



# FortiSandbox - Install Guide

Version 4.0.0

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March 22, 2022

FortiSandbox 4.0.0 Install Guide

34-32-793200-20220322

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# About FortiSandbox VM on Microsoft Hyper-V

FortiSandbox VM is a 64-bit virtual appliance version of FortiSandbox. It is deployed in a virtual machine environment. After you deploy and set up the virtual appliance, you can manage FortiSandbox VM via its GUI in a web browser on your management computer.

This guide assumes that you have a thorough understanding of virtualization servers and terminology, and you know your VM server configuration.

This document provides information about deploying a FortiSandbox VM in Microsoft Hyper-V environments.

This guide covers instructions on how to configure the virtual hardware settings of the virtual appliance.

This guide does not cover configuration and operation of the virtual appliance after it has been successfully installed and started. For that information, see the *FortiSandbox Administration Guide* in the [Fortinet Document Library](#).

## Licensing

Fortinet offers the FortiSandbox in a stackable license model so that you can expand your VM solution as your needs grow. For information on purchasing a FortiSandbox license, contact your Fortinet Authorized Reseller, or visit [https://www.fortinet.com/how\\_to\\_buy/](https://www.fortinet.com/how_to_buy/).

For more information, see the FortiSandbox product data sheet at <https://www.fortinet.com/content/dam/fortinet/assets/data-sheets/FortiSandbox.pdf>.

After placing an order for FortiSandbox VM, Fortinet sends a license registration code to the email address in the order. Use that license registration code to register the FortiSandbox VM with Customer Service & Support at <https://support.fortinet.com>.

After registration, you can download the license file. You need this file to activate your FortiSandbox VM. You can configure basic network settings using CLI commands to complete the deployment. When the license file is uploaded and validated, the CLI and GUI will be fully functional.

## FSA-VM and FSA-VM00

The VM model available to order is FSA-VM00, which replaces previous FSA-VM model.

For previous FSA-VM models, its base license contains four Windows license keys to activate four different Windows VM in the base VM package. Users can purchase 50 more Windows license keys to allow the unit to run at most 54 Windows clones.



The serial number of FSA-VM model starts with *FSA-VM*. Starting from Q3, 2017, the licenses for this model are no longer available for purchase. However, user can still upgrade the existing installations with new firmware releases.

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For the new FSA-VM00 models, the base license does not contain a Windows license key. Users can purchase the needed Windows license keys to activate enabled Windows VMs. For example, if the user only wants to use Window 8 VMs, the user can purchase Windows 8 license keys. The maximum allowed Windows clones for FSA-VM00 model is eight. The serial number for FSA-VM00 models starts with *FSAVM0*.

# Preparing for deployment

Prepare for deployment by reviewing the following information:

- [Minimum system requirements](#)
- [Registering your FortiSandbox VM](#)
- [Deployment package for Hyper-V](#)
- [Downloading deployment packages](#)

## Minimum system requirements

Prior to deploying the FortiSandbox VM virtual appliance, Citrix XenServer (6.5 and later) must be installed and configured.



FortiSandbox VM has specific CPU requirements: Intel Virtualization Technology (VT-x/EPT) or AMD Virtualization (AMD-V/RVI).  
Enter the BIOS to enable Virtualization Technology and 64-bit support.  
Detailed information can be found at <https://communities.vmware.com/docs/DOC-8970>.

Ensure you meet the following prerequisites before installing FortiSandbox VM:

- XenServer 6.5 or later must be installed and configured.
- The Citrix XenCenter client is installed on the management computer.

When configuring your FortiSandbox hardware settings, use the following table as a guide with consideration for future expansion.

Technical Specification	Details
Hypervisor Support	VMware ESXi Microsoft Hyper-V Windows server 2016 and 2019 Kernel Virtual Machine (KVM)
HA Support	FortiSandbox 2.4 or later
Virtual CPUs (min / max)	4 / Unlimited Fortinet recommends four virtual CPUs plus the number of VM clones.
Virtual Network Interfaces	6
Virtual Memory (min / max)	16GB / Unlimited Fortinet recommends a minimum of 16GB for up to 5 clones. For more clones, use 3GB per Windows VM clone + 1GB. For example, 8 clones require at least 25GB (3GB x 8 clones + 1GB).

Technical Specification	Details
Virtual Storage (min / max)	200GB / 16TB Fortinet recommends at least 1TB for a production environment.

