

COMODO
Creating Trust Online®



Comodo Endpoint Security Manager SME Edition

Software Version 2.1

Administrator Guide

Guide Version 2.1.010215

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1. Introduction to Endpoint Security Manager - SME

Endpoint Security Manager (ESM) SME is designed to help administrators of corporate networks deploy, manage and monitor Comodo endpoint security software on managed networked computers.

Total Protection for networked computers

ESM allows administrators to leverage and maximize the protection offered by Comodo's endpoint security solutions. These products can now be centrally managed and administered to ensure a workforce that is protected by best-of-breed solutions such as Comodo Internet Security (including Firewall and Antivirus). If installed individually, each product delivers superior protection against its specific threat vector. If installed as a full suite of packages, they provide a level of total endpoint security that is unrivaled in the industry.

More efficient, effective and easier management

This ability to roll out and centrally manage security policies to a network that is protected with a proven and fully integrated security suite can save thousands of man-hours per year. Administrator time that would otherwise be lost to repetitive configuration and vendor interoperability problems can be re-directed towards more productive and profitable core business interests. Furthermore, because ESM policies can be deployed immediately across all protected nodes, administrators can respond more quickly to protect an entire network against the latest, zero hour threats. Furthermore, ESM's dashboard provides fingertip access to tasks wizards, important network and task related data and support resources. The Administrator can add endpoint computers, install agents, create new policies and do much more quickly by using the wizards via the web interface.

The screenshot shows the Comodo Endpoint Security Manager (SME) dashboard. The top navigation bar includes 'dashboard', 'computers', 'policies', and 'reports'. The main content area is divided into several sections:

- Total Online Connectivity:** 0
- Non-Compliant System Status:** 0
- Getting Started:**
 - Using The Console
 - Quick Start Guide
 - Best Practices Guide
- Malware Found System Status:** 0
- Antivirus Scan Quick Actions:**
- Outdated System Status:** 0
- Update AV Bases Quick Actions:**
- Non-Reporting System Status:** 2
- Offline Connectivity:** 2
- License Exp. Days System Status:** 364
- Available Software Updates:** 0

The bottom of the dashboard features a search bar and a 'Restore default' button.


Features:

- New web browser-based panorama style user interface compatible with touch-screen computers
- New Dashboard interface with Active Tiles™ and configurable email alerts
- New policy-based Comodo Internet Security configuration management
- New Internet policy supports different CIS configuration for laptops
- Integration with the latest Comodo Internet Security
- New Active Reports™ with built in drill down to computers

Guide Structure

This guide is intended to take you through the configuration and use of Endpoint Security Manager - SME and is broken down into the following main sections.

Dashboard Area - Features a set of highly configurable, dynamic tiles that let system administrators create the control panel of their choice.

- Dashboard area gives an immediate heads-up on network, virus and policy status
- Serves as a launchpad for common tasks such as antivirus scans or database updates
- Highly customizable - tiles can be dragged, dropped and re-arranged as admin sees fit
- Dynamic - admins can change the type of information that is shown on any particular tile
- Additional Active Tiles™ with extra functionality can be dragged onto the dashboard by clicking the ellipsis  button on the settings bar at the lower left of the interface

Computers Area - Plays a key role in the ESM Administrative Console interface by providing system administrators with the ability to import, view and manage networked computers.

- View complete details of the endpoints that are managed by ESM
- Add/Import computers to ESM for centralized management
- Create computer Groups for easy administration
- Apply security policies to computers and groups
- Download the latest version of the agent and deploy agents to target computers

Policies Area - Allows administrators to import and manage security policies for endpoint machines.

- View a list of all policies along with their descriptions and the CIS component covered by the policy
- View and modify the details of any policy - including name, description, CIS components, target computers and whether the policy should allow local configuration
- Add or remove policies as per requirements
- Export any policy to .xml file
- Create a new policy by importing settings from another computer, using another pre-existing policy or from a saved xml file

Reports Area - Generate highly informative, graphical summaries of the security and status of managed endpoints.

- Drill-down reports can be ordered for anything from a single machine right up to the entire managed network
- Each report type is highly customizable according to administrator's requirements
- Report archiving enables to compare reports generated at various time points
- Reports can be exported to .pdf and .xls formats for printing and/or distribution
- Available reports include endpoint CIS configuration, policy compliance, malware statistics, policy delta, CIS logs, quarantined items and more

1.1. Software Components and System Requirements

Software Components

ESM consist of three interdependent software components:

- [The Administrative Console](#)
- [The Central Service](#)
- [The Remote Agent](#)

Administrative Console

The Administrative Console provides access to all functionality of Endpoint Security Manager through a friendly and highly configurable interface. Administrators can use the console to deploy, manage and monitor Endpoint security software on networked computers.

- [Click here](#) to go to the Admin console help pages
- [Click here](#) for system requirements for endpoint machines that run the administrative console
- [Click here](#) to read about logging into the console

Central Service

The Central Service is the main functional module responsible for performance of all ESM system tasks. Central Service also keeps and updates information on all current and past system's activities.

- [Click here](#) for a guide that explains how to install Central Service
- [Click here](#) for system requirements for machines that run the central service
- [Click here](#) to read about the central service configuration tool

Remote Agents

Remote Agents are intermediaries between remotely managed PC's and ESM Central Service and must be installed on every managed PC. ESM Remote Agents are responsible for receiving tasks and requests from the Central Service and executing those tasks on the Managed Computers. ('Tasks' from Central Service include operations such as installing or uninstalling software, fetching report information and applying security policy). Endpoints imported into a ESM service can be managed only by the same ESM service - meaning the agent cannot be reconfigured to connect to any other ESM service - a feature which increases security.

- [Click here](#) for system requirements for endpoint machines that run the agent
- [Click here](#) to read how to install and deploy the agent

System Requirements

ESM Central Service Computer (the PC that will run the Endpoint Security Manager software)

CENTRAL SERVICE COMPUTER - SYSTEM REQUIREMENTS		
Hardware		
Component	32 bit	64-Bit
Processor	1 GHz 32 bit processor	1 GHz 64 bit processor
Memory	1 GB RAM minimum (2 - 4 GB recommended)	1 GB RAM minimum (2 - 4 GB recommended)
Hard Disk	16 GB	20 GB
Display	Super VGA (1024x768) or higher resolution video adapter and monitor	Super VGA (1024x768) or higher resolution video adapter and monitor
Software		
Operating System	The following operating systems are supported: Windows Server 2003 - SP1 or higher Small Business Server	The following operating systems are supported: Windows Server 2003 - SP 1 or higher Small Business Server Small Business Server R2

CENTRAL SERVICE COMPUTER - SYSTEM REQUIREMENTS		
	<p>Windows Server 2008 - SP2 or higher Small Business Server</p> <p>Microsoft Windows Client Family: Windows 7 Windows Vista Windows XP</p>	<p>Windows Server 2008 - SP2 or higher Small Business Server Small Business Server R2</p> <p>Windows Server 2011 Small Business Server</p> <p>Microsoft Windows Client Family: Windows 7 Windows Vista Windows XP</p>
Software Environment	<p>Microsoft .NET Framework 4.0 Microsoft ReportViewer 2010 SP1</p> <p>(Note - The above components will be installed automatically if not present)</p>	<p>Microsoft .NET Framework 4.0 Microsoft ReportViewer 2010 SP1</p> <p>(Note - The above components will be installed automatically if not present)</p>
Database	<p>Microsoft SQL Server Compact 4.0</p> <p>(Note - The above component will be installed automatically if not present)</p>	<p>Microsoft SQL Server Compact 4.0</p> <p>(Note - The above component will be installed automatically if not present)</p>
Other Requirements	<p>The ESM program modules (Console, Service and Agent) may require Windows Firewall and/or personal firewall configuration changes in order to operate successfully. By default, the ESM Central Service is assigned:</p> <ul style="list-style-type: none"> • TCP Port 9901 open to the Internet for inbound connections from Agents on portable computers • TCP Ports 57193, 57194 open to the Internet for inbound http: and https: console connections <p>These ports can be opened in Windows Firewall by opening the control panel, selecting 'Windows Firewall > Exceptions > Add Port...' then specifying each of the ports above in turn.</p>	

ESM Administrative Console computer - (PCs that will run the browser-based interface for configuring and managing the ESM Central Service (this computer may also be the Central Service PC)

ADMINISTRATIVE CONSOLE COMPUTER - SYSTEM REQUIREMENTS		
Hardware		
Component	32 bit	64-Bit
Display	<p>Minimum 1024x600 Netbook display with browser set to full-screen at this resolution</p> <p>Minimum 1024x768 display with windowed browser</p> <p>Touch capable display interface and operating system (optional)</p>	<p>Minimum 1024x600 Netbook display with browser set to full-screen at this resolution</p> <p>Minimum 1024x768 display with windowed browser</p> <p>Touch capable display interface and operating system (optional)</p>
Software		
Browsers and software	<p>Microsoft Silverlight 4.0 Microsoft Internet Explorer 7.0 or higher Mozilla Firefox 3.0 or higher</p>	<p>Microsoft Silverlight 4.0 Microsoft Internet Explorer 7.0 or higher Mozilla Firefox 3.0 or higher</p>

ADMINISTRATIVE CONSOLE COMPUTER - SYSTEM REQUIREMENTS		
	Google Chrome 4.0 or higher Comodo Dragon 15.0 or higher	Google Chrome 4.0 or higher Comodo Dragon 15.0 or higher
Other Requirements	<ul style="list-style-type: none"> TCP Ports 57193,57194 will be used for http: and https: connections 	

Endpoint Computer - (a managed PC that will run Comodo Internet Security and the Agent)

ENDPOINT COMPUTER - SYSTEM REQUIREMENTS		
Hardware		
Component	32 bit	64-Bit
Processor <i>recommended</i>	1 GHz 32 bit processor	1 GHz 64 bit processor
Memory <i>recommended</i>	1 GB RAM	2 GB RAM
Software		
Operating System	The following operating systems are supported: Windows XP - SP2 or later Windows Vista - SP1 or later Windows 7	The following operating systems are supported: Windows XP - SP2 or later Windows Vista - SP1 or later Windows 7
Other Requirements	The ESM program modules (Console, Service and Agent) may require Windows Firewall and/or personal firewall configuration changes in order to operate successfully. By default, the ESM Central Service is assigned: <ul style="list-style-type: none"> TCP Port 9901 for connections with the ESM Agent These ports can be opened in Windows Firewall by opening the control panel, selecting 'Windows Firewall > Exceptions > Add Port...' then specifying each of the ports above in turn. 	

1.2. Removing Incompatible Products

For Comodo Internet Security to operate correctly, incompatible security software must first be removed from endpoint machines.

- During the installation process, ESM can detect and automatically remove some brands of incompatible software
- However, certain software can be detected by ESM, but must be removed manually
- The following table contains a list of incompatible software and states whether ESM can detect and remove it or only detect it

Vendor	Product Name	Uninstall Type	Version Tested	Components
AVAST Software	avast! Free Antivirus	Detect only	6.0.10.91	avast! Free Antivirus

Symantec Corporation	Symantec Endpoint Protection	Automatic	11.0.6005.562, earlier	Symantec Endpoint Protection
Agnitum	Outpost Security Suite Pro 7.1	Detect only	3415.520.1247	Outpost Security Suite Pro 7.1
Sophos Limited	Sophos Endpoint Security and Control	Automatic	9.7, earlier	Sophos AutoUpdate Sophos Anti-Virus Sophos Client Firewall
McAfee, Inc.	McAfee Total Protection	Detect only	11.0.572	McAfee SecurityCenter 11.0 McAfee VirusScan 15.0 McAfee Personal Firewall 12.0 McAfee SiteAdvisor 3.3 McAfee Anti-Spam 12.0 McAfee Parental Controls 13.0 McAfee Anti-Theft File Protection 2.0 McAfee Online Backup 3.0 McAfee QuickClean and Shredder 11.0
	McAfee Internet Security	Detect only	11.0.572	McAfee SecurityCenter 11.0 McAfee VirusScan 15.0 McAfee Personal Firewall 12.0 McAfee Anti-Spam 12.0 McAfee Parental Controls 13.0 McAfee Online Backup 3.0 McAfee QuickClean and Shredder 11.0
	McAfee VirusScan Enterprise	Automatic		McAfee VirusScan Enterprise
ESET	ESET Smart Security	Automatic	4.2.67.10, earlier	ESET Smart Security
Doctor Web, Ltd.	Dr.Web anti-virus for Windows 6.0 (x86/x64)	Detect only	6.0.5.02020	Dr.Web anti-virus for Windows 6.0 (x86/x64)
	Dr.Web Security Space 6.0 (x86/x64)	Detect only		Dr.Web Security Space 6.0 (x86/x64)
Avira GmbH	Avira AntiVir Premium	Detect only	10.2.0.278	Avira AntiVir Desktop
AVG Technologies	AVG Internet Security	Detect only	10.0.1325	AVG 2011
Kaspersky Lab.	Kaspersky Antivirus	Detect only	11.0.2.556, earlier	Kaspersky Antivirus
Comodo Group	COMODO Internet Security 4.1, 5.8	Automatic	4.1, 5.8	COMODO Internet Security
Fortinet	FortiClient Lite	Automatic	4.3.3.0445	FortiClient Lite 4.3.3.445

If your product is detected but not automatically removed, please consult your vendor's documentation for precise uninstallation guidelines.

However the following steps will help most Windows users:

- Click the Start button to open the Windows Start menu
- Select Control Panel > Programs and Features (Win 7, Vista); Control Panel > Add or Remove Programs (XP)
- Select your current antivirus or firewall program(s) from the list
- Click Remove/Uninstall button
- Repeat process until all required programs have been removed

1.3. Installing and Configuring the Service

1. Downloading and running the installer

Download and save the ESM setup file to the computer that will be used for the Central Service.

You have a choice of two installation files, 'CESM_Setup_2.1.<version>.exe' or 'CESM_Setup_2.1.<version>_Full.exe'

The '..._Full.exe' file is a larger file that also contains additional, required software (.net Framework 4, SQL Server Compact 4.0 and Microsoft Report Viewer 10.0).

The other file does not contain this additional software but will download it from the Internet if it is not detected on your server.

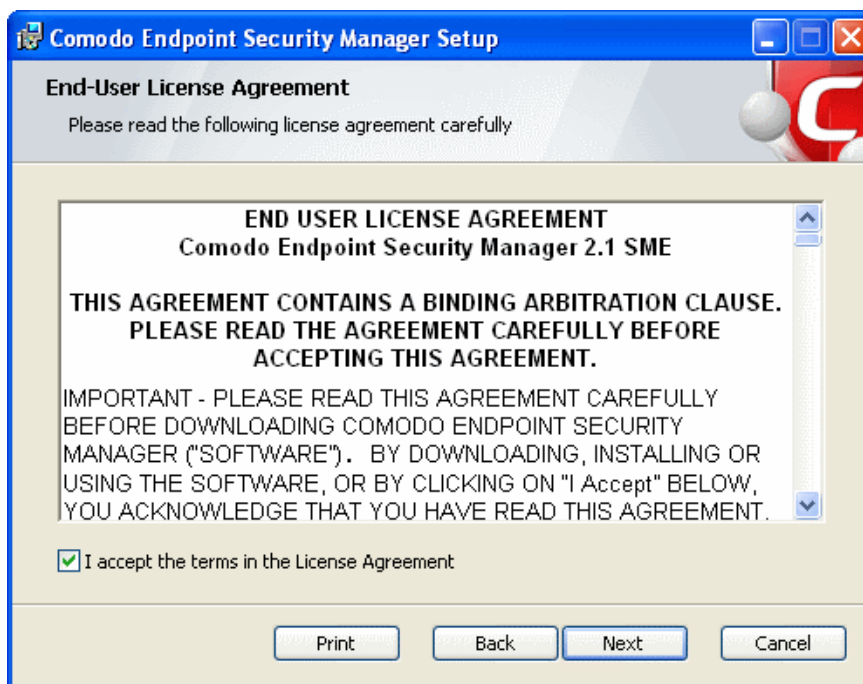
To start the installation, double click on the setup file. The installer welcome screen will be displayed.



Click 'Next'.

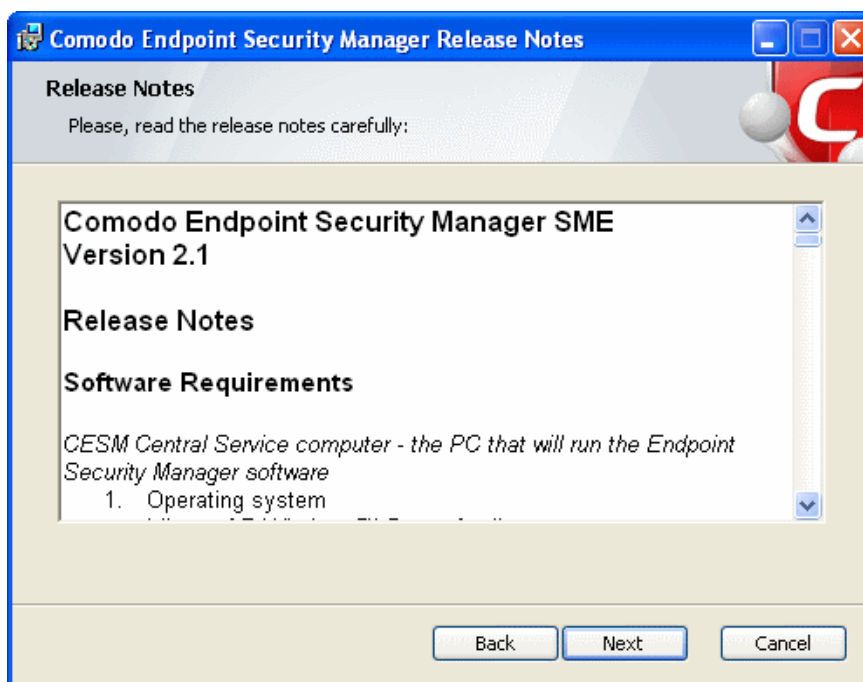
2. License Agreement

The End-User License Agreement will be displayed:



To complete the initialization phase you must read and accept to the License Agreement. After you have read the End-User License Agreement, check the 'I accept the terms in the License Agreement' box and click 'Next' to continue installation. If you decline, you cannot continue with the installation.

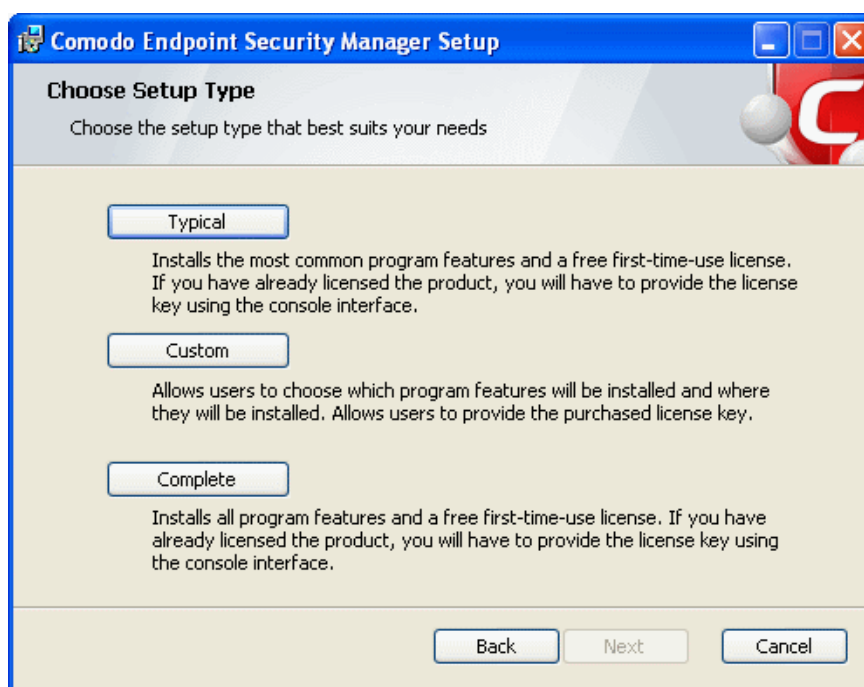
The release notes for the current version of ESM will be displayed.



Read the notes and click 'Next'.

3. Choosing Installation Preferences

The next stage is to choose the setup type:



- **Typical** - Installs most common components (ESM Server and Documentation) to the default location of C:\Program Files > Comodo > Endpoint Security Manager. This is the option recommended for most users.

On selecting 'Typical' and clicking 'Next', the setup progress will move to **finalization**.

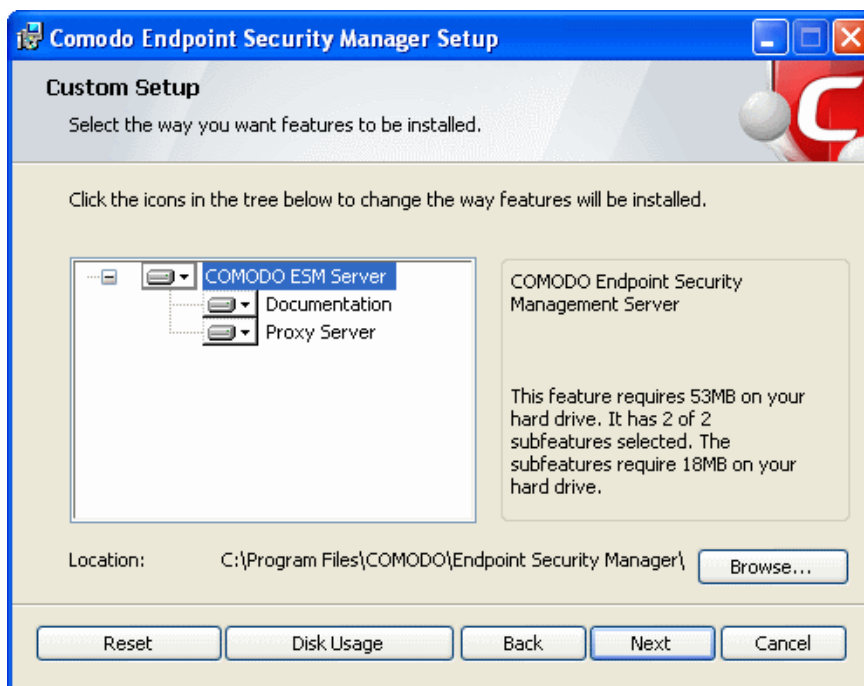
Note: If you choose to install ESM in Typical mode, after installation the ESM server will automatically apply a free 3-endpoint/1 year first-time-use license. If you have already obtained a license key, it is best to use the Custom option; otherwise you will need to replace it and provide your license key by clicking the License tile in the Console interface.

- **Complete** - Installs all components (ESM Server, Documentation and Proxy Server) to the default location of C:\Program Files > Comodo > Endpoint Security Manager. Proxy server is used as antivirus updates caching service and CIS on endpoints can update from here without the need for endpoints to connect to the Internet, which significantly reduces Internet traffic.

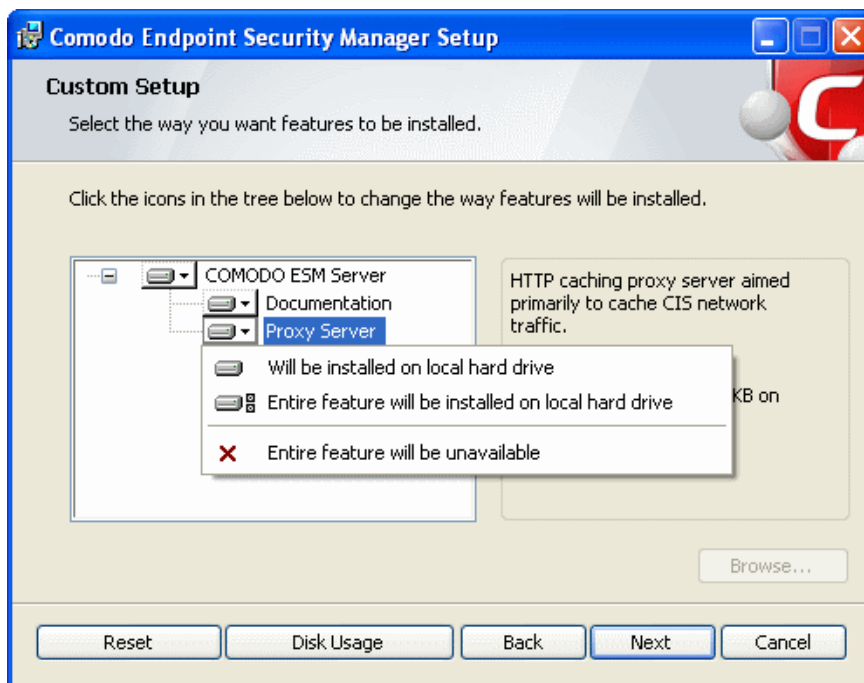
Note: If you choose to install ESM in Complete mode, after installation the ESM server will automatically apply a free 3-endpoint/1 year first-time-use license. If you have already obtained a license key, it is best to use the Custom option; otherwise you will need to replace it and provide your license key by clicking the License tile in the Console interface.

On selecting 'Complete' and clicking 'Next', the setup progress will move to **finalization**.



- **Custom** - Enables the administrator to choose which components are installed and modify the installation path *if required*. On selecting Custom and clicking 'Next', the Custom Setup dialog will be displayed:



Choose the components that you want to install.

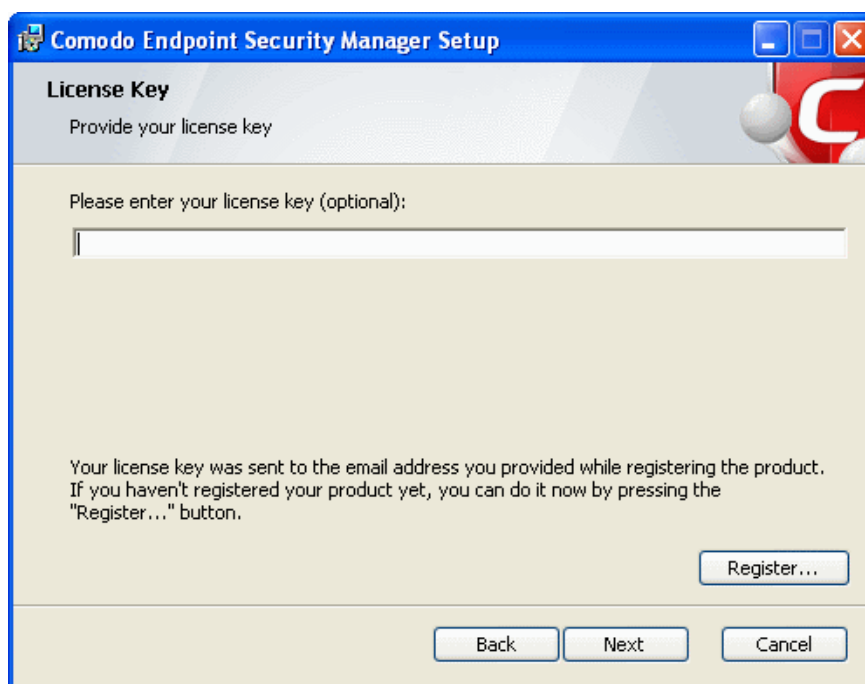


Custom Setup - Key	
Control	Description
	Icons with the ▼ symbol to the right are the currently selected installation option. Clicking this icon will open a menu allowing the user to select alternative installation options. These alternative installation options are explained in the next four rows of this table.
	Indicates that the component named to the right of the icon will be installed on the local drive
	Indicates that the component named to the right of the icon and all of its associated sub-components will be installed on the local drive.

