

# Licensing Guide

**FortiSIEM 6.4.0**



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**FEEDBACK**

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07/14/2022

FortiSIEM 6.4.0 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
<b>FortiSIEM Base Product</b>		
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.
<b>FortiSIEM Additional Products</b>		
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.
<b>FortiSIEM Support</b>		
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.

**FortiCloud** Services Support

**ASSET MANAGEMENT**

**Register Product**

1 Registration Code 2 3 4

**Registration Code**

Please enter your product serial number, service contract registration code or license certificate number to start the registration: \*

**End User Type**

The product will be used by

☐ A government user

☐ A non-government user

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.
2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
3. International governmental organizations.

Clear **Next**

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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** (also referred to as **UUID**), and **Product Description** fields are optional.

**FortiCloud** Services Support

**ASSET MANAGEMENT**

**Register Product**

1 2 Registration Info 3 4 5

**Product Model:** FortiSIEM Subscription

**Hardware ID**

**Product Description:**

**Fortinet Partner:** \*

Other x

N/A

**Asset Folder:**

My Assets

Cancel **Previous** **Next**

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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**.

The screenshot shows the FortiCloud 'Verify' page for a FortSIEM Subscription. The page is part of the 'Register Product' workflow, with steps 1, 2, 3 (Verify), and 4. The left sidebar shows 'ASSET MANAGEMENT' with options like 'Register Product', 'Products', 'Product List', 'My Assets', 'More Views', and 'Online Renew'. The main content area displays the product model 'FortSIEM Subscription' and an 'Important Notice' to read before completing registration. Below this, the 'Asset location' is set to 'My Assets/Beta Testing'. A table titled 'PRODUCT ENTITLEMENT' lists various support types and their details.

Support Type	Support Level	Activation Date	Expiration Date
Threat Detection service	Web/Online	2021-07-06	2022-07-06
Firmware & General Updates	Web/Online	2021-07-06	2022-07-06
Enhanced Support	24x7	2021-07-06	2022-07-06
Telephone Support	24x7	2021-07-06	2022-07-06
AIO License	Web/Online	2021-07-06	2022-07-06
Basic Win Agent	Web/Online	2021-07-06	2022-07-06
Advanced Agent	Web/Online	2021-07-06	2022-07-06
FortSIEM UEBA Agent	Web/Online	2021-07-06	2022-07-06

Below the table, there is a checkbox to accept terms and a 'Confirm' button. The footer includes links for Corporate, How to Buy, Products, Services & Support, Legal, Privacy, and Terms of Use, along with a copyright notice for Fortinet, Inc. (2021).

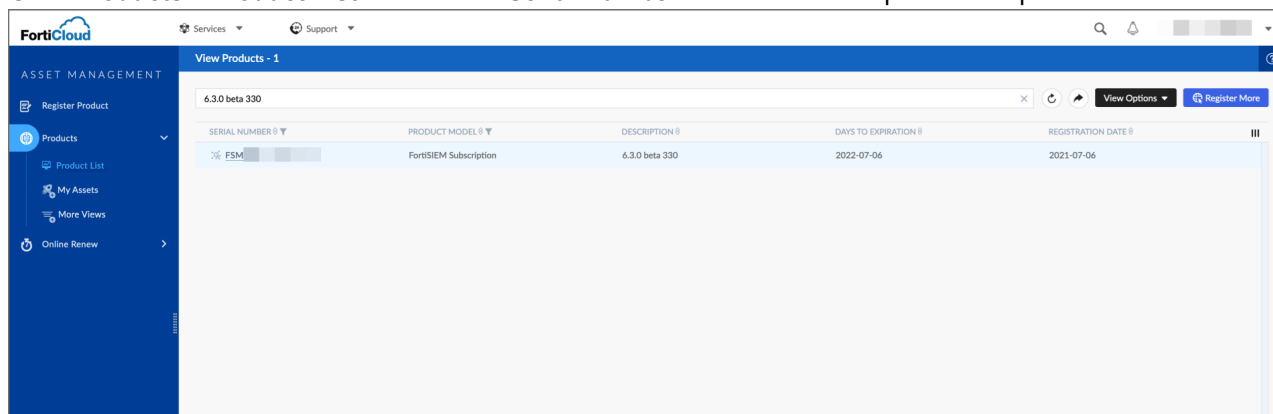
11. Verify the information displayed under **Product Info**. Note the **Serial Number**. You will need it in the following steps. Click **Done**.

