

Sangfor Support Portal User Manual

Document Version

01

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Technical Support

For technical support, please visit: https://www.sangfor.com/en/about-us/contact-us/technical-support.

Send information about errors or any product related problem to <u>tech.support@sangfor.com.</u>

About This Document

This is the user manual of Sangfor Support Portal.

Intended Audience

This document is intended for:

Support Portal User

Note Icons

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English Icon	Description
	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
	Indicates a hazardous situation, which if not avoided, could result in minor or moderate injury.
	Indicates a hazardous situation, which if not avoided, could result in settings failing to take effect, equipment damage, or data loss. NOTICE addresses practices not related to personal injury.
	Calls attention to important information, best practices, and tips. NOTE addresses information not related to personal injury or equipment damage.

Change Log

Date	Change Description
Sept. 02, 2021	This is the first release of this document.
Aug. 16, 2022	Update of this document.

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1 Introduction

This document is the guidance Sangfor Support Portal (https://supportportal.sangfor.com). At Sangfor, we aspire to make IT simpler, more secure, and more valuable. This support portal is a unified service system to empower our users to monitor, manage, view, activate, and update their Sangfor assets and manage their cases.

You can take charge of your assets through the user-friendly Sangfor Support Portal.

2 Register An Account

Step 1. Enter the <u>https://supportportal.sangfor.com</u> on a browser to open

Sangfor Support Portal. Then, click the **Register** button.



Step 2.Fill in your email address, check the I have read and agree to thePrivacy Policy checkbox, then click Send Verification Code.

	SANGFOR
Sangfor Support Portal	
	Register
Welcome to Sangfor Support Portal. At Sangfor, we aspire to make IT simpler, more secure, and valuable.	* Email:
activate and update their Sangfor assets. You can take charge of your assets through the user-friendly Sangfor Support Portal.	Please input enail.
	Send Vertication Code
	Have all accounts: Log in
	Sangfor Official WebsiteSangfor Community Copyright 2021 SANGFOR TECHNOLOGIES INC.

Please use your business email address to register the account and ensure your company information is accurate.

Step 3. An email containing a verification code will be sent to your email address to verify the identity. Fill in the verification code and click **Check** to proceed.



Step 4. Please fill in the following information as required. Then click theRegister button to complete the registration.

SANGFOR Sangtor Support Portal		
	Register	
Password		
* Password		
Piease input paseward		
* Confirm Password:		
Private confirm panewant		
Company Information		
* Company Name:	* Tel:	
Please input company name	Code ~ Please input the region code or phone.	
Industry:		
Please select industry		
* Country/Region:	State.	
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Personal Information		
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Please input fest same.	Please input last name.	
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	Resister	
н	lave an account? Log In	
Sangfor Official Websitetiangfor	Community Copyright 2021 SANGHOR TECHNOLOGIES INC	

Step 5.Your account has been successfully created. Please go to theSangfor Support Portal login page, and input the username and password tolog in. The Home page will display some basic information about yourcompany.

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22 Home		Home										
Assets	~	Overal	I									
Case			0		3	0		0		7		1
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					8							48
		Case Ir	nfo									
			Case No.	Company Name	Product	Title	Description	Status	Issue Severity	Update Date	Submitter	Contact
		1	202208042003	EC Limited Testing	Platform-X	3	test	Open	Critical	2022-08-04 11:04:27	eric chen	eric chen
		2	202208042002	EC Limited Testing	SIER	test 3	test 3 test 2	Open	Critical	2022-08-04 10:17:11	eric chen	eric chen
		3	202208042001	EC Limited Testing	SASE	test1	test1 test2	Open	Critical	2022-08-04 10:15:27	eric chen	eric chen
		4	202208042000	EC Limited Testing	SASE	3	test	Open	Medium	2022-08-04 10:07:15	eric chen	eric chen
		5	202207182001	EC Limited Testing	NGAF	test	2022-07	Open	Low	2022-07-18 11:22:59	eric chen	eric chen
		6	202207082001	EC Limited Testing	NGAF	test cc email 0708-2	test cc email 0708-2	Open	Low	2022-07-18 10:30:00	eric chen	eric chen
		7	202207082000	EC Limited Testing	NGAF	test cc email 0708	test cc email 0708	Open	Low	2022-07-08 08:38:14	eric chen	eric chen
		8	202207042000	EC Limited Testing	NGAF	test support portal	test support portal	Closed	Critical	2022-07-04 10:32:00	eric chen	eric chen
										Total 8	10/page ∨ <	1 > Go to 1
Ð												

3 Assets Management

3.1 Add Your Asset

After customers register an account on Sangfor Support Portal, they can add the assets they bought.

