Cylance Multi-Tenant Console
Administration Guide

5.3

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What is the Cylance Multi-Tenant Console?

Cylance Endpoint Security detects, protects against, and remediates threats on an organization's devices using an AI-powered solution for Zero Trust across devices, networks, apps, and people. The Zero Trust approach modernizes network security while simultaneously enhancing and improving the network experience for end users. The Zero Trust security model trusts nothing and no one by default, including users inside the work network. For more information about Cylance Endpoint Security, see the Cylance Endpoint Security documentation.

The Cylance Multi-Tenant Console integrates the security capabilities of Cylance Endpoint Security services into an environment that centralizes your tenant management activities. From the console, you can create and manage the tenants you support, their users, and device policies. Each tenant resides in its own environment within the console, which makes it easy for you to switch from one tenant to another.

Supported browsers for the Cylance Multi-Tenant Console

Item	Requirements

Browser	• Latest version of:
	    • Google Chrome
	    • Mozilla Firefox
	    • Microsoft Edge

Signing into the Cylance Multi-Tenant Console

If your organization is new to the Cylance Multi-Tenant Console, BlackBerry will send an email invitation to an administrator account that you've provided with a link to create a sign-in password. When this administrator signs in to the console, they can create users for your organization. Console users receive an email invitation with a link to create a password for their account. They can then sign in at https://admin.cylance.com and use their work email address as their username.

Configuring single sign-on for the Cylance Multi-Tenant Console

The Cylance Multi-Tenant Console supports single sign-on (SSO) user authentication with any identity provider (IdP) that uses SAML 2.0.

For more information about single sign-on, visit support.blackberry.com to read KB66452.

Configure SAML for the Cylance Multi-Tenant Console

1. In the Cylance Multi-Tenant Console, hover over 👤 and click **Account Overview**.
2. Under **Authentication Settings**, click ✎.
3. Turn on **Enable SSO**.
4. In the **Provider** drop-down list, click your IdP provider. If your IdP is not listed, click **Custom**.
5. In the **X.509 certificate** field, paste your X.509 certificate information. Include `-----BEGIN CERTIFICATE-----` before the certificate text and `-----END CERTIFICATE-----` after it.
6. In the **Login URL** field, paste the login URL provided by the IdP.
7. Click ✓.

Use SSO to log in to the Cylance Multi-Tenant Console

After you configure the Cylance Multi-Tenant Console to use your IdP authentication, users in your organization can then login using SSO.

1. Visit https://admin.cylance.com/#/auth/external-login.
2. In the **Email** field, type your work email address.
3. In the **Region** drop-down list, click the appropriate region.
4. Click **Sign In**.
5. On the IdP authentication page, specify your IdP username and password.
6. Click **Sign In**.

Configure SAML using an IDP

You can configure SSO for the Cylance Multi-Tenant Console using any IDP that supports SAML 2.0. When you configure SSO, type the information listed below in the appropriate fields.

Field	User input
Entity ID, Issuer, Application name	`CylanceMulti-TenantConsole`

Field	User input

Sign-on URL, SAML response URL	`https://admin.cylance.com/<regionCode>/api/auth/external-auth/consume-saml/<partnerid>`
	
	• Replace *<partnerid>* with your partner ID.
	• Replace *<regionCode>* with the appropriate region code:
	
	  • `us`: North America
	  • `au`: Asia-Pacific South East (including Australia)
	  • `eu`: Europe Central
	  • `gc`: Gov Cloud
	  • `jp`: Asia-Pacific North East (including Japan)
	  • `sp`: South America East

Configure an ADFS trust

When you configure a relying party trust, type the information listed below in the appropriate fields.

Field	User input
Relying Party Identifier	`Cylance Multi-Tenant Console`

SAML Assertion Consumer Endpoint	`https://admin.cylance.com/<regionCode>/api/auth/external-auth/consume-saml/<partnerid>`
	
	• Replace *<partnerid>* with your partner ID, and replace *<regionCode>* with the appropriate region code:
	
	  • us: North America
	  • au: Asia-Pacific South East (including Australia)
	  • eu: Europe Central
	  • gc: Gov Cloud
	  • jp: Asia-Pacific North East (including Japan)
	  • sp: South America East

Turn off password login to enable single sign-on

With single sign-on (SSO) enabled, you might need to turn off the option for administrators to log in to the Cylance Multi-Tenant Console using an email address and password. For security purposes, an organization may require their users to log in using an external identity provider only.

1. In the Cylance Multi-Tenant Console, hover over 👤 and click **Account Overview**.
2. In the **Authentication Settings** section, click ✎.
3. Turn off **Password Login**.
4. Click ✔.

Using time-based one-time password authentication

You can configure Cylance Multi-Tenant Console to work with a multi-factor authentication app and use a time-based one-time password as a second-factor authentication method. After you enable time-based one-time password authentication, when a user logs in to the console for the first time, they will be provided with a QR code that allows them to enroll with a multi-factor authentication app such as Google Authenticator, Microsoft Authenticator, Okta Verify, or Authy.

Configure time-based one-time password authentication

1. In the Multi-Tenant Console, hover-over 👤 and select **Account Overview**.
2. Under **Authentication Settings**, click ✏.
3. Click the **Time-based OTP** option. Note that you must enable the Password Login setting first.
4. In the **Time-Step Window** section, select a number of intervals in the drop-down list. Any code within the window is valid if it precedes or follows the expected code by the number of refresh intervals that you specify. The refresh interval is 30 seconds, and the default setting is 1.
5. Click **Save**.

Disable time-based one-time password authentication for a user

You can disable time-based one-time password authentication for individual users.

1. In the Multi-Tenant Console, click **Partner Users**.
2. On the **Partner Users** tab, click ✏ for the user you want to edit.
3. Disable the time-based one-time password authentication option for the user.

