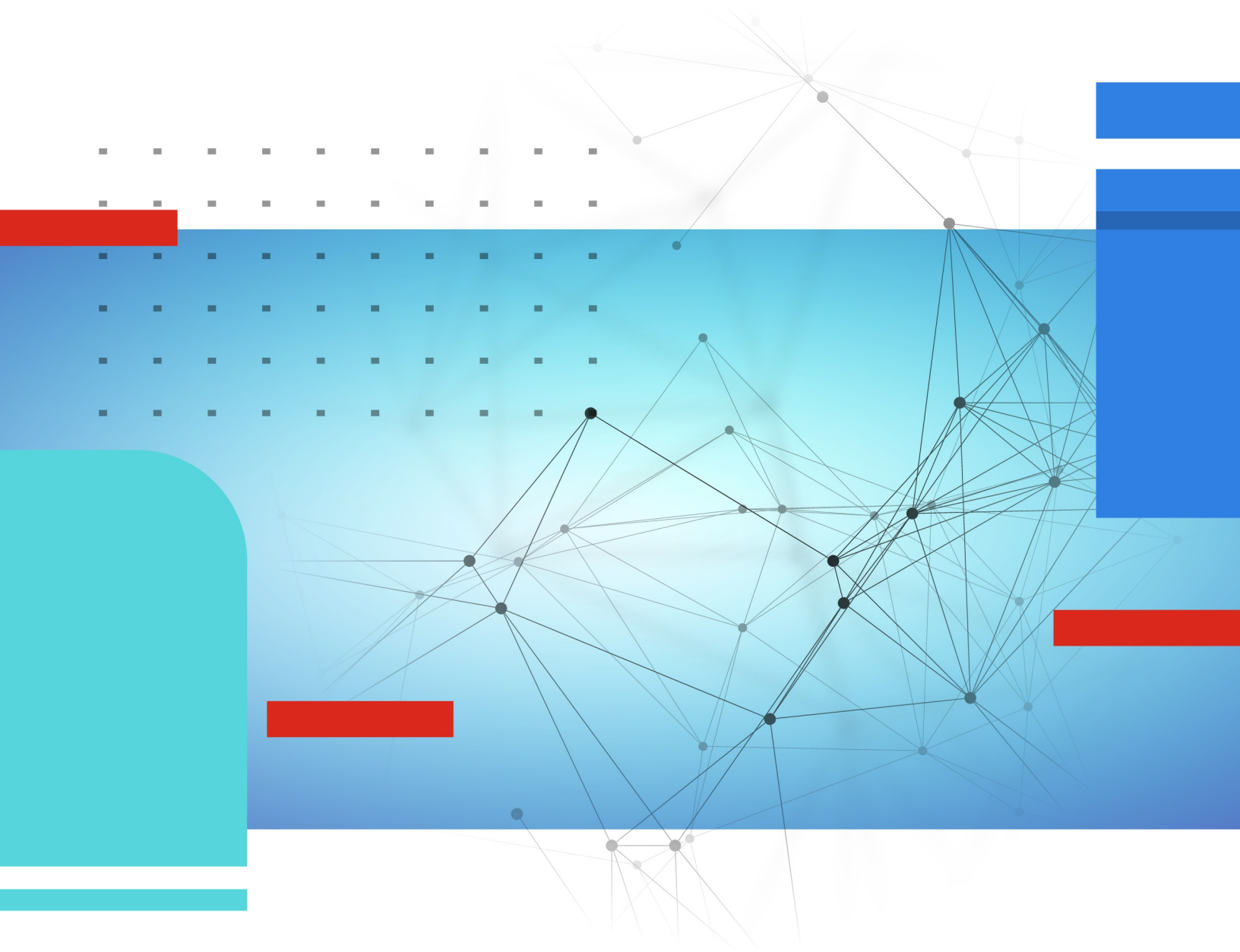
Getting Started

SOCaaS 26.1



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February 5, 2026
SOCaaS 26.1 Getting Started
00-261-1077259-20260205

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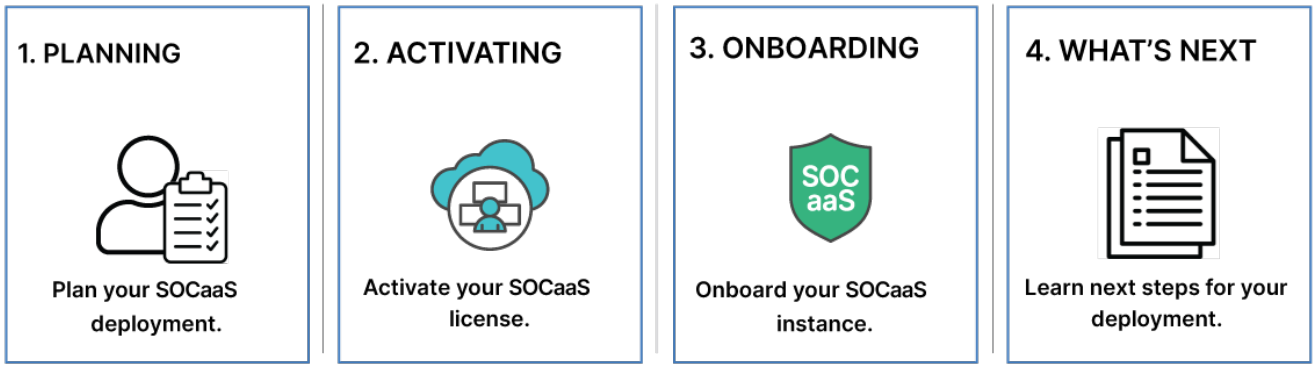
Change log

Date	Change description
2026-02-05	Initial release for 26.1.