The screenshot shows the FortiCloud 'Completion' page for the FortSIEM Subscription registration. The page is part of the 'Register Product' workflow, with steps 1, 2, 3, and 4 (Completion). The left sidebar is the same as in the previous screenshot. The main content area displays a 'Registration Completed' message. Below this, the 'Product Info' section shows details for the FortSIEM Subscription, including the Serial Number (FSM-XXXXXX). A table titled 'SUPPORT COVERAGE' lists the support types and their details.

Support Type	Support Level	Activation Date	Expiration Date
Firmware & General Updates	Web/Online	2021-07-06	2022-07-06
Enhanced Support	24x7	2021-07-06	2022-07-06
Telephone Support	24x7	2021-07-06	2022-07-06
AIO License	Web/Online	2021-07-06	2022-07-06

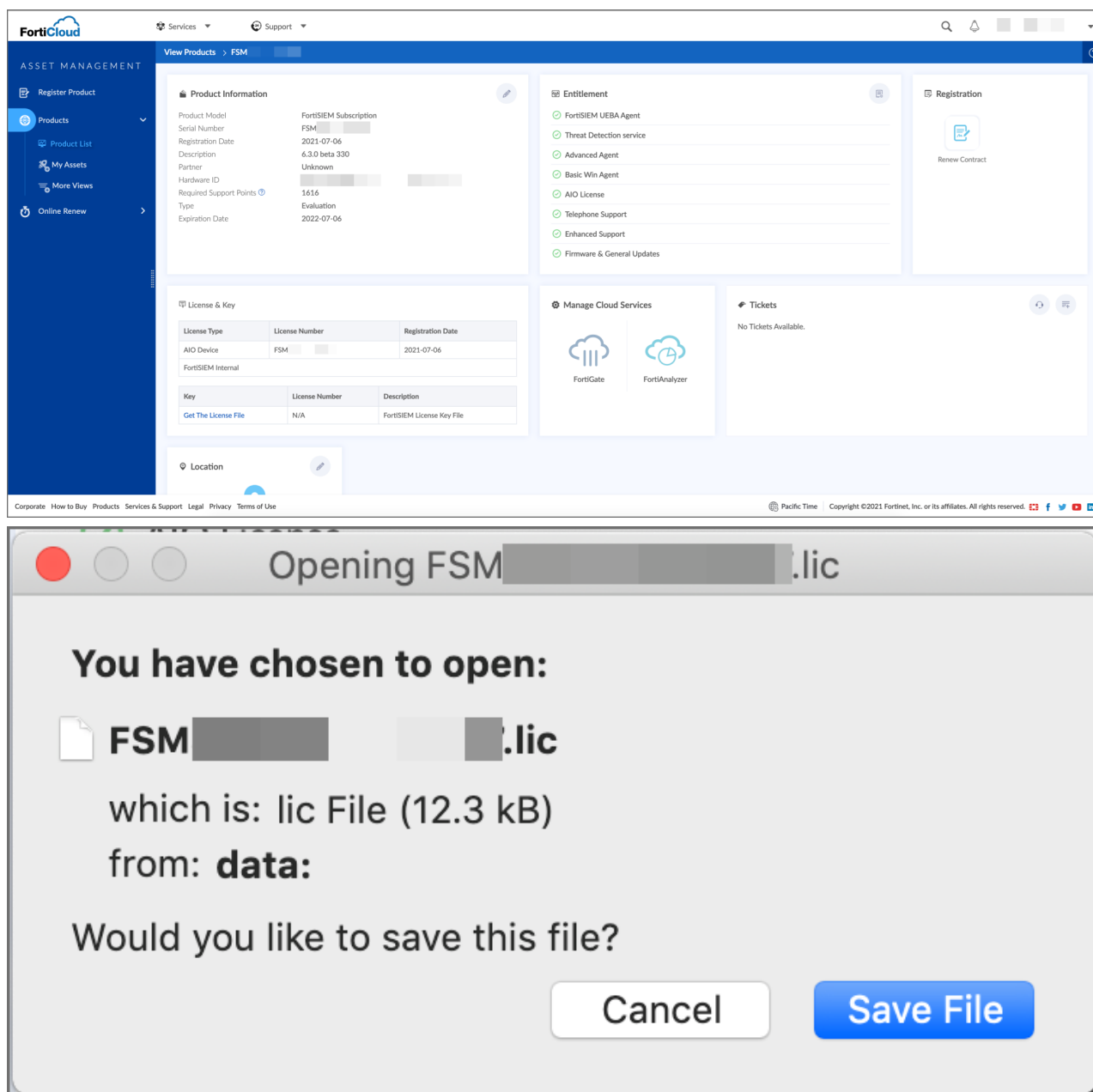
At the bottom right, there are 'Register More' and 'Done' buttons. The footer is the same as in the previous screenshot.

