



SANGFOR

Sangfor Support Portal User Manual

| | |
|------------------|----------------|
| Document Version | 02 |
| Released on | Sept. 19, 2023 |



Copyright © Sangfor Technologies Inc. 2023. All rights reserved.

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 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 be not 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 will be updated from time to time. 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.

Technical Support

For technical support, please visit: <https://www.sangfor.com/en/about-us/contact-us/technical-support>.

Send information about errors or any product related problem to tech.support@sangfor.com.

About This Document

This is the user manual of the Sangfor Support Portal.

Intended Audience

This document is intended for:

- Support Portal User

Note Icons

| English Icon | Description |
|--|---|
|  DANGER | Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. |
|  WARNING | Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. |
|  CAUTION | Indicates a hazardous situation, which if not avoided, could result in minor or moderate injury. |
|  NOTICE | 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. |
|  NOTE | 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 |
|----------------|---|
| Sept. 02, 2021 | This is the first release of this document. |
| Sept. 15, 2023 | Content update of this document. |

Contents

| | |
|---|----|
| Technical Support | 3 |
| Change Log | 4 |
| 1 Introduction | 6 |
| 2 Register An Account | 7 |
| 3 Assets Management | 10 |
| 3.1 Add Your Asset | 10 |
| 3.2 Device Activation | 13 |
| 3.2.1 Online Activation | 13 |
| 3.2.2 Offline Activation | 14 |
| 3.3 Update the Device License | 17 |
| 3.3.1 Online Update | 17 |
| 3.3.2 Offline Update | 18 |
| 3.4 Asset Expiry and Renewal Reminder | 21 |
| 3.5 Other Operations | 22 |
| 3.5.1 Share to Partner | 22 |
| 3.5.2 Remark | 23 |
| 4 Case Management | 25 |
| 4.1 Create a Case | 25 |
| 4.2 Check Case Progress | 26 |
| 4.3 Escalate Case | 27 |
| 4.4 Service Evaluation | 27 |
| 5 Basic Info Management | 29 |
| 5.1 Company Information | 29 |
| 5.2 Manage Users | 29 |
| 5.2.1 Create a User | 29 |
| 5.2.2 Change Administrator | 31 |

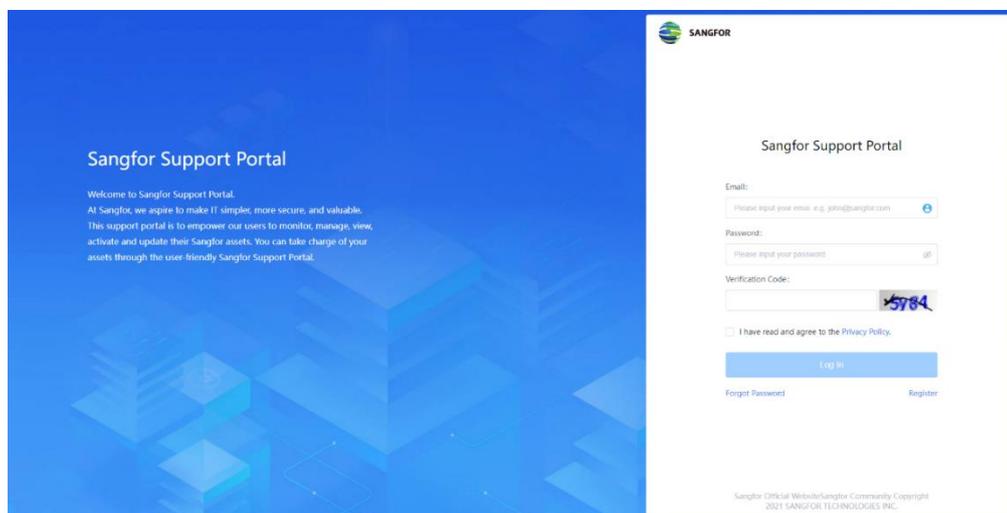
1 Introduction

This document is the guidance Sangfor Support Portal (<https://supportportal.sangfor.com>). At Sangfor, we aspire to make IT simpler, more secure, and more valuable. This support portal is a unified service system to empower our users to monitor, manage, view, activate, and update their Sangfor assets and manage their cases.

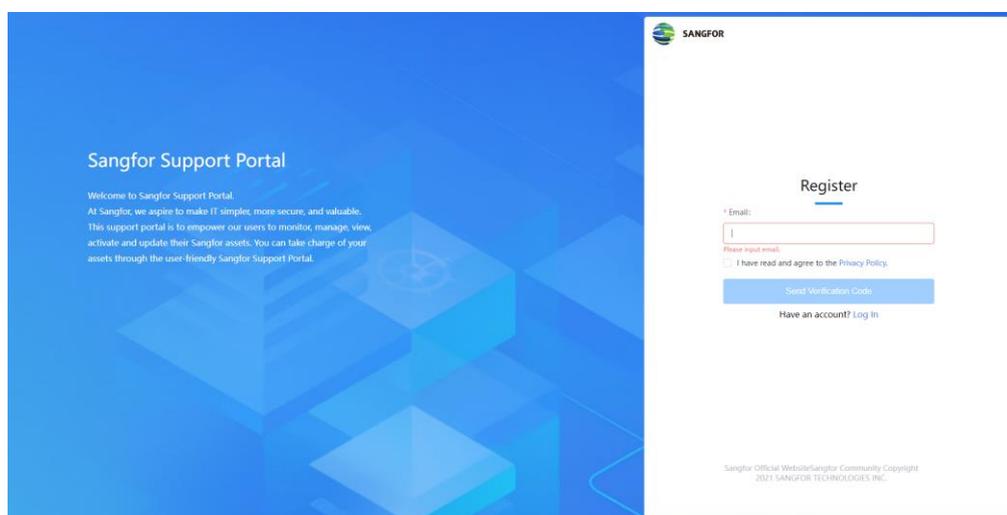
You can take charge of your assets through the user-friendly Sangfor Support Portal.

2 Register An Account

Step 1. Enter the <https://supportportal.sangfor.com> on a browser to open the Sangfor Support Portal. Then, click the **Register** button.



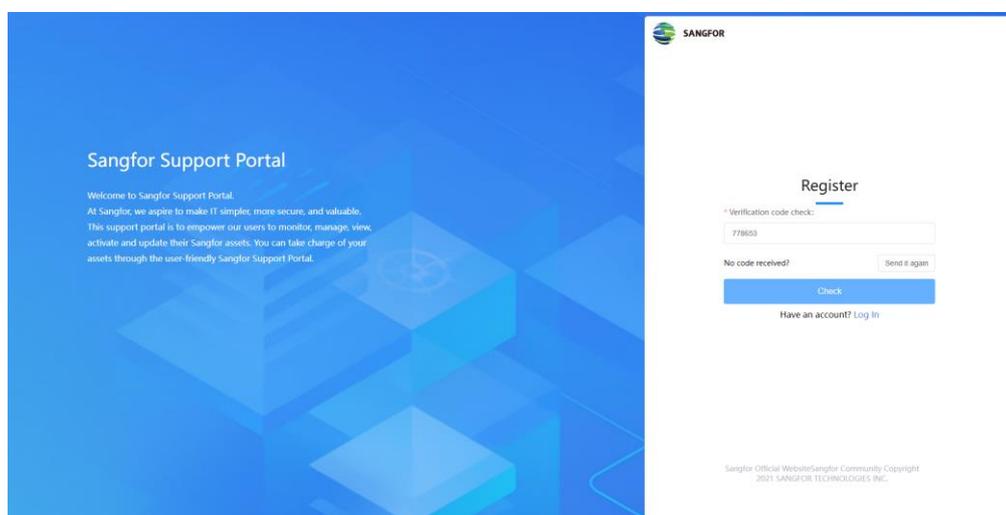
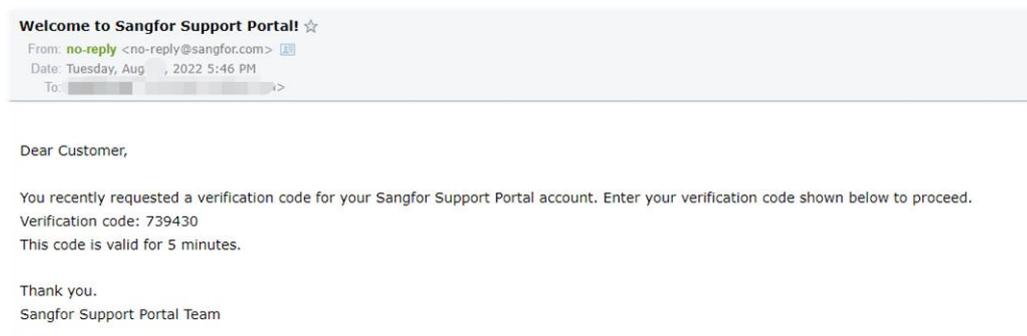
Step 2. Fill in your email address, check the **I have read and agree to the Privacy Policy** checkbox, then click **Send Verification Code**.



NOTE

Please use your business email address to register the account and ensure your company information is accurate.

Step 3. An email containing a verification code will be sent to your email address to verify your identity. Fill in the verification code and click **Check** to proceed.



Step 4. Please fill in the following information as required. Then click the **Register** button to complete the registration.

Step 5. Your account has been successfully created. Please go to the Sangfor Support Portal login page and input the username and password to log in. The **Home** page will display some basic information about your company.

