FortiToken Cloud - How to Add Licenses/Points

Version 4.0.0

FORTINET DOCUMENT LIBRARY
https://docs.fortinet.com

FORTINET VIDEO GUIDE
https://video.fortinet.com

FORTINET BLOG
https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT
https://support.fortinet.com

FORTINET TRAINING & CERTIFICATION PROGRAM
https://www.fortinet.com/support-and-training/training.html

NSE INSTITUTE
https://training.fortinet.com

FORTIGUARD CENTER
https://fortiguard.com/

END USER LICENSE AGREEMENT
https://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK
Email: techdoc@fortinet.com

January 9, 2020
FortiToken Cloud 4.0.0 How to Add Licenses/Points

TABLE OF CONTENTS

Change log **4**
Introduction **5**
Licensing options **6**
How FTC points work **7**
Flexible point-based usage model 7
Point balance vs. user limits 7
Points vs. SMS 8
How to find a reseller **9**
How to purchase FTC licenses **10**
How to register your FTC license **11**
How to use FTC points **13**
Product documentation **14**

Change log

Date	Description
January 9, 2020	First edition.

Introduction

This *Guide* discusses how to purchase and activate FortiToken Cloud (FTC hereafter) licenses. It applies to the following use cases:

- Free-trial customers who want to convert to licensed accounts.
- Customers who want to continue using FTC service before or after their existing licenses have expired.
- Customers who want to scale up their FTC service as their businesses grow.

In any of these cases, you need to purchase a new FTC license and add it to your account. This how-to guide provides the information you need to do just that. It covers the following topics:

- Licensing options on page 6
- How FTC points work on page 7
- How to find a reseller on page 9
- How to purchase FTC licenses on page 10
- How to register your FTC license on page 11
- How to use FTC points on page 13
- Product documentation on page 14

Licensing options

FortiToken Cloud offers four licensing options. Each comes with a set number of FTC points as shown in the following table.

FortiToken Cloud Licensing Options

SKU	Number of FTC Points
FTC-LIC-120	120
FTC-LIC-1200	1,200
FTC-LIC-12K	12,000
FTC-LIC-120K	120,000

For information about FTC points, see How FTC points work on page 7.

How FTC points work

FortiToken Cloud charges its customers points for its service. An FTC point is defined as one FTC user-month, which means that one FTC point can support one FTC end user for a month of service. The number of days in a user-month is determined by the number of days in the *current* month. For example, it's 30 for November, and 31 for December.

Flexible point-based usage model

FTC calculates your daily point consumption and charges your account accordingly using the following formula:

Daily point usage = (Total number of FTC users on a given day) x (1/Number of days in the current month)

FTC uses a flexible point-based licensing model and allows any combination of users and days of use. One FTC point can either be used by one FTC end user for one month, or by 30 users for one day if the current month is June.

For example, if you started your FTC service with a newly activated FTC-LIC-120 license on June 1, 2019, with 30 end users on your account, FTC would have deducted 1 point (=30 x 1/30) from your account for that day, and the FTC Dashboard would show that your Current Month Usage was 1 (point), and your Current Balance was 119 (=120-1).

On the other hand, if you had only one end user on your account for the entire month of June, your FTC Dashboard would have shown the same current month usage and current balance data on June 30, namely, 1 point {=(1 x 1/30) x 30}.

- You must activate your FTC license within one year from the day of purchase. Otherwise, it will expire and cannot be activated.
- FTC points are valid for only one year from the date of license activation. All points that come with your license, whether used or not, expire after one year. You must purchase a new license to continue using FTC.
- When your account point balance is running low, Fortinet will notify you of the situation and prompt you to replenish your account with more points. We strongly recommend that you renew your subscription as soon as possible. Fortinet will never block authentication service for our customers due to zero or negative point balance.

Point balance vs. user limits

You need points to add FTC end users to your account. Your current point balance determines the number of end users you can have in your account. The following table shows the maximum number of users that your current point balance can support.

Current point balance	Maximum number of users allowed
0–120	120
121–1,200	1,200
1,201–12,000	12,000
12,001–120,000	120,000
>120,000	1,200,000

Points vs. SMS

FTC can send token activation/transfer codes to your end users' mobile devices by SMS. It deducts one FTC point from your account for every 250 SMS messages it sends. You may not be able to use this feature when your current point balance is running low or negative.

How to find a reseller

Sale of FTC licenses is handled by Fortinet-authorized resellers only. You must contact a Fortinet-authorized reseller in your region to place your order. For a complete list of Fortinet-authorized resellers, click Authorized Resellers or go to https://www.fortinet.com/partners/partner-program/find-a-partner.html.

How to purchase FTC licenses

To help expedite your purchase, be sure to have the following information ready when placing your order:

- The contact information of a Fortinet-authorized reseller in your region. See Find a Reseller.
- The FTC SKU (license) you'd like to purchase. See FortiToken Cloud Data Sheet.

