

Virtual Wireless Controller Deployment Guide

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FORTINET Virtual Wireless Controller Deployment Guide

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Overview

About Fortinet Virtual Controllers

The Virtual Controllers are a software version of the Fortinet Appliance Controllers that are installed on an existing hardware platform provided that the platform implements a supported virtual hosting software solution.

The Virtual Controllers are built on the same System Director operating system that powers the Fortinet WLAN Controller for the enterprise delivering superior reliability, scalability and predictability for WLAN deployments. They run on the widely deployed **VMware vSphere**, **RHEL Kernel-based Virtual Machine (KVM)**, and **Windows based Hyper-V** virtualization platforms installed on industry-standard hardware.

When a virtual controller is purchased, the controller image can be downloaded from the Customer Support Portal and, once properly installed, can be configured just as a standard physical machine.

Advantages of Fortinet Virtual Controllers

These are some of the advantages of the Fortinet Virtual Controllers.

- Flexibility in hardware selection based on your requirements.
- Reduced cost, space requirements, and other overheads since multiple appliances can be replaced with single hardware running multiple instances of the controllers, FWLM Management; which is a web based application suite which manages controllers and access points mapped to the network to provide real-time data that enables centralized and remote monitoring of the network, and Fortinet Connect; which is a complete provisioning, management, and reporting system that provides temporary network access for guests, visitors, contractors, consultants, or customers..
- Independent and mutually exclusive instances allow administrators to use multiple virtual controllers to manage different locations or scale the deployment using the same hardware.
- Enable features provided by the virtualization software, including High Availability, failover protection, and ease of migration.
VMWare vMotion Storage and Snapshots are supported. Hyper-V specific features (Snapshot, Failover (HA), Replication, Hot swapping) are not supported.
- Centralized control and visibility at every level of the virtual infrastructure.

Supported Hardware Configuration

The Fortinet Virtual Controller Models are available as the MC-VE series and the FWC-VM series.

MC-VE Series Virtual Controllers

This table lists the controller models available for the MC-VE Series Virtual Controllers and their corresponding requirements.

Models		MC1550-VE	MC3200-VE	MC4200-VE (1G)	MC4200-VE (10G)
Scale	AP	50	200	500	500
	Clients	1250	2500	6250	6250
vCPU		1	3	4	4
Memory		2GB	2GB	4GB	4GB
vNIC		1-2	1-2	1-4	1-2
Disk Space		2GB	2GB	2GB	2GB

FWC-VM Series Virtual Controllers

This table lists the controller models available for the new FWC-VM Series Virtual Controllers and their corresponding requirements.

Models		FWC-VM-50	FWC-VM200	FWC-VM500	FWC-VM-1000	FWC-VM-3000
Scale	AP	50	200	500	1000	3000
	Clients	1250	2500	6250	10000	30000
vCPU		4	4	8	24	48
Memory		4GB	8GB	16GB	32GB	64GB
vNIC		1-4	1-4	1-4	1-4	1-8
Disk Space		16GB (Fixed)	16GB (Fixed)	16GB (Fixed)	16GB (Fixed)	16GB (Fixed)

Fortinet Virtual Controller Deployment Modes

The MC-VE series and the FWC-VM series Virtual Controllers can be deployed in different modes.

The following list summarizes the recommended 3rd party software requirements for installing and configuring Fortinet Virtual Controllers.

- VMware ESXi Host (vSphere ESXi 5.5, 6.0, and 6.5, vSphere client)
- KVM: Ubuntu 16.04.2 LTS
- Hyper-V: Windows 2016

Web based configuration interface has been tested with the following browsers:

- Internet Explorer versions 10 and 11 on Windows

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- Firefox on Windows
- Safari on MAC OS

MC-VE Series Virtual Controllers

The MC-VE Series Virtual Controllers are tested on Dell PowerEdge R610 CPUs – Intel Xeon CPU ES620 @ 2.40 Ghz. Or any equivalent h/w that has support for virtualization.

This table lists the deployment modes available in the MC-VE Series Virtual Controllers

	VMWare ESXi	Linux KVM	Windows Hyper-V
MC-VE Series	✓	X	X

FWC-VM Series Virtual Controllers

The FWC-VM Series Virtual Controllers are tested on Dell PowerEdge R730 CPUs– Intel(R) Xeon(R) CPU E5-2697 v4 @ 2.30GHz. Any equivalent h/w that has support for Virtualization should work.

This table lists the deployment modes available in the FWC-VM Series Virtual Controllers

	VMWare ESXi	Linux KVM	Windows Hyper-V
FWC-VM Series	✓	✓	✓

Virtual Controller Requirements

The following points are general advisories regarding Virtual Controllers.

- The number of Virtual Ports configured for the controller will vary depending on the controller’s model; be sure to configure the appropriate number of ports for the model being installed.
- If you are operating more than one Fortinet Virtual Controller on a single host machine, ensure that the Virtual Interface for each Virtual Controller is configured in its own port group on the Virtual Switch. This will prevent network loops.
- Virtual Controller Ports can be configured for active-active mode or active/redundant mode.



Note: See the Fortinet WLC 8.3.2 Release Notes for limitations on the active/redundant mode.

Common Terminology

The following are some of the Networking VMware elements that will be used to configure the Fortinet Virtual Controller to operate in VMware environment:

vSwitch

This is a virtual switch, similar to a physical switch, performs functions including the Layer 2 forwarding engine, VLAN tagging, stripping, and filtering, security, checksum, and segmentation. The vSwitch links VMs to each other locally as well as to physical networks. A controller VE should connect to a vSwitch through virtual machine port groups.

Port Groups

Port groups are not VLANs. They are configuration templates for the vNIC ports on the vSwitch. Administrators can set specific QoS, security policies, and VLANs by port group. This is where you should enable promiscuous mode (and not on the vSwitch).

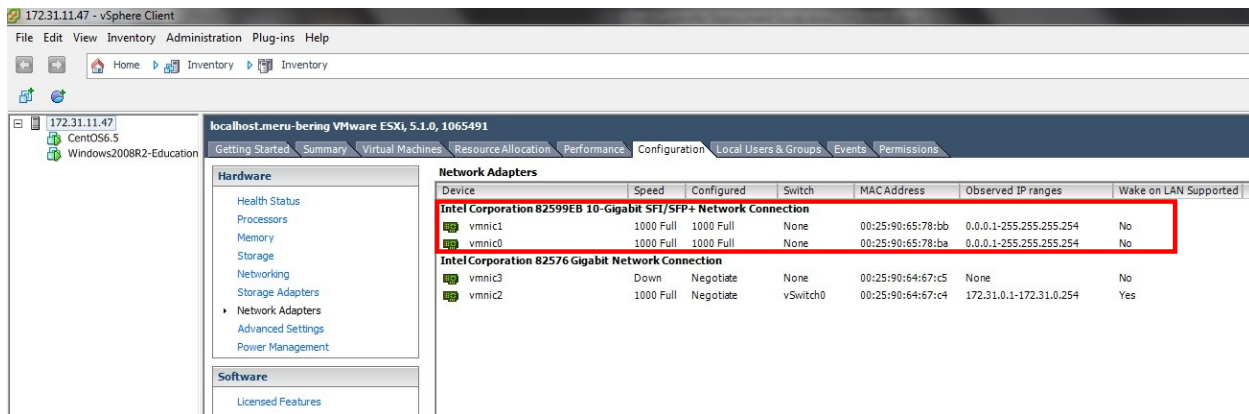
Promiscuous Mode (VMWare ESXi only)

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Fortinet Virtual Controllers are typically deployed as an in-line device on the data path and all the packets pass through the controller. Because of this, it needs to operate in Promiscuous mode. vSphere's vSwitch and port group properties have the option to enable promiscuous mode. Again, it is highly recommended to enable this on the port group.

Configuring Dedicated Deployment

In this deployment, we will be using an added NIC card with 2 Gig Ethernet ports as shown in the **Network Adapters** wizard.



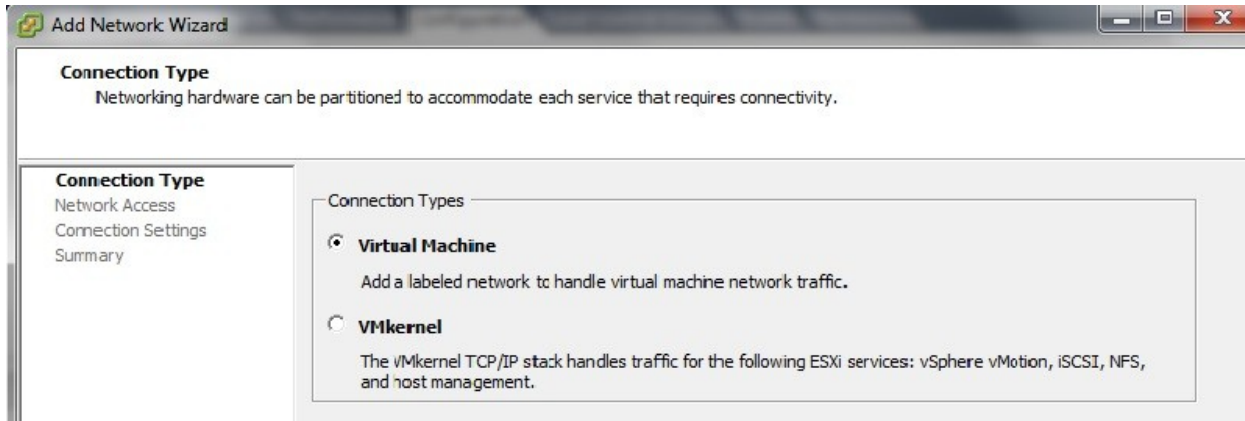
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These 2 Gig Interface are connected to a Switch that support Link Aggregation (LAG). It is assumed in this procedure that the LAG is created on the switch and has the appropriate VLAN configuration. Refer to the VLAN deployment guide for the Fortinet Controllers.

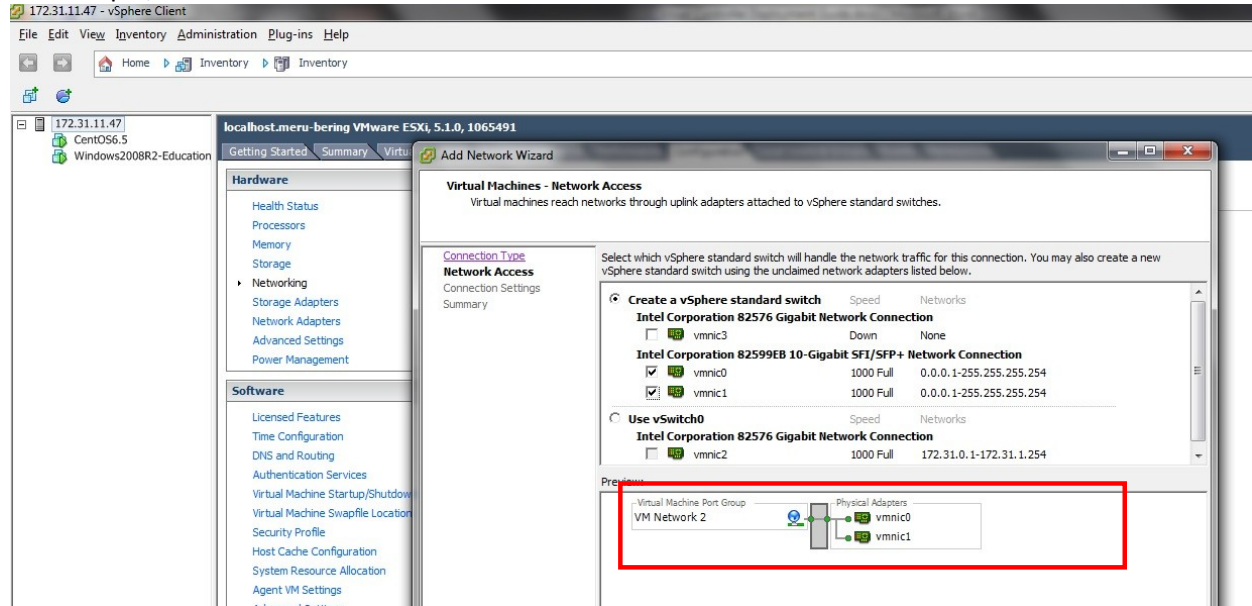
1. Create a new Virtual Switch: Go to **Networking** and click **Add Networking...**



2. Select **Virtual Machine** and click **Next**.

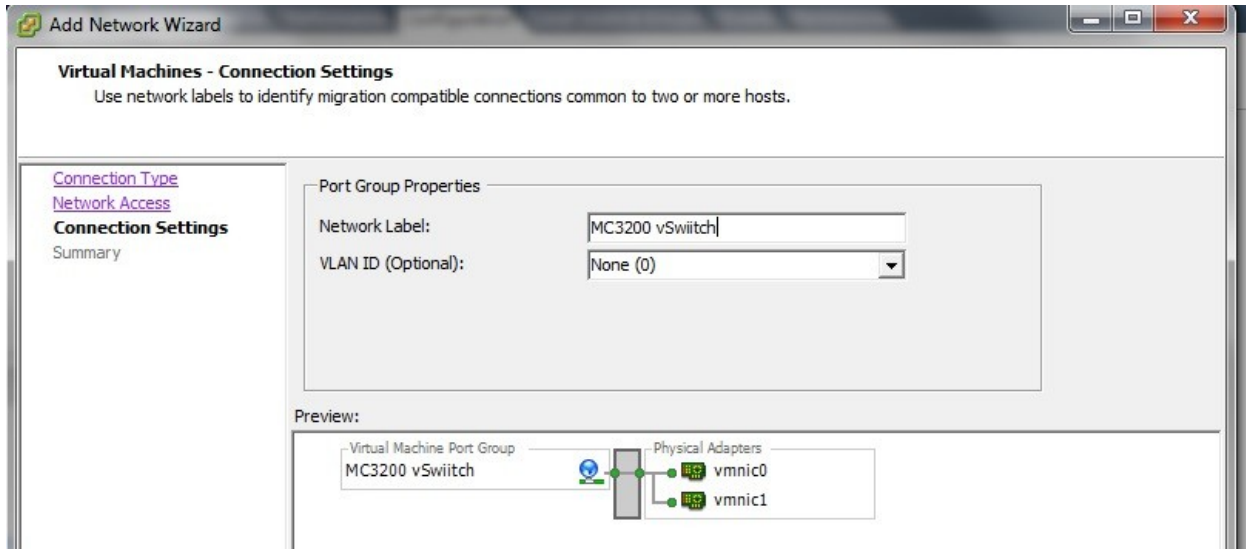


Create a vSwitch and assign the dedicated physical NIC. Click **Next** and provide and label for the vSwitch, for example, FWC-VM-50.

