



# Release Notes

FortiGate Cloud 24.1



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FortiGate Cloud 24.1 Release Notes

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# Change log

Date	Change description
2024-02-02	Initial release.
2024-03-08	Updated: <ul style="list-style-type: none"><li>• <a href="#">What's new on page 7</a></li><li>• <a href="#">Resolved issues on page 10</a></li><li>• <a href="#">Known issues on page 19</a></li></ul>
2024-03-11	Updated <a href="#">What's new on page 7</a> .
2024-03-26	Updated <a href="#">What's new on page 7</a> .

# Introduction

This document provides a list of supported models, new features and changes, and product integration information for FortiGate Cloud 24.1. Review all sections of this document before using this service.

# What's new

In addition to the following enhancements, specific issues that customers reported were resolved in this release. See [Resolved CSS tickets on page 16](#). We appreciate your feedback.

## Multitenancy and OU support

- Support for scheduling firmware upgrades in bulk for devices from different accounts from the organizational unit (OU) asset list

## Sandbox support

- Enable per-SN seat-based file submission control for FortiMail Cloud instances
- Synchronize FortiMail Cloud SN seat information with FortiSandbox SaaS

## System

- Seamless transfer of FortiGate between accounts. See [Assets](#).
- Highlight the primary user in the account selection page.
- Support new real-time logs header of FortiGate, introduced since FortiOS 7.4.3.
- Product life cycle management support: disable certain features that are no longer supported for software and hardware that have reached the end of support.
- System to provide comprehensive messages when FortiGate import by key fails.
- FortiGate Cloud landing page to show system operational status.

## Standard portal

- Redesign *Demo Resource* button
- User can specify a default landing region. See [Getting started with FortiGate Cloud](#).
- Add a popup message for read-only remote access
- End of support (EOS)/engineering EOS enforcement on FortiOS 6.2 and earlier versions
- Support for FortiGate logical serial number (LSN)
- Allow users to unblock the next join request from FortiGate
- Gray out unavailable items on the *Services* menu for Identity & Access Management users
- Improve report email title

## Premium portal

- Support for selecting multiple devices at once in log viewer
- Support for selecting multiple devices at once for FortiView widgets
- Introduced automatic firmware patch upgrade feature
- You can save skip video intro settings as an account config independent of browser and/or login device.
- When scheduling firmware upgrades, organized the target version selector such that the Premium portal groups the available versions into sections by major version and sorts each group by patch version, descending.
- You can now configure automation actions to send webhooks
- Support for managing and scheduling CLI scripts under the OU view.
- New *FortiCare New* and *FortiCare Legacy* categories for support dropdown list.
- Support for deleting generated reports.



# Product integration and support

FortiGate Cloud is designed and targeted for all FortiGate models with a form factor of up to two rack units. All such models support all FortiOS 5.0 and later versions as firmware for log retention and analysis.

FortiGate and FortiWifi models and associated firmware listed on [FortiGate Cloud Configuration Management Supported Models](#) support the configuration management functionality.

FortiGate Cloud has no restrictions regarding the device model when using FortiDeploy to deploy a FortiGate or FortiWiFi to FortiManager via FortiGate Cloud. As long as the device model supports management tunnel connection to FortiGate Cloud, the FortiDeploy server can push FortiManager settings to the device.

FortiGate Cloud 24.1 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

## Resolved issues

The following issues have been fixed in version 24.1. For inquiries about a particular bug, contact [Customer Service & Support](#).

### API

Bug ID	Description
996690	Partial admin user can edit/run/add/delete script from other subaccount using API.

### Audit log

Bug ID	Description
926286	Audit log is missing records on firmware upgrade.
991195	Audit log must distinguish Identity & Access Management (IAM), identity provider (IdP), and legacy users.

### Backup

Bug ID	Description
952373	Setting automatic backup setting with no subscription displays incorrectly.
979925	RMA/Undeployed devices can perform management backup write actions.
991526	FortiGate Cloud does not disable auto backup setting when device is moved to new subaccount.

