

# Cloud Deployment Guide

FortiManager 7.6.x



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FortiManager 7.6.x Cloud Deployment Guide

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# Change Log

Date	Change Description
2025-12-15	Initial release of FortiManager Cloud 7.6.5.
2026-01-02	Updated <a href="#">Adding API users on page 36</a> .
2026-01-20	Added <a href="#">Appendix A - FortiFlex licensing on page 43</a>
2026-04-01	Updated <a href="#">Configuring FortiOS on page 11</a> .
2026-06-09	Initial release of FortiManager 7.6.7.

# Introduction

FortiManager Cloud is a cloud-based management platform based on FortiManager.

Once a FortiManager Cloud entitlement has been added to your FortiCloud account, a FortiManager Cloud instance can be started. See [Accessing your FortiManager Cloud instance on page 18](#) and [Deploying FortiManager Cloud on page 8](#).

When a FortiGate device is registered to the same FortiCloud account, the FortiGate will automatically detect that your account includes a valid FortiManager Cloud entitlement, and the FortiGate GUI will allow you to select FortiManager Cloud for Central Management.

Central Management using FortiManager Cloud can also be configured from the FortiGate CLI using the following commands:

```
config system central-management
  set type fortimanager
  set fmg fortimanager.forticloud.com
end
```

Once Central Management has been configured, a FGFM tunnel is established between your FortiGate device and your FortiManager Cloud instance. After the FGFM tunnel is established, you can execute usual FortiManager functions from the FortiManager Cloud instance.



SSL inspection for \*.forticloud.com must be disabled on any upstream FortiGates in order to reach FortiManager Cloud.

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This section includes the following topics:

- [Requirements on page 5](#)
- [Licensing on page 7](#)

## Requirements

The following items are required before you can initialize FortiManager Cloud:

- Internet access
- Browser
- FortiCare/FortiCloud account with Fortinet Technical Support (<https://support.fortinet.com/>)  
Create a FortiCloud account if you do not have one.

A primary FortiCloud account is required to deploy FortiManager Cloud. A primary FortiCloud account can invite other users to launch FortiManager Cloud as sub users. See [Adding a secondary account on page 31](#).



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Only one FortiManager Cloud instance can be created per FortiCloud account.

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See [Licensing on page 7](#) for further license details.

# Licensing

License requirements are enforced when you log in to the FortiManager Cloud & Service portal.

FortiManager Cloud requires one of the following Cloud-based Central Management and Orchestration Licenses:

License type	License SKU
Subscription for 3 devices/VDOMs managed by FortiManager Cloud.	FC0-10-MVCLD-227-01-DD
Subscription for 10 devices/VDOMs managed by FortiManager Cloud.	FC1-10-MVCLD-227-01-DD
Subscription for 100 devices/VDOMs managed by FortiManager Cloud.	FC2-10-MVCLD-227-01-DD
Subscription for 1000 devices/VDOMs managed by FortiManager Cloud.	FC3-10-MVCLD-227-01-DD

When adding a FortiGate Security Fabric (CSF) to FortiManager Cloud, your subscription license must include enough device support for each FortiGate in the Fabric. This also applies to FortiGate devices operating in an HA cluster.

## Add-on services

FortiManager Cloud supports licensed features, including FortiAI.

For more information on supported add-on services for FortiManager Cloud, see the [FortiManager Ordering Guide](#).

# Deploying FortiManager Cloud

The section describes how to deploy FortiManager Cloud. Following is an overview of the process.

## To deploy FortiManager Cloud:

1. Check requirements and licenses on FortiCloud. See [Checking requirements and licenses on page 8](#).
2. On FortiCloud, deploy a FortiManager Cloud instance. See [Deploying a FortiManager Cloud instance on page 8](#).
3. (Optional) Upgrade FortiManager Cloud to the latest available cloud version. See [Upgrading firmware from the instance on page 19](#).
4. On FortiOS, enable management by FortiManager Cloud. See [Configuring FortiOS on page 11](#).

## Checking requirements and licenses

This section explains how to check whether you have the requirements and licenses needed for FortiManager Cloud.

### To check for requirements and license for FortiManager Cloud:

1. Go to FortiCloud (<https://support.fortinet.com/>), and use your FortiCloud account credentials to log in. The FortiCloud portal is displayed.
2. Ensure that the FortiManager Cloud entitlement is registered to your FortiCloud account.
  - a. In the *Asset Management* portal, go to *Account Services*.
  - b. Verify that FortiManager Cloud is listed.
  - c. Optionally, click on the FortiManager Cloud serial number to view additional information.



Some legacy licenses can instead be viewed by going to the Product List, expanding the *FortiGate* category and clicking on a device to view its details, and then confirming that the device *Entitlement* includes FortiManager Cloud.

---

3. Deploy the FortiManager Cloud instance. See [Deploying a FortiManager Cloud instance on page 8](#).

## Deploying a FortiManager Cloud instance

This section explains how to deploy FortiManager Cloud. You can select a region, and then deploy the instance of FortiManager Cloud to the region.

A primary FortiCloud account is required to deploy FortiManager Cloud. A primary FortiCloud account can invite other users to launch FortiManager Cloud as sub users. See [Adding a secondary account on page 31](#).

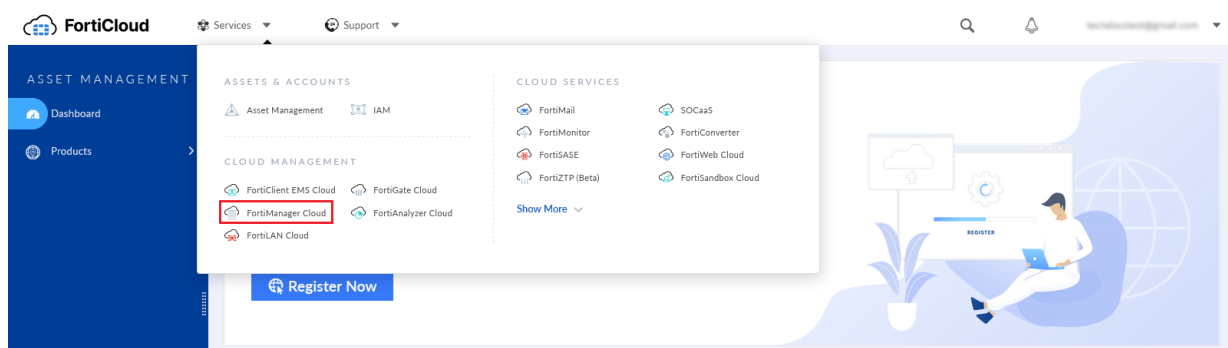
Only one FortiManager Cloud instance can be created per FortiCloud account.



For support of FortiGates devices on earlier firmware versions, you can change the FortiManager Cloud ADOM version to match the firmware version of the FortiGates. Check the [FortiManager/FortiOS Compatibility Guide](#) to see which FortiOS versions are supported by each FortiManager release. For more information on changing the ADOM version, see [Updating the ADOM version on page 24](#).

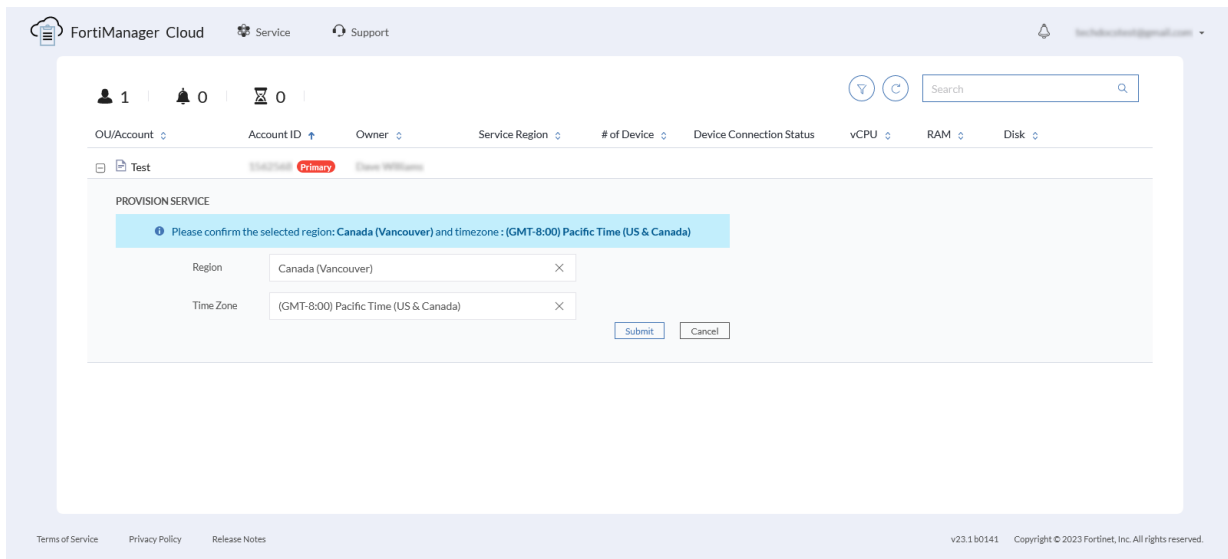
### To deploy a FortiManager Cloud instance:

1. If not done already, go to FortiCloud (<https://support.fortinet.com/>), and use your FortiCloud account credentials to log in.  
The FortiCloud portal is displayed.
2. From the *Services* menu, select *FortiManager Cloud*.



The *FortiManager Cloud & Service* portal is displayed.

3. On the *FortiManager Cloud & Service* portal:
  - a. Select a *Region* for the FortiManager Cloud instance. In this example, the region is *Canada (Vancouver)*.
  - b. Select a *Time Zone* for the FortiManager Cloud instance.
4. Click *Submit*.



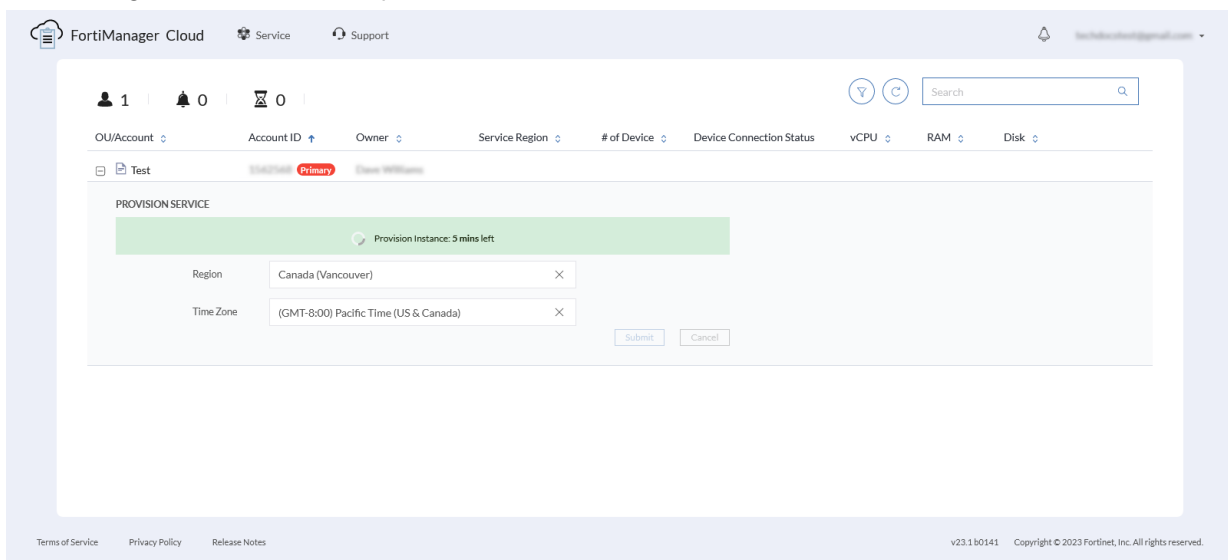
5. Confirm your selected region and time zone.



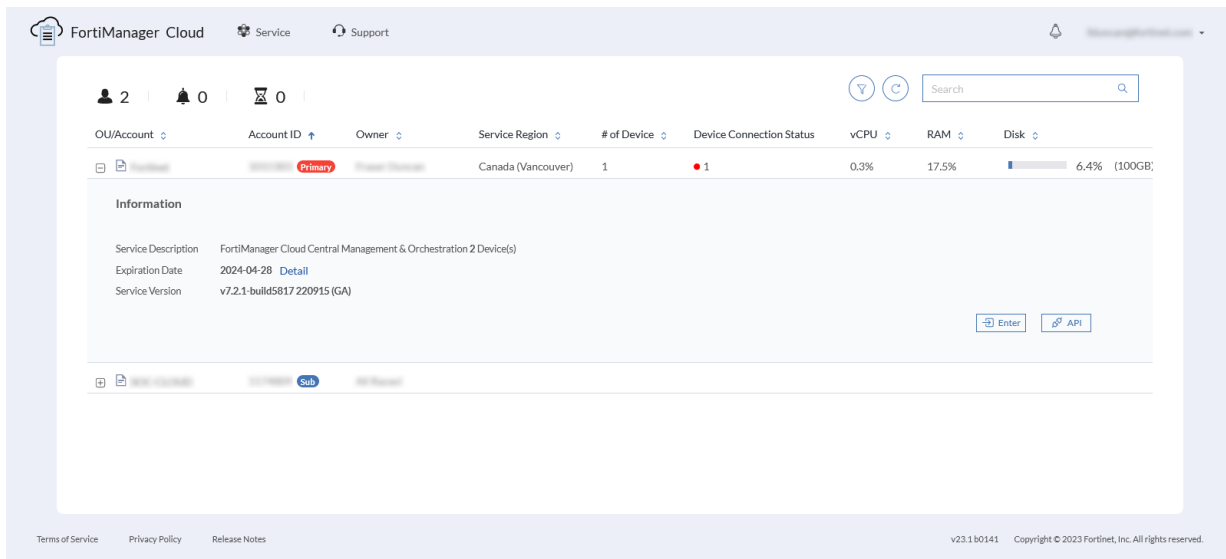
6. Click *Submit*.

7. Review and accept the *Terms of Service* and *Privacy Policy*. Privacy settings can be configured in the instance. See [Privacy and notification preferences](#) on page 22.

