



Cylance Multi-Tenant Console

Release Notes

5.1.2

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Multi-Tenant Console 5.1.2 release notes

Fixed issues

Deleting a tenant in the Cylance Multi-Tenant Console prevented customers from adding users that existed in the deleted tenant as tenant administrators in any region. (EID-18939)
The Retry button displayed on the Tenants page even if the partner user did not have the "Add or modify tenant information" permission. (VENECS-1418)
After a login session expired, you were returned to the login page. (MSSP-5992)
Tenants that had a status of Retry were not in the tenant list when you logged in to the console as a Support Administrator. (MSSP-5891)
When you created a tenant, special characters at the end of email addresses were removed when the Multi-Tenant Console automatically generated the email address for the tenant user. (MSSP-5774)
When you linked a tenant to a linked policy template, the date and time listed in the Date Linked column was updated for all tenants that were linked. (MSSP-5726)

Known issues

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

* Some text overlaps fields on the Add File to Global Safelist page. (MSSP-6021)
The Tenant Info panel does not load when the license information cannot be retrieved. (MSSP-6018, MSSP-5529)
On the linked policy template page, the number in the Tenants Linked To column might be incorrect. (MSSP-5904)
The Help/FAQ link is not reset after you migrate a tenant from a managed security service provider to a standalone tenant. (MSSP-5867)
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. (MSSP-5762)
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)

When you perform a bulk global quarantine list operation, a timeout error might display. (MSSP-5033)

Workaround: You can use a script to perform the bulk global quarantine list operation. If you would like to use the script, contact BlackBerry Support.

Multi-Tenant Console 5.1.1 release notes

Feature	Description	Date added
Support for calling the device lifecycle management API using the Multi-Tenant Console.	New scopes, which are used to manage device lifecycle management for a tenant, are included in the tenant API token generated using the Multi-Tenant Console.	November 2022

Fixed issues

After you enabled a service such as CylanceOPTICS, the service might have displayed as disabled until you refreshed the screen. (VENECS-1327)
On the Tenant Details page, an "Updating tenant's features was successful" message displayed if you clicked the edit icon, didn't make any changes, and then clicked the checkmark icon. (VENECS-1251)
On the Roles and Permissions tab, you could not delete a role that has zero users. (MSSP-5856)
When you created or updated an application to have the same name as an existing application, there was a typo in the error message. (MSSP-5855, MSSP-5782)
When you enabled a CylanceGATEWAY tenant, a "Saving tenant features failed" error might have displayed. (MSSP-5808)
When you made a change to role permissions, that change did not display in the audit log entry. (MSSP-5801)
If you turned on the Auto-upload of log files option in a Linked Policy Template, when you edited the Linked Policy Template and turned the Data Privacy option on, the Auto-upload of log files option was turned off, but in the linked tenant policy, the Auto-upload of log files option remained on instead of being turned off. (MSSP-5799)
After you deleted a Partner User, the number of users on the Roles and Permissions tab did not decrease by one. (MSSP-5798)
If you add a role name that is too long, the error message that displayed did not indicate what was incorrect. (MSSP-5796)
On the Tenant Details screen, the status of a tenant with a pending shutdown status displayed as "PendingShutdown". (MSSP-5790)
You could schedule a report to run on an undefined date. (MSSP-5789)
On the Forgot Password screen, when you clicked Send Reset Link, you were not prompted to select a region. (MSSP-5788)
When you were on a 403 error page, and you clicked the Sign out link, you were directed to another 403 error page that didn't have a header. (MSSP-5786)
When you tried to log in without selecting a region, no error message displayed. (MSSP-5785)

If you included multiple consecutive whitespaces when you named an application, the Multi-Tenant Console removed the extra whitespaces. If you tried to delete the application, you had to use the original name of the application including the whitespaces. (MSSP-5783)

If you created a tenant and gave it a name that was the same as an existing tenant except that the new tenant name had a leading whitespace, in the list of tenants the whitespace was removed and it looked like there were two tenants with the same name. (MSSP-5776)

