Sangfor Support Portal

User Manual

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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

tech.support@sangfor.com.

About This Document

This is the user manual of Sangfor Support Portal.

Intended Audience

This document is intended for:

- Support Portal User

Note Icons

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.

Contents

Technical Support 3
Change Log 4
1 Introduction 6
2 Register An Account 7
3 Assets Management 10
3.1 Add Your Asset 10
3.2 Device Activation 12
3.2.1 Online Activation 13
3.2.2 Offline Activation 13
3.3 Update the Device License 16
3.3.1 Online Update 17
3.3.2 Offline Update 17
3.4 Asset Expiry and Renewal Reminder 20
3.5 Other Operations 21
3.5.1 Share to Partner 21
3.5.2 Remark 22
4 Case Management 24
4.1 Create a Case 24
4.2 Check Case Progress 25
4.3 Escalate Case 26
4.4 Service Evaluation 26
5 Basic Info Management 28
5.1 Company Information 28
5.2 Manage Users 28
5.2.1 Create a User 28
5.2.2 Change Administrator 30

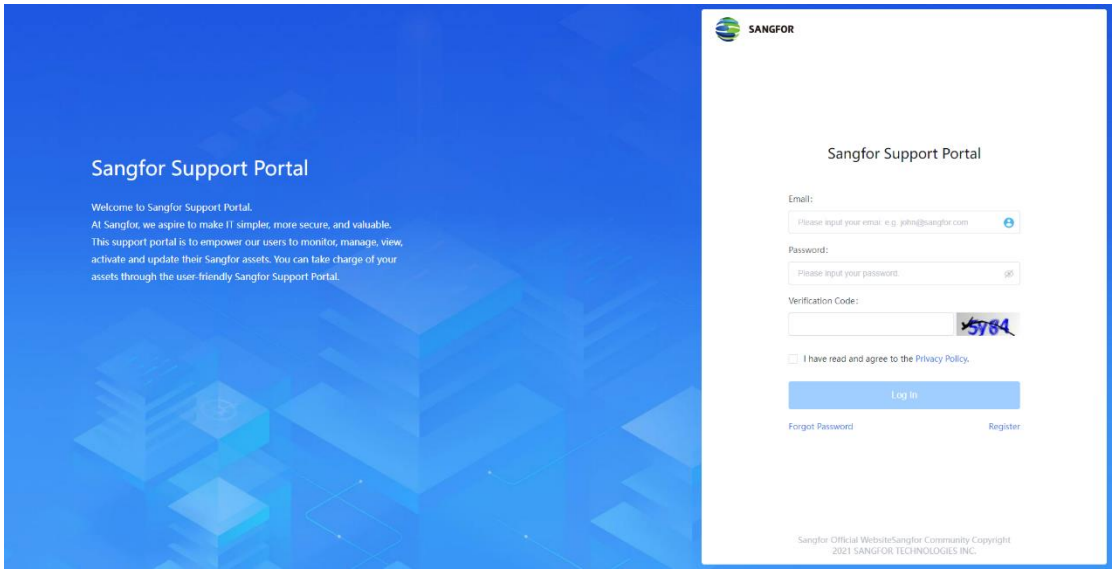
1 Introduction

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.

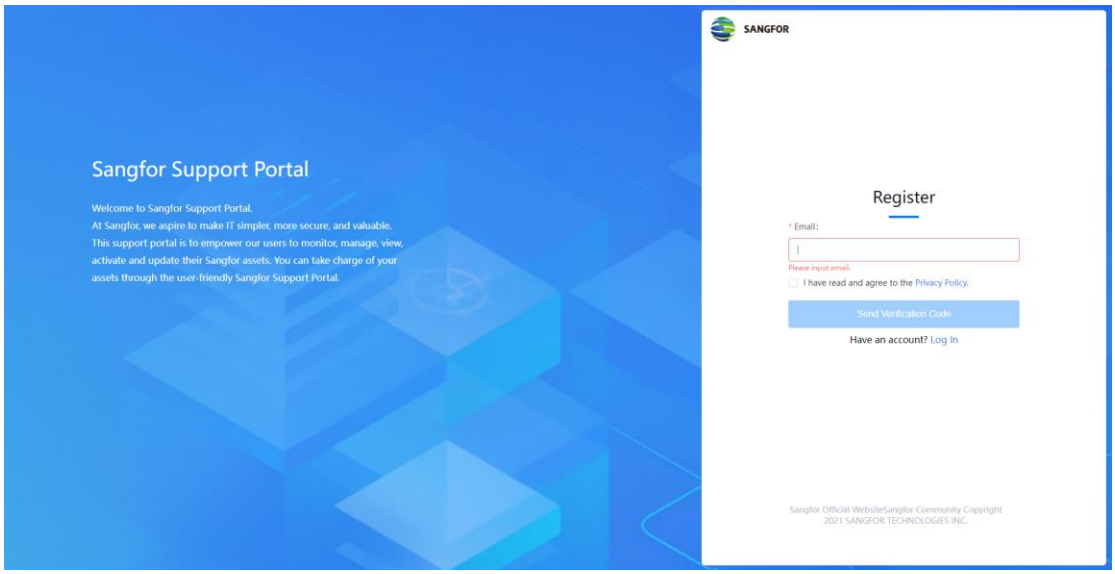
You can take charge of your assets through the user-friendly Sangfor Support Portal.

2 Register An Account

Step 1. Enter the https://supportportal.sangfor.com on a browser to open Sangfor Support Portal. Then, click the **Register** button.



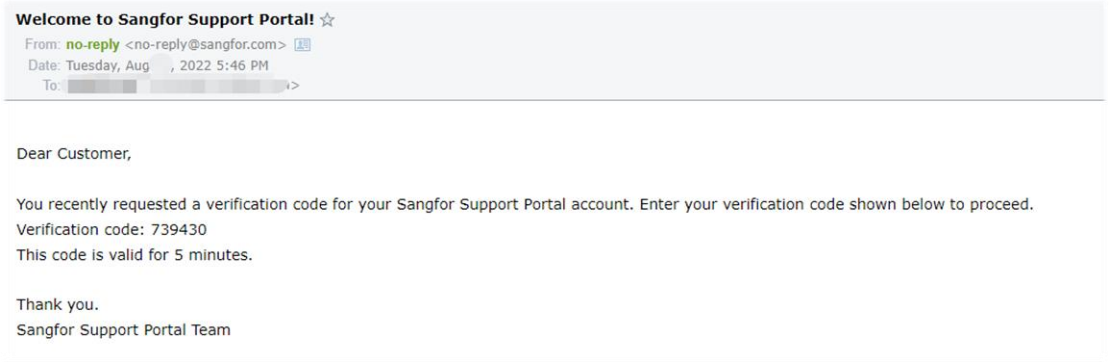
Step 2. Fill in your email address, check the **I have read and agree to the Privacy Policy** checkbox, then click **Send Verification Code**.

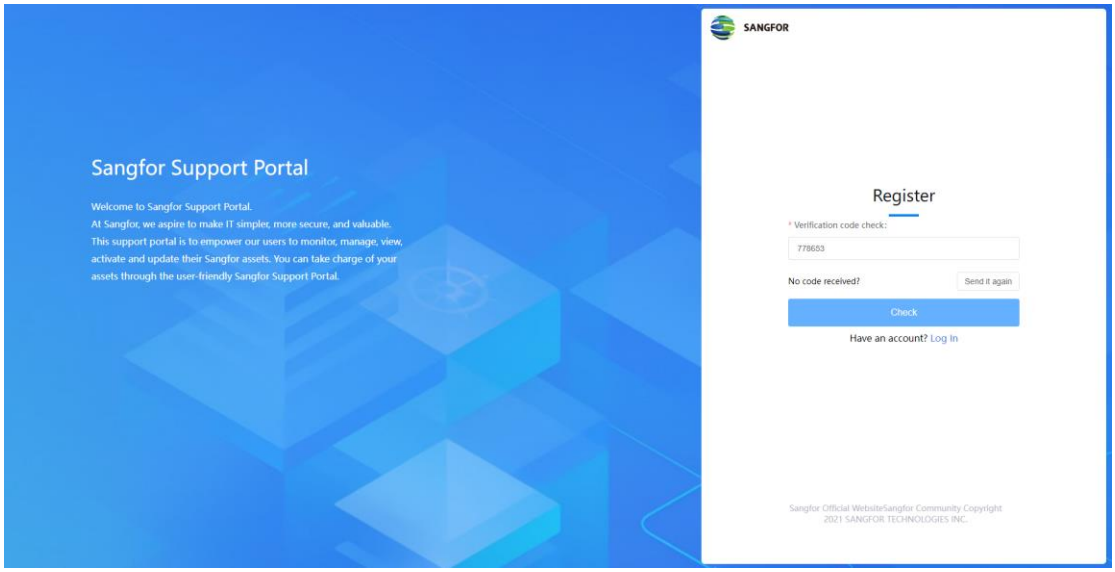


NOTE

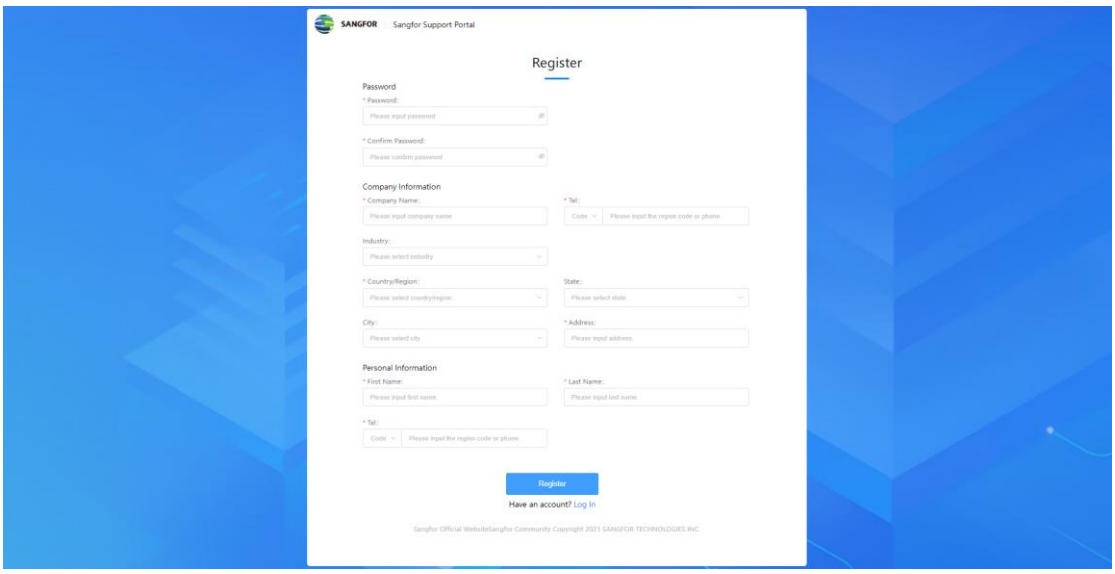
Please use your business email address to register the account and ensure your company information is accurate.

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.