8. FortiManager Cloud instance is provisioned in a few minutes.



9. Once provisioned, expand the account, and click *Enter* to access the FortiManager Cloud instance.



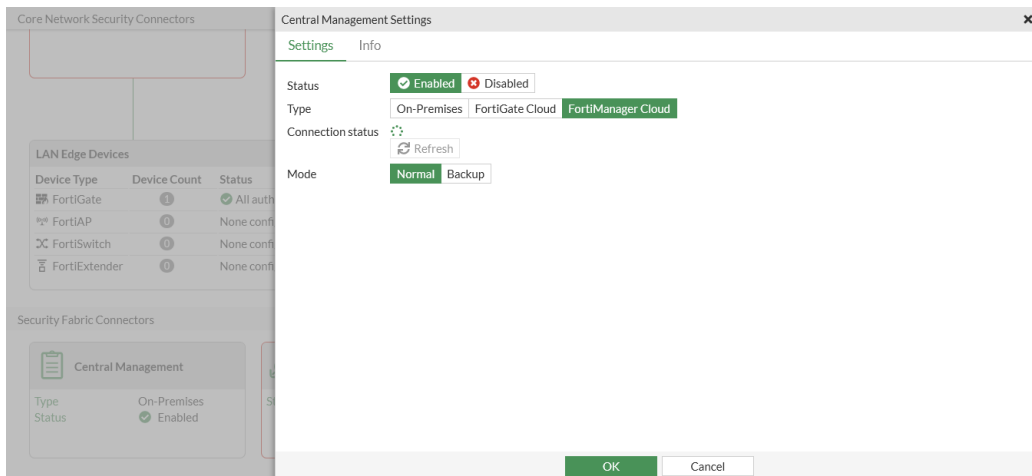
10. (Optional) Upgrade FortiManager Cloud to 7.6.x. See [Upgrading firmware from the instance on page 19](#).
11. Configure FortiOS to work with FortiManager Cloud. See [Configuring FortiOS on page 11](#).

## Configuring FortiOS

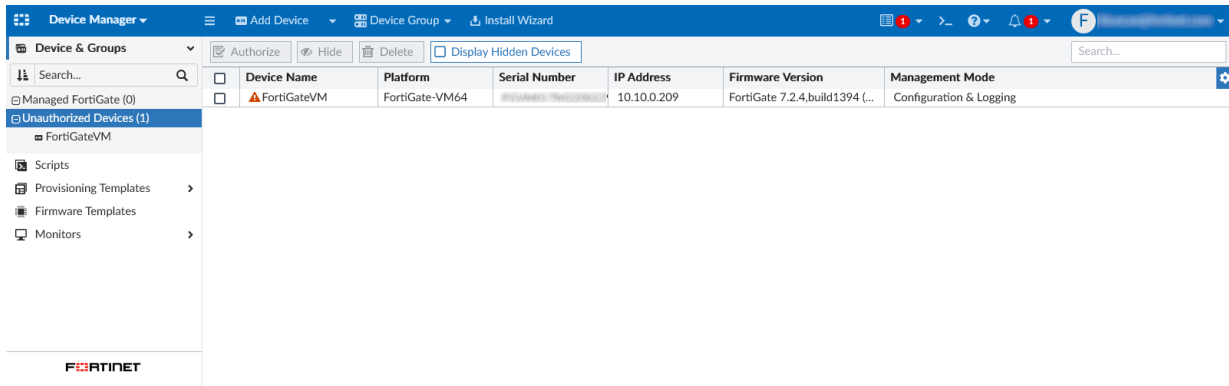
This section explains how to enable management of FortiGate by FortiManager Cloud.

### To configure FortiOS:

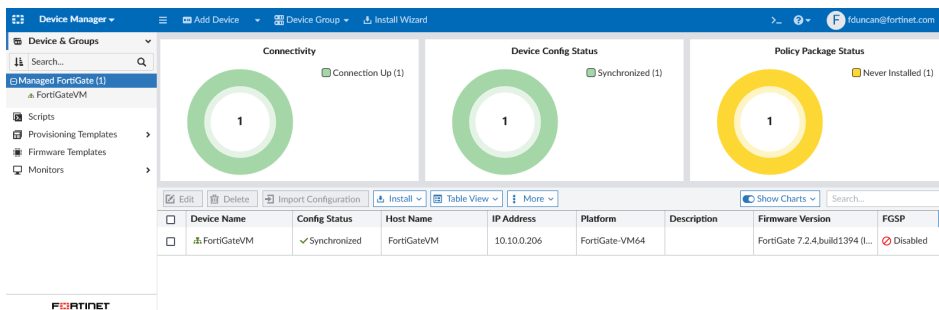
1. In FortiOS, enable FortiManager Cloud.
  - a. Go to *Security Fabric > Fabric Connectors*, and edit the *Central Management* card.
  - b. Select the *Settings* tab, and set the *Status* to *Enabled*.
  - c. Click *FortiManager Cloud*, and click *OK*.



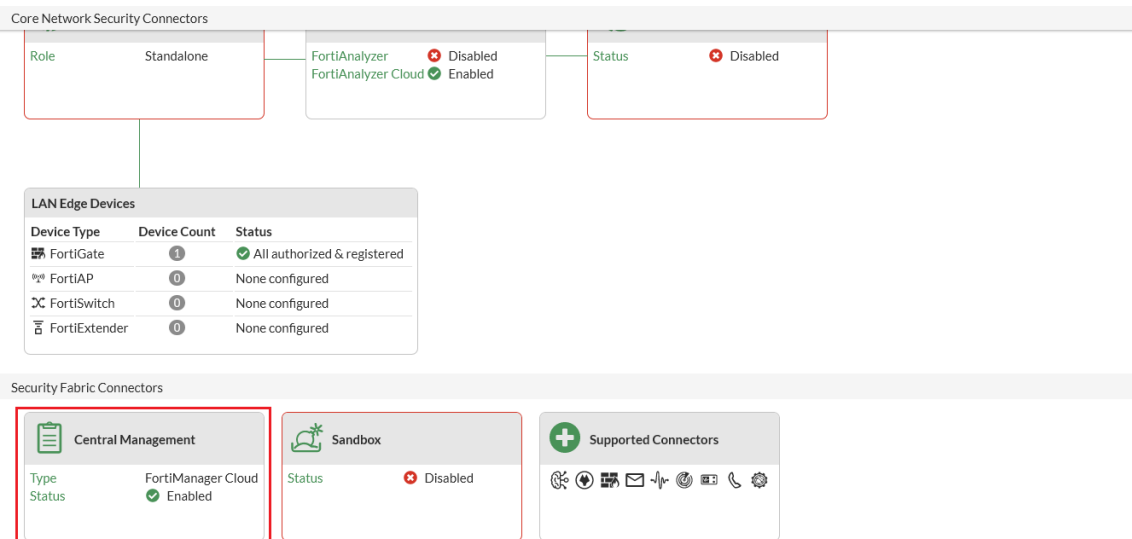
2. In the FortiManager Cloud instance, go to *Device Manager* and authorize the FortiGate.



After authorizing the FortiGate, the FortiGate becomes a managed device.



When successfully authorized, the central management status displays as *Enabled on FortiManager Cloud*.



3. Use the *Import Configuration* wizard to import the policy from the managed device to ensure a policy package is assigned to this device. See [Import configuration](#).
4. Perform an *Install Policy Package* operation to ensure that FortiGate and FortiManager are properly synchronized. See [Install policy package](#).

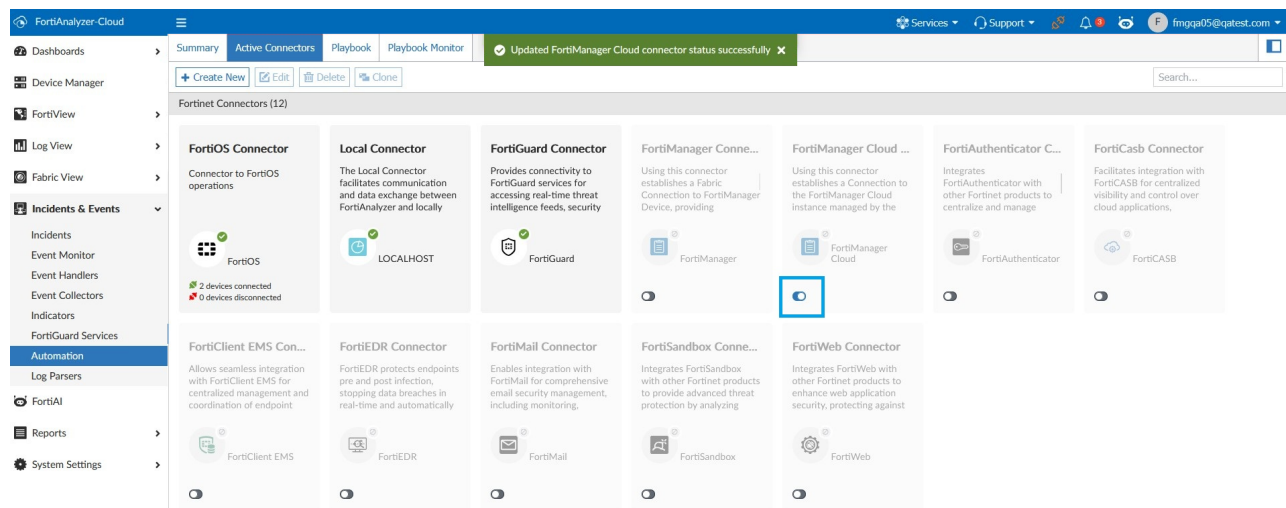
# Adding FortiAnalyzer Cloud to FortiManager Cloud

FortiAnalyzer Cloud can establish an FGFM connection to a FortiManager Cloud instance by using the *FortiManager Cloud Connector*.

Both FortiManager Cloud and FortiAnalyzer Cloud must be located under the same FortiCare account.

## To add FortiAnalyzer Cloud to FortiManager Cloud:

1. Go to *Incidents & Events > Automation*.
2. Enable the *FortiManager Cloud* connector.

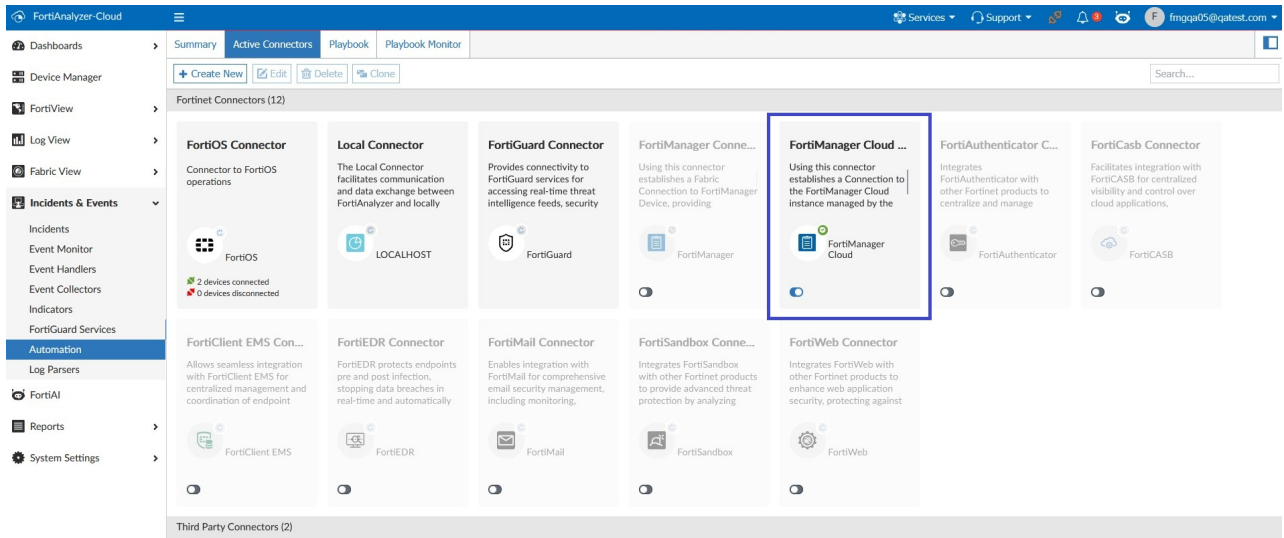


FortiAnalyzer Cloud automatically retrieves the FortiManager Cloud serial number and instance domain, and sets the serial number and domain in the central-management settings.

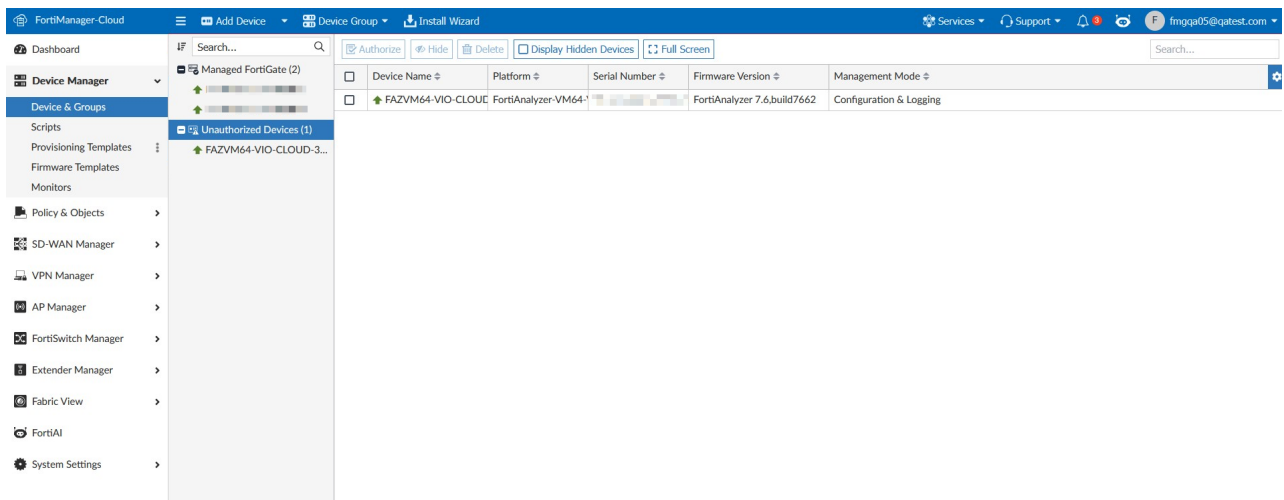
```
FAZVM64-VIO-CLOUD-37088e91 #
FAZVM64-VIO-CLOUD-37088e91 # get sys central-management
type                : fortimanager
allow-monitor       : disable
fmg                 : 2712701.ca-west-1.fmg.test.forticloud.com
enc-algorithm       : default
authorized-manager-only: enable
serial-number       : "FMGVCLTM[REDACTED]"

FAZVM64-VIO-CLOUD-37088e91 #
```

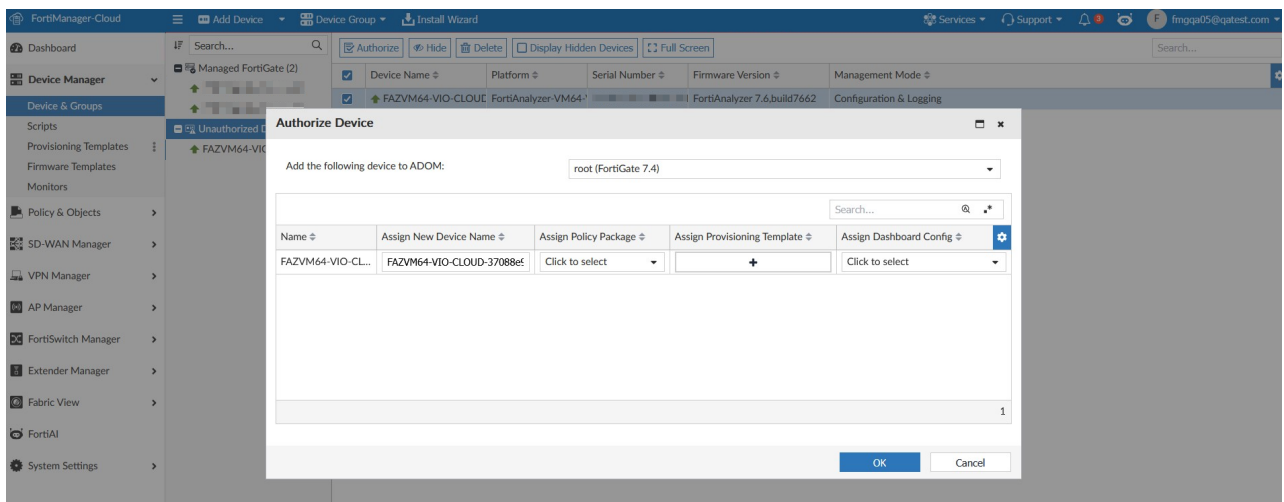
After approximately 30 seconds, the connection between FortiAnalyzer Cloud and FortiManager Cloud will be established, and the FortiManager Cloud connector will display a connected icon.

