



# Administration Guide

FortiGate Cloud 25.1



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FortiGate Cloud 25.1 Administration Guide

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# Change log

| Date       | Change description  |
|------------|---|
| 2025-02-03 | Initial release.  |
| 2025-02-04 | Added <a href="#">Can I disable the automatic firmware upgrade from FortiOS by logging in directly to the FortiGate that has no FortiGate Cloud subscription to bypass the automatic firmware upgrade enforcement from FortiGate Cloud?</a> on page 95. |
| 2025-02-12 | Updated <a href="#">Port and access control information</a> on page 14.   |
| 2025-02-14 | Updated: <ul style="list-style-type: none"><li>• <a href="#">Feature comparison</a> on page 16</li><li>• <a href="#">Management</a> on page 32</li><li>• <a href="#">Frequently asked questions</a> on page 86</li></ul>                                |
| 2025-02-19 | Added <a href="#">How can I activate FortiGate Cloud on a FortiGate provisioned to an OU placeholder account?</a> on page 95.   |
| 2025-04-28 | Updated <a href="#">Firmware Profile</a> on page 42.  |

# Introduction

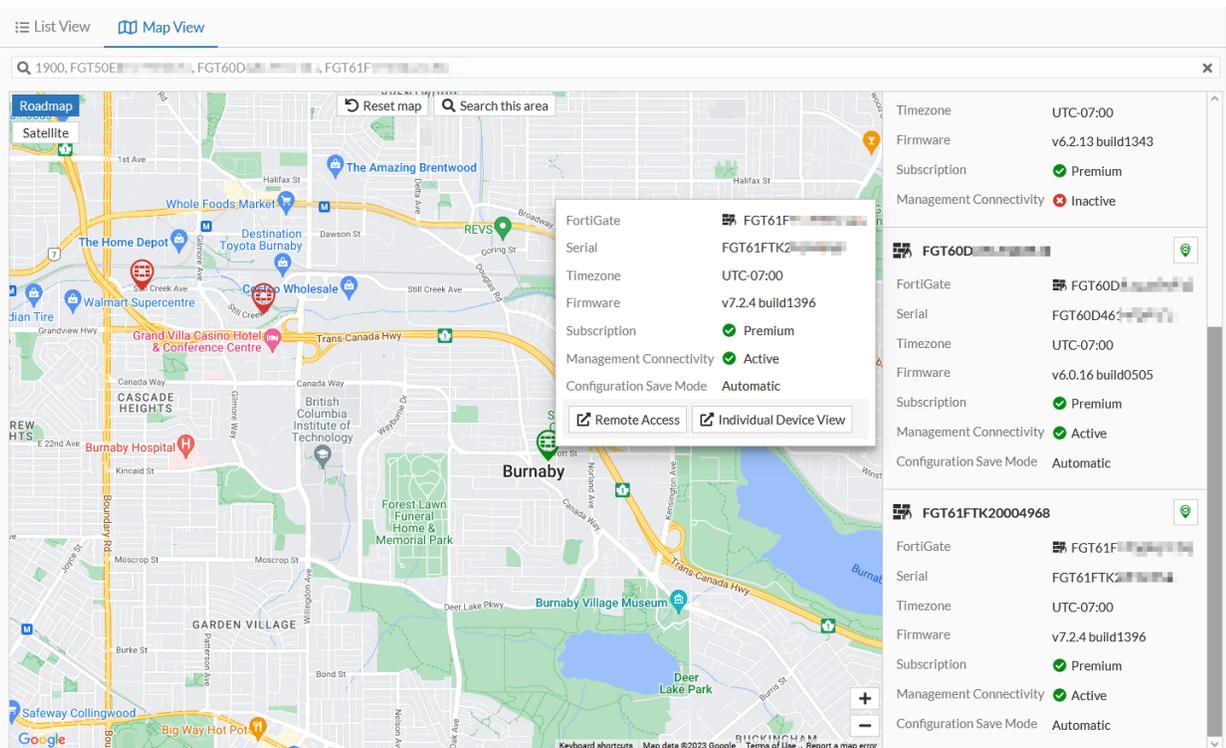
FortiGate Cloud is a cloud-based software-as-a-service (SaaS) offering a range of management, reporting, and analytics for FortiGate next generation firewalls. FortiGate Cloud simplifies the initial deployment, setup, and ongoing management of FortiGate with SD-WAN functions, FortiSwitch, FortiAP, and FortiExtender with zero-touch provisioning, providing you with visibility of your entire deployment. FortiGate Cloud grows with your requirements from a single FortiGate to a complete managed security services management solution for thousands of devices across multiple customers.

With FortiGate Cloud, you can do the following:

- Manage FortiGate and FortiWifi devices, including configuration, backup, firmware upgrade, and running scripts
- Use Remote Access to easily connect to a device without physical connection
- Run full web, event, and traffic analysis on your FortiGates
- Review different types of past-date logs from your FortiGates
- Create, schedule, and customize a full range of reports
- Receive email alerts on device and network events as configured

To add subaccounts and subaccount users under your primary account, you can upgrade your regular account to a multitenancy account. See [Multitenancy on page 73](#).

FortiGate Cloud also integrates other Fortinet services: FortiSandbox SaaS and FortiDeploy. See [Sandbox on page 61](#) and [FortiDeploy on page 21](#).



For information about FortiGate Cloud new features, see the [FortiGate Cloud Release Notes](#).

## Functions

FortiGate Cloud has the following functions:

| Function  | Description   |
|---|---|
| Centralized dashboard                                       | System and log widgets plus real-time monitors.   |
| FortiView log viewer  | Real-time log viewing with filters and download capability.   |
| Drilldown analysis  | Real-time location, user, and network activity analysis, and alert profiles.  |
| Report generator  | Create custom report templates and schedule reports in different formats to display location-based analytics or illustrate network usage platforms.   |
| Device management   | Scheduled configuration backup and history and script management.<br>If using multitenancy license, includes group management.  |
| Antivirus (AV) submission                                   | Shows the status of suspicious files undergoing cloud-based sandbox analysis.   |
| AP, FortiSwitch, and FortiExtender management via FortiGate | <ul style="list-style-type: none"> <li>Wireless configuration:               <ul style="list-style-type: none"> <li>View, add, and remove APs managed by FortiGates</li> <li>View WiFi user statistics and health monitor</li> <li>Create and edit SSID settings</li> <li>Create and edit FortiAP profiles</li> <li>Create and edit WIDS profiles</li> </ul> </li> <li>FortiSwitch management: add, delete, configure, create, and edit FortiSwitch profiles</li> <li>FortiExtender management: add, delete, deploy, create, and edit FortiExtender profiles</li> </ul> |
| Remote access   | Access device configuration from web browser, modify configuration, and push changes through to device through the network.   |
| FortiGate virtual domain (VDOM) support                     | Support for VDOMs configured in FortiGate devices.  |
| Active Directory (AD) management                            | Integration with AD.  |
| Firmware upgrade  | Remotely upgrade FortiOS on FortiGate devices and FortiAP, FortiSwitch, and FortiExtender devices connected to the FortiGate.   |
| Event management  | Set up email alerts for specific network structure emergencies, such as FortiGate Cloud losing connection to the device, or the device's power supply failing.  |
| Regions   | <p>Datacenters located in Canada, Germany, the United States, and Japan for better performance and GDPR compliance for international customers.</p> <p>FortiGate Cloud includes the Global, Europe, U.S., and Japan regions.</p> <p>FortiSandbox SaaS includes the Global, Europe, U.S., and Japan regions.</p> <p>The U.S. datacenter for log storage is designated for the following devices:</p> <ul style="list-style-type: none"> <li>Devices with the U.S. government license</li> </ul>  |

| Function | Description  |
|----------|--|
|          | <ul style="list-style-type: none"> <li>• Devices provisioned to the FortiGate Cloud U.S. region with FortiGuard server location setting configured to USA</li> <li>• Devices provisioned to the FortiGate Cloud U.S. region with a paid FortiGate Cloud Service subscription</li> </ul> <p>Devices provisioned to the FortiGate Cloud U.S. region without FortiGuard server location setting configured to USA or a paid FortiGate Cloud Service subscription use the Canada datacenter.</p> |

## Requirements

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

| Requirement                 | Description  |
|-----------------------------|--|
| FortiCloud account          | Create a FortiCloud account if you do not have one. Launching FortiGate Cloud requires a FortiCloud account. A primary FortiCloud account can invite other users to launch FortiGate Cloud as secondary administrator/regular users. Some customers may be using their FortiCloud or FortiCare account. Merging these accounts to your FortiCloud account is strongly recommended. |
| FortiGate/FortiWifi license | You must register all FortiGate/FortiWifi devices on FortiCloud.   |
| FortiGate Cloud entitlement | Purchase FortiGate Cloud licenses from Fortinet.   |
| Internet access             | You must have internet access to create a FortiGate Cloud instance and to enable devices to communicate with and periodically send logs to FortiGate Cloud.  |
| Browser                     | FortiGate Cloud supports Firefox, Chrome, Safari, and Edge.  |

FortiGate Cloud supports all high-end, mid-range, and entry-level FortiGate models. You can find more information about FortiGate models and specifications on the [Fortinet website](#). All FortiWifi models support FortiGate Cloud.

See [Product Life Cycle](#). If the EOS of the highest firmware version that a platform can support has been reached, FortiGate Cloud will support this platform until its hardware EOS is also reached.

Upgrading your device to the latest firmware or replacing EOS hardware is recommended for continued support and security.

The following summarizes FortiGate Cloud support for older FortiOS versions:

- FortiGate Cloud supported FortiOS 5.X and 6.2 until March 31, 2024.
- FortiOS 6.4:
  - FortiGate Cloud will support FortiGates on FortiOS 6.4 with an Elite license until March 31, 2026.
  - Devices with a FortiGate Cloud subscription running FortiOS 6.4 and later versions are exempt from firmware EOS enforcement.

For FortiDeploy, FortiGate Cloud supports FortiGate/FortiWiFi/POE desktop and 1U models up to the 900 series running FortiOS 6.4 and later. See [FortiDeploy on page 21](#).

The following table lists port numbers that outbound traffic requires. On request, Fortinet can supply the destination IP addresses to add to an outbound policy, if required.

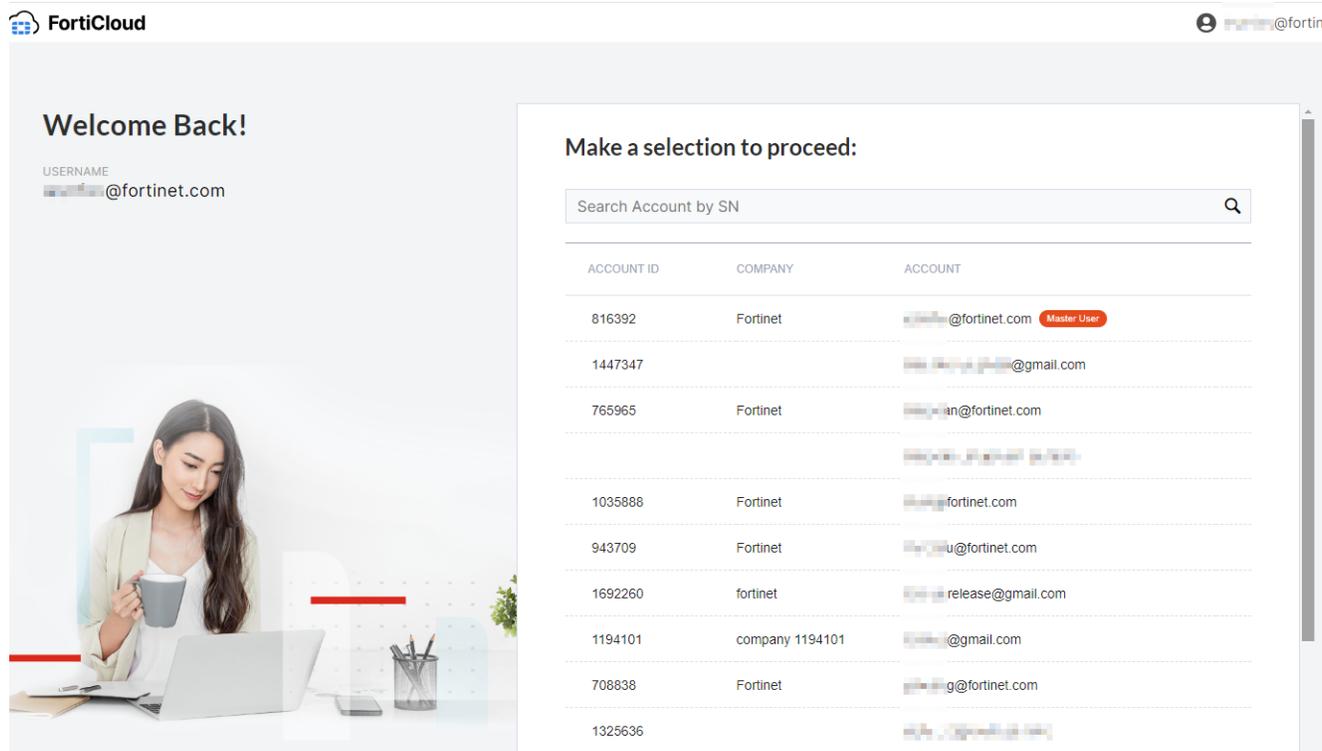
| Purpose   | Protocol | Port |
|---|----------|------|
| Syslog, registration, quarantine, log, and report | TCP      | 443  |
| OFTP  | TCP      | 514  |
| Management  | TCP      | 541  |
| Contract validation                               | TCP      | 443  |
| Config portal                                     | TCP      | 8443 |

## Getting started with FortiGate Cloud

After activating your FortiCloud SSO account and ensuring that you have met all requirements in [Requirements on page 9](#), go to one of the following to access FortiGate Cloud:

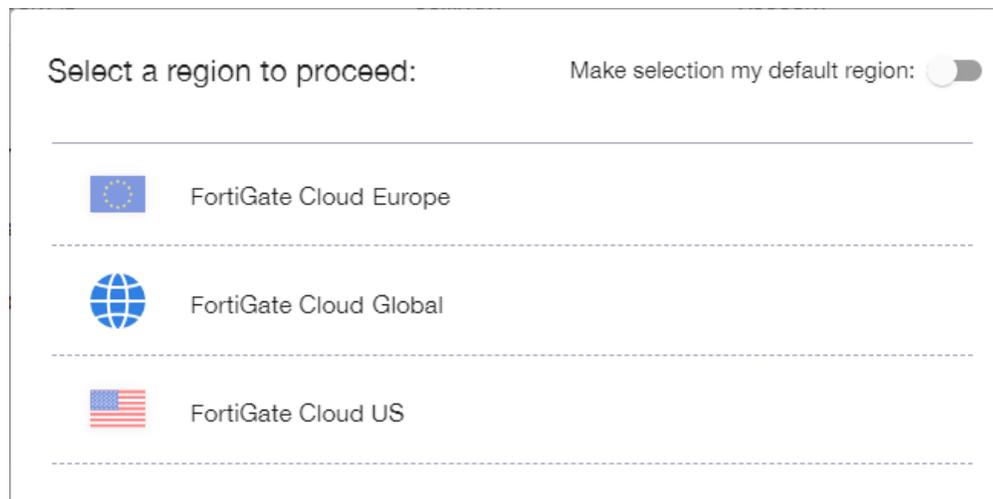
| Region | URL   |
|--------|---|
| Global | <a href="https://forticloud.com">https://forticloud.com</a>               |
| Europe | <a href="https://europe.forticloud.com">https://europe.forticloud.com</a> |
| U.S.   | <a href="https://us.forticloud.com">https://us.forticloud.com</a>         |
| Japan  | <a href="https://jp.forticloud.com">https://jp.forticloud.com</a>         |

When you initially log in to the FortiGate Cloud portal, the login page displays. The login page displays all accounts that you have access to. The page lists regions that each account can access. You can also search for an account using the serial number of a FortiGate deployed on that account. Click the desired account.



| ACCOUNT ID | COMPANY         | ACCOUNT  |
|------------|-----------------|--|
| 816392     | Fortinet        | [redacted]@fortinet.com <span>Master User</span> |
| 1447347    |                 | [redacted]@gmail.com                             |
| 765965     | Fortinet        | [redacted]@fortinet.com                          |
|            |                 | [redacted]@fortinet.com                          |
| 1035888    | Fortinet        | [redacted]@fortinet.com                          |
| 943709     | Fortinet        | [redacted]@fortinet.com                          |
| 1692260    | fortinet        | [redacted]@release@gmail.com                     |
| 1194101    | company 1194101 | [redacted]@gmail.com                             |
| 708838     | Fortinet        | [redacted]@fortinet.com                          |
| 1325636    |                 | [redacted]@fortinet.com                          |

Select the region to access FortiGate Cloud in. If desired, you can make your current selection the default landing region for this account.



Select a region to proceed: Make selection my default region:

-  FortiGate Cloud Europe
-  FortiGate Cloud Global
-  FortiGate Cloud US

To initially activate the new layout, you can enable the *New Layout* toggle in *Account Setting*. The portal reloads with the new layout. If desired, you can toggle back to the legacy layout.

If the FortiGate Cloud account does not have a FortiCloud ID or does not exist in FortiCare, FortiGate Cloud displays a registration dialog when you log in to the account. After you enter all required information and click *Register*, the account is registered to FortiCloud.

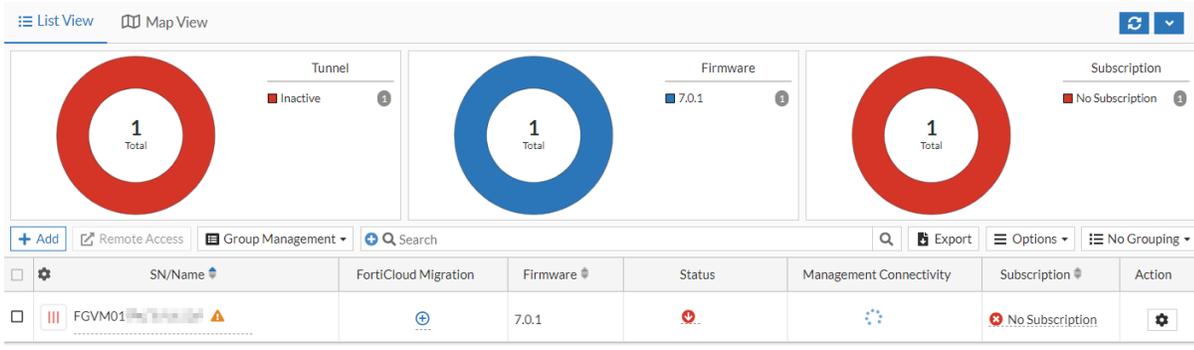
Register and Upgrade your FortiGate Cloud account ✕

Register and upgrade your FortiGate Cloud account to FortiCloud account to enable access to FortiGate Cloud, support and other cloud services with a single unified account

|                           |  |       |
|---------------------------|--|-------|
| Company                   | <input type="text"/>   | 0/128 |
| Address                   | <input type="text"/>   | 0/128 |
| Country:                  | <input type="text" value="Select a country"/>                                |       |
| City                      | <input type="text"/>   | 0/64  |
| State/Province            | <input type="text"/>   | 0/64  |
| ZIP/Postal Code           | <input type="text"/>   | 0/32  |
| Phone:                    | <input type="text" value="Select a country/area code"/> <input type="text"/> | 0/16  |
| Fax:                      | <input type="text" value="Select a country/area code"/> <input type="text"/> | 0/16  |
| Industry:                 | <input type="text" value="Select an organization industry"/>                 |       |
| Organization Size:        | <input type="text" value="Select an organization size"/>                     |       |
| Master User:              | <input type="text" value=" @fortinet.com"/>                                  |       |
| First Name                | <input type="text"/>   | 0/64  |
| Last Name                 | <input type="text"/>   | 0/64  |
| Password for Verification | <input type="text"/>   | 0/128 |

After you access the desired account, the FortiGate Cloud portal displays the *Assets* page. You can access notifications regarding maintenance, multitenancy expiration, and unregistered devices from the FortiCloud banner at the top of the page. You can access FortiGate Cloud documentation from the ? icon on the lower banner.

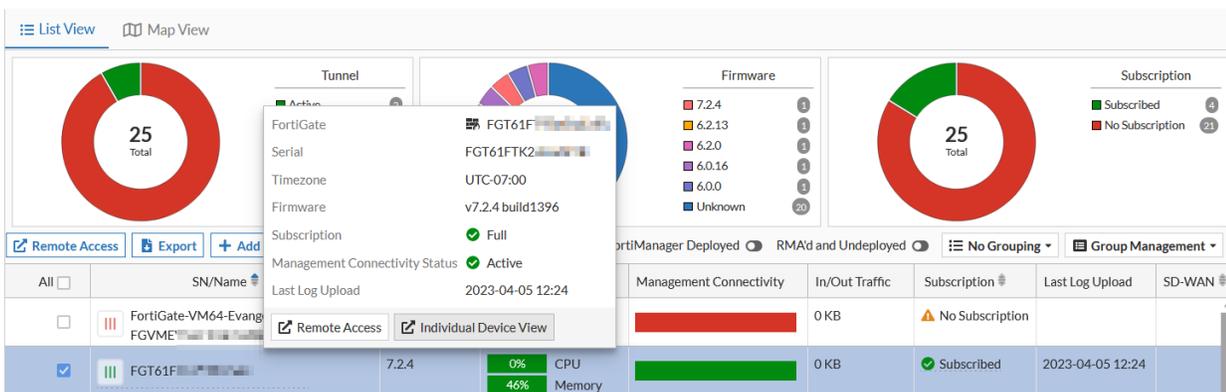
The *Assets* page displays the list of devices that are currently deployed to FortiGate Cloud. From the left pane, you can access other options including scripts, reporting, and account settings features.



The following describes the portal options available from the left pane:

| Option     | Description  |
|------------|--|
| Assets     | Assets displays a list of devices that are currently deployed to FortiGate Cloud. For details on actions available in Assets, see <a href="#">Assets on page 26</a> .                          |
| Analytics  | Create and alter report configurations and their settings. These report configurations are available for all deployed devices. See <a href="#">Report configurations on page 57</a> .          |
| Management | Create script files to check device status or get bulk configuration information quickly. See <a href="#">Management on page 32</a> .  |
| Sandbox    | View Sandbox scan results. See <a href="#">Sandbox on page 61</a> .  |
| Inventory  | View a centralized inventory of all FortiGate and FortiWifi devices from all FortiGate Cloud instances in a domain group, regardless of datacenter. See <a href="#">Inventory on page 20</a> . |
| Settings   | Add and manage FortiGate Cloud administrator accounts. See <a href="#">Account Setting on page 68</a> .<br>Manage Sandbox settings. See <a href="#">Sandbox on page 61</a> .                   |
| Audit Log  | View a log of actions that users performed on the FortiGate Cloud portal. See <a href="#">Audit Log on page 71</a> .   |

FortiGate Cloud also provides the device-specific *Analytics*, *Sandbox*, and *Management* modules. To access *Analytics*, *Sandbox*, and *Management*, hover over the desired device in *Assets*, then click *Individual Device View*.



The following describes the device-specific modules available:

| Option     | Description   |
|------------|---|
| Analytics  | Monitor and log your device's traffic for centralized oversight of traffic and security events. See <a href="#">Analytics on page 44</a> .  |
| Sandbox    | Upload and analyze files that FortiGate AV marks as suspicious to FortiSandbox SaaS. See <a href="#">Sandbox on page 61</a> .   |
| Management | Remotely manage FortiGate and FortiWiFi devices that are connected to the FortiGate Cloud service. See <a href="#">Management on page 32</a> .<br>For details on remotely accessing a device, see <a href="#">To remotely access a device: on page 32</a> . |

The FortiGate Cloud landing page also offers the option of accessing a demo site, from which you can experience the benefits of FortiGate Cloud. Click *Standard Portal Demo Site*. Enter your contact details in the form and you will be able to log in to the [demo portal](#).

