# FortiClient (Windows) - Release Notes

Version 5.6.6

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FortiClient (Windows) 5.6.6 Release Notes
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# Change Log

| Date | Change Description |
|---|---|
| 2018-03-08 | Initial release of FortiClient (Windows) 5.6.6. |
| 2018-03-12 | Added detail in Installation Information on page 9. |
| 2018-03-29 | Added special notice about FortiOS 6.0.0 compatibility when using SSL VPN. |
| 2018-07-16 | Updated Installation Information on page 9. |
| 2018-07-17 | Updated Upgrading from previous FortiClient versions on page 10. |

# Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (Windows) 5.6.6 build 1167.

- Special Notices
- Installation Information
- Product Integration and Support
- Resolved Issues
- Known Issues

Review all sections prior to installing FortiClient.

# Licensing

FortiClient offers two licensing modes:

- Standalone mode
- Managed mode

## Standalone mode

In standalone mode, FortiClient is not connected to a FortiGate or FortiClient Enterprise Management Server (EMS). In this mode, FortiClient is free for private individuals and commercial businesses to use. No license is required.

Support for FortiClient in standalone mode is provided on the Fortinet Forums (forum.fortinet.com). Phone support is not provided.

## Managed mode

Companies with large installations of FortiClient usually need a means to manage their endpoints. EMS can be used to provision and centrally manage FortiClient endpoints, and FortiGate can be used with FortiClient endpoints for network security. Each FortiClient endpoint can connect to a FortiGate or an EMS. In this mode, FortiClient licensing is applied to the FortiGate or EMS. No separate license is required on FortiClient itself.

When using the ten (10) free licenses for FortiClient in managed mode, support is provided on the Fortinet Forums (forum.fortinet.com). Phone support is not provided when using the free licenses. Phone support is provided for paid licenses.

## FortiClient licenses on the FortiGate

FortiGate 30 series and higher models include a FortiClient license for ten (10) free, connected FortiClient endpoints. For additional connected endpoints, you must purchase a FortiClient license subscription. Contact your Fortinet sales representative for information about FortiClient licenses.

## FortiClient licenses on the EMS

EMS includes a FortiClient license for ten (10) free, connected FortiClient endpoints for evaluation. For additional connected endpoints, you must purchase a FortiClient license subscription. Contact your Fortinet sales representative for information about FortiClient licenses.

# Special Notices

## Microsoft Windows updates related to CPU security flaw (Meltdown)

Microsoft Windows updates may not occur due to a CPU security flaw (Meltdown) with anti-virus products installed. Please read the customer service bulletin CSB-180105-1 at https://support.fortinet.com/Information/Bulletin.aspx. A PDF of the bulletin can be downloaded from the firmware download directory of the Fortinet support site at https://support.fortinet.com.

## Nested VPN tunnels

Parallel, independent VPN connections to different sites are not supported; however, FortiClient VPN connection may still be established over existing third-party (for example, AT&T Client) VPN connection (nested tunnels).

## SSL VPN 98% issues

The new SSL VPN Windows driver, which was first introduced in FortiClient 5.6.0, resolves various SSL VPN connection issues. The new driver will help increase performance by up to 20% and provide a stable VPN connection.

Latency or poor network connectivity can affect the FortiClient SSL VPN connection. To further help avoid timeouts, the login timeout on the FortiGate can be increased to 180 seconds using the following CLI command:

```
config vpn ssl settings
   set login-timeout 180
end
```

## Windows notification of AV being disabled

In FortiClient 5.6.6, FortiClient will notify *Windows Security Center Antivirus is Down* only when FortiClient Antivirus has really stopped running.

## Local certificate store not supported

FortiClient (Windows) no longer supports the local certificate store, and it is recommend that you use Windows Certificates Store instead. If you are currently using the local certificate store, you should transition to Windows Certificates Store before upgrading to FortiClient (Windows) 5.6.6.

## Microsoft Windows server support

For Microsoft Windows servers, the AntiVirus and Vulnerability Scan features for FortiClient are supported.