The width of the message that displayed at the top of the screen changed when you navigated away from the linked policy template page to other tabs. (MSSP-5766)

If you created a linked policy template and gave it a name that was the same as an existing linked policy template except that the new template name had a leading whitespace, in the list of linked policy templates the whitespace was removed and it looked like there were two linked policy templates with the same name. (MSSP-5765)

When you linked a new tenant with a linked policy template that was already linked to other tenants, a policy synchronization occurred for all of the tenants. (MSSP-5759)

When you tried to create a linked policy template using a name that already exists, an error message was displayed. If you clicked on other links on the linked policy template page, the error message might have changed in color. (MSSP-5758)

If you tried to delete a default policy, a progress spinner might have displayed on the Remove policy confirmation window and the policy was not removed. (MSSP-5744)

If you previously linked a linked policy template to tenants, if you then linked it to more tenants, the audit log entry included information about all of the linked tenants instead of the tenants that you just linked. (MSSP-5724)

If you previously linked a linked policy template to tenants, if you then linked it to more tenants, the email notification did not contain the correct count. For example, if you had linked the template to two tenants and then linked it to two more tenants, the email notification stated that it was only linked to two tenants. (MSSP-5701)

When you created a report for users, if you added the users separately and then ran the report, when you opened the report it was empty. (MSSP-5640)

You could not rename tenants from the Multi-Tenant Console if the tenant was converted from an enterprise tenant to a managed tenant. (MSSP-5611)

You could not edit partner billing information. (MSSP-5530)

When a partner user registered an account, they could set a password that did not contain a special character. (MSSP-5508)

When you opened the last Partners, Tenant, or Partner users pages, if there were fewer than 100 entries in the list, no entries were displayed. (MSSP-5382)

Known issues

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

* Deleting a tenant in the Cylance Multi-Tenant Console prevents customers from adding users that existed on that tenant as administrators in any region. (EID-18939)

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

* Tenants that have a status of Retry are not in the tenant list when you log in to the console as a Support Administrator. (MSSP-5891)

* The Help/FAQ link is not reset after you migrate a tenant from a managed security service provider to a standalone tenant. (MSSP-5867)

* You cannot delete a tenant that has a status of Retry. (MSSP-5866)

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)

When creating a tenant, special characters at the end of email addresses are removed when Multi-Tenant Console automatically generates the email address for the tenant user. (MSSP-5774)

Workaround: Manually enter the email address.

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. (MSSP-5762)

* When you link a tenant to a linked policy template, the date and time listed in the Date Linked column is updated for all tenants that are linked. (MSSP-5726)

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)

The Tenant Info panel does not load when the license information can't be retrieved. (MSSP-5529)

If you try to sort the partners list and users list by creation date and modification date, the lists sort incorrectly. (MSSP-5310)

* When you perform a bulk global quarantine list operation, a timeout error might display. (MSSP-5033)

Multi-Tenant Console 5.1.0 release notes

New in this release

Feature	Description	Date added
Linked policy template	You can create a linked policy template and link it to all of your tenants or a subset of your tenants. If you make a change to a setting in one of the linked policy templates, that change will apply to all of the linked tenants that use the policy. This allows you to quickly make changes to multiple tenants instead of updating each tenant separately.	October 2022

Fixed issues

When you created or edited a tenant, you could save the tenant without filling in the mandatory fields. (MSSP-5522)

When a new user clicked on their invitation link, the token validation check did not occur until after they typed and submitted a password. (MSSP-5509)

Known issues

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

* If you turn on the 'Auto-upload of log files' option in a Linked Policy Template, if you edit the Linked Policy Template and turn the 'Data Privacy' option on, the 'Auto-upload of log files' option is turned off, but in the linked tenant policy, the 'Auto-upload of log files' option remains on instead of being turned off. (MSSP-5799)

* If you create a tenant and give it a name that is the same as an existing tenant except that the new tenant name has a leading whitespace, in the list of tenants the whitespace is removed and it looks like there are two tenants with the same name. (MSSP-5776)

* 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)

* When creating a tenant, special characters at the end of email addresses are removed when Cylance Multi-Tenant Console automatically generates the email address for the tenant user. (MSSP-5774)

Workaround: Manually enter the email address.

