FortiPortal MEA - Administration Guide

Version 6.0.1 Beta

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Change Log

Date	Change Description
2020-12-23	Initial release.
2021-02-11	Added Connecting to the portal on page 10.

Introduction

FortiPortal Management Extension Application (MEA) enables customers to operate a cloud-based hosted security management and log retention service. It provides end customers with centralized reporting, traffic analysis, configuration management, and log retention without the need for the end customer to invest in additional hardware and software.

You must enable the ADOM mode for FortiManager to work with FortiPortal MEA.

FortiPortal MEA 6.0.1 Beta requires FortiManager 6.4.4 or later, and you must be in a 6.4 ADOM to access FortiPortal MEA.

FortiPortal MEA is well-suited to multi-tenancy customers. For example, a managed security service provider (MSSP) can provide a self-service portal for FortiManager for a customer's managed security devices such as FortiGate devices, VDOMs, and FortiWiFi. Having both FortiManager and FortiPortal MEA provides new service revenue opportunities for MSSPs.

This section contains the following topics:

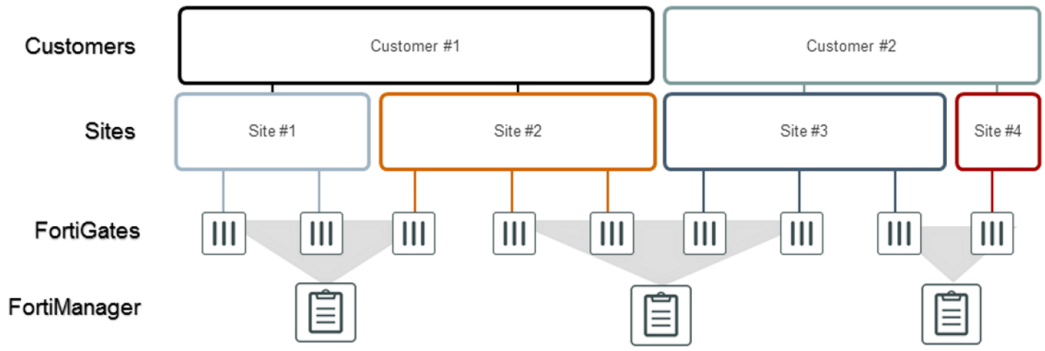
For information on FortiPortal MEA as a standalone product, see the Fortinet Docs Library.

Key concepts

This section contains information about the following key concepts and features of FortiPortal MEA:

Customer sites

- An end-customer can have multiple sites.
- A site is a logical grouping of devices (independent of which FortiManager manages the device).
- Devices are FortiGate devices or AP wireless devices.



Storage limits

Each end-customer has a storage capacity maximum amount, which is expressed as a number of GB of database storage.

By default, the storage size set for each customer is 100 MB.

The system requires other overheads as well, which may take 15 GB of storage. As a minimum, 40 GB of storage is required.

If a customer exceeds their storage limit, one of the following strategies is applied (this is configurable for each customer):

- Overwrite the oldest logs
- Stop logging

Remote authentication

You have the choice of local or remote user authentication of the Admin and Customer portal users. Local authentication works by defining the users in the local user databases. Remote authentication provides a choice of Radius authentication or FortiAuthenticator. The choice of authentication method is global to the whole FortiPortal.

If you set the authentication mode to remote, all user management functions reside with the remote system. FortiPortal user management capabilities (add/modify/delete users, reset password, change password) are blocked, as these apply only to local users.

For additional information regarding FortiAuthenticator, refer to the FortiAuthenticator product documentation.

Trusted hosts

If you are using local user authentication, you can add the Trusted Hosts capability as an added level of security. You can apply the Trusted Hosts capability as a global feature. Optionally, you can add per-customer allowlists.

If you enable Trusted Hosts as a global setting, the system enforces a configurable blocklist and configurable allowlist for all admin and customer users.

You can also enable Trusted Hosts as a customer setting. The system creates an allowlist of trusted hosts for the customer users. The default entry in the allowlist is to allow all users, so you need to delete this entry to create a real allowlist.

