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FORTINET FC-10-FVM02-929-02-12

Fortinet FortiGate-VM02 Advanced Threat Protection User Manual

Brand: FORTINET | **Model:** FC-10-FVM02-929-02-12

Comprehensive guide for your FortiGate-VM02 Advanced Threat Protection service bundle.



1. PRODUCT OVERVIEW

The Fortinet FortiGate-VM02 Advanced Threat Protection (ATP) bundle is a comprehensive security solution designed to protect virtualized environments. This specific bundle includes a 1-year subscription to 24x7 FortiCare Plus services, along with Application Control, Intrusion Prevention System (IPS), Antivirus (AV), and FortiSandbox Cloud capabilities. It provides robust, multi-layered security against a wide range of cyber threats, ensuring the integrity and availability of your virtual infrastructure.

This service bundle is delivered as a virtual appliance license and associated security services, offering flexibility and scalability for your network security needs.



Image 1.1: Fortinet Virtual Appliance Logo. This image displays the Fortinet logo with "VIRTUAL APPLIANCE" text below it, indicating the nature of the product.



Image 1.2: 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 product license.

2. KEY FEATURES AND SERVICES

The FortiGate-VM02 ATP bundle provides a robust suite of security features and support services:

- **24x7 FortiCare Plus:** Provides round-the-clock technical support, including web portal, online chat, and telephone assistance. It also includes advanced replacement service for hardware failures, ensuring minimal downtime.
- **Application Control:** Enables granular control over network applications, allowing administrators to identify, monitor, and block unwanted or malicious applications.
- **Intrusion Prevention System (IPS):** Protects against known and unknown threats by detecting and preventing malicious network activity, exploits, and vulnerabilities.
- **Antivirus (AV):** Offers real-time protection against viruses, malware, spyware, and other malicious content by scanning files and traffic.
- **FortiSandbox Cloud:** Provides advanced threat detection by executing suspicious files in a secure, isolated environment to identify zero-day threats and advanced persistent threats (APTs) before they can impact your

network.

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 2.1: FortiCare Support Services Overview. This image illustrates the different tiers of FortiCare support: 8x5, 24x7, and 360, detailing their respective service levels.

Security Subscriptions

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
-  Insight into threats anywhere in the world through a global network of more than three million sensors
-  Fast and comprehensive intelligence via automated and advanced analytics (such as machine learning) being applied to cross-discipline information
-  High fidelity with mature and rigorous back-end processes
-  Prevention of exploitation of new avenues of attack with proactive threat research
-  Top-rated effectiveness achieved through the commitment to independent, real-world testing

Image 2.2: Security Subscriptions Overview. This image provides a general description of FortiGuard security subscriptions, emphasizing their role in providing up-to-the-minute threat intelligence and comprehensive protection.

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 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.



Web Filtering

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



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.



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.



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.



both new and evolving-application threats from gaining access to your web applications.

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.



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.



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 2.3: FortiGuard Subscription Options. This image details various FortiGuard subscription services, including Next Generation Application Control, Web Filtering, Antivirus, Web Application Security, Antispam, Vulnerability Scan, Botnet IP, Database Security, Mobile Security, and Advanced Threat Protection (FortiSandbox Cloud).

3. SETUP AND ACTIVATION

Setting up your FortiGate-VM02 Advanced Threat Protection bundle involves several key steps, primarily focusing on the virtual appliance deployment and service activation.

1. Virtual Appliance Deployment:

- Download the appropriate FortiGate-VM image for your virtualization platform (e.g., VMware ESXi, Microsoft Hyper-V, KVM, Xen).

- Deploy the virtual appliance according to the specific instructions for your chosen hypervisor. This typically involves importing the OVF/OVA file or creating a new virtual machine and attaching the virtual disk.
- Configure the virtual machine's network interfaces to connect to your network segments.

2. Initial Configuration:

- Access the FortiGate-VM console via your hypervisor or SSH.
- Configure basic network settings, including IP address, subnet mask, default gateway, and DNS servers.
- Set up administrative access (username and password).

3. License Activation:

- Register your FortiGate-VM02 serial number on the Fortinet Support Portal (support.fortinet.com).
- Upload the license file to your FortiGate-VM through the web-based manager or CLI. This will activate your FortiCare Plus and ATP services.
- Ensure the FortiGate-VM has internet connectivity to validate the license and receive FortiGuard updates.

4. Service Configuration:

- Once licensed, configure security policies, firewall rules, VPNs, and other network settings as required for your environment.
- Enable and configure Application Control, IPS, Antivirus, and FortiSandbox Cloud features through the FortiGate web-based manager.

For detailed, step-by-step instructions specific to your virtualization platform, please refer to the official Fortinet documentation available on their support website.

4. OPERATING THE FORTIGATE-VM02 ATP

Operating your FortiGate-VM02 ATP involves continuous monitoring, policy management, and threat response.

