



# FortiClient (Windows) - Release Notes

Version 6.4.10

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FortiClient (Windows) 6.4.10 Release Notes

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# TABLE OF CONTENTS

<b>Change log</b> .....	<b>4</b>
<b>Introduction</b> .....	<b>5</b>
Licensing .....	5
<b>Special notices</b> .....	<b>6</b>
Nested VPN tunnels .....	6
SSL VPN connectivity issues .....	6
Microsoft Windows server support .....	6
HP Velocity and Application Firewall .....	6
Split tunnel .....	6
<b>Installation information</b> .....	<b>8</b>
Firmware images and tools .....	8
Upgrading from previous FortiClient versions .....	9
Downgrading to previous versions .....	9
Firmware image checksums .....	9
<b>Product integration and support</b> .....	<b>10</b>
Language support .....	11
Conflicts with third party AV products .....	12
Intune product code .....	12
<b>Resolved issues</b> .....	<b>13</b>
Remote Access .....	13
<b>Known issues</b> .....	<b>14</b>
Avatar and social login information .....	14
Install and upgrade .....	14
Application Firewall .....	14
Endpoint control .....	14
Logs .....	15
Zero Trust Telemetry .....	15
Malware Protection and Sandbox .....	15
Remote Access .....	15
Performance .....	16
Web Filter and plugin .....	16
Zero Trust tags .....	17
Other .....	17

# Change log

Date	Change Description
2023-04-03	Initial release of 6.4.10.

# Introduction

This document provides a summary of enhancements, support information, and installation instructions for FortiClient (Windows) 6.4.10 build 1821.

- [Special notices on page 6](#)
- [Installation information on page 8](#)
- [Product integration and support on page 10](#)
- [Resolved issues on page 13](#)
- [Known issues on page 14](#)

Review all sections prior to installing FortiClient.

## Licensing

FortiClient 6.2.0+, FortiClient EMS 6.2.0+, and FortiOS 6.2.0+ introduced a new licensing structure for managing endpoints running FortiClient 6.2.0+. See [Upgrading from previous FortiClient versions on page 9](#) for more information on how the licensing changes upon upgrade to 6.2.0+. Fortinet no longer offers a free trial license for ten connected FortiClient endpoints on any FortiGate model running FortiOS 6.2.0+. EMS 6.4 supports a trial license. With the EMS free trial license, you can provision and manage FortiClient on ten Windows, macOS, and Linux endpoints and ten Chromebook endpoints indefinitely.

FortiClient 6.4.10 offers a free VPN-only version that you can use for VPN-only connectivity to FortiGate devices running FortiOS 5.6 and later versions. You can download the VPN-only application from [FortiClient.com](https://FortiClient.com). You cannot use the VPN-only client with the FortiClient Single Sign On Mobility Agent (SSOMA). To use VPN and SSOMA together, you must purchase an EMS license.

# Special notices

## Nested VPN tunnels

FortiClient (Windows) does not support parallel independent VPN connections to different sites. However, FortiClient (Windows) may still establish VPN connection over existing third-party (for example, AT&T Client) VPN connection (nested tunnels).

## SSL VPN connectivity issues

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

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

## Microsoft Windows server support

FortiClient (Windows) supports the following features for Microsoft Windows servers:

- Antivirus
- Vulnerability scan
- Web Filter
- SSL VPN

## HP Velocity and Application Firewall

When using an HP computer, a conflict between the HP Velocity application and FortiClient Application Firewall can cause a blue screen of death or network issues. If not using HP Velocity, consider uninstalling it.

## Split tunnel

In EMS 6.4.1, application-based split tunneling was configured globally and applied to all IPsec or SSL VPN tunnels. EMS 6.4.2 and later versions changed the application-based split tunneling feature to be configured on a per-tunnel basis. Therefore, a global application-based split tunnel configuration made in EMS 6.4.1 no longer functions after

upgrading to 6.4.10. You must complete the per-tunnel configuration after upgrade. See [Configuring a profile with application-based split tunnel](#).

This is unrelated to the FortiOS split tunnel feature.

# Installation information

## Firmware images and tools

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

File	Description
FortiClientTools_6.4.10.xxxx.zip	Zip package containing miscellaneous tools, including VPN automation files.
FortiClientSSOSetup_6.4.10.xxxx.zip	Fortinet single sign on (FSSO)-only installer (32-bit).
FortiClientSSOSetup_6.4.10.xxxx_x64.zip	FSSO-only installer (64-bit).
FortiClientVPNSetup_6.4.10.xxxx.exe	Free VPN-only installer (32-bit).
FortiClientVPNSetup_6.4.10.xxxx_x64.exe	Free VPN-only installer (64-bit).

EMS 6.4 includes the FortiClient (Windows) 6.4.10 standard installer and zip package containing FortiClient.msi and language transforms.

The following tools and files are available in the FortiClientTools\_6.4.10.xxxx.zip file:

File	Description
FortiClientVirusCleaner	Virus cleaner.
OnlineInstaller	Installer files that install the latest FortiClient (Windows) version available.
SSLVPNcmdline	Command line SSL VPN client.
SupportUtils	Includes diagnostic, uninstallation, and reinstallation tools.
VPNAutomation	VPN automation tool.
VC_redist.x64.exe	Microsoft Visual C++ 2015 Redistributable Update (64-bit).
vc_redist.x86.exe	Microsoft Visual C++ 2015 Redistributable Update (86-bit).

The following files are available on [FortiClient.com](http://FortiClient.com):

File	Description
FortiClientSetup_6.4.10.xxxx.zip	Standard installer package for Windows (32-bit).
FortiClientSetup_6.4.10.xxxx_x64.zip	Standard installer package for Windows (64-bit).



File	Description
FortiClientVPNSetup_6.4.10.xxxx.exe	Free VPN-only installer (32-bit).
FortiClientVPNSetup_6.4.10.xxxx_x64.exe	Free VPN-only installer (64-bit).



Review the following sections prior to installing FortiClient version 6.4.10: [Introduction on page 5](#), [Special notices on page 6](#), and [Product integration and support on page 10](#).

## Upgrading from previous FortiClient versions



You must upgrade EMS to one of the following versions before upgrading FortiClient:

- 6.4.7 or later
- 7.0.2 or later

To upgrade a previous FortiClient version to FortiClient 6.4.10, do one of the following:

- Deploy FortiClient 6.4.10 as an upgrade from EMS. With the new endpoint security improvement feature, there are backward compatibility issues to consider while planning upgrades. See [Recommended upgrade path](#).
- Manually uninstall existing FortiClient version from the device, then install FortiClient (Windows) 6.4.10

FortiClient (Windows) 6.4.10 features are only enabled when connected to EMS.

See the [FortiClient and FortiClient EMS Upgrade Paths](#) for information on upgrade paths.

## Downgrading to previous versions

FortiClient (Windows) 6.4.10 does not support downgrading to previous FortiClient (Windows) versions.

## Firmware image checksums

The MD5 checksums for all Fortinet software and firmware releases are available at the [Customer Service & Support portal](#). After logging in, click *Download > Firmware Image Checksums*, enter the image file name, including the extension, and select *Get Checksum Code*.

# Product integration and support

The following table lists version 6.4.10 product integration and support information:

<b>Desktop operating systems</b>	<ul style="list-style-type: none"><li>• Microsoft Windows 11 (64-bit)</li><li>• Microsoft Windows 10 (32-bit and 64-bit)</li><li>• Microsoft Windows 8.1 (32-bit and 64-bit)</li><li>• Microsoft Windows 7 (32-bit and 64-bit)</li></ul> <p>FortiClient 6.4.10 does not support Microsoft Windows XP and Microsoft Windows Vista.</p>
<b>Server operating systems</b>	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2022</li><li>• Microsoft Windows Server 2019</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2012</li><li>• Microsoft Windows Server 2008 R2</li></ul> <p>FortiClient 6.4.10 does not support Windows Server Core.</p> <p>For Microsoft Windows Server, FortiClient (Windows) supports the Vulnerability Scan, SSL VPN, Web Filter, and antivirus (AV) features, including obtaining a Sandbox signature package for AV scanning. To use SSL VPN on a Windows Server machine, you must enable your browser to accept cookies. Otherwise, tunnel connection fails.</p>
<b>Embedded system operating systems</b>	Microsoft Windows 10 IoT Enterprise LTSC 2019
<b>Minimum system requirements</b>	<ul style="list-style-type: none"><li>• Microsoft Windows-compatible computer with Intel processor or equivalent. FortiClient (Windows) does not support ARM-based processors.</li><li>• Compatible operating system and minimum 512 MB RAM</li><li>• 600 MB free hard disk space</li><li>• Native Microsoft TCP/IP communication protocol</li><li>• Native Microsoft PPP dialer for dialup connections</li><li>• Ethernet network interface controller (NIC) for network connections</li><li>• Wireless adapter for wireless network connections</li><li>• Adobe Acrobat Reader for viewing FortiClient documentation</li><li>• Windows Installer MSI installer 3.0 or later</li></ul>
<b>AV engine</b>	<ul style="list-style-type: none"><li>• 6.00263</li></ul>
<b>FortiAnalyzer</b>	<ul style="list-style-type: none"><li>• 7.0.0 and later</li><li>• 6.4.0 and later</li></ul>
<b>FortiAuthenticator</b>	<ul style="list-style-type: none"><li>• 6.3.0 and later</li><li>• 6.2.0 and later</li><li>• 6.1.0 and later</li><li>• 6.0.0 and later</li></ul>
<b>FortiClient EMS</b>	<ul style="list-style-type: none"><li>• 7.0.2 and later</li></ul>

	<ul style="list-style-type: none"> <li>• 6.4.7 and later</li> </ul>
<b>FortiManager</b>	<ul style="list-style-type: none"> <li>• 6.4.0 and later</li> </ul>
<b>FortiOS</b>	<p>The following FortiOS versions support IPsec and SSL VPN with FortiClient (Windows) 6.4.10:</p> <ul style="list-style-type: none"> <li>• 7.0.0 and later</li> <li>• 6.4.0 and later</li> <li>• 6.2.0 and later</li> <li>• 6.0.0 and later</li> </ul> <p>The following FortiOS versions support endpoint control with FortiClient (Windows) 6.4.10:</p> <ul style="list-style-type: none"> <li>• 6.2.0 and later</li> </ul>
<b>FortiSandbox</b>	<ul style="list-style-type: none"> <li>• 4.0.0 and later</li> <li>• 3.2.0 and later</li> <li>• 3.1.0 and later</li> </ul>

## Language support

The following table lists FortiClient language support information:

Language	GUI	XML configuration	Documentation
English	Yes	Yes	Yes
Chinese (simplified)	Yes		
Chinese (traditional)	Yes		
French (France)	Yes		
German	Yes		
Japanese	Yes		
Korean	Yes		
Portuguese (Brazil)	Yes		
Russian	Yes		
Spanish (Spain)	Yes		

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



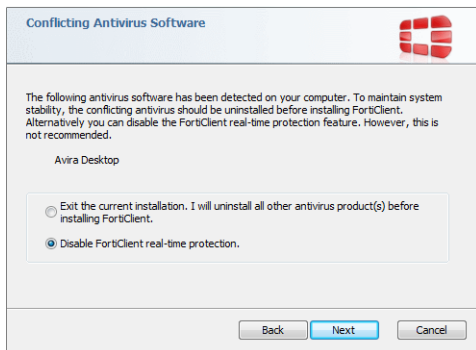
If the client workstation is configured to a regional language setting that FortiClient does not support, it defaults to English.

## Conflicts with third party AV products

The AV feature in FortiClient is known to conflict with other similar products in the market.

- You should not use FortiClient's AV feature with other AV products.
- If not using FortiClient's AV feature, you should exclude the FortiClient installation folder from scanning for the third party AV product.

During a new FortiClient installation, the installer searches for other registered third party software and, if it finds any, warns users to uninstall them before proceeding with installation. There is also an option to disable FortiClient real time protection.



## Intune product code

Deploying FortiClient with Intune requires a product code. The product code for full-featured FortiClient 6.4.10 is {A795A115-8F19-4590-A8BC-8C39AE13FCF1}. The product code for the FortiClient 6.4.10 VPN-only agent is {964ADDC9-A89B-4840-81B8-6F3091DB47A5}.

See [Configuring the FortiClient application in Intune](#).

# Resolved issues

The following issues have been fixed in version 6.4.10. For inquiries about a particular bug, contact [Customer Service & Support](#).

