# Ticket Creation Guide

Introduction

This Ticket Creation Guide explains how requests for assistance may be made using the Fortinet Support Portal. Before creating a ticket it is worth considering the other available resources to address your issue:

• The Fortinet Knowledge Base contains solutions to many issues raised by customers.

• The Technical Document Library contains a full set of product documentation and release notes which describe the products and how to use them.

• The Fortinet Technical Discussion Forums has many posts which address common questions in the use of Fortinet products.

• The Technical Web Chat service, available in the 'Assistance' menu option provides direct access to a Fortinet engineer for general technical questions about Fortinet products and services. This service is not intended for complex issues that are likely to require in-depth troubleshooting. Tickets for assistance with Fortinet products may be created through the Support Portal at https://support.fortinet.com by selecting '**Create a Ticket**' from the '**Support'** dropdown option.
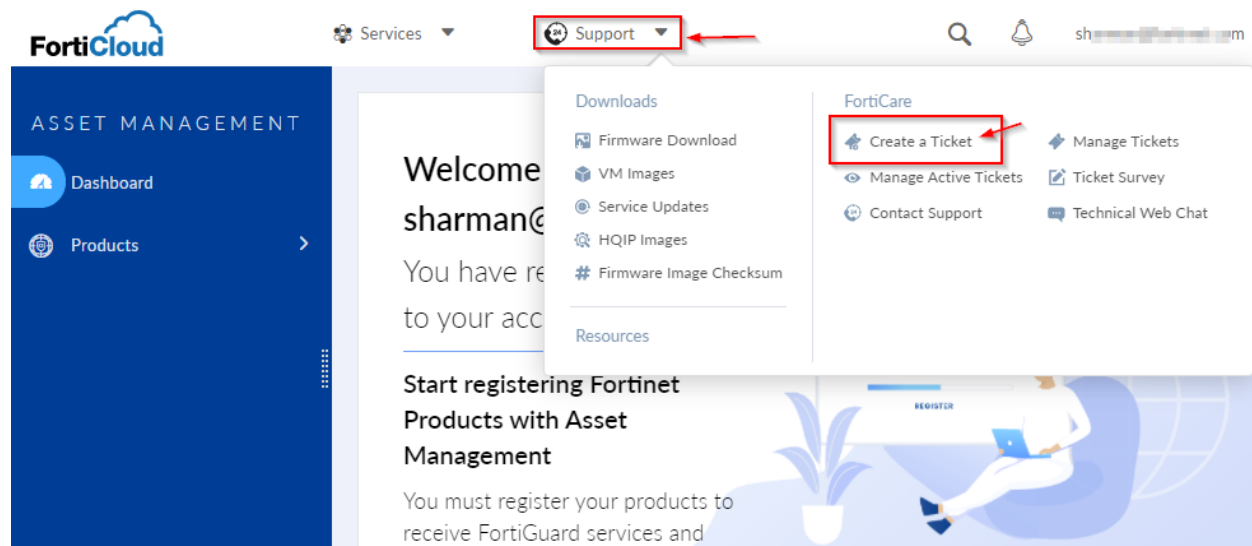
Alternatively, click on the Product List option and then click on the serial number and then click on create a ticket.

There are five types of ticket that can be created depending upon the issue that is being reported:

• Technical Assistance

• Customer Service

• Dead on Arrival / RMA

• Antivirus ticket / FortiGuard Services

• Fortinet Converter Ticket (FortiConverter Service)

Selection of the appropriate ticket type will ensure that the ticket reaches the correct team to handle the issue. With the exception of **Customer Service**, an appropriate support contract or warranty coverage is required for each ticket type.

Technical Assistance: The Technical Support team is staffed by engineers who have experience in the networking and security industries. They are trained to resolve product and network integration issues. The Technical Support team interfaces with the Fortinet engineering organization to ensure that bug fixes are addressed promptly.

