

Step-by-step Guidelines on Running Health Check for IAG Devices

1. Why We Need to Use Sangfor Checks?

Sangfor Checks is a powerful new tool that **automates the security and stability analysis of your devices**.

Use Cases for Sangfor Checks:

- 1) When preparing a **PoC unit**, run a health check to assess product status and apply any necessary service packages to mitigate potential risks.
- 2) Conduct a health check before **implementing a device** to identify and resolve any issues beforehand.
- 3) After devices have been operational for some time, perform **regular** health checks as a proactive measure to discover potential risks.
- 4) Execute health checks before **making changes** to the device, such as upgrades, patches, expansions, or hard disk replacements

2. Main Features of Sangfor Checks

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

Health Check supports 6 products: Network Secure, Cyber Command, IAG, Endpoint Secure, VDI and HCI. (such as checking the NGAF's hardware, critical patches, and health check reports for all Sangfor devices).

Service Packs allow users to download service packages for Network Secure, Cyber Command, Endpoint Secure, and IAG after some function defects and security threats are detected. Currently, users can only directly **patch the service packages for Endpoint Secure and IAG via Sangfor Checks**.

3. Download the Tool

Step 1: Check whether your operating system supports Sangfor Checks.

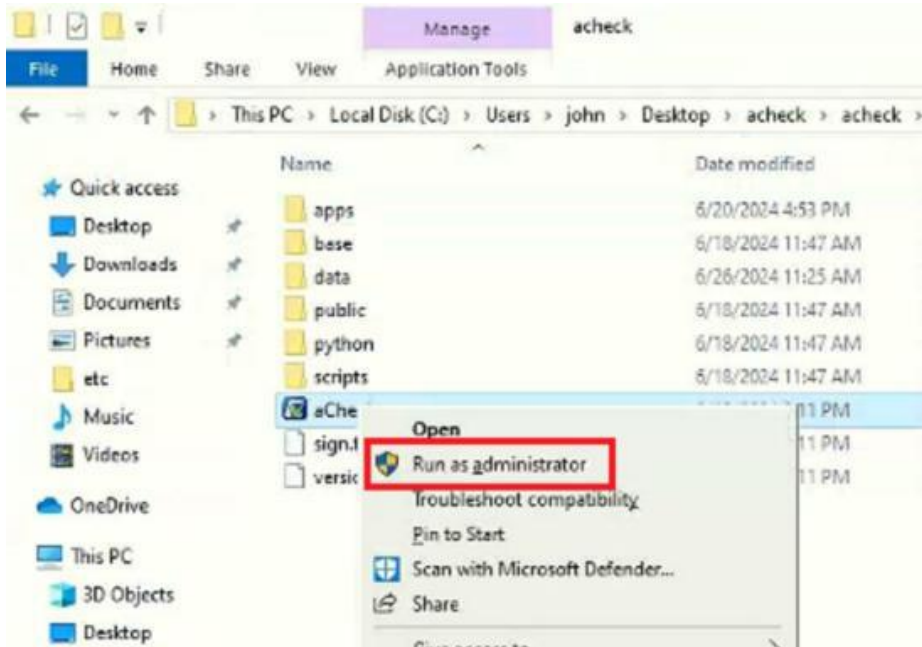
Supported: Windows 7, Windows 10, and Windows 11.

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

Step 2: Download the formal version on [Sangfor Community >Self Service >Download > Sangfor Checks](#) and decompress it.

Step 3: Run **aCheck.exe**

as an **administrator** to avoid errors caused by insufficient permissions.



4. Login with Your Available Account

For **partner** engineers, you can sign in with **Partner Portal** account. For **customer** engineers, you can sign in with **Community** User.

Here we take the **Community** User example.