Getting started with SOCaaS

Steps to get started with SOCaaS

Getting started with SOCaaS consists of the following 4 steps:



1. PLANNING	**Plan your SOCaaS deployment by reviewing:** • **Team with a Fortinet partner or Fortinet account team on page 6** • **Asset monitoring on page 6** • **Licensing on page 7** • **Set up organizations and user profiles on page 7** • **Other requirements on page 7**
2. ACTIVATING	• **Register to activate your SOCaaS**
3. ONBOARDING	• **Complete the onboarding request from the FortiCloud SOCaaS portal** • **Generally takes 1-3 business days**
4. WHAT'S NEXT	• **Subscribe to additional updates** • **Confirm SOCaaS release version - bottom left of portal** • **Review the partnership responsibilities for SOCaaS** • **Learn more on page 10**

1. Planning

To ensure your SOCaaS deployment meets your business requirements and needs, plan your SOCaaS deployment by considering the following:

Team with a Fortinet partner or Fortinet account team

We highly recommend that you work with a Fortinet partner or your Fortinet account team to review how to fully leverage various Fortinet options to meet your target business and security goals. SOCaaS is provided as an easy add-on included with other product subscription to help you maximize investments. The collection team should be well versed in the SOCaaS offering as well as other products and services that work well with SOCaaS.

- **SOCaaS**—See the following to understand the scope of threat use cases covered by SOCaaS:
  - SOCaaS Datasheet
  - SOCaaS for Enterprise Handbook
  - SOCaaS for Partner and MSSP Handbook
- **FortiGuard**—See the FortiGate Subscriptions and FortiGuard Bundle Ordering Guide to select the service best suited for your needs. Enterprise protection bundle is recommended to enable the widest reach of threat use detections available through SOCaaS.

Asset monitoring

Plan a list of assets (log sources) to be monitored by SOCaaS by considering the following questions:

- What threats use cases are important?
- What critical applications need to be protected?
- What internal / external and user / system traffic is of interest?
- What Fortinet devices / controls are in place to protect the applications?
- What security and events logs are needed to monitor the threat use cases of interest?
- What events and alerts are to be filtered out?
- Which subnets / networks are to be filtered out?
- What threat visibility can be leveraged with other Fortinet deployed devices? See the SOCaaS Release Notes for a list of devices supported by SOCaaS.

If you are using on-premises FortiAnalyzer, perform a sizing exercise to determine the expected log rate and storage requirements to ensure continuous log collection and processing. Refer to the following topics in the SOCaaS User Guide for more details:

- Configuring log buffer cache size
- Estimating average log volume

Based on the answers to these questions, you can then determine the focused threat use cases. See the following handbooks to understand the scope of threat use cases covered by SOCaaS:

- SOCaaS for Enterprise Handbook
- SOCaaS for Partner and MSSP Handbook

Licensing

The SOCaaS portal enforces license requirements when you log in. SOCaaS requires the SOCaaS subscription. See Licensing for details.

Set up organizations and user profiles

Before submitting a SOCaaS onboarding request, set up proper user groups and permissions to ensure all users that will be using the service have the required permissions. Refer to the following resources for more details:

- For regular customers, see the FortiCloud Identity & Access Management (IAM) Guide for information about setting up user profiles.
- For MSSP customers, see the FortiCloud MSSP Deployment Guide (Organizations) and Asset Management for Partners Guide. To set up organizations in FortiCloud, see the following videos and guides:
  - FortiCloud Organizations - Overview video
  - FortiCloud Organizations – Getting Started video
  - FortiCloud Organization Portal Guide

  After your organization is set up, submit a SOCaaS Service Request to add your organization to SOCaaS. Our SOCaaS Operations team will help to confirm that your organization is ready to be used in SOCaaS.

If you have difficulty setting up your FortiCloud organizations and/or user access and require assistance, please open a ticket with Fortinet Customer Support.

Other requirements

After considering all the above, ensure that all the prerequisites listed in the Requirements section in the SOCaaS User Guide are met before proceeding to the next step: 2. Activating on page 8.