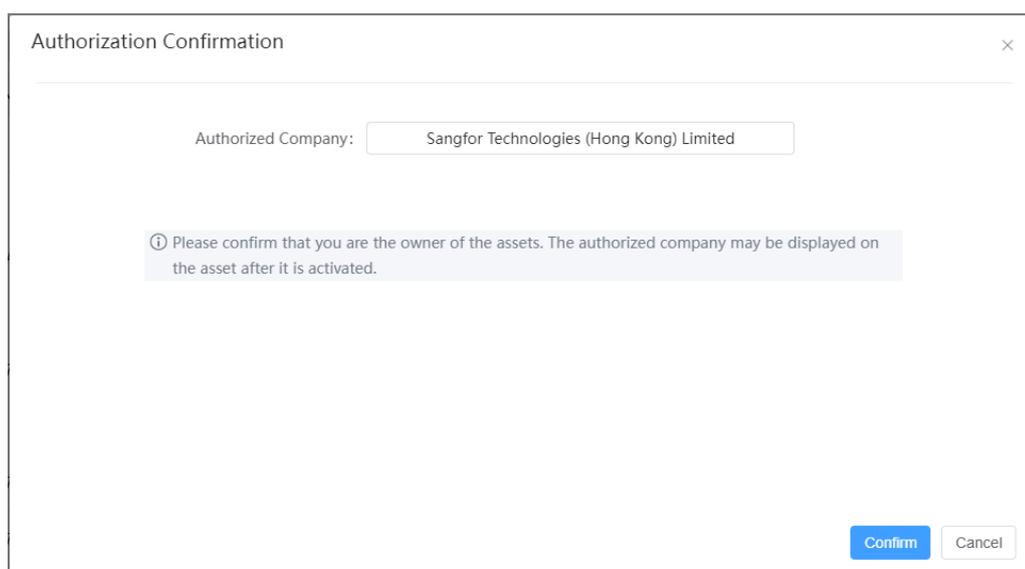
| # | Case No. | Company Name | Product | Title | Description | Status | Issue Severity | Update Date | Submitter | Contact |
|---|--------------|--------------------|------------|-----------------------|-----------------------|--------|----------------|---------------------|-----------|-----------|
| 1 | 202208042003 | EC Limited Testing | Platform-X | 3 | test | Open | Critical | 2022-08-04 11:04:27 | eric chen | eric chen |
| 2 | 202208042002 | EC Limited Testing | SBR | test3 | test 3 test 2 | Open | Critical | 2022-08-04 10:12:11 | eric chen | eric chen |
| 3 | 202208042001 | EC Limited Testing | SASE | test1 | test1 test2 | Open | Critical | 2022-08-04 10:15:27 | eric chen | eric chen |
| 4 | 202208042000 | EC Limited Testing | SASE | 3 | test | Open | Medium | 2022-08-04 10:07:15 | eric chen | eric chen |
| 5 | 202207182001 | EC Limited Testing | NGAF | test | -----2022-07-... | Open | Low | 2022-07-18 11:23:59 | eric chen | eric chen |
| 6 | 202207082001 | EC Limited Testing | NGAF | test cc: email 0708-2 | test cc: email 0708-2 | Open | Low | 2022-07-18 10:30:00 | eric chen | eric chen |
| 7 | 202207082000 | EC Limited Testing | NGAF | test cc: email 0708 | test cc: email 0708 | Open | Low | 2022-07-08 08:38:14 | eric chen | eric chen |
| 8 | 202207042000 | EC Limited Testing | NGAF | test support portal | test support portal | Closed | Critical | 2022-07-04 10:52:00 | eric chen | eric chen |

3 Assets Management

3.1 Add Your Asset

After customers register an account on the Sangfor Support Portal, they can add their assets to the portal.

Step 1. Navigate to **Assets > My Assets List**, then click the **Add Asset**.



The screenshot shows a dialog box titled "Authorization Confirmation" with a close button (X) in the top right corner. Inside the dialog, there is a label "Authorized Company:" followed by a text input field containing "Sangfor Technologies (Hong Kong) Limited". Below this, a light blue informational message box contains the text: "Please confirm that you are the owner of the assets. The authorized company may be displayed on the asset after it is activated." At the bottom right of the dialog, there are two buttons: "Confirm" (highlighted in blue) and "Cancel".

You should check the Authorized Company first. The company name may be displayed on the asset (depending on the products) after it is activated. You can edit the company name under **Personal Center** if the company name is incorrect.

Step 2. Click **Confirm**, and then input the device ID, SN, or Cloud ID to add your assets.

The screenshot shows the 'Add Asset' form at step 1, 'Submit Device SN or ID'. The progress bar at the top indicates step 1 is active and step 2, 'Check Device Information', is next. The main instruction is '* Please input Device ID or SN or Cloud License ID:'. Below this is a text area containing the following text: 'One device per line. For example: IDAABBCC, SN11AA22BB33, CLOUDID11AA22BB33CC'. Below the text area is a light blue box with the instruction 'Please input the Cloud License ID for virtual device.' and a checkbox labeled 'If you have multiple assets from same order, you can input the Order No. to add assets in bulk.' At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

For virtual devices, like vCC, vSTA, and ES(on-premise), you must input the Cloud ID to add them. You can find the Cloud ID in the service letter or check with the Sangfor team.

The screenshot shows the 'Add Asset' form at step 1, 'Submit Device SN or ID'. The progress bar at the top indicates step 1 is active and step 2, 'Check Device Information', is next. The main instruction is '* Please input Device ID or SN or Cloud License ID:'. Below this is a text area containing the following text: 'SN96959493, 55987361, 50F1EB642D634F027D17'. Below the text area is a light blue box with the instruction 'Please input the Cloud License ID for virtual device.' and a checkbox labeled 'If you have multiple assets from same order, you can input the Order No. to add assets in bulk.' At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

You can add multiple assets in bulk by inputting one device ID, SN, or Cloud License ID per line. Besides, you can also check the **If you have multiple assets from same order, you can input the Order No, to add assets in bulk** checkbox to add multiple assets from the same order.

Add Asset

1 Submit Device SN or ID 2 Check Device Information

* Please input Device ID or SN or Cloud License ID:

One device per line. For example:
IDAABBCC
SN11AA22BB33
CLOUDID11AA22BB33CC

Please input the Cloud License ID for virtual device.

If you have multiple assets from same order, you can input the Order No. to add assets in bulk.

Please input Order No.

If you have any question about Order No., please contact Sangfor local support team or Sangfor TAC(tech.support@sangfor.com)

Back Next Cancel

If you do not know **Order No.**, always check with the Sangfor local support team or Sangfor Technical Support.



Hover your mouse over the information icon to check the supported product and order placing date.

Add Asset

1 Submit Device SN or ID 2 Check Device Information

* Please input Device ID or SN or Cloud License ID:

One device per line. For example:
IDAABBCC
SN11AA22BB33
CLOUDID11AA22BB33CC

Please input the Cloud License ID for virtual device.

If you have multiple assets from same order, you can input the Order No. to add assets in bulk.

Please input Order No.

If you have any question about Order No., please contact Sangfor local support team or Sangfor TAC(tech.support@sangfor.com)

Back Next Cancel

Support physical NCAF with version 8.0.26 and above, and order should be placed after 13 Oct 2021.
Support physical IAG with version 12.0.41 and above, and order should be placed after 13 June 2022.
Support Cyber Command with version 3.0.49 and above, and order should be placed after 18 Sept 2023.
Support STA with version 3.0.37 and above, and order should be placed after 18 Sept 2023.
Support ES with version 3.5.6 and above, and order should be placed after 18 Sept 2023.

Step 3. You can check the device information after submitting the ID, SN, or Cloud ID.

Add Asset
✕

1
2

Submit Device SN or ID
Check Device Information

| <input checked="" type="checkbox"/> | Gateway ID | Serial Number | Cloud Licens... | Product | Model | Auto Activation | Status |
|-------------------------------------|------------|---------------|-----------------|----------------|--------------------|--|-------------|
| <input checked="" type="checkbox"/> | 55987361 | SN55987361 | 0FE48BFCF5... | CyberComm... | CC-1000 | <input checked="" type="checkbox"/> Enable | Inactivated |
| <input checked="" type="checkbox"/> | 96959493 | SN96959493 | 0DE65D3A5... | NGAF | M5800-F-I | <input checked="" type="checkbox"/> Enable | Inactivated |
| <input checked="" type="checkbox"/> | | N/A | 50F1EB642D... | Endpoint Se... | Endpoint Secu...re | <input type="checkbox"/> Enable | Inactivated |

Total 3
10/page
< 1 >
Go to 1

Back
Save & Add more
Save
Cancel

Auto Activation is not available for virtual devices on the first activation. You have to activate it offline.

Step 4. Click **Save** if the information is correct and your device is added successfully. You can view the added asset on **My Assets List**.

Home
My Assets List
eric chen1tsds

My Assets List

Added Start Time Added End Time Expired Start Time Expired End Time Status Product Input Model, SN or GatewayID

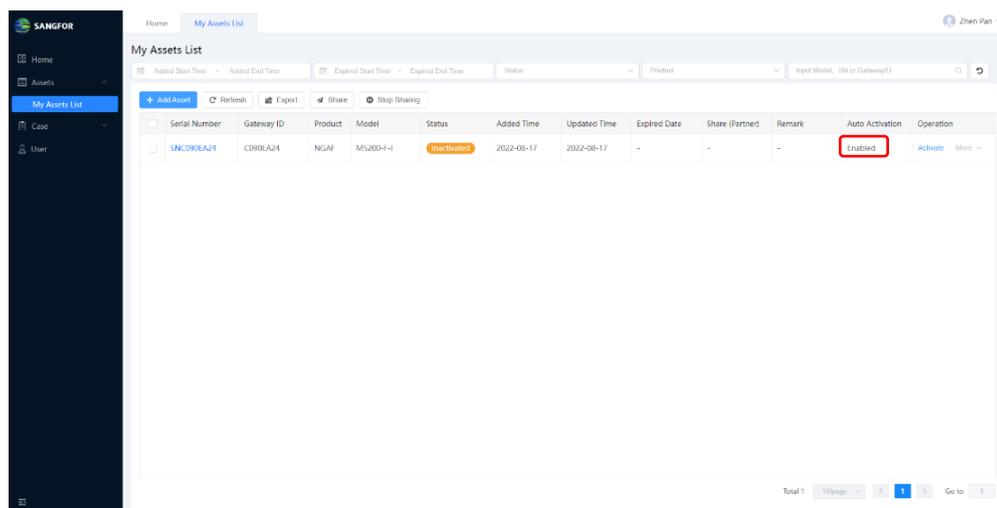
+ Add Asset Refresh Export Share Stop Sharing

| <input type="checkbox"/> | Gateway ID | Serial Number | Cloud Licens... | Product | Model | Status | Added Time | Updated Time | Expired Date | Share (Partner) | Remark | Auto Activati... | Operation |
|--------------------------|-------------|---------------|-----------------|-----------|-----------------|-------------|------------|--------------|--------------|-----------------|--------|------------------|---------------|
| <input type="checkbox"/> | | N/A | 50F1EB642D... | Endpol... | Endpoint Sec... | Inactivated | 2023-09-14 | 2023-09-14 | - | - | - | Disabled | Activate More |
| <input type="checkbox"/> | 96959493 | SN96959493 | 0DE65D3A56... | NGAF | M5800-F-I | Inactivated | 2023-09-14 | 2023-09-14 | - | - | - | Enabled | Activate More |
| <input type="checkbox"/> | 55987361 | SN55987361 | 0FE48BFCF5... | Cyber... | CC-1000 | Inactivated | 2023-09-14 | 2023-09-14 | - | - | - | Enabled | Activate More |
| <input type="checkbox"/> | 11223305 | SN11223305 | DF559DCF02... | Cyber... | CC-1000 | Inactivated | 2023-09-15 | 2023-09-15 | - | - | - | Enabled | Activate More |
| <input type="checkbox"/> | 51CD147A | SN66776666 | A7669E1640... | Cyber... | CC-1000 | Activated | 2023-09-06 | 2023-09-13 | 2024-09-06 | - | - | Enabled | Update More |
| <input type="checkbox"/> | 17022170456 | N/A | FA8378BFCB... | Endpol... | Endpoint Sec... | Activated | 2023-09-06 | 2023-09-13 | 2024-09-06 | - | - | Enabled | Update More |
| <input type="checkbox"/> | 4C134682 | SN66778888 | D5DC25ABD... | STA | STA-300 | Activated | 2023-09-06 | 2023-09-13 | 2025-09-06 | - | - | Enabled | Update More |

3.2 Device Activation

3.2.1 Online Activation

If the **Auto Activation** is enabled, the device will be automatically activated once it connects to the internet.



