Overview

This guide describes FortiClient licensing for FortiClient and FortiClient EMS 6.2. There were major licensing changes between 6.0 and 6.2.

The EMS trial license is only available for EMS 6.2.1 and later versions.

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

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 . The trial license does not include management of Chromebook endpoints. The trial license provides access to the same features as the Fabric Agent license and does not include support for FortiSandbox Cloud. EMS consumes one license count for each managed endpoint.

With EMS 6.2.1 and 6.2.2, the trial license expires after 30 days. With EMS 6.2.3 and later versions, the trial license does not expire.

See To apply a trial license to FortiClient EMS: on page 5.

You must have an eligible FortiCare account to activate an EMS trial license. A FortiCare 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 endpoint licenses

There are three types of licenses for Windows, macOS, and Linux endpoints:

License name	Description
Fabric Agent with Endpoint Protection and Cloud Sandbox	Full license that offers all FortiClient features including endpoint protection and Sandbox Cloud. Includes all features detailed for the Fabric Agent with Endpoint Protection and Sandbox Cloud licenses.

License name	Description
Fabric Agent with Endpoint Protection	Includes support for Telemetry and endpoint protection and management (AV, on-premise FortiSandbox, Web Filter, Application Firewall, Vulnerability Scan, Fortinet Single Sign-On (FSSO), and FortiGate registration). Each purchased Fabric Agent license allows management of one FortiClient Windows, macOS, or Linux endpoint. You must purchase a minimum of 25 endpoint licenses, and you can have these EMS licenses for a maximum three year term. You can specify the number of endpoints and the term duration at time of purchase. The Fabric Agent license also applies for iOS and Android endpoints.
Sandbox Cloud	Adds support for FortiSandbox Cloud for Windows endpoints.

When using both Fabric Agent and Sandbox Cloud licenses, you must purchase the same number of licenses for both license types:

- If you already have purchased Fabric Agent licenses for 1000 endpoints, then decide to add the Sandbox Cloud licenses, you must also purchase 1000 Sandbox Cloud licenses.
- If you have purchased Sandbox Cloud licenses for 500 endpoints, then decide to add the Fabric Agent licenses, you must also purchase 500 Fabric Agent licenses.
- If you purchase both Fabric Agent and Sandbox Cloud licenses at the same time, you must purchase the same number of both licenses.
- If the license amounts differ, the lowest common number of licenses is available. For example, if you purchase 500 Fabric Agent licenses and 300 Sandbox Cloud licenses, EMS only has 300 licenses available.

You must purchase a license for each registered endpoint.

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.

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 5: 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 7: You can upload a license file to EMS. This functions in the same way as EMS versions prior to 6.2. 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.

> ⚠ Although the option to upload a license file is available in the EMS GUI, FortiCare does not provide EMS 6.2 license files. You cannot use this option to activate, upgrade, or renew an EMS 6.2 license.

Licensing EMS by logging in to FortiCloud

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

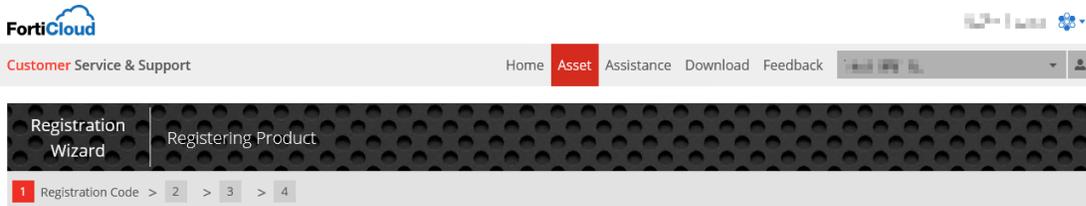**To apply a trial license to FortiClient EMS:**

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

1. In EMS, in the *License Information* widget, click *Add* beside *FortinetOne Account*.
2. In the *FortinetOne 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. If you are using EMS 6.2.1 or 6.2.2, the trial license lasts for 30 days. If you are using EMS 6.2.3 or a later version, the trial license lasts indefinitely.

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 > Register/Activate*.