Note: If the user was enrolled with time-based one-time password before you disable it, the user to continue using their previous enrollment with the multi-factor authentication app when you re-enable it.

View which users are configured to use time-based one-time password authentication

On the **Partner Users** page, in the **OTP** column, you can see which user is enabled for time-based one-time password authentication. Note that you can filter on the OTP column.

Enroll with multi-factor authentication

The first time users log in to the console after you have enabled time-based one-time password authentication, they will be asked to enroll with a multi-factor authentication app using a QR code.

1. On the Multi-Tenant Console sign-in page, enter your credentials.
2. Click **Continue**.
3. Open your organization's authentication app on your device, and on the Multi-factor enrollment page, scan the QR code.
4. In the **One time password** field, enter the six digit code that is displayed in your organization's authentication app on your device.
5. Click **Sign in**.

   Note: You can click **Skip for now** up to three times to sign in without entering a one-time password.

Sign in to the Multi-Tenant Console using a one-time password

1. On the Multi-Tenant Console log in page, enter your credentials.
2. Click **Continue**.

3. In the **One time password** field, enter the six digit code that is displayed in your organization's authentication app on your device.
4. Click **Sign in**.

Regenerate the enrollment secret for a user

You can regenerate the enrollment secret for a user that has already enrolled with time-based one-time password authentication. After you regenerate the secret, the user will need to re-enroll with an authentication app the next time that they log in to the console.

1. In the Multi-Tenant Console, click **Partner Users**.
2. On the **Partner Users** tab, click the edit icon for the user you want to regenerate the enrollment secret for.
3. Click **Regenerate enrollment secret**.
4. Click **Regenerate**.

Signing in with single account experience

The single account experience for the Cylance Multi-Tenant Console allows partner users to sign into multiple partner accounts in a given region using the same email address. A partner user needs to have their email address added in each of their desired partners by a partner administrator. To add a partner user's email address, follow the steps in Create a partner user. An invitation email will be sent to the partner user with a registration link that must be clicked on to complete the registration. Once registration is complete, the partner user can sign in to the partner account using a short name.

A short name is a globally unique name for a partner that is set to a system-generated GUID by default. The short name of a partner can be edited by an administrator and is included in the invitation email. On the sign-in screen, a partner user can enter the short name of the partner account they want to sign in to. The short name field is optional; however, if a partner user has completed registration in multiple partners, a short name will be required to sign in.

If a partner user is registered with multiple partners, they can use the same MTC and one-time passwords for all partners when signing in. The use of MTC passwords, including one-time passwords, and external identity providers when signing in will depend on the configuration of the individual partner account.

Note: Users were previously able to use external identity providers to sign in without clicking on the registration link in the invitation email. However, to improve the security of the sign in process, users must now click on the registration link in the invitation email to complete registration in each partner.

The single account experience is available in all regions except Gov Cloud.

Edit a partner short name

A short name is a globally unique name for a partner that is set to a system-generated GUID by default. The short name of a partner is included in the invitation email and can be edited by an administrator.

1. In the Cylance Multi-Tenant Console, click **User Information > Account Overview**.
2. On the **Partner Info** tab, click ✎ beside **Authentication Settings**.
3. Edit the short name in the **Partner short name** field.
4. Click ✓.

After you finish: After a short name is changed, all invited partner users will receive an email with the new short name.

View and manage your account

1. In the Cylance Multi-Tenant Console, hover over 👤.
2. Do any of the following:

Task	Steps
Update your password.	**a.** Click **My Profile**. **b.** Type your current password. **c.** Type your new password. **d.** Click **Update Password.**
View the audit log.	**a.** Click **Audit Log**. The audit log lists all user activity from your console.
View your account information.	**a.** Click **Account Overview**. The Account Overview page provides information about your multi-tenant account, billing information, and a list of partner users who can access your console's information.
Download product usage .csv files.	**a.** Click **Account Overview**. **b.** On the **Product Usage** tab, click **Download CSV** for the appropriate billing cycle.

Managing alerts in the Cylance Multi-Tenant Console

The 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. This makes it easier for you to identify and track prevailing threat patterns in your corporate ecosystem and resolve collections of alerts more efficiently. The correlation of alerts across all tenants offers a more complete view of potential threats and allows for a more holistic approach to protecting your organization's employees and data.

The Alerts view is a superset of the alert groups found within each tenant. It augments the alert triage experience for individual tenants and contains a Tenant column that correlates an alert group to a specific tenant. For information on how to filter by tenant, see View and manage aggregated alerts. You can use the Alerts view to search, sort, and investigate alerts through a read-only experience. To access and operate on individual tenants within your organization, you can use the Tenants view from the Cylance console. When an individual alert within a group contains a **Detection Detail** button, this indicates that relevant cyber-security data is available from the Cylance console.

Service	Supported by the Alerts view
CylancePROTECT Desktop	Threat telemetry and memory protection alerts from the CylancePROTECT Desktop agent on desktop devices.
CylancePROTECT Mobile	Alerts detected by the CylancePROTECT Mobile app.
CylanceOPTICS	Alerts detected by the CylanceOPTICS agent on desktop devices.
CylanceGATEWAY	Network protection settings that you have configured or the destination reputations that CylanceGATEWAY has determined to be high risk.
CylanceAVERT	Exfiltration events from the CylanceAVERT agent on desktop devices.

The initial Alerts view is a summary that groups similar alerts based on criteria such as priority, alert classification, configured responses, and other key alert attributes. For more information about the criteria, see How the Cylance Multi-Tenant Console groups alerts.

The automated grouping of alerts reflects both the frequency and prevalence of alerts, giving analysts a clear view of how often threats occur and where they occur. By default, the alert groups are sorted in descending order by priority to provide a top-down view of all relevant security telemetry. Each group displays icons for the types of key indicator artifacts that are associated with the group (for example, File, Process, Email, and so on). You can click a key indicator icon to review the attributes of the key indicator, and, where applicable, you can copy or filter by those values. As new alerts are detected and processed from the telemetry sources, they are added to an existing group or to a new group.

