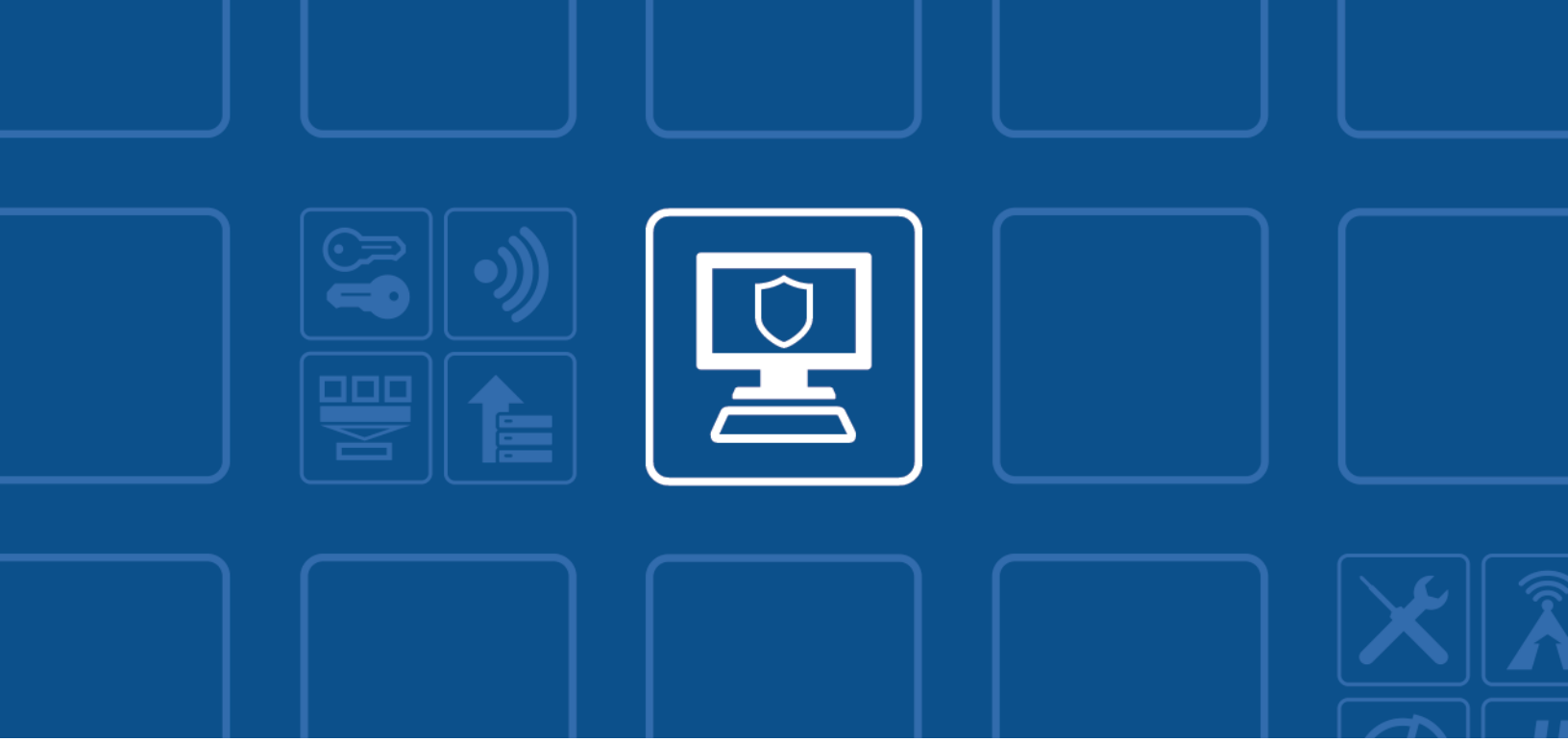
