Overview

This guide describes FortiClient licensing for FortiClient and FortiClient EMS 7.0.

License types

This section describes licensing options available for FortiClient EMS. It provides information for each license type to help determine which license best suits your needs.

FortiClient EMS

This section contains licensing information for FortiClient EMS.

Free trial license

After you install EMS, you can enable a free trial license. With the free trial license, you can provision and manage FortiClient on three Windows, macOS, Linux, iOS, and Android endpoints and three Chromebooks indefinitely. The trial license includes the same functionality as the Zero Trust Network Access license and does not include Sandbox Cloud support. EMS consumes one license count for each managed endpoint.

See To apply a trial license to FortiClient EMS: on page 6.

You must have an eligible FortiCloud account to activate an EMS trial license. A FortiCloud account can only have one EMS trial license.

You should not use a trial license for production purposes. A trial license does not entitle you to Fortinet technical support. Fortinet may cancel a trial license if the terms of use are violated. The free trial policy terms may change at any time at Fortinet's discretion. You can only have one trial license per customer.

For evaluation, contacting Fortinet sales for an evaluation license is recommended. With an evaluation license, Fortinet provides support as needed during the evaluation period. See How to Buy.

Windows, macOS, and Linux licenses

FortiClient EMS supports per-endpoint and per-user licensing.

You cannot use both license types on one FortiClient EMS instance.

The following are the latest license bundles for FortiClient EMS:

License name	Description
Endpoint Protection Platform (EPP)	Full license that offers all FortiClient features. Includes all features detailed for the zero trust network access (ZTNA) license, as well as: • Antivirus (AV) • Antiransomware • Antiexploit • Cloud-based malware detection • Application Firewall • Software inventory • USB device control • Advanced threat protection via FortiClient Cloud Sandbox Fortinet offers this license for both per-endpoint and per-user licensing.
ZTNA	Includes support for Fabric Agent for endpoint telemetry, security posture check via ZTNA tagging, remote access (SSL and IPsec VPN), Vulnerability Scan, Web Filter, and threat protection via Sandbox (appliance only). Each purchased ZTNA license allows management of one FortiClient Windows, macOS, Linux, iOS, Android, or Chromebook endpoint. You must purchase a minimum of 25 endpoint licenses, and you can have these licenses for a maximum five year term. You can specify the number of endpoints and the term duration at time of purchase. If you do not apply a ZTNA license to EMS, no endpoints can register to EMS. Fortinet offers this license for both per-endpoint and per-user licensing.
FortiSASE	License that applies for deployments using FortiSASE. See FortiSASE.
FortiGuard Endpoint Forensics Analysis	The forensic service provides remote endpoint analysis to help endpoint customers respond to and recover from cyber incidents. For each engagement, forensic analysts from Fortinet's FortiGuard Labs remotely assist in the collection, examination, and presentation of digital evidence, including a final detailed report. This is an add-on license that you can apply to per-endpoint EPP, ZTNA, and FortiSASE licensing.

You can purchase different numbers of EPP and ZTNA licenses. For example, you can purchase 100 EPP licenses and 200 ZTNA licenses. EMS applies licenses based on the features that are enabled in the endpoint's assigned profile.

For per-user licenses, you can manually remove or exclude users from management to free up license seats. Each per-user license allows the user to register three devices. If a user registers a fourth device, they consume two licenses.

When using per-user licensing, using user verification is recommended. See User Management. If an endpoint connects to EMS by specifying the EMS IP address or using an invitation code, without using user verification, EMS considers the locally logged-in user identity as consuming a user license.

The following shows a more comprehensive comparison between the features included in the EPP and ZTNA licenses:

Feature	EPP	ZTNA
Zero Trust Security		

Feature	EPP	ZTNA
Zero Trust Agent	Yes	Yes
Central management via EMS	Yes	Yes
Dynamic Security Fabric connector	Yes	Yes
Vulnerability agent and remediation	Yes	Yes
SSL VPN with multifactor authentication (MFA)	Yes	Yes
IPsec VPN with MFA	Yes	Yes
Sandbox appliance	Yes	Yes
Next Generation Endpoint Security		
AI-powered next generation AV	Yes	
FortiClient Cloud Sandbox	Yes	
Automated endpoint quarantine	Yes	
Application inventory	Yes	
Application Firewall	Yes	
Software Inventory	Yes	

You must purchase a license for each registered endpoint or user.

