



Sangfor Support Portal

User Manual

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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
	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.

Change Log

Date	Change Description
Sept. 02, 2021	This is the first release of this document.
Sept. 15, 2023	Content update of this document.

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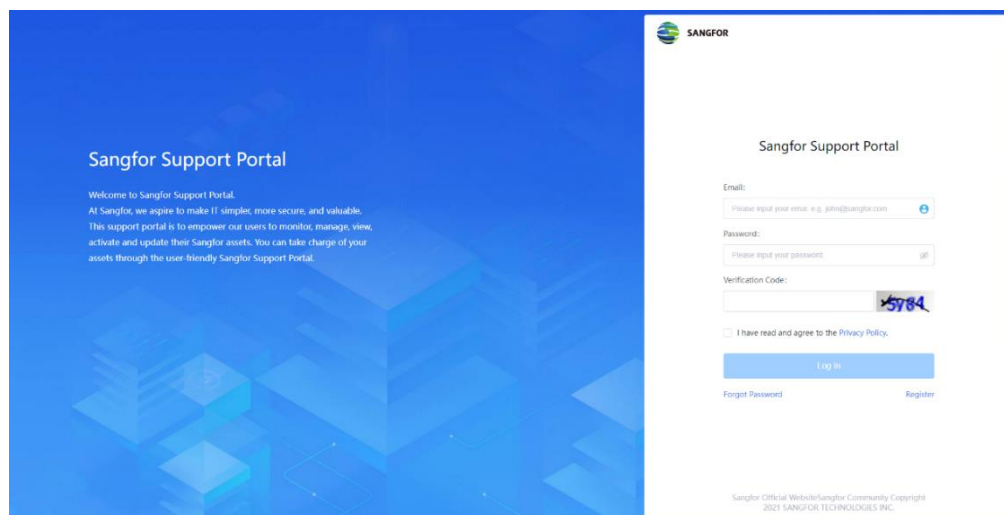
1 Introduction

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.

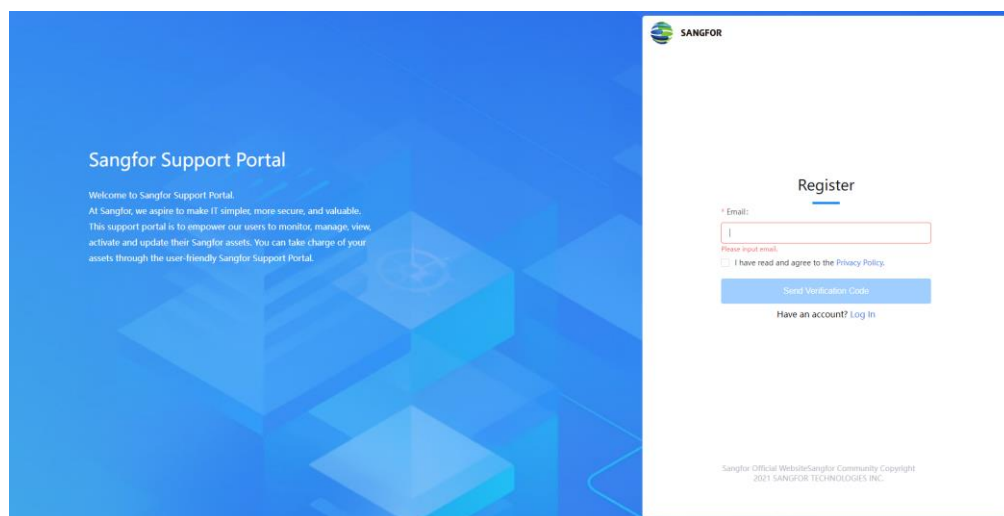
You can take charge of your assets through the user-friendly Sangfor Support Portal.

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.



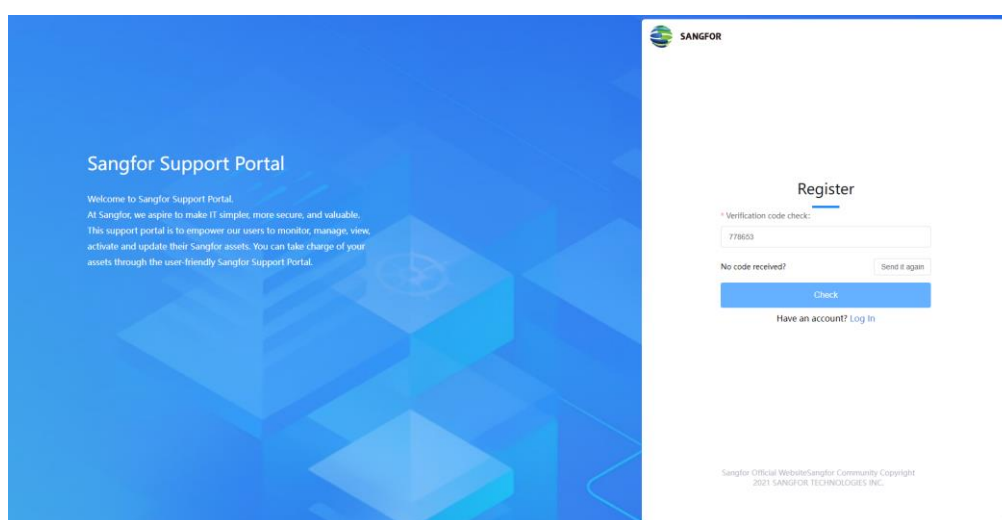
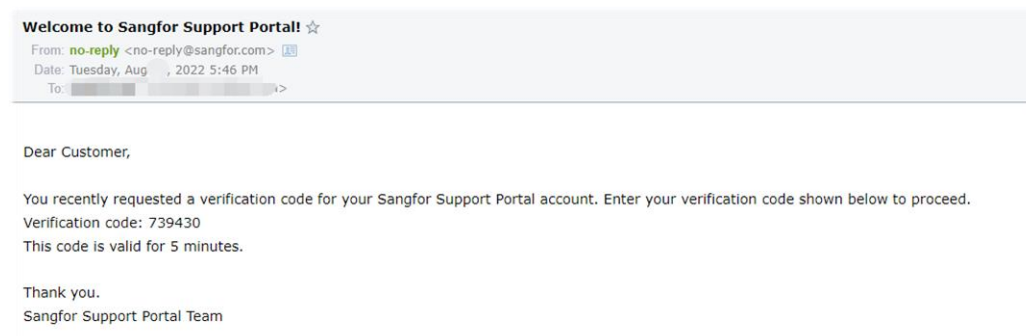
Step 2. Fill in your email address, check the **I have read and agree to the Privacy Policy** checkbox, then click **Send Verification Code**.



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.

The screenshot shows the 'Register' page of the Sangfor Support Portal. The form is titled 'Register' and includes the following sections:

- Password:** Fields for 'Password' and 'Confirm Password', both with a strength indicator (3 bars) and a 'Please input password' prompt.
- Company Information:** Fields for 'Company Name', 'Industry', 'Country/Region', 'City', 'State', and 'Address'. There are also dropdown menus for 'Tel.' and 'City'.
- Personal Information:** Fields for 'First Name', 'Last Name', and 'Tel.'.

At the bottom of the form, there is a 'Register' button and a link 'Have an account? Log In'. The footer of the page reads 'Sangfor Official Website | Sangfor Community Copyright © 2021 SANGFOR TECHNOLOGIES INC.'.

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.

The screenshot shows the 'Home' page of the Sangfor Support Portal. The page has a dark sidebar on the left with navigation links: Home, Assets, Case, and User. The main content area is titled 'Home' and features a 'Overview' section with six cards showing statistics:

- Inactivated devices: 0
- Activated devices: 3
- Expired devices: 0
- Devices expires within one month: 0
- Open Case: 7
- Closed Case: 1

Below the overview section is a 'Case Info' table with the following columns: #, Case No., Company Name, Product, Title, Description, Status, Issue Severity, Update Date, Submitter, and Contact. The table contains 8 rows of data.

