



# FortiSandbox - Release Notes

Version 3.0.6

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FortiSandbox 3.0.6 Release Notes

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# TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>Change Log</b>                                       | <b>4</b>  |
| <b>Introduction</b>                                     | <b>5</b>  |
| Supported models  | 5         |
| What's New in FortiSandbox 3.0.6                        | 5         |
| <b>Upgrade Information</b>                              | <b>6</b>  |
| Before and after any firmware upgrade                   | 6         |
| Upgrading to 3.0.6                                      | 6         |
| Upgrading cluster environments                          | 6         |
| Upgrade procedure                                       | 7         |
| Step 1: Upgrade the firmware                            | 7         |
| Step 2: Install Microsoft Windows VM package            | 7         |
| Step 3: Install the Microsoft Office license file       | 8         |
| Step 4: Install Windows 8.1 or Windows 10 license files | 8         |
| Step 5: Check system settings                           | 8         |
| Downgrading to previous firmware versions               | 9         |
| FortiSandbox VM firmware                                | 9         |
| Firmware image checksums                                | 9         |
| <b>Product Integration and Support</b>                  | <b>10</b> |
| FortiSandbox 3.0.6 support                              | 10        |
| <b>Resolved Issues</b>                                  | <b>12</b> |
| <b>Known Issues</b>                                     | <b>13</b> |

## Change Log

| Date       | Change Description |
|------------|--------------------|
| 2020-01-23 | Initial release.   |
|            |                    |
|            |                    |

# Introduction

This document provides the following information for FortiSandbox version 3.0.6 build 0076:

- [Supported models](#)
- [What's New in FortiSandbox 3.0.6](#)
- [Upgrade Information](#)
- [Product Integration and Support](#)
- [Resolved Issues](#)
- [Known Issues](#)

For more information on upgrading your FortiSandbox device, see the *FortiSandbox 3.0.6 Administration Guide* and the *FortiSandbox 3.0.6 VM Install Guide*.

## Supported models

FortiSandbox version 3.0.6 supports the FSA-500F, FSA-1000D, FSA-1000F, FSA-2000E, FSA-3000D, FSA-3500D, FSA-3000E, and FSA-VM (AWS, VMware ESXi, and KVM) models.



For VM models, the total number of local VMs (default VMs + Android VMs + customized VMs) cannot exceed the local Windows key count.

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## What's New in FortiSandbox 3.0.6

FortiSandbox version 3.0.6 includes the following new features:

- Supports SNMP trap and query from all administration interface ports.

# Upgrade Information

## Before and after any firmware upgrade

Before any firmware upgrade, save a copy of your FortiSandbox configuration using *Dashboard > System Configuration > Backup*.

After any firmware upgrade, if you are using the web UI, clear the browser cache before logging into FortiSandbox so that the web UI screens displays correctly.

## Upgrading to 3.0.6

FortiSandbox 3.0.6 officially supports upgrading from version 3.0.0, 3.0.1, 3.0.2, 3.0.3, 3.0.4, and 3.0.5 to 3.0.6.

When upgrading to 3.0.6 from a version before 3.0.0, you must upgrade to at least 3.0.0 first before upgrading to 3.0.6.

When upgrading from version 2.5.0 or 2.5.1, you must upgrade to 2.5.2 > 3.0.0 > 3.0.6.

When upgrading from version 2.4.0, you must upgrade to 2.4.1 > 3.0.0 > 3.0.6.

When upgrading from version 2.3.0 or 2.3.2, you must upgrade to 2.3.3 > 2.4.1 > 2.5.2 > 3.0.0 > 3.0.6.

When upgrading from version 2.2.1 or earlier, you must upgrade to 2.2.2 > 2.3.0 > 2.3.3 > 2.4.1 > 2.5.2 > 3.0.0 > 3.0.6.

## Upgrading cluster environments



In a cluster environment, the recommended upgrade order is:

1. Worker (regular slave) devices.
2. Secondary (primary slave) devices.
3. Primary (master).

Upgrade a unit after the previous one fully boots up. After upgrade, it is highly recommended to set up a cluster level failover IP set, so the failover between primary (master) and secondary (primary slave) can occur smoothly.

