

# Licensing Guide

FortiSIEM 7.0.4



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FortiSIEM 7.0.4 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.

When using FortiSIEM with a perpetual license, the system will continue to function when FortiCare support expires, with the following exceptions:

1. Customer cannot get FortiCare Support.
2. Customer cannot upgrade to a newer FortiSIEM version.
3. Customer cannot install FortiSIEM Content Updates.
4. FortiSIEM High Availability function will not work.
5. FortiGuard IOC services will not work.

## 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.
FortiSIEM Raw Event Size Based Licensing	FC[1-8]-10-SMGS1-1026-02-DD	<p>Requires FortiSIEM 7.2.2 or later. Only available for on-premises VM based deployments. License is based on:</p> <ul style="list-style-type: none"> <li>• Total Raw event size per day (GB/Day)</li> <li>• Number of Agents</li> <li>• Number of UEBA Agents</li> <li>• FortiGuard IOC</li> </ul> <p>The user is allowed to have 11 violations in a rolling 30-day window. After that, the <b>Analytics</b> and <b>Dashboard</b> pages are disabled for 1 day.</p> <p>In this license scheme, users can have as many devices and events per second (EPS) as can be supported by their deployed hardware, without violating the Total Raw event size per day (GB/Day) limits.</p>
<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

Product	SKU	Description
FortiSIEM Advanced Agent License	FSM-AGT-ADV-XX-UG	XX Advanced Agents - Log & FIM - perpetual license. Each Agent requires a device license. Does not include Maintenance & Support.
FortiSIEM Advanced Agent Subscription License	FC[1-8]-10-FSM98-182-02-DD	Per Agent Subscription License - Log & FIM - minimum XX Advanced Agents. Does not include Maintenance & Support.
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 High Availability Subscription	FCX-10-FSM98-593-02-DD	(XX - YY Points) FortiSIEM High Availability Cluster Subscription
<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.

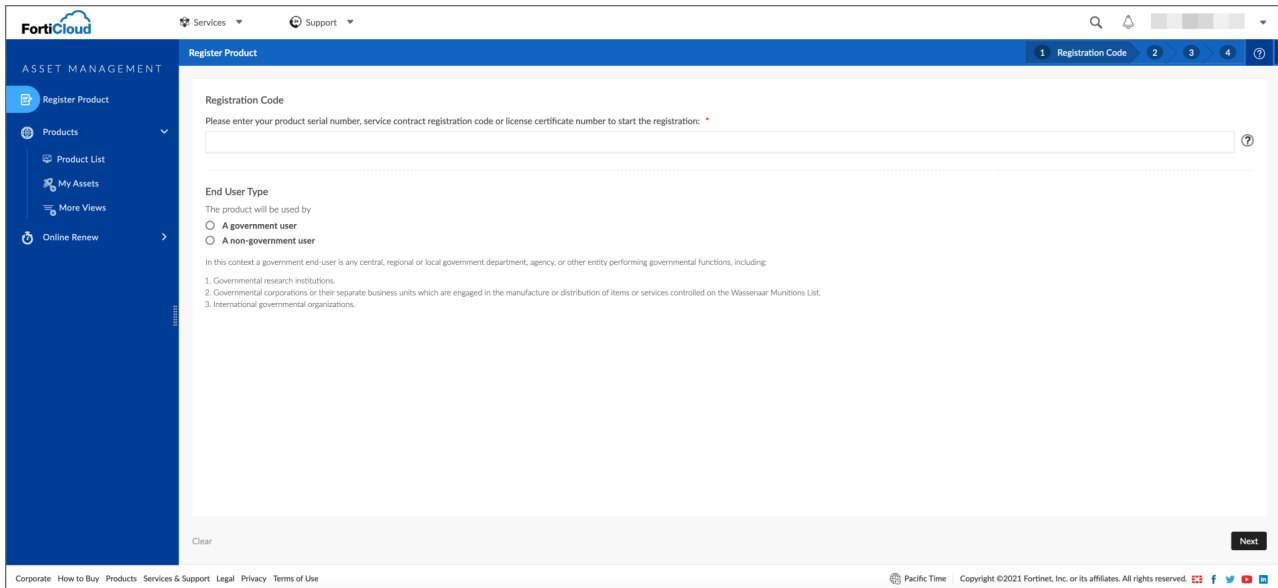
Base SKU	Description
FSM-AIO-BASE	Base all-in-one Perpetual License for 50 devices and 500 EPS
FC[1-8]-10-FSM98-180-02-DD	Per Device Subscription License that manages minimum X devices, 10 EPS/Device.
FC[1-8]-10-SMGS1-1026-02-DD	<p>Requires FortiSIEM 7.2.2 or later. Only available for on-premises VM based deployments. License is based on:</p> <ul style="list-style-type: none"> <li>• Total Raw event size per day (GB/Day)</li> <li>• Number of Agents</li> <li>• Number of UEBA Agents</li> <li>• FortiGuard IOC</li> </ul> <p>The user is allowed to have 11 violations in a rolling 30-day window. After that, the <b>Analytics</b> and <b>Dashboard</b> pages are disabled for 1 day. In this license scheme, users can have as many devices and events per second (EPS) as can be supported by their deployed hardware, without violating the Total Raw event size per day (GB/Day) limits.</p>

