COMODO
Creating Trust Online®

COMODO ONE

Comodo One

Software Version 3.40

Administrator Guide

Guide Version 3.40.061520

Comodo Security Solutions
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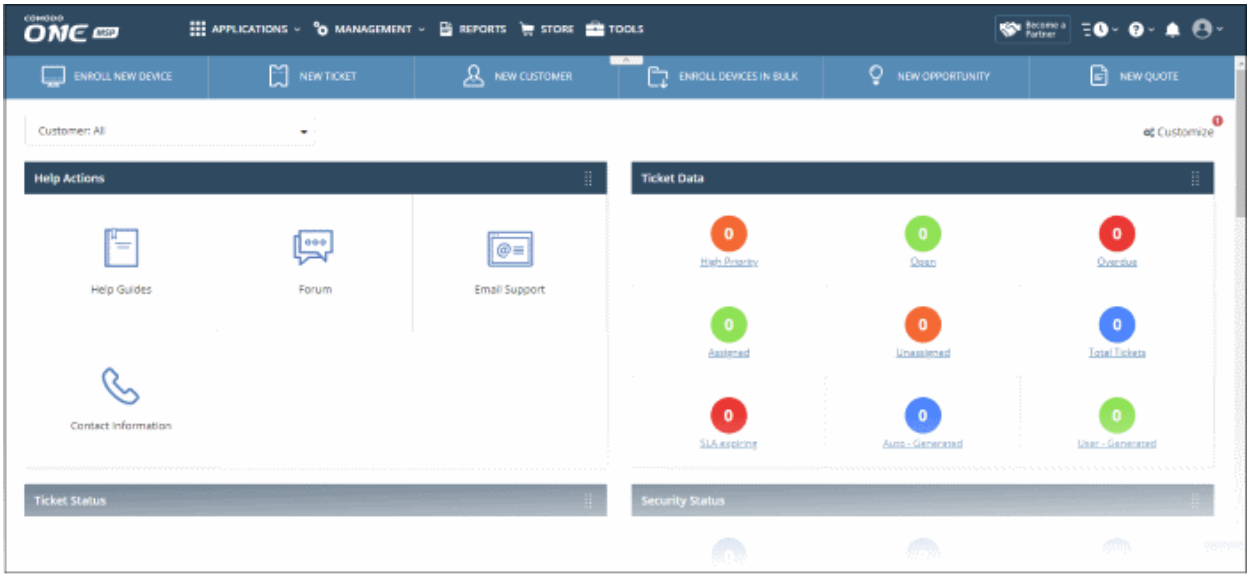
1 Introduction to Comodo One

Comodo One is an integrated platform for managed service providers (MSPs) and enterprises which combines essential productivity and management into a single, easy-to-use console.



Applications are available in three areas of the interface - 'Applications', 'Store' and 'Tools':

Applications - Click 'Applications' on the top-menu to view all integrated apps.

- **Endpoint Manager** - Manage, monitor and secure mobile devices and endpoints which connect to your networks. After enrolling a device, you can quickly apply configuration profiles which determine its network access rights, security settings and general preferences.
- **Service Desk -** A fully featured ticket management system which lets you create efficient work-flows for internal and customer-facing support departments. Service Desk allows admins and staff to respond to tickets, reassign tickets to other departments or personnel, generate reports, create knowledge base articles, and more.
- **Comodo Secure Internet Gateway**- An enterprise web filter that allows MSPs and enterprises to provide comprehensive DNS based security for their customers and networks.
- **Technology Assessment Platform** - An intelligence gathering tool that helps MSPs audit their client's network and build an action-plan to address any shortcomings.
- **Comodo Remote Monitoring and Management (RMM)** - (Legacy product). Comodo **RMM** is an efficient endpoint monitoring application that lets you monitor and manage multiple endpoints from one centralized console. RMM is available as an integrated module to customers that signed up for Comodo One prior to version 3.0. Customers that signed up after v.3.0 can access RMM functionality in the Endpoint Manager interface.

Store - Click 'Store' on the top-menu to view this interface. The store contains optional applications which let you expand your service offerings.

- **Acronis Cloud Backup** - A perfect solution for all your backup and disaster recovery needs. This cloud-based application has the ability to backup any application and system including Windows, Linux and Mac. Available with pre and post-paid subscription models, this solution fits the needs of any enterprise.
- **cWatch** - cWatch is an advanced threat intelligence service with protects web applications and web servers on your customers' networks.
- **Quote Manager** - An end-to-end quote management solution that lets you quickly create, send and manage quotes for customers. You can keep track of submitted quotes, send reminders to customers, resolve customer queries almost instantly and view detailed sales reports.

- **Comodo Secure Email Gateway** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. Available only to 'C1 Enterprise' customers.
- **Comodo Secure Email Gateway - MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines to block unwanted/dangerous mail from reaching your customer's networks. Available only to C1 - MSP customers.
- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall Virtual appliances installed on your customers' networks from a single central console.
- **Comodo Secure Web Gateway** - A real time web traffic scanning solution that provides comprehensive web content and security control to your customers. Includes URL filtering, malware protection, Valkyrie real-time file verdicting and portable containment.
- **Customer Relationship Management (CRM)** - Sales automation tool which lets businesses create fluid workflows to generate, nurture and close customer leads.
- **Comodo Dome Firewall Virtual Appliance** - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers through a single interface. The firewall is provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and VMware.
- **Comodo Data Loss Prevention** - A cloud based data protection enterprise solution that enforces polices on data in use, data in motion and data at rest to prevent data loss. Available only to 'C1 Enterprise' customers.
- **cWatch EDR** - Endpoint Detection and Response. A solution that provides unrivaled visibility into activity on Windows endpoints on your network. EDR lets you view all security related incidents in a detailed timeline and generates instant alerts if an attack occurs.
- **Managed Detection and Response (MDR)** – A complete security service solution that delivers 24/7 threat monitoring, detection and response to cyberthreats leveraging a combination of technologies deployed at the host and network layers. Comodo's 24/7 SOC services provide advanced analytics, threat intelligence and human expertise in incident investigation.

Tools. Click 'Tools' on the top-menu to view this area. The following utilities are available:

- **Comodo Cleaning Essentials** - Security software for Windows endpoints which contains tools designed to identify and remove malware and unsafe processes from infected computers. Includes a fully customizable malware scanner and an advanced system monitoring tool which allows users to identify and kill any unsafe processes with a single click.
- **Network Assessment Tool** - Allows MSPs and enterprises to perform in-depth scans on networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice to address each issue.
- **Unknown File Hunter Tool** - A lightweight scanner that locates all files on your network that have an 'unknown' trust rating. While safe and malicious files are identified easily, the files that do not fall into these two categories are called 'Unknown'. It is in this category that most zero-day threats and APTs are to be found. Unknown File Hunter allows you to upload unknown files to our 'Valkyrie' analysis service where they will undergo a battery of tests to determine whether they are safe or malicious.
- **Auto Discovery and Deployment Tool** - Easily deploy applications to multiple endpoints via Active Directory, Workgroup or IP address / IP range / host name.
- **Remote Control by ITarian** - Remotely access Windows and Mac OS devices to solve issues, install third party software or run system maintenance.
- **ITarian Remote Access** - Independent tool for system administrators to view and address issues instantly. The peer-to-peer communication tool uses the secure RTP protocol to remotely connect to managed endpoints.
- **CCS Removal Tool** - An application that is used to remove Comodo products. Use this tool only if you are not able to uninstall via Windows control panel.

This guide is split into the following sections:

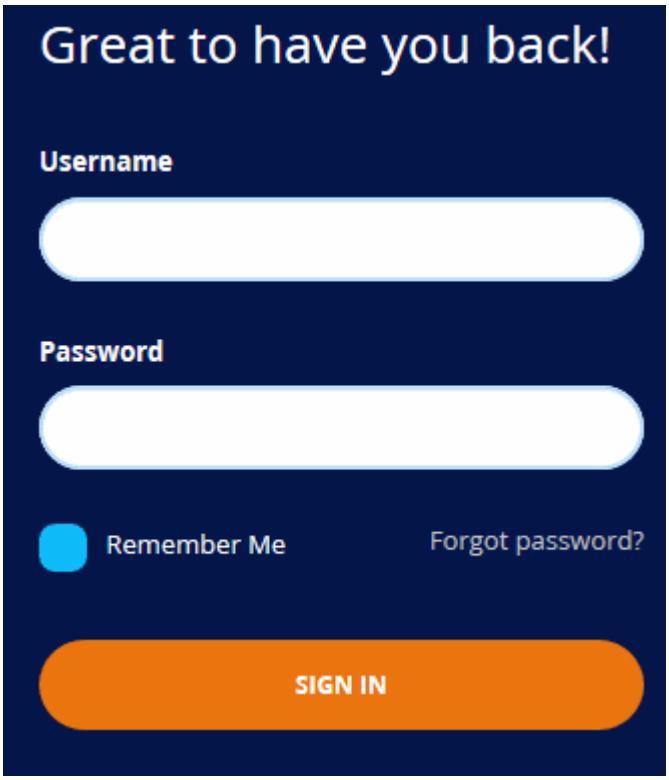
- **Sign up for a Comodo One account** - How to create an account
    - **Log-in to your Account** - How to login into the Comodo One interface
- **The Administrative Console** - A snapshot of main functional areas of Comodo One
- **The Dashboard** - An 'at-a-glance' summary of your C1 setup.
- **Manage Administrators and Roles** - Explains how to add administrators and manage roles
    - **Manage Administrators** - Explains how to add administrators and assign roles
    - **Manage Roles** - Explains how to create and manage roles
    - **Admin Privilege Levels** - Outline of administrative privileges
- **Manage Companies** - Explains how to manage companies for an account
- **Access C1 Modules** - Explains the methods you can open the modules
- **App Store** - Explains how to buy other Comodo products and add CDM as a module in C1
- **Quick Actions** - Explains how to access to important tasks in various C1 applications using shortcuts in the C1 interface
- **Tool set** - Explains how to download utility software for deployment on your customer networks
- **Manage your Account** - Explains how to manage your account details, configure account security settings, share licenses, upload your company logo and provide support contact information. Company name, logo and support details will be included in all reports that you generate.
- **Manage Application Subscriptions, Usage, Billing and Settings** - Explains how to add new subscriptions, view usage and billing details, pay pending bills, as well as how to configure Firewall and Data Protection URL settings
- **Reports** - Explains how to schedule and generate reports
- **Notifications** - Explains how to view news and notifications from Comodo
- **View Audit Logs** - Explains how to view log of events from Comodo One portal and Service Desk modules
- **Configure C1 Settings** - Explains how to change your password to login to C1 console and configure application launch settings
- **Comodo One Support** - Explains how to request support from Comodo.
- **View Release Notes** - Explains how to view the release notes for all the versions of C1
- **Appendix 1 - C1 Versions** - Provides the details of C1 products available for MSPs and Enterprises
- **Appendix 2 - Charging for Managed Devices** - Provides C1 charging models for managed devices.

2 Sign up for a Comodo One Account

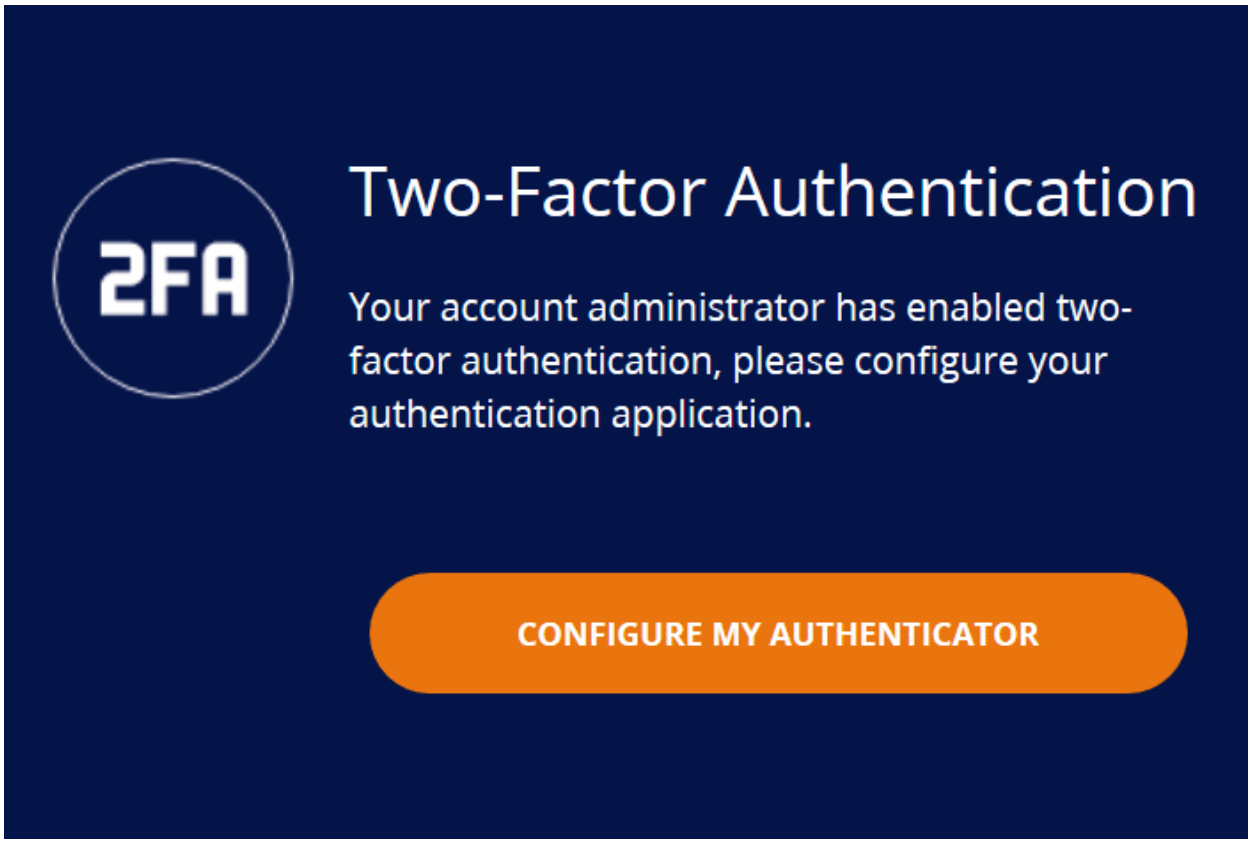
You can sign-up for a free Comodo One account after you have subscribed for Comodo Advanced Endpoint Protection (AEP) licenses from Comodo or its resellers.

Your account login credentials are same as those created during your AEP license purchase.

- Visit **https://one.comodo.com/app/login**

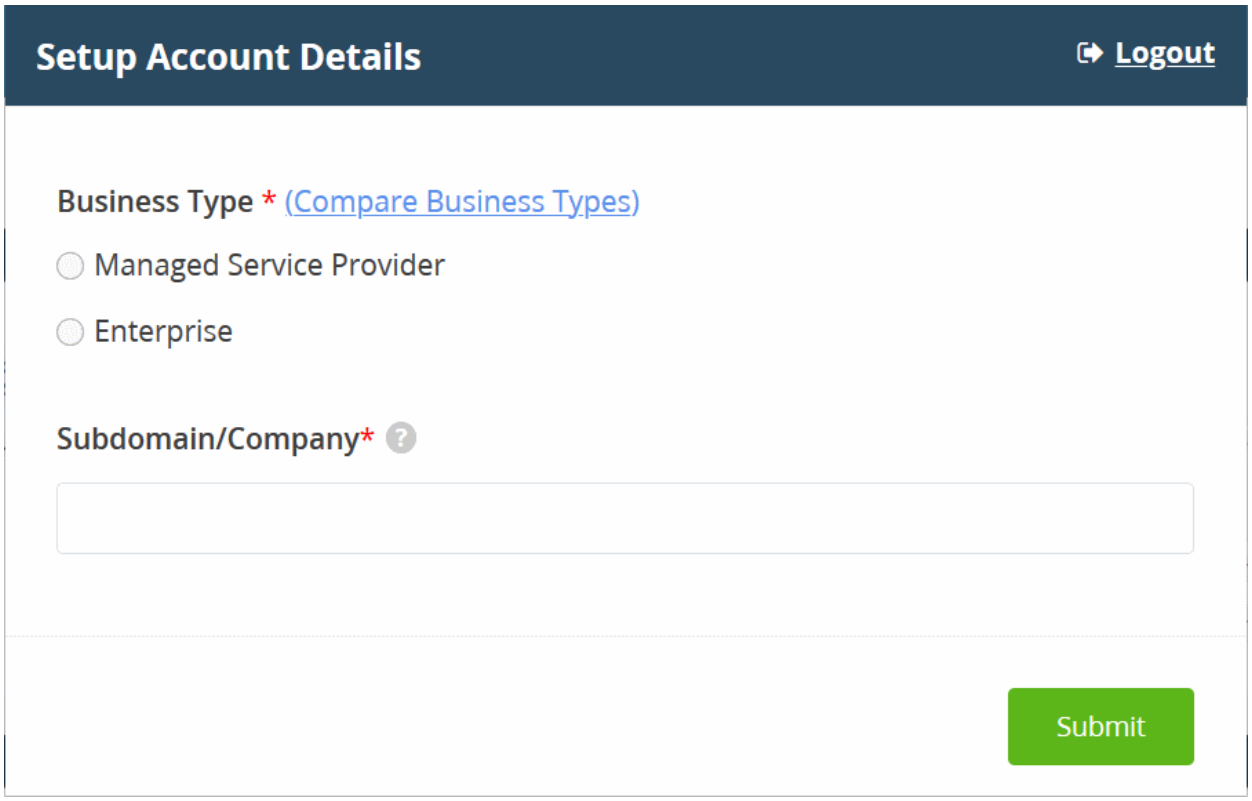


- Enter the username and password of your Comodo account, created while purchasing AEP licenses.
- Click 'Sign In'
- The next step is to configure two-factor authentication:



- Click 'Configure My Authenticator' and complete the procedure. This setting is enabled by default. See '**Account Security Settings**' for help with this.

- Next, choose your business type. This determines the version of Comodo One you use going forward.

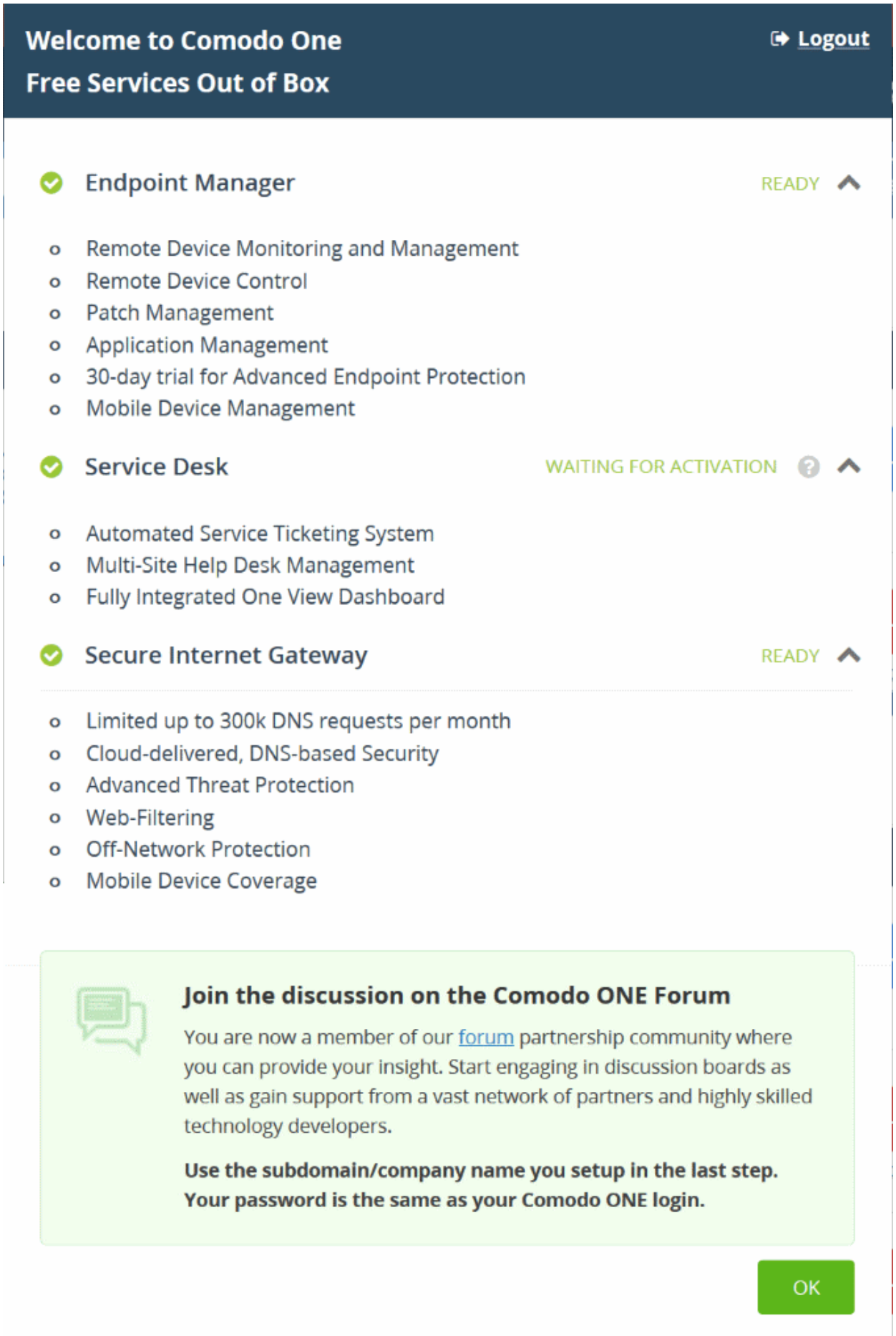


- **Business Type** - This determines the version of Comodo One Platform that you receive ('MSP' or 'Enterprise').
  - The default and licensed products vary according to business type.
  - Click 'Compare Business Types' to see the products and features with each type. See **Appendix** in this guide for more details on the products with each.
- **Subdomain/Company** - The sub-domain you type here forms the first part of the URL you use to access products like Service Desk.

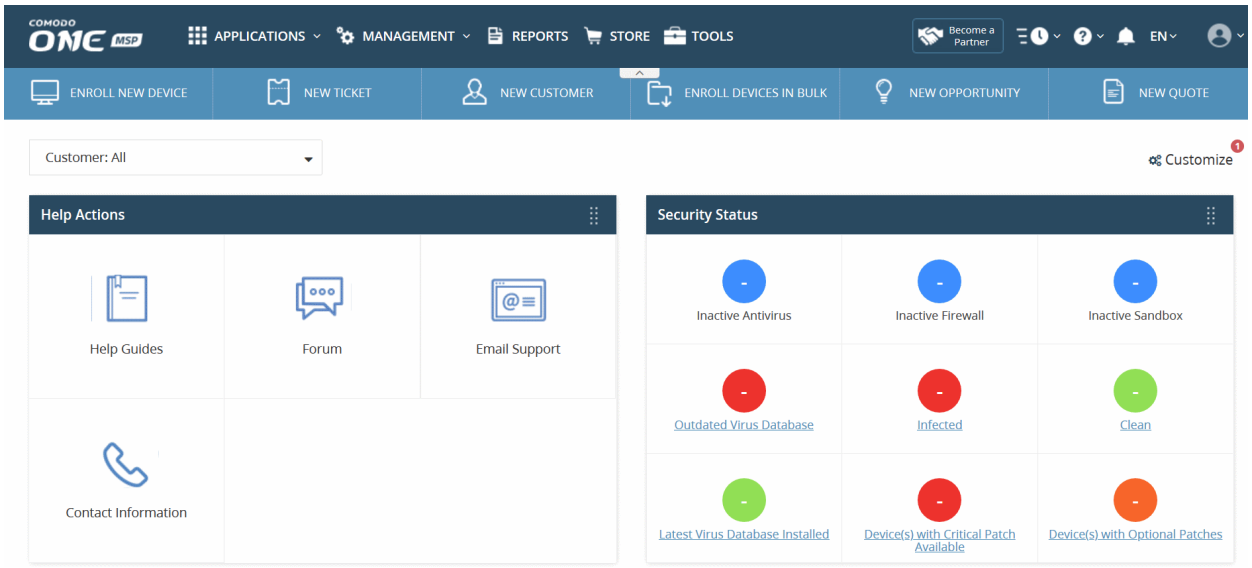
Example - if you enter 'acme', you will access the service desk at https://acme.servicedesk.comodo.com

- Click 'Submit'.

The next screen shows a summary of your active services:



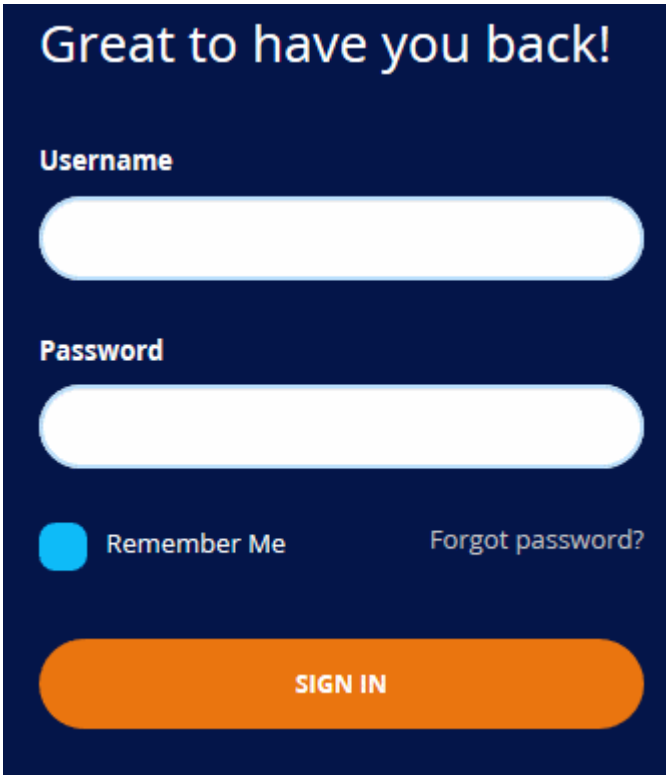
- Click 'OK' to finish setup. The Comodo One dashboard opens:



- That's it. You have successfully created a Comodo One account.
- Note - This account is automatically granted 'Account Admin' privileges and cannot be deleted. You can create 'Admins' and 'Technicians' under this account. See **Manage Admins and Staff**' for more details.
- You can login to your account anytime at **https://one.comodo.com/app/login**.

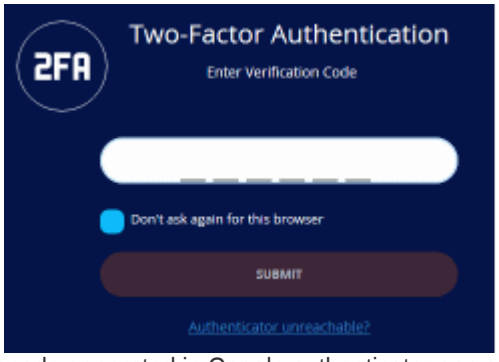
2.1 Login to your Account

- Visit **https://one.comodo.com/app/login**



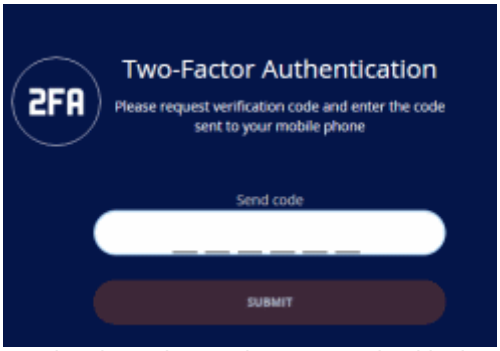
- Enter your username, password and click 'Sign in'.
- Two-factor authentication (2FA) is enabled by default. Configure 2FA if you are signing in for the first time. See **Account Security Settings** for help with this.
- The two-factor authentication screen shown depends on the method selected.

Google Authenticator



Enter code generated in Google authenticator app and click 'Submit'.

SMS Code



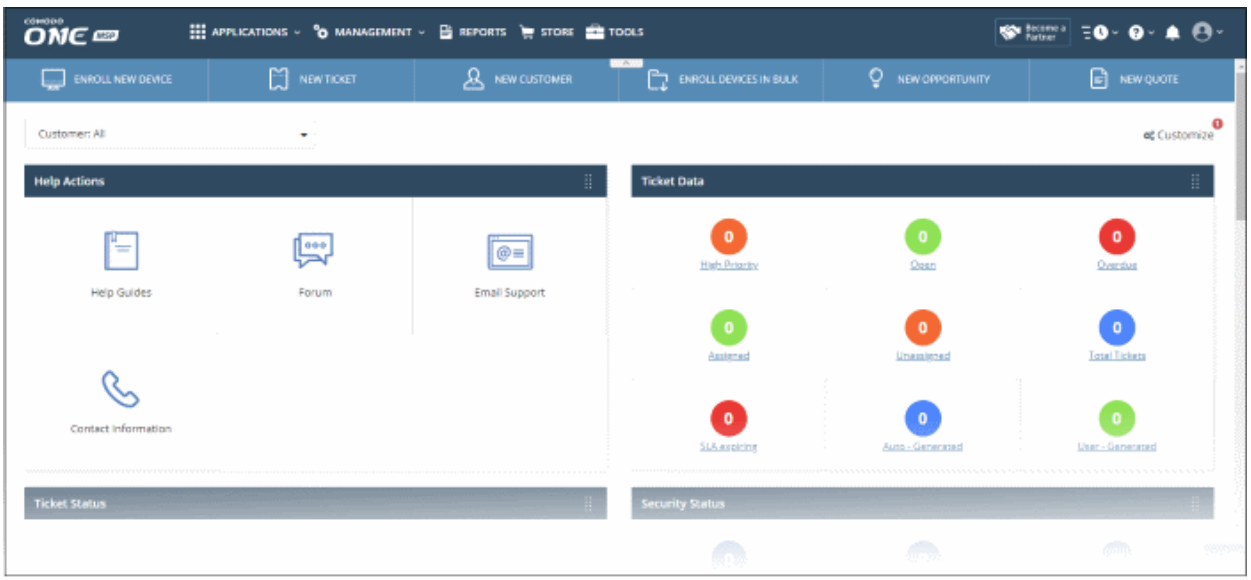
Click 'Send code' and enter that you received in the phone, then 'Submit'.

This method is available for accounts with more than 50 enrolled devices.

- Click 'Forgot Password?' to reset your password if you can't remember it. For accounts with more 50 enrolled devices, you have to answer the security questions.
- Two-factor authentication (2FA) is enabled by default on all C1 logins. You can enable / disable this in 'Management' > 'Account Security Details' for accounts with less than 50 enrolled devices. The option to disable 2FA is not available for accounts with more than 50 enrolled devices. See **Account Security Settings** to find out more.
- Your C1 account can also be managed from your mobile device (iOS and Android supported). Click the Apple Store or Google Play link on the left to download the app.

3 The Admin Console

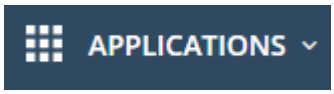
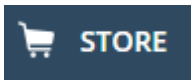
The admin console gives you fast access to all C1 applications and product statistics. You can also add new modules, manage subscriptions, manage staff roles, and more.

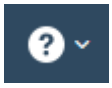


The name of the currently logged in user is shown at top-right. The menu bar at the top let you navigate to different features.

Menu Items

	Home - Click this to open the dashboard.
	C1 Dashboard - View the status of licensed applications, notifications and more. **Click here** for full details.
	• Click the C1 logo at top-left to return to the dashboard at any time.
	• Your business type, 'MSP' or 'Enterprise', is shown beside the logo.
	• You can change which application automatically opens after you login.
	  • Click your username at top-right then 'Settings'
	  • Scroll to the 'Comodo One Login Page' tile.
	  • Select the app you want to see when you login
	  • Click 'Save'

	**Applications** - Access your account's licensed applications. **Click here** for more details.
	Management - Allows MSP and Enterprise admins to: • Add and edit staff members and assign roles to them • Create custom roles with different privilege levels. These roles can then be assigned to staff and administrators • View and edit Comodo One account details, manage licenses and access security settings. • View subscription, usage and billing details for your C1 applications • MSP admins can add, edit and remove customer organizations. • View audit logs from Comodo One portal and Service Desk **Click here** for more details.
	Reports - View and manage reports on service desk tickets, managed devices, Windows antivirus, file statistics and Valkyrie. **Click here** for more details.
	**Store** - Subscribe to Comodo products from this area. **Click here** for more details.
	Tool Set - Download free tools and utilities. **Click here** for more details.
	Partner - Available if you add a C1 MSP partner account. Click this icon to login to your Comodo account at **https://accounts.comodo.com/login**.
	Become a Partner - Click to start the process of becoming an MSP partner. See **Comodo License Account Details** to find out how to add an MSP account.

	What's New - View a list of new features in the latest version of Comodo One.
	Quick Actions - Shortcuts to important tasks in various C1 applications. **Click here** for more details.
	Version Number - Available at the foot of the dashboard page. Click the version number to view the release notes page. This outlines new features and bug-fixes in the current release. See '**View Release Notes**'.
	Notifications - Displays alerts and notifications from C1 and licensed modules. **Click here** for more details.
	**Help** - Shows shortcuts to Comodo One help pages and forum pages. See '**Comodo One Support**'
Logged-in User Name	Click your username to access the following options: • **Settings** - Change your password, time zone and application launch settings. See **Configure C1 Settings** • **Logout** - Sign-out of C1

Dashboard - The dashboard is shown by default after login and can be accessed at any time by clicking the 'Comodo One' icon at top-left.

- The dashboard provides statistics about service desk tickets, available patches, applications, device operating systems, endpoint connection status and more. See '**The Dashboard**' for more details.
- You can change your default login page in the 'Settings' area (click your username at top-right > Settings > 'Comodo One Login Page'). See **Configure C1 Settings** for more details.

Applications - Allows account admins, MSP/Enterprise admins and staff members to access Comodo One modules.

- **Service Desk -** Fully featured support ticketing system which allows enterprises to implement strong and effective work-flows for internal and customer-facing support departments. The solution allows admins and staff to track and manage tickets submitted by users, assign tickets to departments or organizations, generate reports and much more.
- **Endpoint Manager** - Manage, monitor and secure mobile devices and endpoints which connect to your networks. After enrolling a device, you can quickly apply configuration profiles which determine its network access rights, security settings and general preferences. See the **Endpoint Manager** guide for more details.
- **Comodo Remote Monitoring and Management (RMM) -** A complete endpoint management solution which combines endpoint monitoring and alerting with ultra-fast remote desktop sharing, a robust ticketing sub-system, application life-cycle management, process and service management, endpoint security management and custom scripting for automated break-fixing. See **RMM guide** for more details.

Note: The standalone RMM is a legacy product available only to customers that signed up to C1 prior to version 3.0. RMM functionality has now been transferred to the Comodo Endpoint Manager product.

- **Secure Internet Gateway** - DNS based web-filter that lets MSPs provide strong, real-time protection against harmful websites for their customers. See the dedicated online help guide '**Secure Internet Gateway**' for more details.
    - The 'Gold' version of Secure Internet Gateway is free for all customers

    - You can upgrade to 'Platinum' version at anytime. The platinum version has more security features than the Gold version. See **Upgrade Secure Internet Gateway** for more details on features covered by different license types and guidance on adding platinum license to your account.
- **Technology Assessment Platform (TAP)** - A utility that helps MSPs audit their client's network and create plans to address their needs. See the **online help guide for 'Technology Assessment Platform'** for more details.
- **Acronis Cloud Backup** - Acronis Cloud Backup is capable of backing up data from any source and recovers to any destination and system. This module is optional and can be added after creating a Comodo One account. See '**Add Acronis Cloud Backup**' for more details.
- **Quote Manager** - Quote Manager lets you generate, manage and send customer price quotes. This module is optional. See '**Add Quote Manager**' for more details.
- **cWatch** - cWatch is a security intelligence and event management (SIEM) product. This module is available for MSP customers only. See '**Add cWatch**' for more details.
- **Comodo Secure Web Gateway** - A real time web traffic scanning solution that provides comprehensive web content and security control. This module is optional. See '**Add Comodo Secure Web Gateway**' for more details.
- **Customer Relationship Management (CRM)** - An end-to-end sales automation solution that allows you to assign, nurture and close customer leads faster than ever. This module is optional. See '**Add Comodo Customer Relationship Management**' for more details.
- **Comodo Dome Firewall Virtual Appliance** - The Dome Firewall includes a web-application firewall, antivirus scanning, intrusion prevention, website filtering and traffic monitoring. The application is provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware. This module is optional (available for Enterprises and MSP) and can be added after creating a Comodo One account. See '**Add Comodo Dome Firewall Virtual Appliance**' for more details.
- **Comodo Data Loss Prevention** - Allows companies to prevent data leaks by implementing strict controls on confidential data in motion and at rest. This module is optional and is only available for enterprise customers. See '**Add Comodo Data Loss Prevention**' for more details. (Available only for C1 - Enterprise customers)
- **Comodo Secure Email Gateway** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. This module is optional and is only available for enterprise customers. See **Add Comodo Secure Email Gateway** for more details. (Available only for C1 - Enterprise customers)
- **Comodo Secure Email Gateway - MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines to block unwanted/dangerous mail from reaching your customer's networks. This module is optional and is only available for MSP customers. See **Add Comodo Secure Email Gateway - MSP** for more details. (Available only for C1 - MSP customers)
- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall virtual appliances installed on your customers' networks from a single central console. See **Add Comodo Dome Firewall Central Manager** for more details.
- **cWatch EDR** - A cloud based Endpoint Detection and Response solution that provides unrivaled visibility to the activities in the Windows endpoints on your network environment. EDR allows you to view security related incidents in a detailed timeline and generates instantaneous alerts if an attack occurs. See **Add cWatch EDR** for more details.

Management - Manage customer accounts, staff accounts, roles, subscriptions and more. The management area contains the following sections:

- **Customer** - Displays all customer organizations added by the account administrator. Available to MSP customers only.
    - You can add any number of companies depending your subscription level.
    - Companies you add here are automatically added to all integrated applications (Service Desk, Endpoint Manager and Quote Manager). Companies are visible to all MSP admins when they are in those modules.

- Module-specific users and administrators can be added under these companies from within each module.
- See **Manage Companies** for more details.

- **Staff Management** - Staff members added here can access all modules in Comodo One. You can set up different privileges for each staff member.
  - Service Desk. Service desk staff that were originally added to C1 with admin privileges (aka an 'MSP/Enterprise Admin') can access both the admin and staff panels. Staff without admin privileges can only access only the service desk staff panel.
  - New staff members will receive an account verification email and be asked to create a unique password. See **Manage Admins and Staff** for more details.
- **Roles** - Administrators can create new admin and staff roles with different privileges. Roles can be assigned to staff/admins as required. See **Manage Roles** for more details.
- **Account** - Account administrators can personalize and edit account details such as name, email address, address and phone numbers. You can also view your account license details. See **Manage your Account** for more details.
- **Applications** - Allows you to manage billing, usage, licenses and settings for each of your 'App Store' purchases. See '**Manage Application Subscriptions, Usage, Billing and Settings**' for more details.
- **Audit Logs** - Admins and staff members can view event logs from Comodo One and Service Desk modules. See **View Audit Logs** for more details.

Reports - Admins can generate reports on service desk, patch management, managed devices, file statistics and more. You can also schedule automatic reports. See '**Reports**' for more details.

Store - Displays Comodo applications that are available for C1 users. Some applications can be added as 'integrated' C1 modules and some are available as standalone applications. For a full list of applications available for both MSP and enterprise customers, please see '**Appendix 1 - C1 Versions**'. See '**App Store**' for more details about how to add applications as integrated modules.

Tools - Administrator can download free utilities for use on customer networks. The available applications are:

- **Comodo Cleaning Essentials** - Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to identify and remove malware and unsafe processes from infected computers.

  Major features include:
  - **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on their system.
  - **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
  - **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

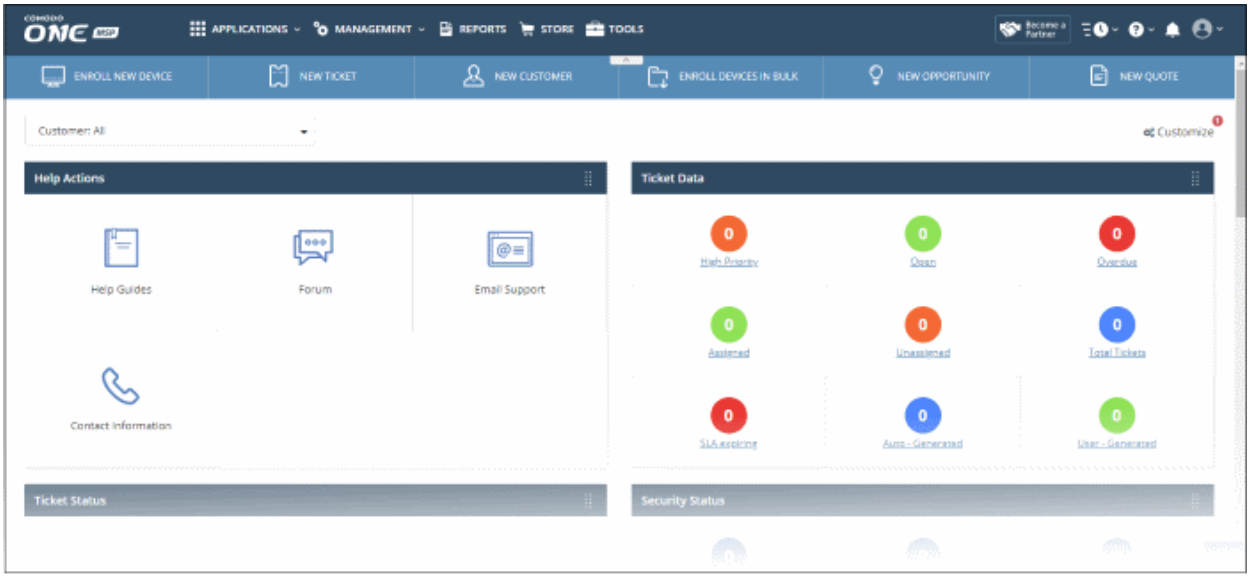
  CCE is a lightweight, portable application which requires no installation and can be run directly from removable media such as a USB key, CD or DVD. For more details, see the CCE guide at **https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html**.
- **Network Assessment Tool** - Network Assessment tool (NAT) allows network administrators to perform in-depth scans on client networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice for each issue. Setup is easy with a simple wizard which allows users to import networks via Active Directory, Workgroup or IP range.
- **Unknown File Hunter Tool** - The Unknown File Hunter (UFH) tool is a lightweight scanner that is capable of identifying unknown and potentially malicious files residing on your customer's network. After scanning networks and systems, it will classify all audited files as 'Safe', 'Malicious' or 'Unknown'. While 'Safe' files are OK and 'Malicious' files should be deleted immediately, it is in the category of 'Unknown' that most zero-day threats are to be found. The UFH scanner allows you to upload these files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.
- **Auto Discovery and Deployment Tool** - Comodo Auto Discovery and Deployment Tool is an enterprise class bulk application deployment tool that is capable of deploying applications remotely to endpoints on a

network. Remote bulk deployment methods include via Active Directory, Workgroup, or IP address/IP range/ host name.

- **Remote Control by ITarian** - Remotely takeover Windows and Mac OS devices to solve issues, install third party software or run system maintenance. The remote control tool is essential to access remote devices through Endpoint Manager and Service Desk.
- **ITarian Remote Access** - Independent tool for system administrators to view and address issues instantly.
- **CCS Removal Tool** - A Comodo utility that helps to remove client security application on endpoints.

4 The Dashboard

The dashboard contains statistics, charts and important information from all C1 modules. This includes service desk tickets, endpoint patch status, operating system breakdown, endpoint security policies, and more.

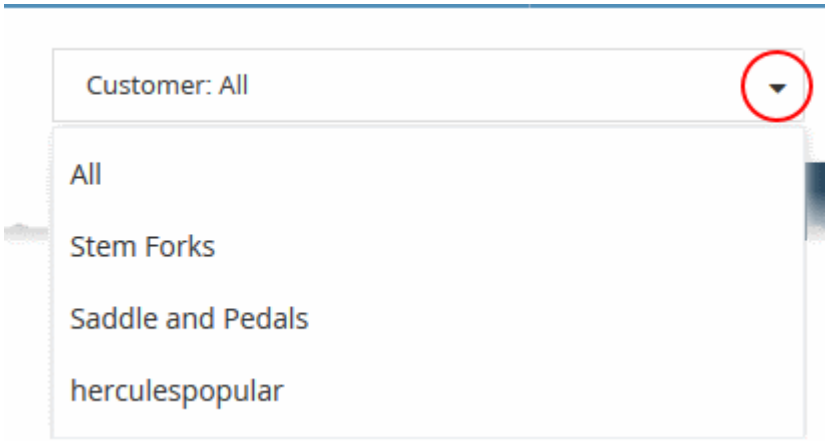


- The **Quick Action** toolbar contains short-cuts to key tasks in various C1 products:

- **Enroll New Device** - Endpoint Manager. Opens the 'Device List' page. Click 'Enroll Device' to add an individual device.
- **New Ticket** - Service Desk. Lets you create a new support ticket in the Service Desk module.
- **New Customer** - C1 portal. Create a new C1 customer (MSPs only).Customers you create here will be available in all integrated modules (Endpoint Manager, Service Desk, Quote Manager etc).
- **Enroll Devices in Bulk** - Endpoint Manager. Download the packages required to enroll multiple devices into Endpoint Manager. These include the communication and security clients, and HTTPS proxy server agent.
- **New Opportunity** - CRM. Opens the 'Create New Opportunity' page.
- **New Quote** - Quote Manager. Opens the 'Quotes' page so you can create a new sales or service quotation.

MSP customers - The dashboard shows combined stats for all companies you have added to the account. You can change this to show individual companies if required:

- Click the 'Customer' drop-down on the left



- 'All' - View statistics for all companies

or

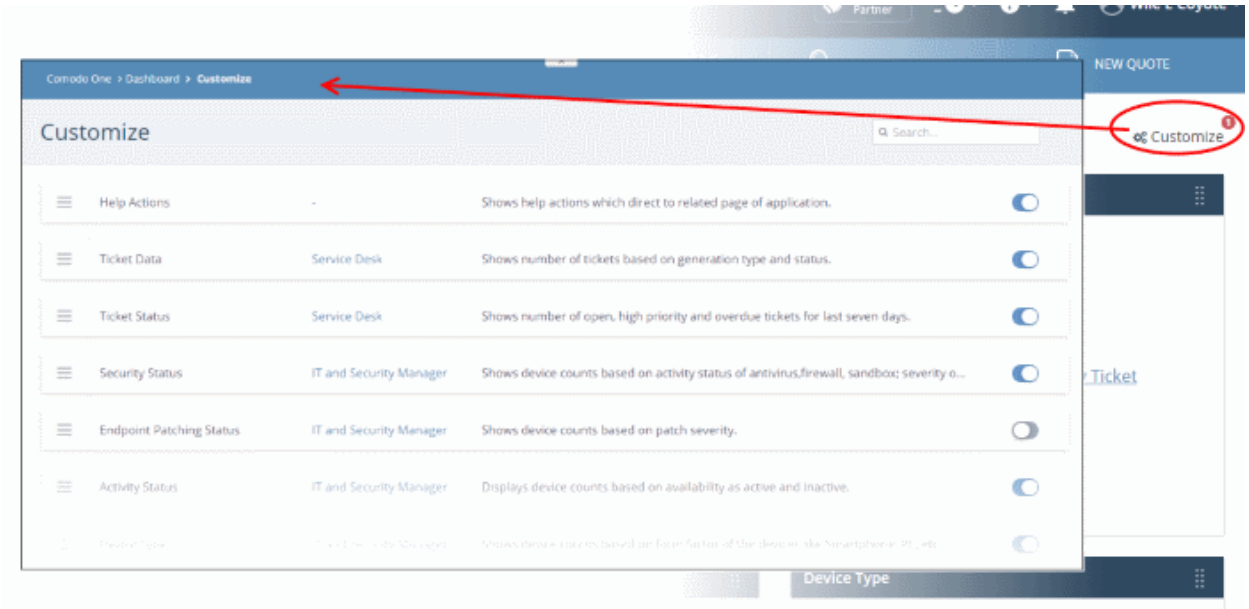
- Select a specific a company. The dashboard will auto-update with your chosen statistics.

Enterprise customers - the dashboard only shows stats for your company.

Customize Dashboard Charts

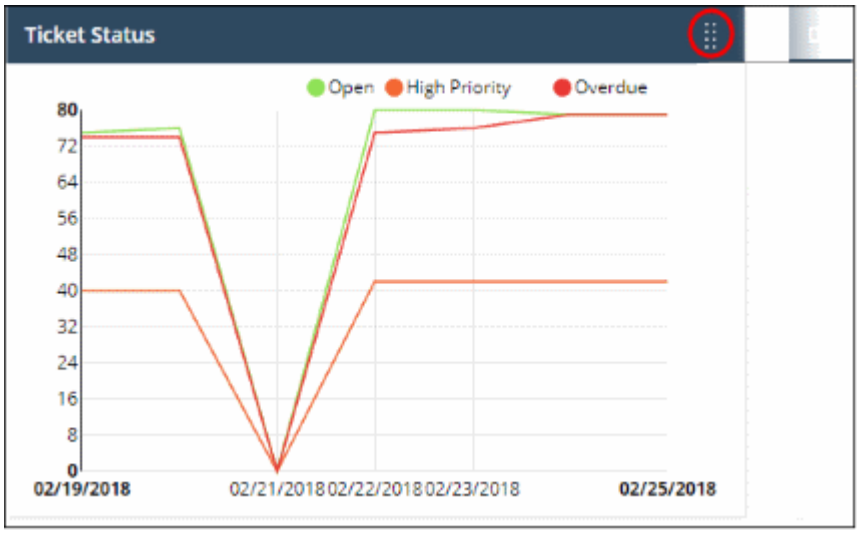
The dashboard shows bar charts, pie-charts and tables related to the company. You can view, hide or re-order items as required.

- Click 'Customize' at the far end of the interface to change dashboard layout:



- Use the switches on the right to show or hide an item.
- The changes are automatically applied. Click the 'Comodo One' logo to return to the dashboard.
- The number of disabled components is shown next to the 'Customize' link:

.
- Drag-and-drop a row to re-order it on the dashboard or click the menu icon on a tile and move to a new position.



Dashboard Panes

Endpoint Manager - Security Status

- Security information about devices you have added to Endpoint Manager. Statistics include:
  - How many devices have the firewall, antivirus or sandbox disabled
  - How many devices need virus database updates
  - How many devices are infected and how many are clean
  - How many devices have operating system patches outstanding

- Click any link to open the device list page in Endpoint Manager. From here you can fix items as required.

Service Desk - Ticket Data

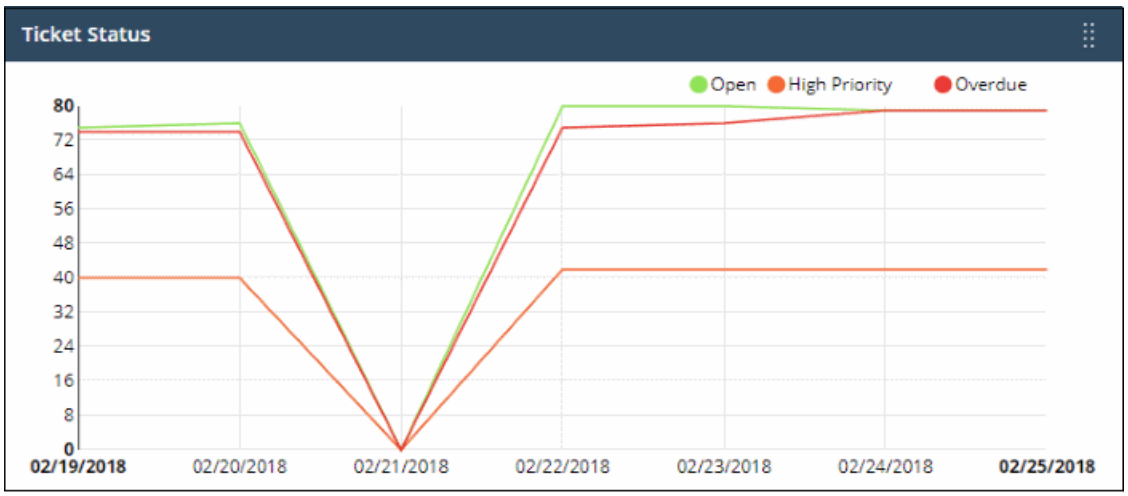
- Key data about your service desk tickets. Statistics include:
  - How many tickets are open, overdue and so on.

- Number of tickets auto-created by C1 applications like Endpoint Manager.
- Number of tickets created by users.

- Click any link to view the relevant list of tickets in Service Desk. **Click here** for more details about managing SD tickets.

Service Desk -Tickets Status

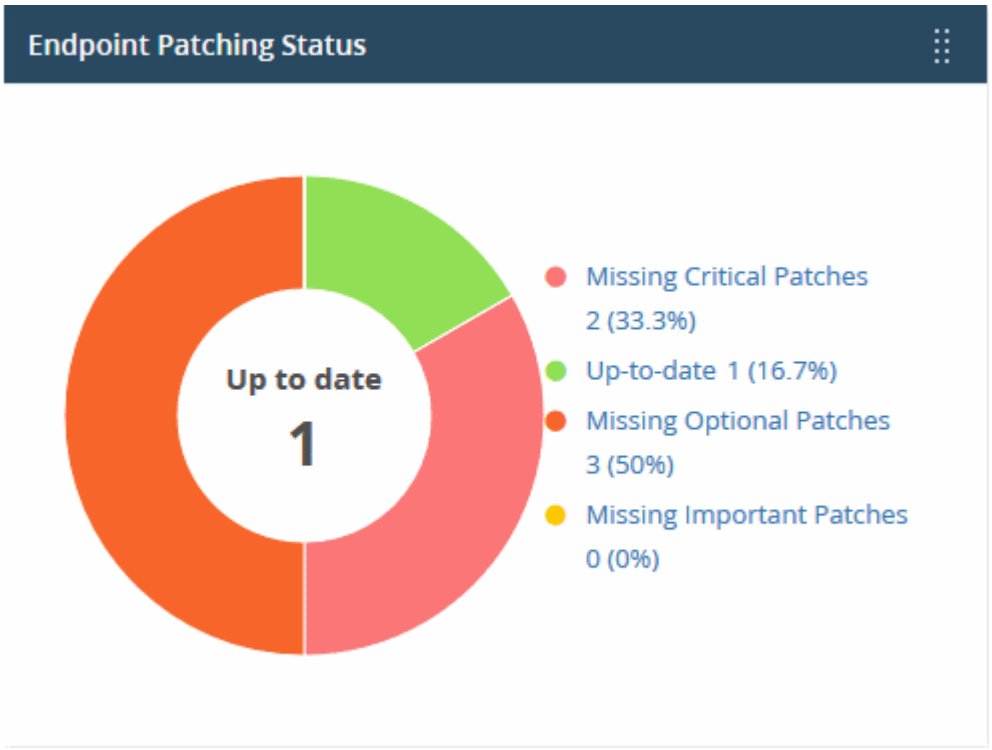
- The number of overdue, open and high priority at various points in time.



- Place your mouse cursor over a section to see the status of tickets for that particular date.
- If no tickets are available, you instead will see link - 'Click Here to Create Your First Ticket'. See '**https://help.comodo.com/topic-289-1-625-7854-Manage-Tickets.html#create_new_user**' for help to create tickets.

Endpoint Manager - Endpoint Patch Status

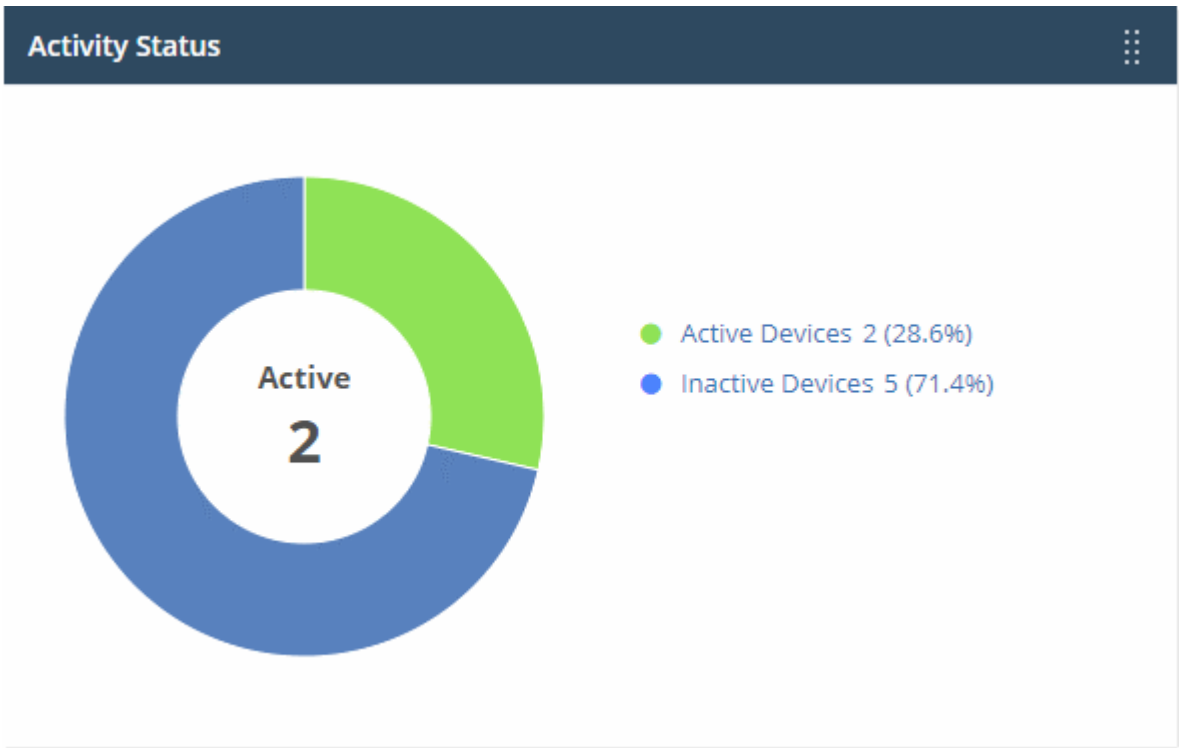
- Shows how many of your Windows devices are missing critical, optional and important patches, and how many are fully patched.



- Place your mouse on a sector to view the number of endpoints with the respective patch status.
- Click a link on the right to view the relevant list of devices in Endpoint Manager.

Endpoint Manager - Activity Status

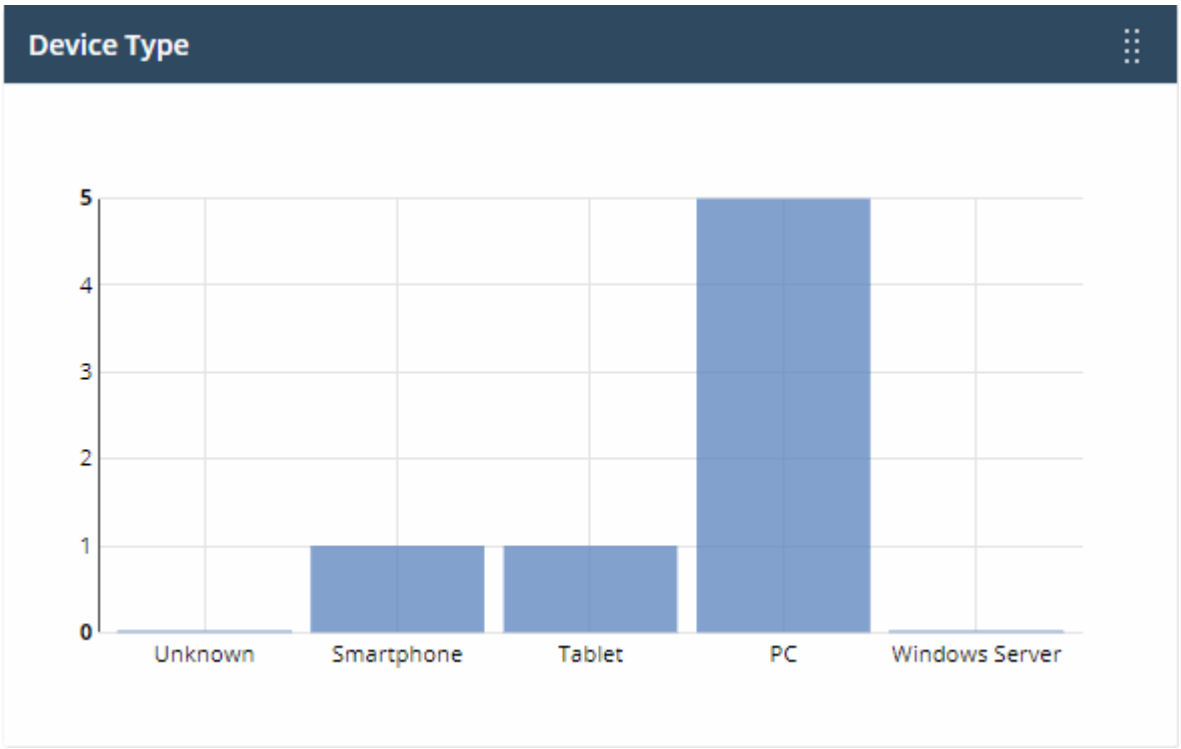
- Shows how many of your devices are currently connected to Endpoint Manager.
- 'Inactive' means devices that have not connected for more than a day.



- Place your mouse on a sector to view the number of endpoints with that status.
- Click a link on the right to view the relevant list of devices in Endpoint Manager.

Endpoint Manager - Device Type

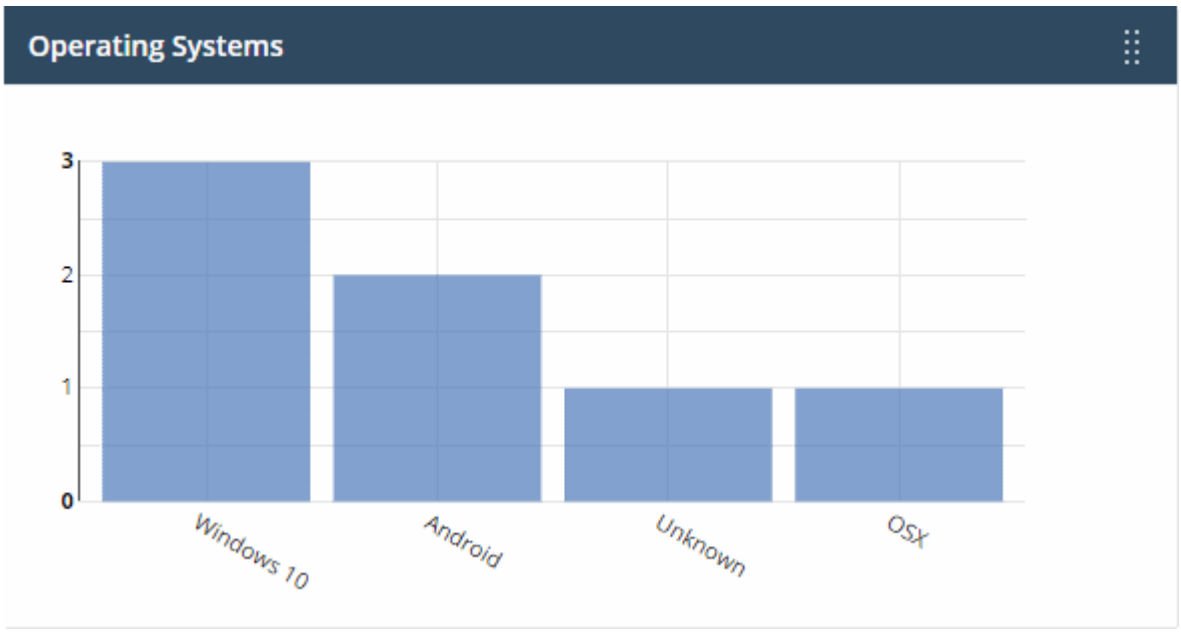
- Shows enrolled devices by device type.
- Types include PC, servers, smartphones and tablets.
- Device types are on the X-axis and quantity of endpoints on the Y-axis.



- Place your mouse on a bar to view the number of endpoints of that type.
- Click a bar to view the relevant list of devices in Endpoint Manager.

Endpoint Manager - Operating Systems

- Shows enrolled devices by operating system.

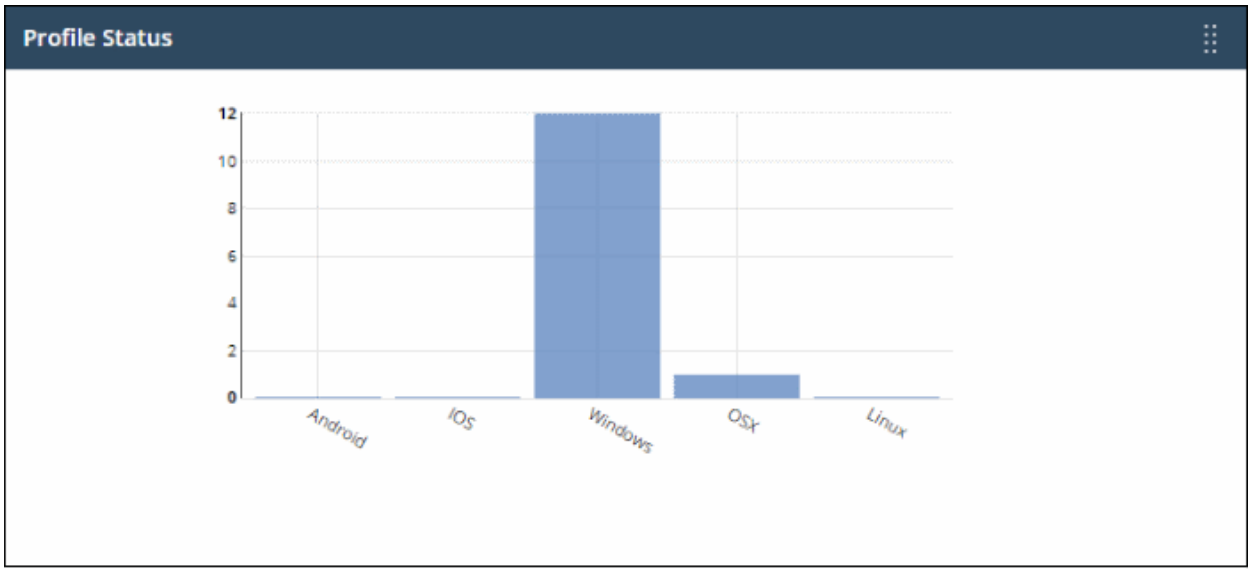


- Place your mouse on a bar to view the number of endpoints of that OS.
- Click a bar to view the relevant list of devices in Endpoint Manager..

- If you haven't added any devices yet, then this area will instead show a link - 'Click Here to Add Your First Device'.
- This opens the 'Device Management' interface. See '**https://help.comodo.com/topic-399-1-786-10126-Enrolling-User-Devices-for-Management.html**' for help to enroll devices.

Endpoint Manager - Profile Status

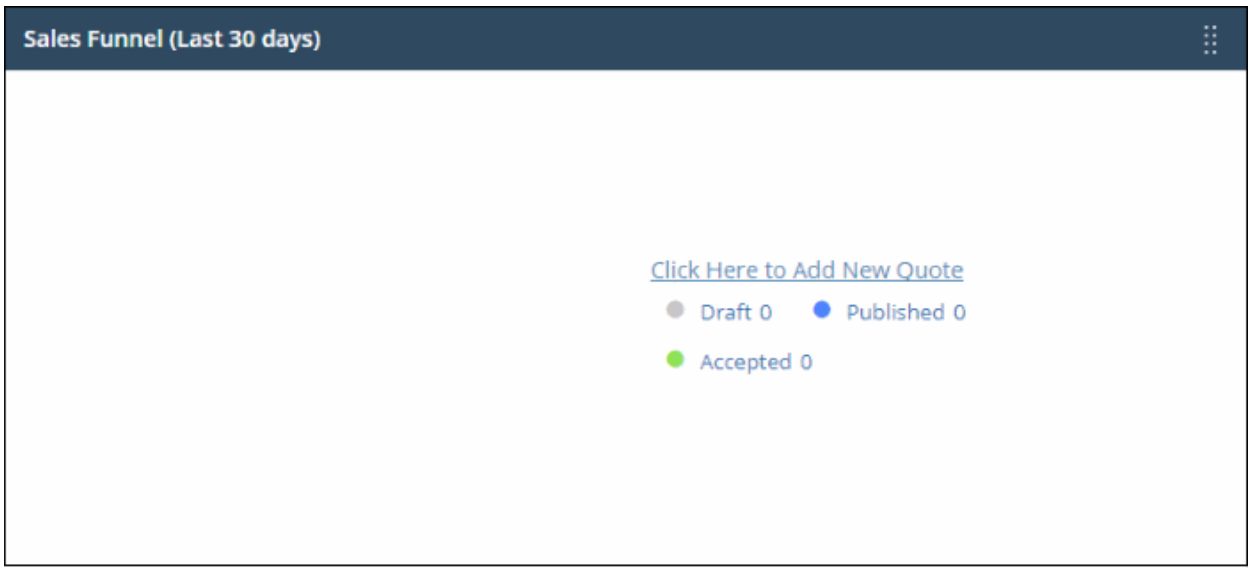
- How many devices of each operating system have an active Endpoint Manager profile installed.
- Operating systems are on the X-axis. The number of devices is on the Y-axis.



- Place your mouse on a bar to view the he number of endpoints of that category.
- Click a bar to view the relevant list of devices in Endpoint Manager.

Quote Manager - Sales Funnel

- The number of quotes that have been accepted, published, or are in draft status.
- This widget is only available if Quote Manager is enabled.

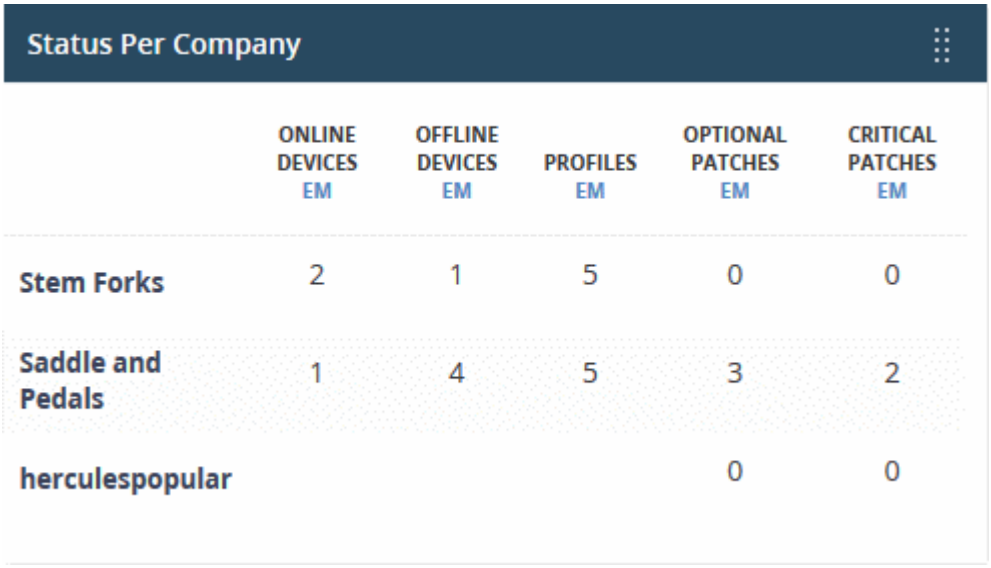


- Click a link on the right to open the relevant list of quotes in Quote Manger.

Endpoint Manager - Status Per Company (MSPs only)

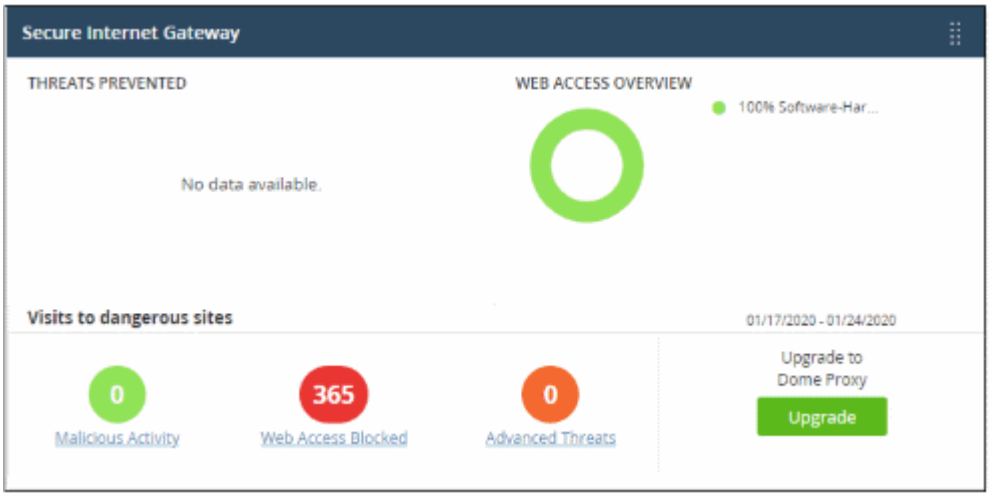
- Summary of device status for each company you have added to C1. Includes:
  - number of devices online/offline (connected to Endpoint Manager)

- number of devices with a profile installed
- number of devices that require patches.



Secure Internet Gateway

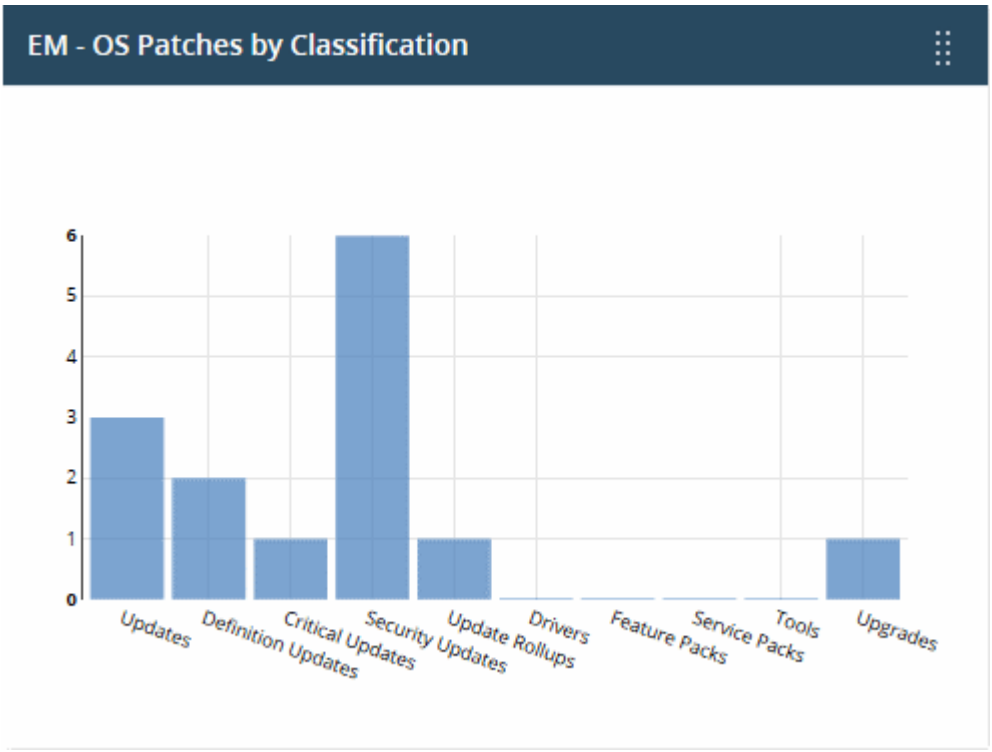
- Shows threats blocked and the internet browsing patterns of devices in your network. This section is only populated if Comodo Secure Internet Gateway is active on your account.
- See the Comodo Secure Internet Gateway guide at **https://help.comodo.com/topic-434-1-840-10755-Introduction-to-Comodo-Secure-Internet-Gateway.html** for more about the product.



- Click any bar chart to open the relevant detail page in Comodo Secure Internet Gateway.
- The links below 'Visits to dangerous sites' take you to the reports page in Comodo Secure Internet Gateway.
- The 'Upgrade' button allows you to subscribe for other Comodo Secure products, including Comodo Secure Web Gateway and Comodo Data Loss Prevention.

Endpoint Manager - OS Patches by Classification

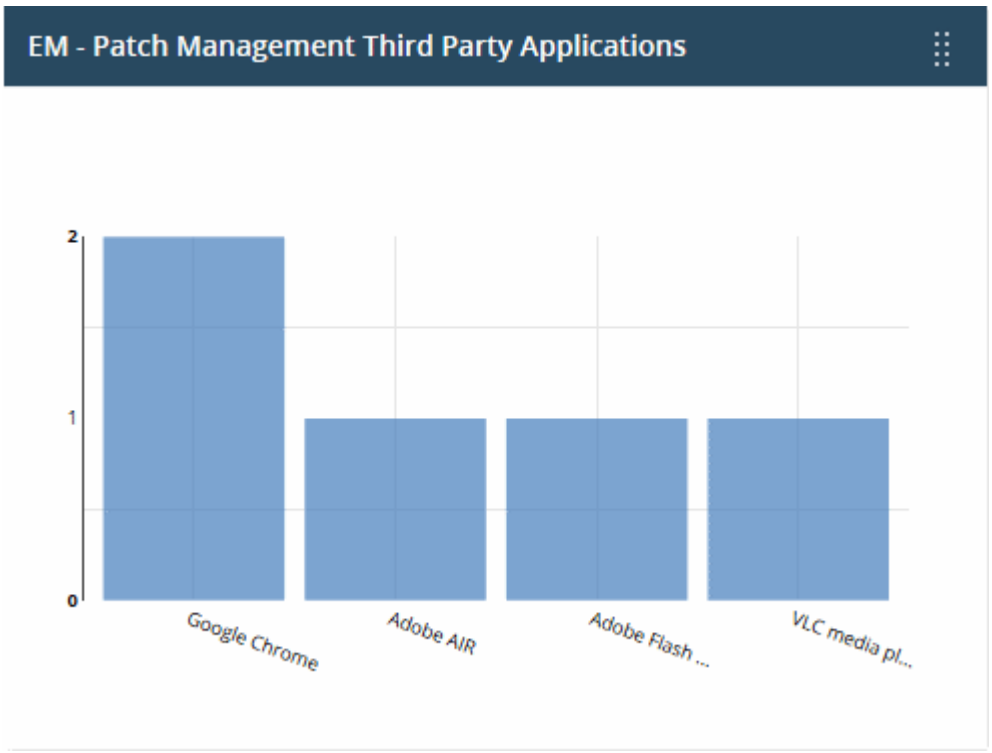
- Shows how many of your Windows devices are missing operating system patches of different categories.



- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that require them.
- See **https://help.comodo.com/topic-399-1-786-10105-Manage-OS-Patches-on-Windows-Endpoints.html** for help to install missing patches.

Endpoint Manager - Patch Management Third Party Applications

- Shows how many Windows devices need updates for third party applications.

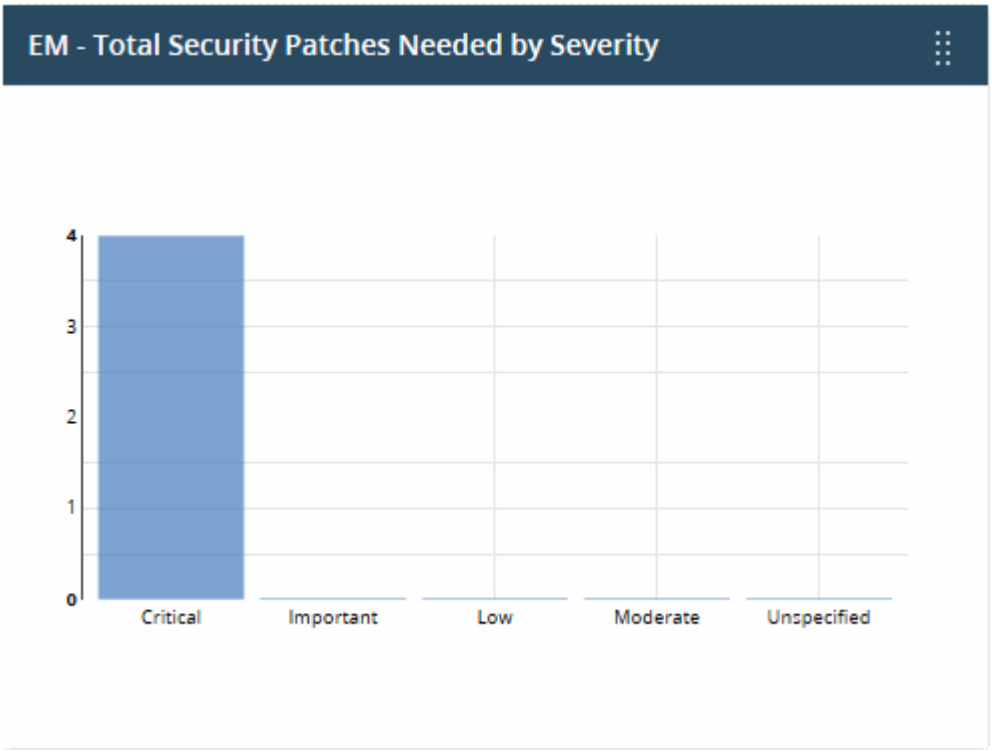


- Place your mouse over a bar to view the number of endpoints that need patches for a specific application.

- Click on a bar to see view the missing patches, and the devices that need them.
- See **https://help.comodo.com/topic-399-1-786-11359-Install-3rd-Party-Application-Patches-on-Windows-Endpoints.html** for help on installing missing updates to endpoints.

Endpoint Manager - Total Security Patches Needed by Severity

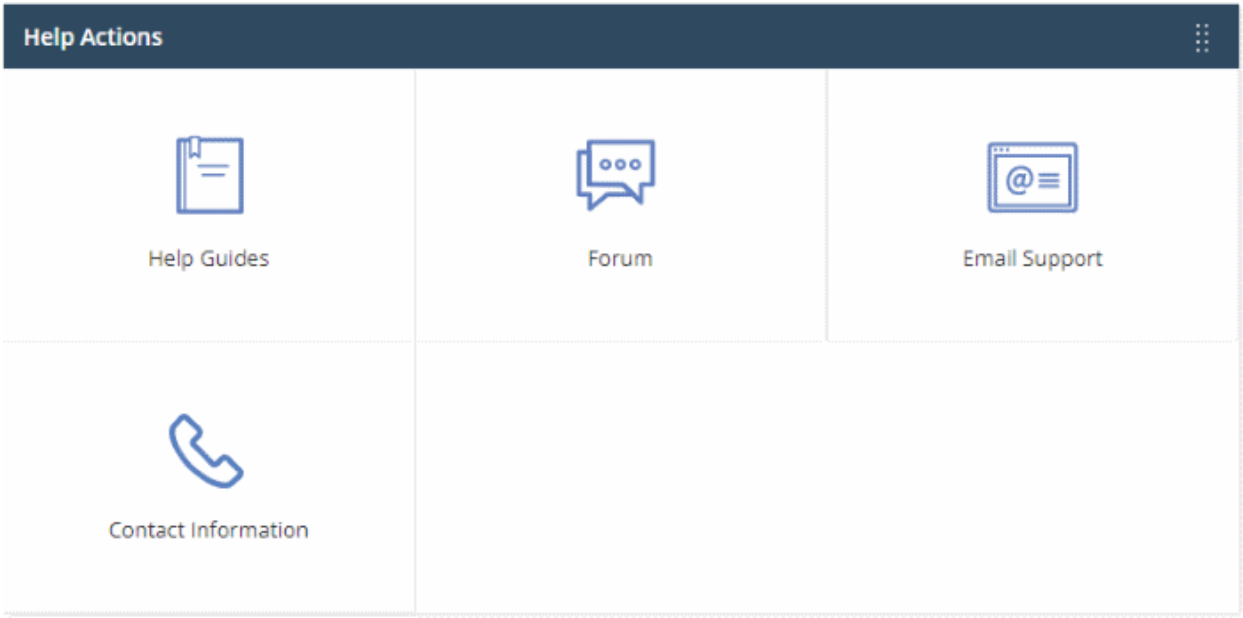
- Shows how many of your Windows devices are missing security patches by criticality.



- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that need them.
- See **https://help.comodo.com/topic-399-1-786-10105-Manage-OS-Patches-on-Windows-Endpoints.html** for help on installing missing patches to endpoints.

Help Actions

In case of any issues or clarifications regarding the application, administrators can refer to help guides or write to support to resolve them.

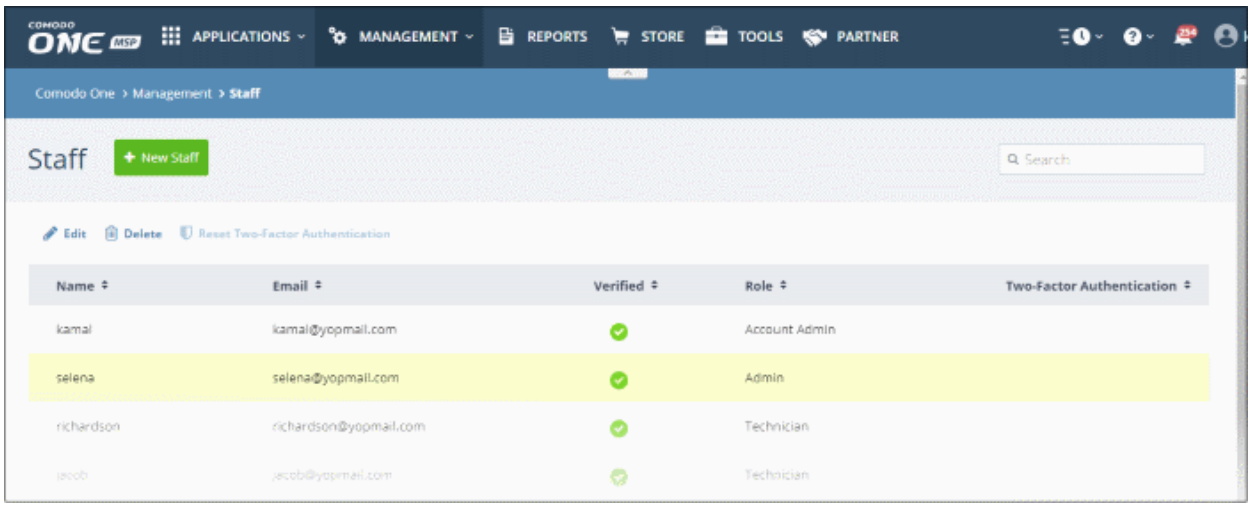


- **Help Guides** - View help guides for C1 modules such as Service Desk and Endpoint Manager.
- **Forum** - Opens the MSSP consortium forum page where you can ask questions or join in discussions.
- **Email Support** - Send email to our support staff for any issues.
- **Contact Us** - Details of support information.

5 Manage Admins, Staff and Roles

- Click 'Management' > 'Staff' to view, edit and add staff members
- Click 'Management' > 'Roles' to view, edit and add staff roles

C1 ships with three predefined roles - 'Account Admin', 'Admin' and 'Technician'. Each of these each has different access privileges. You can also create custom roles with different privileges and assign them to staff appropriately.



Click the following links for more details about adding staff and assigning roles to them:

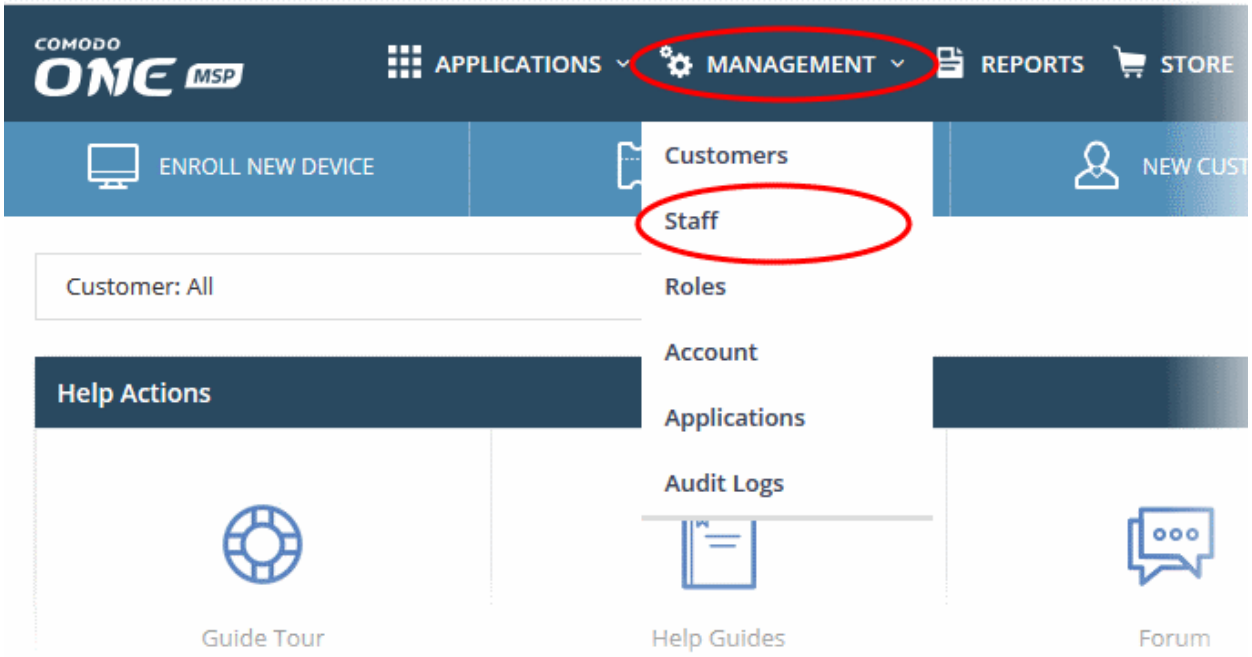
- **Manage Admins and Staff**
- **Manage Roles**
- **Admin Privilege Level**

5.1 Manage Admins and Staff

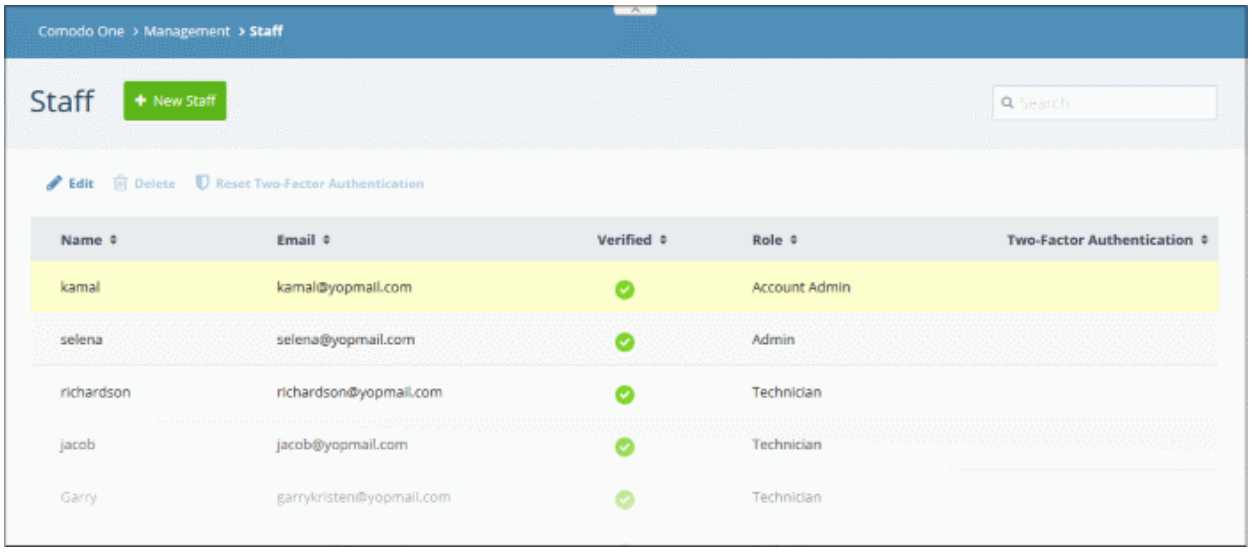
- Click 'Management' > 'Staff'

The staff screen lets you add staff members and assign them to roles. You can also transfer account admin privileges to another MSP/Enterprise administrator.

- Click 'Management' > 'Staff' in the top-navigation:



The screen lists all staff members along with their role:



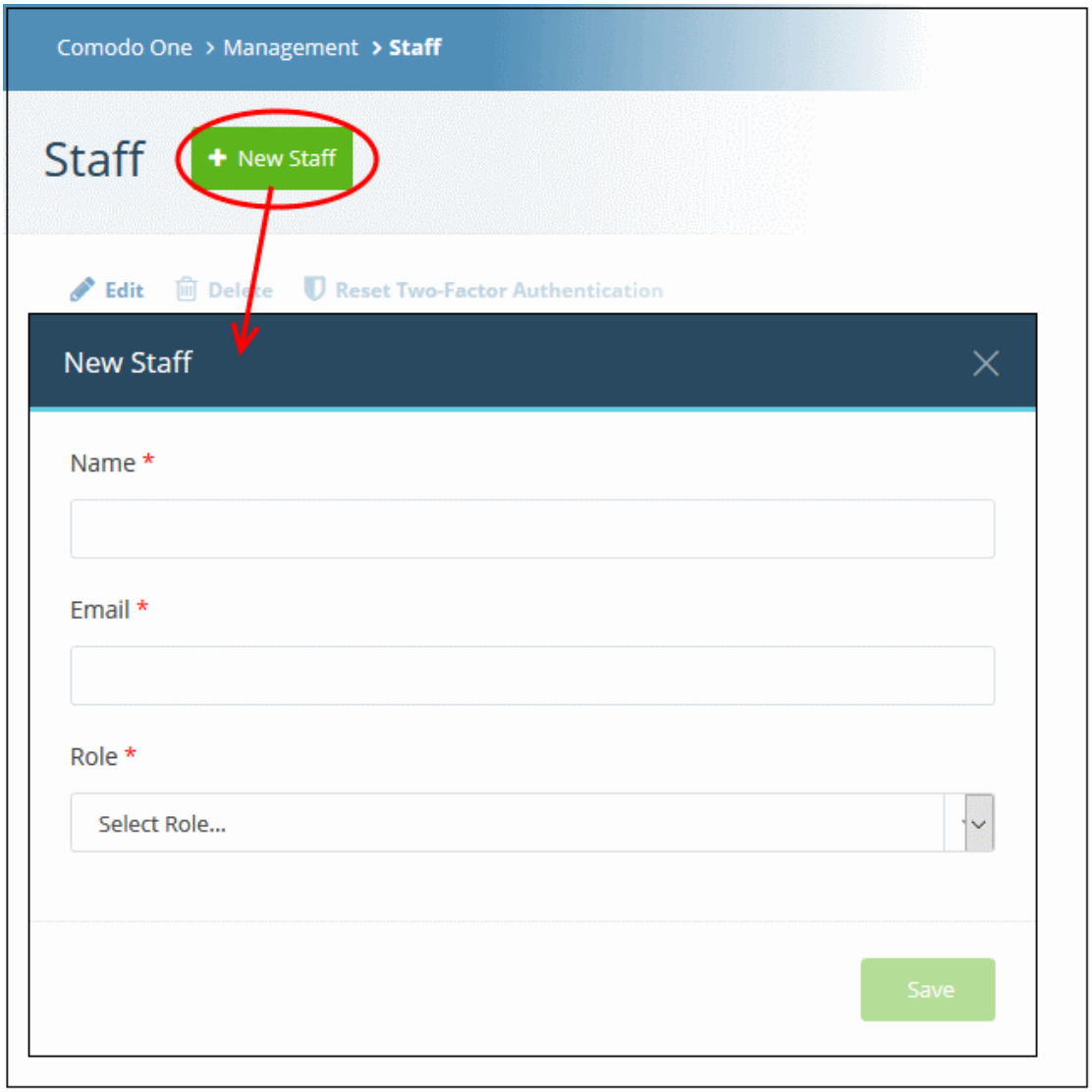
Column Header	Description
Name	Full name of the staff member.
Email	Email address of the staff member. Staff should use this address to login to C1.
Verified	Whether or not the member has confirmed their email address.

	• Staff receive an account activation mail after you first add them to Comodo One. • They must click the link in the mail then create a password to become 'Verified' • Staff can only login to C1 after verifying their email address.
Role	A 'role' determines the permissions that a staff member has within the C1 interface. • C1 has three built-in roles - 'Admin', 'Account Admin' and 'Technician'. Technician is a good starting role for staff. • You cannot edit the built in roles, but you can clone them and edit the clone. • The person that signed up for the account is the 'Account Admin'. This role has all available privileges. • Account admins can add staff and assign them to any role except 'Account Admin'. See '**Manage Roles**' for more on default roles and creating new roles.
Two-Factor Authentication	States whether or not additional login security is setup for the staff member. If enabled, staff need to enter a unique code in addition to their username and password. More details on this are at **Account Security Settings**.

- **Add staff members and assign roles**
- **Edit the details of a staff member**
- **Resend account activation email to a staff member**
- **Remove a staff member**
- **Reset Two Factor Authentication for a user**

Add a staff member and assign a role

- Click 'Management' > 'Staff' in the top-navigation
- Click the 'New Staff' button:

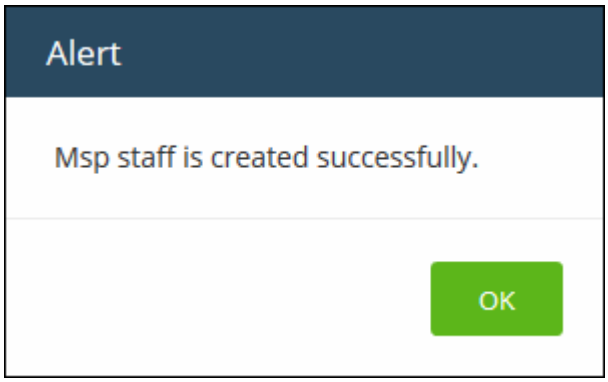


- **Name** - The full name of the new staff member
- **Email** - The email address of the staff member. This also acts as the member's username.
  - The account activation email is sent to this address.
  - Staff must click the activation link in the mail then create a password
  - Staff can login to C1 after completing the steps above.
- **Role** - Select the privilege level for the staff member.
  - See **Admin Privilege Levels** for a list of the permissions with each built-in role
  - See **Manage Roles** for general help with roles.

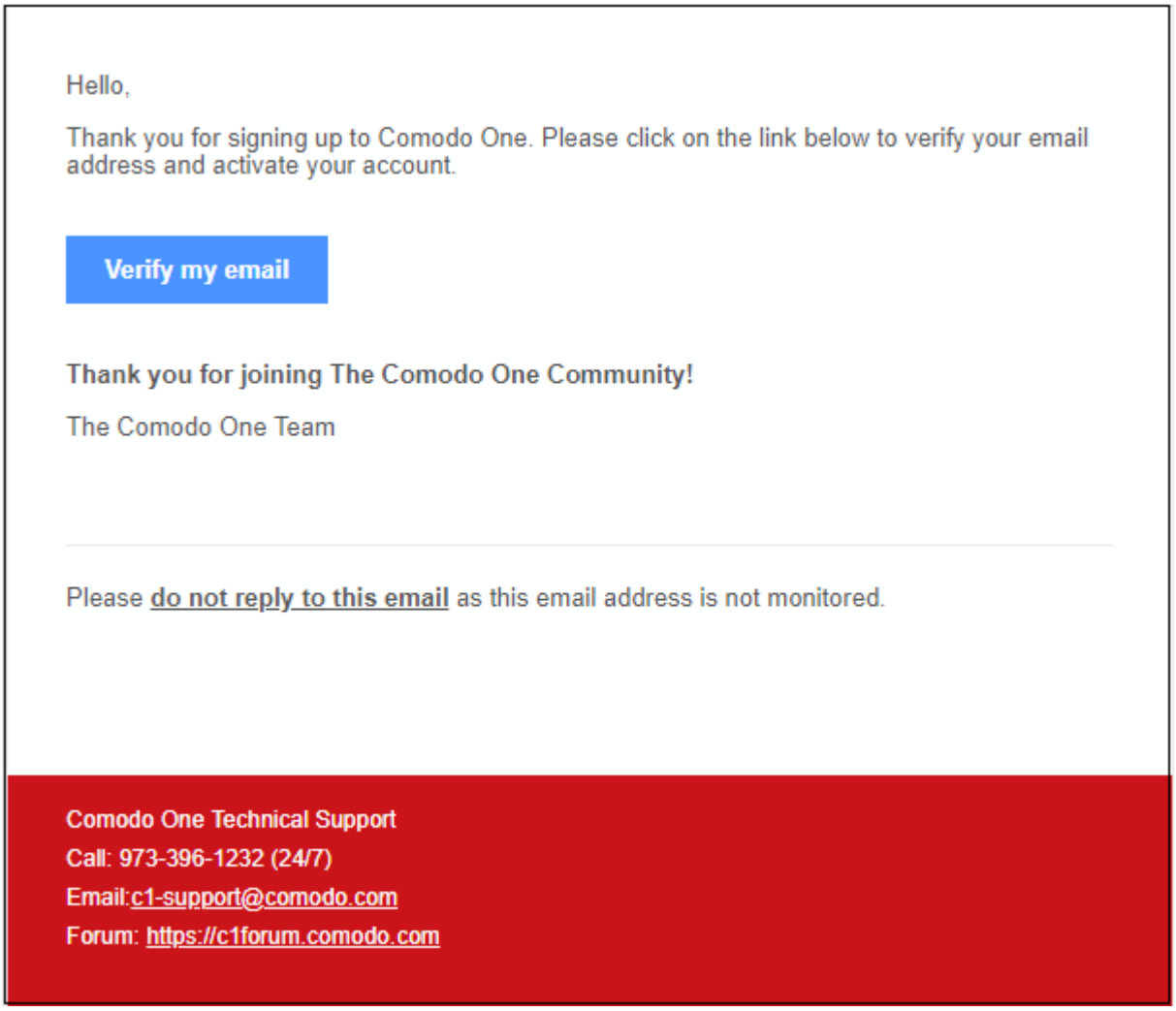
Note: Staff with 'Admin' privileges can only be created by the account admin.

- Click the 'Save' button.

A confirmation message appears. The content of the message varies according to the role and account type:



- Click 'OK'
- An account activation mail is sent to the new user. An example is shown below:



- Staff should click 'Verify my email' then set a unique password to log into C1.
- After verification, the staff member can login to C1 with their email address and password.
- If the staff member misses the account activation email for some reason, you can resend the mail from the C1 interface. See **Resend account activation email to a staff member** for help with this.
- The new staff member is also added to Service Desk and Endpoint Manager at the same role level.
- Two factor authentication - If enabled, staff will also need to enter a code which is sent to their phone. See **Account Security Settings** for more details.

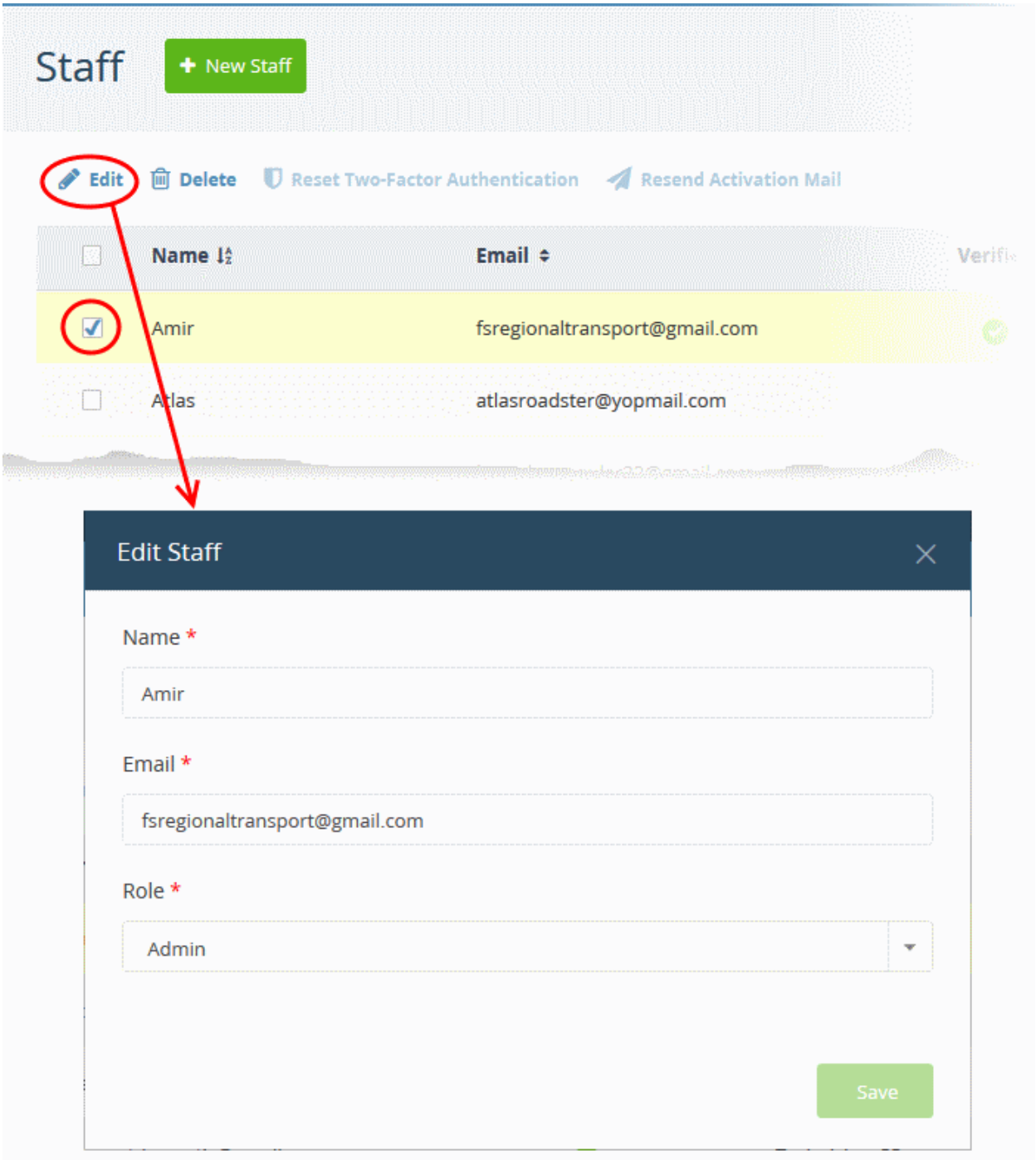
- Endpoint Manager also lets you add 'standalone' staff who can only access Endpoint Manager. Staff created in C1 can access endpoint manager, but staff created in endpoint manager cannot access C1.

Edit staff details

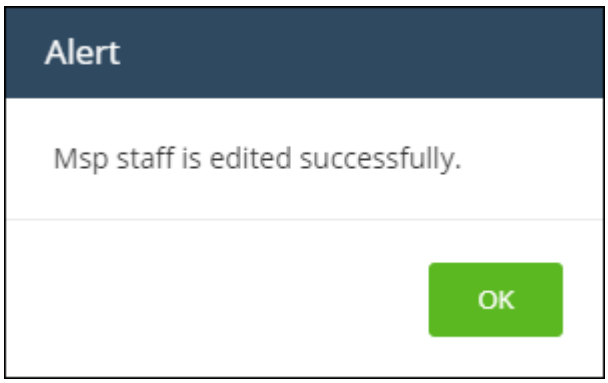
A staff member with appropriate privileges can edit the names of other staff, assign different roles and transfer account admin rights to another administrator.

Note: Staff can be edited only after they have validated their email address by clicking the link in the verification email.

- Click 'Management' > 'Staff'
- Select the staff member then click the 'Edit' button:



- Update the details as required then click 'Save'. Note - you cannot update the email address. Delete the user and create a new one if want to replace a person's email address.

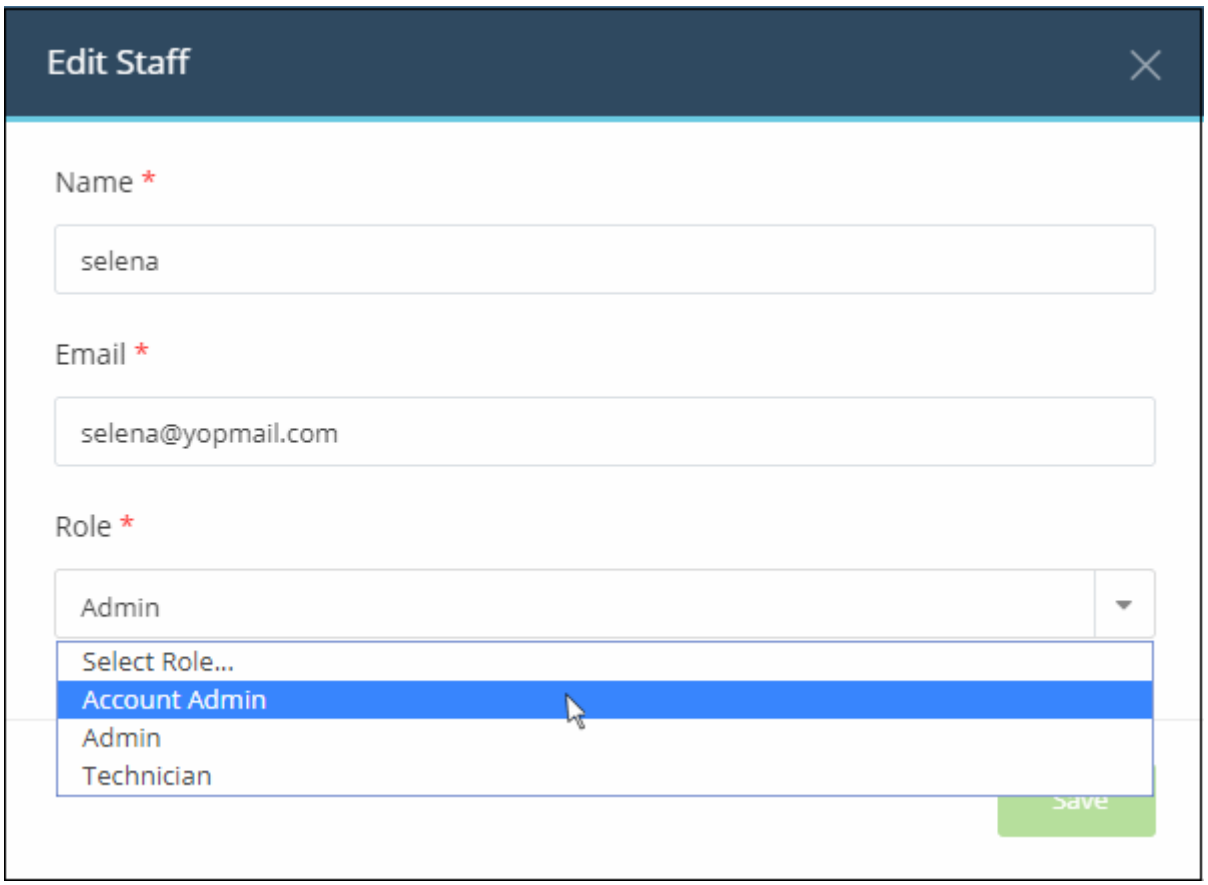


- Click 'OK'

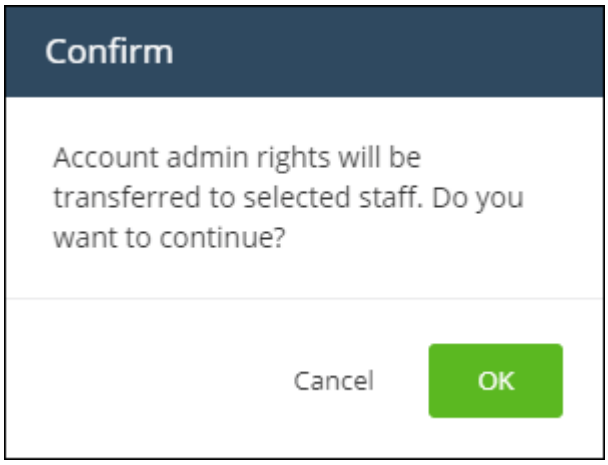
Transfer account admin rights to a different admin

Note - only the current account admin can perform this task.

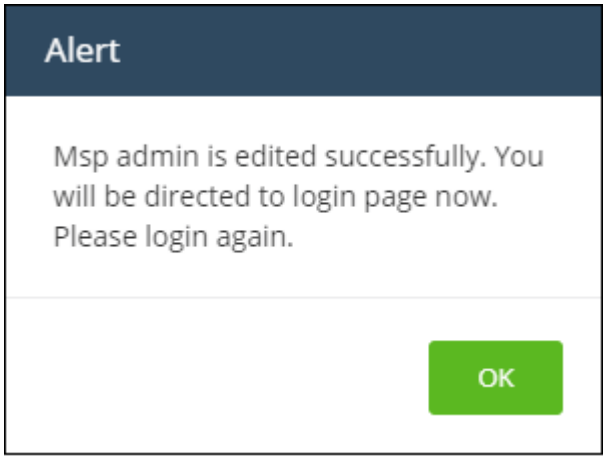
- Click 'Management' > 'Staff'
- Select the admin to whom you want to transfer rights then click 'Edit'
- Click the 'Role' drop-down and select 'Account Admin':



- Click 'Save'
- Click 'OK' in the confirmation dialog:



- Account admin rights are transferred immediately. You will be logged out and redirected to the login page:

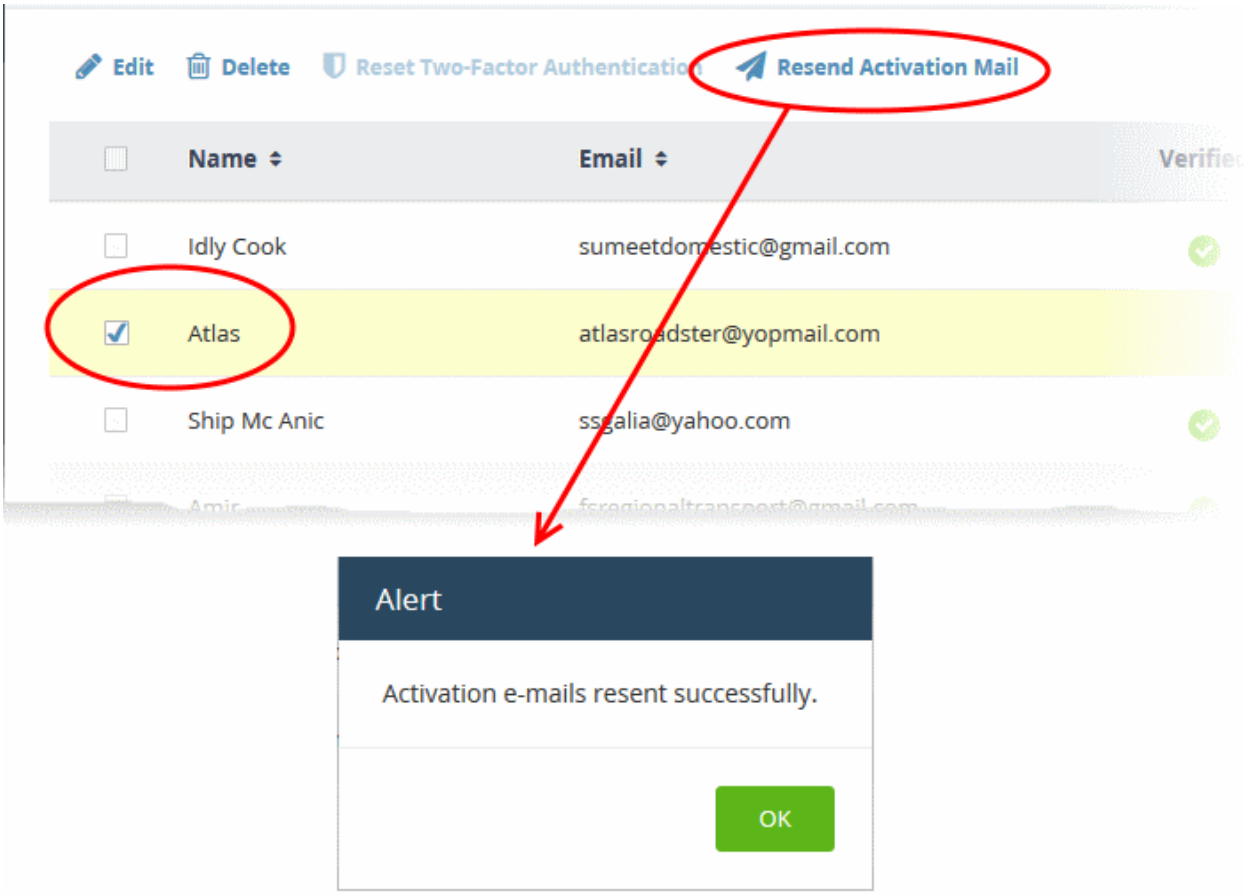


- Click 'OK'.
    - You can still login with the same credentials but will have only regular admin privileges.

