



PRMA 服务注册流程

Fortinet 公司

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目的

本文描述了 PRMA 服务注册的逻辑和注意事项

预先准备

PRMA 合同注册码

红框部分即为 PRMA 合同注册码，后续注册流程需要用到

Service Entitlement Summary

Date : [REDACTED]
Purchase Order Number : [REDACTED]
Contract Registration Code : [REDACTED]

Support / Maintenance / Subscription Services Included

Qty	Part Number	Description
1	FC-10-002KE-210-02-12	1 Year coverage for FortiGate 2000E include: PRMA 24x7 ND HW

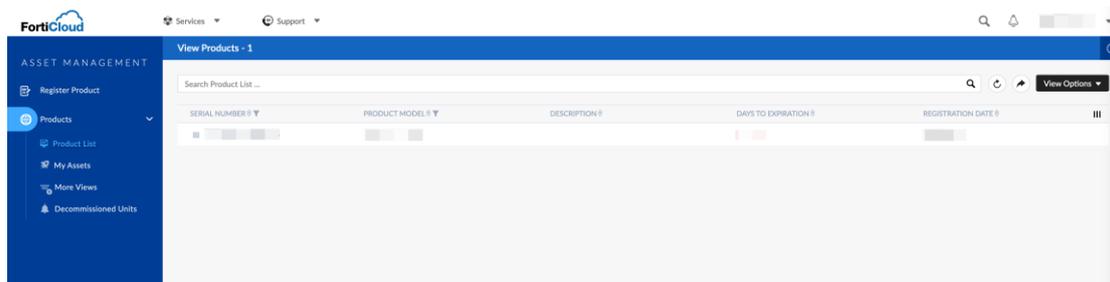
注册设备

参考以下链接完成设备本身在 support 网站的注册工作

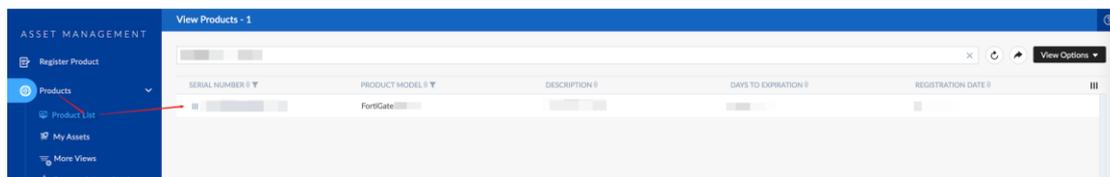
[https://support.fortinet.com.cn/uploadfile/Device Registration/Device Registration.html](https://support.fortinet.com.cn/uploadfile/Device%20Registration/Device%20Registration.html)

