

Register the device after RMA

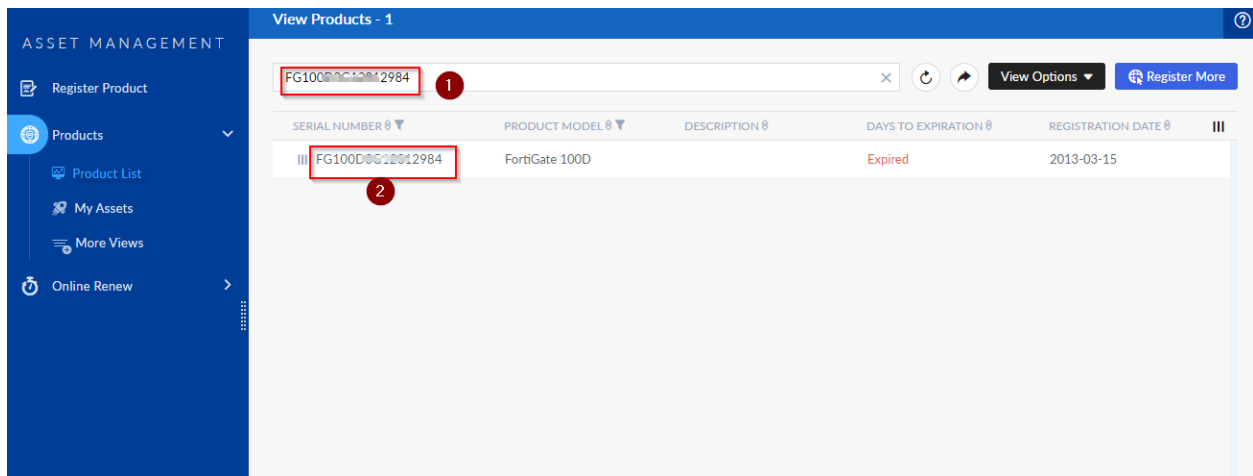
All service contracts together with registration must be transferred to replacement unit once the RMA replacement process is completed. This RMA transfer process is important. Failing to do so will cause the replacement unit to run without accurate registration status and valid service contract.

Nonetheless, the steps below are simple and easy, which takes you less than a minute to complete.

1. Login to <https://support.fortinet.com> with your account ID/email and password

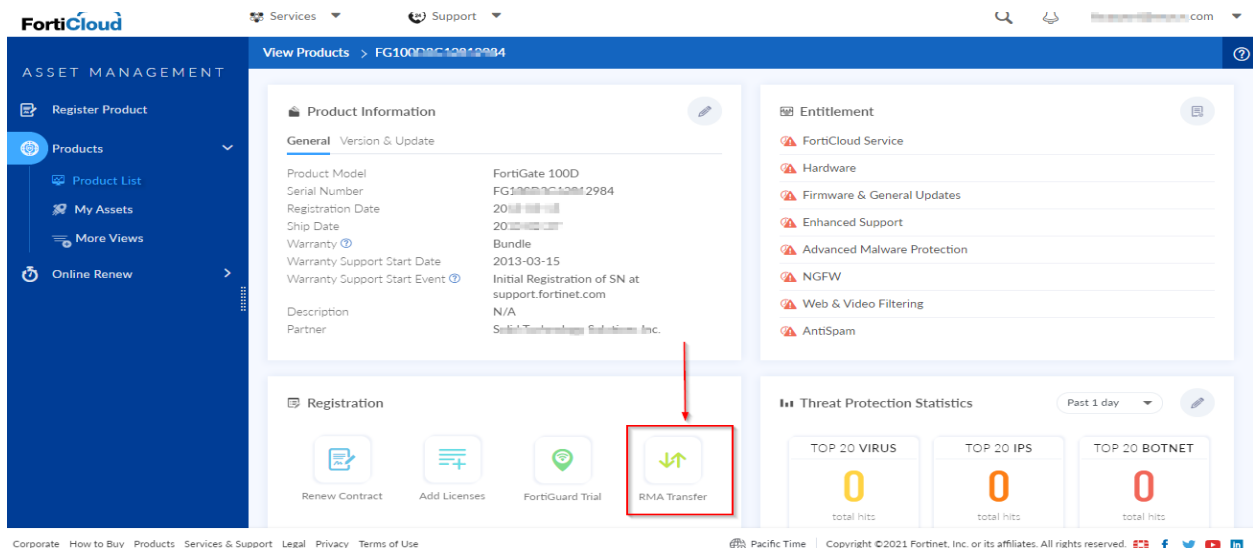
Note: Account ID/Email must be the same full email address to where the product is currently registered to

2. Once logged in to asset management portal, search the defective serial number and click on it.



The screenshot shows the 'View Products - 1' page in the Fortinet Asset Management portal. A search bar at the top contains the serial number 'FG100D00120012984', which is highlighted with a red box and a red circle labeled '1'. Below the search bar is a table with columns: SERIAL NUMBER, PRODUCT MODEL, DESCRIPTION, DAYS TO EXPIRATION, and REGISTRATION DATE. The first row contains the serial number 'FG100D00120012984' (highlighted with a red box and a red circle labeled '2'), 'FortiGate 100D', 'Expired', and '2013-03-15'.

3. On the landing page, click on RMA transfer under the registration section



The screenshot shows the 'View Products > FG100D00120012984' page in the Fortinet Asset Management portal. The page is divided into several sections: Product Information, Entitlement, Registration, and Threat Protection Statistics. The 'Registration' section is highlighted with a red box, and the 'RMA Transfer' option is highlighted with a red box and a red arrow pointing to it. The 'RMA Transfer' option is represented by a green double-headed arrow icon.

4. On the **transfer page**, enter the new device serial number (it should not be registered) select the end user type and then click on **REPLACE**

The screenshot shows the 'View Products' page in the Fortinet Asset Management system. The breadcrumb trail is 'View Products > FG100D0G12042004'. The page has a blue sidebar with 'ASSET MANAGEMENT' and options like 'Register Product', 'Products', 'Product List', 'My Assets', 'More Views', and 'Online Renew'. The main content area shows the 'Original Serial Number' as 'FG100D0G12042004' and the 'New Serial Number' as 'FG100D0G12045678'. Below this, the 'End User Type' section is titled 'The product will be used by' and has two radio button options: 'A government user' and 'A non-government user'. A list of definitions for government end-users is provided below. At the bottom right, there is a 'Clear' link and a 'Replace' button.

Note: RMA transfer can be done ONLY for serial number of defective unit which is still registered in your support account. If you experience problem to perform RMA transfer, submit Customer Service request from Assistance Tab/Create a Ticket for assistance.