Resend account activation email to a staff member

Note - You can send account activation emails only to staff who have not yet verified themselves.

- Click 'Management' > 'Staff'
- Select the staff member to whom you want to send the mail
- Click the 'Resend Activation Mail' button:

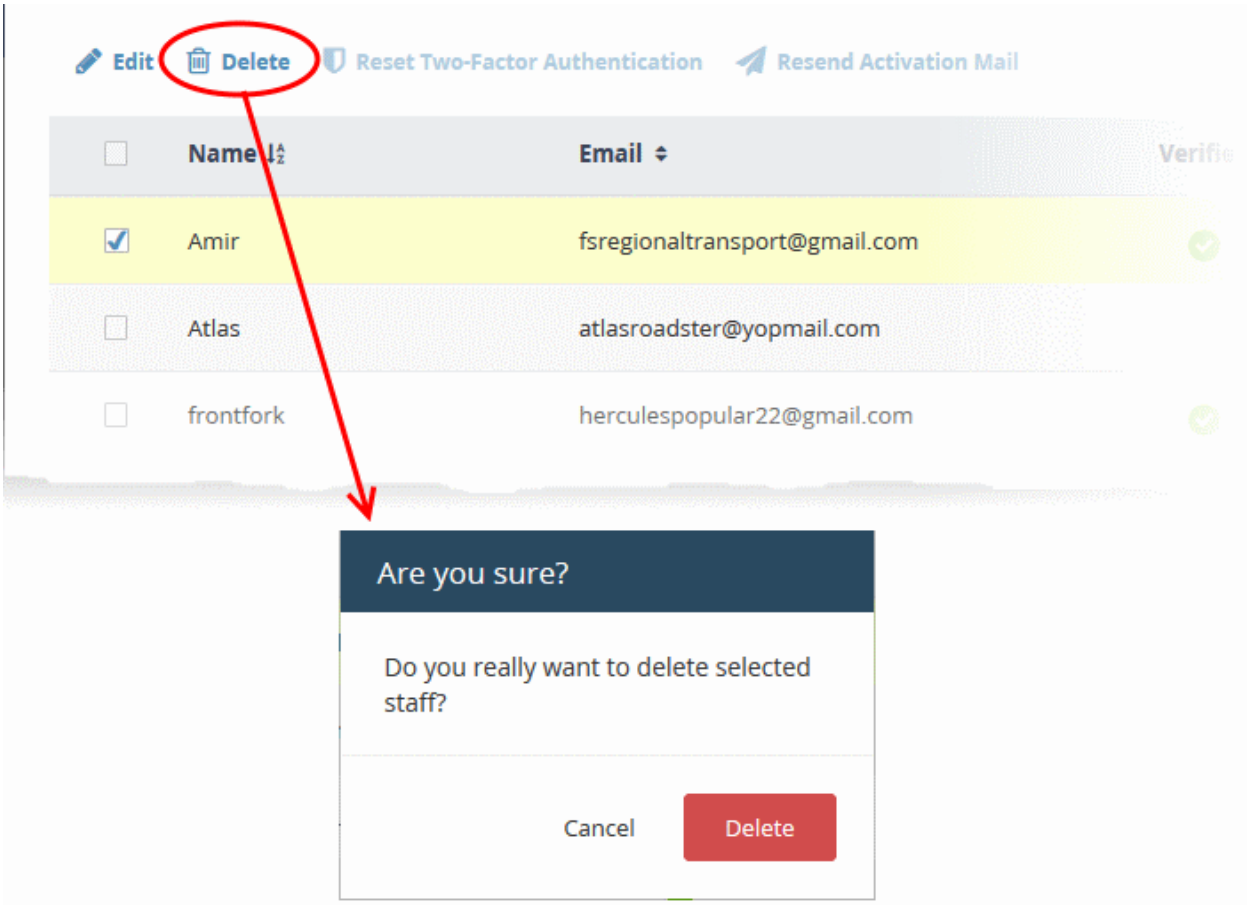


The activation email with a new verification link is sent to the staff member.

Remove an admin or staff member

Note - deleted staff will also be removed from Service Desk and Endpoint Manager, even if they have different roles in each.

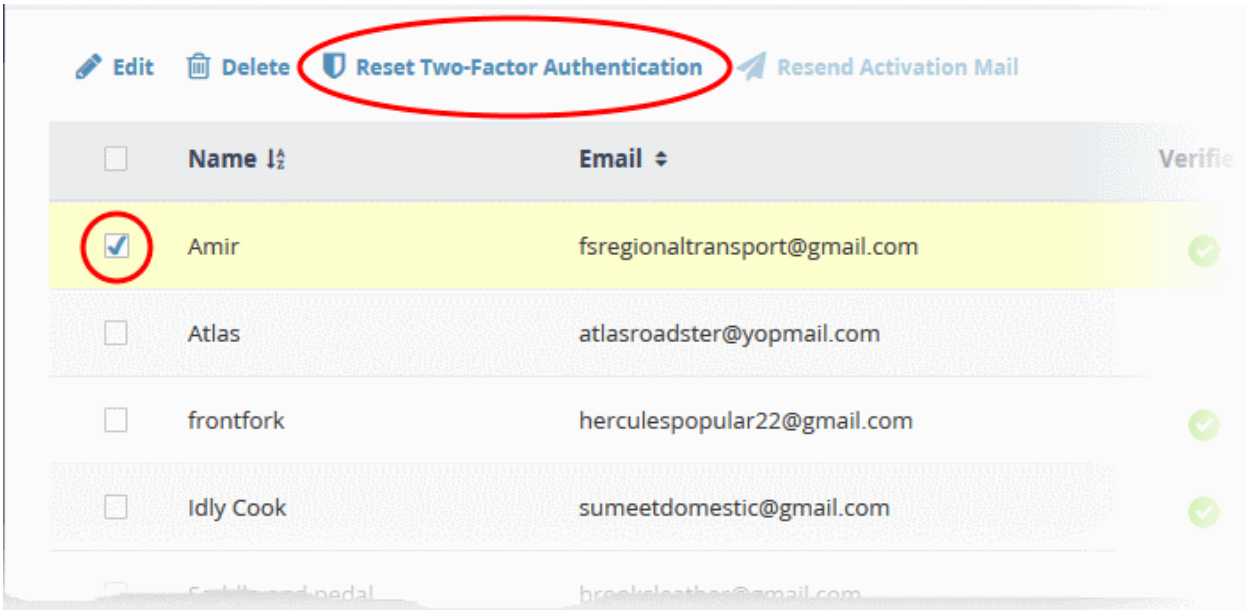
- Click 'Management' > 'Staff'
- Select the staff member that you want to remove
- Click the 'Delete' button:



- Click 'Delete' to confirm removal

Reset Two Factor Authentication for a User

- Select the staff member then click the 'Reset Two-Factor Authentication' button:



After the reset, the user will need to complete the two-factor authentication process again in order to access their account. See **Account Security Settings** to find out more about Two-Factor Authentication.

5.2 Manage Roles

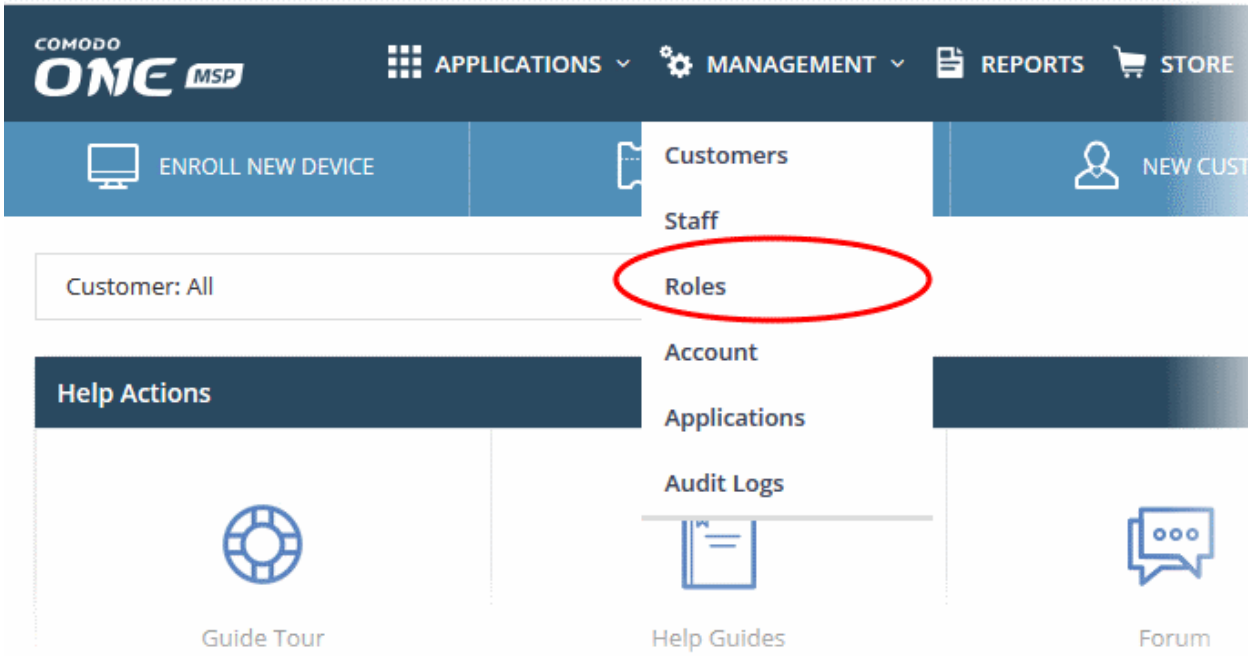
- Click 'Management' > 'Roles'.

Roles are assigned to staff members and determine their C1 access privileges.

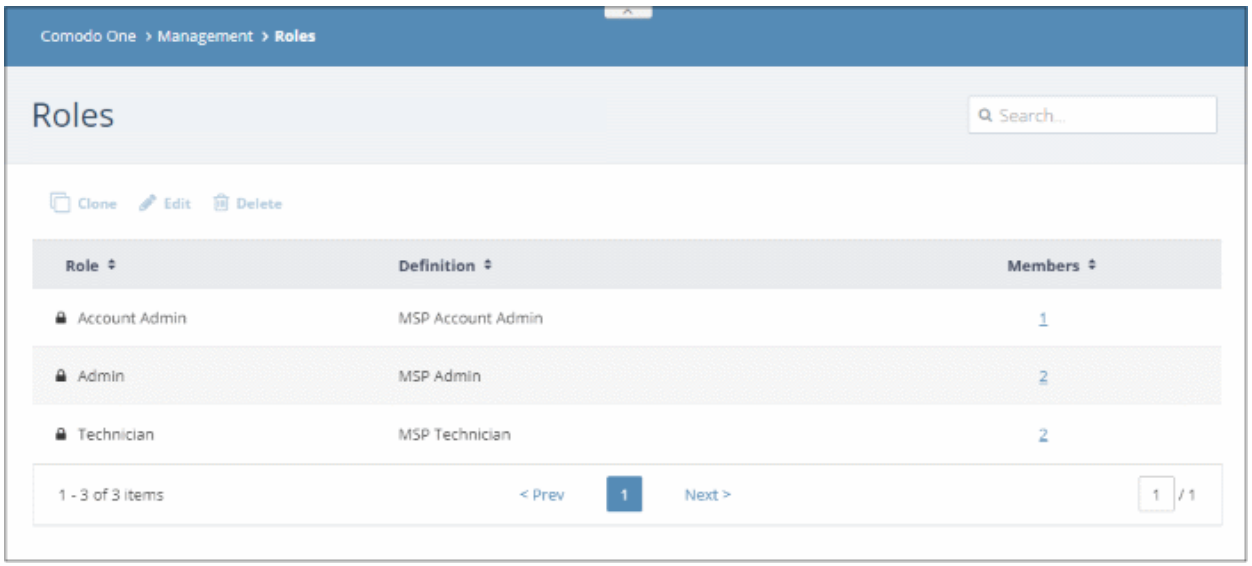
- C1 ships with three built-in roles that cannot be edited or deleted - 'Account Admin', 'Admin' and 'Technician'.
- You can create custom roles by cloning the 'Admin' or 'Technician' roles then modifying their privileges. You cannot clone the account admin role.
- All built-in and custom roles are available for selection when creating or editing staff
  - See **Manage Admins and Staff** for help to create staff.
  - See **Admin Privilege Levels** for info about the permissions that come with each role.

Manage roles in C1

- Click 'Management' > 'Roles'



The management interface lists all roles that have been created, and the number of users under each role:



- **Role** - Label of the role. A role is a set of permissions and privileges within C1.
- **Definition** - A short description of the role. Built-in roles are prefixed with 'MSP' or 'Enterprise' depending on your account type.
- **Members** - The number of staff assigned to the role. Click the number to view all staff with the role.

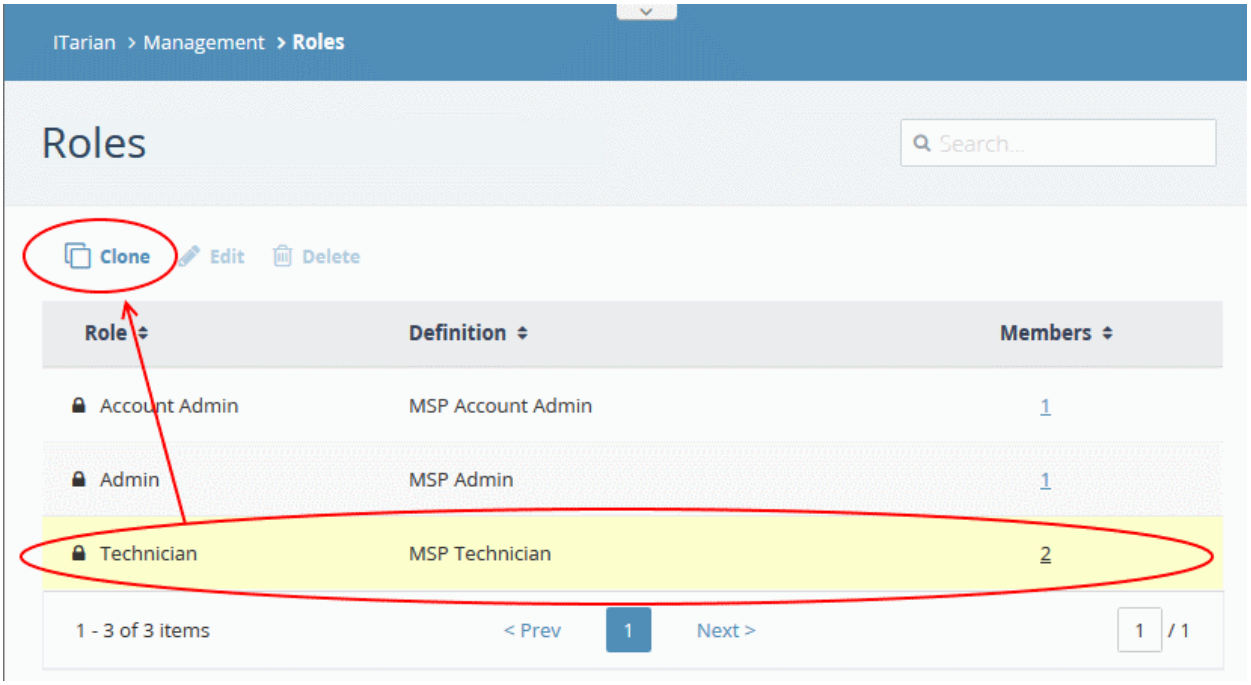
See the following for more help:

- **Create a custom role**
- **Edit a role**
- **Remove a role**

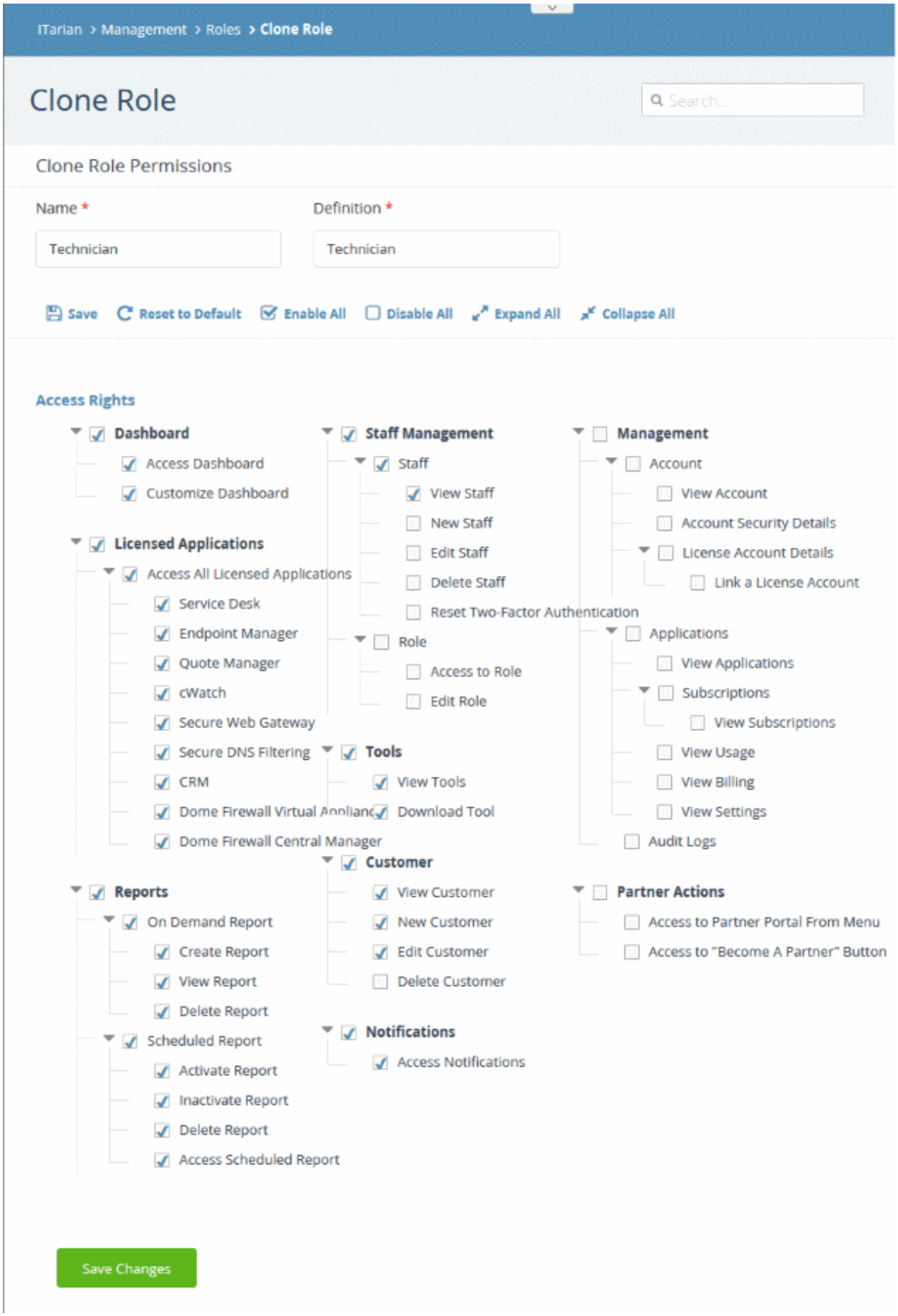
Create a custom role

You can create a custom role by cloning an existing role then modifying the privileges as required. You cannot clone the 'Account Admin' role.

- Click 'Management' > 'Roles'
- Select the role that you want to use as a template then click 'Clone':



Create a new name/description for the role, and choose its permissions as required:



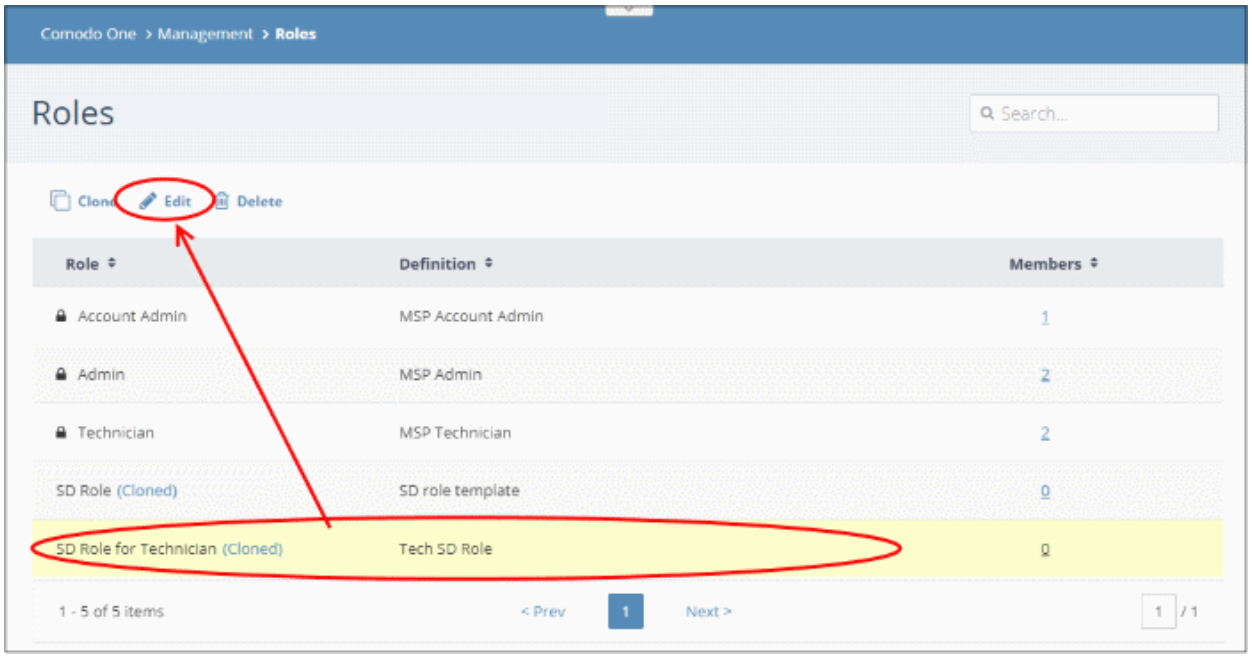
The following list briefly explains the permissions:

- **Dashboard** - View the C1 dashboard and customize dashboard panes.
- **Licensed Applications** - Specify which C1 modules the role can access. These are the applications you see when you click the 'Applications' menu item in C1. Example apps include Service Desk and Endpoint Manager.
- **Reports** - Controls access and permissions for the 'Reports' menu ('Dashboard' > 'Reports').
- **Staff Management** - Ability to manage staff and roles.
    - **Staff** - 'Management' > 'Staff'. Staff you create here will become available in C1 modules such as Service Desk and CRM. For example, a staff member in Service Desk is usually a member of your support team, working on customer tickets. In CRM, a staff member is usually a sales operative to whom you assign leads and opportunities.
    - **Role** - 'Management' > 'Roles'. Roles determine the permissions granted to a staff member.
- **Tools** - Whether users can access the 'Tools' menu in the Comodo One console. 'Tools' are software utilities such as 'Unknown File Hunter' and 'Comodo Cleaning Essentials'.
- **Customer** - View and manage existing customers, add new customers. You can view this interface at 'Management' > 'Customers'. This setting applies to MSP accounts only.
- **Notifications** - Specify whether role members receive in-app messages/alerts in the C1 console.
- **Management** - Governs access to the following areas:
    - 'Management' > 'Account'
    - 'Management' > 'Applications'.
    - 'Management' > 'Audit Logs'
- **Partner Actions** - Control whether the user can view and click the 'Partners' button in the Comodo One console. This allows role members to access the Comodo partner portal, and become a C1 reseller. Resellers get C1 products at discounted prices.
- Click 'Save' at the top, or 'Save Changes' at the bottom to create your role.

Edit a custom role

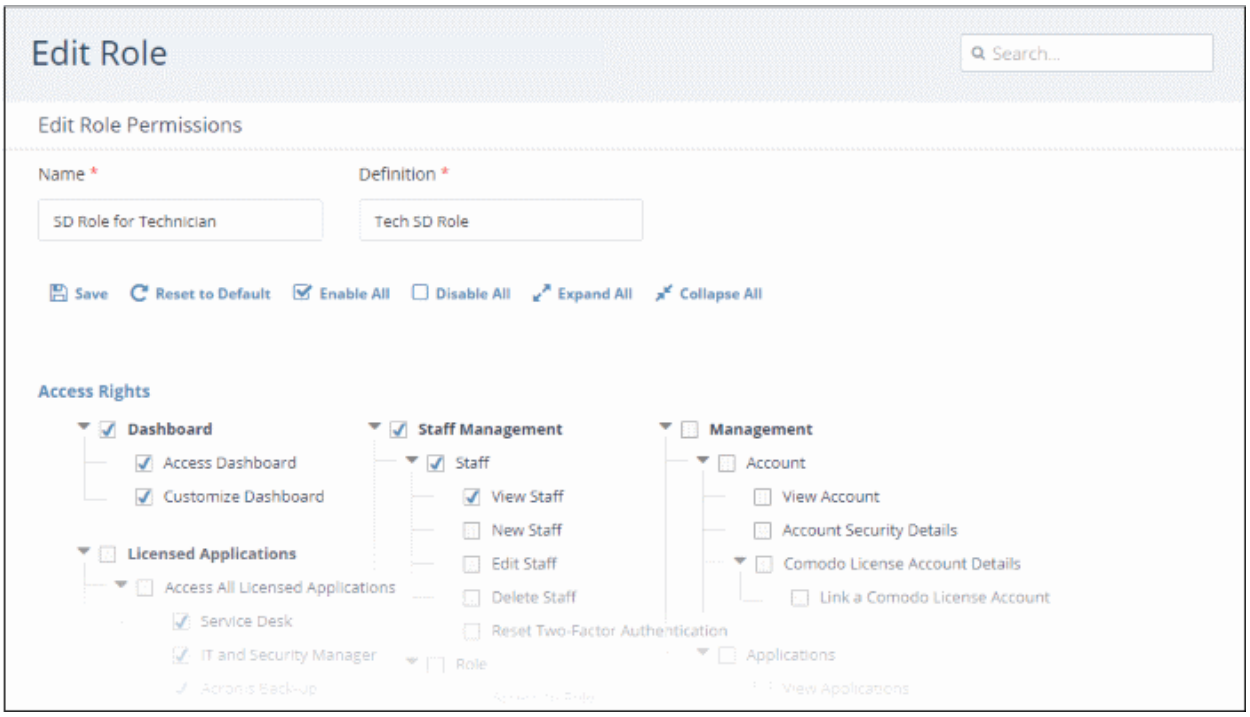
You cannot edit the built-in roles ('Admin', 'Technician', 'Account Admin'). You can only edit custom roles, or cloned roles, that you have created.

- Click 'Management' > 'Roles'
- Select the role that you want to update and click 'Edit':



- Modify the name, description and access rights for the role as required. See the previous section if you need more help with the permissions themselves.

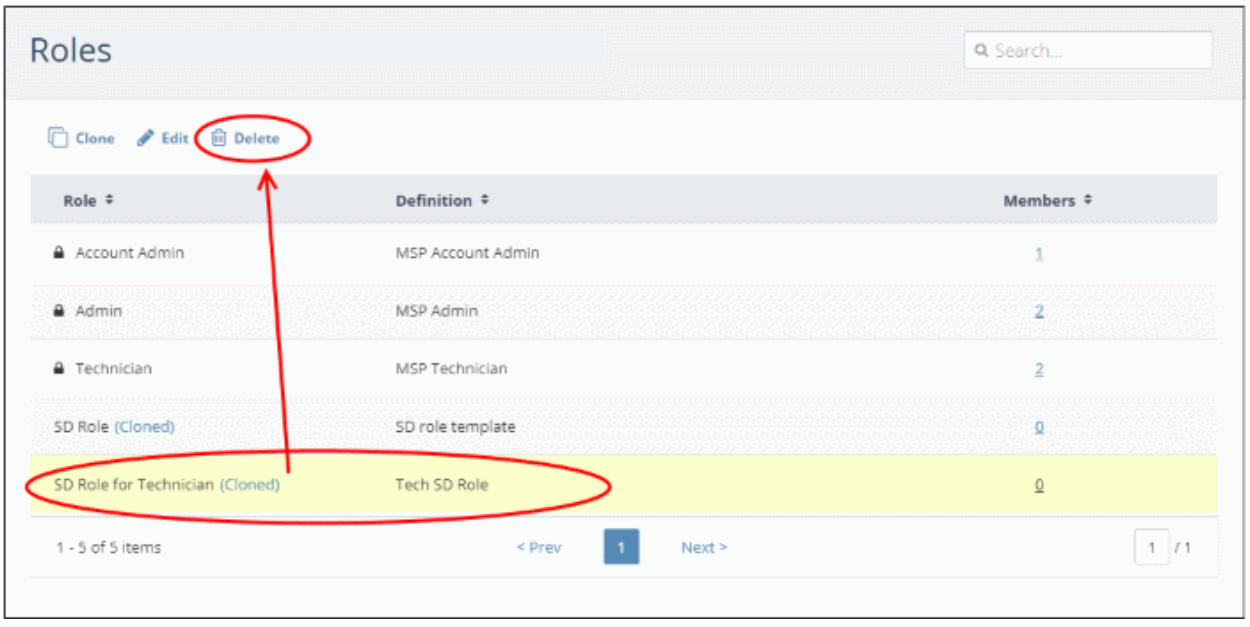
- Click 'Save' or 'Save Changes' when done.
- The changes will take effect on users from their next login.



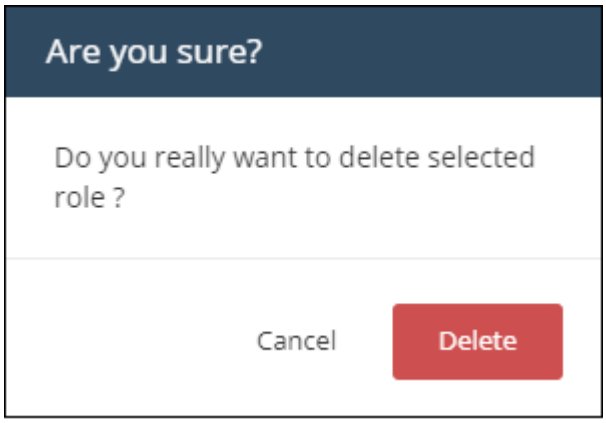
Delete a custom role

Note: You cannot delete built-in roles, or custom roles that are currently assigned to staff members. Make sure no staff members are assigned to a custom role before attempting to delete.

- Click Management' > 'Roles'
- Select the role that you want to remove and click 'Delete':



- Click 'Delete' in the confirmation dialog



5.3 Admin Privilege Levels

- There are three built in roles in C1 - 'Account admin', 'Admin' and 'Technician'.
- These roles are also available in the C1 modules, 'Service Desk' and 'Endpoint Manager'.
- The following tables show the privileges of each role in the C1 console and the individual modules.

Comodo One Console

Role	Description
Account Admin	Can access all areas of the C1 console and all modules (Endpoint Manager, etc). Account admins can: • Add and manage companies for the account • Add and manage admins • Add and manage staff who have the technician role • Transfer account admin rights to another admin • Access all licensed modules • Add applications from the 'App Store' • View and download tool sets • Subscribe for new products and renew licenses for C1 modules • Generate reports • Schedule reports • Manage account settings and licenses • View module usage details • View module billing details
Admin (MSP/ Enterprise)	MSP / Enterprise admins have the following privileges: • Add and manage companies for the account • Add and manage admins • Add and manage staff who have the technician role • View roles • View and download tool sets • Access all licensed modules • Generate reports • Schedule report generation

Technician (MSP/Enterprise)	MSP / Enterprise staff with the technician role have the following privileges: • Access all licensed applications • View, add and edit customers • Generate reports • Schedule report generation • View and download tool sets • View staff members

Service Desk

Role	Privileges
Account Admin	• Access both admin panel and staff panel • Open tickets on behalf of users • Edit tickets • Post a ticket reply • Close tickets • Assign tickets to staff members • Transfer tickets between departments • Delete tickets • Add/remove emails from the banned list via the ticket interface • Create and manage canned responses and attachments • Create and manage knowledgebase categories and FAQs • View details of other staff members in allowed departments
Admin (MSP/ Enterprise)	• Same privileges as account admin except view stats of other staff members in allowed departments
Technician (MSP/Enterprise)	MSP / Enterprise staff members with technician role have the following privileges: • Access the staff panel but not the admin panel • Open tickets on behalf of users • Edit tickets • Post a ticket reply • Close tickets • Assign tickets to staff members • Transfer tickets between departments • Delete tickets

Endpoint Manager

Role	Privileges
Account Admin	• Manage devices (full control) • Manage users (full control) • Manage profiles (full control)

	• Manage procedures • Manage LDAP account • Manage Google API token • Manage antivirus settings • Manage Apple Push Notification service certificate • Manage Android settings • Manage custom variables • Manage application repository • Manage EAS token • Manage email templates • Manage Procedures • Approve Procedures • Access to RBAC (full control) • Access to compliance page • Access to push statistic page • Access to threat report page • MS Exchange access management • Access right to antivirus (full control) • Access to application on devices part (full control) • Access to subscription section • Access to dashboard part of the system • Send reports switcher • Allow end user role to login to portal. Send user creation email and reset password email when required.
Admin (MSP/ Enterprise)	Same privileges as account admin.
Technician (MSP/Enterprise)	Same privileges as account admin.

6 Manage Companies

- Click 'Management' > 'Customers'

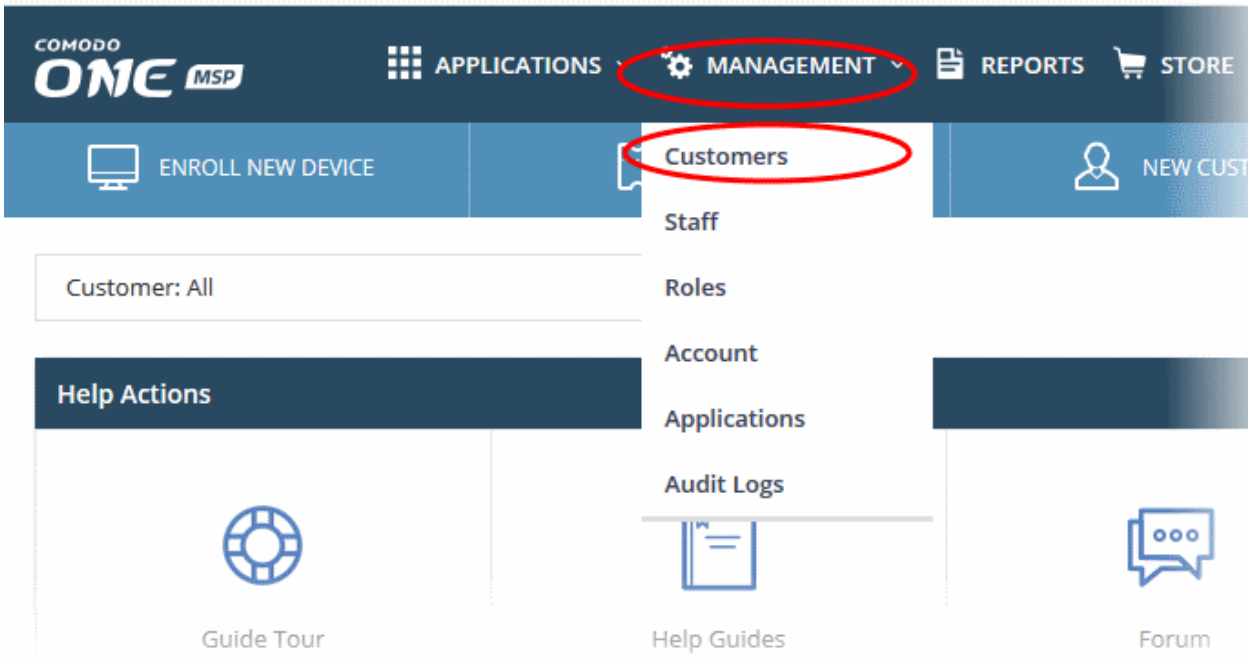
Note: Only C1 MSP accounts can add new companies.

- Customers created in C1 will be available for selection in all integrated modules:
  - They are available as 'Organizations' in Service Desk
  - They are available as 'Organizations' in CRM
  - They are available as 'Companies' in Endpoint Manager
  - They are available as 'Companies' in Dome Shield

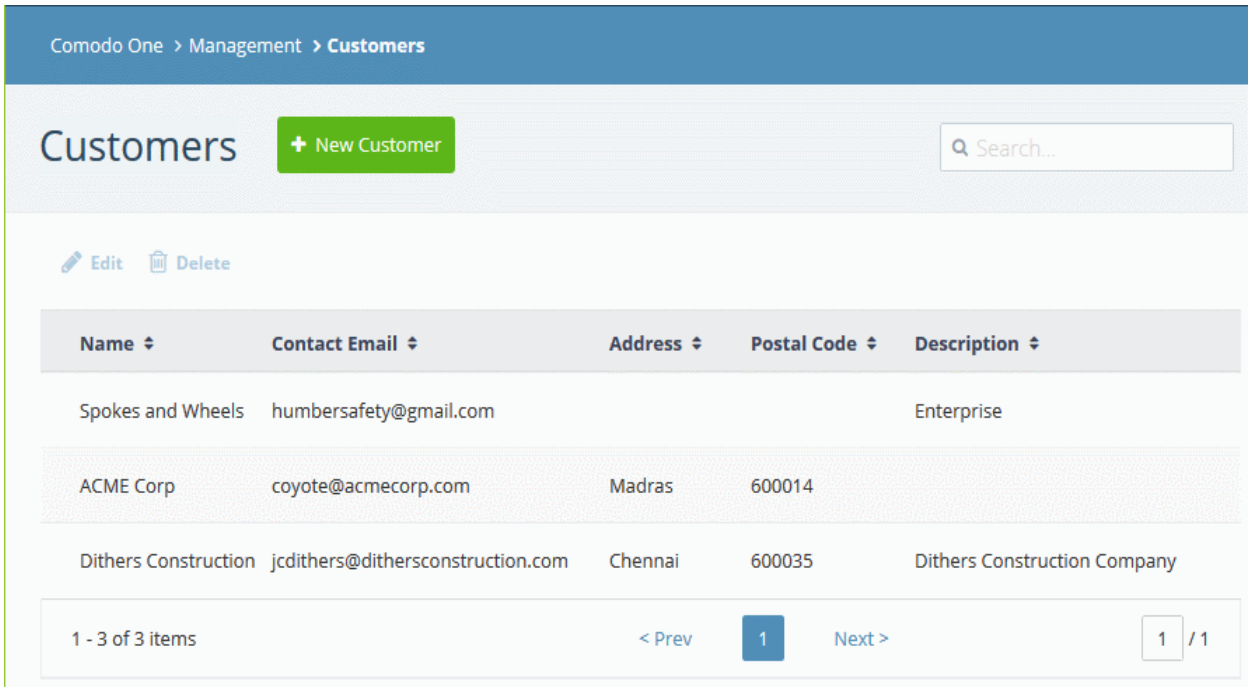
- You can import users and devices to these entities through the individual modules.
  - Service Desk also lets you create 'standalone' (unmanaged) companies. Standalone companies are not visible in C1 or other modules. See **https://help.comodo.com/topic-289-1-625-7888-Managing-Organizations.html** if you need more help with this.

To manage customer organizations/companies

- Click 'Management' > 'Customers'



The interface shows all customer organizations added to Comodo One:



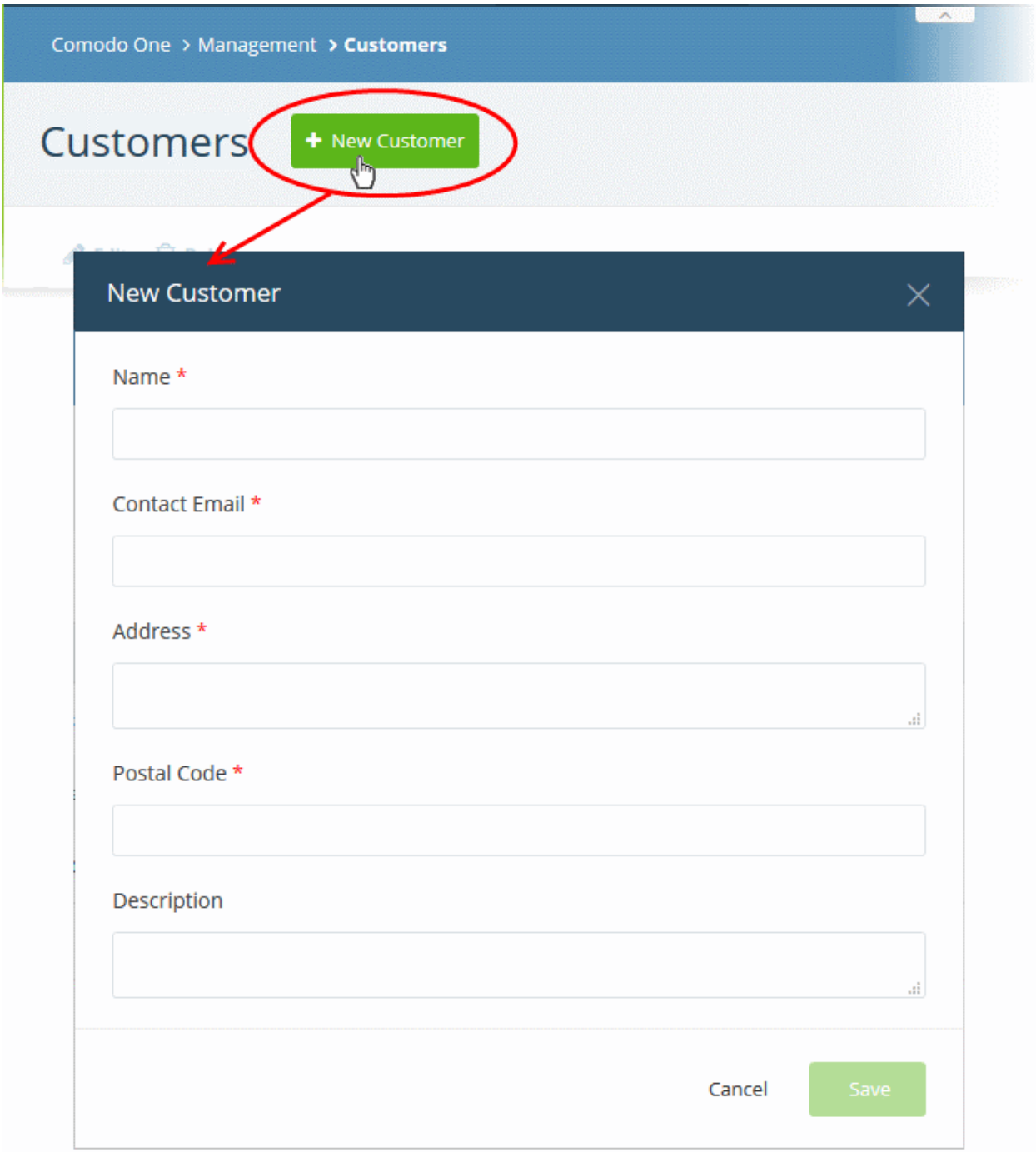
- Use the search box to look for a specific company
- Click 'Next', 'Prev' or the page number to move between pages.

The interface allows admins to:

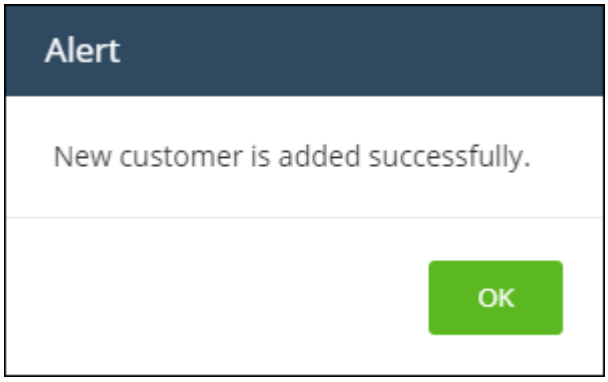
- **Add an organization**
- **Edit the details of an organization**
- **Remove an organization**

Add a customer organization/company

- Click 'Management' > 'Customers'
- Click the 'New Customer' button:

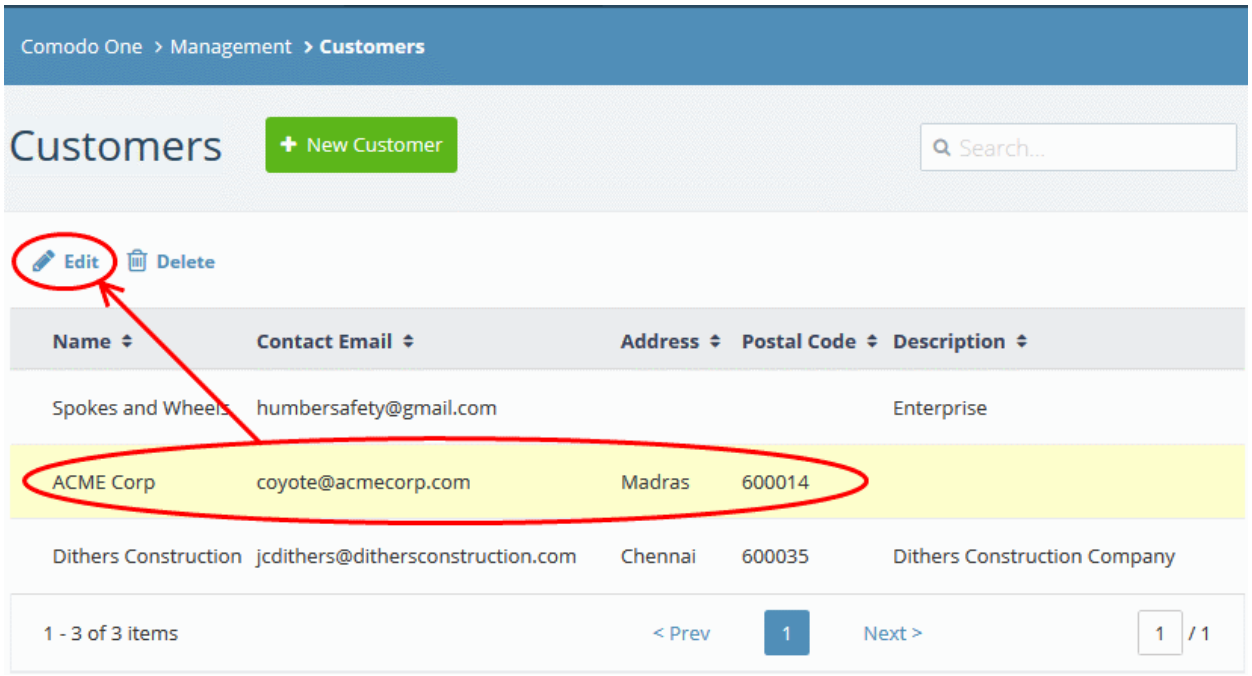


- Complete each field on the form then click 'Save' to add the customer.
- Click 'OK' in the confirmation dialog:

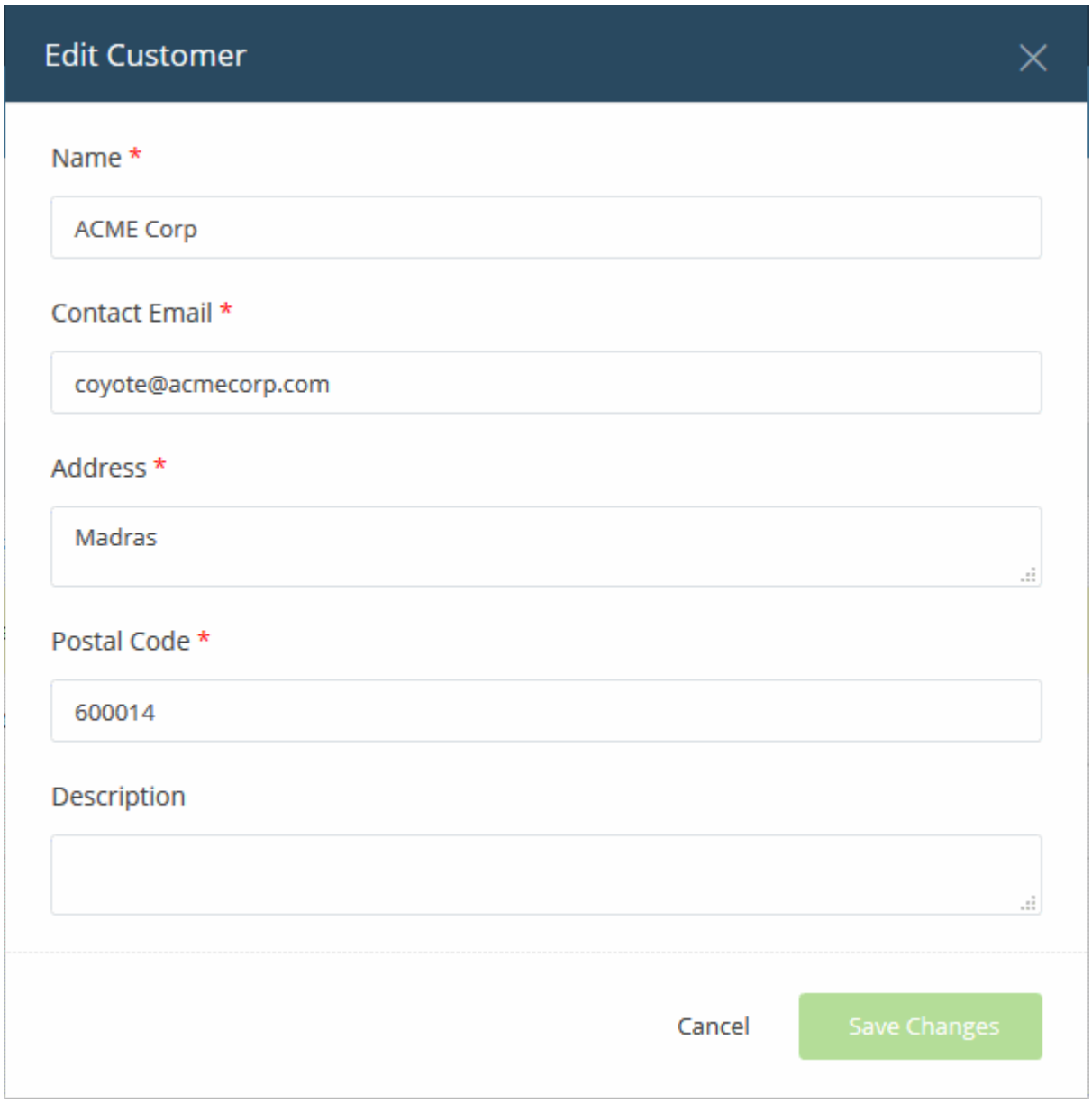


Edit an organization

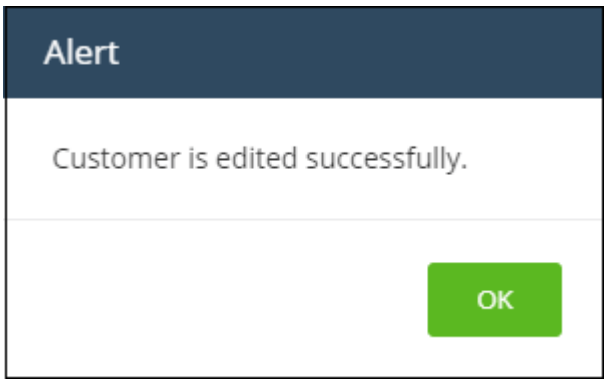
- Click 'Management' > 'Customers'
- Select the organization whose details you want to update
- Click the 'Edit' button:



- Update the company details as required:

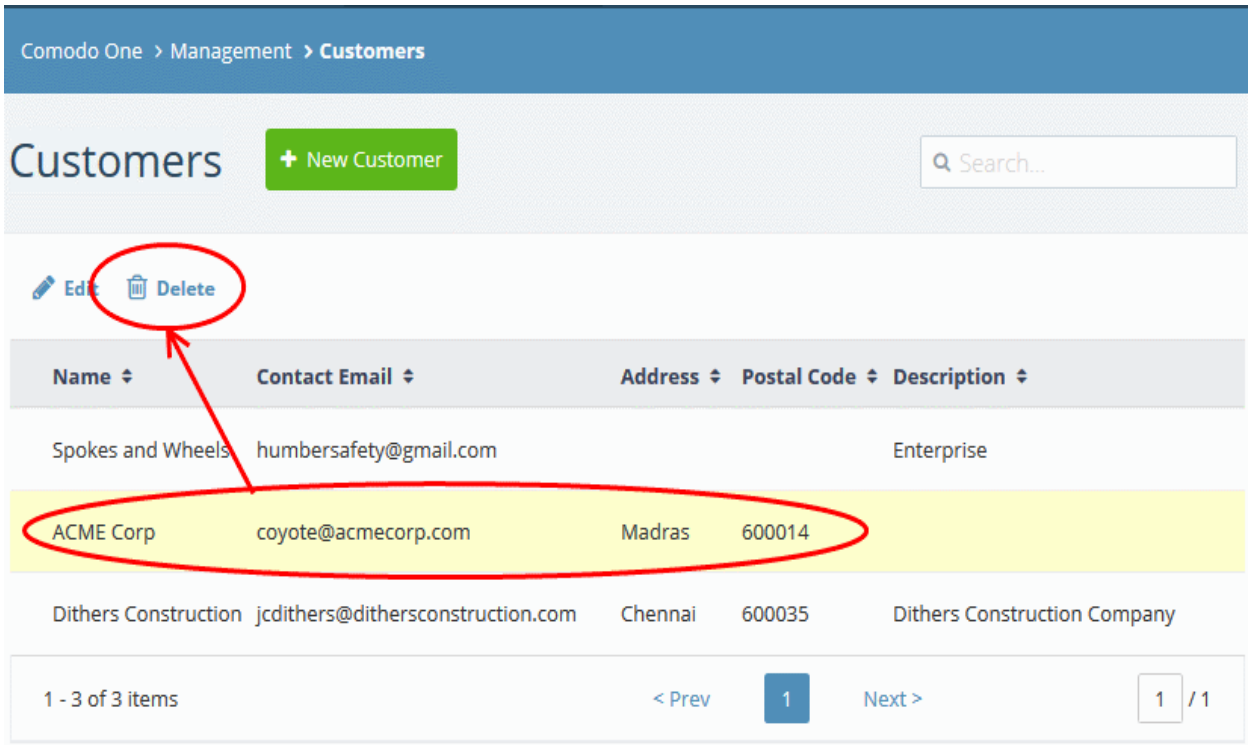


- Click 'Save Changes'
- Click 'OK' in the confirmation dialog:

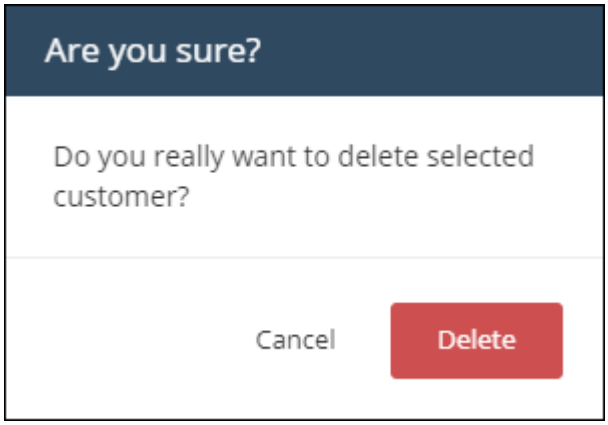


Remove a customer organization from C1

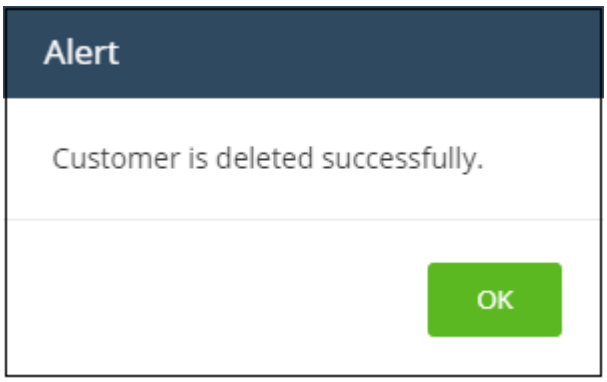
- Click 'Management' > 'Customers'
- Select the organization you want to remove
- Click the 'Delete' button:



- Click 'Delete' in the confirmation dialog:



The company will be removed from Comodo One.



- Click 'OK'.

7 Access C1 Modules

- Core modules - Click 'Applications' on the C1 menu-bar
- Additional modules - Click 'Store' on the C1 menu-bar

A module is an enterprise application which is integrated with C1. Examples include 'Endpoint Manager', 'Service Desk' and 'CRM'.

- Each module answers a specific security, productivity or management need. Together, they form a suite of tools which will streamline your workflows, increase your productivity and improve the service you provide to customers.
- The modules available to you depends on whether you have an MSP or enterprise account. See the **Appendix** for a list of products available with each type.

Core modules ('Applications' menu):

- **Service Desk** - Fully fledged ticketing system which lets you offer dynamic support services to internal and external clients. Respond to support tickets, generate reports, create knowledge base articles, and more.
- **Endpoint Manager** - Manage, monitor and secure mobile and fixed devices which connect to customer networks. Also includes patch management and remote control functionality.
- **Comodo Secure Internet Gateway** - Advanced web filter which provides comprehensive, DNS-based security for networks.
- **Technology Assessment Platform (TAP) -** A utility that helps MSPs audit their client's network and create plans to address their needs.

Additional modules ('Store' menu):

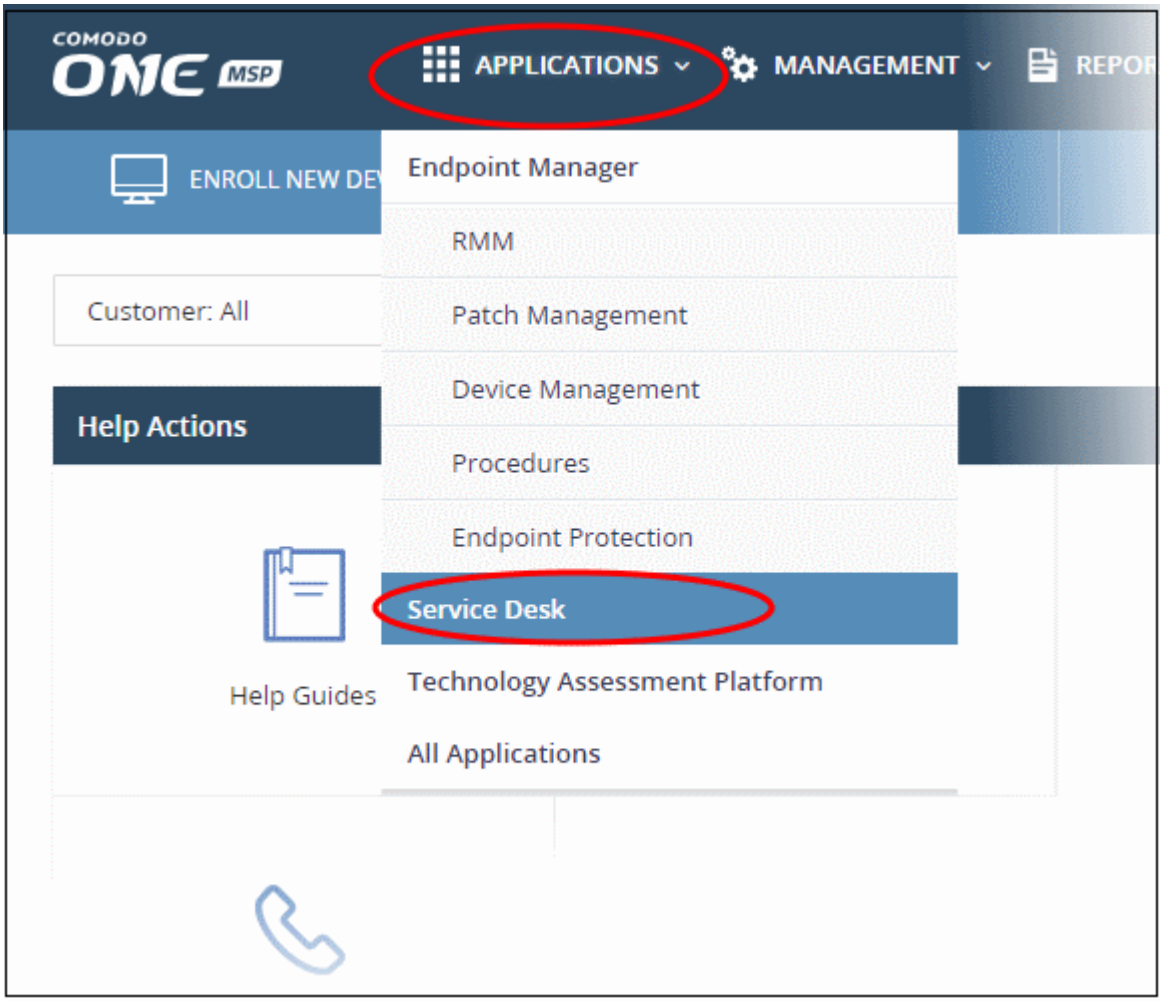
- **Quote Manager** - Powerful solution that lets you quickly construct, send and manage customer quotes.
- **Acronis Cloud Backup** - Online backup and disaster recovery. Powered by one of the leading names in business continuity, Acronis backs up any data from any source, and restores it with ease to any destination.
- **cWatch** - Cloud based security intelligence and event management product (SIEM).
- **Comodo Secure Email Gateway** - Spam and threat prevention solution that uses an array of advanced technologies to prevent junk mail from entering your network. Available only to 'C1 - Enterprise' customers.
- **Comodo Secure Email Gateway - MSP** - Antispam and threat prevention solution that monitors email traffic on your customers' networks. Available only to 'C1 - MSP' customers.
- **Comodo Secure Web Gateway** - Web security solution that includes URL filtering, malware protection, Valkyrie file verdict service, and portable containment.
- **Customer Relationship Management (CRM)** - Sales automation platform. Create fluid workflows to create, nurture and close customer leads.
- **Comodo Data Loss Prevention** - Data leak protection solution. Enforce policies to control data in use, in motion, and at rest. Available only to 'C1 - Enterprise' customers.
- **Comodo Dome Firewall Virtual Appliance** - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers.
- **Comodo Dome Firewall Central Manager** - A central console for remote management of multiple Comodo Firewall Virtual appliances. MSP/Enterprise admins can remotely monitor and manage firewall appliances on remote networks.
- **cWatch EDR** - Endpoint Detection and Response. Unrivaled visibility into the activities of Windows endpoints on your network. View security related incidents in a detailed timeline and receive instant alerts if an attack occurs.
- **MDR** – Managed Detection and Response. A complete security service delivering 24/7 threat monitoring, detection and response to cyberthreats. Combined with Comodo's 24/7 SOC service, get advanced analytics, threat intelligence and human expertise in incident investigation on your networks and endpoints.

See **App Store** for more details about how to add these applications to Comodo One.

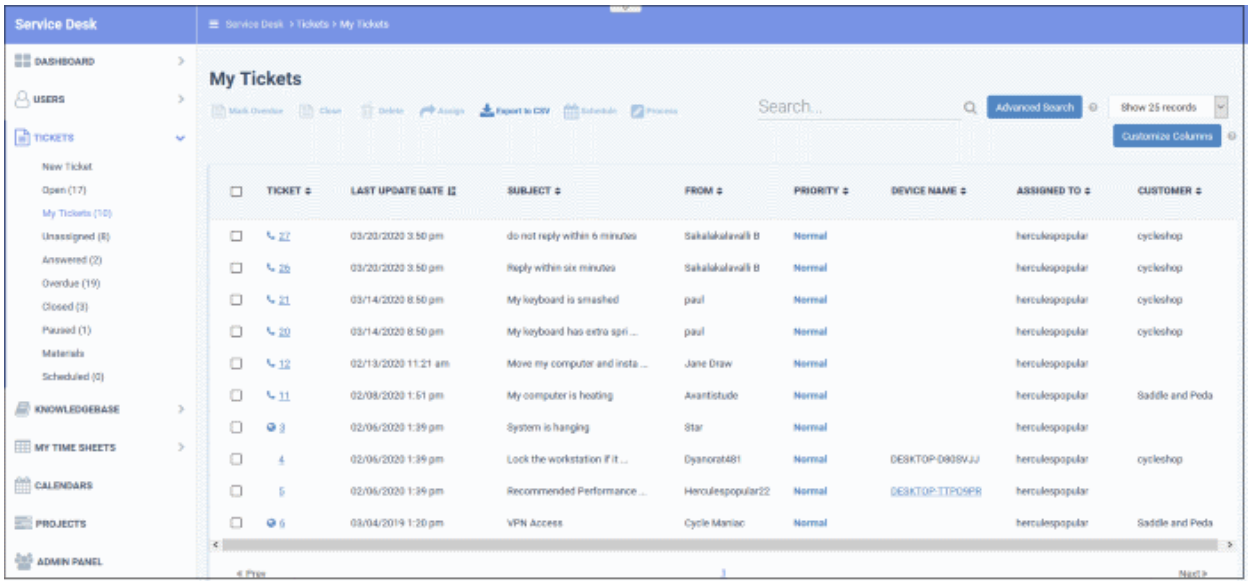
Note: Additional modules may require separate subscriptions. Licenses can be obtained from within the C1 console.

Open an integrated module from the C1 console

- Click 'Applications' on the menu bar and select an application from the list:



The selected module opens:



- Alternatively, click 'Applications' > 'All Applications' to open a screen which lists all modules
- Click 'Open Module' to access a specific app.

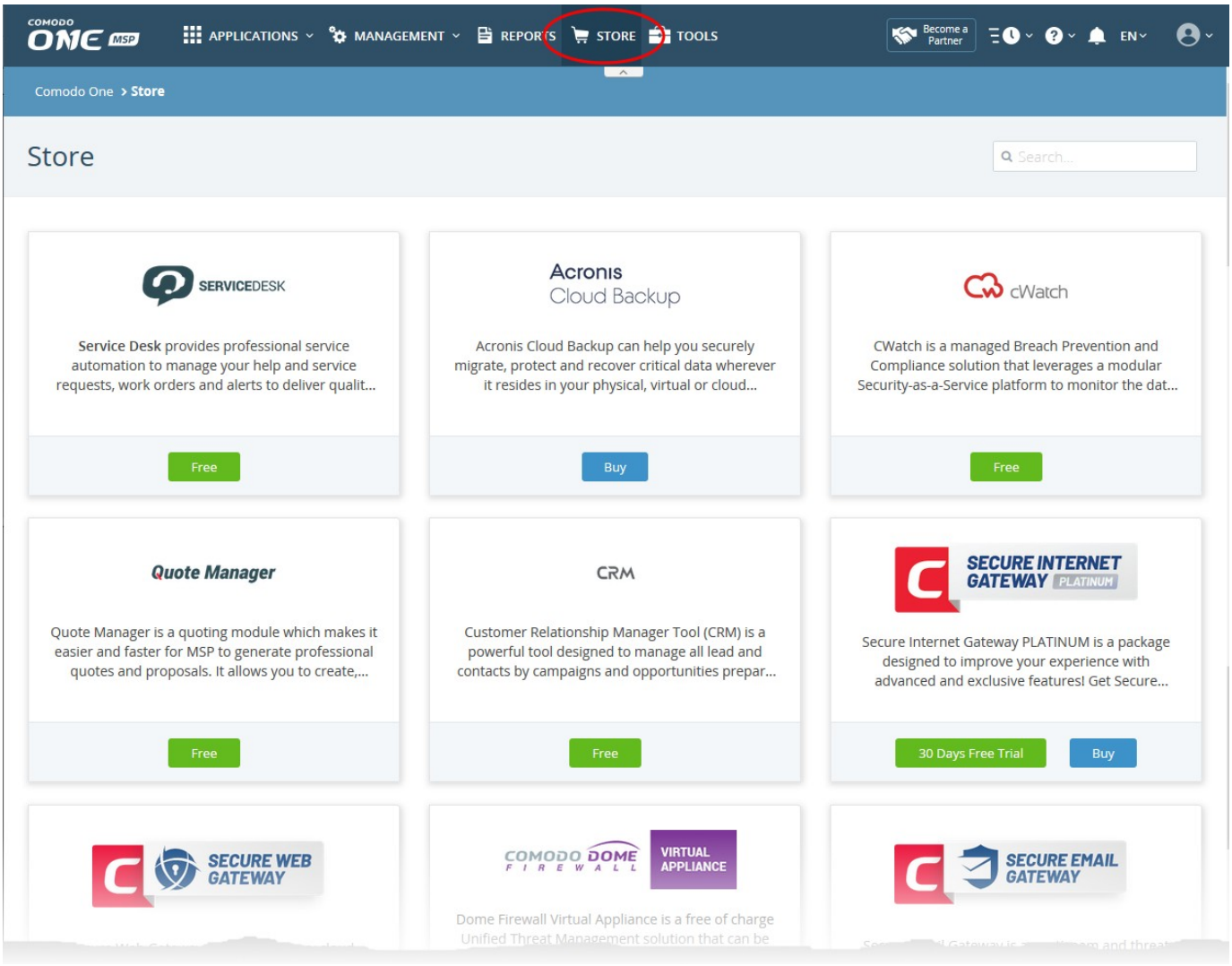
8 App Store

Click 'Store' on the C1 menu bar

- The app store contains a range of additional security and productivity solutions. These tools expand the core functionality of C1 and let you build a custom platform tailored to your needs
- The products available in the store differ between MSP and Enterprise accounts. See **Appendix** for more details.
- 'Integrated' apps are those which you can access from the C1 console after installation.

Open and use the store

- Click 'Store' on the C1 menu bar:



The following apps are available:

- **Service Desk** - Fully-featured support ticketing system which lets enterprises implement effective work-flows for internal and customer-facing support departments. The solution allows staff to track and manage tickets submitted by users, assign tickets to departments or organizations, generate reports, and much more. See '**Add Service Desk**' for more details.
- **Acronis Cloud Backup** - Online backup and disaster recovery. Powered by one of the leading names in business continuity, Acronis backs up any data from any source, and restores it with ease to any destination. See '**Add Acronis Backup**'.
- **Quote Manager** - Powerful solution that lets you quickly construct, send and manage customer quotes. See '**Add Quote Manager**'.
- **Comodo cWatch** - Cloud based security intelligence and event management product (SIEM). See '**Add cWatch**'.
- **Comodo Secure Web Gateway** - Real time web traffic scanning solution that provides web content security to your customers. See '**Add Comodo Secure Web Gateway**' for more details.
- **Comodo Secure Internet Gateway - Platinum** - A DNS based web security solution that provides strong, real-time protection against internet threats.
    - 'Secure Internet Gateway - Gold' is included as a free module with your C1 account.
    - The Platinum version has more security features than the Gold version. See **Upgrade Secure Internet Gateway** for a list of features covered by each type, and for help to add a Platinum license to your account.

- **Customer Relationship Management (CRM)** - Sales automation solution. Save time and grow profits by creating workflows to generate, nurture and close customer leads. See '**Add Customer Relationship Management**' for more details.
- **Comodo Dome Firewall Virtual Appliance** (available for Enterprises and MSP) - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers. See '**Add Comodo Dome Firewall Virtual Appliance**' for more details.
- **Comodo Data Loss Prevention** (available for Enterprises only) - Data leak protection solution. Enforce policies to control data in use, in motion, and at rest. See **Add Comodo Data Loss Prevention** for more details.
- **Comodo Secure Email Gateway** - Spam and threat prevention solution that uses an array of advanced technologies to prevent junk mail from entering your network. Available only to 'C1 - Enterprise' customers. See **Add Comodo Secure Email Gateway** for more details.
- **Comodo Secure Email Gateway - MSP** (available for MSP customers only) - Antispam and threat prevention solution that monitors email traffic on your customers' networks. See **Add Comodo Secure Email Gateway - MSP** for more details.
- **Dome Firewall Central Manager** (available for Enterprises and MSP) - Firewall Central Manager lets you manage several Dome Firewall virtual appliances on customer networks from a single console. See **Add Comodo Dome Firewall Central Manager**.
- **cWatch EDR** - Endpoint Detection and Response. Unrivaled visibility into the activities of Windows endpoints on your network. View security related incidents in a detailed timeline and receive instant alerts if an attack occurs. See **Add cWatch EDR**.
- **Endpoint Manager**- Manage and secure all endpoints and mobile devices that connect to your customers' networks with a single management application. The basic version of Endpoint Manager us free and offered as a core component with Comodo One. You can upgrade to 'Standard', 'Premium' or 'Managed' versions at anytime. See **Upgrade Endpoint Manager** for more details.
- **MDR** – Managed Detection and Response. A complete security service delivering 24/7 threat monitoring, detection and response to cyberthreats. Combined with Comodo's 24/7 SOC service, get advanced analytics, threat intelligence and human expertise in incident investigation on your networks and endpoints. See **Add MDR**.

8.1 Add Acronis Backup

Acronis solves business data protection challenges with an easy-to-manage service that backs up data from any source and recovers to any destination or system. Acronis Backup data centers are situated in three different locations (US, UK and Germany), allowing you to choose the data center closest to you.

- You can integrate Acronis Backup to your C1 account by purchasing a new license via the 'Store' interface
  - Click 'Store' > scroll to the Acronis tile > Click 'Buy'
- If you already have an Acronis Backup license on another Comodo account, you can add it to C1 by linking the other account to your C1 account. Use of the service will be shared by both accounts. Quotas and validity are bound to the original license limits.

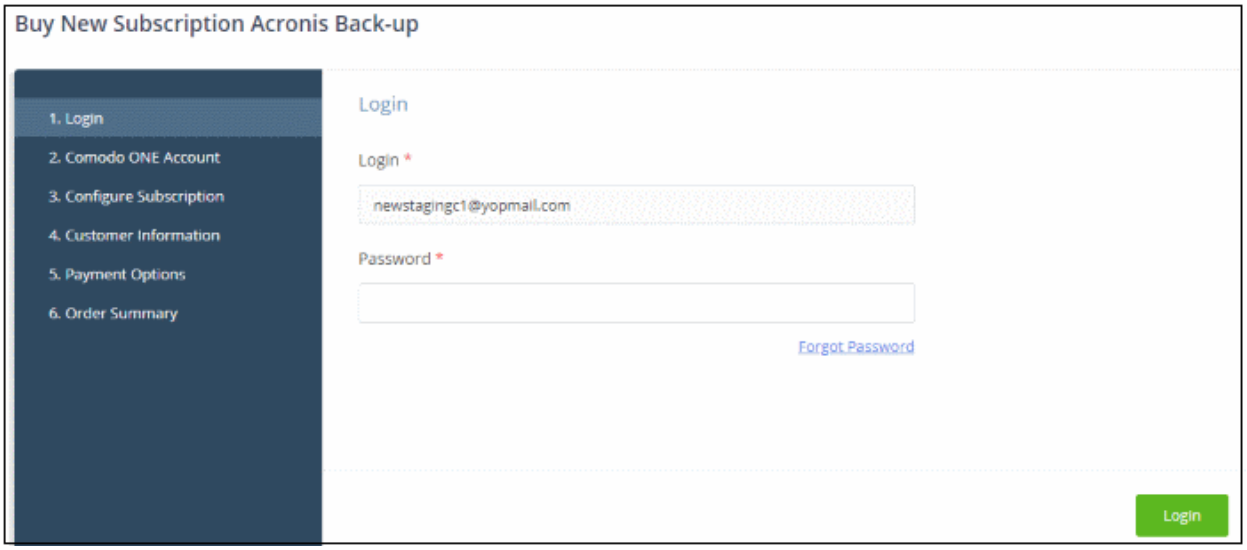
Please read the following sections to learn more:

- **Purchase a new license**
- **Activate a license**

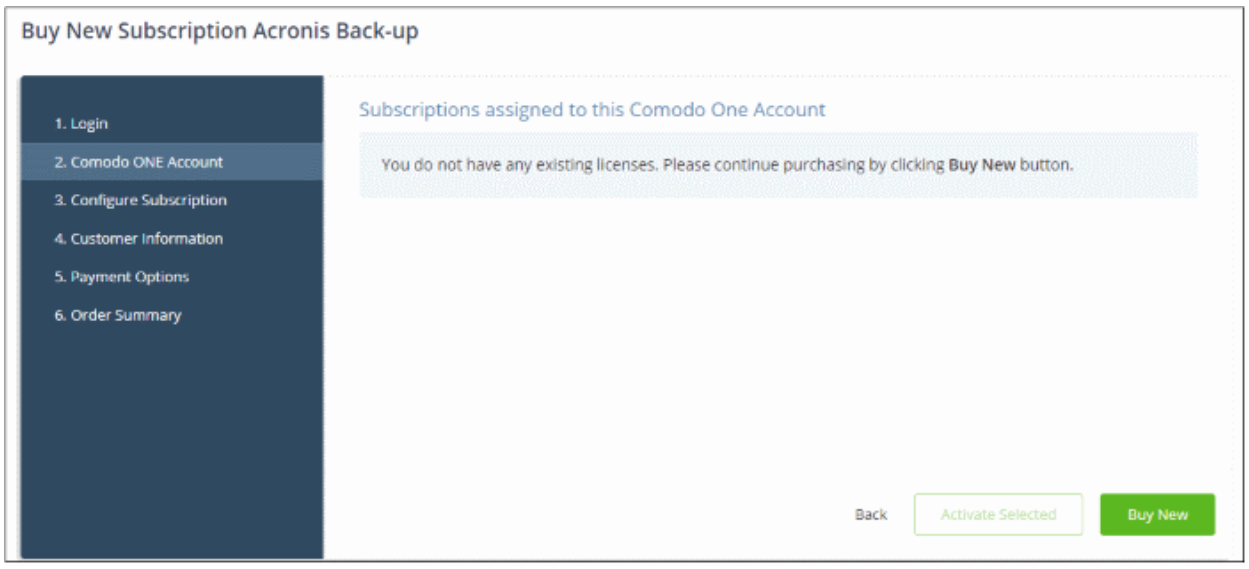
Purchase a new license

- Click 'Store' on the menu bar
- Locate the 'Acronis Cloud Backup' tile and click 'Buy'

- This will open the product purchase page:

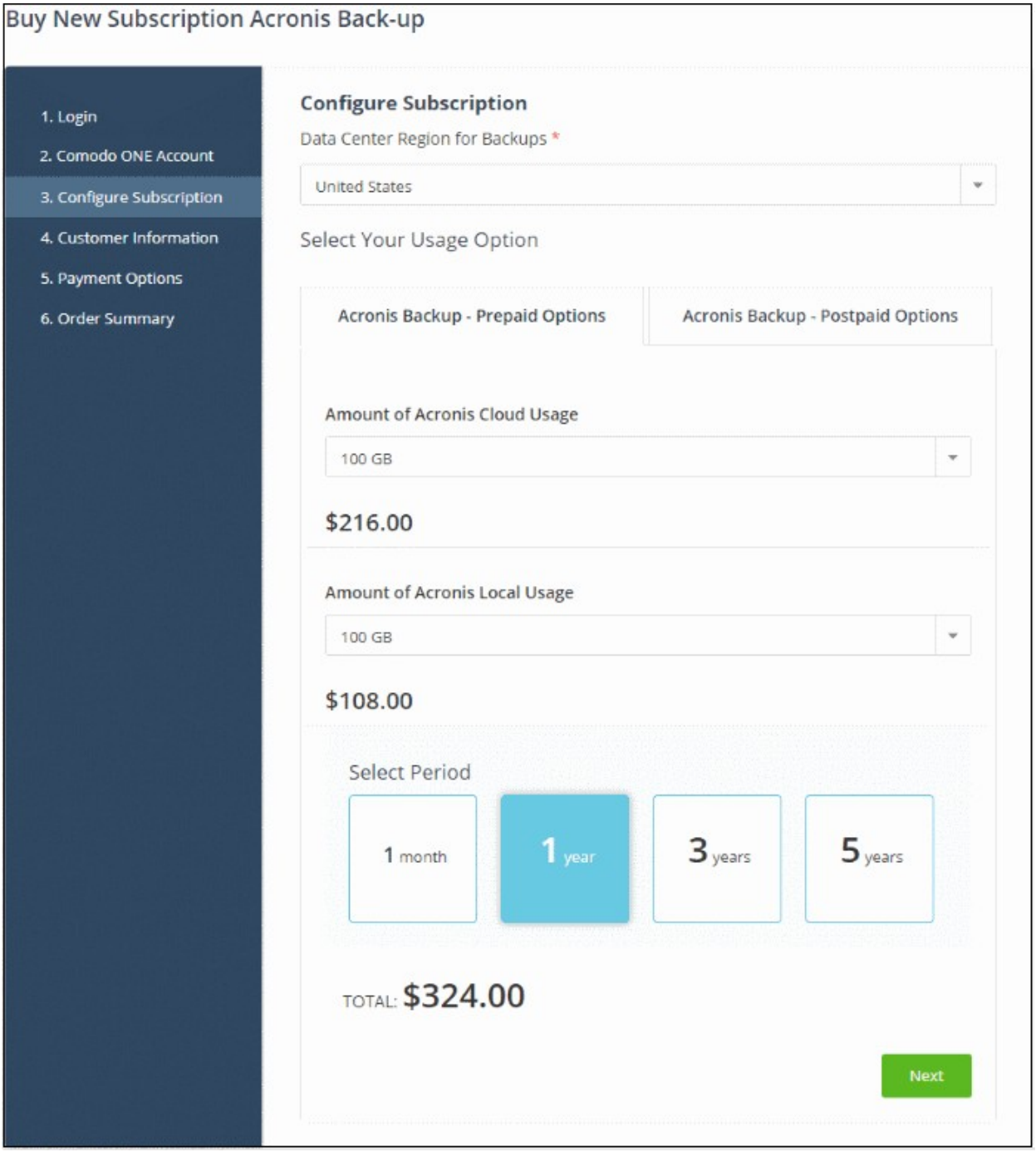


- Your login username is pre-populated
- Enter your Comodo One password then click 'Login'

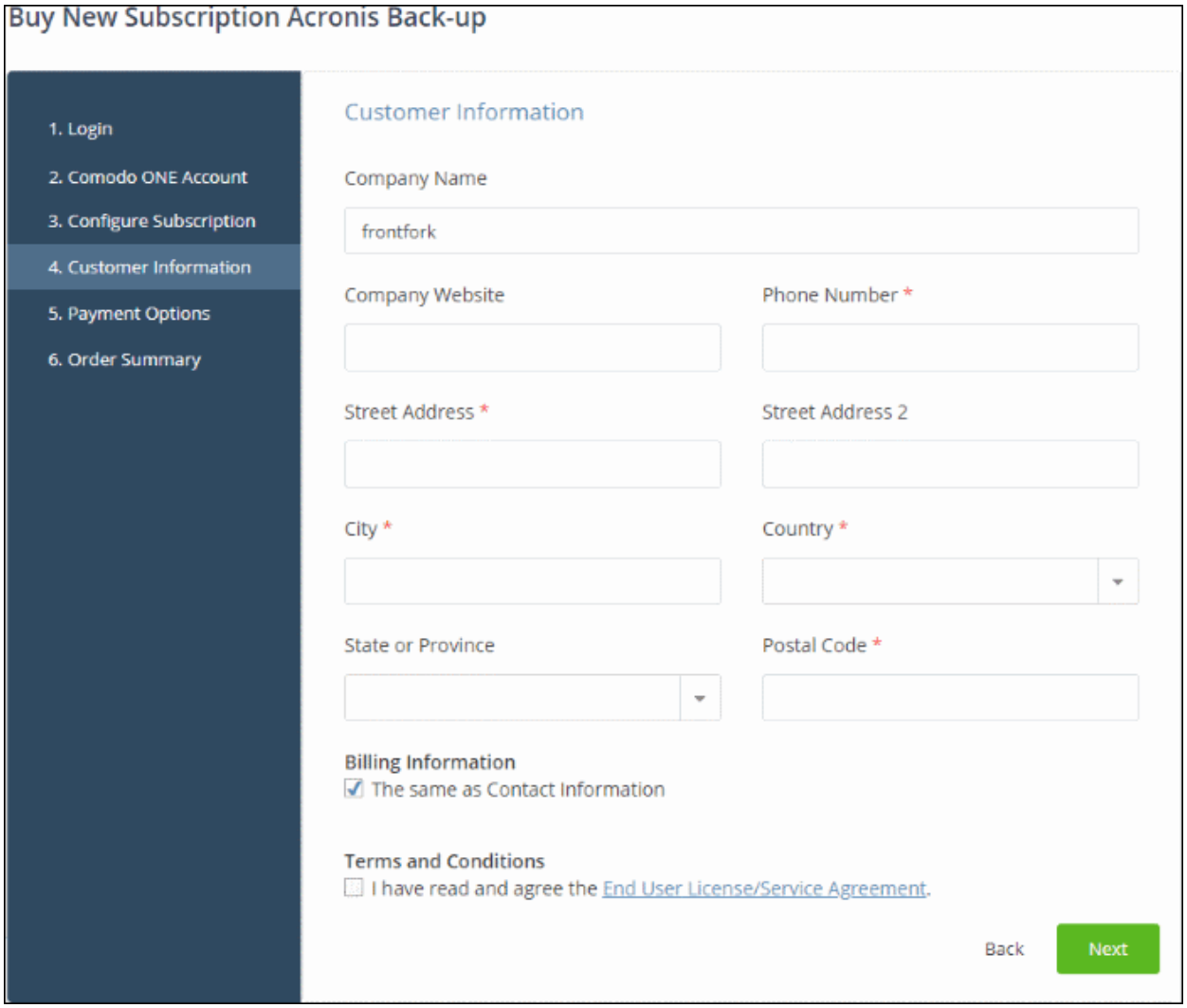


- Click 'Buy New'

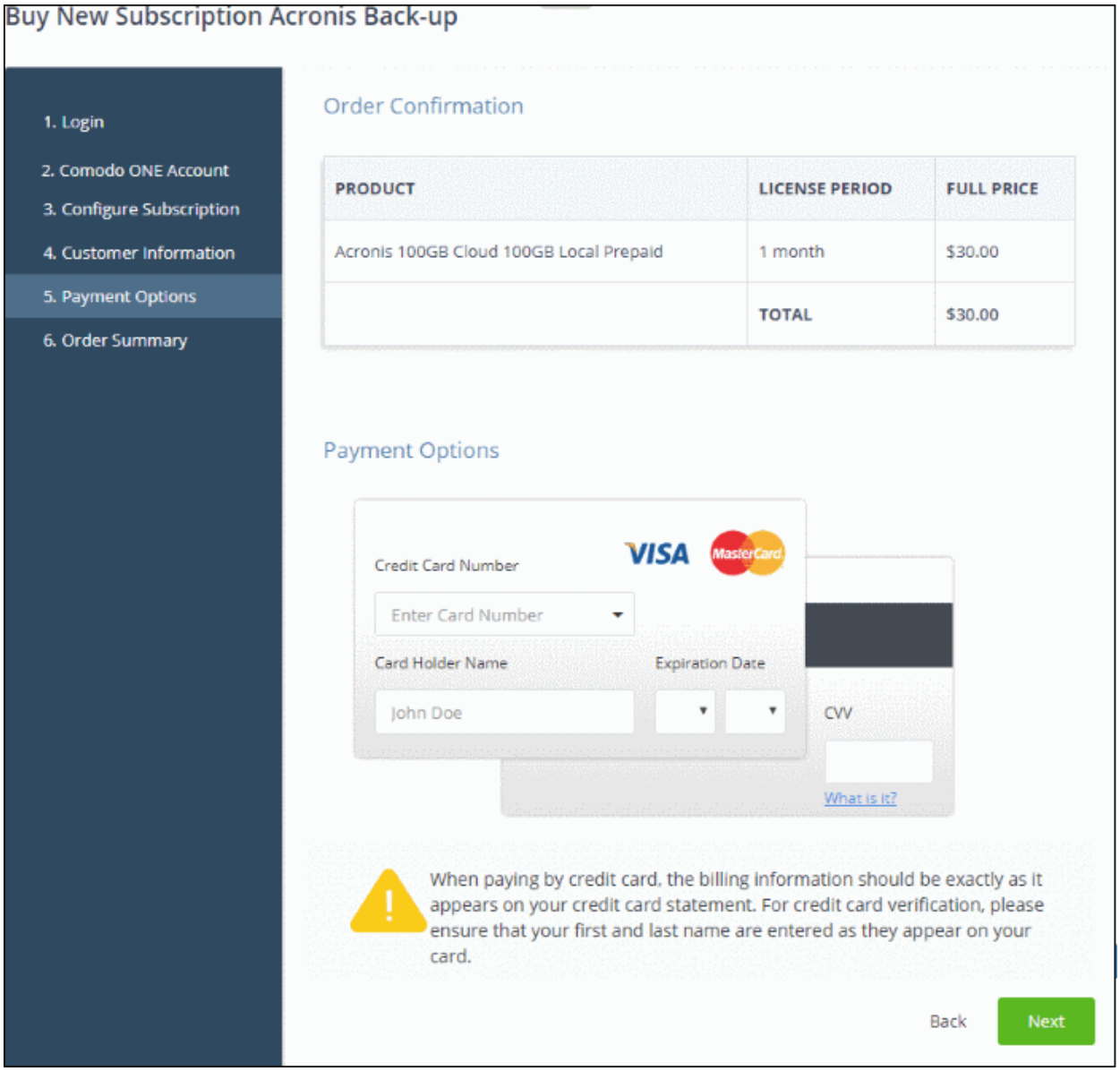
Next, select your subscription options:



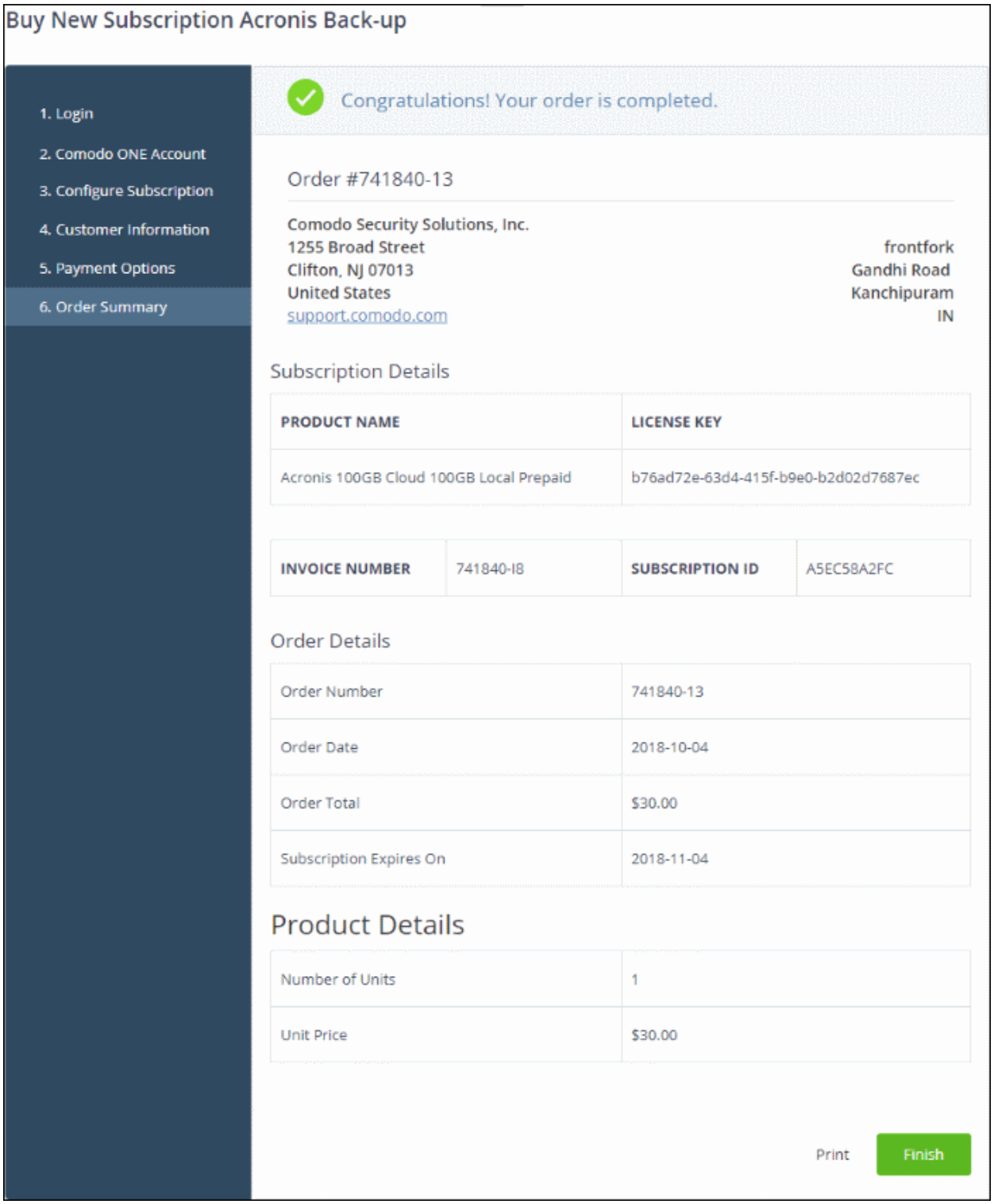
- **Data Center Region for Backups** - Choose the location of the data center on which you want to store your backups
- **Select Your Usage Option** - Choose a prepaid or post-paid plan, your storage space requirement and subscription period
- Click 'Next'



- Enter your company name, website and address details
- Read and agree to the terms & conditions
- Click 'Next' to proceed to the payment page:



- Enter your card details then click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and the license key.



- For post-paid plans, you can enable auto-payments so you need not keep track of billing dates.
- After the purchase is complete, Acronis Cloud Backup will appear in the 'Applications' menu in C1. See the description at the end of this section if you need more help to open Acronis Backup.

Activate a license

You can activate Acronis Backup licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the C1 menu bar

- Click the 'Acronis Cloud Backup' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

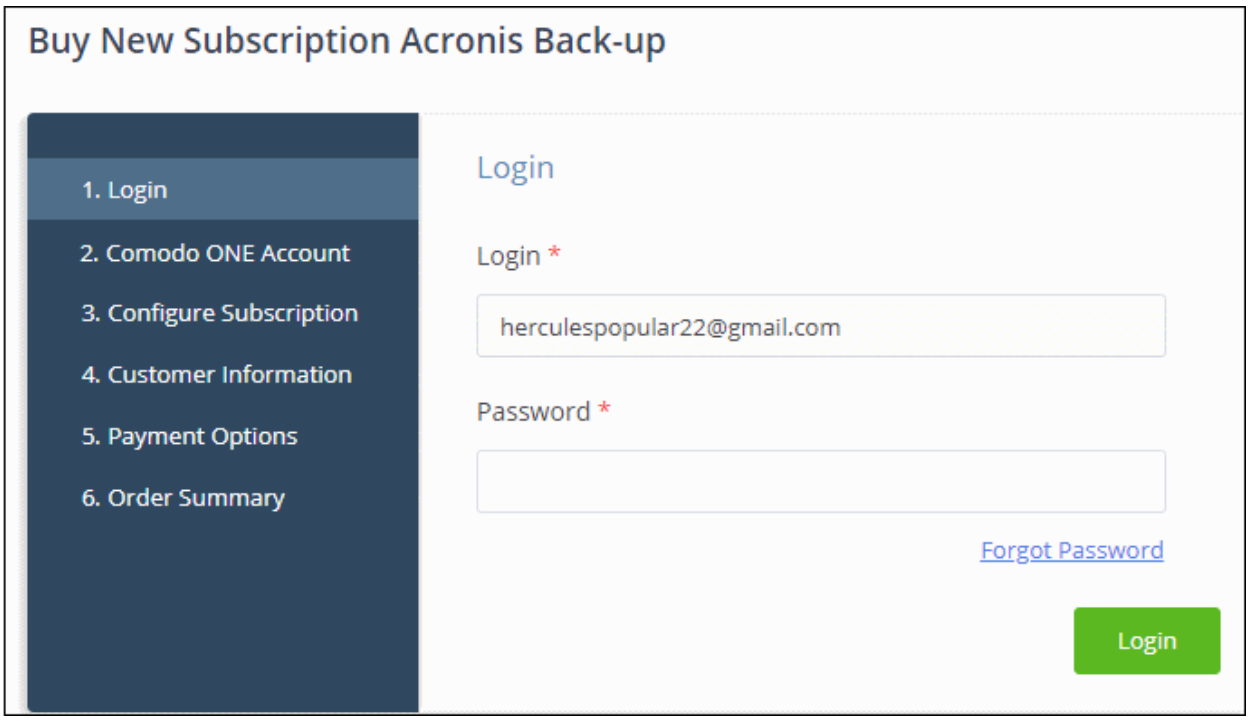
Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

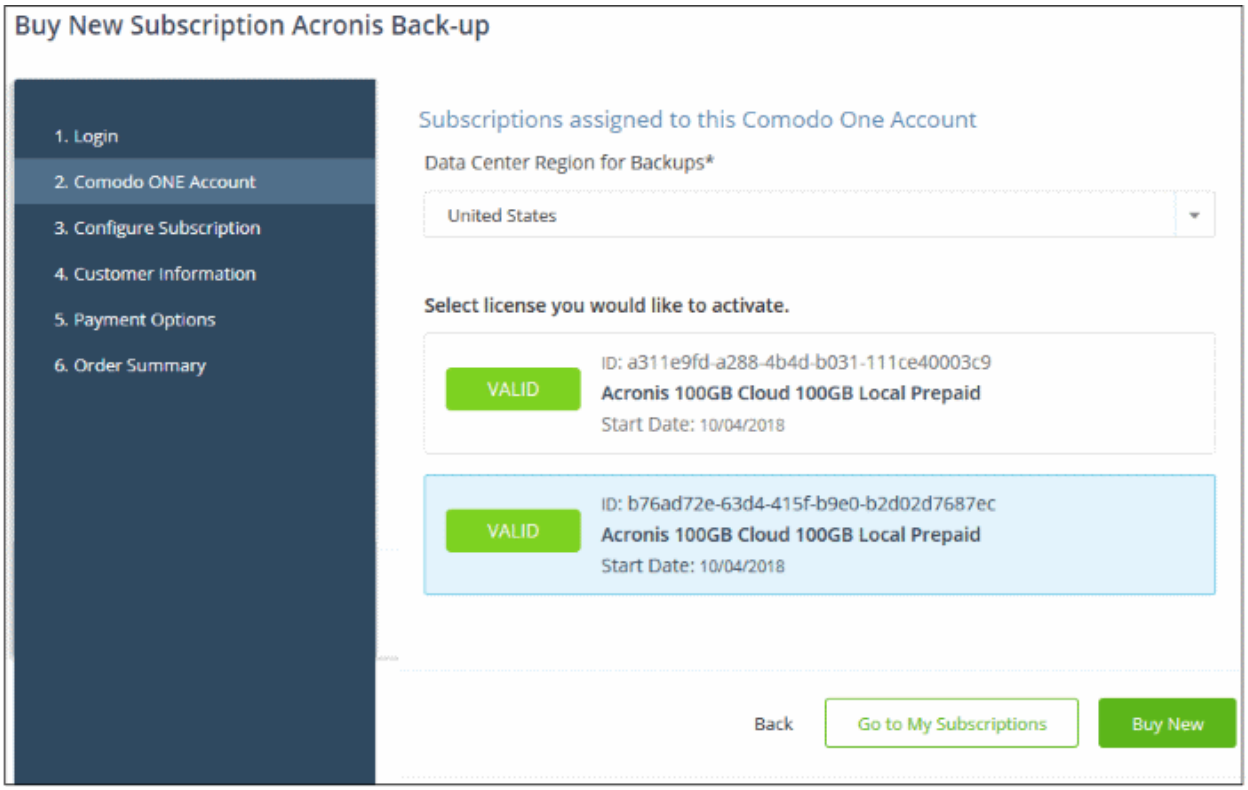
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Click 'Buy' on the 'Acronis Backup' tile

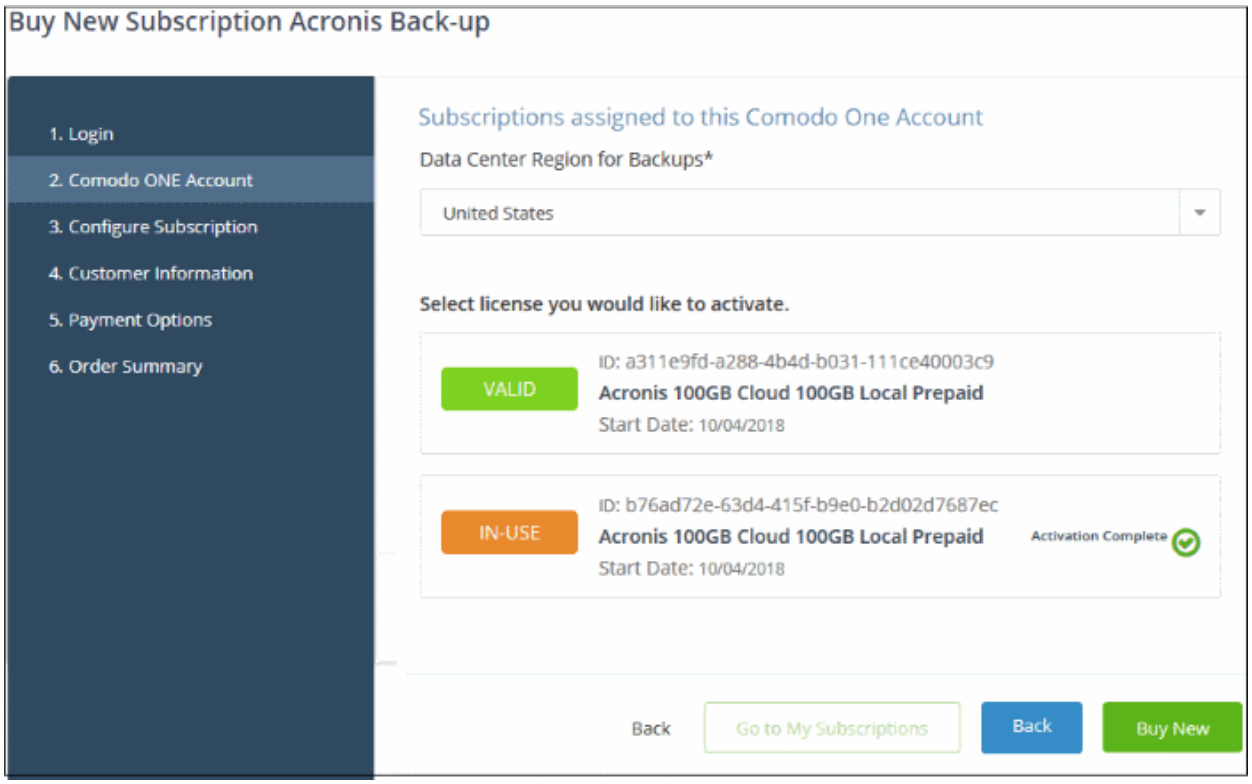
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':



- The next page shows Acronis licenses on your default account:



- **Data Center Region for Backups** - Choose the location of the data center on which you want to store your data
- **Licenses** - Choose the license you want to activate and click 'Activate Now"



The license will be activated and Acronis Backup added to the 'Applications' menu.

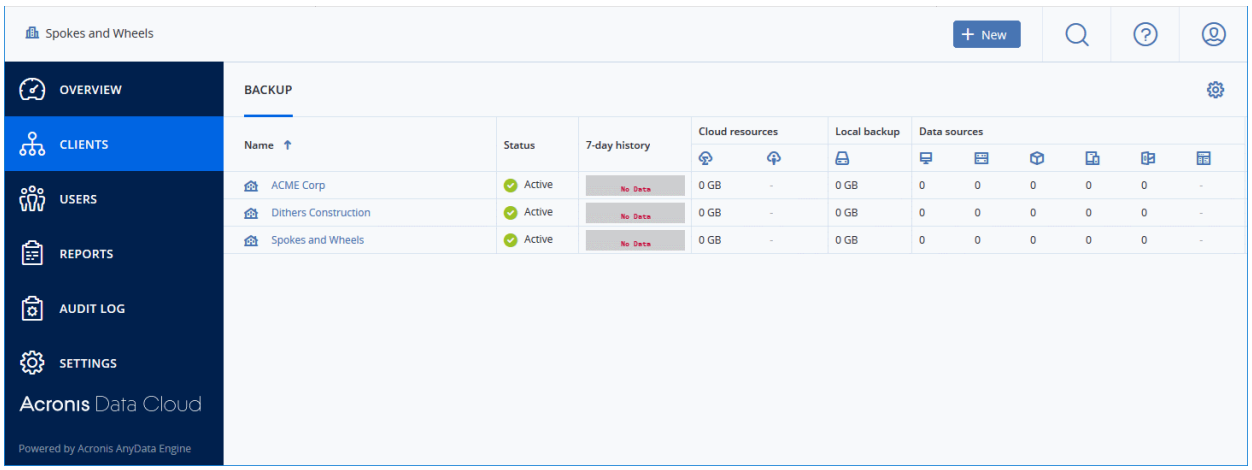
Open the 'Acronis Backup' interface

- Click 'Applications' on the menu bar then choose 'Acronis Backup'

OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.
- All licensed modules on your account are displayed as tiles.
- Click 'Open Module' on the 'Acronis Cloud Backup' tile:

- The Acronis interface opens in a new tab, or the current tab, as configured in 'Settings' > 'Comodo One Application Launch'.



For more help to use Acronis Cloud Backup, see the admin guide at **http://www.acronis.com/en-us/support/documentation/Acronis_Backup_Cloud/index.html**.

8.2 Add Quote Manager

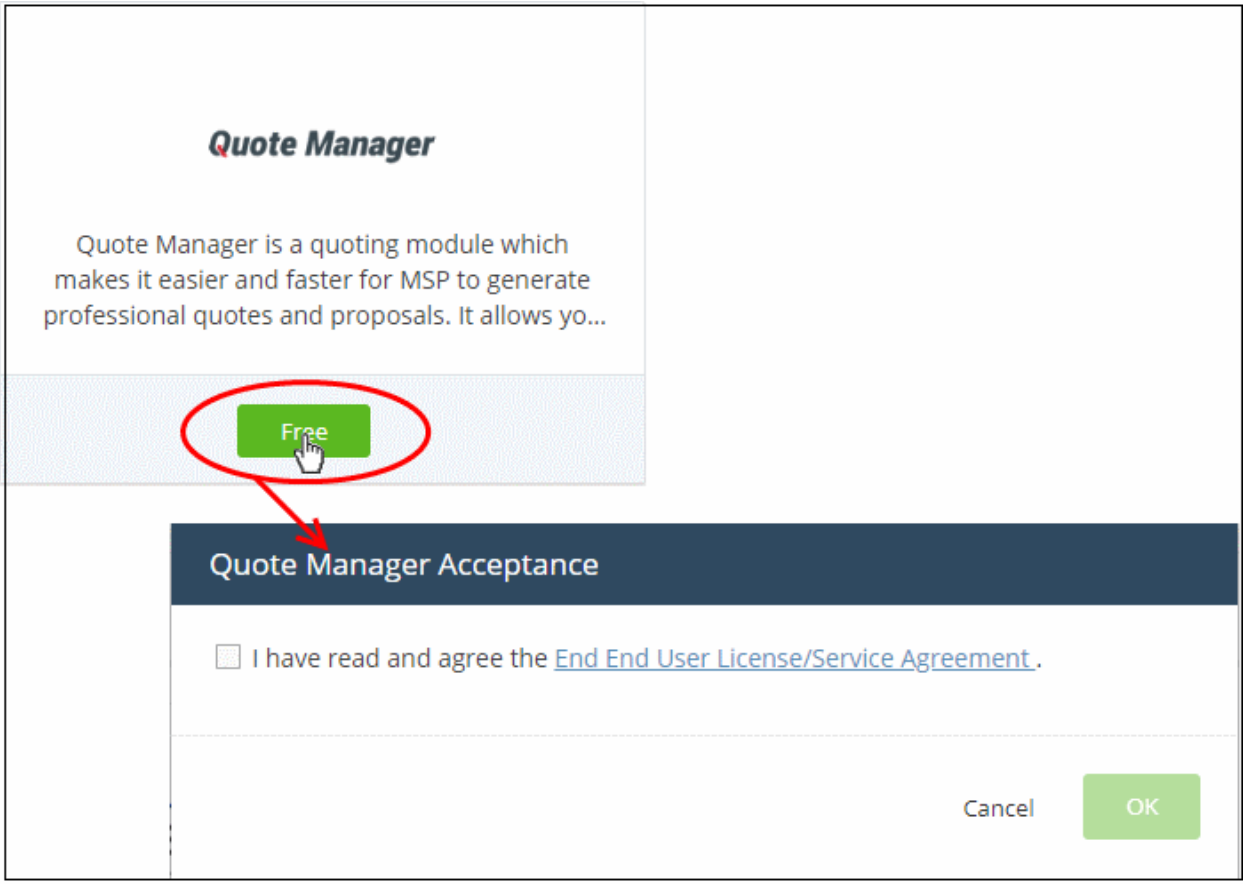
Quote Manager (QM) allows you to quickly cost, generate and send quotes to your customers.

- Quotes can be forwarded to customers directly from the C1 interface. Customers can review, accept or reject their quotes using the online viewer.
- Feedback system lets your customers provide responses to your quotes
- Built-in dashboard lets you easily keep track of the status of a quote.
- Other features include custom quote templates, custom email templates, quote reminders, sales reports and more.

Add Quote Manager to C1

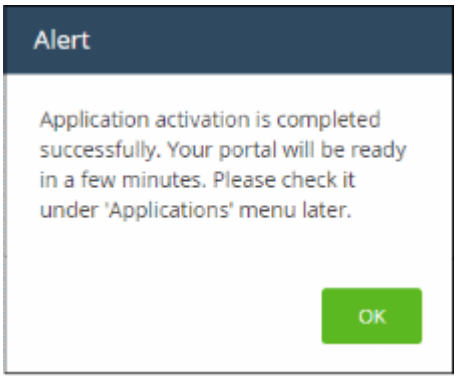
- Click 'Store' on the menu bar and locate the 'Quote Manager' tile.
- Click 'Quote Manager' to view the product description.
- Click 'Free' to start the integration process.

The end user license agreement will appear:



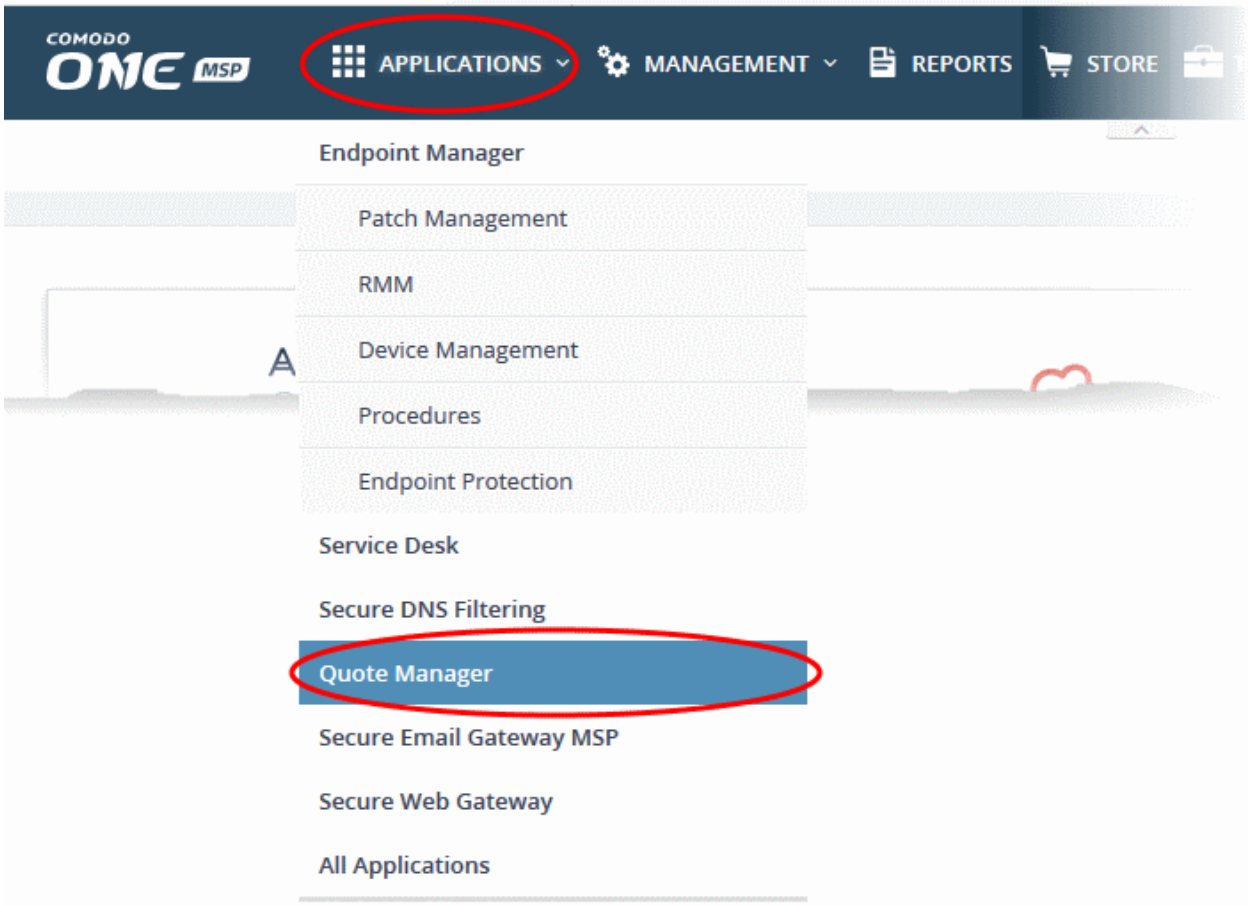
- Read the EULA fully, select the check box and click 'OK'.

