



# Sangfor Checks

## User Manual

<b>Product Version</b>	5.0.4_en
<b>Document Version</b>	01
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## About This Document






This document is Sangfor Checks' user manual.

## Intended Audience

This document is intended for:

- Sangfor Products user
- Partners
- Engineers

## Note Icons

English Icon	Description
	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
	Indicates a hazardous situation, which if not avoided, could result in minor or moderate injury.
	Indicates a hazardous situation, which if not avoided, could result in settings failing to take effect, equipment damage, or data loss. NOTICE addresses practices not related to personal injury.
	Calls attention to important information, best practices, and tips. NOTE addresses information not related to personal injury or equipment damage.

## Change Log

Date	Change Description
Jun. 01, 2023	This is the first release of this document.

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# 1 Overview

## 1.1 Background

With increased product quantity and complexity, business operations become challenging. In response, we have developed **Sangfor Checks**, a one-stop solution for business and business-related goals.

## 1.2 Features

### 1.2.1 Health Check and SP Installation

The current version of Sangfor Checks includes two main features: Health Check and Service Packs.

Health Check support 6 products: Network Secure, Cyber Command, IAG, Endpoint Secure, HCI and VDI.

Service Packs allow users to download service packages for Network Secure, Cyber Command, Endpoint Secure, and IAG. However, users can only directly patch the service packages for Endpoint Secure and IAG.

# 2 Installation

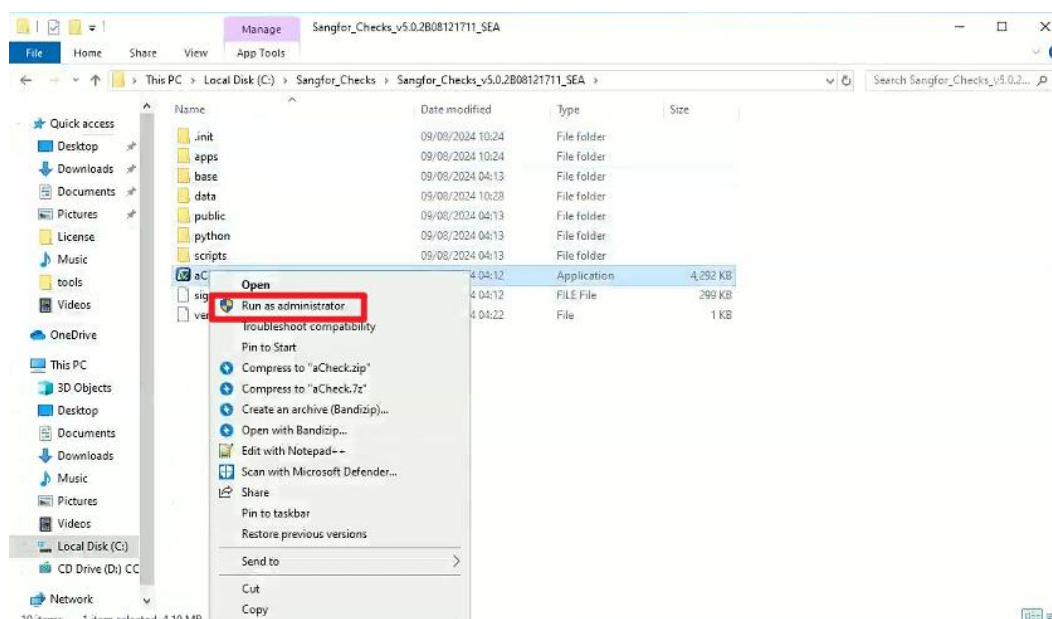
## 2.1 Download

Sangfor Checks can be downloaded from the Sangfor Community.

## 2.2 Installation

### 2.2.1 Online Environment

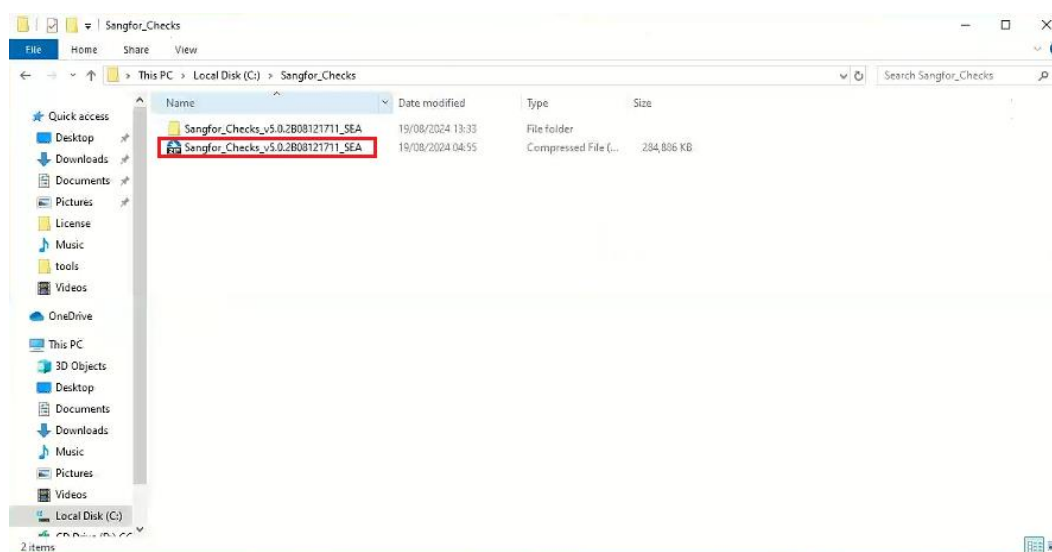
After downloading and decompressing the file, you can double-click **aCheck.exe** to run **Sangfor Checks**. Run it **as an administrator** to avoid errors caused by insufficient permissions.



## 2.2.2 Offline Environment

When using Sangfor Checks in an offline environment, follow these steps:

1. Download Sangfor Checks on a PC connected to the Internet, decompress the compressed file, and run Sangfor Checks to download the patches or Health Check plugins.
2. Transfer all Sangfor Checks files to the offline PC. You can either directly copy or compress the files before transferring and then decompress them on the offline PC.
3. You can now use Sangfor Checks in an offline environment.





## 2.3 Operation

### 2.3.1 OS Compatibility

**Supported:** Windows 7, Windows 10, and Windows 11.

**Not Supported:** Windows Server 2008 and above, MacOS, and Linux.

### 2.3.2 Run Sangfor Checks

Decompress the downloaded package and run **aCheck.exe**.



1. Run it as an administrator to avoid errors caused by insufficient permissions.
  2. Create a desktop shortcut for easy access.
- 

### 2.3.3 Update Sangfor Checks

For more information, see **Chapter 3. 5. 2 System Upgrade**.

## 2.4 Login

You can log in to Sangfor Checks with a **Partner Portal account**, **Sangfor Community account**, or **WeCom account**.

### 2.4.1 Partner Portal

Partner engineers can log in with a Partner Portal account to use all Sangfor Checks features.

### 2.4.2 Sangfor Community

Customer engineers can log in with a Sangfor Community account to use partial features of Sangfor Checks.

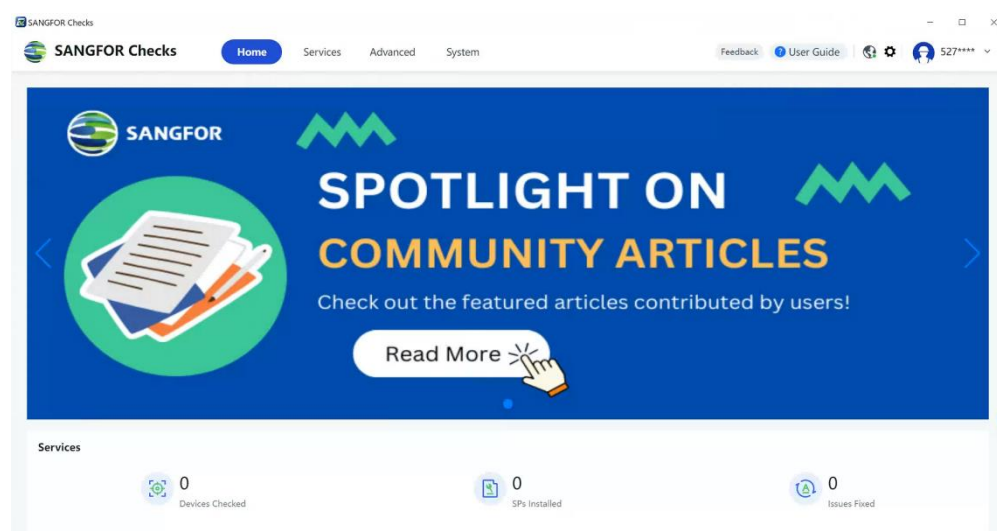
## 2.4.3 WeCom

Sangfor staff can log in with a WeCom account to use all Sangfor Checks features.

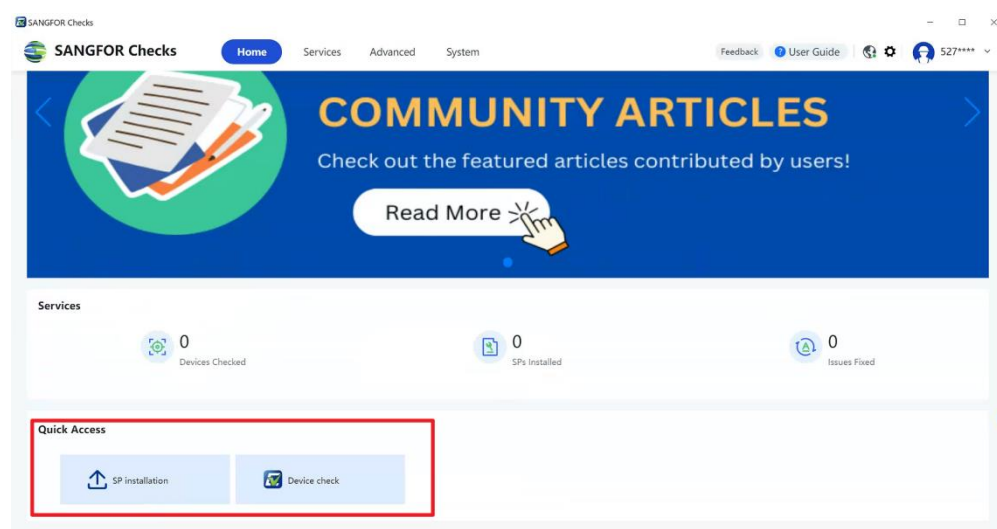
# 3 User Guide

## 3.1 Home

The Homepage will show the banner slider.



Click the icons under the **Services** or **Quick Access** section to visit the corresponding function module.