## Port and access control information

FortiGate Cloud uses TCP ports 80, 443, 514, 541, and UDP ports 5246/5247. IP address ranges differ depending on the region:

| Region  | IP address range  |
|---------|---|
| Global  | 208.91.113.0/24, 173.243.132.0/24   |
| Japan   | <ul style="list-style-type: none"> <li>Subnet: 210.7.96.0/24</li> <li>Gateway IP address: 210.7.96.1</li> </ul> |
| Germany | 154.52.10.0/24  |
| France  | 154.45.6.0/24   |

The following summarizes FortiSandbox SaaS (SaaS) information for FortiGate Cloud:

| Region | IP address range                                  |
|--------|---|
| Global | 173.243.139.0/24, 184.94.112.0/24, 154.52.26.0/24 |
| Japan  | 210.7.96.0/24, 154.52.7.0/24                      |
| EU     | 83.231.212.128/25, 154.45.1.0/24, 154.52.11.0/24  |
| US     | 209.40.106.192/26, 209.66.107.0/24                |

## License types

To activate FortiGate Cloud, you must acquire a subscription license and add-ons as needed based on the SKUs that the following table lists:

| Description  | SKU  |
|--|--|
| <b>FortiGate Cloud Service (Management, Analytics, and one-year log retention)</b> |  |
| FortiGate and FortiWifi  | FC-10-00XXX-131-02-DD  |
| <b>Multitenancy* (one of the following)</b>  |  |
| Multitenancy with subaccounts  | FCLE-10-FCLD0-161-02-12  |
| Multitenancy with FortiCloud Organizations   | FC-15-CLDPS-219-02-DD  |
| <b>FortiSandbox SaaS (per device)</b>  |  |
| FortiSandbox SaaS for FortiGate  | FC-10-XXXXXX-811-02-DD<br>FC-10-XXXXXX-950-02-DD<br>FC-10-XXXXXX-928-02-DD<br>FC-10-XXXXXX-100-02-DD |
| <b>FortiDeploy</b>   |  |
| Bulk provisioning  | FDP-SINGLE-USE   |
| <b>FortiGate Cloud IOC</b>   |  |
| FortiGate 20 to 90 models  | FC-10-90803-142-02-12  |
| FortiGate 100 to 300 models  | FC-10-90804-142-02-12  |

\* FortiGate Cloud supports multitenancy with subaccounts and with FortiCloud Organizations (recommended).

The FortiGate Cloud subscription for management, analytics, and one-year log retention is available for FortiGates or FortiWiFi devices (per device) with a one-, three- or five- year service term. For high availability clusters, a subscription is required for each device.

Multitenancy with FortiCloud organizations does not require additional licensing. For multitenancy with subaccounts, in addition to FortiGate Cloud subscription per device, the FortiGate Cloud multitenancy license is required at the account level on the admin account managing the tenants.

For FortiSandbox SaaS upload limits, see [Sandbox on page 61](#).

For the *IOC* icon to be visible on a FortiGate within FortiGate Cloud, both the IOC license and the FortiGate Cloud Service subscription are required.

For the IOC license, activation on device requires FortiOS 5.4.2 or later.



Provisioning FortiGates to FortiGate Cloud does not require a subscription. For limitations without a subscription, see [Feature comparison on page 16](#). All devices must be registered on the [Fortinet Support site](#).

For pricing information, contact your Fortinet partner or reseller.

FortiGate Cloud reserves the right to impose limits upon detection of abnormal or excessive traffic originating from a certain device and perform preventive measures including blocking the device and restricting log data.

FortiGate Cloud sends a reminder email when licenses are close to their expiry dates.

## Feature comparison

FortiGate Cloud offers a different feature set depending on whether or not the device has a paid subscription. The following chart shows the features available for FortiGate Cloud for these scenarios:

| Feature                              | Device without paid subscription   | Device with paid subscription |
|--------------------------------------|--|-------------------------------|
| <b>Analysis</b>                      | Yes  | Yes                           |
| FortiView                            | Yes  | Yes                           |
| Monitor                              | Yes  | Yes                           |
| Logview                              | Yes  | Yes                           |
| Log retention                        | Seven days   | One year                      |
| Raw log download                     | No   | Yes                           |
| Event Management                     | No   | Yes                           |
| 360 Degree Activity Report           | Yes  | Yes                           |
| All other reports                    | No   | Yes                           |
| <b>Sandbox</b>                       | Yes  | Yes                           |
| <b>Audit Log</b>                     | Yes  | Yes                           |
| <b>Management</b>                    | No   | Yes                           |
| Configuration backup and restoration | No   | Yes                           |
| Scripts                              | No   | Yes                           |
| Remote access                        | Yes (read-only)<br>For the following FortiOS versions, remote access with full permission (read and write) requires a registered FortiGate Cloud Service subscription on the FortiGate. <ul style="list-style-type: none"><li>• 7.6.0 and later versions</li></ul> | Yes (read-write)              |

| Feature                                       | Device without paid subscription  | Device with paid subscription          |
|---|---|--|
|   | <ul style="list-style-type: none"> <li>7.4.2 and later versions</li> <li>7.2.8 and later versions</li> <li>7.0.14 and later versions</li> </ul> Devices without a registered FortiGate Cloud Service Subscription running these FortiOS versions only support read-only remote access.  |  |
| Manual firmware upgrade                       | Yes.<br>You must manually upgrade a FortiGate without a paid subscription to the latest patch of its FortiOS version within seven days of the patch becoming available. If you do not upgrade the FortiGate within seven days, it remains connected to FortiGate Cloud but stops uploading logs to FortiGate Cloud.<br>See <a href="#">Upgrade on page 34</a> . | Yes                                    |
| Customizable automatic patch firmware upgrade | No  | Disabled by default and can be enabled |
| <b>Multitenancy</b>                           | No  | No                                     |

You can enable multitenancy features by activating a multitenancy license on a regular account. For details, see [Multitenancy on page 73](#).

## Upgrading to FortiGate Cloud 25.1.a Portal (Beta)

A FortiGate Cloud 25.1.a Portal (Beta) is available to upgrade your FortiGate Cloud environment to. For FortiGate Cloud 25.1.a Portal (Beta) feature descriptions, see [Features](#).

### To upgrade your environment:

In FortiGate Cloud, from the top banner, toggle on *25.1.a Portal (Beta)*. The GUI refreshes to display the Combined Portal.

See the [FortiGate Cloud Combined Portal \(Beta\) Administration Guide](#) for details on FortiGate Cloud Combined Portal (Beta).

# Deployment

You can deploy FortiGate Cloud using one of the following methods:

- [FortiCloud or FortiDeploy key](#)
- [FortiOS GUI](#)

After deploying FortiGate Cloud using one of the methods described, complete basic configuration by doing the following:

1. Create a firewall policy with logging enabled. Configure log uploading if necessary.
2. Log in to FortiGate Cloud using your FortiCloud account.



For FortiGates that are part of a high availability (HA) pair, you must activate FortiGate Cloud on the primary FortiGate. Activate FortiGate Cloud on the primary FortiGate as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI: on page 19](#) describes. FortiGate Cloud activation on the primary FortiGate activates FortiGate Cloud on the secondary FortiGate. Local FortiGate Cloud activation on the secondary FortiGate fails.

For a FortiGate with a US-Government license to use the US region service of FortiGate Cloud, you must import the device into your US region FortiGate Cloud account by a cloud/FortiDeploy key or use the CLI login command `execute fortiguard-log login <email> <password> US` if cloud/FortiDeploy key is unavailable.

FortiGate Cloud supports FortiGates with FIPS-CC mode enabled for Management and Analytics features.

## To deploy a FortiGate/FortiWifi to FortiGate Cloud using the FortiCloud or FortiDeploy key:

1. Log in to the [FortiGate Cloud portal](#).
2. Do one of the following:
  - Click **Add**.

| SN/Name | FortiCloud Migration | Firmware | Status | Management Connectivity | Subscription | Action |
|---------|----------------------|----------|--------|-------------------------|--------------|--------|
| FGVM01  |                      | 7.0.1    |        |                         |              |        |

- Go to **Inventory**, then click **Import FortiCloud or FortiDeploy key**.

FortiGate Inventory (2) FortiCare Inventory (0) FortiGate Cloud Deployed (1) FortiManager Deployed (0) FortiManager Cloud Deployed (0)

[Import FortiCloud or FortiDeploy key](#)

3. Enter the key printed on your FortiGate.
4. For *End User Type*, select non-government or government user.

5. For *Provision*, select one of the following:
  - *Later* to deploy the FortiGate at a later time
  - *Now* to deploy the FortiGate now. From the *Display Timezone* dropdown list, select the desired time zone.
6. (Optional) Under *Select Sub Account*, select the desired subaccount.
7. Click *OK*.



After the device successfully deploys, the device key becomes invalid. You can only use the key once to deploy a device.

---

### To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI:

1. In the FortiCloud portal, ensure that you have a product entitlement for FortiGate Cloud for the desired FortiGate or FortiWifi.
2. In FortiOS, do one of the following:
  - Go to *Security Fabric > Fabric Connectors*, and enable *Central Management*. For *Type*, select *FortiGate Cloud*.
  - In the *Dashboard*, in the *FortiGate Cloud* widget, the *Status* displays as *Not Activated*. Click *Not Activated*.
3. Click *Activate*.
4. In the *Activate FortiGate Cloud* panel, for *Account*, select *FortinetOne*.
5. In the *Email* and *Password* fields, enter the email address and password associated with the FortiCloud account.
6. Enable *Send logs to FortiGate Cloud*. Click *OK*.
7. This automatically enables *Cloud Logging*. Ensure that *Cloud Logging* is enabled. If it is disabled, enable it, then set *Type* to *FortiGate Cloud*.
8. Set the central management setting to FortiCloud. This is the initial requirement for enabling device management features.

### To unsubscribe from FortiGate Cloud:

You can disconnect your account from the dashboard in your FortiGate/FortiWifi.

1. In the FortiOS *Dashboard FortiGate Cloud* widget, the *Status* appears as *Activated*. Click *Activated*, then click *Logout*.
2. In the confirmation dialog, click *OK*. This detaches the FortiGate/FortiWifi from the account and stops uploading logs.

### To move a FortiGate/FortiWifi deployed to FortiGate Cloud to another account:

To move a FortiGate/FortiWifi that is already deployed to FortiGate Cloud to another account and retain its historical data, you must follow these instructions.

1. Log in to the FortiGate Cloud portal using the account that the FortiGate/FortiWifi is currently deployed on.
2. Click the *Action* icon for the desired device.
3. Click *Migrate Existing Data*.
4. In the *Account ID* field of the *Migrate Existing Data* dialog, enter the desired new account. Click *OK*.
5. In FortiOS, go to *Security Fabric > Settings*. Log out of the FortiGate Cloud account that the FortiGate/FortiWifi is currently deployed on.
6. Deploy the device to FortiGate Cloud using the new account by following the instructions for [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI: on page 19](#).

After moving a FortiGate to another FortiGate Cloud account, you must also transfer that FortiGate to the same account in FortiCloud.

## Inventory

*Inventory* displays a centralized inventory of all FortiGate and FortiWifi devices from all FortiGate Cloud instances in a domain group, regardless of region. For example, if you access *Inventory* from the Europe region, you see the region of a connected FortiGate Cloud instance from the global region.

*Inventory* is divided into tabs:

- FortiGate Inventory
- FortiCare Inventory
- FortiGate Cloud Deployed
- FortiManager Deployed
- FortiManager Cloud Deployed

You can filter each list by searching for the device serial number (SN) in the searchbar.

If you add devices using the FortiDeploy bulk key, the *FortiGate Inventory*, *FortiGate Cloud Deployed*, *FortiManager Deployed*, and *FortiManager Cloud Deployed* tabs allow you to filter the device list by the FortiDeploy bulk key, and display a *Bulk Key* column in the device list.

### FortiGate Inventory

*FortiGate Inventory* displays the inventory of all FortiGate and FortiWifi devices imported by FortiCloud key or FortiDeploy bulk key to FortiGate Cloud, including each device's subscription status. The inventory provides a centralized view of all devices imported into the Europe and global services. From here, you can deploy devices to FortiGate Cloud or FortiManager, if configured. You can also delete an imported device from the inventory.

#### To deploy a device to FortiGate Cloud:

1. On the homepage, go to *Inventory*.
2. Select the desired devices.
3. Click *Deploy to FortiGate Cloud*.
4. From the *Select Display Timezone* dropdown list, select the desired time zone. Click *Next*.
5. For a multitenancy account, you can select the desired subaccount to add the devices to. Select the subaccount, then click *Next*.
6. Click *OK*. These devices deploy to FortiGate Cloud, and you can now access them on the *FortiGate Cloud Deployed* tab.

#### To deploy a device to FortiManager:

1. On the homepage, go to *Inventory*.
2. From the *FortiManager* dropdown list, select *FortiManager Setup*.
3. In the *FortiManager Setup* dialog, enter the desired FortiManager IP address/FQDN and SN. To deploy to FortiManagers that are part of a high availability pair, enter the two serial numbers separated by a comma. Click *OK*.
4. Select the desired devices.

5. From the *FortiManager* dropdown list, click *Deploy to FortiManager*.
6. From the *Select Display Timezone* dropdown list, select the desired time zone. Click *Next*.
7. Click *OK*.
8. Go to *FortiManager Deployed*. The *Status* column displays the deployment process current status. Once the *Status* column displays that the process is complete, these devices deploy to FortiManager, and you can view their SNs on the *FortiManager Deployed* tab. Once deployed to FortiManager, FortiGate Cloud has no control over the device. You cannot manage the device in FortiGate Cloud until you set central management back to FortiGate Cloud.

**To delete a device from inventory:**

1. On the homepage, go to *Inventory*.
2. Select the desired devices.
3. Click *Delete*.
4. In the confirmation dialog, click *OK*.

## FortiCare Inventory

FortiCare Inventory displays the devices that are registered to FortiCloud under the account's primary administrator email address with a verified key. Admin users with full account management access can view and deploy these devices from the FortiCare Inventory to FortiGate Cloud. To deploy FortiCloud devices to FortiGate Cloud, follow the instructions in [To deploy a device to FortiGate Cloud: on page 20](#), from the *FortiCare Inventory* tab. To deploy FortiCare devices to FortiManager, follow the instructions in [To deploy a device to FortiManager: on page 20](#) from the *FortiCare Inventory* tab.

## FortiGate Cloud Deployed, FortiManager Deployed, and FortiManager Cloud Deployed

The *FortiGate Cloud Deployed*, *FortiManager Deployed*, and *FortiManager Cloud Deployed* tabs displays all FortiGate and FortiWifi devices deployed to FortiGate Cloud, FortiManager, and FortiManager Cloud respectively. The tabs also display the devices' subscription statuses and the date and time that they were deployed. Click a device SN to access Analytics, Management, and Sandbox functions for that device.

The *FortiGate Inventory* tab provides a centralized view of all devices imported into the Europe and global services. However, after you deploy a FortiGate to FortiGate Cloud, you can only view the FortiGates deployed to the service that you are currently logged in to on the *FortiGate Cloud Deployed* tab. For example, if you are currently logged in to the Europe service, the *FortiGate Cloud Deployed* tab only displays FortiGates deployed to the FortiGate Cloud Europe service.

## FortiDeploy

FortiDeploy is a product built into FortiGate Cloud for zero-touch provisioning (ZTP) when devices are deployed locally or remotely. FortiDeploy provides automatic connection of FortiGates for management by FortiGate Cloud or FortiManager.

At time of purchase, you can order a FortiDeploy SKU in addition to your FortiGate Cloud subscription.

When you visit the [FortiGate Cloud portal](#) and enter the FortiDeploy bulk key, you see a list of serial numbers from the order that contained the FortiDeploy SKU. After you confirm that the devices are connected, you can perform basic

configuration on the devices remotely, such as sending a FortiManager IP address to all remote FortiGates, so that the FortiManager can manage them remotely.

FortiDeploy support starts the moment you send an email to [cs@fortinet.com](mailto:cs@fortinet.com). You can also contact [cs@fortinet.com](mailto:cs@fortinet.com) if you already purchased a FortiGate Cloud subscription and want to purchase FortiDeploy to add to your existing subscription.

FortiDeploy requires a FortiGate model that supports the ZTP (autojoin) feature. FortiGate/FortiWiFi/POE desktop and 1U models up to 100F support the ZTP feature. For other models, FortiDeploy supports one-touch provisioning. For these models, you must configure DHCP on the port of choice. The FortiDeploy server can push FortiManager settings to devices that fulfill this requirement. Having trained personnel handle larger deployments is recommended. FortiDeploy is available for devices running FortiOS 5.2.2 and later.

### To enable autojoining FortiGate Cloud:

From FortiOS 5.2.3 and later, the `auto-join-forticloud` option is enabled by default. You must enable it for FortiDeploy to function correctly. You can ensure that the option is enabled by running the following commands:

```
config system fortiguard
  set auto-join-forticloud enable
end
```

After changing this setting, restart the device and ensure that the device sends traffic to FortiGate Cloud to verify that you configured it correctly.

### To set central management to FortiGuard:

If your device is connected to FortiGate Cloud but not cloud-managed, ensure that central management is set to FortiGuard:

```
config system central-management
  set type fortiguard
end
```

Reboot the device, log into FortiGate Cloud, and see if you can manage the device.

### To use FortiDeploy with a device deployed behind a NAT device:

The internal or LAN interface default address is the 192.168.1.0/24 subnet. IP address conflicts can occur with departmentalization devices. You can unset each device's default IP address:

```
config system interface
  edit internal
    unset ip
  end
end
config system interface
  edit lan
    unset ip
  end
end
```

You can change the web-based management interface's internal interface IP address in *Network > Interfaces*.

### To set a port to DHCP mode:

```
config system interface
```

## Deployment

---

```
edit "portX"  
    set mode dhcp  
    set role wan  
next  
end
```

## FortiCloud and FortiDeploy keys

The following table summarizes the differences between FortiCloud and FortiDeploy key usage:

| Account type | Key type    | Key reuse policy                     | Autojoin policy   |
|--------------|-------------|--------------------------------------|---|
| Regular      | FortiCloud  | Valid until a new device is deployed | 24 hours from first autojoin (grace period)<br>If join request is from the same IP address: 15 minutes after reenabling autojoin. |
|              | FortiDeploy | Valid only once                      | Always  |
| Multitenancy | FortiCloud  | Valid until a new device is deployed | Always  |
|              | FortiDeploy | Valid only once                      | Always  |

A FortiGate that is imported by FortiCloud or FortiDeploy key which has not been registered in FortiCloud is registered upon deployment to FortiGate Cloud or FortiManager.

You can reenable autojoin for a device in *Assets* or *Inventory*.

### FortiCloud key

A FortiCloud key is printed on a sticker attached to a FortiGate/FortiWiFi's top surface. You can use this key for one of the following:

- Directly add a new individual device to a FortiGate Cloud account.
- Import the key to a FortiGate Cloud account inventory.

See [To deploy a FortiGate/FortiWifi to FortiGate Cloud using the FortiCloud or FortiDeploy key: on page 18](#)

Either action allows the next autojoin request from the device. After the device successfully connects to FortiGate Cloud, its FortiCloud key becomes invalid.

If you load a device by FortiCloud key to a regular account, FortiGate Cloud always allows the device's autojoin request if the source IP address is the same as the last time it autojoined. If the device source IP address differs from the last time it successfully autojoined, you have the option to reenable autojoin for 15 minutes. You must reboot the device within that time to finish the autojoin process. You have a maximum of five attempts to reenable autojoin and reboot the device. After you reach five attempts, you must contact [Customer Service & Support](#) to reset the number of attempts. When the device successfully completes the autojoin process, this resets the number of attempts.

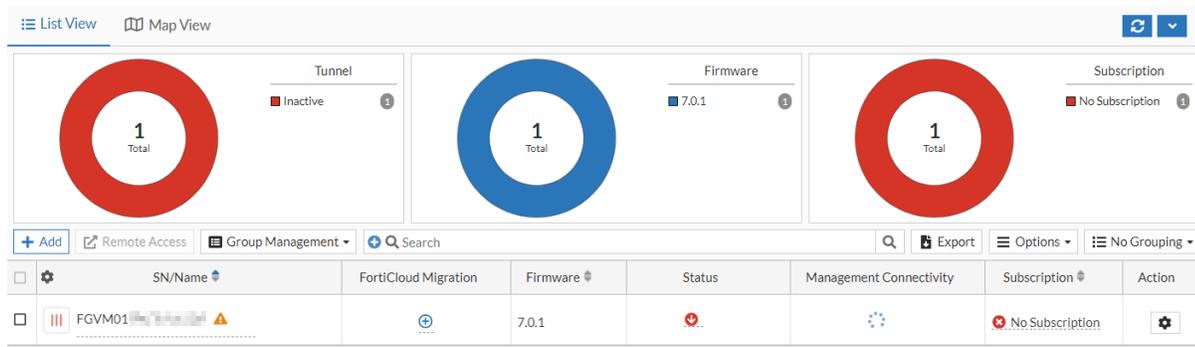
For multitenancy accounts, autojoin is always allowed.

## FortiDeploy key

A FortiDeploy key is purchased with a SKU to load one or multiple new FortiGate/FortiWiFi(s) to a FortiGate Cloud account inventory. See [To deploy a FortiGate/FortiWiFi to FortiGate Cloud using the FortiCloud or FortiDeploy key: on page 18](#). This load action allows autojoin requests from all devices on the FortiDeploy key. Once you use a FortiDeploy key to load devices to a FortiGate Cloud account, you cannot reuse it to reload the devices. FortiGate Cloud always allows autojoin for a device added by FortiDeploy key.

# Assets

You see *Assets* when you first open FortiGate Cloud. From *Assets*, you can add a FortiGate as [To deploy a FortiGate/FortiWifi to FortiGate Cloud using the FortiCloud or FortiDeploy key: on page 18](#) describes. A user with an admin role can also go the device-specific [Analytics on page 44](#), [Management on page 32](#), [Sandbox on page 61](#) pages. A user with a regular role or subaccount admin role (multitenancy) can only go to the [Analytics on page 44](#) and [Sandbox on page 61](#) pages. You can view the device CPU and memory usage under the *Status* column.



*Assets* provides the following information about devices. You can select a device's serial number or name to access analysis tools for that device. *Assets* displays the following device information in both list and map views.

- Model/serial number
- Fortinet product type
- Firmware version
- Status (If the device is connected through a management tunnel)
- SD-WAN status
- Last log uploaded
- DHCP clients
- In/out traffic
- Indicators of compromise
- Configuration sync status
- Outbound IP address
- Auto patch schedule. See [Firmware Profile on page 42](#).
- Subaccount
- Subscription expiration date
- For devices that are paired in a high availability configuration, a peer icon appears beside the serial number. You can click the icon to view the HA information.

You can download a .csv file of device information by clicking the *Export* button.

You can select *Map View* to view the device list as a map. This allows you to see the geographic location of the deployed devices. You can also place a device at a desired location on the map that does not need to correspond to the device's actual geographic location. You can also view the map in satellite view.



You can click *Options > FortiManager Deployed* to view devices deployed to FortiManager. You can then click on a displayed device to access its Sandbox page. You can also click *Options > RMA'd and Undeployed* to view undeployed devices.