NOTE

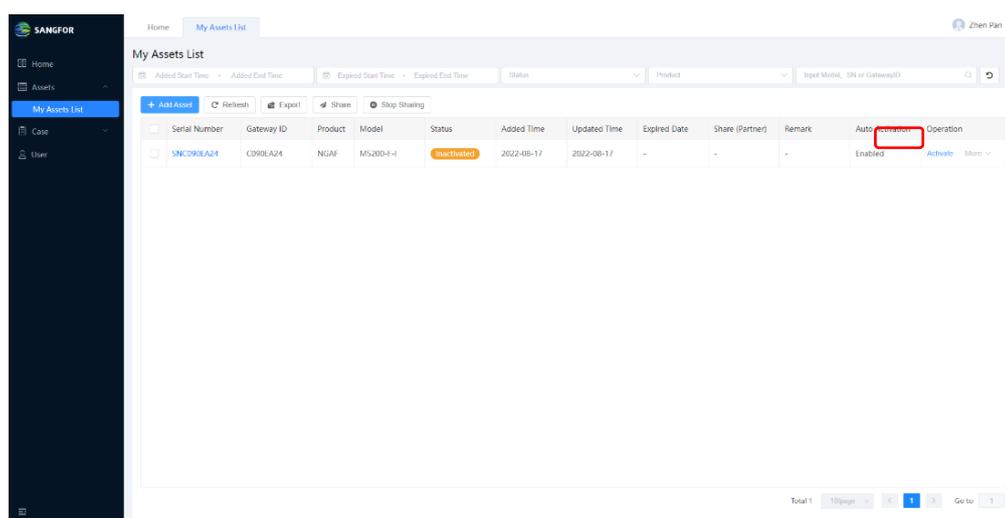
A newly added device will establish a connection with the server every five minutes.

Therefore, you may need to wait a while for the device to auto-activate.

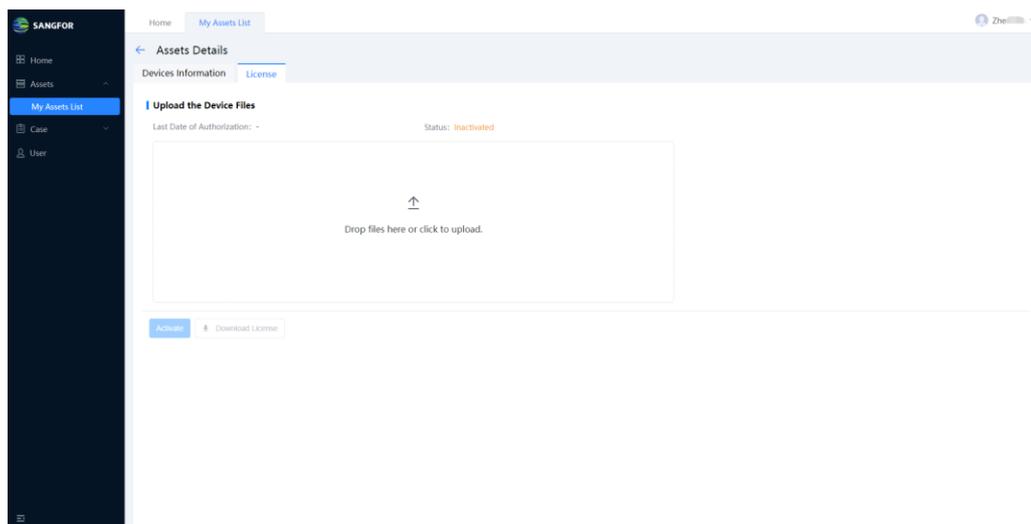
Auto Activation is not available for virtual devices on the first activation. You have to activate it offline.

3.2.2 Offline Activation

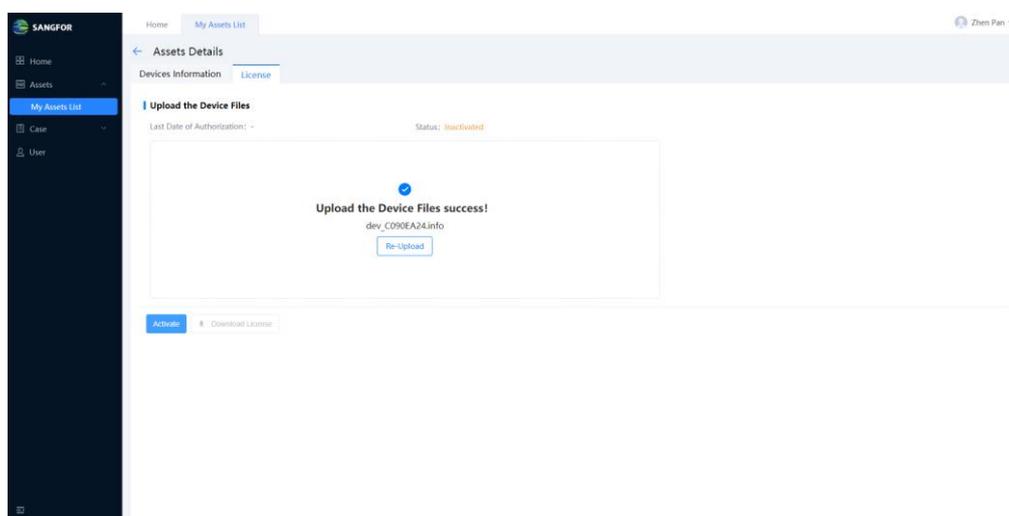
If the device cannot connect to the internet, you may activate the device manually by clicking the **Activate** button.



Step 1. Click the **Activate** button and the **License** window prompt.



Step 2. Upload the **Device Files** that you downloaded from the corresponding device.

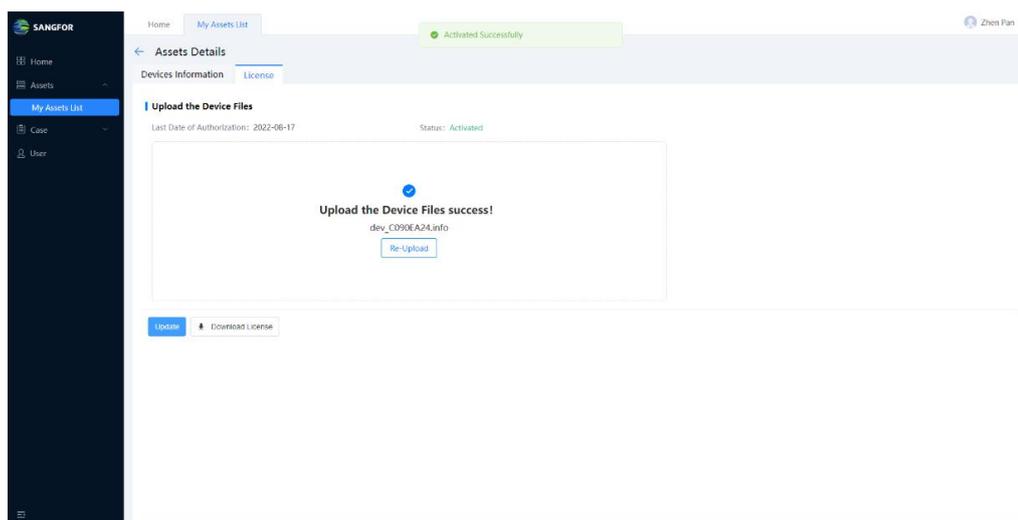


After uploading the **Device Files**, you can click **Activate** to activate the device.

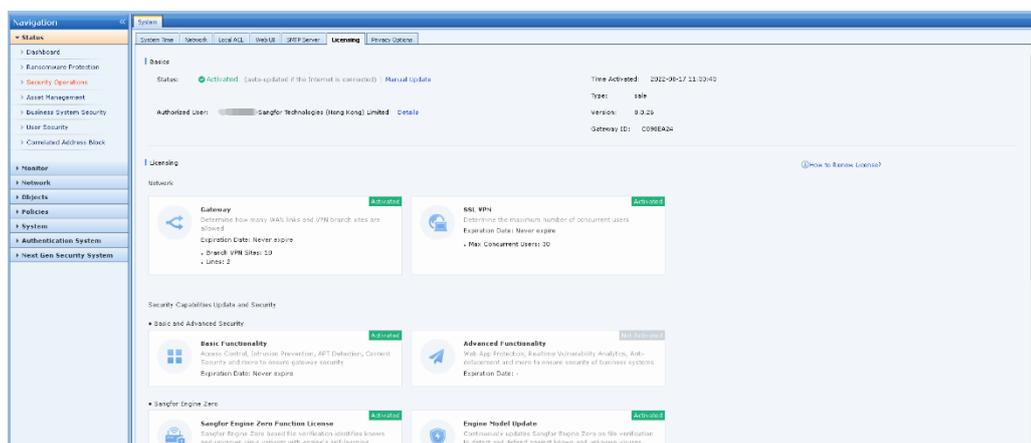
 **NOTE**

You should download the **Device Files** from the device. You can find it on the license page on the relevant product web console.

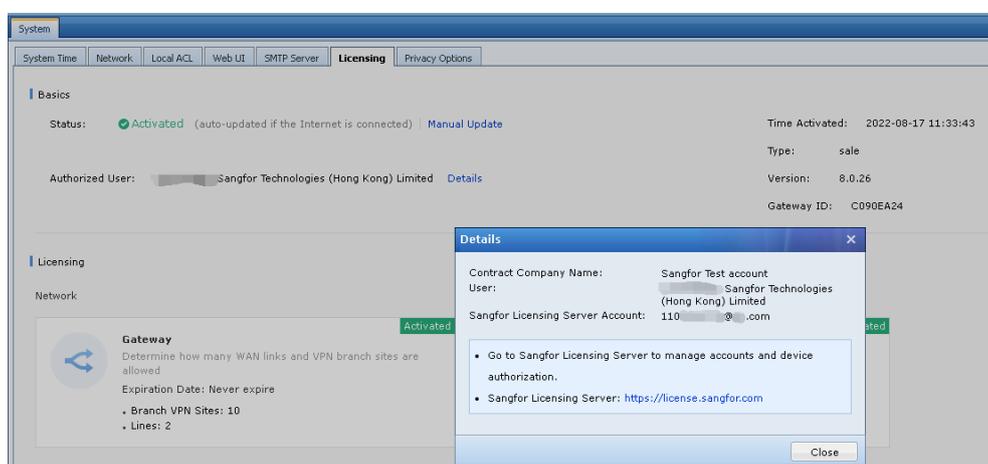
Step 3. As you can see, the device has been activated, and you can download the license file from this page by clicking **Download License**.