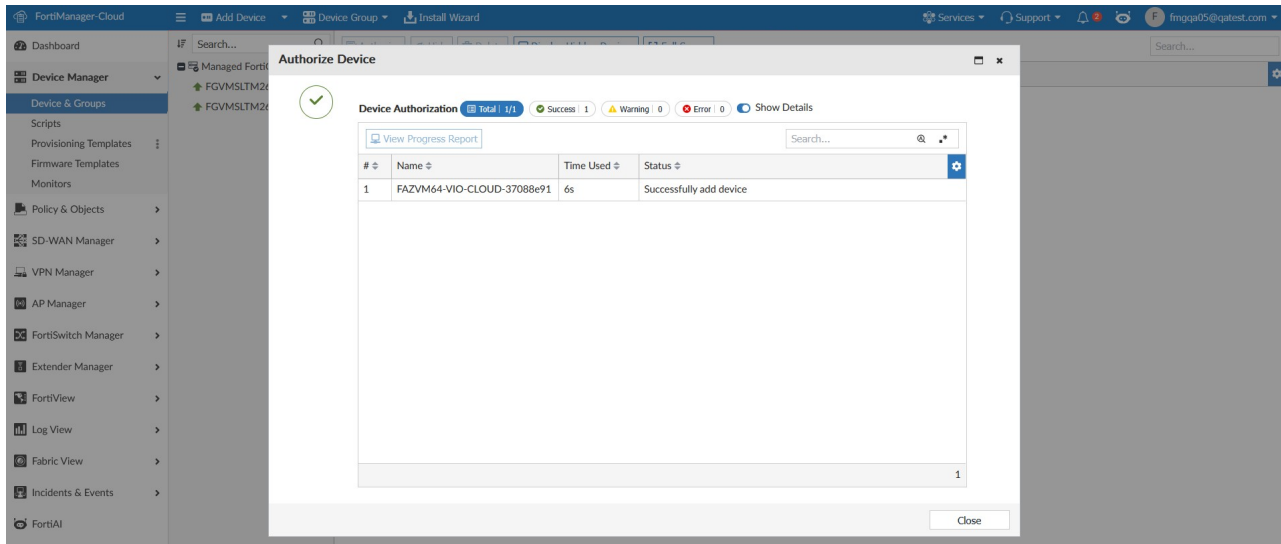


FortiAnalyzer Cloud is added to the FortiManager Cloud Device Manager as an unregistered device.

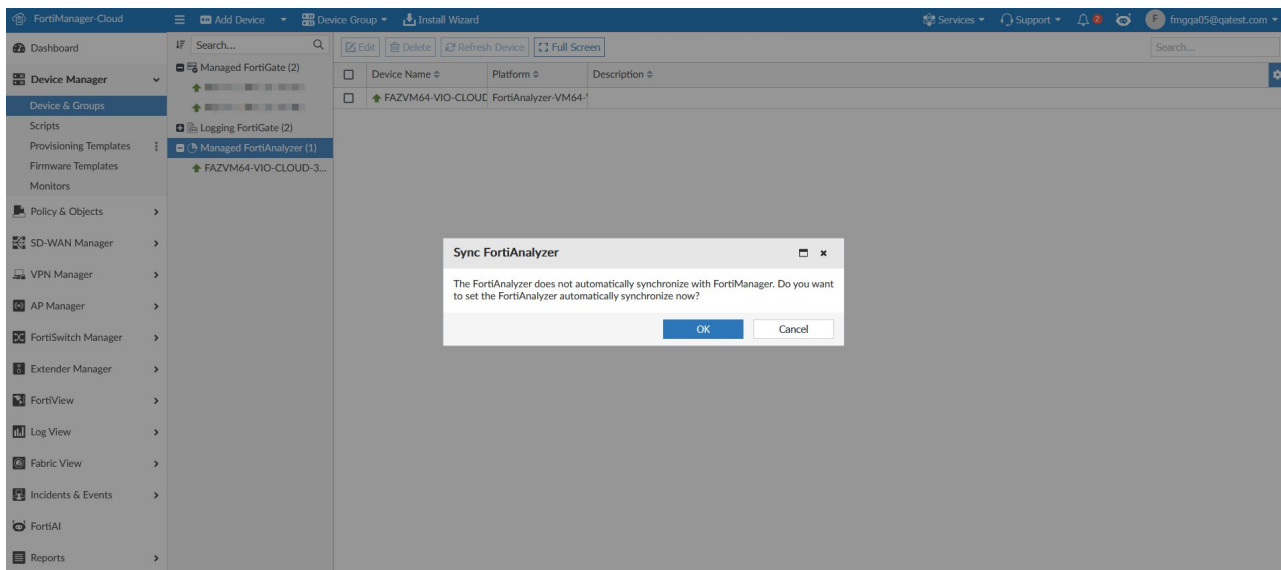


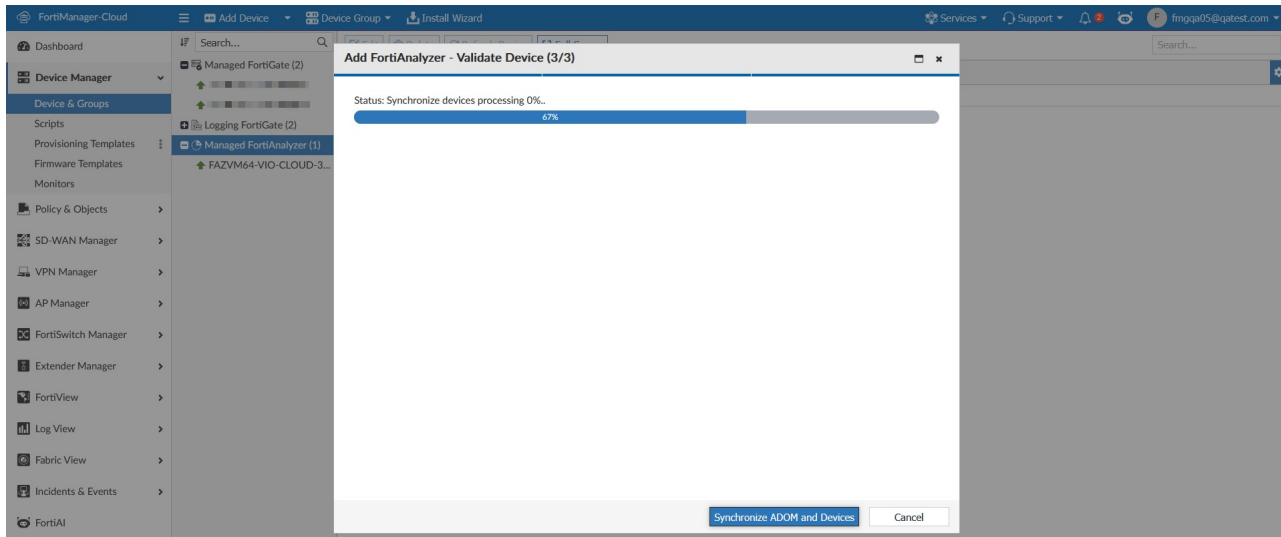
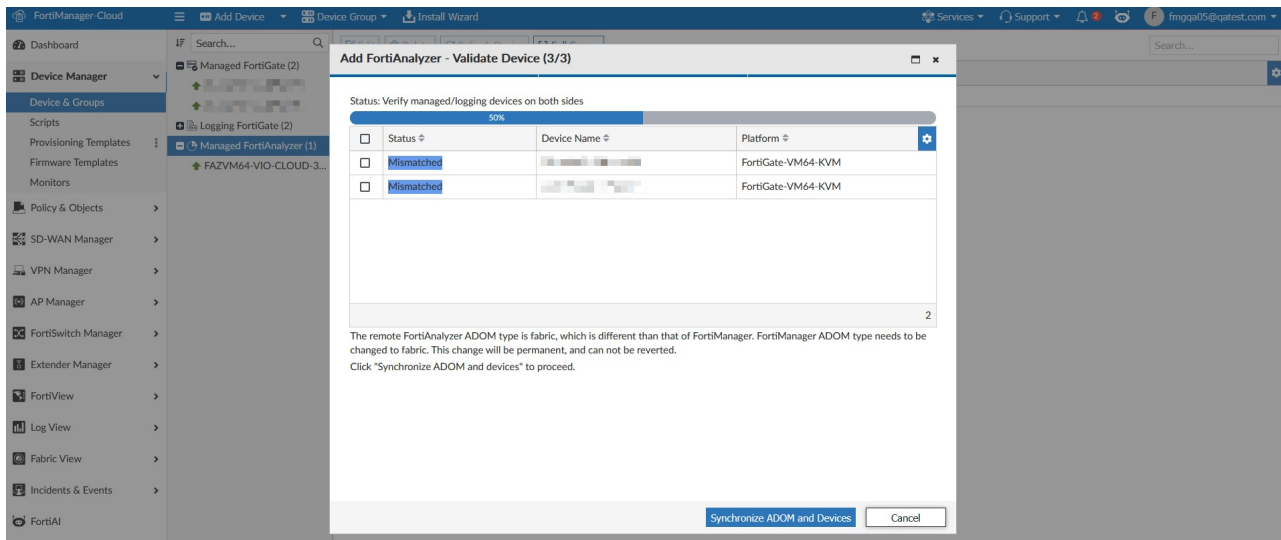
3. Authorize the device on FortiManager Cloud as a FortiManager Cloud administrator.





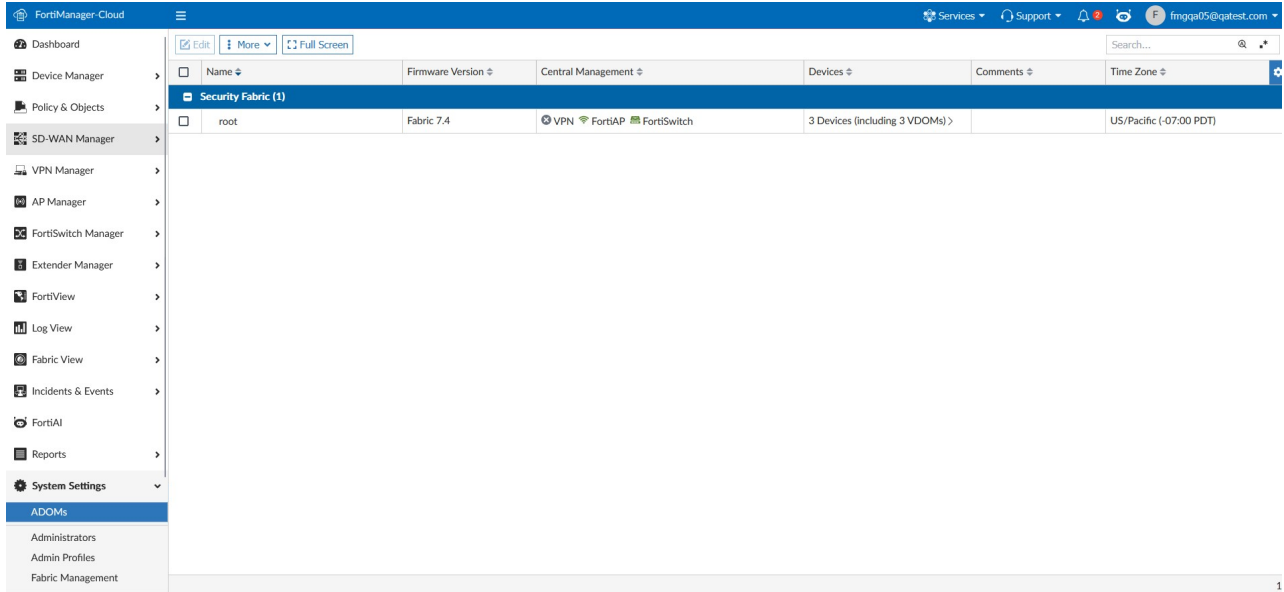
4. After FortiAnalyzer Cloud is added as a *Managed FortiAnalyzer*, you must manually sync the FortiManager with FortiAnalyzer Cloud so that the ADOM type, devices, and logs from FortiAnalyzer Cloud will be synchronized with FortiManager Cloud.