Navigate to **Assets** > **My Assets List**, then click the **Add Asset**. There are two options for different scenarios:

Add Asset		×
Choose Add Device	2 Submit Device SN or ID	3 Check Device Information
① Support physical I Support physical I	NGAF with version 8.0.26 and above, and order should be pla AG with version 12.0.41 and above, and order should be pla	aced after 13 Oct 2021. ced after 13 June 2022.
	Add a device 🗸]
	Add multiple devices	
		Next Cancel

1. Add a device.: This is suitable for customers who only bought one device.

dd Asset		>
Choose Add Device	2 Submit Device SN or ID	3 Check Device Information
* Device II	D or SN:	
Please	input Device ID or SN.	
		<i>ii</i>
		Back Next Cance

2. Add multiple devices: This is suitable for customers who purchased more than one device in a single order.

First, input **Order No.** and **Device ID or SN**. Then, you can list all devices you bought and choose what you want to add to your list.

If you do not know **Order No**., you are always welcome to check with Sangfor.

Add Asset			×
Choose Add Device	2 Submit Device SN or ID	3 Check Device Information	
	* Order No:		
	Please input Order No.		
	* Device ID or SN:		
	Please input Device ID or SN.		
		Back Next Cance	ł

The portal support adding physical NGAF version 8.0.26 and above, and the order should be placed after 13th Oct 2021.

The portal support adding physical IAG version 12.0.41 and above, and the order should be placed after 13th June 2022.

Step 1. We will take **Add a device** as an example.



Add Asset						
Choose Add Devic	e	2 Submit Device SN or ID	Cheo	ck Device Information		
	* Device ID or SN:					
	C090					
			li			
				Back Next Car	ncel	

Step 3. Click **Next**, and it will display the information about this device.

	Choose Add De	evice	Submit Devi	ce SN or ID	Check Devic	e Information
1	Serial Number	Gateway ID	Product	Model	Auto Activation Ø	Status
	SNC09	C09	NGAF	M5200-F-I	Enable	Inactivated

There is an **Auto Activation** option. When Auto Activation is enabled, the device will be automatically activated after it connects to the internet.

A newly added device will establish a connection with the server every five minutes.

Therefore, you may need to wait a while for the device to auto-activate.

Step 4. Click **Save** if the information is correct. Then your device is added successfully. You can view the added asset on **My Assets List**.

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EB Home	My Assets List	Add successiony			
🗄 Assets 🔷	Added Start Time - Added End Time	Start Time - Expired End Time Status		V Input Model, SN or GatewayID	<u>د</u> ه
My Assets List	+ Add Asset C' Refresh 🏾 🏕 Export 🖌 Share	0 Stop Sharing			
🗄 Case 🗸 🖌	Serial Number Gateway ID Product N	Added Time	Updated Time Expired Date Share (Partner)	Remark Auto Activation	Operation
요 User	SNC090EA24 C090EA24 NGAF N	45200-F-I Inactivated 2022-08-17	2022-08-17	- Enabled	Activate More ~
=				Total 1 10/page v K 1	> Go to 1

3.2 Device Activation

3.2.1 Online Activation

If the **Auto Activation** is enabled, the device will be automatically activated once it connects to the internet.

es sangfor	Home My Assets List					🔝 Zhen Pan	i Y
El Home	My Assets List	I Time 📄 🗮 Expired Start Time — E	Spired End Time Status	✓ Product	✓ Input	Madel, SN or Gateway(D Q 2	
My Assets List	+ Add Asset C' Reliesh	😫 Export 🛛 🥩 Stop Sharin	ng				
🗏 Case 🗸 🗸	Serial Number Gatev	way ID Product Model	Status Added Tim	e Updated Time Expired Date	Share (Partner) Remark	Auto Activation Operation	
요 User	SNC090EA24 C0908	EA24 NGAF M5200-F-I	Inactivated 2022-08-17	2022-08-17 -		Enabled Activate More ~	
=					Total 1	10/page v K 1 > Go to 1	
_							

3.2.2 Offline Activation

If the device cannot connect to the internet, you may activate the device manually by clicking the **Activate** button.

