

Sangfor Cloud Agent Deployment Manual

Product Version	V2.1.3EN
Document Version	01
Released on	Jan. 3, 2024



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About This Document

This document describes how to deploy Cloud Agent for SkyOPS.

Intended Audience

This document is intended for:

- System / Network Administrator
- MSP / tenant

Note Icons

English Icon	Description
	Indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury.
WARNING	Indicates a potentially hazardous situation that, 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
Jan. 3, 2024	This is the first release of this document.

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1 Introduction

Customers can connect to the Sangfor Cloud Service Center through a cloud agent and upload private cloud alerts to the Sangfor Cloud Service Center. In this way, customers using private cloud can experience cloud O&M services. O&M personnel can quickly view all private cloud alerts in SkyOPS to locate the problems.

In the private cloud scenario, SkyOPS can push alarms to MCS by installing the Cloud Agent component.

- Addressing the issue of delayed handing of alarm events for private cloud users, all private cloud alarms are collected and forwarded to SCC, allowing us to proactively serve customers by identifying issues before they do.
- 2. When the SCP and HCI platform with Cloud Agent has software update service license, the tenant of MCS can select Cloud Agents as private cloud probing sites for creating business probe.
- 3. After the data center connecting the Cloud Agent, data can be reported to Alops for analysis, and disposal recommendations in the alarm event details. The Intelligent Risk Prediction page helps identify risks in advance and mitigate issues. (The SCC AlOps analysis feature will be available in future versions.)

2 Private Cloud Version Requirements

Cloud Agent can connect to the following platform versions:

HCI: 680R1_EN with patch sp-HCI-6.8.0_R1-col-20231012.pkg; 6.9.1_EN

SCP: 6.9.0R1_EN or 6.9.1_EN

VDC: 590_EN or 591_EN

Download link of sp-HCI-6.8.0_R1-col-20231012.pkg

https://download.sangfor.com/Download/aDeploy/HCI/Patches/sp-HCI-6.8.0_R1-col-20231012.zip

If HCI is not connected to SCP, a patch is required to support the connection with the Cloud Agent. However, if HCI is managed by SCP, it is recommended to connect to the Cloud agent through SCP. In this case, HCI's alarms will be pushed to SCP.

3 Cloud Agent Deployment

3.1 Obtain Cloud Agent Package

Sangfor_Skyops_2.1.3_EN(20230925).ova

Sangfor_Skyops_2.1.3_EN(20230925).vma

https://community.sangfor.com/plugin.php?id=service:download&action=view &fid=47#/42/288

3.2 Check Configuration Specifications

It is recommended that the virtual machine use the following recommended configuration when deploying the Cloud Agent. The number of disks must be greater than or equal to 4 (disk 1 is the system disk, disk 2 is used for MySQL, disk 3 is used for MySQL backup, and disk 4 is used for containers)

Item	recommended
CPU	2 cores
Memory	4GB
Disk	Disk 1:80 GB
	Disk 2: 200GB
	Disk 3: 400GB
	Disk 4: 400GB
NIC	2 NICs (eth0 and eth1)

3.3 Deployment Steps

Cloud agent deployment supports dual NIC and Single NIC deployment. The deployment steps include configuring network interfaces, initializing the environment, and configuring DNS services.

If the customer isolates the Intranet and Internet, dual NICs are required. Eth0

is to access the Intranet to connect the management network of SCP/HCI/VDI. Eth1 is to access the Internet to connect MCS.

If single NIC can access both the Intranet and Internet. Only need to connect eth0 to SCP/HCI/VDI and MCS.

Translation: Modifying network configurations directly on the Cloud Agent virtual machines in SCP and HCI is not supported, including network settings, subnet masks, and gateways. If you need to make changes, please go to the virtual machine: open the console and modify the network configuration in the network settings.

😑 Processor	2 core(s)
🚥 Memory	4 GB
🚍 Disk 1	80 GB
🚍 Disk 2	200 GB
🚍 Disk 3	400 GB
🚍 Disk 4	400 GB
吨 eth0	Connected To: Switch1
🝋 eth1	Connected To: Edge1

 Configurate NIC. Import the vma/ova obtained in Chapter 3. Power on the Cloud Agent. Click on the VM console and place the VM into Maintenance Mode.

