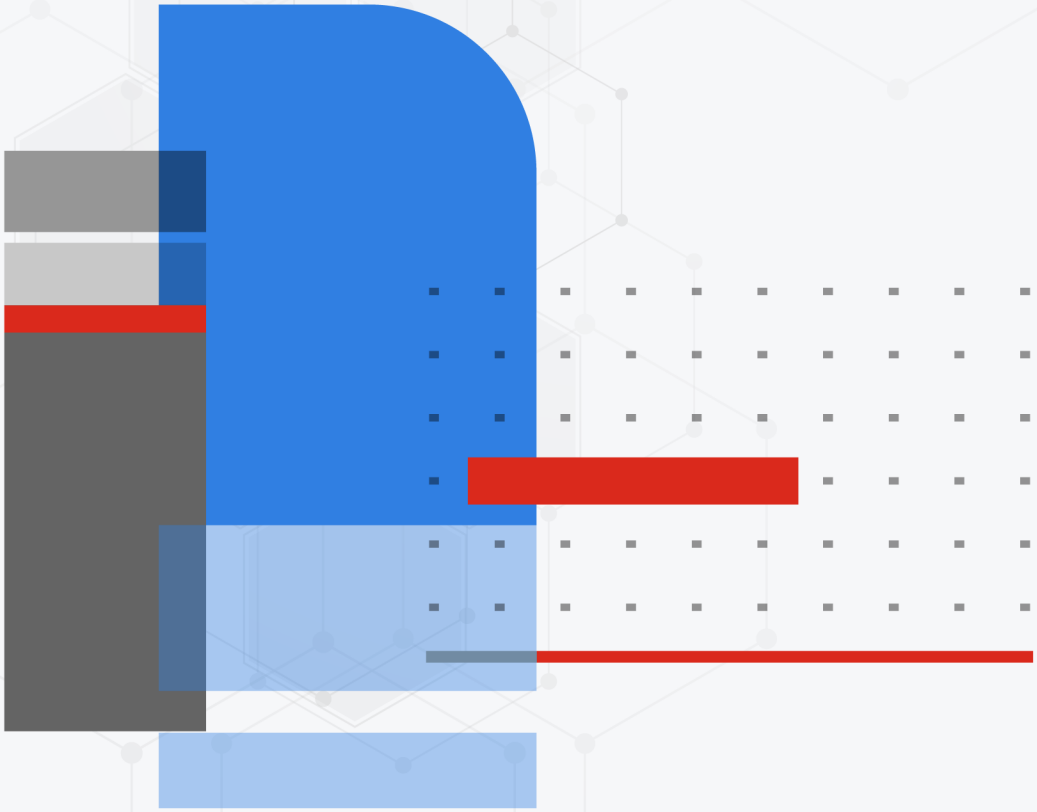
User Guide

Forensics Analysis 7.4.3



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Forensics Analysis 7.4.3 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	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. 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. On-premise EMS only supports this feature for Windows endpoints.

For details on EMS licensing, see Windows, macOS, and Linux licenses.

