SANGFOR

PARTNER

GUIDEBOOK

Technical Track

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Contents

1 Introduction

This document is structured as an All-in-One guideline for Sangfor partners to understand the technical support-related processes, resource access, and collaboration best practices.

2 Sangfor Partner Portal (PP) Account

What is Sangfor Partner Portal Account?

It's a universal account can log in to multiple Sangfor systems, such as Support Community, Knowledgebase, Certification Exam system, etc.

How to register Sangfor Partner Portal (PP) Account?

Contact Sangfor sales to register PP Account.

[Link to "How to create a Sangfor Partner Portal account?"](#)

3 Sangfor Certification Program

The Sangfor Certification Program (Technical Track) is designed to enable partner engineers with the knowledge and skills to deploy and support Sangfor products and solutions. The program ensures partner engineers can confidently serve their customers and achieve business success.

3.1 Training Material Downland

Knowledge Base > Security/Cloud Products > [Productss Line] > Certification Training
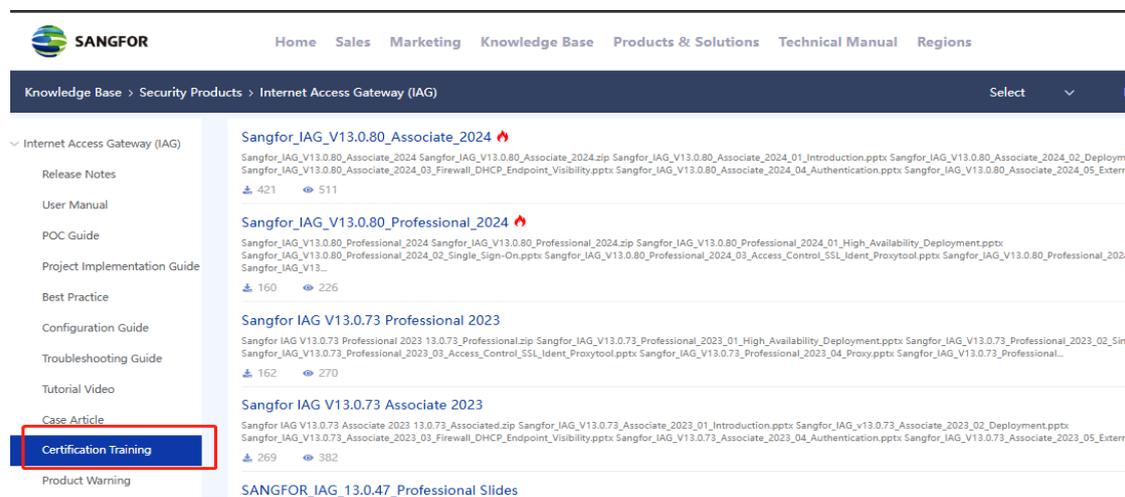
3.2 Enroll in Training Courses

Offline sessions are available. Contact Sangfor local office for further information.

3.3 Examination Format

In principle, the partner engineer must go to the Sangfor local office to take all the exams. Contact Sangfor local office for further information.

- SCTA - Sangfor Certified Technical Associate: Theory Exam + Lab Exam

- SCTP - Sangfor Certified Technical Professional: Theory Exam + Interview

3.4 Examination Process & Rules

3.4.1 Examination Process
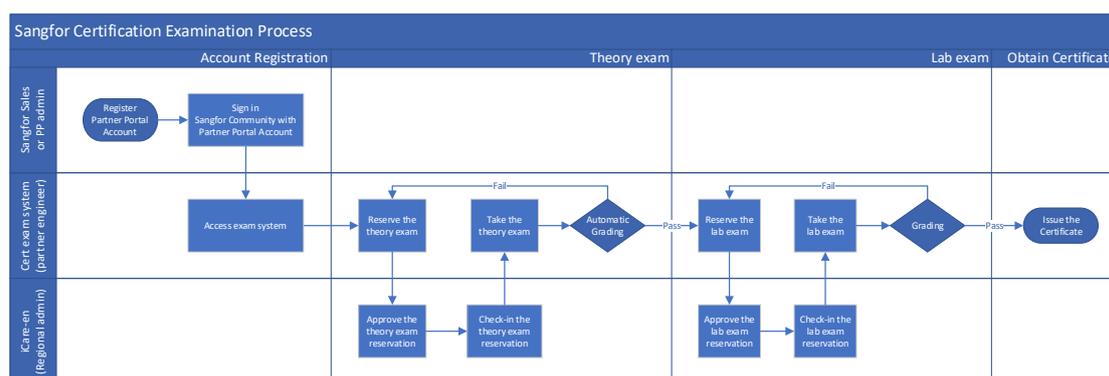
3.4.2 Enter the Exam System

After signing in Sangfor community (https://community.sangfor.com) with your Partner Portal Account, you will see the "Partner Certificate Exam". You can make appointments and take exams here.