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

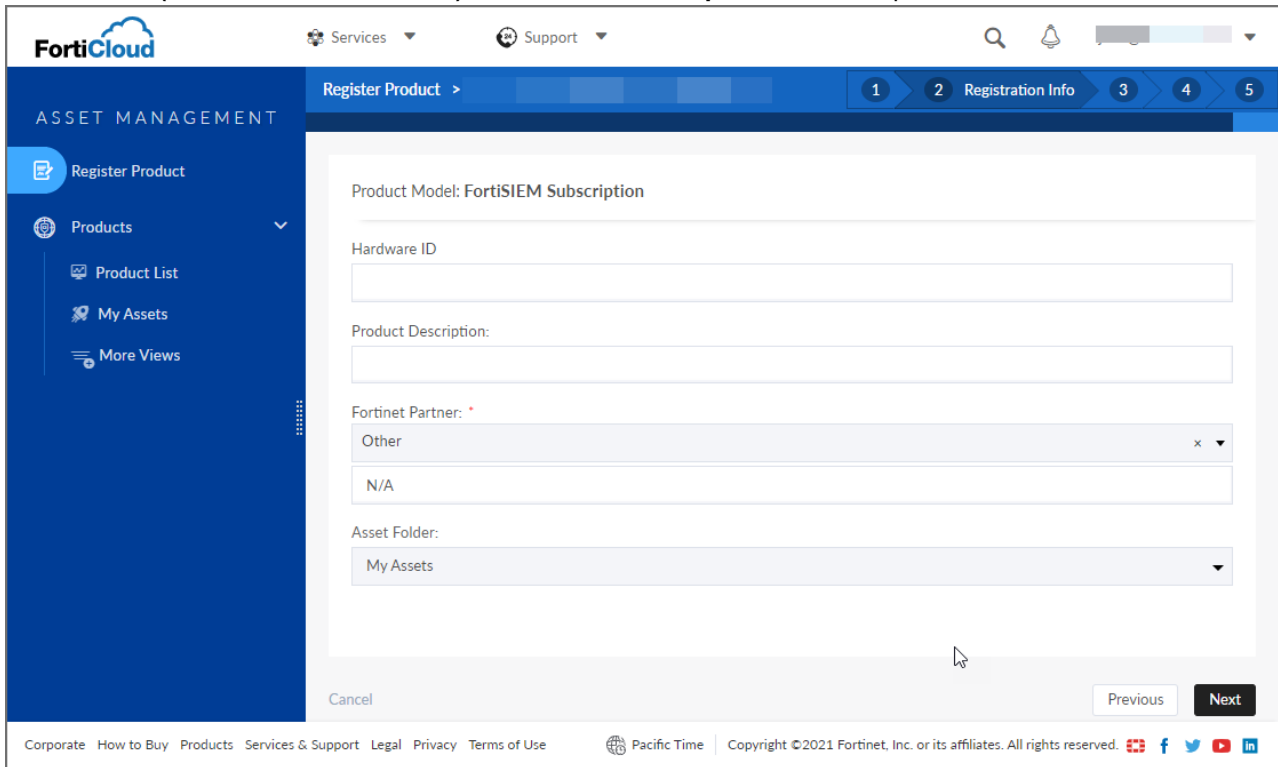
- [Registering Base FortiSIEM Product](#)
- [Adding Additional Devices/Services](#)

## 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** (also referred to as **UUID**), 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**.