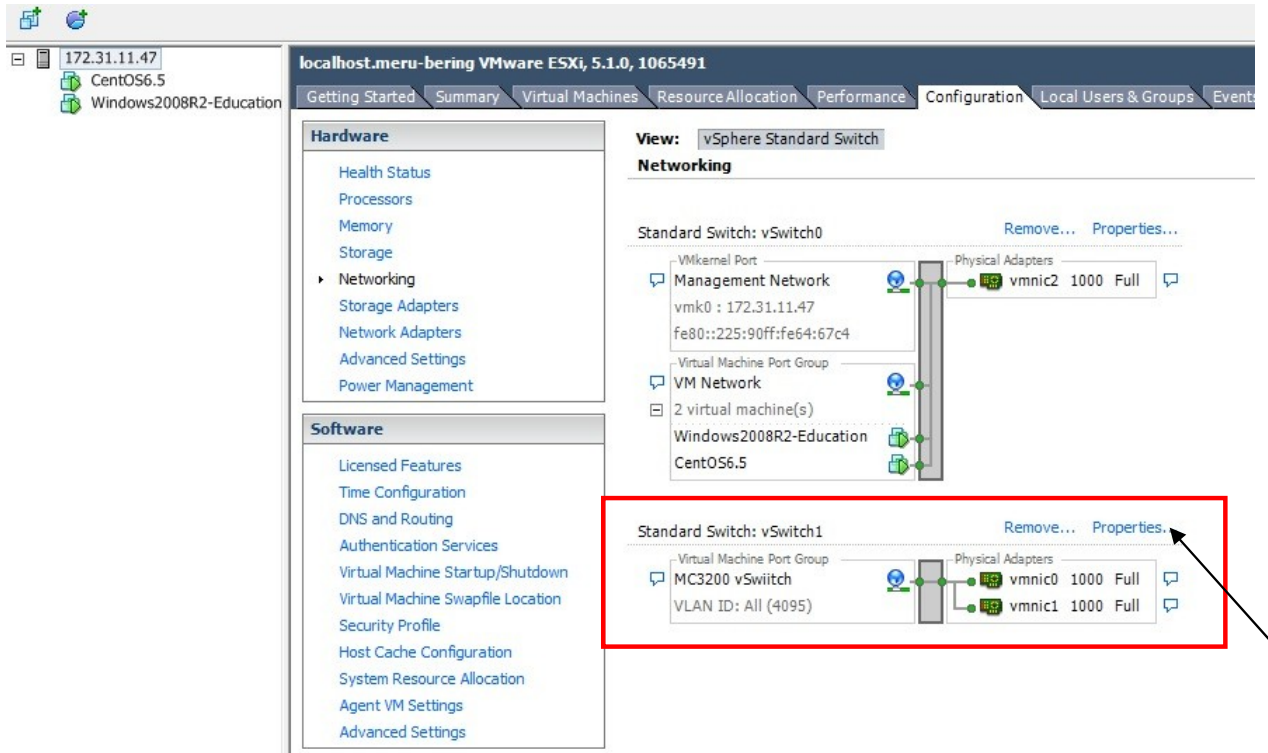


3. For VLAN ID, select **None (0)** or **All (4095)**, if you are using Trunk port on the switch, Click **Next** and then **Finish** to complete the vSwitch creation.

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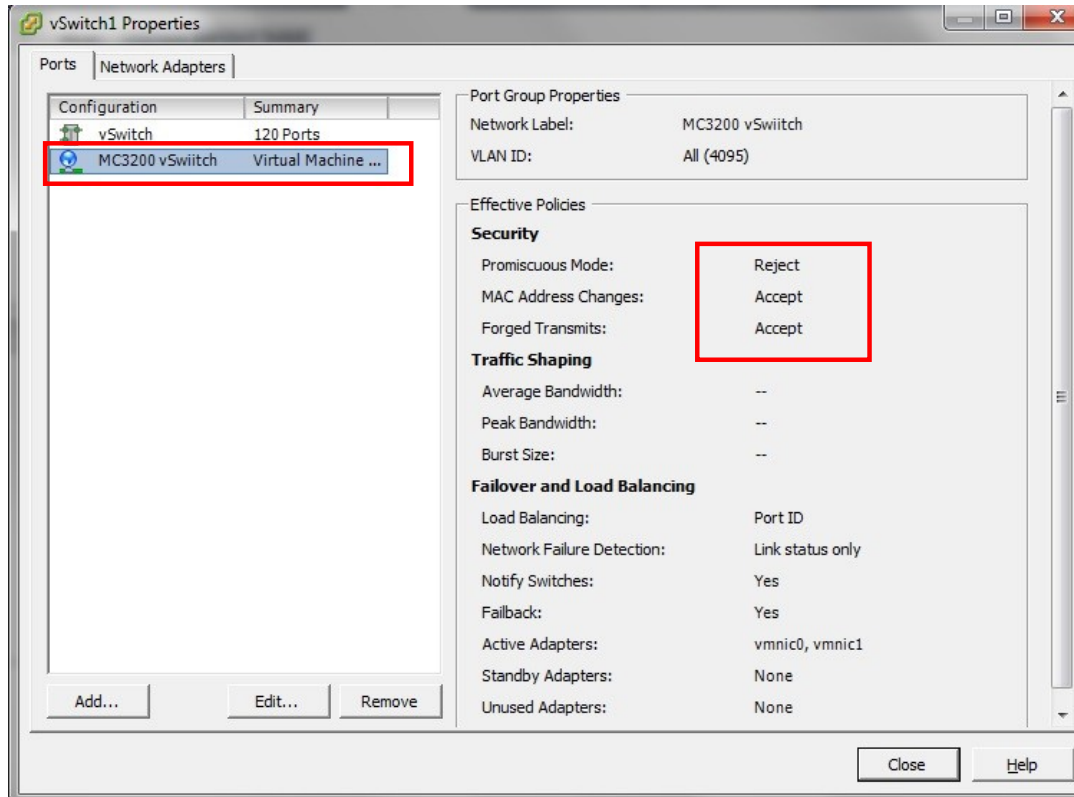


- The end result of adding the vSwitch will result in vSwitch 1 and a virtual machine port group named MC3200 vSwitch.

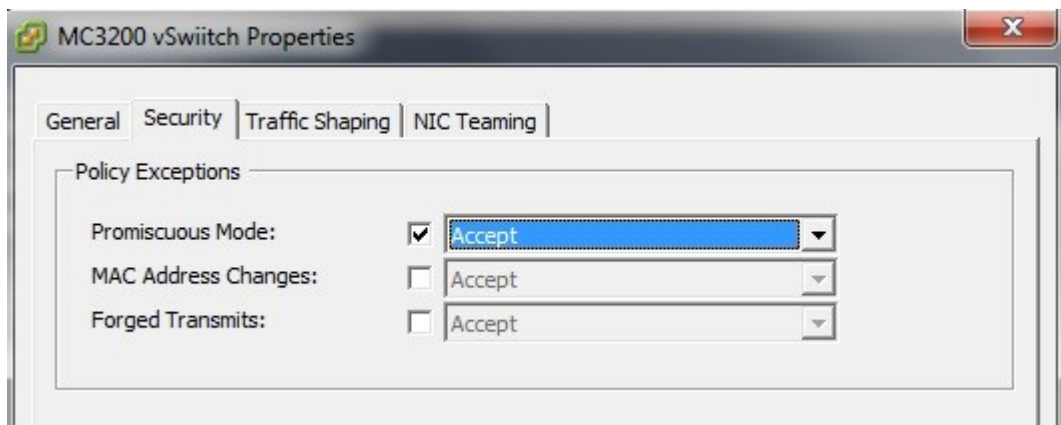


- Click on vSwitch1 **Properties**, select **MC3200 vSwitch** port group and click **Edit**.

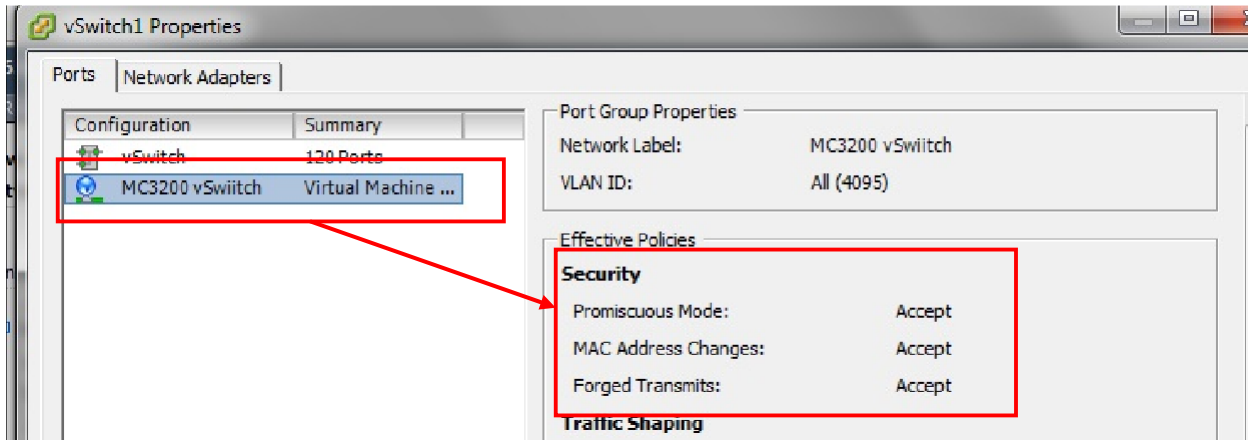
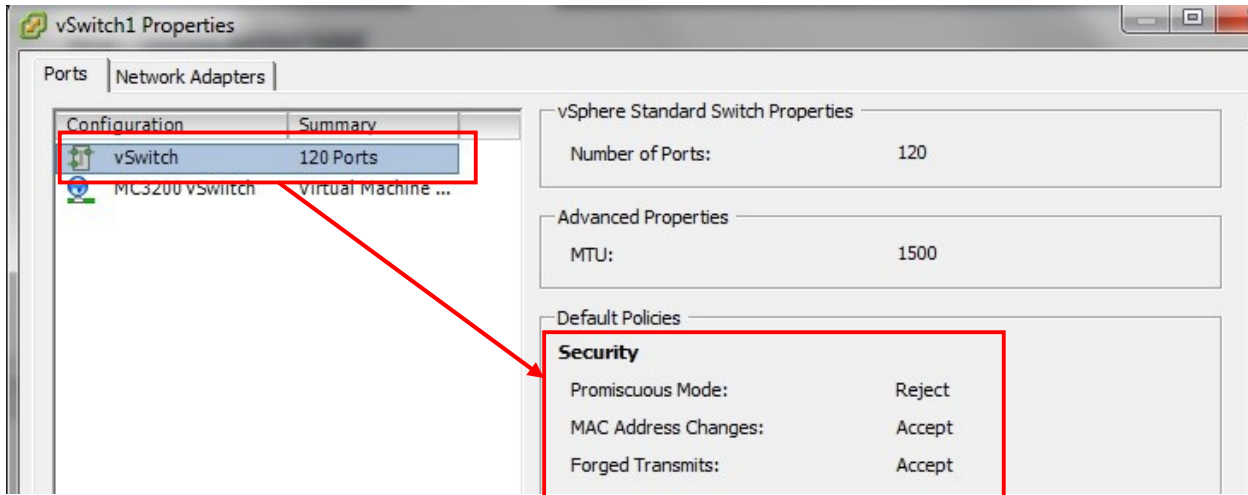
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- Under the **Security** tab, select the **Promiscuous Mode** and select **Accept** from the drop menu and click **OK** to apply the changes.