3.4.3 Theory exam

- Theory exam is available from 09:00 to 21:00.

- The passing score for the theory exam is 60%.

- It is required to be taken in Fullscreen mode. Exit Fullscreen will be counted as cheating behavior. If your cheating behavior is caught over 5 times, the exam will be terminated.

Make-up Exam

The make-up exam reservation will be available 5 days after the last exam results are released.

3.4.4 Lab exam

- Lab exam is available from 9:00 to 18:00.

- The passing score for the theory exam is 60%.

- It is required to be taken in Fullscreen mode. Exit Fullscreen will be counted as cheating behavior. If your cheating behavior is caught over 5 times, the exam will be terminated.

Make-up exam

The Lab make-up exam reservation will be available within 3 months and 3 times in total.

- 1st make-up exam reservation will be available 7 days after the exam result release.

- 2nd make-up exam reservation will be available 7 days after the 1st mark-up exam result release.

- 3rd make-up exam reservation will be available 7 days after the 2nd mark-up exam result release.

3.5 Step-by-Step Guidelines for Certification Exam

https://community.sangfor.com/forum.php?mod=viewthread&tid=10460

4 Resources For Support

4.1 Support Community

Sangfor Support Community (https://community.sangfor.com) provides a range of in depth technical resources for both partners and customers, deep integration with knowledgebase enable it can provide release notes, configuration guides, best practices, firmware, and tools.

Log in with your Partner Portal Account to gain access to advanced permissions, more resources, and more benefits.
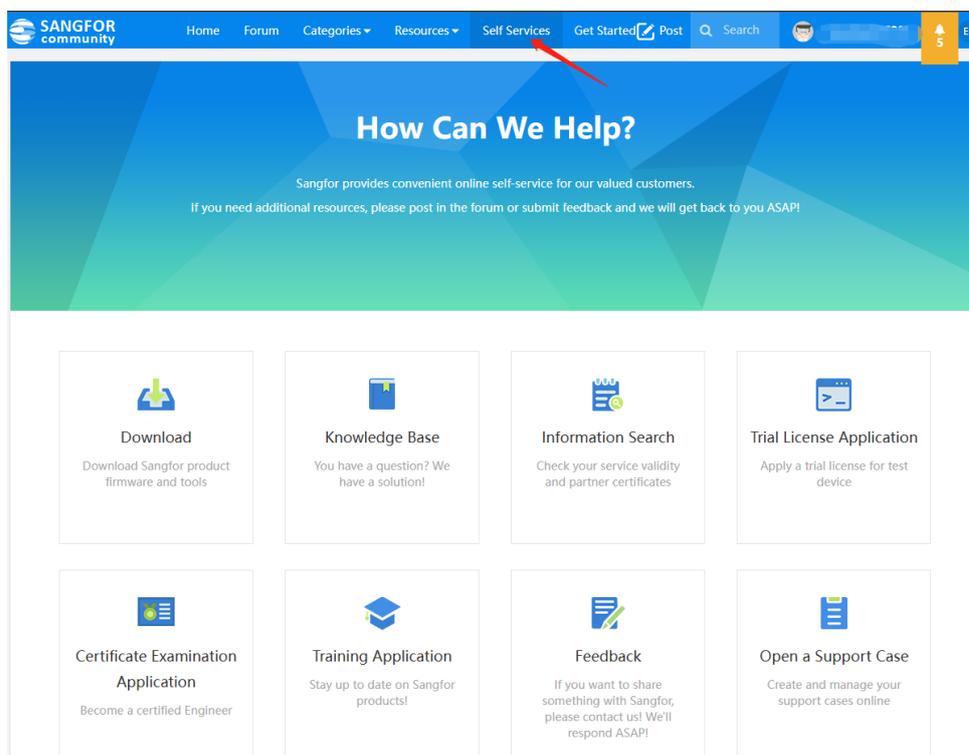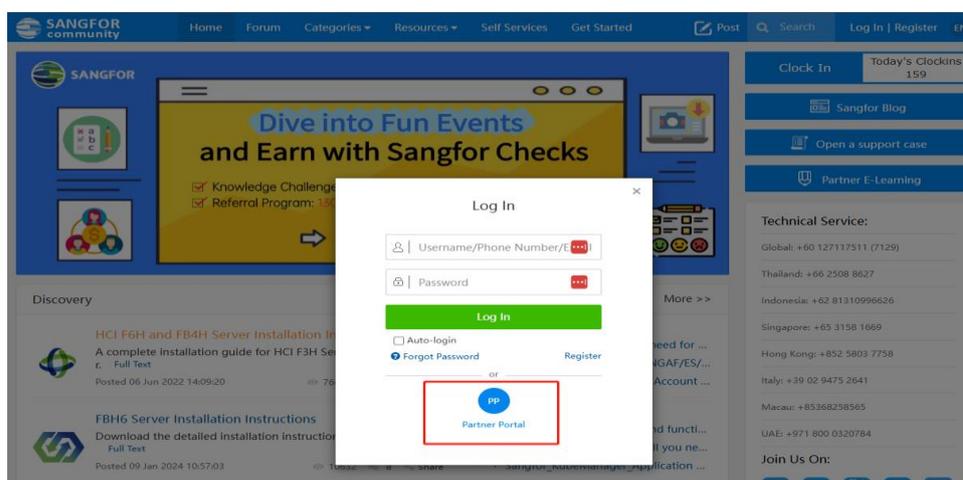
4.2 Knowledgebase