Requesting forensic analysis on an endpoint

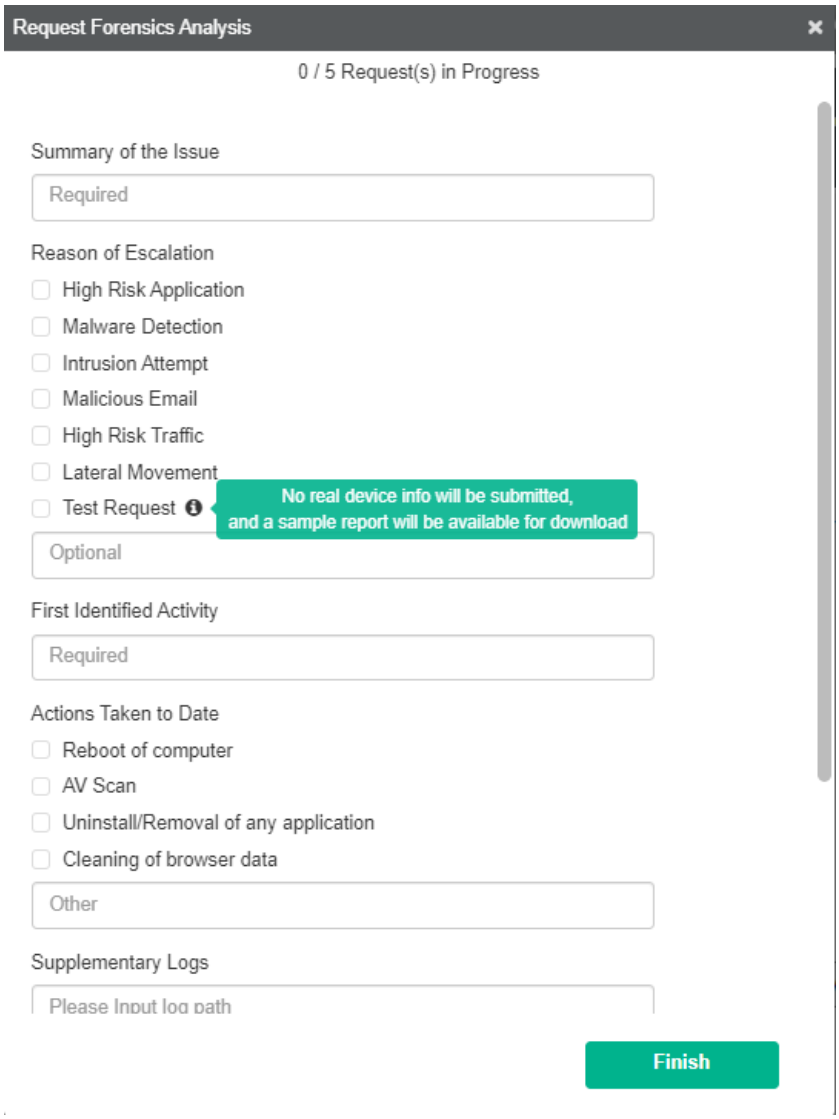
You can request forensic analysis on a suspected device from EMS. The Fortinet forensics team investigates the logs and provides a detailed report with their verdict. You can download the report from EMS.

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*.



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:

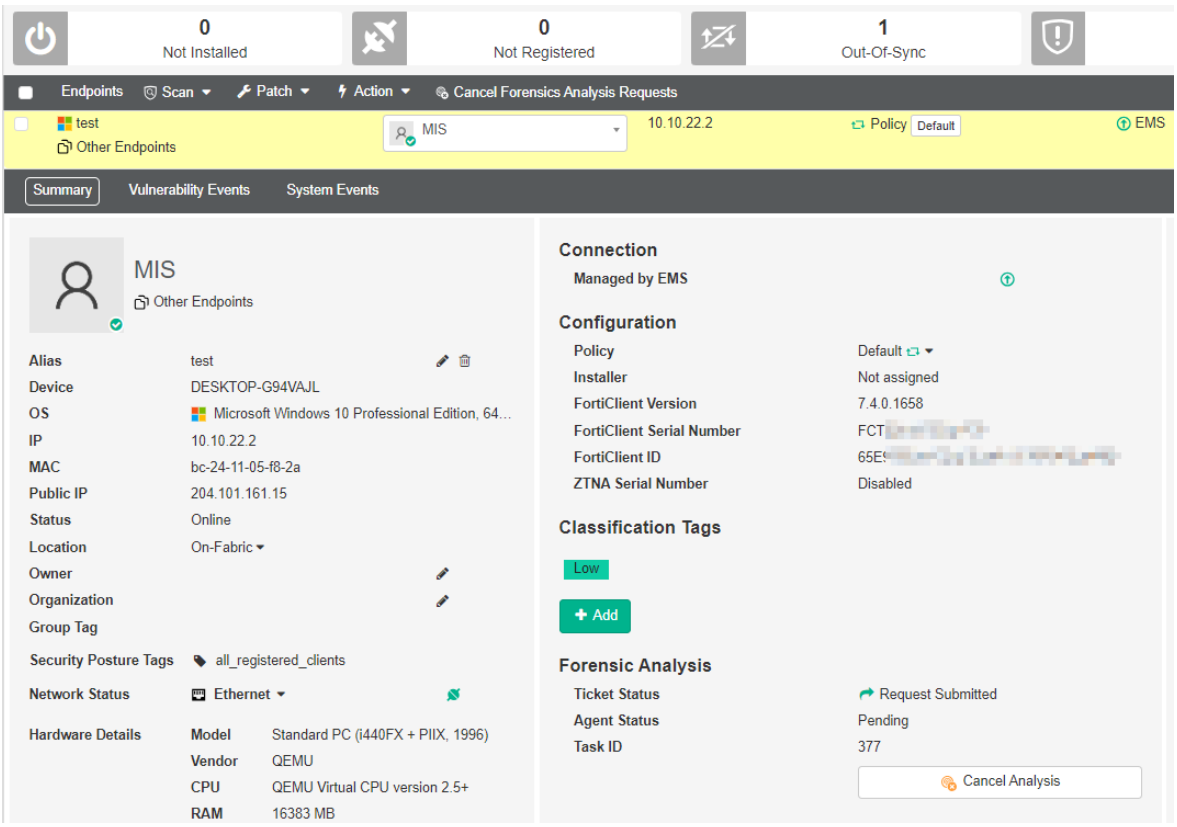
Status	Description
Ticket Status	Status of the ticket. Possible statuses are: • **Request Submitted**: EMS is creating the forensics analysis request and sending the information to the team. • **Pending**: Forensic analysis request has been initiated. The Forensics team has not yet assigned it to an analyst.

Status	Description

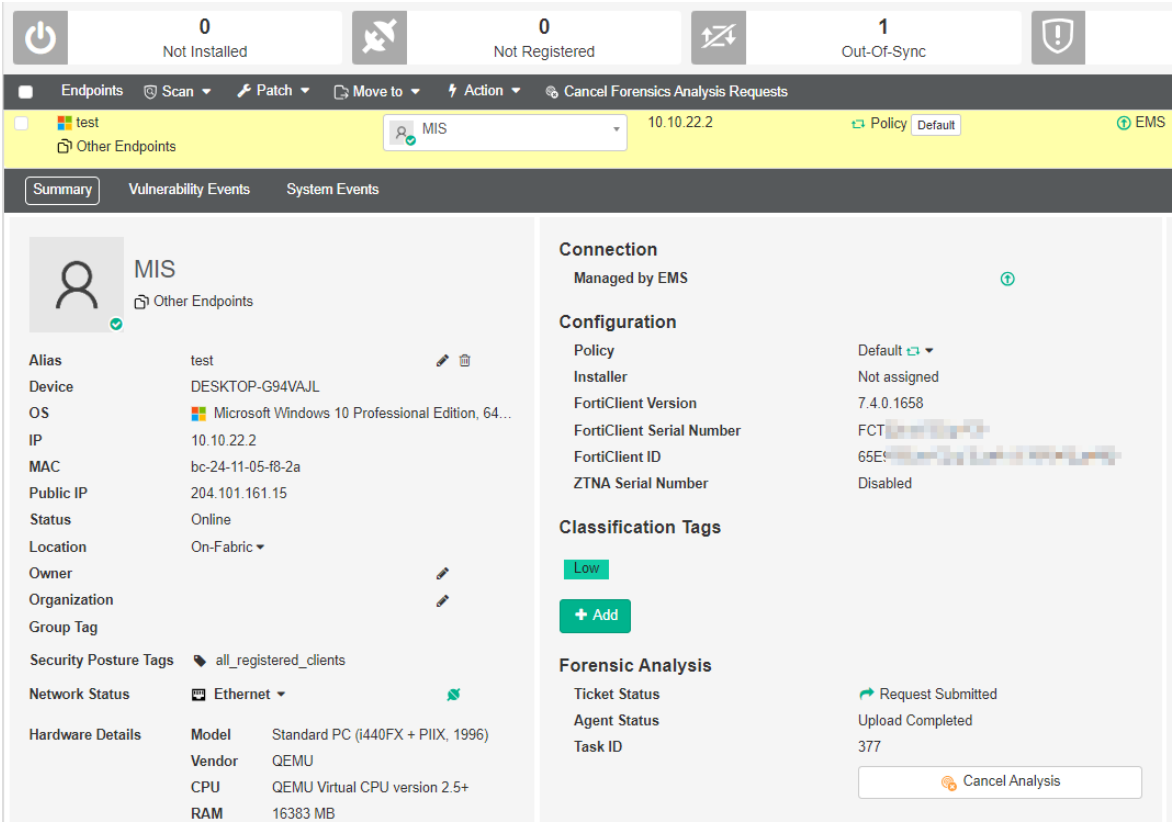
	• **In Progress**: Forensics team has assigned the request to an analyst, who has begun working on it.
	• **Failed**: request is in a failed state. This can be due to a variety of reasons, for example, the analyst may not be able to connect to the endpoint. The analyst may contact you regarding the reason for the failure. See the remaining steps in this procedure for how to contact the analyst.
	• **Cancelled**: indicates one of the following:
	  • 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 *Forensic Analysis* section.