The Alerts view supports single detection and multi-detection alerts. Alert detection rules can sometimes perform multiple detections before an alert is generated and displayed in the Alerts view. Each detection is modeled using an event (for example, File Opened, Registry Key Added, and so on).

You can click an alert group to access the following information:

- The alert overview tab that summarizes detection details and key indicators relevant to the group.
- The key indicators tab shows the detection attributes that were identical in each individual alert within the group. For example, if the key indicator was a file hash, that hash was detected in each alert, whether it was from the same device or different devices. The key indicators are represented visually to show the relationship between parent, child, and sibling objects. For multi-detection alerts, the key indicators are included within each event and are summarized in the order of execution.

- The list of individual alerts in the group. You can click an individual alert to open granular details. You can also view the full set of artifacts, represented as icons, that are associated with the alert. The artifacts contain the full set of facets captured by the underlying detection engine. Like key indicators, these artifacts are represented visually to show the relationship between parent, child, and sibling objects. For multi-detection alerts, the key indicators are included within each event and are summarized in the order of execution.

Depending on the types of alerts in a group, you may also be able to perform management actions. For example, for CylancePROTECT Desktop threat alerts, you can add a file to or remove a file from the global safe list or global quarantine list at the tenant level. The performed actions will only apply against the individual tenants.

How the Cylance Multi-Tenant Console groups alerts

The Cylance Multi-Tenant Console uses the following criteria to group alerts from all your tenants and Cylance Endpoint Security services, automating the process to allow you to scope and optimize your threat-hunting and resolution activities to logical groupings of related alerts. The grouping logic is built and maintained by BlackBerry, and is dynamically designed to handle alerts from a range of integrated services. The result is a zero-touch experience that automates frequency and prevalence analysis, making it easier for you to triage and prioritize your cybersecurity efforts.

A new alert is added to an existing alert group when all of the following conditions are met:

- The priority, classification, sub-classification, description, key indicators, and response of the alert match that group.
- The alert occurs within 24 hours of the most recent alert in that group.
- The alert is detected within 7 days (168 hours) of the oldest alert in that group.

A new alert group is created when an alert is detected that does not satisfy all of these conditions.

Priority

The priority of an alert, which correlates to the urgency of the issue and the potential impact on your organization's environment, is factored into how alerts are grouped. The Alerts view groups the highest priority alerts across the telemetry sources to help you view and resolve the most important alerts first.

The factors that determine the priority of an alert vary by service:

Service	Factors
CylancePROTECT Desktop	• For threat alerts, the priority is always high in the Alerts view, even if the priority of the alert is lower in Protection > Threats in the management console. The purpose of this elevated priority in the Alerts view is to indicate the urgency of malware detections. • For memory protection alerts, the priority is determined by the nature of the memory protection event, as configured by BlackBerry cybersecurity analysts. The priority of the events are based on the overall severity and relevance for investigation.
CylancePROTECT Mobile	Alerts use a priority value that corresponds to the severity that is displayed in the management console and in the CylancePROTECT Mobile app.
CylanceOPTICS	The priority is determined by the configuration of the CylanceOPTICS detection rules.

Service	Factors

CylanceGATEWAY	Priority is based on the network protection settings that you configure or the reputation of a destination, as determined by CylanceGATEWAY, with a high risk level. For example, CylanceGATEWAY might generate alerts to display in the Alerts view in the following scenarios:
	
	• Destination reputation detections:
	
	    • When enabled, the alerts are generated based on the risk level that you set. For example, if you set the risk level to "Medium and higher", alerts are generated for all the detections with the risk level of medium and high.
	    • When not enabled, alerts that are determined to have a high risk level are generated by default.
	• Signature detections:
	
	    • When enabled, alerts are generated for blocked signature detections and are displayed with a high risk level.
	    • When not enabled, CylanceGATEWAY will not generate alerts.
	• For DNS Tunneling and Zero Day detections, alerts are generated for detections with a high risk level.

CylanceAVERT	The priority is always high in the Alerts view.

Classification and sub-classification

The alert classification and sub-classification identifies and labels the underlying detection type to provide structured alert content that can better describe the alert detected by a given service. Each service will define a specific set of classifications and sub-classifications to clarify the nature of the alert.

Classification and sub-classification data are used to identify and group similar alerts.

The factors that determine the classification and sub-classification of an alert vary by service:

Service	Factors
CylancePROTECT Desktop	• For threat alerts, the classification and sub-classification correspond to the file classifications for CylancePROTECT Desktop threat alerts. • For memory protection alerts, the classification and sub-classification correspond to the memory protection violation types.
CylancePROTECT Mobile	The classification corresponds to an overall category of alerts (for example, Device Security or Network threats) and the sub-classification corresponds to the specific alert type that displays in the management console and in the app (for example, Malicious app, Sideloaded app, Insecure Wi-Fi, and so on).
CylanceOPTICS	Detection rules contain MITRE tactics, techniques, and sub-techniques to define the classification and sub-classification of an alert.
CylanceGATEWAY	The classification corresponds to the overall category of alerts (for example, Network Access Control) and the sub-classification corresponds to the specific alert type that displays in the management console (for example, Reputation, DNS Tunneling, Signature detection, and Zero-Day detection).

Service	Factors
CylanceAVERT	The classification is determined by the exfiltration event.

Description

The description of an alert is a characteristic that provides a short segment of information about the alert. Alerts with matching descriptions are more likely to be grouped together.

Key indicators

Key indicators are the detection content that are common across every individual alert in an alert group. The aggregation process compares the key indicators of alerts to determine whether they should be grouped together. For example, if a file contains a key indicator SHA256 hash, the hash value is identical within each alert inside an alert group.