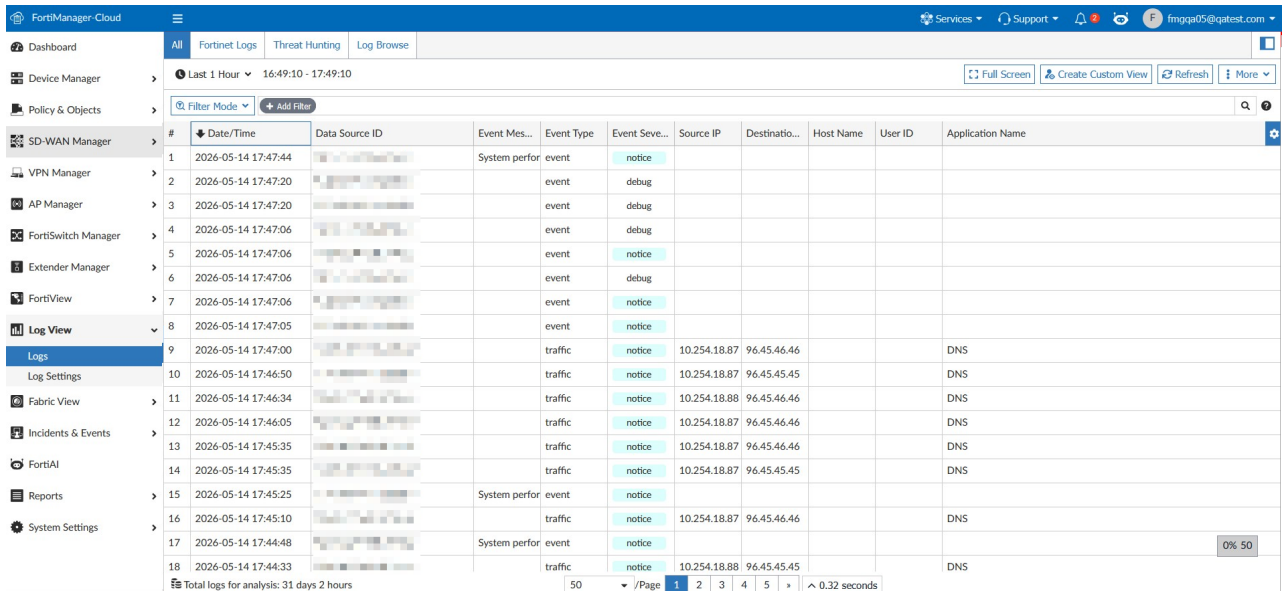


Once the synchronization process is complete, the FortiManager Cloud root ADOM will be changed to a Fabric ADOM.

# Deploying FortiManager Cloud



FortiAnalyzer Cloud menus and logs are available within FortiManager Cloud.



# Using FortiManager Cloud

After you have deployed FortiManager Cloud and configured FortiOS, you are ready to use the instance. Using FortiManager Cloud is similar to using FortiManager.

For information about using FortiManager and FortiManager Cloud, see the [FortiManager 7.2.1 Administration Guide](#).

This section includes the following topics that are specific to using FortiManager Cloud:

- [Accessing your FortiManager Cloud instance on page 18](#)
- [Upgrading firmware from the instance on page 19](#)
- [Using the FortiManager Cloud toolbar on page 19](#)
- [Updating the ADOM version on page 24](#)
- [Enabling the FortiManager Cloud connector on FortiGate on page 25](#)
- [Using FortiZTP with FortiManager Cloud on page 27](#)
- [Using FortiAI on FortiManager Cloud on page 28](#)

## Accessing your FortiManager Cloud instance

After deploying one or more FortiManager Cloud instances, you can access the instances through one of the methods below:

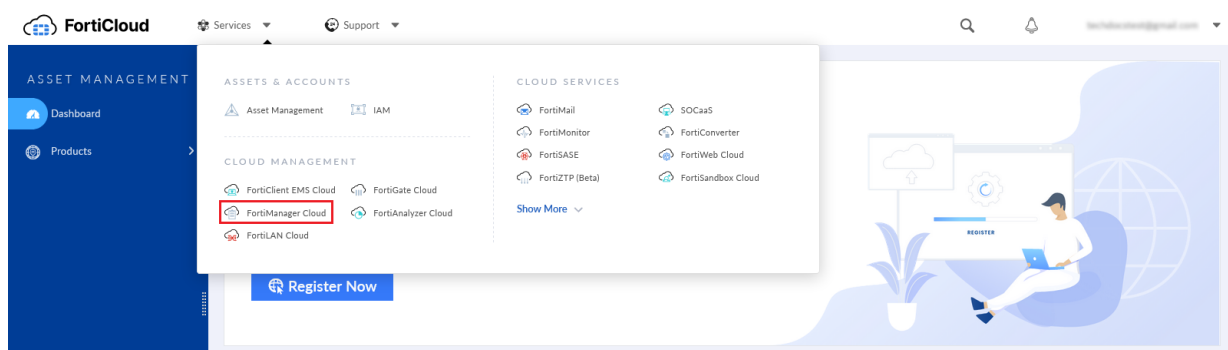
1. Go to <https://fortimanager.forticloud.com>. After authentication, you are redirected to your own FortiManager Cloud instance.
2. Go directly to your instance using the specific URL for your instance (e.g. `https://{{account_id}}.{{region}}.fortimanager.forticloud.com`). You can obtain your instance's URL from your browser's address bar once you have accessed FortiManager Cloud through one of the previous methods.
3. Access FortiManager Cloud through FortiCloud. See [Access FortiManager Cloud through FortiCloud on page 18](#).

## Access FortiManager Cloud through FortiCloud

**To access FortiManager Cloud through FortiCloud:**

1. Go to FortiCloud (<https://support.fortinet.com/>), and use your FortiCloud account credentials to log in. The FortiCloud portal is displayed.

- From the *Services* menu, select *FortiManager Cloud* under *Cloud Management*.



You are automatically logged in to your FortiManager instance.

## Upgrading firmware from the instance

For information about upgrading firmware, see the [FortiManager Cloud Release Notes](#).

## Identifying the public IP address

You can use the FortiManager Cloud CLI to determine the public IP address for FortiManager Cloud.

### To determine the public IP address:

- Access the instance. See [Accessing your FortiManager Cloud instance on page 18](#).
- Open the CLI console by clicking the CLI option from the FortiManager Cloud toolbar. See [Using the FortiManager Cloud toolbar on page 19](#).
- In the CLI console, run the following commands:

```
diagnose debug enable
diagnose test application vmd 20
173.243.137.11
```

In this example, the public IP address for FortiManager Cloud is 173.243.137.11. You can use the public IP address to set up connections with third-party services, such as LDAP or AWS Management Portal for vCenter.

## Using the FortiManager Cloud toolbar

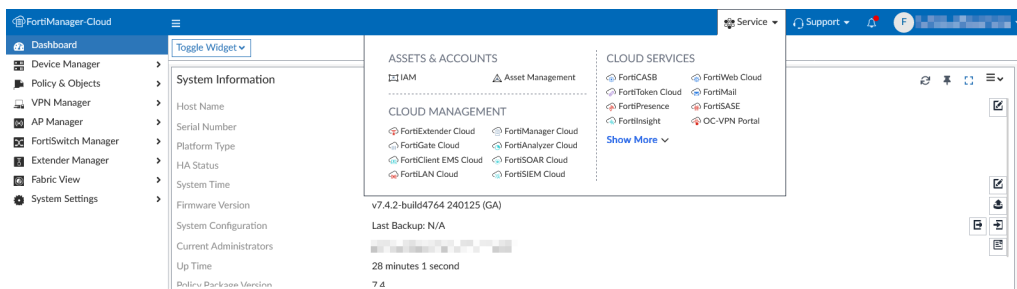
You can access FortiCloud services and support links from the FortiManager Cloud toolbar.

The FortiManager toolbar includes the following dropdown menus:

- [Service on page 20](#)
- [Support on page 20](#)
- [Notifications on page 20](#)
- [Account on page 21](#)

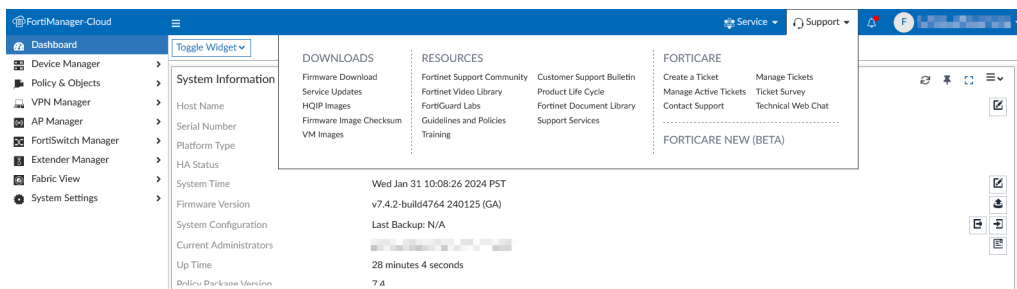
## Service

The Service dropdown includes FortiCloud services (for example, IAM and Asset Management) and other cloud portals.




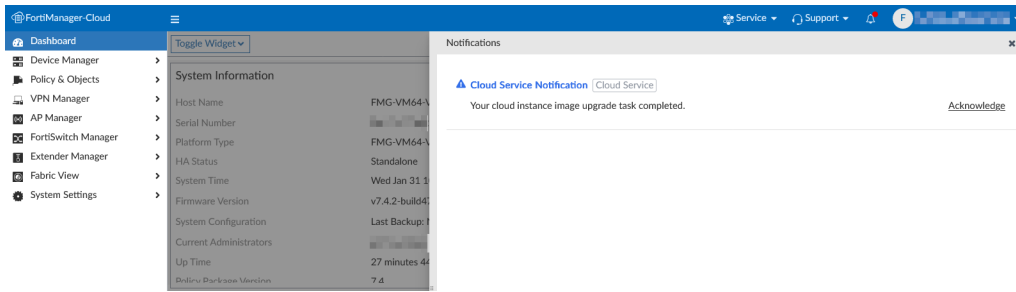
## Support

The support dropdown includes downloads, resources, and FortiCare support links.



## Notifications

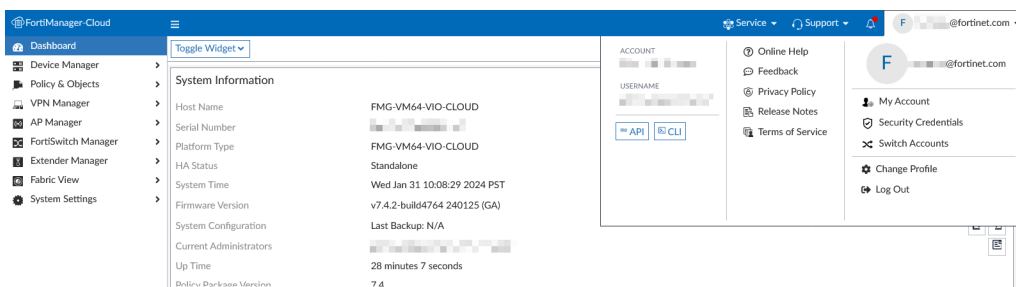
Click the notification icon  to open the notification drawer and view and interact with notifications for FortiManager Cloud.



## Account

The account dropdown includes links and services related to your FortiCloud account and the FortiManager instance. Available options include the following:

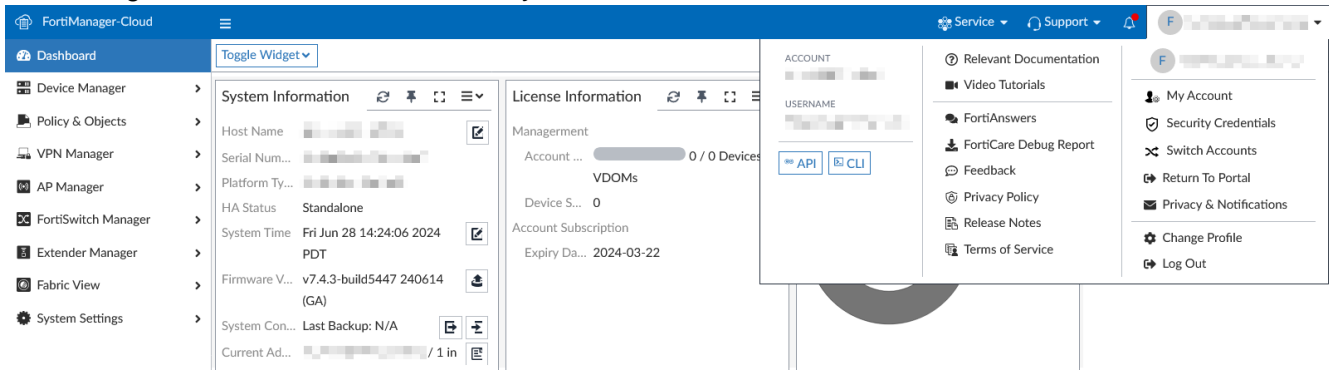
<b>Account</b>	Your account ID.
<b>Username</b>	Your current username.
<b>API and CLI</b>	Open the API User or CLI pane.
<b>Help Content</b>	Links for Online Help, Basic Setup Videos, Feedback, Privacy Policy, Release Notes, and Terms of Service.
<b>FortiCloud Account Links</b>	FortiCloud account links including My Account, Security Credentials, Subscriptions, ChangeProfile, and Log Out.
<b>My Account</b>	Go to the FortiCloud Account Profile page.
<b>Security Credentials</b>	Go to the FortiCloud Security Credentials page.
<b>Switch Accounts</b>	Switch between available accounts.
<b>Privacy &amp; Notifications</b>	Click to access the <i>Privacy &amp; Notification</i> menu where you can configure access settings for the FortiCloud team as well as email notification preferences. See <a href="#">Privacy and notification preferences on page 22</a> .
<b>Change Profile</b>	Change FortiManager Cloud profile options including avatar and theme.
<b>Log Out</b>	Log out of FortiManager Cloud.



# Privacy and notification preferences

You can configure privacy and notification preferences from within the FortiManager Cloud instance.

To access your privacy and notification preferences, click your user account dropdown from the FortiManager Cloud toolbar and click *Privacy & Notification*.



In *Privacy & Notifications*, you can configure the following:

- [Access Settings on page 22](#)
- [Email Notifications on page 23](#)

## Access Settings

Access settings determine what level of access Fortinet's cloud operation team has in order to diagnose and perform maintenance on your cloud instance. The following access levels are available:

Privacy & Notifications ✕

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Access Settings

**Service Maintenance (Recommended)**

Fortinet's cloud operation team can access diagnostic data and perform maintenance operations on your cloud instance. However, they only have access to system-level data and do not access personal data like logs, reports, or device configurations. This level ensures the smooth operation of services.

**Full Access**

Fortinet personnel can access your account with full privileges for support services, including personal data such as logs, reports, and device configurations for troubleshooting.

**No Access**

The most restrictive control, where Fortinet personnel has no access to your cloud instance. With no access, the cloud operation team cannot access diagnostic data or perform maintenance tasks, and the smooth operation of the service cannot be guaranteed when this level is selected.