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.



FortiSIEM

Hardware ID: 4257CD1B-E1B7-0C9B-0605-C425B618AFA4

Select license file:

User ID:

Password:

License Type: ☐ Enterprise ☒ Service Provider

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

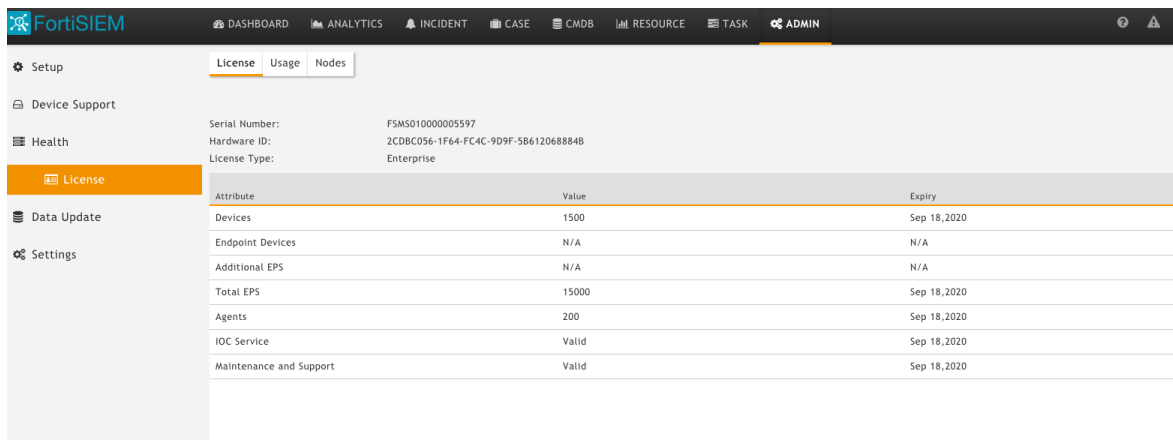
**Note:** For earlier versions of FortiSIEM, the **License Type** options displayed were **VA** for Enterprise and **SP** for Service Provider.

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**.



FortiSIEM

DASHBOARD ANALYTICS INCIDENT CASE CMDB RESOURCE TASK ADMIN

Setup License Usage Nodes

Device Support

Health

**License**

Data Update

Settings

Serial Number: FSMS010000005597

Hardware ID: 2CDBC056-1F64-FC4C-9D9F-5B61206884B

License Type: Enterprise

Attribute	Value	Expiry
Devices	1500	Sep 18, 2020
Endpoint Devices	N/A	N/A
Additional EPS	N/A	N/A
Total EPS	15000	Sep 18, 2020
Agents	200	Sep 18, 2020
IOC Service	Valid	Sep 18, 2020
Maintenance and Support	Valid	Sep 18, 2020

