



Fortinet 售后支持平台 FortiCare 系统

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反馈	support_cn@fortinet.com

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简介

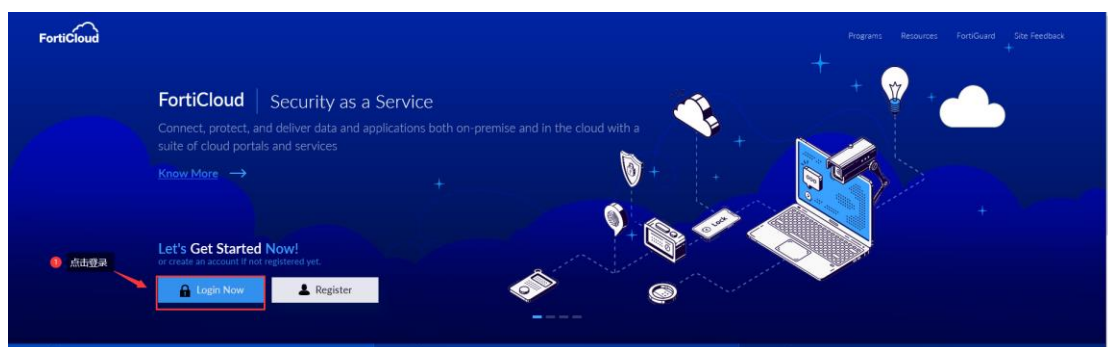
Fortinet 售后支持平台 FortiCare 系统是合作伙伴及客户处理售后问题的高效快捷平台。当合作伙伴或者客户遇到问题时，通过在 FortiCare 系统上创建 ticket 与 Fortinet 售后团队进行沟通，处理并解决问题。FortiCare 系统会跟踪 ticket 的处理过程，评估 ticket 的处理结果。每个 ticket 的历史记录，包括处理时效，都会长期保留。

根据不同的售后问题，分为四类 ticket：

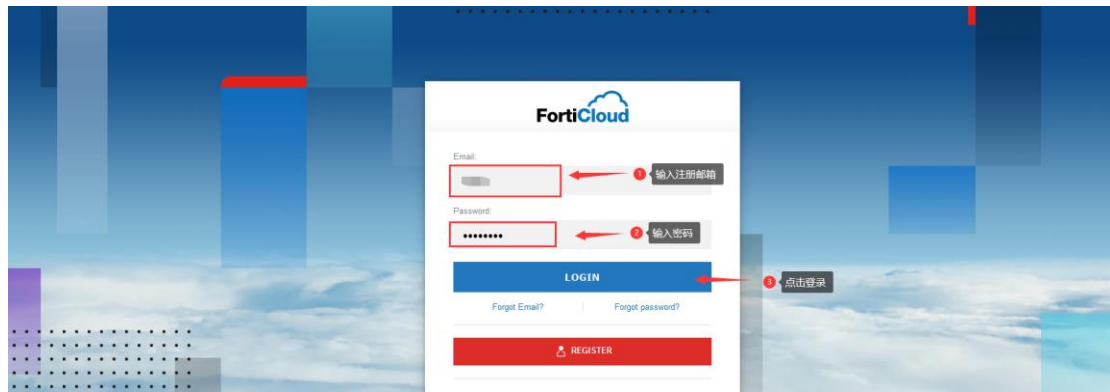
- 1)技术支持，解决设备运行故障。
- 2)客服问题，咨询合同、设备注册和账号管理等问题。
- 3) DOA/ RMA，解决硬件报修问题。
- 4) FortiGuard 服务，解决 FortiGuard 检测误报、漏报病毒或者垃圾邮件，及 URL 分类错误等问题。