You can use the gear icon in the *Action* column to access additional functions:

| Status               | Management Connectivity | In/Out Traffic | Subscription       | Last Log Upload  | SD-WAN | DHCP Clients | IOC | Config Sync | Outbound IP | Action |
|----------------------|-------------------------|----------------|--------------------|------------------|--------|--------------|-----|-------------|-------------|--------|
| 🔴                    | 🔴                       | 0 KB           | ⚠️ No Subscription |                  |        | 0            |     |             |             | ⚙️     |
| 0% CPU<br>45% Memory | 🟢                       | 0 KB           | ✅ Subscribed       | 2023-04-05 12:24 |        | 0            |     |             | 10.59.2     | ⚙️     |
| 8% CPU<br>20% Memory | 🟢                       | 0 KB           | ✅ Subscribed       | 2023-04-13 09:37 |        | 0            |     | ✅           | 10.59.2     | ⚙️     |
| 🔴                    | 🔴                       | 0 KB           | ✅ Subscribed       | 2022-09-07 17:48 | 🟢      | 0            |     | ❌           |             | ⚙️     |

### To undeploy the FortiGate:

1. Go to *Assets*.
2. Click the *Action* icon for the desired device.
3. Click *Undeploy*.

4. If desired, select *Keep Data*.
5. In the confirmation dialog, click *OK*.
6. You have the option to place a unit where the FortiGate was deployed. The unit contains historical data and a serial number that starts with U.

An admin user can undeploy a device from one service, then deploy it from another service. For example, an admin user can undeploy a device from the global service, then deploy the same device to the Europe service.

The device may automatically join back to the account due to the autojoin feature. See [FortiCloud and FortiDeploy keys on page 24](#).

#### To migrate the FortiGate's historical data to a new account:

You can use this function to transfer historical data to an authorized new account when moving the device to that account.

1. Click the *Action* icon for the desired device.
2. Click *Migrate Existing Data*.
3. In the *Account ID* field, enter the desired account ID.
4. Click *OK*.

#### To rename the FortiGate:

1. Go to *Assets*.
2. Click the *Action* icon for the desired device, then click *Rename*.
3. In the *Device Name* field, enter the desired name. Click *Update*.

#### To move a FortiGate from the global service to the Europe service:

You can move a FortiGate from the global service to the Europe service, or vice-versa. The example illustrates moving a FortiGate Cloud from the global service to the Europe service.

1. Log in to the FortiGate Cloud global service.
2. Undeploy the FortiGate:
  - a. Click the *Action* icon for the desired device.
  - b. Click *Undeploy*.
  - c. In the confirmation dialog, click *OK*.
  - d. You have the option to place a unit where the FortiGate was deployed. The unit contains historical data and a serial number that starts with U.

An admin user can undeploy a device from one service, then deploy it from another service. For example, an admin user can undeploy a device from the global service, then deploy the same device to the Europe service.

After a device under a non-multitenancy account is undeployed, the device cannot automatically join back to any account due to the autojoin feature being disabled, even after an admin user deploys the device to another service. You must reactivate FortiGate Cloud on the device GUI using your account email address and password.

3. Go to *Inventory* and confirm that the FortiGate is now listed under inventory.
4. Log in to the FortiGate Cloud Europe service.
5. Go to *Inventory*. Select the desired FortiGate, then click *Deploy to FortiGate Cloud*.
6. Log in to the FortiOS GUI. Reactivate FortiGate Cloud by following [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI: on page 19](#).

**To transfer a FortiGate to a FortiGate Cloud instance that is under the same FortiCloud account that it is registered to:**

The following instructions require the following:

- The FortiGate is currently deployed to a different FortiGate Cloud account than the FortiGate's registered FortiCloud account.
  - The current FortiGate Cloud account does not have multitenancy-enabled.
  - The FortiGate management tunnel is up.
  - The user has admin rights within the current FortiGate Cloud account and knows the primary admin username and password of the current and target accounts.
1. In *Assets*, click the *FortiCloud Migration* icon for the desired device.
  2. In the *Asset Registration Notification* slidein, for *Account Ownership*, select *The owner of FortiCare Account <account>*.
  3. Under *Transfer FortiGate (<FortiGate serial number> to another account (Beta)*, click *Transfer FortiGate to account <account> (Beta)*.

Asset Registration Notification
✕

|                                |  |
|--------------------------------|--|
| Device Serial                  | FGT60F [REDACTED]  |
| FortiGate Cloud log service    | [REDACTED]@fortinet.com  |
| FortiCare registration/support | fcd.****@*****.com   |
| Account Ownership              | <input type="radio"/> Not the owner of FortiCare Account fcd.****@*****.com<br><input checked="" type="radio"/> <b>The owner of FortiCare Account fcd.****@*****.com</b> |

Please let us know your preference:

- Transfer the registration/support of 'FGT60F [REDACTED] 81)' to 'chrisqliu@fortinet.com'
- Migrate the cloud log service of 'FGT60FTK [REDACTED]' to 'fcd.\*\*\*\*@\*\*\*\*\*.com'
- Maintain the status quo - I am perfectly fine with how I use FortiGate Cloud and FortiCare registration on this device

This is merely a notification for the detected account mismatch between Asset Management portal and FortiGate Cloud. Your preference will help us better understand your use case.

Transfer FortiGate (FGT60F [REDACTED]) to another account (Beta)

➤ Transfer FortiGate to account fcd.\*\*\*\*@\*\*\*\*\*.com (Beta)

OK

Cancel

4. Enter the current account password and the target account credentials, then click *Next*.
5. After the credentials are verified, click *Transfer*. After the transfer completes, FortiGate Cloud displays a notification that the transfer succeeded. The FortiGate is moved to the target account with any of its existing available logs. The FortiGate appears under the target account with its tunnel up and uninterrupted log uploading.

## Group management

When you select multiple devices in *Assets*, you can perform group management actions. You can apply actions to a group of FortiGate and FortiWifi devices, simplifying administrative tasks. If you only select paid devices, the dropdown

list displays all available actions. See [Management on page 32](#).

Some actions are not unique to group management and this document describes them elsewhere in the context of use on a single device. For descriptions of these functions, see the following topics:

|                  |  |
|------------------|--|
| Run Script       | To execute a script on a remote device: on page 40 |
| Upgrade Firmware | To upgrade remote device firmware: on page 35      |
| Set Auto Backup  | To enable auto backup: on page 33                  |

The following describes actions exclusive to group management:

### To set the display timezone:

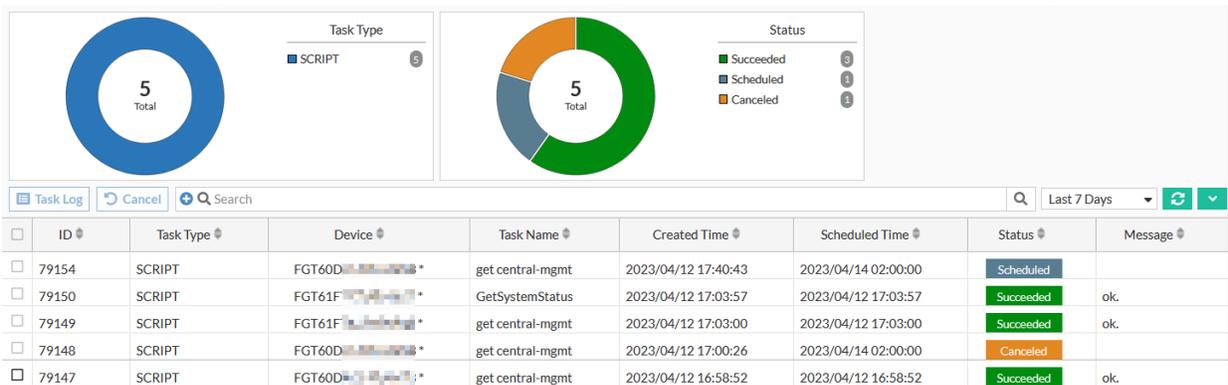
The display timezone only affects log data view for the FortiGates and does not affect the FortiGates' configured timezone. You can modify the FortiGates' display timezone after it has already been set.

1. Go to *Assets*.
2. Select the desired devices, then click *Set Display Timezone*.
3. From the dropdown list, select the desired timezone. Click *OK*.

### To view group task status:

You can view the current status of group management actions.

1. Go to *Assets*.
2. (Optional) Select the desired devices.
3. Select *Group Management > Task Status*. Group management actions and their statuses display.



### To cancel a group task:

1. Go to *Assets*.
2. (Optional) Select the desired devices.
3. Select *Group Management > Task Status*. Group management actions and their statuses display.
4. Click *Cancel*.

# Management

In *Management*, you can remotely manage FortiGate and FortiWiFi devices that are connected to the FortiGate Cloud service.

To access *Management* for a device, select the desired device in *Assets*, then go to *Device View*.



---

When you run a function in FortiGate Cloud that applies to FortiGates, such as running a script, FortiGate Cloud does not pass the actual username of the user who performed the action to FortiOS:

For remotely accessing a FortiGate from FortiGate Cloud, FortiGate Cloud passes the username of the FortiGate Cloud user who performed the action as a randomized @fortigatecloud.com email address, such as 4aa567e55bc8@fortigatecloud.com, to FortiOS.

For other management features that a user can perform from FortiGate Cloud, such as running a script, FortiGate Cloud passes the username of the FortiGate Cloud user who performed the action as *FortiGateCloud* to FortiOS.

Therefore, when viewing logs on the affected FortiGate, you may see 4aa567e55bc8@fortigatecloud.com or FortiGateCloud as a username. For managed security service provider customers, this provides enhanced security by preventing subusers from seeing the primary account email address in the FortiGate logs.

---

## Remote access

For the following FortiOS versions, remote access with full permission (read and write) requires a registered FortiGate Cloud Service subscription on the FortiGate:

- 7.6.0 and later versions
- 7.4.2 and later versions
- 7.2.8 and later versions
- 7.0.14 and later versions

You can use remote access in combination with configuration save mode for device configuration. See [Using configuration save mode](#). This feature is available for FortiOS 7.0 and later versions.

### To remotely access a device:

Remote access is only available for a device that has management enabled and the management tunnel is up.

1. Go to *Assets*.
2. Select the desired device, then click *Remote Access*.
3. Click *OK*.
4. A login page pops up for the user to enter the local username and password. A user with a prof\_admin profile is allowed to remotely access a virtual domain (VDOM)-enabled device only if the user profile has access to the management VDOM.

You must first enable the management tunnel on your device before you can see any management functions. On the device, run the following CLI commands:

```
config system central-management
  set mode backup
  set type fortiguard
end
```

## Backup

| Revision Number | Date Created        | Firmware Version   | Description             |
|-----------------|---------------------|--------------------|-------------------------|
| 10              | 2023/04/13 00:00:19 | v7.2.4, build 1396 | config automatic backup |
| 9               | 2023/04/12 00:00:17 | v7.2.4, build 1396 | config automatic backup |
| 8               | 2023/04/11 00:00:16 | v7.2.4, build 1396 | config automatic backup |
| 7               | 2023/04/10 00:00:30 | v7.2.4, build 1396 | config automatic backup |
| 6               | 2023/04/09 00:00:19 | v7.2.4, build 1396 | config automatic backup |
| 5               | 2023/04/08 00:00:19 | v7.2.4, build 1396 | config automatic backup |
| 4               | 2023/04/07 00:00:28 | v7.2.4, build 1396 | config automatic backup |
| 3               | 2023/04/06 00:00:20 | v7.2.4, build 1396 | config automatic backup |
| 2               | 2023/04/05 00:00:15 | v7.2.4, build 1396 | config automatic backup |
| 1               | 2023/04/04 18:11:13 | v7.2.4, build 1396 | config initial backup   |

In *Backup*, you can back up, *View*, *Compare* (to other revisions), *Download*, *Restore* (to device), and *Delete* revisions. You can filter the revision list by revision number, date created, firmware version, and description. You can also search for a specific backup.



You cannot restore backups for FortiGates that are running FortiOS 6.2.3.

### To back up the device configuration to the cloud:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Backup*.
3. Select *Backup config* in the upper right, and enter the backup revision name. FortiGate Cloud adds the new configuration to the list. You can rename, view, compare, download, restore, and delete configuration files. The compare icon only appears once you have multiple revisions available.

### To enable auto backup:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Backup*.
3. Click *Schedule auto-backup*.
4. Enable *Auto backup*. Only setting changes on the FortiGate (locally from the FortiGate or from FortiGate Cloud)

trigger auto backup. You can select one of the following auto backup settings:

| Option                    | Description  |
|---------------------------|--|
| Backup interval           | <p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Session:</b> by default, the session duration is 600 seconds. For example, if you modify FortiGate settings at 10:00 AM, FortiGate Cloud schedules an auto backup in 600 seconds. If no other setting changes occur within the 600 seconds, FortiGate Cloud performs an auto backup at 10:10 AM. However, if you further modify settings, for example, at 10:05 AM, this resets the timer and FortiGate Cloud schedules an auto backup for 600 seconds after 10:05 AM. FortiGate Cloud keeps every backup revision for all sessions in one day.</li> <li>• <b>Daily:</b> automatically backup the configuration once per day.</li> <li>• <b>Weekly:</b> automatically backup the configuration once per week.</li> </ul> |
| Backup when config change | Configure the auto backup to only occur if the configuration changed.  |
| Backup mail notification  | Configure an email address to send a notification to when the backup occurs. The email does not contain a copy of the backup revision. From the <i>Mail notification language</i> dropdown list, select the desired language for the notification email.   |

5. Click *OK*.

## Upgrade

In *Upgrade*, you can see the current firmware version installed on the device and update to newer stable versions if they are available. The upgrade path that FortiGate Cloud displays may differ from the upgrade path that FortiGuard displays.

For an account where legacy multitenancy is enabled, you can schedule firmware upgrades via group management across subaccounts.

When a new FortiOS patch becomes available, FortiGate Cloud sends an email to notify the user that they must upgrade the firmware within seven days of the release date of the patch for FortiGates running an older patch of that FortiOS version. For a FortiGate with a paid subscription, you can postpone the upgrade for up to seven days if desired. You can postpone the upgrade multiple times. For a FortiGate without a paid subscription, if you do not upgrade it within seven days, it remains connected to FortiGate Cloud but stops uploading logs to FortiGate Cloud.

If a FortiGate without a paid subscription is not running the latest patch available of its FortiOS version when it initially connects to FortiGate Cloud, you must also upgrade it within seven days of the release date of the latest patch. If the latest patch was released more than seven days earlier, you must upgrade the FortiGate immediately. The FortiGate does not upload logs to FortiGate Cloud until it is upgraded.

Once the FortiGate is upgraded, it automatically begins uploading logs to FortiGate Cloud.

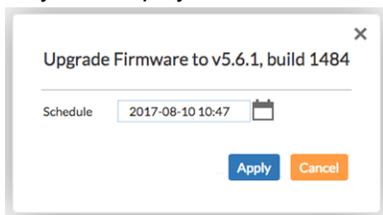
If the FortiOS version on a FortiGate reaches end of support, you must upgrade the FortiGate to the latest patch of a supported major release.

Updating to the latest patch is not required for the following devices:

- FortiGate under an account licensed for subaccount-based multitenancy
- FortiGate that is a member of one of the following:
  - High availability cluster
  - Cooperative Security Fabric
- FortiGate that is running a special build (if the build number is greater than or equal to 8000)

**To upgrade remote device firmware:**

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Upgrade*.
3. Verify your device's current firmware version in the upper left before continuing.
4. If you are concerned about the effects of upgrading or have not upgraded recently, use the [Upgrade Path Tool](#) to ensure you follow the recommended upgrade path.
5. Backing up your device configuration before upgrading in *Management > Backup* or in the device's management interface is recommended.
6. Select an available firmware version from the list, and select *Upgrade*. Schedule a time and date to perform the remote upgrade. Scheduling the upgrade during downtime is recommended to minimize disruption. A caution icon may also display to indicate that FortiOS does not support the upgrade path.



7. Wait for the upgrade to take effect.

**To upgrade FortiAP, FortiSwitch, or FortiExtender firmware:**

1. Go to *Management > Config > FortiAP > Managed APs*, *> FortiSwitch > Managed FortiSwitches*, or *FortiExtender > FortiExtender*.
2. For the desired device, click *Upgrade*.
3. In the *Upgrade* dialog, select *Upload*.
4. Click *Choose File*.
5. Browse to and upload the desired firmware file.
6. Click *Upgrade*. The device is upgraded to the selected firmware version.

## Config



In-cloud FortiGate configuration editing and deployment will be discontinued in Q3 2024. Using remote access in combination with configuration save mode is a recommended alternative to the Config feature. See [Remote access on page 32](#).

In *Config*, you can access a pared-down version of the remote device's management interface to configure major features as if you were accessing the device itself. For configuration option descriptions, see the [FortiOS documentation](#).

The configuration you see in FortiGate Cloud does not autorefresh. FortiGate Cloud displays a notification if the current local FortiGate configuration differs from the latest configuration uploaded to FortiGate Cloud. You can overwrite the FortiGate Cloud configuration with the current local FortiGate configuration by clicking *Import*, or merge the two configurations by clicking *Merge*. If you merge the configurations and there is a conflict between them (for example, an option is enabled locally on the FortiGate but disabled in FortiGate Cloud), FortiGate Cloud keeps the local FortiGate Cloud configuration for that option. You can then make any changes you want to reflect on the device and click *Deploy* to push the configuration to the device.

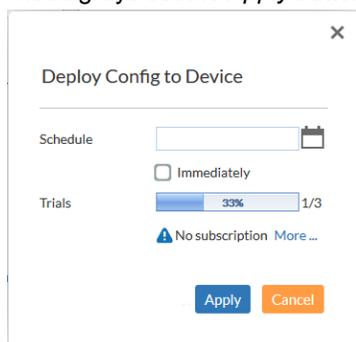
In the case that your device configuration version does not match the firmware version, FortiGate Cloud may display a *Device config version does not match device firmware version* message. You can click the *Import* button to synchronize the configurations.

FortiGate Cloud also supports CLI configuration using FortiExplorer over websocket with FortiOS 6.4.1 and later versions.

FortiGate Cloud supports configuring and deploying SD-WAN for FortiOS 5.6, 6.0, and 6.2, and SD-WAN zones for 6.4, 7.0, and 7.2.

### To deploy cloud configuration to devices:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config*.
3. Before you edit any settings, click the *Import* button to retrieve the most up-to-date configuration from the FortiGate Cloud-connected device.
4. On this page, you have limited access to a pared-down version of the FortiOS interface, allowing you to edit interfaces, routes, policies, and so on. Edit the FortiOS configuration as needed.
5. When you are ready to push your updated configuration back to the device, click the *Deploy* button in the upper right.
6. In the *Schedule* field, select the date and time to deploy the configuration to the device.
7. Select *Immediately* if desired.
8. Click *Apply*. You are limited to three successful configuration deployments per device for devices without a FortiGate Cloud subscription. The GUI displays the number of deployments left on the *Deploy* button on the *Config* page and in the *Trials* field in the *Deploy Config to Device* dialog. Once you reach the limit for a device, FortiGate Cloud grays out the *Apply* button in the *Deploy Config to Device* dialog and you cannot deploy the configuration.



9. Wait for the configuration to download to the device. When it completes, a deployment log appears, showing you the changes as they appear in the CLI.

### To download a deployment log:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config*.

3. Do one of the following:
  - a. To download the log for the last successful deployment, beside *Last Deployed: <yyyy-mm-dd hh:mm>*, click *Successful*.
  - b. To download the log for another deployment, beside *Last Deployed: <yyyy-mm-dd hh:mm>*, click *History*. Beside the desired deployment instance, click *Log*.
4. Click *Download*.

## Managing FortiAP, FortiSwitch, and FortiExtender devices

You can use FortiGate Cloud to manage FortiAP, FortiSwitch, and FortiExtender devices that are connected to a FortiGate deployed to FortiGate Cloud. If these devices are already connected to the FortiGate when the FortiGate connects to FortiGate Cloud, FortiGate Cloud creates the FortiSwitch and FortiExtender profiles based on their uploaded configurations, while the FortiAP profile is predefined. If these devices are not already connected to FortiGate, you can preauthorize them by adding their serial number and selecting a predefined profile.

### Managing FortiAPs

#### To create a managed FortiAP:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. (Optional) Create an SSID by going to *Management > Config > FortiAP > SSIDs*. Creating an SSID is only necessary if a radio on the FortiAP profile is configured to use a manual SSID.
3. (Optional) Create a FortiAP profile by going to *Management > Config > FortiAP > FortiAP Profiles*. You can also use the default profile instead of creating a new profile. To configure the SSID that you created, select *Manual* for *SSIDs*, then select the SSID from the dialog.
4. Create the managed FortiAP:
  - a. Go to *Management > Config > FortiAP > Managed APs*.
  - b. Select *Create New > Managed APs*.
  - c. Configure the FortiAP as desired, then click *Save*.
5. The new managed FortiAP displays in *Management > Config > FortiAP > Managed APs*. Deploy the configuration to the FortiGates.

#### To configure a newly joined FortiAP:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config > FortiAP > Managed APs*.
3. Select the newly joined FortiAP, then select *Edit*.
4. Edit as desired, then click *Save*.

#### To authorize a managed FortiAP:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config > FortiAP > Managed APs*.
3. Select the *Authorize* icon for the desired FortiAP.

#### 4. In the dialog, select **YES**.

The screenshot shows the FortiGate Cloud Management interface. On the left is a navigation menu with 'Managed FortiSwitches' selected. The main area displays a table of devices with the following data:

| Serial Number           | Name    | FortiAP Profiles            | Status       | Connected Via | Action |
|-------------------------|---------|-----------------------------|--------------|---------------|--------|
| Configured in cloud (4) |         |                             |              |               |        |
| FP320C                  |         | FAP320C-default             | Rejected     | 10.10.10.3    |        |
| FP320C                  | test688 | FAP320C-default(Overridden) | Disconnected | 0.0.0.0       |        |
| FP320C                  | test    | FAP320C-default             | Disconnected | 0.0.0.0       |        |
| FP320C                  | FP320C  | test_profile                | Disconnected | 0.0.0.0       |        |

A confirmation dialog box is overlaid on the table, asking: "Are you sure you want to authorize FP320C?". It has "YES" and "Cancel" buttons.

## Managing FortiSwitches

### To create a managed FortiSwitch:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Create a FortiSwitch profile by going to *Management > Config > FortiSwitch > FortiSwitch Profile*, then clicking *Create New*.
3. Create the managed FortiSwitch:
  - a. Go to *Management > Config > FortiSwitch > Managed FortiSwitches*.
  - b. Select *Create New*.
  - c. Configure the FortiSwitch as desired, then click *Save*.
4. The new managed FortiSwitch displays in *Management > Config > FortiSwitch > Managed FortiSwitches*. Deploy the configuration to the FortiGates.

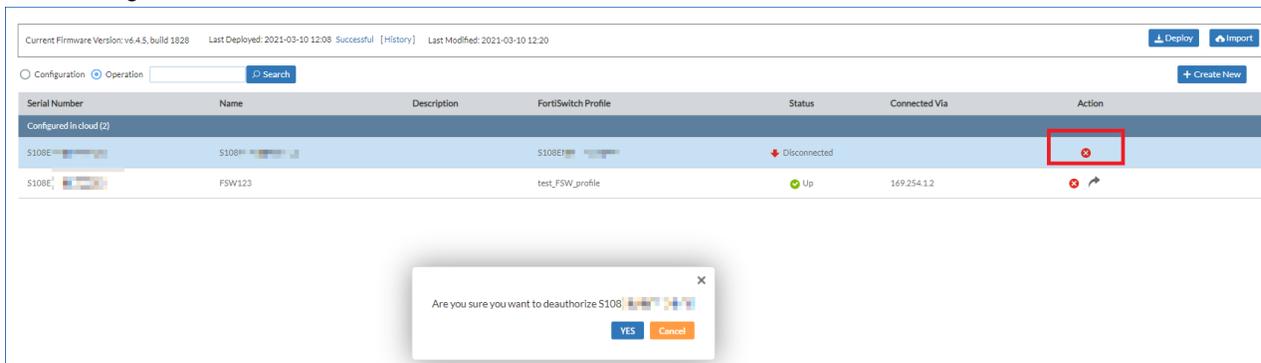
### To configure a newly joined FortiSwitch:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config > FortiSwitch > Managed FortiSwitches*.
3. Select the newly joined FortiSwitch, then select *Edit*.
4. Edit as desired, then click *Save*.

