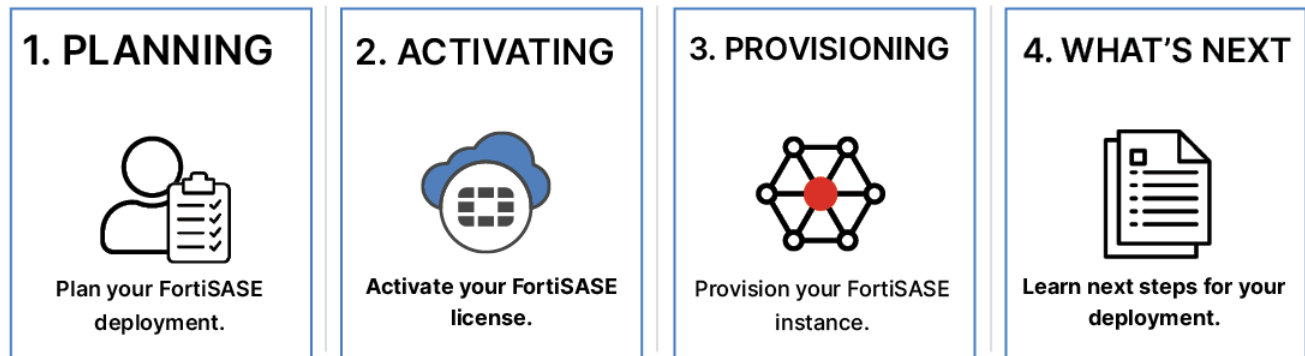


# Getting started with FortiSASE

## Steps to get started with FortiSASE

Getting started with FortiSASE consists of the following 4 steps:



<b>1. PLANNING</b>	<b>Plan your FortiSASE deployment by reviewing:</b> <ul style="list-style-type: none"><li>• Requirements on page 2</li><li>• Licensing on page 2</li><li>• <a href="#">LEARNING MORE on page 1 resources listed below</a></li></ul>
<b>2. ACTIVATING</b>	<ul style="list-style-type: none"><li>• <a href="#">Create a FortiCloud account</a></li><li>• <a href="#">Register to activate your FortiSASE</a></li></ul>
<b>3. PROVISIONING</b>	<ul style="list-style-type: none"><li>• Provision your FortiSASE instance to the desired locations close to your end users</li><li>• Generally takes ~10 minutes.</li></ul>
<b>4. WHAT'S NEXT</b>	<ul style="list-style-type: none"><li>• <b>Subscribe to additional updates - primary account holder already subscribed</b></li><li>• <b>Confirm FortiSASE release version - bottom left of portal</b></li><li>• Check <a href="#">What's New</a> in FortiSASE Release Notes</li></ul>

### LEARNING MORE

- [FortiSASE documentation](#)
- [FortiSASE Administrator Self-Paced course - free](#)
- [FortiCompanion to Technical Support - requires FortiCloud account](#)
- [4-D resources](#)

# 1. Planning

■ Plan your FortiSASE deployment by reviewing the following information.

## Requirements


The following items are required before you can provision FortiSASE:

Requirement	Description
FortiCloud account	Create a FortiCloud account if you do not have one. Launching FortiSASE requires a primary FortiCloud account. A primary FortiCloud account can invite other users to launch FortiSASE as secondary users.
Internet access	You must have internet access to create a FortiSASE instance.
Browser	Device with a browser to access FortiSASE.

## Licensing

The FortiSASE portal enforces license requirements when you log in. FortiSASE requires the FortiSASE subscription based on the number of remote users. Some FortiSASE features, such as assisted onboarding, require the Advanced, Professional, or Comprehensive license. See the [FortiSASE Ordering Guide](#) and [Product integration and support](#) for licensing details.

To check the current license entitlement for remote users, go to *Monitoring > Dashboards > Status* and observe this information in the *Remote users* widget.

Remote Users		Onboard Users	☰ ▼
<b>Entitlement</b>			
FortiSASE users	100		
FortiCASB users 	100		
License expiry	2024/12/11		
<b>Current Usage</b>			
Connected users	0		

From the screenshot, you can determine the following information:

- *Entitlement > FortiSASE users*: 100
- *Current Usage > Connected users*: 0
- Number of FortiSASE users available: 100

The FortiSASE header in the top-left of the portal also reflects license type. An instance with the Advanced, Professional, or Comprehensive license has a modified header with a matching label.

