# Release Notes

**FortiManager Cloud 7.6.4**

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# Change log

| Date | Change Description |
|------|-------------------|
| 2025-08-27 | Initial release. |
| 2025-08-29 | Updated Resolved issues on page 12 and Known issues on page 17. |
| 2025-10-08 | Updated Upgrade information on page 7. |

# FortiManager Cloud 7.6.4 release

This document provides information about FortiManager Cloud version 7.6.4 build 3579.

The recommended minimum screen resolution for the FortiManager Cloud GUI is 1920 x 1080. Please adjust the screen resolution accordingly. Otherwise, the GUI may not display properly.

# Special Notices

This section highlights some of the operational changes that administrators should be aware of in 7.6.4.

There are no special notices for this release.

# FortiAI for FortiManager Cloud

FortiManager Cloud supports FortiAi with the following licenses:

- FC1-10-MVCLD-1118-01-DD: Support FortiAI for instances managing 10 devices/vdoms
- FC2-10-MVCLD-1118-01-DD: Support FortiAI for instances managing 100 devices/vdoms
- FC3-10-MVCLD-1118-01-DD: Support FortiAI for instances managing 1000 devices/vdoms

# Upgrade information

A notification is displayed in the FortiManager Cloud notification drawer when a new version of the firmware is available. You can chose to upgrade immediately or schedule the upgrade for a later date.

|  |  |
|---|---|
| 💡 | Administrators can perform firmware upgrades from within the FortiManager Cloud *Dashboard* or notification drawer.<br><br>An administrator with *Super_User* permissions is required to perform the upgrade. |

|  |  |
|---|---|
| 🛠 | To keep FortiManager Cloud secure and up to date, it is recommended that you upgrade your 7.6 release to the latest release build.<br><br>An email will be sent to notify you when an upgrade is mandatory. After receiving the notification, you will have 14 days to complete the upgrade. See Mandatory upgrades on page 8 |

|  |  |
|---|---|
| 💡 | FortiManager Cloud supports FortiOS versions 7.6, 7.4, and 7.2. You must upgrade all managed FortiGates to FortiOS version 7.2 or later. |

**To upgrade firmware from the notification drawer:**

1. Go to FortiManager Cloud (https://fortimanager.forticloud.com/), and use your FortiCloud account credentials to log in. An administrator with *Super_User* permissions is required to perform the upgrade.
2. Expand the notification drawer to view information about available firmware upgrades.
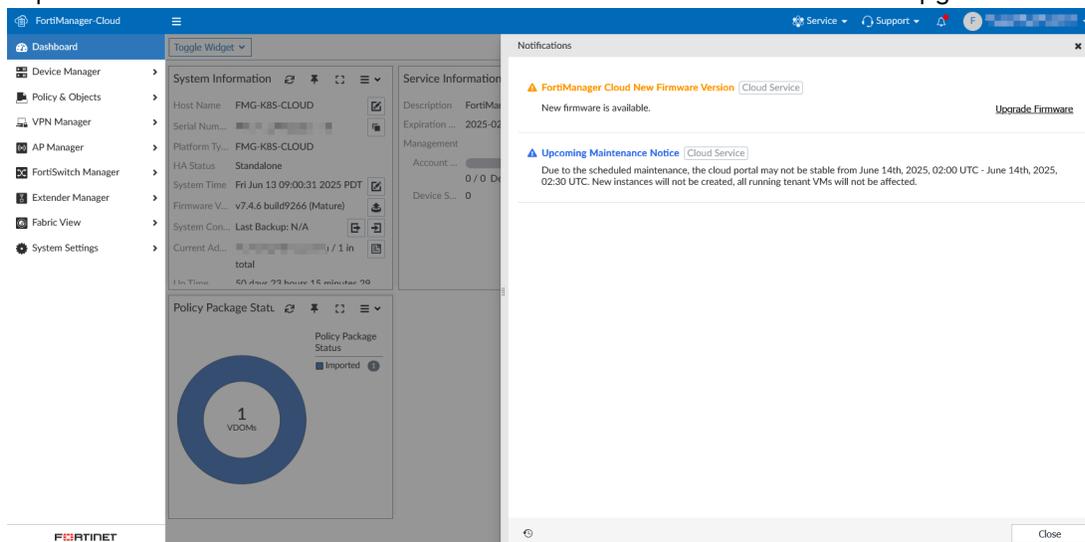


