FortiClient

Product Offerings

F:**RTINET**®

	VPN/ZTNA	EPP/APT	MANAGED
Zero Trust Agent			
Zero Trust Network Access (ZTNA)	✓	✓	✓
Central Management	✓	✓	✓
Central Logging and Reporting	✓	✓	✓
SSL VPN with Multifactor Authentication (MFA)*	✓	✓	✓
IPsec VPN with MFA*	✓	✓	✓
Single Sign On Mobility Agent	✓	✓	✓
Inline CASB	✓	✓	✓
CASB (Cloud)	✓	✓	✓
IT Hygiene			
Vulnerability Agent and Remediation	✓	✓	✓
FortiGuard Web Filtering	✓	✓	✓
Software Inventory		✓	✓
Removable Media Control		✓	✓
Endpoint Security (EPP)			
FortiSandbox (On-premise or Platform-as-a-service)		✓	✓
FortiClient Cloud Sandbox		✓	✓
Artificial Intelligence-powered Next Generation Antivirus		✓	✓
Automated Endpoint Quarantine		✓	✓
Ransomware Protection		✓	✓
FortiGuard Outbreak Detection		✓	✓
Managed FortiClient Service			
Endpoint Onboarding			✓
Initial Provisioning			✓
Fortinet Security Fabric Setup/Integration			✓
Vulnerability Monitoring			✓
Endpoint Security Monitoring			✓
Additional Services			
Best Practice Service (BPS) Consultation	Account add-on	Account add-on	✓
Endpoint Forensics Analysis**	Optional	Optional	Optional
24×7 Support	✓	✓	✓
On-premise/Air Gap Option	✓	✓	

* FortiClient licenses do not include FortiToken entitlement.
** You must purchase a separate SKU bundle for this option.

To download datasheets, product matrices, and case studies, visit https://www.fortinet.com/products/endpoint-security/forticlient.
Chromebook security is also available with central management via EMS, FortiGuard Web Filtering, and Additional Services.

> **NOTE**: The FortSASE ordering details have been relocated to a self-contained SASE ordering guide with other SASE components.

ORDER INFORMATION: DEVICE-BASED

You can order FortiClient in packs of 25, 500, 2,000, and 10,000. The following table reflects the latest *device-based licenses*:

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/APT	MANAGED
Cloud	25-pack	FC1-10-EMS05-428-01-DD	FC1-10-EMS05-429-01-DD	FC1-10-EMS05-485-01-DD
	500-pack	FC2-10-EMS05-428-01-DD	FC2-10-EMS05-429-01-DD	FC2-10-EMS05-485-01-DD
	2,000-pack	FC3-10-EMS05-428-01-DD	FC3-10-EMS05-429-01-DD	FC3-10-EMS05-485-01-DD
	10,000-pack	FC4-10-EMS05-428-01-DD	FC4-10-EMS05-429-01-DD	FC4-10-EMS05-485-01-DD
On-premise	25-pack	FC1-10-EMS04-428-01-DD	FC1-10-EMS04-429-01-DD	N/A
	500-pack	FC2-10-EMS04-428-01-DD	FC2-10-EMS04-429-01-DD	N/A
	2,000-pack	FC3-10-EMS04-428-01-DD	FC3-10-EMS04-429-01-DD	N/A
	10,000-pack	FC4-10-EMS04-428-01-DD	FC4-10-EMS04-429-01-DD	N/A

The following table reflects the latest *device-based licenses that include the forensics analysis service*:

SOLUTION	SKU LICENSE	VPN/ZTNA	VPN/ZTNA + EPP/APT	MANAGED
Device-based	25-pack	FC1-10-EMS05-537-01-DD	FC1-10-EMS05-538-01-DD	FC1-10-EMS05-539-01-DD
	500-pack	FC2-10-EMS05-537-01-DD	FC2-10-EMS05-538-01-DD	FC2-10-EMS05-539-01-DD
	2,000-pack	FC3-10-EMS05-537-01-DD	FC3-10-EMS05-538-01-DD	FC3-10-EMS05-539-01-DD
	10,000-pack	FC4-10-EMS05-537-01-DD	FC4-10-EMS05-538-01-DD	FC4-10-EMS05-539-01-DD

ORDER LIFECYCLE

New Order
Example: 500 ZTNA endpoints

Direct purchase 1×500-pack

- FC2-10-EMS05-428-01-12

Add More Endpoints
Example: add 50 ZTNA endpoints

Direct purchase 2×25-pack

- FC1-10-EMS05-428-01-12 (x2)

Renew All Endpoints
Example: renew all 550 ZTNA endpoints

Use the co-term tool when the first renewal occurs. This also aligns all contracts to the same expiration date.