For a customer with Trusted Hosts enabled, the system also enforces the global blocklist and allowlist for the customer users.

How FortiPortal MEA works with FortiManager

FortiPortal MEA requires that the customer FortiGate devices must be managed by FortiManager. FortiManagers may reside in the customer network or in the cloud.

FortiPortal MEA makes configuration changes to the assigned policy package, ADOM objects, and device manager settings using the FortiManager JSON API. The FGFM protocol is used for any changes between FortiManager and FortiGate devices.

When you add FortiManager to FortiPortal MEA, FortiPortal MEA polls FortiManager immediately to obtain information about managed devices. FortiPortal MEA subsequently polls FortiManager based on the configured polling frequency.

Quick start

This section provides a summary of how to get started with FortiPortal MEA:

1. Enable FortiPortal MEA. See Enabling FortiPortal MEA on page 8.
2. Add customers. See Adding customers on page 9.
3. Add customer sites. See Adding customer sites on page 9.
4. Add customer users. See Adding customer users on page 10.
5. Connect to the portal. See Connecting to the portal on page 10.
6. View reports. See Viewing Reports on page 11.
7. Add FortiAnalyzer devices. See Adding FortiAnalyzer devices on page 11.
8. Monitor using the dashboard. See Dashboard on page 11.
9. View security event logs and monitor information for a customer. See Log View and Monitors on page 13.

For information on the limitations of FortiPortal MEA, see the *FortiPortal MEA Release Notes* on the FortiManager page of the Document Library.

Enabling FortiPortal MEA

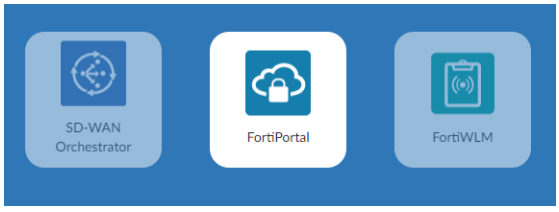
FortiManager provides access to the FortiPortal MEA application that is released and signed by Fortinet.

Only administrators with a *Super_User* profile can enable management extensions.

A CA certificate is required to install management extensions on FortiManager. See CA certificates in the *FortiManager Administration Guide*.

To enable FortiPortal MEA:

1. Ensure you are using ADOM version 6.4 or later.
2. Go to *Management Extensions*.
3. Click the grayed out tile for FortiPortal MEA to enable the application.
   Grayed out tiles represent management extensions. In the following example, *FortiPortal* is enabled, and other management extensions are disabled.



4. Click *OK* in the dialog that appears. It may take some time to install the application.

To enable FortiPortal MEA in the CLI:

```
config system docker
```

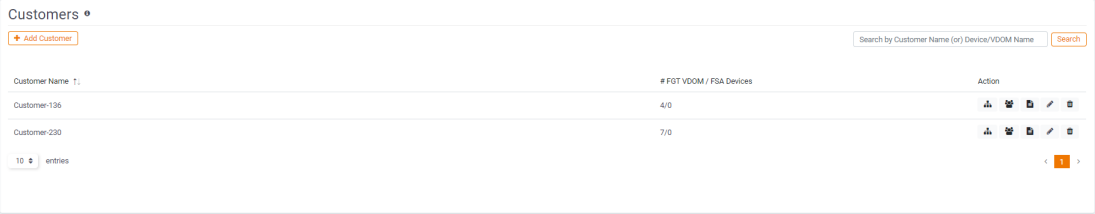
```
    set status enable
    set fortiportal enable
end
```

Adding customers

The *Customers* tab shows summary information for each customer. The content pane lists the customer name and the number of devices per customer.

You can use the *Customers* tab to add or edit customers by entering customer details, information, and selecting other available options in the *Add/Edit Customer* dialog.

To add a customer, select *Add Customer* on the top-left of the *Customers* tab.