## Registering your FortiSandbox VM

To obtain the FortiSandbox VM license file you must first register your FortiSandbox VM with [Fortinet Customer Service & Support](#).

### To register your FortiSandbox VM:

1. Log in to the Fortinet Customer Service & Support portal using an existing support account or select *Create an Account* to create a new account.
2. In the toolbar select *Asset > Register/Renew*. The *Registration Wizard* opens.
3. Enter the registration code from the FortiSandbox VM License Certificate that was emailed to you, then select *Next*. The *Registration Info* page is displayed.
4. Enter your support contract number, product description, Fortinet Partner, and IP address in the requisite fields, then select *Next*.



As a part of the license validation process FortiSandbox VM compares its IP address with the IP information in the license file. If a new license has been imported or the FortiSandbox VM's IP address has been changed, the FortiSandbox VM must be rebooted in order for the system to validate the change and operate with a valid license.



The [Customer Service & Support](#) portal currently does not support IPv6 for FortiSandbox VM license validation. You must specify an IPv4 address in both the support portal and the port management interface.

5. On the *Fortinet Product Registration Agreement* page, select the checkbox to indicate that you have read, understood, and accepted the service contract, then select *Next* to continue to the *Verification* page.
6. The verification page displays the product entitlement. Select the checkbox to indicate that you accept the terms then select *Confirm* to submit the request.
7. From the *Registration Completed* page you can download the FortiSandbox VM license file, select *Register More* to register another FortiSandbox VM, or select *Finish* to complete the registration process.  
Select *License File Download* to save the license file (.lic) to your management computer. See [Uploading the license file on page 16](#) for instructions on uploading the license file to your FortiSandbox VM via the GUI.

## Editing FortiSandbox VM IP addresses

### To edit the FortiSandbox VM IP address:

1. In the toolbar select *Asset > Manage/View Products* to open the *View Products* page.
2. Select the FortiSandbox VM serial number to open the *Product Details* page.

3. Select *Edit* to change the description, partner information, and IP address of your FortiSandbox VM from the *Edit Product Info* page.
4. Enter the new IP address then select *Save*.



You can change the IP address five (5) times on a regular FortiSandbox VM license. There is no restriction on a full evaluation license.

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5. Select *License File Download* to save the license file (.lic) to your management computer. See [Uploading the license file on page 16](#) for instructions on uploading the license file to your FortiSandbox VM via the GUI.

## Deployment package for Citrix XenServer

FortiSandbox deployment packages are included with firmware images on the [Customer Service & Support site](#).

- FSA\_VM-vxxx-build0xxx-FORTINET.out: Download this firmware image to upgrade your existing FortiSandbox VM installation.
- FSA\_VM-vxxx-build0xxx-FORTINET.out.ovf.zip: Download this package for a new FortiSandbox VM installation on ESXi server or Citrix XENserver.

The .out.ovf.zip file contains:

- fsa.vmdk: The FortiSandbox VM system hard disk in Virtual Machine Disk (VMDK) format.
- FortiSandbox-VM.ovf: The VMware virtual hardware configuration file.
- DATADRVIE.vmdk: The FortiSandbox VM log disk in VMDK format

For more information see the FortiSandbox VM datasheet available on the Fortinet web site, <https://www.fortinet.com/products/fortisandbox/advanced-threat-protection-appliances.html>.

## Downloading deployment packages

Firmware images FTP directories are organized by firmware version, major release, and patch release. The firmware images in the directories follow a specific naming convention and each firmware image is specific to the device model.



You can download the *FortiSandbox Release Notes* and FortiSandbox and Fortinet core MIB files from this directory.

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Download the .out file to upgrade your existing FortiSandbox VM installation.

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### To download the firmware package:

1. Log into the [Customer Service & Support site](#).
2. From the *Download* dropdown list, select *VM Images* to access the available VM deployment packages.



3. From the *Select Product* dropdown list, select *Other*.
4. Click to *download other firmware images, please click here*.
5. In the *Select Product* dropdown list, select FortiSandbox.
6. Click the Download tab and find the deployment package zip file for your product.
7. To download the file, click the HTTPS link beside the zip file for your product.
8. Extract the package file to a new folder on your management computer.

# Deployment

Before deploying the FortiSandbox VM, install and configure the VM platform so that it is ready to create virtual machines. This guide assumes you are familiar with the management software and terminology of your VM platform.

