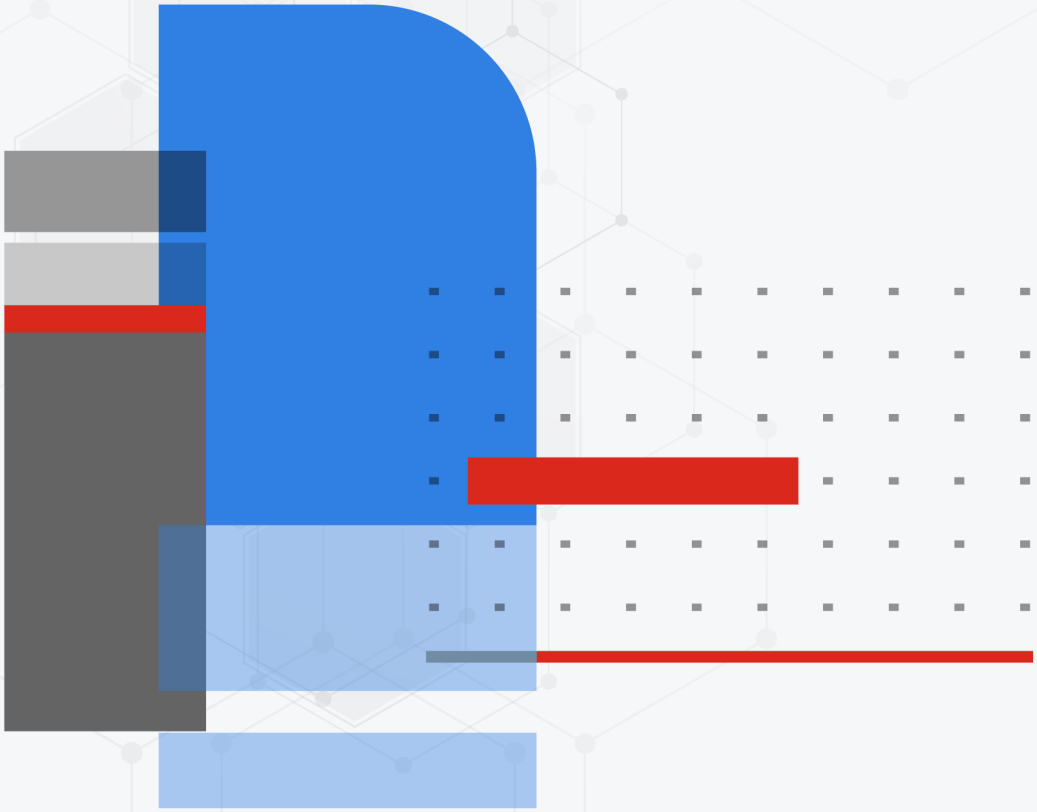
Administration Guide

FortiCare Elite Portal 24.1



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February 06, 2024
FortiCare Elite Portal 24.1 Administration Guide
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Change log

Date	Change description
2024-02-06	Initial release of 24.1.

Introduction

FortiCare Elite Portal is a centralized monitoring platform for FortiGates that are registered to your FortiCloud account. The centralized service integrates with FortiGates to view statuses and provide recommendations. FortiCare Elite Portal only supports FortiGates and does not support other services and products registered to your FortiCloud account.

You must register or import devices to the Asset Management portal in the same FortiCloud account.

Functions

Function	Description
Product and services status summary	Displays summaries for FortiGates registered to the FortiCloud account.
Firmware upgrade reminder	Reminds user to upgrade firmware on FortiGates registered to the FortiCloud account that have the elite license and are not running the latest FortiOS version.
Regions	• Global (North America) FortiCare Elite Portal gathers data from all FortiGate Cloud services: • Global • Europe • Japan
Languages	English
Recommendations	Lists recommended actions that you can take. For example, if a device is nearing the end of its support contract, this widget may display a recommendation to renew the support contract.
Device health	Displays CPU, RAM, and memory status for devices.
Events overview	Displays an overview of events categorized by threat type and severity level.
Security rating	Bar chart that displays devices' security ratings as measured by the following: • Fortinet Security Fabric coverage • Optimization • Security posture The widget displays the grade that each device has received for these components.
Provisioning status	Donut chart that displays devices by provisioning status.
Firmware versions and known issues	Bar chart that displays device count per FortiOS version. Lists FortiOS versions and the known issues per version.
Support and subscription status	Donut chart that displays devices by FortiCloud service subscription status.
PSIRT advisories	Lists known PSIRT advisories for FortiOS versions.

Requirements

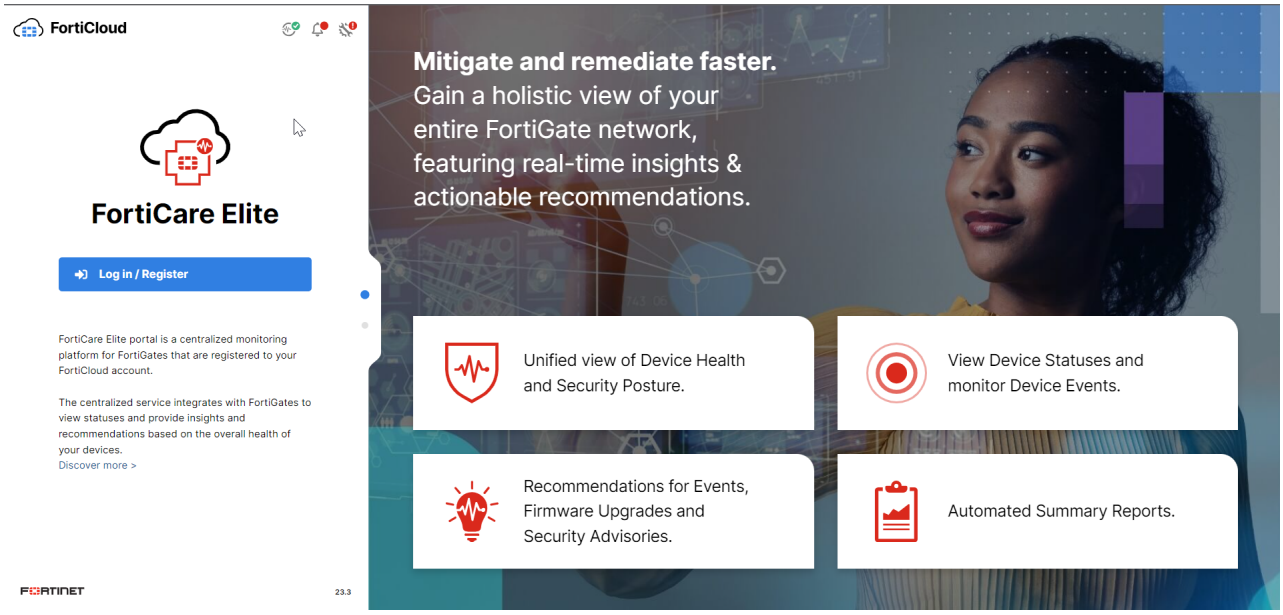
Using FortiCare Elite Portal requires the following items:

Requirement	Description
FortiCloud account	Create a FortiCloud account if you do not have one. Using FortiCare Elite Portal requires a FortiCloud account. You must register or import devices to the Asset Management portal in the same FortiCloud account for them to be available in FortiCare Elite Portal.
FortiGate FortiCare Elite licensing	You must ensure that FortiGates have the FortiCare Elite license for these to be eligible for the FortiCare Elite Portal dashboard widgets, recommendations, and other functions. While you can view all devices registered to the FortiCloud account in *Devices*, only devices that have the FortiCare Elite license are eligible for FortiCare Elite Portal functions. See the FortiCare Support Services Ordering Guide.
Browsers	• Microsoft Edge 41 and later versions • Microsoft Internet Explorer 11 and later versions • Mozilla Firefox 59 and later versions • Google Chrome 65 and later versions

