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FORTINET FortiGate-51E

Fortinet FortiGate-51E FortiCloud Management and Analysis License Manual

Model: FortiGate-51E | Brand: FORTINET

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1. INTRODUCTION

This manual provides essential information for the Fortinet FortiGate-51E FortiCloud Management and Analysis Subscription. It covers the activation, configuration, and utilization of FortiCloud services to enhance your network security and management capabilities.

The FortiCloud service is designed to address common IT challenges such as complex management, vulnerability to advanced threats, and the need for scalable solutions. It offers turnkey provisioning, cost-effective management, and robust protection against various cyber threats.

2. SETUP AND ACTIVATION

To begin using your FortiCloud Management and Analysis Subscription for FortiGate-51E, follow these steps:

- License Delivery:** Your license contract (FC-10-0051E-131-02-12) will be delivered via email within 1-2 business days of purchase. Ensure you have received this email.
- Access FortiCloud:** Navigate to the official FortiCloud portal (www.forticloud.com) and log in with your Fortinet credentials. If you do not have an account, you will need to register.
- Register Product:** Within the FortiCloud portal, locate the "Product Registration" or "Add Device" section.
- Enter License Information:** Input the license key or contract number provided in your email. Follow the on-screen prompts to associate the FortiCloud Management and Analysis subscription with your FortiGate-51E device.
- Verify Activation:** Once registered, verify that the FortiCloud services are active and correctly linked to your FortiGate-51E. This may involve checking the device status within the FortiCloud dashboard.

Note: Fortinet subscriptions are designed for continuous service. A lapse in the service period may occur if renewal is not completed by the expiration date.

3. OPERATING FORTICLOUD MANAGEMENT AND ANALYSIS

FortiCloud provides comprehensive tools for managing your FortiGate-51E and analyzing network security. Key features include:

3.1 Security Subscriptions Overview

FortiGuard Labs continuously monitors and researches new cyber threats. Your FortiCloud subscription includes access to up-to-the-minute threat intelligence and countermeasures.



Image: Overview of FortiGuard Security Subscriptions. This image illustrates the various benefits of FortiGuard subscriptions, including up-to-the-minute threat intelligence, global network insight, prevention of exploitation, comprehensive intelligence, and proven effectiveness.

- **Up-to-the-minute threat intelligence:** Real-time updates to stop the latest threats.
- **Insight into threats:** Global network of over three million sensors provides comprehensive threat visibility.
- **Prevention of exploitation:** Proactive threat research helps prevent new avenues of attack.
- **Fast and comprehensive intelligence:** Automated and advanced analytics, including machine learning, for cross-discipline information.
- **Top-rated effectiveness:** Achieved through commitment to independent, real-world testing.

3.2 FortiGuard Subscription Options

Your FortiCloud Management and Analysis subscription leverages various FortiGuard services to protect your network:



Image: Detailed FortiGuard Subscription Options Part 1. This image outlines services like Next Generation Application Control and IPS, Antivirus, Antispam, Botnet IP and Domain Reputation, Mobile Security, Web Filtering, Web Application Security, Vulnerability Scan, Database Security, and Advanced Threat Protection.



Image: Detailed FortiGuard Subscription Options Part 2. This image provides further details on the FortiGuard services, including Next Generation Application Control and IPS, Antivirus, Antispam, Botnet IP and Domain Reputation, Mobile Security, Web Filtering, Web Application Security, Vulnerability Scan, Database Security, and Advanced Threat Protection.

- **Next Generation Application Control and IPS:** Application control and intrusion prevention system (IPS) foundational security technologies.
- **Antivirus:** Neutralizes malware programs targeting traditional mobile and IoT platforms.
- **Antispam:** Effective antispam solution to combat email-based attacks.
- **Botnet IP and Domain Reputation:** Blocks communication attempts from botnet IP addresses and malicious domains.
- **Mobile Security:** Protects against attacks targeting mobile platforms.
- **Web Filtering:** Categorizes and blocks over 160,000 malicious websites.
- **Web Application Security:** Provides automated updates to protect web applications.
- **Vulnerability Scan:** Helps identify and manage the latest software vulnerabilities.
- **Database Security Control:** Offers centralized management of database security.
- **Advanced Threat Protection (FortiSandbox Cloud):** Utilizes FortiSandbox for advanced threat detection and zero-day exploit prevention.