You can access Sangfor knowledgebase in the community > Resources
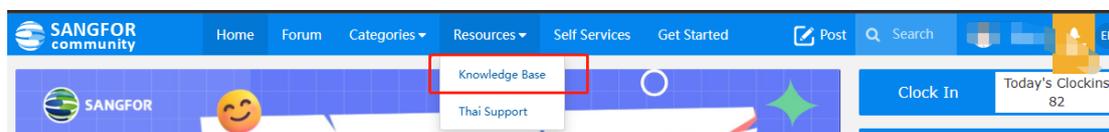
or access https://knowledgebase.sangfor.com, Select Partner Login

EMEA: Europe, the Greater Middle East and Africa

4.3 Technical Assistance Center

Sangfor Technical Assistance Center (TAC) provides fast remote technical support to partners. Sangfor fully guarantees the stability and high efficiency of users' products through 24x7 global remote technical support via telephone, email, community, and other means.

4.3.1 Support Channel

Support Email: Tech.support@sangfor.com

7 x 24 Hotline: +60 12711 7511 (7129)

Local National Number

Thailand: +66 2508 8627

Indonesia: +62 81310996626

Singapore: +65 3158 1669

Hong Kong: +852 5803 7758

Italy: +39 02 9475 2641

4.3.2 Open a Support Ticket

How to open an effective support ticket and solve your issue faster?

1. Critical issues recommend calling the hotline for prompt support;

2. Send the email with your enterprise email;

3. Describe the impact of issue to determine the severity level;

4. Provide the necessary information;

5. Add pictures and/or record a video of your screen;

What the information should be included in the support request?

Enduser Company name:

POC or Sold:

Product:

Model:

Version:

SN/Gateway ID/Key-ID:

[Important] Issue Description:

[Important] What's the impact of the issue? Indicate the priority of your request.

Sangfor TAC defines the service severity according to the problem type, technical impact, and coverage, and plays an important role by setting the initial response time and update frequency, and acts as a guide for when it's time to escalate issues to the R&D support team.

Severity Level	Severity Description
Severity 1 (Critical)	• Network or application outage, "down or unavailable". • Impaired functionality, critically impacting customer business.
Severity 2 (High)	• Network or application is operational but highly degraded performance to the point of major impact on usage. • Continuous or frequent instabilities aecting customer business or network operations. • Inability to deploy a feature, function or capability. • Successful workaround in place for a severity 1 issue.
Severity 3	• Performance of the network or application is impaired with limited impact to

(Medium)	business.
	● Operations and an acceptable workaround or solution exists.
	● The issue with non-critical feature or functionality.
	● Successful workaround in place for a severity 2 issue.
Severity 4 (Low)	● The issues for certain features/capabilities not impacting to business operations and no loss of functionality.
	● Documentation issues.
	● General "how-to" questions.

Response & Escalation Times

SCS Standard	Response Time	Escalation Time	Update Frequency
Severity 1 (Critical)	20 min 24x7	2 hours 24x7	Continuous
Severity 2 (High)	60 min 24x7	12 hours 24x7	Daily
Severity 3 (Medium)	120 min 9x5	3 business days 9x5	Weekly
Severity 4 (Low)	240 min 9x5	10 business days	Weekly

4.3.3 Ticket Escalation

Escalating a ticket at the right time is crucial for effective customer support. And you can ensure that customer issues are addressed promptly and effectively. This will lead to improved customer retention and loyalty.

How to escalate the ticket to a higher level of support?

1. Escalate an existing ticket by email request, provide your ticket number, reason to escalate, and what to expect after the escalation;

2. Escalate to the local FAE team for further assistance;

4.4 Sangfor_Checks

Sangfor_Checks is an O&M tool that integrates multiple functions. It aims to become a one-stop O&M tool for Sangfor products.

**Two Key capabilities: Device Health Check and Service Packs Installation.**

Product	Health check	Service Packs Detection	Service Packs Download *	Service Packs Installation
NGAF (8.0.47 and below)	✓	✓	✓	✓
IAG	✓	✓	✓	✓
Endpoint Secure	✓	✓	✓	✓
NSF (8.0.85 and abrove)	✓	✓	✓	Coming Soon
Cyber Command	✓	✓	✓	Coming Soon
HCI	✓	✓	✓	Coming Soon
VDI	✓	✓	✓	Coming Soon

*Service Packs Download: Sangfor_Checks provides download link in the report to obtain the corresponding service pack, and it's required to install in the web console.

Link to Sangfor Checks Release Training Slide

Sangfor_Checks Download:

Community > Self Service > Download > Software > Sangfor Checks
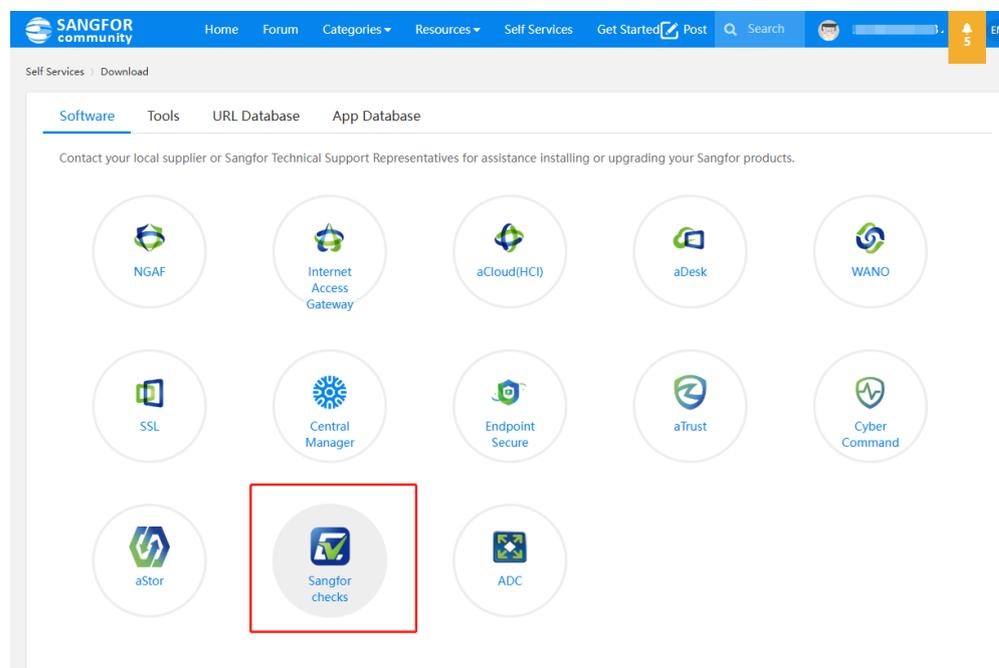
4.5 Online Demo

Through the Virtual-demo platform explore Sangfor Products Anywhere & Anytime & Anyone

https://virtual-demo.sangfor.com

Click on "User Manual" to obtain the demo account and password.

