

# Release Notes: CloudCare 4.9.0 (11 Jun 2019) – Console and Agent

Console version: 4.9.0

CloudCare Agent version: 4.14 – New Agent this release

Cloud Backup Client version: 7.4.1 – New Backup client

Antivirus Client version: 19.5 – New Antivirus Client

## Release Summary

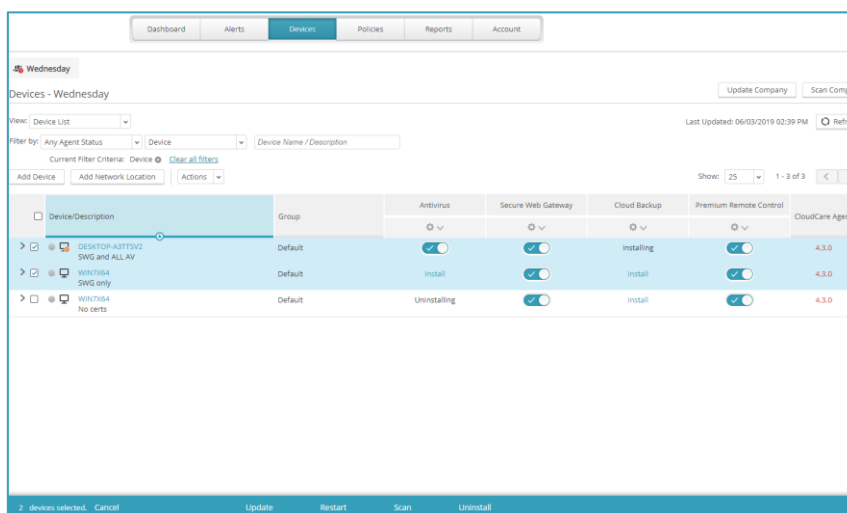
This release includes several feature enhancements, and numerous bug fixes. This includes Support Chat in-product, Bulk Actions on the Devices page, support for split DNS in Secure Web Gateway, and improvements to the Cloud Backup service.

**Note on AV client 19.5** – as mentioned before, we elected to skip the 19.3 AV release because of a few bugs we felt would be a poor experience for end users. We will be releasing AV Client 19.5 to all clients on 11 June. This upgrade will occur separately from the CloudCare agent upgrade. Release notes are listed below for this version.

The AV upgrade will require devices to be restarted. If you wish to control when your AV is upgraded (such as servers), we suggest setting Program Updates to Manual in the Antivirus General Settings section of your policies. You can also control the Restart Options under the General policy settings.

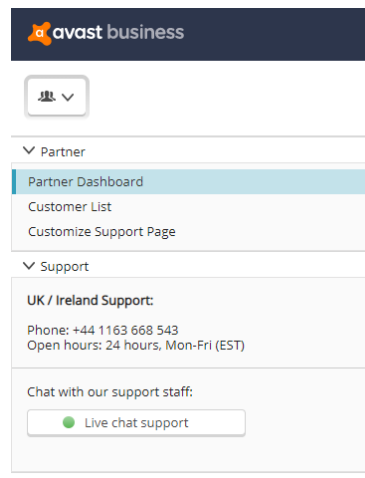
## New Feature: Bulk Actions on Devices page

You can now select multiple devices at the Customer level and perform actions on the selected devices. This includes Update, Restart, Scan, and Uninstall. This should reduce the amount of actions that have to be performed on each device.



## New Feature: Support Chat

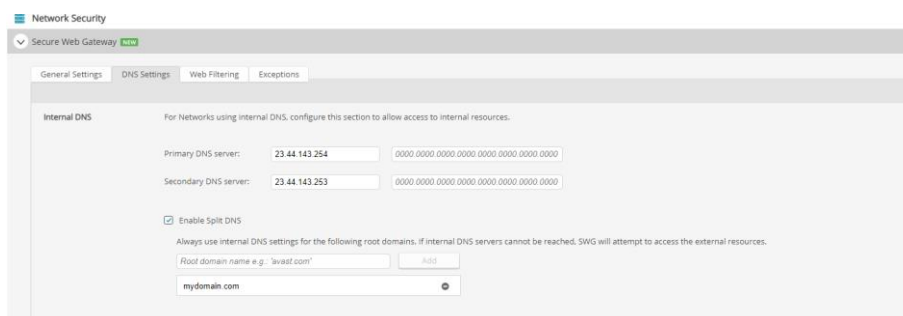
You can now chat with our support team directly from the CloudCare console. This will make it easier to ask questions or discuss issues with our support team without having to leave the console. This Chat link is available in all Partner consoles, and in Self-Managed Customer consoles with one exception- if the support information has been changed from the default (to point to your own support), we have hidden the chat link so that we do not inadvertently bypass you in the support process.



## Feature Enhancements

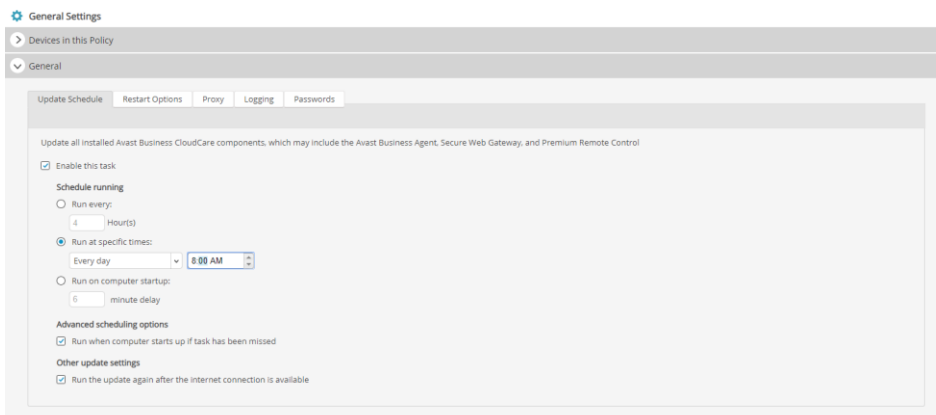
### Support for Split DNS in Secure Web Gateway

