Release Notes: Avast Business CloudCare (February 5, 2020)

CloudCare Agent version: 4.19
Cloud Backup Client version: 7.4.1 – No change
Antivirus Client version: 19.6 – No change
Console version: 5.2

Release Summary

This release focuses on improvements and resolving numerous bug fixes within the console. There are some Patch Management improvements like a new Patch Management Dashboard, new Alerts, Master Agent update. We have also made some UI improvements to our scheduled reports, added some new settings to support a future version of the Antivirus client, and some new billing options for Secure Internet Gateway.

Features & Enhancements

Below are a list of new features and enhancements to our console and client.

New Patch Management Dashboard Widgets

We have added a new Patch Management dashboard widget (Patch Management – Status Overview) for the customer dashboard. This new widget provides you with:

- Missing patches for your customer
- Failed patches for your customer
- Patches scheduled for your customer
- Patches not scheduled for your customer
- Deployed patches for your customer

Each of the above tiles can be clicked which will take you to the Patches page which will filter out the patches based on the tile you click.

License Summary

Patch Management service will now show under the License Summary section in your partner dashboard. You will be able to see:

- Total amount of devices for all customers that have a paid subscription of Patch Management
- Total amount of devices for all customers that have a trial of Patch Management
- Percentage diagram of paid and trial

Customer List

The customer list will now show Patch Management icon under the Services column. This allows you to see which customers have the Patch Management service offered, paid and active.

Patch Management Alerts

3 new Patch Management Alerts are now available for you to setup and configure. These alerts are:

- Patch Deployment Failed (High Severity)
- Patch Deployment Overdue (Medium Severity)
  - o Can be set as auto-acknowledge
  - o Can set the event threshold (within 2 weeks by default)
  - o Can set the event suppression (1 day by default)
- Patch Scan Overdue (Medium Severity)
  - o Can be set as auto-acknowledge
  - o Can set the event threshold (3 days by default)
  - o Can set the event suppression (1 day by default)

Triggered Patch Management alerts will also update the Alert Heat Map in the Partner and Customer Dashboards.

Master Agent Update

The master agent will now be able to cache patches for the entire network. Any devices that are set as the Update Agent will automatically cache patches ready to be distributed out to devices on the network. This will help free up bandwidth across your network when downloading and distributing patches.

Secure Internet Gateway

A monthly billing subscription is now available for our Avast Business Secure Internet Gateway service. To find out more please contact your Avast Business Account Manager.

Aggressive Mode

Aggressive mode has been removed from the Antivirus Hardened mode with in the policy settings. As Aggressive mode does not exist in the Antivirus client, we made an update to the Antivirus policy so it matches the client settings.

Page Load

We have made some optimizations to the load times of pages with the console.

Updated Web Help

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

Resolved Issues

[CC-8410]	You can now sort Bulletin ID column in all patches page.
[CC-1426]	Fixed issue with Select Events checkboxes not working as expected.
[CC-3473]	Fixed issue with phone numbers great than 11 digits not displayed as expected.
[CC-3812]	Fixed issue with company profile not accept empty phone/fax fields, thus not being able to save company profile.
[CC-7718]	Fixed issue with alert icon still showing on the partner customer list after device with the alert has been removed from the console.
[CC-7824]	Fixed issue with some scheduled reports failing to send.
[CC-8316]	Fixed issue with the Scan Summary Report erroring out when there has never been a scan on a device.
[CC-8324]	Install button will no longer show after selecting to install patch under the Device Details page, instead will show Installing...
[CC-8452]	Self-Managed master admin can now manage groups.
[CC-8500]	Fixed issue with threat detected alerts showing incorrect or missing information.
[CC-8592]	Fixed issue with some alerts being triggered and emails sent even though the device is not visible and has been sent the uninstall command.
[CC-8658]	Fixed issue with Data Protection under the devices page showing as enabled even though the service is not enabled.
[SMBP-547]	Fixed issue with Premium Remote Control timeout, if the timeout is set and the timeout from the end user is rejected or the timeout expires the remote control will be rejected and you will not be able to remote connect to the device. User now must accept in order to connect.
[SMBP-580]	Fixed issue with incorrect Antivirus version being installed mid installation.
[SMBP-628]	Fixed issue with roll-back option, any patches you roll-back will now be performed.

[SMBP-495]	Fixed issue with re-installation of Agent and Antivirus service with the Antivirus service installation taking some time and failing.
[SMBP-124]	Fixed issue with XMPP error/interruption on client when un-checking TLS 1.0 under security section in policies.

Additional Information

Localized CloudCare UI in all supported languages