### To authorize or deauthorize a managed FortiSwitch:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config > FortiSwitch > Managed FortiSwitches*.
3. Select the *Authorize* or *Deauthorize* icon for the desired FortiSwitch.

#### 4. In the dialog, select **YES**.



## Managing FortiExtenders

### To create a managed FortiExtender:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Create a FortiExtender interface by going to *Management > Config > Network > Interfaces*, then clicking *Create New > FortiExtender*.
3. Create a FortiExtender profile by going to *Management > Config > FortiExtender > FortiExtender Profiles*, then clicking *Create New*.
4. Create the FortiExtender:
  - a. Go to *Management > Config > FortiExtender*.
  - b. Select *Create New*.
  - c. From the *FortiExtender Profiles* dropdown list, select the profile that you configured in step 2. Configure other fields as desired, then click *Save*.
5. The new managed FortiSwitch displays in *Management > Config > FortiSwitch > Managed FortiSwitches*. Deploy the configuration to the FortiGates.

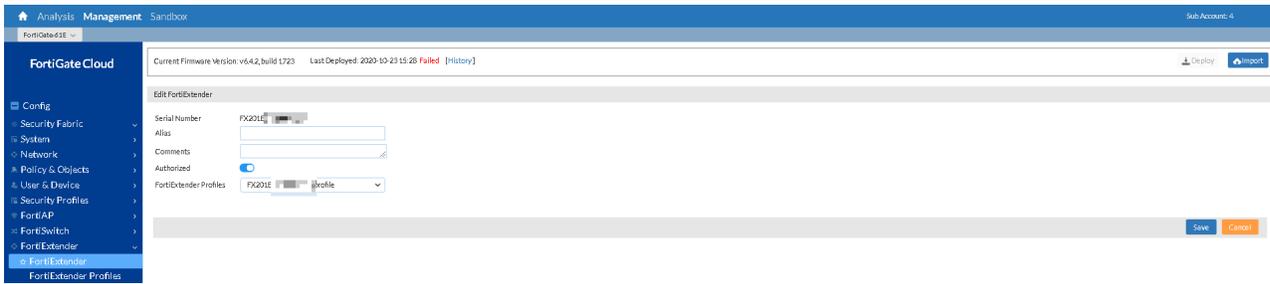
### To configure a newly joined FortiExtender:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Create a FortiExtender interface by going to *Management > Config > Network > Interfaces*, then clicking *Create New > FortiExtender*.
3. Create a FortiExtender profile by going to *Management > Config > FortiExtender > FortiExtender Profiles*, then clicking *Create New*.
4. Go to *Management > Config > FortiExtender*.
5. Select the newly joined FortiSwitch, then select *Edit*.
6. From the *FortiExtender Profiles* dropdown list, select the profile that you configured in step 2. Edit other fields as desired, then click *Save*.

### To edit a FortiExtender device:

1. In *Assets*, hover over the desired device, then click *Device View*.
2. Go to *Management > Config > FortiExtender > FortiExtender*.

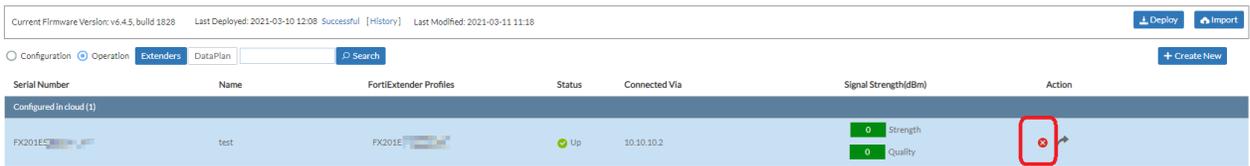
- For the desired device, click *Edit*.



- Edit the fields as desired, then click *Save*.

**To authorize or deauthorize a FortiExtender:**

- In *Assets*, hover over the desired device, then click *Device View*.
- Go to *Management > Config > FortiExtender > FortiExtender*.
- Select the *Authorize* or *Deauthorize* icon for the desired FortiExtender.
- In the dialog, select *YES*.



## Script

| Script Name      | Description                     | Last Modified    |
|------------------|---------------------------------|------------------|
| get central-mgmt |                                 | 2024-01-02 10:50 |
| GetSystemStatus  | CLI script to get system status | 2024-01-02 10:50 |

In *Script*, you can create and run script files on connected remote devices to check device status or get bulk configuration information quickly.

**To execute a script on a remote device:**

- Go to *Management > Script*.
- (Optional) To create a new script, do the following:
  - Select *Add*.
  - Enter a name and a description, and the CLI script content that you want to run. Each script is a series of CLI

commands, one command per line. Click **OK**.

Add Script

GetSystemStatus ▼

Script Name GetSystemStatus 15 / 50

CLI Script  
get system status

Description CLI script to get system status 31 / 1024

OK Cancel

3. Go to **Assets**.
4. Right-click the desired device, then select **Group Management > Run Script**.
5. From the **Script Name** dropdown list, select the desired script.
6. In the **Schedule** field, configure the time to run the script. You can also select **Run Now** to run the script immediately.
7. FortiGate Cloud automatically displays the Task Status page. To cancel the scheduled run, select the desired task, then click **Cancel**. FortiGate Cloud records the script output. You can read it by clicking **View Result**.

### To download a deployment log:

1. Go to *Management > Script*.
2. Do one of the following:
  - a. To download the log for a script's last successful deployment, click *View Result* for the desired script.
  - b. To download the log for another deployment, click *History*. Beside the desired deployment instance, click *Log*.
3. Click *Download*.

### To use scripts to manage configuration settings on multiple FortiGates:

1. Copy the desired CLI commands from FortiOS:
  - a. In FortiOS, go to *System > Settings*.
  - b. Under *Workflow Management*, set *Configuration save mode* to *Manual*.
  - c. Make configuration changes in FortiOS as desired.
  - d. The top banner displays a *There are unsaved changes* notification. Click the notification and select *View unsaved changes*.
  - e. Copy the CLI commands in the *View Unsaved Changes* panel.
2. Configure a script in FortiGate Cloud:
  - a. In FortiGate Cloud, go to *Management > Script*.
  - b. Select *Add*.
  - c. Enter a name and a description, and paste the CLI script content that you copied from FortiOS. Click *OK*.
3. Go to *Assets*.
4. Select the desired FortiGates.
5. From the *Group Management* dropdown list, select *Run Script*.
6. From the *Script Name* dropdown list, select the created script.
7. In the *Schedule* field, configure the desired time to run the script, or click *Run Now* to run the script immediately.
8. Click *Submit*.

## Firmware Profile



This feature is only available for devices with a paid subscription.



Firmware profile assignment disables the local automatic firmware upgrade configuration on the FortiGate.

---

In *Management > Firmware Profile*, you can configure firmware upgrade profiles for devices. The profiles aim to provide seamless and hassle-free access to the latest security patches, bug fixes, and performance enhancements. Its introduction bolsters the security posture of your devices, safeguarding them against emerging threats and vulnerabilities.

To minimize operation disruption, you can choose a preferred upgrade time window on your desired weekdays or a maximum 14-day delay from the firmware release date.

To successfully execute the firmware patch upgrade task, valid Firmware & General Updates entitlement is required for FortiGates.

If an automatic firmware upgrade is scheduled for a device with the FortiGate Cloud Service subscription and you want to cancel it, you can cancel it from the Task Status page. See [To cancel a group task: on page 31](#)

For the default latest-patch profile, you can only edit the upgrade time window. You can customize other fields for a user-added firmware profile.

### To configure automatic firmware upgrade:

1. Go to *Management > Firmware Profile*.
2. Click *Add*.
3. In the *Name* field, enter the desired profile name.
4. For *FortiGate Model*, do one of the following:
  - Select *All supported models*.
  - Select *Specify*, then click *+*. Select the desired FortiGate models.
5. For *Firmware Version*, do one of the following:
  - Select *Latest patch*.
  - Select *Specify*. From the dropdown list, select the desired FortiOS version.
6. For *Upgrade*, do one of the following:
  - Select *Delay* to schedule the upgrade to occur in a certain number of days. You can enter a value between 1 and 14 in the *Delay by number of days* field.
  - Select *Specify* to select a day of the week. For *Days Available for Upgrades*, select the desired days for the upgrade to occur.
7. For *Preferred Upgrade Time*, select the desired time range for the upgrade to occur. This is the local time in the FortiGate's time zone. Click *OK*. If a firmware profile is assigned to a device or a firmware upgrade is scheduled for a device, this information displays in *Assets* under the *Firmware Profile* and *Scheduled Firmware Upgrade* columns and in *Group Management > Task Status* in the *Task Name* column. FortiGate Cloud backs up the FortiOS configuration before the automatic upgrade takes place. If you manually upgrade the FortiGate before the automatic firmware upgrade takes place, FortiGate Cloud cancels the automatic firmware upgrade.

# Analytics

*Analytics* provides tools for monitoring and logging your device's traffic, providing you centralized oversight of traffic and security events.

To access *Analytics* for a device, select the desired device in *Assets* or from the dropdown list in the upper left corner.

## Fortiview

The default Fortiview page is the summary view, which uses widgets to show a general overview of what is happening with your device. You can add new widgets by selecting *Add Widget*.

Each widget is a customizable box, showing certain information about the device. You can do the following with widgets:

- Click a widget title and drag it to move it around.
- Delete a widget by selecting the X icon.

The following lists all widget types, grouped according to function:

## Threats

| Widget                           | Description   | Feature required to be enabled on device   |
|----------------------------------|---|--|
| Top Applications By Threat Score | Compares which applications have the most traffic compared to their threat score, based on the device's Application Control settings. | Application Control  |
| Top Attacks                      | Counts the attacks that the device's IPS most frequently prevents.  | IPS  |
| Top DLP By Rules                 | Counts the DLP events that the device detects, sorted by DLP rule.  | DLP  |
| Top Spam                         | Displays which sources send the most spam email into the network.   | AntiSpam   |
| Top Threats                      | Displays which threats trigger the most detection events on the network.  | At least one of the following: <ul style="list-style-type: none"><li>• IPS</li><li>• Antivirus (AV)</li><li>• AntiSpam</li><li>• DLP</li><li>• Anomaly Detection</li></ul> |
| Top Virus                        | Counts the viruses that the device's AV most frequently finds.  | AV   |

## Traffic Analysis

| Widget                     | Description   | Feature required to be enabled on device |
|----------------------------|---|--|
| Bandwidth                  | Displays utilization per interface in bps.  |  |
| Top Application Categories | Compares which application categories are most frequently used, based on the device's Application Control settings.   | Application Control                      |
| Top Applications           | Compares which applications are most frequently used, based on the device's Application Control settings.   |  |
| Top Countries              | Displays which countries have the most traffic from or to the device.   |  |
| Top Destinations           | Displays which destinations have the most traffic from or to the device.  |  |
| Top Protocols              | Compares the traffic volume that has passed through a certain interface, based on which protocol it uses: <ul style="list-style-type: none"> <li>• HTTP</li> <li>• HTTPS</li> <li>• DNS</li> <li>• TCP</li> <li>• UDP</li> <li>• Other</li> </ul> |  |
| Top Sources                | Displays which sources have the most traffic from or to the device.   |  |
| Traffic History            | Displays volume of incoming and outgoing traffic over time.   |  |

## Web sites

| Widget                                   | Description   | Feature required to be enabled on device |
|--|---|--|
| Top Users/IP by Browsing Time In Seconds | Compares which users visit which IP addresses most frequently in the greatest ratio. You can click a user to see which IP addresses they visit. | Web Filtering                            |
| Top Web Categories                       | Compares which web filtering categories are most frequently used, based on the device's Web Filtering settings.                                 |  |
| Top Websites                             | Compares which websites are most frequently visited. You can click a category to see which websites in that category are being visited.         |  |

## DNS

| Widget                         | Description  | Feature required to be enabled on device |
|--------------------------------|--|--|
| High Risk Sources              | Displays which high risk sources were visited.           |  |
| Queried Botnet C-and-C Domains | Displays which botnet C-and-C domains were queried.      |  |
| Top Domain Lookup Failures     | Displays domains with highest number of lookup failures. |  |
| Top Queried Domain             | Compares which domains are most frequently queried.      |  |

*FortiView* offers log information, reformatted into easily navigable charts, in a style similar to FortiView in FortiOS.

You can select a time period to view data for:

- Last 60 minutes
- Last 24 hours
- Last 7 days

## FortiView charts reference

The following provides descriptions of all FortiView charts.

### User Dashboard

The User Dashboard displays the number of users/entities that fit into the following security categories:

- Visited high risk websites
- Infected by malware
- Targeted by malware
- Targeted by spam
- Violated data loss rules
- Used high-risk applications
- Targeted by attacks
- Attacked by protocol intrusion

You can click each category to view the list of users/entities affected. You can drill down further to view the list of incidents for each user/entity and the logs for each incident.

## FSBP Dashboard

The FSBP Dashboard displays security rating results for the device in the following categories:

- Overall Score
- Maturity Milestones
- Top Achievement
- Top Todo
- History Trend

The FSBP Dashboard is only available for devices that support the Security Rating feature.

## Threats

| Chart          | Description  |
|----------------|--|
| Top Threats    | Lists the top threats to your network.<br>FortiGate Cloud considers the following incidents threats: <ul style="list-style-type: none"> <li>• Risk applications detected by application control</li> <li>• Intrusion incidents detected by IPS</li> <li>• Malicious web sites detected by web filtering</li> <li>• Malware/botnets detected by antivirus (AV)</li> </ul> |
| IPS            | Lists intrusion incidents detected by IPS.   |
| AntiVirus      | Lists the malware/botnets detected by AV.  |
| AntiSpam       | Lists the spam detected by AntiSpam.   |
| DLP & Archives | Lists the DLP and archives incidents.  |
| Anomaly        | Lists network anomalies.   |

## Traffic Analysis

| Chart             | Description   |
|-------------------|---|
| Application       | Displays the top applications used on the network including the application name, category, bandwidth (sent/received), sessions, and risk level.                          |
| Cloud Application | Displays the top cloud applications used on the network.  |
| Source            | Displays the highest network traffic by source IP address and name, bandwidth (sent/received), sessions, and risk level.  |
| User              | Displays the highest network traffic by user in terms of bandwidth sent/received, sessions, and risk level.   |
| Destination       | Displays the highest network traffic by destination IP addresses, the applications used to access the destination, bandwidth sent/received, sessions, and risk level.     |
| Interface         | Displays the highest network traffic by interface in terms of bandwidth sent/received, traffic sessions, and risk level. You can view by source or destination interface. |
| Country           | Displays the highest network traffic by country in terms of bandwidth sent/received, traffic sessions, and risk level. You can view by source or destination country.     |
| Policy Hits       | Lists the policy hits by policy, device name, VDOM, number of hits, bytes, and last used time and date.   |

## Website

| Chart            | Description  |
|------------------|--|
| Website          | Displays the top allowed and blocked website domains on the network. You can also view by source. You can filter by threat level.                                    |
| Web Category     | Displays the top website categories. You can filter by threat level.   |
| Browsing User/IP | Displays the top web-browsing users and their IP addresses by total browsing time duration. You can also view by category or domain. You can filter by threat level. |

## System Events

| Chart           | Description  |
|-----------------|--|
| System Activity | Displays events on the managed devices, their severity, and number of incidents. You can filter by user or severity level. |

| Chart         | Description   |
|---------------|---|
| Admin Session | Displays the users who logged into managed devices, the number of configuration changes they performed, number of admin sessions, and their total duration of logged-in time. You can also view by login interface. You can filter by severity level. |
| Failed Login  | Displays the users who failed to log into managed devices. You can also view by login interface. You can filter by severity level.  |
| Wireless      | Displays wireless events. You can filter by severity level.   |

## VPN Events

| Chart            | Description   |
|------------------|---|
| Site to Site     | Displays the names of VPN tunnels with IPsec that are accessing the network.          |
| SSL and Dialup   | Displays the users who are accessing the network by using an SSL or IPsec VPN tunnel. |
| Failed VPN Login | Displays the users who failed to log in successfully via VPN.                         |

### To export drilldown data:

1. In FortiGate Cloud, select the desired device.
2. Go to *Analytics > FortiView* and select the desired FortiView page.
3. From the *Select Drilldown* dropdown list, select the desired filter to drill down.
4. Click *Export*.
5. In the *Export to CSV* pane, from the *Top* dropdown list, select the desired number of entries.
6. Export the CSV file to your machine.

## Monitor

### Device

The Device page displays tabs for different FortiOS features, such as DHCP, and SD-WAN. You can go to the tabs to view information received from the FortiGate regarding this features.

### Logs from FortiGate

The Logs from FortiGate chart displays the daily amount of logs that FortiGate Cloud has received from the FortiGate for the past seven days. For each day of data, the chart also displays the type of logs that FortiGate Cloud has received, such as traffic, antivirus, and so on.

# Logview

| #  | Time                  | Level   | Firewall Action | User | Source        | Destination     | Service   | Sent/Received  | Application |
|----|-----------------------|---------|-----------------|------|---------------|-----------------|-----------|----------------|-------------|
| 1  | 04-05 12:35:26(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 2  | 04-05 12:34:48(-0700) | ■ ■ ■ ■ | close           |      | 10.59.227.138 | 172.16.97.47    | tcp/514   | 4.70KB/5.20KB  | tcp/514     |
| 3  | 04-05 12:34:09(-0700) | ■ ■ ■ ■ | accept          |      | 127.0.0.1     | 127.0.0.1       | udp/12121 | 652B/0B        | udp/12121   |
| 4  | 04-05 12:34:02(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 5  | 04-05 12:33:32(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 6  | 04-05 12:33:02(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 7  | 04-05 12:32:47(-0700) | ■ ■ ■ ■ | close           |      | 10.59.227.138 | 172.16.97.47    | tcp/514   | 4.70KB/5.20KB  | tcp/514     |
| 8  | 04-05 12:31:56(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 9  | 04-05 12:31:26(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 10 | 04-05 12:31:08(-0700) | ■ ■ ■ ■ | close           |      | 127.0.0.1     | 127.0.0.1       | HTTP      | 399B/670B      | HTTP        |
| 11 | 04-05 12:30:48(-0700) | ■ ■ ■ ■ | close           |      | 10.59.227.138 | 172.16.97.47    | tcp/514   | 4.70KB/5.20KB  | tcp/514     |
| 12 | 04-05 12:30:30(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 13 | 04-05 12:30:20(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 192.168.100.105 | HTTPS     | 8.37KB/16.92KB | HTTPS       |
| 14 | 04-05 12:29:58(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 15 | 04-05 12:29:09(-0700) | ■ ■ ■ ■ | accept          |      | 127.0.0.1     | 127.0.0.1       | udp/12121 | 652B/0B        | udp/12121   |
| 16 | 04-05 12:28:59(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 17 | 04-05 12:28:48(-0700) | ■ ■ ■ ■ | close           |      | 10.59.227.138 | 172.16.97.47    | tcp/514   | 4.70KB/5.20KB  | tcp/514     |
| 18 | 04-05 12:28:37(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 19 | 04-05 12:28:32(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 20 | 04-05 12:27:51(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |
| 21 | 04-05 12:27:19(-0700) | ■ ■ ■ ■ | server-rst      |      | 10.59.227.138 | 172.16.95.85    | tcp/853   | 60B/40B        | tcp/853     |

Logview offers more detailed log information, access to individual log data, and downloadable log files. You can select a log category to view from the list on the left.

You can select a time period to view data for. You can view log data older than seven days only for devices that have a FortiGate Cloud subscription:

- Last 60 minutes
- Last 24 hours
- Last 7 days
- Last 30 days
- Specified time period

The *Time* column displays the raw log time, which may not correspond to the display time zone that you configured for FortiGate Cloud. To convert the raw log time to the FortiGate Cloud display time zone, add or subtract the time offset provided in the *Time* column. In the example, log 1 was recorded at 03:10:56. The (-0700) in the *Time* column shows the time difference between the raw log time and Greenwich mean time (GMT). Since in the example, the display time zone is the same as GMT, you can conclude that log 1 was recorded at 10:10:56 (03:10:56 + 07:00:00) in the display time zone.

You can set the chart's refresh rate by selecting the down arrow icon beside the *Refresh* icon. By using the *Add Filter* dropdown list, you can filter the log list by various factors. You can also filter for values that do not satisfy the filter by selecting *NOT*. By selecting *Log Files*, you can see the raw log data files and manually download them.

### To download logs:

1. In *Analytics > Logview*, go to the desired log.
2. Click *Log files* in the upper right corner.

3. Select the checkboxes for the desired logs. You can download up to five log files at once.
4. Click the *Download* button. A .zip archive file containing the logs that you selected in step 3 is downloaded.

You can download various raw log types from FortiGate Cloud. The log filename format is <log type>\_MultiLogs\_<download timestamp>.gz

For example, for a traffic log, the filename would be tlog\_MultiLogs\_1592503586.zip.

The log filename format uses a shortened identifier for each log type:

| Log type                       | Identifier |
|--------------------------------|------------|
| Anomaly                        | mlog       |
| AntiSpam                       | slog       |
| AntiVirus                      | vlog       |
| Application Control            | rlog       |
| Attack                         | alog       |
| CIFS                           | ilog       |
| Content                        | clog       |
| DLP                            | dlog       |
| DNS                            | olog       |
| Event (including all subtypes) | elog       |
| File filter                    | fflog      |
| GTP                            | glog       |
| Netscan                        | nscan      |
| SSH/SSL                        | hlog       |
| Traffic                        | tlog       |
| VOIP                           | plog       |
| Web Application Firewall (WAF) | flog       |
| Web Filter                     | wlog       |

For example, consider an Application Control log that is generated for the period between October 23, 2022 and November 2, 2022 for a FortiGate with the serial number "FGT123". The first log in the file has a timestamp of 6:09 PM, while the last log in the file has a timestamp of 9:32 AM. The log file name is as follows:

FGT123\_rlog\_20221023-1809-20211101-0932.log.gz

# Event Management

| Ap...                    | Name                                     | Event Type         | Severity | Send Alert Email         | Email To | Description   |
|--------------------------|--|--------------------|----------|--------------------------|----------|---|
| <input type="checkbox"/> | Power Supply Failure                     | System             | CRITICAL | <input type="checkbox"/> |          | Default Power Supply Failure event handler          |
| <input type="checkbox"/> | Device In Conserve Mode                  | System             | CRITICAL | <input type="checkbox"/> |          | Default Conserve Mode event handler                 |
| <input type="checkbox"/> | Interface Down                           | System             | HIGH     | <input type="checkbox"/> |          | デフォルトのインターフェイスダウンイベントハ                              |
| <input type="checkbox"/> | IPSec Phase2 Down                        | VPN                | LOW      | <input type="checkbox"/> |          | Default IPSec Phase2 Down event handler             |
| <input type="checkbox"/> | HA Failover                              | HA                 | LOW      | <input type="checkbox"/> |          | Default HA Failover event handler                   |
| <input type="checkbox"/> | FortiSwitch Tunnel Down                  | System             | HIGH     | <input type="checkbox"/> |          | Default FortiSwitch Tunnel Down event handler       |
| <input type="checkbox"/> | Device Tunnel To Server Down             | MgmtChannelChecker | CRITICAL | <input type="checkbox"/> |          | Default handler to check status of secure tunnel fr |
| <input type="checkbox"/> | OFTP Connection Down                     | System             | HIGH     | <input type="checkbox"/> |          | Default OFTP Connection Down event handler          |
| <input type="checkbox"/> | Botnet Communication Detection By Threat | UTM                | HIGH     | <input type="checkbox"/> |          | Default Botnet communication detection by threat    |
| <input type="checkbox"/> | Malicious Code Detection By Threat       | UTM                | HIGH     | <input type="checkbox"/> |          | Default Malicious Code Detection By Threat          |
| <input type="checkbox"/> | Risky Destination Detection By Threat    | UTM                | HIGH     | <input type="checkbox"/> |          | Default Risky Destination Detection By Threat       |
| <input type="checkbox"/> | Risky App Detection By Threat            | UTM                | HIGH     | <input type="checkbox"/> |          | Default Risky App Detection By Threat               |
| <input type="checkbox"/> | Malicious File Detection By Threat       | UTM                | HIGH     | <input type="checkbox"/> |          | Default Malicious File Detection By Threat          |
| <input type="checkbox"/> | Risky App Detection By Endpoint          | UTM                | HIGH     | <input type="checkbox"/> |          | Default Risky App Detection By Endpoint             |
| <input type="checkbox"/> | Malicious File Detection By Endpoint     | UTM                | CRITICAL | <input type="checkbox"/> |          | Default Malicious File Detection By Endpoint        |
| <input type="checkbox"/> | Malicious Code Detection By Endpoint     | UTM                | CRITICAL | <input type="checkbox"/> |          | Default Malicious Code Detection By Endpoint        |
| <input type="checkbox"/> | Key Events                               | System             | HIGH     | <input type="checkbox"/> |          | Default Event Handler for error and critical events |

In *Event Management*, you can set up email alerts for specific network structure emergencies, such as the device's power supply failing. The page defaults to *All Events* in the left menu, which lists all past emergency events. Select *Event Handlers* to configure the alert settings.