Quote Manager will be added to your C1 console. You will see the following confirmation message:



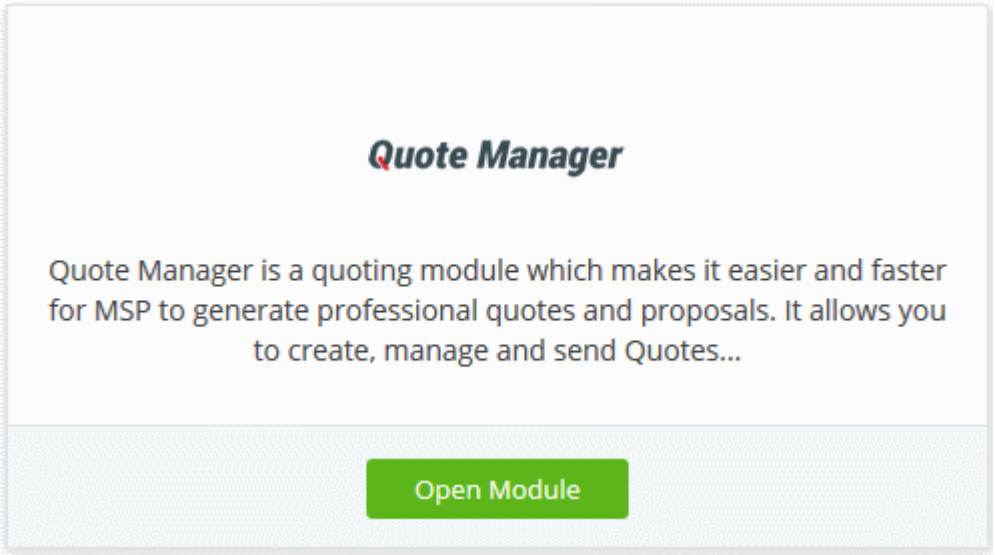
Once added, you can access 'Quote Manager' from the 'Applications' interface.

- Click 'Applications' > 'Quote Manager'

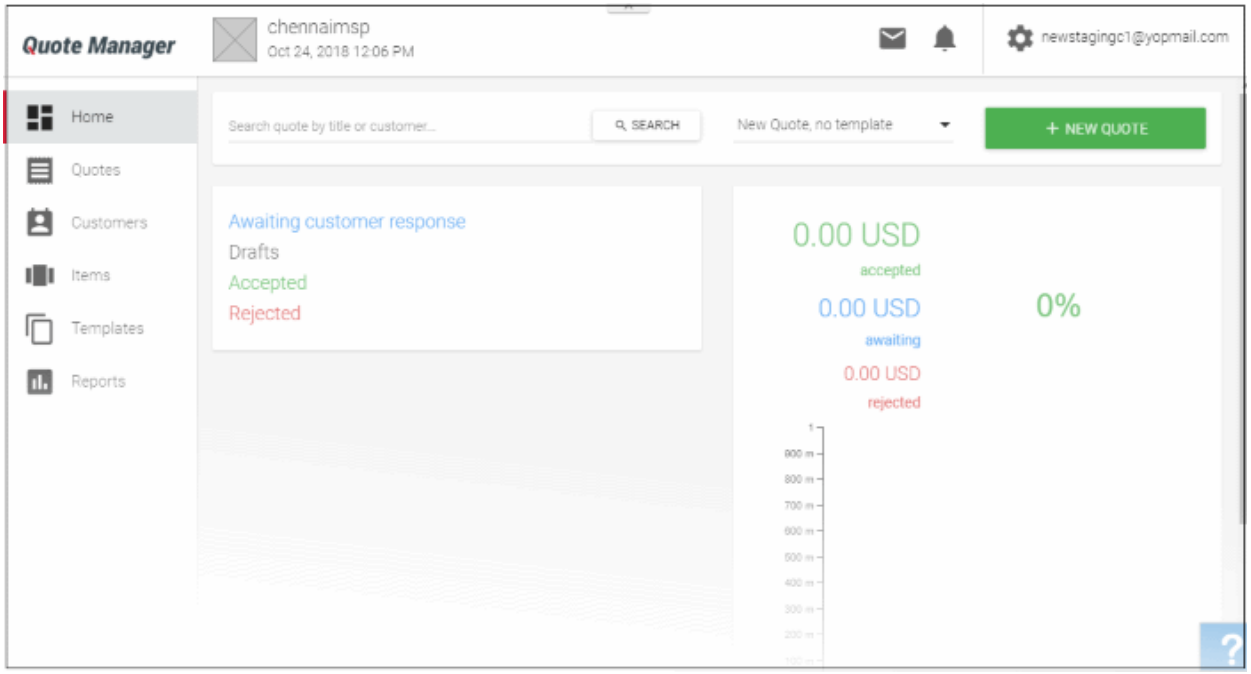


OR

- Click 'Applications' on the menu bar then choose 'All Applications'
- Click 'Open Module' in the 'Comodo Quote Manager' tile:



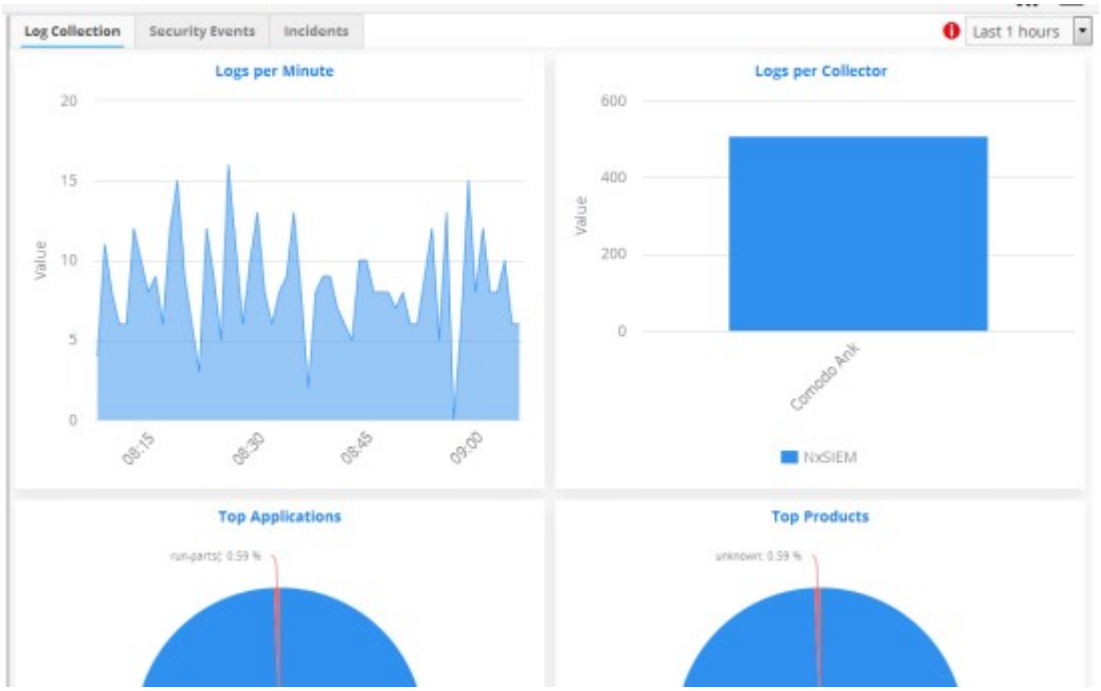
The Quote Manager interface will open in a new tab or in the current tab as configured in 'Settings' > 'Comodo One Application Launch'. See **Configure application launch settings** in **Configure C1 Settings** for more details.



For more details about how to use Quote Manager, see the online admin guide at **https://help.comodo.com/topic-289-1-778-10458-Introduction-to-Quote-Manager.html**.

8.3 Add cWatch

- cWatch is a next generation security information and event monitoring (SIEM) platform that allows MSPs to provide strong, real-time protection to customer networks.



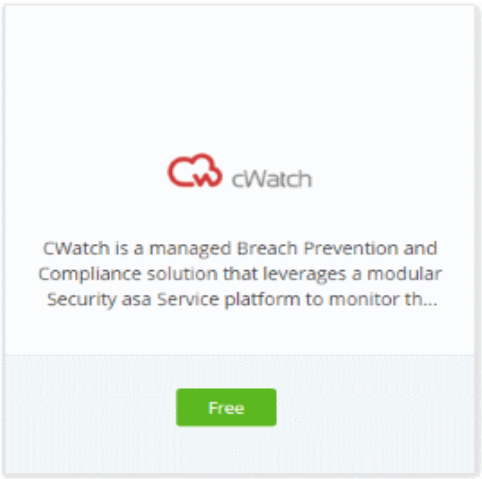
- It features advanced event log monitoring, built-in reports, a powerful query system, auto-assignment of incidents, customizable dashboards and real-time alerts.
- The basic version of cWatch is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the Comodo One console.
- If you already have cWatch on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

The following sections explain how to purchase and activate a license:

- **Obtain a trial license**
- **Activate a license**

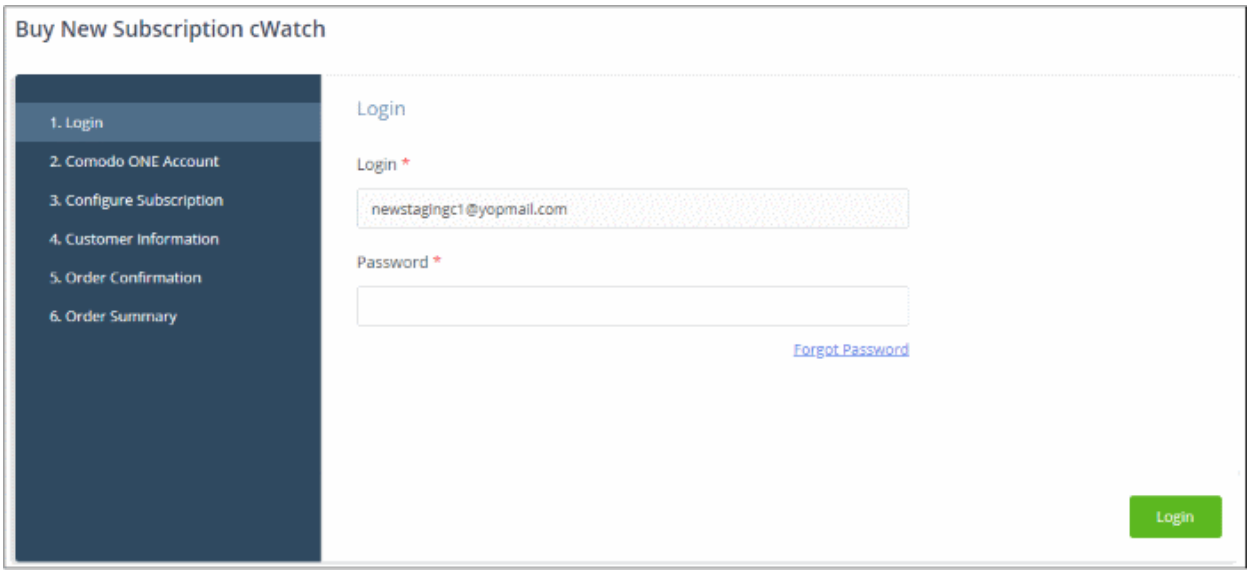
Obtain a Trial License

- Click 'Store' on the menu bar
- Locate the 'cWatch' tile

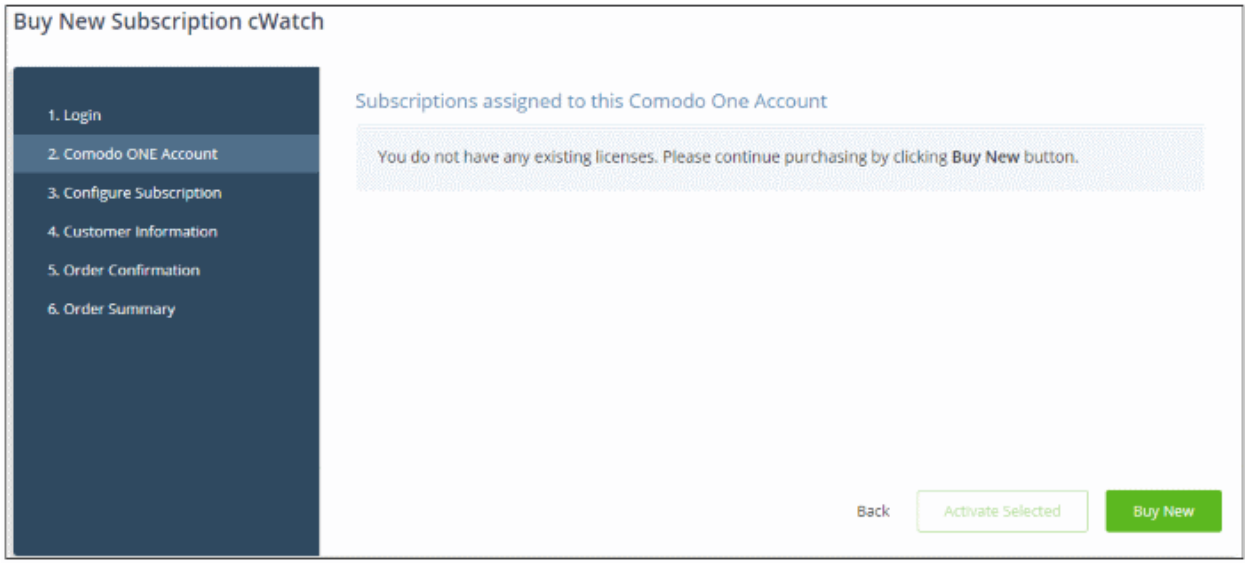


- Click the 'Free' button

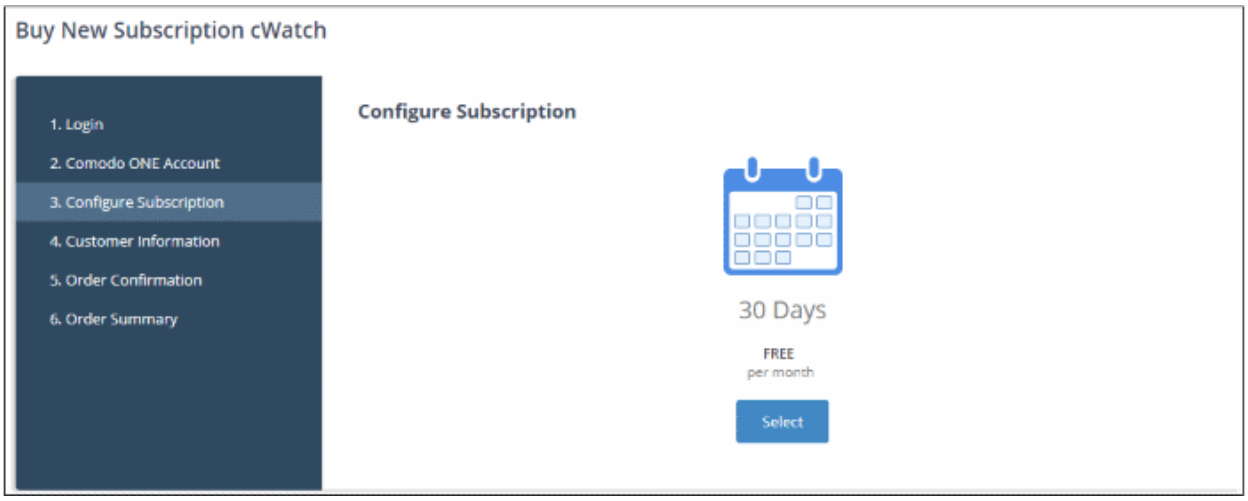
You will be taken to the product order page.



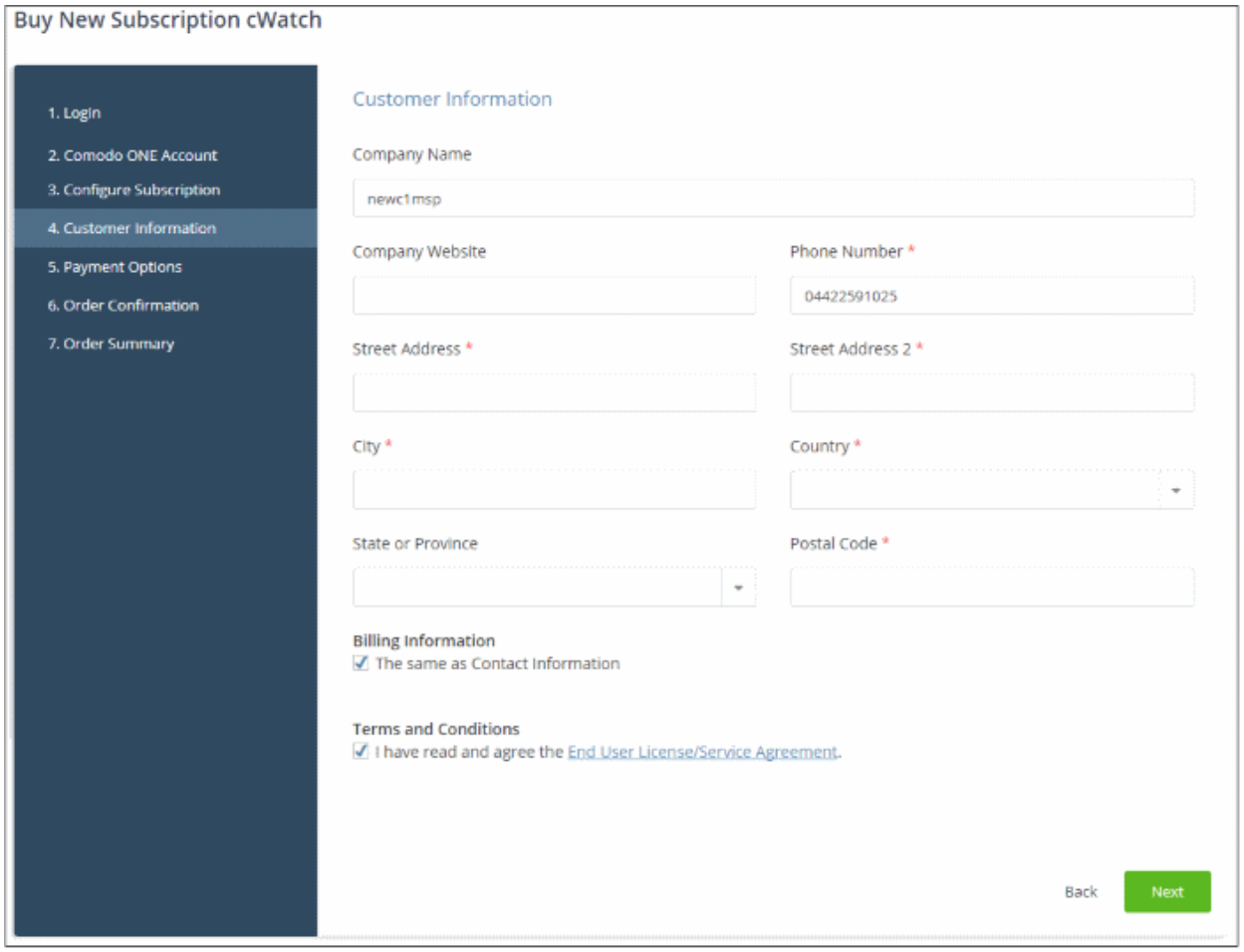
- Your username is pre-populated and cannot be changed
- Enter your Comodo One account password then click 'Login'



- Click 'Buy New'

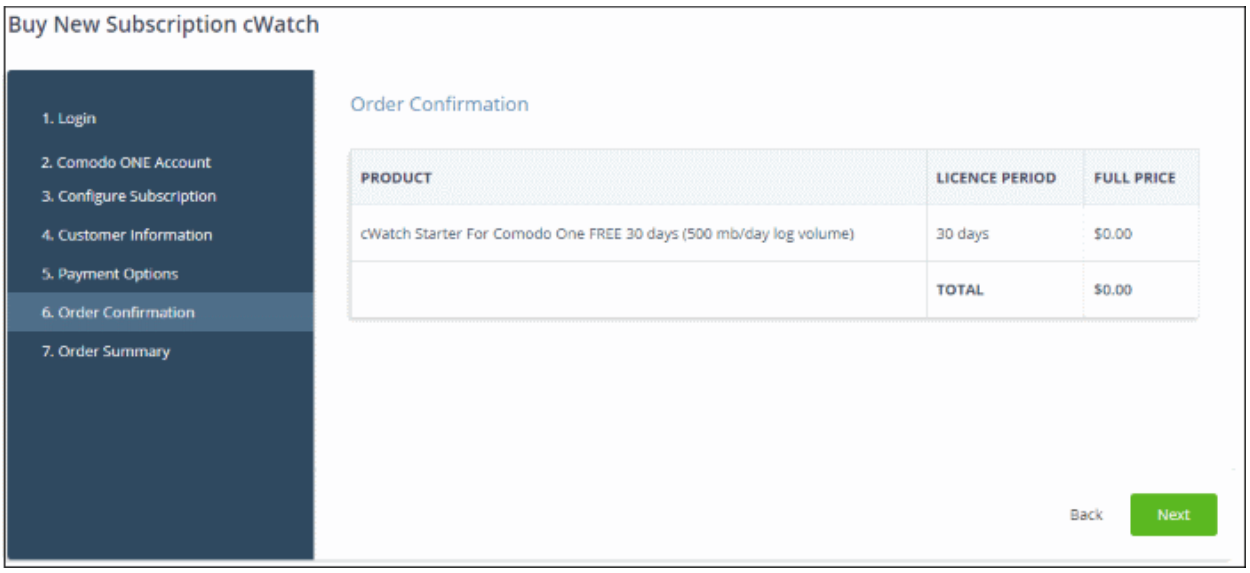


- Click 'Select' in the 'Configure Subscription' page

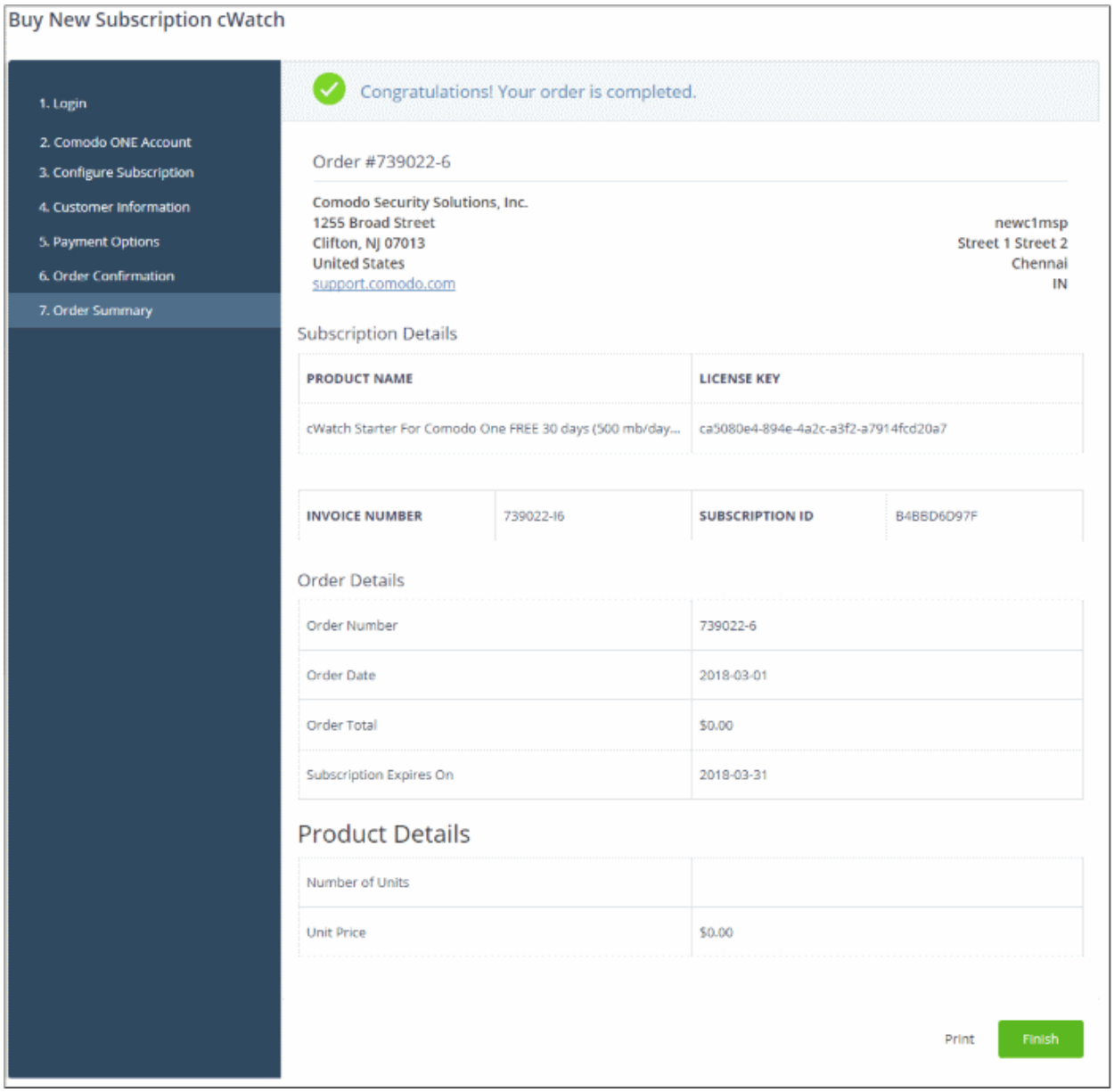


- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'

You will see the following order confirmation:



- Review your order details then click 'Next'
- Your order will be submitted. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:



- Click 'Finish'.
- After the purchase is complete, cWatch will appear in the 'Applications' interface. See the **description** at the end of this section if you need more help to open the cWatch interface.

Activate a license

You can activate cWatch licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

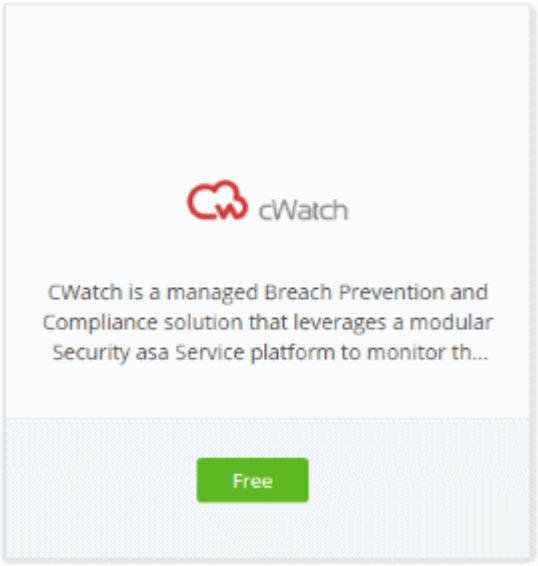
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'cWatch' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

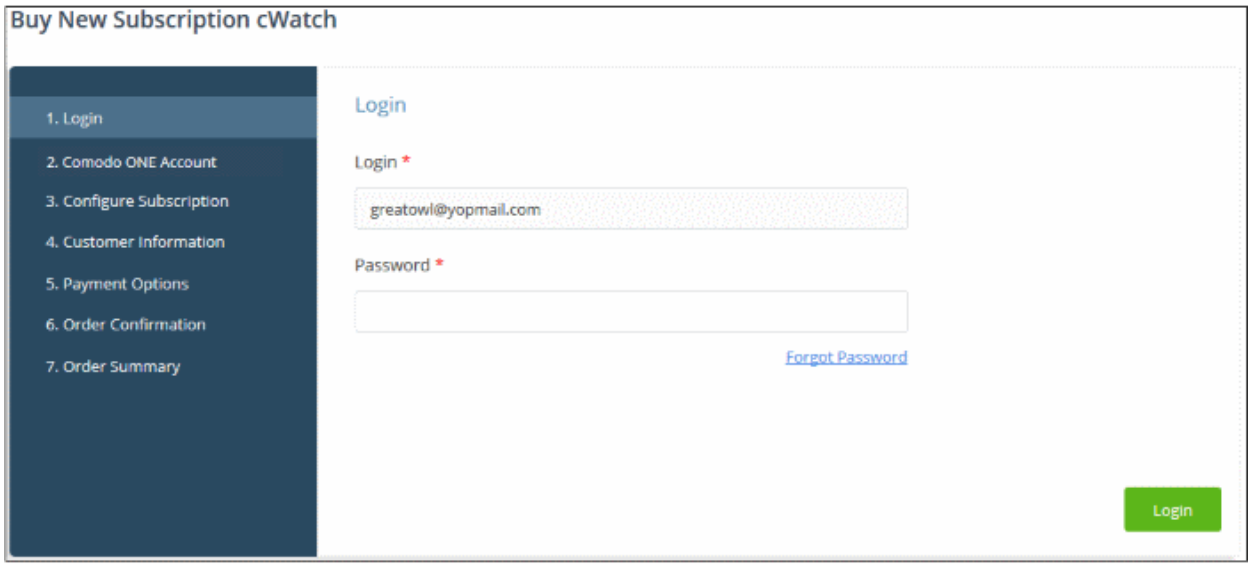
You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'cWatch' tile

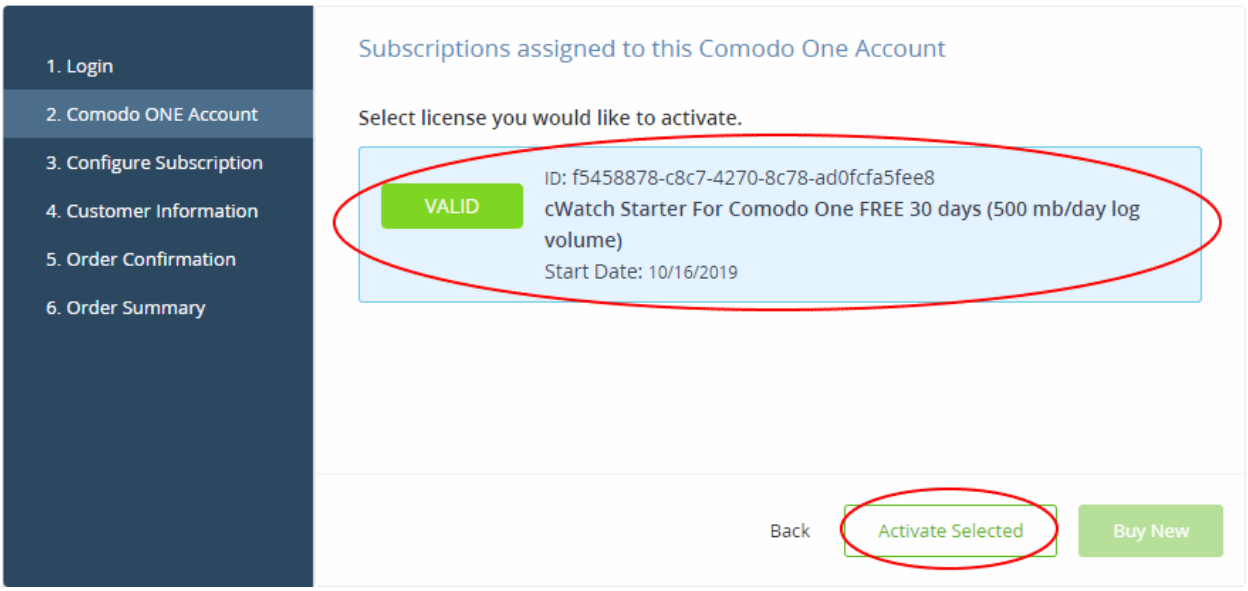


- Click 'Free' on the cWatch tile.
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':



- The next page shows cWatch licenses on your default account:

Buy New Subscription cWatch

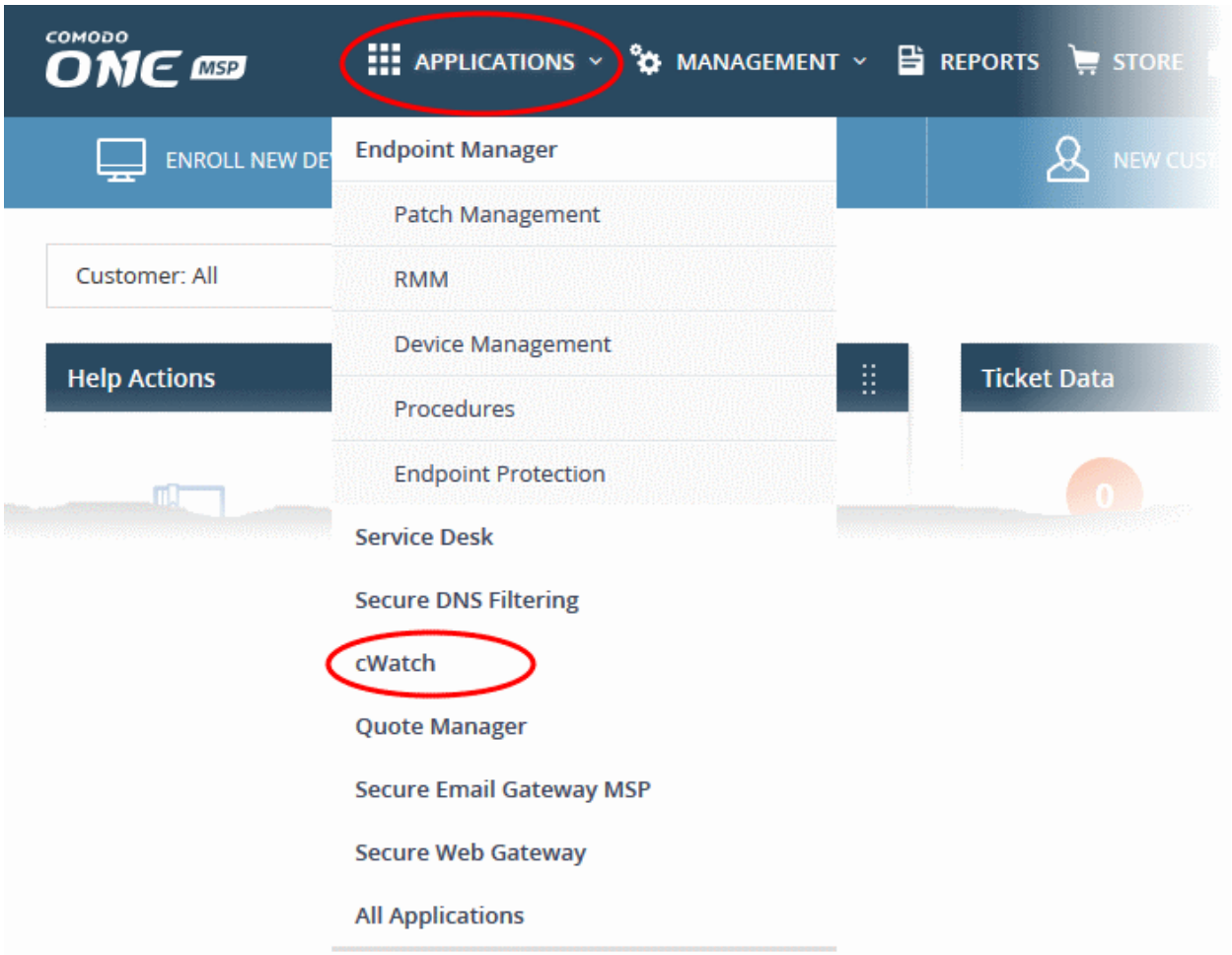


- Choose the license you want to use for this account then click 'Activate Selected'

The license will be activated. You can access DLP from the C1 'Applications' menu.

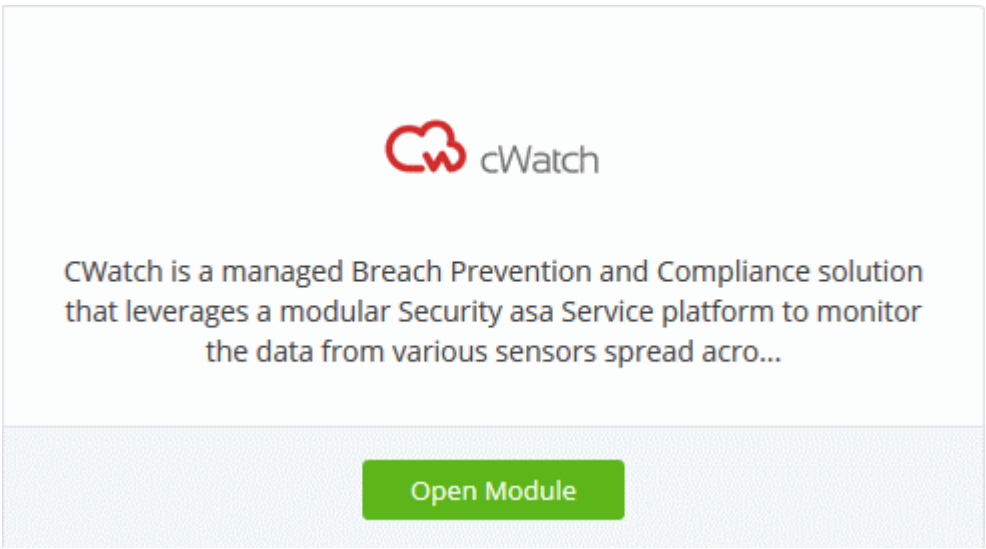
Open the 'cWatch' interface

- Click 'Applications' on the menu bar then choose 'cWatch' from the drop-down

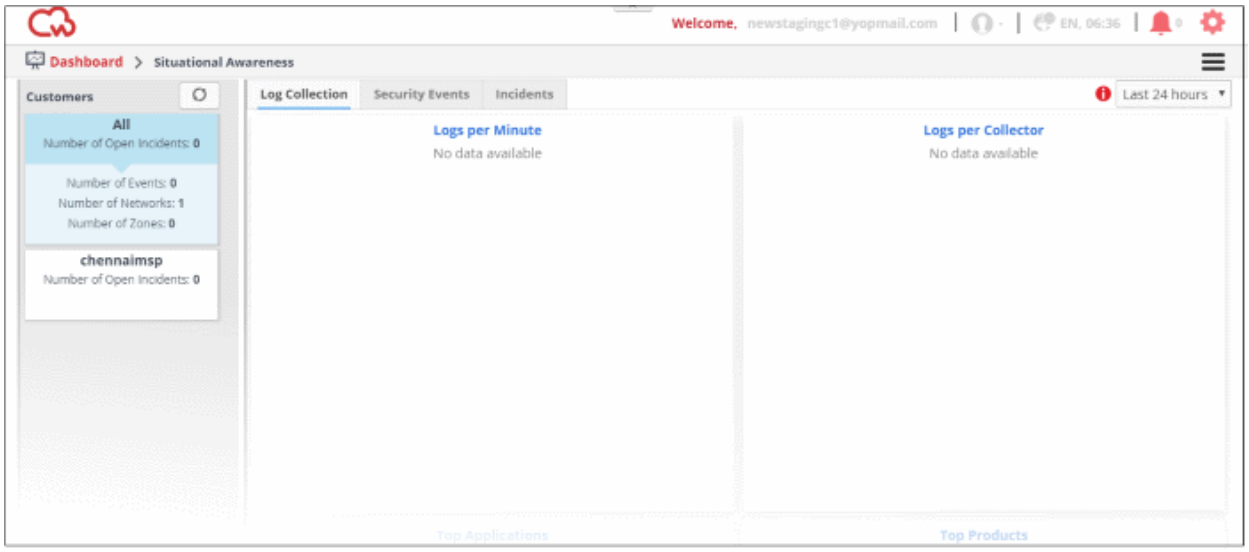


OR

- Click 'Applications' > 'All Applications' on the menu bar
- Click 'Open Module' on the cWatch tile:



The cWatch interface will open in a new tab, or the current tab, as configured in 'Settings' > 'Comodo One Application Launch'.



For help to use cWatch, see the guide at **https://help.comodo.com/topic-285-1-833-10528-Introduction-to-Comodo-cWatch-Network.html**

8.4 Upgrade Endpoint Manager

Endpoint Manager is the single pane of glass that allows you to protect and manage mobile devices and endpoints across your entire network.

- The basic version of Endpoint Manager is free and integrated with your C1 account
- You can upgrade your license to 'Standard', 'Premium' or 'Managed' version by purchasing a new license from the Comodo One console.
- If you already have an Endpoint Manager license on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

The following sections explain how to purchase and activate a license:

- **Upgrade by purchasing a new license**
- **Activate a license**

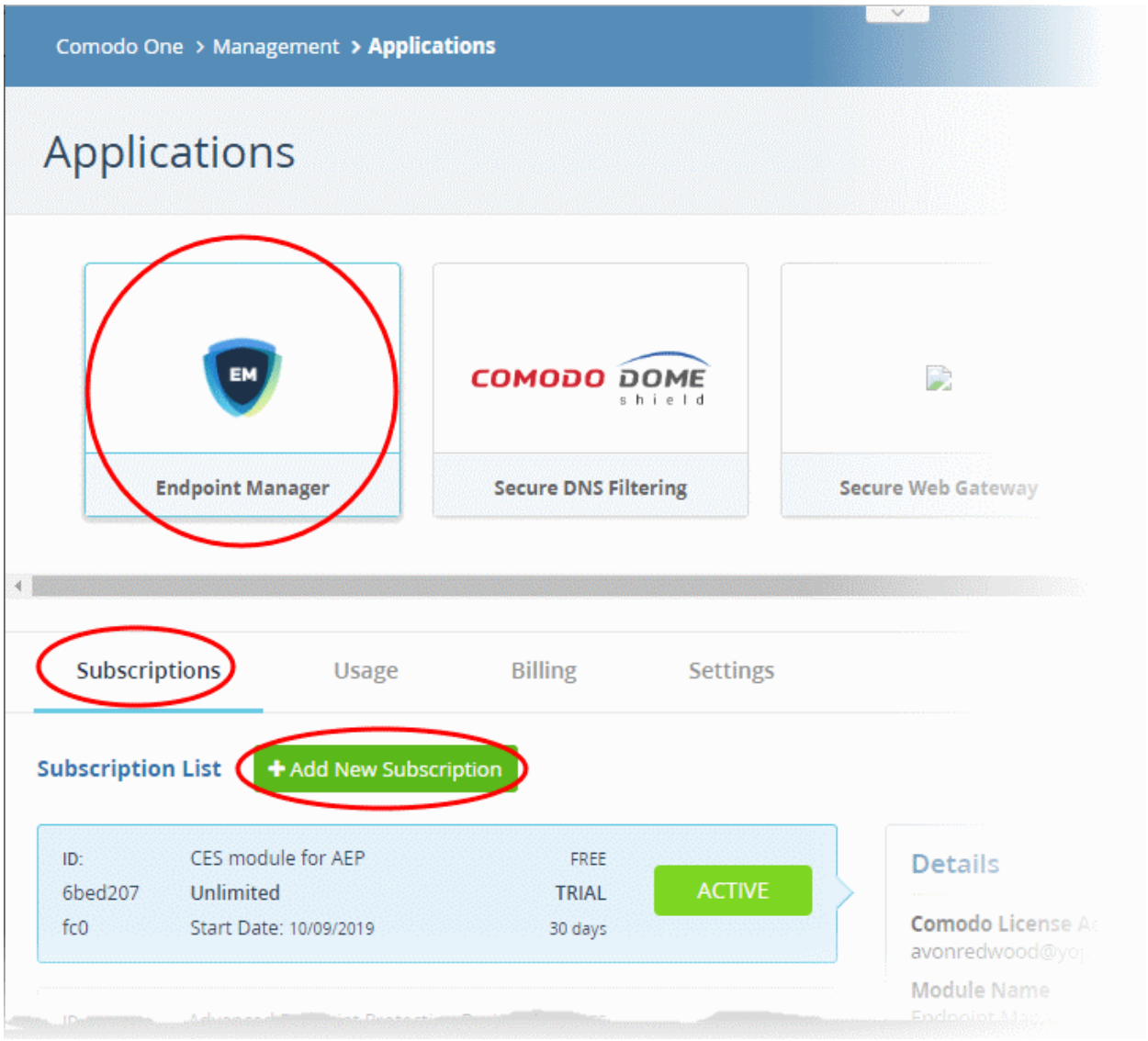
Upgrade Endpoint Manager by purchasing a new license

There are two ways to open the license purchase page:

- **From the Comodo One console**
- **From the Endpoint Manager console**

Comodo One console

- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Click 'Add New Subscription'



- Complete the form to buy your new license.
- See **product purchase page** if you need help to complete the form

Endpoint Manager console

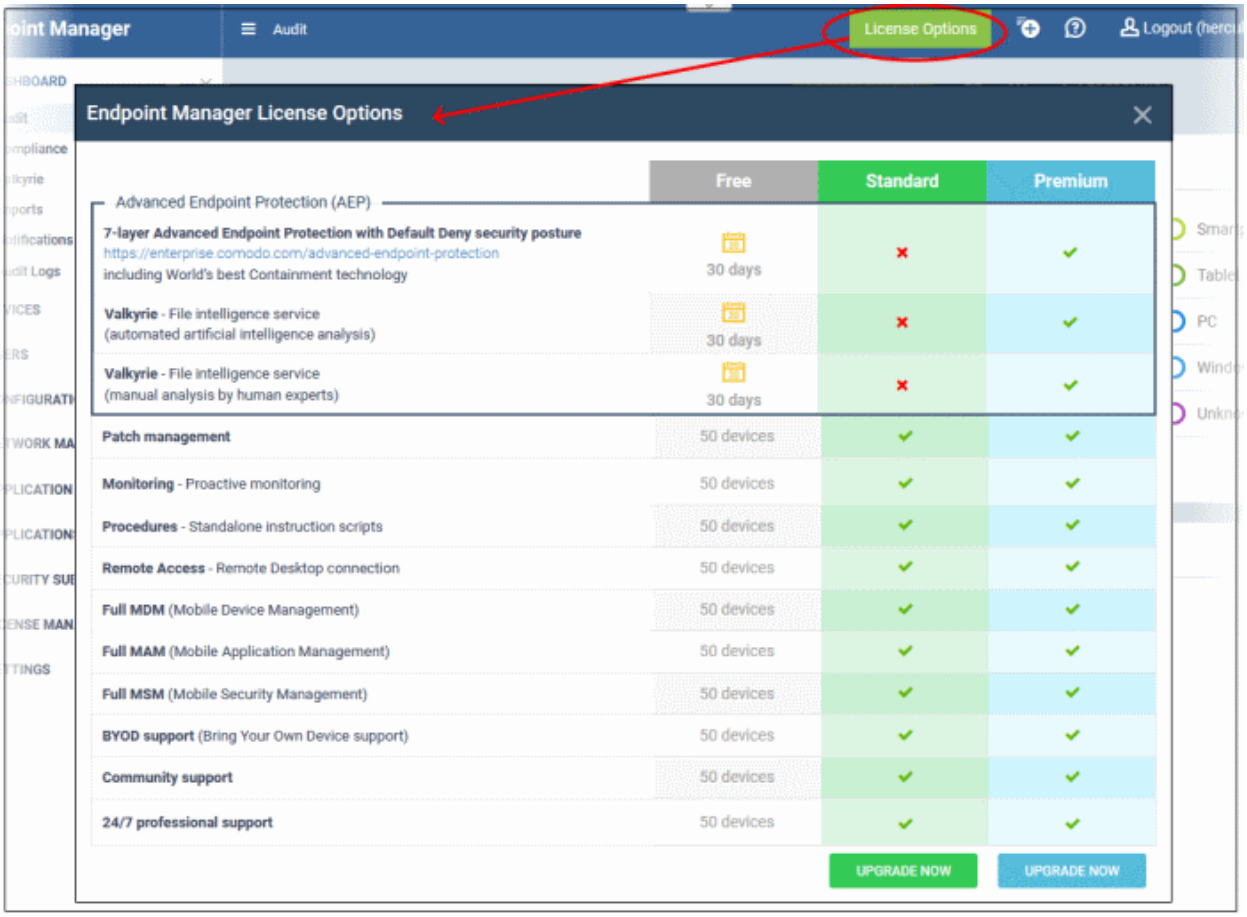
- Click 'Applications' > 'Endpoint Manager' in the C1 menu

OR

- Click 'Applications' > 'All Applications' > 'Open Module' in the 'Endpoint Manager' tile.

The Endpoint Manager interface will open.

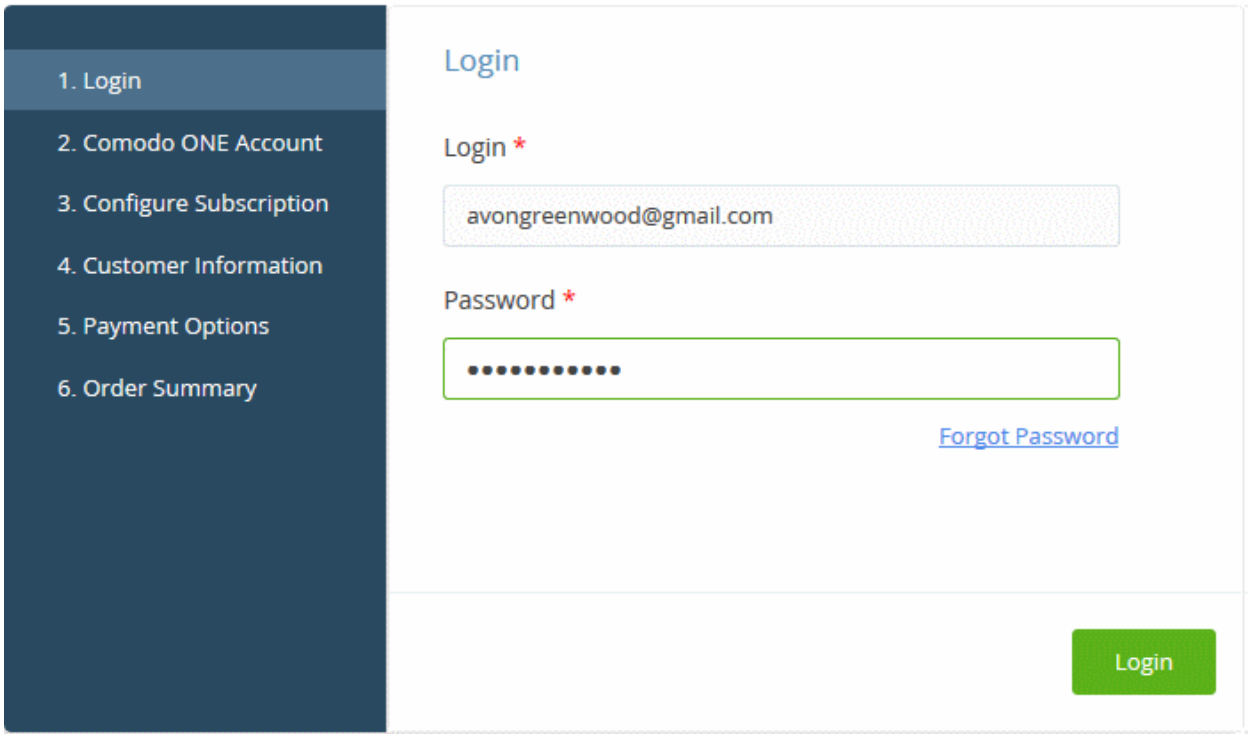
- Click 'License Options' at the top



- Click 'Upgrade Now' on the version you want to purchase

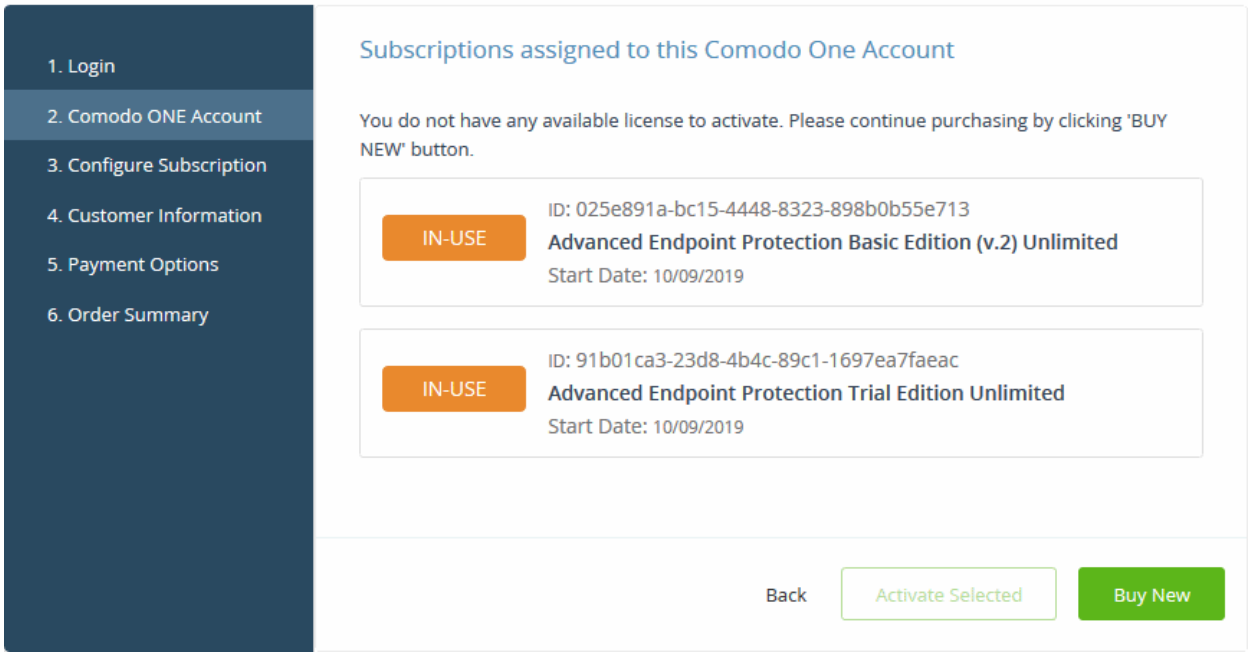
This will open the product purchase page in your C1 account.

Buy New Subscription Endpoint Manager

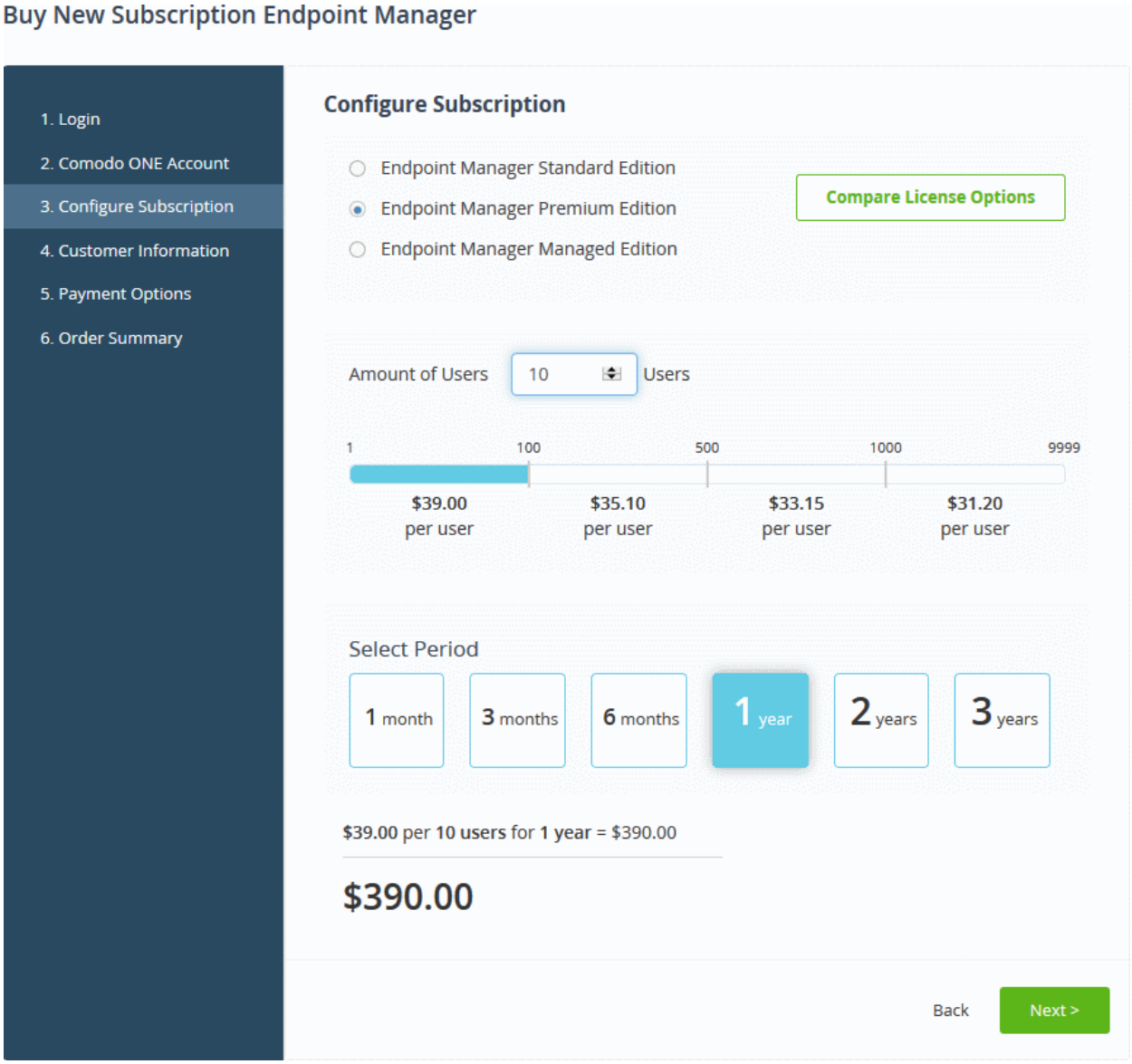


- Your username is pre-populated and cannot be changed
- Enter your Comodo One account password then click 'Login'

Buy New Subscription Endpoint Manager

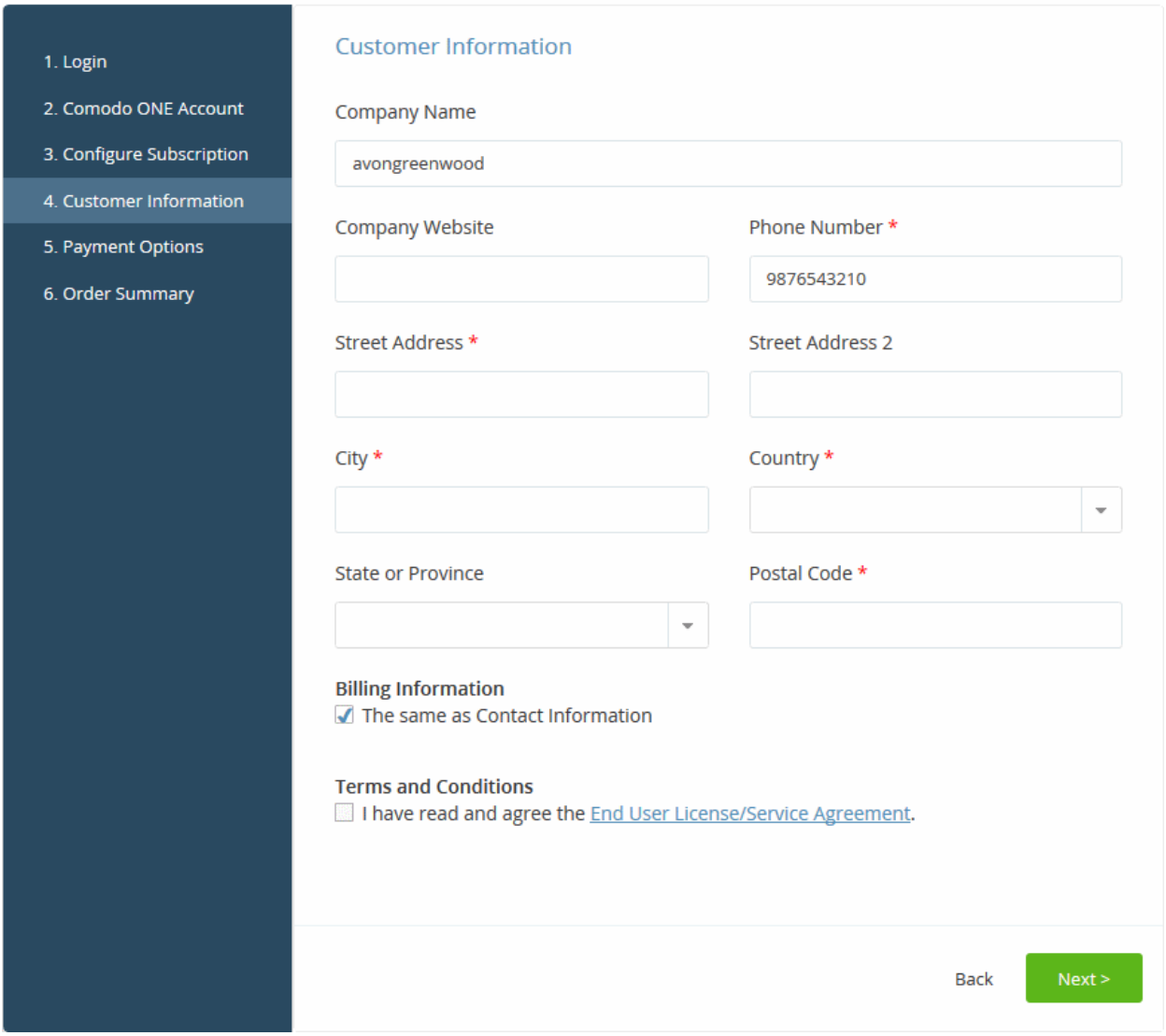


- Click the 'Buy New' button

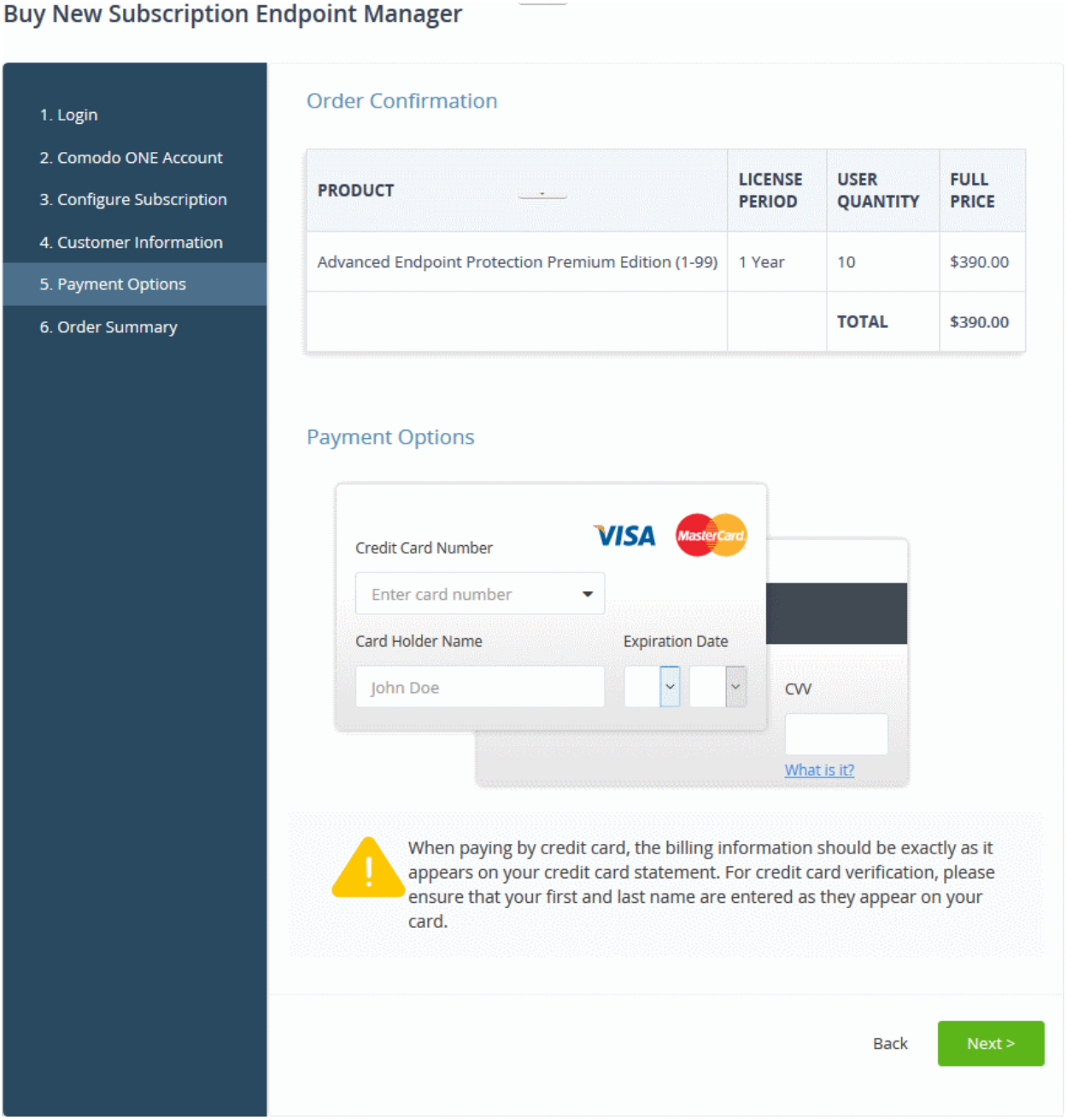


- The edition you chose in the first step is pre-selected. You can change to a different edition if required.
  - Click 'Compare License Options' if you want to review the differences between the standard, premium and managed versions.
- Select the number of user licenses you require.
  - The per-user rate depends on the number of users.
  - Each license covers one mobile device or one Windows / Mac / Linux endpoint for a single user. Additional licenses are required for each device for a user.
- Select the license period. The minimum license period is one month.
- Click 'Next' to continue to customer information.
- Enter your company name, website and address details:

Buy New Subscription Endpoint Manager

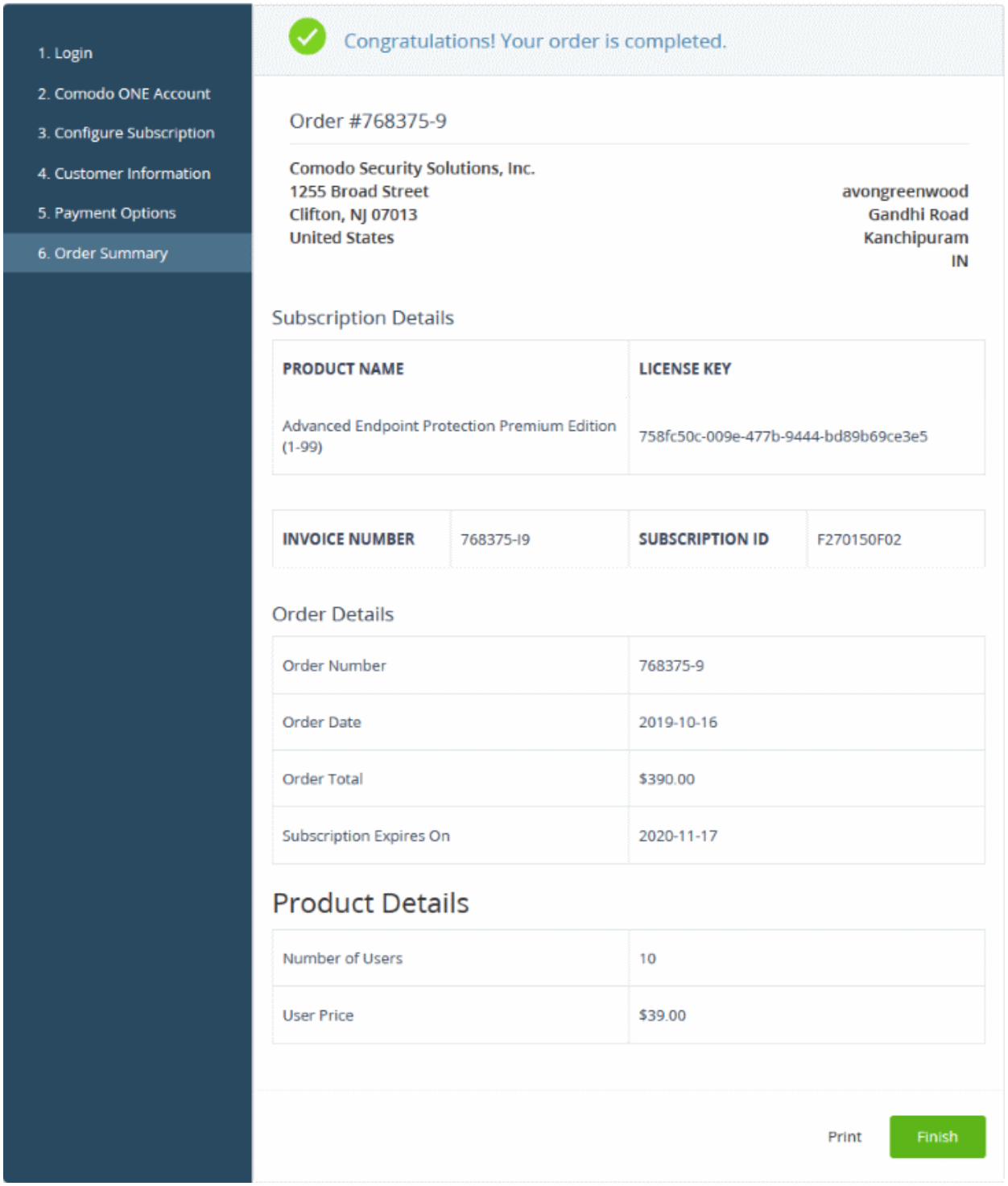


- Agree to the terms and conditions then click 'Next'



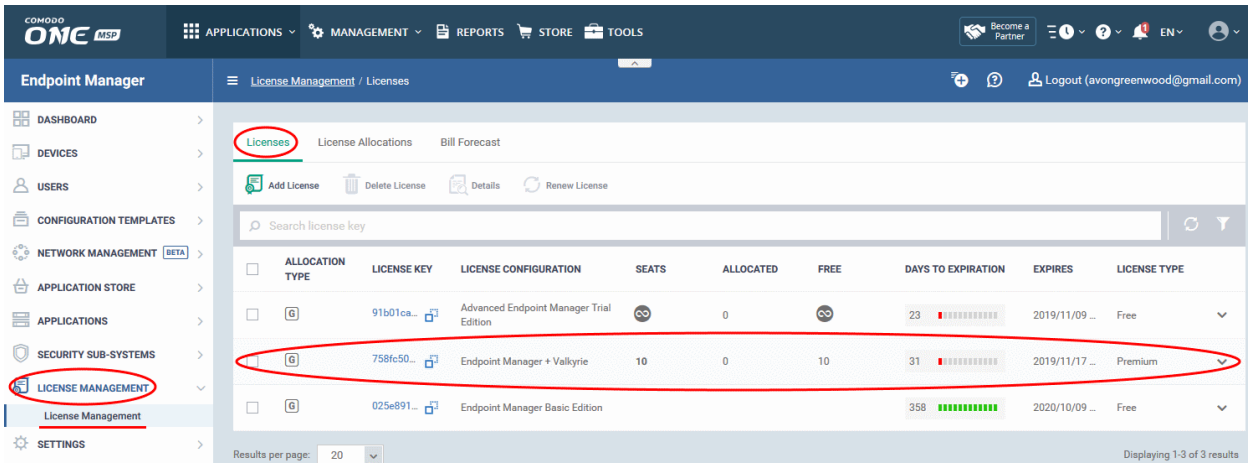
- Review your order and enter your payment details
- Click 'Next'
- Your order will be submitted and processed. You will receive an order confirmation mail with your license key.
- The order summary page is shown after your order has been processed:

Buy New Subscription Endpoint Manager



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Finish' to complete the purchase process.

The license will be added to your account and can be viewed in the Endpoint Manager interface. To view the details, open Endpoint Manager > 'License Management' > 'License Management' > 'Licenses' tab.



- MSP customers can allocate the licenses to their customers as required. See **https://help.comodo.com/topic-399-1-786-13942-License-Management.html** for help with this.

Upgrade Endpoint Manager by activating a license

You can activate EM / Advanced Endpoint Protection (AEP) licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

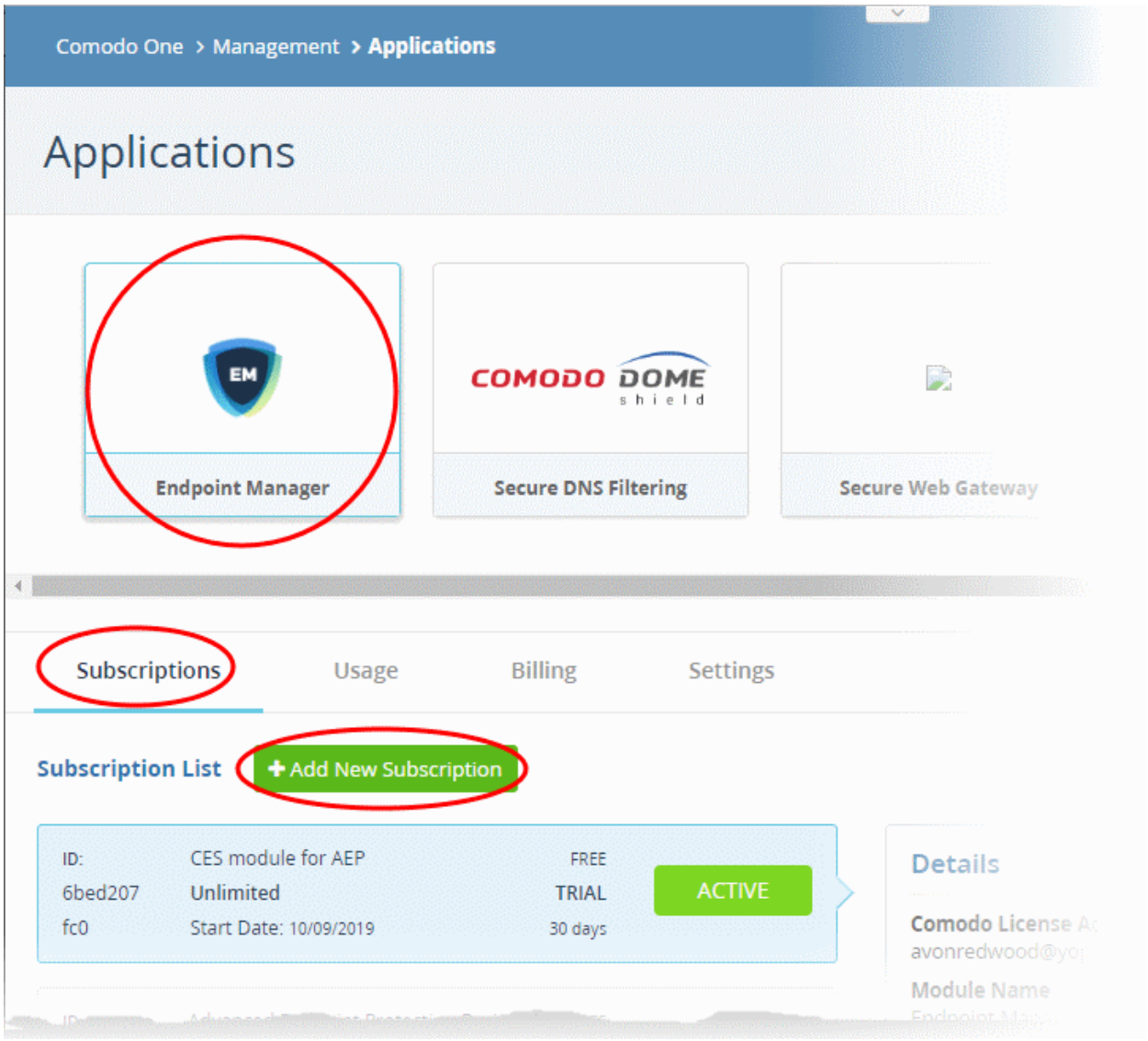
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate EM / AEP licenses in linked accounts by logging in to the other account at the product order form.

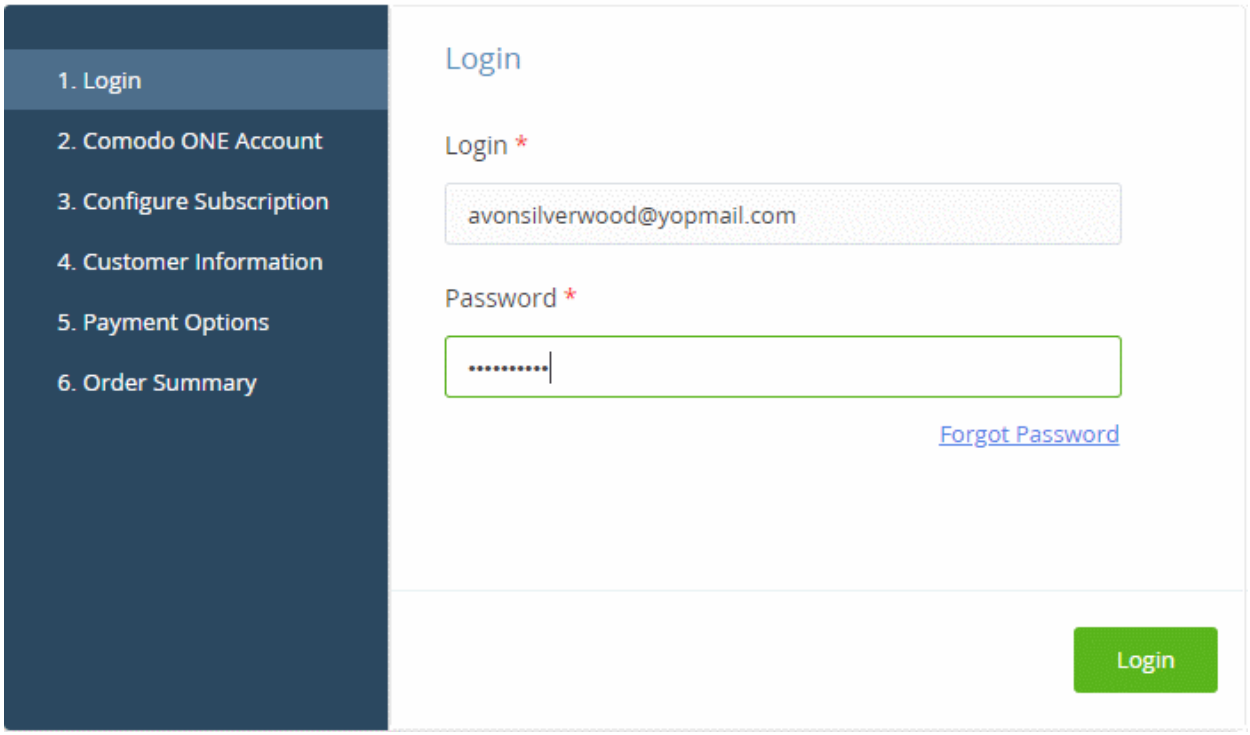
Note - You must first have linked a Comodo account (CAM) and set it as default. See **Comodo One License Account Details** for help with this. You cannot activate a license purchased and already activated for EM instance on another Comodo One account.

- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Click the 'Add New Subscription' button



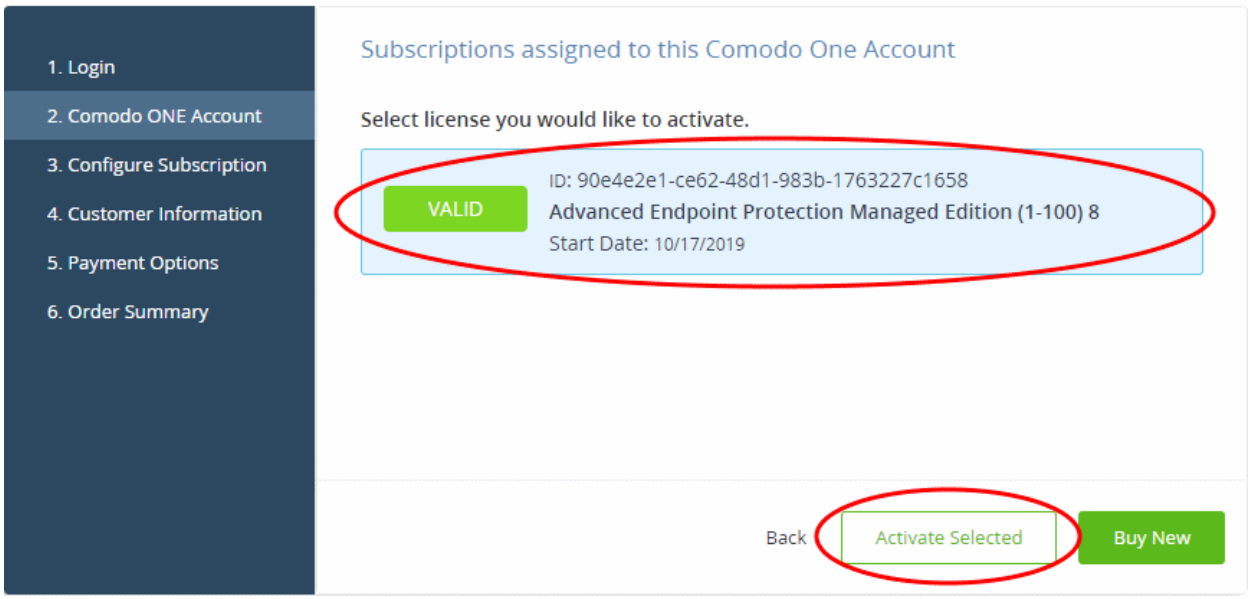
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

Buy New Subscription Endpoint Manager



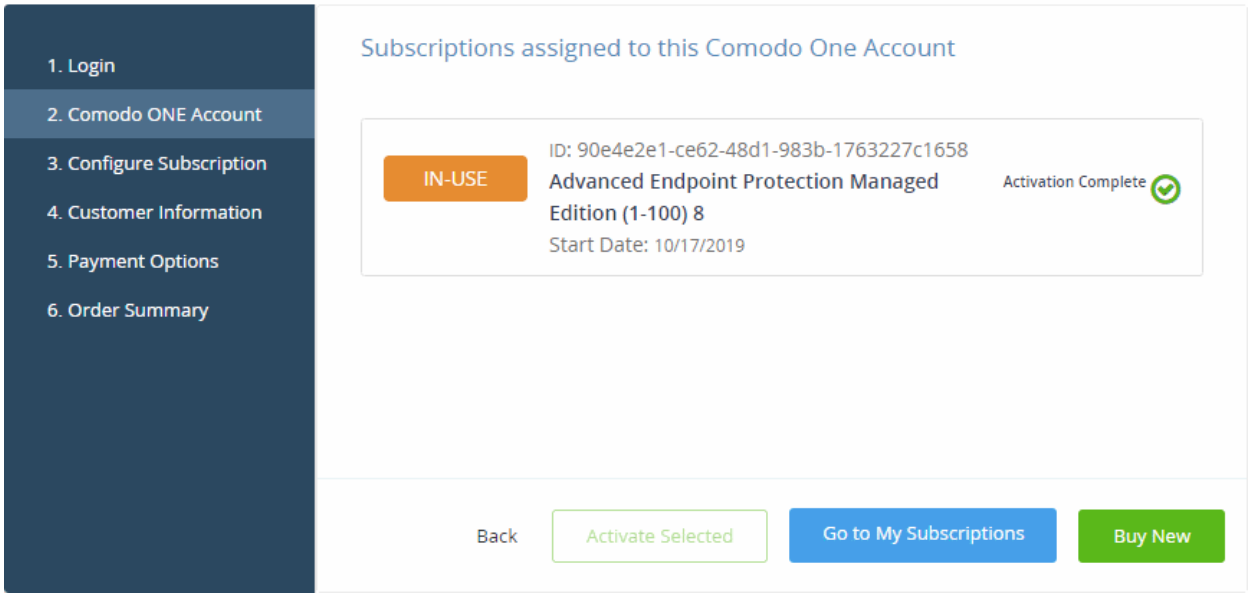
- The next page shows EM / AEP licenses on your default account:

Buy New Subscription Endpoint Manager



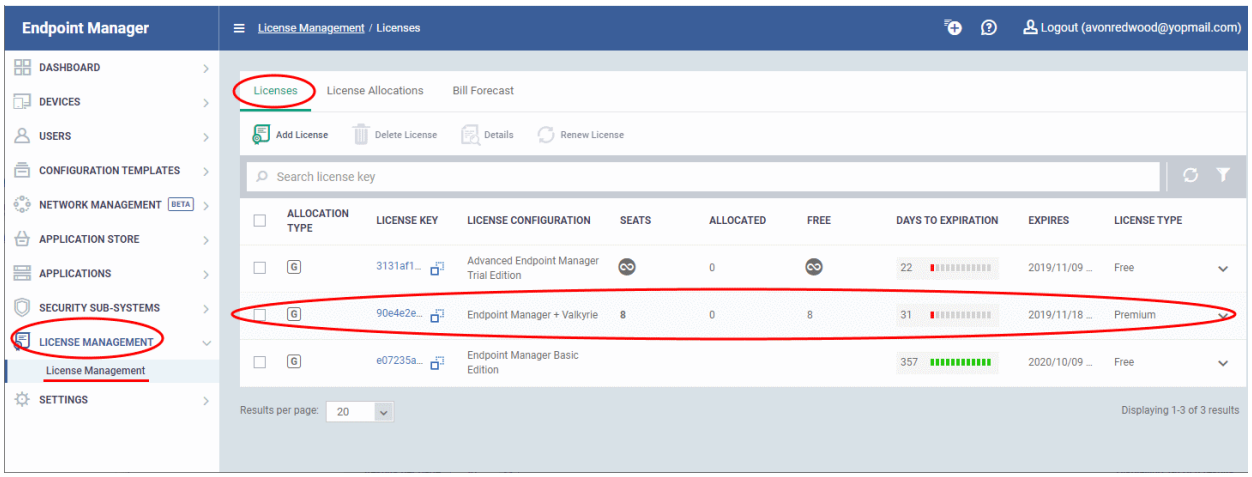
- Choose the license you want to use for this account then click 'Activate Selected'

Buy New Subscription Endpoint Manager



The license will be activated and added to your account..

- To view the details, open Endpoint Manager > 'License Management' > 'License Management' > 'Licenses' tab.



- MSP customers can allocate the licenses to their customers as required. See **https://help.comodo.com/topic-399-1-786-13942-License-Management.html** for help with this.

For help to use Endpoint Manager, see the online guide at **https://help.comodo.com/topic-399-1-786-10078-Introduction-to-Endpoint-Manager.html**.

8.5 Add Comodo Secure Web Gateway

Comodo Secure Gateway is a real-time web security solution which provides protection against internet threats for your customers. The product includes URL filtering, malware protection, Valkyrie file-verdict service, and portable containment.

- The basic version of Comodo Secure Web Gateway (SWG) is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the C1 console.
- Once you have a SWG license, you can expand the product with Premium add-on modules. Available modules are 'Data Loss Prevention' and 'Comodo Secure Email Gateway'.

- If you already have SWG on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

Please see the following sections to learn more:

- **Purchase a new license**
- **Activate a license**

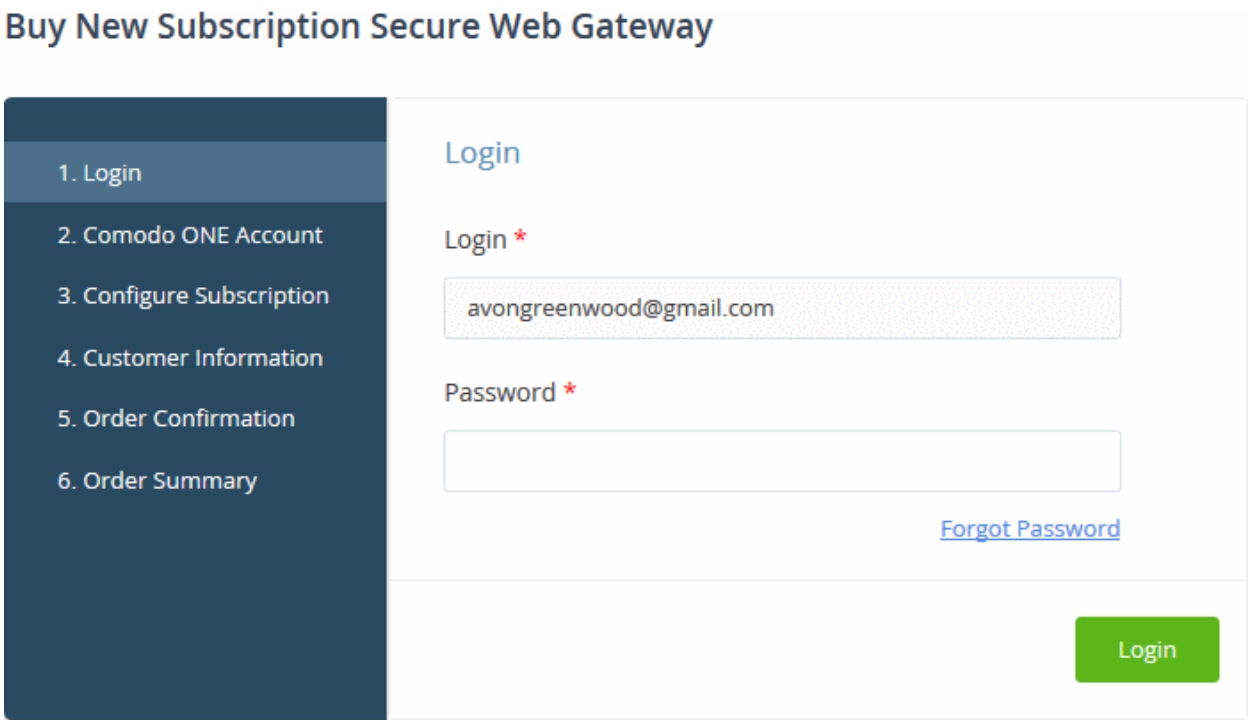
Purchase a New License

You can purchase SWG licenses in the 'Store' interface:

- Click 'Store' on the C1 menu bar
- Locate the SWG tile:

- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to Comodo One.

You will be taken to the product order page. The example shown below is for the basic version.

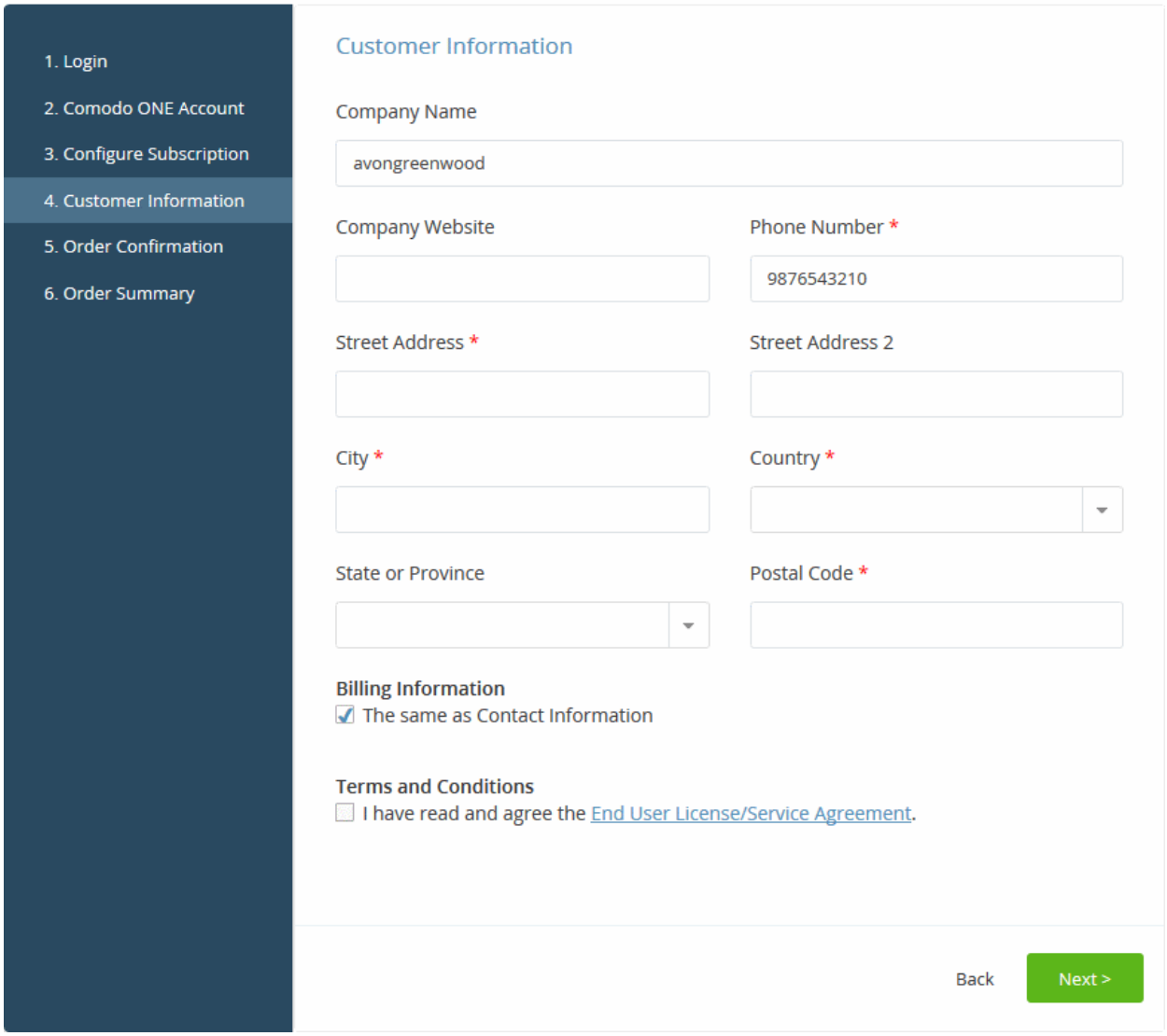


Your login username is pre-populated and cannot be changed.

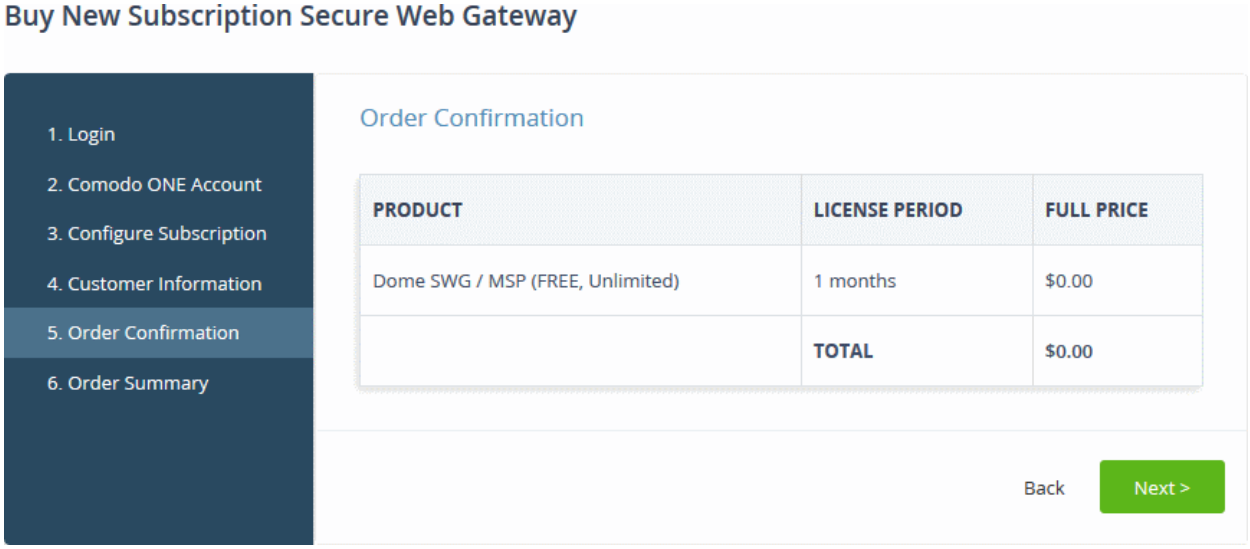
- Enter your Comodo One account password in the 'Password' field and click 'Login'

- If you opted for a paid version, click the 'Buy New' button in the 'Comodo One Account' page then select a subscription package in the 'Configure Subscription' page . Click 'Next' to provide your customer information.
- If you opted for the basic version then, after logging-in, the process will jump straight to customer information screen.

Buy New Subscription Secure Web Gateway

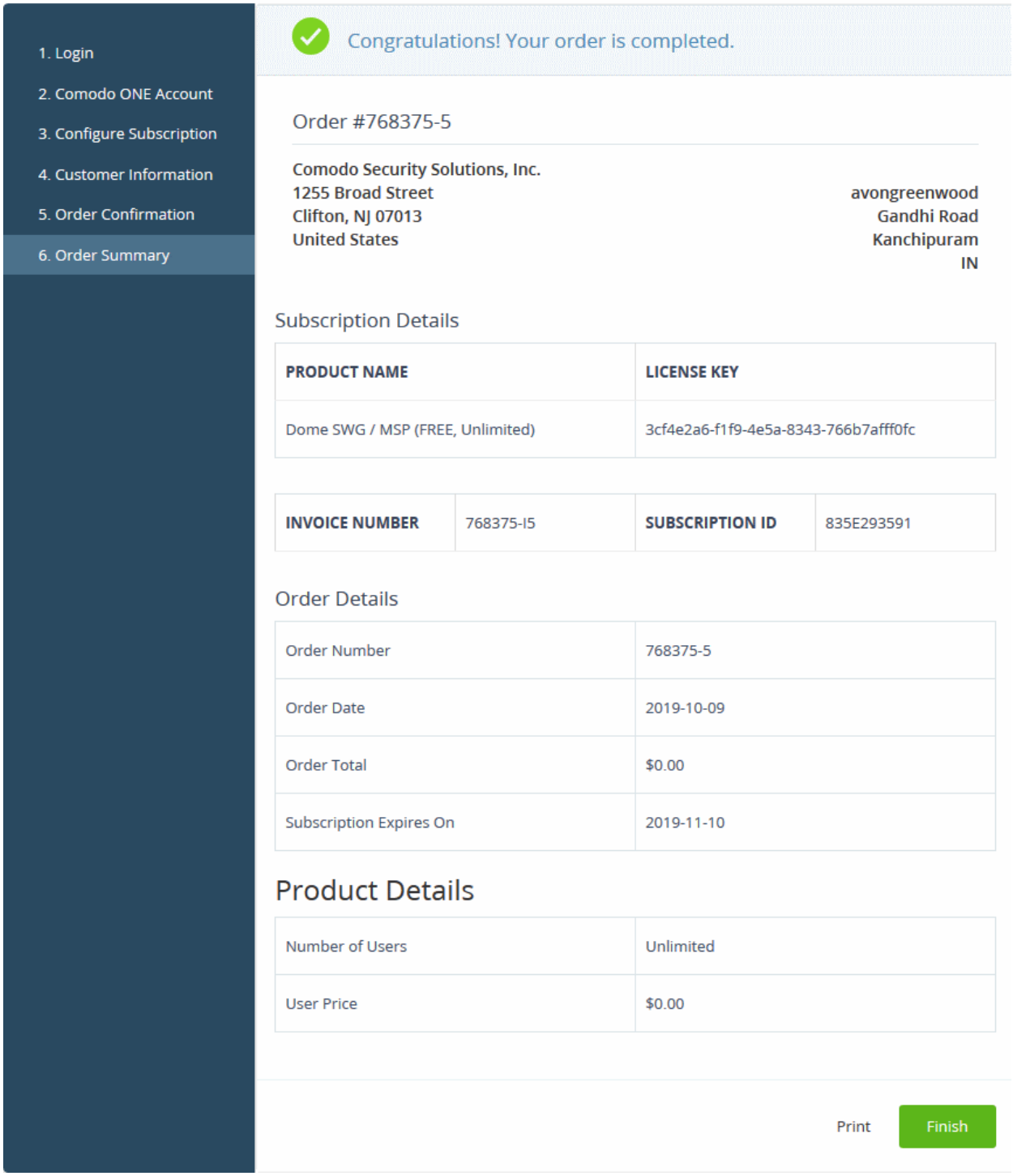


- Enter your company name, website and address details in the 'Customer Information' page
- Click the 'End User License/Service Agreement' link to read the terms & conditions
- Select the checkbox below 'Terms and conditions' to agree to them
- Click 'Next'
- If you opted for a paid version, you will be taken to the 'Order Confirmation and Payment' page.
  - Review your order, enter your card details then click 'Next' to proceed to order completion.
- If you opted for the basic version then, the order confirmation page will appear.



- Review your order and click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and the license key.

Buy New Subscription Secure Web Gateway



- Click 'Print' to take a print of the order summary.
- Click 'Finish' to complete the order process.

You can access SWG from the C1 'Applications' menu after your order has been successfully processed. See the **description** at the end of this section if you need more help to open SWG.

Activate a License

You can activate SWG licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Secure Web Gateway' tile
- Click the 'Subscriptions' tab if not open already
- Select the SWG license you want to activate
- Click 'Activate'

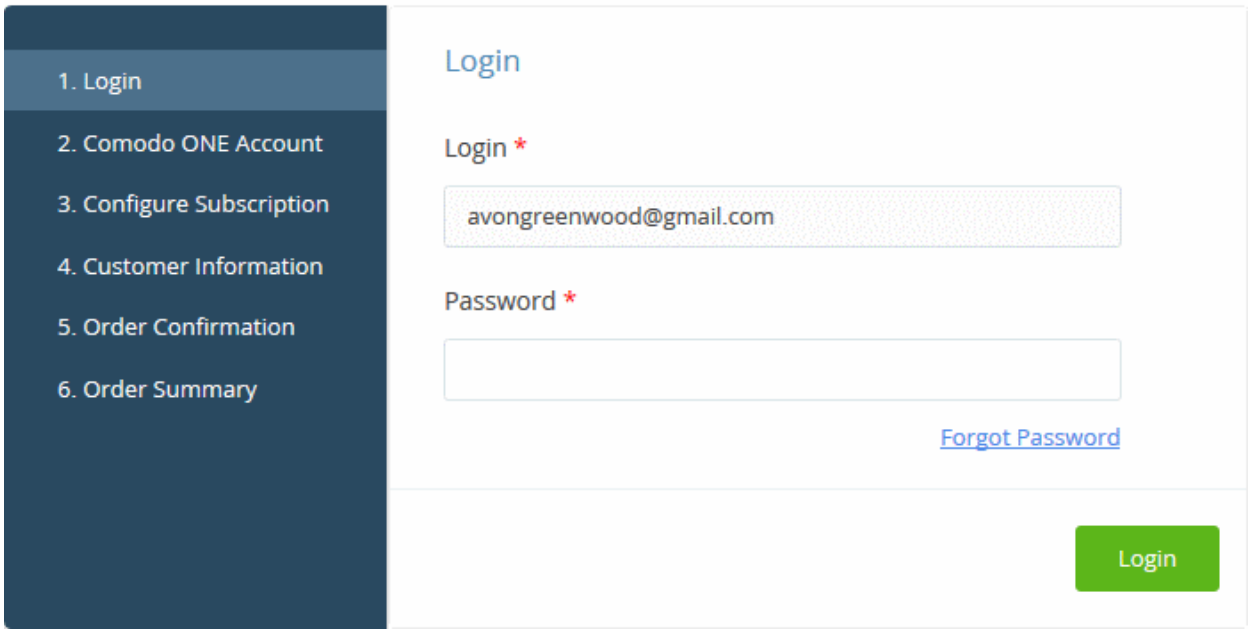
Activate a license in a linked account

Note - You must first have linked the account and set it as default. See **Comodo One License Account Details** for help with this.

- You can activate licenses in linked accounts by logging in to the other account at the product order form.
- Click 'Store' on the C1 menu bar
- Locate the SWG tile
- Click 'Buy' or '30 Days Free Trial'

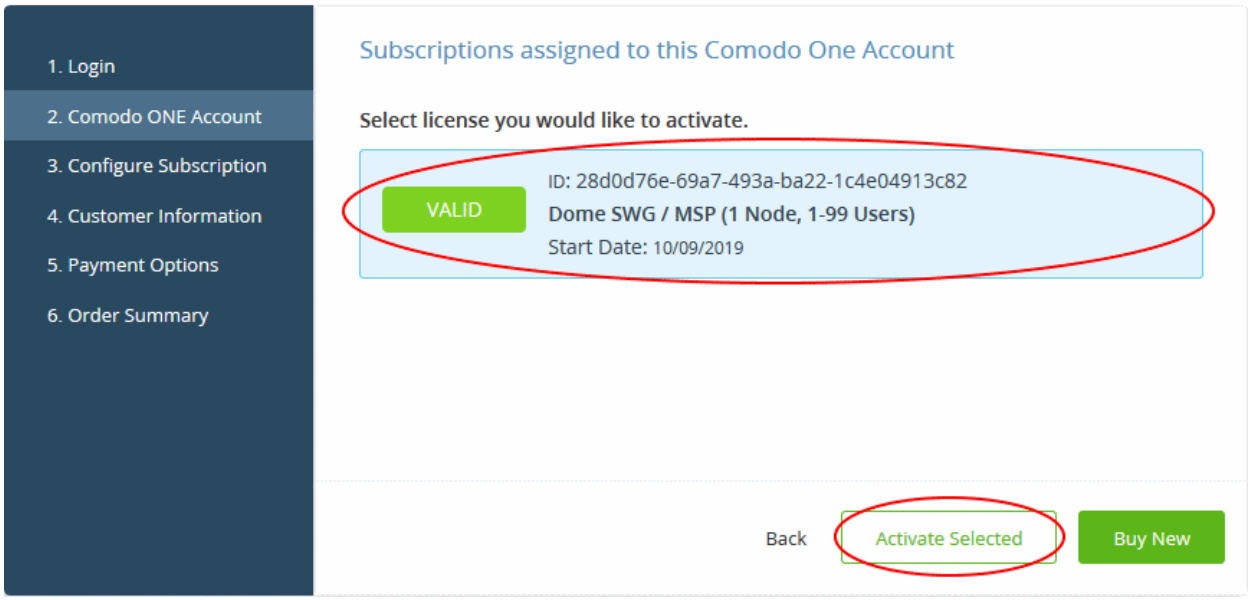
- You will be taken to the order form.
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':

Buy New Subscription Secure Web Gateway

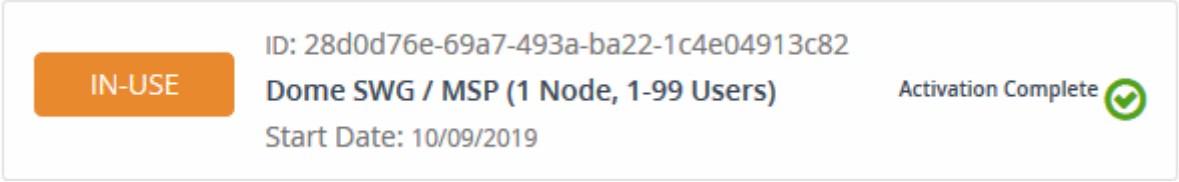


- The next page shows SWG licenses on your default account:

Buy New Subscription Secure Web Gateway



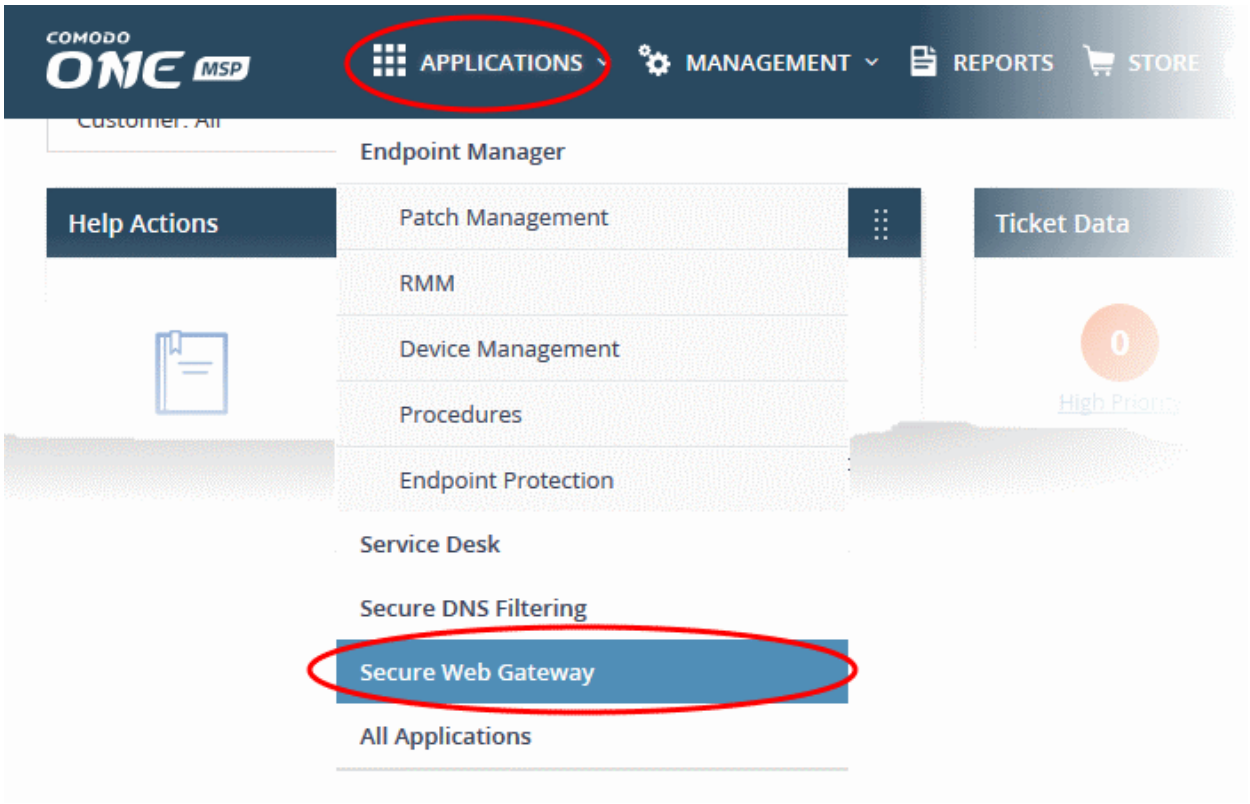
- Choose the license you want to use and click 'Activate Selected'



The license will be activated. You can now access SWG via the 'Applications' menu.

Open SWG

- Click 'Applications' on the menu bar then choose 'Secure Web Gateway'

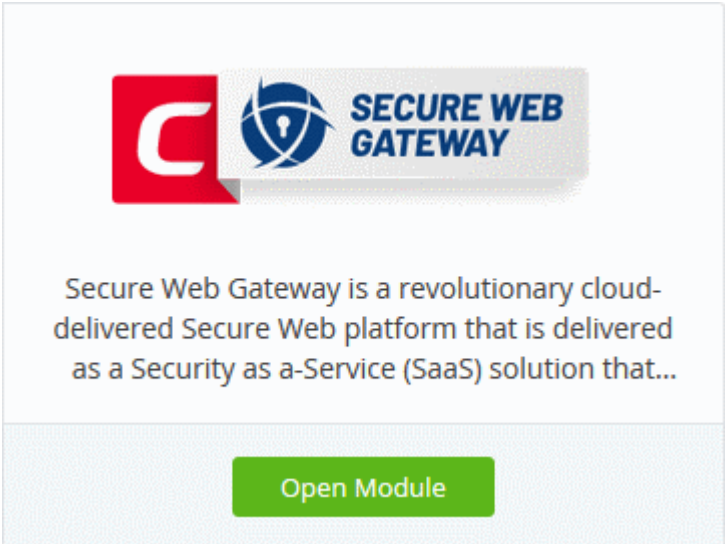


OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules on your account are shown as tiles.

- Click 'Open Module' on the 'Comodo Secure Web Gateway' tile



- The SWG interface will open in a new tab, or the current tab if configured in 'Settings' > 'Comodo One Application Launch'.

For more help to use Comodo Secure Web Gateway, see **https://help.comodo.com/topic-436-1-842-10771-Introduction-to-Comodo-Dome-Secure-Web-Gateway.html**.

8.6 Upgrade Secure Internet Gateway

Comodo Secure Internet Gateway is an advanced web-filter provides real-time protection against harmful websites and malware.

- 'Secure Internet Gateway' - Gold' is included as a free module with your C1 account.
- The 'Platinum' version includes additional security features and services.
    - The trial version of Platinum is free for thirty days and can be added to your account at any time.
- You can upgrade to the paid version by purchasing a new license from the C1 console.
- Alternatively, you can add Secure Internet Gateway - Platinum by linking this account to another Comodo account that already has a license.

See the following sections for more help:

- **Comodo Secure Internet Gateway - Package Details**
- **Upgrade to Secure Internet Gateway platinum**

Comodo Secure Internet Gateway - Package Details

Feature	Gold -Free - Enterprises & MSPs	Platinum Enterprises (For C1 Enterprise customers)	Platinum MSP (For C1 MSP customers)
Real-time website filtering	✓	✓	✓
Anycast DNS	✓	✓	✓
Protection against advanced threats	✓	✓	✓
Stop malicious domain requests and IP responses	✓	✓	✓
Off-network protection	✓	✓	✓
Customizable block pages	✓	✓	✓
Fully customizable reports	✓	✓	✓
Protect mobile devices (iOS and Android)	✓	✓	✓
Use real-time threat intelligence from Comodo labs	✓	✓	✓
Multi-office & roaming user protection	✓	✓	✓
24 x 7 email support	✓	✓	✓
Monitor & manage multiple companies	✓	✘	✓
Create policies for internal IPs, subnets and individual sites	✘	✓	✓
Monitor internal IPs	✘	✓	✓
Encrypt all DNS traffic	✘	✓	✓
Resolve virtual appliances to your sites.	✘	✓	✓
Bypass domains to internal DNS servers (needed for Active Directory sites)	✘	✓	✓
Control DNS egress points of your	✘	✓	✓

Feature	Gold -Free - Enterprises & MSPs	Platinum Enterprises (For C1 Enterprise customers)	Platinum MSP (For C1 MSP customers)
networks by site and DNS server.			

DNS Request Limits

Platinum License - Unlimited DNS requests

Gold license - DNS requests capped at 300 K per month for the account.

- Account = requests from all your endpoints/networks.
- DNS requests are mainly used up by first-time requests to external sites. Subsequent requests for the same site are handled by the local cache until TTL expires.
- Requests to the Comodo Secure Internet Gateway portal are *not* included in the 300 K limit.

After the 300 K limit is reached:

- Existing policies and rules will continue to function, but you cannot edit them.
- You cannot add new rules, policies or objects. Objects = networks, roaming agents and mobile agents.
- The request count is reset to zero at the beginning of each month. You can then add and edit policy items and rules again.

Click here for more information about Comodo Secure Internet Gateway packages.

Upgrade to Platinum

- **Purchase a new license**
- **Activate a license**

Purchase a New License

New Platinum licenses can be purchased in the 'Store' interface:

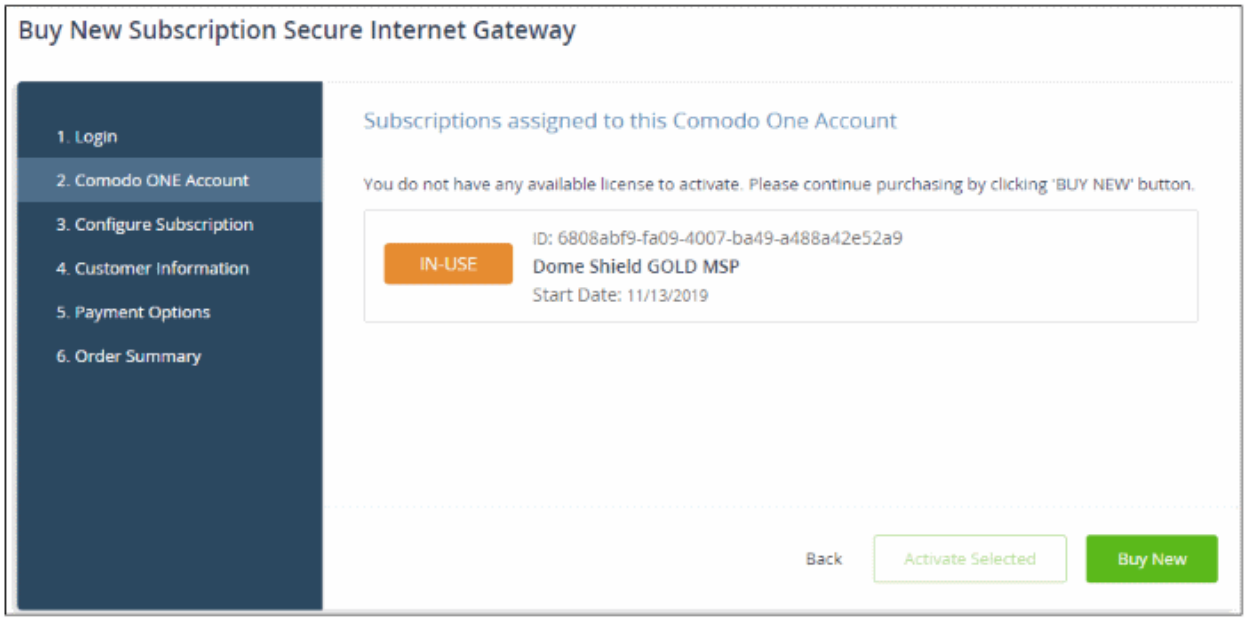
- Click 'Store' on the C1 menu bar
- Locate the 'Secure Internet Gateway' tile:

- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to Comodo One.

