



SANGFOR



IAM

Device Upgrade Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
Mar 2, 2019	Version 12.0.18 document release.

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Chapter 1 Background

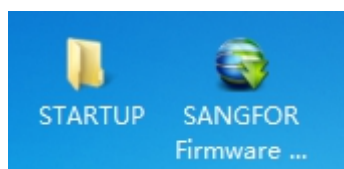
When upgrading a device with SANGFOR_Updater, the operation may encounter some problems. This document will provide a solution to common faults.

Chapter 2 Tool introduction

1 Download link

<http://community.sangfor.com/plugin.php?id=service:download&action=tool>

2 Introduction



SANGFOR_Updater6.0 doesn't need to be installed, it can be used after fully extract.

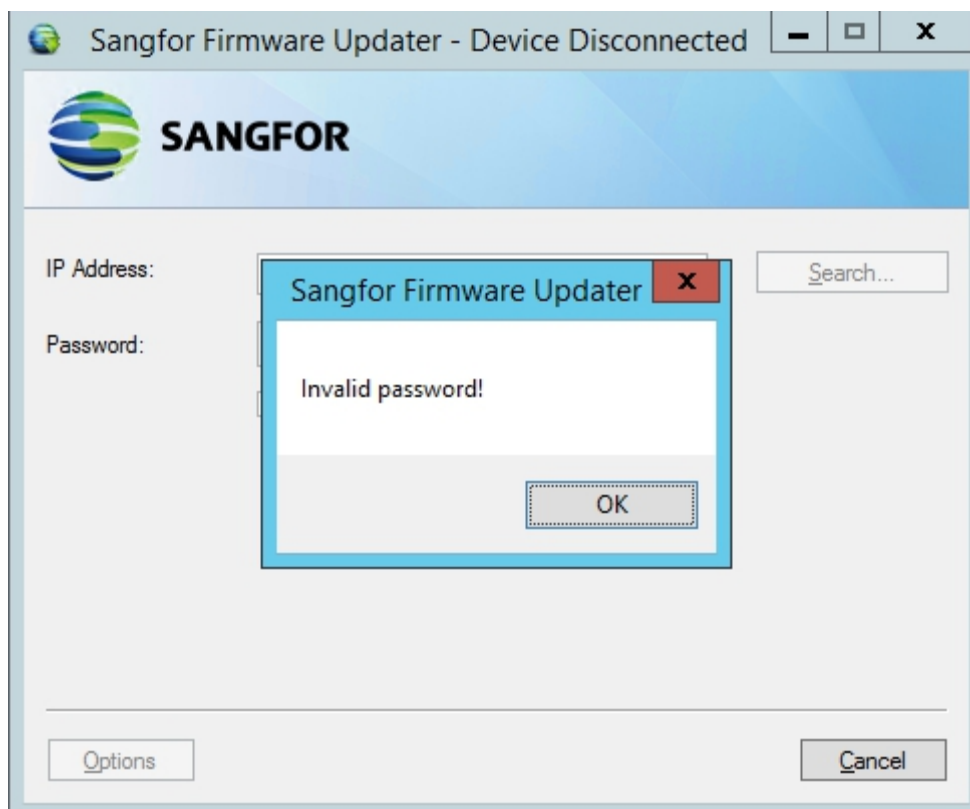
Communication mode: SANGFOR_Updater searches for IAM by sending a broadcast message to 255.255.255.255 udp 51111 port, SANGFOR_Updater will connected to IAM IAM's with tcp 51111 port to perform upgrade.

Chapter 3 Common problems

1 Not fully extract SANGFOR Updater

SANGFOR_Updater contains the main program and folder, which needs to be fully extract before it can be used normally.