Hyper-Converged Infrastruct		
	 OXL graphics at startup, change the 	atapter will be vised by default after VAIs imported. If display insure occurs after the graphics adapter namoully.
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	Run Location:	<auto-< th=""></auto-<>
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	🚖 Getting	ng Stladed 🐐 Official Stle 🗮 Community

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PAddress Console Snut Down Snut Snapshot	Group Onment_ENitest/SKYOPS onment_ENitest/SKYOPS onment_ENitest/SkYOPS	VM Type Ordinary Ordinary	Service Type HCI	¢ CPU Usage	11%	# Memory U:	sage	Disk Us	
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Shut Dewn	onment_ENitest/SKYOPS		HCI	-	22%	-	75%	1	2%
Can		Ordinary	HCI		11%	-	41%	1	1%
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L2. Back Up	onment_ENtest/SKYOPS	Ordinary	HCI	-	19%	-	79%	T	1%
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More									
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Enter the SSH password (the initial password of Cloud Agent is

adminsangfor12#\$5) to open the options screen. Select **Configure Network** to enter the network settings screen. Configure network for eth0. The IP address for accessing the internal network is configured here, as shown in the figures below:

e se	elect a interface to	Configure Networ configure	°K	
1 2	Status Ir Network Cable Plugg Network Cable Plugg	nterface ged ethO ged eth1	IP Ena 10,250,250,208 None	i <mark>ble</mark> Up Up
	<u>K (K)</u>	<cancel></cancel>	<refresh></refresh>	

Configure Interface eth0	
IP 10.13 Netmask 255.2 Gateway 10.13	
< OK > <cancel></cancel>	

If user's Cloud Agent eth0 management interface is directly connected to the public network, there is no need to configure a second network interface. Only configuring the eth0 interface is sufficient.

(Ignore this step for single-NIC deployment.) If two NICs need to be configured, repeat the preceding steps to configure network for eth1. The IP address for accessing the external network is configured here, and there is no need to configure a gateway, as shown in the figure below:

Configure Interface eth1 IP Netmask 255.	
< OK > <cancel></cancel>	

 Access web console, access Cloud Agent web console with the IP of management interface (eth0). E.g., <u>https://IP</u> and default account (admin/admin). Change the default password.

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Cloud Agent manageret means there may service and the Company's	nitualization Settings. ×	1	
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A1 Defuttion dense in Defution (1997)	ContentParament Development ContentParament ContentParament	aucatar Thing	
	OK Add Platforms		
	Produced the formation of the part of		

 Configure DNS IP, configure the DNS IP and Click OK. E.g., Preferred DNS: 8.8.8.8; Alternate DNS: 8.8.4.4. DNS should be configured according to the requirements to ensure proper resolution of MCS's public domain names.

💫 Sangfor C	loud Agent								Logs	l 💽 at	tmin ~
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eth0 Interface:eth0					IP Address: 10.134.89.22						
Data Centers				Configure DNS Servers		×					
+ New 🗸 E		Remove Rest Con		Preferred DNB:							C
E Name		Connection Status	C P	Atemate DNB:			Last Communication	Status	Operation		
- 🖃 Defa	ult Data Center								Edit		
Test	8	O Connected	10.131.134.1				2023-08-24 14:43:30	✓ Enable	Disable	Edit Rem	ove
					OK	Cancel					

4 Connect to MCS

If private cloud customers want the operations administrator to assist in private cloud platform management, the private cloud environment must be connected to MCS through Cloud Agent. To ensure network security for the private cloud environment, eth1 of Cloud Agent is usually exposed to the public network, while eth0 is used for communicating with SCP and HCI over internal network. When connected to a data center, Cloud Agent will automatically report the cluster information of the data center and the alerts generated by the platform.

- Make sure that the Sangfor Cloud Agent platform can ping the following two domain names: scc-id-jkt.mcs.sangfor.com (domain name of MCS, Depends on the domain name of your local MCS) and image.sangforcloud.com (domain name of Harbor server).
- On the MCS, choose Collection Management > Cloud Agent to add a Cloud Agent and record the Access Key ID, Secret Key, Cloud Agent ID.

Description Period Variant Access days Variant Construction	E Crouit Agent	Cioud Agent									Citrus Agent Depi	opment Quide	Op to Alert Event
Nove Caracterio Statu III P User Average of the Statu III Result Last Communication Descention Queuebox • ID Divide-widt • More 00000010444.* III Valuebox IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		+ 100											C Retest
Creation and Port Port		Name	Connection Status	P	User	Access Key ID	Westion Connected D	ata Centers	Status	Last Communication	Description	Operation	
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3. Click **Access Key** on the Sangfor Cloud Agent to configure access key as configured in step 1 and then click **OK**. Check the status should be normal.