3. Click *Upgrade Firmware* to update the firmware immediately or to schedule upgrade of the firmware for a later date.
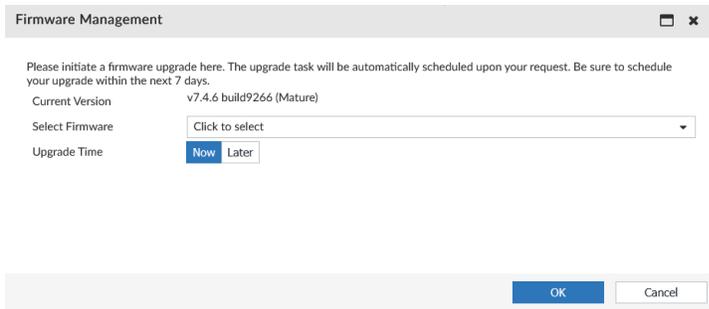
4. Click *OK* to perform or schedule the upgrade.

**To upgrade firmware from the Dashboard:**

1. Log in to your FortiManager Cloud instance.
2. Go to *Dashboard* in the tree menu.
3. In the *System Information* widget, select the upgrade icon next to the firmware version.

   The *Firmware Management* dialog appears. The current firmware version is displayed along with upgrade options.
4. In the *Select Firmware* field, choose an available firmware version.
5. In the *Upgrade Time* choose *Now* or *Later*.
   - *Now*: Begin the upgrade immediately.
   - *Later*: Schedule the upgrade for a later time.
6. Click *OK*. The upgrade will be completed based on the selected options.

# FortiManager Cloud upgrade path

When upgrading FortiManager Cloud between major/minor versions, you must first upgrade to the latest patch release for the current version and any intermediate versions.

For example, in order to upgrade FortiManager Cloud from version 7.2.x to 7.6.x, you must first upgrade to the latest 7.2 patch version, followed by the latest 7.4 patch version, before finally upgrading to the target 7.6.x release.

The FortiManager Cloud firmware version selection menu only displays the next eligible version that your instance can be upgraded to in the path. In the example above, the 7.4 firmware would not be displayed as an option until you have updated to the latest available 7.2 patch version.

# Mandatory upgrades

When a firmware upgrade is mandatory, a *Firmware Management* dialog window will appear when you access your instance. This dialog provides details about the upgrade deadline and options for upgrading your firmware

version. You can choose to upgrade immediately or schedule the upgrade for a later time. This dialog cannot be bypassed.
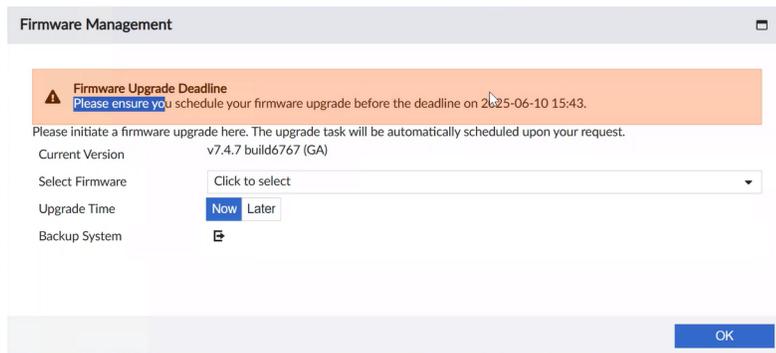


After the deadline has passed, you can still connect to your instance's GUI to see the *Firmware Management* dialog window, however, you will only have the option to upgrade immediately. This dialog cannot be bypassed and you will not be able to access your instance until the upgrade is completed.
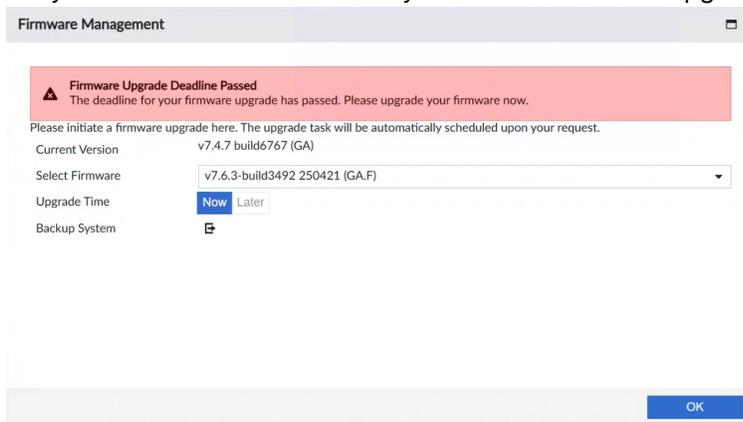