SANGFOR Checks
One-Stop Platform with Smart Health Check Services

Partner Portal

Community User



Account

Email address

Log In

☒ I have read and accept the [EULA, DPA](#)

Read the tips carefully.



please read the tips carefully

1. If your PC is online, click Authentication to go to the corresponding platform for authentication. If the authentication is successful, you will log in to this platform automatically.
2. If your PC is offline, after you click Authentication, a QR code will be generated. You can scan the QR code and complete authentication on your mobile phone to obtain an authorization code for logging in to this platform.

Authentication

joj****o@sangfor.com [Change Account](#)

When you see your account (email address) is shown in the right upper corner, it means you have logged into the tool successfully.



Task Settings

Single Task

Multiple Tasks

* Device Type:

Optional: Username: Console Port: SSH Port:

Name:

* Device IP:

* Admin Password: [?](#) [Check Connectivity](#)

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

* Scenario:

☐ 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)

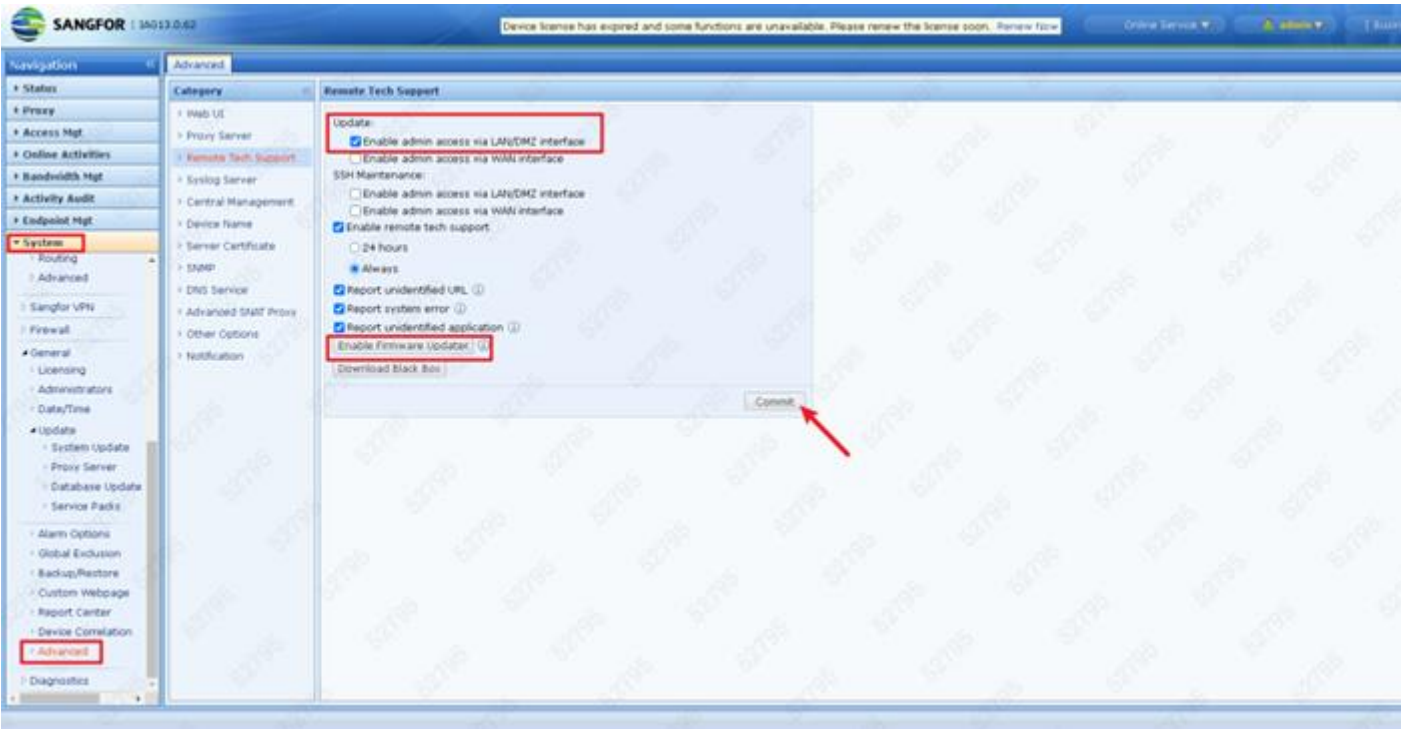
Start

5. Perform Sangfor Checks

Here we take IAG as an example to perform health check. Before you execute the health check service, you need to make the **Enable Connected Device Privileges active** in **IAG** console.