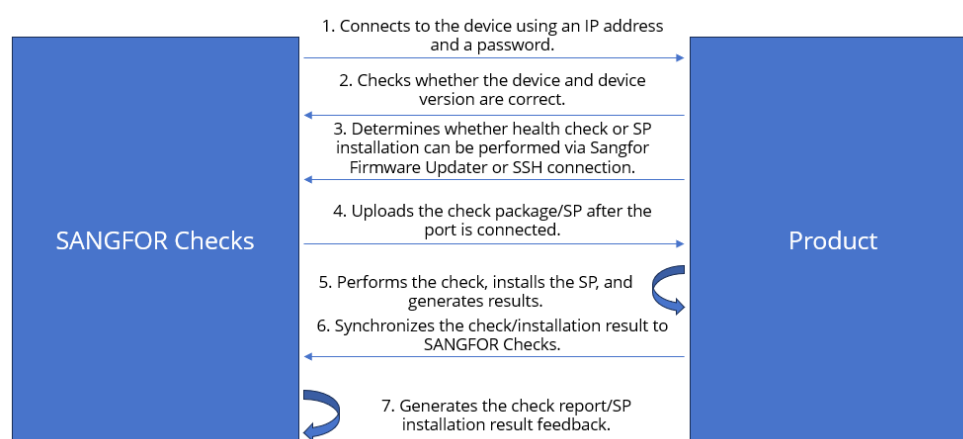


## 3.2 Device Health Check

Device Health Check is crucial to device maintenance. Devices are regularly or irregularly checked to spot and fix any potential failure or issue, aiming to extend the device's lifetime and ensure production efficiency and security.

### 3.2.1 Principle

Sangfor Checks is a framework whose core capabilities, such as Health Check and SP installation, are supported by different product line devices. The workflow is illustrated in the following figure.

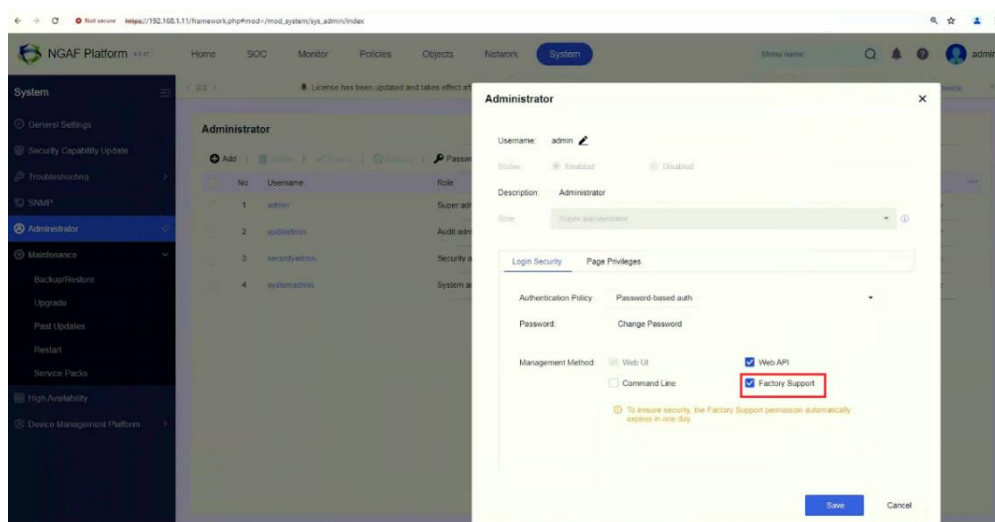


### 3.2.2 Procedure

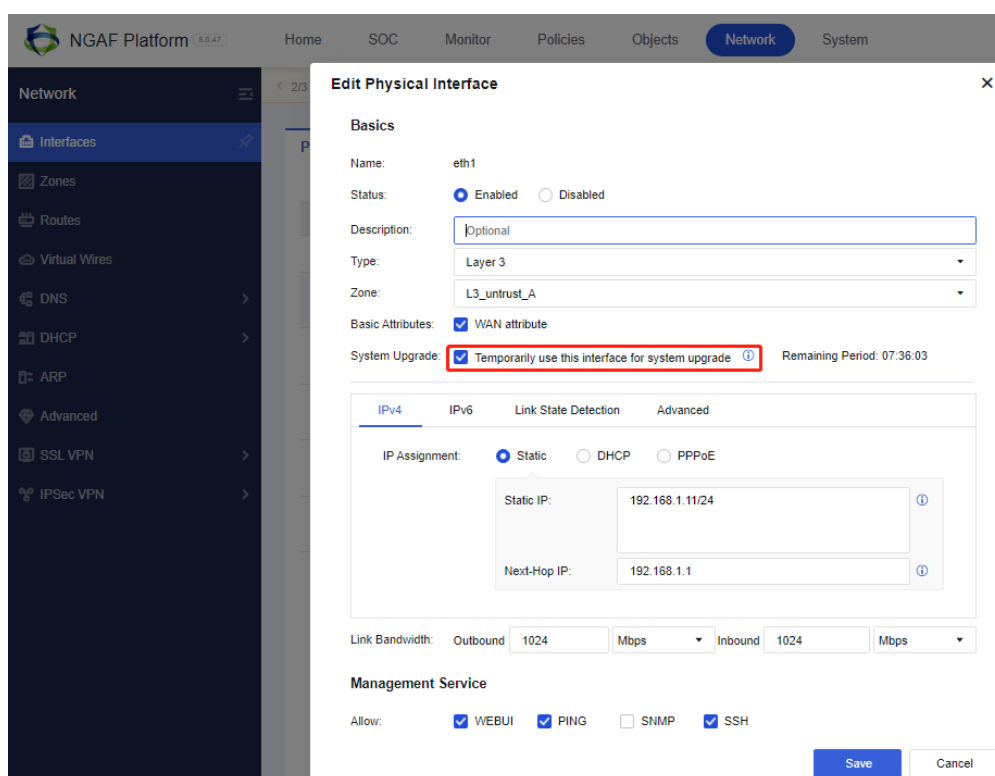
#### 3.2.2.1 Network Secure Health Check

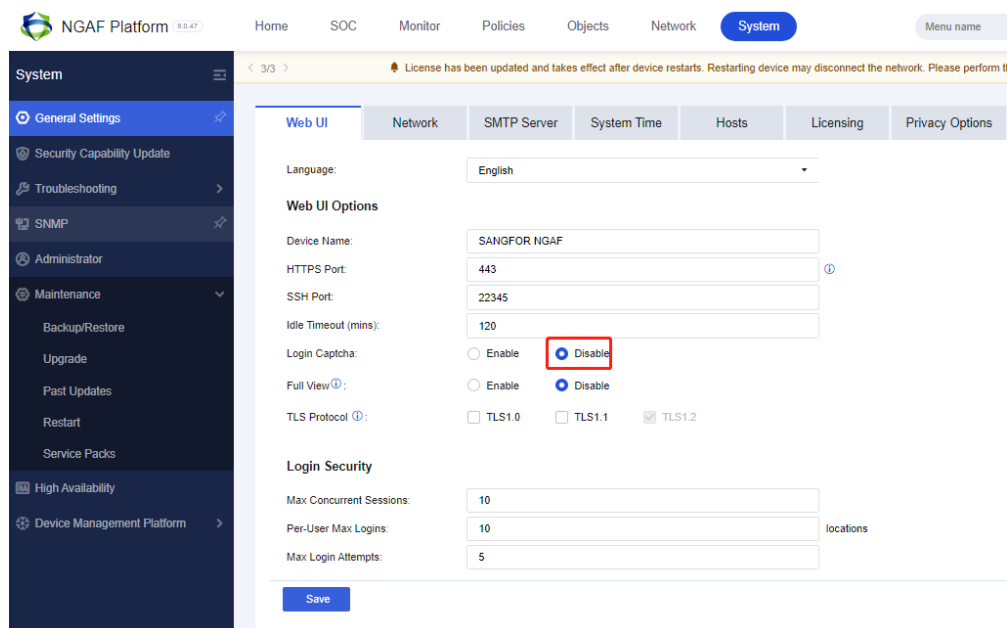
Log in to the Network Secure 8.0.47 console, go to **System > Administrator**, and select **Factory Support** for **Management Method**, as shown in the

following figure.