## Remote Access

Bug ID	Description
871259	When connecting to SSL VPN using SAML, FortiClient remains blank and does not show VPN IP address and connection progress.

## Known issues

The following issues have been identified in FortiClient (Windows) 6.4.10. For inquiries about a particular bug or to report a bug, contact [Customer Service & Support](#).

### Avatar and social login information

Bug ID	Description
729140	FortiClient fails to work when trying to log in with Google, LinkedIn, or Salesforce.
894765	FortiClient (Windows) fails to display correct avatar after switching users.
897747	Endpoint profile does not display correct username when endpoint user is switched.

### Install and upgrade

Bug ID	Description
773219	FortiClient (Windows) should not allow the user to uninstall it if settings are locked.
880132	FortiClient uninstall using msiexec command fails.

### Application Firewall

Bug ID	Description
776007	Application Firewall conflicts with Windows firewall, causing issues updating domain group policies.

### Endpoint control

Bug ID	Description
693928	After FortiClient migrates to new EMS successfully, it does not remove original EMS from EMS list.
723599	FortiClient uses FortiSASE egress IP address as public IP address.

Bug ID	Description
789922	FortiClient (Windows) does not reattempt to register to EMS after license assignment until user shuts down or restarts FortiClient (Windows).

## Logs

Bug ID	Description
820067	FortiClient forwards logs despite being completely disabled.

## Zero Trust Telemetry

Bug ID	Description
683542	FortiClient (Windows) fails to register to EMS if registration key contains special character, such as "!#\$%&'()*+,-./:;<=>?@[\\]^_`{ }~".

## Malware Protection and Sandbox

Bug ID	Description
650383	Number of blocked exploits attempts does not work properly.
760073	FortiClient (Windows) affects USB operation.

## Remote Access

Bug ID	Description
743106	IPsec VPN XAuth does not work with ECDSA certificates.
758424	Certificate works for IPsec VPN tunnel if put in current user store but fails to work if it is on the local machine.
762986	If FortiClient (Windows) cannot reach the first remote gateway when connecting to a resilient tunnel from FortiTray, FortiClient does not use the second FortiGate to connect.
780938	SAML connection does not work for international connections.

Bug ID	Description
782393	Application-based split VPN tunnel has issue when using VipWebAppServer.exe application.
786348	FortiClient shows error code -8 or -14 when <i>Limit Users to One SSL-VPN Connection at a Time</i> is enabled on FortiOS with SAML authentication.
790404	GUI is missing SAML button.
795334	Always up feature does not work as expected when trying to connect to VPN form tray.
841970	GUI gets stuck while connecting with SAML to SSL VPN with Azure Active Directory and Duo for multifactor authentication.
853368	The assigned SSL VPN IP address appears in FortiClient but is not assigned to SSL VPN FortiClient (Windows) virtual interface.
858696	FortiClient cannot connect to SSL VPN with SAML via satellite Internet service provider.
859140	SSL VPN with Cisco Duo requires user to retry connection multiple times.
894831	If user saves password in FortiClient (Windows), FortiClient (Windows) fails to renew expired password when connecting from FortiTray.
897614	FortiClient cannot show client certificates for SSL VPN when prompt on connect is enabled.

## Performance

Bug ID	Description
778651	Large downloads and speed tests result in high latency, packet loss, and poor performance.

## Web Filter and plugin

Bug ID	Description
781874	Website does not load with <code>ERR_CONTENT_LENGTH_MISMATCH</code> error.
793017	Web Filter option disconnects an application's underlying connection.
825633	Error occurs when revoking certificate accessing outlook.office365.com using Web Filter.
885310	When Web Filter blocks YouTube except for specific videos using URLs, FortiClient (Windows) allows user to access other YouTube videos by navigating within the page.



## Zero Trust tags

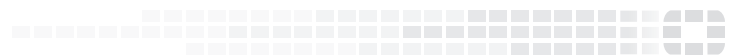
Bug ID	Description
704234	Zero Trust tagging rule set syntax to check registry key value is unclear.
731525	FortiClient (Windows) does not properly detect Zero Trust tag for not having antivirus up-to-date.

## Other

Bug ID	Description
749458	FortiClient (Windows) displays specific email address related to social network login using Gmail account.
874474	update_task does not start as scheduled and ISDB signature does not update.



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