CYLANCE

> This document applies to Classic/Legacy Integrations. You may continue to use these integration configurations. While no active development is happening for these integrations, we continue to provide Classic/Legacy Integrations in the product. You do not have to move to MSI Integrations. If your support engineer or TSC recommends or you choose to move to MSI Integrations, you can take advantage of the latest features and functionality. For more information, see the MSI Integration documentation in the **Integrations Overview** **(https://docs.mandiant.com/home/msv-integrations-overview)**.

Cylance maintains a history of threats and does not report new threats of the same type. If you want Actions to be identified each time they are run, you must delete Quarantined items in Cylance before running the Action.

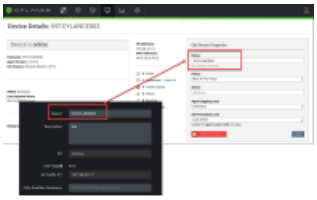
TO DELETE QUARANTINED ITEMS IN CYLANCE

In the Cylance Portal, navigate to the Device representing the Validation Platform Actor and delete all the Quarantined items.

Update Cylance

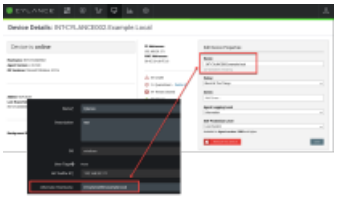
Add a Device entry in Cylance for each Endpoint Actor in the Validation Platform from which you want to receive Cylance events.

- The name of the Device entry in Cylance must match either the Validation Platform Actor Name or its Alternate Hostname.
  If the names do not match, events will not be related correctly.
- This entry must have Read permissions for Devices, Threat, and User.
- The device names in Cylance and the Actors configured in the platform are automatically synced every 15 minutes.



(https://dyzz9obi78pm5.cloudfront.net/app/image/id/629a12e9c9cba0017c2f7e8c/n/cylance-actor-option1.png)

Cylance Device name matching Actor Name



(https://dyzz9obi78pm5.cloudfront.net/app/image/id/629a12e6c9cba0017c2f7e72/n/cylance-actor-option2.png)

Cylance Device name matching Actor's Alternate Hostname

Update the Validation Platform

Prerequisites

Information to gather before you start:

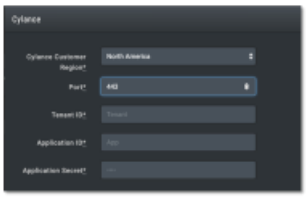
- Cylance Port information.
- Cylance Tenant ID, Application ID, and Application Secret.

Configuration

TO ADD THE CYLANCE INTEGRATION

1. Go to **Settings** > **Integrations**.
2. Click **Add Integration** > **Cylance**.

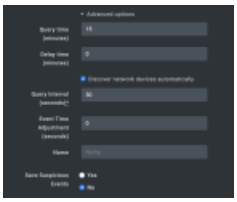
> You can add this as either a Local or Remote Inetgration.



(https://dyzz9obi78pm5.cloudfront.net/app/image/id/629a12e2c9cba0017c2f7e47/n/cylance.png)

Cylance Integration

3. Choose the **Cylance Customer Region**.
4. (Optional) Update the default **Port**.
5. Enter the **Tenant ID** and **Application ID**.
6. Enter the **Application Secret**.
7. Expand **Advanced options**.



(https://dyzz9obi78pm5.cloudfront.net/app/image/id/629a12d8c9cba0017c2f7de2/n/cylance-adv.png)

Cylance Integration (Advanced Options)

8. (Optional) Update **Query time** and **Delay time**.

> The **Query time** is the amount of time (minutes) before and after the query runs that the looks for events, while the **Delay time** is the amount of time (minutes) that the platform waits to run the query after a Job Action. For example, you configure your integration with the following values: **Query time** = 5, **Query interval** = 30 seconds, and **Delay time** = 0. When a Job Actions starts at 12:00:00, the first time the query runs, the platform looks for events from 11:55:00 to 12:00:00. Then 30 seconds later, it looks for events from 11:55:30 to 12:00:30. This interval continues, with the last query looking from 12:00:00 to 12:05:00. If you instead configured the **Delay time** to equal 10, it would run the same query, but it wouldn't start that query until 12:10:00.

> If your monitors are set to run more frequently than the query time, it will impact the pass/fail results for AEDA monitors.

9. Modify the **Query Interval** and **Event Time Adjustment**, if necessary.
10. (Optional) Select **Discover network devices automatically**.
11. (Optional) Assign a **Name**.
12. (Optional) Choose **Yes** to save suspicious events.
13. Click **Submit**.

Set up Proxy Assignment

If all outbound connections go through a proxy, you may want to set up a proxy definition and assignment for your integration. For information on setting up your proxy rules, see **Proxy Rules (https://docs.mandiant.com/home/msv-proxy-rules)**.

Verify connectivity

TO VERIFY CONNECTIVITY TO CYLANCE

Click **Test** to verify that:

- The Director can communicate with the Cylance host on the port and protocol specified.
- Cylance credentials are valid and working.

Error: Invalid JWT Payload

There are two places you might see this error:

- In the UI when running the test query
- In the logs when Cylance tries to match events during a Job

There are several possible causes of this issue:

1. (Most Common) - The Time on the Director is out of sync with the Cylance Server by +/- 15 minutes. The Cylance Server uses NTP to stay accurate.
2. The Keys that were entered were mistyped or copy/pasted wrong.
3. The wrong key may have been used. For example, entering the App Token into the App Secret field.
4. (Unconfirmed) The Cylance keys being used are expired or not recognized by Cylance.