

Release Notes

FortiSOAR Cloud 7.4.3



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December, 2023

FortiSOAR Cloud 7.4.3 Release Notes

00-400-000000-20210416

TABLE OF CONTENTS

Change Log	4
FortiSOAR Cloud 7.4.3 Release	5
New features and enhancements	6
Special Notices	7
FortiCloud Premium License	7
Upgrading FortiSOAR Cloud	7
Upgrade Information	8
Downgrading to previous versions	9
Product Integration and Support	10
Web Browsers & Recommended Resolution	10
Resolved Issues	11
UI Fixes	11
Other Fixes	11

Change Log

Date	Change Description
2023-12-01	Initial release of 7.4.3

FortiSOAR Cloud 7.4.3 Release

FortiSOAR Cloud is a cloud-hosted Security Orchestration & Automated Response (SOAR) platform. It provides solutions for automating incident triaging & investigation by seamlessly integrating with over 500+ security platforms, resulting in faster responses, streamlined containment, and reduced mitigation times - from hours to seconds.

This document provides information about FortiSOAR Cloud version 7.4.3. For information on all FortiSOAR features and how to use and configure them, see the [FortiSOAR Documentation Library](#).

New features and enhancements

No important features or enhancements are added in FortiSOAR Cloud release 7.4.3. However, this release addresses a critical issue of connectors not working after backup and restore due to missing 'Python' dependencies, which affects fresh installations of FortiSOAR Cloud 7.4.2. Therefore, it is highly recommended to upgrade fresh installations of 7.4.2 instances to 7.4.3.

Special Notices

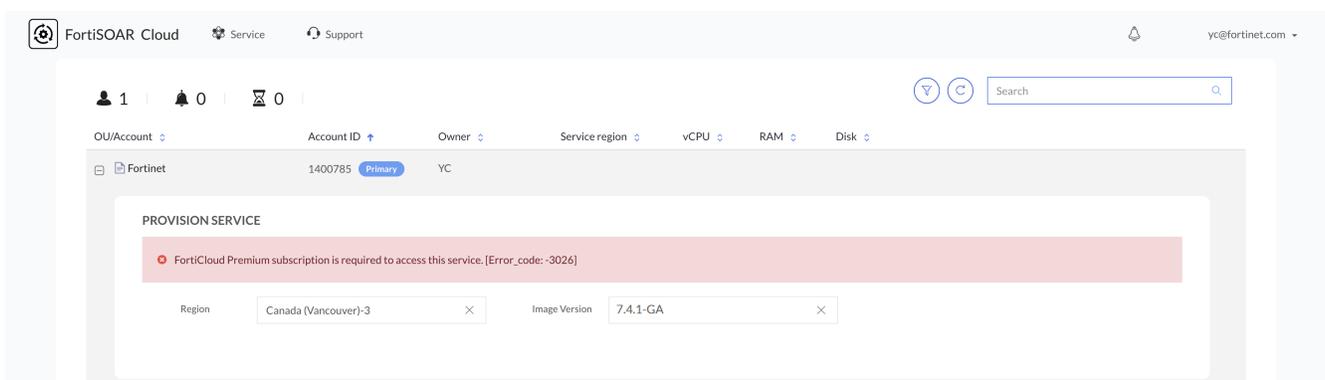
This section highlights some of the operational changes that administrators should be aware of in FortiSOAR Cloud version 7.4.3.



Only a single FortiSOAR Cloud VM is supported per FortiCare account.

FortiCloud Premium License

The FortiSOAR Cloud portal checks for the FortiCloud Premium license. If the FortiSOAR Cloud license is valid but the FortiCloud Premium license has expired, a warning is displayed, as shown in the following image:



To access the portal, renew the FortiCloud Premium license.

Upgrading FortiSOAR Cloud

Upgrading FortiSOAR Cloud is a manual process, as defined in the [Upgrade Information](#) chapter. Also, in case of an upgrade failure, the account owner needs to go to the FortiCloud portal and manually revert the snapshot.

Upgrade Information

You can upgrade FortiSOAR Cloud using the Cloud portal.

1. Log onto the FortiSOAR Cloud Portal and navigate to your FortiSOAR Cloud VM page:

The screenshot shows the FortiSOAR Cloud portal interface. At the top, there are navigation links for 'FortiSOAR Cloud', 'Service', and 'Support', along with a user profile 'testuser@mailinator.com'. Below the navigation, there are icons for user count (1), notifications (0), and a timer (0). A search bar is present. The main content area displays VM details: 'Service Description: FortiSOAR Cloud', 'Expiration Date: 2024-08-21 (with a 'Detail' link)', and 'Service Version: v7.4.1-build3167'. A context menu is open over the 'WebSSH' button, showing options: 'Reboot', 'Snapshot', and 'Revert'. At the bottom of the page, there are links for 'Terms of Service', 'Privacy Policy', 'Release Notes', and 'Feedback', along with version information 'v23.3.b0158' and copyright 'Copyright © 2023 Fortinet, Inc. All rights reserved.'

2. To take a snapshot, click the **Snapshot** button.
Note: Your FortiSOAR Cloud VM stops while the snapshot is in progress. Once the snapshot is completed the FortiSOAR Cloud VM restarts.
3. Once your FortiSOAR Cloud VM has come up, go to the console of your FortiSOAR Cloud VM by clicking the **WebSSH** button.
4. Check that you are connected to a `tmux` session. A `tmux` session is needed for situations where network connectivity is less than favorable. You can check your `tmux` session using the following command:

```
# tmux ls
```

 This command returns an output such as the following example:

```
0: 1 windows (created Thu Nov 24 09:37:47 2022) [170x47]
```

 Log back into the SSH console and run the following command to reattach the `tmux` session:

```
tmux attach-session -t 0
```
5. To upgrade your FortiSOAR Cloud, use the steps listed in the "Upgrading FortiSOAR" chapter in the *FortiSOAR Upgrade Guide*.



In case the upgrade fails, collect the logs using the FortiSOAR UI. In the FortiSOAR UI, click the **FortiSOAR Version Number Build Number** link to display the FortiSOAR dialog. Click the **Download Logs** link in the FortiSOAR dialog to download FortiSOAR logs. You can also use the `csadm log --collect` command to collect the logs. Once you have collected the logs, revert the snapshot from the FortiCloud portal, and then open a support ticket with the logs attached so that Fortinet support can assist with the upgrade.

Downgrading to previous versions

Downgrading to previous versions of FortiSOAR Cloud is not supported.

Product Integration and Support

FortiSOAR Cloud version 7.4.3 supports the following item:

- Web browser support

Web Browsers & Recommended Resolution

FortiSOAR Cloud 7.4.3 User Interface has been tested on the following browsers:

- Google Chrome version 119.0.6045.160
- Mozilla Firefox version 120.0
- Microsoft Edge version 119.0.2151.72
- Safari version 16.6 (18615.3.12.11.2)
- The recommended minimum screen resolution for the FortiSOAR Cloud GUI is 1920 x 1080. Please adjust the screen resolution accordingly. Otherwise, the GUI might not get properly displayed.

Resolved Issues

The following important defect has been addressed in FortiSOAR Cloud release 7.4.3:

UI Fixes

Bug ID	Description
0967023	Fixed an issue where the user interface would not load for users who had an active session during the upgrade to FortiSOAR Cloud release 7.4.2.

Other Fixes

Bug ID	Description
0961985	Fixed the issue of connectors not working after backup and restore due to missing 'Python' dependencies. This issue affects fresh installations of FortiSOAR Cloud 7.4.2, so, it is highly recommended to upgrade your 7.4.2 instances to 7.4.3.



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