FortiClient (macOS) - Release Notes

Version 6.2.4

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FortiClient (macOS) 6.2.4 Release Notes
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Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (macOS) 6.2.4 build 0724.

This document includes the following sections:

- Special notices on page 5
- Installation information on page 7
- Product integration and support on page 9
- Resolved issues on page 11
- Known issues on page 12

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 7 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 6.2.4 supports a 30-day trial license with ten FortiClient seats.

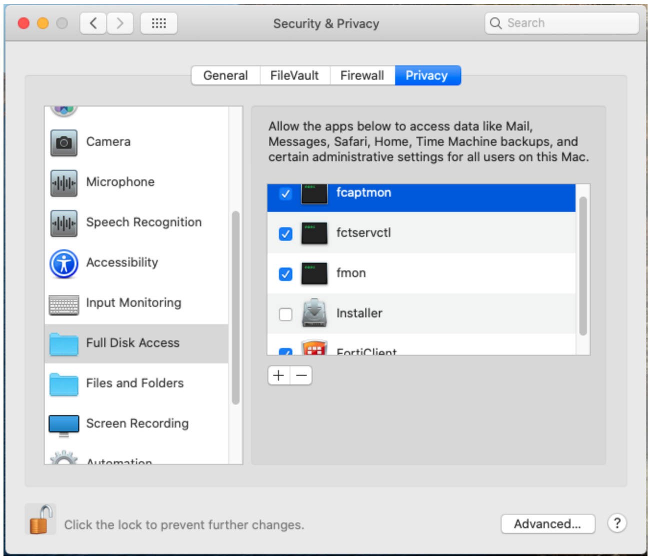
FortiClient 6.2.0 offers a free VPN-only version that can be used for VPN-only connectivity to FortiGate devices running FortiOS 5.6 and later versions. You can download the VPN-only application from FortiClient.com.

Special notices

FortiClient on macOS Catalina (version 10.15)

You can install FortiClient (macOS) 6.2.4 on macOS 10.15 Catalina, which Apple released in early October 2019. With this macOS release, 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
- FortiClient



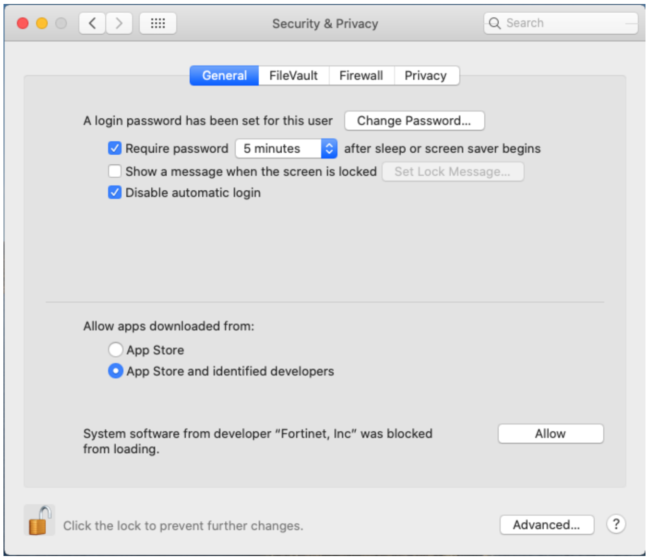
Allow the apps below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.

☑ fcaptmon
☑ fctservctl
☑ fmon
□ Installer
☑ FortiClient

Click the lock to prevent further changes.

FortiClient Web Filter

The FortiClient (macOS) Web Filter feature 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.



A login password has been set for this user [Change Password...]

☑ Require password [5 minutes] after sleep or screen saver begins

□ Show a message when the screen is locked [Set Lock Message...]

☑ Disable automatic login

Allow apps downloaded from:

○ App Store

● App Store and identified developers

System software from developer “Fortinet, Inc” was blocked from loading. [Allow]

Click the lock to prevent further changes. [Advanced...] [?]

Installation information

Firmware images and tools

The following file is available from the Fortinet support site:

File	Description
FortiClientTools_6.2.4.xxx_macosx.tar.gz	Includes utility tools and files to help with installation.

The following file is available from FortiClient.com:

File	Description
FortiClientVPNOnlineInstaller_6.2.dmg	Free VPN-only installer.

FortiClient EMS 6.2.4 includes the FortiClient (macOS) 6.2.4 standard installer.

Review the following sections prior to installing FortiClient version 6.2.4: Introduction on page 4, Special notices on page 5, and Product integration and support on page 9.

Installation options

When the administrator creates a FortiClient deployment package in EMS, they choose which setup type and modules to install:

- Secure Remote Access: VPN components (IPsec and SSL) are installed.
- Advanced Persistent Threat (APT) Components: FortiSandbox detection feature is installed.
- Additional Security Features: One or more of the following features is installed: AntiVirus, Web Filtering, Single Sign On, and Application Firewall.

The FortiClient (macOS) installer is available on EMS. You can configure and select installed features and options on EMS.

