

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.

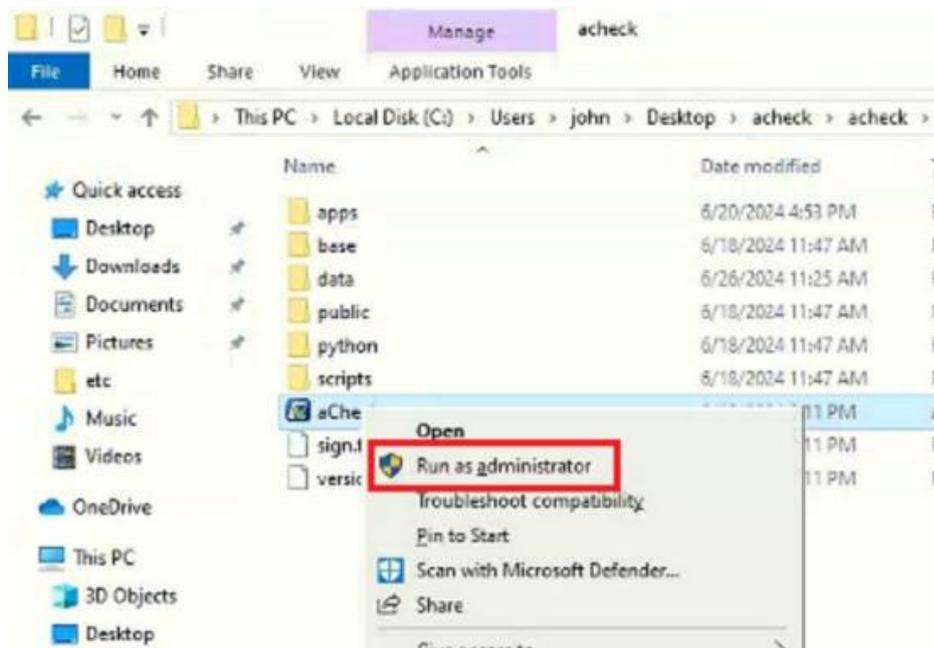
Supported: Windows 7, Windows 10, and Windows 11.

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.

The screenshot shows the SANGFOR Checks interface. At the top, there is a navigation bar with the SANGFOR Checks logo and the text "SANGFOR Checks". Below the logo, there are four tabs: "Home", "Services" (which is highlighted), "Advanced", and "System". On the left side, there is a dark blue sidebar menu with the following items: "Services" (with a dropdown arrow), "Services" (with a dropdown arrow), "Task Settings" (highlighted), "Tasks", "Check Scenarios", "Service Packs" (with a dropdown arrow), "Installation", "Tasks", and "Management". The main content area is titled "Task Settings" and has two tabs: "Single Task" (selected) and "Multiple Tasks". The "Single Task" tab contains the following fields and options:

- * Device Type: Select (dropdown menu)
- Optional: Username: Optional (text input), Console Port: Optional (text input), SSH Port: Optional (text input)
- Name: Optional (text input)
- * Device IP: Example: 192.168.1.1 (text input)
- * Admin Password: (text input) with an information icon (i) and a "Check Connectivity" button
- * Scenario Category: After-Sales O&M Specific Function Pre-upgrade Check Hardware Test Dynamic
- * Scenario: Select (dropdown menu)
- 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)

