Installing and Configuring FortiClient VPN for Ubuntu Desktop

This is the setup page if you are installing and setting up FortiClient VPN for Ubuntu Desktop. Please note that Ubuntu 22.04 is officially supported by Fortinet, while Ubuntu 24.04 is not. See https://docs.fortinet.com/document/forticlient/7.4.0/linux-release-notes/136392/product-integration-and-support for more details.

This configuration guide also uses FortiClient 7.4.0 (as of 8 January 2025).

Installing on Ubuntu 22.04 LTS Desktop (officially supported by Fortinet)

Step 1: Download the .deb from Fortinet's official website.

vpnuser@2204:/home/vpnuser/Downloads# ls

forticlient_vpn_7.4.0.1636_amd64.deb

Step 2: Type "sudo dpkg -i <packagename>" - you will get complaints of missing dependencies, which will be resolved in Step 3.

vpnuser@2204:/home/vpnuser/Downloads# sudo dpkg -i forticlient_vpn_7.4.0.1636_amd64.deb

Step 3: Type "sudo apt install -f" (note: omit the package name)

vpnuser@2204:/home/vpnuser/Downloads# sudo apt install -f

Installing on Ubuntu 24.04 LTS Desktop (not officially supported by Fortinet)

Before you begin: the URLs to the dependencies and the versions of the dependencies are up-to-date as of 8 January 2025. Please note that these URLs may change or expire in the future.

Step 1: Download the .deb from Fortinet's official website.

Step 2: Download libappindicator1 by entering the following command:

wget http://mirrors.kernel.org/ubuntu/pool/universe/liba/libappindicator/libappindicator1_12.10.1+20.10.20200706.1-0ubuntu1_amd64.deb

Step 3: Download this dependency required by libappindicator1:

wget http://mirrors.kernel.org/ubuntu/pool/universe/libd/libdbusmenu/libdbusmenu-gtk4_16.04.1+18.10.20180917-0ubuntu8_amd64.deb

Step 4: Install both packages:

sudo apt install ./libappindicator1_12.10.1+20.10.20200706.1-0ubuntu1_amd64.deb ./libdbusmenu-gtk4_16.04.1+18.10.20180917-0ubuntu8_amd64.deb

Step 5. Install the FortiClient application (the .deb file) that you downloaded from [Fortinet's official website](#) in step 1.

sudo apt install ./forticlient_vpn_7.4.0.1636_amd64.deb

Launching the FortiClient VPN Application

This is the correct way to launch FortiClient:

1. Move your mouse pointer to the Activities corner in the top left of your screen.

2. Type 'forticlient' into the search bar that appears.

3. Click on it when it appears to launch the app.

Configuring FortiClient VPN

1. Click the checkbox beside 'I acknowledge that this free software does not come with any product support…..'

2. Click the 'I accept' button

3. Click 'Configure VPN'

4. Use the following settings when adding a new connection:

   o Select **SSL-VPN**

   o Connection Name: **SoC VPN** (or **SoC Staff VPN** for staff users)

   o Description: optional

   o Remote Gateway: **webvpn.comp.nus.edu.sg** (or **staffvpn.comp.nus.edu.sg** for staff users)

   o Port: **443**. There is no need to click on the "Customize Port" checkbox, unless it is already checked.

   o Click the "**Enable Single Sign On (SSO) for VPN Tunnel**" checkbox.

   o The checkbox to "Use external browser as user-agent for saml user authentication" is optional.

   o Client Certificate: **None**

- Leave all other checkboxes, such as "Enable auto-login with Azure Active Directory" and "Enable Dual-stack IPv4/IPv6 address" **unchecked**. The latter option(s) may or may not appear depending on your FortiClient VPN version.

5. Save the connection. The prompt to enter your username and password should disappear, and the only button you should see is "SAML Login".

When you are done, follow these steps to connect to SoC VPN here (see main VPN PDF).