FortiClient (macOS) - Release Notes

Version 6.4.2

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FEEDBACK

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Change log

Date	Change description
2020-12-17	Initial release.
2020-12-21	Added 664634 to Known issues on page 17.
2021-01-28	Updated FortiClient on macOS Catalina (version 10.15) on page 6.

Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (macOS) 6.4.2 build 1305.

This document includes the following sections:

- Special notices on page 6
- What's new in FortiClient (macOS) 6.4.2 on page 9
- Installation information on page 10
- Product integration and support on page 12
- Resolved issues on page 14
- Known issues on page 17

Review all sections prior to installing FortiClient. For more information, see the *FortiClient Administration Guide*.

Licensing

FortiClient 6.2.0, FortiClient EMS 6.2.0, and FortiOS 6.2.0 introduce a new licensing structure for managing endpoints running FortiClient 6.2.0+. See Upgrading from previous FortiClient versions on page 10 for more information on how the licensing changes upon upgrade to 6.2.0+. Fortinet no longer offers a free trial license for ten connected FortiClient endpoints on any FortiGate model running FortiOS 6.2.0+. EMS 6.4.2 supports a trial license. With the EMS free trial license, you can provision and manage FortiClient on ten Windows, macOS, and Linux endpoints and ten Chromebook endpoints indefinitely.

FortiClient 6.4.2 offers a free VPN-only version that can be used for VPN-only connectivity to FortiGate devices running FortiOS 5.6 and later versions. You can download the VPN-only application from FortiClient.com.

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Special notices

## FortiClient on macOS Catalina (version 10.15)

You can install FortiClient (macOS) 6.4.2 on macOS 10.15 Catalina. With this macOS release, however, FortiClient works properly only when you grant permissions to access the full disk in the *Security & Privacy* pane for the following services:

- fcaptmon
- fctservctl
- fmon
- fmon2
- FortiClient

The fcaptmon, fmon, and fmon2 services are not included for the FortiClient (macOS) free VPN-only client. If you are using the VPN-only client, you only need to grant permissions for fctservctl and FortiClient.

You may have to manually add fmon2 to the list, as it may not be in the list of applications to allow full disk access to. Click the + icon to add an application. Browse to `/Library/Application Support/Fortinet/FortiClient/bin/` and select fmon2.

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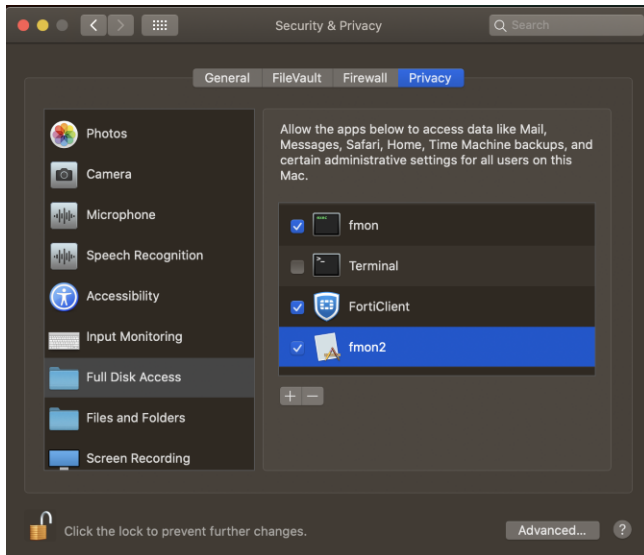
The following lists the services and their folder locations:

- fmon, Fctservctl, Fcaptmon: `/Library/Application\ Support/Fortinet/FortiClient/bin/`
- FortiClient (macOS) application: `/Applications/FortiClient.app`
- FortiClient agent (FortiTray): `/Applications/FortiClient.app/Contents/Resources/runtime.helper/FortiClientAgent.app`

FortiClient Web Filter

The FortiClient (macOS) Web Filter feature works properly only when you allow system software from Fortinet to load in *Security & Privacy* settings. Go to *System Preferences > Security & Privacy* and click the *Allow* button beside *System software from developer "Fortinet, Inc" was blocked from loading*. You must have administrator credentials for the macOS machine to configure this change.
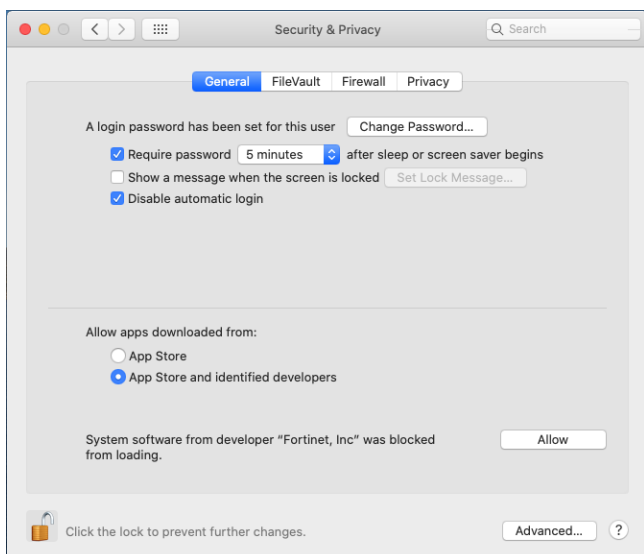
The FortiClient (macOS) team ID is AH4XFXJ7DK.

