



CylanceGUARD

User Guide

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Overview

CylanceGUARD is a subscription-based, 24x7-managed extended detection and response (XDR) service that provides actionable intelligence for customers to prevent threats quickly, while minimizing alert fatigue without requiring additional resources. This service is fully integrated with CylancePROTECT, CylanceOPTICS, CylancePERSONA, CylanceGATEWAY, and third-party vendors to provide holistic and unified telemetry across all endpoints and enable highly skilled BlackBerry analysts to threat-hunt through customer environments to find and contain threats, prevent major breaches, and allow organizations to mature their security posture. BlackBerry has the strategy, expertise, and technology to protect an organization by analyzing, preventing, and containing threats as well as large-scale breaches.

CylanceGUARD requires CylancePROTECT and CylanceOPTICS, which are a part of the BlackBerry Spark Suite and Cyber Suite. The suites also include CylancePERSONA and CylanceGATEWAY, which are applicable to CylanceGUARD Advanced subscriptions. For more information, see the [Product requirements](#).

What's included in the subscription

The following table highlights the features that are included in CylanceGUARD Advanced and CylanceGUARD Essentials subscriptions.

The CylanceGUARD Advanced subscription includes closed-loop communications and access to a CylanceGUARD analyst to help navigate incidents and provide regular updates and ongoing review of the overall threat prevention status. Optionally, Advanced customers are also eligible to secure services for third-party applications, such as for integrating and managing telemetry data from SIEM.

Feature	CylanceGUARD Advanced	CylanceGUARD Essentials
Customized product configuration, optimization, and assurance (including BlackBerry product onboarding)	√	√
Email, portal, and mobile alert escalation management	√	√
24x7x365 monitoring	√	√
Automated and proactive threat hunting (Alert, intelligence, and methodology hunting)	√	√
Defined service levels	√	√
Outreach for critical alerts	√	√
Access to CylanceGUARD analysts for incident response, guidance, and strategy	√	
Monthly reports on activity and threat landscape	√	

Feature	CylanceGUARD Advanced	CylanceGUARD Essentials
Quarterly reports and ongoing prevention review with BlackBerry experts	√	
Support for third-party solution integration	√ ¹	

¹ You must obtain a third-party solution (for example, for SIEM integration). For more information, see [Supported third-party integrations](#).

Feature descriptions

- **Customized product configuration, optimization, and assurance:** Leverage the expertise of Cylance Endpoint Security ThreatZero experts for a personalized, white-glove service to optimize the CylanceGUARD solution.
- **Email alerts and escalation management:** Receive email notifications.
- **24x7x365 monitoring:** CylanceGUARD analysts are monitoring all day and night on all 365 days of the year to follow up on triggering events.
- **Automated and proactive threat hunting (Alert, intelligence, and methodology hunting):** This includes ongoing collection of artifacts and information to facilitate hunting of potential security threats. Threat hunting occurs using various different methods, including alert-based, intelligence, and methodology hunting, leveraging proven methods that identify potential attacks, data exfiltration, unauthorized access, or other potential vectors of compromise in the environment.
- **Defined service levels:** Service levels for security event investigation, median incident resolution time, and CylanceGUARD monthly reports are defined.
- **Outreach for critical alerts:** When there is a critical alert, CylanceGUARD analysts reach out to make sure the customer is aware of the situation.
- **Access to CylanceGUARD analysts for incident response guidance and strategy:** When a threat has been identified, consult CylanceGUARD analysts to guide you through your incident response plan. For example, you can engage the BlackBerry Security Services Incident Response team, who will work together with an analyst to guide you to a resolution as quickly as possible.
- **Monthly reports on activity and threat landscape:** Receive monthly reports on activity and the threat landscape.
- **Quarterly reports and ongoing prevention reviews:** BlackBerry experts provide insight and knowledge to help obtain and maintain a state of prevention.
- **Support for third-party solution integration:** Integrate CylanceGUARD with third-party solutions for managed XDR services in a single unified console to improve visibility and control of security incidents.