Getting started with the FortiCare Elite Portal

To access the FortiCare Elite Portal:

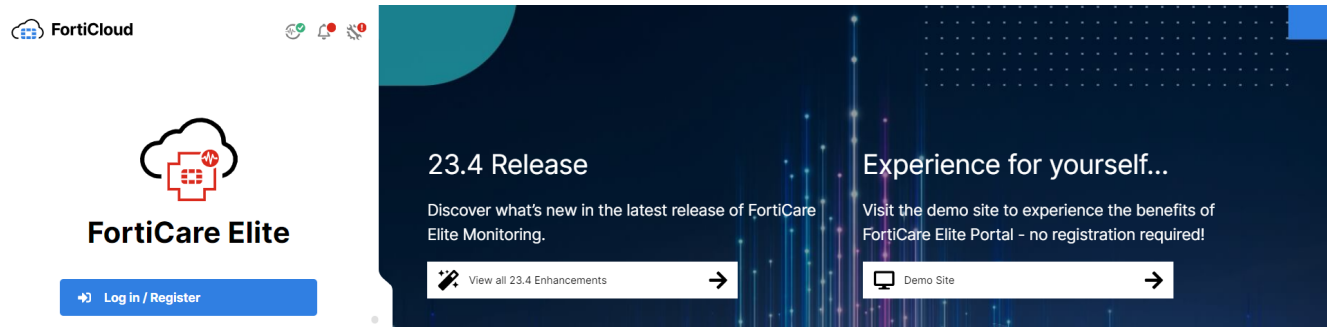
1. Log in to Customer Service & Support.
2. Register the FortiCare Elite Portal license to the Asset Management portal.
3. FortiGate Cloud synchronizes all newly registered licenses from FortiCare every ten minutes. For FortiGate models up to 200F, FortiCare Elite Portal automatically configures the devices. For device models above 200F, you must activate FortiGate Cloud logging on the device by doing the following:
   a. Log in to the FortiOS GUI.
   b. Activate FortiGate Cloud using the same FortiCloud account.
   c. Enable cloud logging with FortiGate Cloud under *Security Fabric* > *Fabric Connectors*.
4. Log in to the FortiCare Elite Portal with your FortiCloud credentials.



5. Select the desired organization unit (OU) or account to access FortiCare Elite Portal. If the OU or account includes a device with an Elite license, FortiCare Elite Portal opens to the Dashboard. If the OU or account does not have any devices with an Elite license, a page displays from where you can review the license benefits and go to the Fortinet Support site, from where you can renew licenses.

To return to the OU tree, select the dropdown list in the upper right corner of the GUI, which displays the OU that you are currently logged in to. Select the desired OU or account from the dropdown list. You can also select your username in the upper right corner of the GUI, then select *Switch Accounts*.

The FortiCare Elite Portal landing page also offers the option of accessing a demo site, from which you can experience the benefits of FortiCare Elite Portal without registering for an account. Click *Demo Site*.

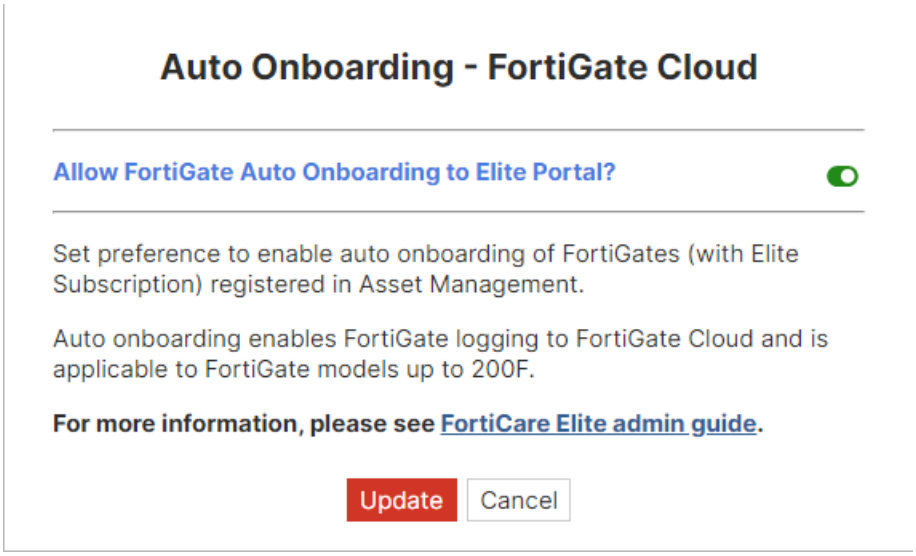


Auto onboarding

You can enable auto onboarding. When you enable auto onboarding, FortiGates with an elite subscription registered to your FortiCloud account in Asset Management automatically connect to FortiGate Cloud for logging. This applies for FortiGate models up to 200F.

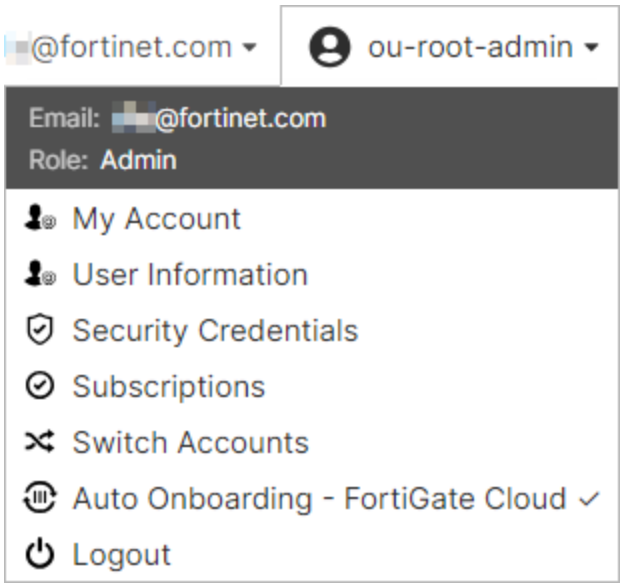
To enable auto onboarding:

1. In the top right dropdown list, select *Auto Onboarding*.
2. Toggle on *Allow FortiGate Auto Onboarding to Elite Portal?*.



3. Click *Update*. A checkmark displays beside *Auto Onboarding - FortiGate Cloud* in the dropdown list to indicate that it

is enabled.



Log destinations

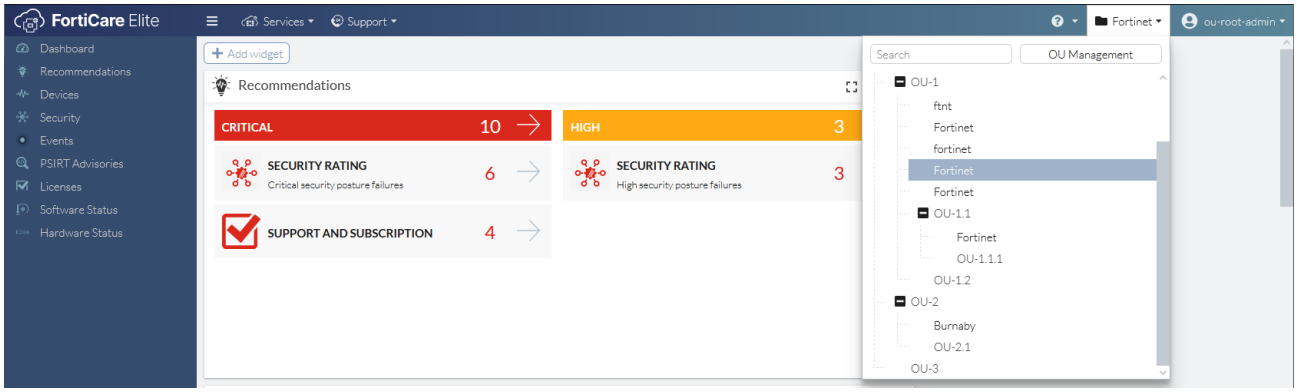
FortiCare Elite Portal supports the following log destinations:

Log destination	Description
FortiAnalyzer Cloud	See Cloud Deployment. FortiCare Elite Portal supports FortiAnalyzer Cloud 7.2.3.
FortiAnalyzer	If using FortiAnalyzer, you must enable *Cloud Management* in FortiAnalyzer. See Enabling remote access from FortiCloud. FortiCare Elite Portal supports FortiAnalyzer 7.4.
FortiGate Cloud	See Deployment.

