



Cylance Multi-Tenant Console

Release Notes

5.4

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Multi-Tenant Console 5.4.1 Release Notes

What's new in the Cylance Multi-Tenant Console

This release of Cylance Multi-Tenant Console includes general maintenance and modernization of its backend operations.

Fixed issues

When saving a policy template, if a memory protection exclusion used backslashes (\) with wild cards (*), the template wasn't saved. (MSSP-7417)

Known issues

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

* When provisioning more than 100 tenants at once using the Multi-Tenant Console API, only some of the tenants were successfully created and the rest are stuck in retry state. (MSSP-7512)

When generating reports, the console takes time to scan all tenants even though only a few are selected in the report filter. (MSSP-7268)

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

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)

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

If you name a linked policy template "Default", you cannot edit the name. (EPCL-2129)

Multi-Tenant Console 5.4.0 Release Notes

What's new in the Cylance Multi-Tenant Console

This release of Cylance Multi-Tenant Console includes general maintenance and modernization of its backend operations.

Fixed issues

There are no fixed issues in this release.

Known issues

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

* When saving a policy template, if a memory protection exclusion uses backslashes (\) with wild cards (*), the template could not be saved. (MSSP-7417)

Workaround: Use forward slashes (/) with wildcards (*). For example, /folder*/folder)

* When generating reports, the console takes time to scan all tenants even though only a few are selected in the report filter. (MSSP-7268)

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

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)

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

If you name a linked policy template "Default", you cannot edit the name. (EPCL-2129)

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)

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