

FortiClient 6.2

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Introduction

Fortigate running FortiOS 6.2 automatically receives telemetry from Forticlient 6.2. Forticlient telemetry/compliance license is no longer needed on Fortigate as Fortinet has integrated telemetry/compliance capability in to one simple Fabric agent license that includes central management (EMS).

Starting with FortiOS 6.2.0, the FortiClient Endpoint Telemetry license is deprecated. The FortiClient Compliance profile under the Security Profiles menu has been removed and has the Enforce FortiClient Compliance Check option under each interface configuration page. Endpoints running FortiClient 6.2.0 now register only with FortiClient EMS 6.2.0 and compliance is accomplished through the use of Compliance Verification Rules configured on FortiClient EMS 6.2.0 and enforced through the use of firewall policies. As a result, there are two upgrade scenarios:

- Customers using only a FortiGate device in FortiOS 6.0 to enforce compliance must install FortiClient EMS 6.2.0 and purchase a FortiClient Security Fabric Agent License for their FortiClient EMS installation.
- Customers using both a FortiGate device in FortiOS 6.0 and FortiClient EMS running 6.0 for compliance enforcement, must upgrade the FortiGate device to FortiOS 6.2.0, FortiClient to 6.2.0, and FortiClient EMS to 6.2.0.

The FortiClient 6.2.0 for MS Windows standard installer and zip package containing FortiClient.msi and language transforms and the FortiClient 6.2.0 for macOS standard installer are included with FortiClient EMS 6.2.0.

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Forticlient licenses will be sold at a 25-seat pack and will offer 4 primary SKUs:

SKU	Description
FC1-15-EMS01- 403 -02-12	1 Year coverage for FortiClient EMS include: Firmware & General Updates Enhanced Support 24x7 Telephone Support 24x7 FortiClient Chrome
FC1-15-EMS01- 299 -02-12	1 Year coverage for FortiClient EMS include: Firmware & General Updates Enhanced Support 24x7 Telephone Support 24x7 FortiClient Fabric Agent FortiClient Sandbox
FC1-15-EMS01- 298 -02-12	1 Year coverage for FortiClient EMS include: Firmware & General Updates Enhanced Support 24x7 Telephone Support 24x7 FortiClient Sandbox
FC1-15-EMS01- 297 -02-12	1 Year coverage for FortiClient EMS include: Firmware & General Updates Enhanced Support 24x7 Telephone Support 24x7 FortiClient Fabric Agent

Changes post 6.2 Version:

The following free software will be eliminated:

- Free full featured FortiClient
- FortiClient Configurator < This standalone tool is no longer required as it is now embedded into EMS.

In v6.2, full-featured FortiClient application is no longer free and it needs to be paid for the FortiClient subscription.

For example: FortiClient Security Fabric Agent license can be bought and applied to your EMS. After deployment, FortiClient will then need to connect to EMS to get activated. However, we still offer a free FortiClient VPN agent with limited functionalities.

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FortiClient EMS 6.0 or older to 6.2

When should we **CONVERT** or **UPGRADE** FortiClient EMS license?

CONVERT – This option is given with existing and valid EMS license that uses 6.0 or older version, converts existing license to 6.2 fabric agent license. Once the license has been converted, you **cannot** go back to older version. **It is recommended that EMS instance is first upgraded to 6.2 before going through license conversion, to see if the new 6.2 EMS will work with no issues in the environment and for smooth transition.** The 6.0 license will continue to work on 6.2 EMS instance until expiry (in product license conversion) if you have not converted through FortiCare.

UPGRADE – When applying a new FortiClient 6.2 license to existing EMS on FortiCare there will be an option to “upgrade” license, once upgraded to new 6.2 license all old 6.0 contracts will be canceled/removed. This is not recommended if the 6.0 license is still valid and you have not done the “**convert**” yet.

Why? If the 6.0 is still valid and gets cancelled, you are losing the seats and remaining coverage. The new 6.2 license starts on the day it is registered and may or may not have the same number of seats as the cancelled license.