## Upgrade procedure

Upgrading FortiSandbox firmware consists of the following steps:

### Step 1: Upgrade the firmware

1. Download the firmware image from the [Fortinet Customer Service & Support](#) portal.
2. When upgrading via the CLI, put the firmware image on a host that supports file copy with the SCP or FTP command. The FortiSandbox must be able to access the SCP or FTP server.  
In a console window, enter the following command string to download and install the firmware image:  

```
fw-upgrade -b -s<SCP/FTP server IP address> -u<user name> -p<password> -t<ftp|scp> -f<file path>
```
3. When upgrading via the Web-based Manager, go to *System > Dashboard*. In the *System Information* widget, click the *Update* link next to *Firmware Version*. The Firmware Upgrade page is displayed. Browse to the firmware image on the management computer and select the *Submit* button.
4. Microsoft Windows Sandbox VMs must be activated against the Microsoft activation server if they have not been already. This is done automatically after a system reboot. To ensure the activation is successful, port3 of the system must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers.

### Step 2: Install Microsoft Windows VM package

If the unit does not have a Microsoft Windows VM package installed, they can be installed manually.



By default, FortiSandbox supports a base package of 4 Windows VM images.

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To manually download the package:

1. **FSA-1000D, FSA-3000D, and FSA-VM-BASE models:**  
Download the package from [ftp://fsavm.fortinet.net/images/v3.00/general\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/general_base.pkg)  
**FSA-2000E model:**  
Download the package from [ftp://fsavm.fortinet.net/images/v3.00/2000E\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/2000E_base.pkg)  
**FSA-VM00:**  
Download the package from [ftp://fsavm.fortinet.net/images/v3.00/VM00\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/VM00_base.pkg)  
**FSA-VM1:**  
Download the package from [ftp://fsavm.fortinet.net/images/v3.00/VM1\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/VM1_base.pkg)  
Users can also purchase, download and install extra Android image packages. These packages can be downloaded from:  
**Android:**  
Download the package from <ftp://fsavm.fortinet.net/images/v3.00/AndroidVM.pkg.7z>
2. Put the package on a host that supports file copy with the SCP or FTP command. The FortiSandbox must be able to access the SCP or FTP server.

3. In a console window, enter the following command string to download and install the package:

```
fw-upgrade -v -s<SCP/FTP server IP address> -u<user name> -p<password> -t<ftp|scp> -f<file path>
```

### Step 3: Install the Microsoft Office license file

1. If the unit has no Office license file installed, download the Microsoft Office license file from the [Fortinet Customer Service & Support](#) portal.
2. Log in to the FortiSandbox and go to *System > Dashboard*. In the *System Information* widget, click the *Upload License* link next to Microsoft Office. The *Microsoft Office License Upload* page is displayed. Browse to the license file on the management computer and select the *Submit* button. The system will reboot.
3. The Microsoft Office license must be activated against the Microsoft activation server. This is done automatically after a system reboot. To ensure the activation is successful, port3 must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers.



For FSA-3000D and FSA-1000D specific models, contact Fortinet Customer Service & Support to obtain the license file.

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### Step 4: Install Windows 8.1 or Windows 10 license files

1. If a user purchases Windows 8.1 or Windows 10 support, download the Windows license file from the [Fortinet Customer Service & Support](#) portal.
2. Log in to FortiSandbox and go to *System > Dashboard*. In the *System Information* widget, click the *Upload License* link next to *Windows VM* field. The *Microsoft VM License Upload* page is displayed. *Browse* to the license file on the management computer and click the *Submit* button. The system will reboot.
3. The Microsoft Windows license must be activated against the Microsoft activation server. This is done automatically after a system reboot. To ensure the activation is successful, port3 must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers. Network configurations for port3 can be configured on the *Scan Policy > General* page.

### Step 5: Check system settings

After upgrading, from a version prior to 2.2.0, the following settings should be checked in order for system to work as expected

1. Check *Network > System Routing* page and *Network > System DNS* page to make sure the static routing and DNS settings are correct for non-guest VM traffic. As port3 is reserved for guest VM traffic, all existing static routings on port3 should be removed.
2. Check *Scan Policy > General* to make sure the next hop Gateway, proxy server and DNS settings are correct for guest VM images to communicate externally.
3. Check *Virtual Machine > VM Images* page to make sure the clone number of each VM type is expected.
4. Check *Scan Policy > Scan Profile* page to make sure each file type is scanned by the correct VM type.
5. Go to *Scan Policy > URL Category* page to make sure the checked URL categories should be excluded from the malicious list.
6. Go to *Log & Report > Log Servers* to make sure the log servers are receiving expected levels of logs.





When upgrading from a previous release, the database will be rebuilt. The *Database Not Ready* message will be displayed on web pages.  
The rebuild time depends on the existing data volume.

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## Downgrading to previous firmware versions

Downgrading to previous firmware versions is not supported.