5.1 Enable Connected Device Privileges

- 1) 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.



Note: You can check the chapter **3.2.2 Procedure** in the [User Manual](#) to enable Connected Device Privileges on other products.

3.2 Device Health Check.....	
3.2.1 Principle.....	
3.2.2 Procedure.....	
3.2.2.1 Network Secure Health Check.....	
3.2.2.2 IAG Check.....	1
3.2.2.3 Endpoint Secure Check.....	1
3.2.2.4 HCI Check	1
3.2.2.5 Cyber Command Check.....	1

5.2 Start Health Check

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

The screenshot displays the SANGFOR Checks web interface. The left sidebar shows the navigation menu with 'Services' selected. The main content area is titled 'Task Settings' and has two tabs: 'Single Task' and 'Multiple Tasks'. The 'Single Task' tab is active. The form contains the following fields and controls:

- Device Type:** A dropdown menu set to 'IAG'.
- Optional:** A group of input fields for 'Username', 'Console Port', and 'SSH Port', each with a placeholder 'Use default if left blank'.
- Name:** An input field with the placeholder 'Optional'.
- Device IP:** An input field containing '10.130.40.25'.
- Admin Password:** A password input field with masked characters '***'.
- Check Connectivity:** A blue button next to the password field.
- Scenario Category:** Radio buttons for 'Specific Function' (selected), 'After-Sales O&M', 'Pre-upgrade Check', and 'Hardware Test'.
- Scenario:** A dropdown menu.
- EULA Acceptance:** A checkbox labeled 'I have read and accept the EULA | OPA' which is checked.
- Save Credentials:** An unchecked checkbox labeled 'Save the username and password (which will be automatically cleared after you exit the client or after 8 hours)'.
- Start:** A blue button at the bottom of the form.