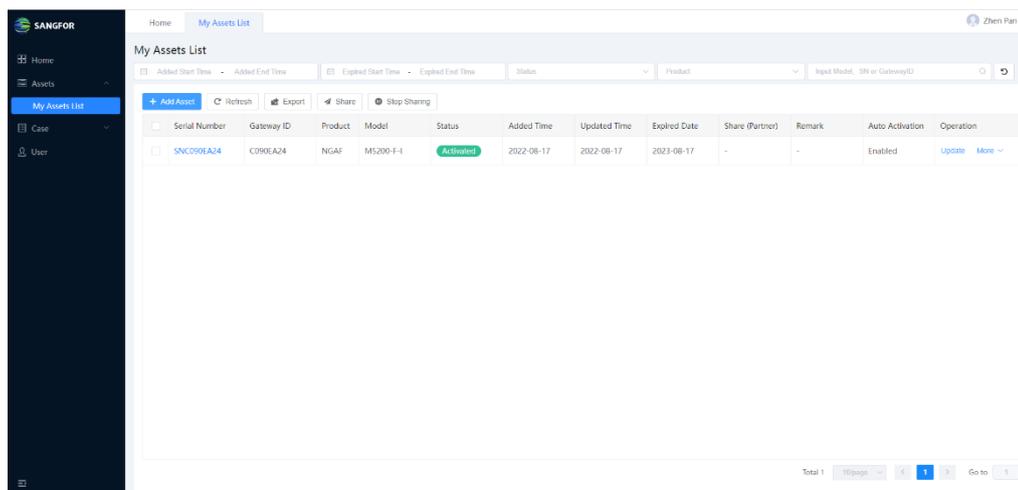
Step 4. After importing the license file to the device, the device will be activated and licensed.



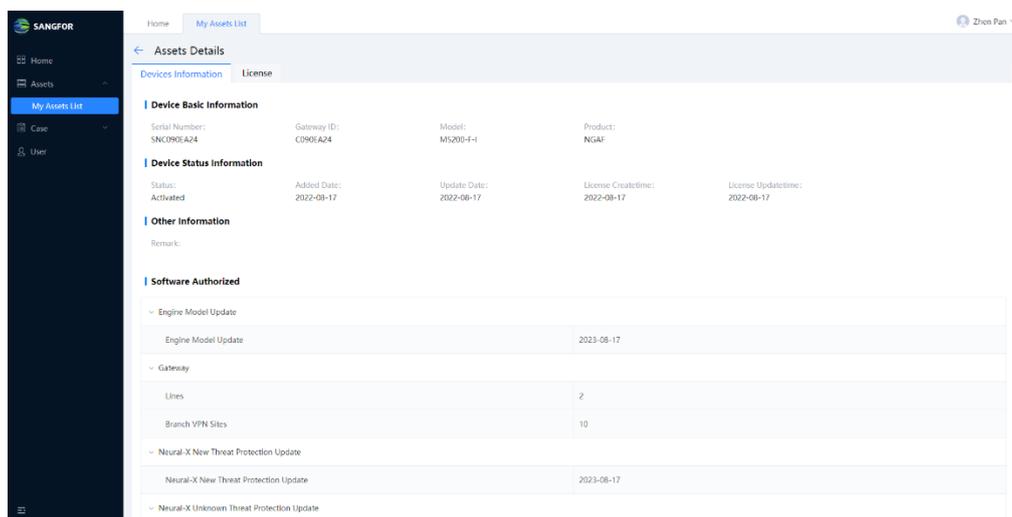
You may navigate to the relevant product web console to check the support portal account information. In this example, navigate to NGAF's **System > System > Licensing**, and click the **Details** beside **Authorized User**. You may find the company name and email address of your Support Portal account.



Step 5. Back to the **My Assets list**, the device status will change to **Activated**. You can click the device **Serial Number** to get more device information.



The entitlement of the device will be displayed here.

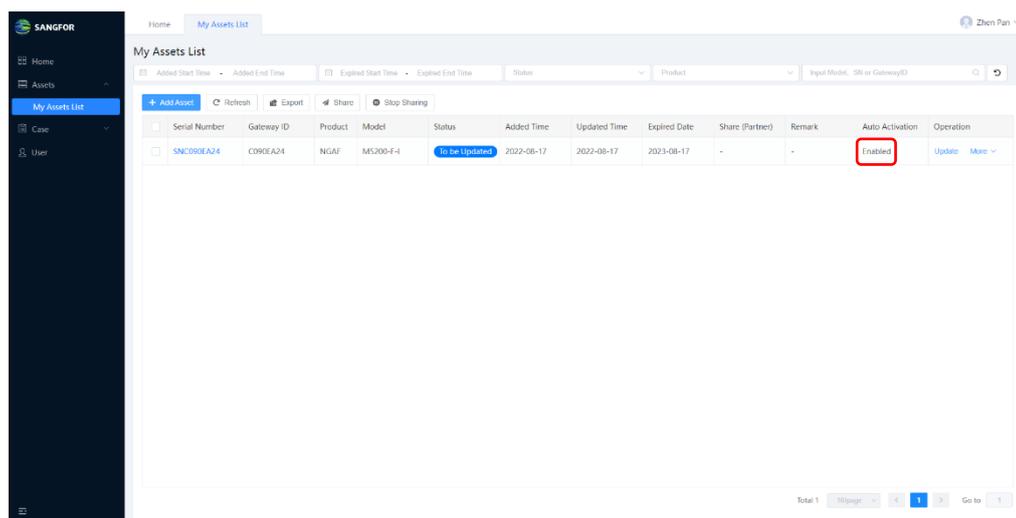


3.3 Update the Device License

After Sangfor Support Portal detects a new order for the device, the device's status will change to **To be Updated**.

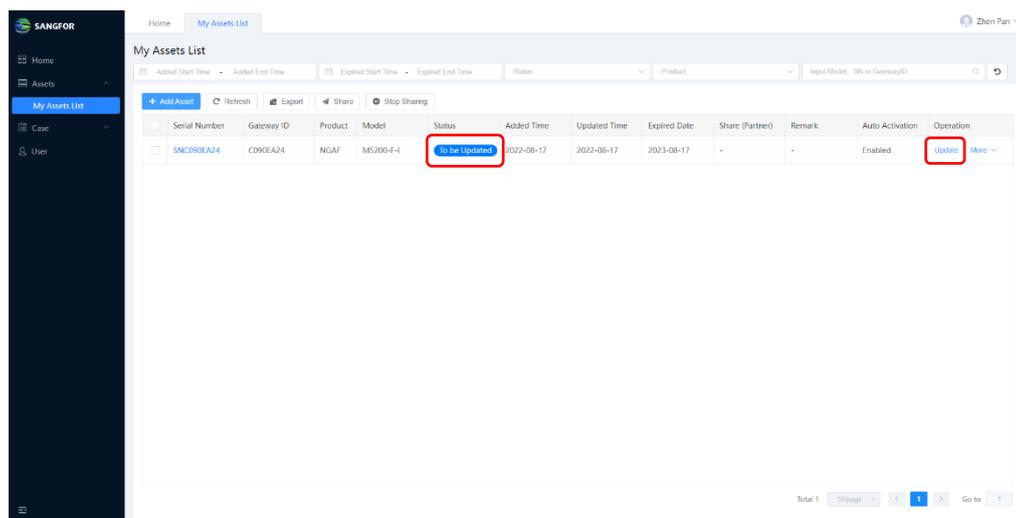
3.3.1 Online Update

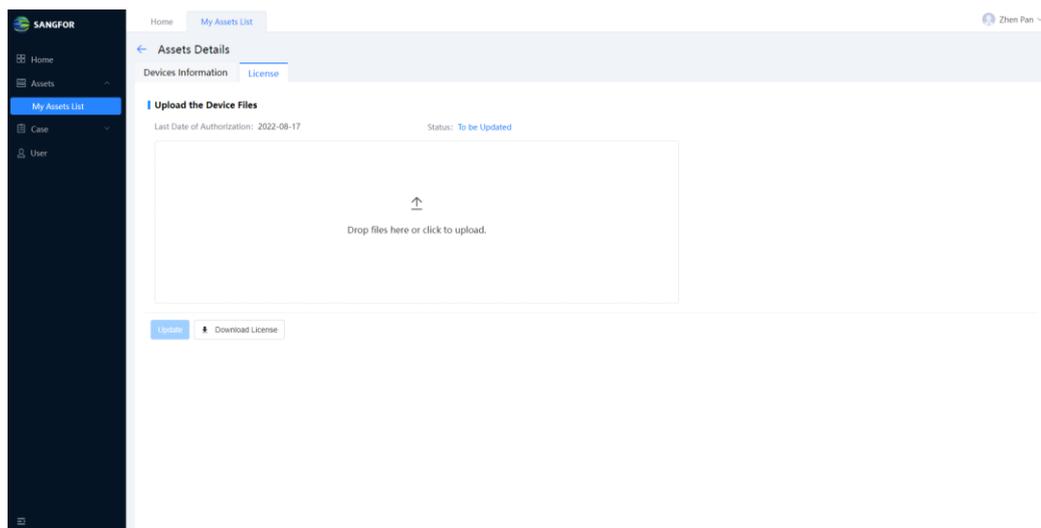
If the device is connected to the internet and enabling **Auto Activation**, then the device will automatically download and update the new license file.



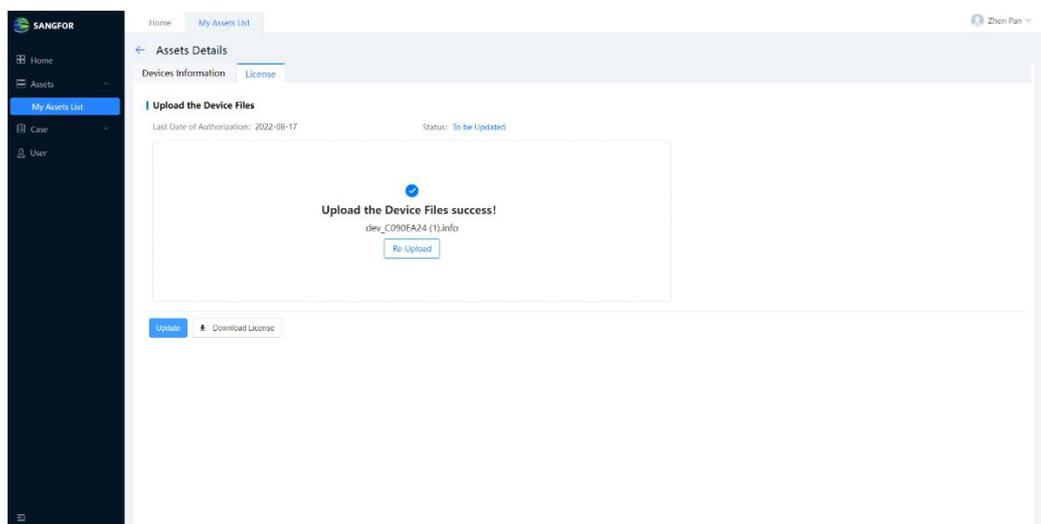
3.3.2 Offline Update

If the device cannot access the internet or **Auto Activation** is disabled, you should update the license manually by clicking the **Update** button.