OU

FortiCare Elite Portal supports organizational unit (OU) account selection and switching. OU support is currently in beta and available to external customers with FortiCloud Premium license accounts. See Organization Portal for details on creating an OU.

To move to another OU or account, select the desired OU from the dropdown list in the upper right corner.

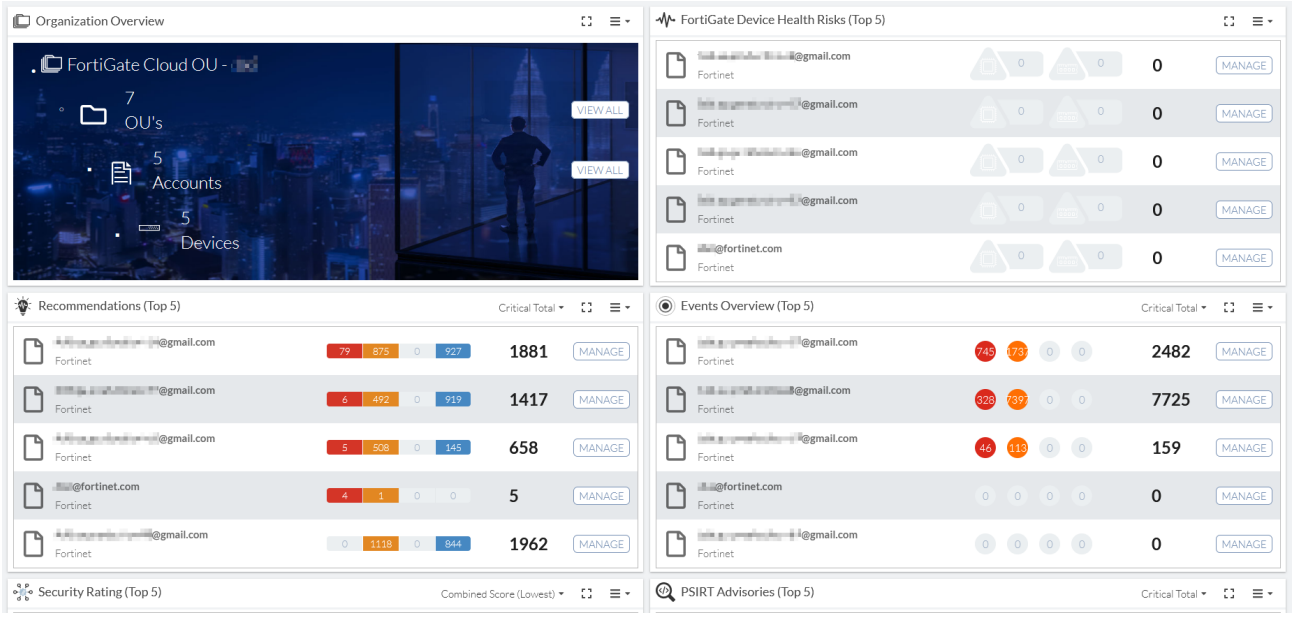


FortiCare Elite Portal opens to the Dashboard, which displays a variety of widgets that you can use to monitor your products and services. When you log in to an OU, the available widgets differ than when you log in to an account. For all widgets, you can click into the widget to be redirected to a more detailed view. You can also reorder, resize, remove, and readd widgets as desired. The following table only lists OU dashboard widgets. For other widgets, see Dashboard on page 13.

Widget	Description
Organization Overview	Displays the number of OUs, accounts, and devices that belong to the OU. You can click the *VIEW ALL* button beside the number of OUs to view the OU tree or go to OU management. You can click the *VIEW ALL* button beside the number of accounts to view the list of accounts and summary information for the devices under each account, such as recommendations and events.
Recommendations	Lists the number of recommended actions per account that belongs to the OU. See Recommendations on page 16.
Events Overview	Lists the number of events per account that belongs to the OU. By default, this widget shows events from the last seven days. You can select a different time range from the dropdown list. See Events on page 22.
Device health Risks	Lists the number of device health risks per account that belongs to the OU.
Security Rating	Displays device security score as measured by Fortinet Security Fabric coverage, optimization, and security posture per account that belongs to the OU. The displayed score is the combined score for all devices under each account.

Widget	Description
PSIRT Advisories	Lists the number of known PSIRT advisories per account that belongs to the OU. See PSIRT Advisories on page 23.
Log Destination (Top 5)	For accounts that belong to this OU and have the top five highest number of devices connected to log destinations, lists the number of devices that are connected to each log destination type in a color-coded chart. The following summarizes the color-to-log-destination mapping: • **Green**: FortiAnalyzer Cloud • **Blue**: on-premise FortiAnalyzer • **Yellow**: FortiGate Cloud • **Red**: not connected to a log destination By default, the widget displays the accounts sorted by which account has the most devices connected to FortiAnalyzer Cloud. To sort by devices connected to another log destination, you can select another log destination from the dropdown list in the widget's top right corner.

The widgets display information for each account that belongs to the OU. You can navigate to a desired account by clicking the *MANAGE* button inside a widget.



IAM users

FortiCloud Identity & Access Management (IAM) supports creating IAM users and allowing access to FortiCare Elite Portal using the admin role.

See Adding IAM users for details on configuring IAM users.

FortiCare Elite Portal supports resource-based access control using FortiCloud permission profiles. See Creating a permission profile.

Creating an IAM user with OU scope

See User permissions.

Logging in to FortiCare Elite Portal and accessing OU accounts

To log in to FortiCare Elite Portal and access OU accounts:

1. In the FortiCare Elite Portal landing page, click *Login*.
2. Select *IAM Login*.
3. Enter your account ID/alias, username, and password, then click *Log In*.
4. Select the desired account/organizational unit.

