How to move a contract that has been registered against the wrong SN

Products

Customer Service & Support

Description

This article explains how to move the registration of a contract which has been applied against the wrong serial number.

Solution

The FortinetOne Portal does not currently allow contracts to be moved between devices, as a self-service option.

If a contract has been registered against the wrong device then it is necessary to login to https://support.fortinet.com and create a Customer Service ticket. Set the category to CS Unit/Contract Transfer.

Indicate the contract number, the device serial number it is registered to, and the unit serial number to which it is to be transferred.

Attach the Contract Letter, this is required by Customer Service for verification purposes.

Customer Service will review and verify if the request can be completed. NOTE: In the case of a co-term contract, a return will need to be requested, as all co-term contracts are requested against a specific serial number at the time of purchase. Co-term contracts are not transferable to a new serial number.

When the request is received by Customer Service from someone other than the registered administrator of both devices, approval is required in order to transfer the contract. Approval is required from the administrator of the device the contract is registered to as well as the administrator of the device to receive the contract.

Customer Service will contact the organizational administrator to request this approval. The process can take 3-4 days as 3 email contacts and one by phone are required when no response is received. Once approval is received Customer service will complete the transfer and send notification of completion to the requester.

When the request is received by Customer Service from the registered administrator of both devices, the request is completed and notification of completion sent.

 Customer Service will inform you of any exceptions in the event that one or more contracts cannot be transferred to a different device.