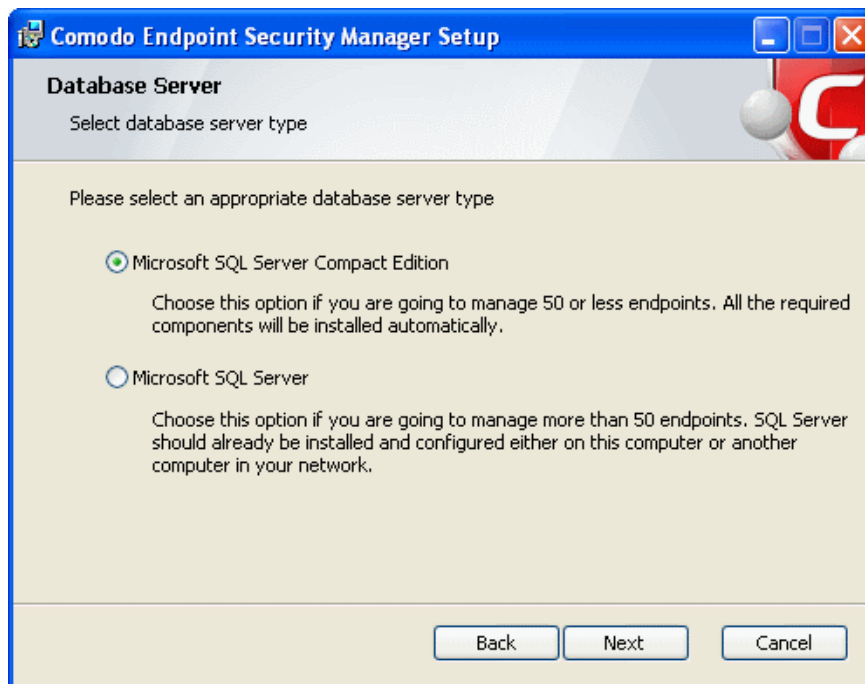
Custom Setup - Key	
	Indicates that the component named to the right of the icon will be installed as and when the user requires. Choosing this option will create a shortcut to the Comodo folder on the Windows start menu - allowing the feature to be installed when the shortcut is selected.
	Indicates that the component named to the right of the icon will not be installed.
Browse....	The 'Browse...' button allows to select another location folder for ESM to be installed.
Reset	The 'Reset' button allows to roll back to default installation options.
Disk Usage	The combined disk space that will be taken up if the currently selected components are installed.
Back	The 'Back' button allows to roll back to 'Release Notes' dialog.
Next	The 'Next' button confirms your choices and continues onto the next stage of the installation process.
Cancel	The 'Cancel' button annuls the installation and quits the installation wizard.

Click the 'Browse...' button to change installation directory (default = 'C:\Program Files\COMODO\EndpointSecurityManager').
Click 'Next' and provide a valid license key.

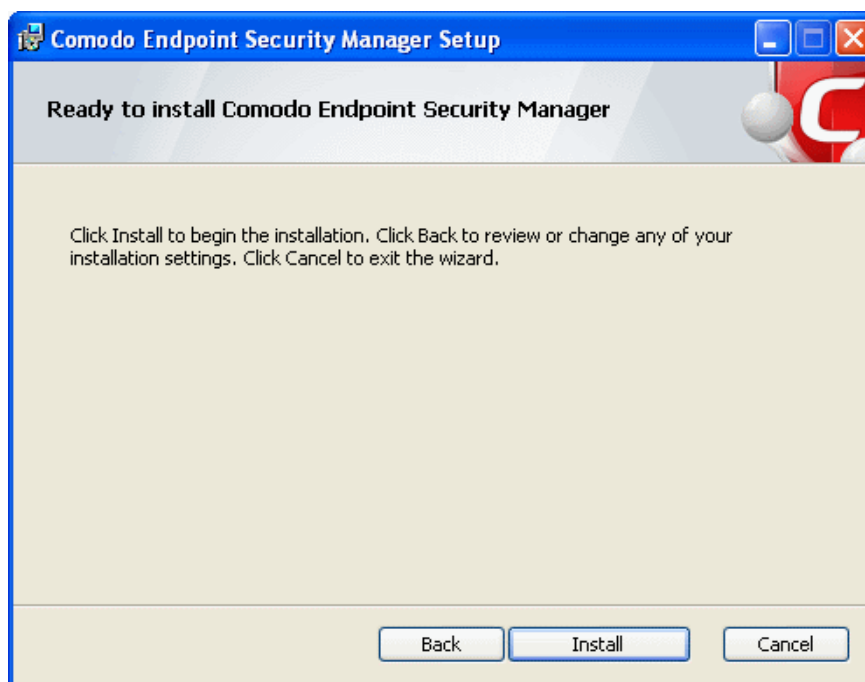
Note: If you do not provide a key, the ESM server will automatically apply a free 3-endpoint/1 year first-time-use license.



Click 'Next' and choose the appropriate database server.



Click 'Next' then 'Install' to begin the installation process.



4. Finalizing the Installation

Once installation is complete the finish dialog is displayed - offering admins the opportunity to either finish and exit the installer or finish and start the **configuration tool**.



- Select the 'Launch ESM Configuration Tool' check box to open the configuration utility immediately after exiting the installer. This utility will allow admins to:
 - Start or Stop the service
 - View and configure hostnames or IP addresses that will connect to the server
 - View and configure console and agent ports
 - View and configure Internet (proxy) and mail server settings
 - Manage SSL server certificates for the administrative console
 - View a log of database events

[Click here](#) for more details on ESM Configuration Tool.

Click 'Finish' to complete installation and exit the wizard.

Further reading:

Key Concepts - Definitions of key terms in ESM.

Quick Start Guide - Importing endpoints to central management.

The Administrative Console - Explains how to use the console to manage endpoints, view reports and deploy tasks.

The Configuration Tool - This utility is used to start or stop the ESM service, configure port and address settings and specify internet and mail settings.

1.4. Key Concepts

Endpoint - Endpoint refers to any desktop, laptop or any other computing device that is connected to a corporate network. ESM allows network and system administrators to install, manage and monitor the security software Comodo Internet Security (CIS) at each endpoint, remotely, from a central location.

Managed Endpoint - Refers to any desktop, laptop or any other computing device that is running the Agent and CIS, managed by the ESM central service.

Agent - A ESM agent is a client program to be installed on each and every managed endpoint for connection and communication to the ESM server. The agent is responsible for receiving tasks like applying security policy to CIS at the managed computer, running AV scans etc. from the central Service and executing them on the managed computer. The agent is also responsible for gathering reports as requested by the central service and to pass them to the central service. The endpoints imported into a ESM service by installing the agent can be managed only by the same ESM service - meaning the agent cannot be reconfigured to connect to any other ESM service, increasing the security.

Groups - ESM allows computer groups to be created as required by the structure of the corporate organization. Once groups have been created sorting the computers in the network, admins can run tasks (such as applying security policy, running AV scans and deploying agents) as required for specific groups.

Policy - A policy is the security configuration of Comodo Internet Security (CIS) deployed on an endpoint or a group of endpoints. Each policy determines the antivirus settings, Internet access rights, firewall traffic filtering rules, sandbox configuration and Defense+ application control settings for an endpoint. For creating new policies, the administrator has to configure CIS at an endpoint in local mode and then import it as a policy into ESM. The imported policy can be applied to computer groups or individual endpoints as required. Although ESM cannot apply policy or run tasks like AV scans on an endpoint that is in 'local administration' mode, it can still fetch data from such machines for generating real time reports.

Local Mode - When an endpoint is in 'Local Mode', CIS settings are considered as being locally administered and ESM will not enforce (although it will continue to report on) policy compliance (the endpoint will continue to use the security configuration already in effect on that machine). Administrators should enable 'Local Mode' (or apply the 'Locally Configured' policy) and leave it in this mode while editing policy on the local machine using the endpoint's CIS interface. If returned to 'Remote Mode', ESM will automatically re-apply assigned policy overwriting administrator's change. While in 'Local Mode', the endpoint will continue to report connectivity and virus outbreak details.

Remote Mode - ESM can apply a security policy and can run tasks like AV scans and database updates only if CIS in an endpoint is maintained in Remote Management Mode (i.e., it is being remotely administered through ESM).

Unassigned Group - The 'Unassigned' group is the default computer group in ESM. Any target computer, imported into ESM by installing the agent automatically through the ESM admin console or manually, will be first placed in the 'Unassigned' group and will be assigned the 'Locally Configured' Policy. The administrator can create new groups as required and import computers into those groups from the 'Unassigned' group.

'Locally Configured' Policy - 'Locally Configured' is a security policy that allows CIS settings to be changed by the local user without being monitored for compliance with settings policy.

Reports - ESM allows the administrators to generate highly informative, real-time and active graphical summaries of the security and status of managed endpoints. Each type of report is fully customizable and can be ordered for anything from a single machine right up to the entire managed environment.

Next:

[Best Practices](#)

[Quick Start Guide](#)

1.5. Best Practices

1. In ESM, security policies should be applied to 'groups' of computers rather than individual endpoints. So the administrator should first create computer groups that mirror their organization from the administrative console, before importing policy. See [Creating Endpoint Groups](#) for explanation on creating new groups.
2. It is recommended to maintain the default group 'Unassigned' with the policy 'Locally Configured' until all the required endpoints in the network are imported. This will prevent ESM from overwriting existing CIS security settings on a new endpoint at the instant it becomes managed after deploying the agent.
3. Policy is implemented in a typical PC environment 'imaging' strategy - just as a PC is 'imaged' for replicating it to others. A policy can be created or edited at an endpoint and tested to ensure it works as required before creating an image. The image can then be imposed on other endpoints. The purpose of the administrative console is to alert, centrally deploy software and enforce policy.
4. If the policy of a remote computer is to be changed, it can be pushed to a special test/imaging PC or any nearby PC. The CIS on the test/imaging computer can be set to local administration mode in order to edit its configuration. The configuration can be then imported as a new policy for application to remote computers. If needed the test/imaging computer can be reverted to its original policy.
5. An endpoint serving as a test/imaging computer can be left in 'Local Administration Mode' so that administrators can easily use it to create/modify and import new policies. Even if the PC has an assigned policy other than 'Locally Configured', the endpoint will not be overwritten with policy from the ESM console until it is returned to remote management mode (even if the PC reboots).
6. Regardless of whether the agent and CIS are installed automatically from the administrative console or manually at the endpoints using the 'Manage this Endpoint' feature of CIS 2012 or [offline deployment](#), they should be updated only through ESM.

Next:

Quick Start Guide

1.6. Quick Start Guide

This tutorial briefly explains how an administrator can setup Endpoint Security Manager - SME then install and monitor installations of Comodo Internet Security (CIS) on networked computers.

We recommend admins to have read the '**Best Practices**' section before putting this tutorial into practice.

The guide will take you through the following processes - click on any link to go straight to that section as per your current requirements.

Step 1 - Install

Step 2 - Login to the Admin Console

Step 3 - Install Agents (and optionally Comodo Internet Security) on Target Machines

Step 4 - Open the dashboard - check that target endpoints are reporting correctly

Step 5 - Create Groups of computers

Step 6 - Import security policy from an endpoint and apply to groups

Step 7 - Viewing Active Reports™

Step 1 - Install Endpoint Security Manager - SME (see **Installing and Configuring the Service** if you need more help with this)

1. Download and run the ESM setup file. A link to this file is provided in your license confirmation email. This file will install the central service on the machine you intend to use as the ESM server. Supported Operating Systems are Win XP SP3, Win Vista SP2, Win 7 and Windows Server 2003/2008.

There is a choice of two setup files. The '..._FULL.exe' file contains all additional, required software (.net Framework 4, SQL Server compact 4.0 and Microsoft Report Viewer 10.0). The other is a lightweight web installer that does not contain this additional software but will download it from the Internet if it is not detected on your server.
2. Run the setup file. Any missing software components will be automatically installed (ESM requires .NET, SQL server compact and Microsoft report viewer).
3. Select 'Typical' as the installation type for fastest setup experience; after installation you will need to provide a valid license key by clicking the License tile using the Console interface. Select 'Custom' if you wish to change install location or select which components are installed; you will be required to provide your license during setup.
4. At the setup finalization dialog, make sure 'Launch ESM Configuration Tool' is selected before clicking 'Finish'.
5. In the configuration tool, take note of the hostname/IP address of the server and the port settings. You will need these if you wish to access the console from remote machines and if you want to setup protection for laptops and other computers that are outside the local network (you will also need to open these ports to the Internet on your enterprise firewall).
6. This tool also allows you to modify Internet connection settings and specify mail server settings (required for email notifications).
7. Since the ESM console can be accessed via the Internet, you may desire to obtain an SSL certificate and apply it using the Configuration Tool or you can distribute the self-signed certificate already installed to computers that you will use to administer ESM.

Step 2 - Login to the Admin Console (see **logging into the console** if you need more help with this)

1. After setup is complete, there are two ways that you can access the admin console:
 - On the server itself - open the console by clicking 'Start > All Programs > Comodo > Endpoint Security Manager > ESM Console'
 - From remote machines via Internet browser - use the following address format to access the console:
 - <https://<your server hostname or IP address>:57194>

Tip: You can find the server hostname/IP and the ESM port numbers by opening the **configuration tool** on the server. Click 'Start > All Programs > Comodo > Endpoint Security Manager > ESM Configuration Tool'.

2. Login to the console using the Windows administrator user ID and password of the system that ESM was installed on to begin using your software.

3. To log out of the console, close the browser window or tab containing the console, or press the 'Refresh' button or click the 'Logout' link at the top right of the interface below the username.

Note on using the interface

The recommended navigational technique in the administrative console is to swipe the screen in the direction you wish to move as if you are 'dragging' the screen (for example, when you want to move onto the next step in a wizard, you can just drag the screen to the left).

'Swiping' is done by holding down the left mouse button in white space and dragging the mouse in the required direction. For example, if you wish to move onto the next step of a wizard, you would left click + hold then drag the mouse the left. If you wanted to move back to the previous step, left click + hold then drag the mouse to the right.

If you have a touch-sensitive screen then you can swipe between screens with your finger.

A third alternative is to click the plain arrows in the middle on the left and right of the interface.

For the best experience, use the browser in full-screen mode (click 'F11' on Internet Explorer).

Step 3 - Install Agents (and optionally Comodo Internet Security) on Target Machines

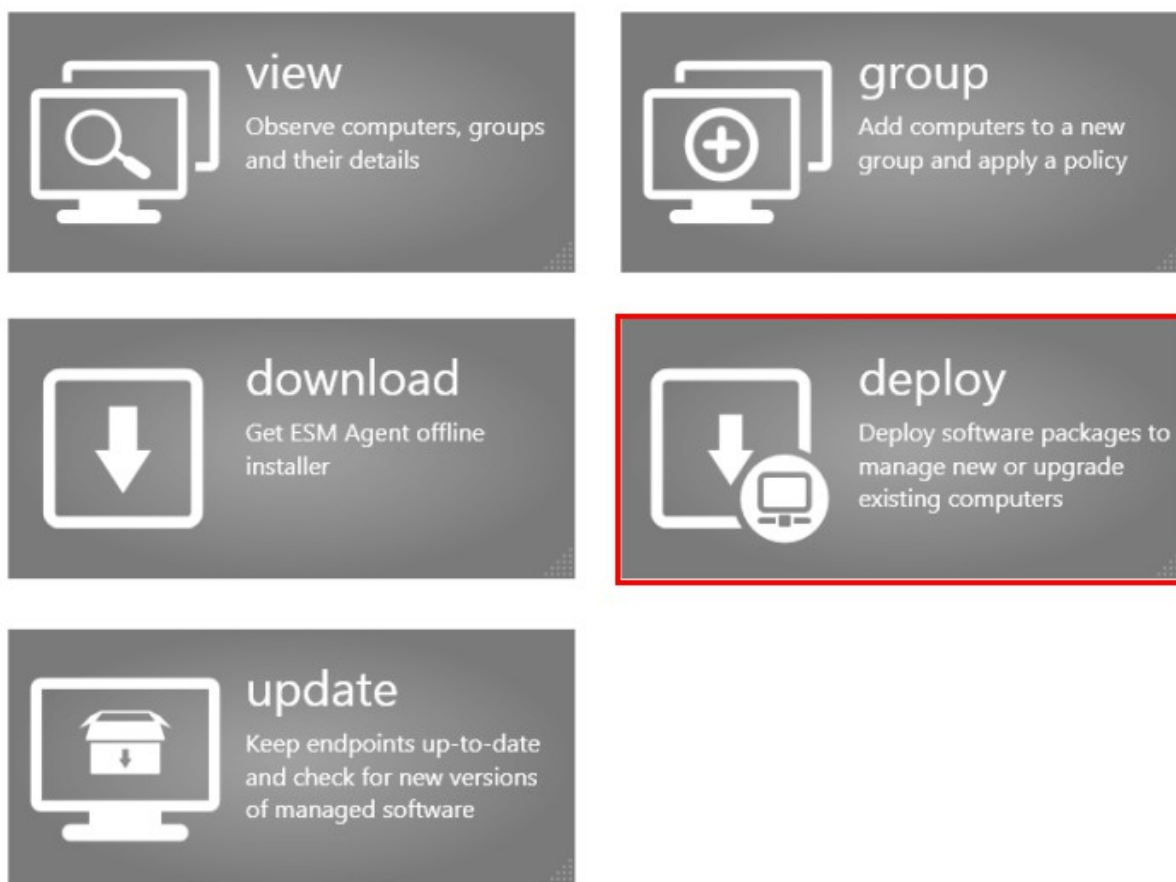
In order for ESM to centrally manage an endpoint, the endpoint must have two elements installed - (i) Comodo Internet Security software (ii) The ESM agent. The agent is a small piece of software that facilitates communication between the endpoint and the ESM server. The next stage of setup is to install this agent.

There are three methods to accomplish this:

- Remotely, using a console wizard to automatically push the agent and (optionally) CIS onto target machines. This wizard is started by clicking the 'deploy' tile in the 'Computers' section of the console.
- Locally. You can install the agent and bring endpoints under central management by clicking the 'Manage this endpoint' link in the CIS interface. A walk-through using this method can be found at [How to Connect CIS to ESM at the Local Endpoint](#).
- Locally. You can download the agent setup file from the admin console, transfer the file to the endpoints to be managed through any media like DVD, CD, USB memory and install the agent at the endpoints. Detailed explanation on using this method can be found in [Adding Computers by Manual Installation of Agent and CIS](#).

The remainder of this step describes the first method - remote installation.

1. Click 'computers' in the top navigation (2nd link from the left) to open the 'computers' area.
2. Click the 'deploy' tile from the 'computers' area to start the wizard (by default, the tile is positioned bottom right).




3. The first stage is to choose how you want to import (Target Type). Computers can be imported using one of three methods: Active Directory, Workgroup or by Network Address. Administrators should, of course, repeat this wizard until they have imported all computers in their network.
4. Select the appropriate import method then *swipe* the screen to the move to the next stage. '*Swiping*' is done by holding left-click button down in white space and dragging the mouse to the left. If you have a touch-sensitive screen then you can swipe between screens with your finger. A third alternative is to click the plain arrows in the middle on the left and right side of the interface.
 - If you chose 'Active Directory', you next have to choose whether to import from the current domain or a custom domain. The 'current' domain means whichever domain the ESM server is a member of - not the current domain of the endpoint being used to manage the server. If you choose 'custom domain' then you will need to enter the IP or name of the domain controller and the administrator username and password for that domain.
 - If you chose 'Workgroup', you next have to specify which workgroup to import from. You can specify manually by typing the workgroup name or use the 'Find workgroups' option to have the wizard present you with a choice of workgroups detected on the server machine's local network. You can only import from one workgroup at a time so you may have to repeat this wizard.
 - If you chose 'Network Addresses', you next have to specify the IP, IP range, host name or subnet of the target machines. Click the 'add' button to confirm your choice. Repeat until you have added all IP addresses or ranges that you wish to import.

Swipe left (or click the right arrow button) to continue.
5. The next stage, 'Select Targets', allows you to choose those imported computers onto which you want to install the Agent and Comodo Internet Security. Select the check-boxes next to your intended targets and swipe the screen left to continue (or click the right arrow button).
6. The next step 'Target Summary' provides you the summary such as status, IP address of the endpoint(s) that you want to install the agent or CIS. Select the check box beside the computer that you want to install the packages. If you want

to select all the computers, select the check box beside the 'target computer'. Swipe left (or click the right arrow button) to move onto the next step.

7. Credentials. Next up is to choose whether the agent has to be installed under the currently logged in user account or the network administrator account. If you choose 'Custom Credentials', enter the user name and password of an account with administrative privileges on the machine - such as Administrator, machinename\administrator, domain\administrator as the login ID. Swipe left (or click the right arrow button) to move onto the next step.
8. The next stage 'Packages' displays the version details of ESM Agent and CIS. You can also check for updates of these applications and download it in your server for deployment on to the end-points.
9. The final step prior to deployment is to decide whether you also want to install Comodo Internet Security (CIS) at this time.
 - If you want to continue with this process and install CIS now then make sure 'Install Comodo Internet Security' is enabled and:
 - (1) Click 'Check for updates' then if any newer versions are available, you can choose to download them to the ESM server by clicking 'download'.
 - (2) Choose the CIS version you wish to install from the drop down (most recent is recommended in virtually all cases).
 - (3) Choose components to install - Firewall, Antivirus or All Components.
 - (4) Check 'Suppress Reboot' if you do not want the target endpoint to automatically restart after installation. Reboot is required to complete installation, but you may want to postpone this until later.
 - (5) 'Uninstall all incompatible third-party products' - Check this option to uninstall select third party antivirus, firewall and other desktop security software from the endpoints, prior to the installation of CIS. Performing this step will remove potentially incompatible products and thus enable CIS to operate correctly. Some incompatible products can be detected, but not automatically uninstalled and must be removed manually. If your product is detected but not uninstalled, please consult your vendor's documentation for precise uninstallation guidelines.
Click Here to see the full list of incompatible products.
 - To move onto the deployment stage, click 'start deployment'. You will see installation progress per-endpoint. Once installation is complete, you should see a results screen similar to the following screenshot.



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esmsvr\administrator [logout](#)

Deploy Software

target type network addresses targets summary credentials packages internet security
deployment progress

Deployment Progress

start deployment

<input checked="" type="checkbox"/>	target computer	status	
<input checked="" type="checkbox"/>	Endpoint 1	Deployment Completed	CIS installed. 100%
<input checked="" type="checkbox"/>	Endpoint 2	Deployment Completed	CIS installed. 100%

Selected: 2 of 2

What do these settings do?

✓
finish

✗
close

- If deployment fails, click on the words 'Deployment Failed' to discover the reason. The info box also contains advice that may remediate the issue.

endpoint security manager
s m e

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Deploy Software

target type network addresses targets summary credentials packages internet security deployment progress finish

Deployment Progress

[start deployment](#)

<input checked="" type="checkbox"/> target computer	status
<input checked="" type="checkbox"/> Endpoint 1	Deployment Failed <small>Login problem: invalid username or bad password 100%</small>

deployment error

Deployment failed.
Login problem: invalid username or bad password

1. Make sure if login and password are correct and you use administrator's account credentials.
2. Check if "Forceguest" option on target computer is disabled. (HKEY_LOCAL_MACHINE\\SYSTEM\\CurrentControlSet\\Control\\Lsa\\forceguest = 0)
3. If the account is not a built-in Administrator, check if HKLM\\SOFTWARE\\Microsoft\\Windows\\CurrentVersion\\Policies\\system\\LocalAccountTokenFilterPolicy DWORD registry value is set to 1.

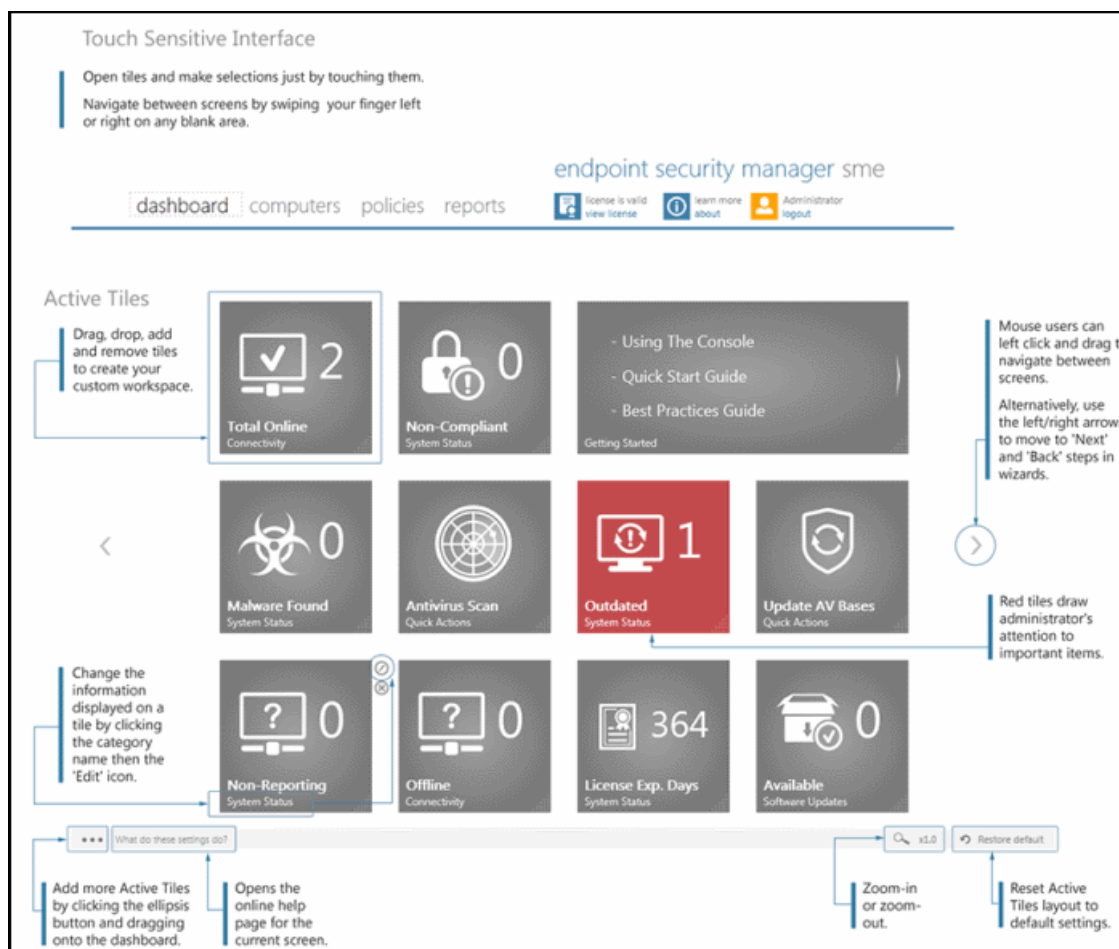
Technical details:
Logon failure: unknown user name or bad password
status_login_invalid_username_or_bad_password (1326)

[ok](#)

- Once deployment is successful, click the 'Finish' icon at the base of the interface to exit the wizard. If you have chosen to install both the agent & CIS then those endpoints should now be reporting to ESM.

Step 4 - Check that target endpoints are reporting correctly

- Click 'dashboard' from the top navigation.
- This will open ESM's dynamic control panel:



3. Tiles on the dashboard display real-time information regarding connectivity, virus outbreaks and security policy compliance. Other tiles allow you to quickly launch common tasks such as updating virus databases and running anti-virus scans. In this first instance, click the 'Total Online' and 'Non-reporting' tiles to check that the import process went according to plan.
 - After checking that all computers are reporting correctly, it is a good idea to make sure the latest virus databases are installed. Click the 'Outdated' tile to begin this process.
 - After updating, we advise running a virus scan on all computers. Click the 'Antivirus Scan' tile to do this. Note - real-time AV protection is already running on all endpoints. If any malware is discovered, it will be brought to your attention via the 'Malware Found' tile.
 - A full description of the dashboard interface. The meaning of each tile and how to add more tiles can be found in **The Dashboard Area**.
 - General advice regarding navigation and other functional areas can be found in **The Administrative Console**.

Step 5 - Create Groups of computers

In ESM, security policies are applied to 'groups' of computers rather than individual endpoints. Once a group has been created, admins can run tasks on entire groups of computers (such as applying policy, running AV scans, deploying agents, updating AV databases and more). 'Policies' are the security configuration of CIS and are imported from specific, already configured, endpoints then applied to groups (we will cover this in step 6).

