

# Release Notes

FortiCamera Cloud 25.4.a



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FortiCamera Cloud 25.4.a Release Notes

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# Change log

The following is a list of documentation changes. For a list of software changes, see the other contents of this document.

Date	Change Description
2025-11-24	Initial release of the FortiCamera Cloud 25.4 Release Notes.
2025-12-18	Patch release 25.4.a changes.

# Introduction

FortiCamera Cloud is video surveillance as a service (VSaaS). It provides management of Fortinet FortiCamera cloud-native cameras, and the ability to view live and previously recorded video. Easy operation and scalability support installations from small businesses to very large organizations.

This document provides information about changes in FortiCamera Cloud 25.4 build 0116.

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This document will be updated to include patches, if any, to FortiCamera Cloud 25.4. Patches change the build number, and it will no longer match the initial build number. To determine the current build number, [log into FortiCamera Cloud](#) and go to the bottom of the navigation menu on the left side.

For a list of document changes, see [Change log on page 4](#).

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# Special notices



H.265 codec support is not enabled. Some web browsers and hardware do not support it yet. Future availability will depend on web browser and hardware support.

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# What's new

## 25.4.a

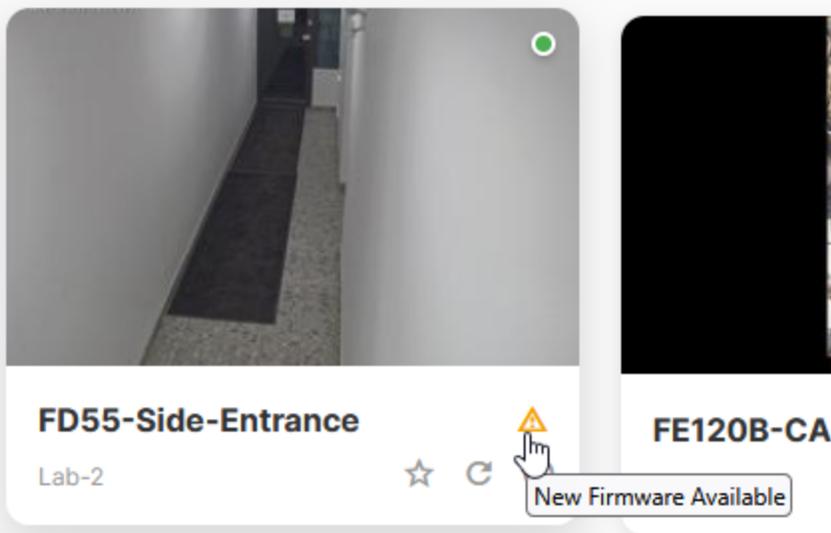
The following table summarizes the new features and enhancements in this release. For details, see the [FortiCamera Cloud Portal Guide](#).

Feature	Description
<b>APAC region</b>	Sites can now be deployed in the Asia-Pacific region.

# Improvements

The following table summarizes the behavior and GUI changes in this release.

## 25.4.a

Feature	Description
<b>New firmware availability status</b>	<p>When new firmware is available for cameras, you may want its new features, enhancements, or bug fixes. Owners, Org Admin roles, and Site Admin roles can use the <i>Status</i> column on the <i>Manage Camera</i> dialog. Other users can also now see it when they go to <i>Camera</i>: an attention icon appears on the camera thumbnail image tile; on mouseover, the reason is shown.</p>  <p>The screenshot shows two camera thumbnails. The left one is labeled 'FD55-Side-Entrance' and 'Lab-2'. It has a green status indicator in the top right corner and a yellow triangle warning icon with a hand cursor over it. A tooltip box says 'New Firmware Available'. The right one is labeled 'FE120B-CA' and has a black status indicator.</p>
<b>More motion detection logs</b>	<p>Logs now include more motion detection information.</p>
<b>SD card statuses</b>	<p>Previously, if a camera's SD card <i>Status</i> was <i>Unknown</i>, then the disk was not mounted on the file system and could not store recordings locally, but it was not possible to distinguish the reasons. The SD card status now has split statuses for <i>Formatting</i>, <i>Verifying</i>, and <i>Read-Only</i>.</p>
<b>Analytics tables</b>	<p>On <i>Analytics</i>, the button <i>Table</i> is now available. This allows you to show or hide the table shown below the chart, which you can also export to download and open the data in spreadsheet software such as Microsoft Excel, Google Sheets, etc.</p>