You might also need to refer to the documentation provided with your VM server. The deployment information in this guide is provided as an example since there are different ways of creating a virtual machine, such as command line tools, APIs, alternative graphical user interface tools.

Before you start your FortiSandbox VM appliance for the first time, you might need to adjust virtual disk sizes, networking settings, and CPU configuration. The first time you start FortiSandbox VM, you have access only through the console window of your VM server environment. After you configure one network interface with an IP address and administrative access, you can access the FortiSandbox VM GUI. See [Enabling GUI access on page 15](#).

## Deploying FortiSandbox VM on Citrix XenServer

Once you have downloaded the `FSA_VM-vxxx-build0xxx-FORTINET.out.ovf.zip` file and extracted the files, you can create the virtual machine in your Citrix Xen environment.

The following topics are included in this section:

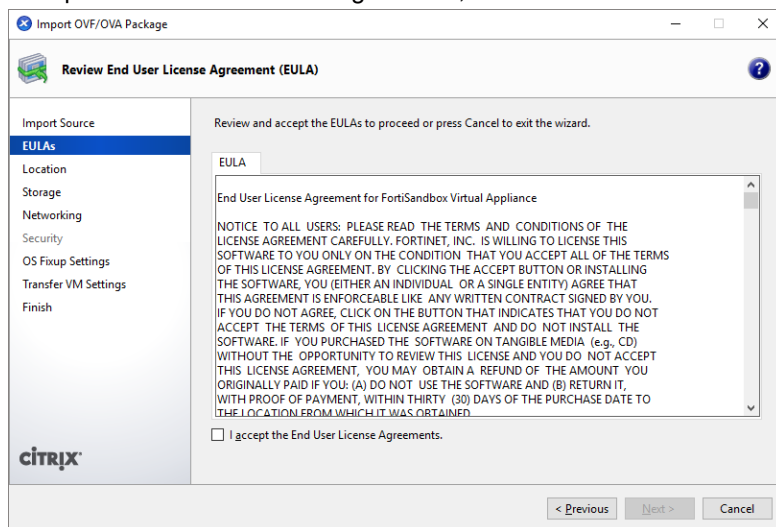
- [Creating the virtual machine](#)
- [Starting the virtual machine](#)

### Creating the virtual machine

**To create the virtual machine:**

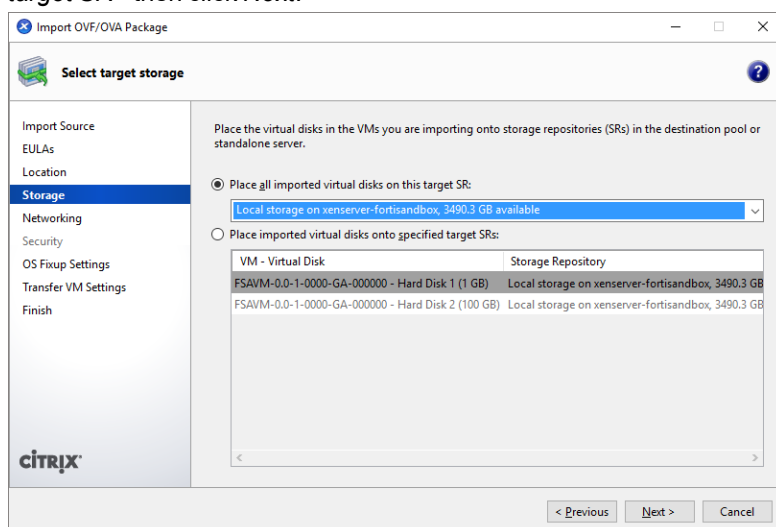
1. Launch XenCenter on your management computer.  
The management computer can be any computer that can run Citrix XenCenter.
2. Select *ADD a server*, then enter the Citrix XenServer IP address and the root logon credentials required to manage that server.  
Your Citrix XenServer is added to the list in the left pane, and the *Virtual Machine Manager* home page opens.
3. Select *File > Import*.
4. Select *Browse*, locate the `FortiSandbox-VM.ovf` file, select *Open*, then click *Next*.

