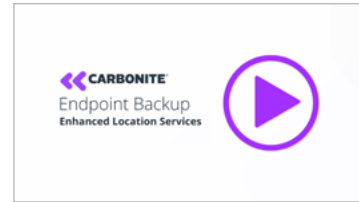
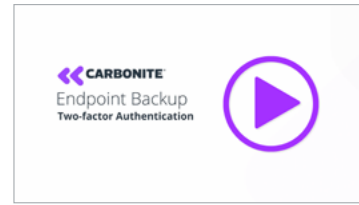


# Product Update Bulletin

## Carbonite Endpoint Backup V. 10.10

In this release, users will be able to use two-factor authentication (2FA) to strengthen their security. 2FA secures users' logins by protecting them from phishing, social engineering and password brute-force attacks, as well as attackers using compromised or stolen credentials.



## New features in this release

### Two-factor authentication

Carbonite Endpoint Backup's 2FA time-based one-time password (TOTP) algorithm generates a one-time password that changes every 30 seconds based on the current time. 2FA passcodes, unlike conventional passwords, are only used once. 2FA works with authenticator apps such as Google Authenticator, Microsoft Authenticator and others.

2FA will not be enforced during the v10.10 upgrade. Email communications will be sent to customers before 2FA is enforced. For customers who are not using SSO, after 2FA is enforced on a vault, there will be the following UI changes visible to users and admins:

- Admins can enable and disable 2FA for the company or specific users
- Users can add a third-party authenticator app on their account
- Users log in with an authenticator app's one-time passcode

[Please watch video for detailed walkthrough.](#)

### User list and device list improvement

For companies with more than 100 users or devices, instead of displaying the list, a dialogue box will appear on the user list and device list pages, prompting the user to use the Search tool to filter the results. If necessary, the user can click a link to see the list. The search algorithm has been optimized to improve performance and results are now returned and loaded more quickly.

### Enhancement of location service

Carbonite Endpoint Backup's location service is accurate and precise, thanks to the utilized signal flexibility of WiFi, IP or hybrid positioning. It allows administrators to locate a device in the event that it is lost or stolen, and it makes users feel safer in an emergency. The IP Location and Enhanced Location statuses are now displayed in the device download list as well as on the device details page, giving IT admins more information. It also shows more detailed error messages, making it easier for administrators to troubleshoot any problems.

[Please watch video for detailed walkthrough.](#)

### Support and product information resources

Please refer to the [release notes](#) for information on current and recent releases. To view the status of Carbonite products, including Carbonite® Endpoint Backup, please visit the [Carbonite Support page](#).

## Benefits of Newly Created Functionalities



Strengthened security with  
two-factor authentication  
(2FA)



Enhanced device  
location services



Expanded visibility into  
protected devices