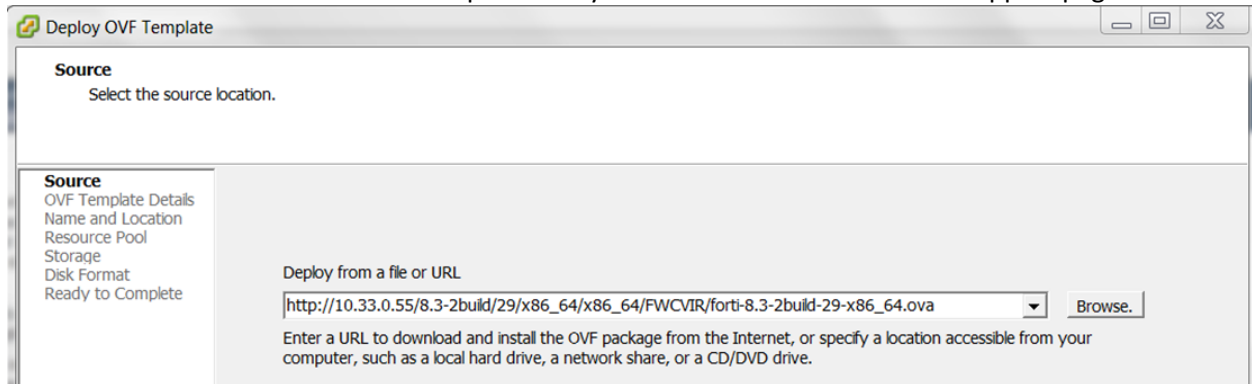
Note: The vSwitch main configuration is set to reject the Promiscuous mode, but the virtual machine port group overwrites the vSwitch configuration and operates in a Promiscuous Mode for the MC3200 vSwitch port group.



Each vNIC has to be a part of a different Vswitch connected to different physical ports. Now that the structure is ready, start installing the OVA template into the VMware host.

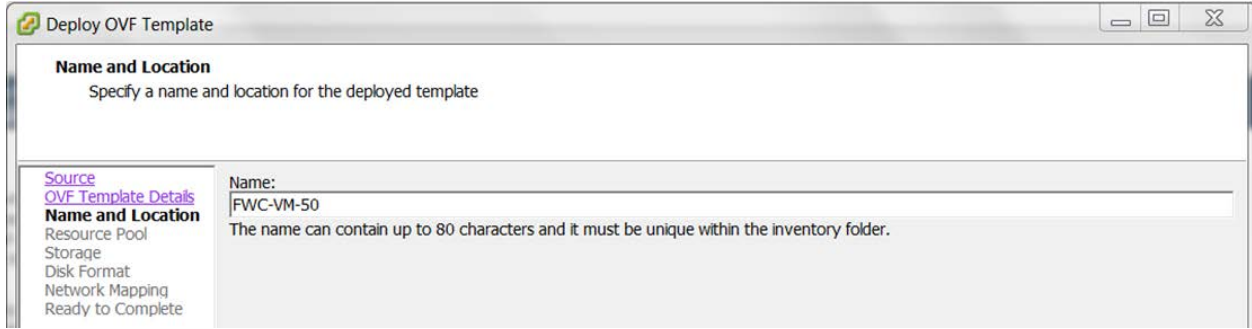
Installing the Virtual Controller

1. Go to **File** and click **Deploy OVF Template...** in order to start the installation.
2. Browse to the location of the OVA template that you downloaded from Fortinet Support page and click **Next**.



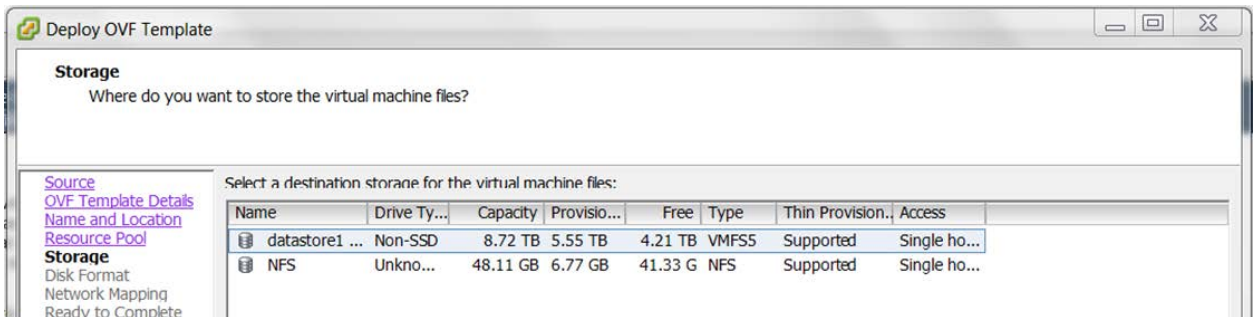
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- Click **Next** and enter a **Name** for the Virtual Controller, for example, MC3200VE-NorthCampus.

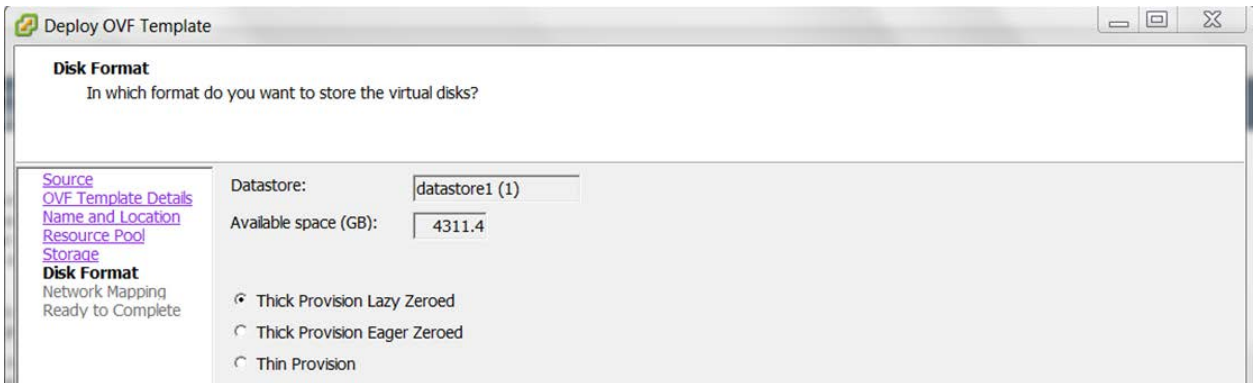


- Configure the following:

- Resource Pool
- Storage



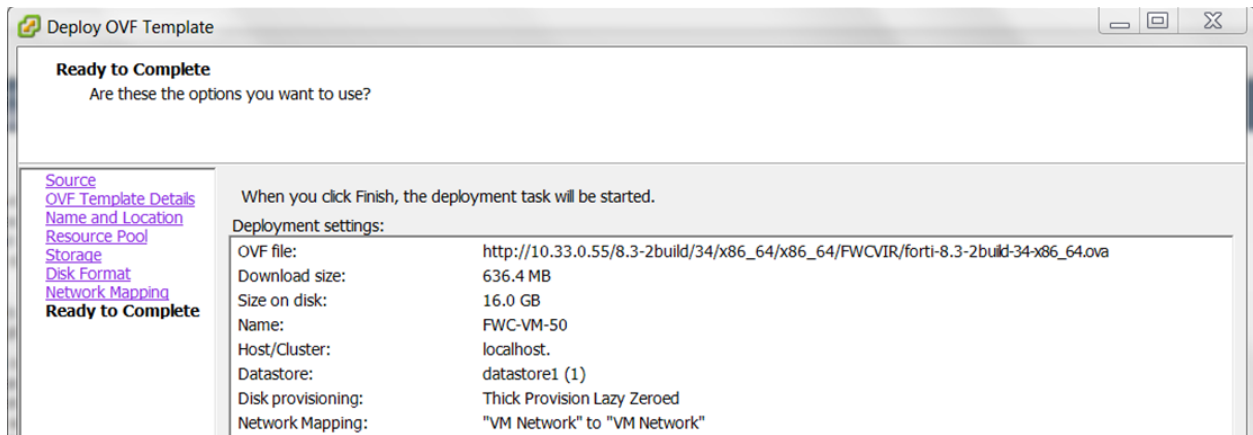
- Disk Format, use the default for the disk format, **Thick Provisioning Lazy Zeroed**.



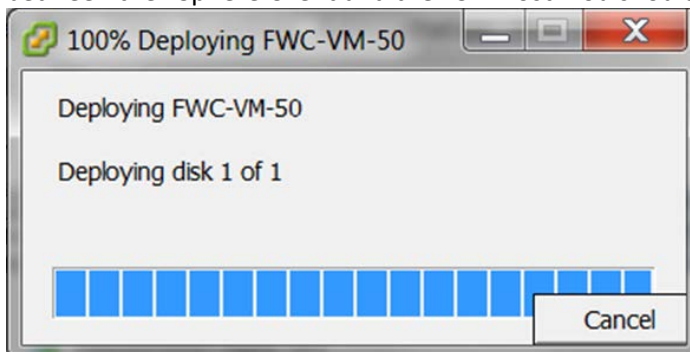
- Network Mapping.

- Click **Finish** in the **Ready to Complete** wizard.

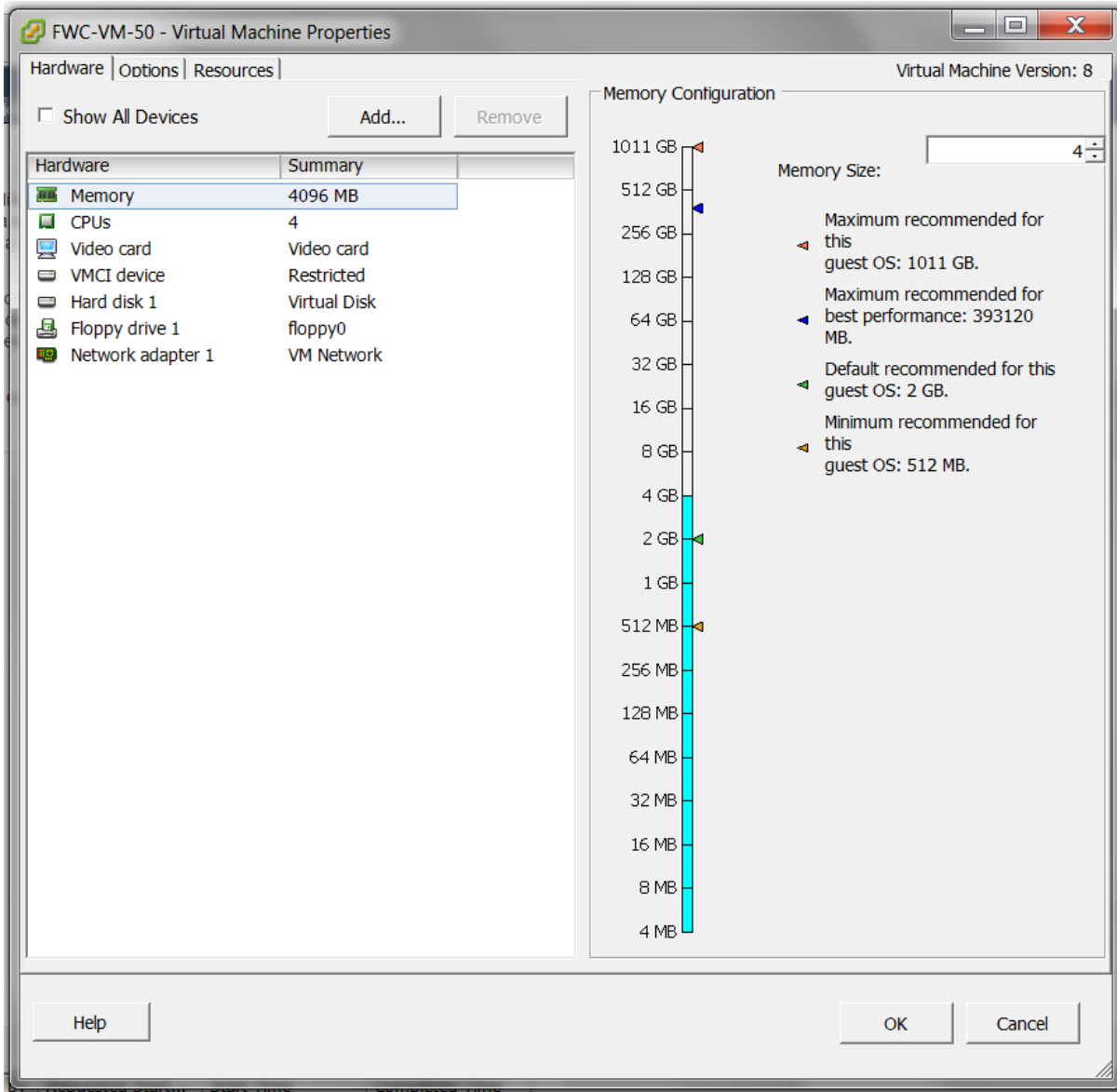
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The upload and installation of the Virtual Controller will start, the time varies according to the network bandwidth between the vSphere Client and the ESXi Host. You should get a **Completed Successfully** message at the end.