## 25.4.0

Feature	Description
<b>Simplified permissions</b>	Several changes now simplify creation of new accounts, claiming cameras, and assigning permissions, such as: <ul style="list-style-type: none"><li>• Predefined roles such as "Operator" that can be assigned to an account as-is, or a "Custom User" role where you can adjust permissions.</li><li>• Administrators can create more administrator accounts with the same scope (organization and site).</li><li>• Accounts (identified by email) can belong to multiple organizations.</li></ul>
<b>Simplified log messages</b>	Streamlined log messages reduce repetitive debug-level details, and now only show logs to site-level and organization-level administrators and owners. Camera operators and live video stream viewers do not see logs.
<b>More accurate camera connectivity statuses</b>	Each time interval now shows a percentage of time where the camera was online, offline, or required attention. (Before, if the camera was offline even for only one minute, the status would indicate that the camera was offline for the entire day.) Dormant cameras also no longer remain stuck in the last known status when the camera connected to FortiCamera Cloud, such as rebooting.

# Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquiries about a particular bug, please contact [Fortinet Customer Service & Support](#).

## 25.4.a

- On third-party (ONVIF) cameras, the audio button on the video settings was missing.
- On FortiCam CD51-C and CD55-C cameras, in the list of Wi-Fi SSID names, there were broken image icons.
- On FortiCam CD51-C, CD55-C, and MC51-C cameras, on the camera settings' *Night Mode* tab, if *Transition* was *Manual*, then the light level indicators were missing the background gradient image that showed the transition from dark to light.
- After opening a camera's settings, if you switched to a different site, the settings tab remained open and could not be closed or canceled.
- Video profile settings had font sizes etc. that were different than other dialogs.
- On *Camera*, if you clicked *Manage Camera* and marked a camera as a favorite (starred), the favorite was not remembered on other pages. If you marked a camera as a favorite on another page, the *Manage Camera* dialog did not show it, either.
- On cameras in hybrid deployments with FortiRecorder, motion detection sensitivity setting changes via FortiCamera Cloud did not function.
- On cameras in hybrid deployments with FortiRecorder, audio setting changes via FortiCamera Cloud did not function initially. However if you later changed another setting such as the resolution or quality, then the audio setting change was also sent to the camera.
- Users with a custom role had permissions to delete organization administrators.
- Users with a custom role could see the *Remove* button to delete the camera from the site, but it did not function.

## 25.4.0

- Claimed FortiCam FB85-CA cameras sometimes could not be added to a site.
- When claiming a camera, if you clicked the *Status* or *Name* column, it did not sort the column.
- Disabled cameras were not disabled, and could still be selected for a live video view.
- Camera firmware upgrades sometimes failed initially; the second try succeeded. Between tries or until reboot, the `c.loudd` process may have been consuming more system resources than usual, and the CLI command `get sys status` would hang. Log messages also did not correctly indicate the upgrade failure when it occurred.

- After changing your preferences for the time display, if you went to *Analytics*, it did not apply the new preferences to all controls.
- In *Analytics*, if you selected to show charts and heat maps with data from the past, it would still include data up to the current time. (It should have been filtered out.) Similarly, if you selected an organization, it did not filter out data from other organizations.
- In *Analytics*, when selecting the date and time scope for a chart or heat map, it showed data relative to your web browser's local time zone. However it should have been relative to the selected site's time zone, where the cameras are located.
- In *Analytics*, if *Map* was selected (a heat map), then the *Export* button did not work.
- After an idle session timeout with the FortiCamera Cloud GUI, the GUI did not automatically log out or display a session timeout error to indicate the specific source of the problem. Instead, it would inaccurately indicate other errors, such as cameras having no video or `Failed to fetch chart data`.
- In *Analytics* and *Activity Search* (visual search), cameras with AI-based features such as FortiCam FB85-CA in hybrid deployments with FortiRecorder could be selected. However hybrid deployments are not supported with those features, and those cameras should have been filtered out of the list.
- FortiCloud IAM accounts with organization or site administrator permissions sometimes could not use visual search (now named *Activity Search*), receiving the error message `Failed to get the Camera Track Data`.
- After using visual search on a camera and clicking a thumbnail, the video clip would play. If you clicked again, however, the video clip would not return to the start of the video clip and play again.
- After using visual search on a camera, if you tried to download the first video clip, the attempt would fail. Downloads of other video clips were not effected, however, and would always succeed.
- After using visual search on a camera, playing a video clip from the search results, and then selecting a different camera, visual search on the second camera caused the error message `Failed to perform re-identification`.
- In *Camera*, after clicking *Enter Search Mode* to use visual search on a camera for a license plate, if you changed the camera, the error message `Failed to get next page info` would appear, and the video player area did not show live video. Instead, the video player area would be filled with copies of the timeline. However the issue would not occur if you clicked *Close Search Panel (X)* before switching cameras.
- After using visual search on a camera for a license plate, log messages would incorrectly indicate that a face search had occurred.
- When creating a person of interest or license plate of interest, the right side of the dialog was cut off.
- When creating a person of interest from visual search results, the thumbnail image had white pixels in the top right corner.
- When updating a person of interest from visual search results, if you try to add a thumbnail image that does not have adequate image quality for face recognition, then it displays the error message `Highlighted thumbnails are NOT saved because of low image quality`. However it also incorrectly deleted the person profile, even if you canceled the dialog.
- While viewing the live video stream, the zoom in and zoom out buttons did not perform a zoom operation initially. Instead, after clicking to zoom in, you then also had to select a zoom area with the cursor; to zoom out, you had to click the *Fit* button.
- On cameras in hybrid deployments with FortiRecorder, motion detection could not be disabled via FortiCamera Cloud.
- HTTP 500 error code sometimes appeared in the browser console when the FortiCamera Cloud GUI failed to load a resource such as a notification.