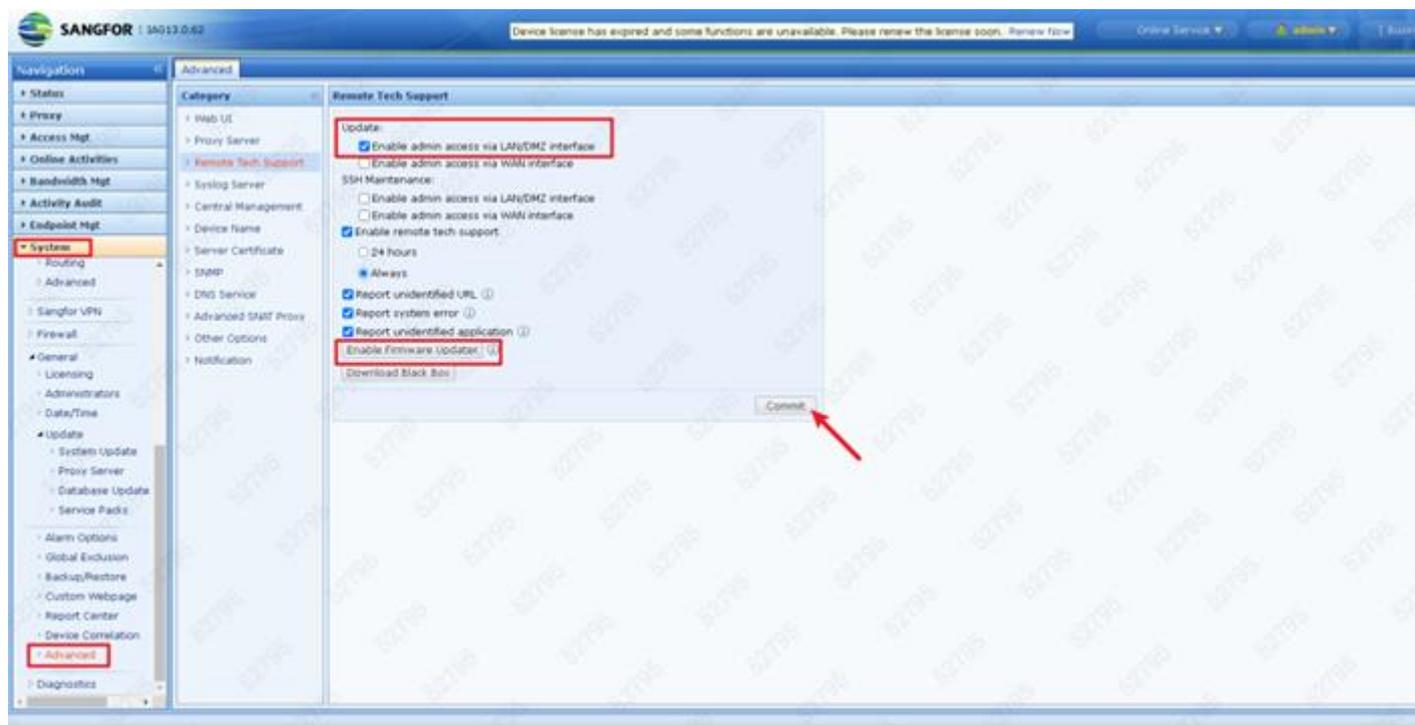
At the bottom of the "Task Settings" form, there is a "Start" button.

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 top navigation bar includes 'Home', 'Services' (highlighted), 'Advanced', and 'Settings'. The left sidebar lists 'Services', 'Task Settings' (highlighted), 'Tasks', 'Check Scenarios', 'Service Packs', 'Installation', 'Tasks', and 'Management'. The main content area is titled 'Task Settings' and has two tabs: 'Single Task' and 'Multiple Tasks'. The 'Single Task' tab is selected. The form contains the following fields and options:

- Device Type:** IAG
- Optional:** Username: Use default if left blank; Console Port: Use default if left blank; SSH Port: Use default if left blank
- Name:** Optional
- Device IP:** 10.100.40.25
- Admin Password:** [masked]
- Scenario Category:** Specific Function (selected), After-Sales O&M, Pre-upgrade Check, Hardware Test
- Scenario:** [dropdown menu]
- 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)

A 'Check Connectivity' button is located to the right of the Admin Password field. A 'Start' button is at the bottom of the form.

