



HOW TO GUIDES

Frequently Asked Questions



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How do I register product?

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/>.

For a full step by step guide, read our **How To Guide: Device and Contract Registration**.

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.

For a full step by step guide, read our **How To Guide: Opportunity Management and Deal Registration**.

What is the Fortinet Security Fabric?

Organizations today require a fast and secure network to be successful. Whether or not you have the right protection immediately responding to threats throughout your network can determine if your business runs smoothly or is the victim of a security breach.

Fortinet is the only company with an architectural approach that unifies the security technologies deployed across the digital network, including multi-cloud, endpoints, email and web applications, and network access points, into a single security system designed as an integrated and collaborative security fabric. This also means we are the only company that can truly provide you with a powerful, integrated end-to-end security solution across the entire attack surface.

To enable an effective defense, the data and security elements across all of your various environments must be well-integrated, able to share intelligence, and visible. The Fortinet Security Fabric gives you control, integration, and easy management of security across your entire organization, from IoT to the cloud

What's included in each FortiGate bundle?

Threat Protection Bundle	UTM Bundle	Enterprise Bundle
Antivirus + Botnet IPS FortiCare (24x7) + App Control	Web Filtering Anti-Spam Antivirus + Botnet IPS FortiCare (24x7) + App Control	FortiSandbox Mobile Security Web Filtering Anti-Spam Antivirus + Botnet IPS FortiCare (24x7) + App Control

What are the SMB bundles?

Exclusive Networks and Fortinet now offer bundles for SMBs.

Connected UTM Bundle	Mail Bundle	Endpoint Bundle
Includes <ul style="list-style-type: none"> • FortiGate • FortiSwitch, • FortiAP and • Support available with different size units and switches based on number of users	Includes <ul style="list-style-type: none"> • FortiMail VM for 1-250 users • optional FortiSandbox Cloud for companies using AWS, Azure, VMWare, Private Cloud or On-Premise	Includes <ul style="list-style-type: none"> • FortiGate • Support • FortiClient EMS available with different size units and licences based on number of users

What are the benefits of the SMB Bundles?

- They offer customers a solution, rather than a standalone product
- Highly discounted pricing for customers, which also helps Authorised customers to compete better with Platinum partners
- Most of these bundles, AP's and switches are also in stock and therefore we could ship these on NBD delivery, once ordered.
- No other vendor, offers this promotion
- Bolt on's such as CASB, HA Pairs, EMS licenses and Tokens can be added to these solutions to connect and cover the customers full environment

Exclusive Capital

Exclusive Capital provides specialised financing and leasing services that make it simple for resellers to sell IT solutions that customers can afford, while meeting the CAPEX revenue models required by vendors.

With Exclusive Capital's rapid and innovative value-added services, resellers can bridge the increasingly OPEX-orientated, subscription based consumption demands of customers. Its experienced approach and backing from major banks reduces the complexity of traditional leasing contracts, and makes closing deals faster.

Exclusive Capital is an integral part of the supply chain and the sales proposition – not a third party funding company

Why Exclusive Capital?

- Bespoke and turnkey financing options
- Enable customers to realise their optimum security solution now, regardless of immediate budget
- Help customers move budget costs from Capex to Opex with associated tax benefits
- Take advantage of low cost of money
- A powerful sales aid to reduce help realisation of sales immediately

Advantages of Exclusive Capital

- Get paid quicker whilst reducing the credit risk - Exclusive Capital are billed and not the reseller
- Can help expand the sale
- Removes cost of invoicing
- Credit line preservation with Exclusive Networks

FortiGate On Premise v FortiGate VM in public cloud – what are the limitations?

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.

Exclusive Networks can provide technical assistance around FortiWifi.

We offer the following options around FortiWifi;

Heatmap

Free of charge.

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.

Onsite survey

Chargeable

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 consist 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.

Onsite Post survey

Chargeable.

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 areas for improvement.

