



SANGFOR

Sangfor Endpoint Secure
Installation Guide on Full Agent Installer

Document Version 01

Released on Aug. 29, 2022

Sangfor Technologies Inc.



Copyright Notice

Copyright © Sangfor Technologies Inc. 2022. All rights reserved, including but not limited to the rights of revision and final interpretation of this document.

Unless otherwise stated or authorized, Sangfor Technologies Inc. (hereinafter referred to as "Sangfor") and its affiliates reserve all intellectual property rights, including but not limited to copyrights, trademarks, patents, and trade secrets, and related rights to text, images, pictures, photographs, audio, videos, charts, colors, and layouts as presented in or concerning this document and content therein. Without the prior written consent of Sangfor, this document and content therein must not be reproduced, forwarded, adapted, modified or displayed or distributed by any other means for any purpose.

Disclaimer

Products, services or features described in this document, whether wholly or in part, may not be within your purchase scope or usage scope. The products, services or features you purchase must be subject to the commercial contract and terms as agreed by you and Sangfor. Unless otherwise provided in the contract, Sangfor disclaims warranties of any kind, either express or implied, for the content of this document.

Due to product version upgrades or other reasons, the content of this document is subject to change from time to time without prior notification. Unless otherwise agreed, this document is used for reference only, and all statements, information, and recommendations therein do not constitute any express or implied warranties. Sangfor shall not be liable or responsible for any loss, liability or damage that you may incur due to modifications to or omissions or mistakes in this document.

Contact Us

Pre-Sales and After-Sales Support: +60 12 711 7129 (7511)

Hong Kong (China): (+852) 3427 9160

United Kingdom: (+44) 8455 332 371

Singapore: (+65) 9189 3267

Malaysia: (+60) 3 2201 0192

Thailand: (+66) 2 254 5884

Indonesia: (+62) 21 5695 0789

Official Website: www.sangfor.com






Revision History

The revision history includes each document update. The latest document version contains updates from all previous document versions.

Date	Document Version	Description
Aug. 29, 2022	01	First release

Note Icons

The following icons may appear in this article, and their descriptions are as follows.

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.
--	-------------------

Graphical user interface elements will display in this article, and their descriptions and formats are as follows.

Description	Format	Example
Window name, menu name, tab name, button name, and other elements	Bold	The New User window pops up.
Paths	>	Select System Settings > Interface Configuration .

Contents

1 Background.....	1
2 Prerequisites.....	2
3 Full Installer for Windows Endpoints.....	3
3.1 Download the Installer.....	3
3.2 Rename the Installer.....	3
3.3 Install the Installer.....	5
4 Full Installer for Linux Endpoints.....	6
4.1 Download the Installer.....	6
4.2 Install the Installer.....	6
5 Check the Installation Result.....	8

1 Background

According to one of the original deployment methods (Agent Installation on Physical Machines), endpoint users must download relevant components from Endpoint Secure Manager via direct connection or VPN before installing the agent. This consumes large amounts of bandwidth and affects business operations. To solve this problem, the full agent installer is provided, which contains all the components required for installation. This document describes installation methods of the full agent installer for both Windows and Linux endpoints. It is applicable to Endpoint Secure deployed on premises and Sangfor Access-Endpoint Secure.

2 Prerequisites

During the installation, endpoint users need to verify the license with Endpoint Secure Manager. The prerequisites for installation are as follows.

1. Endpoint Secure Manager has been deployed, and the license has been activated.
2. For Endpoint Secure deployed on premises, the agent communicates with TCP Port 4430, TCP Port 54120, and TCP Port 8083 on the manager normally.
3. For Sangfor Access-Endpoint Secure, the agent communicates with edragent.sangfor.com and TCP Port 443, TCP Port 54120, and TCP Port 8083 normally.

3 Full Installer for Windows Endpoints

3.1 Download the Installer

Click the following link to download the full agent installer from Sangfor Community:

<https://bbs.sangfor.com.cn/plugin.php?id=service:download&action=view&fid=100000022878128#/100000035115623/all/0/0>

Download the 32-bit or 64-bit installer based on the endpoint system.

Endpoint Turn to your local supplier or Sangfor technical support representative for help if you have problem in installing or upgrading your Sangfor products.

Upgrade Package Anti-virus Database Vulnerability Database

Version: All

● ES 3.5.34
Related Articles: User Manual, Release Notes

Name	Description	Size	File MD5	Last Update	Download	Operation
ES 3.5.34	Support upgrade from official version ES 3.2.2 2, ES 3.5.5, ES 3.5.10, or ES 3.5.15_B2. For more information please refer to our version Release Note. Note: During upgrade if you face any problem kindly contact our support team [6012-71 17129(7511)] or email to techsupport@sangfor.com.	2.62GB	CD771FD6741269EB84DE786C612CEAAE	03 Jun 2022 14:00		Copy Link
OVA installation package	Support new deployment of ES manager on virtual server.	8.58GB	A59665826314AFDD43AE3018D8C85593	16 Aug 2022 11:16		Copy Link
ISO installation package	Support new deployment of ES manager on virtual or physical servers.	3.59GB	F6D2070752E8F358F21CD61320563770	16 Aug 2022 11:24		Copy Link
Agent installation package (Windows 32-bit)	Supports installation on Windows 32-bit systems	449M	73373684CA139F393D3C3BB6F404449A	16 Aug 2022 11:24		Copy Link
Agent installation package (Windows 64-bit)	Supports installation on Windows 64-bit systems	446M	D31941EBDB591E2B47EF550B99DA32B9	16 Aug 2022 11:24		Copy Link
Agent installation package (Linux 32-bit)	Supports installation on Linux 32-bit systems	415M	A35D338F8256AB94EE07CD97D5DCC479	16 Aug 2022 11:24		Copy Link
Agent installation package (Linux 64-bit)	Supports installation on Linux 64-bit systems	420M	FF769026445F76041E7E1A1892360432	16 Aug 2022 11:24		Copy Link

3.2 Rename the Installer

The installer needs to be renamed before the installation. Renaming requirements for Endpoint Secure deployed on premises and Sangfor Access-Endpoint Secure are different.

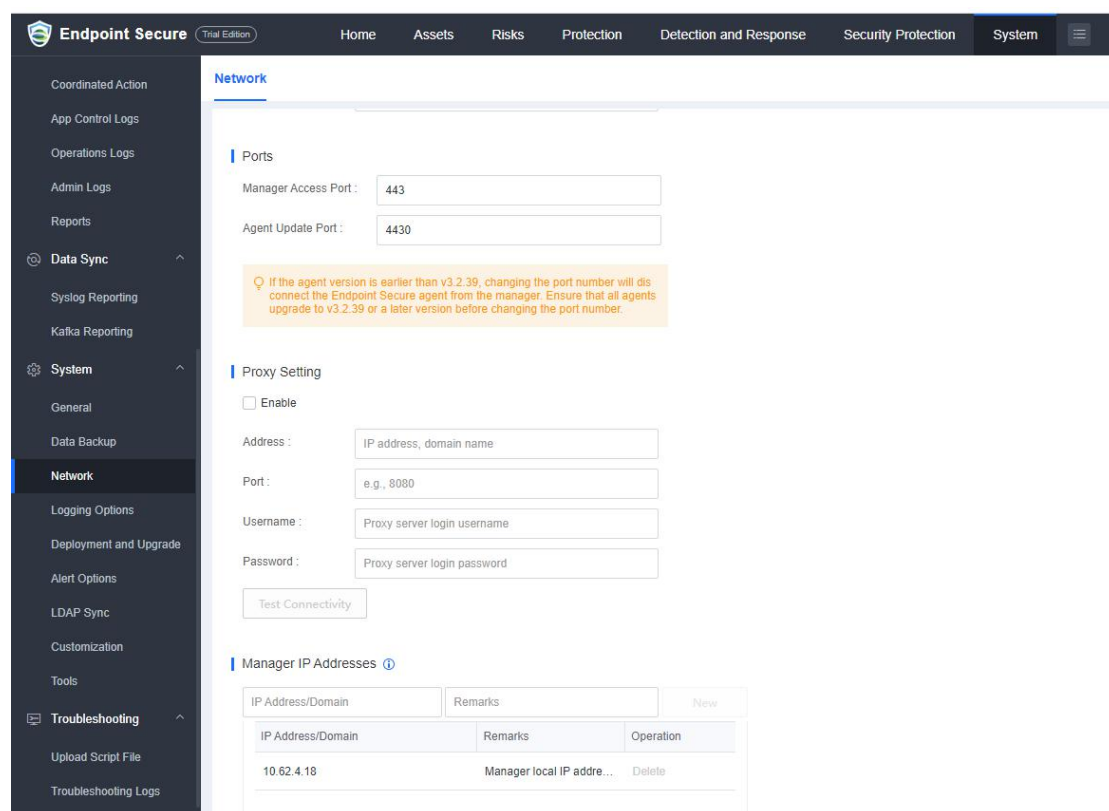
(1) Rename the installer for Endpoint Secure deployed on premises

