



Release Notes

FortiMail Cloud - Hosted 25.4



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FEEDBACK

Email: techdoc@fortinet.com

December 03, 2025

FortiMail Cloud - Hosted 25.4 Release Notes

06-254-16579-20251203

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Change log

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

Date	Change Description
2025-12-05	Initial release of the FortiMail Cloud - Hosted 25.4 Release Notes.

Introduction

This document provides a list of new and changed features and resolved issues in FortiMail Cloud - Hosted.

For more FortiMail Cloud - Hosted documentation, see the [Fortinet Document Library](#).

Special notices

Recommended web browsers

- Microsoft Edge 142 or later
- Google Chrome 142 or later
- Mozilla Firefox 145 or later
- Apple Safari 26.1 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.

Recommended screen resolution

The recommended screen resolution is 1920 x 1080 pixels. Adjust your screen resolution accordingly. Otherwise the GUI may not display properly.

Language support

- English
- Chinese (Simplified)
- French
- Japanese
- Korean
- Portuguese (Brazil)
- Spanish

What's new

The following table summarizes new features in the current and previous two releases. For details, see the [Fortinet Documentation Library](#).

Feature	Description
Support for single-sign-off from other FortiCloud portals	When a user signs off from the FortiCare Portal, the user will also be signed off from FortiMail Cloud portal, and vice versa.
Link to FortiMail Cloud - Hosted Status page	You can access the Status page from the FortiMail Cloud portal's landing page or after logging in to the portal. The Status page displays the current service health and the past incidents of the FortiGuard network, Cloud portal, and all the data centers.
External IdP user support	FortiMail Cloud supports external identity provider (IdP) users to access the portal. For information about how to enroll and configure the external IdP, see the FortiCloud Identity & Access Management Administration Guide .
Link to tutorial video	The video tutorial is available under the Help button list.

Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquiries about a particular bug, contact [Fortinet Customer Service & Support](#).

- Case-sensitivity issues in the Manage Domain process.

Limitations of FortiMail Cloud

Due to Cloud deployment and abstraction, some FortiMail features may be partially unavailable or not be relevant. The following table lists the details.

Feature/GUI menu	Availability	Further information
Dashboard	Yes	<p>The <i>System Resource</i> and <i>Resource History</i> widgets are hidden on the Dashboard.</p> <p>Only partial system information is visible, including Serial number, System time, System configuration(Backup only), and Email throughput.</p>
CLI Console	Yes	Available on demand by raising a support request.
FortiView	Yes	Only <i>Mail Statistics</i> and <i>Threat Statistics</i> are available.
Monitor	Yes	Only configuration changes and administration related logs are visible under <i>System Event</i> .
System	Yes	<p>These menus are hidden and fully controlled by Fortinet: <i>Network</i>, <i>Certificate</i>, <i>High Availability</i> and <i>Maintenance</i>.</p> <p>No support for customized certificate (common practice among Cloud email providers). Fortinet validates the certificate for host names.</p> <p>The functions under these menus are partially visible:</p> <ul style="list-style-type: none"> • <i>Administrator</i> - FortiCloud Administrator account is required in addition to FortiMail administrator account. Access profiles are predefined by Fortinet. No permissions to system-level configurations, which are fully managed by Fortinet. SSO account is for webmail access only. No support for local accounts. • <i>Configuration</i> - Time zone change only. • <i>Mail Setting</i> - Disclaimer setting only. • <i>Customization</i> - Customized message and email template only. <p>For <i>Appearance</i>, the language and theme color settings are moved to the Cloud Portal.</p> <p><i>Security Fabric</i> is not available.</p> <ul style="list-style-type: none"> • <i>FortiGuard</i> - Licensed features are supported on demand, by raising a support request. • <i>Utility</i> - Traffic Capture is not available.
Domain & User	Yes	<p>Protected domains are added through the Cloud portal.</p> <p>For regular licenses, a maximum of 10 domains are supported. For additional domain support, the associated domain feature can be used. For more protected domains, the Advanced Management license for MSSPs and Enterprises is available, which supports up to 1,000 domains.</p> <p>PKI users are not supported.</p>

Feature/GUI menu	Availability	Further information
Policy	Yes	Mail routing is not supported.
Profile	Yes	IP pools are not supported.
Security	Yes	Authentication Reputation & Endpoint Reputation are NOT available
Encryption	Yes	No limitations.
Data Loss Prevention	Yes	No limitations.
Email Archiving	No	Not available.
Log & Report		Remote logging and FortiAnalyzer Cloud can be requested via support ticket. Otherwise, only <i>Report Setting</i> is available. Alert email setting is not available.
API Scan Mode	Yes	No limitations.
RESTful API	Yes	Available on demand by raising a support request.

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