# Frequently Asked Questions

FortiToken 5.4
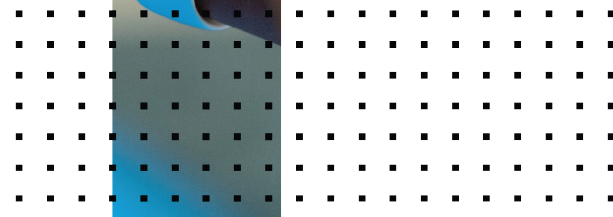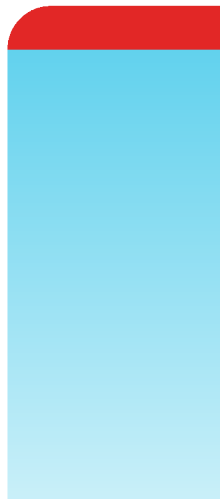
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FEEDBACK

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Change Log

Date	Change Description
2022-07-14	Initial release.
2022-12-13	Updates throughout.

Overview

This document details frequently asked questions by customers and the recommended resolution. Questions are categorized by related issue:

Token

Category	Question	Answer
Request new token	I downloaded the FortiToken app but have not received any activation code via email. How can I get a new barcode to register my account?	Contact your IT or support team to request an activation code.
Activate token	I have a new phone and need to scan a key code or add it manually to get access to my remote work station. Which method should I use?	Both ways work equally well. The easier method is scanning the QR code to activate the token.
Transfer token	I switched phones and need to transfer tokens from my old phone to my new phone. How do I do this?	To transfer your tokens: 1. Launch the FortiToken app on your old device. 2. Tap *info* on an iOS device or the menu icon on an Android device. 3. Tap *Transfer Tokens* and follow the instruction to start the token transfer. An email with a transfer code will be sent to you. 4. Scan the transfer code on the new device to complete the token transfer process.
Duplicate token	I'm having problems scanning the barcode. It tells me I have duplicate barcodes on my account.	This error means you have duplicate tokens with same token serial number. Please delete the existing token then scan the barcode again.
Expired token	I have an SMS mesage with an activation code. When I fill in my login and password (activation code), I get the error : "FortiCare : provision code not exist".	This activation code has expired so it cannot be activated. You must request a new token. See the FortiToken Mobile User Guide for more information about how to activate your token.
Purchase token	How do I purchase a token?	FortiToken Mobile for iOS supports in-app purchases. To make an in-app purchase: 1. In the FortiToken Mobile for iOS app, tap *Info* and then *Buy Tokens*. Follow the in-app purchase instructions to buy 5 or 10 tokens. 2. When the process is complete, a token redemption certificate displays in the

Category	Question	Answer
		Purchase History list.
Reset token	How do I reset my FortiToken app? It is asking for a barcode or key to add an account.	Request a new activation code from your IT support team or system administrator. The activation code can be received by either email or SMS.
Reset token	I had to change phones due to my old phone no longer working. I need to transfer my token to my new phone. However, I do not have access to my old phone. How can I do this?	You must request a new token. You can only transfer a token from an old phone to a new phone if you are able to access the old phone.

Settings

Category	Question	Answer
PIN	Is there a way to reset or retreive the 4 digit PINt?	FortiToken Mobile does not support PIN reset or retreival. After 10 incorrect PIN attempts, the app will be reset.
Touch/Face ID	I have activated Touch/Face ID in the settings of my iPhone for FortiToken as requested. Unfortunately, it still doesn't work.	You need to enable Touch/Face ID on FortiToken Mobile and then relaunch the app. You will see "Do you want to allow FortiToken to use Touch/FaceID?" Tap *OK*. The FortiToken Mobile Touch/Face ID feature will work after re-launching the app.
Camera access	What should I do if a black screen displays when scanning the barcode?	Ensure you have granted FortiToken Mobile access to your phone camera. Check the permissions for your particular device.
Notification access	I am not receiving requests to approve on my iPhone. I had no issues until yesterday. How do I change settings to begin receiving them again?	Verify that notifications are enabled in the device *Settings > FortiToken> Notifications> Allow Notifications*. Make sure *Allow Notifications* is enabled.

Management

Category	Question	Answer
Install app	My FortiToken Mobile app is normally on my phone but it's currently not accessible. Can I re-download it to my iPad?	Yes, you can delete and re-download FortiToken Mobile. Alternatively, transfer your tokens first, then delete Fortitoken Mobile. Scan the transfer code on the same device after re-installing the FortiToken Mobile app.
Force delete tokens	My phone that I was using for MFA failed, and I replaced it on a new phone, but FortiToken Mobile forced me to delete the entries it had. How can I set it to my new phone?	This is expected on FortiToken Mobile because the app doesn't allow the same token to display on two different devices for security reasons. If you are an administrator of the FortiCloud account and cannot log in to the FortiCloud account due to a lost token, you need to contact Fortinet support to request a new token for your account.
Backup and restore	I have a new iPhone and have discovered FortiTokens are no longer working on FortiToken Mobile. The message tells me to either scan a barcode or enter manually.	You are not able to see any token on the new device and this is as expected. You will need to use FortiToken Mobile on your old device. Alternatively, backup the old device via iTunes, then reset the old device and restore the backup to your new device (please be aware that this way is controlled by iOS and may not work properly due to different iOS versions or iPhone models).

