GUIDE

Spectrum Enterprise Managed Security Service

Portal User Guide - Fortinet

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Spectrum ENTERPRISE

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Introduction to the Managed Security Service portal

The ForitPortal access comes as part of your Spectrum Enterprise Managed Services providing access to the web-based interface where you can view information and generate reports of your services. This user guide is intended to be used by account administrators and provides information about how to access the portal, the types of information available and reports of your network's performance.

The portal allows you to view event log data, reports, status of your network devices, and security policies. After a successful log in, the browser will display the landing page.

Supported browsers

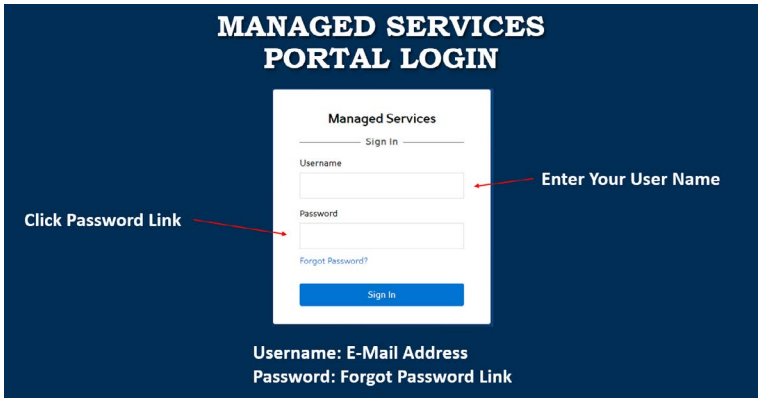
The Managed Security Service portal is best viewed in the following browsers:

- Chrome®
- Firefox®
- Internet Explorer® (PC only)
- Safari® (MAC only)

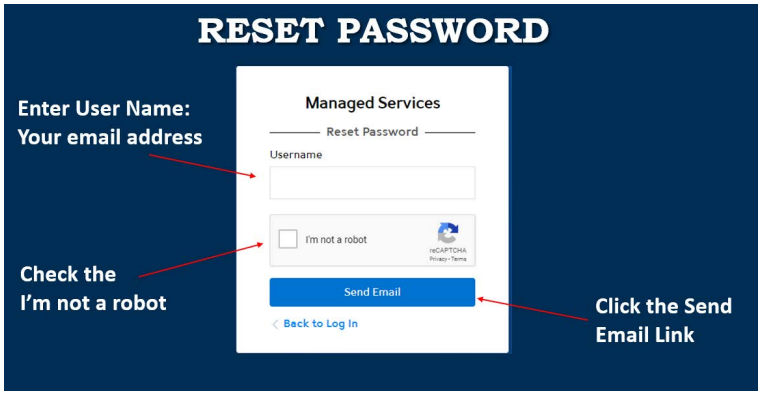
Account access

The Managed Services portal provides access to the Managed Security Services and Managed Router Services reporting tools. The Managed Services portal is located at https://ms.spectrumenterprise.net.

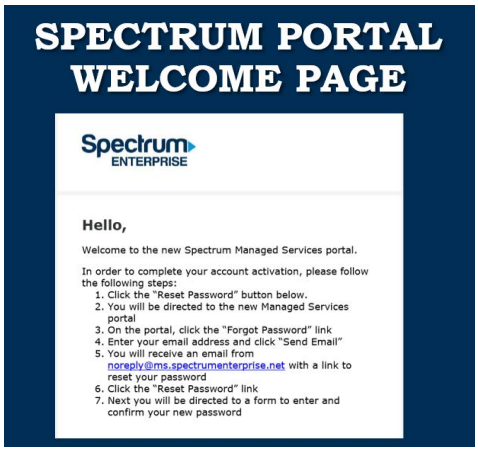
Access your account by logging in with your username and password. If you have forgotten your password, click the "Forgot Password?" link.



