



Cylance Multi-Tenant Console

Release Notes

5.3

Contents

- Multi-Tenant Console 5.3.2 Release Notes..... 4**
- Multi-Tenant Console 5.3.1 Release Notes..... 5**
- Multi-Tenant Console 5.3.0 Release Notes..... 7**
- Multi-Tenant Console 5.2.3 Release Notes..... 8**
- Multi-Tenant Console 5.2.2 Release Notes..... 9**
- Multi-Tenant Console 5.2.1 Release Notes..... 10**
- Multi-Tenant Console 5.2.0 Release Notes..... 12**
- Multi-Tenant Console 5.1.4 Release Notes..... 14**
- Legal notice..... 15**

Multi-Tenant Console 5.3.2 Release Notes

Fixed issues

In the Tenant Conversion tab, if you searched for a tenant with accent marks in the name, no search results were returned. (MSSP-7135)

If you logged in with a read-only account and opened the details panel for an individual alert, the "Detection Details" button may have displayed and led to an error when clicked. (MSSP-7063)

If a partner user was assigned a custom role that did not have Roles permission and tried to edit a user, the input fields did not load and a spinner spun indefinitely beside each field. (MSSP-7024)

When importing a file for external device exclusion to an existing linked policy template, an error message was displayed. (EPCL-1632)

The migration of a tenant from Cylance Support to a partner as a support administrator resulted in an error in the US government regions. (MSSP-7012)

Known issues

Items marked with an asterisk (*) are new for this release.

*In the Tenant Conversion tab, if you search for a tenant, partner tenants may be included in the search results. (MSSP-6727)

If you keep the Cylance Multi-Tenant Console idle for over an hour and try to navigate through it, an error message displays instead of a session logout. (MSSP-7057)

Workaround: Refresh the page and log in again.

The migration of a tenant from Cylance Support to a direct customer and then back to Cylance Support results in an error in the US government regions. (MSSP-7005)

When you edit a tenant's name in the Cylance Multi-Tenant Console, you cannot save your changes. (MSSP-6584)

If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.3.1 Release Notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date added
Alerts view	<p>The new Alerts view gives you a comprehensive way to review alerts that are detected and correlated across all your tenants from a single partner account in the Cylance Multi-Tenant Console.</p> <p>For more information, see Managing alerts in the Cylance Multi-Tenant Console.</p>	Dec 2023

Fixed issues

If the Account Overview page was visited twice in a row, the titles and textboxes displayed may not have been aligned. (MSSP-7023)

Known issues

Items marked with an asterisk (*) are new for this release.

*If you keep the Cylance Multi-Tenant Console idle for over an hour and try to navigate through it, an error message displays instead of a session logout. (MSSP-7057)

Workaround: Refresh the page and log in again.

*When importing a file for external device exclusion to an existing linked policy template, an error message is displayed. (MSSP-7042)

*If you log in with a read-only account and open the details panel for an individual alert, the "Detection Details" button may display and lead to an error when clicked. (MSSP-7063)

If a partner user is assigned a custom role that does not have Roles permission and tries to edit a user, the input fields do not load and a spinner spins indefinitely beside each field. (MSSP-7024)

The migration of a tenant from Cylance Support to a partner as a support administrator results in an error in the US government regions. (MSSP-7012)

The migration of a tenant from Cylance Support to a direct customer and then back to Cylance Support results in an error in the US government regions. (MSSP-7005)

When you edit a tenant's name in the Cylance Multi-Tenant Console, you cannot save your changes. (MSSP-6584)

If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.3.0 Release Notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date added
Changes to CylancePERSONA Desktop support	The Cylance Multi-Tenant Console no longer supports CylancePERSONA Desktop.	Nov 2023

Fixed issues

If you generated a report when the persona-billing endpoint was down, an error displayed for all of the tenant details. (MSSP-6888)

After changing a user's assigned role, the previous role name may have displayed on the Partner Users screen until the page was manually refreshed. (MSSP-6800)

Known issues

Items marked with an asterisk (*) are new for this release.

*If a partner user is assigned a custom role that does not have Roles permission and tries to edit a user, the input fields do not load and a spinner spins indefinitely beside each field. (MSSP-7024)

*If the Account Overview page is visited twice in a row, the titles and textboxes displayed may not be aligned. (MSSP-7023)

*The migration of a tenant from Cylance Support to a partner as a support administrator results in an error in the US government regions. (MSSP-7012)

*The migration of a tenant from Cylance Support to a direct customer and then back to Cylance Support results in an error in the US government regions. (MSSP-7005)

When you edit a tenant's name in the Multi-Tenant Console, you cannot save your changes. (MSSP-6584)

If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.2.3 Release Notes

Fixed issues

If a linked policy template name contained more than 255 characters, an error message displayed but did not specify that there were too many characters. (MSSP-6360)

Known issues

Items marked with an asterisk (*) are new for this release.

