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FORTINET FortiGate-VM02

Fortinet FortiGate-VM02 Unified Protection Manual

Model: FortiGate-VM02 (FC-10-FVM02-963-02-36)

Brand: FORTINET

1. PRODUCT OVERVIEW

This manual provides essential information regarding the Fortinet FortiGate-VM02 Unified Threat Management (UTM) Protection 24x7 Subscription Contract. This license is designed to provide comprehensive security services for your FortiGate-VM02 model, ensuring dynamic protection against a wide range of security threats.

The FortiGuard security subscription services, powered by the Fortinet Global Threat Research Team, deliver continuous and automatic updates for critical security functions including antivirus, intrusion prevention, web filtering, and antispam services.

FortiCare Support Services



FortiCare 8x5 Service

Get access to technical support via the web portal, online chat system, and telephone, including return and replace for hardware failures. You'll also have fast and easy written access to technical support requests.



FortiCare 24X7 Service

If you need 'round-the-clock access to mission-critical support services, the 24x7 Service will meet your requirements. You'll get access to technical support 365x24x7 as well as advanced replacement service for hardware failures.



FortiCare 360 Service

FortiCare 360 Advanced Services Technical Support is a "pound of prevention," combining Fortinet's cloud-based analytics with premium support to enable organizations to take a more proactive approach to the rapid detection and remediation of current and potential security and performance issues associated with the FortiGate and FortiWifi devices to avoid breaches and downtime.

Image: Fortinet Virtual Appliance Logo. This image displays the Fortinet logo alongside the text "VIRTUAL APPLIANCE", indicating the nature of the product as a software-based security solution.

Key Features of Unified Protection:

- Extends threat protection across the entire digital attack surface, providing industry-leading defense against sophisticated attacks.
- Includes Fortinet Unified Protection (UTM) with 24x7 Support Services.
- Designed for new installations or renewals for FortiGate-VM02.

2. ACTIVATION AND SETUP

This product is a subscription contract, typically delivered as an activation key or license. Activation involves applying this license to your existing FortiGate-VM02 virtual appliance.



Image: Fortinet Activation Key Box. This image shows a black box with the Fortinet logo and "Activation Key" text, representing the physical or digital delivery of the license.

Activation Steps (General Guidance):

1. **Access FortiCare Portal:** Log in to your FortiCare account at support.fortinet.com. If you do not have an account, you will need to register.
2. **Register Product:** Navigate to the "Product Registration" section.
3. **Enter License Key:** Input the provided license key or contract number.
4. **Associate with Device:** Link the license to your FortiGate-VM02 virtual appliance. Ensure the correct serial number is selected.
5. **Verify Activation:** Confirm that the Unified Protection services are active on your FortiGate-VM02 device through its management interface.

Note: Specific activation steps may vary slightly. Always refer to the latest Fortinet documentation available on the FortiCare support portal for detailed instructions.

3. OPERATING AND SERVICES

The FortiGate-VM02 Unified Protection license enables a suite of FortiGuard security subscription services and

FortiCare support services. These services work together to provide comprehensive threat intelligence and technical assistance.



New cyber threats emerge every moment of every day. The highly commercialized cybercriminal ecosystem constantly changes its attacks and techniques. Whether it's a ransomware family, phishing campaign, or infrastructural vulnerability—organizations must constantly be prepared to defend against something new at all times. That's where the threat research and intelligence of FortiGuard Labs is critical. Extensive knowledge of the threat landscape, combined with the ability to respond quickly at multiple levels, is the foundation for providing effective security. Spanning 10 distinct security disciplines, hundreds of researchers at FortiGuard Labs scour the cyber landscape and proactively seek out new avenues of attack every day to discover (and ideally preempt) emerging threats. The FortiGuard team develops effective countermeasures to protect more than 320,000 Fortinet customers around the world. These countermeasures include up-to-the-minute threat intelligence, delivered as a subscription service for Fortinet security products.

Security Subscriptions include:



Up-to-the minute threat intelligence in real time to stop the latest threats



High fidelity with mature and rigorous back-end processes



Insight into threats anywhere in the world through a global network of more than three million sensors



Prevention of exploitation of new avenues of attack with proactive threat research



Fast and comprehensive intelligence via automated and advanced analytics (such as machine learning) being applied to cross-discipline information



Top-rated effectiveness achieved through the commitment to independent, real-world testing

Image: Fortinet Security Subscriptions Overview. This graphic illustrates the concept of security subscriptions, emphasizing continuous updates and protection against evolving threats.

FortiGuard Security Subscription Services:

These services provide dynamic protection based on continuous research and development by the Fortinet Global Threat Research Team. They deliver automatic updates to your FortiGate-VM02.

- **Antivirus:** Protection against known and emerging malware.
- **Intrusion Prevention System (IPS):** Detects and prevents network intrusions and exploits.
- **Web Filtering:** Controls access to malicious or inappropriate websites.
- **Antispam:** Filters unwanted email, protecting against phishing and spam.
- **Application Control:** Manages and controls application usage on the network.
- **FortiSandbox Cloud:** Provides advanced threat protection through sandboxing unknown files.