Product requirements

Some products such as CylancePROTECT and CylanceOPTICS are required when you want to subscribe to CylanceGUARD. The following table lists the products and solutions that CylanceGUARD supports and highlights which are required, optional, and not applicable for CylanceGUARD Advanced or CylanceGUARD Essentials subscriptions.

For example, your organization must have CylancePROTECT and CylanceOPTICS if you want to subscribe to CylanceGUARD Advanced. CylancePERSONA, CylanceGATEWAY, and third-party solution integrations are not available if you want to subscribe to CylanceGUARD Essentials.

CylancePROTECT, CylanceOPTICS, CylancePERSONA, and CylanceGATEWAY are included in the BlackBerry Spark Suite and Cyber Suite.

Product	CylanceGUARD Advanced	CylanceGUARD Essentials
CylancePROTECT	Required	Required
CylanceOPTICS	Required	Required
CylancePERSONA	Optional ¹	N/A
CylanceGATEWAY	Optional ¹	N/A
Third-party solution integration (for example, for SIEM integration)	Optional ¹	N/A
Incident response retainer (for example, BlackBerry Security Services)	Optional ¹	Optional ¹

¹ If you want to integrate these features, an additional purchase may be required.

Supported third-party integrations

When you integrate CylanceGUARD with third-party vendors for managed XDR services, you unify endpoint detection and response (EDR) with other security and business tools for improved visibility and control of security incidents across the business in a single unified console. Related telemetry data from various tools across the environment are automatically associated with a single incident, reducing the manual effort and unnecessary context switching. Based on the efficacy, correlation, and actions of incidents from the various telemetry sources, CylanceGUARD can be optimized to automatically take action against security incidents in real-time.

A CylanceGUARD Advanced subscription is required to support third-party integrations.

The following table lists the supported third-party solutions that can be integrated with CylanceGUARD.

Solution	Supported third-party integrations
Security Incident and Event Management (SIEM) technology supports threat detection, compliance, and security incident management through the collection and analysis (both near real-time and historical) of security events, as well as a wide variety of other event and contextual data sources.	<ul style="list-style-type: none"> Exabeam

System requirements

CylanceGUARD requires the following:

- CylancePROTECT Desktop agent, BlackBerry Protect app, and CylanceOPTICS agent installed on the endpoints.

- CylancePERSONA and CylanceGATEWAY agents installed on the endpoints (for CylanceGUARD Advanced subscriptions)
- The latest Google Authenticator app is required to log in to the CylanceGUARD console using multi-factor authentication (MFA).

Requirement	Description
Agent versions	<ul style="list-style-type: none"> • Windows and Linux: CylancePROTECT Desktop agent 1580 or later • macOS: CylancePROTECT Desktop 1584 or later • Android and iOS: BlackBerry Protect app 2.0 or later • CylanceOPTICS 2.5 or later • CylancePERSONA Desktop 1.2 or later • CylanceGATEWAY (desktop agent) 1.4 or later
Operating system versions	<ul style="list-style-type: none"> • Windows 7 or later • Windows Server 2008 or later • macOS 11 (Big Sur) or later • Linux (for details, see the CylancePROTECT Desktop Administration Guide) • Android 9 or later • iOS 13 or later
Data storage and collection	<p>CylanceGUARD collects data that is natively collected by CylancePROTECT and CylanceOPTICS. Potential forensic data sets may be collected in the case of an incident. Data collection includes information contained in both CylancePROTECT and CylanceOPTICS alerts as well as data captured through the Package Deploy (Refract) and InstaQuery. Package Deploy has the ability to pull forensic artifacts from the file system at almost any level, while InstaQuery returns filesystem, registry, process, and network information from the customer environment.</p>

Configuration and firewall settings for CylanceGUARD syslog mirroring

To allow communication between BlackBerry syslog mirroring servers and your organization's syslog servers, you need to configure your organization's firewall to allow connections from the appropriate BlackBerry IP addresses. Additionally, you need the FQDN (or IP) address and port of your organization's syslog servers, which needs to present a signed, TLS-enabled, server certificate to receive syslog messages. If your organization requires mTLS authentication, you need to provide a signed client certificate to BlackBerry. The following table lists the configuration details, such as the IP addresses that you should allow based on your assigned region for the Cylance Endpoint Security management console, as well as information about how to generate an mTLS client certificate for BlackBerry.

