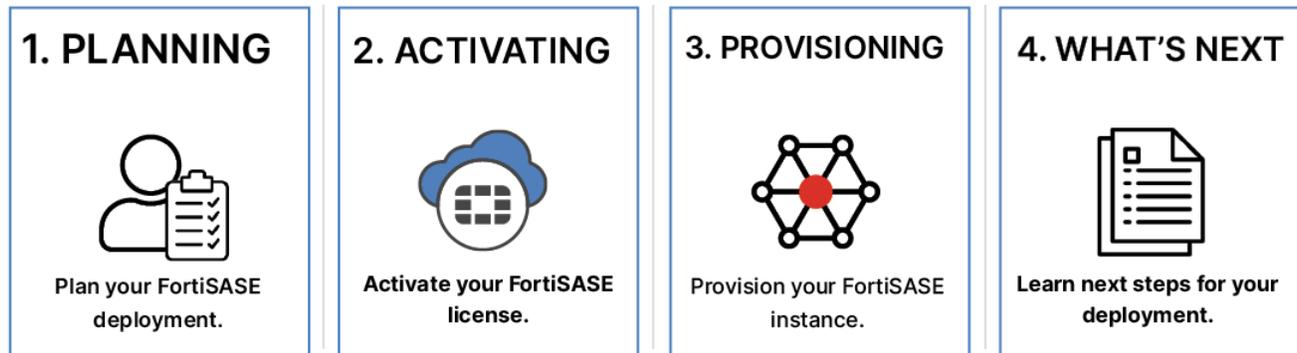# Getting started with FortiSASE

Steps to get started with FortiSASE

Getting started with FortiSASE consists of the following 4 steps:

1. PLANNING	2. ACTIVATING	3. PROVISIONING	4. WHAT'S NEXT
Plan your FortiSASE deployment.	Activate your FortiSASE license.	Provision your FortiSASE instance.	Learn next steps for your deployment.

1. PLANNING	**Plan your FortiSASE deployment by reviewing:** • **Requirements on page 2** • **Licensing on page 2** • **LEARNING MORE on page 1 resources listed below**
2. ACTIVATING	• **Create a FortiCloud account** • **Register to activate your FortiSASE**
3. PROVISIONING	• **Provision your FortiSASE instance to the desired locations close to your end users** • **Generally takes ~10 minutes.**
4. WHAT'S NEXT	• **Subscribe to additional updates - primary account holder already subscribed** • **Confirm FortiSASE release version - bottom left of portal** • **Check What's New in FortiSASE Release Notes**

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 or Comprehensive license. See the SASE and Zero Trust Ordering Guide and Product integration and support for licensing details.

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

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 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 Fortinet Support site 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 *Products* and click *Register More*.
2. You should have received an email with your *Service Entitlement Summary* document. The document includes a *Contract Registration Code*. In the *FortiCloud Registration Code* field, enter the *Contract Registration Code* value from your *Service Entitlement Summary*. In the example, the code is *414...*

PLEASE REMEMBER TO REGISTER YOUR CONTRACT REGISTRATION CODE

Service Entitlement Summary

Date	:	August 16, 2024
Purchase Order Number	:	ITF
Contract Registration Code	:	414

Support / Maintenance / Subscription Services Included

Qty	Part Number	Description
1	FC1-10-EMS05-▉▉-02-12	1 Year coverage for FortiClient EMS Cloud include: Enhanced Support Premium Telephone Support Premium

3. Continue with the remaining instructions to register your FortiSASE license. See Registering assets for details on the registration process.

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 geographical locations for your security sites and log storage.

> 💡 FortiSASE has a high-performance and scalable cloud network with 100+ locations globally.
>
> During initial provisioning, you can select fewer security sites 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 sites.

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

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

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, the logging PoP and endpoint management PoP cannot be changed.

Logging PoP

Select one PoP to host the logging service.
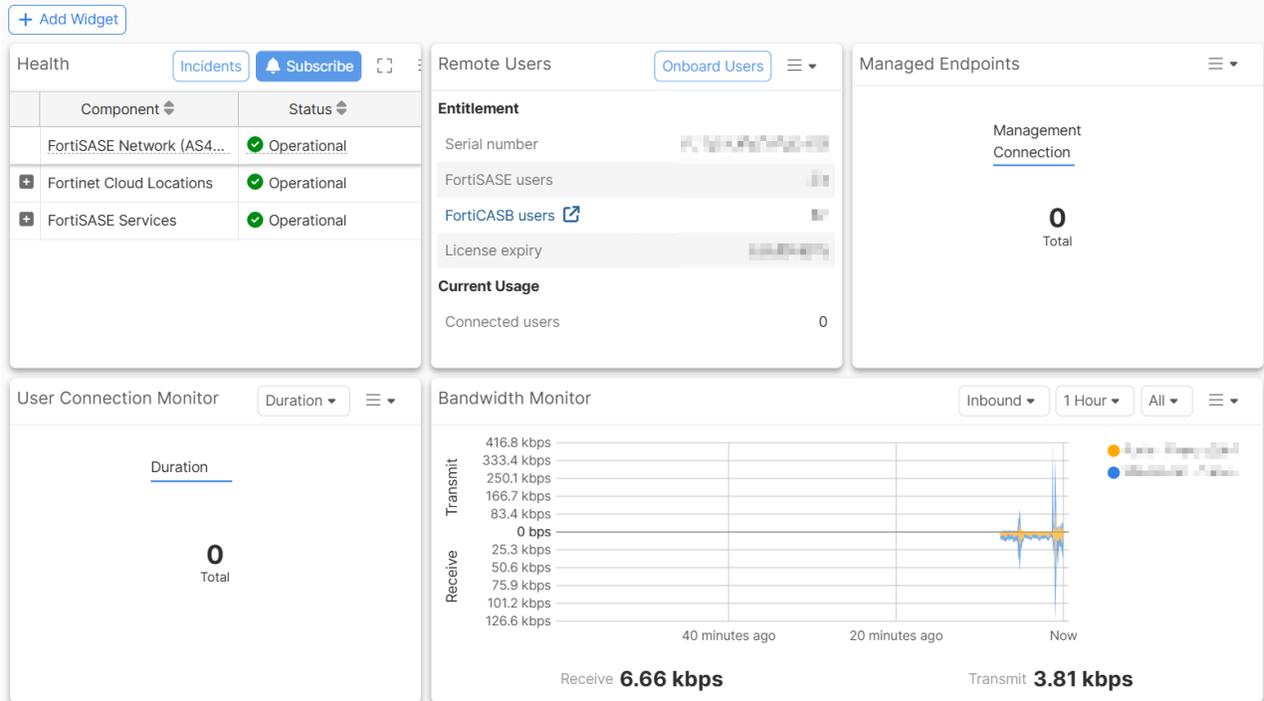
```
                                    ▼
```

FortiClient endpoint management PoP

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

```
                                    ▼
```

Continue

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

Troubleshooting

Initial provisioning failure

For your new FortiSASE instance, you may see the error message *Error 21400.4: Failed to configure Security PoP during initial provisioning*:
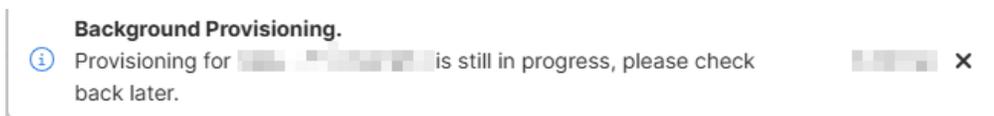

This error message indicates that provisioning could not be completed. You must contact FortiCare Support for further assistance.

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.*

Background Provisioning.
ⓘ Provisioning for [REDACTED] is still in progress, please check [REDACTED] ✕
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:
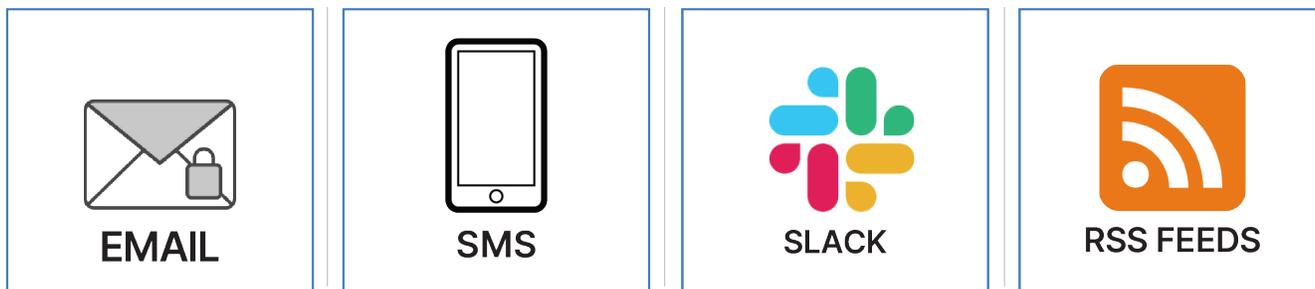
Go to https://status.fortisase.com and click *Subscribe to updates*.

> 💡 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.