You should see this message when you are trying to upgrade and have not converted the old EMS license:

Warning! Proceeding will make the existing FortiClient EMS support contracts for this product incompatible and they will be disabled. Click "Next" to proceed and disable the support contract, or "Previous" to cancel this action.

If EMS Licenses are incorrectly upgrade, kindly contact our support line – <https://www.fortinet.com/support/contact.html>

Scenarios pertaining to Upgrade:

Scenario 1: Customer calls in asking to **CONVERT** their EMS license to 6.2

Login to FORTICARE > MANAGE PRODUCTS > SEARCH FOR EMS SERIAL NUMBER> **CONVERT**

You can verify from **ENTITLEMENT** page that this is still an old version of the license “**158**”

Remember: The existing 158 FortiClient contract must be valid to get the CONVERT option

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Customer Service & Support Home **Asset** Assistance Download Feedback 2 IT Solutions ...

Product Details FortiClient EMS FCTEMSOC FortiClient Endpoint Management Will Expire On

Back To List

Information
General
Location
Entitlement
License & Key

Registration
Renew Contract

Assistance
Ticket List
Technical Request
Customer Service
DOA/RMA Request
Anti Virus Ticket
FortiConverter Service Ticket
WebChat

Product Entitlements

Support Coverage

Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	24x7	2018-09-15	2020-09-14
Telephone Support	24x7	2018-09-15	2020-09-14
FortiClient Endpoint Management	Web/Online	2018-09-15	2020-09-14

Registered Support Contract

Contract Number	SKU	Creation Date	Registration Date	Units of Contract
55177M28	FC1-15-EMS01-158-02-12	2019-01-30	2019-01-30	100

Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	24x7	2019-09-15	2020-09-14
Telephone Support	24x7	2019-09-15	2020-09-14
FortiClient Endpoint Management	Web/Online	2019-09-15	2020-09-14

1325RU802	FC1-15-EMS01-158-02-12	2018-09-14	2018-09-15	100
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Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	24x7	2018-09-15	2019-09-15
Telephone Support	24x7	2018-09-15	2019-09-15
FortiClient Endpoint Management	Web/Online	2018-09-15	2019-09-15

From the **General** Product Information page, you can click on **CONVERT**

Customer Service & Support Home **Asset** Assistance Download Feedback 2 IT Solutions ...

Product Details FortiClient EMS FCTEMSOC FortiClient Endpoint Management Will Expire On

Back To List

Information
General
Location
Entitlement
License & Key

Registration
Renew Contract

Assistance
Ticket List
Technical Request
Customer Service
DOA/RMA Request
Anti Virus Ticket
FortiConverter Service Ticket
WebChat

Product Information

General

Product Model: FortiClient EMS
Serial Number: FCTEM
Number of Users: 100 (Expiration Date: 2020-09-14)
Registration Date: 2018-09-15
Description: ITSC-EM51
Partner: End to End Networks
Hardware ID: 15B38F4C-DEFA-4DF5-8 3

Edit Convert

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Please be aware of the following:

The FortiClient EMS license upgrade will convert your old FortiClient license, and support contract to the new FortiClient v6.2 license (this cannot be undone once upgraded). During the upgrade your current license (displayed on this page) for this product (FCTEMS00000XXXXX) will be cancelled and replaced by a new matching v6.2 license. After the upgrade you will no longer be able to use older versions of FortiClient EMS and will be required to use FortiClient/EMS v6.2 or later.

Note: If you have any support contracts purchased for this product which are not yet activated, please register them prior to converting your license. Old FortiClient contracts (v5.6/6.0) are not compatible with FortiClient/EMS v6.2 licenses.

