



# FortiPortal Release Notes

**Version 5.2.4**

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February 10, 2020

FortiPortal 5.2.4 Release Notes

3rd Edition

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## Change log

| Date              | Description                                                                                      |
|-------------------|--------------------------------------------------------------------------------------------------|
| November 5, 2019  | Initial release for FortiPortal 5.2.4                                                            |
| November 22, 2019 | Updated the “FortiManager, FortiOS, FortiAnalyzer, and FortiSandbox supported versions” section. |
| February 10, 2020 | Updated the “FortiManager, FortiOS, FortiAnalyzer, and FortiSandbox supported versions” section. |

# Introduction

FortiPortal is a self-service portal for FortiManager and a hosted security analytics management system for the FortiGate, FortiWifi, and FortiAP product lines. FortiPortal is available as a virtual machine (VM) software solution that can be deployed on a hosted services infrastructure. This allows MSSPs and Enterprises to build highly customized private cloud services for their customers.

This document provides information about FortiPortal Version 5.2.4, build 0250. It includes the following sections:

- ["Special notices"](#) on page 11
- ["Known issues"](#) on page 13
- ["Resolved issues"](#) on page 14
- ["Upgrade information"](#) on page 16

## What's new

This release contains the following new features and enhancements:

- You can now use a fully qualified domain name when you specify the database server with the `set server` command.

## FortiManager, FortiOS, FortiAnalyzer, and FortiSandbox supported versions

FortiPortal's self-service interface for MSSP customers uses FortiManager's API for FortiGate firewall policy and IPsec VPN configuration.

FortiPortal optionally connects FortiGate wireless controllers for wireless analytics.

FortiPortal allows users to view FortiAnalyzer reports assigned to the MSSP customer.

FortiPortal 5.2.4 supports the following versions of Fortinet products:

| Fortinet Product                                 | Supported Versions                                                                                                                                                                                                                                                                                                                                                           | Recommended Version |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>FortiAnalyzer (for reports and analytics)</b> | <ul style="list-style-type: none"> <li>• 6.0.0</li> <li>• 6.0.1</li> <li>• 6.0.2</li> <li>• 6.0.3</li> <li>• 6.0.4</li> <li>• 6.0.5</li> <li>• 6.0.6</li> <li>• 6.0.7</li> <li>• 6.0.8</li> </ul>                                                                                                                                                                            | 6.0.8               |
| <b>FortiAnalyzer (for reports)</b>               | <ul style="list-style-type: none"> <li>• 5.6.0</li> <li>• 5.6.1</li> <li>• 5.6.2</li> <li>• 5.6.3</li> <li>• 5.6.4</li> <li>• 5.6.5</li> <li>• 5.6.7</li> <li>• 5.6.8</li> <li>• 5.6.9</li> <li>• 5.6.10</li> <li>• 6.0.0</li> <li>• 6.0.1</li> <li>• 6.0.2</li> <li>• 6.0.3</li> <li>• 6.0.4</li> <li>• 6.0.5</li> <li>• 6.0.6</li> <li>• 6.0.7</li> <li>• 6.0.8</li> </ul> | 6.0.8               |

| Fortinet Product | Supported Versions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Recommended Version |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| FortiManager     | <ul style="list-style-type: none"><li>• 5.2.10</li><li>• 5.4.0</li><li>• 5.4.1</li><li>• 5.4.2</li><li>• 5.4.3</li><li>• 5.4.4</li><li>• 5.4.5</li><li>• 5.4.6</li><li>• 5.6.0</li><li>• 5.6.1</li><li>• 5.6.2</li><li>• 5.6.3</li><li>• 5.6.4</li><li>• 5.6.5</li><li>• 5.6.6</li><li>• 5.6.7</li><li>• 5.6.8</li><li>• 5.6.9</li><li>• 5.6.10</li><li>• 6.0.0</li><li>• 6.0.1</li><li>• 6.0.2</li><li>• 6.0.3</li><li>• 6.0.4</li><li>• 6.0.5</li><li>• 6.0.6</li><li>• 6.0.7</li><li>• 6.0.8</li></ul> | 6.0.8               |