#	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	SRR	test 3	test 3 test 2	Open	Critical	2022-08-04 10:12:11	eric chen	eric chen
3	202208042001	EC Limited Testing	SAGE	test1	test1 test2	Open	Critical	2022-08-04 10:15:27	eric chen	eric chen
4	202208042000	EC Limited Testing	SAGE	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 11:22:59	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

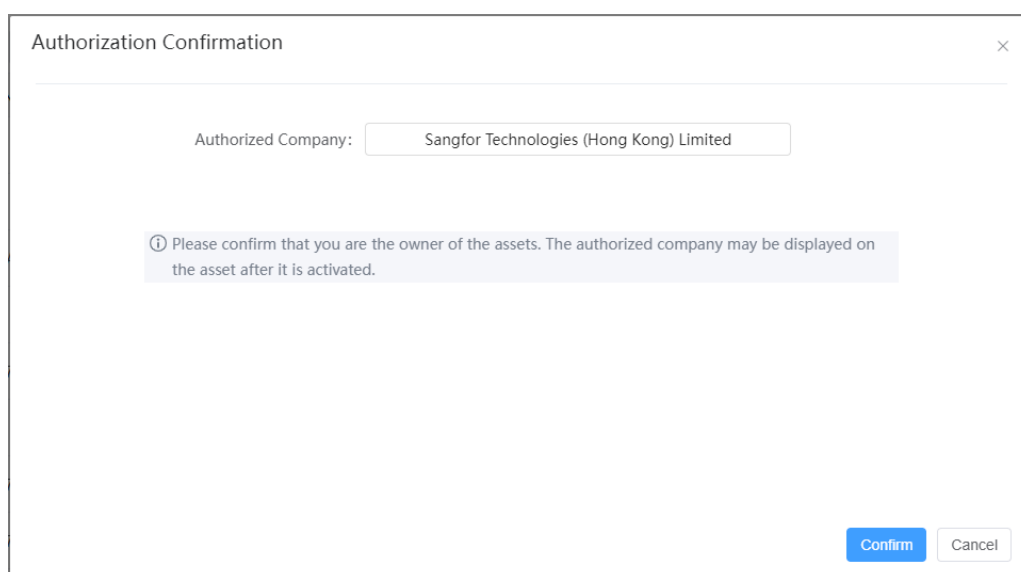
At the bottom right of the table, there is a 'Total 8' label and a pagination control showing '1' of 1 pages.

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 image shows a web-based 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 information box contains a warning icon and 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: a blue "Confirm" button and a white "Cancel" button with a grey border.

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' dialog box with a progress bar at the top. Step 1, 'Submit Device SN or ID', is active and highlighted with a blue circle. Step 2, 'Check Device Information', is shown as a grayed-out option. The main input area is a text box with a red asterisk and the label '* Please input Device ID or SN or Cloud License ID:'. Inside the text box, there is a hint: 'One device per line. For example: IDAABBCC, SN11AA22BB33, CLOUDID11AA22BB33CC'. Below the text box is a light blue bar with an information icon and the text 'Please input the Cloud License ID for virtual device.' At the bottom, there is a checkbox labeled 'If you have multiple assets from same order, you can input the Order No. to add assets in bulk.' and three buttons: 'Back', 'Next' (highlighted in blue), and 'Cancel'.

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.

This screenshot is similar to the previous one, showing the 'Add Asset' dialog box at Step 1. The text box now contains three lines of device IDs: 'SN96959493', '55987361', and '50F1EB642D634F027D17'. The rest of the interface, including the progress bar, hint text, checkbox, and buttons, remains the same.

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.

The 'Add Asset' dialog box is shown with a progress bar at the top indicating two steps: 1. Submit Device SN or ID (active) and 2. Check Device Information. The main content area includes a text input field for device IDs/SNs/Cloud License IDs, with example text: 'One device per line. For example: IDAABBCC, SN11AA22BB33, CLOUDID11AA22BB33CC'. Below this is a checkbox for 'Please input the Cloud License ID for virtual device.' and a checkbox for 'If you have multiple assets from same order, you can input the Order No. to add assets in bulk.' with a corresponding text input field. A footer note provides contact information for Sangfor support. At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

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.

This screenshot shows the 'Add Asset' dialog box with a tooltip displayed over the information icon (i) in the device ID input field. The tooltip lists supported products and their minimum order dates: 'Support physical NGAF 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.', and 'Support ES with version 3.5.6 and above, and order should be placed after 18 Sept 2023.' The dialog box itself is identical to the one in the previous image.

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

Add Asset

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...	<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 chen1ssds

My Assets List

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

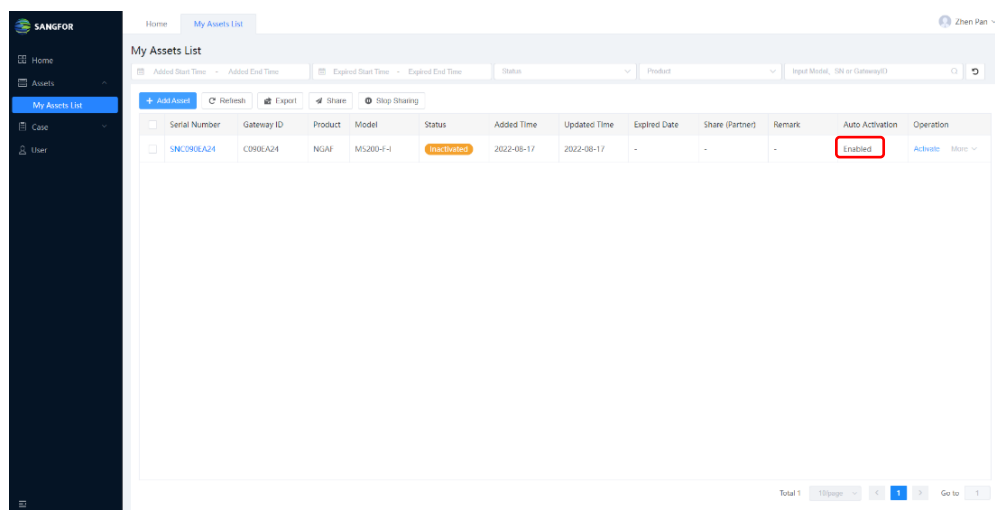
+ Add Asset Refresh Export Share Stop Sharing

<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	SN66778898	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

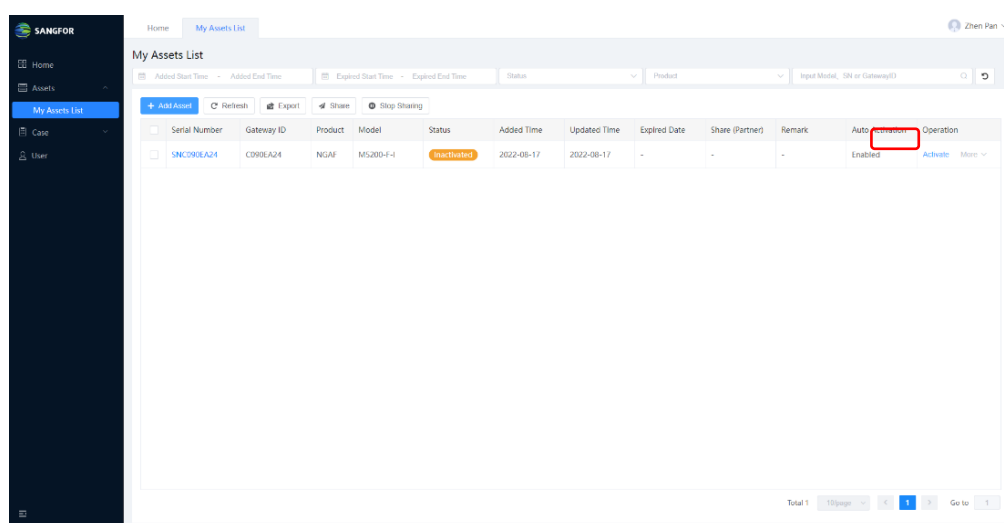
A newly added device will establish a connection with the server every five minutes.

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

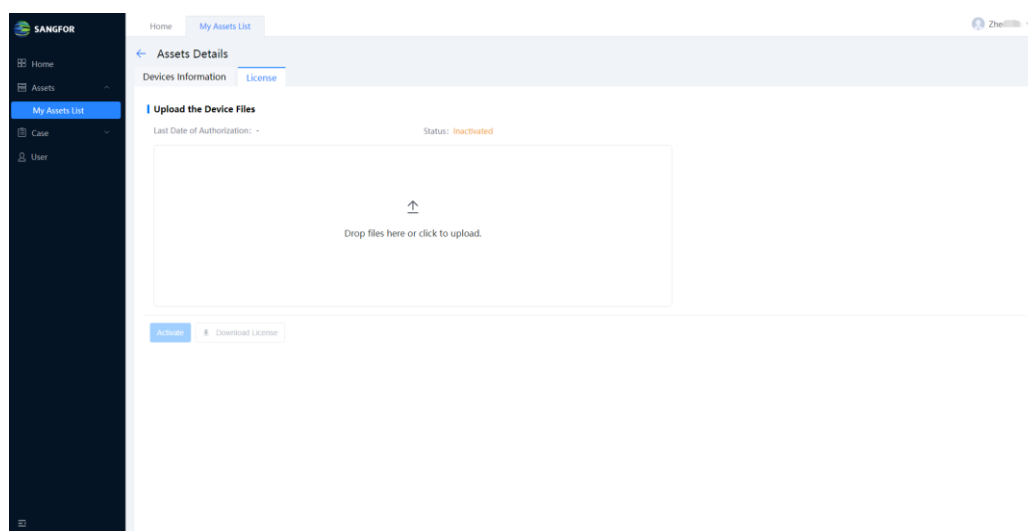
Auto Activation is not available for virtual devices on the first activation. You have to activate it offline.