The key indicators of an alert vary by service:

Service	Factors
CylancePROTECT Desktop	• For threat alerts, the key indicator is the SHA256 hash. • For memory protection alerts, the key indicators are the unique characteristics of the event (for example, file data such as the SHA256 hash and the risk score).
CylancePROTECT Mobile	Key indicators correspond to the unique characteristics of a given mobile alert (for example, the package name of a sideloaded app, the SSID of an insecure Wi-Fi network, the model of an unsupported device, and so on).
CylanceOPTICS	Key indicators are the uniquely identifying facets of the artifacts that are associated with an alert. For example, for process artifacts, the key indicators are the following facets: SHA256 hash, file path, and command line argument. These facets establish a unique signature for the process artifact type that can be compared to other alerts. The key indicator facets for an alert group are common across the individual alerts in the group.
CylanceGATEWAY	The key indicators are "Network connection" and "DNS request".
CylanceAVERT	The key indicators vary by the artifact type. For email alert artifacts, the key indicator is the conversationID. For browser and file exfiltration alert artifacts, the key indicator is the UserName.

Response

For services that execute mitigation actions, this is the action that you configured the service to execute in response to the detection. For example, for CylancePROTECT Desktop threat alerts, a response may be one of the following: waived, quarantined, unsafe, or abnormal.

For services that don't execute mitigation actions, this captures relevant information from the integrated service. Alerts with matching responses are more likely to be grouped together.

Time

The time that an alert occurs relative to other alerts is factored into how alerts are grouped. An alert is added to an existing group if the priority, classification, sub-classification, description, key indicators, and response of the alert match that group, the alert occurs within 24 hours of the most recent alert in that group, and the alert occurs within 7 days (168 hours) of the oldest alert in that group. If the alert matches the above criteria but occurs outside of the 24 hour window from the most recent alert in the group, or outside of the 7 day window from the oldest alert in the group, it is added to a new group.

The 7 day window ensures that alert groups have a fixed period and do not grow indefinitely.

View and manage aggregated alerts

Before you begin: Verify that your administrator role has the permissions required to use the Alerts view. The permissions for the Alerts view are contained in the Common section. The View alerts permission provides read-only access to the Alerts view. You require the Edit alerts and Delete alerts permissions to make changes to alert groups and individual alerts in this view. For more information, see Setting up administrators.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Alerts**.

   To select the columns that you want to display, scroll to the right and click ⦀.

2. Do any of the following:

Task	Steps
Filter and sort alert groups.	a. Click ▽ on a column and type or select the filter criteria. You can do any of the following: • Apply multiple filter criteria at once. To remove a filter, click x for that filter. • If you want to filter by Classification, Sub-classification, Description, or Key Indicators, do one of the following: 　• To find exact matches, click ⚙ > **is equal to**. Type a value to view matches. Click up to 5 matches to add to the filtering list, then click **Apply**. 　• To find matches that contain the specified value, click ⚙ > **contains**. Type one or more values (click ➕ to add additional values). Click **Apply**. 　When you view the results, you can click the filter displayed at the top of the screen to add or remove filter criteria. • If you filter by **Count**, click ⚙ for additional options (greater than, less than, and so on). • Filter by **Product** to scope results to specific Cylance Endpoint Security services. • Filter by **Detection Time** to scope results to a specific date and time range. • Filter by **Tenant** to scope results from a specific tenant. b. To sort the alert groups in ascending or descending order by a column, click the name of the column (where applicable).

Task	Steps
View details for key indicators of an alert group and filter alert groups by key indicator type or value.	**a.** Hover over a key indicator icon to see the type of object or event. Click an icon to view details. **b.** Where applicable, to view the full text of a truncated string value, hover over it and click ⌗. **c.** Where applicable, to copy a value, hover over it and click 🗋. **d.** To filter alert groups by key indicator, hover over it and click ⇱.
View details for an alert group and individual alerts.	**a.** Click an alert group. **b.** To view the details for key indicators associated with the group, in the left pane, click **Key Indicators**. Expand the key indicators to review details and view relationships between instigating and target objects. This view will show a single set of key indicators associated with individual events (files, users, executables, processes, and so on). For example, you may see a "parent" process object or executable file that is the instigating process for a "child" process. Events or objects at the same level are considered "siblings" under the same parent. Where applicable, you can hover over values and click ⌗ to view full text strings or 🗋 to copy the value. **c.** For the individual device alerts, do any of the following: • Sort and filter the alert information. • Add or change labels for the alerts. The alert status and assigned user can be managed through the individual tenant. **d.** To open the details panel for an individual alert, click the alert. Do any of the following: • If applicable, you can click **Detection Detail** to view further details and actions from a tenant's Cylance console with support login. The Detection Detail link will remain active for 60 days for CylancePROTECT Desktop threat alerts and for 30 days for other types of alerts. • Expand the artifacts associated with the alert to review details and view relationships between instigating and target objects and events. The complete set of objects associated with a detection rule are included in the artifacts view. Where applicable, you can hover over values and click ⌗ to view full text strings or 🗋 to copy the value.
Change the status of alert groups.	Do any of the following: • To change the status of an alert group, in the **Status** drop-down list, click the appropriate status. • To change the status of multiple alert groups, select the alert groups, click **Change Status**, click the appropriate status, and click **Apply**. See Status changes for alerts.

Task	Steps
Add or change the label for alert groups.	You can add custom labels to alert groups to provide short notes or reminders or to use as filter criteria. To view labels you must set the Labels column to display. a. Select one or more alert groups. b. Click **Change Labels**. c. Type a label and press ENTER or search for and select an existing label. d. Click **Apply**. To remove a label, click the label, click the x icon, and click **Apply**.
Export alert data to a CSV file.	Do any of the following: • To export details for all alert groups, click ⤇. • To export details for all of the alerts within a group, click an alert group, then click ⤇.
Remove alert groups.	a. Select one or more alert groups. b. Click **Delete**. c. Click **Delete** again to confirm.

