FortiSIEM - Licensing Guide

Version 5.3.0

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08/10/2021
FortiSIEM 5.3.0 Licensing Guide

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Licensing

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Overview

Starting release 4.10.0, FortiSIEM will only accept licenses issued by FortiCare. AccelOps license server will not issue any more licenses effective immediately.

FortiSIEM license key generation has been improved. Starting September 11, 2017, FortiCare will generate licenses ONLY using the new license key generation algorithm and will only work with FortiSIEM 4.10.0 and later releases.
This has the following implications:

- If you want a new FortiCare license key, for any reason (for example, to extend maintenance and support or buy additional device license), you must upgrade to 4.10.0 first and then apply the 4.10 license.
- **If you are upgrading to FortiSIEM 4.10.0, you must get a newly generated license key before starting the upgrade process.**

Note: **FortiSIEM license issued by AccelOps license server will continue to work until the license expires**. However, you have to get a new license from FortiCare if:

- your current FortiSIEM license has expired.
- you must buy additional services.
- you have a valid license and must upgrade to FortiSIEM 4.10.0 and above.

Prerequisites

Before proceeding with FortiSIEM license registration, read and save the required information related to the following:

1. Registration Code
2. Hardware ID
3. FortiSIEM Image Download Site

1) Registration Code

FortiSIEM product functionality is driven by the product SKUs below. You have to first purchase the right combination of SKUs based on your needs from Fortinet. You will receive the registration letters via email that will contain a separate registration code for every SKU. You must use these registration SKUs to obtain FortiSIEM license.

Product	SKU	Description
FortiSIEM Base Product		
FortiSIEM All-In-One Perpetual License	FSM-AIO-BASE	Base All-In-One (AIO) Perpetual License for 50 devices and 500 EPS.
	FSM-AIO-XXXX-UG	Add X devices and EPS/device All-In-One (AIO) Perpetual license for Non-MSP/MSP's.
FortiSIEM All-In-One Subscription License	FC[1-8]-10-FSM98-180-02-DD	Per Device Subscription License that manages minimum X devices, 10 EPS/Device.
FortiSIEM Additional Products		
FortiSIEM End-Point Device Perpetual License	FSM-EPD-XX-UG	Add XX End-Points and 2 EPS/ End-Point for End-Point Perpetual License
FortiSIEM End-Point Device Subscription License	FC[1-8]-10-FSM98-184-02-DD	Per End-Point Subscription License for minimum X End-Points, 2 EPS/End-Point
Add 1 EPS Perpetual License	FSM-EPS-100-UG	Add 1 EPS Perpetual
Add 1 EPS Subscription License	FC1-10-FSM98-183-02-DD	Add 1 EPS Subscription
FortiSIEM Advanced Windows Agent Perpetual License	FSM-WIN-ADV-XX-UG	XX Advanced Windows Agents for Perpetual License
FortiSIEM Advanced Windows Agent Subscription License	FC[1-8]-10-FSM98-182-02-DD	Per Agent Subscription License for minimum XX Advanced Windows Agents
IOC Service Subscription License	FC[1-G]-10-FSM98-149-02-DD	(X Points) FortiSIEM Indicators of Compromise (IOC) Service. 1 device or 2 End points or 3 Windows Agents equals 1 point.
FortiSIEM Support		
FortiCare Support for FortiSIEM	FC[1-G]-10-FSM97-248-02-DD	24x7 FortiCare Contract (X points). 1 device or 2 End points or 3 Windows Agents equals 1 point.

2) Hardware ID

The Hardware ID (UUID) is used to uniquely identify the server where FortiSIEM Supervisor node will run. Based on the user-level, follow the steps below to get the Hardware ID.

- **New user:**
  Follow one of the methods below:
  - Open **`https://<ip_of_supervisor>/`**.
    The license upload page displays the Hardware ID.
  - Go to the server where FortiSIEM Supervisor node has to be installed or is currently installed.
    i. Login via SSH as `root`.
    ii. Run the command `cat /sys/class/dmi/id/product_uuid`
    iii. Note the output – you will need this to create a license.

    ```
    # cat /sys/class/dmi/id/product_uuid
    4217EB48-63D4-5885-EEE7-C3EDD9589891
    ```

- **Existing user:**
  - Flash GUI: Go to **Admin** > **License Management**.
  - HTML5 GUI: Go to **ADMIN** > **License** > **License**.

3) FortiSIEM Image Download Site

- **Fresh installation**:
  - If you are new to Fortinet products and do not have a support account other than FortiSIEM, download the FortiSIEM image from the Fortinet Support website https://support.fortinet.com. See "Downloading FortiSIEM Products" for more information on downloading products from the support website.
  - If you have existing Fortinet products, login to the Fortinet support site and find the image under **Download** > **Firmware Images**.

License for New Users

This section describes the procedures for new FortiSIEM users to license FortiSIEM product. There is no Base requirement for Subscription License, but the Ordering Quantity has to meet minimum quantity requirements of each SKU.

Note: The base device related SKUs has to be registered first.

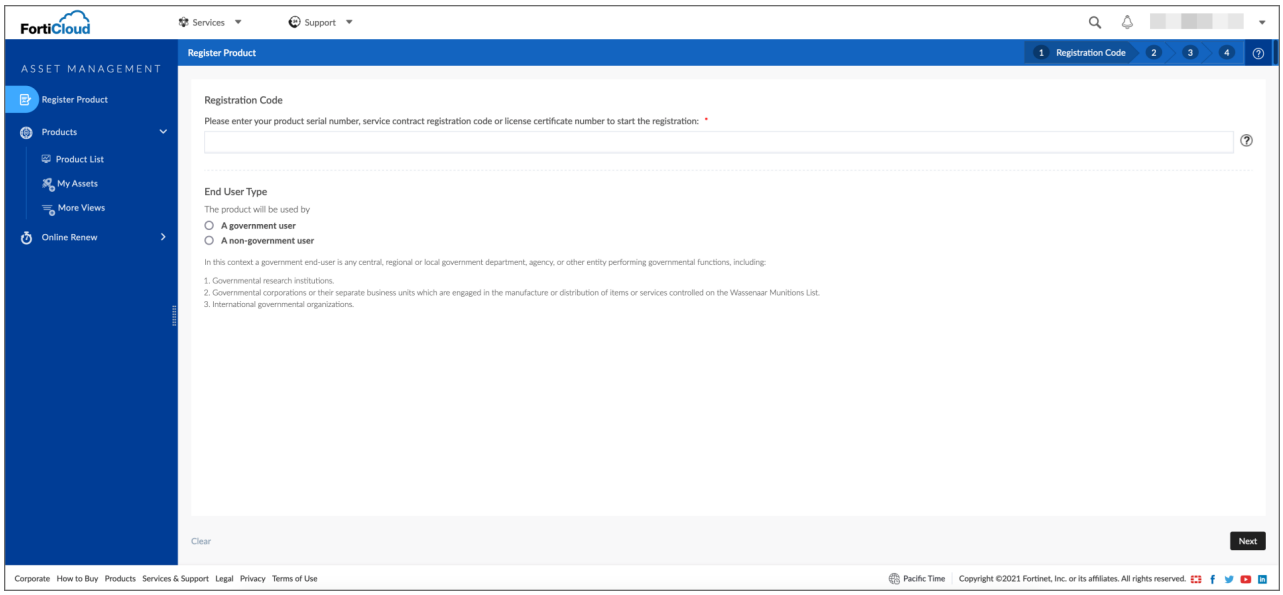
Base SKU	Description
FSM-AIO-BASE	Base all-in-one Perpetual License for 50 devices and 500 EPS
FC[1-8]-10-FSM98-180-02-DD	Per Device Subscription License that manages minimum X devices, 10 EPS/Device.