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]#
```

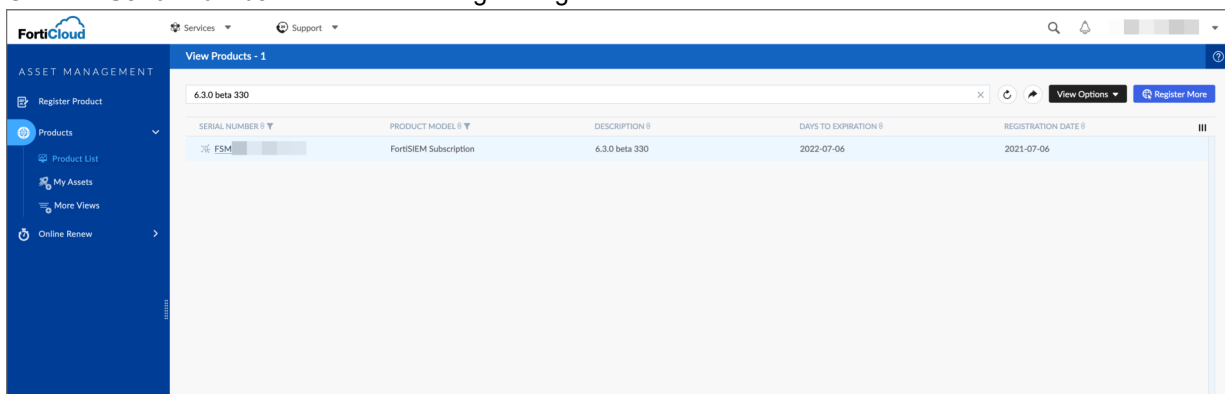
## Adding Additional Devices/Services

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:

- Open the SKU related to get the Registration code. Refer to the table under [Prerequisites \(a\)](#).
- On FortiCare, click **Register Product** and add the **Registration code** of the new device.
- Click the **Serial Number** obtained while registering the base.



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

**Edit Product Information**

Description:

Fortinet Partner:

Cancel 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.

**FortiSIEM**

Hardware ID: 4217CD1B-E1B7-DC9B-0605-C425B61BAF4A

Select license file:  Browse

User ID:

Password:

License Type: ☐ Enterprise ☐ Service Provider

Upload

- 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.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FSM	FortiSIEM-2000F		2022-05-27	2019-05-27
FSM	FortiSIEM-3500F		2022-07-24	2019-07-25
FSM	FortiSIEM-3500F		2022-04-28	2019-04-29
FSM	FortiSIEM-500F		2022-07-24	2019-07-25
FSM	FortiSIEM-500F		2022-07-24	2019-07-25
FSM	FortiSIEM-500F		2022-04-28	2019-04-29
FSM	FortiSIEM-500F		2022-04-28	2019-04-29
FSM	FortiSIEM		2022-04-30	2019-05-01
FSM	FortiSIEM		2023-05-28	2019-05-27
FSM	FortiSIEM		2022-06-10	2019-06-11
FSM	FortiSIEM		2022-07-01	2019-07-02
FSM	FortiSIEM		2022-07-11	2019-07-12
FSM	FortiSIEM		2022-08-06	2019-08-07
FSM	FortiSIEM	FORTISEM SUPPORT	2022-10-09	2019-10-10
FSM	FortiSIEM		2023-01-30	2019-12-01
FSM	FortiSIEM		No coverage	2021-02-25
FSM	FortiSIEM Subscription	Renewal of test license	39 days	2021-06-16

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

Product Information	
Product Model	FortiSIEM
Serial Number	FSM
Registration Date	2019-05-27
Description	FortiSIEM
Partner	
Hardware ID	888888888-8888-8888-8888-88888888888888
Required Support Points	625



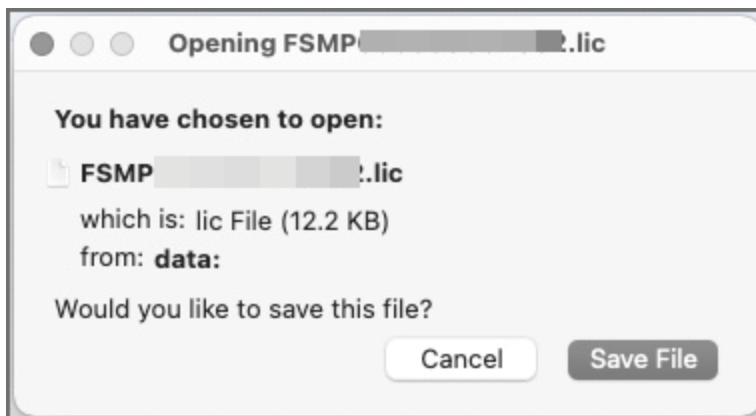
5. Click on the pencil icon to edit. The **Edit Product Information** window appears. Associate the **Hardware ID** and click **Save**. Refer to [Prerequisites \(b\)](#) section to get the Hardware ID.

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