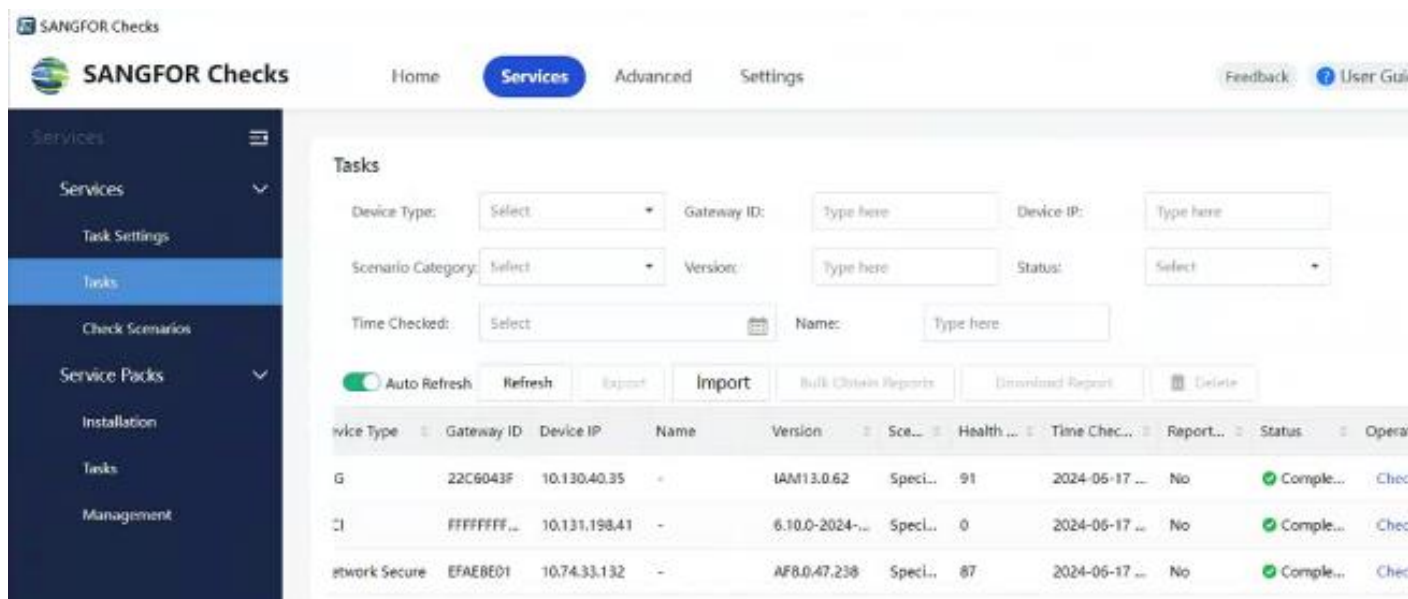
5.3 Check Report

After the inspection is completed, the engineers obtain the report and check the inspection results.

5.3.1 Obtain Report for Further Analysis

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.

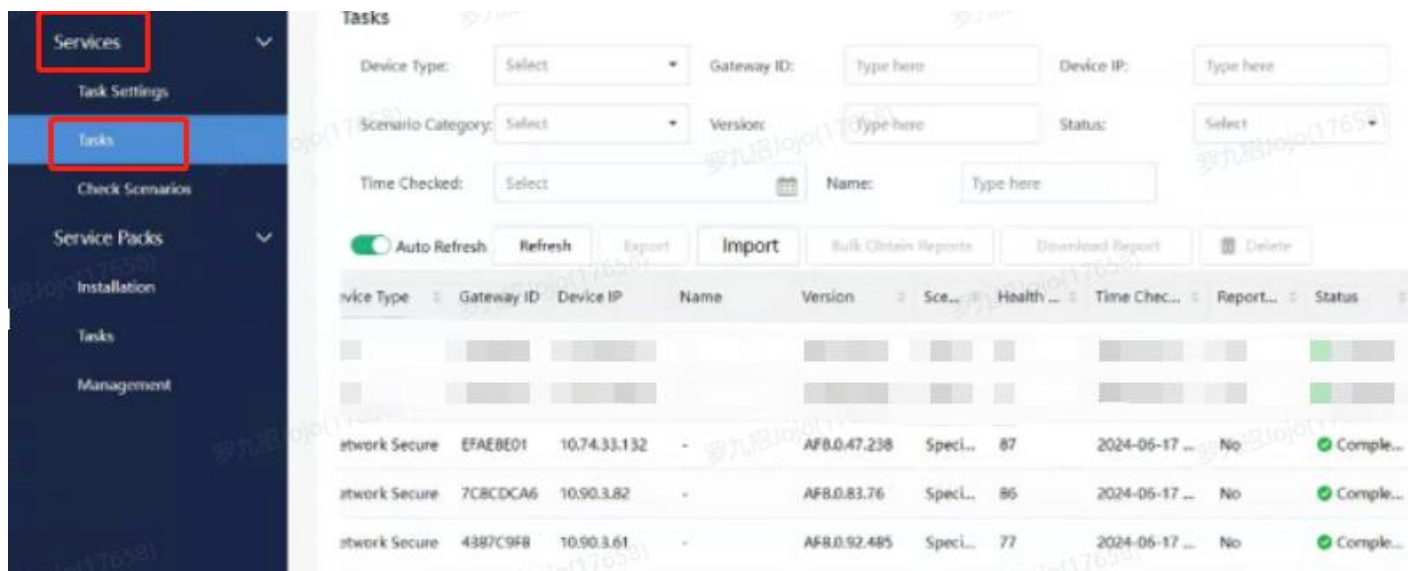
Note: We recommend that you **upload the health check report** for us to go a further analysis especially when you submit some feedback for this beta test via the survey. Your sharing and feedback will help us improve Sangfor Checks.



