



SANGFOR

Sangfor Endpoint Secure

Release Note

Product Version	3.5.5
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Send information about errors or any product related problem to tech.support@sangfor.com.

Change Log

Date	Change Description
Jun. 22, 2020	This is the first release of this document.
Aug. 08, 2021	Updated version from 3.2.22 document

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1 Overview

1.1 Major Features

1.1.1 New Features

Target Customers

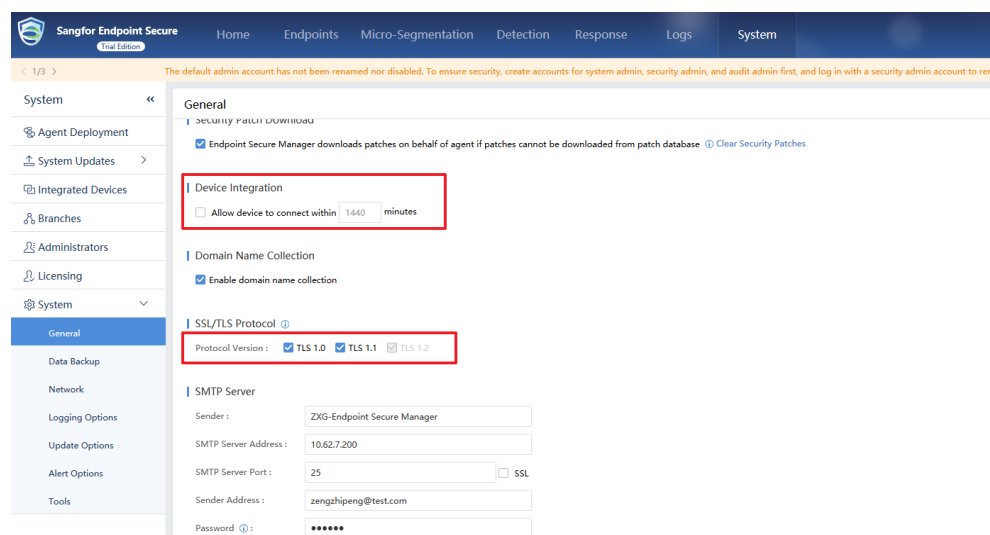
Customers who bought Sangfor Endpoint Secure.

Major Values

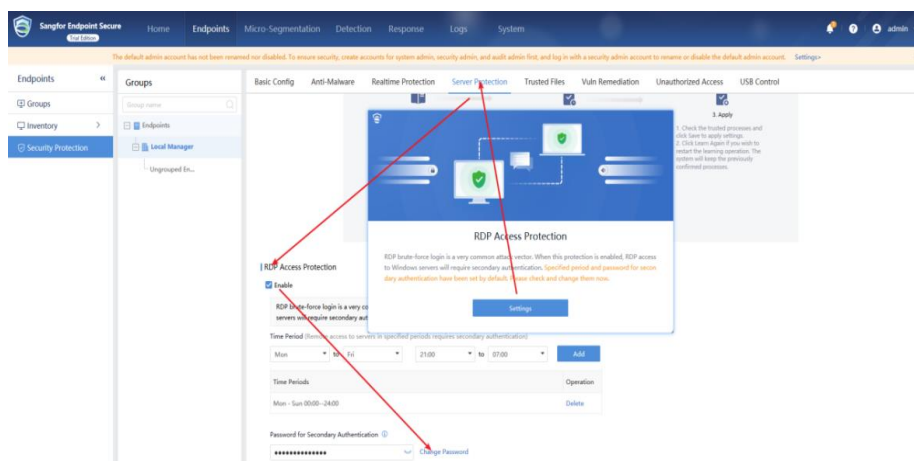
1. After integration with NGAF, anti-proxy policies can be pushed down from NGAF to Endpoint Secure Manager.
2. Support deploying Sangfor Endpoint Secure Agent on macOS and supports scanning and fixing viruses on macOS.
3. Support RDP access protection to protect Windows servers against ransomware attacks.
4. Support restricting CPU usage to reduce CPU resources consumed during virus scanning.
5. Support external access control to detect the IP addresses and domain names that are unauthorized for endpoints to visit, effectively enhancing internet access control over endpoints.
6. Optimize the Endpoint Secure Manager backend processing performance and access performance to support ten thousand endpoints to connect concurrently and routine operations, improving the user experience.
7. Added Windows protection to provide hot patching against vulnerabilities for end-of-support Windows systems.
8. Support continuous collection of process data, 5 meta information and system logs for traceability when a security threat occurs.
9. PowerShell parameter whitelist is added to reduce the false positives of PowerShell commands. Customers can add some PowerShell parameters according to their operation and management needs.

