

Release Notes: Avast Business CloudCare (April 29, 2020)

CloudCare Agent version:

- Windows: 4.19 – No change
- Mac: 6.2.0

Cloud Backup Client version: 7.4.1 – No change

Antivirus Client version:

- Windows: 20.1 – No change
- Mac: 14.4

Console version: 5.5

Release Summary

This release focuses on Antivirus for Mac OS devices, improvements and resolving numerous bug fixes within the console.

Features & Enhancements

Below are a list of enhancements and bug fixes to our console.

Antivirus Service for Mac OS X

You will now be able to install the Antivirus service to Mac OS devices (OS X 10.10.5 Yosemite and above) via the installation package.

The following security components will be available in the local client:

- File Shield
- Web Shield
- Email Shield

Policies

There will be a new Mac Settings tab under Policy > Antivirus with the following settings to configure:

- File Shield/Mail Shield/Web Shield (enable/disable)
 - General Settings
 - Exclusions

Devices Section

- Partner and customer devices list will show Mac OS devices (OS drop down) and Mac icons
- Customer devices section will show expanded view with Mac OS(s)
- Mac OS devices will show if they are offline or online

Add Devices

- Mac OS X DMG can be selected under the installer type from Installation Package option only
- Light and full installer of DMG can be downloaded
- File Shield, Mail Shield and Web Shield cannot be de-selected from the install file, these components are installed by default, however, you can disable them in the policy

Device Details

- Summary, Device Information and Antivirus services panes will show Mac OS information

Scan, Restart and Shutdown

- Can restart Mac OS device remotely
- Can start an Antivirus scan on Mac OS device remotely
- Can shut down Mac OS device remotely

Reports

- Mac OS devices will be included in a majority of the reports apart from:
 - PRC report
 - Patch Management reports > Missing Patches by severity/Patch Deployment Summary/Patch Scan Summary
 - Content Filtering reports > Content Filtering Activity/URL Access/URL Category Groups
 - Cloud Backup reports > Backup History

Filters

- You will be able to filter out Mac OS devices from multiple pages

Areas not supported

Mac OS Antivirus service is not supported in the following areas:

- Alerting: limited to server-side alerts such as device installation. The following AV alerts are not supported:
 - Antivirus Protection Disabled
 - Out-of-Date Virus Definitions
 - Threat Detected
 - Virus Scan Overdue

- Reporting: limited to subscription/install reports. The following AV reports are not supported:
 - Devices with Threat Detection
 - Device Overview
 - List of Infected Devices
 - Non-Communicating Devices
 - All Operational Reports
- Email and Remote deployment
- Master Agent (update/scanning) functionality
- Proxy support by Agent but not AV
- AV Policy Settings are different from Windows
- Remove competitive Antivirus products during install
- All other services like Premium Remote Control, Cloud Backup, Content Filtering, Device-based Secure Web Gateway and Patch Management will not support Mac OS devices right now

SWG Dynamic DNS Support

Secure Web Gateway will now support Dynamic DNS. This enhancement will now support customer's that may have a dynamic WAN address, and leverage a dynamic DNS service such as ChangeIP, No-IP, or DynDNS.

Language Update

Brazilian-Portuguese language will be available as a new language in the CloudCare platform.

Updated Web Help

Updates have been made to our Help section in the CloudCare Platform.

Resolved Issues

[CC-5979]	Fixed issue with Content Filtering settings not reverting back to Avast defaults.
[CC-6798]	Fixed issue with alert events not being ignored when device status is not installed.
[CC-8830]	Fixed issue with patch data not clearing after discontinuing the Patch Management service.
[CC-8860]	Fixed issue with alerts from a self-managed customer showing on the partner heatmap.

[CC-8875]	Fixed issue with Non-communication device report showing duplicate devices.
[CC-9017]	Fixed issue with Non-communication device report showing multiple date formats.
[CC-8992]	Fixed issue with Threat Detected Alert missing some data including object path.
[CC-8872]	Fixed issue with changing and saving policy for devices.
[CC-9062]	Updated Web Help Host User Consent text for Premium Remote Control Service.
[CC-9085]	Fixed issue with Exchange and SharePoint policy changes not being saved.
[CC-9179]	Fixed issue with error message appearing for direct customers that open their invoice from the platform.
[CC-9183]	Fixed issue with formatting of Alert Email in German Language.

Additional Information

Localized CloudCare UI in all supported languages