

Release Notes: CloudCare 4.7.0

(13 March 2019)

Console version: 4.7.0

CloudCare Agent version: 4.11.40 – New agent with this release

Cloud Backup Client version: 7.3.4 – New backup client

Antivirus Client version: 18.8 – No change

Release Summary

This release contains a new Auto-Acknowledge feature for some alerts, a category lookup feature in Secure Web Gateway, and numerous bug fixes.

New Feature- Auto-Acknowledge alerts

Reduce the number of alerts that have to be acknowledged when the condition that triggered the alert resolves itself.

There are some alerts, that while important, may have resolved themselves by the time an administrator reviews the alert screen. This can sometimes result in additional “noise” that is no longer relevant. We have added some new event types in the agent that will allow these situations to auto-acknowledge these alerts, while still giving review capabilities for those alerts.

Additions made:

When creating an alert, you can now flip a toggle to Auto-Acknowledge some alerts that can be resolved. Additionally, you can select whether you want to be notified when the alert resolves itself. The alerts that currently have the Auto-Acknowledge capability will show a blue check mark. This option is configured per alert set up and is not enabled by default, as we did not want to change the current expected behavior without your input.

Select Events to Watch * NEW

Automatically acknowledge alerts when resolved: [How does this work?](#)

Notify recipients when an alert is automatically acknowledged.

Select Events: All Events Antivirus Cloud Backup Operational Premium Remote Control

	Severity	Event Description / Service	Auto-acknowledge	Event Threshold	Event Suppression	Notes
<input checked="" type="checkbox"/>	!	Out-of-Date Virus Definitions Reporting Service: Antivirus	Disabled	3 Days	1 Days	Edit Note
<input type="checkbox"/>	!	Device Needs Restart Reporting Service: Operational			6 Hours	Add Note
<input checked="" type="checkbox"/>	!	Threat Detected Reporting Service: Antivirus		PUP, Infection	6 Hours	Edit Note

The alerts currently supported by this option are: Out-of-date Virus Definitions, Antivirus Protection Disabled, Virus Scan Overdue, and Backup Overdue. We will be adding additional capabilities for additional alerts such as Restart Required, and Backup Failed in an upcoming release.

The status of “Auto-acknowledged” has been added to the Alerts page and corresponding Alert Summary report so that you can view all alerts that were automatically acknowledged. The status is also included in the Executive Summary report.

NOTE: The CloudCare Agent must be version 4.11 or higher in order for the auto-acknowledge feature to work.

New Feature – Check Domain Category in Secure Web Gateway (SWG)

SWG allows you to block access to sites by category. When making decisions about what to block or allow, it is important to know which category or categories the domain may fall under. To that end, you can now look up the reported category for that site to make better decisions.

Check Domain Category

Enter a domain to check the web filtering category.

http(s)://

Domain Categories

Entertainment /Streaming Media,
Entertainment /Television / Movies

This capability is available in both the Web Filtering tab and the Exceptions tab of the Secure Web Gateway policies, as there could be the need for a lookup in both sections.

Additional Information

A new agent is included in this release to support the Alert status additions and a few of the below bug fixes, and a restart will be required. You can use the new Restart Options to notify users a restart is needed.

Resolved issues

CC-5628	Resolved an issue where Devices were shown in the wrong account after an upgrade because of Duplicate device IDs.
CC-3829	Resolved an issue where Firewall rules were not saved after modifying the properties of the rule unless you set the rule type to Custom. Now the rules will be applied properly with no workaround needed.
CC-4700	Resolved an issue where the Open Alert page's "Any Status" filter was not being applied in the Alerts view.
CC-3348	Resolved an issue where the Mail Shield Sensitivity settings for Potentially Unwanted Programs were not being sent to the Agent. This setting will now function as expected.
CC-3719	Resolved an issue where the policy was not always changed when an installer with a different policy assigned was run over the top of an existing agent installation. The new policy will now be assigned during installation.
CC-6006	Resolved an issue where the installer for Cloud Backup would sometimes present a UAC "unknown publisher" message during installation. The installation should now be silent as expected.
CC-3586	Resolved an issue where some alerts were being triggered even when the alert itself had been disabled or deleted.