Customer Service: The Customer Service team is composed of customer service specialists who are responsible for entitlement, contracts and the resolution of product registration issues.
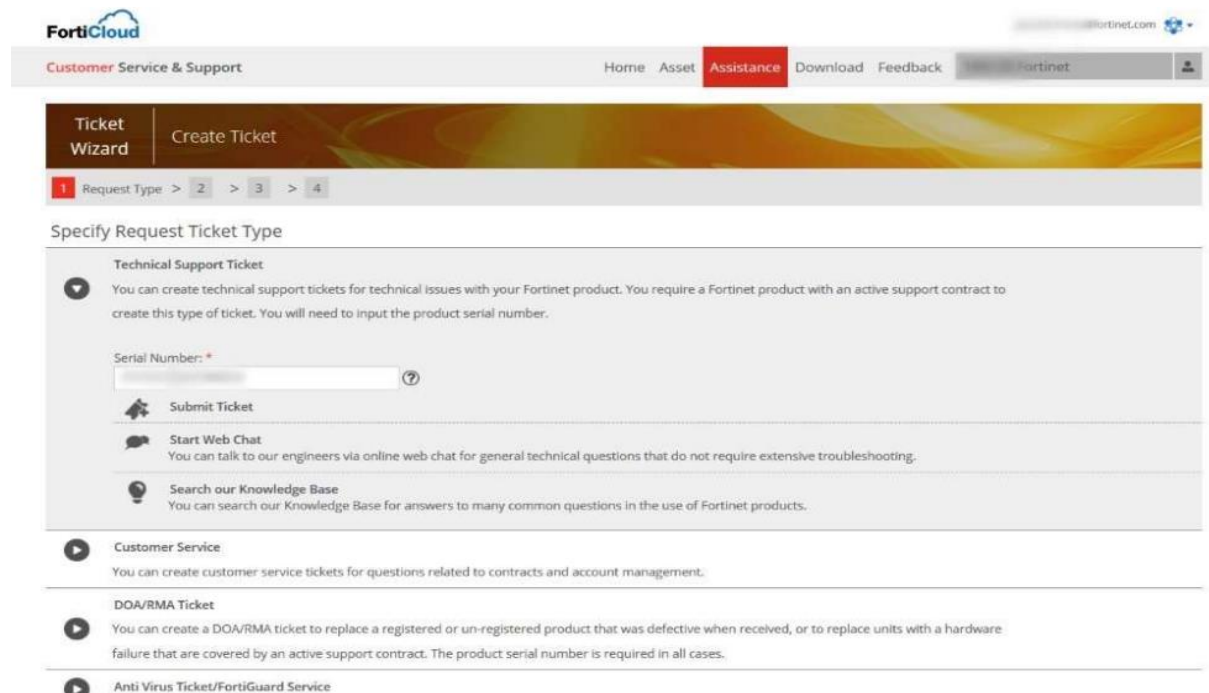
Dead on Arrival / RMA: A unit is classified as DOA (Dead on Arrival) if a defect is reported within the first 30 days after product registration but no later than 120 days after original shipment from Fortinet to the distributor. A replacement ticket unit will be a new unit. If the unit no longer qualifies as a DOA the replacement will be handled as a standard RMA. Fortinet provides efficient and reliable replacement services for its products that may require repair during or beyond the product's warranty period.

After the type of ticket is selected, please refer to the corresponding section for step by step instructions to ticket creation.

Technical Assistance Request

Serial Number

The first step to create a Technical Assistance Request is to identify the product serial number. A serial number registered and under valid support coverage is required in order to receive Technical Assistance. The serial number must correspond to the product that Fortinet will be troubleshooting for the reported defect.

After typing the first 3 characters of the serial number, the system will propose a list of serial number from your own registered products, if any. Enter or select a serial number, then click Go.

Contact Information

This information shall be used by the Technical Support team in case they need to contact you. The fields are prefilled with your profile information. Please ensure the information is correct and don't forget to indicate the country code when typing the Telephone and Mobile phone information.

After typing the first 3 characters of the serial number, the system will propose a list of serial number from your own registered products, if any. Enter or select a serial number, then click Go.

This information shall be used by the Technical Support team in case they need to contact you. The fields are prefilled with your profile information. Please ensure the information is correct and don't forget to indicate the country code when typing the Telephone and Mobile phone information.

Ticket Information

• The Subject should be a very brief description of your request.

• The Product Type is auto-detected from the serial number.

• The Category should match the feature or software component that is related to your request.

• The S/W version and Patch number should be selected from the drop down lists.

• The Ticket Priority determines initial response, reporting interval and notification schedule.

