



**SANGFOR**

# 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

[tech.support@sangfor.com](mailto: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.

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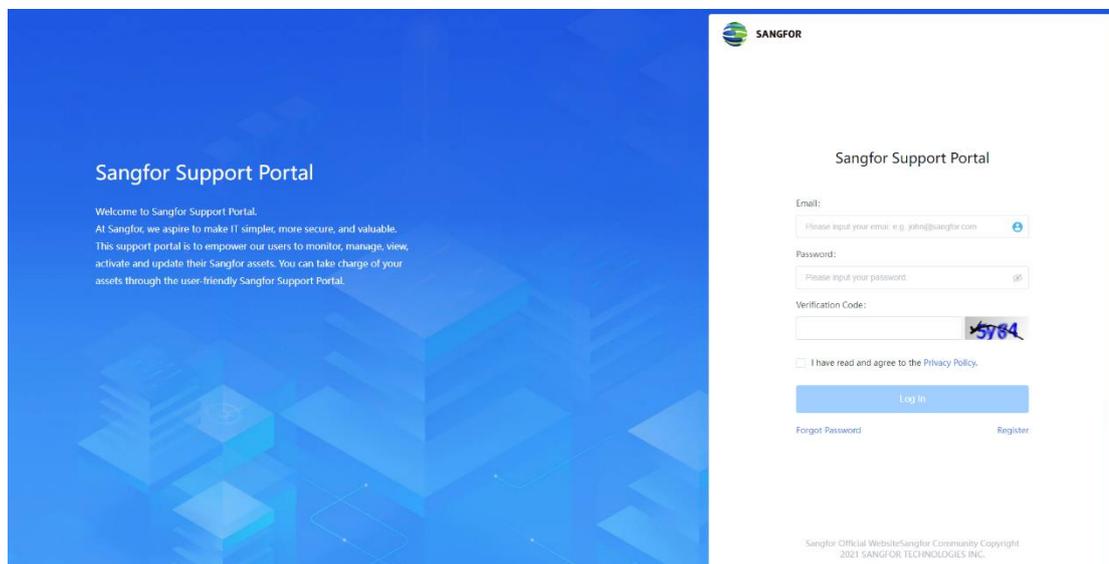
# 1 Introduction

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.

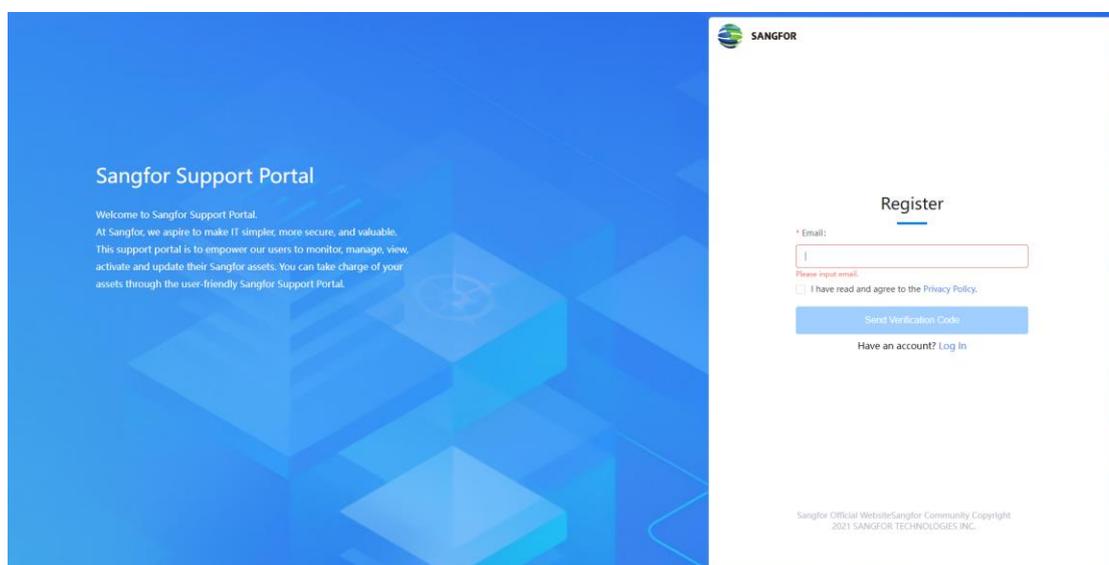
You can take charge of your assets through the user-friendly Sangfor Support Portal.

## 2 Register An Account

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

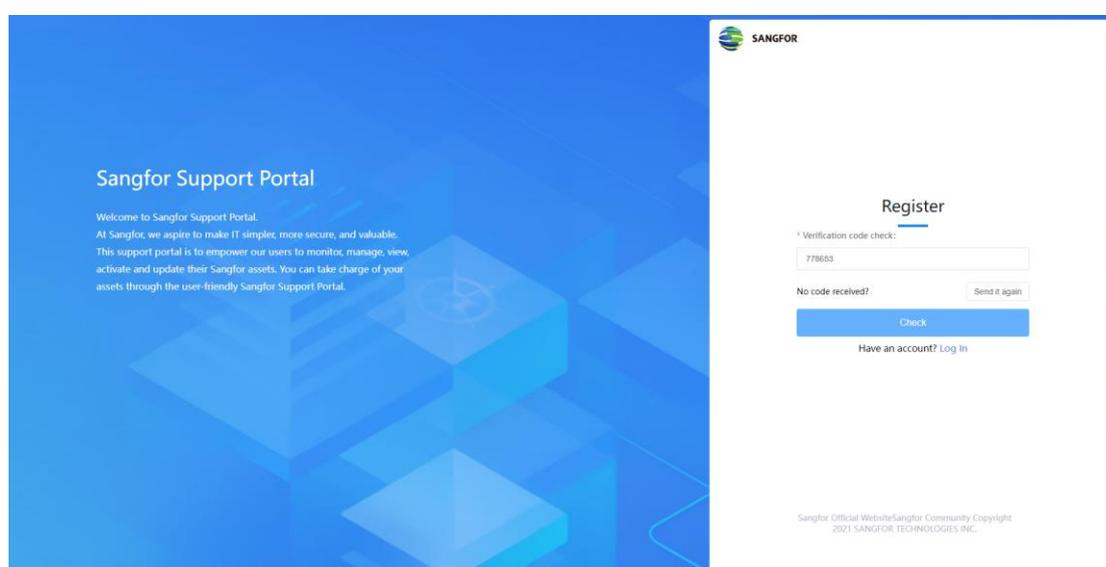
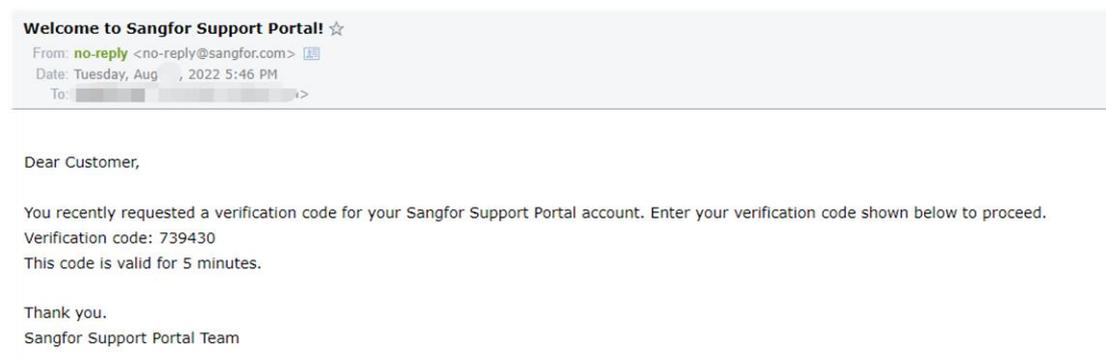


**Step 2.** Fill in your email address, check the **I have read and agree to the Privacy Policy** checkbox, then click **Send Verification Code**.



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.

The registration form contains the following fields:

- Password:** Password (Please input password), Confirm Password (Please confirm password).
- Company Information:** Company Name (Please input company name), Industry (Please select industry), Country/Region (Please select country/region), City (Please select city), State (Please select state), Address (Please input address), Tel (Please input the region code or phone), Code (Please input the region code or phone).
- Personal Information:** First Name (Please input first name), Last Name (Please input last name), Tel (Please input the region code or phone), Code (Please input the region code or phone).