Chromebook licenses

Each purchased Chromebook license allows management of one Google Chromebook user. You must purchase a minimum of 25 Google Chromebook user licenses and can have these EMS licenses for a maximum three year term. You can specify the number of Google Chromebook users and the term duration at time of purchase. FortiClient EMS uses one license seat per logged-in user. If the user logs out, the license seat times out (default timeout being 24 hours), and the license is released. At this point, another user can use this license seat.

If the number of Chromebooks that the EMS is managing exceeds the number of Chromebook licenses available, EMS licenses the additional Chromebooks using any available zero trust network access (ZTNA) licenses. For example, consider that your EMS instance has 50 Chromebook licenses, but 80 Chromebooks connect to the EMS instance. EMS licenses 50 Chromebooks using the Chromebook licenses, and licenses the remaining 30 Chromebooks using 30 ZTNA licenses, if available. EMS only licenses Chromebooks using ZTNA licenses if no Chromebook license is available. See Windows, macOS, and Linux licenses on page 2 for information about the ZTNA license.

EMS sends you an email when you are running out of licenses. Additionally, a log entry is entered when a client is refused connection due to unavailable licenses.

Component applications

Common services or applications do not require a license.

Installation of common services required for FortiClient EMS does not ask you for license information.

Licensing FortiClient EMS

There are several licensing options available with FortiClient EMS. You can use these licenses to manage Windows, macOS, Linux, or Chromebook endpoints. For information on the different license types available, see License types on page 2.

There are two ways to activate, upgrade, or renew a FortiClient EMS license:

- Licensing EMS by logging in to FortiCloud on page 6: You can log in to your FortiCloud account to activate EMS using that account. Once an EMS license expires, EMS uses the FortiCloud account to obtain a new license file, if available on that account. You can use this method to apply a trial or paid license to EMS. This is the primary licensing method for EMS.
- Uploading a license file on page 10: You can upload a license file to EMS. This functions in the same way as EMS versions prior to 6.2.0. You must use this backup licensing method only if you cannot license EMS by logging into FortiCare.

You must activate an EMS license before you can manage and provision any endpoints with EMS.

You can license an EMS instance that is in an isolated environment and completely isolated from the Internet using an Air-Gap license. To obtain an Air-Gap license, contact Fortinet Customer Service & Support.

Although the option to upload a license file is available in the EMS GUI, FortiCloud does not provide EMS 7.0 license files. You cannot use this option to activate, upgrade, or renew an EMS 7.0 license.

Licensing EMS by logging in to FortiCloud

You must license FortiClient EMS to use it for endpoint management and provisioning.

Applying a trial license to FortiClient EMS

To apply a trial license to FortiClient EMS:

The following steps assume that you have already acquired an EMS installation file from FortiCloud or a Fortinet sales representative for evaluation purposes and installed EMS.

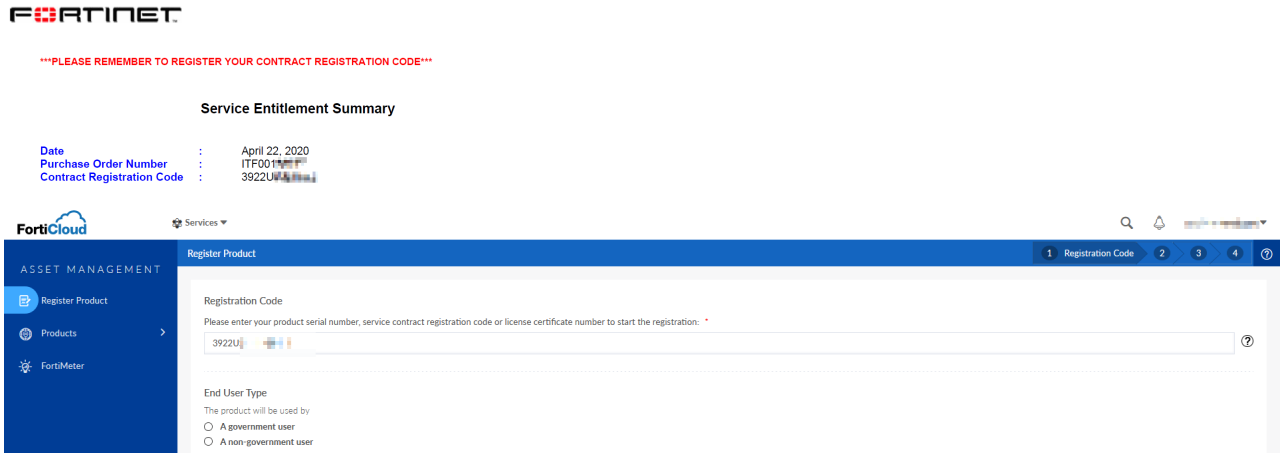
1. In EMS, in the *License Information* widget, click *Add* beside *FortiCloud Account*.
2. In the *FortiCloud Registration* dialog, enter your FortiCloud account credentials. If you do not have a FortiCloud account, create one.
3. Read and accept the license agreement terms.
4. Click *Login & Start Trial*. If your FortiCloud account is eligible for an EMS trial license, the *License Information* widget updates with the trial license information, and you can now manage three Windows, macOS, Linux, iOS, and Android endpoints indefinitely.

