Release Notes

FortiGate Cloud 25.4

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

Date	Change description
2025-11-13	Initial release.

Introduction

This document provides a list of supported models, new features and changes, and product integration information for FortiGate Cloud 25.4. Review all sections of this document before using this service.

What's new

Release highlights

- **FortiConverter**: Now supports automatic vendor detection.
- **Portal enhancements**: Improved responsiveness and scalability for organizations with over 20,000 devices.
- **Cloud access management**: Cloud access mode can now be configured at the organization level.
- **Event handling**: Added support for event handler creation, customization, and monitoring.

Key bug fixes

- Resolved an issue where FortiGate HA pair details were not displayed correctly.
- Fixed a firmware upgrade issue affecting FortiGate 70G devices.
- Addressed a problem where Sandbox setting changes were not saved in some cases.
- Fixed an issue where the FortiView Traffic Log negation filter for the *Service* column did not function as expected.
- Resolved an issue where changes to event handler email settings were not applied in certain situations.

Product integration and support

FortiGate Cloud is designed and targeted for all FortiGate models with a form factor of up to two rack units. See Requirements.

FortiGate Cloud 25.4 supports the following web browsers:

- Microsoft Edge 41 and later versions
- Microsoft Internet Explorer 11 and later versions
- Mozilla Firefox 59 and later versions
- Google Chrome 65 and later versions

FortiGate Cloud may function correctly with other web browsers, but Fortinet does not support them.

Language support

The following table lists FortiGate Cloud language support information. Regions determine language settings:

Language	GUI	Documentation
English	Yes	Yes
Japanese	Yes	No

Region support

- Global (Canada)
- U.S.
- Europe
- Japan

Resolved issues

The following issues have been fixed in version 25.4. For inquiries about a particular bug, contact Customer Service & Support.

Audit log

Bug ID	Description
1162689	Removing a filter does not remove all filtered attributes.
1200074	OU root user doesn't have permission to view audit log.

Automation

Bug ID	Description
1182093	No filter results shows after refreshing browser on Automation Stitch page.
1195517	For stitch, user can save Microsoft Team webhook with blank URL.
1203071	Automation stitch can be created for unlicensed device by API call.

Cloud access

Bug ID	Description
1215600	Remote access view should be unavailable for free-tier FortiGates not on the latest FortiOS patch.
1218930	Remote access view doesn't work on FGT-30G with FortiOS 7.2.11.

Dashboard

Bug ID	Description
1198968	ZTNA widgets display GMT 00:00 timeline.

Fabric device

Bug ID	Description
1204407	Tooltip incorrectly mentions *FortiGate firmware* instead of *Fabric device firmware*.
1190111	The FAP *Restart* button should be disabled after the *command sent successfully* message is displayed.
1198656	The recommended version for Fabric upgrade is not exactly the same as the device version displayed.
1200520	Read-only users should not be allowed to authorize/deauthorize FEX in FGT GUI through FortiGate Cloud access.
1200516	Read-only users should not be allowed to authorize, deauthorize, or reject Fabric devices.
1200092	FortiGate Cloud uses invalid URL to access FortiSwitch (FOS 7.4.X).
1199400	Fabric device upgrade issue when FGT tunnel is down.

Firmware management

Bug ID	Description
1200501	Inconsistent Fabric device count in *Firmware Upgrade* page (IAM user).
1200859	Device column name should be Controller on Firmware Upgrade History page for Fabric devices.
1195494	Unable to upgrade FGT-70G from FortiGate Cloud.
1201408	Remind users about scheduled firmware upgrade for device with expired subscription.
1201337	Unable to schedule firmware upgrade to latest version for EOS device with subscription.

FortiConverter

Bug ID	Description
1217484	After uploading a new configuration file, the Ticket > Files page fails to refresh and shows the previous configuration file.

FortiGate Logview

Bug ID	Description
1203511	In the FortiGate GUI on the Security Events > Data Loss Prevention page, filtering by Profile does not work for Cloud data source.
1203817	For Security Rating, filtering by Security Score does not work.

IAM

Bug ID	Description
1200585	FortiConverter RBAC permission does not show on user settings page.
1200634	Cloud access anonymous toggle is disabled for IAM admin.

IOC

Bug ID	Description
1204677	IoC event handler name and description need to keep synchronized with product name by case.
1200569	Some elements on IoC threats page not compatible with dark theme.
1200860	The *getPortalInfo 500* error displays when OU IAM RBAC user with no access logs in to OU page.

LogView

Bug ID	Description
1117132	Remove Redundant *Browse Logs* button under Log archives.
1122656	Disable *Group By* column tab in raw logs.
1130054	Related log scroll bar should align the style with what we have in the LogView.
1200622	Unable to access logs in non-root VDOMs.
1208357	Negation in Service Column in logs shows 0 results.
1208635	LogView Filter 'application name=tcp/8890' not working in LogView.
1210612	On Analytics > Logs > Security page, the 'Attack ID' column filter is not working.
1214106	On Analytics > Logs > Traffic page, filter 'Source Mac' is not working.
1214217	On Analytics > Logs > Security page, filter 'Agent' is not working.
1214272	On Analytics > Logs > Events page, filters critical/high/medium/low/pass count are not working.

