How To Guide

Frequently Asked Questions

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How do I register products?

Use the Fortinet Support Portal for Product Registration, Contract Registration, Ticket Management, and Account Management.   All devices should be registered under the user account of whoever is going to manage the units, to do this **you can log in to the support portal** under the relevant account at https://support.fortinet.com/.

There is a help function built into many of the new portal pages which explain how to use the portal.

What does deal registration entitle you to?

The Deal Registration Tool is available through the Sales Quick Links on the Fortinet Partner Portal home page, and allows active, committed Partners deal protection. Use this tool to register significant deals and earn extra discounts on top of your FPP discounts, as well as additional support on both the sales and technical side. Work with your Channel Account Manager to resolve any issues.

What is the Fortinet Security Fabric?

The Fortinet Security Fabric is a network security architecture that provides integrated and automated security solutions for organizations of all sizes. The fabric is designed to address the challenges of modern-day cyber threats by providing a comprehensive, end-to-end security framework that spans the entire network infrastructure, including cloud, endpoints, and IoT devices.

At its core, the Fortinet Security Fabric is a collection of security products and services that work together to provide a cohesive, integrated security platform. These products and services include firewalls, intrusion prevention systems, anti-malware solutions, secure email gateways, secure web gateways, and more.

In addition to these security products, the Fortinet Security Fabric includes a number of tools and features that help organizations manage their security infrastructure more effectively. These include a centralized management console, automated threat intelligence sharing, and advanced analytics and reporting capabilities.

Designed to help organizations improve their security posture by providing a comprehensive, integrated security platform that can adapt to evolving threat landscapes and ensure consistent security across the entire network infrastructure.

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What's included in each FortiGate bundle?

Feature	Bundle			
	ATP	UTM	ENT	360
FortiCare	●	●	●	●
IPS/Advanced Malware	●	●	●	●
Email & Web Filtering		●	●	●
Security Rating			●	●
Industrial Security			●	●
IoT Services			●	●
FortiConverter			●	●
ASE FortiCare			●	●
IPAM Service				●
FortiAnalyzer				●
FortiManager				●
VPN Overlay				●
Monitoring				●
Orchestrator				●

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What is X-OD?

X-OD from Exclusive Networks is an on-demand platform designed to simplify technology consumption and drive growth by fast-forwarding your evolution to the subscription economy.

A subscription-based OPEX billing initiative, X-OD gives the end-user a way of consuming monthly, quarterly or annually, without having to use financing or manage the upfront CAPEX costs.

With the additional option to utilise our X-OD portal to white label the portal free of charge, you can build your own quotes and wrap around your own offerings.

Why should I consider X-OD?

Traditional vendors have been working in traditional ways of selling either upfront or financing, only newer vendors and MSSP partners can offer subscription type models.

With X-OD partners can:

- build stronger relationships with their customers
- have an OPEX model with regular reoccurring revenue
- add another string to their bow; so they can win more deals.

We know that not all customers can support the budgets required to meet security requirements, nor do they want multiple 3rd party contracts on their books. X-OD allows them to still purchase the technology they need but in a more manageable way.

What are the benefits for Partners of X-OD?

- Be profitable more quickly by not having to manage the total upfront CAPEX costs.
- No multiple 3rd party contracts to sign which can impact credit and add complexity to approve
- Managed differently to finance as this is a subscription service. The monthly or quarterly/ annual cost is managed rather than the total lump sum of the deal
- Depreciating hardware is not aligned on the company's books, it's on XOD.
- Competitive advantage

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- Increased customer retention and LTV9. Predictable higher revenues and shareholder value
- Can be linked to monthly billing currently offered by the partner, and can be wrapped around in support of this as an overall service
- Offers an additional option to customers when they are looking at the impact a finance deal could have on them as a business or they cannot support the upfront CAPEX costs.

What other financial options are available?

Exclusive Networks' flexible Payment Programme makes it easy for our reseller partners to sell bigger IT solutions that more customers can afford, and rapidly address the enterprise market's increasingly OPEX-orientated, subscription-based IT consumption demands.

Partners who offer leasing benefit from:

- Faster sales conversions
- Improved business cash flow
- Reduced sales costs
- Differentiation of their market offering
- Risk-free access to bigger deal opportunities irrespective of credit limit

What are the limitations of FortiGate On Premise v FortiGate VM in public cloud?