- FC1Z-15-EMS05-428-02-00 (x2)

- FC2Z-15-EMS05-428-02-00 (x1)

Upgrade Endpoints
Example: upgrade all 550 ZTNA endpoints to EPP/APT

Use the co-term tool to upgrade all endpoints to the end of the term, then follow standard renewal:

- FC1Z-15-EMS05-429-02-00 (x2)

- FC2Z-15-EMS05-429-02-00 (x1)

ORDER INFORMATION: USER-BASED

You can order FortiClient based on the number of users. For all user-based licenses that include the forensics analysis service, check for availability before ordering.

The following table reflects the latest **FortiTrust user-based license** ranges:

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/APT	MANAGED	MANAGED + FORENSICS
Cloud	100-499 users	FC2-10-EMS05-509-02-DD	FC2-10-EMS05-546-02-DD	FC2-10-EMS05-556-02-DD	FC2-10-EMS05-559-02-DD
	500-1,999 users	FC3-10-EMS05-509-02-DD	FC3-10-EMS05-546-02-DD	FC3-10-EMS05-556-02-DD	FC3-10-EMS05-559-02-DD
	2,000-9,999 users	FC4-10-EMS05-509-02-DD	FC4-10-EMS05-546-02-DD	FC4-10-EMS05-556-02-DD	FC4-10-EMS05-559-02-DD
	10,000+ users	FC5-10-EMS05-509-02-DD	FC5-10-EMS05-546-02-DD	FC5-10-EMS05-556-02-DD	FC5-10-EMS05-559-02-DD

You can order FortiClient licenses in a pack based on the number of users. The following table reflects the latest **user-based pack licenses**. All licenses in the table include FortiCare Premium.

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/APT	MANAGED*
Cloud	25-pack	FC1-10-EMS05-551-01-DD	FC1-10-EMS05-552-01-DD	FC1-10-EMS05-562-01-DD
	500-pack	FC2-10-EMS05-551-01-DD	FC2-10-EMS05-552-01-DD	FC2-10-EMS05-562-01-DD
	2,000-pack	FC3-10-EMS05-551-01-DD	FC3-10-EMS05-552-01-DD	FC3-10-EMS05-562-01-DD
	10,000-pack	FC4-10-EMS05-551-01-DD	FC4-10-EMS05-552-01-DD	FC4-10-EMS05-562-01-DD
On-premise**	25-pack	FC1-10-EMS04-551-01-DD	FC1-10-EMS04-552-01-DD	N/A
	500-pack	FC2-10-EMS04-551-01-DD	FC2-10-EMS04-552-01-DD	N/A
	2,000-pack	FC3-10-EMS04-551-01-DD	FC3-10-EMS04-552-01-DD	N/A
	10,000-pack	FC4-10-EMS04-551-01-DD	FC4-10-EMS04-552-01-DD	N/A

* Managed licenses include all VPN/ZTNA and EPP/APT features, as well as deployment assistance, the endpoint monitoring service, and FortiClient Cloud.
** All on-premise licenses include licensing for on-premise EMS as well as for FortiClient endpoints.

The following table reflects the latest **user-based pack licenses that include the forensics analysis service**. The following licenses only apply for FortiClient Cloud. All licenses in the table include FortiCare Premium and a FortiClient Cloud environment hosted by FortiCloud:

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/APT	MANAGED
Cloud	25-pack	FC1-10-EMS05-563-01-DD	FC1-10-EMS05-564-01-DD	FC1-10-EMS05-565-01-DD
	500-pack	FC2-10-EMS05-563-01-DD	FC2-10-EMS05-564-01-DD	FC2-10-EMS05-565-01-DD
	2,000-pack	FC3-10-EMS05-563-01-DD	FC3-10-EMS05-564-01-DD	FC3-10-EMS05-565-01-DD
	10,000-pack	FC4-10-EMS05-563-01-DD	FC4-10-EMS05-564-01-DD	FC4-10-EMS05-565-01-DD

ORDER LIFECYCLE

New Order

Example: 400 ZTNA users

Direct purchase 400 users

- 400 x FC2-10-EMS05-557-02-DD

Add More Users

Example: add 50 ZTNA users

Use the co-term tool to add more users. This also aligns all contracts to the same expiration date.