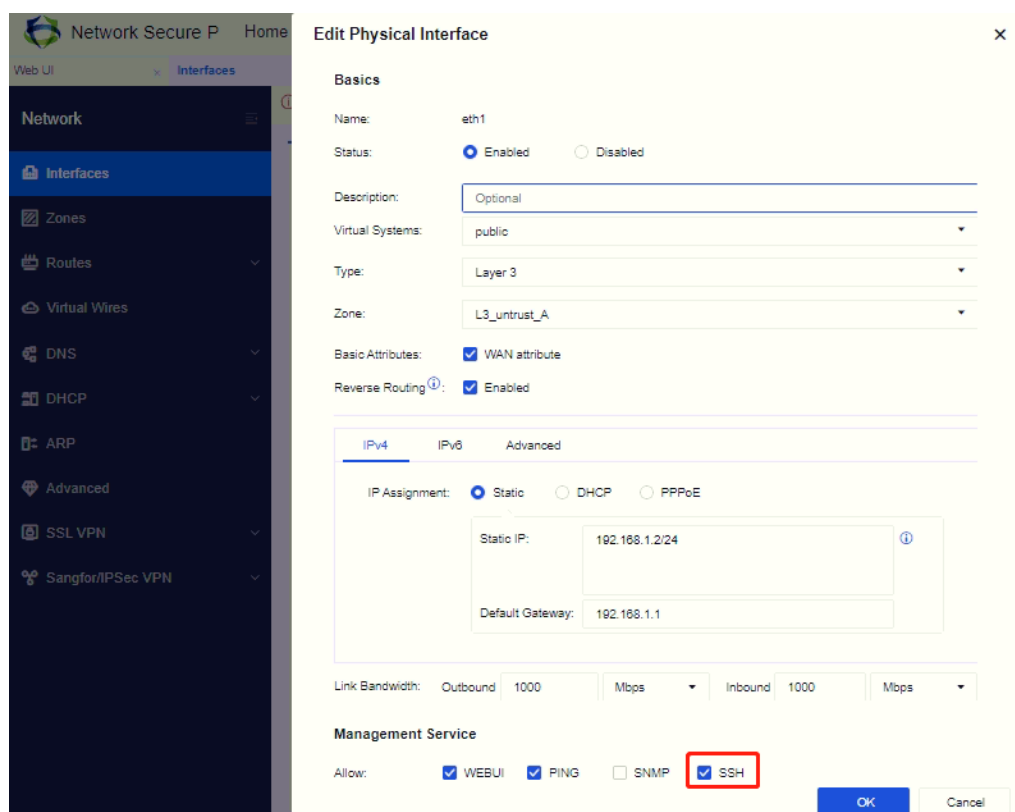


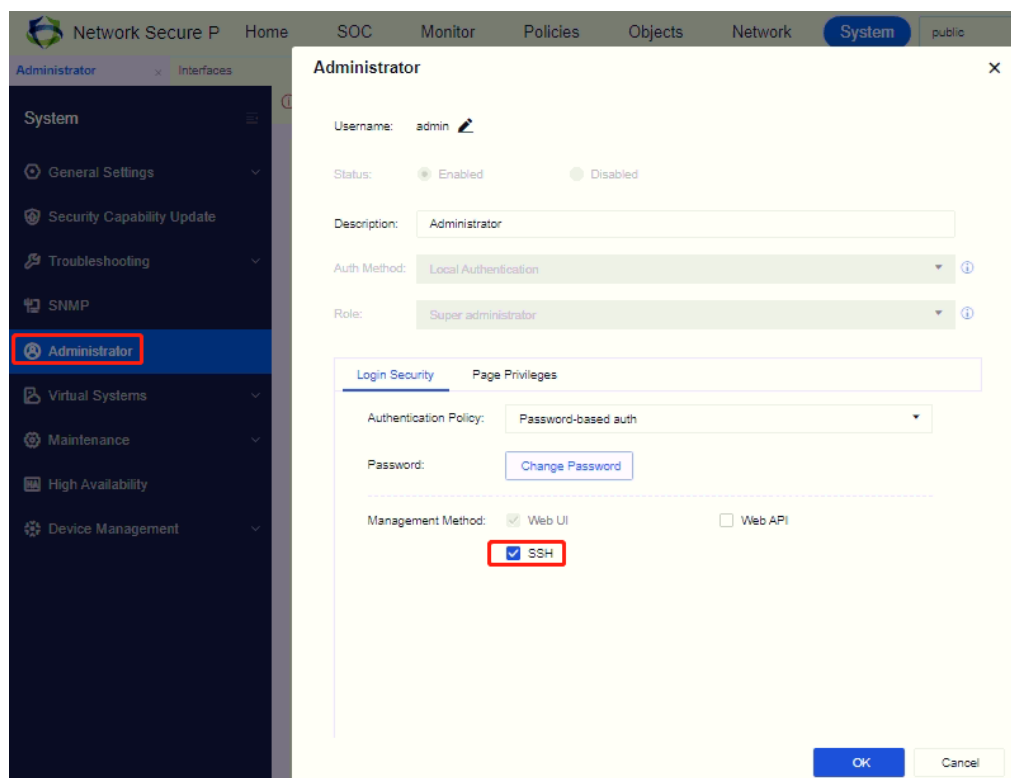
For Network Secure 8.0.47, configure the interface as shown in the following figure and disable captcha option. The console port is 443, and the SSH port is 22345 by default.



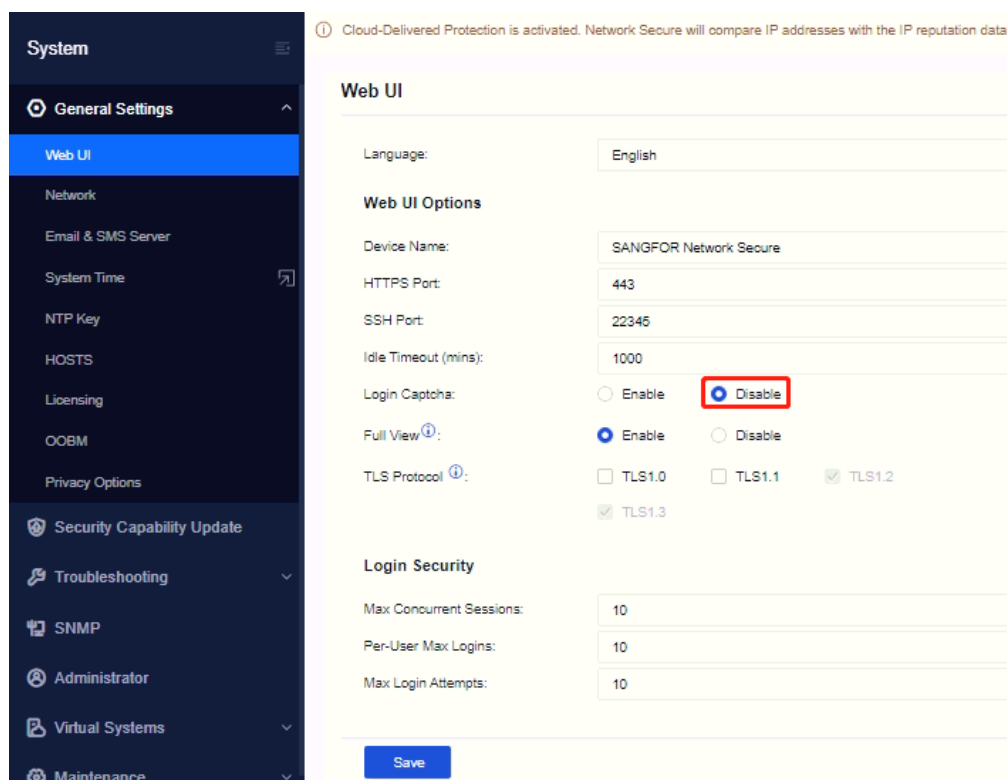


For Network Secure 8.0.83, 8.0.85, and 8.0.95, the console port is 443 and does not need to be separately opened, and the SSH port is 22345 by default, which requires enabling configurations as shown in the following figures.

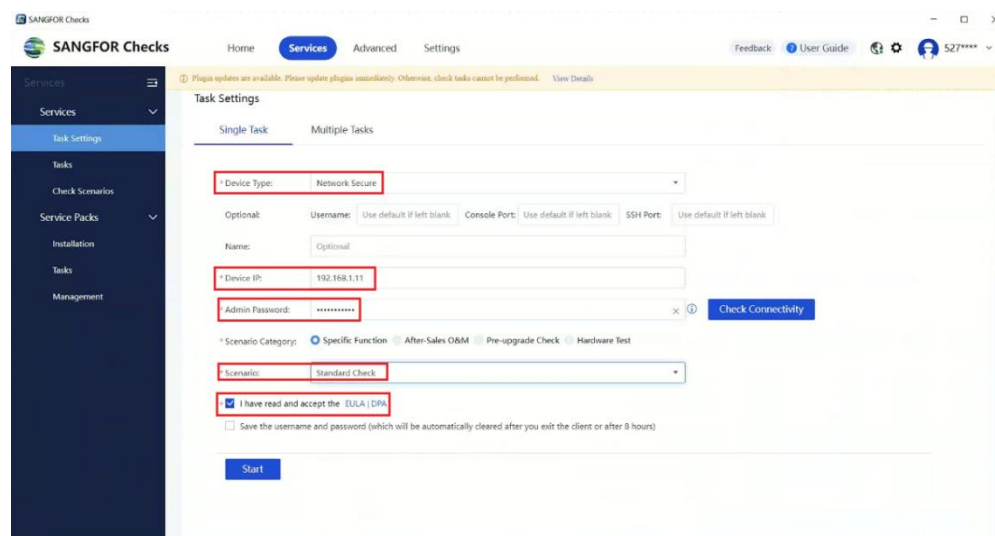




In addition, select **Disable** for **Login Captcha**, as shown in the following figure. Otherwise, the connectivity test will fail. Enable login captcha after the health check is complete.

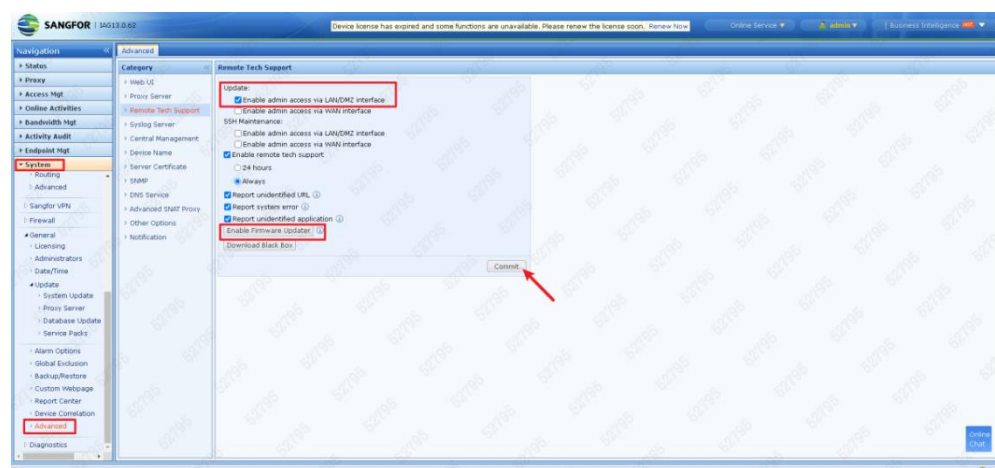


For Network Secure 8.0.47, 8.0.83, 8.0.85, and 8.0.92, configure the **Task Settings** according to the following figure and click **Start**.

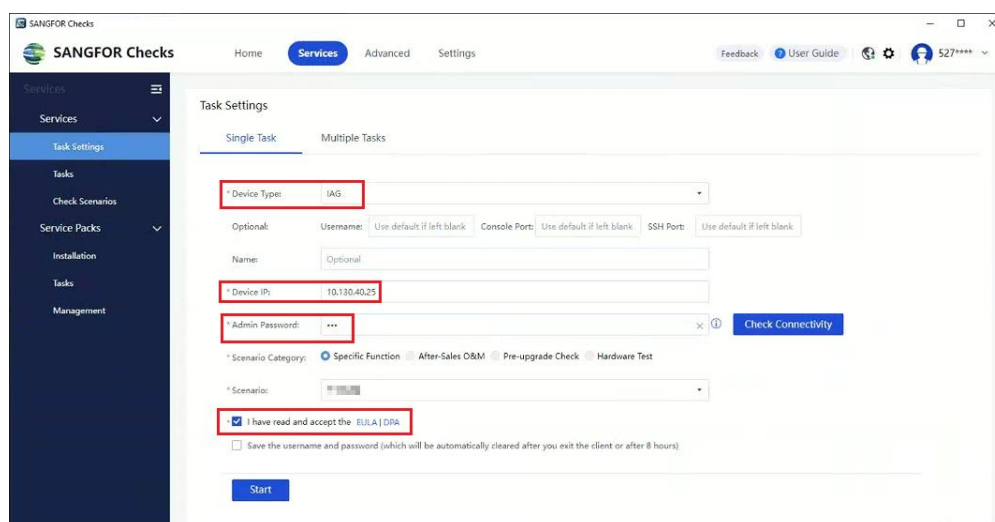


### 3.2.2.2 IAG Check

Log in to the IAG console, go to **System > General > Advanced**, and click **Remote Tech Support**. Then, select **Enable admin access via LAN/DMZ interface** for **Update** and click **Enable Firmware Updater**, as shown in the following figure.