# Downgrading to previous firmware versions

Downgrade to previous versions of FortiManager Cloud firmware is not supported.

# Product integration and support

FortiManager Cloud version 7.6.4 supports the following items:

- Web browser support on page 10
- FortiOS support on page 10
- FortiGate model support on page 11
- Language support on page 11
- Outbound connectivity from FortiManager Cloud on page 11

## Web browser support

FortiManager Cloud version 7.6.4 supports the following web browsers:

- Microsoft Edge 114
- Mozilla Firefox version 96
- Google Chrome version 114

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

## FortiOS support

FortiManager Cloud version 7.6.4 supports the following FortiOS versions:

- 7.6.0 and later
- 7.4.0 and later
- 7.2.0 and later
- 7.0.0 and later

> For the complete list of supported FortiOS versions including versions with compatibility issues, see the FortiManager Release Notes.

# FortiGate model support

FortiManager Cloud version 7.6.4 supports the same FortiGate models as FortiManager 7.6.4.

For a list of supported FortiGate models, see the *FortiManager 7.6.4 Release Notes* on the Document Library.

# Language support

The following table lists FortiManager Cloud language support information.

| Language | GUI | Reports |
|---|:---:|:---:|
| **English** | ✓ | ✓ |
| **Chinese (Simplified)** | ✓ | ✓ |
| **Chinese (Traditional)** | ✓ | ✓ |
| **French** | ✓ | ✓ |
| **Japanese** | ✓ | ✓ |
| **Korean** | ✓ | ✓ |
| **Spanish** | ✓ | ✓ |
| **Portuguese** | | ✓ |

To change the FortiManager Cloud language setting, go to *System Settings > Admin > Admin Settings*, in *Administrative Settings > Language* select the desired language on the drop-down menu. The default value is *Auto Detect*.

# Outbound connectivity from FortiManager Cloud

FortiManager Cloud supports initiating outbound traffic to supported external services such as public cloud connectors (for example, AWS, Azure) and on-premises systems (for example, Cisco ISE) when these endpoints are reachable over the public Internet.

For more information, see External Connectors in the FortiManager Administration Guide.

# Resolved issues

The following issues have been fixed in 7.6.4. To inquire about a particular bug, please contact Customer Service & Support.

## AP Manager

| Bug ID | Description |
|--------|-------------|
| 1131117 | Not able to activate Factory Default profiles; GUI returns error, "The selected platform is no longer supported." |
| 1150508 | Unable to set the Override Radio feature for managed APs under the *AP Manager*. |
| 1148572 | SSID per-device-mapping cannot save the DHCP server settings. |

## Device Manager

| Bug ID | Description |
|--------|-------------|
| 1094451 | If the *Timezone* field in the *System Template* is left blank, FortiManager Cloud may apply its default timezone and overwrite the existing timezone on the FortiGates. |
| 1119223 | FortiManager erroneously tries to "unset annex" on DSL interface on the FortiGate "FGT-50G-DLS". |
| 1129574 | Unable to restrict Firmware upgrade via Admin Profile. |
| 1148864 | During provisioning, if multiple scripts attempt to modify the aggregate interface, the database installation fails with the following error:<br>`[attribute "vdom" check error - runtime error -2: Virtual domain must be`<br>`        same as virtual domain () for all aggregate/redundant interfaces]`<br>This issue occurs only with aggregate interfaces. |
| 1149973 | In the HA Status section of the managed FortiGate, the Uptime and State Changed fields are not populated. |
| 1152564 | Unable to edit route-map due to the following error "rule/2/set-priority is out of range (property: set-priority)" |
| 1153376 | If devices are added to FortiManager Cloud after SD-WAN is enabled, then *Traffic Shaping/SD-WAN* may display No Data or No Records Found. |

| Bug ID | Description |
|--------|-------------|
| | If the user enables SD-WAN after the device is already managed by FortiManager Cloud, there should be no issue. |
| 1166830 | FortiGates may be unexpectedly renamed during policy package installation when deploying to multiple devices (more than 5). |
| 1167436 | FortiManager Cloud displays "retrievehaconffail" error when performing retrieve config for FortiGate's HA cluster. |