License Type	License Number	Registration Date
FortiSIEM EPS	FSM [redacted]	2019-05-01
Add 1 EPS/Device Perpetual		
AIO Device	FSM [redacted]	2019-05-01
Base perpetual license for Security and Monitoring Services. Manages 50 devices and 500 EPS		

Key	License Number	Description
<a href="#">Get The License File</a>	N/A	FortiSIEM License Key File



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:
- Download the `phLicenseRead` tool from the image download site. See [Prerequisites \(c\)](#).
  - 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**

Admin > License Management

**License Information**

Your current license details are shown below.  
You may request additional devices and/or EPS by upgrading your license

Serial Number: FSMTEST2887661879  
Hardware ID: 42173E91-9865-50C4-C319-5C689F2745E5  
License Type: Service Provider

Attribute	Value	Expiration Date
Devices	10	Dec 31,2018
Endpoint Devices	10	Dec 31,2018
Additional EPS	2000	Dec 31,2018
Total EPS	2120	Dec 31,2018
Basic Windows Agents	10	Dec 31,2018
Advanced Windows Agents	10	Dec 31,2018
IOC Service	Valid	Dec 31,2018
Maintenance and Support	Valid	Dec 31,2018

Events Per Second - Max EPS Trend (Last 1 hour @ 16:01:24)

Events Per Second - Avg, Max and Min (Last 1 hour @ 16:01:24)

Organization ID	Reporting IP	Avg(Event Rate)	MAX(Event Rate)	Min(Event Rate)
1	172.30.57.55	0	0.04	0

**VA Information**

Add Delete

Mode	IP Address
VA(Super)	172.30.57.55

**Report Server Information**

Add Delete

IP Address	Status
------------	--------

**Beaconing Service**

☐ Enable Beaconing Data Upload

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

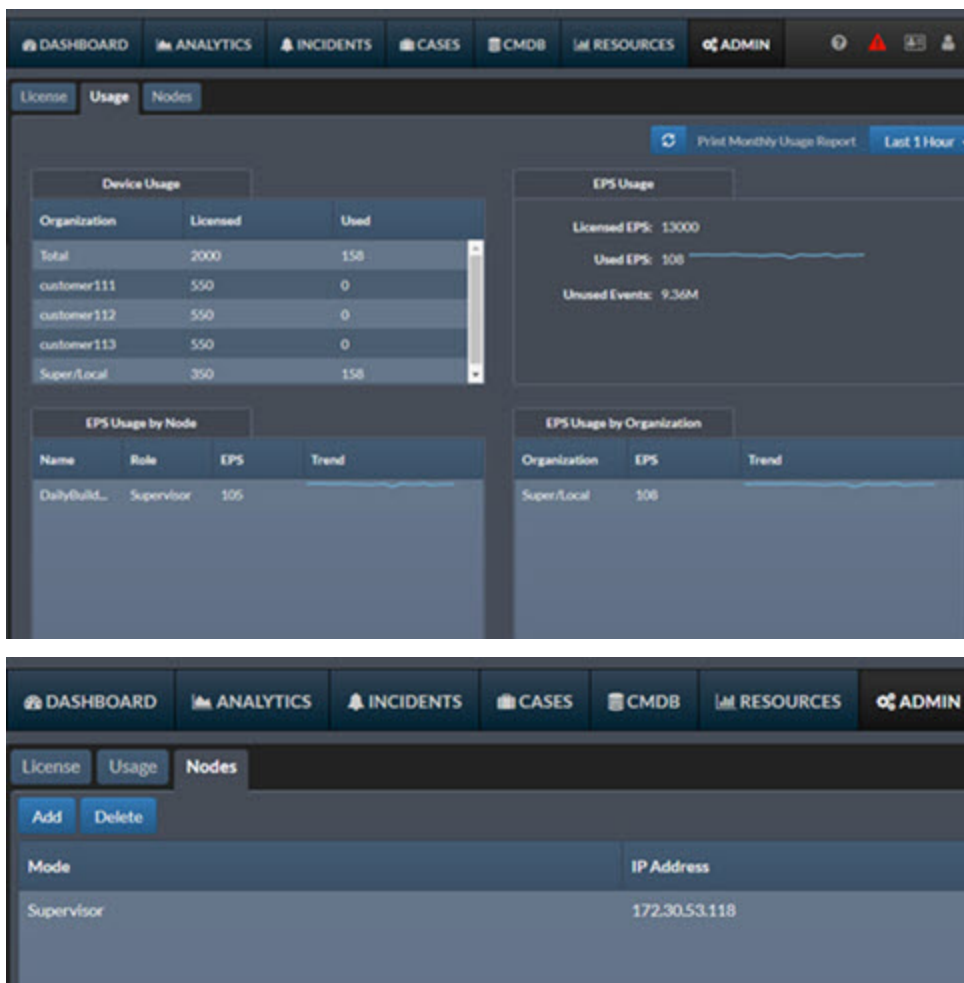
DASHBOARD ANALYTICS INCIDENTS CASES CMDB RESOURCES ADMIN

License Usage Nodes

Serial Number: FSMTEST2887660918  
Hardware ID: 4217815B-63D8-21C0-927F-D9D92A2FAB30  
License Type: Service Provider

Upload

Attribute	Value	Expiry
Devices	1000	Dec 31,2018
Endpoint Devices	1000	Dec 31,2018
Additional EPS	1000	Dec 31,2018
Total EPS	13000	Dec 31,2018
Basic Windows Agents	1000	Dec 31,2018
Advanced Windows Agents	1000	Dec 31,2018
IOC Service	Valid	Dec 31,2018
Maintenance and Support	Valid	Dec 31,2018





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