

# Fortinet End of Support FortiEDR version 3.x

## FortiEDR 3.x\*<sup>1</sup> EOS FAQ

### **Specifically what versions will be end of Support? what are the time line?**

All 3.x versions will be end of support by October 1, 2020, with the exception of MacOS Collector v3.1 and Linux Collector v3.1.1

Backend:

Any backend component (Management, Core, Aggregator and Repository): v3.x and all previous versions

Host (collectors):

Windows enSilo Collector: v3.0, v3.1, v3.1.1 and all previous versions

MacOS enSilo Collector: v3.0.1 and all previous versions

Linux enSilo Collector: v2.6 and all previous versions

Following that date for having fixes, new functionality and new OS support you will need to upgrade your EOS Collector to a newer version.

### **What are the enhancements introduced in version 4.x?**

FortiEDR platform continues to evolve enabling more and more functionalities. The introduced enhancements are designed not only to improve the security posture but also to ease the day to day security management and operations. On the host level, we are constantly extending our collection and discovery functionalities, along with providing better protection for new released OSs.

In version 4.x you will find these enhancements:

Vulnerability management, ELAM driver support, device control, IOT and rogue devices discovery, SAML support and ecosystem interconnectivity and orchestration support. Fortinet recommend to upgrade all FortiEDR Collectors to the latest versions

### **By upgrading to the latest collector version, will it support the legacy OS I am running on my endpoints?**

The latest Collector versions, support at least the same set of Operation Systems available in previous versions including legacy Operating System support such as Windows XP, Windows server 2003. Among other benefits, upgrading the collectors to the latest version will allow to continue expanding OS support with newly released operation systems versions.

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<sup>1</sup> All 3.x versions besides MacOS Collector v3.1 and Linux Collector v3.1.1

On the flip side, after the EOS date, any newly released Operating System version will no longer be supported by the Collectors that are EOS.

### **How do I upgrade my FortiEDR Platform?**

Cloud and hybrid deployment-based customers are proactively being reached upon new release availability. On-premises customers can issue a support case via the Fortinet support portal: <https://support.fortinet.com/>

### **How do I upgrade the EOS Collectors?**

The recommended way is to upgrade Collectors via the FortiEDR Console.

At the Administration tab, Licensing, press on Update Collectors and choose the groups you would like to upgrade and the version you would like to upgrade them to.

The screenshot shows the FortiEDR console interface. The top navigation bar includes 'ADMINISTRATION' (1110) and 'LICENSING'. The main content area displays the following information:

- Installation ID: 981178577 | Name: ensilofordev | Expiration Date: 25-Apr-2021
- License Status:**
  - License Type: Predict, Protect and Response
  - Communication Control: Available
  - Forensics: Available
  - Threat Hunting: Available
  - Content Updates: Available
  - Vulnerability Management: Available
- License Capacity:** 1000 workstations, 1000 servers, 10000 IoT devices
- In Use:** 24 workstations, 4 servers, 172 IoT devices
- Remaining:** 976 workstations, 996 servers, 9828 IoT devices

A donut chart titled 'Workstations' shows 24 Licenses In Use (green) and 976 Licenses Remaining (grey).

At the bottom, the 'Content' section shows 'Content Version: 8221' and a highlighted 'Update Collectors' button.

Another option is to upgrade the Collectors using a 3<sup>rd</sup> party tool at your choice, such as SCCM, GPO or alike.

### **What is the protection state of a Device running a Collector that is End Of Support?**

Device running with EOS Collector is protected.

Device running with EOS Collector, though is missing additional functionality included in Collectors of newer versions such as Device Control, user notifications, registration with Microsoft Security Center (ELAM) and additional functionality, is protected.

### **Why should I upgrade the EOS Collectors?**

While the devices running with EOS Collector are protected today, in the future, after upgrading your device Operating System version that is not supported by the EOS Collector, the Collector will change its status to Degraded, enabling upgrading to a newer supportive Collector version, but with no protection till such upgrade occurs.

In addition, newer versions of FortiEDR Collectors introduce enhanced security and additional functionality such as Device Control policies, registration with Microsoft Security Center, user notifications etc.

### **Does the EOS relates to the device OS?**

No. The EOS refers only to the respective FortiEDR Collector version.

Note that following the EOS date, any newly released Operating System version will be supported by the EOS Collector. For gaining support for the new OS, you should upgrade the FortiEDR Collector to a newer version.

### **What happens if we experience an issue with a Collector after its EOS date?**

When approaching the FortiEDR support you might be asked to upgrade the FortiEDR Collector to a newer Collector version for resolution and / or additional troubleshooting steps.