FortiClient (macOS) does not support Web Filter for websites using TLS 1.3.

DHCP over IPsec VPN not supported

FortiClient (macOS) does not support DHCP over IPsec VPN.

macOS Catalina (version 10.15) reboot prompt

When using macOS Catalina (version 10.15), you must reboot the macOS device after installing FortiClient (macOS). FortiClient (macOS) displays the following prompt after installation:
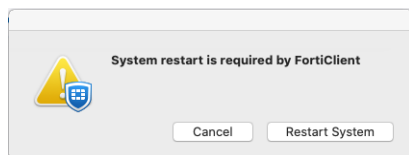
IKEv2 not supported

FortiClient (macOS) does not support IPsec VPN IKEv2.

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What's new in FortiClient (macOS) 6.4.2

For information about what's new in FortiClient (macOS) 6.4.2, see the *FortiClient & EMS 6.4 New Features*.

Installation information

Firmware images and tools

The following file is available from the Fortinet support site:

File	Description
FortiClientTools_6.4.2.xxxx_macosx.tar.gz	Includes utility tools and files to help with installation.
FortiClientVPNSetup_6.4.2.xxx_macosx.dmg	Free VPN-only installer.

The following file is available from FortiClient.com:

File	Description
FortiClient_6.4.2.xxxx_macosx.dmg	Standard installer for macOS.
FortiClientVPNSetup_6.4.2.xxx_macosx.dmg	Free VPN-only installer.

FortiClient EMS 6.4.2 includes the FortiClient (macOS) 6.4.2 standard installer.

> Review the following sections prior to installing FortiClient version 6.4.2: Introduction on page 5, Special notices on page 6, and Product integration and support on page 12.

Upgrading from previous FortiClient versions

FortiClient version 6.4.2 supports upgrade from FortiClient 6.2.

FortiClient (macOS) 6.4.2 features are only enabled when connected to EMS 6.4.

See the *FortiClient and FortiClient EMS Upgrade Paths* for information on upgrade paths.

Downgrading to previous versions

FortiClient 6.4.2 does not support downgrading to previous FortiClient versions.

Uninstalling FortiClient

The EMS administrator may deploy uninstall to managed FortiClient (macOS) endpoints.

Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the Customer Service & Support portal. After logging in, click on *Download > Firmware Image Checksums*, enter the image file name including the extension, and select *Get Checksum Code*.

Product integration and support

macOS Big Sur (version 11) support

Apple recently announced a new version of their desktop operating system, macOS Big Sur (version 11), and with it, a new code framework that increases security. The new framework introduced changes with the way Fortinet's FortiClient (macOS) interacts: in particular, VPN (IPsec and SSL), AV, and web filter. currently, FortiClient (macOS) support on macOS Big Sur (version 11) is offered through Fortinet's beta program. See Fortinet's beta site on the Fortinet Developer Network (FNDN).

The following table lists FortiClient (macOS) 6.4.2 product integration and support information:

Desktop operating systems	• macOS Catalina (version 10.15). You must restart macOS 10.15.4 after FortiClient (macOS) installation. • macOS Mojave (version 10.14)
Minimum system requirements	• Intel processor • 256 MB of RAM • 20 MB of hard disk drive (HDD) space • TCP/IP communication protocol • Ethernet NIC for network connections • Wireless adapter for wireless network connections • Adobe Acrobat Reader for viewing FortiClient documentation
AV engine	• 6.00244
FortiClient EMS	• 6.4.1
FortiOS	The following versions support IPsec and SSL VPN: • 6.4.0 and later • 6.2.0 and later • 6.0.0 and later The following versions support endpoint control: • 6.2.0 and later
FortiAnalyzer	• 6.4.0 and later
FortiManager	• 6.4.0 and later
FortiSandbox	• 3.2.0 and later • 3.1.0 and later • 3.0.0 and later • 2.5.0 and later
FortiAuthenticator	• 6.1.0 and later • 6.0.0 and later

Language support

The following table lists FortiClient language support information:

Language	GUI	XML configuration	Documentation
English	Yes	Yes	Yes
Chinese (simplified)	Yes		
Chinese (traditional)	Yes		
French (France)	Yes		
German	Yes		
Japanese	Yes		
Korean	Yes		
Portuguese (Brazil)	Yes		
Russian	Yes		
Spanish (Spain)	Yes		

The FortiClient language setting defaults to the regional language setting configured on the client workstation unless configured in the XML configuration file.