You are taken to the product order page. The example shown below is for the paid version.

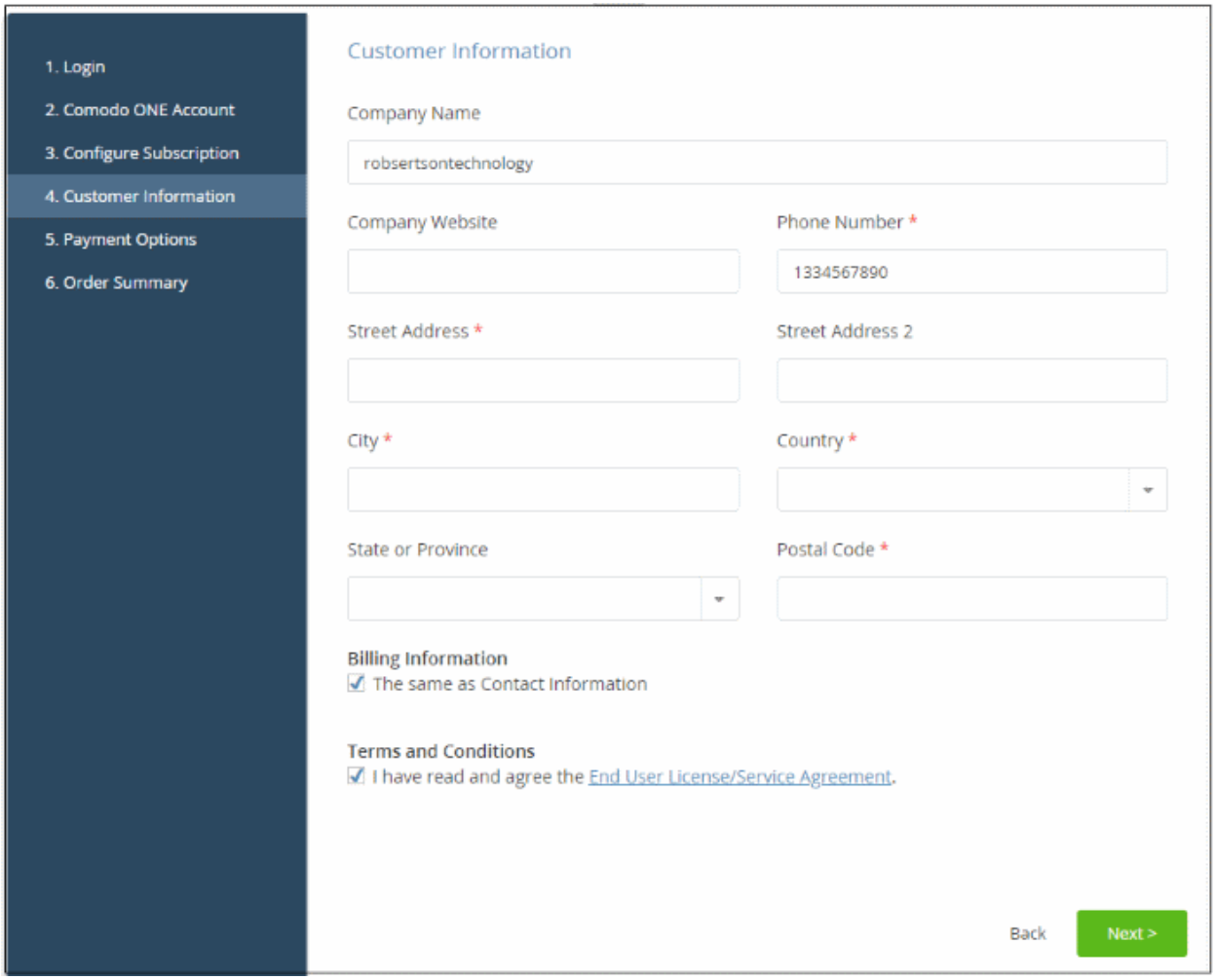
- Your username is pre-populated
- Enter your Comodo One account password then click 'Login'

- Click the 'Buy New' button if you selected a paid version.
  - This section is skipped for 'Basic' licenses. You will instead go straight to the customer information screen.

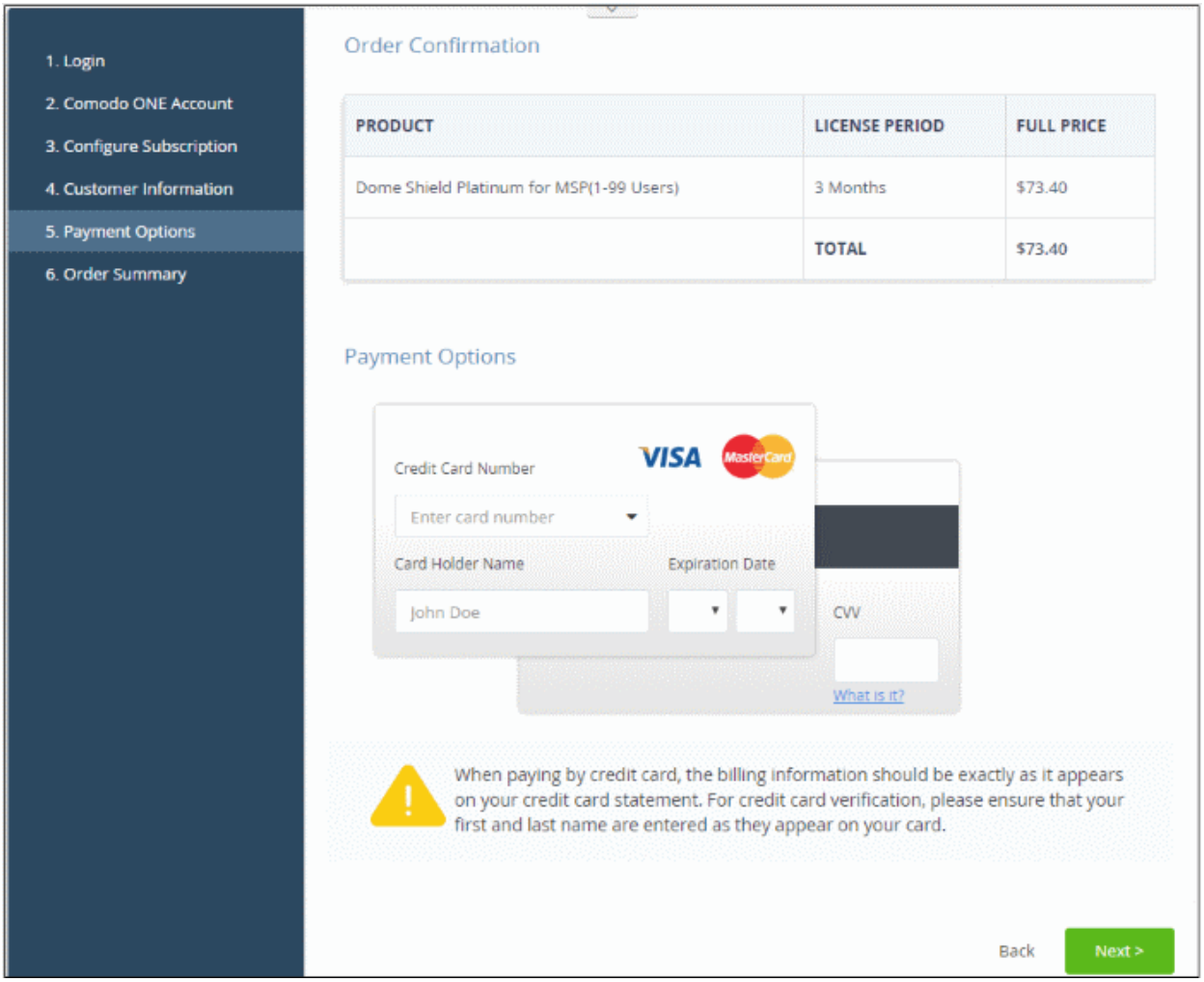


- Enter or select the number of users you require. The per-user rate depends on the number of users.
- Select the subscription duration. The minimum license period is one month

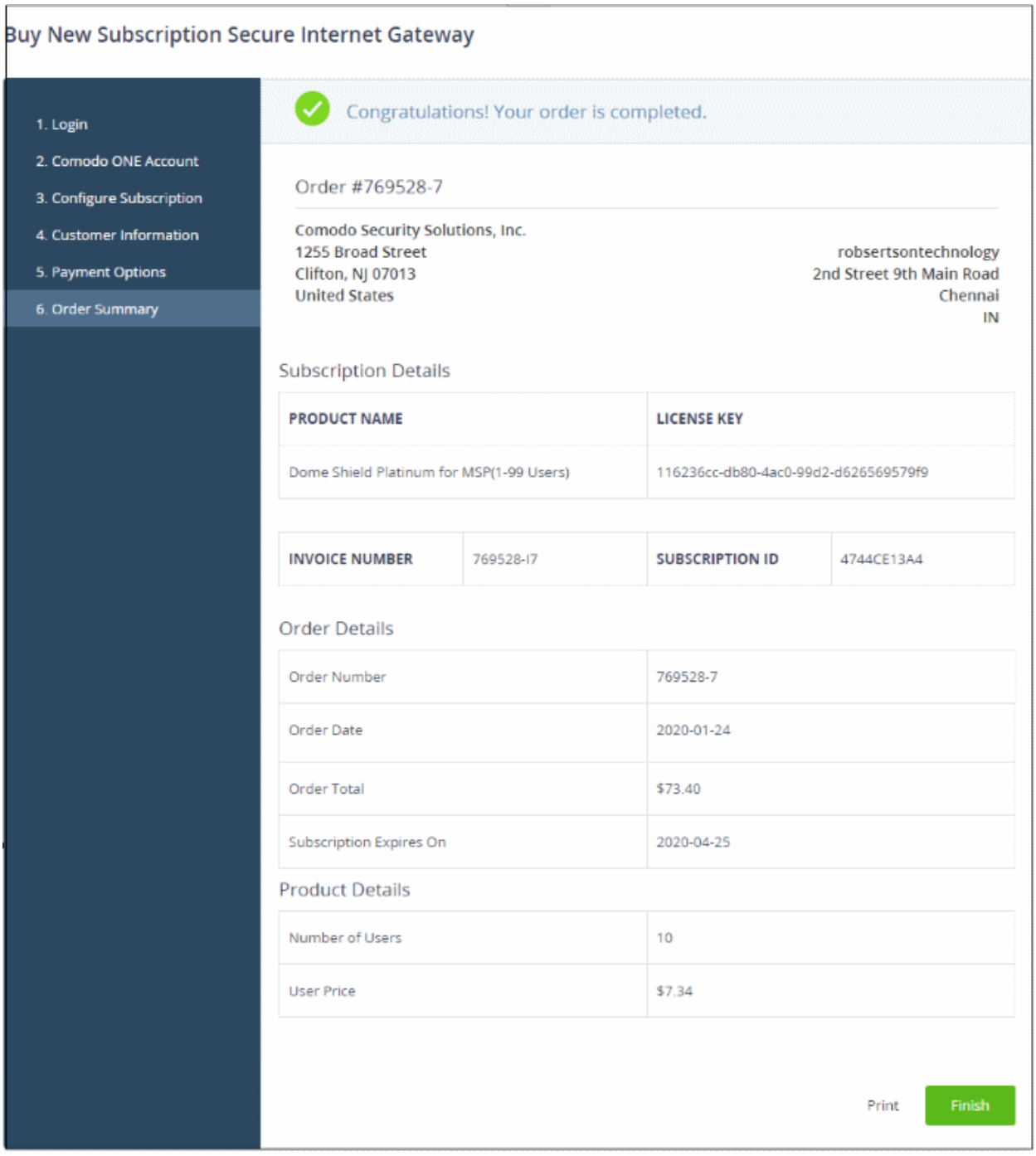
- Click 'Next' to continue to the customer information form:



- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions and click 'Next'
- The next step is to confirm your order and enter payment details if you have opted for paid version. If you opted for the basic version then the process will jump straight to order summary.



- Review your order and enter your payment details
- Click 'Next'
- Your order is submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after you order has been processed:



- Click 'Print' to take a print of the order summary.
- Click 'Finish' to complete the purchase process.

You can access Secure Internet Gateway from the C1 'Applications' menu after your order has been successfully processed. See the **description** at the end of this section if you need more help to open the interface.

Activate a License

You can activate Secure Internet Gateway licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license that was purchased via your CAM account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Secure Internet Gateway' tile
- Click the 'Subscriptions' tab if not open already

- Select the license you want to activate
- Click 'Activate Selected'

Activate a license in a linked account

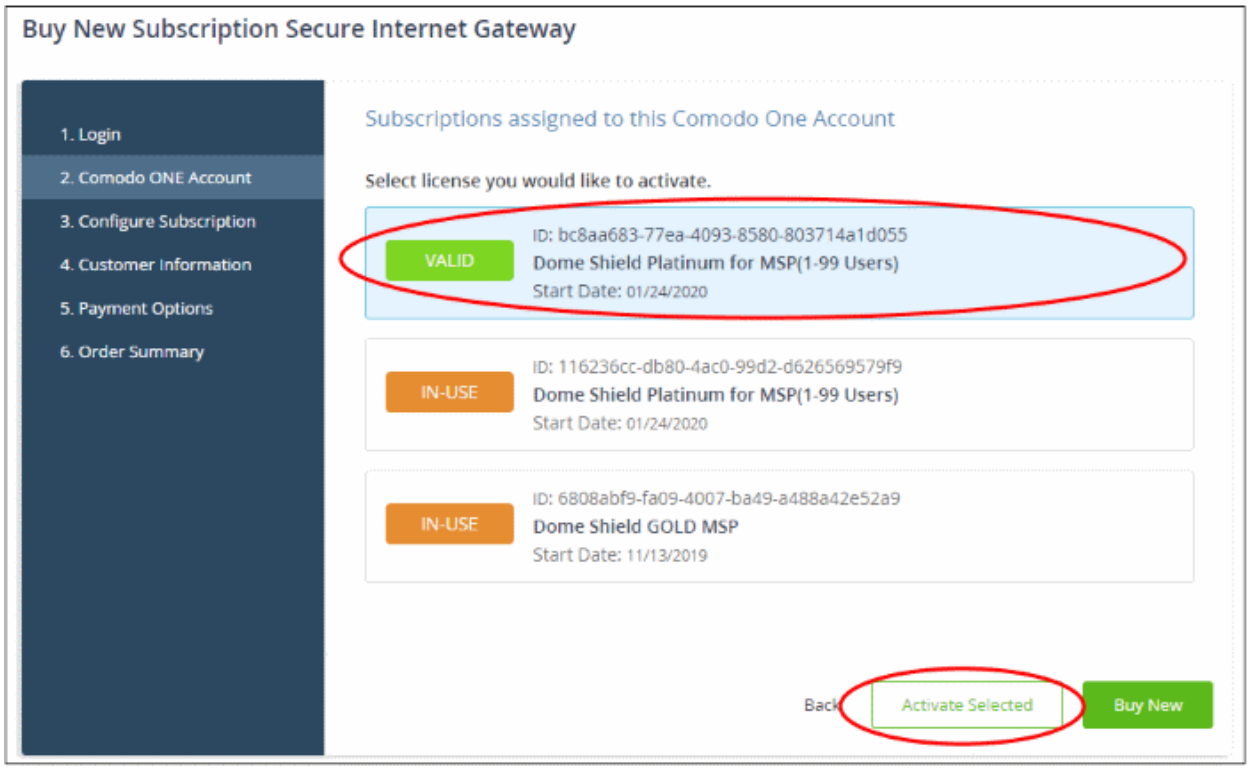
You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

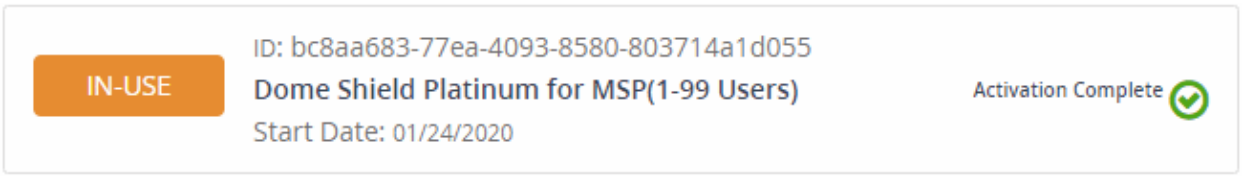
- Click 'Store' on the C1 menu bar
- Locate the 'Secure Internet Gateway' tile
- Click 'Buy' or '30 Days Free Trial':

- You are taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

- The next page shows Secure Internet Gateway licenses on your default account.
- Choose the license you want to use for this account and click 'Activate Selected'



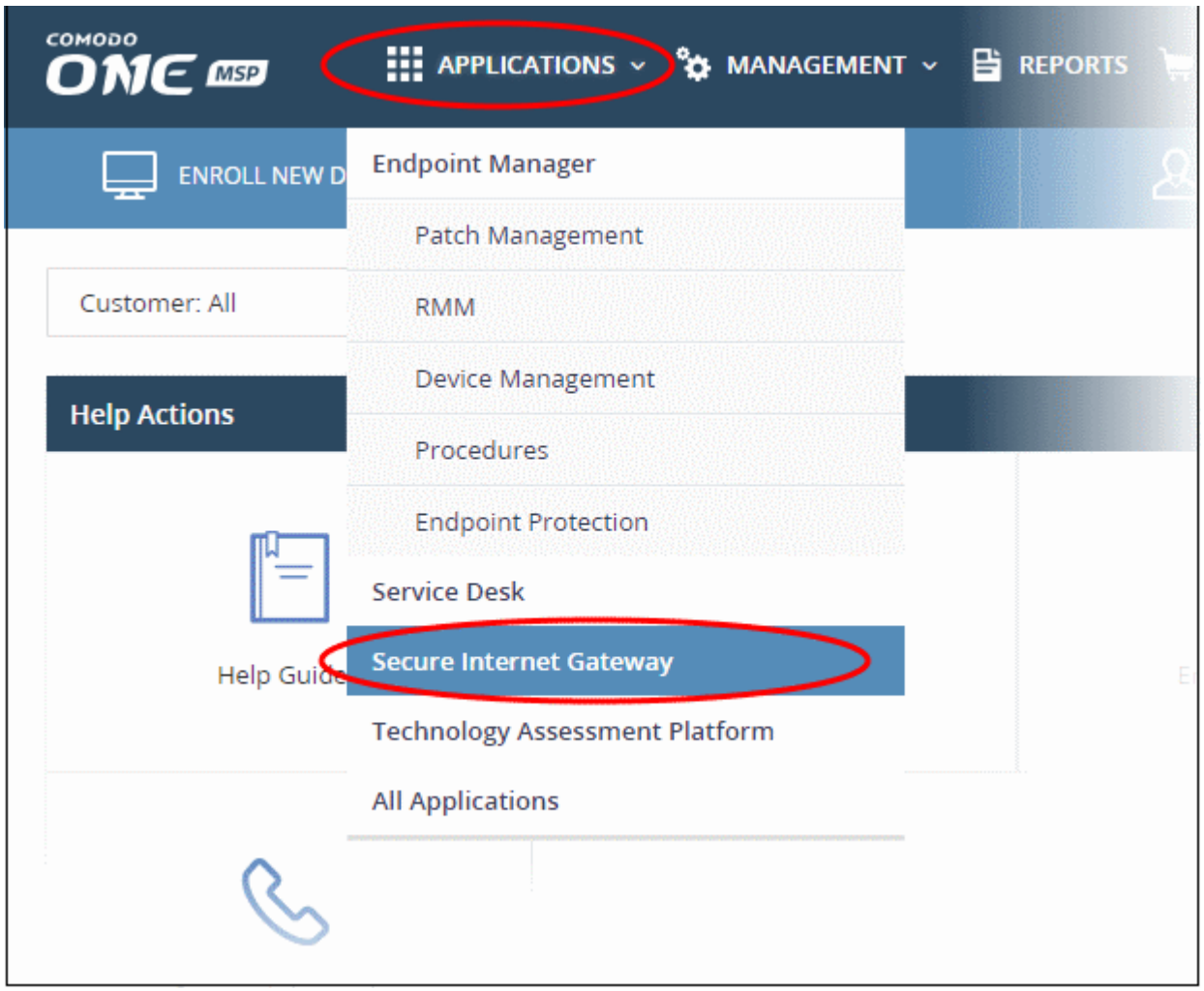
- The license will be activated.



You can access Secure Internet Gateway via the 'Applications' menu.

Open Comodo Secure Internet Gateway

- Click 'Applications' > 'Secure Internet Gateway':



OR

- Click 'Applications' > 'All Applications' > 'Open Module' on the 'Secure Internet Gateway' tile:

For more help to use Comodo Secure Internet Gateway, see **https://help.comodo.com/topic-434-1-840-10755-Introduction-to-Comodo-Secure-Internet-Gateway.html**.

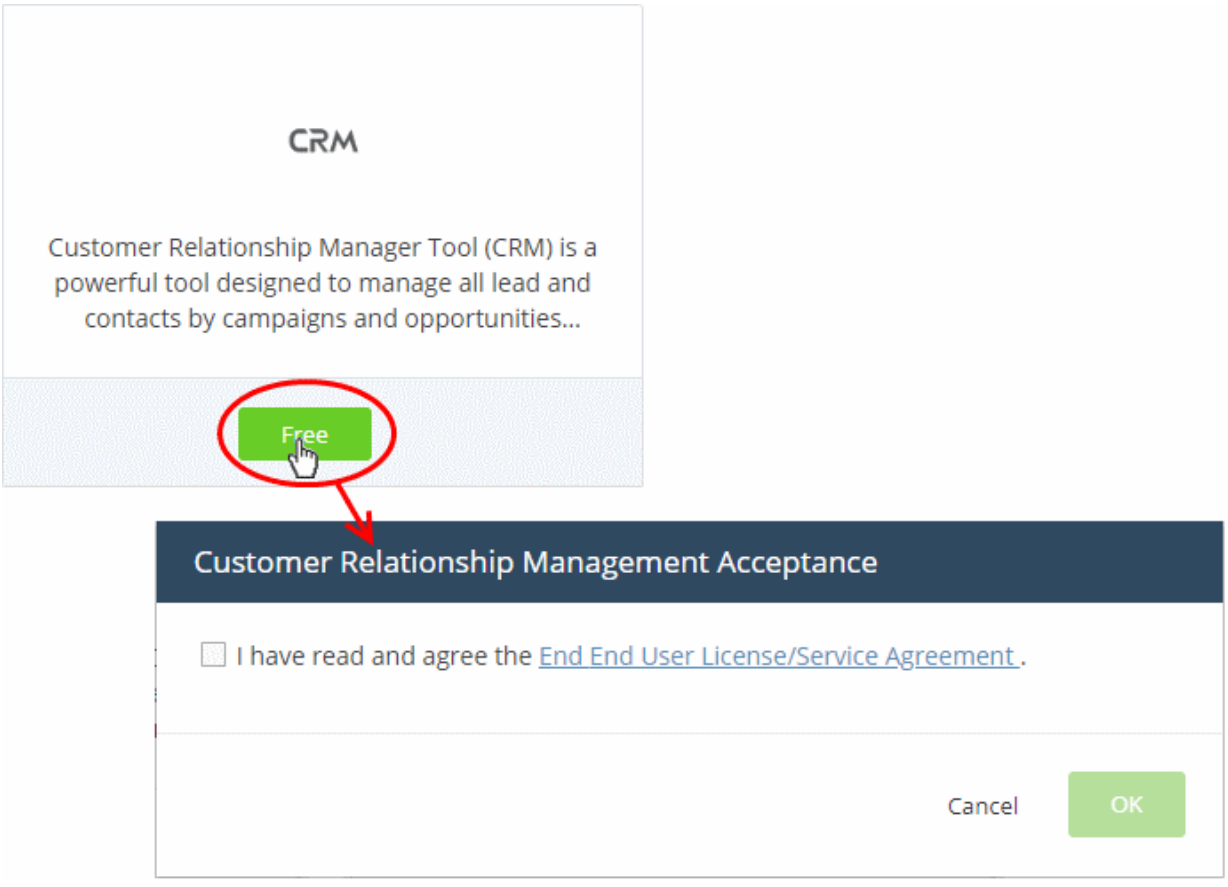
8.7 Add Customer Relationship Management

The Customer Relationship Management (CRM) tool helps businesses save time and grow productivity by implementing processes to generate, nurture and close customer leads.

Add CRM to C1

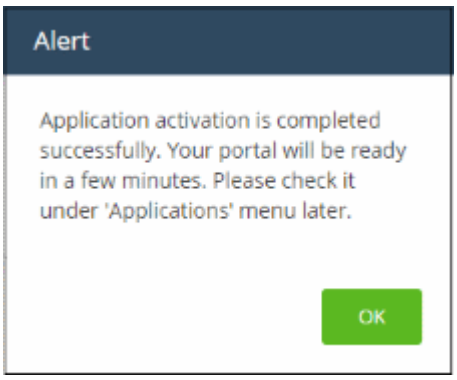
- Click 'Store' on the menu bar and locate the 'CRM' tile.
- Click 'Free' to start the integration process.

The End User License Agreement will appear:



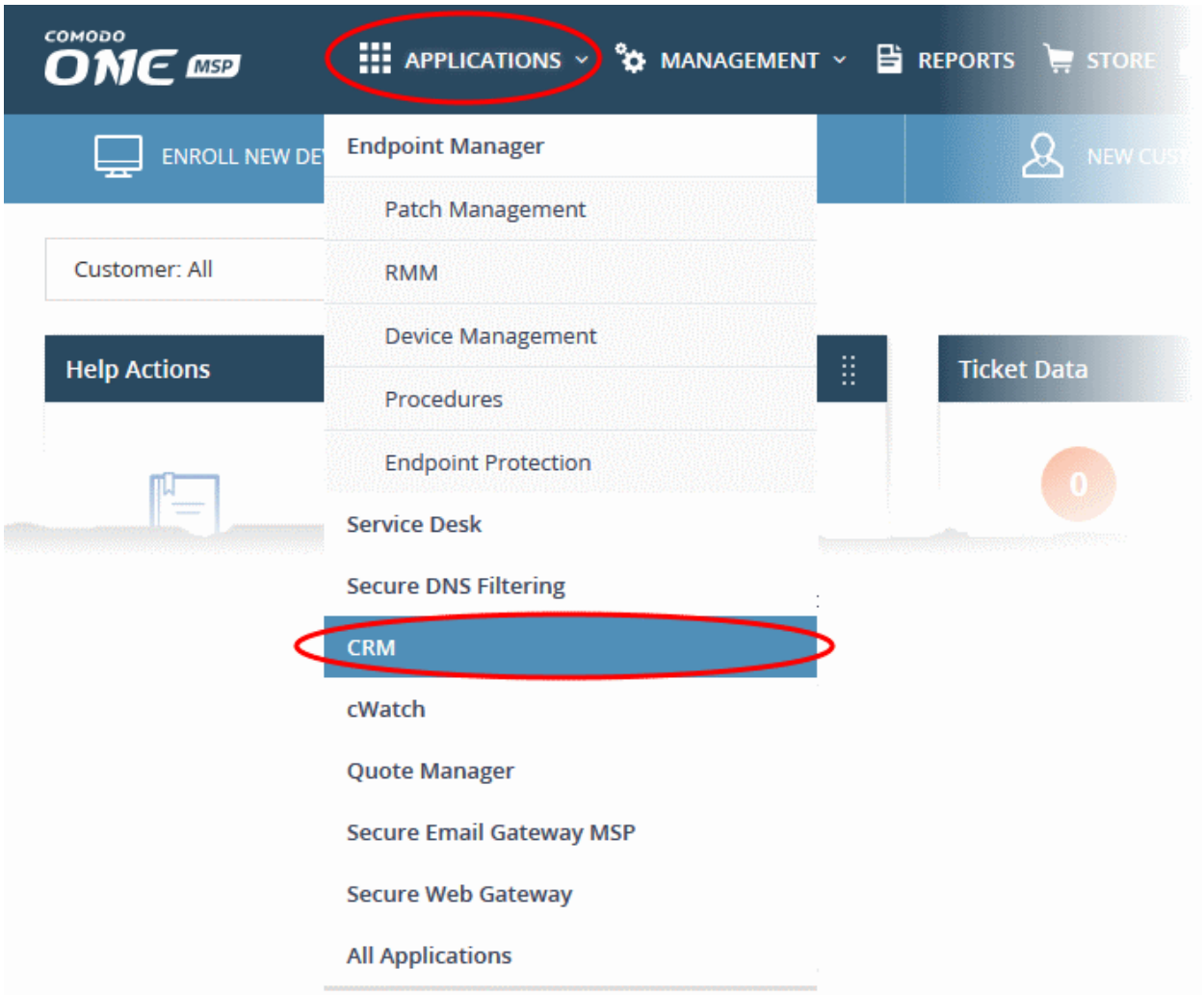
- Read the EULA fully and select the check box to agree, then click 'OK'.

CRM will be added to your account. You will see the following confirmation message:



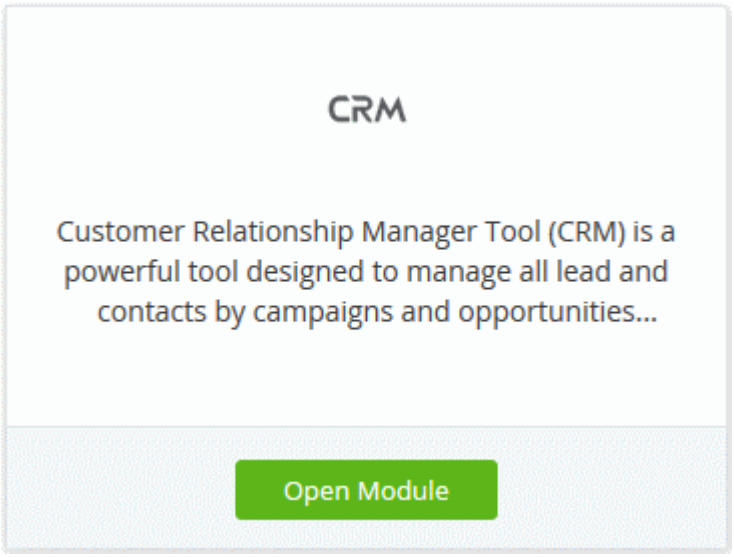
Open the CRM

- Click 'Applications' > 'CRM' on the menu bar:

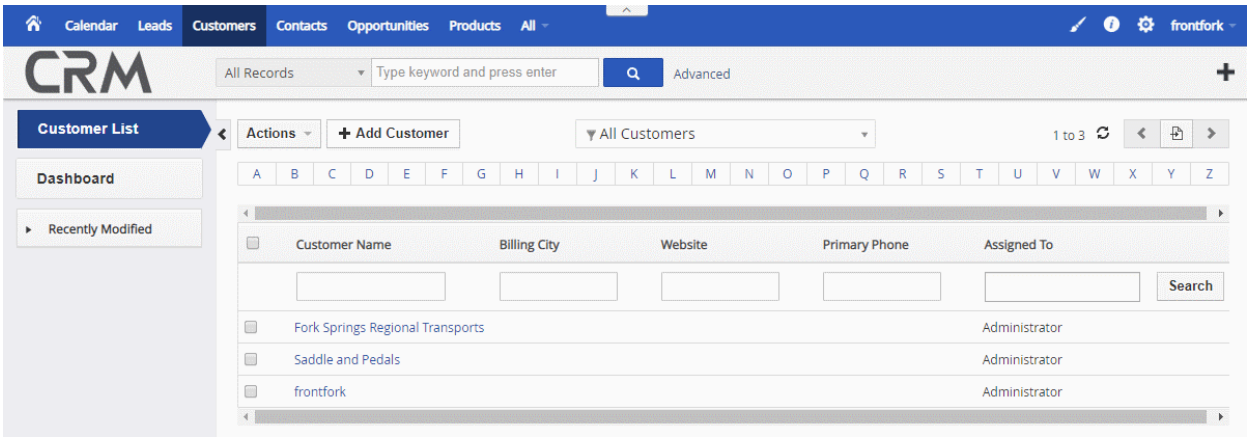


OR

- Click 'Applications' on the menu bar then select 'All Applications' from the list.



- Click 'Open Module' on the 'CRM' tile
- The CRM interface will open in a new tab or the current tab as configured in 'Settings' > 'Comodo One Application Launch'. See **Configure application launch settings** in **Configure C1 Settings** for more details.



For help to use the CRM, see the online guide at **https://help.comodo.com/topic-452-1-952-13231-Introduction-to-CRM.html**

8.8 Add Comodo Data Loss Prevention

Comodo Data Loss Prevention is a powerful solution that lets you monitor and control the movement of confidential information in your network.

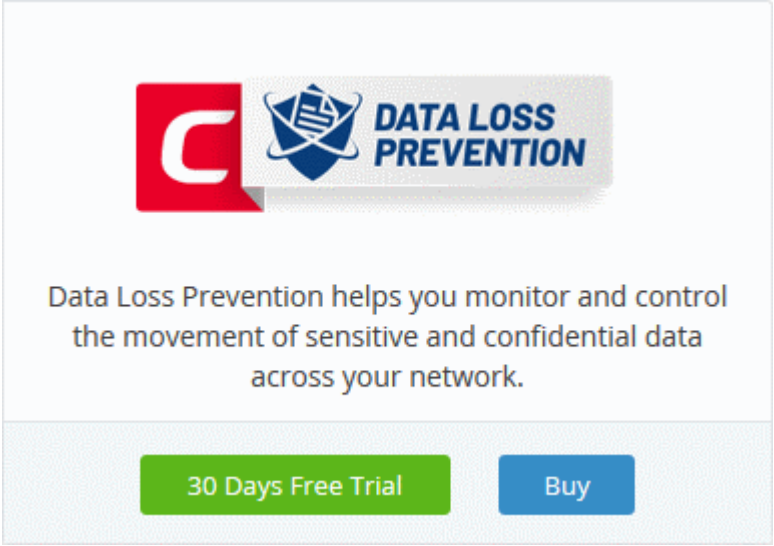
- Data Loss Prevention is available only for C1 Enterprise customers.
- Data Loss Prevention and Secure Email Gateway are premium add-ons for 'Comodo Secure Web Gateway'. These add-ons can only be added to your account if you have Secure Web Gateway.
- The basic version of Comodo Data Loss Prevention is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the Comodo One console.
- If you already have Data Loss Prevention on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

The following sections explain how to purchase and activate a license:

- **Purchase a new license**
- **Activate a license**

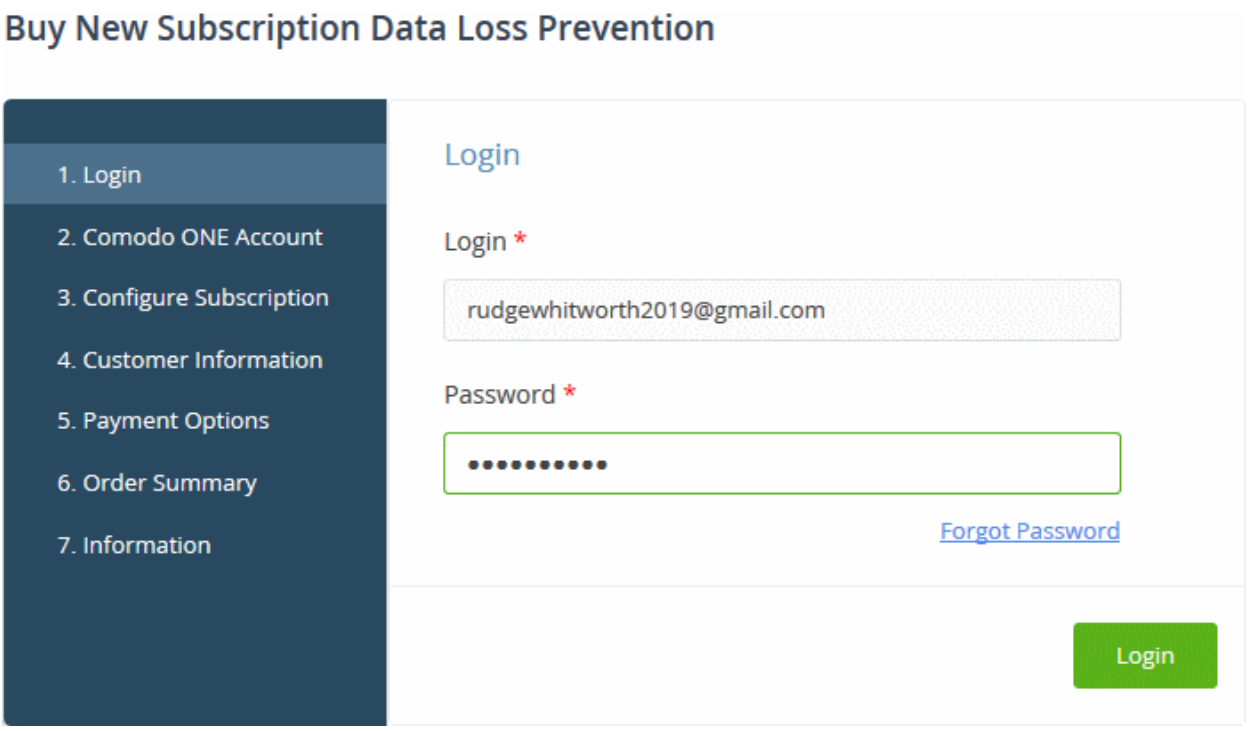
Purchase a new license

- Click 'Store' on the menu bar
- Locate the 'Comodo Data Loss Prevention' tile

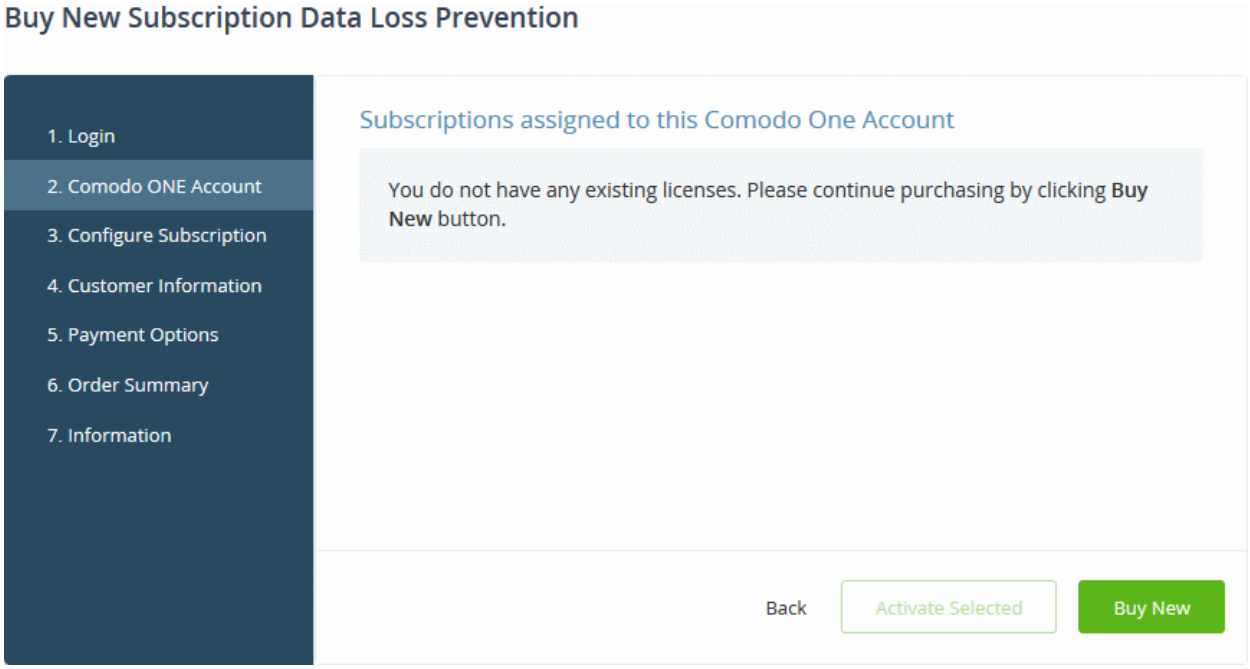


- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to Comodo One.

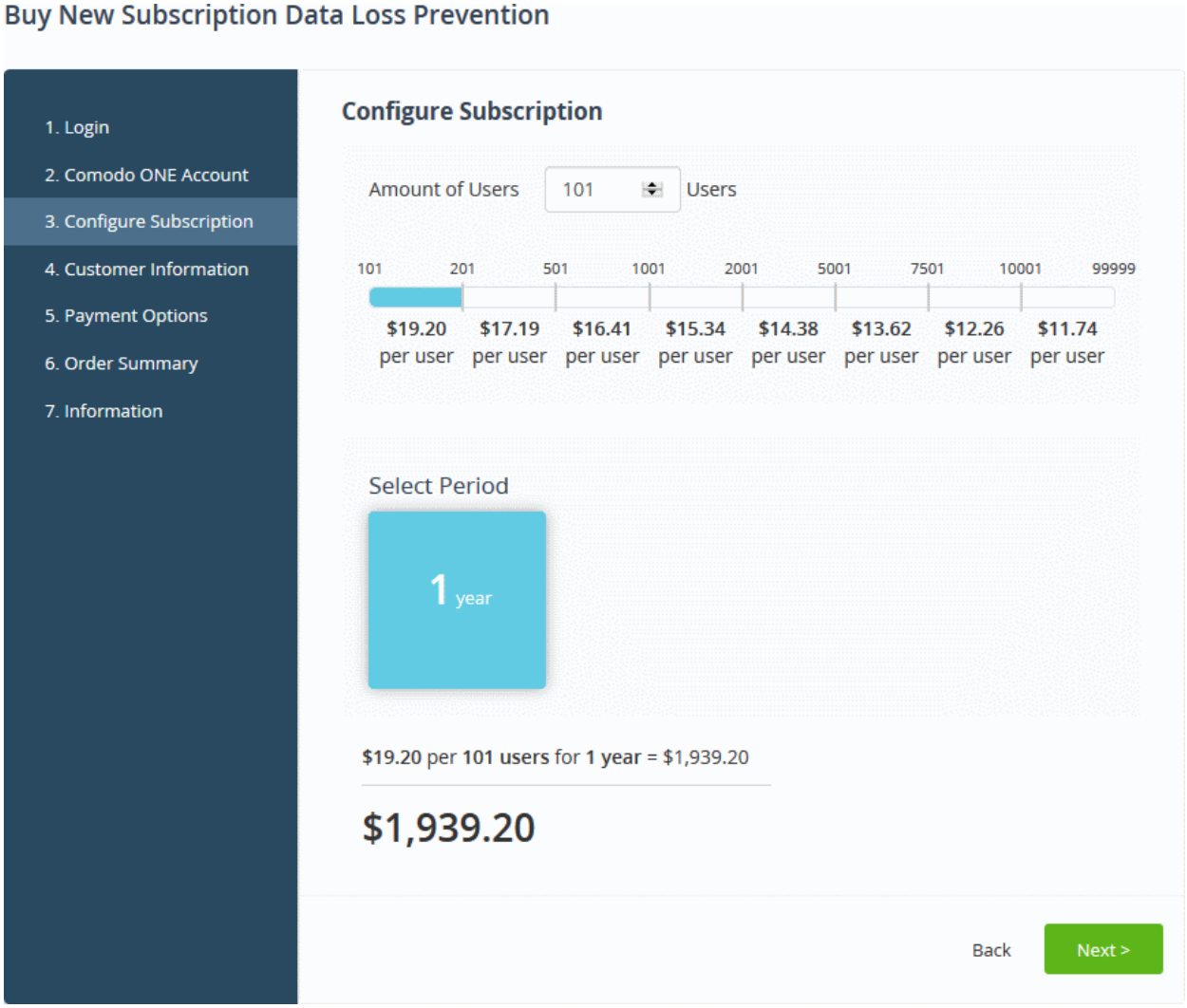
You will be taken to the product order page. The example shown below is for the paid version.



- Your username is pre-populated and cannot be changed
- Enter your Comodo One account password then click 'Login'

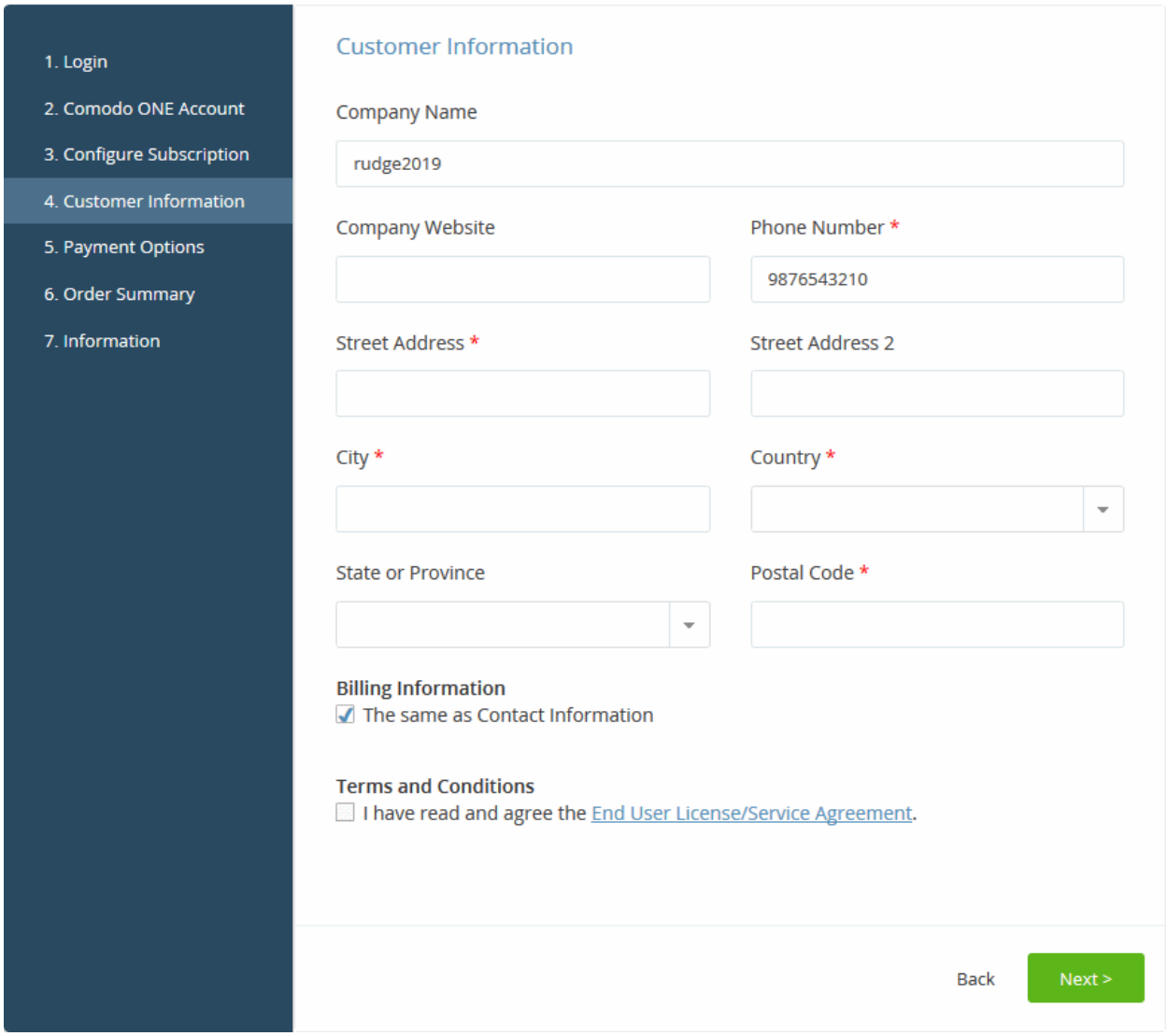


- If you selected a paid version, click the 'Buy New' button to configure your subscription package
- If you chose the basic version then, after logging-in, the process jumps straight to the customer information screen.

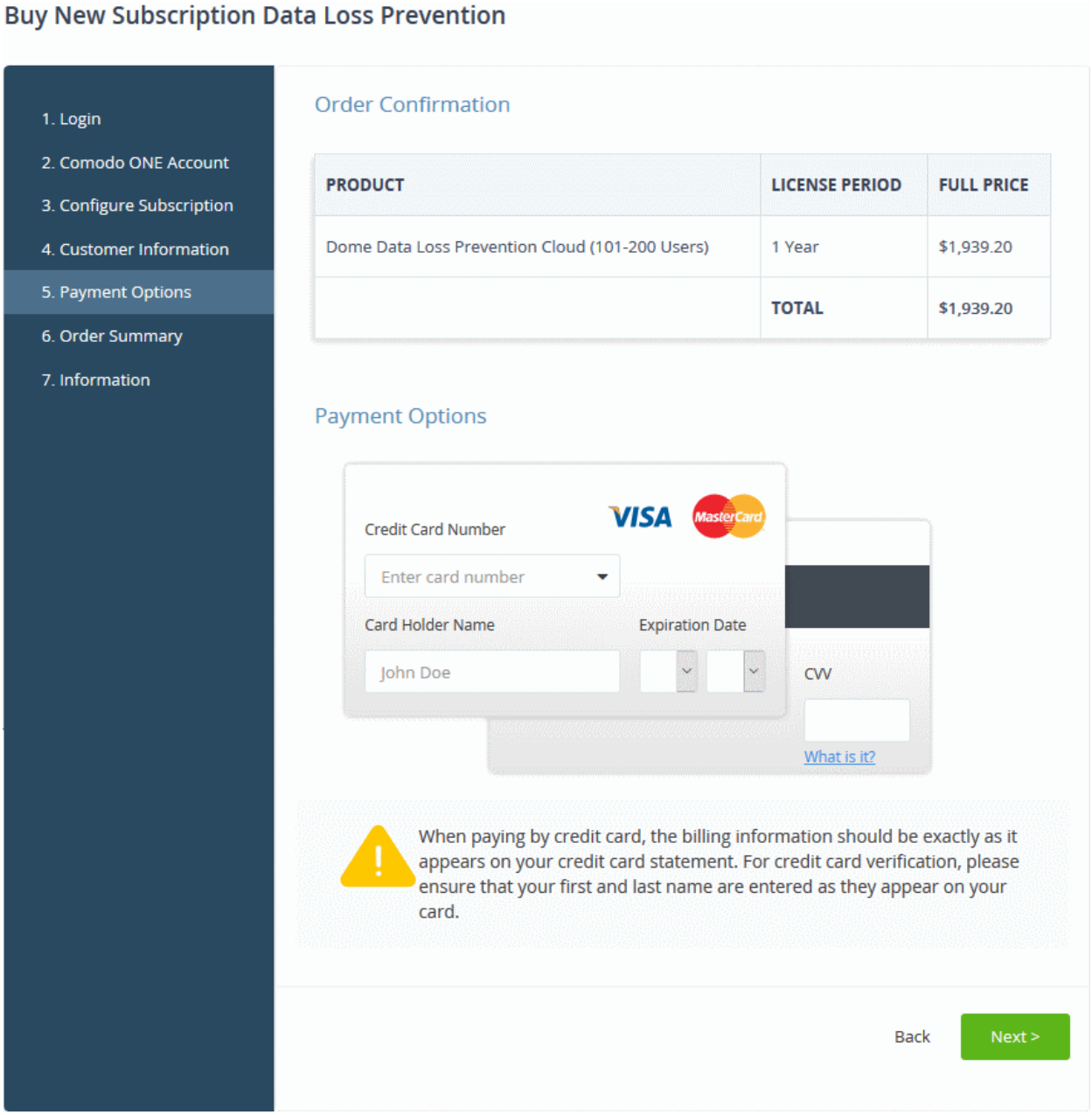


- Select the number of users you require. The per-user rate depends on the number of users. The minimum number of users is 101.
- Select the subscription duration. The minimum license period is one year
- Click 'Next' to continue to the customer information form:

Buy New Subscription Data Loss Prevention

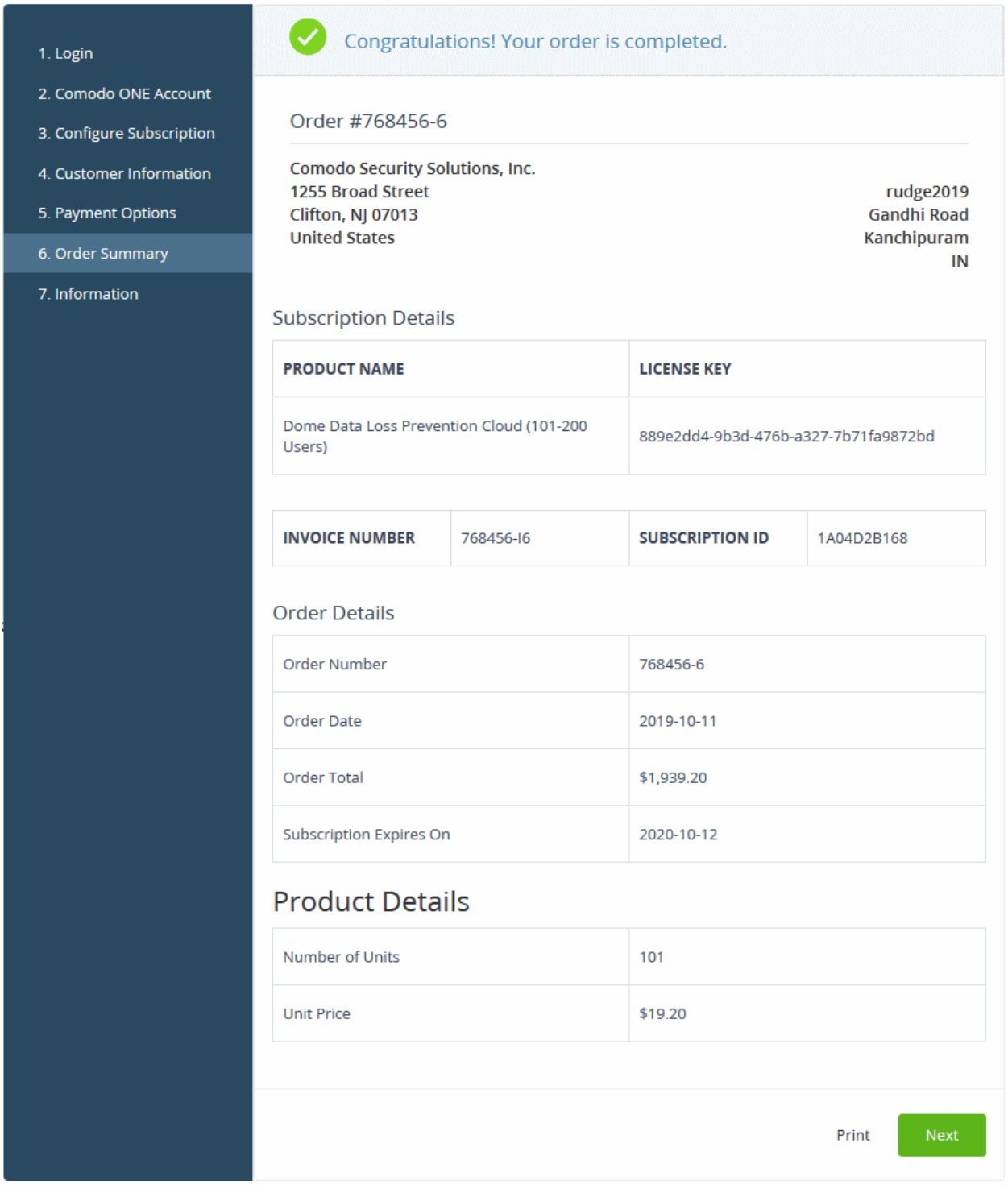


- Customer Information - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'
- Paying customers will next confirm their order and enter payment details. Basic customers will jump straight to the order summary.



- Review your order and enter your payment details
- Click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

Buy New Subscription Data Loss Prevention



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page explains how to setup Comodo Data Loss Prevention.
- Click 'Finish' to complete the purchase process.
- Our technical team will now setup your personal instance of Data Loss Prevention. We will send you an email with the URL of this instance once complete. We will send the mail within two working days.
- You can access DLP from the C1 'Applications' menu. You will need to enter your service URL the first time you access the service.

Activate a license

You can activate DLP licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

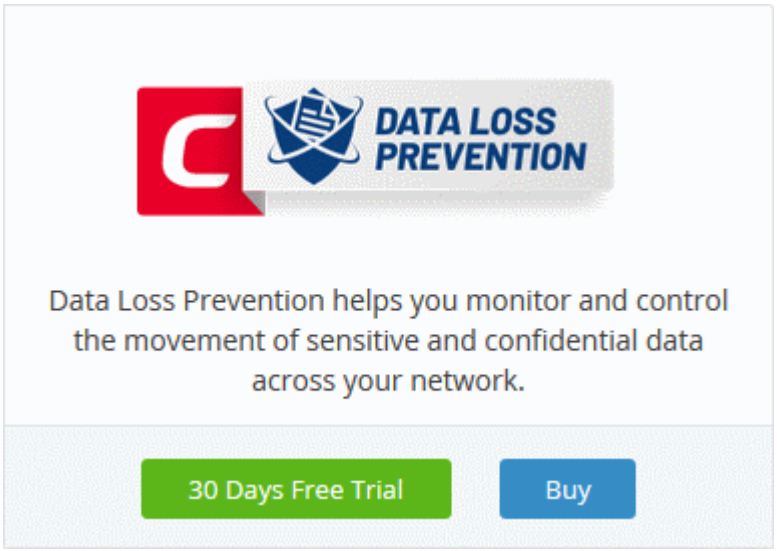
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Data Loss Prevention' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

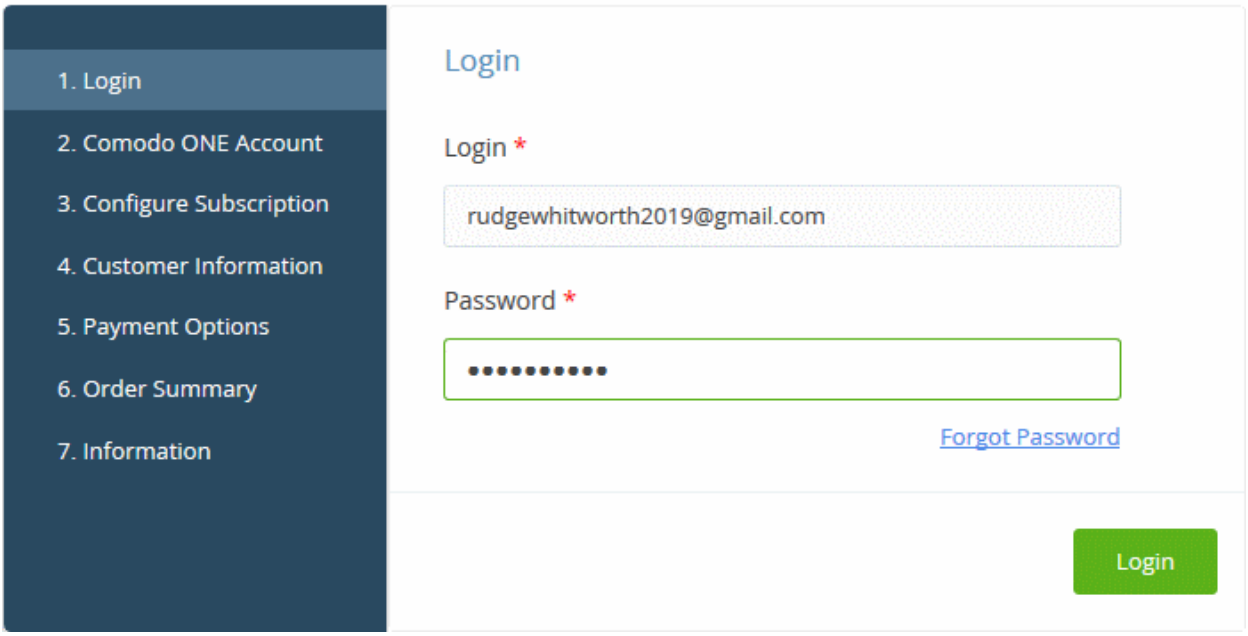
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'Data Loss Prevention' tile
- Click 'Buy' or '30 Days Free Trial' depending on the type of license you want to link.



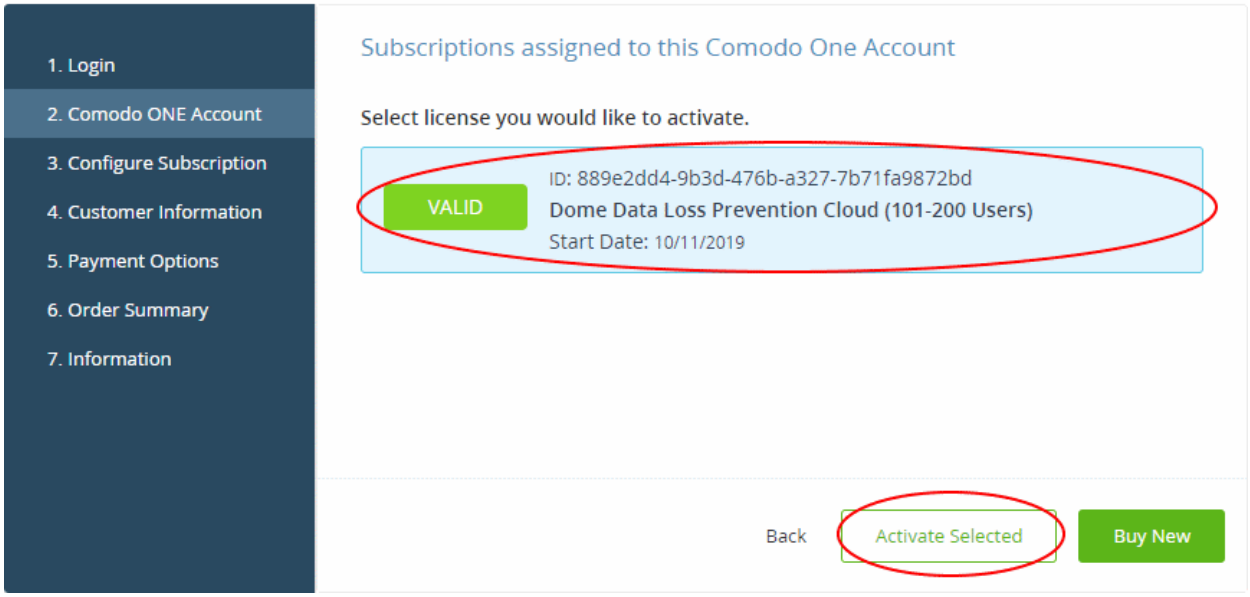
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

Buy New Subscription Data Loss Prevention



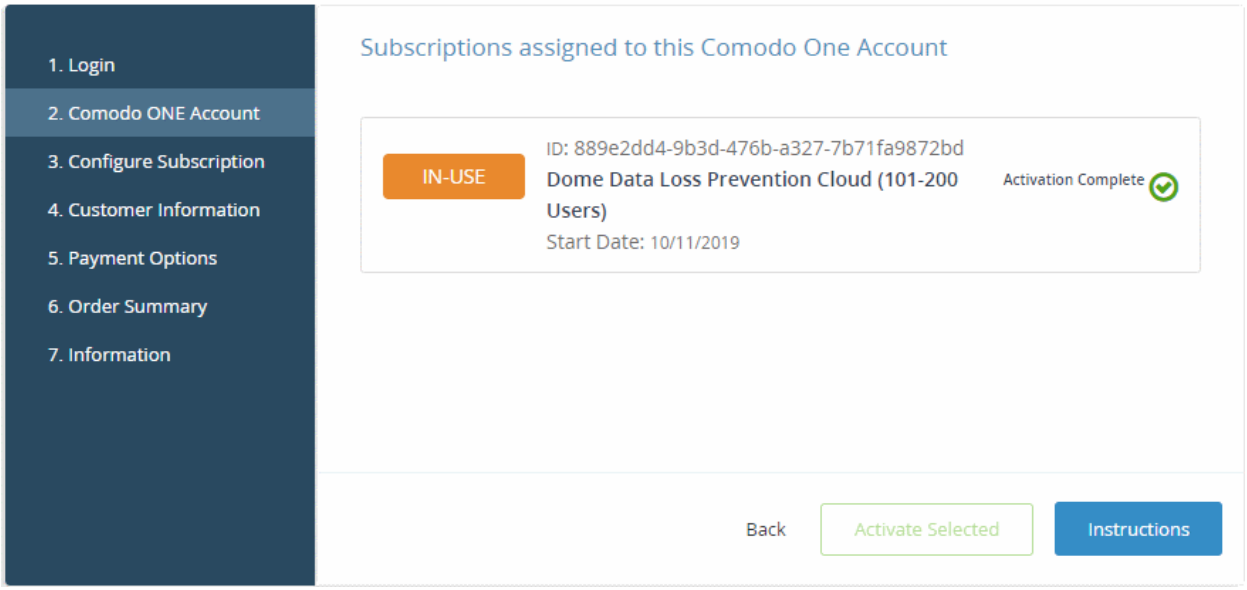
- The next page shows DLP licenses on your default account:

Buy New Subscription Data Loss Prevention



- Choose the license you want to use for this account then click 'Activate Selected'

Buy New Subscription Data Loss Prevention

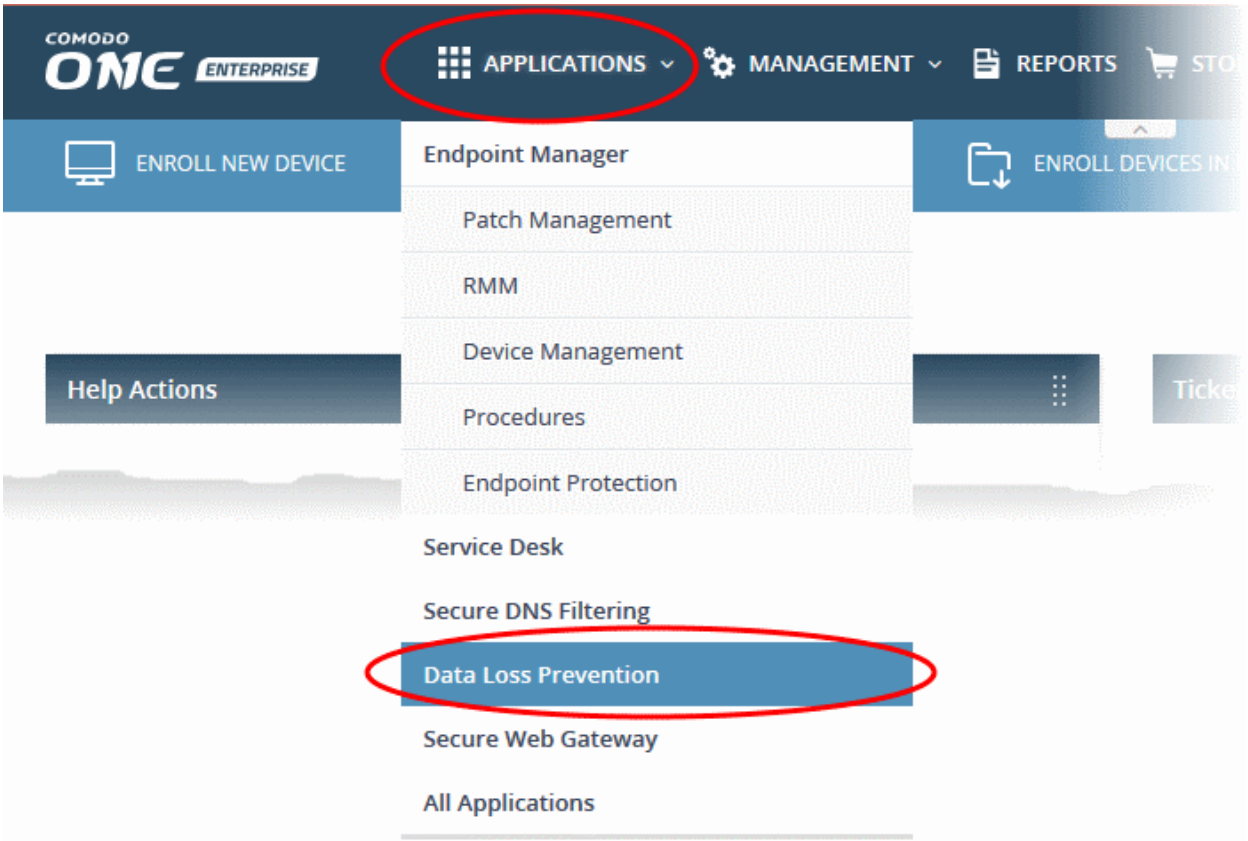


The license will be activated.

- Click 'Instructions' to learn how to set up Comodo Data Loss Prevention.
- Click 'Finish' to complete the activation process.
- Our technical team will now setup your personal instance of Data Loss Prevention. We will send you an email with the URL of this instance within two working days.
- You can access DLP from the C1 'Applications' menu. You will need to enter your service URL the first time you access the service.

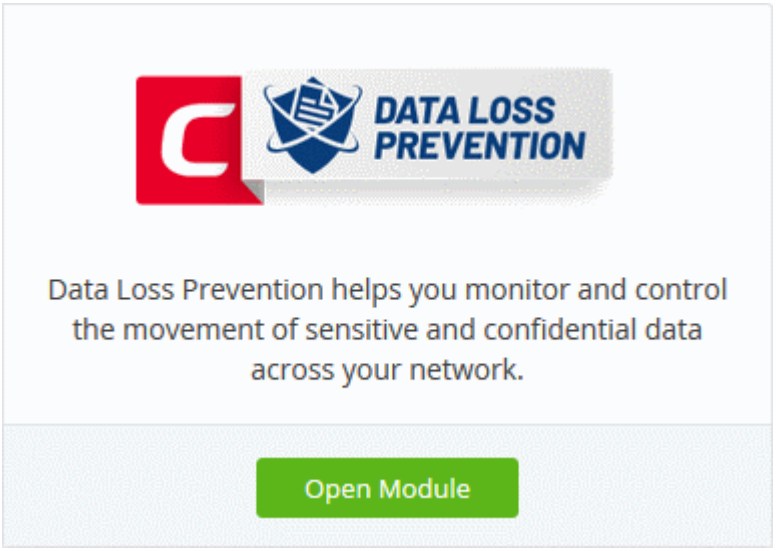
Open the Data Loss Prevention interface

- **Dome Service URL** - Once you add DLP to your C1 account by activating your first license, our technicians will setup your DLP server instance. You will receive an email containing the URL of the server instance within two days of your license activation. You should enter this service URL during your first login to DLP.
    - Click 'Applications' on the menu bar then choose 'Data Loss Prevention' from the list.



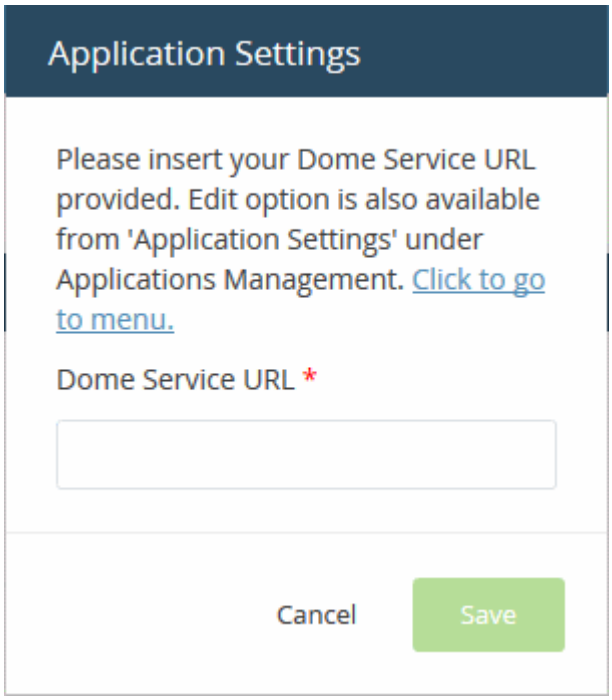
OR

- Click 'Applications' on the menu bar then click 'All Applications' from the list.



- Click 'Open Module' on the 'Data Loss Prevention' tile

The Data Loss Prevention interface will open. If you have not configured the service then the 'Application Settings' dialog will appear:



- Enter the service URL that was sent to your email then click 'Save'.
- You can also enter the service URL by clicking 'Manage' > 'Applications' > 'Data Loss Prevention' > 'Settings'. See **Configure App Settings and Dome Service URL** for help with this.

For more help to use Data Loss Prevention, see **https://help.comodo.com/topic-283-1-596-7050-Introduction-to-Comodo-Dome-Data-Protection.html**.

8.9 Add Comodo Secure Email Gateway Enterprise

Comodo Secure Email Gateway Enterprise is an advanced mail filtering and threat prevention solution for enterprises. The product uses a powerful combination of filters, antivirus and content analysis to block unwanted and harmful mail from entering your network.

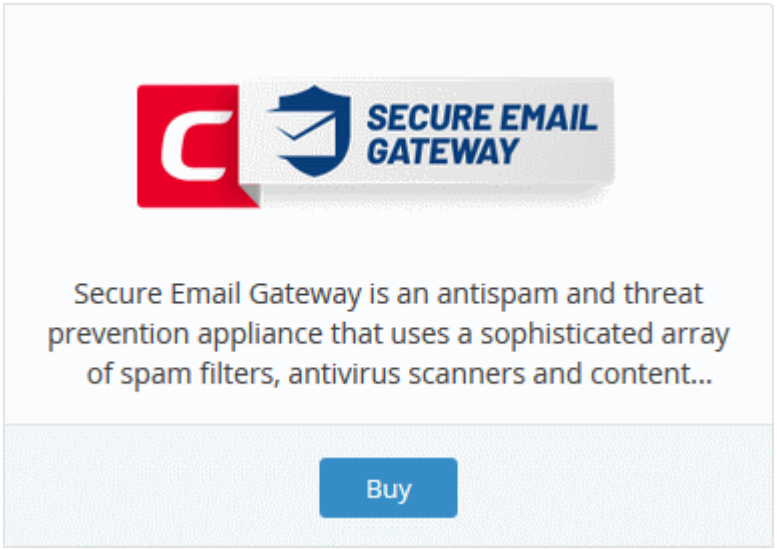
- Comodo Secure Email Gateway Enterprise is available only to C1 Enterprise customers.
- There are two ways to add Secure Email Gateway Enterprise to your account:
  - **Add-on for 'Comodo Secure Web Gateway'** - The email gateway is available as an add-on, at discounted prices, for customers who already have a Secure Web Gateway (SWG) license. If you own an SWG license then the add-on will be selected when you subscribe for Secure Email Gateway Enterprise.
  - **Stand-alone version** - The stand-alone version can be added to your account if you do not have a Secure Web Gateway license.
- Both stand-alone and add-on licenses can be purchased from the Comodo One console.
- If you already have Secure Email Gateway on a different Comodo account, you can add it to C1 by linking the other account to your C1 account.

Please read the following sections to learn more:

- **Purchase a new license**
- **Activate a license**

Purchase a new license

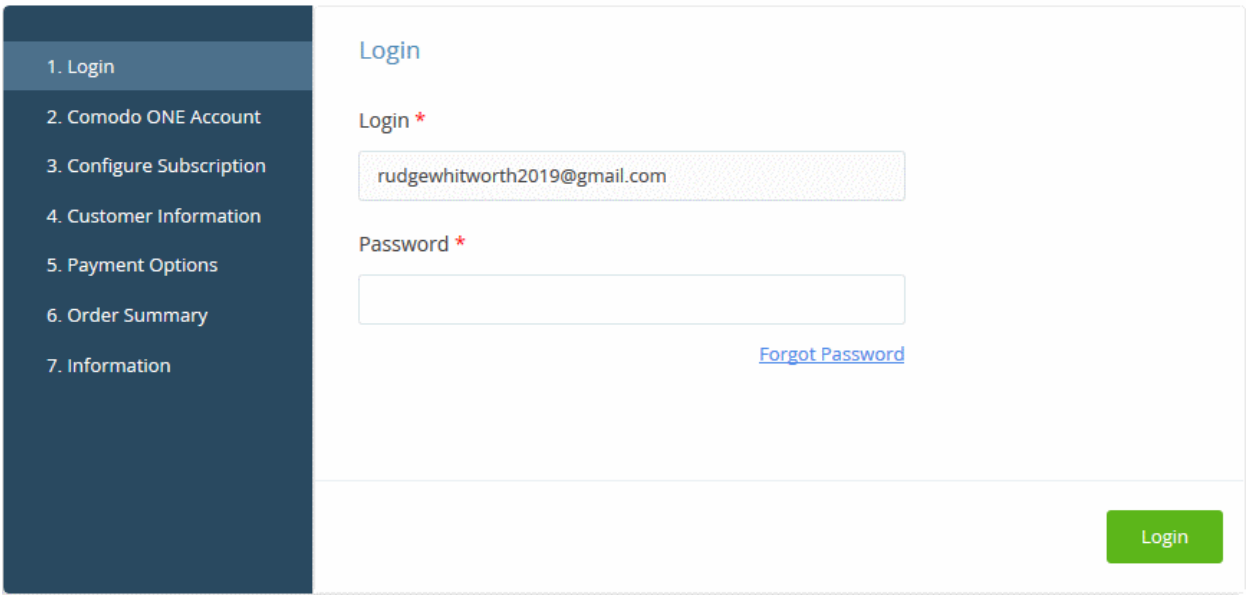
- Click 'Store' on the C1 menu bar
- Locate the 'Secure Email Gateway' tile



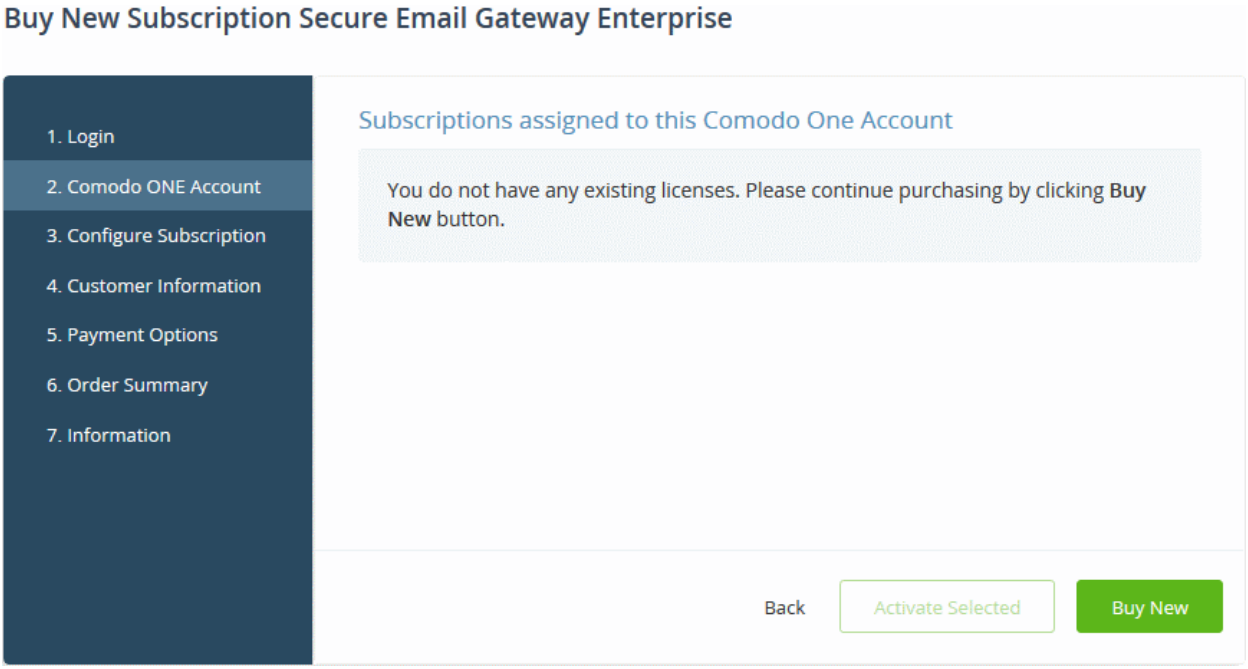
- Click the 'Buy' button.

You will be taken to the product order page.

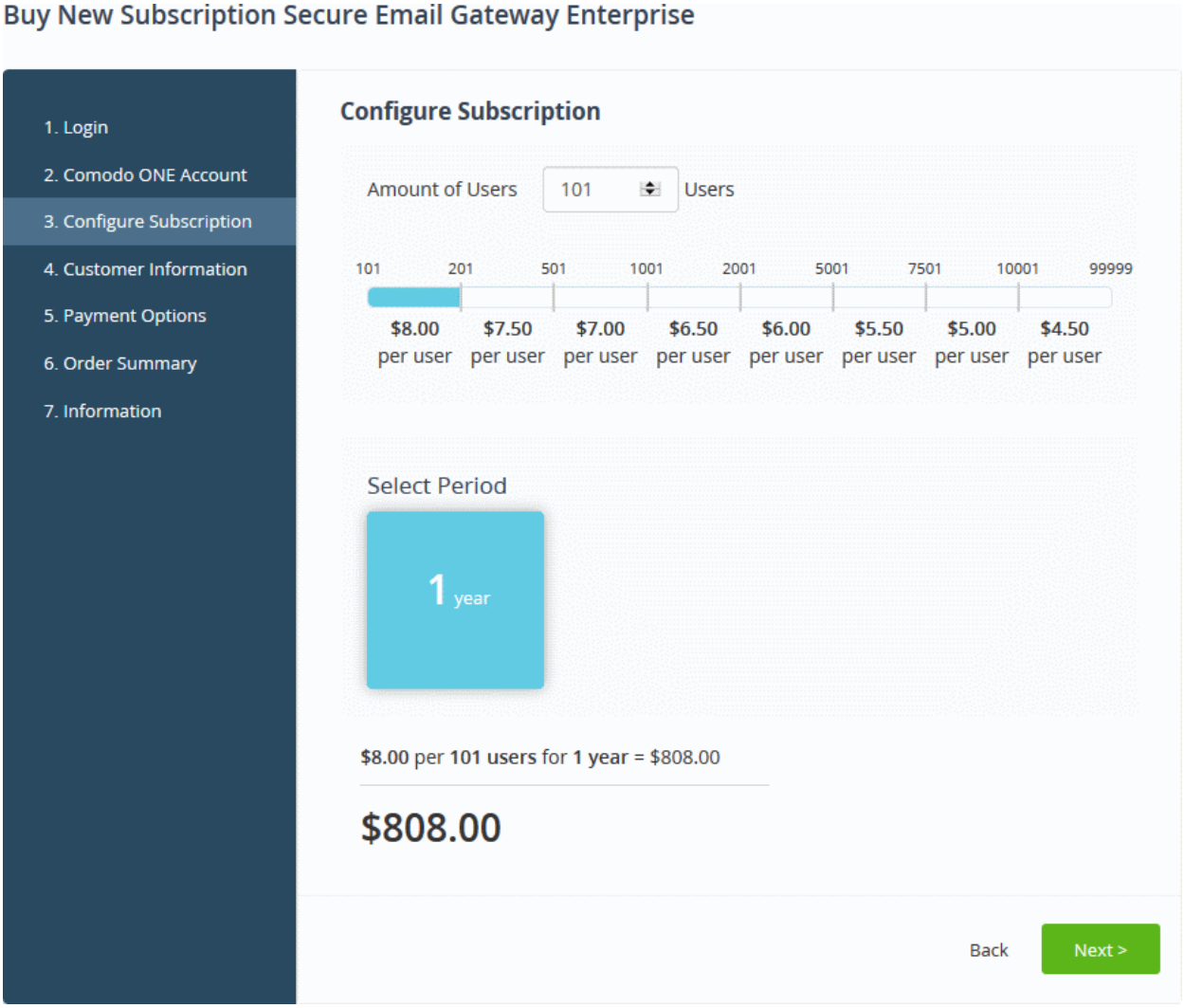
Buy New Subscription Secure Email Gateway Enterprise



- Your username is pre-populated
- Enter your Comodo One account password then click 'Login'

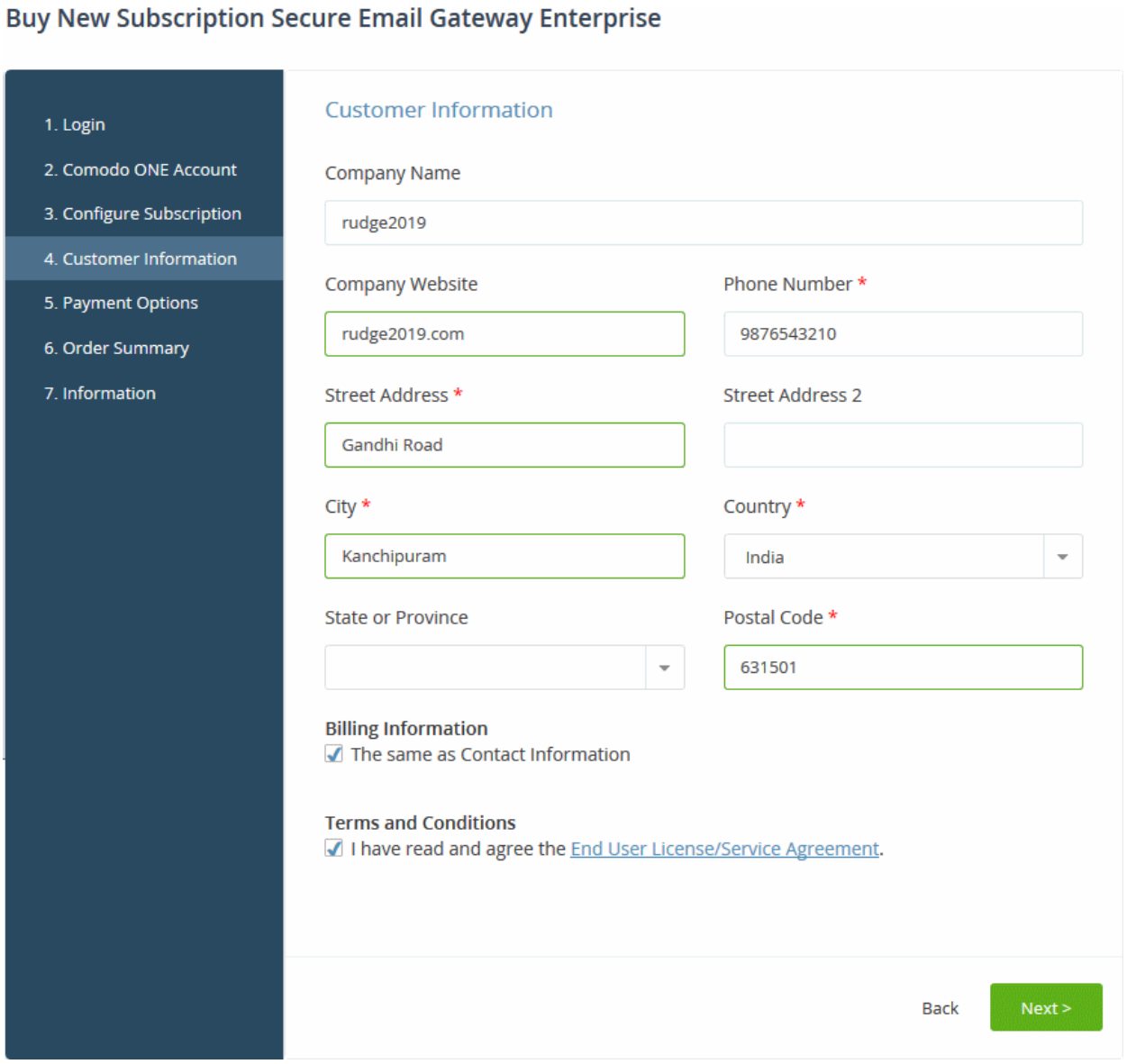


- Click the 'Buy New' button.
- The next step is to configure your subscription package:

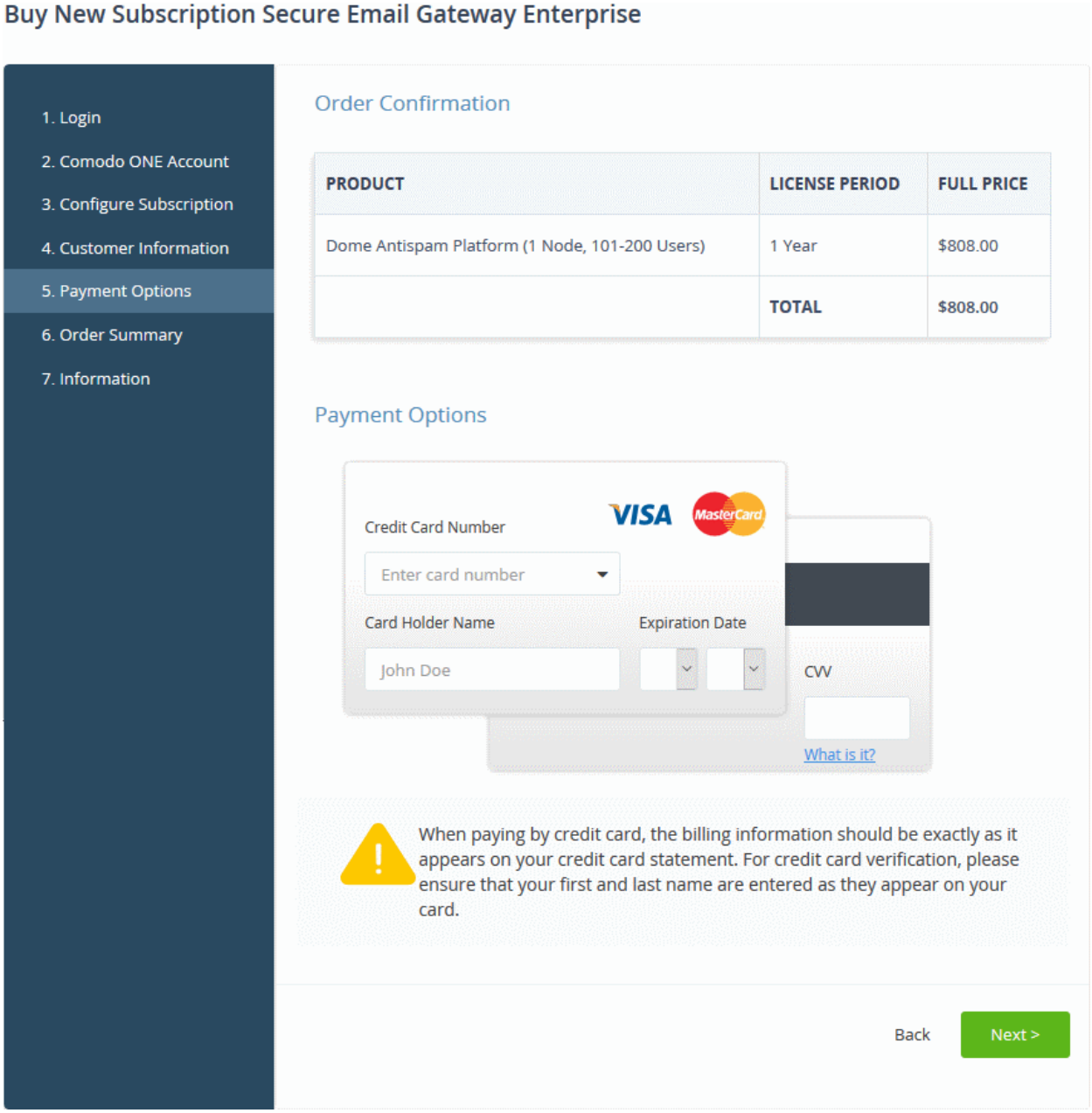


The appropriate version for your account, stand-alone or add-on, is automatically selected. The example shown above is for the add-on version.

- Enter or select the number of users you require. The per-user rate depends on the number of user licenses you require. The minimum number of users is 101.
- Select the subscription duration. The minimum license period is one year
- Click 'Next' to continue to the customer information form:

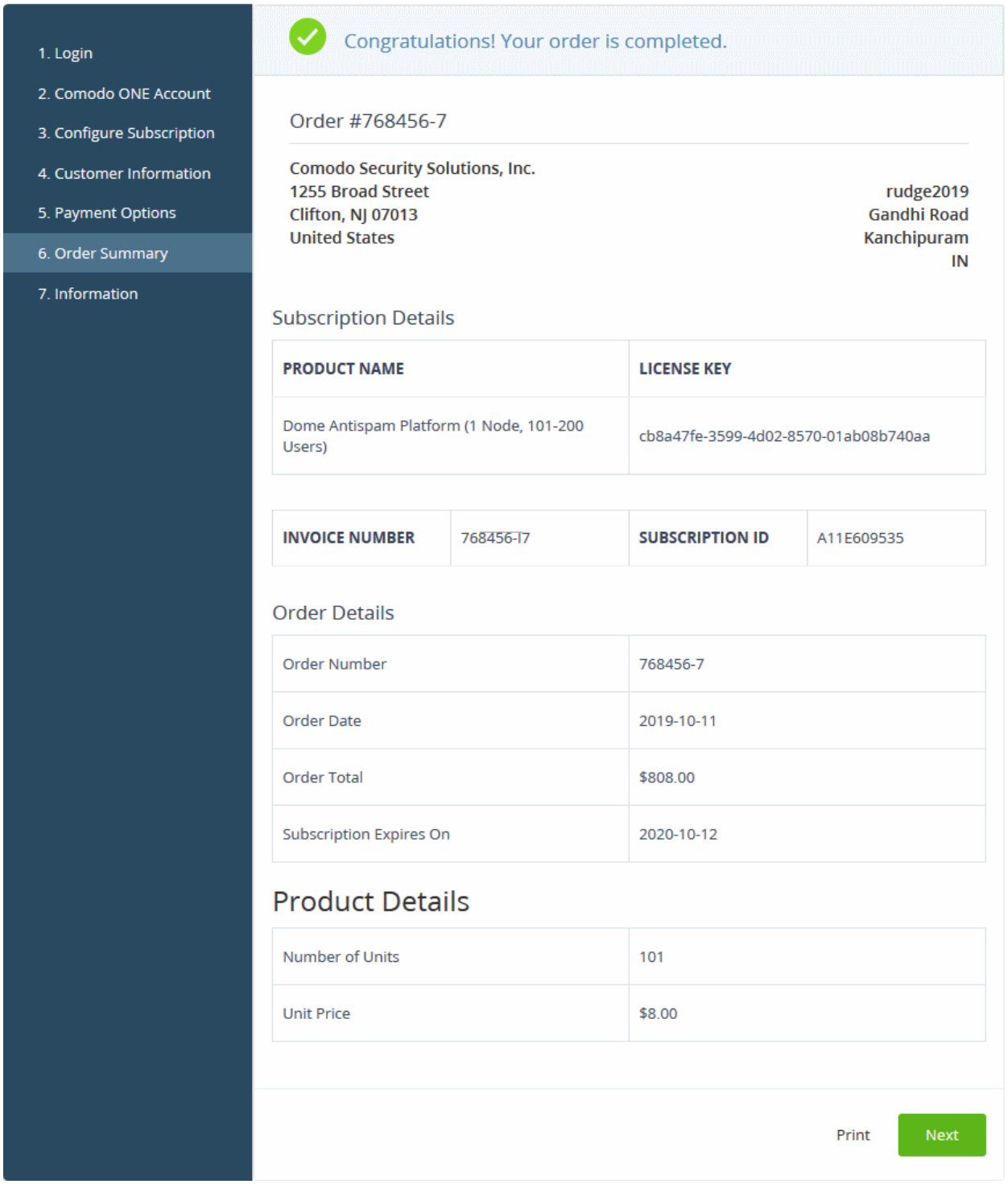


- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'
- The next step is to confirm your order and enter payment details.



- Click 'Next' after you have entered your payment details.
- Your order will be submitted and processed. You will receive a confirmation mail with your order details and license key.
- The following order summary page is shown:

Buy New Subscription Secure Email Gateway Enterprise



- Click 'Print' to take a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page explains how to setup Comodo Secure Email Gateway Enterprise.
- Click 'Finish' to complete the purchase process.
- Our technical team will now setup your personal instance of the product. We will send you an email with the URL of this instance within two working days.
- You can access Secure Email Gateway from the C1 'Applications' menu. You will need to enter your service URL the first time you access the service.

Activate a license

You can activate Secure Email Gateway Enterprise licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

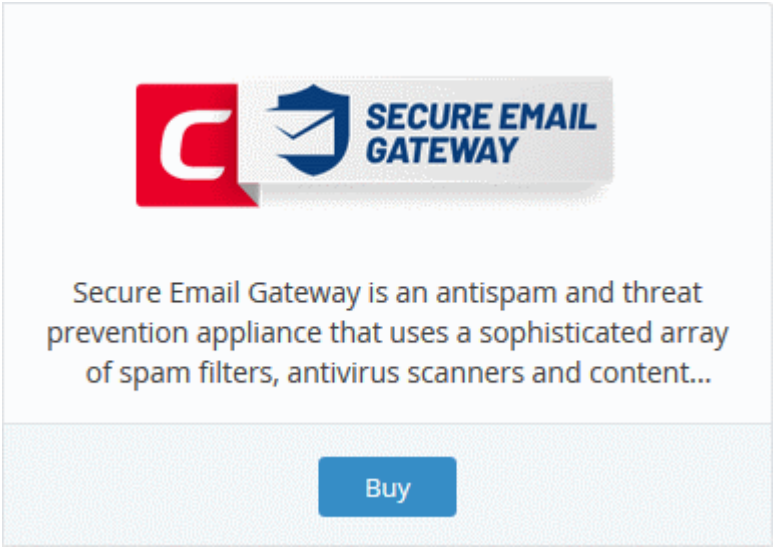
- Click 'Management' > 'Applications' on the C1 menu bar
- Select the 'Secure Email Gateway Enterprise' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

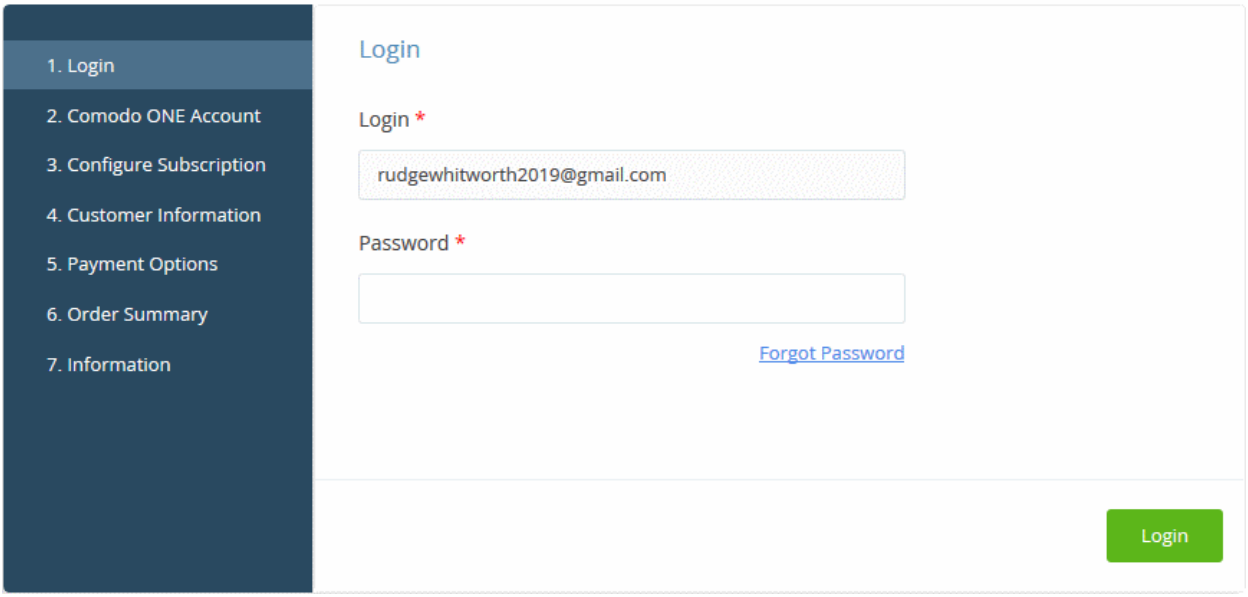
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'Secure Email Gateway' tile and click 'Buy'



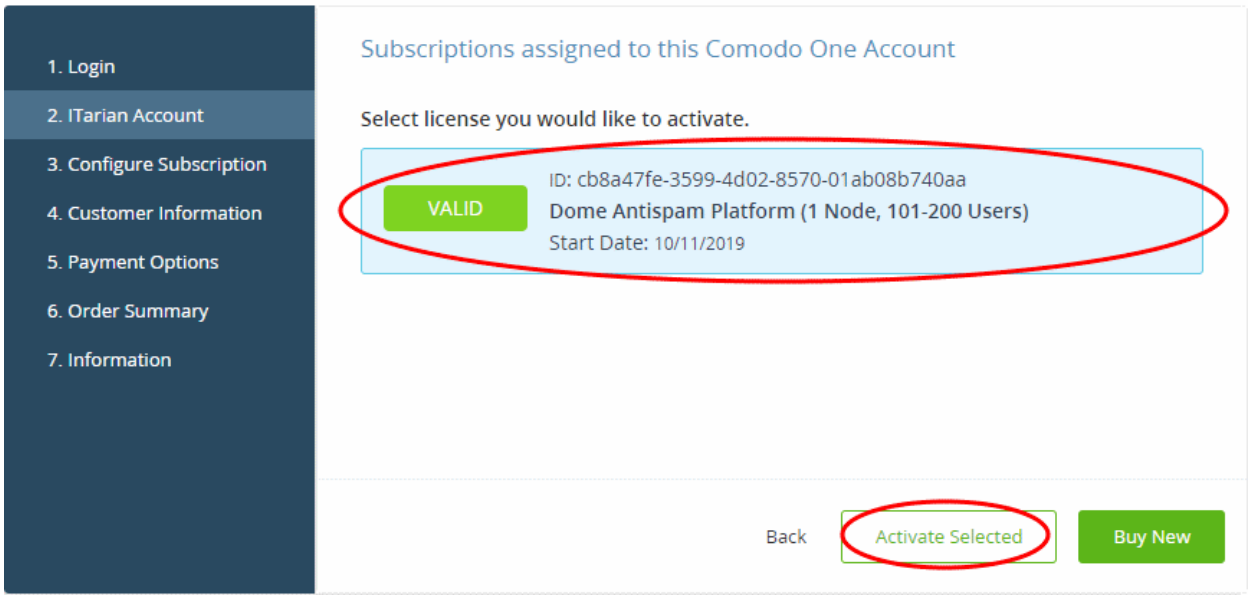
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

Buy New Subscription Secure Email Gateway Enterprise



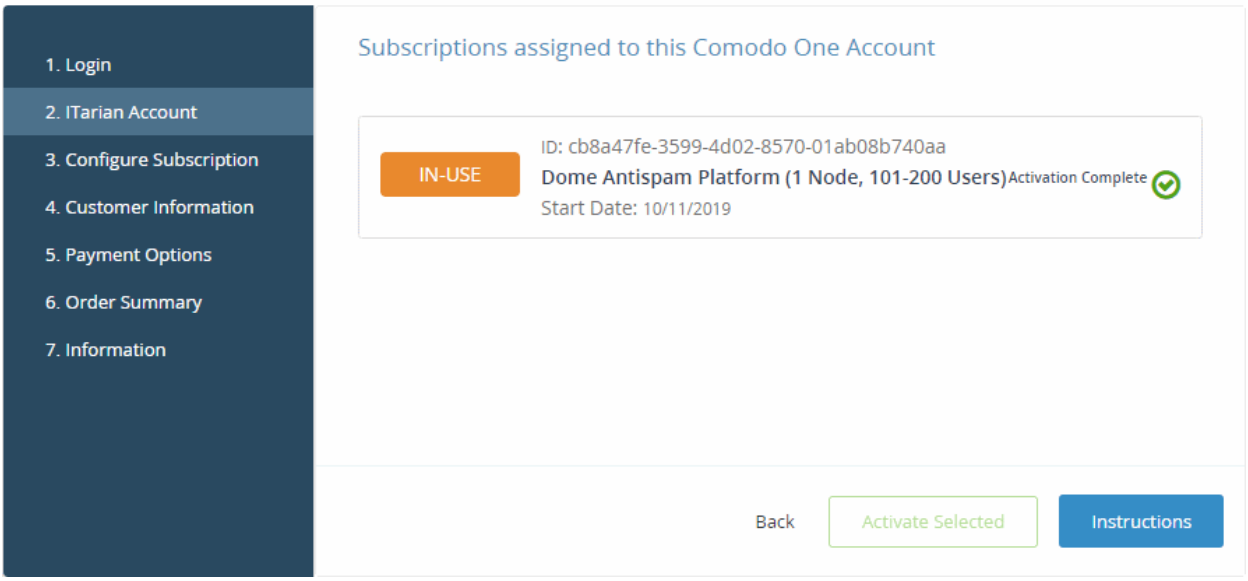
- The next page shows Secure Email Gateway Enterprise licenses on your default account:

Buy New Subscription Secure Email Gateway Enterprise



- Choose the license you want to use for this account then click 'Activate Selected'.

Buy New Subscription Secure Email Gateway Enterprise

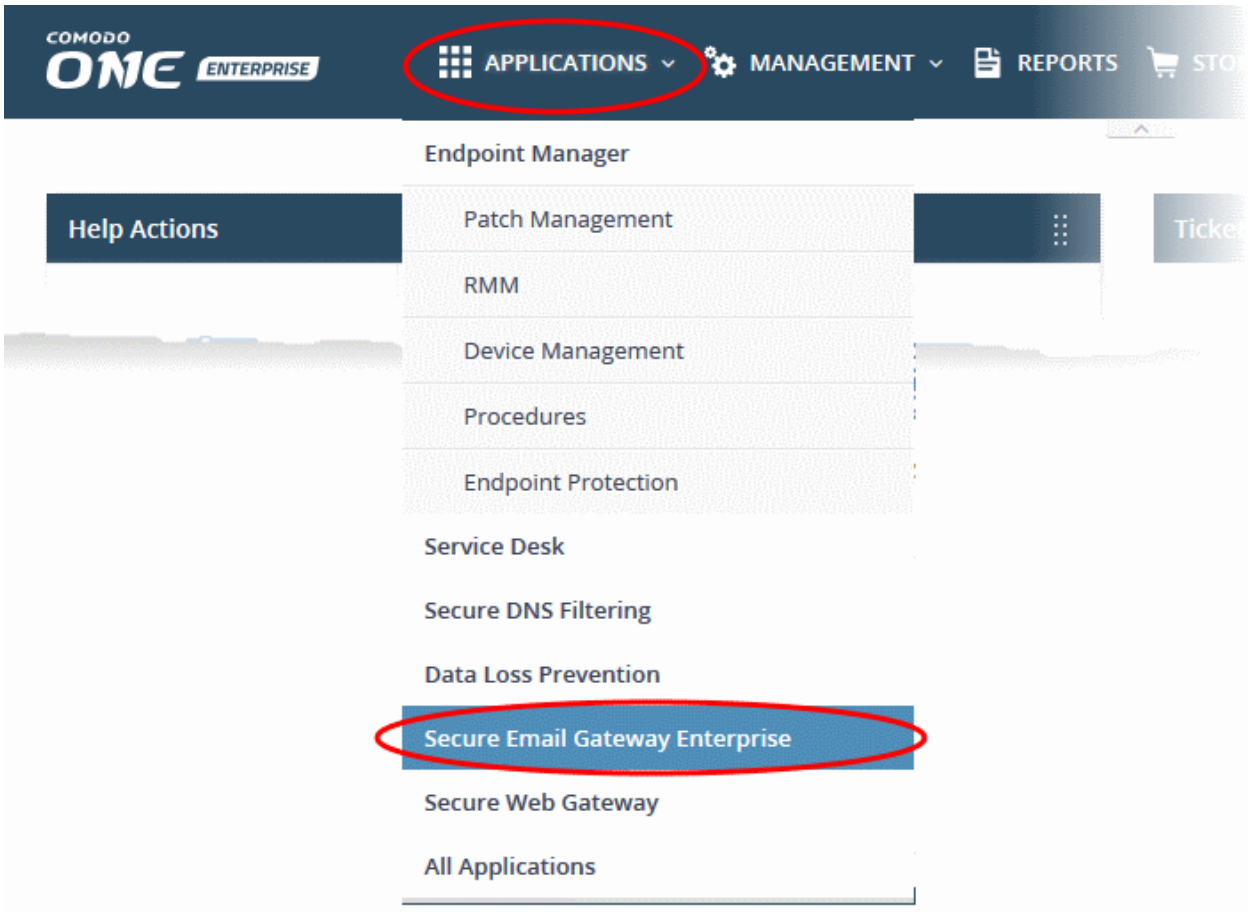


The license will be activated.

- Click 'Instructions' to learn how to setup Comodo Secure Email Gateway.
- Click 'Finish' to complete the activation process.
- Our technical team will setup your personal instance of the product. We will send you an email with the URL of this instance within two working days..
- You can access Secure Email Gateway from the C1 'Applications' menu. You will need to enter your service URL the first time you access the service.

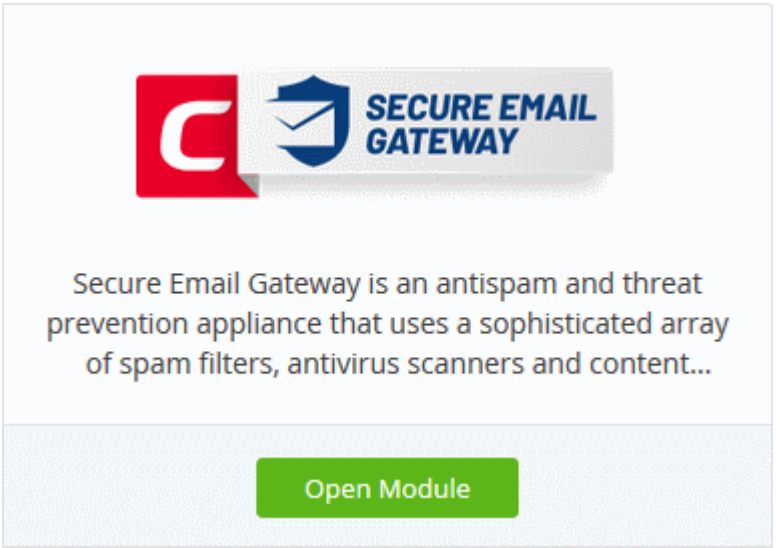
Open 'Secure Email Gateway Enterprise' interface

- **Dome Service URL** - After purchasing a Secure Email Gateway Enterprise license, our technicians will setup your personal server instance. You will receive an email with the URL of the instance within two days of your purchase. You need to enter this URL when you first access the service.
    - Click 'Applications' on the menu bar then choose 'Secure Email Gateway Enterprise' from the list.



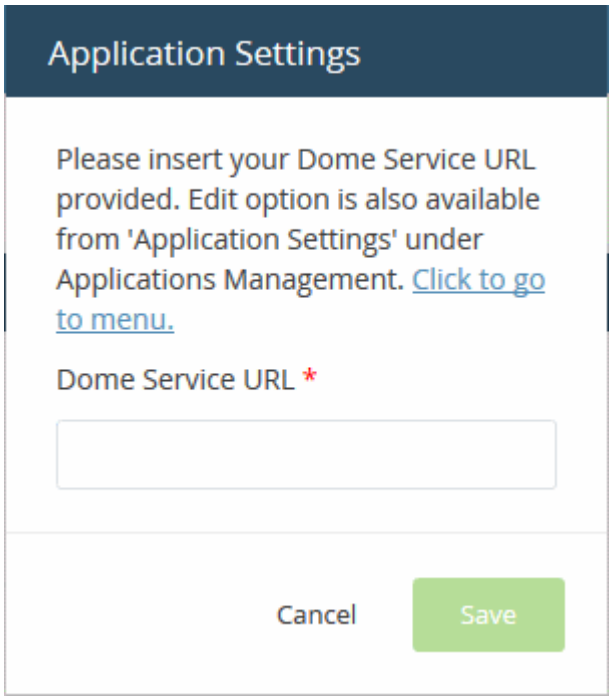
OR

- Click 'Applications' on the menu bar then click 'All Applications' from the list.



- Click 'Open Module' on the 'Secure Email Gateway' tile

The 'Secure Email Gateway Enterprise' interface will open. If you have yet not configured the service then the settings dialog appears instead:



- Enter the service URL that was sent to your email then click 'Save'.
- You can also enter the service URL by clicking 'Manage' > 'Applications' > 'Secure Email Gateway Enterprise' > 'Settings'. See **Configure App Settings and Dome Service URL** for help with this.

For more help to use Secure Email Gateway Enterprise, see the guide at **https://help.comodo.com/topic-443-1-898-11360-Introduction-to-Comodo-Dome-Anti-spam.html**.

8.10 Add Comodo Secure Email Gateway - MSP

Comodo Secure Email Gateway MSP lets MSPs protect customer networks from spam and email-borne threats. This product is only available only to MSP customers.

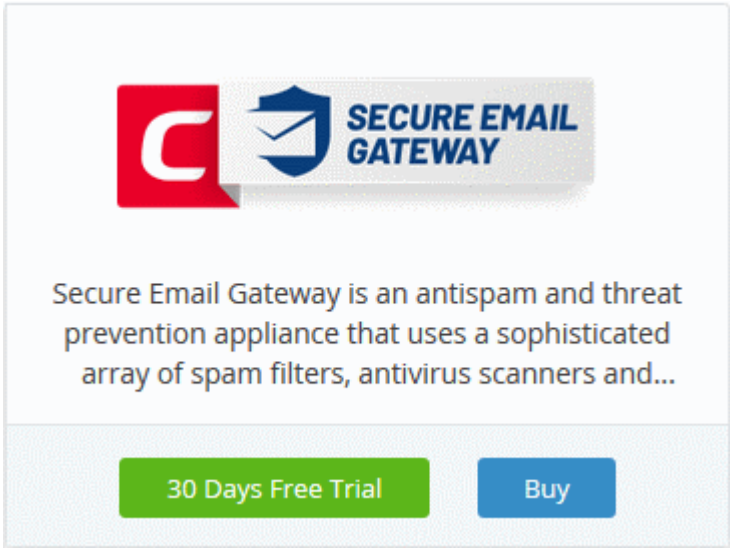
- Licenses can be purchased from the Comodo One console
- The basic version is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the Comodo One console.
- If you already have Secure Email Gateway MSP on another Comodo account, you can add it to C1 by linking that other account to your C1 account.