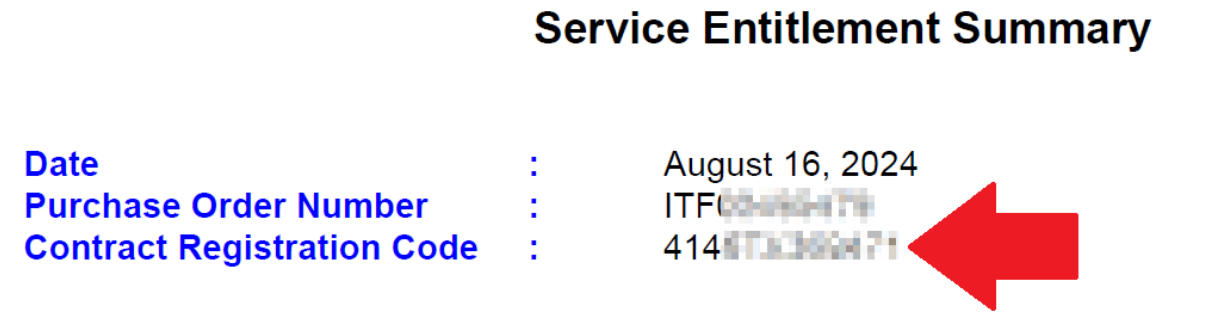
2. Activating

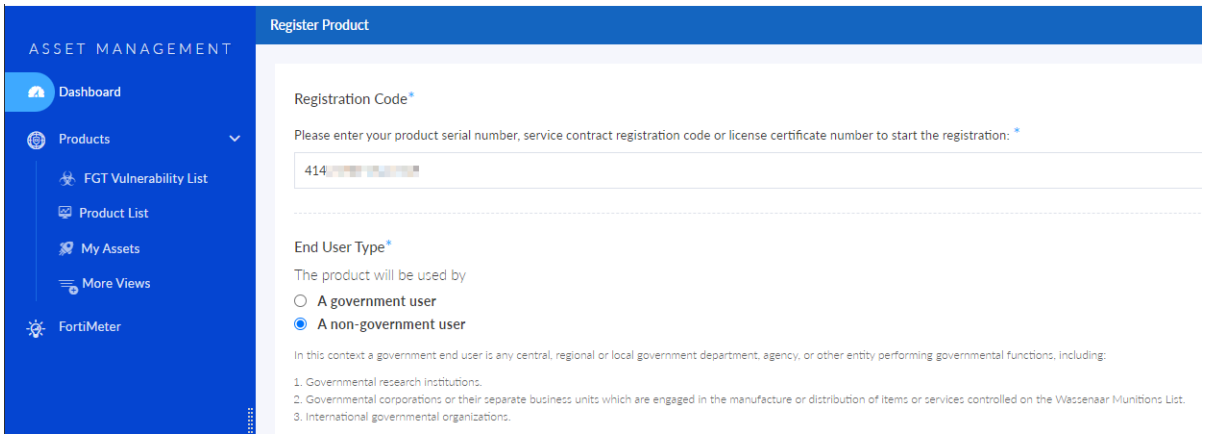
Activate your SOCaaS license by registering your devices and the SOCaaS license using your FortiCloud account.

To register your SOCaaS license:

1. Sign into your FortiCloud account, go to *Products*, and click *Register More*.
2. In the *FortiCloud Registration Code* field, enter the *Contract Registration Code* in the *Service Entitlement Summary* document that you received via email. In the example, the code is *414*....

   PLEASE REMEMBER TO REGISTER YOUR CONTRACT REGISTRATION CODE



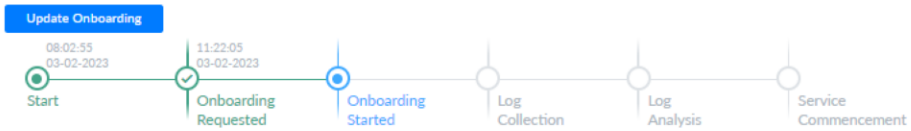


3. Continue with the remaining instructions to register your SOCaaS license. See Registering assets for details on the registration process.

3. Onboarding

Onboard your SOCaaS by completing the onboarding request from the FortiCloud SOCaaS portal:

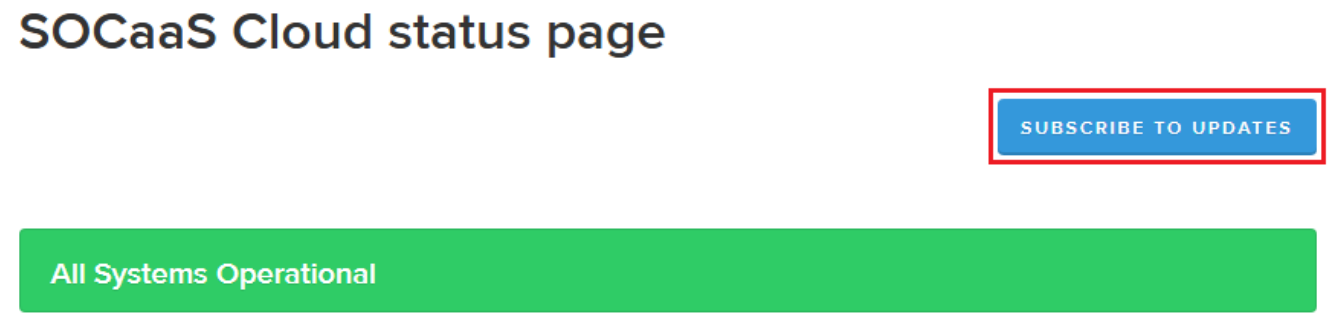
- Regular customer onboarding
- MSSP Onboarding



4. What's next

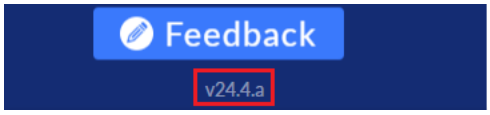
Subscribe to additional SOCaaS updates.