# FortiSwitch Manager

| Bug ID | Description |
|--------|-------------|
| 1097467 | There is a mismatch in the per-VDOM limit between the Managed FortiSwitch on the FortiManager and the actual FortiGate, causing a copy failure error when installing the configuration. So far, this issue has been observed on the FGT-90G. |
| 1153287 | The maximum number of managed FortiSwitches on FortiManager does not match with the maximum number of managed FortiSwitches by FortiGate, resulting in a copy failure error during installation to FortiGates. |
| 1161320 | FortiManager Cloud shows an incomplete FortiSwitch topology compared with FortiGate. |

# Others

| Bug ID | Description |
|--------|-------------|
| 1065593 | Not able to upgrade ADOM. |
| 1071646 | Formatted Event logs do not display the correct timestamp. |
| 1113799 | Unable to upgarde the FortiAP or FortiSwitch form FortiManager Cloud. |
| 1125382 | When EMS is added as a Fabric Connector to these FortiGates from FortiManager, all devices appear under FortiManager-managed devices, but only the primary FortiGates serial number is displayed. |
| 1142559 | When attempting to upload the firmware image from FortiGuard, FortiManager returns the following error "Code: -1, Invalid image". This issue has primarily been observed on FortiGate hardware platforms running special build firmware versions, where the image contains an encrypted MBR such as on the FortiGateRugged-70G-5G-Dual, FortiGateRugged-70G, FortiGateRugged-50G-5G, FortiWiFi-70G models. |

| Bug ID | Description |
| --- | --- |
| 1145473 | Upgrading ADOM fails with fortiextender object errors "Fail (errno=0):invalid value" and "fail: err=-999,The string contains XSS vulnerability characters" |
| 1147636 | Universal connector card on *Fabric View* page is missing under *Fabric View > Endpoint/Identity connectors*. |
| 1160086 | Unable to upgrade ADOM from v7.2 to v7.4 due to HTTP3(QUIC) error in deep-inspection profile. |
| 1168422 | FortiManager Cloud does not properly support the "FortiGate-50G-SFP-POE" platform. |
| 1169450 | When Backup ADOM is enabled and auto-sync is configured, FortiManager Cloud is not able to automatically retrieve the changes from FortiGate devices. Devices should remain in sync without the need for manual retrieval. |
| 1170281 | Not able to create a new VDOM or remove any interfaces from VDOMs when Workspace mode is enabled. |
| 1177051 | "retrievehaconffail" error has been observed when performing retrieve config on the FortiManager Cloud GUI. |

# Policy and Objects

| Bug ID | Description |
| --- | --- |
| 1179704 | FortiManager Cloud attempted to remove internet-service-custom objects from the FortiGates; however, the installation failed due to syntax incompatibility caused by static entries that cannot be deleted. |
| 1092581 | FortiManager Cloud cannot modify `rat-timeout-profile` in Policy Packages. |
| 1011220 | FortiManager Cloud constantly changes the UUID of some objects. |
| 1180805 | FortiManager Cloud is attempting to purge the "`webfilter ftgd-risk-level`" entries; however, because these are static, default built-in entries on the FortiGates, the installation fails. |
| 1054707 | FortiManager Cloud try to install "`unset qos-policy`" and installation fails. |
| 1087777 | During policy installation, FortiManager Cloud tries to delete firewall address object for the SSID interface UUID causing PP Modifying |
| 1142983 | In FortiManager, creating a threat feed connector and applying it to multiple VDOMs results in the same UUID being assigned across all instances. This behavior may lead to duplicate UUID issues. |
| 1171386 | Install failure might be observed when pushing proxy-based antivirus profile to FortiGate models FGT-40F and FGT-60F. |