* 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 create a linked policy template and give it a name that is the same as an existing linked policy template except that the new template name has a leading whitespace, in the list of linked policy template the whitespace is removed and it looks like there are two linked policy templates with the same name. (MSSP-5765)

* When you link a new tenant with a linked policy template that is already linked to other tenants, a policy synchronization occurs for all of the tenants. (MSSP-5759)

* If you previously linked a linked policy template to tenants, if you then link it to more tenants, the audit log entry includes information about all of the linked tenants instead of the tenants that you just linked. (MSSP-5724)

* If you previously linked a linked policy template to tenants, if you then link it to more tenants, the email notification does not contain the correct count. For example, if you have linked the template to two tenants and then link it to two more tenants, the email notification states that it is only linked to two tenants. (MSSP-5701)

* 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)

(The Tenant Info panel does not load when the license information can't be retrieved. (MSSP-5529)

When a partner user registers an account, they can set a password that does not contain a special character. (MSSP-5508)

When you open the last Partners, Tenant, or Partner users pages, if there are fewer than 100 entries in the list, no entries are displayed. (MSSP-5382)

Workaround: Scroll up on the page to display the entries.

If you try to sort the partners list and users list by creation date and modification date, the lists sort incorrectly. (MSSP-5310)

Multi-Tenant Console 5.0.2 release notes

What's new in the Cylance Multi-Tenant Console

Feature	Description	Date Added
Report All functionality added to the account data report type	When you create or edit an account data report, you can now click the Report All check box to select all the report fields.	September 2022
Error icons for enablement issues	When you turn on one or more tenant services, an error icon and message now display under each service that cannot be enabled in the tenant. In the list of tenants, under the Status column, an error icon now displays beside tenants whose Cylance Endpoint Security services cannot be successfully enabled.	September 2022
UI enhancements	<ul style="list-style-type: none">• Elements in the UI are now aligned, such as the pagination in the Audit Log and the information in the Account Overview page.• When you scroll down on the Shutdown List page, the menu bars now remain visible.• On the Multi-factor enrollment page, the secret key contains spaces. A note has been added to indicate that spaces are not required when you input a key into a two-factor authentication app.	September 2022
Updated audit log actions	<ul style="list-style-type: none">• The Delete action in the audit log has been updated for accuracy to "Success User OTP Key Regenerate".• The audit log now records TOTP-related actions, such as enablement and disablement.	September 2022

Fixed issues

On the Tenant Details page, if a tenant's license information did not load, the tenant's information also did not load. (MSSP-5529)
When you tried to apply a policy template, a list of existing policy templates did not display as expected. (MSSP-5485)
If you added an email to a partner user that was already associated with another partner user, the new partner user was successfully created. The Multi-Tenant Console now displays an error message to alert you that the email is already in use. (MSSP-5478)
If you created or edited a tenant user using an existing email, a generic error message displayed. The updated error message is now "Tenant user email is already in use." (MSSP-5454)
On the Partner Users tab, if you filtered partner users by OTP, the filtered list did not load. (MSSP-5448)

On the Partner Users tab, if you selected a new filter from the drop-down list, the text from your previous search remained and the new search displayed no results. (MSSP-5433)

Known issues

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

*When you create or edit a tenant, you can save the tenant without filling in the mandatory fields. (MSSP-5522)

*When a new user clicks on their invitation link, the token validation check does not occur until after they type and submit a password. (MSSP-5509)

When a partner user registers an account, they can set a password that does not contain a special character. (MSSP-5508)

When you resize the Add New Tenant page, some fields on the page do not resize properly and overlap other fields. (MSSP-5407)

When you open the last Partners, Tenant, or Partner users pages, if there are fewer than 100 entries in the list, no entries are displayed. (MSSP-5382)

Workaround: Scroll up on the page to display the entries.