Agent Status	Status of the forensic agent collecting logs on the endpoint. Possible statuses are: • **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.
Task ID	Request ID in the FortiGuard forensics system.

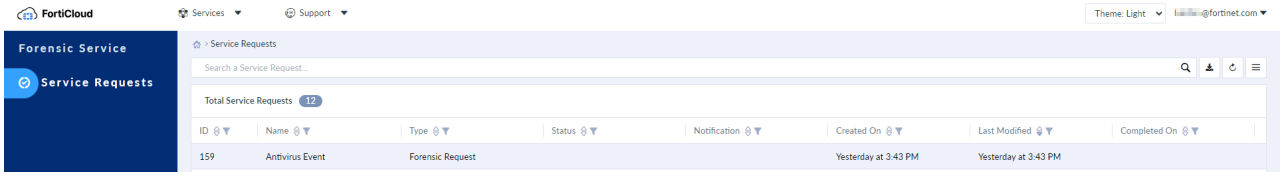
The following shows that EMS is creating the forensics analysis request and sending the information to the team. EMS has notified FortiClient that a forensic analysis request is submitted, but the forensic agent is not running yet:



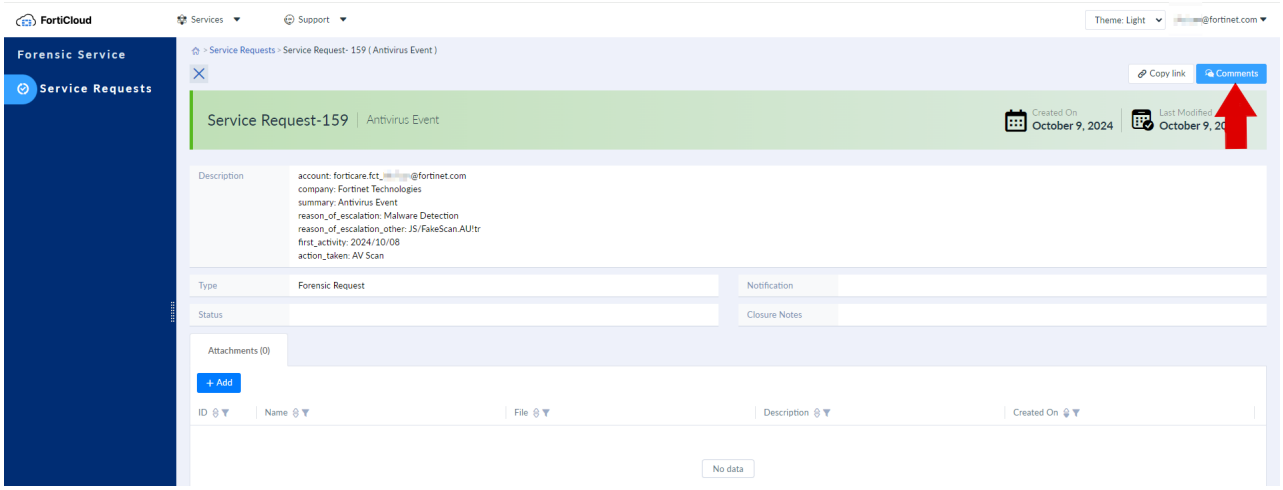
In the following screenshot, the *Agent Status* has updated to *Upload Completed*. FortiClient has completed uploading the logs to the cloud.