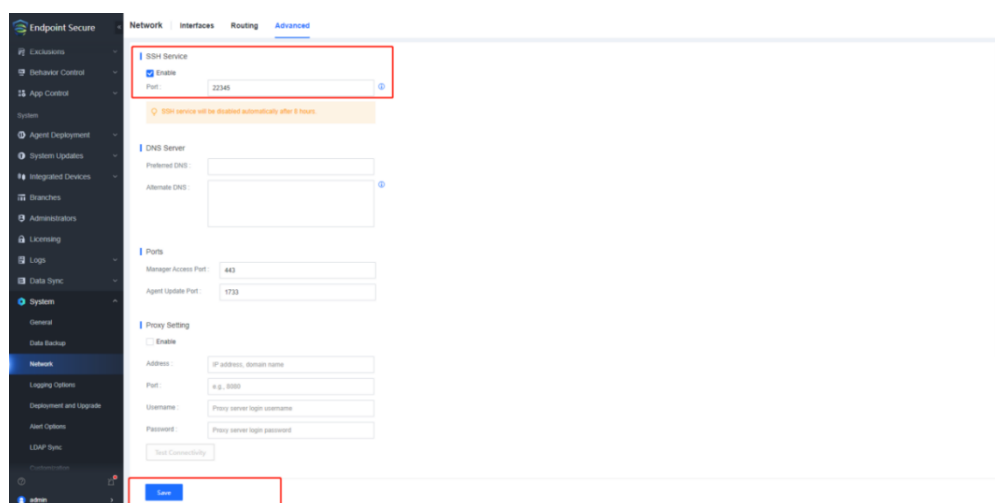


Configure the **Task settings** and click **Start**, as shown in the following figure.



### 3.2.2.3 Endpoint Secure Check

1. Log in to the Endpoint Secure console and go to **System > System > Network**. On the **Advanced** tab, select **Enable** and ensure that the port number is **22345** in the **SSH Service** section.



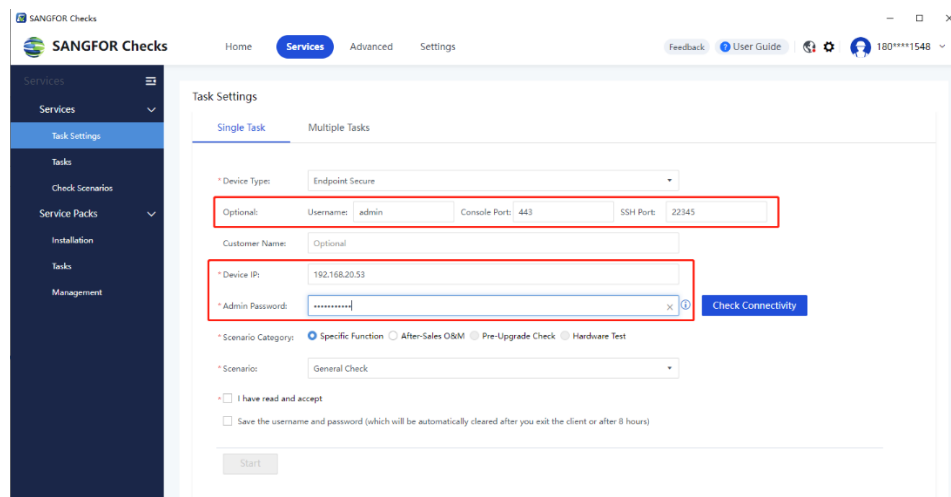
Click **Save**.

2. On Sangfor Checks, go to **Services > Task Settings**, select the **Single Task** tab, and configure the following parameters.
  - **Device Type:** Select **Endpoint Secure**.
  - **Username:** Enter **admin** (or **root** for Linux deployment).
  - **Console Port:** 443.
  - **SSH Port:** 22345.
  - **Admin Password:** Enter the console login password or root user password.



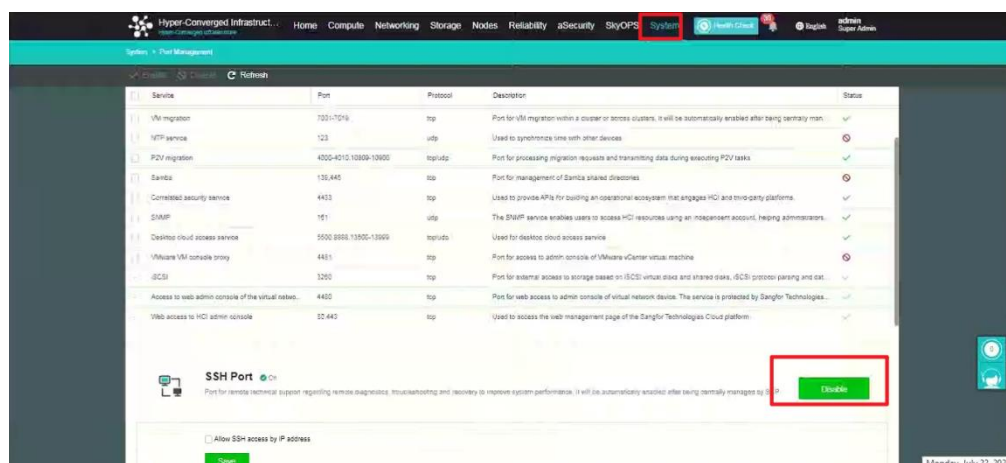
- **Scenario Category:** Select Specific Function.
- **Scenario:** Keep the default selection or select one as needed.
- Select **I have read and accept**.

3. Click **Start**.

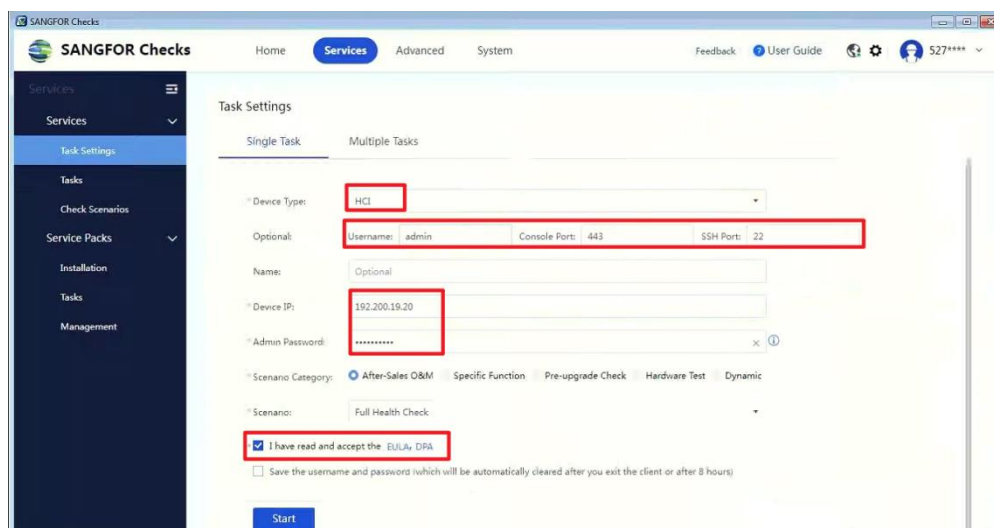


### 3.2.2.4 HCI Check

Log in to the HCI console, go to **System > Port Management**, and click **Enable** in the **SSH Port** section. Disable the SSH port after the check is complete.

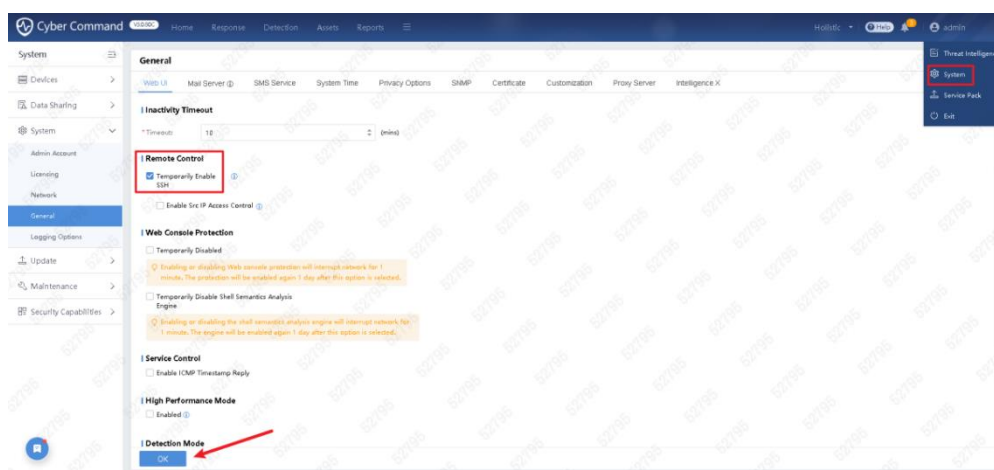


Configure the task settings and click **Start**, as shown in the following figure.

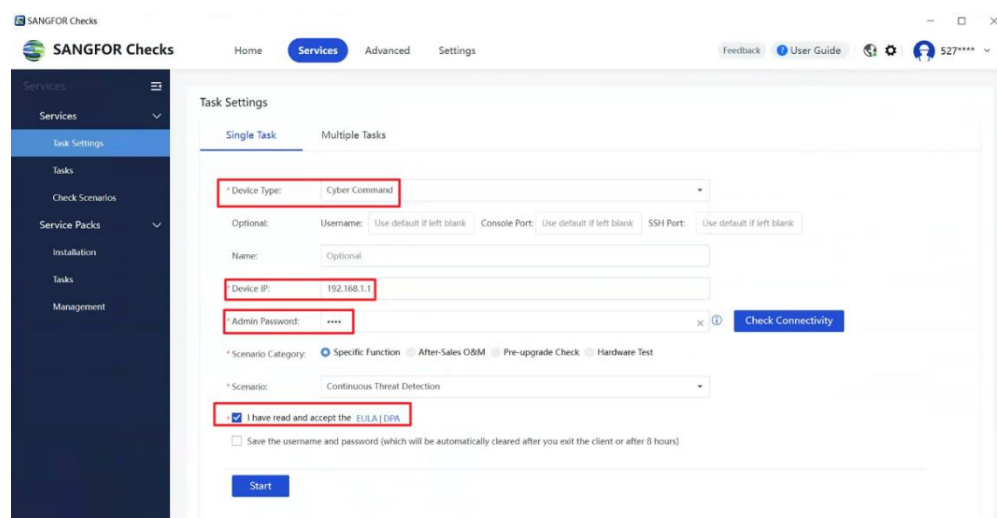


### 3.2.2.5 Cyber Command Check

Log in to the Cyber Command console and go to **System > System > General**. On the **Web UI** tab, select **Temporarily Enable SSH** in the **Remote Control** area and click **OK**.