*If you try to sort the partners list and users list by creation date and modification date, the lists sort incorrectly. (MSSP-5310)

*If a partner user without the Read tenant details permission tries to view the tenant list, an error displays even though they have the View tenant list permission. (MSSP-5111)

Multi-Tenant Console 5.0.1 release notes

Fixed issues

Support administrators can now manage time-based one-time password settings for a partner. (MSSP-5512)

If you pressed the Enter key when you were on the one-time password page, you were returned to the log in screen. (MSSP-5446)

Known issues

When a partner user registers an account, they can set a password that does not contain a special character. (MSSP-5508)

When you resize the Add New Tenant page, some fields on the page do not resize properly and overlap other fields. (MSSP-5407)

When you open the last Partners, Tenant, or Partner users pages, if there are fewer than 100 entries in the list, no entries are displayed. (MSSP-5382)

Workaround: Scroll up on the page to display the entries.

Multi-Tenant Console 5.0.0 release notes

What's new in Cylance Multi-Tenant Console

Feature	Description	Date Added
Time-based one-time password	You can now configure Cylance Multi-Tenant Console to use time-based one-time password as a second factor for user authentication using a multi-factor authentication app such as Google Authenticator, Microsoft Authenticator, Okta Verify, or Authy.	August 2022
Policy Settings - Device Control Read Only	This feature allows the USB mass storage device to connect to the endpoint and view contents, without the ability to write or copy to it. It is available for Windows-based devices only.	August 2022

Known issues

- When a partner user registers an account, they can set a password that does not contain a special character. (MSSP-5508)
- When you resize the Add New Tenant page, some fields on the page do not resize properly and overlap other fields. (MSSP-5407)
- When you open the last Partners, Tenant, or Partner users pages, if there are fewer than 100 entries in the list, no entries are displayed. (MSSP-5382)
Workaround: Scroll up on the page to display the entries.

Multi-Tenant Console 4.2.8 release notes

New features

Feature	Description	Date added
Support for calling the tenant Agent Update API using the Multi-Tenant Console	New scopes, which are used to manage Agent Update Rules for a tenant, are included in the tenant API token generated using the Multi-Tenant Console.	July 2022

Fixed issues

The Linux options on the Tenant Details tab were removed because they no longer control what is available for deployment in the Cylance management console. (MSSP-5373)

Multi-Tenant Console 4.2.7 release notes

What's new in Cylance Multi-Tenant Console

Feature	Description	Date Added
Product usage .csv file update	On the View account overview page, when you download the product usage .csv file, a new "QTY_MOBILE" column lists the number of mobile devices that were enabled for the CylancePROTECT Mobile service. In the "UOM" column, the count in the "Protect" row still indicates the total count of devices that are using the CylancePROTECT Desktop and CylancePROTECT Mobile services.	June 2022

Multi-Tenant Console 4.2.6 release notes

What's new in Multi-Tenant Console

Feature	Description	Date Added
Tenant creation error enhancement	If tenant creation fails, the failed tenant will appear in the tenant list with a yellow exclamation icon and RETRY button. When you hover over the yellow exclamation icon, the reason for tenant creation failure is displayed. Depending on the nature of the failure, clicking on the RETRY button will either re-attempt tenant creation or will take you to the tenant details page to fix the issue. You can then re-attempt to create the tenant after fixing the issues. If the re-attempt fails and you want to retry tenant creation with the same tenant name, contact BlackBerry Support.	May 2022

Multi-Tenant Console 4.2.5 release notes

Fixed issues

In a report, devices might have been listed in zones where they had not been assigned. (MSSP-5145)

When you created a Tenant devices report, the "DeviceZones" values were not correct for each of the devices listed in the report. (MSSP-3396)

Note: To see the changes implemented with these fixes, you must run the report again.