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	My Ass	sets List		🗇 Expir		pired End Time	Statun		✓ Product		V Input Model,	SN or GatewaylD	2 3
Assets ^	+ Ad	M Asset C Rela	esh 💣 Export	A Share	 Stop Sharing 								
E Case ~		Serial Number	Gateway ID	Product	Model	Status	Added Time	Updated Time	Explined Date	Share (Partner)	Remark	Auto Activation	Operation
		SNC090EA24	C090EA24	NGAF	M5200-F-I	Inactivated	2022-08-17	2022-08-17	-		-	Enabled	Activate More ~
											Total 1 10/pa	ge v K 1	> Go to 1

Step 1. Click the **Activate** button and the **License** window prompt.

SANGFOR	Home My Austs Llat	, Zhe 📖 🗸
E Home	C Assets Details Devices Information Ucense	
My Assets List	Upload the Device Files	
	Last Date of Authorization: - Status: inactivated	
	Crop Res here or click to upload. Armer Commisse License Commisse License	

Step 2. Upload the **Device Files** that you downloaded from the corresponding device.

SANGFOR	Home My Assets List	🔝 Zhen Pan 🗸
I Home	 Assets Details Devices Information License 	
My Assets List	Upload the Device Files Latt Date of Authoritation: - Status: Inactivated	
<u>दि</u> User	Upload the Device Files success! dev_C090EA24.info Re-Upload	
	Activate # Dourifund License	
8		

After uploading the **Device Files**, you can click **Activate** to activate the device.

You should download the **Device Files** from the device. You can find it on the license page on the relevant product web console.

Step 3. As you can see, the device has been activated, and you can download the license file from this page by clicking **Download License**.

	Home My Assets List	💽 Zhen Pan ~
III Home	Assets Details Devices Information License	
Assets My Assets List	Upload the Device Files Last Date of Authorization: 2022-66-17 Status: Activated	
<u> १</u> , User	Upload the Device Files success!	
	Per Upituad	
	(typen) B Download License	
=		

Step 4. After importing the license file to the device, the device will be activated and licensed.

Navigation «	5/00
* Status	Sutten Time Methods Local AQ, Web UE SHIP Server Localized Printery Optimize
Dashboard Ransomware Protestion Security Operations	Example Status: © (Childhed (Judy update (File Stands) Neural Update Tire Activitie) 2002-01-211 03-43
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You may navigate to the relevant product web console to check the support portal account information. In this example, navigate to NGAF's **System > System > Licensing**, and click the **Details** beside **Authorized User**. You may find the company name and email address of your Support Portal account.



Step 5. Back to the My Assets list, the device status will change to Activated.You can click the device Serial Number to get more device information.

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요 User	SNC090EA24	C090EA24 NO	GAF M5200-F-I	Activated	2022-08-17	2022-08-17	2023-08-17			Enabled	Update More ~
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=									iotar 1 10	dedit - C	- GU 10 1

The entitlement of the device will be displayed here.

SANGFOR	Home My Assets List					Q Zhen Pan ~
El Home	← Assets Details Devices Information License					
My Assets List	Device Basic Information					
Case V	Serial Number: SNC090EA24	Gateway ID: C090EA24	Model: M5200-F-I	Product: NGAF		
24. User	Device Status Information					
	Status: Activated	Added Date: 2022-08-17	Update Date: 2022-08-17	License Createtime: 2022-08-17	License Updatetime: 2022-08-17	
	Other Information					
	Remark:					
	Software Authorized					
	 Engine Model Update 					
	Engine Model Update			2023-08-17		
	~ Gateway					
	Lines			2		
	Branch VPN Sites			10		
	 Neural-X New Threat Protection Up 	pdate				
	Neural-X New Threat Protection	Update		2023-08-17		
=	 Neural-X Unknown Threat Protection 	on Update				

3.3 Update the Device License

After Sangfor Support Portal detects a new order for the device, the device's status will change to **To be Updated**.