| Fortinet Product | Supported Versions                                                                                                                                                                                                                                                                                                                                                                            | Recommended Version |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| FortiOS          | <ul style="list-style-type: none"> <li>• 5.6.0</li> <li>• 5.6.1</li> <li>• 5.6.2</li> <li>• 5.6.3</li> <li>• 5.6.4</li> <li>• 5.6.5</li> <li>• 5.6.6</li> <li>• 5.6.7</li> <li>• 5.6.8</li> <li>• 5.6.9</li> <li>• 5.6.10</li> <li>• 6.0.0</li> <li>• 6.0.1</li> <li>• 6.0.2</li> <li>• 6.0.3</li> <li>• 6.0.4</li> <li>• 6.0.5</li> <li>• 6.0.6</li> <li>• 6.0.7</li> <li>• 6.0.8</li> </ul> | 6.0.8               |
| FortiSandbox     | <ul style="list-style-type: none"> <li>• 3.0.2</li> </ul>                                                                                                                                                                                                                                                                                                                                     | 3.0.2               |

**NOTE:** Refer to FortiOS and FortiManager release notes for detailed compatibility information.

**NOTE:** Use FortiGate 4.0.0 or later to get support for local AP's.

**NOTE:** If you are using FortiManager version 5.2.3 or later, you must ensure that the FortiManager user account (that you created for FPC) has Remote Procedure Call (RPC) set to *read-write*.

In previous FortiManager releases, RPC was enabled by default. FortiManager version 5.2.3 introduced a new setting that you might need to configure as follows:

```
config system admin user
  get - lists all of the users (along with userids)
      - note the userid for the FPC user.
  edit <FPC userid>
    set rpc-permit read-write
```

## Additional compatibility resources

For FortiAnalyzer and FortiManager compatibility with each FortiOS release, refer to the FortiManager Compatibility Chart:

<http://docs.fortinet.com/d/fortimanager-compatibility>

The respective release notes provide detailed compatibility information, including the hardware models supported and any product limitations.

## Hypervisor support

The following hypervisor platforms are supported:

- VMware ESX Server versions 5.5, 6.0, 6.5, and 6.7
- KVM Version 2.6.x

## Database support

The following MySQL versions are supported:

- MySQL 5.5.x
- MySQL 5.7.x

**NOTE:** If you are using MySQL 5.7.x, the following changes **MUST** be added to the `my.cnf` file:

```
sql_mode = STRICT_TRANS_TABLES,NO_ZERO_IN_DATE,NO_ZERO_DATE,ERROR_FOR_DIVISION_BY_ZERO,NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION
```

In addition, the following MariaDB server versions are supported:

- 10.2.X-MariaDB-10.2.X+maria~xenial-log mariadb.org binary distribution

**NOTE:** The MariaDB server versions do not require additional configuration, except for Bind-Address and Grant Privileges. See the “Upgrading FortiPortal software” chapter of the *FortiPortal Administration and User Guide*.

## Web browser support

The following web browsers are supported:

- Microsoft Internet Explorer (IE) Version 11
- Mozilla Firefox (up to) Version 49
- Google Chrome Version 52

**NOTE:** Other (versions of the) browsers might also function but are not fully supported in this release.

## FortiPortal 5.2.4 software

FortiPortal is delivered as virtual machine OVF/QCOW2 files for the VMware/KVM hypervisors.

Follow these steps to download the OVF files:

1. Navigate to the Fortinet Customer Service and Support website (<https://support.fortinet.com/>).
2. Select *Download > Firmware Images*.
3. In the Firmware Images page, select *FortiPortal*.
4. To use OpenStack KVM, download the latest QCOW2 files (one portal file and one collector file):

```
fpcvm64image-kvm-portal.qcow2.zip
```

```
fpcvm64image-kvm-collector.qcow2.zip
```

**5. To use VMWare, download the latest OVF files (one portal file and one collector file):**

```
fpcvm64imagePortal.out.ovf.zip
```

```
fpcvm64imageCollector.out.ovf.zip
```

If you are using VMWare, you can download one virtual application (vApp) file (instead of the above `.ovf` files) that contains the portal and collector VM information. The vApp file name is:

```
fpcvm64imagevApp.out.ovf.zip
```

When you install this `.ovf` file, the vSphere client will create the portal and collector VMs as a single cluster as well as an example MySQL VM.

Detailed installation instructions are included in the *FortiPortal Administration Guide*:

<http://docs.fortinet.com/fpc/admin-guides>

# Special notices

## Special characters

In earlier releases, you could include some special characters in controller names. For example, the following name would be valid:

```
Name '1/3
```

However, in release 2.4.0 and later, you cannot use special characters. Before upgrading to release 2.4.0, you must remove these special characters from existing names.

