FortiClient (macOS) - Release Notes

Version 6.4.4

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FEEDBACK

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Change log

Date	Change description
2021-06-02	Initial release.

Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (macOS) 6.4.4 build 1353.

This document includes the following sections:

Review all sections prior to installing FortiClient. For more information, see the *FortiClient Administration Guide*.

Licensing

FortiClient 6.2.0, FortiClient EMS 6.2.0, and FortiOS 6.2.0 introduce a new licensing structure for managing endpoints running FortiClient 6.2.0+. See Upgrading from previous FortiClient versions on page 10 for more information on how the licensing changes upon upgrade to 6.2.0+. Fortinet no longer offers a free trial license for ten connected FortiClient endpoints on any FortiGate model running FortiOS 6.2.0+. EMS 6.4.4 supports a trial license. With the EMS free trial license, you can provision and manage FortiClient on ten Windows, macOS, and Linux endpoints and ten Chromebook endpoints indefinitely.

FortiClient 6.4.4 offers a free VPN-only version that can be used for VPN-only connectivity to FortiGate devices running FortiOS 5.6 and later versions. You can download the VPN-only application from FortiClient.com.

Special notices

## FortiClient on macOS Big Sur and Catalina (versions 11 and 10.15)

You can install FortiClient (macOS) 6.4.4 on macOS 11 Big Sur and 10.15 Catalina. With these macOS releases, however, FortiClient works properly only when you grant permissions to access the full disk in the *Security & Privacy* pane for the following services:

- fcaptmon
- fctservctl
- fmon
- fmon2
- FortiClient

The FortiClient (macOS) free VPN-only client does not include the fcaptmon, fmon, and fmon2 services. If you are using the VPN-only client, you only need to grant permissions for fctservctl and FortiClient.

You may have to manually add fmon2 to the list, as it may not be in the list of applications to allow full disk access to. Click the + icon to add an application. Browse to `/Library/Application Support/Fortinet/FortiClient/bin/` and select fmon2.
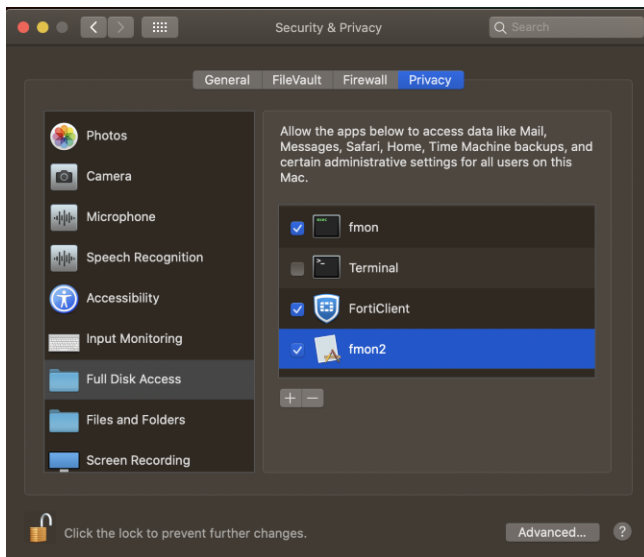
The following lists the services and their folder locations:

- fmon, Fctservctl, Fcaptmon: `/Library/Application\ Support/Fortinet/FortiClient/bin/`
- FortiClient (macOS) application: `/Applications/FortiClient.app`
- FortiClient agent (FortiTray): `/Applications/FortiClient.app/Contents/Resources/runtime.helper/FortiClientAgent.app`