### Config

Bug ID	Description
961887	Intrusion prevention security profile signature details are blank.

Bug ID	Description
974372	FortiGate Cloud cannot initialize configuration.
989539	When IAM management no access user views analysis, monitor page displays <i>failed in communication</i> .

## Config portal

Bug ID	Description
971530	Config portal error pages do not include FortiCare top header information (Services, Support, and user dropdown).
987169	Regular user role should change to read-only.
999077	Config portal cannot load device for subaccount user.
1003087	Firmware upgrade task does not check image readiness on FortiGuard.
1006235	Subaccount user permission error shows on asset page.

## Config tunnel

Bug ID	Description
997373	FortiGate is unable to establish tunnel connection after transferring to another account on the same manager server.

## FortiCare

Bug ID	Description
992644	IAM/IdP user dropdown should match FortiCare's.

## FortiGate Cloud Logview

Bug ID	Description
973113	Always hit the cache when user sets filter like <i>time&gt;=2023/11/14 xx:xx:xx</i> .

## FortiGate FortiView

Bug ID	Description
853715	FortiGate FortiView Sources: weird reversed IPv6 entries are listed for FortiGate Cloud source.
952982	Log Viewer: filter by Device does not work for FortiGate Cloud location.
977401	FortiGate >FortiView VPN sorting does not work - Cloud.
991935	FortiGate FortiView search phrases: no entries are listed for Cloud data source.
997940	Cannot get FortiGate > FortiView result due to not handling request with csf.

## FortiView

Bug ID	Description
965807	<i>FortiView &gt; Website &gt; Hostname</i> filter has issue.
970855	<i>FortiView &gt; Traffic Analysis</i> multiple apprisk conditions lead to empty result.

## IAM

Bug ID	Description
960984	Page that displays when user has no FortiGate Cloud permissions does not include service and user dropdown lists.

## Inventory

Bug ID	Description
973703	FCP login causes device to be undeployed and deleted when log server is down.
1007706	Partial administrator importing bulk key causes deployed devices under other subaccounts to move to their subaccount.
1007291	Partial administrator cannot add FortiGate to its subaccount by importing bulk key.
1006208	User can reimport device deployed to FortiGate Cloud using bulk key.
1006782	FortiCare Inventory device fails to autojoin.

## Legacy portal

Bug ID	Description
1006226	Canceling firmware upgrade task from group management does not work in legacy portal.

## LoginMgr

Bug ID	Description
971463	Japan config portal error page returns user to global loginmgr.
979714	Japan LoginMgr server error message needs fix.
993132	<i>Search Account by SN</i> on account selection page does not work properly.

## Logview

Bug ID	Description
980908	Logview cannot get legacy log files after logserver migration.

## Management

Bug ID	Description
1006357	Script is not available in Device view sub-account-all.
1005752	No alert displays for conflicting script tasks.
1003502	Upgrade firmware page slide out is empty after clicking schedule.

## MSP

Bug ID	Description
995900	Partial administrator is can delete report config for other subaccount beyond their scope by calling API.
999747	Subaccount display on the top bar does not work.

Bug ID	Description
1001358	Subaccount administrator can edit other subaccount report config files.

## Multitenancy

Bug ID	Description
982213	Admin user does not have permission to add multitenancy license.
977544	New added script for other subaccount appears under current subaccount.
965786	Device list export file improperly displays long subaccount name.

## Portal

Bug ID	Description
983127	Sandbox dashboard does not handle case that device does not have firmware and firmware version values.

## Premium portal

Bug ID	Description
947030	You can expand pie chart dashboard widgets.
948427	The portal displays a blank screen while waiting for server responses during app initialization.
957091	Some SD-WAN widgets do not select device with SD-WAN enabled by default.
969329	Seeing the FortiGate source of the file in the Sandbox Scan results table is difficult.
969796	FortiGate Cloud arranges widgets in incorrect order.
972534	Sandbox scan results do not automatically refresh to show the latest content after uploading files.
973556	Asset map does not show updated hostname after changes.
974561	Prompt in the <i>Reports utilization</i> widget uses title case.
974993	Global search component has translation issue.
975425	Log details slide uses title case, which is incorrect.