Multi-Tenant Console 4.2.4 release notes

What's new in Multi-Tenant Console

Feature	Description	Date Added
Tenant Provisioning error status enhancement	When the tenant Create or Provisioning status is set to error, users will no longer be able to see the details of that tenant and all links for the details page will be disabled.	March 2022
Unique Custom Domain error enhancement	When creating or editing a tenant, if the Custom Domain field is populated with a non-unique value, a 'Custom Domain is not unique' message is now displayed.	March 2022

Fixed issues

A default policy that had a created date of 1/1/1900, could not be exported. (MSSP-4540)
An error when you were provisioning a Tenant using a Partner-App token. (VENECS-688)

Multi-Tenant Console 4.2.3 release notes

What's new in Multi-Tenant Console

Feature	Description	Date Added
Public API additions and updates	Multi-Tenant Console public API was updated for create, retrieve/get, and tenant API for responses to include properties: status, enabledFeatures with pending property, and Custom Domain. Multi-Tenant Console API also includes the new PutTenant API to support retrying tenant creation upon receiving a provisioning error. This allows it to complete the creation of a failed tenant.	February 2022
Select multiple partner app permissions simultaneously	Multi-Tenant Console has the ability to select multiple partner app permissions simultaneously.	February 2022

Fixed issues

Features on newly created tenants no longer remained disabled in the MTC console after being created. (MSSP-5100)
Provided a fix for reports not fetching data using the tenant name filter. (MSSP-5304)
Provided a fix for missing status field for Public API-Modify GetTenant API to return the Status field. (MSSP-4995)

Multi-Tenant Console 4.2.2 release notes

New features

- The EULA for the console was updated.
- The Partner ID now displays on the Partner Info page.
- The internal authentication client certificate was renewed.

Fixed issues

- Administrators with the Support Administrator Role can now see other partner's app details in the console.
- Persona and Gateway license counts are now displayed if billing for them is enabled.

Multi-Tenant Console 2.32 release notes

New features

- The **Tenant Details > Tenant Services** section displays service toggles for CylancePERSONA and CylanceGATEWAY.
- The **Tenant Details > Licensing Details** section displays specific license and usage counts for CylancePROTECT, CylancePERSONA, and CylanceGATEWAY.
- The **Tenants** page has added columns to display license counts and usage for CylancePROTECT Mobile, CylancePERSONA, and CylanceGATEWAY.
- The Account Data report includes license count and usage for CylancePROTECT Mobile, CylancePERSONA, and CylanceGATEWAY.
- The **Account Overview > Product Usage** page displays license usage for CylancePROTECT Mobile, CylancePERSONA, and CylanceGATEWAY.

Fixed issues

- Fixed Policy Details report filtering bug (MSSP-4640)

Multi-Tenant Console 2021.3 release notes

Fixed issue

- Fixed the public API endpoint to remove awaits resolving 500 internal errors.

Multi-Tenant Console 2021.2 release notes

New features

- The tenant-app auth endpoint has been updated to return an object that contains a bearer token, the token's expiration time, and the token's type. Note that this change is only available in version 2 of the public API. The original version of the API will still return only a string containing the bearer token.
- The Tenant Details report has been deprecated and replaced with two new reports: 'Tenant Devices' and 'Tenant Detections'. These new reports offer more cohesive sets of related data than the Tenant Details report. Users are still able to run pre-existing Tenant Details reports, but no new reports of this type can be created.

Improvements

- The public API documentation was updated to include the addition of the VenueTenantId in the response object for all tenant endpoints.
- The timestamp was removed from the billing history. Note that the date associated with each billing cycle was not removed.

Fixed issues

- You can now successfully delete tenants.
- In the API, the provisioning call returns the correct format for an invalid request.
- The BlackBerry Optics license count now displays when you click away from the Tenant Details tab and then return to the tab.
- You can now filter tenant users by their email address.
- Reports set to run on the 29th, 30th, or 31st day of the month now always run on the last day of the month.