The screenshot shows a web portal interface for FortiClient EMS. At the top, there is a navigation bar with 'Customer Service & Support' on the left and 'Home', 'Asset', 'Assistance', 'Download', 'Feedback', and a user profile icon on the right. Below this is a dark header with 'Product Details' and 'FortiClient EMS' on the left, and a green notification box on the right that says 'FortiClient Endpoint Management Will Expire On'. A 'Back To List' button is located below the header. The main content area is split into two columns. The left column is a sidebar menu with sections: 'Information' (General, Location, Entitlement, License & Key), 'Registration' (Renew Contract), and 'Assistance' (Ticket List, Technical Request, Customer Service, DOA/RMA Request, Anti Virus Ticket, FortiConverter Service Ticket, WebChat). The right column is titled 'FortiClient EMS Upgrade' and contains the following text: 'The FortiClient EMS license upgrade will convert your old FortiClient license, and support contract to the new FortiClient v6.2 license (this cannot be undone once upgraded). During the upgrade your current license (displayed on this page) for this product (FCTEMS0000093557) will be cancelled and replaced by a new matching v6.2 license. After the upgrade you will no longer be able to use older versions of FortiClient EMS and will be required to use FortiClient/EMS v6.2 or later.' Below this text is a note: 'Note: If you have any support contracts purchased for this product which are not yet activated, please register them prior to converting your license. Old FortiClient contracts (v5.6/6.0) are not compatible with FortiClient/EMS v6.2 licenses.' At the bottom of the right column, there is a checkbox labeled 'I agree and understand' and two buttons: 'Proceed' and 'Cancel'.

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After the upgrade, you should see the new contract applied with “297” package

The screenshot shows the FortiClient EMS interface. At the top, the product is identified as 'FortiClient EMS' with SKU 'FCTEMSO0'. A green banner indicates 'Firmware & General Updates Will Expire On 2020-11-08'. The left sidebar contains navigation options: Information (General, Location, Entitlement, License & Key), Registration (Renew Contract), and Assistance (Ticket List, Technical Request, Customer Service, DOA/RMA Request, Anti Virus Ticket, FortiConverter Service Ticket, WebChat). The main content area is titled 'Product Entitlements' and includes a 'Support Coverage' table and a 'Registered Support Contract' table.

Support Type	Support Level	Activation Date	Expiration Date
Firmware & General Updates	Web/Online	2019-05-13	2020-11-08
Enhanced Support	24x7	2019-05-13	2020-11-08
Telephone Support	24x7	2019-05-13	2020-11-08
FortiClient Fabric Agent	Web/Online	2019-05-13	2020-11-08

Contract Number	SKU	Creation Date	Registration Date	Units of Contract
+ 8090SH	FCX-15-00000-297-02-18	2019-05-31	2019-05-31	100

The new contract applied should give the same seat count and validity date from the old contract.

To verify if EMS license has been converted to the latest version successfully, please contact Fortinet Customer Service - <https://www.fortinet.com/support/contact.html>

This is how the Web-Interface (GUI) of EMS would look after upgrade,

The screenshot shows the 'License Information' page in the FortiClient EMS GUI. It is divided into two panels: 'System Information' and 'License Information'. The 'System Information' panel shows details like Hostname (ITSC-SRV-EMS), Serial Number (FCTEMSO), Version (6.2.0 build 0727), Database (Backup Restore), System Time (2019-07-11 01:29:22 PM), and Uptime (34:03:12:56). The 'License Information' panel shows a list of licenses: 'FortiCare Support Account', 'Fabric Agent with Endpoint Protection' (Expiring 2019-09-15), and 'Sandbox Cloud' (Expiring 2019-09-15). Below this, there are progress bars for 'FortiClient Licenses Used' (8 out of 125) and 'Chromebook Licenses Used' (0 out of 0). Buttons for 'Renew' and 'Activate' are visible.

Scenario 2: If you want to add FortiClient Sandbox contract to their EMS

Please verify if already converted to 6.2, if not, follow **Scenario 1**. If you already have 6.2 EMS license, proceed with **RENEW/UPGRADE**.

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Registration Wizard | Registering Product

1 Registration Code > 2 > 3 > 4

Specify Registration Code

Please enter your product serial number, service contract registration code or license certificate number to start the registration:

59519751

End User Type

Please specify the type of user who will be using this product:

- The product will be used by a government user The product will be used by a non-government user

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions; including (1) governmental research institutions, (2) governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List, and (3) international governmental organizations.