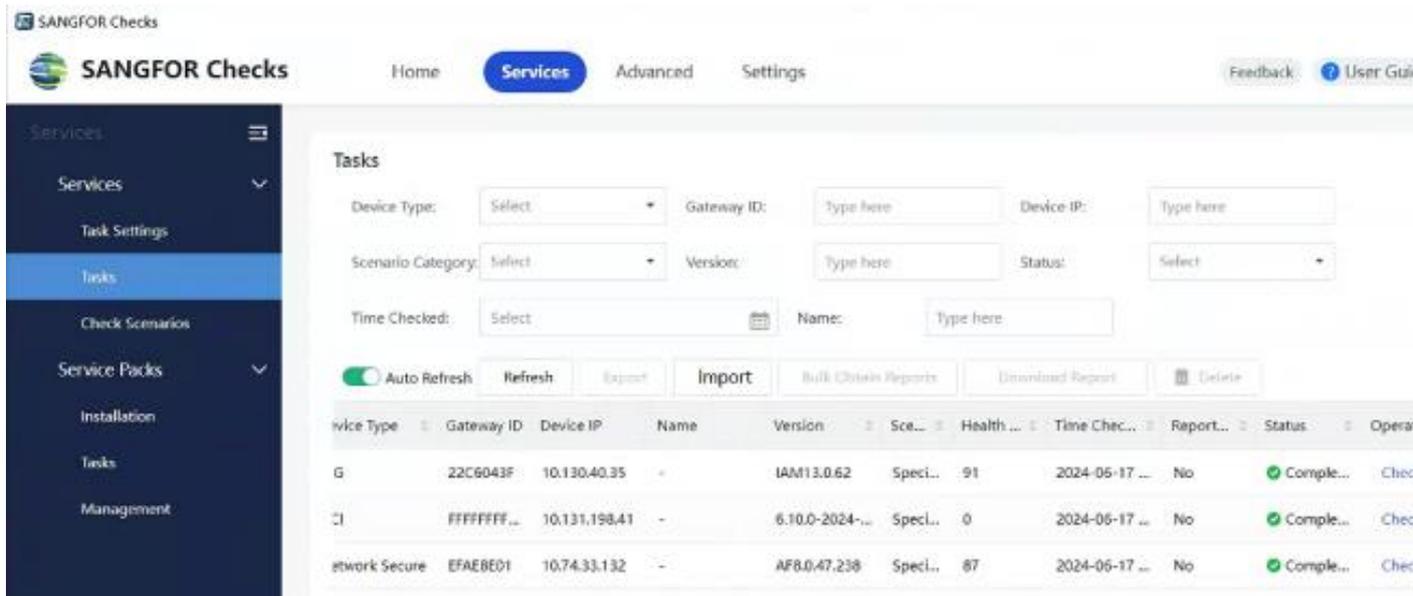
5.3 Check Report

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.

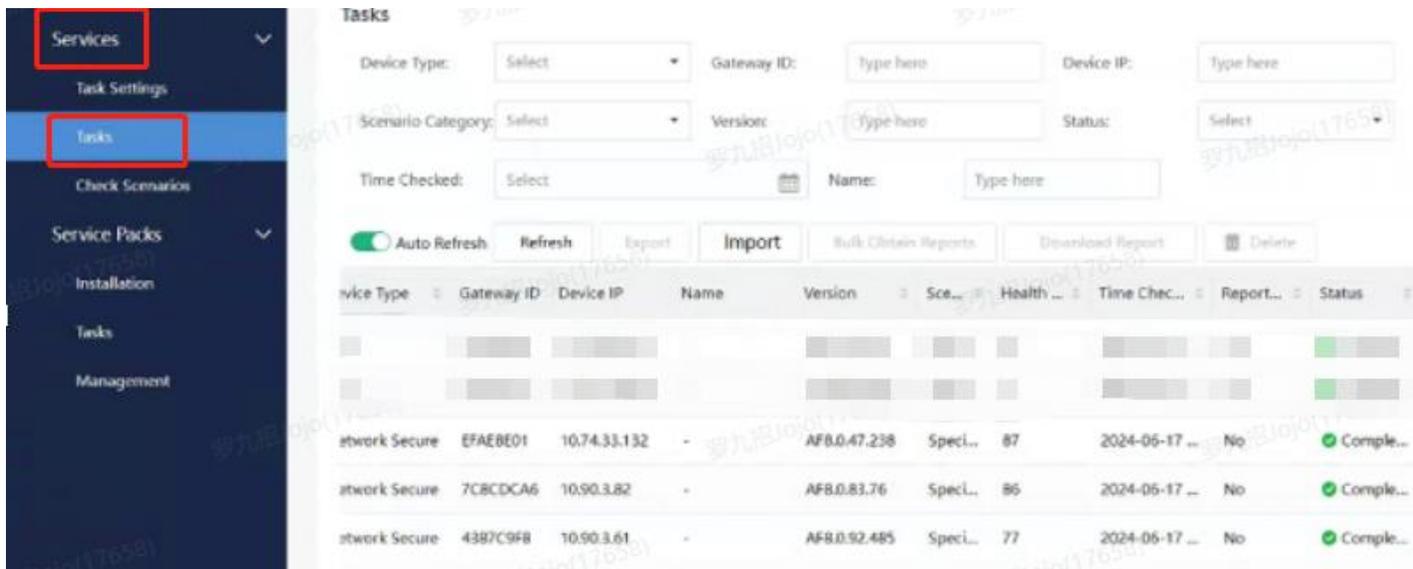
Note: We recommend that you **upload the health check report** for us to go a further analysis especially when you submit some feedback for this beta test via the survey. Your sharing and feedback will help us improve Sangfor Checks.