FortiGuard Subscription Options

Here is a brief overview of the FortiGuard subscription feeds available for your organizations:

Next-Generation Application Control and IPS

Application control and intrusion



Web Filtering

On any given day, FortiGuard Labs processes nearly 50 million URL



prevention (IPS) are foundational security technologies for a Next-Generation Firewall like FortiGate. FortiGuard IPS blocks approximately 470,000 network intrusions, and new IPS signatures are being created and uploaded to deployed devices every single day.



categorization requests and blocks over 160,000 malicious websites. The FortiGuard Web Filtering service rates over 250 million websites and delivers nearly 1.5 million new URL ratings every week. Websites are categorized into six major categories for fast control, and nearly 80 micro-categories for fine-tuned control.



Antivirus

FortiGuard Labs has identified and neutralized nearly 100,000 malware programs targeting traditional, mobile, and IoT platforms. Patented technologies such as the Fortinet Content Pattern Recognition Language (CPRL) enable FortiGuard antivirus to identify thousands of current and future malware variants with a single signature – optimizing your deployment's security effectiveness and performance.



Web Application Security Service

The FortiWeb Security subscription service provides fully automated updates to protect your sensitive data and content from the latest application-layer threats. FortiGuard Labs provides updates on the latest advanced application vulnerabilities, bots, suspicious URL patterns, data-type patterns, and heuristic detection engines to enable FortiWeb Security-enabled appliances to prevent both new and evolving-application threats from gaining access to your web applications.



Antispam

Email is still the #1 vector for the start of an advanced attack on an organization, so a highly effective antispam solution should be a key part of any security strategy. FortiGuard Antispam detects unwanted and often malicious email with global spam filtering that uses sender IP reputation and spam signatures. To keep your antispam solution optimized, FortiGuard Labs delivers nearly 46 million new and updated spam rules every single week. The FortiGuard Antispam feed is available for both the FortiMail and FortiGate solutions.



Vulnerability Scan

The FortiGuard Vulnerability Scan service helps the FortiClient solution accurately identify and manage the latest software vulnerabilities on endpoint devices. It identifies the OS and applications, and discovers known vulnerabilities in versions of software currently running on the endpoints in your organization. It also provides timely remediation intelligence to help you remediate systems that have been identified as vulnerable.



Botnet IP and Domain Reputation

Every minute of every day, FortiGuard Labs blocks approximately 32,000 botnet command & control communication attempts. A key part of a botnet's attack kill chain requires an infected device to communicate with a command & control server – either to download additional threats or to exfiltrate stolen data. FortiGuard's IP and domain address reputation tools block this communication, thereby neutralizing these threats.



Database Security Control

FortiGuard's Database Security service offers centrally managed, enterprise-scale database protection for Fortinet's FortiDB product line. Automated content updates provide the latest pre-configured policies that cover known exploits, configuration weaknesses, OS issues, operational risks, data access privileges, and industry/regulatory best practices.



Mobile Security Service

Protect your organization against attacks targeting your mobile platforms. Fortinet's Mobile Security Service gives you the ability to create effective protection against the latest threats targeting mobile devices. It employs industry-leading advanced detection engines to prevent both new and evolving threats from gaining a foothold inside your network and its invaluable content.



Advanced Threat Protection (FortiSandbox Cloud)

Thousands of organizations leverage FortiSandbox to identify advanced threats. FortiSandbox utilizes the full FortiGuard antivirus database, along with community reputation lookups, platform-independent code emulation, and virtual sandboxing to identify zero-day threats and attacks using new evasion tactics. The FortiSandbox Cloud service leverages this same FortiSandbox technology, and is integrated with the FortiGate platform.





Image: FortiGuard Subscription Options Details. This image provides a detailed breakdown of various FortiGuard services, including Next Generation Application Control, Antivirus, Antispam, Web Application Security, Vulnerability Scan, Botnet IP and Domain Reputation, Data Security Control, Mobile Security Service, and Advanced Threat Protection (FortiSandbox Cloud).

4. MAINTENANCE AND RENEWAL

To ensure continuous protection and support, it is crucial to maintain an active subscription. Fortinet subscriptions are designed to be continuous. A lapse in the service period occurs if the subscription is not renewed by its expiration date.

Subscription Renewal:

- Monitor your subscription expiration date through the FortiCare portal.
- Initiate the renewal process well in advance of the expiration to avoid any service interruption.
- Renewal licenses are available and function similarly to new licenses for activation.

Best Practices:

- Regularly check the status of your FortiGuard services and FortiCare support entitlements via the FortiGate management interface or FortiCare portal.
- Ensure your FortiGate-VM02 virtual appliance has stable internet connectivity to receive timely updates.

5. TROUBLESHOOTING AND SUPPORT

This Unified Protection license includes 24x7 FortiCare Support Services, providing access to technical assistance for any issues encountered with your FortiGate-VM02 and its enabled services.

FortiCare Support Services

FortiCare 8x5 Service provides access to technical support via the web portal, online chat system, and telephone, including return and replace for hardware failures. This service allows fast and easy written access to technical support requests.

