FORTINET

FortiConverter Service
Customer FAQ

Q: What is FortiConverter?

FortiConverter is the migration service to help organizations easily and quickly transition from their existing firewalls (third-party firewalls or legacy FortiGate or FortiWiFi) to FortiGate or FortiWiFi next-generation firewalls (NGFWs).

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 that is ideal for organizations that need to simplify their firewall conversion and validation process through a cloud portal.

- **FortiConverter Tool** is subscription-based software that is ideal for service providers who want to provide migration services to their customers.
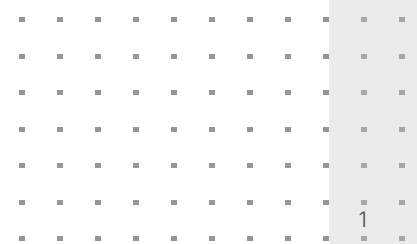
	FortiConverter Service	FortiConverter Tool
For	Organizations of any size	Service providers
Interface	Cloud-based portal or using the existing FortiGate user interface for FortiGate-to-FortiGate upgrade	Application user interface (download required)
Any work from end consumers?	No. The service is fully automated. After uploading their pre-existing one, a customer gets a finished configuration file for a target FortiGate model.	Yes. A customer or partner must install and run the tool to complete any required fine tuning.
Deliverables	A converted configuration file and report	None
Migration optimization?	Typically no, unless any specific third-party option.	Yes. Some options are available for customers to manually utilize.
Purchase options	FortiConverter Service is an affordable, one-time migration service that is required to pair with a FortiGate and FortiWiFi model.	FortiConverter Tool is a subscription-based software that does not need to pair with a FortiGate or FortiWiFi model.

The Fortinet Professional Services team also offers customized, SOW-based migration services to meet your business needs.

Q: What are the benefits of the FortiConverter Service?

The FortiConverter Service add-on offers:

- Fast and secure migration to a new FortiGate with support from Fortinet experts. The service requires no in-house expertise.

- An automated process that reduces human errors and rule redundancy.

- The latest FortiOS technology with a streamlined firewall policy to optimize security protection.

- Conversion from a wide range of third-party firewalls.

Q: What does the FortiConverter Service cover?

The FortiConverter Service offers a zero-touch migration service from a legacy firewall to a new FortiGate model. The service supports a wide range of third-party firewalls as well as legacy FortiGate models.

For FortiGate-to-FortiGate upgrades, you can easily manage your migration within the FortiGate management console. The FortiConverter Service automatically identifies the existing configuration files. You can simply map the existing configuration to designated FortiGate models and finish the conversion without leaving the FortiGate platform.

For thirty-party firewall conversion, you can create a ticket and upload the pre-existing firewall's source configuration file through the FortiConverter cloud portal. Upon receipt of the source files, the Fortinet 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 lab environment by Fortinet experts.

Whether the conversion is from FortiGate to FortiGate or third-party to FortiGate, you receive a finished, migrated FortiOS configuration file with an accompanying report for documenting and auditing the registered FortiGate.

Upon service activation, support is also available through the cloud portal for one year. See more details about [FortiConverter Service coverage](#).

Q: Is FortiConverter a free service?

No. The FortiConverter Service is a one-time, add-on service for each target FortiGate or FortiWiFi model.

Q: How much is the FortiConverter Service?

The FortiConverter Service, priced from $50 to $5,000, can be purchased as an add-on service for a FortiGate or FortiWiFi model, including FortiGate Rugged appliances.

The FortiConverter Service is also included in the FortiGuard Enterprise Protection Bundle.

Note: *We charge a **flat fee** of $5,000 for FortiGate FG-3500F series and above, and $50 for select FortiGate 40F, 60F, and 70F series. Please contact a [Fortinet Reseller](#) for details.*

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

Some firewall vendors offer a free, self-service migration tool. However, these tools require significant effort to manually adjust and validate the converted results. The FortiConverter Service provides automated conversion, comprehensive validation, and one-year of support from Fortinet experts.