Other FortiSIEM products such as additional devices, windows agents, IOC Services, Maintenance and Support etc. can be added after the Base has been registered.

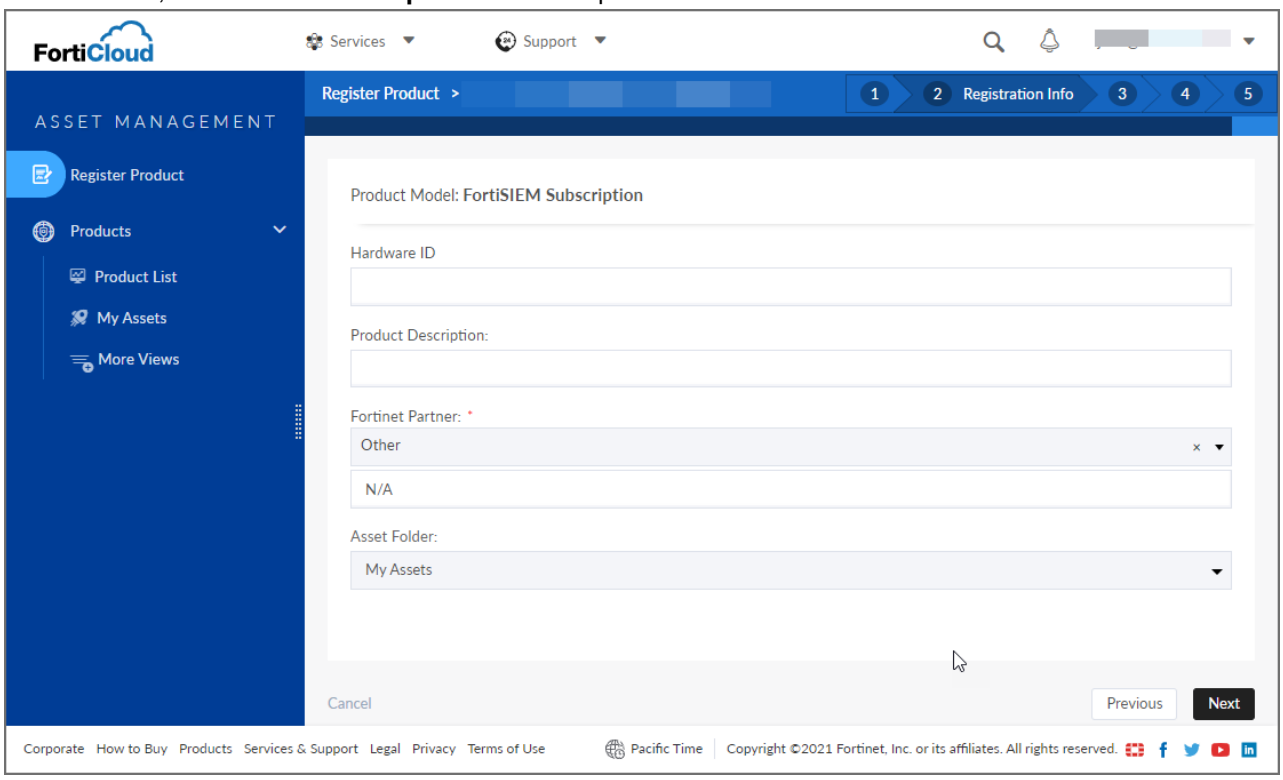
- Registering Base FortiSIEM Product
- Adding Additional Devices/Services

Registering Base FortiSIEM Product

1. Go to FortiCare Product Registration link: https://support.fortinet.com/
2. Click **Register** to create an account.
3. Log in using your **Account ID/Email** and **Password**.
4. Click the **Register More** button.
5. On the **Register Product > (1) Register Code** page, in the **Registration Code** field, enter the **Registration Code** of the Base license based on the license type.
   - **Subscription based license**: Open the SKU file corresponding to the Subscription based license: FC*[1-8]-10-FSM98-180-02-DD* and get the Registration code.
   - **Perpetual license**: Open the SKU file corresponding to the Base Perpetual License: *FSM-AIO-BASE* and get the Registration code.

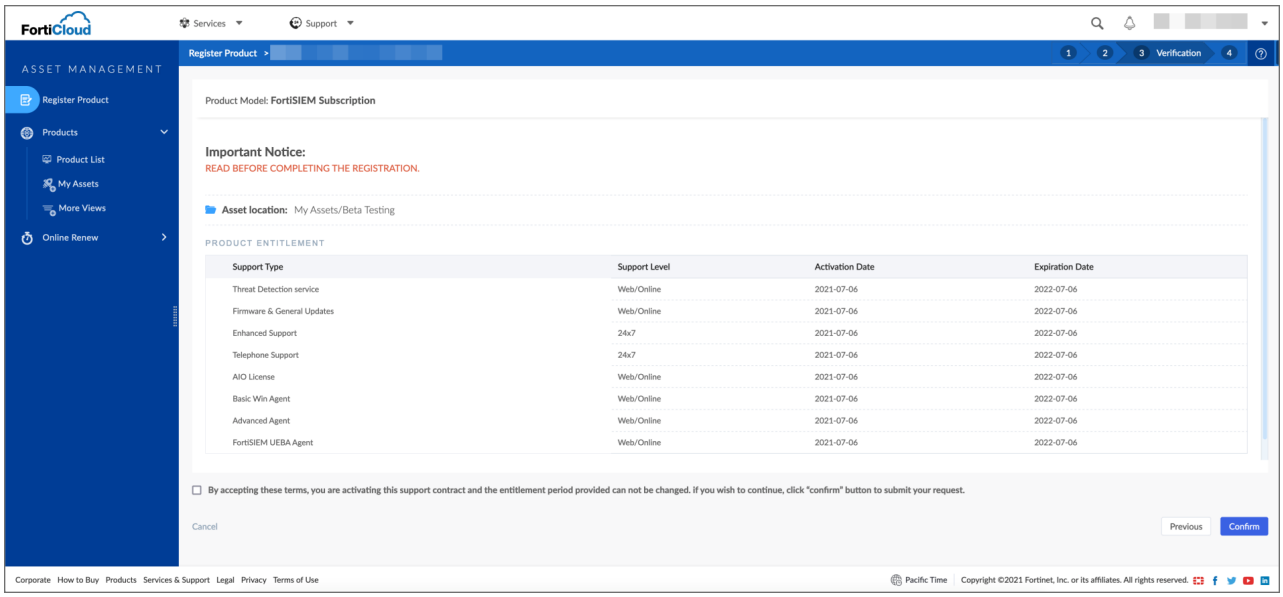


6. Select the **End User Type** and click **Next**.
7. On the **Register Product > (2) Registration Info** page, select the **Fortinet Partner** type from the list. The **Hardware ID**, and **Product Description** fields are optional.

