



ORDERING GUIDE

FortiClient

	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	☑	☑	☑
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 (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
24x7 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/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
	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	N/A
	2000-pack	FC3-10-EMS04-428-01-DD	FC3-10-EMS04-429-01-DD	N/A
	10000-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
	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

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

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/APT	MANAGED
Cloud	100-499 users	FC2-10-EMS05-509-02-DD	FC2-10-EMS05-546-02-DD	FC2-10-EMS05-556-02-DD
	500-1999 users	FC3-10-EMS05-509-02-DD	FC3-10-EMS05-546-02-DD	FC3-10-EMS05-556-02-DD
	2000-9999 users	FC4-10-EMS05-509-02-DD	FC4-10-EMS05-546-02-DD	FC4-10-EMS05-556-02-DD
	10000+ users	FC5-10-EMS05-509-02-DD	FC5-10-EMS05-546-02-DD	FC5-10-EMS05-556-02-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
	1000-9999 Endpoints	FC2-10-FCBPS-310-02-DD
	10000+ 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. 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:

1. SASE, Managed Client, and user-based SKUs 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. The BPS team can help with migration support.
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	ZTNA + Forensics	EPP/APT + Forensics	Chromebook
ZTNA/VPN					
EPP/APT					
Chromebook					

* See [FortiSASE Ordering Guide](#).

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 is licensed per-device/endpoint.

For FortiClient Cloud, choose between per-device/endpoint licensing or per-user licensing. 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. 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 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 250000 endpoints.

What is ZTNA?

ZTNA 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 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.

Is the FortiCloud Premium Subscription required for FortiClient Cloud?

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/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.

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 EMS 7.2.2 or a later version.

Can you mix user- and device-based licenses?

No.

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

They can purchase a user-based 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.

What happened to the pack-based user licenses? Does on-premise EMS still support user-based licenses?

Starting in mid-Q1, the price list no longer offers the pack-based user licenses. If a customer wants to buy the user-based license, they can order the FortiTrust range-based user license for FortiClient Cloud. User-based licenses are no longer available for on-premise deployments.

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 integrated 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.

FORTINET TRAINING AND CERTIFICATION

FCP - FortiClient EMS Administrator Training and Certification

Learn how to use FortiClient EMS features, provision FortiClient endpoints, integrate the FortiClient EMS Security Fabric, deploy and configure the ZTNA agent and endpoint security features to understand how to deploy, manage, and maintain endpoint security using FortiClient EMS.

Course description

For information about prerequisites, agenda topics, and learning objectives, see the course description at https://training.fortinet.com/local/staticpage/view.php?page=library_forticlient-ems-administrator

Ordering Information

SKU	DESCRIPTION
FT-FCT	Instructor-led training – two full days or three half-days
FT-FCT-LAB	On-demand self-paced labs
NSE-EX-FTE2	Certification exam

Visit www.fortinet.com for more details



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