- By default, all newly imported computers are placed into a group named 'Unassigned' and inherit that group's security policy of 'Locally Configured'. Effectively, this means remote management is not in operation and the endpoints will continue to use the security policy that is already in effect on the endpoint. If needed, the administrator can assign a policy to 'Unassigned' group so that the policy will be applied to any imported computer and remote management is enabled immediately.
- We advise admins to create groups corresponding to the structure of their organization THEN import policy (from an endpoint) and apply it to selected groups. Policies can also later be changed for individual computers in a group, overriding group policy defaults.
- To start, click the 'computers' link from the top navigation followed by the 'group' tile. Select required computers, leave

policy as (Locally Configured), type a name for the group then finish.

- If you wish to create multiple groups, repeat the previous step until all computers have been assigned.
- See '[Creating Endpoint Groups](#)' if you need help with this wizard. See '[The Computers area](#)' for an overview of functionality.

Step 6 - Import security policy from an endpoint and apply to groups

A policy is the security configuration of Comodo Internet Security (CIS) deployed on a group of endpoints. Each policy determines the antivirus settings, Internet access rights, firewall traffic filtering rules, sandbox configuration and Defense+ application control settings for an endpoint. Policies are imported from already tested and configured endpoint machines then applied to groups. In the previous step, you assigned computers into groups but left the policy as 'Locally Configured' - which means remote management is effectively switched off (ESM will not enforce policy compliance and each endpoint in the group will simply continue to use the CIS settings it is currently using).

The next tasks are to import a policy from a tested and configured endpoint, apply the policy to a group and (optionally), switch on remote management for computers in that group.

- To set the parameters of a particular security policy, you need to place the endpoint in 'locally managed' mode by selecting 'Manage Locally' in CIS settings on the endpoint itself - either by physically sitting at the machine or by a remote connection. See [How to Configure CIS Policies - An Introduction](#) for general advice with this.
- Once you have set and tested the policy at the endpoint, you should return to the ESM console and prepare to import this policy. Note - leave the endpoint in locally managed mode while doing this.
- At the console, click 'policies' then the 'create' tile to start the policy import and deployment wizard. Select 'A Computer' as source type then choose the specific computer from which you want to import. Modify 'Settings' and 'Agent Settings' if required.
- For 'targets', choose which groups you want to apply the policy to and how you want it applied. 'for local policy' and 'for Internet policy' are the policies to be used depending on whether the machine connects from inside or outside of the VPN. Also, select 'Override individual computer's policy' to make sure this policy is applied correctly.
- Selecting 'Force target computers to be managed remotely upon policy assignment' means ESM will engage 'Remote Mode' and thus enforce policy compliance on the selected endpoint. If the policy becomes altered, ESM will automatically re-apply it. If not selected, the endpoints will remain in locally managed mode (although your policy will still be applied, it could become changed over time at the local level).
- Finally, give the policy a name and description and select 'Apply policy after finish' to immediately implement. Do not select this if you wish to deploy later.

Please see [Policies - Key Concepts](#) for more explanation of policies - including how to create, import, export and deploy.

Step 7 – Viewing Active Reports™

The reports area contains a wealth of valuable information for administrators. Each report is an 'Active Report' that allows admins to launch relevant tasks from within the report itself. Admins can also drill-down to individual endpoints from any report. Reports can be exported, printed and cover the following categories:

- Computer Details
- CIS Configuration
- Computer Infections
- Quarantined Items
- Antivirus Updates
- CIS Log
- Policy Compliance
- Policy Delta
- Malware Statistics
- Top 10 Malware

[Click here](#) to read more about reports.

2. The Administrative Console


The Administrative Console is the nerve center of Endpoint Security Manager, allowing administrators to deploy, manage and monitor Comodo endpoint security software on networked computers.

Built using the latest Microsoft® Silverlight technology, the main interface consists of four main areas that you navigate by clicking the title, swiping or clicking the left/right arrows - 'Dashboard', 'Computers', 'Policies' and 'Reports' - as well as additional functions in View License, About and Logout and on the settings bar at the bottom of the interface. Within each area is a set of task-specific 'tiles' which provide fast access to the main functionality of the software. The following image shows the admin interface open at the 'Dashboard' area:



Main Functional Areas

- **Dashboard** - Provides a snapshot of the status of managed computers and serves as a launchpad for common tasks such as running antivirus scans and updates. Tiles on the dashboard can be reconfigured to display precisely the information an administrator finds most effective for their environment. Some tiles can also generate alerts for the administrator. See [The Dashboard Area](#) for more details.
- **Computers** - View, manage and add groups of computers. Specify policies on a per-computer or group basis. Download and deploy the ESM agent onto target computers See [The Computers Area](#) for more details.
- **Policies** - View and manage the security policies that apply to managed endpoints. Also contains a step-by-step wizard that enables administrators to import a policy from existing endpoints, modify that policy, then re-export to other computers or groups of computers. See [The Policies Area](#) for more details.
- **Reports** - Allows administrators to generate a wide range of reports for managed endpoints - including malware statistics, policy compliance, activity logs, update status, infections and more. See [The Reports Area](#) for more details.
- **About** - Allows administrators to view the current ESM version and a download link if any newer version of the application is available. It also provides the server information and license information. You can also upgrade the license in this screen. See ['About'](#) section for more details.

- **Logout** - Allows administrators to logout of the ESM Console.
- **Settings Bar** - Allows administrators to add Active Tiles™ to the dashboard area by clicking the ellipsis  button and dragging to the dashboard. Refer to the section **Adding and Reconfiguring Tiles** for more details. The settings bar also allows the administrators to zoom-in or zoom-out and reset the Active Tile layout to default settings.

Note: Reports and wizards having multiple pages or screens often display navigation arrows to the left and/or right of the main screen area that can be used for navigating through the areas, apart from swiping or dragging.

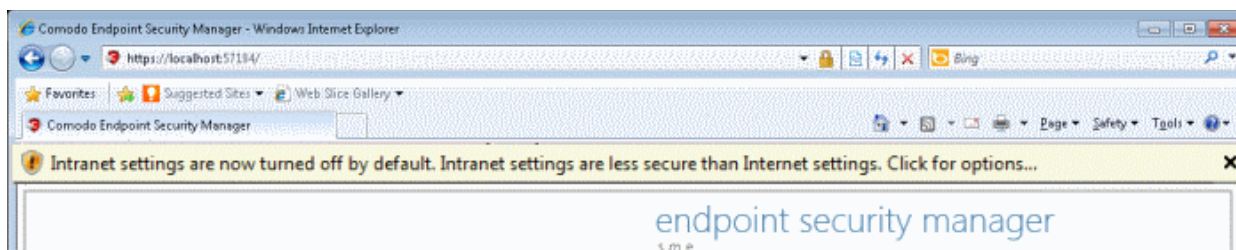
2.1. Logging-in to the Administrative Console

After installing ESM central service on a Windows server, admins can access the console in the following ways:

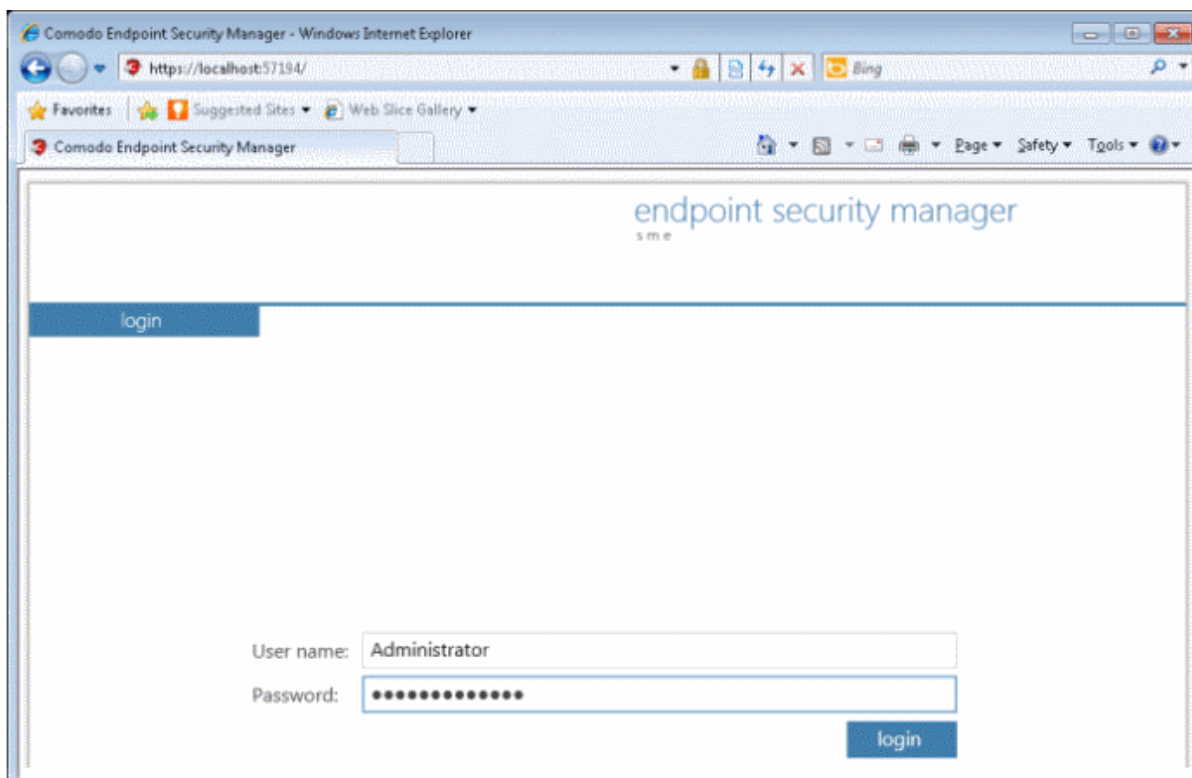
- On the server itself by opening:
Start > All Programs > Comodo > Endpoint Security Manager > ESM Console
- Via web-browser from any other **machine**
Use the following address convention to access the console
`https://<server hostname or IP address>:57194`
 - Where `<server hostname or IP address>` is the server upon which ESM central service is installed.
 - 57194 is the DEFAULT https port configured for the service. If you changed this port number during installation or by using the Configuration Tool then modify the address accordingly.
 - If you wish to check which server names, IP addresses and port numbers are currently in use, please open the Configuration Tool on the server by opening.
Start > All Programs > Comodo > Endpoint Security Manager > CSM Configuration Tool

Note: If you receive a browser security error, you have not **installed an SSL certificate** from a Certification Authority. If you will not be installing a custom certificate, you can download the self-signed certificate in your browser by clicking 'Get server certificate' at the bottom of the login screen. You can then install the certificate in the Trusted Root Certification Authorities section on machines which will be accessing the console to eliminate the browser warning.

- If the console is opened for the first time from the server in which it is installed or any machine in the local network, Internet Explorer displays a warning message indicating that the Intranet Settings are disabled.



- Performance-wise, ESM works fine with either Intranet or Internet settings. 'Internet settings' provide a more secure connection to the ESM server than 'Intranet settings' but, if the connection is within your internal network anyway, this may not be necessary. Click the alert bar if you wish to switch on 'Intranet settings'. Close the alert bar to keep 'Internet settings'.
- Login to the console using the Windows administrator user ID and password of the system that ESM was installed on to begin using your software. The context of the login is that of the server computer on which the ESM Server service is running (not the computer running the administrative console). If the ESM Service is running on a domain, use the domain\username syntax to specify the user name (e.g. contoso\administrator).



Next - **The Dashboard Area.**

2.2. The Dashboard Area

Active Tiles™ are classified according to category, with each category of tile capable of displaying multiple information types. **Tiles can be added or removed** according to your preference. See **'Default Tiles'** section below if you would like to see quick explanations of the tiles on the default layout.

Tile Categories:

- **Quick Actions** - Tiles that launch specific tasks. A 'Quick Action' tile can be configured to launch 'Antivirus Scan Action' or 'Update AV Bases Action'. Refer to **'Quick Actions Tile'** for more details.
- **Policy Status** - Tiles that display the compliance status of endpoints with their assigned CIS security policy. The specifics of each policy are set in the Comodo Internet Security software installed on an endpoint machine. Display options include 'Compliant Only', 'Non-compliant Only', 'Pending Only' or 'Show All Info'. Refer to **Policy Status Tile** for more details.
- **Updates** - Tiles that inform the admin how many endpoints are using the latest version of the antivirus database and how many need to be updated. Display options are 'Up to Date Computers', 'Outdated Computers', 'Unknown Computers' and 'Show All Info'. Refer to **Endpoint Updates Tile** for more details.
- **Infections** - Tiles that display the number of managed endpoints with a specific malware infection status. Infection statuses that can be shown on these tiles are 'Endpoint Infections Only', 'Not Infected Endpoints Only', 'Unknown Endpoints Only' or 'Show All Info'. Refer to **Endpoint Infections Tile** for more details.
- **Connectivity** - Tiles that display the number of managed endpoints with a specific connectivity status. Display options are 'Local Online Only' (managed computers on the local network), 'Internet Online Only' (managed computers connected to ESM over the Internet), 'Offline Only' (managed endpoints that have not checked in and have an unknown state), 'Total Online' (managed computers on the local network and over the Internet connected to ESM) or 'Show All Info'. Refer to **Connectivity Tile** for more details.
- **Getting Started** - Tiles that display shortcuts to online help for common tasks and questions. Examples include 'How to Install CIS' and 'How to configure CIS policies'. Refer to **Getting Started Tile** for more details.
- **System Status** - Tiles that display important network, virus and system information. System Status tiles can be configured to display:
 - # Malware Outbreaks - Informs you of a potential virus outbreak on your network by turning red and indicating the

number of endpoints on which virus or malware was found within the defined threshold. See **Outbreak** configurable parameters on System Status Tile page for more details.

- **# Malware found** - Displays the number of malware identified and not handled by the local CIS installation in the endpoint(s). See **Malware Found** configurable parameters on System Status Tile page for more details.
- **# Non-reporting endpoints** - Displays the number of connected endpoints that do not report to the ESM console. See **Non-reporting** configurable parameters on System Status Tile page for more details.
- **# Non-compliant endpoints** - Displays the number of connected endpoints that are not compliant with the CIS policy applied to them. See **Non-Complaint** configurable parameters on System Status Tile page for more details.
- **# Outdated Endpoints** - Displays the number of connected endpoints which are currently using an outdated antivirus (AV) database. See **Outdated** configurable parameters on System Status Tile page for more details.
- **License Information** - Displays the number of days remaining for the license to expire. See **Licensing** details on System Status Tile page for more details.
- **All of the above** - Creates a tile that displays all possible 'System Status' information explained above. See **System Status Tile Configurable Parameters table** on System Status Tile page for more details. This tile will indicate by turning red and highlighting in bold the monitored settings have an active warning.

The administrator can add any number of System Status tiles to display information as required. Alternatively, a single tile can be set to display all information. Admins can configure any tile in this category to indicate a warning by turning red, which will also generate an email notification when **configured**. (for example, send a notification if malware is found on computer or send a notification when there is only 30 days remaining on the license). Refer to **System Status Tile** for more details.

- **License Status** - Displays a summary of license information (the number of endpoints covered and the expiry date). Refer to for more **License Status Tile** details.
- **Software** - Displays if newer versions of agent and CIS are available and the number of computers that need to be updated.

Default Tiles: By default, eleven tiles are displayed in the dashboard area. The following descriptions are for those default tiles. Administrators should note that each tile is capable of displaying multiple information types and that more tiles can be added as per requirements.


- **Total Online** - ('Connectivity' tile category) Displays a summary of all network endpoints that are currently online and connected to ESM. Administrators can re-configure this tile to show only computers connected via the Internet, only show number of endpoints that are connected to ESM via local network, only show number of endpoints that are offline (i.e., not connected to ESM) or elect to show all connected and offline endpoints on a single tile. Admins can add more 'Connectivity' tiles if they wish to see, for example, 'Local', 'Internet', 'Offline' and 'All' connected and offline machines on separate tiles.
- **Non-Compliant** - ('System Status' tile category) Displays a summary of endpoints that are not compliant with their assigned security policy. The specifics of each policy are set in the Comodo Internet Security software and can be imported from one machine and applied to other machines. If the endpoint is in 'Remote Mode' then non-compliance is 'auto-corrected' by ESM as soon as it is detected (it will push the correct policy back onto the machine). If the endpoint is in 'Local Mode' then it will retain non-compliant status until the administrator switches back to remote mode. The endpoints applied with 'Locally Configured' policy will always be retained in Compliant status as ESM does not enforce any policy compliance on to them.
- **Getting Started** - ('Getting Started ' tile category) Display shortcuts to online help for common tasks and questions. Examples include 'How to Install CIS' and 'How to configure CIS policies'.
- **Malware Found** - ('System Status' tile category) Displays the total number of viruses identified on all managed endpoints. 'Malware Found' shows number of malware discovered during the scans and not handled successfully (deleted, disinfected or quarantined) locally by CIS. The number will remain until next scan and clean on the affected computer(s). Clicking this tile will open 'View All Computers' interface with 'Infected' category preselected, which lists the names of the malware found, the endpoints and the endpoints that were affected.
- **Antivirus Scan** - ('Quick Actions' tile category) Launch an on-demand antivirus scan on selected computers or groups of computers. After clicking this tile the admin will be asked to choose target endpoints, choose a scan profile ('My Computer' or 'Critical Areas') before launching the scan.
- **Outdated** - ('System Status' tile category) Displays the number of endpoints using an outdated virus signature database. Clicking this tile will open 'View All Computers' interface with 'Outdated bases' category preselected. Administrators can remotely update the relevant machines (the 'Update' AV button is along the bottom of the screen or the 'update antivirus database' icon at the far end of the endpoint list).
- **Update AV Bases** - ('Quick Actions' tile category) Launches the update virus database wizard. After clicking the tile,

admins will need to select which computers to update before initiating the update process.

- **Non-Reporting** – ('System Status' tile category) Lists any managed endpoints that are failing to report to ESM. This may be because they are currently offline, because they no longer have CIS and/or the agent installed or because of a network error. ESM can only manage machines that report to it. Clicking this link will jump to the 'View All Computers' screen where offline computers can be reviewed.
- **Offline** - ('Connectivity' tile category) Lists the number of managed endpoints that have not checked in and have an unknown state). Clicking this link will jump to the 'View All Computers' screen where offline endpoints can be reviewed.
- **License Exp. Days** – ('License Status' tile category) Displays the number of days remaining on the current license. Clicking this tile will display current license details. Swipe this screen to the right (or click the right hand navigation arrow) to enter a new license key.
- **Available** – ('Software' tile category) Displays if there are any updated versions of agent and CIS that can be deployed on to endpoints.

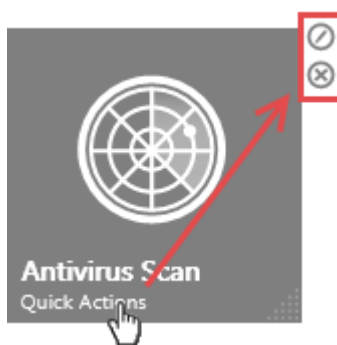
Next - **Adding and Re-configuring Tiles**


2.2.1. Adding and Re-configuring Tiles

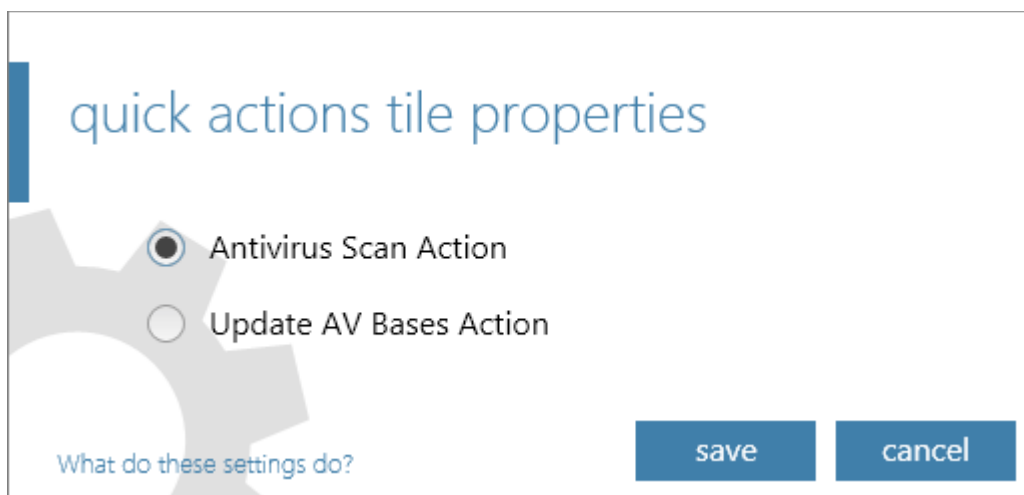
Active Tiles™ can be added to your dashboard by clicking the ellipsis  button at the left of the settings bar then dragging the required category tile up into the main workspace. The new tile will then display the properties dialog, allowing the administrator to choose its information and behavior. See the sections that follow for available settings for each category tile.




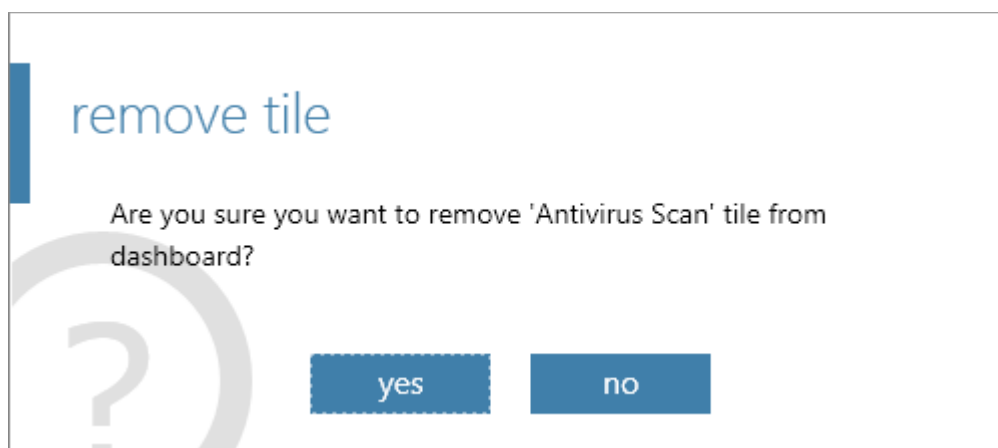
Once added to the interface, any tile can be reconfigured to display specific information by clicking or tapping the lower edge of the tile below the category name at the bottom of the tile then clicking the 'Edit' icon. The following image shows the 'Quick Actions' tile.



- Clicking  will open a dialog that allows the admin to choose the type of information that should be displayed. In this case, a 'Quick Actions' tile is capable of launching antivirus scans or updating virus databases. If the admin wants both capabilities to be available, then they should drag two 'Quick Actions' tiles onto the dashboard and configure each for different actions.



- Clicking  will remove the tile from the dashboard.




2.2.1.1. Quick Actions Tiles

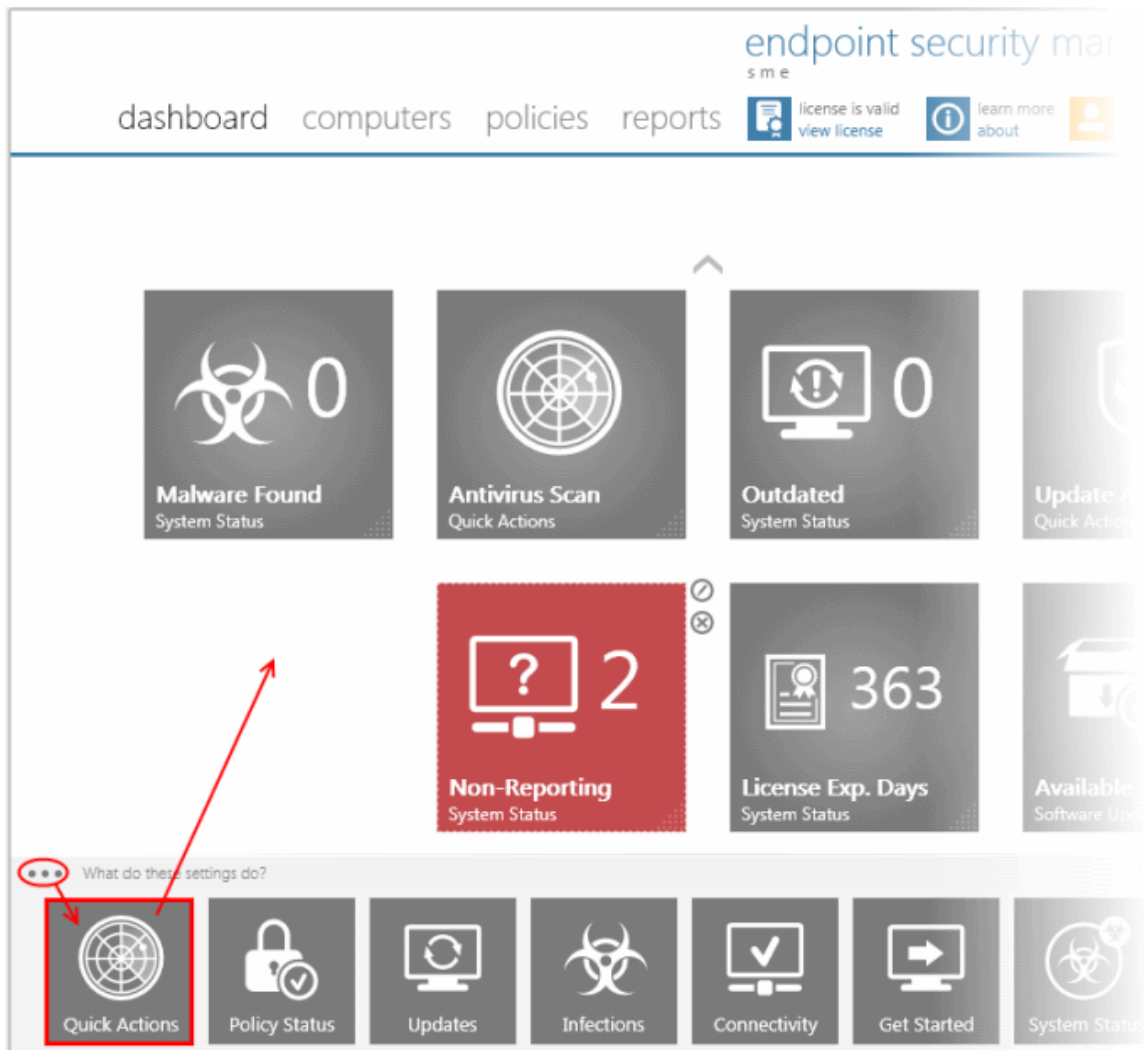
The Quick Action category of tiles enables administrators to launch common and important tasks on managed endpoints.

