Release Notes

FortiCamera Cloud 24.4.0

FORTINET DOCUMENT LIBRARY

https://docs.fortinet.com

FORTINET VIDEO LIBRARY

https://video.fortinet.com

FORTINET BLOG

https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT

https://support.fortinet.com

FORTINET TRAINING & CERTIFICATION PROGRAM

https://www.fortinet.com/training-certification

FORTINET TRAINING INSTITUTE

https://training.fortinet.com

FORTIGUARD LABS

https://www.fortiguard.com

END USER LICENSE AGREEMENT

https://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK

Email: techdoc@fortinet.com

TABLE OF CONTENTS

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
2024-11-08	Initial release of FortiCamera Cloud 24.4.0 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 the FortiCamera Cloud 24.4.0 build 039 release.

What's new

- Likelihood sorting option for visual search (ReID)

Improvements

- Better switching between full and low-resolution video streams
- Consistent size of thumbnail images for faces
- Manual exposure settings
- Ability to enable and disable cameras

  Disabled cameras have no live view, do not record, do not show alerts about licenses, and show a gray (dormant) status. This can be useful if cameras are new and not yet mounted, are damaged, or if recording is temporarily not allowed in that location.
- Log message for camera firmware upgrade failure

Resolved issues

- When using a Firefox web browser, live video view did not work correctly
- For FortiCam FD55-CA cameras:
    - DNR settings did not work correctly
    - Video streaming did not work correctly in the US and EU regions
- For FortiCam CD5X and MC51 cameras, when in a hybrid deployment with FortiRecorder, changing the video resolution showed the error message `Live Video is not available`
- TURN service crashed
- When audio was enabled and a video recording was very large, while scrolling on the timeline, it would periodically show the error message `Could not open recorded video`
- When removing a camera in a hybrid deployment with FortiRecorder from the organization, the status changed to offline
- For cameras in a hybrid deployment with FortiRecorder, the schedule and profile showed the error message `Config out of sync`
- In video stream requests for camera walls, a parameter was missing

Vulnerabilities

- None.

Known issues

- None.

Vulnerabilities

- None.

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

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.

> If you have FortiCam-FD55-CA cameras, and want to use their visual search and ReID features, do not put them in a hybrid cloud deployment with FortiRecorder. Use a cloud native deployment for them instead.

Supported web browsers

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

- Apple Safari 17
- Google Chrome 122
- Microsoft Edge 122
- Mozilla Firefox 123

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

Recommended screen resolution

The minimum recommended screen resolution is 1920 x 1080 pixels. Please adjust your screen resolution accordingly. Otherwise the GUI might not display properly.

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.

FORTINET

www.fortinet.com