In case of P1 or P2 request, continue with the ticket creation set as P3. Once the ticket has been created, **telephone your regional Support Center** with your ticket number in order to increase the priority. Continue with your ticket creation by adding a detailed description of the problem in the text field below.
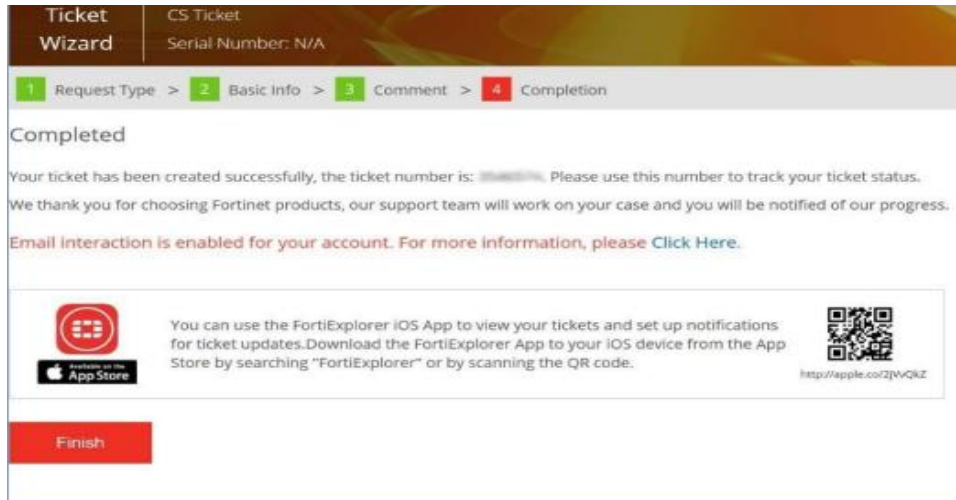

In order for Fortinet Technical Support to provide you with the optimum level of service, we request that the following information be provided:

• A problem description

• Relevant background information (Has the configuration worked in the past? Is this a new configuration? Have any changes been made recently to the Fortinet device or application or on the network?)

• A network diagram with the IP addressing clearly indicated

• Configuration file(s)

• Debug log(s)

• A description and the results of your troubleshooting steps

 In case additional documents (debug file, screen shots …) could help the Technical Support team addressing your request, please attach the files using the Attachments option. Note that more files can also be attached after the ticket is created. When attaching a file there are two options available: "Keep the file" and "Temporary storage". If the "Temporary storage" option is chosen the attachments will be deleted once the ticket is closed. Once the above steps are completed, click **Next** to create the ticket.

Retrieve Ticket Number

Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number is the reference to quote for any follow up with Fortinet.
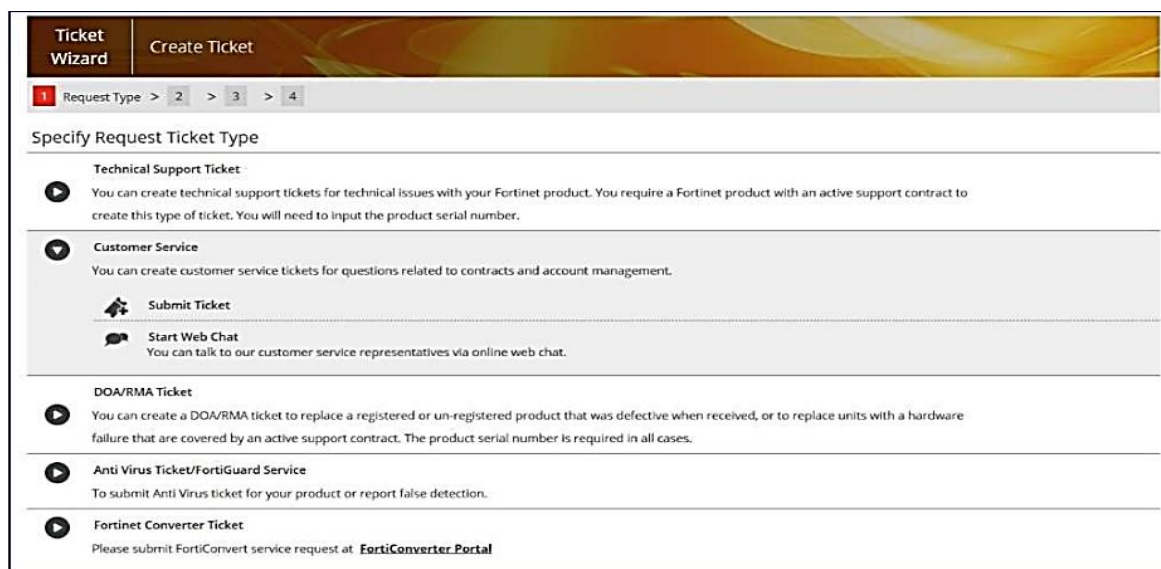