9	Status Connection	n Success Last Comm	unication: 2023-08-23 17 :	12.01					UB13 Skycies ->
eth0 Interface: eth			IP Address: 10.134.89	Configure Access Key	1 m m	×	₽ Add	ess: 2.2.2.2	
				The access key can be of SkyOPS account, please emails to tech support@	Itained from SkyOPS in Data Collection > Cloud Agent. If you do not contact your service provider, or call at +60.12.711.7511 (7129) or si angliscom for help.	thave an end			
ata Center	3			SkyOPS Address:	https://scc-id-jkt.mcs.sangfor.com				
+ New		💼 Remove 🔪 Tex	Connectivity	Agent Upgrade Address:	https://image.sangforcloud.com				
	Name	Connection Status		Access Key ID:			Last Communication	Status	Operation
	Default Data Center			Secret Key:					Edt
	10.134.80.239	 Connected 	10.134.80.23	Cloud Agent ID:	e990f2fa-e541-43d2-9aa2-d50923a570fc		2023-08-23 17:32:00	✓ Enable	Disable Remove
				•	No. Test Connectivity				
					© Connected				
					OK	Cancel			

5 Connect to Private Cloud

Currently, Sangfor Cloud Agent can be connected to HCI, SCP, and VDC platforms.

The following firmware versions are required by Cloud Agent 2.1.3_EN:

- HCI: 680R1_EN with patch sp-HCI-6.8.0_R1-col-20231012.pkg; 6.9.1_EN
- SCP: 6.9.0R1_EN or 6.9.1_EN
- VDC: 590_EN or 591_EN

5.1 Connect to HCI

1. Check the **Correlated Security Service** is enabled on the HCI. And Cloud Agent can access port 4433 of HCI.

-\$	Hyper-Converged Infrastructure Hyper-Converged Infrastructure	Home Compute	Networking	Storage Nodes Reliability aSecurity System 💽 Headmond 🍕 🛃 🖨 English	admin Super Admin
√ 6	inable 🚫 Disable 🥑 Refresh				
	Service	Port	Protocol	Description	Status
	Host discovery	4099	udp	Used to detect physical hosts with Sangfor Cloud installed	× 1
	VM migration	7001-7019	top	Port for VM migration within a cluster or across clusters. It will be automatically enabled after being centrally managed by SCP.	×
	NTP service	123	udp	Used to synchronize time with other devices	8
	P2V migration	4000-4010,10809-10900	tcp/udp	Port for processing migration requests and transmitting data during executing P2V tasks	0
	Samba	139,445	top	Put for management of Samba shared directories	0
0	Correlated security service	4433	top	Used to provide APIs for calling by third parties and APIs for VM migration across clusters	×
	SNMP	161	udp	Administrator can know running physical resources via SNMP service, which requires a dedicated account and password. Set SNMP Service Password (MIB Database File	0
	Desktop cloud access service	5500,8888,13500-13999	tcp/udp	Used for desitop cloud access service	8
	VMware VM console proxy	4481	top	Port for access to admin console of VMware aCentervirtual machine	8
	ISCEI	3260	top	Port for external access to storage based on IBCSI virtual disks and shared disks, IBCSI protocol parsing and data transmission	~
-	Access to web admin console of the virtual netw.	4480	top	Port for web access to admin console of virtual network device. The senice is protected by Sangtor-WAF	~
	SSH Port on Put for results lacked a lage Autore SSH access by P ado Save	ut regunting remate diagnostics, tr geos	oubleshooting and receiv	try to improve system performance. It will be automatically enabled plice being certificity managed by SCP.	ale 💽
				🚔 Getina Statud 🔺 Official Stat 🚔 Community	

2. Create a new data center on the Cloud Agent. Platform select HCI, IP is HCI

cluster management IP, port is 4433, authentication is HCI admin.

