

User Guide

Forensics Analysis 7.4.4



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Forensics Analysis 7.4.4 User Guide

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Introduction

You can request forensic analysis on a suspected device from EMS. The Fortinet forensics team investigates the logs and provides a detailed report with their verdict. You can download the report from EMS.

You can use this feature with on-premise EMS or FortiClient Cloud.

For on-premise EMS, you can only request forensic analysis for Windows or macOS endpoints. FortiClient (macOS) 7.4.1 and later versions support forensic analysis.

You need to apply the Forensics license to EMS to access this feature. The following assumes that you have acquired and applied the license as necessary.

License

The Forensics analysis feature requires the following licensing:

License name	Description
FortiGuard Endpoint Forensics Analysis	<p>The forensic service provides remote endpoint analysis to help endpoint customers respond to and recover from cyber incidents. For each engagement, forensic analysts from Fortinet's FortiGuard Labs remotely assist in the collection, examination, and presentation of digital evidence, including a final detailed report.</p> <p>This is an add-on license that you can apply to per-endpoint and per-user endpoint protection platform, zero trust network access, and FortiSASE licensing.</p> <p>On-premise EMS only supports this feature for Windows endpoints.</p>

For details on EMS licensing, see [Windows, macOS, and Linux licenses](#).

Requesting forensic analysis on an endpoint

You can request forensic analysis on a suspected device from EMS. The Fortinet forensics team investigates the logs and provides a detailed report with their verdict. You can download the report from EMS.

You can only request forensic analysis for Windows or macOS endpoints. FortiClient (macOS) 7.4.1 and later versions support forensic analysis.

You must apply the Forensics license to EMS to access this feature. The following assumes that you have acquired and applied the license as necessary.

To request forensic analysis for an endpoint:

1. Enable the forensic analysis feature:
 - a. In EMS, go to *System Settings > Feature Select*.
 - b. Enable *FortiGuard Forensics Analysis*.
 - c. Click *Save*.
2. Configure forensic analysis in a profile:
 - a. Go to *Endpoint Profiles > System Settings*.
 - b. Create a new profile or edit an existing one.
 - c. Under *Endpoint Control*, toggle *Enable Forensics Feature* on.
 - d. Click *Save*.
 - e. Include this profile in a policy, and apply the policy to the desired endpoint.
3. Request analysis:
 - a. Go to *Endpoints > All Endpoints*.
 - b. Select the desired endpoint.
 - c. Under *Forensics Analysis*, click *Request Analysis*.
4. Complete the questionnaire:
 - a. In the *Summary of the Issue* field, enter a description of the issue that you are observing on the endpoint.
 - b. In the *Reason of Escalation* field, select the reason that you are escalating this issue to the forensics team. If you are submitting a request to test that the forensics feature is functioning correctly on your EMS or FortiClient Cloud instance, select *Test Request*.

✕
Request Forensics Analysis

0 / 5 Request(s) in Progress

Summary of the Issue

Required

Reason of Escalation

- High Risk Application
- Malware Detection
- Intrusion Attempt
- Malicious Email
- High Risk Traffic
- Lateral Movement
- Test Request !

No real device info will be submitted, and a sample report will be available for download

Optional

First Identified Activity

Required

Actions Taken to Date

- Reboot of computer
- AV Scan
- Uninstall/Removal of any application
- Cleaning of browser data