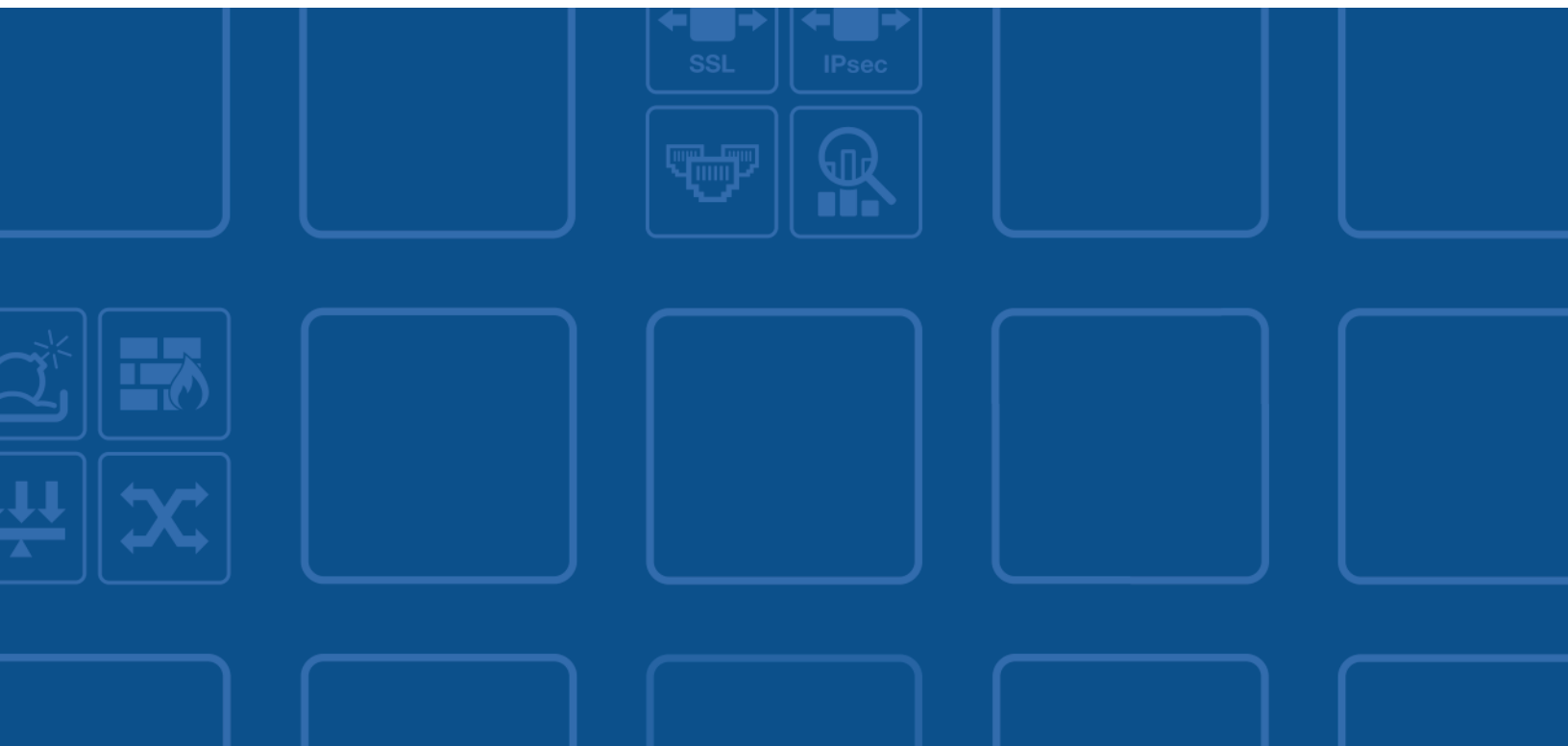