| Bug ID | Description |
|--------|-------------|
| 1162327 | Install preview may get stuck if another user is simultaneously pushing an install on a different FortiGate within FortiManager Cloud. |
| 1169058 | Installation might fail to these devices "FGT/FWF-30G/31G" due to some unsupported syntax. |
| 1134276 | Installation of `config system ddns` configuration fails. |
| 1167035 | Installation to FortiGates with multiple VDOMs might fail with the following error message:<br>"max entry. object: firewall internet-service-custom. detail: global limit. solution: limit is 512" |
| 1131041 | Not able to create a ZTNA server due to the certificate error. |
| 1186242 | Policy package installation with VIP type "server-load-balance" fails when VDOM exception "firewall.vip" is enabled |
| 1089894 | The Policy Package import may hang indefinitely on a specific FortiGate VDOM due to recursive object references. |
| 1078598 | Unable to import policy due to issues related to the protocol-options feature. |
| 1154383 | Unable to move policy packages & move/delete folders. Error "cannot get pkg path" is displayed. |
| 1096879 | When checking the policy package diff, FortiManager Cloud shows that the `system replacemsg spam` entry will be deleted; however, this change is not reflected in the install log. |
| 1157272 | When creating a new entry under the Logical Relationship for a DLP dictionary, the Pattern field must be completed only for the applicable entry types; it should remain blank for those that do not require it. |
| 1152640 | When no port setting (empty value) has been set for HTTPS on SSL/SSH Inspection Profile, the installation preview shows error "https ... Must set at least one port (default port:443) or enable ssl inspect-all". |
| 971065 | When the number of Custom Internet Services exceeds 256, installation fails due to this limitation. |
| 1173197 | Where Used feature is not working for objects that contain a forward slash (/). |

# System Settings

| Bug ID | Description |
|--------|-------------|
| 1169081 | When clicking on the *Approve this request* link in the *Workflow* mode, the following error message can be observed. "Unable to complete action, failed to 'approve'. " |

| Bug ID | Description |
|--------|-------------|
|  | **Workaround:**<br><br>Log in to FortiManager Cloud to approve the task. |

# VPN Manager

| Bug ID | Description |
|--------|-------------|
| 1166323 | The *VPN Manager > IPsec VPN Communities* page no longer displays correctly the page loads but shows only a blank (white) screen. |

# Known issues

Known issues are organized into the following categories:

- New known issues
- Existing known issues

To inquire about a particular bug or to report a bug, please contact Fortinet Customer Service & Support.

# New known issues

## Device Manager

| Bug ID | Description |
|--------|-------------|
| 1198163 | When installing an SD-WAN static route via a template, the push fails with a duplicated route error. |

## FortiSwitch Manager

| Bug ID | Description |
|--------|-------------|
| 1193285 | When changing the name of a FortiSwitch from FortiSwitch Manager, the next Installation will reset the ports configuration of the switch to default configuration.<br>**Workaround:**<br>Ensure the switch name in both FortiSwitch Manager and device DB (switch-controller managed-switch) are the same prior to installation. |

## Others

| Bug ID | Description |
|--------|-------------|
| 1199504 | When Workspace is in Workflow mode, the fmg-admin may observe "You have no write permission to do this operation" error message when attempting to modify an interface. |
| 1201751 | Unable to add managed FortiAnalyzer to FortiManager Cloud. |

| Bug ID | Description |
|--------|-------------|
| 1230277 | If the ADOM in an earlier FortiManager Cloud version contains DLP dictionary entries named "fg-*"—which are reserved in FortiManager Cloud 7.6—the upgrade from ADOM 7.4 to 7.6 will fail. The upgrade process attempts to copy these reserved-name objects, but ADOM 7.6 does not allow them to be created or modified. |

## Policy & Objects

| Bug ID | Description |
|--------|-------------|
| 1198075 | Upon any modification, policy installation will result in attempt to purge dns-database even though no changes are made to dns database.<br>**Workaround:**<br>Attach CLI template to device with the `config system dns-database` configuration.<br>1. On the FortiGate, run the following CLI command:<br><br>`config system dns-database`<br>       `show`<br>`end`<br><br>2. On FortiManager Cloud (*Device Manager*), create a new CLI Provisioning Template and paste the FortiGate CLI output from step 1; assign the template to the respective FortiGate.<br>3. Verify if the Purge command shown in the install preview and proceed to install the config if it's not purging the dns-database. |
| 1212118 | Reinstalling policy packages for more than three devices may cause the Application Security Console to crash.<br>**Workaround:**<br>• Just select to install two device at the same time.<br>• Use normal installation process, instead of Re-Install. |

# Existing known issues

The following issues have been identified in a previous version of FortiManager Cloud and remain in FortiManager Cloud 7.6.4.