Powercords

Models	Spare/Redundant Power Supplies Option
FG/FWF-20C, 30D	SP-FG20C-PA-XX
FG/FWF-30D-POE	SP-FG30D-POE-PDC
FG/FWF-30E, FG/FWF-50E, FG/FWF-51E	SP-FG30E-PA-XX
FG-52E, FG-50E-2R, FG-30E-3G4G	SP-FG52E-PA-XX
FG/FWF-40C, 60C, 60D, 60D-3G4G, 60E, 61E, 90D, FG-70D	SP-FG60C-PDC
FG/FWF-60D-POE	SP-FG60D-POE-PDC
FG-80D	SP-FG80D-PDC
FG-60E-POE, FG-80- POE, 81E-POE	SP-FG80E-POE-PDC
FG/FWF-90D-POE, FG-70D-POE	SP-FG90D-POE-PDC
FG/FWF-92D, FG- 90/91E	SP-FG92D-PDC

Models	Spare/Redundant Power Supplies Option
FG-100E, 100EF, 140E	FRPS-100 (max 2 units)
FG-140E-POE	FRPS-740-FG (max 2 units)
FG-200D, 240D, 200E	FRPS-100 (max 2 units)
FG-200D/240D/280- POE	FRPS-740-FG (max 2 units)
FG-300C	SP-FG310B-RPS FRPS-100 (max 4 units)
FG-300D	FRPS-100 (max 2 units)
FG-300/301E & FG500/501E	SP-FG300E-PS (additional as option)
FG-400D, 500D	FRPS-100 (max 2 units)
FG-600C, 800C	SP-FG600C-PS (additional as option)
FG-600C-DC, FG- 800C-DC	SP-FG600C-DC-PS (additional as option)

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?

EXN provide evaluation units. Here at Exclusive networks we have an extensive loan pool available to our partners. Simply complete a loan form that your AM can send onto you 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

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.

Who are the main competitors?

- Cisco
- Palo Alto
- Watchguard
- Checkpoint
- SonicWall

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 300,000 customers every day
- Price performance
- More than 330,000 Customers and Growing
- Unparalleled Third-Party Certifications
- 2018 Gartner Peer Insights Customers' Choice for Enterprise Network Firewall

What is the difference between 8x5 and 24x7?

24x7 carries an Advanced HW replacement SLA, which means once an RMA has been approved by Fortinet they will ship a replacement unit out the next day.

8x5 support does not have any HW SLA and requires the customers to return the units to Fortinet's local RMA hub before they will ship out a replacement unit.

Partner Program

Fortinet's partner programme consists of 4 tiers, authorized, silver, gold, platinum. These are the requirements for each level:

Authorised

- Signed Fortinet Partner document

Training

- 1 x NSE1 and NSE2

Silver Partner

- Signed Fortinet Partner document
- Fortinet sales of +£ 50k pa

Training

- 1 x NSE1 & NSE2
- 1 x NSE4 (FCNSA/P – technical training)

Gold Partner

- Signed Fortinet Partner document
- Fortinet sales of +£ 250k pa

Training

- 2 x NSE1 & NSE2
- 2 x NSE4 (FCNSA/P)
- 1 x NSE5 (Management, FortiAnalyzer and FortiManager)
- 1 x NSE7 (Advanced Trouble shooting)
- Business Plan agreed with Fortinet Account Manager.

Platinum Partner

- Signed Fortinet Partner document
- Fortinet Sales of + £ 500k pa

Training

- 3 x NSE1 & NSE2
- 3 x NSE4 (FCNSA/P)
- 2 x NSE5 (Management - Analyzer and Manager)
- 1 x NSE6 (FortiWeb/FortiMail/FortiWireless/DDoS//ADC/DB/Voice)
- 1 x NSE7 (Advanced Trouble shooting)
- Business Plan agreed with Fortinet Account Manager.

What is the NSE 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.

A full list of products is available on the Fortinet Partner Portal but includes the following:



No additional partner discounts or SPR's are available on top of this offer.

Which FortiGates support Rack Mount Tray - SP-RACKTRAY-01?

- FortiGate 30D - Tray Mount (Plastic Casing)
- FortiGate 30D-POE -Tray Mount (Plastic Casing)
- FortiGate 30E - Adapter Bracket
- FortiGate 50E - Adapter Bracket
- FortiGate 51E - Adapter Bracket
- FortiGate 60D - Adapter Bracket
- FortiGate 60D-POE - Adapter Bracket
- FortiGate 70D - Tray Mount
- FortiGate 70D-POE - Tray Mount
- FortiGate 80D - Tray Mount
- FortiGate 90D - Tray Mount
- FortiGate 90D-POE - Tray Mount
- FortiGate 90E - Tray Mount
- FortiGate 90E-POE - Tray Mount
- FortiGate 91E - Tray Mount
- FortiGate 92D - Tray Mount

What are Exclusive Network Passport services?

Passport Global Services from Exclusive Networks 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 our vendors and seamlessly partnering with our clients, our technical teams act as a natural extension of your own.

Is FortiClient Free?

Yes, FortiClient is free of charge however 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

Do I need FortiManager?

Technically the answer is No you don't need it however it would be advantageous if you are managing multiple FortiGates across different sites.



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