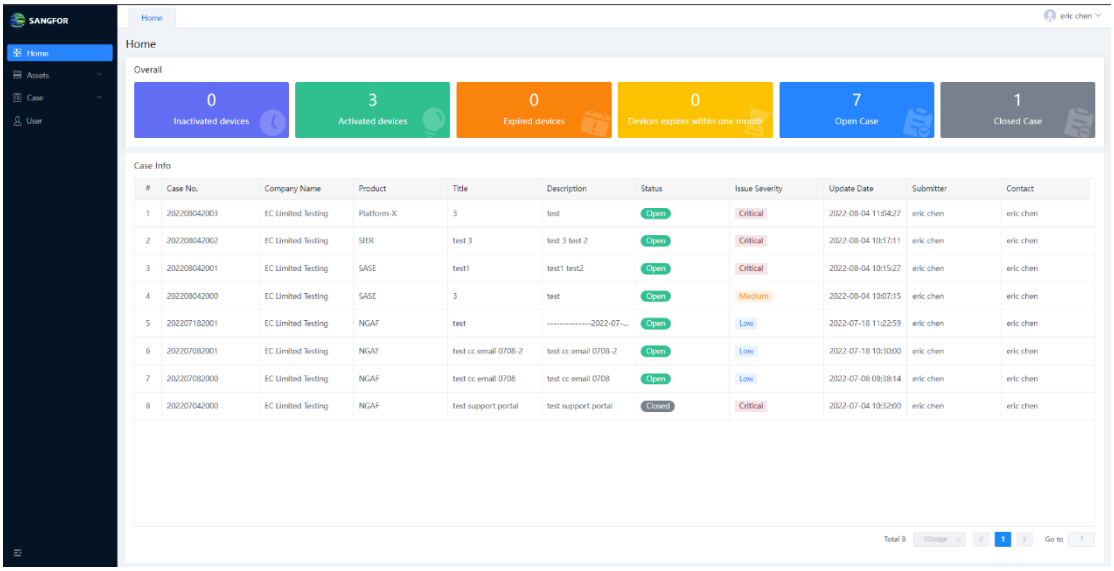




Step 4. Please fill in the following information as required. Then click the **Register** button to complete the registration.



Step 5. Your account has been successfully created. Please go to the Sangfor Support Portal login page, and input the username and password to log in. The **Home** page will display some basic information about your company.

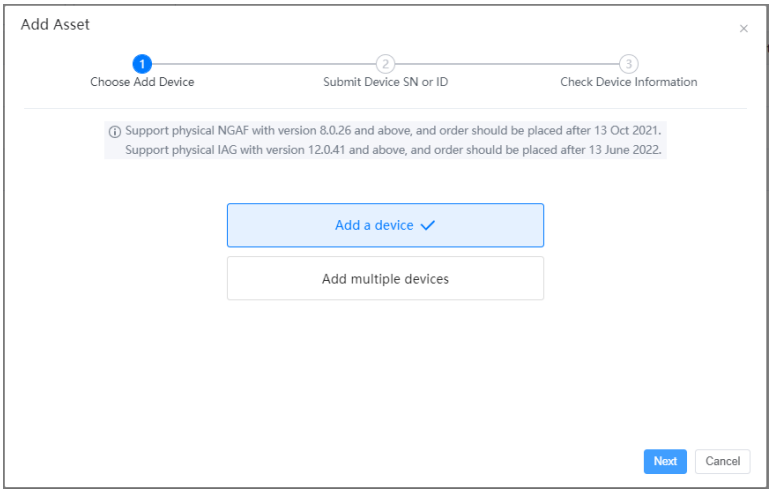


3 Assets Management

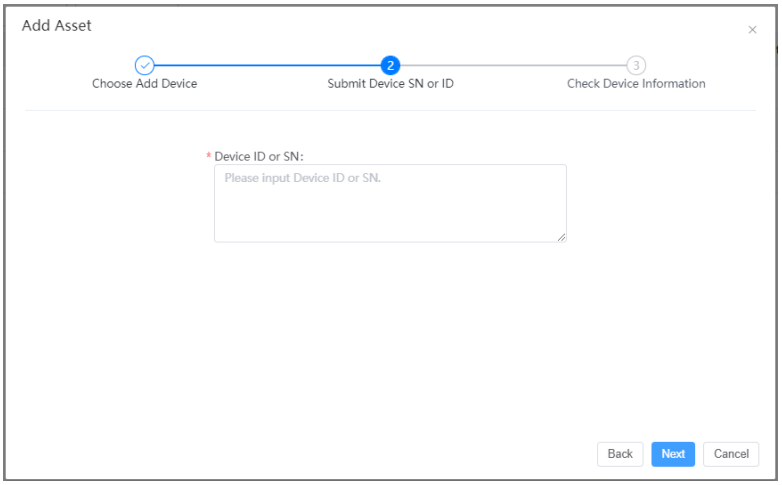
3.1 Add Your Asset

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:



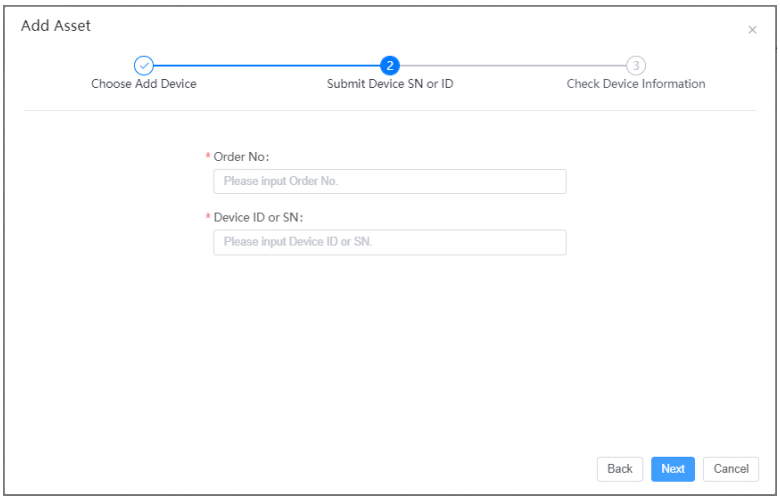
1. **Add a device.**: This is suitable for customers who only bought one device.



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.



NOTE

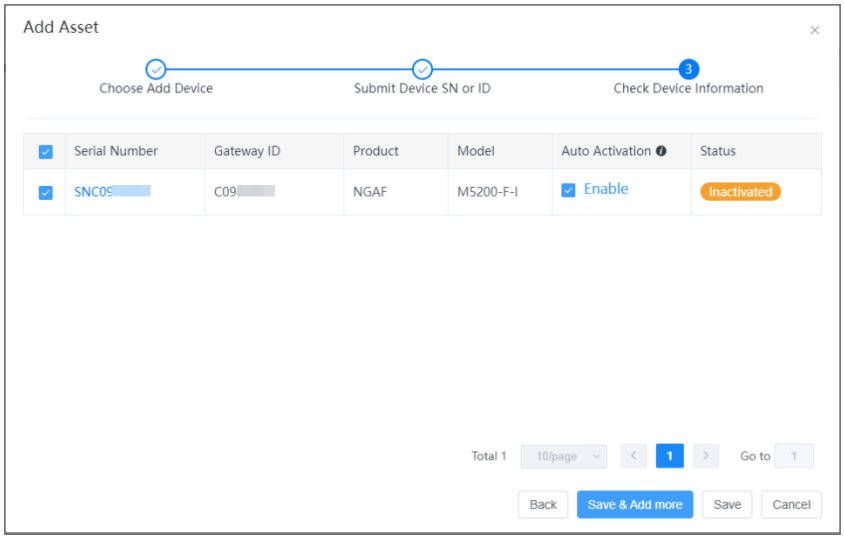
The portal support adding physical NGAF version 8.0.26 and above, and the order should be placed after 13th Oct 2021.

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.

Step 2. Input the **Device ID or SN** of the device you purchased.

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

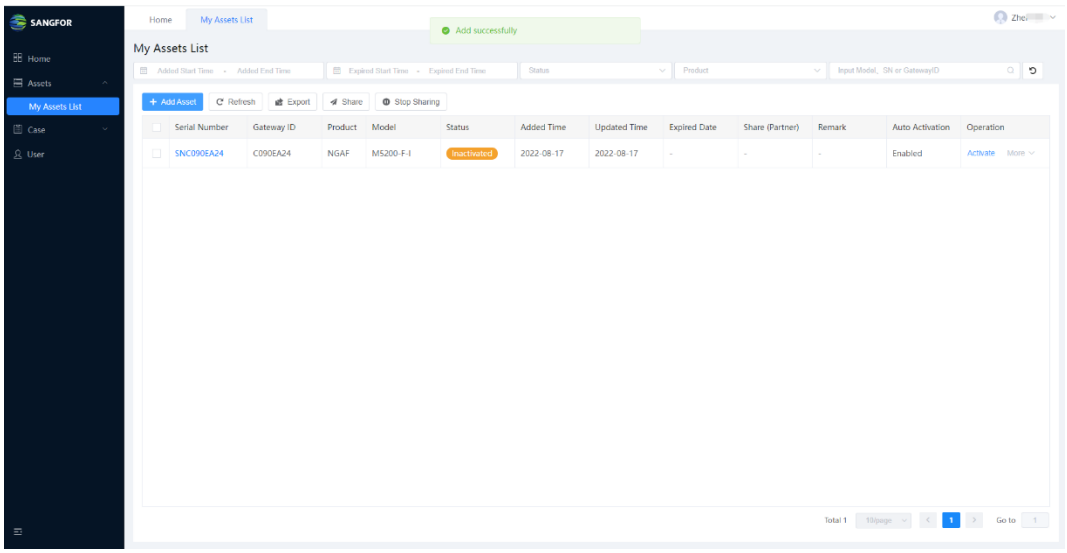


There is an **Auto Activation** option. When Auto Activation is enabled, the device will be automatically activated after it connects to the internet.

NOTE

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.

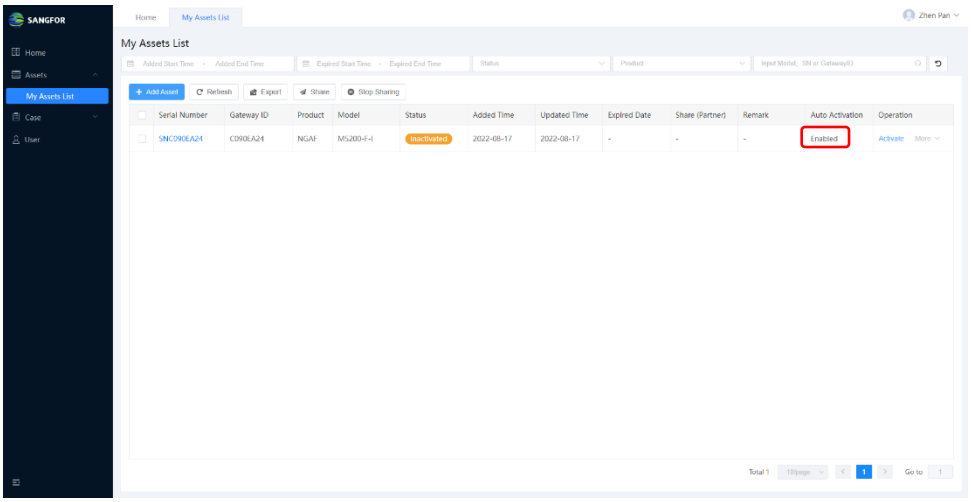
Step 4. Click **Save** if the information is correct. Then your device is added successfully. You can view the added asset on **My Assets List**.



