Cylance Multi-Tenant Console

Release Notes

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Cylance Multi-Tenant Console release notes

What's new in the Multi-Tenant Console

Feature	Description	Date added
New look and feel to the Multi-Tenant Console	We're excited to share that the Multi-Tenant Console has a new look and feel to represent the transition to Arctic Wolf. All existing features and workflows remain the same, and you do not have to uninstall and reinstall your agents. However, you will see new branding and some updated names. New names include Aurora Protect (formerly CylancePROTECT) and Aurora Focus (formerly CylanceOPTICS).	March 2025
Health reports are available globally	You can now generate monthly health reports for the tenants that you manage in any region. A separate report is generated for each tenant and can be shared with customers individually. The reports include a summary of activities such as the number of identified and quarantined threats, the number of threat intelligence rules created to help block suspicious and known threats, the number of preventative measures and investigations taken, and the number of identified business applications and services to help minimize business disruptions. The reports are available in English only. For more information, see Create a report.	December 2024
Manage CylanceMDR escalation groups	You can now add partner administrators to CylanceMDR escalation groups so that when a CylanceMDR analyst escalates an incident, the appropriate partner administrators are notified based on the severity status of the incident. For example, when the severity of an incident is set to High, members that are in the "-High" escalation group receive a notification.	November 2024
Bug fixes	See fixed issues.	November 2024
CylanceMDR support	Partner users can now easily manage CylanceMDR customers from the Dashboard and Incidents pages in the Cylance Multi-Tenant Console. • The Dashboard pages for CylanceMDR have an interactive layout that visually displays the various types of alerts that were escalated to organizations you manage, as well as top threats by alert type or target. You can filter the data by organizations that you're managing and set the timeframe to limit the data presented on the dashboard. • The Alert > Incidents page lists the incidents that CylanceMDR analysts have escalated and require attention from the organization. You can filter and sort the list from the column headings, for example, by the tenant organization name.	November 2024

Feature	Description	Date added
Bug fixes	See fixed issues.	August 2024
Health reports	You can now generate monthly health reports for the tenants that you manage. A separate report is generated for each tenant and can be shared with customers individually. The reports include a summary of activities such as the number of identified and quarantined threats, the number of threat intelligence rules created to help block suspicious and known threats, the number of preventative measures and investigations taken, and the number of identified business applications and services to help minimize business disruptions For more information, see Create a report	July 2024
Duo Universal MFA	As of July 2024, you can now add Duo Universal MFA for multi-factor authentication. Duo has ended support for their Duo Traditional Prompt. For more information, see the Duo Knowledge Base. If you already have the now deprecated Duo MFA authenticator configured, you must add the new Duo Universal MFA authenticator or users might not authenticate successfully. The configured Duo MFA authenticator will be displayed as read only in the Cylance console. For more information, see Add an authenticator in the Cylance Multi-Tenant Console administration content.	July 2024
Multi-Tenant Console experience update	The Multi-Tenant Console now has a simplified and modernized UI that unifies it with the Cylance Endpoint Security console experience. It features: • More granular control of authentication methods, allowing more flexible use of different authentication policies between users. • Ability to easily switch from between partner accounts if your user account is associated with more than one partner. • In-console notifications to receive information about the latest updates.	July 2024
Bug fixes	See fixed issues.	June 2024
Bug fixes	See fixed issues.	February 2024

Cylance Multi-Tenant Console fixed issues

The “Monitor installed applications” option was not available in the linked policy template. (MSSP-7652)
The quarantine and safe lists were limited to displaying a maximum of 100 records. (MSSP-7627)

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 were stuck in the retry state. (MSSP-7512)
If you tried to create a policy template with a name that contained only spaces, a "400 - Bad Request" error message appeared. (MSSP-7490)
The list of device policy templates did not display even though the user had the "View policy template list" permission enabled. (MSSP-7489)
Email notifications were not sent to tenants that were unlinked from the linked policy template. (MSSP-7459)
When saving a policy template, if a memory protection exclusion used backslashes (\) with wild cards (*), the template wasn't saved. (MSSP-7417)
When a user clicked the link in the activation email to set up their account, the login page loaded momentarily before they were redirected to a "Reset Your Password" screen where they needed to set their password. (MSSP-7384)
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 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 you edit a tenant's name in the Cylance Multi-Tenant Console, you could not save your changes. (MSSP-6584)
When importing a file for external device exclusion to an existing linked policy template, an error message was displayed. (EPCL-1632)

Cylance Multi-Tenant Console known issues

When a user clicks the link in the activation email more than once to set up their account, the login page loads instead of redirecting to the "Reset Your Password" screen. (MSSP-7471)
The filtering for the Partner users screen did not work as expected (for example, users could not be filtered by role). (MSSP-7414)
When generating reports, the console takes time to scan all tenants even though only a few are selected in the report filter. (MSSP-7268)
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 you name a linked policy template "Default", you cannot edit the name. (EPCL-2129)

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