Status changes for alerts

The status of individual alerts from various sections of the Cylance console (for example, Protection > Threats, CylanceOPTICS > Detections, and Protection > Protect Mobile alerts) correspond to an equivalent status in the Cylance Multi-Tenant Console Alerts view. When an alert status changes from the Cylance console, the status is also updated in the Alerts view. For example, if the status of an alert in the Cylance Detections view changes to False Positive, the status in the Alerts view changes to Closed.

When you change the status of individual alerts in the Alerts view, an equivalent status change is displayed in the Cylance Detections view for CylanceOPTICS. Currently, status changes that you initiate in the Alerts view will not be displayed in the Protection > Threats view or in the Protection > Protect Mobile alerts view in the Cylance console.

Note the following equivalent states from the Cylance console for CylancePROTECT Desktop threat alerts:

• Alerts displayed in Protection > Threats with an Unsafe, Abnormal, or Quarantined status have a New status in the Alerts view.
• Alerts displayed in Protection > Threats with a Waived status have a Closed status in the Alerts view.

If you set a status for an alert group, the individual alerts in that group are assigned the status that you selected. If the individual alerts in an alert group have different statuses, either from manual status changes or as a result of status changes that come from another view (for example, CylanceOPTICS > Detections), the status of the alert group changes to Multiple. If all of the individual alerts in an alert group have the same status, the alert group will also have the same status. For example, if all of the individual alerts have a status of Closed, the status of the alert group is also Closed.

Managing tenants in the Cylance Multi-Tenant Console

In the Cylance Multi-Tenant Console, a tenant represents a customer's organization. Each tenant in the console resides in an independent customer environment with its own associated devices. After you create a tenant in the console, you can create tenant users and assign them to the appropriate tenant. If one or more Cylance Endpoint Security services cannot be successfully enabled in the tenant, an error icon displays in the status column.

Tenants with an evaluation license (a trial license) have 60 days to manually convert to a customer license. Sixty days after the tenant creation date, the tenant will automatically be converted to a customer license. Fourteen days before the automated license conversion, an icon will appear next to the tenant's name to remind the tenant about the pending conversion.

Create a tenant

1. In the Cylance Multi-Tenant Console, click **Tenants** > **Add New tenant**.
2. In the **Tenant name** field, type the name for the tenant.
3. Optionally, in the **Unique admin email** field, type the email address of the tenant user.
4. Optionally, in the **Custom Domain** field, type a custom domain name to make it easier for your users to access the tenant.
5. In the **Tenant Address** section, specify the tenant's address information.
6. In the **Tenant Features** section, choose the features or services that you want to turn on for the tenant.
7. In the **Enter Licensing Details** section, specify the total number of licenses granted for each service.

   The CylancePROTECT license count is required when you add licenses to a tenant. By default, only CylancePROTECT is enabled for the tenant. To turn on additional services such as CylanceOPTICS, CylancePERSONA, and CylanceGATEWAY, in the **Tenant Services** section, turn on the desired services. If a service cannot be successfully enabled in a tenant, an error icon displays under the service.

8. If you want to turn on additional CylanceOPTICS services, under **Tenant Services**, turn on **Optics v2**. Choose the features that you want to turn on.
9. Click **Save & Finish**.

Tenant creation is an asynchronous process that prevents you from making edits to the tenant until the process is complete.

After you finish:

- To view a list of your customers' tenants, click the **Active Tenants** tab.
- To edit a tenant, on the **Active Tenants** tab, click the tenant that you want to edit. Click ✏ beside the section that you want to edit. To save your changes, click ✓.

Manage tenant threats from a global list

You can view the policies, zones, devices, agent versions, and tenant users for the tenants you manage, which allows you to help manage your customers' organizations and assist with troubleshooting.

You can add a file to the global quarantine list to block it from all devices in a tenant, and you can add a file to the global safelist to allow it on all devices in the tenant.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Tenants**.
2. On the **Active Tenants** tab, click a tenant.

3. On the **Threats** tab, click the threat that you want to take action on.

4. To add a threat to the global quarantine list, click **Globally Quarantine**. To add the threat to the global safelist, click **Globally Safelist**.

5. Choose the tenants to add the threat to their global quarantine list.

6. Click **Next**.

7. Type a reason for adding this to the global quarantine list or global safelist.

8. Click **Next**.

9. Click **Globally Quarantine** or **Globally Safelist**.

After you finish:

- To remove an item from the global quarantine list, on the **Active Tenants** tab, click a tenant. On the **Quarantine List** tab, choose the files that you want to remove. Click **Remove Selected** > **Yes, Remove from List**.

- To remove an item from the global safelist, on the **Active Tenants** tab, click a tenant. On the **Safelist** tab, choose the files that you want to remove. Click **Remove Selected** > **Yes, Remove from List**.

Manage tenant services

In the Cylance Multi-Tenant Console, you can control which services are available for your tenants. If you disable a tenant service, it will be marked for removal after a 30-day grace period, but you can request to cancel the removal within that time. The services marked for removal will continue to work as normal during the grace period .

1. In the Cylance Multi-Tenant Console, click **Tenants**.

2. On the **Active Tenants** tab, click a tenant.

3. On the **Tenant Details** tab, click ✎ beside the **Tenant Services** section.

4. Choose the services you want to enable or disable for the tenant.

5. To save your changes, click ✓.

After you finish:

- A message banner indicating a disabled service will be displayed on the tenant's console during the grace period.

- The removal date of a disabled service will be displayed in the **Service Pending Removal** column on the **Active Tenants** tab.

Create tenant users

As a Cylance Multi-Tenant Console administrator, you can add tenant users, which represent the employees within an organization. When you add a tenant user, they will receive an invitation email message to create a password and set up their account.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Tenants**.