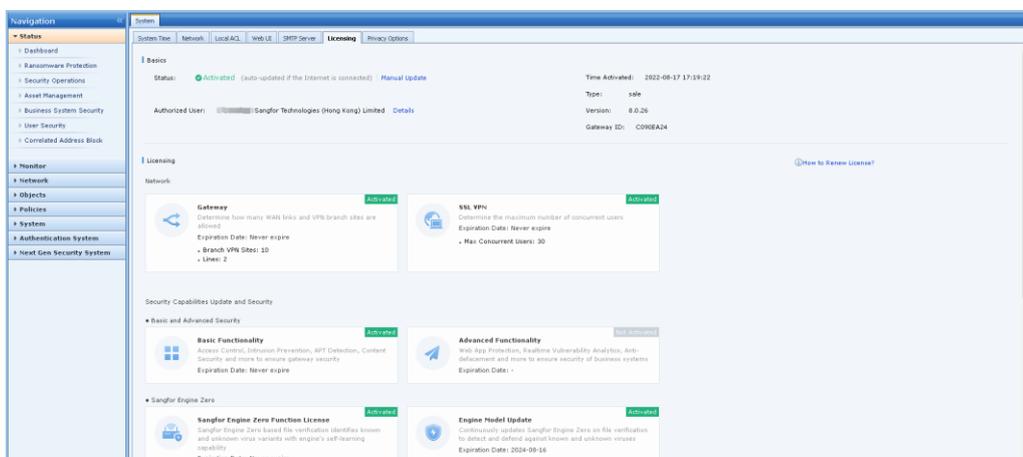
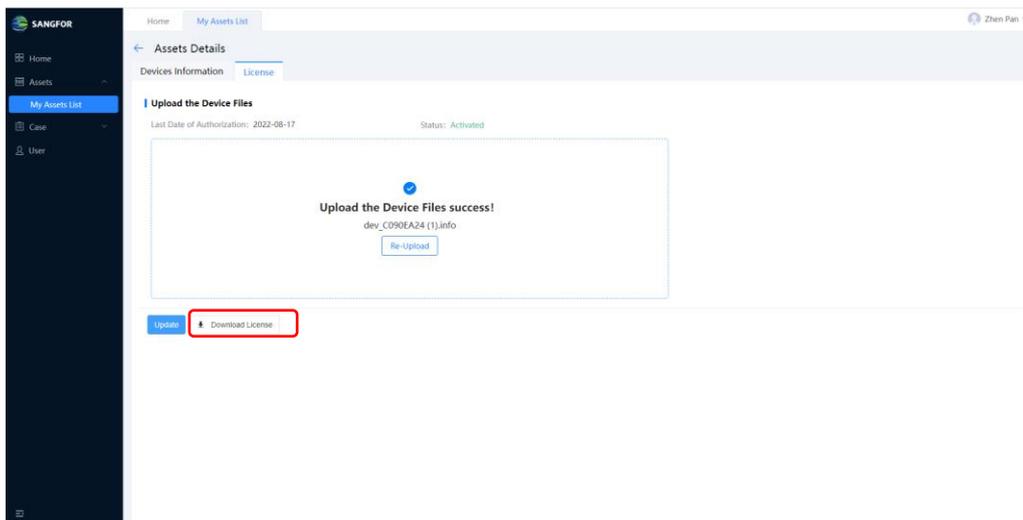




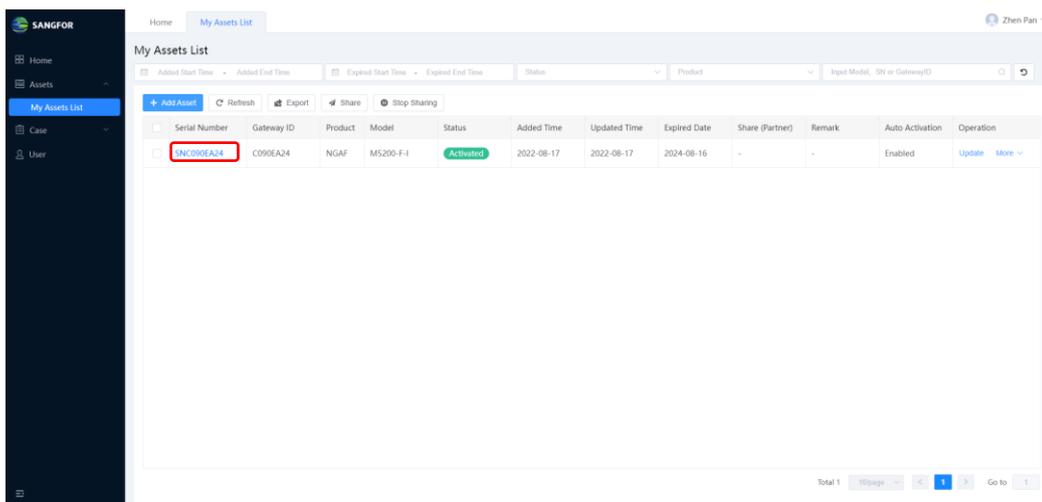
You should download the latest **Device Files** from the device and upload them to the server.

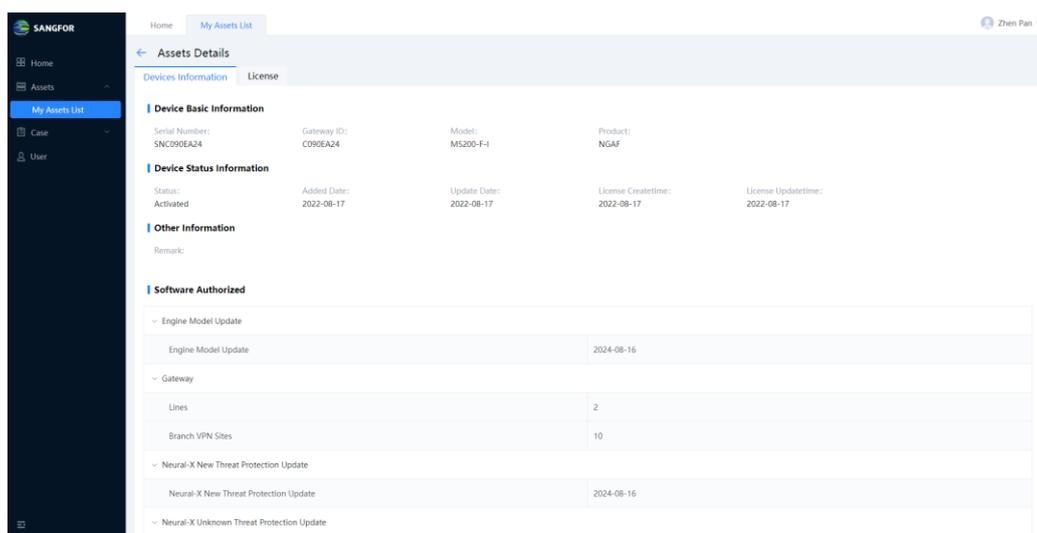


After clicking the **Update**, the device status will change to **Activated**. Additionally, you can click **Download License** to download the license file to update the asset license.



Back to the **My Assets List**, you can click the device's **Serial Number** to get more information. The **Expired Date** will be updated as well.

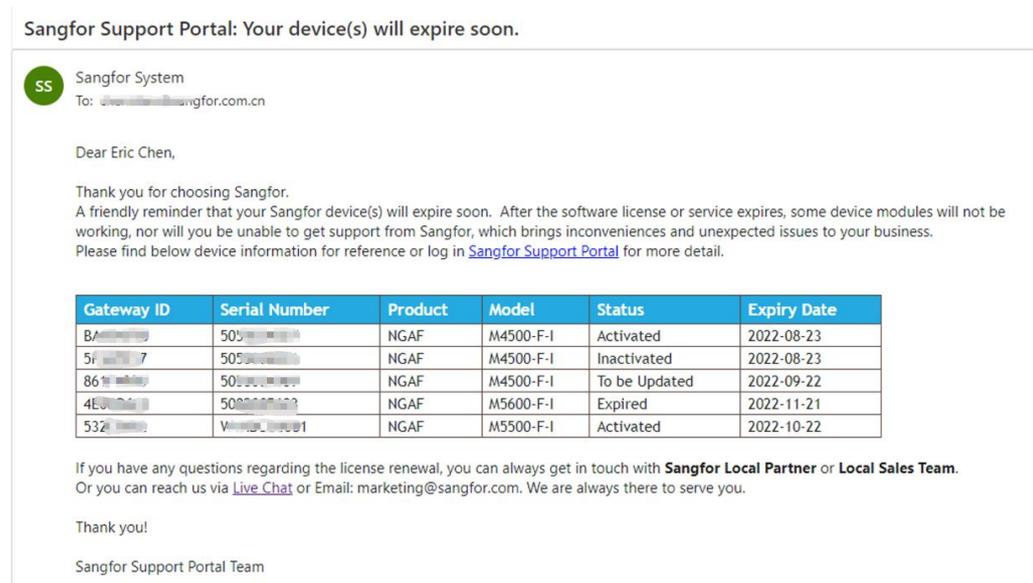




3.4 Asset Expiry and Renewal Reminder

When the asset's service is about to expire, the support portal will send several emails to notify and remind the customer. The first email will be sent to the customer **three months** before the device expires.

Here is an example of the email.