This simply comes down to the performance. In the cloud you don't have the power of the ASIC chip providing the content and networking acceleration.

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Do Exclusive Networks offer Wi-Fi Service options?

We offer the following options around FortiWifi;

HEATMAP	ONSITE SURVEY	ONSITE POST SURVEY
Free of Charge	Chargeable	Chargeable
Requires scaled floor plans. Provides a predictive survey of where the software believes the APs should be located (a virtual Birdseye view of the building). With the correct information before-hand this has potential to be quite accurate with AP placement.	Requires scaled floor plans and could take several days to complete. First, we run the floor plans through a heatmap, so to give us an idea of placement. Then we would attend the site to walk around to perform a site survey. The walk around consists of placing the AP in an optical position as per heatmap and the consultant recording RRSI levels for each of these. The process can range from a simple report to a full-blown document containing photos and a wiring diagram. This is the most accurate form of gauging signal within the building as it take into consideration wall density, office objects and generally the working environment which will not be picked up on a heatmap.	This is something that is typically forgotten about and would require a scaled floor plan. This is an onsite survey that takes place after the access points have been installed. Normally takes a day to complete. A post survey is the most accurate form survey as the Access are already in place. In the same way the consultant walk around the building they take readings from the newly or even old installed equipment. We report on signal strength, roaming, bandwidth and latency. This report is designed to either confirm the new deployment is working as per design or if an old deployment area for improvement.

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What power cords are available?

All FortiGate 100F and above units now come with dual/redundant power supplies

Models	Spare/Redundant Power Supplies Option*	Associated Power Cords
FG/FWF-20C, 30D	SP-FG20C-PA-XX	N/A
FG/FWF-30D-POE	SP-FG30D-POE-PDC	SP-FG60CPCOR-XX
FG/FWF-30E, FG/FWF-50E, FG/FWF-51E	SP-FG30E-PA-XX	N/A
FG/FWF-40F/-3G4G	SP-FG-40F-PA-10(-XX)	N/A
FG-52E, FG-50E-2R, FG-30E-3G4G	SP-FG52E-PA-XX	N/A
FG/FWF 60E/61E, 60F/61F, FG-80E/81E and FG-80F/81F	SP-FG60E-PDC-5	SP-FG60CPCOR-XX
FG/FWF-60D-POE	SP-FG60D-POE-PDC	SP-FG60CPCOR-XX
FG-80D	SP-FG80D-PDC	SP-FG60CPCOR-XX
FG-60E-POE, FG-80/81E-POE, FG-80/81E-POE, FG-80/81F-POE, FWF-81F-2R-POE, FWF-81F-2R-3G4G-POE	SP-FG80E-POE-PDC	SP-FG60CPCOR-XX
FWF-80/81F-2R, FWF-80/81F-2R-3G4G-DSL	SP-FWF80F-PDC-5	SP-FG60CPCOR-XX
FG/FWF-90D-POE, FG-70D-POE	SP-FG90D-POE-PDC	SP-FG60CPCOR-XX
FG-140E-POE	FRPS-740-FG (max 2 units)	N/A
FG-200D/240D/280-POE	FRPS-740-FG (max 2 units)	N/A
FG-100/101F, FG-200/201F	N/A	SP-FGPCOR-XX
FG-300/400/500/600E Series	SP-FG300E-PS (additional as option)	SP-FGPCOR-XX
FG-600C, 800C	SP-FG600C-PS (additional as option)	SP-FGPCOR-XX
FG-600C-DC, FG-800C-DC	SP-FG600C-DC-PS (additional as option)	N/A
FG-800D	SP-FG600C-PS (additional as option)	SP-FGPCOR-XX
FG-1000C, FG-1000C-DC	SP-FG600C-PS, SP-FG600C-DC-PS (spare)	SP-FGPCOR-XX
FG-900D/1000D	SP-FXX1000D	SP-FGPCOR-XX
FG-1100/1101E	SP-FG300E-PS (spare)	SP-FGPCOR-XX
FG-1200D, FG-1500D, FG-1500DT	SP-FG1200D-S (spare)	SP-FGPCOR-XX
FG-1240B, FG-3040B, FG-3140B	SP-FG1240B-PS (spare)	SP-FGPCOR-XX SP-FGPCORHE-XX for 3K

