

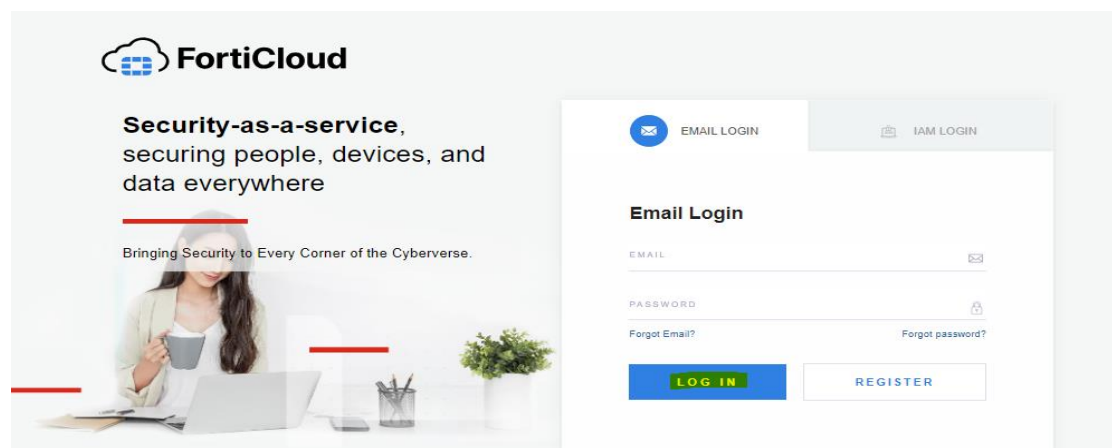
Update the Product Location Address

An alternative to product description, the product location address can precisely indicate the location of the firewall especially when the device is located in a different country, state or city.

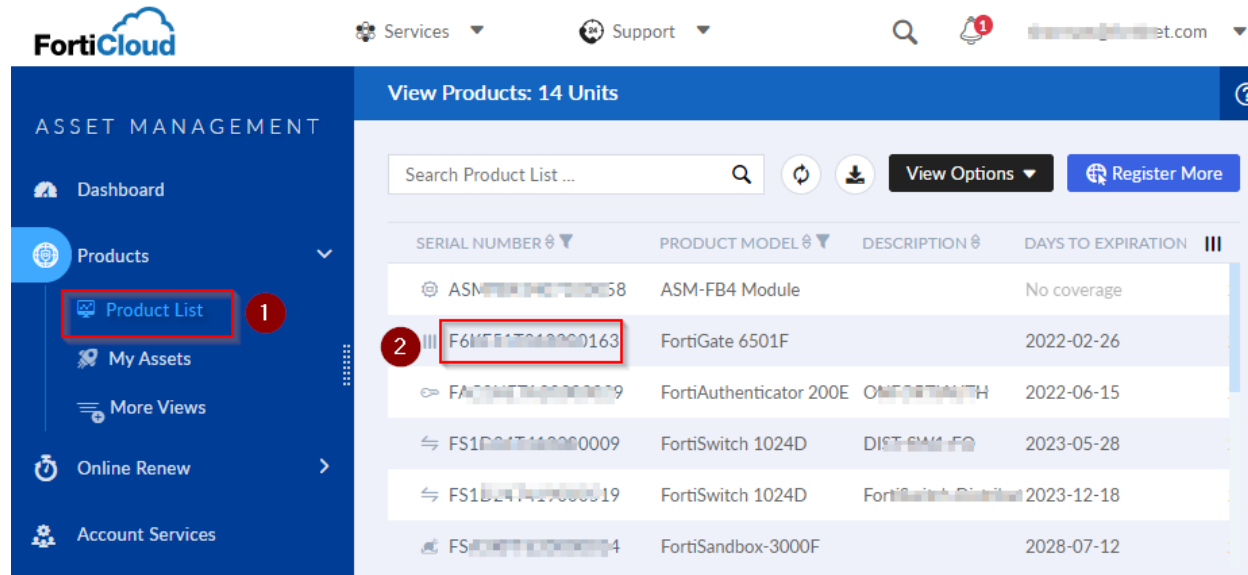
Moreover, it is best to update the location address for device located in a different country from the main account registration country which differ in its time zone so that you get TAC assistance based on the same time zone as the location country.

Additionally, the product location address is required for **Premium RMA Service**; therefore, the serial number **must** have a **location address** updated prior purchasing Premium RMA Service contract.