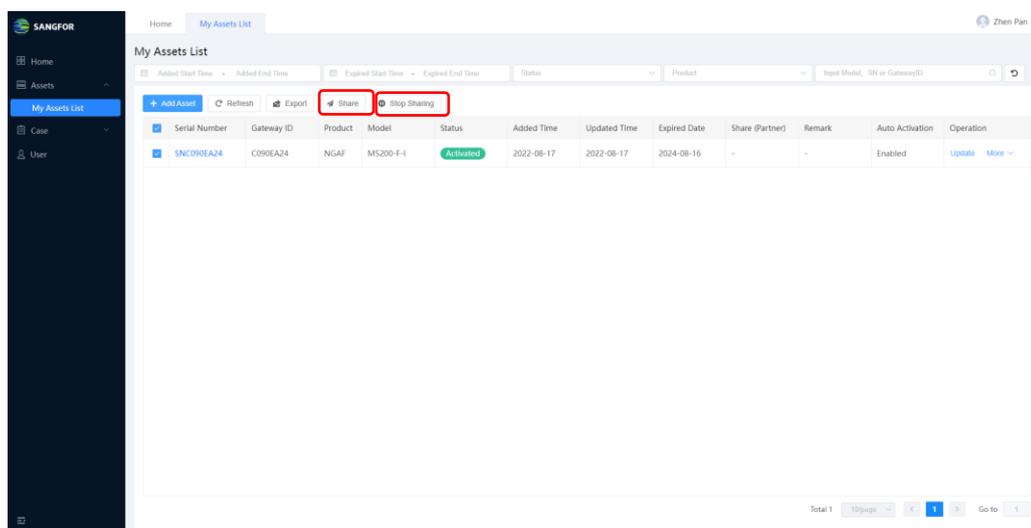


3.5 Other Operations

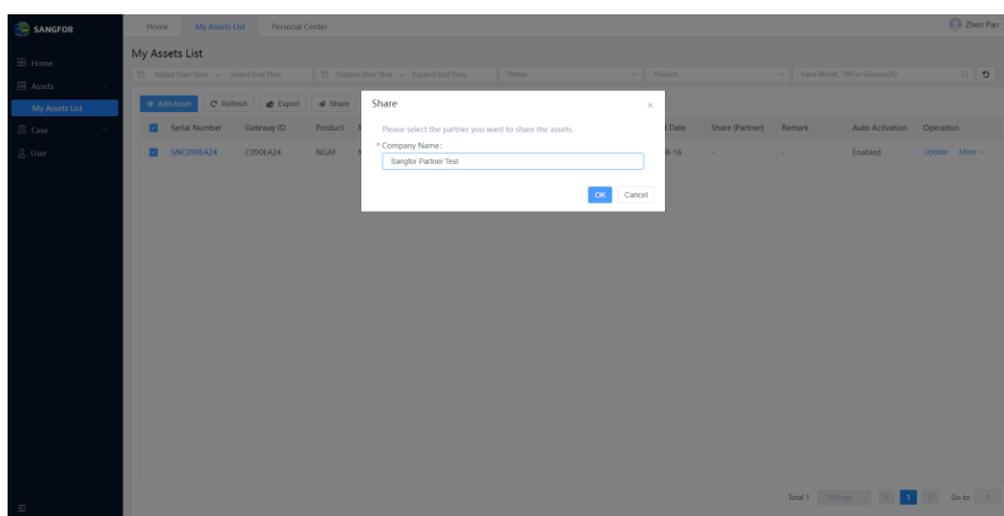
3.5.1 Share to Partner

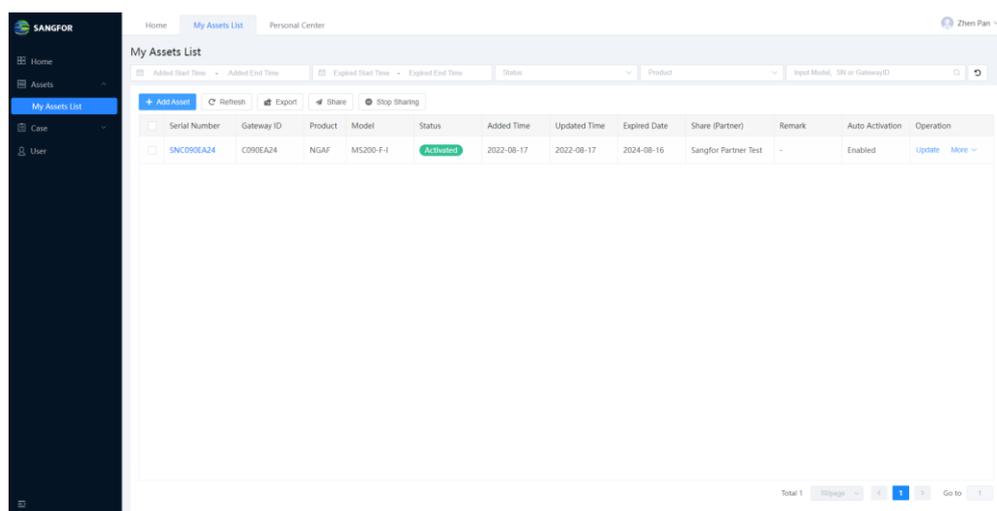
After you have added your asset, you can share the asset information with the Sangfor Partner so that they can help in managing your device.

Select the asset you want to share with Sangfor Partner, then click **Share**. If you do not want to share, you can stop by clicking **Stop Sharing**.

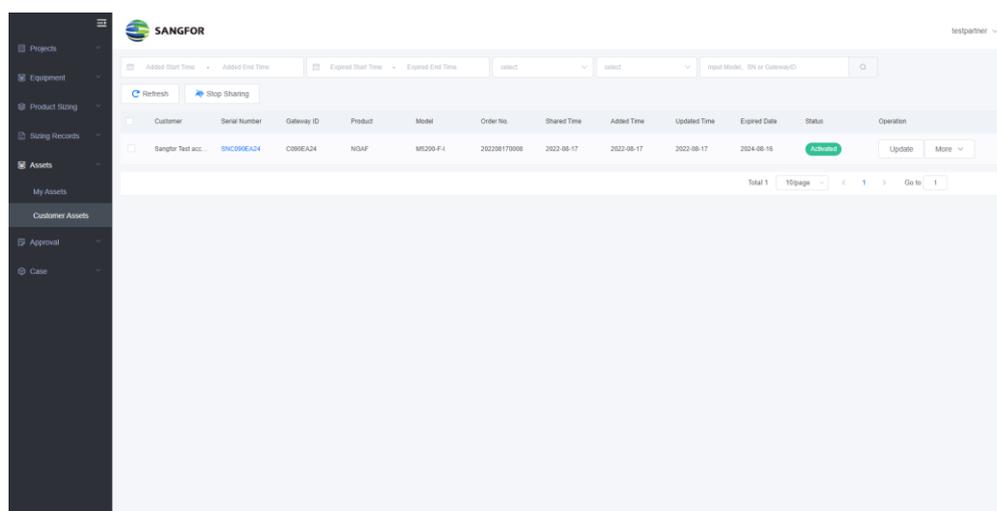


Fill in the **Partner Company Name**. You may check with your partner if you do not know their company name.





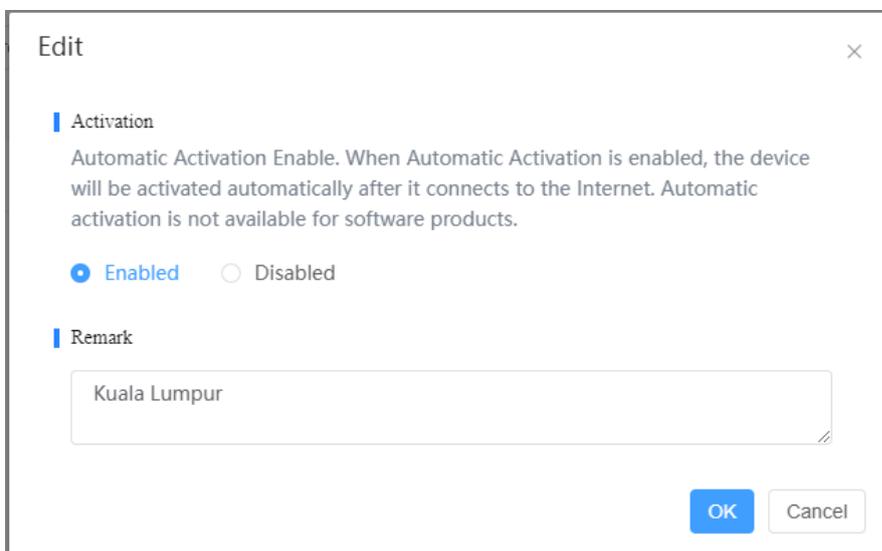
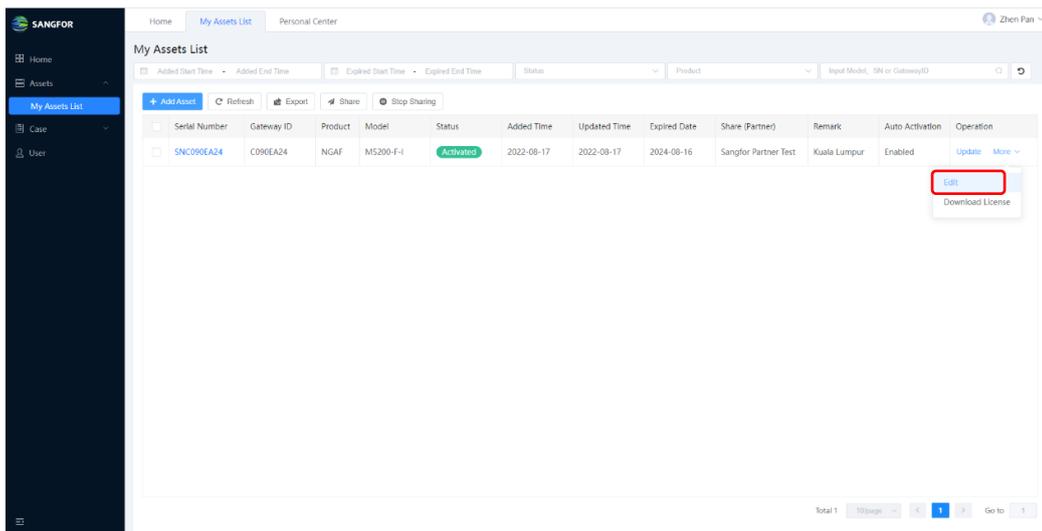
Partners can log in to the **Partner Portal**(partnerportal.sangfor.com) to check the asset status after you share the asset with them. Partners can also update the license when a new order is placed and download the license for you.



The shared asset will expire within **three months**. The support portal also will send an email to notify the partner.

3.5.2 Remark

You can navigate to **Assets > My Assets List** and click **More > Edit** under the **Operation** column of the selected asset to add a remark, such as where the device is located, etc.