Applying paid licenses to FortiClient EMS

To apply a paid license to FortiClient EMS:

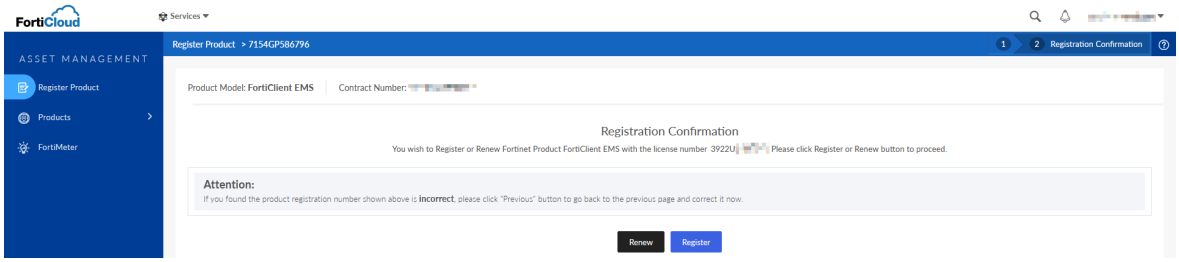
The following steps assume that you have already purchased and acquired your EMS and FortiClient licenses from a Fortinet reseller.

1. Log in to your FortiCloud account on Customer Service & Support.
2. Go to *Asset Management*.
3. Click *Register More*.
4. In the *Registration Code* field, enter the *Contract Registration Code* from your service registration document. Configure other fields as required, then click *Next*.



5. Do one of the following:
   a. If this is the first license that you are applying to this EMS server, do the following:
      i. Click *Register*.
      ii. In the *Hardware ID* field, enter the hardware ID found in *Dashboard* > *Status* > *License Information widget* > *Config License* in EMS. If you register the license prior to installing EMS, you must enter the hardware ID after installation. Configure other fields as required, then click *Next*.
      iii. Complete the registration, then click *Confirm*.
      iv. In EMS, go to *Dashboard* > *Status* > *License Information widget* > *Config License*.
      v. For *License Source*, select *FortiCare*.
      vi. In the *FortiCloud Account* field, enter your FortiCloud account ID or email address.
      vii. In the *Password* field, enter your FortiCloud account password.
      viii. Click *Login & Update License*. Once your account information is authenticated, EMS updates the *Configure License* page with the serial number and license information that it retrieved from FortiCloud.
   b. As Windows, macOS, and Linux licenses on page 2 describes, you can apply multiple license types to the same EMS server. For example, if you have already applied an EPP license to your EMS server, you can apply another license type, such as a ZTNA license, to the same EMS server. If desired, add another license type:
      i. On the *Registration Confirmation* page, when applying an additional license type, you must select *Renew* on the contract registration screen, regardless of the license types of the first and subsequent licenses. Selecting *Renew* combines the new license with any existing licenses for the EMS server and allows you to add the new license type to EMS while retaining previously applied license(s).

When applying an additional license type to EMS, selecting *Register* instead of *Renew* creates an additional license file instead of combining the new license with the existing license(s). You will not be able to apply the new and existing licenses to the same EMS server.



ii. In the *Serial Number* field, enter the EMS serial number or select the EMS instance from the list. You can find the serial number in *Dashboard* > *Status* > *License Information widget* > *Configure License* in EMS. Click *Next*.

iii. Complete the registration, then click *Confirm*.