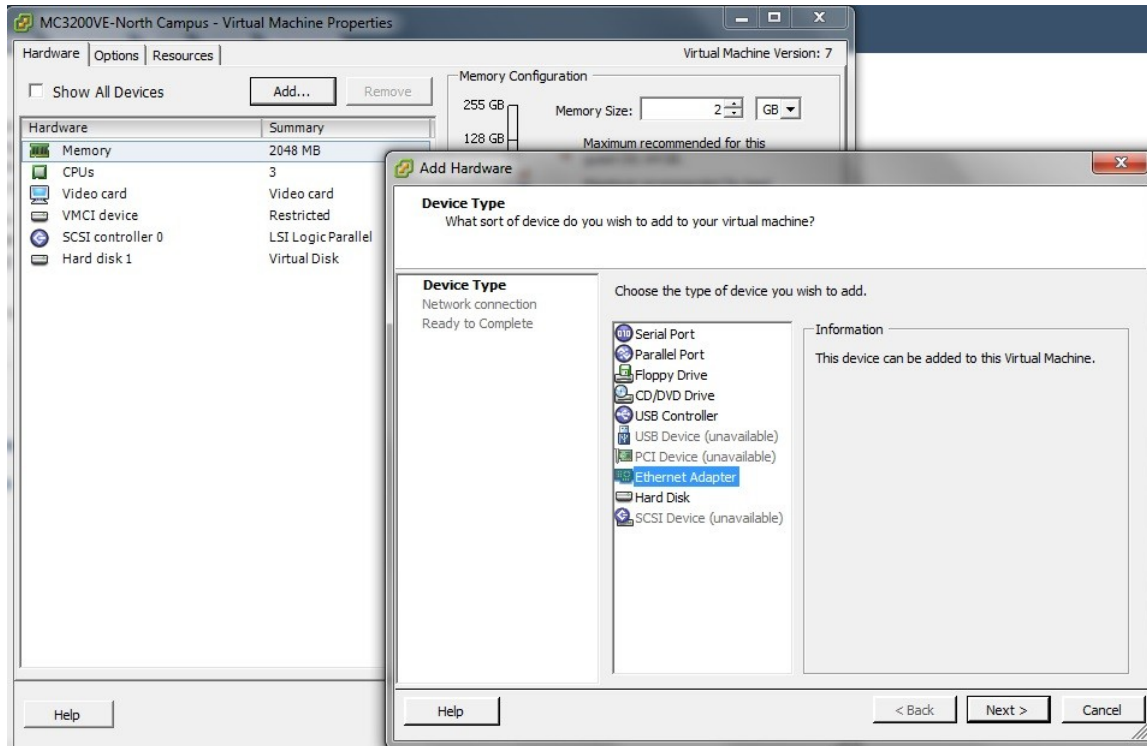
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Configuring Virtual Controller Settings

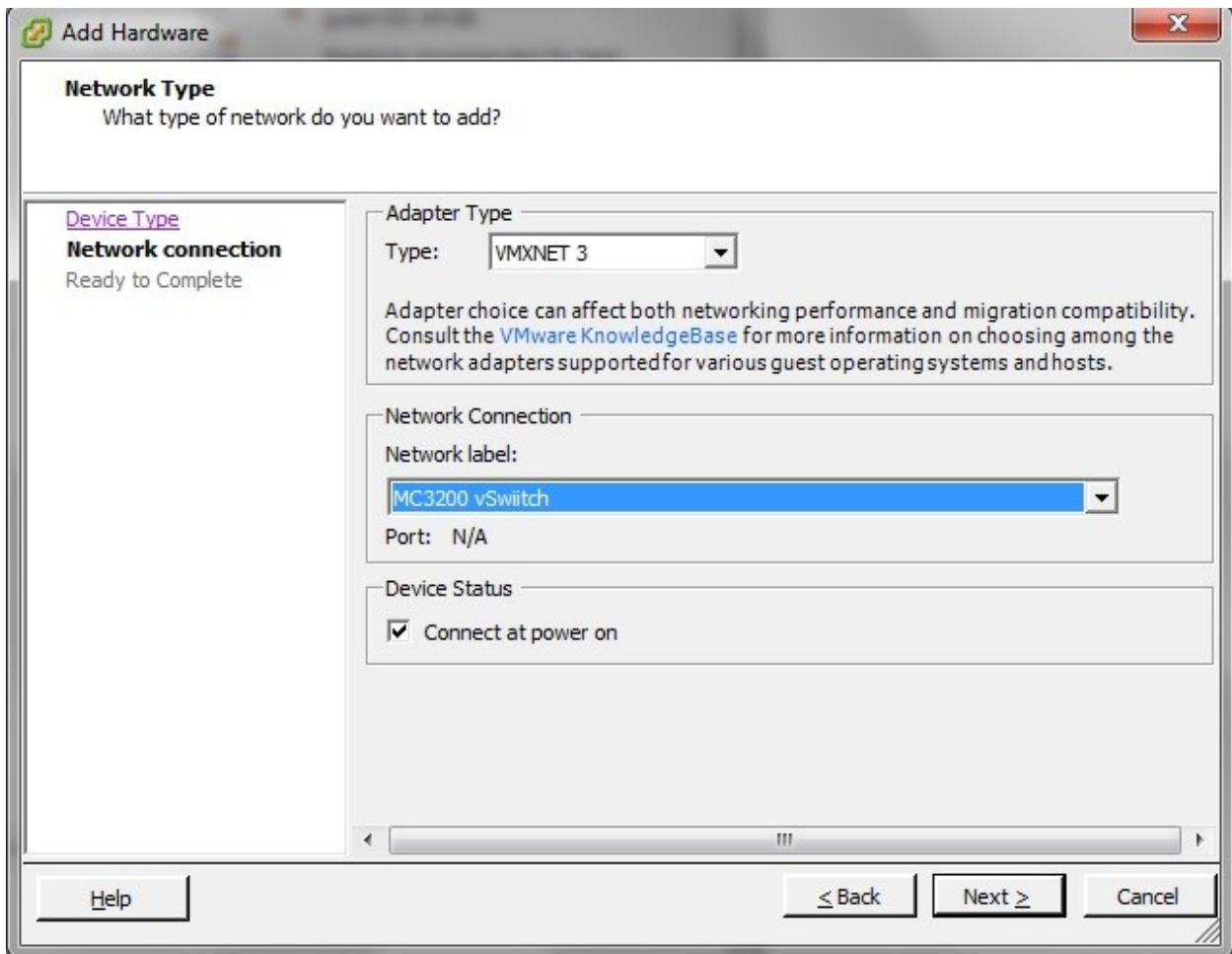
After creating the virtual controller, configure the virtual machine settings and add the needed network adapters.

1. Select the Virtual Controller created above (MC3200VE-North Campus) and click **Edit virtual machine settings** in the **Getting Started** tab.
2. Click on **Add** and select **Ethernet Adapter**.



Click **Next**, choose **VMXNET 3** and choose the **Network Connection** (port group) created above (MC3200 vSwitch) and then click **Next** and **Finish**. (Other drivers supported are E1000, VMXNET and VMXNET 2. The latest VMXNET 3 is needed to support the 10GB connection for the Virtual Controller.

3. Use 1 or more Ethernet adapters as recommended in section [Supported Hardware Configuration](#). Adding more than 1 will cause duplicate packets, see the FortiWLC Release Notes for limitations.



Configuring Shared Deployment



Note: This deployment mode applies only to the MC-VE Series Virtual Controllers.

In this deployment, an existing NIC card is used where the Ethernet port is used by other VM already running on the Hypervisor.

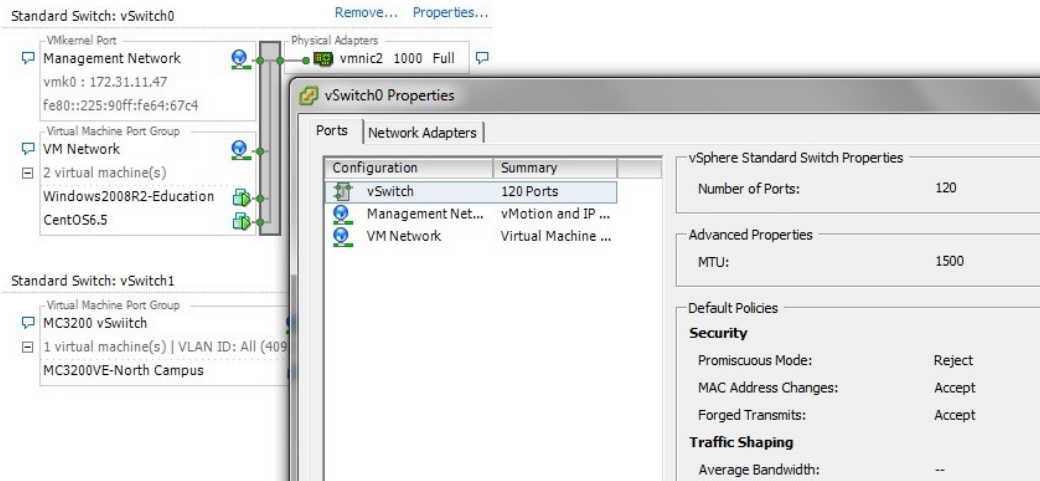
Since the Virtual Controller requires Promiscuous Mode in order to operate, a new Virtual Machine port group is created in the vSwitch where the Virtual Controller is added.

In this example, an MC1550VE is added to vSwitch0 where a CentOS VM and a Windows 2008 Server are sharing the same Ethernet port.

Follow these steps to complete the installation

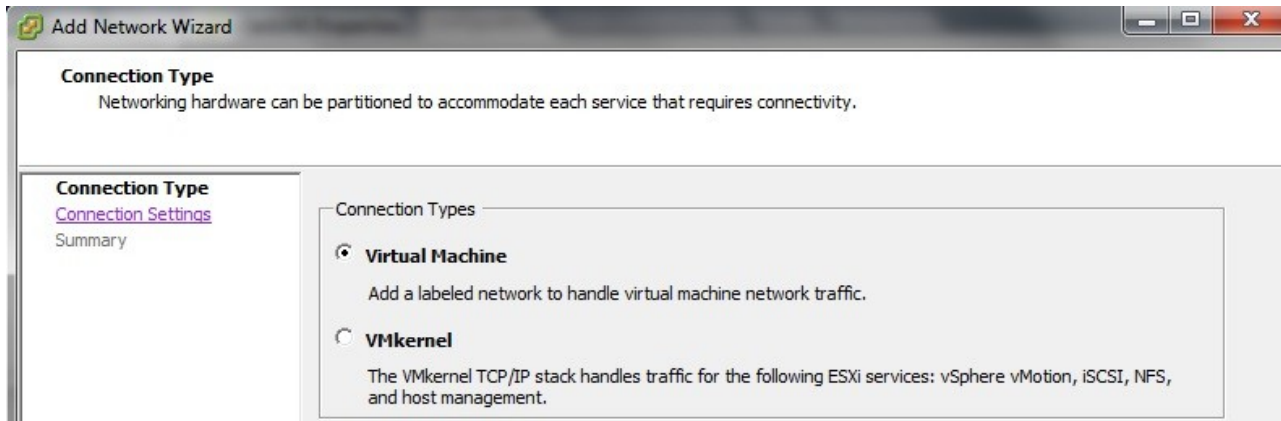
1. Login to the ESXi and go to **Networking**. Locate the vSwitch0 and click on **Properties**.

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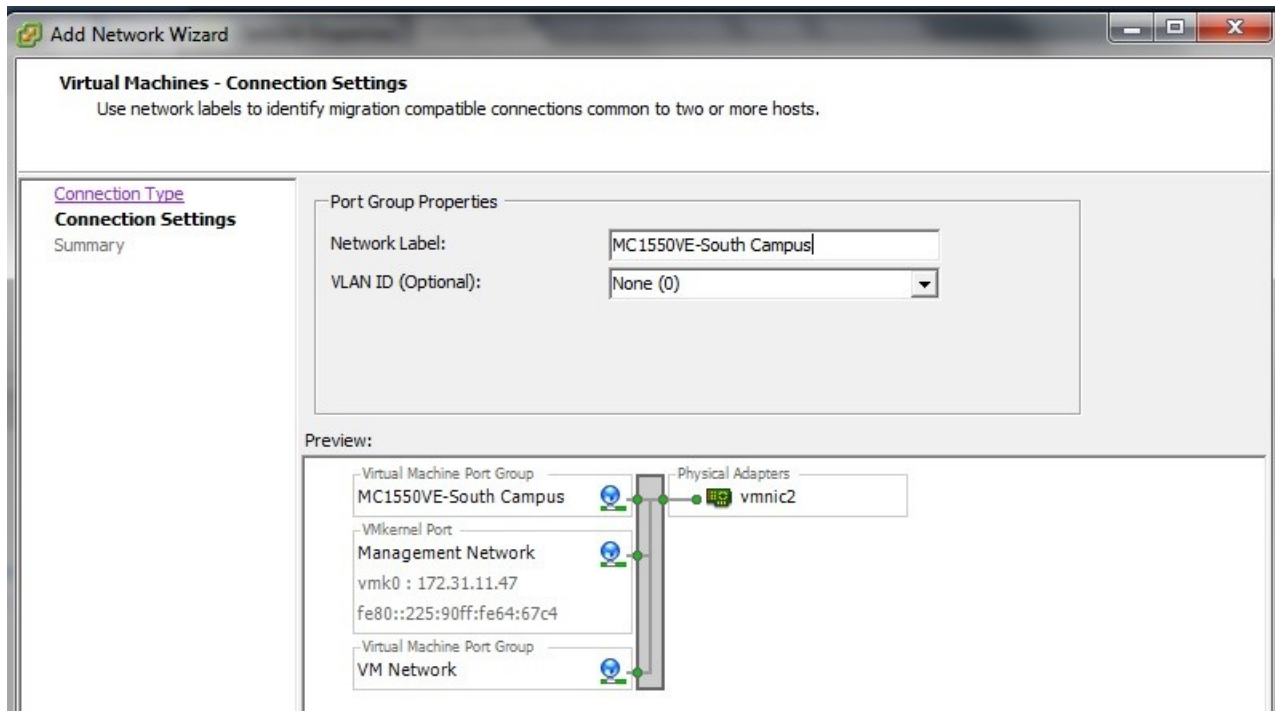
The vSwitch has the Promiscuous Mode set to **Reject**.

