



# FortiSandbox - Release Notes

Version 3.0.4

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FortiSandbox 3.0.4 Release Notes

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# Change Log

Date	Change Description
2019-03-13	Initial release.
2019-07-22	Added known issue 515698.

# Introduction

This document provides the following information for FortiSandbox version 3.0.4 build 0060:

- [Supported models](#)
- [What's New in FortiSandbox 3.0.4](#)
- [Upgrade Information](#)
- [Product Integration and Support](#)
- [Resolved Issues](#)
- [Known Issues](#)

For more information on upgrading your FortiSandbox device, see the *FortiSandbox 3.0.4 Administration Guide*.

## Supported models

FortiSandbox version 3.0.4 supports the FSA-500F, FSA-1000D, FSA-1000F, FSA-2000E, FSA-3000D, FSA-3500D, FSA-3000E, and FSA-VM (AWS, VMware ESXi and KVM) models.



For VM models, the total number of local VMs (default VMs + Android VMs + customized VMs) cannot exceed the local Windows key count.

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## What's New in FortiSandbox 3.0.4

Following is a list of new features in version 3.0.4:

- Displays the new admin port access directly in the GUI; it follows Port1's setting.
- Added new API in JSONRPC to return all job IDs.
- Supports file size limit for archived uncompressed files.
- Added customized VM subscription services for E models.

# Upgrade Information

## Before and after any firmware upgrade

Before any firmware upgrade, save a copy of your FortiSandbox configuration by going to *Dashboard > System Configuration > Backup*.

After any firmware upgrade, if you are using the web UI, clear the browser cache prior to login on the FortiSandbox unit to ensure proper display of the web UI screens.

## Upgrading to 3.0.4

FortiSandbox 3.0.4 officially supports upgrading from version 3.0.0, 3.0.1, 3.0.2, and 3.0.3 to 3.0.4.

When upgrading to 3.0.4 from a version before 3.0.0, it is required that you upgrade to at least 3.0.0 first before upgrading to 3.0.4.

## Upgrading cluster environments



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In a cluster environment, it is recommended to upgrade the cluster in the following order:

1. Slave devices
2. Primary Slave
3. Master

Upgrade a unit after the previous one fully boots up. After upgrade, it is highly recommended to setup a cluster level fail-over IP set, so the fail-over between Master and Primary Slave can occur smoothly.

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## Upgrade procedure

Upgrading FortiSandbox firmware consists of the following steps:

### Step 1: Upgrade the firmware

1. Download the firmware image from the [Fortinet Customer Service & Support](#) portal.
2. When upgrading via the CLI, put the firmware image on a host that supports file copy with the SCP or FTP command. The FortiSandbox must be able to access the SCP or FTP server.

In a console window, enter the following command string to download and install the firmware image:

```
fw-upgrade -b -s<SCP/FTP server IP address> -u<user name> -p<password> -t<ftp|scp> -f<file path>
```

3. When upgrading via the Web-based Manager, go to *System > Dashboard*. In the *System Information* widget, click the *Update* link next to *Firmware Version*. The Firmware Upgrade page is displayed. Browse to the firmware image on the management computer and select the *Submit* button.
4. Microsoft Windows Sandbox VMs must be activated against the Microsoft activation server if they have not been already. This is done automatically after a system reboot. To ensure the activation is successful, port3 of the system must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers.

## Step 2: Install Microsoft Windows VM package

If the unit does not have a Microsoft Windows VM package installed, they can be installed manually.



By default, FortiSandbox supports a base package of 4 Windows VM images.

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**To manually download the package:**

1. **FSA-1000D, FSA-3000D, and FSA-VM-BASE models:**

Download the package from [ftp://fsavm.fortinet.net/images/v3.00/general\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/general_base.pkg)

**FSA-2000E model:**

Download the package from [ftp://fsavm.fortinet.net/images/v3.00/2000E\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/2000E_base.pkg)

**FSA-VM00:**

Download the package from [ftp://fsavm.fortinet.net/images/v3.00/VM00\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/VM00_base.pkg)

**FSA-VMi:**

Download the package from [ftp://fsavm.fortinet.net/images/v3.00/VMi\\_base.pkg](ftp://fsavm.fortinet.net/images/v3.00/VMi_base.pkg)

Users can also purchase, download and install extra Android image packages. These packages can be downloaded from:

**Android:**

Download the package from <ftp://fsavm.fortinet.net/images/v3.00/AndroidVM.pkg.7z>

2. Put the package on a host that supports file copy with the SCP or FTP command. The FortiSandbox must be able to access the SCP or FTP server.
3. In a console window, enter the following command string to download and install the package:

```
fw-upgrade -v -s<SCP/FTP server IP address> -u<user name> -p<password> -t<ftp|scp> -f<file path>
```

## Step 3: Install the Microsoft Office license file

1. If the unit has no Office license file installed, download the Microsoft Office license file from the [Fortinet Customer Service & Support](#) portal.

2. Log into the FortiSandbox and go to *System > Dashboard*. In the *System Information* widget, click the *Upload License* link next to Microsoft Office. The *Microsoft Office License Upload* page is displayed. Browse to the license file on the management computer and select the *Submit* button. The system will reboot.
3. The Microsoft Office license must be activated against the Microsoft activation server. This is done automatically after a system reboot. To ensure the activation is successful, port3 must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers.



For FSA-3000D and FSA-1000D specific models, contact Fortinet Customer Service & Support to obtain the license file.