EMS reports the following information to FortiCare. FortiCloud displays this information in its dashboard and asset management pages:

- EMS software version
- Number of FortiClient endpoints currently actively licensed under and being managed by this EMS
- Endpoint license expiry statuses. You can use this information to plan license renewals.

Using a second license to extend the license expiry date does not increase the number of licensed clients. To increase the number of licensed clients, contact Fortinet Support for a co-term contract.

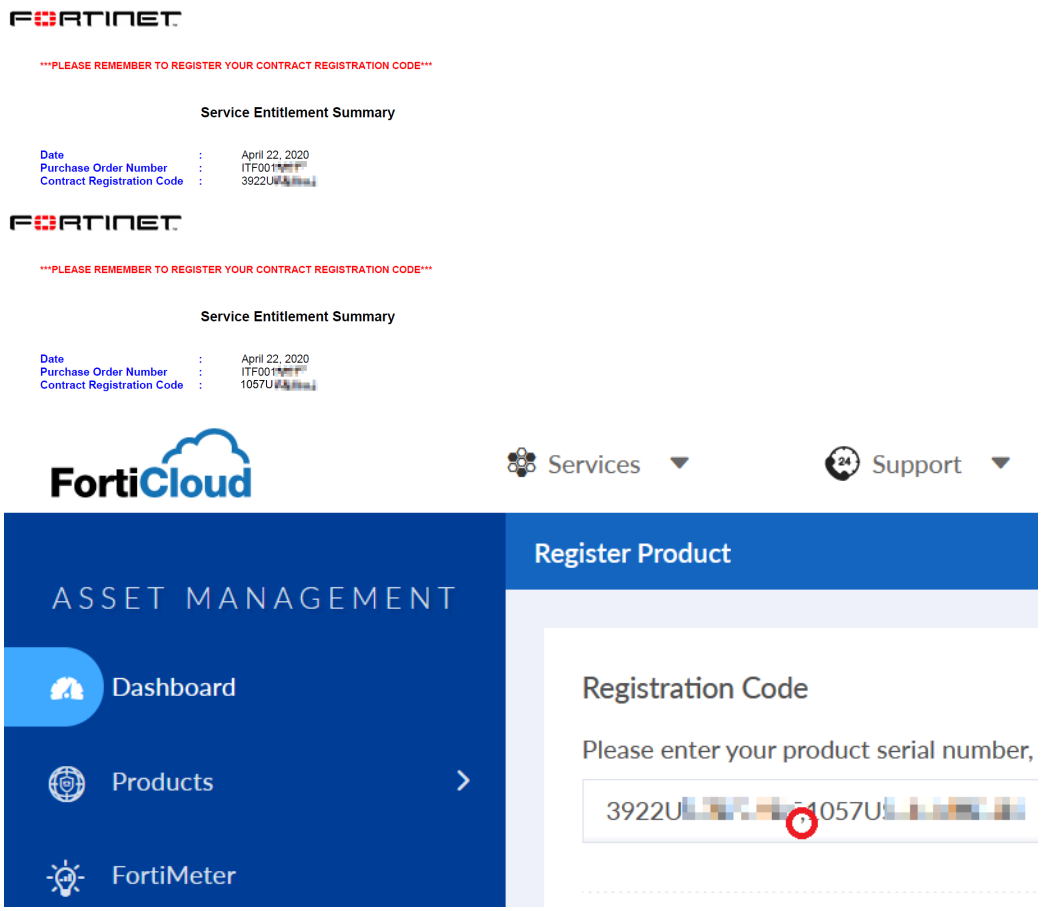
If you previously activated another license with the same EMS hardware ID, you receive a duplicated UUID error. In this case, contact Customer Support to remove the hardware ID from the old license.

To apply multiple paid licenses to FortiClient EMS:

You may want to apply multiple paid licenses of the same type to at the same time. For example, if you want EMS to manage 525 ZTNA endpoints, you can purchase two ZTNA licenses: one for 500 endpoints, and another for 25 endpoints. In this scenario, you need to register the licenses at the same time.

The following steps assume that you have already purchased and acquired your EMS and FortiClient licenses from a Fortinet reseller.

1. Log in to your FortiCloud account on Customer Service & Support.
2. Go to *Register Product*.
3. In the *Registration Code* field, enter the *Contract Registration Code*s from your service registration documents. Separate the codes with a comma. For example, to register the 3922U and 1057U codes in the following screenshots, you would enter 3922U,1057U in the *Registration Code* field. Configure other fields as required, then click *Next*.