3.2 Device Activation

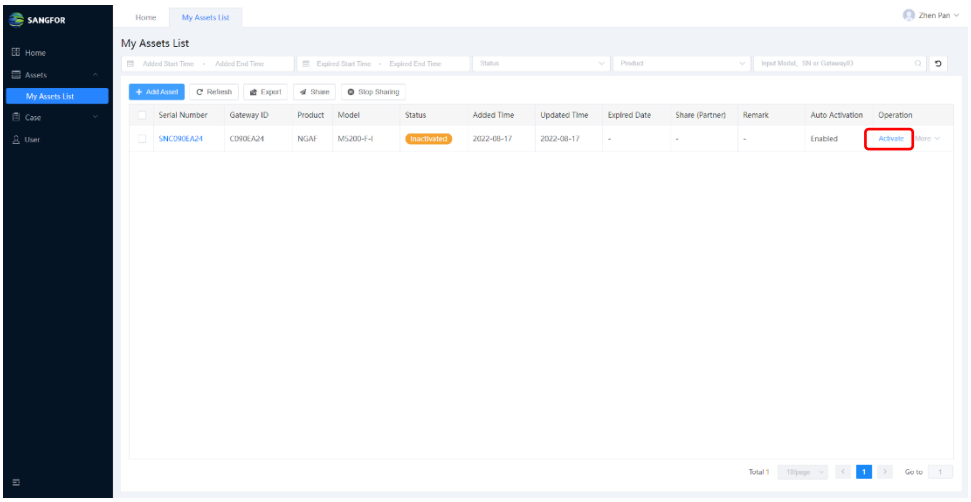
3.2.1 Online Activation

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

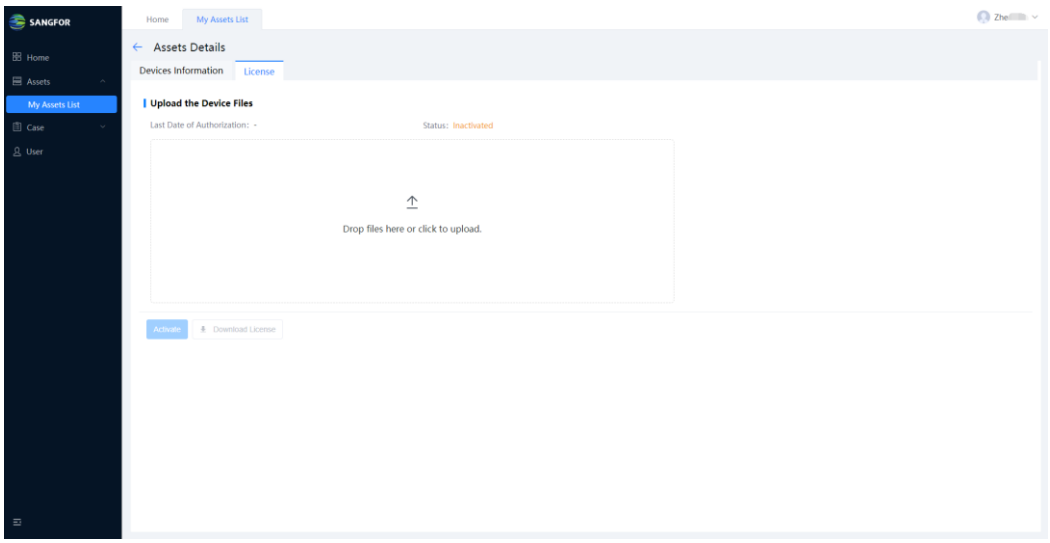


3.2.2 Offline Activation

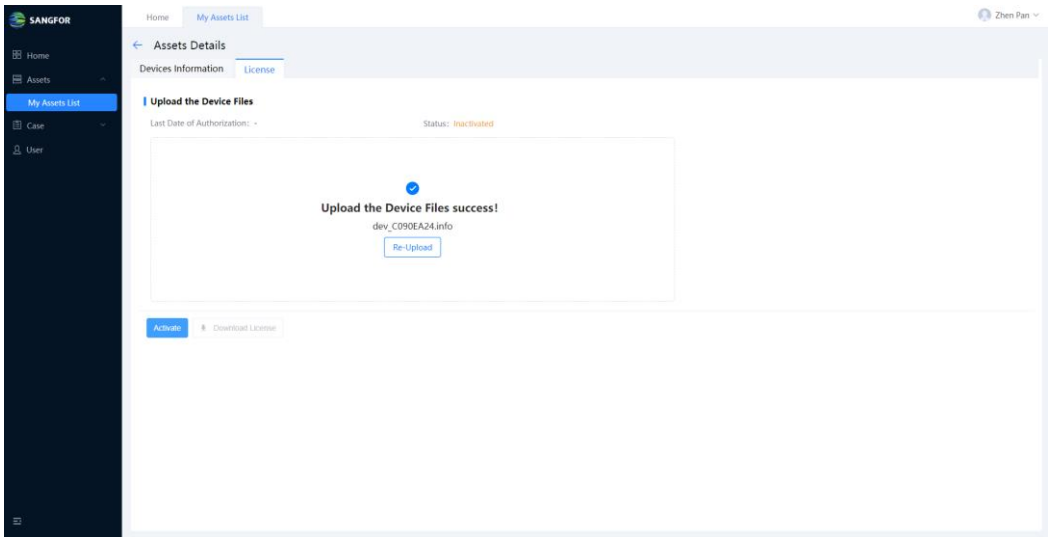
If the device cannot connect to the internet, you may activate the device manually by clicking the **Activate** button.



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



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

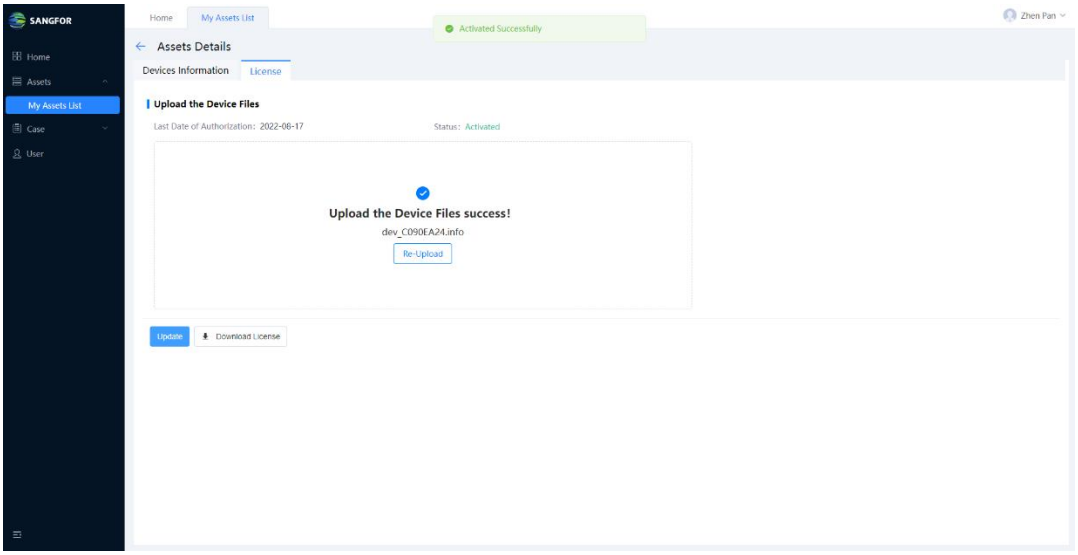


After uploading the **Device Files**, you can click **Activate** to activate the device.

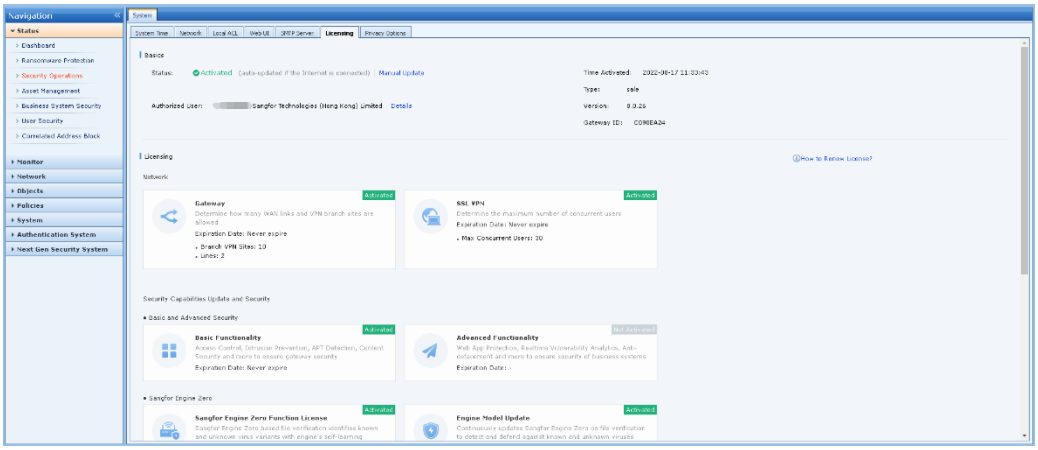
NOTE

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

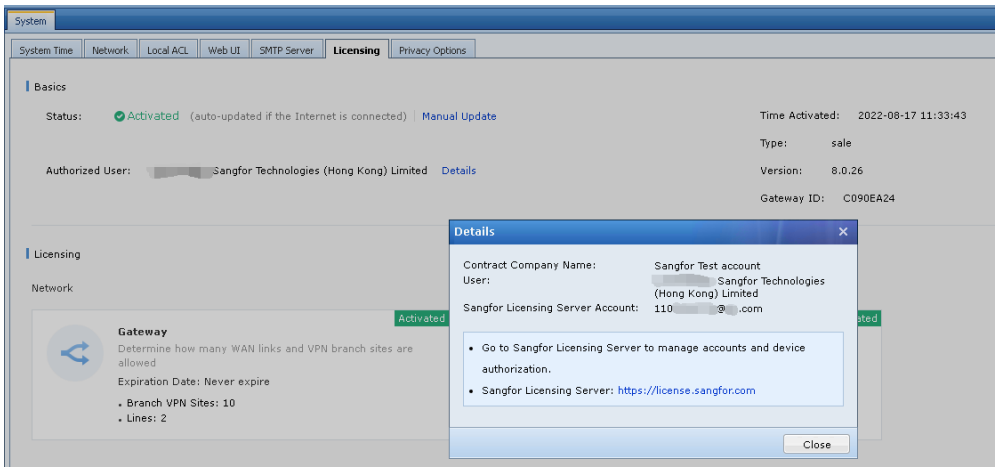
Step 3. As you can see, the device has been activated, and you can download the license file from this page by clicking **Download License**.



