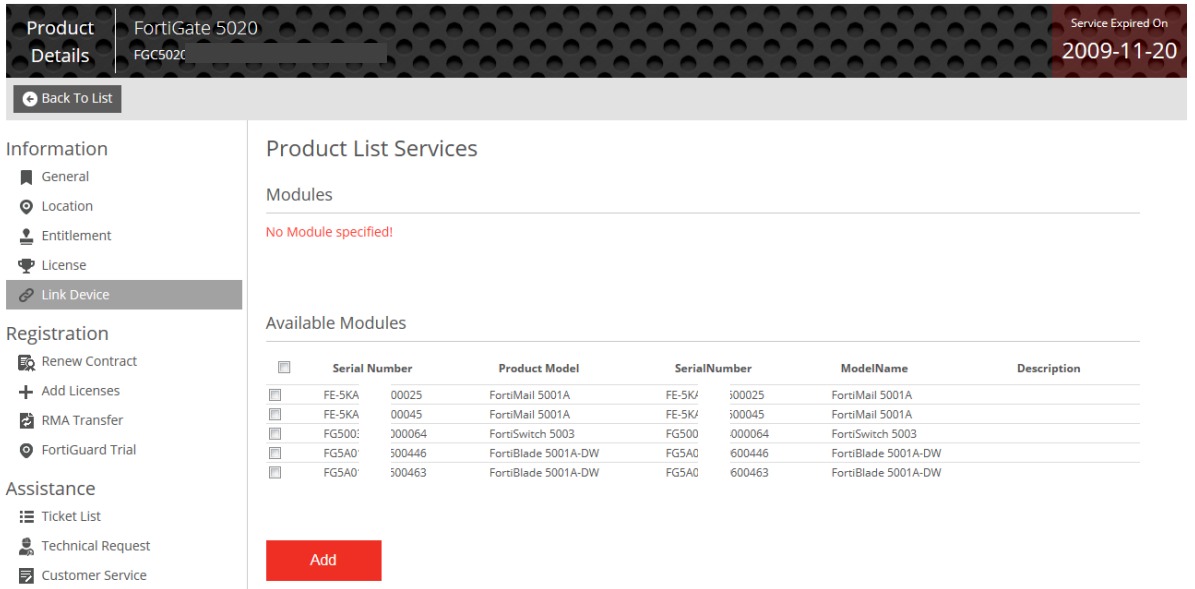
BY ACCEPTING THIS TERMS, YOU ARE ACTIVATING THIS SUPPORT CONTRACT AND THE ENTITLEMENT PERIOD PROVIDED CAN NOT BE CHANGED. IF YOU WISH TO CONTINUE, CLICK "Confirm" BUTTON TO SUBMIT YOUR REQUEST.

Previous Confirm

# Modules and Chassis Registration

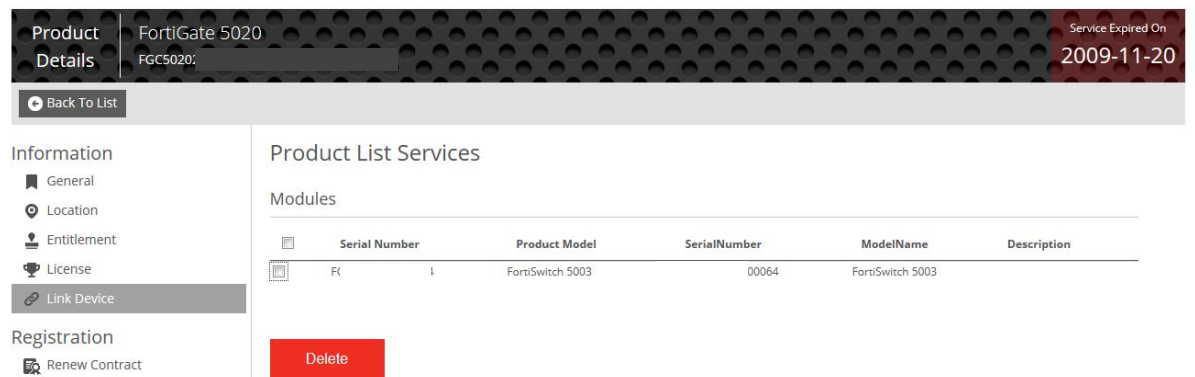
## D. Link Chassis to Fortigate

1. Go to Asset > select “Manage/View Products” to find the chassis serial number from the product list.
2. Choose  Link Device option and select the FortiGate serial number that carries this module, click “Add”.



	Serial Number	Product Model	SerialNumber	ModelName	Description
<input type="checkbox"/>	FE-5KA 00025	FortiMail 5001A	FE-5KJ 00025	FortiMail 5001A	FortiMail 5001A
<input type="checkbox"/>	FE-5KA 00045	FortiMail 5001A	FE-5KJ 00045	FortiMail 5001A	FortiMail 5001A
<input type="checkbox"/>	FG500: 300064	FortiSwitch 5003	FG500 000064	FortiSwitch 5003	FortiSwitch 5003
<input type="checkbox"/>	FG5A0 300446	FortiBlade 5001A-DW	FG5A0 600446	FortiBlade 5001A-DW	FortiBlade 5001A-DW
<input type="checkbox"/>	FG5A0 300463	FortiBlade 5001A-DW	FG5A0 600463	FortiBlade 5001A-DW	FortiBlade 5001A-DW

3. Once the module successfully linked to the serial number, you should see the page as show below.



	Serial Number	Product Model	SerialNumber	ModelName	Description
<input checked="" type="checkbox"/>	FE 1	FortiSwitch 5003	00064	FortiSwitch 5003	FortiSwitch 5003

4. Tick the box and click “Delete” if you wish to un-link the serial number from the chassis.