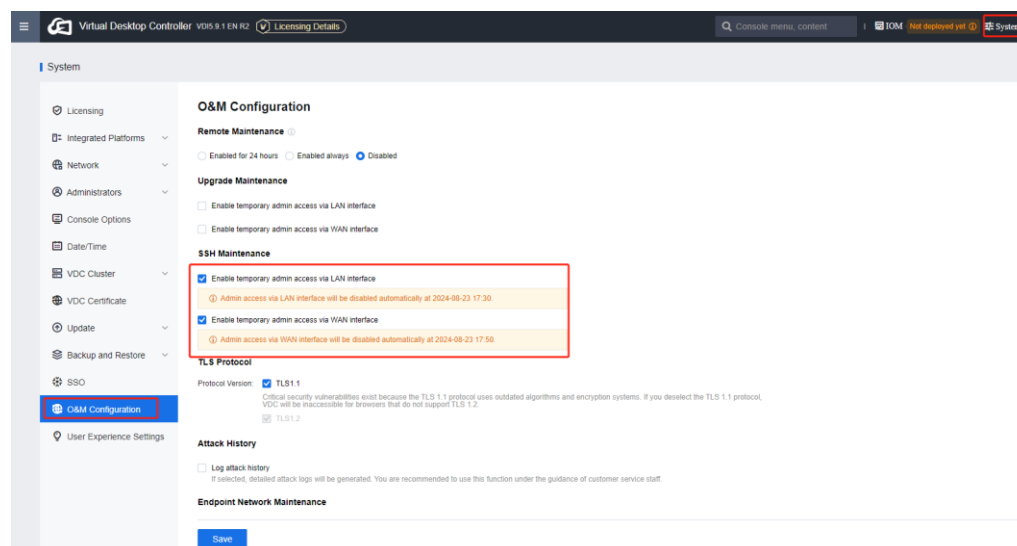


On Sangfor Checks, configure the **Task Settings** and click **Start**, as shown in the following figure.



### 3.2.2.6 VDI Check

Log in to the VDC console and go to **System > O&M Configuration**. On the **SSH Maintenance**, select **Enable temporary admin access via LAN interface** or **Enable temporary admin access via WAN interface** area and click **Save**.



On Sangfor Checks, configure the **Task Settings** and click **Start**, as shown in the following figure.

The screenshot shows the 'Task Settings' page in the Sangfor Checks application. The 'Single Task' tab is selected. The following fields are visible and highlighted with red boxes:

- Device Type: VDC
- Device IP: 10.10.10.46
- Admin Password: [Redacted]
- Scenario Category: After-Sales O&M
- Scenario: Full Health Check
- Checkbox: ☒ I have read and accept the EULA, DPA

A 'Start' button is located at the bottom of the form.

Log in to the VMP console, go to **System > Service & Tech Support**, and click **Enable** in the **SSH Port** section. Disable the SSH port after the check is complete.

The screenshot shows the 'System > Service & Tech Support' page in the Sangfor VMP console. The page contains the following sections:

- Operation and Maintenance**
  - 1. SSH port controls the access to the console. For security reasons, enable it only when it is necessary.
  - 2. Disabling SSH port will affect functions such as migrating VM across clusters, adding node and replacing node. To use these functions, make sure SSH port is enabled.
  - Disable SSH port** (button highlighted with a red box)
- Technical Support**
  - 1. Technical support staff guide you through setting up Sangfor VMP and getting the most out of your edition.
  - 2. To reach our team, send an email to [tech.support@sangfor.com](mailto:tech.support@sangfor.com) or call customer service (+60 12711 7129 (7511)).
  - 3. Note: Standard edition provides technical support over phone. Enterprise edition provides remote operation and troubleshooting (For enterprise edition, technical support over phone requires Sangfor customer service number).
- Community**
  - 1. Online Knowledge Database: Customer can search for technical information from Sangfor community online knowledge database (For example, solutions, techniques, etc).
  - 2. Online Technical Support: Ask questions and share experience with Sangfor technical support online about use and skills about Sangfor.
  - 3. SP Download: Service patch can be downloaded to update the software.
  - 4. Access Community <http://community.sangfor.com>

On Sangfor Checks, configure the **Task Settings** and click **Start**, as shown in the following figure.

SANGFOR Checks

Home Services Advanced System

Feedback User Guide

col\*\*\*ang@sangfor.com

Services

Task Settings

Tasks

Check Scenarios

Service Packs

Installation

Tasks

Management

Task Settings

Single Task Multiple Tasks

\* Device Type: VMP

Optional: Username: Optional Console Port: Optional SSH Port: Optional

Name: Optional

\* Device IP: 10.0.0.15

\* Admin Password: \*\*\*\*\*

\* Scenario Category: After-Sales O&M Specific Function Pre-upgrade Check Hardware Test Dynamic

\* Scenario: Full Health Check

☒ I have read and accept the EULA/DPA

☐ Save the username and password (which will be automatically cleared after you exit the client or after 8 hours)

Start

### 3.2.3 Multiple Tasks

On Sangfor Checks, go to **Services > Task Settings**. On the **Multiple Tasks** tab, click **Download Template**.

SANGFOR Checks

Home Services Advanced Settings

Feedback User Guide

527\*\*\*\*

Services

Task Settings

Tasks

Check Scenarios

Service Packs

Installation

Tasks

Management

Task Settings

Single Task Multiple Tasks

① If a verification code and other information need to be provided to log in to a device, please wait on the check task list page and enter verification inform...

New Import Download Template

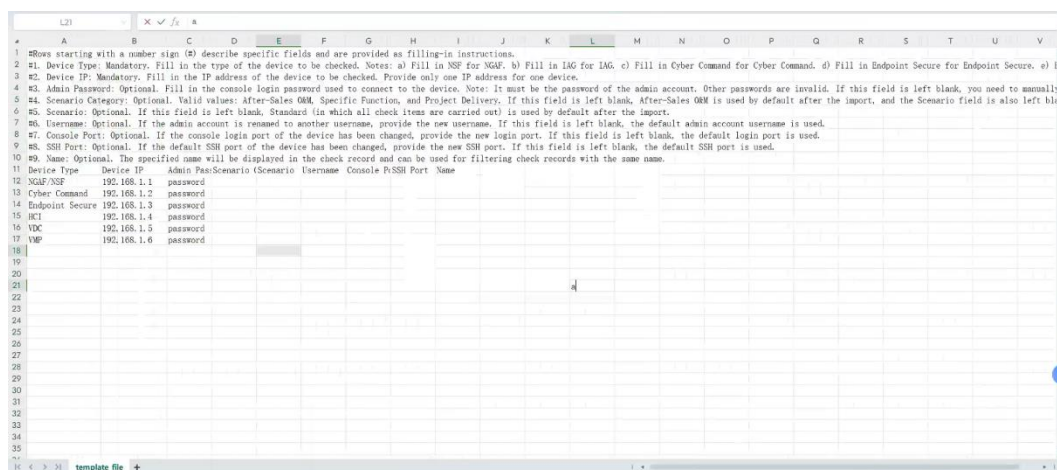
Device Type	Scenario Category	Scenario	Name	Device IP	Admin Password	Operation
Select	Select	Select	Optional	Example: 192.168.1.1		Optional ⓘ Delete

☐ I have read and accept the EULA/DPA

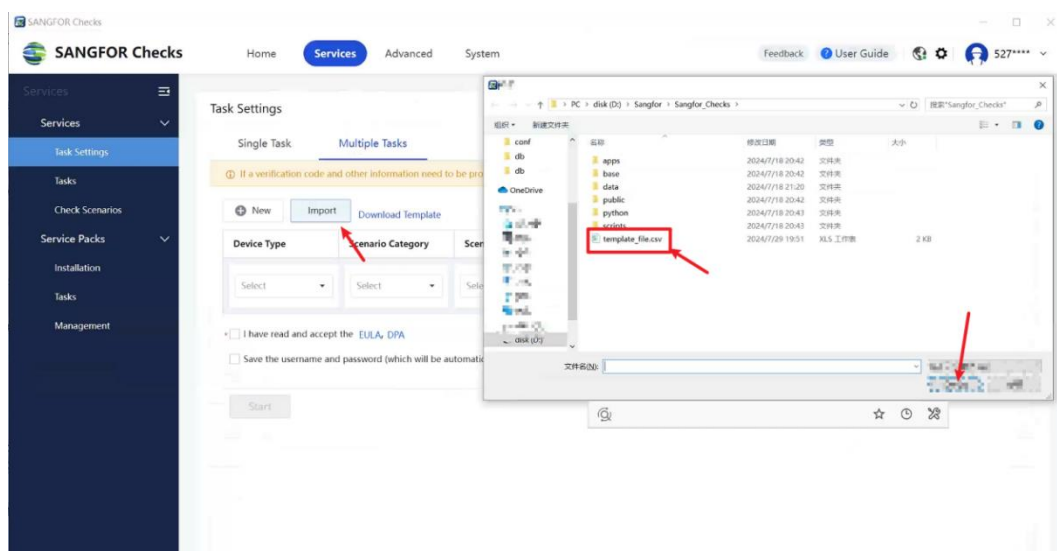
☐ Save the username and password (which will be automatically cleared after you exit the client or after 8 hours)

Start

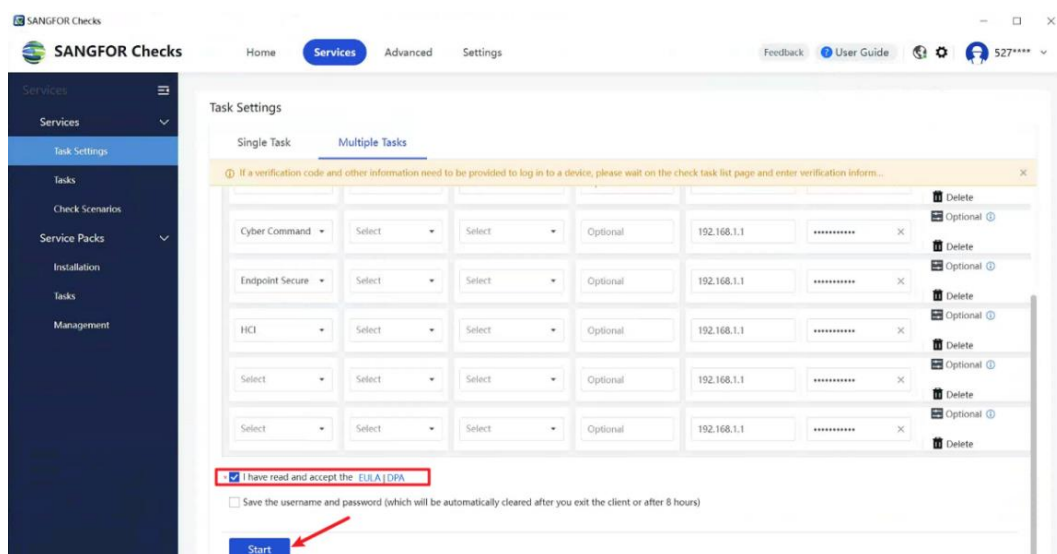
Fill in the template according to the actual situation.



