



SANGFOR



IAM

How to Perform Pre-check on the Device Before Upgrade

Version 11.0



Change Log

Date	Change Description
Dec 10, 2019	Version 11.0 document release.

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1 Download Sangfor Firmware Updater

1. Download Address:

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

Sangfor Firmware Updater
Tool used to install update package on any Sangfor product(excluding Sangfor HCI)
Last Update: 12 Jun 2019 11:12 Size: 3.08 MB File MD5: 19E64BF5121E2D4E7C49FF9908818513 [Download](#)

PDLAN4.32R3 Installation package
It can be installed on Windows 2000(32-bit), Windows XP(32-bit), Windows 2003 server(32-bit), vista(32-bit), Windows 7(32/64-bit), Windows 8(32/64-bit), windows server 2012(64-bit), Windows 8.1(32/64-bit), Windows 10(32/64-bit).
Last Update: 19 Nov 2015 21:18 Size: 21.35MB File MD5: 2CC2B44E77AFDEFA950801EB36ACF0EA [Download](#)

Health Check Tool for IAM
Support the version later than 11.X
Last Update: 27 Jul 2017 16:32 Size: 63KB File MD5: F7FEE34C2221314C309B771CBF1569AE [Download](#)

Health Check Tool for WANO
Support the version later than 8.X
Last Update: 07 Jul 2017 16:34 Size: 23KB File MD5: DAA5010E35E685544B7F2EA1EA40CEB4 [Download](#)

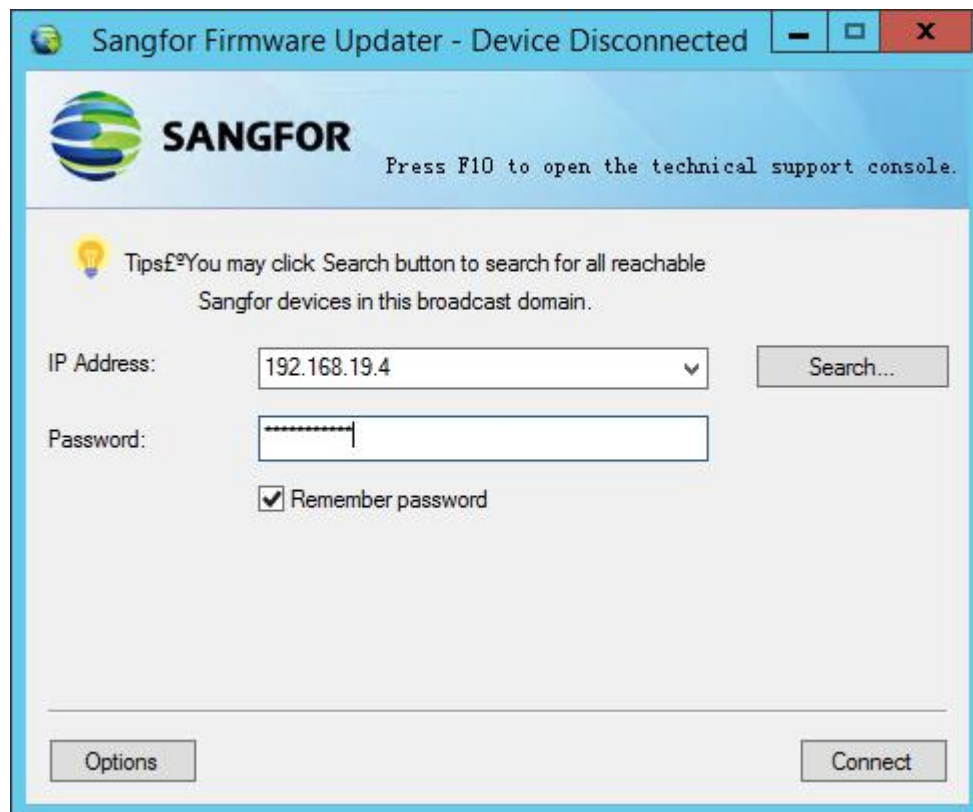
2. Download SANGFOR UPDATER 6.1 Tool.