3.2.2 Offline Activation

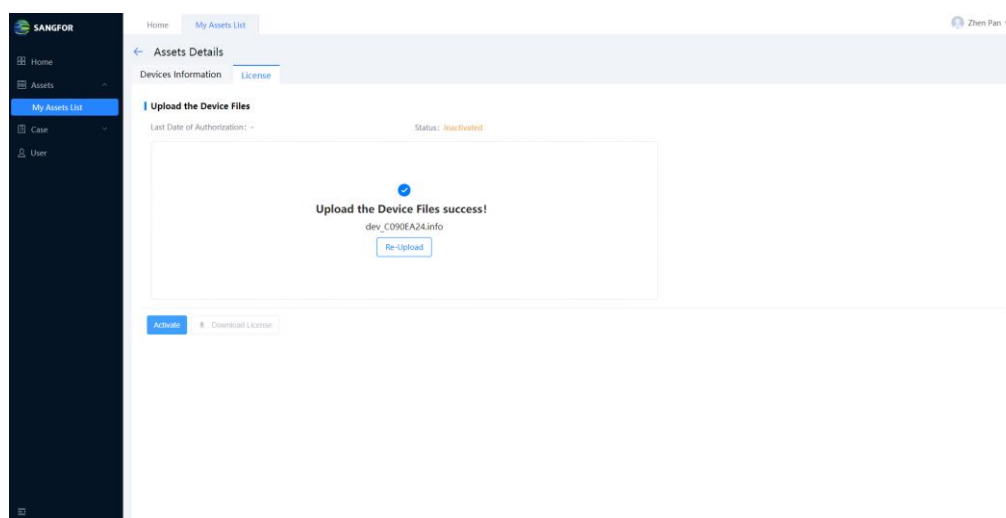
If the device cannot connect to the internet, you may activate the device manually by clicking the **Activate** button.



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



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

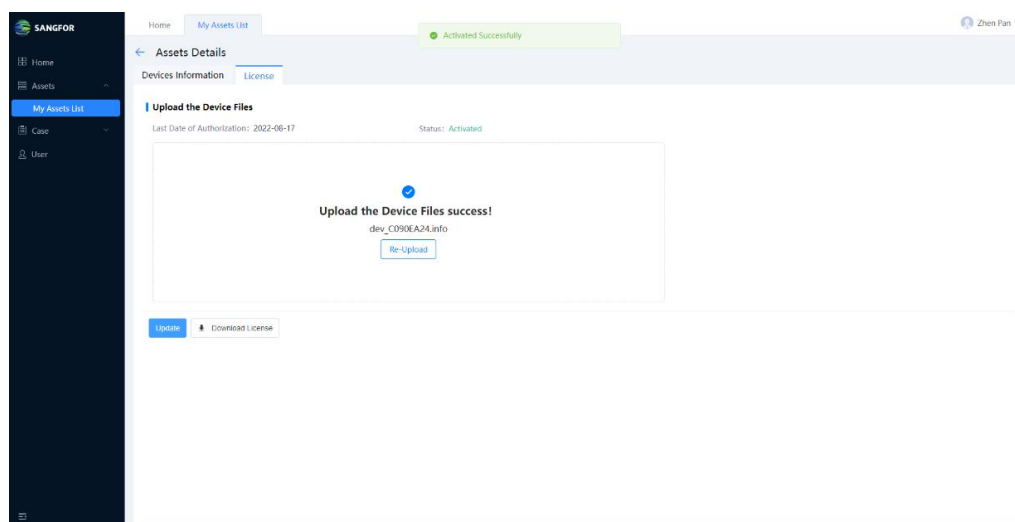


After uploading the **Device Files**, you can click **Activate** to activate the device.

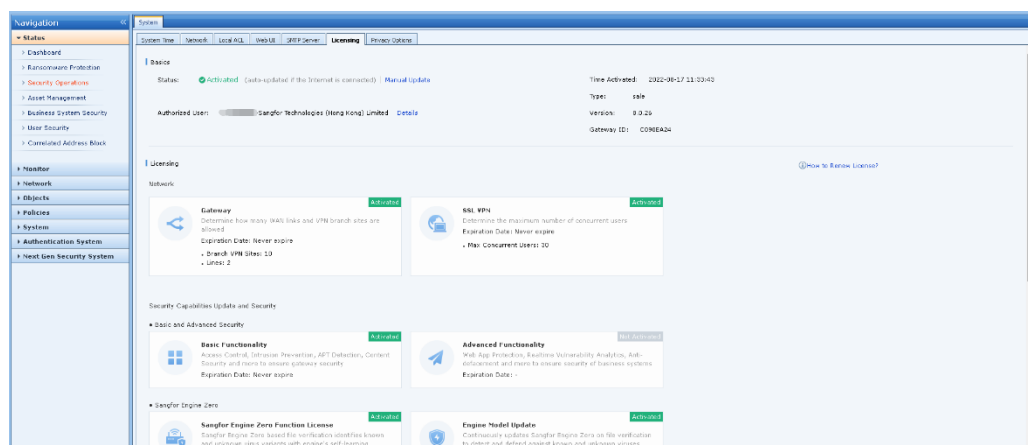


You should download the **Device Files** from the device. You can find it on the license page on the relevant product web console.

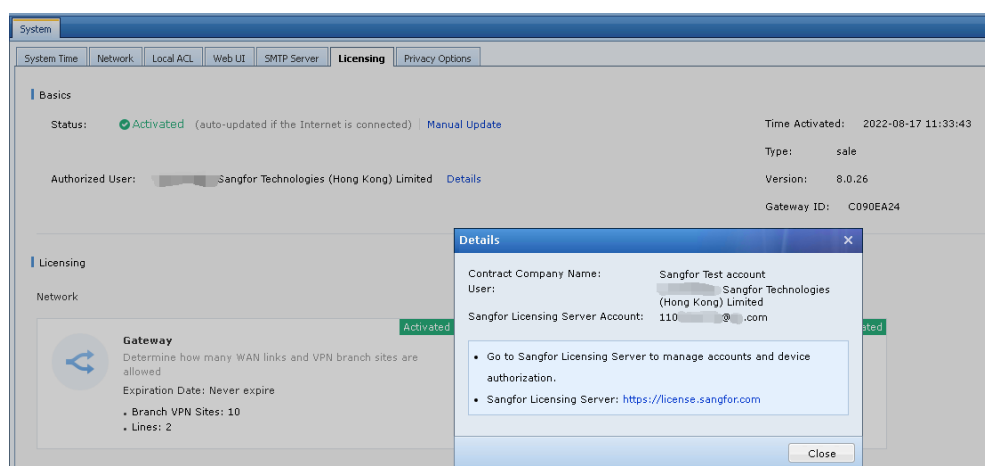
Step 3. As you can see, the device has been activated, and you can download the license file from this page by clicking **Download License**.



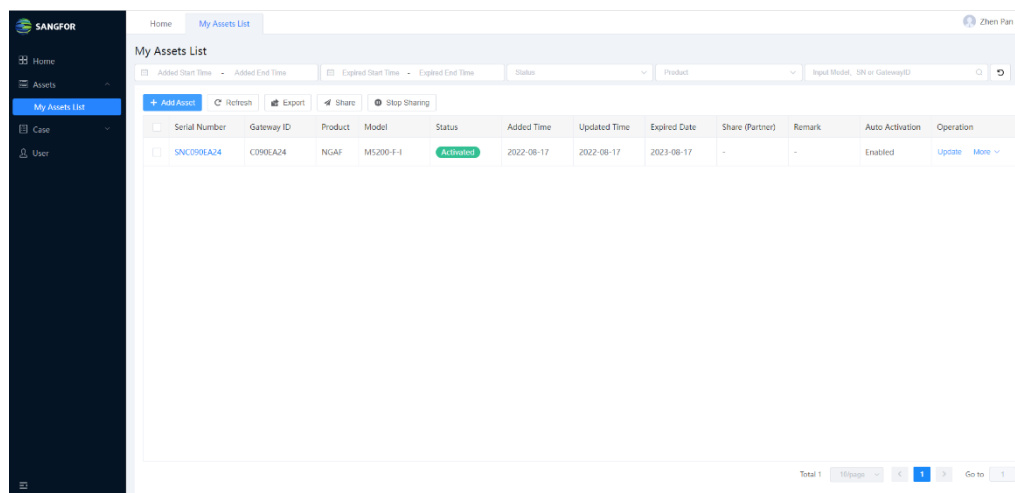
Step 4. After importing the license file to the device, the device will be activated and licensed.