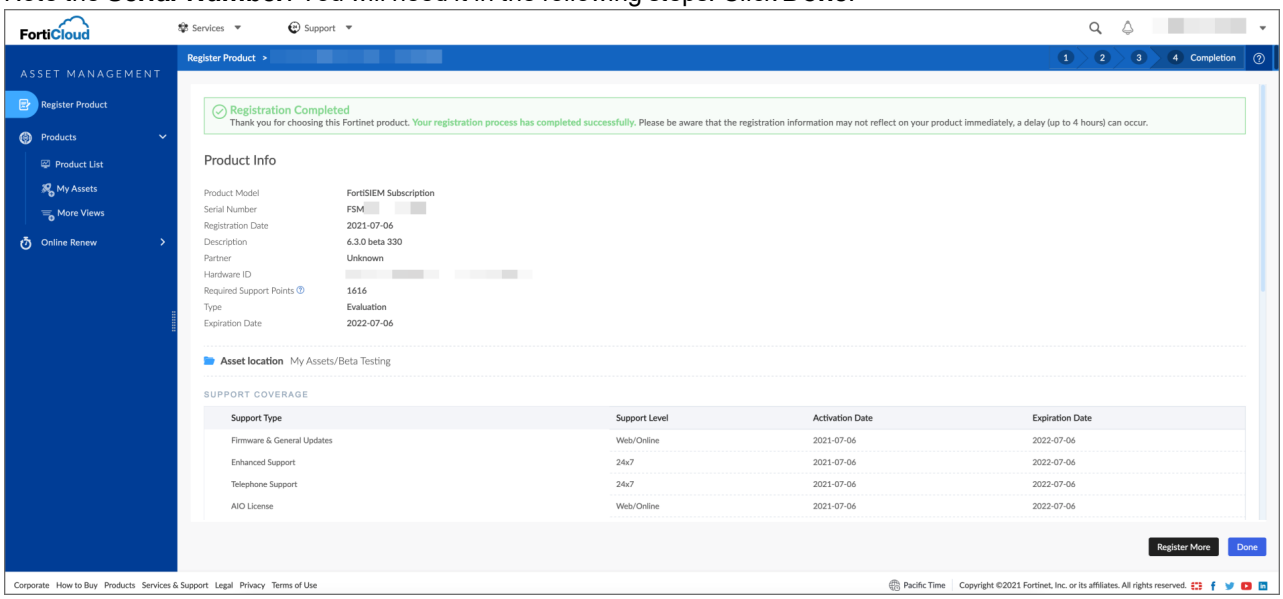


8. Click **Next**.
9. Read and agree to the terms and conditions of **Fortinet Product Registration Agreement** and click **Next**.

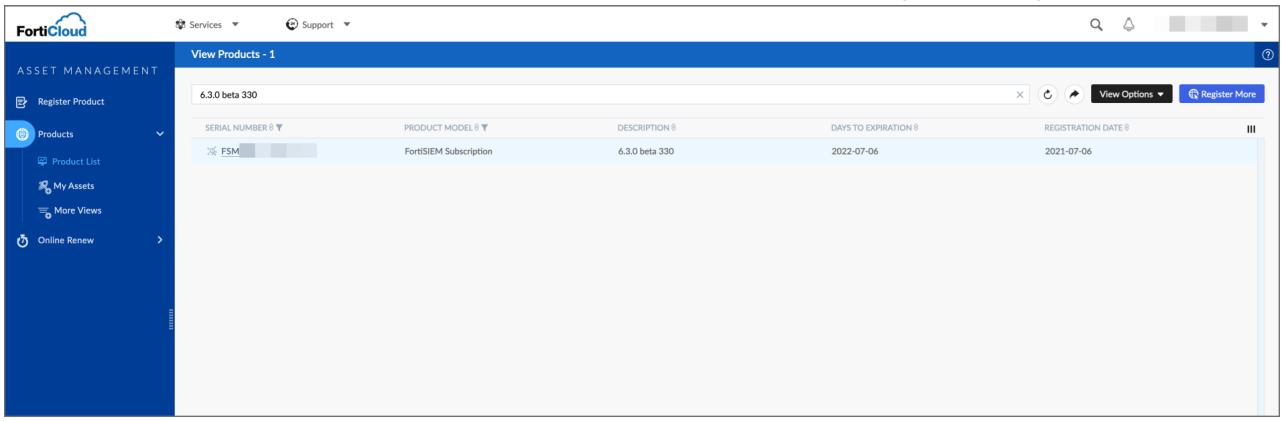
10. On the **Verification** page, read and agree to the terms, and click **Confirm**.



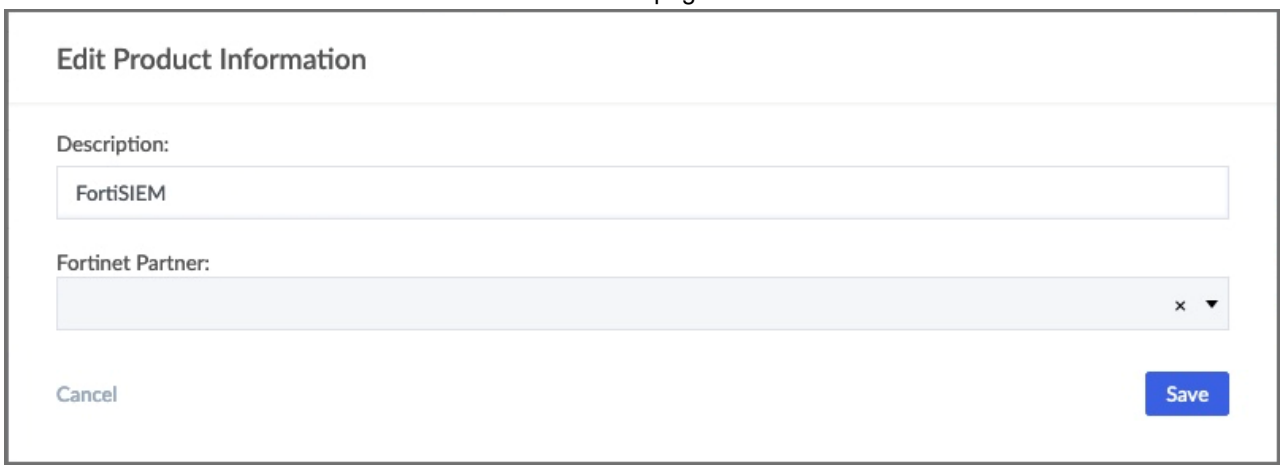
11. Verify the information displayed under **Product Info**.
Note the **Serial Number**. You will need it in the following steps. Click **Done**.