FortiCare 24x7 Service includes access to technical support on a 365x24x7 basis as well as an advanced replacement service for hardware failures. This service provides the assurance of around-the-clock coverage and fast turnaround for replacement of defective hardware.

FortiCare 360° Service includes all of the services that FortiCare 24x7 service offers, plus providing customers with a recurring health check through a personalized monthly audit report of their FortiGate and FortiWiFi appliances. As part of the service, Fortinet will proactively perform device environmental and performance audits for the contracted appliances. Based on the audit results, specialized Fortinet engineers will provide recommendations to help customers avoid unplanned service disruptions and detect problems before they affect performance.

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 those customers with strict rules and requirements for physical data protection.

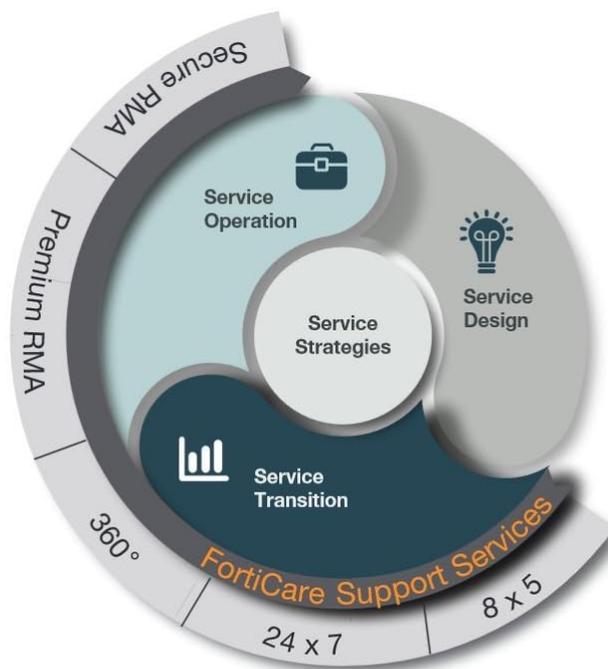


Image: FortiCare Support Services Diagram. This diagram visually represents the FortiCare support services, including 8x5, 24x7, and 360 options, and their integration with service operations, strategies, design, and transition.

FortiCare Support Services:

- **24x7 FortiCare:** Provides round-the-clock access to technical support for mission-critical requirements. This includes technical support 365 days a year, 24 hours a day, 7 days a week, and advanced replacement service for hardware failures (though this license is for a VM, the service level applies to the underlying support structure).
- **FortiCare 8x5:** Access to technical support via web portal, online chat, system, and telephone during business hours. Includes return and replace for hardware failures and written access to technical support requests.
- **FortiCare 360:** Advanced services with cloud-based analytics, proactive threat detection, and personalized monthly audit reports.

For technical assistance, visit the official Fortinet support portal: support.fortinet.com.

Common Troubleshooting Areas:

- **License Not Active:** Verify the license key entry and association with the correct FortiGate-VM02 serial number on the FortiCare portal. Ensure network connectivity for license synchronization.
- **Service Updates Not Received:** Check internet connectivity of the FortiGate-VM02. Ensure DNS resolution is working correctly for FortiGuard servers.
- **Performance Issues:** Review FortiGate-VM02 resource allocation (CPU, memory) on your virtualization platform. Consult Fortinet documentation for recommended specifications.

6. SPECIFICATIONS

Attribute	Detail
Product Type	Unified Threat Management (UTM) Protection Subscription Contract
Model Compatibility	FortiGate-VM02 Virtual Appliance
Subscription Duration	3 Year
Included Services	Application Control, IPS, AV, Web Filtering, Antispam, FortiSandbox Cloud
Support Level	24x7 FortiCare Plus
Manufacturer Part Number	FC-10-FVM02-963-02-36
ASIN	B06XKQJW18
Item Model Number (License)	(UTM) Protection 24X7
Product Dimensions (Packaging)	1 x 1 x 1 inches
Item Weight (Packaging)	1 pounds
Date First Available	June 29, 2017

7. WARRANTY AND SERVICE LEVEL AGREEMENT

This product is a service contract and does not come with a traditional hardware warranty. The "warranty" aspect is covered by the FortiCare Support Services included with the license.

FortiCare Service Level Agreement (SLA):

The 24x7 FortiCare Plus service provides the highest level of support, ensuring:

- **Technical Support:** Access to Fortinet's technical support team 24 hours a day, 7 days a week, 365 days a year.
- **Software Updates:** Access to all major and minor software and firmware updates for your FortiGate-VM02.
- **FortiGuard Updates:** Continuous, real-time updates for all FortiGuard security services (Antivirus, IPS, Web Filtering, etc.).
- **Advanced Replacement:** While this is a virtual appliance license, FortiCare services typically include advanced replacement for physical hardware failures, which would apply if the VM was running on Fortinet hardware covered by a separate agreement. For VM deployments, this translates to comprehensive software and service support.

For detailed terms and conditions of the FortiCare services, please refer to the official Fortinet Service Level Agreement

documentation available on the Fortinet website or through your FortiCare portal.

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