OU support

Bug ID	Description
1153332	Provision FGT to FortiManager fails on OU dashboard.
1196625	FortiGate list should check subscription status when creating handler stitch for OU IAM users.
1196701	Account view displays all Fabric devices under OU.
1200335	Fabric device remote access has no response.
1200606	Sandbox should be hidden from OU page for OU IAM RBAC user without Sandbox access.
1200837	OU IAM RBAC user without logging Report access results in OU Reports page hanging.
1200992	FortiGate Cloud access does not work for Fabric device in OU.

Portal

Bug ID	Description
1117401	Hostname and automation action name do not support Japanese language.
1193438	Incorrect version number displays in portal.
1195279	Tooltip missing timestamp when sent/received data points overlap.
1195487	Browser local cache data appears for another account.
1197567	Full time range still needed for devices with expiring soon licenses.
1201381	Add loading icon to *OK* button, and disable the button after clicking it.
1201507	Exporting account user to csv file does not include User Type and Migrated IAM Username columns.
1203119	The refresh schedule option is not working properly.
1204450	CPU/MEM diagnosis shows empty after adding/removing a filter.
1210899	Browser is unable to load the expanded 'View all devices' dropdown list when it contains more than 1K of assets.

Provisioning

Bug ID	Description
1197326	Incorrect error message when adding FortiGate.

Report

Bug ID	Description
1151168	If the report has no logo, it will always display *Loading custom image*.
1161065	WiFi report and ZTNA report should not be edited and deleted.
1168157	Scheduling a 360 degree monthly report succeeds, but error message is displayed.
1199571	The default report config file can be deleted by API.
1201083	The chart type of the time period chart example in the report is incorrect.
1215958	Unfinished report cannot show on portal if there is leftover data in the cache.

Revision

Bug ID	Description
1129337	Auto config backup can be configured for EOS device by direct API call.
1179455	Last backup time should be visible for U/R devices.
1191603	Creating a configuration backup fails.
1203594	Auto backup can be configured for unlicensed device by API call.

Sandbox

Bug ID	Description
1199566	Sandbox ODF upload sample can pop out multiple upload windows.
1189243	Customer's Sandbox settings to be saved and accessible.

SD-WAN Overlay

Bug ID	Description
1150152	The Failed Task alert icon should only display when a failed task can be retried.
1156266	GUI should not pop up the View Task reminder when user has already opened the task page.
1192984	The default policy created from Quick Start is missing interface and address parameters.
1193090	Fix issues when creating ISP for site from Quick Start.
1197504	GUI didn't show corresponding API error message.
1199475	The *Apply* button on Policy page should be enabled when tasks are not synchronized.
1207104	Failed to disable NAT option on Policy page.

Known issues

The following issues have been identified in version 25.4. For inquiries about a particular bug, contact Customer Service & Support.

Cloud access

Bug ID	Description
1210002	FGT-200G remote access failed (NullPointerException).

Fabric device

Bug ID	Description
1202504	Fabric devices managed by FortiGate Cloud do not display on the Asset list page.
1220139	Fabric device list pages take too long to load.
1220150	Failed to schedule upgrade for FortiSwitch.

FortiConverter

Bug ID	Description
1212591	Failed to render the target interface with the specified configuration.
1214798	Wrong warning message displays when choosing a vendor from the list.
1218052	SSL VPN migration with multiple VDOMs triggers error during validation.

FortiView

Bug ID	Description
1215043	SD-WAN Performance SLA drill-down fails with *500 Internal Server Error* when SLA name contains spaces.

IAM support

Bug ID	Description
1200519	Fabric devices do not display on Firmware upgrade page for IAM subfolder user.
1200382	IAM asset folder admin user unable to run script.
1200395	IAM subfolder admin user unable to set display timezone for device.
1197479	Local IAM with folder permission cannot see the FGT after provisioning.
1200534	IAM subfolder user unable to assign firmware profile to device.

Incidents and Events

Bug ID	Description
1199379	Wrong error message displays when selecting unsubscribed devices in stitch.

Inventory

Bug ID	Description
1202520	Unable to transfer FortiManager provisioned device to other account.

Login Manager

Bug ID	Description
1191750	IDP user account selection page fails to redirect user to correct account.

Logview

Bug ID	Description
1212585	Export to CSV generates invalid filename containing all device serial numbers and cannot be opened.

OU support

Bug ID	Description
1192138	OU user upgrade firmware for EOS device fails.
1219330	Data not loaded on revisions page for OU user at a node.

Portal

Bug ID	Description
1194159	The logic of allowing a FGT to schedule firmware upgrade is unclear.
1194650	Cannot perform device transfer if email contains Japanese or special characters.
1199088	Inconsistent display of historical timeline in FortiView traffic drill-down.
1210416	Hostname in filter dropdown is cut off.
1216137	The Asset Map should filter devices that are out of the asset option's scope selected by user.
1218229	Device list always loads after selecting a row and then clicking refresh.
1219227	Vulnerabilities tooltip is missing.
1219932	Device list table empty after vertical scroll bar.

SD-WAN Overlay

Bug ID	Description
1201534	Deleting a site failed from SD-WAN Overlay/Sites page.
1218808	Search by Account ID failed in Audit/Activities.
1218826	Search by user-defined keyword does not work in Audit/Activities.
1202447	HA devices do not display when editing the topology of the overlay.

www.fortinet.com