The screenshot shows the 'Verify' step in the FortiCloud registration process. The page title is 'Register Product' and the current step is '3 Verification'. The product model is 'FortiSIEM Subscription'. An important notice is displayed: 'Important Notice: READ BEFORE COMPLETING THE REGISTRATION.' The asset location is '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
FortiSIEM UEBA Agent	Web/Online	2021-07-06	2022-07-06

At the bottom, there is a checkbox for accepting terms and a 'Confirm' button.

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 'Completion' step in the FortiCloud registration process. The page title is 'Register Product' and the current step is '4 Completion'. A green banner indicates 'Registration Completed'. The 'Product Info' section displays the following details:

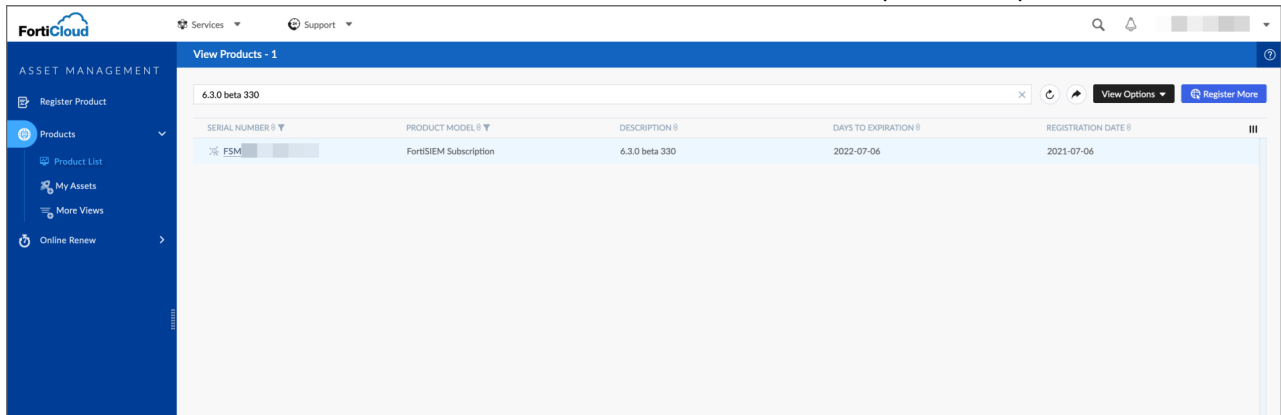
- Product Model: FortiSIEM Subscription
- Serial Number: FSM [redacted]
- Registration Date: 2021-07-06
- Description: 6.3.0 beta 330
- Partner: Unknown
- Hardware ID: [redacted]
- Required Support Points: 1616
- Type: Evaluation
- Expiration Date: 2022-07-06

The 'Asset location' is 'My Assets/Beta Testing'. A table titled 'SUPPORT COVERAGE' lists 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.

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**.