You can subscribe to SOCaaS system status notifications by going to https://status.socaas.forticloud.com/ and clicking *SUBSCRIBE TO UPDATES*.



Confirm your SOCaaS release version.

Log in to the SOCaaS portal and check the bottom left of the GUI to see the SOCaaS release version.



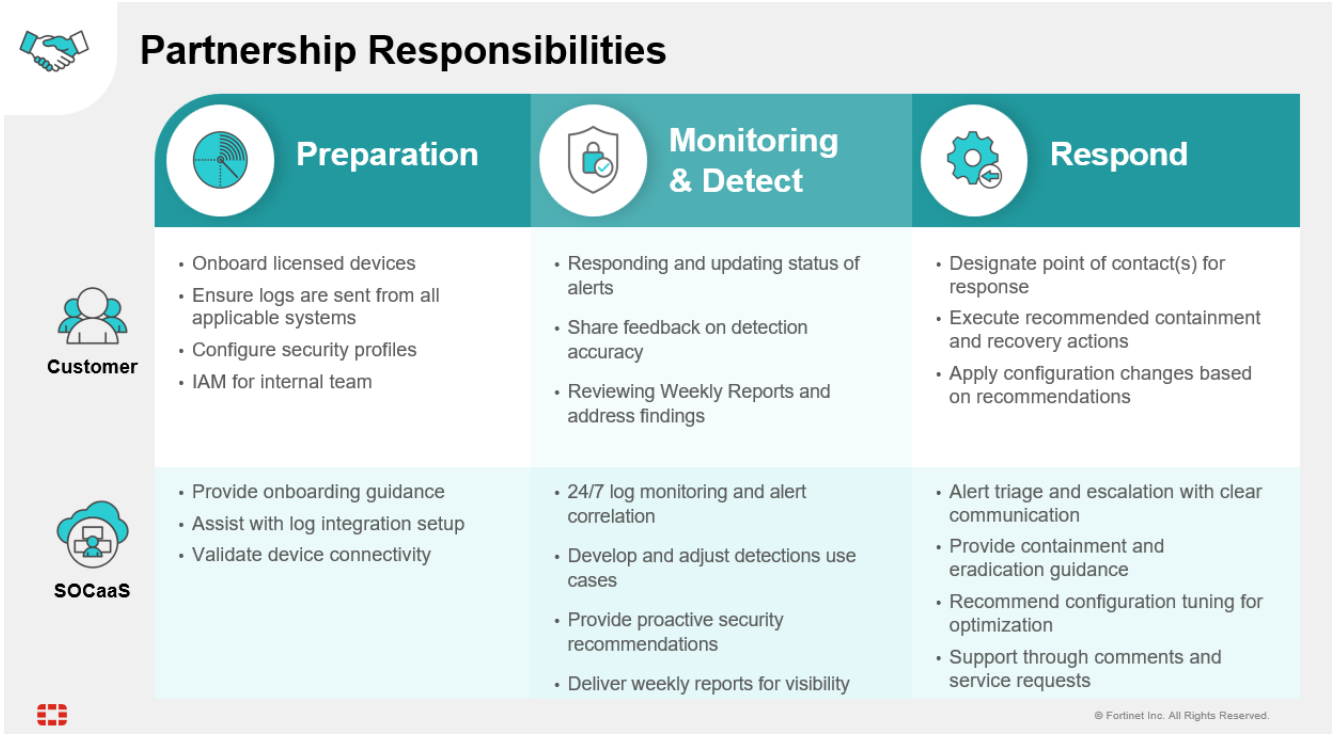
Learn more

Check out the following SOCaaS resources to learn more about SOCaaS:

- **SOCaaS documentation**
  - **Release Notes - New features and changes in your SOCaaS version**
  - **User Guide - Detailed information about using SOCaaS**
  - **SOC Portal training and other how-to Videos**
  - **FAQ - Frequently asked questions about SOCaaS**
- **FortiCompanion to Technical Support - requires FortiCloud account**
  - **Service requests**

Partnership responsibilities

Success with SOCaaS comes from collaboration. Together, proactive communication and timely action create a stronger security posture. The image below highlights the key responsibilities for both parties to ensure a successful SOCaaS relationship.