FORTINET
High Performance Network Security

FortiClient (Windows) - Release Notes

VERSION 5.4.3



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August 8, 2017

FortiClient (Windows) 5.4.3 Release Notes

04-543-410137-20170808

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Change Log

Date	Change Description
2017-03-09	Initial release.
2017-03-10	Added 0401969 to Resolved Issues.
2017-03-21	Added 0303307 to Resolved Issues.
2017-04-07	Updated the Licensing section to clarify that phone support is provided only when paid licenses are used with FortiClient in managed mode.
2017-04-17	Added 0399668 to Resolved Issues.
2017-06-09	Updated to note that Windows Server Core is not supported.
2017-08-08	Added 0396625 to Resolved Issues.

Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (Windows) 5.4.3 build 0870.

Please review all sections prior to installing FortiClient.

Licensing

FortiClient offers two licensing modes:

- Standalone Mode
- Managed Mode

Standalone Mode

In standalone mode, FortiClient is not registered to a FortiGate or Enterprise Management Server (EMS). In this mode, FortiClient is free both for private individuals and commercial businesses to use. No license is required.

Support for FortiClient in standalone mode is provided on the Fortinet Forums (forum.fortinet.com). Phone support is not provided.

Managed Mode

Companies with large installations of FortiClient usually need a means to manage their endpoints. EMS can be used to provision and centrally manage FortiClient endpoints, and FortiGate can be used with FortiClient endpoints for network security. Each FortiClient endpoint can register to a FortiGate or an EMS. In this mode, FortiClient licensing is applied to the FortiGate or EMS. No separate license is required on FortiClient itself.

When using the ten (10) free licenses for FortiClient in managed mode, support is provided on the Fortinet Forums (forum.fortinet.com). Phone support is not provided when using the free licenses. Phone support is provided for paid licenses.

FortiClient Licenses on the FortiGate

FortiGate 30 series and higher models include a FortiClient license for ten (10) free, connected FortiClient endpoints. For additional connected endpoints, you must purchase a FortiClient license subscription. Contact your Fortinet sales representative for information about FortiClient licenses.

FortiClient Licenses on the EMS

EMS includes a FortiClient license for ten (10) free, connected FortiClient endpoints for evaluation. For additional connected endpoints, you must purchase a FortiClient license subscription. Contact your Fortinet sales representative for information about FortiClient licenses.

Special Notices

SSL VPN cannot connect after upgrade to FortiOS to 5.4.x

After upgrading FortiOS to 5.4.x from 5.2 or earlier, problems might occur with FortiClient (Windows) when connecting with SSL VPN to FortiGate. Connection in FortiClient can become stuck at 40%, and display the following error message:

Unable to establish the VPN connection. The VPN server may be unreachable. (-5)

The error can be caused by changed default settings for encryption on FortiOS 5.4.

Workaround:

1. On the FortiClient (Windows) workstation, go to *Internet Explorer* > *Options* > *Advanced*.
2. Change the TLS settings to match those settings on FortiGate.
   For example, if *TLS 1.1* and *TLS 1.2* are enabled on FortiGate, enable them in Internet Explorer too.

FortiClient upgrade on Windows XP

FortiClient 5.4.1 supports Windows XP. However upgrade to FortiClient 5.4.1 is not supported on Windows XP. For existing endpoint users on Windows XP, you must uninstall the previous version of FortiClient, reboot Windows XP, and then install FortiClient 5.4.1.

Endpoint users on Windows XP may consider disabling FortiClient software updates. FortiClient will continue to receive engine and signature updates.

New installations of FortiClient 5.4.1 on Windows XP are supported.

Cooperative Security Fabric Upgrade

FortiOS 5.4.1 and later greatly increases the interoperability between other Fortinet products. This includes:

- FortiClient 5.4.1 and later
- FortiClient EMS 1.0.1 and later
- FortiAP 5.4.1 and later
- FortiSwitch 3.4.2 and later

The upgrade of the firmware for each product must be completed in a precise order so the network connectivity is maintained without the need of manual steps. Customers must read the following two documents prior to upgrading any product in their network:

- *Cooperative Security Fabric - Upgrade Guide*
  This document is available on the Fortinet Document Library on the FortiOS page (docs.fortinet.com/).

- *FortiOS 5.4.x Upgrade Guide for Managed FortiSwitch Devices*,
  This document is available in the Customer Support Firmware Images download directory for FortiSwitch 3.4.2 (support.fortinet.com/).

Installing FortiClient on Windows 7

Files and drivers for FortiClient 5.4.0 and later are digitally signed using SHA2 certificates. Microsoft Windows 7 is known to have issues with the verification of SHA2 certificates. Ensure you have installed the update described in the *Affected Software* section of the Advisory for your operating system from the following link:

Availability of SHA-2 Code Signing Support for Windows 7 and Windows Server 2008 R2

During the installation process, FortiClient 5.4.1 checks whether the update for the operating system is installed on the endpoint. If the update is not installed, a dialog box is displayed that instructs you to install the required update. FortiClient 5.4.1 installation will not complete until the required update for the operating system is installed.

SSL VPN on Windows 10

When a custom DNS server is configured for SSL VPN, sometimes Windows 10 DNS resolution is not correct after the SSL VPN is connected.

The following FortiClient XML configuration is recommended, so that FortiClient restarts Windows dnscache service when SSL is connected.

```
<sslvpn>
   <options>
      <dnscache_service_control>2</dnscache_service_control>
   </options>
</sslvpn>
```

Using FortiClient VPN with other Third-Party VPN Clients

It is not supported to run more than one VPN connection simultanously. If using any third-party VPN software (other than FortiClient), please disconnect FortiClient VPN before establishing connection with the other VPN software. To reconnect VPN using FortiClient, ensure that you first disconnect any established VPN connection from a third-party VPN software.