# Known issues

- None.

# Vulnerabilities

- None.

# Compatibility

## Supported FortiCamera models

Cloud native FortiCamera models are designed to connect to and be managed by FortiCamera Cloud, with on-board storage for video.

FortiCamera Cloud supports these cloud native models:

- FortiCam-CD51-C
- FortiCam-CD55-C
- FortiCam-FD55-CA
- FortiCam-MC51-C
- FortiCam-FB85-CA
- FortiCam-FE120B-CA (to be released soon)

FortiCamera models that are **not** cloud native are also supported if they are deployed in a hybrid model, connected through FortiRecorder.

## Supported FortiRecorder version

For hybrid cloud deployments that use FortiRecorder with FortiCamera Cloud, the minimum required firmware version is FortiRecorder 7.0.3. It is recommended to use FortiRecorder 7.2.x.

Other versions might function, but have not been tested, and are not supported.



Some cameras support visual search features (AI-based recognition of faces, human bodies, vehicles, and license plates). Such models have the "-CA" suffix: FortiCam-FD55-CA, FortiCam FB85-CA, etc.

Visual search is currently not supported when cameras connect through FortiRecorder. If you need visual search, connect "-CA" cameras directly to FortiCamera Cloud instead. Deployments can use a mix: cloud native connections for some cameras, and a hybrid deployment model for other cameras.

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## Supported FortiCamera Mobile app version

FortiCamera Cloud supports:

- [FortiCamera Mobile 1.1.3 for Android](#)
- [FortiCamera Mobile 1.1.3 for iOS](#)

Other versions may function correctly, but have not been tested.

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FortiCamera Mobile was formerly known as the FortiRecorder Mobile app and then the FortiCamera app. Older versions include [7.0.5](#).

The new FortiCamera Mobile 1.1.3 app currently supports connections to FortiCamera Cloud, but not FortiRecorder. If you want to access a FortiRecorder directly, you must use the older app.

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## Supported web browsers

The FortiCamera Cloud GUI has been tested on the following web browsers for computers:

- Apple Safari 18
- Google Chrome 140
- Microsoft Edge 140
- Mozilla Firefox 143

Other browser versions have not been tested, but may fully function.

Other web browsers may function correctly, but are not supported by Fortinet.

# Licensing

After an initial 7-day grace period, all cameras require a subscription license to use the FortiCamera Cloud service.

For example, the account owner can order a license for any number of cameras ("seats"), with a subscription for 1, 3, or 5 years, like the following:

SKU	Contents
<b>FC1-10-FCCLD-518-02-DD</b>	FortiCamera Cloud plus FortiCare Premium support Subscription license certificate

- **To renew an existing subscription:** Register a new contract with the same number of cameras.
- **To add more camera subscriptions:** Contact your Fortinet partner or Fortinet customer service. Request a co-term quote. Co-term licensing aligns all of your subscription expiry dates.

For cameras that are not cloud native, but are connected through FortiRecorder in a hybrid cloud deployment, they require licenses like the following:

SKU	Contents
<b>FRC-CLM-20</b>	FortiRecorder Cloud Mode for camera license Perpetual license for 20 cameras Electronic license certificate

Cloud mode is a permanent stackable license. Apply it to the FortiRecorder serial number on FortiCare.

See also the [FortiCamera Cloud Portal Guide](#) and [FortiRecorder Administration Guide](#).



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