



# IAM

## Firmware Update Guide

**All Version**



## Change Log

Date	Change Description
Sep 29, 2020	All Version document release.

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## 1 Firmware Upgrade

User require to do firmware upgrade on current unit

## 2 Product Version

All Version

## 3 Sangfor Firmware Updater

Go to <https://community.sangfor.com/plugin.php?id=info:index> > Self Service > Download > Tools to download Sangfor Firmware Updater tool.

[Software](#) [Tools](#) [URL Database](#) [App Database](#) [Signature Database](#)

### 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](#)

## 4 Firmware Upgrade Package

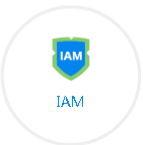
Go to <https://community.sangfor.com/plugin.php?id=info:index> > Self Service > Download > Software to download the firmware upgrade package.

[Software](#) [Tools](#) [URL Database](#) [App Database](#) [Signature Database](#)


Contact your local supplier or Sangfor Technical Support Representatives for assistance installing or upgrading your Sangfor products.




NGAF




IAM




aCloud(HCI)




VDI



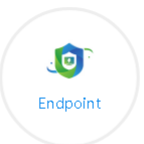
WANO




SSL



CM



Endpoint



Cyber Command


W.: [www.sangfor.com](http://www.sangfor.com) | W.: [community.sangfor.com](http://community.sangfor.com) | E.: [tech.support@sangfor.com](mailto:tech.support@sangfor.com)

1

## 5 Upgrade Steps

1. Check upgrade path of the upgrade package.

● IAM 12.0.42

Name	Description	Size	File MD5	Last Update	Download	Operation
IAM12.0.42.ssu	Support upgrade to IAM12.0.42 official version from the following versions, with the update package (IAM12.0.42.ssu): IAM11.0 official version, IAM11.0R2 beta version, IAM11.0R2 official version, IAM11.2 beta version, IAM11.2 official version, IAM11.2R1 beta version, IAM11.2R1 official version, IAM11.6 beta version, IAM11.6 official version, IAM11.9 beta version, IAM11.9 official version, IAM12.0.7 official version, IAM12.0.8 beta version, IAM12.0.8 official version, IAM12.0.12 beta version, IAM12.0.12 official version, IAM12.0.13 beta version, IAM12.0.13 official version, IAM12.0.14 beta version, IAM12.0.14 official version, IAM12.0.17 beta version and IAM12.0.17 official version, IAM12.0.18 official version, IAM12.0.23 official version, IAM12.0.25 beta version, IAM12.0.25 official version, IAM12.0.26 beta version, IAM12.0.26 version, IAM12.0.27 beta version, IAM12.0.27 version, IAM12.0.40 beta version, IAM 12.0.40 official version, IAM12.0.41 beta version, IAM 12.0.41 official version, IAM12.0.42 beta version, (External data center uses B13.0.12 for log synchronization).	1.3GB	A24CDEDACA9D0E2E283140D37838010C	23 Jun 2020 11:24		<a href="#">Copy Link</a>

2. Software update license must be valid.

**Summary**

Status: Activated [Manual Update](#)

Type: Paid

Software Version: IAM12.0.42.199 Build20200428

Gateway ID:

User:

Time Activated: 2020-09-14 14:46:15

**Function Licenses**

**Device License**

Max WAN Lines: 4

Branch VPN Sites: 10

**Multi-Function License**

Licensed Modules:

- 1. VPN Setup
- 2. Application Audit
- 2.1 Content Audit(Private Content Audit)
- ...

**Neural-X License**

APT Detection, Malicious URL Detection

Expires on: 2021-07-09

**Sangfor Engine Zero License**

Sangfor Engine Zero

Expires on: 2022-07-09

**Application Signature Database**

Expires on: 2022-07-09

**Software Update License**

Software can be updated to new version(if available) within the expiration date.

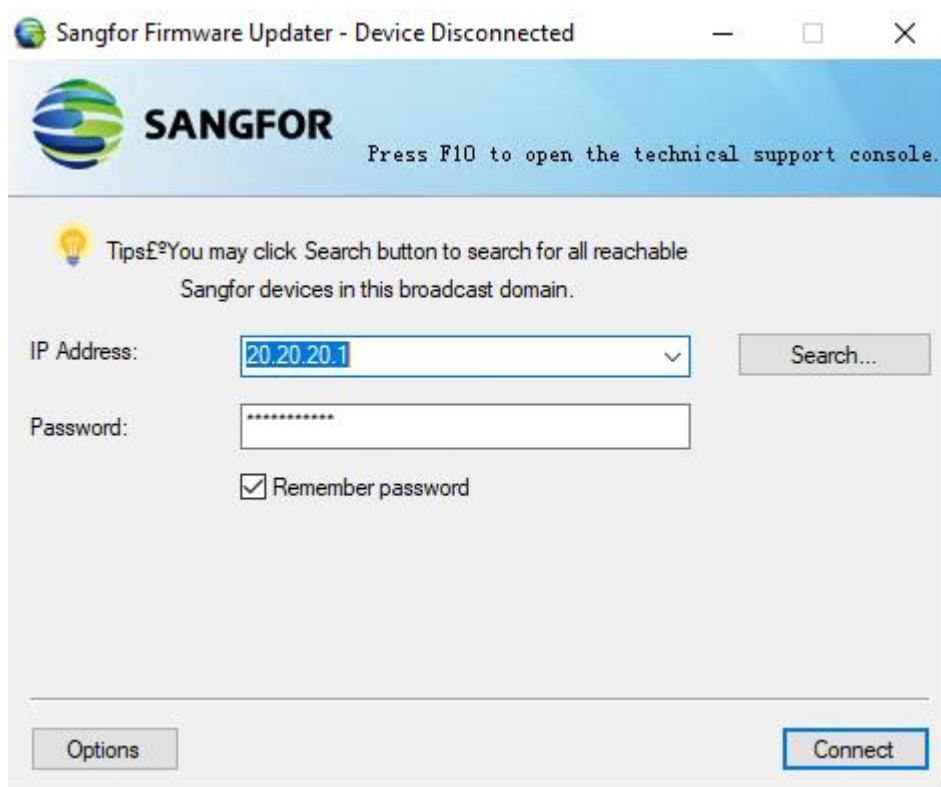
Expires on: 2022-07-09

**Sangfor URL Database**

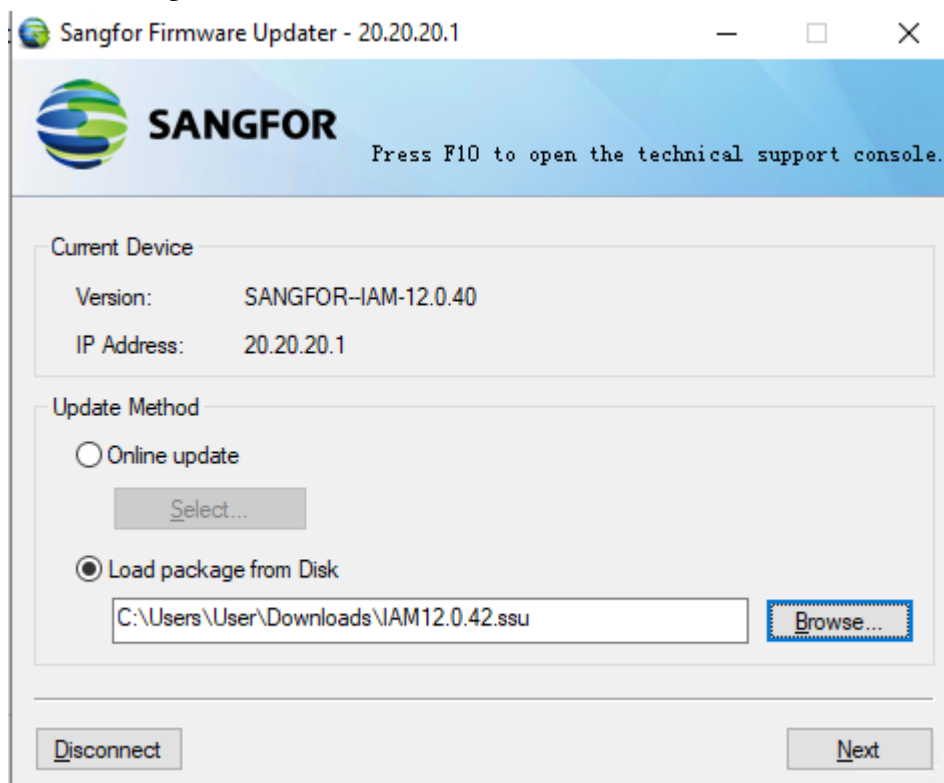
Cloud-based URL Identification

Expires on: 2022-07-09

3. Open Sangfor Firmware Updater: enter device's IP address in [IP Address] field, enter "admin" or the password you had set in the [Password] field. After all, click [Connect] as shown in the figure below:

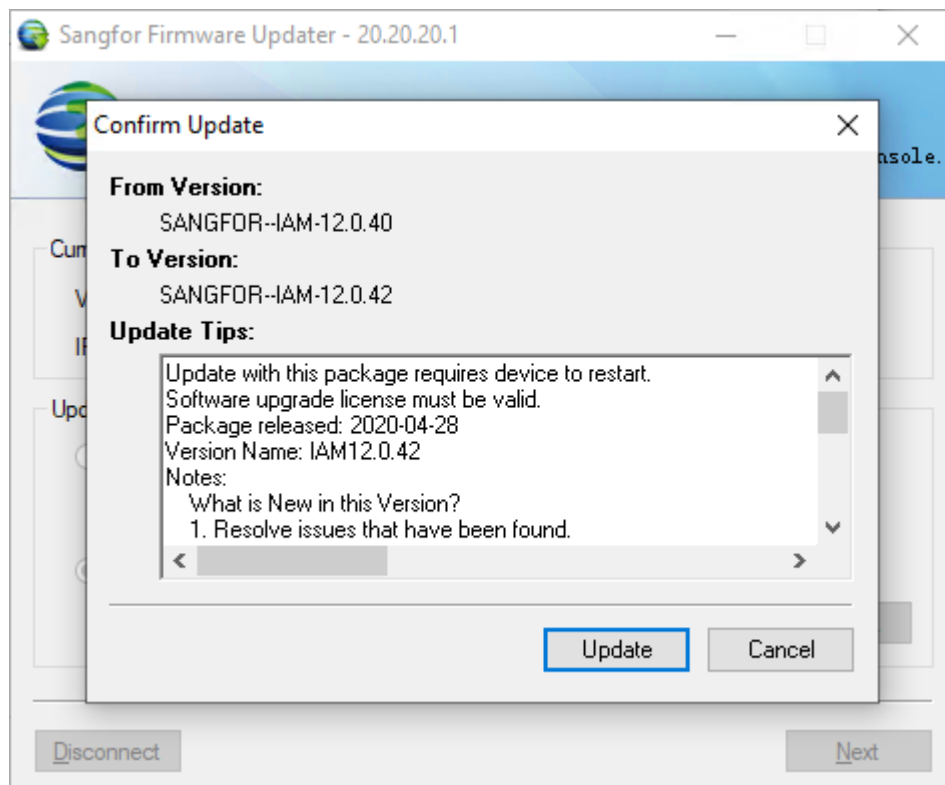


4. Load firmware ssu file from local PC (files can be download from Sangfor official website), click [Next] as shown in figure below:



## 5. Upgrade process

Click Update to proceed the firmware upgrade.



## 6 Precaution

1. The device will auto reboot after done upgrade.
2. It is suggested that backup the configuration before upgrade.
3. Before upgrading, kindly contact with Sangfor technical support to check on if hardware and software conditions are fulfilled.
4. Strongly recommend to have direct connection between PC and IAM to avoid any network issue that cause the upgrade failed.
5. Device upgrade license must be valid.



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