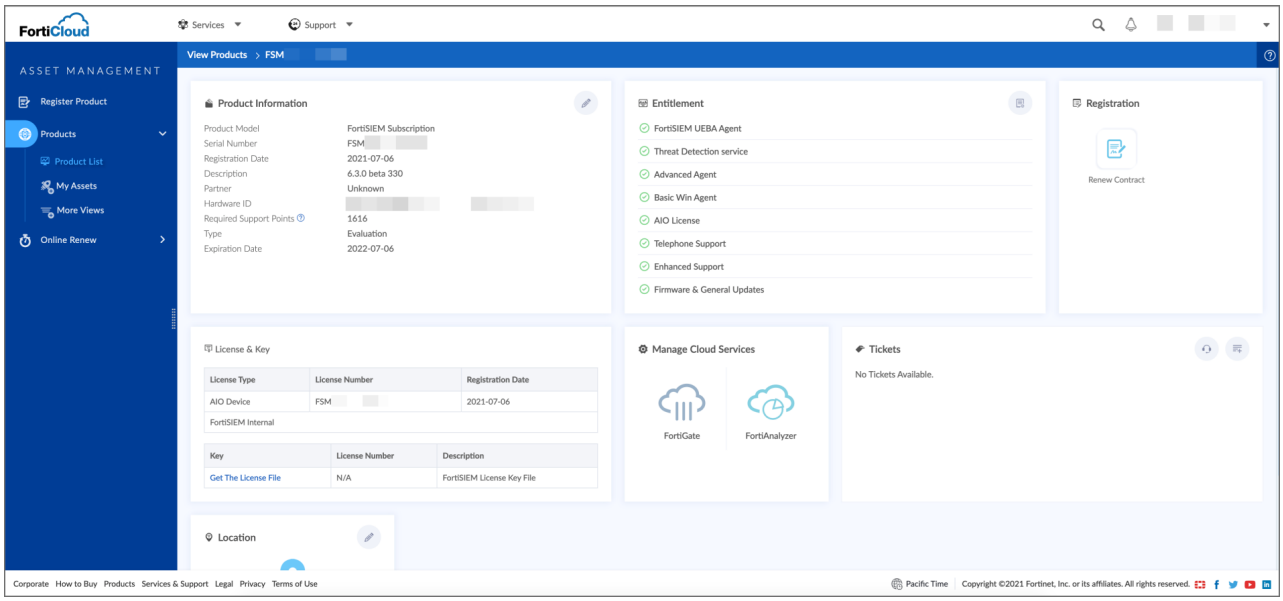
12. Go to **Products** > **Product List** and click the **Serial Number** obtained from the previous step.

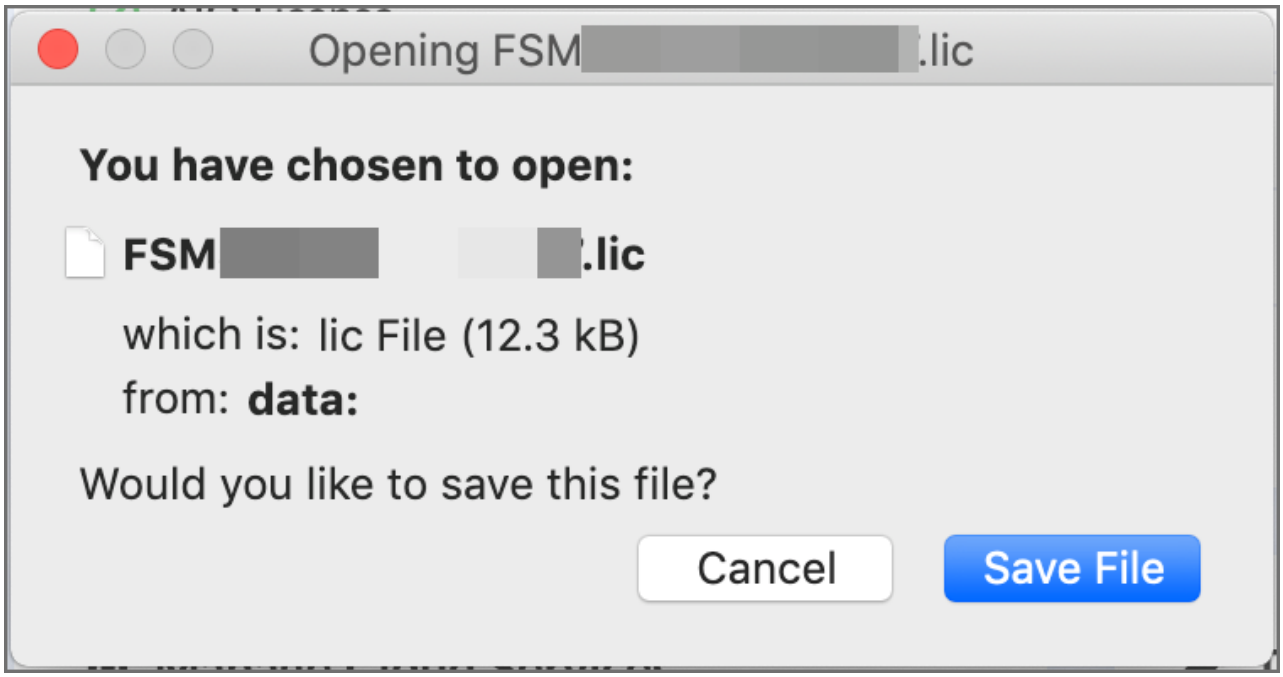


13. Click on the pencil icon to edit. The **Edit Product Information** window appears. Associate the **Hardware ID** of the VM where the Supervisor is going to run . The Hardware ID can be obtained by following the steps in Prerequisites (b).
14. Enter the **Hardware ID** in the **Edit Product Information** page and click **Save**.



15. Select **License & Key** and click **Get The License File** link to download the license.
Note: If you must add additional devices to the license, download the license file after adding all the devices following the steps under "Adding Additional Devices/Services".

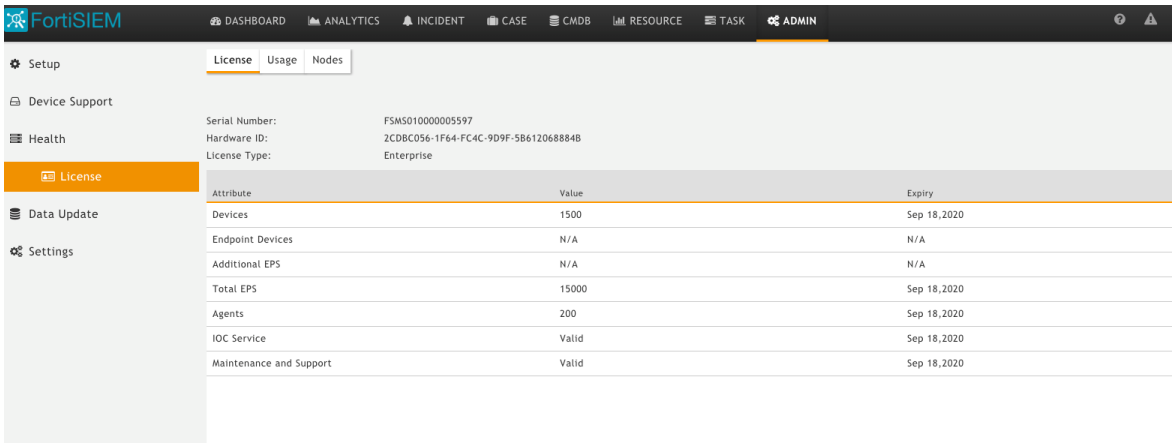




16. Download and install FortiSIEM. See Prerequisites (c) for the image location.
17. Once FortiSIEM is installed, log in and click **Browse** to select the license file.
    Note: **If the UI does not redirect to the license upload screen, open `https://<ip_of_supervisor>/phoenix/licenseUpload.html` and upload the license file.**

18. Enter the **User ID** (default value: *admin)* and **Password** (default value: *admin*1*).
19. Select the **License Type** based on the deployment type as:
    - **Enterprise** for single organizations
    - **Service Provider** for multiple organizations