3.3.1 Online Update

If the device is connected to the internet and enabling **Auto Activation**, then the device will automatically download and update the new license file.

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88 Home	My Assets List				
🖽 Assets 🗠	Added Start Time - Added End Time	Expired Start Time Expired End Time	Status v Product	✓ Input Model, SN or GatewayID	c 0
My Assets List	+ Add Asset C Refresh d Export	A Share D Stop Sharing			
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요 User	SNC090EA24 C090EA24	NGAF M5200-F-I To be Updated	2022-08-17 2022-08-17 2023-08-17	Enabled	Update More ~
=				Total 1 10/page 🗸 🤇 1	> Go to 1
Ξ					

3.3.2 Offline Update

If the device cannot access the internet or **Auto Activation** is disabled, you should update the license manually by clicking the **Update** button.

SANGFOR	Home My Assets List					Q Zhen Pari V
EB Home	My Assets List					
Assets	El Added Start Time - Added End Time	Expired Start Time • Expired End Time			 Input Model, SN or GatewayID 	0 9
My Assets List	+ Add Asset C Refresh 🔮 Export	A Share D Stop Sharing				
🖹 Case 🗸 🗸	Serial Number Gateway ID	Product Model Status	Added Time Updated Time	Expired Date Share (Partner)	Remark Auto Activation	Operation
요 User	SNC090EA24 C090EA24	NGAF M5200-F-I To be Updated	2022-08-17 2022-08-17	2023-08-17 -	- Enabled	Update More ~
Ð					Total 1 10/page v K 1	> Go to 1

SANGFOR	Home My Assets List	Zhen Pan 🗸
E Home		
My Assets List	Upload the Device Files	
Ω Caue Υ <u>β</u> Uher	Lat Date of Authorization: 2022-08-17 Status: To be Updated	

You should download the latest **Device Files** from the device and upload them to the server.

SANGFOR	Home My Assets List	🕟 Zhen Pan 🗠
BB Home	← Assets Details Devices Information License	
My Assets List	Upload the Device Files Last Date of Authorization: 2022-08-17 Status: To be Updated	
요 User		
	Upload the Device Files success! dev_C090EA24(1).info Re-typicad	
	Update	
5		

After clicking the **Update**, the device status will change to **Activated**.

Additionally, you can click **Download License** to download the license file to update the asset license.

SANGFOR	Home My Assets List			
	← Assets Details			
lome	Devices Information			
ssets 🗠 👘	Devices information Elcense			
ly Assets List	Upload the Device Files			
se ~	Last Date of Authorization: 2022-08-17	Status: Activated		
100 C				
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Back to the **My Assets List**, you can click the device's **Serial Number** to get more information. The **Expired Date** will update as well.

SANGFOR	Home My Assets List					🧔 Zhen Pan 🗸
BB Home	My Assets List					
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🖹 Case 🗸 🖌	Serial Number Gateway ID	Product Model Status	Added Time Updated Time	Expired Date Share (Partner)	Remark Auto Activation	Operation
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별 Case · 오 User	Serial Number: SNC090EA24	Gateway ID: C090EA24	Model: M5200-F-I	Product: NGAF		
	Device Status Information Status: Activated Other Information Remark:	Added Date: 2022-08-17	Update Date: 2022-08-17	License Createtime: 2022-08-17	License Updatetime : 2022-08-17	
	Software Authorized					
	 Engine Model Update 					
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	~ Gateway					
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	Branch VPN Sites			10		
	 Neural-X New Threat Protection 	Update				
	Neural-X New Threat Protection	on Update		2024-08-16		
=	 Neural-X Unknown Threat Prote 	ction Update				

3.4 Asset Expiry and Renewal Reminder

When the asset's service is about to expire, the support portal will send several emails to notify and remind the customer. The first email will be sent to the customer **three months** before the device expires.