创建 ticket 的条件

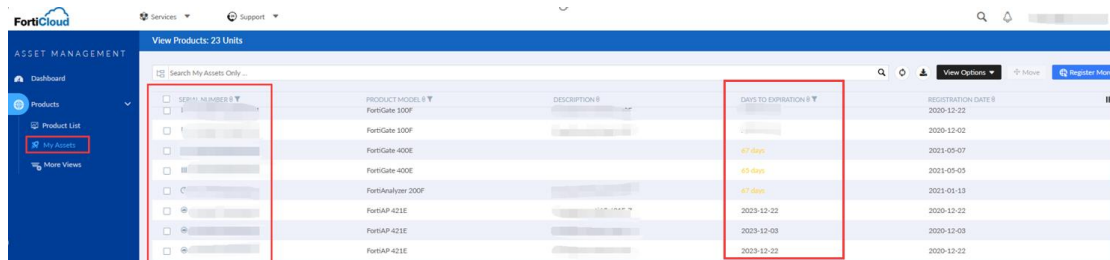
1. 确保有问题或故障的设备在售后服务有效期内，否则无法开 Ticket。
2. 如何查询设备的服务状态？请登录 <https://support.fortinet.com> 网站。



- 2.输入注册邮箱和密码，点击 Login。

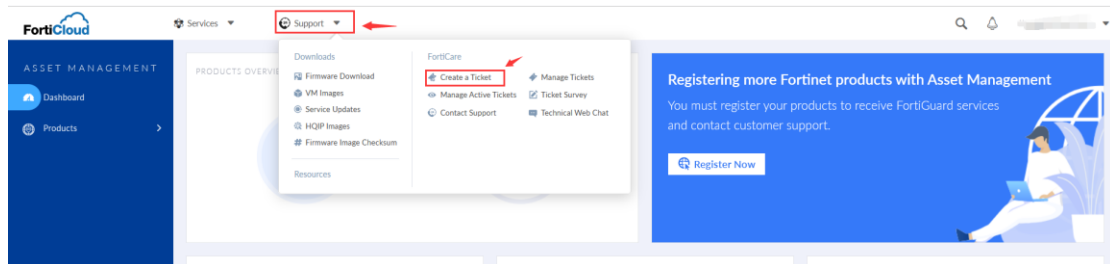


3. 查看资产列表 My Assets，点击产序列号，可以查看其相关服务信息。



如何创建 ticket

1. 点击主页面上方 support 下拉菜单，点击 Create a Ticket。



2. 点击进入 Create a Ticket 后，页面会出现如下几种类别的 ticket 选项，根据需求选择相应的 ticket 类型。

Ticket Wizard Create Ticket

1 Request Type > 2 > 3 > 4

Specify Request Ticket Type

- Technical Support Ticket**
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.
- Customer Service**
You can create customer service tickets for questions related to contracts and account management.
- DOA/RMA Ticket**
You can create a DOA/RMA ticket to replace a registered or un-registered product that was defective when received, or to replace units with a hardware failure that are covered by an active support contract. The product serial number is required in all cases.
- Anti Virus Ticket/FortiGuard Service**
To submit Anti Virus ticket for your product or report false detection.
- Fortinet Converter Ticket**
Please submit FortiConvert service request at [FortiConverter Portal](#)

技术支持 ticket

技术支持 ticket 主要解决设备安装、运行、维护过程中遇到的各种技术问题。为确保 Fortinet 技术支持工程师提供优质高效的服务，在创建 ticket 前，请作如下准备：

- 1)问题描述 (可以用中文描述)
- 2)相关信息，比如设备以前是否正常工作，问题发生前是否改变过网络或者配置等
- 3)网络拓扑图，包括接口及 IP 地址信息
- 4)配置文件
- 5)diagnose debug report 输出信息(SSH 登录设备后执行，不要用 console，否则太慢)
- 6)调试输出信息
- 7)排错步骤及结果

1. 创建 ticket 举例 Create a ticket。

1 Request Type > 2 > 3 > 4

Specify Request Ticket Type

Technical Support Ticket
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.

Serial Number: *
FGT60E1 ?

Submit Ticket

Search our Knowledge Base
You can search our Knowledge Base for answers to many common questions in the use of Fortinet products.

Customer Service
You can create customer service tickets for questions related to contracts and account management.

2. 填写相关信息，点击下一步。

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Specify Ticket Information

Contact Information

Name:*

Email:*

Telephone:*

Please input country code

1 选择CHINA +86

Ticket Information

Subject:*

Product Type:*

Category:*

S/W Version:*

Patch:*

Ticket Priority:*

P3 P4

选择故障优先级

Please contact your regional support center to create urgent P1 (network down) or P2 (severe impact) tickets for immediate assistance.