Renew All Users

Example: renew all 550 ZTNA users

Use the co-term tool to renew all user licenses. This also aligns all contracts to the same expiration date.

- 500 x FC3-10-EMS05-557-02-DD

Upgrade Users

Example: upgrade all 550 ZTNA users to EPP/APT

Use the co-term tool to upgrade all endpoints to the end of the term, then follow standard renewal:

- 500 x FC3-10-EMS05-558-02-DD

ORDER INFORMATION: ADDITIONAL SERVICES

Additional services available include NSE training and best practice deployment consultation:

ADDITIONAL SERVICES	FORTICLIENT/EMS SERVICES	SKU LICENSE
FortiCare Best Practices Consultation Service	25-999 Endpoints	FC1-10-FCBPS-310-02-DD
	1,000-9,999 Endpoints	FC2-10-FCBPS-310-02-DD
	10,000+ Endpoints	FC5-10-FCBPS-310-02-DD
Training Services	Classroom - Virtual ILT	FT-FCT
	Lab Access - Standard NSE Training Lab Environment	FT-FCT-LAB
	NSE5 Exam Voucher	NSE-EX-SPL5

SEE ALSO

Other FortiClient SKUs are orderable for the following deployments:
- **SASE**: additional SKUs are available for FortiSASE deployments. Refer to the FortiSASE Ordering Guide for details.
- **Chromebook**: a dedicated version of FortiClient is available for Chromebook. Refer to the datasheet for information.
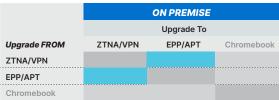
UPGRADE MATRIX

For upgrades between different FortiClient versions:

1. SASE, Managed Client, User-based SKUs, and Forensics are Cloud-only.

2. FortiClient does not support upgrades between on-premise and Cloud SKUs. Purchasing new SKUs is required to align with the new EMS instance.

3. Chromebook is standalone. Upgrades to or from Chromebook are not permitted.

4. Current SASE user-based SKUs for the Secure Web Gateway (SWG) use case are standalone. Upgrade from user-based ZTNA license to user-based SASE license is not supported.

5. All other upgrades within Cloud or within on-premise are supported as the matrix shows:

To use this matrix, select the *current subscription* in the left column, and follow the row to the right, to see what is directly upgradeable with the co-term tool.

FORTICLIENT CLOUD LICENSES							
Upgrade To							
Upgrade FROM	ZTNA/VPN	EPP/APT	Managed Client	SASE - Agent-based	SASE - Agentless	Chromebook	Managed + Forensics
ZTNA/VPN		▓	▓	▓			▓
EPP/APT	▓		▓	▓			▓
Managed Client	▓	▓		▓			▓
SASE - Agent-based*	▓	▓	▓				▓
SASE - Agentless*							
Chromebook							

ON PREMISE		
Upgrade To		
Upgrade FROM	ZTNA/VPN	EPP/APT	Chromebook
ZTNA/VPN		▓	
EPP/APT	▓		
Chromebook			

* See FortiSASE Ordering Guide (Q4, 2021)
** See FortiTrust Ordering Guide (mid-Q4, 2021)
*** See FortiTrust Ordering Guide (future release)

FREQUENTLY ASKED QUESTIONS

What is BPS and should I include it for new deals?

BPS allows customers access to on-demand consultation with FortiClient/EMS product experts on all topics including how to deploy FortiClient solution, recommended stable product upgrade paths for their use cases, guidance on license upgrades, guidance on EMS migrations with minimum data loss and transparent end user experience, and more. Including the BPS service with every new customer deal is recommended so they have access to product experts for any questions and issues that may come up while using the product.

What is the easiest way to order?

Per-device and per-user license packs are available for terms of one to five years. Refer to the ordering examples on the previous page for expansion, renewals, and upgrades.

Is FortiClient licensed per-user or per-device?

On-premise FortiClient EMS is licensed per-device/endpoint.

For FortiClient Cloud, you can choose between per-device/endpoint licensing or per-user licensing. Note that you cannot mix the two license types on a single FortiClient Cloud environment.

What happened to the SASE option? Why do the first two pages not show it?

All options are still available. Refer to the FortiSASE ordering guide for details.