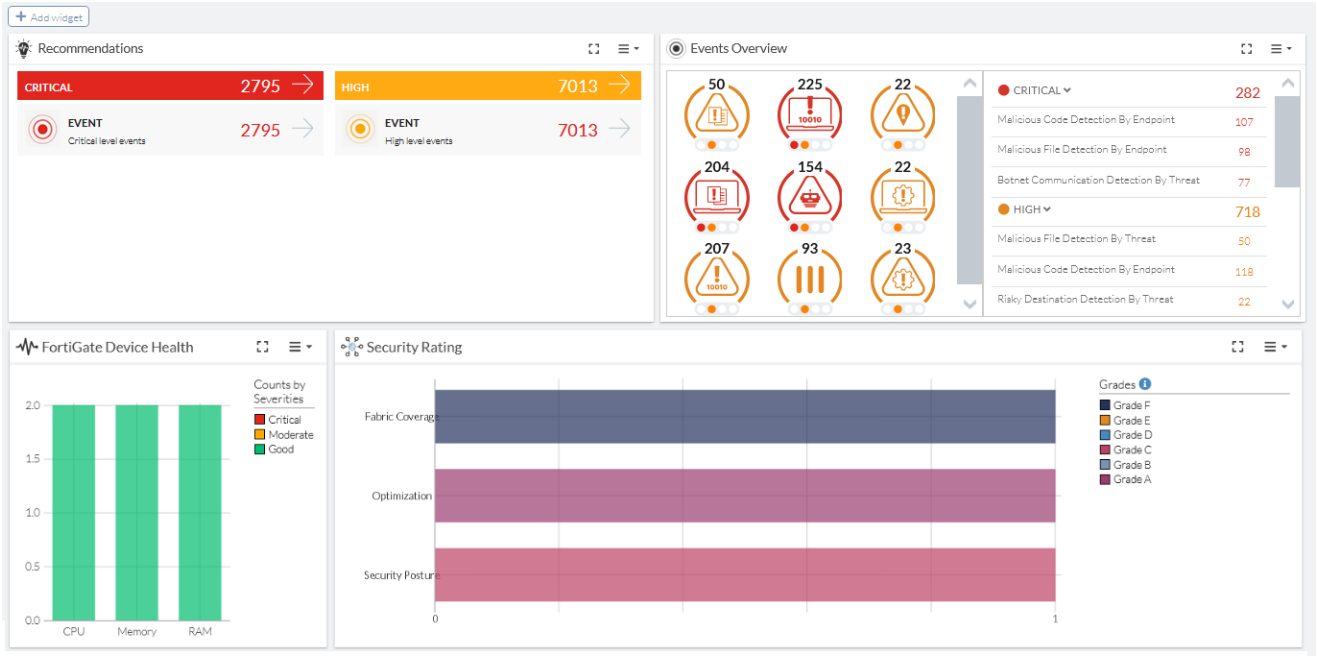
Dashboard

FortiCare Elite Portal opens to the Dashboard, which displays a variety of widgets that you can use to monitor your products and services. By default, the Dashboard displays all available widgets.

The following lists the available widgets. Different widgets are available depending on whether you access FortiCare Elite Portal at the organization unit (OU) or account level. For all widgets, you can click into the widgets to be redirected to a more detailed view. You can also reorder, resize, remove, and readd widgets as desired.

Widget	Description	Available when signed in to...
Organization Overview	Displays the number of OUs, accounts, and devices that belong to the OU. You can click the *VIEW ALL* button beside the number of OUs to view the OU tree or go to OU management. You can click the *VIEW ALL* button beside the number of accounts to view the list of accounts and summary information for the devices under each account, such as recommendations and events.	OU
Recommendations	Lists recommended actions that you can take. For example, if a device is nearing the end of its support contract, this widget may display a recommendation to renew the support contract.	• OU • Account
Summary Reports	Subscribe to receive a summary report via email. See Summary Reports on page 27.	Account
Events Overview	Displays an overview of events categorized by threat type and severity level.	• OU • Account
Device health	Displays CPU, RAM, and memory status for devices.	• OU • Account
Security Rating	Bar chart that displays devices' security ratings as measured by the following: • Fortinet Security Fabric coverage • Optimization • Security posture The widget displays the grade that each device has received for these components.	• OU • Account
FortiZTP	Donut chart that displays devices by provisioning status.	Account

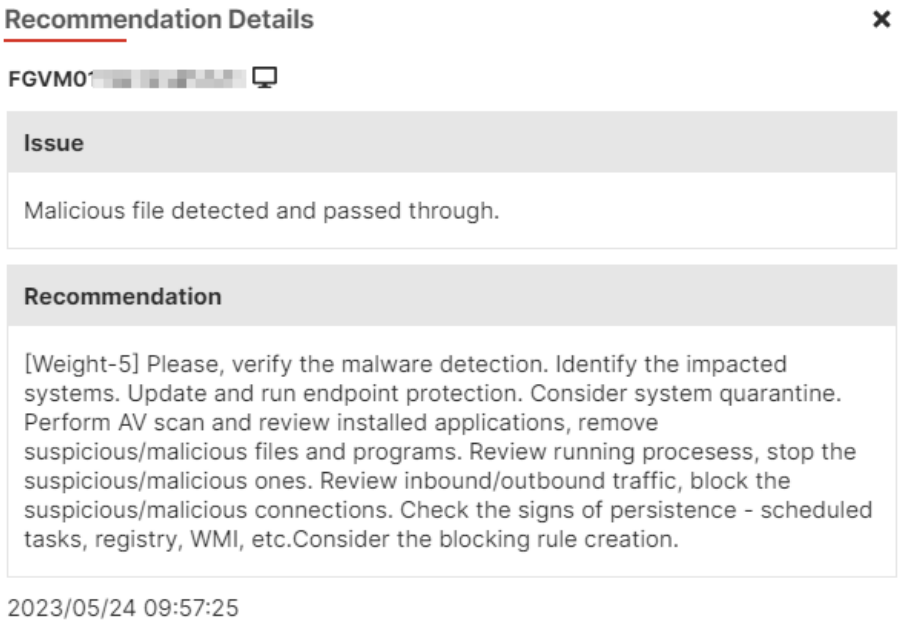
Widget	Description	Available when signed in to...
Support & Subscription	Donut chart that displays devices by FortiCloud service subscription status.	Account
PSIRT Advisories	Lists known PSIRT advisories for FortiOS versions.	• OU • Account
Firmware Versions	Bar chart that displays device count per FortiOS version.	Account
FortiOS Known Issues	Lists FortiOS versions and the known issues per version.	Account
Hardware Lifecycle	Bar chart that displays devices by hardware lifecycle status.	Account
Software Lifecycle	Bar chart that displays devices by software lifecycle status.	Account
Log Destination	Donut chart that displays the number of devices that are connected to each log destination type in a color-coded chart. The following summarizes the color-to-log-destination mapping: • **Green**: FortiAnalyzer Cloud • **Blue**: on-premise FortiAnalyzer • **Yellow**: FortiGate Cloud • **Red**: not connected to a log destination	• OU • Account
FortiCare Elite License Expiry	Chart that displays the license expiry statuses for devices under this account: • Expired • Expiring within 30 days • Expiring within 60 days • Expiring within 90 days • Good (more than 90 days from expiring) You can click *Review Elite License Benefits* to see a summary of the features that the Elite license includes. You can also click *Renew Elite License*. This redirects you to the Fortinet Support site, from where you can renew licenses. If one of your devices is near expiry, FortiCare Elite Portal displays a warning dialog. You can click a link to view the device and renew its license from the dialog.	Account


Add widget
Recommendations
CRITICAL
2795
EVENT
Critical level events
2795
HIGH
7013
EVENT
High level events
7013
Events Overview
50
225
22
204
154
22
207
93
23
CRITICAL
282
Malicious Code Detection By Endpoint
107
Malicious File Detection By Endpoint
98
Botnet Communication Detection By Threat
77
HIGH
718
Malicious File Detection By Threat
50
Malicious Code Detection By Endpoint
118
Risky Destination Detection By Threat
22
FortiGate Device Health
Counts by Severities
Critical
Moderate
Good
2.0
1.5
1.0
0.5
0.0
CPU
Memory
RAM
Security Rating
Fabric Coverage
Optimization
Security Posture
0
1
Grades
Grade F
Grade E
Grade D
Grade C
Grade B
Grade A