The default name is aes_installerFullX64_IP_PORT.exe or aes_installerFullX86_IP_PORT.exe, of which the IP and PORT need to be modified.

IP: Change it to the manager's IP address;

PORT: Change it to the communication port between the agent and the

manager. The default port is 4430. This port can be modified on the manager, as shown below. The port specified in the installer name must be consistent with that on the manager.



Example:

Suppose that Endpoint Secure Manager's IP address is 10.0.0.1, and the communication port between the agent and the manager is 4430. The installer must be renamed as follows:

64-bit installer: aes_installerFullX64_10.0.0.1_4430.exe

32-bit installer: aes_installerFullX86_10.0.0.1_4430.exe

(2) Rename the installer for Sangfor Access-Endpoint Secure

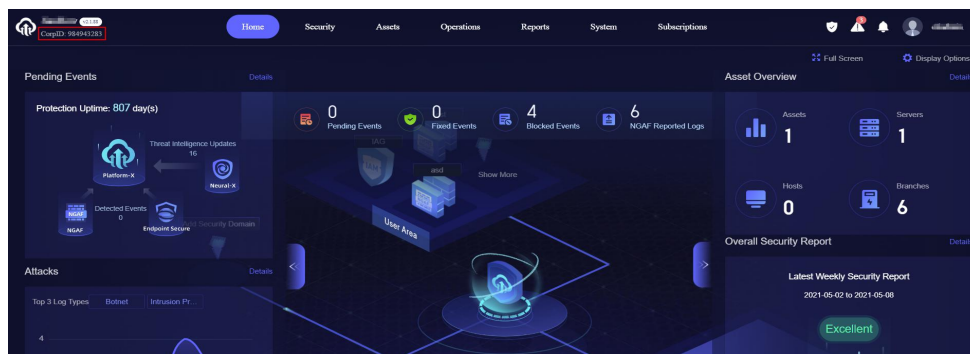
The default name is aes_installerFullX64_IP_PORT.exe or aes_installerFullX86_IP_PORT.exe, of which the IP and PORT need to be modified, and the customer ID must be added to the end of the name.

IP: Change it to edragent.sangfor.com;

PORT: Change it to 443;

Customer ID: Add the customer ID to the end of the name, which needs to be

obtained via Sangfor Platform-X, as shown below.



Example:

Suppose that the customer ID is 36138639. The installer must be renamed as follows:

64-bit installer: aes_installerFullX64_edragent.sangfor.com_443_36138639.exe

32-bit installer: aes_installerFullX86_edragent.sangfor.com_443_36138639.exe

3.3 Install the Installer

Double-click to install the full agent installer.

4 Full Installer for Linux Endpoints

4.1 Download the Installer

Click the following link to download the full agent installer from Sangfor Community:

<https://bbs.sangfor.com.cn/plugin.php?id=service:download&action=view&fid=100000022878128#/100000035115623/all/0/0>

Download the 32-bit or 64-bit installer based on the endpoint system.

Endpoint Turn to your local supplier or Sangfor technical support representative for help if you have problem in installing or upgrading your Sangfor products.