2 Prompt password error



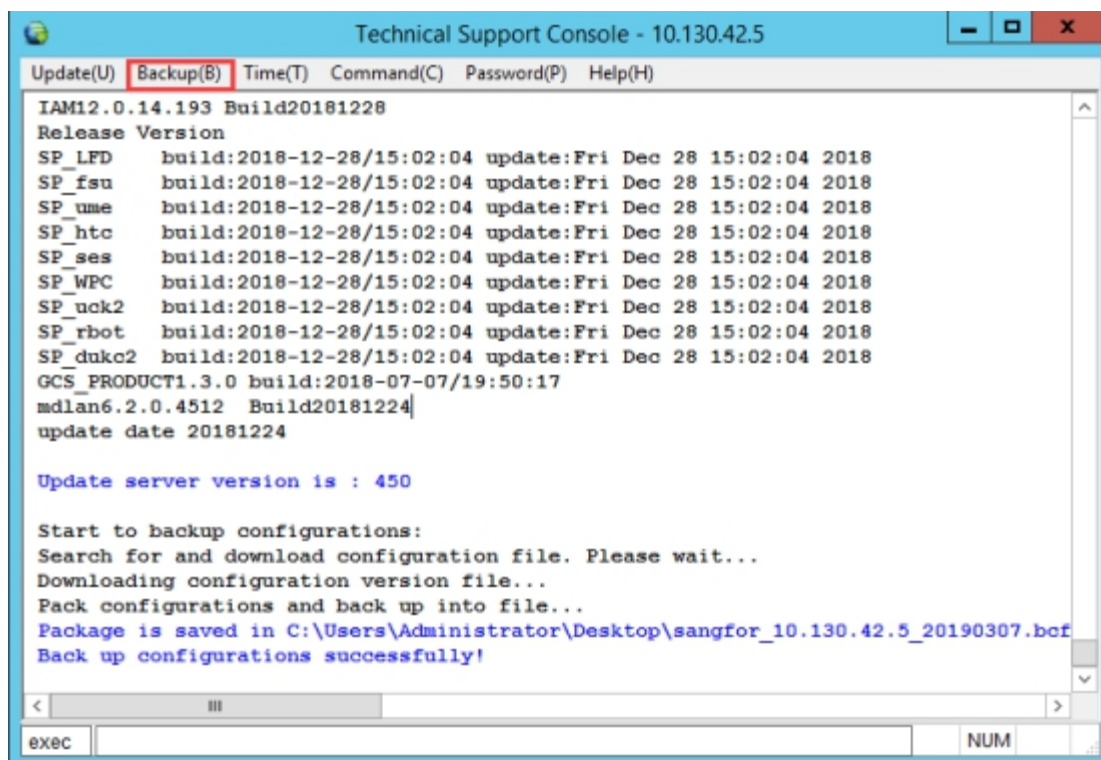
SANGFOR_Updater can only use the password of the web console admin account to connect, so please enter the password of the admin account.

3 Failed to get internet time

Subsequent software versions will detect the upgrade expiration time. If the expiration time is exceeded, the upgrade package is not be allowed to upgrade the device. Therefore, the upgrade client needs to synchronize the Internet time to ensure the correct time of the upgrade. If the computer with SANGFOR_Updater installed does not have the network connection, the time synchronization will be failed, so please allow the computer with SANGFOR_Updater able access to the Internet.

