



Seqrite **mSuite**

Release Notes

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Seqrite mSuite

Seqrite mSuite is the security solution to monitor, manage, and secure employee's mobile device within the enterprise. Seqrite mSuite works on the Client-Server architecture where the console (Hosted on Cloud) manages all the mobile devices. The client agents can be installed on almost all the flavors of Android and iOS mobile. Seqrite mSuite client is having built-in antivirus, which keeps the devices safe from any virus attack.

To manage the mobile device, Seqrite mSuite applies certain policies and configurations such as, app configuration, web security configuration, anti-theft, network data usage, fence configuration, etc.

Benefits of Seqrite mSuite

- Secure and manage all the Android devices.
- Secure data and resources, enhance user productivity, reduce costs, and maintain communications.
- Perform Seqrite mSuite portal administration.
- Manage devices with policies and configurations.
- Monitor network data usage and Call/SMS.
- Manage apps on the device with app configuration.
- Restrict app usage and prevent misuse of the device with Seqrite Launcher or System Kiosk Mode.
- Monitor the device by applying fencing parameters such as time, location, and Wi-Fi.
- Generate the customized reports.

- Troubleshoot any critical issue with remote device control.

Prerequisites

- Device must be connected to the Internet via any network (Mobile data/Wi-Fi).

Mobile device specifications

- Android OS version 5.1 and later version
- iOS 10 and later versions

Browser requirements

- Administrator Web panel
- Google Chrome (latest versions)
- Firefox (latest versions)
- Microsoft Edge (latest versions)

What's New

New features and enhancements of Seqrite mSuite 2.6:

Workspace App (Android & iOS)

- **Support for Custom Email Account (IMAP/POP):** Allow you to configure and access your IMAP/POP based email and perform all the basic functionality of email. We support Zoho, Zimbra and MITHI Emails configuration.
- **Support for Custom Contacts (LDAP/CARDDAV):** Allow you to configure and access your LDAP/CARDDAV based Contacts to view and access your corporate contact list
- **Support for Custom Calendar (CALDAV):** Allow you to configure and access your CALDAV based Calendar to view and access your corporate calendar invites list

Seqrite mSuite console

- **Product Tour:** Console Product Tour for new accounts and new admin login
- **Licensing:**
 - mSuite Account (trial / Paid) admin can opt for trial of Workspace immediately from mSuite console (30 days – 3 devices) without any manual intervene to enable Workspace trial account
 - Option to convert mSuite trail account to paid account by changing product key (paid) from license page.
- **Alert prompt on mSuite Console:**
 - Alert prompt on console when data transaction usage reaches to 70%, 90% and exceeding 100%
 - Alert prompt on console when tenants having older version of Agent clients (client version 2.3 or below)
- **Locate devices on Single Map:**
 - Locate multiple devices from device list page on single Map by selecting devices from List page
 - Location All the devices on one click.
 - Locate all devices of group on single Map
 - Device & user details displayed upon mouseover at device location on map
- **Email Reminders:**
 - Reminder Email for trail user (on 4th day, 7th day & 10th Day) for not Setting UP Workspace after 3 days of enabling of WS
 - Reminder Email Notification to trial customers who has not logged into trail account in the last 3 days
 - Reminder Email Notification to trial customers (On 2nd day, 6th day, 10th Day) who have registered but not signed-up (after 1 day of registration)
- **New On-Demand Reports:**
 - Device Compliance Report

- Device Health Report
- Device Connected Report
- Call/SMS Log Tracking Report
- Device Asset Tracking Report
- **Contextual help:** Adding contextual help on all product pages
- **User Interface changes:**
 - mSuite Console Feedback page UI Changes
 - Device Page: UX Changes and button re-alignments
 - Fetch Log command: Fetch mSuite logs notification & flow changes
 - New Update Virus Signature Database (VDB) Command for devices
- **SU Admin Tool:**
 - Telemetry on SU Tool: Total enrolled devices OS wise segregated based on OS version
 - Telemetry on SU Tool: mSuite client App version details of enrolled devices
 - Option to Increase the Data Transaction Usage for the tenant
 - Option to edit the SA Admin Email ID, and upon edit a set password link to new email ID
- **Egg. Optimization:**
 - File Push: Files uploaded on dupdate server to be removed after 1 or 3 months depending on Trial/Paid and Standard/Advance tenant
 - App Upgrade (mSuite/Workspace/Launcher App) - MD5 Checksum mechanism in place of file size matching

Known Issues for Seqrite mSuite

Known issues of Seqrite mSuite:

- Some of the device (Xiaomi, Vivo, etc.) force stop/kill background running Application (mSuite) so application may mis-behave of these devices
- The enrollment process, Flash mRollment, will not work on the devices with Android OS version 10.
- Seqrite mSuite client and launcher can be forcibly uninstalled from some of the devices (Xiaomi, VIVO, etc.)
- If the Launcher is enabled on Samsung KNOX 8.0 devices, then the device Home button will not work.
- The iOS devices will receive commands only when they are active. If the device is locked/sleep mode, the commands will not reach to the iOS device.
- Known issues for Android 7 (Nougat) and Android 8 (Oreo) for Non-ADO devices:
 - Reset Password / Unblock device command may not work
 - Set Password / Screen Capture policy may not work
 - Safe Mode and USB Block policy may not work
 - Hard keys may not block on Seqrite launcher

- Blocking of websites based on Web categories may not work on default Internet browser of some of the devices (for example: Xiomi Redmi, Asus Zenfone, etc.)
- Seqrite mSuite do not have control over the third-party app(s) wipe action.
- mSuite client & launcher, both should have same version after upgrade. If both the mSuite client & launcher have mismatched versions, then issues may occur.
- Hard factory reset is not blocked even in case of device owner.
- For Android 9 (Pie) devices, app notification for blocked applications will still be displayed.
- Block Copy Paste will not work on Android 10 and above OS.
- We cannot block Screen Capture on device setting page on Android 10 and above OS
- Device Actions for fence configurations does not work for “Fence Out” functionality.

Known Issues for Seqrite Workspace

Following functionalities of the different apps are not supported on Seqrite Workspace:

Email

- Search Email functionality is not available
- Email notification may not work on some of the devices (i.e. Mi, etc..) as these device force stops the App services in background
- Option to filter email as read/unread/flagged/attachment
- Email notification when email arrives
 - On android devices, notification will not be Realtime
 - On iOS Devices, Email notifications will not display
- We cannot perform below actions on emails
 - Mark important emails as flagged
 - Moving emails to another folder
 - Mark email as unread/Read
 - Mark email as junk
 - Mark folder as favorites
 - Archive or unarchive emails
- Group folder is not available for group emails
- Few email Settings are not available such as
 - Do not disturb setting to silence the email notifications
 - Signature settings
- Profile photo of email sender does not show as initial on email list
- Upon email deletion, they are deleting permanently and not storing in deleted folder
- In iOS devices, up to 20 emails can be downloaded and saved at a time
- If an email is read on server/system, then email read status may not reflect on device
- User cannot select multiple emails and perform actions on bulk emails.
- In case of no Internet, you cannot send/draft the emails
- Limitations for email attachments
 - No Camera option to click picture and send as an attachment.
 - Similar email attachment icon is displayed for every file type for Android app
 - Images do not show as thumbnails

Browser

- In case of iOS Workspace browser

- The browser session is not saved as user comes out of the browser app and URLs gets reloaded upon coming back to browser App
- No multi-tab supports
- By default, you cannot perform any search functionality by typing any keyword in the URL text field
- Upon uploading a file from workspace, then it doesn't pick files from vault
- There is no in-Cognito mode, desktop site mode for browser app
 - There is no option to delete single bookmark, download, or browsing history
 - Workspace cannot manage pop-ups from browser app
- On Web View if we select a text and search then it may redirect to system browser on some of the devices.

Vault

- Workspace supports limited office file formats on Android
 - You can edit following files; doc, docx, xls, xlsx, ppt, pptx. You can view PDF and Text files.
 - Other file formats are not supported for viewing and editing.
- You cannot perform following actions on the Vault files:
 - Renaming files, copying files, moving files, compressing files and showing file details

Calendar

- The Calendar app do not support the following functionalities for meetings / appointments
 - Option to create/edit/delete meeting invites
 - Option to respond to meeting invites/meeting reminders/notification/meeting frequency
 - View meeting organizer name or attendees details
- You cannot receive meeting response from the attendees

Custom Email\Contact\Calendar

- Sometime replica of inline attached images may create in drafted email and inline images may to load in draft email.
- Mail may not get saved to draft if is closed without mentioning subject and id's in TO/CC/BCC fields.
- Sometimes Sent/Replied/Forwarded email may not save in Sent Folder
- Email folder structure on App may mismatch with folder structure on email server.

- Inline Images attachment may take longer time to download/display images and we are supporting 640×480, 800×600, 960×720, 1024×768 resolution images for inline attachment.
- Meeting Invite content/body may not display properly & Meeting invite with recursive frequency (Daily, Monthly, Yearly) may not display on App.
- iOS Email – Sometimes Emails on server may not synchronize with Emails on App so we may sense mismatch details.
- iOS Email – Sometime Attachment details appears when user send mail with attachment

General

- When we copy text into clipboard then copied is may show in Google/Swift/Custom Keyboard recommendation and user may use it to paste to another app even though the block clipboard policy is applied.
- We are allowing to copy/paste up to 500 characters in Notes/Text Editor in Android App