**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.

**Overall Summary:**

- Inactivated devices: 0
- Activated devices: 3
- Expired devices: 0
- Devices expires within one month: 0
- Open Case: 7
- Closed Case: 1

**Case Info Table:**

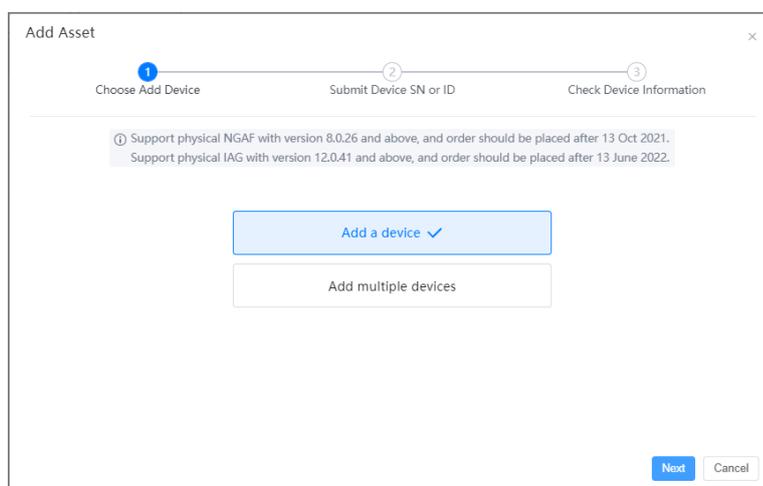
#	Case No.	Company Name	Product	Title	Description	Status	Issue Severity	Update Date	Submitter	Contact
1	202208042003	EC Limited Testing	Platform X	3	test	Open	Critical	2022-08-04 11:54:27	eric chen	eric chen
2	202208042002	EC Limited Testing	SHER	test 3	test 3 test 2	Open	Critical	2022-08-04 10:17:11	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 11:25:59	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

## 3 Assets Management

### 3.1 Add Your Asset

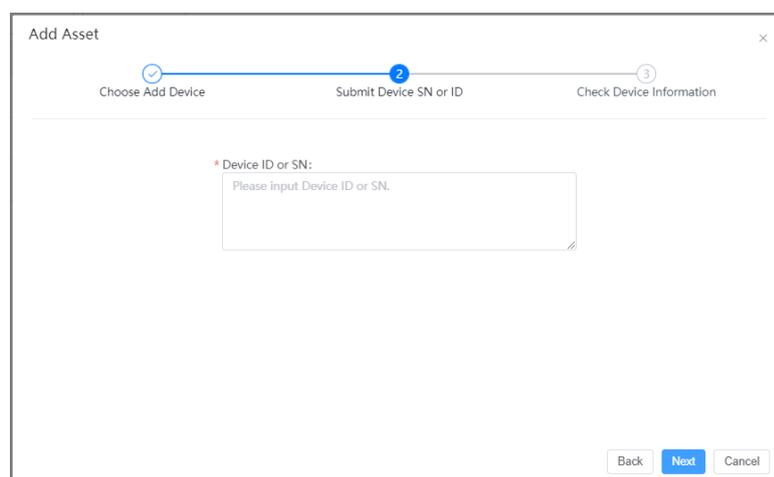
After customers register an account on Sangfor Support Portal, they can add the assets they bought.

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



The screenshot shows the 'Add Asset' dialog box with a progress bar at the top indicating three steps: 1. Choose Add Device (highlighted with a blue circle), 2. Submit Device SN or ID, and 3. Check Device Information. Below the progress bar, there is a note: 'Support physical NGAF with version 8.0.26 and above, and order should be placed after 13 Oct 2021. Support physical IAG with version 12.0.41 and above, and order should be placed after 13 June 2022.' Two buttons are visible: 'Add a device ✓' (highlighted in blue) and 'Add multiple devices'. At the bottom right, there are 'Next' and 'Cancel' buttons.

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

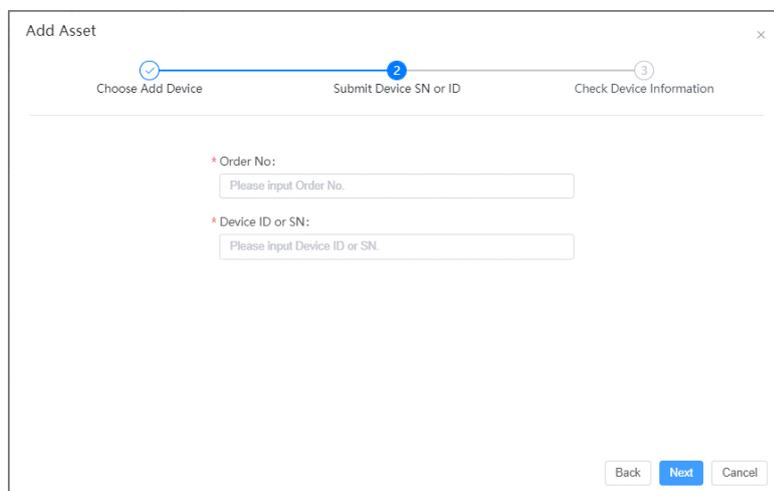


The screenshot shows the 'Add Asset' dialog box with a progress bar at the top indicating three steps: 1. Choose Add Device (checked with a blue checkmark), 2. Submit Device SN or ID (highlighted with a blue circle), and 3. Check Device Information. Below the progress bar, there is a red asterisk and the text '\* Device ID or SN:'. A text input field contains the placeholder text 'Please input Device ID or SN.'. At the bottom right, there are 'Back', 'Next', and 'Cancel' buttons.

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.



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 **NOTE**

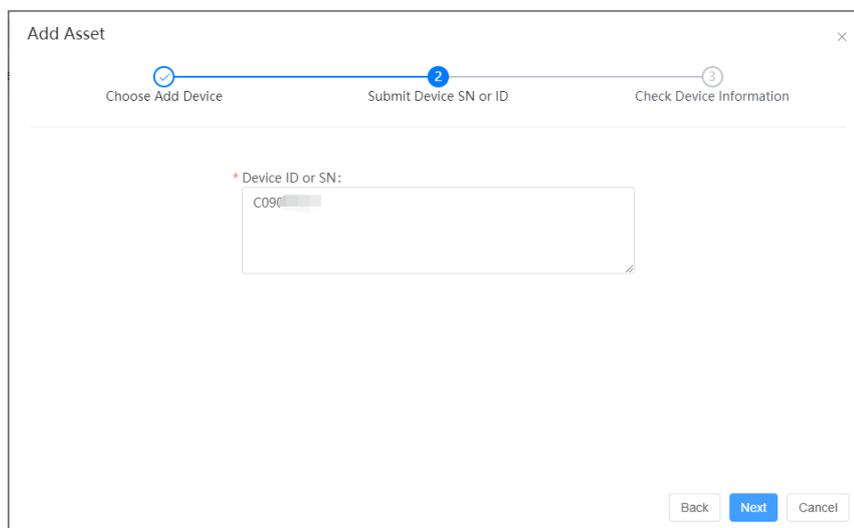
The portal support adding physical NGAF version 8.0.26 and above, and the order should be placed after 13th Oct 2021.

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.

<input checked="" type="checkbox"/>	Serial Number	Gateway ID	Product	Model	Auto Activation	Status
<input checked="" type="checkbox"/>	SNC0905A24	C0905A24	NGAF	M5200-F-I	<input checked="" type="checkbox"/> 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.

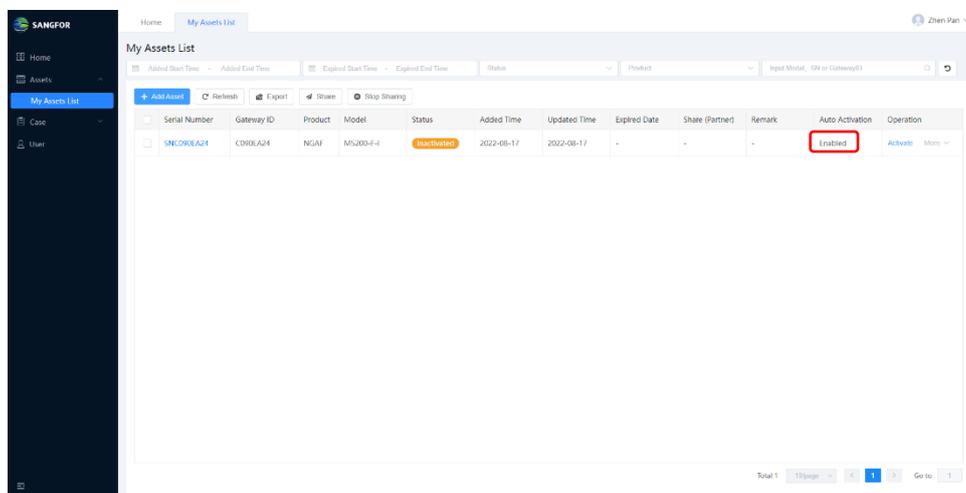
**Step 4.** Click **Save** if the information is correct. Then your device is added successfully. You can view the added asset on **My Assets List**.

<input checked="" type="checkbox"/>	Serial Number	Gateway ID	Product	Model	Status	Added Time	Updated Time	Expired Date	Share (Partner)	Remark	Auto Activation	Operation
<input checked="" type="checkbox"/>	SNC0905A24	C0905A24	NGAF	M5200-F-I	Inactivated	2022-08-17	2022-08-17	-	-	-	Enabled	Activate