2. Click on **Add**, select **Virtual Machine** and click **Next**.

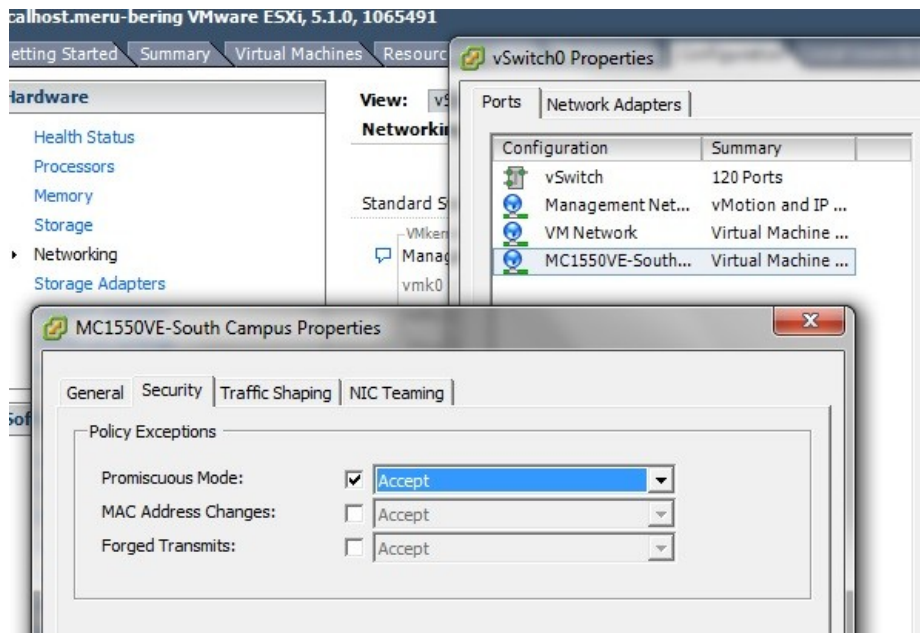


3. Add a **Network label** to the **Virtual Machine Port Group** (MC1550VE-South Campus), click **Next** and then **Finish**.

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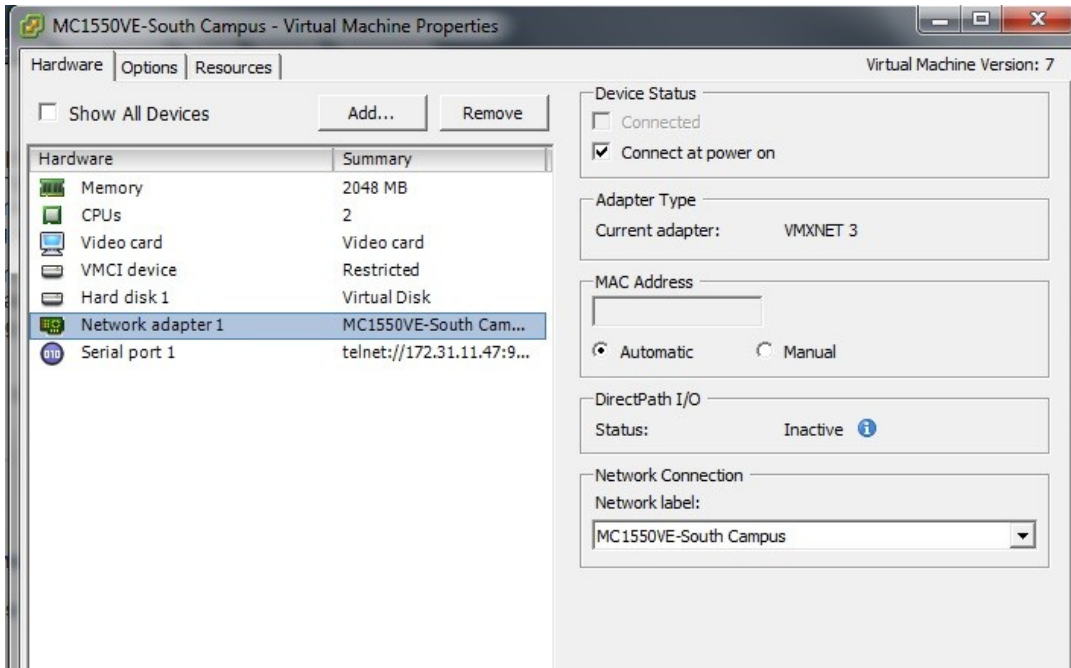
Select the newly created port group and **Edit** the settings. Under the **Security** tab, change the **Promiscuous Mode** to **Accept** and click **OK**.



Now that the infrastructure is ready, you can install the OVA as described in the previous section.

Add the **Network Adapter** and map the Virtual Controller Ethernet to the **Virtual Machine Port Group** that was created (MC1550VE-South Campus).

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Starting the Virtual Controller

Select the Controller and go to the **Console** Tab and Start the VM by clicking on the Power On button or (Ctrl+b). The Virtual Controller will start and you will see the entire startup message that you will typically find in a Hardware Controller.

The first boot might take few minutes longer to boot up if no DHCP server is available as the controller will try to get an IP address from the DHCP server. Please refer to the Controller SD documentation to complete the controller installation.

Deploying Fortinet Virtual Controllers with Linux KVM

Pre-requisites

For deployment and management of the Virtual Controller on Linux KVM, install the following 3rd party softwares.

- Install Ubuntu v16.04 LTS server.
- Install KVM on the Ubuntu LTS server.
- Create an open Vswitch with KVM.
- Install Virtual Machine Manage (virt-manager) to create and manage guest virtual machines.



Note: To accomplish the pre-requisites refer to the respective 3rd party documentation.

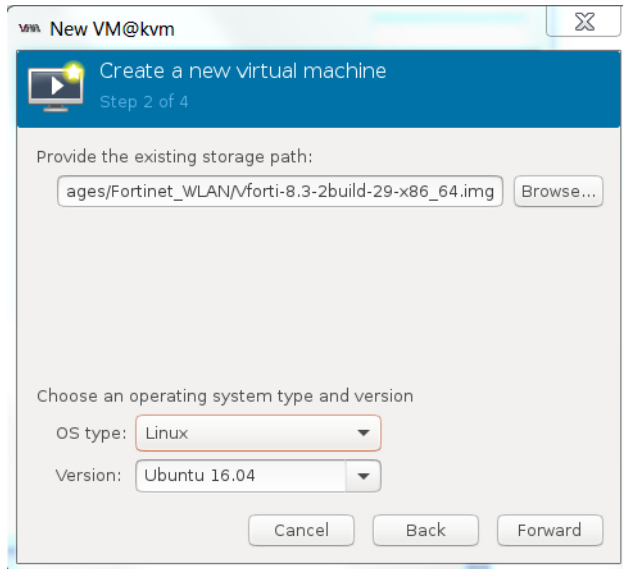
Downloading the Virtual Controller Package File

You can download the virtual controller packages from the Fortinet Customer Support website. To access the support website you need a Fortinet Customer Support account.

The file name is, *forti-x.x-xbuild-0-x86_64.img.KVM.zip*, where x.x-x is the release version number. For example, 8.3.2.

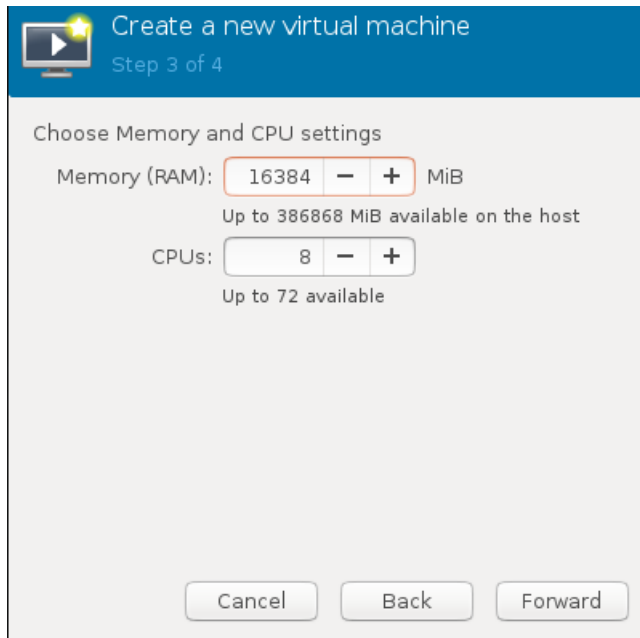
Configuring the Virtual Controller

1. Copy the package file, *forti-x.x-xbuild-0-x86_64.img.KVM.zip* to the KVM host.
2. Open the virt-manager and select **Import Existing Disk Image**.
3. Browse to the location of the downloaded package file and specify the **OS type** as **Linux** and **Version** as **Ubuntu 16.04**.
4. Click **Forward**.

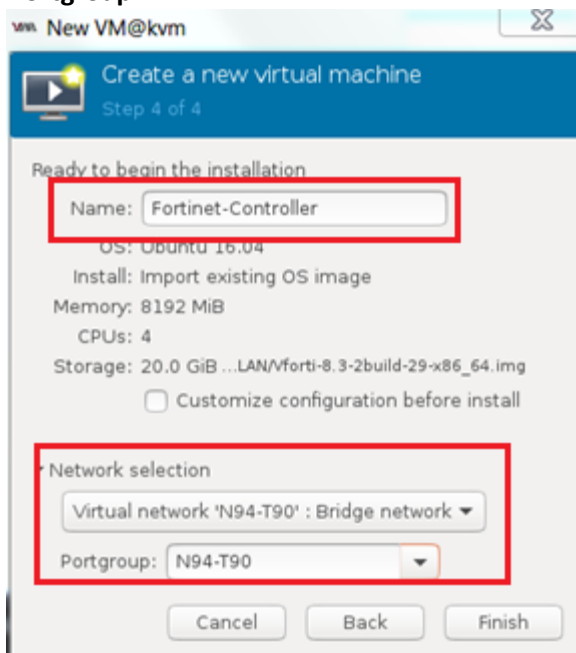


5. Specify the memory and CPU setting as per the deployed virtual controller model.

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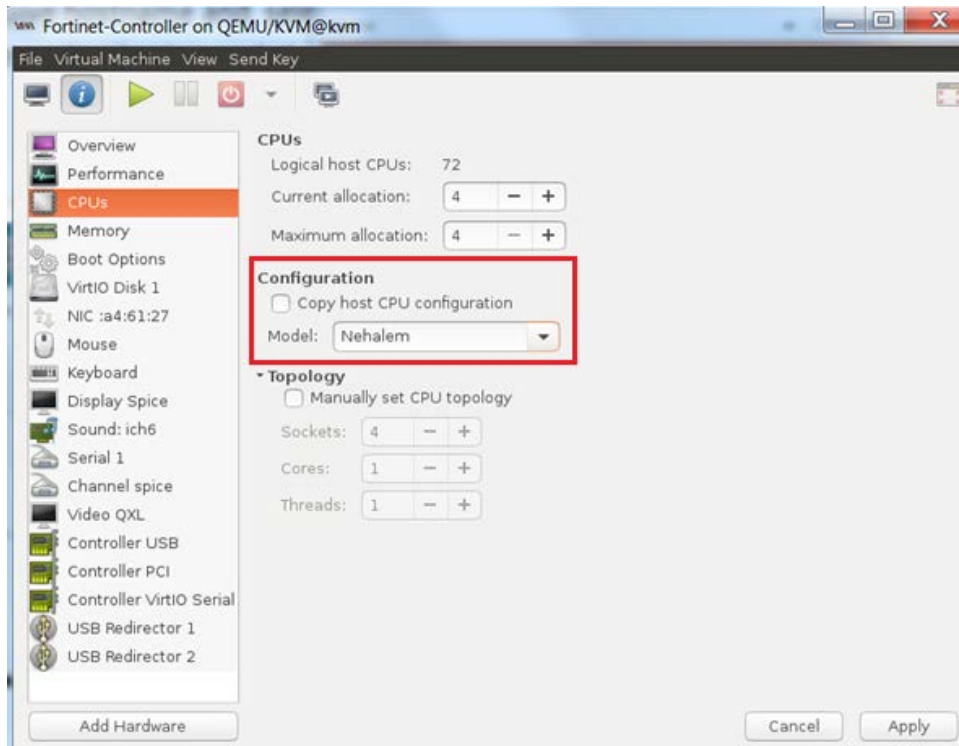


6. Click **Forward**.
7. Specify the hostname, select the network adapter from the **Network Selection** drop down, and specify the **Portgroup**.