## User password renewal over SSL VPN with FortiOS 6.0.0

With FortiOS 6.0.0, if the FortiGate local user has a FortiToken assigned and the password is expiring and needs renewal, FortiClient (Windows) will not be able to connect. If FortiGate SSL has the web portal enabled, the user can renew their password over the web portal, then connect with FortiClient.

# Installation Information

## Firmware images and tools

The following files are available in the firmware image file folder:

| File | Description |
|---|---|
| FortiClientSetup_5.6.xx.xxxx.exe | Standard installer for Microsoft Windows (32-bit) |
| FortiClientSetup_5.6.xx.xxxx.zip | A zip package containing FortiClient.msi and language transforms for Microsoft Windows (32-bit). Some properties of the MSI package can be customized with FortiClient Configurator tool. |
| FortiClientSetup_5.6.xx.xxxx_x64.exe | Standard installer for Microsoft Windows (64-bit) |
| FortiClientSetup_5.6.xx.xxxx_x64.zip | A zip package containing FortiClient.msi and language transforms for Microsoft Windows (64-bit). Some properties of the MSI package can be customized with FortiClient Configurator tool. |
| FortiClientTools_5.6.xx.xxxx.zip | A zip package containing miscellaneous tools, including VPN Automation files |

The following tools and files are available in the FortiClientTools_5.6.xx.xxxx.zip file:

| File | Description |
|---|---|
| FortiClientVirusCleaner | A virus cleaner |
| OnlineInstaller | This file downloads and installs the latest FortiClient file from the public FDS. |
| SSLVPNcmdline | Command line SSL VPN client |
| SupportUtils | Includes diagnostic, uninstallation, and reinstallation tools |
| VPNAutomation | A VPN automation tool |

Please review the following sections prior to installing FortiClient version 5.6.6: Introduction on page 5, Special Notices on page 7, and Product Integration and Support on page 12.

# Installation options

When installing FortiClient version 5.6.6, you can choose the setup type that best suits your needs. FortiClient will always install the Security Fabric Agent (SFA) feature and enable the Vulnerability Scan feature by default. You can select to install one or more of the following options:

- Secure Remote Access: VPN components (IPsec and SSL) will be installed.
- Advanced Persistent Threat (APT) Components: FortiSandbox detection and quarantine features will be installed.
- Additional Security Features: Select one or more of the following to install them: AntiVirus, Web Filtering, Single Sign On, Application Firewall

# Upgrading from previous FortiClient versions

FortiClient version 5.6.6 supports upgrade from FortiClient versions 5.2 and later.

If you are deploying an upgrade from FortiClient 5.6.2 or earlier versions via FortiClient EMS and the upgrade fails, uninstall FortiClient on the endpoints, then deploy the latest version of FortiClient.

## Deploying FortiClient upgrades on Windows 7 endpoints via FortiClient EMS

When deploying FortiClient upgrades to Windows 7 endpoints via FortiClient EMS, the following steps are necessary to ensure a successful upgrade:

1. Install the Windows Update Hot Fix. Update to enable TLS 1.1 and TLS 1.2 as a default security protocol in WinHTTP (KB3140245): http://www.catalog.update.microsoft.com/search.aspx?q=kb3140245

   If regular Windows Update is enabled by default, this KB is already installed.

2. Create a DWORD registry entry: DefaultSecureProtocols in the path:

   x86 -

   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\WinHttp

   x64 -

   HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Internet Settings\WinHttp

   Set the value to 0x00000A00 to enable both TLS 1.1 and 1.2.

See also https://support.microsoft.com/en-gb/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-a-default-secure-protocols-in.

# Downgrading to previous versions

Downgrading FortiClient version 5.6.6 to previous FortiClient versions is not supported.

# Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the Customer Service & Support portal located at https://support.fortinet.com. 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

## FortiClient 5.6.6 support

The following table lists version 5.6.6 product integration and support information.

| | |
|---|---|
| **Desktop Operating Systems** | • Microsoft Windows 7 (32-bit and 64-bit)<br>• Microsoft Windows 8, 8.1 (32-bit and 64-bit)<br>• Microsoft Windows 10 (32-bit and 64-bit)<br>FortiClient 5.6.6 does not support Microsoft Windows XP and Microsoft Windows Vista. |
| **Server Operating Systems** | • Microsoft Windows Server 2008 R2 or newer<br>FortiClient 5.6.6 does not support Windows Server Core. |
| **Minimum System Requirements** | • Microsoft Internet Explorer version 8 or later<br>• Microsoft Windows compatible computer with Intel processor or equivalent<br>• Compatible operating system and minimum 512MB RAM<br>• 600MB free hard disk space<br>• Native Microsoft TCP/IP communication protocol<br>• Native Microsoft PPP dialer for dial-up connections<br>• Ethernet network interface controller (NIC) for network connections<br>• Wireless adapter for wireless network connections<br>• Adobe Acrobat Reader for FortiClient documentation<br>• Windows Installer MSI installer version 3.0 or later. |
| **FortiAnalyzer** | • 5.6.0 and later |
| **FortiAuthenticator** | • 4.3.1<br>• 4.3.0<br>• 4.2.1<br>FortiToken Mobile push notification is not supported for the following versions:<br>• 4.2.0<br>• 4.1.0 and later<br>• 3.3.0 and later<br>• 3.2.0 and later<br>• 3.1.0 and later<br>• 3.0.0 and later |
| **FortiClient EMS** | • 1.2.0 and later |
| **FortiManager** | • 5.6.0 and later |

| | |
|---|---|
| **FortiOS** | • 5.6.0 and later<br>Only IPsec VPN and SSL VPN are supported with the following FortiOS versions:<br>• 5.4.0 and later |
| **FortiSandbox** | • 2.5.0 and later<br>The following version is supported, but may require authorization of FortiClient to be disabled. To disable authorization run the FortiSandbox CLI command: `device-authorization -f`<br>• 2.4.0 and later<br>The following supported versions do not offer authorization of FortiClient:<br>• 2.3.0 and later<br>• 2.2.0 and later<br>• 2.1.0 |

# Language support

The following table lists FortiClient language support information.

| Language | Graphical user interface | XML configuration | Documentation |
|---|---|---|---|
| English | ✔ | ✔ | ✔ |
| Chinese (simplified) | ✔ | | |
| Chinese (traditional) | ✔ | | |
| French (France) | ✔ | | |
| German | ✔ | | |
| Japanese | ✔ | | |
| Korean | ✔ | | |
| Portuguese (Brazil) | ✔ | | |
| Russian | ✔ | | |
| Spanish (Spain) | ✔ | | |

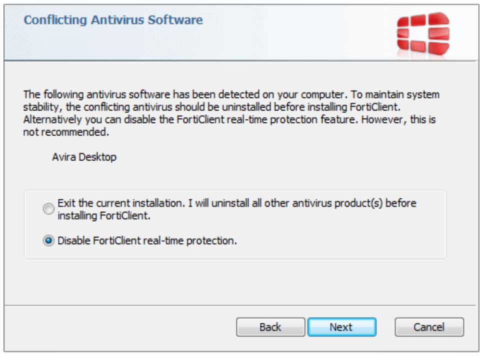
The FortiClient language setting defaults to the regional language setting configured on the client workstation, unless configured in the XML configuration file.

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

# Conflicts with third party antivirus products

The antivirus feature in FortiClient is known to conflict with other similar products in the market. Consider removing other antivirus programs before installing FortiClient.

During a new installation of FortiClient, the installer will search for other registered third party software and, if any is found, warn users to uninstall them before proceeding with the installation. There is also an option to disable FortiClient Real Time Protection (RTP).



Conflicting Antivirus Software

The following antivirus software has been detected on your computer. To maintain system stability, the conflicting antivirus should be uninstalled before installing FortiClient. Alternatively you can disable the FortiClient real-time protection feature. However, this is not recommended.