For example, for an instance with an Advanced license, the following header displays:



## Learning more

Check out various FortiSASE resources to learn more about FortiSASE before provisioning your instance. See [LEARNING MORE on page 1](#).

## 2. Activating

■ **Activate your FortiSASE instance by doing the following:**

### Creating a FortiCloud account

Activating FortiSASE requires a FortiCloud account, a centralized login system provided by Fortinet. Go to the [FortiCloud portal](#) and click *Create Account*. Follow the instructions to create your FortiCloud account.

#### Create A New FortiCloud Account

Enjoy our one-stop access to all Fortinet Cloud services with FortiCloud! Integrated with FortiCare, FortiCloud makes the management of entitlement and support just a click away.

• ACCOUNT EMAIL

I am a government user

Cancel

CREATE ACCOUNT

### Registering your FortiSASE license

Now that you have created your FortiCloud account, you can register your FortiSASE license.

**To register your FortiSASE license:**

1. While signed in to your FortiCloud account, go to *Services > Asset Management* and click *Register Now*.
2. You should have received an email with your *Service Entitlement Summary* document. The document includes a *Contract Registration Code*. In the *Registration Code* field, enter the *Contract Registration Code* value from your *Service Entitlement Summary*. In the example, the code is *414...*



# 3. Provisioning

## ■ Provision your FortiSASE instance to the desired locations close to your end users.

### To initialize FortiSASE:

1. Log in to the [FortiSASE portal](#) with your FortiCloud account.
2. Select the desired security PoPs for security, log storage, and endpoint management.



FortiSASE has a high-performance and scalable cloud network with 100+ security PoPs globally. During initial provisioning, you can select fewer security PoPs than the maximum you are entitled to. In this case, upon each login, the FortiSASE portal prompts you to select up to the maximum number of security PoPs.

Do one of the following:

- Select up to the maximum number of entitled security PoPs and click *Continue*.
- Simply click *Continue* without selecting any sites to acknowledge this prompt. It appears upon the next login.

FortiSASE presents a map in the PoP selection dialog, which displays the geographical locations of these FortiSASE PoPs:

- Security PoPs
- FortiClient endpoint management PoPs
- Logging PoPs



Security PoPs are listed in the format *City, State (Country)*, such as *Ashburn, Virginia (United States)*. However, depending on the Security PoP, the *State* may be excluded from the name. Hover over a Security PoP to view more details, such as regional information.

You can filter the map using these PoP types.

- This map helps visualize relative distances between PoPs. Also, the map can be helpful with selecting PoPs closest to the location of your agents and edge endpoints.

The dialog you see may differ from the following example based on your region or the FortiSASE version:

### 3. Provisioning

**Secure and analyze remote user traffic via a global network of high-performance points of presence (PoPs).**

**Security PoPs (0/4)**

Selecting more locations improves redundancy and lowers latency for remote users, as they will connect to the geographically closest location available.

+

Once provisioned, PoPs for logging and endpoint management cannot be changed.

**Logging PoP**

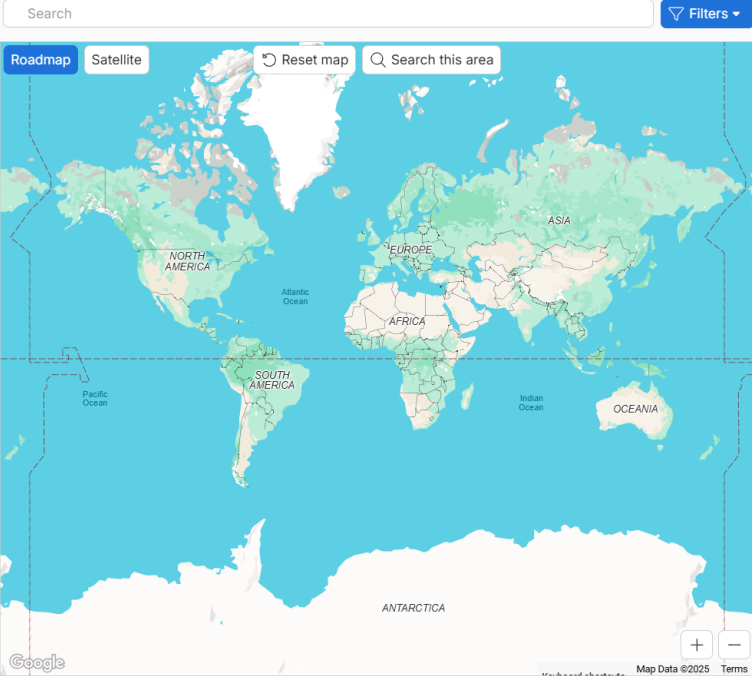
Select one PoP to host the logging service.