Bug ID	Description
977413	Header Organization Unit Node selector entries sometimes exceed the menu length.
977437	Issue causes log viewer loading to time out.
977584	Sandbox upload sample gives incorrect notifications when selected file is cleared.
978333	OU tree selector and <i>Asset list</i> table have alignment issue.
979285	Unnecessary data load is triggered when performing a search in scheduled reports table.
979348	<i>SD-WAN Underlay Monitor</i> only shows members relevant to SLAs which have logging enabled.
979829	Widgets use the term <i>Unknown</i> inappropriately.
980235	The classification criteria for the <i>CPU</i> and <i>Memory usage</i> widgets in the Organization Unit dashboard are not explained.
980536	<i>Fortinet Marketplace</i> button appears twice in the Admin dropdown list.
980656	Help dropdown and notification dropdown items have incorrect spacing.
982711	Command palette uses title case, which is incorrect.
982813	The dashboard title <i>SD-WAN Underlay</i> uses title case.
983099	FortiView widgets do not always display the chart view even when the chart mode setting is selected.
984267	Deleting report email groups with special characters causes an error.
984646	Unavailable output format displays in the <i>Email group</i> slide.
986524	Notification blocks subscription details tooltip when shown in the read-only remote access notification.
987590	Disabled entries in the device selector on the revisions page are incorrectly selectable.
987811	Expanding and collapsing <i>SD-WAN Interfaces</i> widget causes Y-axis labels to flow into chart.
988152	Unnecessary format selection dropdown menu shows during report generation download.
988326	User can configure report email group sender address.
996974	<i>Organizational Units</i> selector cuts off names and descriptions.
997076	<i>Organizational Units</i> tree selector does not show vertical scrollbar even if list is long enough.
997891	When scheduling firmware upgrades, if there are no upgrades available for the selected devices, the target version selector shows as empty.
1001426	All dashboards display <i>FortiGate Cloud subscription required</i> when there are no widgets that require a subscription.
1007343	Inappropriate <i>Organizational Unit View Dashboard</i> title wrongly implies exclusivity to FortiGate Cloud Premium.

## Region API server

Bug ID	Description
978015	Firmware upgrade API returns wrong URL for devices in premium account under 7.0.2.

## Report

Bug ID	Description
968470	Report config file page does not reload when changing subaccounts.
971758	Running monthly report generate slow query and causes logserver to be down.
976915	<i>Server failed to provide the requested service</i> error occurs when importing report config file.
977538	Analytics report list content does not refresh when switching subaccounts.
977574	FortiGate Cloud does not allow partial admin to create report config.
986960	<i>Server failed to provide the requested service.</i> error occurs when generating report for FortiAnalyzer cloud logging device.
989652	Error occurs when generating the 360 Degree Activity Report with period of last 24 hours.
996784	FortiGate Cloud cannot generate some charts in PDF and EML reports.
997121	Some charts in the High Bandwidth Application Usage Report have errors.
997989	<i>User has no permission to access the requested resource.</i> displays in report config page.

## Resolved CSS tickets

Bug ID	Description
953079	Explicit proxy HTTPS port does not show up on GUI after merge.
958146	User cannot use the same login ID as an IAM, IdP, or legacy user.
965748	FortiGate Cloud does not support Japanese for event log processing.
966593	Server has errors when user clicks <i>FSBP Dashboard</i> .
967924	User cannot apply filters in traffic logs under certain conditions.
970851	Drilldown to logs of login interface results in an error.
974730	FortiGate Cloud does not support message field text filter.
976273	FortiGate Cloud generates charts incorrectly when the report language is set to Japanese.