2. On the **Active Tenants** tab, click a tenant that you want to add a user to.

3. On the **Tenant Users** tab, click **Add Tenant User**.

4. Specify the tenant user's first name, last name, and email address.

5. Click **Save & Finish**.

After you finish:

- To edit a tenant user, on the **Active Tenants** tab, click the tenant that the tenant user belongs to. On the **Tenant Users** tab, click ✎ beside the tenant user. Click **Save & Finish**.
- To delete a tenant user, on the **Active Tenants** tab, click the tenant that the tenant user belongs to. On the **Tenant Users** tab, click 🗑 beside the tenant user that you want to delete. Click **Confirm**.

Use support login to log in as a tenant or tenant user

Support login allows you to conveniently log in to a tenant's Cylance console as the tenant or a tenant user to manage their account. With support login, you don't need a password to log in and can only view and modify what the tenant or tenant user's permissions allow.

The audit log in both the Cylance Multi-Tenant Console and the Cylance console will record the email addresses of the partner user used to initiate the support login and the tenant user that was used to log in.

Before you begin: To use the support login feature, contact a tenant administrator to verify that support login is enabled in the tenant's Cylance console. On the menu bar, the administrator should click **Settings** > **Application** and confirm that **Enable Support Login** is selected.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Tenants**.
2. Do one of the following:

Task	Steps
Use support login to login as a tenant	**a.** On the **Active Tenants tab**, click ⬈ beside the tenant you want to log in as. **b.** Click **Confirm**.
Use support login to login as a tenant user	**a.** On the **Active Tenants** tab, click the tenant. **b.** On the **Tenant Users** tab, click ⬈ beside the user you want to log in as. **c.** Click **Confirm**.

You will be taken directly to the Cylance console using the tenant or tenant user's account.

Shut down a tenant

If a customer's license to the Cylance console expires, you can shut down the tenant, which removes their access to the Cylance console. Because the agents will no longer communicate with the Cylance console, they will display a message stating that the user will need an installation token to connect to the console.

After you shut down a tenant, you cannot recover the tenant's data unless you turn on the 7-day grace period. This grace period allows you to cancel the shutdown and it gives the tenant time to renew their Cylance licenses.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Tenants**.
2. On the **Active Tenants** tab, click the tenant that you want to shut down.
3. Click **Shut Down Tenant**.
4. Do one of the following:

Action	Description
Turn off the 7-day grace period.	• The tenant will be removed from your system and you won't be able to recover its data. The process may take up to 24 hours to complete.
Turn on the 7-day grace period.	• The tenant will be removed after the 7-day grace period. After the grace period ends, the tenant is removed and you won't be able to recover its data. • During the grace period, you can cancel the shutdown by clicking **Tenants** > **Pending** > **Cancel Shutdown**.

5. Click **Shut down tenant**.

Creating partner users in the Cylance Multi-Tenant Console

You can create other Cylance Multi-Tenant Console users that are known as partner users. You can assign a partner user to one or more tenants that they can manage.

You can assign a role to a partner user that defines the level of access that is granted to the user. Users that are assigned the administrator role can create and manage tenants, control tenant services, create tenant users, and create and manage console users. Partner read-only users have read-only access to the tenants that are assigned to them and they can't make changes to tenants.

Create a partner user

When you create a partner user, an invitation is sent to the user's email address. The invitation includes a link that allows them to create a password for their console's account.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Partner Users**.
2. On the **Partner Users** tab, click **Add Partner User**.
3. Specify the required information.
4. In the **Select A Role** drop-down list, click the appropriate role for the partner user.
5. Click **Save & Finish**.

After you finish:

- To edit a partner user, on the **Partner Users** page, click ✎. Click **Save & Finish**.
- To reset a partner user password, on the console's login page, click **Forgot Password?** Specify the required information and click **Send Reset Link**. The partner user will receive an email with a link to reset their password.
- To delete a partner user, on the **Partner Users** page, click 🗑 beside the partner user that you want to delete. Click **Confirm**.

Create and customize partner roles

In the Cylance Multi-Tenant Console, you can create new user roles using custom permission sets. This allows you to create roles with customized access to the console's features.

1. In the Cylance Multi-Tenant Console, click **Partner Users**.
2. On the **Roles and Permissions** tab, click **Add Role**.
3. Type a role name.
4. Select permissions for the role. For more information about the available permissions, see Permissions for user roles.
5. Click **Save New Role**.

After you finish:

- To edit a partner role, on the **Roles and Permissions** tab, click ✎ beside the role that you want to modify. Click **Save Role**.
- To delete a partner role, on the **Roles and Permissions** tab, click 🗑 beside the role that you want to delete. Click **Confirm**.

Permissions for user roles

Tenant

These permissions relate to the tenant in the Cylance Multi-Tenant Console that the user is assigned to.

Permission	Description
Shutdown tenants	This permission allows users to shutdown a tenant.
View tenant list	This permission allows users to view a list of tenants in the console.
Read tenant details	This permission allows users to read the tenant details, such as tenant information, purchase information, licensing, and evaluation EULA.
Add or modify tenant details	This permission allows users to create or modify tenants in the console.

Policy template

These permissions relate to the policy template in the Cylance Multi-Tenant Console.

Permission	Description
Read policy template details	This permission allows users to read the policy template details, including the policy settings.
View policy template list	This permission allows users to view a list of policy templates in the console.
Add or modify policy template information	This permission allows users to create or modify policy templates in the console.
Delete policy templates	This permission allows users to delete policy templates in the console.

Report

These permissions relate to the Cylance Multi-Tenant Console reports.

Permission	Description
Read report details and report lists	This permission allows users to read the console reports.
Add or modify report information	This permission allows users to create or modify reports in the console.
Delete report	This permission allows users to delete a report from the console.

Partner-App

These permission relate to the use of API integrations with partner apps in the Cylance Multi-Tenant Console.