Partnership Responsibilities
Preparation
Monitoring & Detect
Respond
Customer
• Onboard licensed devices
• Ensure logs are sent from all applicable systems
• Configure security profiles
• IAM for internal team
• Responding and updating status of alerts
• Share feedback on detection accuracy
• Reviewing Weekly Reports and address findings
• Designate point of contact(s) for response
• Execute recommended containment and recovery actions
• Apply configuration changes based on recommendations
SOCaaS
• Provide onboarding guidance
• Assist with log integration setup
• Validate device connectivity
• 24/7 log monitoring and alert correlation
• Develop and adjust detections use cases
• Provide proactive security recommendations
• Deliver weekly reports for visibility
• Alert triage and escalation with clear communication
• Provide containment and eradication guidance
• Recommend configuration tuning for optimization
• Support through comments and service requests
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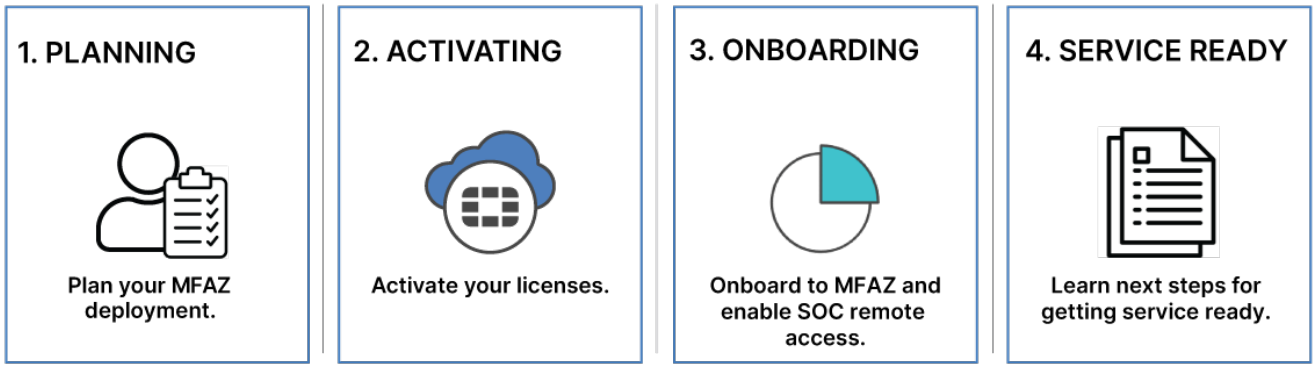
Getting started with Managed FortiAnalyzer Service

Steps to get started with Managed FortiAnalyzer Service

Getting started with Managed FortiAnalyzer Service consists of the following 4 steps:



1. PLANNING	**Plan your Managed FortiAnalyzer Service deployment by reviewing:** • **Initial assessment on page 13** • **Licensing on page 13** • **FortiAnalyzer device requirements on page 13** • **User profiles in FortiCloud on page 14**
2. ACTIVATING	• **Register your FortiAnalyzer with the SOCaaS remote access service**
3. ONBOARDING	• **Complete the onboarding request from the SOCaaS portal** • **Enable SOC remote access to your FortiAnalyzer**
4. SERVICE READY	• **Confirm access to the portal** • **Familiarize yourself with the portal** • **Review the documentation**

1. Planning

To ensure your Managed FortiAnalyzer Service deployment meets your business requirements and needs, plan your deployment by considering the following:

Initial assessment

Prior to purchasing the service, consider your organization's needs and requirements. This may impact the FortiAnalyzer device that you select and it will prepare you for the configuration discussions that will occur later with the Managed FortiAnalyzer service team.

Network design and planning are not included in this service. If you need assistance with these tasks, please engage Fortinet certified partners or Fortinet professional services.

1. Assess your organization's monitoring requirements, network infrastructure, and assets.
2. Consider what you want to accomplish with the FortiAnalyzer device, as this may impact configuration discussions. Review the *Key Capabilities* in the FortiAnalyzer data sheet.
3. Select the most appropriate FortiAnalyzer model considering:
   - Performance
   - Features
   - Scalability
   - Compatibility with existing infrastructure
4. Evaluate the existing physical infrastructure to ensure it can accommodate the installation of the required network devices such as the FortiAnalyzer and security logging devices.

   This should cover:
   - Available rack space
   - Power capacity
   - Cooling systems
   - Network connectivity options

Licensing

To use the Managed FortiAnalyzer Service, you will require a FortiCloud account with valid license for FortiAnalyzer with a SOCaaS remote access service entitlement.

FortiAnalyzer device requirements

The FortiAnalzyer devices that will be used for this service must be:

- FortiAnalyzer G-series appliances
- Firmware version 7.6.5 or later

User profiles in FortiCloud

Before submitting a Managed FortiAnalyzer Service onboarding request, set up proper user groups and permissions to ensure all users that will be using the service have the required permissions. The users must be able to access the SOCaaS portal to use the Managed FortiAnalyzer Service.

For information about setting up user profiles, see the FortiCloud Identity & Access Management (IAM) Guide.

2. Activating

Activate your Managed FortiAnalyzer Service by doing the following:

Unbox and install the FortiAnalyzer device(s)

Install Fortinet appliances at designated locations.