For assistance with setting up syslog mirroring for your organization, visit <https://myaccount.blackberry.com/> and open a case for CylanceGUARD. A CylanceGUARD analyst will work with your organization to complete the configuration.

Requirement	Description
Whitelist the source IP address (from BlackBerry)	<p>Based on your assigned region, configure your firewall to allow connections from the appropriate IP address from BlackBerry:</p> <ul style="list-style-type: none"> • US: 52.202.215.1 • EU: 52.29.124.76 • JP: 35.73.65.169 • AU: 54.206.75.195 • SA: 54.232.154.173
Destination address and port number	You need the FQDN (or IP) address and port number of your organization's syslog server that will receive the syslog messages. A signed, TLS-enabled, server certificate is required to establish a connection for syslog mirroring.
Protocol	<ul style="list-style-type: none"> • TLS encrypted syslog over TCP
mTLS authentication (optional)	<p>If mTLS authentication is required for your organization, you need to generate an mTLS client certificate and provide it to BlackBerry.</p> <p>When generating the mTLS client certificate:</p> <ul style="list-style-type: none"> • Use the certificate signing request (.csr) that BlackBerry provides to your organization. • Verify that TLS Web Server Authentication and TLS Web Client Authentication are present when signing the client certificate. Also, use the same certificate authority as your organization's syslog server. <pre>#example command to generate a mTLS client certificate openssl x509 -req -CA rootCA.crt -CAkey rootCA.key -in blackberry.csr -out blackberry.crt -days 3650</pre>

Requirement	Description
Processing the header of the forwarded syslog event	<p>Syslog events that are forwarded to your organization's syslog servers have an extra header, in addition to the header of the original event. The header for the original event provides the accurate date and time of the event. You can configure your organization's system to process the extra header, which has the date and time of when the message was forwarded.</p> <p>The extra header is in RFC5424 format and is bolded in the example below:</p> <pre>2022-09-08T00:25:00.000Z 11.11.111.11 CylancePROTECT[-]: 1138 <44>1 2022-09-08T00:24:57.000000+00:00 sysloghost CylancePROTECT - - [5555abcd-abcd-wxyz-a123-12345abcdef] Event Type: NetworkThreat, Event Name: blocked connection, Eco Id: AbC/AaaaaaBBBcc0DeFGhIJ=, User: ...</pre> <p>Prior to the November 2022 update, the extra header was in RFC3164 format and is bolded in the example below:</p> <pre><13> Sep 08 00:25:00 11.11.111.11 CylancePROTECT[-]: 1138 <44>1 2022-09-08T00:24:57.000000+00:00 sysloghost CylancePROTECT - - [5555abcd-abcd-wxyz-a123-12345abcdef] Event Type: NetworkThreat, Event Name: blocked connection, Eco Id: AbC/AaaaaaBBBcc0DeFGhIJ=, User: ...</pre>

Email address whitelist

You can expect to receive email messages from CylanceGUARD and analysts. To prevent the email messages from being blocked or marked as spam, it is recommended that your email software is configured to allow messages from the certain addresses and domains. The following table lists the email addresses and domains that you should whitelist:

Email address or domain	Description
admin@portal.cylance.io	This email address is used for email notifications from the Cylance Endpoint Security management console, such as invitations and escalations for CylancePROTECT and CylanceOPTICS.
noreply@blackberry.com	This email address is used for email notifications from CylanceGUARD, such as invitations and onboarding email messages.
*.blackberry.com	You may receive email messages, such as reports, from analysts that have an email address in this domain.
*.service-now.com	You may receive automated email messages, such as incident escalation notifications, from CylanceGUARD that have an email address in this domain.