注: 如果客户有网络中断(P1)或者重要业务受到严重影响(P2)的情况, 请致电热线400 600 5255, 以便客服代表协助升级到P1或 P2更高优先级的Ticket

Previous

Next

3. 提交问题描述, 点击下一步。

Ticket Wizard

TA Ticket

Serial Number: FGT60E

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Add Comment

Note: The maximum characters system allow to be entered here is 8000.

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

1. A detailed problem description
2. 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?)
3. A network diagram with the addressing clearly indicated
4. Configuration file(s)
5. Debug log(s)/Error messages
6. A description and the results of your troubleshooting steps

1 描述故障

2 相关背景信息

3 带IP的拓扑结构

4 配置文件

5 排错日志、报告信息

6 排错步骤描述

Attachments

Log File Configuration Virus Sample File (Temp) Other

Keep the file

Temporary Storage

在此上传附件信息

点击Next

4. Ticket Number 生成, Case 创建成功。

Ticket Wizard

TA Ticket

Serial Number: FGT60E

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Completed

Your ticket has been created successfully, the ticket number is 5883787. Please use this number to track your ticket status.

We thank you for choosing Fortinet products, our support team will work on your case and you will be notified of our progress.

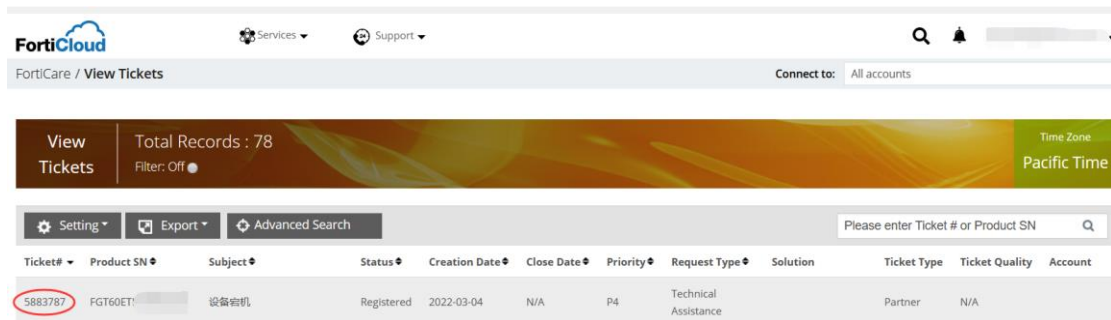
Email interaction is enabled for your account. For more information, please [Click Here](#).

You can use the FortiExplorer iOS App to view your tickets and set up notifications for ticket updates. Download the FortiExplorer App to your iOS device from the App Store by searching "FortiExplorer" or by scanning the QR code.