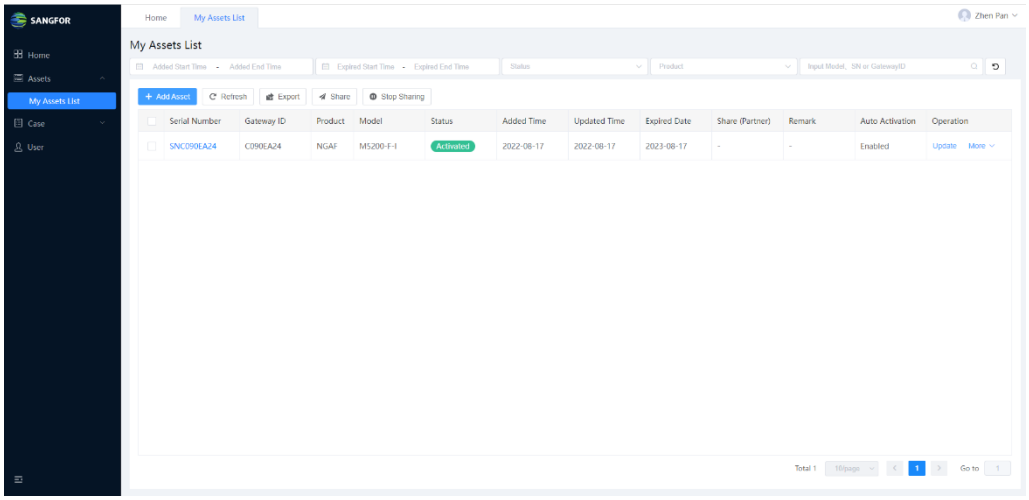
Step 4. After importing the license file to the device, the device will be activated and licensed.



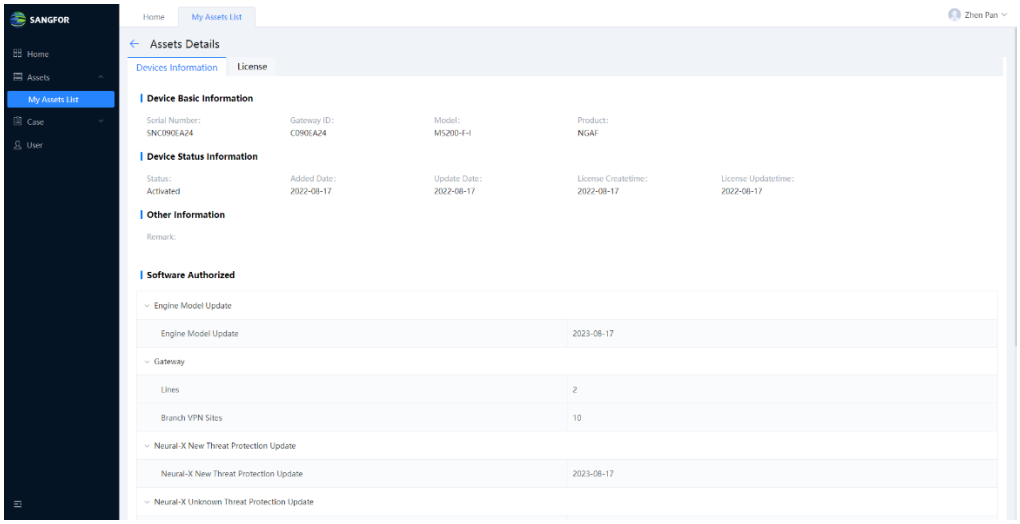
You may navigate to the relevant product web console to check the support portal account information. In this example, navigate to NGAF's **System > System > Licensing**, and click the **Details** beside **Authorized User**. You may find the company name and email address of your Support Portal account.



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.



The entitlement of the device will be displayed here.

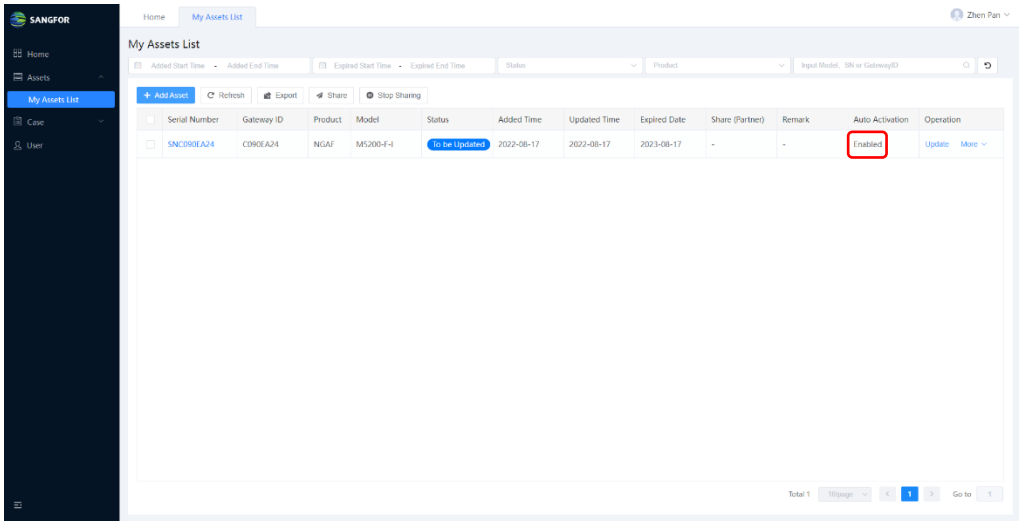


3.3 Update the Device License

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

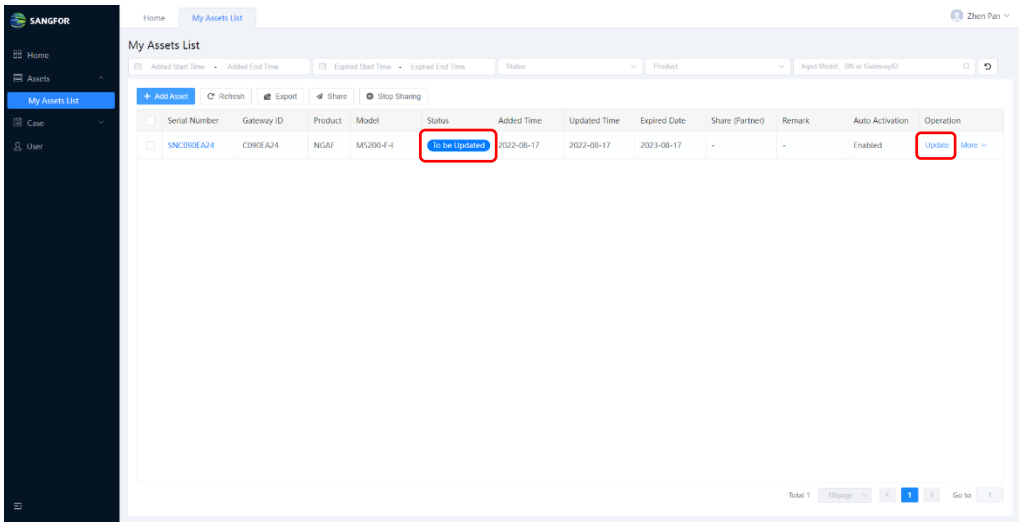
3.3.1 Online Update

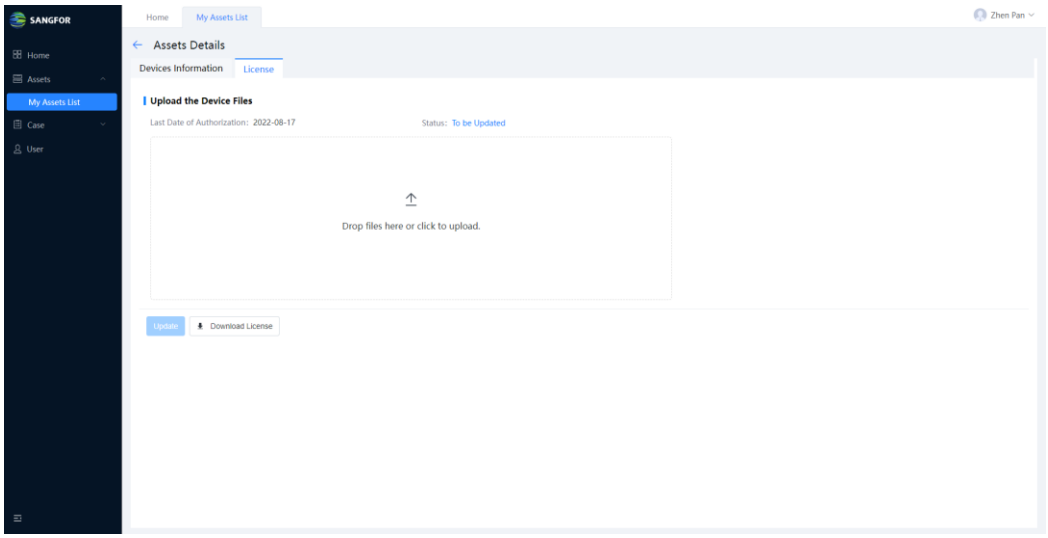
If the device is connected to the internet and enabling **Auto Activation**, then the device will automatically download and update the new license file.