Import the template.



Click **Start**.



## 3.2.4 Check Result

### 3.2.4.1 Tasks

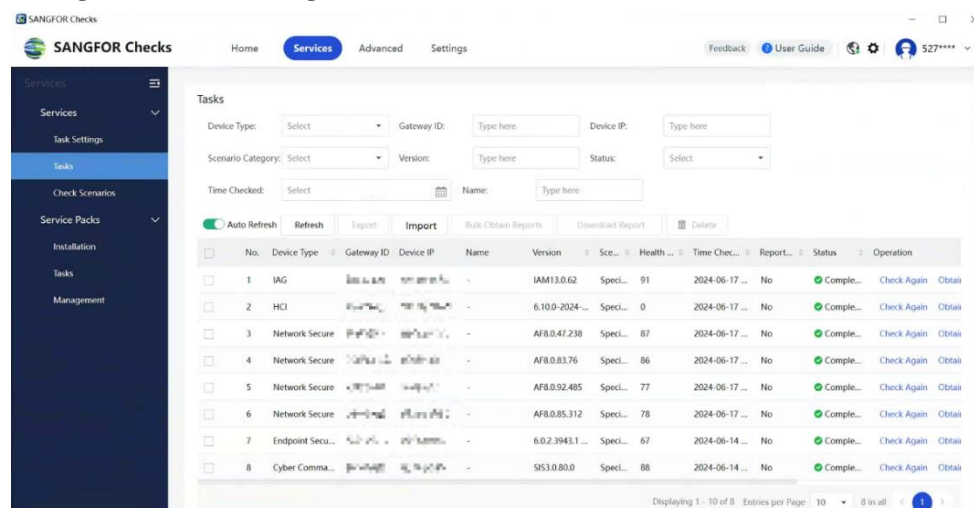
After completing the check, go to **Services > Tasks** to view the result. The following operations are supported.

Operation	Description
Check Again	Perform the check again. You can check abnormal entities only to speed up the process.
Obtain Report	Report the check result to check whether the device is running. Bulk operations are supported.
Report	View all entities' check results and fix recommendations for risky entities.
View Details	View the detailed check process.
Delete	Delete the check record. The deleted record cannot be restored; you can only perform another check to obtain data. Please operate with caution.
History	Only the latest record is displayed for a gateway ID. To view earlier records, click <b>View All</b> .
Import/Export	Import or export the check result from or to Sangfor Checks on another computer. Bulk operations are supported.
Bulk Obtain Reports	Select multiple check records and report them at a time.
Download Report	Download one or more PDF or Word reports. If you select <b>Export to DOCX</b> , reports will be merged into one. Up to 40 reports can be merged.
Bulk Delete	Select multiple records and delete them at a time. The deleted records cannot be restored, and you can only perform another check to obtain data. Please operate with caution.
Continue	Ignore the pre-check errors and continue the check.

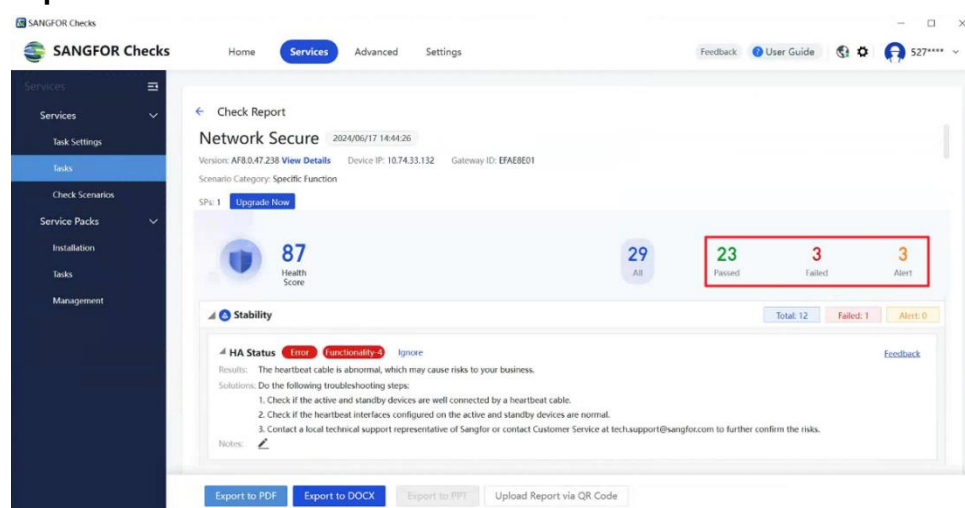
### 3.2.4.2 Check Report

View a report: Go to **Services > Tasks**. On the **Tasks** page, click **Report** in the **Operation** column to view the report, including normal entities, abnormal entities, and alerts. You can filter entities by category and optimize the

configuration according to the recommendations.

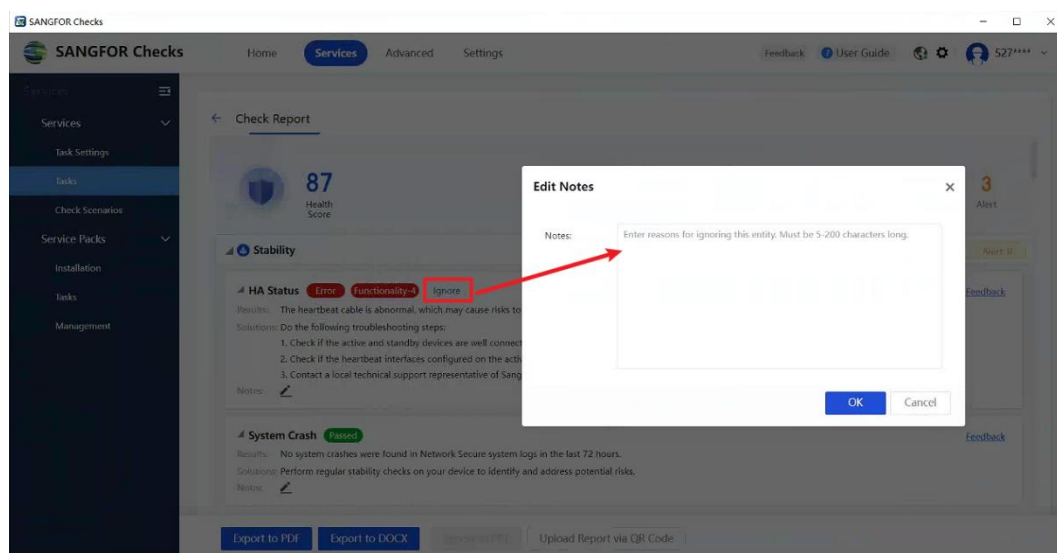


**Download a report:** Go to **Services > Tasks**. On the **Tasks** page, click **Report** in the **Operation** column. On the report details page, click **Export to PDF** or **Export to DOCX** at the bottom.



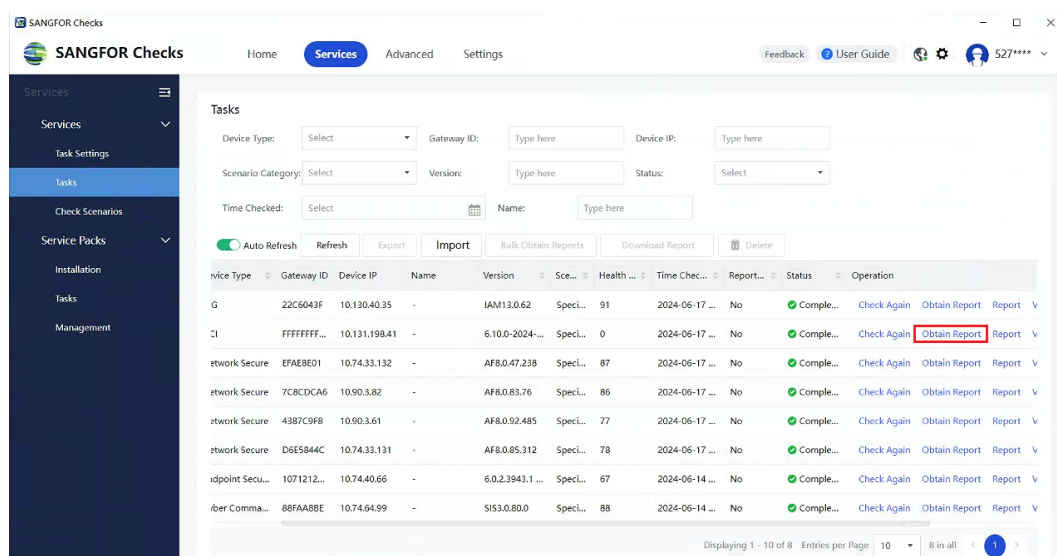
**Ignore an entity:** If an abnormal entity or alert cannot be fixed due to the environment or other issues, click **Ignore** next to the entity. In the **Edit Notes** pop-up window, enter the reason and click **OK**. No scores will be deducted for an ignored entity.





**Upload a report.** Go to **Services > Tasks**. On the **Tasks** page, click **Obtain Report** under the **Operation** column. If the message **Report obtained successfully** is shown, and the status in the **Reported** column has changed from **No** to **Yes**, it means the report has been uploaded.

After you click Obtain Report, device check information will be collected for operational analysis to provide better services.



## 3.2.5 Check Scenarios

### 3.2.5.1 Scenario Categories

Two scenario categories are available: **After-Sales O&M** and **Specific Functions**. Select the corresponding scenario as needed.

**After-Sales O&M:** Check the device's security and stability. In a typical after-sales scenario, check a device to ensure stable O&M.

**Specific Functions:** Some "Project Delivery Category" scenarios are predefined, such as **Standard Check** and **Continuous Threat Detection**, to check whether the functional configuration of devices meets requirements.