Avira Desktop

○ Exit the current installation. I will uninstall all other antivirus product(s) before installing FortiClient.

● Disable FortiClient real-time protection.

# Resolved Issues

The following issues have been fixed in version 5.6.6. For inquiries about a particular bug, please contact Customer Service & Support.

| Bug ID | Description |
|---|---|
| 411137 | Cannot exclude UNC paths from scans . |
| 421900 | High CPU usage with fmon.exe. |
| 443832 | High CPU and freeze due to AV exclusions. |
| 457439 | AV real-time protection exclusion list with variables does not exclude all login users in terminal server. |
| 457445 | fmon high CPU and big latency in Citrix server. |

# Known Issues

The following issues have been identified in FortiClient (Windows) 5.6.6. For inquiries about a particular bug or to report a bug, please contact Customer Service & Support.

| Bug ID | Description |
|---|---|
| 414476 | AV network scan slowing down applications that rely on network resources. |
| 439903 | Webfilter settings from EMS are lost after some time. |
| 440844 | B1075 - FortiClient SSL VPN connection fails at 98% - Works after the 1st attempt. |
| 444108 | Could not whitelist quarantined files while registered to EMS. |
| 445504 | The *Show VPN before Logon* menu may fail to appear before logon. Workaround: Reboot the computer after the option is enabled. |
| 448485 | b1075: Change onnet/offnet status discovery for dual registration case. |
| 449596 | FortiClient does not follow the same remediation action taken by FortiSandbox for low risk files. |
| 450245 | Need to add a switch for the number of auto-connect retries. |
| 451605 | b0394: EMS reports NPAPI Flash Plug-in vulnerable while not installed. |
| 451976 | FortiClient 5.6.0 FW is slowing down file transfers AV with "block known communication channels" and application firewall enable. |
| 458489 | Sandbox scanning is not working properly scanning files on Edge and IE (overlap bypass folder and missing dynamic bypass). |
| 458793 | Error messages presented by office and outlook when sandbox scanning is enabled. |
| 460245 | [Profiles][Antivirus] Split Block Malicious Websites into subcategories. |
| 460315 | FortiClient 98% failure recurring. If using FortiOS 5.6, consider increasing SSL VPN login-timeout as follows:<br>`config vpn ssl settings`<br>`   set login-timeout 180`<br>`end` |
| 461136 | FortiClient can cause BSOD on Win10 when NIC configured with multiple VLANs. |
| 462162 | File sent to FortiSandbox - but no info in FortiClient. |
| 464572 | When FortiClient blocks a file for FortiSAndbox inspection, the user get misleading error messages; messages show the file is corrupted. |
| 465912 | b1075: endpoints disconnect randomly from EMS, still reporting themselves as being connected. |

| Bug ID | Description |
|---|---|
| 467095 | FortiClient b1130 Wi-fi adapter failing to obtain an IP address after installing FortiClient. |
| 467328 | b1130: FortiClient log for vulnerability scan should include file path. |
| 467525 | FortiClient is causing WMI problems. |
| 469103 | SSL VPN disconnects. |
| 469549 | FortiAnalyzer is not receiving logs if SSL enabled option is selected in FortiClient. |
| 472617 | b1150 - View Details can cause issue with console GUI. |
| 472619 | b1150 - View details phone number keeps displaying "invalid characters" after correction. |
| 472624 | b1117: BSOD caused by NETIO.SYS. |
| 473018 | SSO Mobility Agent Problem. |
| 474472 | Saving images to OneDrive using Snipping Tool triggers AV detection on transient file. |
| 474993 | b1150: FortiClient cannot be compliant when AV engine is different on FCT and FOS. |
| 475082 | Microsoft direct access not detecting on-net status when VPN is connected. |
| 475744 | IPsec VPN keep running does not reconnect across network changes. |
| 476249 | Closing laptop lid while SSL VPN is connected leads to DNS servers last assigned to interfaces after VPN connection is timed out. |
| 477139 | B1150: No translation at windows login. |
| 477140 | FortiClient SSL VPN Certificate can't be changed after save password. |

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