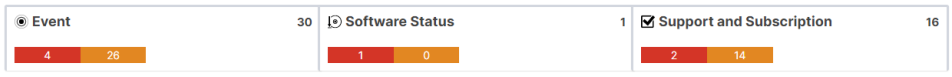
Recommendations

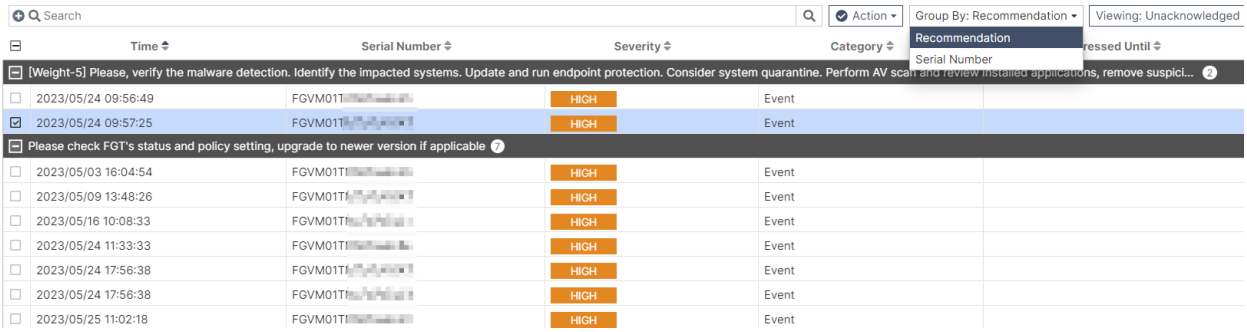
Recommendations lists recommended actions that you can take. For example, if one of your devices is nearing the end of its support contract, FortiCare Elite Portal may recommend to renew the support contract. You can view the recommendation list. If you already completed a recommendation or do not want it to appear in the recommendation list, you can acknowledge it. Acknowledging a recommendation in FortiCare Elite Portal does not automatically perform the action. You must perform the action manually.

You can click a recommendation to see more explicit issue and recommendation details. If your FortiGate is connected to FortiGate Cloud or FortiManager Cloud, you can go to the respective portal from this panel. If your FortiGate is not connected to FortiGate Cloud or FortiManager Cloud, you can go to the FortiOS GUI to apply the recommendation.

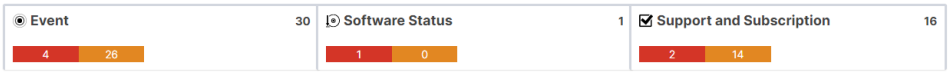


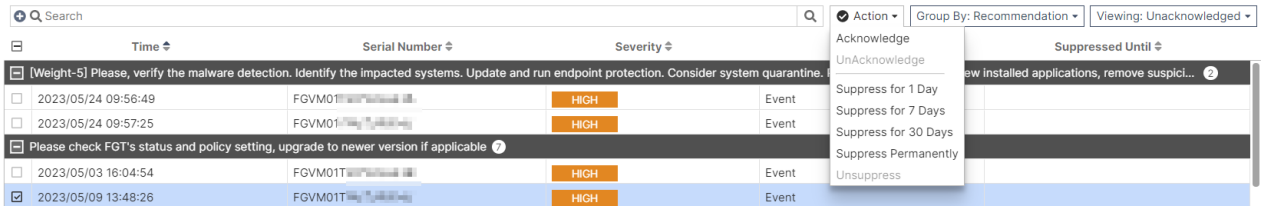
You can group the data by recommendation or by serial number.





You can also suppress a recommendation so that it does not appear on the *Recommendations* page for the desired time period.



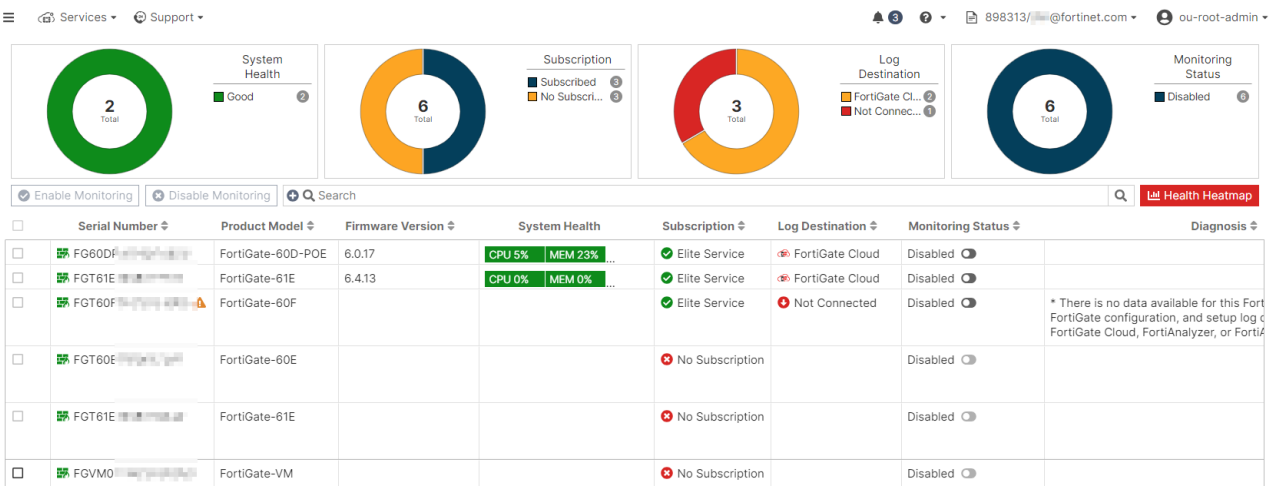


FortiCare Elite Portal automatically deletes recommendations that are older than one year.

Devices

Devices displays the following charts:

Chart	Description
Subscription	Displays a donut chart of the total devices in the inventory registered to the FortiCloud account. The chart displays the number of devices that have a subscription or not. You can select chart sections to filter the device list that displays at the bottom. A warning icon displays beside the device serial number if one of the following occurs: • The device has not uploaded logs in the past 24 hours. • The tunnel status has been down for the past 24 hours. The tooltip includes a link. You can click the link to see how to resolve the issue.
Log Destination	Displays a donut chart of devices separated by whether the log destination is FortiGate Cloud or FortiAnalyzer.
System Health	Displays donut charts for the CPU, RAM, and memory status for devices that have the elite license. You can also view a bar chart that displays security event information for devices that have the elite license. To drill down in the device health bar chart: on page 19 describes this chart in detail. The device list displays applicable devices based on the selected chart view.
Monitoring Status	Displays donut chart for whether monitoring on the device is enabled or disabled. The Monitoring Status column also allows you to enable or disable monitoring using a toggle.



FortiCare Elite Portal displays an in-portal notification when a new FortiGate connects has an on-premise FortiAnalyzer or FortiAnalyzer Cloud as its log destination.

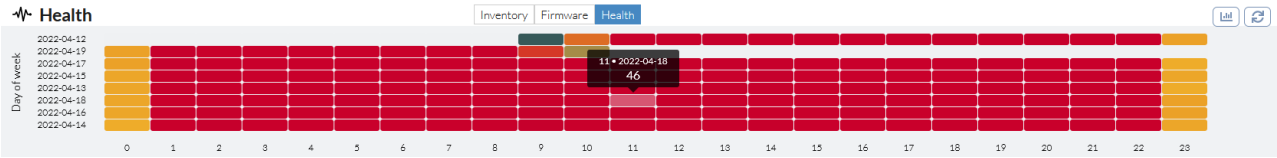
If a device has not been connected to a supported log destination, such as FortiGate Cloud, FortiAnalyzer, or FortiAnalyzer Cloud, the *Diagnosis* column displays a suggestion to configure a log destination. In the example, the FortiGate 60F is licensed with the Elite license but is not connected to a supported log destination.

If a FortiGate does not have an Elite license but has the elite monitoring enabled, its *Monitoring Status* displays as *Disabled*. FortiCare Elite Portal checks device Elite license statuses on a daily basis.