5 POC & Implementation

5.1 POC & Implementation Materials Navigation

[Link to HCI POC & Implementation Material Navigation](#)

[Link to VDI POC & Implementation Material Navigation](#)

[Link to NSF POC & Implementation Material Navigation](#)

[Link to IAG POC & Implementation Material Navigation](#)

[Link to Endpoint Secure POC & Implementation Material Navigation](#)

[Link to Cyber Command POC & Implementation Material Navigation](#)

[Link to Omni-command POC & Implementation Material Navigation](#)

5.2 POC Process

Adequate preparation is the key to a successful POC.

Phase	Key Actions	Material
Preparation Phase	● Define POC scope and objectives ● Understand customer requirements and environment ● Apply for POC unit and trial license ● POC unit FW upgrade and health check ● Create POC plan	● Requirements and Environment Check List
Testing Phase	● Installation and configuration ● Testing and demonstrate	● POC Test Guide ● Scenarios-based best practices
Evaluation Phase	● Analyze the results ● Report to customer	● Test result summary report

5.2.1 How to obtain the Trial License

Contact Sangfor sales, pre-sales, fae to obtain the trial license.

5.2.2 How to check the POC unit in preparation phase

1. Upgrade to the latest firmware

2. Perform health check with Sangfor_Checks and resolve the alert.

3. Update to the latest version database

5.3 Implementation Process

Phase	Key Actions
Initiation Phase	- Figure out project background - Define project scope and objectives - Understand customer requirements and environment
Planning Phase	- Develop Implementation Document that includes timeline, milestone, design, topology, deployment plan, key configuration. - Create a Work Breakdown Structure (WBS) to break down tasks. (Optional) - Create a Scope of Work (SOW) to clarify the key task, Exception, limitation, and resources required. (Optional)
Execution Phase	- Assign and manage resources (team, budget, equipment). - Execute project tasks to create the deliverables. - Monitor and control project performance against the plan. - Manage communication among stakeholders. - Address issues, risks, and change requests as they arise. - Conduct quality assurance to ensure deliverables meet standards. - Perform health check with Sangfor_Checks and resolve all alerts.
Closing Phase	- Handover to Operations/Support - Sign-off the UAT
Satisfaction Evaluation Phase	Measure customer satisfaction with online survey or callback.

6 Standard Operating Procedure

6.1 Firmware Upgrade

Upgrading to the latest firmware ensures stronger security, better performance, new features, critical bug fixes, compliance, and future-proofing to safeguard your business and provide a seamless user experience.

Firmware and Release Notes can be downloaded from the community. The stable version will be marked as "Stable Version" or "Stable Release".

The Release Notes include the feature update, upgrade guide, and FAQ;

Phase	Key Actions
Pre-upgrade Preparation	- Clarify the target version and confirm the upgrade path; - Download the Upgrade Package and Service Pack; - Check the existing device to verify if there is Custom or KB that needs to migrate to the target version or be removed;

	• Evaluate the impact of the upgrade: If it involves long-term business interruption or if existing features will be removed; • Prepare the backup unit if necessary; • Develop the rollback plan; • Schedule downtime windows; • Backup the configuration and data; • Create a checklist to verify the business before and after the upgrade; • Create an upgrade plan to clarify all the preparations; • Make an appointment with TAC or R&D to provide remote guarantee services if necessary;
Upgrade Execution	• Upgrade the firmware according to the upgrade plan; • Perform the health check with Sangfor_Checks and resolve the alerts;
Post-Upgrade Validation	• Post-upgrade tests: verify that critical services, such as traffic filtering, VPNs, and logging, are functioning as expected. • Configuration Check: Ensure the configuration was retained during the upgrade; • Performance Monitoring: Monitor system performance for anomalies or errors in the days following the upgrade;

Please contact Sangfor for further risk assessment for the following upgrading scenarios:

VDI: Upgrade across VDI 5.5.6;

HCI: upgrade across VDI 5.8.6 or VDI 6.7.0;

All products: Upgrade across multiple versions;