*Power cords are sold separately, unless 'N/A' under Associated Power Cords

Models	Spare/Redundant Power Supplies Option*	Associated Power Cords
FG-1800/1801F	SP-FG1800F-PS (spare)	SP-FGPCORHE-XX
FG-2200/2201E	SP-FG3800D-PS (spare)	SP-FGPCORHE-XX
FG-2600/2601F	SP-FG1800F-PS (spare)	SP-FGPCORHE-XX
FG-3000D, FG-3100D, FG-3240C, 3200D	SP-FG3000D-PS (spare)	SP-FGPCORHE-XX
FG-3300/3301E, FG-3400/3401E, FG-3600/3601E, FG-3500/3501F	SP-FG3800D-PS (Spare)	SP-FGPCORHE-XX
FG-3700D, FG-3700D-DC	SP-FG3800D-PS, SP-FG3800D-DC-PS (spare)	SP-FGPCORHE-XX N/A
FG-3800D,3810D,3815D	SP-FG3800D-PS (spare)	SP-FGPCORHE-XX
FG-3810A FG-3810A-DC	SP-FG3810A-PS, SP-FG3810A-DC-PS (spare)	SP-FGPCORHE-XX N/A
FG-3950B, FG-3951B	SP-FG3950B-PS (spare)	SP-FGPCORC15-XX
FG-3960E FG-3980E	FG-7040E-PS-AC (spare) FG-7040E-PS-DC (spare)	SP-FGPCORC15-XX N/A
FG-4000F/6000F Series	SP-FG4000F-PS SP-FG4000F-DC-PS	SP-FGPCORC15-XX N/A
FG-7030E FG-7040E	FG-7040E-PS-AC FG-7040E-PS-DC	SP-FGPCORC15-XX N/A
FG-7060E	FG-7060E-PS-AC	SP-FGPCORC15-XX

*Power cords are sold separately, unless 'N/A' under Associated Power Cords

Do Fortinet offer redundant power supplies?

Yes! Power supply redundancy is essential in the operation of mission-critical networks. The FortiRPS 100 and 740 are an external redundant power supply designed to increase network availability and uptime.

They provide power to supported Fortinet devices should the internal power supply fail.

What is CTAP?

Fortinet's CTAP provides your prospects with in-depth information about the current state of their network, covering key areas of security threats, productivity and performance.

This program lets you deploy a FortiGate in your prospect's network without interrupting their existing infrastructure. Keep the FortiGate there for up to 7 days, share the logs with Fortinet and you'll receive a Cyber Threat Assessment report.

Fortinet supports FortiGate 100D, FortiGate 300D, or FortiGate 1500D models with CTAP. While we are evaluating other hardware models, there is an inherent complexity in supporting multiple models on new builds.

In general, it's better to OVERSIZE a network environment in order to capture logs properly. On the upper end, most large environments (which require more horsepower than a 1500D) have specialized qualification requirements which are more conducive to a custom evaluation

Exclusive Networks can offer assistance around CTAP demo units, installation's, understanding the report etc, so please contact us today to find out more.

Can I demo a unit?

We can provide evaluation units. Here at Exclusive networks we have an extensive loan pool available to our partners. Simply ask your account manager for a loan form, fill it in and we will sort the rest!

How do I get a trial license?

You can apply for a trial on the Fortinet partner programme website or apply for a VM trial from ourselves. We will require the end users name, email and contact details and which product you would like to trial.

VM eval licences are available for FortiGate, FortiManager, FortiAnalyser, FortiWeb and more

The length of an evaluation licence – 60 days

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Can I run a FortiGate VM in public cloud?

If so, what are the considerations?

Yes you can.   Considerations are:

- Network design
- Performance

Contact us to spec the right solution for your customer requirements.

Who are the main competitors?

- Cisco
- Palo Alto
- Watchguard
- CheckPoint
- SonicWall
- Sophos

What are the competitive advantages of Fortinet?