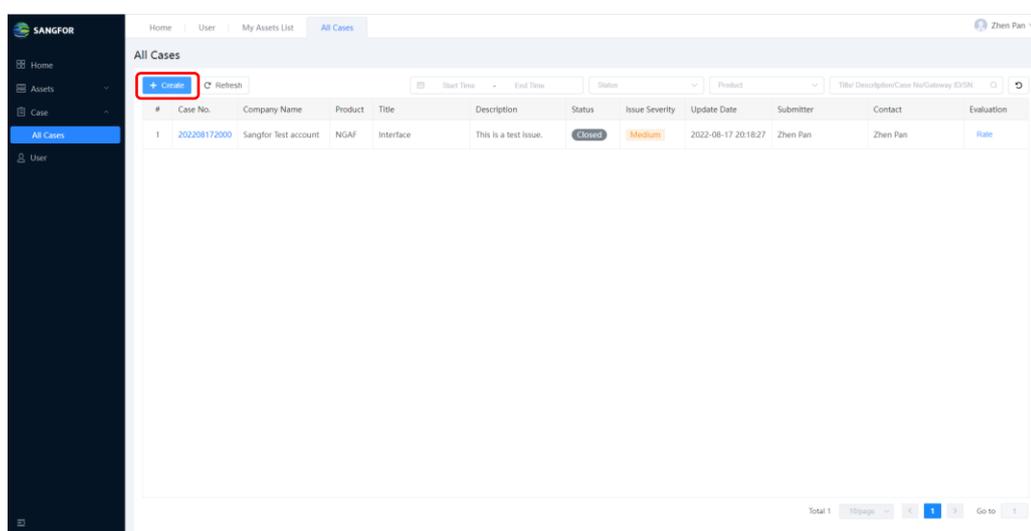
4 Case Management

The support portal can enhance and simplify your case management experience.

You can submit a case when you face any technical issue, check the case progress at any time, escalate your case when you're not satisfied, and also rate the service after the case is resolved.

4.1 Create a Case

Step 1. Navigate to **Case > All Cases**, and click **Create** to create your ticket.



Step 2. Please fill in the field as required.

1. HL how can I help you?

1.1 What is your product?
 SN: Gateway ID/Key ID(How to find):
 Product: Version:
 1.2 What is your issue?
 Issue Title:
 Issue Descriptions:
 Upload Files: (The size does not exceed 10 MB.)

2. How does this issue impact your business?

Low Impact
 1.The issue for certain features/capabilities do not impact business operations and have no loss of functionality.
 2.Documentation issues.
 3.General "how-to" questions.

Medium Impact
 1.Performance of the network or application is impaired with limited impact on business operations and an acceptable workaround or solution exists.
 2.The Issue with non-critical features or functionality.
 3.Successful workaround in place for a severity 2 issue.

High Impact
 1.Network or application is operational but highly degraded performance to the point of major impact on usage.
 2.Continuous or frequent instabilities affecting customer business or network operations.
 3.Inability to deploy a feature, function or capability.
4.Critical performance decline for a severity 1 issue.

Serious Impact
 1.Network or application outage, "down or unavailable".
 2.Impaired functionality, critically impacting customer business.
 3.Inability to deploy a feature, function or capability, critically impacting customer business.

Article

- 1. NGAF1.1**
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 2. 4444**
Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface. the interface, the interface.
- 3. 5432**
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 4. 444**
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 5. NGAF1**
the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface. the interface.

[More Article](#)

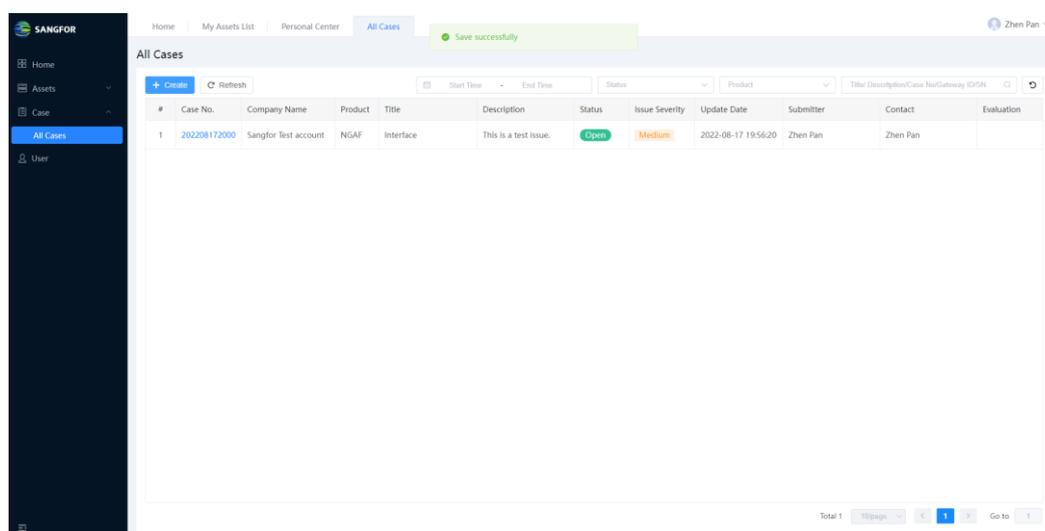
When you input your issue in the **Issue Title**, the articles relating to your issues

on **Sangfor Knowledge Base** will display in the **Article** box. In addition, you may click the article, redirecting you to the Sangfor Knowledge Base, where you can read the full content.



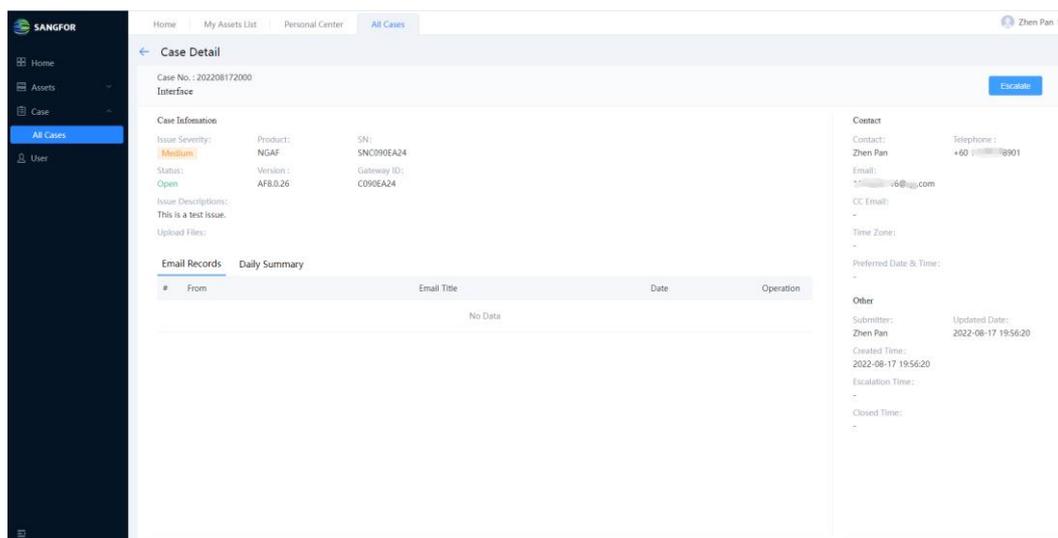
When you select the case severity as **High Impact** or **Serious Impact**, please call our support center to ensure your case responds promptly.

Step 3. After filling in all the required information, please click **Submit** to create your case. The status of the case is **Open** after it is successfully created.



4.2 Check Case Progress

You can click the **Case ID** to get more details about the issue progress.

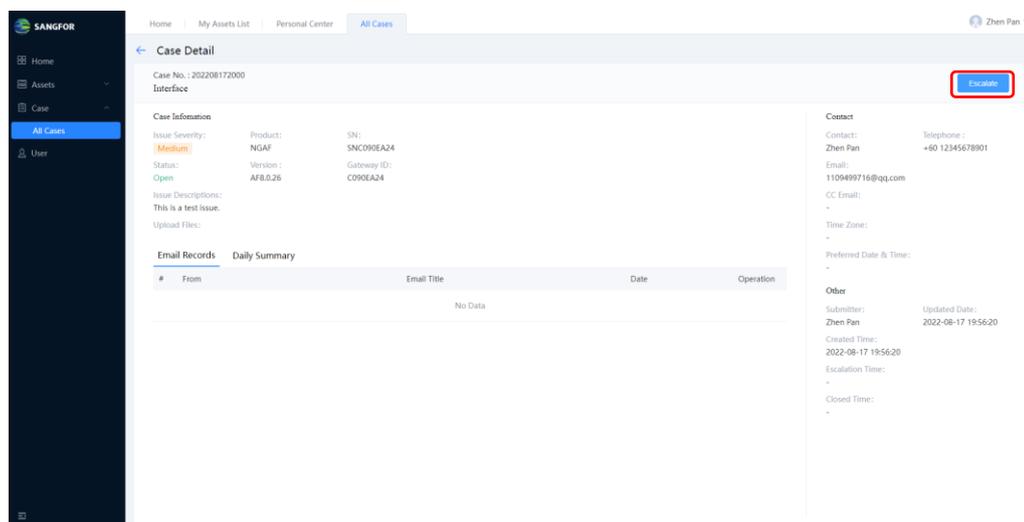


Email Records will show the email communication with our support center.

Daily Summary will show the key points when Sangfor Engineer handled this case.

4.3 Escalate Case

You can click **Escalate** to accelerate the issue handling speed.



Escalate

* Escalation Reason:

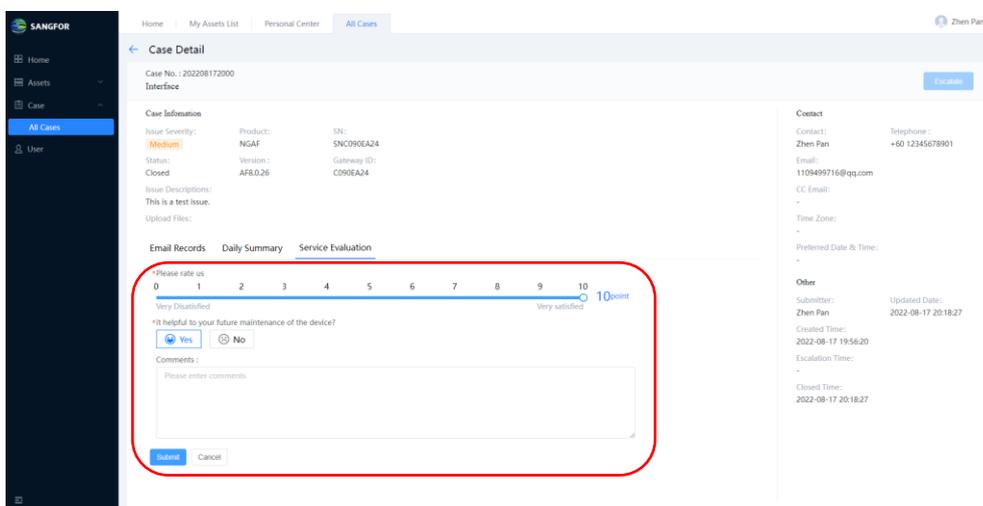
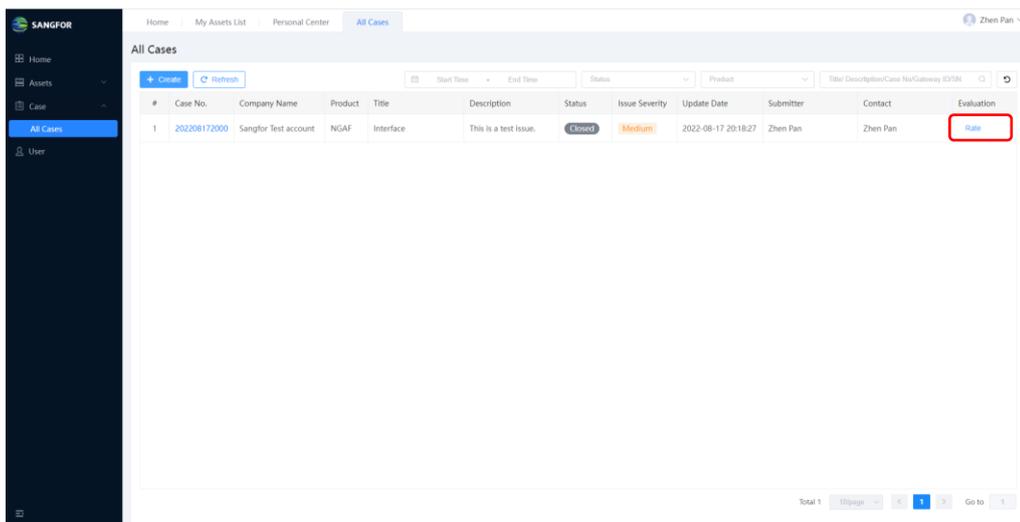
- Business effected.
- No solution.
- Bad attitude.
- Difficulty/unable to coordinate with the third-party vendor.
- Unsatisfied with the provided resolution/suggestion/action.
- Technical ability needs to be improved.
- New important feature request for resolution.
- Others.