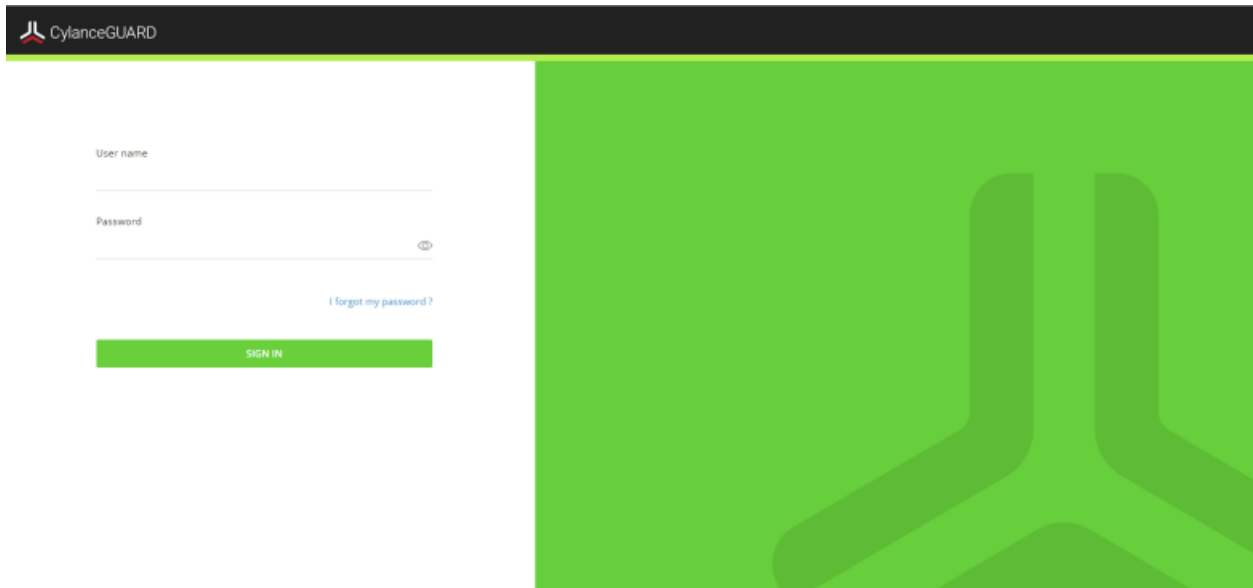
Onboarding and configuration

CylanceGUARD is deployed through a proven onboarding process led by a ThreatZero expert while leveraging CylancePROTECT, CylanceOPTICS, CylancePERSONA, and CylanceGATEWAY agent technology. When the deployment process is complete, you are granted access to a transparent web portal where you can manage threats to the environment.

About this guide

This guide helps users become familiar with the CylanceGUARD portal that they can use to engage with CylanceGUARD analysts and their 24x7 managed detection and response offerings. BlackBerry recommends that CylanceGUARD users become familiar with the capabilities of Cylance Endpoint Security while leveraging the product. For more information about Cylance Endpoint Security and its components, see the [Cylance Endpoint Security overview content](#).

Log in to the portal



When you are invited to use the CylanceGUARD portal, you receive an email with login information. Click the link in the email and follow the instructions on the screen to set a new password and set up multi-factor authentication using the Google Authenticator app to complete the registration process. The authenticator app is used to generate a multi-factor code that is required each time you log in to the CylanceGUARD portal.