You can enable events to track by selecting their checkboxes. If you want to receive an alert email when they occur, select the checkbox under *Send Alert Email* and enter the email address to send the alert email to. To send the alert email to multiple email addresses, you can enter multiple email addresses in the *Email To* fields, separating each email address with a comma.

To configure each *Event Handler* directly and set the logged severity level, select the handler and click *Edit*.

Edit Handler

Name Malicious Code Detection By Threat

Event Type UTM

Description 

Default Malicious Code Detection By Threat

Filter - 1  >

Filter - 2  >

Filter - 3  >

Filter - 4  >

## Reports

*Reports* generates custom reports of specific traffic data and can email them to specified addresses. Select a report to see a list of collected reports of that type.

FortiGate Cloud generates all reports based on the raw logs that the FortiGate uploads.

- If the raw logs contain `user` but not `unauthuser` (unauthenticated user), the report displays this as `user(N/A)`.
- If the raw logs contain `unauthuser` (unauthenticated user) but not `user`, the report displays this as `unauth`.
- If the raw logs do not contain `user` or `unauthuser`, the report displays this as `N/A(N/A)`.

You can view user and unauthenticated user information in FortiOS by going to *Log & Report* and configuring the *User* and *Unauthenticated User* columns.

### To schedule a report:

1. Go to *Analytics > Report*.
2. Click the desired report.
3. Click *Schedule*
4. In *Included devices*, add devices to schedule the report for. You can use this option to generate a report with aggregated data from multiple devices, which is useful for providing a network status overview. FortiGate Cloud supports report aggregation for the following:
  - FortiGates in a high availability cluster
  - Virtual domains on the same FortiGate

- To determine the range of time for which to generate reports, select *Daily*, *Weekly* or *Monthly*, and which email to send the reports to. For example, if you want to generate a report for a month of data, you can select *Monthly* and FortiGate Cloud runs and sends the report once a month. If you select *Weekly*, FortiGate Cloud generates the report at 2 AM on Sundays (using the FortiGate's local time zone). There may be delays if the report includes a large amount of data.
- Click *OK*.

**To unschedule a report:**

- Go to *Analytics > Report*.
- Select the desired report.
- Click *Unschedule*.
- The *Included devices* field displays all devices that the report is currently scheduled for. Modify the device list as necessary. Click *OK*. Click *OK* again to verify the action.

**To run a report on-demand:**

- In *Assets*, double-click the desired device.
- Go to *Analytics > Report > Schedule*.
- Select the desired report.
- Click *Run*.

**To view reports generated for a device:**

- In *Assets*, double-click the desired device.
- Go to *Analytics > Report > Generated*.

| Name #                                  | Date Range #                                  | Type #     | Generated #      | Status # | VDom # |
|---|---|------------|------------------|----------|--------|
| 360 Degree Activities Report            | 2024-03-31 00:00 - 2024-04-07 00:00 Etc/GMT+8 | Weekly     | 2024-04-07 05:09 | finished | root   |
| 360 Degree Activities Report            | 2024-04-04 00:00 - 2024-04-05 00:00 Etc/GMT+8 | Daily      | 2024-04-05 05:04 | finished | root   |
| 360 Degree Activities Report            | 2024-04-03 00:00 - 2024-04-04 00:00 Etc/GMT+8 | Daily      | 2024-04-04 05:04 | finished | root   |
| 360 Degree Activities Report            | 2024-04-02 00:00 - 2024-04-03 00:00 Etc/GMT+8 | Daily      | 2024-04-03 05:07 | finished | root   |
| Admin and System Events Report          | 2024-04-07 00:00 - 2024-04-08 00:00 Etc/GMT+8 | Daily      | 2024-04-08 05:09 | finished | root   |
| Admin and System Events Report          | 2024-04-06 00:00 - 2024-04-07 00:00 Etc/GMT+8 | Daily      | 2024-04-07 05:09 | finished | root   |
| Admin and System Events Report          | 2024-04-05 00:00 - 2024-04-06 00:00 Etc/GMT+8 | Daily      | 2024-04-06 05:09 | finished | root   |
| Admin and System Events Report          | 2024-04-01 14:59 - 2024-04-02 14:59 Etc/GMT+8 | Run Report | 2024-04-02 15:03 | finished | root   |
| Cyber Threat Assessment Report          | 2024-04-01 14:59 - 2024-04-02 14:59 Etc/GMT+8 | Run Report | 2024-04-02 15:03 | finished | root   |
| DNS Report                              | 2024-04-07 00:00 - 2024-04-08 00:00 Etc/GMT+8 | Daily      | 2024-04-08 05:09 | finished | root   |
| DNS Report                              | 2024-04-06 00:00 - 2024-04-07 00:00 Etc/GMT+8 | Daily      | 2024-04-07 05:09 | finished | root   |
| DNS Report                              | 2024-04-05 00:00 - 2024-04-06 00:00 Etc/GMT+8 | Daily      | 2024-04-06 05:09 | finished | root   |
| DNS Report                              | 2024-04-01 15:04 - 2024-04-02 15:04 Etc/GMT+8 | Run Report | 2024-04-02 15:12 | finished | root   |
| FSBP Report                             | 2024-04-07 00:00 - 2024-04-08 00:00 Etc/GMT+8 | Daily      | 2024-04-08 05:09 | finished | root   |
| FSBP Report                             | 2024-04-06 00:00 - 2024-04-07 00:00 Etc/GMT+8 | Daily      | 2024-04-07 05:09 | finished | root   |
| FSBP Report                             | 2024-04-05 00:00 - 2024-04-06 00:00 Etc/GMT+8 | Daily      | 2024-04-06 05:09 | finished | root   |
| FSBP Report                             | 2024-04-01 15:05 - 2024-04-02 15:05 Etc/GMT+8 | Run Report | 2024-04-02 15:12 | finished | root   |
| High Bandwidth Application Usage Report |   |            |                  |          |        |

**Reports reference**

The following provides descriptions of preconfigured reports:

| Report                         | Description  |
|--------------------------------|--|
| 360 Degree Activities          | <p>Displays the following sections:</p> <ul style="list-style-type: none"> <li>• Application Visibility</li> <li>• Web Traffic Analysis</li> <li>• User Behavior Analysis</li> </ul> <p>You cannot edit this report.</p>   |
| Admin and System Events Report | <p>This report displays admin login information and system event information. Displays the following sections:</p> <ul style="list-style-type: none"> <li>• Admin Login <ul style="list-style-type: none"> <li>• Login Summary</li> <li>• Login Summary By Date</li> <li>• List of Failed Logins</li> </ul> </li> <li>• System Events <ul style="list-style-type: none"> <li>• Events by Severity</li> <li>• Critical Severity Events</li> <li>• High Severity Events</li> <li>• Medium Severity Events</li> </ul> </li> </ul> <p>You cannot edit this report.</p>   |
| Cyber Threat Assessment        | <p>Enhanced version of the Summary Report. Displays the following sections:</p> <ul style="list-style-type: none"> <li>• User Productivity <ul style="list-style-type: none"> <li>• Application Usage</li> <li>• Web Usage</li> </ul> </li> <li>• Security and Threat Prevention <ul style="list-style-type: none"> <li>• Application Vulnerability Exploits</li> <li>• Virus Prevention</li> <li>• At-Risk Devices and Hosts. For this chart, FortiGate Cloud lists the devices with the highest threat scores. You can view how the threat score is defined on the device in <i>Log &amp; Report &gt; Log Settings &gt; Threat Weight</i>.</li> <li>• High Risk Application</li> </ul> </li> <li>• Network Utilization <ul style="list-style-type: none"> <li>• Bandwidth</li> </ul> </li> </ul> <p>You cannot edit this report.</p> |
| DNS                            | <p>The default version of this report displays the following charts:</p> <ul style="list-style-type: none"> <li>• Queried Botnet C&amp;C domains and IP addresses</li> <li>• High risk sources</li> <li>• Top queried domains</li> <li>• Top domain lookup block</li> <li>• Top domain lookup timeout</li> </ul>   |
| FSBP                           | <p>The default version of this report displays results based on the device's security rating result:</p> <ul style="list-style-type: none"> <li>• Fortinet Security aFbric components audited</li> </ul>   |

| Report                           | Description  |
|----------------------------------|--|
|                                  | <ul style="list-style-type: none"> <li>• Score history (industry average and industry range)</li> <li>• Maturity milestones</li> <li>• Achievements and to-do list</li> </ul> <p>The FSBP Dashboard is only available for devices that support the Security Rating feature. If the device does not have any Security Rating results, all charts show no data.</p>  |
| High Bandwidth Application Usage | <p>Shows you applications that may affect network performance by using high bandwidth, allowing you to quickly pinpoint high bandwidth usage and violation of corporate policies.</p> <p>This report focuses on peer-to-peer applications (such as BitTorrent, Xunlei, Gnutella, Filetopia), file sharing and storage applications (such as Onebox, Google Drive, Dropbox, Apple Cloud), and voice/video applications (such as YouTube, Skype, Spotify, Vimeo, Netflix).</p> <p>You cannot edit this report.</p>   |
| Summary                          | <p>The default version of this report displays the following sections:</p> <ul style="list-style-type: none"> <li>• Threat Analysis</li> <li>• Traffic Analysis</li> <li>• Web Activities</li> <li>• VPN Analysis</li> <li>• System Activity</li> </ul>  |
| VPN Report                       | <p>This report displays VPN-related information. Displays the following sections:</p> <ul style="list-style-type: none"> <li>• Summary <ul style="list-style-type: none"> <li>• VPN Traffic Usage Trend</li> <li>• VPN User Logins</li> <li>• Failed Login Attempts</li> <li>• Top Dialup VPN Users</li> </ul> </li> <li>• SSL VPN <ul style="list-style-type: none"> <li>• Top Sources of SSL VPN Tunnels by Bandwidth</li> <li>• Top SSL VPN Tunnel Users by Bandwidth</li> <li>• Top SSL VPN Web Mode Users by Duration</li> <li>• Top SSL VPN Users by Duration</li> </ul> </li> <li>• IPsec VPN <ul style="list-style-type: none"> <li>• Top Site-to-Site IPsec Tunnels by Bandwidth</li> <li>• Top Dialup IPsec Tunnels by Bandwidth</li> <li>• Top Dialup IPsec Users by Bandwidth</li> <li>• Top Dialup IPsec Users by Duration</li> </ul> </li> </ul> <p>You cannot edit this report.</p> |
| Web Activity                     | <p>The default version of this report displays the following charts:</p> <ul style="list-style-type: none"> <li>• Most Visited Web Categories</li> <li>• Most Visited Websites</li> <li>• Most Visited Web Categories and Web Sites</li> </ul>   |

| Report                    | Description   |
|---------------------------|---|
|                           | <ul style="list-style-type: none"> <li>• Most Active Web Users</li> <li>• Most Visited Web Sites by Most Active Users</li> <li>• Most Active Users of Most Visited Web Sites</li> </ul>   |
| What is New Weekly Report | <p>This report displays new emerging devices, applications, vulnerabilities, and viruses during the past week. You can only schedule FortiGate Cloud to run this report weekly. Displays the following sections:</p> <ul style="list-style-type: none"> <li>• New Device</li> <li>• New Applications</li> <li>• New Vulnerability</li> <li>• New Virus</li> </ul> <p>All sections display all findings from the past week.<br/>You cannot edit this report.</p> |

## Report configurations

You can create and alter report configurations and their settings from *Report*. You can *Add* new reports or *Edit* existing ones. Both open an editing interface, which allows you to edit the report content and add or remove sections.

This feature is available for devices with FortiGate Cloud Service subscriptions.

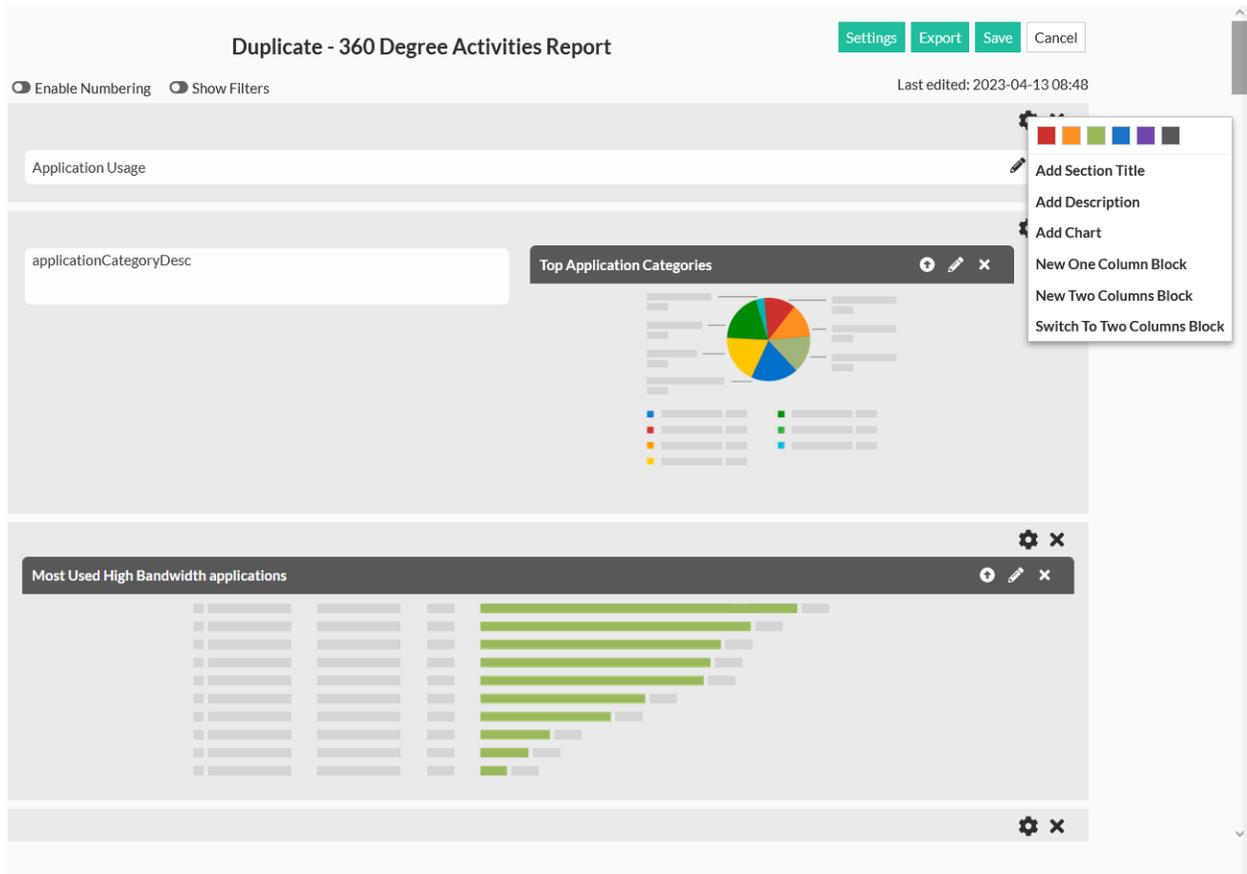
When a report configuration is scheduled for more than 15 devices, you can click ... in the *Scheduled Devices* column to open a window where you can view all scheduled devices.

| Report Config                           | Total Scheduled | Scheduled Devices | Last Modified    |
|---|-----------------|-------------------|------------------|
| 360 Degree Activities Report            | 1               | FGT50E            | 2019-05-01 11:16 |
| Admin and System Events Report          | 2               | FGT50E, FGT60D    | 2023-01-09 17:10 |
| Cyber Threat Assessment Report          | 0               |                   | 2021-02-04 16:32 |
| DNS Report                              | 0               |                   | 2019-09-11 16:24 |
| High Bandwidth Application Usage Report | 0               |                   | 2019-09-11 16:24 |
| VPN Report                              | 0               |                   | 2021-05-13 12:10 |
| What is New Weekly Report               | 0               |                   | 2020-02-21 08:51 |
| FSBP Report                             | 0               |                   | 2021-02-23 11:29 |
| Summary Report                          | 1               | FGVME             | 2021-10-27 14:34 |
| Web Activity Report                     | 0               |                   | 2021-03-10 11:03 |

### To create a custom report:

1. Go to *Analytics > Report*.
2. Click *Create*, and choose to create a blank report, copy an existing report, or import an external template. Click *OK*.
3. To add a chart, click the gear icon and select *Add Chart*.
4. In the *Predefined Chart List* dialog, select the desired chart. You can further customize the chart by clicking *Customize*. Click *OK*.

5. Click the gear icon to add *Descriptions*, and *Titles* to the current section, or new 1- or 2-column sections.



6. Click *Settings*. You can upload a report logo and set the report language.

Report Settings

Logo  No file selected.

Language

Generate empty report even when there is no data

7. Click *OK*.
8. Select *Save*, and view the finished report.

**To configure report settings:**

1. Go to *Analytics > Report*.
2. Select the desired report, then click *Settings*. You can upload a report logo and set the report language. Click *OK*.

**To delete a report config:**

1. Go to *Report*.
2. Select the desired report, then click *Delete*. Deleting the report configuration deletes all associated reports from FortiGate Cloud. Click *OK* in the confirmation dialog to continue with the deletion.

# Sandbox

FortiSandbox SaaS is a service that uploads and analyzes files that FortiGate antivirus (AV) marks as suspicious.

In a proxy-based AV profile on a FortiGate, the administrator selects *Inspect Suspicious Files with FortiGuard Analytics* to enable a FortiGate to upload suspicious files to FortiGuard for analysis. Once uploaded, the file is executed and the resulting behavior analyzed for risk. If the file exhibits risky behavior or is found to contain a virus, a new virus signature is created and added to the FortiGuard AV signature database. The next time the FortiGate updates its AV database it has the new signature. The turnaround time on Cloud SandBoxing and AV submission ranges from ten minutes for automated SandBox detection to ten hours if FortiGuard Labs is involved.

FortiGuard Labs considers a file suspicious if it exhibits some unusual behavior, yet does not contain a known virus. The behaviors that FortiGate Cloud Analytics considers suspicious change depending on the current threat climate and other factors.

The FortiGate Cloud console enables administrators to view the status of any suspicious files uploaded: pending, clean, malware, or unknown. The console also provides data on time, user, and location of the infected file for forensic analysis.

The *SandBox* tab collects information that the FortiSandbox SaaS service compiles. FortiSandbox SaaS submits files to FortiGuard for threat analysis. You can configure your use of the service and view analyzed files' results.

You must enable Cloud SandBoxing on the FortiGate and submit a suspicious file for the *SandBox* tab to become visible.

FortiSandbox SaaS regions include Global, Europe, U.S., and Japan.

The FortiSandbox SaaS feature allows the following file upload sources:

- File uploads from FortiGate:
  - For a FortiGate without a FortiSandbox SaaS subscription (see [License types on page 15](#)), FortiSandbox SaaS supports up to 100 uploads per day or two uploads per minute.
  - For FortiGates with a FortiSandbox SaaS subscription, the below upload limits apply:

| FortiGate model                       | Per minute | Per day |
|---------------------------------------|------------|---------|
| FortiGate 30-90/VM00                  | 5          | 7 200   |
| FortiGate 100-400/VM01                | 10         | 14 400  |
| FortiGate 500-900/VM02, VM04          | 20         | 28 880  |
| FortiGate 1000-2000/VM08, VM16        | 50         | 72 000  |
| FortiGate 3000/VM32 and higher models | 100        | 144 000 |

- For manual uploads from FortiGate Cloud, FortiSandbox SaaS supports up to 50 uploads per day per account.

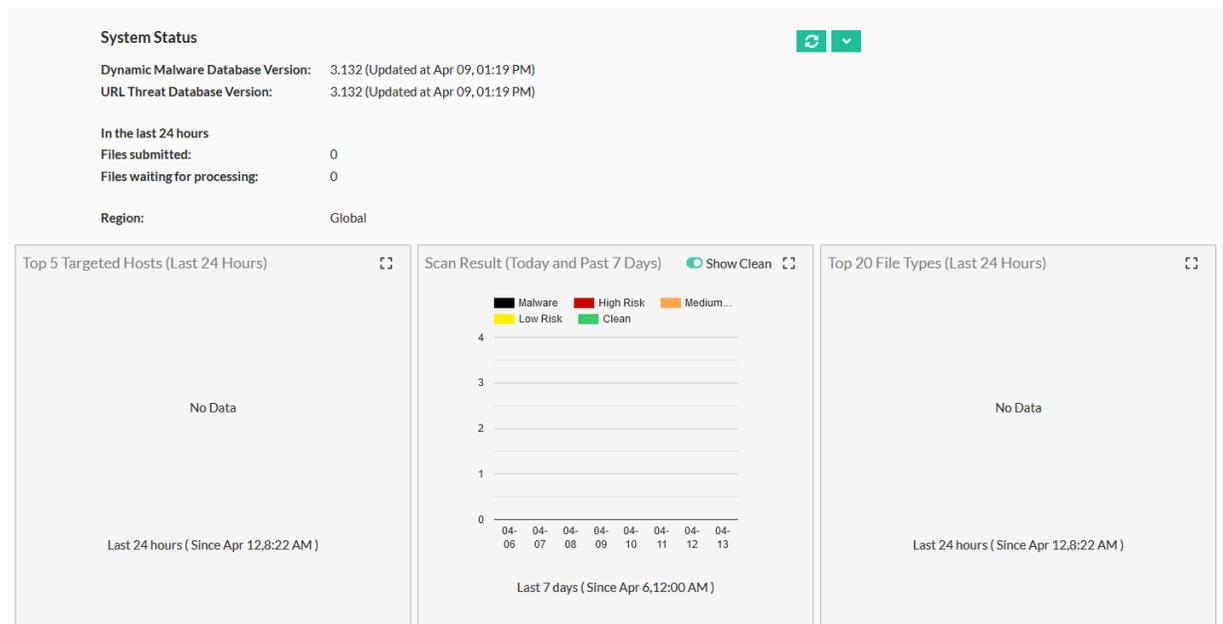
## To set up Sandbox:

1. Complete the [FortiGate Cloud Sandbox](#) steps.
2. In *Security Profiles > AntiVirus*, create a profile that has *Send files to FortiSandbox Cloud for inspection* configured.
3. Create a firewall policy with logging enabled that uses the Sandbox-enabled AV profile.
4. Once devices have uploaded some files to FortiSandbox SaaS, log in to the [FortiGate Cloud portal](#) to see the results.

### To upload a sample to Sandbox:

1. Go to *Sandbox > Scan Results*.
2. Click *Upload Sample*.
3. Browse to and select a file to upload, then click *Submit*. Once analysis completes, *Scan Results* displays the results.