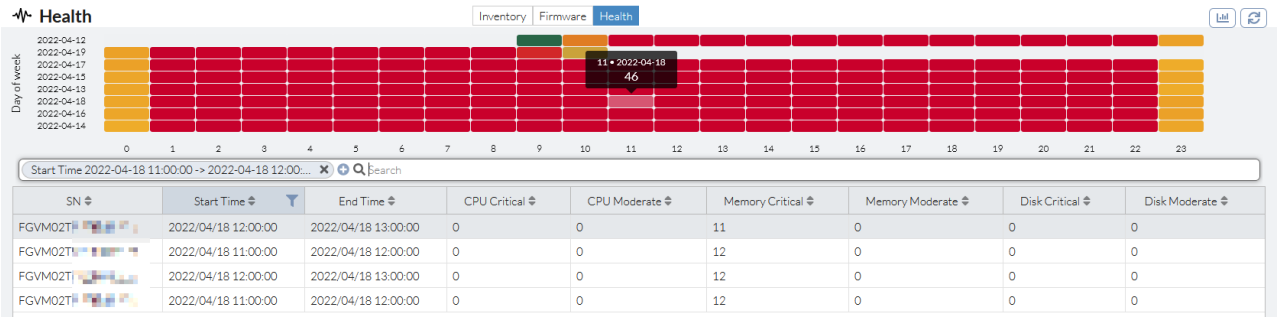
For devices that are part of a high availability (HA) pair, an HA displays in front of the serial number. You can click the icon to view HA pair details.

To drill down in the device health bar chart:

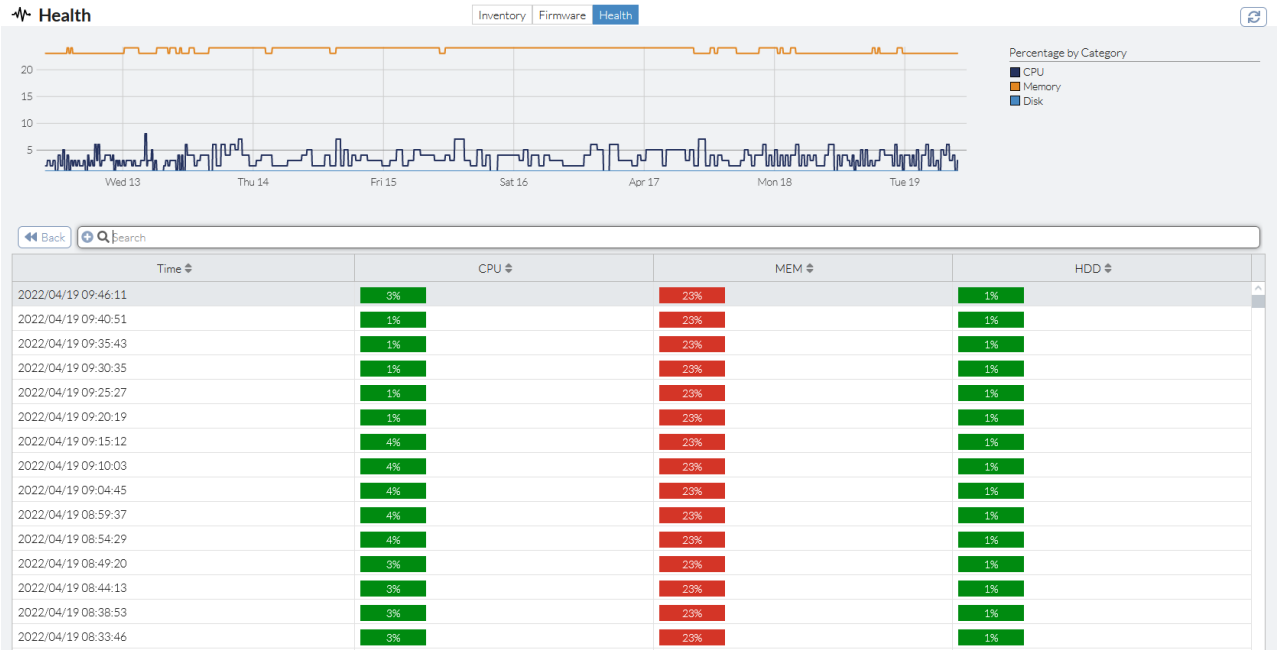
1. Go to *Devices*.
2. Click *Health Heatmap*. For this chart, the y-axis denotes the date that the security event occurred, while the x-axis denotes the hour of the day as per the 24-hour clock. For example, "0" on the x-axis refers to between 00:00 and 01:00. You can hover over each bar to view the number of security events that occurred during that time period. In the example, 46 security events occurred between 11:00 and 12:00 on April 18. The bar color depends on the number of events that occurred.



3. Click the bar. FortiCare Elite Portal applies a filter to the device list to only display devices where events occurred during that time period.



4. Click an entry in the device list. A breakdown of the device and its health status displays.



To enable monitoring on a FortiGate connected to FortiAnalyzer:

1. Go to *Devices*.
2. In the *Search* field, click + to add a filter.
3. From the dropdown list, select *Log Destination*.
4. Select *On-premises FAZ (SN: <FortiAnalyzer serial number>)*, then click *Apply*. This filters the device list to display only FortiGates connected to the specified FortiAnalyzer.
5. Select the desired FortiGate, then click *Enable Monitoring*.
6. Under *Monitoring Status*, enable the toggle.

To enable monitoring on a FortiGate connected to FortiGate Cloud:

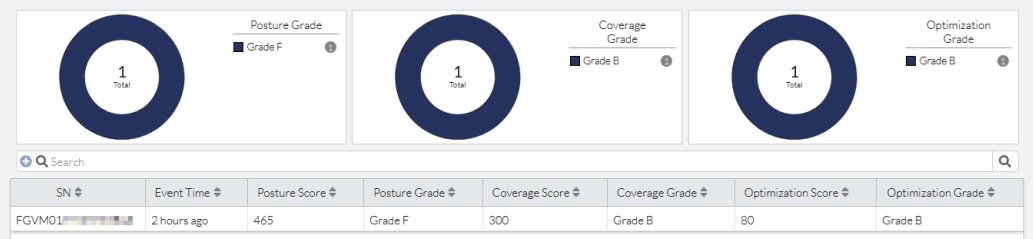
1. Go to *Devices*.
2. In the *Search* field, click + to add a filter.
3. From the dropdown list, select *Log Destination*.
4. Select *FortiGate Cloud*, then click *Apply*. This filters the device list to display only FortiGates connected to FortiGate Cloud.
5. Select the desired FortiGate, then click *Enable Monitoring*.
6. Under *Monitoring Status*, enable the toggle.

Security

Security displays donut charts that display devices' security ratings as measured by the following grades:

Component	Description
Posture	Identify configuration weaknesses and best practice violations in your deployment.
Coverage	Identify in your overall network where the Fortinet Security Fabric can enhance visibility and control.
Optimization	Optimize your Fabric deployment.

The device list displays the eligible devices and the scores and grades that each has received for each grade of the security rating.