FortiClient & FortiToken Mobile

Category	Question	Answer
Login request with token	I have the FortiClient app on my new Android phone. I have a new iPhone and I can't detect it. How do I start using my token from the new phone?	If you want to connect to the target network via FortiClient app, you need to enter the username and password on the FortiClient app. Then you can start using tokens once a token code is requested. You can either enter the six digit code or directly approve the login request on the FortiToken app.

Error

Category	Question	Answer
Token code doesn't exist error	I see a "FTM Server: Token code doesn't exist" error message when scanning the QR code.	Check that your device WiFi network is stable and try to scan again. If you still have issues, please contact the support team to check your token status is *Assigned*.
Transfer Token Error	I got a new phone and was hoping to transfer my tokens to my new device. The app will not let me complete this request. Is it possible to delete the app on this current device and get a new QR code for my new phone or alternatively be provided with the transfer code?	If you cannot complete the request smoothly, you may not able to receive the transfer code. Please request a new QR code from the system administrator or support team, then scan it on your new device.
Token Name Error	I cannot register due to "32 character limitation" of token name field.	This error means the *Token Name* field cannot contain more than 32 characters. Please make sure you did not accidentally input the token key into the *Token Name* field. You may also scan the QR code to avoid unnecessary error.
Cannot scan old token on new device	I downloaded FortiToken Mobile and have not gotten a QR code in email. I am unable to scan the old code provided. It shows activation failed. Can you send a new QR code?	If you scan the QR code on a new iPhone, please transfer the token to keep using the same token on new devices. Tap *Info* on the top left of FortiToken Mobile and then tap *Transfer Tokens*. You will receive a transfer code. Scan it on the new device. If scanning the QR code on the same device, please make sure you have a stable network. Close, then re-launch the app to scan again. If you still have issues, contact your system administrator.
No token found error	I got a "No token found" error when logging in. What's the reason?	You must have activated the token on yourdevice to be able to receive push notifications and to avoid the "No token found" error. Check if you have accidentally deleted or transferred it. You can request a new token from your system administrator if you cannot retrieve the old token.
Forgot password	How I can log in if I have forgotten my password?	Please ask your administrator or support team to help you reset your password.

FortiToken Mobile & FortiGate

Category	Question	Answer
Migrate token license	I previously purchased a FortiGate. With it I purchased a set of five soft tokens. Recently I purchased a new FortiGate. I would like to move my 5 purchased soft tokens to this new firewall.	To transfer the token licenses from the old FortiGate to the new FortiGate, you will need to submit a ticket to Fortinet Customer Service and provide the Fortinet account, old and new device serial numbers, and FortiToken license serial numbers. The FortiToken license serial number is found from the token license email and its format is like *EFTMxxxxxxxxxxxx*.
Unassign token	I have a new iPhone and have discovered FortiTokens are no longer working on FortiToken Mobile. The message tells me to either scan a barcode or enter manually.	This is a FortiGate-issued token which cannot transfer to a new device. You can unassign an old token for a user from the administration console of the FortiGate and then issue a new token.
Import token license	How can I import purchased tokens to FortiGate?	To import purchased tokens: 1. On the FortiGate, go to *User & Authentication> FortiTokens* and select *Create New*. 2. Select *Mobile Token*, and enter the 20-digit certificate code in the *Activation Code* box.
No push notification received	I have activated a token on FortiToken Mobile and then uninstalled FortiToken Mobile. Then I reinstalled FortiToken Mobile and activated the same token, but I cannot receive push notifications. What should I do to receive push notifications?	This happens because the token registration ID was updated on FortiToken Mobile after the new FortiToken Mobile app was installed, but the old token registration ID is still stored on the FortiGate. After the token registration ID is updated by FortiGuard, FortiGate queries it to send to push proxy. The registration ID update has up to a five minute delay on FOS. Wait five minutes after token activation on the new FortiToken Mobile app, then retry your login authorization. The new FortiToken Mobile app should now receive push notifications.

FortiToken Mobile & FortiAuthenticator

Category	Question	Answer
Error: No valid token found (17)	What configuration should I check if I receive a *No valid token(17)* error when transferring tokens from my old device?	Token transfer works on the latest FortiToken Mobile for iOS and Android with FortiAuthenticator 6.4.0 or higher. This error shows when FortiAuthenticator has an empty value in the *Public IP/FQDN* field. The following FortiAuthenticator settings need to be configured properly to avoid this error: 1. Token transfer is enabledin FortiAuthenticator *Authentication > User Account Policies*. 2. *Public IP/FQDN* and *Port* are set. 3. If you would like to transfer from FortiToken Mobile for Android or iOS, make sure your device can access the FortiAuthenticator IP address. Download a PING app from the app store to verify that the FortiAuthenticator can be reached. **Note**: The two free trial tokens cannot transfer.

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