- **Unpacking and Physical Installation**
  - Unbox the appliances carefully keeping all packaging.
  - Check the content against the packing list.
  - Mount the appliances in the designated rack space.
  - Connect power cables to the appliances and a suitable power source.
- **Initial Configuration**
  - Follow the FortiAnalyzer Getting Started guide to have your FortiAnalyzer up and running with internet access and a basic configuration.
  - Install a firmware version on the FortiAnalyzer that is compatible with the Managed FortiAnalyzer Service (7.6.5+).

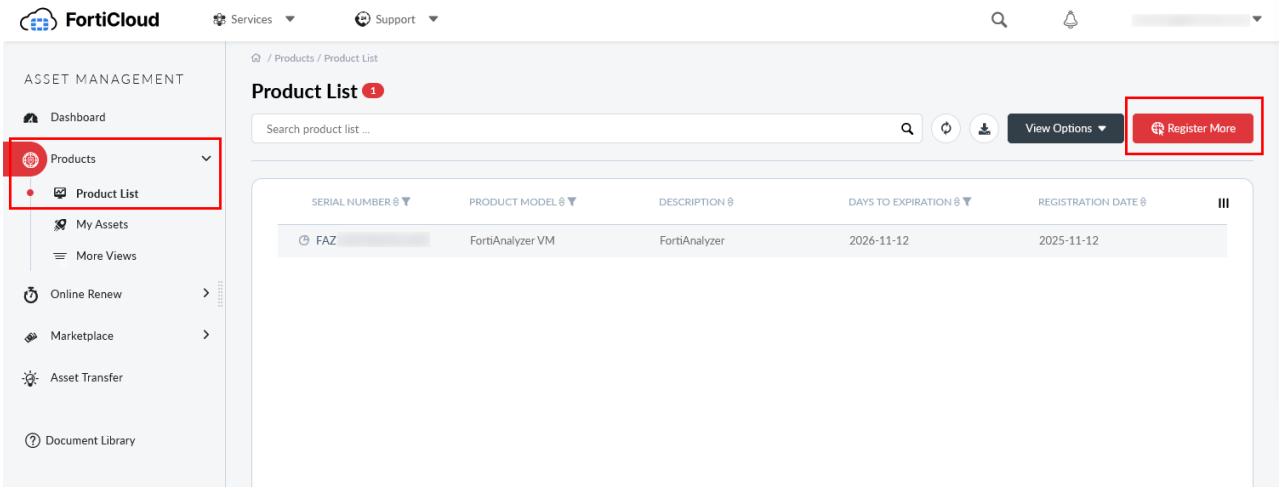
Register the FortiAnalyzer with the SOCaaS remote access service entitlement

You must register the physical FortiAnalyzer device with the SOCaaS remote access service entitlement in your FortiCloud account.

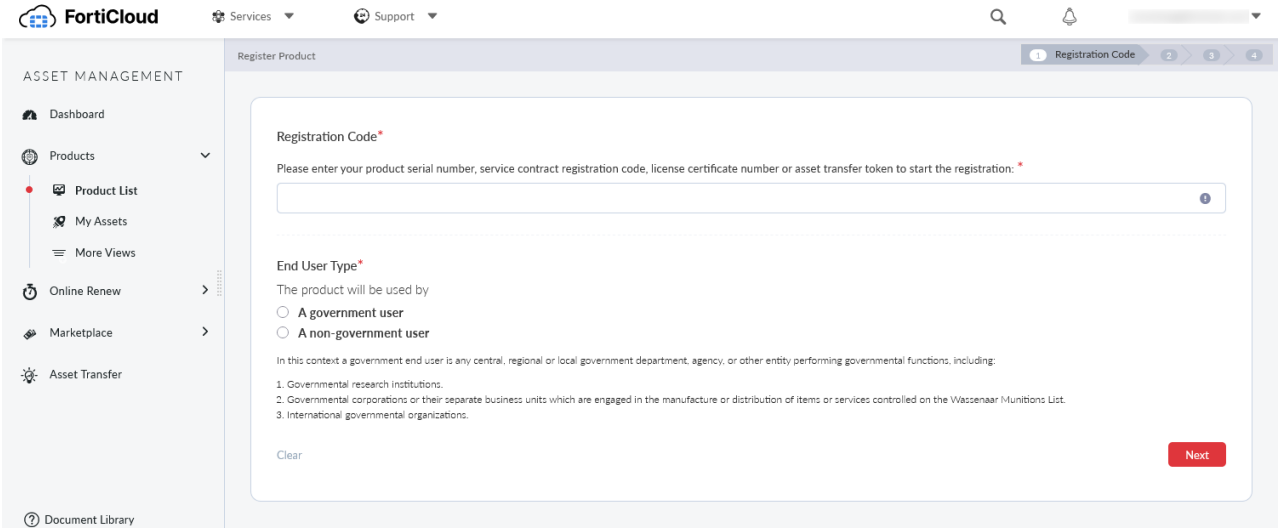
If you don't already have a FortiCloud account, go to FortiCloud and click *Create Account*. Follow the instructions to create your FortiCloud account. For more information, see the FortiCloud Account guide.