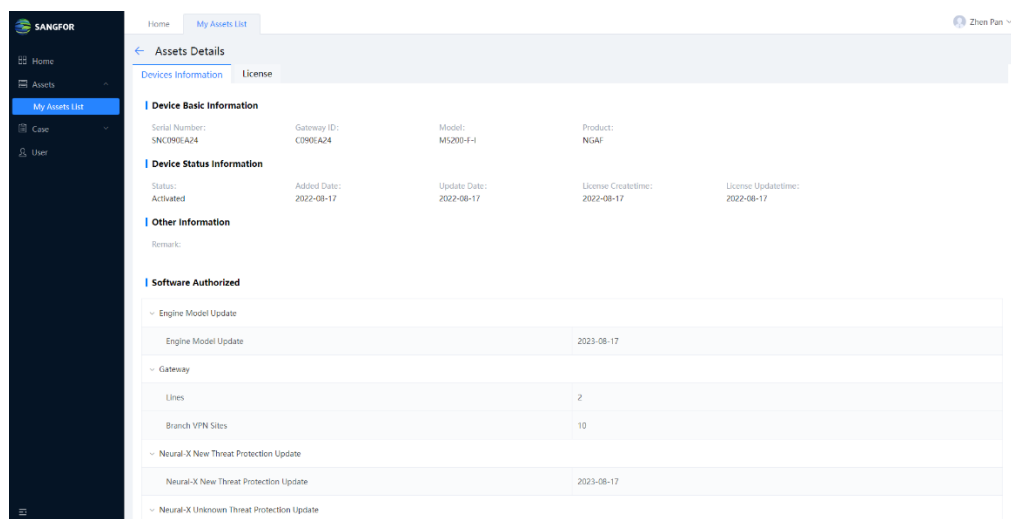
You may navigate to the relevant product web console to check the support portal account information. In this example, navigate to NGAF's **System > System > Licensing**, and click the **Details** beside **Authorized User**. You may find the company name and email address of your Support Portal account.



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.

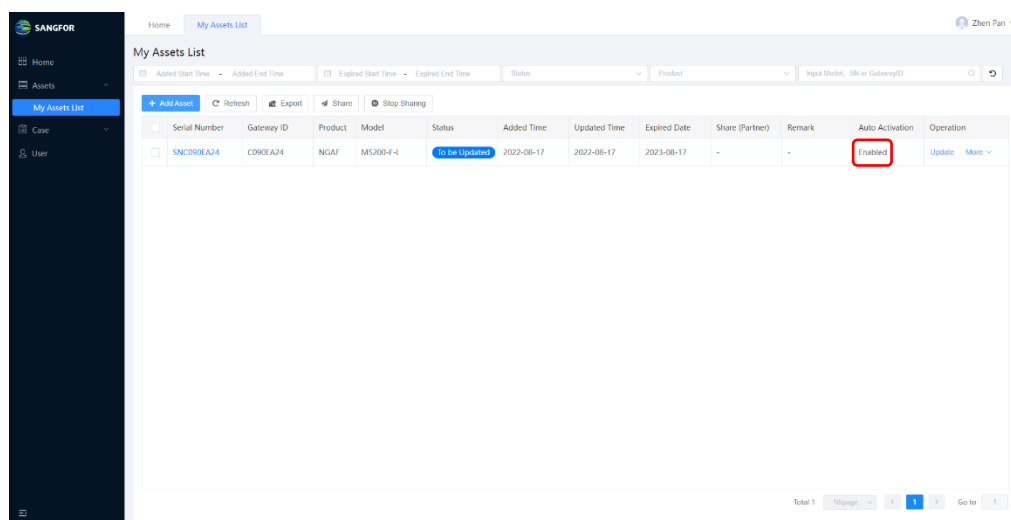


3.3 Update the Device License

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

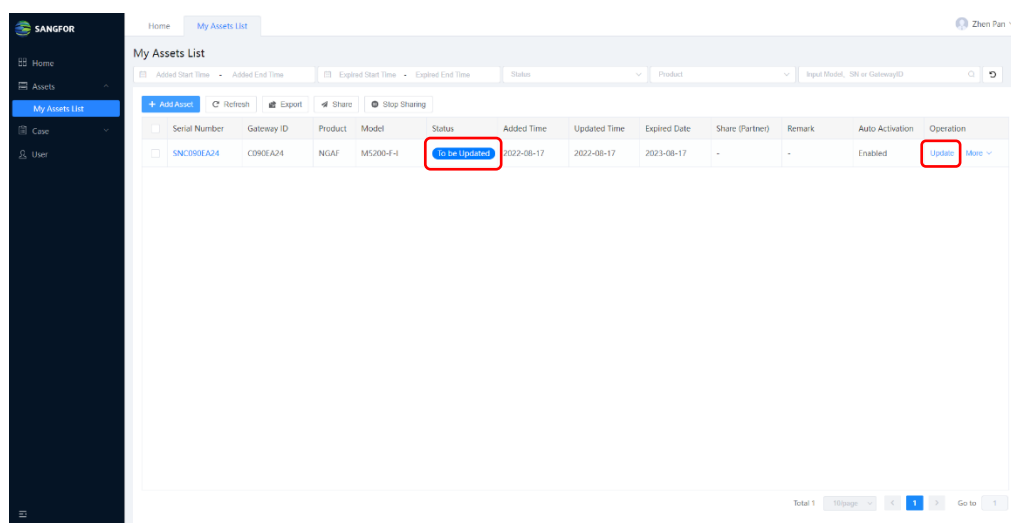
3.3.1 Online Update

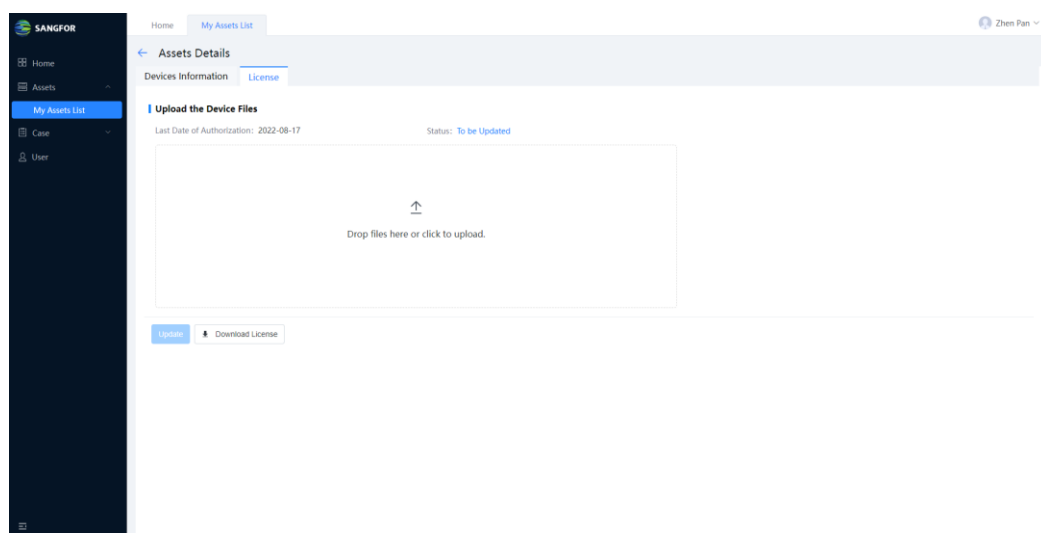
If the device is connected to the internet and enabling **Auto Activation**, then the device will automatically download and update the new license file.



