

License not Updated on GUI

If a license that should be active isn't currently available on the GUI, you can use the following steps to troubleshoot your connection. After each troubleshooting step, go to **System > FortiGuard** to check if the licenses are showing as available.

Connecting to FortiGuard

1. To prompt your FortiGate to connect to FortiGuard, connect to the CLI and use the following command:

```
diagnose debug application update -1
```

```
diagnose debug enable
```

```
execute update-now
```

2. If your FortiGate has multiple VDOMs, make sure that you use the management VDOM and that VDOM has Internet access. To set the proper VDOM as the management VDOM, use the following command:


```
config system global
```

```
    set management-vdom
```


```
end
```

Checking FortiGuard filtering

1. To test if FortiGuard is reachable, go to **System > FortiGuard**.
2. Under **Filtering**, check **Filtering Services Availability**. If you do not see a green check mark, select **Check Again**.
3. If you still do not see a green check mark, change the **FortiGuard Filtering Port** to the alternate port **"8888" or "53"**. Select **Apply** and see if the services become available.

	If you're updating FortiGuard using a FortiManager, the FortiGuard Filtering Port can also be 80.
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Filtering

Web Filter Cache	<input checked="" type="checkbox"/>	Clear cache after	<input type="text" value="60"/>	Minutes
			Clear Web Filter Cache	
Anti-Spam Cache	<input checked="" type="checkbox"/>	Clear cache after	<input type="text" value="30"/>	Minutes
FortiGuard Filtering Port		<input type="text" value="53"/>	<input checked="" type="checkbox"/>	8888
Filtering Services Availability	<input checked="" type="checkbox"/>	Available	<input type="button" value="Check Again"/>	

[Request re-evaluation of a URL's category](#)

- 4.

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Testing the DNS

1. To test if your DNS can reach FortiGuard, use the following CLI command:

```
execute ping guard.fortinet.net
```

2. If you can reach the address, run the following command:

```
diagnose debug application update -1
```

```
diagnose debug enable
```

```
execute update-now
```

3. If you can't reach the address, go to **System > DNS** and verify that the settings are correct. Then run the PING test again.

Contacting Support

If you still cannot connect, contact [Fortinet Support](#).