To register the FortiAnalyzer device(s):

1. Sign into your FortiCloud account.
2. Go to *Products*, and click *Register More*.



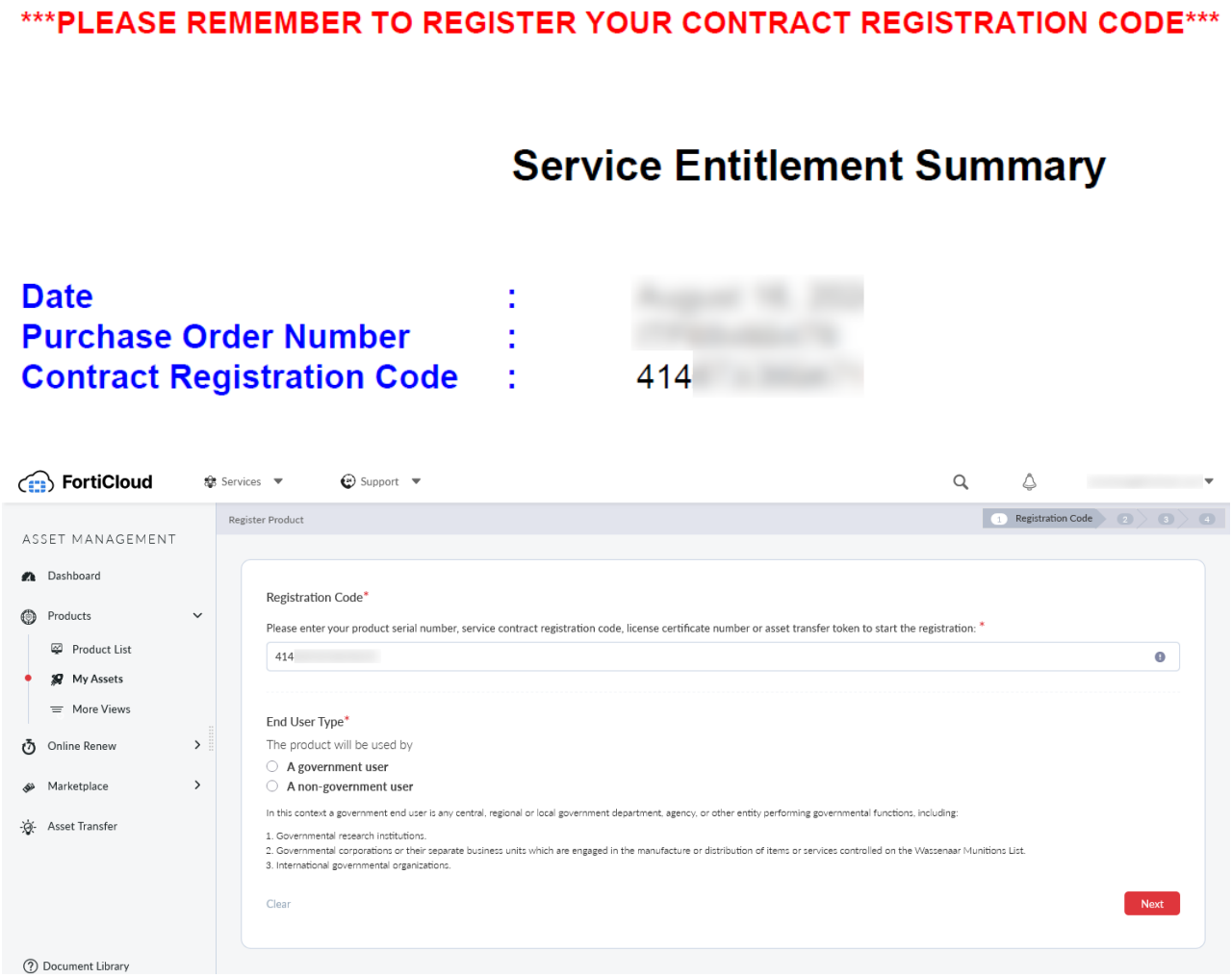
3. In the *Registration Code* field, enter the FortiAnalyzer serial number.



4. Continue with the remaining instructions to register your FortiAnalyzer device.
   For full details and instructions, see the FortiCloud Services documentation for registering assets.

To register the SOCaaS remote access service entitlement:

1. Sign into your FortiCloud account.
2. Go to *Products*, and click *Register More*.
3. In the *Registration Code* field, enter the *Contract Registration Code* in the *Service Entitlement Summary* document that you received via email.
   In the example below, you would use the code beginning with "414".