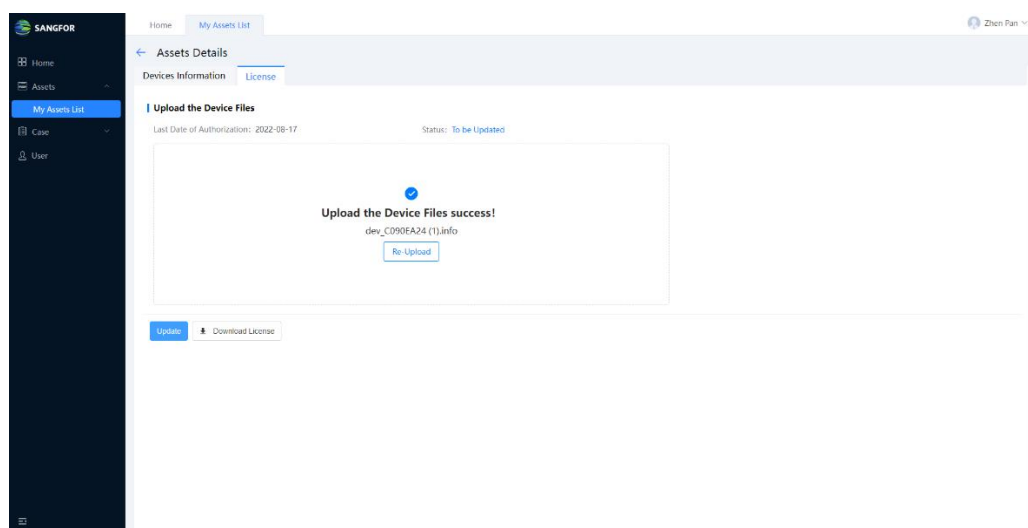
3.3.2 Offline Update

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

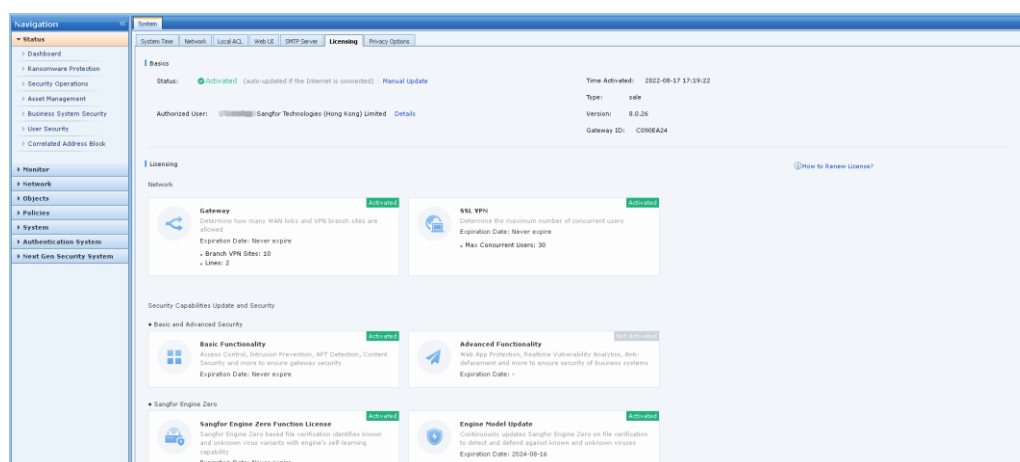
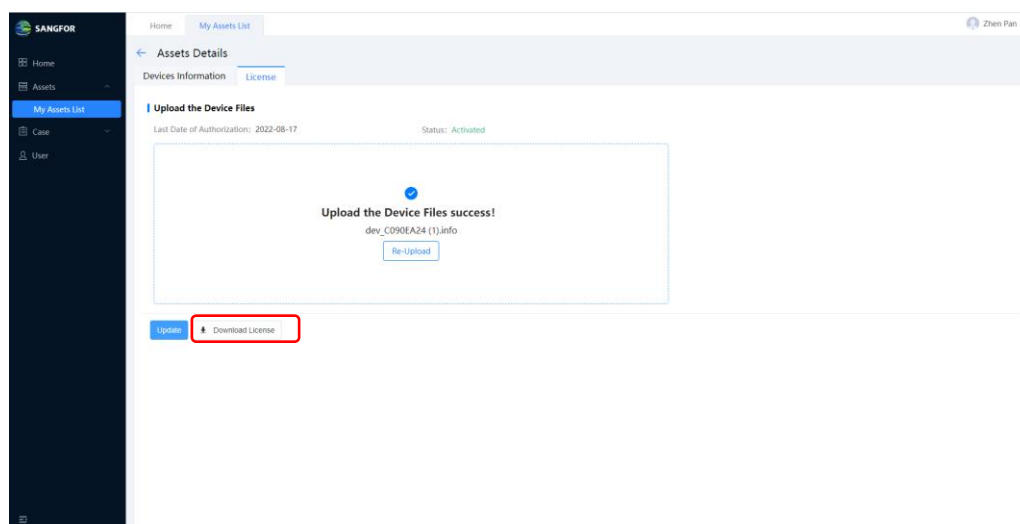




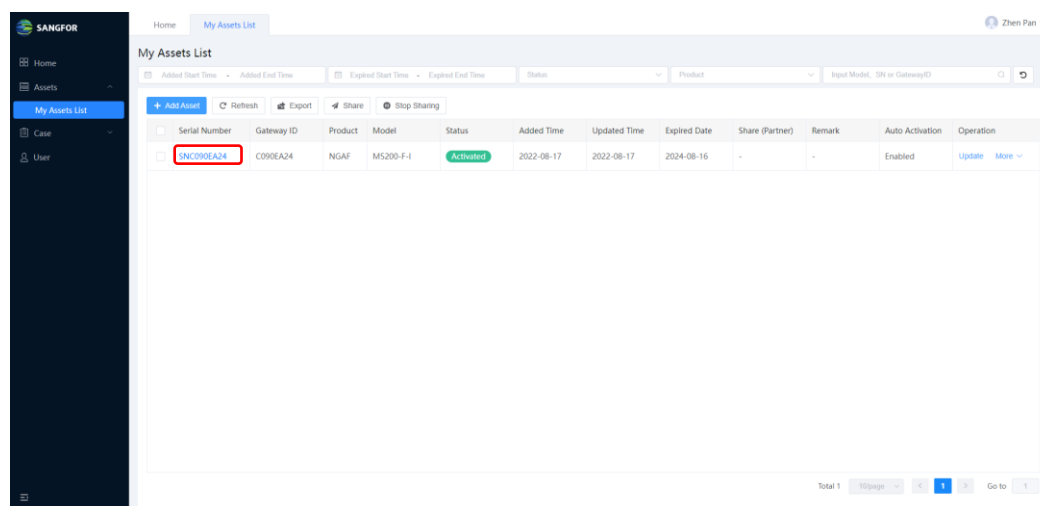
You should download the latest **Device Files** from the device and upload them to the server.

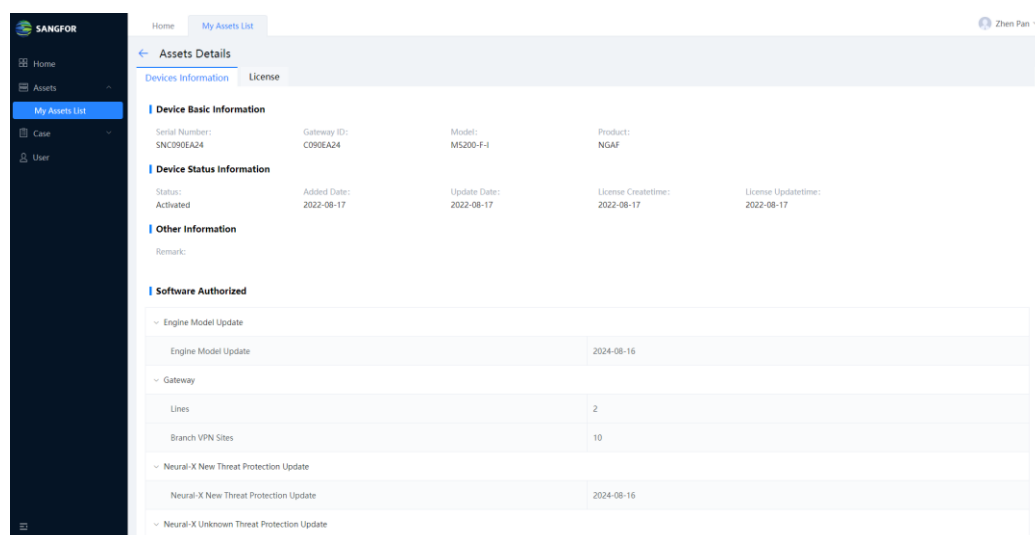


After clicking the **Update**, the device status will change to **Activated**. Additionally, you can click **Download License** to download the license file to update the asset license.



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.

Sangfor Support Portal: Your device(s) will expire soon.

Sangfor System
To: [redacted]@sangfor.com.cn

Dear Eric Chen,

Thank you for choosing Sangfor.
A friendly reminder that your Sangfor device(s) will expire soon. After the software license or service expires, some device modules will not be working, nor will you be unable to get support from Sangfor, which brings inconveniences and unexpected issues to your business. Please find below device information for reference or log in [Sangfor Support Portal](#) for more detail.

Gateway ID	Serial Number	Product	Model	Status	Expiry Date
BA[redacted]	505[redacted]	NGAF	M4500-F-I	Activated	2022-08-23
5F[redacted]	505[redacted]	NGAF	M4500-F-I	Inactivated	2022-08-23
86[redacted]	505[redacted]	NGAF	M4500-F-I	To be Updated	2022-09-22
4E[redacted]	508[redacted]	NGAF	M5600-F-I	Expired	2022-11-21
532[redacted]	V[redacted]	NGAF	M5500-F-I	Activated	2022-10-22

If you have any questions regarding the license renewal, you can always get in touch with **Sangfor Local Partner** or **Local Sales Team**. Or you can reach us via [Live Chat](#) or Email: marketing@sangfor.com. We are always there to serve you.

Thank you!