4. Do one of the following:
   a. If these are the first licenses that you are applying to this EMS server, do the following:
      i. Click *Register*.
      ii. In the *Hardware ID* field, enter the hardware ID found in *Dashboard* > *Status* > *License Information widget* > *Configure License* in EMS. If you register the licenses prior to installing EMS, you must enter the hardware ID after installation. Configure other fields as required, then click *Next*.
      iii. Complete the registration, then click *Confirm*.
      iv. In EMS, go to *Dashboard* > *Status* > *License Information widget* > *Configure License*.
      v. For *License Source*, select *FortiCare*.
      vi. In the *FortiCloud Account* field, enter your FortiCloud account ID or email address.
      vii. In the *Password* field, enter your FortiCloud account password.
      viii. Click *Login & Update License*. Once your account information is authenticated, EMS updates the *Configure License* page with the serial number and license information that it retrieved from FortiCloud.
   b. As described in Windows, macOS, and Linux licenses on page 2, you can apply multiple license types to the same EMS server. For example, if you have already applied an EPP license to your EMS server, you can apply other license types, such as a ZTNA license, to the same EMS server. If desired, add another license type:
      i. On the *Registration Confirmation* page, when applying an additional license type, you must select *Renew* on the contract registration screen, regardless of the license types of the first and subsequent licenses. Selecting *Renew* combines the new licenses with any existing licenses for the EMS server and allows you to add the new license types to EMS while retaining previously applied license(s).

When applying an additional license types to EMS, selecting *Register* instead of *Renew* creates an additional license file instead of combining the new licenses with the existing license(s). You will not be able to apply the new and existing licenses to the same EMS server.

ii. In the *Serial Number* field, enter the EMS serial number or select the EMS instance from the list. You can find the serial number in *Dashboard* > *Status* > *License Information widget* > *Configure License* in EMS. Click *Next*.
iii. Complete the registration, then click *Confirm*.

EMS reports the following information to FortiCare. FortiCloud displays this information in its dashboard and asset management pages:

- EMS software version
- Number of FortiClient endpoints currently actively licensed under and being managed by this EMS
- Endpoint license expiry statuses. You can use this information to plan license renewals.

Using a second license to extend the license expiry date does not increase the number of licensed clients. To increase the number of licensed clients, contact Fortinet Support for a co-term contract.

If you previously activated another license with the same EMS hardware ID, you receive a duplicated UUID error. In this case, contact Customer Support to remove the hardware ID from the old license.

Uploading a license file

You must use this backup licensing method only if you cannot license EMS by logging into FortiCare.

Contact Fortinet Support to activate, upgrade, or renew your FortiClient EMS license. After you have the license file, you can add it to FortiClient EMS.

To upload a license file for activation, upgrade, or renewal:

1. Go to *Dashboard* > *Status* > *License Information widget* > *Configure License*.
2. For *License Source*, select *File Upload*.
3. Click *Browse* and locate the license key file.
4. Click *Upload*.

Licensing EMS in an air-gapped network

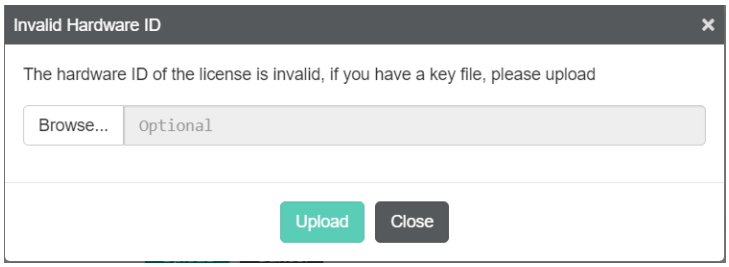
If you are deploying EMS in an air-gapped or isolated network where EMS cannot access the Internet, you can configure EMS to receive updates from FortiManager to deploy to FortiClient. In offline mode, FortiManager allows export and import of FortiGuard packages from FortiManager for provisioning as a FortiGuard distribution server. You can export

