FortiNAC

License
Upgrade Guide

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CUSTOMER SERVICE & SUPPORT

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http://cookbook.fortinet.com/how-to-work-with-fortinet-support/

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NSE INSTITUTE

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FORTICAST

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Overview

At some point, there may be a need to change the number of concurrent endpoint licenses or the license type (e.g. upgrading from Plus to Pro) in an existing deployment. This document provides steps necessary for successful registration and key generation for license upgrades.

For new deployments, refer to the **FortiNAC Deployment Guide** in the Fortinet Document Library.

After additional licenses are purchased, an email is sent containing two SKU's:

- Product containing the additional licenses
- Co-term support contract which combines the existing licenses for the control Serial Number with the additional licenses to create a new total quantity.

Requirements

Multiple appliance deployments (High Availability or managed by Control Manager): FortiNAC version 8.3.3 or higher in order for licenses to be distributed properly. If below this version, license will not be copied to the other appliances.

If the system is below this version, upgrade to a more recent version prior to installing license key. Release Information is available in the Fortinet Document Library.

Identify License Support Serial Number

This serial number belongs to the "Control" Server with the licenses installed and will be required to register the new licenses.

1. Login to the Customer Support Portal at http://Support.Fortinet.com
2. From the **Asset** drop down menu, click **Manage/View Products**
3. Change the product view to **Details** View
4. In the Support Type column, locate **License Support** and note the serial number

Register Licenses

Register the new license product SKU following the email instructions using the registration code included in the instructions.

- Use the product serial number noted in previous step
- Use the support contract number that came with the license

If assistance is needed with the registration process, contact FortiNAC Customer Service.

Download Endpoint License Key

1. In the managing server record, click the link called "**FortiNAC License File Download**".

   A new page appears with a list of registered licenses and available key(s).

2. Under the section **Available Key(s)**:

   - **FortiNAC branded appliance**: Click the link "**Get the License File**" on the line with "FortiNAC" in the description.
   - **Network Sentry branded appliance**: Only use for Network Sentry branded appliances (code versions 8.2 and below). Click the link "**Get the License File**" on the line with "Network Sentry" in the description.

3. Download the license key and save to a folder. This will be used in the section **Install License Key**

   Important: This license key should only be applied to the designated managing server.
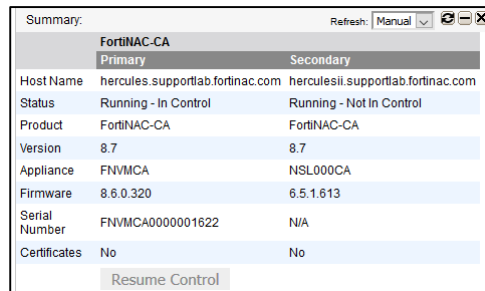
4. Click **Back to List.**

Available Key(s)		
Key	**License Number**	**Description**
Get The License File	N/A	FortiNAC License File Download
Get The License File	N/A	Network Sentry Key File

Install New License Key

Install the license file on the FortiNAC Server owning the serial number associated to the license.

Important:

- If HA environment without a Control Manager, ensure the Primary Server is in control before applying licenses. This can be verified in the Administration UI under the **Summary** panel of the Dashboard.


- Application of license key requires a restart of management processes. During this time...
  - Wireless clients will be unable to connect (Radius requests will not be answered)
  - Captive portal will be unavailable (Devices in isolation will be unable to register or remediate)
  - VLANs will not be changed
- Application of license key in a High Availability environment requires a second restart of management processes.

It is recommended to apply the new license using the Administration UI (shown below). This method provides the opportunity to review the details of the new key prior to application, and cancel the install if the key is not correct. Alternatively, the new key can be installed using the Configuration Wizard of the appropriate appliance (see Installation Guide for instructions).