The following sections explain how to:

- **Purchase a new license**
- **Activate a license**

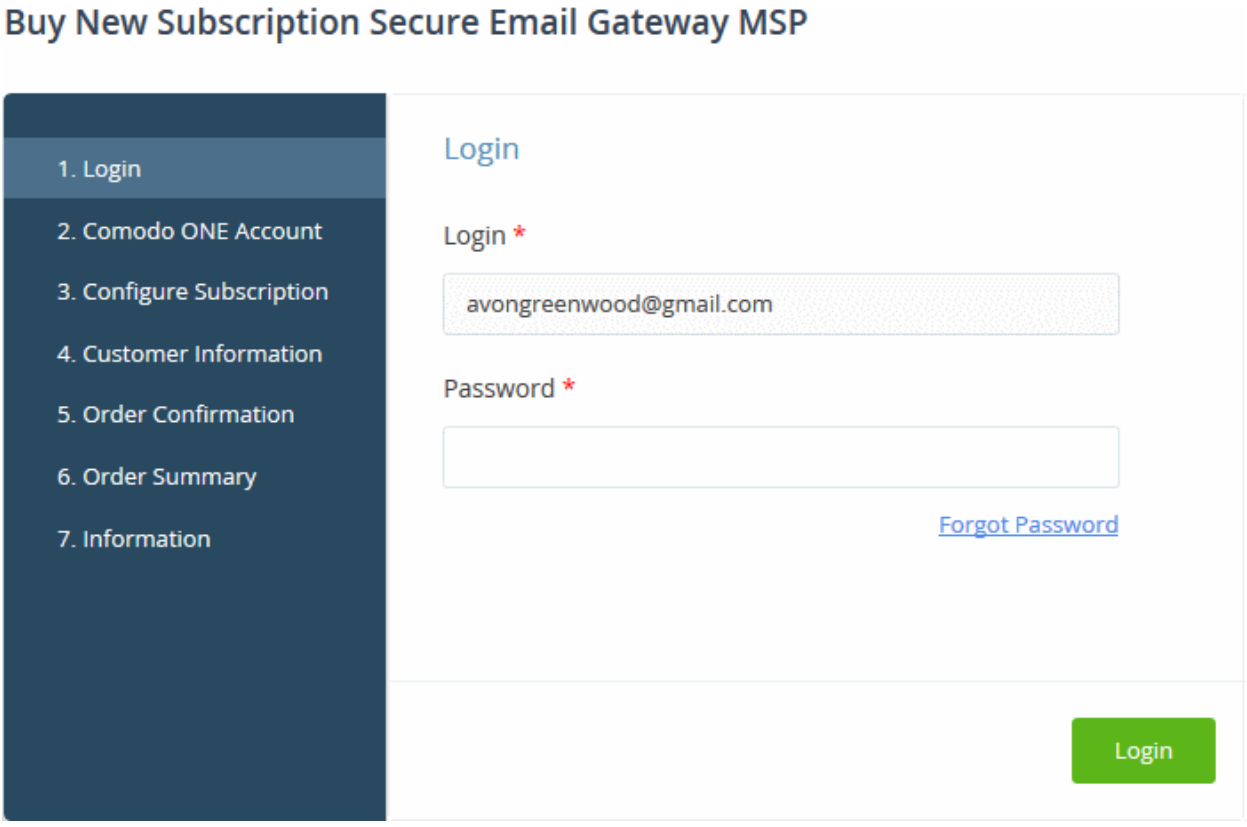
Purchase a new license

- Click 'Store' on the menu bar
- Locate the 'Comodo Secure Email Gateway' tile:



- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add.

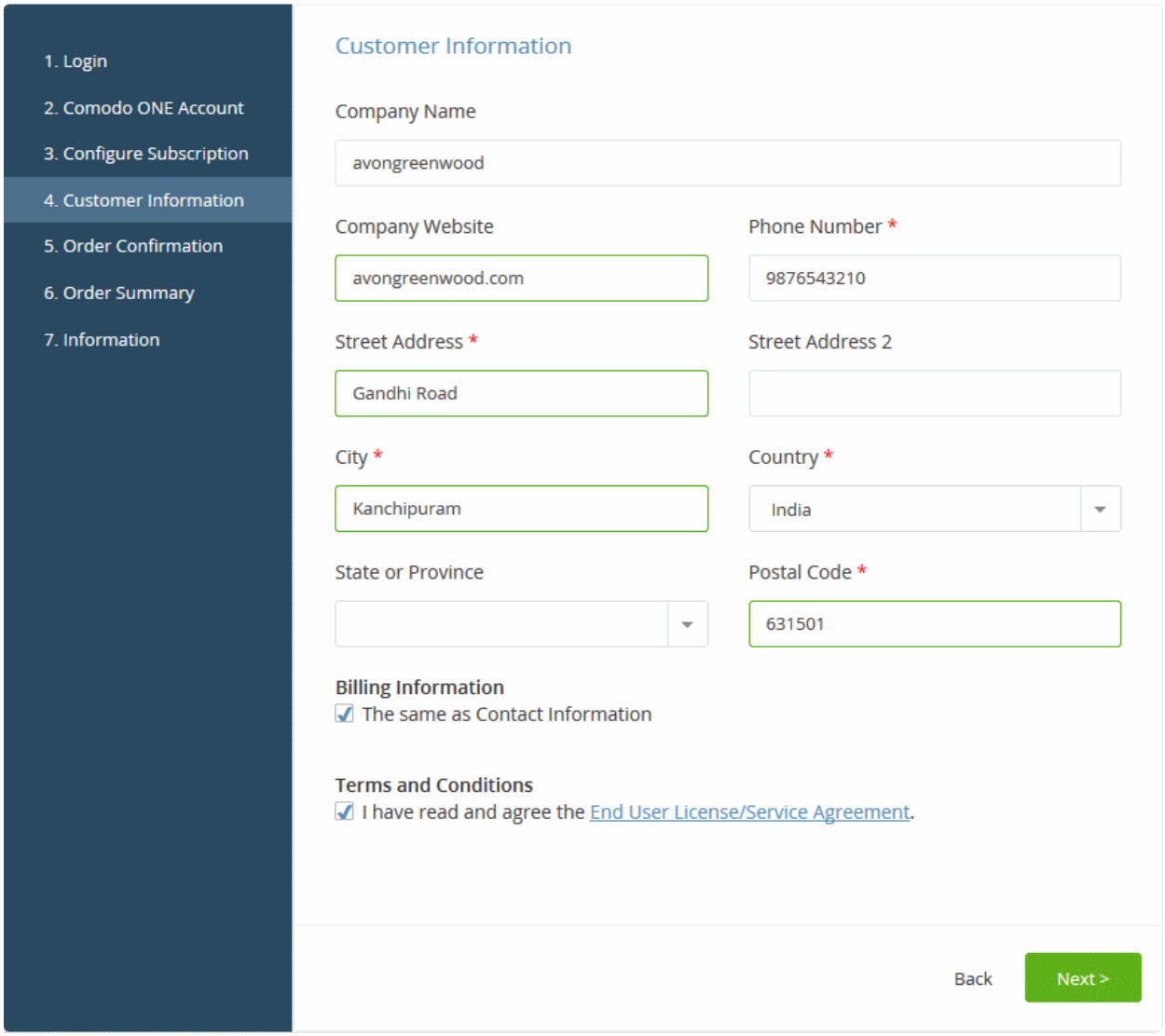
You will be taken to the product order page. The example shown below is for the basic version.



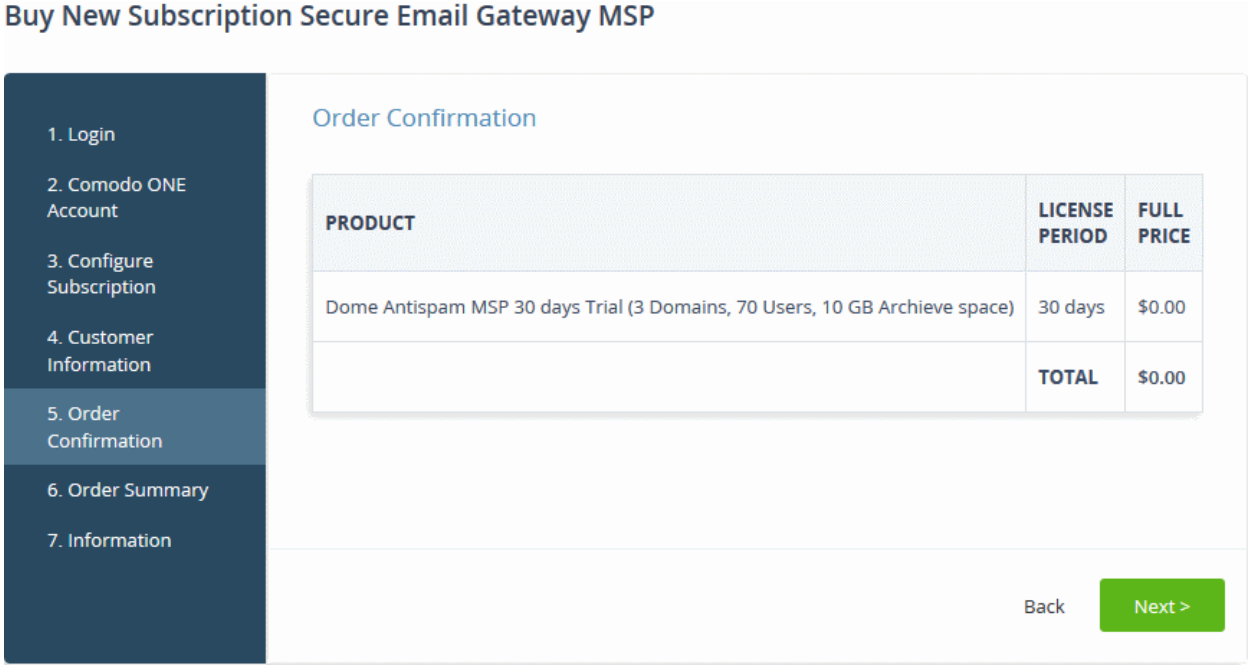
Your login username is pre-populated and cannot be changed.

- Enter your Comodo One account password and click 'Login'.
  - **Paid version** - Click the 'Buy New' button in the 'Comodo One Account' page then select a package. Click 'Next' to provide your customer information.
  - **Trial version** - You will go straight to the customer information screen after login.

Buy New Subscription Secure Email Gateway MSP

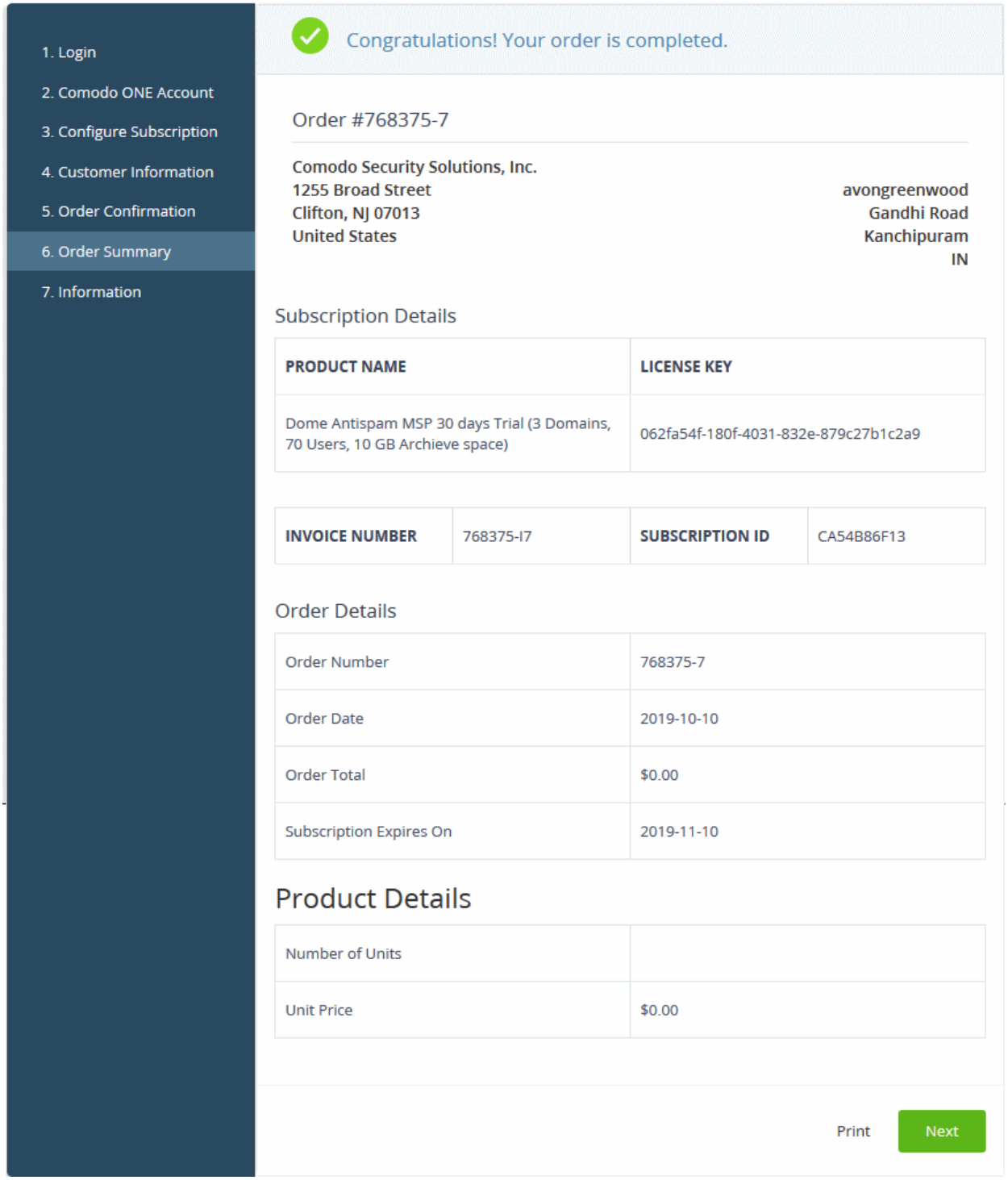


- **Customer Information** - enter your company name, website and address details
- Agree to the terms and conditions
- Click 'Next'
  - **Paid version** - You will be taken to the order confirmation and payment page.
    - Review your order, enter your card details, then click 'Next' to submit your order.
  - **Trial version** - The order confirmation page will appear.



- Review your order then click 'Next' to submit.
- You will receive an order confirmation email which contains your license key.

Buy New Subscription Secure Email Gateway MSP



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.

The information page explains how to setup Secure Email Gateway MSP.

- Click 'Finish' to complete the purchase process.
- Click 'Applications' > 'Secure Email Gateway MSP' to open the interface. See the **description** at the end of this section if you need more help with this.

Activate a license

You can activate Secure Email Gateway licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

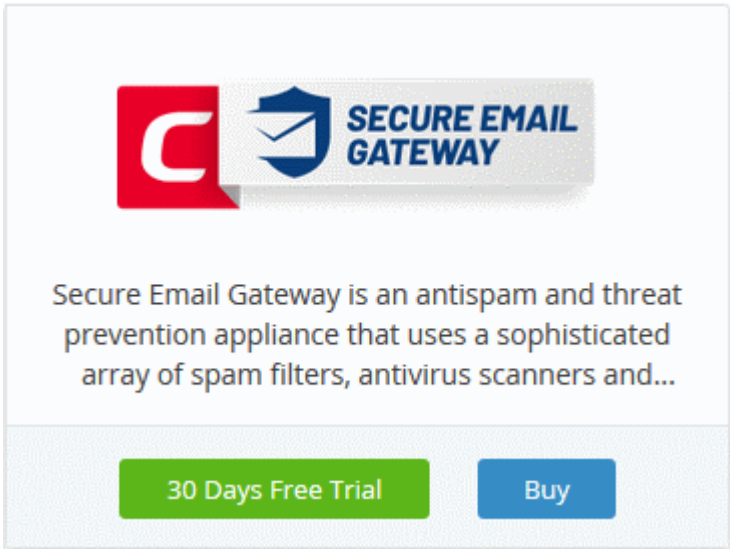
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Secure Email Gateway MSP' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

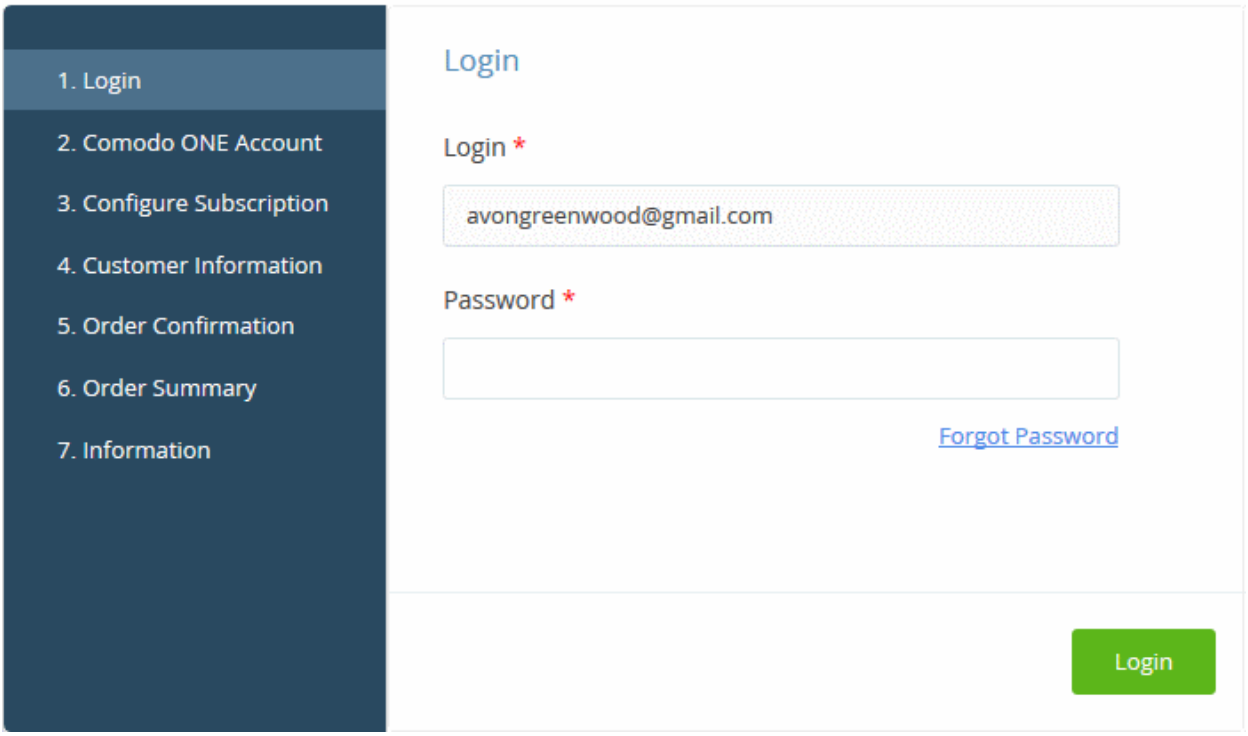
Note - You must first have linked the account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the menu bar
- Locate the 'Comodo Secure Email Gateway' tile
- Click 'Buy' or '30 Days Free Trial' depending on the type of license you want to link.



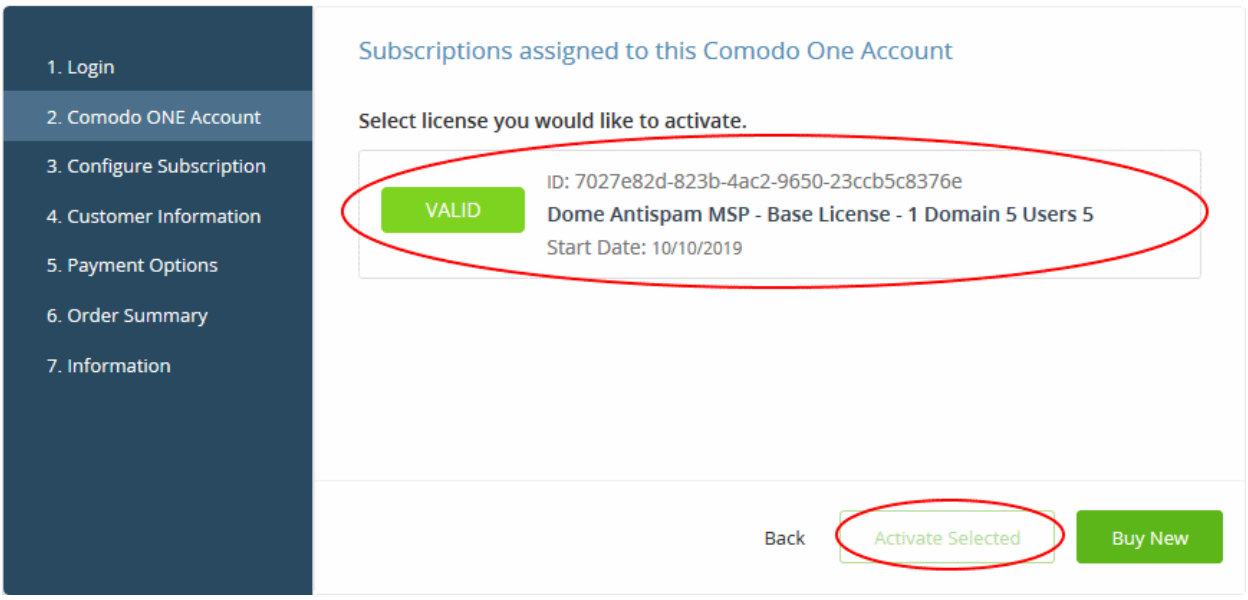
- You will be taken to the product order form to login to your other account
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':

Buy New Subscription Secure Email Gateway MSP

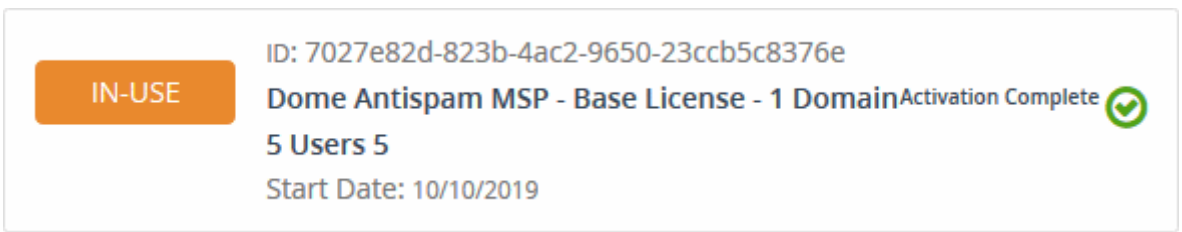


- The next page shows Secure Email Gateway licenses on your default account:

Buy New Subscription Secure Email Gateway MSP



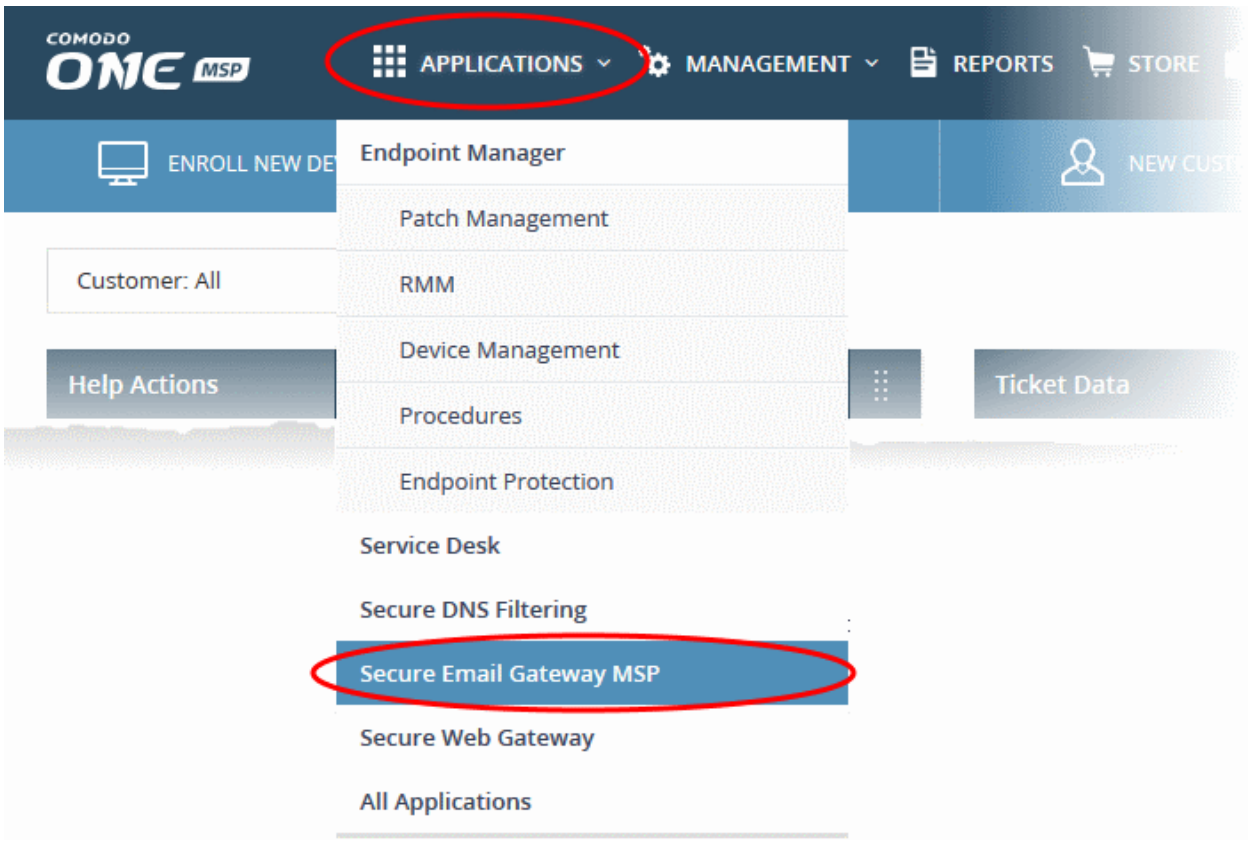
- Choose the license you want to use for this account and click 'Activate Selected'



The license will be activated. You can access Secure Email Gateway via the 'Applications' menu.

Open Secure Email Gateway - MSP

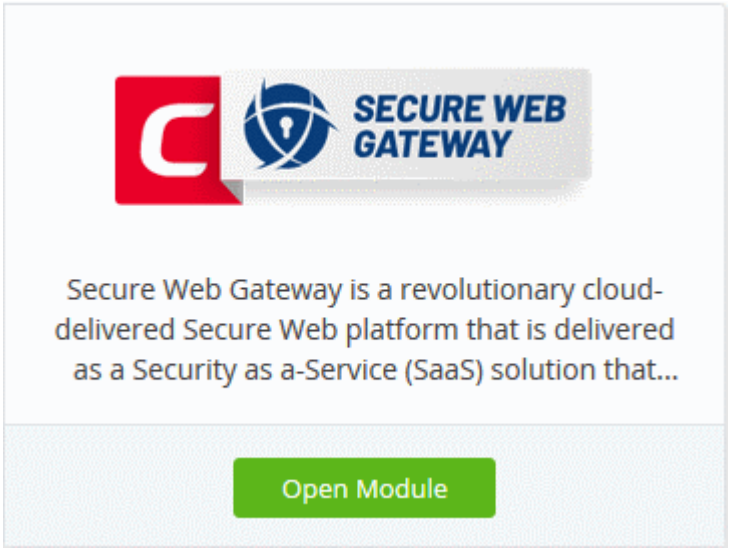
- Click 'Applications' > 'Secure Email Gateway MSP'



OR

- Click 'Applications > ' All Applications'

All licensed modules for your account will be displayed as tiles.



- Click 'Open Module' on the 'Secure Email Gateway' tile

For help to use Secure Email Gateway MSP, see **https://help.comodo.com/topic-445-1-914-12136-Introduction-to-Comodo-Dome-Antispam---MSP.html**.

8.11 Add Comodo Dome Firewall Virtual Appliance

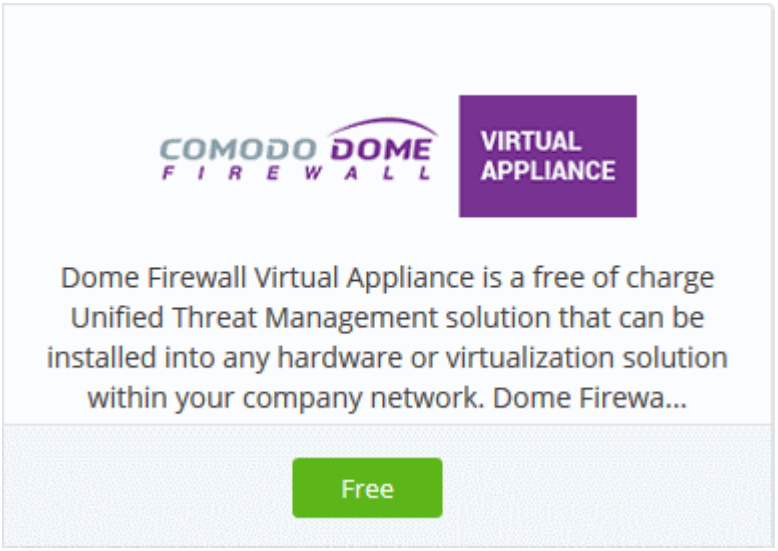
- Dome Firewall simplifies network security by delivering a single interface through which you can control firewall policy, antivirus, intrusion prevention, website filtering and more.
- The product is provisioned in OVA or ISO format which can be installed on bare-metal appliances and virtual servers such as Virtualbox and VMware.
- The firewall is free to Comodo One Enterprise and MSP customers. You can add the firewall to your account by getting a free license from the Comodo One console.
- If you already have Dome Firewall Virtual Appliance license on another Comodo account, you can add it to C1 by linking the other account to your C1 account. The service can then be used by both accounts.

The following sections explain how to acquire and activate a license:

- **Obtain a free license**
- **Activate a license**

Obtain a free license

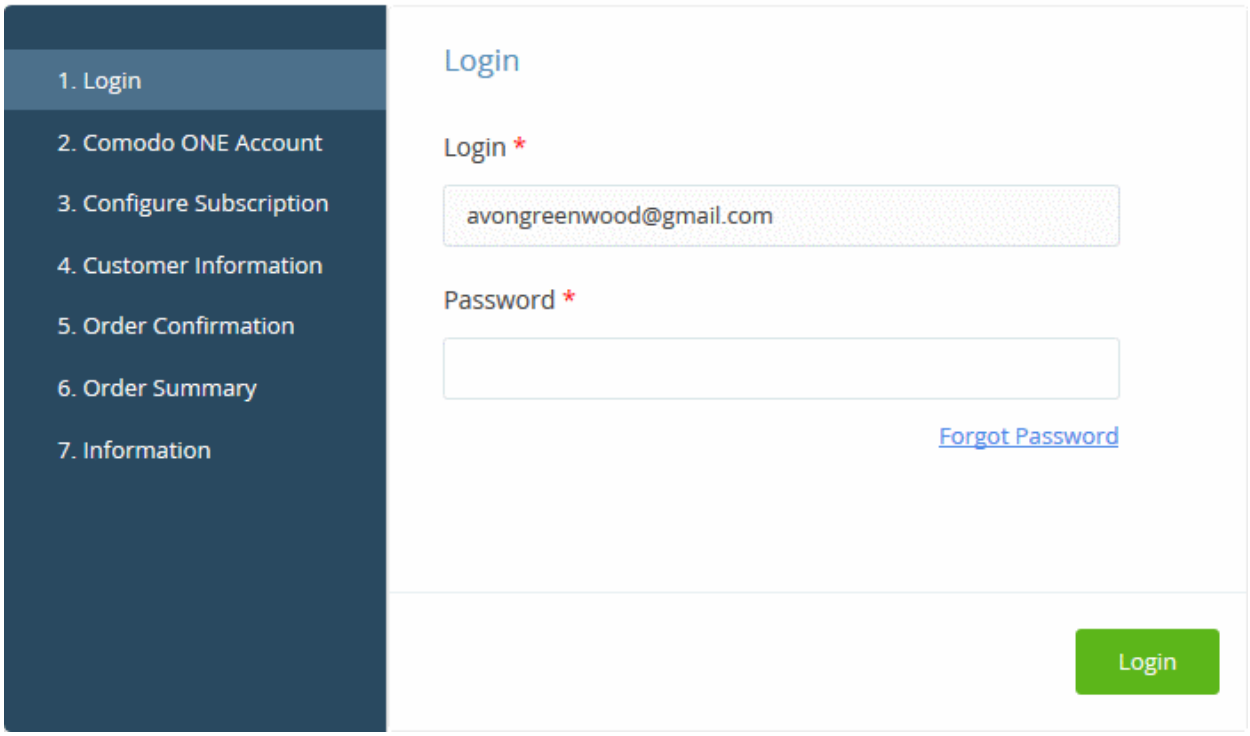
- Click 'Store' on the menu bar.
- Locate the 'Comodo Dome Firewall Virtual Appliance' tile.



- Click the 'Free' button.

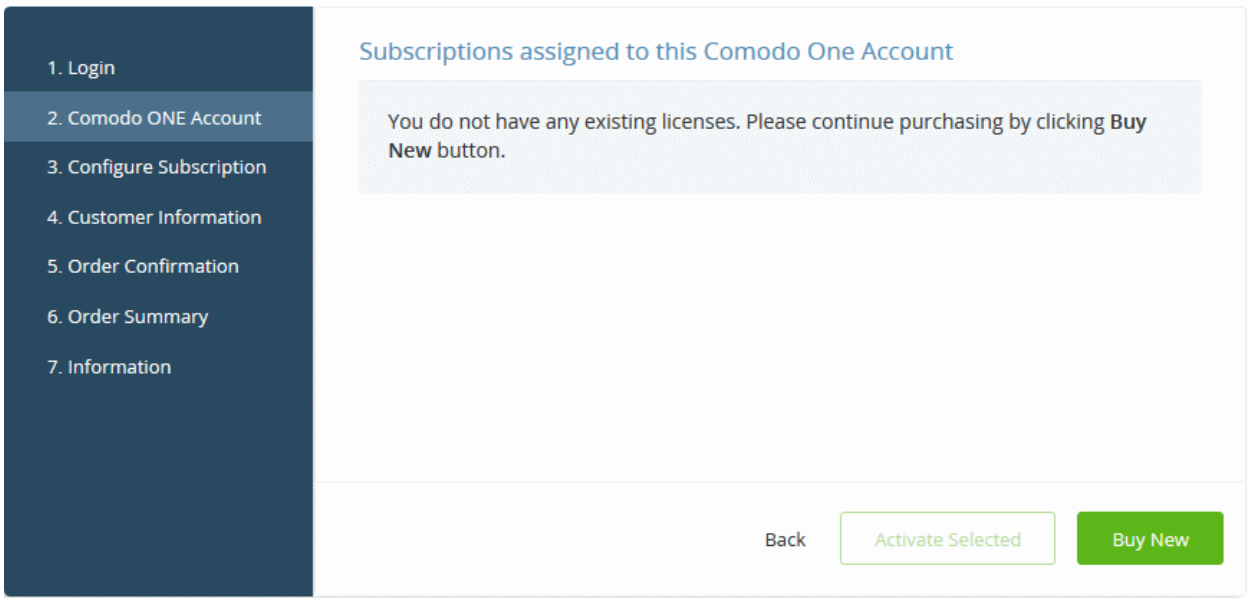
You will be taken to the product order page.

Buy New Subscription Dome Firewall Virtual Appliance



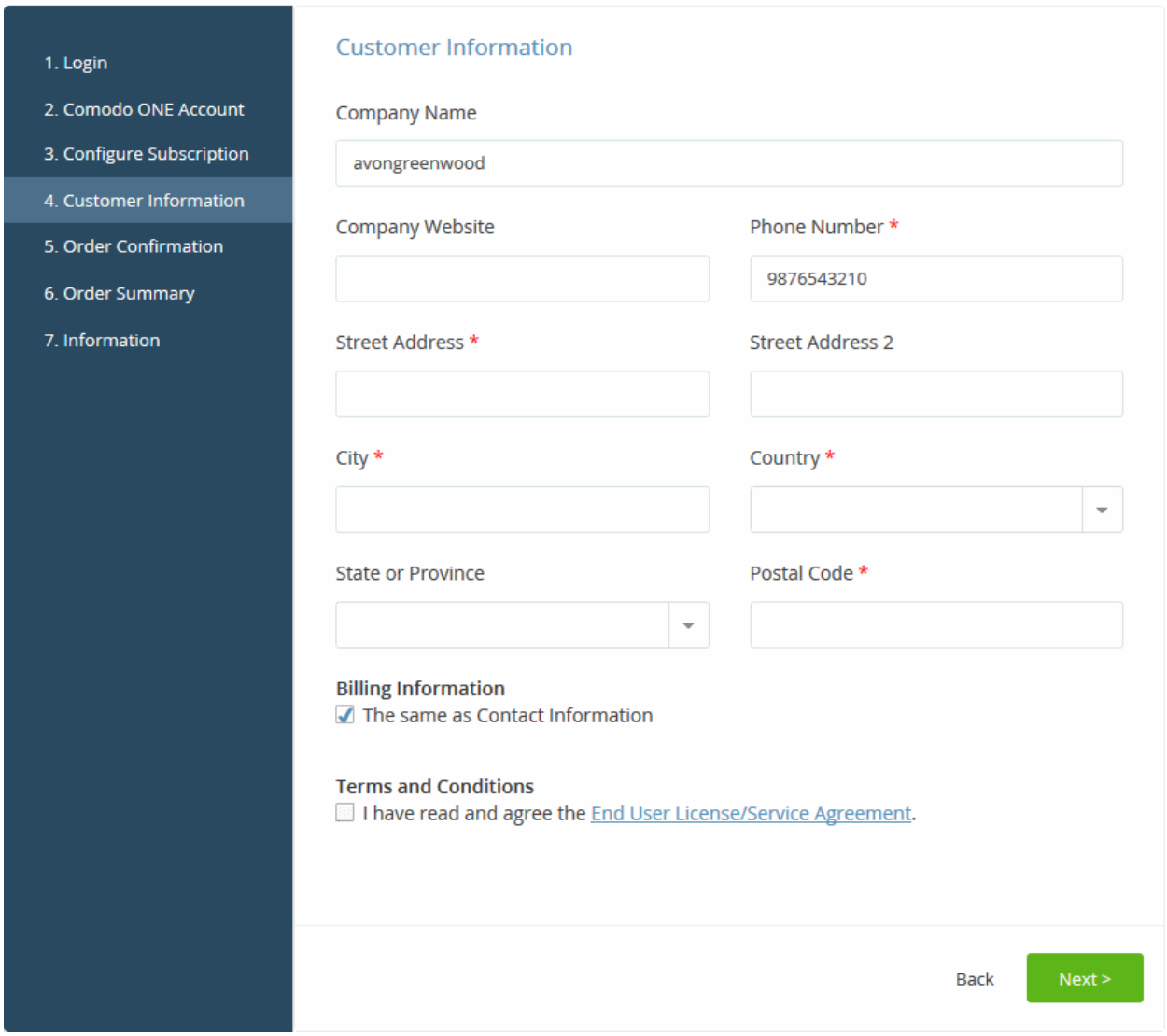
- Your username is pre-populated and cannot be changed
- Enter your Comodo One account password then click 'Login'

Buy New Subscription Dome Firewall Virtual Appliance



- Click 'Buy New'
- You will be taken to the 'Customer Information' page.

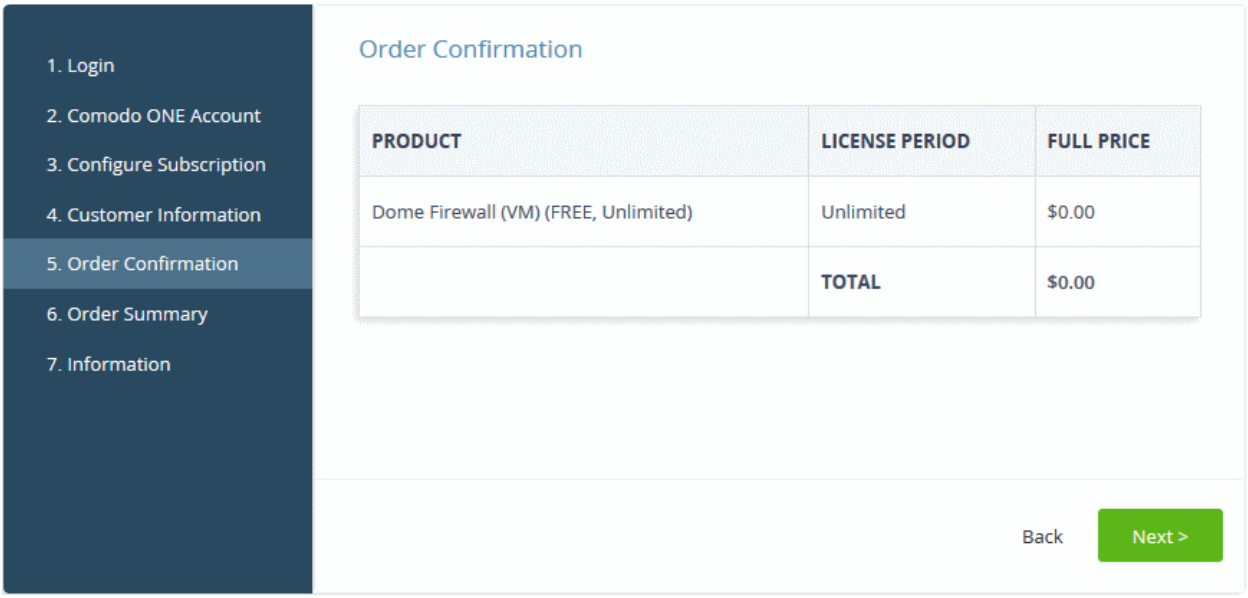
Buy New Subscription Dome Firewall Virtual Appliance



- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'

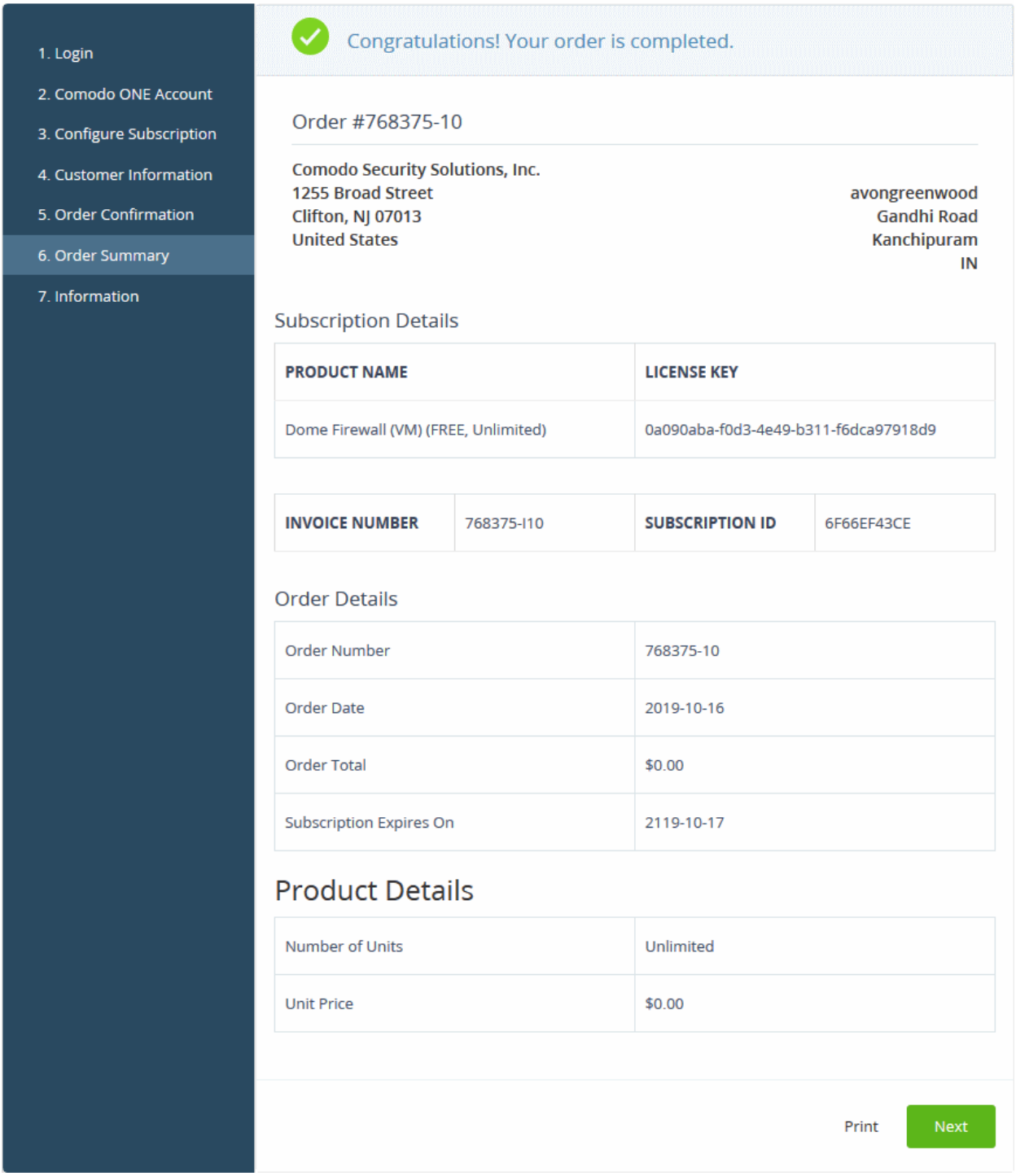
The 'Order Confirmation' page appears:

Buy New Subscription Dome Firewall Virtual Appliance



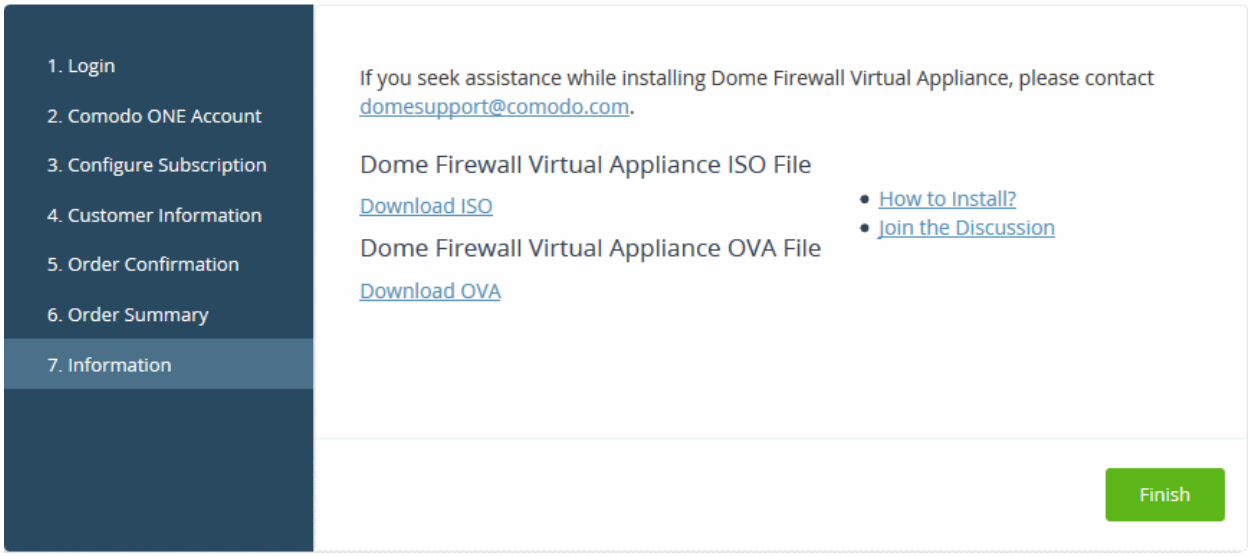
- Review your order and click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

Buy New Subscription Dome Firewall Virtual Appliance



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page contains links to download the firewall and instructions on how to install the appliance:

Buy New Subscription Dome Firewall Virtual Appliance



- Click the 'Download ISO' or 'Download OVA' link as required
- Click 'How to install?' for help to setup the appliance.

- Click 'Finish'
- See the **description** at the end of this section if you need more help on setting-up the appliance.

Activate a license

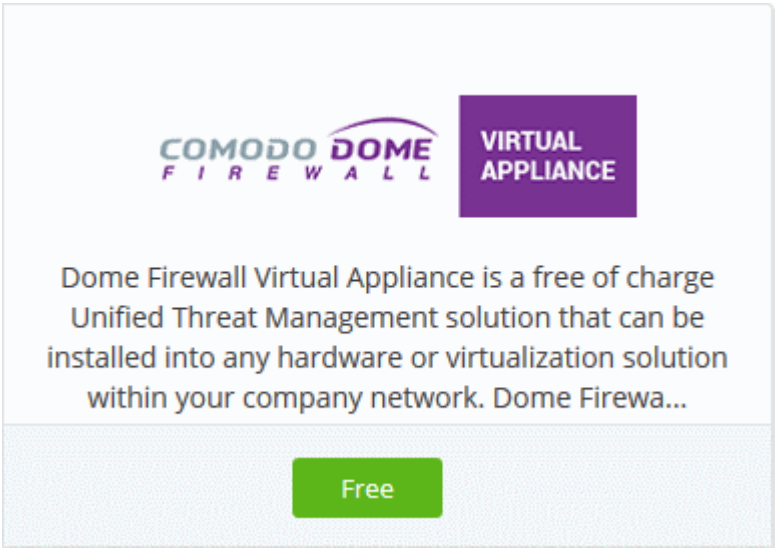
All newly purchased licenses are activated immediately.

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

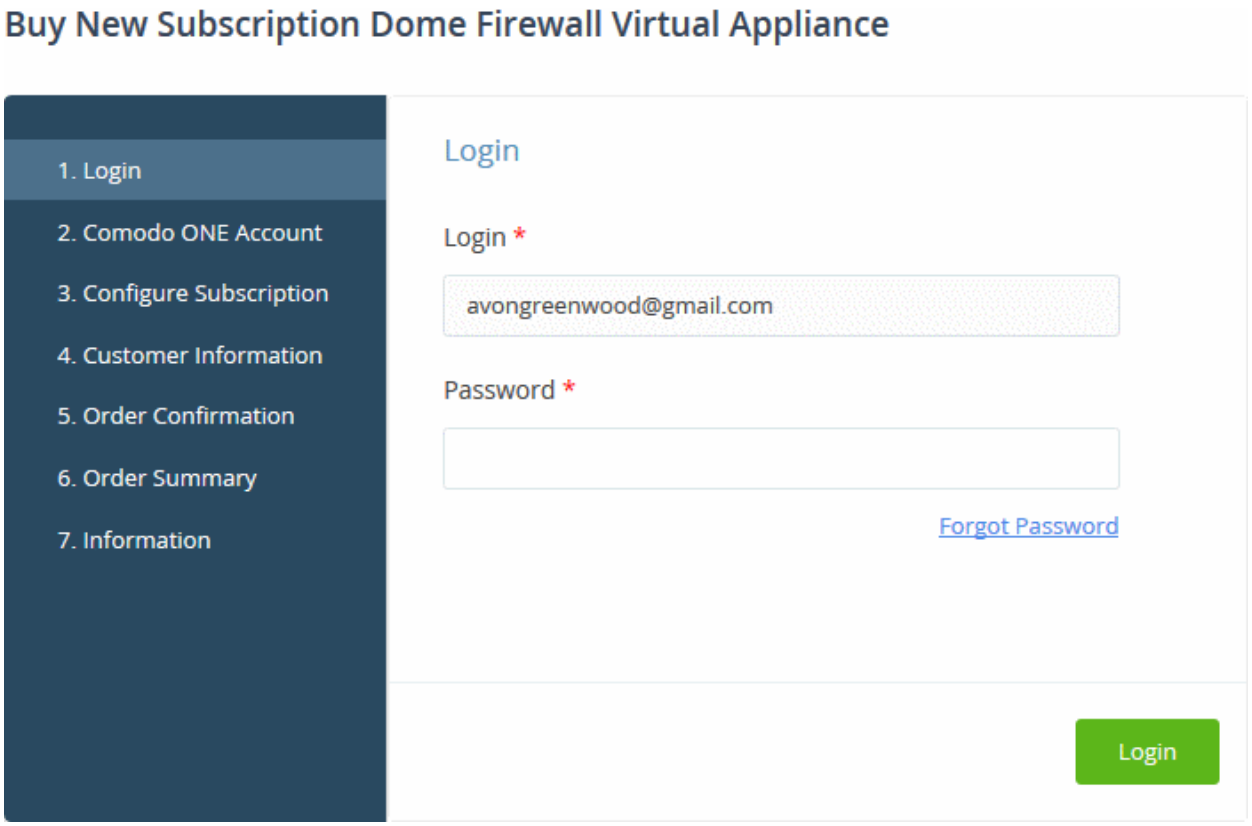
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'Dome Firewall Virtual Appliance' tile
- Click 'Free'

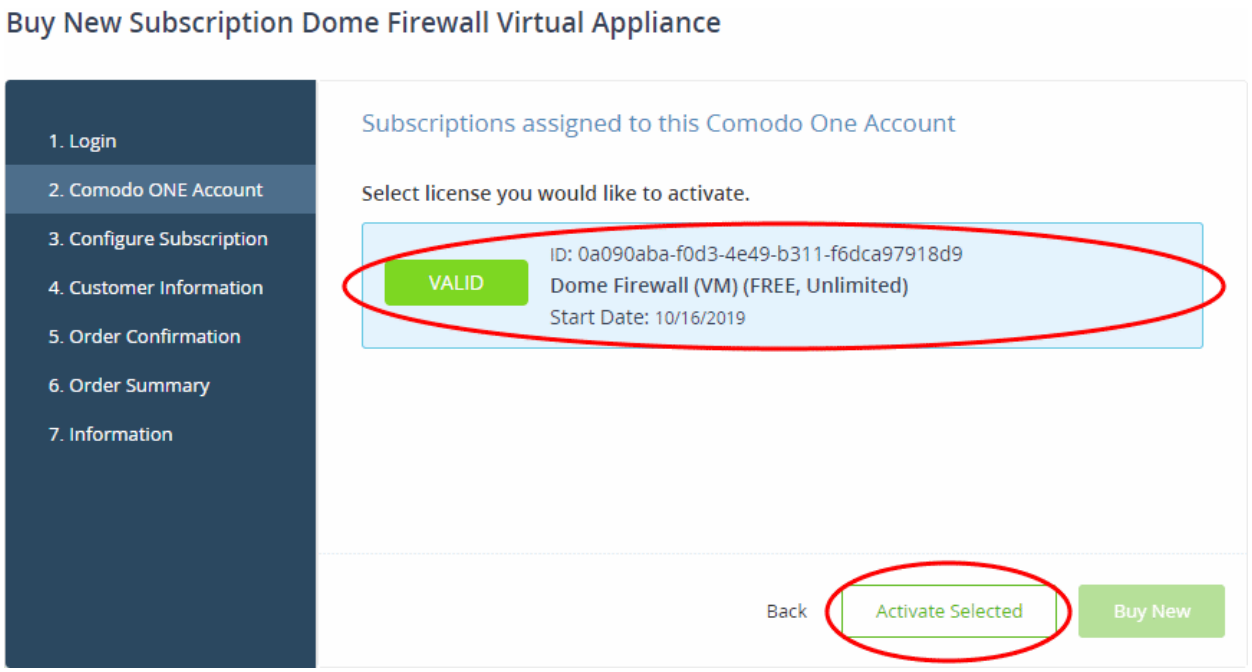


- You will be taken to the order form.
- The username for the default account is pre-populated.

- Enter the password for the default account then click 'Login':

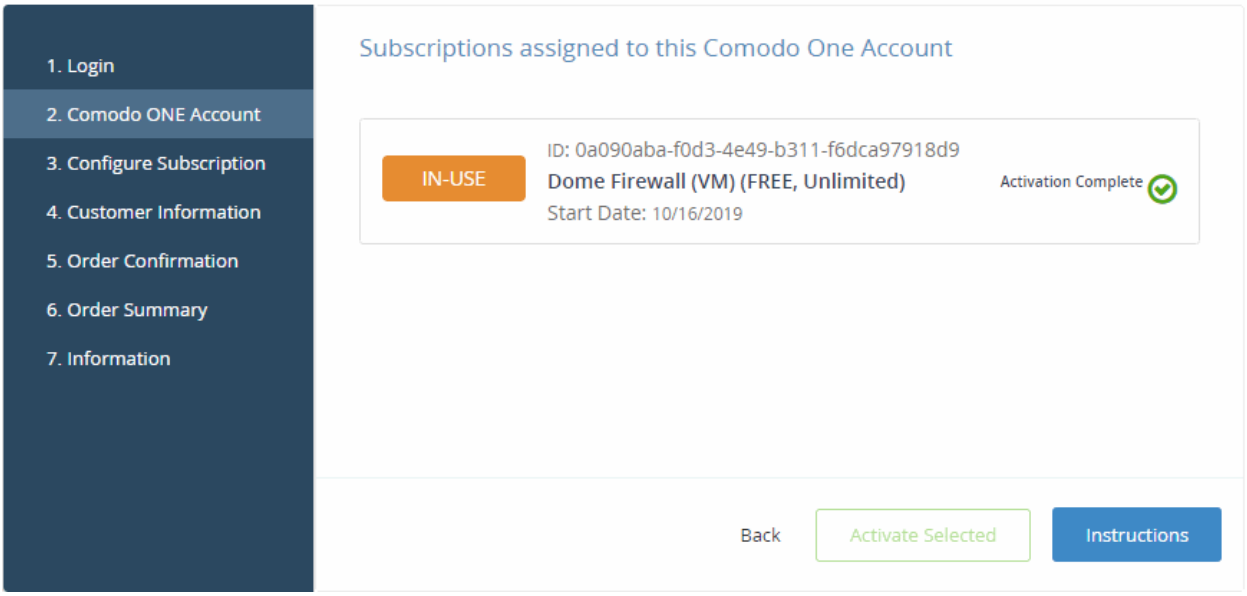


- The next page shows Dome Firewall Virtual Appliance licenses on your default account:



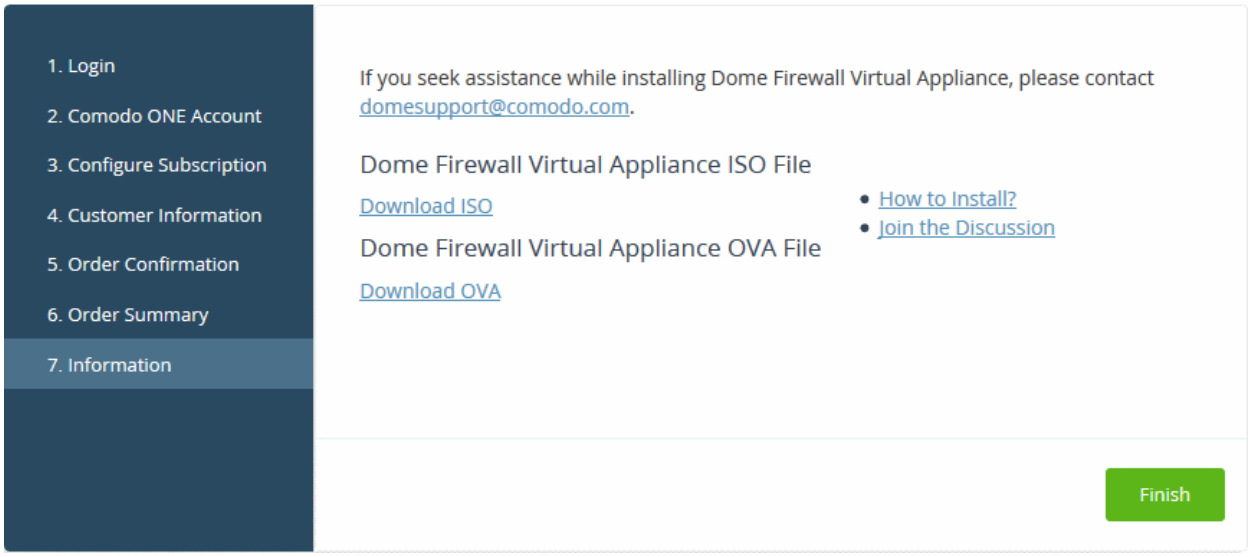
- Choose the license you want to use for this account then click 'Activate Selected'

Buy New Subscription Dome Firewall Virtual Appliance



- Click 'Instructions' to view support details and instructions.
- The information page contains links to download the firewall and instructions on how to install the appliance:

Buy New Subscription Dome Firewall Virtual Appliance



- Click the 'Download ISO' or 'Download OVA' link as required
- Click 'How to install?' for help to setup the appliance.
- Click 'Finish'

Setup Dome Firewall virtual appliance

- See **https://help.comodo.com/topic-451-1-936-12767-Install-Dome-Firewall-and-Login-to-the-Administrative-Console.html** for help to install the appliance.
- See the user guide at **https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html** for help on configuration and usage.

8.12 Add Comodo Dome Firewall Central Manager

Firewall Central Manager lets you manage multiple Dome Firewall installations on customer networks.

- Click 'Store' > 'Dome Firewall Central Manager' > 'Free' to obtain a free license
- Once setup, you can access central manager by clicking 'Applications' > 'Dome Firewall Central Manager'.

There are two ways you can setup the central manager:

- **Virtual Appliance**:
  - Download the .ova file for Comodo Dome Firewall Central Manager from **https://download.comodo.com/dome-repo/dome-fw-image/domefirewallcm.ova**.
  - Install the virtual appliance on your network and assign a public IP address to it.
  - Once installed, you can use any browser to access the central manager console at https://<IP address of the virtual appliance>
  - The default username is 'admin' and password is 'comodo' (without quotes).
  - Activate the product by entering the license key purchased through Comodo One
  - Enable 'Single Sign-On' on the firewall appliance and integrate it with your Comodo One account to access the central manager console from Comodo One. See **https://help.comodo.com/topic-436-1-920-12642-Integrate-Central-Manager-with-Comodo-One.html** for help with this.
- **Cloud version**:
  - Contact Comodo at provisiondome@comodo.com with your license key to setup the service.
  - Once setup, you will receive the IP address or the URL on which the service is hosted.
  - You can access your central manager instance at https://<given IP or domain>
  - The default username is 'admin' and password is 'comodo' (without quotes). You should change this after your first login.
  - Activate the product by entering the license key purchased through Comodo One
  - Integrate Dome Firewall Central Manager with your Comodo One account by entering your access URL (https://<given address>) as the 'Dome Service URL'. See **https://help.comodo.com/topic-436-1-920-12642-Integrate-Central-Manager-with-Comodo-One.html** if you need help with this.
- The basic trial version of the Dome Firewall Central Manager license is free and covers unlimited users for one year. The license can be upgraded at anytime from the Comodo One console.
  - You can upgrade Dome Firewall Central Manager on your account by subscribing for a new license in the Comodo One console.
  - If you already have Dome Firewall Central Manager on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

Comodo Dome Firewall Virtual Appliance:

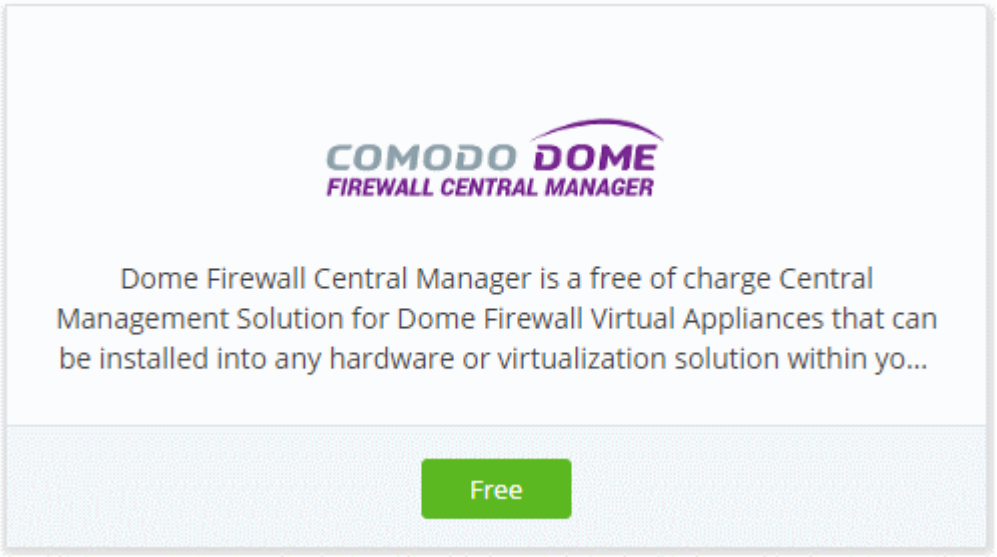
- Help to purchase the virtual appliance - see **Add Comodo Dome Firewall Virtual Appliance**
- Help to use the virtual appliance - see **https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html**

The following sections explain how to purchase and activate a license:

- **Obtain a new license**
- **Activate a license**

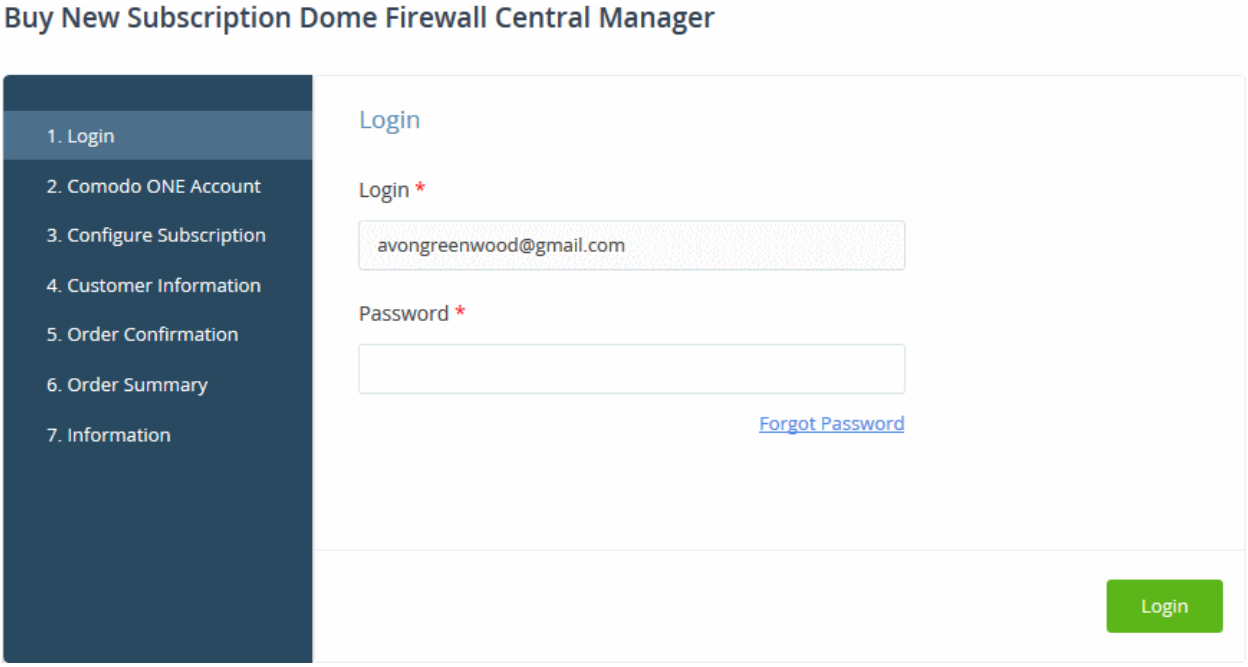
Obtain a new license

- Click 'Store' on the menu bar
- Locate the 'Comodo Dome Firewall Central Manager' tile

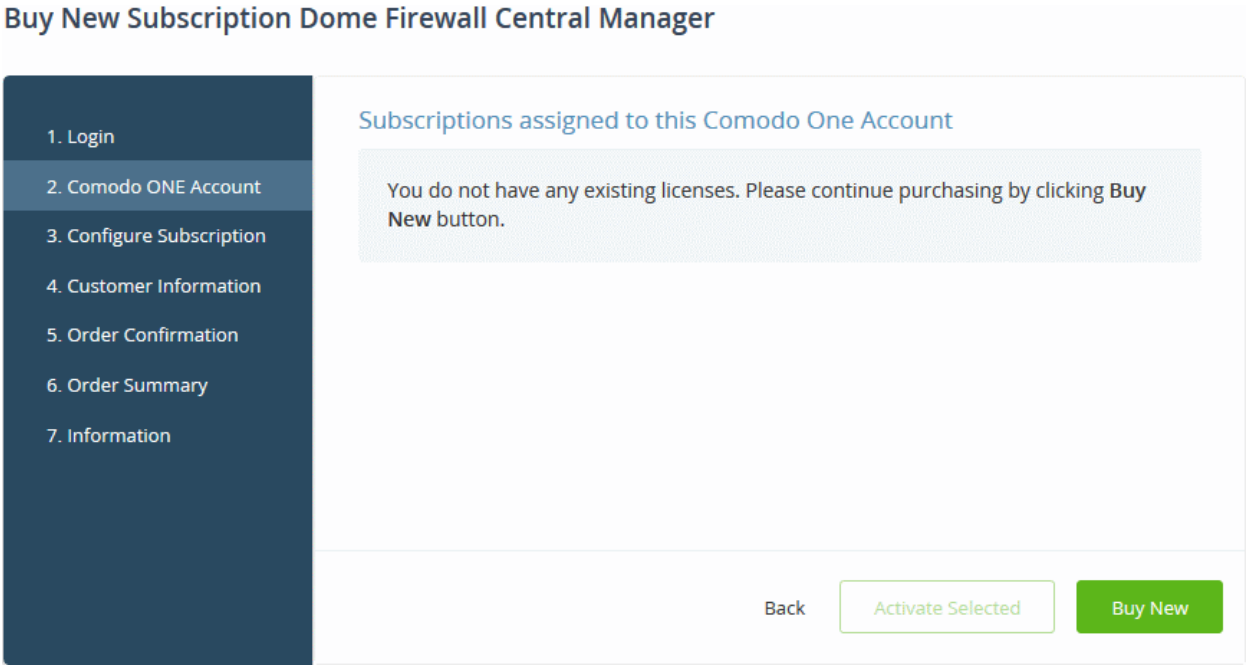


- Click the 'Free' button

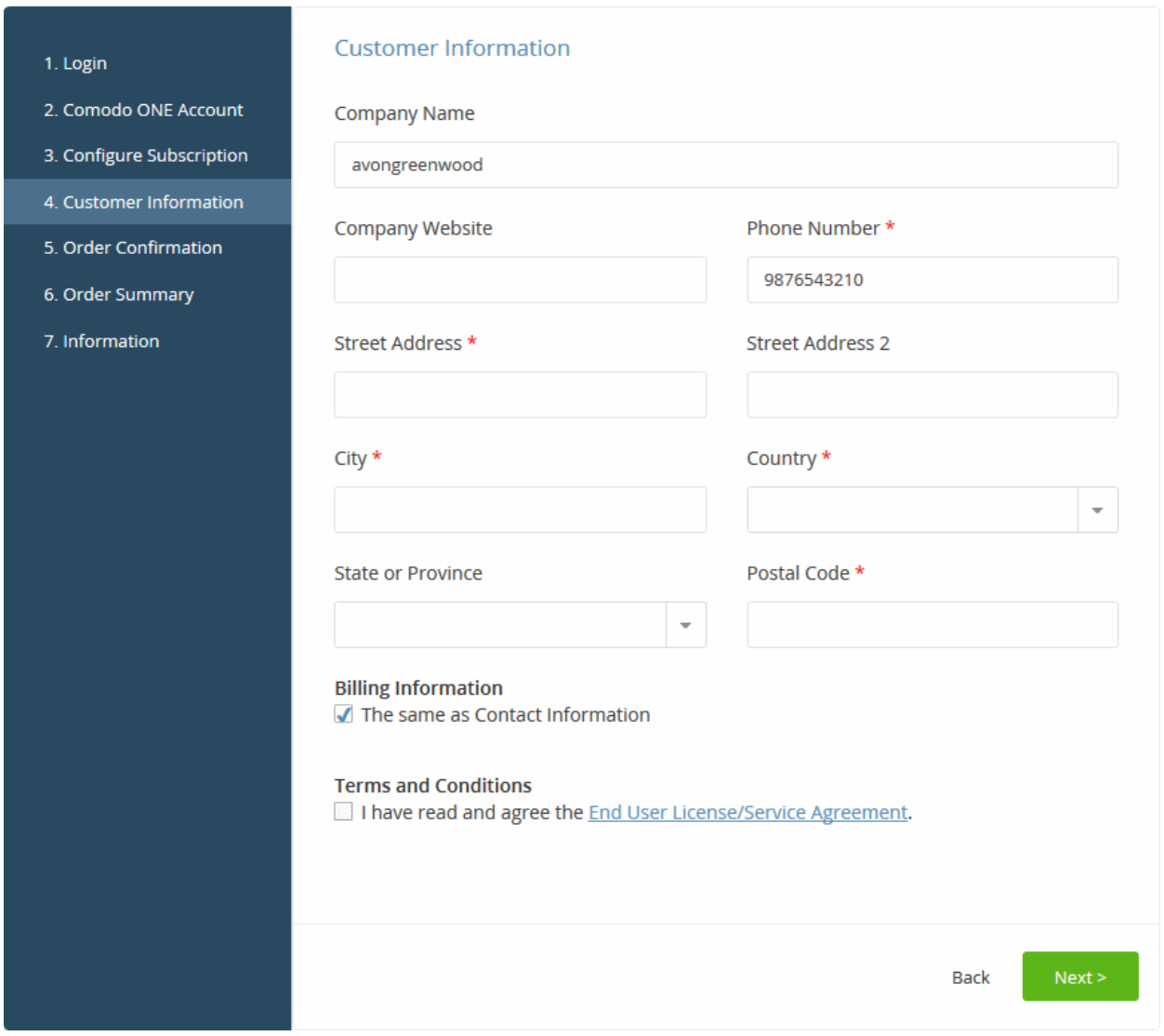
You will be taken to the product order page.



- Your username is pre-populated
- Enter your Comodo One account password then click 'Login'

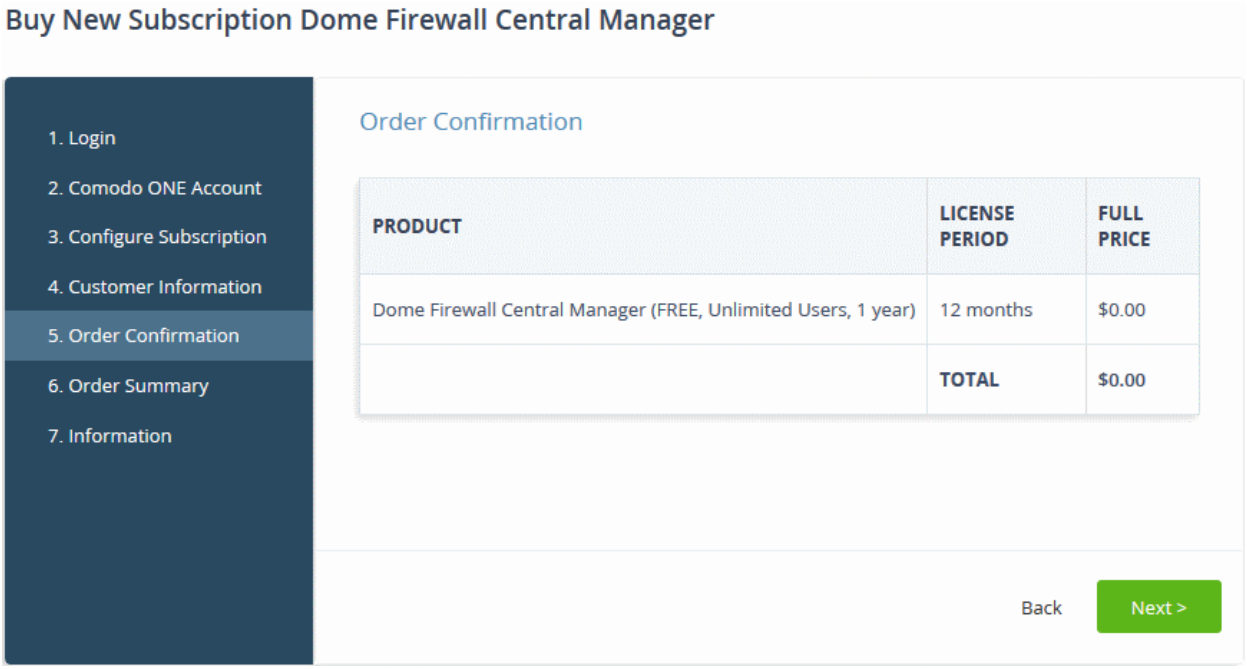


- Click 'Buy New' to purchase a new license



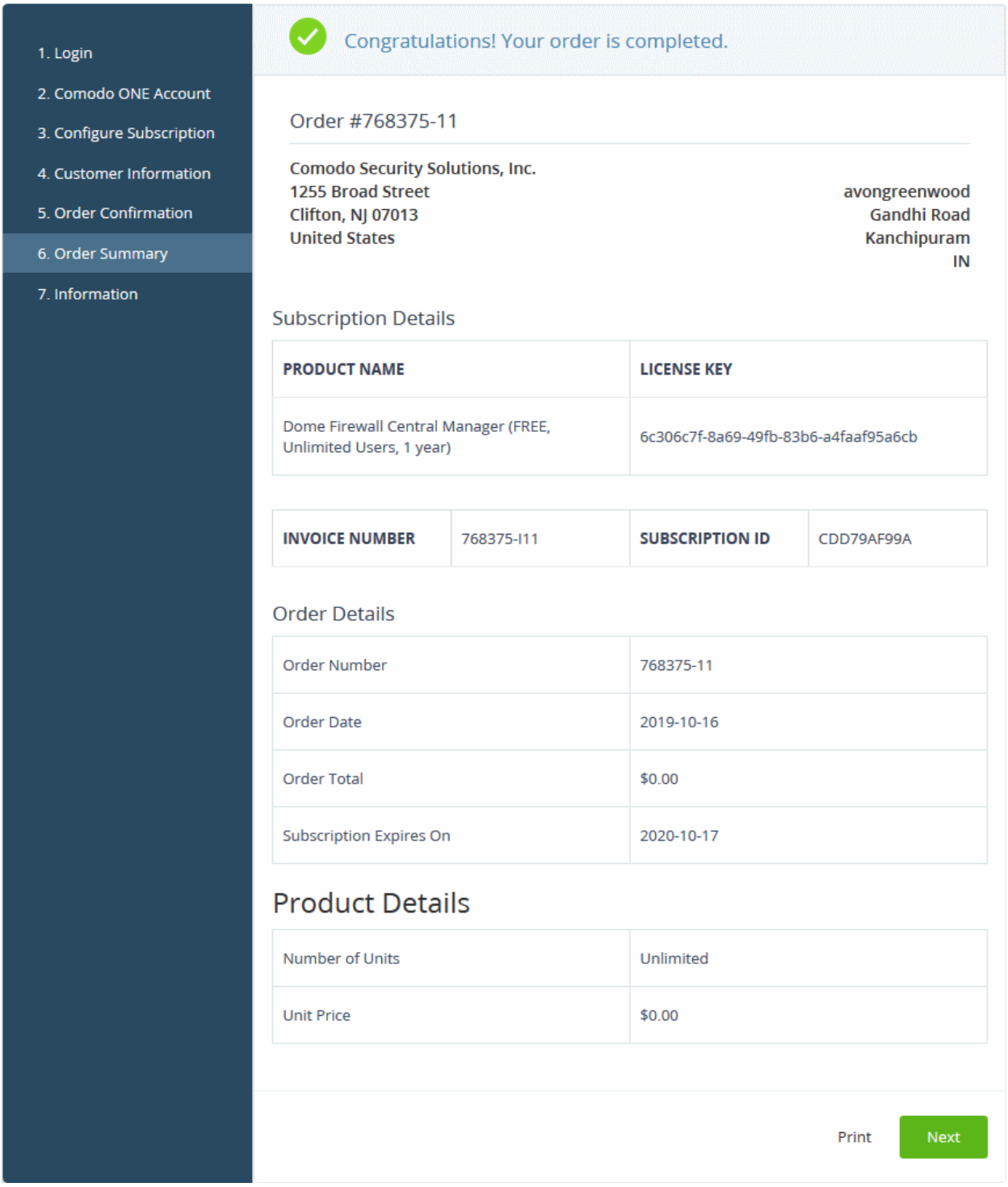
- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions and click 'Next'

The order confirmation page appears:



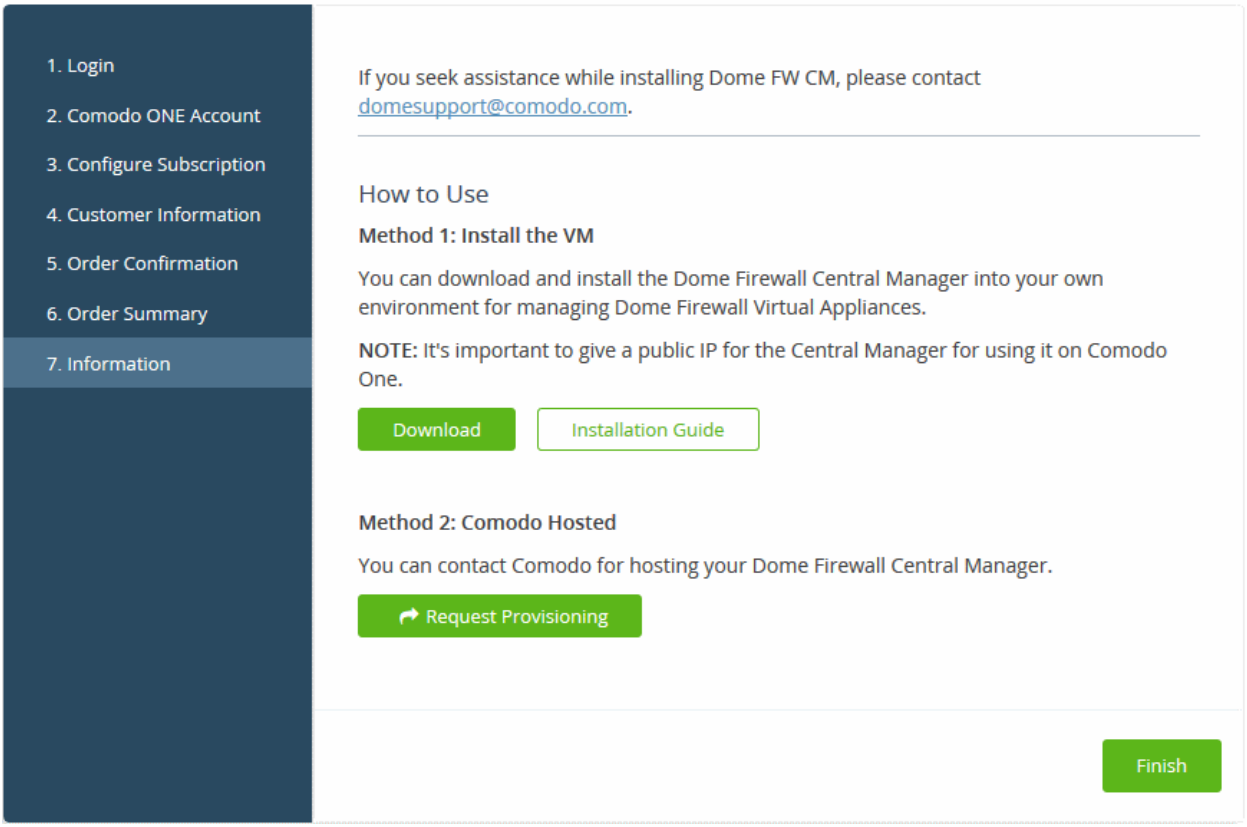
- Review your order and click 'Next'
- Your order will be submitted and processed. You will receive a confirmation mail with your license key.
- The order summary page is shown after your order has been processed:

Buy New Subscription Dome Firewall Central Manager



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page contains links to download the firewall central manager and instructions on how to install the appliance:

Buy New Subscription Dome Firewall Central Manager



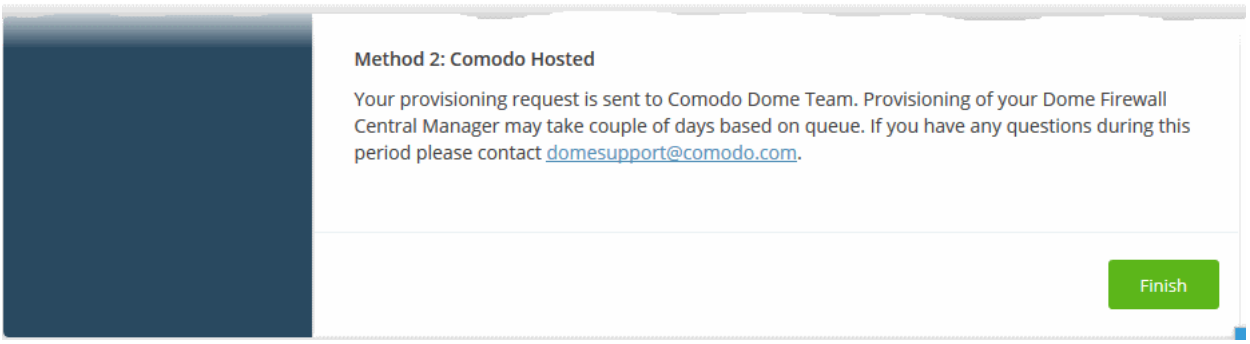
Setup Dome Firewall Central Manager Virtual Appliance

- Click the 'Download' button to get the central manager OVA file. You can install central manager on bare-metal appliances, and on VMs such as Virtualbox and VMware.
- Click 'Installation Guide' for help to setup the appliance

Setup Dome Firewall Central Manager - Cloud Version

- Click the 'Request Provisioning' button.

  This will send a request to our support dept. to create a central manager instance for you. You will receive an email with the address of the instance within two working days.
- You can access the console as a standalone application at the address we give you, or you can enter it in Comodo One then access it from the C1 'Applications' menu.



- Click 'Finish'

Activate a License

You can activate Dome Firewall Central Manager licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

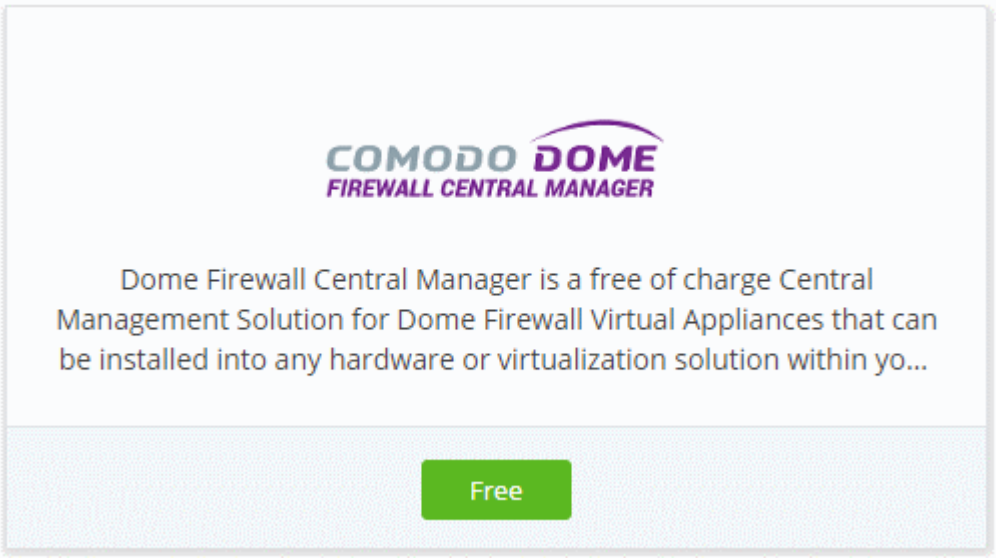
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'Dome Firewall Central Manager' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

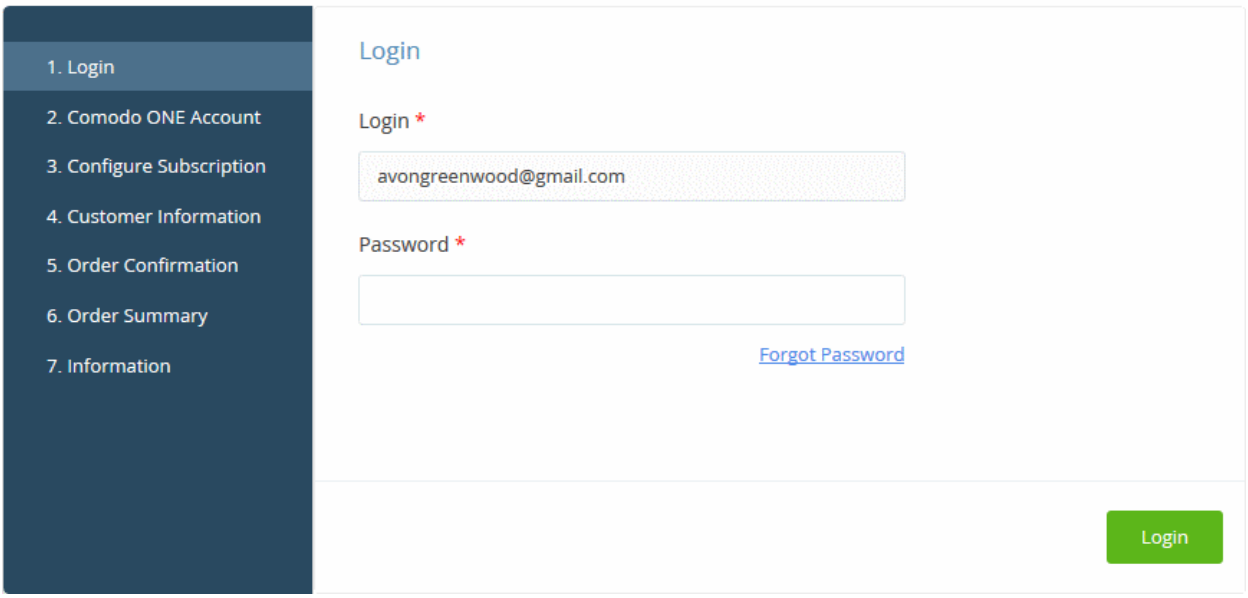
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'Comodo Dome Firewall Central Manager' tile
- Click the 'Free' button



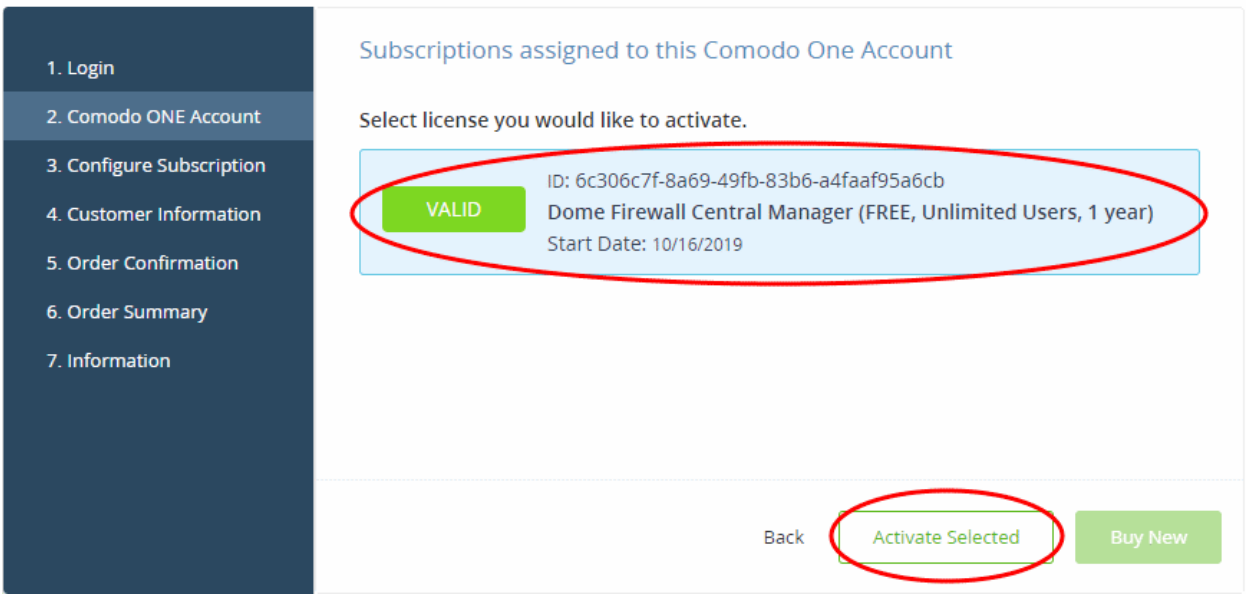
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

Buy New Subscription Dome Firewall Central Manager



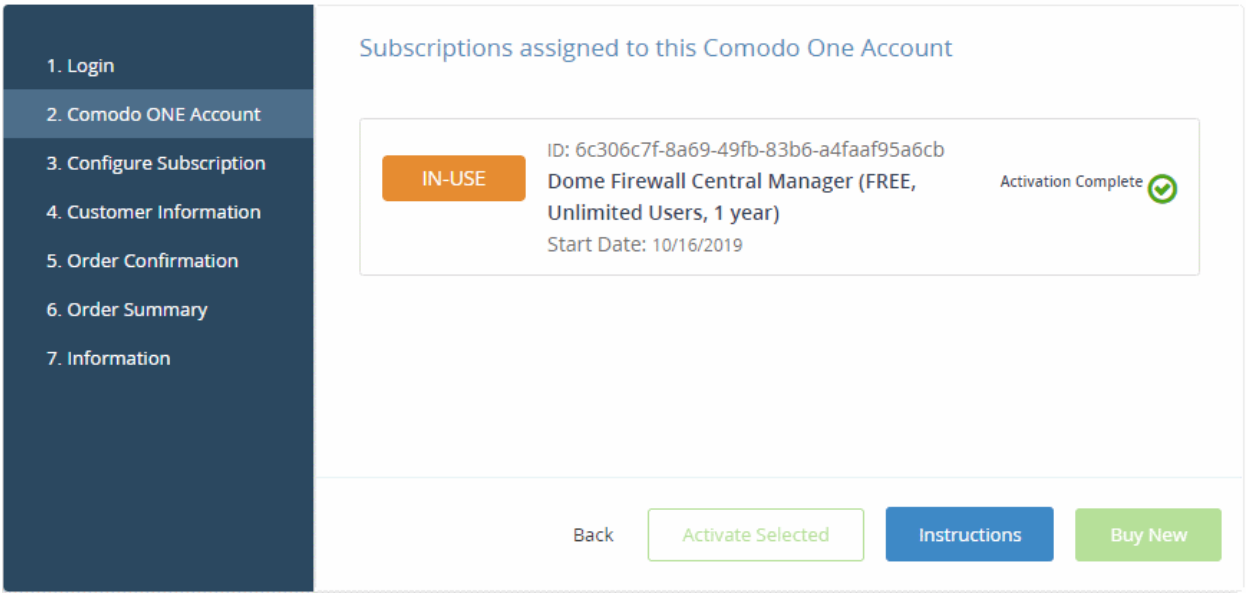
- The next page shows Dome Firewall Central Manager licenses on your default account:

Buy New Subscription Dome Firewall Central Manager



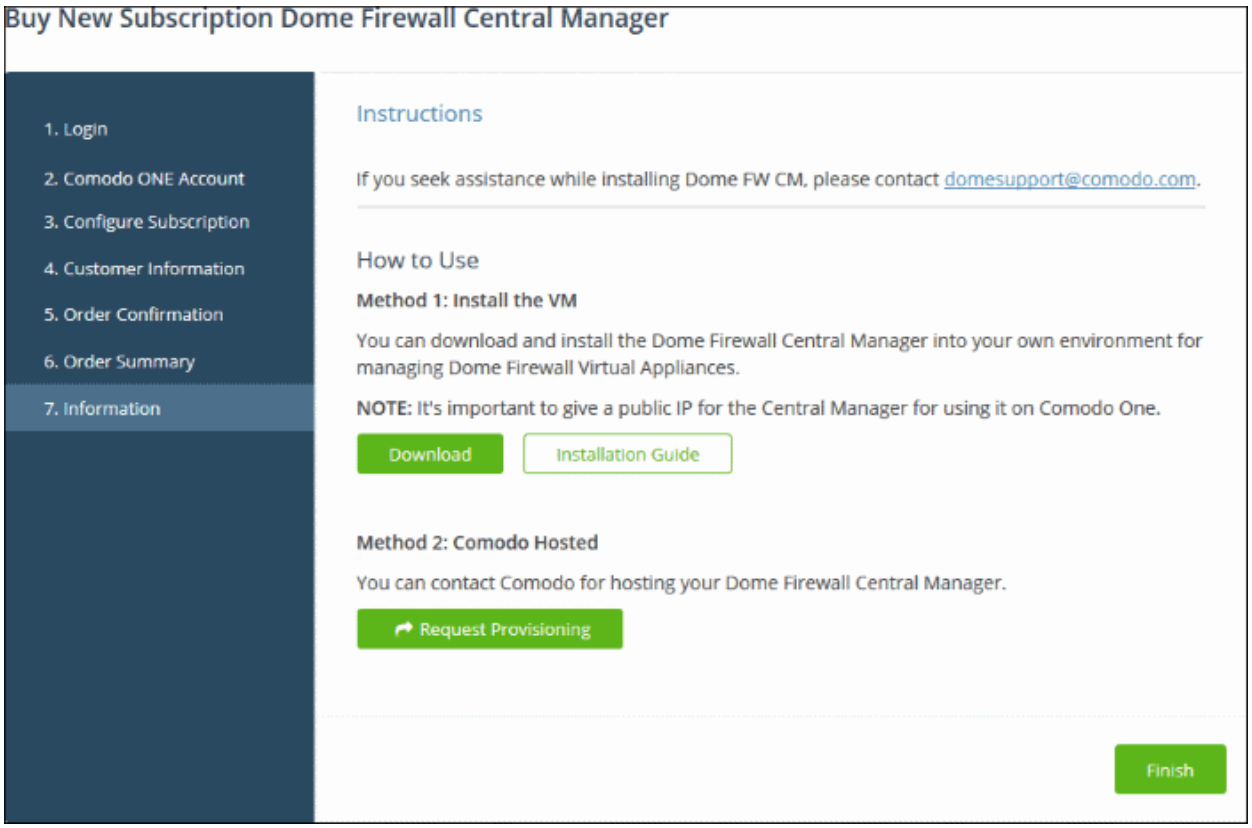
- Choose the license you want to use for this account then click 'Activate Selected'

Buy New Subscription Dome Firewall Central Manager



The license is activated.

- Click 'Instructions' to view the information page that contains guidance on how to set up Comodo Dome Firewall Central Manager on your network.



Setup Dome Firewall Central Manager Virtual Appliance

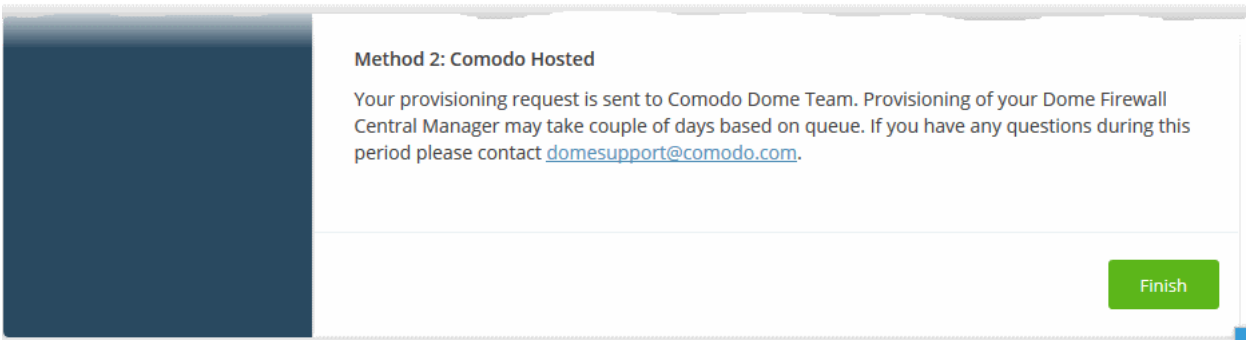
- Click the 'Download' button to download the OVA file.

  The file can be used to install the product on bare-metal appliances, and virtual servers such as Virtualbox and VMware.

- Click 'Installation Guide' for help to setup the appliance.

Setup Dome Firewall Central Manager - Cloud Version

- Click the 'Request Provisioning' button.
  Comodo One will send a request to Dome support to create a Dome Firewall Central Manager instance for you. You will receive an email with the IP address/URL of the console within two working days.
- You can use this IP address/URL to access the console as a stand-alone application. Alternatively, you can enter it in Comodo One console to access the console from the Comodo One interface.



- Click 'Finish'

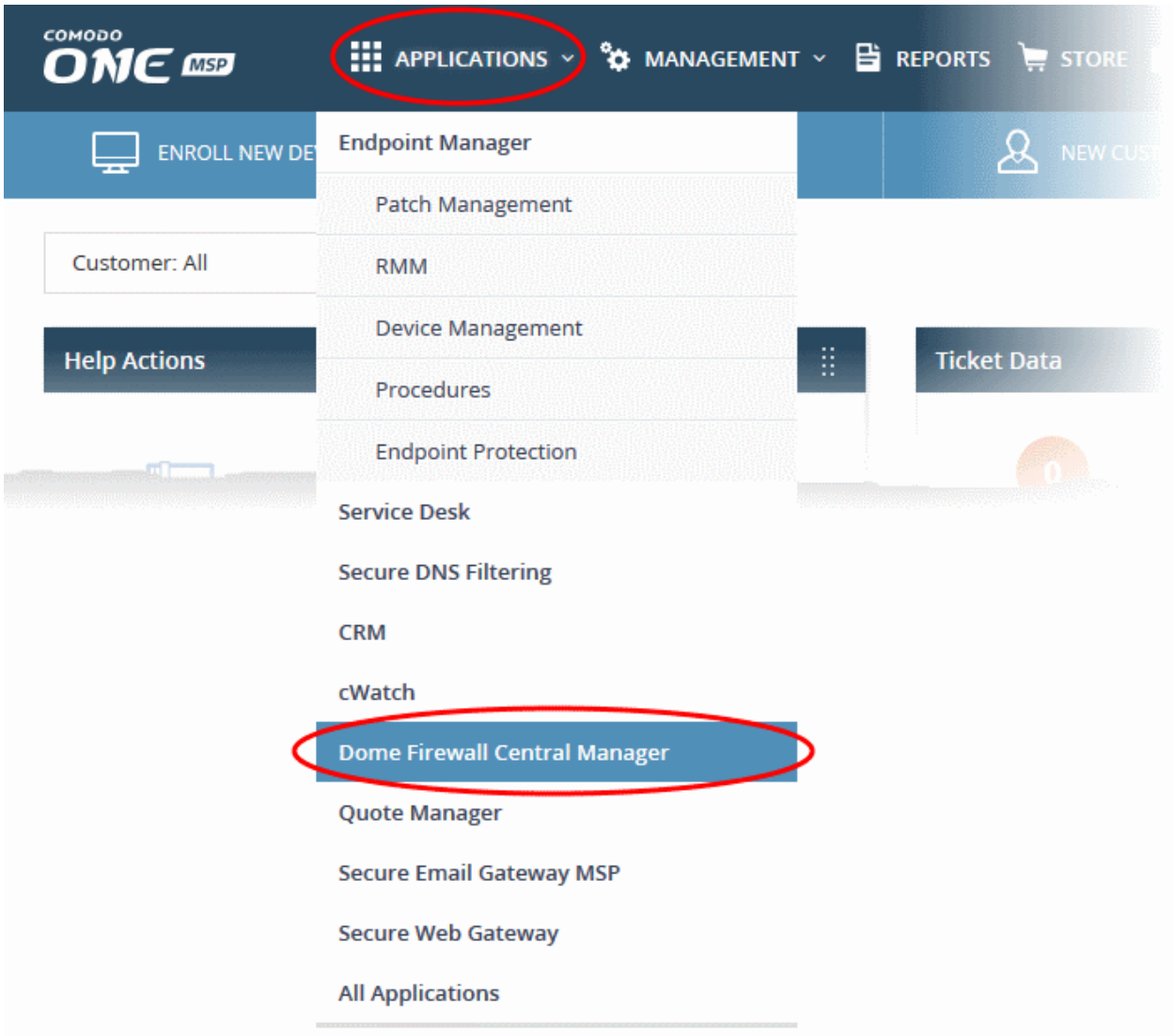
Open Dome Firewall Central Manager

Note: You should have entered the address of central manager as the 'Dome Service URL' in the C1 interface:

- Login into C1 at **https://one.comodo.com/app/login**
- Click 'Management' > 'Applications'
- Click the 'Comodo Firewall Central Manager' tile.
- Click the 'Settings' tab
- Enter your URL in the space provided and click 'Save'.

See **https://help.comodo.com/topic-451-1-939-12863-Integrate-Central-Manager-with-Comodo-One.html** for more help with this.

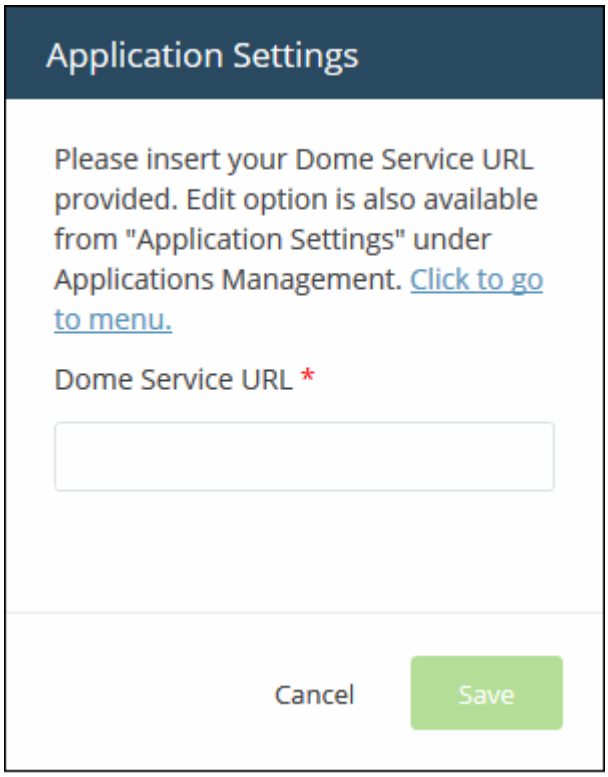
- Login into C1 at **https://one.comodo.com/app/login**
- Click 'Applications' > 'Dome Firewall Central Manager'



OR

- Click 'Applications' on the menu bar then click 'All Applications' from the list.
    - Click 'Open Module' on the 'Comodo Dome Firewall Central Manager' tile

The Dome Firewall Central Manager interface will open. If you have not configured the URL in the **Settings** tab under 'Management' > 'Applications' then the 'Application Settings' dialog will be displayed.



For more details about how to use Dome Firewall Central Manager, see the online admin guide at **https://help.comodo.com/topic-436-1-920-12359-Introduction-to-Comodo-Dome-Firewall-Central-Manager.html**.

8.13 Add cWatch EDR

cWatch Endpoint Detection and Response (EDR) is a powerful event analysis solution that provides the highest levels of visibility into activities on Windows endpoints. EDR lets you view security related incidents in a detailed timeline while instant alerts keep you informed if an attack occurs.

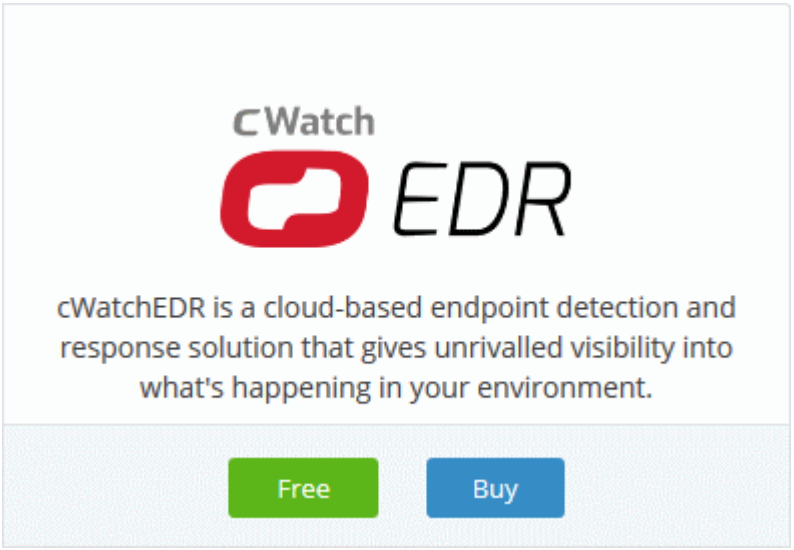
- EDR ships with Comodo's recommended security policy for realtime monitoring and detection of malicious activities.
- You can also add any number of policies with granular rules to identify threats under various event categories.
- All unknown files and event types are analyzed by 'Valkyrie' - Comodo's cloud based file verdict system that allows you to view detailed reports on identified threats.
- The basic version of cWatch EDR is free for one year, covers unlimited endpoints and has a data-retention of 3 days. It can be added to your account at any time.
- You can upgrade to 'Premium' or 'Enterprise' version by purchasing a new license from the Comodo One console. The number of endpoints covered and the data retention period depends on the license purchased.
- If you already have cWatch EDR on another Comodo account, you can add it to C1 by linking the other account to your C1 account.

Please read the following sections to learn more:

- **Purchase a new license**
- **Activate a license**

Purchase a new license

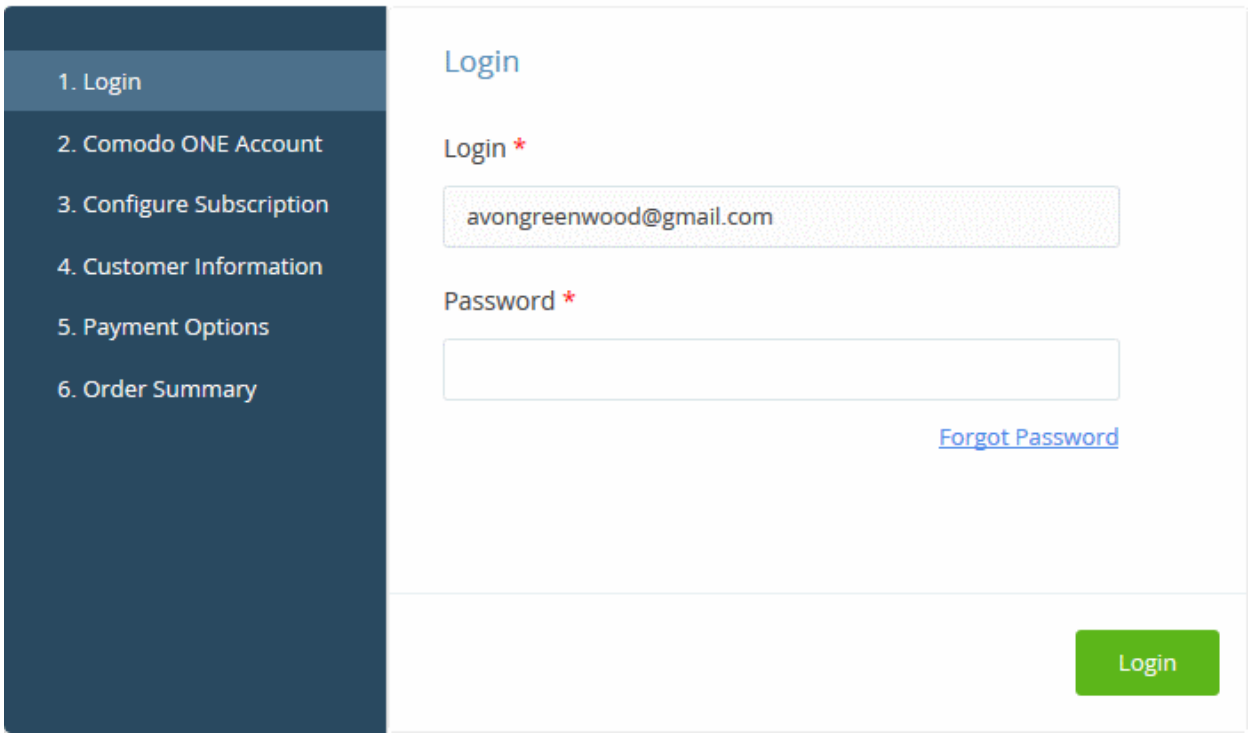
- Click 'Store' on the menu bar
- Locate the 'cWatch EDR' tile:



- Click 'Buy' or 'Free' depending on the version you want to add to Comodo One.

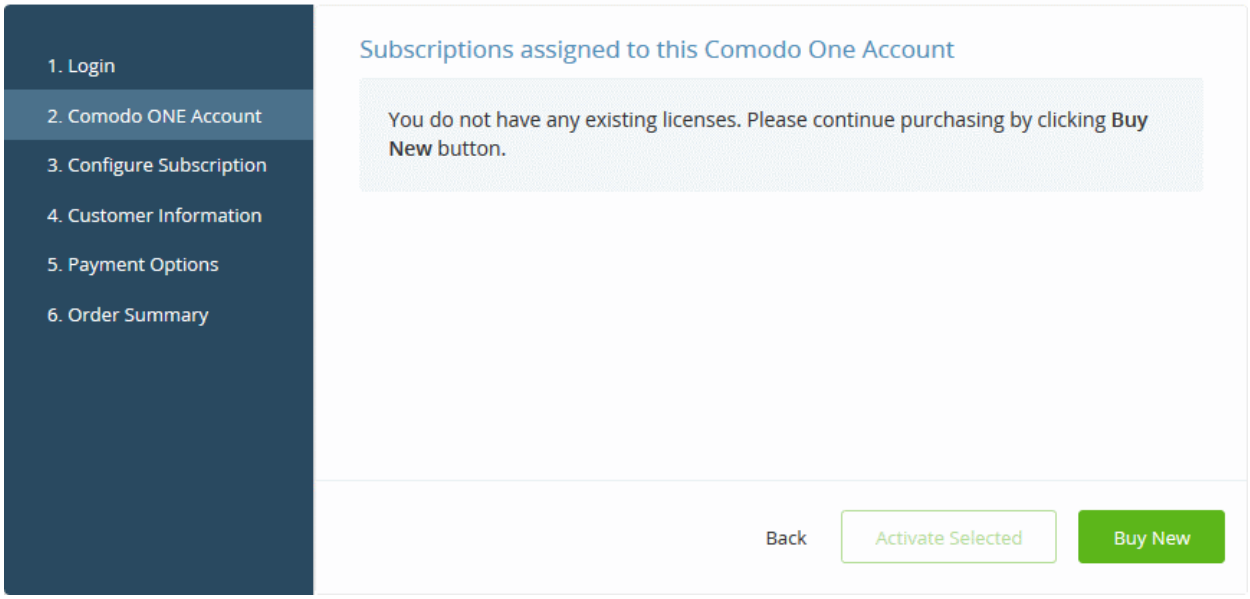
You will be taken to the product order page. The example shown below is for the paid version.

