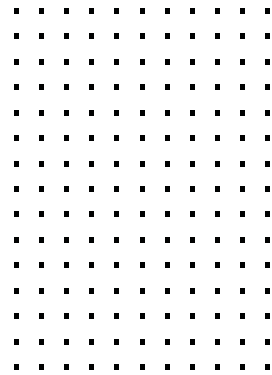


FAQ

FortiConverter Service

Frequently Asked Questions



Q: What is FortiConverter?

FortiConverter is the migration service that helps your organization easily and quickly convert from your existing firewalls (third-party firewalls or legacy FortiGate) to FortiGate Next-Generation Firewall (NGFW).

Q: Is the FortiConverter Service the same as the FortiConverter Tool?

Fortinet offers both the FortiConverter Service and the FortiConverter Tool.

- **FortiConverter Service** is a one-time, add-on service ideal for your organization to simplify their firewall conversion and validation process through a cloud portal.
- **FortiConverter Tool** is subscription-based software designed for Fortinet service providers who offer personalized migration services to their customers.

Your organization can also request an end-to-end, SOW-based migration service from Fortinet's Professional Services team.

Q: What can I benefit from the FortiConverter Service?

Your organization can enjoy the following benefits with the FortiConverter Service add-on:

- Fast and secure migration to FortiGate supported by Fortinet experts; requires no in-house expertise
- Reduce human errors and rule redundancy with automated process
- Streamline firewall policy to optimize security protection with the latest FortiOS technology
- Conversion available from a wide range of third-party firewalls

Q: What does FortiConverter Service cover?

FortiConverter Service offers a zero-touch migration service from your legacy firewall to a new FortiGate model.

You can easily create a ticket then upload an existing firewall's source configuration file through our intuitive FortiConverter cloud portal. Upon receipt of the source files, our team will provide an initial response that acknowledges the request within one business day. The service converts the file to the target FortiGate model and validates the converted configuration in a labs environment by Fortinet experts. You will then receive a finished, migrated FortiOS configuration file with accompanying report for documentation and auditing for a registered FortiGate.

Support is also available through the cloud portal for one year upon service activation. For details about the FortiConverter Service coverage, please read the service description [here](#).

Q: Is FortiConverter a free service?

No. FortiConverter Service is a one-time, add-on service for each target FortiGate appliance.

Q: How much is FortiConverter Service?

FortiConverter Service, priced around 5% of a target FortiGate model's base price, can be purchased as an add-on service through Fortinet partners. If you have purchased the Enterprise Protection bundle, FortiConverter Service is included.



Q: Some vendors offer free tools. Why does Fortinet charge for FortiConverter?

Some firewall vendors offer a free, self-service migration tool that still requires an IT team's significant effort to manually adjust and validate the converted results. These free tools are unlike FortiConverter Service, which provides automated conversion, comprehensive validation, and one-year support from our Fortinet experts.

Q: How long will the conversion take?

It depends on the customer's existing firewall models. The conversion from an old FortiGate to the latest FortiGate appliance normally takes approximately 1–2 business days after the team receives a required file with mapping information. Conversion from a third-party firewall to FortiGate may take between 3–5 business days on average after receiving all required information. You have visibility for the migration status of all issued tickets from the FortiConverter Service cloud portal.

Note: Your company is responsible for uploading accurate source files and mapping information. Changes to configurations and interface mapping after submitting a ticket or configurations that are different from source files may require more time for the conversion to be processed.

Q: How do I order FortiConverter Service?

FortiConverter Service is an add-on service paired with each FortiGate model that you plan to migrate to. The service can be purchased through a Fortinet partner.

For example: The SKU for ordering FortiConverter Service for FortiGate 200F is FC-10-F200F-189-02-DD.

If you have purchased the "Hardware and FortiGuard Enterprise Protection" bundle (FG-200F-BDL-811-DD) for FortiGate 200F, FortiConverter Service is included.

Q: I already have an earlier FortiGate model, can I just apply the existing FortiGate configuration to a new FortiGate?