*After changing a user's assigned role, the previous role name may be displayed on the Partner Users screen until the page is manually refreshed. (MSSP-6800)

When you edit a tenant's name in the Multi-Tenant Console, you cannot save your changes. (MSSP-6584)

If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.2.2 Release Notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date added
Tenants API updates	New fields are introduced in the Cylance Multi-Tenant Console API to support disabling tenant service requests sent by partner administrators.	July 2023

Fixed issues

The radio buttons in the Memory Actions section of a policy template were not aligned. (MSSP-6631)
Some users were blocked from logging in using an external identity provider. (MSSP-6761)
Linked policy templates with specific script types for folder exclusions did not run properly. (EPPCL-2482)

Known issues

Items marked with an asterisk (*) are new for this release.

When you edit a tenant's name in the Multi-Tenant Console, you cannot save your changes. (MSSP-6584)
If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)
If a linked policy template is named with more than 255 characters, an error message displays but does not specify that there are too many characters. (MSSP-6360)
If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)
After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)
If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)
When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.2.1 Release Notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date added
Tenant services management	Partner administrators can now disable services for their tenants. If a tenant service is disabled, a message banner will display on the tenant's console. The removal date will be shown in the new Service Pending Removal column on the Active Tenants tab and the Tenant Services section in the Tenant Details screen.	May 2023
UI enhancements	The Multi-Tenant Console menu is now located on the left side of the screen.	June 2023

Fixed issues

On the Tenant Detail page, the percentage displayed for the Cylance Protect License usage was incorrect. (MSSP-6407)
When searching for tenants to select for a bulk update request, if you entered one space, then some filtered tenants with no spaces in their names were displayed. (MSSP-6374)
CSV files for bulk agent updates that were older than 30 days weren't removed from the AWS S3 directory. (MSSP-6369)
A horizontal scrollbar always appeared on the Linked Policy Templates screen. (MSSP-5575)

Known issues

Items marked with an asterisk (*) are new for this release.

*When you edit a tenant's name in the Multi-Tenant Console, you cannot save your changes. (MSSP-6584)
If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)
If a linked policy template is named with more than 255 characters, an error message displays but does not specify that there are too many characters. (MSSP-6360)
If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)
After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

Multi-Tenant Console 5.2.0 Release Notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date added
Agent Bulk Updates	You can update the agent version update rules of your tenants simultaneously by submitting a bulk update request. This allows you to quickly make changes to multiple tenants instead of updating each tenant separately.	April 2023

Fixed issues

If a tenant was reactivated after the grace period, the tenant remained in the Shutdown List and a shutdown banner was displayed. (MSSP-6304)
Existing filters of reports with a type of Audit log were not greyed out in the Add Filter section. (MSSP-6235)
On the linked policy template page, the number in the Tenants Linked To column may have been incorrect. (MSSP-5904)
When editing a report, after you clicked the Report All checkbox the "Save and Run Report" and "Save & Finish" buttons may have been unclickable. (MSSP-6233)
If a tenant was assigned a custom role, the Role Name cell in the Tenant Users tab was blank. (MSSP-6259)
If a MSSP tenant was converted from a standalone tenant, some licensing fields could not be modified. (MSSP-6186)

Known issues

Items marked with an asterisk (*) are new for this release.

*When searching for tenants to select for a bulk update request, if you enter one space then some filtered tenants with no spaces in their names are displayed. (MSSP-6374)
*If you make changes to CylanceOPTICS in a bulk update request when it is disabled, the bulk update report does not specify that CylanceOPTICS is not available. (MSSP-6411)
*On the Tenant Detail page, the percentage displayed for the Cylance Protect License usage is incorrect. (MSSP-6407)
*CSV files that are older than 30 days aren't removed from the AWS S3 directory. (MSSP-6369)
*If a linked policy template is named with more than 255 characters, an error message displays but does not specify that there are too many characters. (MSSP-6360)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

A horizontal scrollbar always appears on the Linked Policy Templates screen. (MSSP-5575)

Multi-Tenant Console 5.1.4 Release Notes

Fixed issues

When a bulk global quarantine list operation was performed, a timeout error might have displayed. For more information, see [KB-102969](#). (MSSP-4223, MSSP-5033)

OTP was turned on by default even when the OTP setting was not enabled. (MSSP-6048)

Known issues

Items marked with an asterisk (*) are new for this release.

*An existing filter of a report with a type of Audit log is not greyed out in the Add Filter section. (MSSP-6235)

On the linked policy template page, the number in the Tenants Linked To column might be incorrect. (MSSP-5904)

If an error occurs when you are creating a linked policy template, the error message remains on the screen until you remove it. (MSSP-5775)

After you edit the name of a linked policy template, a progress spinner might display on the "Tenants Linked To" column and the column is not updated. (MSSP-5768)

If you name a linked policy template "Default", you cannot edit the name. (EPPCL-1396)

When you open a policy template, and click File Actions, the Auto-Delete Quarantine option might be cut off. (MSSP-5615)

A horizontal scrollbar always appears on the Linked Policy Templates screen. (MSSP-5575)

Legal notice

©2024 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: www.blackberry.com/patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada