DEFINE • DESIGN • **DEPLOY**

FortiGate Cloud

MSSP Deployment Guide

Version 23.1

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February 03, 2023
FortiGate Cloud 23.1 MSSP Deployment Guide
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Change log

Date	Change Description
2023-02-03	Initial release.

Introduction

Executive summary

FortiGate Cloud is a cloud-based SaaS with multitenant functionality for managed security service providers (MSSP). MSSPs can leverage Fortinet's FortiCloud infrastructure, including Fortinet-managed 24/7 datacenters and cloud presence. MSSPs can focus on configuration, management, and customer service without having to go into the data center business. FortiGate Cloud offers zero touch deployment, configuration management, reporting, and analytics. FortiGate Cloud can grow with your and your customer's requirements, from a single FortiGate to a complete management solution for thousands of devices across multiple customers.

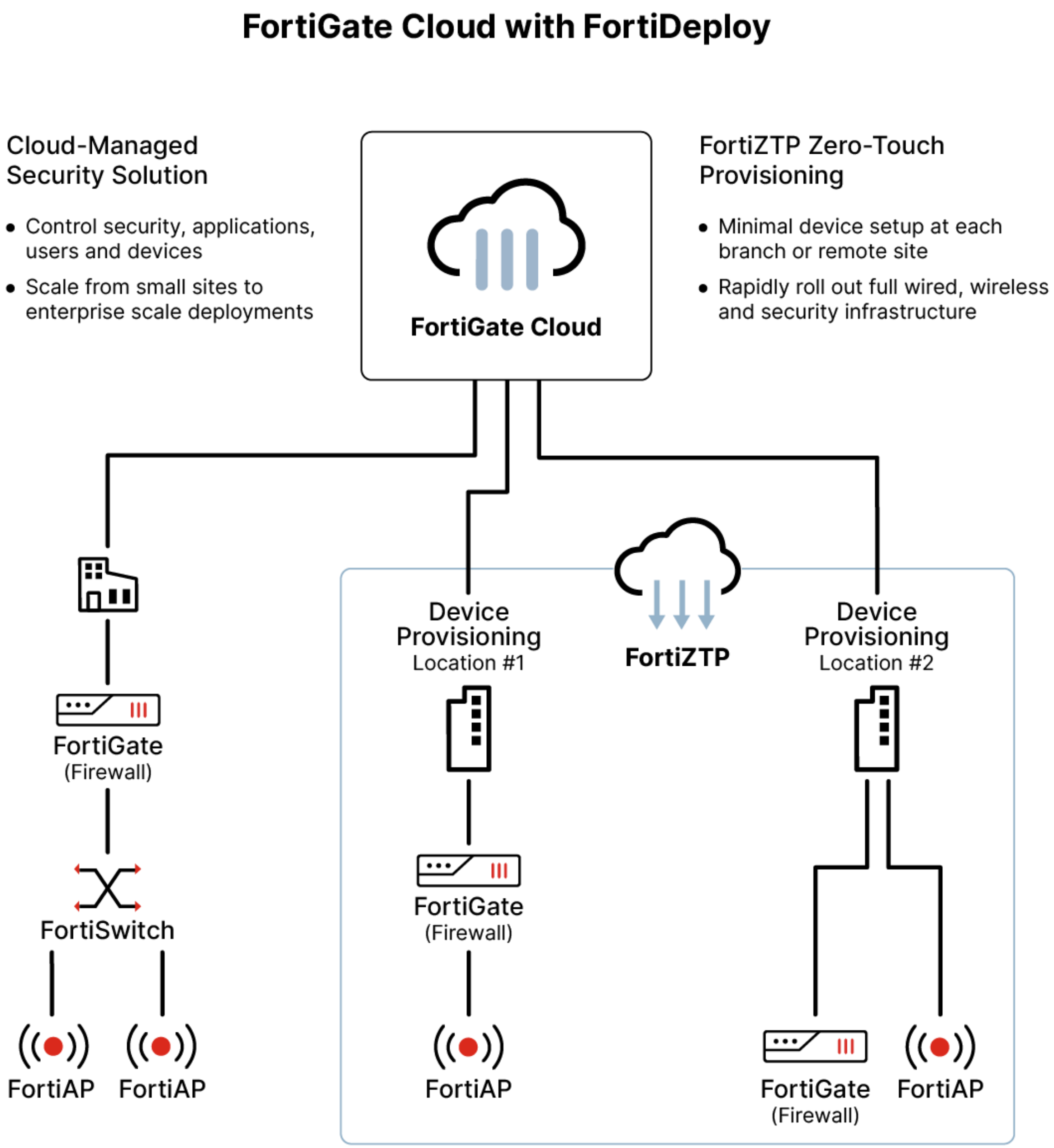
This deployment guide is intended to cover the key multicustomer configuration needs for using Fortinet's FortiGate Cloud portal in an MSSP context with multiple customers, multiple administrators, and multiple subaccounts. As a cloud management service that Fortinet hosts in Fortinet datacenters, FortiGate Cloud has an enormous scalability range, and is well-suited for MSSPs of all sizes, from a single FortiGate at a single customer site to thousands of FortiGates and thousands of customer sites.

This guide is specifically about multitenancy and managing administrators and subaccounts and not about detailed configuration of individual FortiGates. See the FortiGate Cloud Administration Guide for detailed FortiGate administration.

Multitenancy licensing

The multitenancy account option in FortiGate Cloud is designed for MSSPs. A multitenancy account is a one- or five-year service for an administrator to create and manage multiple subaccounts. It also allows you to move devices between these accounts. You can allocate administrators to each subaccount with full or read-only access, allowing more control over a managed service's provisioning.

To obtain a multitenancy license, contact your Fortinet partner or reseller, requesting the following SKU: FCLE-10-FCLD0-161-02-DD. You receive a multitenancy activation code via email.


FortiGate Cloud with FortiDeploy
Cloud-Managed Security Solution
• Control security, applications, users and devices
• Scale from small sites to enterprise scale deployments
FortiGate Cloud
FortiZTP Zero-Touch Provisioning
• Minimal device setup at each branch or remote site
• Rapidly roll out full wired, wireless and security infrastructure
FortiGate (Firewall)
FortiSwitch
FortiAP
FortiAP
Device Provisioning Location #1
FortiZTP
Device Provisioning Location #2
FortiGate (Firewall)
FortiAP
FortiGate (Firewall)
FortiAP

Intended audience

This guide is intended for an MSSP interested in deploying a multitenant FortiGate Cloud-based offering for their customers. Readers should have a basic understanding of cloud solutions, networking, and security concepts before they begin. Interested audiences may include:

- MSSP network, wireless, and security architects
- MSSP network, wireless, and security engineers

About this guide

This guide gathers the relevant material to setup FortiGate Cloud for an MSSP. FortiGate Cloud is only one of a suite of cloud portals for multiple Fortinet products. Exploring the suite of Fortinet products is recommended for MSSPs. You can find more information at the following links:

- Fortinet MSSP services
- 4D resources – best practices
- FortiCloud
- FortiGate Cloud Administration Guide

This deployment guide presents one of many possible ways to deploy the Fortinet solutions. It may also omit specific steps where readers must make design decisions to further configure their devices. It is recommended that readers also review supplementary material found in product admin guides, example guides, cookbooks, release notes, and other documents where appropriate.

Deployment procedures

You can use the following procedures for a FortiGate Cloud deployment as an managed security service provider.

Creating the primary account

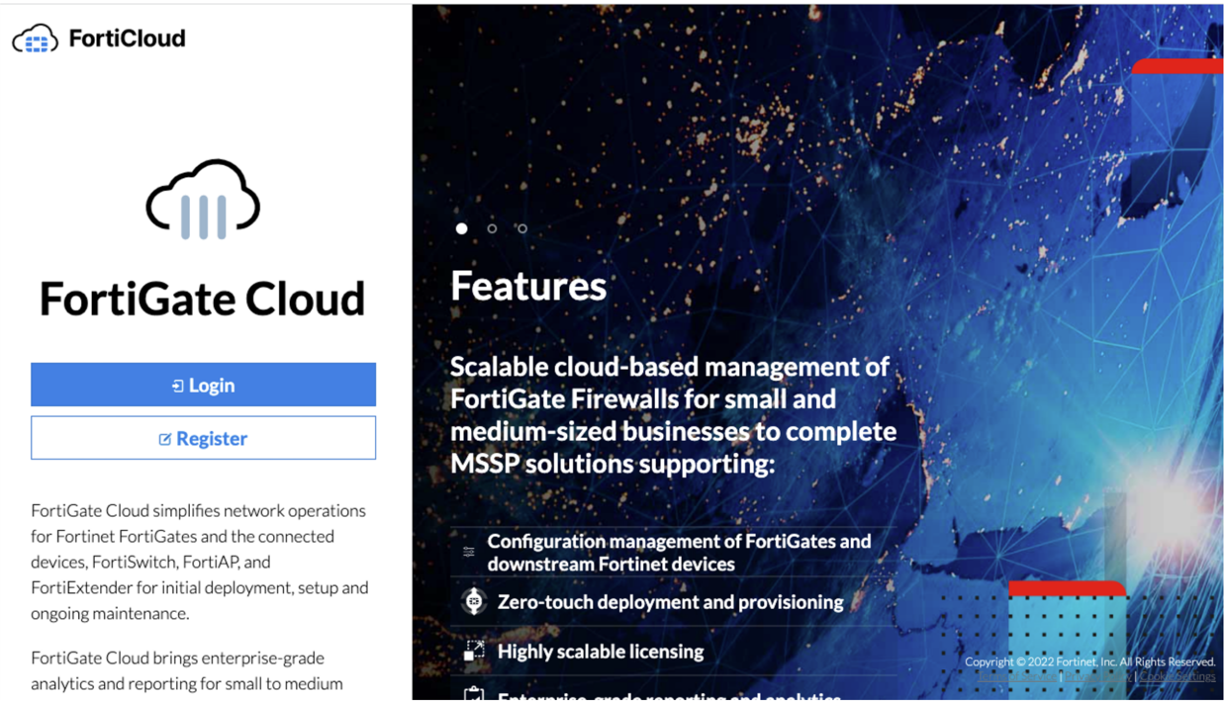
This account controls all subaccounts. You should take appropriate measures to ensure it is secure and accessible as the business undergoes changes. It is best this not be a personal account and that the credentials be transferable. You should also anticipate growth.

Registering the primary FortiCloud account with FortiCare support

To register the primary FortiCloud account with FortiCare support:

1. Register an account:
   a. In a browser, go to the FortiGate Cloud portal.
   b. Click *Register*.
   c. In the *Account Email* field, enter the main account email address, then click *Register*.
   d. A CAPTCHA code displays. Enter the code, then click *Get Verification Code*. The configured account email address receives a verification code.
   e. In the *Verification Code* field, enter the received verification code, then click *Next*.
   f. Create and reenter a password following the displayed password rules. Click *Next*.
   g. Enter your user and company information, then click *Submit*.
   h. Read and agree to the Fortinet service terms and conditions, then click *Register*.
   i. Click *Complete*. The portal displays a login screen. If desired, you can log in. The login screen allows you to select Identity & Access Management (IAM) login, which is a different account type than the account that you just created, which is an email login account. See IAM users.
2. To return to the login screen, go to the FortiGate Cloud portal in a browser. Click *Login*, select *Email Login*, and

enter the account credentials.



FortiCloud

FortiGate Cloud

Login

Register

FortiGate Cloud simplifies network operations for Fortinet FortiGates and the connected devices, FortiSwitch, FortiAP, and FortiExtender for initial deployment, setup and ongoing maintenance.

FortiGate Cloud brings enterprise-grade analytics and reporting for small to medium

Features

Scalable cloud-based management of FortiGate Firewalls for small and medium-sized businesses to complete MSSP solutions supporting:

- Configuration management of FortiGates and downstream Fortinet devices
- Zero-touch deployment and provisioning
- Highly scalable licensing
- Enterprise-grade reporting and analytics

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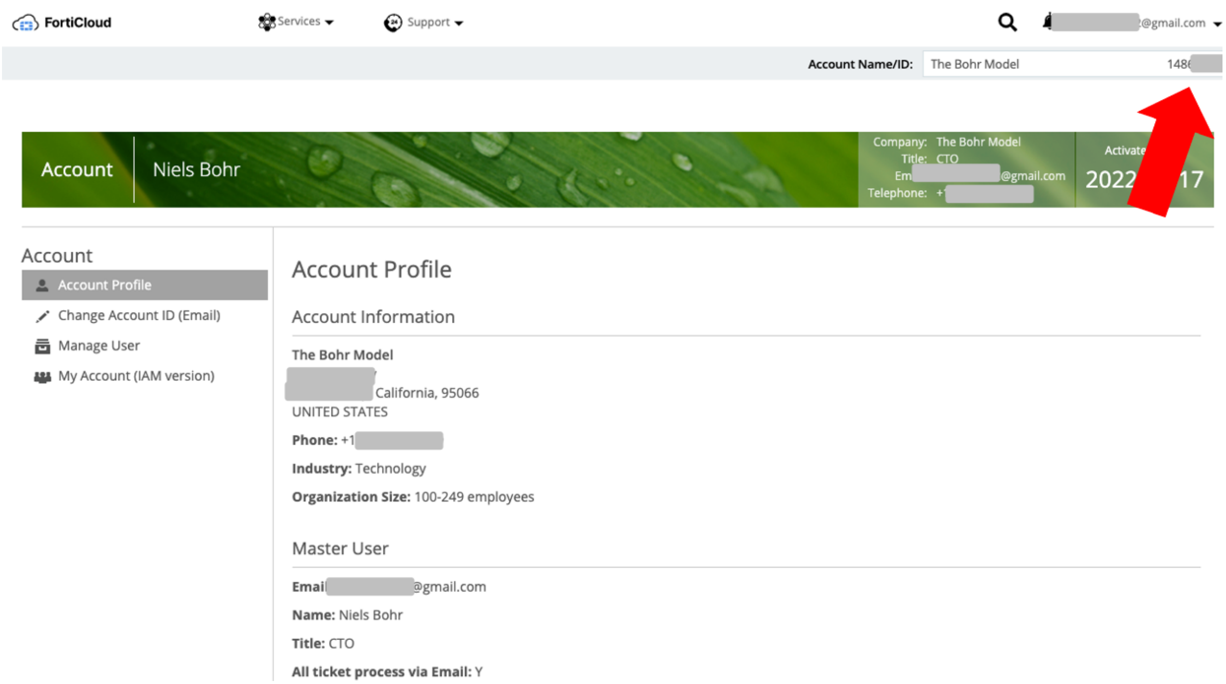
FortiCloud navigation and account ID

In a web browser, go to the FortiGate Cloud portal and log in to FortiCloud. In addition to FortiGate Cloud, you can use the upper menu ribbon to go to FortiCloud's other specialized portals. In the upper right corner, click your account email address. You can use these menu items to modify account settings.

For example, you can click *My Account* to change passwords and account settings. In addition to an account name, the account has a unique account ID number.



[redacted]@gmail.com

Account Name/ID: The Bohr Model 148[redacted]

Account | Niels Bohr

Company: The Bohr Model
Title: CTO
Em[redacted]@gmail.com
Telephone: +[redacted]

2022 17

Account Profile

Account Information

The Bohr Model
[redacted] California, 95066
UNITED STATES
Phone: +1[redacted]
Industry: Technology
Organization Size: 100-249 employees

Master User

Email[redacted]@gmail.com
Name: Niels Bohr
Title: CTO
All ticket process via Email: Y

From a FortiCloud screen, click *Services* to view FortiCloud administrative portals. This menu consists of the following sections:

Section	Description
Assets & Accounts	Asset and user administration.
Cloud Management	FortiCloud's cloud management portals. This guide focuses on the FortiGate Cloud and FortiLAN Cloud portals.
Cloud Services	Portals for Fortinet's cloud-based security products.

The *Support* menu contains support options. FortiCloud is fully integrated with FortiCare support. FortiCloud's most basic function is FortiCare support.

Multitenancy and subaccounts

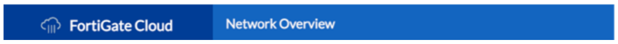
Activating a FortiGate Cloud multitenancy license

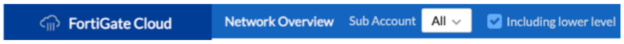
You will need a multi-tenancy account Activation Code, delivered via email. If you do not already have a multi-tenancy activation code, contact your Fortinet partner or reseller to purchase a license, and request the following SKU: FCLE-10-FCLD0-161-02-DD. They will email you a multitenancy activation code.

To apply the activation code:

1. Log in to the FortiGate Cloud portal.
2. Go to *Account Setting > Activate multi-tenancy feature*.
3. In the *Activation Code* field, enter the code. Click *Submit*.

4. An *Activation successful* dialog displays. Click *OK*.
5. Log out and relog in. Confirm that subaccounts are enabled. The following screenshots show the difference in the upper banner when multitenancy is not activated and activated.



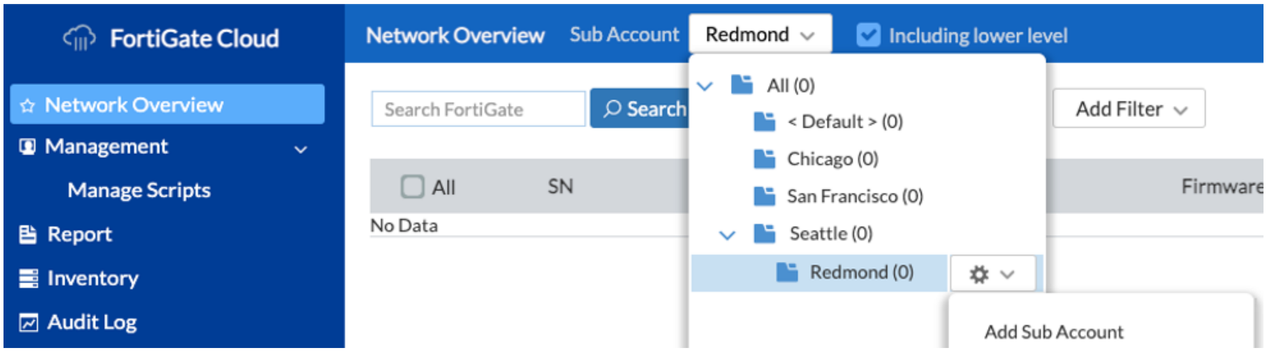


Adding a subaccount

You can use subaccounts for any administrative purpose that fits your business. However, they are most frequently aligned with customer accounts.

To add a subaccount:

1. Click the *Sub Account* dropdown list to display existing subaccounts.
2. From the settings dropdown list beside *All*, select *Add Sub Account*.



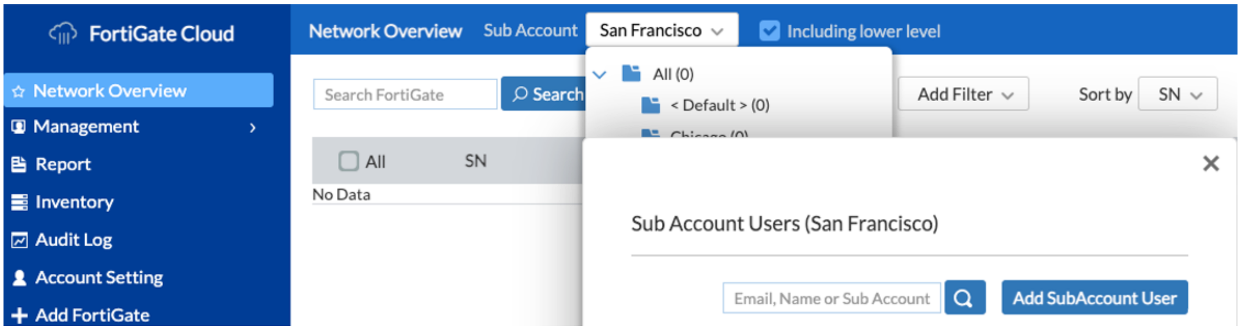
3. In the *Name* field, enter the desired subaccount name.
4. Click *Submit*.

A subaccount can have its own subaccount in a typical tree structure, allowing a hierarchical build out of subaccounts. You can click through to any subaccount to open the management menu to move, edit, and delete subaccounts.

Adding and managing subaccount users

To add an account user to a subaccount:

1. From the *Sub Account* dropdown list, go to the desired subaccount.
2. From the management menu, click *Manage Sub Account Users*.
3. Click *Add SubAccount User*.



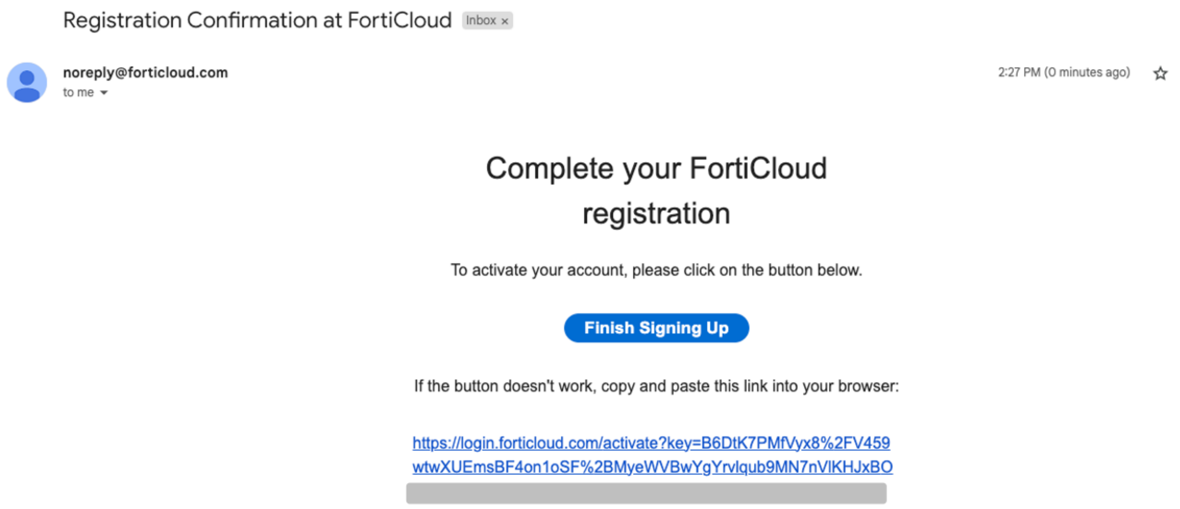
4. In the *Email* and *Re-type Email* fields, enter the new subaccount user's email address.
5. In the *User Name* field, enter the desired username.
6. For *Role*, you can only select *Regular*. Regular is a read-only role. You can modify this configuration after the user is created. Click *Submit*.
7. Acknowledge the confirmation link email message by clicking *OK*.

Activating a subaccount user account

The subaccount user must acknowledge their FortiCloud account activation. The following instructions are from the subaccount user's perspective.

To activate a subaccount user account:

1. Open the registration confirmation email from FortiCloud. Click the link in the email to complete signup.



Registration Confirmation at FortiCloud Inbox ×

noreply@forticloud.com
to me

2:27 PM (0 minutes ago)

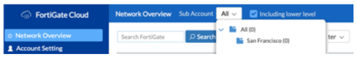
Complete your FortiCloud registration

To activate your account, please click on the button below.

If the button doesn't work, copy and paste this link into your browser:

https://login.forticloud.com/activate?key=B6DtK7PMfVyx8%2FV459wtwXUEmsBF4on1oSF%2BMyeWVBwYgYrvlqub9MN7nVlKHJxBO[redacted]

2. The browser prompts for password reset. Enter the desired password, then click *Submit*.
3. The browser displays a success message. Click the link to go to the login screen. You now have an email login account to FortiCloud. Log in using your credentials.
4. The portal may display the account access screen. Click *Access*. You have read-only access to the subaccounts.



Modifying subaccount user access

The primary account user can modify subaccount user settings.