Conflicts with Cisco Systems VPN Client

FortiClient VPN feature conflicts with Cisco Systems VPN Client 5.0.07.

When both Cisco VPN Client 5.0.07 and FortiClient VPN are installed on the same Windows computer, a BSoD is likely to occur if an IPsec VPN connection is established using FortiClient.

Cisco VPN Client 5.0.07 has reached end of support. It is suggested to use Cisco AnyConnect 3.1 or newer instead. This is actively maintained by Cisco Systems. With Cisco Anyconnect installed, a BSoD does not occur when using FortiClient to establish an IPsec VPN connection.

Please note that it is unknown what may occur if VPN connections are attempted using both Cisco Anyconnect and FortiClient VPN at the same time. This is not recommended. Consider disconnecting one VPN connection, before establishing a second one.

Change in FortiClient Endpoint Control Default Registration Port

FortiClient registers to the FortiGate using Endpoint Control (EC). In FortiClient 5.0 and 5.2, the default registration port is TCP port 8010. FortiOS 5.0 and 5.2 both listen on TCP port 8010.

Starting with FortiClient 5.4, EC registration will use port 8013 by default. To register to FortiOS 5.0 or 5.2, the user must specify port 8010 with the IP address, separated by a colon. For example, <ip_address>:8010.

FortiOS 5.4 and later will listen on port 8013. If registering from FortiClient 5.4 and later to FortiOS 5.4 and later, the default ports will match. Specifying the port number with then IP address is then optional.

What’s New in FortiClient (Windows) 5.4.3

There are no new features in FortiClient (Windows) 5.4.3.

Installation Information

Firmware images and tools

When installing FortiClient version 5.4.3, you can choose the setup type that best suits your needs. You can select one of the following options:

- Complete: All Endpoint Security and VPN components will be installed
- VPN Only: only VPN components (IPsec and SSL) will be installed.

The following files are available from the Fortinet Support site:

- FortiClientSetup_5.4.3.0870.exe
  Standard installer for Microsoft Windows (32-bit).
- FortiClientSetup_5.4.3.0870.zip
  A zip package containing FortiClient.msi and language transforms for Microsoft Windows (32-bit). Some properties of the MSI package can be customized with FortiClient Configurator tool.
- FortiClientSetup_5.4.3.0870_x64.exe
  Standard installer for Microsoft Windows (64-bit).
- FortiClientSetup_5.4.3.0870_x64.zip
  A zip package containing FortiClient.msi and language transforms for Microsoft Windows (64-bit). Some properties of the MSI package can be customized with FortiClient Configurator tool.
- FortiClientTools_5.4.3.0870.zip
  A zip package containing miscellaneous tools, including the FortiClient Configurator tool and VPN Automation files.

When creating a custom FortiClient 5.4.3 installer using the FortiClient Configurator tool, you can choose which features to install. You can enable or disable software updates, configure SSO, and rebrand FortiClient .

Upgrading from previous FortiClient versions

FortiClient version 5.4.3 supports upgrading from FortiClient 5.2.0 or later.

When FortiClient endpoints are registered to FortiGate, you must upgrade endpoints to FortiClient 5.4.1 or later before you upgrade FortiGate to 5.4.1. See Cooperative Security Fabric Upgrade on page 7.

Please review the following sections prior to installing FortiClient version 5.4.3: Introduction on page 5, Special Notices on page 7, and Product Integration and Support on page 13.

Downgrading to previous versions

Downgrading FortiClient version 5.4.3 to previous FortiClient versions is not supported.

Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the Customer Service & Support portal located at https://support.fortinet.com. After logging in, click on *Download* > *Firmware Image Checksums*, enter the image file name, including the extension, and select *Get Checksum Code*.

Product Integration and Support

FortiClient 5.4.3 support

The following table lists version 5.4.3 product integration and support information.