1.1.2 Others

1. Only support Mac10.13、Mac10.14、Mac10.15、Mac11.0
2. After the update, Platform-X cannot be integrated with the Manager. To use Platform-X, please contact Sangfor technical support for patches. However, IAG, NGAF, and Cyber Command can still be integrated with the Manager.
3. After the update, the **Send Script** feature will be hidden and cannot be used.
4. Before integrating the Manager with other Sangfor products, enable TLS 1.0 and TLS 1.1 in **System > General** first.
5. After the update, enable device integration in **System > General** to allow Manager to integrate with other Sangfor devices.



6. After the update, the **RDP Access Protection** feature will be enabled automatically. RDP access to Windows servers will require secondary authentication. You are required to change the password on first access to the ES management platform.



1.1.3 Integration with Third-Party Products

None.

2 Upgrade Impacts

2.1 Impacts on Services

After the update, services will be restarted. There is no need to restart devices.

2.1.1 Impacts on O&M

During the update, do not perform any operations on the Manager. If it does not redirect to the login page after 20 minutes, please reload the page manually.

2.1.2 Impacts on Customer Network

During upgrading the agent, the agent is required to download the upgrade package, which will affect bandwidth. The more agents involved in the upgrade, the more bandwidth will be consumed.

2.1.3 Other Impacts

None.

2.2 Customer Upgrade Preparations

2.2.1 Upgrade Preparations

None.

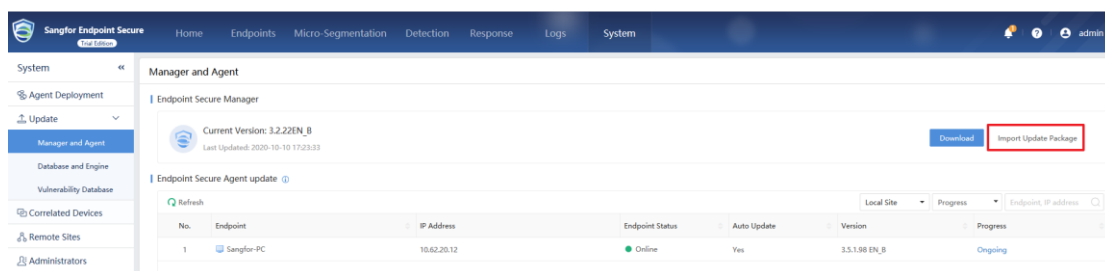
2.2.2 Notes

During the update, do not perform any operations on the Manager. It may cost you 10 to 15 minutes to complete the update.

2.3 Upgrade Procedure

Offline Update:

Step 1. Click Import Update Package in **System > Update > Manager and Agent** to import the update package.



Step 2. Perform the update.

The update will be complete in 10 to 15 minutes.

2.4 Post-Upgrade Service Check

Log in to the Manager to check whether there are error messages and whether customers' businesses run normally.

2.5 Rollback Instructions

Rollback is not supported.

3 Upgrade Guide

3.1 Preparations for Upgrade

3.2 Upgrade Tools

ED3.5.5EN update package: ES3.5.5EN_20210803.pkg

3.2.1 Environment Information

The update requires the IP address, username, and password of the Manager to be updated.

3.2.2 Customer Resource Coordination

The update requires the Manager to be updated.

3.3 Pre-Upgrade Check

Make sure the Manager to be updated has no custom package installed and its version is 3.2.22_EN, 3.5.1_B_EN or 3.5.5_B_EN.

3.4 Notes

- **Upgrade Limitations**

Before the update, make sure the remaining disk space of the Manager is more than 5 GB.

- **Immediate Upgrade of Configurations, Logs, and Data**

Other configuration data supports the immediate upgrade to the new version.