5.3.2 Share Report with Customers

You can also share the inspection report with your **customers** and synchronize the health and stability status of the devices to them.

On the **Services > Tasks** page, click **Report** in the **Operation** column.



On the report details page, click **Export to PDF** or **Export to DOCX** at the bottom.

SANGFOR Checks Home **Services** Advanced System Feedback

Services
Services
Task Settings
Tasks
Check Scenarios
Service Packs
Installation
Tasks
Management

Check Report

IAG 2024/08/05 17:46:24

Version: IAM13.0.80 [View Details](#) Device IP: 10.130.67.19 Gateway ID: A3FDCCF5

Scenario Category: After-Sales O&M

SPs Available: 3 [Upgrade Now](#)

85 Health Score

29 All 20 Passed

Security

Critical Patch Check Error -7 [Ignore](#)

Results: The following patches that have not been fixed, which will bring certain security risks to your device, as follows:

- SP_IAM_JG_37 1101-13102
- SP_IAM_FIX_ILL
- SP_IAM_UPGRADE_3000 MICROCODE 1101-13102

Solutions: Please fix it as soon as possible. If you need help, contact Sangfor customer services at +60 12711 7129 (7511).

Notes: [Add Note](#)

[Export to PDF](#) [Export to DOCX](#)

5.4 Install Patch and Upgrade

On the report details page, if a Service Pack is available, click **Upgrade Now**.

SANGFOR Checks Home **Services** Advanced System

Services
Services
Task Settings
Tasks
Check Scenarios
Service Packs
Installation
Tasks

Check Report

IAG 2024/08/05 17:46:24

Version: IAM13.0.80 [View Details](#) Device IP: 10.130.67.19 Gateway ID: A3FDCCF5

Scenario Category: After-Sales O&M

SPs Available: 3 [Upgrade Now](#)

85 Health Score

29 All

Choose the service packs you want to upgrade by clicking Download in the **Operation** column.

SANGFOR Checks

HomeServicesAdvancedSystemFeedback

Services

Services

Task Settings

Tasks

Check Scenarios

Service Packs

Installation

Tasks

Management

Upgrade Now

Some SPs cannot be selected because they cannot be installed through this platform. Please click SP Installation Instructions to view details.

	SP Name	Service Impact	Impact Duration	Dependent SPs	Status	Operation
<input type="checkbox"/>	SP_IAM_OPENZTA_03_1101-13102.acheck...	Restarting security ...	1-3 mins	None	Downloa...	View Deta
<input type="checkbox"/>	SP_IAM_FIX_ILLEGALDATA_02_1101-1311...	Restarting some se...	1-3 mins	None	Downloa...	View Deta
<input checked="" type="checkbox"/>	SP_IAM_UPGRADE_C3000_MICROCODE_1...	Restarting some se...	1-3 mins	None	Not Dow...	View Deta

Export to CSVExport to Excel

Start Upgrade

Note: You can also choose another way to download the patch package under **Service Packs > Management > Search SP Name** page.