## Collector high-availability

When using collectors in an HA configuration, you must reboot the slave collector(s) and collector database(s) before adding them to FortiPortal.

## Reconfiguring mySQL password on FortiPortal

If you change the password for the FortiPortal user in the MySQL portal database, you need to update the configuration in the portal and collector(s):

```
config system sql
  set status remote
  set database-type mysql
  set password <mysql_password>
end
```

## Initial log-aggregation delay

After FortiPortal starts to receive logs, there may be a delay of up to 15 minutes before the aggregated data appears on the dashboard.

## SSID naming

The SSID name and interface name (which is configured on the FortiGate or FortiWireless Controller) needs to be the same for the FortiPortal to receive the data for this controller.

## Supported FortiManager API endpoints

The following FortiManager API configuration endpoints are supported by FortiPortal.

### Policy & Object endpoints

- dynamic/interface
- spamfilter/profile
- webfilter/profile
- dlp/sensor
- antivirus/profile
- ips/sensor
- webfilter/ftgd-local-cat
- webfilter/ftgd-local-rating
- application/list
- firewall/address
- firewall/addrgrp
- firewall/schedule/onetime
- firewall/schedule/recurring
- firewall/service/custom
- firewall/service/group
- firewall/vip
- firewall/vipgrp
- firewall/ippool
- user/local
- user/group
- firewall/policy
- reinstall/package
- revision

### Device Manager endpoints

- vpn/ipsec/phase1-interface
- vpn/ipsec/phase2-interface
- router/static

## Known issues

This section lists the known issues of this release. For inquiries about a particular issue, please contact Fortinet Customer Service & Support:

<https://support.fortinet.com/>

**Table 1: Known issues**

| Bug ID | Description                                                                                                                                                                                                                                                                                      |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 566993 | When the language selected for the end user is French, the dashboard page does not display correctly.<br><br><b>Workaround:</b> Upgrade to FortiPortal 5.3.0.                                                                                                                                    |
| 458423 | When policies and objects have been imported from the FortiManager unit, the status is displayed as "Policy Package Uninstalled" in the <i>Policy &amp; Objects &gt; Policy</i> navigation pane.<br><br><b>Workaround:</b> Re-install the policy package to make the status show as "installed." |
| 424414 | The Wildcard FQDN option for address objects need to be disabled for ADOM versions 5.4.X and earlier.                                                                                                                                                                                            |
| 408255 | With SSO enabled after upgrading from version 3.2.0 to 3.2.1, the default login page loads rather than the SSO login page.                                                                                                                                                                       |

## Resolved issues

The following issues have been fixed in version 5.2.4. For inquiries about a particular issue, please contact Fortinet Customer Service & Support:

<https://support.fortinet.com/>

**Table 2: Resolved issues**

| Bug ID | Description                                                                                                                                                                                 |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 513119 | After restarting the FortiPortal, the custom theme is not retained.                                                                                                                         |
| 565264 | Customer policies are not listed in FortiPortal, even when daily polling is configured.                                                                                                     |
| 567833 | FortiPortal will not install a security profile with the proxy mode different from the policy package.                                                                                      |
| 568937 | It should be easier to create a new URL filter for a web filter in proxy mode.                                                                                                              |
| 570651 | When interfaces are created in FortiManager with default mapping, you cannot select those interfaces in FortiPortal when creating or editing a policy.                                      |
| 571167 | When a customer role has been assigned all customer permissions, the customer cannot see the traffic-shaping option when creating or editing a firewall policy.                             |
| 572401 | When a firewall policy is moved, FortiPortal does not create an audit log entry.                                                                                                            |
| 572573 | When a FortiAnalyzer unit with a large number of ADOMs and report templates has been added to FortiPortal, the report templates are not listed in FortiPortal.                              |
| 572712 | When there are a lot of report templates in FortiAnalyzer, the report template page in <i>Devices &gt; FortiAnalyzer</i> , as well as the customer report assignment page, stop responding. |
| 576114 | After creating an interface with per-device mapping, you cannot change the per-device mapping setting.                                                                                      |
| 576243 | Creating a rating override creates an audit log entry, but the FortiPortal API request does not retrieve the audit log entry.                                                               |
| 576297 | Some logs are not displayed in <i>FortiView &gt; Session</i> .                                                                                                                              |
| 581186 | After selecting <i>Refresh</i> , no policies are listed on the <i>Policy &amp; Objects &gt; Policy</i> page.                                                                                |
| 581204 | No objects are listed on the <i>Policy &amp; Objects &gt; Objects</i> page.                                                                                                                 |
| 582276 | The review report is missing columns.                                                                                                                                                       |
| 582629 | End users cannot edit URL filtering profiles in the FortiPortal.                                                                                                                            |

