Release Notes

FortiSOAR Cloud 7.6.0

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
2024-08-01	Initial release of 7.6.0

FortiSOAR Cloud 7.6.0 Release

FortiSOAR Cloud is a cloud-hosted Security Orchestration & Automated Response (SOAR) platform. It provides solutions for automating incident triaging & investigation by seamlessly integrating with over 600+ security platforms, resulting in faster responses, streamlined containment, and reduced mitigation times - from hours to seconds.

This document contains information about FortiSOAR Cloud release 7.6.0. The New features and enhancements chapter lists the new features and enhancements introduced in this release.

For information on all FortiSOAR features and how to use and configure them, see the FortiSOAR Documentation Library.

New features and enhancements

For information on all the new features and enhancements introduced in FortiSOAR, see the FortiSOAR Release Notes present in the FortiSOAR Documentation Library.

Added support for provisioning multiple FortiSOAR instances per account for horizontal scaling

- In this release, FortiSOAR Cloud adds support for provisioning multiple FortiSOAR instances per account. This allows for the creation of an active-active cluster, enabling horizontal scaling.

Added support for seamless monitoring of FortiSOAR Cloud

- Users can now enjoy a more integrated and streamlined experience in the Cloud with the following key updates:
  - Addition of a user named `fortisoar_support` from Fortinet by default in all FortiSOAR Cloud instances. This user has 'Root SSH' access to the FortiSOAR Cloud instance, and proactively monitors the instances, performs updates and assists with initial investigation and troubleshooting when issues arise. These enhancements aim to improve operational efficiency in managing and monitoring FortiSOAR Cloud instances.
  - Addition of all FortiSOAR Cloud customer instances to the FortiSOAR support group for monitoring.
  - Installation and configuration of a FortiMonitor agent in all FortiSOAR Cloud instances. The `fortisoar_support` user can access and utilize the FortiMonitor Dashboard to monitor system health, analyze performance parameter values, and take remediation actions as needed.
  - Option provided to customers to opt out of monitoring by the `fortisoar_support` user and remove their FortiSOAR Cloud instances from the FortiSOAR support group, and also to delete the `fortisoar_support` user.

Revamped UI/UX for FortiSOAR Cloud

The user interface and user experience of FortiSOAR Cloud have been enhanced. Key improvements include:

- Enhanced the '`Accounts`' page for FortiSOAR Cloud, with a new 'Standalone Instances/Clusters' section that provides details about standalone FortiSOAR instances and FortiSOAR instances that are part of clusters.
- Introduced support for creating a cluster on FortiSOAR Cloud.
- Included a '`Cluster Info`' page with details about the cluster and its instances.

Special Notices

This section highlights some of the operational changes that administrators should be aware of in FortiSOAR Cloud version 7.6.0.

FortiCloud premium license

The FortiSOAR Cloud portal checks for the FortiCloud Premium license. If the FortiSOAR Cloud license is valid but the FortiCloud Premium license has expired, a warning is displayed, as shown in the following image:

To access the portal, renew the FortiCloud Premium license.

Upgrading FortiSOAR Cloud

Upgrading FortiSOAR Cloud is a manual process, as defined in the Upgrade Information chapter. Also, in case of an upgrade failure, the account owner needs to go to the FortiCloud portal and manually revert the snapshot.

Upgrade Information

You can upgrade FortiSOAR Cloud using the Cloud portal.