### Service Maintenance (Recommended)

Fortinet's cloud operation team can access diagnostic data and perform maintenance operations on your cloud instance. However, they only have access to system-level data and do not access personal data like logs, reports, or device configurations. This level ensures the smooth operation of services.

	This is the default level of access.
<b>Full Access</b>	Fortinet personnel can access your account with full privileges for support services, including personal data such as logs, reports, and device configurations for troubleshooting.
<b>No Access</b>	The most restrictive control, where Fortinet personnel has no access to your cloud instance. With no access, the cloud operation team cannot access diagnostic data or perform maintenance tasks, and the smooth operation of the service cannot be guaranteed when this level is selected.

Select your preferred access level and click *OK*.

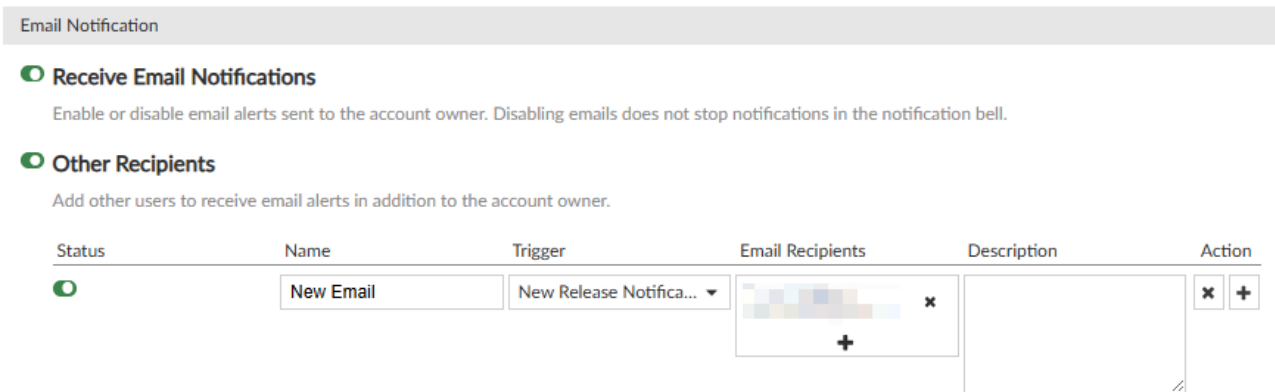
FortiManager Cloud records changes to access settings in the *Event Log*.

## Email Notifications

Email notification preferences can be configured through your FortiManager instance.

### To configure email notification preference:

1. Select your account dropdown from the FortiManager Cloud toolbar.
2. Select *Privacy & Notifications*.
3. Enable the *Receive Email Notifications* toggle to enable email notifications for the account owner or disable it to stop email notifications.
4. Optionally, you can enable the *Other Recipients* toggle to configure email notifications for other users:



<b>Status</b>	Toggle the notification preference on or off. Notifications are only sent when the status of the notification preference is enabled.
<b>Name</b>	Enter a name for the notification preference.
<b>Trigger</b>	Select a trigger condition from the dropdown menu from one of the following: <ul style="list-style-type: none"> <li>• New Release Notification</li> <li>• Storage Over Usage</li> <li>• Service Renewal Notification</li> </ul>

**Email Recipients**

Click to add at least one email recipient. You can select IAM/Sub users from the populated list or click the *Email Address* tab to add additional emails.

You can also click the **x** icon next to each email recipient to remove them from the email notification.

**Description**

Add an optional description.

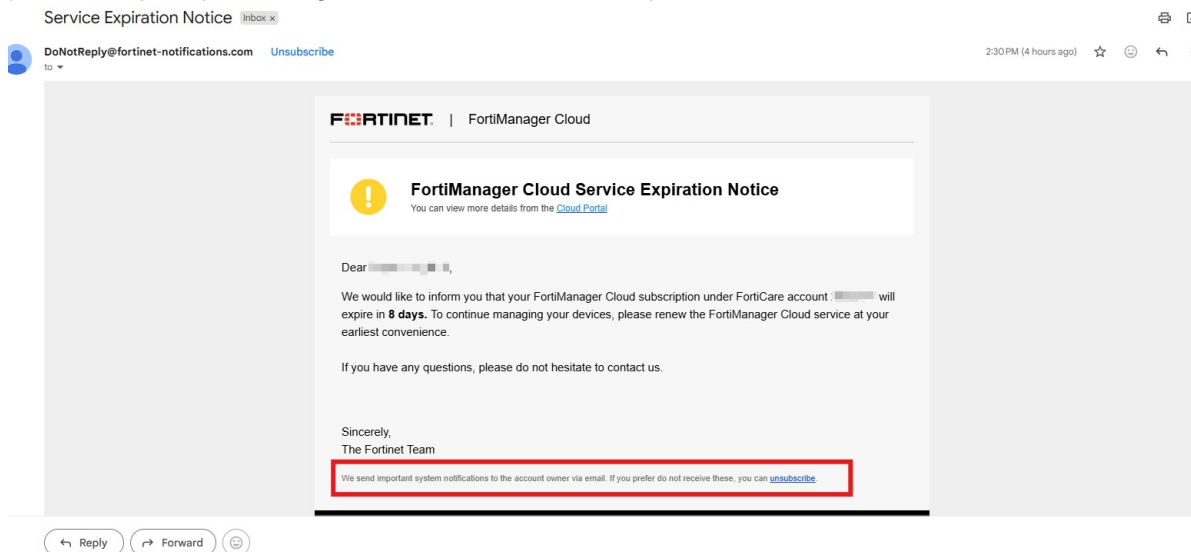
**Action**

You can use the action field to delete an email notification preference or create additional notifications preferences.

5. Click *OK*. FortiManager Cloud records changes to email notification preferences in the *Event Log*.

## Unsubscribing from email notifications

An unsubscribe link is included in notification emails. Clicking the unsubscribe option will unsubscribe the account owner from all cloud email notifications. If you are not logged in when you click the unsubscribe option you will be prompted to log in before the action is completed.



When the account is unsubscribed using this link, the *Receive Email Notifications* toggle under *Privacy & Notifications > Email Notification* settings will be set to disabled. Account owners can also disable the Receive Email Notifications toggle directly from *Privacy & Notifications*.

To unsubscribe non-account owner user from email notifications, you can remove their email account from the *Other Recipients* notification preference in *Privacy & Notifications*.

## Updating the ADOM version

FortiManager Cloud supports one ADOM and version. With FortiManager Cloud 7.6.x, the ADOM can be any of the following versions: 7.0, 7.2 or 7.4.

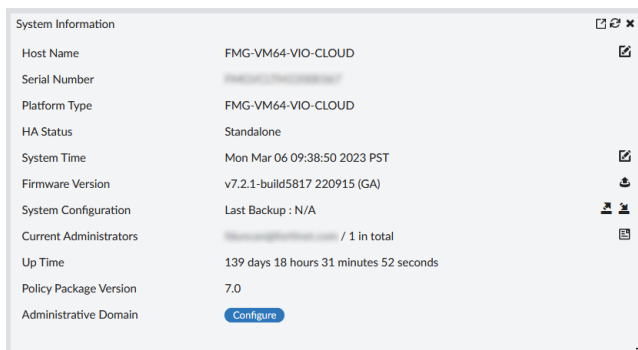
You can view the ADOM version on the *System Settings > Dashboard* pane in the *System Information* widget.

Before you can upgrade an ADOM to a higher version, you must upgrade firmware for all managed FortiGates to a version that is supported on the new ADOM.

You can only upgrade one ADOM version at a time. For example, if you are using a 7.0 ADOM and want to upgrade to a 7.4 ADOM, you must upgrade from 7.0 to 7.2, and then you can upgrade from 7.2 to 7.4.

### To upgrade the ADOM version:

1. Access FortiManager Cloud. See [Accessing your FortiManager Cloud instance on page 18](#).
2. In FortiManager Cloud, ensure that all managed FortiGates are running a FortiOS version that is supported by the new ADOM version. For more information on firmware versions supported in each ADOM, see the [FortiManager Administration Guide](#).
3. Go to *System Settings > Dashboard*. The *Dashboard* is displayed.



4. In the *System Information* widget, click *Configure* beside *Administrative Domain* option. The *Edit ADOM* dialog box is displayed.
5. In the *Type* field select a version, such as 7.4.
6. Click *OK*, and the ADOM is upgraded to the selected version.

### To downgrade the ADOM version:

1. Access FortiManager Cloud. See [Accessing your FortiManager Cloud instance on page 18](#).
2. Open the FortiManager CLI from the toolbar, and enter the following command:  

```
execute reset adom 3 <version> <major release number>
```

For example, to change the ADOM to version 7.0, you can enter the following command:  

```
execute reset adom 3 7 0
```
3. Log in to the user portal again following reboot, and the ADOM is downgraded to the selected version. You can see the current ADOM versions at *System Settings > Dashboard*.

## Enabling the FortiManager Cloud connector on FortiGate

When you enable the FortiManager Cloud connector on FortiGate, you can enable management of the FortiGate by FortiManager Cloud.

This topic describes how to enable the FortiManager Cloud connector by using FortiGate. It also provides an example of how to use the FortiManager Cloud connector on FortiGate to support FortiGate-VM PAYG/ONDEMAND when both devices are registered to the same FortiCloud account.



The FortiGate-VM PAYG/ONDEMAND model is only supported with a FortiManager Cloud account subscription. FortiGate licenses for ondemand models are not available for purchase.

**To enable the FortiManager Cloud connector in FortiGate:**

1. Register FortiManager Cloud with [FortiCloud](#).
2. Verify the per-device FortiManager entitlement was added to the account.
  - a. In *Asset Management*, go to *Products List*, and find the FortiManager Cloud device.
  - b. In the *Entitlement* widget, click *Show Contracts*.
  - c. In the *Registered Support Contract(S)* pane, the *SKU* column will contain FC<#>-10-MVCLD-227-01-12.
3. Register the FortiGate device with the same [FortiCloud](#) account.
4. In the FortiGate device, use the CLI console to verify the User ID was updated by FortiGuard.
 

```
diag test update info
...
Support contract: pending_registration=255 got-contract info=1
  accountn_id=[user_email] company=[company_name] industry=[instustry_name]
User ID: <user_id>
```
5. In the FortiGate device GUI, go to *Security Fabric > Fabric Connectors*. The FortiManager option is enabled.

The screenshot displays the FortiGate GUI configuration for connectors. It is divided into three main sections:

- Core Network Security Connectors:** Contains three widgets. The first is 'Standalone' with 'Role' set to 'Standalone'. The second is 'FortiAnalyzer' with 'FortiAnalyzer Cloud' set to 'Enabled' (green checkmark) and 'FortiAnalyzer' set to 'Disabled' (red X). The third is 'Status' set to 'Disabled' (red X).
- LAN Edge Devices:** A table showing device counts and status:
 

Device Type	Device Count	Status
FortiGate	1	All authorized & registered
FortiAP	0	None configured
FortiSwitch	0	None configured
FortiExtender	0	None configured
- Security Fabric Connectors:** Contains three widgets. The first is 'Central Management' with 'Type' set to 'FortiManager Cloud' and 'Status' set to 'Enabled' (green checkmark). The second is 'Sandbox' with 'Status' set to 'Disabled' (red X). The third is 'Supported Connectors' which shows a grid of various connector icons.



Please allow 2-4 hours for FortiGate to enable the FortiManager Cloud option in the connector.

# Using FortiZTP with FortiManager Cloud

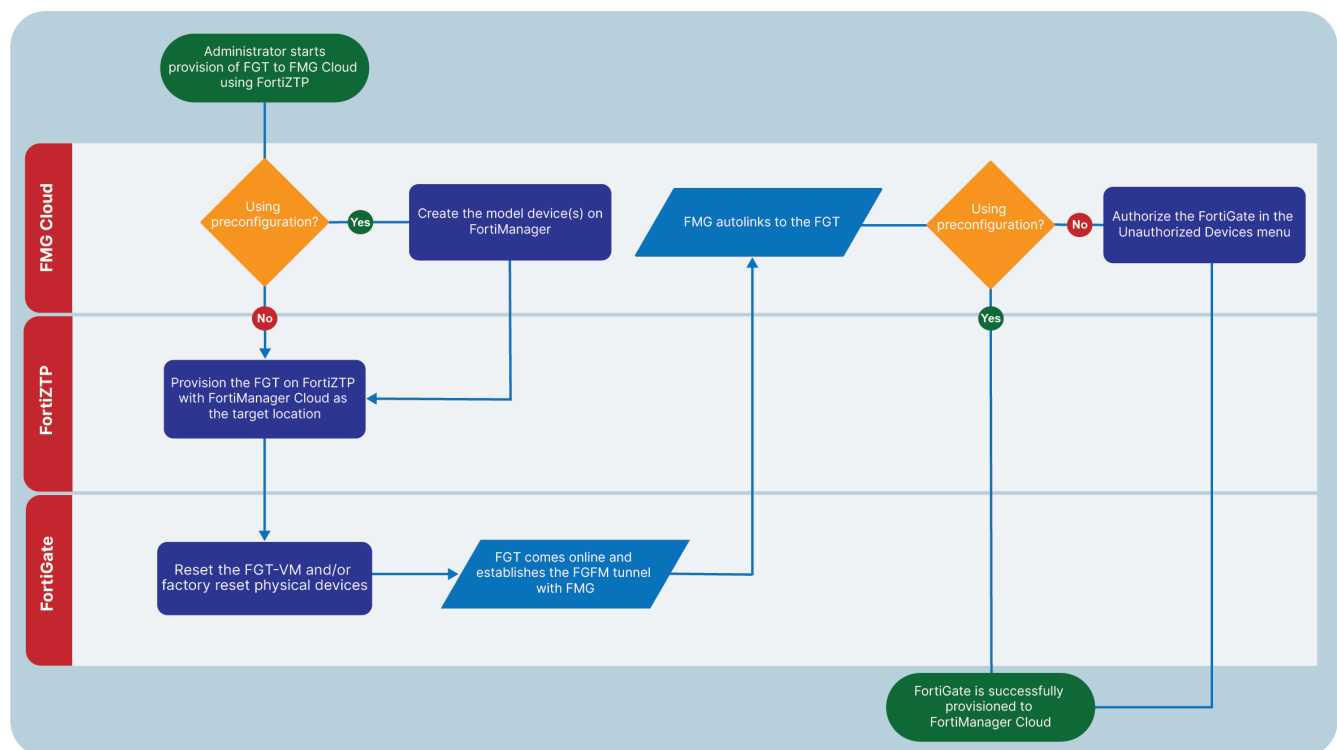
FortiZTP is a centralized zero-touch provisioning platform for FortiCloud cloud product services. The service supports individual or bulk device provisioning to the target on-premise or cloud services, including FortiManager Cloud.