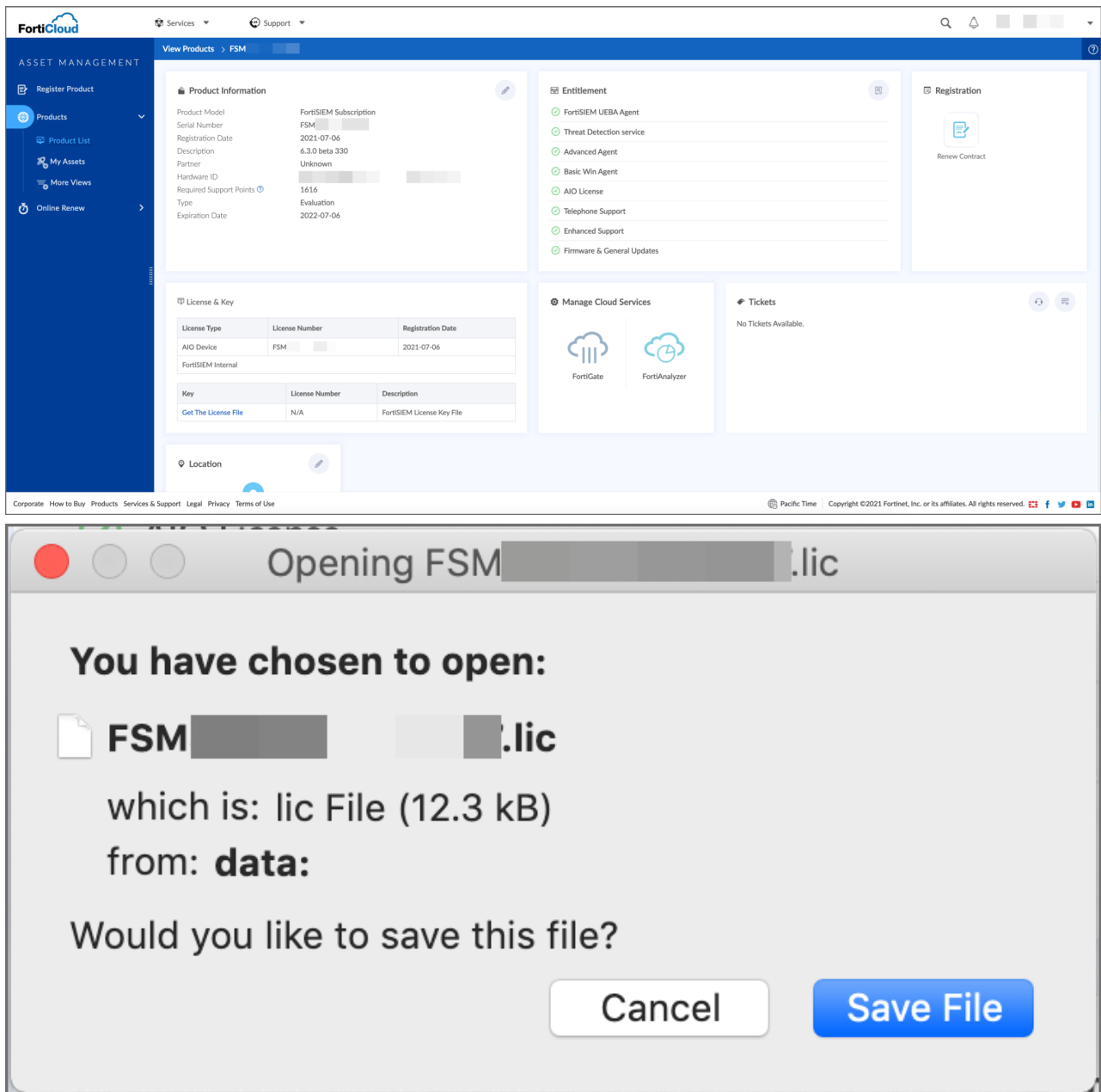
**Edit Product Information**

Description:

Fortinet Partner:

Cancel Save

15. Select **License & Key** and click **Get The License File** link to download the license.  
 If you are using FortiSIEM 7.2.5 or earlier, select **Download** for FortiSIEM License Key Legacy File.  
 If you are using FortiSIEM 7.2.6 or later, select **Download** for FortiSIEM License Key File.  
**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 FortSIEM. See [Prerequisites \(c\)](#) for the image location.
17. Once FortSIEM 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:

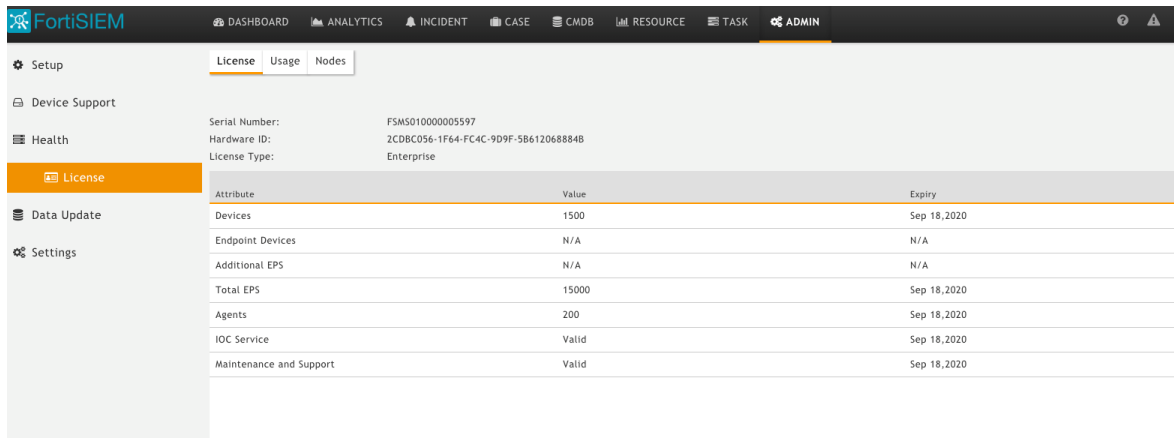
- **Enterprise** for single organizations
- **Service Provider** for multiple organizations

**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:

- Verify the license information on FortiSIEM GUI:
  - Flash GUI: **Admin > License Management**
  - HTML5 GUI: **Admin > License > General**.



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

- `# phLicenseRead <LicenseFile>`

```
[root@Autosuper### ~]# phLicenseRead FSMTEST#####-####-####-####-#####.lic
License Information:
Attribute                               Value
Expiration Date                         Jun 19, 2025
Serial Number                           FSM#####
Hardware ID                             #####-####-####-####-#####
Licensed Hardware ID                    #####-####-####-####-#####
License Type                             Not Decided
Devices                                  1000
Endpoint Devices                         10
Expiration Date                          Jun 19, 2025
```

Additional EPS 19, 2025	1000	Jun
Total EPS 19, 2025	11020	Jun
Agents 19, 2025	100	Jun
UEBA Telemetry 19, 2025	100	Jun
IOC Service 19, 2025	Valid	Jun
High Availability Support 19, 2025	Valid	Jun
Maintenance and Support 19, 2025	Valid	Jun

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

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

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

```
[root@Autosuper### ~]# phLicenseTool --show
License Information:
Attribute                               Value
Expiration Date                          Jun 17, 2025
Serial Number                             FSMS000000000000
Hardware ID                               #####-###-###-###-#####
Licensed Hardware ID                      #####-###-###-###-#####
License Type                              Service Provider
Devices                                   100000
Jun 17, 2025
Endpoint Devices                          10
Jun 17, 2025
Additional EPS                             N/A
N/A
Total EPS                                 1000020
Jun 17, 2025
Agents                                    110
Jun 17, 2025
UEBA Telemetry                            2
Jun 17, 2025
IOC Service                               Valid
Jun 17, 2025
High Availability Support                  Valid
Jun 17, 2025
Maintenance and Support                   Valid
Jun 17, 2025

[root@Autosuper### ~]# phLicenseTool --verify
license matched
```