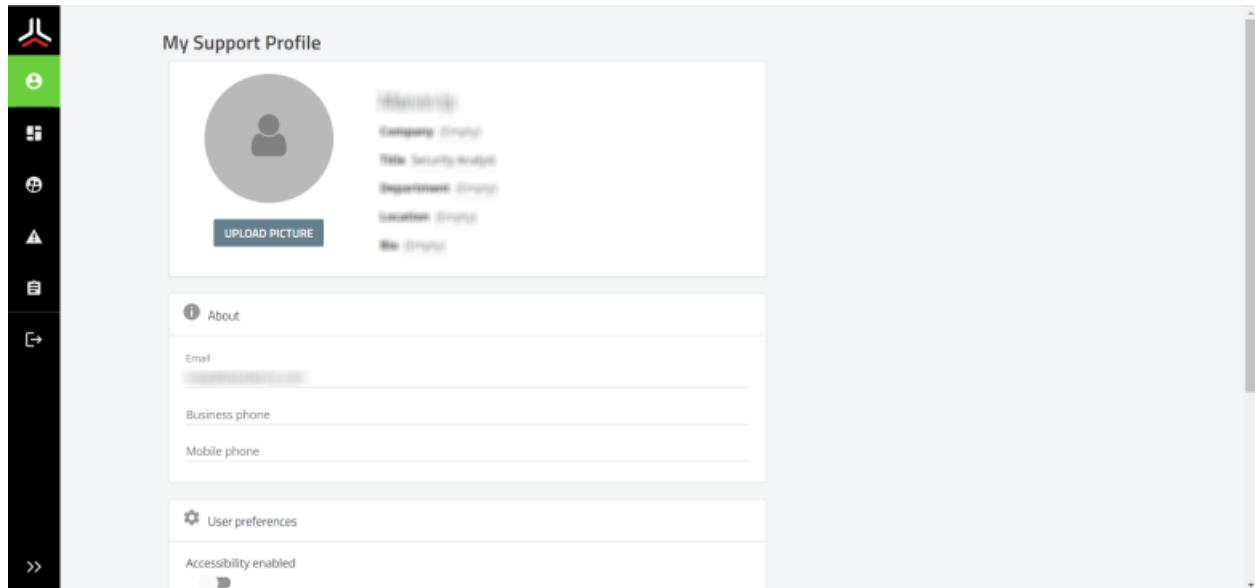
Before any of your organization's users can access the CylanceGUARD portal, an administrator in your organization must log in and accept the relevant end user license agreements: the BlackBerry Solution License Agreement and the Professional Services Agreement.

Before you begin: You must download and install an authenticator app, such as Google Authenticator, on your mobile device.

1. Click the portal link in the email invitation.
2. Enter your username and password.
3. If prompted, change and confirm your password.
4. Enter the six-digit code displayed in the authenticator app. If you're logging in for the first time, follow the instructions on the screen to set up multi-factor authentication.
 - a) On your mobile device, open the Google Authenticator app.
 - b) Tap **+ > Scan a QR code** to scan the QR code that is displayed on the screen.
 - c) On your computer, in the **6-digit code** field, enter the code that the authenticator app generated.
 - d) Tap **Pair device and login**.
5. If it is displayed, read the **BlackBerry Solution License Agreement** and the **Professional Services Agreement** and select the checkbox to agree to them.

The portal dashboard opens. You are logged in.

Profile



On the Profile screen, you can fill in your user profile to add information about yourself, including contact information. You can do the following:

- Set your location
- Fill in your bio
- Add contact information such as email and phone numbers
- Enable accessibility
- Set your time zone
- Reconfigure multi-factor authentication
- Change your password

Reconfigure multi-factor authentication

When you reconfigure multi-factor authentication, you can generate new codes and invalidate codes that are generated on previously-configured devices (for example, if your device was lost or stolen), or you can add other devices that will generate the same code.

If you are trying to log in and you have lost access to your device that you already configured with multi-factor authentication, click the **Click here to receive a one time code via email** option at the top of the **2-Factor Authentication** screen. After you log in, you can follow these steps to reconfigure it.

Before you begin: You must download and install an authenticator app, such as Google Authenticator, on your mobile device.

1. On the menu, click **Profiles**.
2. In the **User preferences** section, click **Configure Multi-Factor Authentication**.
A dialog with a QR Code appears.
3. Do one of the following:
 - If you want to generate new codes and invalidate codes that are generated on previously configured devices (for example, if your device was lost or stolen), click **Generate a new code** and **OK** to confirm.

- If you want to keep codes generated on previously-configured devices valid and add another device that will generate the same code, skip this step.
4. Follow the instructions on the screen to configure multi-factor authentication:
 - a) On your mobile device, open the Google Authenticator app.
 - b) Tap **+** > **Scan a QR code** to scan the QR Code that is displayed on the screen.
 - c) If you chose to generate new codes, enter the new code and tap **Pair device**.

At the top of the dialog box, a **Multi-factor authentication has been successfully configured** message displays in green.