SANGFOR Checks

HomeServicesAdvanced...SystemFeedback

Services

Services

Task Settings

Tasks

Check Scenarios

Service Packs

Installation

Tasks

Management

Management

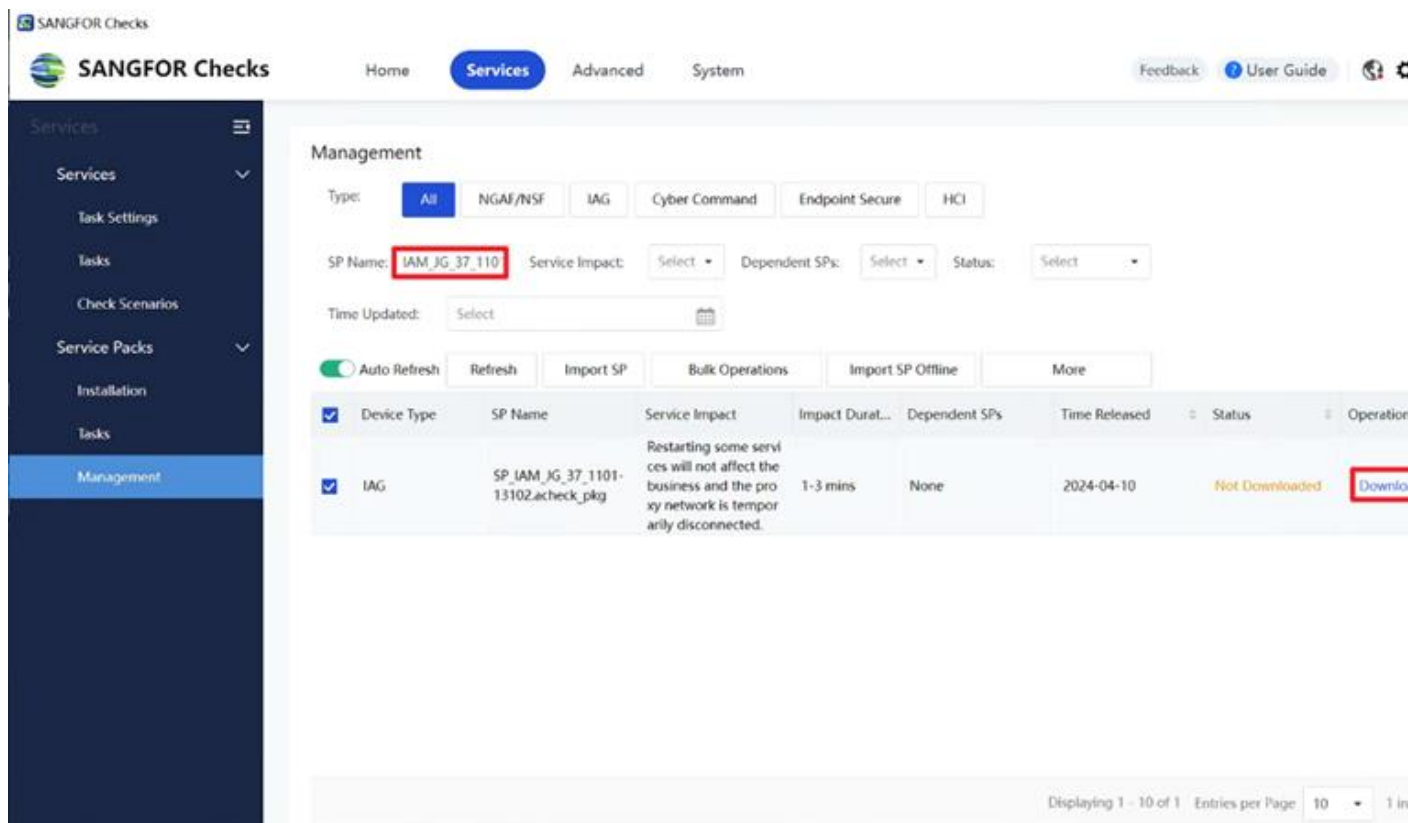
Type: AllNGAF/NSFIAGCyber CommandEndpoint SecureHCIVDCVMP