If you are running Secure Web Gateway at the Agent level, and you also run Split DNS on your internal DNS server (same resource resolves to two different resources depending on where you are located), you likely ran into issues with the lookup always resolving to the public resource. You can now configure Secure Web Gateway agents to bypass the SWG lookup for the domains you specify in the policy. The feature requires that you first configure the Internal DNS servers section. Once configured, you can specify the domains for which SWG should use the Internal settings. This will result in the internal resource being resolved when the DNS server can be contacted, and the public resource being resolved when outside of the network.



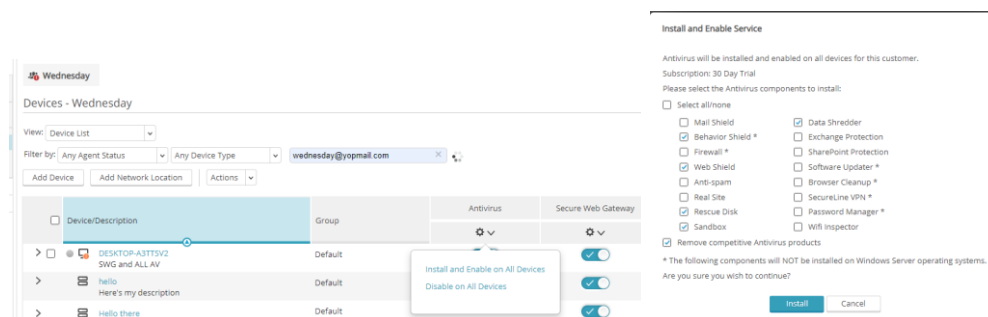
## Removed older “AVG-centric” settings from General Section of Policy

There were many settings left over from legacy AVG clients showing in the General Section of Policies. Now that the Avast client is deployed across our partners and customers, we have removed settings that applied to those legacy AVG antivirus endpoints. Most of those settings are around the General>Updates subsections. The majority of these have been removed, as the behavior for Antivirus client are included in the Antivirus section of the policy. The settings here were for the AVG clients. Moving forward, the General Settings will contain settings for the CloudCare agent itself, while behaviors of individual services and their clients will be contained in their own sections. Example- the Antivirus definition updates are controlled in the Antivirus section of the policy under General settings tab.



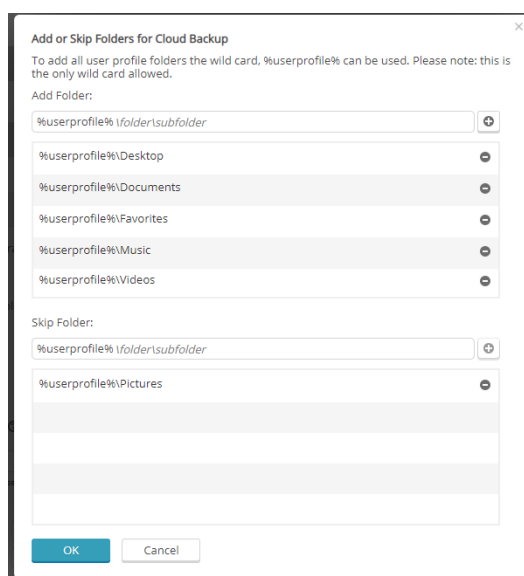
## Select components from the “Install and Enable on All Devices” option on Devices page.

This feature now allows you to specify which components should be installed when selecting this option. **NOTE-** this feature will only initiate an installation of Antivirus and components on Devices that do not already have the Antivirus service installed.



## Reinstated the ability to Skip Default User folders in Cloud Backup

We have restored the ability to exclude the default User Folders in Cloud Backup. The default folders now show in the Add list as defaults and can be added to the Skip list by removing them from the Add list.



## Avast Antivirus 19.5 Release Notes

- **We now offer a 64-bit version of our Avast Business Antivirus client.** The decision on which client to install will occur at installation. No action is required on your part.
- **Advanced settings have now been moved to a hidden location.** You can type “geek:area” in the search bar of the Settings section to view/change settings. The main UI is simplified, but the advanced granular settings are contained in the geek:area – Note- all CloudCare policy settings are still enforced on the endpoint as before and are reflected in the granular settings in the geek area.
- **Anti-rootkit scan enhanced** to better protect UEFI
- Resolved an issue with 32-bit Outlook client running on x64 architecture
- Resolved an issue that caused high CPU usage in some cases on Windows 10
- Resolved an issue where Client UI failed to load after upgrade

This client will be made available for all clients and new installs on release day, June 11. Any client set to update automatically will receive the update, and a restart will be required. It is recommended you review and configure the Restart Options within your policies to address desired restart behavior. **Please note-** if the device is not restarted immediately after AV upgrade, **it will still be protected.** Upon restart, the update will complete.

## Additional Information

**Localized CloudCare UI** in all supported languages

## Resolved issues

CC-2443	Resolved an issue where Cloud Backup failed to load policies and the Cloud Backup UI when storage usage was at 0 GB.
CC-4019	Resolved an issue where Last Backup Status was blank in the Backup Usage report.
CC-3954	Resolved an issue where the Backup Usage was not updated after deleting data in the storage cloud (until another backup was run). The usage will now update soon after deleting/removing data from cloud storage.
CC-7154	Modified the “Remember this device” feature in 2-Factor Authentication to be user specific instead of simply device specific.