## 3.2 Device Activation

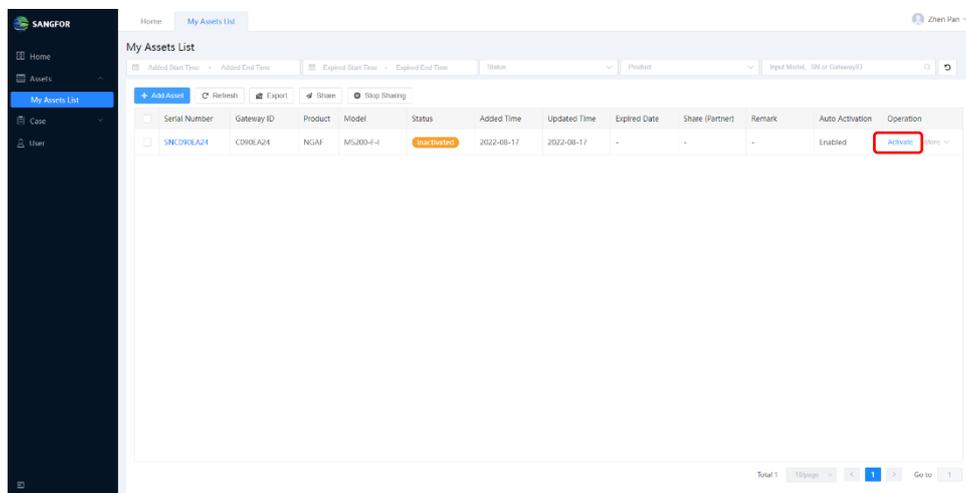
## 3.2.1 Online Activation

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

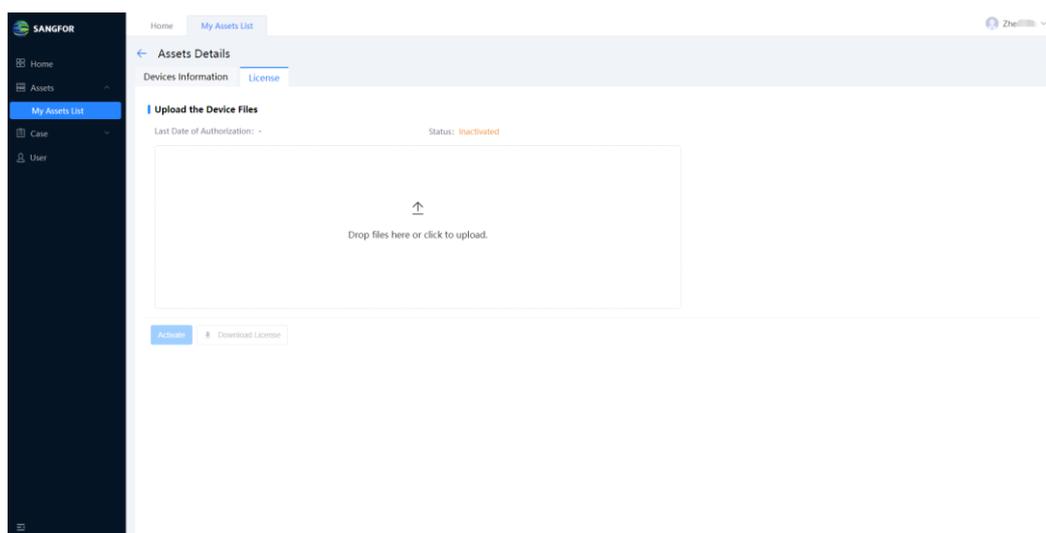


## 3.2.2 Offline Activation

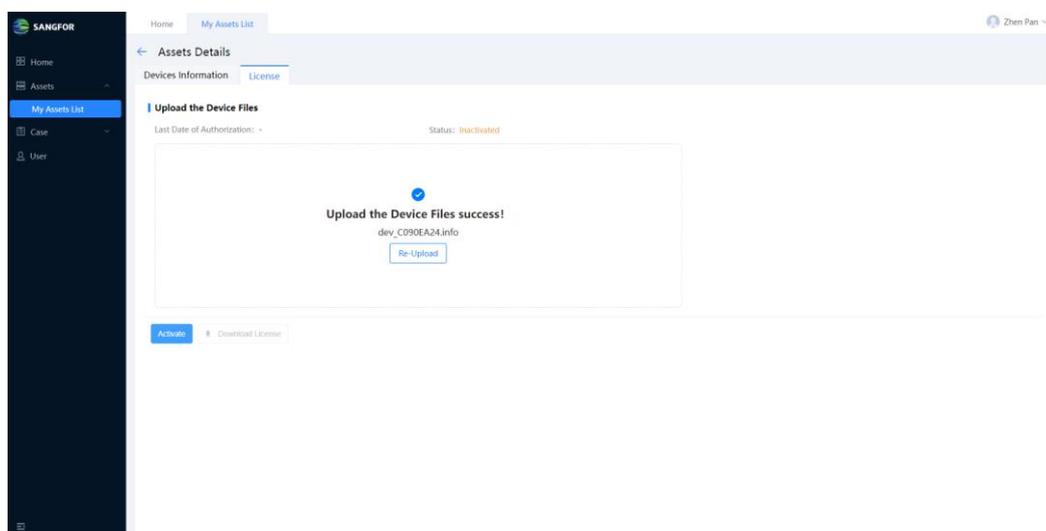
If the device cannot connect to the internet, you may activate the device manually by clicking the **Activate** button.



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



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

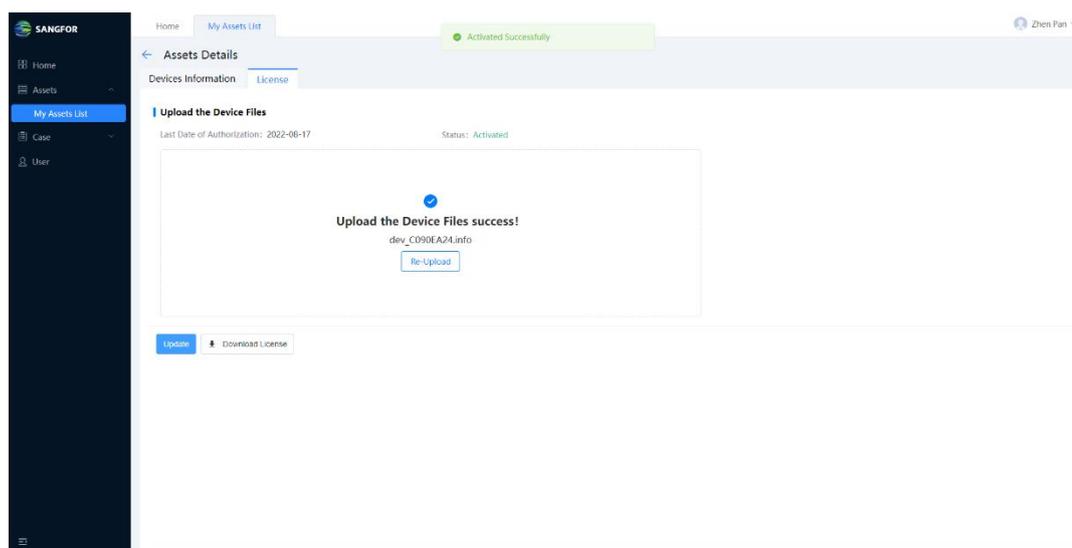


After uploading the **Device Files**, you can click **Activate** to activate the device.

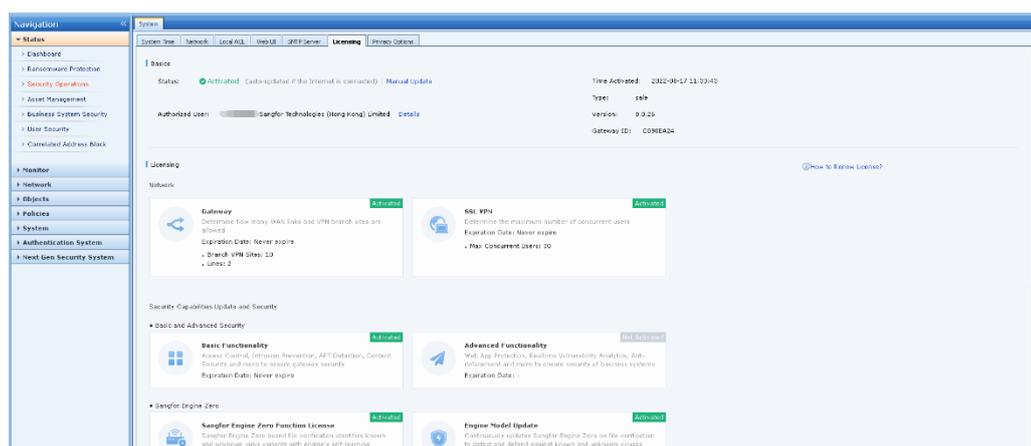
 **NOTE**

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

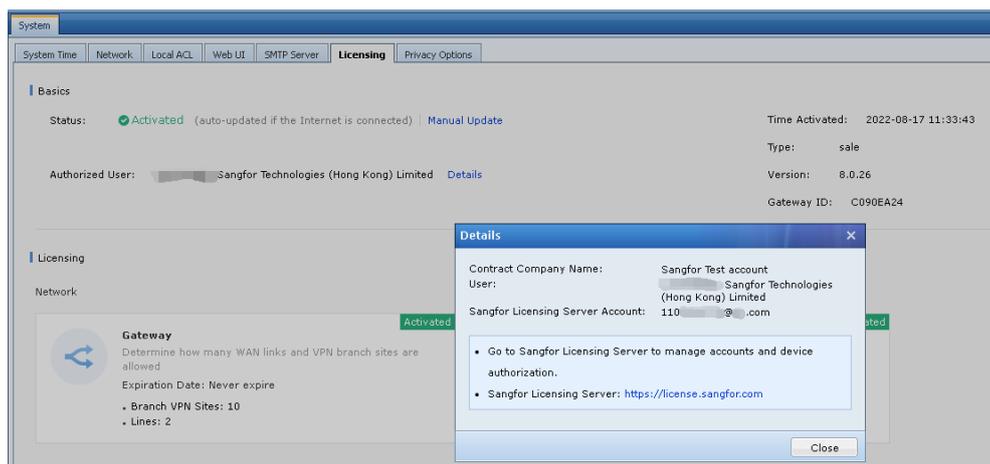
**Step 3.** As you can see, the device has been activated, and you can download the license file from this page by clicking **Download License**.