| Bug ID | Description                                                                                              |
|--------|----------------------------------------------------------------------------------------------------------|
| 583125 | A firewall is not displayed on the <i>Policy &amp; Objects &gt; Objects</i> page.                        |
| 585311 | You cannot add more than 1,095 sites to a single customer.                                               |
| 586218 | When editing a firewall policy, you cannot see or select ISDB objects.                                   |
| 586791 | The GUI stops responding when you modify an application override using any tab other than the first tab. |

# Upgrade information

This section provides instructions to upgrade FortiPortal from an earlier version to a more recent version.

**NOTE:** For FortiPortal 5.0 and later, you must download a new license file from <https://support.fortinet.com/>.

To upgrade from version 4.2.0 or later, you can upgrade directly to version 5.0.0.

To upgrade from version 3.2.2 or earlier, you must:

1. Perform a sequential set of upgrades to version 4.0.0.
2. Upgrade from version 4.0.0 to version 4.1.2.

If you are upgrading from a version prior to version 4.0.0, refer to [Table 3](#) on page 16 to determine your upgrade path. Find your existing version in the *Existing Version* column of the table and determine the more recent version(s) to which you can upgrade in the *Compatible Upgrade Version* column. When you upgrade to a more recent version, repeat this process until you're running the most recent version.

**Table 3: Upgrade path**

| Existing Version | Compatible Upgrade Version |
|------------------|----------------------------|
| 2.1.0            | 2.1.1                      |
| 2.1.1            | 2.2.0                      |
| 2.2.0            | 2.2.1, 2.2.2, 2.3.0        |
| 2.2.1            | 2.2.2, 2.3.0               |
| 2.2.2            | 2.3.0                      |
| 2.3.0            | 2.3.1                      |
| 2.3.1            | 2.4.0, 2.4.1               |
| 2.4.0            | 2.4.1, 2.5.0, 3.0.0        |
| 2.4.1            | 2.5.0, 2.5.1, 3.0.0, 3.1.0 |
| 2.5.0            | 2.5.1, 3.0.0, 3.1.0        |
| 2.5.1            | 3.0.0, 3.1.0, 3.1.1, 3.1.2 |
| 3.0.0            | 3.1.0, 3.1.1, 3.1.2        |
| 3.1.0            | 3.1.1, 3.1.2, 3.2.0        |
| 3.1.1            | 3.1.2, 3.2.0               |

| Existing Version | Compatible Upgrade Version        |
|------------------|-----------------------------------|
| 3.1.2            | 3.2.0, 3.2.1, 3.2.2               |
| 3.2.0            | 3.2.1, 3.2.2, 4.0.0               |
| 3.2.1            | 3.2.2, 4.0.0, 4.0.1               |
| 3.2.2            | 4.0.0, 4.0.1, 4.0.2, 4.0.3        |
| 4.0.0            | 4.1.2                             |
| 4.0.1            | 4.1.2                             |
| 4.0.2            | 4.1.2                             |
| 4.0.3            | 4.1.2                             |
| 4.0.4            | 4.1.2                             |
| 4.1.0            | 4.2.0, 4.2.1, 4.2.2, 4.2.3, 4.2.4 |
| 4.1.1            | 4.2.0, 4.2.1, 4.2.2, 4.2.3, 4.2.4 |
| 4.1.2            | 4.2.0, 4.2.1, 4.2.2, 4.2.3, 4.2.4 |
| 4.2.0            | 5.0.3                             |
| 4.2.1            | 5.0.3                             |
| 4.2.2            | 5.0.3                             |
| 4.2.3            | 5.0.3                             |
| 4.2.4            | 5.0.0, 5.0.1, 5.0.2, 5.0.3        |
| 5.0.0            | 5.2.0                             |
| 5.0.1            | 5.2.0                             |
| 5.0.2            | 5.2.0                             |
| 5.0.3            | 5.2.0                             |
| 5.1.0            | 5.2.0, 5.2.1, 5.2.2, 5.2.3, 5.2.4 |
| 5.1.1            | 5.2.0, 5.2.1, 5.2.2, 5.2.3, 5.2.4 |
| 5.1.2            | 5.2.0, 5.2.1, 5.2.2, 5.2.3, 5.2.4 |

