

# Release Notes

## FortiPresence 22.4



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## Change log

| Date       | Change description                           |
|------------|--|
| 2022-12-06 | FortiPresence version 22.4 release document. |

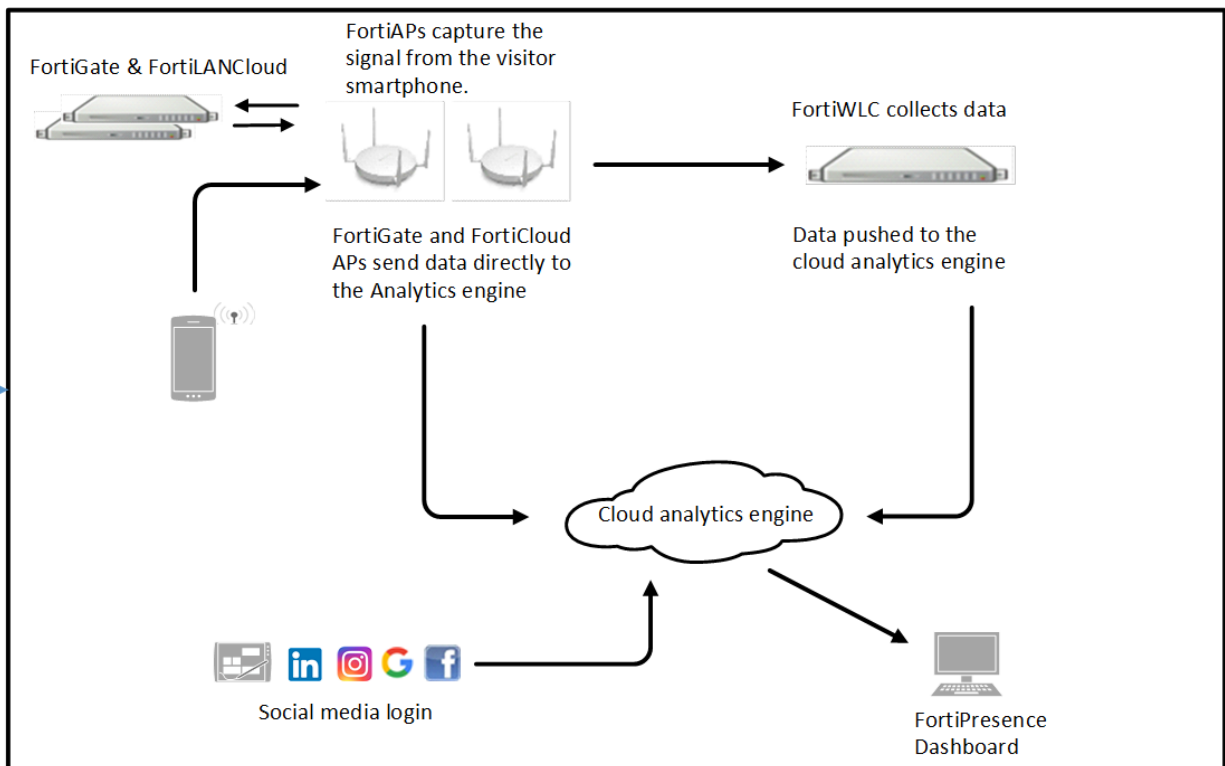
## Overview

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   |
|----------------------------|---|
| <b>Web Browser</b>         | <ul style="list-style-type: none"><li>• Google Chrome 104.0.5112.102 (64-bit)</li><li>• Mozilla Firefox 103.0.2 (64-bit)</li><li>• Edge 104.0.1293.63 (64-bit)</li><li>• Safari 15.6.1 (17613.3.9.1.16)</li></ul> |
| <b>Supported Platforms</b> | <ul style="list-style-type: none"><li>• FortiWLC</li><li>• FortiGate</li><li>• FortiLAN Cloud</li></ul>   |

## 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**: The supported authentication methods for FortiPresence are PAP, MS-CHAP, MS-CHAP-v2.
- 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.

### FortiPresence

| Bug ID | Description   | Workaround   |
|--------|---|--|
| 527117 | Video playback throws error 502 when the data populated is huge.  | Select video playback for a lesser date range and for a data set less than 200K devices.                             |
| 506661 | Playback video performance degrades with huge data.   | Ensure that the total number of devices seen during the selected date range for video playback does not exceed 200K. |
| 462376 | RADIUS authentication fails when two RADIUS clients are created with the same public IP address and different shared secrets.                             | Use same shared secrets for both RADIUS clients.   |
| 462644 | In the Current View dashboard, with <i>ALL</i> selected as the filter, inaccurate data is displayed. This issue is observed when sites are added/deleted. |  |
| 548605 | Add options to change cutoff RSSI default value.  |  |
| 630391 | The Connect server is not able to handle concurrent requests.   |  |
| 664973 | Additional MAC addresses are displayed intermittently when <i>Male/Female/Social Authentication</i> filters are applied.                                  |  |
| 678773 | [Area Analytics] The initial movement of visitors between area is not taken into account.   |  |
| 683807 | [Area Analytics] Accurate data is not displayed in case of indirect movement.   |  |

## FortiAP

| Bug ID | Description  | Workaround |
|--------|--|------------|
| 642684 | FAP, FAP-C/S/W2/U do not send ID packets when user changes the Tx Power. |            |

## Resolved Issues

These are resolved issues in this release of FortiPresence.

| Bug ID | Description  |
|--------|--|
| 847875 | The Presence dashboard and reports did not display data usage, WiFi usage, and portal information (gender, device type, social authentication) properly. |
| 852066 | The Site report displayed data when the configured minimum observation count was greater than the observation count.                                     |
| 861560 | A toggle option to view/hide APs is added in the Floor Analytics page.   |
| 861562 | Added the option to filter data as wise in the Floor Analytics page.   |
| 861564 | The top 10 visitor movement chart is removed from the Area Analytics page.   |
| 861565 | The Visitor report is renamed to Connected Visitor report.   |
| 863820 | The AP name was not updated in the Floor Analytics page after renaming.  |