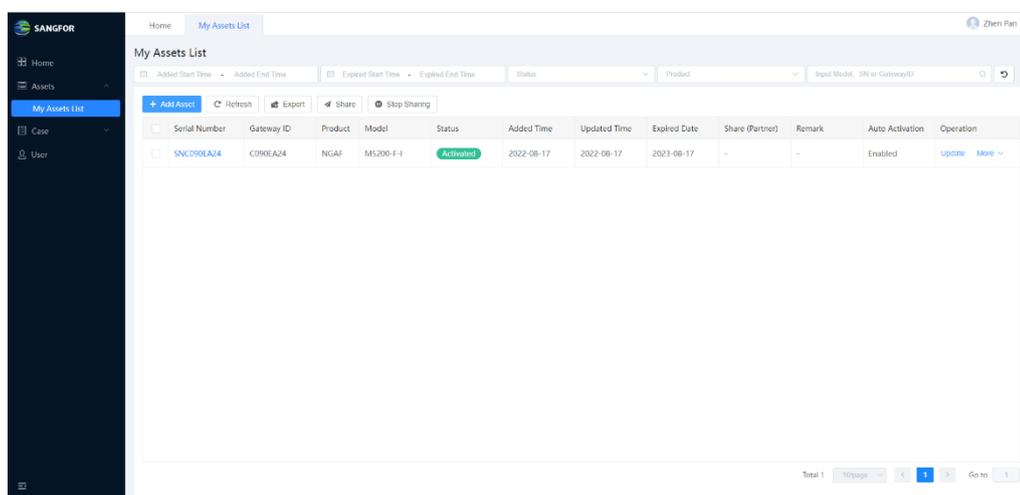
**Step 4.** After importing the license file to the device, the device will be activated and licensed.



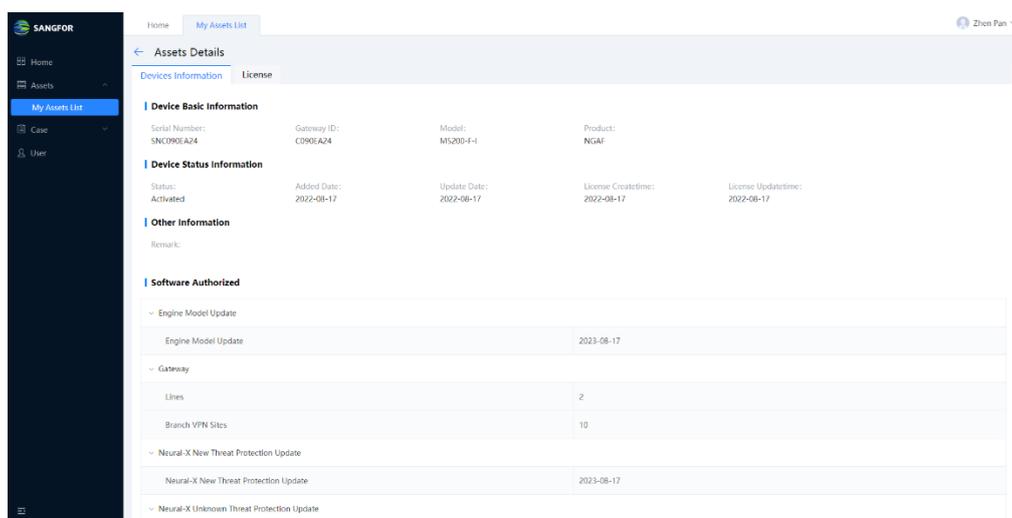
You may navigate to the relevant product web console to check the support portal account information. In this example, navigate to NGAF's **System > System > Licensing**, and click the **Details** beside **Authorized User**. You may find the company name and email address of your Support Portal account.



**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.

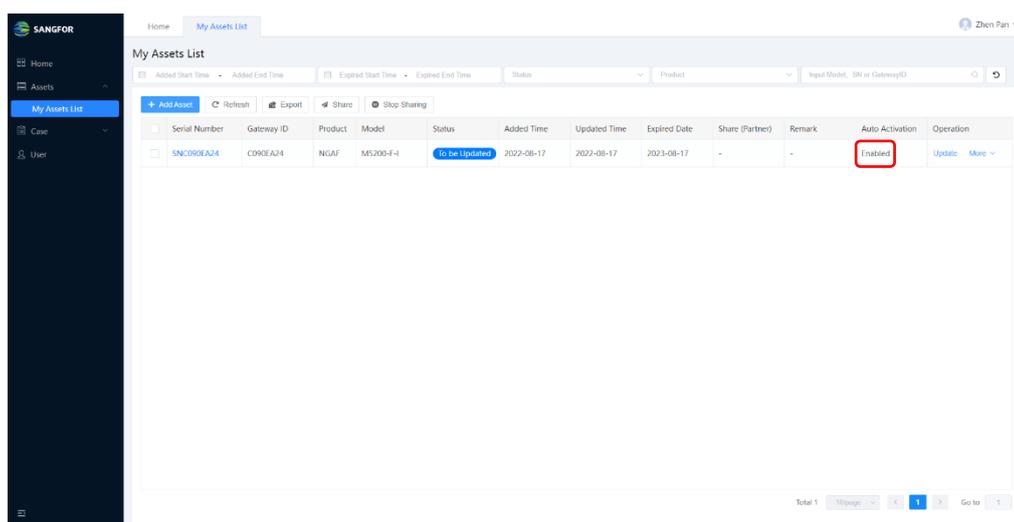


### 3.3 Update the Device License

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

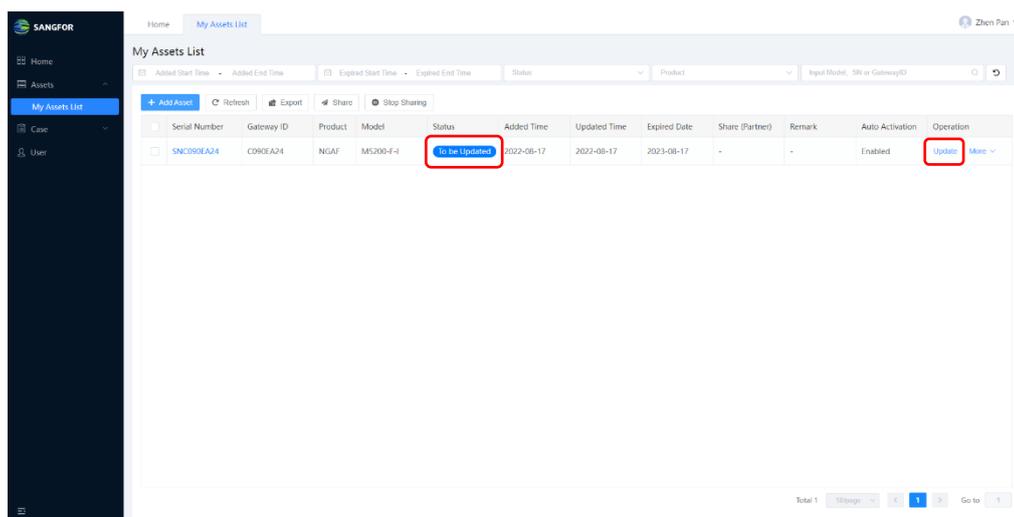
### 3.3.1 Online Update

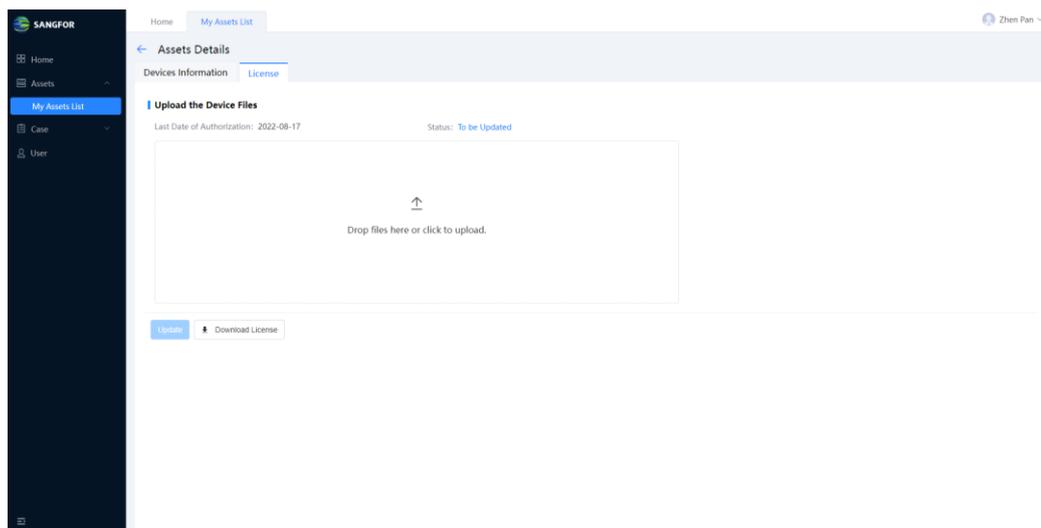
If the device is connected to the internet and enabling **Auto Activation**, then the device will automatically download and update the new license file.