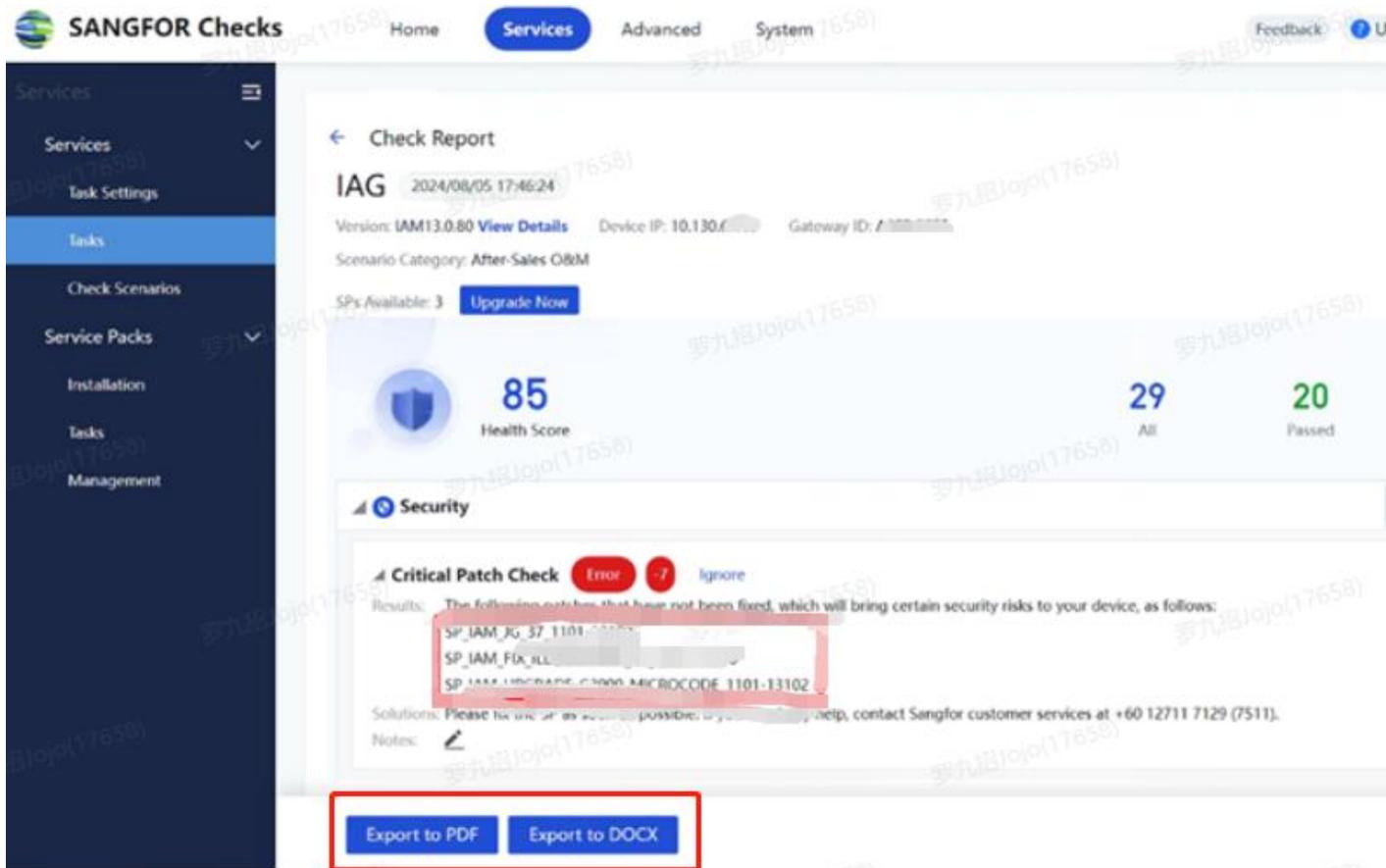
5.3.2 Share Report with Customers

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.