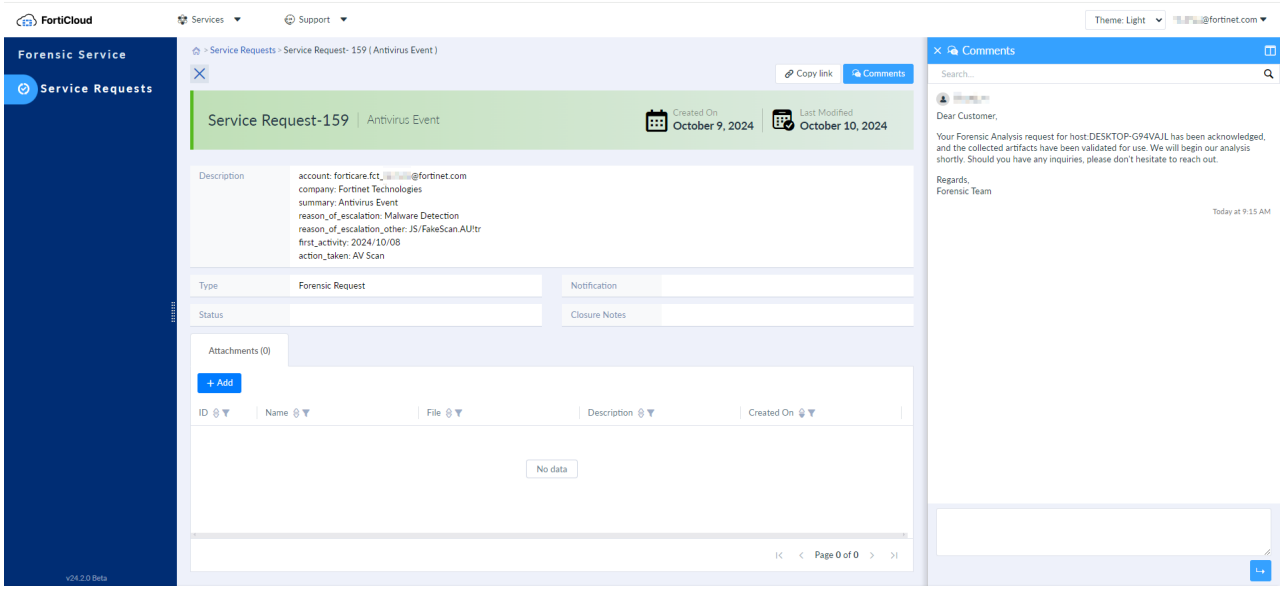
5. Do one of the following:
   - Log in to the Forensic Service portal using your FortiCloud credentials.
   - If using FortiClient Cloud, go to the *Forensics Analysis* tab on the left, then click the link to the Forensics Service portal. The link may not be available if the analyst has not created a service request for your analysis request.
6. The *Service Requests* dashboard shows your service requests. Select the current request, in this example, *Antivirus Event*.