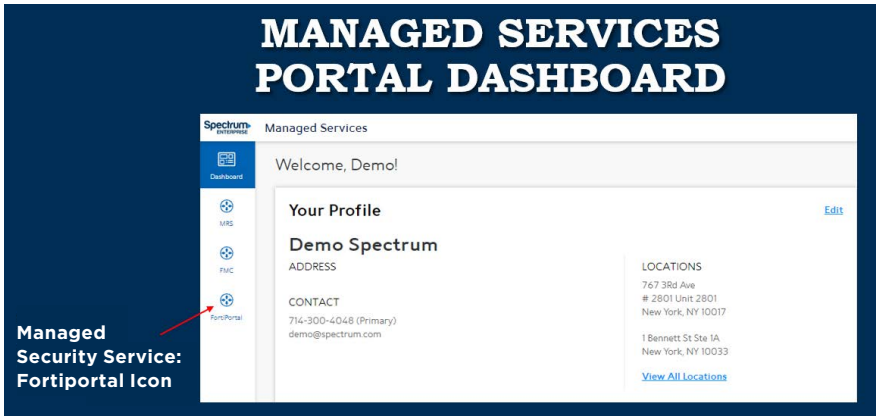
When you click on the "Forgot Password" link and fill out the information below, the system will send you an email to reset your password. If the email doesn't show in your inbox, please check your Spam or Junk File in case your network doesn't recognize the sender.



The following page will appear with instructions on resetting your password:



Once you have logged into the Managed Services portal, the Managed Services landing page will appear:



Click on the "Radio Button"; this will bring you to the portal login page:

Username: E-Mail Address
Password:

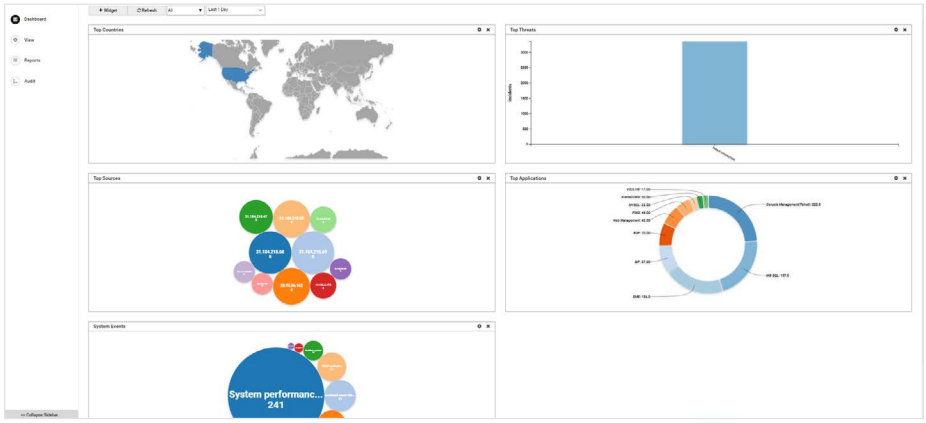
- The very first time a user logs in to the portal they'll have to change their password. The password the Spectrum portal shows the first time they click the icon is the password they use the first time.

- When a user logs in with these credentials, the system will ask them to change their password.

Once you create your new password and log into the portal, it will bring you to the landing page.

Landing page

The FortiPortal landing page opens with views displaying different security event logs that have been collected into the various Widgets selected and menu options. Please Note: When you log into the FortiPortal the first time, it will take a few moments for the data to display initially. Once the data is collected from the FortiAnalyzer and the dashboard will appear and look similar to the graphic below:



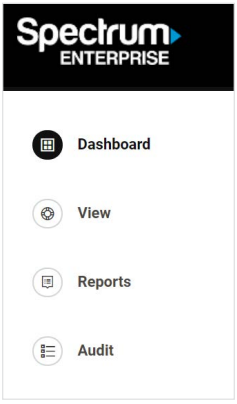
The left panel contains the following selections:

- **Dashboard** — widgets that display information about the portal

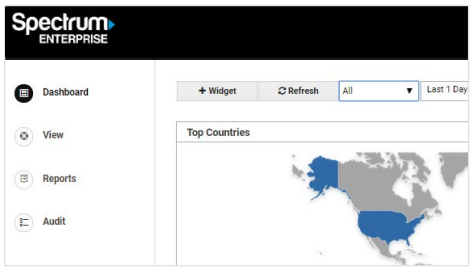
- **View** — different views of the security event logs

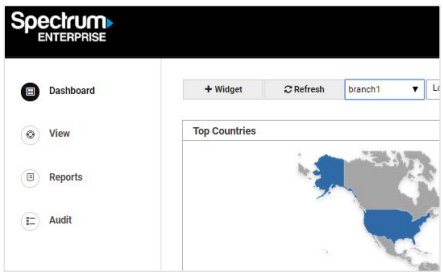
- **Reports** — lists of available reports