Here is an example of the email.

Sangfor Support Portal: Your device(s) will expire soon.

Dear Eric Chen,						
Thank you for cho A friendly reminde working, nor will y	oosing Sangfor. er that your Sangfor devic you be unable to get supp	ce(s) will expire so port from Sangfo	oon. After the so r. which brings ir	ftware license or servi	ce expires, some device	e modules will n
Please find below	device information for re	ference or log in	Sangfor Suppor	<u>t Portal</u> for more detai	,	Dusiness.
Please find below	device information for re	ference or log in Product	Sangfor Suppor	<u>Portal</u> for more detail	Expiry Date	i business.
Gateway ID	device information for re Serial Number 505	ference or log in Product NGAF	Sangfor Support Model M4500-F-I	<u>Portal</u> for more detail Status Activated	Expiry Date 2022-08-23	Dusiness.
Gateway ID B/ 5/ 7	device information for re Serial Number 505 505	Product NGAF NGAF	Model M4500-F-I M4500-F-I	Portal for more detail Status Activated Inactivated	Expiry Date 2022-08-23 2022-08-23	- Dusiness.
Gateway ID B/ 5r 7 861	device information for re Serial Number 505 505 505 50 50 50	Product NGAF NGAF NGAF	Model M4500-F-I M4500-F-I M4500-F-I	Eportal for more detail Status Activated Inactivated To be Updated	Expiry Date 2022-08-23 2022-08-23 2022-09-22	
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If you have any questions regarding the license renewal, you can always get in touch with **Sangfor Local Partner** or **Local Sales Team**. Or you can reach us via <u>Live Chat</u> or Email: marketing@sangfor.com. We are always there to serve you.

Thank you!

Sangfor Support Portal Team

3.5 Other Operations

3.5.1 Share to Partner

After you have added your asset, you can share the asset information with the Sangfor Partner so that they can help to manage your device.

Select the asset you want to share with Sangfor Partner, then click **Share**. If you do not want to share anymore, you can stop sharing by clicking **Stop Sharing**.

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My Assets List	+ Ad	d Asset C Refre	esh 💣 Export	刘 Share	Stop Sharing								
🗄 Case 🗸 🐇		Serial Number	Gateway ID	Product	Model	Status	Added Time	Updated Time	Expired Date	Share (Partner)	Remark	Auto Activation	Operation
요 User		SNC090EA24	C090EA24	NGAF	M5200-F-I	Activated	2022-08-17	2022-08-17	2024-08-16			Enabled	Update More ~
											Total 1 10/j	bage v K 1	> Go to 1
₽													

Fill in the **Partner Company Name**. You may check with your partner if you do not know their company name.



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Home	My Assets List Added Start Time - Added End Time	Expired Start Time • Expired End Time	Status	✓ Product	✓ Input Model, SN or GatewayID	د ۵
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🖹 Case 🗸 🖌	Serial Number Gateway ID	Product Model Status	Added Time Updated Time	Expired Date Share (Partner)	Remark Auto Activation	Operation
요 User	SNC090EA24 C090EA24	NGAF M5200-F-I Activated	2022-08-17 2022-08-17	2024-08-16 Sangfor Partner Test	- Enabled	Update More ~
=					Total 1 10/page ~ < 1	> Go to 1

Partners can log in to **Partner Portal**(<u>partnerportal.sangfor.com</u>) to check the asset status after you share the asset with them. Partner can also update the license when a new order is placed and download the license for you.

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El Projects														
🗑 Equipment 🗸		Added Start Time -	Added End Time		pired Start Time -	Expired End Time								
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🗟 Assets 🔷														
My Assets											Total 1	10/page v <	1 > G	to 1
Customer Assets														
Approval ~														
t Case ℃														

The shared asset will expire within **three months**. The support portal also will send an email to notify the partner.

3.5.2 Remark

You can navigate to **Assets > My Assets List** and click **More > Edit** under the **Operation** column of the selected asset to add a remark, such as where the device is located, etc.