You can provision devices from FortiZTP with or without preconfiguration on FortiManager Cloud.

- With preconfiguration, you must create a model device in FortiManager Cloud before provisioning using FortiZTP. The provisioned FortiGate will auto-link to the model device.
- Without preconfiguration, you must manually authorize the FortiGate device from the unregistered list on FortiManager Cloud after provisioning from FortiZTP.

Below is an example diagram of the workflow for using FortiZTP with FortiManager Cloud:

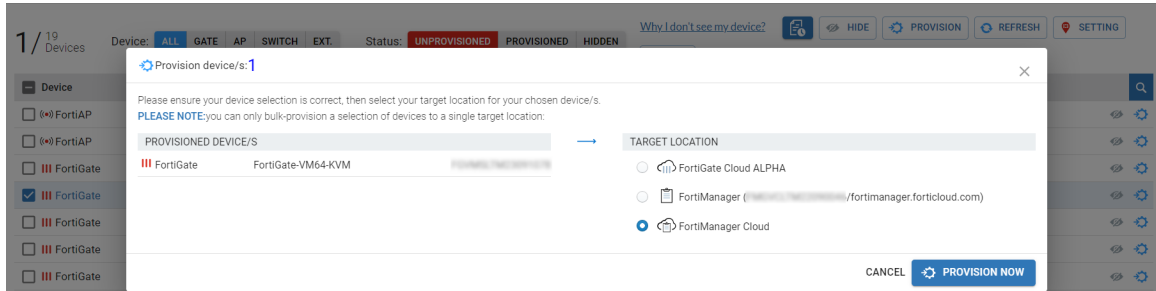
Workflow diagram for using FortiZTP with FortiManager Cloud



## To provision a FortiGate to FortiManager Cloud:

1. (Optional) Create the model device on FortiManager Cloud when using the preconfiguration method.
2. Provision the FortiGate using FortiZTP.
  - a. Go to the [FortiZTP portal](#).
  - b. On the *UNPROVISIONED* tab, do the following:
    - To provision a single FortiGate, click the *Provision* icon.
    - To provision multiple FortiGates, select the checkboxes for the desired FortiGates, then click the *PROVISION* button.

- c. Under *TARGET LOCATION* in the *Provision devices* dialog, select *FortiManager Cloud*.
- d. Click *PROVISION NOW*.



3. Reboot the FortiGate. For physical FortiGate devices, you must perform a factory reset.
4. Complete the onboarding of the managed device:
  - When provisioning with preconfiguration:**
    - a. After the FortiGate comes online, the FGFM tunnel is established.
    - b. The auto-link process is performed automatically, and the FortiGate is added as a managed device.
  - When provisioning without preconfiguration:**
    - a. After the FortiGate comes online, FortiZTP will set the FortiManager Cloud serial number on the FortiGate to establish the FGFM tunnel. The FortiGate is added to the *Unauthorized Devices* menu on FortiManager Cloud.
    - b. Authorize the FortiGate to add it as a managed device.



For more information about the use of FortiZTP, see the [FortiZTP Administration Guide](#).



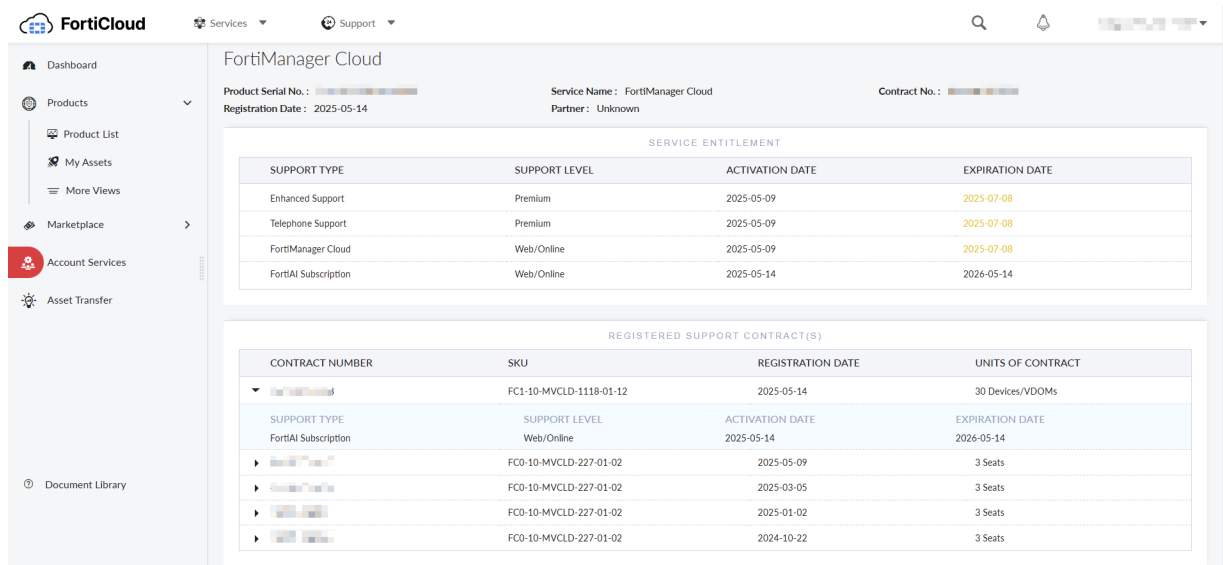
Deprovisioning a device from the FortiZTP portal will not delete the device from FortiManager Cloud. The device must be manually deleted.

## Using FortiAI on FortiManager Cloud

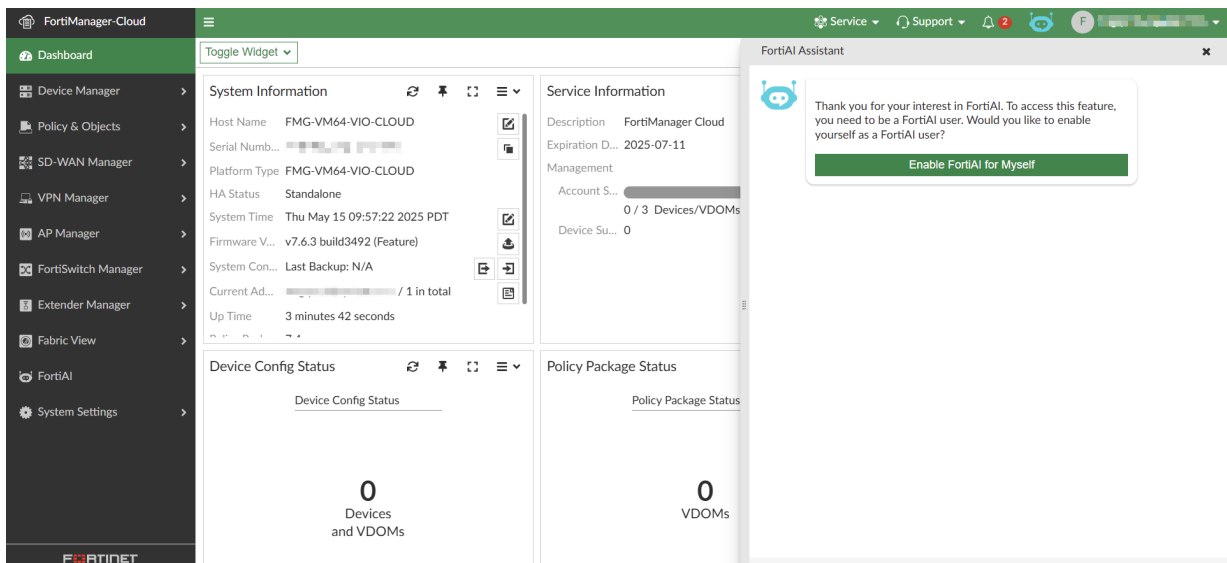
The FortiAI service can only be enabled on FortiManager Cloud when a valid license has been registered on FortiCloud. Without a valid license, you will see an option to instead *Purchase FortiAI License*.

### To use FortiManager on FortiManager Cloud:

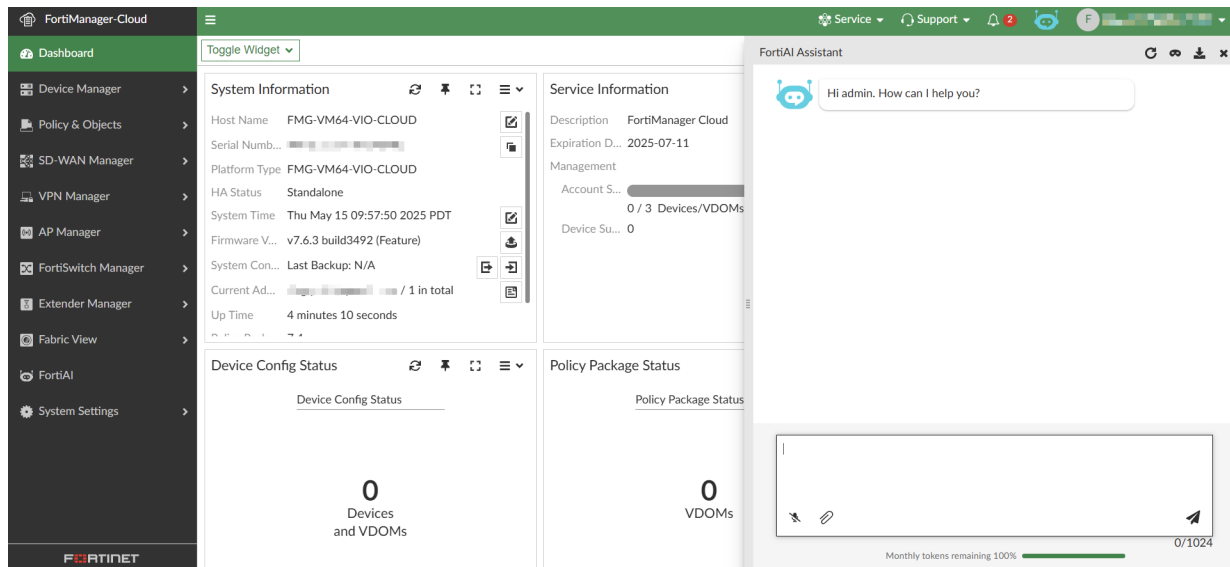
1. Register your FortiAI license on FortiCloud.  
After registration is complete, the FortiAI subscription can be found as a registered support contract within the FortiManager Cloud asset in FortiCloud.



2. Go to FortiManager Cloud and enable the FortiAI service.
  - a. Sign into FortiManager Cloud.
  - b. Click on the FortiAI icon in the toolbar.
  - c. Click *Enable FortiAI for Myself*.



3. Enter a query to begin using FortiAI.



## Configuration backups

Customers are encouraged to create back ups of their FortiManager configuration. Creation and maintenance of these backups are the customer's own responsibility.

For more information on how to back up your configuration, see the following resources:

- [Backing up the system](#)
- [Backing up and restoring the configuration](#)

# Using account services

The FortiCare/FortiCloud account offer several services. This section includes the following topics:

- [Adding a secondary account on page 31](#)
- [Modifying a secondary account on page 33](#)
- [Supporting IAM users and IAM API users on page 33](#)

For information about using FortiCloud portal, see the [FortiCloud Account Services](#) page on the [Fortinet Document Library](#).

## Adding a secondary account

Only the primary account holder can create secondary account holders in FortiCloud. The secondary account holder can log in to the same instance. By default, the secondary account holder is assigned the default administrator profile named *Restricted\_User*. However, the primary account holder can modify the admin profile for the secondary user.

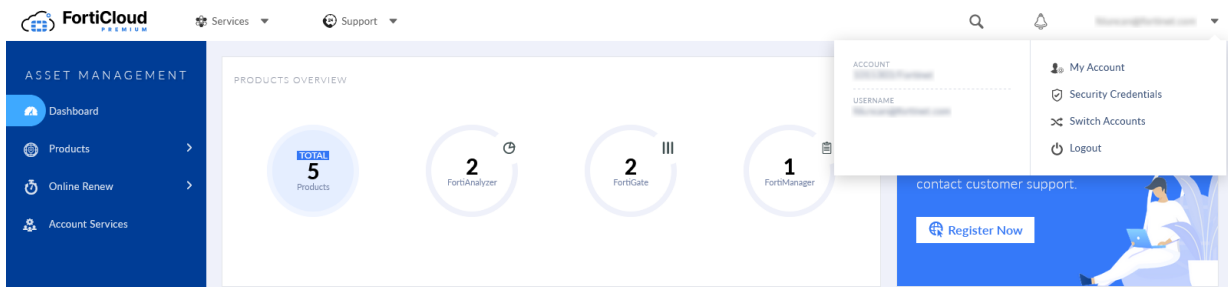
A secondary account allows the Fortinet support team to troubleshoot the FortiManager Cloud deployment.



With FortiManager Cloud 7.0.x and later, you can use the Identity and Access Management (IAM) portal, and you can migrate secondary accounts to the IAM portal. In IAM portal, secondary accounts are called sub users. For information about migrating sub users, see the [Identity & Access Management Guide](#).

### To add a secondary account:

1. Go to FortiCloud (<https://support.fortinet.com/>), and use your FortiCloud account credentials to log in.
2. From the top-right corner, click your login name, and select *My Account*.



3. Click *Manage User*.
4. Click the new user icon to add a new user.

5. When creating an account for the Fortinet support team, specify an email for the secondary account, and select *Full Access* or *Limit Access*.

A user with full access has the same access level as a primary account user. A user with limited access can only manage the assigned product serial number and will be unable to receive renewal notices or create additional secondary account users.

6. Log in to the personal FortiCare portal. Under FortiManager Cloud section, you will see an account listed as a secondary member.
7. Click the entry to expand the view.
  - a. Click *Enter* to access the system via HTTPS.
  - b. (Optional) Click *Download New Image* to get the latest firmware version.
8. Ask the new user to log in to FortiManager Cloud.

After the new user logs in to FortiManager Cloud, the user is displayed on the *FortiManager Cloud* instance, and the administrator can modify the account. See [Modifying a secondary account on page 33](#).



A secondary account can access the portal thirty days after it expires.

## Modifying a secondary account

The new user must log in to FortiManager Cloud for the account to be displayed in the FortiManager instance. When new users log in to the account, they are automatically assigned the default administrator profile named *Restricted\_User*.