Change your password

1. On the menu, click **Profiles**.
2. In the **Security** section, click **Change Password**.
3. In the **Current Password** field, enter your current password.
4. In the **New password** field, enter your new password.
5. In the **Confirm password** field, confirm your new password.
6. Click **Change**.

Dashboard

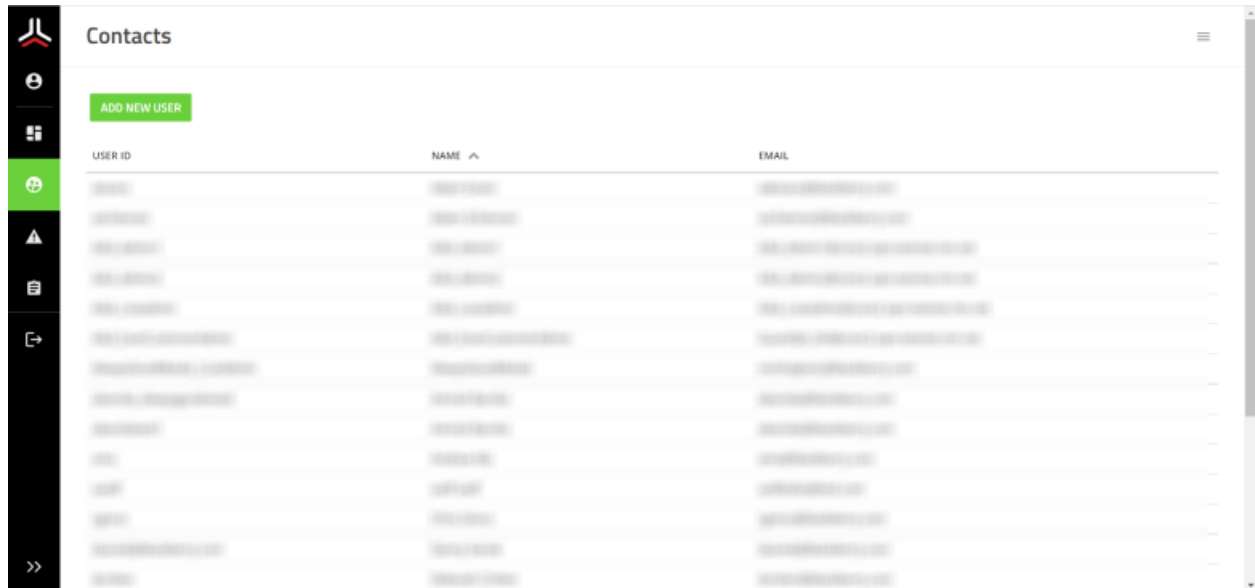


The CylanceGUARD Dashboard page displays a high-level view of various alert metrics for your organization. You can adjust the timeframe of the metrics to the last 24 hours, the last week, or the last month.

The following are some examples of metrics that are displayed in the dashboard:

- Number of open alerts for your organization
- Number of closed alerts for your organization
- Number of alerts that were escalated for your organization
- Mean time to detect
- Mean time to respond
- Number of threat detections that missed the service levels
- Number of threat responses that missed the service levels
- Number of events by tier (trigger event, observation, whitelist, discard)
- Number of events by category
- Number of alerts by organization
- Number of alerts by priority
- Number of closed alerts by priority
- Number of closed alerts by category

Contacts



On the Contacts page, administrators in an organization can add and manage their CylanceGUARD users. They can also export a list of users in PDF, CSV, and Excel format.

Create a user


If you are an administrator of an organization, you can add users so that they can use the CylanceGUARD portal. If you manage multiple organization accounts in CylanceGUARD, you can select the organization that the user can access (if you select a parent organization, they can also access its child organizations).

If you want to create an administrator, you must contact BlackBerry Support.

1. On the menu, click **Contacts**.
2. Click **Create New User**.
3. Enter the following required information:
 - User ID
 - Account
 - First Name
 - Last Name
 - Email address
4. Optionally, enter the following information.
 - Business Phone
 - Mobile Phone
 - Title
 - Language
5. Click **Submit**.