Next

RENEW/UPGRADE to apply it to an existing EMS. **REGISTER** for standalone FortiClient instance

Contract Registration | Registering FortiClient EMS | Contract Number: 623797

1 Registration Code > 2 Registration Confirmation

Registration Confirmation

You wish to Register or Renew/Upgrade Fortinet Product FortiClient EMS with the license number 623797. Please click Register or Renew/Upgrade button to proceed.

Register Renew/Upgrade

If you found the product registration number shown above is incorrect, please click "Previous" button to go back to the previous page and correct it now.

Previous

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The screenshot shows the FortiClient EMS Product Details page. The top navigation bar includes 'Product Details', 'FortiClient EMS', 'FCTEMS00', and a green banner indicating 'FortiClient Fabric Agent Will Expire On 2020-06-02'. A 'Back To List' button is visible. The left sidebar contains a menu with categories: Information (General, Location, Entitlement, License & Key), Registration (Renew Contract), and Assistance (Ticket List, Technical Request, Customer Service, DOA/RMA Request, Anti Virus Ticket, FortiConverter Service Ticket, WebChat). The main content area is titled 'Product Entitlements' and includes a 'Support Coverage' table and a 'Registered Support Contract' table.

Support Type	Support Level	Activation Date	Expiration Date
FortiClient Fabric Agent	Web/Online	2019-06-03	2020-06-02
FortiClient Sandbox	Web/Online	2019-06-03	2020-06-02

Contract Number	SKU	Creation Date	Registration Date	Units of Contract
+ 595191	FC1-15-EMS01-198-02-12	2019-05-03	2019-06-03	100
+ 573197	FC1-15-EMS01-197-02-12	2019-05-03	2019-06-03	50

Scenario 3: You have not converted the FortiClient license and not seeing the CONVERT option on FortiCare, contact Customer Service - <https://www.fortinet.com/support/contact.html>

Scenario 4: If you want to add FortiClient Sandbox using 6.0 FortiClient license

FortiClient Sandbox is only available and compatible with 6.2 license. 6.0/older FortiClient license must be converted and purchase the 6.2 FortiClient Sandbox to be added with the same number of seats.

Scenario 5: If you have an expired 6.0 EMS license and wants to get 6.2 version

You will need to purchase the new 6.2 contract according to the number of seats you need and do UPGRADE upon registration. Download the new license and upload it to existing EMS instance.

Scenario 6: If converted to 6.2 FortiClient License and purchased a 6.2 FortiClient Sandbox but with different seat count

We will advise that you will need to return it and place a new order for the correct number of seats since both Fabric Agent and Sandbox must have the same seat count.

Scenario 7: If purchased 6.2 FortiClient Chrome 200 seat license and added it to the existing 6.2 FortiClient Fabric Agent 100 seat license, how many seats should they purchase to get FortiClient Sandbox?

FortiSandbox can only work with Fabric Agent therefore they should only get 100 seats.

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Scenario 8: If CONVERTED from old to 6.2 FortiClient with 16 months coverage left and added 6.2 FortiClient Sandbox (298) with 12 months coverage. Now, their EMS shows two different validity dates, how can they consolidate support coverage dates?

You can get Co-Term contract for Sandbox to align validity date with the Fabric Agent contract. Kindly get in touch with your Fortinet Partner.

Scenario 9: If upgraded to 6.2 EMS instance and continued to use your 6.0 EMS license without converting, can more seats be added?

No, until you convert your 6.0 license to 6.2 through FortiCare.

Scenario 10: If you have FCTCHR00000XXXXX (FC1-15-EMS02-158-02) serial number for your FortiClient EMS Chrome and not seeing the CONVERT option through your FortiCare account, how should the convert to FortiClient 6.2 work?

You will need to call Fortinet Customer Service - <https://www.fortinet.com/support/contact.html> to convert from the back end.