



Release Notes

FortiPresence 23.3



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FortiPresence 23.3 Release Notes

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TABLE OF CONTENTS

| | |
|--|-----------|
| Change log | 4 |
| About this Release | 5 |
| Overview | 6 |
| Product Integration and Support | 8 |
| New Features | 9 |
| Additional Notes | 10 |
| Known Issues | 11 |
| Resolved Issues | 12 |

Change log

| Date | Change description |
|------------|--|
| 2023-09-26 | FortiPresence version 23.3 release document. |

About this Release

This release of FortiPresence delivers [New Features](#) and [Resolved Issues](#)



Notes:

- Currently Freemium users are allowed only 1 free site with a maximum of 15 access points. After upgrading to the current release, you can continue using multiple free sites but cannot add any more access points if the maximum limit of 15 is already achieved.
- However, this changes from 1st January 2024, wherein if the user, in case of multiple free sites, can retain only the first free site created in chronological order; all other free sites will be deleted. This restriction applies to both Freemium and licensed users.
- The **Busiest Time** widget in the dashboards will not have any historical data, that is, data prior to upgrading to the current release.

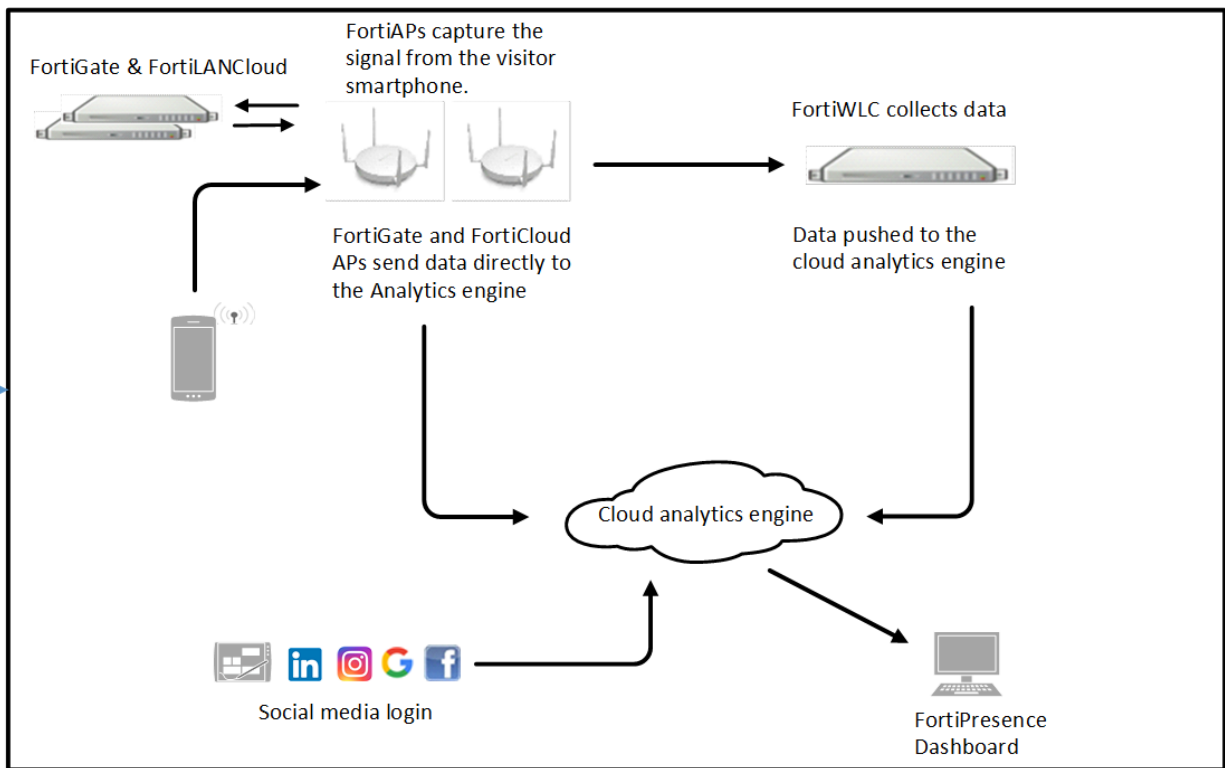
Overview

FortiPresence is a secure cloud-based comprehensive data analytics solution designed for analyzing user traffic and derives usage patterns. By capturing analytics of consumer traffic patterns, businesses can learn more about their customers. FortiPresence combines WiFi and analytics to deliver end-to-end solution by providing data needed to understand customer behaviour. It includes comprehensive dashboards for data analysis and reports.

The existing Fortinet access points deployed at business establishments are leveraged to detect wifi signals from customer. In a typical business setup, visitor smartphones/devices probe for wireless access points, FortiPresence uses the signals emitted from these smartphones/devices to detect customer presence and record their location and movements. This information along with the social network authentication logins with Facebook, Google, Instagram, LinkedIn, or FortiPresence using your WiFi infrastructure is then processed in a cloud based analytics engine and presented on the customizable dashboards on the FortiPresence GUI.

FortiPresence provides an end-to-end presence analytics solution with the following key features:

- **Cloud-based Service** — No hardware to procure or maintain implies reduction of costs and quick and easy deployment.
- **Presence and Positioning Analytics** — The customizable dashboards and reports provide real-time location trends and presence analytics with animated maps and video play options to view and compare visitor data across sites.
- **Site and Portal Management** — The sites can be located using Google maps/created and floors planned for effective visitor data analysis. The visitor can login into your WiFi infrastructure using Facebook, Google, Instagram, or LinkedIn social authentication, or a captive portal user.
- **Access Point Support** — The FortiPresence solution supports all Fortinet wireless access points. FortiGate, FortiLAN Cloud wireless access points (send visitor data in the form of station reports directly to FortiPresence), and FortiWLC wireless access points (send visitor data in the form of station reports to the FortiWLC controller which redirects data to FortiPresence).