After you finish: The user receives an email invitation to access the CylanceGUARD portal. They must follow the instructions in the email message to complete the registration.

Export a list of users

1. On the menu, click **Contacts**.
2. Click  and do one of the following:
 - Click **Export as PDF**.
 - Click **Export as Excel**.
 - Click **Export as CSV**.
3. Save the file to your computer.

Escalations

The screenshot displays the 'Escalations' page with the following data:

Category	Count
Total alerts	6
Total Escalated	67
Open Escalations	7


Organizations: All

Search for escalations

CASE NUMBER	ARTIFACT OF INTEREST	HOST/ DEVICE NAME	PRIORITY	SEVERITY ↑	TRIGGER PRODUCT	ASSIGNED TO	TIMESTAMP	STATUS	O
CS0001420	LoginSuccess		P5	Critical	AuditLog		2022-10-20 19:09:01	New	Q
CS0001111	threat_found	10.10.10.10, 10.10.10.10, 10.10.10.10		Critical	Protect		2022-05-26 15:00:57	Closed	A
CS0001112	Blocked	10.10.10.10, 10.10.10.10, 10.10.10.10		Critical	Protect		2022-05-26 15:04:47	Closed	A
CS0001113	Alert	10.10.10.10, 10.10.10.10, 10.10.10.10		Critical	Protect		2022-05-26 15:04:47	Closed	A
CS0001114	allowed	10.10.10.10, 10.10.10.10, 10.10.10.10		Critical	Protect		2022-05-26 15:04:47	Closed	A

An alert is a collection of events that are correlated into a single incident. The Escalations page provides users details and access to the triggering events captured from CylancePROTECT and CylanceOPTICS. When an analyst identifies a threat, they escalate the alert so that designated groups in your organization are notified about them and view them on the Escalations page. Each alert that was escalated displays as a separate escalation on this page and can be assigned to you or another group member. You can add comments to escalations to communicate with CylanceGUARD analysts about the threat.

On the Escalations page, you can do the following:

- Click an alert or escalation in the list to view its details.
- Enter keywords in the search field to filter the alerts.
- For advanced search, click .

Searching for alerts

On the Escalations page, you can quickly filter the results by organization, search for keywords, or apply specific search filters. For example, specify multiple search filters such as hostname, username, domain, comment, timestamp, and many other attributes.

Filter by organization: If your organization has parent or child accounts associated with it, you can select an organization from the list to filter it by organization.

Keyword search: Type some keywords in the search bar to quickly apply a keyword filter.

Add search filters: Click  to add search filters and specify a set of conditions that must be met. If you want to add an alternative set of criteria, you can click **New Criteria**. Click **Run** to start the search and display the results.

Save search filters: To save a search filter for later use, click **Save Filter**. Specify a name for the filter and its visibility.

Load search filters: To load a search filter that was saved, click **Load Filter** and click the search filter that you want. You can also delete a search filter from here.


Sort search filters: You can click **Add Sort** to sort the results according to a specific field. You can also click the column headings in the search results to sort the results in ascending or descending order.

Clear search filters: To remove all search criteria, click **Clear All**.

Filter out results: To quickly hide alerts that have a specific value, right-click the value that's displayed on the screen and select **Filter Out**. For example, if you see alerts listed with several priority levels, you can use this option to hide alerts with the "P5" priority from the results.


Show matching results only: To quickly see alerts that have a specific value only, right-click the value that's displayed on the screen and select **Show Matching**. For example, if you see several devices listed in the results, you can use this option to show the alerts that are related to the "Windows_PC_123ABC" device only.

Set the priority of an alert

1. Open the details view of an alert.
2. Beside **Priority**, click .
3. Select the priority that you want to set for the alert.
4. Click **Save**.

Change the assignee

From an alert details page, you can assign an alert to other individuals within the currently assigned group. Both the original and new assignee are notified.

1. Open the details view of an alert.
2. Beside **Assignee**, click .
3. Select the user that you want to assign the alert to.
4. Click **Save**.