Web Filter

Web Filter works properly only when you allow system software from Fortinet to load in *Security & Privacy* settings. Go to *System Preferences > Security & Privacy* and click the *Allow* button beside *System software from developer "Fortinet, Inc" was blocked from loading*. You must have administrator credentials for the macOS machine to configure this change.
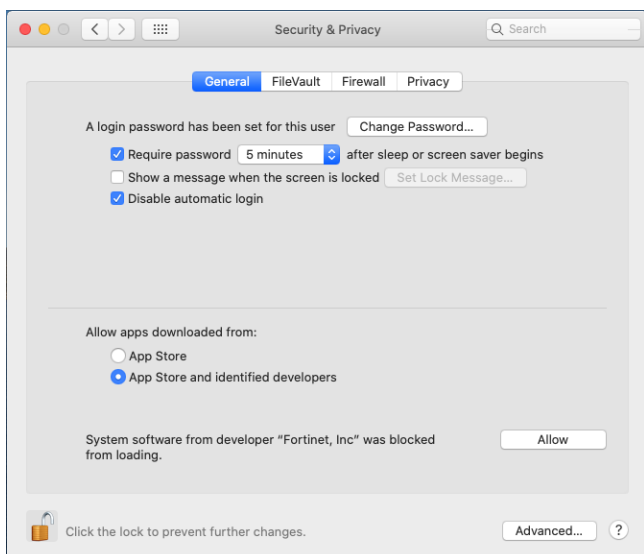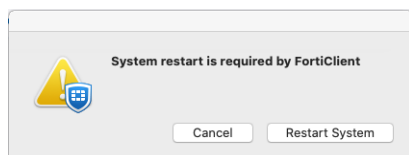
The FortiClient (macOS) team ID is AH4XFXJ7DK.

DHCP over IPsec VPN not supported

FortiClient (macOS) does not support DHCP over IPsec VPN.

macOS Catalina (version 10.15) reboot prompt

When using macOS Catalina (version 10.15), you must reboot the macOS device after installing FortiClient (macOS). FortiClient (macOS) displays the following prompt after installation:

IKEv2 not supported

FortiClient (macOS) does not support IPsec VPN IKEv2.

What's new in FortiClient (macOS) 6.4.4

For information about what's new in FortiClient (macOS) 6.4.4, see the *FortiClient & EMS 6.4 New Features*.

Installation information

Firmware images and tools

The following files are available from the Fortinet support site:

File	Description
FortiClientTools_6.4.4.xxxx_macosx.tar.gz	Includes utility tools and files to help with installation.
FortiClientVPNSetup_6.4.4.xxxx_macosx.dmg	Free VPN-only installer.

The following files are available from FortiClient.com:

File	Description
FortiClient_6.4.4.xxxx_macosx.dmg	Standard installer for macOS.
FortiClientVPNSetup_6.4.4.xxxx_macosx.dmg	Free VPN-only installer.

FortiClient EMS 6.4.4 includes the FortiClient (macOS) 6.4.4 standard installer.

Review the following sections prior to installing FortiClient version 6.4.4: Introduction on page 5, Special notices on page 6, and Product integration and support on page 12.

Upgrading from previous FortiClient versions

FortiClient version 6.4.4 supports upgrade from FortiClient 6.2.

FortiClient (macOS) 6.4.4 features are only enabled when connected to EMS.

See the *FortiClient and FortiClient EMS Upgrade Paths* for information on upgrade paths.

Downgrading to previous versions

FortiClient 6.4.4 does not support downgrading to previous FortiClient versions.

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Uninstalling FortiClient

The EMS administrator may deploy uninstall to managed FortiClient (macOS) endpoints.

Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the Customer Service & Support portal. 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

The following table lists FortiClient (macOS) 6.4.4 product integration and support information:

Desktop operating systems	• macOS Big Sur (version 11) • macOS Catalina (version 10.15). You must restart macOS 10.15.4 after FortiClient (macOS) installation. • macOS Mojave (version 10.14)
Minimum system requirements	• Intel processor or M1 chip • 256 MB of RAM • 20 MB of hard disk drive (HDD) space • TCP/IP communication protocol • Ethernet NIC for network connections • Wireless adapter for wireless network connections • Adobe Acrobat Reader for viewing FortiClient documentation
AV engine	• 6.00258
FortiClient EMS	• 7.0.0 and later • 6.4.1 and later
FortiOS	The following versions support IPsec and SSL VPN: • 7.0.0 and later • 6.4.0 and later • 6.2.0 and later • 6.0.0 and later The following versions support endpoint control: • 6.2.0 and later
FortiAnalyzer	• 7.0.0 and later • 6.4.0 and later
FortiManager	• 6.4.0 and later
FortiSandbox	• 4.0.0 and later • 3.2.0 and later • 3.1.0 and later
FortiAuthenticator	• 6.3.0 and later • 6.2.0 and later • 6.1.0 and later • 6.0.0 and later

Language support

The following table lists FortiClient language support information:

Language	GUI	XML configuration	Documentation
English	Yes	Yes	Yes
Chinese (simplified)	Yes		
Chinese (traditional)	Yes		
French (France)	Yes		
German	Yes		
Japanese	Yes		
Korean	Yes		
Portuguese (Brazil)	Yes		
Russian	Yes		
Spanish (Spain)	Yes		

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 FortiClient does not support, it defaults to English.