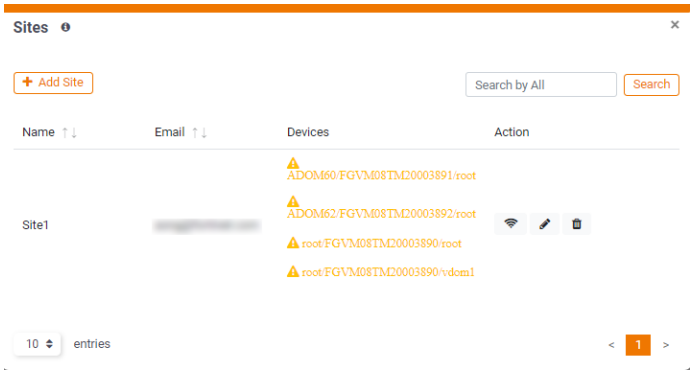
Selecting a customer name in the *Customer* tab opens the customer portal for this customer in a new tab.

For details on filling in the *Add Customer* dialog, see the *FortiPortal Administration Guide* on the Fortinet Docs Library.

Adding customer sites

Selecting the *Sites* ( ) icon from the *Action* column on the *Customers* tab opens the *Sites* window.

To add a customer site, select *Add Site* on the *Sites* window, and fill in the dialog that appears.



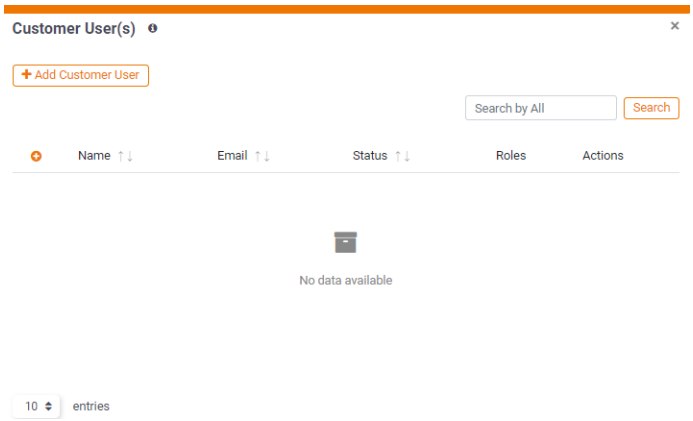
For information on customer sites, filling in the *Add/Edit Site* dialog, and wireless network, see the *FortiPortal Administration Guide* on the Fortinet Docs Library.

Adding customer users

Selecting the *User(s)* (🐾) icon from the *Action* column on the *Customers tab* opens the *Customer User(s)* window.

The *Customer User(s)* window displays information about the local administrative users for a customer.

To add a customer user, select *Add Customer User* on the *Customer User(s)* window, and fill in the dialog that appears.



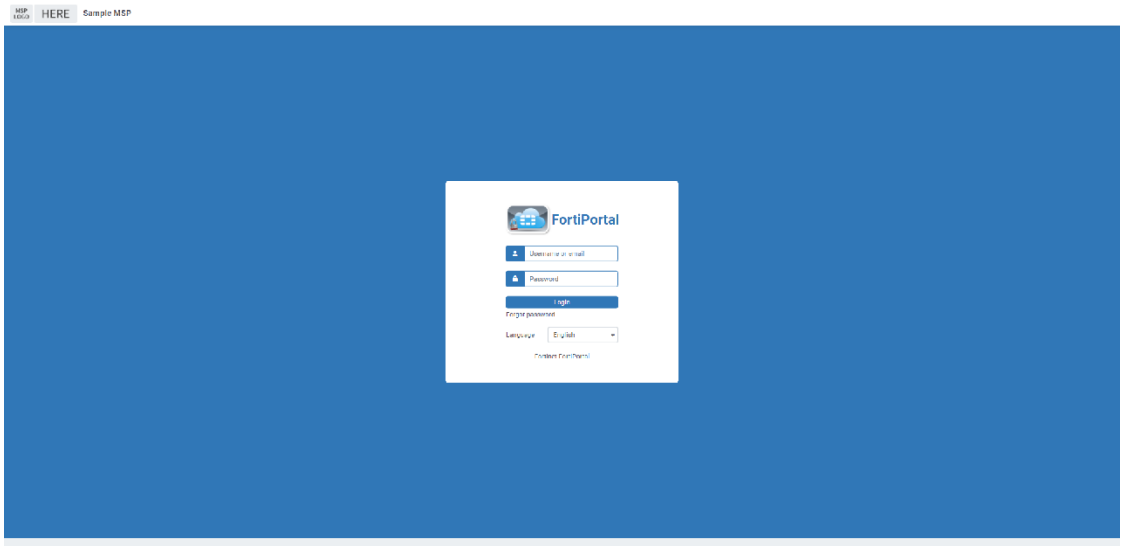
For information on customer users, filling in the *Add/Edit Customer User* dialog and roles, see the *FortiPortal Administration Guide* on the Fortinet Docs Library.