    Note: For earlier versions of FortiSIEM, the **License Type** options displayed were **VA** for Enterprise and **SP** for Service Provider.
20. Click **Upload** which is enabled after selecting the license file.
21. Verify the license following one of the methods:
    a. Verify the license information on FortiSIEM GUI:
       - Flash GUI: **Admin** > **License Management**
       - HTML5 GUI: **ADMIN** > **Health**> **License**.



    b. On the server where FortiSIEM is installed, execute the command on the license file and verify the license information:
       - `# phLicenseRead <LicenseFile>`

```
[root@VA111 ~]# phLicenseRead FSMS010000000255.lic
Attribute                       Value                   Expiration Date
Serial Number                   FSMS010000000255
License Type                    Not Decided
Devices                         500                     Jul 03, 2017
Endpoint Devices                N/A                     N/A
Endpoint Device EPS             N/A                     N/A
Additional EPS                  N/A                     N/A
Total EPS                       5000                    Jul 03, 2017
Basic Windows Agents            100                     Jul 03, 2017
Advanced Windows Agents         100                     Jul 03, 2017
IOC Service                     Valid                   Jul 03, 2017
Maintenance and Support         Valid                   Jul 03, 2017
[root@VA111 ~]#
```

Note: Using this tool, you will not be able to identify the License type.

c. On the server where FortiSIEM is installed, execute one the following commands:

- `# phLicenseTool --show`
- `# phLicenseTool --verify`

```
[root@VA61 ec2test]# phLicenseTool --show
License Information:
Attribute                          Value                          Expiration Date
Serial Number                      FSMS010000000253
License Type                       Service Provider
Devices                            300                            May 01, 2018
Endpoint Devices                   150                            May 01, 2018
Additional EPS                     N/A                            N/A
Total EPS                          3300                           May 01, 2018
Basic Windows Agents               200                            May 01, 2018
Advanced Windows Agents            200                            May 01, 2018
IOC Service                        Valid                          Apr 30, 2020
Maintenance and Support            Valid                          Apr 30, 2020
[root@VA61 ec2test]# phLicenseTool --verify
license matched
[root@VA61 ec2test]#
```

Adding Additional Devices/Services

After registering the base license, you can register additional devices/services supported by FortiSIEM:

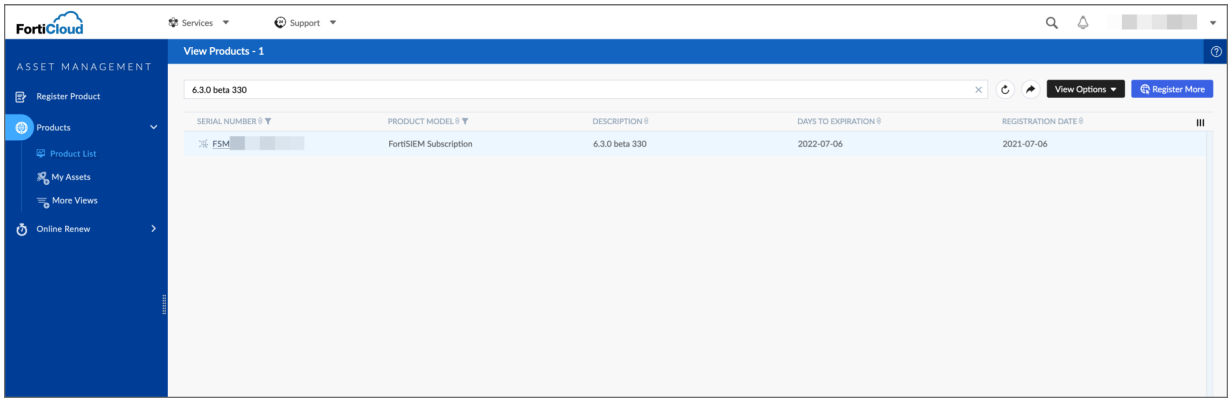
- Devices
- End points
- Windows Agents
- IOC Service
- Maintenance and Service

Follow the below steps to add a device/service:

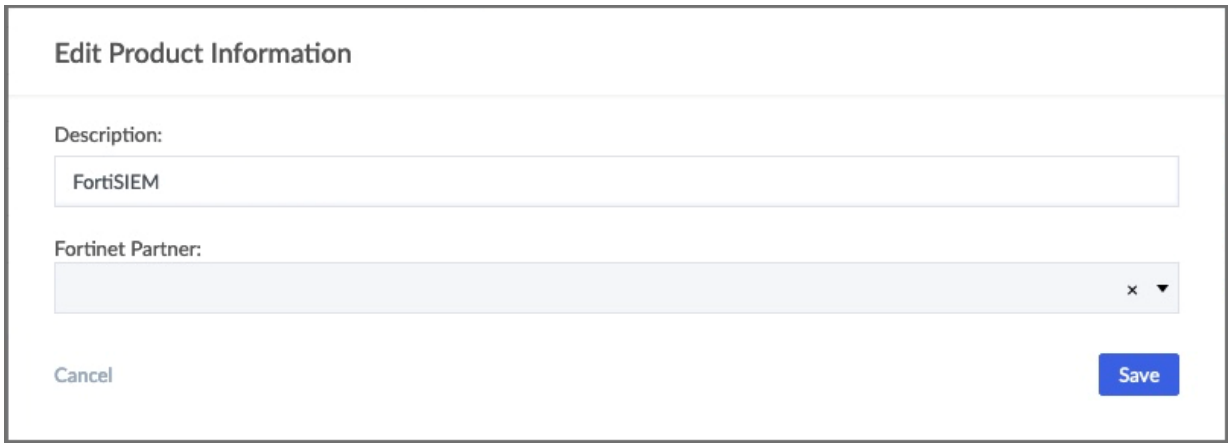
a. Open the SKU related to get the Registration code. Refer to the table under Prerequisites (a).

b. On FortiCare, click **Register Product** and add the **Registration code** of the new device.

c. Click the **Serial Number** obtained while registering the base.



d. Click on the pencil icon to edit. The **Edit Product Information** window appears. Associate the **Hardware ID** and click **Save**.



Note: If you are adding more devices or services, repeat the procedure of adding the related registration id to the same serial number and use the license generated at the end of registering all devices/services.

e. Select **License & Key** and click **Get The License File** to download the license.

f. Download and install FortiSIEM image from the Fortinet Support website https://support.fortinet.com. Refer to the Downloading FortiSIEM Products Guide for more information on downloading products from the support website.

g. Log in to FortiSIEM and click **Browse** to select the license file.