# AP Manager

| Bug ID | Description |
|--------|-------------|
| 1086946 | The FortiAP upgrade via FortiManager Cloud may fail (on FortiGate 7.6.1). The process could stop at the controller_download_image step or experience a prolonged stall, eventually resulting in a timeout. |
| 1173274 | FortiManager Cloud is trying to enable ddscan when it is not enabled on ADOM db, device db, and AP Manager profile |
| 1174004 | After FortiManager Cloud's upgrade to 7.4.7, FortiManager Cloud may suggest to "set ddscan enable" during the first installation, and this may create some issue on FortiAPs connected to the FortiGate. |
| 1178251 | FortiManager Cloud is attempting to unset the `auth-cert` on the wireless-controller VAP during every installation. |
| 1204035 | FAP-231K is not supported by FortiManager. |

# Device Manager

| Bug ID | Description |
|--------|-------------|
| 1028515 | The Greenwich time zone on FortiGate is not supported on the FortiManager Cloud. |
| 1102790 | FortiManager Cloud pushes the unset auto-connect command to `config system lte-modem`, where the default value is disabled on FortiOS but still enabled on FortiManager Cloud. |
| 1152287 | HA group-id not inherited from CSV file or from pre-run script. |
| 1173182 | CLI Template Installation Fails with error message "SSID rename not allowed". |
| 1176785 | Getting error while importing certificate 'no write permission to do this operation'. **Workaround:** Run script on device database to import the certificate. |

# Others

| Bug ID | Description |
|--------|-------------|
| 1105387 | The upgrade task failed when the FortiManager Cloud attempted to send the image to the FortiGates. The image file transfer between FortiManager Cloud and FortiGate appeared to fail over the FGFM tunnel. FortiManager Cloud timed out and was unable to retrieve the FortiGate version (first observed in FortiGate version 7.6.1). **Workaround:** |

| Bug ID | Description |
|---|---|
| | Enable option "Let Device Download Firmware From FortiGuard" in FortiManager side. |
| 1126662 | In a FortiGate HA setup running on the public cloud platform, the FortiManager Cloud attempts to install changes on static routes, which may cause routes to be deleted after an HA failover. |
| 1158842 | The FortiManager Cloud dashboard *FortiGuard license status* does not display the same data as shown on the FortiGuard page. |
| 1199504 | When Workspace is in Workflow mode, the fmg-admin may observe "You have no write permission to do this operation" error message when attempting to modify an interface. |
| 1217534 | During an upgrade of a FortiGate-HA cluster via FortiManager Cloud, if the disk-check feature is enabled, it may cause all cluster members to reboot simultaneously. This can result in an unexpected traffic interruption. <br> **Workaround**: <br> To prevent this issue, disable the disk check before performing the upgrade: <br><br> `config fmupdate fwm-setting` <br> `set check-fgt-disk disable` <br> `end` |

# Policy & Objects

| Bug ID | Description |
|---|---|
| 1160047 | Application control category "GenAI" is missing in FortiManager, but present in FortiGate. <br> **Workaround:** <br> Copy a FortiGate application list (Applist) from the CLI that includes Category 36, and insert it into a CLI template in FortiManager. Assign CLI template to FortiGate. |
| 1181585 | "Where Used" feature does not function. |
| 1196308 | EMS server security posture tags are not fully synchronized with FortiManager Cloud; ZTNA tags comment are missing. |
| 1200063 | Failed to update EMS tags from EMS cloud server on FortiManager Cloud v7.6.x. |
| 1209756 | Policy package installation fails for FGT-30G due to SSL VPN settings not supported by this FortiGate model. |
| 1212118 | Reinstalling policy packages for more than three devices may cause the Application Security Console to crash. <br> **Workaround**: <br> • Just select to install 2 device at the same time. <br> • Use normal installation process, instead of re-install. |