3. Click on **OK** and if the connection is established successfully, the connection status will be **connected**.



4. Check on the MCS, you can see this agent already connect to HCI.

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Collection Management											
Cloud Agent	Cloud Agent									Cloud Agent Deploy	ment Guide O Go to Alert Events
	+ New										C Retresh
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									Close		
									tinal < 🚺		50 - Go To Page 1

5.2 Connect to SCP

Before connecting Cloud Agent to SCP, make sure the following conditions are met:

- 1. The SCP version is 690R1_EN or 691_EN.
- API services and advanced services are enabled, check on the SCP web consoles > System > Services.





3. Click **Activation Guide** on the SkyOPS page of SCP to obtain the authentication information.

E Sangtor SCP @Lack batrie	lite a		(A) x e	B B B B B B B Spec O services
(j) The semactice onterim \$60 ⁹ doi: The cuttle (1817	Skrammer i svihillingsbiologistica ind hilf dakes with dia engin	Activition (Suide	a valok fri se Renzino to	
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- 4. Create a new data center on the Cloud Agent and platform select SCP
- 5. IP is the management IP of SCP
- 6. The port is 4430 for the single-NIC mode of Cloud Agent, and it is 443 for dual-NIC mode.
- 7. Enter the authentication information that you have obtained on the SCP.

💫 Sangf	or Cloud Agent									E	Lags 💽 a	idmin v
Þ	ABCD Batus: O Enabled Connecto Access Key Routes D	on Buccoss Last Comm	unication: 2023-08-23 17.4	1502			ļ			0	to SkyOPS >	
ethi Interface: eth	0		IP Address: 10 134.89	1. HCt Use the Administrators correlated sect 2. BCP: Use the 3. For security:	 username and password of an existing or ne- and Permissions - Administrators for authent utily sensitive is enabled in System - Picel Manag eAPI keys if a platform administrator account to considerations, an account with read-only per- cessiderations, an account with read-only per- 	w admin account in Bystern » ication, and check that the port for gement, ir autherfaction, missions is recommended for		19 Adı	Next: 2222			
Data Center	■ ✓ Enable 🚫 Disable	Temore 🐂 Test	Connectivity	Platform 1	If the account is deleted, the added platform w	II be disconnected from Cloud Agen						c
1 H	Name	Connection Status		Platform:	SCP	*		Last Communication	2Mut			
	Default Data Center			IP.	10.134,89.199					Ed		
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				+ Add Platto	m							
						OK Can	el					
									O > Entre	s Per Page 20		

5.3 Connect to VDC

Perform the following operations to connect Cloud Agent to VDC:

Step 1. 1. Log in to VDC and obtain a connection key from System > Integrated Platforms > Set Connection Key > Generate Connection Key.
Copy the connection key.

	G Virtual Desktop Co	Q, Conside menu, content	
	System		
	Licensing	Set Connection Key	
	E Integrated Platforms	Q Denerate a connection key to establish mubuli hut between VDC and other Samplor platforms.	
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_	Report Center		
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1	IAG	_	
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	SNMP		
	SMTP		
	SMS Gateway		
	Network	*	
	Administrators	·	
	Console Options		
	Date/Time		
	VDC Cluster	v	
	VDC Certificate		
	 Update 	v	0
	Backup and Restore	v	9
	SSO		





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emo Interface: etho			IP Address: 10.104.04	 Contributions 1. HCI: Use the I Administrators a correlated secure 2. SCP: Use the 3. For security co authentication. If Agent. 	sentance and parameters of an electricy or new admin second in Deden n of Permission - Administration to mathematication, see of backs that the port for permission is enabled and postern - Port Management. MP lay of a pattern - administration account for submetrication. enabled and the second second second second second second second the account is elected, the added platform will be disconsisted from Cloud the account is elected, the added platform will be disconsisted from Cloud		PAG	tress: 2.2.2.2	
+ New		TRemove	1. Test Connectivity	Platform 1					Nama, IP Q
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	Default Data Center			Connection Key	Bugsheth VID 5.5 B and almometry and a second secon]			Eat
				Device ID:	promotion.				
				Platform IP:)			
				Port					

Step 3. 3. Click **Verify**. The device ID, platform IP address, and port are automatically provided. After the connection is established successfully, a record indicating the connection is normal is displayed in the list.