Note: **If the UI does not redirect to the license upload screen, open `https://<ip_of_supervisor>/phoenix/licenseUpload.html` and upload the license file.**

h. Enter the **User ID** (default value: *admin)* and **Password** (default value: *admin*1*).

i. Select the **License Type** based on the deployment type of your organization as:

- **Enterprise** for single organizations
- **Service Provider** for multiple organizations

Note: For earlier versions of FortiSIEM, the License Type options displayed were VA for Enterprise and **SP** for Service Provider.

j. Verify the license following one of the methods:

a. On FortiSIEM GUI:

- **Flash GUI**: Go to **Admin** > **License Management**
- **HTML5 GUI**: Go to **ADMIN** > **License** > **License**.

b. On the server where FortiSIEM is installed, execute the command on the license file and verify the license information:

- `# phLicenseRead <LicenseFile>`

```
[root@VA111 ~]# phLicenseRead FSMS010000000255.lic
Attribute                          Value                          Expiration Date
Serial Number                      FSMS010000000255
License Type                       Not Decided
Devices                            500                            Jul 03, 2017
Endpoint Devices                   N/A                            N/A
Endpoint Device EPS                N/A                            N/A
Additional EPS                     N/A                            N/A
Total EPS                          5000                           Jul 03, 2017
Basic Windows Agents               100                            Jul 03, 2017
Advanced Windows Agents            100                            Jul 03, 2017
IOC Service                        Valid                          Jul 03, 2017
Maintenance and Support            Valid                          Jul 03, 2017
[root@VA111 ~]#
```

Note: Using this tool, you will not be able to identify the License type.

c. On the server where FortiSIEM is installed, execute one the following commands:

- `# phLicenseTool --show`
- `# phLicenseTool --verify`

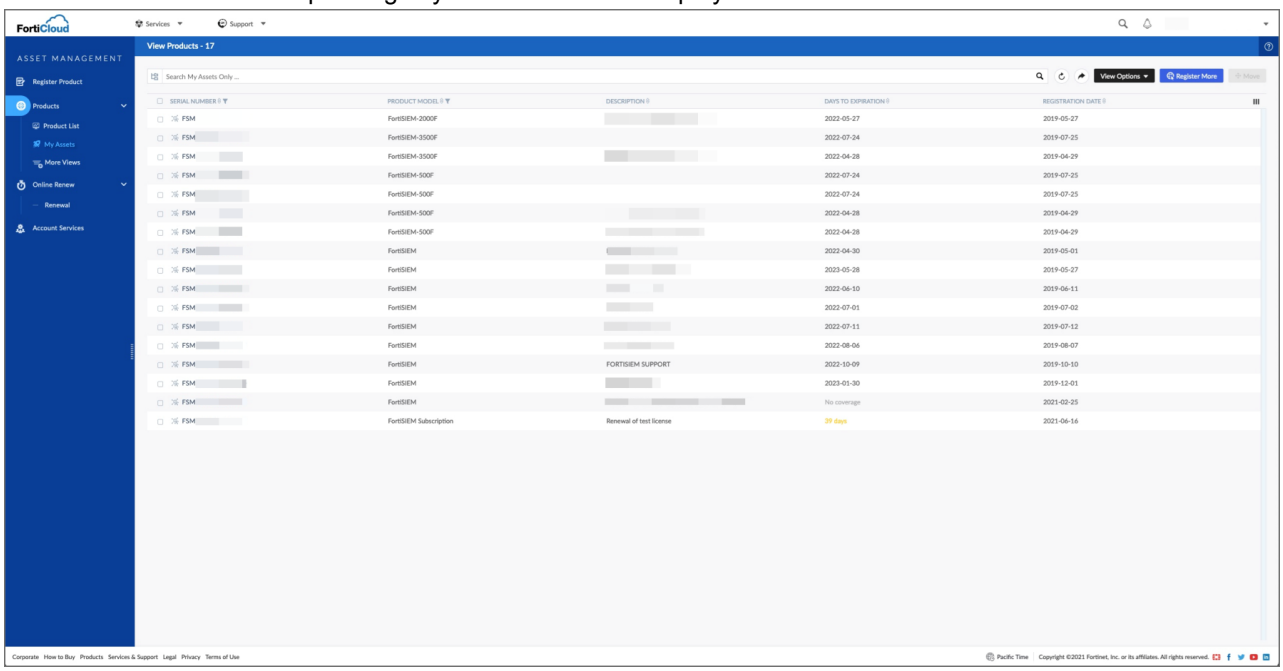
```
[root@VA61 ec2test]# phLicenseTool --show
License Information:
Attribute                          Value                          Expiration Date
Serial Number                      FSMS010000000253
License Type                       Service Provider
Devices                            300                            May 01, 2018
Endpoint Devices                   150                            May 01, 2018
Additional EPS                     N/A                            N/A
Total EPS                          3300                           May 01, 2018
Basic Windows Agents               200                            May 01, 2018
Advanced Windows Agents            200                            May 01, 2018
IOC Service                        Valid                          Apr 30, 2020
Maintenance and Support            Valid                          Apr 30, 2020
[root@VA61 ec2test]# phLicenseTool --verify
license matched
[root@VA61 ec2test]#
```

License for Existing Users

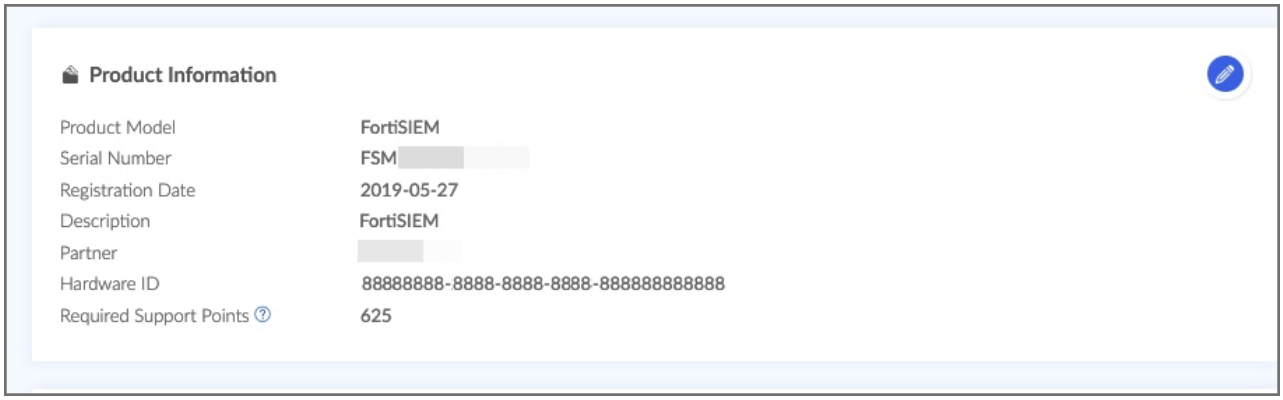
For existing FortiSIEM customers, licenses are already imported into FortiCare. While the current FortiSIEM license will continue to work until the license expires, you have to get a new license from FortiCare, if you want to renew the license or buy additional products. Follow the below procedure to get a license:

1. Go to FortiCare Product Registration link: https://support.fortinet.com/.
2. Log in using your **Account ID/Email** and **Password**.