SANGFOR	Hom	My Assets	List Personal	Center									0	Zhen Pan 🗸
B Home	My As	sets List												
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My Assets List	+ /	dd Asset C' Ref	iresh 💼 Export	A Share	Stop Share	ing								
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		SNC090EA24	C090EA24	NGAF	M5200-F-I	Activated	2022-08-17	2022-08-17	2024-08-16	Sangfor Partner Test	Kuala Lumpur	Enabled	Update M	ore ~
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• Enabled	 Disabled
Remark	
Remark Kuala Lumpu	ur
Remark Kuala Lumpu	ur
Remark Kuala Lumpu	ur

4 Case Management

The support portal can enhance and simplify your case management experience.

You can submit a case when you face any technical issue, check the case progress at any time, escalate your case when you're not satisfied, and also rate the service after the case is resolved.

4.1 Create a Case

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58 Home		All C	case	is											
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	^		*	Case No.	Company Name	Product	Title	Description	Status	Issue Severity	Update Date	Submitter	Contact	E	valuation
All Cases			1	202208172000	Sangfor Test account	NGAF	Interface	This is a tes	t issue. Closed	Medium	2022-08-17 20:18:27	Zhen Pan	Zhen Par		Rate
은 User															
												Total 1	10/page v	< 1 >	Go to 1
Ξ														_	

Step 1. Navigate to **Case** > **All Cases**, and click **Create** to create your ticket.

Step 2. Please fill in the field as required.

SANGFOR	Home My Assets List All Cases			Zheimin 🗸	
Home	← Create Case				
🗄 Assets 🗸	1 Hi, how can I help you?				
E Case ^ Al Case 2 User	1.1 What is your product? SN: 	* Gateway (D/Key 10/Key	Article 1. NG4F1.1 The interface. the interface. Set the VLAN interface and configure the public network address for the VL interface. Set the interface. Set the bubble network address for the VLAN interface. 2. 4.44 Set the VLAN interface. The VLAN interface. The interface and configure the public network address for the VLAN interface. The interface. Set the interface. Set the interface. 4. 4.44 The interface. The Interface. Set up VLAN interface and configure the public network address for the VL Interface. Set the interface. Set up the VLAN interface. 4. 4.44 The interface. The Interface. Set up the VLAN interface. Address for the VL Interface. Set the internet interface. Set up the VLAN interface. 5. 5. GGGET The interface. Set the internet interface. Set up the VLAN interface. 6. 5. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 6. 6. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 6. 6. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 6. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 7. 6. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 7. 6. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 7. 6. 6. 6. 6. 7 The interface. Set the internet interface. Set up the VLAN interface. 7. 6. 6. 6. 6. 7 The interface. Set up the VLAN interface. 7. 6. 6. 7 The interface. Set up the VLAN interface. 7. 6. 6. 7 The interface. 7. 6. 6. 7 The interface. 7.		
Ð	Upload Files:	Medium Impact 1. Performance of the network or application is impaired with ilmited impact of business operations and an acceptable vorderation of or a 2. The issue with non-critical features or functionally. 2. Successful workaround in place for a severity 2 tream	High Impact 1. Network or application is operational but highly degraded performance to the point of major impact or usage. Installing to degrade strength customer business or network operations. Januality to degrad refuture, function or capability.	Serious Impact 1.Network or application outage, "down or unavailable", 2.Impained functionality, critically impacting 2.Impained functionality, critically impacting customer business.	

When you input your issue in the Issue Title, the articles relating to your issues

on **Sangfor Knowledge Base** will display in the **Article** box. In addition, you may click the article, redirecting you to the Sangfor Knowledge Base where you can read the full content.

When you select the case severity as **High Impact** or **Serious Impact**, please call our support center to ensure your case responds promptly.

Step 3. After filling in all the required information, please click **Submit** to create your case. The status of the case is **Open** after it is successfully created.

