



# FortiClient EMS - Release Notes

Version 6.4.1

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# Introduction

FortiClient Endpoint Management Server (EMS) is a system intended to be used to manage installations of FortiClient. It uses the Endpoint Control protocol and supports all FortiClient platforms: Microsoft Windows, macOS, Linux, Android OS, Apple iOS, and Chrome OS. FortiClient EMS runs on a Microsoft Windows server.

This document provides the following information for FortiClient EMS 6.4.1 build 1498:

- [Special notices on page 6](#)
- [What's new on page 7](#)
- [Upgrading on page 8](#)
- [Resolved issues on page 10](#)
- [Known issues on page 13](#)

For information about FortiClient EMS, see the [FortiClient EMS 6.4.1 Administration Guide](#).

## Endpoint requirements

The following FortiClient platforms are supported:

- FortiClient for Microsoft Windows
- FortiClient for macOS
- FortiClient for Linux
- FortiClient for Android OS
- FortiClient for iOS
- FortiClient for Chromebooks

See [Product integration and support on page 9](#) for FortiClient version support information.

FortiClient is supported on multiple Microsoft Windows, macOS, and Linux platforms. EMS supports all such platforms as endpoints.

## Supported web browsers

The latest version of the following web browsers can be used to connect remotely to the FortiClient EMS 6.4.1 GUI:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge

Internet Explorer is not recommended. Remote access may need to be enabled from the FortiClient EMS GUI.

## Licensing and installation

For information on licensing and installing FortiClient EMS, see the [FortiClient EMS Administration Guide](#).

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Ensuring that all installed software, including EMS and SQL Server, is up-to-date, is considered best practice.

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# Special notices

## FortiClient EMS Microsoft Visual C++ installation

The EMS installation includes installation of Microsoft Visual C++ (VC) 2015. If the server already has a newer version of VC installed, the installation fails. See [VC++ 2015 Redistributable installation returns error 1638 when newer version already installed](#).

If you have a version of VC installed on your server that is newer than 2015, uninstall VC before installing EMS.

## SQL Server Enterprise with 5000 or more endpoints

When managing more than 5000 endpoints, install SQL Server Enterprise instead of SQL Server Express, which the EMS installation also installs by default. Otherwise, you may experience database deadlocks. The minimum SQL Server version that FortiClient EMS supports is 2017. See the [FortiClient EMS Administration Guide](#).

# What's new

For information about what's new in FortiClient EMS 6.4.1, see the [FortiClient & FortiClient EMS 6.4 New Features](#).

# Upgrading

## Upgrading from previous EMS versions

FortiClient EMS supports direct upgrade from EMS 6.2. To upgrade older EMS versions, follow the upgrade procedure outlined in *FortiClient and FortiClient EMS Upgrade Paths*.

## Downgrading to previous versions

FortiClient EMS does not support downgrading to previous EMS versions.



# Product integration and support

The following table lists version 6.4.1 product integration and support information:

<b>Server operating systems</b>	<ul style="list-style-type: none"><li>• Windows Server 2019. On Windows Server 2019, preinstalling Microsoft ODBC Driver 17 for SQL Server (x64) is necessary.</li><li>• Windows Server 2016</li><li>• Windows Server 2012 R2</li></ul>
<b>Minimum system requirements</b>	<ul style="list-style-type: none"><li>• 2.0 GHz 64-bit processor, four virtual CPUs (4 vCPU)</li><li>• 4 GB RAM (8 GB RAM or more is recommended)</li><li>• 40 GB free hard disk</li><li>• Gigabit (10/100/1000baseT) Ethernet adapter</li><li>• Internet access is recommended, but optional, during installation. SQL Server may require some dependencies to be downloaded over the Internet. EMS will also try to download information about FortiClient signature updates from FortiGuard.</li></ul> <p>You should only install FortiClient EMS and the default services for the operating system on the server. You should not install additional services on the same server as FortiClient EMS.</p>
<b>FortiAnalyzer</b>	<ul style="list-style-type: none"><li>• 6.4.0 and later</li></ul>
<b>FortiClient (Linux)</b>	<ul style="list-style-type: none"><li>• 6.4.0 and later</li><li>• 6.2.0 and later</li></ul>
<b>FortiClient (macOS)</b>	<ul style="list-style-type: none"><li>• 6.4.0 and later</li><li>• 6.2.0 and later</li></ul>
<b>FortiClient (Windows)</b>	<ul style="list-style-type: none"><li>• 6.4.0 and later</li><li>• 6.2.0 and later</li></ul>
<b>FortiOS</b>	<ul style="list-style-type: none"><li>• 6.4.0 and later</li><li>• 6.2.0 and later</li></ul>
<b>FortiSandbox</b>	<ul style="list-style-type: none"><li>• 3.2.0 and later (for detailed reports on files that FortiSandbox has detected)</li><li>• 3.1.0 and later (for detailed reports on files that FortiSandbox has detected)</li><li>• 3.0.0 and later</li><li>• 2.5.0 and later</li></ul>



Installing and running EMS on a domain controller is not supported.