Buy New Subscription CWatch EDR

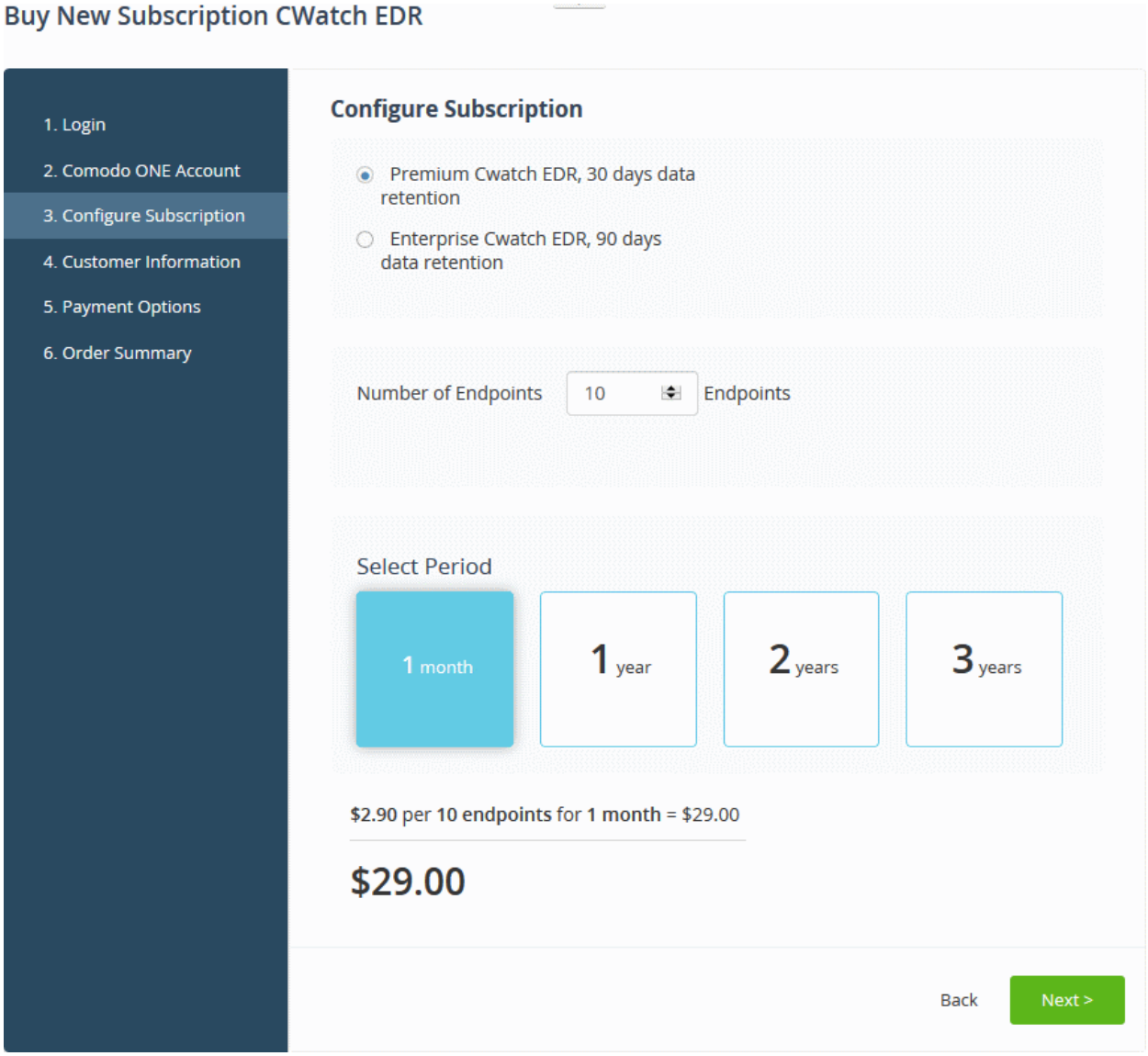


- Your username is pre-populated
- Enter your Comodo One account password then click 'Login'

Buy New Subscription CWatch EDR

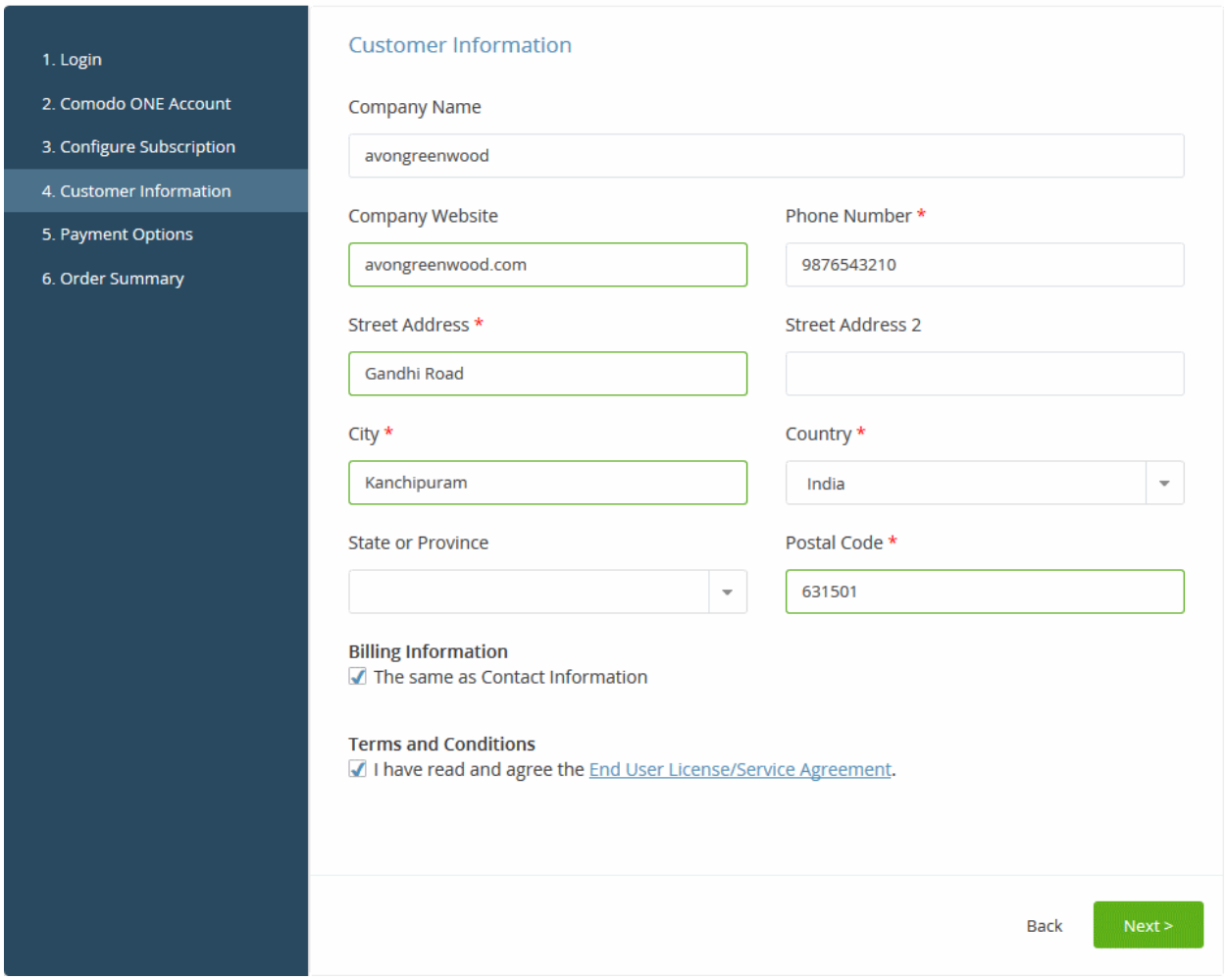


- Click the 'Buy New' button
- If you chose the basic version click 'Select' in the 'Configure Subscription' page to confirm your selection. The process moves to the customer information screen.
- If you selected paid version, configure your package. The example shown below is for paid version

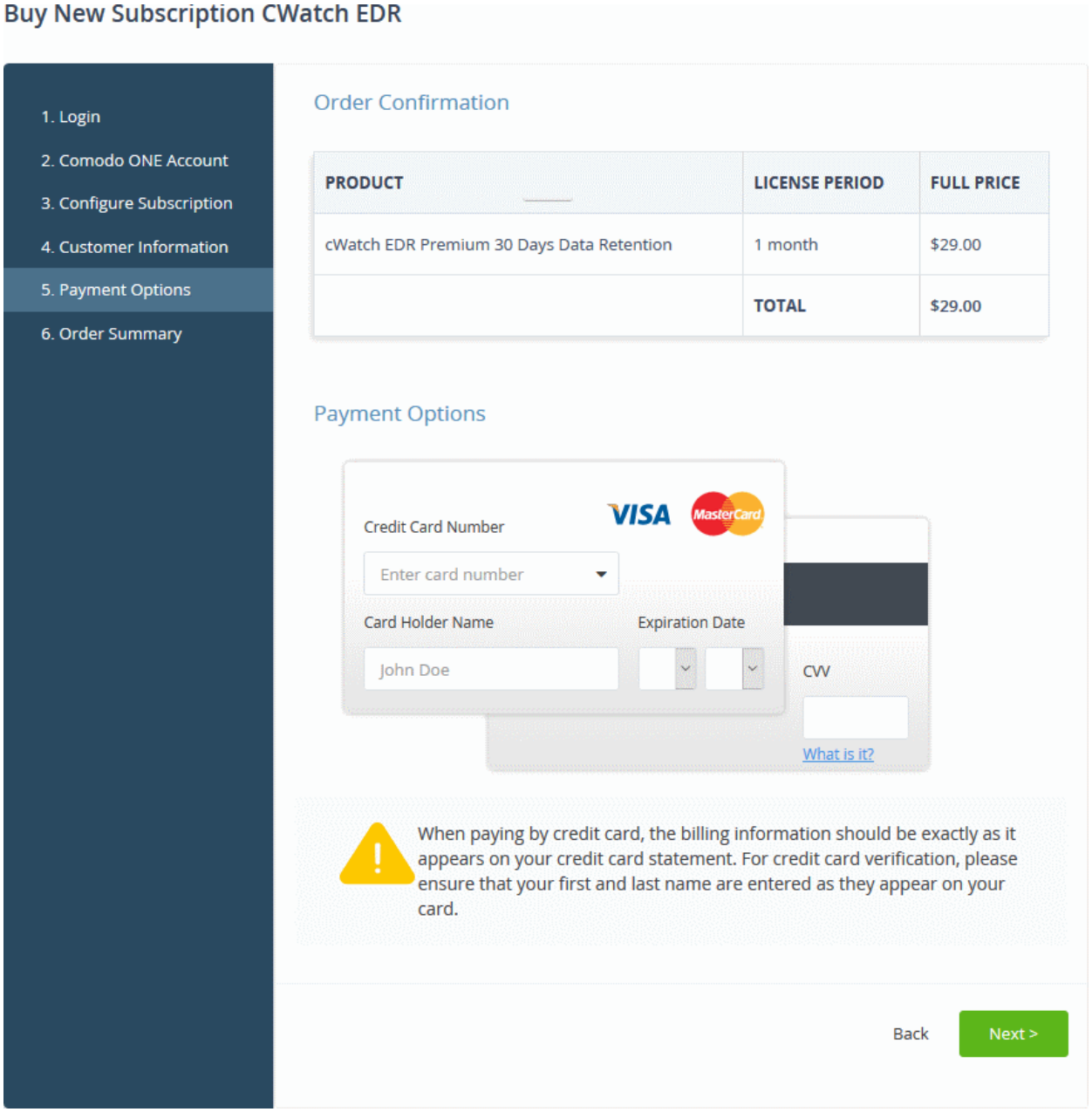


- Select the version of EDR from 'Premium' or 'Enterprise'. The data retention period depends on the version selected.
- Select the number of users you require.
- Select the subscription duration. The per-user rate depends on the subscription period. Longer the duration, lesser the per-user rate. The minimum license period is one month.
- Click 'Next' to continue to the customer information form:

Buy New Subscription CWatch EDR



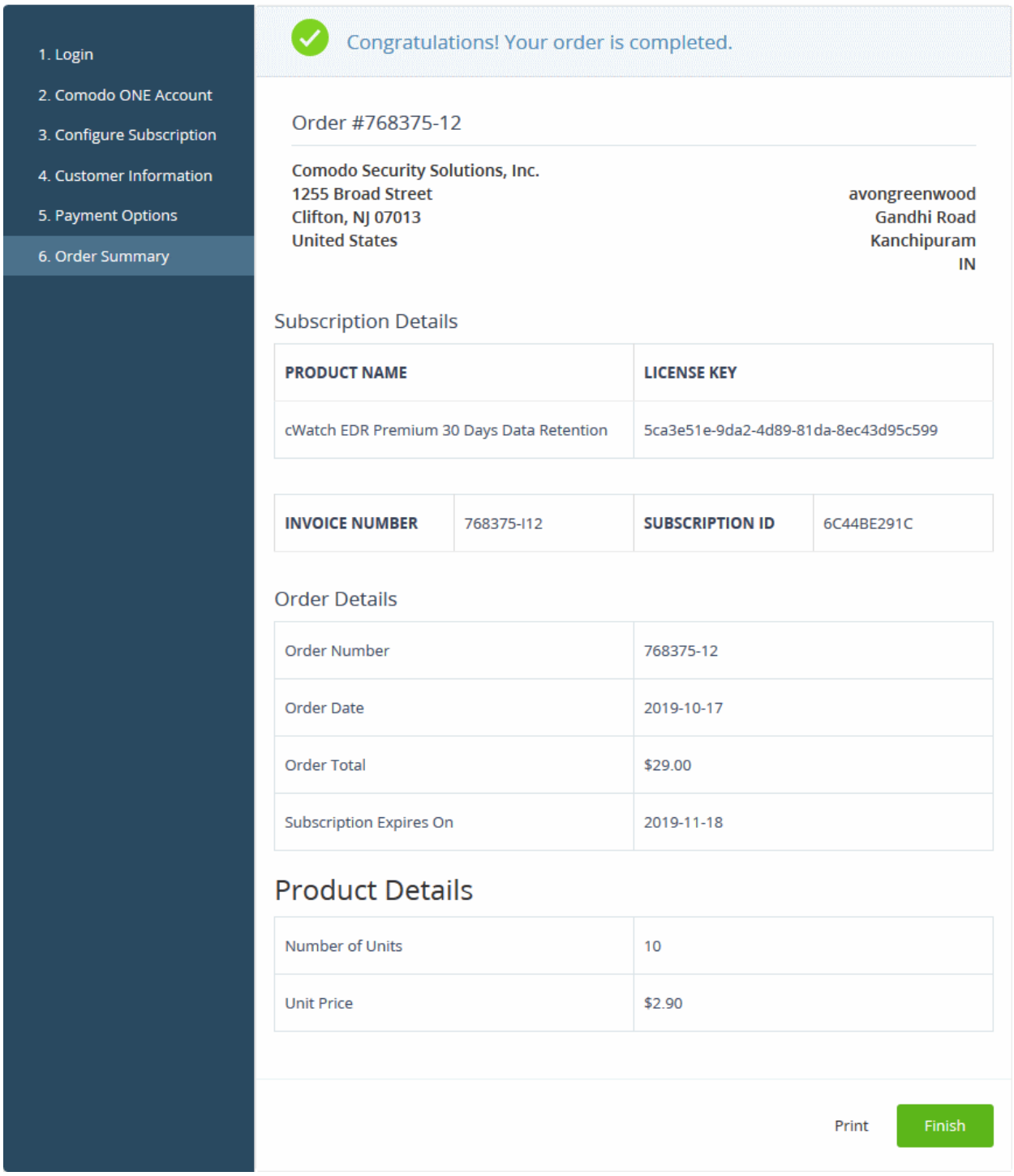
- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'



- Paying customers - Review your order and enter payment details.
- Click 'Next'

- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

Buy New Subscription CWatch EDR



- Click 'Print' to make a hard-copy of the summary.
- Click 'Finish' to complete the purchase process.
- See the **description** at the end of this section if you need more help to open the cWatch EDR interface.

Activate a license

You can activate cWatch EDR licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the C1 menu bar

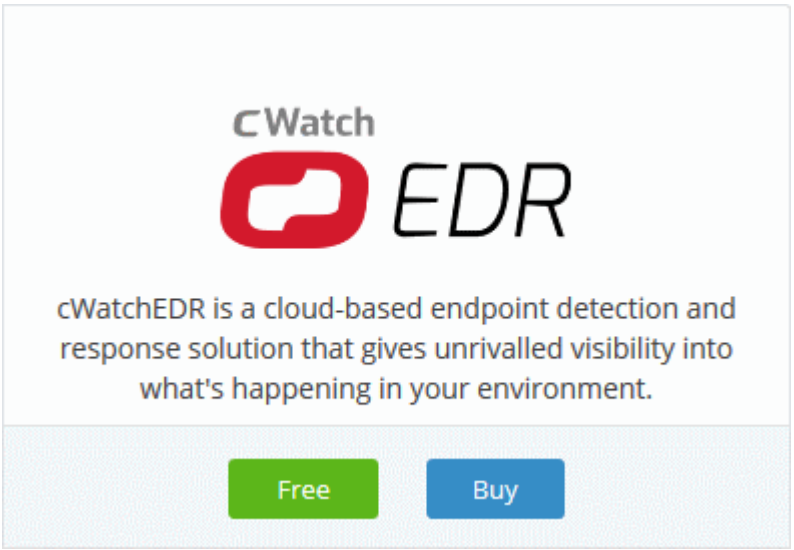
- Click the 'cWatch EDR' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

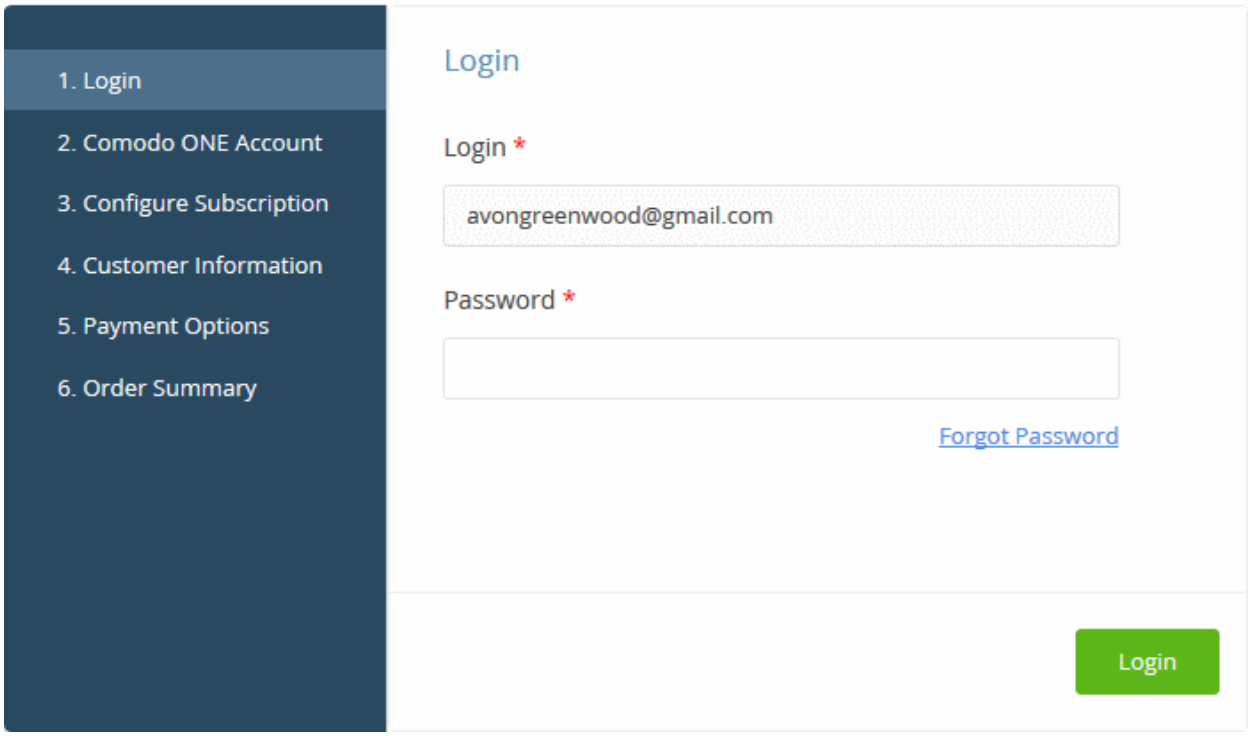
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

- Click 'Store' on the C1 menu bar
- Locate the 'cWtatch EDR' tile
- Click 'Buy' or 'Free' depending on the type of license you want to link.



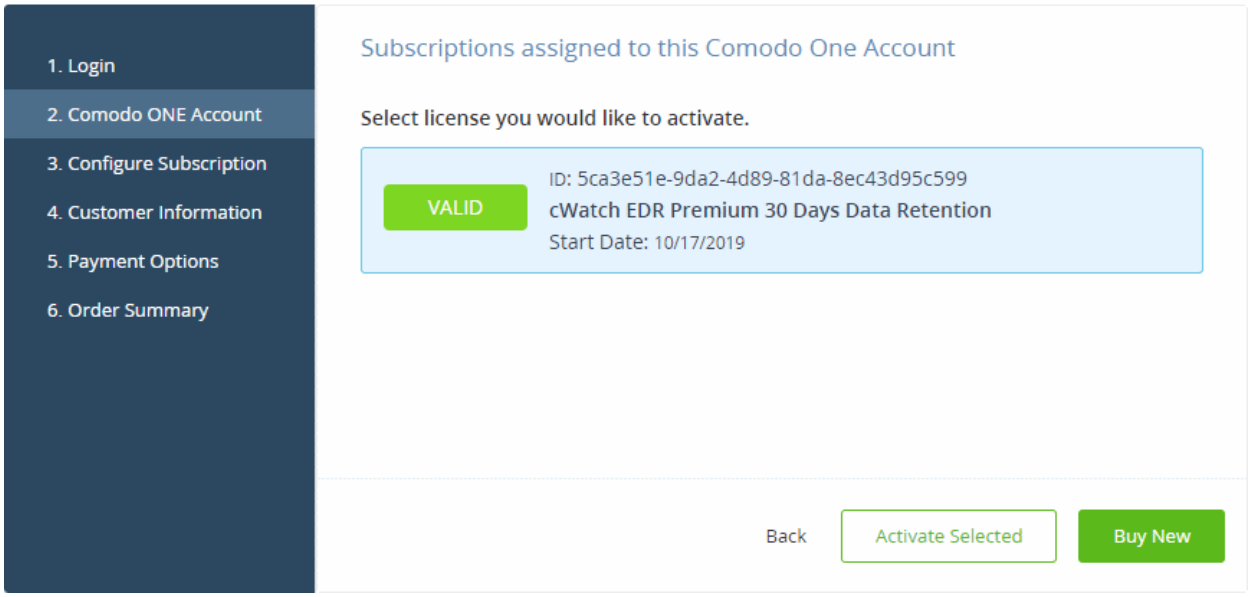
- You will be taken to the order form.
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':

Buy New Subscription CWatch EDR



- The next page shows cWatch EDR licenses on your default account:

Buy New Subscription CWatch EDR

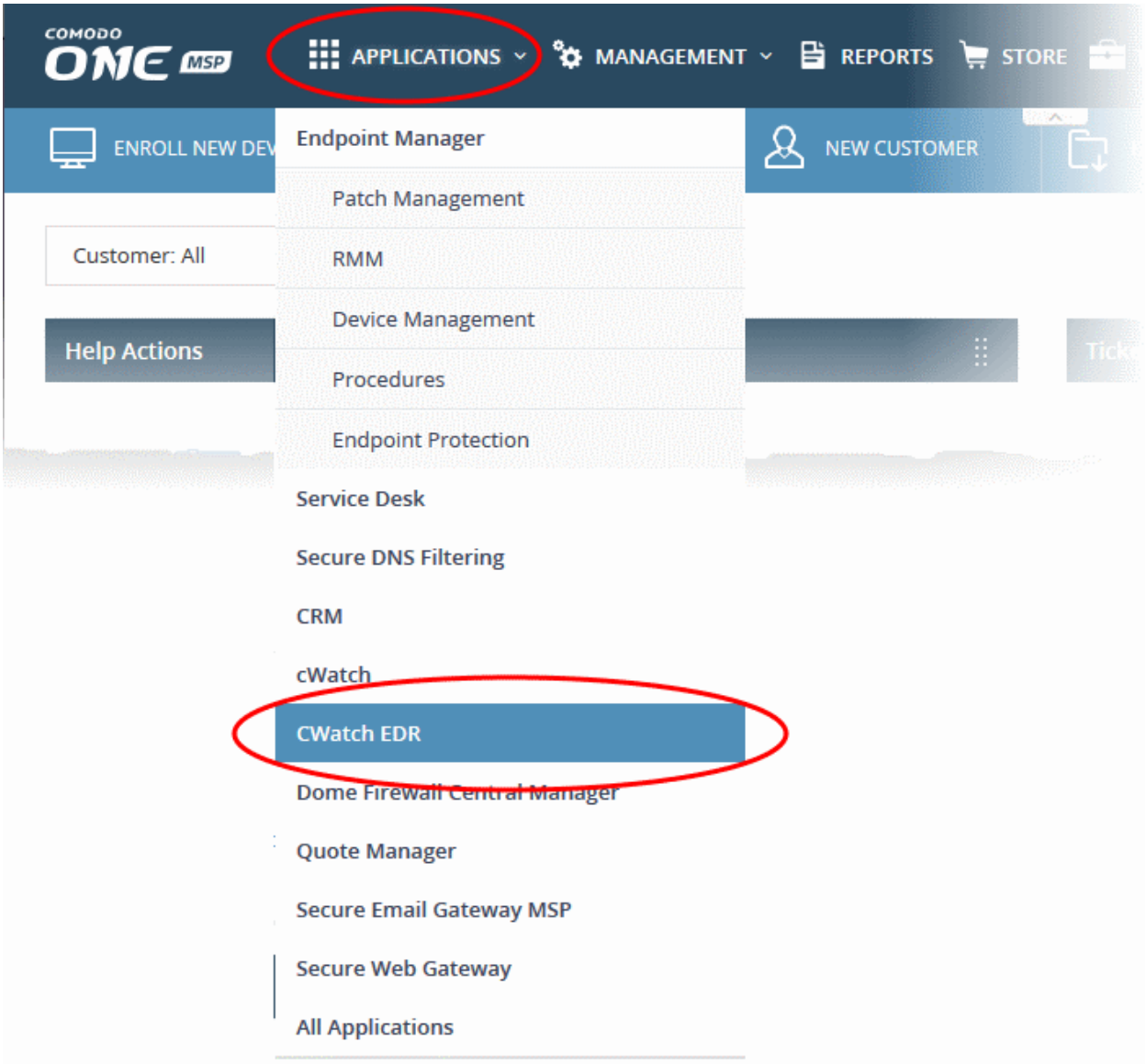


- Choose the license you want to use and click 'Activate Selected'

The license will be activated. You can now access cWatch EDR via the 'Applications' menu.

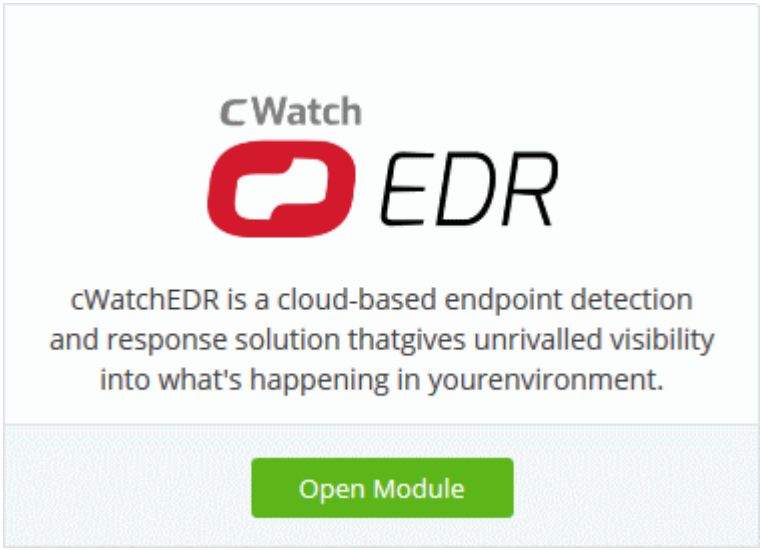
Open cWatch EDR

- Click 'Applications' > 'cWatch EDR'

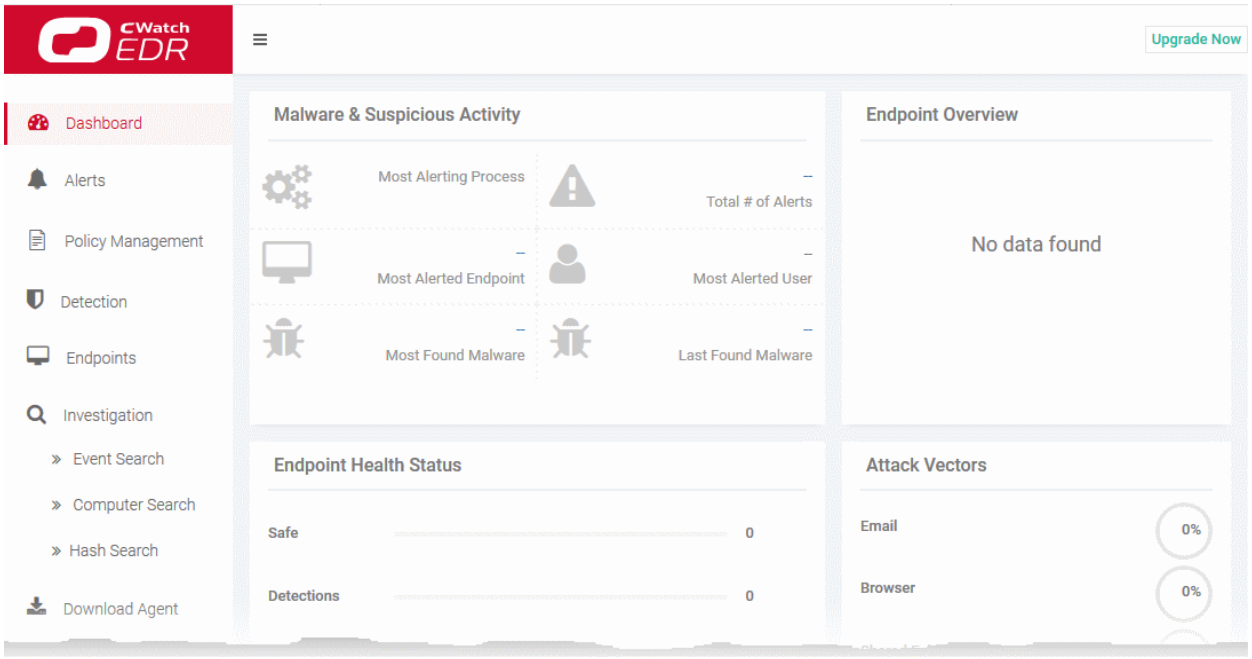


OR

- Click 'Applications' > 'All Applications'



- Click 'Open Module' on the 'cWatch EDR' tile



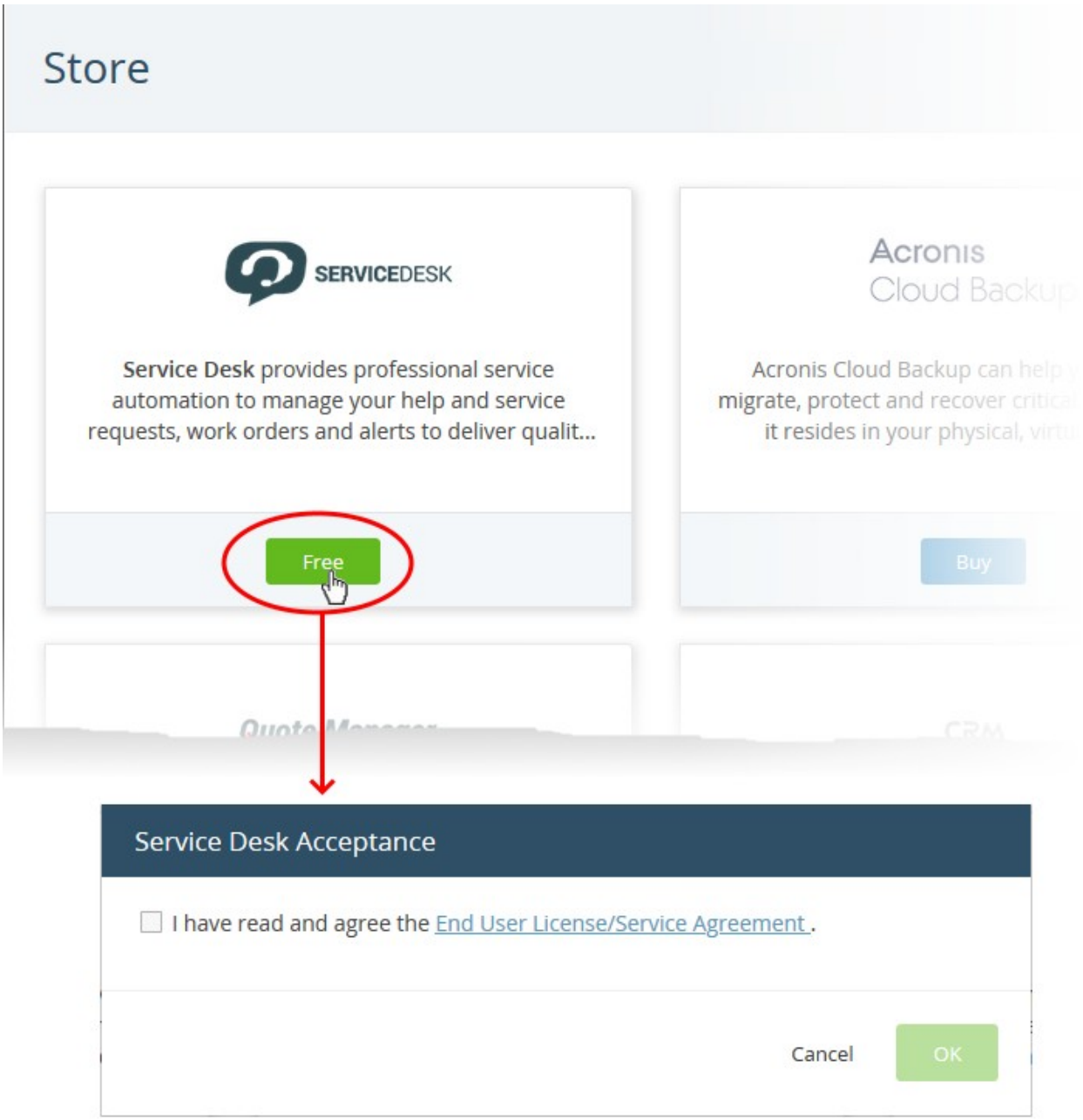
For help to use cWatch EDR, see **https://help.comodo.com/topic-444-1-905-11905-Introduction-to-Comodo-EDR.html**.

8.14 Add Service Desk

- Service Desk is a ticketing system that lets you view, manage and assign customer support requests.
- You can view the full Service Guide at **https://help.comodo.com/topic-289-1-625-7831-Introduction-to-Service-Desk-Module.html**

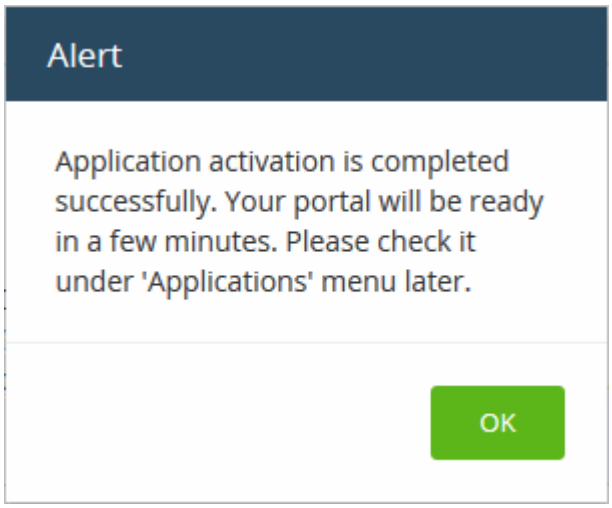
Add Service Desk to Comodo One

- Click 'Store' on the Comodo One menu bar
- Locate the 'Service Desk' tile
- Click 'Free'



- Click 'End User License/Service Agreement' and read the EULA fully
- Select the checkbox and click 'OK'

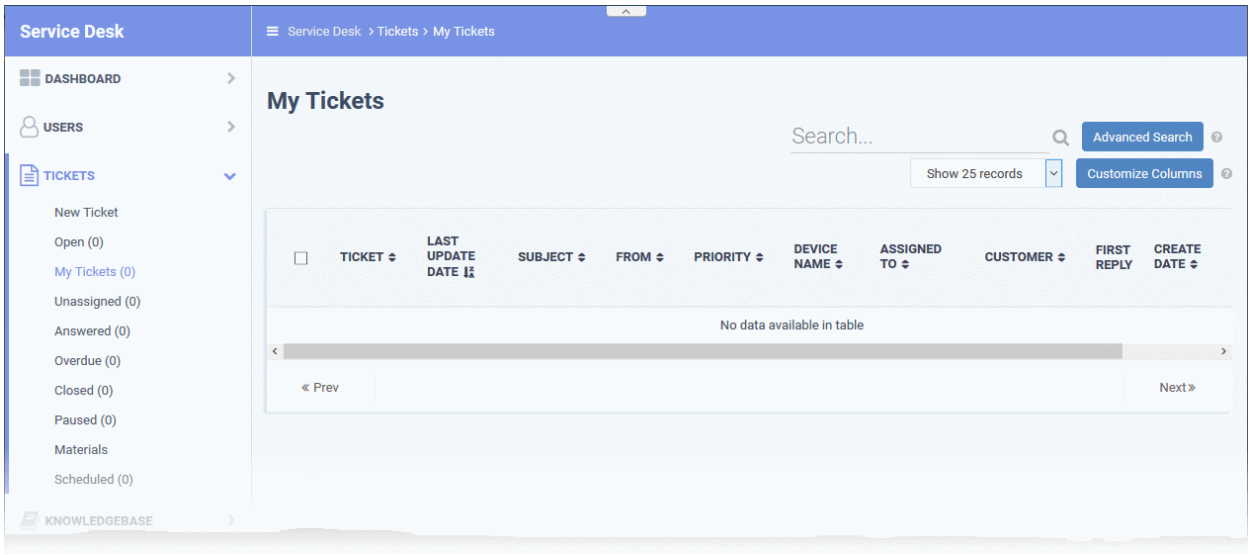
Service Desk is added to your Comodo One account. A confirmation message is shown:



Once added, you can access service desk from the 'Applications' interface.

- Click 'Applications' > 'Service Desk'
- Alternatively, click 'Applications' > 'All Applications' then 'Open Module' in the 'Service Desk' tile

The service desk application opens:



- For help to use Service Desk, see the online admin guide at **https://help.comodo.com/topic-289-1-625-7831-Introduction-to-Service-Desk-Module.html**.

8.15 Add MDR

Managed Detection and Response (MDR) application is a security service that delivers 24/7 threat monitoring, detection and response to cyberthreats.

Leveraging a combination of technologies deployed at the host and network layers, advanced analytics, threat intelligence, and human expertise in incident investigation with Comodo's 24/7 SOC service, MDR is a comprehensive security solution.

There are two variants of the module:

- **MDR Force Protect Endpoint** – MDR receives logs from the Comodo Client Security (CCS) installations on the managed endpoints for processing. Comodo's SOC team will analyze and provide insight about internal threats. Contact your account manager for configuring your endpoints to forward logs to MDR.

- **MDR Force Detect Network** – MDR receives logs from sensors installed on your networks for processing. Comodo's SOC team will analyze and provide insight about threats on your networks. Contact your account manager for provisioning sensors on your networks.

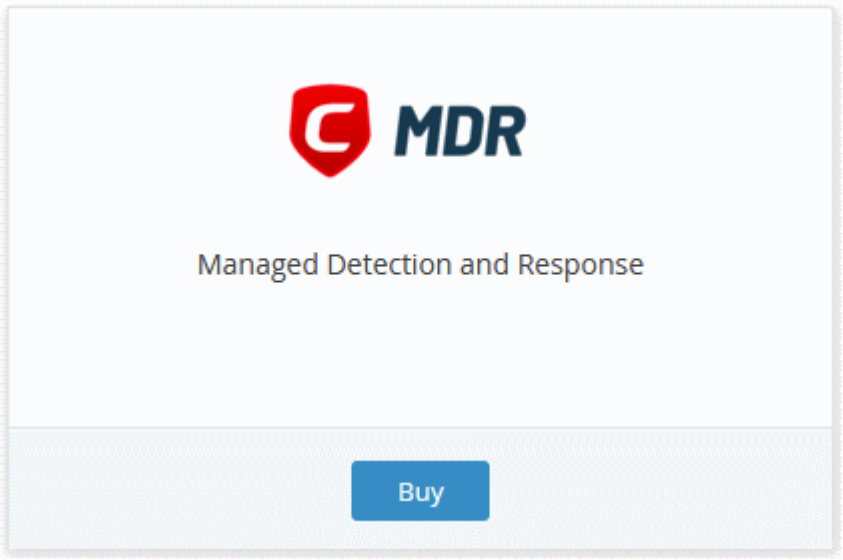
If you already have MDR on another Comodo Accounts Manager (CAM) or Comodo One account, you can add it here by linking it to this account.

The following sections explain how to:

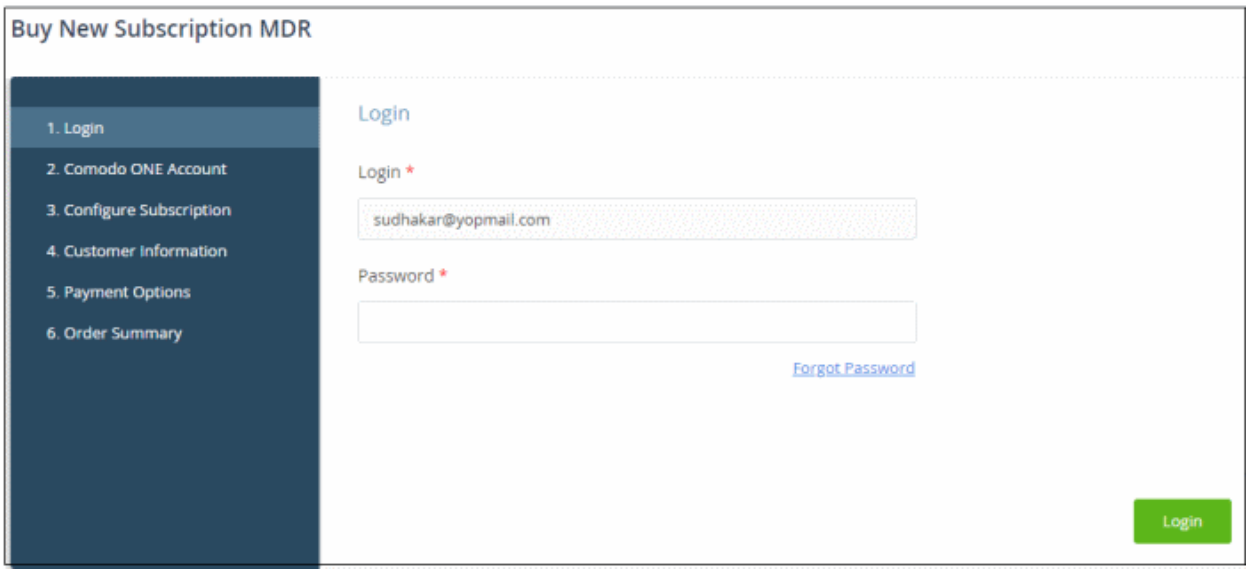
- **Purchase a new license**
- **Activate a license**

Purchase a new license

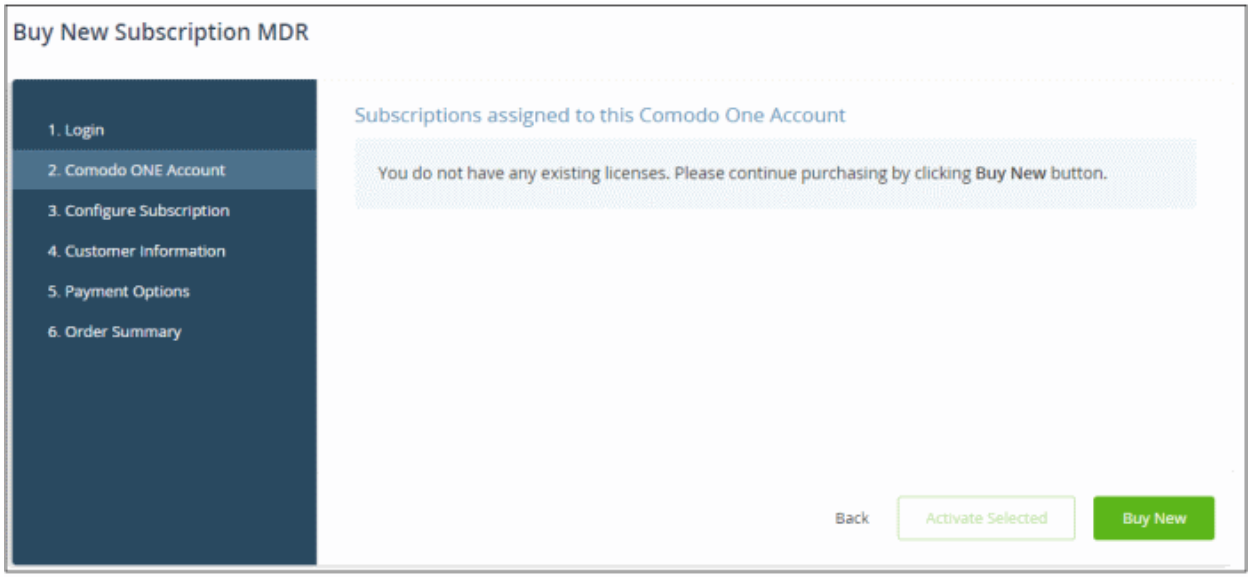
- Click 'Store' on the C1 menu bar
- Locate the 'MDR' tile and click 'Buy'



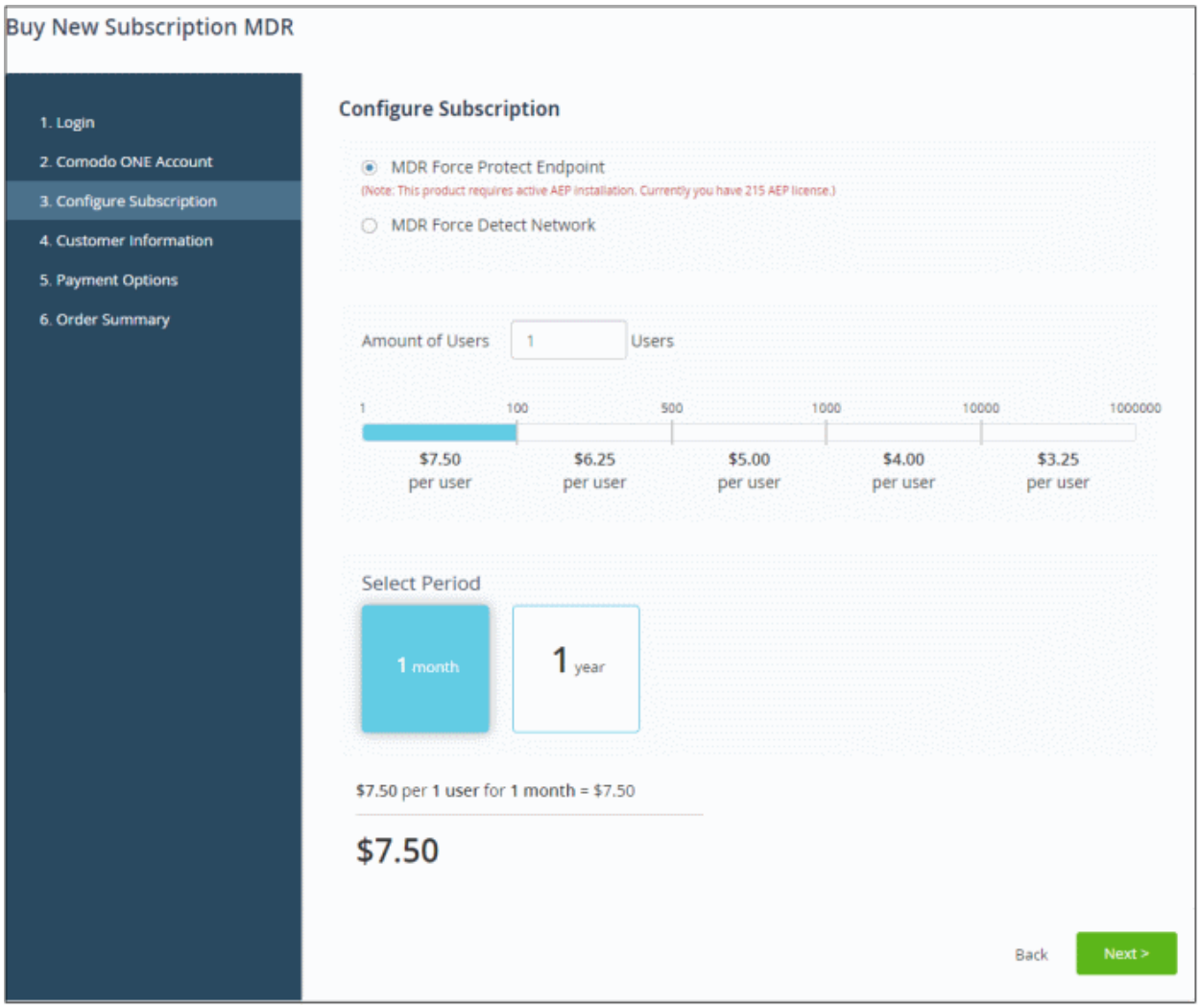
The product order page opens:



- Your username is pre-populated
- Enter your Comodo One account password then click 'Login'

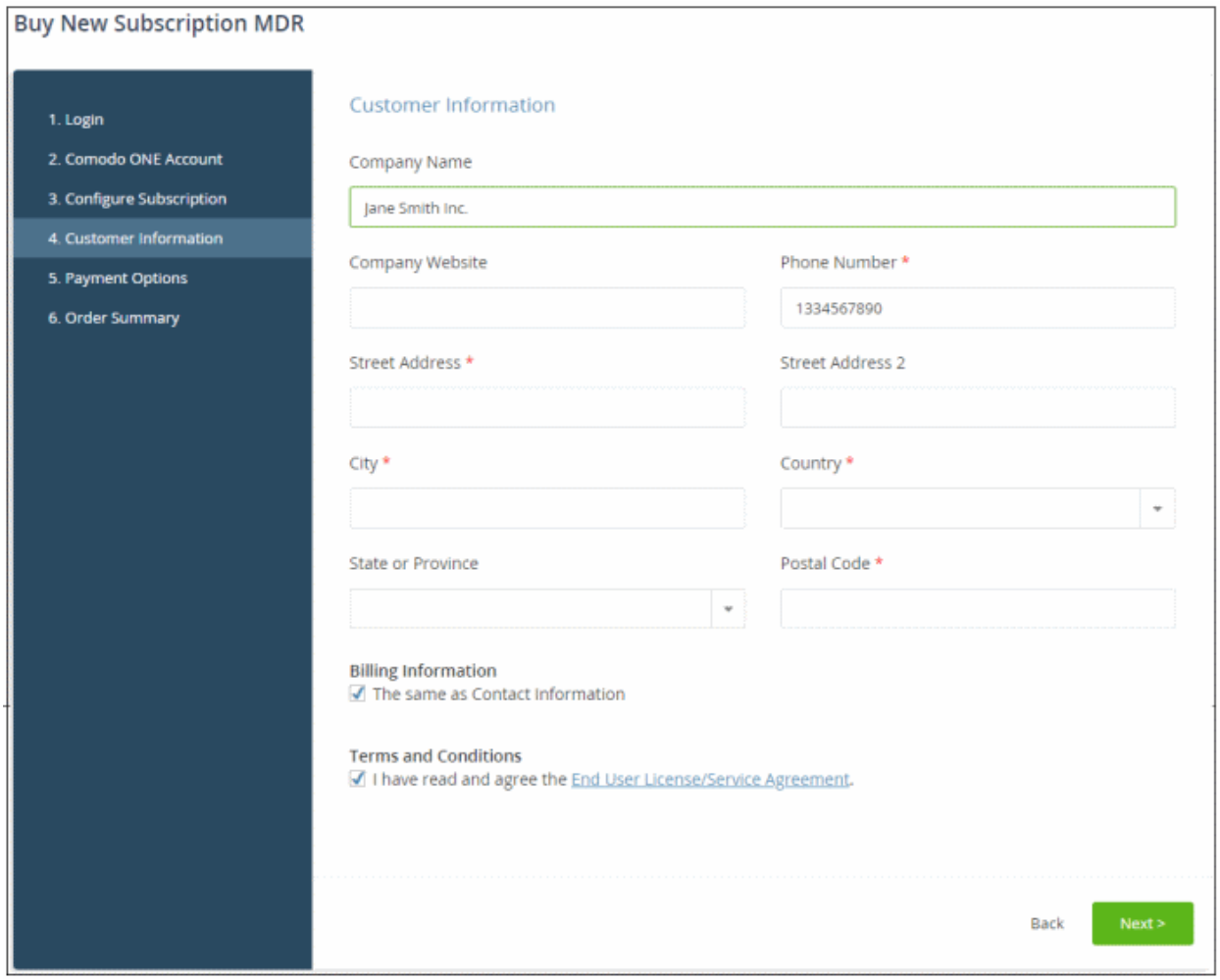


- Click the 'Buy New' button.
- The next step is to configure your subscription package:

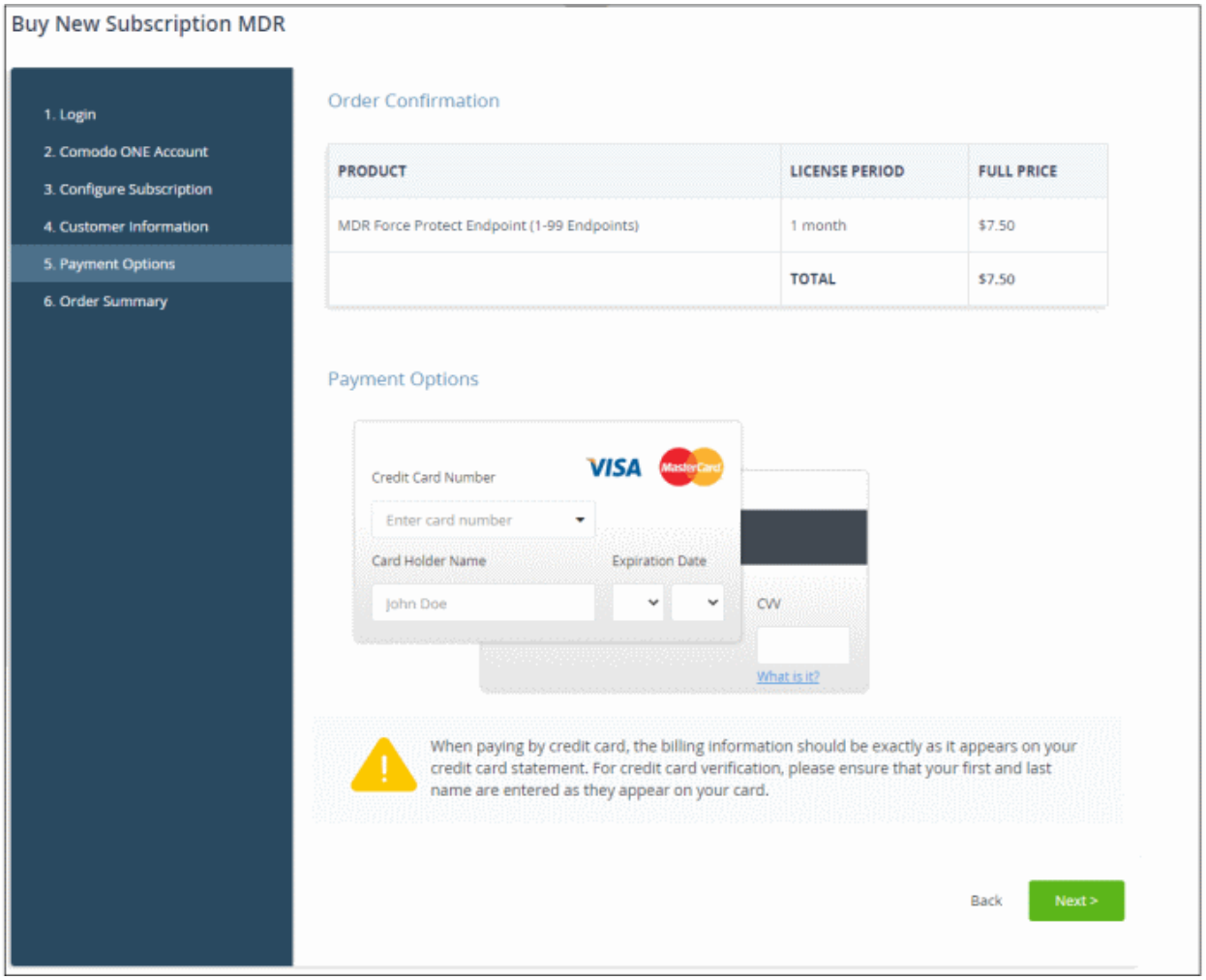


- Select the license type.

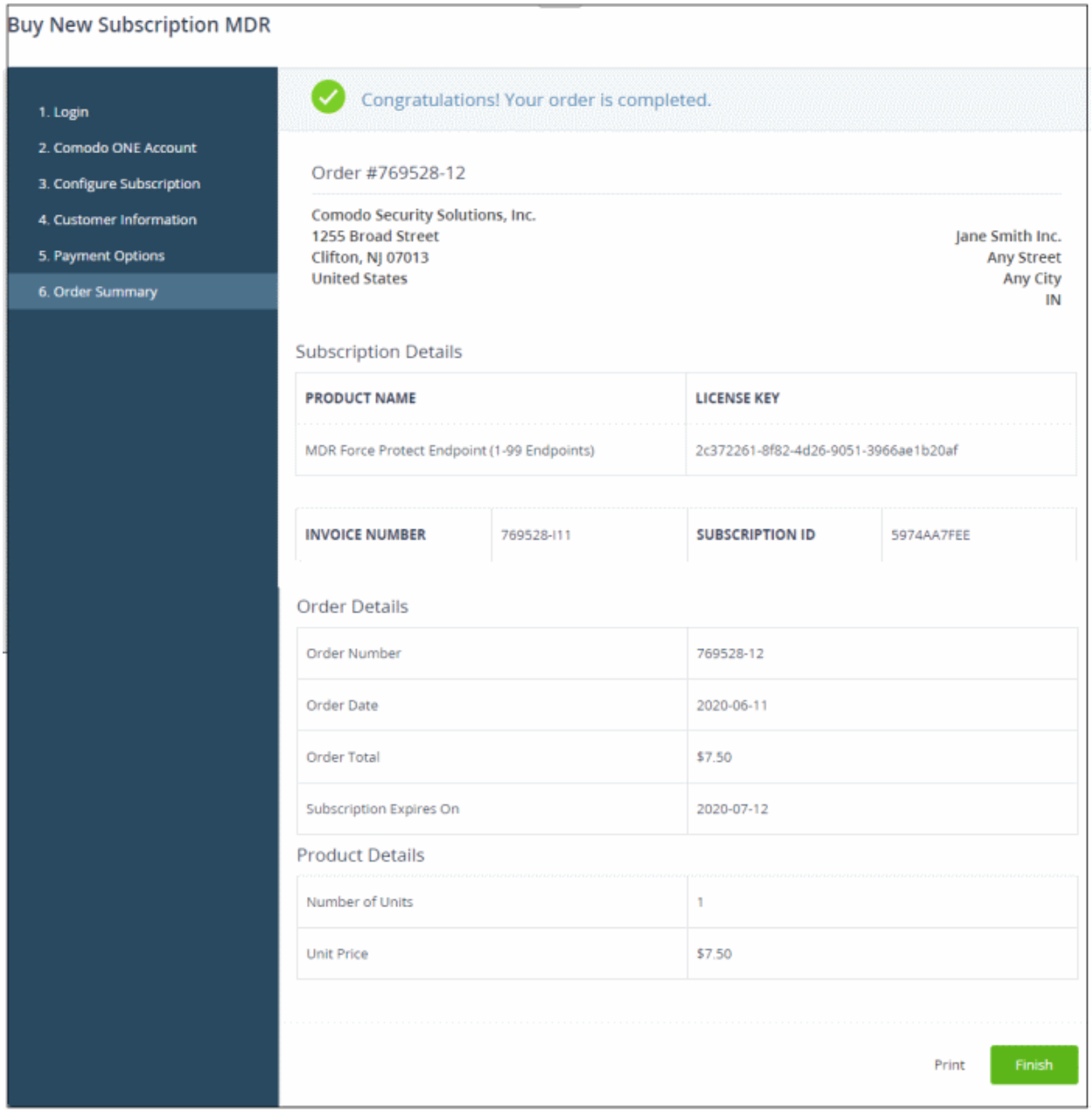
- Select the number of user licenses you require.
  - The per-user rate depends on the number of users.
- Select the license period. The minimum license period is one month.
- Click 'Next' to continue to customer information.
- Enter your company name, website and address details:



- Agree to the terms and conditions then click 'Next'



- Review your order and enter your payment details
- Click 'Next'
- Your order is submitted and processed. You will receive an order confirmation mail with your license key.
- The order summary page is shown after your order has been processed:



- Click 'Print' to make a hard-copy of the order summary.
- Click 'Finish' to complete the purchase process.

See the **description** at the end of this section if you need more help to open the MDR interface.

Activate a license

You can activate MDR licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

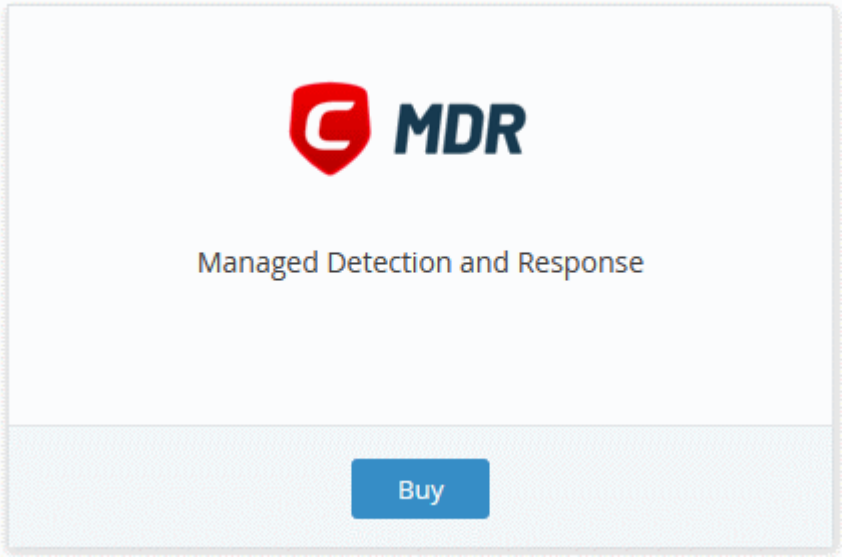
- Click 'Management' > 'Applications' on the C1 menu bar
- Click the 'MDR' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate

- Click 'Activate'

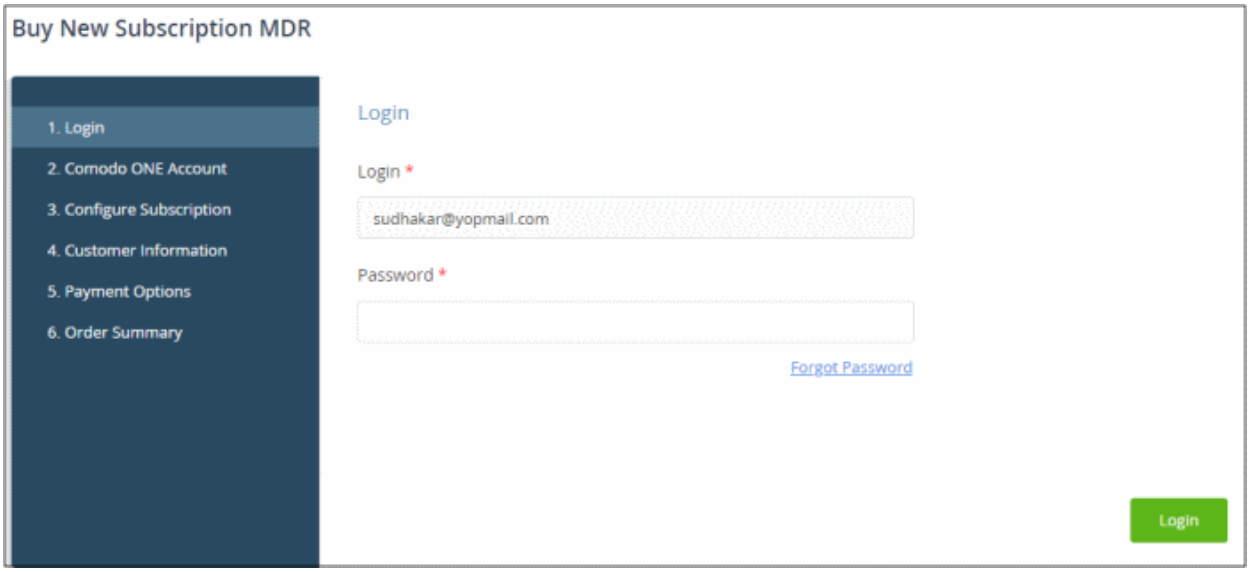
Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.
Note - You must first have linked an account and set it as default. See **Comodo One License Account Details** for help with this.

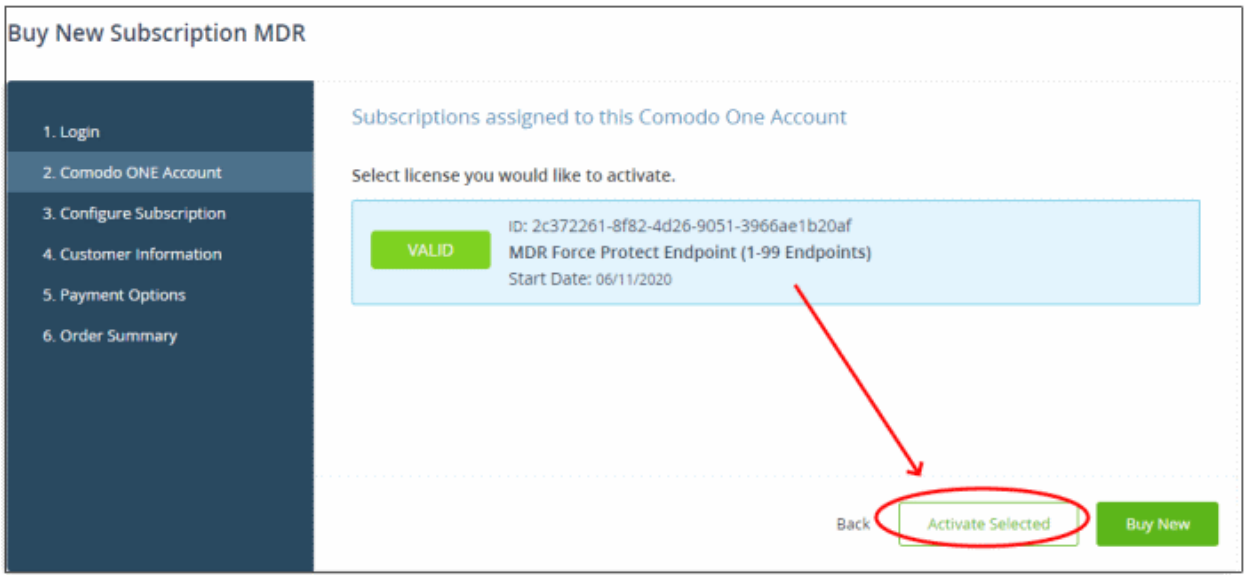
- Click 'Store' on the C1 menu bar
- Locate the 'MDR' tile
- Click 'Buy'



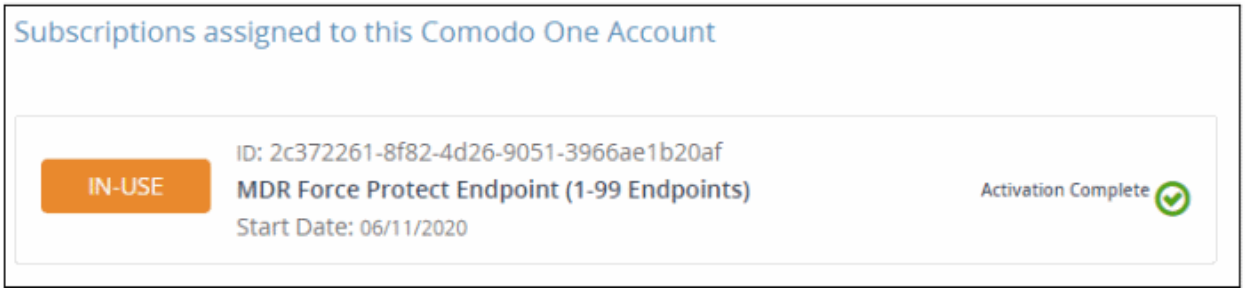
- The order form opens.
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':



- The next page shows MDR licenses on your default account:



- Choose the license you want to use and click 'Activate Selected'



The license is activated and a success message is shown.

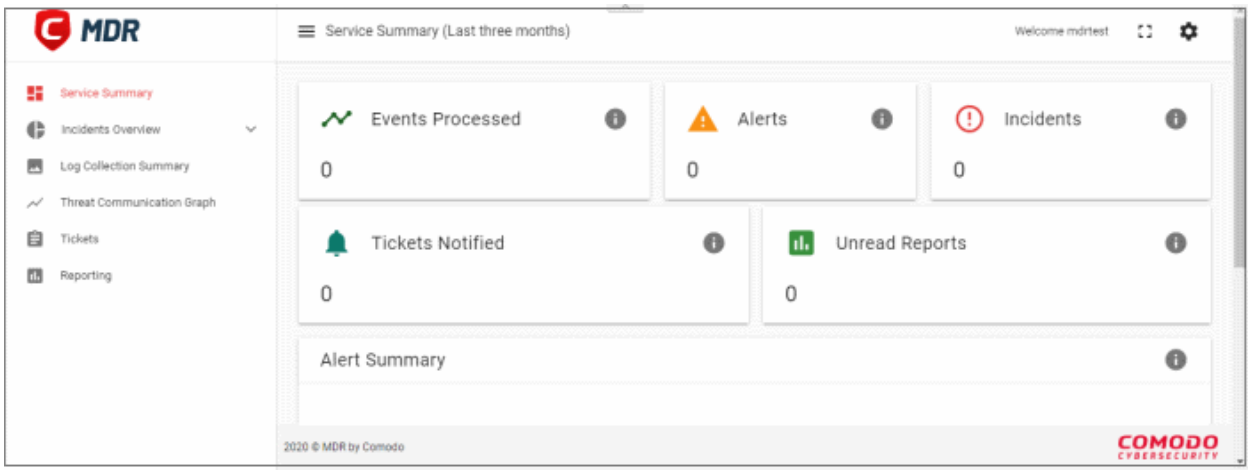
Open the MDR interface

- Click 'Applications' > 'MDR'

  OR

- Click 'Applications' > 'All Applications' then 'Open Module' on the 'MDR' tile

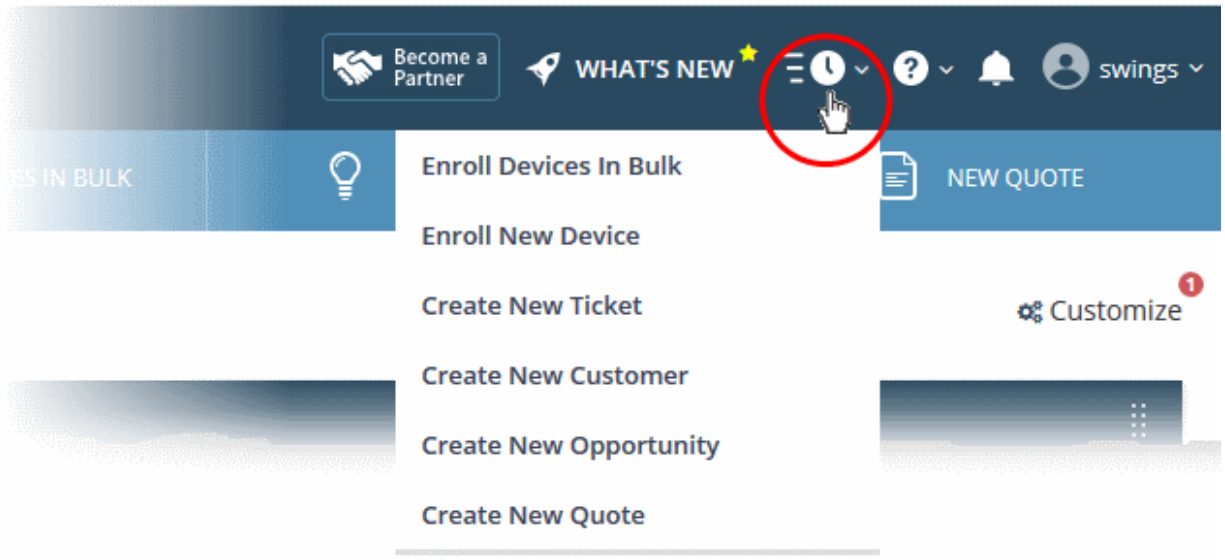
MDR opens at the service summary page:



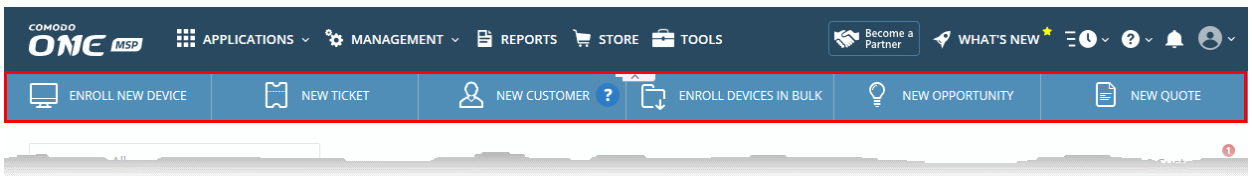
See **https://help.comodo.com/topic-285-1-975-13828-cWatch-MDR.html** for help to view logs, analyze incidents and generate reports from MDR.

9 Quick Actions

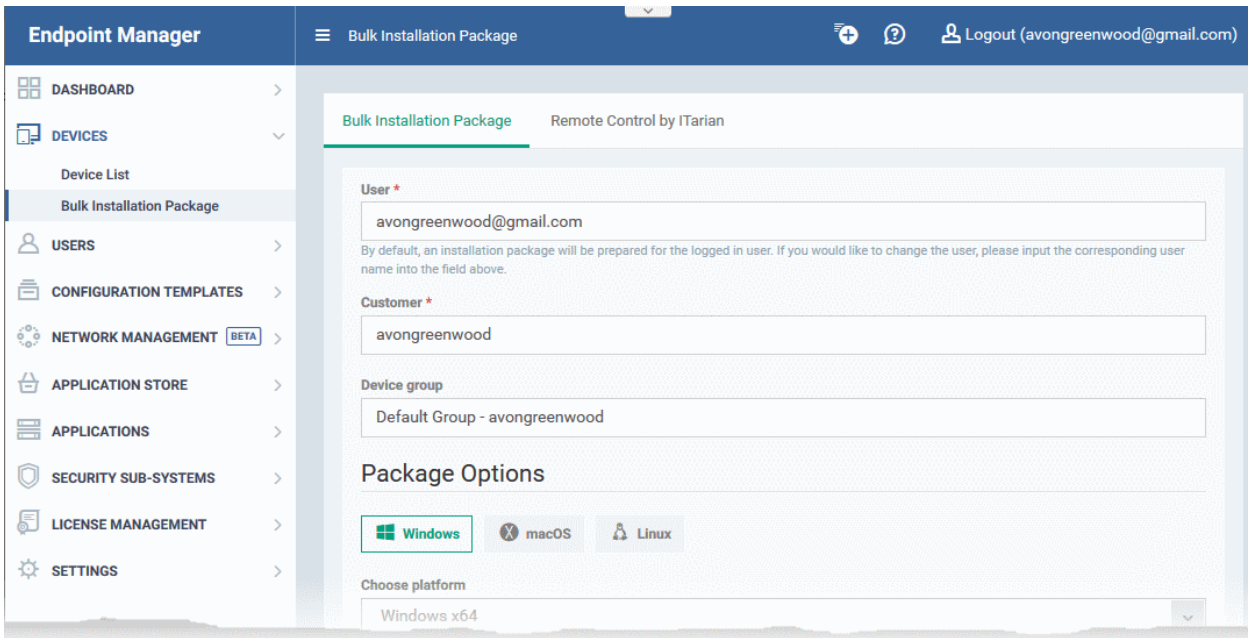
- The 'Quick Actions' menu contains shortcuts to important tasks in Comodo One modules.
- Click the clock icon in the menu bar to view all tasks:



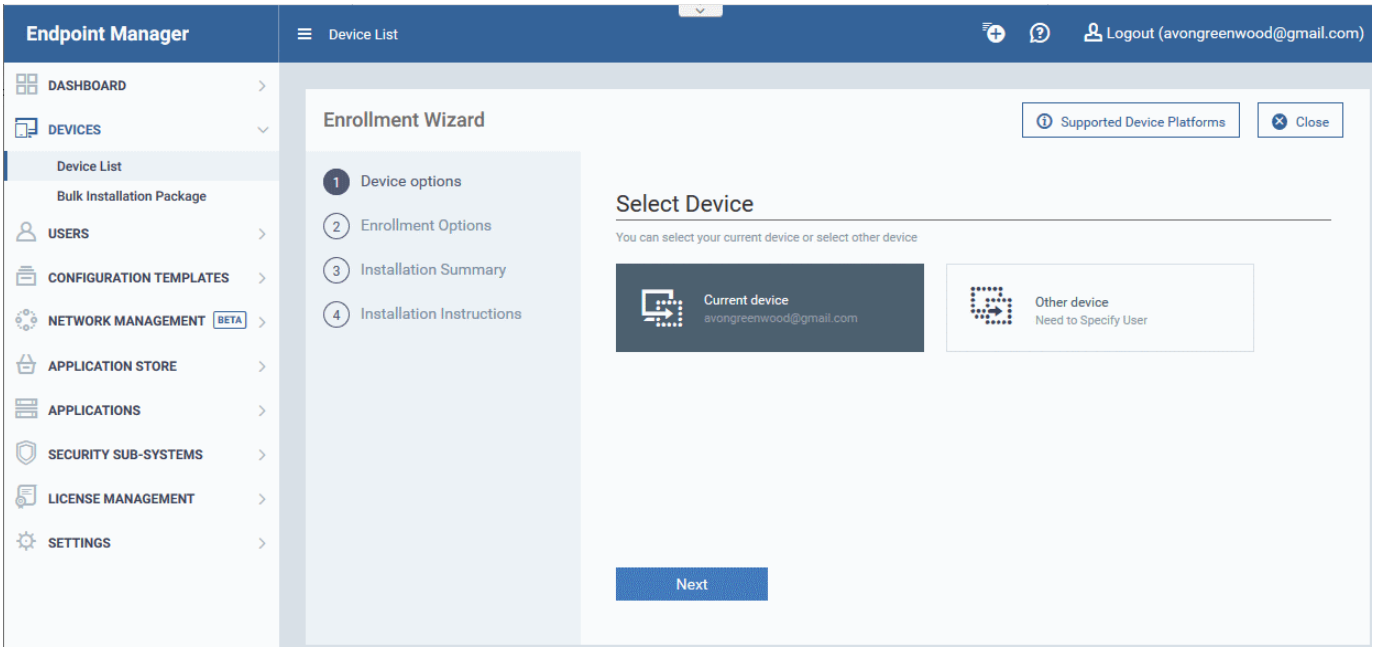
- Quick actions are also available as buttons on the dashboard below the menu bar:



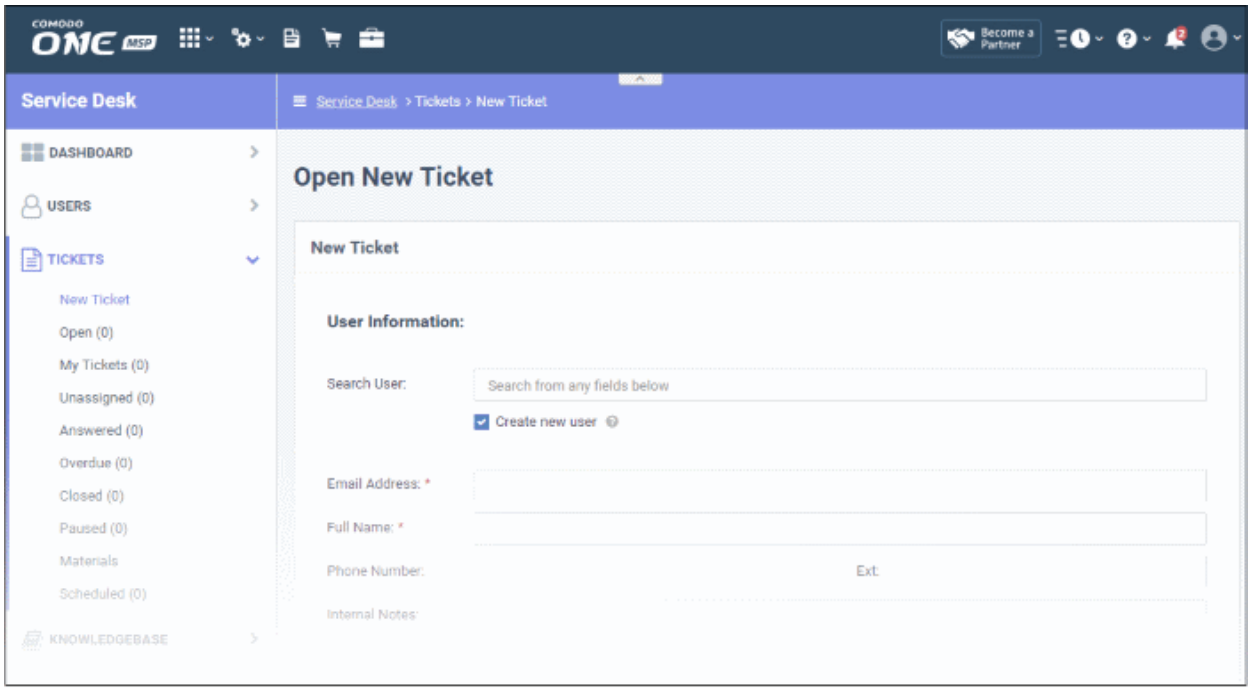
- **Enroll Devices in Bulk: - Endpoint Manager:** Download the packages you need to enroll multiple devices into Endpoint Manager. See **https://help.comodo.com/topic-399-1-786-11273-Bulk-Enrollment-of-Devices.html**



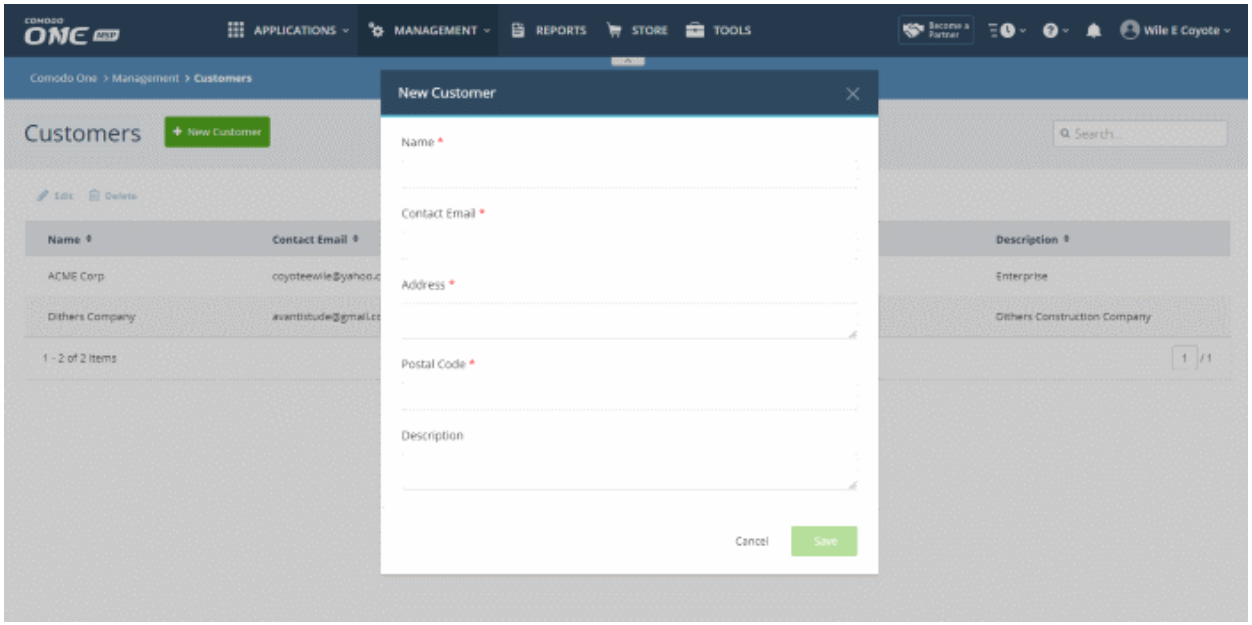
- **Enroll New Device - Endpoint Manager:** Add user devices to Endpoint Manager. See **https://help.comodo.com/topic-399-1-786-10126-Enrolling-User-Devices-for-Management.html** for more on this.



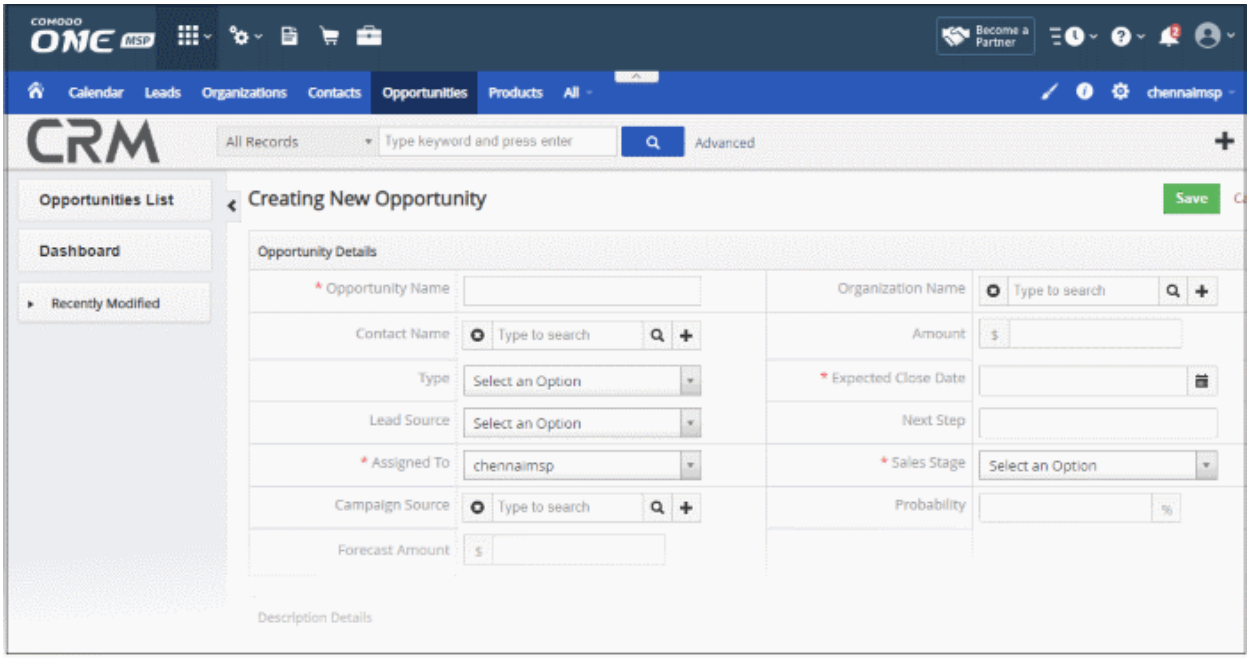
- **Create New Ticket - Service Desk:** Add a new Service Desk ticket on behalf of a user. See **https://help.comodo.com/topic-289-1-625-7854-Manage-Tickets.html** for more details on this process.



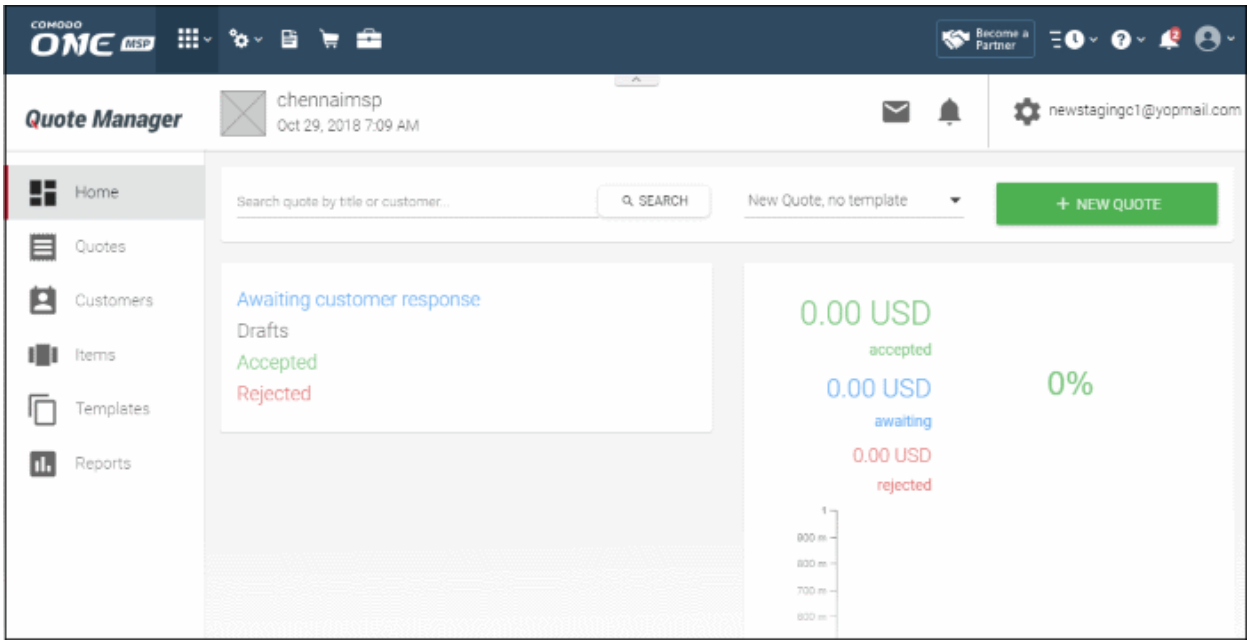
- **Create New Customer - Comodo One Portal:** MSPs can add new customers to Comodo One. Customers that you add will become available in all integrated applications:
  - They are available as 'Organizations' in Service Desk
  - They are available as 'Organizations' in CRM
  - They are available as 'Companies' in Endpoint Manager
  - They are available as 'Companies' in Dome Shield
- To find out more, see **https://help.comodo.com/topic-289-1-716-8483-Managing-Companies.html**



- **Create New Opportunity - CRM:** Add a new sales opportunity to Customer Relationship Management (CRM) module. See **https://help.comodo.com/topic-289-1-845-10881-Add-an-Opportunity.html** if you need more help with this.



- **Create New Quote - Quote Manager:** Add a new sales or service quote in Quote Manager. See **https://help.comodo.com/topic-289-1-778-10472-generating-a-new-quote.html** to find out more.



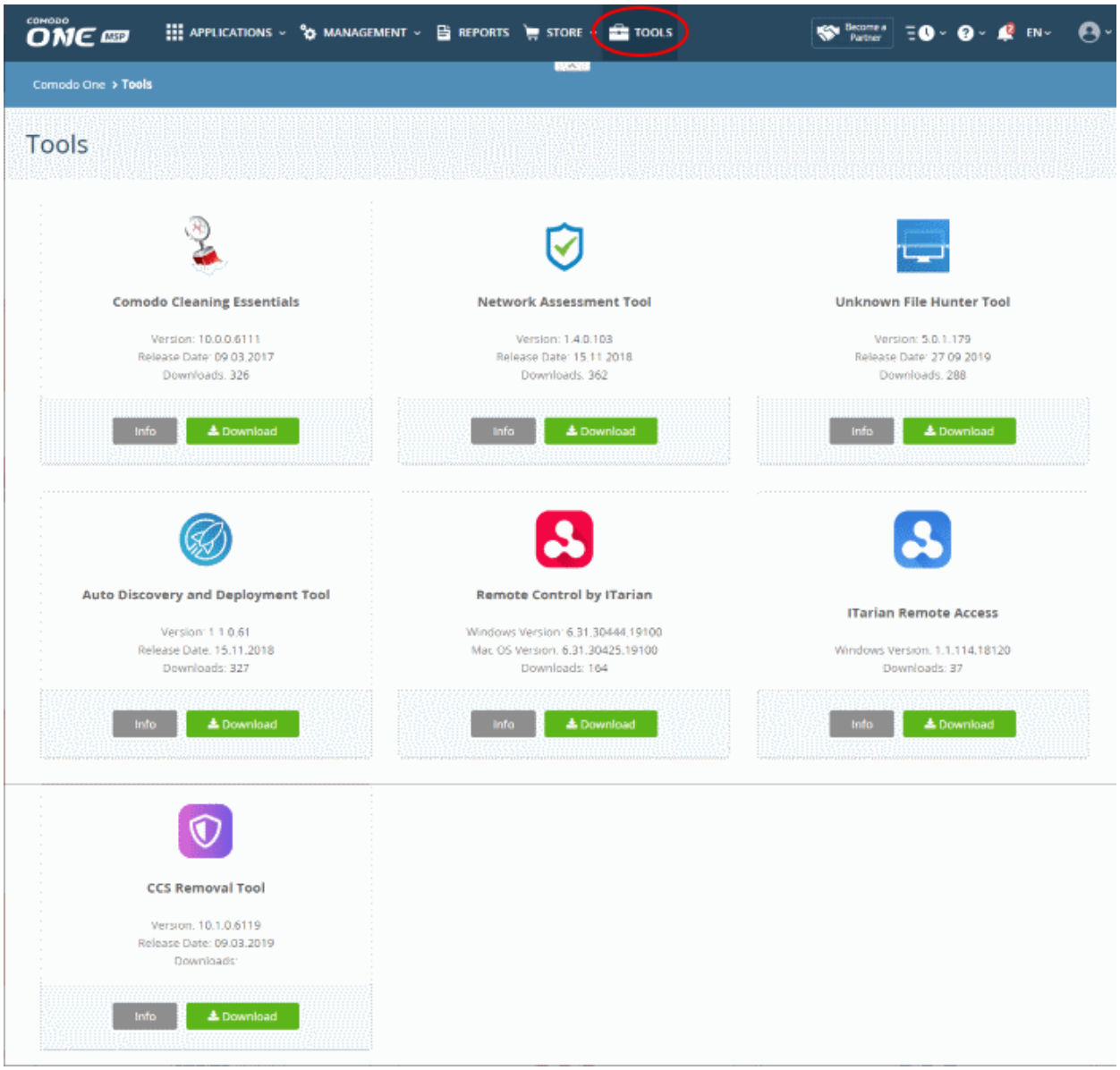
10 Tool Set

- Click 'Tools' on the menu bar.

The tools area contains a suite of free productivity and security applications. Each tool is designed to help customers accomplish specific management and security tasks more efficiently.

Download Comodo One tools

- Click 'Tools' on the menu bar.



The following are available:

- **Comodo Cleaning Essentials** - Security software for Windows which removes malware and kills unsafe processes on infected computers. Includes a fully customizable malware scanner and a tool which lets you identify and terminate unsafe processes with a single click. See '**Comodo Cleaning Essentials**' for more information.
- **Network Assessment Tool** - Scan customer networks to identify a wide range of server, endpoint and network vulnerabilities. The tool also generates detailed reports and risk mitigation plans with actionable advice to address each issue. See '**Network Assessment Tool**' to find out more.
- **Unknown File Hunter Tool** - Unknown file hunter (UFH) is a lightweight scanner that identifies unknown and potentially malicious files residing on networks. Scanned files are categorized as 'safe', 'malicious' or 'unknown'. Unknown files are those that were not found on either the safe-list or the blacklist and could potentially contain zero-day threats. The UFH scanner allows you to upload such files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface. See '**Unknown File Hunter Tool**' to find out more.
- **Auto Discovery and Deployment Tool** - Remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. See '**Auto Discovery and Deployment Tool**' to find out more.

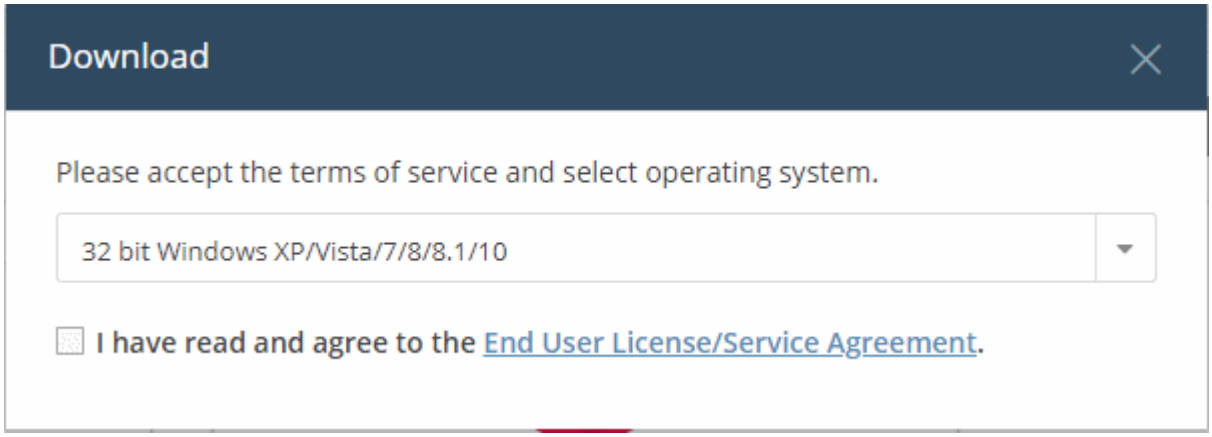
- **Remote Control by ITarian** - Remotely access Windows and Mac OS devices to solve issues, install third party software or run system maintenance. See '**Remote Control by Itarian**' to find out more.
- **ITarian Remote Access Tool** - Independent tool for system administrators to view and address issues instantly. See **ITarian Remote Access Tool** to know more details.
- **CCS Removal Tool** - Delete any files and registry keys that may remain on a Windows endpoint after a regular uninstall of CCS. See **CCS Removal Tool** for more details.

Network Assessment Tool

- Scan customer networks to identify all vulnerabilities and threats.
- Detailed client risk report assigns a score to each threat found on an endpoint.
- Risk mitigation plans contain advice to address every discovered issue.
- Easy setup lets you import networks via Active Directory, Workgroup or IP range.

Download NAT

- Click 'Tools' in the top-menu
- Locate the Network Assessment Tool' tile
- Click the 'Download' button.
- Select the operating system of the server on which you wish to install NAT.



- Click 'Download' to get the tool

Next, transfer the setup file to your server and install. For more details on how to install and use the application, see **https://help.comodo.com/topic-289-1-783-10053-Introduction-to-Network-Assessment-Tool.html**.

Comodo Cleaning Essentials

Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to help users identify and remove malware and unsafe processes from infected Windows computers. CCE is a portable application which requires no installation.

Major features include:

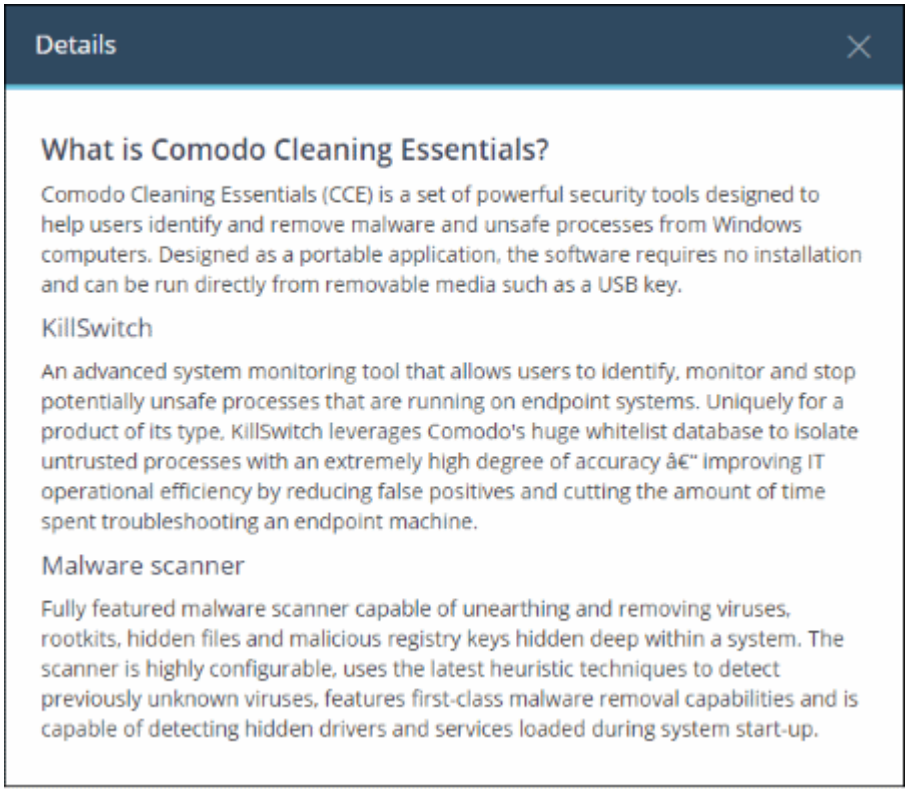
- **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
- **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on their system.
- **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

For more help to use CCE, see **https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html**.

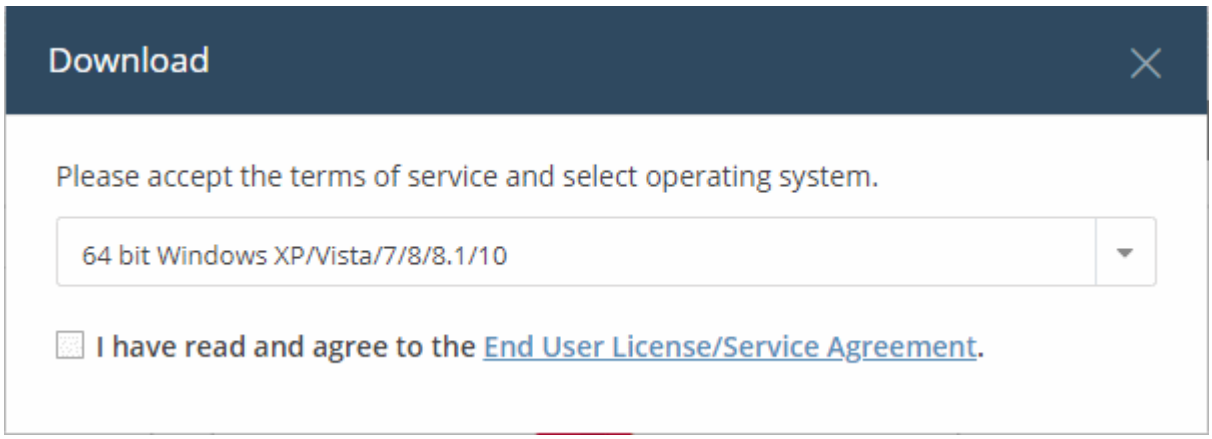
Download CCE

- Click 'Tools' in the top-menu

- Click the 'Info' button in the 'Comodo Cleaning Essentials' tile to view a description of the product:



- Click the 'Download' button



- Windows version - select the version appropriate to the endpoints on which you want to use CCE.
- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box to agree to it. The 'Download' button will appear after you agree to the EULA.
- Click 'Download' to get the tool.

For more details on using the application, see **https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html**.

Unknown File Hunter

- Unknown File Hunter (UFH) is a lightweight scanner which identifies unknown, potentially malicious, files on your network.
- After scanning your systems, it classifies all audited files as 'Safe', 'Malicious' or 'Unknown'.
- 'Safe' files are OK and 'Malicious' files should be quarantined or deleted.

- 'Unknown' files are those which cannot be classified as 'safe' or 'malicious'. All viruses and zero-day threats start life as an 'Unknown' file.
- UFH lets you upload these files to our Valkyrie servers for analysis. Valkyrie tests unknown files with a battery of run-time tests to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.

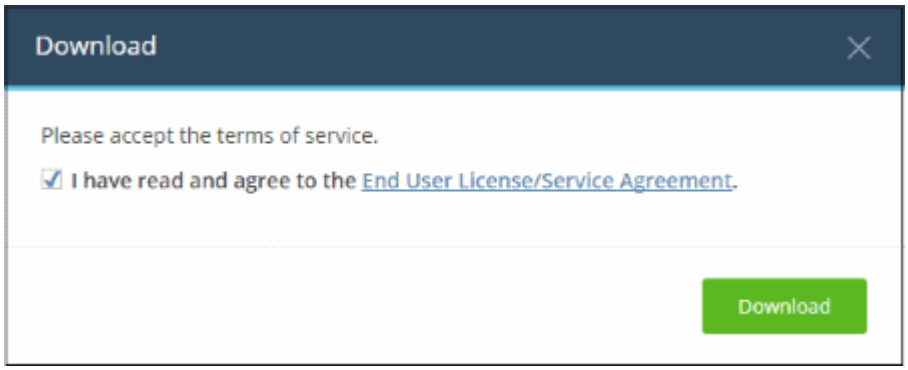
For more details on the application, see **https://help.comodo.com/topic-400-1-794-10426-Introduction-to-Comodo-Unknown-File-Hunter.html**

Auto Discovery and Deployment Tool

- Remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name.
- The utility can be used to remotely install .exe, .msi or .mst packages.
- ADDT is a portable app which does not require installation. Simply double-click on ADDT.exe to run the application.

Download the Auto Discovery and Deployment tool

- Click 'Tools' in the top-menu
- Locate the 'Auto-Discovery and Deployment' tile
- Click the 'Download' button
- Agree to the terms and conditions
- Click 'Download':



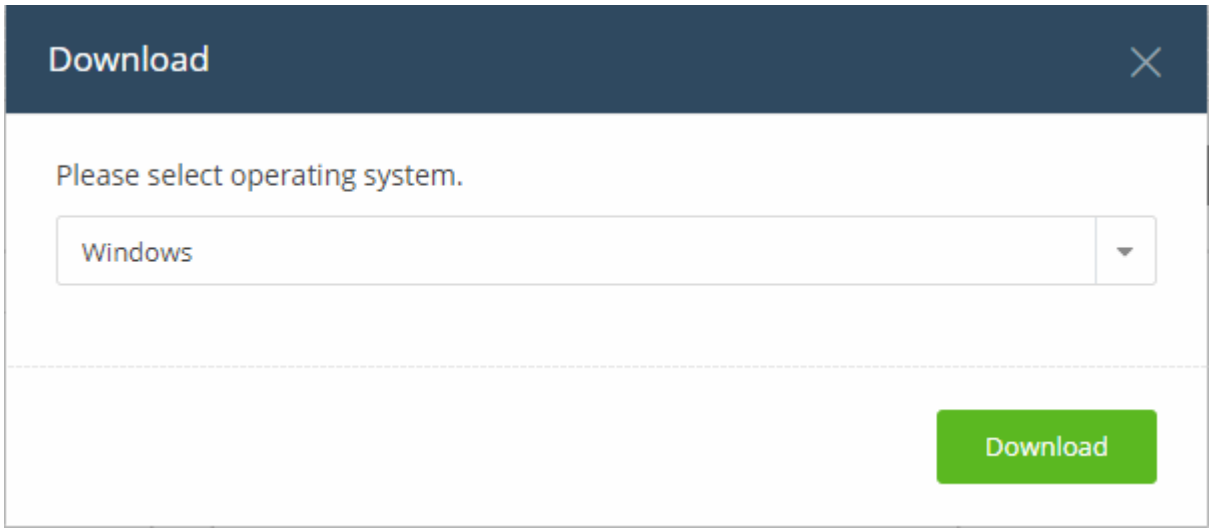
- Simply open the file to run the application - no installation is required.

Remote Control by ITarian

- Remotely access Windows and Mac endpoints enrolled to Endpoint Manager.
- From here, you can solve issues, install third party software, run system maintenance and more.

Download the remote control tool

- Click 'Tools' in the top-menu
- Locate the 'Remote Control by ITarian' tile
- Click the 'Download' button.
- Select the operating system of the admin computer on which you wish to install the tool.
- Click the 'Download' button:



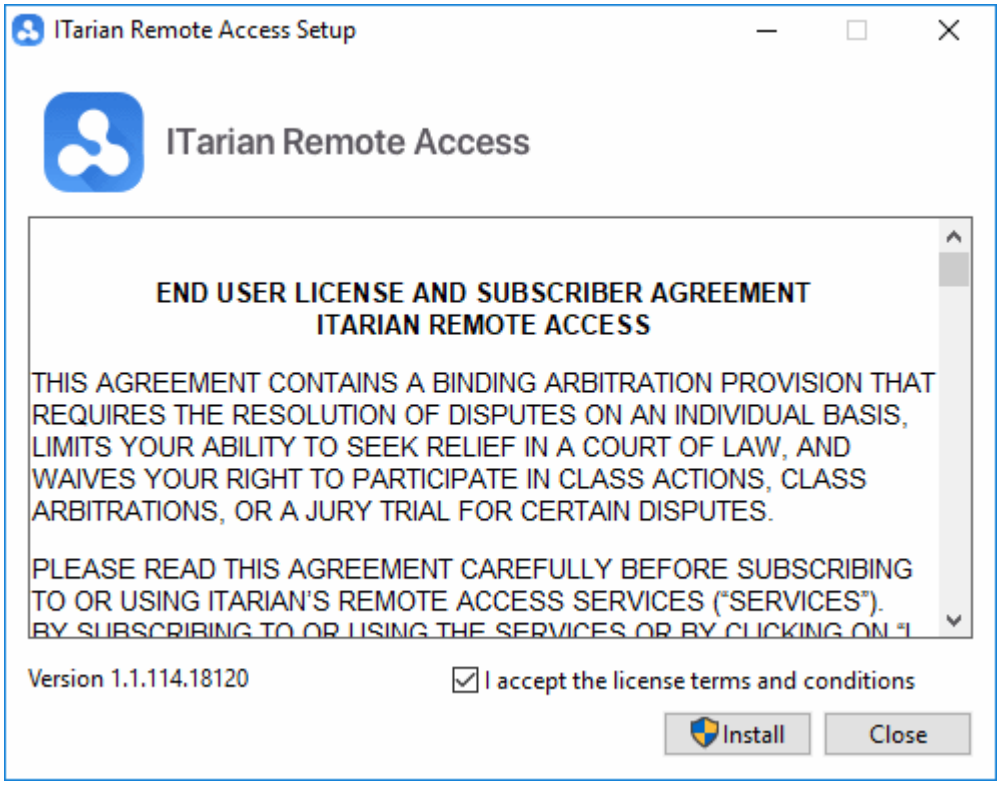
For more details about using the application, see **https://help.comodo.com/topic-399-1-786-12348-Download-and-Install-the-Remote-Control-Tool.html**.

ITarian Remote Access Tool

- Standalone tool to remotely gain access to the client computer
- Enables you to immediately troubleshoot issues, access files on network endpoints, run system maintenance and more.

Download the ITarian Remote Access tool

- Click 'Tools' in the top-menu from the computer you want to control
- Locate the 'ITarian Remote Access Tool' tile
- Click the 'Download' button.
- Select the file from your 'Downloads' folder and
- Agree to the terms and conditions
- Click 'Install':



For more details about using the application, see **https://help.comodo.com/topic-452-1-947-13101-ITarian-Remote-Access---User-Guide.html**.

CCS Removal Tool

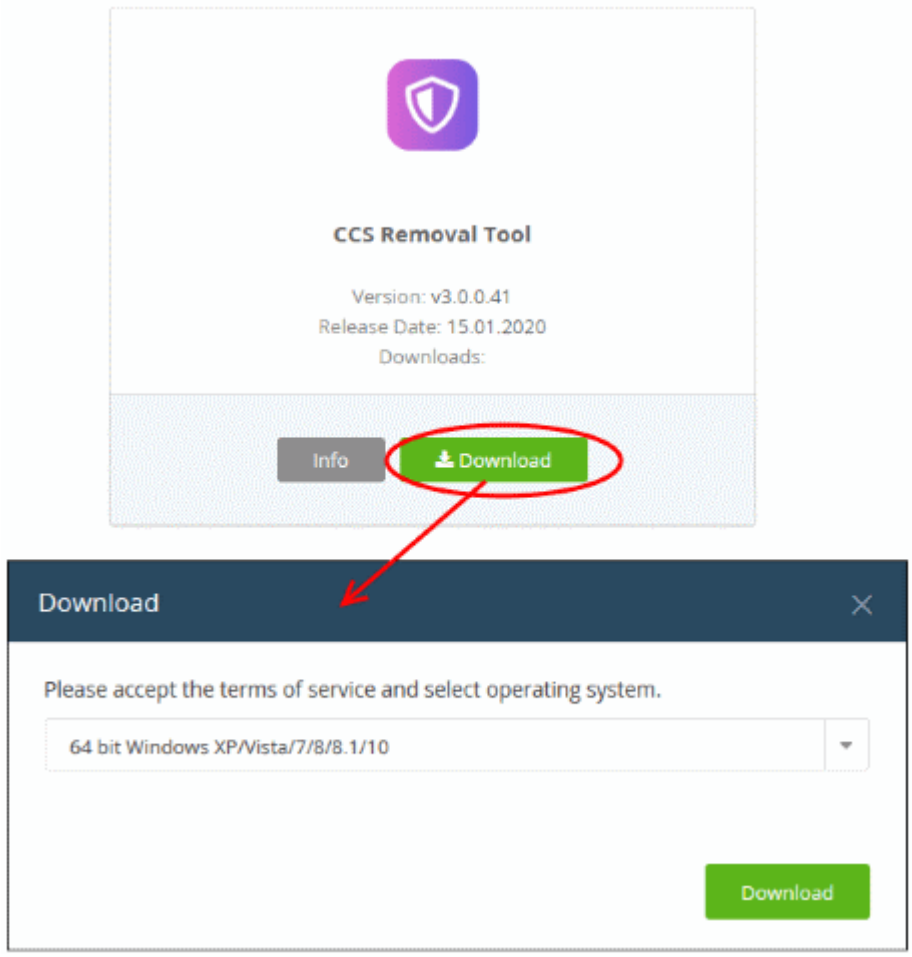
- The CCS removal tool is used to uninstall Comodo products that you are having difficulties removing with the normal Windows uninstaller. The tool is designed for Windows only.
- It scans the entire target system and removes Comodo application files, drivers, dlls and registry entries. It also creates a system restore point prior to performing the uninstall.
- This tool should only be used if you are having difficulties removing CCS or other Comodo products via Windows control panel.

This section explains how to download and use the tool, plus two other methods for removing CCS:

- **Download the removal tool**
- **Use the removal tool**
- **Alternative - uninstall via Endpoint Manager**
- **Alternative - uninstall locally**

Download the removal tool

- Click 'Tools' in the top-menu
- Locate the 'CCS Removal Tool' tile
- Click the 'Download' button.

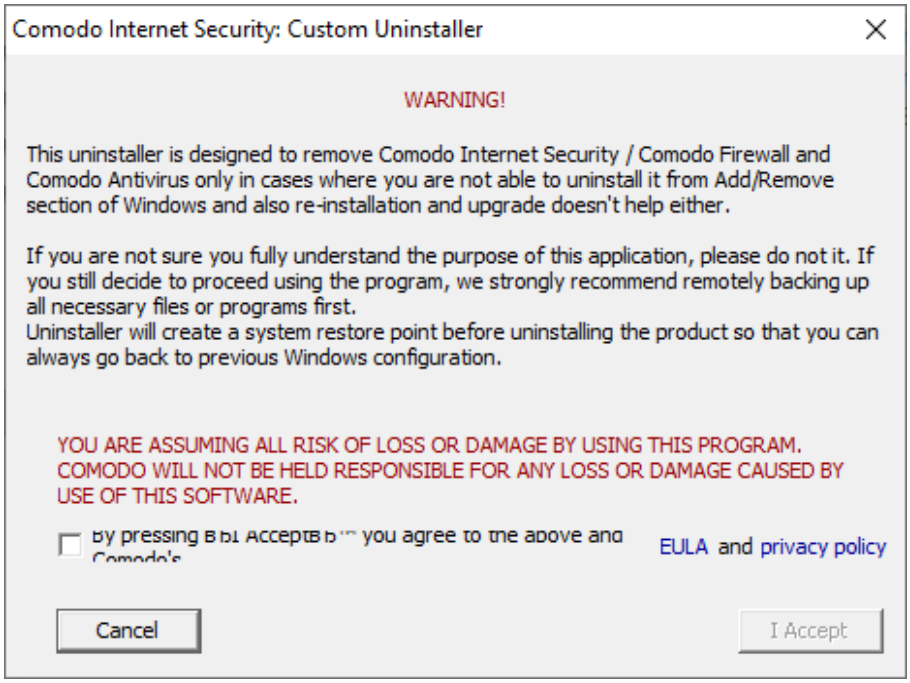


- Select the operating system of the device on which you wish to use the tool.
- Click 'Download' and save the tool.