	н	Iome My Asse	ts List Personal Cen	ter A	Il Cases	O Zhen Pi						
用 Home	All C	Cases										
Assets ~		Create C Ref	resh		🗊 Start Ti	me - End Time	Statur		~ Product	~ n	fe/ Descritption/Case No/Gatev	vay ID/SN. Q
🗄 Case 🔷		# Case No.	Company Name	Product	Title	Description	Status	Issue Severity	Update Date	Submitter	Contact	Evaluation
All Cases		1 20220817200	Sangfor Test account	NGAF	Interface	This is a test issue.	Open	Medium	2022-08-17 19:56:20	Zhen Pan	Zhen Pan	
요 User												
=										Total 1	10/page ~ < 1	> Go to 1

4.2 Check Case Progress

You can click the **Case ID** to get more details about the issue progress.

SANGFOR	Home My Assets List Personal Center	All Cases		💽 Zhen Pan 🛩
⊞ Home ⊟ Assets ~	Case Detail Case No.: 202208172000 Interface			Escalate
E Case ^	Cell Idealine Issue Severity: Product: Maction: NAAF Status: Versins: Open AF80.265 Hare Devolutions: Uplead File: Email Records Daily Summary I From	SN: SNCOBGA24 CORRANG CORRA24 Email Title No Data	Date Operation	Contact Contac
.#.				

Email Records will show the email communication with our support center.

Daily Summary will show the key points when Sangfor Engineer handled this case.

4.3 Escalate Case

You can click **Escalate** to accelerate the issue handling speed.

SANGFOR		Home My Assets	s List Personal Center	All Cases						🧔 Zhen Pan 🗸
99 Home	÷	Case Detail								
🗄 Assets 🗸 🗸		Case No. : 2022081720 Interface	000							Escalate
		0.14								
Al Cases		Issue Severity: Medium Status: Open Issue Descriptions: This is a test issue. Upload Files: Email Records	Product: NGAF Version : AF8.0.26 Daily Summary	SN: SNC090EA24 Gateway ID: C090EA24	mail Title	D	ate	Operation	Contact: Zhen Pan Email: 1109499716@qq.com CC Email: - Time Zone: - Preferred Date & Time: -	Telephone : +60 12345678901
					No Data				Other	
									Tomman Then Pan Created Time: 2022-09-17195620 Escalation Time: - Cosed Time:	Updante Conr. 2022-06-17 1956-20
	* E C C C C C C C C C C C C C C C C C C	Escalation Rease Business eff No solution. Bad attitude Difficulty/un Unsatisfied of Technical ab New import Others. Escalation Rease	on: ected. .able to coordinat with the provided ility needs to be in ant feature reques on:	e with the th resolution/s nproved. it for resolut	hird-party vendor. uuggestion/action. tion.			×		
							Submit	Cancel		

Select the reason to escalate, click **Submit**, and the system will notify the support team.

4.4 Service Evaluation

After the issue has been resolved, you can rate the service.

SANGFOR	Home My Assets List Personal Center All Cases		👰 Zhen Pan 🕤
B Home	All Cases		
E Assets V	+ Create C Refresh End	d Time Product	V Title/ Description/Case No/Gateway ID/SN. Q
🖹 Case 🛛 ^	θ Case No. Company Name Product Title Description	Status Issue Severity Update Date	Submitter Contact Evaluation
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A User			Todel 1 15page v (1) Go to 1
SANGFOR B Home Assets ~	Home My Assets List Personal Center Al Cases		Den Par -
🗄 Case 🔷	Case Information		Contact
All Cases	Issue Severity: Product: SN:		Contact: Telephone :
L Uver	Make NXC6/E State Version Good AF8.026 State CODECA24 State CodeCa24 State CodeCa24 State CodeCa24 State CodeCa24 State CodeCa24 State CodeCa24	9 10 Very unfolder 10/rolet	Zhen Pan +60 12345678901 Image: I10949971690qs.com CC emai: - The Zone: - The Zone: - Prefered Date & Time: - Prefered Date & Time: - Zoe Time: - Cosed Time: - Closed Time: 2022-06-17 20:18:27

5 Basic Info Management

5.1 Company Information

You can check your company info by clicking **Personal Center** on the top-right corner drop-down list. The information that you filled in during registration will be shown here.

