

Fortinet Trade-Up Program - Services Transfer

Frequently Asked Questions for Services Partners

Last Updated: November 2, 2020

Introduction

This document provides details to help partners and End Users transition products and services purchased as part of the 2020 Fortinet Trade-Up Promotion in North America.

About the Program

The 2020 TradeUp Program allows customers to upgrade eligible End-of-Order (EOO) Fortinet hardware to new hardware, and the possibility to transfer services to eligible new units.

Summary

Here are some key-concepts to be aware of in the additional details provided in this document:

- Fortinet products can have no more than 6-years of service entitlements.
- Customers must complete the Trade-Up Transfer of Services via the [Fortinet Support Portal](#) or by opening a ticket with [Fortinet Customer Support](#).
- Services should not be transferred until the new device(s) are ready to be put into production. All services will be deactivated from the old device(s) once the Trade-Up Transfer is complete.

Frequently Asked Questions

- **After procuring the new hardware, what step(s) are required to transition existing support agreement(s) to the new devices?**

End User should complete a RMA transfer via the Fortinet support portal or contact Customer Service and request Transfer of services. When making this request, the Trade-Up ID and serial numbers from the old and new appliance(s) will be required.

- **Will legacy device FortiCare contracts be transferred to new appliance(s)?**

Yes. However, keep in mind that no Fortinet device is able to have more than 6 years of active FortiCare hardware maintenance/support OR FortiGuard services.

- **Are advanced services such as FortiSandbox Cloud, Security Monitoring Service, FortiTokens, etc. included in the Trade-Up Program? Are there any additional steps required to transition these services to new hardware?**

All services and subscriptions from the old device will transfer to the new one including FortiToken, FortiSandbox Cloud and Security Monitoring Services. **CAUTION: When transferring service entitlements to the new FortiGate(s), certain services such as FortiTokens may have to be reconfigured/redeployed. Customer should not initiate services transfer until they are ready to put new hardware into production>**

- **Will new appliances require their own “FortiCloud Key” or will old keys be moved automatically?**

Some new device registrations (all FortiGates under 100F, all FortiAP’s, all FortiSwitches and all FortiExtenders) will require a “FortiCloud Key” unless the customer/partner has purchased FortiDeploy or requested special assistance from Customer Service.

If the customer is transferring services via an RMA ticket, no “FortiCloud Key” will be required.

- **Is it possible to combine or “stack” existing services that are attached to legacy hardware to the new hardware?**

Yes, as no bundled services are attached to the new hardware. Services must be transferred from the old device to the new device prior to adding any additional support entitlements. Failure to transfer the old appliance’s services first will result with the old services overriding the new.

- **If new product does not include any new services or support, will additional purchases or renewals be required in the future?**

Yes. New service entitlements or renewals will need to be applied to devices once transferred service entitlements expire.

- **Are any discounts offered for future services purchases/renewals as part of the Trade-Up Program?**

The Trade-Up Program does not include any guarantee of future discounts on Fortinet hardware, software or services.

- **Will I be required to return my old hardware to Fortinet as part of the Trade-Up Program?**

No.

- **Will the old hardware still function?**

Hardware will be functional until 1) services is transferred or 2) when the current service contract expires. **After this, the device will not be able to be registered or renewed with FortiCare/FortiGuard again.**

- **Will it remain registered under my account?**

If End-User performs an RMA transfer, the device will no longer appear in their Support Portal assets list. If customer decides to let existing services contract(s) expire and does not initiate a transfer of services to hardware procured in the Trade-Up promotion, no change will be made to the registration status of the old device(s). If desired, End-User should decommission old devices.

- **Can it be sold?**

No. The product(s) will have no warranty, services or support.

- **Can it be re-activated for future use?**
No.
- **Do I need to inform Fortinet that I no longer want to continue purchasing services and/or support for my old hardware?**
No, because “traded-up” devices may not be renewed/re-registered.
- **How do I request decommissioned assets be removed from my support portal?**
When you decommission items in the Fortinet Support Portal, they are available for reference from the Decommissioned Assets list. To completely remove them from your account, you must contact Fortinet Customer Service.
- **Will I have to re-issue or re-provision FortiTokens that were previously installed on my old FortiGate appliance(s)?**
When the Customer/Partner initiates a Trade-Up transfer, FortiToken Mobile token entitlements will be transferred to new device(s) from the old device(s) they were previously assigned to. All FortiTokens must then be manually re-provisioned by the customer on new appliance(s), and re-issued to all users with prior token assignments. **Don't transfer services from the old device(s) to new device(s) until the time you are ready to re-deploy user FortiTokens, as initiating the transfer will break tokens assigned by the old hardware.**

To avoid this and other similar problems in the future, consider selling the customer a FortiAuthenticator for multi-factor authentication instead.
- **Will any configuration changes be required to FortiManager, FortiAnalyzer or other Fortinet Security Fabric solutions once the transition to new hardware has been made?**
Yes. Old serial number(s) and device(s) will have to be replaced with the new products once the transfer has been executed. This may require careful planning for some customers, such as those with FortiAnalyzer log data they wish to preserve or consolidate between device(s).
- **Will Fortinet provide professional services or technical support for migrating to new hardware purchased as part of the Trade-Up promotion?**
No migration services are included by Fortinet as a part of the Trade-Up promotion. However, Fortinet Professional Services are available for an additional charge. Contact your sales representative for additional information.
- **I have a qualifying FortiGate with 18 months of FortiGuard services remaining. I am able to purchase a new FortiGate and transfer the remaining 18-months of services to my new device as part of the Trade-Up promotion. Can I also add an additional 1, 3 or 5 years of support at the time of purchase to extend services and leverage additional discount(s) as part of the Trade-Up promotion?**
Yes – but please be aware of the transfer eligibility of the units, and complete the transfer of services BEFORE registering new services for additional years. Also remember that device service and support entitlements are not able to exceed beyond a total of 6-years.

- **Is there a time-limit for transferring services from old appliances to new appliances?**

Old device(s) must have services and support transferred to new devices within 60 days of purchase.

- **Is there a limit for activating NEW services and support not previously assigned to another device but procured as part of the Trade-Up Promotion?**

Yes. New support contracts MUST be registered within 12-months or they will forfeit. As long as they are registered within 12-months, the original term will become effective from the date of registration.

- **What's the maximum duration of services that can be assigned to any qualifying hardware under this promotion?** *(Could we end up with a situation where a device has more than 60 months of services/support?).*

No Fortinet device may be registered for FortiCare/FortiGuard services beyond 6-years or 72-months. Any additional support days beyond the 6-year limit will be lost when attempting to combine multiple service entitlements.