Other

Supplementary Logs

Please Input log path

Finish

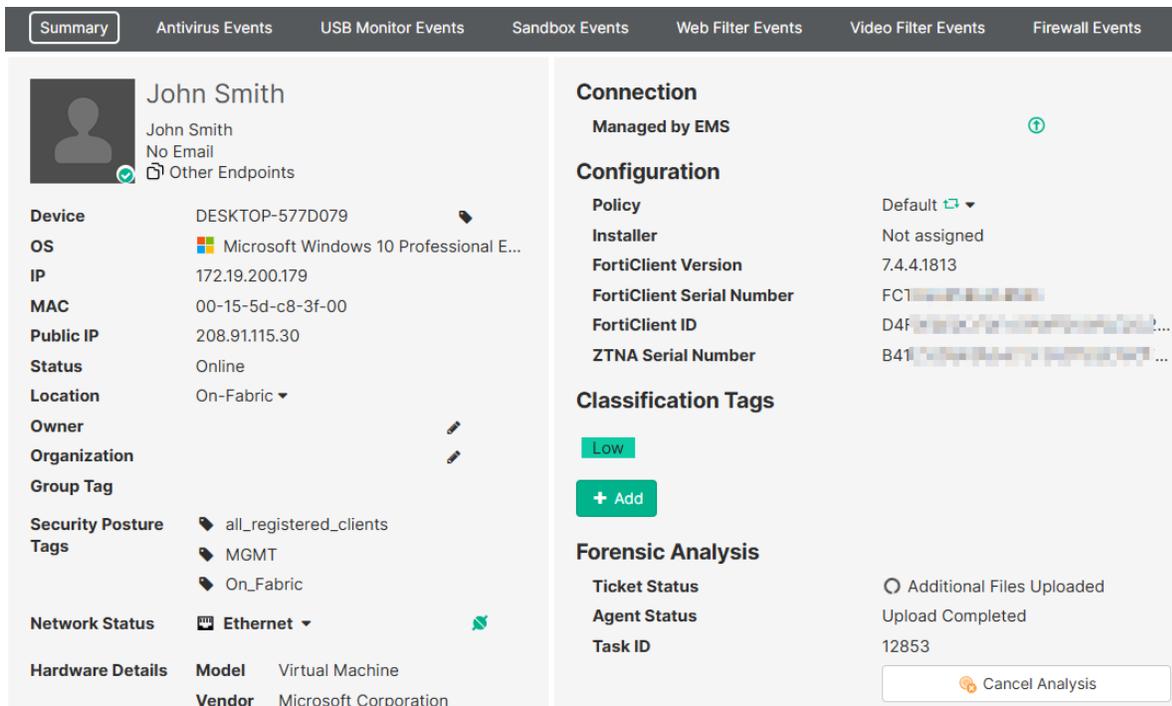
- c. In the *First Identified Activity* field, enter the date that you first observed the issue.
- d. In the *Actions Taken to Date* field, select any actions you took to resolve this issue.
- e. In the *Supplementary Logs* field, enter the path to logs that you would like the analyst to review.
- f. If desired, provide details in the *Comment* field.

Click *Finish*. Once you submit the request, EMS notifies FortiClient and the forensics agent on the endpoint starts collecting forensics logs. FortiClient uploads the logs to the cloud and shares a link with the analyst. In EMS, you can see status of the analysis request in the endpoint summary:

Status	Description
Ticket Status	Status of the ticket. Possible statuses are: <ul style="list-style-type: none"> Request Submitted: EMS is creating the forensics analysis request and sending the information to the team. Pending: Forensic analysis request has been initiated. The Forensics team has not yet assigned it to an analyst.

Status	Description
	<ul style="list-style-type: none"> • In Progress: Forensics team has assigned the request to an analyst, who has begun working on it. • Failed: request is in a failed state. This can be due to a variety of reasons, for example, the analyst may not be able to connect to the endpoint. The analyst may contact you regarding the reason for the failure. See the remaining steps in this procedure for how to contact the analyst. • Cancelled: indicates one of the following: <ul style="list-style-type: none"> • The analyst needed more information about the endpoint to perform the analysis. • The EMS administrator canceled the request. • Completed: analyst has completed analysis on the endpoint and shared the result in a PDF document. You can download the report from the endpoint summary's <i>Forensic Analysis</i> section. • NEW Additional Files Requested: analyst has requested more files from the endpoint via EMS. • NEW Additional Files Uploaded: FortiClient has uploaded the additional files requested by analyst.
Agent Status	<p>Status of the forensic agent collecting logs on the endpoint. Possible statuses are:</p> <ul style="list-style-type: none"> • Pending: EMS has notified FortiClient that a forensic analysis request is submitted, but the forensic agent is not running yet. • Running: forensics agent starts collecting forensics logs. • Collection Completed: forensics agent has completed collecting forensics logs. • Upload Started: FortiClient has started to upload the logs to the cloud. • Upload Completed: FortiClient has completed uploading the logs to the cloud. • Upload Failed: FortiClient failed to upload the logs to the cloud. • NEW Add. Files Unsupported: FortiClient failed to collect additional files as requested because this feature is unsupported in the current FortiClient version. Consider upgrading FortiClient to 7.4.4 or later so analyst can collect additional files.
Task ID	Request ID in the FortiGuard forensics system.