3. In the *Specify Registration Code* field, enter the *Contract Registration Code* from your service registration document. Configure other fields as required, then click *Next*.


4. In the *Hardware ID* field, enter the hardware ID found in *Administration > Configure License* in EMS. Configure other fields as required, then click *Next*.

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

6. As described in Windows, macOS, and Linux endpoint licenses on page 2, you can apply multiple license types to the same EMS. For example, if you have already applied a Fabric Agent license to your EMS, you can apply another license type, such as a Chromebook license, to the same EMS server. If desired, add another license type:

   a. Repeat steps 2-3.

   b. On the *Registration Confirmation* page, when applying an additional license type, you must select *Renew/Upgrade* on the contract registration screen, regardless of the license types of the first and subsequent licenses. Selecting *Renew/Upgrade* combines the new license with any existing licenses for the EMS 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/Upgrade* creates an additional license file instead of combining the new license with the existing license(s). You will not be able to have the new license and existing licenses both applied to the same EMS.
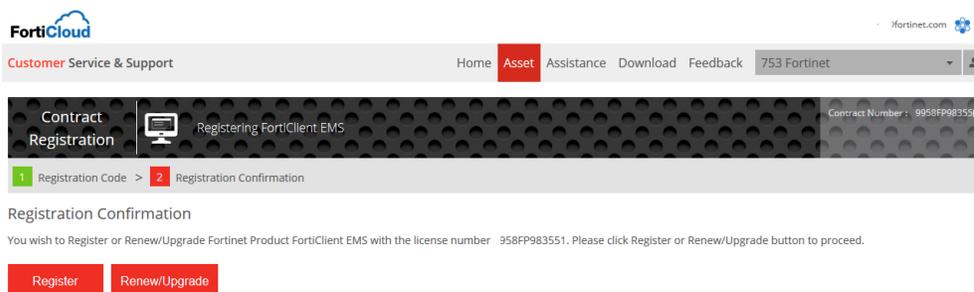
   c. On the *Specify Fortinet Registration Information* page, enter the EMS serial number or select the EMS instance from the list. You can find the EMS serial number in *Administration > Configure License* in

EMS. Click *Next*.

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

7. License FortiClient EMS:

   a. Go to *Administration > Configure License*.

   b. For *License Source*, select *FortiCare*.

   c. In the *FortinetOne Account* field, enter your FortiCloud account ID or email address.

   d. In the *Password* field, enter your FortiCloud account password.

   e. 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.

EMS reports the following information to FortiCare. FortiCare 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, you must 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 *Administration > Configure License*.

2. For *License Source*, select *File Upload*.

3. Click *Browse* and locate the license key file.

4. Click *Upload*.

License status

The *Dashboard > FortiClient Status > License Information* widget displays your license statuses. EMS supports multiple licenses, including separate licenses for Telemetry and endpoint protection and management, for

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FortiSandbox Cloud 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 FortiCare 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.
Trial Expiring	Your EMS trial license expires on the date shown (30 days after activating the trial license). This status only applies for EMS 6.2.1 and 6.2.2. Trial licenses do not expire for EMS 6.2.3 and later versions.
Trial Expired	Your EMS trial license expired on the date shown. This status only applies for EMS 6.2.1 and 6.2.2. Trial licenses do not expire for EMS 6.2.3 and later versions.

After applying a trial license to EMS, you can purchase a license and register the EMS installation on your FortiCare account as described in To apply a paid license to FortiClient EMS: on page 5, then click *Sync License Now* in *Administration > 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
2019-06-12	Initial release.
2019-07-18	Updated for 6.2.1.
2019-08-07	Updated Licensing FortiClient EMS on page 5.
2019-12-19	Updated for 6.2.3.
2020-02-19	Updated Free trial license on page 2.
2020-03-23	Updated Free trial license on page 2 and To apply a trial license to FortiClient EMS: on page 5.
2020-04-08	Updated Free trial license on page 2 and To apply a trial license to FortiClient EMS: on page 5.
2020-06-18	Updated Free trial license on page 2 and To apply a trial license to FortiClient EMS: on page 5.