5. Accept the End User License Agreement, then click *Next*.



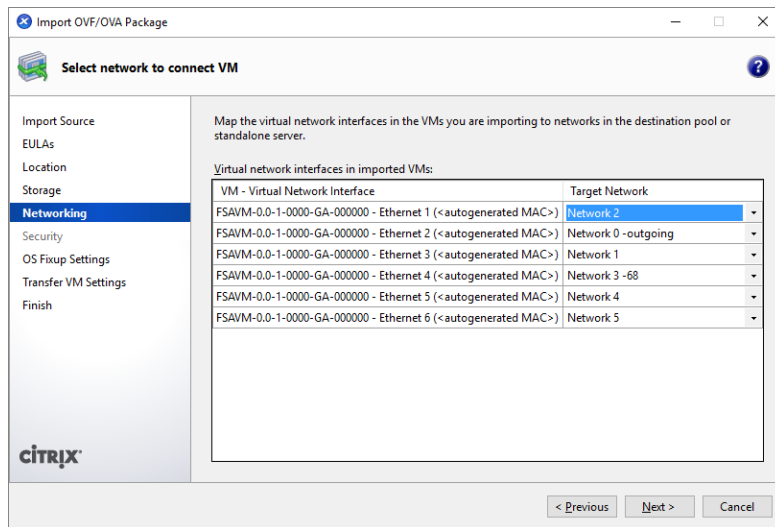
6. Choose the pool or standalone server that will host the VM, then click *Next*.

7. Select the default storage location for the FortiSandbox VM disk drives - *Place all imported virtual disks on this target SR* - then click *Next*.



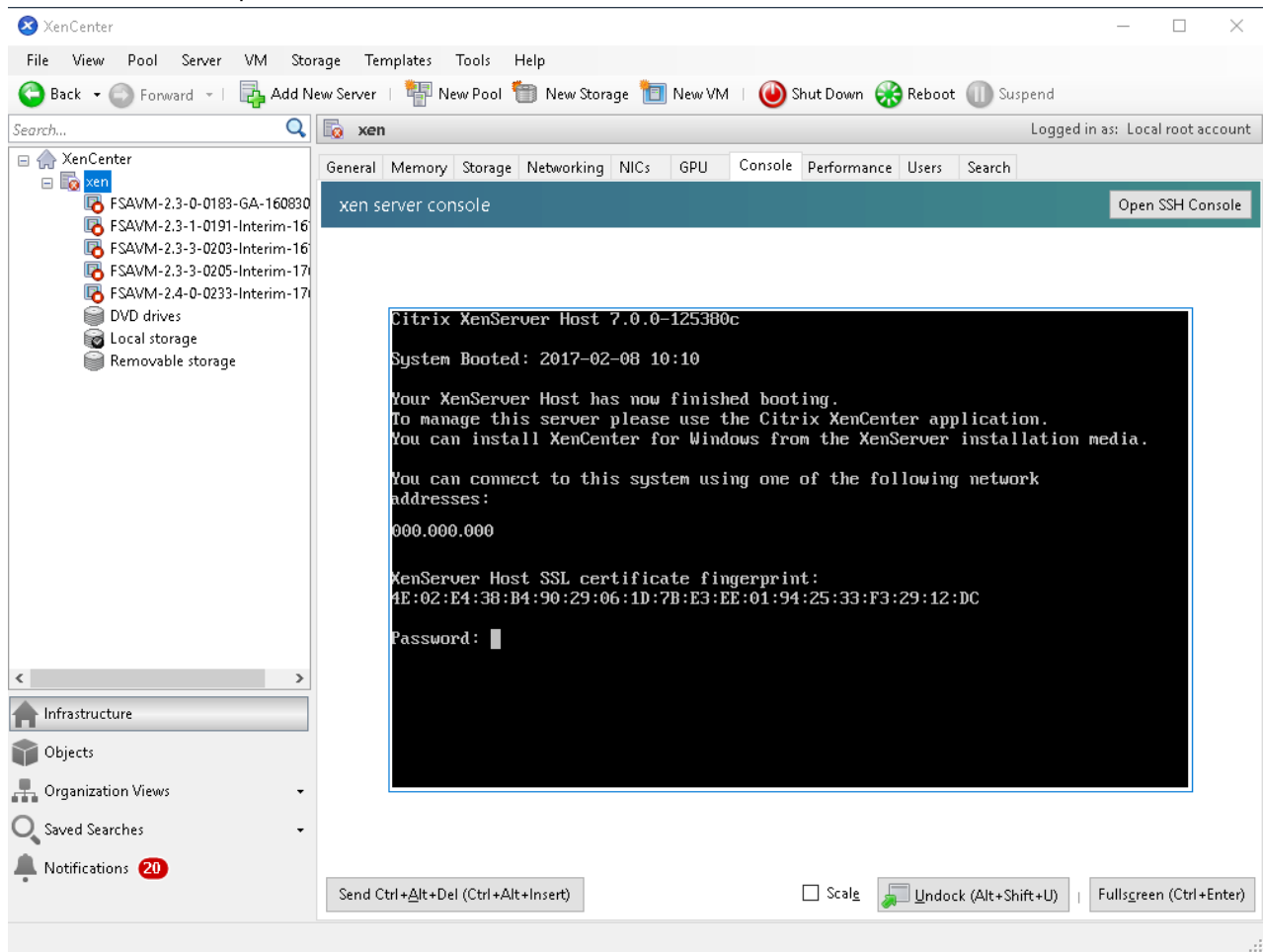
8. Configure the virtual network interfaces:

- The *Target Network* for Ethernet 1 should be in the management network segment.



9. Click *Next* to continue.
10. Ensure that *Don't use Operating System Fixup* is selected, then click *Next*.
11. Configure the networking options for the transfer VM, which runs on the network that your Citrix XenServer is running:
  - Select a network from the list of network interfaces that are available in the destination pool or standalone server.
  - To use DHCP to automatically specify network settings, select *Automatically obtain network settings using DHCP*.
  - To configure the network settings manually, click *Use these network settings* and then enter the IP address, subnet mask, and gateway in their requisite fields.
12. Click *Next* to continue.
13. Review the VM settings, then click *Finish* to import the VM. The FortiSandbox VM will take approximately 15 minutes to initialize.  
When the VM import is complete, the XenServer left pane will include the FortiSandbox VM in the list of deployed VMs for your Citrix XenServer.
14. Ensure the imported FSAVM instance is in the shutdown state.

15. In the *XenCenter* left pane, select the XenServer labeled as "xen".



16. Enter the following commands in the dom0 console tab:

```

# Get the UUID of the FSAVM instance, xe vm-list name-label=<FSAVM_name>
[root@xen ~]# xe vm-list name-label=FSAVM-2.4-0-0233-Interim-170207
uuid ( RO) : 1d4be338-e137-e19d-ea0e-2ac5bb2a7a7e
name-label ( RW): FSAVM-2.4-0-0233-Interim-170207
power-state ( RO): running
# Check FSAVM instance platform params,
[root@xen ~]# xe vm-param-get uuid=1d4be338-e137-e19d-ea0e-2ac5bb2a7a7e param-
name=platform
pae: true; stdvga: 0; acpi: true; apic: true; nx: true
# Enable the FSAVM instance as a nested hypervisor, xe vm-param-set uuid=<UUID>
platform:exp-nested-hvm=true
[root@xen ~]# xe vm-param-set uuid=1d4be338-e137-e19d-ea0e-2ac5bb2a7a7e platform:exp-
nested-hvm=true
# Check FSAVM instance platform params
[root@xen ~]# xe vm-param-get uuid=1d4be338-e137-e19d-ea0e-2ac5bb2a7a7e param-
name=platform
exp-nested-hvm: true; pae: true; stdvga: 0; acpi: true; apic: true; nx: true
[root@xen ~]#

```

If you do not correctly enter the commands, the *CPU flag VMX or SVM is not enabled* error message will appear when booting up the FSAVM.

```
Starting FortiSandbox
Detected SN: FSA-UM000000000000
Initializing core processes ...
Initializing hard drive devices ...
Formatting disk ...
Formatting disk ... Done
Initializing OS components ...
Skip initializing virtual components for VM model ...
Initializing database ...
Initializing scan components ...
Verifying the system ...
Starting system ...
Error: CPU flag VMX or SVM is not enabled.

FortiSandbox login: _
```

17. Start the FSAVM instance and ensure the FSAVM Hypervisor is up and running.

```
Starting FortiSandbox
Detected SN: FSA-UM000000000000
Initializing core processes ...
Initializing hard drive devices ...
Formatting disk ...
Formatting disk ... Done
Initializing OS components ...
Skip initializing virtual components for VM model ...
Initializing database ...
Initializing scan components ...
Verifying the system ...
Starting system ...

FortiSandbox login:

FortiSandbox login:

FortiSandbox login: _
```

## Assigning 4 vCPUs to FortiSandbox VM on XenServer 7.0

If you need to assign more than 4 vCPUs to FortiSandbox on XENserver 7.0, and you have trouble booting up and the following error message appears: `xen_netfront: can't alloc rx grant refs` in the console, use the following instructions to fix the issue.