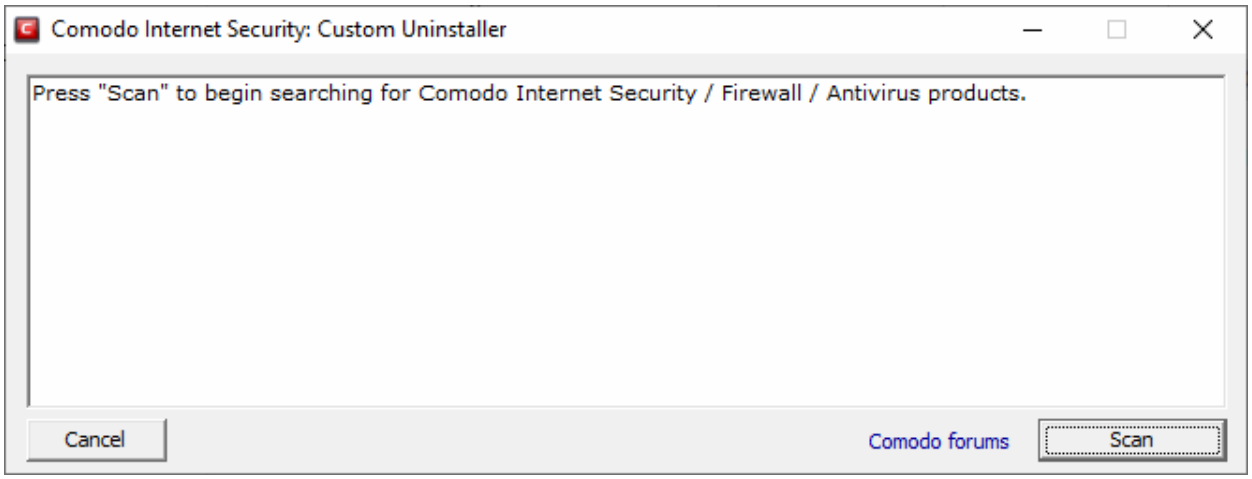
- Transfer the tool to the device on which the CCS is to be removed.

Use the removal tool

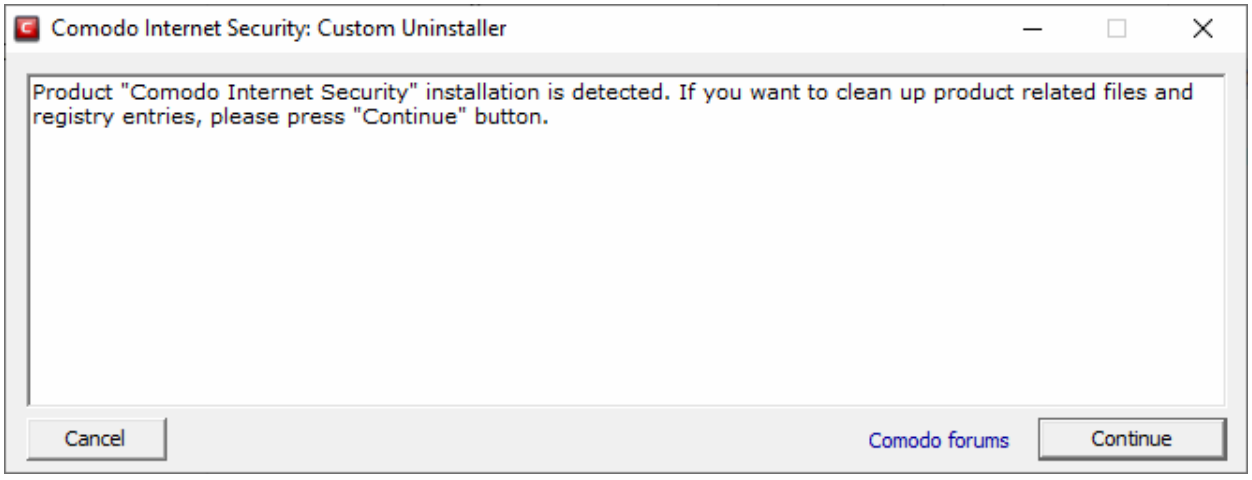
- Run the CCS removal tool



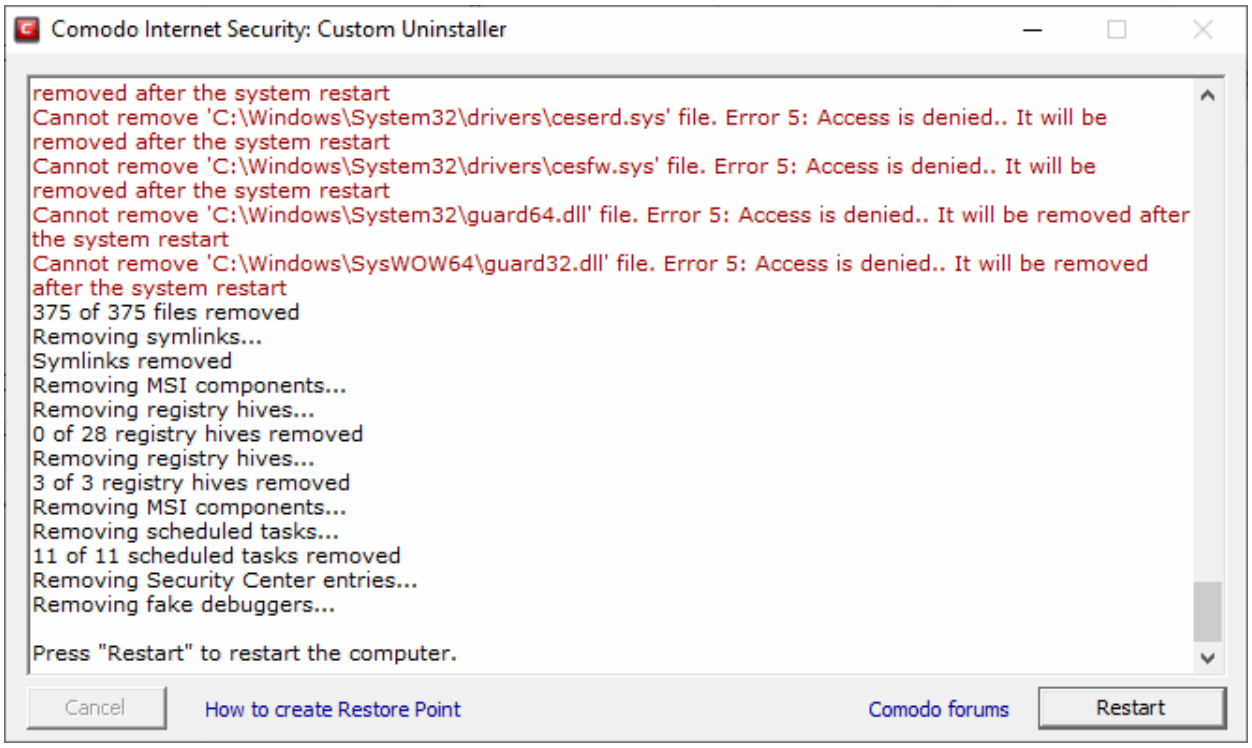
- Read the advisory, agree to the EULA then click 'I accept' to continue:



- Click 'Scan' to search for Comodo security products.



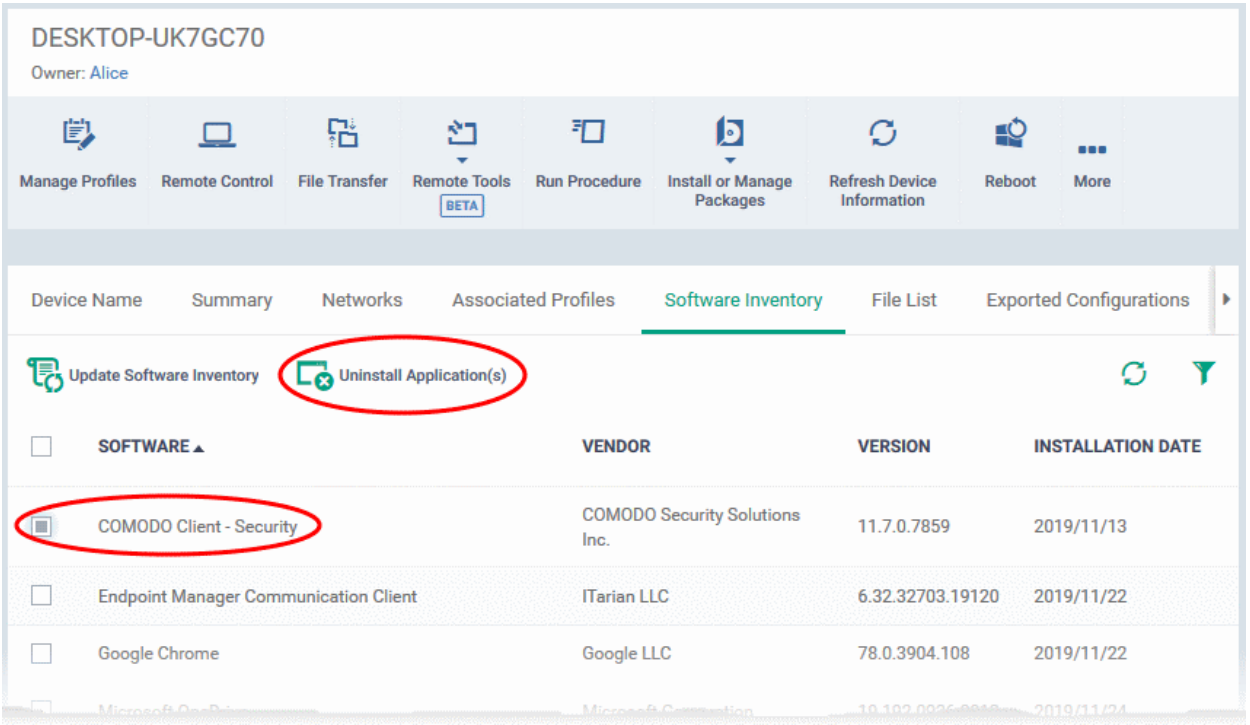
- Click 'Continue' to remove the items, if If the tool detects any of the specified products



- Click 'Restart' after the cleanup process is complete
- The tool requires a second restart to finalize the removal.

Uninstall CCS using Endpoint Manager

- Click 'Devices' > 'Device List' > 'Device Management'
  - Select a company or group on the left to view devices in the group
    Or
  - Select 'Show All' to view every device enrolled to EM
- Click the name of a Windows device to open its device details interface
- Click the 'Software Inventory' tab
- Select 'Comodo Client - Security'
- Click 'Uninstall Application(s)' from the top.



Uninstall CCS locally using the control panel

- Type 'Add/Remove Programs' into the Windows search box
  - Windows 10 - The search box is pinned to the task bar
  - Windows 7 and other versions - Click the 'Start' button to view the search box
- Locate the Comodo product you wish to remove in the list of programs
- Click 'Uninstall'

11 Manage your Account

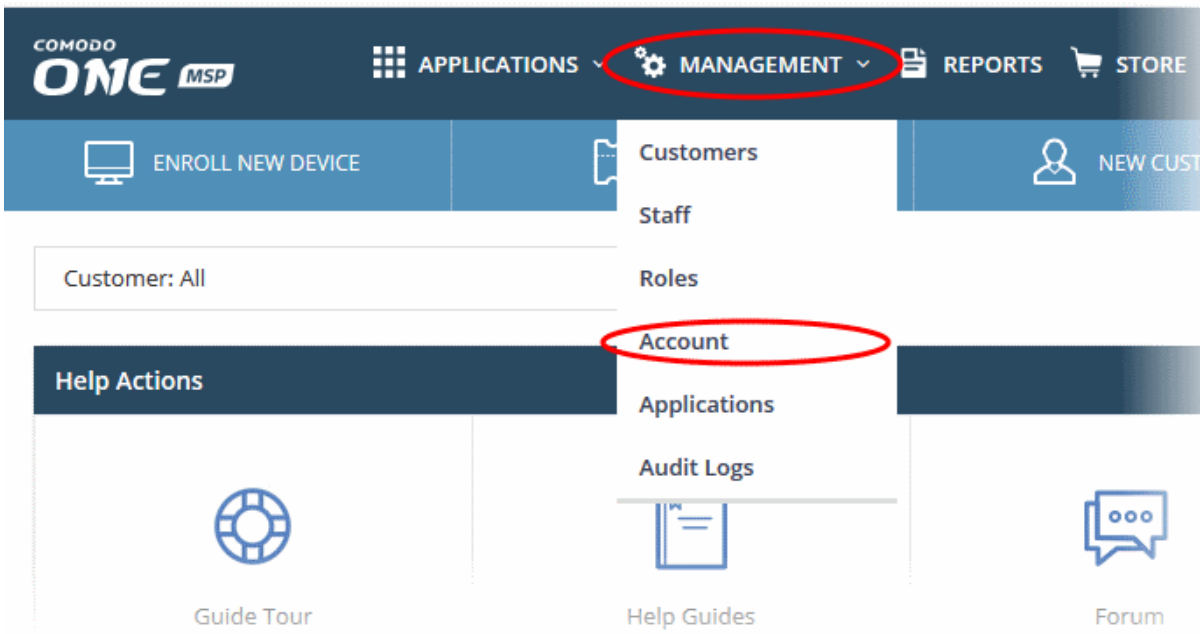
- Click 'Management' > 'Account'

The account area lets you manage the following items:

- Your Account - Company contact and support information. Manage your company logo.
- License Details - Manage your Comodo One licenses. Link other Comodo Accounts Manager (CAM) or Comodo One accounts to your account and share product licenses.
- Account Security - Set up two-factor authentication for additional login security.
- Remote Access Support - Enable Comodo One sales engineers to access your account for troubleshooting.

Open the 'Account' interface

- Click 'Management' > 'Account':



The interface has four tabs:

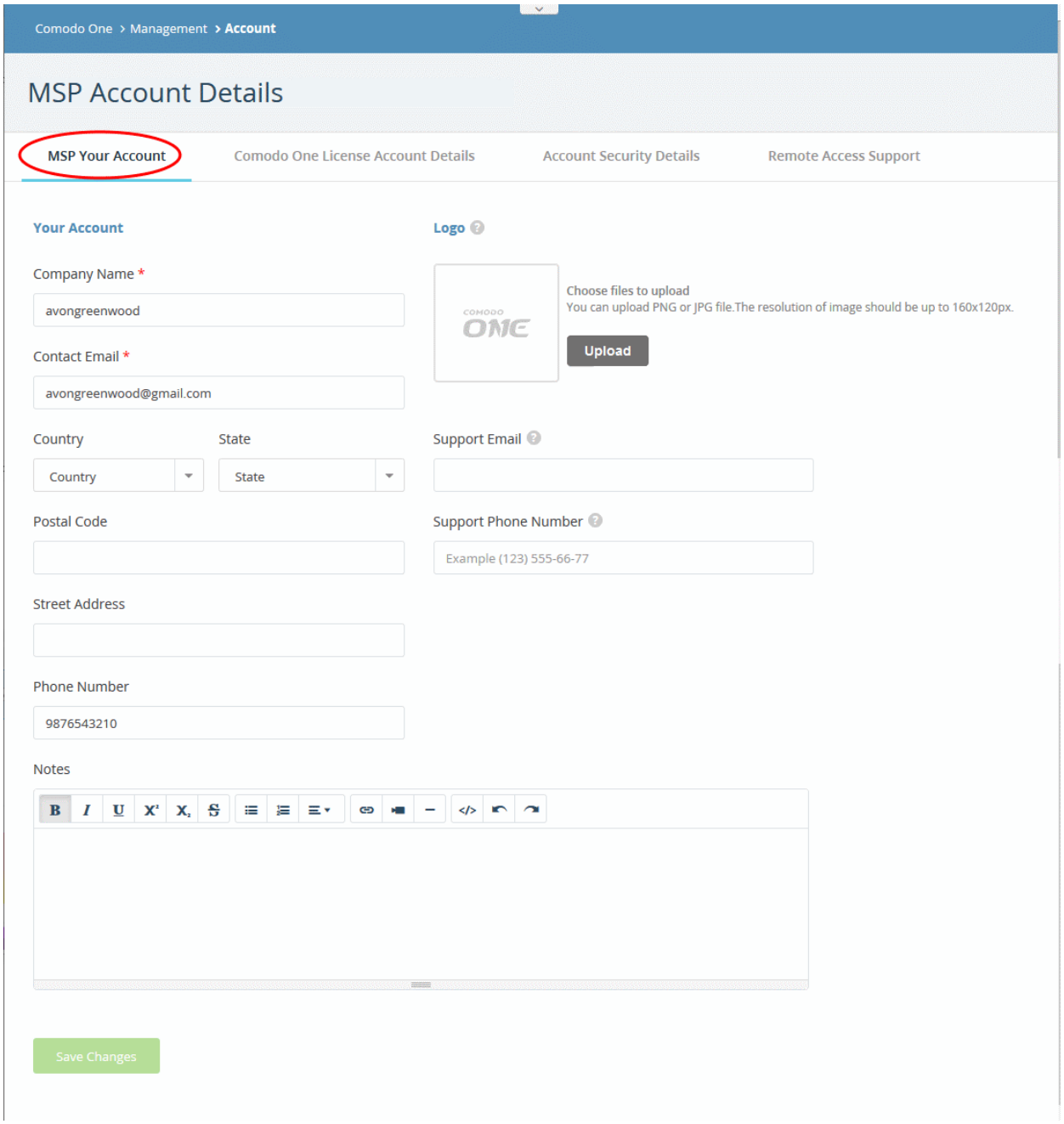
- **Account Details**
- **Comodo One License Account Details**
- **Account Security Settings**
- **Remote Access Support**

11.1 Update Your Account Details and Customize Reports

- Click 'Management' > 'Account' > 'MSP/Enterprise Your Details'
- The account details page lets you edit company information and personalize your reports.

Open account details

- Click 'Management' > 'Account'
- The interface will open at the 'MSP / Enterprise Your Account' tab by default:



Your Account

- Edit details about your company, including name. address, contact email and phone number.
- Add any notes in the rich-text editor at the bottom.
- Click 'Save Changes' to apply your mods.

Customize Reports

Comodo One reports contain a logo in the header and support/contact details in the footer. This section lets you provide the logo and support details shown in these reports.

- The Comodo One logo is shown on reports if you don't upload your own.
- The footer is blank if you don't supply support/contact details.

Customize reports

- Click 'Management' > 'Account'
- Click the 'MSP/Enterprise Your Account' tab

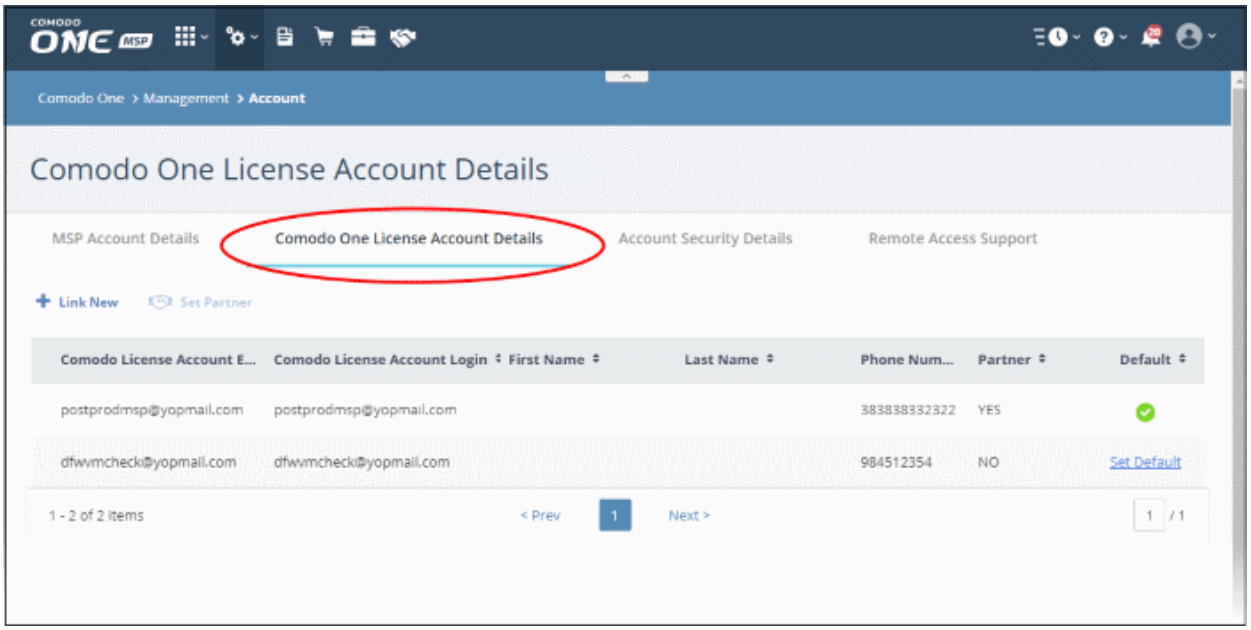
- Click the 'Upload' button then browse to the image file you want to use. Images should be .png or .jpg format with a resolution of 160x120px.
- Enter your support email and phone number in the respective fields
- Click 'Save Changes'

11.2 Comodo One License Account Details

- Click 'Management' > 'Account' > 'Comodo One License Account Details'
- This tab lists all Comodo One / Comodo Accounts Manager (CAM) accounts that you have linked to your account.
- **Link New** - Associate another CAM or Comodo One account with this account. This lets you share licenses and funds with the other account. CAM is the management portal used by our customers and partners to track orders and purchase licenses. A CAM account is automatically created when you subscribe to Comodo One. You can log in to CAM directly at **https://accounts.comodo.com/login**.
- **Set Partner** - MSP account holders can also become Comodo One partner to resell Comodo products. Partners get discounted rates on all subscription-based services. These include endpoint security, web security, data backup and network monitoring and protection.

Open the license account details

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab



Comodo One License Account Details - Table of Column Descriptions	
Column Header	**Description**
Comodo License Account Email	The email address associated with the linked CAM/Comodo One account.
Comodo License Account Login	The username of the CAM/Comodo One account.
First Name	First name of the account holder.
Last Name	Last name of the account holder.
Phone Number	Contact number provided for the account.
Partner	Indicates whether the account is a Comodo partner.

Default	Indicates whether the account is set as default for purchasing licenses for your account. Please note you can assign only one CAM account at a time as default account. See **Set a CAM/Comodo One account as default** for more details.

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.

The following sections explain how to:

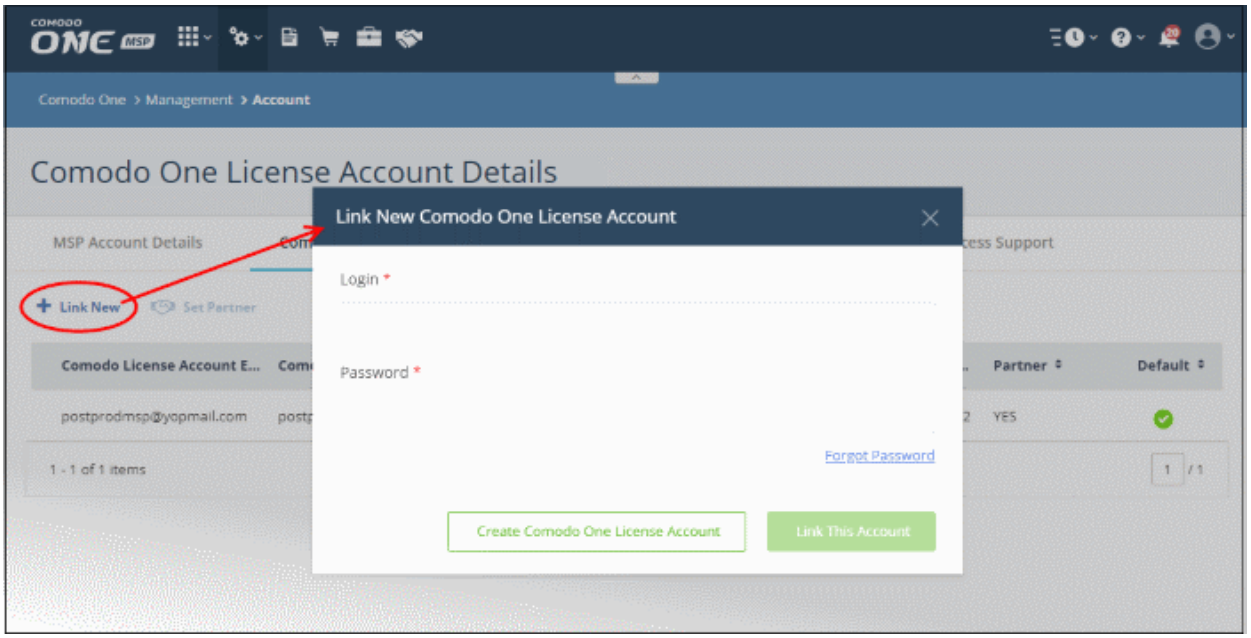
- **Link a CAM account to your Comodo One account**
- **Set a CAM / Comodo One account as default**
- **Set an MSP account as Comodo Partner**

Link a CAM account to your Comodo One account

- A Comodo Accounts Manager (CAM) account was automatically created when you subscribed to Comodo One. This is designated as the 'default' account.
- You can link other accounts to the current account. The current account can then use any product licenses held in the other account.
- You can also create new CAM accounts from here link them with Comodo One automatically.

To link a CAM account,

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab
- Click 'Link New' at the top right



- Enter the CAM / Comodo One account login credentials and click the 'Link This Account' button. The account will be added and listed in the table.

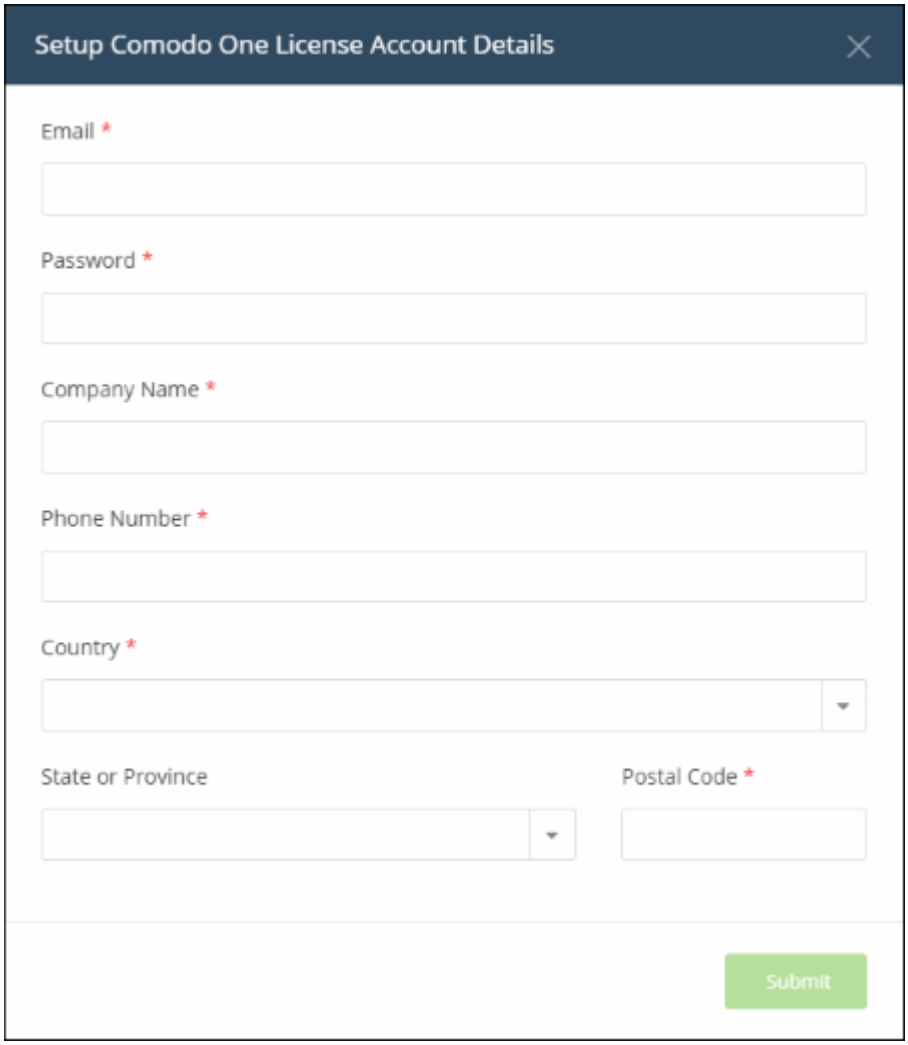
Create a new CAM / Comodo One account

- Click 'Management' > 'Account'
- Select the 'Comodo One License Account Details' tab
- Click 'Link New'

The 'Link New Comodo One License Account' dialog opens.

- Click 'Create Comodo One License Account'

The account setup form will open:



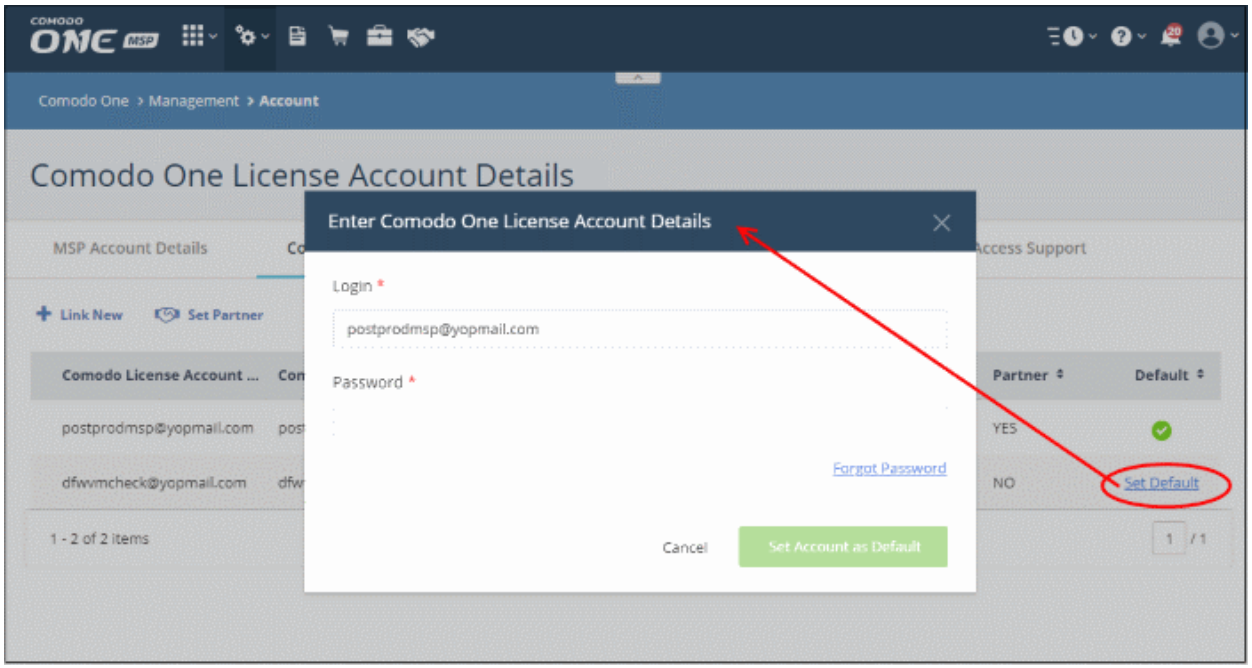
- Email - A valid email address to be associated with the new account.
- Password - Password for the CAM account.
- Company Name - The name of the company for which you want to create a new CAM account. This company name needn't necessarily correspond to a Comodo One company name.
- Phone Number - Enter your contact phone number
- Country - Select your country from the drop-down
- State or Province - Select the state\province from the drop-down
- Postal Code - Enter the zip/post code of the area
- Click the 'Submit' button

The newly created CAM account is added to the list. You can login to your CAM account at **https://accounts.comodo.com/login** and subscribe for Comodo products. Make sure you set this as the default CAM account.

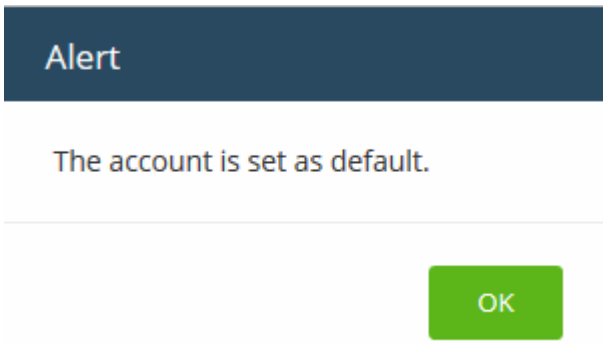
Set a CAM / Comodo One account as default

You have to set an account as 'default' to use licenses in another CAM / Comodo One account:

- Click 'Management' > 'Account'
- Select the 'Comodo One License Account Details' tab
- Click the 'Set Default' link beside the account you want to set as default

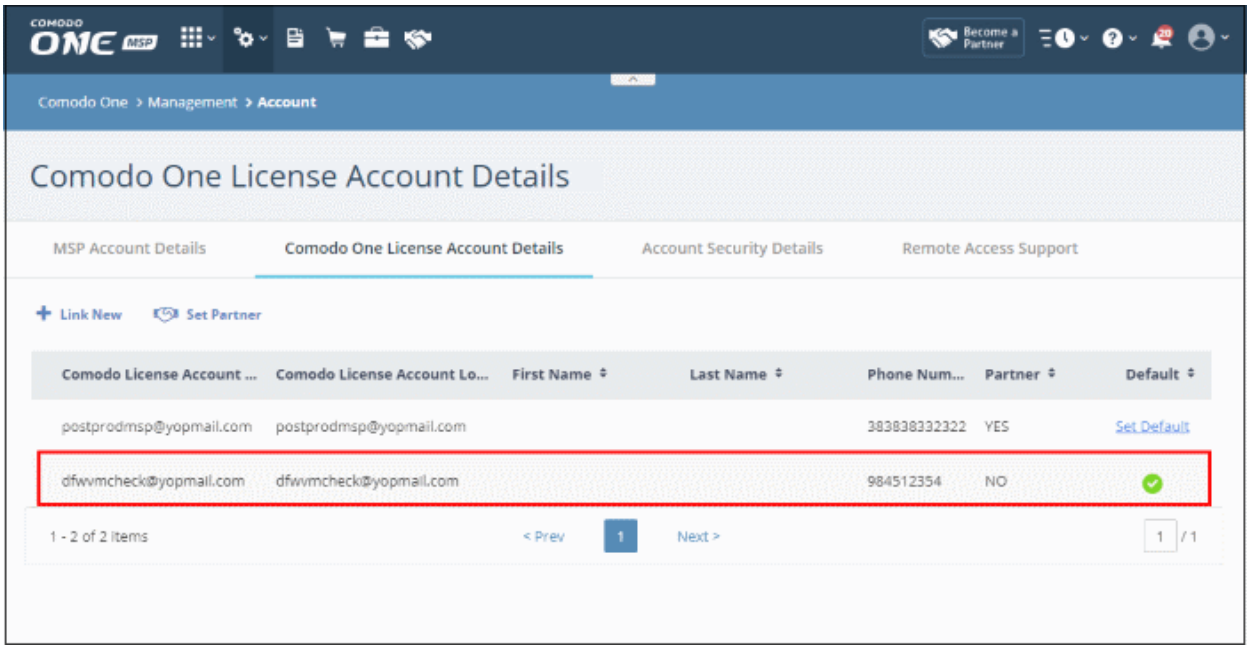


- Enter the password of the current default account and click 'Set Account as Default'.

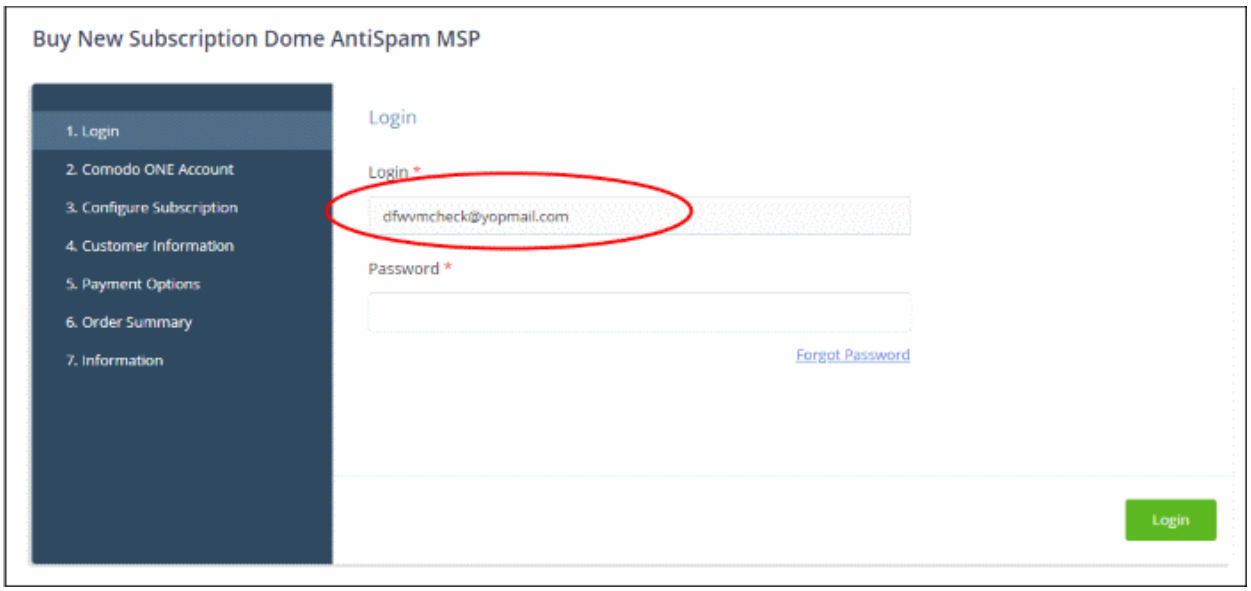


- Click 'OK'

The selected CAM \ Comodo One account will be now set as default.



The login of the default account is automatically used when purchasing a new license:

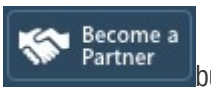


- See the '**App Store**' section for details on how to subscribe for integrated products.

Set an MSP account as Comodo Partner

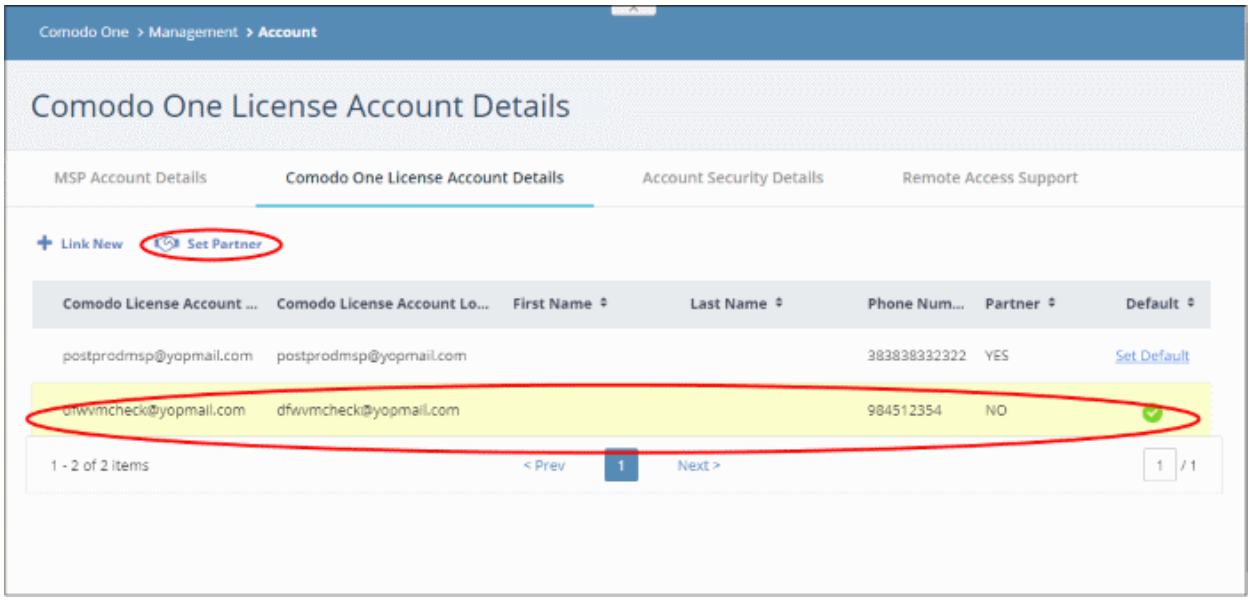
An MSP company in Comodo One can also become a Comodo partner. This brings a host of benefits, including discounted purchase prices for Comodo products and more. Purchased products can then be re-sold to your customers. Please note this feature is available to Comodo One MSP accounts only.

MSPs can add partner functionality in two ways:

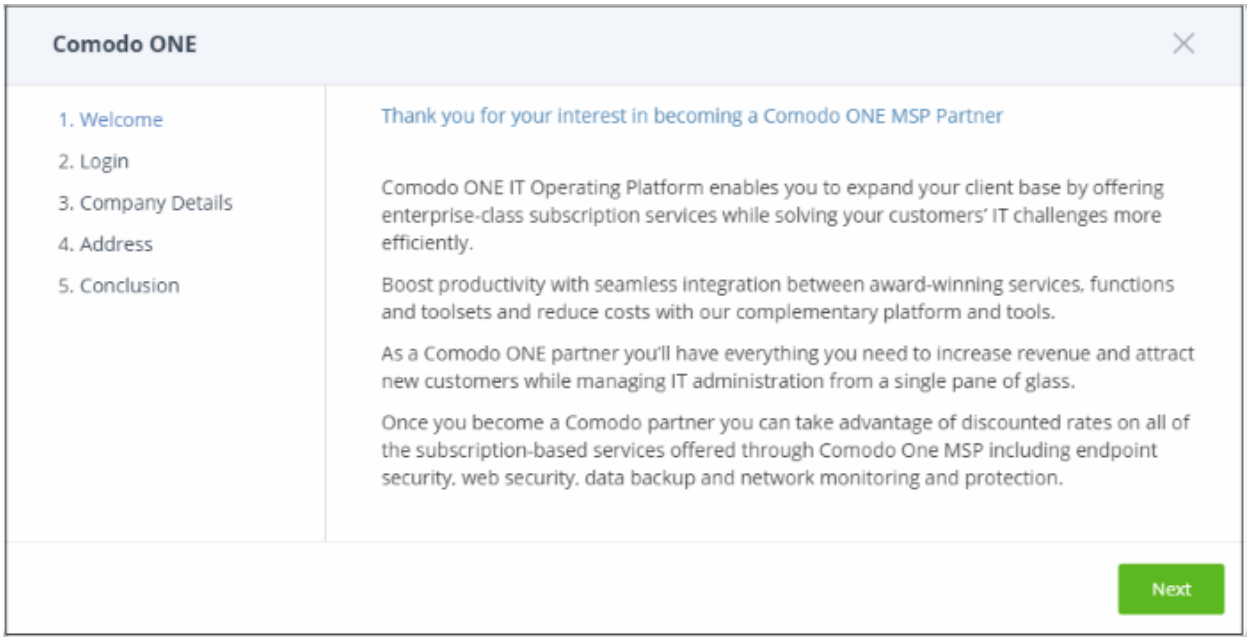
- By clicking the 'Partner' 

button at the top of the interface. This button will be available if the default account is not already a partner.
- By selecting an account in 'Comodo One License Account Details' then clicking 'Set Partner' at top right.

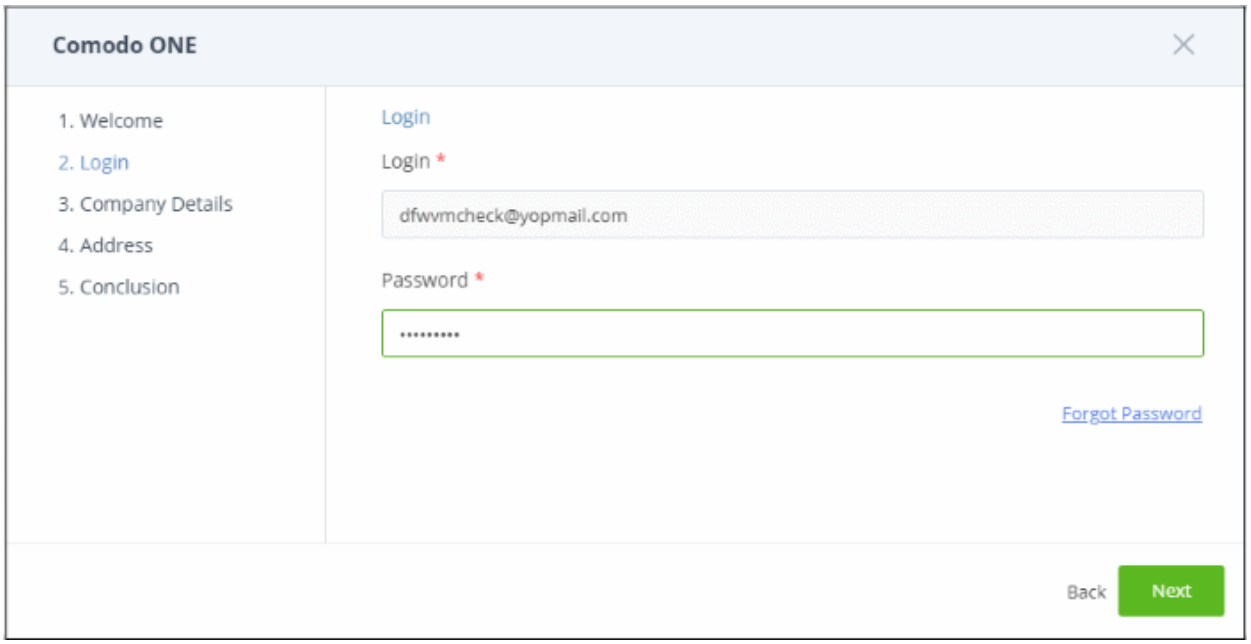
The difference is that the former method automatically selects the default account while the latter lets you choose a non-default account to be become a partner.



The partner account sign-up wizard opens:

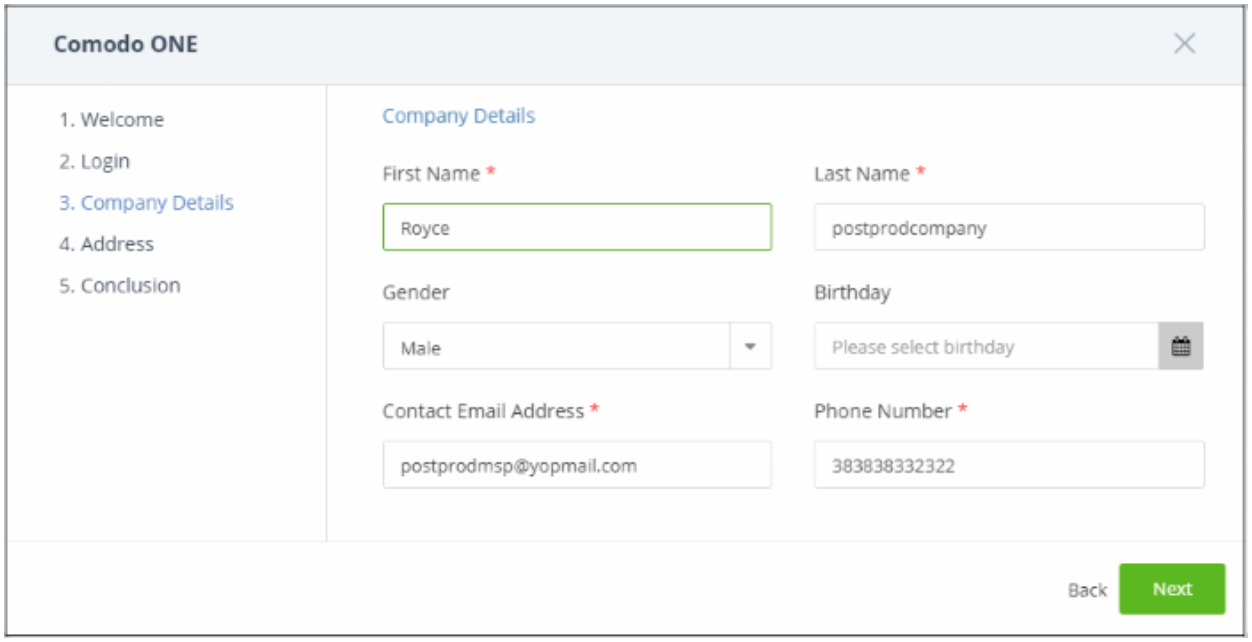


- Click 'Next' in the Welcome' dialog.



- The 'Login Name' is auto-populated.
- Enter the password and click 'Next'.

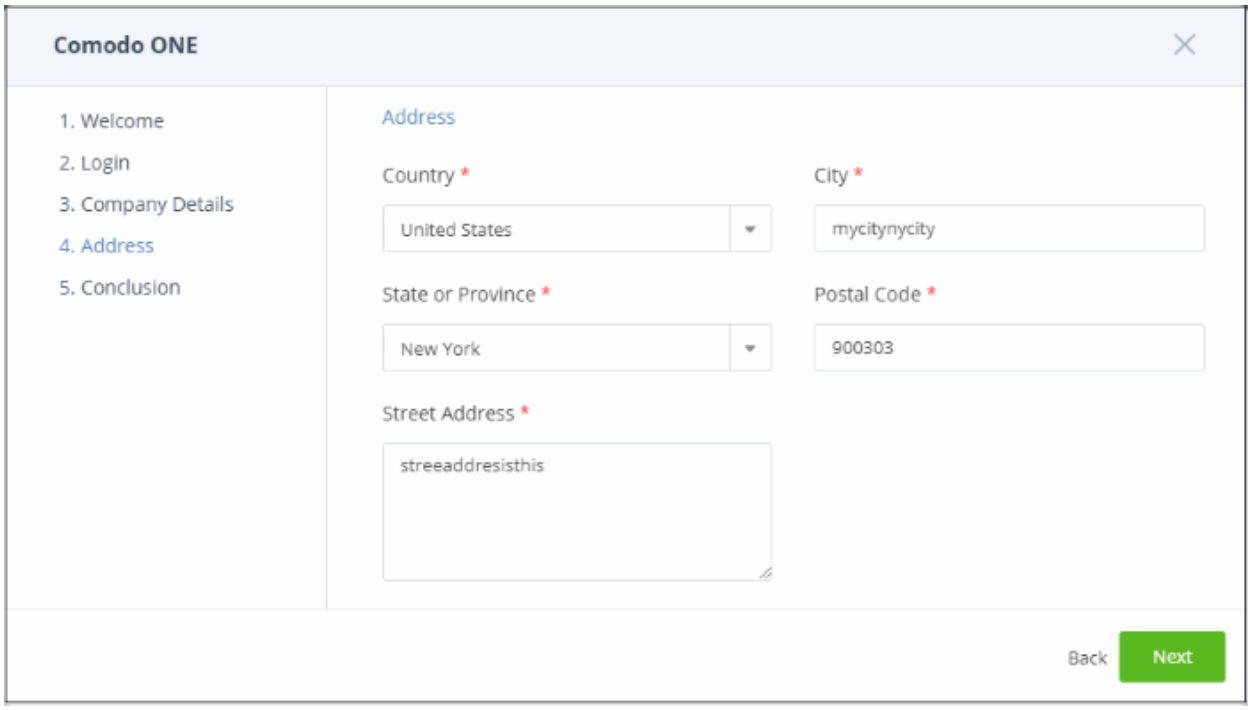
The next step is to enter the company details:



This is auto-populated with the details of the Comodo One account.

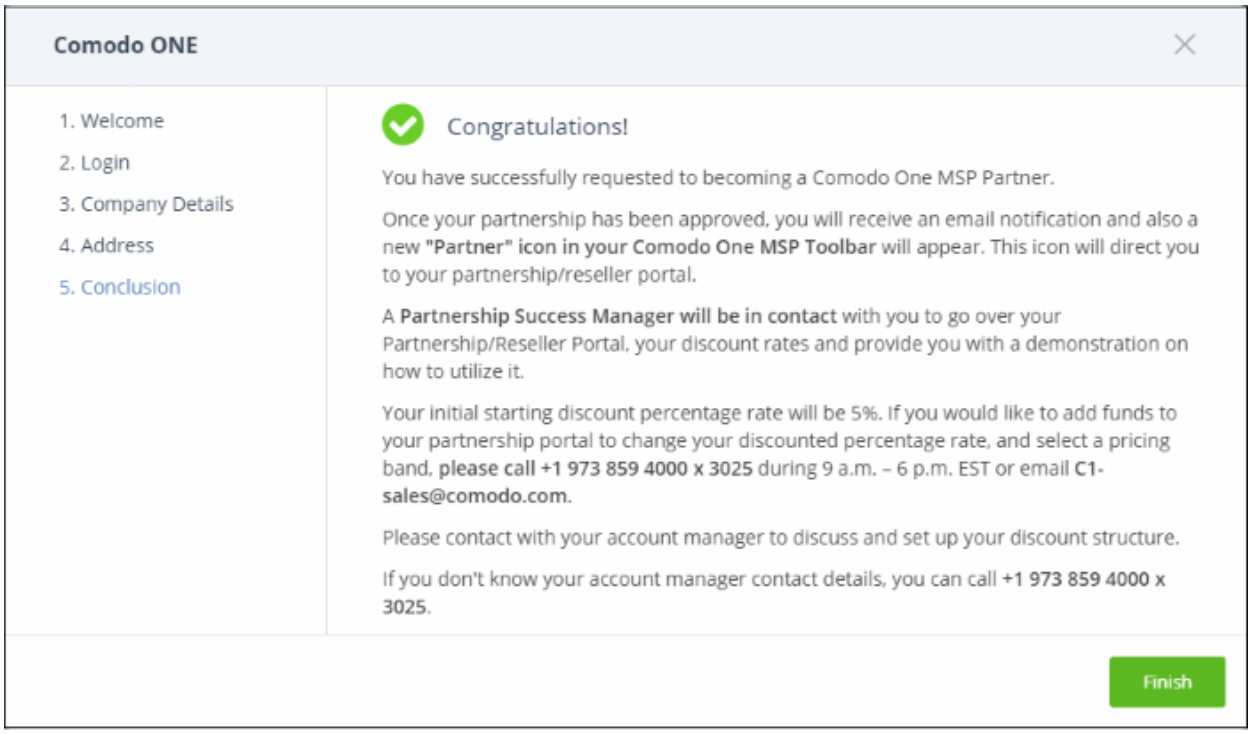
- Edit the fields if required and click 'Next'

The address details of the Comodo One account will open.



This is auto-populated with the details of the Comodo One account.

- Edit the fields if required and click 'Next'
- The conclusion step describes the benefits of Comodo One partner account.

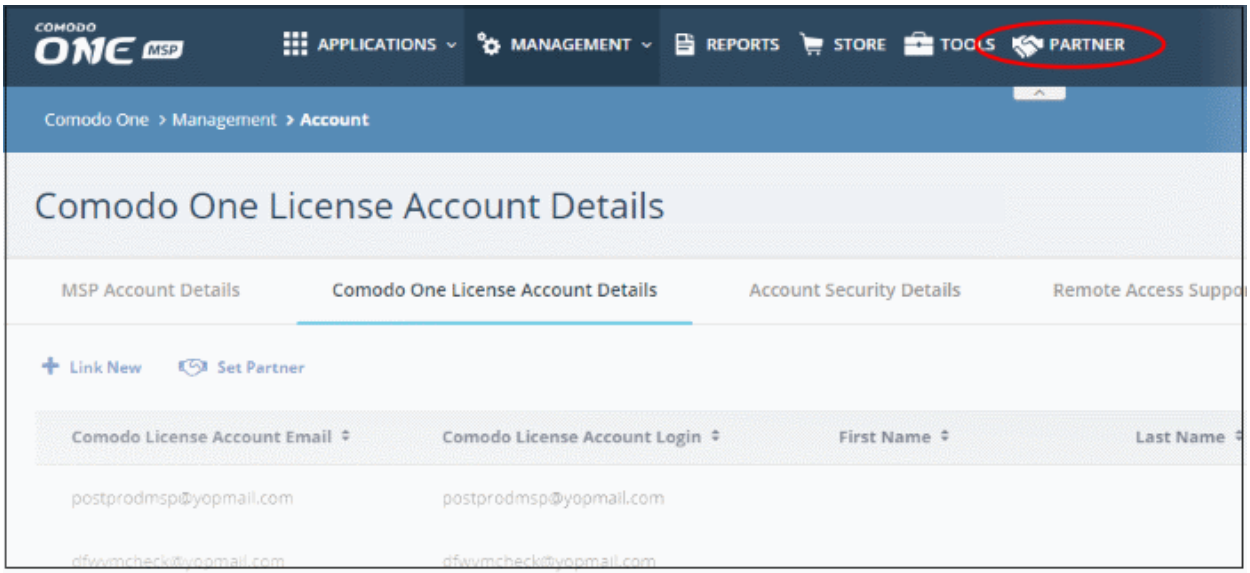


- Click 'Finish'

The application will be submitted to Comodo for approval. A status of 'Pending' will be shown in the 'Partner' column during this time. The status will change to 'Yes' after your account has been approved. A 'Partner' link will also appear on the file menu.

- The 'Partner' link leads to **https://accounts.comodo.com/login**

Partners can login and manage their account at **https://www.comodo.com/login/comodo-members.php**



- Once an MSP has become a partner, Comodo products will be available at discounted prices which can be sold to their customers via the portal at **https://accounts.comodo.com/reseller/management**.
- See our reseller guide at **https://help.comodo.com/topic-211-1-725-8860-The-Reseller-Portal.html** for help to manage your reseller account.
- The discounted prices will also be available when purchasing products via the Comodo One Store. See the **App Store** and its sub-sections for more details about subscribing for Comodo products.

11.3 Account Security Settings

You can configure account security settings such as two-factor authentication (2FA) with Google authenticator app, verification code to your smart phone and security questions for resetting the password.

- Account with less than 50 enrolled devices – Not mandatory to configure security settings. Account admins have the option to enable / disable 2FA in 'Management' > 'Account Security Details'.
- Account with more than 50 enrolled devices – Security is mandatory. Account admins and users will have to configure the security settings on first login.

Click the links below for more information:

- **Configure security settings for accounts with less than 50 devices**
- **Configure security settings for accounts with more than 50 devices**

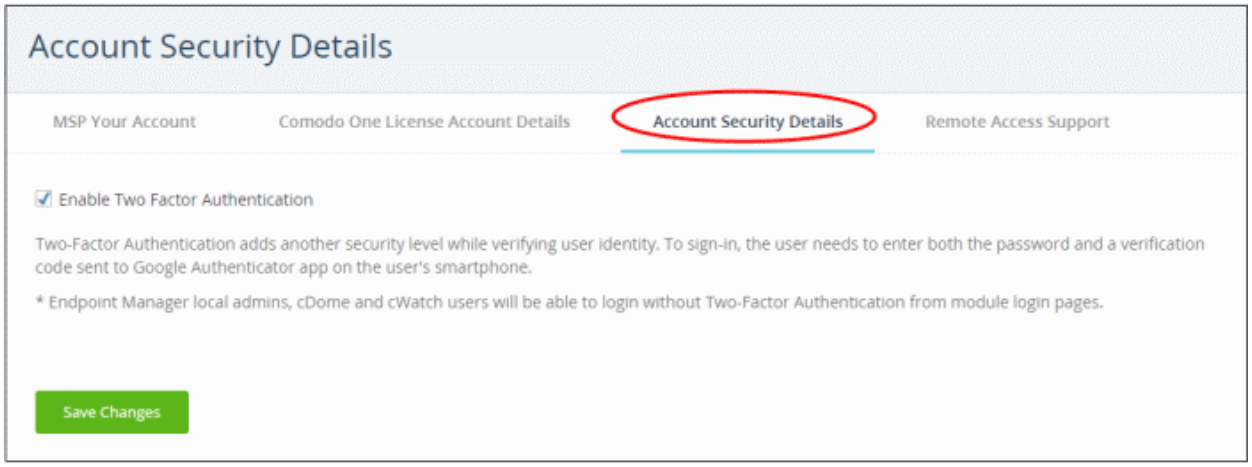
Account security settings with less than 50 devices

- Click 'Management' > 'Account' > 'Account Security Details'
- Two-factor authentication adds additional security by requiring staff to present two forms of authentication before they can login to Comodo One.
  - They need to enter their regular UN/PW + a unique code sent to their mobile device.
- Enabling the feature means all users on the account will be taken through the two-factor setup process the next time they login. This feature is enabled by default after you create your C1 account.
- Setup involves installing the Google Authenticator app on staff mobile devices. Each member of staff must pair their device with Comodo One to obtain the verification codes. Guidance on this is available in **Pair an Authentication Device**.
- To login, staff will enter a unique code generated by the app as well as their username and password. The verification code changes frequently.
- Users can also configure personal security questions for resetting passwords.

Configure two-factor authentication

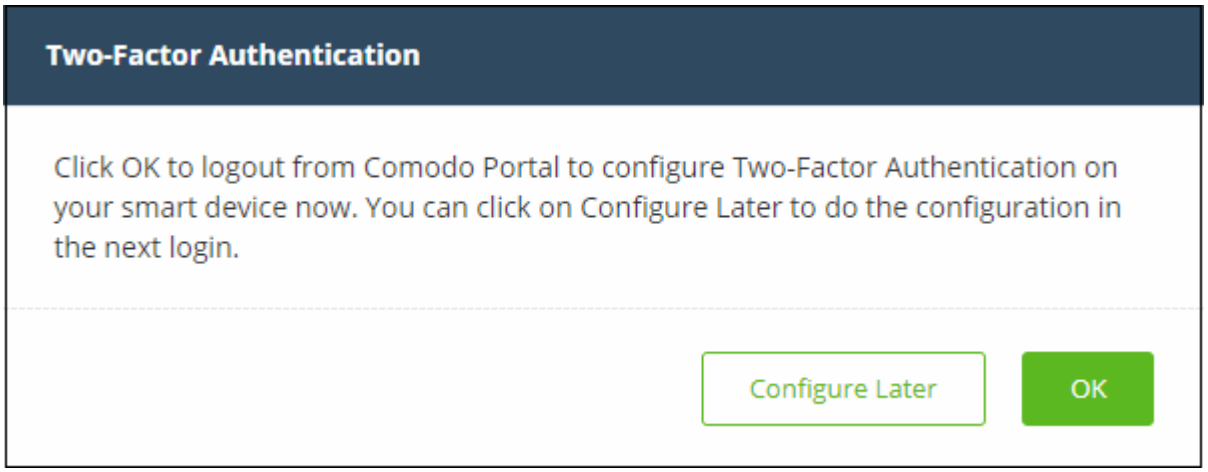
- Click 'Management' > 'Account'

- Select the 'Account Security Details' tab
- Select 'Enable Two Factor Authentication'



- Click 'Save Changes'.

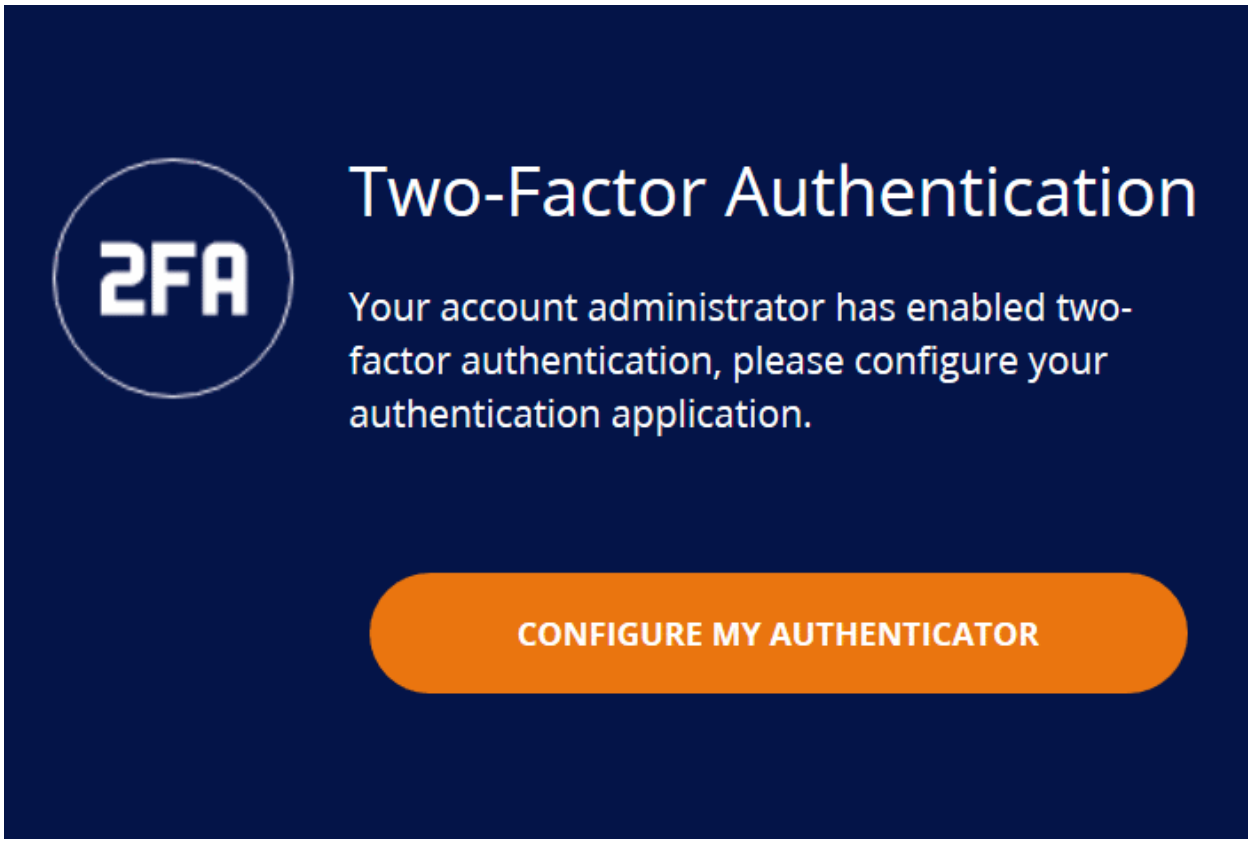
The 'Two-Factor Authentication' dialog opens to pair your device and setup two factor authentication:



- Click 'Configure Later' to setup two factor authentication during the next login
- Click 'OK' to setup the process now. Clicking 'OK' will log you out immediately and ask you to login again to continue the process.

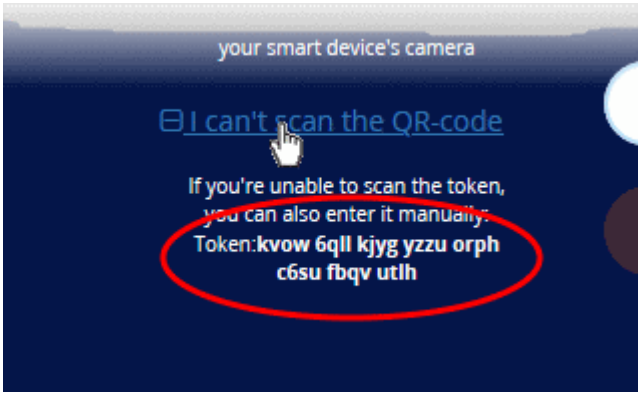
Pair an Authentication Device

- Admins and staff should pair their authentication device for two factor authentication when they login to Comodo One for the first time.
- The following message will appear on first login after enabling two factor authentication:

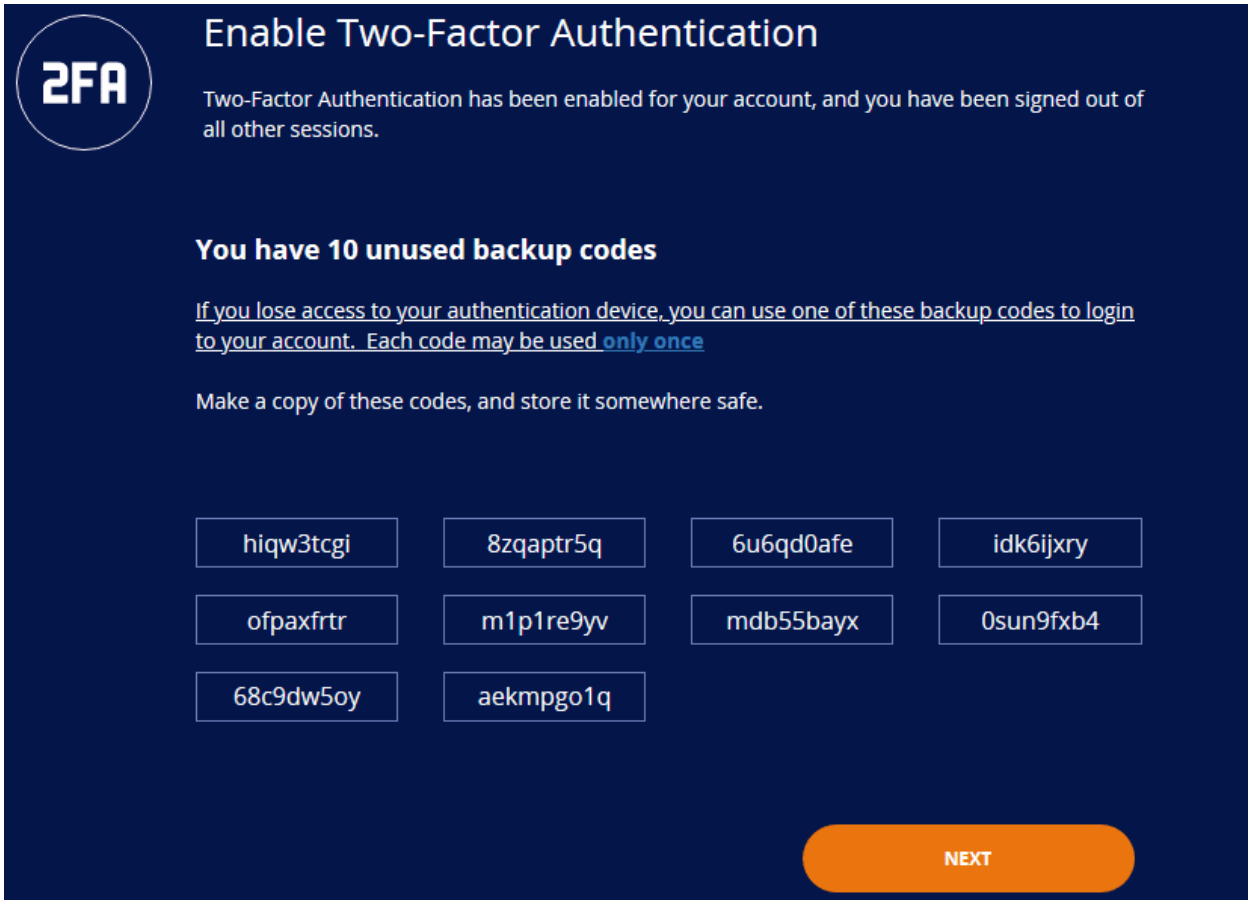


- Click 'Configure My Authenticator' to start the configuration process:

- **Step 1** - Download the 'Google Authenticator' app and install it on your iOS or Android device.
  - Open the 'Authenticator' app and tap the '+' icon'
- **Step 2 -** Scan the QR code with the device camera. This will cause the Google app to generate the 6 digit code you need to complete pairing.
- 'I can't scan the QR code' - Click this to reveal the token if you cannot use the QR code. You should manually type the token into the Google Authenticator app.



- **Step 3** - After completing steps 1 and 2, a six digit authentication code is generated in the Google app. This code changes frequently and is unique to your account.
  - Enter the verification code in the field provided on the form.
- Click 'Pair'
- A success message is shown along with 10 backup codes.
- You can use the backup codes to complete two-factor authentication if you do not have the authentication device with you. Please make a copy of the codes. Each code can only be used once.



- Click 'Next'. You will be logged in to your account.

Two-factor authentication is now configured.

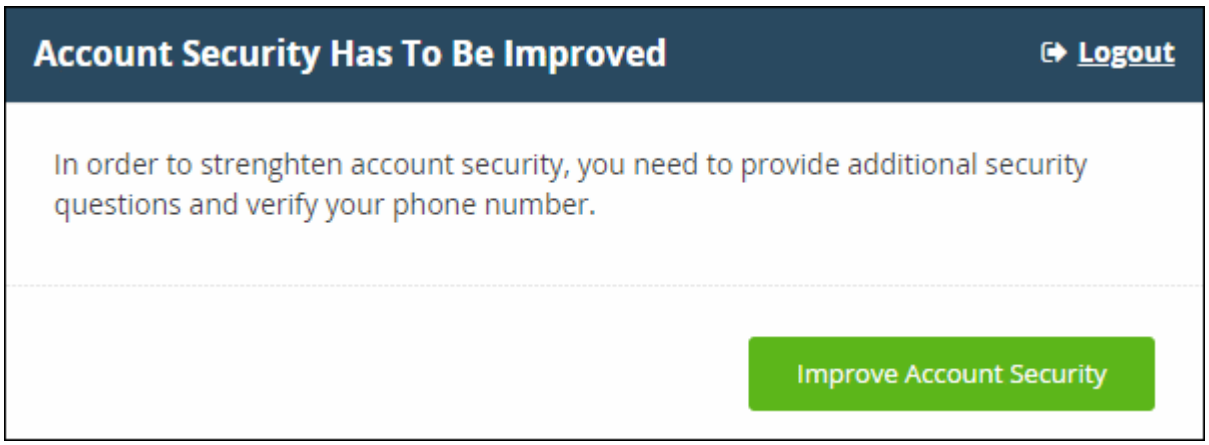
- All users (new and existing) need to follow the two factor setup process described above the next time they login.
- On all subsequent logins, users need to open the Google Authenticator app on their mobile device, collect their new verification code and enter it at the Comodo One verification screen.
- If the account admin resets two-factor authentication for a user, he/she will need to go through the setup process again. See '**Manage Admins and Staff**' to find about resetting two-factor authentication.

Update password reset security questions

- Click the user icon at top-right then 'Settings' from the drop-down, scroll down to the 'Security Questions' tile
- You can set password recovery answers to the security questions.
- This is used when you lost your password and use the option 'Forgot password' in the login screen.
- The security questions that you answered are shown here. If the challenge is successful, password reset mail is sent to your registered account email address.
- Complete the procedure to reset your password.

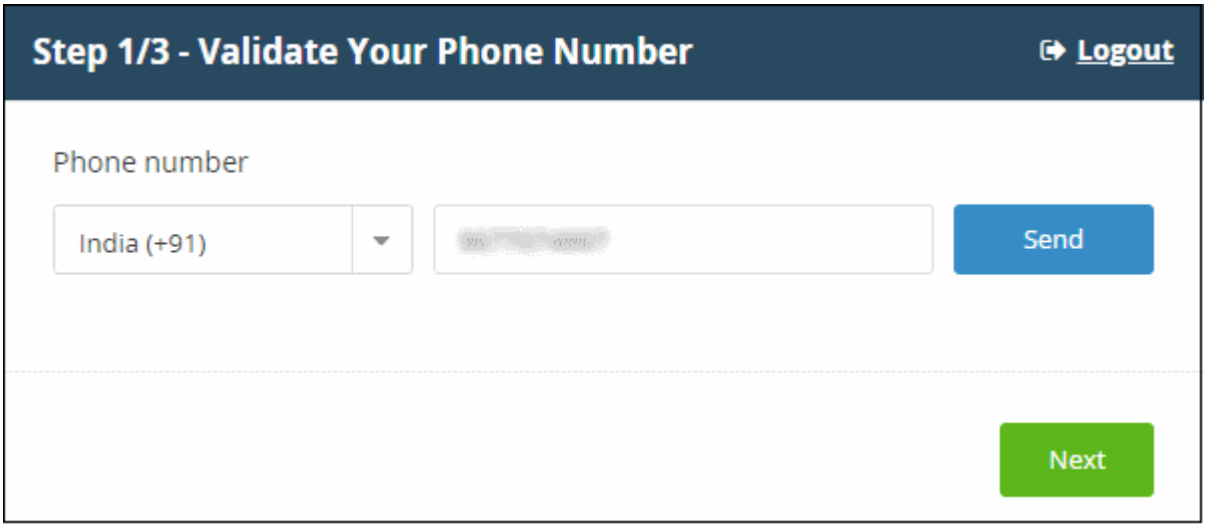
Account security settings with more than 50 devices

- Two-factor authentication and security questions for password reset procedure is mandatory for accounts that has more than 50 enrolled devices.
- After you logged in to your account, the procedure to configure security settings begins:

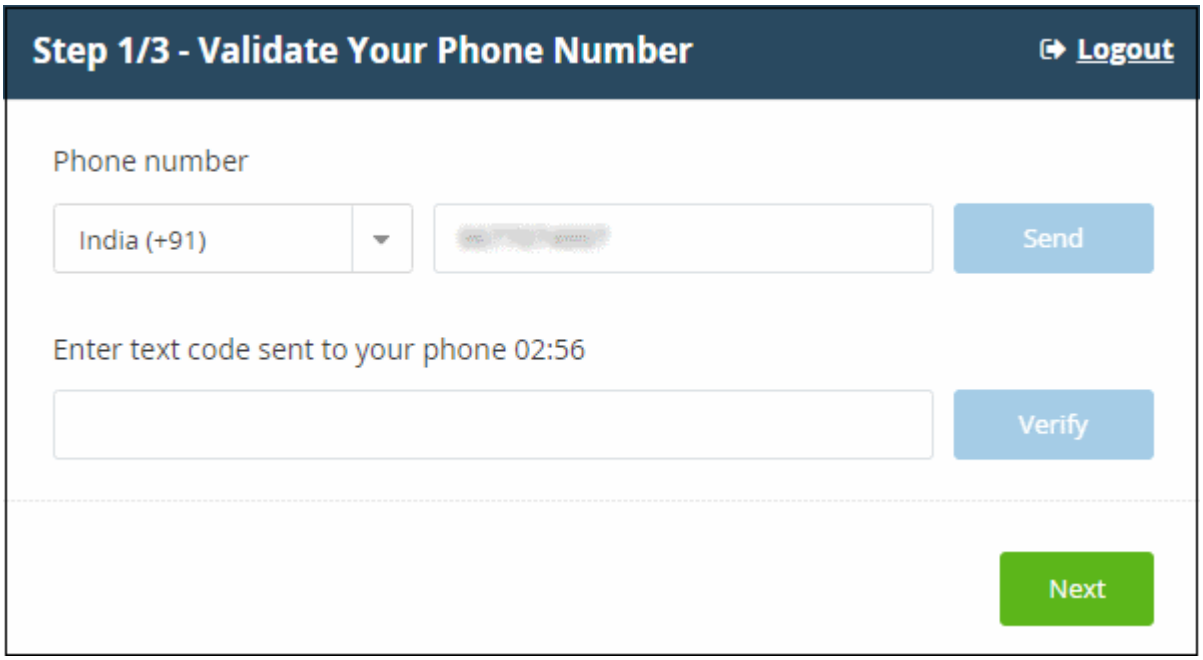


- Click 'Improve Account Security'.

- Area – Select your country from the drop-down
- Enter your phone number in the next field and click 'Send'



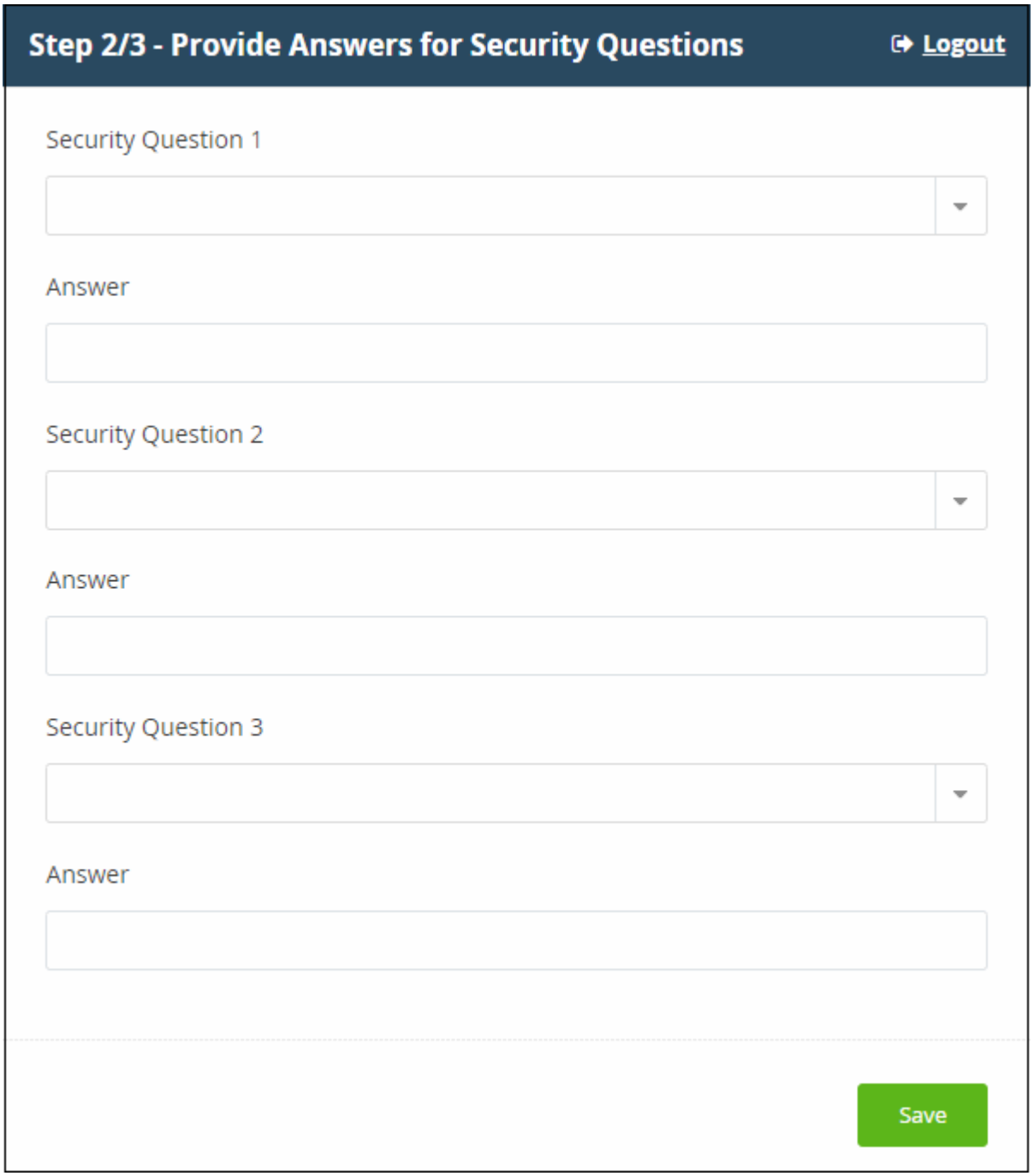
- A six digit code is sent to your phone.
- Enter the code in the last field and click 'Verify'



If verification is successful, you can proceed to the next step, else you will have the option to generate a new code again.

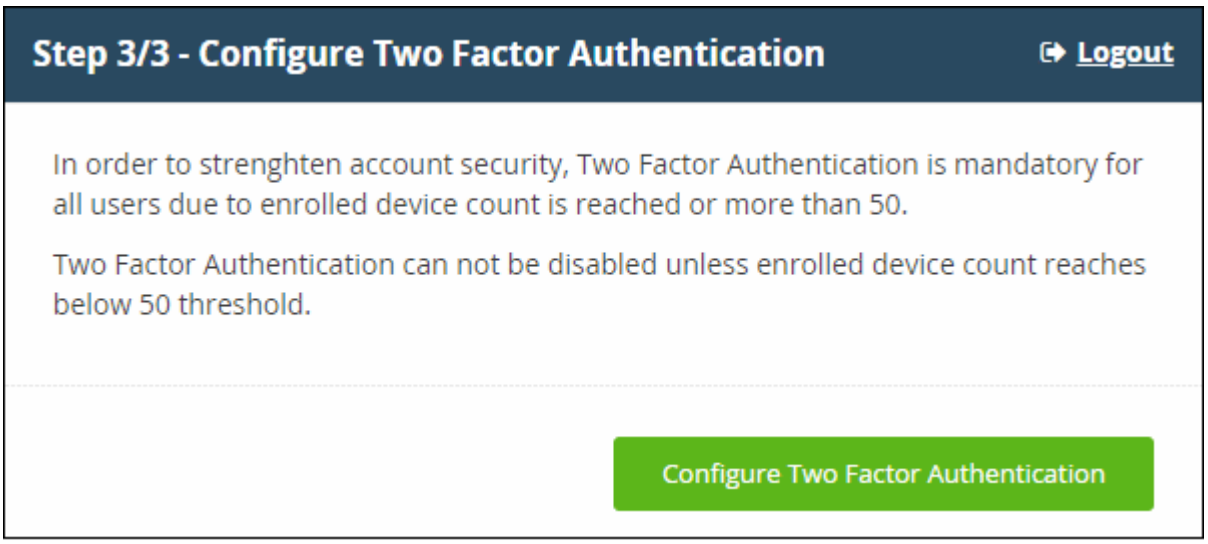
- Click 'Next'

In the next step, you have to provide answers to the security questions. These security questions are used to authenticate when you use the 'Forgot password' option.

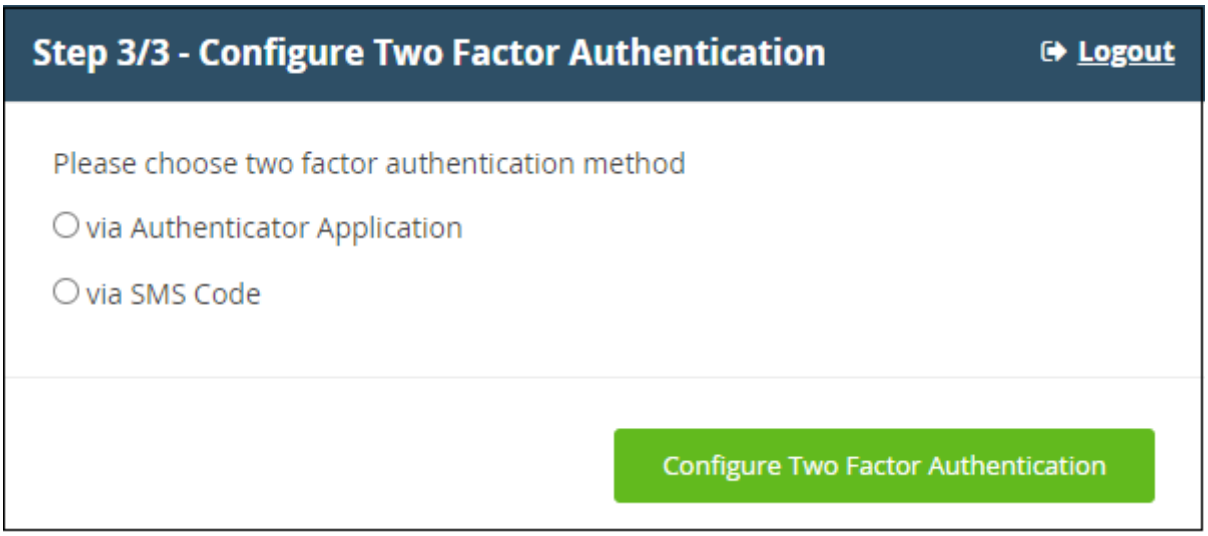


- Select the question from the drop-downs and provide your answers.
- Click 'Save'

Next, configure two-factor authentication:



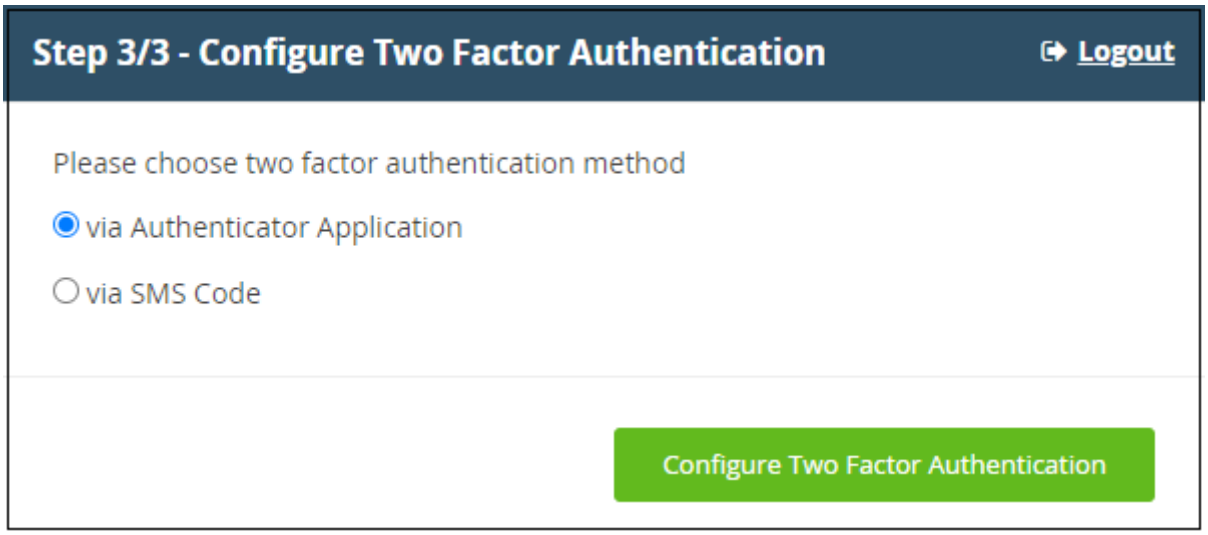
- Click 'Configure Two Factor Authentication'



Two options are available to choose from:

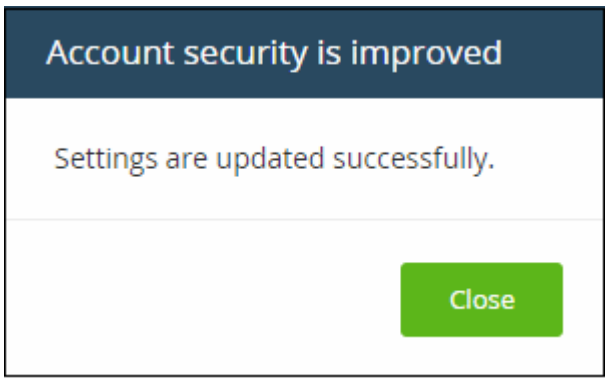
- **Option 1 – Via Authenticator Application**
- **Option 2 – Via SMS Code**

Option 1 – Via Authenticator Application



- Click 'Configure Two Factor Authentication'

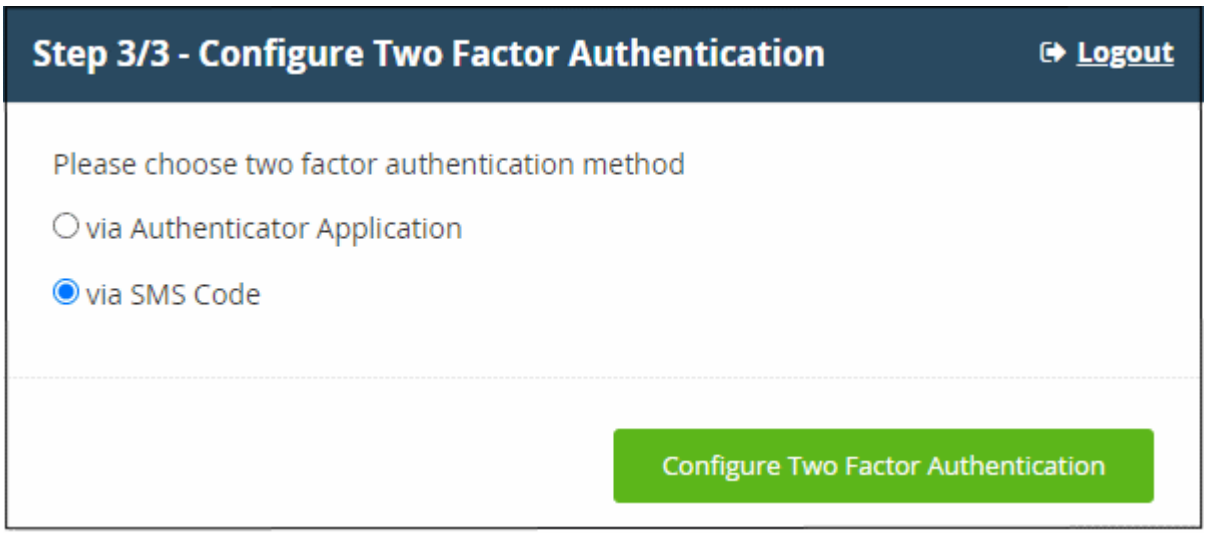
- Scan the QR code or click 'I can't scan the QR code', enter the code and click 'Verify.
- A confirmation message is shown:



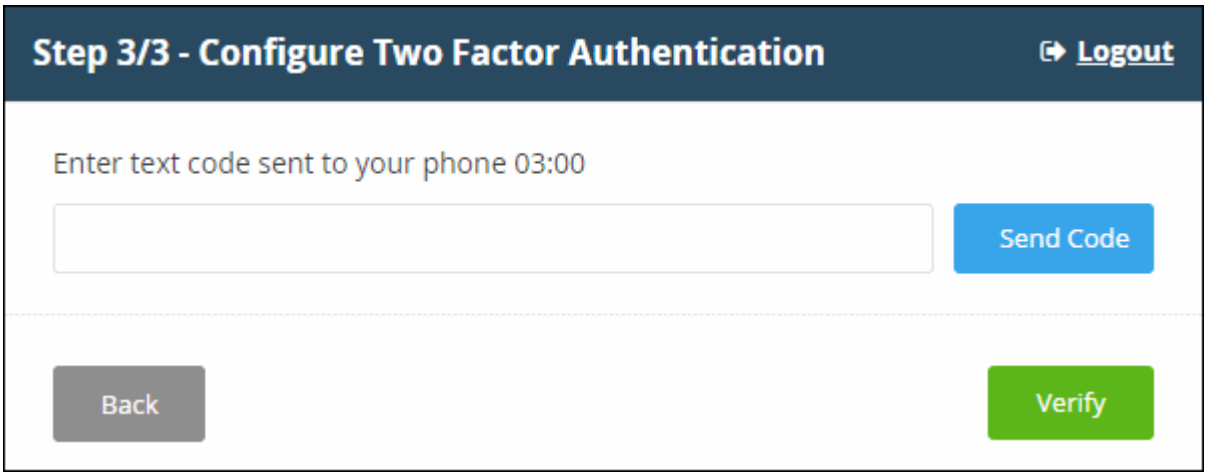
Admins and staff that login to the account for the first time has to configure 2FA using Google authenticator. The configuration process is explained in **Pair an Authentication Device**.

Option 2 – Via SMS Code

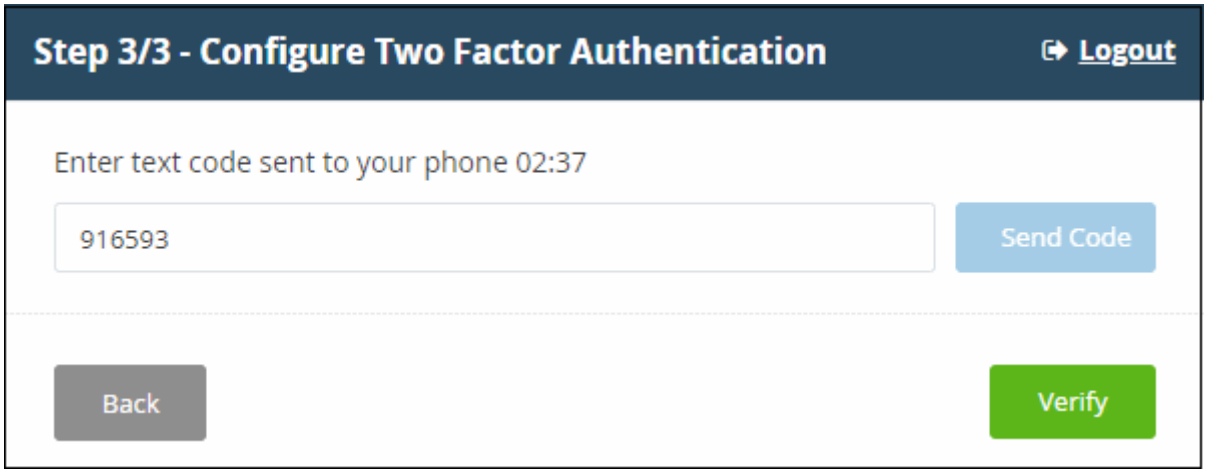
This option sends a one time code to your smart phone that you configured in the first step.



- Click 'Configure Two Factor Authentication'



- Click 'Send Code'
- Enter the security code that you received in your phone and click 'Verify'



That's it, the 2FA procedure is completed.

Update your phone number and password reset security questions

- Click the user icon at top-right then 'Settings' from the drop-down and scroll down to 'Password and Account Settings' section.

Phone Settings

- In the phone settings tile, update the number and complete the verification process.
- Click 'Apply'

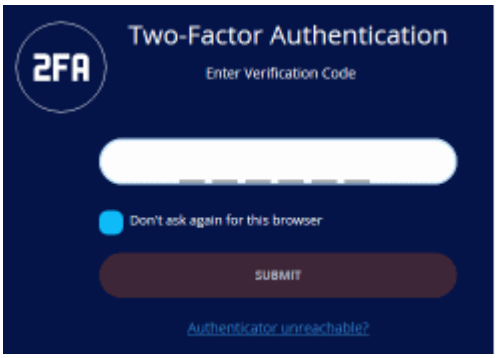
Password reset security questions

- Locate the 'Security Questions' tile
- Update the password recovery answers to the security questions.
- This is used when you lost your password and use the option 'Forgot password' in the login screen.
- The security questions that you answered are shown here. If the challenge is successful, password reset mail is sent to your registered account email address.
- Click 'Apply'

Login using Two Factor Authentication

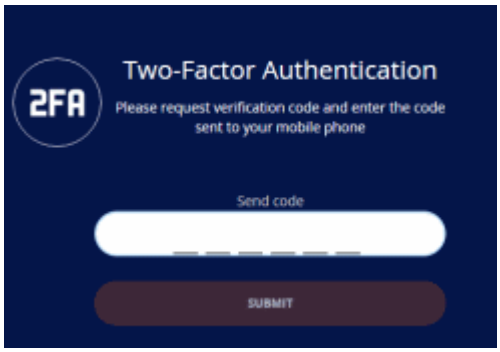
The two-factor authentication screen is shown after logging in. The 2FA screen depends on the method selected for your account.

Google Authenticator



Enter code generated in Google authenticator app and click 'Submit'.

SMS Code



Click 'Send code' and enter that you received in the phone, then 'Submit'.

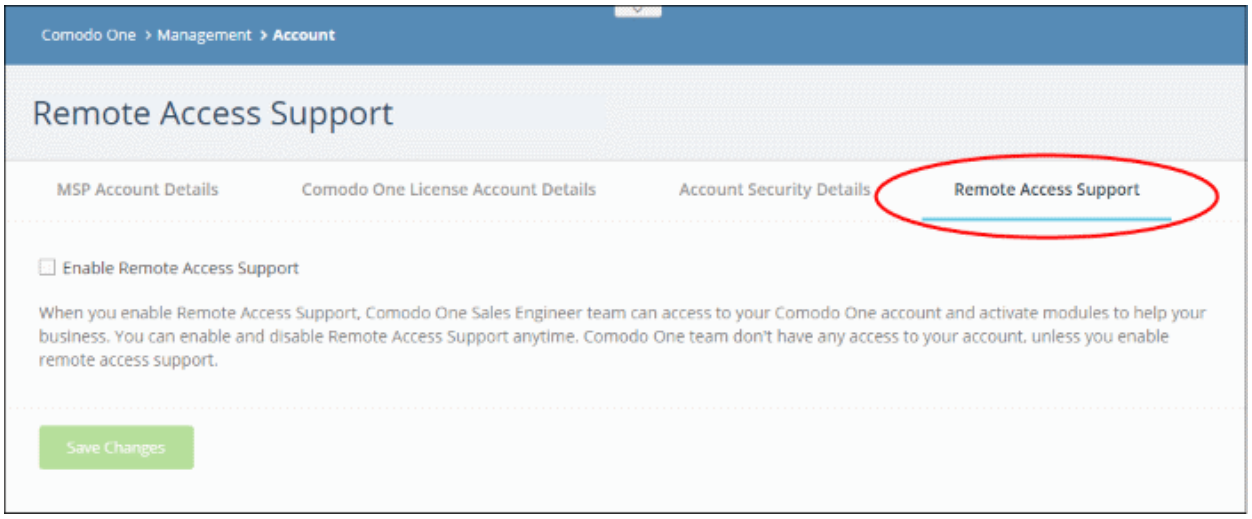
This method is available for accounts with more than 50 enrolled devices.

11.4 Remote Access Support

- Click 'Management' > 'Account' > 'Remote Access Support'
- You can specify whether or not the Comodo One support team should be allowed to remotely access your Comodo One account.
- Remote access allows us to more effectively troubleshoot any issues you may be having and to activate new modules when required.

Authorize remote access

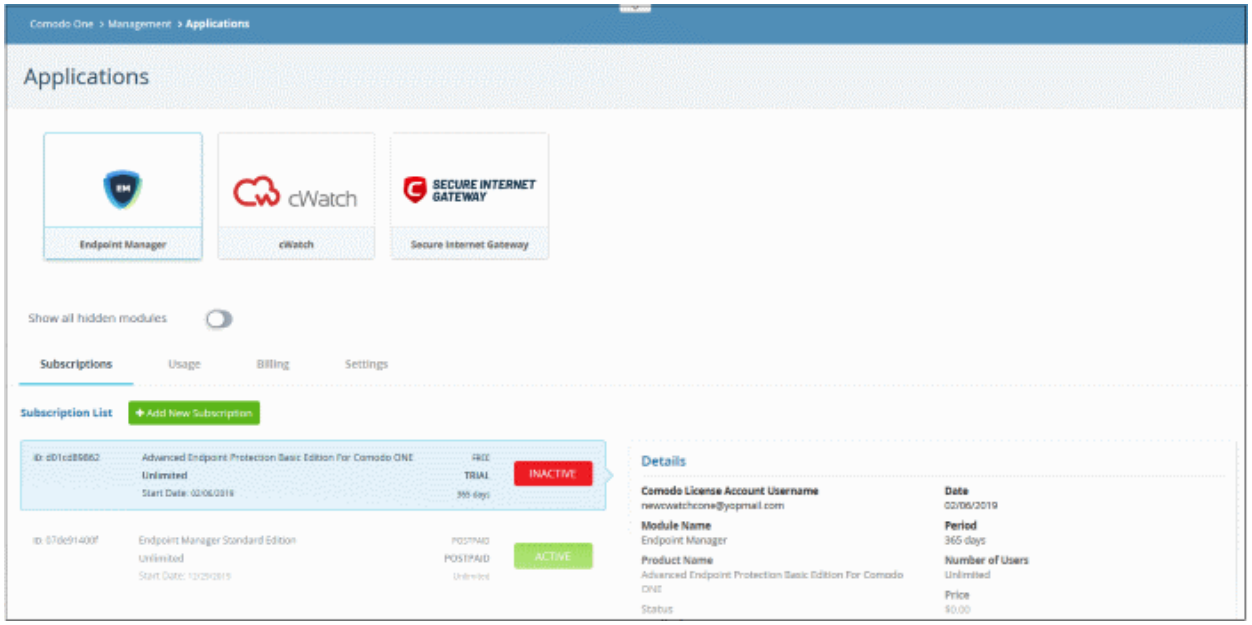
- Click 'Management' > 'Account'
- Select the 'Remote Access Support' tab



- Select 'Enable Remote Access Support'
- Click 'Save Changes'

12 Manage Subscriptions, Usage, Billing and Settings

- Click 'Management' > 'Applications'
- The applications area lets you manage subscriptions, billing and product settings:



- **Show all hidden modules** - View every available C1 application, including those that are hidden.
- Click an application tile to view info about the app in the tabs underneath.

The section contains the followings tabs:

- **Subscriptions** - View details of your current licenses and purchase new licenses if required
- **Usage** - Statistics which show how much data has been used by a particular application.
- **Billing** - View payment history and pending payments for each subscribed module

- **Settings** - Configure whether the app is to be shown or hidden in the application management interface and the URLs for the Comodo Dome Firewall Central Manager, Dome Antispam and Dome Data Protection applications.

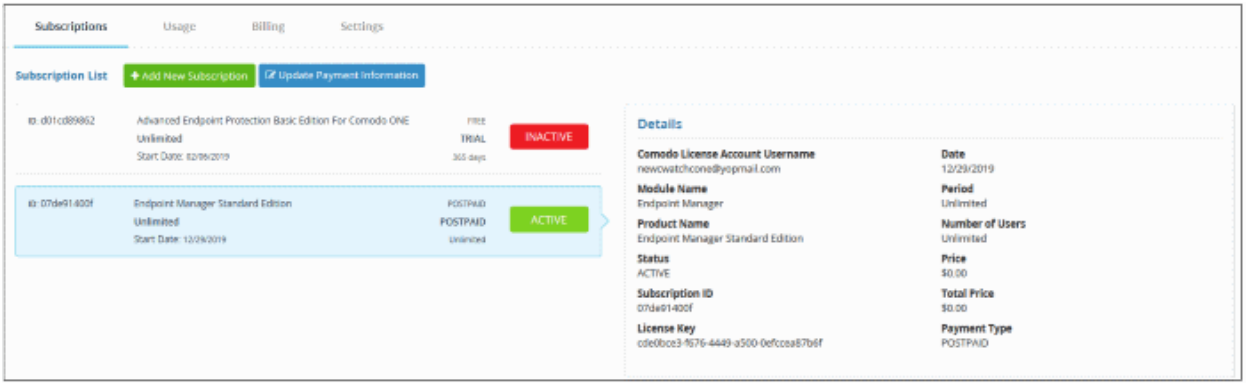
12.1 Manage Subscriptions

Click 'Management' > 'Applications' > select an application > click the 'Subscriptions' tab

- The 'Subscriptions' tab shows details about licenses you have purchased for Comodo One applications.
- Details include whether the license is active or not, the start date of the subscription, the name of the product, and more.

View and purchase licenses for a Comodo One product

- Click 'Management' > 'Applications'
- Select an application
- Click the 'Subscriptions' tab to view existing licenses for that application.



Each license is shown on a separate row. The following information is available for each license:

Subscription List

- Shows all your licenses for the selected product. Each license row contains basic information such as license name, type, duration, start date and user/endpoint allowance.
- Click a row to view more details about the license.

Details

- Comodo License Account Username - The email ID associated with the account for which the license was originally purchased.
- Module Name - The name of the application.
- Product Name - Indicates the name, duration and user/node allowances covered by the license.
- Status - Whether the license is active or not.
- Subscription ID - The identification number provided for the subscription.
- License Key - License key of the subscribed product.
- Date - The date of subscription.
- Period - The license validity period.
- Number of users - How many end users are covered by the license. This is applicable for products where end users are to be enrolled such as Endpoint Manager.
- Price - The base price of the product.
- Total Price - The total price paid for the product. This depends on the number of users, number of nodes and validity period.
- Payment Type - Indicates how payment was made for the product.

Click 'Add New Subscription' to renew, buy or add new license for the module. See '**App Store**' for more details about the license purchase process.

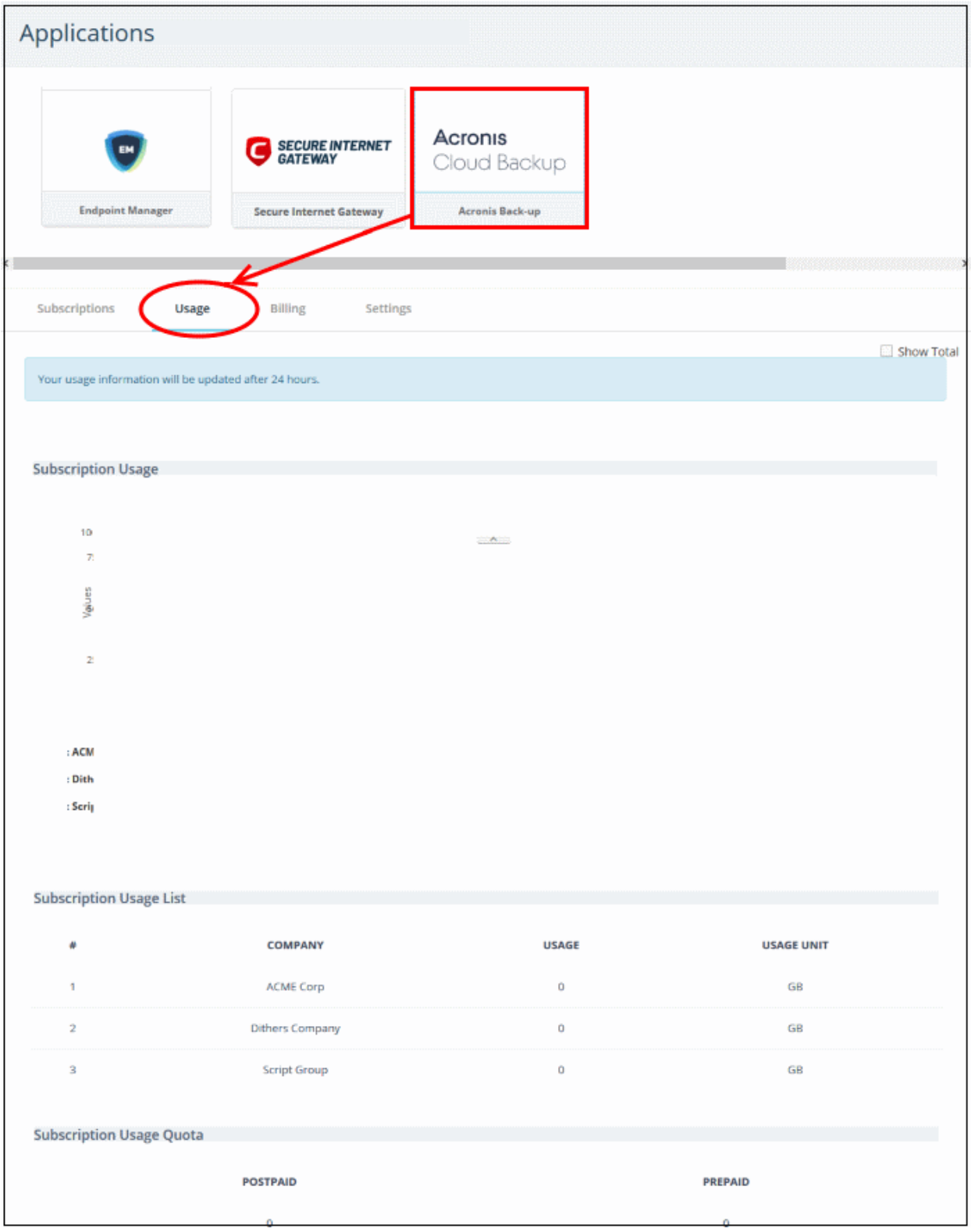
12.2 View Usage Details

Click 'Management' > 'Applications' > select an application > click the 'Usage' tab

- Usage details tell you how much data has been used by a Comodo One module. You can also view how much you have used of your allowed quota.
- For example, the Acronis tile shows how much data has been used by Acronis Cloud Backup.

Open the usage screen

- Click 'Management' > 'Applications'
- Select an application
- Click the 'Usage' tab



12.3 View Billing Details

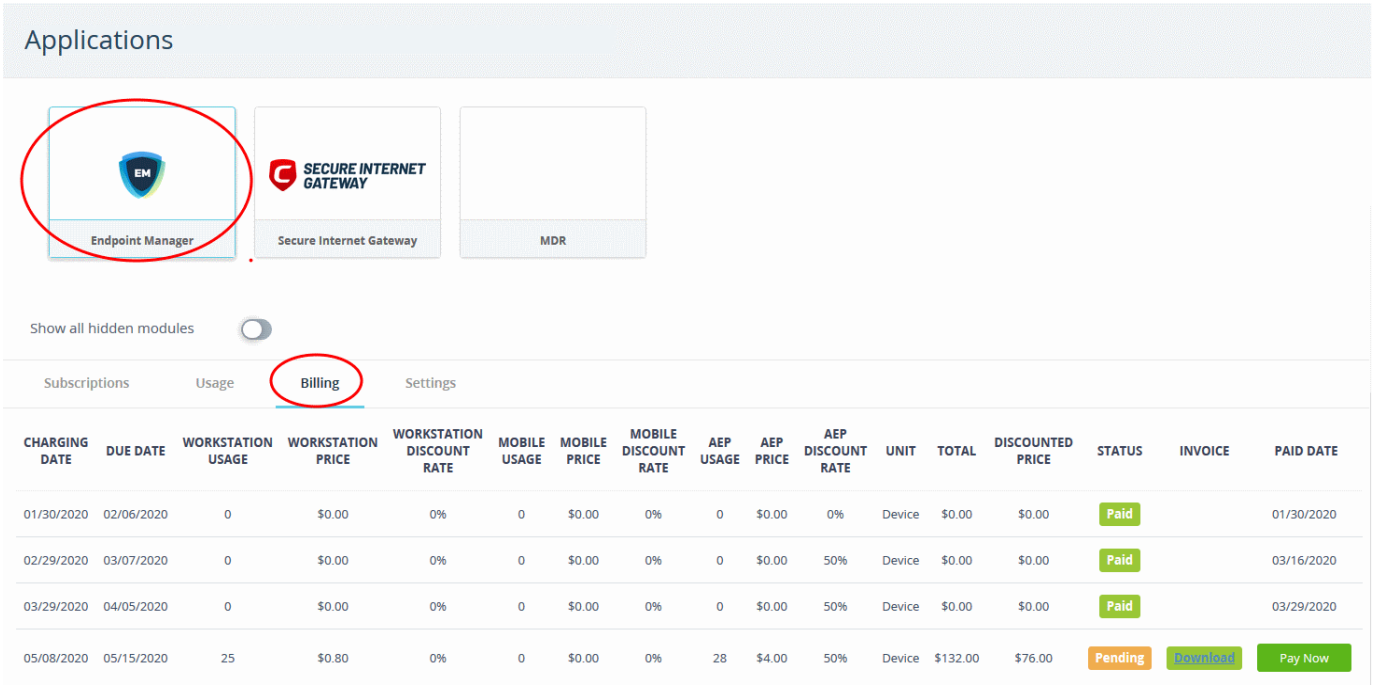
Click 'Management' > 'Applications' > select an application > click the 'Billing' tab

- The billing tab shows your payment history and pending payments for the usage of the selected application / module
- You can view any pending payments, download the invoice copy and pay pending bills

View billing details

- Click 'Management' > 'Applications'
- Select an application
- Click the 'Billing' tab

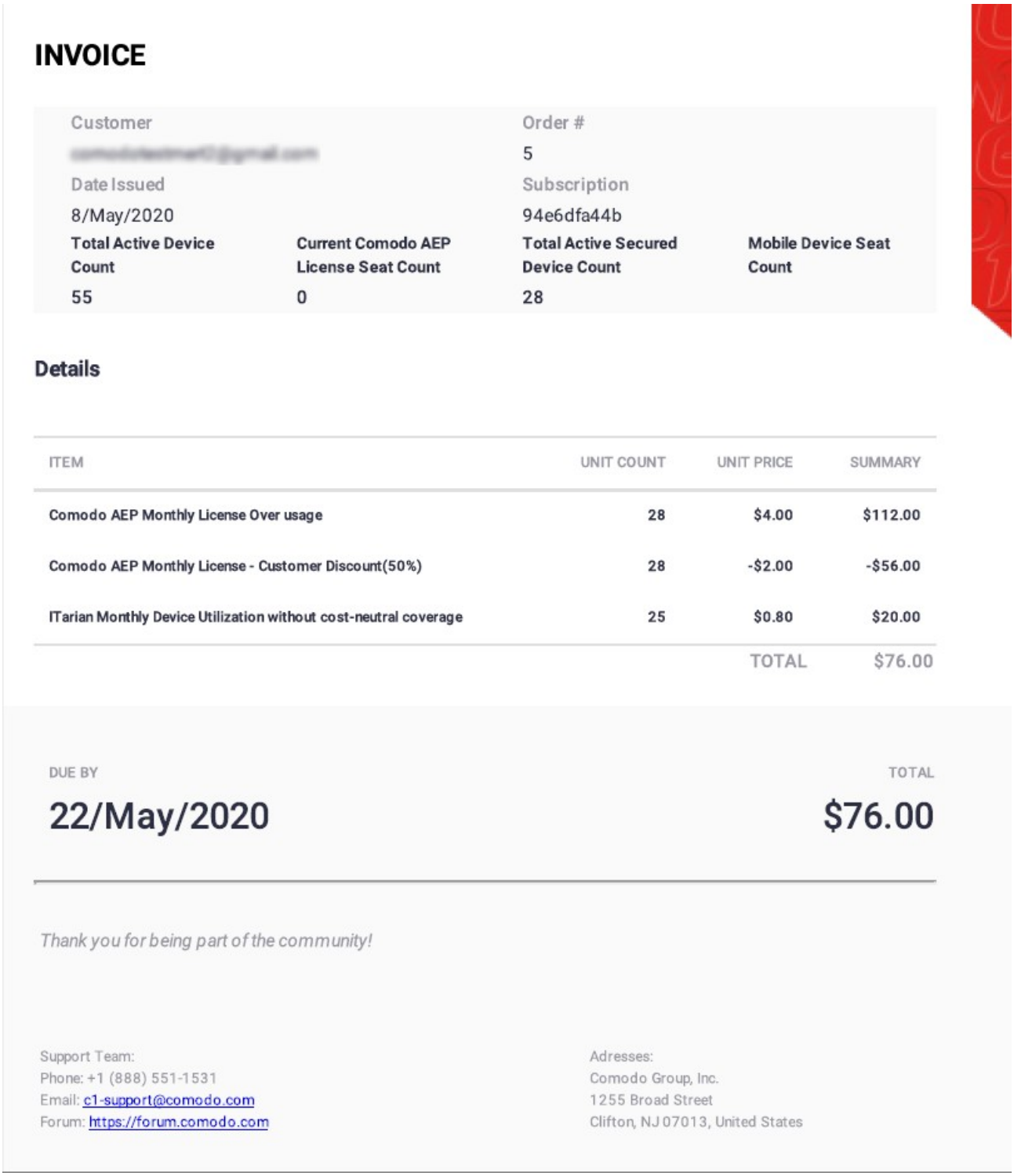
The following image shows billing details for Endpoint Manager as an example:



CHARGING DATE	DUE DATE	WORKSTATION USAGE	WORKSTATION PRICE	WORKSTATION DISCOUNT RATE	MOBILE USAGE	MOBILE PRICE	MOBILE DISCOUNT RATE	AEP USAGE	AEP PRICE	AEP DISCOUNT RATE	UNIT	TOTAL	DISCOUNTED PRICE	STATUS	INVOICE	PAID DATE
01/30/2020	02/06/2020	0	$0.00	0%	0	$0.00	0%	0	$0.00	0%	Device	$0.00	$0.00	Paid		01/30/2020
02/29/2020	03/07/2020	0	$0.00	0%	0	$0.00	0%	0	$0.00	50%	Device	$0.00	$0.00	Paid		03/16/2020
03/29/2020	04/05/2020	0	$0.00	0%	0	$0.00	0%	0	$0.00	50%	Device	$0.00	$0.00	Paid		03/29/2020
05/08/2020	05/15/2020	25	$0.80	0%	0	$0.00	0%	28	$4.00	50%	Device	$132.00	$76.00	Pending	Download	Pay Now

The billing tab shows the fee details as per your subscription package, discounts applied and the cost incurred for your usage for each billing period. The last three columns show your payment status, invoice and payment date.

