

Number: CSB-110610-1

Released: 10 June 2011

Modified: N/A

Subject: FortiGuard Update - Failed Reboot Condition

Product: FortiGate

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### Description:

A FortiGate may fail to restart correctly after a power cycle or a software reboot if a FortiGuard update of either the IPS engine and its signatures or the AV engine and its signatures has been performed. After the update has successfully completed and a subsequent reboot is carried out, the FortiGate device may hang and traffic may not traverse through it, the following output may be seen on the console port:

```
__get_backdoor_timeout: Couldn't get shm  
__set_backdoor_timeout: Couldn't get shm  
__admindb_get_copy: Couldn't get admindb
```

### Affected Products:

FortiGate devices running FortiOS v4.0 MR1 Patch Release 1 through to Patch Release 9, inclusive. Check if the version of IPS engine and signature that is loaded on the FortiGate:

```
FortiGate# get sys fortiguard-service status
```

NAME	VERSION	LAST UPDATE	METHOD	EXPIRE
AV Engine	3.013	2009-08-13 15:44:00	manual	2012-01-03 00:00:00
Virus Definitions	13.309	2011-06-10 04:31:07	manual	2012-01-03 00:00:00
Extended set	0.000	2003-01-01 00:00:00	manual	2012-01-03 00:00:00
<b>Attack Definitions</b>	<b>3.012</b>	2011-06-10 04:31:07	manual	2012-01-03 00:00:00
<b>IPS Attack Engine</b>	<b>1.230</b>	2011-06-10 04:33:48	manual	2012-01-03 00:00:00

If FortiGate is running one of the affected firmware versions listed above, the IPS engine is version 1.230 AND the attack definitions are version 3.012 the device may be susceptible to this issue.

## Resolution:

To prevent the issue, update the IPS attack definition to version 3.013. This can be retrieved from the FortiGuard network by performing an update on the IPS definitions.

Using the GUI interface

System > Maintenance > FortiGuard > IPS definitions – Update

Then verify the attack definition file has been updated to 3.013:

```
FortiGate# get sys fortiguard-service status
```

NAME	VERSION	LAST UPDATE	METHOD	EXPIRE
AV Engine	3.013	2009-08-13 15:44:00	manual	2012-01-03 00:00:00
Virus Definitions	13.309	2011-06-10 04:31:07	manual	2012-01-03 00:00:00
Extended set	0.000	2003-01-01 00:00:00	manual	2012-01-03 00:00:00
<b>Attack Definitions</b>	<b>3.013</b>	2011-06-10 04:35:38	manual	2012-01-03 00:00:00
<b>IPS Attack Engine</b>	<b>1.230</b>	2011-06-10 04:33:48	manual	2012-01-03 00:00:00

Patch Release 10, v4.0, MR1 is scheduled for release on June 16<sup>th</sup>, 2011 to correct the FortiOS corruption of shared memory issue.

If the FortiGate has been rebooted and is already in the hung state, recovery can be achieved by reloading the firmware image via a TFTP reload.

For an emergency fix, customers are required to contact Fortinet Customer Support to request an interim build of firmware with the correction applied.

## Technical Support Contact Information:

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