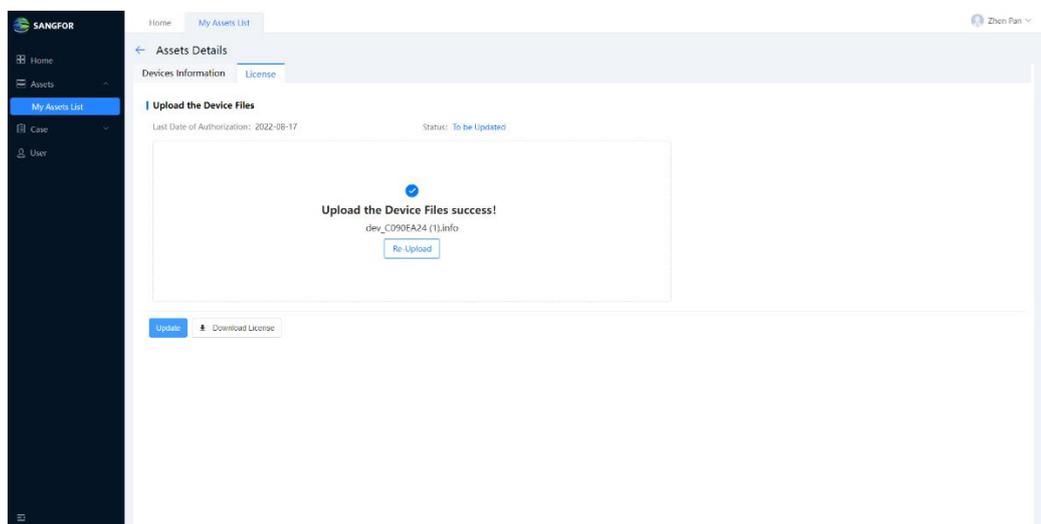
### 3.3.2 Offline Update

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

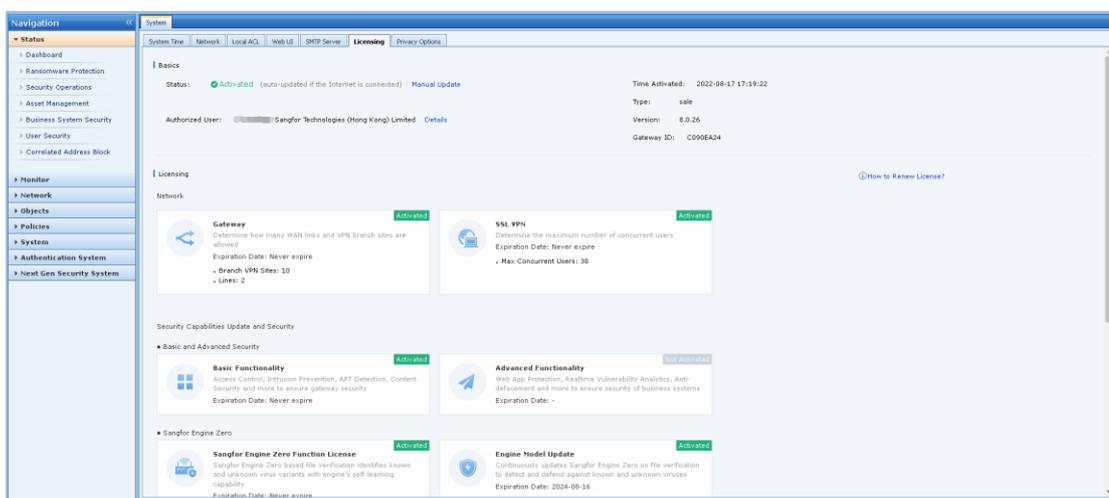
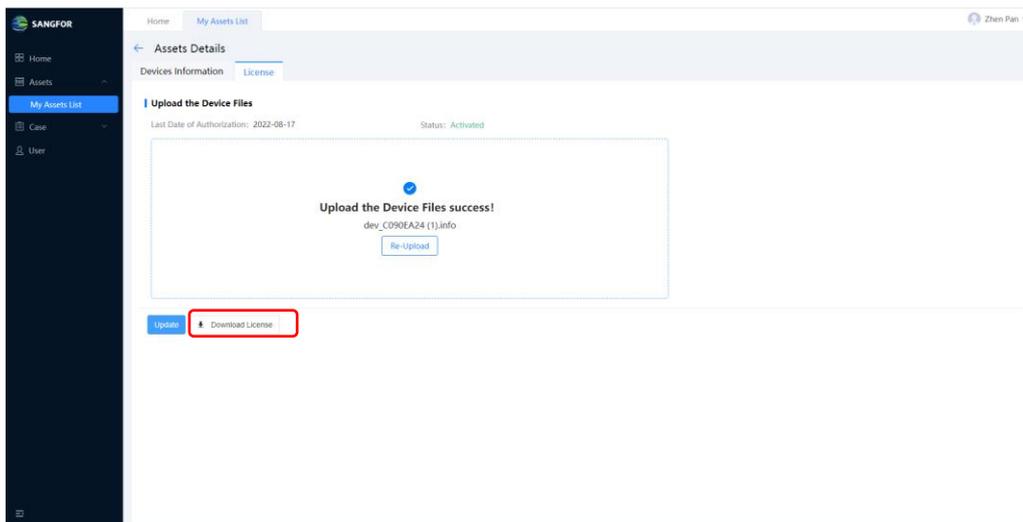




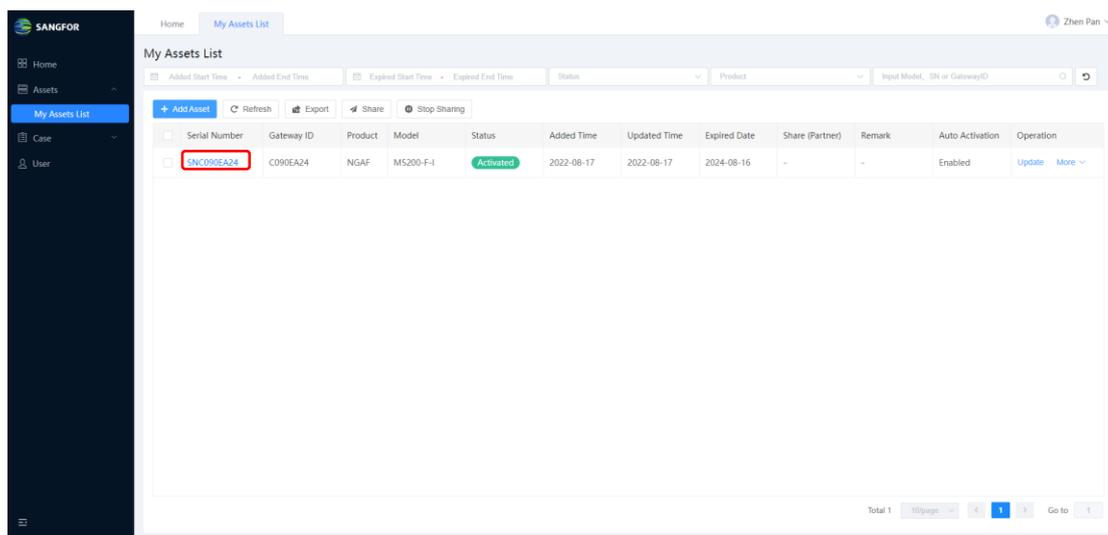
You should download the latest **Device Files** from the device and upload them to the server.

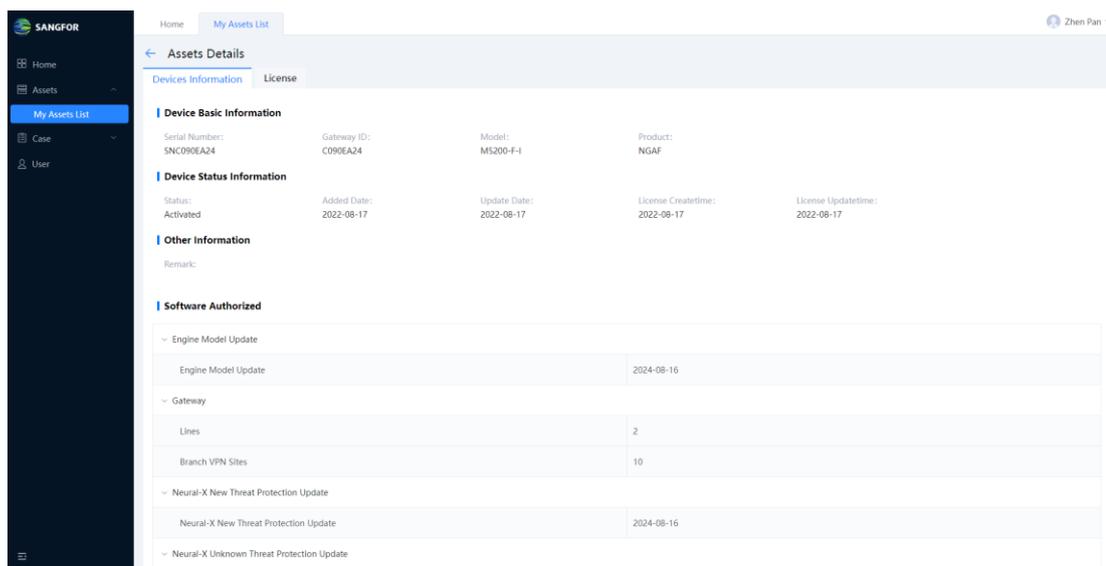


After clicking the **Update**, the device status will change to **Activated**. Additionally, you can click **Download License** to download the license file to update the asset license.



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.