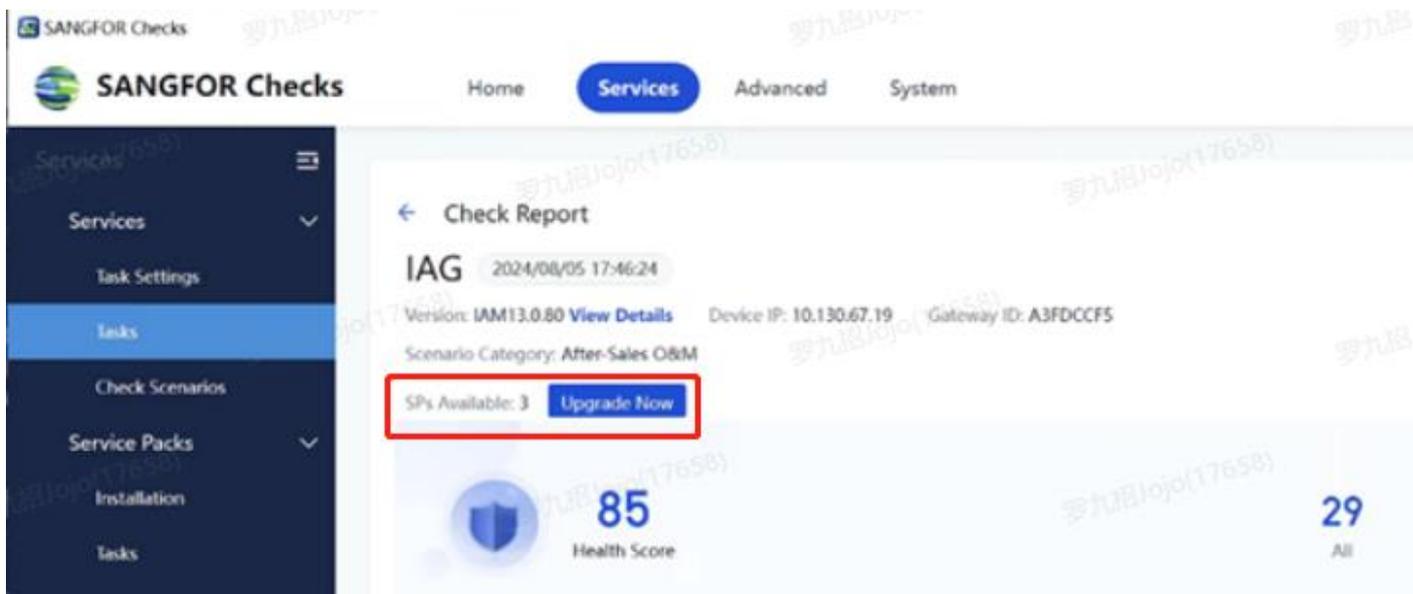


On the report details page, click **Export to PDF** or **Export to DOCX** at the bottom.



5.4 Install Patch and Upgrade

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



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

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

Start Upgrade

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

Management

Type: **All** | NGAF/NSF | IAG | Cyber Command | Endpoint Secure | HCI | VDC | VMP

SP Name: | Service Impact: | Dependent SPs: | Status:

Time Updated:

Auto Refresh | Refresh | Import SP | Bulk Operations | Import SP Offline | More

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 services will not affect the business and teh proxy network is temporarily disconnected.	1-3 mins	None	2024-07-08
<input type="checkbox"/> IAG	SP_IAM_OPENZTA_03_1101-13102.acheck_pkg	Restarting security services will not affect the business or network.	1-3 mins	None	2024-07-3
<input type="checkbox"/> IAG	SP_IAM_JG_37_1101-13102.acheck_pkg	Restarting some services will not affect the business and the proxy network is temporarily disconnected.	1-3 mins	None	2024-04-10

Management

Type: **All** NGAF/NSF IAG Cyber Command Endpoint Secure HCI

SP Name: **IAM_JG_37_110** Service Impact: Select Dependent SPs: Select Status: Select

Time Updated: Select

Auto Refresh Refresh Import SP Bulk Operations Import SP Offline More

<input checked="" type="checkbox"/>	Device Type	SP Name	Service Impact	Impact Durat...	Dependent SPs	Time Released	Status	Operation
<input checked="" type="checkbox"/>	IAG	SP_IAM_JG_37_1101-13102.acheck_pkg	Restarting some services will not affect the business and the proxy network is temporarily disconnected.	1-3 mins	None	2024-04-10	Not Downloaded	Download

Displaying 1 - 10 of 1 Entries per Page 10

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

Installation

Device

* Device Type: **IAG**

Username: Default Console Port: Default SSH Port: Default

* Device IP: **10.130.67.19**

* Admin Password: ***** **Check Connectivity**

Service Packs

Select SPs Selected: 1

No.	SP Name	Device Type	Version	Service Impact	Impact Durat...	Dependent SPs	Time Released	Time Updated	Status
1	SP_IAM_JG_37_1101-...	AC	-	Restarting s...	1-3 mins	None	2024-04-10	2024-08-05 ...	Downloaded

I have read and accept the [EULA/CPA](#)

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

Start Upgrade

5.5 Confirm the Upgraded Patch

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