To place an order:

1. Contact a Fortinet-authorized reseller in your region.
2. Place your order through the reseller.
   Note: Once your order has been processed, you will receive an email from Fortinet with a license file in .PDF format attached to it. Inside the file, you will find a Registration Code for registering and activating your license.
3. Look out for the email from Fortinet.
4. Upon receiving the email, open it and read the instructions inside.
5. Download the license file to a convenient location on your computer or network.

You are now ready to register and activate your new FTC license! See How to register your FTC license on page 11.

How to register your FTC license

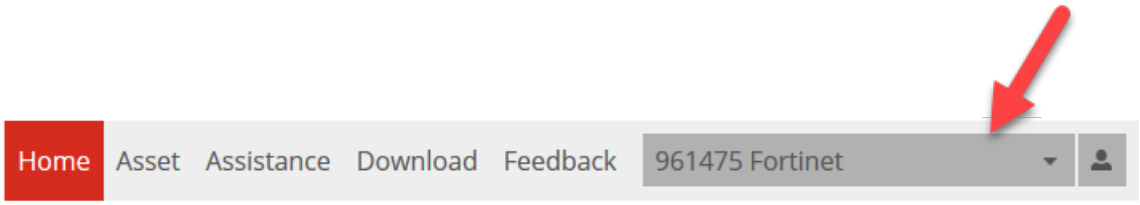
As soon as you have received your new FTC license, you should register it on our Customer Service & Support at https://support.fortinet.com/Main.aspx. You must use your FortiCare Account ID/Email and password to log in.

- Before starting your license registration, be sure to have your FTC license Registration Code ready. See How to purchase FTC licenses on page 10.
- Be sure to register your FTC license to the same FortiCare account where your FortiGate and/or FortiAuthenticator are/is registered.

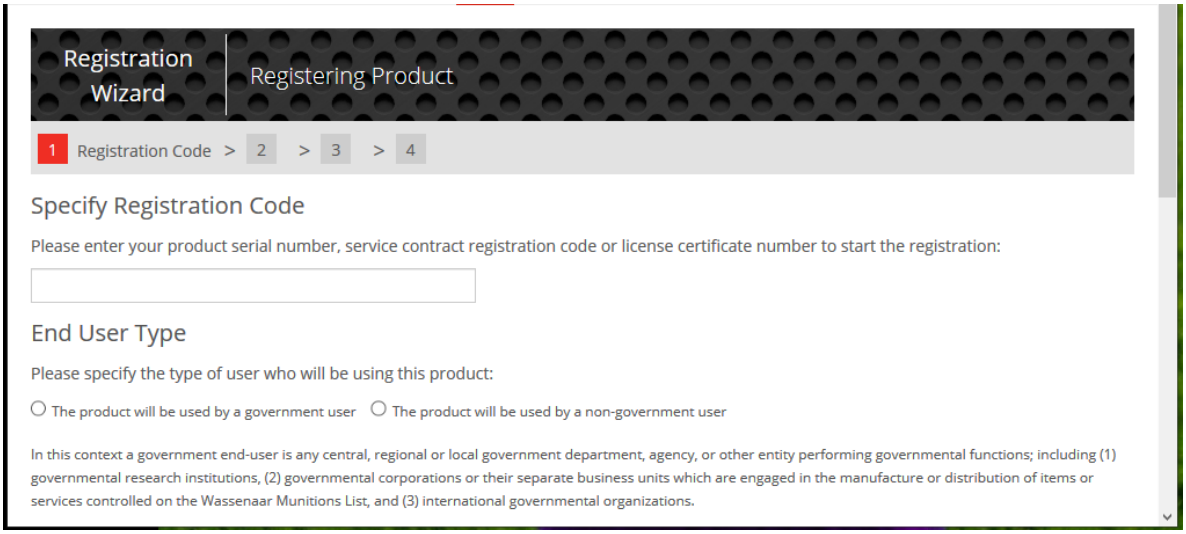
You can start your license registration either from our Customer Service & Support website directly or from the FTC portal. The following instructions show how to start the registration from the FTC portal.

To register your license:

1. From the FTC Dashboard, click the numeric value on the **Current Balance** tab.
   You are now taken to our Customer Service & Support website.
2. Ensure that the FTC account of interest is selected, as highlighted below.