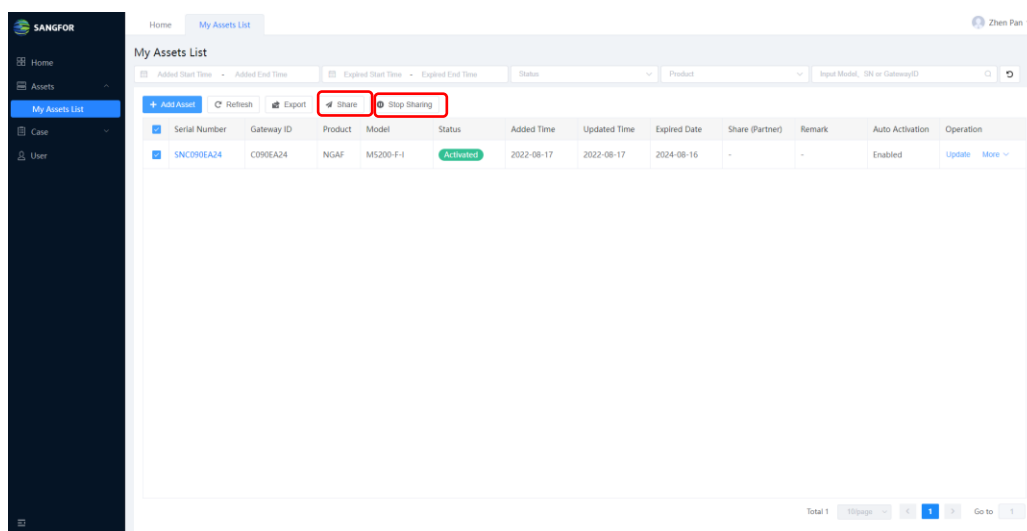
Sangfor Support Portal Team

3.5 Other Operations

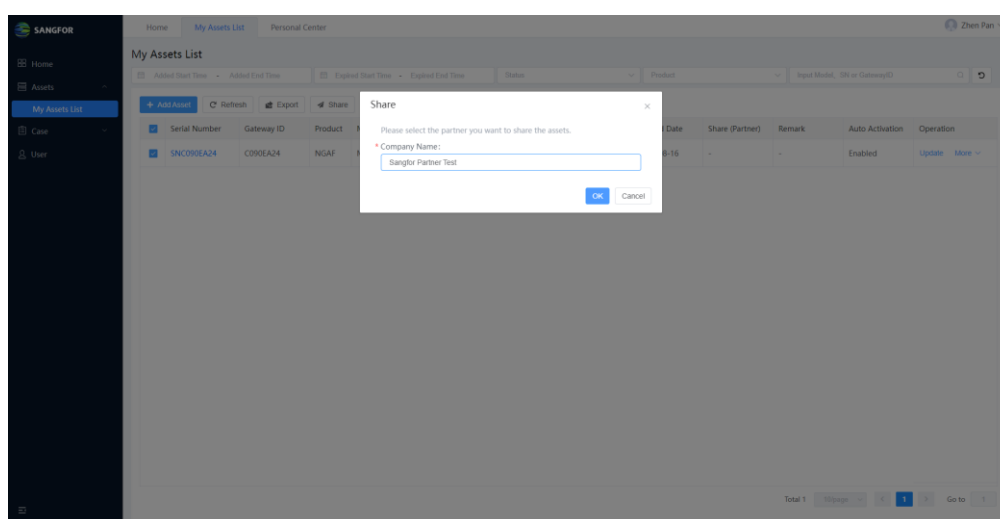
3.5.1 Share to Partner

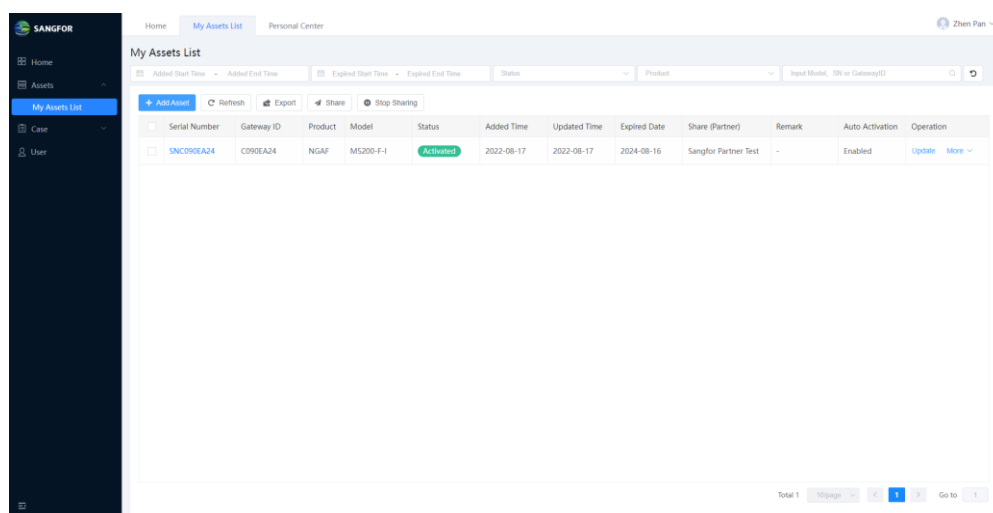
After you have added your asset, you can share the asset information with the Sangfor Partner so that they can help in managing your device.

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**.

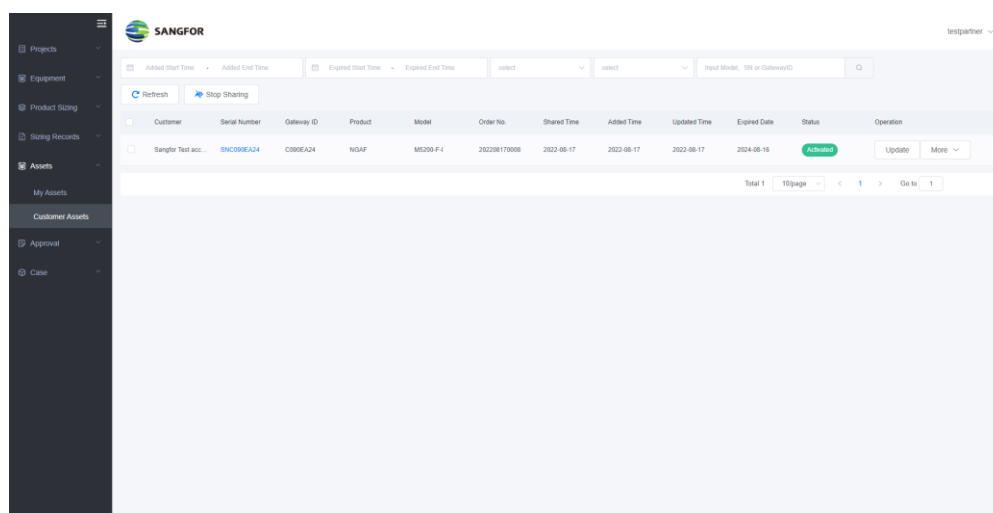


Fill in the **Partner Company Name**. You may check with your partner if you do not know their company name.





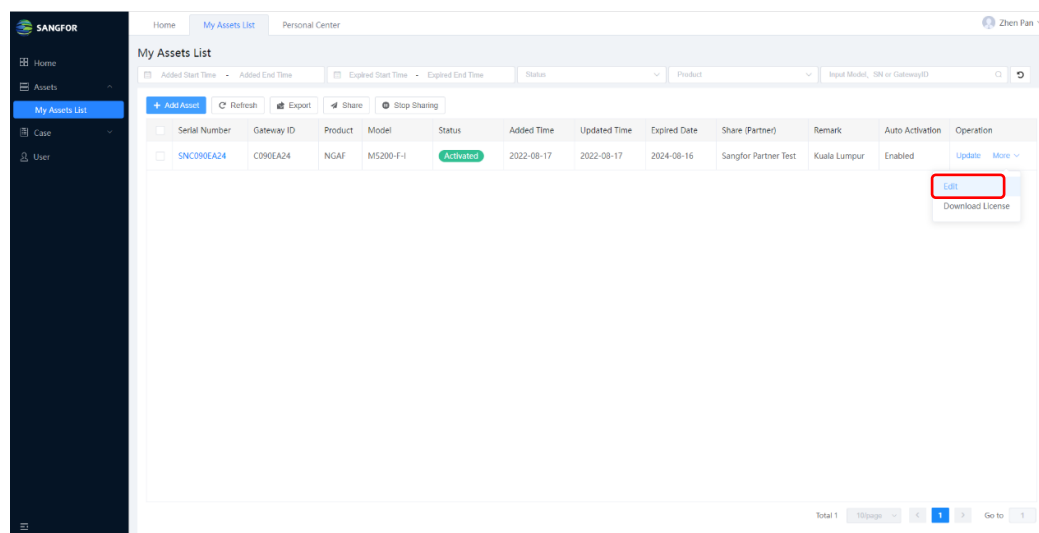
Partners can log in to the **Partner Portal**(partnerportal.sangfor.com) to check the asset status after you share the asset with them. Partners can also update the license when a new order is placed and download the license for you.



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.



Edit

Activation

Automatic Activation Enable. When Automatic Activation is enabled, the device will be activated automatically after it connects to the Internet. Automatic activation is not available for software products.