▼


**FortiClient endpoint management PoP**

Endpoints will connect to this PoP through FortiClient to retrieve configurations and validate licenses.

▼



The map shows a world view with continents labeled: NORTH AMERICA, SOUTH AMERICA, EUROPE, AFRICA, ASIA, OCEANIA, and ANTARCTICA. It includes search and filter controls at the top and a 'Continue' button at the bottom.

 All Fortinet and Public Cloud security PoPs are included together in one list for Advanced and Comprehensive customers.

3. Click *Start Now* for FortiSASE to provision your environment. This initialization may take up to 10 minutes. The FortiSASE Dashboard displays.

[+ Add Widget](#)

Component	Status
FortiSASE Network (AS4....)	Operational
Fortinet Cloud Locations	Operational
FortiSASE Services	Operational

**Remote Users** [Onboard Users](#)

**Entitlement**

Serial number: [REDACTED]

FortiSASE users: [REDACTED]

FortiCASB users: [REDACTED]

License expiry: [REDACTED]

**Current Usage**

Connected users: 0

**Managed Endpoints**

Management Connection

**0**  
Total


**User Connection Monitor**

Duration

**0**  
Total

**Bandwidth Monitor**

Inbound | 1 Hour | All



Receive **6.66 kbps** | Transmit **3.81 kbps**

# Troubleshooting

## Initial provisioning failure

For your new FortiSASE instance, you may see the error message *Error 21400.04: Failed to configure Security PoP during initial provisioning*:



This error message indicates that provisioning could not be completed. You must contact [FortiCare Support](#) for further assistance.

## Background provisioning notification

For your new FortiSASE instance, after logging into FortiSASE, you may see the notification *Background provisioning: Provisioning for <security PoP location> is still in progress, please check back later*.

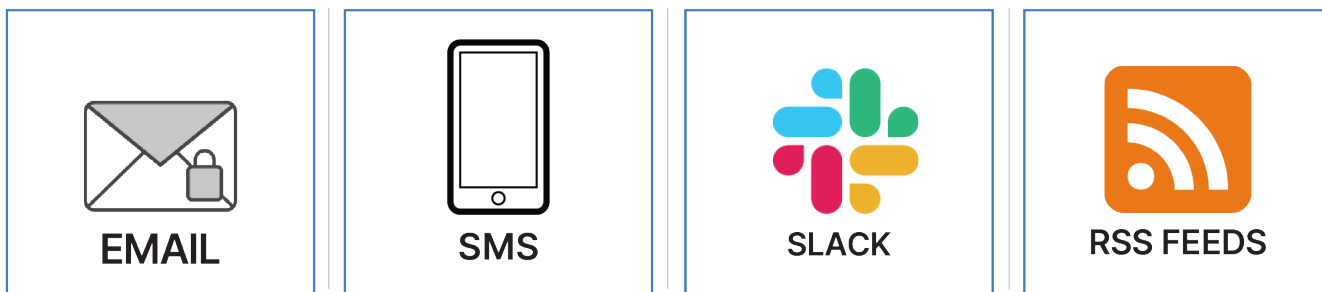


You should not be concerned with this message, which indicates that FortiSASE has detected that a site provision has not completed successfully and triggers its recovery mechanism to handle this case. Site provisioning should complete successfully in the background after seeing this message.

# 4. What's next

## ■ Subscribe to additional FortiSASE updates.

You can subscribe to FortiSASE system status notifications. You can receive notifications using the following methods, among others:



Go to <https://status.fortisase.com> and click *Subscribe to updates*.



By default, the FortiSASE primary account holder is automatically subscribed.

## ■ Confirm your FortiSASE release version.

Log in to the FortiSASE portal and check the bottom left of the GUI to see the FortiSASE release version.



## ■ Check what features are new in the FortiSASE Release Notes.

Learn what features are new to your FortiSASE version by reading [What's New](#) in the FortiSASE Release Notes.