Finish

点击, case创建成功

4. 刚创建的 Ticket # 5883787。



FortiCloud Services Support

FortiCare / View Tickets Connect to: All accounts

View Tickets Total Records : 78 Filter: Off Time Zone: Pacific Time

Setting Export Advanced Search Please enter Ticket # or Product SN

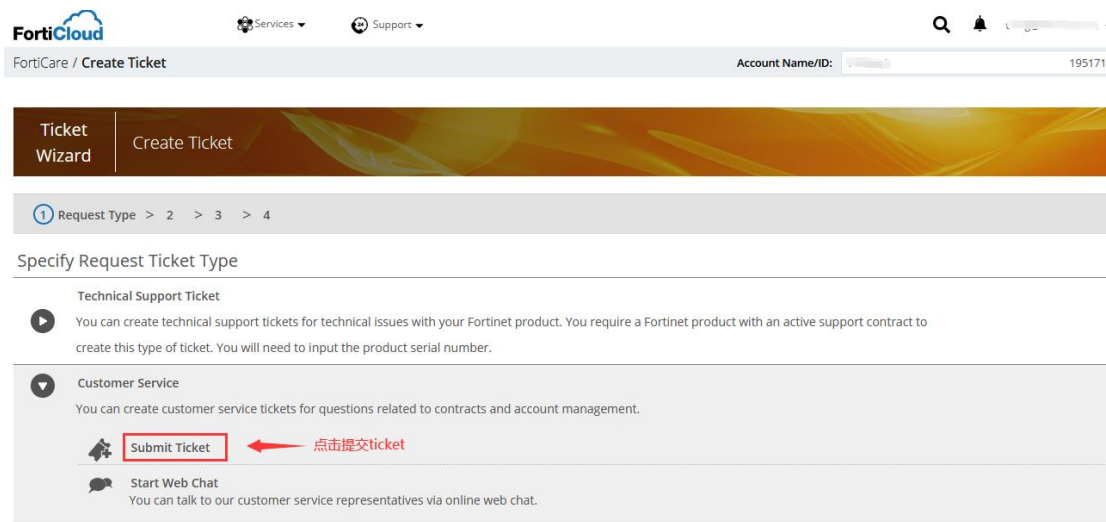
Ticket#	Product SN	Subject	Status	Creation Date	Close Date	Priority	Request Type	Solution	Ticket Type	Ticket Quality	Account
S883787	FGT60ET1	设备宕机	Registered	2022-03-04	N/A	P4	Technical Assistance		Partner	N/A	

5. Ticket 被分配给工程师，工程师收到 ticket 会很快处理，直到问题完全解决。

客服问题 Ticket

遇到账号问题、合同问题、license 问题等开 ticket 问客户服务专员。

1.选 Customer Service，点击 Submit Ticket。



FortiCloud Services Support

FortiCare / Create Ticket Account Name/ID: 195171

Ticket Wizard Create Ticket

1 Request Type > 2 > 3 > 4

Specify Request Ticket Type

Technical Support Ticket
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.

Customer Service
You can create customer service tickets for questions related to contracts and account management.

Submit Ticket 点击提交ticket

Start Web Chat
You can talk to our customer service representatives via online web chat.

2.输入相关联系人信息，选择咨询问题的类别。

Specify Ticket Information

Serial Number: FGT60ET1

Contact Information

Name:*

Email:*

Telephone: 62

Mobile Phone: 1

Ticket Information

Subject: 注册账户迁移

Category: Account Merge

Previous

Next

完成以上步骤后，点击下一步

输入咨询问题的标题

点击下拉菜单选择问题所属类别

CORPORATE

About Fortinet

Investor Relations

Careers

Press Room

Partners

SERVICES & SUPPORT

Fortinet Blog

Fortinet Support Community

Support Helpdesk

FortiGuard Center

3.添加问题描述，以便 CS 尽快了解您咨询的问题详情。

Ticket Wizard

CS Ticket

Serial Number: FGT60E

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Add Comment

Note: The maximum characters system allow to be entered here is 8000.

In order for our Customer Service team to provide you with the optimum level of support, we request that the following information be provided:

1. Is this request to merge two accounts in support.fortinet.com? If yes, Please mention both the account ID/Email ID's that need to be merged

此栏输入问题描述，以便CS能尽快了解您咨询的问题

After the accounts are merged all serial numbers, tickets and sub-users will appear on a single account.

Attachments

Log File Configuration Virus Sample File (Temp) Other

Keep the file

Temporary Storage

可以点击此处，上传相关文档

Previous

Next

点击下一步

4.点击 Next 后，Ticket 生成。

Ticket Wizard

CS Ticket
Serial Number: FGT60E

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Completed

Your ticket has been created successfully, the ticket number is **5887423**. Please use this number to track your ticket status.

We thank you for choosing Fortinet products, our support team will work on your case and you will be notified of our progress.

Email interaction is enabled for your account. For more information, please [Click Here](#).

You can use the FortiExplorer iOS App to view your tickets and set up notifications for ticket updates. Download the FortiExplorer App to your iOS device from the App Store by searching "FortiExplorer" or by scanning the QR code.