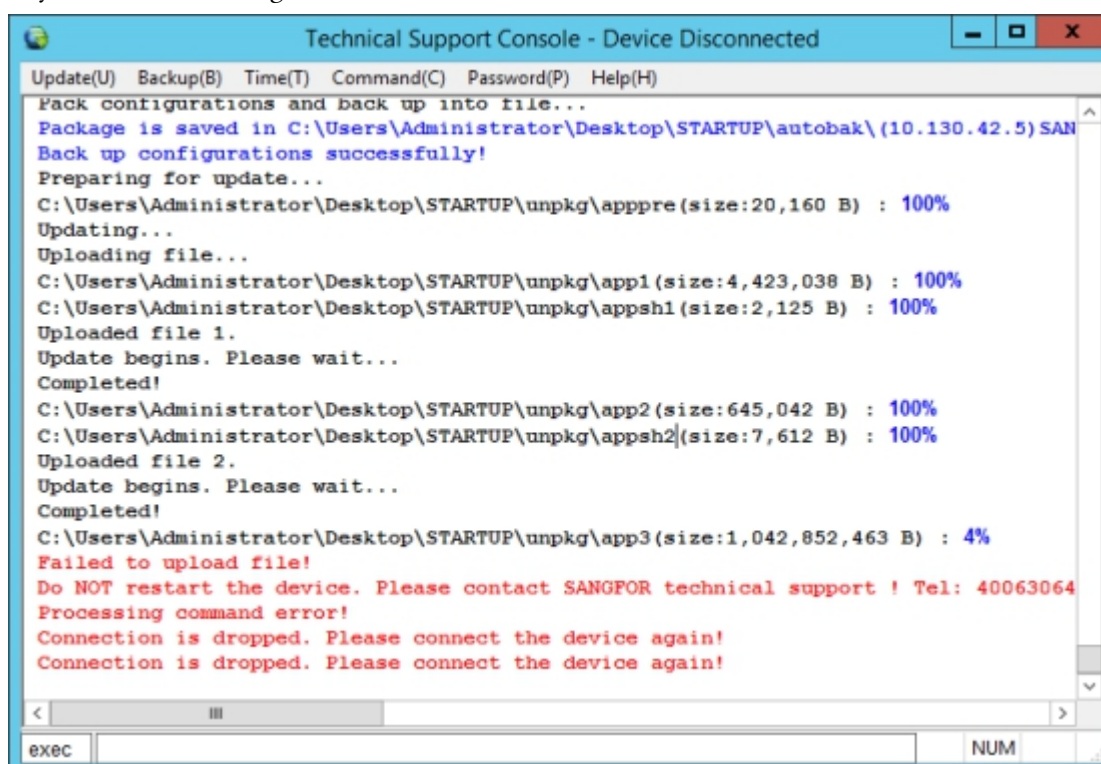
4 Backup configuration interrupt

When SANGFOR_Updater is connected to the IAM device, there will be a heartbeat detection function. When the IAM generates a configuration file that exceeds the heartbeat time, SANGFOR_Updater will determine that the connection has been disconnected from the device. In this case, first press **F10** on the SANGFOR_Updater page, then click **Backup**, upgrade the device after the configuration backup is complete.



5 Upload file failed

When you see the following error:



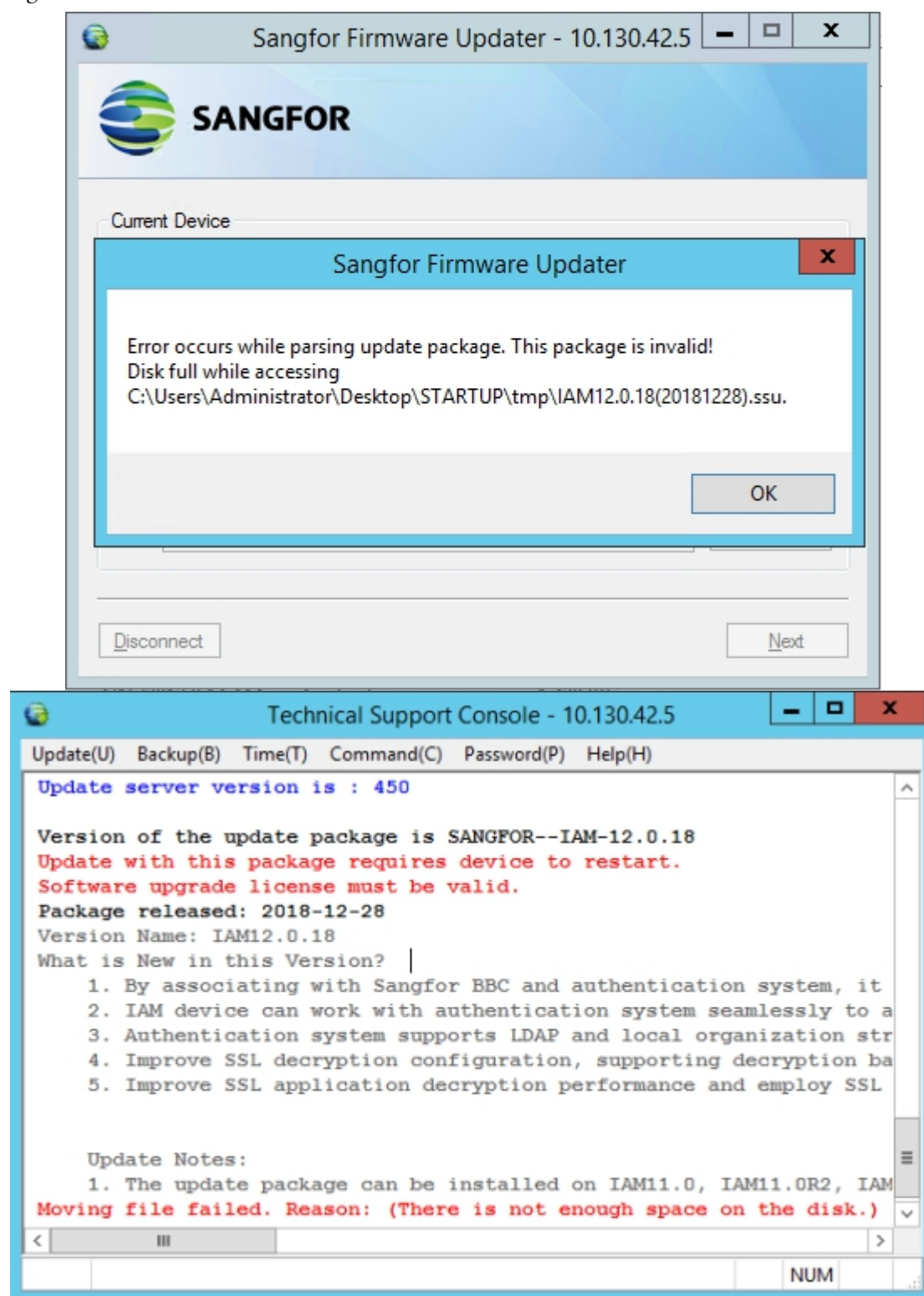
Try to upgrade your device using a **wired network environment**.