Email interaction provides a convenient means of communicating with the engineer assigned to your ticket without having to log into the Support Portal. Email updates will only be accepted to your ticket if they are received as a reply to a ticket comment sent from our engineer, and that the sender is registered as a contact on your account.

Customer Service Request

Serial Number

A serial number is **not** necessary in order to raise a Customer Service request. However, should your request be related to a specific serial number, then it is recommended to indicate the 16 character SN to start the ticket creation process.
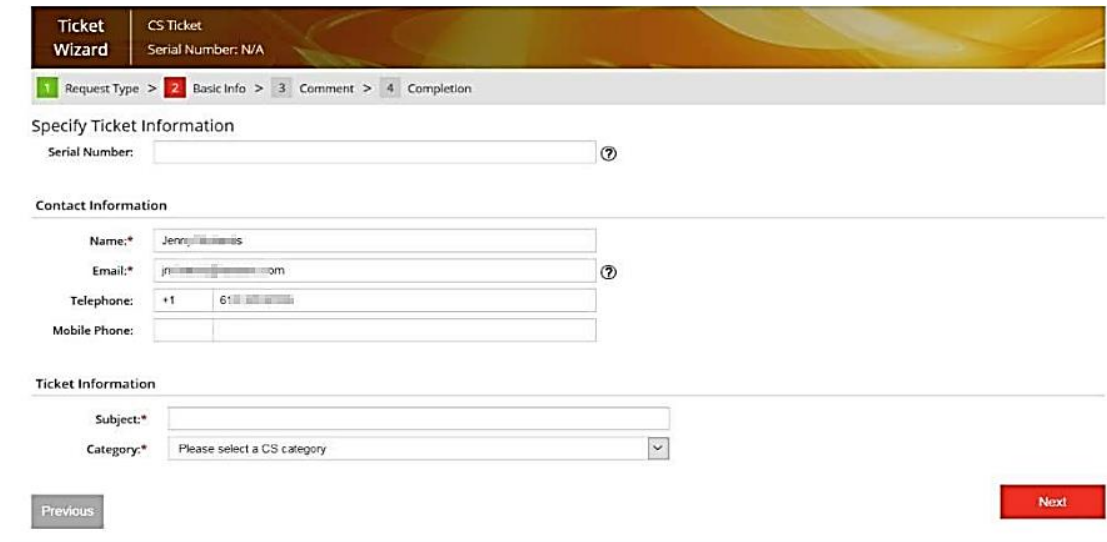
Note that after typing the first 3 characters of the serial number, the system will propose a list of serial number from your own registered products, if any.

Contact Information

This information shall be used by the Customer Service Team in case they need to contact you. The fields are prefilled with your profile information. Please ensure the information is correct and don't forget to indicate the country code when typing the Telephone and Mobile phone information.

Ticket Information

The Subject and Category should be a brief description of your request. Then continue with your ticket creation by adding a detailed description of the problem in the text field below. Ticket Creation Guide The pre-filled text indicates the important information that should be mentioned along with ticket creation.

In case additional documents (Contract file, screen shots …) could help the Customer Service Team addressing your request, please attach the files using the section below. Note that more files can also be attached after the ticket is created. When attaching a file there are two options available: "Keep the file" and "Temporary storage". If the "Temporary storage" option is chosen the attachments will be deleted once the ticket is closed.

Once above steps are completed, click Next to create the ticket.

Retrieve Ticket Number

Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number is the reference to quote for any follow up with Fortinet.

Dead on Arrival (DOA) / RMA Claim

Serial Number

A serial number (16 characters) is required in order to request a DOA or RMA hardware replacement. The serial number can either be:

• Unregistered or registered and within the DOA policy period, or

• Registered and covered by an active support contract.