 Sangfor System  
To: [eric.chen@sangfor.com.cn](mailto:eric.chen@sangfor.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 able 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
B...	50...	NGAF	M4500-F-I	Activated	2022-08-23
5f...	505...	NGAF	M4500-F-I	Inactivated	2022-08-23
86...	50...	NGAF	M4500-F-I	To be Updated	2022-09-22
4E...	50...	NGAF	M5600-F-I	Expired	2022-11-21
532...	V...	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](mailto:marketing@sangfor.com). We are always there to serve you.

Thank you!

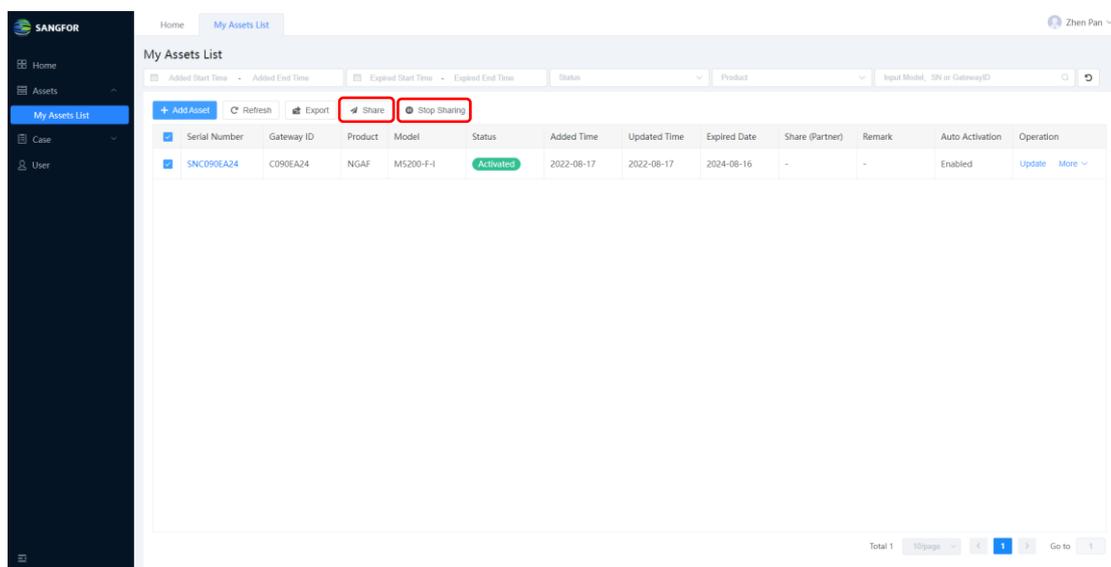
Sangfor Support Portal Team

## 3.5 Other Operations

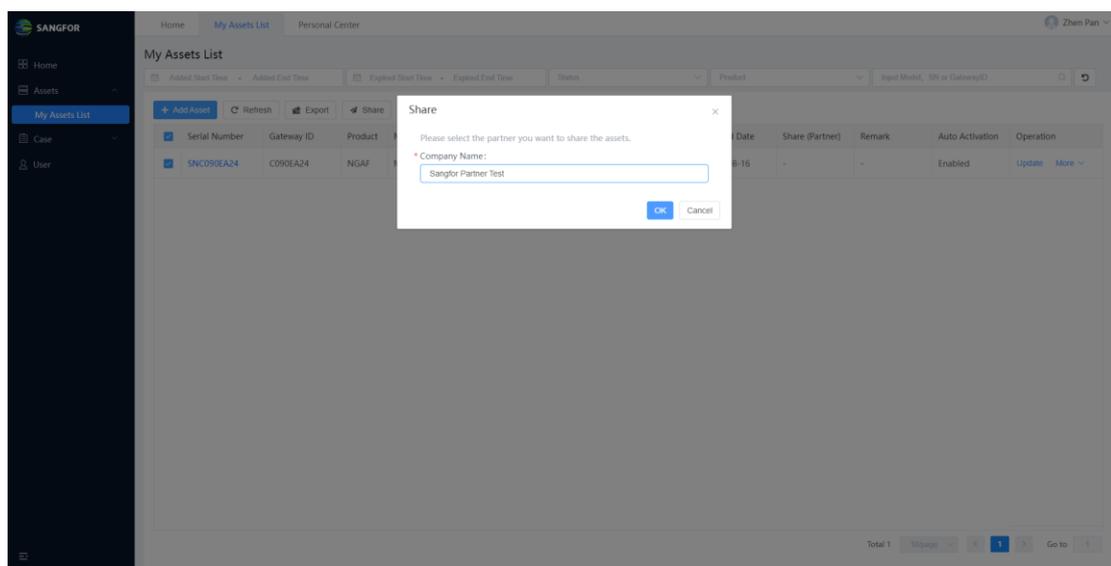
### 3.5.1 Share to Partner

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.



Serial Number	Gateway ID	Product	Model	Status	Added Time	Updated Time	Expired Date	Share (Partner)	Remark	Auto Activation	Operation
SNC090EA24	C090EA24	NGAF	MS200-F-I	Activated	2022-08-17	2022-08-17	2024-08-16	Sangfor Partner Test	-	Enabled	Update More

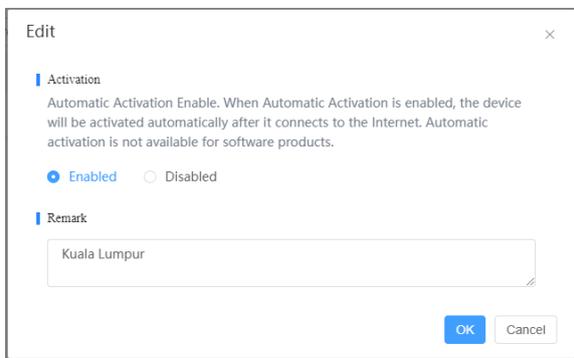
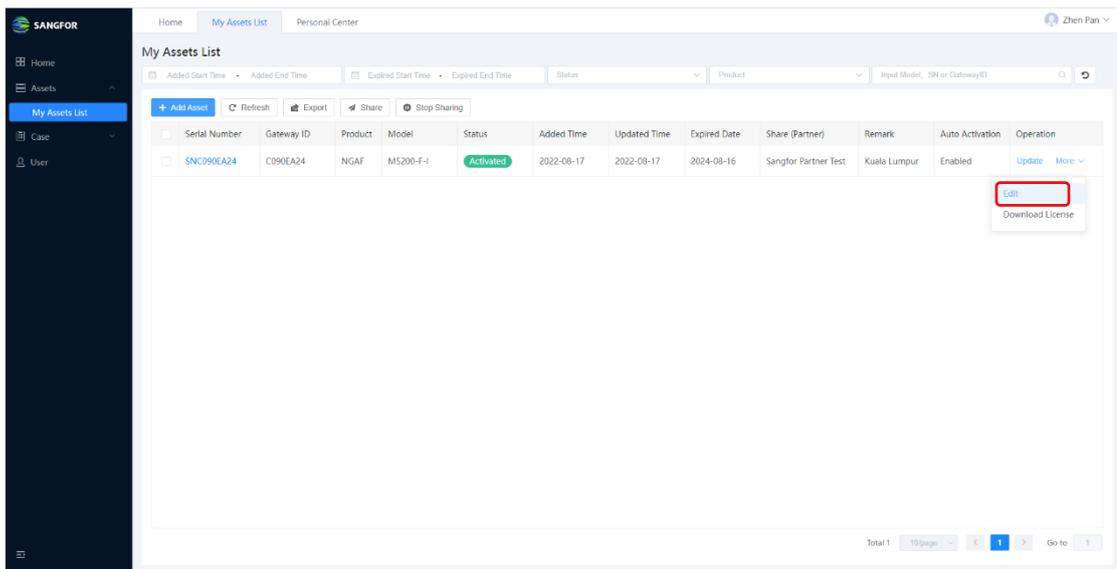
Partners can log in to **Partner Portal**([partnerportal.sangfor.com](https://partnerportal.sangfor.com)) to check the asset status after you share the asset with them. Partner can also update the license when a new order is placed and download the license for you.

Customer	Serial Number	Gateway ID	Product	Model	Order No	Shared Time	Added Time	Updated Time	Expired Date	Status	Operation
Sangfor Test acc.	SNC090EA24	C090EA24	NGAF	MS200-F-I	202208170008	2022-08-17	2022-08-17	2022-08-17	2024-08-16	Activated	Update More

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.



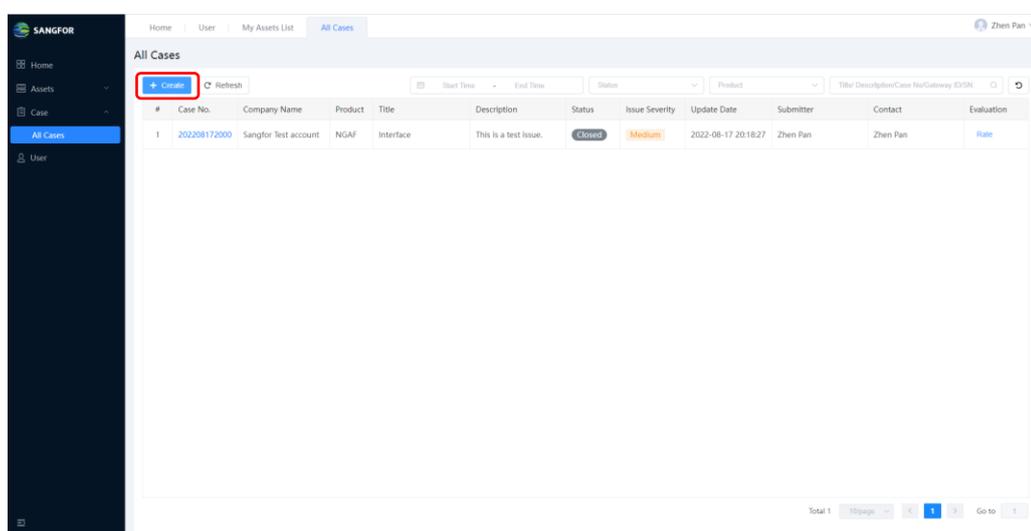
## 4 Case Management

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.

