

FortiAuthenticator Cloud

I currently have a FortiAuthenticator license. Can I switch to FortiAuthenticator Cloud, and what will be the impact on my current configuration?

It is not possible to automatically migrate your existing FortiAuthenticator appliance configuration to the FortiAuthenticator Cloud. The configuration must be recreated by your FortiAuthenticator Cloud administrator.

The same also applies if migrating from FortiAuthenticator Cloud to a FortiAuthenticator appliance.

Has FortiAuthenticator been renamed to FortiAuthenticator Cloud?

No, FortiAuthenticator remains in the product line and is applicable for customers who prefer the on-prem deployment option.

FortiAuthenticator Cloud is the cloud-based offering.

Is FortiAuthenticator Cloud based on the FortiAuthenticator engine?

Yes. FortiAuthenticator Cloud is built on the FortiAuthenticator engine and delivers its authentication capabilities as a cloud-based subscription service.

Note: FortiToken licenses are not included in the FortiAuthenticator Cloud subscription.

Is FortiAuthenticator Cloud a FortiAuthenticator hosted in FortiCloud with licensed user-band pricing?

FortiAuthenticator Cloud is the cloud-based offering of FortiAuthenticator.

Starting with FortiIdentity Cloud 4.1.0, FortiIdentity Cloud is decoupled from FortiAuthenticator Cloud.

New FortiAuthenticator Cloud licenses purchased after the upgrade to FortiIdentity Cloud 4.1.0 do not include FortiIdentity Cloud quotas. To use FortiIdentity Cloud, a separate license is required.

What is the difference between FortiAuthenticator and FortiAuthenticator Cloud? Does FortiAuthenticator Cloud require FortiClient or FortiCloud Premium?

FortiAuthenticator remains available for customers who prefer an on-prem deployment option. FortiAuthenticator Cloud is the cloud-based offering.

FortiAuthenticator Cloud is a cloud-based IAM solution with user-based SKUs. Is there an on-prem option for user-based SKUs?

Yes. FortiAuthenticator Cloud now offers on-premises deployment with subscription-based licensing.

FortiAuthenticator Cloud solutions are all cloud-focused. FortiAuthenticator Cloud is a cloud-only IAM offering with user-based SKUs.

Can FortiAuthenticator Windows Agent be used with FortiAuthenticator Cloud?

Yes, however, offline tokens are not supported with FortiIdentity Cloud tokens service. Provisioned FortiToken are needed.

Is FortiAuthenticator Cloud multi-tenant?

No, only a single instance is provided per FortiCloud account.

On the FortiAuthenticator Cloud, how do you grow if needed, assuming in the same price band?

Yes, you can enable customers to expand in the same price band.

How do I co-term FortiAuthenticator Cloud subscription licenses?

You can contact the Fortinet Sales Representative or reach out to the Fortinet renewal team via renewals@fortinet.com.

Can IDaaS be used for application authentication from across apps in public clouds to make sure that the application is authenticated before being able to perform its functions?

For users to gain access to SaaS applications, they must get authenticated by an Identity Provider (IdP) such as FortiAuthenticator Cloud (for customers who prefer the cloud deployment option) or FortiAuthenticator (for customers who prefer the on-prem deployment option). Most (or all) of these SaaS applications already support either SAML or OIDC web authentication protocol, which is used to establish security handshakes/exchanges with the IdP during the user authentication process.

Is FortiAuthenticator Cloud multi-tenant?

No, while FortiIdentity Cloud is a multi-tenant solution; with a FortiAuthenticator Cloud license, only a single FortiAuthenticator Cloud instance is provided.

FortiAuthenticator Cloud and FortiIdentity Cloud

I currently have time-based FortiIdentity Cloud licenses. Can I switch to FortiAuthenticator Cloud?

Yes, you can simultaneously have FortiIdentity Cloud and FortiAuthenticator Cloud licenses.

What will happen to my existing users configured in FortiIdentity Cloud if I switch to FortiAuthenticator Cloud?

Your existing users will not be impacted, and they will continue to use the MFA service without any interruptions. You will need to purchase and activate your FortiAuthenticator Cloud license within 30 days of your existing license expiration.

Do I need to purchase FortiIdentity Cloud licenses along with FortiAuthenticator Cloud to configure MFA?

Yes, you must purchase separate FortiIdentity Cloud licenses starting FortiAuthenticator Cloud, GA v6.6.7.

Alternatively, you can also purchase FortiToken Mobile perpetual token licenses and import them to FortiAuthenticator Cloud.

For more information, see [Licensing](#) in the latest *FortiAuthenticator Cloud Administration Guide*.

User-friendly push technology simplifies the end user authentication experience by requiring a swipe or click.

If you prefer hardware tokens, you must purchase them separately.

Health checks

How long is the health check interval?

Health checks run every 5 seconds. With a 4-second timeout on the TCP connection, if no response is received, the data center is marked as failed.

What is the response time for failover? What is the longest theoretical failover time?

Failover detection requires $5 + 4 = 9$ seconds. The customer's DNS cache server (respecting the Fortinet authoritative DNS TTL of 60 seconds) may take up to 60 seconds before sending the next DNS query.

Any DNS query that occurs after this 69 seconds window will receive the updated DR-site IP address (worst-case scenario).

Queries within that 69 seconds window may return an outdated DNS response.

After the primary site is back up, will the DR site fail back to the primary automatically?

Yes, failback is an automatic process.

How do we prevent flipping between the primary and DR sites?

When one health check fails, an IP is marked down. When one health check succeeds, the IP is marked up.

Clients typically hold DNS records for 60 seconds, so even if a transient health-check failure triggers a DNS update, existing clients continue to use their current DNS record, reducing the chance of rapid flipping.

Communication

Does the customer get notified when a failover occurs?

Failover is currently automatic, and customers are not notified. Fortinet is working on automating customer notifications through the primary FortiCloud contact.

How can I monitor whether the service is up?

Customers can subscribe to the FortiAuthenticator Cloud service status page:

<https://status.fortistatus.com/guest-portal/fortitrustid/incident/overview>

Change Log

Date	Change Description
2026-06-17	Initial release.