<http://apple.co/2jVvQkZ>

Finish

点击完成

5. 点击 Finish 后，可以在 ticket 列表中看到刚生成的 Ticket# 5887423。

View Tickets

Total Records : 8
Filter: Off

Time Zone
Pacific Time

Setting

Export

Advanced Search

Please enter Ticket # or Product SN

Ticket#	Product SN	Subject	Status	Creation Date	Close Date	Priority	Request Type	Solution
5887423	FGT60ET	注册账户迁移	Registered	2022-03-06	N/A	P4	Customer Service	

6. Ticket 被分配给 CS 部门，客服会尽快回复 ticket，并只到问题完全解决。

DOA /RMA Ticket

自设备发货之日即 Ship Date 120 天内，如果怀疑设备硬件故障，通过此项创建 DOA ticket，申请硬件换新服务。如距离发货日期 Ship Date 超过 120 天，则开 RMA ticket。

注：ship date 时间查询方法：可通过登录 support.fortinet.com 网站，在主界面左侧菜单栏，点击 Product list，查询相应设备序列号 (SN)，即可查看 ship date 时间，如下图所示：

FortiCloud	Services	Support
ASSET MANAGEMENT	View Products > FG100F	
Dashboard	Product Information	Entitlement
Products	General	Antispam
Product List	Version & Update	Web & Video Filtering
My Assets	Product Model: FortiGate 100F	NGFW
More Views	Serial Number: FG20110702000000000000	Advanced Malware Protection
	Registration Date: 2021-07-02	Telephone Support
	Ship Date: 2020-08-24	Enhanced Support
	Warranty: Standard	Firmware & General Updates
	Warranty Support Start Date: 2021-02-20	Hardware
	Warranty Support Start Event: Auto-started 179 days after ship date	
	Description: N/A	
	Partner: (b)(6)(b)(7)(C)	
		Registration
		Renew Contract
		Add Licenses
		FortiGuard Trial
		RMA Transfer

1. 点击 DOA/RMA Ticket, 会弹出 Serial Number 提示框, 然后输入客户故障设备的序列号, 最后点击 Go 按钮。

Customer Service & Support

Home Asset Assistance Download Feedback

Ticket Wizard Create Ticket

1 Request Type > 2 > 3 > 4

Specify Request Ticket Type

Technical Support Ticket
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.

Customer Service
You can create customer service tickets for questions related to contracts and account management.

DOA/RMA Ticket
You can create a DOA/RMA ticket to replace a registered or un-registered product that was defective when received, or to replace units with a hardware failure that are covered by an active support contract. The product serial number is required in all cases.

Serial Number: *
输入客户故障设备的序列号 Go ?

2. 输入联系人相关信息, 一般填写的是创建 ticket 的人的相关信息, Subject: 描述清楚什么故障, 然后根据客户实际情况, 填写 Product Type、Category。最后点击 Next 按钮

1 Request Type > 2 Basic Info > 3 Shipping Info > 4 Comment > 5 Completion

Specify Ticket Information

Contact Information

Name: * 张三

Email: * 123456@qq.com 输入联系人相关信息 ?

Telephone: +86 189 0101

Mobile Phone: CHINA +86

Ticket Information

Subject: * 电源故障

Product Type: * FortiGate 根据实际故障情况, 选择合适的类型和分类

Category: * FGT Hardware

Previous Next

3. 填写 RMA 件邮寄的相关信息（联系人，公司名称，邮件地址等）

Shipping & Billing Information

Ship to	Bill to
写清楚RMA件，寄给谁，公司名称，地址等信息 Contact Name: * 张三 Company Name: * XX公司 Street Address: * 上海市徐汇区桂林路120号10号楼502室 City: * 上海 Country: * CHINA State/Province: PostCode: * 200000 Email: * 123456@qq.com Phone: * +86 189 701 Fax:	☒ same as 'Ship to' Contact Name: * 张三 Company Name: * XX公司 Street Address: * 上海市徐汇区桂林路120号10号楼502室 City: * 上海 Country: * CHINA State/Province: PostCode: * 200000 Email: * 123456@qq.com Phone: * +86 189 701 Fax:

*The Ship To information will be used by Fortinet to ship your replacement product once approved, and by the freight forwarder for delivery.
 *The Bill To information is required if different from the shipment address. Should the Customer fail to return the defective unit, this information may be used.
 *Refer to the FortiCare Terms & Conditions available on the Home page for further details.