SP Name: IAMService Impact: SelectDependent SPs: SelectStatus: Select

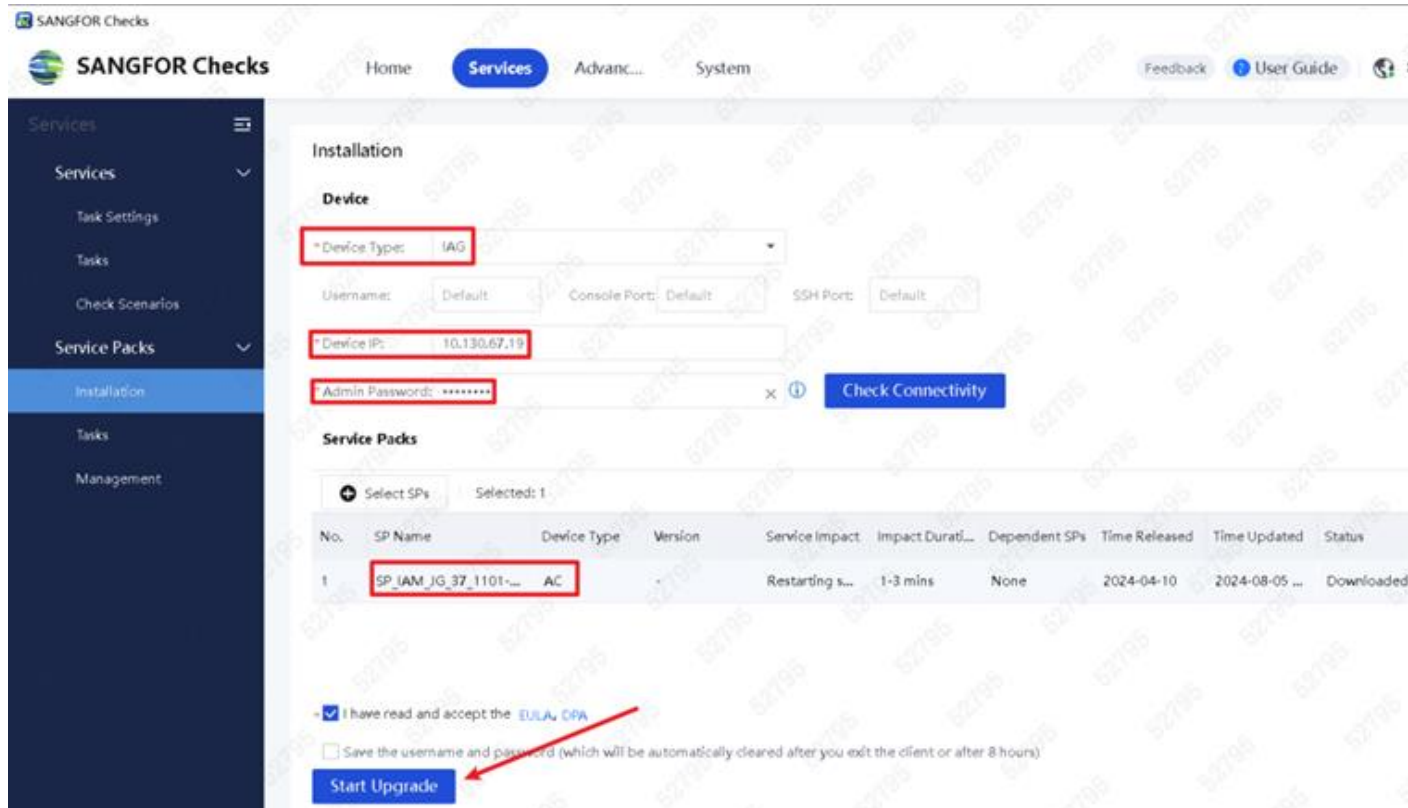
Time Updated: Select

☒ Auto RefreshRefreshImport SPBulk OperationsImport SP OfflineMore

	Device Type	SP Name	Service Impact	Impact Durat...	Dependent SPs	Time Released
<input type="checkbox"/>	IAG	SP_IAM_FIX_ILLEGALDATA_02_1101-13118.acheck_pkg	Restarting some serv ices will not affect th e business and teh pr oxy network is temp orarily disconnected.	1-3 mins	None	2024-07-08
<input type="checkbox"/>	IAG	SP_IAM_OPENZTA_03_1101-13102.acheck_pkg	Restarting security se rvices will not affect t he business or netwo rk.	1-3 mins	None	2024-07-3