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# Resolved issues

The following issues have been fixed in version 6.4.1. For inquiries about a particular bug or to report a bug, contact [Customer Service & Support](#).

## Active Directory (AD) domain

Bug ID	Description
600379	Domain stops syncing after EMS upgrade.
605280	AD binding does not work.
639692	AD-enrolled FortiClient endpoint does not show up on EMS AD tree.
646290	AD organization units do not display on EMS domain tree.

## Administration

Bug ID	Description
563305	Permission denied error displays for user assigned to a limited access administrator role.
631621	EMS server log keeps reporting <i>Failed to check email alerts</i> error message.
642560	User cannot change time offset for cloud services.

## Endpoints

Bug ID	Description
614823	Vulnerability scan events do not show on EMS server.
636082	Deployment status does not update.
642527	EMS displays wrong away time for mobile endpoints.
646804	Endpoint details show wrong timestamp.
651485	EMS fails to display the most recently completed VCM scan.

## Cloud

Bug ID	Description
607522	<i>The server's IP address was changed</i> alert should not show in FortiClient Cloud.
640701	Installer packages created in FortiClient Cloud are only 1 KB in size.

## Deployment

Bug ID	Description
639676	No configuration is available when installing FortiClient using MSI or MST files.
640546	Uninstaller deployment does not work.
641132	EMS 6.2 should not show FortiClient 6.4 installers.
650362	When you create a deployment package in EMS, EMS fails to show the machine hostname.
652442	EMS deployment package link shows empty files after upgrading.

## GUI

Bug ID	Description
610892	EMS software inventory does not display more than 50 items. <i>Load Next 50</i> button does not work.
620863	EMS cannot display endpoints list.
628810	Search filter in the endpoint vulnerability list cannot find vulnerabilities included in the list.
640629	EMS shows old license expiration date when a new one is provided.
652870	EMS fails to display software inventory from endpoints.

## Fabric connector

Bug ID	Description
630602	Cannot display FortiClient's record on FortiGate.

## Other

Bug ID	Description
590615	Remove XSS vulnerabilities from FortiClient EMS.
614763	Customized block page reverts to default after upgrade for FortiClient endpoint and Chromebook extensions.
631740	Improve certificate upload process in EMS.
632083	EMS uptime values show <i>NaN</i> after upgrading.
634601	FortiGate telemetry status indicator logic fix.

# Known issues

The following issues have been identified in version 6.4.1. For inquiries about a particular bug or to report a bug, contact [Customer Service & Support](#).

## Administration

Bug ID	Description
641447	EMS shows popup for expired license when one license has expired, even if other licenses are still valid.
643833	User cannot restore database if password includes single quote.

## EMS installation and upgrade

Bug ID	Description
658104	Upgrading EMS 6.4.0 with SSL server .crt format to 6.4.1 is not handled.

## Endpoints

Bug ID	Description
596933	EMS shows another user avatar when no Windows user is logged in on the endpoint.
632273	Upgraded FortiClient does not register to EMS when connection key is enforced via assigned gateway list.

## Endpoint policy and profile

Bug ID	Description
632180	Remove DPD option when selecting IKEv2.

## FortiClient Cloud

Bug ID	Description
639333	FortiClient Cloud portal does not display more than ten accounts as scroll is disabled.

## Active Directory (AD) domains

Bug ID	Description
576108	Distinguished name (DN) parsing issues.
624338	<i>System.DirectoryServices.Protocols.LdapException: The LDAP server is unavailable.</i> LDAP syncing error.
625652	Service accounts in AD domain register as devices in EMS.
636563	Endpoint moved between AD organization units (OU) disappears after sync.
637026	Domain sync fails with <i>System.Exception: An error occurred while enumerating computers. Turn on debug logging, retry...</i> error.
643507	LDAP bind is limited to using NTLM only.
644850	Endpoint is registered to two OUs at the same time.

## Deployment

Bug ID	Description
449330	Verifying FortiClient installer download completion during deployment from EMS.

## Other

Bug ID	Description
634581	FortiClient EMS session cookie does not expire after logging out from EMS server.
650334	Feature list for log settings is not consistent between EMS and FortiClient.
660889	Apache service keeps restarting after disabling FQDN.

# Change log

Date	Change Description
2020-08-24	Initial release.
2020-09-03	Added 658104 to <a href="#">EMS installation and upgrade on page 13</a> .
2020-09-16	Added 660889 to <a href="#">Other on page 14</a> .
2020-11-23	Updated <a href="#">Product integration and support on page 9</a> .



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