Connecting to the portal

Once the customer site and the users are created, you can then connect to user side of the portal using the link:

`https://<fmgip>:4443/fpc/login`

The following figure shows the default landing page:



For information about the landing page, see the *FortiPortal User Guide* on the Fortinet Docs Library.

Viewing Reports

Selecting the *Reports* (📄) icon from the *Action* column on the *Customers* tab opens the *Reports* window.

The *Reports* window displays information about the available reports to this customer.

The *Reports* tab on the customer portal displays a list of available FortiAnalyzer reports to this customer.

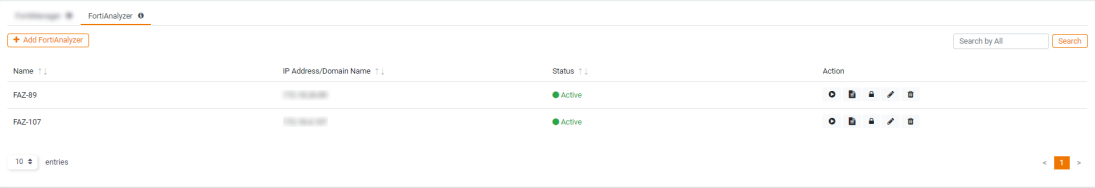
Whether a customer can create or run reports depends on the roles assigned to that customer user.

For information on reports and customer user roles, see the *FortiPortal Administration Guide* and the *FortiPortal User Guide* on the Fortinet Docs Library.

Adding FortiAnalyzer devices

The *FortiAnalyzer* tab shows a list of all the FortiAnalyzer devices.

Go to *Devices* > *FortiAnalyzer*, and select *Add FortiAnalyzer* to add a new FortiAnalyzer device.