- The Security Fabric integrations
- ASIC Chip – hardware not VM
- FortiGuard Labs uses data collected from sensors positioned around the globe to protect more than 635,000+ customers every day
- Price performance
- Unparalleled Third-Party Certifications
- Recognised in 9 Gartner® Magic Quadrant™ Reports across a range of technologies
- Named in Gartner Peer Insights Customer Choice in several critical areas: Network Firewalls, Wired and Wireless LAN Access Infrastructure, Email Security and WAN Edge Infrastructure.

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What is the difference between 24/7 and 360?

Fortinet offers two different types of support options: 24/7 Support and 360 Support. Here's a breakdown of the differences between the two:

24/7 Support: Fortinet's 24/7 Support provides customers with access to technical support 24 hours a day, seven days a week, 365 days a year. This service includes phone and email support, as well as access to Fortinet's online resources such as knowledge bases and community forums. 24/7 Support is designed to provide customers with basic technical support and issue resolution services.

360 Support: Fortinet's 360 Support is a more comprehensive support service that includes not only basic technical support but also advanced services such as proactive monitoring, regular health checks, and personalized service level agreements (SLAs). With 360 Support, customers work with a dedicated technical support team that provides ongoing monitoring and analysis of their network to identify and address potential issues before they become major problems. 360 Support also includes regular performance assessments and customized reporting to help customers optimize their network security infrastructure.

What is needed to qualify for each partner level?

Fortinet's partner programme consists of 4 key engagement levels.   Below are the minimum requirements to remain compliant and qualify for the related discounts.

Advocate	Select	Advanced		Expert	
Signed Fortinet Partner document	Signed Fortinet Partner document	Signed Fortinet Partner document		Signed Fortinet Partner document	
1 x NSE1, 1 x NSE2 1 x NSE3 (optional) but recommended.	2 x NSE1, 2 x NSE2 1 x NSE4	2 x NSE 1 2 x NSE 4, 1 x NSE 7 (Advanced Trouble Shooting	2 x NSE 2 1 x NSE 5 (Management, FortiAnalyzer and FortiManager)	3 x NSE 1 1 x NSE 3 2 x NSE 5 (Management, FortiAnalyzer and FortiManager) 1 x NSE 7 (Advanced Trouble Shooting	3 x NSE 2 3 x NSE 4 4 x NSE 6 (FortiWeb/FortiMail/Forti Wireless/DDoS//ADC/D B/Voice) 1 x NSE 8 (Network Security Expert)
	Sales volume Requirement £50k pa	Sales volume Requirement £250k pa		Sales volume Requirement £500k pa	
		Business Plan agreed with CAM		Business Plan agreed with CAM	
Discount Hardware: 25% Discount Support : 15%	Discount Hardware: 30% Discount Support: 20%	Discount Hardware: 35% Discount Support: 25%		Discount Hardware: 45% Discount Support: 30%	

You can find more information on the Partner portal in the Benefits and Requirements matrix.

What is the NSE Training Program?

The Fortinet Network Security Expert (NSE) Program is an eight-level certification program designed for technical professionals interested in independent validation of their network security skills and experience.

To earn certification at each of the levels, you must pass a series of tests or an exam.

For NSE 1-3, the tests are incorporated into the self-paced learning packages that are hosted on the https://training.fortinet.com/ site. A third-party vendor, Pearson VUE, proctors the exams for NSE 4-8. You can register for these exams at the http://www.pearsonvue.com/fortinet/ site. To become NSE 8 certified, you must pass the written exam hosted by Pearson VUE, plus a practical exam hosted by Fortinet. For more information about NSE 8, click here.

NSE certification will help you:

- Validate your network security skills and experience.
- Demonstrate value to current and future employers.
- Leverage Fortinet's full range of network security products, consolidate solutions, and reduce risks.
- As a partner, accelerate sales and offer new services.

Successful completion of the NSE Program involves meeting the following objectives for each level. Click on a level name to get more information about how to certify at that level.

What is the Trade up programme?

Fortinet's Trade-Up programme allows customers to upgrade their equipment before it reaches end of life with the opportunity to receive a large discount when they do. This offer is a great opportunity for resellers to reconnect with customers that have out-dated equipment and gives the chance to increase revenues now and shorten the sales cycle.