Status o Enabled Connection Bucces Access Key Routes DNS Berre	s Last Communication: 2023-08-23 17: rs	New Connections		×			Go to SkyOPS >
eth0 Interface: eth0	IP Address: 10.134.80	authentication. It Agent.	enseense on a second reaction many reactions permaaners a recommended on the account is deleted, the added platform will be disconnected from Cloud	1	PA	dress: 2.2.2.2	
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			OK	Cancel			

6 Alarms Reporting in SkyOPS

After Cloud Agent is connected to SCP, HCI, or VDC, it will automatically collect unread alerts every 30 seconds and report to Sangfor Cloud.

The MSP admin and Tenants can check the warning logs on the **Smart O&M** > **Alerts** page of Sangfor Cloud.

SANGFOR CLOUD				Operations Services · 👰 🚏
OPS				8 Business Probe O Cloud Agent
17 Anomalies	Runs for 29 days Contraction Contraction			Tailored Services Debr Service Entotix Konspervart Learn Kons 2
Hierarchy Chject Severity	Slatus		फ छल पर	tical Resources ViewAll Nets > ViewAll Risk
0	The virtual machine is suspended atmortally. Probe Tasts VDC-60017018* Alart Secure: Pric. Time Detected: 2023-08-17.16	Stagper	Probe Tasksfacthet – Alert Seurce: Ma	Slapsed
Barvice Anomaly	- Probe Taslis "fest" – Alart Seurce: Ma., – Time Detected: 2623-08-21-14:	Stopper	d Probe Taske*(11111-2* - Alet Bource Ma., Time Delicited 2023-08-17-17:	Expired
a	Failed to transmit backup Vitisrimotik Albit Bouros: Prix Time Detected: 2020-09-23 IN	Net Responder	d	Not Responded
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Platism Ascenaly	Data reported by Cloud Agent is discarded. Cloud Agent/ABOD" - Alert Source: Pric Time Detected: 2023-08-23 17	Not Responder	Data reported by Cloud Agent is discarded. Cloud Agent AGOD* Alert Source Priz Time Detected: 2023-08-22 15	Not Responded
e 6	Failed to transmit backup Barners'micol.* Alert Source: Priv Time Detected: 2023-06-23.18	Not Rasponder	d Cluster Offline Cluster 10.131.186.17* - Alert Steuros: Prk., Time Detected: 2023-08-17.15	Not Respirided
IGFOR CLOUD	OSM Deployment Operations Center Se	rvice Center Users and A	Access Management System	Data Center Console 🔹 🕕 👧 ad
vert O&M				
Alert Events	Alert Events			
Smart Risk Prediction	Realtino Alerts All Alerts			
Notification Policies	Merge Alexts (1) :			
Notification Templates	Ar Respond Orignous		ast 30 d 2023-07-25 10:07 - 2023-09-24 10:07 🛗 🍸 Filter - D	escription + Search Q
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7 Cloud Agent Platform Operations

7.1 Disable Data Center on Cloud Agent

Disable the data center on Cloud Agent. It will stop collecting and uploading logs from this private cloud to MCS.



7.2 Enable/Disable Cloud Agent

If you disable the Cloud Agent.

- 1. It will stop collecting and uploading logs from all private cloud to MCS.
- 2. Automatic upgrade will be disabled.



7.3 Enable Agent Automatic Upgrade

If automatic upgrade is required for Cloud Agent, go to **Sangfor Cloud Agent > Current Version** to enable it. After it is enabled, Cloud Agent will be upgraded using the latest update package with the heartbeat following the release of a new Cloud Agent package. If it is disabled, automatic upgrade will not be performed. It is enabled by default.

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7.4 Remove Data Center

If you remove a data center on Cloud Agent, alerts from the data center will no longer be reported.

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7.5 Cloud Agent Management

A tenant can go to Sangfor Cloud and choose **Collection Management** >

Cloud Agent to view the connection status of Cloud Agents.

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7.6 Agent Installation

Agent can be installed for the connected HCI platforms on Sangfor Cloud Agent. After successful installation, in **Smart O&M** > **Alerts** of Sangfor Cloud, issue location, full link analysis, and remediation details are displayed. On the **Smart Risk Prediction** page, risks can be viewed and handled in advance (this feature will be available in later versions of Sangfor Cloud).