Add comments

You can add comments when you view the details of an alert. Use comments to share useful information and note the actions that need to be taken to resolve the threat. Comments in the conversation are shown in reverse chronological order. When you add comments, CylanceGUARD sends email notifications.

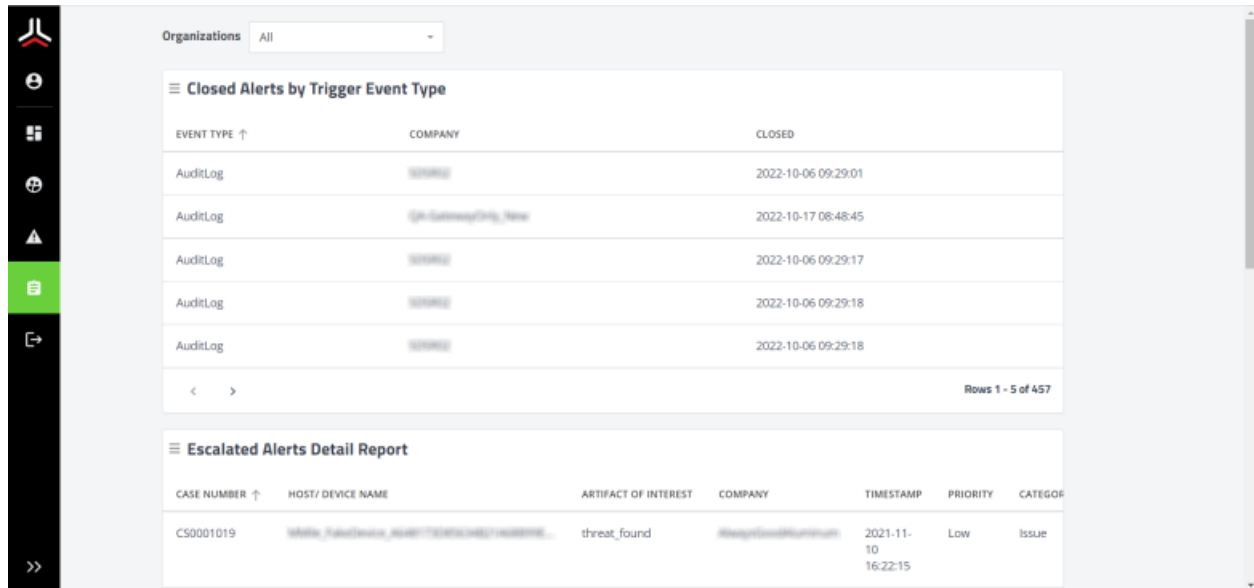
1. On the menu, click **Escalations**.
2. Click the alert that you want to add a comment to.
3. On the right pane, in the **Activity** tab, type your comment in the **Comments** box.
4. If you want to attach a file, click **Add attachments** and select the file that you want to add.
5. Click **Send**.
The comment is added to the conversation and the text box is cleared.

Close an alert

You can close an alert when your organization considers it to be resolved or when no further action is required. You can also [leave a comment](#) for a CylanceGUARD analyst to let them know that it can be closed. When an alert is closed, it cannot be reopened.

1. Open the details view of an alert.
2. Beside **Status**, click .
3. Select **Closed**.
4. Click **Save**.

Reports



The CylanceGUARD Reports page displays more detailed alert metrics for your organization. Beside each alert metric, you can choose to export a report in XLS, CSV, or PDF format.

The following are some examples of reports that are displayed on this dashboard:

- Closed alerts by event trigger type
- Escalated alerts detail
- User last login

Export a report

CylanceGUARD exports the results that are currently displaying on the Reports screen. For example, if multiple organizations are associated with your organization account, you can select a child organization to filter the results and export the reports for it. If no specific organizations are selected, the results for all organizations that you manage are displayed.

1. On the menu, click **Reports**.
2. If necessary, select the organizations that you want to filter the reports for and click **Apply**. The filter is applied and the reports on the page are refreshed.
3. Beside the report that you want to export, click **≡** and do one of the following:
 - Click **Export as PDF**.
 - Click **Export as Excel**.
 - Click **Export as CSV**.
4. Save the file to your computer.

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