| Bug ID | Description |
|--------|-------------|
| 1215349 | FortiManager may delete policies or settings during device installation due to concurrent database interactions from tasks like auto-updates, policy installs, or HA-related updates running simultaneously.<br>**Workaround**:<br>Consider using policy package installations instead of device installations whenever possible. It is recommended to use Installation Preview before committing any changes to FortiGates. If you observe any unexpected actions, run an Integrity Check. If the issue is confirmed, retrieve the device configuration before proceeding. |
| 1218648 | The Alternative Resources setting under AWS connector is not pushed to FortiGate. |

# System Settings

| Bug ID | Description |
|--------|-------------|
| 1063040 | Unable to import a local certificate into FortiManager Cloud. This issue may occur if the certificate is encrypted with a newer OpenSSL version that FortiManager Cloud does not yet support.<br>**Workaround:**<br>Convert the latest certificate to the legacy format before uploading it to FortiManager Cloud. |
| 1086386 | Unable to save changes for SNMP users in FortiManager Cloud if more than one notification host is configured.<br>**Workaround**:<br>1. Make changes on the FortiGate directly and it would auto sync back to FortiManager Cloud.<br>2. Run a script in FortiManager Cloud adding more hosts and run against relevant FortiGates.<br>For example, something like the following after adding host 1 x.x.x.x via FortiManager Cloud GUI successfully:<br><br>```<br>config system snmp user<br>    edit "user1"<br>        set notify-hosts x.x.x.x y.y.y.y z.z.z.z<br>    next<br>end<br>``` |

# Limitations of FortiManager Cloud

This section lists the features currently unavailable in FortiManager Cloud.

| Feature | Feature available? | Details of limitations and unsupported features |
|---------|--------------------|-------------------------------------------------|
| Dashboard | Yes | • *System Resources*, *Unit Operation*, *Alert Message Console*, and *FortiGuard License Status* widgets are unavailable.<br>• The *Service Information* widget replaces the *License Information* widget. |
| Device Manager | Yes | • Add Device:<br>   • Cannot discover a new device, but can add a model device.<br>• Add FortiAnalyzer: Cannot add a managed FortiAnalyzer device.<br>• Devices & Groups: The *IP Address* of managed devices displayed in the Device Manager is the NATed IP address from the cloud infrastructure, not the real connecting IP address.<br>• Remote access to managed FortiGate: Remote FortiGate GUI access is not supported by FortiManager Cloud. Remote access to FortiGate using SSH is supported. |
| Policy & Objects | Yes | • Because Fortinet cannot host LDAP servers for customers, FortiManager Cloud can only connect to a remote LDAP server on the Internet. You can use NAT with a VIP. |
| AP Manager | Yes | |
| VPN Manager | Yes | |
| Fabric View | Yes | |
| FortiGuard | Not applicable | • FortiManager Cloud does not provide the FortiGuard update service because managed devices can update directly from FortiGuard Cloud. |
| FortiSwitch Manager | Yes | |
| System Settings | Yes | • License Information: Available with FortiManager Cloud entitlement information only.<br>• Administrator: The FortiCloud user ID is the administrator's user name. Additional administrators cannot be added directly from FortiManager Cloud.<br>• Trusted Hosts: Not supported.<br>• Create Clone: Create Clone option is unavailable.<br>• Profile: Available for configuring profiles for Cloud IAM users with custom permissions to FortiManager Cloud.<br>• ADOM: |

| Feature | Feature available? | Details of limitations and unsupported features |
|---|---|---|
| | | <ul><li>ADOMs cannot be created.</li><li>Advanced ADOM mode is not supported.</li></ul><ul><li>Enabling FortiAnalyzer: FortiAnalyzer Features cannot be enabled from FortiManager Cloud.</li><li>Remote Authentication Server: Remote Authentication Server is unavailable.</li><li>SAML SSO: SAML SSO unavailable.</li><li>HA: HA unavailable.</li><li>SNMP monitoring tool is not supported.</li><li>Fabric Management: Fabric Management is not supported on FortiManager Cloud.</li></ul> |

The FortiManager Cloud portal does not support IAM user groups.

**F:::RTINET**