Tasks that can be assigned to a Quick Action tile are:

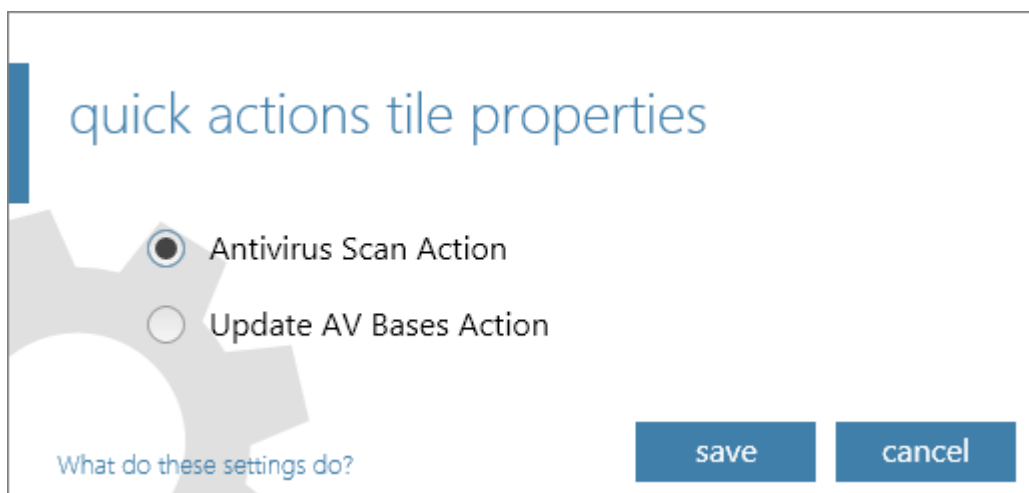
- **Antivirus Scan Action** - Launches the 'Run a Scan Wizard' when clicked. After clicking this tile, admins should select the target machines and scan profile ('My Computer' or 'Critical Areas'). The results of the scan can be viewed by clicking the 'Computer Infections' tile from the 'Reports' area and selecting the endpoints. See [Running An Antivirus Scan on Multiple Endpoints](#) for a quick tutorial.
- **Update AV Bases Action** - Updates the AV database on selected computers. Clicking this tile will open the Update AV Bases Wizard where the admin can select which machines should be updated before clicking 'Finish' to launch the update process. Refer to the section [Updating AV databases](#) if more details are required.

Adding a Quick Action tile

1. Click the ellipsis  button at the bottom left of the settings bar.
2. Drag the Quick Action tile into the dashboard.



The 'quick actions tile properties' dialog will appear.



3. Choose the type of action you want to see on the tile at the properties dialog.

You can add as many Quick Action tiles as as you wish for different actions.



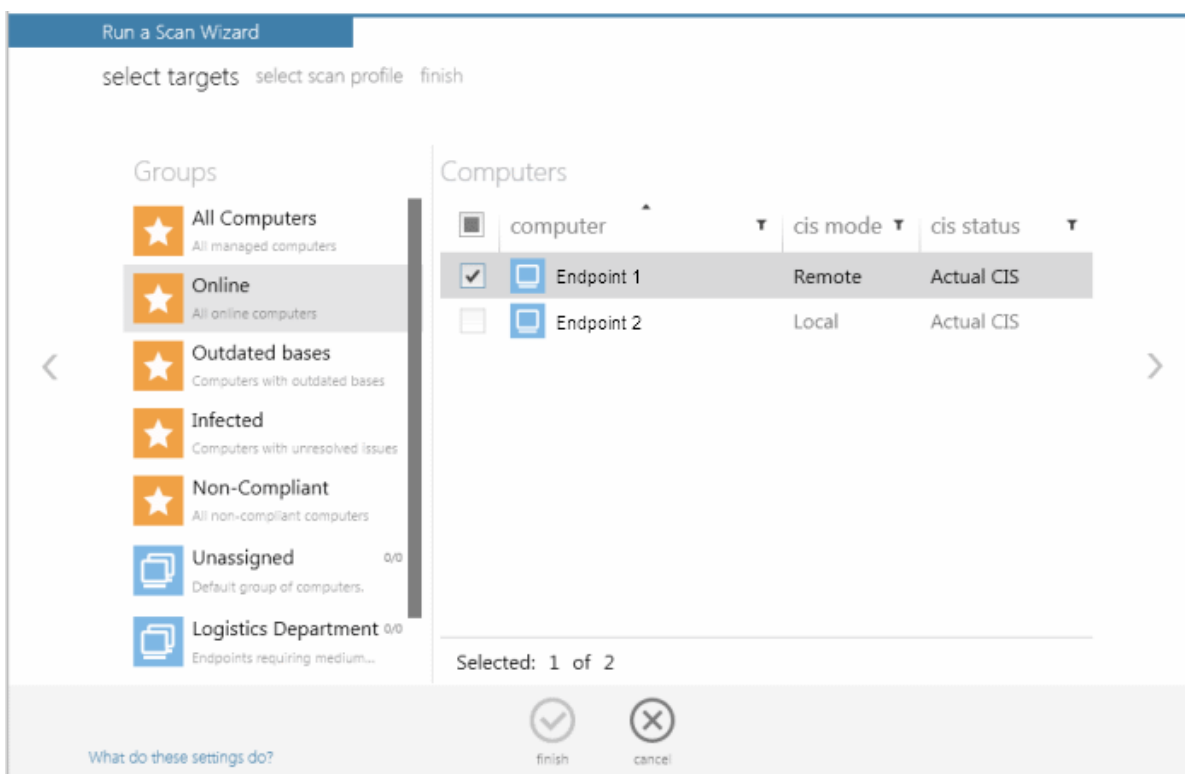
To change the type of information displayed in the Quick Actions tile, click the words 'Quick Actions' at the bottom of the tile then the icon: . To remove the tile, click the icon .

Running An Antivirus Scan on Multiple Endpoints

Clicking the Antivirus Scan tile will open step 1 of the scanning wizard. The remaining steps are displayed below the blue title bar with the current step in bold. To move backwards or forwards between steps, use the arrows in the middle of the interface on either side (or left click and drag to swipe the screens left or right).

Step 1 - Select Targets

- Choose the category from the left side pane.
- Choose the groups from which you want to select the endpoints.
- Choose the endpoints on which you wish to run the antivirus scan by selecting the check boxes beside them.



- Click the filter icon in the 'computer' column header to search for a particular endpoint.
- Click the filter icon in the 'cis mode' column header to search for endpoints' CIS that are in remote mode.
- Click the filter icon in the 'cis status' column header to search for endpoints' CIS status. The filters available are:
 - Actual CIS

- Unsupported CIS
- No CIS Installed
- No Antivirus
- Click the right arrow to confirm your selection and move to the next step.

Step 2 - Select Scan Profile

The 'Scan Profile' defines the areas and folders to be scanned in the endpoints.

- **My Computer** - All drives on the endpoint will be scanned.
- **Critical Areas** - Only "Windows", "Program Files" and "Document and Settings" folders on the endpoints operating system drive will be scanned.

Click the profile you wish to execute then click the right arrow to move to the next step.

Step 3 - Run the Scan

If the selections made in the previous steps need to be re-checked or modified, the administrator can go back by clicking the left arrow.

- Once satisfied with your settings, click the Finish icon  (or swipe left) to begin the scanning process.

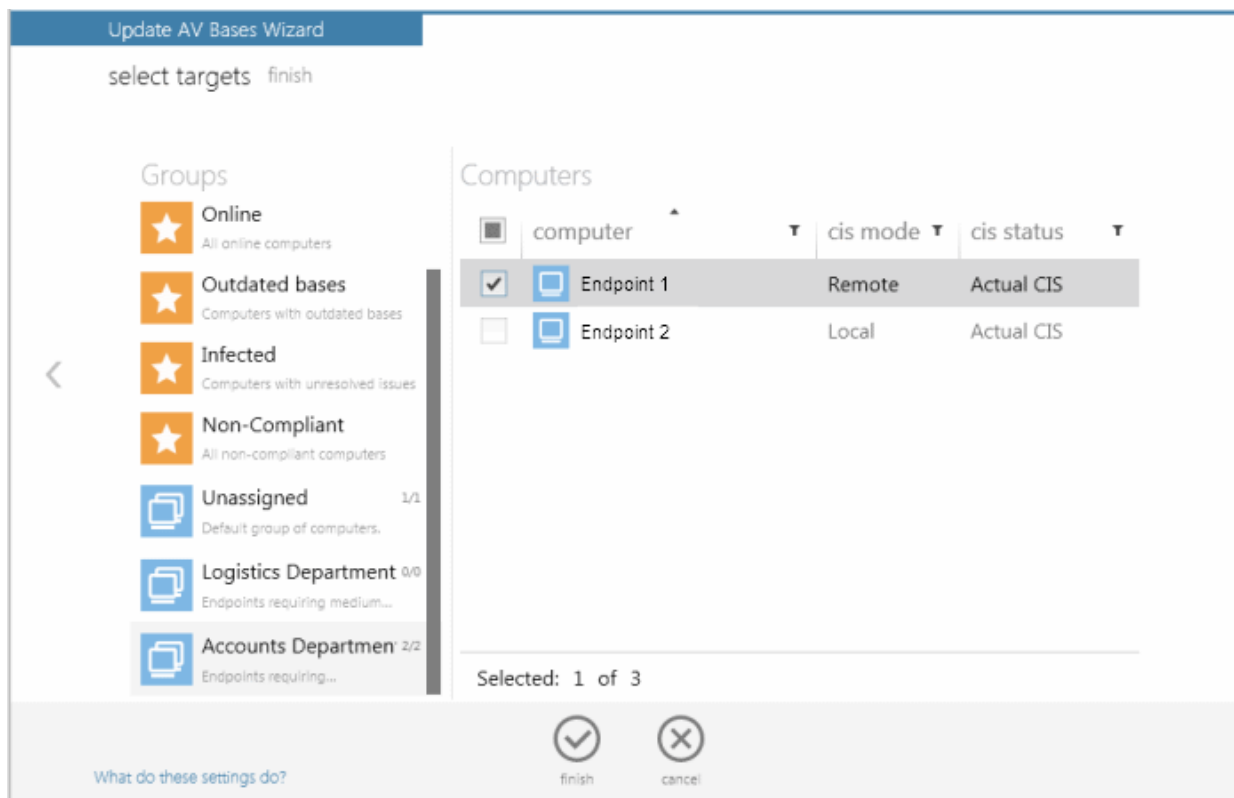
The wizard will then move to the 'View All Computers' screen which will display scan progress beneath the name of the target computers. This screen can be accessed at any time by clicking 'Computers' then the 'View All Computers' tile.

- If malware is discovered during the scan that is not handled (deleted, disinfected or quarantined) then the 'Malware Found' and/or 'Infections' tiles on the dashboard will turn red (as appropriate) and display the number of samples and/or affected endpoints. Malware that is successfully dealt with will not show on the 'Malware Found' tile.
- Admins can elect to receive email notifications upon malware discovery. Email notifications are set up by editing the 'Malware Found' tile:
 - Click 'Dashboard' and locate the 'Malware Found' tile. Click the words 'System Status' at the bottom of the tile.
 - Click the 'Edit' icon to open the properties dialog. Enable the 'Send Email Notifications' checkbox (make sure 'Malware Found' is displayed in the drop down box).
- The results of the scan can be viewed as an 'Infection report' from the 'Reports' area - click 'Reports' then the 'Computer Infections' tile. The report can also be exported as a pdf file or a spreadsheet file for printing purposes. Refer to [Reports > Computer Infections](#) for more details.

Updating AV databases

Clicking the Update AV Bases tile will start the 'Update AV Bases' wizard.

- Choose the category from the left side pane.
- Choose the groups from which you want to select the endpoints.
- Choose the endpoints on which the antivirus signature database has to be updated by selecting the check boxes beside them.

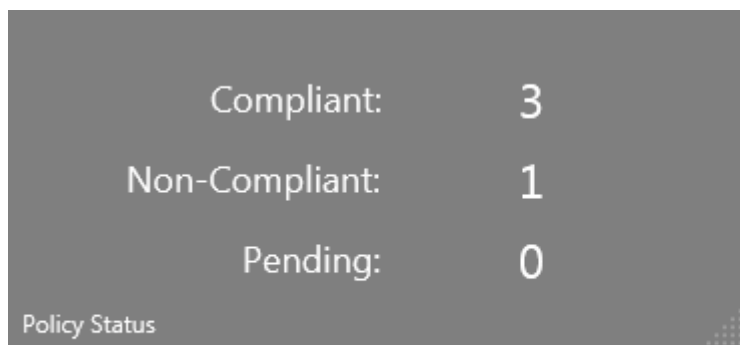


- Click the Finish icon to start the update process in the endpoints.

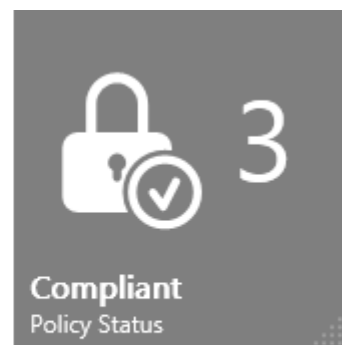
The administrator can confirm the update process by clicking the 'view' tile (click 'computers' then 'view').

2.2.1.2. Policy Status Tile

The 'Policy Status' tile displays the status of endpoint compliance with their assigned CIS security policy.



Policy Status Tile with all the information



Policy Status Tile with selected information


The specifics of each policy manage the settings in the Comodo Internet Security software installed on an endpoint. Policies can be created in a number of ways - including importing directly from an existing configuration of CIS on a specific endpoint. Once imported, policies can be quickly rolled out to other endpoints or groups of endpoints. A policy can be applied to a machine that is in either 'Remote Mode' or 'Local Mode'. If the endpoint is in 'Remote Mode' then policy non-compliance is 'auto-corrected' by ESM as soon as it is detected (it will push the correct policy back onto the machine). If the endpoint is in 'Local Mode' then it will retain non-compliant status until the administrator switches to remote mode.

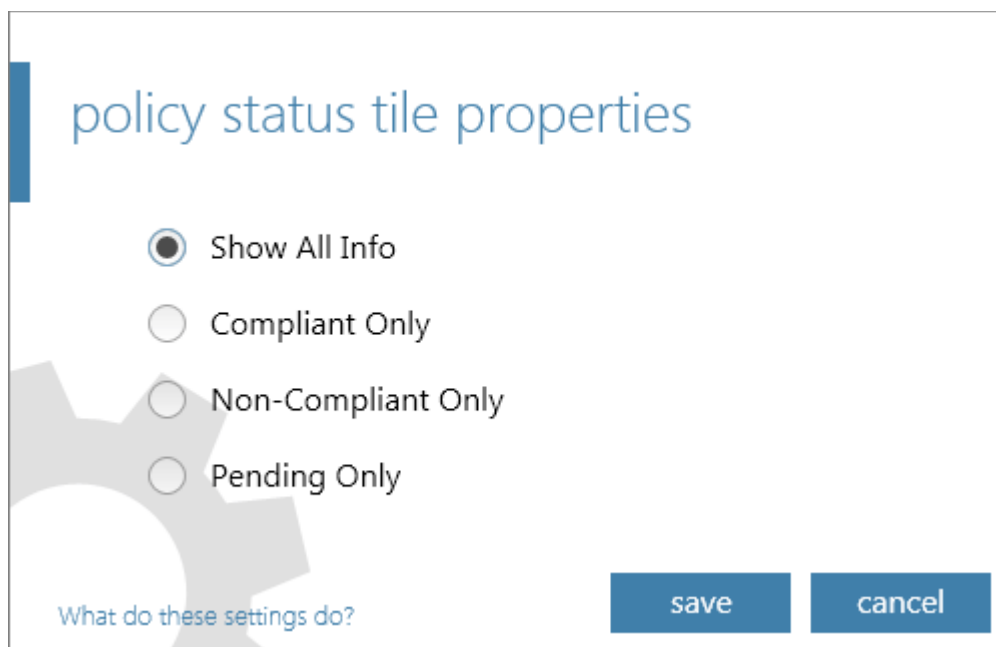
The Policy Status tile can be configured to display the number of endpoints that are 'Compliant', 'Non-compliant', 'Pending (analysis)' or can show all types.



- Clicking the 'Policy Status' tile will open the **'View All Computers'** interface with 'Non-Compliant' category preselected, which shows the details of endpoints that are Non-Compliant.
- To switch the endpoints from non-complaint status complaint status, please use one of the following methods:

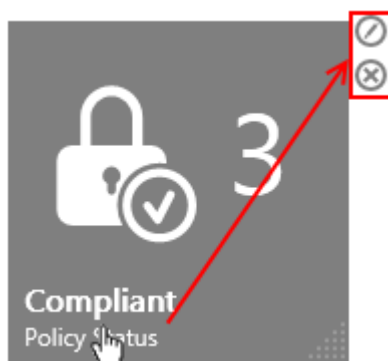
- Click any of the Policy Status tile in the dashboard to open the 'View All Computers' screen.
OR
- Click 'computers' from the top menu, select the 'view' tile to open the 'View All Computers' screen.
- Select 'Non-Complaint' category from the left side pane and in the right side a list of Non-Complaint endpoints will be displayed.
- Click the 'reapply current policy' icons under the 'policy' column for the endpoints that you want to be 'Complaint'.
- If you wish to view the specific reasons that an endpoint fell out of compliance, please run a '**Policy Delta**' report.
- Policies are discussed in more detail in the '**Policies**' chapter. Click the following links to go to the section you would like help with:
 - [Policy Overview and Key concepts](#)
 - [How to create and deploy a policy](#)
 - [How to view and modify policies](#)

Adding a Policy Status Tile

1. Click the ellipsis  button at the bottom left of the interface.
2. Drag the 'Policy Status' tile into the dashboard. The 'policy status tile properties' dialog will appear.



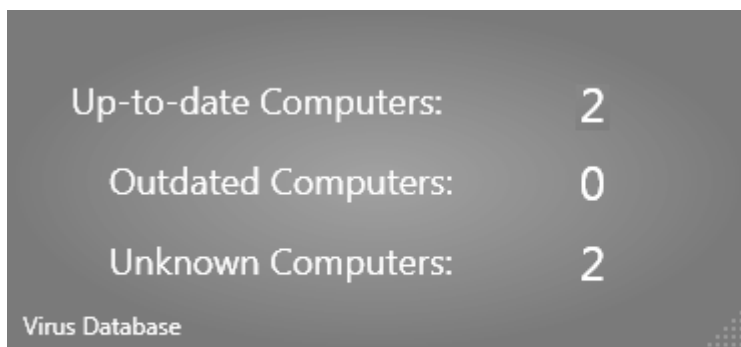
3. Choose the type of information you want to be displayed in the tile from the Properties dialog and click 'save' The new tile will be added to the dashboard area. You can add as many Policy Action tiles as as you wish for the information you wish to see in the dashboard.
4. To change the type of information displayed in the Policy Status tile, click the words 'Policy Status' at the bottom of the tile then the icon: . To remove the tile, click the icon: .



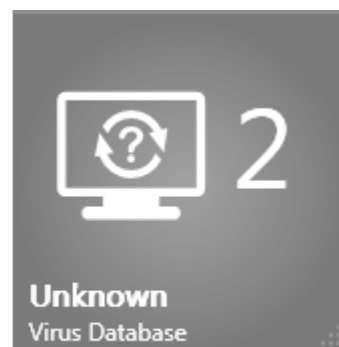
2.2.1.3. Endpoint Updates Tile

Displays a summary of endpoints that are updated, outdated or unknown. The tile can be configured to display:

- **Up-to-date Computers** - Displays number of endpoints that have up-to-date AV database
- **Outdated Computers** - Displays number of endpoints whose AV database is outdated and needs to be updated
- **Unknown Computers** - Displays the number of endpoints for which database information is not available
- **Show All Info** - Displays all of the above on a single tile



Endpoint Updates Tile with all information



Endpoint Updates Tile with selected information


Tiles will turn red if ESM detects endpoints that are using old databases. The administrator can add any number of Updates tiles, each showing different information as required.

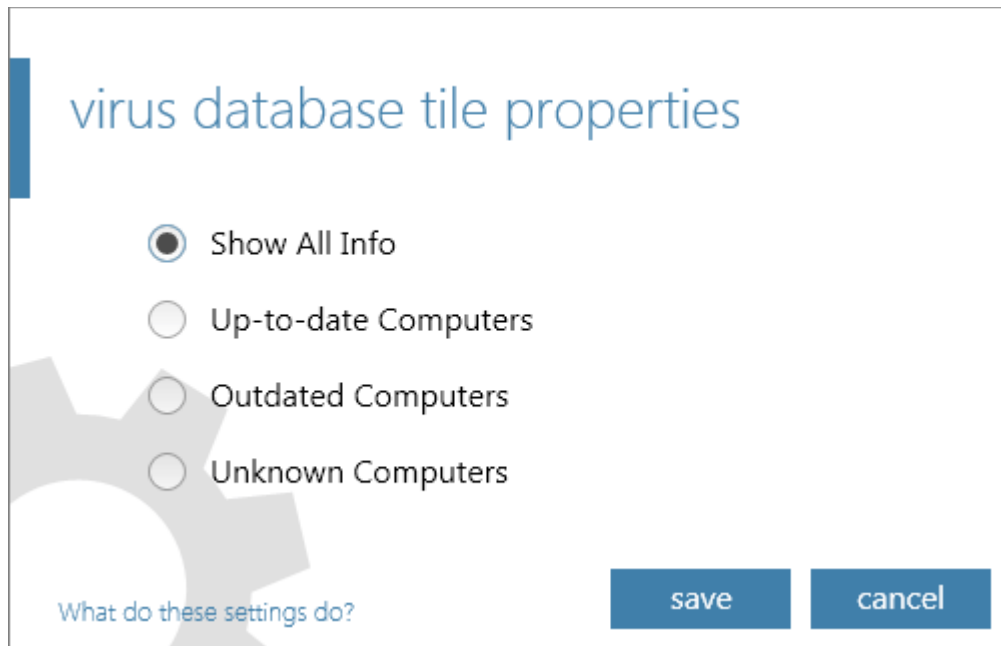
- Clicking any of the Virus Database tile opens the 'View All Computers' screen with 'Outdated bases' preselected, which shows the details of endpoints that require AV base updates.
- To update outdated computers, please use one of the following methods:
 - Click any of the Virus Database tile in the dashboard to open the 'View All Computers' screen.
 - Select the endpoints that you want to update from the list.
 - Click the 'update AV' icon at the bottom of this screen or the icon at the far end of the entry to initiate an update task on all outdated computers.

OR

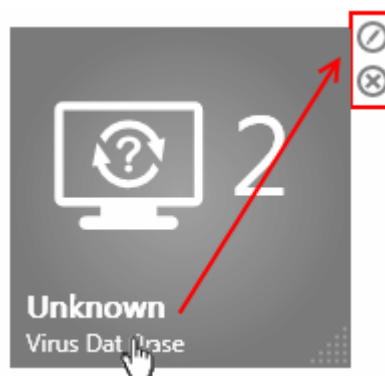
 - Click 'computers' > 'view ' tile.
 - Select 'Outdated bases' category from the left side pane.
 - Select the endpoints that you want to update from the list.
 - Click the 'update AV' icon at the bottom of this screen or the icon at the far end of the entry to initiate an update task on all outdated computers.

Adding an Endpoint Updates Tile

1. Click the ellipsis  button at the bottom left of the settings bar.
2. Drag the 'Updates' tile into the dashboard. The 'virus database tile properties' dialog will appear.

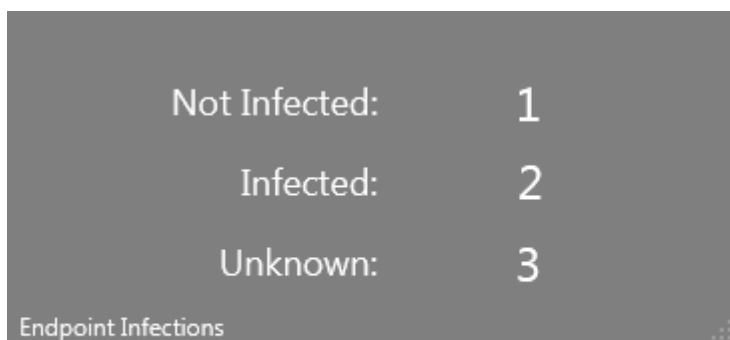


3. Select the information to be displayed as per your requirement in the properties tile and click 'save'. The new tile will be added to the dashboard area. You can add as many 'Updates' tiles as you wish for the information you wish to see in the dashboard.
4. To change the type of information for a particular tile, click the words 'Virus Database' at the bottom of the tile then the icon: . To remove the tile, click the icon: .



2.2.1.4. Endpoint Infections Tile

Displays the number of endpoints on which malware was detected to be present. If no malware is detected then the tile is gray colored but will turn red if malware is found. The tile can be configured to display the number of 'Infected Endpoints', 'Not Infected Endpoints', 'Infection Status Unknown' and all data.



Endpoint Infections Tile with all information




Endpoint Infections Tile with selected information

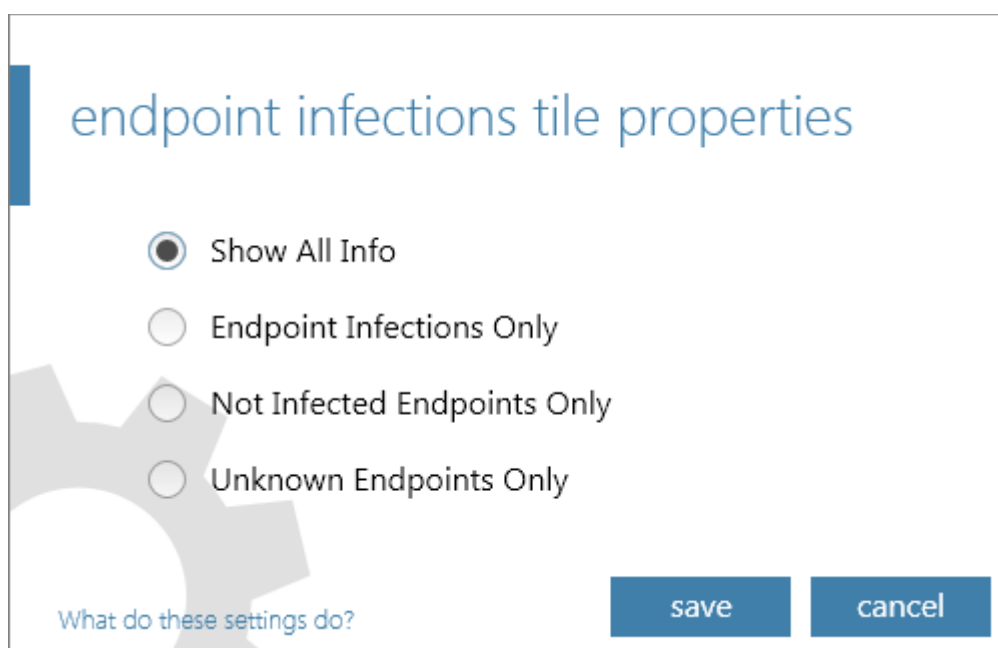
- 'Infections' refers to malware that has been detected but not 'handled' by Comodo Internet Security (it has not been deleted, disinfected or quarantined and is still located on the endpoint). If the malware was handled successfully by CIS then it will *not* show on this tile.
- Administrators are advised to immediately investigate machines currently shown as hosting malware. Comodo Internet Security can be used to manually quarantine suspicious files if automatic quarantine is not enabled.



Alternatively, the application can be used to clean and disinfect the malware at the affected machine.

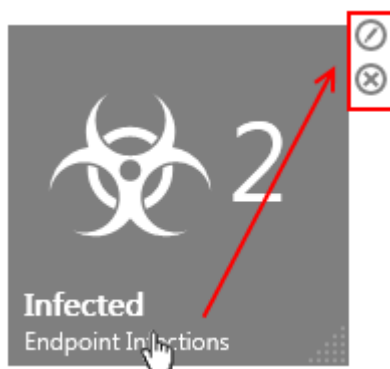
- Clicking the 'Endpoint Infections' tile will open the 'View All Computers' screen with 'Infected' category preselected, which lists the endpoints affected along with the name and location of the malware. From here, admins can run an on-demand AV scan on selected computers by clicking the 'run a scan' icon at the bottom of the screen.

Adding an Endpoint Infections Tile

1. Click the ellipsis  button on the settings bar at the bottom left of the interface.
2. Drag the 'Infections' tile into the dashboard. The 'endpoint infections tile properties' dialog will appear.



3. Select the information to be displayed as per your requirement in the properties tile and click 'save'. The new tile will be added to the dashboard area. You can add as many 'Endpoint Infections' tiles as you wish for the information you wish to see in the dashboard.
4. To change the type of displayed information for a particular tile, click the words 'Endpoint Infections' at the bottom of the tile then the icon: . To remove the tile, click the icon: .