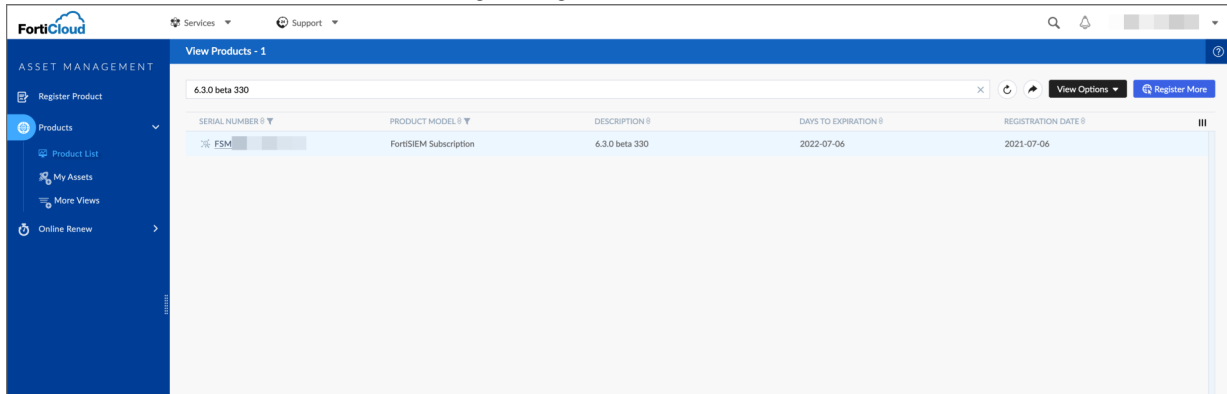
## Adding Additional Devices/Services

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:

**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.

- Select **License & Key** and click **Get The License File** to download the license.
- Download and install FortSIEM 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.
- 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](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@Autosuper### ~]# phLicenseRead FSMTEST#####-####-###-####-#####.lic
License Information:
Attribute                               Value
  Expiration Date                        Jun 19, 2025
  Serial Number                           FSM#####
  Hardware ID                             #####-####-####-####-#####
  Licensed Hardware ID                     #####-####-####-####-#####
  License Type                             Not Decided
  Devices                                  1000
    Jun 19, 2025
  Endpoint Devices                          10
    Jun 19, 2025
  Additional EPS                            1000
    Jun 19, 2025
  Total EPS                                 11020
    Jun 19, 2025
  Agents                                    100
    Jun 19, 2025
  UEBA Telemetry                           100
    Jun 19, 2025
  IOC Service                               Valid
    Jun 19, 2025
```

High Availability Support Jun 19, 2025	Valid
Maintenance and Support Jun 19, 2025	Valid

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

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

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

```
[root@Autosuper### ~]# phLicenseTool --show
License Information:
Attribute                               Value
Expiration Date                          Jun 17, 2025
Serial Number                             FSMS000000000000
Hardware ID                               #####-###-###-###-#####
Licensed Hardware ID                      #####-###-###-###-#####
License Type                              Service Provider
Devices                                  100000
Jun 17, 2025
Endpoint Devices                          10
Jun 17, 2025
Additional EPS                             N/A
N/A
Total EPS                                 1000020
Jun 17, 2025
Agents                                    110
Jun 17, 2025
UEBA Telemetry                             2
Jun 17, 2025
IOC Service                               Valid
Jun 17, 2025
High Availability Support                  Valid
Jun 17, 2025
Maintenance and Support                   Valid
Jun 17, 2025