- **Upgrade Recommendations**

1. During the update, services will be restarted, and do not perform any operations.
2. During the update, do not restart the device manually and keep the device powered on.

3. If any error message pops up during the update, please do not perform any operations and call our technical support team at +6012-7117129(7511) immediately. Do not manually restart the device.

- **Pass-Through Supported**

Not supported.

- **High Availability Supported**

Not supported.

3.5 Upgrade Procedure

3.5.1 Upgrade Path

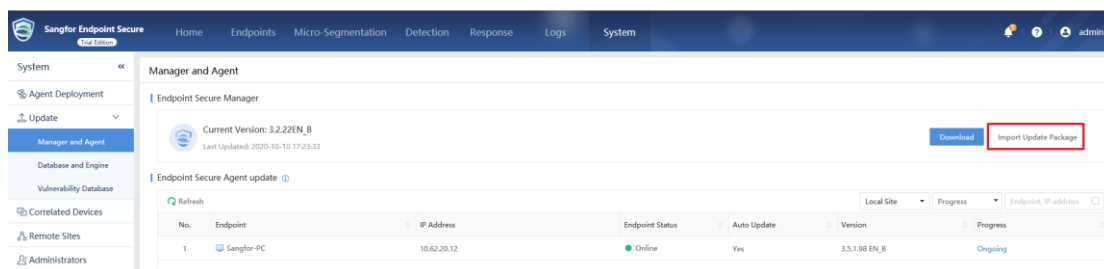
Upgrade path:

An update may take 10 to 15 minutes. Please perform the update during off-peak hours.

Current Version	Upgrade Path	Notes
3.2.15EN	ES3.2.15EN → ES3.2.22EN → ES3.5.5EN_20210803.pkg	3.2.15EN cannot be directly updated to 3.5.5EN. It must be updated to 3.2.22EN first.
3.2.22EN	ES3.2.22EN → ES3.5.5EN_20210803.pkg	Only 3.2.22EN and later versions can be updated to 3.5.5EN.
3.5.1EN	ES3.5.1EN → ES3.5.5EN_20210803.pkg	Only 3.2.22EN and later versions can be updated to 3.5.5EN.

3.5.2 Upgrade Procedure

Step 1. Click **Import Update Package** in **System > Update > Manager and Agent** to import an update package.



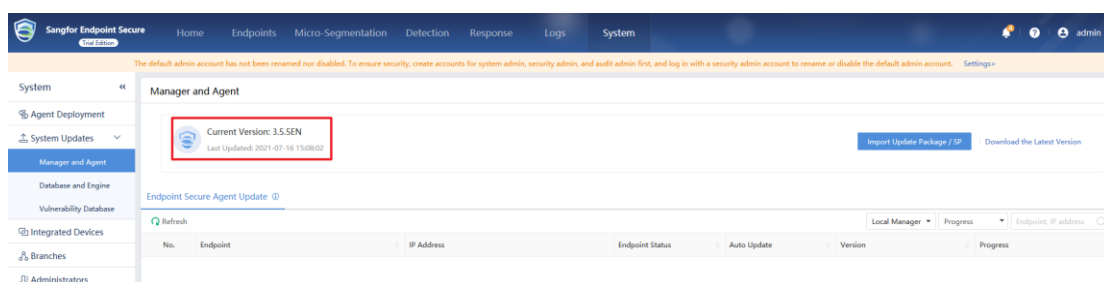
Step 2. Perform the update.

The update will be complete in 10 to 15 minutes.

3.6 Post-Upgrade Check

3.6.1 Checking the Platform

1. Log in to the Manager and check whether the current version is 3.5.5EN in **System > System Updates > Manager and Agent**.



3.6.2 Checking Service Status

Log in to Manager to check whether has any error messages popping up and whether customers' businesses run properly.

3.6.3 Troubleshooting Upgrade Failures

Scenario: Update failed.

Solution: Do not perform any operations on the Manager, contact Sangfor Technical Support for troubleshooting and then perform the update again.

3.7 Rollback Instructions

Rollback: Not supported.

(Contact Sangfor Technical Support if update failed) Rollback is not supported.

You can contact Sangfor Technical Support to recover the Manager from backups.