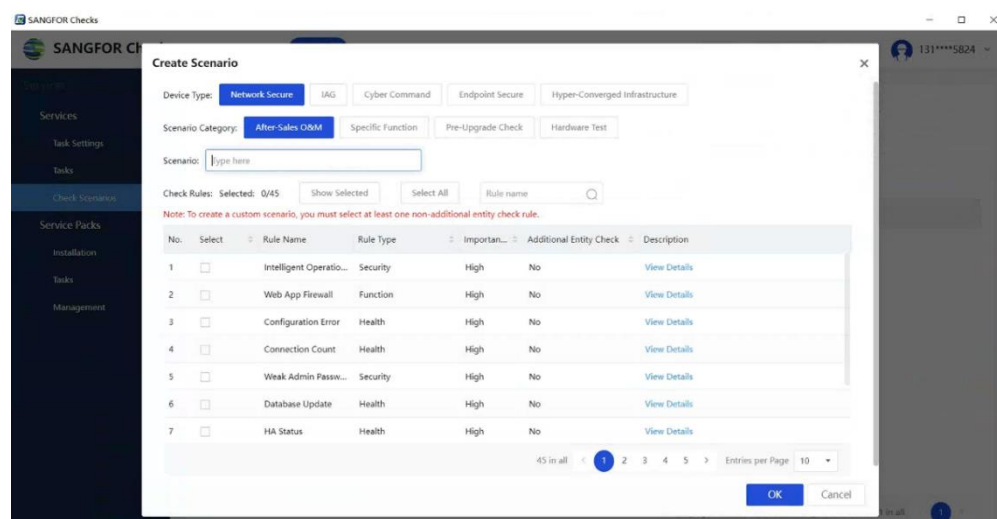
### 3.2.5.2 Predefined Scenarios

Predefined scenarios cannot be edited or deleted, including **Standard Check**, **Security Check**, and **Function Check**.

Scenario	Description
Standard Check	Check the devices' security and stability.
Security Check	Check the devices' security, such as open ports and weak passwords.
Function Check	Check the specific scenario functions and configurations according to the customer scenario.

### 3.2.5.3 Custom Scenarios

Custom scenarios can be added, edited, and deleted. Please note that the scenario name must be unique.



## 3.3 Service Packs

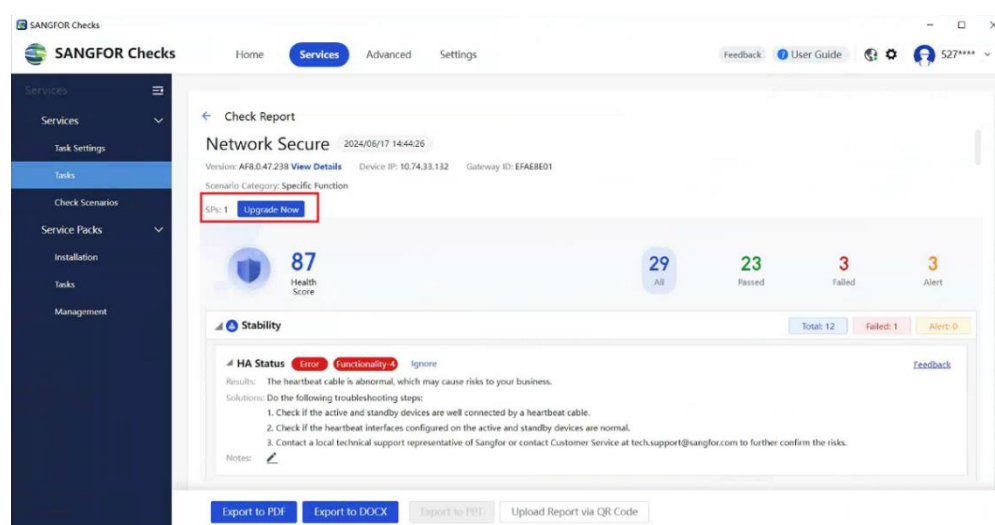
SPs are installed to update software to fix vulnerabilities, enhance performance, and improve other deficiencies. It ensures the device's security, stability, and functionality, effectively improving user experience, protecting system and data security, and maintaining software competitiveness. You are advised to pay close attention to SP release news, check or upgrade devices regularly, and back up and test to ensure a smooth upgrade. On Sangfor Checks, SPs need to be manually downloaded and installed.

### 3.3.1 Installation

SPs can be installed in two methods. **Method 1 is recommended** for accuracy and simplicity, which can detect available SPs on a device and provide an installation portal accordingly.

#### 3.3.1.1 Method 1

On the **Services > Tasks** page, click **Report** in the **Operation** column. On the report details page, if an SP is available, click **Upgrade Now**.



#### 3.3.1.2 Method 2

Go to **Services > Service Packs > Installation**.

Configure the parameters and click **Start Upgrade**. You can install multiple SPs.

The screenshot shows the 'Installation' page in the Sangfor Checks interface. The left sidebar has 'Installation' highlighted under 'Service Packs'. The main content area has the following fields:

- Device Type:** A dropdown menu.
- Username:** A text input field with 'Default' as the value.
- Console Port:** A text input field with 'Default' as the value.
- SSH Port:** A text input field with 'Default' as the value.
- Device IP:** A text input field with 'Example 192.168.1.1' as the value.
- Admin Password:** A text input field with a password icon.
- Check Connectivity:** A button.
- Service Packs:** A section with a 'Select SPs' button and a table of available SPs.
- Start Upgrade:** A button at the bottom.

- **Device Type:** Select the corresponding device type.
- **Admin Password:** It is set to **admin** by default.
- **Device IP:** Example: 192.168.1.1
- **Select SPs:** Select the downloaded SPs of the device.
- **Optional:** **Username** (**admin** by default), **Console Port** (**51111** by default), **SSH Port** (**22345** by default).



The password set for **Admin Password** is valid for 8 hours and will be cleared after quitting Sangfor Checks.

## 3.3.2 Tasks

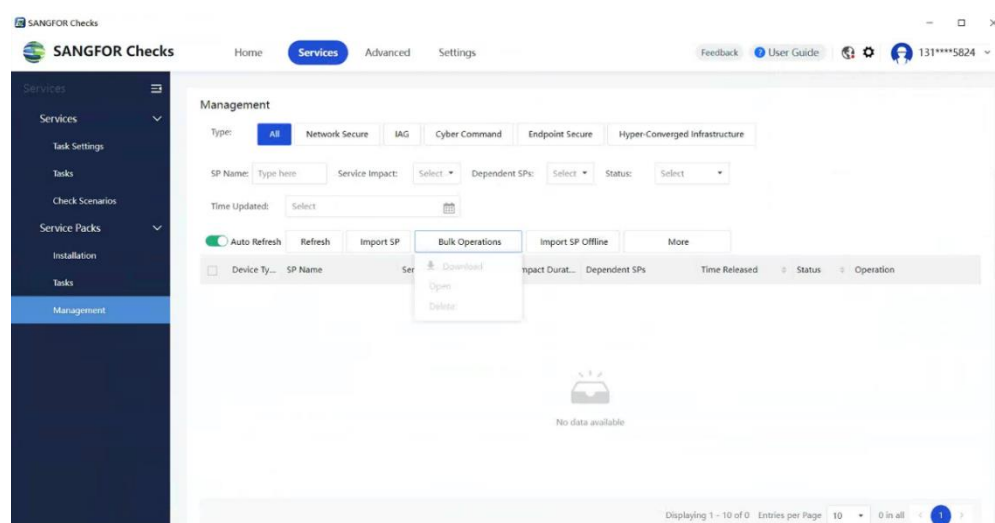
This page shows ongoing or completed Health Check or SP installation tasks.

## 3.3.3 Management

### 3.3.3.1 SP Download

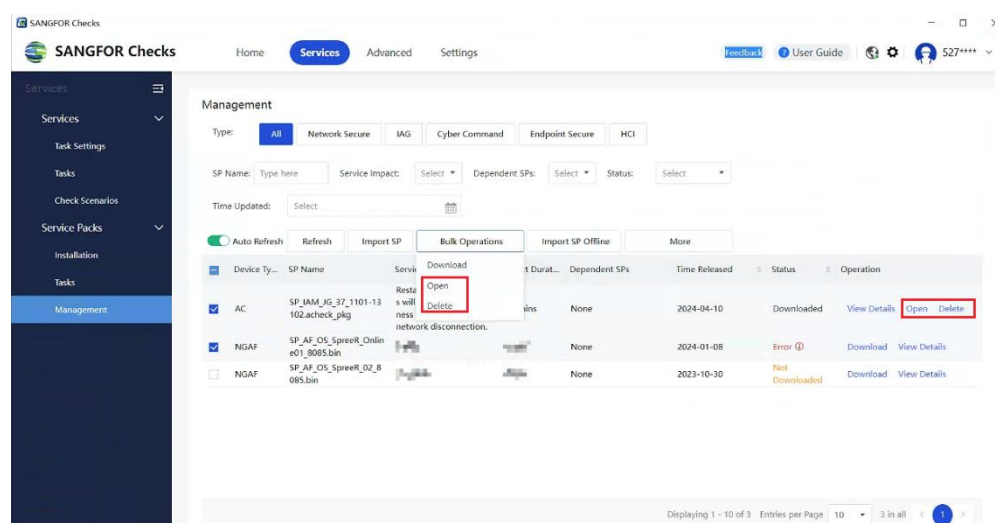
Go to **Services > Service Packs > Management**. On the **Management** page, click **Download** under the **Operation** column of an SP or select multiple SPs

and select **Bulk Operations** > **Download**.



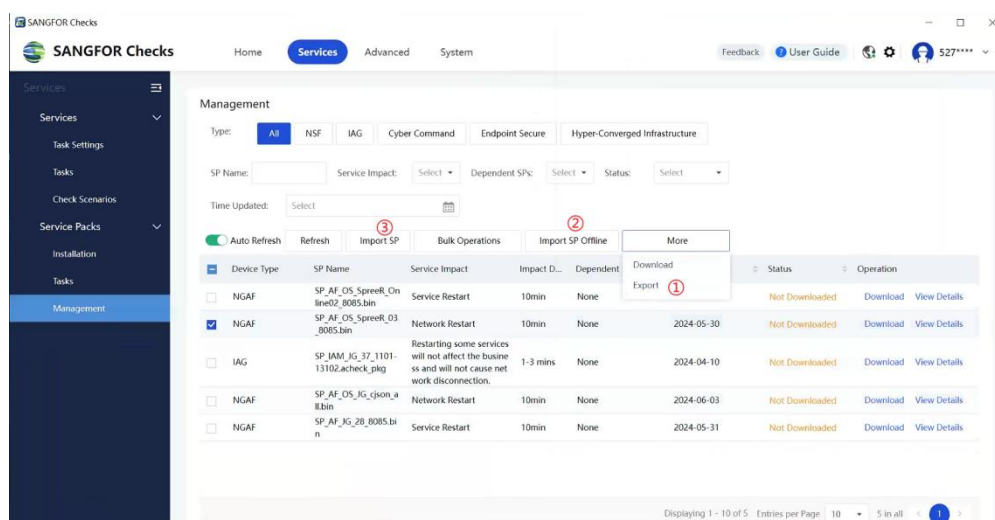
### 3.3.3.2 SP Export/Deletion

Go to **Services** > **Service Packs** > **Management**. On the **Management** page, click **Open** or **Delete** under the **Operation** column of an SP or select multiple SPs and select **Bulk Operations** > **Open** or **Delete**.