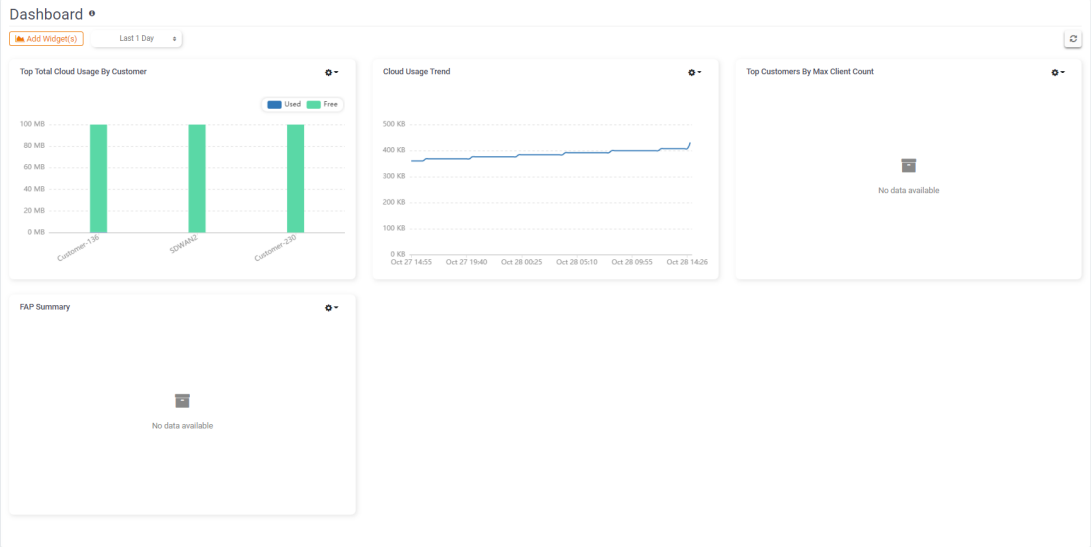


For information on prerequisites for setting up FortiAnalyzer devices, filling in the *Add/Edit FortiAnalyzer* dialog, and viewing FortiAnalyzer reports, see the *FortiPortal Administration Guide* on the Fortinet Docs Library.