## Dashboard



You can see an overview of the Sandbox results on the *Dashboard*.

The Dashboard contains the following widgets:

| Widget                               | Description   |
|--------------------------------------|---|
| System Status                        | Quick view of the current state of the AV databases and load.   |
| Top 5 Targeted Hosts (Last 24 Hours) | Displays which hosts received the most threats during the last 24 hours.  |
| Scan Result (Today and Past 7 Days)  | Shows the last eight days of results and their risk levels. You can toggle the display of clean files in the chart by selecting the checkmark in the lower right of the widget. |
| Top 20 File Types (Last 24 Hours)    | Displays the most commonly analyzed file types in the last 24 hours of scanning.  |

## Files and On-Demand Records

*Files Records* displays files that your connected device's AV has flagged as suspicious, which have been uploaded to FortiGate Cloud for FortiGuard analysis. In *On-Demand*, you can manually upload files for FortiGuard analysis, and view the analysis results. These pages may not appear if you do not have the FortiSandbox SaaS service enabled on the connected device.

You can select an analysis level and click the file names for more information. *On-Demand* also has an *Export* option, which allows you to export a CSV or PDF of on-demand results, and *Upload File*, where you can manually upload a file for analysis.

The maximum file size is 10 MB. The processing time may vary based on the file size.

## Setting

This page will help you batch apply sandbox setting to all FortiGates under the whole Account.

To view or change individual FortiGate's sandbox setting, please go to FortiGate's Device View → Sandbox Setting.

Setting:

**Enable Alert Setting**

**Log Retention**

Include past  day(s) of data. (The limit of max days is 365)

\* Data retention: Free - 7 days. Paid: 7 days of clean rating records and 1 year of malicious/suspicious records.

**Malware Package Options**

Include job data of the following rating:

Malware

High Risk

Medium Risk

\* Please enable FortiSandbox Database on Fortigates to receive this update

**URL Package Options**

Include job data of the following rating:

Malware

High Risk

Medium Risk

**Apply**

In *Settings > Sandbox Setting*, you can configure FortiSandbox SaaS settings:

| Setting                 | Description   |
|-------------------------|---|
| Enable Alert Setting    | <ul style="list-style-type: none"><li>• Enable alert emails</li><li>• Enter multiple email addresses (separated by commas) to receive alerts</li><li>• Set which severity levels trigger FortiGate Cloud to send alert emails</li></ul> |
| Log Retention           | Set number of days to retain log data.  |
| Malware Package Options | Select the data risk level that is automatically submitted to FortiGuard to further antithreat research.  |
| URL Package Options     |   |

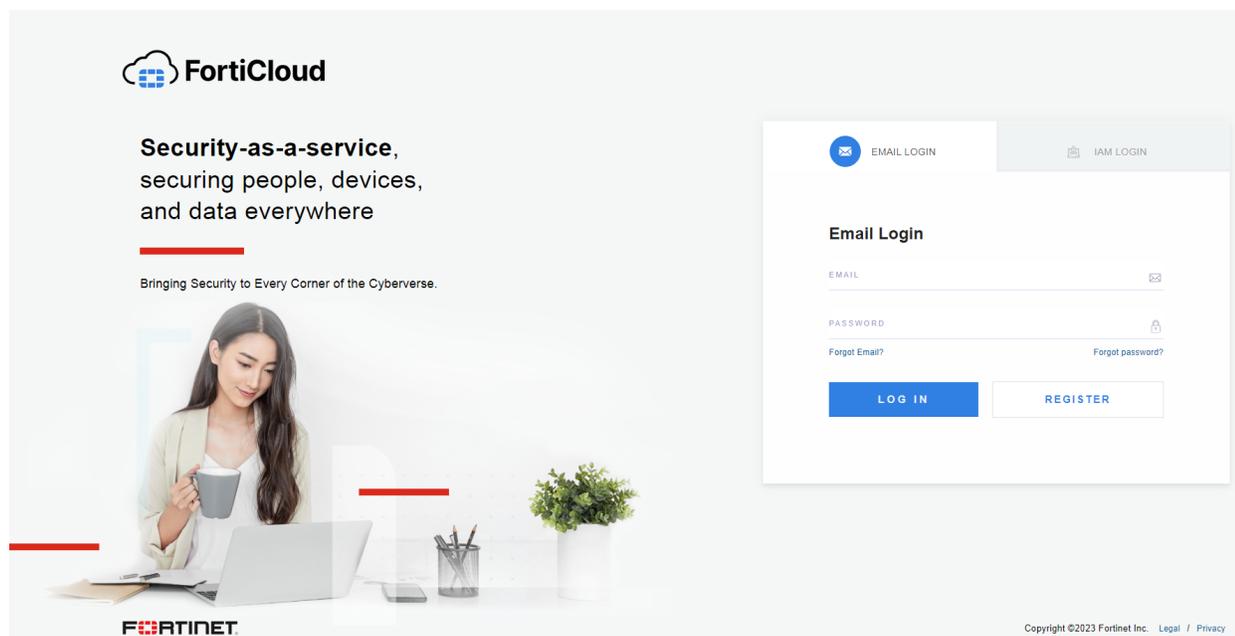
If multitenancy is enabled, you can also configure the target subaccount to apply Sandbox settings to. You can also choose to apply the Sandbox settings to all lower-level subaccounts of that subaccount, or not.

**To configure Sandbox alert emails:**

1. Go to *Settings > Sandbox Setting*.
2. Select *Enable Alert Setting*.
3. Enter email addresses into the list to contact in the event of a Sandbox alert.
4. Select the severity levels to trigger an alert.
5. Click *Apply*.

# Accounts and users

FortiGate Cloud supports the unified FortiCloud account for login to access the portal. The user who created the account, which this guide refers to as the primary user, can log in to FortiGate Cloud using their email ID as the username and the password that they chose when creating the account.



## Creating an account

You can register a new FortiCloud account using the *Register* button on the landing page.

## User management

The primary user can add users to the account using the following methods:

| User type                                 | Method  |
|---|---|
| Identity and Access Management (IAM) user | Add users to the FortiCloud account with role-based access control in FortiGate Cloud using the <a href="#">FortiCloud IAM service</a> . See <a href="#">IAM users on page 66</a> . |
| FortiGate Cloud user                      | Add FortiGate Cloud-only users. This is only supported when using multitenancy with subaccounts. See <a href="#">FortiGate Cloud users on page 82</a> .                             |

FortiGate Cloud does not support subusers added via the FortiCare legacy user management system. IAM users are the recommended approach.

## IAM users

FortiCloud Identity & Access Management (IAM) supports creating IAM users and allowing access to FortiGate Cloud using resource-based access control using FortiCloud permission profiles. When creating a permission profile in the IAM portal, you must add the FortiGate Cloud portal to the profile and configure the desired permissions.

### FortiGate Cloud

| Resources                | Read Only | Read & Write | No Access |
|--------------------------|-----------|--------------|-----------|
| Configuration Management |           | ✓            |           |
| Logging and Reporting    |           | ✓            |           |
| Cloud Sandbox            |           | ✓            |           |
| IOC                      |           | ✓            |           |

For details on creating a permission profile in the IAM portal, see [Creating a permission profile](#).

See [Adding IAM users](#) for details on configuring IAM users.

## FortiCloud organizations

FortiGate Cloud supports organizational unit (OU) account selection and switching. See [Organization Portal](#) for details on creating an OU.

### Creating an IAM user with OU scope

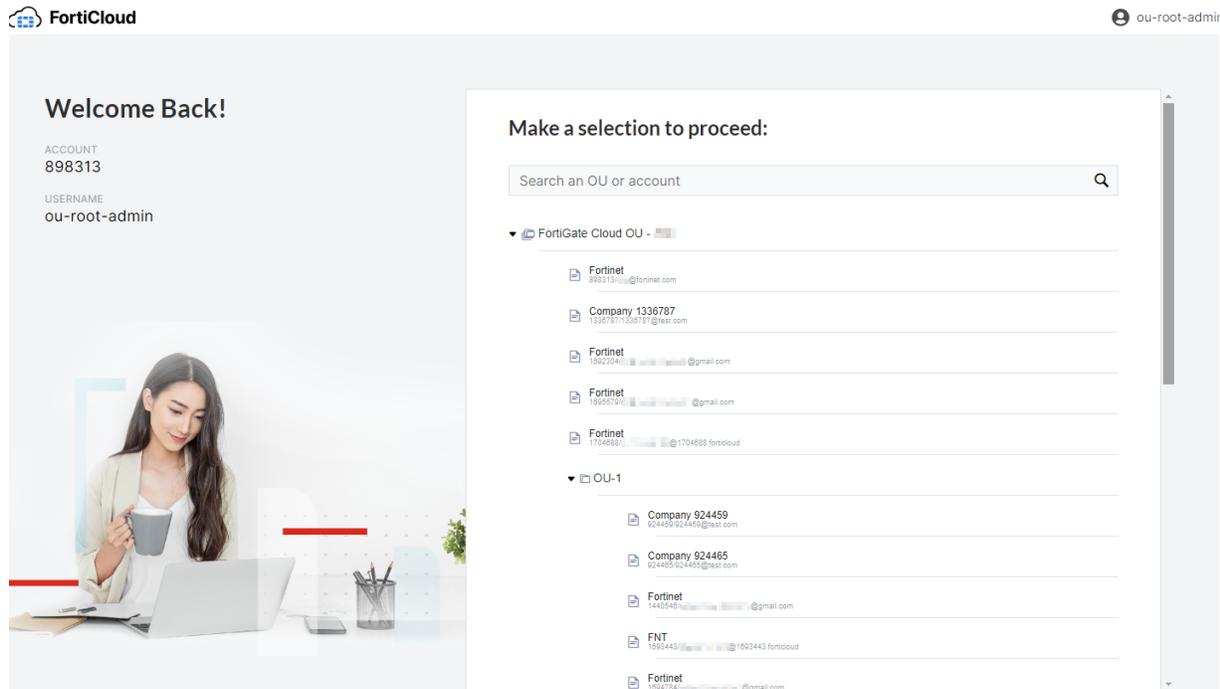
See [User permissions](#).

### Logging in to FortiGate Cloud and accessing OU accounts

#### To log in to FortiGate Cloud and access OU accounts:

1. In the FortiGate Cloud landing page, click *Login*.
2. Select *IAM Login*.
3. Enter your account ID/alias, username, and password, then click *Log In*.

#### 4. Select the desired account/OU.

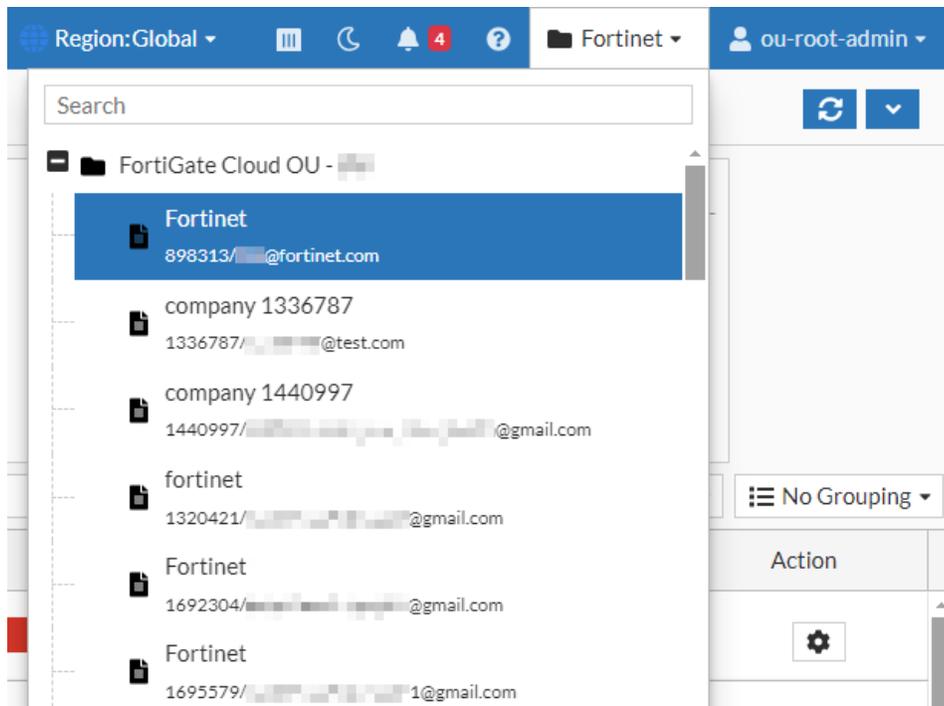


### Returning to the OU tree

To return to the OU tree, select your username in the upper right corner of the GUI, then select *Switch Accounts*.

### Switching OUs or accounts

To switch the OU or account that you are using to access FortiGate Cloud, select your account in the upper right corner of the GUI, then select the desired OU or account from the dropdown list.



## Account Setting

You can add and manage users from *Settings > Account Setting*. *Account Setting* includes different user types, including Identity & Access Management (IAM) and FortiGate Cloud account users. *Account Setting* displays a key icon beside the primary account.

The *Account Setting* page contains the following columns:

| Column    | Description   |
|-----------|---|
| Login ID  | Email address that the user uses to log in to the FortiGate Cloud portal. This column also displays the region that each user can access and their role. If multitenancy is activated, this column also displays the subaccounts that the user can access.  |
| Role      | Displays the user role. See <a href="#">User roles on page 81</a> .   |
| User Type | Displays the type of user. User types include the following: <ul style="list-style-type: none"> <li>• <b>IAM</b>: see <a href="#">IAM users on page 66</a>.</li> <li>• <b>FortiGateCloud</b>: see <a href="#">FortiGate Cloud users on page 82</a>.</li> <li>• <b>API</b>: an API user only has the ability to call the FortiGate Cloud API. FortiCare manages API users and their access permissions. API users are subusers of the primary account. See <a href="#">API access on page 84</a>.</li> <li>• <b>Third Party</b>: user who authenticates using an external identity provider (IdP). Configuring an external IdP requires FortiCare and FortiAuthenticator support.</li> </ul> |

| Column    | Description   |
|-----------|---|
| 2-Factor  | Enable two-factor authentication for the user. Two-factor authentication is only available for FortiGate Cloud and IAM users. Enabling two-factor authentication by selecting the checkbox in this column is only available for FortiGate Cloud users. For IAM users, you can enable two-factor authentication by selecting <i>Security Credentials</i> from the top-right dropdown list. |
| User Name | Name of the user associated with the user account. You may want to edit a username to make it easier to identify who is using that account. You can edit the username by clicking the <i>Edit</i> icon in the <i>Action</i> column.   |
| Status    | Status of the user account. The status can be one of the following: <ul style="list-style-type: none"> <li>• <b>Active</b>: user who has activated their account.</li> <li>• <b>Pending</b>: user to whom an activation email has been sent, but has not activated their account yet.</li> </ul>  |

For IAM and IdP users, they can only view their own account and edit their language settings on this page.

## Migrating legacy FortiGate Cloud users to IAM users

FortiGate Cloud supports the following user management types:

| User management type                                | Description   |
|---|---|
| FortiGate Cloud legacy user model                   | Allows adding additional users with admin/regular roles with the same access as the primary user or as read-only.   |
| FortiCloud Identity & Access Management (IAM) users | Enhanced permission model using FortiCloud IAM permission profiles and IAM users with resource-based access controls. FortiCloud IAM supports centrally managed permission profiles and user permissions across all FortiCloud services. These fine-grained access control for FortiGate Cloud provides greater flexibility in managing access to additional users of the FortiCloud account. For information on resources and permissions, see <a href="#">Creating a permission profile</a> . |

Migrating legacy FortiGate Cloud users to FortiCloud IAM users is highly recommended.

### To migrate legacy FortiGate Cloud users to IAM users:

The following steps require that there is an IAM permission profile that enables access to the FortiGate Cloud portal with FortiGate Cloud permissions, as follows:

| FortiGate Cloud          |                                  |                                  |                       | IAM                |                       |                       |                                  |
|--------------------------|----------------------------------|----------------------------------|-----------------------|--------------------|-----------------------|-----------------------|----------------------------------|
| Resources                | Read Only                        | Read & Write                     | No Access             | Resources          | Read Only             | Read & Write          | No Access                        |
| Configuration Management | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | User / Permissions | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Logging and Reporting    | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | Account            | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Cloud Sandbox            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | Credentials        | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| IOC                      | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> |                    |                       |                       |                                  |

See [IAM users](#).



The administrator can create any number of profiles with desired permissions combinations.

1. Log in to [FortiGate Cloud](#) with your FortiCloud account.
2. Go to *Settings > Account Setting*.
3. Select the desired accounts, then click *Migrate IAM Users*. Follow the prompts.
4. Go to the IAM portal from FortiCloud top bar and go to *Permission Profiles*.
5. For each user in the exported list, create an IAM user and select the permissions profile with FortiGate Cloud permissions. See [Adding IAM users](#).
6. Share the generated password link with the designated user to set up a new password.
7. After verifying that the user permissions are as configured, you can delete the legacy user from FortiGate Cloud by going to *Settings > Account Setting*, selecting the desired user, then clicking *Delete*.

Account Profile

FortiCloud ID: [redacted]@outlook.com

Account ID: [redacted]@outlook.com

Layout setting: Original Layout New Layout (Beta)

Activate multi-tenancy feature

Account User

Edit Delete Search

| Login ID                | Role | User Type | 2-Factor |
|-------------------------|------|-----------|----------|
| [redacted]@outlook.com  | Adm  |           |          |
| [redacted]@fortinet.com | Adm  |           |          |

**Confirm**

⚠ Are you sure you want to delete user [redacted]@fortinet.com?

OK Cancel



Legacy and IAM users can exist simultaneously during this transition.

# Audit Log

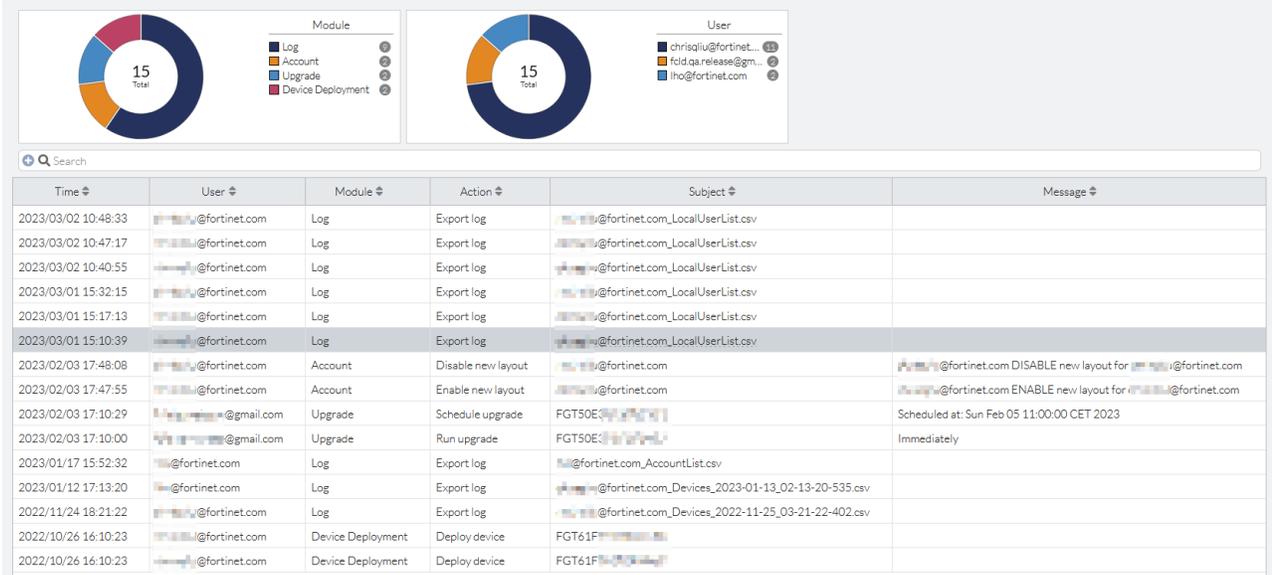
*Audit Log* displays a log of actions that users performed on the FortiGate Cloud portal. You can filter the page to only view logs for actions for a certain date range, module, or action type. The log displays information for the following modules:

| Module            | Actions  |
|-------------------|--|
| Account           | <ul style="list-style-type: none"><li>• Adding, deleting, and editing subaccounts, account users, and subaccount users</li><li>• Moving devices to subaccounts</li><li>• Setting an account as the primary account</li></ul> |
| Report            | <ul style="list-style-type: none"><li>• Adding, deleting, editing, downloading, scheduling, and running reports</li><li>• Adding, deleting, and editing report configurations</li></ul>                                      |
| Log               | Downloading and exporting logs   |
| FortiView         | Exporting charts   |
| Event Handler     | Enabling and disabling event handlers  |
| Summary widget    | Adding and deleting summary widgets  |
| Management        | Enabling, disabling, and authenticating management on devices  |
| Script            | Adding, editing, and deploying scripts   |
| Firmware profiles | Adding, editing, and deleting profiles   |
| Remote Access     | Viewing a device via Remote Access   |
| Config            | Importing and merging device configurations  |
| Backup            | Downloading, running, restoring, and deleting backups  |
| Device deployment | Undeploying, deleting, adding, bulk adding, and deploying devices to FortiGate Cloud or FortiManager   |
| Sandbox           | Uploading files to Sandbox for analysis  |

The following information is available for each action. You can configure which columns display:

- Time when the action occurred
- User who completed the action
- Module that the action falls under
- Action type
- Subject that the action was performed on
- Other details as available

# Audit Log



# Multitenancy

FortiGate Cloud supports the following options for multitenancy:

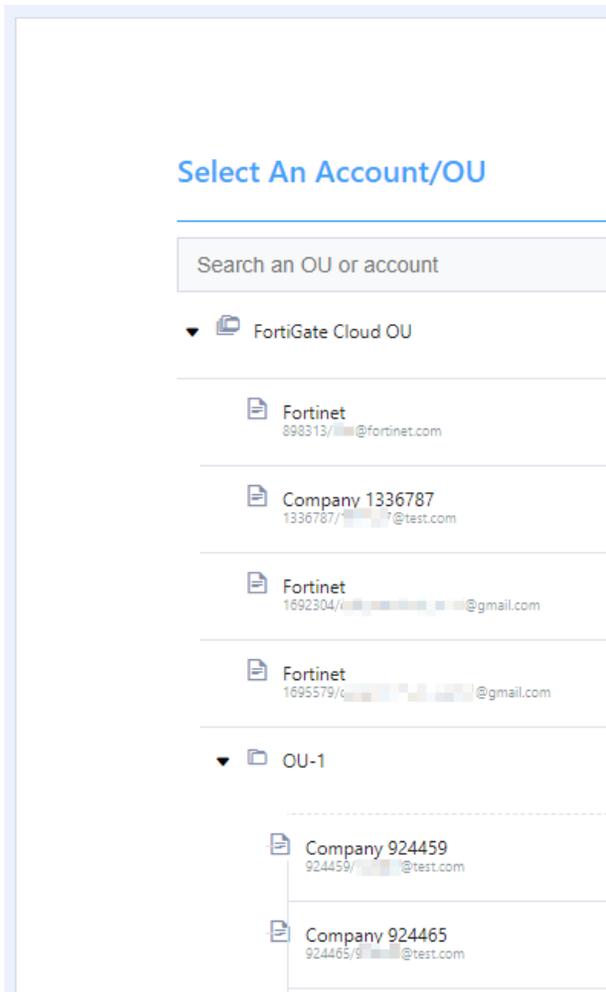
- **Multitenancy with FortiCloud Organizations:** see [Multitenancy with FortiCloud Organizations on page 73](#)
- **Multitenancy with subaccounts:** see [Multitenancy with subaccounts \(legacy\) on page 80](#)

## Multitenancy with FortiCloud Organizations

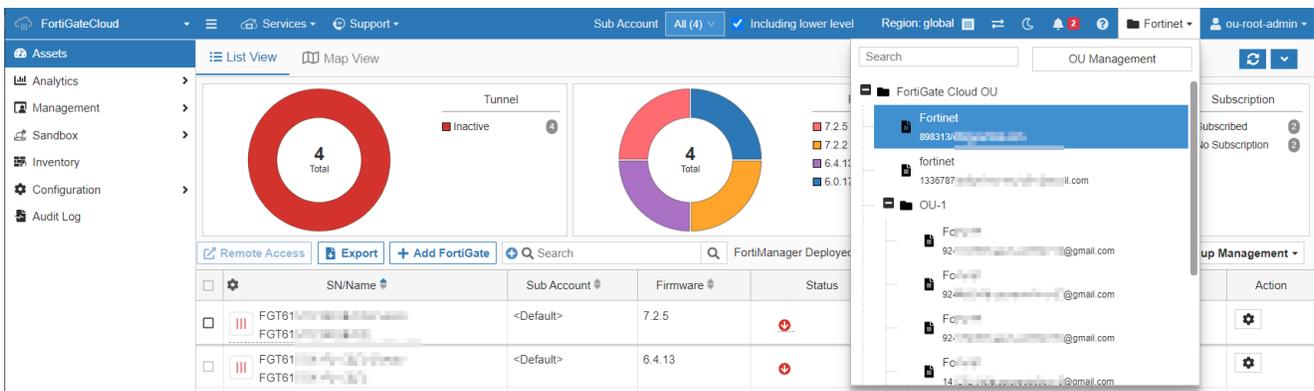
FortiGate Cloud supports FortiCloud Organizations for seamless multitenant features designed for managed security service providers across multiple FortiCloud accounts. With Organizations, Identity & Access Management (IAM) users can view an organizational unit (OU) Dashboard for a single pane of glass view of assets across the entire Organization or OU. Administrators can add additional users with a fine grained permission model (IAM permission profile) and manage the visibility and access to full Organization or specific OU or OU member accounts. You can create an Organization and manage up to 10 accounts. For managing more than 10 accounts, Organization root account can create a Fortinet Developer Network basic account. This requires no additional license. See the following for details on various OU tasks:

| Task                     | Instructions   |
|--------------------------|--|
| Creating an OU           | <a href="#">Adding and deleting OUs</a>  |
| Creating an OU IAM user  | <a href="#">Organization user management</a><br>When creating a permission profile in the IAM portal, you must add the FortiGate Cloud portal to the profile, and configure the desired permissions. See <a href="#">IAM users</a> . |
| Log in as an OU IAM user | <a href="#">Logging into an OU account</a>   |

When you log in to FortiGate Cloud, if OUs are enabled on the account, a OU/account selection screen displays. You can select an OU or account to access from this tree. The folder icon denotes OUs, while the file icon denotes accounts.