[root@Autosuper### ~]# phLicenseTool --verify
license matched
```

## 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	FortSIEM-2000F		2022-05-27	2019-05-27
FSM	FortSIEM-3500F		2022-07-24	2019-07-25
FSM	FortSIEM-3500F		2022-04-28	2019-04-29
FSM	FortSIEM-500F		2022-07-24	2019-07-25
FSM	FortSIEM-500F		2022-07-24	2019-07-25
FSM	FortSIEM-500F		2022-04-28	2019-04-29
FSM	FortSIEM-500F		2022-04-28	2019-04-29
FSM	FortSIEM		2022-04-30	2019-05-01
FSM	FortSIEM		2022-05-28	2019-05-27
FSM	FortSIEM		2022-06-10	2019-06-11
FSM	FortSIEM		2022-07-01	2019-07-02
FSM	FortSIEM		2022-07-11	2019-07-12
FSM	FortSIEM		2022-08-04	2019-08-07
FSM	FortSIEM	FORTSIEM SUPPORT	2022-10-09	2019-10-10
FSM	FortSIEM		2023-01-30	2019-12-01
FSM	FortSIEM		No coverage	2021-02-25
FSM	FortSIEM Subscription	Renewal of test license	39 days	2021-06-16

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

### Product Information

Product Model	FortSIEM
Serial Number	FSM
Registration Date	2019-05-27
Description	FortSIEM
Partner	
Hardware ID	88888888-8888-8888-8888-888888888888
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.

**Edit Product Information**

Description:

Fortinet Partner:

Cancel Save

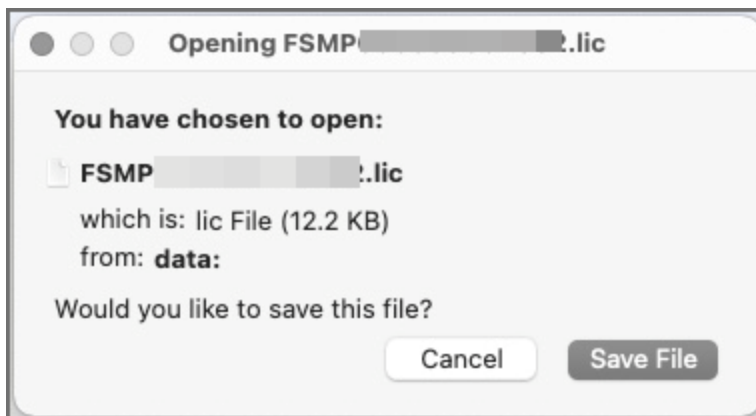
6. Select **License & Key** and click **Get The License File** to download the license.

License & Key

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** Refresh Upload

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) Last 1 hour @ 16:01:24

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

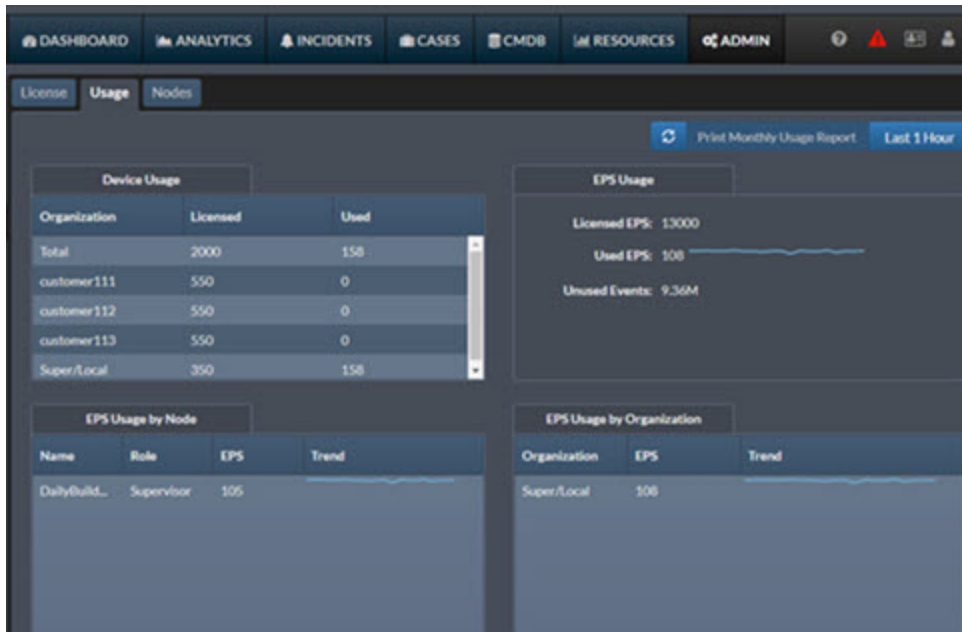
- HTML5 GUI: ADMIN > License > License/Usage/Nodes

DASHBOARD ANALYTICS INCIDENTS CASES CMDB RESOURCES ADMIN

License Usage Nodes Upload

Serial Number: FSMTEST2887660918  
Hardware ID: 4217815B-63D8-21C0-927F-09D92A2FAB30  
License Type: Service Provider

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



The screenshot shows the 'Nodes' management interface. It includes 'Add' and 'Delete' buttons and a table with the following data:

Mode	IP Address
Supervisor	172.30.53.118



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