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## Step 4: Install Windows 8.1 or Windows 10 license files

1. If user purchases Windows 8.1 or Windows 10 support, download the Windows license file from the [Fortinet Customer Service & Support](#) portal
2. Log into FortiSandbox and go to *System > Dashboard*. In the *System Information* widget, click the *Upload License* link next to *Windows VM* field. The *Microsoft VM License Upload* page is displayed. *Browse* to the license file on the management computer and click the *Submit* button. The system will reboot.
3. The Microsoft Windows license must be activated against the Microsoft activation server. This is done automatically after a system reboot. To ensure the activation is successful, port3 must be able to access the Internet and the DNS servers should be able to resolve the Microsoft activation servers. Network configurations for port3 can be configure on the *Scan Policy > General* page.

## Step 5: Check system settings

After upgrading, from a version prior to 2.2.0, the following settings should be checked in order for system to work as expected

1. Check *Network > System Routing* page and *Network > System DNS* page to make sure the static routing and DNS settings are correct for non-guest VM traffic. As port3 is reserved for guest VM traffic, all existing static routings on port3 should be removed.
2. Check *Scan Policy > General* to make sure the next hop Gateway, proxy server and DNS settings are correct for guest VM images to communicate externally.
3. Check *Virtual Machine > VM Images* page to make sure the clone number of each VM type is expected.
4. Check *Scan Policy > Scan Profile* page to make sure each file type is scanned by the correct VM type.
5. Go to *Scan Policy > URL Category* page to make sure the checked URL categories should be excluded from the malicious list.
6. Go to *Log & Report > Log Servers* to make sure the log servers are receiving expected levels of logs.



When upgrading from a previous release, the database will be rebuilt. The *Database Not Ready* message will be displayed on web pages.  
The rebuild time depends on the existing data volume.

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## Downgrading to previous firmware versions

Downgrading to previous firmware versions is not supported.

## FortiSandbox VM firmware

Fortinet provides FortiSandbox VM firmware images for VMware ESXi and Kernel Virtual Machine (KVM) virtualization environments.



For more information, see the VM Installation Guide in the [Fortinet Document Library](#).

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## Firmware image checksums

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

# Product Integration and Support

## FortiSandbox 3.0.4 support

The following table lists FortiSandbox version 3.0.4 product integration and support information.

<b>Web Browsers</b>	<ul style="list-style-type: none"><li>• Microsoft Edge version 42</li><li>• Microsoft Internet Explorer version 11</li><li>• Mozilla Firefox version 61</li><li>• Google Chrome version 59</li><li>• Opera version 54</li></ul> <p>Other web browsers may function correctly, but are not supported by Fortinet.</p>
<b>FortiAnalyzer</b>	<ul style="list-style-type: none"><li>• 6.2.0 (all FortiSandbox models)</li><li>• 6.0.0 and later (all FortiSandbox models except FSA-500F/1000F)</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li><li>• 5.0.8 and later</li></ul>
<b>FortiADC</b>	<ul style="list-style-type: none"><li>• 5.0.1 and later</li></ul>
<b>FortiClient</b>	<ul style="list-style-type: none"><li>• 6.0.1 and later</li><li>• 5.6.0 and later</li></ul>
<b>FortiMail</b>	<ul style="list-style-type: none"><li>• 6.0.0 and later</li><li>• 5.4.0 and later</li><li>• 5.3.0 and later</li><li>• 5.2.0 and later</li></ul>
<b>FortiManager</b>	<ul style="list-style-type: none"><li>• 6.0.0 and later</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li><li>• 5.0.8 and later</li></ul>
<b>FortiOS/FortiOS Carrier</b>	<ul style="list-style-type: none"><li>• 6.0.0 and later</li><li>• 5.6.0 and later</li><li>• 5.4.0 and later</li><li>• 5.2.0 and later</li><li>• 5.0.4 and later</li></ul>
<b>FortiWeb</b>	<ul style="list-style-type: none"><li>• 6.0.0</li><li>• 5.9.0</li><li>• 5.8.0 and later</li><li>• 5.7.0 and later</li></ul>

**Virtualization Environment**

- 5.6.0 and later
- VMware ESXi 5.1, 5.5, or 6.0 and later
- KVM

# Resolved Issues

The following issues have been fixed in version 3.0.4. For inquiries about a particular bug, please contact [Customer Service & Support](#).

## Resolved issues

Bug ID	Description
523444	FortiSandbox 3000E freeze.
524377	FortiGuard Server Settings/Use Proxy does not save the info.
527145	No longer using IPV6 for test-network command.
528375	URLs piling up for assignment and half of the clones do not run.
534771	FortiSandbox's VM sent SPAM Mail to outside network.
536259	Pending files in the job queue never get scanned.
536476	Cluster node 3000E's VM keep entering into recovery (every 3 minutes).
537211	No more key with confirmation ID left to activate Windows 7 offline due to no internet access.

## Common vulnerabilities and exposures

Bug ID	Description
520704	FortiSandbox 3.0.4 is no longer vulnerable to the following CVE-References: <ul style="list-style-type: none"><li>• CVE-2018-10115</li></ul>

# Known Issues

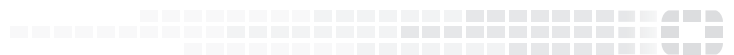
The following are the known issues that have been identified in version 3.0.4. For inquiries about a particular bug or to report a bug, please contact [Customer Service & Support](#).

## Known issues

Bug ID	Description
539165	GUI VM Status page never times out.
540246	DNS IP address not assigned to custom VMs.
540724	Members' VM list isn't synced to the HC Master if the global network scan profile manager is enabled.
543276	Resetting EMS file limitations affects other standalone FCTs.
543494	JSONAPI batch query may return the same job ID.
515698	VM Image page becomes empty after factory resetting a VM00 or 1000F unit



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