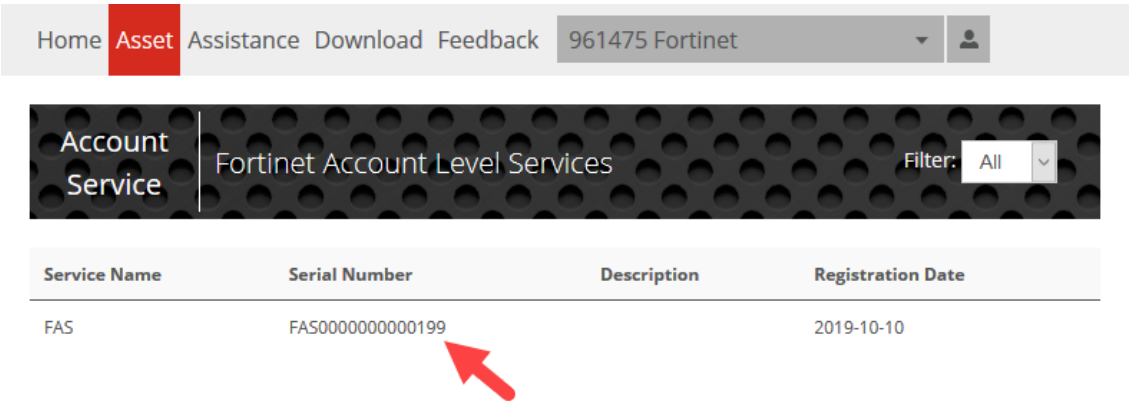


3. Under **Asset,** click **Register/Activate Contracts**.
   The Registration Wizard opens, as shown below.

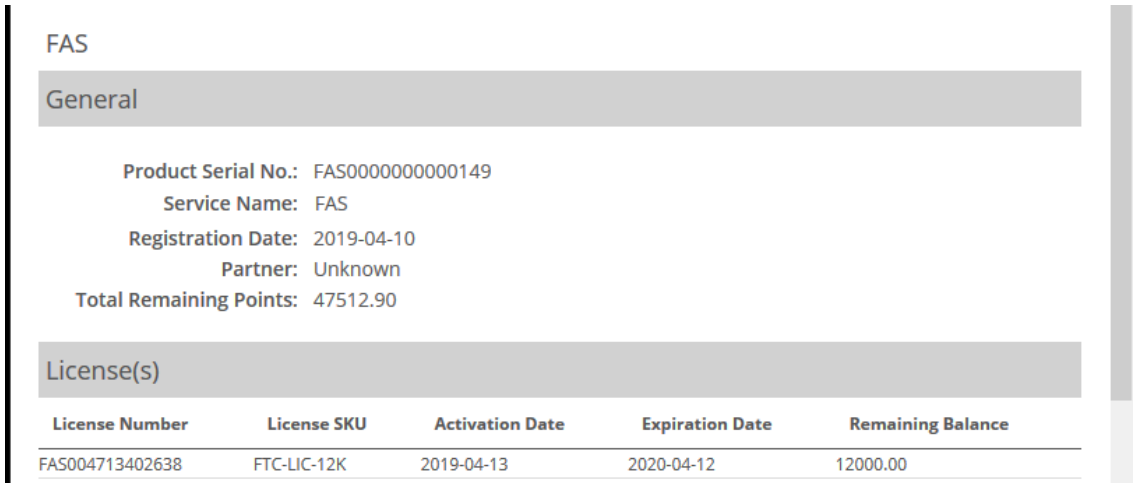


4. Open the FTC license file, and copy and paste the Registration Code into the **Specify Registration Code** box (see the illustration above), and click **Next.**
5. Follow the Wizard to complete your license registration.

6. Upon completion of your license registration, verify that the FTC points have been successfully added to the account by doing the following:
   a. Under Asset, click **View Account Service**.
   b. Click the FAS (FTC) account to open it, as highlighted below.



   c. Verify that the license (points) has been added, as illustrated below.



   d. On the FTC Dashboard page, check to make sure that the points have been added to the **Current Balance** tab.
   e. On the **Logs>Management** page, look for the log entry about your balance update.

How to use FTC points

Once you have registered your new FTC license, the points that come with it are activated and credited to your FTC account.

- Existing customers can continue using FTC to provide 2FA services for their end users for another year after their licenses have expired, or add more end users to their account.
- Trial-license customers now become fully licensed, and can take full advantage of FTC service.

For more information, see the Admin Guide.

Product documentation

For more information about FortiToken Cloud, please refer to the following product documentation:

- Admin Guide (https://docs.fortinet.com/document/fortitoken-cloud/4.4.c/fortitoken-cloud-admin-guide).
- Release Notes (https://docs.fortinet.com/document/fortitoken-cloud/4.4.c/fortitoken-cloud-4-4-c-release-notes)
- SSL VPN Configuration Guide (https://docs.fortinet.com/document/fortitoken-cloud/4.4.c/fortitoken-cloud-to-fortigate-ssl-vpn-configuration-guide)

Copyright© 2020 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., in the U.S. and other jurisdictions, and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. In no event does Fortinet make any commitment related to future deliverables, features or development, and circumstances may change such that any forward-looking statements herein are not accurate. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.