1. In the Administration UI, navigate to **System > Settings > System Management > License Management**.
2. From the drop-down list select the server containing the endpoint license key. The server can be identified using the eth0 MAC address, serial number or UUID (if VM).
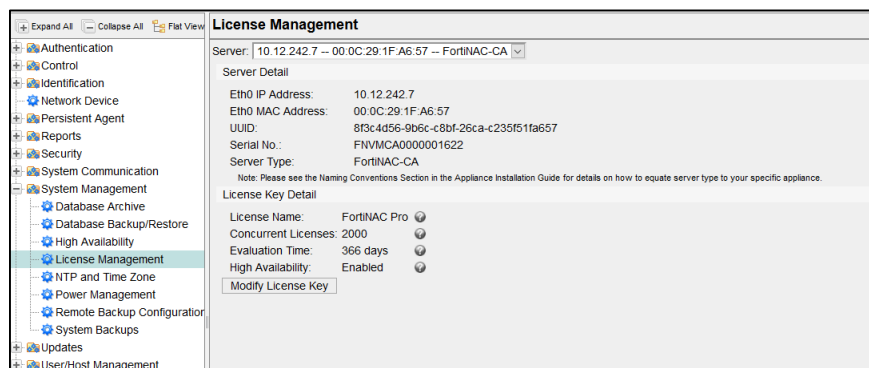
3. Click **Modify License Key**.

4. The license key can be modified in two ways:

    -   To upload from a text file, click **Upload**, browse to the license key file, and click **Open**. This must be a text file not a zip file.

    -   From another file, copy and paste the new license key text into the text box.
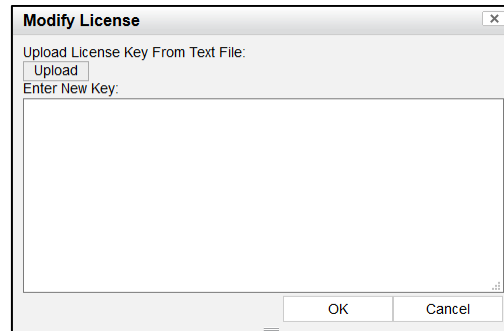
5. Click **OK** to apply the new license key. The existing key detail is displayed in a pop-up window along with the new key detail.

6. Review the details. The new key detail should reflect the total of the original plus new license count.

    Example:
    Original license count – 9000
    Additional license count - 1000
    New license count should show 10,000

7. If the new total *is not* correct, **click Undo to revert to the existing license key** and contact Customer Service. Installing a license with a count that is smaller than expected will prevent new registrations from completing.

    If the new total is correct, click **OK** to apply the new endpoint license key.

8. To restart the server immediately, click **OK** on the dialog box.

9. To restart the server later, click **Cancel** on the dialog box. Another dialog box appears stating that the new key will not be applied until the server is restarted. New features or license counts contained in the new license cannot be accessed until the server is restarted. The new license is saved on the server, but is not read until the server is restarted.

10. Click **OK** to confirm. The new license is applied once the appliance restarts.

11. The **License Management** view should now reflect the new License Key Detail.

If key was applied to a standalone appliance, the license upgrade is now complete.

If key was applied to a Primary Server, proceed to <u>Distribute New Licensing – High Availability</u> to complete license upgrade.

If key was applied to a Manager, proceed to <u>Distribute New Licensing – Distributed Deployment</u> to complete license upgrade.

Distribute New Licensing - High Availability

Once the Primary Server has been updated with a new license, the High Availability configuration must be re-applied in order to push the new license to the Secondary Server. For more details on configuration and operation, refer to the **High Availability Reference Manual** in the Fortinet Document Library.

Important: Applying the High Availability configuration restarts both the Primary and Secondary servers.

1. In the Administration UI, navigate to **System > Settings > System Management > High Availability**
2. The current High Availability configuration should be displayed. Click **Save Settings** to re-apply.
3. Once High Availability configuration is completed (will take several minutes), verify the license information is updated for both appliances. Navigate to **System > Settings > System Management > License Management** and select the Secondary Server from the drop-down menu. The **License Key Detail** should contain the expected license information on both appliances.

If assistance is needed contact FortiNAC Support.

Distribute New Licensing - Distributed Deployment

Once the new license key is installed on the Manager, the managed FortiNAC Servers will be automatically updated with the new license information. For managed appliance pairs in High Availability, only the Primary Servers are updated.

To verify license information is updated, navigate to **System > Settings > System Management > License Management** and select the Secondary Server from the drop-down menu. The **License Key Detail** should contain the expected license information on both appliances.

Update Secondary Server Licenses
The Manager will update licensing on Secondary Servers upon the next failover. Once the Secondary Server shows a status of **Running – In Control** in the Manager's **Server List** Dashboard panel, the Manager pushes the license to the Secondary.

For instructions on forcing a failover, refer to section **Failover Test** of the **High Availability Reference Manual** in the Fortinet Document Library.

If assistance is needed contact FortiNAC Support.