- **Web-based Manager (GUI):** Access the FortiGate-VM through its web interface for intuitive configuration, monitoring, and reporting. This is the primary interface for most administrative tasks.
- **Command Line Interface (CLI):** For advanced configurations, scripting, and troubleshooting, the CLI provides direct access to the FortiGate's underlying system.
- **Security Policies:** Define and manage firewall policies to control traffic flow, apply security profiles (Application Control, IPS, AV), and enable FortiSandbox inspection.
- **Monitoring and Logging:** Regularly review logs, alerts, and reports to identify security incidents, monitor network activity, and assess the effectiveness of your security policies. FortiView provides real-time visibility into network and security events.
- **FortiGuard Updates:** Ensure your FortiGate-VM is configured to receive automatic FortiGuard updates for IPS signatures, antivirus definitions, web filtering categories, and application control databases. These updates are crucial for protection against the latest threats.

5. MAINTENANCE AND BEST PRACTICES

Regular maintenance is essential to ensure the optimal performance and security of your FortiGate-VM02 ATP.

- **Firmware Updates:** Periodically check for and apply the latest FortiGate firmware updates. Firmware updates often include new features, performance improvements, and critical security patches. Always review release

notes before upgrading.

- **Configuration Backups:** Regularly back up your FortiGate-VM configuration. This allows for quick recovery in case of misconfiguration or system failure.
- **Policy Review:** Periodically review your security policies to ensure they align with your current network requirements and security posture. Remove any unnecessary or redundant policies.
- **Resource Monitoring:** Monitor the virtual machine's resource utilization (CPU, memory, disk I/O) to ensure it has sufficient resources to handle network traffic and security processing.
- **Security Audits:** Conduct regular security audits and vulnerability assessments to identify and address potential weaknesses in your configuration.
- **User Management:** Implement strong password policies and use role-based access control (RBAC) for administrative accounts. Regularly review and revoke access for inactive users.

6. TROUBLESHOOTING COMMON ISSUES

This section provides general guidance for troubleshooting common issues with your FortiGate-VM02 ATP.

- **Connectivity Issues:**

- Verify network cable connections (virtual NICs).
- Check IP address, subnet mask, and default gateway settings.
- Ensure firewall policies allow the necessary traffic.
- Check ARP tables and routing tables.

- **License Not Active:**

- Ensure the FortiGate-VM has internet access to reach FortiGuard servers.
- Verify the license file was correctly uploaded and applied.
- Check the serial number registration on the Fortinet Support Portal.

- **Slow Performance:**

- Monitor CPU and memory utilization on the FortiGate-VM and the host hypervisor.
- Ensure sufficient virtual machine resources are allocated.
- Review security policies for overly complex rules or excessive logging.

- **FortiGuard Updates Failing:**

- Verify DNS resolution and internet connectivity from the FortiGate-VM.
- Check firewall policies to ensure FortiGuard traffic is allowed (ports 53, 80, 443).
- Confirm license is active and valid.

For more in-depth troubleshooting, consult the Fortinet documentation, knowledge base, or contact FortiCare support.

7. SPECIFICATIONS

Attribute	Value
Model Number	FC-10-FVM02-929-02-12

Attribute	Value
Manufacturer	Fortinet
ASIN	B07BSRLNS2
Item Weight	1 pounds <i>(Note: This refers to the packaging/documentation, as the product is virtual)</i>
Date First Available	June 3, 2018
Product Type	Virtual Appliance License with Service Bundle
Included Services	1 Year 24x7 FortiCare Plus, Application Control, IPS, AV, FortiSandbox Cloud

8. SUPPORT AND WARRANTY INFORMATION

Your Fortinet FortiGate-VM02 Advanced Threat Protection bundle includes comprehensive support and options for extended coverage.

8.1. FortiCare Support

This bundle includes **1 Year of 24x7 FortiCare Plus**. This service provides:

- **Technical Support:** Access to Fortinet's technical support team via web portal, online chat, and telephone, 24 hours a day, 7 days a week.
- **Firmware Upgrades:** Access to all major and minor firmware upgrades.
- **Advanced Replacement:** Expedited replacement of eligible hardware in case of failure (though less relevant for a virtual appliance, it applies to underlying physical FortiGate units if this were a hardware bundle).
- **FortiGuard Updates:** Continuous updates for threat intelligence, including antivirus definitions, IPS signatures, web filtering, and application control databases.

For support, visit the official Fortinet Support Portal:<https://support.fortinet.com>

8.2. Protection Plans

Additional protection plans may be available to extend or enhance your coverage:

- **4-Year Protection Plan:** An extended warranty or service plan for 48 months. This typically covers product defects or service continuity beyond the initial included period.
- **Complete Protect:** A comprehensive plan that may cover multiple eligible purchases, often offered on a monthly subscription basis.

Please refer to the specific terms and conditions of any additional protection plans purchased, as they are separate from the included FortiCare service.