Multi-Tenant Console 2021.1 release notes

BlackBerry is announcing an update to the Multi-Tenant Console on January 14, 2021.

Improvement

- Updated the EULA text to the latest version.

Fixed issues

- In the API, the CreatedBy and ModifiedBy fields now return names instead of GUIDs.
- Fixed the Access Denied error when a policy template with Optics enabled is applied to tenants.
- Restored the OPS user account for a tenant.
- Restricted access to the roles list to users with the appropriate permissions.
- Fixed a console error that occurred when clicking in the background while trying to add a global safe list file.
- Updated the audit log to correctly display all related permission names when role permissions are updated.
- Fixed a tenant details report memory limitation.

Note: Tenant detail reports now download as compressed files to reduce the file size. Users will need to decompress the file to access the CSV file.

Multi-Tenant Console 2.16 release notes

We are excited to announce the release of an update to the Multi-Tenant Console on December 2, 2020.

New features

ValueLabelResolved column

In the Policy Details report, the ValueLabelResolved column has been added to resolve the Value and ValueLabel fields to display the readable value. For example, if the value for auto_blocking is set to 1, the ValueLabelResolved field should display Enabled.

Application - Return JWT bearer token

The Cylance API has been updated to include the Tenant API request that returns a JWT bearer token. The JWT bearer token is used for authorization to manage a tenant using the Protect API.

To enable this feature, create a new Application or edit an existing Application (Settings > Application). The Tenant API Management setting must have the Manage privilege enabled.

Once enabled, the endpoint is: PUT /{region}/tenants/tenant-app/{venueTenantId}.

Link to the MTC API documentation: <https://dev-admin.cylance.com/documentation/api.html>

Enhancements

Adding global list file to multiple tenants

Multiple tenants can be selected when adding a file to a global list.

Fixe issues

- Changed the tenant user delete notification text to state "tenant user" instead of "tenant." (MSSP-2179)
- Changed the camel case to normal case for the Billing Info information on the Partner Details page. (MSSP-3632)
- Fixed an issue where users who are already logged in to the Multi-Tenant console using single sign-on (SSO) would get redirected to a 403 Forbidden page. (MSSP-3786)
- Fixed an issue where enabling Application Control in a policy was not saved. (MSSP-3822)
- Fixed an issue where the Last Login column for single sign-on (SSO) logins were not updated. (MSSP-3827)

Multi-Tenant Console 2.11 release notes

This release of BlackBerry Multi-Tenant Console features the following enhancements and fixed issues.

Enhancements

JWT stored HTTPS only

JSON web tokens (JWT) are now stored in HTTPS only, samesite cookie.

GovCloud SSO

GovCloud is now available for the Multi-Tenant Console. This includes an SSO login. See the MTC guide for more information.

Fixed issues

- Fixed an issue where users were able to enter a negative number when filtering on the number of users. (MSSP-1641)
- Fixed an issue where a tenant did not get the Application option in the console. (MSSP-3653, MSSP-3717)
- The support login can be re-enabled if it was removed from an account. (MSSP-3777)
- Fixed an issue with the virus and malware report creation failing. (MSSP-3785)

Multi-Tenant Console release notes - October 2020

We are excited to announce the release of an update to the Multi-Tenant Console on October 14, 2020.

New features

Policy details report

The policy details report allows administrators to see all of the settings for a policy, including the name, each setting, each value selected for a setting, and a short description of each setting.

- The policy details report is a .csv file, so the data can be sorted.
- Use the tenant name report filter to limit the amount of content in the report.

Enhancements

SSO login added to the audit log

The audit log displays the user and the date/time the user logged on using SSO.

Fixed issues

- Fixed an issue with the tenant shutdown list page with the names being cut off, incorrect font size, and other formatting issues. (MSSP-3598)
- Added SSO logins to the audit log. The audit log displays the user and the date/time the user logged on using SSO. (MSSP-3711)
- Fixed an issue with policy templates not saving the CylanceOPTICS and data privacy settings. (MSSP-3741)

Legal notice

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