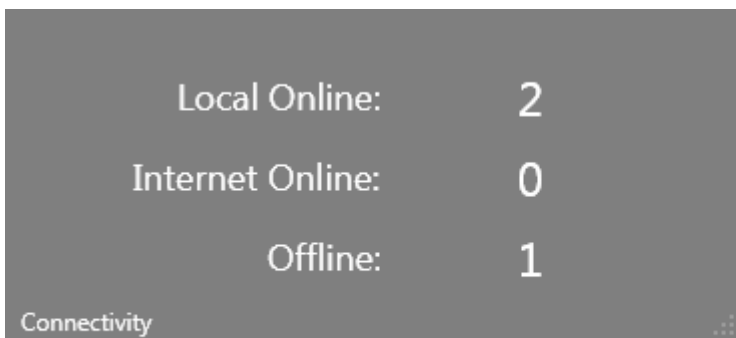


2.2.1.5. Connectivity Tile

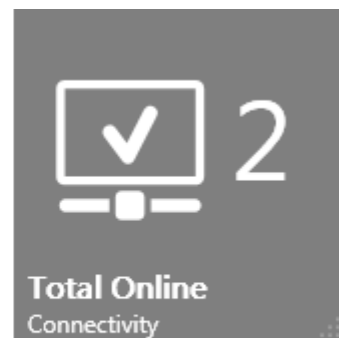
The Connectivity tile displays the number of endpoints that are currently online and can be controlled through the ESM console.

The tile can be configured to display:

- 'Local Online' - endpoints connected through the local network
- 'Internet Online' - endpoints connected through the Internet
- 'Total Online' - endpoints connected via Internet and local network
- 'Offline' - managed endpoints that are not connected to ESM
- All of the above on a single tile



Connectivity Tile with all information



Connectivity Tile with selected information


As with all dashboard tiles, administrators can add as many connectivity tiles as they wish.

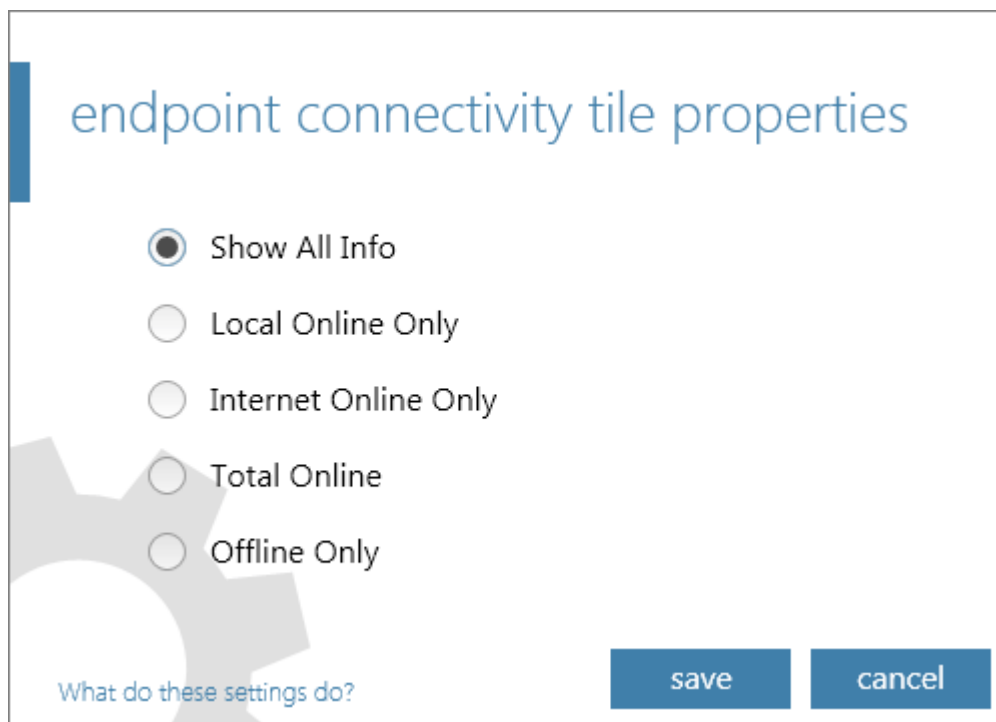
Clicking a connectivity tile will open the '**View All Computers**' interface with 'Online' category preselected. From this screen, admins can:



- View an overall summary of details pertaining to computers on the network - including **security policy**, **CIS mode** (locally administrated or Remote administrated) and last action performed such as run a scan or updated AV database. See **Viewing Endpoints** for an overview of the information available from the 'View All Computers' interface.
- Launch various tasks such as creating a new computer group and running AV scans or database updates on selected computers
Click Here for a list and explanation of the tasks that can be launched from the 'View All Computers' interface.

Tip: The View All Computers interface can also be opened by clicking the '**View**' tile in the '**Computers**' area.

Adding a Connectivity Tile

1. Click the ellipsis  button on the settings bar at the lower left of the interface.
2. Drag the 'Connectivity' tile into the dashboard. The 'endpoint connectivity tile properties' dialog will appear.



3. Select the information to be displayed as per your requirement in the properties tile and click 'save'. The new tile will be added to the dashboard area. You can add as many 'Connectivity' tiles as you wish for the information you wish to see in the dashboard.
4. To change the type of displayed information for a particular tile, click the words 'Connectivity' at the bottom of the tile then the icon: . To remove the tile, click the icon: .




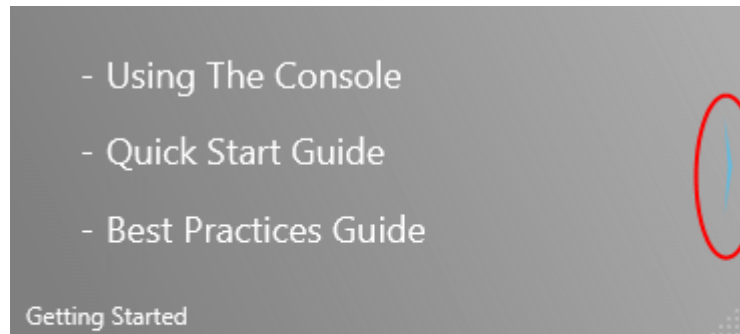
2.2.1.6. Getting Started Tile

The 'Getting Started' tile provides handy links for new ESM – SME administrators to Help Guide pages which contain guidance on common tasks.

- [Using the administrative console](#)
- [Quick start guide](#)
- [Best practices guide](#)
- [How to connect Comodo Internet Security \(CIS\) to ESM at the local endpoint](#)
- [How to setup external access from the Internet](#)
- [How to Install CIS](#)
- [How to configure CIS policies](#)

Adding Getting Started Tile

1. Click the ellipsis  button on the settings bar at the lower left of the interface.
2. Drag the 'Getting Started' tile into the dashboard.



'Getting Started' Tile

Click the left and right arrows to see more help links. Clicking a link will open the respective help page in the online help guide.

3. Click the right or left arrows to navigate for more help links. The arrow will turn blue in color when the mouse cursor is placed over it.

2.2.1.7. System Status Tile

The 'System Status' tiles provide real time updates on critical network security data.

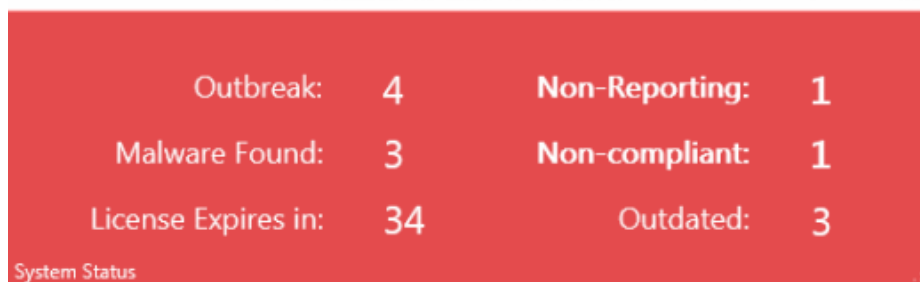
There are six types of 'System Status' tile:

- 'Outbreaks' - # of endpoints affected by malware within a threshold that indicates a potential virus outbreak
- 'Malware Found' - # managed computers with unhandled malware detections
- 'Non - reporting' - # of computers not reporting to ESM
- 'Non-compliant' - # computers that are not compliant with their assigned security policy
- 'Outdated' - # computers whose antivirus (AV) database is outdated
- 'Licensing' - # Number of days remaining on current license

System Status Tile (Normal)



System Status Tile (Alerting)



System Status Tile with all information

System Status Tile with selected information


Each tile will turn red as a warning if certain thresholds are exceeded. For example, if the number of non-compliant computers is greater than the defined values (default = 1).

When you drag a system status tile onto the dashboard (See 'Adding a System Status Tile') you will be asked to:

- Choose the type of tile (select from the list of six types described above. Alternatively, select 'All').
- Specify an alert threshold number. The parameters of the threshold will vary depending on the type of tile. If the threshold is exceeded then the tile will turn red.
- Optional - specify that an email notification is sent should the threshold be reached.

The next section explains how to add a system status tile; contains a **table that describes each tile and what happens when you click each tile** and concludes with a quick example showing how to configure a system status tile.

Adding a System Status Tile

1. Click the ellipsis  button on the settings bar at the lower left of the interface.
2. Drag the 'System Status' tile into the dashboard. The 'system status tile properties' dialog will appear.

system status tile properties

Show: Send email notifications

Outbreak Malware Found Non-Reporting Non-Compliant Outdated Licensing

Number of infected computers:

Infections occur within total number of minutes:

[What do these settings do?](#)

3. Select the information to be displayed in the new tile from the 'Show:' drop-down.

system status tile properties

Show: Send email notifications

Outbreak Malware Found Non-Reporting Non-Compliant Outdated Licensing

Number of infected computers:

Infections occur within total number of minutes:

[What do these settings do?](#)

Since the System Status tile also serves as an alert to indicate the occurrence of events that require immediate attention of the administrator, the administrator should configure the maximum permissible values for the parameters while adding the tile. See the [System Status Tile - Table of Information Displayed and Configurable Parameters](#).



The administrator can also configure for ESM to send automated emails on occurrence of such events. If the check box 'Send email notifications' is selected, ESM will automatically send an alert email to the administrator on the occurrence of the events as specified.

Note – if you select 'All' from the drop-down list you will need to go into each tab and specify thresholds.

System Status Tile - Table of Information Displayed and Configurable Parameters


Information	Description	Configurable Parameters	Shortcut to...
All	Creates a tile that displays all possible 'System Status' information. The tile turns red to alert the administrator if one or more monitored settings (indicates as bold) exceeded the set permissible value.	The administrator has to configure the maximum permissible values for all the items. Refer to the rows below for more details.	NA
Outbreak	Displays the number of endpoints infected by virus or other malware.	<p>Number of PC's have to be infected - The administrator can specify the number of endpoints so that if the number of endpoints infected by malware equals to or exceeds this value, the tile alerts the administrator. <i>Default = 1</i></p> <p>Infections occur within total number of minutes - The administrator can specify the period (in minutes) for generating the alert after the first infection. <i>Default = 15</i></p>	Clicking the 'Outbreak' tile will open the 'Computer Infections Report' which lists the endpoints affected along with the name and location of the malware. Refer to Computer Infections Report for more explanation of these reports.
Malware Found	Displays the number of malware identified and not handled by the local CIS installation in the endpoint(s).	Number of infected computers - The administrator can specify the number of endpoints so that if the number of endpoints infected by malware equals to or exceeds this value, the tile alerts the administrator. <i>Default = 1</i>	Clicking the 'Malware Found' tile will open the 'View All Computers' interface with 'Infected' category preselected, which lists the endpoints affected along with the name and location of the malware. Refer to Viewing Endpoints for more details.
Non-Reporting	Displays the number of connected endpoints that do not report to the ESM console.	<p>Number of non-reporting computers - The administrator can specify the number of endpoints so that if the number of non-reporting endpoints equals to or exceeds this value, the tile alerts the administrator. <i>Default = 1</i></p> <p>Minutes idle - The administrator can specify the period (in minutes) for which ESM can wait after the endpoint has gone non-reporting, before the tile alerts the administrator. <i>Default = 1020</i>.</p>	Clicking the 'Non-Reporting' tile opens the 'View All Computers' interface with 'Unassigned' group preselected which displays a list of all non-reporting endpoints. Refer to Viewing Endpoints for more details.
Non-Compliant	Displays the number of connected endpoints that are not compliant with the CIS policy applied to them.	Number of non-compliant computers - The administrator can specify the number of endpoints so that if the number of non-compliant endpoints equals to or exceeds this value, the tile alerts the administrator. <i>Default = 1</i>	Clicking the 'Non-Compliant' opens the 'View All Computers' interface with 'Non-Complaint' category preselected, which displays a list of all non-compliant endpoints Refer to Viewing Endpoints for more details.

Information	Description	Configurable Parameters	Shortcut to...
Outdated	Displays the number of connected endpoints which are currently using an outdated antivirus (AV) database	Number of AV outdated – The administrator can specify the number of endpoints so that if the number of outdated endpoints equals to or exceeds this value, the tile alerts the administrator. <i>Default = 1</i>	Clicking the 'Outdated' tile opens the 'View All Computers' interface with 'Outdated bases' category preselected, which displays the list of endpoints whose antivirus bases are outdated. Refer to Viewing Endpoints for more details.
Licensing	Displays the number of days remaining for the license to expire.	<p>License expiration days - The administrator can specify the number of days before the expiration day for the tile to alert. <i>Default = 30.</i></p> <p>Unused endpoints threshold, % - The administrator can specify the percentage of endpoints so that if the remaining number of endpoints that can be connected to ESM equals or exceeds this value, the tile alerts the administrator that the licensing limit is approaching. For example, if the license is valid for 100 endpoints and when 90 endpoints are added, the tile alerts the administrator if the threshold is set at 10%. <i>Default = 10</i></p>	Clicking the 'Licensing' tile will start the License Upgrade Wizard that allows you to view and change you license.

4. Select the check box 'Send email notification' if you wish to generate email notification when certain conditions are met (for example, if a virus is detected or if a machine does not report for a certain period of time).
5. Click 'save'. The new tile will be added to the dashboard area. You can add as many 'System Status' tiles as you wish for the information you wish to have, to the dashboard.
6. To change the type of information for a particular tile, click the words 'System Status' at the bottom of the tile then the icon: . To remove the tile, click the icon: .

Example:

If the administrator wishes to add a 'System Status' tile to (1) display the number of endpoints whose AV database is outdated, (2) for the tile to turn red when the number of outdated systems is equal to or exceeds two, (3) Receive an email notification when the number equals to or exceeds two, then:

1. Click the ellipsis  button on the settings bar at the lower left of the interface.
2. Drag the System Status tile to the dashboard. The 'system status tile properties' dialog will appear.
3. Select 'Outdated' from the 'Show:' drop-down. The 'Outdated' tab will appear beneath the 'Show:' drop-down.
4. Enter 2 in the Number of 'AV outdated:' text field.
5. Select 'Send email notifications' checkbox.

system status tile properties

Show: Send email notifications

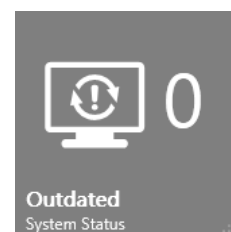
Outdated

Number of AV outdated:

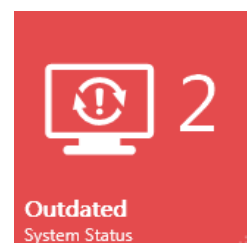
[What do these settings do?](#)

6. Click 'save'.

A new 'System Status' tile will be added to the Dashboard which will display the number of endpoints whose AV database is outdated in real time. The example to the left shows a gray tile with zero outdated endpoints (everything's fine).



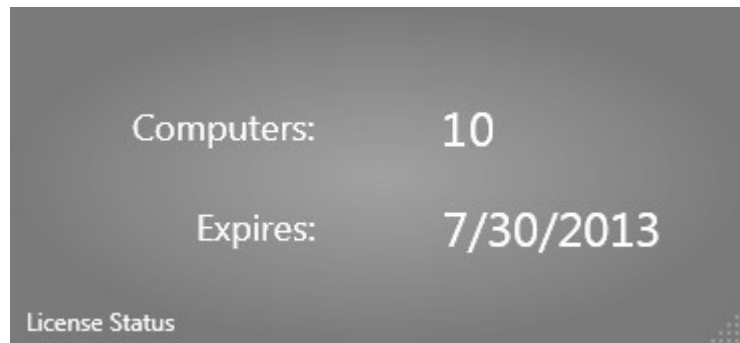
If the number of outdated endpoints equals or exceeds two, the tile will turn red to alert the administrator and an email notification will also be sent out.



2.2.1.8. License Status Tile

The 'License Status' tile displays a summary of the number of endpoints permitted by your license and the license expiry date.

- This tile will turn red if the total number of detected endpoints exceeds the licensed number. Admins can use the 'Connectivity' tile to present to the total number of networked computers.
- This tile will turn red if the license has expired.
- Related to this tile is the 'Licensing' Tile which provides a highly visual reminder of the number of *days remaining* on a license.
- Click anywhere on the tile to open the license details and **upgrade wizard**.



Upgrading Your License

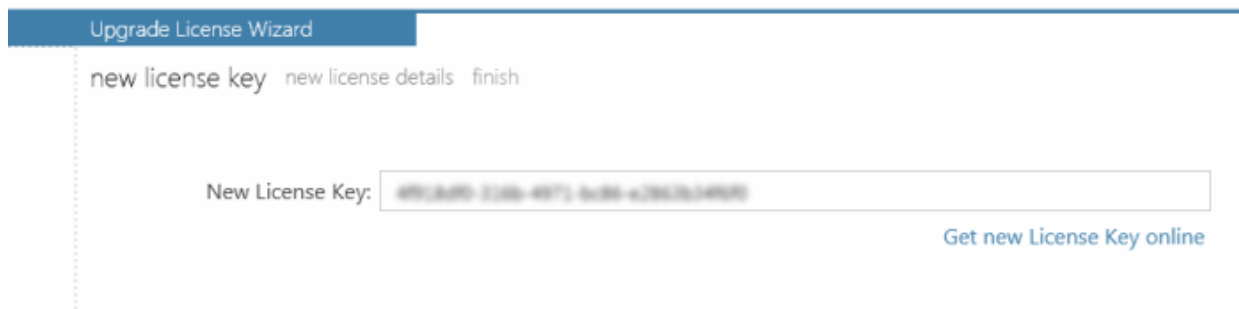
1. Navigate to Dashboard area. The License Status tile will display the number of endpoint covered by and the validity period of your current license.
2. Click the 'License Status' tile. The details of your current license are displayed.

The screenshot shows a web interface with a navigation bar at the top containing 'About', 'server information', and 'license information'. The 'license information' section is active and displays the following details:

- License Key: **49F3B49D-2288-4971-9288-42863634989D**
- Computers: **10 (0 left)**
- Starts: **7/30/2012 9:57:06 PM**
- Expires: **7/30/2013 9:57:06 PM (362 days left)** [upgrade license](#)
- Subscriber ID: **33477AF294**
- Licensed to: **customer-67f58660786c4877a7, -not-present-**
- Description: **production purpose**
- License type: **Normal**
- License status: **VALID**
- Products:
 - Comodo Internet Security
- Vendor: **Comodo Security Solutions, Inc.**
- Website: www.comodo.com
- Phone: **1-703-637-9361**
- Country: **USA**
- Warranty: **Not Available**

At the bottom of the page, there are links for 'Online help', 'Support forums', and 'www.comodo.com'.

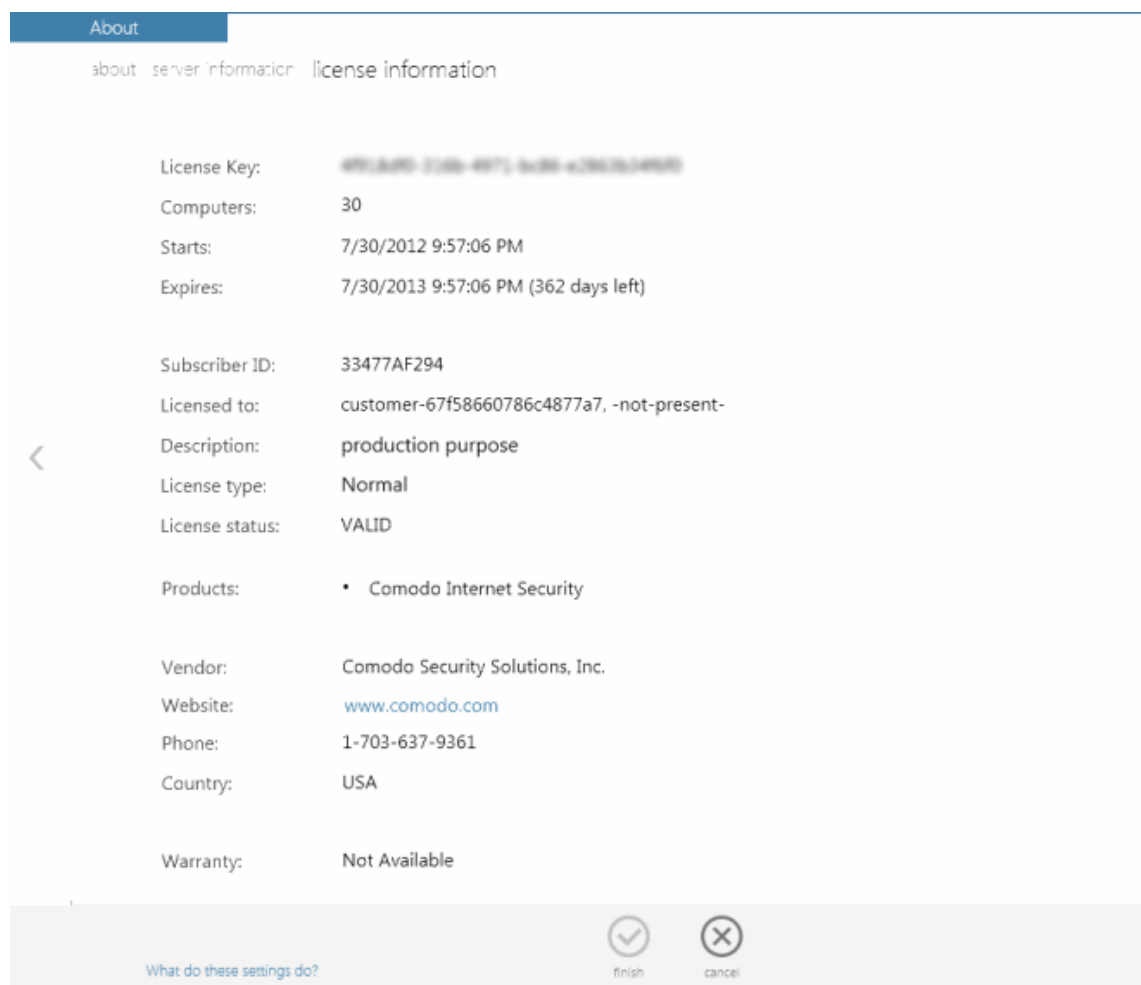
3. Click the 'Upgrade license' link to move to the next step - Entering the new license key.



4. Enter the license activation key you received via email.


Note: If you do not have a new license key, click the 'Get new License Key online' link to purchase it online from Comodo website.

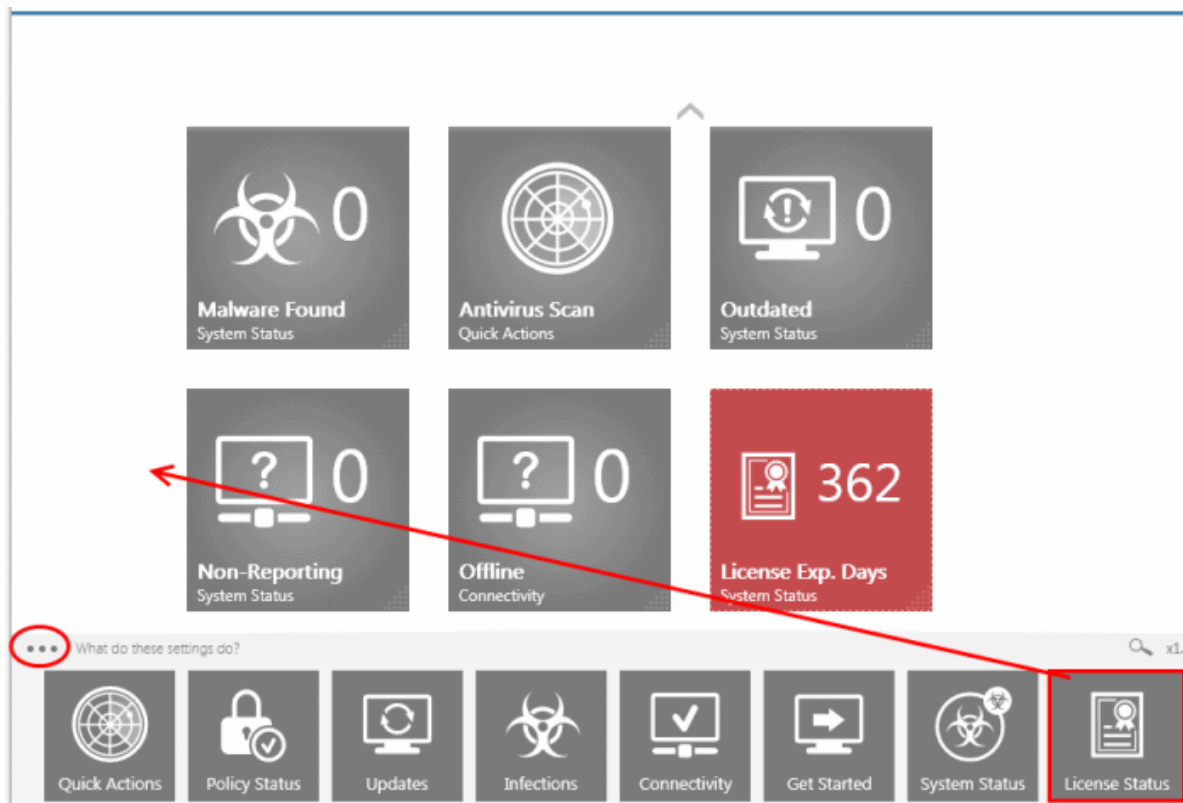
5. Swipe the screen to the left or click the right arrow to move to the next step - New License. The details of your new license will be displayed.



6. Swipe the screen to left or click 'Finish' to activate the new license and exit the wizard.

Adding a License Status Tile

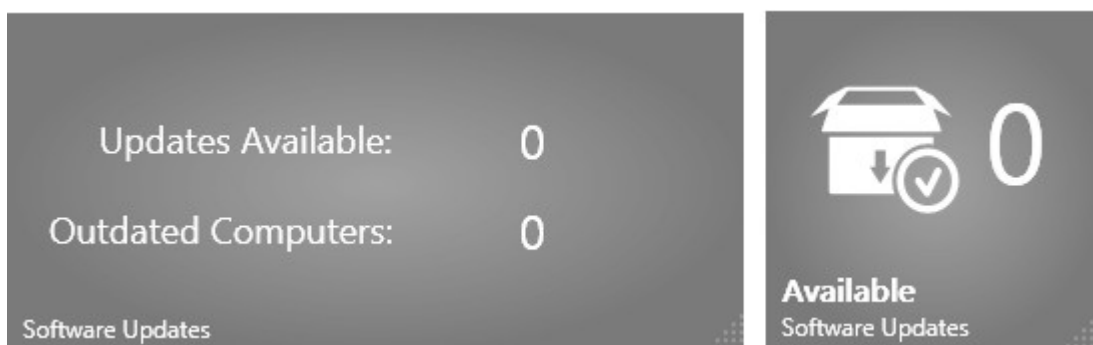
1. Click the ellipsis  button on the settings bar at the lower left of the interface.
2. Drag the 'License Status' tile into the dashboard.