* Escalation Reason:

Select the reason to escalate, click **Submit**, and the system will notify the support team.

4.4 Service Evaluation

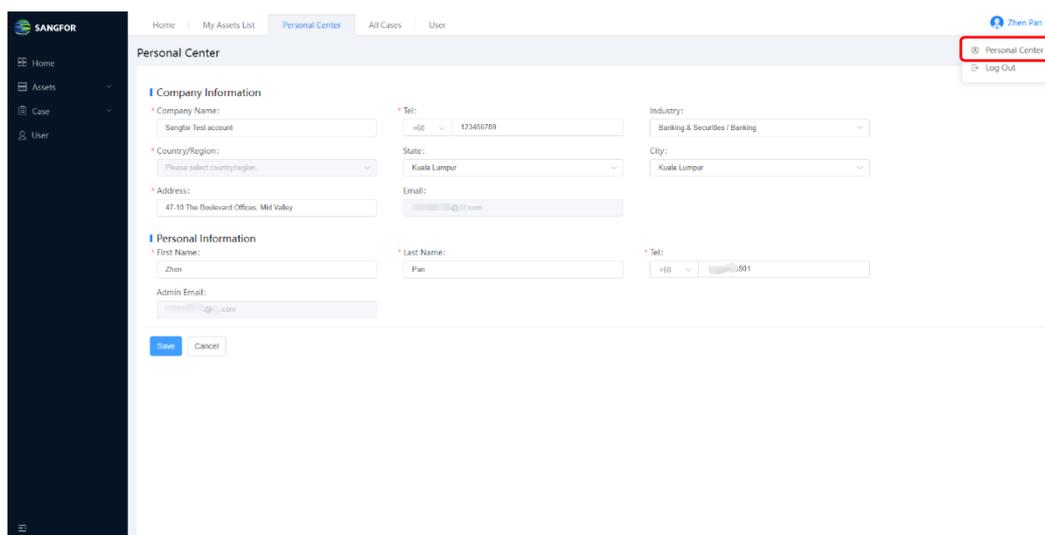
After the issue has been resolved, you can rate the service.



5 Basic Info Management

5.1 Company Information

You can check your company info by clicking **Personal Center** on the top-right corner drop-down list. The information that you filled in during registration will be shown here.



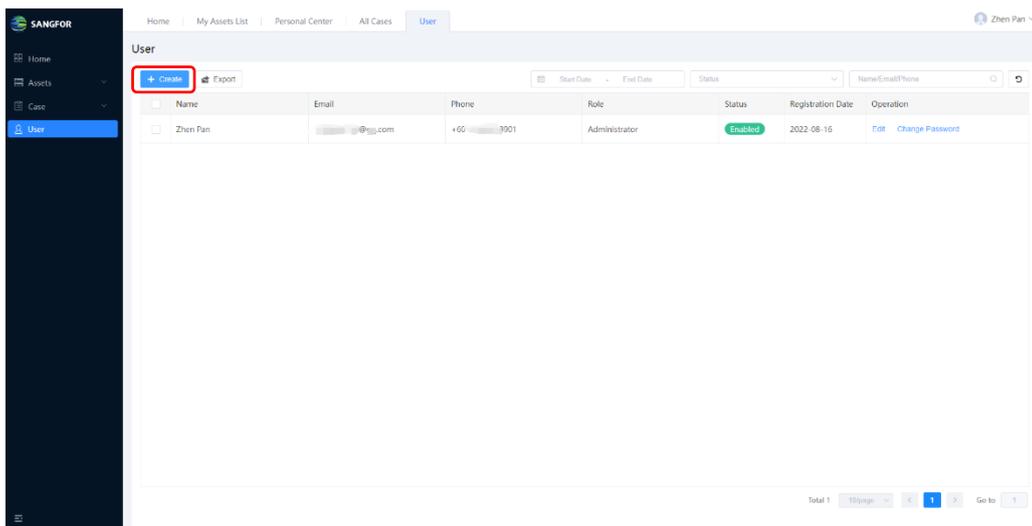
The screenshot shows the Sangfor Personal Center interface. The top navigation bar includes 'Home', 'My Assets List', 'Personal Center', 'All Cases', and 'User'. The user's name 'Zhen Pan' is displayed in the top right corner, with a dropdown menu containing 'Personal Center' (highlighted with a red box) and 'Log Out'. The main content area is titled 'Personal Center' and is divided into two sections: 'Company Information' and 'Personal Information'. The 'Company Information' section includes fields for Company Name (Sangfor Test account), Tel (+66 123456789), Industry (Banking & Securities / Banking), Country/Region (Please select country/region), State (Kuala Lumpur), City (Kuala Lumpur), Address (47-10 The Boulevard Offices, Mid Valley), and Email (test@163.com). The 'Personal Information' section includes fields for First Name (Zhen), Last Name (Pan), Tel (+86 13910101010), and Admin Email (zhenpan@163.com). At the bottom of the form, there are 'Save' and 'Cancel' buttons.

As an administrator, you can edit some of the information on this page.

5.2 Manage Users

5.2.1 Create a User

The first person who registers the account for a company is the administrator of this company. The administrator can create a **Normal User** role for other users.

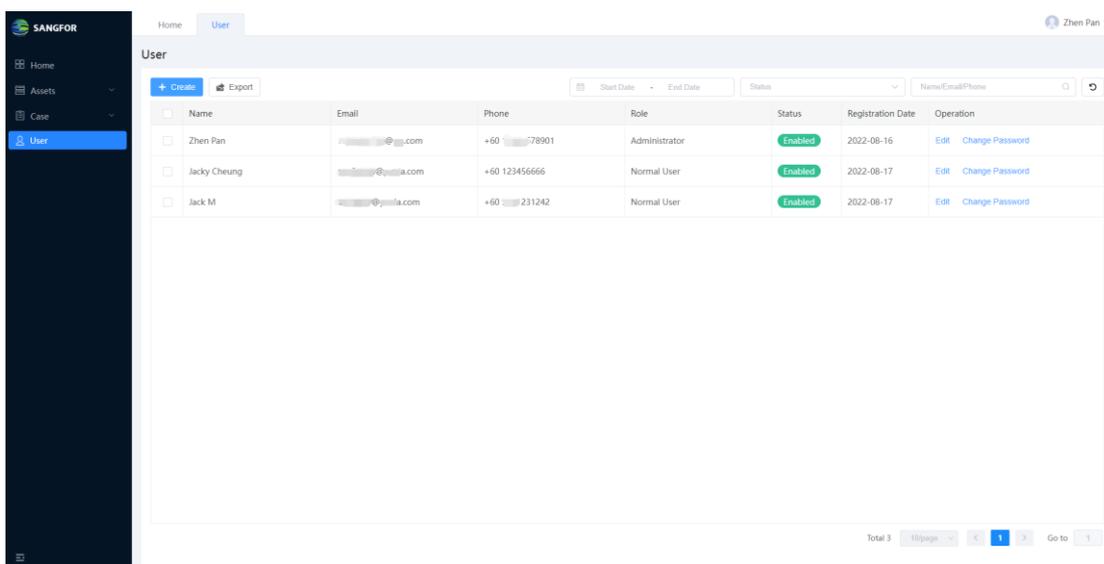


Navigate to **User**, click **Create**, select **Normal User** for **Role**, input all the required information, and click **OK**.

The 'Create' dialog form contains the following fields:

- * First Name: Jack
- * Last Name: M
- * Email: ksl54469@yuoia.com
- * Phone: +60 3141231242
- * Role: Normal User
- * Status: Enabled

Buttons: OK, Cancel



The support portal will send the username and password to the newly created user's email address. The user can log in as a **Normal User** to the support portal using the username and password.

[Sangfor Support Portal System Notification] New account is created!



no-reply@sangfor.com (no-reply@sangfor.com) just now

To: ksl54469@yuoia.com

Dear Jack M:

Your new account in Sangfor Support Portal has been created, you can login <http://200.200.4.122/sp/#/login> with below user name and password. Please change your password after your first login.

User name:

Password:

Thank you.
SANGFOR TECHNOLOGIES

5.2.2 Change Administrator

Each company can only have one administrator. However, the Sangfor Support Portal allows you to transfer the administrator role to another account.

Select a user, click **Edit** of that account under the **Operation** column, change the **Role** from **Normal User** to **Administrator**, and then click **OK**.

Dialog box titled "Edit" with the following fields:

- * First Name: Jack
- * Last Name: M
- * Email: ksl54469@yuoia.com
- * Phone: +60 3141231242
- * Role: Administrator
- * Status: Enabled

Buttons: OK, Cancel

A caution message will pop up.

Dialog box titled "Hint" with the following text:

Are you sure that you want to transfer the administrator to "ksl54469@yuoia.com"? You will log out after you click to confirm

Buttons: Cancel, Confirm

After clicking **Confirm**, the previous administrator will be logged out and changed to **Normal User**. The new administrator will receive an email regarding changing his/her role on the Sangfor Support Portal, as shown below.

Sangfor Support Portal: You are an administrator now! ☆

From: **no-reply** <no-reply@sangfor.com> 

Date: Tuesday, Aug 2, 2022 6:46 PM

To: 

Dear ,

Your role has been changed to admin. Please re-login to <https://supportportal.sangfor.com>

Thank you,
Sangfor Support Portal Team

