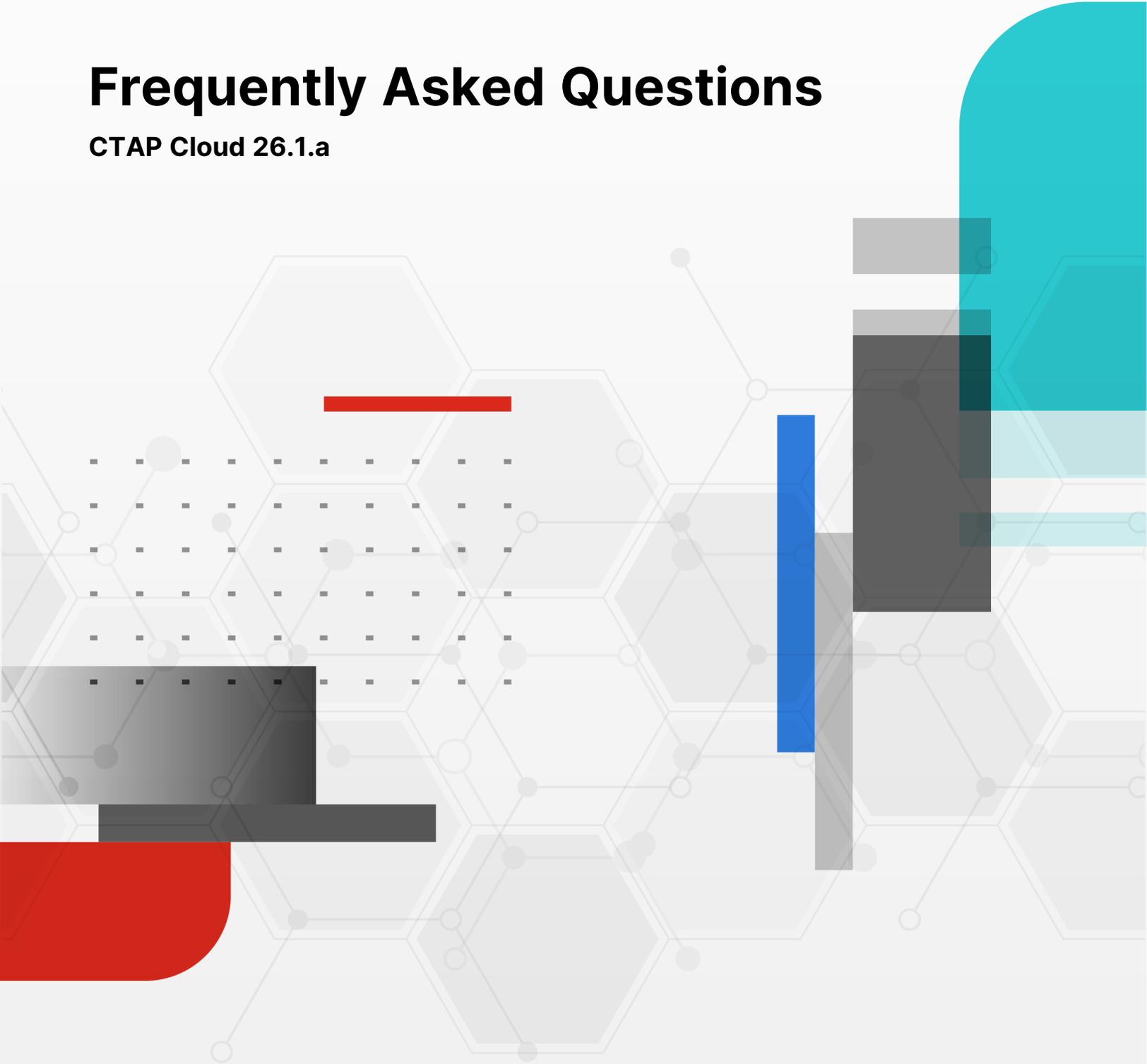


Frequently Asked Questions

CTAP Cloud 26.1.a



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January 20, 2026

CTAP Cloud 26.1.a Frequently Asked Questions

95-261-11245009-20260120

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Change Log

Date	Change Description
2026-01-20	Initial release.

Introduction

This guide provides a list of Frequently Asked Questions (FAQs) pertaining to the CTAP Cloud portal. If you are familiar with the legacy CTAP portal, this guide can be used to identify differences and similarities between the new CTAP Cloud and the legacy portal.

Frequently asked questions

What is CTAP Cloud and how does it differ from the legacy CTAP portal?

CTAP Cloud represents the continuing evolution of CTAP. Sellers using CTAP assessments should familiarize themselves with the CTAP Cloud portal as it will eventually be supplanting the legacy CTAP portal. Note that the term “CTAP Cloud” is used strictly to differentiate with the legacy portal and does not infer new cloud capabilities, sending PCAP data into the cloud, etc.

Which credentials should I use to login to the CTAP Cloud portal?

Unlike the CTAP legacy portal (which uses partner portal credentials), CTAP Cloud now uses FortiCloud SSO. You can create or use an existing FortiCloud user to login. Note that you can also use a FortiCloud IAM user if your organization leverages this.

Why are licenses now required to run assessments?

CTAP Cloud requires a nominal fee to reclaim costs for provisioning and processing backend logs.

Which assessment types are supported by CTAP Cloud?

The CTAP Cloud portal currently only supports Next Generation Firewall (NGFW) assessments.

Which languages does CTAP Cloud support?

The CTAP Cloud portal currently supports English assessments and reports.

Which FortiGate models and firmware versions will be supported?

Supported FortiGate models and firmware versions are listed in the [CTAP Cloud User Guide](#).

Are there report branding options available to partners?

This is not currently available with CTAP Cloud, but we plan to support enhanced branding in the future.

Which logging methods does CTAP Cloud support?

If you're familiar with the CTAP legacy portal, the CTAP Cloud portal currently only supports the equivalent of “remote logging”. It does not support the “local file” logging method.

How can I test the new assessment process?

Each CTAP Cloud user has the ability to create one free lab assessment. When creating an assessment, you can indicate test assessments by choosing the *Use my 1 free test/lab assessment* checkbox. Note that test assessments are limited in nature and storage is limited to 20 GB maximum.

How can I obtain a FortiGate hardware device to use with CTAP Cloud?

First, always refer to the [Model and firmware support](#) to ensure the model you'll be obtaining is compatible with the program. There are several ways to obtain a FortiGate to use with CTAP Cloud (some of which may not be available depending on your locale). Ask your account manager about: the Engage seed program, Not For Resale (NFR) units, or obtaining temporary gear via distribution partners. The US centric legacy CTAP loaner program is unavailable for CTAP Cloud.

Who should I contact for CTAP Cloud support escalations?

First, always refer to available documentation and collateral on the CTAP Cloud portal, then escalate to your Fortinet account manager. If they are unable to answer your questions, please reach out to the ctap@fortinet.com alias for assistance. Do not contact your TAM or Fortinet support since CTAP is considered a pre-sales activity.

Where should I send CTAP Cloud feedback or feature enhancement requests?

In the lower left corner of the CTAP Cloud portal, you should see a *Submit Feedback* button. Please enter your comments in the *additional feedback* text box. If the feedback is time sensitive/priority, please additionally contact your Fortinet account manager or the CTAP alias.



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