Cyberthreat is evolving rapidly, as is Fortinet's security technology to help businesses protect every attack surface and prevent spreading. Our latest FortiOS in FortiGate delivers innovated AI-powered functions to unify the convergence of networks and security. We continue enhancing our default configuration and interface to provide customers with broader protection and optimal user experience. The policy and configuration in an earlier FortiGate model may not be as relevant compared to a newer FortiGate, and would require you to spend much more effort and time to review and merge any configuration changes.

Q: Can I buy FortiConverter Service without a FortiGate?

No. FortiConverter Service is designed to migrate legacy firewalls to FortiGate NGFW only.

Q: Do I have to buy FortiConverter Service when purchasing FortiGate?

It is recommended, but you can purchase FortiConverter Service when your organization is ready to start the transition to a purchased FortiGate firewall.

Q: I purchased two FortiGate FG-600F firewalls. Can I only buy one (1) FortiConverter Service for both?

Each FortiConverter Service must pair with one target FortiGate unit.

However, if a FortiGate is configured for high availability (HA) purpose and you are comfortable in handling HA configuration for the same FortiGate model, you do not need to purchase FortiConverter Service for a FortiGate used for HA operation.

Q: What firewalls does FortiConverter Service support?

We support both legacy FortiGate firewalls and a wide range of firewalls from third-party vendors, such as Alcatel-Lucent (Nokia), Bluecoat, Check Point, Cisco, Huawei, Juniper, McAfee, Forcepoint, Palo Alto Networks, SonicWall, Sophos, TippingPoint (Trend Micro), Vyatta, and WatchGuard.

For details about specific models, please visit [here](#).



Q: How do I access the FortiConverter Service portal?

You can access FortiConverter Service and create service tickets [here](https://service.forticonverter.com/) at <https://service.forticonverter.com/>

Q: What information do I need to provide in the portal?

After the FortiConverter Service is registered and activated, you need to upload each source configuration file from the device you want to migrate from. For example, for migration from FG-100D to FG-100F, the source configuration file is from FG-100D. (Note: a purchased FG-100F appliance is required to be registered first.)

You will also need to provide the physical interface mapping information (e.g., VLAN interface, tunnel interface, aggregate interface, switch interface, etc.) for each source configuration file from the FortiConverter Service portal. This will help our service team to optimize the migration results.

Q: Does Fortinet offer any documentation to help use FortiConverter Service portal?

FortiConverter Service portal is very intuitive. We also created a user guide with step-by-step information to help you navigate the portal.

Read the [FortiConverter Service User Guide](#).

Q: Is there any exception when migrating legacy FortiGate to the latest FortiGate firewalls?

We support all FortiGate-to-FortiGate migrations. However, there are a few exceptions:

- The upgrades for managed software or external devices (such as FortiAP, FortiToken, FortiClient EMS, FortiManager, FortiSwitch) are not supported.
- Merging new configurations to existing configurations is currently not supported.
- Device conversions from non-VDOM mode to VDOM mode or vice versa are currently not supported.
- Hardware switches will be converted to software switches where the new target device does not support the hardware switch.
- For configuration of new feature sets (which are currently not in the existing configuration), please reach out to Technical Assistant Center (TAC) support for assistance.
- For security purposes, the default admin account password will be reset. In general, encrypted secret data, credentials, e.g., VPN pre-shared keys, local users, and admin passwords, will remain valid after cross-model migration if the FortiOS version is above 5.6.
- Legacy device migrations from 4.0 are fully supported. For 3.x, there could be instances where specific sections of the configuration may not be able to be migrated.

View our [online help](#).

Q: Is FortiConverter Service 24/7?

We have a dedicated team that processes all FortiConverter Service requests (tickets). We currently offer service hours from Monday to Friday, 9 a.m. to 6 p.m. U.S. Pacific time, but we are in the process of extending the service hours to 7 days a week. For updated service hours, please click [here](#).



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