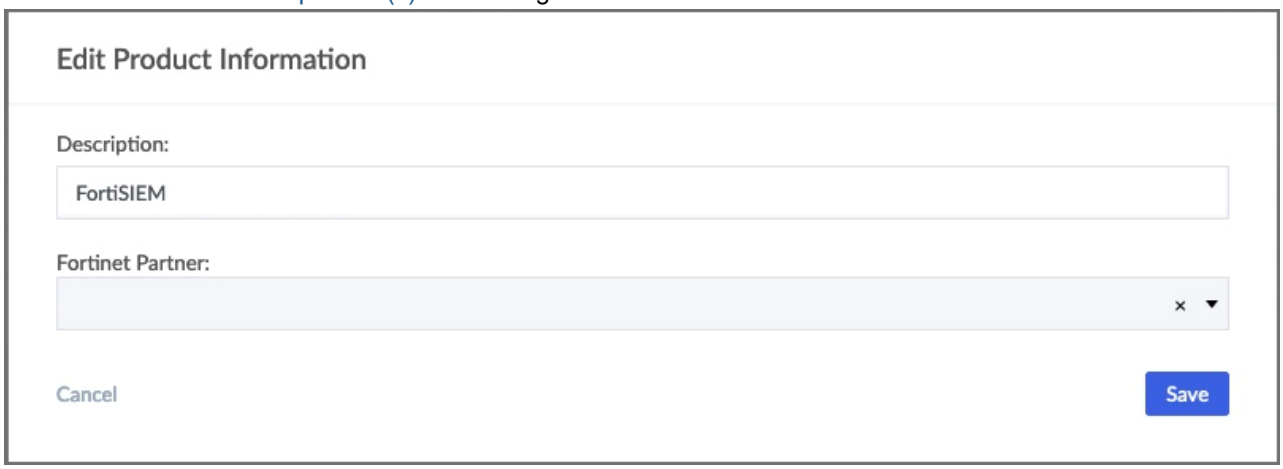
3. Click **Products** > **My Assets**.
   The **Serial Number** corresponding to your license will be displayed.



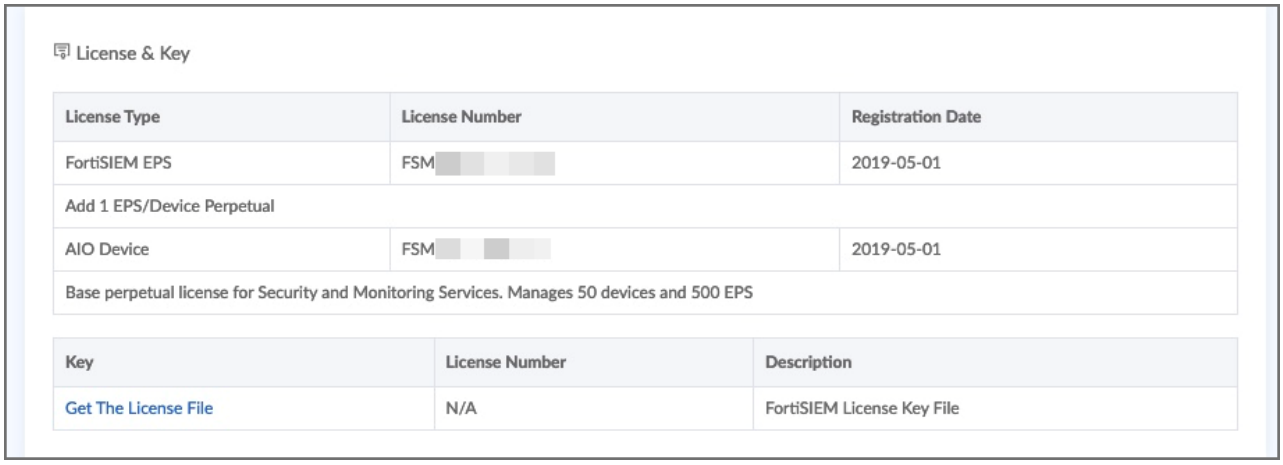
4. Click the **Serial number** to get the production information.

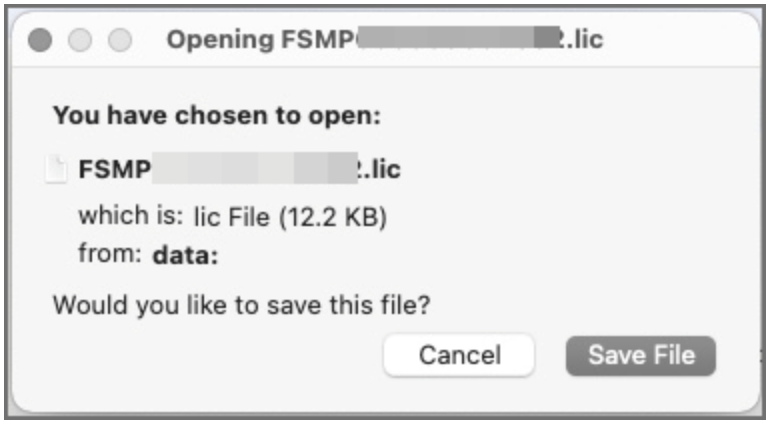


5. Click on the pencil icon to edit. The **Edit Product Information** window appears. Associate the **Hardware ID** and click **Save**. Refer to Prerequisites (b) section to get the Hardware ID.



6. Select **License & Key** and click **Get The License File** to download the license.





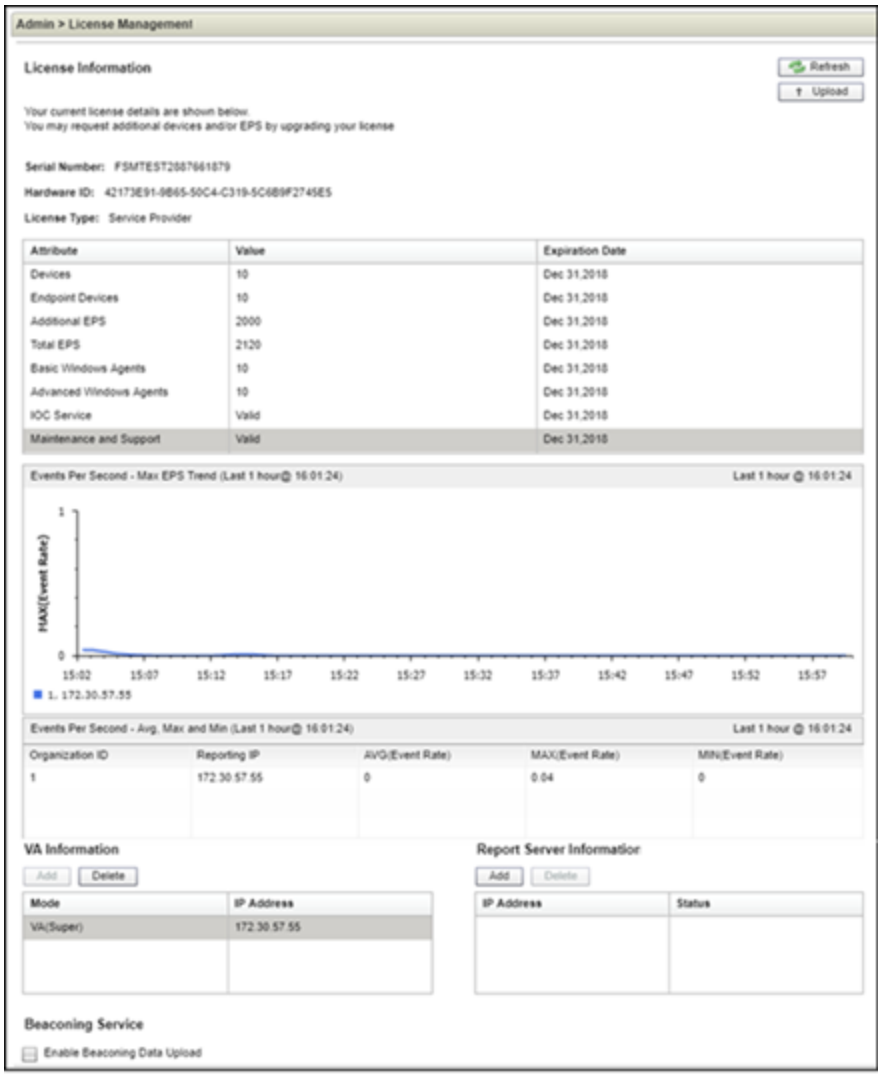
7. Before installing the license, please verify that you have the right license installed. **The system will not function if you have an incorrect license**.
   Verify the license:
   a. Download the `phLicenseRead` tool from the image download site. See Prerequisites (c).
   b. Copy the phLicenseRead tool to `/opt/phoenix/bin` in the Supervisor node. Make sure the permissions are correct (`root/root`).

c. Execute the command on the license file downloaded in Step 6 to verify the license information: `# phLicenseRead <LicenseFile>`
Note: Using the phLicenseRead tool, you will not be able to identify the License type.