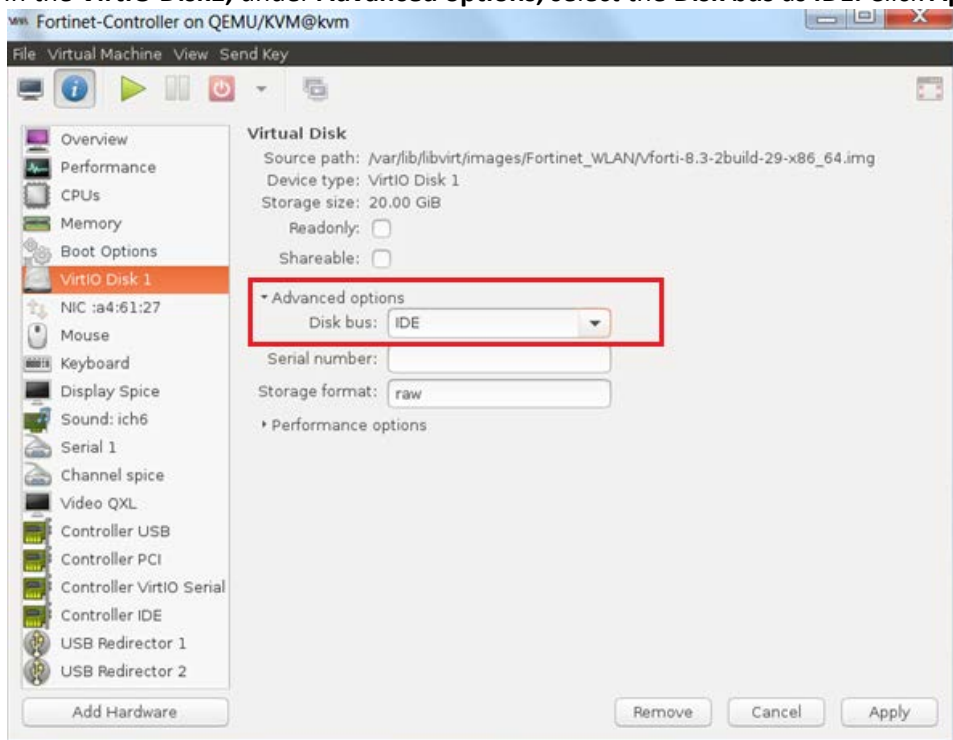


8. Click **Finish**.
9. In the **CPUs** settings, configure the **Model** as **Nehalem**. Click **Apply**.

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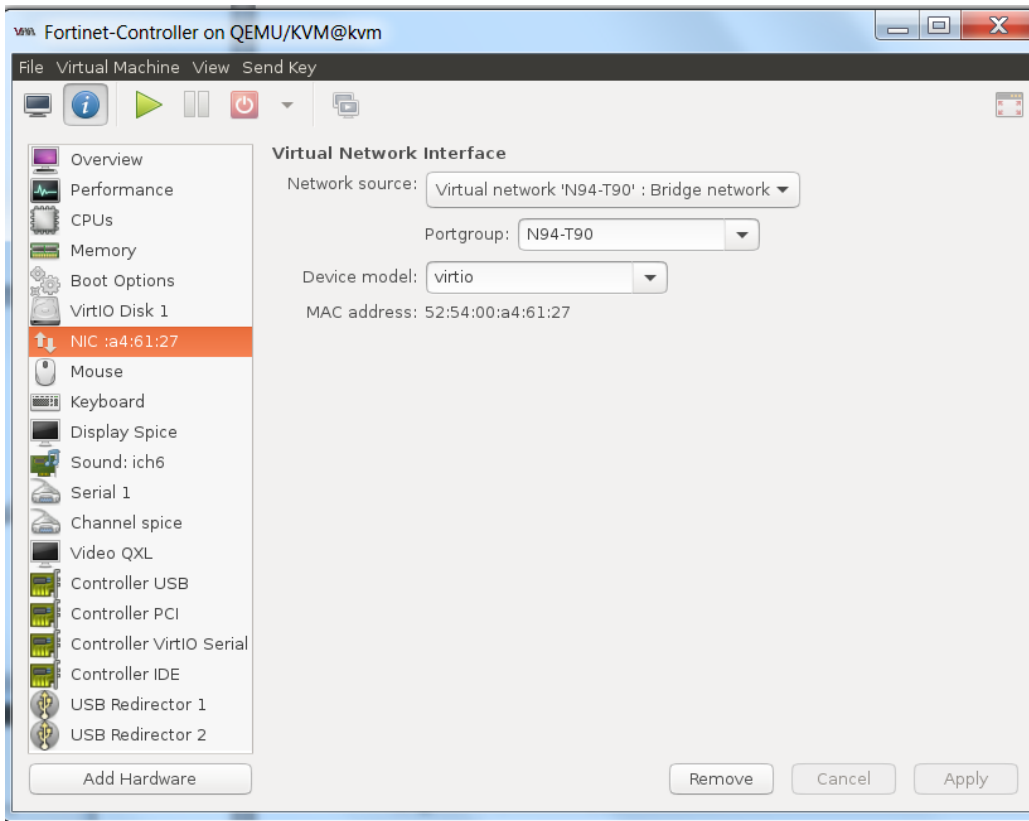


10. In the **VirtIO Disk1**, under **Advanced options**, select the **Disk bus** as **IDE**. Click **Apply**.



11. In the NIC settings, specify the **Network source**, **Portgroup**, and **Device model** as **virtio**. Click **Apply**.

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The Virtual Controller deployment is complete.

Deploying Fortinet Virtual Controllers on Hyper-V

Pre-requisites

For deployment and management of the Virtual Controller on Hyper-V, install the following 3rd party softwares.

- Install Windows server 2016.
- Install the Hyper-V role.
- Create a Hyper-V Vswitch.



Note: To accomplish the pre-requisites refer to the respective 3rd party documentation.

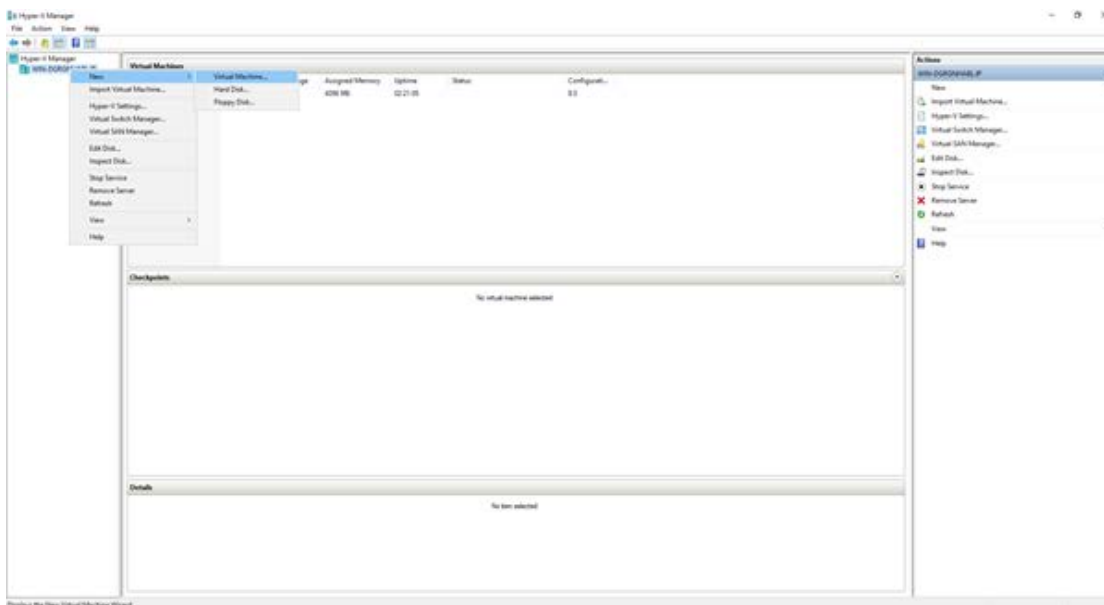
Downloading the Virtual Controller Package File

You can download the virtual controller packages from the Fortinet Customer Support website. To access the support website you need a Fortinet Customer Support account.

The file name is, *forti-x.x-xbuild-0-x86_64.vhd.hv.zip*, where x.x-x is the release version number. For example, 8.3.2.

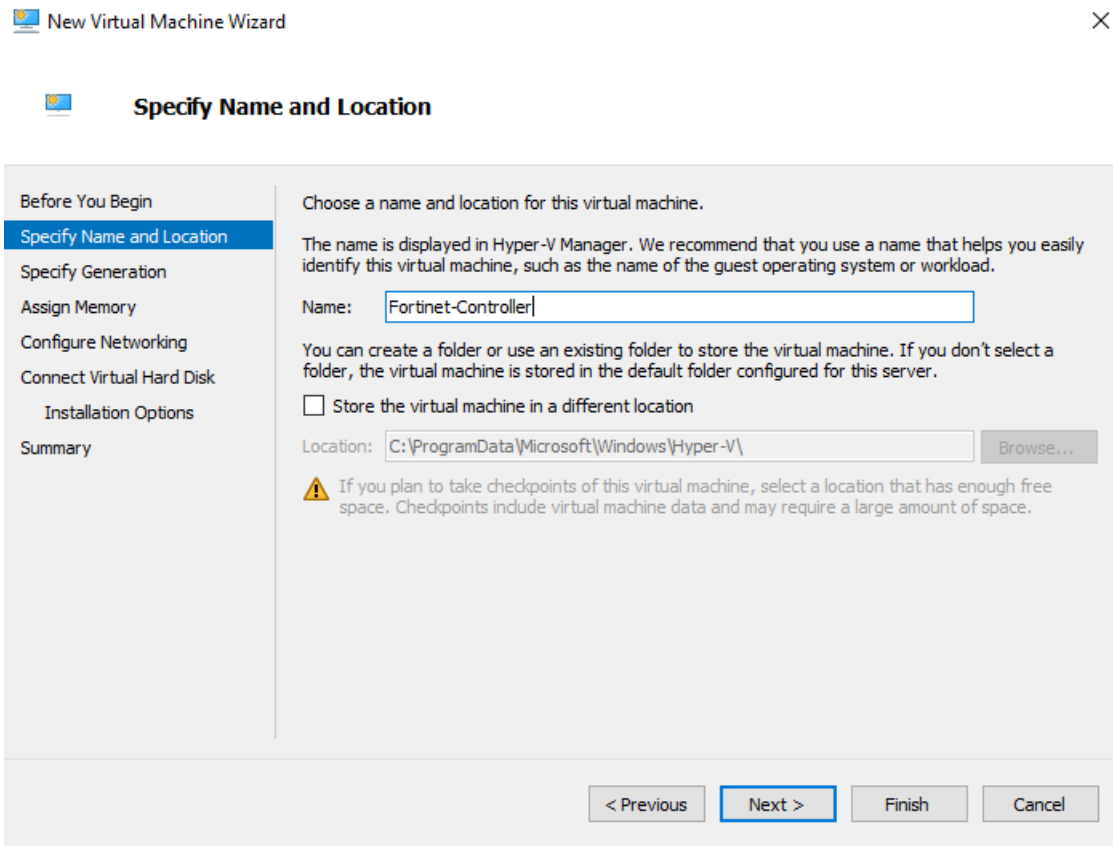
Configuring the Virtual Controller

1. Download the package file to *C:\Users\Public\Documents\Hyper-V\Virtual hard disks* and unzip it. The file should have a unique name and one file is used to create only one instance.
2. Open the HYPER-V manager and select **New > Virtual Machine**.

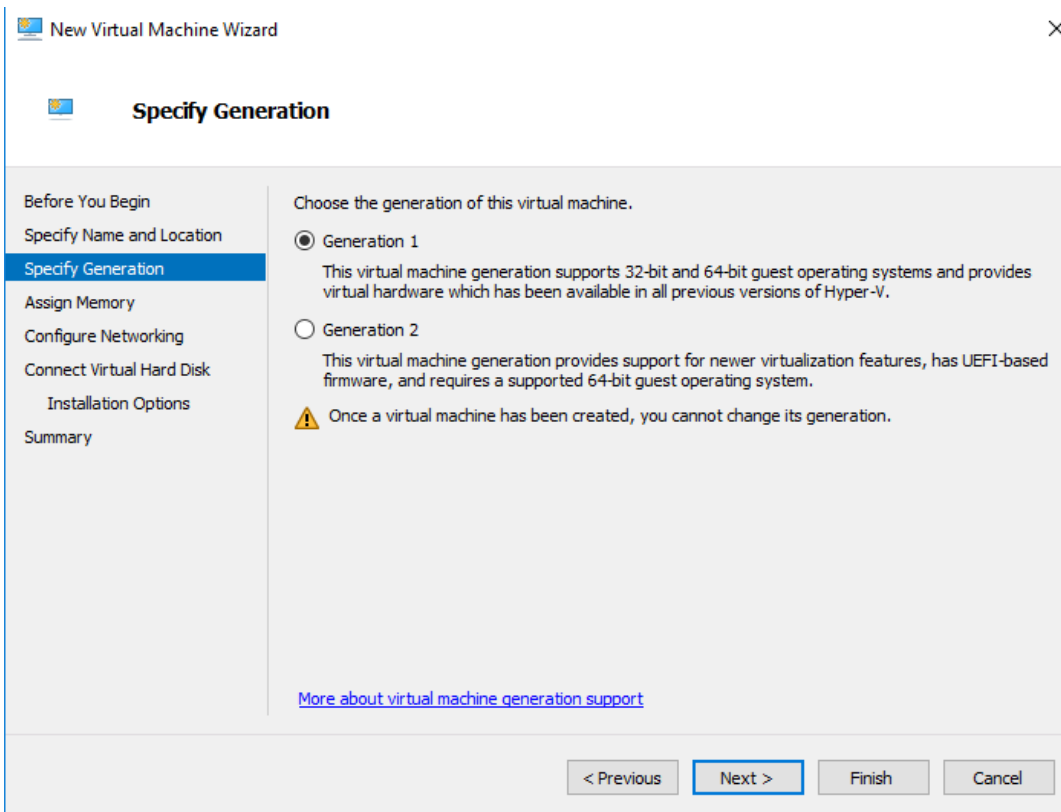


The **Virtual Machine** wizard is displayed.