## FortiSandbox VM firmware

Fortinet provides FortiSandbox VM firmware images for VMware ESXi and Kernel Virtual Machine (KVM) virtualization environments.

For more information, see the VM Installation Guide in the [Fortinet Document Library](#).

## Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the Fortinet Customer Service & Support portal located at <https://support.fortinet.com>. After logging in select *Download > Firmware Image Checksums*, enter the image file name including the extension, and select *Get Checksum Code*.

# Product Integration and Support

## FortiSandbox 3.0.6 support

The following table lists FortiSandbox version 3.0.6 product integration and support information.

|                                    |   |
|------------------------------------|---|
| <b>Web Browsers</b>                | <ul style="list-style-type: none"><li>• Microsoft Edge version 44</li><li>• Mozilla Firefox version 68</li><li>• Google Chrome version 76</li><li>• Opera version 63</li></ul> Other web browsers might function correctly but are not supported by Fortinet. |
| <b>FortiAnalyzer</b>               | <ul style="list-style-type: none"><li>• 6.0.0 and later for all FortiSandbox models except FSA-500F and FSA-1000F.</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li><li>• 5.0.8 and later</li></ul>                          |
| <b>FortiADC</b>                    | <ul style="list-style-type: none"><li>• 5.3.0 and later</li><li>• 5.0.1 and later</li></ul>   |
| <b>FortiClient</b>                 | <ul style="list-style-type: none"><li>• 6.2.0 and later</li><li>• 6.0.1 and later</li><li>• 5.6.0 and later</li></ul>   |
| <b>FortiEMS</b>                    | <ul style="list-style-type: none"><li>• 6.2.0 and later</li><li>• 6.0.1 and later</li></ul>   |
| <b>FortiMail</b>                   | <ul style="list-style-type: none"><li>• 6.0.0 and later</li><li>• 5.4.0 and later</li><li>• 5.3.0 and later</li><li>• 5.2.0 and later</li></ul>   |
| <b>FortiManager</b>                | <ul style="list-style-type: none"><li>• 6.0.0 and later</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li><li>• 5.0.8 and later</li></ul>   |
| <b>FortiOS and FortiOS Carrier</b> | <ul style="list-style-type: none"><li>• 6.2.0 and later</li><li>• 6.0.0 and later</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li></ul>   |

**FortiWeb**

- 6.0.0 and later
- 5.9.0 and later
- 5.8.0 and later
- 5.7.0 and later
- 5.6.0 and later

**Virtualization Environment**

- VMware ESXi 5.1, 5.5, 6.0, or 6.5 and later
- KVM using Linux version 4.15.0 qemu-img v2.5.0

## Resolved Issues

The following issues are fixed in version 3.0.6. For inquiries about a particular bug, contact [Customer Service & Support](#).

| Bug ID | Description  |
|--------|--|
| 518104 | PDF report cannot show Russian characters correctly.   |
| 576854 | Job Archive saves any rating job if its meta file is corrupted or missing even if this rating level is disabled.     |
| 577320 | SNMP trap OID doesn't match the defined one in the MIB file.   |
| 590809 | FortiSandbox keeps uploading sample onto cloud community server even when the option is disabled in FortiCloud mode. |
| 593909 | Saved file names in Russian characters are hard to read in Networkshare quarantine and Job Archive.                  |
| 597491 | SNMP trap for cluster doesn't work.  |
| 600135 | The file <code>vos.xxx.tracer.json</code> is missing in the job archived tracer log.                                 |
| 601351 | Job Archive doesn't save the <i>Unknown</i> rating result when <i>Save Other rating jobs</i> is enabled.             |

# Known Issues

The following are the known issues in version 3.0.6. For inquiries about a particular bug or to report a bug, contact [Customer Service & Support](#).

| Bug ID | Description  |
|--------|--|
| 537910 | Test Connectivity from FortiGate 5.6.7 and 6.0.4 fails in HA mode on FSA-3500D and no jobs can be submitted.             |
| 543276 | Resetting EMS file limitations affects other standalone FortiClients.  |
| 545018 | FortiSandbox does not respond to FortiGate when FortiGate makes a connectivity test in the FOS GUI.                      |
| 545504 | File size limit value is not set correctly after FortiSandbox upgrade so archive files are not extracted the first time. |
| 555409 | Sometimes a network share cannot be deleted.   |
| 560417 | Windows cannot boot up and hangs in start-up with OpenStack KVM platform.  |
| 562887 | When the search bar is disabled, the twenty-second log message in the GUI is not displayed completely.                   |
| 569685 | Restoring the config file resets FSA-VM serial number to 0000.   |



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