

## 3 Update Guide

### 3.1 Preparations for Update

#### 3.1.1 Update Tools

ES3.7.12EN update package: [EDR3.7.12EN\\_x86\\_64\(20230710\).pkg](#)

#### 3.1.2 Environment Information

The update requires the Manager's IP address, username, and password.

#### 3.1.3 Customer Resource Coordination

The update takes about 15 minutes. If the update fails, a server backend account and password are needed.

### 3.2 Pre-Update Check

Check whether the current version can be updated. Ensure there is no custom package or patch installed, or else the upgrade will fail.

The screenshot displays the 'Manager and Agent' section of the Sangfor Endpoint Secure Manager. The 'Current Version' is 3.7.2EN. A 'Details' window is open, showing a list of databases and their versions. A red box highlights the 'Custom package or patch has been installed. No data available' message at the bottom of the details window. Below the details window, there is a table with columns 'No.' and 'Endpoint'.

No.	Endpoint
1	Win11
2	sangfor-acloud
3	teoh
4	Chris_PC

#### NOTE

If a custom patch is installed on the ES manager, please contact Sangfor Support for assistance.

## 3.3 Notes

- **Update Limitations**

The free disk space must be more than three times the size of the update package.

- **Immediate Update of Configurations, Logs, and Data**

Yes.

- **Update Recommendations**

1. During the update, do not restart the device manually and keep the device powered on.
2. If any error message pops up during the update, please do not perform any operations and call us at +6012-7117129 (7511) immediately. Do not manually restart the device.

- **Impacts of Central Management (CM) on Cluster**

None.

- **Pass-Through Supported**

Not supported.

- **High Availability Supported**

Not supported.

## 3.4 Update Procedure

### 3.4.1 Update Path

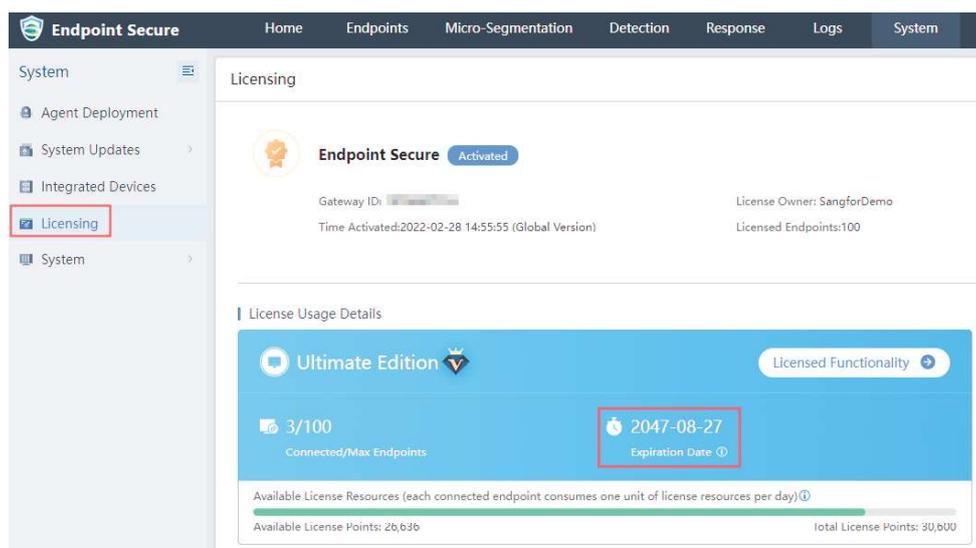
An update may take 15 minutes. Please perform the update during non-peak hours.

An update of custom versions is not supported.

Current Version	Update Path	Notes
3.2.15EN	Any version of 3.2.22EN to 3.7.10 EN > EDR3.7.2EN	3.2.15EN cannot be directly updated to 3.5.15EN. It must be updated to 3.2.22EN first.
3.2.22EN – 3.7.10EN	Any version of 3.2.22EN to 3.7.10 EN > EDR3.7.12EN	3.2.22EN, 3.5.1EN,3.5.5EN ,3.5.10EN,3.5.15EN, 3.5.34EN,3.5.36EN,3.7.0EN,3.7.2EN,3,7.6EN,3.7.8EN,3,7.10EN can be updated to 3.7.12EN.

## 3.4.2 Update Procedure

**Step 1.** Navigate to **System > Licensing** and verify whether the license is still valid. If the license has expired, the update will fail.



**Step 2.** Navigate to **System > System Updates > Manager and Agent** and click **Details** to view the version information. Ensure that there is **no custom package or patch installed**.

The screenshot shows the 'Manager and Agent' page in the Sangfor Endpoint Secure console. The current version is 3.5.36EN, last updated on 2023-01-04 11:14. A 'Details' window is open, listing the following database versions:

- Engine Zero Models: 20230413172253
- Engine Zero Database: 20230413172253
- Rogue Software Response Database: 20230413172253
- Memory Virus Detection Engine Database: 20230413172253
- Gene Analysis Engine Database: 20230413172253
- Dev Environment Ident Database: 20230413172253
- Local Antivirus Database: 20230426143351
- Heuristic Based Engine Database: 20230413172253
- WebShell Signature Database: 20230413172253
- IOA Database: 20221122145751
- IOC Database: 1.53165

A red box highlights the message: "Custom package or patch has been installed. No data available".

## NOTE

Please contact Sangfor Support if a custom package or patch has been installed.

**Step 3.** Navigate to **System > System Updates > Manager and Agent** and click **Import Update Package / SP** to import an update package.

The screenshot shows the 'Manager and Agent' page in the Sangfor Endpoint Secure console. The current version is 3.7.2EN, last updated on 2023-04-23 17:00:16. A red box highlights the 'Import Update Package / SP' button.

**Step 4.** Perform the update. The update will be complete in 10 minutes.

## 3.5 Post-Update Check

### 3.5.1 Platform

Log in to the Manager and check whether the current version is **3.7.12 EN** by navigating to **System > System Updates > Manager and Agent**.

### 3.5.2 Service Status

Check whether the virus task sent can be completed.

## 3.6 Update Fails Troubleshooting

Contact a Sangfor technical support representative to troubleshoot.

## 3.7 Rollback Instructions

Rollback: Not supported.

(Contact a Sangfor technical support representative if the update fails). You can contact a Sangfor technical support representative to recover the Manager from the backup.