<input type="checkbox"/>	IAG	SP_IAM_JG_37_1101-13102.acheck_pkg	Restarting some serv ices will not affect th e business and the pr oxy network is temp orarily disconnected.	1-3 mins	None	2024-04-10



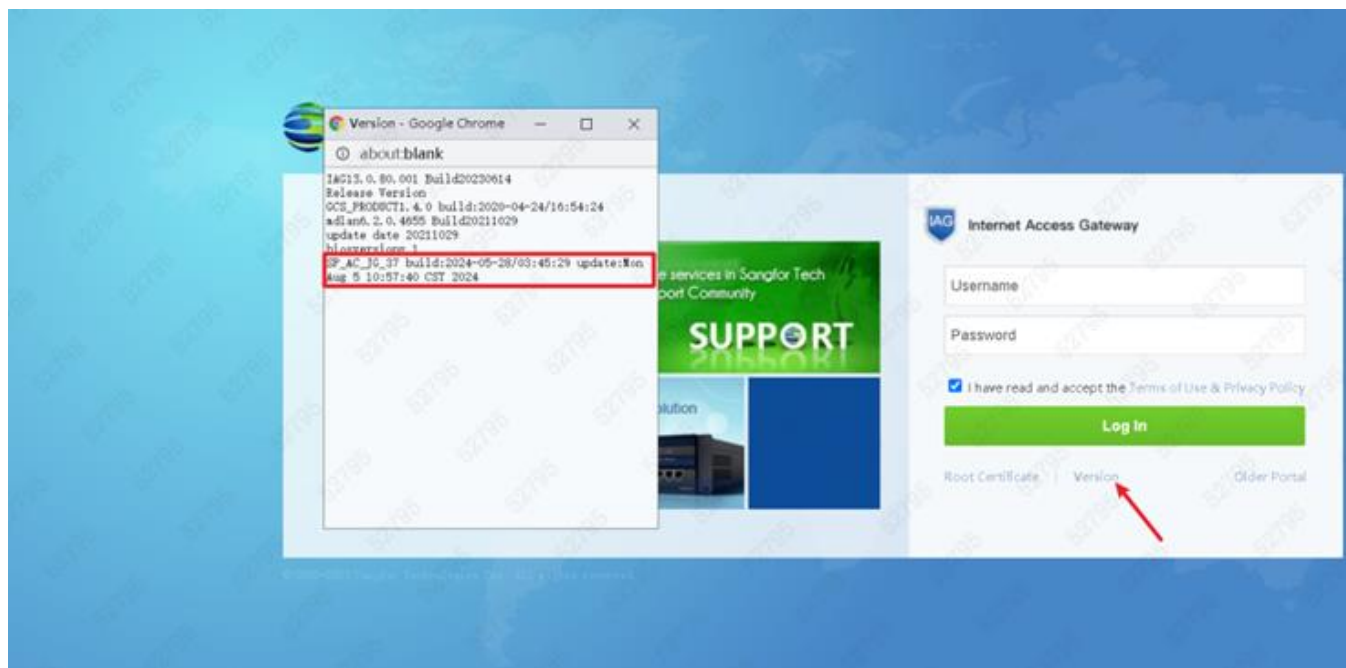
Go to **Services > Service Packs > Installation**. Configure the parameters and click **Start Upgrade**. You can install multiple SPs.



5.5 Confirm the Upgraded Patch

Check the IAG device screen after the upgrade to confirm that the patch has been

installed.



Remark:

Regarding other products, please refer to the [User Manual](#).