FortiClient 5.4.3 support information

Desktop Operating Systems	• Microsoft Windows XP (32-bit) • Microsoft Windows 7 (32-bit and 64-bit) • Microsoft Windows 8, 8.1 (32-bit and 64-bit) • Microsoft Windows 10 (32-bit and 64-bit)
Server Operating Systems	• Microsoft Windows Server 2008 R2 • Microsoft Windows Server 2012, 2012 R2 • Microsoft Windows Server 2016 FortiClient 5.4.3 does not support Windows Server Core.
Minimum System Requirements	• Microsoft Internet Explorer version 8 or later • Microsoft Windows compatible computer with Intel processor or equivalent • Compatible operating system and minimum 512MB RAM • 600MB free hard disk space • Native Microsoft TCP/IP communication protocol • Native Microsoft PPP dialer for dial-up connections • Ethernet network interface controller (NIC) for network connections • Wireless adapter for wireless network connections • Adobe Acrobat Reader for FortiClient documentation • Windows Installer MSI installer version 3.0 or later.
FortiAnalyzer	• 5.4.2 • 5.4.1
FortiAuthenticator	• 4.2.0 • 4.1.0 and later • 3.3.0 and later • 3.2.0 and later • 3.1.0 and later • 3.0.0 and later

FortiClient EMS	• 1.0.0 and later FortiClient 5.4.1 enhancements to the Vulnerability Scan feature require FortiClient EMS 1.0.1 and later.
FortiManager	• 5.4.2 • 5.4.1
FortiOS	• 5.4.2 • 5.4.1 Some FortiClient features are dependent on specific FortiOS versions.
FortiSandbox	• 2.3.0 and later • 2.2.0 and later • 2.1.0 and later

Language support

The following table lists FortiClient language support information.

FortiClient language support

Language	Graphical User Interface	XML Configuration	Documentation
English	✔	✔	✔
Chinese (Simplified)	✔		
Chinese (Traditional)	✔		
French (France)	✔		
German	✔		
Japanese	✔		
Korean	✔		
Portuguese (Brazil)	✔		
Russian	✔		
Spanish (Spain)	✔		

The FortiClient language setting defaults to the regional language setting configured on the client workstation, unless configured in the XML configuration file.

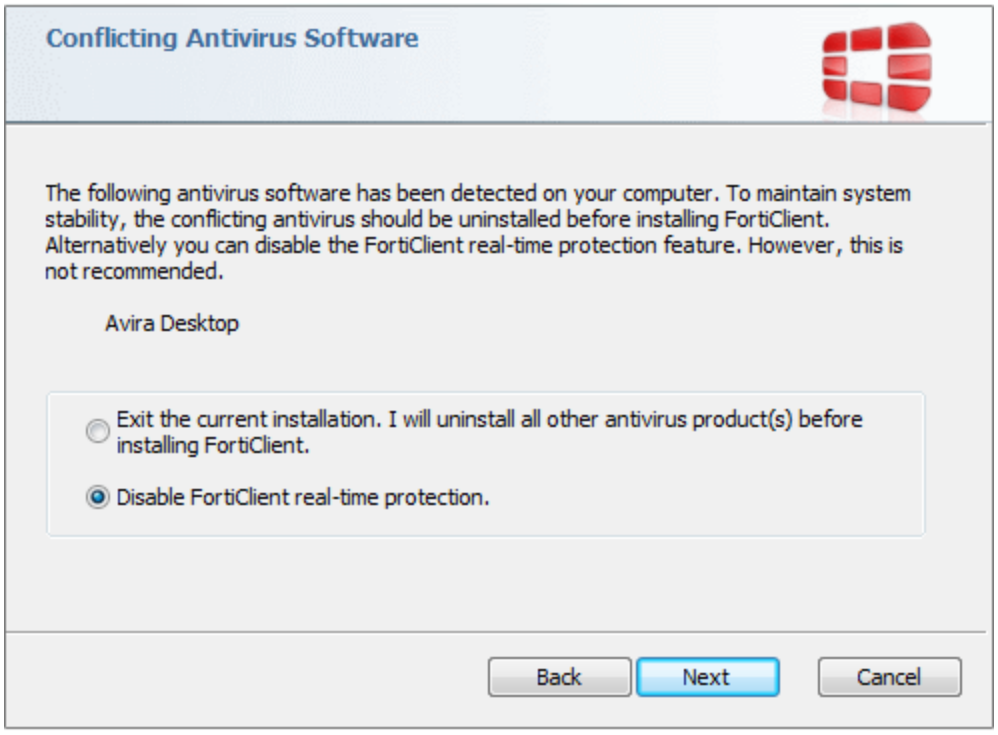
If the client workstation is configured to a regional language setting that is not supported by FortiClient, it defaults to English.