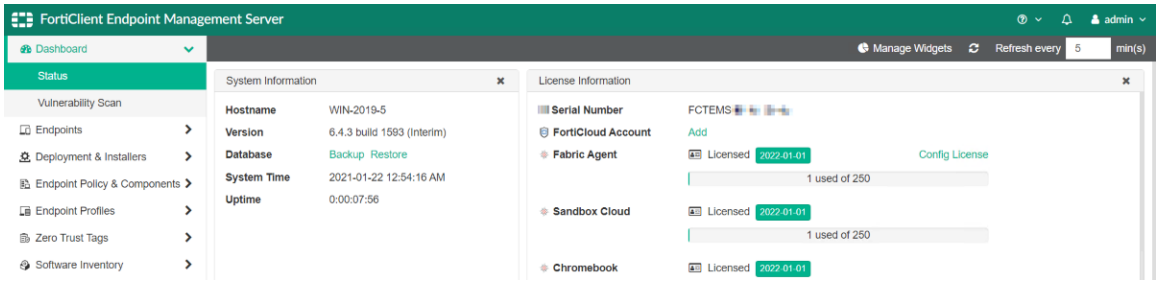
FortiGuard packages from an online FortiManager to import to an offline FortiManager that will provide signature, engine, and FortiClient installer updates to EMS. EMS receives AntiVirus, Web Filter, Application Firewall, Vulnerability Scan, and Sandbox signatures and engines updates and FortiClient installers from FortiManager and deploys updates to FortiClient while in an air-gapped or isolated network.

This feature is also useful if you have experienced hardware failure and need to install EMS on another server. Fortinet customer support can provide a key file to allow you to apply your original license to EMS on the new server.

To configure EMS for an air-gapped network:

1. Contact Fortinet Customer Service & Support. Provide them with your original EMS license file and the IP address of the new machine where you will install EMS. They provide you with a key file.
2. Install EMS. See Installing FortiClient EMS.
3. Go to *System Settings* > *EMS settings*. Ensure that the value in the *Listen on IP* field matches the IP address that you gave to Customer Service & Support in step 1. Otherwise, EMS will not be able to validate the key file.
4. In EMS, on the *License Information* widget, select *Config License*.
5. For *License Source*, select *File Upload*.
6. In *License File*, browse to and upload your original license file.
7. EMS detects that the hardware ID associated with the license has changed and prompts you to upload the key file. Browse to and upload the key file that Customer Service & Support provided to you. If the key file matches the license file, the EMS license is activated.





8. Enable EMS to use FortiManager for signature updates:
   a. Go to *System Settings* > *FortiGuard Servings*.
   b. Enable *Use FortiManager for client software/signature updates*.
   c. Configure the fields for the desired FortiManager.
   d. Click *Save*.
9. Enable endpoint profiles to use FortiManager for signature updates:
   a. Go to *Endpoint Profiles* > *Manage Profiles*.
   b. Select the desired profile.
   c. On the *System Settings* tab, under *Update*, enable *Use FortiManager for Client Signature Update*.
   d. Configure the fields for the same FortiManager as you configured in step 8.

e. Configure the update schedule as desired.
f. Click *Save*.

License status

The *Dashboard* > *Status* > *License Information* widget displays your license statuses. EMS supports multiple licenses, including separate licenses for Telemetry and endpoint protection and management, for FortiClient Cloud Sandbox integration, and for Chromebook endpoint management. Each license's status can change. The options are:

License status	Description
Unlicensed	If you just installed FortiClient EMS, EMS is unlicensed by default. Log in to your FortiCloud account or upload a license file to update the license status.
Non-expired license	You can upgrade the license on your FortiCloud account.
Expired license	You can renew the license on your FortiCloud account. You have ten days after the license expiry date to renew the license. During this grace period, the *License Information* widget displays the expiry date, which has already passed, and FortiClient EMS functions as if the license has not expired. FortiClient EMS also displays a daily notification that the license has expired and that you are currently using FortiClient EMS as part of the ten day grace period. After ten days, FortiClient EMS reverts to unlicensed mode for that license.

After applying a trial license to EMS, you can purchase a license and register the EMS installation on your FortiCloud account as To apply a paid license to FortiClient EMS: on page 7 describes, then click *Sync License Now* in *Dashboard* > *Status* > *License Information widget* > *Configure License* to apply a paid license to EMS.

Help with licensing

For licensing issues with FortiClient EMS, contact the licensing team at Fortinet Technical Assistance Center (TAC):

- Phone: +1-866-648-4638
- Technical support: support.fortinet.com/

Change log

Date	Change Description
2021-04-27	Initial release.
2022-07-06	Updated for 7.0.6.
2022-11-03	Updated: • Windows, macOS, and Linux licenses on page 2 • Chromebook licenses on page 4