Permission	Description
List partner-app API integration details	This permission allows users to list partner-app API integration details in the console.
Read partner-app API integration details	This permission allows users to read partner-app API integration details in the console.
Add or modify partner-app API integrations	This permission allows users to add or modify partner-app API integrations in the console.
Delete partner-app API integrations	This permission allows users to delete partner-app API integrations in the console.

Support Login

These permissions relate to the Support Login feature in the Cylance Multi-Tenant Console. When logging in with Support Login, the role of the tenant user used to log in is inherited regardless of a partner user's role.

Permission	Description
Support Login as tenant user	This permission allows a partner to log in with a tenant user's account as if they were the tenant user. The tenant user's account must also be assigned the tenant User role for the partner to log in.
Support Login as tenant admin	This permission allows a partner to log in with a tenant user's account as if they were a tenant administrator. The tenant user's account can be assigned any default role for the partner to log in.
Support Login as tenant zone manager	This permission allows a partner to log in with a tenant user's account as if they were a tenant zone manager. The tenant user's account must also be assigned the tenant Zone Manager role for the partner to log in.
Support Login as tenant read only	This permission allows users to log in with a tenant user's account as if they were a tenant read only user. The tenant user's account must also be assigned the tenant Read only role for the partner to log in.

Partner

These permissions relate to partner users in the Cylance Multi-Tenant Console.

Permission	Description
Ability to approve creation of tenants	This permission allows users to approve the creation of tenants.
View partner list	This permission allows users to view the partner list.
Read partner details	This permission allows users to read partner details.

Permission	Description
Add or modify partner information	This permission allows users to add or modify partner information.
Delete partners	This permission allows users to delete partners.

User

These permissions relate to the users associated to a tenant in the Cylance Multi-Tenant Console.

Permission	Description
View user list	This permission allows users to view a list of users in the console.
Read user details	This permission allows users to read user information.
Add or modify user information	This permission allows users to create or modify users in the console.
Delete users	This permission allows users to delete users from the console.

Role

These permissions relate to the roles in the Cylance Multi-Tenant Console.

Permission	Description
View role list	This permission allows users to view list of roles in the console.
Read role details	This permission allows users to read role information.
Add or modify role information	This permission allows users to create or modify roles in the console.
Delete roles	This permissions allows users to delete roles from the console.

Create a report

You can create custom reports with the data collected across all your tenants.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Reports**.
2. On the **Reports** tab, click **Create Report**.
3. Type a report name.
4. From the **Report Type** drop-down list, select one of the following reports:

Report type	Description
Audit Log	Reports user activities performed in the console.
Account Data	Reports data regarding user accounts.
Partner User	Reports data regarding partner users.
Tenant Devices	Reports data regarding tenant devices.
Tenant Detections	Reports data regarding detected threats.
Tenant User	Reports data regarding tenant users.
Policy Details	Reports data regarding device policies.

5. In the **Report Fields** section, select the desired report fields.
6. In the **Report Filters** section, select the desired filter and configure it's parameters if needed.
7. If you want to run the report on a schedule, turn on **Schedule Report** and do one of the following:

Action	Steps
Run the report once on a specific date.	a. Click **One-Time**. b. Set the date you want the report to run on.
Run the report on a regular basis.	a. Click **Recurring**. b. Select the recurrence period. c. Set the start and end dates you want the report to run on.

8. Do one of the following:
   - To save and run the report, click **Save and Run Report**.
   - To save the report without running it, click **Save & Finish**. You can run a saved report from the **Reports** tab by clicking ⬄ beside the desired report.
9. To view and download recently generated reports, on the **Reports** page, click **Recently Run**.

After you finish:

- You will receive an email notification after a report is generated and available to view.
- To edit a report, on the **Reports** tab, click ✏ beside the desired report.

Managing device policies

A device policy defines how the CylancePROTECT agent handles malware it detects on a user's device. A device policy is also used to enable and configure other services, including CylanceOPTICS and CylancePERSONA Desktop. Every device must be assigned a device policy. If you do not assign a custom policy to a device, the device is assigned the default policy.

The device policy templates allow you to configure and customize policy settings, apply them to new and existing tenants, and manage device policy assignments for all tenants directly from the Cylance Multi-Tenant Console.

Policy template actions are recorded in the console audit log, which includes the user who performed the action and the time of the action.

Policy template role permissions allow you to grant console users access to the policy template. Enabling a policy template permission does not automatically enable any dependencies. For example, if you enable the read policy template details permission, you must also enable the view policy template list permission. For more information, see Create and customize partner roles.

Note that there is no automated synchronization between the device policy template and the tenant policies. If you update the template, you will have to re-apply the template to a tenant.

Step	Action
1	Create a device policy template.
2	Apply a device policy template to a tenant.
3	Assign a device policy to a device.

Create a device policy template

You can create device policy templates to apply to your customers' tenants. This feature can streamline customer onboarding, product enablement, and the implementation process.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Settings** > **Add New Template**.
2. Type a name for the template.
3. Configure the device policy settings.

   For more information about device policy settings and description. see Device policy settings.
4. Click **Save & Finish**.

After you finish: Apply a device policy template to a tenant.

Apply a device policy template to a tenant

To assign the same device policy to multiple devices in a tenant, you will first need to apply the device policy template to the tenant that those devices belong to.

Before you begin: Create a device policy template.

1. In the Cylance Multi-Tenant Console, on the menu bar, click **Tenants**.
2. On the **Active Tenants** page, click a tenant.
3. On the **Policies** tab, click **Apply a Policy Template**.
4. Select one or more policy templates to assign to the tenant. You can use keywords to filter the policy templates.
5. Click **Apply**.

After you finish: Assign a device policy to a device.

Assign a device policy to a device

After you assign a device policy template to a customer's tenant, you can apply the device policy to devices that belong to that tenant. You can apply a device policy to multiple devices, but a device can only have one policy.

Before you begin: Apply a device policy template to a tenant.