SANGFOR	Home My Assets List Personal Center All	Cases User		Zhen Pan 🗸
EB Home	Personal Center			 Personal Center E Log Out
🗄 Assets 🗸 🗸	Company Information			
🛱 Case 🗸 🗸	* Company Name:	* Tel:	Industry:	
요 User	Sangfor Test account	+60 \checkmark 123456789	Banking & Securities / Banking	
	* Country/Region:	State:	City:	
	Please select country/region. V	Kuala Lumpur 🗸	Kuala Lumpur 🗸	
	* Address:	Email:		
	47-10 The Boulevard Offices, Mid Valley	@ com		
	Personal Information * First Name:	* Last Name:	' Tel:	
	Zhen	Pan	+60 ~	
	Admin Email:			
	@com			
	Cancel			
Ξ				

As an administrator, you can edit some of the information on this page.

5.2 Manage Users

5.2.1 Create a User

The first person who registers the account for a company is the administrator of this company. The administrator can create a **Normal User** role for other users.

es sangfor		Home	e My Assets List Personal	Center All Cases User							Zhen P	Pan ~
EE Home		User										
Assets	v	+ Cr	eate 📑 🗟 Export			🖹 Start 🛙	lato - End Dato State	19	~ N	ame/Email/Phone		C
🖺 Case	~		Name	Email	Phone		Role	Status	Registration Date	Operation		
<u>A</u> User			Zhen Pan	@rcom	+66		Administrator	Enabled	2022-08-16	Edit Change Password		
									Total 1 10/m		Ge to 1	
=												

Navigate to **User**, click **Create**, select **Normal User** for **Role**, input all the other required informations, and click **OK**.

* First Name:	* Last Name:	
Jack	М	
* Email:	* Phone:	
ksl54469@yuoia.com	+60 \vee 3141231242	
* Role:	* Status:	
Normal User 🗸	Enabled ~	

SANGFOR	Home User							Zhen Pan 🗸
88 Home	User							
🗄 Assets 🗸	+ Create 💣 Export		🗐 Start	Date - End Date Statu	5	~ N	iame/Email/Phone	د ٥
🖺 Case 🗸 🗸	Name	Email	Phone	Role	Status	Registration Date	Operation	
<u>오</u> User	Zhen Pan	@com	+60 78901	Administrator	Enabled	2022-08-16	Edit Change Password	
	Jacky Cheung	,@a.com	+60 123456666	Normal User	Enabled	2022-08-17	Edit Change Password	
	Jack M	. @j 'a.com	+60 231242	Normal User	Enabled	2022-08-17	Edit Change Password	
						Total 3 10/p	age 🗸 🤇 🚹 🗦	Go to 1
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The support portal will send the username and password to the newly created user's email address. The user can log in as a **Normal User** to the support portal using the username and password.

[Sangfor Support Portal System Notification] New account is created!	
no-reply@sangfor.com (no-reply@sangfor.com) just now	
To: ksl54469@yuoia.com	
Dear Jack M:	
Your new account in Sangfor Support Portal has been created, you can login http://200.200.4.122/sp/#/login with below user name and password. Please change your password after your first login.	
User name: Ama R Password:	
Thank you. SANGFOR TECHNOLOGIES	

5.2.2 Change Administrator

Each company can only have one administrator. However, Sangfor Support Portal allows you to transfer the administrator role to another account.

Select a user, click Edit of that account under the Operation column, change the Role from Normal User to Administrator, then click OK.

* First Name:	* Last Name:
Jack	М
* Email:	* Phone:
ksl54469@yuoia.com	+60 \checkmark 3141231242
* Role:	* Status:
Administrator V	Enabled \lor

A caution message will pop up.



After clicking Confirm, the previous administrator will be logged out and changed to Normal User. The new administrator will receive an email regarding the change of his/her role on the Sangfor Support Portal, as shown below.

Sangfor Support Portal: You are an administrator now! ${\rm \dot{m}}$

From: no-reply <no-reply@sangfor.com> III Date: Tuesday, Aug . 2022 6:46 PM To:

Dear ,

Your role has been changed to admin. Please re-login to https://supportportal.sangfor.com

Thank you, Sangfor Support Portal Team