4. MAINTENANCE AND RENEWAL

To ensure continuous protection and optimal performance of your FortiCloud services, regular maintenance and timely

renewals are crucial.

- **Subscription Renewal:** Your FortiCloud Management and Analysis subscription is for a 1-year term. It is essential to renew your license before the expiration date to avoid any lapse in service. Fortinet designs support and subscriptions to be continuous.
- **Monitoring FortiCloud Dashboard:** Regularly check your FortiCloud dashboard for status updates, alerts, and performance metrics related to your FortiGate-51E.
- **Firmware Updates:** Ensure your FortiGate-51E device firmware is kept up-to-date. FortiCloud may provide notifications or management options for firmware updates.
- **Log Retention:** The subscription includes 1 year of log retention. Utilize the analysis features within FortiCloud to review logs and identify potential security incidents or performance issues.

5. TROUBLESHOOTING COMMON ISSUES

This section addresses common issues you might encounter with your FortiCloud Management and Analysis subscription.

Issue	Possible Cause	Solution
Subscription Not Active	License not correctly registered or expired.	Verify license registration in FortiCloud portal. Check expiration date and renew if necessary. Ensure the license email was received.
FortiGate-51E Not Connecting to FortiCloud	Network connectivity issues, incorrect FortiGate configuration, or firewall blocking.	Check FortiGate-51E network settings. Ensure outbound access to FortiCloud servers is permitted. Verify FortiGate firmware is up-to-date.
Missing Log Data	Log forwarding not configured on FortiGate, or log retention period exceeded.	Confirm FortiGate-51E is configured to send logs to FortiCloud. Remember the subscription includes 1 year of log retention.
Performance Issues	High network traffic, outdated firmware, or misconfiguration.	Review FortiCloud analysis reports for bottlenecks. Update FortiGate-51E firmware. Consult Fortinet documentation for optimal configuration.

If these steps do not resolve your issue, please refer to the [Support](#) section for further assistance.

6. SPECIFICATIONS

Key details for the Fortinet FortiGate-51E FortiCloud Management and Analysis Subscription:

- **Product:** FortiCloud Management, Analysis Subscription
- **Applicable Model:** FortiGate-51E
- **License Term:** 1 Year
- **Manufacturer Part Number:** FC-10-0051E-131-02-12
- **Included Services:** FortiCloud Management, FortiCloud Analysis, 1 Year Log Retention
- **Delivery Method:** Email (within 1-2 business days)
- **First Available:** April 14, 2017

7. SUPPORT AND WARRANTY

Fortinet offers various support services to ensure the smooth operation of your FortiGate-51E and FortiCloud subscription.

7.1 FortiCare Support Services



Image: Overview of FortiCare Support Services. This image highlights three levels of support: FortiCare 8x5 Service, FortiCare 24x7 Service, and FortiCare 360 Service, detailing their respective access and benefits.

- **FortiCare 8x5 Service:** Provides technical support via web portal, online chat, and telephone during business hours (8 hours a day, 5 days a week). Includes return and replace for hardware failures and access to technical support requests.
- **FortiCare 24x7 Service:** Offers round-the-clock access to mission-critical support (24 hours a day, 7 days a week, 365 days a year). Includes advanced replacement service for hardware failures.
- **FortiCare 360 Service:** An advanced services technical support offering combining Fortinet's cloud-based analytics with premium support. It enables proactive approach to rapid detection and remediation of potential security and performance issues. Includes a personalized monthly audit report and recommendations for preventing unplanned service disruptions.

7.2 Premium RMA Service



Image: Detailed FortiCare Support Services and RMA Options. This image provides a visual representation of FortiCare support levels (8x5, 24x7, 360) and details Premium RMA options including Next-day Delivery, 4-Hour Courier, and 4-Hour On-site Engineer, along with Secure RMA.

FortiCare Premium RMA Service is designed to minimize downtime and is offered in three options:

- **Next-day Delivery:** Parts delivered the day following RMA approval by Fortinet support.
- **4-Hour Courier:** Parts delivered on-site 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
- **4-Hour On-site Engineer:** Parts delivered on-site with an engineer, 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.

FortiCare Secure RMA Service: Allows for non-return of an appliance for customers with strict rules and requirements for physical data protection.

7.3 Contacting Support

For technical assistance, please visit the official Fortinet support portal or contact your Fortinet reseller. Ensure you have your license information readily available when contacting support.

Fortinet Support Portal: support.fortinet.com

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

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