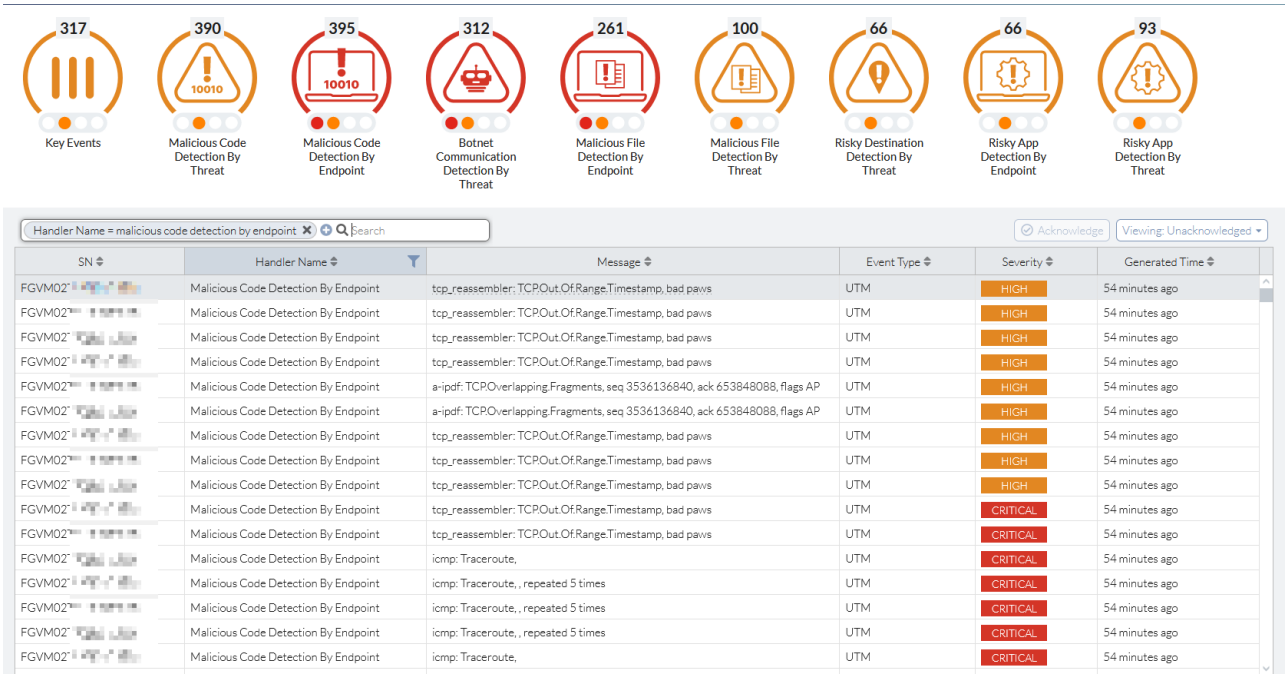


Events

The top of the *Events* page displays icons for event categories. Each icon includes the number of events that belong to that category and their severity levels. In this example, endpoints have detected 395 instances of malicious code. The red and amber circles indicate that these instances include critical and high severity levels. You can click the icons to filter the device list. If you have already resolved an event and/or you do not want it to appear in the list of events, you can acknowledge it.

The device list consists of the following columns:

Column	Description
SN	Device serial number.
Handler Name	Event handler name as in FortiGate Cloud or defined in the FortiAnalyzer cluster.
Message	Event description.
Event Type	Type of handler, such as system or unified threat management.
Severity	Severity defined from FortiGate Cloud portal or FortiAnalyzer cluster.
Generated Time	Time that the event was generated.

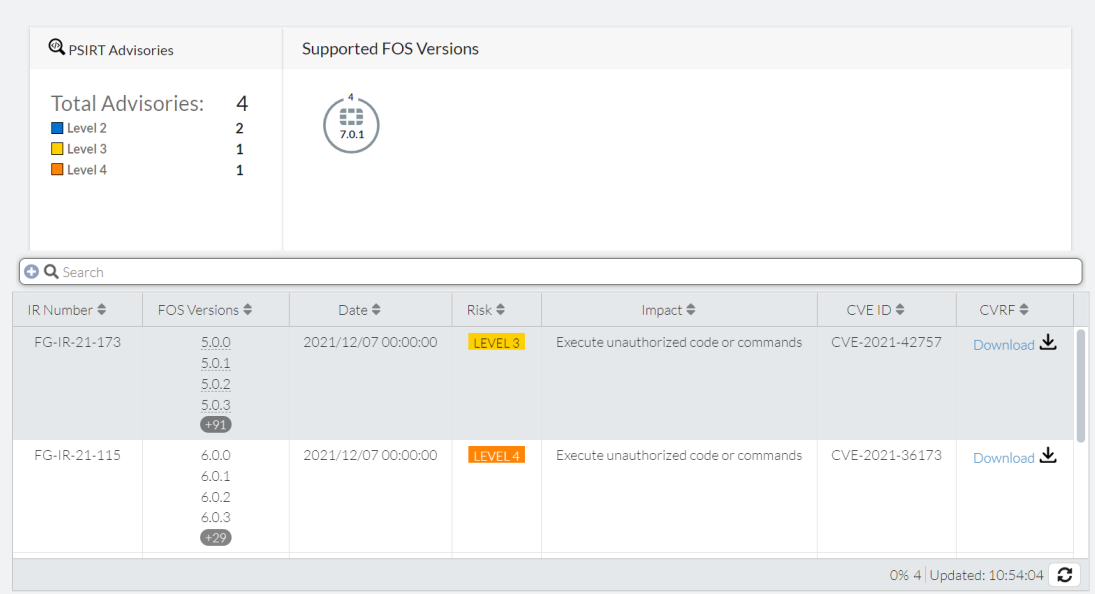


PSIRT Advisories

The *PSIRT Advisories* page displays all PSIRT advisories that are eligible for FortiOS versions currently installed on devices that have the elite license applied. The top of the page displays the total number of advisories, as well as the number of advisories by risk level. You can download the Common Vulnerability Reporting Framework (CVRF) file to disseminate information about the vulnerability

The list consists of the following columns:

Column	Description
IR Number	Incident response number.
FOS Versions	FortiOS versions that are vulnerable to this PSIRT advisory.
Date	Date that the vulnerability was discovered.
Risk	Vulnerability risk level. There are five risk levels.
Impact	Description of the impact that the vulnerability can have.
CVE ID	Common Vulnerabilities and Exposures (CVE) ID of the vulnerability.
CVRF	Link to download the CVRF file to disseminate information about the vulnerability.



You can click an advisory to view detailed information and view the affected FortiGates, their versions, and the applicable solutions.

Licenses

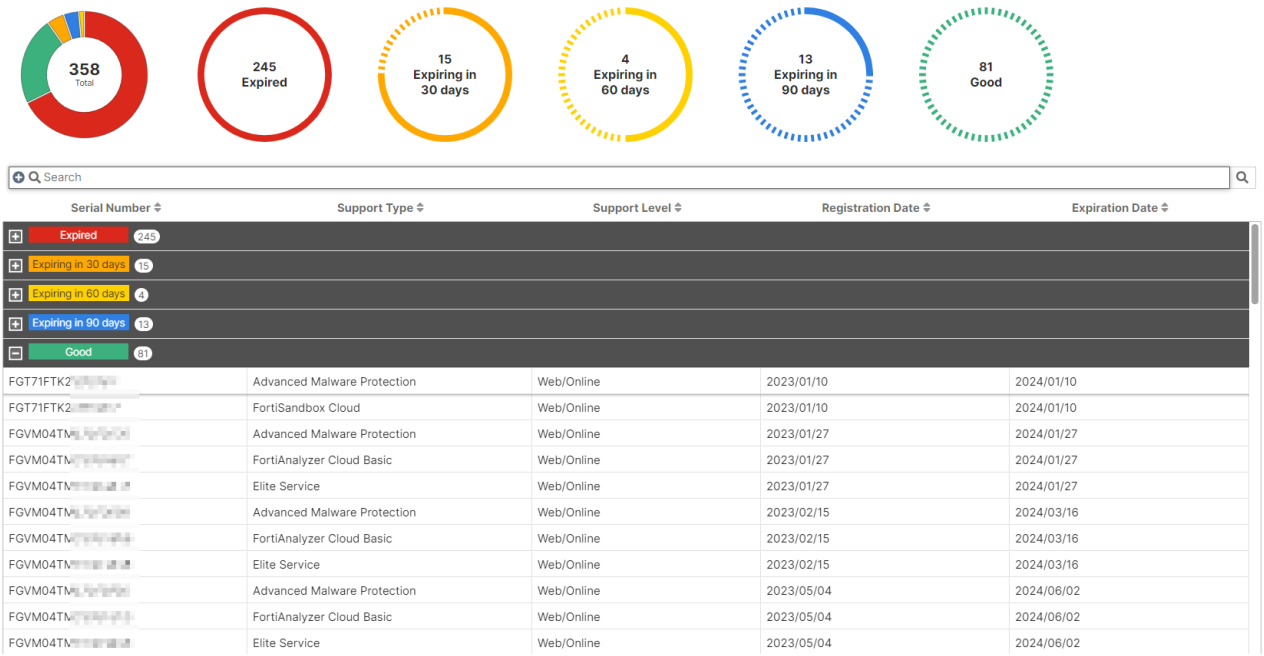
Licenses displays license information for all devices under the logged in FortiCloud account. You can easily view the expiry dates for multiple devices from a centralized page.