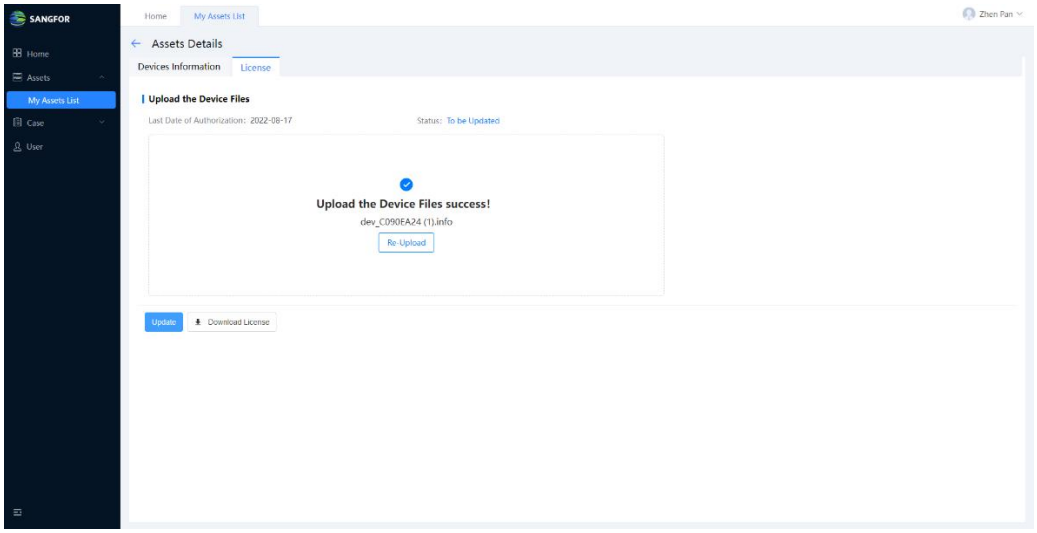
3.3.2 Offline Update

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

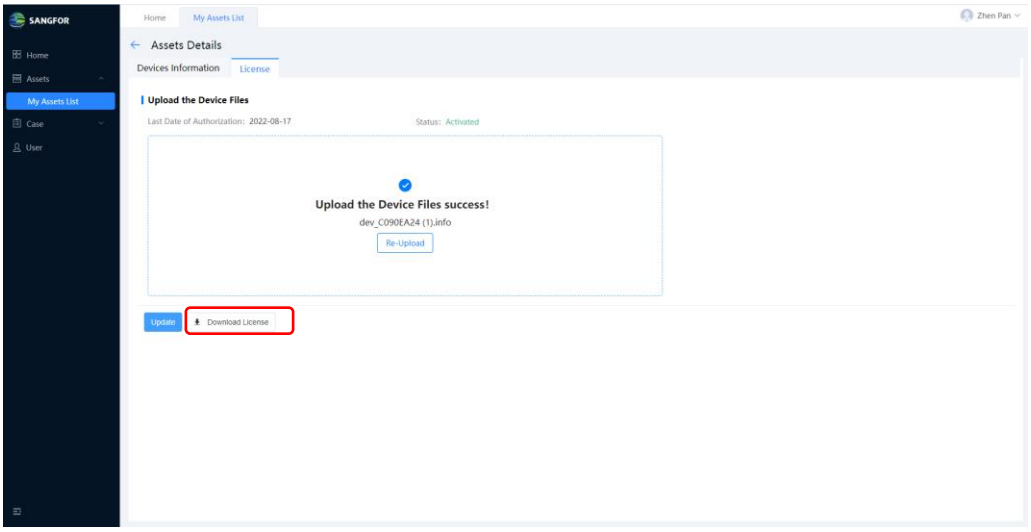


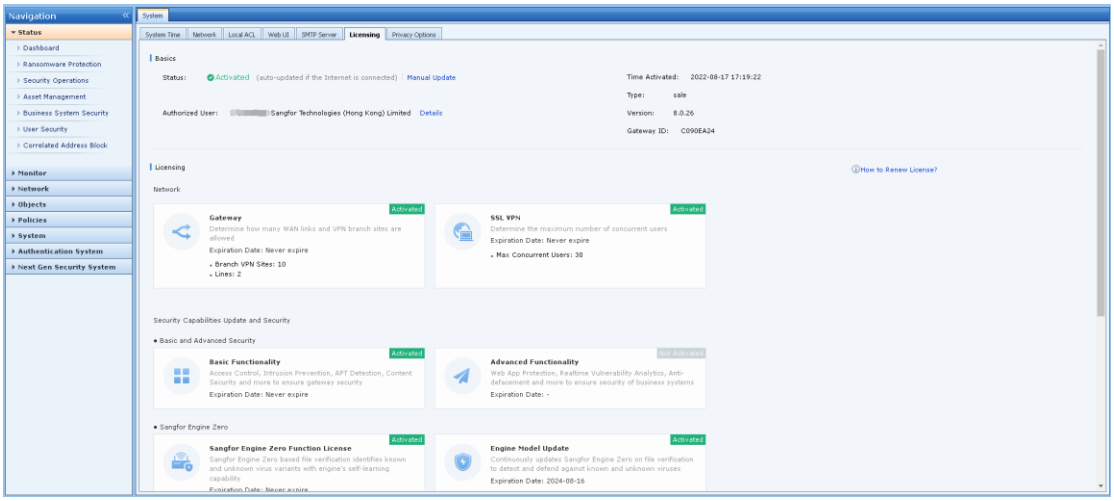


You should download the latest **Device Files** from the device and upload them to the server.

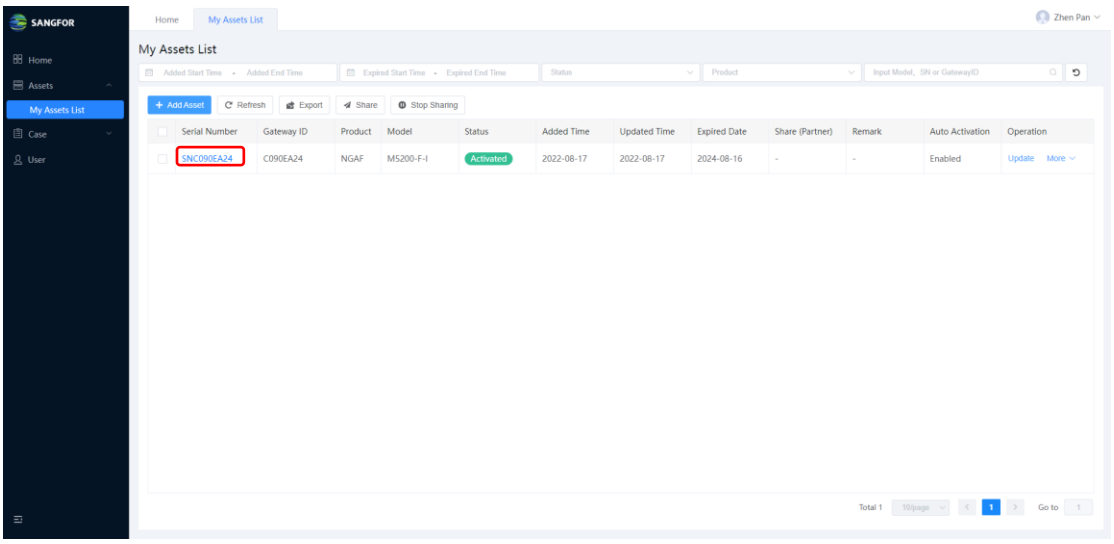


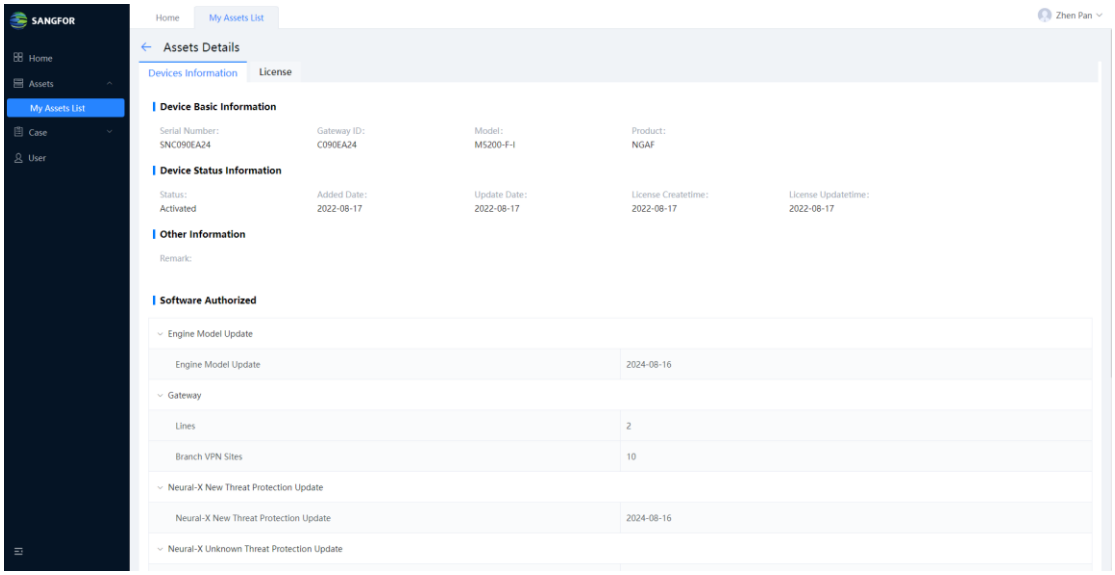
After clicking the **Update**, the device status will change to **Activated**. Additionally, you can click **Download License** to download the license file to update the asset license.





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.





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.

SS Sangfor System
To: [redacted]ngfor.com.cn

Dear Eric Chen,

Thank you for choosing Sangfor.
A friendly reminder that your Sangfor device(s) will expire soon. After the software license or service expires, some device modules will not be working, nor will you be unable to get support from Sangfor, which brings inconveniences and unexpected issues to your business.
Please find below device information for reference or log in Sangfor Support Portal for more detail.

Gateway ID	Serial Number	Product	Model	Status	Expiry Date
BA[redacted]	505[redacted]	NGAF	M4500-F-I	Activated	2022-08-23
5[redacted]7	505[redacted]	NGAF	M4500-F-I	Inactivated	2022-08-23
86[redacted]	50[redacted]	NGAF	M4500-F-I	To be Updated	2022-09-22
4E[redacted]	50[redacted]	NGAF	M5600-F-I	Expired	2022-11-21
532[redacted]	V[redacted]01	NGAF	M5500-F-I	Activated	2022-10-22

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 Live Chat or Email: marketing@sangfor.com. We are always there to serve you.

Thank you!