You can find more information about the Trade up program on the partner portal

FortiGates & Rackmount Trays

Rackmount Kit	Supports Models
RM-FR-T17	FortiSwitch 108F
RM-FR-T16	FortiGate Rugged 60F FortiGate Rugged 60F-3G4G
RM-FR-T15	FortiGate 80F FortiGate 81F
RM-FR-T14	FortiGate 40F FortiADC 60F
RM-FR-T12	FortiSwitch 108E
RM-FR-T11	FortiGate 80E (PoE) FortiGate 81E (PoE)
RM-FR-T10	FortiGate 60E (+ PoE / DSL) FortiGate 61E FortiGate 60F FortiGate 61F FortiGate 70F FortiGate 71

Rackmount Kit	Supports Models
RM-FR-T9	FortiGate 30E FortiGate 50E FortiGate 51E FortiGate 52E
RM-FR-T8	FortiGate 80D FortiMail 60D FortiADC 100E Fortiweb 100D
RM-FR-T7	FortiGate 70D FortiGate 90D FortiGate 92D FortiGate 90E FortiGate 91E

*Bespoke models available upon request

Is FortiClient Free?

FortiClient is available in both free and paid versions. The free version of FortiClient provides basic endpoint security features such as antivirus, VPN client, and web filtering. However, the paid version of FortiClient provides more advanced security features such as advanced threat protection, device control, and compliance reporting.

For central management, creating customer installer and to enforce clients on the endpoint you would need to purchase the EMS licenses (enterprise management server) and if you wanted to go one step further you can add on a Telemetry licence for network compliance.

VPN Questions!

The two main types of VPNs you can use with a FortiGate are IPsec and SSL

There is no licensing for VPN required on the FortiGate units and you can also use any VPN client including FortiClient, Cisco and OpenVPN

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Do I need FortiManager?

FortiManager is a centralised management platform designed to provide configuration, monitoring, and reporting capabilities for Fortinet network security devices.

Whether or not you need FortiManager depends on the size and complexity of your network infrastructure, as well as your specific security requirements. If you have a small network with a few Fortinet devices, you may be able to manage them manually without FortiManager. However, as your network grows and becomes more complex, managing multiple Fortinet devices manually can become time-consuming and error-prone. In such cases, FortiManager can help you centrally manage and automate configuration, monitoring, and reporting for multiple Fortinet devices from a single interface, thereby improving operational efficiency and reducing the risk of errors.

Additionally, if you need to comply with industry regulations such as PCI DSS, HIPAA, or GDPR, FortiManager can help simplify compliance by providing reporting and audit trails to demonstrate compliance with security standards.

So whilst it may not be essential for all organisations, FortiManager can be a valuable tool for managing multiple Fortinet devices in a complex network environment, improving operational efficiency and compliance, and reducing the risk of errors.

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What Services do Exclusive Networks offer on Fortinet?

Designed to complement and extend your in-house resources throughout the lifecycle of each client project, the expert product and solutions knowledge of our Pre-sales, Implementation Services, Project Management professionals are not only proven to increase new business opportunities, but also ensure the highest quality project outcomes.

Pre-Sales	Demo	Install	Configure	Health Check	Audit	POCs	RFPs	Training	Finance
●	●	●	●	●	●	●	●	●	●

Expert technical professional services, consultancy, and product support have been created specifically to help partners successfully deliver client projects with exceptional quality and minimal overhead.

We understand that keeping the right mix of skilled resources ready to deploy projects across your territory is expensive. These resources are not only costly to hire, but good people are hard to retain. We recognise the burden carried by many Systems Integrators and Value-Added Resellers due to inconsistent resource demands, where service team utilisation often veers wildly between zero chargeable days and overstretched.

Exclusive Networks Professional & Support Services is your ticket to exponential, high quality technical services capabilities. We help you by placing the right combination of experience, skills and product knowledge into your client projects as and when you need them – whether that's new, or incremental business. Trained and accredited by Fortinet and seamlessly partnering with our clients, our technical teams act as a natural extension of your own.

Whatever your service need, Exclusive Networks Professional Services and Support has the right resource, at the right time, in the right place to meet all your technical needs.

The services are orchestrated 24/7 from our Support Centre in Alton, Hampshire. The result? You have the power to sell, implement and support client projects on the scale of a major 24/7 value added service and technology operation, but without the time and operating cost overhead.