选择设备是否做 HA，是否自动迁移服务到替换机。

Defective product information

Is the unit used in a HA / cluster configuration? * Yes 有HA选yes, 没有HA选no

For RAID system, indicate capacity per HDD: I don't know

RMA Contract And Service Transfer Option

☒ Automatically transfer all active services and support contracts to new unit

If this option is checked, Fortinet systems will auto-register replacement unit when it is shipped from Fortinet. All contracts/ licenses on defective unit will be automatically transferred and defective unit will be de-registered.

Previous Next

根据客户设备 HA 情况选择 Yes 或 No，结合故障的设备 License 和当前运行状态，来综合判断，是否需要勾选“Automatically transfer all active services and support contracts to new unit”然后点击 Next,进行下一步操作。

Automatically transfer 使用场景：故障设备已经无法开机、已经下线或者故障设备没有任何安全 License，不需要联网更新 FortiGuard。【选中此选项后，在 RMA 件发出的当天或者第二天，Fortinet 系统将自动迁移设备注册信息，将客户的故障设备的服务/许可证将自动迁移到发出的 RMA 替换件上】

4. 描述故障现象，也可上传相关 log、配置文件等，点击 Next，即可完成 ticket 的创建，后续会有原厂 TAC 工程师来处理 RMA 事宜。

1 Request Type > 2 Basic Info > 3 Shipping Info > 4 Comment > 5 Completion

Add Comment

Note: The maximum characters system allow to be entered here is 8000.

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

1. A description of the problem experienced with the unit
2. The results of the hardware troubleshooting tests described at <http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD34745>
3. A description and the quantity of the defective accessories, if any

描述一下故障现象

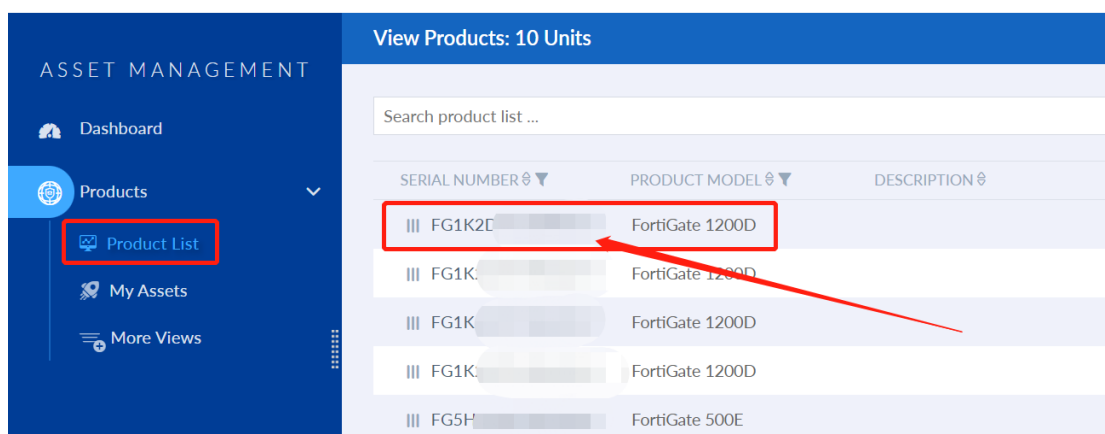
Attachments

Log File Configuration Virus Sample File (Temp) Other ?