1. Log onto the FortiSOAR Cloud Portal and navigate to your FortiSOAR Cloud VM page:
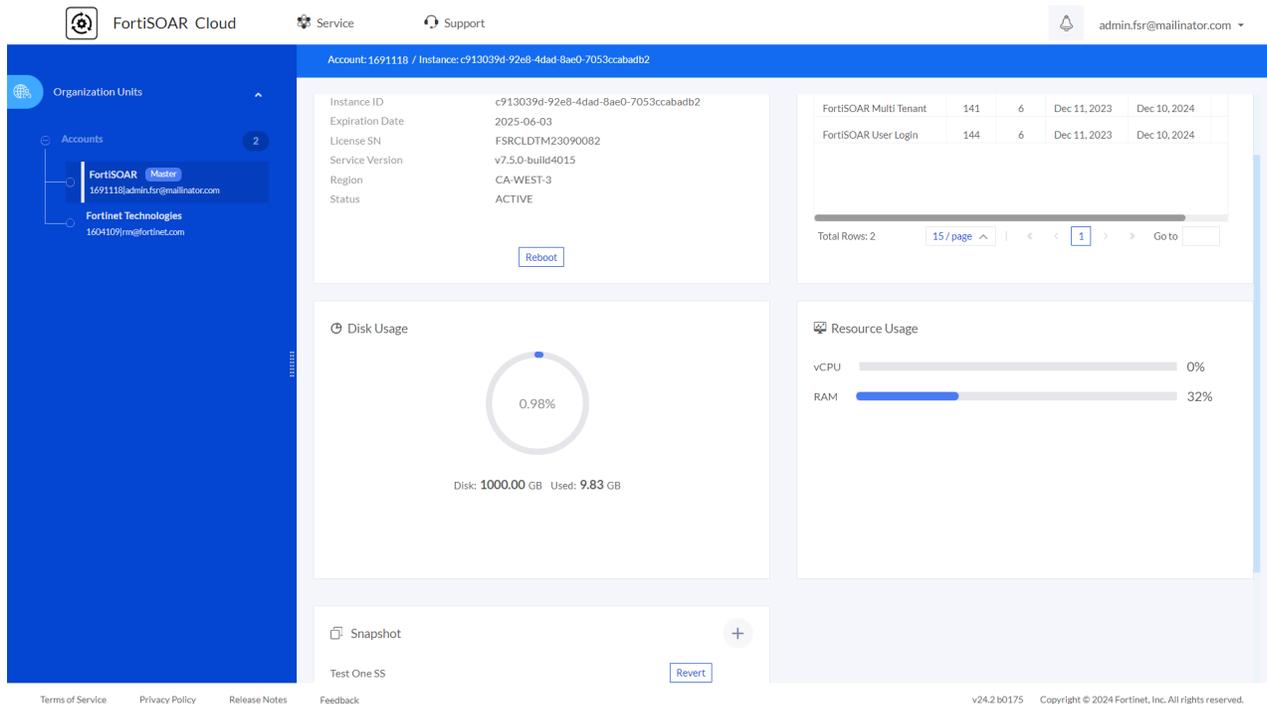
2. To take a snapshot, click the **+** symbol in the **Snapshot** section.
   NOTES:
   - When a user initiates the snapshot process, you can begin using the system after approximately 5 minutes (even if the snapshot process is in progress) if you have FortiSOAR open in new tab before you begin taking the snapshot.
     When a user initiates the snapshot process the FortiSOAR Cloud UI now displays a 'Creating new snapshot' message. The FortiSOAR Cloud UI also indicates the progress of the snapshot creation process, and upon completion, a message saying 'Snapshot Created' is displayed.
   - The Snapshot, Revert, or Reboot processes should only be initiated by one user at a time. If multiple users attempt to start these processes simultaneously, it may result in unsolvable issues. For example, f there are two users logged in to fortisoar.forticloud.com – one as a SUB user and the other as the Primary user – and the Primary user initiates a snapshot while the SUB user simultaneously attempts to reboot, errors may occur on fortisoar.forticloud.com.

3. Once your FortiSOAR Cloud instance is online, go to the console of your FortiSOAR Cloud VM by clicking the **WebSSH** button.

4. Check that you are connected to a `tmux` session. A `tmux` session is needed for situations where network connectivity is less than favorable. You can check your `tmux` session using the following command:
   ```
   # tmux ls
   ```
   This command returns an output such as the following example:
   ```
   0: 1 windows (created Thu Nov 24 09:37:47 2022) [170x47]
   ```
   Log back into the SSH console and run the following command to reattach the `tmux` session:
   ```
   tmux attach-session -t 0
   ```

If you do not find any `tmux` session, connect to one using the following command:
```
# tmux
```

5. To upgrade your FortiSOAR Cloud, see the *FortiSOAR Upgrade Guide*.

> In case the upgrade fails, collect the logs using the FortiSOAR UI. In the FortiSOAR UI, click the **FortiSOAR Version Number Build Number** link to display the `FortiSOAR` dialog. Click the **Download Logs** link in the `FortiSOAR` dialog to download FortiSOAR logs. You can also use the `csadm log --collect` command to collect the logs.
> Once you have collected the logs, revert the snapshot from the FortiCloud portal, and then open a support ticket with the logs attached so that Fortinet support can assist with the upgrade.

Product Integration and Support

FortiSOAR Cloud version 7.6.0 supports the following item:

- Web browser support

Web Browsers & Recommended Resolution

FortiSOAR Cloud 7.6.0 User Interface has been tested on the following browsers:

- Google Chrome version 126.0.6478.127
- Mozilla Firefox version 128.0.2
- Microsoft Edge version 126.0.2592.113
- Safari version 17.5 (19618.2.12.11.6)
- The recommended minimum screen resolution for the FortiSOAR Cloud GUI is 1920 x 1080. Please adjust the screen resolution accordingly. Otherwise, the GUI might not get properly displayed.

Resolved Issues

No significant defects have been reported for the previous release of FortiSOAR Cloud.

FÜRTINET®