2.2.1.9. Software Tile

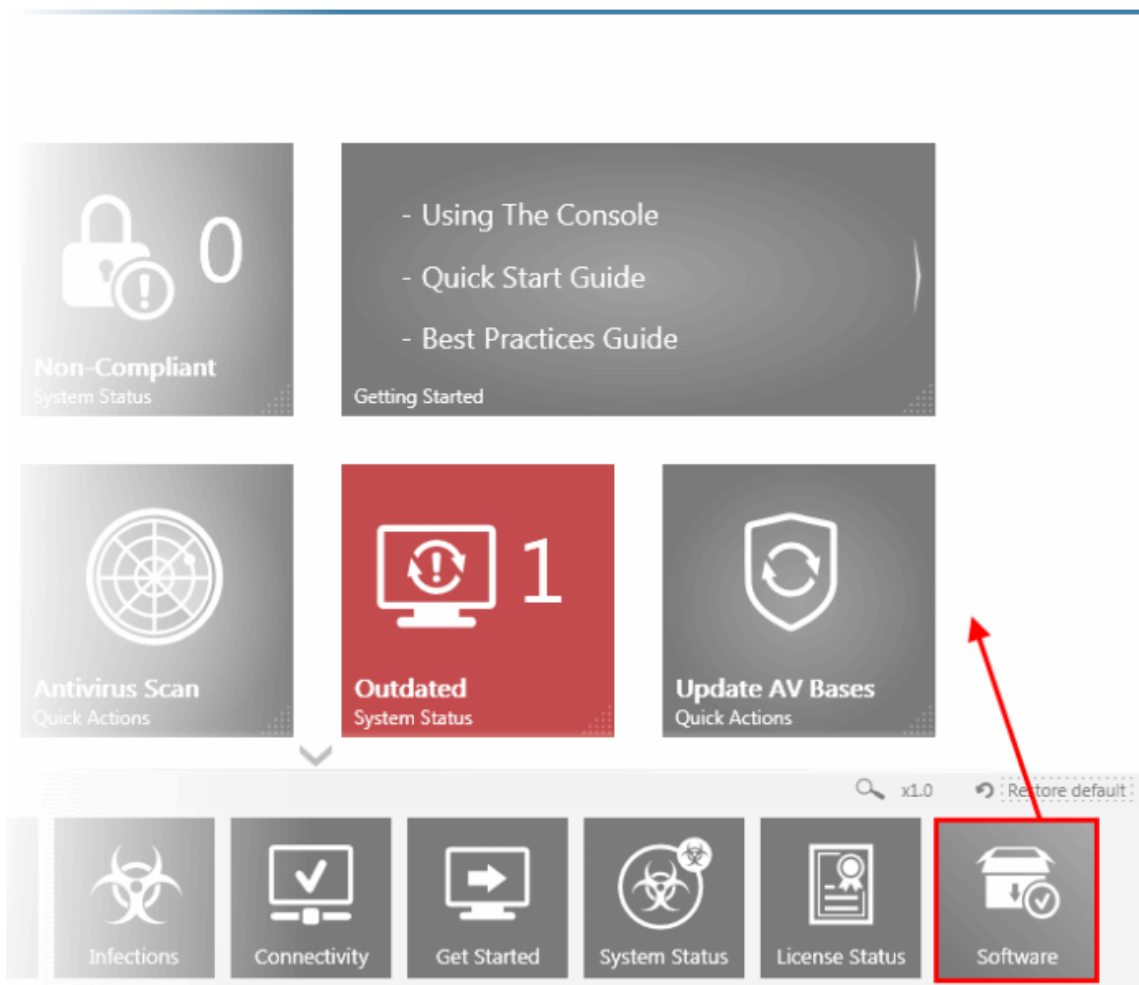
The 'Software Updates' tile quickly informs the administrator when updated versions of Comodo Internet Security or the ESM agent are available. It also shows the number of endpoints running outdated software. Note - even if no new updates are available, it is still possible for computers to be running outdated software if previously downloaded updates have not yet been installed.

- **Updates Available** - Displays number of packages that are available
- **Outdated Computers** - Displays number of computers that have to be updated.

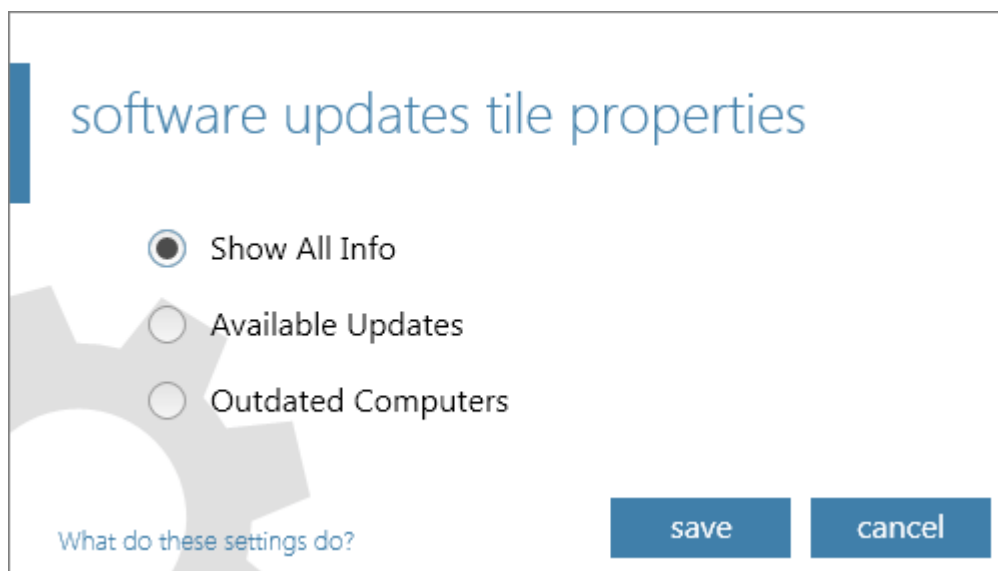




Adding a Software tile

1. Click the ellipsis  button at the bottom left of the settings bar.
2. Drag the Software tile into the dashboard.



3. Choose the type of information you want to be displayed in the tile from the Properties dialog and click 'save'. The new tile will be added to the dashboard area.



4. To change the type of information displayed in the Software tile, click the words 'Software Updates' at the bottom of the tile then the icon: .
5. To remove the tile, click the icon: .

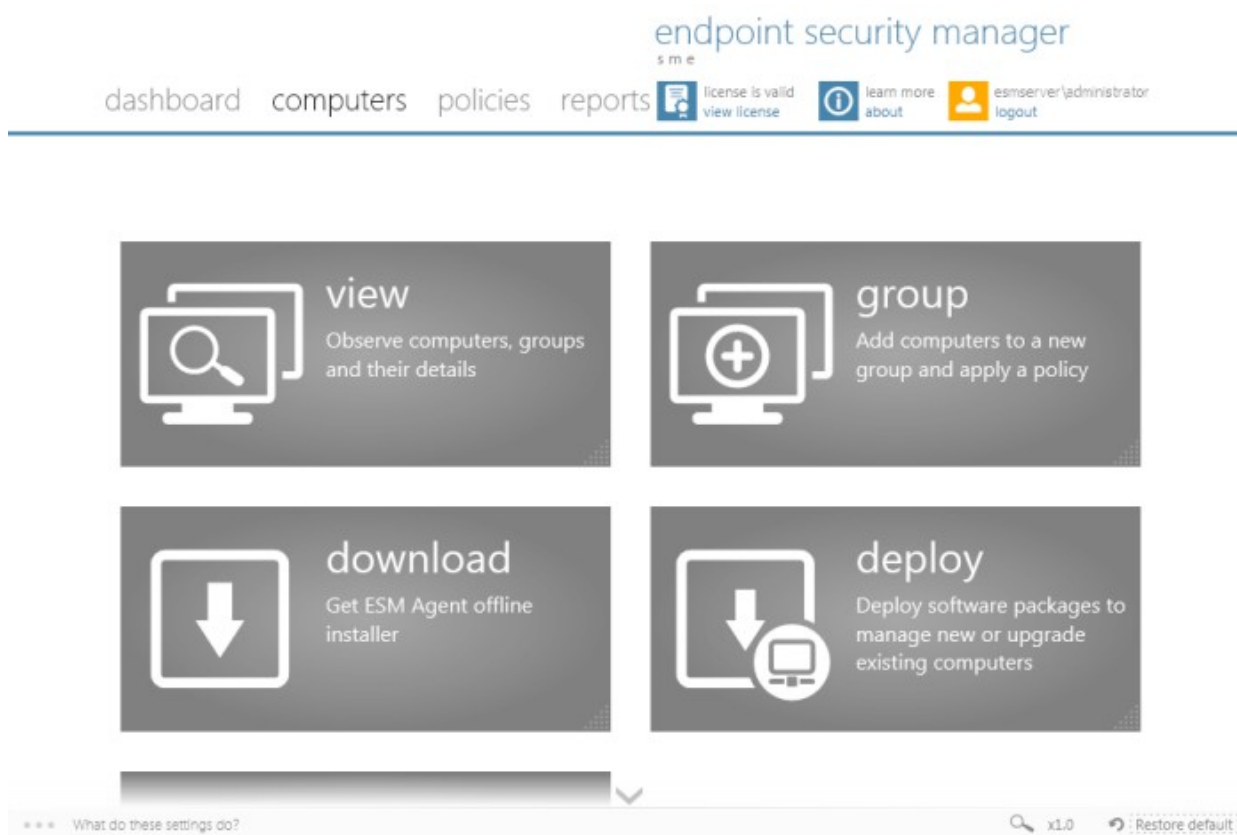
2.3. The Computers Area

The 'Computers' area plays a key role in the ESM Administrative Console interface by providing system administrators with the ability to import, view and manage networked computers.

The 'computers' area allows the administrator to:

- View the list of endpoints that are managed by ESM
- Add/Import computers to ESM for centralized management
- Create computer Groups for easy administration
- Apply security policies to computers and groups
- Download the latest version of the agent and deploy agents to target computers

Once the agent is installed, the endpoint computer is added into ESM and is ready to be managed through ESM. See the section '[Adding Endpoint Computers to ESM](#)' for complete instructions.



There are five tiles:

- **View** - Enables administrators to view all the endpoints/endpoint groups added to ESM. Also allows to view the details of individual computers or groups.
- **Group** - Enables administrator to create new endpoint groups, add endpoints into them, and apply security policies for the endpoint security software as per the administration requirements.
- **Download** - Enables administrator to download the agent for installation on to the endpoints.
- **Deploy** - Enables the administrator to import/add computers from the local network into the ESM console by installing the ESM agent onto discovered endpoints. Computers can be imported from Active Directory, Workgroup or by entering IP addresses. Once imported/added by installing the agent, the endpoint computer is ready to be managed through ESM.
- **Update** - Enables the administrators to check and update the software on the outdated computers and initiate an update task with the latest version of CIS embedded into the package on all outdated computers. Once package is available, the endpoint computer is ready up-to-date.

Adding an endpoint to ESM requires an agent to be installed in it. The agent can be installed in two ways:

- **Install agent while importing computers**
- **Download and Install agent 'manually' on endpoint computers**

Once the agent is installed, the endpoints can communicate with and be managed by ESM.

2.3.1. Adding Endpoint Computers to ESM

Each managed endpoint requires a small software agent to be installed to facilitate communication between it and the ESM console. Depending on the method by which the agent is installed, the endpoints can be imported into ESM in two ways:

- Installing the agent directly from the ESM Admin Console and importing computers from Active Directory, Workgroup or by specifying the IP addresses or host names. This method is suitable for computers in the local network. Refer to **Importing Computers by Automatic Installation of Agent**.
- Downloading the agent as an executable and installing manually, transferring it onto media such as DVD, CD, USB memory or uploading it to a network share then installing onto the endpoint computers. This method is more suitable for computers connected through external networks like Internet. Refer to **Adding Computers by Manual Installation of Agent**.

Once the agent is installed, the endpoint computer is automatically discovered and added into ESM to the 'Unassigned' group where it will be applied with the configured policy (see **The Policies Area** for more details) and is then ready to be managed.

Alternatively, Comodo Internet Security (CIS) can be installed in endpoint computers separately and from the CIS interface the endpoints can be connected to ESM. For more details refer the sections, **How to Install CIS** and **How to Connect CIS to ESM at the Local Endpoint**.

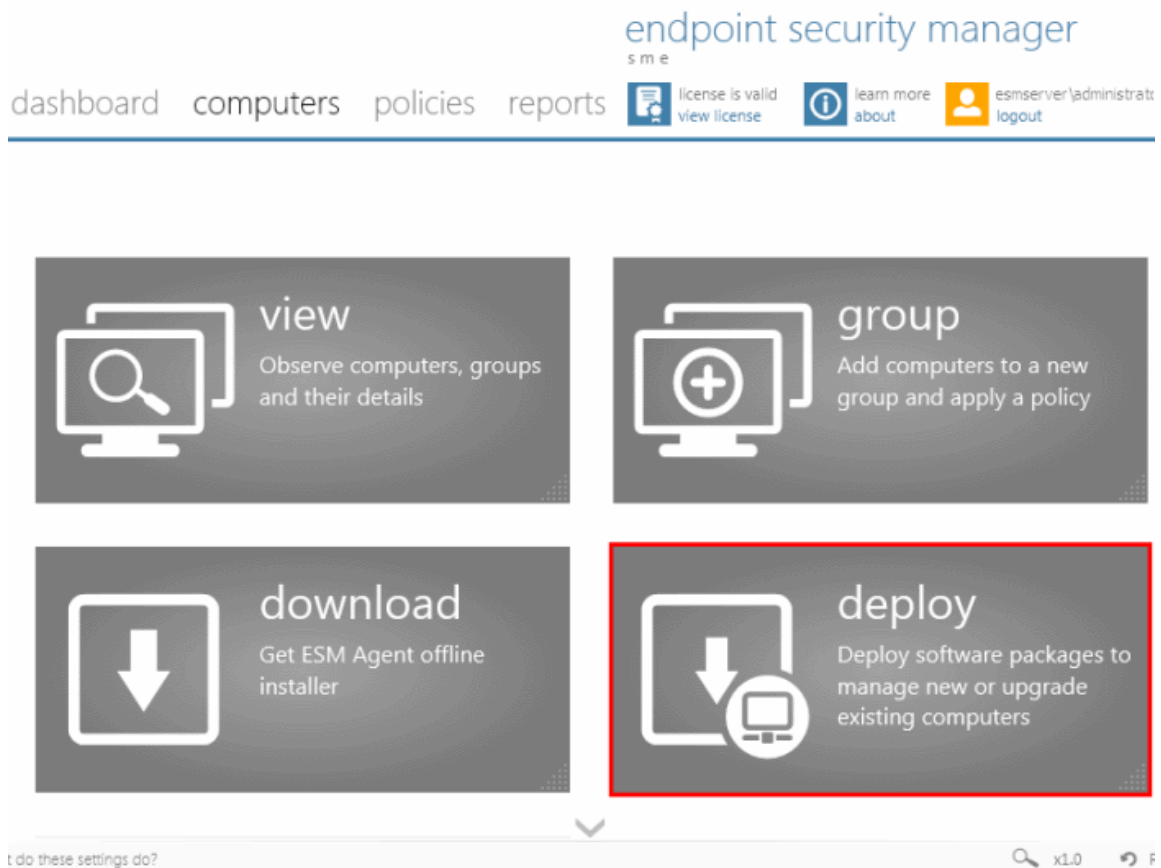
The 'Computers' area also allows the administrators to arrange the added computers into 'Groups' as per the structure of the organization for easy administration. Once created administrators can run tasks on entire groups of computers (such as applying security policy for CIS, running AV scans, deploying agents, updating AV databases and more). Refer to **Creating Endpoint Groups** for more details.

2.3.1.1. Importing Computers by Automatic Installation of Agent

The 'Deploy' wizard will install the ESM agent software on network endpoints that can be reached from the ESM service computer. Computers can be imported from Active Directory, from a Workgroup or by specifying individual IP addresses or host names. The wizard also allows to update installed Comodo software in managed computers. See **Updating Comodo Software on Managed Computers** for more details.

To import endpoints

- Click the 'deploy' tile from the 'computers' area to start the wizard:



Step 1 - Select the Target Type

Computers can be imported into ESM in the following ways:

- **Active Directory** - imports computers from an Active Directory Domain.
- **Workgroup** - imports computers from a Workgroup.
- **Network Addresses** - imports individual computers specified by their IP Addresses or Host Names.
- **Managed Computers** - allows to update installed Comodo software in managed computers. See '**Updating Comodo Software on Managed Computers**' for more details.

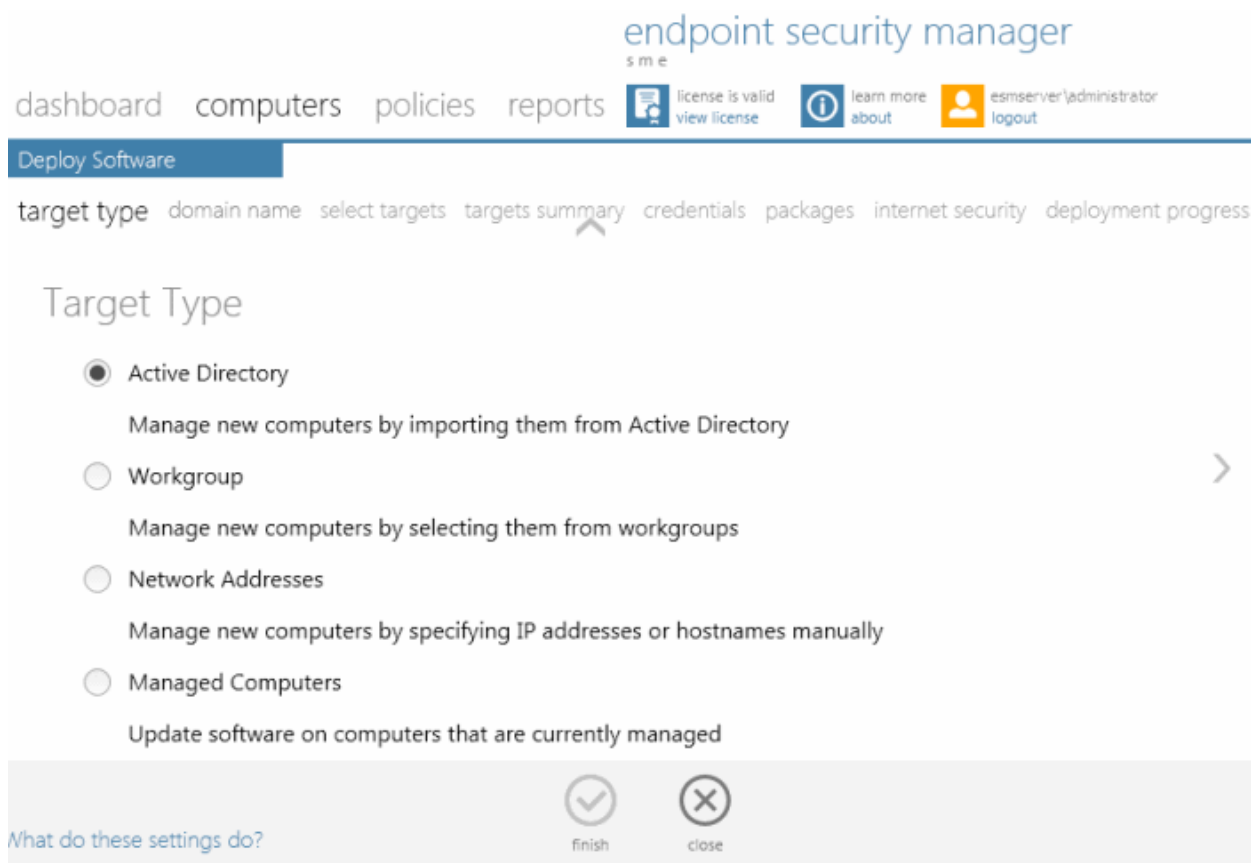
Note: Targets are contacted by the ESM service computer and its network connection, not the computer running the management console.

ESM SME can manage a large number of networked computers so, administrators should repeat this process until all computers for which management is required have been successfully imported.

Note: In most editions, licenses are required for each computer you wish to manage.

Explanations of importing using the sources can be found below in the sections that follow: **Import from Active Directory**, **Import from Workgroup** and **Network Addresses**.

- Select the appropriate method to import the computers from Active Directory or Workgroup or select Network Addresses if you want to import computers by specifying their IP addresses or DNS names.



Importing from Active Directory

- Choose 'Active Directory' and move to the next step by swiping to left or clicking the right arrow.

Step 2 - Domain Name

- Select Current Domain or Custom Domain. Current Domain should be chosen if the ESM service computer is currently a member of the domain you wish to use to target for installation. If you select Custom Domain, you have to enter the details of domain controller, an administrator user name and password.

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Deploy Software

target type
domain name
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packages
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Domain Name

Current Domain

Custom Domain

Domain Controller:

User Name:

Password:

>

What do these settings do?

finish

close

Domain Import Settings - Table of Parameters	
Current Domain (Selected by default)	Selecting this option will import any computers from the Active Directory domain that the ESM service computer is a member of.
Custom Domain	Selecting this option allows the administrator to specify an alternative Active Directory domain from which computers will be imported. Choosing this option requires administrators to specify the following details:
Domain Controller:	Enter the IP address or host name of the Active Directory domain controller from which they wish to import.
User Name:	Enter the user-name of a user with administrative rights to the domain controller.
Password:	Enter the password of the user specified in the 'User Name' field.

- Swipe to the left or click the right arrow. The wizard moves to next step to select the target endpoints.

Select Targets

The Active Directory structure for the selected domain will be listed.

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Deploy Software

target type domain name **select targets** targets summary credentials packages internet security deployment

Select Targets

- ▾ Forest Name
 - ▾ Domain Controller 1
 - Endpoint 1
 - Endpoint 2
 - Endpoint 3

What do these settings do?
finish
close

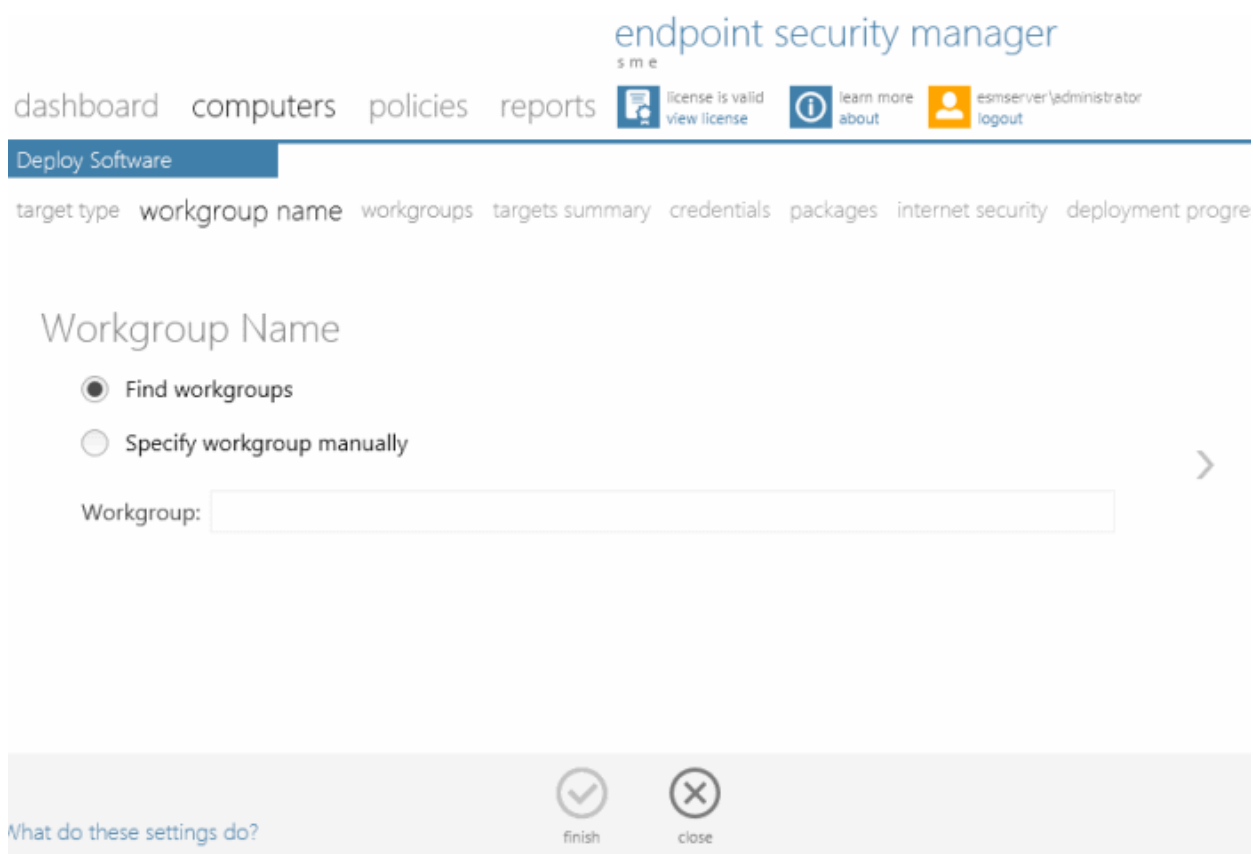
- Click the ▾ icon to expand or collapse the tree structure
- Select the target endpoints onto which you wish to install the agent and import into ESM
- Click the right arrow or swipe left to move to **step 3** to select the endpoints

Importing Computers from Workgroup

- Choose 'Workgroup' and move to the next step by clicking the right arrow.

Step 2 - Workgroup Name

The next step is to select the Workgroup(s) from which the endpoints are to be imported.



ESM enables the administrator to specify the workgroup name in two ways:

- **Find Workgroups** - Makes ESM to search for the workgroups associated with the network and enables administrator to select the workgroup(s) from which the endpoints are to be imported in the next step.



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target type workgroup name targets summary credentials packages internet security deployment progress finish

Workgroup Name

Find workgroups

Specify workgroup manually

Workgroup:

What do these settings do? finish close

- Enter the name of a network Workgroup and click the right arrow to move to **step 3** to select the endpoints.




Importing Computers by Specifying Network Addresses

- Choose 'Network Addresses' and move to the next step by swiping to the left or clicking the right arrow.

Step 2 - Adding IP Addresses

The next step is to add the target computers by specifying their IP address(es) or Host Names.

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Network Addresses

192.168.222.222

[add](#)

192.168.111.111



[remove](#)

 Note: the following templates of IP addresses or hostnames are allowed (for example)

IP : 10.0.0.1

IP Range : 10.0.0.1-10.0.0.5

IP Subnet : 10.0.0.0/24 -or-
 : 10.0.0.0/255.255.255.0

 
finish close

[What do these settings do?](#)

Computers can be added in four ways:

- **Import individual computers by specifying their IP addresses one-by-one** - Enter the IP address of the computer and click 'Add'. The IP address will be added and displayed below the text box. To add more computers, repeat the process.
- **Import individual computers by specifying their names one-by-one** - Enter the name of the target computer as identified in the network and click 'Add'. The computer name will be added and displayed below the text box. To add more computers, repeat the process.
- **Import a group of computers by specifying their IP Address range** - Enter the IP Address range of the target computers with the Start address and End address separated by a hyphen (e.g. 192.168.111.111-192.168.111.150) and click 'Add'. The entered IP address range will be added and displayed below the text box. To add more IP address ranges, repeat the process.
- **Import a group of computers by specifying IP Addresses and Subnet mask** - Enter the IP Address and Subnet mask (e.g. 192.168.111.111/24 or 192.168.111.111/255.255.255.0) in the text field and click 'Add'. The entered IP address/subnet mask will be added and displayed below the text box. To add more IP address/subnet mask, repeat the process.
 - To remove a computer/computer group added by mistake, select the computer/computer group from the text box and click 'Remove'.
 - Swipe to the left or click the right arrow to move to the next step.

Note: IP addresses are specified relative to the ESM service computer.