Sangfor Firmware Updater
Tool used to install update package on any Sangfor product(excluding Sangfor HCI)
Last Update: 12 Jun 2019 11:12 Size: 3.08 MB File MD5: 19E64BF5121E2D4E7C49FF9908818513 [Download](#)

3. Sangfor Updater6.1 can be used directly after downloading and decompressing. After decompressing and decompressing, you can see the following files:

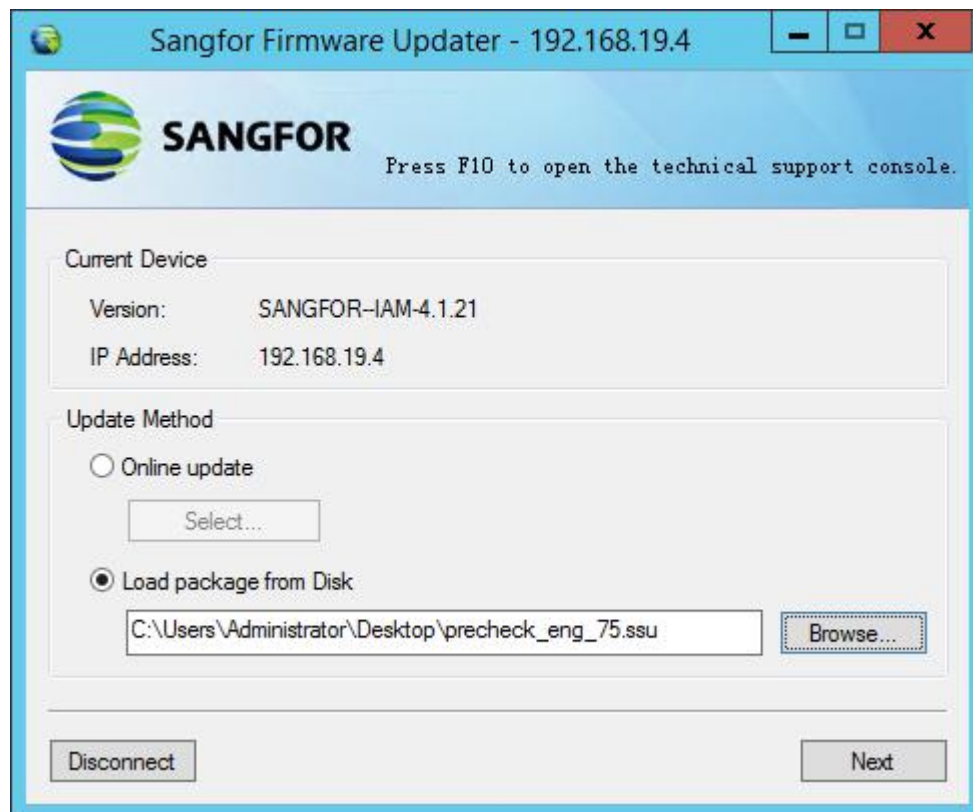
Name	Date modified	Type	Size
STARTUP	1/3/2020 9:16 AM	File folder	
SANGFOR Firmware Updater.exe	4/1/2012 8:55 AM	Application	531 KB

4. Open the main interface of the main program, fill in the corresponding device IP address and password of the admin account, and click Connect.

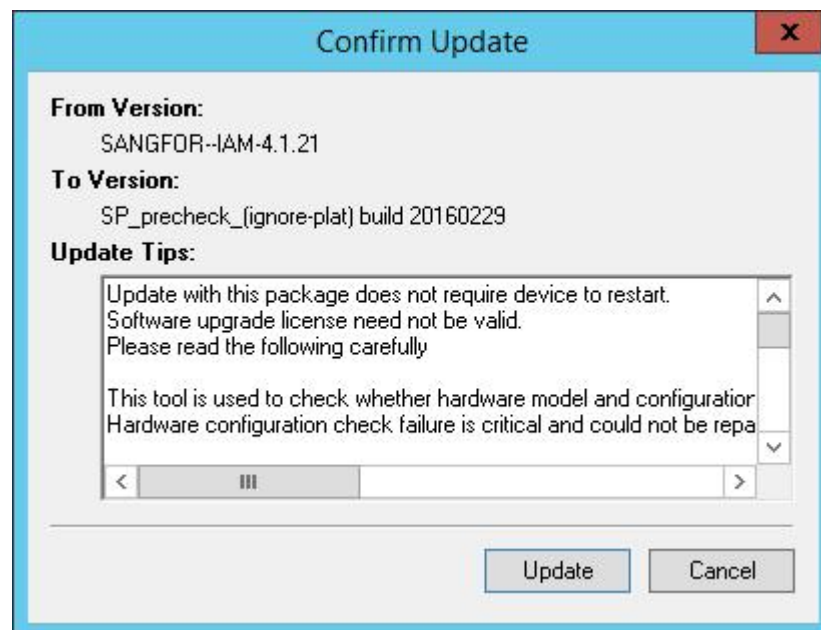


2 Load Upgrade Check Package

1. Download precheck_eng_75.ssu, address:
<https://drive.google.com/file/d/1lbaQ2fsyX2aNc0CFO0fEOzZVu4JdcSbJ/view?usp=sharing>
2. Load upgrade check package and select precheck_eng_75.ssu.

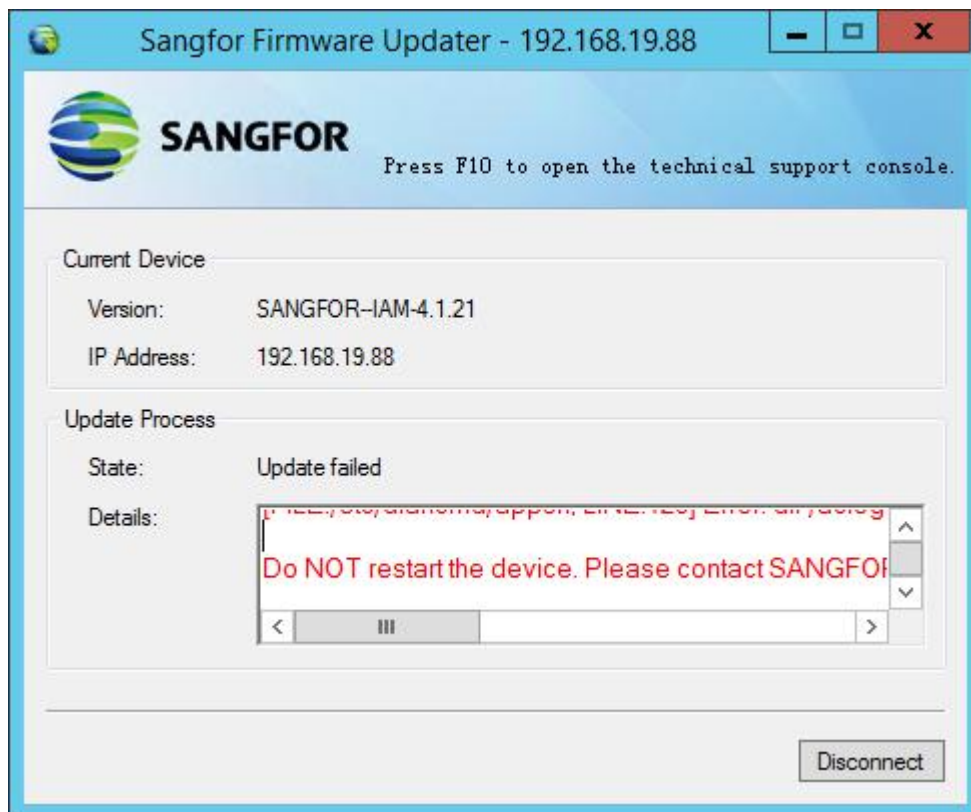


3. Click Update, and it will show the process of upgrade.

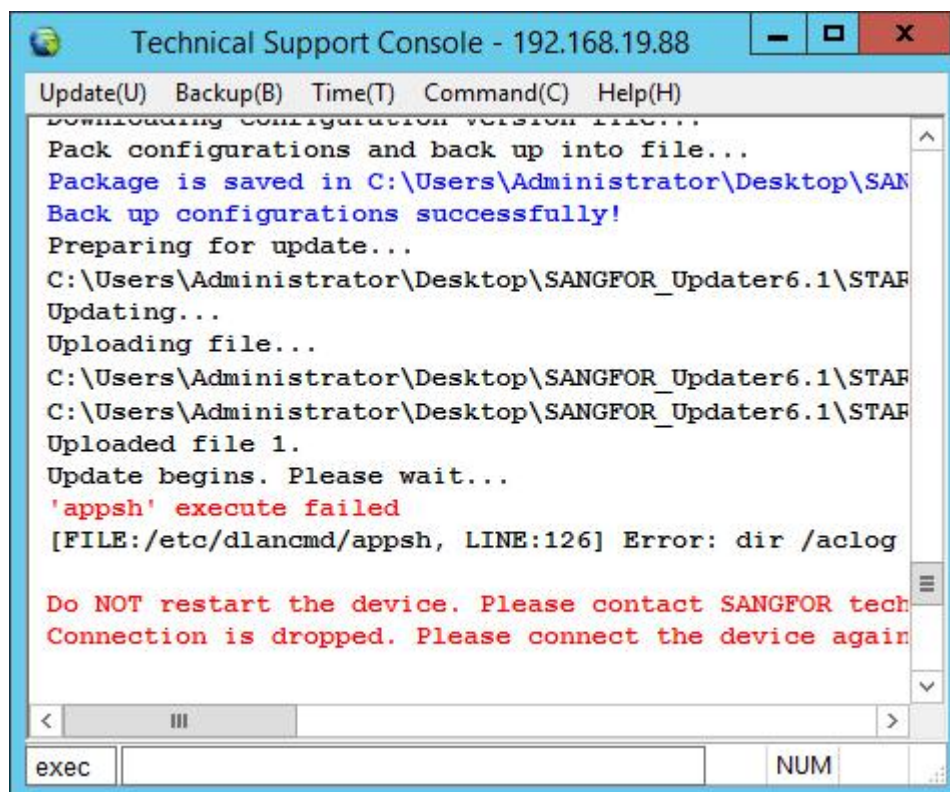


3 Result

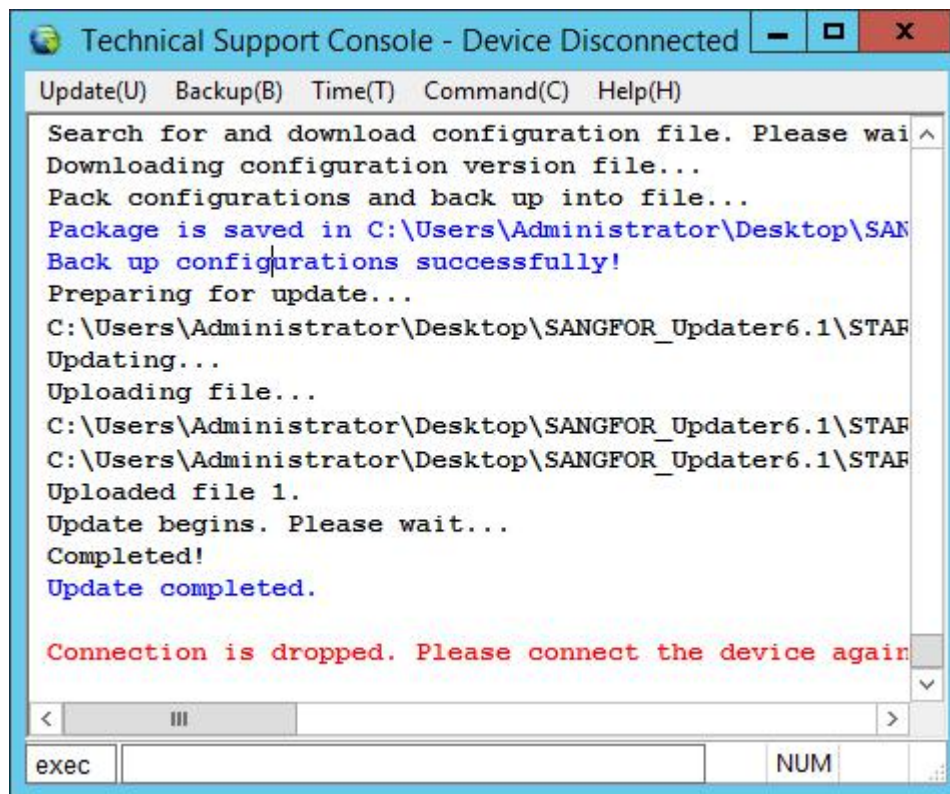
1. If the upgrade fails, relevant information will be displayed. Press F10 to query more error information.



2. Press F10 to query more error information.



3. If Update completed. is displayed, it can be upgraded to 11.0 normally.



4 Common Issue

1. The bridge port and management port cannot be the same network port. You need to modify the management port to another network port before upgrading.

```
Update begins. Please wait...
'appsh' execute failed
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
update_check: line 1597: [: too many arguments
LINE:1921] Info: Check failed, for the free memory is 1GB even though anti-virus is disabled.
[LINE:1197] Error: App name and app category of custom app cannot be same as that of predefined application.
Please delete the custom app or rename its app name or app category.
[LINE:453] Error: The bridged interface is Manage interface. Please change to another interface in Deployment > Bridge Mode

Upgrade to AC 11.0 is not allowed because software cannot meet the requirement, even though hardware meets the requirements.
Please follow the instruction to fix the issues, or contact your supplier at 4006306430.
Launch this tool to perform check again after fixing the above issues, and perform upgrade to version 11.0 when no error appears.
```

2. If the quota page has been modified and upgrading is not allowed, please restore it to the default page first.

IAM Configuration Guide

```
'appsh' execute failed
[LINE:1880] Info: CPU check is successful!
[LINE:1884] Info: Memory check is successful!
[LINE:1887] Info: Check disk status successfully!
[LINE:1890] Info: This hardware model supports this upgrade. Check is successful.
[LINE:1902] Info: Version check is successful!
[LINE:1912] Info: Disk space check is successful!
[LINE:1915] Info: This is not a custom version. Check is successful.
[LINE:1918] Info: The system has never installed KB package. Check is successful.
[LINE:1921] Info: Check failed, for the free memory is 1GB even though anti-virus is disabled.
[LINE:484] Error: Check failed, for configuration cannot be replaced
```

Upgrade to AC 11.0 is not allowed because configuration replacement failed, even though the hardware configuration and software meet the requirements. Please restore the Duration Quota Reminder custom webpage to defaults in Appliance Management > System > Custom Page, or contact your supplier and launch this tool to perform check again after fixing the above issues, and perform upgrade to version 11.0 when no error appears.



SANGFOR

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