
Number: CSB-150807-1
Released: 7th August 2015
Modified: 13th October 2015
Subject: FortiGate HA failover after 497 days uptime
Product: All FortiGate Models in High Availability Clusters

Description:

A FortiGate device running in an HA cluster may report heartbeat failure of other cluster members and HA failover around a system uptime of an HA cluster member of 497 days. The following message may be found in the devices event log if the system uptime reaches 497 days, once the system uptime has exceeded the 497 days uptime this issue may not be seen. Note that this issue has a different root cause to CSB-131101-1:

```
15:54:10 0100037892 notice   Virtual cluster's member state moved
15:54:08 0100037894 notice   Virtual cluster detected member join
15:54:08 0100037899 notice   HA device(interface) peerinfo
15:54:08 0100037899 notice   HA device(interface) peerinfo
15:54:08 0100037901 critical Heartbeat device(interface) down
15:54:08 0100037901 critical Heartbeat device(interface) down
15:54:08 0100037893 notice   Virtual cluster detected member dead
```

The above messages indicate HA cluster heartbeat failures and recovery in a short period of time.

The system uptime can be found with the following diagnostic command or by using an SNMP query:

```
# get system performance status
CPU states: 0% user 0% system 0% nice 100% idle
CPU0 states: 0% user 0% system 0% nice 100% idle
Memory states: 29% used
Average network usage: 9 kbps in 1 minute, 8 kbps in 10 minutes, 7 kbps in 30
minutes
Average sessions: 14 sessions in 1 minute, 12 sessions in 10 minutes, 12 sessions in
30 minutes
Average session setup rate: 0 sessions per second in last 1 minute, 0 sessions per
second in last 10 minutes, 0 sessions per second in last 30 minutes
Virus caught: 0 total in 1 minute
IPS attacks blocked: 0 total in 1 minute
Uptime: 498 days, 1 hours, 17 minutes
```

Potentially Affected Products:

All FortiGate models running in HA cluster.

Potentially Affected OS:

FortiOS 4.0

FortiOS 5.0

FortiOS 5.2

Remedy:

The issue can be addressed by rebooting the FortiGate unit to reset the system uptime.

A fix for this issue will be included in FortiOS 5.2.5 patch release and 5.4.0 minor release.

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

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