### 3.3.3.3 SP Export

1. SP export: Choose More > Export to export SP information.
2. SP import: Click Import SP Offline to import the SP information obtained in step 1 and then click Import SP to import the SP.



## 3.4 Advanced

This menu contains different app modules.

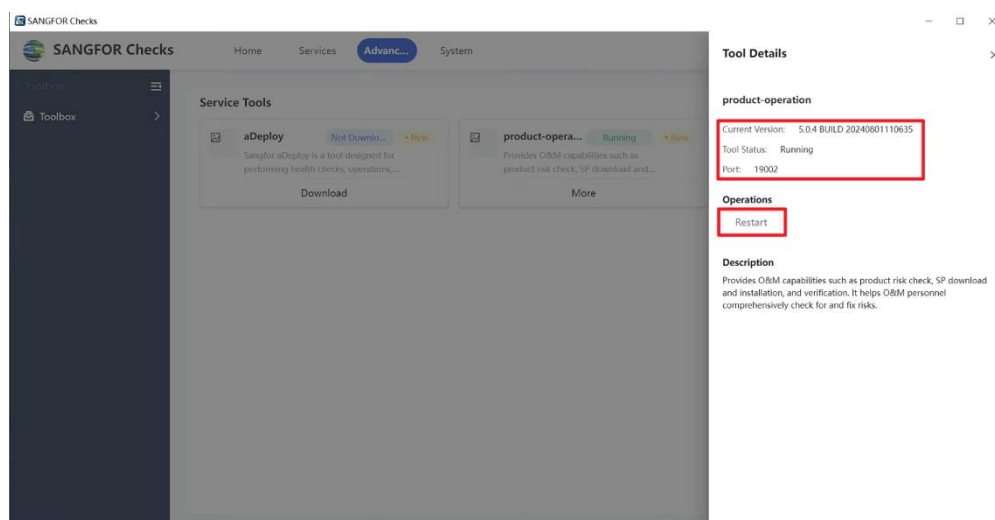
The product-operation, aDesk\_tools, and aDeploy apps in the Service Tools module will be automatically started after SANGFOR Checks is started. If a check task fails, a manual restart is required for these tools.

**product-operation:** It is used for device check and SP installation.

**aDesk\_tools:** It is used for VDI checks.

**aDeploy:** It is used for HCI checks.

Click **More** of an app module to view details, including the **Port** and **Current Version**.



## 3.5 System

## 3.5.1 Settings


**Check Timeout:** A check task takes not more than 20 minutes.

**Concurrent Tasks:** It specifies the number of concurrent check tasks.

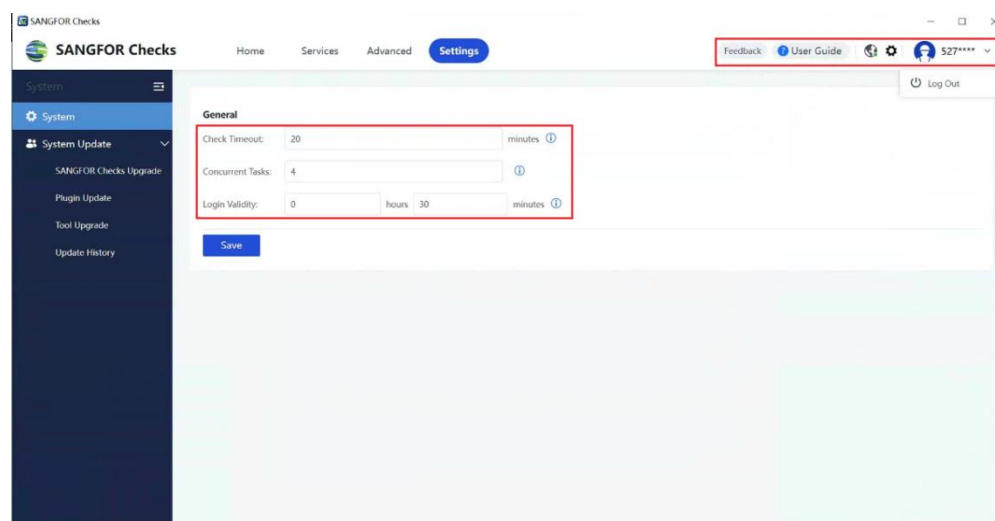
**Login Validity:** If it is set to 30 minutes, a logged-in user will be logged out automatically after 30 minutes.

**Feedback:** Allows users to submit feedback on the device.

 : Check whether the SANGFOR Checks client is online.

 : Configure system settings and get logs.

 527\*\*\*\* : You can click **Log out** after completing your tasks.



## 3.5.2 System Upgrade

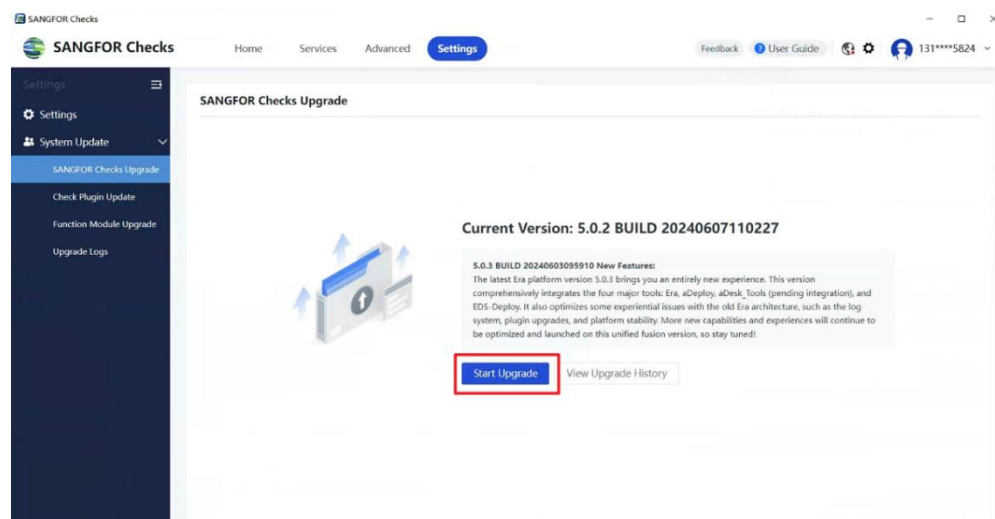
SANGFOR Checks upgrade is divided into four sections:

4. SANGFOR Checks framework update
5. Update of device plugins supported by SANGFOR Checks
6. Update of function modules of SANGFOR Checks
  - (1) Function modules include **Services**, **Base**, and **Advanced**.
  - (2) These function modules can be updated separately.
7. Update history

- (1) Provides update records of function modules and plugins on SANGFOR Checks.

## 3.5.3 SANGFOR Checks Upgrade

If a new version is available for SANGFOR Check, and the computer where SANGFOR Checks runs is connected to the Internet, go to **Settings > System Update > SANGFOR Checks Upgrade** and click **Start Upgrade**. After the upgrade, SANGFOR Checks will be restarted automatically.



## 3.5.4 Check Plugin Update

### 3.5.4.1 Online Update

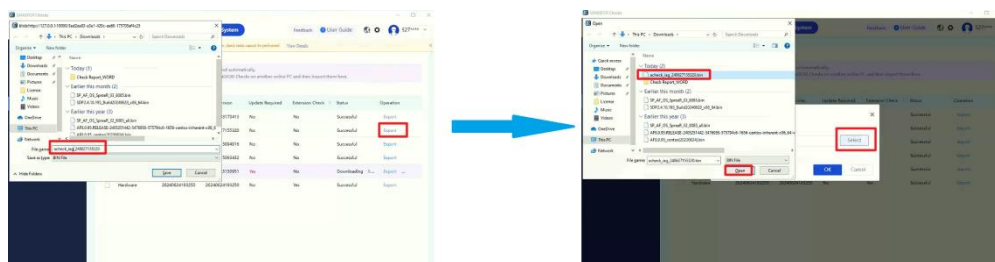
If the computer where SANGFOR Checks runs is connected to the Internet, SANGFOR Checks is upgraded automatically.

### 3.5.4.2 Offline Update

**Method 1:** Copy the directory of SANGFOR Checks to an online environment, update all plugins, and copy the directory again to the offline environment.

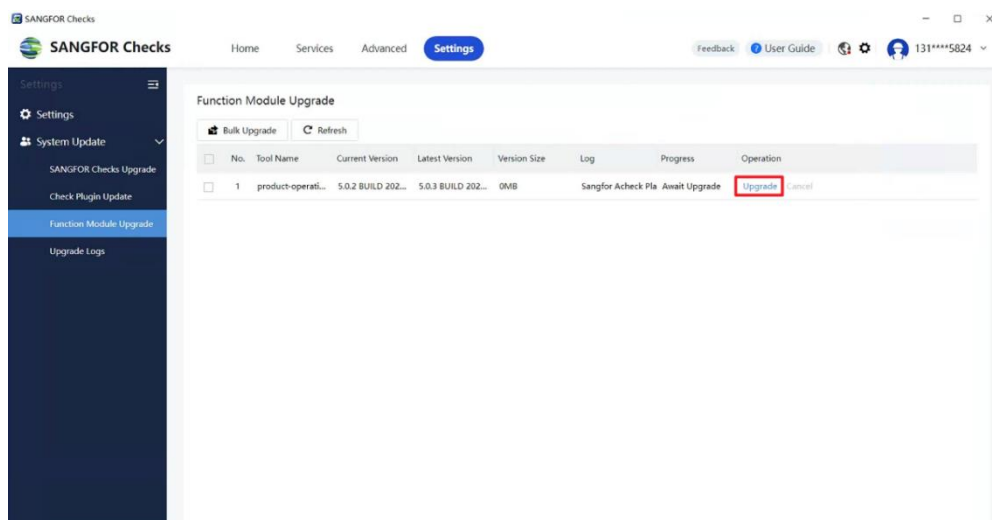
**Method 2:** Export one or more plugins from an online environment, copy the exported .bin files to the offline environment, and import them back to the online environment.





### 3.5.5 Tool Upgrade

If a new version is available for the **Base**, **Services**, or **Advanced** function module, the **Upgrade** button in the **Operation** column will become available on the **Function Module Upgrade** page.



### 3.5.6 Upgrade History

Provide upgrade history of function modules and plugins on SANGFOR Checks.

