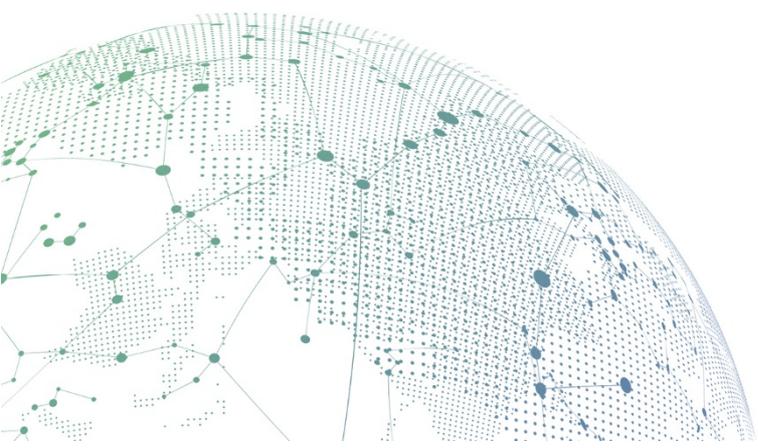




# IAM

## 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



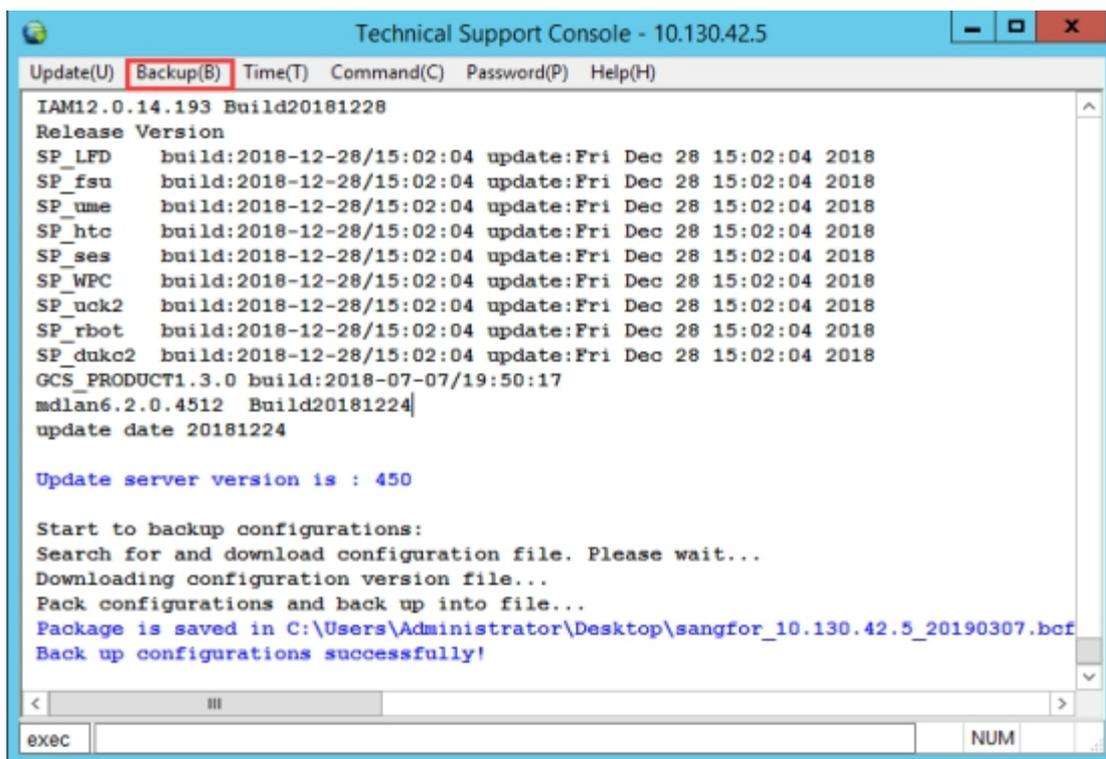
SANGFOR\_Updater can only use the password of the web console admin account to connect, so please enter the password of the admin account.

### 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 **Bakcup**, upgrade the device after the configuration backup is complete.



```

Technical Support Console - 10.130.42.5
Update(U) Backup(B) Time(T) Command(C) Password(P) Help(H)
IAM12.0.14.193 Build20181228
Release Version
SP_LFD    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_fsu    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_ume    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_htc    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_ses    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_WPC    build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_uck2   build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_rbot   build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_duko2  build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
GCS_PRODUCT1.3.0 build:2018-07-07/19:50:17
mdlan6.2.0.4512 Build20181224
update date 20181224

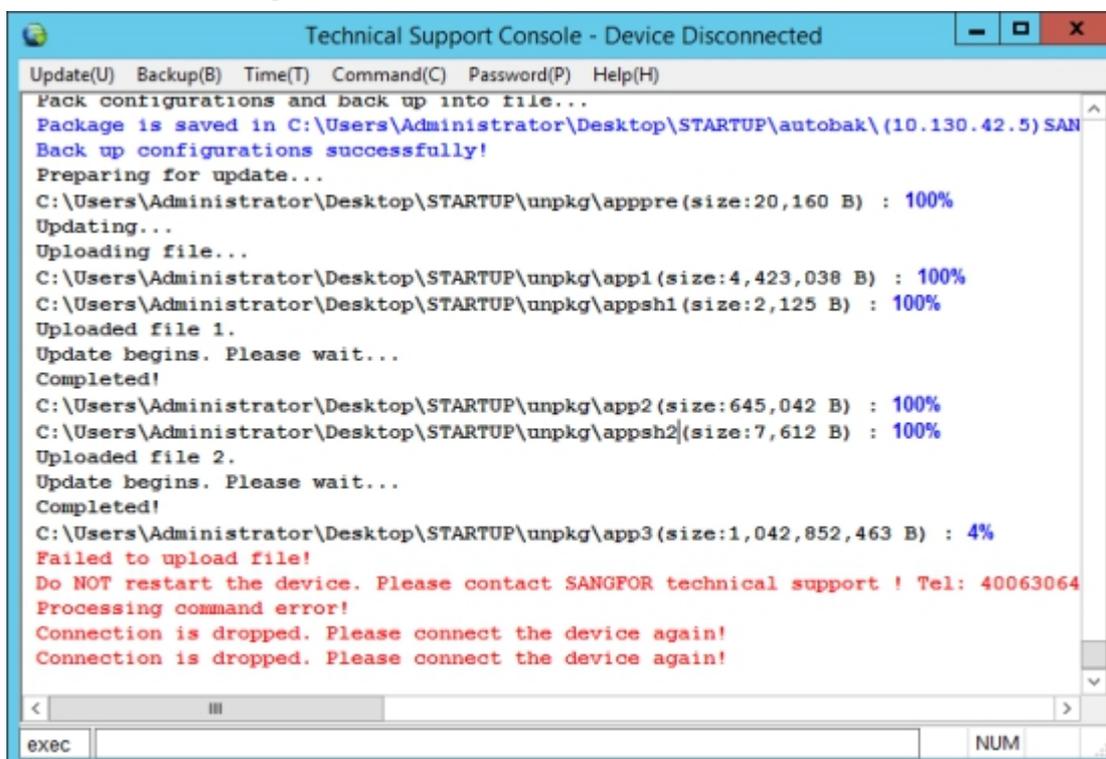
Update server version is : 450

Start to backup configurations:
Search for and download configuration file. Please wait...
Downloading configuration version file...
Pack configurations and back up into file...
Package is saved in C:\Users\Administrator\Desktop\sangfor_10.130.42.5_20190307.bcf
Back up configurations successfully!

```

## 5 Upload file failed

When you see the following error:



```

Technical Support Console - Device Disconnected
Update(U) Backup(B) Time(T) Command(C) Password(P) Help(H)
Pack configurations and back up into file...
Package is saved in C:\Users\Administrator\Desktop\STARTUP\autobak\10.130.42.5) SAN
Back up configurations successfully!
Preparing for update...
C:\Users\Administrator\Desktop\STARTUP\unpkg\apppre(size:20,160 B) : 100%
Updating...
Uploading file...
C:\Users\Administrator\Desktop\STARTUP\unpkg\app1(size:4,423,038 B) : 100%
C:\Users\Administrator\Desktop\STARTUP\unpkg\appsh1(size:2,125 B) : 100%
Uploaded file 1.
Update begins. Please wait...
Completed!
C:\Users\Administrator\Desktop\STARTUP\unpkg\app2(size:645,042 B) : 100%
C:\Users\Administrator\Desktop\STARTUP\unpkg\appsh2(size:7,612 B) : 100%
Uploaded file 2.
Update begins. Please wait...
Completed!
C:\Users\Administrator\Desktop\STARTUP\unpkg\app3(size:1,042,852,463 B) : 4%
Failed to upload file!
Do NOT restart the device. Please contact SANGFOR technical support ! Tel: 40063064
Processing command error!
Connection is dropped. Please connect the device again!
Connection is dropped. Please connect the device again!

```

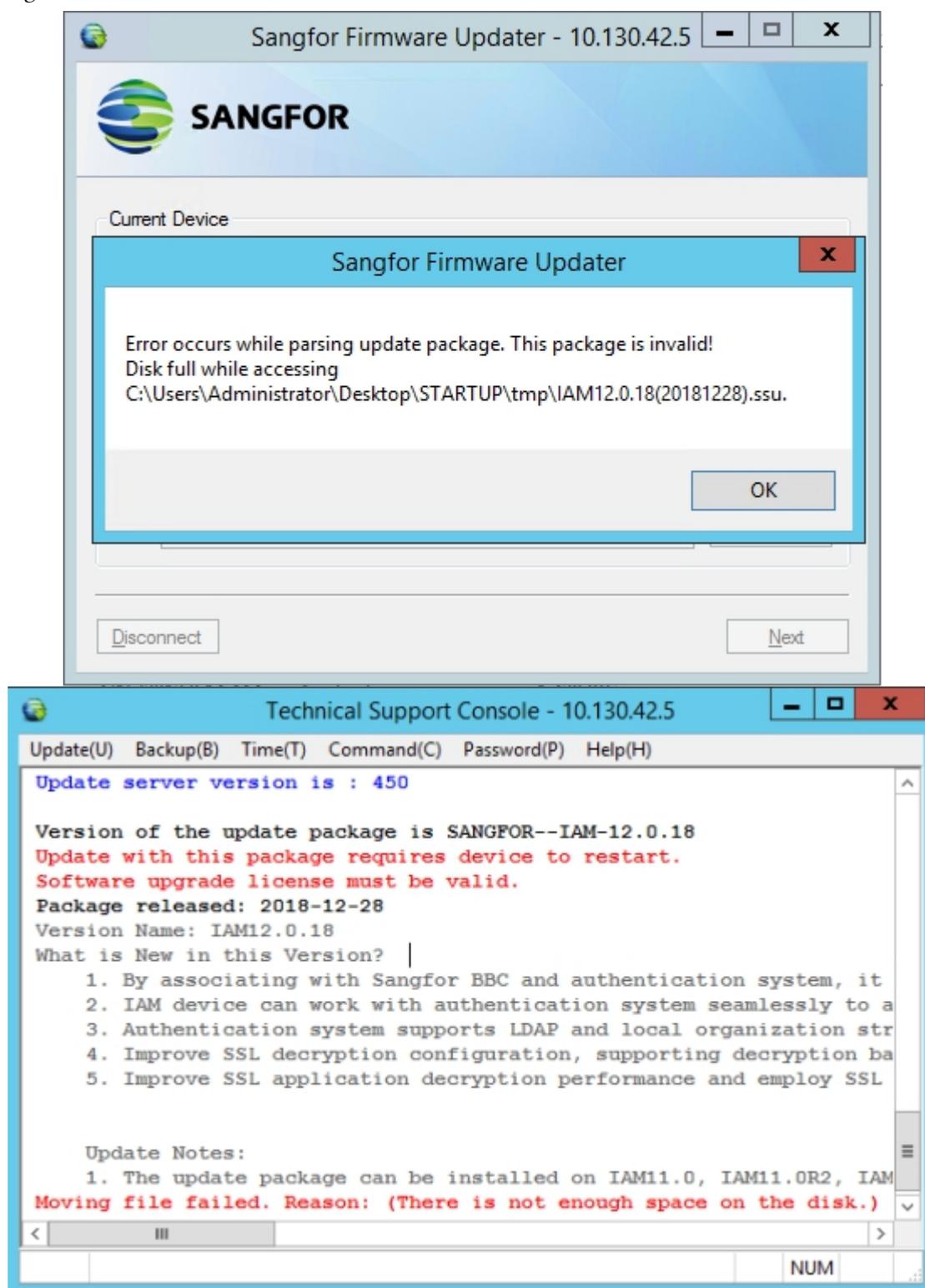
Try to upgrade your device using a **wired network environment**.

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

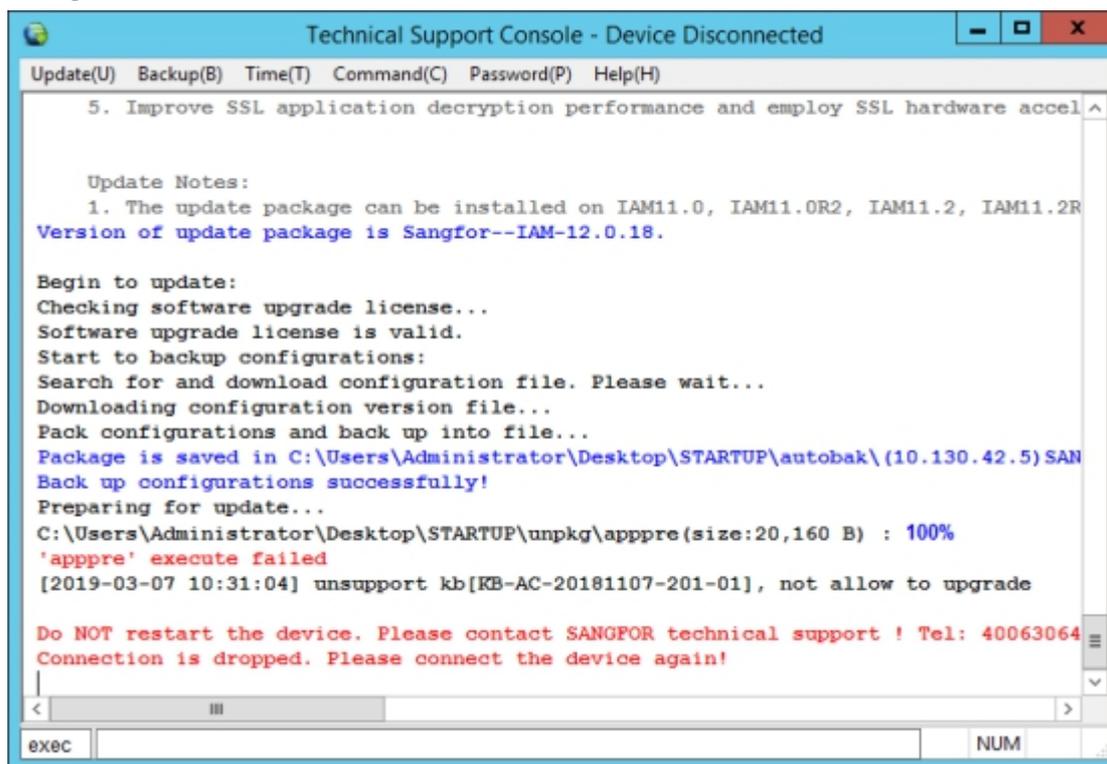
When you see an error as following, Please clean up the partition where the SANGFOR\_Updater program is located to ensure that SANGFOR\_Updater has enough storage space to extract the upgrade package.



## 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.





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