| Existing Version | Compatible Upgrade Version |
|------------------|----------------------------|
| 5.2.0            | 5.2.1, 5.2.2, 5.2.3, 5.2.4 |
| 5.2.1            | 5.2.2, 5.2.3, 5.2.4        |
| 5.2.2            | 5.2.3, 5.2.4               |
| 5.2.3            | 5.2.4                      |

## Upgrade procedures

Complete the following tasks to perform an upgrade:

1. From the Fortinet Customer Service & Support website (<https://support.fortinet.com/>), download the portal and/or collector build files for VMware (the `.out` files, not the `.ovf.zip` files) for the version to which you want to upgrade.
2. Perform a backup of the portal and collector MySQL database(s). For details, see ["Perform a backup"](#) on page 18.
3. To prevent the collectors from processing logs during the upgrade, shut down the collectors from the VM console.
4. *Restart the portal.* From the VM console, log in as admin and type `execute reboot`.
5. Upgrade the portal. For details, see ["Upgrade the portal"](#) on page 19.
6. Turn on the collector(s). For example, from the vSphere client, right-click the collector(s) and go to *Power > Power On*.
7. Upgrade the collector(s). For details, see ["Upgrade the collector"](#) on page 19



Do *not* turn off or restart the portal or collector(s) while upgrading. Doing so can cause a loss of data and otherwise harm the system.

### Perform a backup

**NOTE:** You can use <https://mysqlbackupftp.com> to back up the portal and collector database.

1. You can export (or create a snapshot of) a VM for a backup. For example, for VMware, from the vSphere client, shut down the database VMs from the VM console. If you are using the sample MySQL database, log in as user `fpc`, get root privileges, type `sudo su`, and type `shutdown now`.
2. For VMware users, go to *File > Export > Export OVF Template* to export the VM.
3. For *Name*, set a name for the backup.
4. For *Directory*, select a directory from which you can restore the backup to vSphere.
5. Optionally, enter a *Description* for the backup.
6. Select *OK*.

7. After the backup is complete, right-click the virtual machine you backed up and go to *Power > Power On*.

## Upgrade the portal

1. Log in to the portal using a service provider (administrator) account.
2. Select the *Admin* tab.
3. Select *FPC Admin* to open the administrator portal. The administrator portal opens in a new browser tab.
4. Log in to the administrator portal. The default user name is `admin`, and there is no default password.
5. Select the *System Settings* tab.
6. In the *System Information* widget, select the *Update* button beside the *Firmware Version*.
7. In the pop-up dialog, select *Choose File* and select the portal `.out` file that you downloaded in Step 1 in ["Upgrade procedures"](#) on page 18.
8. Select *OK*. The portal will upgrade. After the firmware is upgraded, the system will restart automatically.



Check that the version number in the *Admin > System Info > Version Information > Version* field in the FortiPortal administrative web interface matches the version number in the administrator portal (*System Settings > Dashboard > Firmware Version*). If these two numbers do not match, the portal has not finished upgrading. You must wait for the portal to finish upgrading before upgrading the collector.

**NOTE:** If you have a RADIUS server configured in an existing version, you must re-enter the RADIUS attributes after the portal upgrade is complete. For details, see the *FortiPortal Administration and User Guide*.

## Upgrade the collector

For a collector HA cluster, first upgrade the master and then the slave(s). Repeat these steps for each collector:

1. Restart each collector, one at a time.
2. Log in to the portal using a service provider (administrator) account.
3. Select the *Devices* tab.
4. Select the *FPC Collectors* tab.
5. Click the IP address of the collector to open that collector's administrator portal. The administrator portal opens in a new browser tab.
6. Log in to the administrator portal. The default user name is `admin`, and there is no default password.
7. Go to *System Settings*.
8. In the *System Information* widget, select the *Update* button beside the *Firmware Version*.
9. In the pop-up dialog, select *Choose File* and select the collector `.out` file that you downloaded in Step 1 in ["Upgrade procedures"](#) on page 18.
10. Select *OK*. The collector will upgrade. After the firmware is upgraded, the system will restart automatically.



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