If the client workstation is configured to a regional language setting that FortiClient does not support, it defaults to English.

Resolved issues

The following issues have been fixed in FortiClient (macOS) 6.4.2. For inquiries about a particular bug, contact Customer Service & Support.

License

Bug ID	Description
681644	Change FortiClient (macOS) full version VPN expiry days from 3 to 30.

GUI

Bug ID	Description
681751	Update for Japanese localization.

Update

Bug ID	Description
630278	FortiClient (macOS) fails to download Sandbox signatures.

Application Firewall

Bug ID	Description
665007	Local host connectivity fails between Selenium application and Chrome driver through FortiClient.
681606	Actions in Japanese.

Malware Protection

Bug ID	Description
681702	Real-time protection fails to work with antivirus exclusion list.

Remote Access

Bug ID	Description
614371	SSL VPN does not connect after waking from sleep.
634608	IPsec VPN gets stuck on connecting when using preshared key with special characters.
662105	FortiClient (macOS) does not load all 1000 routes from FortiGate SSL VPN.
665426	SAML SSL VPN in tunnel mode breaks when using Active Directory Federation Services Duo two-factor authentication solution.
675240	IPv6 IPsec VPN does not work if kernel extension is deprecated in macOS 11.0 or 10.15.7.
678578	SAML VPN does not work when user starts it from tray.

Vulnerability Scan

Bug ID	Description
656814	FortiClient does not parse vulnerability scan results correctly for Microsoft Office applications.

Endpoint control

Bug ID	Description
648632	FortiClient should send MAC and IP address tuple list to EMS.
650443	User cannot change GUI language with `<culture_code>`.
651097	FortiClient (macOS) cannot sync profile if registering to a new/second EMS.
653853	Domain information that FortiClient (macOS) reports to EMS is inconsistent with GUI.
664426	FortiClient should use FortiGuard Distribution Server response for determining public/peer IP address for on-fabric rules.

Bug ID	Description
666567	Endpoint control protocol issues.
672914	Endpoint control issues affect EMS performance.

Performance

Bug ID	Description
628843	Approximately four hours after bootup, FortiClient consumes up to 5 GB RAM.
660805	FortiClient (macOS) installation causes severe impact to macOS, including instability, freezes, hangs, and reboots.

Known issues

The following issues have been identified in FortiClient (macOS) 6.4.2. For inquiries about a particular bug or to report a bug, contact Customer Service & Support.

FortiClient Cloud

Bug ID	Description
664634	FortiClient cannot register with FortiClient Cloud if connection key has char "-".

Endpoint control

Bug ID	Description
641503	Cannot send EMS serial number to FortiClient.
646115	Endpoint running process and network statistics information is not visible on EMS.
655449	Assigning a gateway list to endpoint results in Telemetry connection issue to FortiClient Cloud.
672056	FortiClient (macOS) is stuck in Telemetry syncing state.
675953	FortiClient cannot store the Telemetry connection key.
682875	Zero Trust tag rule for Active Directory domain does not match for macOS devices.
683123	FortiClient becomes offline/out-of-sync with FortiClient Cloud EMS, affecting deployment.

Remote Access

Bug ID	Description
626322	macOS endpoint does not use DNS suffixes configured in OS.
627962	FortiClient IP address shows local address on EMS while connected via tunnel instead of tunnel address.
666152	AirDrop does not work when SSL VPN is connected on FortiClient.
678564	FortiClient (macOS) does not honor `remoteauthtimeout` or `login-timeout` from FortiGate with SAML authentication.

Sandbox

Bug ID	Description
676017	FortiClient (macOS) does not send files to FortiSandbox for analysis.

Web Filter

Bug ID	Description
646019	Web Filter blocks connections to locally-hosted web server.

Configuration

Bug ID	Description
650334	Feature list for log settings is inconsistent between EMS and FortiClient.

Multitenancy

Bug ID	Description
647428	FortiClient (macOS) does not send software inventory to custom site.

Update

Bug ID	Description
582302	FortiClient cannot get signature from FortiManager using HTTPS due to failed certificate check.

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