Bug ID	Description
977092	Enhanced support for Japanese language.
979314	Traffic Trend chart from summary template displays <i>Time Period</i> column incorrectly.
979386	Support log file download for files with special characters.
980913	FortiGate Cloud cannot disable central SNAT due to virtual IP address overlap.
980950	Editing FortiAP profile results in blank page if account language is set to Japanese.
980965	FortiAP WIFI clients response is missing IP/MAC/Warning device name information.
983138	FortiView Top threats widget cannot display correct <i>Unscanned or uncertain</i> thread on Top 10 selection.
983391	Enable MSP account to enforce multifactor authentication policy.
983514	<i>FortiView &gt; Traffic Analysis &gt; User</i> shows empty result when drilling down.
983925	In <i>FortiView &gt; Threats</i> , when user changes <i>View Point</i> , FortiGate Cloud does not accordingly change exported file name.
984956	In <i>Analytics &gt; Monitor &gt; Device &gt; FortiAP Clients</i> , <i>Technology</i> should be corrected as <i>Technology</i> .
985107	Deployment fails after adding new managed FortiSwitch
985200	Widget <i>Bandwidth</i> and <i>traffic history</i> display with negative values.
985421	Antivirus logs do not appear correctly under certain conditions.
985692	Sync Device Status feature to update device VDOM.
985876	Deployment fails after changing timezone setting for FortiGate with 7.4.2 firmware.
988758	Device login fails.

## Sandbox

Bug ID	Description
1000015	Sandbox results page cannot load scan results.

## Script

Bug ID	Description
997603	Prerun script cancel script during process does not work as expected.
1000981	Subaccount user has no permission to list script when subaccount dropdown option is <i>All</i> .

## Standard portal

Bug ID	Description
887622	OU dropdown list has search issue.
918063	When drilling down to related logs, time filter refers to current browser time.
964310	FortiGate Cloud displays all FSBP result whose results include <code>hidden:true</code> .
973133	<i>OU Management</i> button has no click event
973177	<i>Migrate Existing Data</i> , <i>Options</i> , and <i>Run Script</i> are visible for FortiManager deployed device.
975129	Import bulk key list is missing demo device column.
979658	Device survey does not work.
981582	<i>Upgrade to FortiGate Cloud Premium</i> slide has typo and needs wording changes.
986580	<i>Account settings</i> page has invisible <i>Delete</i> buttons.
988652	Subaccount name is case-sensitive.
989602	Logview summary page drill down does not apply VDOM setting.
989624	IAM user fails to retrieve map view.
991058	User cannot register FortiCloud account due to invalid phone number error.
991353	Group schedule report should only list devices that belong to the same subaccount.
997130	When using multiple IP address conditions, IP address filters in both FortiView and Logview.
1002919	Logview cannot view some log types and cannot view log file.

# Known issues

The following issues have been identified in version 24.1. For inquiries about a particular bug, contact [Customer Service & Support](#).

## API

Bug ID	Description
939359	API server gives response 200 when apr-proxy fazbackend call results in 404.
966592	API call to FortiCloud uses the state codes that GetCommonDataForNewAccount returns.

## Audit log

Bug ID	Description
991195	Audit log does not distinguish Identity & Access Management (IAM)/identity provider/legacy users.

## Backup

Bug ID	Description
979925	RMA/Undeployed devices can perform management backup write actions in standard portal.
989919	Editing backup description and pressing <code>Enter</code> automatically saves the profile.
991526	FortiGate Cloud disables auto backup setting when device is moved to new subaccount.
1001282	Partial administrator can download config backup for devices outside of their scope by calling API.
1001275	Partial administrator can edit other subaccount config backup description by calling API.
1001267	Partial administrator can schedule config backup for device in other subaccount by calling API.

## CfgPortal

Bug ID	Description
1007872	FortiGate Cloud does not show detailed instructions for moving device to another account.
1006213	Management menu does not appear for 90G, 900G, 901G devices in legacy portal.
1004462	Primary admin cannot run script for device.
986498	Standard portal switches between subaccounts when managing script does not properly display editable/view-only scripts.