Step 3 – Targets Summary

In this step, all the endpoints included in the previous Step 2 will be displayed.

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Deployment Targets

<input type="checkbox"/> target computer	IP address	status	managed
<input checked="" type="checkbox"/> End Point 1	192.168.111.111	Ready	No
<input type="checkbox"/> End Point 2	192.168.222.222	Ready	No


Selected: 1 of 2

Remaining by license: 10


What do these settings do?






refresh



finish






close

- Select the endpoint(s) that you want to deploy the agent and CIS to. You can use the filter option to select the endpoints from the list displayed.
- Click the filter icon  in the 'Target Computer' column header to search for a particular endpoint and click 'Apply'
- Click the filter icon  in the 'IP address' column header to search for endpoints with particular IP(s) and click 'Apply'
- Click the filter icon  in the 'Status' column header to search for endpoints that are 'Ready' or 'Unavailable' and click 'Apply'
- Click the filter icon in the 'Is Managed' column header to search for endpoints that are 'Managed' or 'Not Managed' and click 'Apply'
- Click the right arrow or swipe left to move to the next step

Step 4 – Credentials

The next step is to select the administrative account (login) credentials that will be used to remotely upload the installation package using the administrative share on all target computer(s).

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Deploy Software



target type network addresses targets summary **credentials** packages internet security deployment progress

Credentials

- Current User Credentials
- Custom Credentials

User Name:

Password:

What do these settings do?  finish  close

Credentials - Table of Parameters	
Current User Credentials (Selected by default)	Selecting this option will install the agent using the credentials of the currently logged - in ESM administrator account in each endpoint.
Custom Credentials	Selecting this option allows the administrator to specify an administrative account for installation of the agent. Choosing this option requires administrators to specify the following details:
User Name:	Enter the user-name of the dedicated network administrator.
Password:	Enter the password of the dedicated network administrator.

- Click the right arrow after entering the credentials to move to the next step

Step 5 - Checking for Updated Software

The next stage 'Packages' displays the version details of ESM Agent and CIS. If any updates are available for the packages, it will be displayed. You can also check for updates of these applications and download it in your server for deployment on to the end-points.

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Deploy Software



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Packages

Packages are up-to-date

check for updates

download

ESM Agent	2.1.50730.4		Latest version
Internet Security	5.10.234611.2308		Latest version

- Click 'Check for Updates' to find out if any newer version of ESM Agent and CIS are available
- If any newer versions are available, you can choose to download them to the ESM server by clicking 'Download'
- Swipe to the left or click the right arrow to move to the next step

Step 6 - Internet Security

The next step is to choose installation options for Comodo Internet Security (CIS):

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Deploy Software

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Internet Security

ESM Agent will be installed or updated on target endpoints

Install COMODO Internet Security

Comodo Internet Security 5.10.234611.2308

Comodo Internet Security (includes Antivirus and Firewall) with Default Deny Protection™ protects against all of today's sophisticated malware threats. This model combined with central management eliminates threats and reduces the administrative burden

Components: Install all components

Suppress reboot after installation

Uninstall all incompatible third-party products

- Select 'Install Comodo Internet Security' check box if you wish CIS to be installed along with the agent.

Note: If the option to install CIS is not be selectable, your license for Comodo Endpoint Security Manager did not include CIS software.

- Select the version of CIS you wish to install on the selected endpoints from the drop-down. Note – the drop-down will be empty the first time ESM is run. You must first click 'Check For Updates' then 'Update' to populate the drop-down as explained in the previous Step 5 - Checking for Updated Software.

ESM Agent will be installed or updated on target endpoints

Install COMODO Internet Security

Comodo Internet Security 5.10.234611.2308

Comodo Internet Security 5.9.216064.2146

Comodo Internet Security 5.10.234611.2308

eliminates threats and reduces the administrative burden

Components: Install all components

- Select whether you want to include all the components (Firewall and Antivirus), Antivirus only or Firewall only from the Components drop-down.

against all of today's sophisticated malware threats. This model combined with central management eliminates threats and reduces the administrative burden

Components: Install all components ▾

Suppress reboot

Uninstall all incompatible products

Install all components

Install Antivirus components only

Install Firewall components only

- **Suppress reboot after installation** - CIS installation will restart of the endpoints for the installation to take effect. If you do not want the endpoints to be restarted on completion of installation, select this check box. CIS installation will complete but will take effect only on the next restart of the endpoint.
- **Uninstall all incompatible products** - Selecting this option uninstalls select third party antivirus, firewall and other desktop security software from the endpoints, prior to the installation of CIS. Performing this step will remove potentially incompatible products and thus enable CIS to operate correctly. Some incompatible products can be detected, but not automatically uninstalled and must be removed manually. If your product is detected but not uninstalled, please consult your vendor's documentation for precise uninstallation guidelines.

However the following steps will help most Windows users:

- Click the Start button to open the Windows Start menu
- Select Control Panel > Programs and Features (Win 7, Vista); Control Panel > Add or Remove Programs (XP)
- Select your current antivirus or firewall program(s) from the list
- Click Remove/Uninstall button
- Repeat process until all required programs have been removed

[Click Here](#) to see the full list of incompatible products.

- Click the right arrow to move to the next step.

Tip: You can also:

- Install CIS manually onto endpoint computers. Refer to [How to Install CIS](#); and
- Import stand-alone CIS application pre-installed at the endpoints under the management of ESM. Refer to [How to connect CIS to ESM at local endpoint](#).

Step 7 - Deployment Progress

- Click 'Start Deployment'.

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Deploy Software

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Deployment Progress

[start deployment](#)

<input checked="" type="checkbox"/> target computer	status	
<input checked="" type="checkbox"/> Endpoint 1	Ready to deploy	<div style="width: 100%;"></div>
<input checked="" type="checkbox"/> Endpoint 2	Ready to deploy	<div style="width: 100%;"></div>

Selected: 2 of 2

[What do these settings do?](#) finish close

ESM will start installing the agent/CIS on to the selected endpoints and the progress per endpoint will be displayed.

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Deploy Software

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Deployment Progress

[start deployment](#)

<input checked="" type="checkbox"/> target computer	status	
<input checked="" type="checkbox"/> Endpoint 1	Installing CIS	Installing... <div style="width: 83%;"></div> 83%
<input checked="" type="checkbox"/> Endpoint 2	Outdated CIS uninstalling	Reboot required! <div style="width: 66%;"></div> 66%

If any of the selected endpoints have older versions of CIS than the one selected in the previous Step 6, they will be automatically uninstalled and the selected version will be installed.

Step 8 - Deployment Complete

On completion of installation, the results screen will appear.

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Deploy Software

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Deployment Progress

[start deployment](#)

<input checked="" type="checkbox"/> target computer	status		
<input checked="" type="checkbox"/> Endpoint 1	Deployment Completed	CIS installed.	100%
<input checked="" type="checkbox"/> Endpoint 2	Deployment Completed	CIS installed.	100%

Selected: 2 of 2

What do these settings do? finish close

- If deployment fails, click on the words 'Deployment Failed' to discover the reason. The info box also contains advice that may re-mediate the issue.

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Deploy Software

target type network addresses targets summary credentials packages internet security deployment progress finish

Deployment Progress

start deployment

<input checked="" type="checkbox"/> target computer	status
<input checked="" type="checkbox"/> Endpoint 1	Deployment Failed Login problem: invalid username or bad password 100%

deployment error

Deployment failed.
Login problem: invalid username or bad password

1. Make sure if login and password are correct and you use administrator's account credentials.
2. Check if "Forceguest" option on target computer is disabled.
(HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\forceguest = 0)
3. If the account is not a built-in Administrator, check if HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\system\LocalAccountTokenFilterPolicy DWORD registry value is set to 1.

Technical details:
Logon failure: unknown user name or bad password
status_login_invalid_username_or_bad_password (1326)

ok

- Click the Finish icon or swipe the screen to the left to exit the wizard.

The endpoints selected in Step 3 are now added to ESM and are ready for management through ESM. Refer to the section **'Viewing Endpoints'** for more details on how to view the list of imported endpoints.

The newly added computers will be added to the default group 'Unassigned'. If this group has been changed to use a specific policy, that policy will be applied after the agent installation is completed. The administrator can create and name new groups according to the structure of the organization and move the added computers into them from 'Unassigned' group. Once created, admins can run tasks on entire groups of computers (such as applying security policy to CIS, running AV scans, deploying agents, updating AV databases and more). Refer to **Creating Endpoint Groups** for more details.

2.3.1.2. Adding Computers by Manual Installation of Agent and CIS

Installing the ESM agent locally is an alternative way of establishing connectivity between an endpoint and the ESM Central Service server. This is useful for scripting installation, or should the endpoint not be reachable from the ESM server's network.

The ESM setup file can be downloaded as an executable from the admin console. The file can be transferred onto media such as DVD, CD, USB memory so that the agent can be installed manually onto target machines rather than via the ESM interface. A single copy of the installation files can be used to install the agent on any number of target machines.

Upon successful installation of the agent it automatically establishes connection to the ESM Central Service Server and the endpoint can be controlled by the Administrator in the same way as it would if it were imported via the **deployment wizard**.

The endpoint security software, Comodo Internet Security (CIS) is typically also manually installed in the endpoint can be remotely managed by ESM once installation of the Agent is completed. If the Agent is installed first (with the endpoint having no CIS), the **deployment wizard** can be used to install CIS via the installed Agent.

Alternatively, Comodo Internet Security (CIS) can be installed in endpoint computers separately and from the CIS interface the endpoints can be connected to ESM. For more details refer the sections, **How to Install CIS** and **How to Connect CIS to ESM at the Local Endpoint**.

The newly added computer will be included to the default group 'Unassigned'. The administrator can then import the computer into the required group to which the computer is allotted.

Downloading the Offline Agent Installer

1. Navigate to the 'computers' area of the admin console and click 'download' tile.

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view
Observe computers, groups and their details

group
Add computers to a new group and apply a policy

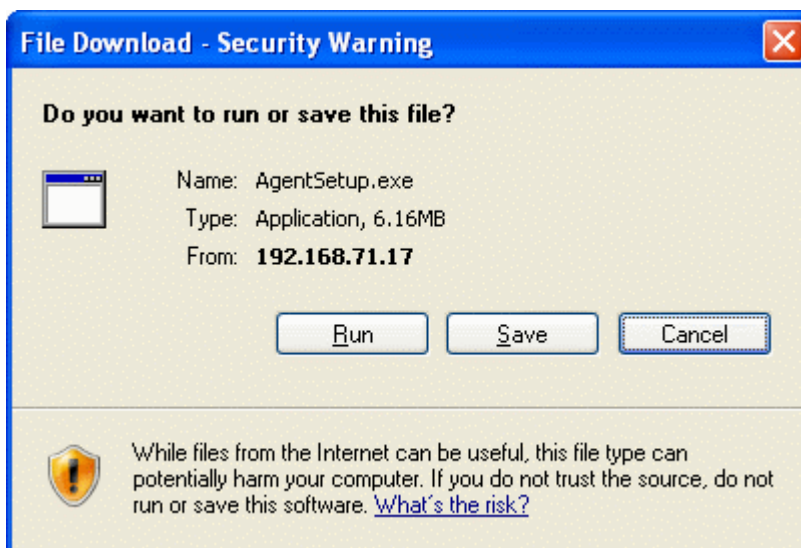
download
Get ESM Agent offline installer

deploy
Deploy software packages to manage new or upgrade existing computers

update

at do these settings do? x1.0 Re:

2. Click 'Save' in the 'File Download' dialog and save the file in the location of your choice.



Important Note: Web browsers run on server OS may not allow downloading files through it by default, due to policy restrictions. For this reason, in order to download the agent setup file through the ESM admin console accessed through a web browser like Internet Explorer installed on a server, the local computer policy of the server has to be configured to disable the file download restrictions.

Installing the Agent onto the Endpoint

The agent setup file can be copied to the target endpoint computer from DVD, CD, USB memory or by any other means and saved in a desired location. The agent can also be deployed using a third-party software distribution package.

The installation process can be started in the following ways:



- By double clicking the setup file to start the installation wizard.
- From the Windows CMD line. Command line options are as follows:

The command should be entered in the following format:

`<file path in which agent setup file is stored>/AgentSetup.exe /Options`

The options are explained in the following table. Some Options have multiple notations. These are separated by '|' in the following table.

Option	Description
/s /server <Server Host>	Pointing the endpoint to the ESM service computer/server by specifying its host name or address
/p /port <port number>	To specify the port number of the ESM service computer/server. Default port numbers are: <ul style="list-style-type: none"> • 57194 for connecting using HTTPS port • 57193 for connecting using HTTP port
/l /log <logfile.log>	To specify the path and file name to store the log file.
/q /quiet	To agent the agent in silent mode. The agent installation will not require any user interaction.
/help	Display the help information on installing the agent

Step 1 - Welcome Screen

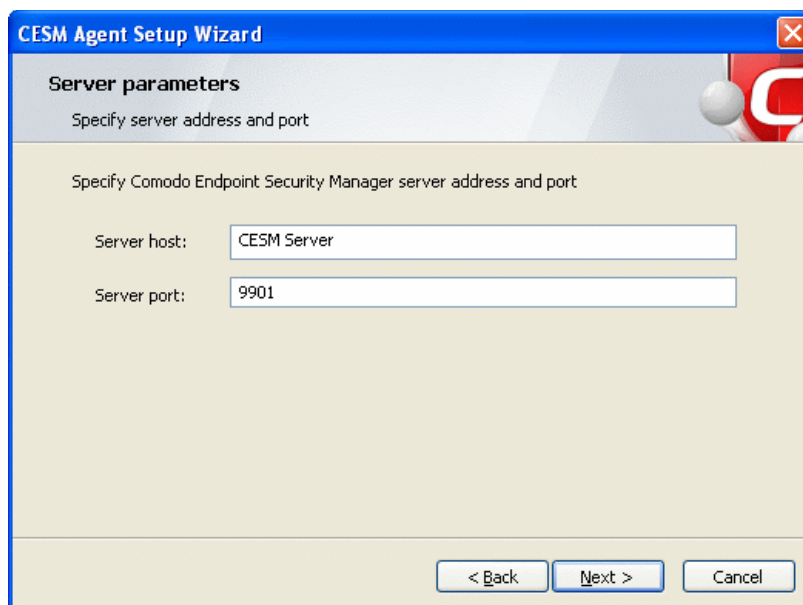
The welcome screen of the agent installation wizard will be displayed.



Click 'Next' to continue.

Step 2 – Specifying Server Address and Port

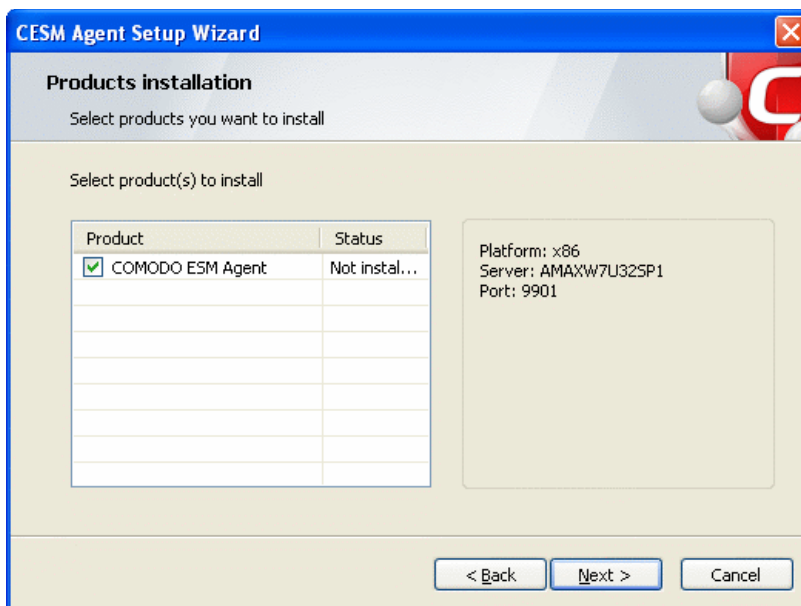
In the next step you must enter the host or IP address of the server in which ESM is installed and the port number the endpoint should be connected. By default, these fields will be populated with the details of the server from which the agent is downloaded.



If you want to connect the endpoint to another ESM service computer or server, enter that server host or IP address and the port number and click 'Next'.

Step 3 - Selecting Products to be Installed

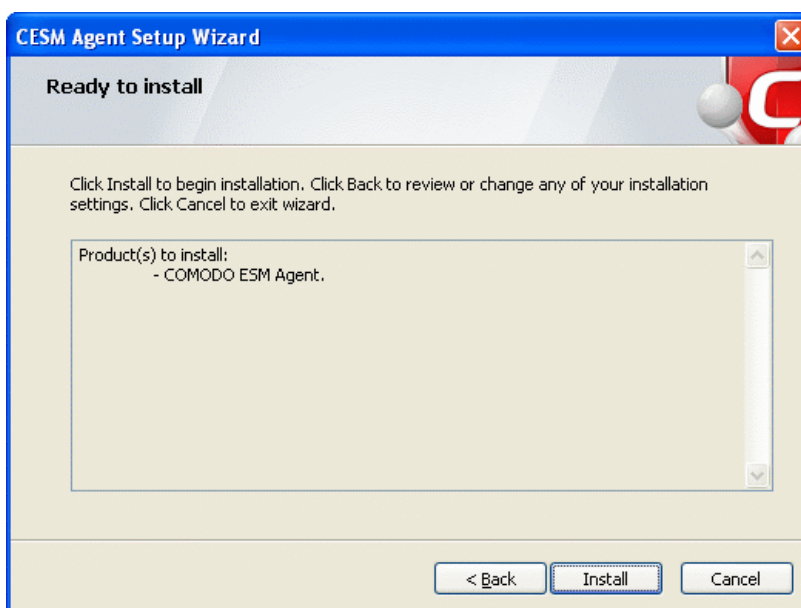
The next stage is to select the products to be installed. The installer will first check whether any of these items are already installed. You must first uninstall any older versions of CIS or the Agent that are detected.



Ensure that the required products are selected in then click 'Next'.

Step 4 - Ready to Install

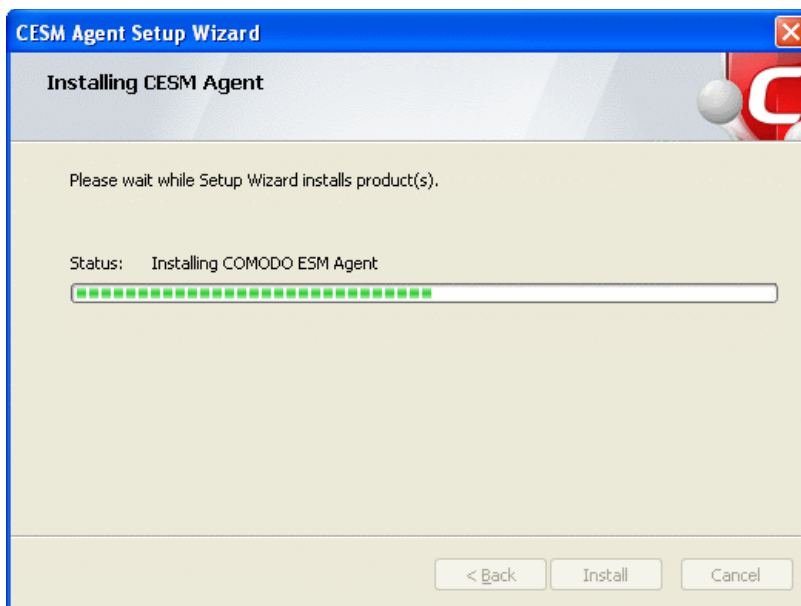
The next step allows you to confirm the choices made in the previous step. Click 'Back' if you want to review and change the choices made.



To commence the installation, click 'Install'.

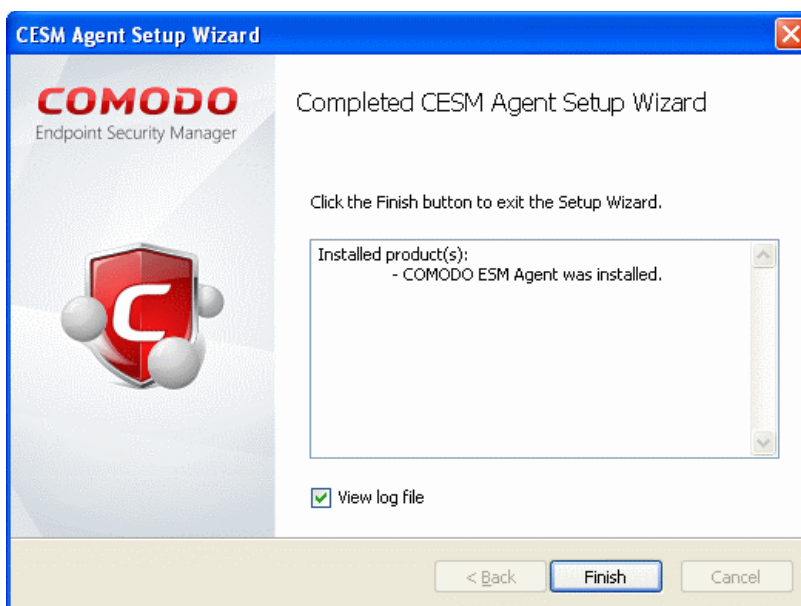
Step 5 - Installation Progress

The installation progress will be displayed.



Step 6 - Installation Complete

Upon setup completion, the 'Finish' dialog will be displayed:



- Click 'Finish' to exit the wizard.

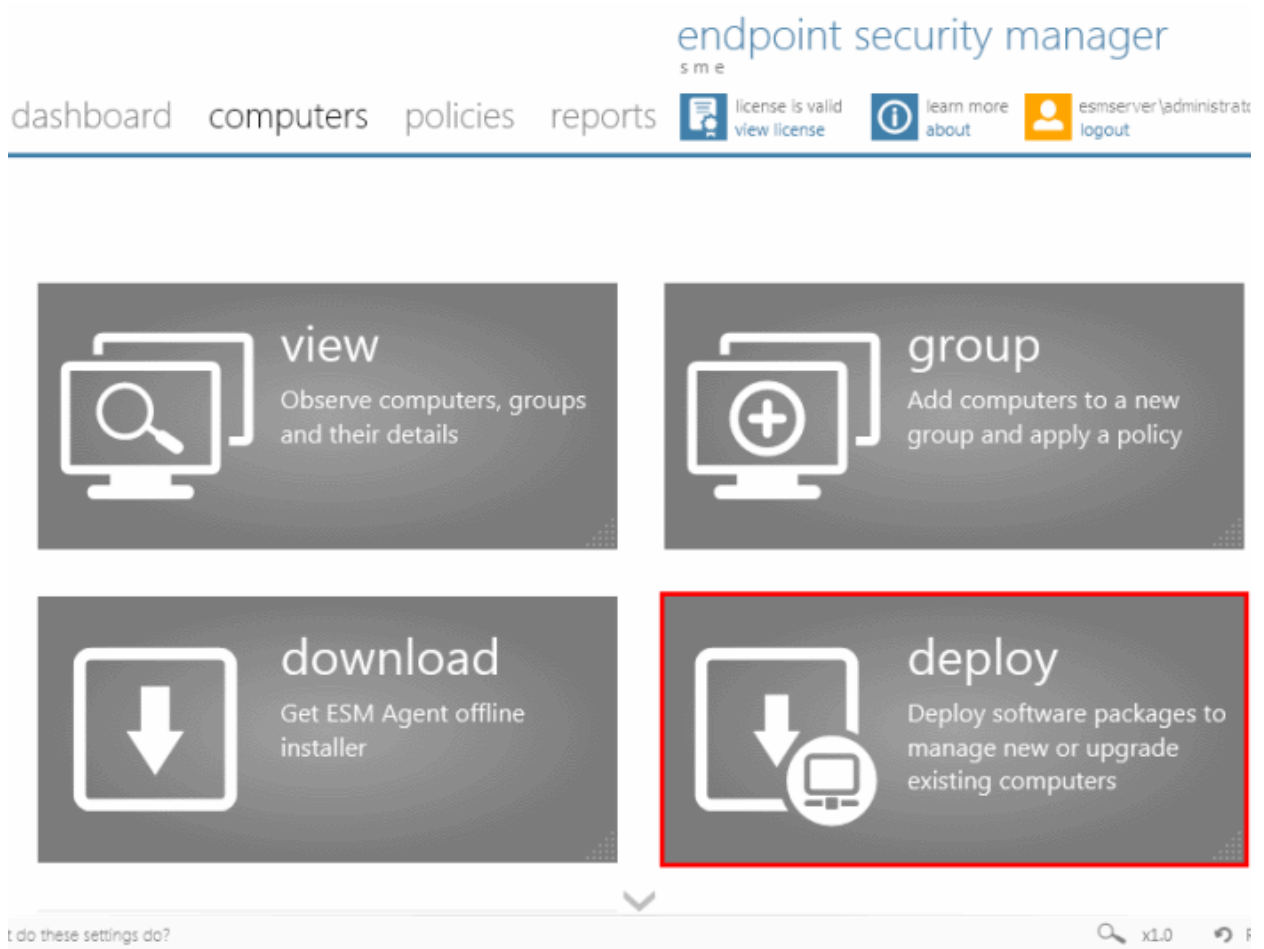
The agent will now automatically establish the connection to your ESM service computer or server.

2.3.1.3. Updating Comodo Software on Managed Computers

Once an endpoint is managed, ESM allows you to update the ESM agent as well as CIS using the Deploy wizard. The managed endpoints can also be updated using the 'Update' tile. Refer to the section '**Updating Endpoints**' for more details.

To update software on managed computers

- Click the 'deploy' tile from the 'Computers' area to start the wizard:



- Select 'Managed Computers' and click the right arrow or swipe left to proceed to the next step.

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Deploy Software

target type managed computers packages internet security deployment progress finish

Target Type

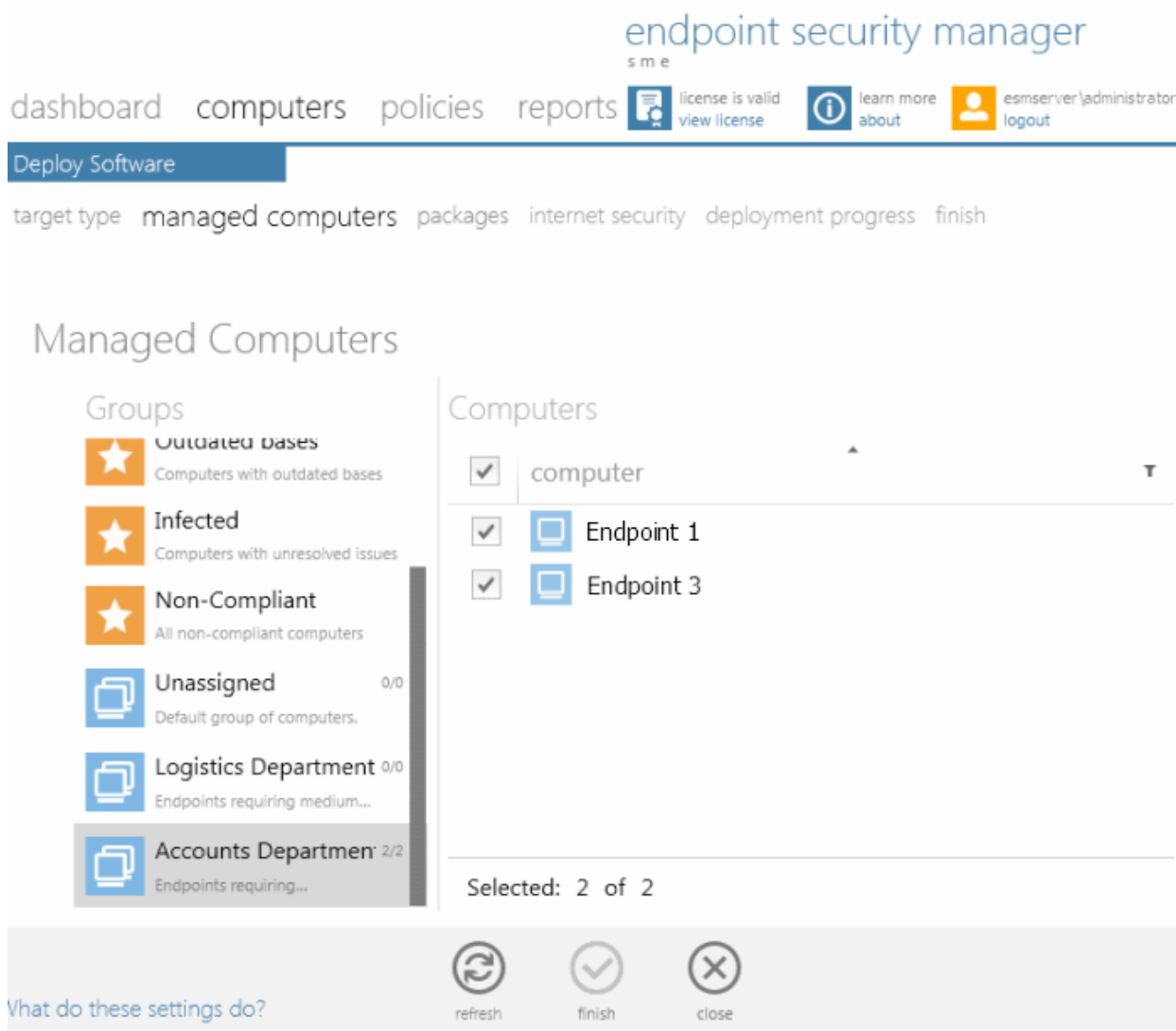
- Active Directory
Manage new computers by importing them from Active Directory
- Workgroup
Manage new computers by selecting them from workgroups
- Network Addresses
Manage new computers by specifying IP addresses or hostnames manually
- Managed Computers
Update software on computers that are currently managed


What do these settings do?