Upgrade Package Anti-virus Database Vulnerability Database

Version: All

● ES 3.5.34
Related Articles: User Manual, Release Notes

Name	Description	Size	File MD5	Last Update	Download	Operation
ES 3.5.34	Support upgrade from official version ES 3.2.2, ES 3.5.5, ES 3.5.10, or ES 3.5.15_B2. For more information please refer to our version Release Note. Note: During upgrade if you face any problem kindly contact our support team [6012-717129(7511)] or email to tech.support@sangfor.com.	2.62GB	CD771FD6741269E8B84DE786C612CEAAE	03 Jun 2022 14:00		Copy Link
OVA installation package	Support new deployment of ES manager on virtual server.	8.58GB	A59665826314AFDD43AE301BD8C85593	16 Aug 2022 11:16		Copy Link
ISO installation package	Support new deployment of ES manager on virtual or physical servers.	3.59GB	F6D2070752E8F358F21CD61320563770	16 Aug 2022 11:24		Copy Link
Agent installation package (Windows 32-bit)	Supports installation on Windows 32-bit systems	449M	73373684CA139F393D3C3BB6F404449A	16 Aug 2022 11:24		Copy Link
Agent installation package (Windows 64-bit)	Supports installation on Windows 64-bit systems	448M	D31941EBDB591E2B47EF550899DA32B9	16 Aug 2022 11:24		Copy Link
Agent installation package (Linux 32-bit)	Supports installation on Linux 32-bit systems	415M	A35D338F8256AB94EE07CD97D5DCC479	16 Aug 2022 11:24		Copy Link
Agent installation package (Linux 64-bit)	Supports installation on Linux 64-bit systems	420M	FF769026445F76041E7E1A1892360432	16 Aug 2022 11:24		Copy Link

4.2 Install the Installer

Upload the installer to the tmp directory and execute "tar -zxvf installer name" to decompress it, as shown below.

```
[root@localhost ~]# tar -zxvf linux_aes_installer_fullx86.tar.gz
agent_installer.sh
manager_info.txt
sfupdate32.bin
sfupdate64.bin
readme.txt
```

Then execute the agent_installer.sh script as follows:

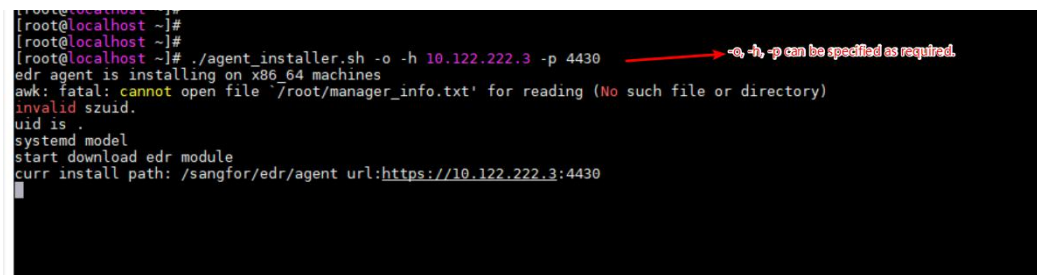
```
./agent_installer.sh -o -h [mgr_ip] -p [communication port between the agent and the manager] -u [Customer ID]
```

Parameters:

- o: Indicates that the installation process of the full agent installer will be executed.
- h: For Endpoint Secure deployed on premises, enter the manager's IP address. For Sangfor Access-Endpoint Secure, enter edragent.sangfor.com.
- p: Refers to the communication port between the agent and the manager. For Endpoint Secure deployed on premises, the default port is 4430 (which can be modified on the manager). For Sangfor Access-Endpoint Secure, enter 443.
- u: Refers to the Customer ID. This is only applicable to Sangfor Access-Endpoint Secure.

Example 1: Install the installer on Endpoint Secure deployed on premises

Suppose that Endpoint Secure Manager's IP address is 10.62.23.5, and the communication port is 4430. The installation command is `./agent_installer.sh -o -h 10.62.23.5 -p 4430`, as shown below.



```
[root@localhost ~]#  
[root@localhost ~]#  
[root@localhost ~]# ./agent_installer.sh -o -h 10.122.222.3 -p 4430  
edr agent is installing on x86_64 machines  
awk: fatal: cannot open file '/root/manager_info.txt' for reading (No such file or directory)  
invalid szuid.  
uid is .  
systemd model  
start download edr module  
curr install path: /sangfor/edr/agent url:https://10.122.222.3:4430
```

Example 2: Install the installer on Sangfor Access-Endpoint Secure

Suppose that the customer ID is 36138639. The installation command is `./agent_installer.sh -o -h edragent.sangfor.com -p 443 -u 36138638`.

5 Check the Installation Result

Log in to Endpoint Secure Manager and check the endpoint status via

Assets > Groups. If the status is **Online**, it means the installer has been installed successfully.