Resolved issues

The following issues have been fixed in FortiClient (macOS) 6.4.4. For inquiries about a particular bug, contact Customer Service & Support.

GUI

Bug ID	Description
700888	Wrong action in FortiClient may result in freezing the whole system input.

Malware Protection and Sandbox Detection

Bug ID	Description
695717	Sandbox feature does not work on endpoints licensed with only Zero Trust Network Agent-only licenses.

Remote Access

Bug ID	Description
626322	FortiClient (macOS) does not use DNS suffixes configured in OS.
627962	FortiClient (macOS) IP address shows local address on EMS while connected via tunnel instead of tunnel address.
702872	SAML VPN login with Cisco Duo displays blank screen in token authentication phase.
703036	Public IP address detection and SSL VPN.
714650	EMS fails to deploy new FortiClient (macOS) build to macOS devices with FortiClient (macOS) installed over IPsec VPN.

Web Filter

Bug ID	Description
711132	FortiClient (macOS) bypasses HTTPS websites in deny list and blocked category after two to three reload attempts.

Endpoint control

Bug ID	Description
639447	After quarantining a file, FortiClient (macOS) sends *No action taken. The client is configured to detect, but take...* to EMS.
672056	FortiClient is stuck randomly in Telemetry syncing state.
673208	Zero Trust Telemetry is missing site information.
677399	Duplicate macOS endpoints in EMS.
688566	FortiClient fails to download Sandbox signature when EMS enables it.
690349	FortiClient (macOS) cannot send software inventory after connecting to EMS.
699662	FortiClient loses registration with EMS after wakeup.
714652	FortiClient deployment fails when EMS disables *Start at a Scheduled Time*.

Performance

Bug ID	Description
646206	Support for future ARM-based Apple macOS devices.
695524	fctupdate daemon crashes with FortiClient (macOS) on macOS 10.15.7.
697069	FortiClient (macOS) on macOS 11 Big Sur causes 90% throughput drop with high CPU.

Known issues

The following issues have been identified in FortiClient (macOS) 6.4.4. For inquiries about a particular bug or to report a bug, contact Customer Service & Support.

Endpoint control

Bug ID	Description
664634	FortiClient cannot register with FortiClient Cloud if the connection key has a hyphen.
675953	FortiClient cannot store the Telemetry connection key.
706496	Deep inspection does not work and the certificate is not downloaded on the endpoint.
713082	After disconnecting and reregistering to EMS, FortiClient displays wrong on-fabric status and receives the wrong profile. This is observed after deployment as well.
717493	FortiClient loses EMS connection and asks for Telemetry key if EMS FQDN resolution changes.
717650	FortiClient (macOS) cannot automatically connect to EMS.
718957	Application Firewall does not work after rebooting macOS machine.
719193	IP address Zero Trust tagging rule does not work when endpoint IP address changes.
719766	FortiClient does not reconnect to original EMS if migrated to an unreachable EMS.

GUI

Bug ID	Description
705518	FortiTray does not differentiate between corporate and personal VPNs.
714853	Unlock button not visible after deregistering from EMS.
718657	FortiClient (macOS) does not show error prompt when registration to unreachable FortiClient Cloud fails.

Remote Access

Bug ID	Description
664285	VPN connection terminates unexpectedly with error code -121.
678564	FortiClient (macOS) does not honor `remoteauthtimeout` or `login-timeout` from FortiGate with SAML authentication.
684913	SAML authentication on SSL VPN with realms does not work
690432	GUI fails to import XML VPN configuration.
697099	Traffic bypasses the web filter when it goes through the IPsec VPN tunnel.
718178	FortiClient does not support always-on connections when using SAML SSO.
719915	IPsec VPN with certificates in system keychain access only may not establish connection.

Multitenancy

Bug ID	Description
647428	FortiClient (macOS) does not send software inventory to custom site.

Performance

Bug ID	Description
606541	ftgdagent crash on macOS 10.15.6 Catalina.
697062	epctrl process crashes.
703785	com.fortinet.forticlient.macos.webfilter crashes.
704524	FortiClient causes system to run out of resources due to excessive fcconfig errors.