How do I upgrade from one FortiClient license to another?

You can perform upgrades using the co-term tool.

NOTE: Upgrades are not supported between on-premise and cloud EMS deployments.

What are the deployment options for FortiClient EMS?

You can install FortiClient EMS on a Windows Server in your datacenter (on-premise), in the public cloud, or use FortiClient Cloud directly as a cloud service.

What is FortiClient Cloud?

FortiClient Cloud is a Fortinet-hosted FortiClient EMS instance. You can choose this option to avoid setting up and maintaining your EMS server.

What is the maximum number of endpoints that FortiClient Cloud can manage?

Currently, FortiClient Cloud can manage up to 50,000 endpoints. Higher endpoint limits are coming soon.

What is ZTNA?

The ZTNA feature refers to the proxy-based ZTNA functionality released in FortiOS and FortiClient 7.0. This includes the ZTNA device posture checks, certificate management, and session encoding to securely access trusted applications behind the FortiGate *access proxy*.

I purchased FortiClient with the EMS01/EMS03 SKUs. Can I upgrade to the new EMS04/EMS05 SKUs?

Due to feature changes, direct upgrade is not supported. You should purchase new SKUs at the time of renewal. If deploying on-premise with the older SKUs, consider moving to cloud-based deployment at the same time.

Is the FortiCloud Premium Subscription required for FortiClient Cloud?

No, a FortiCloud Premium subscription is not required.

Can the same EMS instance support a mix of license types, such as both VPN/ZTNA and EPP/APT licenses at the same time?

Yes.

Can the same EMS instance support a mix of license types even if the VPN/ZTNA and EPP/APT licenses have different expiry dates?

Yes.

Can you have both device-based and user-based licenses?

No, you cannot mix device-based and user-based license on same EMS except during transition from one license to another.

What is FortiTrust?

FortiTrust is Fortinet's brand for user-based licensing subscriptions, enabling organizations to easily consume cloud-focused services. With user-based licensing, expenses are clearer and there is an easier path to increase or decrease services consumed. Fortinet offers the FortiTrust license for our cloud-based services only.

Can you convert or switch from device-based to user-based license?

Currently you cannot convert or switch your current contract from device-based to user-based. You can order user-based SKU at next renewal but some endpoint data on EMS will be lost and/or a fresh install of EMS may be required.

FREQUENTLY ASKED QUESTIONS

What is the FortiClient Forensics Service?

The FortiClient Forensic Service provides remote endpoint analysis to help endpoint customers respond to and recover from cyber incidents. For each engagement, forensic analysts from Fortinet's FortiGuard Labs remotely assist in the collection, examination, and presentation of digital evidence, including a final detailed report.

Can you mix user- and device-based licenses?

No.

Can you mix FortiTrust user licenses and pack-based user licenses?

No. You should use FortiTrust (range-based) or pack-based (25,500,2K,10K) user licenses.

My existing customer has a device license that is expiring soon. How can they transition to a user license?

They can purchase a pack-based user license and apply it. As soon as the device-based license expires, EMS starts using the user-based license. You can also contact Customer Service to remove a device-based license and apply the user-based license.

ONBOARDING

How does FortiClient onboarding work?

Initial system setup and endpoint device or user onboarding has several options, depending on the customer needs:

1. **Manual/DIY**: as always, full documentation, videos, open source tools, and other resources are available.

2. **Best Practice Consultation**: leverage the subscription-based FortiCare BPS for expert consultation on all topics, including initial setup and deployment, integration, upgrade/migration, and more. You can purchase BPS as an annual subscription. It is fully integated with FortiCare for a simplified engagement process.

3. **Managed FortiClient**: initial setup and onboarding is part of the managed FortiClient service out of the box.

4. **Professional Service (PS)**: to complete the project under SLA-driven engagement, PS is a perfect option.

NSE TRAINING AND CERTIFICATION

Fortinet NSE 5: FortiClient
Instructor-led learning to FortiClient EMS features, provision FortiClient endpoints, explore different FortiClient editions, and deploy ZTNA agent and endpoint security features.
- **FT-FCT** - NSE5/FCT Training - 2 days

Certification Exams
NSE5 Network Security Analyst:
- **NSE-EX-SPL5**

Prerequisites
- Basic understandig of endpoint protection solutions

References

https://training.fortinet.com/local/staticpage/view.php?page=library_forticlient-ems

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