**1. HL how can I help you?**

1.1 What is your product?  
 SN:  487  Gateway ID/Key ID (How to find)  
 Product:  NGAF  Version:  AF9.0.26

1.2 What is your issue?  
 Issue Title:  Interface  
 Issue Descriptions:  This is a test issue.

Upload Files:  
 The size does not exceed 10 MB.

**2. How does this issue impact your business?**

<b>Low Impact</b> 1.The issue for certain features/capabilities do not impact business operations and have no loss of functionality. 2.Documentation issues. 3.General "how to" questions.	<b>Medium Impact</b> 1.Performance of the network or application is impaired with limited impact on business operations and an acceptable workaround or solution exists. 2.The Issue with non-critical features or functionality. 3.Successful workaround in place for a severity 2 issue.	<b>High Impact</b> 1.Network or application is operational but highly degraded performance to the point of major impact on usage. 2.Continuous or frequent instabilities affecting customer business or network operations. 3.Inability to deploy a feature, function or capability.	<b>Serious Impact</b> 1.Network or application outage, "down or unavailable". 2.Impaired functionality, critically impacting customer business. 3.Inability to deploy a feature, function or capability.
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**Article**

- 1. NGAF1.1**  
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 2. 4444**  
Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface. the interface, the interface.
- 3. 5432**  
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 4. 444**  
the interface, the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface.
- 5. NGAF1**  
the interface. Set the VLAN interface and configure the public network address for the VLAN interface. Set the intranet interface. Set up the VLAN interface. the interface.

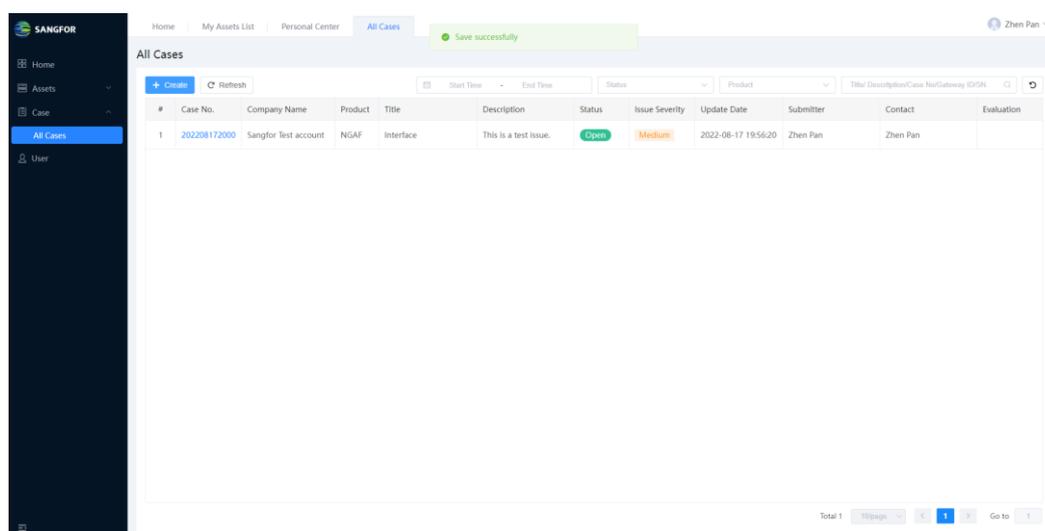
When you input your issue in the **Issue Title**, the articles relating to your issues

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.



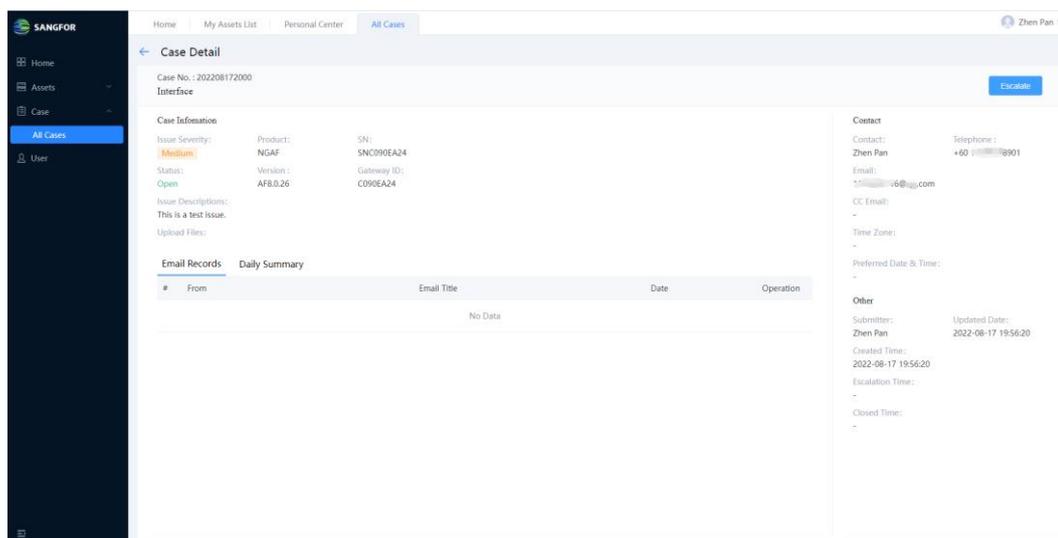
When you select the case severity as **High Impact** or **Serious Impact**, please call our support center to ensure your case responds promptly.

**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.



## 4.2 Check Case Progress

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

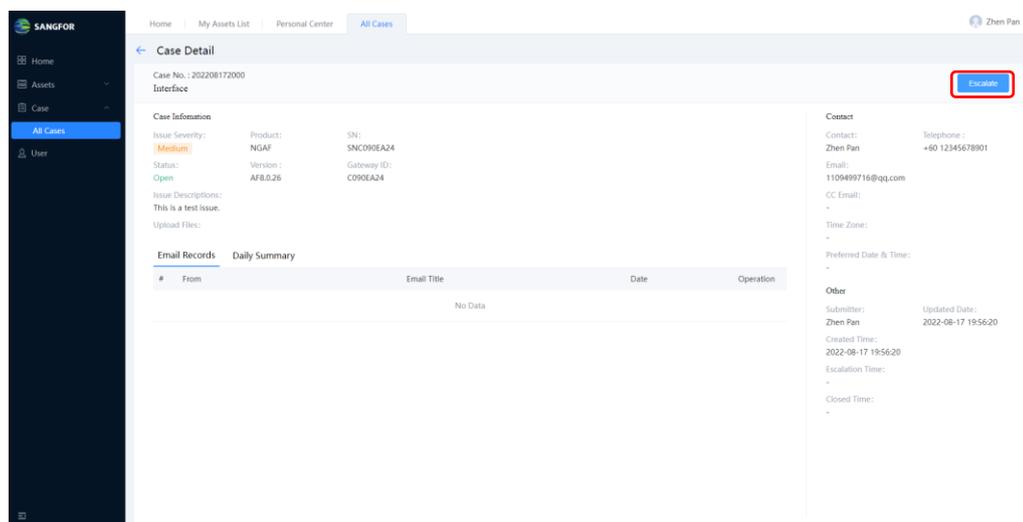


**Email Records** will show the email communication with our support center.

**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.



Escalate

\* Escalation Reason:

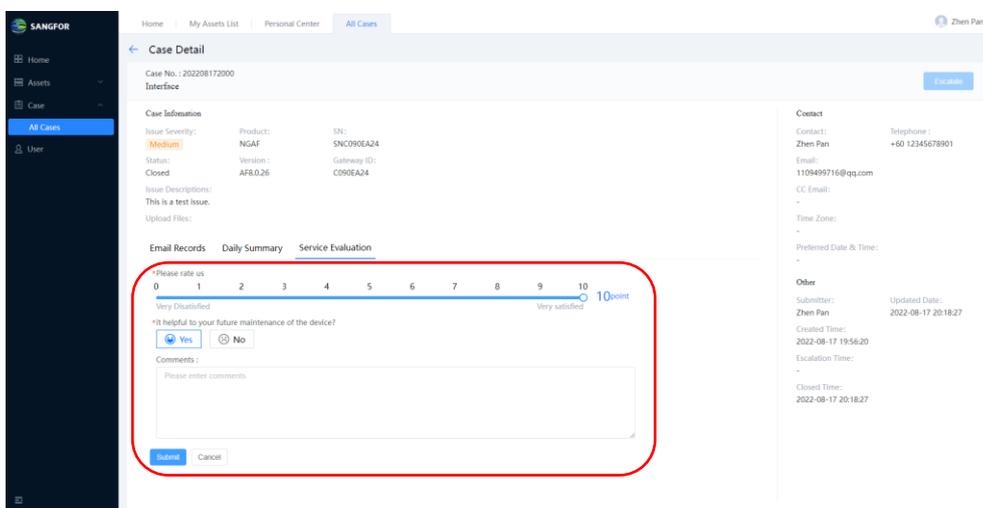
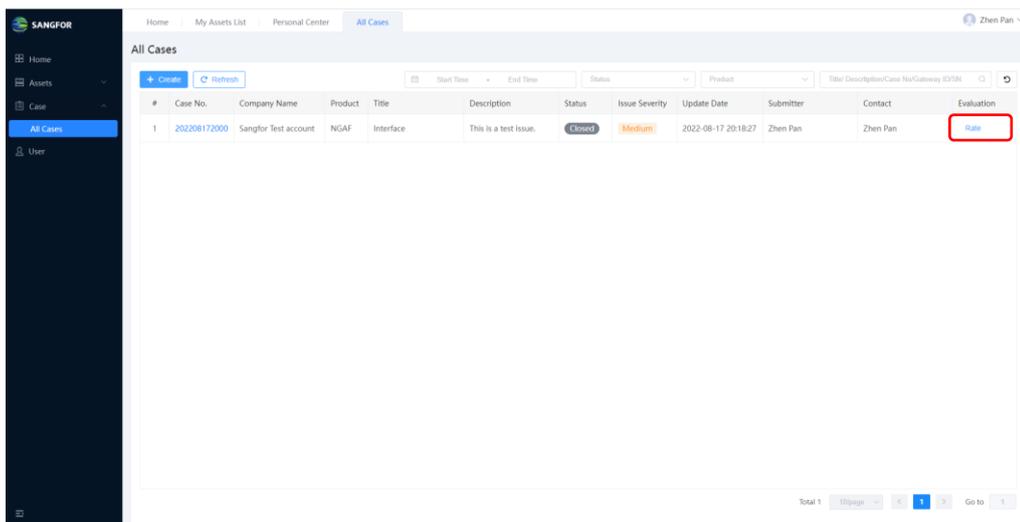
- Business effected.
- No solution.
- Bad attitude.
- Difficulty/unable to coordinate with the third-party vendor.
- Unsatisfied with the provided resolution/suggestion/action.
- Technical ability needs to be improved.
- New important feature request for resolution.
- Others.

\* Escalation Reason:

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

## 4.4 Service Evaluation

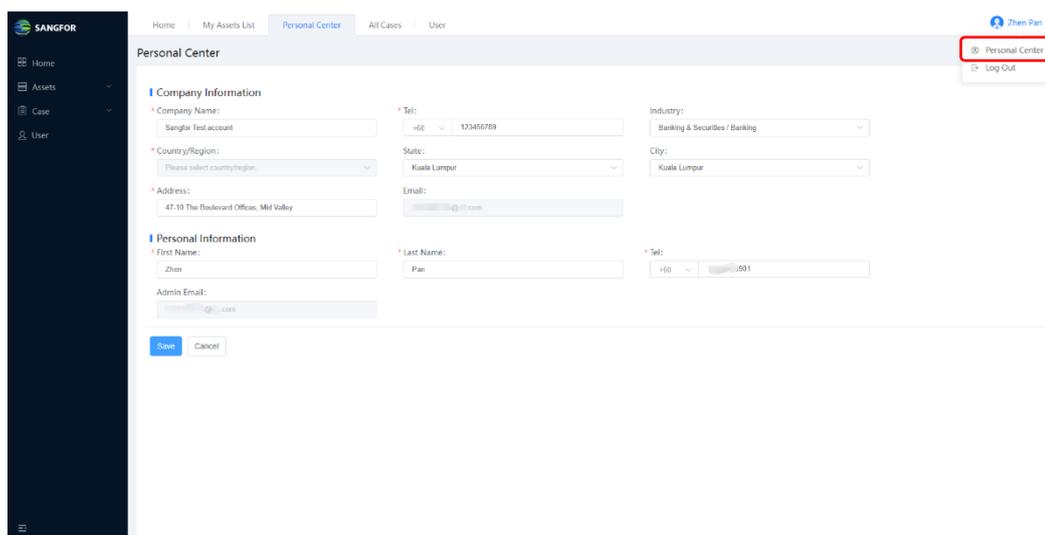
After the issue has been resolved, you can rate the service.



## 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.



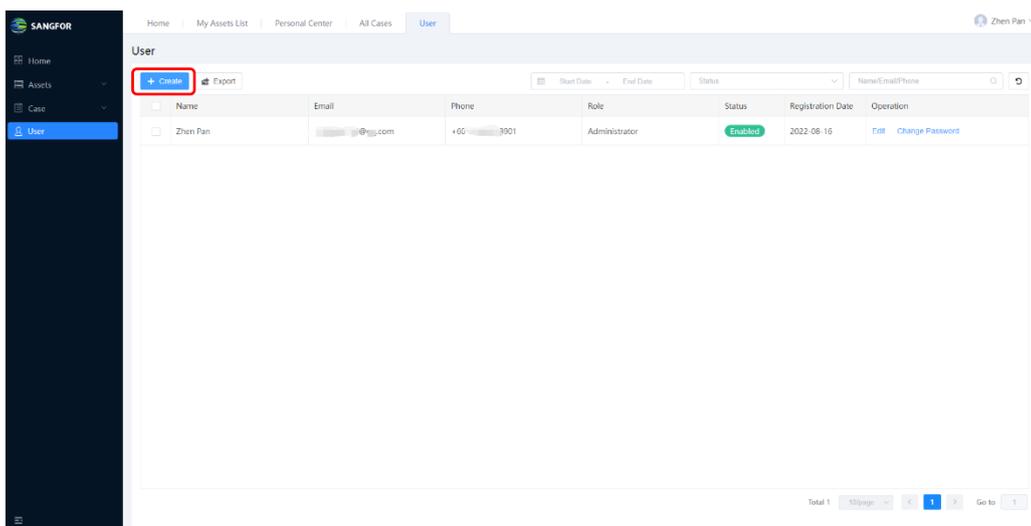
The screenshot displays the Sangfor Personal Center interface. The top navigation bar includes 'Home', 'My Assets List', 'Personal Center', 'All Cases', and 'User'. The user's name 'Zhen Pan' is shown in the top right corner, with a dropdown menu containing 'Personal Center' (highlighted with a red box) and 'Log Out'. The main content area is titled 'Personal Center' and is divided into two sections: 'Company Information' and 'Personal Information'. The 'Company Information' section includes fields for Company Name (Sangfor Test account), Tel (+66 123456789), Industry (Banking & Securities / Banking), Country/Region (Please select country/region), State (Kuala Lumpur), City (Kuala Lumpur), Address (47-10 The Boulevard Offices, Mid Valley), and Email (test@163.com). The 'Personal Information' section includes fields for First Name (Zhen), Last Name (Pan), Tel (+86 13910101010), and Admin Email (zhenpan@163.com). At the bottom of the form, there are 'Save' and 'Cancel' buttons.

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**.

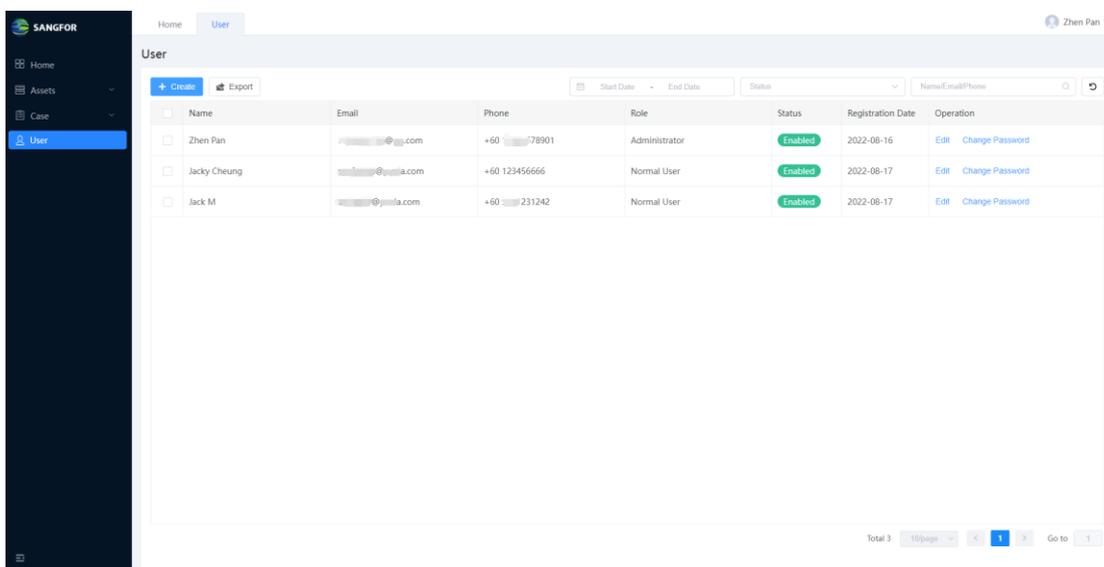
X

**Create**

\* First Name:       \* Last Name:

\* Email:       \* Phone:

\* Role:       \* Status:



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: [redacted]

Password: [redacted]

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**.

Dialog box titled "Edit" with fields for:

- \* First Name: Jack
- \* Last Name: M
- \* Email: ksl54469@yuoia.com
- \* Phone: +60 3141231242
- \* Role: Administrator
- \* Status: Enabled

Buttons: OK, Cancel

A caution message will pop up.

Dialog box titled "Hint" with the message:

Are you sure that you want to transfer the administrator to "ksl54469@yuoia.com"? You will log out after you click to confirm

Buttons: Cancel, Confirm

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 9, 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

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