1. Run XenCenter, and connect to your XENserver.
2. Click *Tools*, and click *Install Updates*.
3. Follow the wizard and apply *Hotfix XS70E034* to your XENserver.
4. Execute the following command in DOM0 console and reboot the XENserver.  
`/opt/xensource/libexec/xen-cmdline --set-xen gnttab_max_frames=128`

5. FSAVM00\_b0252 starts with 8 vCPUs as expected.

## Starting the virtual machine

You can now proceed to start on your FortiSandbox VM.

- In the XenCenter left pane, right-click on the name of the FortiSandbox VM and select *Start*.
- Select the name of the FortiSandbox VM from the left pane, then select *Start* in the toolbar.

## Configuring initial settings

Before you can connect to the FortiSandbox VM, configure basic configuration via the CLI console. Then you can connect to the FortiSandbox VM GUI and upload the FortiSandbox VM license file that you downloaded from the [Customer Service & Support](#) portal.

The following topics are included in this section:

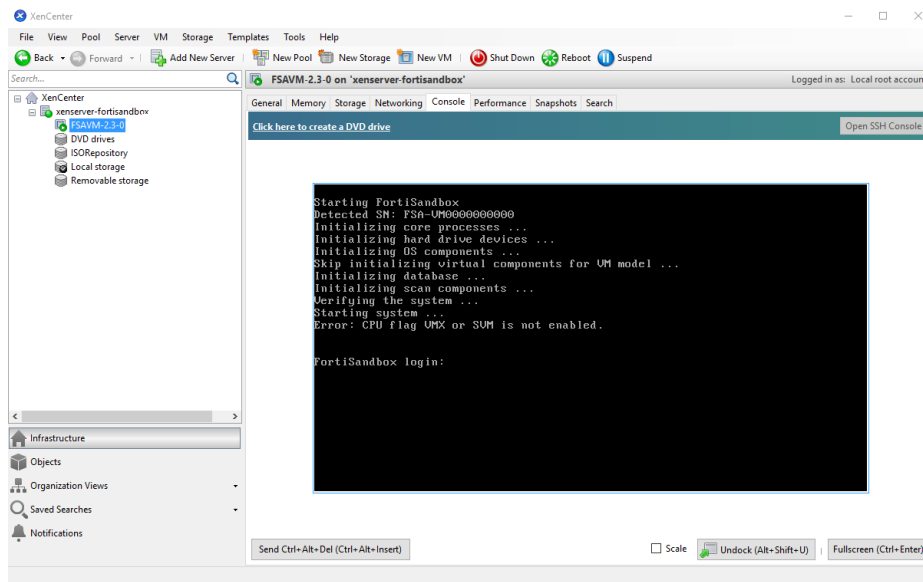
- [Enabling GUI access](#)
- [Connecting to the GUI](#)
- [Uploading the license file](#)
- [Installing the Windows VM package](#)

## Enabling GUI access

To enable GUI access to the FortiSandbox VM, configure the port1 IP address and network mask of the FortiSandbox VM.

**To configure the port1 IP address and netmask:**

1. In your hypervisor manager, start the FortiSandbox VM and access the console window. You might need to press *Enter* to see the login prompt.



2. At the FortiSandbox VM login prompt, enter the username `admin`, then press *Enter*. There is no password by default. The system will require you to set a password.
3. Using CLI commands, configure the port1 IP address and netmask with the following command:  
`set port1-ip <ip address>/<netmask>`
4. Configure the static route for the default gateway with the following command:  
`set default-gw <default gateway>`



The Customer Service & Support portal does not currently support IPv6 for FortiSandbox VM license validation. You must specify an IPv4 address in both the support portal and the port management interface.

## Connecting to the GUI

When you have configured the port1 IP address and network mask, launch a web browser and enter the IP address you configured for the port management interface. By default the GUI is accessible via HTTPS. At the login page, enter the user name `admin` and password, then click *Login*.

## Uploading the license file

Before using the FortiSandbox VM you must enter the license file that you downloaded from the [Customer Service & Support](#) portal upon registration.