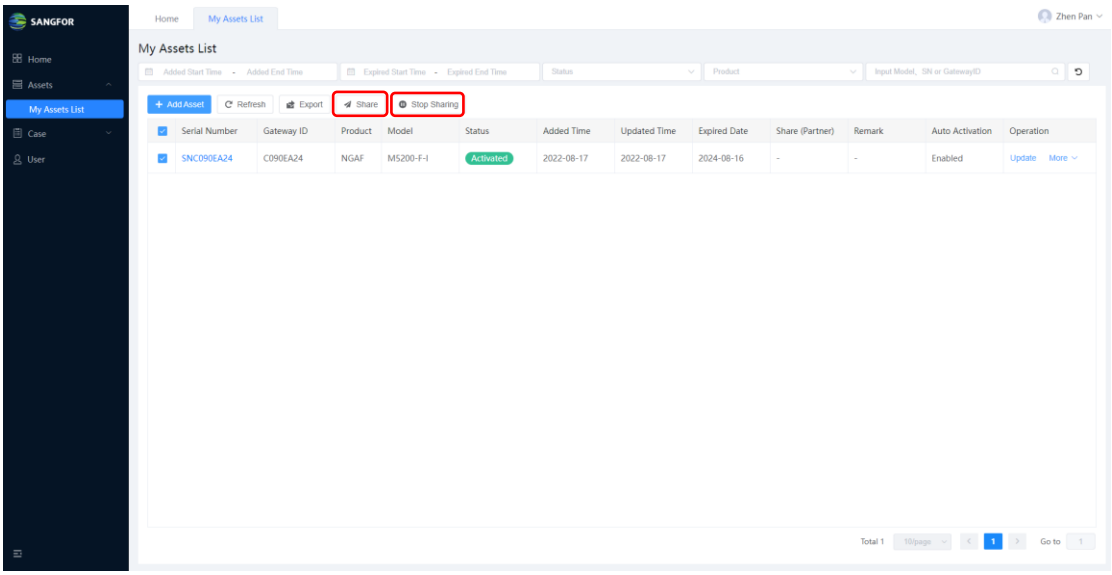
Sangfor Support Portal Team

3.5 Other Operations

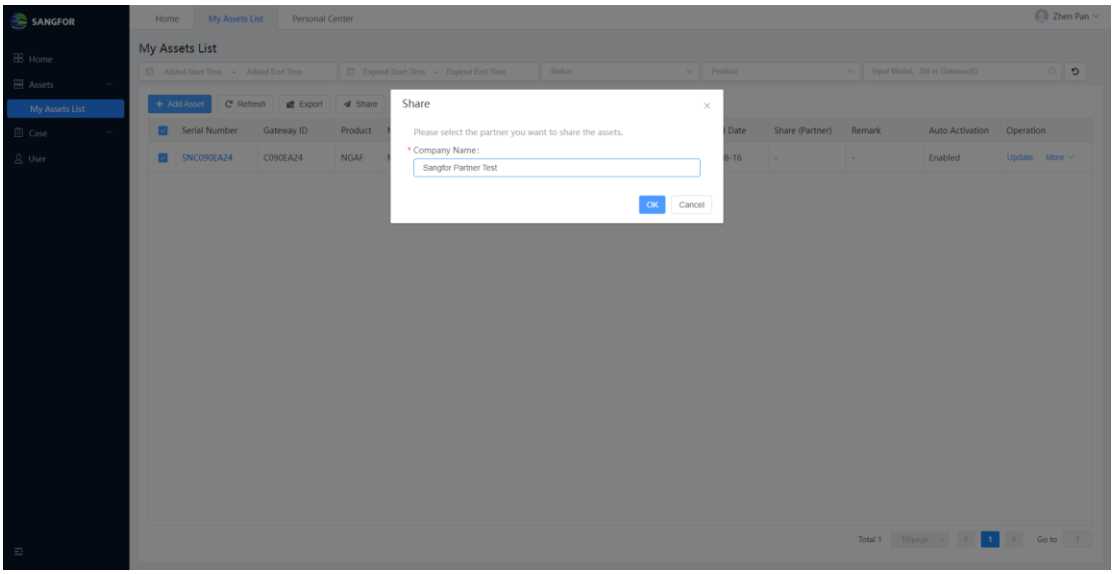
3.5.1 Share to Partner

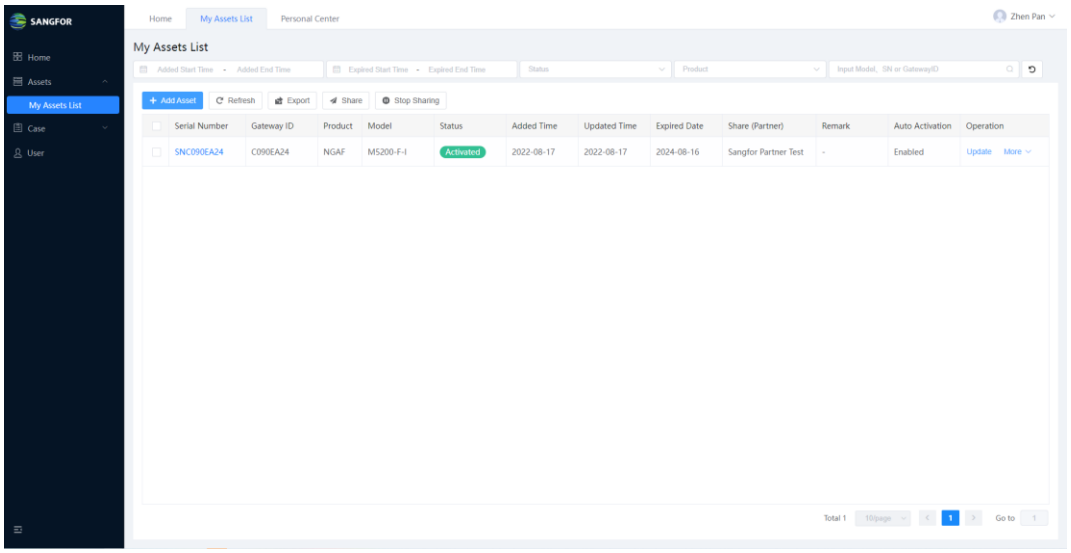
After you have added your asset, you can share the asset information with the Sangfor Partner so that they can help to manage your device.

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**.

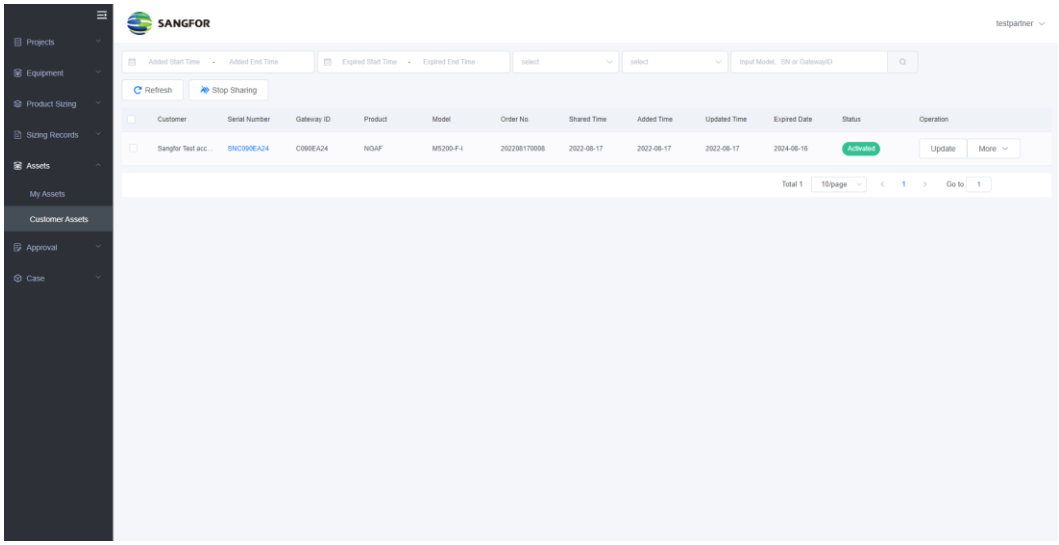


Fill in the **Partner Company Name**. You may check with your partner if you do not know their company name.





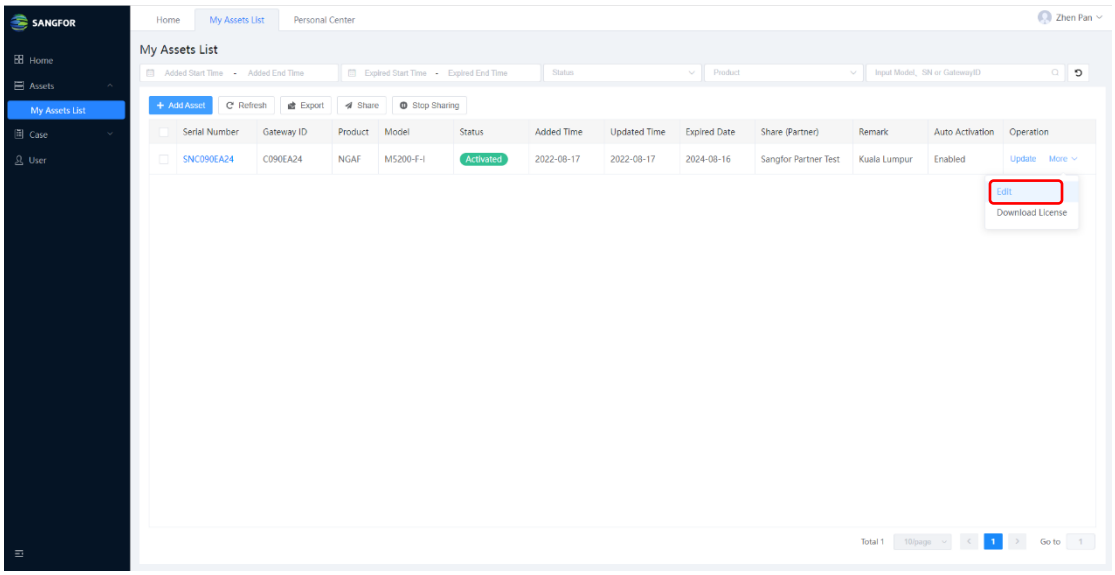
Partners can log in to **Partner Portal**(partnerportal.sangfor.com) to check the asset status after you share the asset with them. Partner can also update the license when a new order is placed and download the license for you.

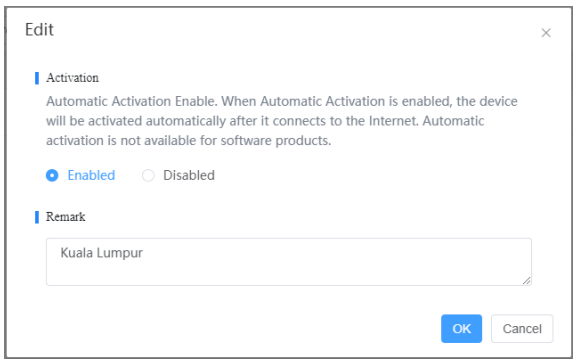


The shared asset will expire within **three months**. The support portal also will send an email to notify the partner.

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
Home
Assets
My Assets List
Case
User
Home
My Assets List
Personal Center
Zhen Pan
My Assets List
Add Asset
Refresh
Export
Share
Stop Sharing
Serial Number
Gateway ID
Product
Model
Status
Added Time
Updated Time
Expired Date
Share (Partner)
Remark
Auto Activation
Operation
SNC090EA24
C090EA24
NGAF
M5200-F-I
Activated
2022-08-17
2022-08-17
2024-08-16
Sangfor Partner Test
Kuala Lumpur
Enabled
Update
More
Edit
Download License


Edit
Activation
Automatic Activation Enable. When Automatic Activation is enabled, the device will be activated automatically after it connects to the Internet. Automatic activation is not available for software products.
Enabled
Disabled
Remark
Kuala Lumpur
OK
Cancel

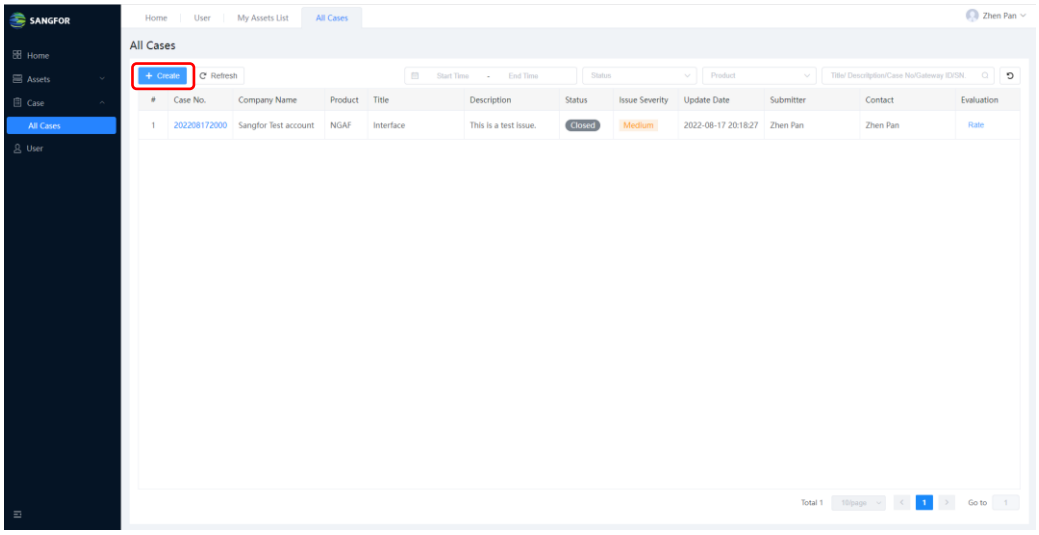
4 Case Management

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

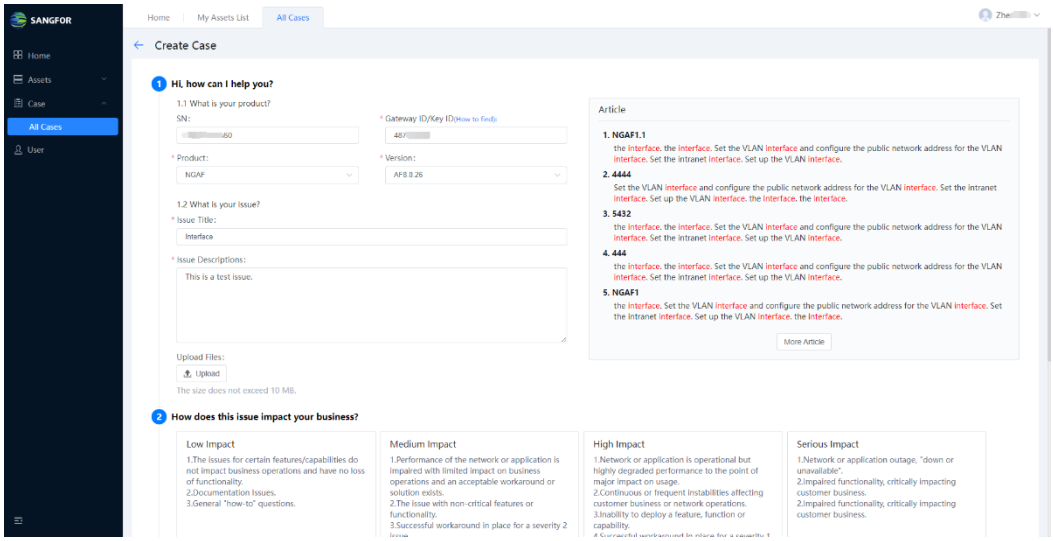
You can submit a case when you face any technical issue, check the case progress at any time, escalate your case when you're not satisfied, and also rate the service after the case is resolved.