This is an example of FortiPresence in a retail setup.

1. Smartphone emits a WiFi probe signal and the FortiAPs capture the MAC address information.
2. FortiAPs or FortiWLC summarizes and forwards the data records.
3. FortiPresence analytics engine receives data via a secure SSL connection and processes it.

FortiPresence is **General Data Protection Regulation (GDPR)** compliant.

- MAC addresses are not stored in FortiPresence; each visitor is referred by a unique **User Key**.
- Personal details are not stored without the visitor's consent - While logging on to FortiPresence, the visitor is presented with clear information about personal details being collected from the social network logins. Personal details, such as, name, gender, age, email etc. are stored only if the visitor gives an **explicit consent**, else such information is not stored.

Product Integration and Support

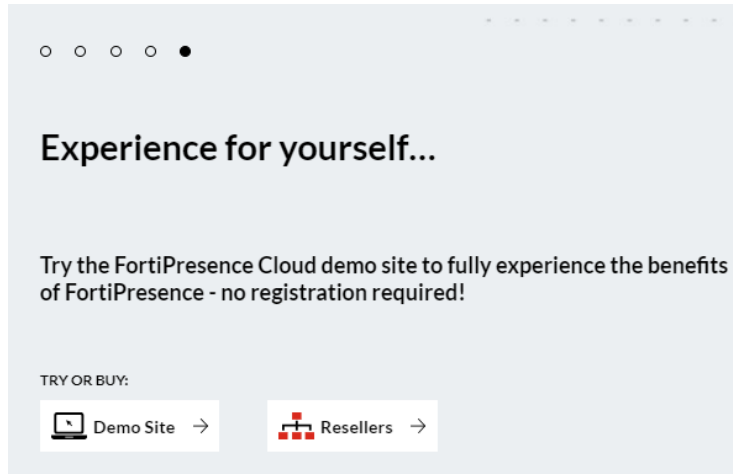
These are the browsers and platforms supported for FortiPresence.

| Item | Supported Version |
|----------------------------|---|
| Web Browser | <ul style="list-style-type: none">• Google Chrome 117.0.5938.89 (64-bit)• Mozilla Firefox 117.0.1 (64-bit) |
| Supported Platforms | <ul style="list-style-type: none">• FortiWLC• FortiGate• FortiLAN Cloud |

New Features

This release of FortiPresence delivers enhanced user experience with a new GUI flow with Neutrino framework. Refer to the *FortiPresence 23.3 User Guide* for product usage.

- A free demo site is now available for FortiPresence.



- REST APIs to obtain data for location analytics are now available.
- Heatmaps are supported from this release.
- A new freemium license is available. See the *FortiPresence 23.3 User Guide* for feature offerings.

Additional Notes

This section describes some generic guidelines/information to using FortiPresence.

- Any create and delete operation can take up to a maximum of 3 minutes to be visible on the FortiPresence GUI.
- For setups involving multiple devices (FortiWLC/FortiGate) behind the NAT sharing the same public IP address, you are required to create a RADIUS client entry for each device type on the FortiPresence GUI.
- For existing portals or new ones, you are required to mandatorily add the FQDN, **presence-corp-prod-resource.s3.eu-west-1.amazonaws.com** to the captive portal exemption list on the enforcement devices (FortiGate, FortiLAN Cloud, FortiWLC).
- **FortiWLC:** The FortiWLC SSID must be configured in the tunnel mode; SSIDs in the bridge mode are NOT supported for Captive Portals.
- **FortiGate/FortiLAN Cloud:** While configuring settings on SSID, set the **Redirect URL** to **Specific URL** and configure *https://connect.presence.fortinet.com/portal/success* as the URL. This is required for FortiPresence to register the device and user details. FortiPresence Portal Management provides options to set redirect after authentication to **Original Request URL**, **Specific URL**, or **Default Success Page**.
- **FortiGate/FortiLAN Cloud:** The supported authentication methods for FortiPresence is PAP.
- FortiPresence is **General Data Protection Regulation (GDPR)** compliant.
- MAC addresses are not stored in FortiPresence; each visitor is referred by a unique User Key.
- Personal details are not stored without the visitor's consent - While logging on to FortiPresence, the visitor is presented with clear information about personal details being collected from the social network logins. Personal details, such as, name, gender, age, email etc. are stored only if the visitor gives an *explicit consent*, else such information is not stored.

Known Issues

These are the known issues in this release of FortiPresence.


| Bug ID | Description | Workaround |
|--------|---|------------|
| 926853 | RADIUS authentication for FortiLANCloud and FortiGate works only with PAP, after upgrade to FreeRADIUS 3.2. | |
| 931611 | The dashboard data is not accurately updated as per the configured minimum count of observations. | |
| 956455 | External IDP authentication is not working. | |

Resolved Issues

These are resolved issues in this release of FortiPresence.

| Bug ID | Description |
|--------|---|
| 519993 | The footfall player in the Floor Analytics dashboard was ambiguous. |
| 849069 | The heatmap player in the Floor Analytics dashboard did not display any data. |
| 894902 | The social login data did not appear in the network/site and connected visitor reports. |

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