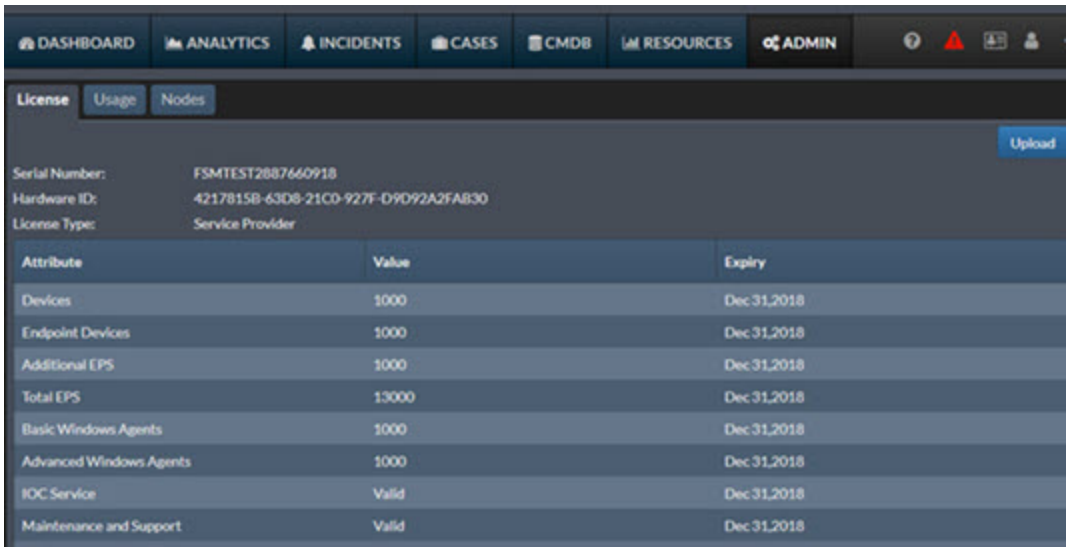
Note: If the license is incorrect, contact Fortinet support to get the right license. Do not install partial license.

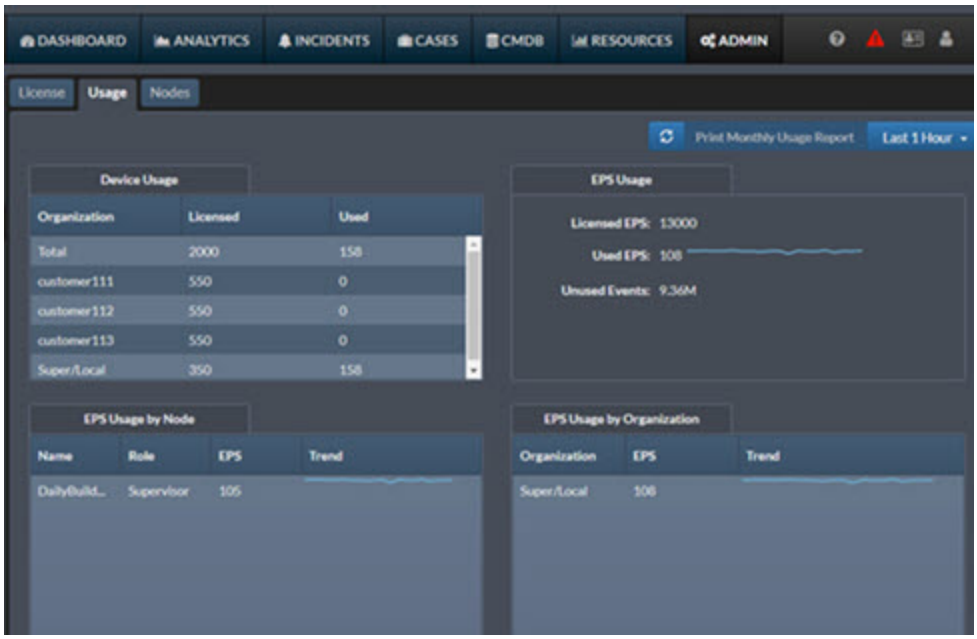
8. Upgrade FortiSIEM.
Refer to the **Upgrade Guide** under FortiSIEM Reference Manuals for information about the upgrade process.
9. After the Supervisor reboots, log in to the Supervisor node and click **Browse** to upload the license file from Step 6.

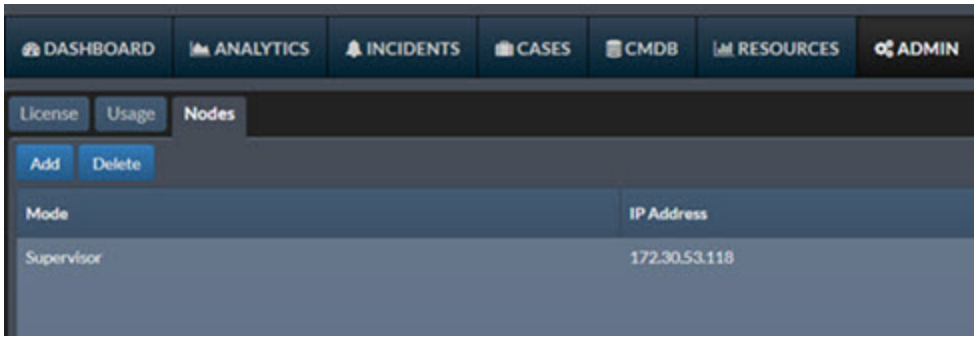
10. Enter the **User ID** (default value: *admin)* and **Password** (default value: *admin*1*).
11. Click **Upload**.
12. Verify the license information from the GUI.
    - **Flash GUI: Admin** > **License Management**



- **HTML5 GUI**: **ADMIN** > **License** > **License**/**Usage**/**Nodes**




DASHBOARD
ANALYTICS
INCIDENTS
CASES
CMDB
RESOURCES
ADMIN
License
Usage
Nodes
Print Monthly Usage Report
Last 1 Hour
Device Usage
Organization
Licensed
Used
Total
2000
158
customer111
550
0
customer112
550
0
customer113
550
0
Super/Local
350
158
EPS Usage
Licensed EPS: 13000
Used EPS: 108
Unused Events: 9.36M
EPS Usage by Node
Name
Role
EPS
Trend
DailyBuild...
Supervisor
105
EPS Usage by Organization
Organization
EPS
Trend
Super/Local
108


DASHBOARD
ANALYTICS
INCIDENTS
CASES
CMDB
RESOURCES
ADMIN
License
Usage
Nodes
Add
Delete
Mode
IP Address
Supervisor
172.30.53.118

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