- Click 'Download' button in 'Invoice' column to download the invoice of that billing cycle in PDF format. An example is shown below:



INVOICE

Customer
[redacted]

Order #
5

Date Issued
8/May/2020

Subscription
94e6dfa44b

Total Active Device Count	Current Comodo AEP License Seat Count	Total Active Secured Device Count	Mobile Device Seat Count
55	0	28	

Details

ITEM	UNIT COUNT	UNIT PRICE	SUMMARY
Comodo AEP Monthly License Over usage	28	$4.00	$112.00
Comodo AEP Monthly License - Customer Discount(50%)	28	-$2.00	-$56.00
ITarian Monthly Device Utilization without cost-neutral coverage	25	$0.80	$20.00
		TOTAL	$76.00

DUE BY
22/May/2020

TOTAL
$76.00

Thank you for being part of the community!

Support Team:
Phone: +1 (888) 551-1531
Email: c1-support@comodo.com
Forum: https://forum.comodo.com

Adresses:
Comodo Group, Inc.
1255 Broad Street
Clifton, NJ 07013, United States

- Click 'Pay Now' to pay any unpaid charges.

12.4 Configure App Settings and Service URLs

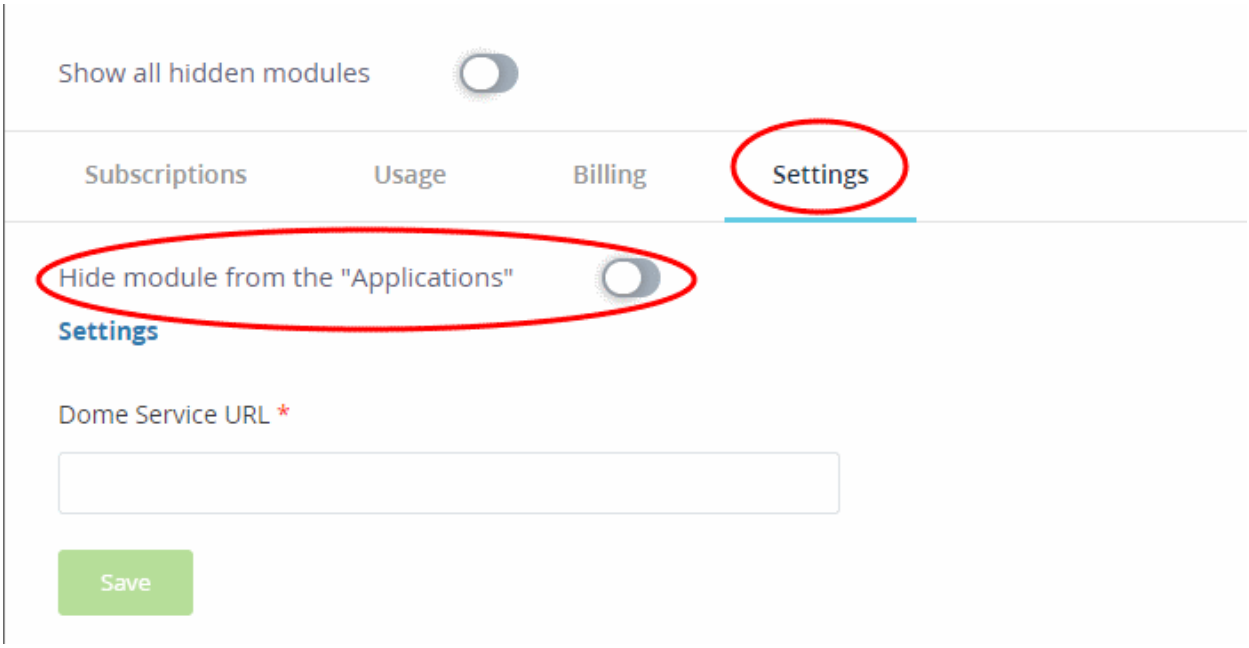
Click 'Management' > 'Applications' > select an application > click the 'Settings' tab

- The settings area lets you choose whether or not an application is shown in 'Management' > 'Applications'.
- You can also specify the service URLs for Dome Firewall Central Manager, Data Loss Prevention, and Secure Email Gateway Enterprise. Once done, you can directly open these applications in C1 from the 'Applications' menu.

- The service URL is the address where your account is hosted. It is a unique address that we set up for each customer immediately after sign up. We will email this link to you once we have created your instance.

Configure the app settings

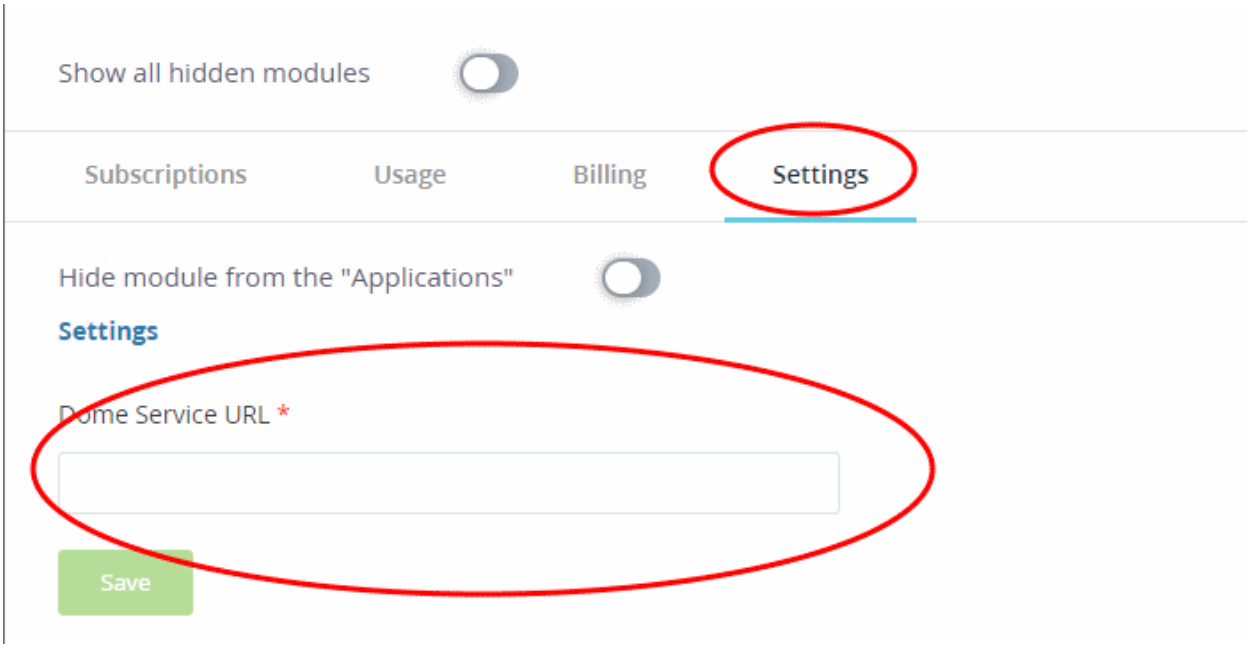
- Click 'Management' > 'Applications'.
- Select an application
- Click the 'Settings' tab.



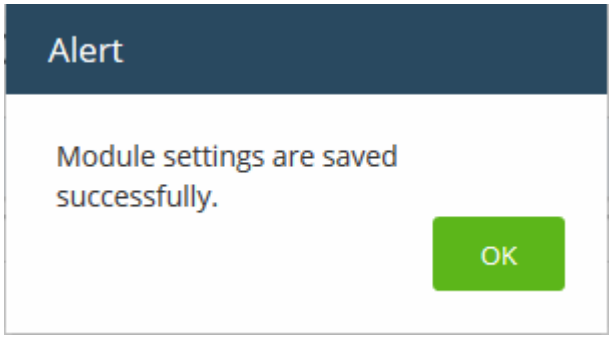
- **Hide module from the "Applications"** - Select whether or not the app should be shown as a tile in 'Management' > 'Applications'.
  - Click on an app to view and manage its subscriptions, usage and billing details.
  - Hide an app if you think it does not require frequent management.

Enter service URL for applications

- Click 'Management' > 'Applications'.
- Select an application ('Dome Firewall Central Manager', 'Data Loss Prevention' or 'Secure Email Gateway Enterprise')
- Click the 'Settings' tab.



- Enter the Dome Service URL you received over email
- Click the 'Save' button.



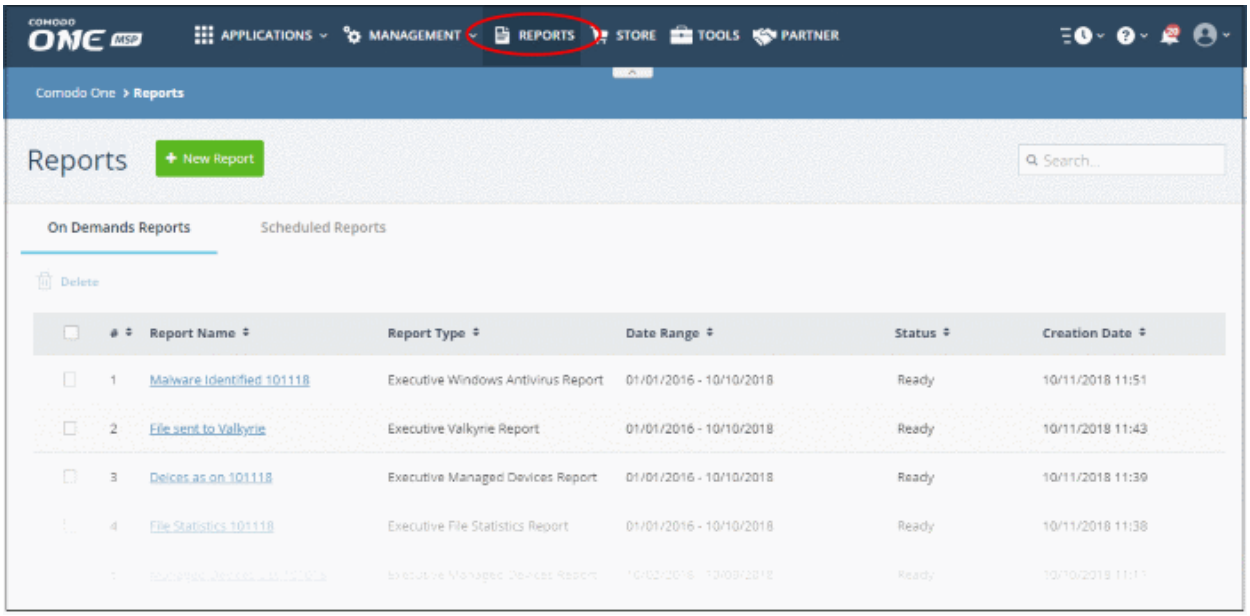
- Click 'OK'
- You can now access the product directly from the 'Applications' menu.

13 Reports

- Click 'Reports' on the menu bar
- The 'Reports' interface lets you generate and view reports on:
  - Service desk tickets
  - Managed devices
  - Malware identified on managed devices
  - Files discovered on managed devices
  - Files submitted to Valkyrie for analysis and their verdicts
- You can generate a report on demand or schedule automatic reports at set intervals

Open the reports interface

- Click 'Reports' on the menu bar



The interface has two tabs:

- **On Demand Reports** - Manually generated reports
- **Scheduled Reports** - These reports are automatically generated at intervals you choose.

Reports List - Column Descriptions	
Column Header	**Description**
Report Name	Label of the report. You specify the report name when you create the report.
Report Type	Module which the report concerns. For example, 'Executive Ticket Summary Report', 'Executive Managed Devices Report' and 'Executive File Statistics Report'
Date Range / Period	Time period covered by the report.
Schedule	Report frequency. Applies to scheduled reports only.
Status	The current stage of the report. On-demand reports may have the following statuses: • Waiting - Report is waiting to be added to queue • Requested - Report is queued • In-progress - Report is currently being generated • Ready - Report is available to view and download. • Failed - Comodo One encountered an error when creating the report. For scheduled reports, the possible values are: • Active - The report will be generated at the scheduled times. • Inactive - The report schedule is disabled. You can activate or deactivate a schedule using the options at the top. See **View and manage report schedules** for more details.
Creation Date	Date and time at which the report was generated.

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.
- Click any column header to sort reports based on the column label

- To search for a specific report, enter the name of the report in the search field and click the magnifying glass icon.

The following sections explain how to:

- **Create / Schedule reports**
- **View the reports**
- **View and manage report schedules**

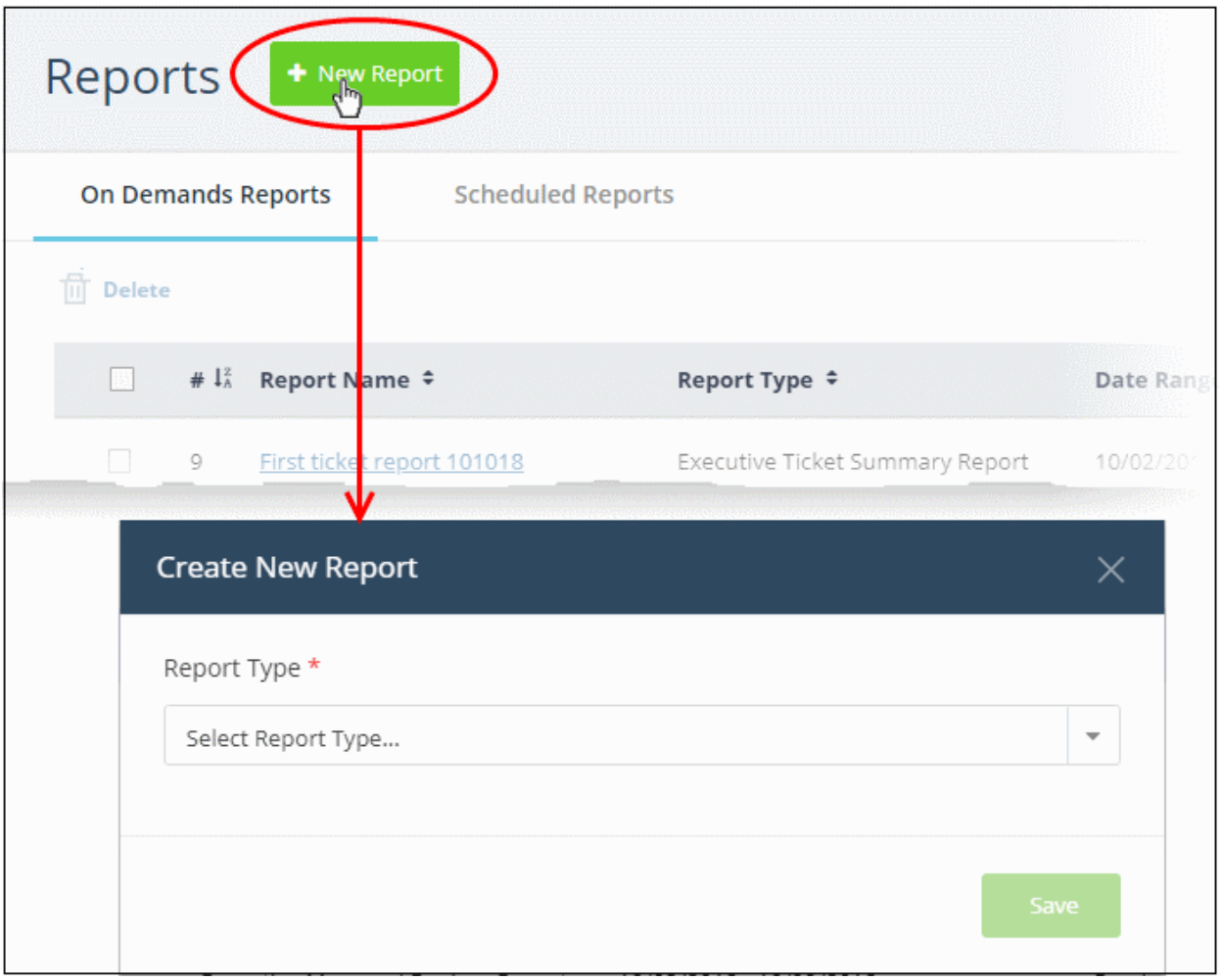
Create a New Report

You can instantly generate reports for a specific period, or create a schedule to generate reports periodically. The reports that can be generated are:

- Executive Managed Devices Report
- Executive Windows Antivirus Report
- Executive Ticket Summary Report
- Executive File Statistics Report
- Executive Valkyrie Report

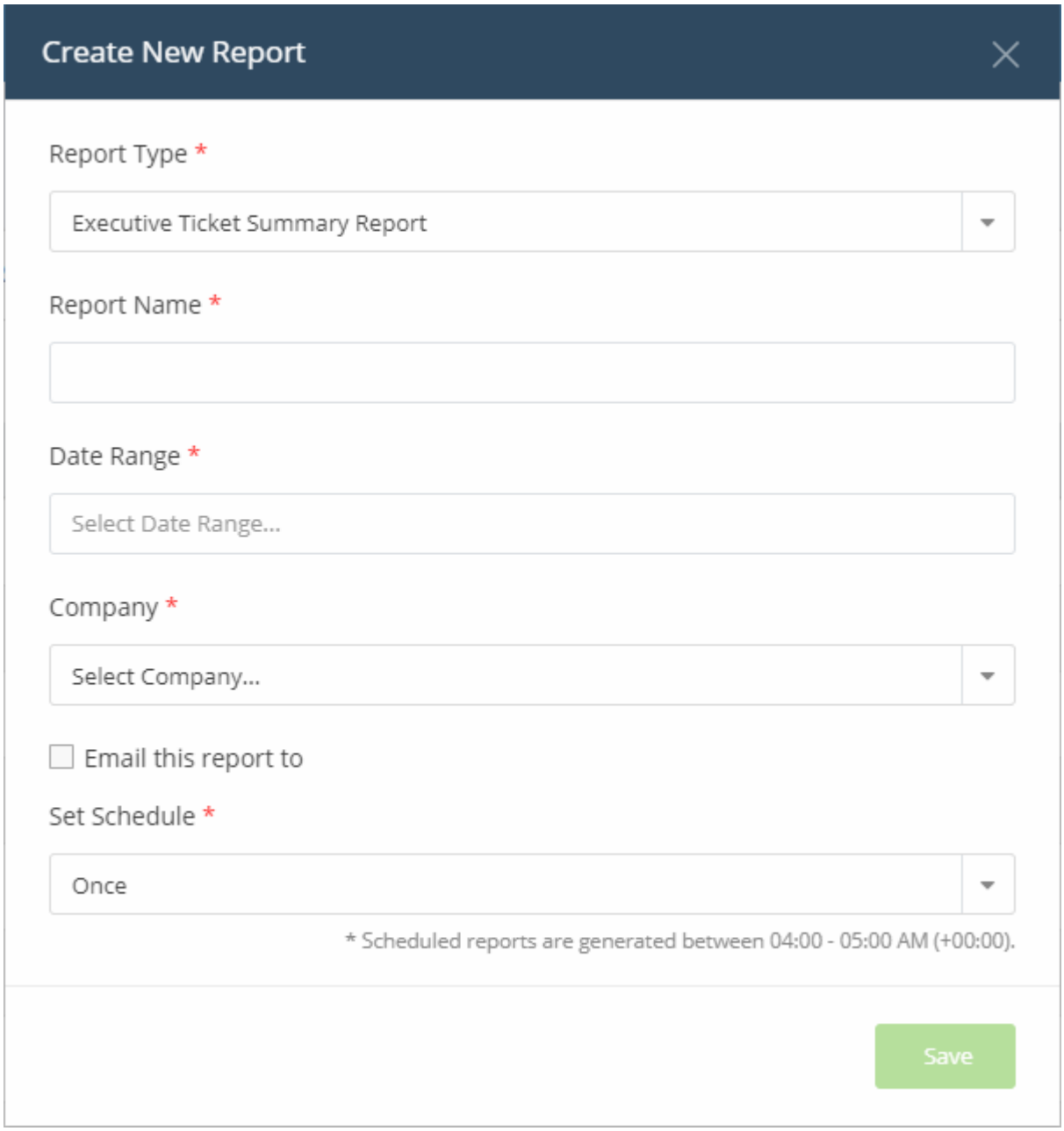
Generate a report or report schedule

- Click 'Reports' on the menu bar
- Click 'New Report' on the top

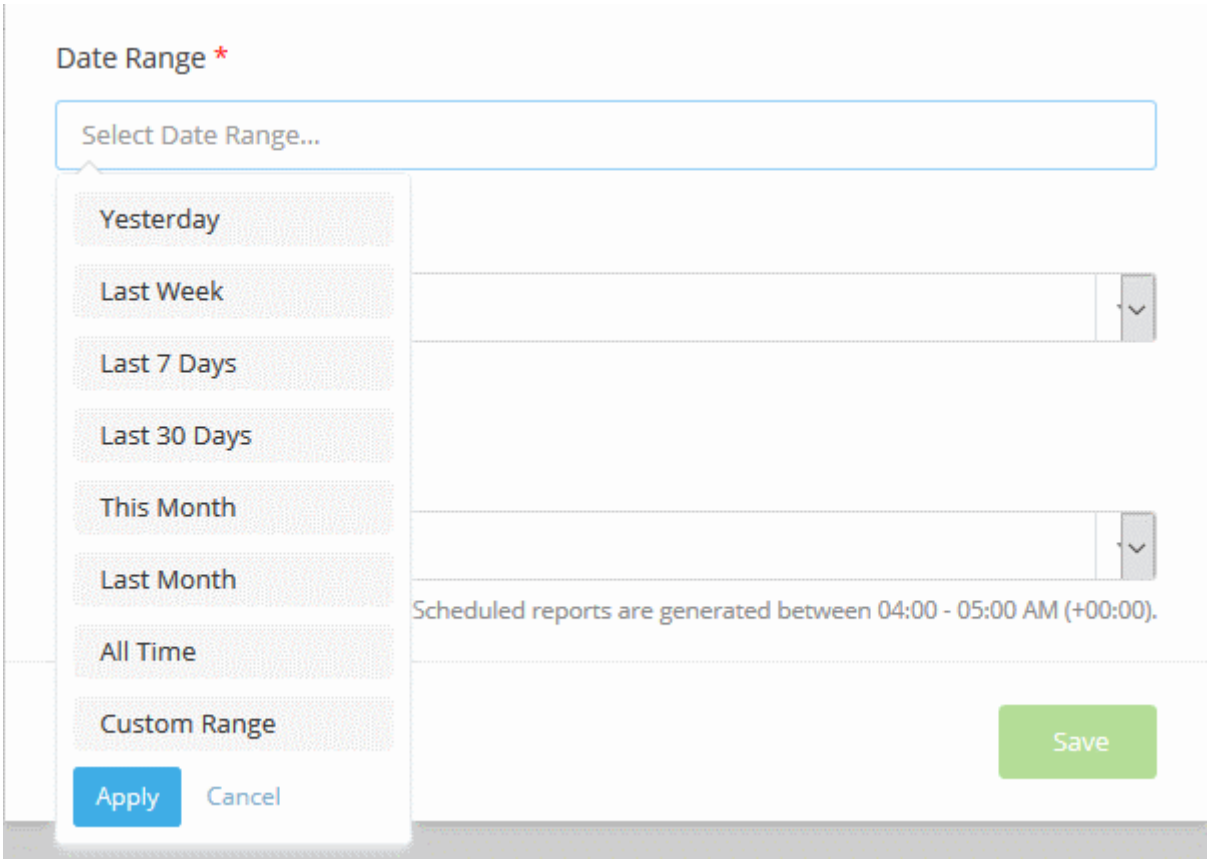


- Choose the report type from the options.

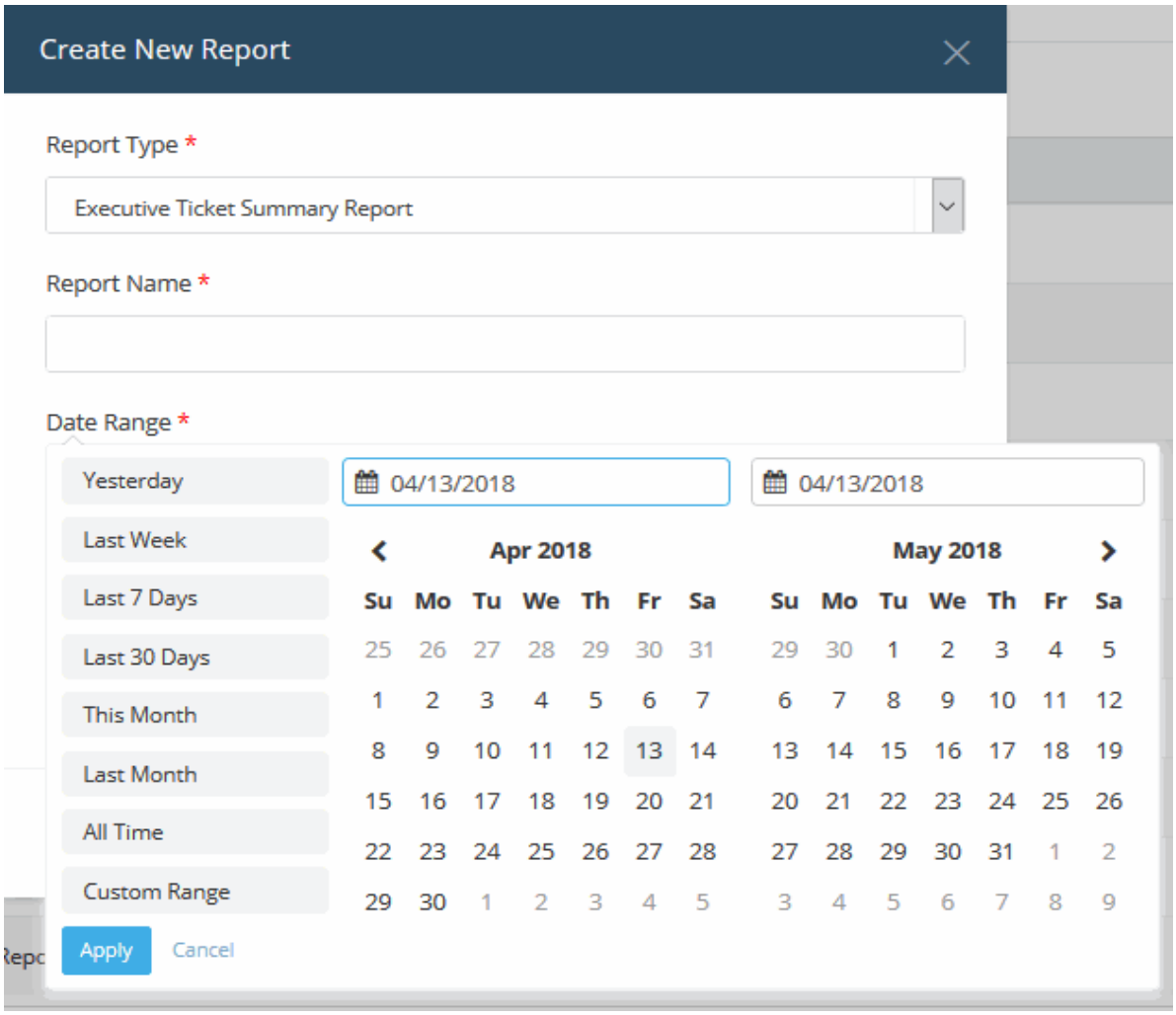
The 'Create New Report' dialog appears for the selected report type:



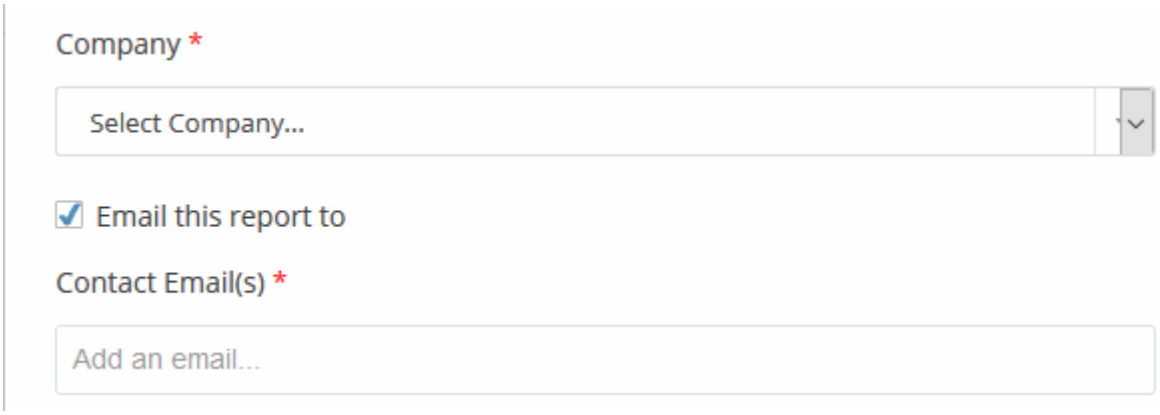
- **Report Name** - Enter a descriptive label for the report.
- **Date Range** - Click inside the field to choose the time period covered by the report.



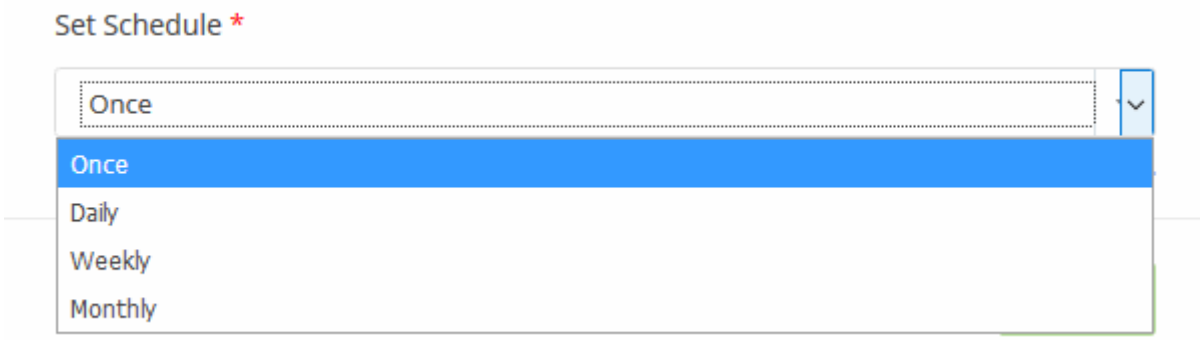
- Click 'Custom Range' to choose specific start and end dates:



- Click 'Apply' to enter your date range
- **Company** - Organization whose devices/ files/ tickets are covered by the report
  - MSP customers - Select the target company from the drop-down
  - Enterprise customers - Cannot change the target company
- **Email this report to** - Enter the addresses of any admins that you want to receive the report. You can add multiple email addresses in the field. Press 'Enter' button after each address.



- **Set Schedule** - Select the frequency at which the report should be generated. Please note, the 'Set Schedule' feature is not available for custom date range.



The available options are:

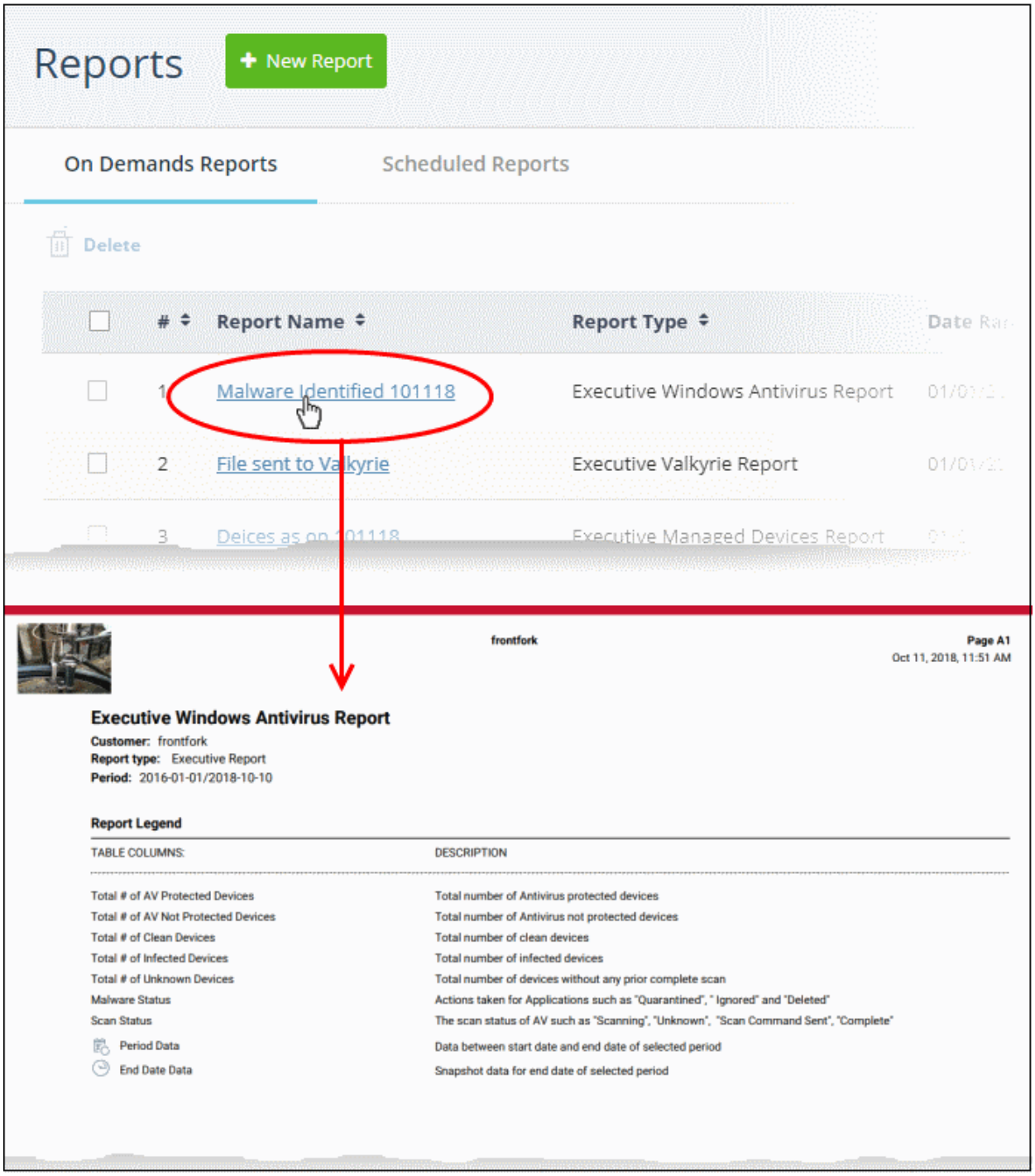
- Once - A one-off report. There will be a slight delay while the report is generated. The report will appear in the list when it is ready.
- Daily - The report will be generated every day
- Weekly - The report will be generated every week on the day the report was created.
- Monthly - The report will be generated once per month on the day of the month that the report was created.

- Click 'Save'.

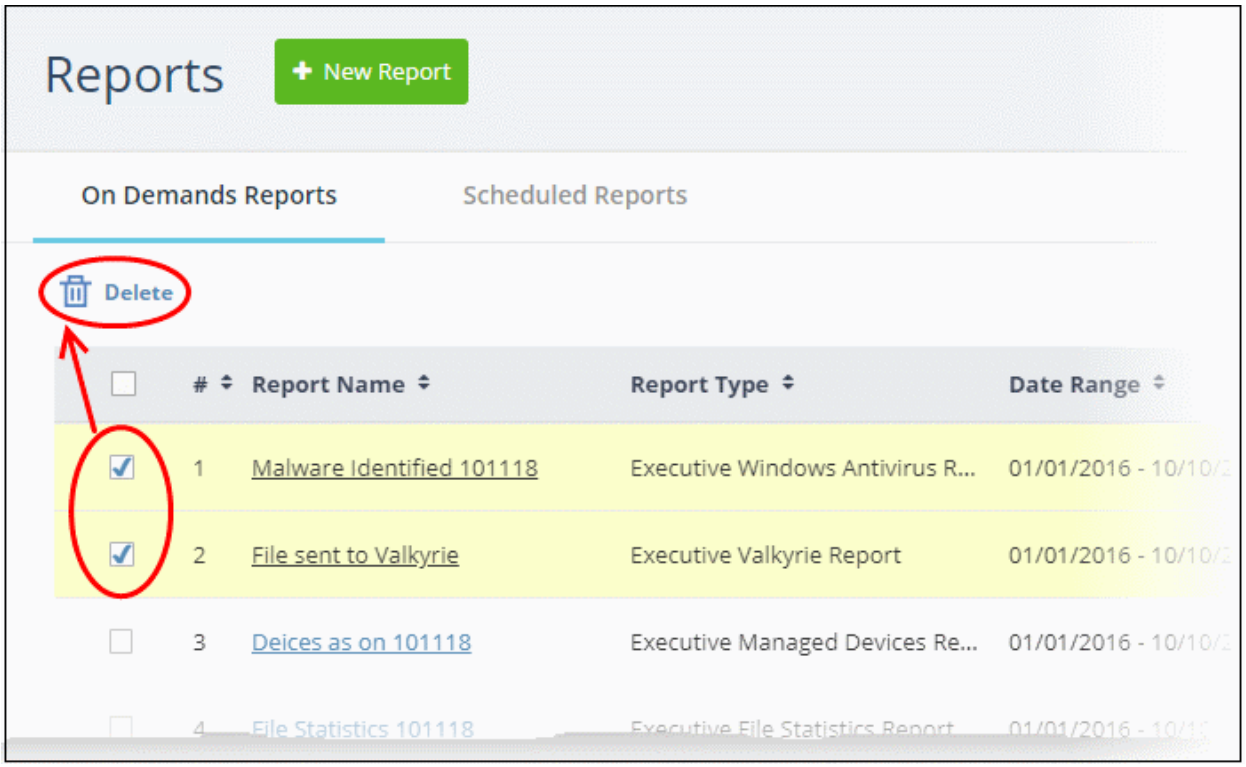
Note: Daily, weekly and monthly reports are generated between 04:00-05:00 AM (UTC).

View Reports

- Click 'Reports' on the menu bar
- Click 'On-Demand Reports' to view manually generated reports or 'Scheduled Reports' to view auto-generated reports
- Click on the name of a report to view it.

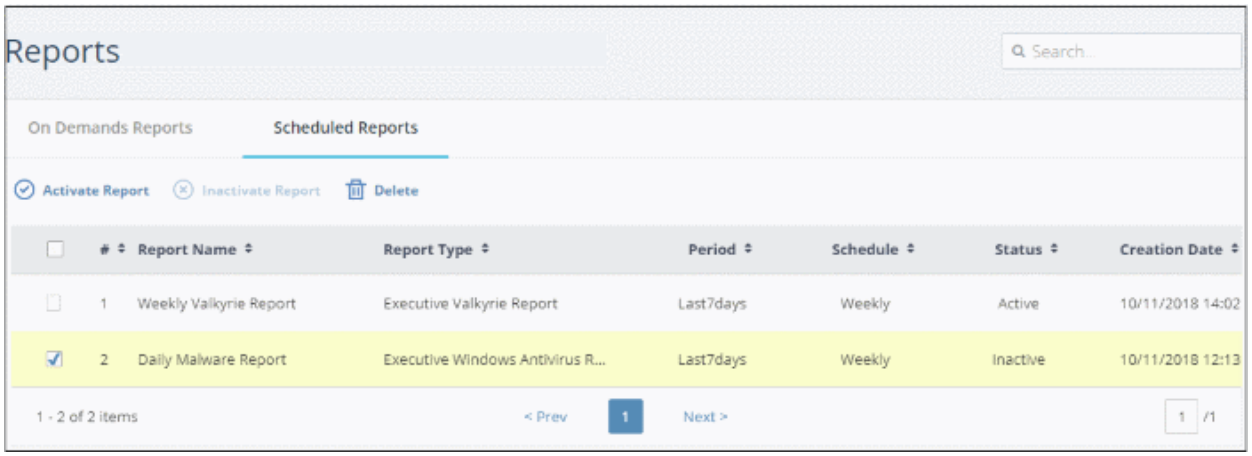


- The report will open in pdf format. Click the download button to save a copy.
- To remove reports from the list, select them and click 'Delete'



View and Manage Report Schedules

- Click 'Reports' on the menu bar
- Click the 'Scheduled Reports' tab
- Click a report name to view it as a pdf
- Select reports using the check-boxes on the left to perform the following actions:



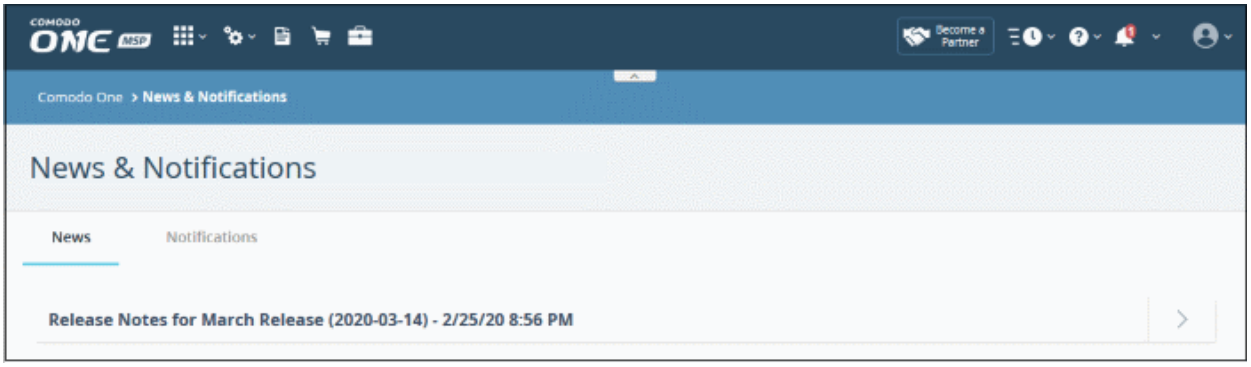
- Inactivate Report - Stops the report from being generated at the scheduled times.
- Activate Report - Resume automatic report generation at the scheduled times
- Delete - Removes the schedule from the list.

14 Notifications

Comodo One uses in-app notifications to push the latest news about products and updates.

- Click the notifications icon

at the top-right of the interface. The number on the icon shows how many unread notifications you have.



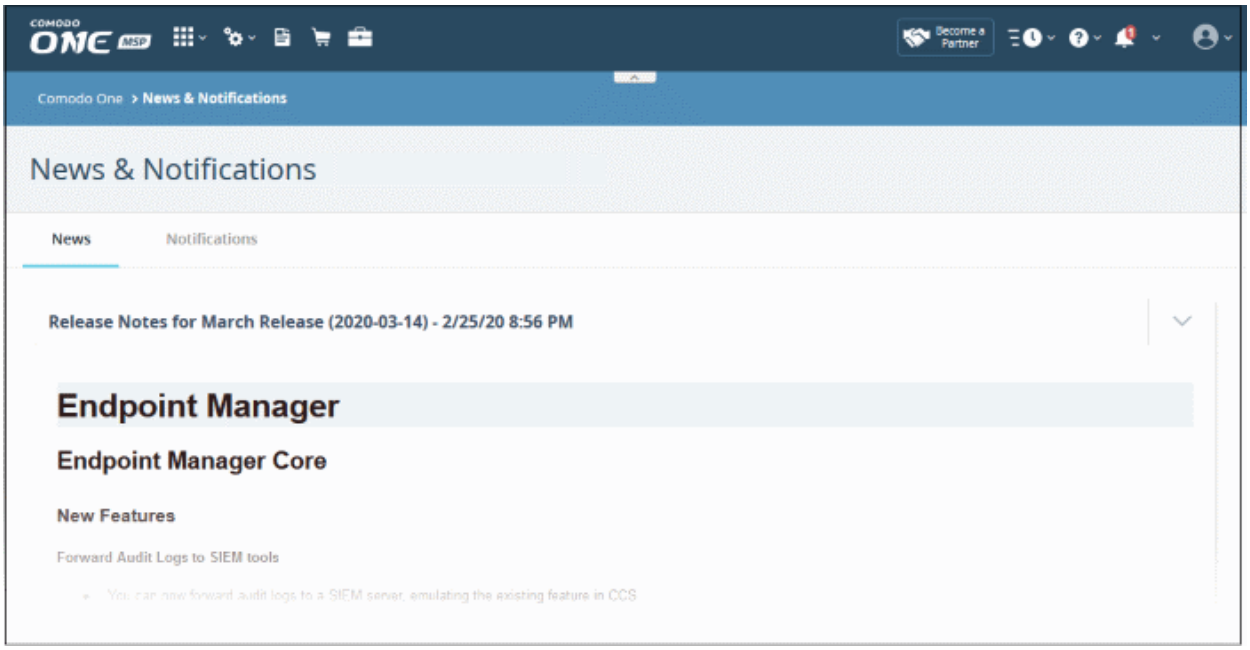
The interface has two tabs:

- **News**
- **Notifications**

News

The news tab shows reports posted by the Comodo One team. This includes information about new versions, scheduled maintenance and so on.

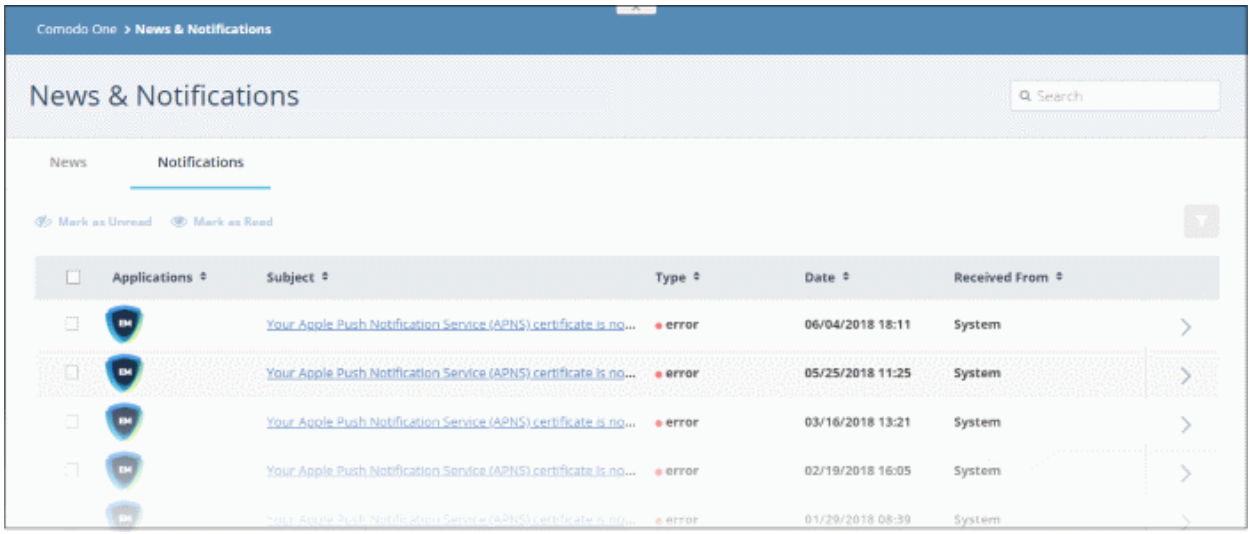
- Click anywhere on the news heading to view the complete message:



Notifications

- The notifications tab shows updates from Comodo One applications.
- Each row contains a link to view more detailed information on the update.

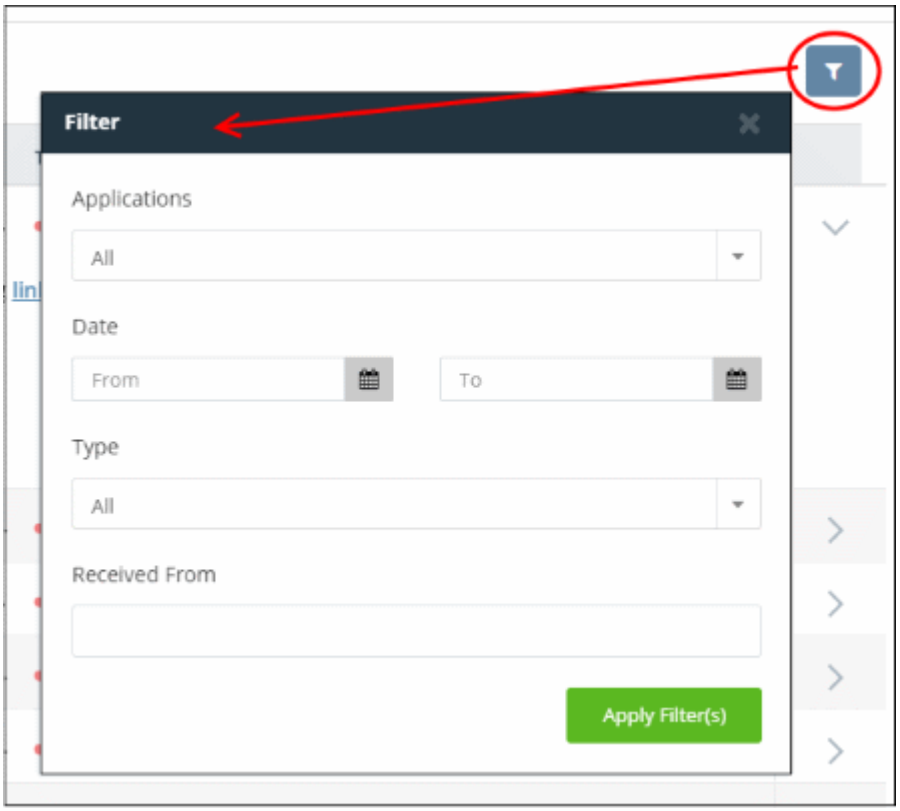
- For example, if you install the CCS agent on a client's computer, you will be notified when installation is complete. When you click the subject link, you will be taken to the 'Device Details' interface with the 'MSI Installation State' tab open.



- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.
- Click the column headers to display the notifications in ascending or descending order
- Click the arrow beside each notification to view detailed information about the notification

Filter

- Click the funnel button at the top-right to open the filter options.



You can use any combination of filters at-a-time to search for specific users.

- To display all the items again, remove / deselect the search key from filter and click 'OK'.

Search Options:

- To search for a specific notification, enter your search criteria like a portion of the subject line or content in the message in the search field and click the magnifier icon.

The notifications that match the search criteria will be displayed in the list.

- To mark a read message as unread, select it and click 'Mark as Unread'
- To mark an unread message as read, select it and click 'Mark as Read'

15 View Audit Logs

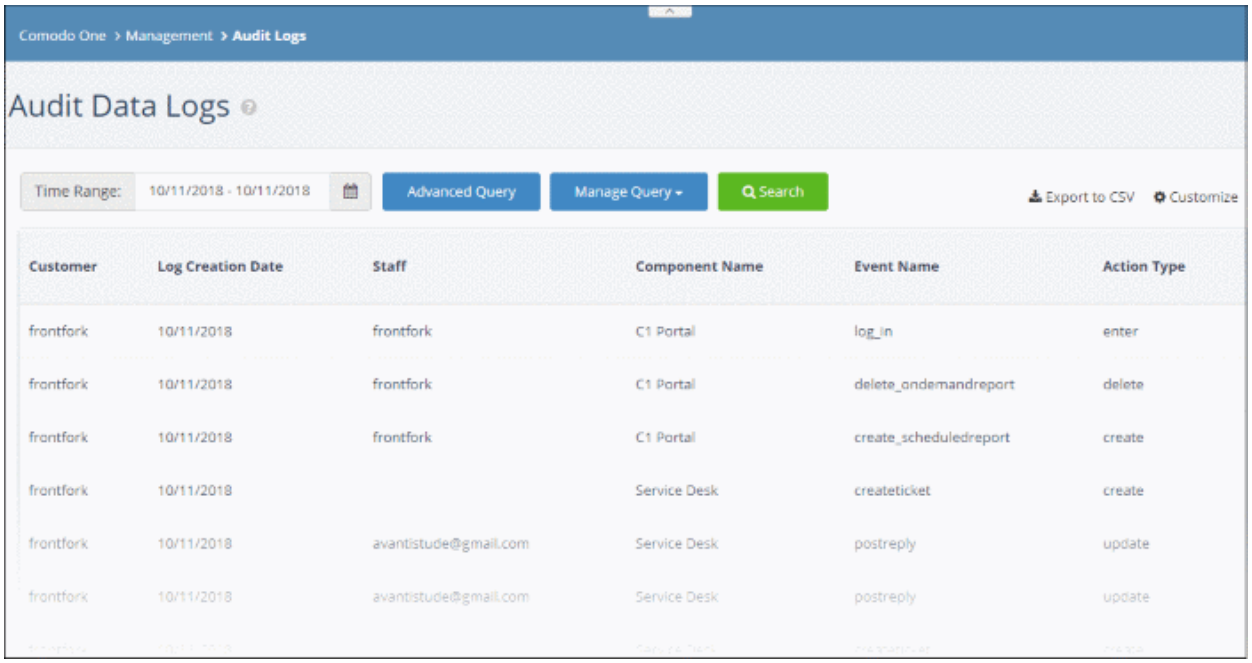
- Click 'Management' > 'Audit Logs'

Comodo One stores event logs from the console and Service Desk for up to seven days.

- The log viewer lets you view logs from both Service Desk and the Comodo One console.
- You can filter logs by module and event type.
- You can run simple or complex queries to view specific logs. You can also save queries for repeat searches.
- Logs can be exported to a .csv file for later analysis
- You can customize which columns are shown in the interface.

View the Audit Logs

- Click 'Management' > 'Audit Logs'



Audit Data Logs - Table of Column Descriptions	
Column Header	**Description**
Customer	The client company involved in the event. **Note**: The 'Customer' column is only available for Comodo One MSP customers.
Log Creation Date	Time the log was generated.
Staff	Person who executed the action described in the log.
Component Name	The Comodo One module responsible for the action. Possible values are:

	• Comodo One Portal • Service Desk
Event Name	The label assigned to the event.
Action Type	The activity performed in the event
The following columns can be added to the table by clicking the 'Customize' button at top-right. See '**Add/Remove Columns in the Log Viewer**' for more details.	
Extra Information	Additional details, if any, for the event.
Old Value	• Click the 'Detail' link to view the value of the parameter before the change.
Session ID	The identifier of the admin/staff login session during which the event occurred.
Affected Object	The identifier of the parameter that was changed.
New Value	Click the 'Detail' link to view the value of the parameter after the change.

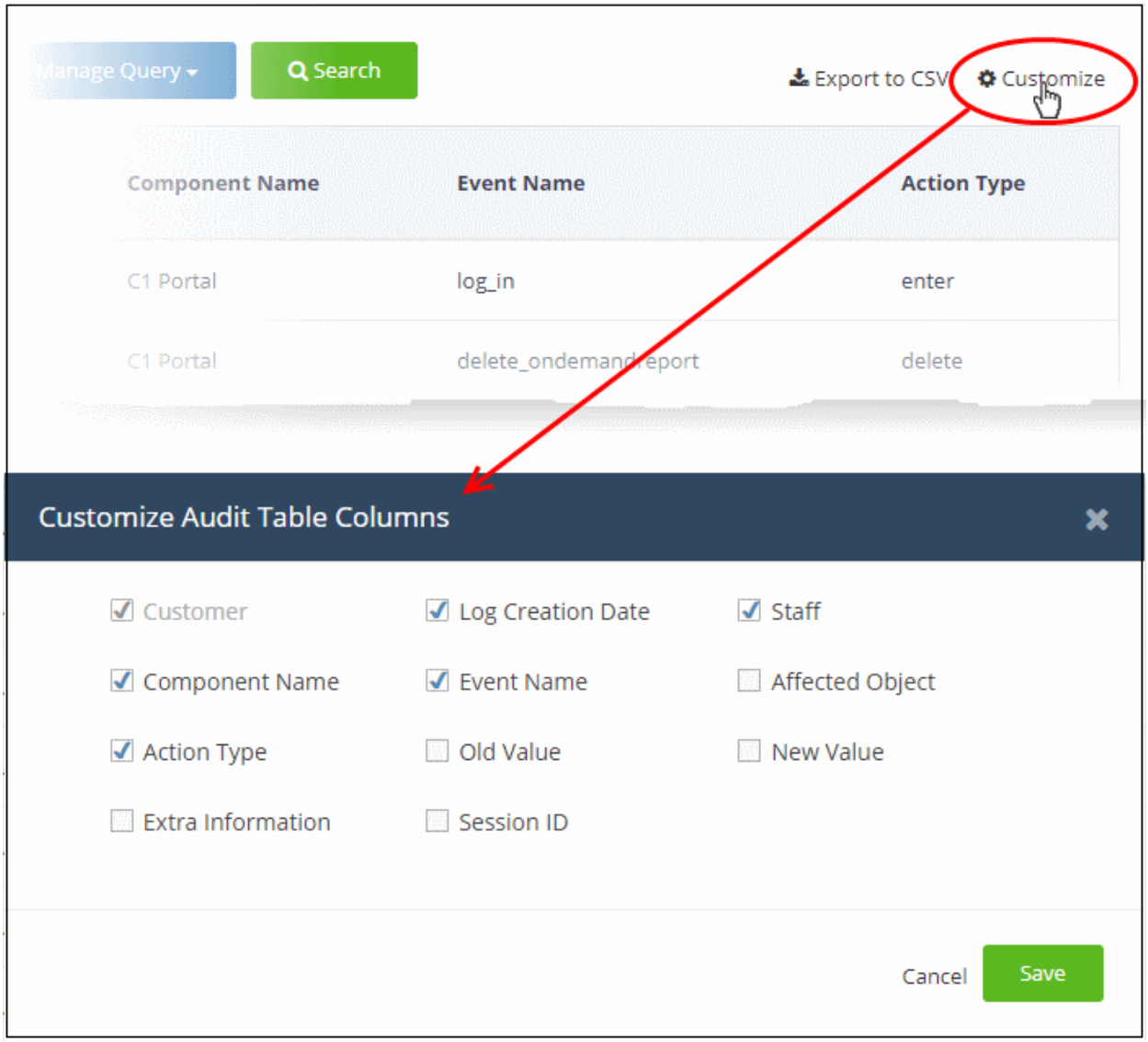
- You can navigate to different pages by clicking 'Next' or 'Prev' at the bottom.

Add/Remove Columns in the Log Viewer

Six columns are displayed by default in the 'Audit Data Log' interface. You can add more columns if you want to view additional details. You can also hide columns that you don't want displayed.

Add or remove columns

- Click the 'Customize' button at top-right



- Use the check-boxes to enable or disable columns as required

Note: Mandatory columns are grayed-out and cannot be disabled.

- Click 'Save' to apply your changes

The following sections explain more about filtering and searching the logs

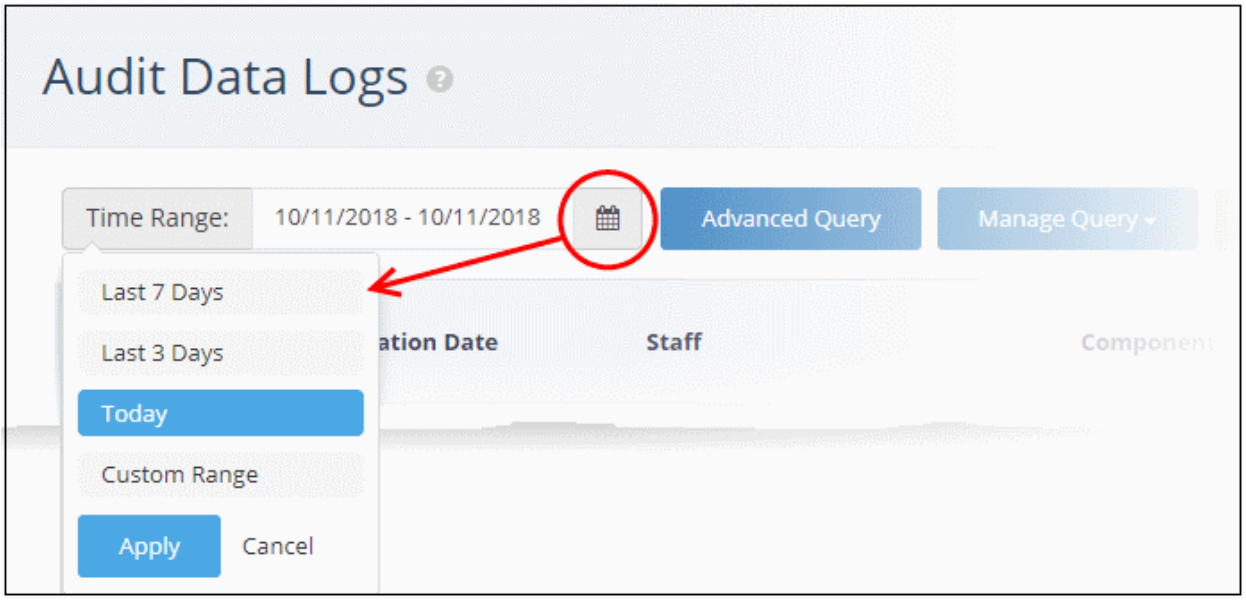
- **Select the time period to view the logs**
- **Use advanced search query to filter logs**
- **Use saved search queries to filter logs**
- **Export the logs as .csv file**

Select the Time Period to View Logs

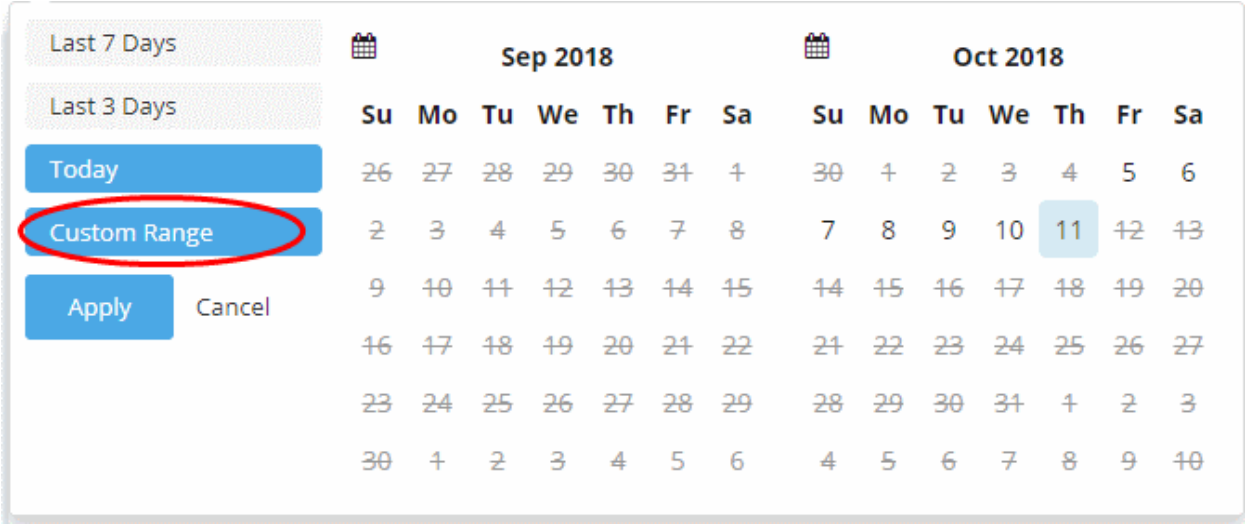
- Logs are available for up to seven days prior to the current date.
- Use the 'Time Range' field at top-left to choose the log display period.

To view logs for a specific time period

- Click the calendar icon at the right of the 'Time Range' field



- Select the time period:
  - Last 7 Days - Event logs for the previous seven days
  - Last 3 Days - Event logs for the previous three days
  - Today - Event logs for the current day
  - Custom Range - Get event logs for a specific date range.



  - Select the start and end dates from the calendars.
- Click 'Apply'

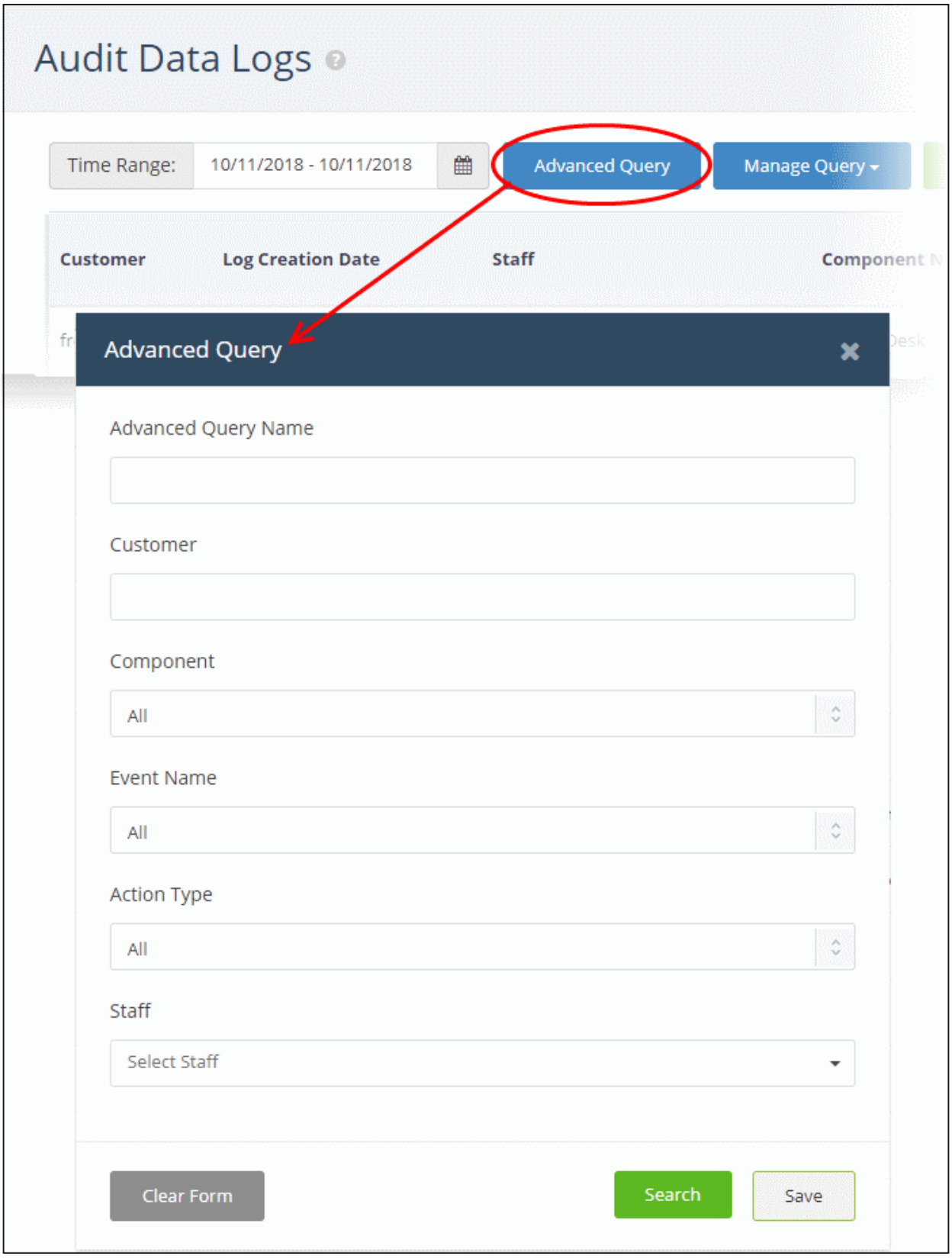
Use Advanced Search Query to Filter Logs

Custom search queries let you filter logs for specific events on a specific module. The query can also be saved for use in future use.

To filter logs using an advanced search query

- Click the 'Advanced Query' button on the top

The 'Advanced Query' dialog will open.



- Complete the form parameters:

Advanced Query - Form Parameters	
Column Header	**Description**
Advanced Query Name	Create a label for the query. Ideally this should clearly identify the purpose of the query.
Customer	Search for logs which concern specific clients.
Component	Search for logs which concern specific Comodo One modules. The available options are: • All • Comodo One (the Comodo One umbrella console) • Service Desk
Event Name	Search for logs that have a specific label
Action Type	Search for logs which feature a specific activity.
Staff	Search for logs which involved specific personnel.

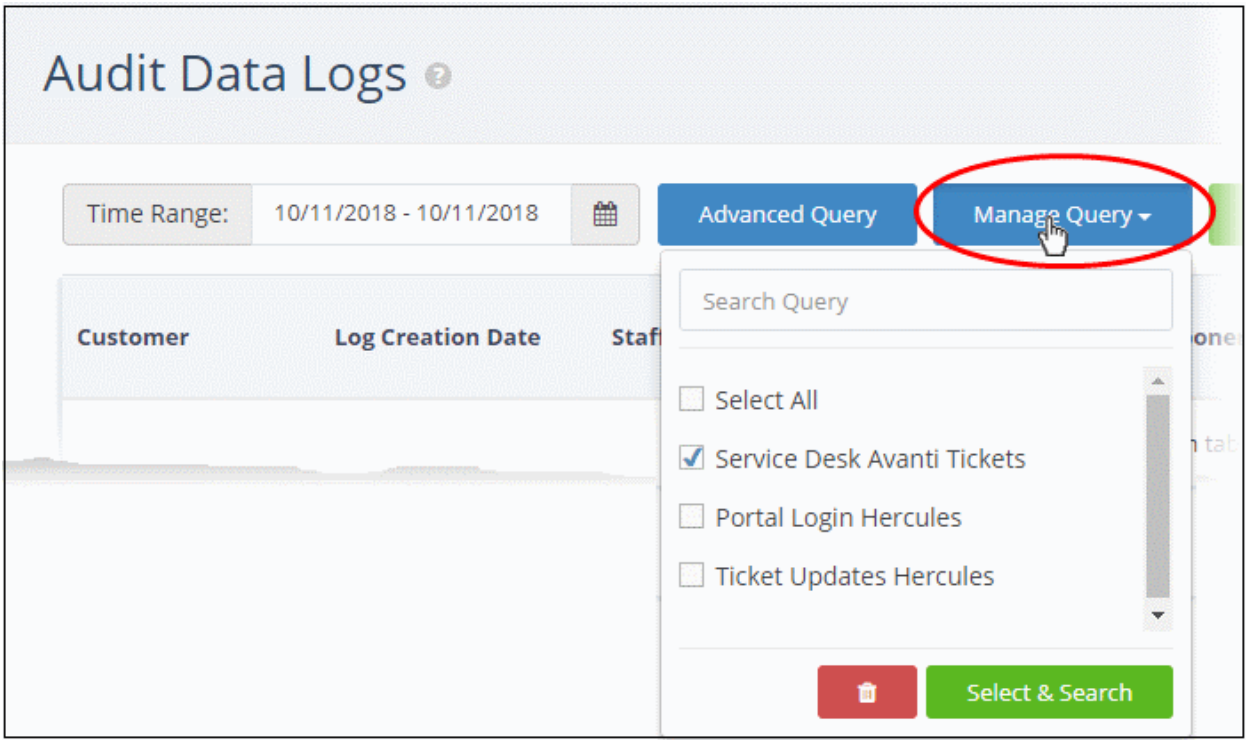
- Click 'Search' to filter logs based on the conditions in your query.
- Click 'Save' to save the query for future use. See **Use Saved Search Queries to Filter Logs** for more details.
- To clear an active filter, click 'Advanced Query' > click 'Clear Form' > click 'Search'.

Use Saved Search Queries to Filter Logs

- Comodo One lets you save search queries for use in future

Use a saved query

- Click the 'Manage Query' button at the top



- Select the queries you want to use from the drop-down. You can select any number of queries at a time.

Tip: Type first few letters of a query name in the 'Search' box to quickly find a specific query.

- Click 'Select & Search'

The logs will be filtered and only those meeting the search queries will be displayed.

- Select queries and click the trash can icon to remove them from the list of saved queries.

Export the Logs as .csv File

The currently displayed logs can be exported to a comma separated value (CSV) file for later analysis and troubleshooting.

To export logs to csv file:

- Click the 'Export to CSV' button.

The log file will be downloaded as a .csv file. The file can be opened with spreadsheet applications like Microsoft Excel and OpenOffice Calc.

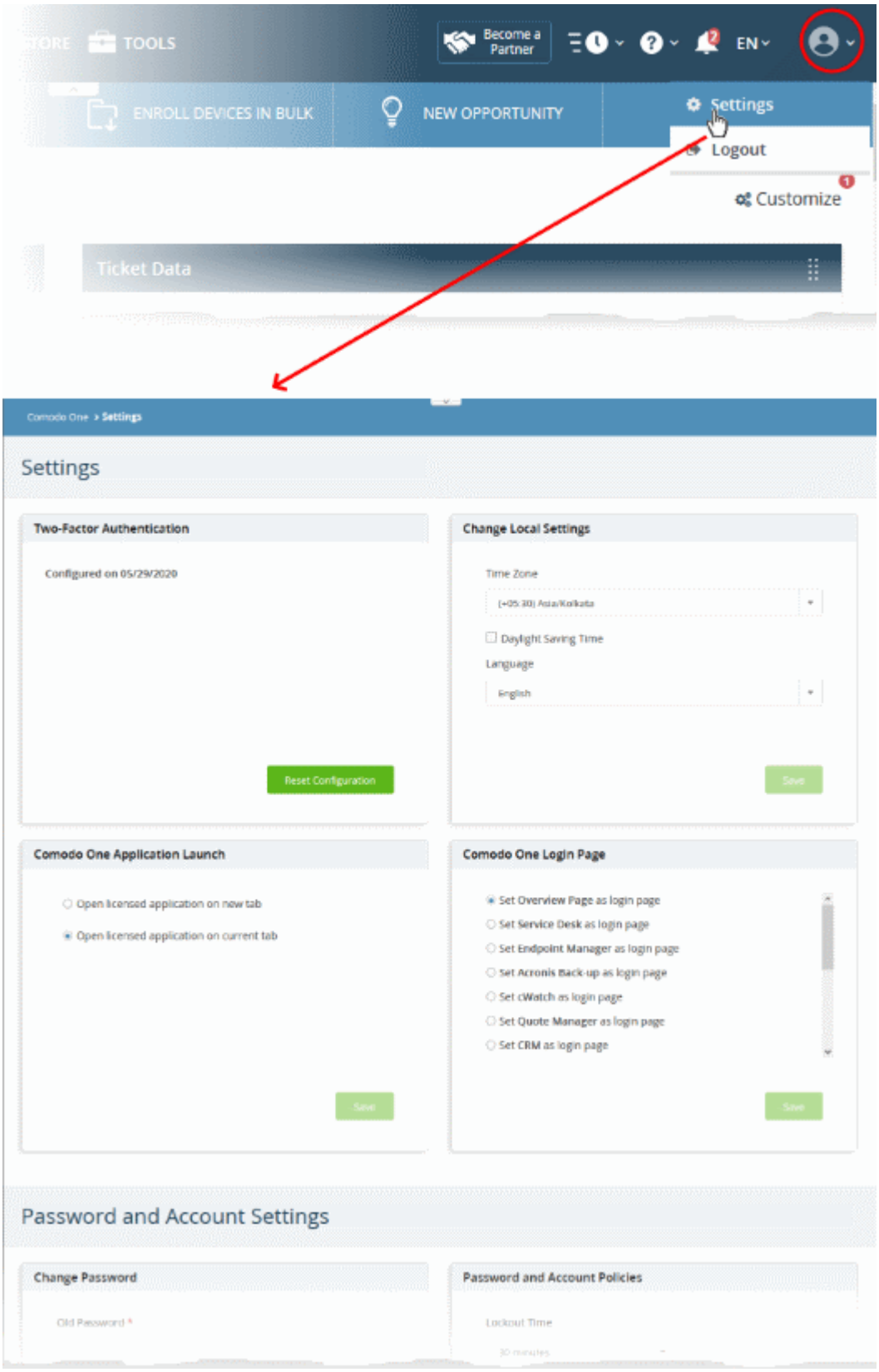
16 Configure C1 Settings

Click the user icon at the top-right and select 'Settings'

- The settings area lets you change your password, set your time-zone, select language, specify launch preferences, reset two-factor authentication, and more.

Configure Settings

- Click the user icon at the top-right then select 'Settings'

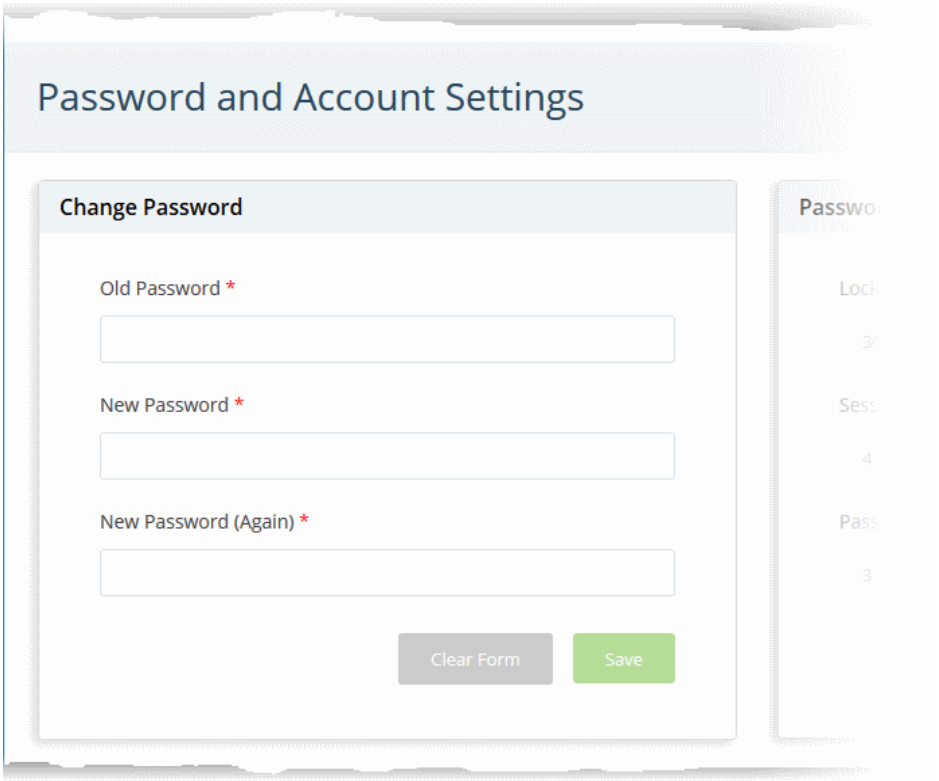


- Change your password
- Configure account password policy
- Language and time zone settings
- Configure application launch settings
- Set an application as your C1 login page

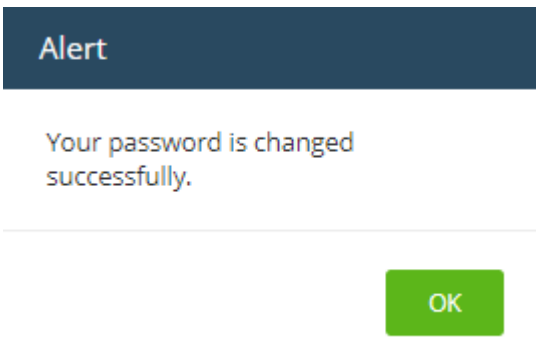
- **Reset two-factor authentication**
- **Update your phone number**
- **Update security questions**

Change your password

- Click the user icon at top-right then select 'Settings'
- Go to the 'Change Password' tile under 'Password and Account Settings'



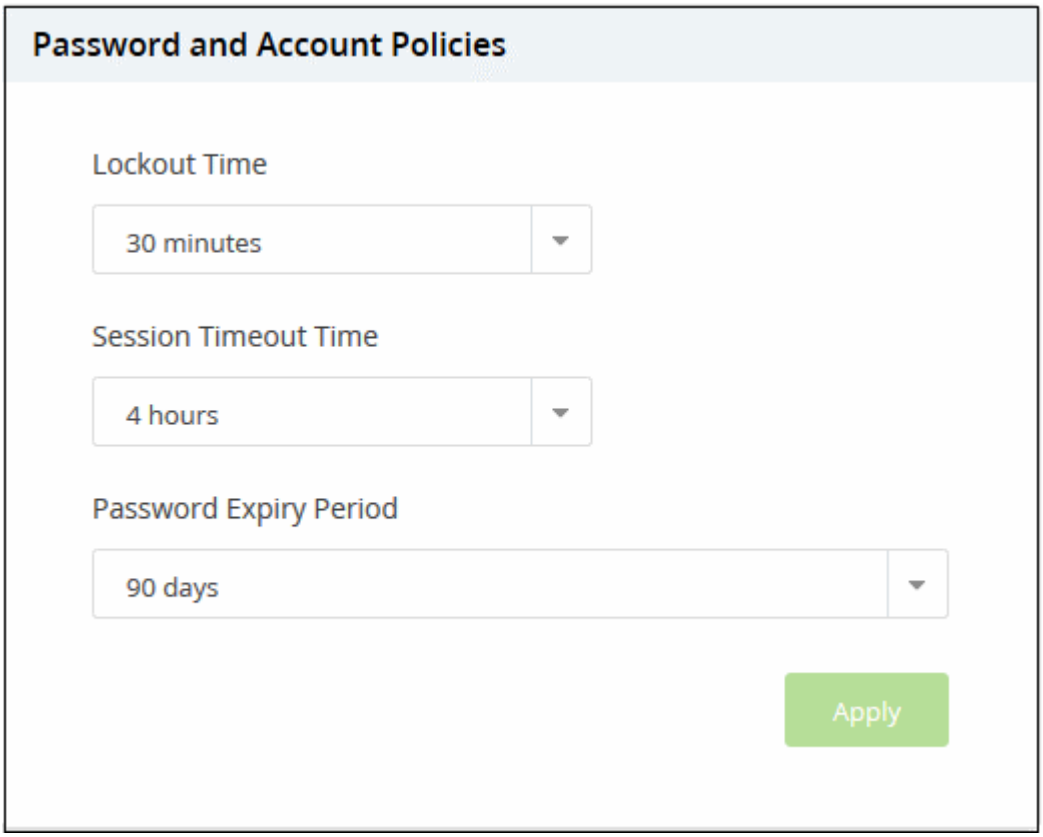
- Enter your current password in the 'Old Password' field
- Enter your new password and confirm it in the respective fields
  - Click 'Clear Form' if you need to start again
- Click 'Save' to register your new password



- Click 'OK' in the alert screen.

Configure account password policy

- Click the user icon at top-right then select 'Settings'
- Go to the 'Password and Account Policies' tile under 'Password and Account Settings'

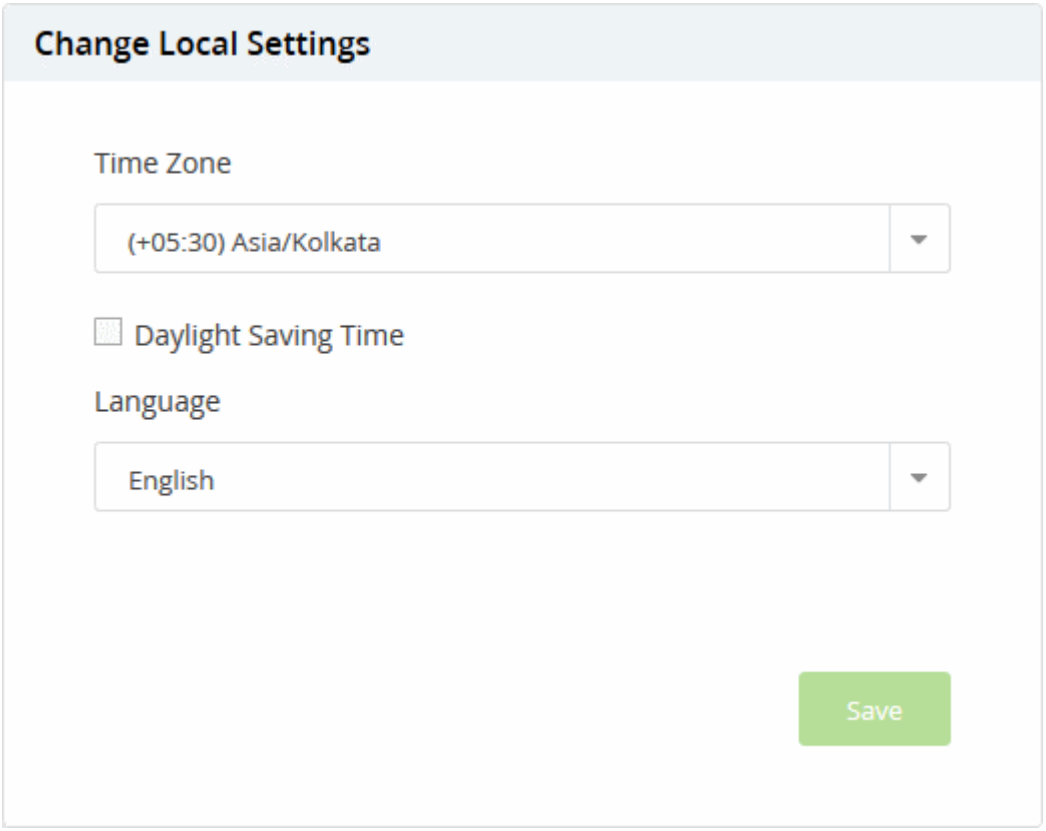


- Set the time periods for the following:
  - **Lockout Time** - The period for which an admin/staff account should be locked after five invalid login attempts. (***Default = 30 mins***)
  - **Session Timeout Time** - Maximum length of time an admin/staff can remain logged into C1 before they need to login again. (***Default = 4 hours***)
  - **Password Expiry Period** - Length of time a user can keep the same password before they need to change it. The maximum expiry period is 90 days for partners and up to 3 years for non-partners
- Click Apply' for your settings to take effect

Language and the time zone settings

Comodo One is available in multiple languages. You can choose the language of the Comodo One interface and the time zone, depending on your location.

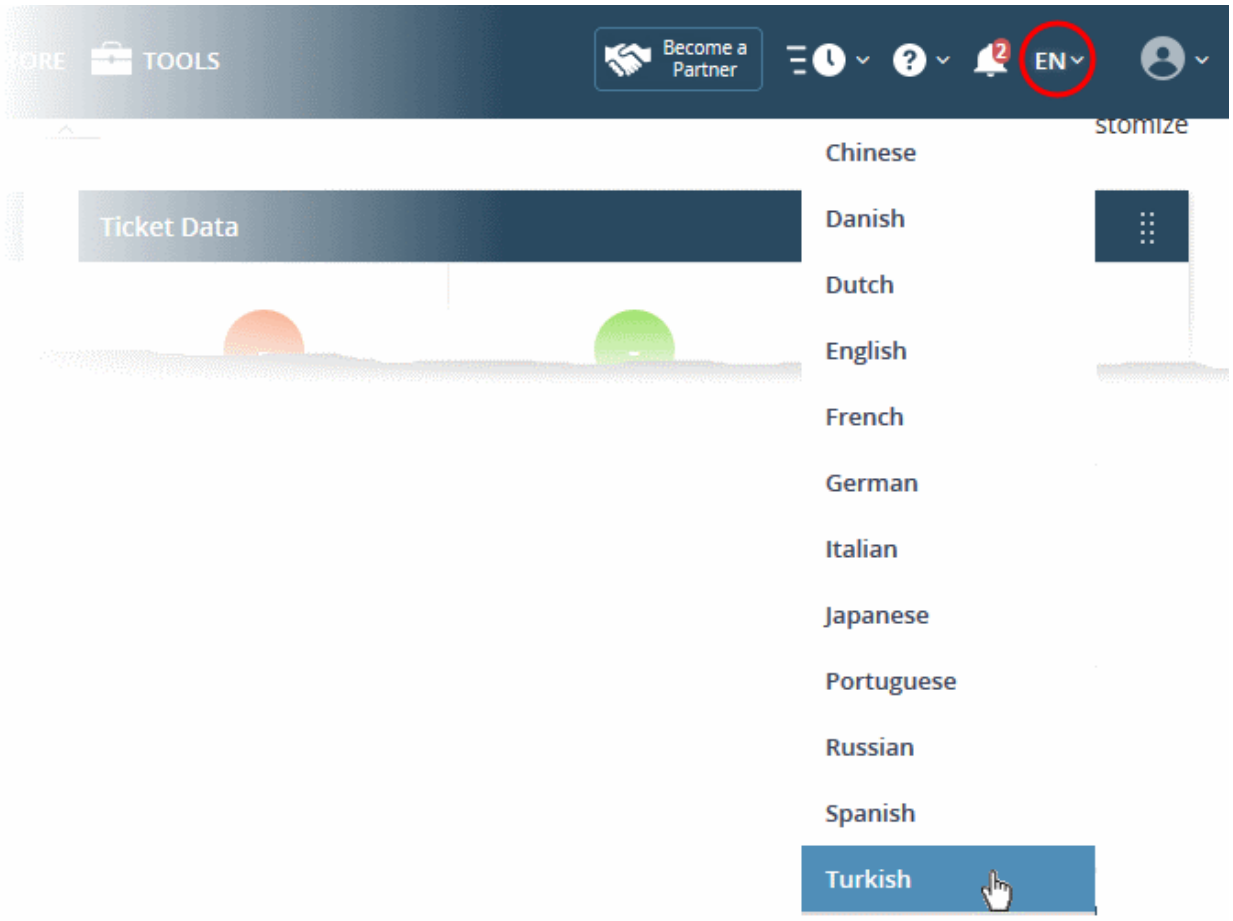
- Click the user icon at top-right then select 'Settings'
- Go to the 'Change Local Settings' tile.



- Select your preferred time zone, enable 'Daylight Saving Time' if applicable
- Select your Comodo One interface language.
- Click 'Save' for your settings to take effect

You can also change the interface language from the menu bar:

- Click the language shown at the top-right and select the language from the drop-down:

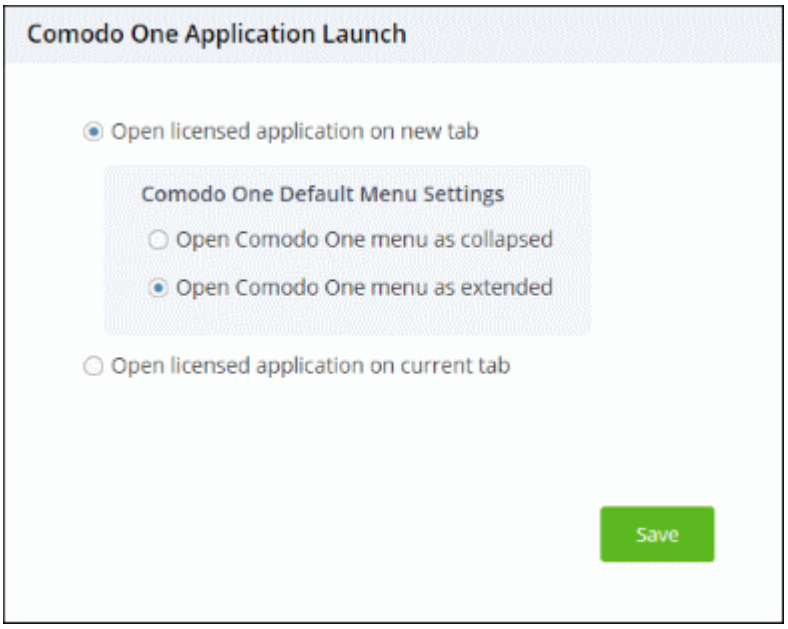


Configure application launch settings

- Click the user icon at top-right then select 'Settings'
- Scroll to the 'Comodo One Application Launch' tile.

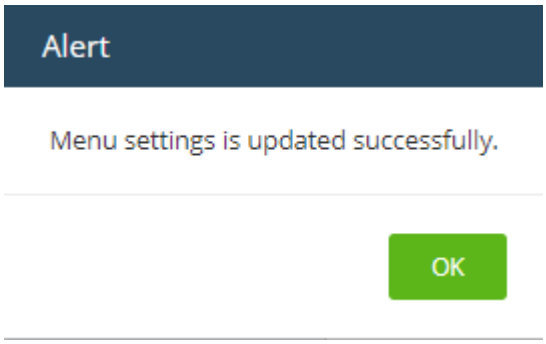
The tile lets you choose whether you want modules opened from the 'Applications' menu to open in a new tab, or the same tab.

- **Open licensed application in new tab** - The application you choose from the 'Application' menu will open in a new browser tab. You can also choose whether the Comodo One menu should be visible above the application interface.



- **Open Comodo One menu as collapsed** - The Comodo One menu bar is not shown on the new browser tab. You can open the menu bar by clicking the down arrow at center top.
- **Open Comodo One menu as extended** - The Comodo One menu bar is shown on the new browser tab.

- **Open licensed application on current tab** - Applications will load in the same tab. The Comodo One menu bar is displayed by default.
- Click 'Save' to apply your changes.

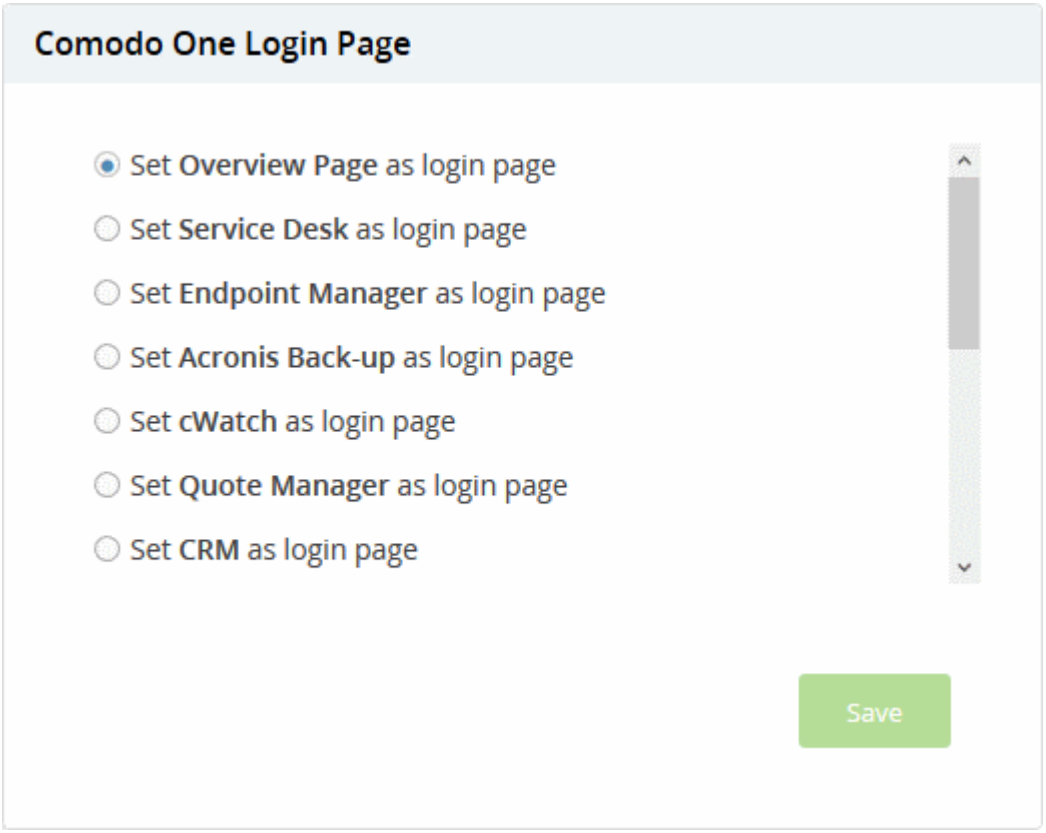


- Click 'OK'

Set an application as your C1 login page

- Click the user icon at top-right then select 'Settings'
- Scroll to the 'Comodo One Login Page' tile.

The tile shows all licensed applications added to your account.



- Select the application that you want to see immediately after you login to Comodo One.
- Click 'Save' to apply your changes.

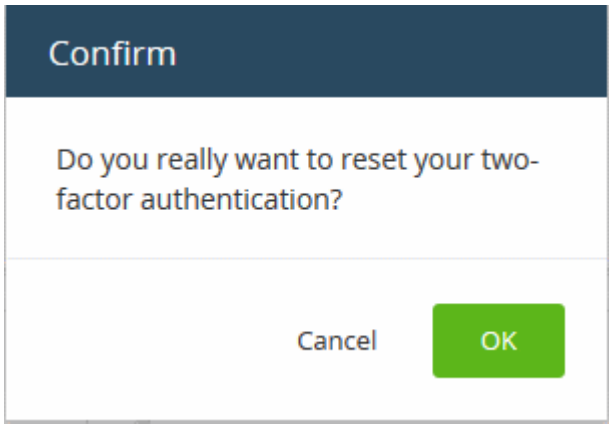
The chosen application will open automatically the next time you login to your account. Please note that your **role** permissions need to allow you to access the configured application.

Reset two-factor authentication

- Click the user icon at top-right then select 'Settings'
- Scroll to the 'Two Factor Authentication' tile.

The tile lets you reset two-factor authentication for the admin account.

- Click 'Reset Configuration' at the bottom to reconfigure two-factor authentication



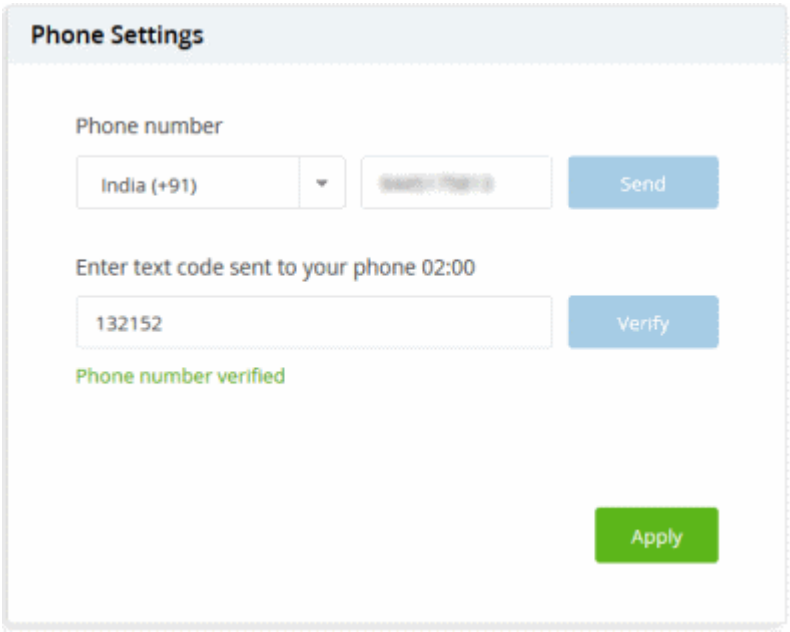
- Click 'OK' in the confirmation dialog

You will be prompted to repeat the two-factor authentication process at next login. This is applies to account admins only. Other users need not reconfigure unless two factor is reset in 'Staff Management' > 'Staff'.

Update your phone number

This is the phone number that you provided for receiving one time 2FA security code for logging in to ITarain. See '**Account Security Settings**' for more information.

- Click the user icon at top-right then select 'Settings'
- Locate the 'Phone Settings' tile.
- Update the phone number and click 'Send'
- Enter the one time code sent to the new number and click 'Verify'



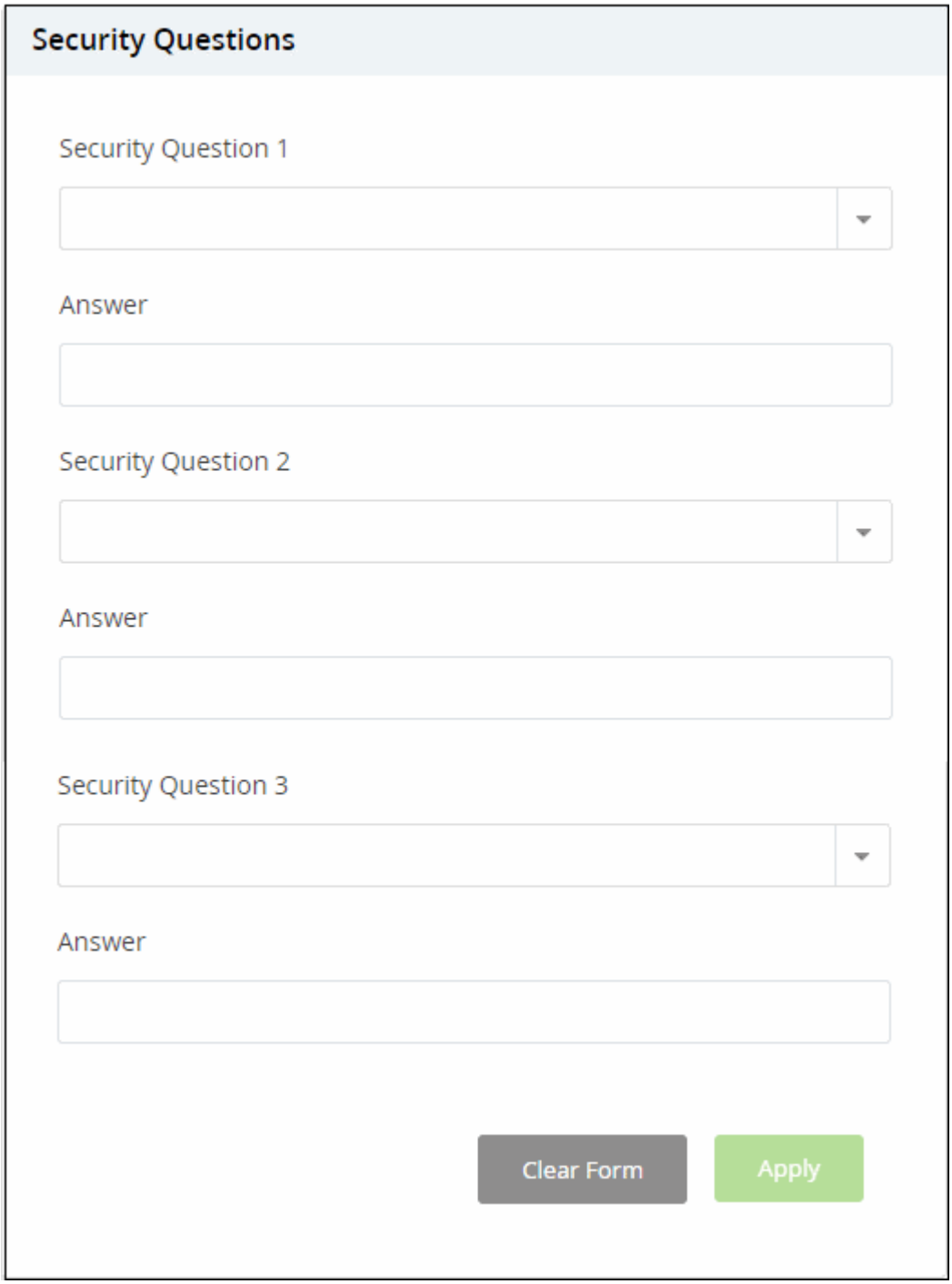
- Click 'Apply' and 'OK' in the confirmation dialog.

You will receive 2FA security codes in this updated number.

Update security questions

These are the challenge-response security questions required for resetting your password. This is mandatory for accounts with over 50 enrolled devices and optional for others. You can set / update these questions / answers from this tile. See '**Account Security Settings**' for more information.

- Click the user icon at top-right then select 'Settings'
- Locate the 'Security Questions' tile.



- Select the questions from the drop-downs and provide answers to each.
- Click 'Apply' and 'OK' in the confirmation dialog.

When you reset the password you have to provide the updated answers to the three questions.

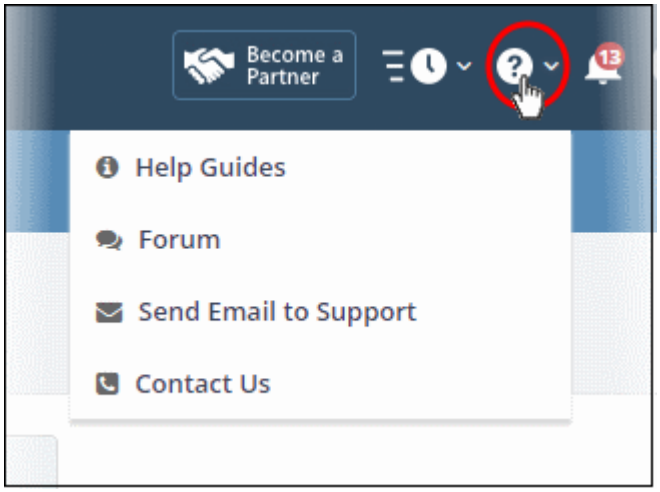
17 Comodo One Support

Comodo One is committed to providing the highest levels of support for its products. If you need technical assistance, we offer the following convenient support services:

Online Help Guides

Comodo help guides for all products are available at **https://help.comodo.com**. You can navigate to any guide from the main page.

- Click the help icon then 'Help Guides' to view Comodo One user guides



Each module of the application has its own dedicated help guide containing detailed descriptions.

Forum

Register at Comodo One forums and join thousands of other users discussing all aspects of our products.

You'll benefit from the expert contributions of developers and fellow users alike and can find answers to any questions you may have.

- Click 'Forum' to open the community portal at **https://c1forum.comodo.com/**

Send Email to Support

If you are unable to find a solution in either the help guides or the forums, then please email support at **c1-support@comodo.com**

Contact Us

Support phone numbers for US and international customers.

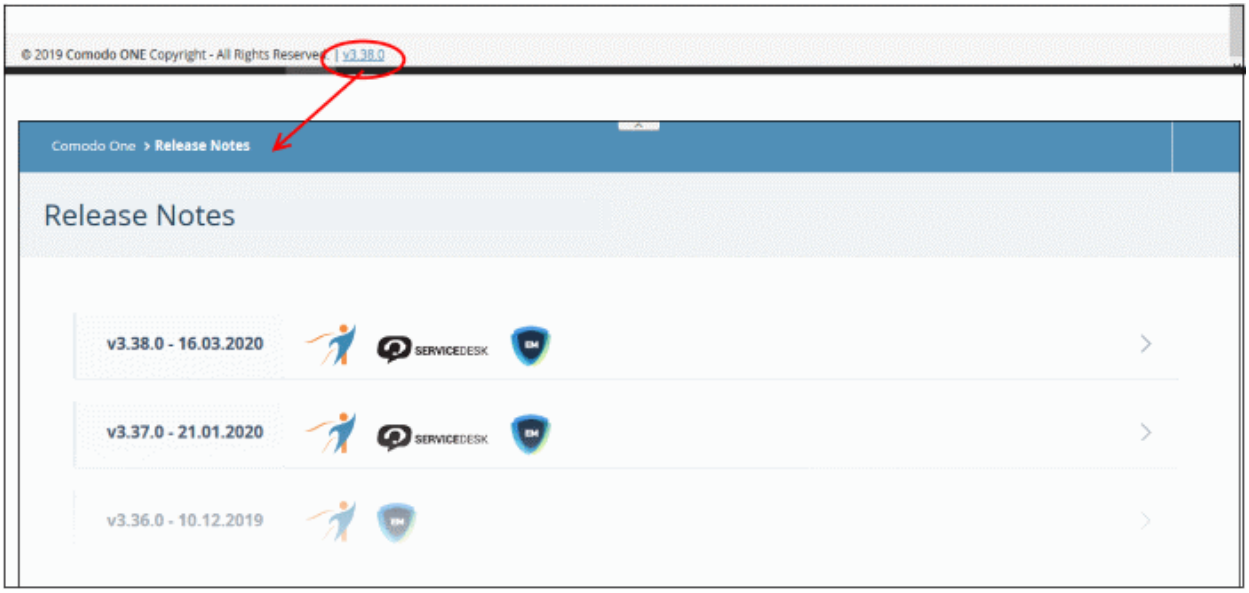
Submit a Ticket

You can submit support tickets to Comodo at **https://support.comodo.com/**. The site also contains an extensive knowledge-base, FAQs and tutorials.

18 View Release Notes

Release notes contain information about new features, improvements and bug-fixes in each version of Comodo One.

- Click the Comodo One logo at top-left to open the dashboard
- Click the version number at the bottom of the page:



- Click the arrow at the end of a row to read the notes for a specific version.

Appendix 1 - C1 Versions

- There are two types of Comodo One account - 'Comodo One MSP' and 'Comodo One Enterprise'.
- The following table shows the products available with each type:

S.No	Products	MSP	Enterprise
Default			
1	Endpoint Manager	✓	✓
2	Comodo Secure Internet Gateway	✓	✓
3	Service Desk	✓	✓
Licensed Applications (Integrated)			
1	Service Desk (Ticketing)	✓	✓
2	Endpoint Manager	✓	✓
3	Quote Manager	✓	✓
4	Acronis Cloud Backup	✓	✓
5	Customer Relationship Management (CRM)	✓	✓
6	cWatch	✓	✓
7	Comodo Secure Web Gateway (Dome Standard)	✓	✓
8	Comodo Data Loss Prevention	✗	✓
9	Comodo Secure Email Gateway Enterprise	✗	✓
10	Comodo Secure Email Gateway MSP	✓	✗
11	Dome Firewall Virtual Appliance	✓	✓
12	Dome Firewall Central Manager	✓	✓
13	cWatch EDR	✓	✓
Tool Set			
1	Network Assessment Tool	✓	✓
2	Comodo Cleaning Essentials	✓	✓
3	Unknown File Hunter	✓	✓
4	Auto Discovery and Deployment Tool	✓	✓
5	Remote Control by ITarian	✓	✓
6	ITarian Remote Access	✓	✓
7	CCS Removal Tool	✓	✓

Appendix 2 - Charging for Managed Devices

This page explains per-device charges if you have greater than 50 managed devices.

- **Charging Model**
- **Pricing**
- **Example charging scenarios**
- **Notes**

Charging Model

There are two types of devices you can manage with Comodo One:

Managed and Secured - Device has Comodo security products installed and needs a paid AEP or EDR license.

Managed - Device does not have any Comodo security products installed. It is only managed by Comodo One.

At the end of each month, we count the number and type of devices you had online and, if appropriate, invoice you for those devices. You get 50 'managed' devices for free.

- You can have 50 'managed' devices for free. The 50 free device offer disappears when you add the 51st managed device. From 51 onwards you will be charged for all managed devices, including the first 50, per the schedule given **below**.
- If we detect a 'managed and secured' device without a license then we charge the standard AEP rate of $3.75 per device.
- We subtract any AEP/EDR licenses you have from your device count and charges. License-offset is different for endpoints and mobile devices:
  - Each AEP or EDR seat covers 1 active managed endpoint
  - Each AEP or EDR seat covers 5 active mobile devices

Pricing for active, unlicensed devices

Total devices *	0-50	51-99	100-999	1000-9999	1000+
'Managed' endpoints	FREE	$1.25	$1.10	$0.95	$0.80
'Managed' mobile	FREE	$0.65	$0.55	$0.45	$0.40
'Managed and Secure' endpoints (unlicensed)	$3.75	$3.75	$3.75	$3.75	$3.75

- Your price tier is determined by the combined total of mobile and endpoint devices you have enrolled in endpoint manager, but you are only invoiced for unlicensed active devices.
- So if you have 60 endpoints and 53 mobile devices enrolled, your total is 113 devices and you are charged at the 100-999 rates for any active, unlicensed devices.
- An active device is one that connected to Endpoint Manager at any time during the billing cycle of one month.
- An 'endpoint' is a workstation or server running Windows, Mac OS or Linux. Mobile = device running iOS or Android.

Example charging scenarios

Case No	Paid AEP Seats*	Paid EDR Seats*	Active Endpoints**	Active Mobile **	Total Active	Devices not covered by AEP/EDR	Base Workstation Price	Base Mobile Price	Total Charges
1	250	0	230	100	330	0	$1.10	$0.55	$0
2	50	0	70	0	70	20 endpoints	$1.25	$0.65	$25
3	500	100	830	0	830	230 endpoints	$1.10	$0.55	$253
4	84	0	80	40	120	20 mobile	$1.10	$0.55	$11

* 1 AEP/EDR license covers 5 active mobile devices. For example:

- In row 4, there are 84 paid AEP licenses
- In row 4, there are 84 paid AEP licenses
- There are 440 active mobile devices
- 420 of these mobile devices are paid for by the 84 AEP licenses (84 * 5)
- This leaves only 20 chargeable mobile devices. 20 * $0.55 = $11 charge

** A device is classed as active if it connected to Comodo One at least once in the billing period (1 month).

Notes

- You MUST activate your AEP and EDR licenses in Endpoint Manager to have them considered. If you purchased but didn't activate, then the devices are subject to charge.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit comodo.com or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

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