

FortiExtender Cloud Deployment Checklist

Perform the following steps to ensure that your FortiExtender is set up correctly and can be managed from FortiExtender Cloud.

Setting up a FortiExtender

Step #	Check	Notes
<input type="checkbox"/> 1	Is the FortiExtender powered up with LEDs lit up?	Check the power supply and POE compatibility.
<input type="checkbox"/> 2	Are the Primary and Secondary SIM cards inserted into the SIM1 and SIM2 slots, respectively?	By default, the Primary SIM is used to connect to the LTE network. If you have a dual modem FortiExtender model, you can repeat this step on the second modem.
<input type="checkbox"/> 3	Is the APN configured for each Carrier Plan?	Note: This step may not be required for some default plans from AT&T and Verizon.
<input type="checkbox"/> 4	Are at least three LTE signal LEDs lit up?	Install the device near windows and away from metal and solid objects to reduce signal blockage.
<input type="checkbox"/> 5	Is the modem and OS firmware up-to-date?	Tip: Check and upgrade the modem and OS firmware locally to save on LTE data.

Deploying on FortiExtender Cloud (For Cloud Admins)

For comprehensive instructions, refer to the Getting Started section of the [FortiExtender Cloud Administration Guide](#).

Step #	Action item	Notes
<input type="checkbox"/> 1	Check if your licenses are imported.	Verify on https://support.fortinet.com .
<input type="checkbox"/> 2	Check if your registered devices are imported.	You can see your imported devices in <i>Device > Inventory</i> . If your devices are missing, contact Support at https://support.fortinet.com .
<input type="checkbox"/> 3	Create a Carrier Plan.	Create a Carrier Plan in <i>Plan > Carrier</i> to add it to a device Profile. You can add multiple Carrier Plans to a Profile.
<input type="checkbox"/> 4	Create a device Profile.	You must create a Profile in <i>Profile > Add Profile</i> before deploying a device. Profiles can apply the same configurations to multiple devices.

Step #	Action item	Notes
<input type="checkbox"/> 5	Deploy the device.	<p>To deploy a device:</p> <ol style="list-style-type: none"> 1. Go to <i>Device > Inventory</i> and select the device. 2. Click <i>Deploy with Profile</i> to deploy the device. The device moves from the Inventory page to the In Service page and begins deploying. 3. Power on the physical device. The device state changes from "Deploying" to "Deployed" when the device powers up and connects to LTE internet. <p>Note: Powering on a device before it is deployed on the Cloud portal can result in a longer sync-up time.</p>
<input type="checkbox"/> 6	Check that the device status is online .	<p>An online status means the device is fully connected to FortiExtender Cloud.</p> <p>An offline status can mean:</p> <ul style="list-style-type: none"> • The device is not powered up; • The device is not connected to the internet; or • The device is rebooting after a configuration/OS/modem firmware sync-up.
<input type="checkbox"/> 7	Check if the SIM cards are connected.	To see the SIM connection status, go to <i>Device > In Service</i> , and verify that your SIM cards are connected and have the correct carrier name.
<input type="checkbox"/> 8	Check if the console is accessible from the Cloud portal.	<p>Access the console to ensure that the device is online.</p> <ol style="list-style-type: none"> 1. Go to <i>Device > In Service</i>, and click the deployed device. 2. Click <i>>_Console</i>. <p>Note: If the device is offline, the Cloud portal displays an error message.</p>
<input type="checkbox"/> 9	Check if the Hostname is correct.	You must log in once through the console for the hostname to take effect.



FortiExtender Cloud overwrites all locally configured settings in the device with its own configurations.