 In all cases, the serial number must correspond to the product that has the reported defect. If the DOA/RMA claim concerns an accessory (power supply, hard drive etc) then the ticket should be created using the serial Ticket Creation Guide number of the specific product, and the details of the required accessory should be entered in the ticket problem description.

Note that after typing the first 3 characters, the system will propose a list of matching serial numbers from your registered products.

Then click Go.

Contact Information and Ticket Information

This information shall be used by the RMA Team in case they need to contact you. The fields are pre-filled with your profile information. Please ensure the contact information is correct and don't forget to indicate the country code when typing a Telephone number.

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- The Subject should be a very brief description of your request.
- The Product Type is auto-detected from the serial number.
- The Category should be set to Hardware

Online RMA Form

In order to proceed with your hardware replacement, this form should be completed. For any of the questions related to your defective product, choose I don't know from the drop-down menus if you are not comfortable with providing an answer.

RMA Contract and Service Transfer Option

It is recommended to select the 'Automatic Transfer' option for the RMA request, this will ensure that the replacement SN will be automatically registered to your account when it is shipped from Fortinet. All existing Support contracts will also be transferred from the defective unit to the replacement unit.

If this option is not chosen then it will be necessary to return to the Support Portal once the replacement part is installed and to manually perform an RMA transfer to register the units and transfer support entitlements.

Then click **Next** to continue with the ticket creation.

Problem Description

Continue with your ticket creation by adding a detailed description of the problem in the text field below. The pre-filled text indicates important information related to hardware troubleshooting.

In case additional documents (Contract file, screen shots …) could help the RMA Team to address your request, please attach the files using the section below. Note that files can also be attached after the ticket is created.

When attaching a file there are two options available: "Keep the file" and "Temporary storage". If the "Temporary storage" option is chosen the attachments will be deleted once the ticket is closed.

Once above steps are completed, click Submit Ticket to create the ticket.

Retrieve Ticket Number

Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number is the reference to quote for any follow up with Fortinet.

Monitor the progress of a DOA claim / RMA request

When your request is approved for replacement, new fields will appear in the tickets to help you track the progress of the replacement.

1. RMA Status & Approval Date The RMA status is initially set to Pending Approval, it is then change to Approved, in progress or Rejected. In case it is approved, the Approval date will reflect the date of approval.

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2. Shipping & Billing Information Ticket Creation Guide The information is the same as the one confirmed earlier in the ticket creation process.

3. Defective Product Information The information is the same as the one confirmed earlier in the ticket creation process.

4. Failure Information Failure code field will indicate whether the unit is entitled for DOA, RMA or is not entitled. Error code field will reflect the defect category of the defective unit. RMA type is used for Fortinet internal tracking.

5. Replacement Product Information Serial Number is the serial number of the unit that is being shipped as a replacement. Ship date is the date when the shipment of the replacement unit is made. Tracking # is the tracking number for the replacement unit shipment. Additional details may contain further comments with regards to the replacement unit shipment. Pro forma invoice is a copy of the pro forma invoice. This document may be requested by the freight forwarder for Customs clearance.

6. Return Instructions Items to be returned will either be unit only, unit + accessories or accessories only. It describes the scope of items that should be returned to Fortinet. Unit indicates the serial number of the unit that should be returned to Fortinet. The unit should not be returned if above field indicates accessories only. Accessories indicate the type and quantity of accessories to be returned, if any. RMA Center is the name of the Fortinet logistic center where the defective items should be returned. Shipping instructions is a document available for download that contains all necessary instructions for returning defective items to Fortinet. Prepaid return label is available only for scenario where Fortinet handles the return shipment fees. The label will be available as a file to download.

7. Print RMA form A paper copy of the RMA information can be printed via the Print RMA Form button. Please note that a paper copy of this form should be included in every shipment. Ticket Creation Guide Although Fortinet has attempted to provide accurate information in these materials, Fortinet assumes no legal responsibility for the accuracy or completeness of the information. Please note that no Fortinet statements herein constitute or contain any guarantee, warranty or legally binding representation. All materials contained within this publication are subject to change, modify, transfer or otherwise revise this publication without notice