PRMA 注册流程

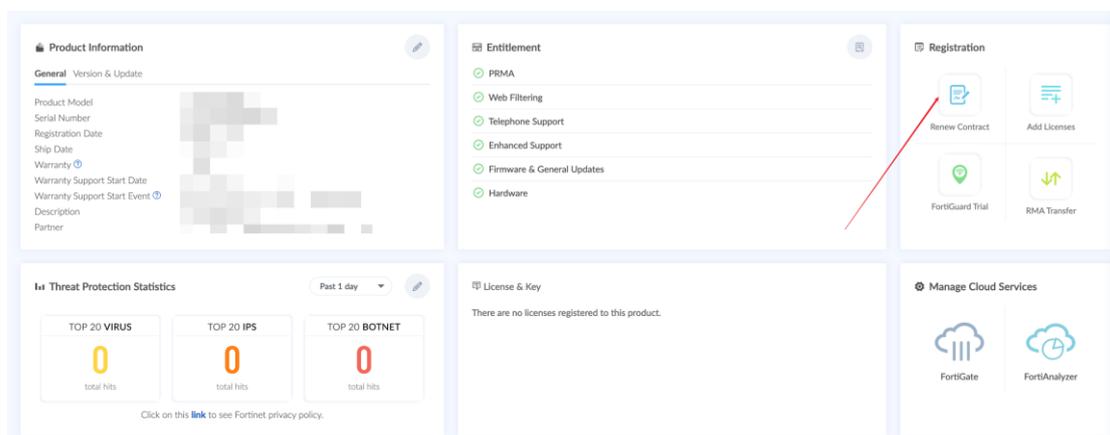
打开 support.fortinet.com 网站并登录，登录后界面如下



在 **Products---Product List** 页面搜索设备序列号，并进入待绑定合同的设备详情页



在设备详情页点击右上角 **Registration** 栏目的 **Renew Contract**



在 **Contract Number** 栏填入上文中提到的合同注册码并选择对应的客户类型，完成后点击下一步

Contract Number: *

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.
2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
3. International governmental organizations.

填写设备的**实际安装地址**



注意

PRMA 的服务按照实际地址生效，如果地址填写有误会造成备件无法送达等各种问题

Serial Number: | Product Model: | Contract Number:

Please confirm the location address for the unit with Premium RMA coverage.

Unit Address

Add a new address

Company

Phone: | Fax:

Address *

City * | Country * (Select a country)

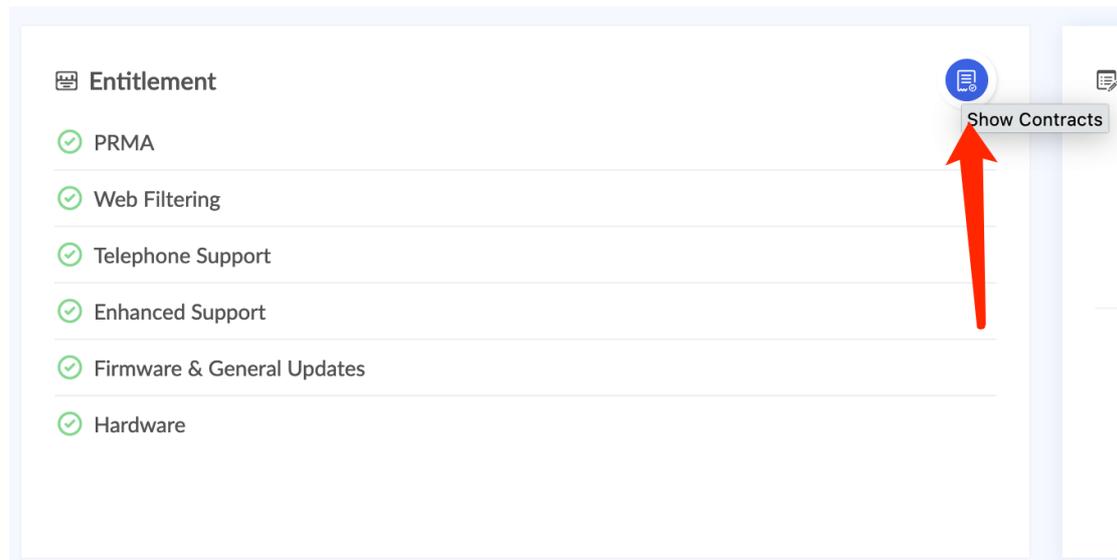
Zip/Postal Code * | State/Province

Email

I would like to save this address for future use.

Cancel | Previous | Next

完成后返回设备注册页，点击 **Entitlement** 栏右上角的 **Show Contracts** 查看 PRMA 状态



由于 PRMA 有备货周期，因此刚注册完后的 PRMA 状态为 **30 day setup incl**

Adv HW

Product Entitlements

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW		
Firmware & General Updates	Web/Online		
Enhanced Support	24x7		
Telephone Support	24x7		
Web Filtering	Web/Online		
PRMA	30 day setup incl Adv HW		

REGISTERED SUPPORT CONTRACT

Contract Number	SKU	Creation Date	Registration Date

一般在 5 个工作日内 PRMA 服务状态会更新为 **24*7 ND HW**, 看到此状态则代表备货已完成, 整体流程已结束

Product Entitlements

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PRMA	24x7 ND HW		

REGISTERED SUPPORT CONTRACT

Contract Number	SKU	Creation Date	Registration Date