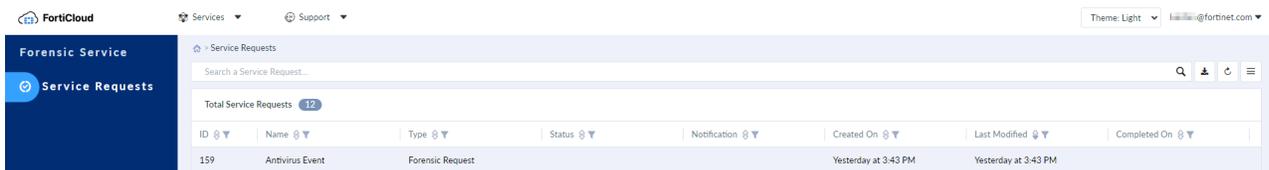
5. The forensic analyst verifies the files attached to your ticket. If they require additional files for analysis, they will request more and the *Ticket Status* changes to *Additional Files Requested* in EMS. The status may take up to an hour to update after the analyst submits the request on their end. Once EMS receives the request, it uses the forensics agent to collect the requested files and submits them to the analysis service. The *Ticket Status* updates to *Additional Files Uploaded*.



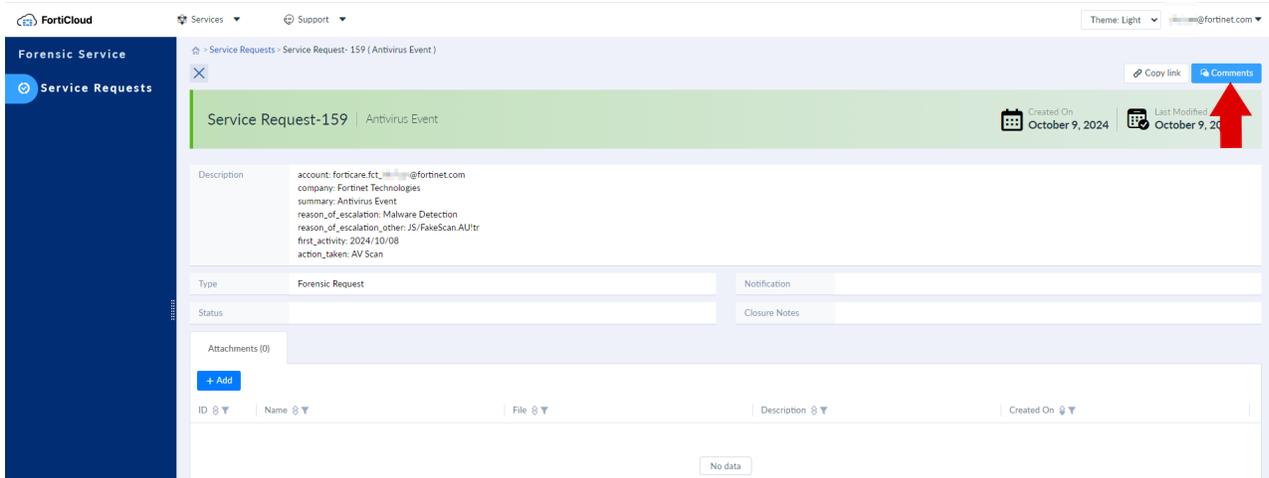
6. Do one of the following:

- Log in to the [Forensic Service portal](#) using your FortiCloud credentials.
- If using FortiClient Cloud, go to the *Forensics Analysis* tab on the left, then click the link to the Forensics Service portal. The link may not be available if the analyst has not created a service request for your analysis request.