## CfgServer

Bug ID	Description
991491	Saving email filter shows <i>failed in communication</i> .
992055	<i>Analytics &gt; Monitor &gt; FortiAP Clients</i> MAC address, device, and channel information do not display properly.

## CfgTunnel

Bug ID	Description
959181	Tunnel connectivity status becomes inaccurate in some cases.

## Config

Bug ID	Description
980933	FortiAP profiles do not properly import radio information.
984876	Portal says it does not support config for FGVM01.
985121	FortiGate Cloud cannot create FortiSwitch profile.
986272	Deployment fails after creating new remote IPsec VPN tunnel with <code>remote_split</code> for accessible networks.
1000987	Subaccount user cannot open config page.
1001494	FortiGate Cloud does not save SSID IP/mask and allowAccess.

Bug ID	Description
1001857	Editing and deleting file filter entry results fail in communication.
1004802	SD-WAN interface member candidates are inconsistent with device.
1005699	Non-subscription FortiGate allows configuration backup/download via REST API.

## Config portal

Bug ID	Description
911745	JP47 manager threading has leaking issue.
1000956	Error occurs when accessing upgrade firmware page via firmwareUpgradeUrl.
1001166	Dependency on FortiCare API should be reduced.
1002386	Map view page needs wording improvement.
1005294	FortiGate Cloud does not disable group management functions for FortiGate deployed to FortiManager and FortiManager Cloud.
1005326	Group management does not filter device deployed to FortiManager.
1006220	FortiGate Cloud does not show new service agreement.

## FortiGate FortiView

Bug ID	Description
1003624	FortiGate FortiView Top Threats is missing mlog and alog record.
810698	When drilling down on FortiGate > FortiView Top Threats/Top Threats WAN, <i>Bytes</i> is empty for some entries with Cloud source.

## FortiGate Logview

Bug ID	Description
987671	FortiGate Logview summary pages do not work in FortiOS 7.4.2.
991931	Adding a filter application in FortiGate > FortiView Applications gives empty result.
1007379	FortiGate Logview cannot show correct result when data is across multiple log servers.

## FortiSwitch

Bug ID	Description
991377	When selecting a FortiSwitch profile, only profiles for the FortiSwitch platform should be selected.

## FortiView

Bug ID	Description
954729	FortiGate Cloud should emphasize fully expanded monitor on Dashboard.
988659	<i>Summary &gt; Top Country</i> widget table chart does not fit to its frame size after expanding.
989276	<i>FortiView &gt; Historical Timeline</i> dots link directly when certain dates do not have data.

## Fvctunnel

Bug ID	Description
937445	FortiWeb HA secondary device shows status and remote access icon.

## HA

Bug ID	Description
986089	High availability (HA) group name is visible after HA is disabled.
1000928	FortiGate Cloud does not update high availability (HA) primary and secondary status when syncing device status on portal for HA primary.

## IAM

Bug ID	Description
971528	OU user that switched to FortiGate Cloud does not access same account.
1005779	IdP user with local IAM and OU types cannot access account as IAM user.

## Inventory

Bug ID	Description
1007679	FortiGate Cloud shows inappropriate error message when reimporting FortiGates using bulk key.
1007721	Import result is inaccurate for importing bulk key.
1001247	Partial administrator can deploy device in inventory to any subaccount by calling API.

## LogFetcher

Bug ID	Description
945981	Investigate on loading all results for selected time range for Sandbox Results page and log view.

## LoginMgr

Bug ID	Description
932179	Loginmgr does not check <code>supportedDomain</code> against <code>dispatherDB</code> domain table.
971463	Japan configportal error page returns user to global loginmgr.
976585	Icon sizes are inconsistent.

## Management

Bug ID	Description
1007308	<i>Add Script</i> slider displays <i>OK</i> button for read-only user.

## MFA

Bug ID	Description
985837	FortiGate Cloud shows incorrect multifactor authentication (MFA) status under <i>Account Setting</i> .

