

FortiClient

FortiClient offers a flexible ordering structure to meet diverse organizational needs, supporting a device-based licensing model.

Key aspects of FortiClient include:

- Deployment Options: Customers can choose between cloud and on-premise deployments.
- Solution SKUs: Specific SKU sets are tailored for various security solutions such as VPN/ZTNA, EPP/ATP, and Managed FortiClient services.
- Additional Services: Specialized SKUs are available for services like Endpoint Forensics Analysis and FortiCare Best Practices Consultation.
- FortiToken Entitlement: FortiClient licenses do not include FortiToken entitlement, which must be purchased separately.
- Device-Based Licensing: FortiClient can be ordered in packs of 25, 500, 2000, and 10000 devices.
- Order Lifecycle Management: The co-term tool is recommended for managing additions, renewals, and upgrades to align contract expiration dates and simplify license management.
- Upgrade Limitations: Direct upgrades between on-premise and cloud SKUs are not supported. Purchasing new SKUs is required to align with a new EMS instance.

	VPN/ZTNA	EPP/ATP	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	✓	✓	✓
IT HYGIENE			
Vulnerability Agent and Remediation	✓	✓	✓
FortiGuard Web Filtering	✓	✓	✓
Software Inventory		✓	✓
Removable Media Control		✓	✓
CASB			
Cloud/API-based CASB	✓	✓	✓
SaaS Application Control (Inline CASB)	✓	✓	✓
FortiGuard Real-time SaaS Application Database Updates	✓	✓	✓
Malware Detection for Cloud Data	✓	✓	✓
ENDPOINT SECURITY (ENDPOINT PROTECTION PLATFORM (EPP))			
FortiClient Cloud Sandbox (SaaS)		✓	✓
FortiSandbox Integration (PaaS/Public Cloud/On-premise)	✓	✓	✓
Artificial Intelligence-powered Next Generation Antivirus		✓	✓
Automated Endpoint Quarantine		✓	✓
Ransomware Protection		✓	✓
FortiGuard Outbreak Detection		✓	✓
MANAGED FORTICLIENT SERVICE (DELIVERED BY FORTINET EXPERTS)			
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 FortiSASE ordering details have been relocated to a self-contained SASE ordering guide with other SASE components. You can upgrade a FortiClient license to FortiSASE. See the FortiSASE Ordering Guide.

Order Information: Device-based

You can order FortiClient in packs of 25, 500, 2000, and 10000. The following table reflects the latest device-based licenses:

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/ATP	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
	2000-pack	FC3-10-EMS05-428-01-DD	FC3-10-EMS05-429-01-DD	FC3-10-EMS05-485-01-DD
	10000-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	
	2000-pack	FC3-10-EMS04-428-01-DD	FC3-10-EMS04-429-01-DD	
	10000-pack	FC4-10-EMS04-428-01-DD	FC4-10-EMS04-429-01-DD	

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

SOLUTION	SKU LICENSE	VPN/ZTNA	VPN/ZTNA + EPP/ATP	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
	2000-pack	FC3-10-EMS05-537-01-DD	FC3-10-EMS05-538-01-DD	FC3-10-EMS05-539-01-DD
	10000-pack	FC4-10-EMS05-537-01-DD	FC4-10-EMS05-538-01-DD	FC4-10-EMS05-539-01-DD

FortiClient Forensics Service with SOCaaS

FortiAnalyzer On-Premises or FortiAnalyzer Cloud is required to forward FortiClient logs to SOCaaS. Be sure to add-on log storage space with FortiAnalyzer Cloud and review the FortiAnalyzer on-premises log storage to be sure there is enough capacity.

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/ATP

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: FortiCare Best Practices

ADDITIONAL SERVICES	FORTICLIENT/EMS SERVICES	SKU LICENSE
FortiCare Best Practices Consultation Service	25-999 Endpoints	FC1-10-FCBPS-310-02-DD
	1000-9999 Endpoints	FC2-10-FCBPS-310-02-DD
	10000+ Endpoints	FC5-10-FCBPS-310-02-DD

See Also

Other FortiClient SKUs are orderable for the following deployments:

- **SASE**: additional SKUs are available for FortiSASE deployments. See 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:

- FortiClient does not support upgrades between on-premise and Cloud SKUs. Purchasing new SKUs is required to align with the new EMS instance. The BPS team can help with migration support.
- Chromebook is standalone. Upgrades to or from Chromebook are not permitted.
- 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/ATP	MANAGED CLIENT	SASE - AGENT-BASED	SASE - AGENTLESS	CHROMEBOOK	MANAGED + FORENSICS
ZTNA/VPN		■	■	■			■
EPP/ATP	■		■	■			■
Managed Client	■	■		■			■
Chromebook							

ON-PREMISE					
	UPGRADE TO				
UPGRADE FROM	ZTNA/VPN	EPP/ATP	ZTNA + FORENSICS	EPP/ATP + FORENSICS	CHROMEBOOK
ZTNA/VPN		■	■	■	
EPP/ATP	■		■	■	
Chromebook					

* See the FortiSASE Ordering Guide.



Fortinet Training and Certification

FCP - FortiClient EMS Administrator Training and Certification

Learn how to use the FortiClient EMS features, provision FortiClient endpoints, integrate the FortiClient EMS Security Fabric, deploy and configure the zero-trust network access (ZTNA) agent and endpoint security features to understand of how to deploy, manage, and maintain endpoint security using FortiClient EMS.

Course Details

For prerequisites, agenda topics, and learning objectives, visit: https://training.fortinet.com/local/staticpage/view.php?page=library_forticlient-ems-administrator

Training Offering

For training SKUs, purchasing, and delivery options, visit: https://training.fortinet.com/local/staticpage/view.php?page=purchasing_process



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 solutions, 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 packs are available for terms of one to five years. See the ordering examples on the previous pages for expansion, renewals, and upgrades.

Is FortiClient licensed per-user or per-device?

On-premise FortiClient EMS and FortiClient Cloud re licensed per-device/endpoint.

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

All options are still available. See the FortiSASE Ordering Guide.

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 EMS?

You can install EMS on a Linux server (7.4) or on a Windows Server (7.2 and earlier versions) in your datacenter (on-premise) or in the public cloud. You can also use FortiClient Cloud directly as a cloud service.

What is FortiClient Cloud?

FortiClient Cloud is a Fortinet-hosted 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?

FortiClient Cloud can manage up to 250000 endpoints.

What is ZTNA?

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

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.

Does FortiClient Cloud require Is the FortiCloud Premium Subscription?

No, FortiClient Cloud does not require a FortiCloud Premium subscription.

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

Yes.

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

Customers are advised to use a single license type and avoid mixing different licenses.

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. The Endpoint Forensics service is available for FortiClient Cloud and on-premise EMS with 7.2.2 or a later version.

What is FortiEndpoint?

FortiEndpoint is a unified endpoint security platform powered by FortiClient, offering a single agent, license, and management console. It combines secure connectivity (VPN or ZTNA) with EPP, EDR, and XDR capabilities.

See the FortiEndpoint Ordering Guide.

Onboarding

How does FortiClient onboarding work?

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

- Manual/DIY: as always, full documentation, videos, open source tools, and other resources are available.
- 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.
- Managed FortiClient: initial setup and onboarding is part of the managed FortiClient service out of the box.
- Professional Service (PS): to complete the project under SLA-driven engagement, PS is a perfect option.

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