

Release Notes

FortiCamera Cloud 23.3



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July 13, 2023

FortiCamera Cloud 23.3 Release Notes

00-231-843694-20230713

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Change log

Date	Change Description
2023-02-15	Initial release.
2023-07-13	FortiCamera Cloud 23.3 release.

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 the FortiCamera Cloud 23.3 build 23 release.

What's new

- Support for the FortiCam-MC51-C camera model
- Support for relative focus with ONVIF cloud managed cameras

Improvements

- You can now use FortiCamera Cloud even when the FortiCloud API is offline
- Connectivity graphs now accurately reflect the current network connection for each camera
- License status is now refreshed upon login
- Header dropdown lists now use the newest FortiCloud design

Resolved issues

- Connectivity graph for 1-day and 1-hour ranges was not correct
- FortiRecorder managed camera remove sync with camera claim page
- Video streams might not work correctly due to an internal timer
- Camera Wi-Fi password could be displayed
- Video streams could not display error messages
- When upgrading, the firmware upgrade bit was set, even if the upgrade failed

Known issues

- None.

Special notices



This is a beta release. Some features could change, or are not yet optimized.

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

Compatibility

FortiCamera

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

Currently the following cloud native models are supported:

- FortiCam-CD51-C
- FortiCam-CD55-C
- FortiCam-MC51-C

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

FortiRecorder

On-site camera deployments with FortiRecorder can be fully or partially integrated with FortiCamera Cloud. This allows viewing the recorder-based cameras and their recordings on the FortiCamera Cloud portal very similar to and alongside cloud native cameras. Essential configuration like streaming quality and resolution are managed from the cloud while storage and other settings are set on the recorder.

To enable **Managed by cloud** for cameras that are connected via FortiRecorder, you must upload a license to FortiRecorder such as the following:

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

This is a permanent stackable license. It is applied to the FortiRecorder serial number on FortiCare.

Note that these cameras also require an active subscription license like the native cloud cameras. See [Licensing on page 13](#).

Supported web browsers

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

- Apple Safari 15
- Google Chrome 105

- Microsoft Edge 105
- Mozilla Firefox 104

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

Recommended screen resolution

The minimum recommended screen resolution is 1920 x 1080 pixels. Please adjust your screen resolution accordingly. Otherwise the GUI might not display properly.

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
FC1-10-FCCLD-518-02-DD	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.

See also [Compatibility on page 11](#) and the [FortiCamera Cloud Portal Guide](#).



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