To move to another OU or account, select the desired OU from the dropdown list in the upper right corner.

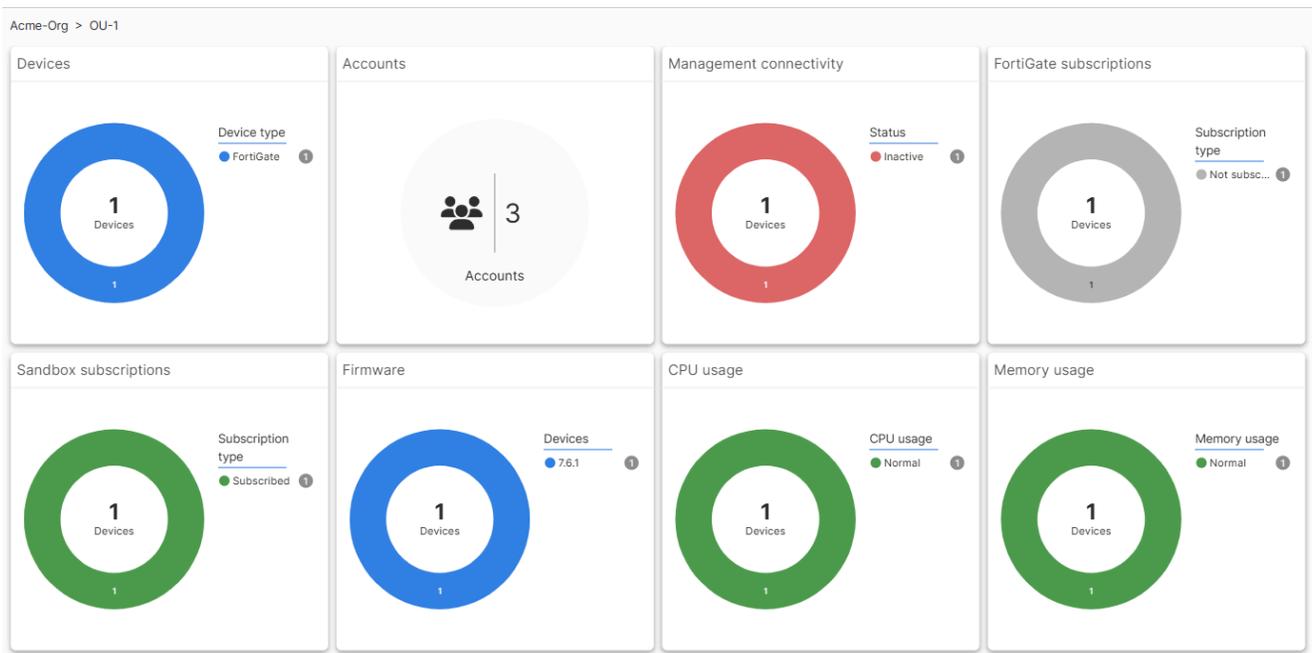


## OU Dashboard

The OU Dashboard provides a consolidated view of accounts and assets in the given scope of the Organization. The dashboard is available for Organization type IAM users and the visibility of accounts and assets depends on the OU

scope selected for the IAM user.

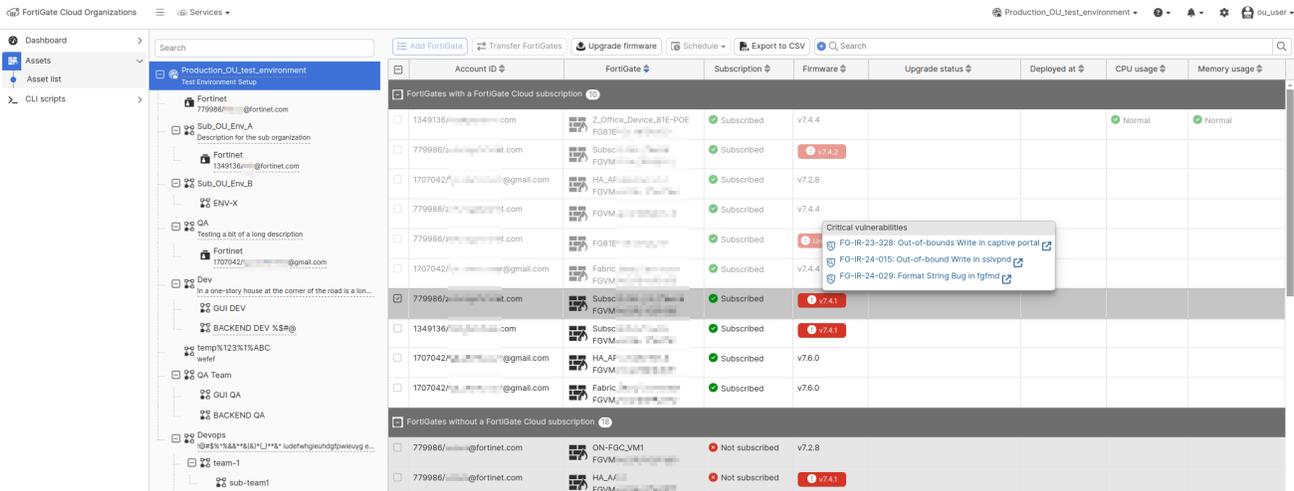
When you access an OU from the OU tree, FortiGate Cloud displays an OU dashboard. The following lists OU dashboard widgets:



| Widget                  | Displays a donut chart that details...  |
|-------------------------|---|
| Devices                 | Device type breakdown and total number of devices in this OU.                       |
| Accounts                | Total number of accounts in this OU.  |
| Management connectivity | Management connectivity status breakdown and total number of devices in this OU.    |
| FortiGate subscriptions | FortiGate Cloud subscription type breakdown and total number of devices in this OU. |
| Sandbox subscriptions   | Sandbox subscription type and total number of devices in this OU.                   |
| Firmware                | Firmware version installed on devices in this OU.                                   |
| CPU usage               | CPU usage levels on devices in this OU.   |
| Memory usage            | Memory usage levels on devices in this OU.  |

## OU Asset list

The OU Asset list displays the list of devices for each account in the organizational unit (OU). You can view device information for different OUs and accounts by using the navigation pane. The device list is separated into FortiGates that have a FortiGate Cloud subscription and FortiGates without a subscription. You can also manage firmware upgrades for FortiGates across the OU. The *Firmware* column also warns of potential critical vulnerabilities associated with your FortiGates' firmware versions. You can export the OU asset list and its data using *Export to CSV*.



This list displays the following information about the devices:

| Column          | Description   |
|-----------------|---|
| Account ID      | FortiCloud account that the device is registered to.                              |
| Device name     | Device name and serial number.  |
| Firmware        | Firmware version installed on the device.   |
| Upgrade status  | Displays if the FortiGate is currently performing a firmware upgrade.             |
| Transfer status | Transfer status on the device.  |
| CPU usage       | CPU usage level on the device.  |
| Memory usage    | Memory usage level on the device.   |
| Claimed on      | (Optional, non-default) Date the device was claimed.                              |
| Deployment key  | (Optional, non-default) Key used to deploy device.                                |
| Last backup     | (Optional, non-default) Date and time of last configuration backup on the device. |
| Last log upload | (Optional, non-default) Date and time of last log uploaded by device.             |
| Name            | (Optional, non-default) Device name.  |
| Serial          | (Optional, non-default) Serial number.  |
| Subscription    | (Optional, non-default) Subscription status of the device.                        |

You can import and provision FortiGates using OUs.

**To import and provision a FortiGate:**

1. Go to *Assets > Asset list* in the OU view.
2. Select the account to add a FortiGate to by using the OU tree.
3. Click *Add FortiGate*.
4. On the *Inventory* slide, click *Import FortiGate*.
5. Enter a FortiCloud or FortiDeploy key(s), select a partner, and click *OK*.

6. Select the devices to provision on the *Inventory* slide and click *Provision*. The provisioned devices now are on the OU Asset list.

INVENTORY - 1707042/...@GMAIL.COM

+ Import FortiGate Provision Delete Search

| FortiGate   | Description                   | FortiCare registration | Imported date       |
|---|-------------------------------|------------------------|---------------------|
| FortiGates with a FortiGate Cloud subscription 7    |                               |                        |                     |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:41:10 |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:45:34 |
| <input checked="" type="checkbox"/> FGVM04TM        | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:43:09 |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:44:44 |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:37:41 |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:42:11 |
| <input type="checkbox"/> FGVM04TM                   | - FGC Subscription + Firmware | Registered             | 2024/04/02 03:46:15 |
| FortiGates without a FortiGate Cloud subscription 1 |                               |                        |                     |
| <input type="checkbox"/> FGVM01TM                   |                               | Registered             | 2024/03/26 22:37:18 |

You can transfer FortiGates between accounts in an OU.

#### To transfer a FortiGate:

1. Go to *Assets > Asset list* in the OU view.
2. Select the account with the source FortiGate(s) you would like the transfer by using the OU tree.
3. Select the source FortiGate(s) on the table.
4. Click the *Transfer FortiGates* button.
5. On the *Transfer FortiGates* slide, select the destination account, data transfer option, click the acknowledgment, then click *OK*. The selected FortiGate(s) will now be transferred to from the source account to the destination

account.

**TRANSFER FORTIGATES**

From [redacted]@fortinet.com

To [redacted]@gmail.com

Data transfer options

- Remove all data**  
Permanently delete all log data associated with the FortiGate after transfer.
- Migrate data to new account**  
Update log data ownership from the source account to the new account.
- Keep data in original account**  
Retain ownership of the log data associated with the FortiGate in the original account.

Search
Q

FortiGate

|        |   |
|--------|---|
|        | Subscription_Device   |
| FGVM04 | <span style="background-color: #eee; padding: 2px;">[redacted]</span> |

1

I acknowledge and understand that upon transferring, all scheduled reports, firmware upgrades, CLI script tasks, and any existing logs and reports associated with the FortiGate will be lost. I further acknowledge that if all FortiGates with FortiGate Cloud subscriptions are transferred out of an account that is using the Premium Portal, the portal will be downgraded to the Standard Portal after one month.

OK
Cancel



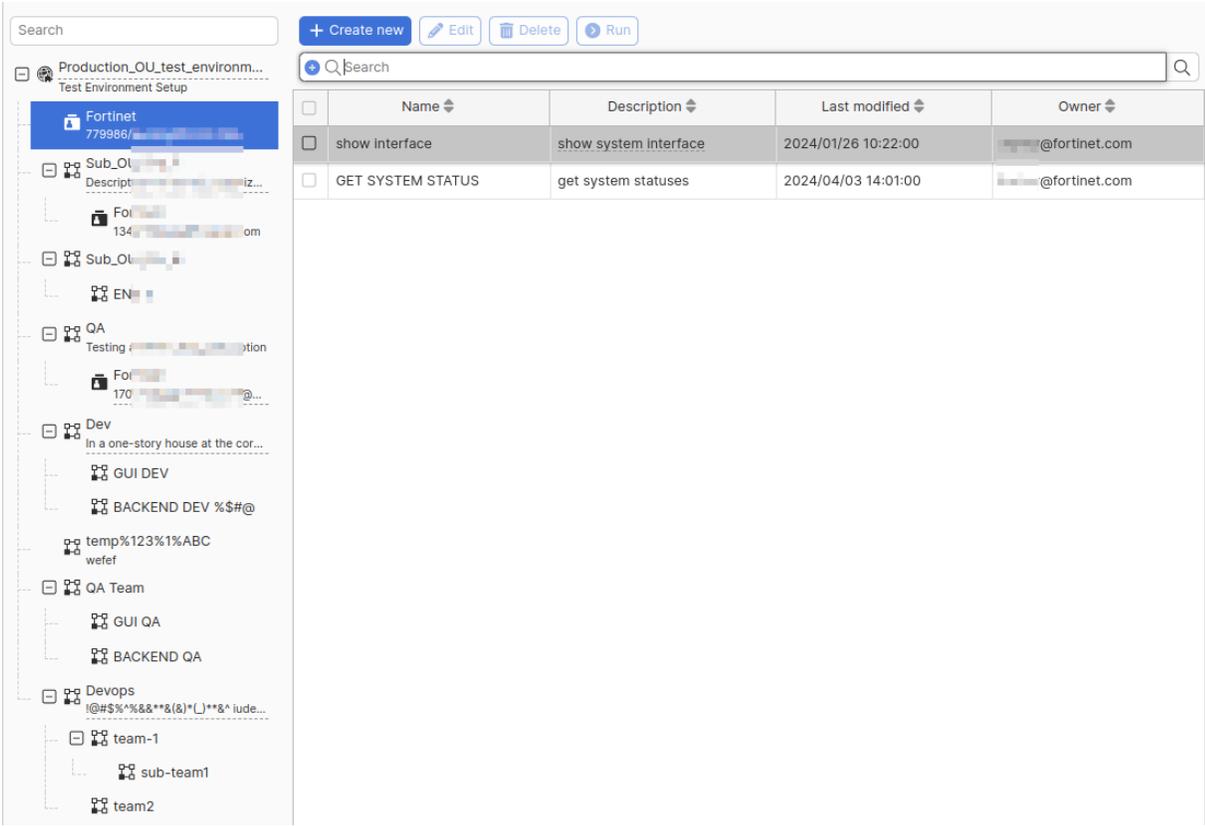
Transferring a FortiGate is currently only supported under the following scenarios:

1. Transfer between Standard Portal account A to Standard Portal account B.
2. Transfer between Premium Portal account A to Premium Portal account B.

Transfer between Standard Portal to Premium Portal or Premium Portal to Standard Portal is not supported.

## OU CLI scripts

OU *CLI scripts* > *Script list* displays the list of CLI scripts for each account in the organizational unit (OU). You can view, manage, and schedule scripts for different OUs and accounts by using the navigation pane.



|                          | Name              | Description           | Last modified       | Owner         |
|--------------------------|-------------------|-----------------------|---------------------|---------------|
| <input type="checkbox"/> | show interface    | show system interface | 2024/01/26 10:22:00 | @fortinet.com |
| <input type="checkbox"/> | GET SYSTEM STATUS | get system statuses   | 2024/04/03 14:01:00 | @fortinet.com |

You can configure and schedule scripts of CLI commands to run on your FortiGates. For FortiOS CLI command information, see the [FortiOS CLI Reference](#).

### To create a script:

1. Go to *CLI scripts* > *Script list*.
2. Click *Create new*.
3. In the *CLI script* field, enter the desired FortiOS CLI commands to run on the FortiGates.
4. Configure other fields as desired, then click *OK*.

### To run a script:

1. Go to *CLI scripts* > *Script list*. Select the desired script, then click *Run*.
2. In *FortiGates*, select the desired FortiGates.
3. In the *Execution schedule* toggle, select one of the following:
  - To run the script immediately, click *Immediate*.
  - To schedule the script to run at a desired time, select *Scheduled*. Configure the desired time to run the script. Click *OK*.

You can view and edit scheduled script runs in *CLI Scripts > Script tasks > Scheduled scripts*. You can view the script run results in *CLI scripts > Script tasks > Run results*.

## Multitenancy with subaccounts (legacy)

The multitenancy feature is designed for managed security service providers to manage multiple customers as subaccounts. It also allows you to move registered devices between these subaccounts and allocate administrators to each subaccount. You can give FortiGate Cloud subaccount users full or read-only access, allowing more control over a managed service's provisioning.



FortiGate Cloud multitenancy with subaccounts applies to only FortiGate Cloud. Using multitenancy with FortiCloud organizations is recommended to use multitenancy across FortiCloud products and services.

---

### To activate multitenancy:

1. Contact your Fortinet partner or reseller, requesting the following SKU: FCLE-10-FCLD0-161-02-DD. They email you a multitenancy activation code.
2. In FortiGate Cloud, select *Settings > Account Setting*.
3. Select *Activate multi-tenancy feature*.
4. Enter the activation code, and click *OK*.

### To configure basic multitenancy:

1. On the *Inventory* page, select *Import FortiCloud or FortiDeploy Key* to add multiple FortiGate Cloud licenses at once.



After the device successfully deploys, the device key becomes invalid. You can only use the key once to deploy a device.

---

2. On the *FortiGate Inventory* subpage, select one or multiple devices, and select *Deploy > Deploy to FortiGate Cloud*. Select the subaccount for the selected devices. You can also select a timezone for the devices.
3. Click *OK*. FortiGate Cloud moves the devices to the *FortiGate Cloud Deployed* subpage.

### To assign a device to a subaccount on the homepage:



Assigning a device to a new subaccount keeps the device data in FortiGate Cloud, including logs, reports, and configuration backups, and moves this data to the new subaccount. To delete this data, you must undeploy your device from FortiGate Cloud, then assign it to the desired subaccount.

---

You can assign a device to a different subaccount, including RMA devices.

1. On the *Assets* page, click the *Action* icon beside the desired device, then click *Assign To*.
2. In the *Assign To* dialog, select the desired subaccount, then click *Submit*.

3. In the confirmation dialog, click *YES*.

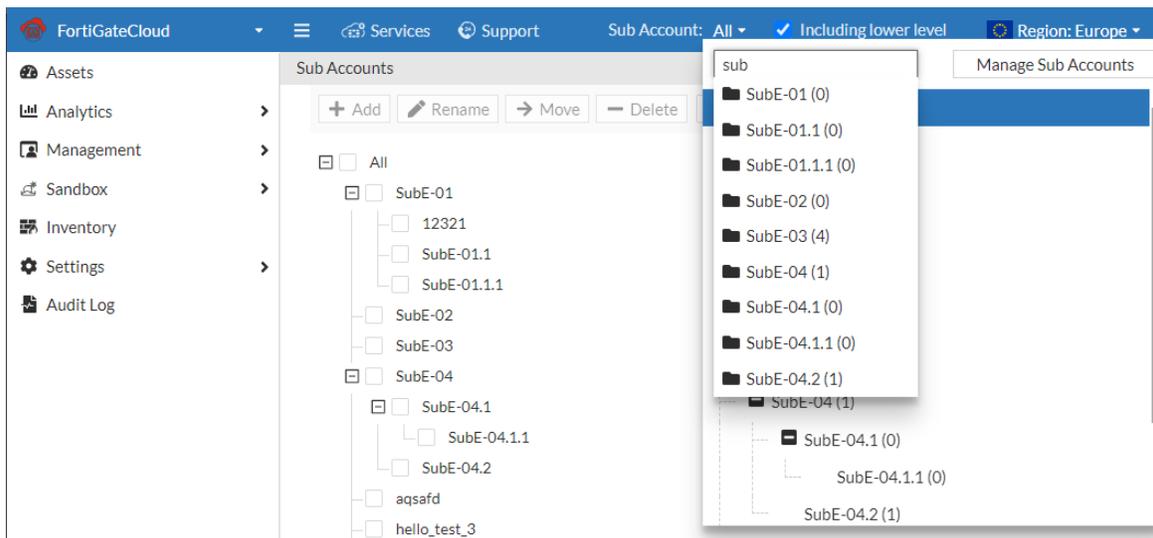
**To manage subaccounts:**

1. Do one of the following:
  - Go to *Settings > Account Setting*. You can view all accounts associated with this FortiGate Cloud. You can see that users have different roles. For role descriptions, see [User roles on page 81](#). Click *Manage Sub Accounts*.
  - From the *Sub Account* dropdown list in the upper right corner, click *Manage Sub Accounts*.
2. You can add, delete, edit, or move sub accounts as desired. Click *Return* once done.

When you move a subaccount, FortiGate Cloud deletes all scheduled reports and tasks associated with that subaccount's devices. This warning displays in the GUI when you move a subaccount.

**To go to another subaccount:**

1. On the top banner, click the *Sub Account* dropdown list.
2. Do one of the following:
  - To search for the desired subaccount, enter its name in the field. The dropdown list shows subaccounts that include the search term.



- Click the desired subaccount in the dropdown list.

**User roles**

The multitenancy account includes different user roles. You can view users and their roles by going to *Settings > Account Setting*. For multitenancy accounts, admins and regular users can select single or multiple subaccounts.

| User role | Description  |
|-----------|--|
| Admin     | Can access and manage devices under all subaccounts. |
| Regular   | View-only access to devices under all subaccounts.   |

## FortiGate Cloud users

Primary users can create FortiGate Cloud users with admin and regular (read-only) permission roles with access to different functionalities.

For information on multitenancy-enabled accounts and adding subaccounts and users to subaccounts, see [Multitenancy on page 73](#).

Migrating legacy FortiGate Cloud users to FortiCloud IAM users is highly recommended. If you open *Settings > Account Setting* and there are legacy FortiGate Cloud users, FortiGate Cloud displays a prompt to migrate the users to Identity & Access Management. See [Migrating legacy FortiGate Cloud users to IAM users on page 69](#).

### To add more FortiGate Cloud users:

1. Go to *Settings > Account Setting*.
2. Click the *Add User* button.
3. Enter the new admin/user's email address and name.
4. From the *Region* dropdown list, select the desired region for this user to have access to.
5. From the *Role* dropdown list, select whether they are an admin (total control over the FortiGate Cloud interface) or a regular user (limited control, monitoring only).
6. For *Manage Sub Account*, select *All*, or select *Selected* to decide which subaccounts the admin/user has access to.
7. Select *Submit*. The admin/user receives an email prompting them to set their account password and log in.