- **Audit** — a log of user activity on the Administrative Web Interface



Individual Widgets display detailed information of the data collected. The Widget allows you to change the data gathered for that view with filters and controls that allow you to group the event logs in different ways. This view will provide an overall view of the entire network. Under the ALL pull down tab, you can select a specific branch/location to view:



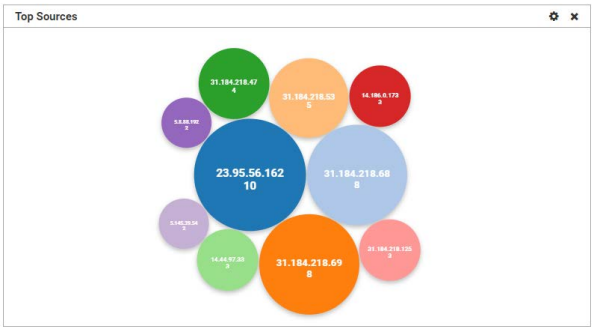


Drill-down widget

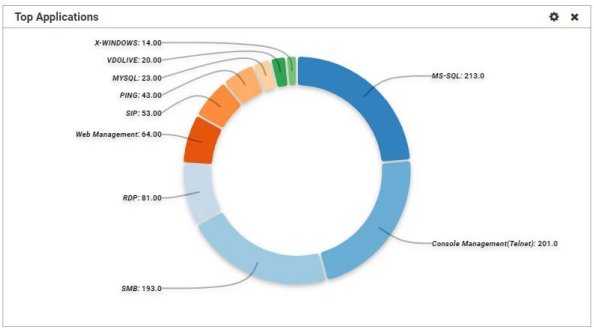
Each of these widgets displays a graph or bar chart with the top 5 results, where the result is an application, region, traffic, or attack (this will vary depending on the widget). When you select one of the results, the Application view opens with a view filtered by that result. The view filter is listed above the table. The application name in each table entry also displays the region name (in brackets).

This Widget provides a view of the "Top Countries":

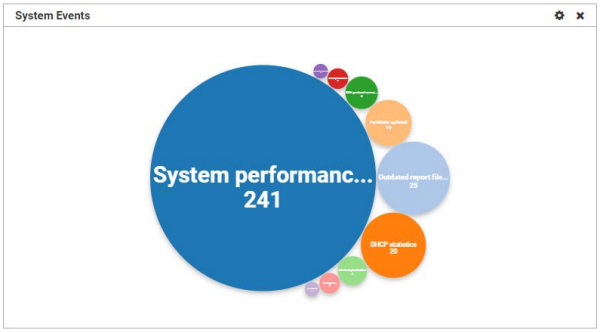
This Widget provides a view of the “Top Sources”:



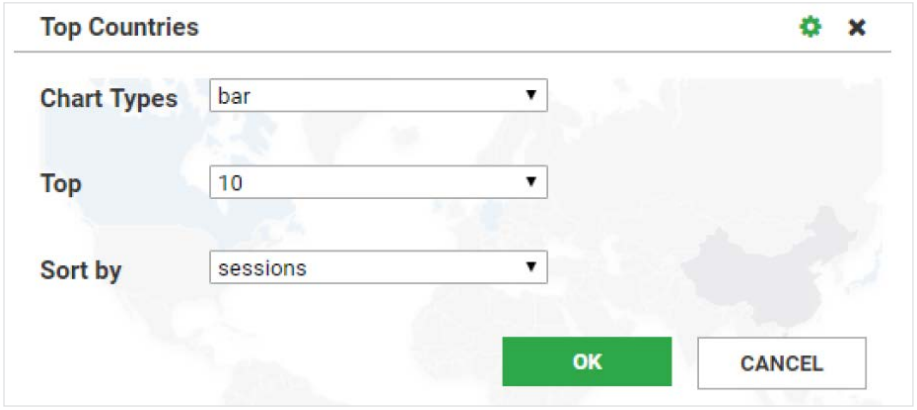
This Widget provides a view of the “Top Applications”:



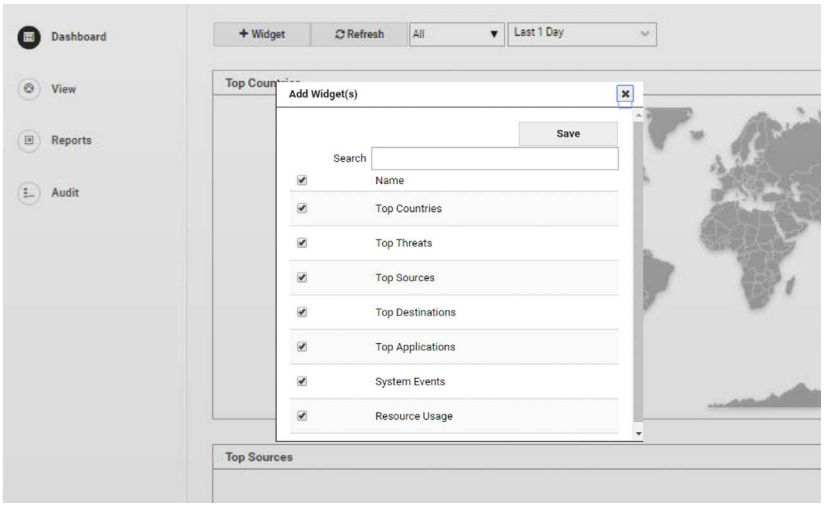
This Widget provides a view of the “System Events”:



Each Widgets has both a Settings and Delete icon in the top right corner of that Widget. In the portal you can select the Edit Settings icon to open a window within the widget allowing you to select the chart type, top N entries, and how to sort the data.

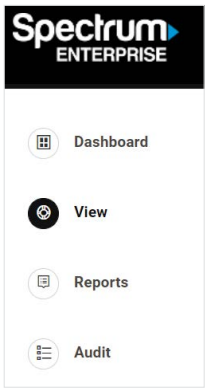


By clicking on the Add Widgets (+ Widget), you can select any of the available widgets to view to customize the landing page to have Widgets that are most important to you populate when you log into the portal:



View

The View tab displays information about the security event logs and contains filters and controls that allow you to group the event logs in different ways. It also enables you to drill down and view the details of a related set of event logs.

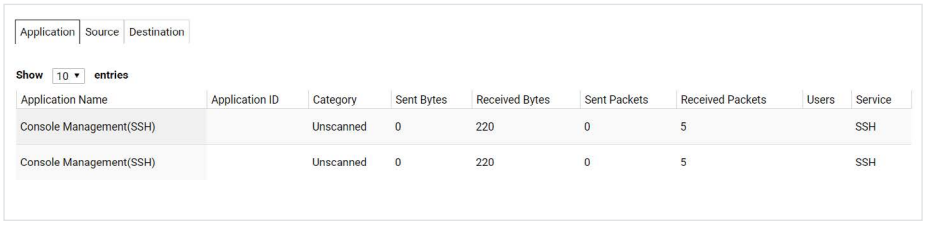


The following action buttons are available along the top of the page:

- **Application/Attack** — view the event logs grouped by application or attack
- **Scope** — view output for all sites or select a specific site
- **Set Filter** — filter the data (last hour, last day, last 7 days, or customize)
- **Sort** — Each column has a sorting feature, allowing you to sort data in ascending or descending order

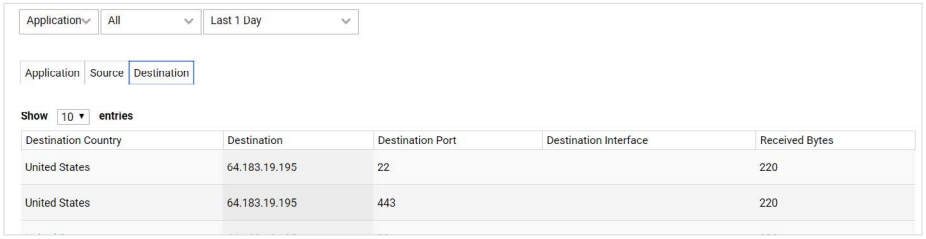
After you select Application or Attack, you can select how to sort the event logs. The following tabs provide different views of the data:

- **Application** — arranged by application



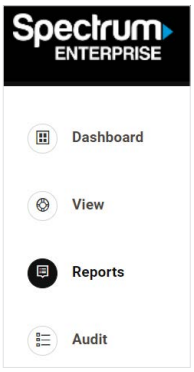
- **Source** — arranged by the source FortiGate device

- **Destination** — arranged by the destination (IP address, protocol, port)

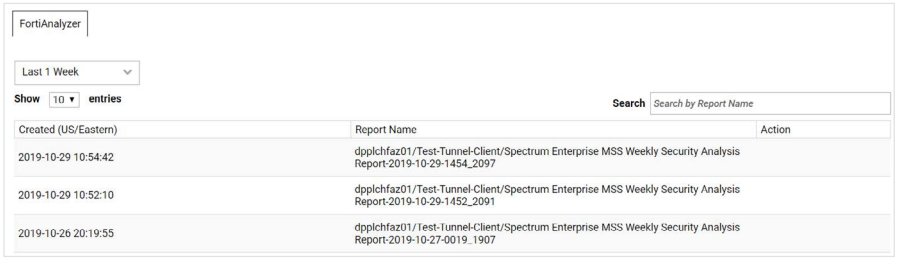


Reports

When you select Reports from the menu it will display a list of available reports including PCI Compliance reporting.



Available reports for the period selected are displayed:

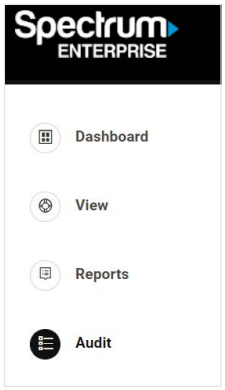


This page also includes the following actions:

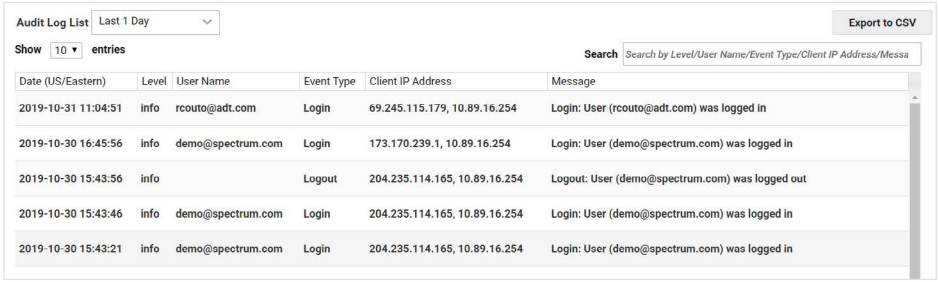
- **Set Filter** — filter the data (today, last 1 day, last 1 week, last 1 month, or customize a filter)
- When move your cursor over a entry in the reports table on the right, a download icon appears in the Action column to download the report:
    - **Download** — downloads the selected report as a PDF file

Audit

Select the Audit button from the Menu:



The following log will be displayed providing user activity on the administrative web interface:

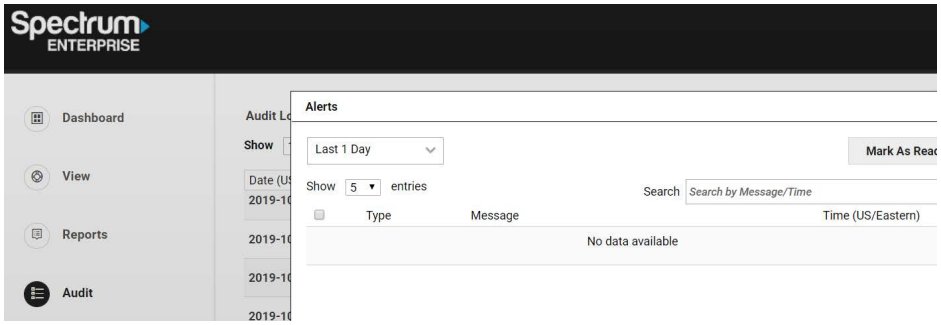


Page actions

- **Audit Log List** — set the duration of the logs to display (last 60 minutes, last 1 day, last 7 days, or customize)
- **Search** — use any column to search the audit log list by level, user name, event type, client IP address, or message
- **Export to CSV** — export the audit log list as a Comma-Separated Value (CSV) file

Alerts

- **Alerts** — pop-up window that displays the unread alerts



About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.