## MSP

Bug ID	Description
1001256	Partial administrator can change Sandbox settings for all subaccounts by calling API.
1007902	Partial administrator has subaccount management issue.

## Multitenancy

Bug ID	Description
980186	<i>Failed in communication</i> error appears on some config pages for regular user.

## Portal

Bug ID	Description
985428	Widget title font color for log view security and events is similar to background color in dark theme.
980210	FortiGate Cloud does not automatically load selected language after user changes language in account settings.
1002915	<i>Monitor &gt; Device</i> page is missing for some devices.

## Premium portal

Bug ID	Description
928700	Analytics for upgrade from free tier portal to paid tier portal,
973231	Premium portal does not allow setting the status of previously configured reports without opening the customize slide.
975548	Organizational unit (OU) root user can call GET on /dashboards.
976601	/current - lastUpgradeTime does not populate for OU root users.
977608	Invalid license screen does not appear when cloud accessing through FortiGate Cloud.
980656	Spacing on help dropdown and notifications dropdown items is incorrect.
983099	FortiView widget does not always display chart graph when user selects chart view.



Bug ID	Description
986176	(undeploying a device fails) PUT inventory/fcld/devices returns server error.
986606	Command palette does not have SD-WAN underlay as navigation option.
987811	Expanding and collapsing SD-WAN Interfaces widget causes Y-axis labels to flow into chart.
988650	Successfully creating script does not close <i>Create CLI script</i> slide or provide success feedback.
989674	Device upgrade scheduled for January 12 is still in progress on January 15.

## Report

Bug ID	Description
978436	Report chart's x-axis and y-axis names are crowded when displayed in Japanese.
989652	Error occurs when generating the 360 Degree Activity Report with period of last 24 hours.
997589	Report email cannot display vertical Japanese chart title.
1000955	Displayed report time is inconsistent with the time in the report.
1000959	Schedule report does not exclude U and R devices.
1001389	Report > Generated page needs optimization.
1002997	Subaccount administrator can create report config file in upper-level accounts.
1003376	FortiGate Cloud shows N/A as user or unauthuser in report.
1004372	Error message displays when unsubscribing from report email.
1007927	Partial admin cannot schedule report by using view-only report config.

## Sandbox

Bug ID	Description
983127	Sandbox dashboard cannot handle case that device does not have firmware and firmware version values.
985290	FortiMail Cloud cannot connect to FortiSandbox.
1006351	Sandbox account level results shows no results when loading results.

## Script

Bug ID	Description
982838	No scripts available message is incorrect when partial admin cannot select subaccount.
986498	New layout switching between subaccount when managing script does not properly display editable/view-only scripts.

## Standard portal

Bug ID	Description
970842	For some FortiViews, changing the viewpoint and drilling down to related logs shows empty conditions.
971530	cfgportal error pages do not include FortiCloud top header information (Services, Support, and user dropdown).
986434	Standard portal should avoid using <i>premium</i> to minimize user confusion with FortiCloud premium license.
987169	FortiGate Cloud should change <i>Regular</i> user role to <i>Read-only</i> .
987365	The bottom of the tunnel down icon is cut off in Firefox.
987383	FortiGate Cloud does not separate FortiCloud registration popup and in-portal notification.
988078	<i>Outbound IP</i> column does not display properly in exported .csv file.
999740	FortiGate Cloud cuts off memory reading display at the bottom.
1003960	Logview does not hide applied filters in logview page when switching to log file view.
1005431	Wrong error message is reflected to frontend when changing primary.
1005881	<i>Assets</i> does not hide <i>Auto Patch Schedule</i> column when the feature is not enabled.
1007874	Scheduled auto patch task shows no subscription warning.
1008282	Auto patch eligibility check on paid FortiGate should use contract end date.
1008407	Improper error message is received for restoring backup config to tunnel-down device.
1008457	When filtering source/destination MAC address, Logview >Traffic log cannot list all candidates.



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