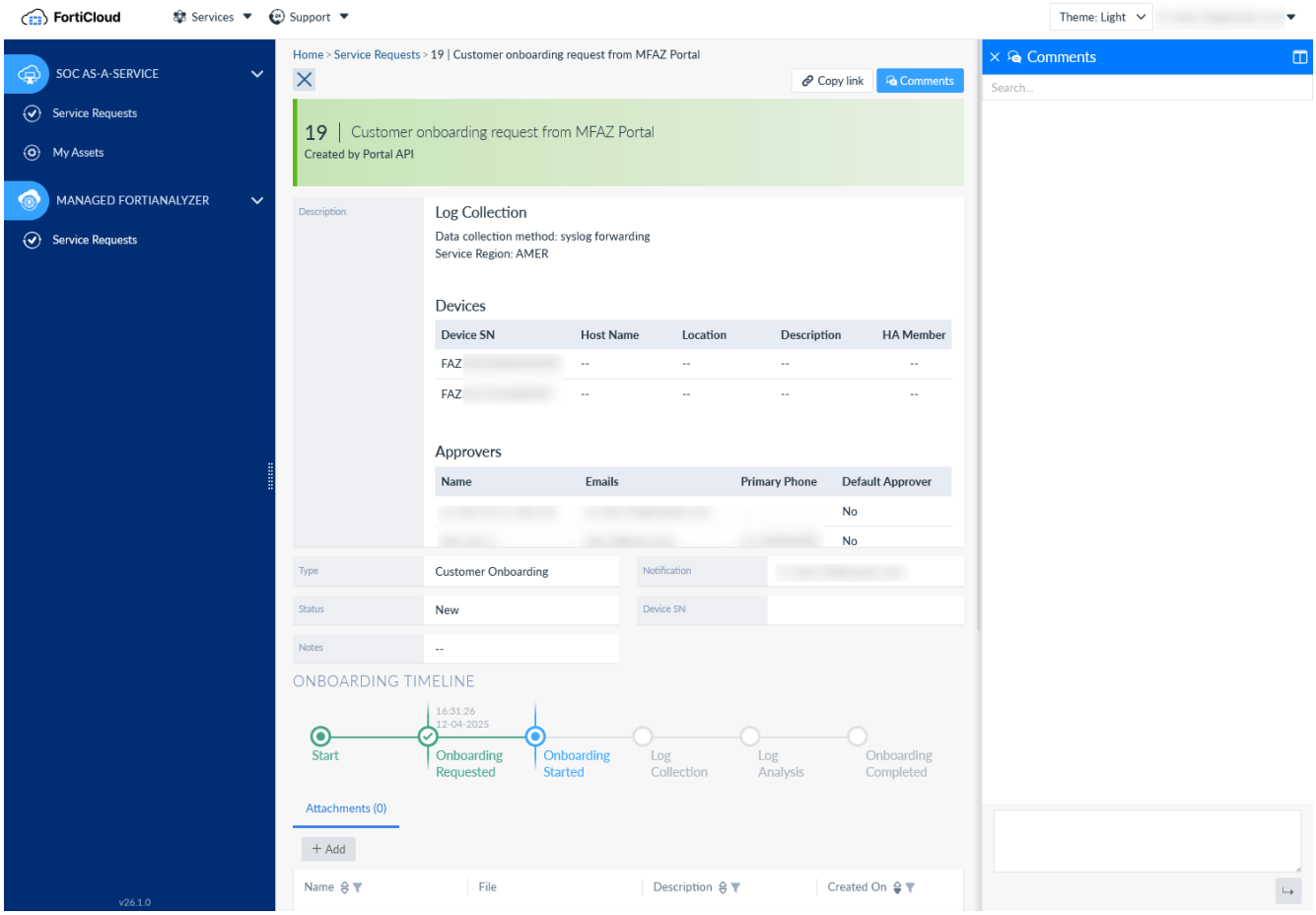
4. Continue with the remaining instructions to register your SOCaaS license.
   For full details and instructions, see the FortiCloud Services documentation for registering assets.

3. Onboarding

Onboard your Managed FortiAnalyzer Service by completing the onboarding request from the FortiCloud SOCaaS portal:

In the SOCaaS portal welcome page, click *Start Onboarding* > *Regular Customer* to begin the onboarding request. For instructions to submit the request, see the Managed FortiAnalyzer Service (MFAZ) Onboarding guide.

After submitting the onboarding request, you can view the Onboarding Timeline in the SOCaaS portal > *MANAGED FORTIANALYZER* > *Service Requests*. Click the onboarding Service Request to review the details and the Onboarding Timeline. You can also add comments for the MFAZ service team within this request.



The Onboarding Timeline in the SOCaaS portal welcome page does not apply to the Managed FortiAnalyzer Service. You must view the Onboarding Timeline in the related Service Request for Managed FortiAnalyzer Service onboarding.

Enable SOC remote access to the managed FortiAnalyzer device:

You must enable SOC remote access in the on-premise FortiAnalyzer to allow secure access for the MFAZ service team. These instructions are included in the Managed FortiAnalyzer Service (MFAZ) Onboarding guide.

4. Service Ready

Familiarize yourself with the Managed FortiAnalyzer Service within the SOCaaS portal:

Visit and familiarize yourself with the Managed FortiAnalyzer Service within the FortiCloud SOCaaS portal > MANAGED FORTIANALYZER module.

Review the Managed FortiAnalyzer Service user guide:

The SOCaaS User Guide includes a dedicated section for the Managed FortiAnalyzer Service.

Check what features are new in the Managed FortiGate Service Release Notes:

Learn what features are new to your Managed FortiAnalyzer Service version by reading the SOCaaS Release Notes. The Managed FortiAnalyzer Service is released and documented alongside the SOCaaS release.

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