Upgrading from previous FortiClient versions

FortiClient version 6.2.4 supports upgrade from FortiClient versions 6.0 and later.

Starting with FortiClient 6.2.0, FortiClient EMS 6.2.0, and FortiOS 6.2.0, the FortiClient Endpoint Telemetry license is deprecated. The FortiClient Compliance profile under *Security Profiles* and the *Enforce FortiClient Compliance Check* option on the interface configuration pages have been removed from the FortiOS GUI. Endpoints running FortiClient 6.2.0 now register only with FortiClient EMS 6.2.0 and compliance is accomplished through the use of compliance verification rules configured on FortiClient EMS 6.2.0 and enforced through the use of firewall policies. As a result, there are two upgrade scenarios:

- Customers using only a FortiGate device in FortiOS 6.0 to enforce compliance must install FortiClient EMS 6.2.0 and purchase a FortiClient Security Fabric Agent License for their FortiClient EMS installation to continue using compliance features.
- Customers using both a FortiGate device in FortiOS 6.0 and FortiClient EMS running 6.0 for compliance enforcement must upgrade the FortiGate device to FortiOS 6.2.0, FortiClient to 6.2.0, and FortiClient EMS to 6.2.0.

FortiClient (macOS) 6.2.4 features are only enabled when connected to EMS 6.2.0. If FortiClient (macOS) 6.0 was previously running in standalone mode, ensure to install EMS 6.2.0, apply the license as appropriate, then connect FortiClient (macOS) to EMS before upgrading to FortiClient (macOS) 6.2.4. You should first upgrade any endpoint running a FortiClient (macOS) version older than 6.0.0 to 6.0.5 using existing 6.0 upgrade procedures.

See the *FortiClient and FortiClient EMS Upgrade Paths* for information on upgrade paths and order in which to upgrade Fortinet products.

Downgrading to previous versions

Downgrading FortiClient version 6.2.4 to previous FortiClient versions is not supported.

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) 6.2.4 product integration and support information:

Desktop operating systems	• macOS Catalina (version 10.15) • macOS Mojave (version 10.14) • macOS High Sierra (version 10.13) • macOS Sierra (version 10.12)
Minimum system requirements	• Intel processor • 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
FortiAnalyzer	• 6.2.0 and later
FortiAuthenticator	• 4.2.1 FortiClient (macOS) does not support FortiToken Mobile push notification for the following versions: • 4.2.0 • 4.1.0 and later • 3.3.0 and later • 3.2.0 and later • 3.1.0 and later • 3.0.0 and later
FortiClient EMS	• 6.2.0 and later
FortiManager	• 6.2.0 and later
FortiOS	• 6.2.0 and later • 6.0.0 and later Telemetry, IPsec VPN, and SSL VPN are supported. See important information in Upgrading from previous FortiClient versions on page 7. • 5.6.0 and later IPsec VPN and SSL VPN are supported. See important information in Upgrading from previous FortiClient versions on page 7.
FortiSandbox	• 3.1.0 and later • 3.0.0 and later • 2.5.0 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) 6.2.4. For inquiries about a particular bug, contact Customer Service & Support.

Malware Protection

Bug ID	Description
606797	Antivirus affects Safari performance on macOS.

Remote Access

Bug ID	Description
582197	macOS endpoints cannot reach local gateway when connected to IPsec VPN.
602408	FortiClient (macOS) fails to create new VPN.
606951	VPN kernel extension does not load on macOS 10.13.6.

Web Filter

Bug ID	Description
602914	Safe search edits hosts file regardless of disabled Web Filter.

Known issues

The following issues have been identified in FortiClient (macOS) 6.2.4. For inquiries about a particular bug or to report a bug, contact Customer Service & Support.

Application Firewall

Bug ID	Description
578810	FortiClient blocks traffic between Xcode software and Apple TV.

Endpoint control

Bug ID	Description
600524	FortiClient (macOS) incorrectly or incompletely imports a profile.
601248	EMS randomly fails to deregister FortiClient (macOS).
605831	FortiClient (macOS) does not become quarantined when it is dually registered to EMS and FortiOS.

Malware Protection

Bug ID	Description
550046	Copying extracted Eicar files does not trigger a virus alert.

Remote Access

Bug ID	Description
600690	EMS provisioning shows invalid configuration for VPN.
605438	FortiClient (macOS) does not save the username for an SSL VPN tunnel.

Sandbox

Bug ID	Description
597180	Sandbox remediation action is set to alert but GUI shows that it quarantined the file.
597278	EMS shows incorrect rating for FortiSandbox result for macOS devices.

Web Filter

Bug ID	Description
608829	Web Filter blocks Apple Classroom.

EMS deployment

Bug ID	Description
588656	FortiClient (macOS) EMS deployment fails randomly.

Change log

Date	Change Description
2020-02-06	Initial release.
2020-02-21	Updated FortiClient on macOS Catalina (version 10.15) on page 5.