After the new user has logged in to the account, the primary user or a super user can modify the account.

For information about creating a secondary account, see [Adding a secondary account on page 31](#).

### To modify a secondary account:

1. Log in to FortiManager Cloud.
2. Go to *System Settings > Administrators*.
3. Edit the administrator, and assign a different profile.

## Supporting IAM users and IAM API users

FortiManager Cloud 7.0.x and later supports user credentials created in the Identity & Access Management (IAM) portal. On FortiCloud, you can create IAM users and IAM API users, and use them with FortiManager Cloud.

For more information about using the IAM portal, see the *Identity & Access Management Administration Guide*.

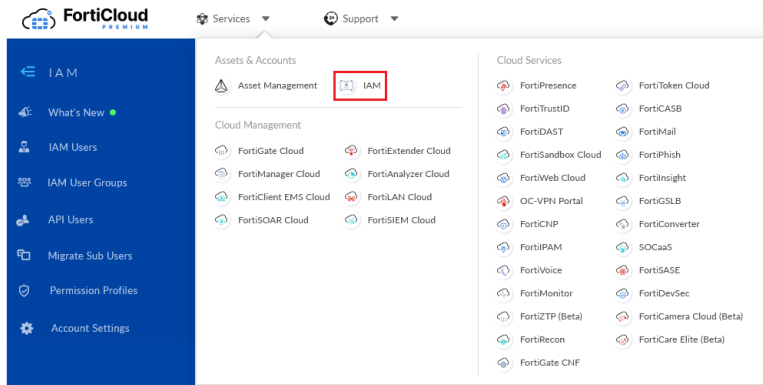
See also [Adding IAM users on page 33](#) and [Adding API users on page 36](#).

## Adding IAM users

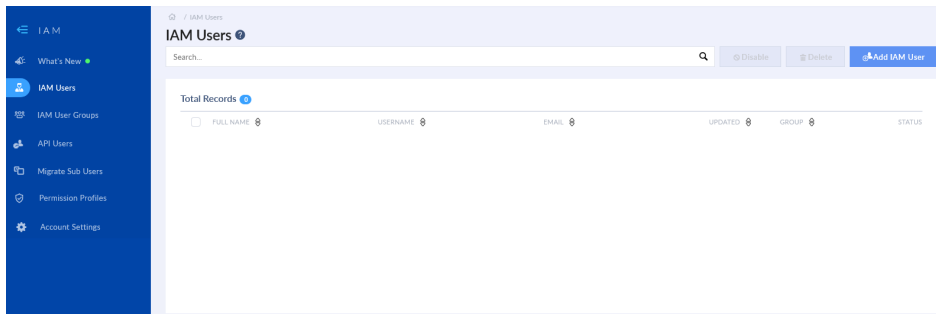
FortiManager Cloud supports FortiCloud Identity and Access Management (IAM). You can use the FortiCloud portal to manage users, authentication credentials, and access permissions for FortiManager Cloud.

### To add an IAM user:

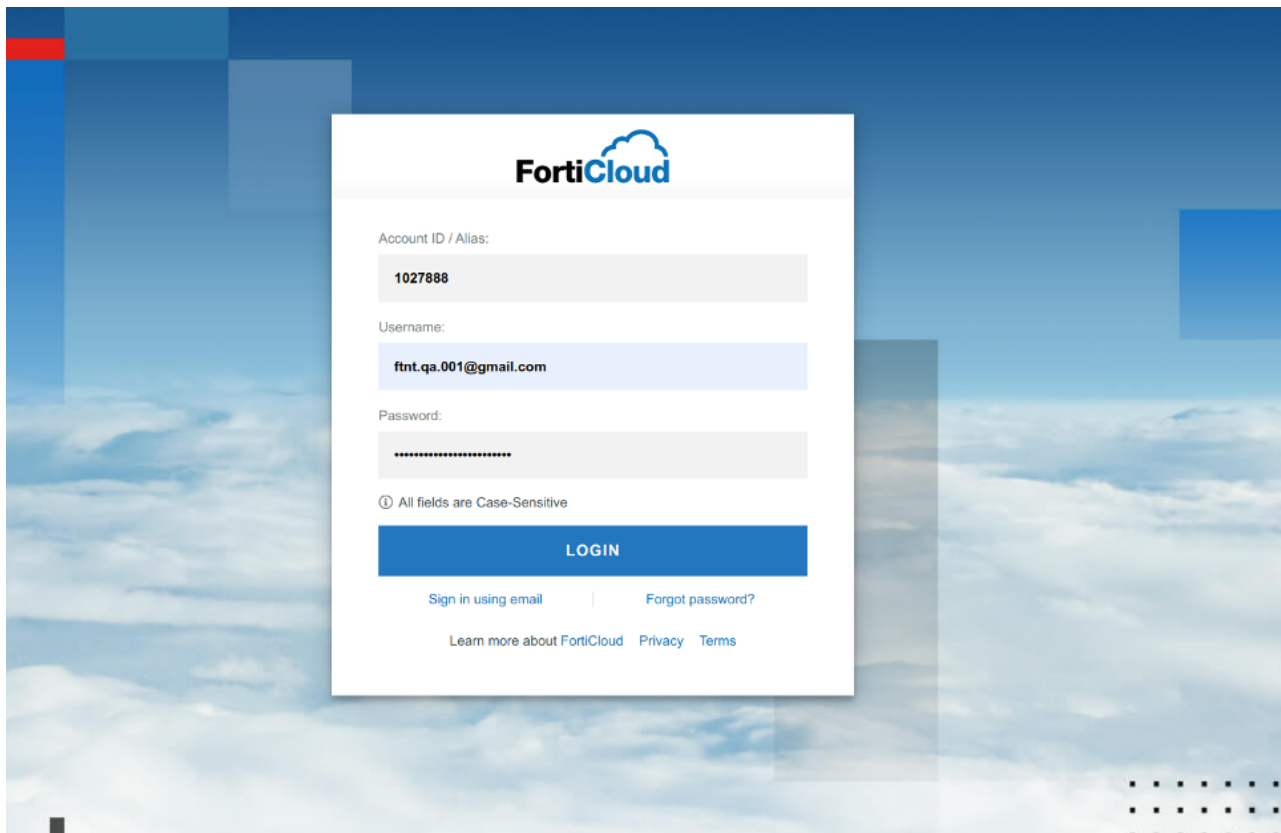
1. Go to FortiCloud (<https://support.fortinet.com/>), and log in.
2. From the *Services* menu, select *IAM*.



The IAM portal is displayed.



3. Create a new IAM user.  
For more information, see [Adding IAM Users](#) in the *Identity & Access Management (IAM)* guide on the Fortinet Documents Library.
4. Add an IAM user group, and add the user to it.  
For more information, see [Adding IAM User Groups](#) in the *Identity & Access Management (IAM)* guide on the Fortinet Documents Library.
5. Generate an IAM user login password.  
For more information, see [Generating the password reset link](#) in the *Identity & Access Management (IAM)* guide on the Fortinet Documents Library.
6. The IAM user can use the credentials to log in to FortiCloud.



After logging in to FortiCloud, the IAM user has access to *FortiManager Cloud & Service* portal.

7. Enter the FortiManager Cloud instance, and go to *System Settings > Administrators* to view the IAM user.

## FortiCloud IAM User Permissions

See the table below for an explanation of how each of the FortiCloud user permissions are associated with a FortiManager admin profile:

FortiCloud User Permission	Associated FortiManager Admin Profile
<b>Admin</b>	Assigned to the <i>Super_User</i> admin profile.
<b>Read-Write</b>	Assigned to the <i>Standard_User</i> admin profile.
<b>Read-Only</b>	Assigned to the <i>Restricted_User</i> admin profile.
<b>Custom</b>	<p><i>Custom</i> users are assigned to the <i>Restricted_User</i> admin profile the first time they log in.</p> <p>A <i>Super_User</i> administrator can assign a new or existing FortiManager admin profile to the user. The new admin profile will be applied to the user when they next log in to FortiManager Cloud.</p>

You cannot change the FortiManager Cloud admin profiles assigned to users using the *Admin*, *Read-Write*, or *Read-Only* FortiCloud user permissions.

## Adding API users

API users can access FortiCloud services, including FortiManager Cloud, through the API.

In order to send API requests to FortiManager Cloud, you must first obtain an access token from FortiCloud using OAuth 2.0. You can use the access token to generate a session ID which is required to send an JSON API request to FortiManager.

### To use the FortiManager Cloud API:

1. Create an API user in FortiCloud and download your API credentials. See [Adding an API user](#) in the FortiCloud Account Services documentation for instructions on how to add API users.
2. Obtain an access token from FortiCloud using your credentials. See [Accessing FortiAPIs - Authentication and authorization](#) for information on authentication and authorization for FortiAPIs.
3. Use the access token to get a FortiManager Cloud API session ID using the `https://<FortiManager_cloud_url>/p/forticloud_jsonrpc_login/` endpoint.

<b>HTTP Method</b>	POST
<b>Endpoint</b>	<code>https://&lt;FortiManager_cloud_url&gt;/p/forticloud_jsonrpc_login/</code>
<b>Request Body</b>	<pre>{   "access_token": "&lt;access token obtained in step 2&gt;" }</pre>
<b>Response example</b>	<pre>{   "session": "ykF3W6G8CfZv+xecsZBC00n6P0TEbs0*****" }</pre>

4. Send API requests to the `https://<FortiManager_cloud_url>/jsonrpc` endpoint with the session included in the body.

For example:

<b>HTTP Method</b>	POST
<b>Endpoint</b>	<code>https://&lt;FortiManager_cloud_url&gt;/jsonrpc</code>
<b>Request Body</b>	<pre>{   "method": "get",   "params": [     {       "url": "/sys/status"     }   ],   "id": 1,   "verbose": 1,   "session": "ykF3W6G8CfZv+xecsZBC00n6P0TEbs0*****", }</pre>



The FortiManager Cloud API uses session-based authentication. The number of simultaneous API sessions allowed for an API user is controlled by the user's max login setting. By default, this setting is set to 20.

```
config system admin user
  edit <user>
    set login-max 20
```

## Supporting external IdP users

External IdP user support enables users to log into FortiManager Cloud with their company-provided user credentials using a third-party SAML identity provider.

For more information on managing external IdP roles and users for cloud products, see the [FortiCloud Identity & Access Management \(IAM\) user guide](#).

## Using multiple roles with external IdP users

For more information on external IdP users for FortiCloud, see [External IdP roles](#).

### Logging in as an external IdP user with multiple roles:

1. When logging in as an IdP user that has multiple roles, the account selection page is displayed allowing users to select which instance to access.

External IdP users can have multiple roles assigned to a single FortiManager Cloud instance.

**Welcome Back!**

FEDERATED LOGIN  
fazcloud\_fac

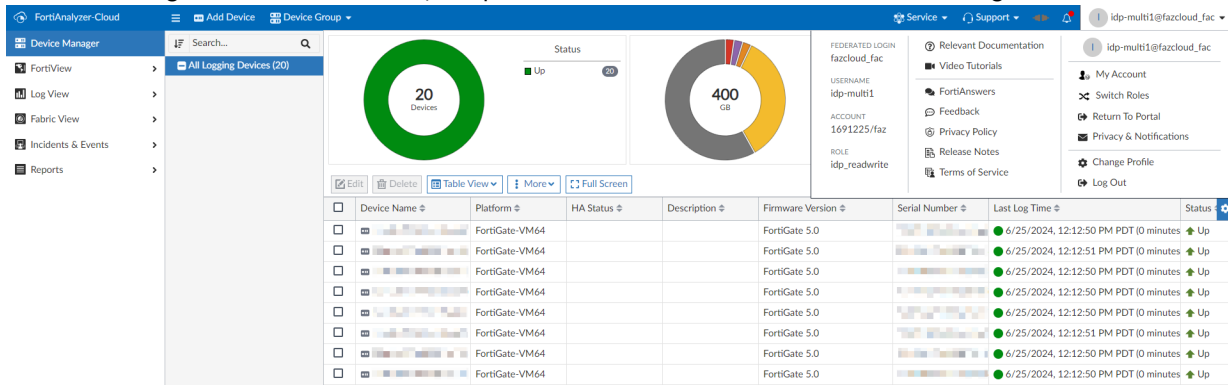
USERNAME  
idp-multi1

**Select a Role to Proceed**

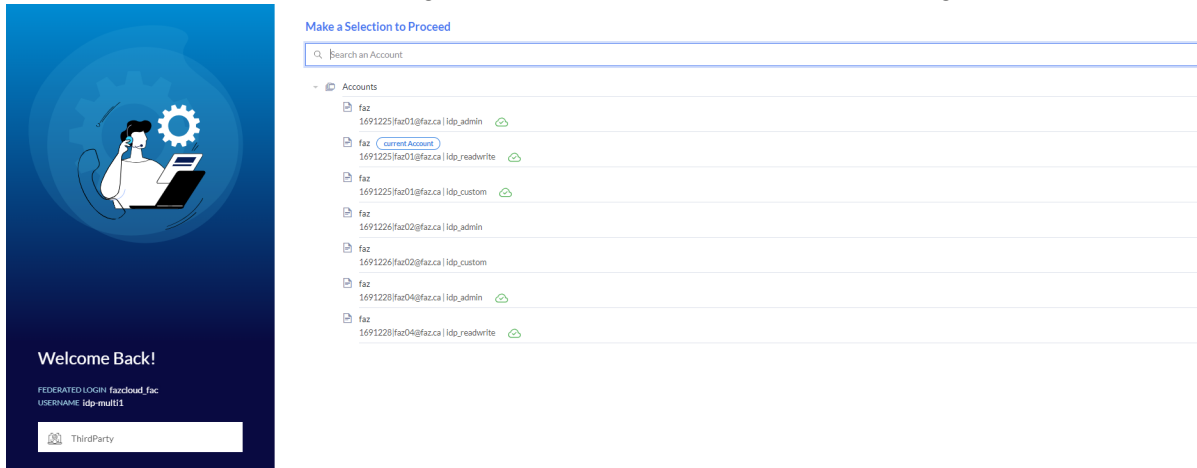
Search an OU or account

ACCOUNT ID	COMPANY	ROLE NAME
1691225	Faz	ldp_admin
1691225	Faz	ldp_custom
1691225	Faz	ldp_readwrite
1691226	Faz	ldp_admin
1691226	Faz	ldp_custom
1691228	Faz	ldp_admin
1691228	Faz	ldp_readwrite