3. Configure the following settings in the **Virtual Machine** wizard:
 - Specify Name and Location

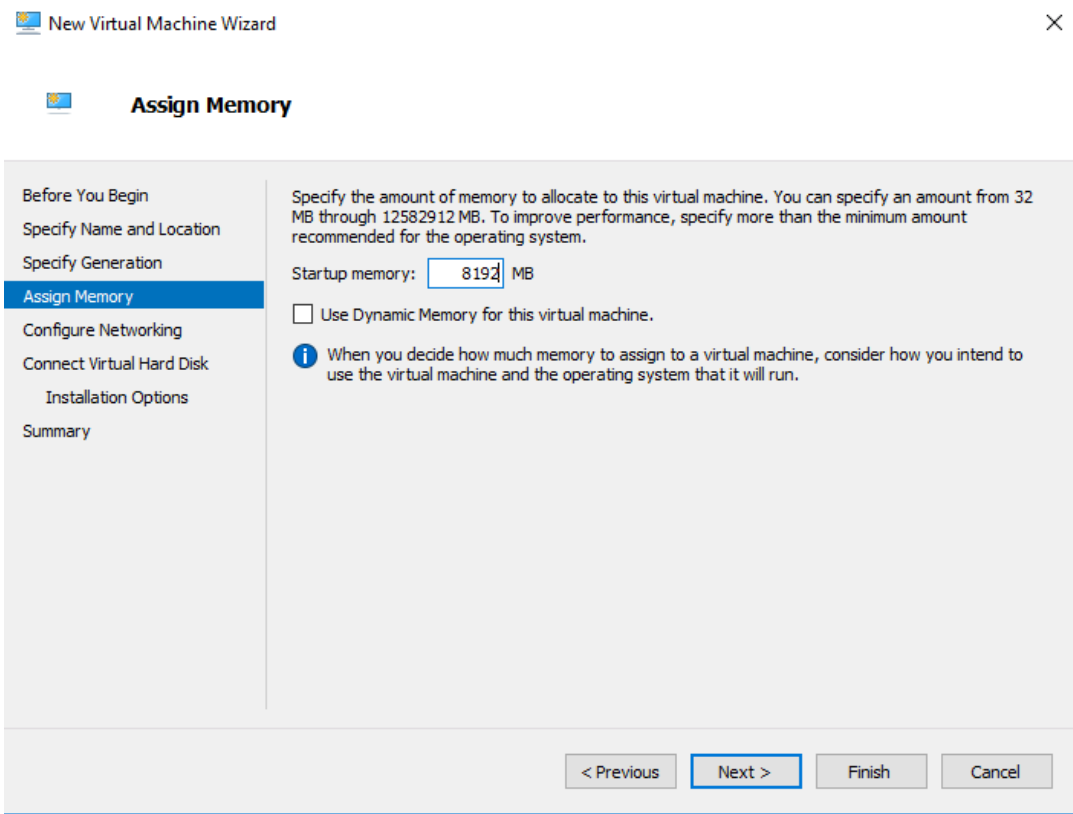


- Specify Generation – Select **Generation 1**.

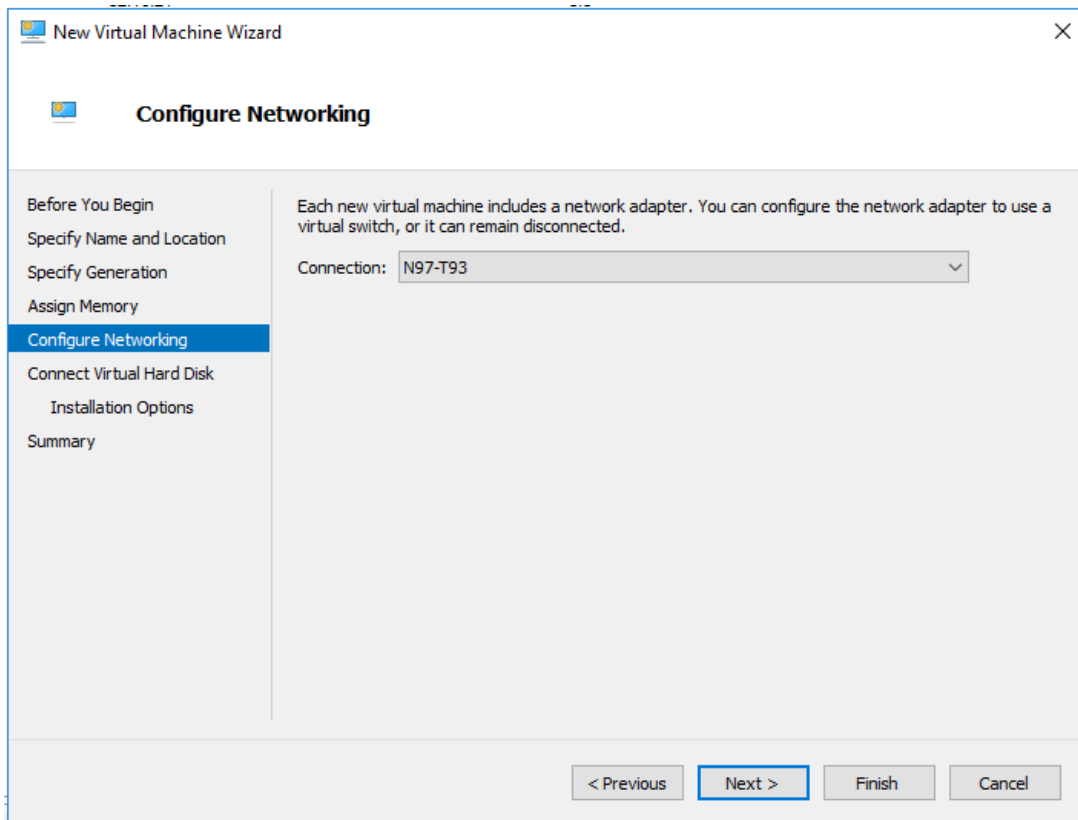


- Assign Memory ([Supported Hardware Configuration](#))

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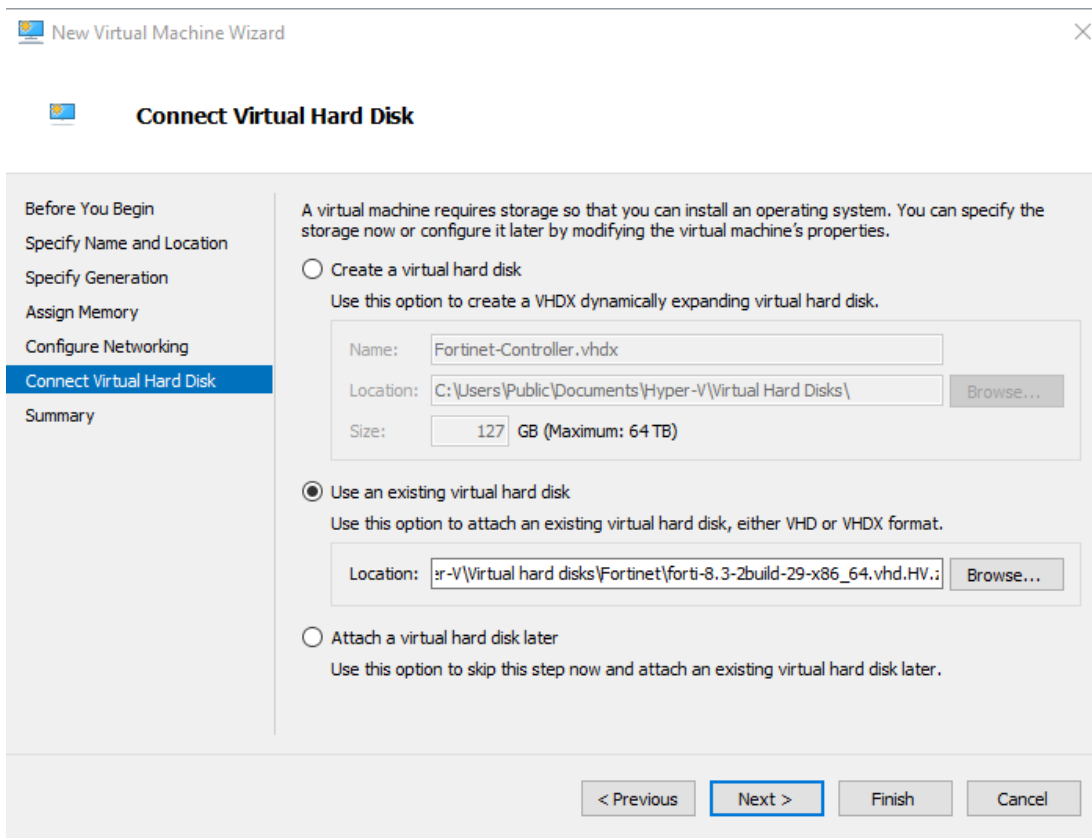


- **Configure Networking**

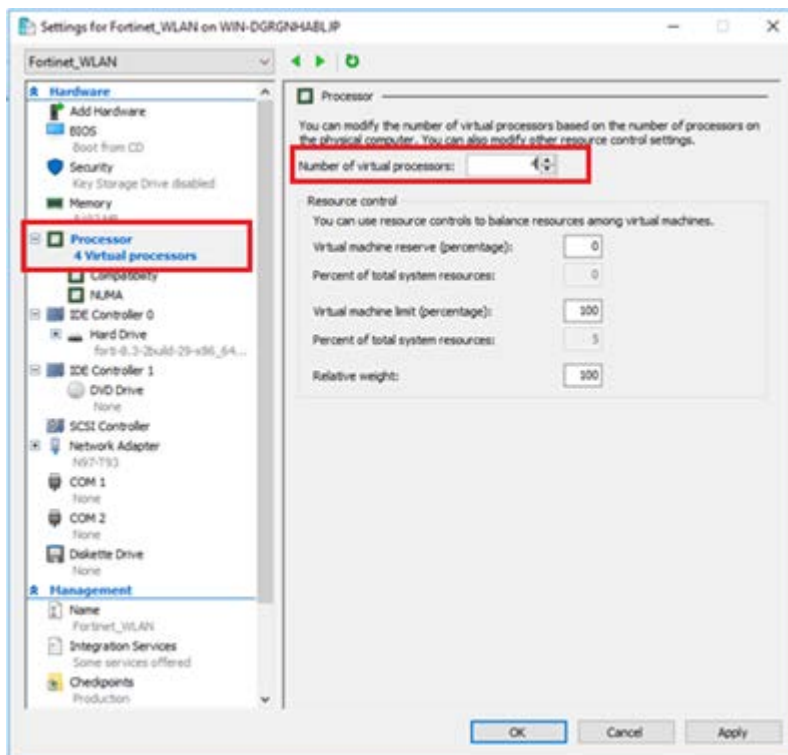


- **Connect Virtual Hard Disk – Select Use an existing virtual hard disk**

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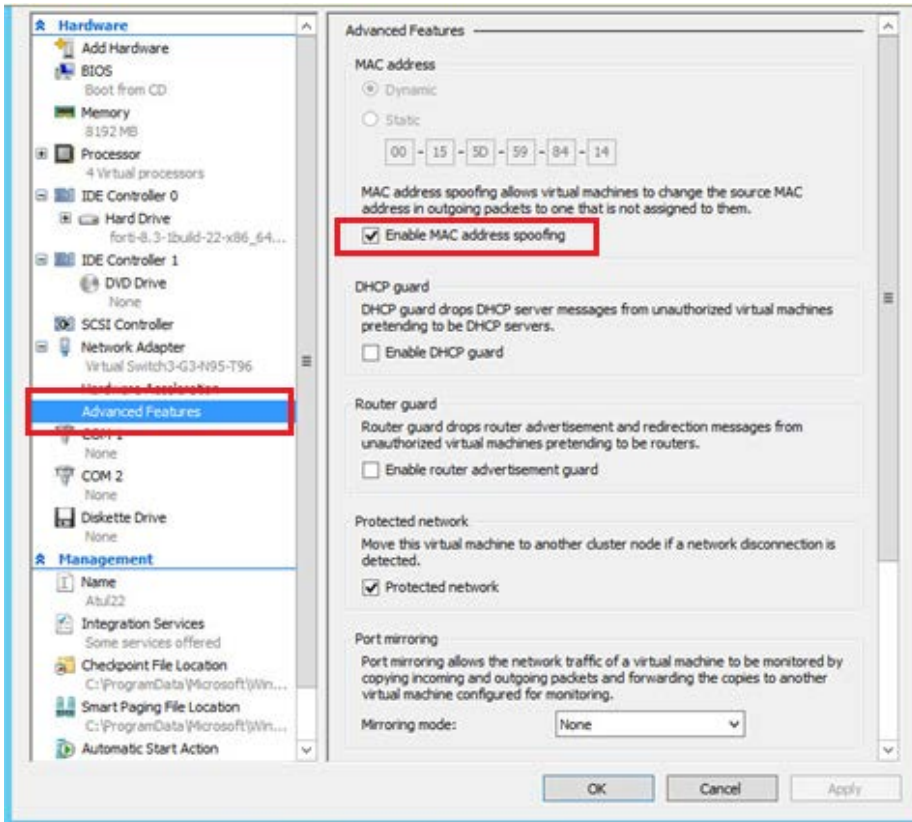


4. Click **Finish**. The virtual machine is listed.
5. Select the newly created virtual machine and double-click. The settings are displayed.
6. Specify the **Number of virtual processors** in the **Processor** settings.