4.1 Create a Case

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



Step 2. Please fill in the field as required.



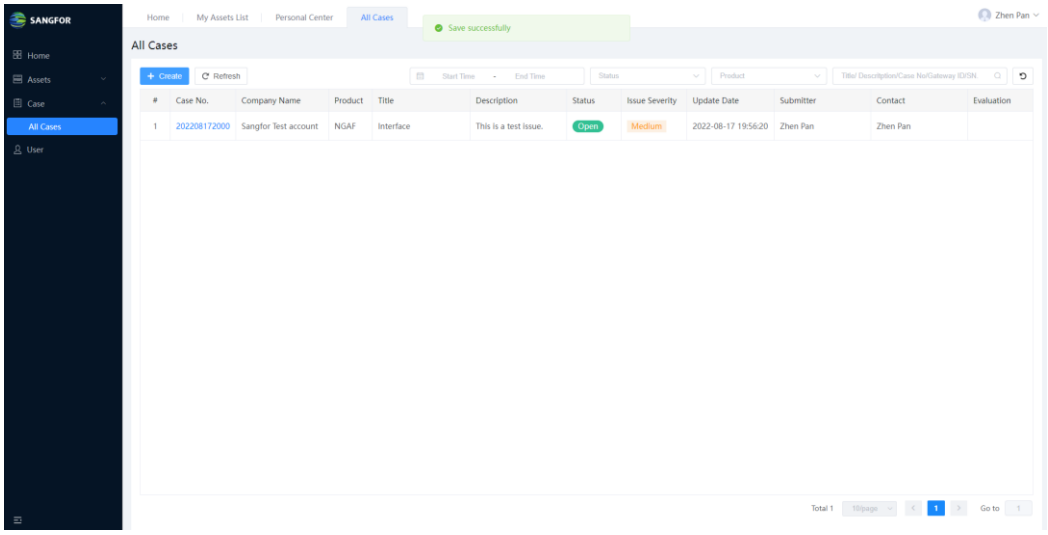
When you input your issue in the **Issue Title**, the articles relating to your issues

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.

NOTE

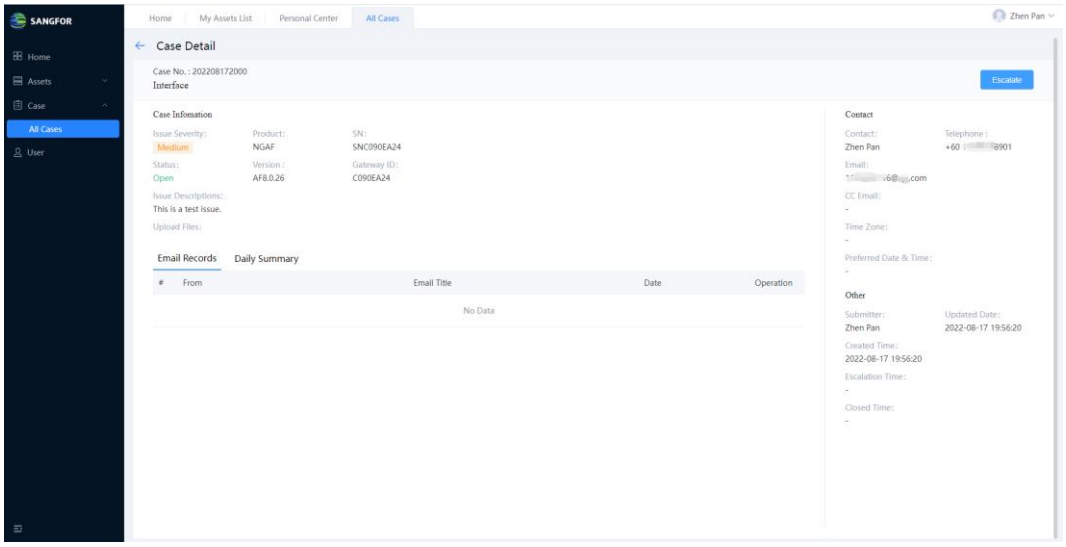
When you select the case severity as **High Impact** or **Serious Impact**, please call our support center to ensure your case responds promptly.

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.



4.2 Check Case Progress

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

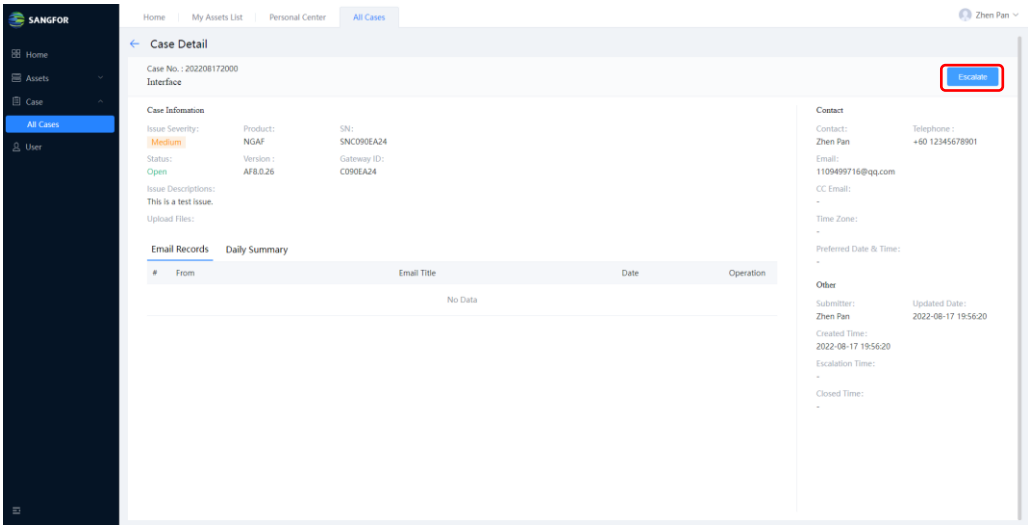


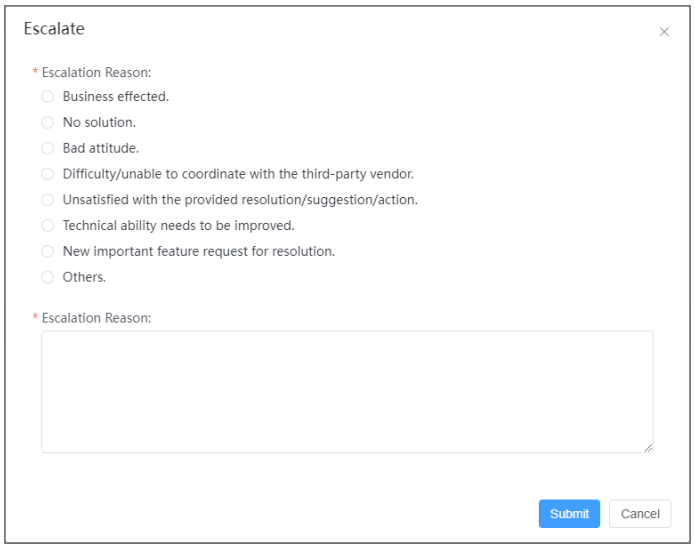
Email Records will show the email communication with our support center.

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.

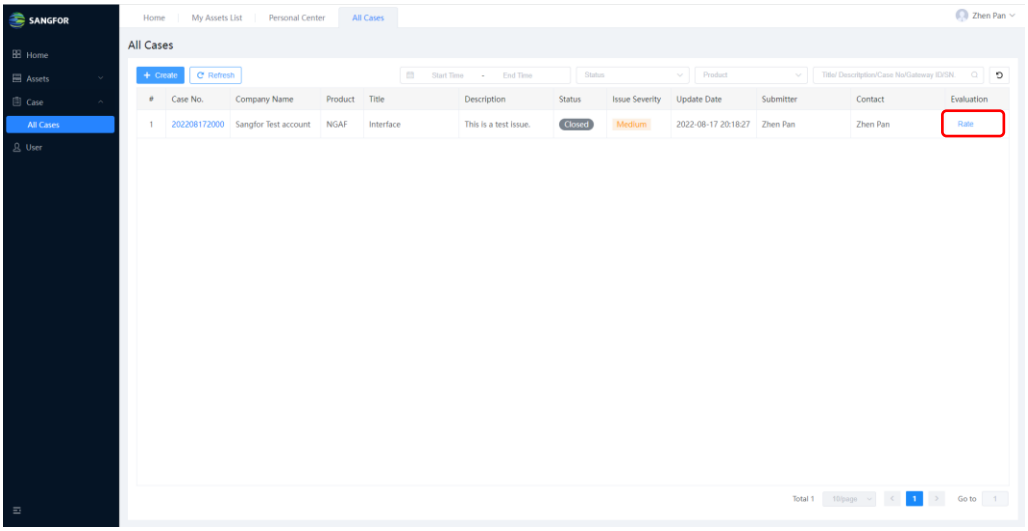


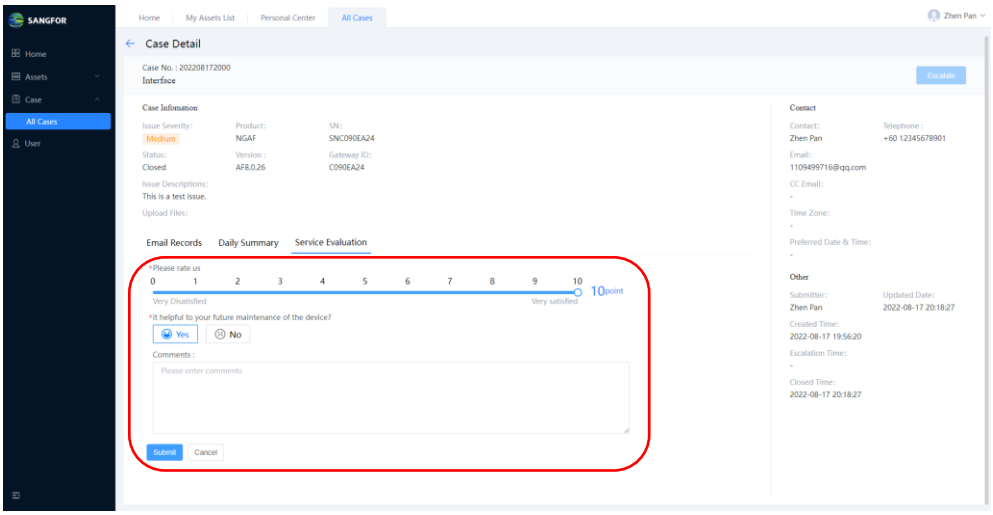


Select the reason to escalate, click **Submit**, and the system will notify the support team.