Newly added FortiGate Cloud users automatically have multifactor authentication enabled.



Adding email users to FortiGate Cloud is only supported for standalone accounts (FortiGate Cloud accounts without a FortiCloud ID) and multitenancy accounts (FortiCloud accounts with a valid multitenancy license).

---

## Signing in as a FortiGate Cloud user

### To sign in as a FortiGate Cloud user:

1. Go to the [FortiGate Cloud portal](#).
2. In the *Email* and *Password* fields, enter the account email address and password.
3. Click *Login*.

# IOC

The indicators of compromise (IOC) service alerts administrators about newly found infections and threats to devices in their network. By analyzing unified threat management logging and activity, IOC provides a comprehensive overview of threats to the network.

IOC detects the following threat types, based on the evolving FortiGuard database:

| Threat type                   | Description   |
|-------------------------------|---|
| Malware                       | Malicious programs residing on infected endpoints   |
| Potentially unwanted programs | <ul style="list-style-type: none"><li>• Spyware</li><li>• Adware</li><li>• Toolbars</li></ul> |
| Unknown                       | Threats that the signature detected but does not associate with any known malware             |

A subscription grants access to IP address allowlisting, which allows you to narrow your malware search by excluding safe IP addresses and domains, and alert emails to notify you directly of detected network threats. You can also view infected devices' full IP addresses, allowing you to better control their access to your network.

You must enable the *IOC* column in *Assets*. See [Assets on page 26](#).

## To purchase an IOC subscription:

1. Go to [FortiGate Cloud Indicators of Compromise](#) for purchase options.
2. Complete the purchase process and wait for the key to arrive by email.
3. Log into the [Fortinet Support website](#).
4. On the *Asset* page, register the code as if it is a new product's serial number, and then enter the serial number of the FortiGate Cloud-connected device that you want the service to monitor. The service automatically takes effect.

## To access IOC:

In the FortiGate list, look to the right. A bomb icon is visible. Click the bomb icon.

# API access

The following provides instructions on how to access and call the FortiGate Cloud API. You can find all supported API calls at the [FortiGate Cloud REST API documentation](#).

FortiOS 7.0 and later versions return Gzipped binary file responses by default. For CURL, you can add the `--compressed` tag in your query to get the unzipped plain response.

For FortiGate Cloud API calls, the host address depends on the server environment as follows:

| Environment | Host address                   |
|-------------|--------------------------------|
| Global      | api.fortigate.forticloud.com   |
| Europe      | euapi.fortigate.forticloud.com |
| Japan       | jpapi.fortigate.forticloud.com |

All API calls that this guide includes use the global environment as an example.

## To make an API call using a server authentication token:

1. Call the token retrieval API. The following provides an example:

### Request:

```
curl -H "Content-Type: application/json" -X POST -d '{
  "accountId": "xxx", "userName": "xxx", "password": "xxxxxxxxx"}'
https://www.forticloud.com/forticloudapi/v1/auth
```

### Response:

```
{
  "access_token": "EXAMPLETOKEN", "expires_in": 14400, "message": "successfully
  authenticated", "refresh_token": "syIsrAofcHe67bTFdmhT5pInnqCXT", "scope": "read
  write", "status": "success", "token_type": "Bearer"}
```

Substitute in your FortiGate Cloud account credentials and host address.

2. You can query all supported FortiGate Cloud APIs using the access token that you retrieved from step 1. The following provides an example:

### Request:

```
curl -H "Content-Type: application/json" -H "Authorization: Bearer EXAMPLETOKEN" -X GET
https://www.forticloud.com/forticloudapi/v1/devices
```

### Response:

```
[{"sn": "", "name": "FortiGate-100D", "timeZone": -
  7.0, "tunnelAlive": true, "contractEndTime": 0, "model": "FortiGate
  100D", "firmwareVersion": "6.2.8", "management": false, "initialized": false, "subAccountO
  id": 793, "ip": "172.16.30.193", "latitude": null, "longitude": null, "total": 8, "trial": fal
  se}, {"sn": "FG60DP4614004455", "name": "FG60DP4614004455-Daniel-FGT", "timeZone": -
  7.0, "tunnelAlive": false, "contractEndTime": 0, "model": "FortiGate", "firmwareVersion": "
  6.0.9", "management": true, "initialized": false, "subAccountOid": -
  1, "ip": "172.16.93.119", "latitude": null, "longitude": null, "total": 8, "trial": true},
  {"sn": "FGT60ETK1809A1GX", "name": "FGT60ETK1809A1GX", "timeZone": -
  8.0, "tunnelAlive": false, "contractEndTime": 0, "model": "FortiGate", "firmwareVersion
  ...
```

### To make an API call using an IAM user authentication token:

1. If you do not already have one, create an Identity & Access Management (IAM) API user:
  - a. Log in to the [IAM portal](#) using your FortiGate Cloud account credentials.
  - b. Go to *API Users*, then click *ADD API USER*. Click *Next*.
  - c. Under *Effective Portal Permissions*, select *FortiGate*, then *ADD*. Click *Next*.
  - d. Click *Edit*. Toggle *Allow Portal Access* to *YES*. Under *Access Type*, select *Admin*. Click *CONFIRM*.
  - e. Click *DOWNLOAD CREDENTIALS*. Open the downloaded file to view your username and password.
2. Retrieve the access token by calling the FortiAuthenticator token retrieval API: `/oauth/token/`. The following provides an example where the FortiAuthenticator IP address is `customerapiauth.fortinet.com`:

**Request:**

```
curl -H "Content-Type: application/json" -X POST -d
  https://customerapiauth.fortinet.com/api/v1/oauth/token/ '{"username":"AC0F1454-
  3CCD-4523-8B3C-
  4412156CB197","password":"a679bc11d6011e6ea3a7390cef0cd66b!1Aa","client_
  id":"fortigatecloud","grant_type":"password"}'
```

**Response:**

```
{"access_token": "EXAMPLETOKEN", "expires_in": 14400, "message": "successfully
  authenticated", "refresh_token": "syIsrAofcHe67bTFdmhhT5pInnqCXT", "scope": "read
  write", "status": "success", "token_type": "Bearer"}
```

3. You can query all supported FortiGate Cloud APIs using the access token that you retrieved from step 2. The following provides an example:

**Request:**

```
curl -H "Content-Type: application/json" -H "Authorization: Bearer EXAMPLETOKEN" -X GET
  https://www.forticloud.com/forticloudapi/v1/devices -k
```

**Response:**

```
[{"sn":"FG100D3G15803161","name":"FortiGate-100D","timeZone":-
  7.0,"tunnelAlive":true,"contractEndTime":0,"model":"FortiGate
  100D","firmwareVersion":"6.2.8","management":false,"initialized":false,"subAccountO
  id":793,"ip":"172.16.30.193","latitude":null,"longitude":null,"total":8,"trial":fal
  se}, {"sn":"FG60DP4614004455","name":"FG60DP4614004455-Daniel-FGT","timeZone":-
  7.0,"tunnelAlive":false,"contractEndTime":0,"model":"FortiGate","firmwareVersion":-
  6.0.9,"management":true,"initialized":false,"subAccountOid":-
  1,"ip":"172.16.93.119","latitude":null,"longitude":null,"total":8,"trial":true},
  {"sn":"FGT60ETK1809A1GX","name":"FGT60ETK1809A1GX","timeZone":-
  8.0,"tunnelAlive":false,"contractEndTime":0,"model":"FortiGate","firmwareVersion
  ...
```

### To call FortiOS APIs via FortiGate Cloud:

You can proxy any FortiOS API via FortiGate Cloud. The format for calling FortiOS APIs from FortiGate Cloud is as follows:

```
https://www.forticloud.com/forticloudapi/v1/fgt/<SN>/<FortiOS API>
```

The following provides an example request where the FortiGate serial number is `FGT60D461xxxxxx` and the API being called is `/api/v2/monitor/fortiguard/service-communication-stats`, which retrieves historical statistics for communication with FortiGuard services.

**Request:**

```
curl -H "Content-Type: application/json" -H "Authorization: Bearer EXAMPLETOKEN"
  https://www.forticloud.com/forticloudapi/v1/fgt/FGT60D461xxxxxx/api/v2/monitor/fortig
  uard/service-communication-stats
```

For FortiOS API information, see the [FortiOS REST API documentation](#).

## Frequently asked questions

### What do I do if FortiOS returns an *Invalid Username or Password/FortiCloud Internal Error/HTTP 400* error when activating FortiGate Cloud on the FortiOS GUI?

Do the following:

1. Ensure that you can log into FortiGate Cloud via a web browser using the same username and password that you attempted to activate FortiGate Cloud with on the FortiOS GUI.
2. Confirm that the FortiGate can ping `logctrl1.fortinet.com` or `globallogctrl.fortinet.net`.
3. Connect via Telnet to the resolved IP address from step 2 using port 443.
4. Ensure that the FortiGate Cloud account password length is less than 20 characters.
5. If running FortiOS 5.4 or older versions, ensure that the FortiGate Cloud account password does not include special characters, as these FortiOS versions do not support this.
6. If the FortiGate is a member of a high availability (HA) pair, ensure that you activate FortiGate Cloud on the primary device. Activate FortiGate Cloud on the primary FortiGate as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI: on page 19](#) describes. FortiGate Cloud activation on the primary FortiGate activates FortiGate Cloud on the secondary FortiGate. Local FortiGate Cloud activation on the secondary FortiGate fails.
7. Enable FortiGate Cloud debug in the CLI. The `get` command displays the device timezone, while the `diagnose debug console timestamp enable` command shows the date timestamp for the debug logs.

```
config system global
  get
end
diagnose debug console timestamp enable
execute fortiguard-log domain
diagnose debug application forticldd -1
diagnose debug enable
execute fortiguard-log login email password
```

Email any debug output to [admin@forticloud.com](mailto:admin@forticloud.com).
8. If you see the HTTP 400 error, enable HTTP debug with the `diagnose debug application httpsd -1` command.

### Why can I log into the FortiGate Cloud but not activate the FortiGate Cloud account in FortiOS with the same credentials?

FortiOS 5.4 and older versions do not support passwords with special characters. If you are running FortiOS 5.4 or an older version and attempting to activate a FortiGate Cloud account with a password that includes special characters, the activation fails. You must remove special characters from the password, or upgrade to FortiOS 5.6 or a later version.

## How can I move a FortiGate from account A to account B in the same region?

See [To move a FortiGate/FortiWifi deployed to FortiGate Cloud to another account](#): on page 19.

## How can I activate my FortiGate Cloud on HA-paired FortiGates?

Activate FortiGate Cloud on the primary FortiGate as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI](#): on page 19 describes. FortiGate Cloud activation on the primary FortiGate activates FortiGate Cloud on the secondary FortiGate. Local FortiGate Cloud activation on the secondary FortiGate fails.

You can also disable HA on both devices, activate FortiGate Cloud on each device, then enable HA.

## How can I establish a management tunnel connection between my FortiGate and FortiGate Cloud?

Do one of the following:

- If you have not activated FortiGate Cloud in FortiOS for the first time, follow the steps in [FortiCare and FortiGate Cloud login](#).
- Otherwise, if you have already activated FortiGate Cloud, run the following commands in FortiOS to establish a connection manually:

```
config system central-management
  set type fortiguard
end
diagnose fdsm contract-controller-update
fnsysctl killall fgfmd
```

## What do I do if a FortiGate added by its cloud key stays in an inactive state for more than 24 hours?

1. Check the FortiGate network settings and ensure that port 443 is not blocked.
2. Connect via Telnet to `logctrl1.fortinet.com` or `globallogctrl.fortinet.net` (if FortiOS supports Anycast) through port 443.
3. In the FortiOS GUI, activate FortiGate Cloud as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI](#): on page 19 describes.

## What do I do if the "Device is already in inventory" message appears when importing a FortiGate by key?

This message means that the device has already been added to an account inventory. Another user may have tried to add the device to another account. If you cannot find the device on the Inventory page, contact [cs@fortinet.com](mailto:cs@fortinet.com).

## What do I do if the invalid key message appears when importing a FortiGate by key?

The FortiCloud key is for one-time use only. Log into the FortiGate and activate FortiGate Cloud as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI](#): on page 19 describes instead. If you cannot connect to the FortiOS GUI, contact [cs@fortinet.com](mailto:cs@fortinet.com) to reenable the key.

## What do I do if FortiGate Cloud activation via the FortiOS GUI succeeds, but I cannot find the FortiGate in the FortiGate Cloud portal?

When a new FortiGate is added to FortiGate Cloud, FortiGate Cloud dispatches it to the global or Europe region based on its IP address geolocation. If the FortiGate warranty region is Japan, FortiGate Cloud dispatches it to the Japan region.

## How can I move a FortiGate from region A to region B?

1. Log in to FortiGate Cloud region A.
2. Undeploy the device.
3. Verify that the device has returned to the Inventory page.
4. Switch the portal to region B.
5. Go to Inventory and deploy the device.

## How can I connect to FortiGate by remote access?

You must set the FortiOS central management setting to FortiCloud. The management tunnel status must be up. See [How can I establish a management tunnel connection between my FortiGate and FortiGate Cloud?](#) on page 87. See [To remotely access a device:](#) on page 32.

## How can I activate FortiGate Cloud using a different email FortiCare account when FortiOS does not allow entering another email?

```
execute fortiguard-log login <email> <password>
```

## What do I do if the migrate notice still appears after successful migration?

The migrate notice appears when FortiOS detects different email addresses used for FortiCare and FortiGate Cloud. FortiOS has a known issue that it is case-sensitive when verifying an email address. For example, FortiOS may consider example@mail.com and Example@mail.com as different email addresses. Contact [cs@fortinet.com](mailto:cs@fortinet.com) to ensure both accounts use all lower-case letters.

## What do I do if FortiDeploy does not work?

1. Ensure that the FortiManager settings are correct and the device can connect to FortiManager.
2. Confirm that the central management setting on the device is set to FortiCloud.
3. Ensure that the device can connect to logctrl1.fortinet.com via port 443.
4. Import the device to the inventory by FortiCloud key. See [To deploy a FortiGate/FortiWifi to FortiGate Cloud using the FortiCloud or FortiDeploy key: on page 18.](#)
5. Deploy the device to FortiManager, then power up the device. If the device is already powered up, run `execute fortiguard-log join`.
6. If the FortiCloud key has been used and is invalid for reuse, log into the device GUI and activate FortiGate Cloud as [To deploy a FortiGate/FortiWifi to FortiGate Cloud in the FortiOS GUI: on page 19](#) describes.

## What do I do if FortiOS does not upload logs?

Gather debug logs for the following commands, then send the debug output to [fortigatecloud@forticloud.com](mailto:fortigatecloud@forticloud.com). Check log upload settings on the FortiGate and ensure that it is configured to send logs to FortiGate Cloud:

```
execute telnet <log server IP address> 514
diagnose test application forticldd 1
diagnose test application miglogd 6
diagnose debug application miglogd -1
diagnose debug enable
```

## What do I do if FortiGate Cloud cannot retrieve logs from FortiOS when data source is set as FortiGate Cloud?

Ensure that you can see logs in the FortiGate Cloud portal.

In poor network conditions, increase the timeout period to avoid connection timeout:

```
config log fortiguard setting
  set conn-timeout 120
end
```

## How can I export more than 1000 lines of logs?

See [To download logs](#): on page 50.

## Why does the FortiGate Cloud server drop some logs from my FortiGate?

A FortiGate with implicit policy logging settings enabled uploads a large amount of redundant logs, causing processing delays and overloading on the log server. The amount of redundant logs uploaded can be large enough to block all log uploads from the FortiGate. Therefore, FortiGate Cloud drops logs matching the following conditions:

- `policyid=0`
- `sentbyte=0`
- `rcvdbyte=0`
- `no crscore`
- `subtype="local"`

## How can I receive a daily report by email?

Ensure that FortiGate Cloud generated the scheduled report and that you have added the email address. See [Reports on page 53](#).

## Why does FortiGate not submit files for Sandbox scanning?

Check the FortiGate settings:

- For FortiOS 6.2 and later versions:
  - Ensure that FortiGate Cloud has been activated.
  - Go to *Security Profiles > AntiVirus*. Ensure that *Suspicious Files Only* or *All Supported Files* is enabled.

- For FortiOS 6.0 and earlier versions:
  - Go to *System > Feature Visibility*, then enable *FortiSandbox Cloud*.
  - Go to *Security Fabric > Settings*. Enable *Sandbox Inspection*.
  - Go to *Security Profiles > AntiVirus*. Ensure that *Suspicious Files Only* or *All Supported Files* is enabled.
  - Go to *Policy & Objects > IPv4 Policy*. Enable antivirus for the policy in use.

## What backup retention does FortiGate Cloud provide?

Backup does not have storage limits. For licensed devices, the retention period is one year.

## How does automatic backup work?

Automatic backup is either per session or day. FortiGate setting changes from FortiOS or FortiGate Cloud trigger backup. If there is no changes to FortiGate settings, FortiGate Cloud does not perform a backup. See [To enable auto backup: on page 33](#).

## What does it mean if a geolocation attribute configuration change log/alert is received?

This is a feature to sync a FortiGate device's geolocation information between the FortiOS GUI, FortiGate Cloud, and the Asset Management portal. When a new device is being provisioned, or there is a change in a provisioned device's IP address, or a user moves a device to another location on the map view, its new geolocation attributes are pushed to the device via the management tunnel with username as *FortiGateCloud*. Since the geolocation database may not be entirely accurate, it is possible that a device is placed at a wrong location on the map, but you can move the device to its correct location on Map View.

## What do I do if FortiGate Cloud does not reflect a new hostname on a FortiGate or FortiGate Cloud overwrites a new FortiGate hostname?

To synchronize the local hostname on a FortiGate and in FortiGate Cloud, compare the times of the FortiGate Cloud portal change and the local hostname modification on the device GUI. Use whichever time is the latest.

- When you change the hostname within the FortiGate Cloud portal, FortiGate Cloud pushes the change to the device via the management tunnel.
- When you change the hostname within the device GUI, the device only sends the new hostname to FortiGate Cloud with its next FCP UpdateMgr request.

To ensure that FortiGate Cloud can immediately reflect hostname changes, you can run the `diagnose fdsm contract-controller-update` command in the CLI after changing the hostname:

## Can I revert back from FortiGate Cloud 2.0 after upgrade?

Once the upgrade to FortiGate Cloud 2.0 is complete, you cannot revert back within the FortiGate Cloud portal. If you want to revert your FortiGate Cloud environment, contact the [support team](#) as soon as possible.

## Why is my FortiGate deployed to a region other than global (U.S. or Europe)?

There are several possible cases:

- The FortiGate has a physical IP address outside of North America, and thus FortiGate Cloud's dispatcher server deploys the device according to its IP address's geolocation.
- When activating FortiGate Cloud from the web UI, for some FortiOS versions, the user could choose a region to deploy the device. The default region is global, and the user could optionally select Europe or U.S.
- For U.S. government orders, the FortiGate has a US-Government license key burnt in BIOS, and therefore such a device could only be provisioned to the US region of FortiGate Cloud. For a FortiGate VM instance, the default server location is usa, and therefore, to provision a VM instance to another region other than US, you must first change its server location configuration to 'automatic'.

## How do I check if my FortiGate has been preset for a specific server location?

In CLI, browse for `update-server-location` under `system fortiguard` settings. For a device with a USG license key, `update-server-location` does not apply, so you can use the `get system status` to check for `License Status: US-Government(USG)`.

## Can I change the server location configuration?

Yes, for non-USG FortiGates, run the following commands in CLI to change this configuration:

```
config system fortiguard
  set update-server-location <usa>|<automatic/any>|<eu>
end
```

## If my FortiGate's server location is automatic/any, how do I deploy it to my preferred region?

You may choose the preferred region from the web UI FortiGate Cloud activation page, or run the following commands in the CLI: `exe fortiguard-log login <email> <password> <GLOBAL|EUROPE|US>`.

## Can I migrate logs uploaded or reports generated to a different region?

No, you cannot migrate existing data cannot to another region. FortiGate Cloud only uploads new data to the new region from the time that you updated the region settings.

## Why am I logging into the Premium Portal in one region and the Standard Portal in another?

Upgrading to the Premium Portal is done on a region-by-region basis. If your account meets the upgrade requirements in another region, you see the *Upgrade* button after logging in and can upgrade to the Premium Portal for that region.

## How do I change my region in the FortiGate Cloud (Premium) portal?

Migrating to another region for the same account is not permitted as the data cannot be allowed to move across the regions. Instead, creating a new account and reprovisioning the devices to the new account is recommended.

## How do I transfer a FortiGate to a FortiGate Cloud instance that is under the same FortiCloud account that it is registered to?

See [To transfer a FortiGate to a FortiGate Cloud instance that is under the same FortiCloud account that it is registered to](#): on page 29.

## What should I do if I accidentally upgrade FortiOS to 7.4.2 or higher on a FortiGate without a FortiGate Cloud Service subscription and remote access to the device becomes read-only?

For the following FortiOS versions, the remote access feature requires a FortiGate Cloud Service subscription license on the FortiGate to have read and write access:

- 7.6.0 and later versions
- 7.4.2 and later versions
- 7.2.8 and later versions
- 7.0.14 and later versions

If you are considering or in the process of purchasing the license, contact our [Support team](#). They can apply a short-term trial license to your device to resolve the issue. Alternatively, you can access your FortiGate via its web interface. If you do not have access to the FortiGate's web interface, contact our [Support team](#) with a description of the situation.

## After my FortiGate is transferred to another account in the Asset Management portal, do I still need to transfer it again in the FortiGate Cloud portal?

After a FortiGate is transferred from account A to B in the Asset Management portal, it is undeployed from account A with existing data retained under account A. The FortiGate will be available for deployment under the *FortiCare Inventory* tab of account B in the FortiGate Cloud portal.

## Does FortiGate Cloud support data backups and disaster recovery?

FortiGate Cloud is IS027001- and SOC2-compliant and supports standard procedures for data backup, data redundancy, and disaster recovery.

## What happens if the automatic firmware upgrade feature are enabled on both FortiGate Cloud and the FortiGate?

The firmware profile assignment within FortiGate Cloud disables the local automatic firmware upgrade configuration on the FortiGate.

## Can I disable the automatic firmware upgrade from FortiOS by logging in directly to the FortiGate that has no FortiGate Cloud subscription to bypass the automatic firmware upgrade enforcement from FortiGate Cloud?

In 25.1, FortiGate Cloud does not automatically upgrade devices without a FortiGate Cloud subscription to the latest patch. For devices without a subscription to continue uploading logs to FortiGate Cloud, you must manually upgrade the device to the latest patch, such as upgrading the device manually via FortiGate Cloud or by using the automatic firmware upgrade feature in FortiOS. If you do not upgrade the device to the latest patch, the device does not upload logs to FortiGate Cloud.

For devices with a FortiGate Cloud subscription, automatic firmware upgrades using a firmware profile is available as an optional feature. If you have configured a firmware profile in FortiGate Cloud for a device, you do not need to disable the automatic firmware upgrade feature in FortiOS.

## How can OU users activate FortiGate Cloud on FortiGates provisioned to a placeholder account?

After adding the FortiGate to an OU placeholder account, provision the FortiGate to that account in FortiGate Cloud by using the FortiZTP portal or Cloud key import. Log in to the FortiOS and run the following command: `execute fortiguard-log join`

## How can I activate FortiGate Cloud on a FortiGate provisioned to an OU placeholder account?

To activate FortiGate Cloud, run the following in the CLI:

```
execute fortiguard-log join
```

To refresh the management tunnel connection, run the following in the CLI:

```
config system central-management
  set type fortiguard
end
diagnose fdsm contract-controller-update
fnsysctl killall fgfmd
```



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