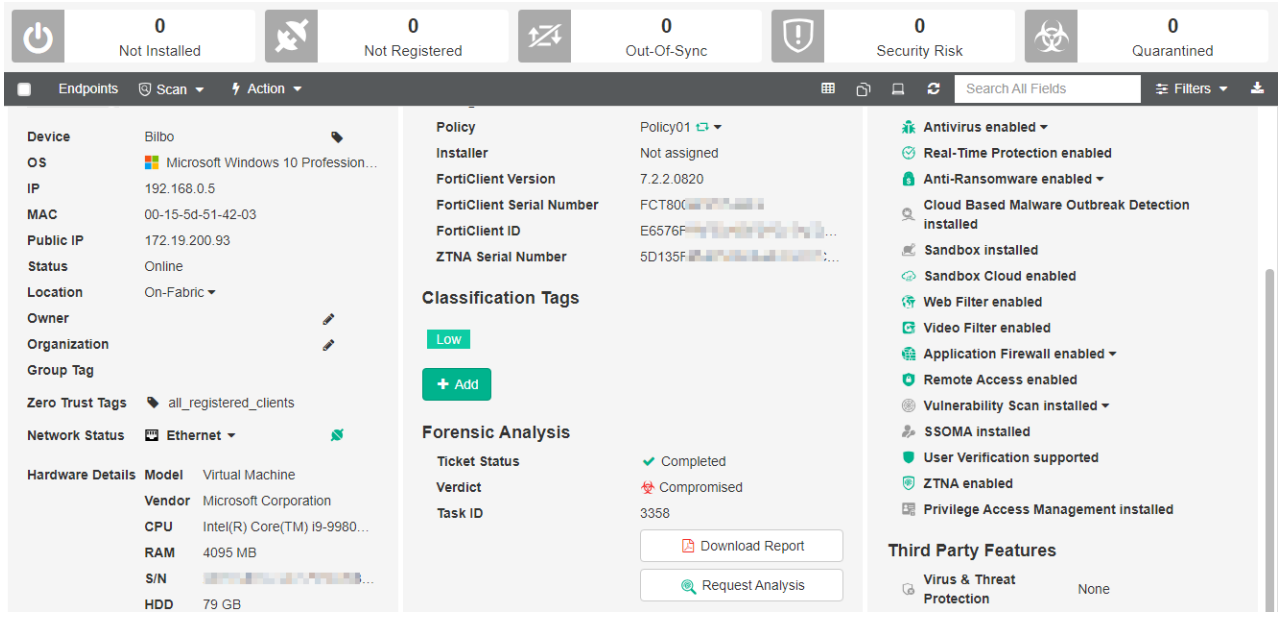
7. The service request page displays information about your request. Click *Comments* in the upper right corner.



8. 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.



9. 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.


0
Not Installed
0
Not Registered
0
Out-Of-Sync
0
Security Risk
0
Quarantined
Endpoints
Scan
Action
Search All Fields
Filters
Device
Bilbo
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Microsoft Windows 10 Profession...
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MAC
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Public IP
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Status
Online
Location
On-Fabric
Owner
Organization
Group Tag
Zero Trust Tags
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Network Status
Ethernet
Hardware Details
Model
Virtual Machine
Vendor
Microsoft Corporation
CPU
Intel(R) Core(TM) i9-9980...
RAM
4095 MB
S/N
HDD
79 GB
Policy
Policy01
Installer
Not assigned
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7.2.2.0820
FortiClient Serial Number
FCT80
FortiClient ID
E6576F
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5D135F
Classification Tags
Low
Add
Forensic Analysis
Ticket Status
Completed
Verdict
Compromised
Task ID
3358
Download Report
Request Analysis
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
2024-10-11	Initial release.
2024-11-18	Updated: • Introduction on page 4 • Requesting forensic analysis on an endpoint on page 6

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