1. In the Cylance Multi-Tenant Console, click **Tenants**.
2. On the **Active Tenants** tab, click a tenant.
3. On the **Devices** tab, select the devices that you want the device policy to apply to.
4. Click **Assign Policy**.
5. Select a policy to apply to the devices.
6. Click **Assign Policy**.

Device policy settings

Cylance Endpoint Security administrators use device policies to configure and define the behavior of the CylancePROTECT Desktop agent, the CylanceOPTICS agent, and the CylancePERSONA Desktop agent on users' devices.

When you save changes to a device policy, the changes are applied immediately to devices that the policy is assigned to. There is no rollback or recovery option after you save changes to a device policy. If you want to undo or revert any changes, you must do so manually.

For more information about each device policy setting, see the Device policy documentation.

Managing linked policy templates

You can create a linked policy template and link it to all of your tenants or to a subset of your tenants. If you make a change to a setting in one of the linked policy templates, that change applies to all of the tenants that use the policy. This allows you to quickly make changes to multiple tenants instead of updating each tenant separately.

Create a linked policy template

A linked policy template allows you to select a set of options that you can apply to multiple tenants simultaneously.

1. In the Cylance Multi-Tenant Console, click **Settings > Linked Policy Templates**.
2. Click **Add New Template**.
3. Type a name for the template.
4. Turn on the **Default Template** option if you want the linked policy template to override the policy template in your linked tenants.

   Note that after you set a policy template as a default template, it remains linked with the tenant's default policies and cannot be modified.
5. Click the options in the left-hand menu and select the settings that you want to apply to the linked policy template.
6. Click **Create**.

Link a linked policy template with multiple tenants

You can link a linked policy template with multiple tenants, which allows you to make a change to the linked policy and update all of the tenants that you have linked with the policy simultaneously.

For a non-default linked template, when the linking request creates a new policy in all tenants selected for linking, an email message with linking status details is sent to the administrator. For a default linked template, when the linking operation updates the default policy in all tenants selected for linking, an email message with linking status details is sent to the administrator.

1. In the Cylance Multi-Tenant Console, click **Settings > Linked Policy Template**.
2. Click the linked policy template that you want to link.
3. Click **Linked Tenants**.
4. Click **Link Tenant**.
5. Select the tenants that you want to link the policy template to, or use the search field to find the tenants and add them.
6. Click **Link Tenant**.

   Note that while linking is taking place, you cannot make any changes to the associated template.

Unlink a linked policy template from tenants

When a linked policy template is unlinked from selected tenants, the corresponding policy in the linked tenant is not deleted.

1. In the Cylance Multi-Tenant Console, click **Settings > Linked Policy Templates > Linked Tenants**.

2. Select the tenants that you want to unlink the linked policy template from.
3. Click **Unlink Tenant > Unlink**.

Update a linked policy template

When a linked policy template is updated, the corresponding policy in any linked tenants is updated immediately. If you have made changes to a linked policy in the tenant directly, those changes will be overwritten.

When the linking operation finishes updating the linked policy in all linked tenants, an email message with linking status details is sent to the administrator.

There is no rollback or recovery option after you save changes to a linked policy template or linked policy. If you want to undo or revert any changes, you must do so manually.

1. In the Cylance Multi-Tenant Console, click **Settings > Linked Policy Templates**.
2. Click the template that you want to update.
3. Make your changes.

   Note that after you set a policy template as a default template, it remains linked with the tenant's default policies and cannot be modified.
4. Click **Save**.

Delete a linked policy template

You cannot delete templates that are linked with a tenant. You must remove them from the tenant first.

1. In the Cylance Multi-Tenant Console, click **Settings > Linked Policy Templates**.
2. Select the templates that you want to remove.
3. Click **Delete**.
4. Click **Remove Template**.

Create a bulk update request

You can update the agent version update rules of your tenants simultaneously by submitting a bulk update request.

1. In the Cylance Multi-Tenant Console, click **Settings > Bulk Agent Update**.
2. In the **Select Tenants** section on the New Bulk Update Request tab, click **Select Tenants**.
3. Select the desired tenants and click **Select Tenants**.
4. In the **Select Rules** section, click **Select Update Rules**.
5. In the **General Information** section, select a rule name. The supported rules are Test, Pilot, and Production.
6. In the **Assign Zones** section, enter a zone name and press the Enter key to complete specifying the zone. You can enter multiple unique zone names that'll be processed case-insensitively. The specified list of zones will replace all the zones currently assigned to the rule in the target tenant. If a specified zone does not exist in the target tenant, the zone will be skipped and indicated in the status report. If none of the specified zones exist, the rule update will fail.
7. In the **CylancePROTECT** and **CylanceOPTICS** sections, choose the update settings for the respective agents.

   The CylancePROTECT and CylanceOPTICS versions can be set to Auto Update for the Production rule, however in this case your bulk update request cannot include Test and Pilot rules at the same time. If CylanceOPTICS is not enabled in the target tenant, the rule update will only be performed for the specified CylancePROTECT version. If the selected CylancePROTECT and CylanceOPTICS versions are not available in the target tenant, the rule update will fail.
8. Click **Select**.
9. If you want to add additional rules, repeat steps 4-8.
10. Once all your tenants and rules have been added, click **Submit**.

After you finish:

- While the agent bulk update is in progress, you cannot make any new updates until it is finished.
- You will receive an email notification when the bulk process is complete.
- On the **Bulk Update History** tab, you can download the status report of your bulk request and view your previous bulk update requests from the last 30 days.

Generating an API token for the Cylance Multi-Tenant Console

The Cylance Multi-Tenant Console API allows you to generate an API token, access policy templates, and administer tenants.

To learn about how to create a partner application, generate a bearer token, and make an API health check, see the Cylance MTC Partner API Documentation. There, you will find a downloadable JSON file that contains examples of the console's API that you can import into Postman. If you use other API software, you can copy the API requests directly from the API webpage.

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