### To upload the license file:

1. Log in to the FortiSandbox VM GUI and find the *System Information* widget on the dashboard.
2. In the *VM License* field, select *Upload License*. The *VM License Upload* page opens.
3. Select *Browse*, locate the VM license file (`.lic`) on your computer, then select *OK* to upload the license file. A reboot message will be shown, then the FortiSandbox VM system will reboot and load the license file.



- Refresh your browser and log back in to the FortiSandbox VM (username *admin*, no password). The VM registration status appears as valid in the *System Information* widget once the license has been validated.



As a part of the license validation process FortiSandbox VM compares its IP address with the IP information in the license file. If a new license has been imported or the FortiSandbox's IP address has been changed, the FortiSandbox VM must be rebooted in order for the system to validate the change and operate with a valid license.



If the IP address in the license file and the IP address configured in the FortiSandbox do not match, you will receive an error message when you log back into the VM. If this occurs, you will need to change the IP address in the [Customer Service & Support](#) portal to match the management IP and re-download the license file. To change the management IP address, see [Editing FortiSandbox VM IP addresses on page 7](#)

## Installing the Windows VM package

To complete the installation, download and install the Microsoft Windows VM package, and then activate it. You can download and install Windows VM packages automatically or manually.

### Automatically download and install the package

FortiSandbox can automatically check for and download new Microsoft Windows VM packages. Login to the unit, go to *Virtual Machine > VM Images* to download and install a *Windows VM* image. The system must be able to access <https://fsavm.fortinet.net>. For more information, see the *FortiSandbox Administration Guide* in the *Virtual Machine > VM Images* section.

### Manually download and install the package

Downloading the Windows VM package with a web browser is not recommended due to the size of the file. An FTP client that supports resume download is recommended.

Download packages from the following links.

Model	Link
VM00	<a href="ftp://fsavm.fortinet.net/images/v4.00/VM00_base.pkg">ftp://fsavm.fortinet.net/images/v4.00/VM00_base.pkg</a>
VMI	<a href="ftp://fsavm.fortinet.net/images/v4.00/VMI_base.pkg">ftp://fsavm.fortinet.net/images/v4.00/VMI_base.pkg</a>

### MD5 file

- Download the MD5 value of images from <ftp://fsavm.fortinet.net/images/v3.00/md5.txt>.
- Put the package on a host that supports file copy with the SCP or FTP protocol. FortiSandbox must be able to access the SCP or FTP server.
- In a console window, use the following command to download and install the package:  

```
fw-upgrade -v -t<ftp|scp> -s<SCP/FTP server IP address> -u<user name> -f<file path>
```

For example, `fw-upgrade -v -tscp -sx.x.x.x -utest -f/home/test/xxxx`

Windows Sandbox VMs must be activated on the Microsoft activation server. This is done automatically when a system reboots. For activation to work, ensure port3 can access the Internet and the DNS server can resolve the Microsoft activation servers.

## Install Windows license key file for newly installed Windows VM

You might need Windows license keys to activate newly installed Windows VMs. If necessary, purchase and install the license key file from Fortinet. For example, the base license for FSA-VM00 model does not contain any Windows license key. Windows license keys are stackable, which means newly ordered Windows keys are appended to existing ones and the new license file contains all ordered keys.

For a VM unit, the number of simultaneously scanned Microsoft Office files is limited by the number of installed Microsoft Office license keys. You can purchase extra Microsoft Office license keys to improve Office file scan capacity.

For FSA-VM00 models, you can just purchase Windows license keys for enabled Windows VM only. For example, if you only enable the WIN7X86VMO16 VM, you only need the Windows 7 license keys and Microsoft Office keys.

1. Download the license key file from the [Fortinet Customer Service & Support](#) portal.
2. Log into the FortiSandbox VM GUI and go to *Dashboard > System Information* widget.
3. In the *VM License* field, click *Upload License*.
4. Select the license file on the management computer and click *Submit*.

The FortiSandbox VM reboots.

On reboot, the Windows VM or Microsoft Office is automatically activated on the Microsoft activation server.

## Configuring your FortiSandbox VM

Once the FortiSandbox VM license has been validated, you can configure your device. For more information on configuring your FortiSandbox VM, see the *FortiSandbox Administration Guide* available in the [Fortinet Document Library](#).

## Change Log

Date	Change Description
2022-03-21	Initial release.



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