Replace the computer or re-download SANGFOR_Updater to upgrade.

If the network load is high or the network packet loss is serious, please use the computer directly connected device to upgrade.

6 Unable to extract the upgrade package

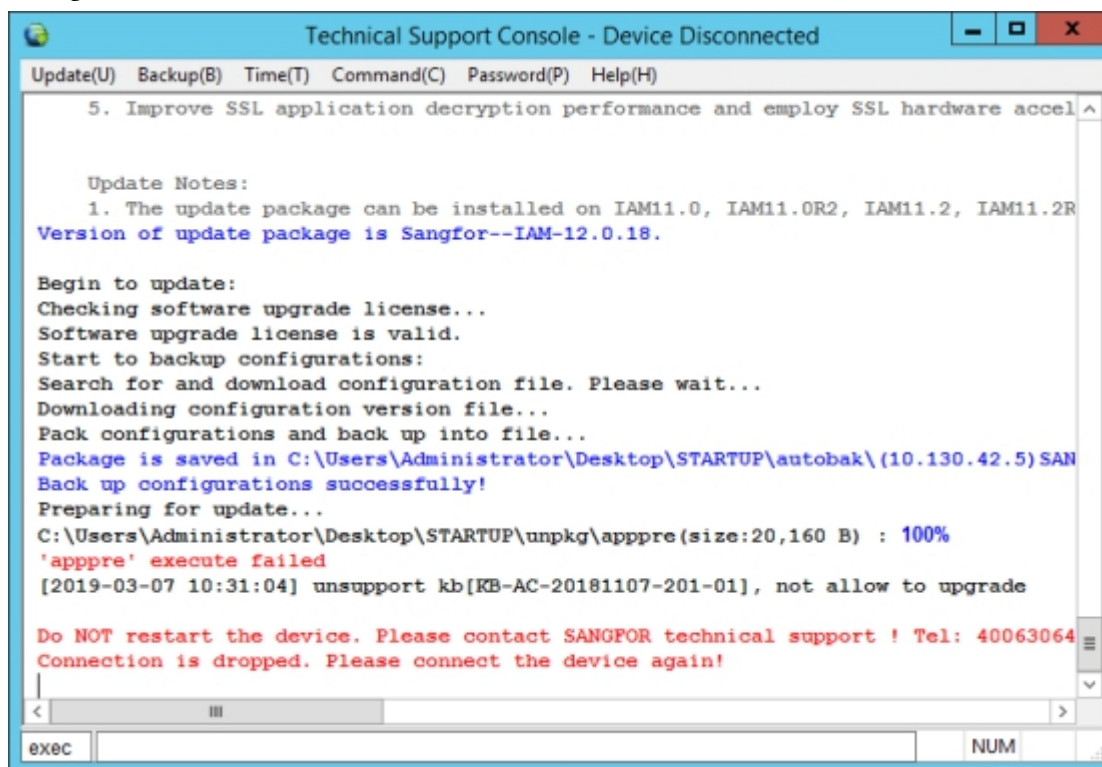
When you see an error as following, Please clean up the partition where the SANGFOR_Updater program is located to ensure that SANGFOR_Updater has enough storage space to extract the upgrade package.



7 The error message has "not allow to upgrade"

Usually there is a custom package or KB package number in the prompt information, which means that

the device contains a patch package or a custom package. In this case, please contact support for processing.





SANGFOR

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