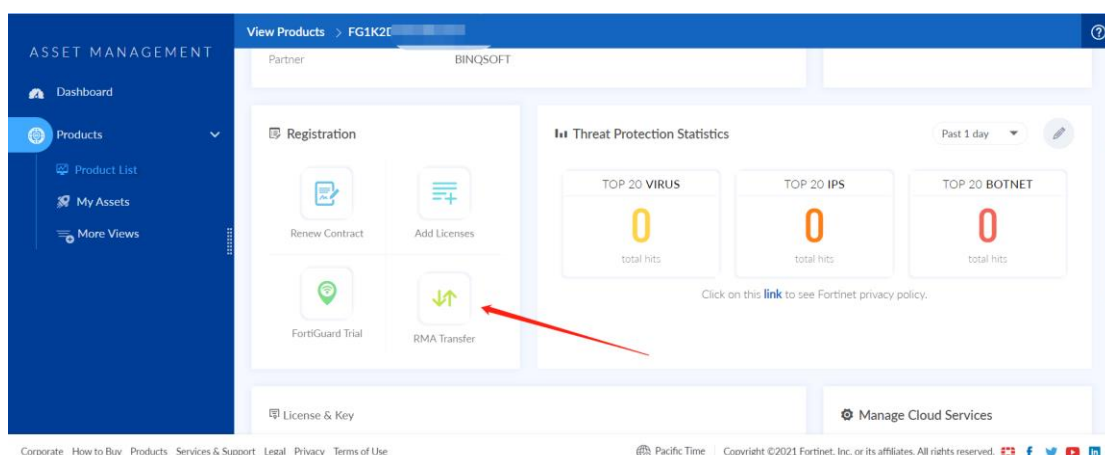
Previous Next

5.如果创建 ticket 的时候，没有勾选 **Automatically transfer**，发出的 RMA 件是没有任何服务的，客户收到设备后，需要手工迁移设备服务。迁移步骤如下：

第一步：需要登录 support 网站，找到故障设备 SN



第二步：点击 SN 后会进入设备详细信息页面，并在页面中部找到“RMA Transfer”按钮



第三步：填写新设备 SN，并完成相关信息后点击“Replace”，完成设备替换及服务的迁移

Original Serial Number: FG1K2DT

New Serial Number:

填写收到的RMA件的序列号

End User Type

The product will be used by

☐ A government user

☒ A non-government user

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.

Clear Replace

Anti Virus /FortiGuard 服务 Ticket

FortiGuard 服务包括防病毒和防攻击服务，反垃圾邮件服务、Web 过滤分类库和应用控制服务共五种。其中，任何一种服务遇到问题，都可以在线报告问题，并得到及时的反馈。

1. 点击提交 Ticket。

Request Type > 2 > 3 > 4

Specify Request Ticket Type

Technical Support Ticket

You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.

Customer Service

You can create customer service tickets for questions related to contracts and account management.

DOA/RMA Ticket

You can create a DOA/RMA ticket to replace a registered or un-registered product that was defective when received, or to replace units with a hardware failure that are covered by an active support contract. The product serial number is required in all cases.

Anti Virus Ticket/FortiGuard Service

To submit Anti Virus ticket for your product or report false detection.

☒ Submit Anti Virus Ticket

☐ FortiGuard Service Ticket

To report false detection, uncaught spam or virus, misrated URL, etc. Select this option to contact the FortiGuard Center Threat Research & Response team for assistance.

点击提交ticket

2. 输入相关联系人信息，选择咨询问题的类别。

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Specify Ticket Information

Serial Number: FGT60L..... ?

Contact Information

Name:*

Email: * ttang@fortinet.com ?

Telephone: Please input country code

Mobile Phone:

Ticket Information

Subject: 如何启用AV功能 标题描述咨询的主要问题

AV Category: * Please select an AV category

Ticket Priority: * Please select an AV category

AV-Hot

AV-Premier

AV-Regular

False Positive

Malware Description

Malware Detection

Previous

Next

3.描述问题，点击下一步。

Ticket Wizard

Anti Virus Ticket

Serial Number: FGT60L.....

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Add Comment

Note: The maximum characters system allow to be entered here is 8000.

在此栏详细描述所遇到的问题

Attachments

Log File Configuration Virus Sample File (Temp) Other ?

Keep the file

Temporary Storage

点击此处可上传文档

Previous

Next

5. Ticket#生成，并分配给相应工程师，工程师会尽快处理，直到问题完全被解决。

对于 FortiGuard 的各种服务，包括 AV/IPS/Application Control/Web

Filter/Antispam 等，都可以此处 <https://www.fortiguard.com/faq> 在线提交。