Q: How long will the conversion take?

The conversion time depends on pre-existing firewall models. The conversion from a legacy FortiGate to a new FortiGate appliance normally takes approximately four business hours after a configuration file with mapping information is uploaded.

The conversion from a third-party firewall to a FortiGate NGFW may take an average of two business days after receiving all of the required information. The FortiConverter Service cloud portal provides visibility into the migration status of a customer's issued tickets.

Note: *Customers are 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 the FortiConverter Service?

The FortiConverter Service is an add-on service for a FortiGate or FortiWiFi model that customers migrate to. The service has a unique identity of "189" in its SKU naming convention. For example, the SKU for ordering the FortiConverter Service for a FortiGate FG-200F is FC-10-F200F-189-02-DD.

If you have purchased the Hardware and FortiGuard Enterprise Protection Bundle (FG-200F-BDL-809-DD) for a FortiGate FG-200F, for example, the FortiConverter Service is included.

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

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

Q: Can I buy the FortiConverter Service without a FortiGate?

No. The FortiConverter Service is designed to migrate legacy firewalls to FortiGate and FortiWiFi NGFWs only.

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

Cyberthreats evolve rapidly, and Fortinet security technology is updated to help protect every attack surface. Our latest FortiOS in the FortiGate NGFW delivers innovative AI-powered functions and converges networking and security. We continue to enhance our default configuration and interface to provide broader protection and optimize the user experience. The policies and configurations in earlier FortiGate models may not be as relevant compared to a newer FortiGate NGFW, and it would require more effort and time to review and merge any configuration changes.

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

No. Each FortiConverter Service must pair with one target FortiGate or FortiWiFi model. However, if a FortiGate is configured for high availability (HA) and you are comfortable handling HA configuration for the same FortiGate model, you do not need to purchase the FortiConverter Service for a FortiGate that is used for HA operation.

Q. How do I receive the FortiConverter Service entitlement?

The FortiCare team will send you an email directly with the registration code after your purchase. (Make sure you check the junk and spam folders.) Through the Fortinet Support Portal, you can also check all purchased services, including the FortiConverter Service.

Note: *The FortiConverter Service is a one-time conversion service that is valid for 12 months from the time of purchase. More information about service entitlement is available in the online help.*

Q: What firewalls does the FortiConverter Service support?

The service supports both legacy FortiGate firewalls and a wide range of firewalls from third-party vendors, such as Bluecoat, Check Point, Cisco, Huawei, Juniper, Forcepoint, Palo Alto Networks, SonicWall, Sophos, Vytta, and WatchGuard.

Find out more information and details about specific models.

Q: How do I access the FortiConverter Service portal?

You can access the FortiConverter Service and create service tickets for your firewall conversion here.

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 FortiGate FG-600D to FortiGate FG-600F, the source configuration file is from FG-600D. *(Note: A purchased FG-600F appliance must be registered first.)*

You also need to provide the physical interface mapping information (such as VLAN interface, tunnel interface, aggregate interface, or switch interface) for each source configuration file from the FortiConverter Service portal, so the Fortinet service team can optimize the migration results.

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

The FortiConverter Service portal is intuitive. We also created a FortiConverter Service User Guide with step-by-step information to help customers navigate the portal.

Q: Is the FortiConverter Service available 24×7?

Fortinet has a dedicated team that processes all FortiConverter Service requests (tickets). The service hours are currently 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. Check here for updated service hours.

Q: Are there any exceptions when migrating a 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, and 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 the configuration of new feature sets (which are currently not in the existing configuration), please reach out to our Technical Assistance Center support for assistance.

- For security purposes, the default admin account password will be reset. In general, encrypted secret data and credentials, such as 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 FortiOS 4.0 are fully supported. For FortiOS 3.x, there could be instances where specific sections of the configuration may not be able to be migrated.

View our online help.

F:::RTINET

www.fortinet.com