

Notice on Microsoft's End-of-Support for SHA-1 Signed Certificates

Dear customers,

Recently, SANGFOR TECHNOLOGIES (Hong Kong) Limited ("SANGFOR", "We", "us", or "our") learned that Microsoft had retired support for certificates signed using SHA-1, which may cause some clients of our products using these certificates to work improperly. We hereby provide you updates on Microsoft's announcement and the impacts on your use of our products.

I. Introduction

1. Microsoft has ended support for certificates signed by SHA-1 and now uses SHA-2. Given that some legacy OS versions (Windows 7, Windows Server 2008 R2, Windows Server 2008, and Windows Vista) do not support SHA-2 code signing, software using certificates signed by SHA-2 cannot run properly on these operating systems.
2. Since our certificates signed by SHA-1 will expire on March 22, 2023, and for security considerations, our future software versions will use SHA-2, which means they cannot run properly on some legacy Windows operating systems.

II. Affected Versions

1. Windows operating systems: Windows 7, Windows Server 2008 R2, Windows Server 2008, Windows Vista that are not installed with updates for SHA-2 signing support (Solutions are provided in the subsequent part. These OS versions can be used as usual after being installed with proper updates.)
2. Sangfor products:
 - (1) Endpoint Secure: Endpoint Secure 3.7.12 series and later
 - (2) IAG: IAG 13.0.80 and later
 - (3) aTrust (including UEM): aTrust 2.2.16 and later, and earlier versions with client customization
 - (4) aDesk VDI: aDesk VDI 5.5.6, aDesk VDI 5.9.0 and later

Upon certificate expiration on March 22, 2023, our products will be affected in the following aspects:

After relevant products are upgraded to the above-mentioned versions, endpoint users will be prompted to update their clients. If the clients running on the affected operating systems are upgraded, they cannot work properly.

Note: For security considerations, we will take measures to solve this problem for our later versions (released on or after March 22, 2023) of Endpoint Secure, IAG, aTrust (incl. UEM), and aDesk VDI. For example, for operating systems not installed with updates for SHA-2 support, users will be prompted to install the corresponding SPs before installing a Sangfor client.

III. Solutions

Microsoft has released the following solutions:

1. For the following Windows operating systems, install the corresponding SPs.

OS	SP	Download Path
Windows Server 2008 R2 SP1 x64	KB4474419 and KB4490628	https://www.catalog.update.microsoft.com/search.aspx?q=kb4474419
Windows 7 SP1 x86	KB4474419 and KB4490628	https://www.catalog.update.microsoft.com/Search.aspx?q=KB4490628
Windows 7 SP1 x64	KB4474419 and KB4490628	
Windows Server 2008 SP2 x86	KB4474419 and KB4493730	https://www.catalog.update.microsoft.com/search.aspx?q=kb4474419
Windows Server 2008 SP2 x64	KB4474419 and KB4493730	https://www.catalog.update.microsoft.com/Search.aspx?q=KB4493730
Windows Vista SP2 x86	KB4474419 and KB4493730	
Windows Vista SP2 x64	KB4474419 and KB4493730	

2. For the following Windows operating systems, upgrade them first and then install the corresponding SPs provided above.

OS	Target Version
Windows Server 2008 R2 SP0 x64	Windows Server 2008 R2 SP1 x64
Windows 7 SP0 x86	Windows 7 SP1 x86
Windows 7 SP0 x64	Windows 7 SP1 x64
Windows Server 2008 SP1 x86	Windows Server 2008 SP2 x86
Windows Server 2008 SP1 x64	Windows Server 2008 SP2 x86
Windows Vista SP0 x86	Windows Vista SP2 x86
Windows Vista SP0 x64	Windows Vista SP2 x86
Windows Vista SP1 x86	Windows Vista SP2 x86
Windows Vista SP1 x64	Windows Vista SP2 x86

Note: If the Windows Update service cannot be started, please check whether it has been enabled.

Microsoft's announcement:

<https://support.microsoft.com/en-us/topic/2019-sha-2-code-signing-support-requirement-for-windows-and-wsus-64d1c82d-31ee-c273-3930-69a4cde8e64f>

SANGFOR TECHNOLOGIES (Hong Kong) Limited

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