

FortiClient (Windows) - Release Notes

Version 5.6.5

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FortiClient (Windows) 5.6.5 Release Notes

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Change Log

Date	Change Description
2018-01-29	Initial release of FortiClient (Windows) 5.6.5.
2018-01-30	Moved 411137 to Known Issues on page 15 .
2018-01-31	Added 414476 to Known Issues on page 15 .
2018-03-07	Corrected syntax error in Special Notices on page 7 .
2018-03-12	Added detail in Installation Information on page 9 .

Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (Windows) 5.6.5 build 1150.

- [Introduction](#)
- [Special Notices](#)
- [Installation Information](#)
- [Product Integration and Support](#)
- [Resolved Issues](#)
- [Known Issues](#)

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 connected to a FortiGate or FortiClient Enterprise Management Server (EMS). In this mode, FortiClient is free 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 connect 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

Microsoft Windows updates related to CPU security flaw (Meltdown)

Microsoft Windows updates may not occur due to a CPU security flaw (Meltdown) with anti-virus products installed. Please read the customer service bulletin CSB-180105-1 at <https://support.fortinet.com/Information/Bulletin.aspx>. A PDF of the bulletin can be downloaded from the firmware download directory of the Fortinet support site at <https://support.fortinet.com>.

Nested VPN tunnels

Parallel, independent VPN connections to different sites are not supported; however, FortiClient VPN connection may still be established over existing third-party (for example, AT&T Client) VPN connection (nested tunnels).

SSL VPN 98% issues

The new SSL VPN Windows driver, which was first introduced in FortiClient 5.6.0, resolves various SSL VPN connection issues. The new driver will help increase performance by up to 20% and provide a stable VPN connection.

Latency or poor network connectivity can affect the FortiClient SSL VPN connection. To further help avoid timeouts, the login timeout on the FortiGate can be increased to 180 seconds using the following CLI command:

```
config vpn ssl settings
  set login-timeout 180
end
```

Windows notification of AV being disabled

In FortiClient 5.6.5, FortiClient will notify *Windows Security Center Antivirus is Down* only when FortiClient Antivirus has really stopping running.

Local certificate store not supported

FortiClient (Windows) no longer supports the local certificate store, and it is recommend that you use Windows Certificates Store instead. If you are currently using the local certificate store, you should transition to Windows Certificates Store before upgrading to FortiClient (Windows) 5.6.5.

Microsoft Windows server support

For Microsoft Windows servers, the AntiVirus and Vulnerability Scan features for FortiClient are supported.

Installation Information

Firmware images and tools

The following files are available in the firmware image file folder:

File	Description
FortiClientSetup_5.6.xx.xxxx.exe	Standard installer for Microsoft Windows (32-bit)
FortiClientSetup_5.6.xx.xxxx.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_5.6.xx.xxxx_x64.exe	Standard installer for Microsoft Windows (64-bit)
FortiClientSetup_5.6.xx.xxxx_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_5.6.xx.xxxx.zip	A zip package containing miscellaneous tools, including VPN Automation files

The following tools and files are available in the FortiClientTools_5.6.xx.xxxx.zip file:

File	Description
FortiClientVirusCleaner	A virus cleaner
OnlineInstaller	This file downloads and installs the latest FortiClient file from the public FDS.
SSLVPNcmdline	Command line SSL VPN client
SupportUtils	Includes diagnostic, uninstallation, and reinstallation tools
VPNAutomation	A VPN automation tool



Please review the following sections prior to installing FortiClient version 5.6.5: [Introduction on page 5](#), [Special Notices on page 7](#), and [Product Integration and Support on page 11](#).

Installation options

When installing FortiClient version 5.6.5, you can choose the setup type that best suits your needs. FortiClient will always install the Security Fabric Agent (SFA) feature and enable the Vulnerability Scan feature by default. You can select to install one or more of the following options:

- Secure Remote Access: VPN components (IPsec and SSL) will be installed.
- Advanced Persistent Threat (APT) Components: FortiSandbox detection and quarantine features will be installed.
- Additional Security Features: Select one or more of the following to install them: AntiVirus, Web Filtering, Single Sign On, Application Firewall

Upgrading from previous FortiClient versions

FortiClient version 5.6.5 supports upgrade from FortiClient versions 5.2 and later.

If you are deploying an upgrade from FortiClient 5.6.2 or earlier versions via FortiClient EMS and the upgrade fails, uninstall FortiClient on the endpoints, then deploy the latest version of FortiClient.

Downgrading to previous versions

Downgrading FortiClient version 5.6.5 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 5.6.5 support

The following table lists version 5.6.5 product integration and support information.

FortiClient 5.6.5 support information

Desktop Operating Systems	<ul style="list-style-type: none">• 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) <p>FortiClient 5.6.5 does not support Microsoft Windows XP and Microsoft Windows Vista.</p>
Server Operating Systems	<ul style="list-style-type: none">• Microsoft Windows Server 2008 R2 or newer <p>FortiClient 5.6.5 does not support Windows Server Core.</p>
Minimum System Requirements	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 5.6.0 and later
FortiAuthenticator	<ul style="list-style-type: none">• 4.3.1• 4.3.0• 4.2.1 <p>FortiToken Mobile push notification is not supported for the following versions:</p> <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 1.2.0 and later
FortiManager	<ul style="list-style-type: none">• 5.6.0 and later

FortiOS

- 5.6.0 and later

Only IPsec VPN and SSL VPN are supported with the following FortiOS versions:

- 5.4.0 and later

FortiSandbox

- 2.5.0 and later

The following version is supported, but may require authorization of FortiClient to be disabled. To disable authorization run the FortiSandbox CLI command:

```
device-authorization -f
```

- 2.4.0 and later

The following supported versions do not offer authorization of FortiClient:

- 2.3.0 and later
- 2.2.0 and later
- 2.1.0

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.