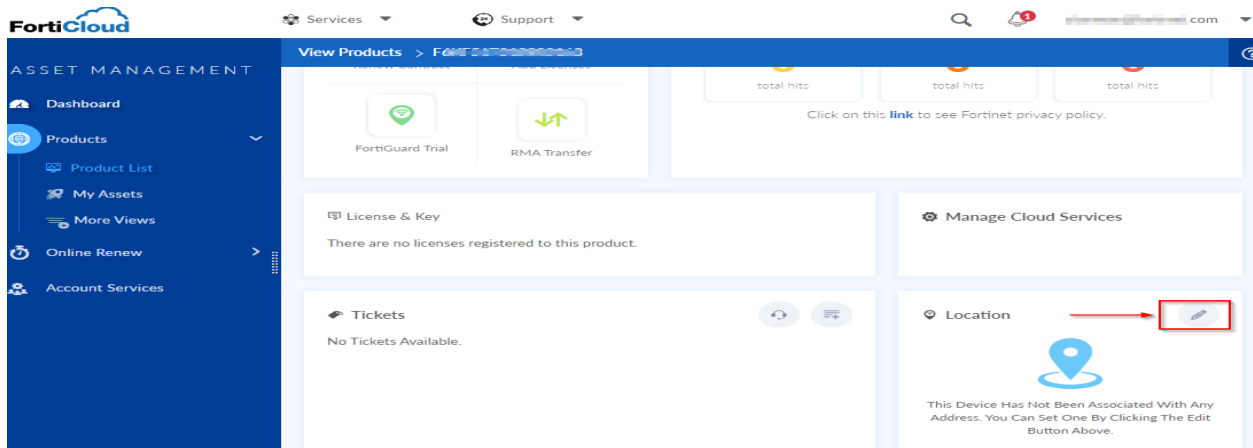
1. Login to <https://support.fortinet.com> with your account ID/email account ID/email account ID/email and password



2. Click on the **Product list** option in the asset management portal and then click on the serial number of the device for which you need to mention the product location



3. On the landing page, click on **pencil icon** in the location section



4. In the dropdown, you can **add** a new address or select the **same as account address**. The system will add the account address here
5. If you want to save the address for **future use** and want to specify it for another firewall then, check the **"I would Like to save this address for future use"** and click **Save**

Update Product Location

Unit Address
Same as account address 1

Company
C Company

Phone
+1 437 000 0000

Fax

Address *
1071 Main Street, Ottawa

City *
Ottawa

Country *
CANADA

Zip/Postal Code *
K2B 0M4

State/Province *
Ontario

Email
sh@company.com

I would like to save this address for future use.

2 3

- Click on the same **pencil icon** to **Edit** or **Unlink** to disconnect the location address from the device

Current Product Location

Address Name: Same as account address
 Company: C Company
 Address: 1000 ...
 City: Ottawa
 Country: CANADA
 Postal Code: K1M 1K4
 State/Province: Ontario
 Phone: +1 (613) 237-1600
 Fax:
 Email: sh@...com

Cancel

Edit Unlink

Note: Location address **cannot** be changed for serial number which has active **Premium RMA** service contract, submit a Customer Service request/ticket for assistance.

To pull a report of hardware devices with their Site address/location:

- Click on **Products-> More Views** and click on **Product Location**.
- Product location will populate location/site details of the hardware devices. You can click on the small icon with an arrow to export a report.

location: 244 Locations 383 Units

Search Product Location list ...

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	ADDRESS NAME	ADDRESS	CITY	STATE	COUNTRY
FG799	FG799E	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BAHAMAS
FG40	FG40E	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BAHAMAS
FG41	FG41E	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BAHAMAS
FGBK	FGBK	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BARBADOS
FG37	FG37E	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BARBADOS
FGDB	FGDB	Enterprise extran...	HUBBARD	Rainier	Seattle	WA	BARBADOS
FG79	FG79E	SANPAULO 01-3...	Rol... Aguirr...	Rol... isc...	Horain...	São Paulo	BRAZIL
FG90	FG90E	desenvolve: SP...		22...	São Paulo	SP	BRAZIL
FG77	FG77E	SANPAULO 01-3...	Rol... Aguirr...	Rol... isc...	Horain...	São Paulo	BRAZIL
FG55	FG55E	SANPAULO 07-3P...	Rol... Aguirr...	Rol... isc...	Horain...	São Paulo	BRAZIL
FG91	FG91E	SANPAULO 07-3P...	Rol... Aguirr...	Rol... isc...	Horain...	São Paulo	BRAZIL
FG14	FG14E	DRIVE PROJECT	FLORENCE	FLORENCE	MILAN	CM	CANADA
FG28	FG28E			52...	SARASOTA	FL	CANADA
FG04	FG04E			13...	SARASOTA	FL	CANADA