

How to Install FortiMail Firmware Using the Web UI

When installing the latest firmware or older firmware you can use the web UI or the [CLI](#). This recipe provides detailed instructions on how to install the firmware of your FortiMail unit using the web UI.

Go to the [FortiMail support site](#) for the latest firmware.

Important: Whether you're upgrading or downgrading your firmware, it is good practice to back up the configuration and mail data. For backup instructions, consult the FortiMail Administrator Guide under "Backup and restore" (20).

If you are upgrading, it is especially important to note that the upgrade process may require a specific path. Very old versions of the firmware may not be supported by the configuration upgrade scripts that are used by the newest firmware. As a result, you may need to upgrade to an intermediate version of the firmware first, before upgrading to your intended version. Upgrade paths are described in the Release Notes.

Installing the Firmware

1. Log in to the web UI with an account that has read and write privileges.
2. Go to **Monitor > System Status > Status**.
3. Select *Update* in the System Information section located beside your current firmware version number.

Your FortiMail will automatically install the firmware and restart. If you're downgrading to a previous version, the FortiMail unit reverts to the default configuration values of the target version.

4. Clear the cache of your web browser and restart the browser to ensure it reloads the web UI and correctly displays all changes.
5. Verify the firmware installation by checking the firmware version number located in the System Information section.

Reconnecting to the FortiMail Unit

If you downgrade to a previous version, the FortiMail unit reverts to default settings. If this occurs, you can reconnect to the CLI.

1. Connect your computer to the FortiMail console port using a RJ-45 to DB-9 serial cable or a null modem cable.
2. Start HyperTerminal and enter a name for the connection. Select *OK*.
3. Configure HyperTerminal to connect directly to the communications port on your computer and select *OK*.
4. Enter the following port settings and select *OK*.

Bits per second	9600
Data bits	8
Parity	None
Stop bits	1
Flow control	None

5. Press Enter to connect to the FortiMail CLI and type "admin" and press Enter twice.

6. Enter the following command when the "Welcome!" prompt appears
set system interface <interface_str> mode static ip <address_ip4> <mask_ipv4>

Where:

<interface_str> is the name of the network interface

<address_ip4> is the IP address of the network interface

<mask_ipv4> is the netmask of the network interface

7. Enter the following command:

set system interface <interface_str> config allowaccess <accessmethods_str>

Where:

<interface_str> is the name of the network interface configured in the previous step

<accessmethods_str> is a space-delimited list of administrative access protocols that you want to allow on the network interface

Restoring the Configuration

If you wish to restore a backup copy of an older configuration from your PC follow the procedure below in the web UI.

1. Go to **Maintenance > System > Configuration**.
2. Select *Local PC* under *Restore Configuration*.
3. Select *Browse* and select the desired configuration file.
4. Select *Restore*.