



FortiSandbox Cloud - Release Notes

Version 5.0.4

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Change Log

Date	Change Description
2025-08-25	Initial release.
2025-08-27	Updated Upgrade Information on page 6.

Introduction

This guide provides release information for FortiSandbox Cloud version 5.0.4.

- [Upgrade Information on page 6](#)
- [Product Integration and Support](#)

For information on deploying and maintaining FortiSandbox Cloud, see the [FortiSandbox Cloud 5.0.4 Deployment Guide](#).

For details about FortiSandbox features, refer to the [FortiSandbox Release Notes](#) and [FortiSandbox Administration Guide](#).

Upgrade Information

Before and after any firmware upgrade

Before any firmware upgrade, save a copy of your FortiSandbox Cloud configuration by going to *Dashboard > System Configuration > Backup*.

After any firmware upgrade, it is recommended to clear your browser cache before logging into FortiSandbox Cloud to ensure the GUI displays properly.

Upgrade path

FortiSandbox Cloud is maintained separately from the main GA release. Use the specific builds as listed in the upgrade information table below.

FortiSandbox Cloud 5.0.4 officially supports the following upgrade path.

Upgrade from	Upgrade to
5.0.2 build 8005	5.0.4 build 134
24.1 build 4436	5.0.2 build 8005
23.4 Build 4374	24.1 build 4436
23.4 Build 4367	24.1 build 4436
23.4 Build 4350	23.4 Build 4374
23.3 Build 4329	23.4 Build 4374
23.2 Build 4260	23.3 Build 4374
23.1 Build 4245	23.3 Build 4374
22.2.1 Build 4151	23.1 Build 4374
22.2 Build 4134	23.1 Build 4260
22.1 Build 4113	22.2.1 Build 4134



To obtain these builds, please contact [Fortinet Customer Support](#).

Upgrade procedure

You can manually download then upgrade the FortiSandbox Cloud firmware or click the blinking link beside *Dashboard > System Information widget > Firmware Version* to be redirected to a page where you can download and install the available firmware automatically.

To manually update the firmware:

1. Download the firmware image from the [Fortinet Customer Service & Support portal](#).
2. Go to *System > Dashboard* . In the *System Information* widget, click the *View all firmware* icon next to *Firmware Version*. The *FortiSandbox Firmware Information* page opens.
3. Under *Upload Firmware*, click *Upload Firmware*.
4. Click *Upload File* and *browse* to the firmware image on your computer and click *Submit*.

Downgrading to previous firmware versions

Downgrading to previous firmware versions is not supported.

Product Integration and Support

The following table lists FortiSandbox Cloud version 5.0.4 product integration and support information.

Web browsers	<ul style="list-style-type: none">• Google Chrome version 137• Microsoft Edge version 138• Mozilla Firefox version 136 Other web browsers may function correctly but are not supported by Fortinet.
FortiOS/FortiOS Carrier	<ul style="list-style-type: none">• 7.6.0 and later• 7.4.0 and later• 7.2.0 and later• 7.0.0 and later
FortiMail	<ul style="list-style-type: none">• 7.6.0 and later• 7.4.0 and later• 7.2.0 and later• 7.0.0 and later
FortiClientEMS/FortiClient	<ul style="list-style-type: none">• 7.4.0 and later• 7.2.0 and later



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