



## Release Notes

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## Seqrite mSuite

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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

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

## Mobile device specifications

- Android OS version 5.1 to 10.0
- iOS 10 and later versions

## Browser requirements

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

### Note:

Seqrite provides all kinds of support up to last three releases of Client build only. It is recommended that you always keep the client build (Seqrite mSuite, Launcher, or Workspace) up to date for uninterrupted support.

## What's New

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New features and enhancements of Seqrite mSuite 2.5:



Seqrite **Workspace**

**What is Seqrite Workspace?**

Seqrite Workspace is an intelligent application, made available on iOS & Android operating systems. The application enables enterprises to separate personal user data from business data with ease. It also helps in keeping an organization's proprietary information and IP secure while ensuring employee flexibility.

### Workspace App (Android & iOS)

Seqrite Workspace shows simple corporate app catalog that has been chosen by the organization. Following are the different apps displayed on the dashboard and their features.

- **Email:** Helps you to configure and access your corporate email and perform all the basic functionality of Outlook.
- **Browser:** Helps you to access the defined browser for search.
- **Vault:** Stores all the types of files and documents received through Workspace in the form of attachments, browser downloads etc. We are supporting only limited office files formats (i.e. editing of MS Office (doc, docx, xls, xlsx, ppt, pptx), PDF & Text file viewing)
- **Camera:** Helps you to take pictures or create audio-video files and share within the Workspace users or as defined by the policy.
- **Notes:** Helps you to take notes when working within Workspace.
- **Text Editor:** Helps you to edit the text files received as an attachment or as a downloaded file from browser, and share it with other users of Workspace.
- **Contacts:** Helps you to view and access your corporate contact list.
- **Calendar:** Helps to keep you updated on your corporate calendar schedule.
- **Settings:** Helps you to make some basic setting changes to your profile, change password, share feedback about the product or view the help content of the software.

## Seqrite mSuite console

- **Integrated a container application – Seqrite Workspace**
  - Integrated Seqrite Workspace with Seqrite mSuite.
  - Excellently segregate personal data from corporate data on employee personal phones.
  - Support for iOS and Android enables the use of preferred devices for work.
  - Useful in managing and accessing corporate emails and contacts.
  - Stay up-to-date with corporate meetings with Calendar feature.
  - Access or share the important documents that received in the vault repository.
- **Implemented different Workspace related changes on mSuite console**
  - **Dashboard Workspace tab:** Implemented a new Workspace tab that gives complete information about the total enrolled devices with Workspace and their status, and also Workspace Web Violation report.
  - **Implemented Workspace notifications:** A provision to inform administrator about Workspace device enrolment and uninstallation of the app, complete Workspace data deletion, and Workspace app lock after few invalid log in attempts.
  - **Notification preference for Workspace:** A facility to receive notifications on mSuite console or through email for Workspace actions such as Workspace enrolment or uninstallation, Workspace Time-bomb Trigger, and Workspace Locked.
  - **Workspace license information:** Added Workspace license information in License section.
  - **Workspace information on Device list page:** Added Workspace Status and Workspace License information on Device list page.
  - **Workspace information for devices' with selected list:** Implemented Workspace actions in With selected list on Device list page such as Sync Workspace, Push Workspace Policy, Push Workspace Profile, Push Workspace, Revoke Workspace, Uninstall Workspace, and Push Workspace File.
  - **Implemented Workspace policy and profile:**
    - Implemented Workspace policies related to application access, container, browser, email, password, calendar, contact and vault.
    - Implemented Workspace profile related to website filtering.
  - **Implemented Workspace device actions in device overview page.**
  - **Implemented Workspace actions for groups' with selected list.**
- Added user management, setup service, and other options to User profile section.

## Enhancements

A few hotfixes are as follows:

- Seqrite mSuite console, Launcher app, and Workspace App have been optimized for taking the App upgrade.
- If the App upgrade of Seqrite mSuite fails:

- No repetitive download attempts are made to take the App upgrade to prevent consumption of data unnecessarily.
- A notification is sent to the administrator on the console, so an appropriate action can be taken.

## Known Issues for Seqrite mSuite

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Known issues of Seqrite mSuite:

- 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 in case of device owner.
- For Android 9 (Pie) devices, app notification for blocked applications will still be displayed.
- Device may misbehave if multiple device enrollment is done with device id.
- With normal enrollment, the hotspot policy does not work on devices with OS version 9.
- Device Actions for fence configurations does not work for “Fence Out” functionality.



# Known Issues for Seqrite Workspace

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## Email

- No real time email notification when email arrives.
- In iOS, Workspace can download and save 20 email threads at a time.

## Browser

- In case of iOS Workspace browser
  - The browser session is not saved after the user comes out of the browser app.
  - By default, you cannot perform any search functionality by typing any keyword in the URL text field.
  - File upload from Workspace Vault is not supported.
- Workspace cannot manage pop-ups from browser app.

## Calendar

- In Calendar, you cannot create/edit/delete any meeting/appointment invites.
- In Calendar, you cannot respond to meeting invites or meeting reminders.

# Support

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Seqrite mSuite provides various methods to help you and resolve the issues. The bottom section includes the support center, privacy policy, license agreement, share feedback, and release notes of the Seqrite mSuite current version.

Note: Seqrite provides all kinds of support for Client build up to last three releases only. It is recommended that you always keep the client build (Seqrite mSuite, Launcher, or Workspace) up to date for uninterrupted support.

To view the available support options, follow these steps:

1. Log on to the Seqrite mSuite console.
2. In the extreme lower section of the console, click **Support**.

The Support option includes the following options:

- **Contact**

This option helps you to know the various ways to contact Seqrite support. It includes the following support facilities such as Email Support, Live Chat Support, and Phone Support.

- **Email Support**

If you have a query and want to submit a ticket to us, you can visit our Email Support system. Here you can submit a ticket with the issues. Our experts will revert soon with appropriate inputs.

- To submit a ticket, click **Submit ticket**. You can also share feedback about the Seqrite mSuite console.
    - To share your feedback, click **Share Feedback**.

- **Live Chat Support**

To get a live technical support or answers to the issues, you can chat with our technical experts.

- To avail of live chat, click Chat Now.

- **Phone Support**

You can call us at the following numbers: +91 927-22-12-121 between 09:30 AM to 06:30 PM IST (India Standard Time) between Monday to Saturday 9:00 AM to 9:00 PM (IST).

- **Frequently Asked Questions**

This option helps you to know the answers to the frequently asked questions (FAQ) related to the Seqrite mSuite console.

- To refer FAQs, click FAQ.

- **Online Help**

This option includes the Administrator's Guide of the Seqrite mSuite console.

- To view Online Help, click the Click Here link. You are redirected to the online help where you can know about the features.