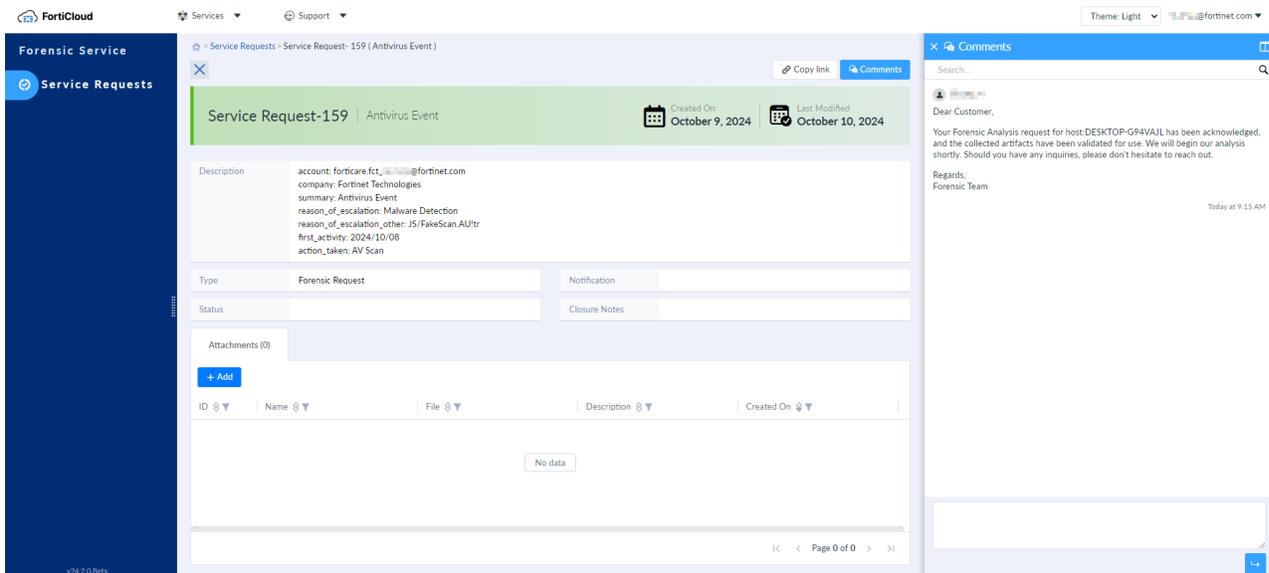
7. The *Service Requests* dashboard shows your service requests. Select the current request, in this example, *Antivirus Event*.



8. The service request page displays information about your request. Click *Comments* in the upper right corner.



- 9. The *Comments* pane displays messages from the Fortinet forensics team. You can also send the team messages to clarify details of your request. While your forensics analysis request is in progress, ensure that you monitor panel to provide the team details of your request as needed. You will also receive an email when the forensics team sends a message via this *Comments* pane.



- 10. Once the analysis is complete, you can click *Download Report* in the endpoint summary to view the details. You can also view the verdict that the analyst arrived at. You can also filter the endpoint list based on whether the forensics service is enabled, the status, and verdict.

Requesting forensic analysis on an endpoint

The screenshot displays the Fortinet FortiGuard console interface for an endpoint named 'Bilbo'. At the top, there are five status indicators: 'Not Installed' (0), 'Not Registered' (0), 'Out-Of-Sync' (0), 'Security Risk' (0), and 'Quarantined' (0). Below this is a navigation bar with 'Endpoints', 'Scan', and 'Action' menus, along with a search bar and filters.

The main content area is divided into several sections:

- Device Information:** Device: Bilbo; OS: Microsoft Windows 10 Profession...; IP: 192.168.0.5; MAC: 00-15-5d-51-42-03; Public IP: 172.19.200.93; Status: Online; Location: On-Fabric; Owner: [edit]; Organization: [edit]; Group Tag: [edit]; Zero Trust Tags: all_registered_clients; Network Status: Ethernet; Hardware Details: Model: Virtual Machine; Vendor: Microsoft Corporation; CPU: Intel(R) Core(TM) i9-9980...; RAM: 4095 MB; S/N: [redacted]; HDD: 79 GB.
- Policy:** Policy01; Installer: Not assigned; FortiClient Version: 7.2.2.0820; FortiClient Serial Number: FCT80C...; FortiClient ID: E6576F...; ZTNA Serial Number: 5D135F...
- Classification Tags:** Low; + Add
- Forensic Analysis:** Ticket Status: Completed; Verdict: Compromised; Task ID: 3358; Download Report; Request Analysis
- Security Features:** Antivirus enabled; Real-Time Protection enabled; Anti-Ransomware enabled; Cloud Based Malware Outbreak Detection installed; Sandbox installed; Sandbox Cloud enabled; Web Filter enabled; Video Filter enabled; Application Firewall enabled; Remote Access enabled; Vulnerability Scan installed; SSOMA installed; User Verification supported; ZTNA enabled; Privilege Access Management installed.
- Third Party Features:** Virus & Threat Protection: None

Change log

Date	Change description
2025-09-09	Initial release.



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