☒ Enabled ☐ Disabled

Remark

Kuala Lumpur

OK

Cancel

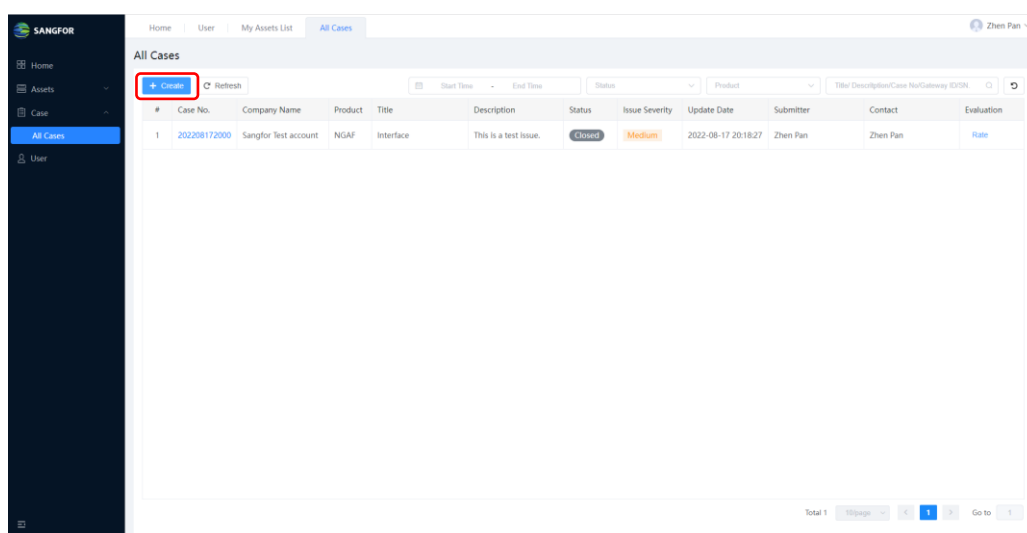
4 Case Management

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

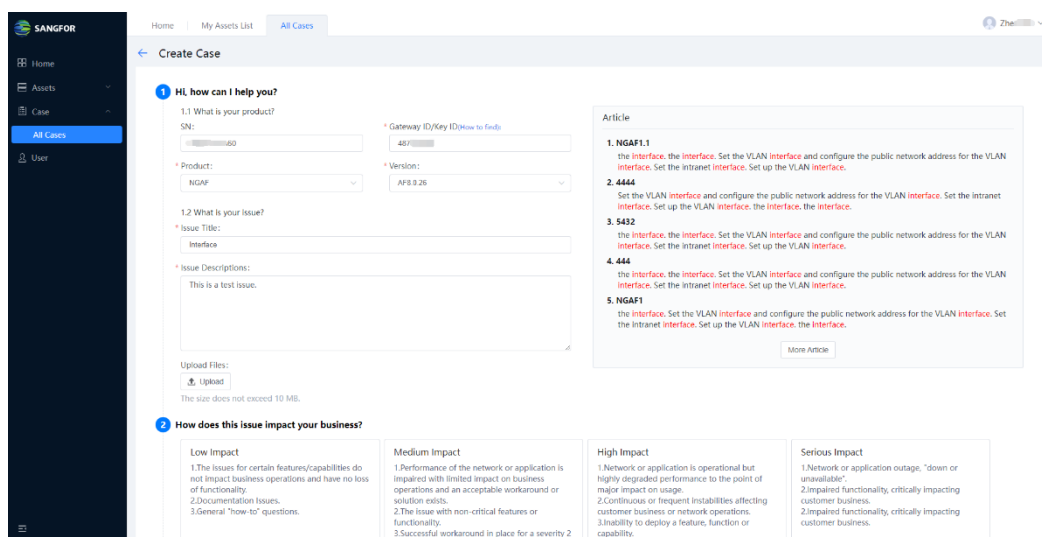
You can submit a case when you face any technical issue, check the case progress at any time, escalate your case when you're not satisfied, and also rate the service after the case is resolved.

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.



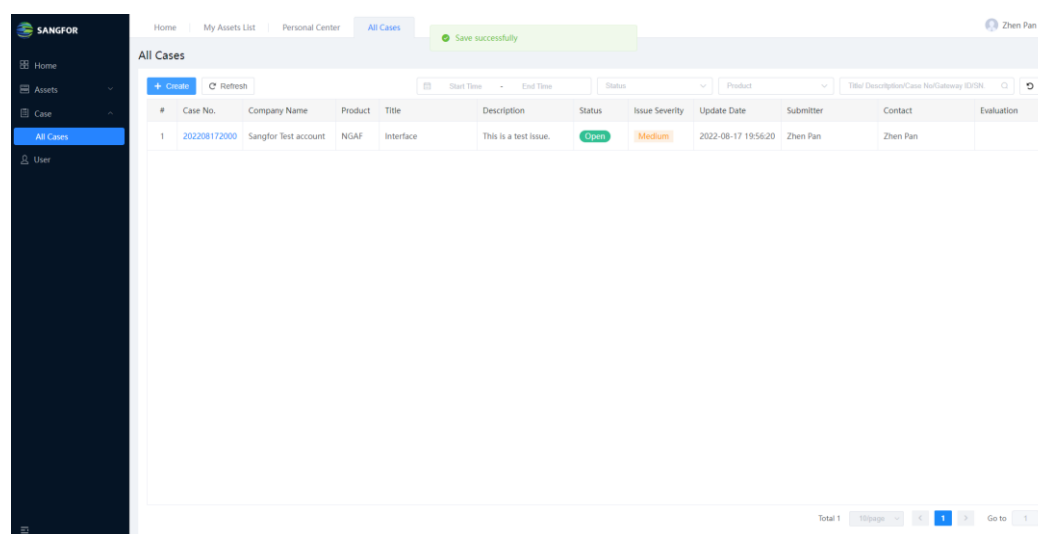
When you input your issue in the **Issue Title**, the articles relating to your issues

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.



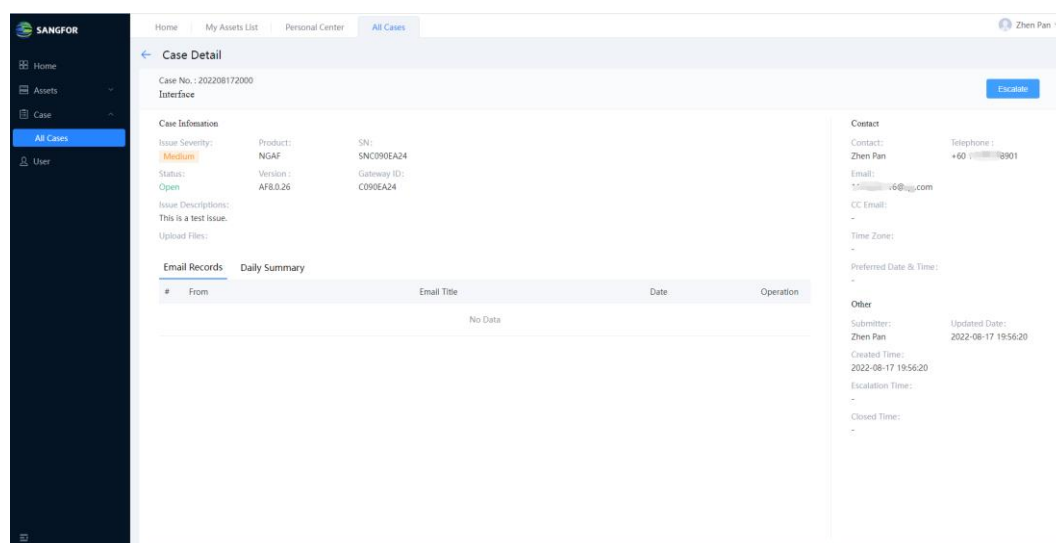
When you select the case severity as **High Impact** or **Serious Impact**, please call our support center to ensure your case responds promptly.

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.

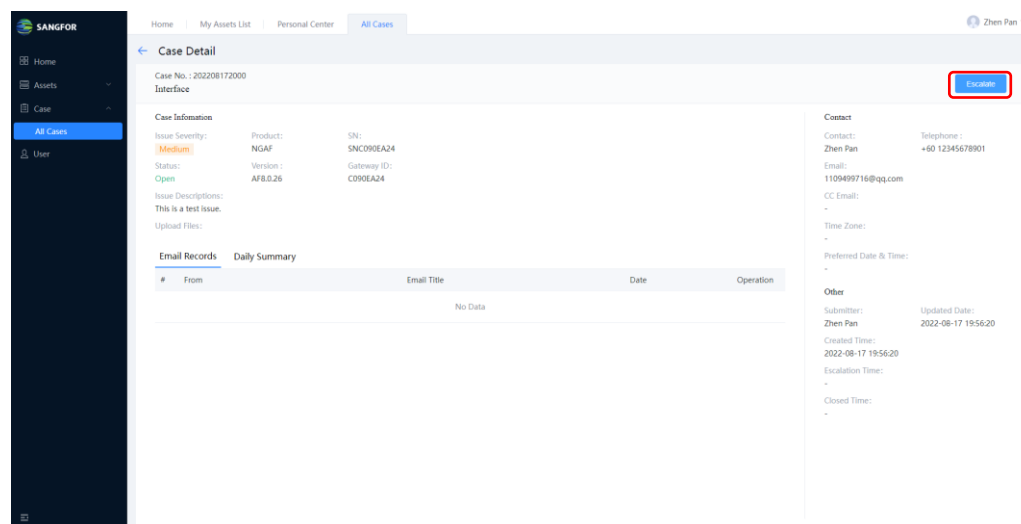


Email Records will show the email communication with our support center.