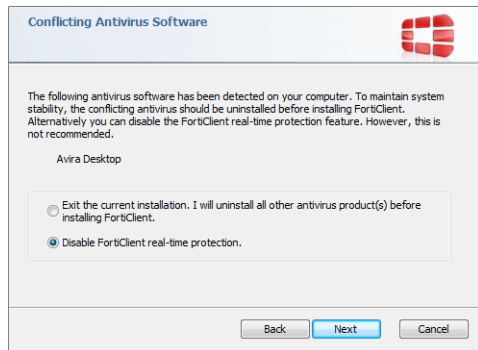


If the client workstation is configured to a regional language setting that is not supported by FortiClient, it defaults to English.

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).



Resolved Issues

The following issues have been fixed in version 5.6.5. For inquiries about a particular bug, please contact [Customer Service & Support](#).

Bug ID	Description
415585	b0126: Redeployment from EMS will reboot servers as no users logged in.
445380	[WF] add option to show block message from Forticlient Bubble popup for HTTPS site.
450754	Certificate-Based authentication Only - Option to Disable Username/Password Fields from SSLVPN UI.
456320	b0890 also b1075 - SSL VPN saving password after unchecking "Always Up".
458138	onnet status not being reported correctly on FCT when the EMS is offline.
460625	b1117 - delay in connecting to network after upgrade to 5.6.2.
461004	b1115: EMS shows incorrect FCT state if EMS configured as both - notification and management in IP list.
461250	Fortisniff2 cause BSOD.
461742	SSL_VPN on_connect script not working.
462225	Exell4Apps with the Finance team blocked by AntiExploit.
462455	b1117 FCHelper64.exe causing error logs after upgrade to forticlient 5.6.2 on windows 10.
462513	Option "Save Password" should be controlled by FortiGate.
464486	Revisit EPCUserAvatar.exe dependency on .Net 3.5, 4.6.
464651	Windows Forticlient 5.6.0, 5.6.2, 5.6.3, 5.4.4 sometimes has slow download speed when connected to IPsec.
464911	EMS needs to resync profile to get AV events in.
467324	b1130: Windows Meltdown patch compatibility.
467890	Minor upgrade breaks AV WSC integration.

Known Issues

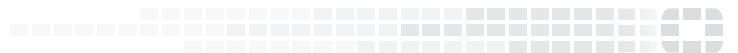
The following issues have been identified in FortiClient (Windows) 5.6.5. For inquiries about a particular bug or to report a bug, please contact [Customer Service & Support](#).

Bug ID	Description
399256	B860 IPsec tunnel before Windows logon - certificate read from Smartcard with PIN.
411137	Cannot exclude UNC paths from scans.
414476	AV network scan slowing down applications that rely on network resources.
421900	High CPU usage with fmon.exe.
439903	Webfilter settings from EMS are lost after some time.
440844	B1075 - FortiClient SSL VPN connection fails at 98% - Works after the 1st attempt.
443832	High CPU and freeze due to AV exclusions.
444108	Files are getting blocked/quarantined while it is white listed.
445504	The <i>Show VPN before Logon</i> menu may fail to appear before logon. Workaround: Reboot the computer after the option is enabled.
448485	b1075: Change onnet/offnet status discovery for dual registration case.
449596	FortiClient does not follow the same remediation action taken by FortiSandbox for low risk files.
450245	Need to add a switch for the number of auto-connect retries.
451605	b0394: EMS reports NPAPI Flash Plug-in vulnerable while not installed.
451976	FortiClient 5.6.0 FW is slowing down file transfers AV with "block known communication channels" and application firewall enable.
457445	fmon high CPU and big latency in Citrix server.
458489	Sandbox scanning is not working properly scanning files on Edge and IE (overlap bypass folder and missing dynamic bypass).
458793	Error messages presented by office and outlook when sandbox scanning is enabled.
460245	[Profiles][Antivirus] Split Block Malicious Websites into subcategories.
460315	FortiClient 98% failure recurring. If using FortiOS 5.6, consider increasing SSL VPN login-timeout as follows: <pre>config vpn ssl settings set login-timeout 180 end</pre>

Bug ID	Description
461136	FortiClient can cause BSOD on Win10 when NIC configured with multiple VLANs.
462162	File sent to FortiSandbox - but no info in FortiClient.
464572	When FortiClient blocks a file for FortiSandbox inspection, the user get misleading error messages; messages show the file is corrupted.
465451	Vulnerability scanning running - but not enabled in profile.
465912	b1075: endpoints disconnect randomly from EMS, still reporting themselves as being connected.
467095	FortiClient b1130 Wi-fi adapter failing to obtain an IP address after installing FortiClient.
467328	b1130: FortiClient log for vulnerability scan should include file path.
467525	FortiClient is causing WMI problems.
469103	SSL VPN disconnects.
469549	FortiAnalyzer is not receiving logs if SSL enabled option is selected in FortiClient.



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