The device list consists of the following columns:

Column	Description
Serial Number	Device serial number.
Support Type	Support type currently active on the device.
Support Level	Support level currently active on the device.
Registration Date	Date that the device was registered to the FortiCloud account.
Expiration Date	Date that the current device license expires.

The device list is divided by the following headings, which show how close the device license is to expiring:

- Expired
- Expiring in 30 days
- Expiring in 60 days
- Expiring in 90 days
- Good: more than 90 days from expiring.
- No coverage: device does not have a valid license.



Software Lifecycle

Software Lifecycle displays detailed information for software versions installed on devices that have the elite license applied, such as the release and end of support dates.

The device list consists of the following columns:

Column	Description
Version	Device software version number.
Release Date	Date that Fortinet released this software version.
End of Engineering Support Date	Date when Fortinet engineering will no longer actively support this software version.
End of Support Date	Date when Fortinet Customer Service & Support will no longer actively support this software version.
Count	Number of devices with this software version installed.
Support Status	Support status: • **Good**: Fortinet engineering and support currently support this version. • **End of Support**: Fortinet engineering and support for this version has expired or will expire within 180 days. • **Unknown**: FortiCare Elite Portal does not have data for the software versions installed on these devices.

Hardware Lifecycle

Hardware Lifecycle displays detailed information for models and statuses for the hardware for devices that have the elite license applied, such as the end of order and support dates.

The device list consists of the following columns:

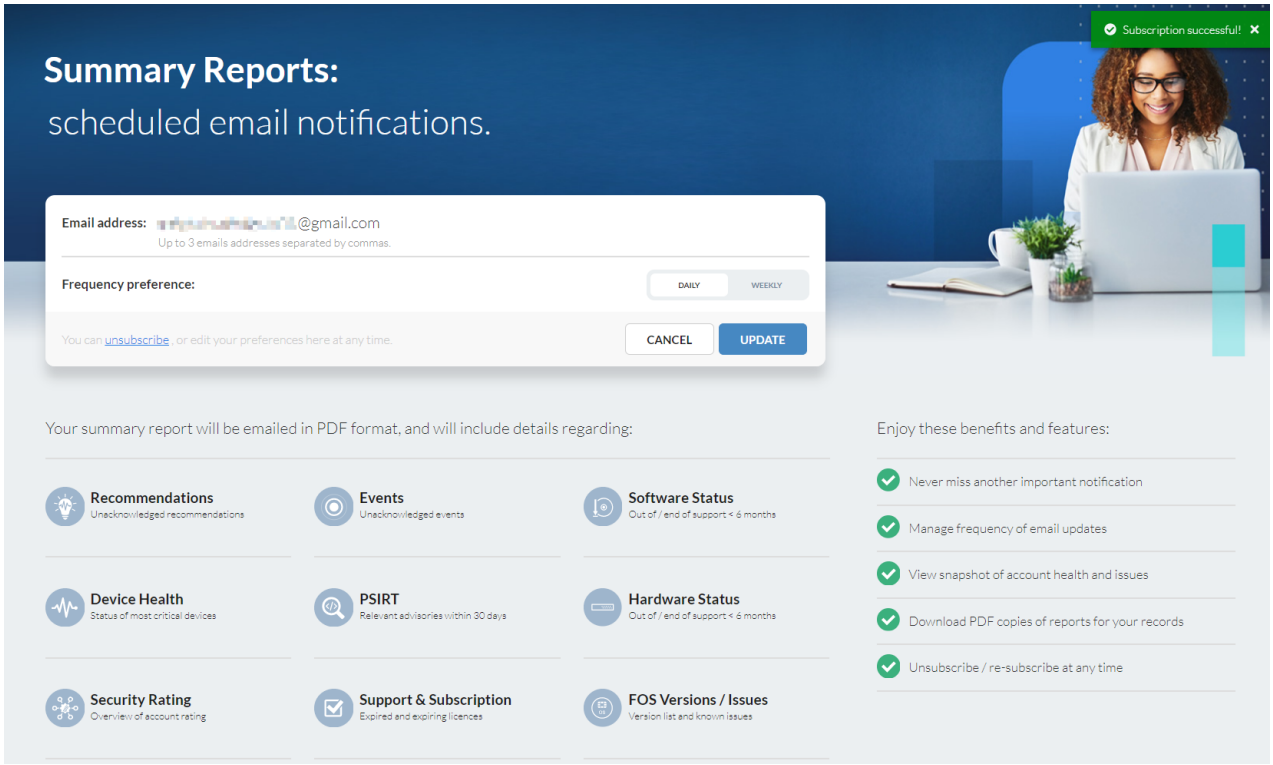
Column	Description
Models	Model number of the device hardware.
End of Order Date	Last date that Fortinet allowed ordering of this hardware model.
Last Service Extension Date	Last date that Fortinet allows extending service of this hardware model.
End of Support	Date when Fortinet Customer Service & Support will no longer actively support this software version.
Count	Number of devices with this hardware model.
Status	Software status: • **Good**: Fortinet engineering and support currently support this model. • **End of Support**: Fortinet engineering and support for this version has expired or will expire within 180 days. • **Unknown**: FortiCare Elite Portal does not have data for the models installed on these devices.

Summary Reports

You can subscribe to a summary report from FortiCare Elite Portal. The summary report consists of a PDF that provides a snapshot of your account health and issues.

To subscribe to the summary report:

1. Go to *Summary Reports*.
2. In the *Email address* field, enter the desired email addresses to receive the report. You can enter up to three email addresses separated by commas.
3. For *Frequency preference*, select *DAILY* or *WEEKLY*.
4. Click *SUBSCRIBE*.



Frequently asked questions

How can I establish a management tunnel connection between my FortiGate and FortiGate Cloud?

```
config system central-management
   set type fortiguard
end
diagnose fdsm contract-controller-update
fnsysctl killall fgfmd
```

What do I do if FortiOS does not upload logs?

Gather debug logs for the following commands, then send the debug output to fortigatecloud@forticloud.com. Check log upload settings on the FortiGate and ensure that it is configured to send logs to FortiGate Cloud:

```
execute telnet <log server IP address> 514
diagnose test application forticldd 1
diagnose test application miglogd 6
diagnose debug application miglogd -1
diagnose debug enable
```

Do I have to register my FortiGate under the same FortiCloud account as in FortiGate Cloud?

Yes, that is a requirement of FortiCare Elite Portal.

What do I do if the GUI presents a *Let's get started* page when I log in to the FortiCare Elite Portal?

First, confirm that at least one of your FortiGate devices is registered with a valid FortiCare Elite license. Secondly, FortiCare Elite Portal synchronizes the elite license on a daily basis. In the worst case scenario, there is a 24-hour delay on enabling access to FortiCare Elite Portal on your account.

What do I do if I accidentally remove a widget from the Dashboard?

Click the *Add Widget* button in the top left corner of the Dashboard page to view and add available widgets.

How can I choose the columns to display?

Click the gear icon in the bottom right corner to customize the columns.

Which Fortinet products does FortiCare Elite Portal support?

FortiCare Elite portal supports:

- FortiGate
- FortiGate-VM
- FortiAP
- FortiSwitch
- FortiExtender
- FortiAnalyzer

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