2. After selecting an instance and role, the portal will use the associated role for the login.

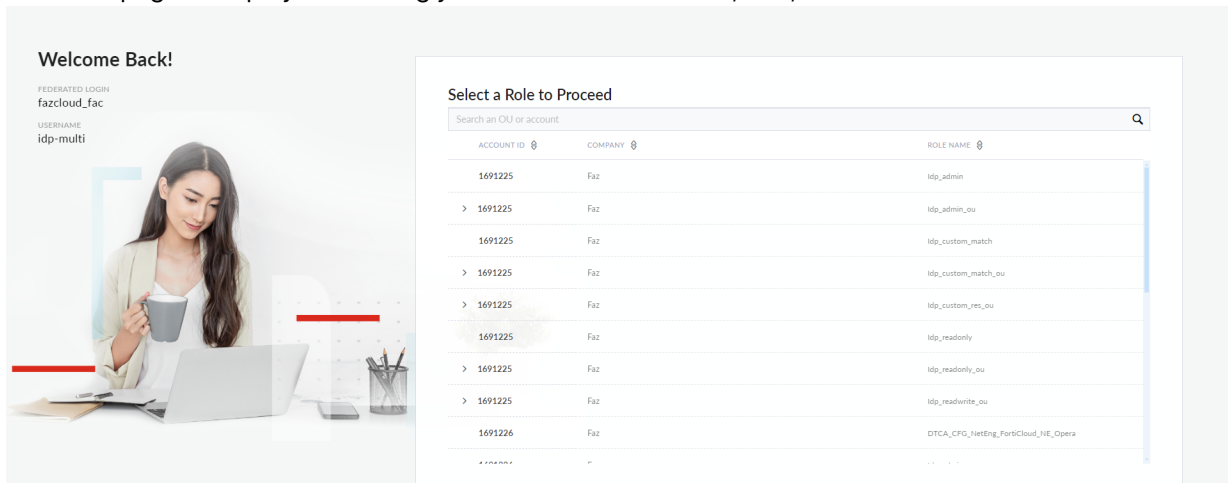


3. Click *Switch Roles* in the FortiManager Cloud toolbar to return to the FortiManager account selection page.

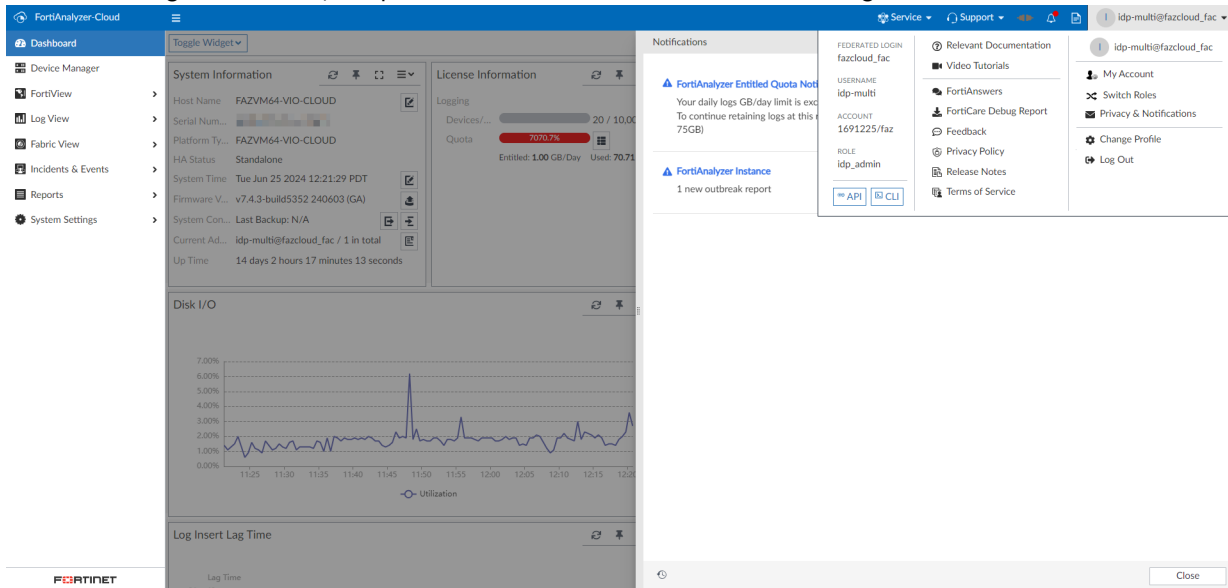


### Logging in as an external IdP user with multiple roles in an Organizational Unit:

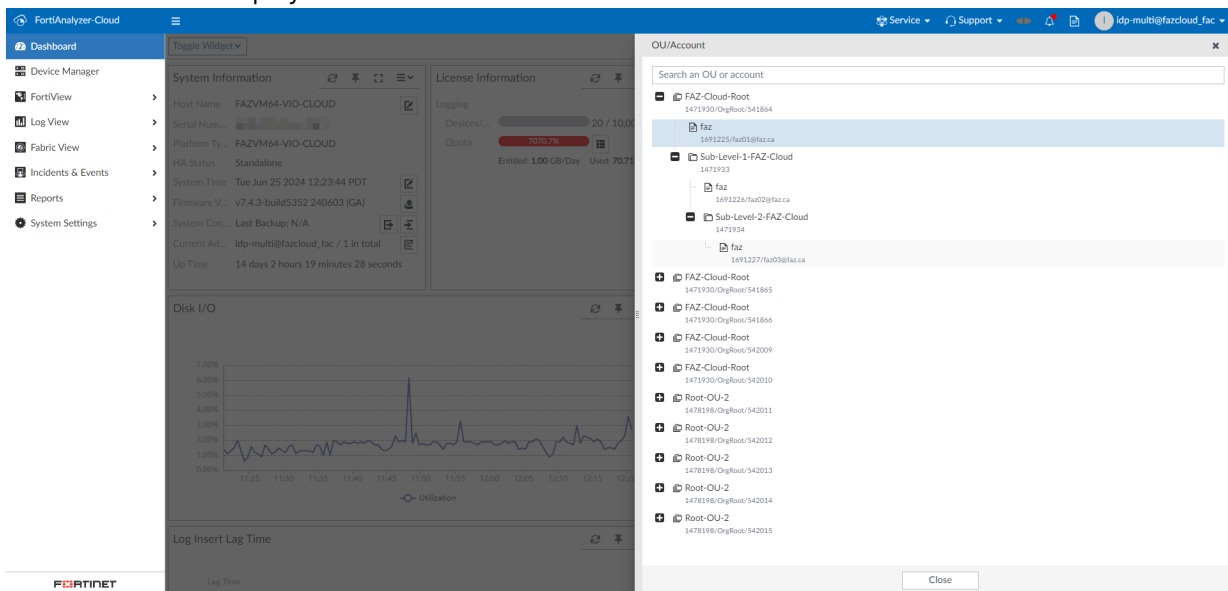
1. When logging in as an external IdP user with multiple roles in an Organizational Unit (OU), the account selection page is displayed allowing you to select an instance, role, and OU.



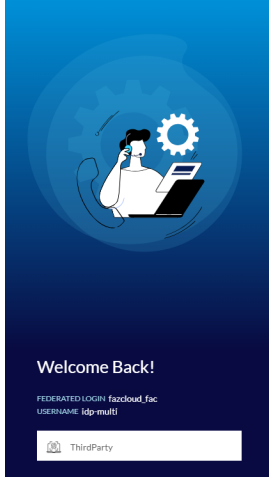
2. After selecting an instance, the portal will use the selected role for the login.



3. OU information is displayed with the instance role information.



4. Click *Switch Roles* to return to the FortiManager Cloud role selection page. On the role selection page, you can select another role or OU to use for login.



Make a Selection to Proceed

- Search an Account
- 1691225 | idp\_admin\_ou | FAZ-Cloud-Root  
1471930.OrgRoot/541864
    - Current Account  
faz  
1691225faz01@faz.ca | idp\_admin\_ou
  - Sub-Level-1-FAZ-Cloud  
1471933
    - faz  
1691226faz02@faz.ca | idp\_admin\_ou
    - Sub-Level-2-FAZ-Cloud  
1471934
  - 1691225 | idp\_readwrite\_ou | FAZ-Cloud-Root  
1471930.OrgRoot/541865
  - 1691225 | idp\_readonly\_ou | FAZ-Cloud-Root  
1471930.OrgRoot/541866
  - 1691225 | idp\_custom\_res\_ou | FAZ-Cloud-Root  
1471930.OrgRoot/542009
  - 1691225 | idp\_custom\_match\_ou | FAZ-Cloud-Root  
1471930.OrgRoot/542010
  - 1691228 | idp\_admin\_ou | Root-OU-2  
1478198.OrgRoot/542011
  - 1691228 | idp\_readwrite\_ou | Root-OU-2  
1478198.OrgRoot/542012

# Providing feedback

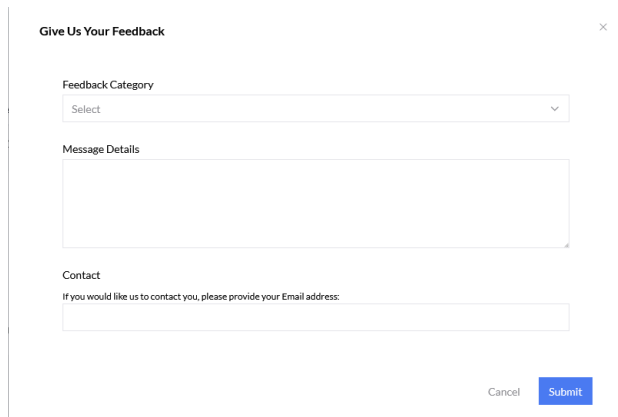
## Feedback form

In FortiManager Cloud, you can submit feedback about your cloud experience to Fortinet.

The *Feedback* button is available in the following places:

- The footer on the *FortiManager* Cloud & Service portal.
- The FortiManager Cloud portal account dropdown inside the FortiManager Cloud instance. See [Using the FortiManager Cloud toolbar on page 19](#).

After clicking the feedback button, you will be presented with a feedback dialog where you can provide comments and suggestions.



The screenshot shows a modal dialog titled "Give Us Your Feedback" with a close button (X) in the top right corner. The dialog contains three main sections: "Feedback Category" with a dropdown menu showing "Select"; "Message Details" with a large text input area; and "Contact" with the text "If you would like us to contact you, please provide your Email address:" and an empty text input field. At the bottom right, there are "Cancel" and "Submit" buttons.

## FortiManager Cloud survey

Periodically, a FortiManager Cloud survey will be shared through the FortiManager notification menu inviting you to participate in a short survey about your experience with FortiManager Cloud. When available, you can access this survey through the notifications menu and click *Start Survey* to begin.

Notifications ✕

---

**Survey** Cloud Service

We'd love to hear from you! Our survey is ready, please click the link to share your thoughts [Start Survey](#)

---

**Cloud Service Notification** Cloud Service

Your cloud instance firmware has been upgraded from v7.4.6-build9266 250116 (GA.M) to v7.4.7-build6767 250606 (GA.M) [Acknowledge](#)

---

🔄 Close

# Appendix A - FortiFlex licensing

FortiManager Cloud can be purchased with FortiFlex (pre-paid and post-paid) licenses.

When users deploy a FortiManager Cloud instance with a FortiFlex entitled FortiManager Cloud serial number, the FortiManager Cloud instance functions in the same way as a normal FortiManager Cloud instance.

The new serial number patterns that identify FortiFlex entitled FortiManager Cloud are as follows:

- **FMGCPR:** FortiManager pre-paid FortiFlex entitlement
- **FMGCPO:** FortiManager post-paid FortiFlex entitlement

After users have purchased a FortiFlex license for the FortiFlex service, they can add FortiManager Cloud using the FortiFlex portal. For more information, see the [FortiFlex Administration Guide](#).

FortiFlex entitled FortiManager Cloud also supports the *FortiAI* add on service.



Please note that if your FortiCloud account has both a FortiFlex FortiManager Cloud entitlement and regular FortiManager Cloud entitlement valid at the same time, FortiManager Cloud will give priority to the FortiFlex serial number for instance provisioning.

---

## License migration

Users can migrate their FortiManager Cloud instance between license types (for example, from a FortiFlex to normal FortiManager Cloud serial number, or from a normal FortiManager Cloud serial number to a FortiFlex serial number).

### To migrate your FortiManager license:

1. Add your new serial number to your managed FortiGate(s). On FortiManager Cloud 7.6 and later, you can use the following command to ensure that the FortiGate(s) can identify the new serial number and can connect to it for central management after migration:

```
exec fgfm migrate-license {new serial number}
exec fgfm verify-migrate-license
```



These commands are not supported on FortiManager Cloud 7.4 and earlier versions. When migrating the license of FortiManager Cloud 7.4 and earlier, you can request to switch your license without first running the command. If you experience any connection issues after switching serial numbers, you can reconnect the FortiGate to FortiManager Cloud or contact Fortinet support for additional assistance.

---

2. After the command has been executed successfully, confirm that the FortiGate displays two serial numbers in its central-management settings using the `get system central-management` command.

```
get sys central-management
mode          : normal
type          : fortimanager
schedule-config-restore: enable
schedule-script-restore: enable
allow-push-configuration: enable
allow-push-firmware : enable
allow-remote-firmware-upgrade: enable
allow-monitor  : enable
serial-number : "FMGCPOT000000002" "FMGVC0000000003"
fmg           : "fortimanager.forticloud.com"
fmg-source-ip : 0.0.0.0
fmg-source-ip6 : ::
local-cert    :
ca-cert       :
vdom          : root
server-list:
  == [ 1 ]
  id: 1      server-type: update rating
fmg-update-port : 443
include-default-servers: enable
enc-algorithm   : high
interface-select-method: auto
```

3. Contact the [Fortinet Support team](#) to begin the migration. The migration process is handled by the cloud portal backend team.

After the migration is completed, your FortiManager Cloud instance will show the migrated serial number, and the expiration date and seat number is synchronized to the new serial number entitlement.

Your managed FortiGate(s) will connect to your FortiManager Cloud instance using the new serial number.

```
get sys central-management
mode          : normal
type          : fortimanager
schedule-config-restore: enable
schedule-script-restore: enable
allow-push-configuration: enable
allow-push-firmware : enable
allow-remote-firmware-upgrade: enable
allow-monitor  : enable
serial-number : "FMGVC0000000003"
fmg           : "fortimanager.forticloud.com"
fmg-source-ip : 0.0.0.0
fmg-source-ip6 : ::
local-cert    :
ca-cert       :
vdom          : root
server-list:
  == [ 1 ]
```

```
id: 1 server-type: update rating
fmg-update-port : 443
include-default-servers: enable
enc-algorithm : high
interface-select-method: auto
```



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