



Release Notes - External

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Introducing MSSP

Introducing Seqrite MSSP portal that empowers you to manage security services solution for the multi and hybrid cloud era!

Seqrite Managed Security Service Portal (Seqrite MSSP) is a web-based portal. Quick Heal provides gateway security solutions such as Seqrite HawkEye and Central Management System (CMS). Also, Quick Heal provides management of all gateway security solutions as service through MSSP. In MSSP, all the clients who will buy these security solutions can be listed and managed professionally.

Seqrite HawkEye is now integrated with managed security services solution (Seqrite MSSP) rendering advanced threat intelligence through the Seqrite MSSP portal. The Seqrite MSSP portal provides a platform for 24X7 support across people, processes, technologies, and tools.

Benefits

Following are the primary benefits of Seqrite MSSP.

- Seamless deployment and management of multi-tenant/multi-customer Seqrite HawkEye sites.
- Integrated security fabric that supports any combination of Seqrite portfolio including Seqrite EPS Cloud, Seqrite mSuite, HawkProtect, HawkScan, and HawkHunt.
- Optimized total cost of ownership (TCO) through unified and comprehensive cybersecurity ecosystem.

Supported browsers

Seqrite MSSP portal is supported on any of the following browsers.

- Internet Explorer 10 and 11
- Microsoft Edge
- Google Chrome 60 and above
- Mozilla Firefox 55 and above
- Safari (Only Mac) 11, 12 and 13

What's New

New features and enhancements of Seqrite MSSP 2.0:

- Onboarding of HawkEye with all supported security solutions such as Seqrite EPS, Seqrite mSuite, HawkProtect, HawkScan, and HawkHunt from MSSP for new customers is supported now.
- Get basic licensing information of all security products including Seqrite EPS, Seqrite mSuite, HawkProtect, HawkScan, and HawkHunt supported by HawkEye.
- Redirection from MSSP console to HawkEye console.
- 2FA (Two-Factor Authentication) is applicable for both MSSP and HawkEye consoles.
- Ability to capture customer insights and telemetry including Customer Segment, Industry Segment, and Annual Revenue.
- Ability to generate reports based on license status and product types.
- Japanese localization support for upgraded/new screens.
- Site can be deployed in Korean language also.

Changes post Seqrite MSSP and HawkEye integration

Following are the changes after Seqrite MSSP and HawkEye integration.

(1) Without HawkEye being integrated with Seqrite MSSP, partner/MSP could deploy multiple EPS sites individually. After integration of HawkEye, partner/MSP can deploy multiple HawkEye sites with any combination of Seqrite portfolios.

(2) All the Seqrite Endpoint cloud sites deployed through MSSP portal prior to HawkEye integration will be successfully migrated as HawkEye sites on the MSSP portal, without user intervention.

(3) All the HawkEye sites, deployed prior to HawkEye integration, with any combination of Seqrite portfolios including Seqrite EPS Cloud, Seqrite mSuite, HawkProtect, HawkScan, HawkHunt and their respective add-on licenses will remain intact under the Seqrite MSSP portal.

(4) Prior to HawkEye integration, Seqrite EPS customers used to log in to the Seqrite EPS console directly, but now they will have to log in to HawkEye first and then can navigate to Seqrite EPS.

(5) Post HawkEye integration, user and license management will be performed through HawkEye and they will no longer be accessible from Seqrite EPS.

Known Issues in Seqrite MSSP

Following are the known issues in Seqrite MSSP.

NA

Technical Support

Seqrite provides extensive technical support for its users. In case you face any technical issue, you can contact our Technical Support center using the options available at the following URL: <https://www.seqrite.com/seqrite-support-center>