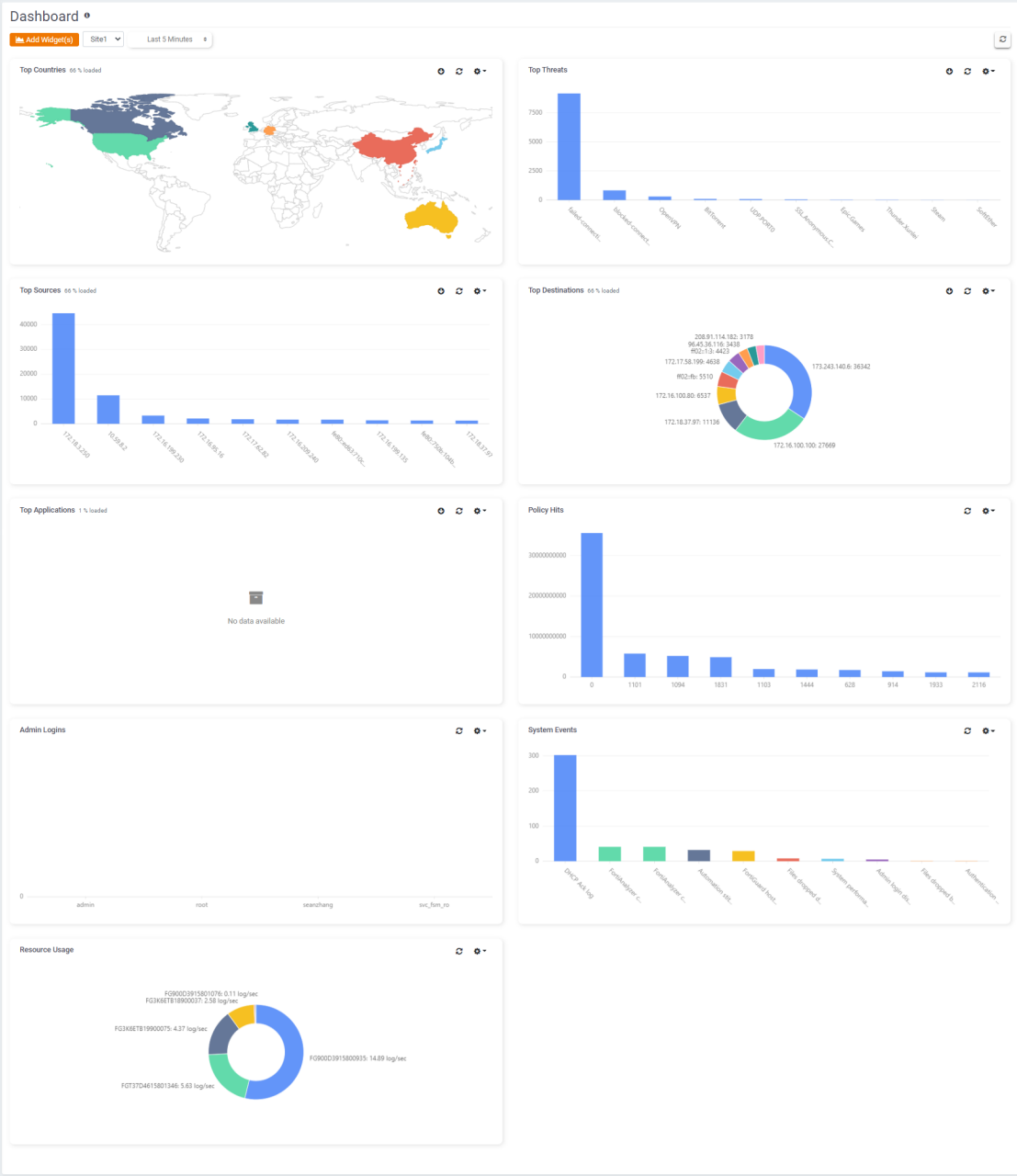
Dashboard

You can use the dashboard to see monitoring information.

On the service provider side, the dashboard displays information about the customers using a set of widgets.



On the customer side, the dashboard displays security event logs and other information for this customer using a set of widgets.



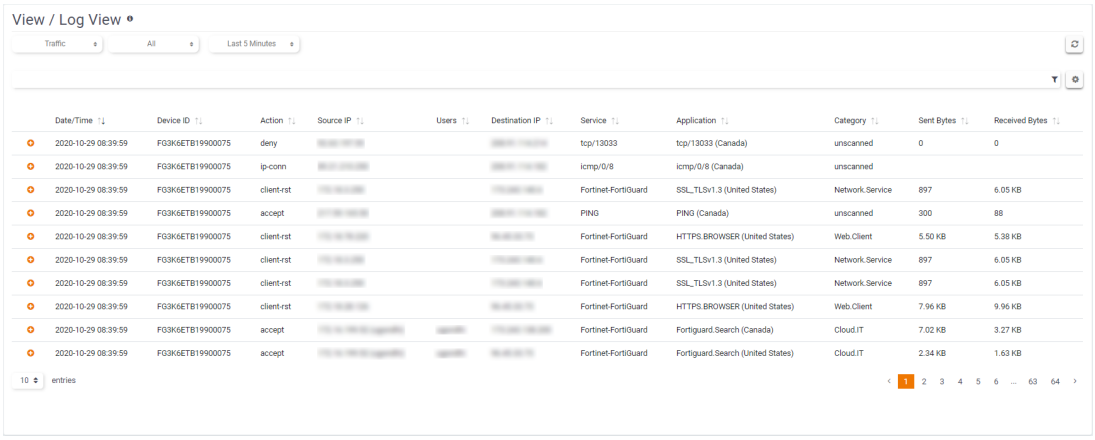
For information on dashboard widgets, see the *FortiPortal Administration Guide* and the *FortiPortal User Guide* on the Fortinet Docs Library.

Log View and Monitors

You can use the *Log View* and the *Monitors* tab in *View* on the customer portal to display event logs and monitoring information for a customer.

The *Log View* tab displays information about the security event logs.

The following figure shows an example of the *Traffic* tab:



The *Monitors* tab shows information about SD-WAN, threats, and VPN.

The following figure shows an example of the *Secure SD-WAN* tab:

For more information, see the *Log View* and the *Monitors* section in the *FortiPortal User Guide* on the Fortinet Docs Library.

More information

FortiPortal is available as follows:

- As a management extension application with FortiManager called FortiPortal MEA
  For information about FortiPortal MEA, see the FortiManager page on the Document Library.
- As a stand-alone product called FortiPortal
  For information about stand-alone FortiPortal, see the FortiPortal page on the Document Library.

This guide includes information about enabling and configuring FortiPortal MEA in FortiManager. It also provides information about how FortiPortal MEA works with FortiManager.

How administrators configure FortiPortal MEA differs slightly from configuring stand-alone FortiPortal. For information on configuring FortiPortal MEA, see this guide.

However end-customers use FortiPortal MEA the same way as stand-alone FortiPortal. As a result, end-customers can use the *FortiPortal User Guide* for information about using either stand-alone FortiPortal or FortiPortal MEA. For more information, see the *FortiPortal User Guide* on the Fortinet Document Library.