7. Select **Enable MAC address spoofing** in the **Advanced Features** settings to establish wireless connectivity.

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The Virtual Controller deployment is complete.

8. Run the following command in secure shell on each instance to get the configured VLAN working. This is a sample command:

```
Set-VMNetworkAdapterVlan -Trunk -AllowedVlanIdList "96" -VMName "Forti22" -VMNetworkAdapterName "Network Adapter" -NativeVlanId 0
```

License Management for Fortinet Virtual Controllers

This section assumes you have already received your entitlement for the Fortinet Virtual Controller you ordered. Along with the entitlement that allows you to obtain the license for your instance, you would also have received instructions on where to download the right version of the software for the model you ordered.



Note: Obtain the license only after completing the installation of the Virtual Controller. Contact the Forticare Support with the details entailed in the following sections to obtain the license.

FWC-VM Series Virtual Controllers

After completing installation of the Virtual Controller, login to the controller and run the **setup** command to generate the system-id. Perform the following steps to obtain the license.

1. Run the **setup** command on the Controller to generate the system-id, configure the hostname, and configure the static IP address of the Controller, to ensure that the IP address does not change as the system-id/license is mapped to the IP address of the Controller.
2. Save the configuration. The Controller restarts.
3. Run the **show system-id** command to obtain the system-id.
4. Share the Virtual Controller model details and system-id with the Forticare Support team.
5. Configure the Virtual Controller instance with the required resources ([Supported Hardware Configuration](#)) as per the model for which the license has been generated.
6. Install the license from the GUI (See section *Importing and installing a License*) OR from the CLI (Configuration Terminal mode => **vm-license scp://username@<Your file server IP Address>:<license filename>**)
7. Restart the Controller to apply the changes as per the generated license.



Note: A freshly installed system boots up as FWC-VM-50 with default license valid for 30 days.

- System-id is not get generated until you run the **setup** command on a fresh instance.
- System-id is coupled with the IP address. Hence, any change in the IP address generates a new system-id thereby failing validation of the older license. In this case, a new license is required. Changing the IP address via CLI followed by a reboot to activate the new IP address does not generate a new system-id. Hence, license validation fails and the Controller is once again the FWC-VM-50 model. Therefore, use only the **setup** command to change the Controller IP address.
- After the license is invalidated due to a change in the system-id and the controller is once again a FWC-VM-50 model, ensure that you [delete](#) the invalid license for the Controller to function properly. Else, the Controller reboots after every one hour.

Importing and Installing a License

Perform these steps to obtain the license using the GUI.

1. Navigate to **Maintenance > System > VM Licensing**
This image displays a freshly installed system which has a default license (trial based) valid for 30 days from the license issued date.
2. In the **VM Licensing** wizard, click **Import** to add a license. By default, this page lists the license available on the system which includes details on the Virtual Controller model.

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Product	Issue date	Start date	End date	License Type	Status	License Info
FWC-VM-50	06/19/2017	06/19/2017	07/19/2017	TRIAL BASED	VALID	On Trial License

License Validation

After the license is imported, validation is performed on the license parameters. If that validation succeeds and the appropriate hardware resources for the requested controller model are allocated, then the license is installed successfully. If either license validation or hardware resource validation fails, the system reverts to the default license. See section *Supported Hardware Configuration* for further details.

Once the license is installed successfully, it replaces the default license. There are two types of licenses – Trial Based and Perpetual (Never ending).

License Monitoring

The license validation happens after every one hour at regular intervals. With 30 days to go for expiry, alarms are raised on the controller. The Software License Expired alarm is generated as per the configured severity. The default severity is critical.

In a fresh installation running on a default license (FWC-VM-50) which is valid for 30 days, you get 30 additional days within which to purchase and apply for a valid license. If a valid license is not imported, at the end of additional 30 days, the Controller will reboot and the APs will go to offline state.

To delete a **perpetual** license, select the license and click **Remove License** or run the **delete vm-license** CLI command. After the license is deleted, the Controller reboots and comes up as FWC-VM-50 with the default trial based license.



Note: Deletion of trial based license is not allowed.

MC-VE Series Virtual Controllers

After completing installation of the Virtual Controller, login to the controller and run the **show system-id** command.

You will need the output of this command along with the entitlement ID to generate the license key for your Virtual controller.

The system-id parameter is computed based on the configuration gathered through the setup process in the Controller or entered using the Ez-Setup wizard. The following fields are captured through the setup process.

- Time zone
- Hostname
- IP Address of Controller's primary interface
- IP Mask of Controller's primary interface
- Gateway Address of Controller's primary interface
- Country Code
- VC model

Share the Virtual Controller model details, system-id, and the license validity period (or permanent license) with the Forticare Support team.

Any subsequent changes to the parameters above would warrant you to get a new license.

Fortinet Virtual Controller Management

Like any conventional Hardware Controller that Fortinet offers, the Virtual Controller can be managed by directly accessing the controller using the System Director Web UI or FortiWLM.

Refer to System Director Configuration Guide and Command Reference guide and other System Director for configuring and managing your Virtual Controller. The term Controller refers to Physical appliance as well as your Virtual Controller.

Fortinet Virtual Controller Upgrade

Virtual Controllers can be upgrade the same way the Hardware controllers are upgrade. Download the appropriate Virtual Controller image from Fortinet Customer Support website.

Upgrading the controller can be done in the following ways:

- Using the FTP, TFTP, SCP, and SFTP protocols.
- Navigate to **Maintenance < File Management** in the FortiWLC GUI to import the downloaded package.

The following are sample commands for upgrading the Virtual Controllers using any of these protocols.

- `upgrade-image tftp://10.xx.xx.xx:forti-x.x-xbuild-x-x86_64-rpm.tar both reboot`
- `upgrade-image sftp://build@10.xx.xxx.xxx:/home/forti-x.x-xGAbuild-88-FWC1KD-rpm.tar both reboot`
- `upgrade-image scp://build@10.xx.xxx.xxx:/home /forti-x.x-xGAbuild-88-FWC1KD-rpm.tar both reboot`
- `upgrade-image ftp://anonymous@10.xx.xx.xx:forti-x.x-xbuild-x-x86_64-rpm.tar both reboot`

After upgrade, the Virtual Controller should maintain the System-id of the system, unless there were some changes in the fields that are used to generate the system-id. See the to the Licensing section for detailed information.

The International Virtual Controller can be installed, configured, licensed and upgraded the same way.

Fortinet Virtual Controller High Availability

Virtual Controller are affordable and an easy way to achieve High Availability for your environment. These are some highlights of the Virtual Controllers High Availability deployment:

- N+1 slave for controller appliances.
- **The FWC-VM Series Virtual Controllers** - Supports HW appliances of same model, for example,1000D-VM can act as N+1 slave for 1000D-VM only.
- **The MC-VE Series Virtual Controllers** - Supports HW appliances of same model and lower, for example,MC4200-VE can act as N+1 slave for MC4200-VE, MC3200-VE, and MC1550-VE.
- When a controller slave becomes active, the slave model operates with the same capacity as that of the master controller it has taken over.

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This table describes the N+1 compatibility with the MC Series as the master.

Slave	Master						
	MC1550	MC1550-VE	MC3200	MC3200-VE	MC4200	MC4200-VE	MC6000
MC1550	✓	X	X	X	X	X	X
MC3200	X	X	✓	X	X	X	X
MC4200	X	X	X	X	✓	X	X
MC6000	X	X	X	X	X	X	✓
MC1550-VE	✓	✓	X	X	X	X	X
MC3200-VE	✓	✓	✓	✓	X	X	X
MC4200-VE	✓	✓	✓	✓	✓	✓	X
FWC-50D	X	X	X	X	X	X	X
FWC-VM-50	X	X	X	X	X	X	X
FWC-200D	X	X	✓	X	X	X	X
FWC-VM-200	X	X	X	X	X	X	X
FWC-500D	X	X	X	X	✓	X	X
FWC-VM-500	X	X	X	X	X	X	X
FWC-1000D	X	X	X	X	X	X	X
FWC-VM-1000	X	X	X	X	X	X	X
FWC-3000D	X	X	X	X	X	X	X
FWC-VM-3000	X	X	X	X	X	X	X

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This table describes the N+1 compatibility with the FWC Series as the master.

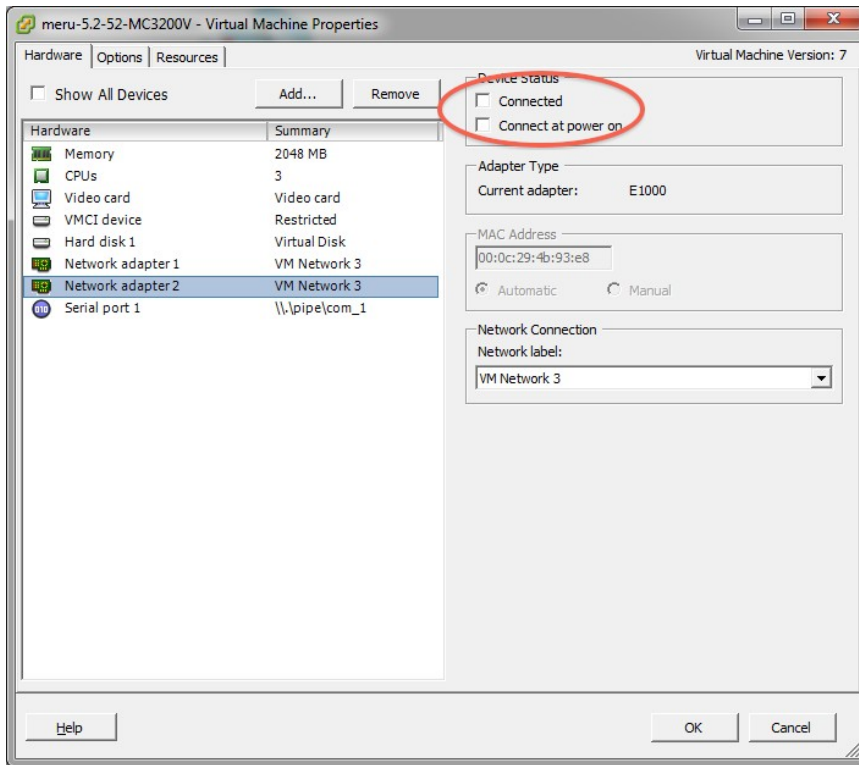
	FWC-50D	FWC-VM-50	FWC-200D	FWC-VM-200	FWC-500D	FWC-VM-500	FWC-1000D	FWC-VM-1000	FWC-3000D	FWC-VM-3000
MC1550	X	X	X	X	X	X	X	X	X	X
MC3200	X	X	✓	X	X	X	X	X	X	X
MC4200	X	X	X	X	✓	X	X	X	X	X
MC6000	X	X	X	X	X	X	X	X	X	X
MC1550-VE	X	X	X	X	X	X	X	X	X	X
MC3200-VE	✓	X	✓	X	X	X	X	X	X	X
MC4200-VE	✓	X	✓	X	✓	X	X	X	X	X
FWC-50D	✓	X	X	X	X	X	X	X	X	X
FWC-VM-50	X	✓	X	X	X	X	X	X	X	X
FWC-200D	X	X	✓	X	X	X	X	X	X	X
FWC-VM-200	X	X	X	✓	X	X	X	X	X	X
FWC-500D	X	X	X	X	✓	X	X	X	X	X
FWC-VM-500	X	X	X	X	X	✓	X	X	X	X
FWC-1000D	X	X	X	X	X	X	✓	X	X	X
FWC-VM-1000	X	X	X	X	X	X	X	✓	X	X
FWC-3000D	X	X	X	X	X	X	X	X	✓	X
FWC-VM-3000	X	X	X	X	X	X	X	X	X	✓

Troubleshooting Tips

APs not connecting to the controller & seeing duplicate responses for pings from the controller to an outside system:

Probable cause: The same vSwitch is being used for both vNICs, define separate vSwitches for each vNIC. Alternatively you could disable one of the vNICs in the virtual machine.

You can disable the 2nd vNIC, by un-checking the following fields
Connected & Connect at Power On



Clients not able to connect to the network

If you look at the station log and see “Client moved to wired side”. This is an indication that your vSwitches are not configured properly. Potentially vSwitch is not mapped to one physical vNIC or the physical resources is not bonded properly or multiple hosts are sharing the same vSwitch.

How To Capture Events leading to a Crash on Virtual Controller

1. Unlike physical controllers, virtual controllers may not generate a kernel-gather file if they crash.
2. It should generate a file Fortinet-kernel-diag similar to Physical controller unless you encounter silent reboot which can happen to both VM and Physical controller.
3. The output for a virtual controller crash may well look like a fault on VMWare.
4. To confirm, connect a PC to the serial port of the physical host (virtual blade).
5. Map the serial port resource on the host to the VMware image.
6. Try to connect via PuTTY (same serial settings as those set for a physical host) to virtual controller.
7. You will be able to catch the reboot reason / crash log, the next time the event occurs.

Does Fortinet Support Mesh on Virtual Controllers?

Yes, Fortinet supports Mesh on Virtual controllers as well.

Notice

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