



# **Cylance Multi-Tenant Console**

## **Release Notes**

6.x



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# Multi-Tenant Console 6.1.0 Release Notes

## What's new in the Cylance Multi-Tenant Console

**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.

## Fixed issues

There are no fixed issues in this release.

## Known issues

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

\* 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)

When a user's role has the "View tenant list" permission, the tenants in the list are displayed as a link (which leads to an error page) even though they don't have permissions to view or edit the tenant details. (MSSP-7534)

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)

If you try to create a policy template with a name that contains only spaces, a "400 - Bad Request" error message appears. (MSSP-7490)

The list of device policy templates does not display even though the user has the "View policy template list" permission. (MSSP-7489)

As an administrator in the Multi-Tenant Console, if you enter a partner name that contains more than 100 characters, a red toast displays without an error message. (MSSP-7475)

As an administrator in the Multi-Tenant Console, you cannot filter the list of partner users by role. (MSSP-7414)

When a user clicks the link in the activation email to set up their account, the login page loads momentarily before they are redirected to a "Reset Your Password" screen where they need to set their password. (MSSP-7384)

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 6.0.0 Release Notes

## What's new in the Cylance Multi-Tenant Console

**Multi-Tenant Console experience update:** The Cylance 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.

## Fixed issues

There are no fixed issues in this release.

## Known issues

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

\* When a user's role has the "View tenant list" permission, the tenants in the list are displayed as a link (which leads to an error page) even though they don't have permissions to view or edit the tenant details. (MSSP-7534)

\* If you try to create a policy template with a name that contains only spaces, a "400 - Bad Request" error message appears. (MSSP-7490)

\* The list of device policy templates does not display even though the user has the "View policy template list" permission. (MSSP-7489)

\* As an administrator in the Multi-Tenant Console, if you enter a partner name that contains more than 100 characters, a red toast displays without an error message. (MSSP-7475)

\* As an administrator in the Multi-Tenant Console, you cannot filter the list of partner users by role. (MSSP-7414)

\* When a user clicks the link in the activation email to set up their account, the login page loads momentarily before they are redirected to a "Reset Your Password" screen where they need to set their password. (MSSP-7384)

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 5.4.1 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)

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