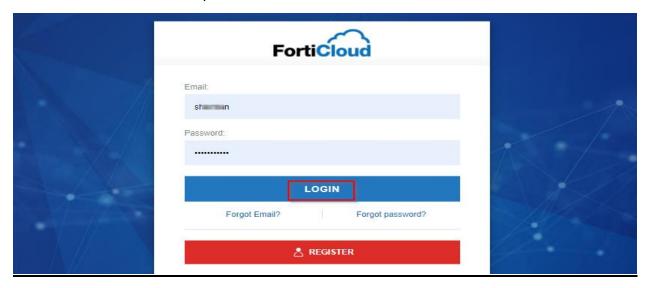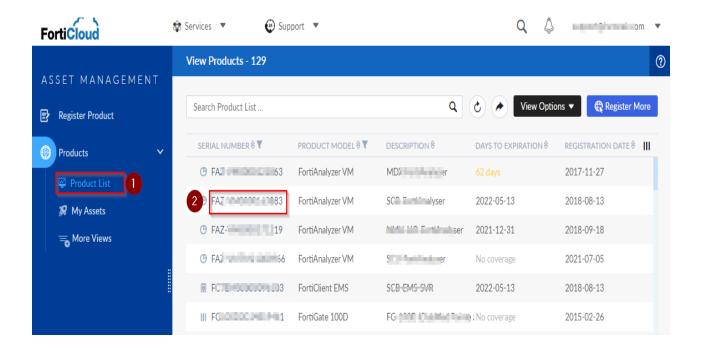## View the details of a Product and Service Entitlement

It is crucial to understand and know the details about your products. Check the support level, service type, activation date, expiration date etc. regularly to ensure it is within your expectation or all these are updated.

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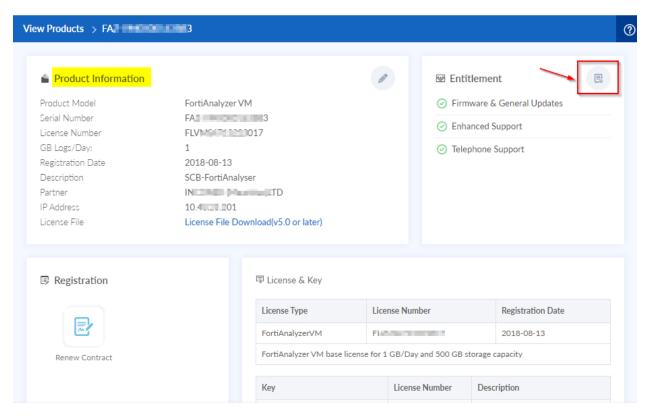

2. Once we are logged into the asset management portal, click on Product List and click on the serial number that you want to view the details or check the service **entitlement**

3. Product info page appears, displaying product information and **Entitlement**.

View Products > FA▒▒▒▒▒3

Product Information

Product Model	FortiAnalyzer VM
Serial Number	FA▒▒▒▒▒3
License Number	FLV▒▒▒▒017
GB Logs/Day:	1
Registration Date	2018-08-13
Description	SCB-FortiAnalyser
Partner	IN▒▒▒▒TD
IP Address	10.4▒▒01
License File	License File Download(v5.0 or later)

Entitlement

- ✓ Firmware & General Updates
- ✓ Enhanced Support
- ✓ Telephone Support

Registration

Renew Contract

License & Key

License Type	License Number	Registration Date
FortiAnalyzerVM	F▒▒▒▒	2018-08-13
FortiAnalyzer VM base license for 1 GB/Day and 500 GB storage capacity		

Key	License Number	Description

4. Click on the **small icon** in the **Entitlement** section to view the entitlement of the product. It will also show the contracts applied on the product

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Firmware & General Updates	Web/Online	2018-11-15	2022-05-13
Enhanced Support	24x7	2018-11-15	2022-05-13
Telephone Support	24x7	2018-11-15	2022-05-13

REGISTERED SUPPORT CONTRACT

Contract Number	SKU	Creation Date	Registration Date
1711EK366074	FC1Z-15-LV0VM-242-02-00	2021-05-21	2021-05-21
3848SW314326	FC1Z-15-LV0VM-241-02-00	2021-05-21	2021-05-21
4293LS234647	FC1Z-15-LV0VM-855-02-00	2021-05-21	2021-05-21
3101LT647199	FCX-15-00000-248-02-01	2021-05-21	2021-05-21
3077XA894682	FCX-15-00000-855-02-01	2021-05-12	2021-05-12
9552ZR943819	FCX-15-00000-242-02-01	2021-05-12	2021-05-12
7524ZH569529	FCX-15-00000-241-02-01	2021-05-12	2021-05-12
2658PN559493	FC1Z-15-LV0VM-242-02-00	2020-04-29	2020-04-29
8140SP427722	FC1Z-15-LV0VM-241-02-00	2020-04-29	2020-04-29
8608VZ777814	FC1Z-15-LV0VM-855-02-00	2020-04-29	2020-04-29

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