

FortiClient Host Security
Frequently Asked Questions

Q: What is FortiClient Host Security?

A: The FortiClient Host Security is the new VPN software from Fortinet. FortiClient Host Security will replace the current VPN remote client software sold by Fortinet. FortiClient Host Security allows remote users to securely connect via a VPN tunnel to a FortiGate Antivirus Firewall.

Q: What happened to Fortinet’s Remote VPN Client software?

A: The Remote VPN Client software was based on an OEM version from SSH. Late last year, Safenet acquired the SSH product and discontinued future upgrades. Safenet’s client software is sold by many different companies and does not allow for additional features. Fortinet believes that having our own client software will provide us more flexibility in meeting the needs of our customers.

Q: What are the differences between the prior VPN client software and the new VPN client software?

A: The table below provides a comparison of the two products.

Feature	VPN remote	FortiClient Host Security
Encryption	DES, 3DES, AES (Key size 128)	DES, 3DES, AES (Key size 128, 192, 256)
PKI support	Yes	Yes
XAuth	Yes (but not supported by FortiGate)	Yes
Personal Firewall	Yes (Very limited)	Future (in 1.2)
AV	No	Future (in 1.2)
OS Support	Window 98 Windows NT 4.0 Windows 2000 Windows XP	Windows NT 4.0 Windows 2000 Windows XP Windows Server 2003

Q: How can the FortiClient be managed?

A: Future versions of the FortiClient will be able to be managed via FortiManager or receive a policy from a FortiGate Antivirus Firewalls.

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Q: How is the FortiClient obtained?

A: A free version of the FortiClient Host Security software can be downloaded from our website. The free version has limited VPN encryption options. Customers who purchase the software will receive a certificate number that allows them to register on the Fortinet support site. Completing the registration process will provide the customer with a license key that enables the advanced features of the software.

Q: How do existing VPN Remote software customer upgrade?

A: Customers with valid support contracts on their FortiGate units can contact support for a certificate number allowing them to register and receive a license key.

Q: What are the minimum system requirements for FortiClient?

A: System requirements are:

- PC-compatible computer with Pentium processor or equivalent
- Compatible operating systems and minimum RAM:
 - Microsoft Windows NT 4.0 (SP6): 32 MB
 - Microsoft Windows 2000: 64 MB
 - Microsoft Windows XP: 128 MB
 - Microsoft Windows Server 2003: 128 MB
- 20 MB hard disk space
- Native Microsoft TCP/IP communications protocol
- Native Microsoft PPP dialer for dial-up connections
- Ethernet for network connections
- Microsoft Internet Explorer 5.0 or later

Q: Does FortiClient allow for export or import of policy/configuration?

A: The current version does not allow for this. A future version will support this feature.

Q: What's our strategy for large population deployment?

A: Current version can not obtain its policy from a central site. A future version will support large user deployments.

Q: Can existing customer continue to use the "Remote VPN" software?

A: Existing customers can continue to use the "Remote VPN" software if they are not experiencing any issues. Customers who need support assistance will need to upgrade to receive support?

Q: How do new customers receive the software?

A: New orders by Customers will receive a certificate letter via email, which includes instructions for registering the product. The customer will then access the Fortinet support site to register the product. Once the customer completes their product registration using information from the certificate, the customer will receive a license key from Fortinet via email. The license key is also available immediately once registration is complete.

Registration Notes:

- Customer only registers the product once, regardless of how many seats they have purchased
- Customer is issued one license key for all the seats covered by the same product purchase (sales order)
- Customer uses the license key to enable full VPN capabilities for as many computers as they have purchased seats for.

Q: What does the customer do with the license key?

A: Customer enters the license key into the product to enable the AV update service and full VPN capabilities.

Q: How long is the key good for?

A: The key will be good for one year. The key will be used for future planned enhancements. Once the key expires, the advanced VPN features will still be available.

Q: How does the customer enable 3DES or AES encryption?

A: Customer must complete the registration process and enter the key into the FortiClient to enable 3DES and AES encryption.

Q: Is the encryption disabled once the key expires?

A: No, only the AV update service discontinues when the key expires. The encryption support will continue to function.