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:

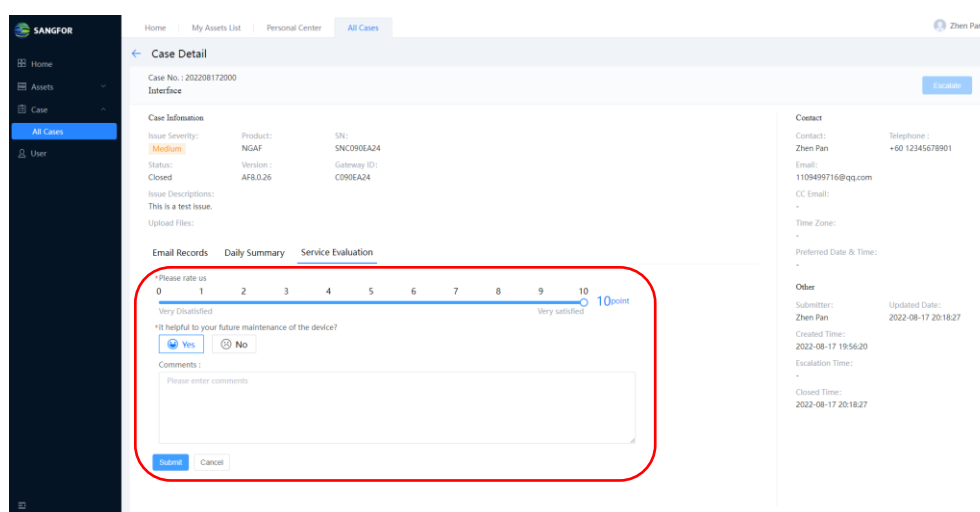
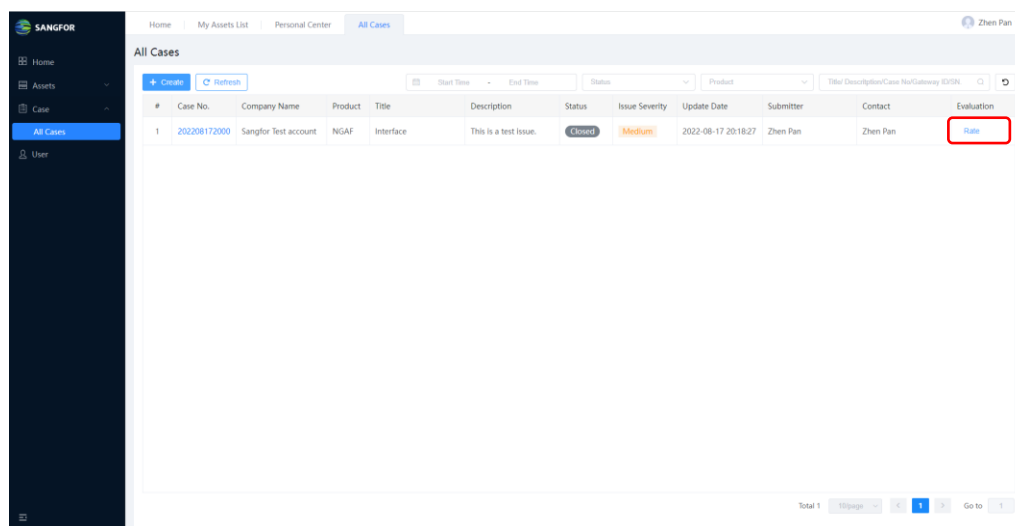
Submit

Cancel

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.

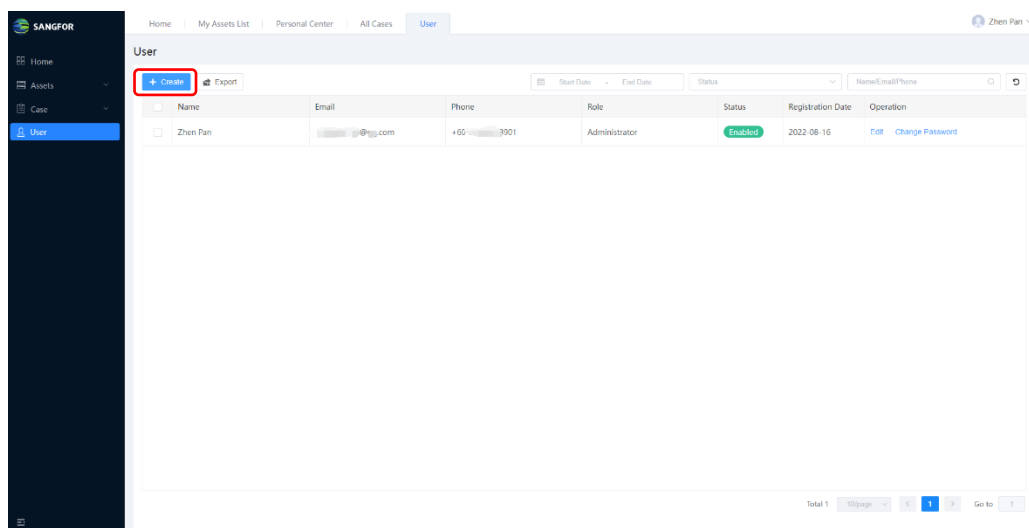
The screenshot displays the 'Personal Center' page in the Sangfor Support Portal. The page layout includes a dark sidebar on the left with navigation links: Home, Assets, Case, and User. The main content area has a top navigation bar with links: Home, My Assets List, Personal Center (highlighted), All Cases, and User. The 'Personal Center' section is divided into two main parts: 'Company Information' and 'Personal Information'. The 'Company Information' section contains fields for Company Name, Tel, Industry, Country/Region, State, City, Address, and Email. The 'Personal Information' section contains fields for First Name, Last Name, Tel, and Admin Email. A red box highlights the 'Personal Center' link in the top-right corner of the page.

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**.

Create

* First Name:

Jack

* Last Name:

M

* Email:

ksl54469@yuoia.com

* Phone:

+60 3141231242

* Role:

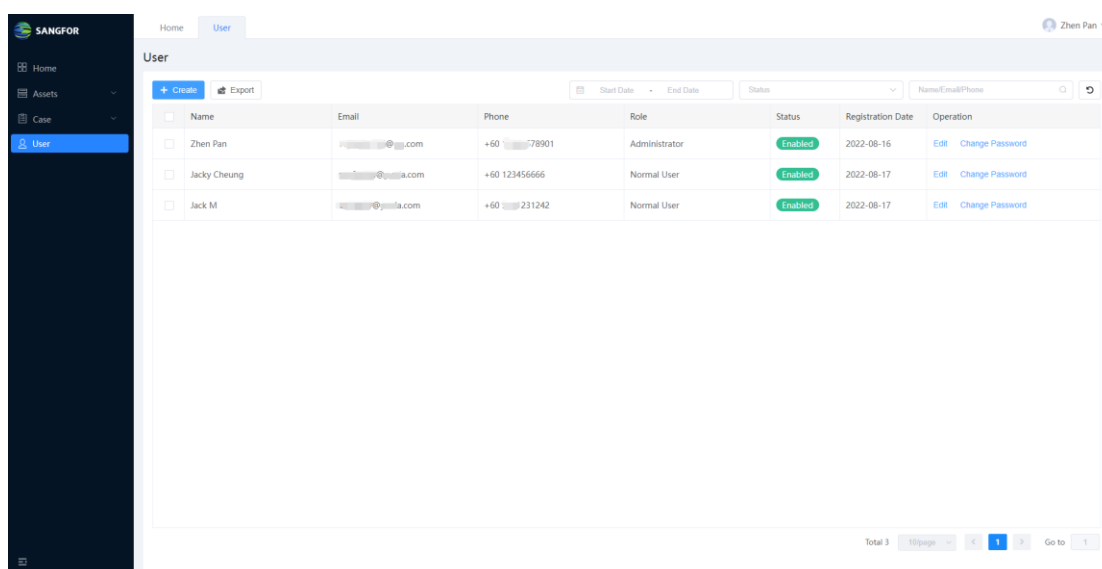
Normal User

* Status:

Enabled

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.

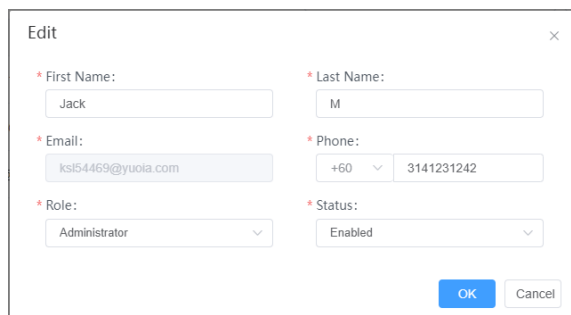
User name: Jack M
Password: [REDACTED]

Thank you.
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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**.

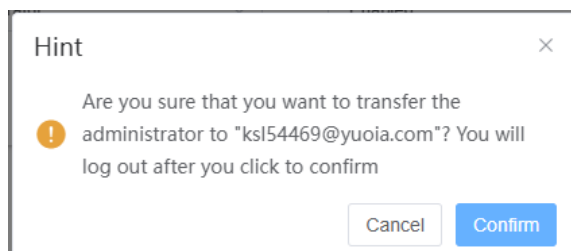


The 'Edit' dialog box contains the following fields:

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

Buttons: OK, Cancel

A caution message will pop up.




The 'Hint' dialog box contains 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 1, 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



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