Conflicts with third party antivirus products

The antivirus feature in FortiClient is known to conflict with other similar products in the market. Consider removing other antivirus programs before installing FortiClient.

During a new installation of FortiClient, the installer will search for other registered third party software and, if any is found, warn users to uninstall them before proceeding with the installation. There is also an option to disable FortiClient Real Time Protection (RTP).

Conflicting Antivirus Software



Conflicts with Cisco Systems VPN client

FortiClient VPN feature conflicts with Cisco Systems VPN Client 5.0.07. This Cisco Client has reached end of support. It is suggested to use Cisco AnyConnect 3.1 or newer instead. This is actively maintained by Cisco Systems, and it does not have any conflicts with the FortiClient VPN feature.

Resolved Issues

The following issues have been fixed in version 5.4.3. For inquiries about a particular bug, please contact Customer Service & Support.

Bug ID	Description
0295413	Windows 10: pop-up message says AV is not enabled, even if it is enabled.
0303307	FortiClient / FortiClient EMS picking up VMWare Workstation Adapter IP
0373225	Improve VPN auto-connect user experience.
0374791	Create manifest file for FortiClient_Diagnostic_Tool.exe.
0380668	When the network connection was up and down, FortiClient does not try to re-connect SSL VPN.
0382712	Fortifilter driver fails to install when upgrading rebranded FortiClient from 5.2.3 to 5.4.1.
0388420	When FortiClient AntiVirus is enabled, PC performance and application impacted.
0390067	Unusually high volume of INIT commands (for web filter) from FortiClient.
0390813	When Application Firewall is enabled, network performance impacted a lot.
0392477	GUI Settings page does not respond when clicking the *Cancel* button.
0397206	FortiClient 5.4.1 install to custom directory -> upgrade to 5.4.2 == reboot deadloop.
0397536	*EPCUserAvatar.exe* crashes.
0399668	Issues with FortiClient during full scans.
0401969	Registered and compliance devices still being blocked for a brief time after recovering from sleep mode
0402129	IPsec connection randomly disconnects after restoring a configuration.
0402203	FortiClient 5.4.2 crashes Windows 7 into BSOD
0402789	FortiTray IPsec sent and received bytes are switched.
0402806	*FCDBLog.exe* crashes.
0402970	FortiClient does not auto-connect IPsec VPN.

Bug ID	Description
0403452	FortiClient doesn't attempt to connect to EMS if Telemetry is disabled on FortiGate's interface.
0403511	FortiClient showing *turned off* frequently on Windows 10.
0403972	FortiClient 5.4.2 doesn't work in DHCP over IPSec mode since IPv6 configuration added by default.

Common Vulnerabilities and Exposures

Bug ID	Description
0396625	FortiClient (Windows) 5.4.3 is no longer vulnerable to the following CVE Reference: • 2016-8493 Visit https://fortiguard.com/psirt for more information.

Known Issues

The following issues have been identified in FortiClient (Windows) 5.4.3. For inquires about a particular bug or to report a bug, please contact Customer Service & Support.

Bug ID	Description
0291192	Application Firewall does not effectively block TOR browser methods
0303146	Windows 10 cannot pass traffic after connection to SSL VPN because of a conflict with Pulse Secure
0378018	FortiClient 5.4 - suspect FortiTray not responding prevents auto-connect VPN
0378100	FortiClient causes .NET Framework error on Windows 7
0380567	Application Firewall not blocking micro applications
0381810	FortiClient repeated to request reboot for vulnerability
0389865	FortiClient does not check the revocation status of SubCA
0399256	IPsec tunnel before Windows logon - certificate read from Smartcard with PIN
0399409	FortiClient 5.4.2 does not install split tunneling routes
0402357	FortiClient upgrade cause *reboot* pop-up loop
0403544	VPN IPsec auto-connect does not work on FortiClient 5.4.2 and Windows 7 (32-bit)
0404824	Application is blocked as Riskware, even when Riskware detection is off
0405196	When users log in to their PC, the endpoint shows *out of sync* for a few minutes
0405204	SSL exclusive routing doesn't work properly
0405303	Unable to use IPSec VPN with Client/PC PKI Certificate
0406548	Problem with Numara TrackIT application when Web Filter is enabled on FortiClient
0409656	FortiClient removed default route of LTE card after connecting to IPsec VPN
0410841	Only legacy VPN before logon works on Windows 8.1 and Windows Server 2012R2

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