Applicable versions: HCI 680R1, including the HCI platforms connected to Cloud Agent or managed by SCP platforms that have been connected to Cloud Agent

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8 Notes

- 1. One HCI, SCP, or VDC platform only can connect one Cloud Agent.
- 2. If a data center is connected to Cloud Agent for the first time, Cloud Agent will obtain unread alerts in the past one month. Cloud Agent send collection request to HCI/SCP/VDI every 30 seconds and collect 50 alerts per time.
- 3. The Cloud Agent should meet following requirements:
 - a) Cloud Agent can connect to Sangfor Cloud.
 - b) Manage IP must configure on eth0. Otherwise, redirection from Sangfor Cloud to Cloud Agent may fail.
 - c) Can not configure SNAT or DNAT on the Cloud agent.
- 4. If the Cloud Agent already associated tenant, it required to disable or delete the access key ID or secret key on the existing tenant, remove the Cloud Agent from the Cloud Agent list in Sangfor Cloud. And then associate to a new tenant.
- If the cloud platform key of Sangfor Cloud tenant co-administrator is configured on Cloud Agent, the tenant co-administrator must have at least permissions for O&M - Monitoring and Alerts > Bulk create alerts and SkyOPS > Sync Cloud Agent.
 - a) The connection status between Cloud Agent and SkyOPS can be maintained only through the SkyOPS > Sync Cloud Agent interface. An abnormal connection between Cloud Agent and SkyOPS only indicates that data of Cloud Agent and the connected platforms cannot be synchronized to SkyOPS. It does not indicate that HCI alerts cannot be reported to Sangfor Cloud.
 - b) If the O&M Monitoring and Alerts > Bulk create alerts permission is not assigned, alerts from HCI cluster and SCP data center cannot be reported even if the connection to Sangfor Cloud is normal.
- Before connecting a newly deployed SCP to Cloud Agent, API services and advanced services need to be enabled in System > Services.
- Default background password of Cloud Agent 2.1.0_EN: Frontend password + sangfor12#\$5
- 8. When you connect Cloud Agent to Sangfor Cloud, make sure that the Sangfor Cloud Agent platform can ping the following two domain names: https://scc-idjkt.mcs.sangfor.com (domain name of Sangfor Cloud; Cloud Agent needs to be reachable on the network of Sangfor Cloud) and

https://image.sangforcloud.com (domain name of Harbor server; an image needs to be obtained from Harbor server for the automatic upgrade of Cloud Agent).

- 9. The following scenario do not connect HCI cluster to Cloud Agent, should connect SCP to Cloud Agent
 - a) One HCI cluster managed by multiple SCP
 - b) HCI cluster already Cluster licensed by SCP, Otherwise, the cluster license may be abnormal, affecting the probe test.
 - c) HCI cluster already managed by SCP
- 10. If the SCP already connected to Cloud Agent, remove HCl from this SCP cannot clear the mark of Cloud Agent automatically. You must manually clear it in the HCl backend: rm -rf /cfs/skyops_config.json. (The HCl can no longer be independently connected to other Cloud Agent if the mark is not cleared.)
- 11. After the agent is installed for the HCI which is managed by SCP and connected to Cloud Agent, to disable the platform management by SCP, go to the server background and uninstall the agent from nodes using the following command: /sf/data/local/opt/aops/aops-super-agent/aops-agent-service -control uninstall If the agent is not uninstalled, spm, spa, and octopus processes will run on the HCI platform. Data will continue to be reported but will not be received by Sangfor Cloud Agent. As a result, data is continuously sent to Sangfor Cloud Agent, and useless processes running on the HCI platform consume resources. There are no other adverse functional impacts.)
- 12. If the slave node of the HCI cluster has been connected to Sangfor Cloud and installed with the agent, it cannot be installed with the agent after the HCI cluster is connected to Cloud Agent. If the agent needs to be installed, go to the server background and clear the residual agent configuration using the following command: /sf/data/local/opt/aops/aops-super-agent/aops-agent-service -control uninstall
- 13. SCP platforms that have been connected to Sangfor Cloud and enabled with offline disaster recovery cannot be connected to Cloud Agent.

9 Upgrade

dev upgrade:

Step 4. 1. Access the Cloud Agent background (username: root; port: 22; password: frontend password + suffix of the corresponding version). Upload the dev file to the /sf/data/local/ path:

- **Step 5.** 2. chmod +x xxx.dev file
- **Step 6.** 3. /xxx.dev -icp sangfor.vt@201314
- Step 7. 4. reboot

Upgrade through Harbor server: With automatic upgrade enabled on the Sangfor Cloud Agent platform, after a new version is released, automatic upgrade can be performed after 30 minutes.