



# **CylancePROTECT**

## **Release Notes**



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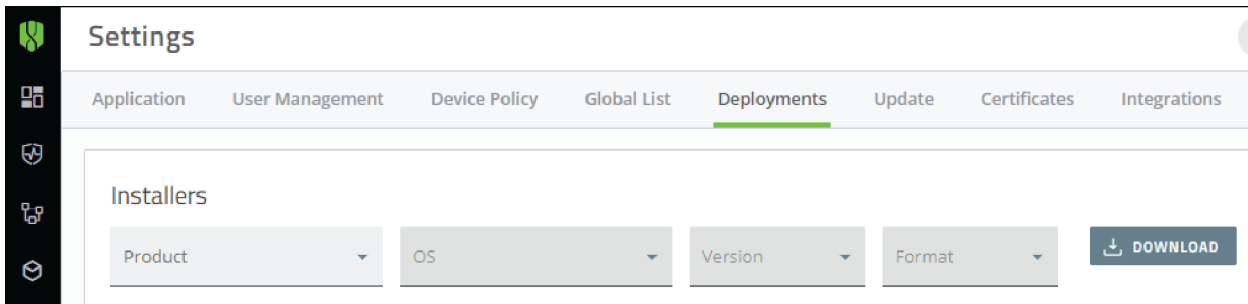
# What's new in this release of Cylance Console

BlackBerry is announcing a release to the Cylance Console. This release includes a new Deployments page that is available for all customers and some bug fixes to the Cylance Console.

**When:** Cylance Console updates will be available starting on Wednesday, August 12, 2020 and released to all regions by the end of the week. Updates will be done during off-peak hours (example: after 5:00 PM Pacific Time). Read the [Scheduled Release Times based on region](#) article for more information.

## Deployments Page

A new Deployments page under **Settings > Deployments** is now available for all customers. This page allows you to download the Agent.



**Note:** The Deployments page will not be available in the Gov region at this time.

You *will not* need to update any custom roles for users to see this feature. Any custom role that has the **Installer Download** checkbox selected under Application on the Edit Role dialog will have access to the download the installer from the Deployments page.

## Edit Role

Role Name

test 1234

246 characters remaining

Page Access	Allow	Settings Access	Allow
Dashboard	<input checked="" type="checkbox"/>	Application	<input checked="" type="checkbox"/>
Threat Protection	<input type="checkbox"/>	Installation Token Management	<input checked="" type="checkbox"/>
Zones	<input type="checkbox"/>	Installer Download	<input checked="" type="checkbox"/>
Devices	<input type="checkbox"/>	Invitation URL	<input checked="" type="checkbox"/>
CylanceOPTICS	<input type="checkbox"/>	Uninstall Password Management	<input checked="" type="checkbox"/>
Reports	<input checked="" type="checkbox"/>	Support Login	<input checked="" type="checkbox"/>
Audit Log	<input checked="" type="checkbox"/>	Syslog/SIEM	<input checked="" type="checkbox"/>
		Custom Authentication	<input checked="" type="checkbox"/>
		Threat Data Report	<input checked="" type="checkbox"/>
		User Management	<input checked="" type="checkbox"/>
		Device Policy	<input type="checkbox"/>
		Global List	<input type="checkbox"/>
		Update	<input type="checkbox"/>
		Certificates	<input type="checkbox"/>
		Integrations	<input type="checkbox"/>

SUBMIT

CANCEL

**Note:** The Installation Token will remain on the **Settings > Application** page for security purposes. This allows you to give users access to download the installer without mistakenly regenerating a new token.

For detailed steps to download an agent from this page, see the CylancePROTECT Administrator Guide [here](#).

# Known Issues

- On the Reports tab, under Detail Reports > Devices, the “Last Connected” column will display “Invalid Date” instead of an actual date/time.

**Affected Browsers:** Firefox, there are no other affected browsers at this time. (VEN-16816, VEN-16868)

- Adding a SHA256 hash to the Global Safe List for scripts will mask any block events related to that hash from appearing on the Console. For more information on safe listing by hash for script control, see our article [here](#). (VEN-16635)
- Saving a Device Policy with an exclusion that contains an ampersand "&" symbol will cause "amp;" to be amended to the exclusion. If the Device Policy is saved again with the "amp;" present in the exclusion, the exclusion will break. This affects any part of the Device Policy where an exclusion can be added. (VEN-164469)

## Work Around:

1. Remove the "amp;" from the exclusion before saving the Device Policy again. This will ensure the correct exclusion is sent to the CylancePROTECT Agent. For each subsequent save to the Device Policy, "amp;" will be amended to the exclusion again and will need to be removed before saving each time.
  2. If the exclusion is related to Script Control: use wildcards to replace any ampersand "&" symbols present in Device Policy exclusions. For more information on wildcard support, please see our knowledge base article [here](#).
- When installing the CylancePROTECT Agent using the DATAPRIVACY=1 parameter, Agent registration fails. (VEN-17156)
  - The menu header may display square blocks instead of the correct images. Pressing CTRL + F5 to force a reset will resolve it. Otherwise please clear your browser cookies and cache or use a different browser to resolve this issue.
  - The Deprecated Threat Data Report (XLSX file) might be corrupt for some users. The CSV files are not affected. If you need help with the XLSX file, contact Cylance Support.
  - The Group By feature on the Protection page has been disabled to improve loading times for this page. The Group By feature allowed users to drag the table columns and organize them.

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BlackBerry Limited  
2200 University Avenue East  
Waterloo, Ontario  
Canada N2K 0A7

BlackBerry UK Limited  
Ground Floor, The Pearce Building, West Street,  
Maidenhead, Berkshire SL6 1RL  
United Kingdom

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