4.4 Service Evaluation

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

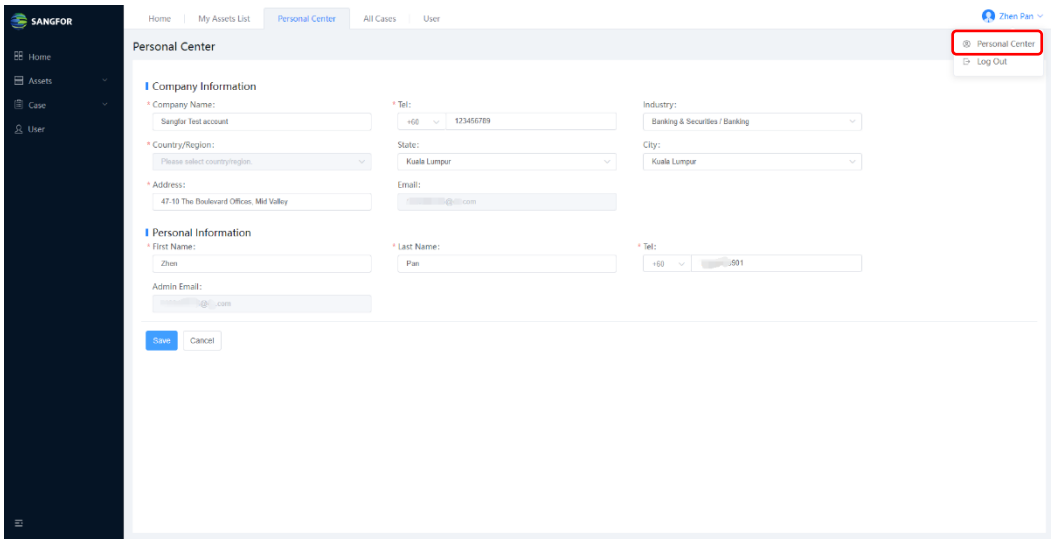

SANGFOR
Home
My Assets List
Personal Center
All Cases
Zhen Pan
All Cases
Create
Refresh
Case No.
Company Name
Product
Title
Description
Status
Issue Severity
Update Date
Submitter
Contact
Evaluation
202208172000
Sangfor Test account
NGAF
Interface
This is a test issue.
Closed
Medium
2022-08-17 20:18:27
Zhen Pan
Zhen Pan
Rate


SANGFOR
Case Detail
Case No. : 202208172000
Interface
Escalate
Case Infomation
Issue Severity:
Medium
Product:
NGAF
SN:
SNC090EA24
Status:
Closed
Version:
AF8.0.26
Gateway ID:
C090EA24
Issue Descriptions:
This is a test issue.
Upload Files:
Contact
Contact:
Zhen Pan
Telephone :
+60 12345678901
Email:
1109499716@qq.com
Email Records
Daily Summary
Service Evaluation
*Please rate us
0 1 2 3 4 5 6 7 8 9 10
10point
Very Disatisfied
Very satisfied
*It helpful to your future maintenance of the device?
Yes
No
Comments :
Please enter comments
Submit
Cancel
Other
Submitter:
Zhen Pan
Updated Date:
2022-08-17 20:18:27
Created Time:
2022-08-17 19:56:20
Escalation Time:
Closed Time:
2022-08-17 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.

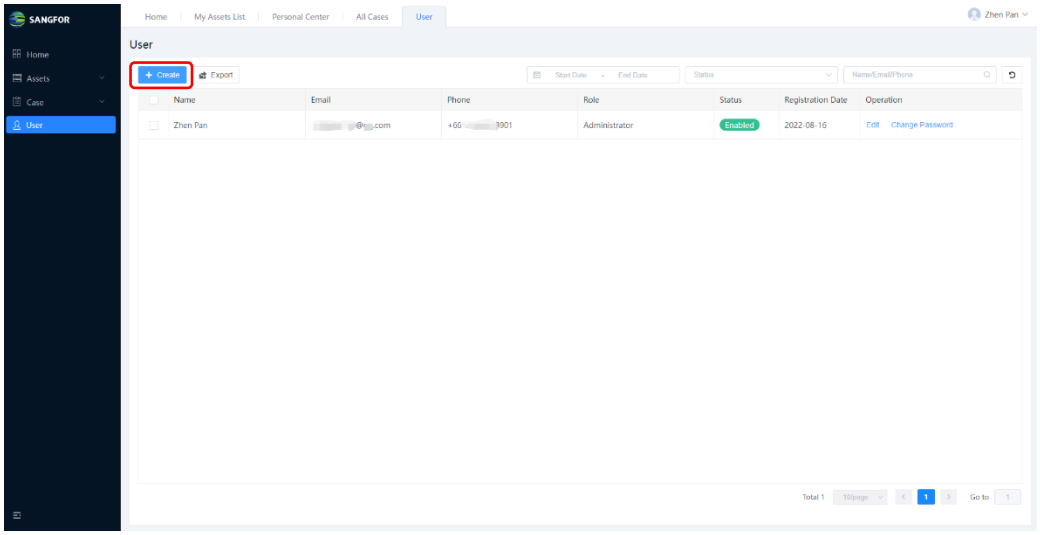


As an administrator, you can edit some of the information on this page.

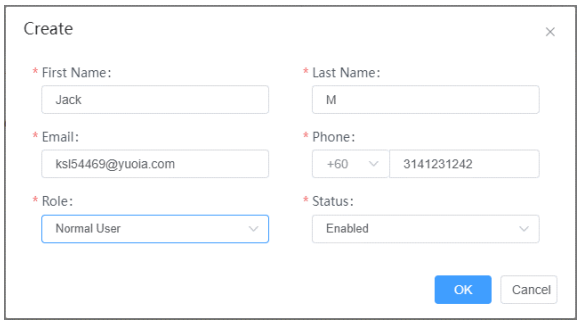
5.2 Manage Users

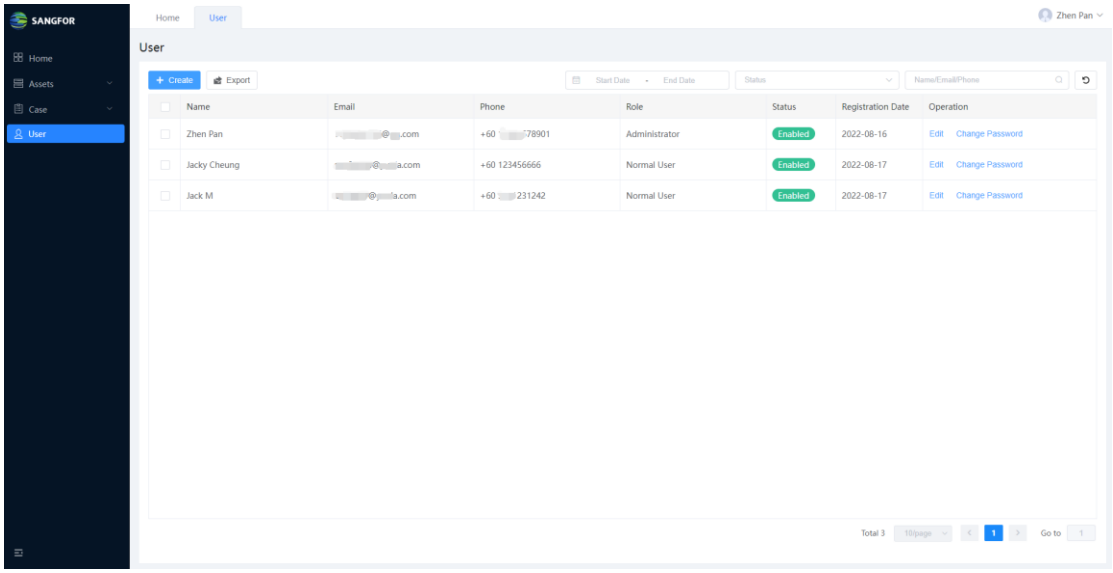
5.2.1 Create a User

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.

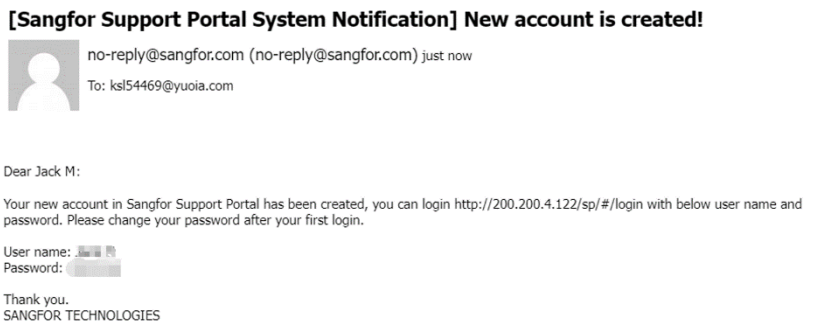


Navigate to **User**, click **Create**, select **Normal User** for **Role**, input all the other required informations, and click **OK**.





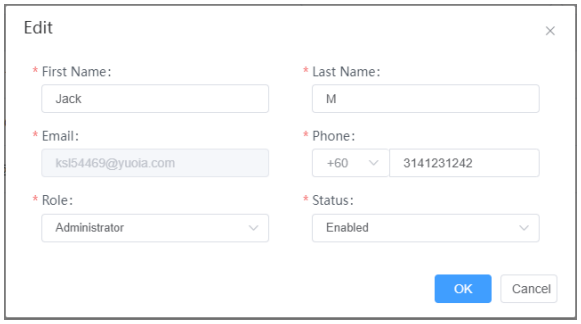
The support portal will send the username and password to the newly created user's email address. The user can log in as a **Normal User** to the support portal using the username and password.



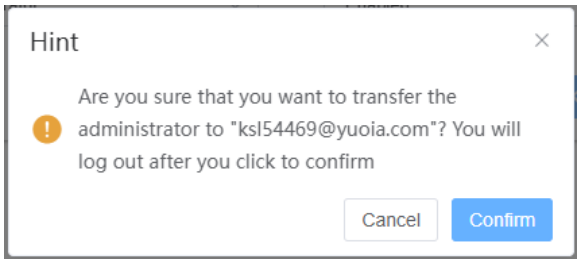
5.2.2 Change Administrator

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

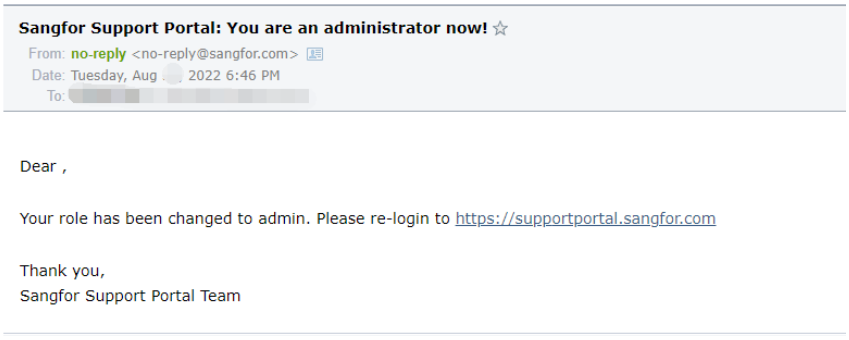
Select a user, click **Edit** of that account under the **Operation** column, change the **Role** from **Normal User** to **Administrator**, then click **OK**.



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! ☆

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

Dear ,

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

Thank you,
Sangfor Support Portal Team

SANGFOR