To modify subaccount user access:

1. Log in to the primary account as the primary account user.
2. Go to *Account Setting*.
3. Use the *Users* dropdown list or the search bar to find the desired user. Click the pencil icon for the user.
4. From the *Role* dropdown list, select the desired role.

5. To modify subaccount access, click *Selected* for *Manage Sub Account*. Select the desired subaccounts for the user to have access to.
6. Click *Submit*. The modified settings activate at the subaccount user's next login.

Deploying FortiGates to subaccounts

Deploying FortiGates using FortiCloud keys

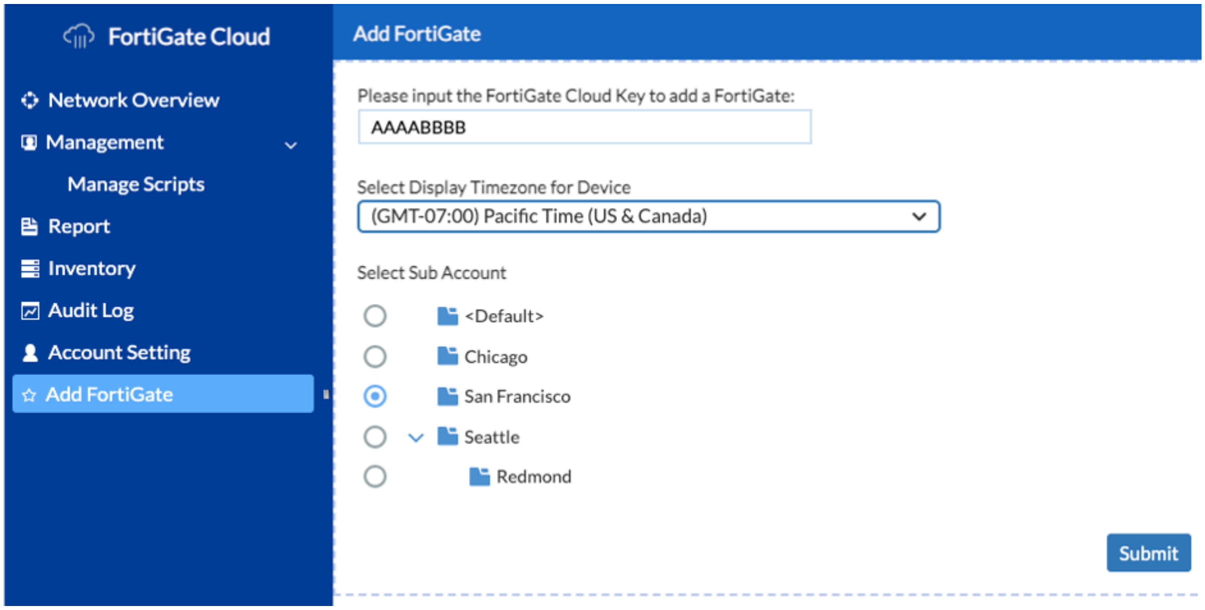
You can use one of the following options to deploy a ForiGate using a FortiCloud key:

Adding a FortiGate with a FortiCloud key

You can find the FortiCloud key on a sticker on the FortiGate.

To add a FortiGate with a FortiCloud key:

1. Go to *Inventory*.
2. Click *Import FortiCloud Key*.
3. Enter the FortiCloud key.
4. From the dropdown list, select the desired timezone.
5. Select the desired subaccount.
6. Click *Submit*.



Add FortiGate

Please input the FortiGate Cloud Key to add a FortiGate: AAAABBBB

Select Display Timezone for Device: (GMT-07:00) Pacific Time (US & Canada)

Select Sub Account

○ <Default>
○ Chicago
● San Francisco
○ Seattle
○ Redmond

Adding a FortiGate to Inventory with a FortiCloud key

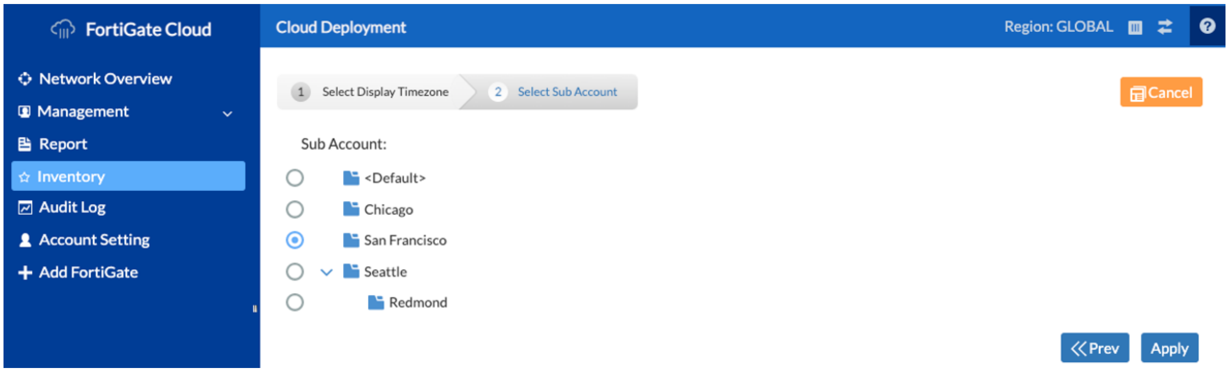
You can find the FortiCloud key on a sticker on the FortiGate.

To add a FortiGate to Inventory with a FortiCloud key:

1. Go to *Inventory*.
2. Click *Import FortiCloud Key*.
3. Enter the FortiCloud key.
4. Click *Submit*.

To deploy an inventory FortiGate to a subaccount:

1. Go to *Inventory*.
2. Select the desired FortiGate.
3. Click *Deploy* to FortiGate Cloud.
4. From the dropdown list, select the desired timezone. Click *Next*.
5. Select the desired subaccount. Click *Apply*.



Sub Account:

○ <Default>
○ Chicago
● San Francisco
○ Seattle
○ Redmond

Adding multiple FortiGates to Inventory with a FortiCloud bulk key

You can find the FortiCloud bulk key on the purchase order for multiple FortiGates.

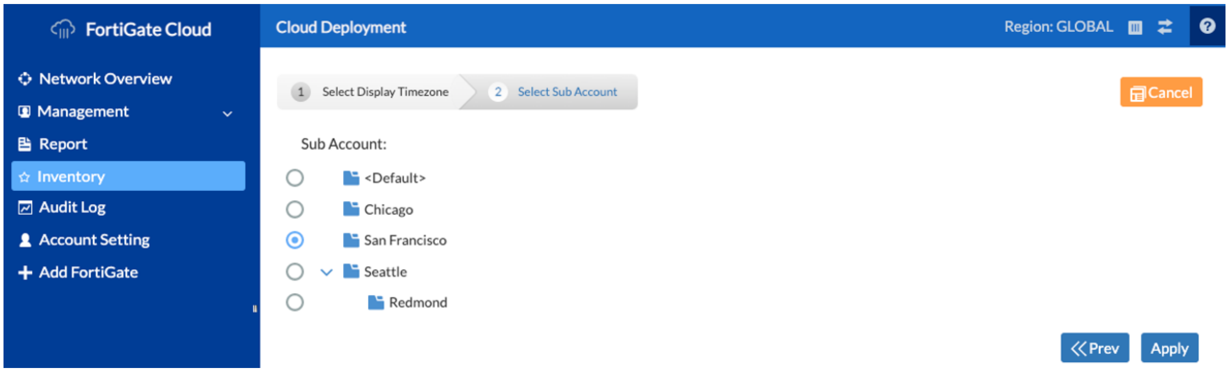
To add multiple FortiGates to inventory with a FortiCloud bulk key:

1. Go to *Inventory*.
2. Click *Import Bulk Key*.
3. Enter the FortiCloud key.
4. Click *Submit*.

To deploy an inventory FortiGate to a subaccount:

1. Go to *Inventory*.
2. Select the desired FortiGate.
3. Click *Deploy* to FortiGate Cloud.
4. From the dropdown list, select the desired timezone. Click *Next*.

5. Select the desired subaccount. Click *Apply*.



Sub Account:

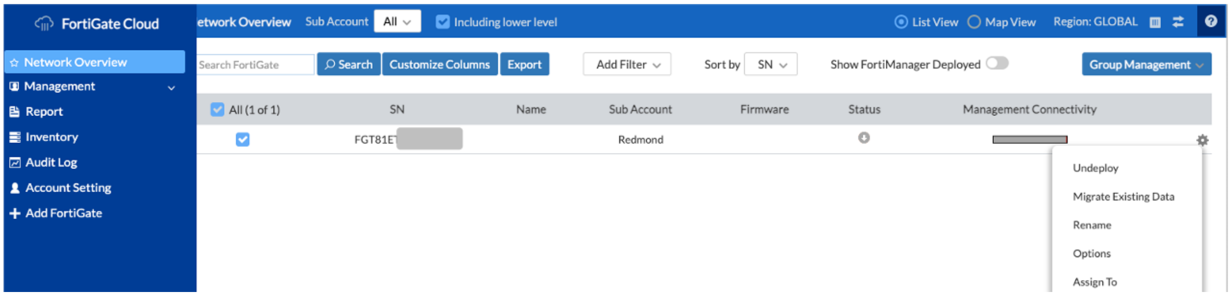
○ <Default>
○ Chicago
● San Francisco
○ Seattle
○ Redmond

Moving a FortiGate between subaccounts

Assigning a FortiGate to a new subaccount moves its historical data to the new subaccount. If you do not want to keep data, undeploy your device, then assign it to another subaccount.

To move a FortiGate between subaccounts:

1. Log in to the FortiCloud account.
2. Go to *Network Overview*.
3. Click the management icon for the desired FortiGate.
4. Click *Assign To*.



Sub Account: All ☑ Including lower level

Sort by: SN

Show FortiManager Deployed

☑ All (1 of 1)	SN	Name	Sub Account	Firmware	Status	Management Connectivity
☑	FGT81E[redacted]		Redmond			

5. Select the desired subaccount, then click *Submit*.
6. A warning message appears. If there is no issue, click *Yes*. The FortiGate is assigned to the new subaccount.

Undeploying and redeploying a FortiGate

Undeploying returns a FortiGate to Inventory. You can redeploy it from there. The current version of FortiGate Cloud includes the option of preserving the FortiGate's logs or deleting them from FortiGate Cloud.

To undeploy and redeploy a FortiGate:

1. Go to *Network Overview*.
2. Click the management icon for the desired FortiGate.
3. Click *Undeploy*.

4. Enable or disable *Keep Data* as desired.
5. Click *YES*. The FortiGate is undeployed. You can redeploy it from Inventory in the future.

Moving a FortiGate from an old account

Migrations are sometimes necessary, particularly taking over the management of an existing FortiGate.

To move a FortiGate from an old account:

1. Log in using the old account to migrate the FortiGate from.
2. Go to *Network Overview*.
3. Click the gear icon for the desired FortiGate.
4. Click *Migrate Existing Data*.
5. In the *Account ID* field, enter the new primary account email address. Click *Submit*.
6. An authorization message displays. However, you must log in to the new account from the FortiGate. Click *OK*.

Ultimately, you must have access other than via the FortiCloud to attach a FortiGate to a new account. However, remote access from the original FortiGate is NOT removed until the FortiGate logs out from the original account, so the disconnect process CAN be done entirely remotely. Typically, someone will have to have local access to the FortiGate to join the new account.

To remotely access the FortiGate from the original account:

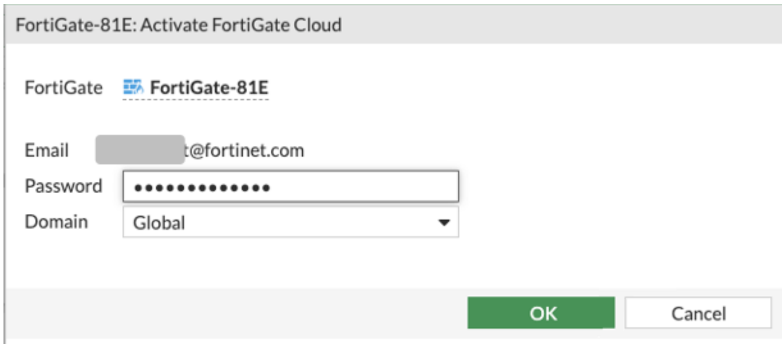
1. Go to *Network Overview*.
2. Click the *Remote Access* icon for the desired FortiGate.
3. In the *Remote Access* dialog, change the FortiGate web GUI port if necessary. Click *OK*.
4. The browser presents the FortiOS login page identically as for a local connection.

To transfer the FortiGate to another FortiCare account:

You can perform this remotely or with any standard network connection to the FortiGate.

1. Log in to the FortiGate.
2. Go to *Dashboard* > *Status*.
3. In the *Licenses* widget, click *FortiCare Support*, then *Transfer FortiGate to Another Account*.
4. In the *Password* field, enter the old account's password.
5. Under *Target FortiCloud Account*, enter the primary FortiCloud account email address and password. Click *Next*.
6. Click *Transfer*.
7. Dissociate this FortiGate with the old FortiGate Cloud account:
   a. Go to *Dashboard* > *Status*.
   b. In the *FortiGate Cloud* widget, click *Activated*, then *Logout*.
   c. Click *OK*.
8. At this point, if you are using FortiCloud to remotely access the FortiGate, you lose access. Completing the transfer requires another method of network access to the FortiGate. Activate the new FortiGate Cloud account on the FortiGate:
   a. Log in to the FortiGate.
   b. In the FortiGate Cloud widget, click *Not Activated*, then *Activate*.

c. The email address is autopopulated from the FortiCare settings. Enter the password, then click *OK*. In a few moments, the FortiGate shows up in the FortiCloud account and you can deploy it as desired.



FortiGate-81E: Activate FortiGate Cloud

FortiGate FortiGate-81E

Email [redacted]@fortinet.com

Password •••••••••••••

Domain Global

Configuration complete

This configuration is scalable from a small MSSP with a few elite customers to a large organization with many customers. However, in many ways, this design can be considered a start. It only scratches the surface of possibilities available with Fortinet's full suite of cloud solutions. As your needs, design goals, and customer services evolve, please see other Fortinet documentation found in the Appendix.

Appendix A - Products used in this guide

The following product models and firmware were used in this guide:

Product	Model	Firmware
FortiGate Cloud	N/A	23.1

Appendix B - Documentation references

- Fortinet MSSP offerings
- FortiCloud documentation
- FortiGate Cloud Administration Guide

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