Release Notes

FortiCamera Cloud 25.2

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Change log

The following is a list of documentation changes. For a list of software changes, see the other contents of this document.

Date	Change Description
2025-06-23	Initial release of the FortiCamera Cloud 25.2 Release Notes.

Introduction

FortiCamera Cloud is video surveillance as a service (VSaaS). It provides management of Fortinet FortiCamera cloud-native cameras, and the ability to view live and previously recorded video. Easy operation and scalability support installations from small businesses to very large organizations.

This document provides information about changes in FortiCamera Cloud 25.2 build 0074.

> This document will be updated to include patches, if any, to this version.
>
> Patches change the build number, and it will no longer match the initial build number. To determine the current build number, log into FortiCamera Cloud and go to the bottom of the navigation menu on the left side.
>
> For a list of document changes, see Change log on page 4.

What's new

The following table summarizes the new features and enhancements in recent releases. For details, see the FortiCamera Cloud Portal Guide.

Feature	Description
License plates in visual search	Visual search can be used to find video clips that show a vehicle license plate. License plate detection features require camera models that support AI-driven visual search for license plates, such as FortiCam FB85-CA.
License plates of interest	Partial or complete license plates can be indicated as of interest to an investigation. When a camera detects the license plate of interest again, a notification can be sent. License plate detection features require camera models that support AI-driven visual search for license plates, such as FortiCam FB85-CA.
Analytics with charts and heatmaps	Using data from motion detection areas and AI-driven features such as person detection and vehicle detection, you can now view charts, heatmaps, and path maps to view traffic volume, motion direction, visit duration, and more.
REST API	A FortiCamera Cloud REST API is now available. It provides endpoints for: • Viewing settings for the organization, site, and cameras • Downloading snapshot images from cameras • Viewing and configuring person profiles, persons of interest, and license plates of interest

Improvements

The following table summarizes the behavior and GUI changes in recent releases.

Feature	Description
Generate user log when creating or modifying a person of interest, person profile, or notification rules	Event logs are now recorded when changing these settings in the configuration.
Consistent thumbnail sizes in notifications	Regardless of the type of notification (license plate of interest, person of interest, motion detection), the thumbnail size is now consistent.
Enhanced landing page	The visual design of the portal landing page has been refreshed.

Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquires about a particular bug, please contact Fortinet Customer Service & Support.

- Person profiles did not require an image; it could be added later. If you created a notification about that person, however, then the notification would not function until you uploaded an image. An image is now required when creating a person profile.
- After a visual search, if you used the < and > buttons to select another camera and then return, the thumbnails from the old visual search results would reappear.
- After a visual search, if you went to *Camera > Settings* and then returned *Camera > Video*, it would play the old visual search result. Live video streaming was indicated by the timeline, however.
- During a visual search, if you selected more cameras, and then selected a thumbnail from one of those other cameras and played the video or clicked *Export*, then the video would be from the first camera, not the other camera associated with the selected thumbnail.
- During a visual search, if the camera's time zone was different from the organization's time zone, then the video started playback at the correct event when its thumbnail was clicked, but the timeline used the organization's timezone, and did not jump to the camera's correct local time on the timeline.
- While the selected site was *All Sites*, when creating a new person profile or person of interest, there was an error message.
- After playing video from a different site's camera, a new notification did not automatically change sites to play video from that site's camera.
- After playing video from a different camera, a new notification did not start video playback at the correct time.
- After playing video from a notification, if you went to *Dashboard* and then *Camera > Video*, then the live video stream was not displayed. Instead, the video player continues to play the notification that you clicked previously.
- When logging in to FortiCamera Cloud, a server error (500) sometimes occurred.
- WiFi passwords were visible and not obfuscated after network settings were saved.
- In the FortiCamera Mobile app, notification counts were incorrect.
- In the FortiCamera Mobile app, after playing video from a notification once, if you clicked the video playback button again, it did not start playback at the correct time. Instead, it started playing the live stream.

Special notices

⚠	This is a beta release. Some features could change, or are not yet optimized.
	H.265 codec support is not enabled in the beta release. Some web browsers and hardware do not support it yet. Future availability will depend on web browser and hardware support.

Compatibility

Supported FortiCamera models

Cloud native FortiCamera models are designed to connect to and be managed by FortiCamera Cloud, with on-board storage for video.

FortiCamera Cloud supports these cloud native models:

- FortiCam-CD51-C
- FortiCam-CD55-C
- FortiCam-FD55-CA
- FortiCam-MC51-C
- FortiCam-FB85-CA

FortiCamera models that are **not** cloud native are also supported if they are deployed in a hybrid model, connected through FortiRecorder.

Supported FortiRecorder version

For hybrid cloud deployments that use FortiRecorder with FortiCamera Cloud, the minimum required firmware version is FortiRecorder 7.0.3.

Other versions might function, but have not been tested, and are not supported.

Some cameras support visual search features (AI-based recognition of faces, human bodies, vehicles, and license plates, such as FortiCam-FD55-CA and FortiCam-FB85-CA).

If you want a hybrid deployment and need visual search, FortiRecorder 7.2.0 or later is required.

Alternatively, do not put those cameras in a hybrid cloud deployment with FortiRecorder. Use a cloud native deployment for them instead. Then you can put other cameras in a hybrid deployment with the older FortiRecorder version.

Supported FortiCamera Mobile app version

FortiCamera Cloud supports:

- FortiCamera Mobile 7.0.4 build 37 on Android
- FortiCamera Mobile 7.0.4 build 36 on iOS

FortiCamera Mobile was formerly called the FortiRecorder Mobile app.

Supported web browsers

The FortiCamera Cloud GUI has been tested on the following web browsers for computers:

- Apple Safari 18.3 or later
- Google Chrome 134 or later
- Microsoft Edge 134 or later
- Mozilla Firefox 136 or later

Other browser versions have not been tested, but may fully function.

Other web browsers may function correctly, but are not supported by Fortinet.

Licensing

After an initial 7-day grace period, all cameras require a subscription license to use the FortiCamera Cloud service.

For example, the account owner can order a license for any number of cameras ("seats"), with a subscription for 1, 3, or 5 years, like the following:

SKU	Contents
FC1-10-FCCLD-518-02-DD	FortiCamera Cloud plus FortiCare Premium support Subscription license certificate

- **To renew an existing subscription:** Register a new contract with the same number of cameras.
- **To add more camera subscriptions:** Contact your Fortinet partner or Fortinet customer service. Request a co-term quote. Co-term licensing aligns all of your subscription expiry dates.

For cameras that are not cloud native, but are connected through FortiRecorder in a hybrid cloud deployment, they require licenses like the following:

SKU	Contents
FRC-CLM-20	FortiRecorder Cloud Mode for camera license Perpetual license for 20 cameras Electronic license certificate

Cloud mode is a permanent stackable license. Apply it to the FortiRecorder serial number on FortiCare.

See also the FortiCamera Cloud Portal Guide and FortiRecorder Administration Guide.

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