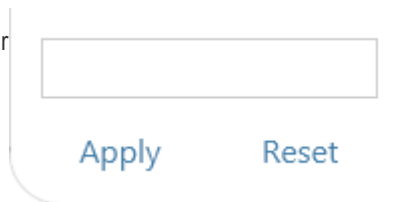
finish close

The 'Managed Computers' interface will be displayed.

- Select the group from the left hand side pane. The member endpoints of the selected group will be listed in the right hand side pane.



- Select the endpoints that you want to check and update the ESM Agent and CIS application from the list.
- Click the filter icon  in the 'Name' column header to search for a particular endpoint, enter the endpoint name and click 'Apply'.
- After selecting the endpoints, click the right arrow or swipe left to proceed to the next step.



The next stage 'Packages' displays the version details of ESM Agent and CIS. You can also check for updates of these applications and download it in your server for deployment on to the selected endpoints.

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Deploy Software



target type managed computers packages internet security deployment progress finish

Packages

Packages are up-to-date

check for updates

download

ESM Agent	2.1.50730.4		Latest version
Internet Security	5.10.234611.2308		Latest version

- Click 'Check for Updates' to find out if any newer version of ESM Agent and CIS are available
- If any newer versions are available, you can choose to download them to the ESM server by clicking 'Download'
- Click the right arrow or swipe left to move to the next step

The next step is to choose installation options for Comodo Internet Security (CIS):

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Deploy Software

target type managed computers packages internet security deployment progress finish

Internet Security

ESM Agent will be installed or updated on target endpoints

Install COMODO Internet Security

Comodo Internet Security 5.10.234611.2308

Comodo Internet Security (includes Antivirus and Firewall) with Default Deny Protection™ protects against all of today's sophisticated malware threats. This model combined with central management eliminates threats and reduces the administrative burden

Components: Install all components

Suppress reboot after installation

Uninstall all incompatible third-party products

- Select 'Install Comodo Internet Security' check box if you wish CIS to be installed along with the agent.
- Select the version of CIS you wish to install on the selected endpoints from the drop-down.

Comodo Internet Security will be installed or updated on target endpoints

Install COMODO Internet Security

Comodo Internet Security 5.10.234611.2308	▼
Comodo Internet Security 5.9.216064.2146	
Comodo Internet Security 5.10.234611.2308	

eliminates threats and reduces the administrative burden

Components: ▼

- Select whether you want to include all the components (Firewall and Antivirus), Antivirus only or Firewall only from the Components drop-down.

against all of today's sophisticated malware threats. This model combined with central management eliminates threats and reduces the administrative burden

Components: ▼

<input checked="" type="checkbox"/> Suppress reboot after installation	Install all components
<input type="checkbox"/> Uninstall all incompatible third-party products	Install Antivirus components only
	Install Firewall components only

- **Suppress reboot after installation** - CIS installation will restart of the endpoints for the installation to take effect. If you do not want the endpoints to be restarted on completion of installation, select this check box. CIS installation will complete but will take effect only on the next restart of the endpoint.
- **Uninstall all incompatible third-party products** - Selecting this option uninstalls select third party antivirus, firewall and other desktop security software from the endpoints, prior to the installation of CIS. Performing this step will remove potentially incompatible products and thus enable CIS to operate correctly. Some incompatible products can be detected, but not automatically uninstalled and must be removed manually. If your product is detected but not uninstalled, please consult your vendor's documentation for precise uninstallation guidelines.

[Click Here](#) to see the full list of incompatible products.

- Click the right arrow to move to the next step.

The next stage moves to deployment progress.

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Deploy Software

target type managed computers packages internet security deployment progress finish

Deployment Progress




[start deployment](#)

<input checked="" type="checkbox"/> target computer	status	
<input checked="" type="checkbox"/> Endpoint 1	Ready to deploy	<hr/>
<input checked="" type="checkbox"/> Endpoint 3	Ready to deploy	<hr/>

- Click 'Start Deployment'

The deployment progress will be displayed.

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Deploy Software

target type managed computers packages internet security deployment progress finish


Deployment Progress


[start deployment](#)

<input checked="" type="checkbox"/> target computer	status		
<input checked="" type="checkbox"/> Endpoint 1	Installing Agent	<div style="width: 20%;"><div style="background-color: #007bff; height: 10px;"></div></div> Executing update script...	20%
<input checked="" type="checkbox"/> Endpoint 3	Installing Agent	<div style="width: 20%;"><div style="background-color: #007bff; height: 10px;"></div></div> Executing update script...	20%

Selected: 2 of 2

[what do these settings do?](#)


finish


close

On completion of installation, the results screen will appear.

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Deploy Software

target type managed computers packages internet security deployment progress finish



Deployment Progress

start deployment

<input type="checkbox"/> target computer	status		
<input type="checkbox"/> Endpoint 1	Deployment Completed	CIS installed.	100%
<input type="checkbox"/> Endpoint 3	Deployment Completed	CIS installed.	100%

Selected: 0 of 2

What do these settings do?

 finish  close

- Click the Finish icon  or swipe the screen to the left to exit the wizard

Note: If you have selected 'Suppress reboot after installation' checkbox, the endpoints that were updated have to be restarted for the update to take effect.

2.3.2. Creating Endpoint Groups

Creating groups of computers allows the administrator to split large networks up into convenient and/or logical groupings. For example, an administrator may create groups of computers called 'Sales Department', 'Accounts Department', 'Vista Workstations', 'XP Workstations', 'Domain Controllers', '64 bit Machines' or 'All Managed Computers'. Once created, the administrator can manage all machines belonging to that group together. Some of the benefits of grouping the computers are:

- The CIS security policies can be applied to the endpoints belonging to various groups as per their requirements
- Antivirus (AV) scans can be run on endpoints in a group together
- The AV signature database in the endpoints can be updated together
- Various reports can be generated for the endpoints belonging to a group as a single file

The 'group' tile in the 'computers' area enables the administrator to define groups and to add previously imported endpoint computers into them as desired.

ESM SME is shipped with a default group 'Unassigned'. All the computers which are imported into ESM and yet to be assigned to other groups, will be added to the 'Unassigned' group.

To create a new group


- Navigate to 'computers' area and click the 'group' tile.


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 **view**
Observe computers, groups and their details

 **group**
Add computers to a new group and apply a policy

 **download**
Get ESM Agent offline installer

 **deploy**
Deploy software packages to manage new or upgrade existing computers



The Create Group wizard will start with Step 1 - Select Computers. The remaining steps are displayed below the blue title bar with the current step highlighted in blue. To move backwards or forwards between steps, use the arrows on either side of the title bar (or left click and drag to swipe the screens left or right). To move between previous and next steps, you can also click steps displayed below the title bar.

Step 1 - Selecting Computers

All the computers managed by ESM will be displayed as a list with their IP address and existing group details.

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Create Group

select computers select policy group name finish

Select Computers

<input checked="" type="checkbox"/>	name 	IP 	group 
<input checked="" type="checkbox"/>	Endpoint 1	192.168.111.111	Accounts Department
<input checked="" type="checkbox"/>	Endpoint 2	192.168.111.222	Unassigned
<input checked="" type="checkbox"/>	Endpoint 3	192.168.111.333	Unassigned
<input checked="" type="checkbox"/>	Endpoint 4	192.168.111.444	Unassigned

Selected: 4 of 4




What do these settings do?



finish



cancel

- Click the filter icon  in the 'name' column header to search for a particular endpoint and click 'Apply'
- Click the filter icon  in the 'IP' column header to search for endpoints with particular IP(s) and click 'Apply'
- Click the filter icon  in the 'group' column header to search for a particular endpoint in a particular group and click 'Apply'
- Select the endpoint computers to be added to the new group and click the right arrow/swipe the screen left to move to the next step

Step 2 - Selecting Security Policy

The next step is to assign a security policy for the CIS installations in the endpoints of the newly created group.

The specifics of each policy are set in the Comodo Internet Security software in one endpoint and can be imported and applied to other endpoints. The 'Select Policy' step allows the administrator to assign a local security policy and Internet security policy for the CIS installations in the endpoints of the group from the policies that are previously imported into ESM. Refer to **Creating a New Policy** for more details on importing policies into ESM from the configurations made in the individual endpoints.

The screenshot shows the SME dashboard with navigation links for 'dashboard', 'computers', 'policies', and 'reports'. A 'Create Group' button is highlighted. Below it, a breadcrumb trail reads 'select computers > select policy > group name > finish'. The 'policies' link is active, displaying a dropdown menu with options: '(Locally configured)', '(Locally configured)', '(Locally configured)', and 'Policy for Accounts Dept.'. The second '(Locally configured)' option is highlighted in blue, and a red circle highlights the right arrow of the dropdown menu.

Select Policy

Local Policy: (Locally configured) ▾

Internet Policy: (Locally configured) ▾

(Locally configured)

Policy for Accounts Dept.


- Select the Local Security Policy and Internet Security Policy for the CIS installations from the respective drop-downs and click the right arrow to move to the next step. For more details on ESM policies, see the section **'The Policies Area'**.

Step 3 - Naming the Group

The next step is to name the created group.

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Create Group

select computers select policy group name finish

Group Name

Name: Accounts Department - 2

Description: Endpoints requiring maximum protection

[What do these settings do?](#)

finish



cancel

- Enter a name as the group has to be identified by ESM in the 'Name' text field.
- Enter a short description for the created group in the 'Description' text field. This description will appear in the 'View All Computers' Interface.
- Click the right arrow to move to the next step.

Step 4 - Finish

- Upon completion, click the 'Finish' icon  (or swipe the screen left) to exit the wizard

The new group will be created with the endpoints selected in Step 1 as members. The CIS installations in all the member endpoints will be applied with the security policy as chosen in step 2.

Note: The policy can be changed for individual endpoints as desired from the '**View All Computers**' interface in the section that follows.

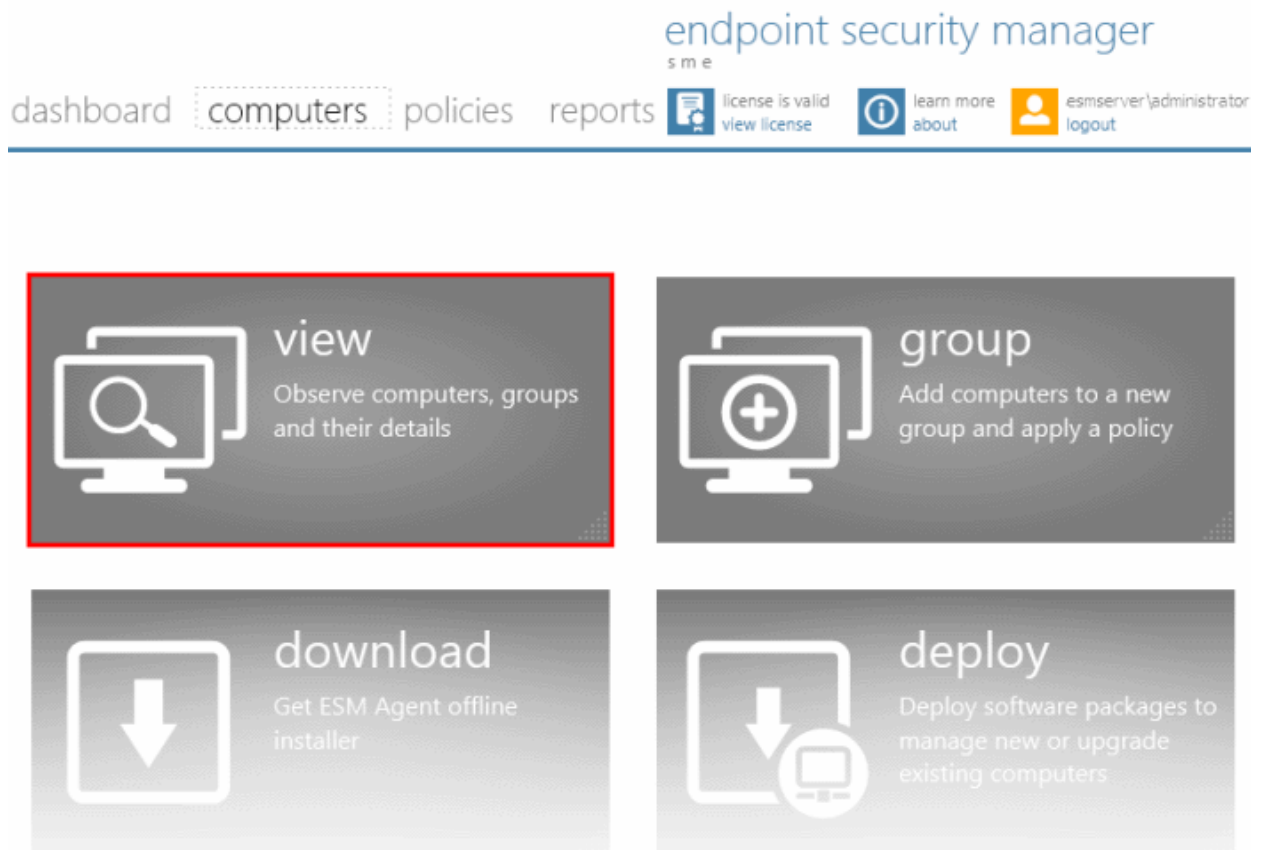
2.3.3. Viewing Endpoints

The 'View All Computers' interface plays a key role by providing system administrators with the ability to view and manage networked computers and their groups that have the agent installed. The interface displays all defined groups and the managed endpoints within each group. See **Adding Endpoint Computers to ESM** for help deploying the Agent.

From this interface the administrator can:

- **Create a new group**
- **Edit a group (add / remove endpoints, change default security policies)**
- **View and manage individual endpoints (security policies, CIS management mode and quarantined items)**
- **Remove groups or endpoints**
- **Launch antivirus scans on groups or individual endpoints**
- **Launch database updates on groups or individual endpoints**

To access the 'View All Computers' interface, click the 'view' tile from the 'computers' area.



The 'View All Computers' interface will open.


The screenshot shows the 'View All Computers' interface in the SME console. On the left is a 'Groups' sidebar with categories like 'All Computers', 'Online', 'Outdated bases', 'Infected', 'Non-Compliant', 'Unassigned', 'Logistics Department', and 'Accounts...'. The main area displays 'Details' for the 'All Computers (3/3)' group, showing counts for 'Infected' (0), 'Non-Compliant' (1), 'Outdated' (2), and 'Local Mode' (0). Below this is a table of computers:

name	status	cis	policy	actions
Endpoint 1 10.70.70.23	Online	Remote 5.10.234611.2308	Compliant Policy 1	Scan completed at Thu (0 threats found)
Endpoint 2 10.70.70.25	Online Outdated	Local 5.10.234611.2308	Compliant (Locally configured)	
Endpoint 3 192.168.200.235	Online Outdated	Remote 5.10.234611.2308	Non-Compliant Policy 1	Scanning: 10% 'My Computer' (0 threats found)

At the bottom of the table, there are icons for 'refresh', 'add group', 'remove', 'details', 'run a scan', 'update AV', and 'close'.

The left hand column contains a list of pre-set and user defined groups. Clicking on any group will display all endpoints in that group. The preset groups are:

- **All Computers** - Displays the list of all the endpoints managed by ESM in the right hand side (RHS) pane.
- **Online** - Displays a list of endpoints that are currently online and connected to ESM console.
- **Outdated Bases** - Displays a list of endpoints in which virus database is outdated. This is useful to initiate virus database updates only onto the outdated endpoints.
- **Infected** - Displays a list of endpoints in which malware and virus are discovered during AV scans.
- **Non-Compliant** - Displays a list of endpoints in which CIS installations are currently non-compliant with the policy applied for the groups they belong to.
- **Groups** - Displays the list of only the member endpoints of the group.

You can filter the list of endpoints by clicking the  icon next to the column label. For example, clicking the filter icon in the 'name' column will allow you to search for a particular endpoint. Clicking the filter icon in the 'status' column allows you to display only those endpoints that have 'Online', 'Offline', 'Infected' or 'Outdated' status:





The filter dialog box shows the following options:



- Online
- Offline
- Infected
- Outdated

Buttons: **Apply** **Reset**


- Click 'Apply' to implement your chosen filter or click 'Reset' to clear the filter.

View All Computers Interface - Table of Column Descriptions

Column Heading	Description
name	<p>Displays the name of the Endpoint computers with their IP address beneath the name. Also, the endpoint icon indicates whether the endpoint is online or offline.</p> <p> - Indicates that the endpoint is online and connected to ESM</p> <p> - Indicates that the endpoint is offline and not connected to ESM</p>
status	<p>Indicates whether the endpoints are online or offline. The current state of the computer that requires administrator's attention like, the the virus database is outdated or the computer is infected, is displayed beneath the status. The status of endpoints with the warning is displayed with a different color from the other endpoints. The connection status can be one of the following:</p> <ul style="list-style-type: none"> • Online - The endpoint agent is connected to ESM • Offline - The endpoint agent is not connected to ESM at this moment
cis	<p>Indicates whether the CIS installation in the endpoint is remotely managed by ESM or locally managed. The version number of CIS installed at the endpoint is displayed beneath the mode. The CIS mode can be:</p> <ul style="list-style-type: none"> • Local - The CIS installation at the endpoint is being managed locally. You can directly force the endpoints in local administration mode to remote management mode by clicking the  icon. • Remote - The CIS installation at the endpoint is being managed remotely. • Unknown - The management mode of CIS at the endpoint cannot be established. This may be because CIS is not installed; is not active or because of network problems. • Unsupported CIS – The CIS installation at the endpoint cannot be managed by ESM. This may be because the endpoint has an older version of CIS that cannot be remotely managed. You can update the CIS installation from the Managed Endpoints interface. Refer to Updating Comodo Software at Managed Endpoints. <p>The CIS Mode can be changed from the 'Computer Properties' interface > 'Advanced View' of the respective endpoint or by using 'Details...'. Refer to Viewing Details of an Endpoint Computer and Applying Policies Individually for more details.</p>
policy	<p>Displays the compliance status of the CIS installation on the endpoint with the applied security policy. The local connection policy applied for the endpoint is displayed beneath the compliance status.</p> <p>The compliance status can be one of the following:</p> <ul style="list-style-type: none"> • Compliant - The CIS installation at the endpoint is compliant to the applied security policy. • Non-Compliant - The CIS installation at the endpoint is not compliant to the applied security policy. <ul style="list-style-type: none"> • For endpoints with CIS in Remote Management Mode - ESM will apply the security policy to the endpoint during the next polling time to make it compliant. Clicking the  icon will forcibly reapply the security policy immediately. • For endpoints with CIS in Local Administration Mode - CIS has to be switched to Remote mode at the endpoint or by using '...Details' to make it compliant. Alternatively, a new policy can be applied to make it compliant. • Pending - The compliance status of the CIS installation at the endpoint is yet to be assessed. <p>For further reading on 'Policies', please see The Policies Area.</p>
actions	<p>Displays the progress of currently executed action or last completed action on the endpoint like</p>

	<p>running an Antivirus scan or virus database updates. The action column also displays shortcut icons for running an Antivirus scan and updating virus database on the endpoint.</p> <p> - Clicking this icon starts a full computer Antivirus scan on the endpoint if it is online.</p> <p> - Clicking this icon starts virus database update on the endpoint if it is online.</p>
--	--


Creating a New Group

- Click the Add Group icon  from the bottom of the interface. The Create Group Wizard will be started. Refer to the section **Creating Endpoint Groups** for a detailed description on the wizard.

Viewing and Editing a Group

The 'Group Properties' interface displays the details like the local connection and Internet connection security policies applied to its member endpoints. You can change the name of the group and the policies applied from this interface. The 'Group Properties' It also allows you to add newly imported endpoints from the 'Unassigned' group or move endpoints from other groups into it and to remove existing member endpoints.

The 'Group Properties' interface can be opened by three ways:

- Selecting a group from the Left Hand Side (LHS) pane and clicking 'View Details' link from the Right Hand Side (RHS) pane
- Selecting the group from the LHS pane and clicking the details icon 
- Selecting the group from the LHS pane and double clicking on it

The interface contains two screens:

- General Screen** - Displays the name, description and default policies assigned to the group and enables the administrator to edit those details.
- Computers Screen** - Displays the list of all endpoint computers added to ESM, with the members of the group preselected, allowing administrator to add more computers to the group and remove existing members. Computers that are removed from a specific group but are not re-assigned to another named group, will be automatically added to the 'Unassigned' group.

The administrator can switch between these two areas by clicking the tabs at the top, swiping through the interface or by using the left and right arrows on both sides of the interface.

General Screen

The 'general' screen displays the name, description, assigned local and Internet connection security policies of the group.

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Group Properties - 'Accounts Department - 2'

general computers


general


Name:	<input type="text" value="Accounts Department - 2"/>
Description:	<input type="text" value="Endpoints requiring maximum protection"/>
Local Policy:	<input type="text" value="Policy 1"/>
Internet Policy:	<input type="text" value="Policy for Accounts Dept."/>


 In order to make all online locally administered computers in this group remotely managed press the button below.

[force remote mode](#)

What do these settings do?


refresh


save


close

- To change the name and description, directly edit the respective text fields
- To change the Local and Internet connection security policies applied to the member endpoints of the group, select the policies from the respective drop-downs
- To forcibly change the management mode of CIS installations in the endpoints to Remote mode, enabling management by ESM, click the 'force remote mode' button
- Click 'Save' icon for the changes to take effect

Computers Screen

The 'computers' screen displays a list of all the computers added to ESM along with the details of their IP Address and the group they belong to. Endpoints that are the members of the group are preselected.

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Group Properties - 'Accounts Department - 2'

general computers

computers

<input type="checkbox"/>	name	IP	group
<input checked="" type="checkbox"/>	Endpoint 1	10.70.70.23	Accounts Department - 2
<input type="checkbox"/>	Endpoint 2	10.70.70.25	Logistics Department
<input checked="" type="checkbox"/>	Endpoint 3	192.168.200.235	Accounts Department - 2

Selected: 2 of 3

/hat do these settings do?



refresh



save




close

- To add more computers to the group, simply select the check-boxes beside the desired computer names
- To remove the existing member endpoints, simply uncheck the items
- Click 'Save' icon for the changes to take effect

Viewing Details of an Endpoint Computer, Applying Policies Individually and Managing Quarantined Items

The 'Computer Properties' interface displays the system details like the name, hardware configuration, OS version, group details like group name, local connection and Internet connection security policies applied, warranty status and CIS details like version of CIS application and its installed components. You can change the applied security policies individually for this endpoint, enable warranty and manage suspicious files identified and quarantined by CIS in it.

The 'Computer Properties' interface can be opened by three ways:

- Selecting the computer from the right hand side pane and clicking the details icon 
- Selecting the computer from the RHS pane and double clicking on it

The 'Computer Properties' interface contains three screens:

- **General Screen** - Displays the general system details like IP address, Computer Name, Hardware Configuration and Operating System details of the endpoint.
- **Advanced Screen** - Displays ESM connection details like Group to which it belongs, current connection mode, and current security policies applied. The administrator can view the details of the policies and change Local network and Internet connection security policies of the endpoint individually.
- **Internet Security Screen** – Displays the details of the CIS application and the details of virus signature database. The Internet Security screen also allows you to update the virus signature database and run antivirus scans on the endpoint individually and manage the suspicious items quarantined by the CIS in the endpoint.

The administrator can navigate between these screens by clicking respective links at the top left, swiping through the interface or by using the left and right arrows on both sides of the interface.

General Screen

The 'general' screen provides the computer related details like the IP Address, Computer name, Operating System and Hardware configuration of the endpoint. The interface also displays the version of the ESM agent currently installed at the endpoint and the connection status.

The screenshot shows the 'endpoint security manager' interface. The top navigation bar includes 'dashboard', 'computers', 'policies', and 'reports'. On the right, there are status indicators: 'license is valid view license', 'learn more about', and 'esmserver\administrator logout'. The current page is titled 'Computer Properties - 'dk3xp32sp3'' and has sub-tabs for 'general', 'advanced', and 'internet security'. The 'General' section displays the following information:

Name:	Endpoint 1
Agent Version:	2.1.50731.1
Status:	Online

The 'System Details' section displays the following information:

IP Address:	10.70.70.23
DNS Name:	Endpoint 1
Operating System:	Microsoft Windows XP Professional Service Pack 3 (build 2600)
Operating System Type:	X86-based PC
Processor:	Intel(R) Core(TM) i7 CPU 860 @ 2.80GHz, 2771 MHz
Memory (RAM):	511 MB

At the bottom of the screen, there are three icons: 'refresh', 'save', and 'close'. A link 'What do these settings do?' is also present.

Advanced Screen

The 'Advanced' screen of the Computer Properties interface displays the ESM related details of the endpoint computer.

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Computer Properties - 'dk3xp32sp3'

general
advanced
internet security

Group Details

Member of Group:	Accounts Department - 2
Group Local Policy:	Policy 1
Group Internet Policy:	Policy for Accounts Dept.


Policy Details


Current Policy:	Policy 1	
Current Policy Status:	Compliant	reapply policy
Local Policy:	Policy 1	▼
Internet Policy:	Policy for Accounts Dept.	▼
Current Connection Mode:	Local	
Last Poll Time:	8/3/2012 3:17:38 PM	


Warranty Details

Warranty Status:	enable
------------------	--------

What do these settings do?


refresh


save


close

The 'Group Details' the details of the Group to which the endpoint belongs:

- **Member of Group** - Name of the group. Clicking the Name of the group will open the 'Group Properties' interface of the group. Refer to [Viewing and Editing a Group](#) for more details on this interface.
- **Group Local Policy** - Displays the Local network connection security policy assigned for the group. Clicking the policy name will open the 'Policy Properties' interface of the policy. Refer to [Viewing Details, Editing and Applying a Policy to Endpoints](#) for more details on this interface.
- **Group Internet Policy** - Displays the Internet connection security policy assigned for the group. Clicking the policy name will open the 'Policy Properties' interface of the policy. Refer to [Viewing Details, Editing and Applying a Policy to Endpoints](#) for more details on this interface.

The 'Policy Details' displays the details on security policies currently applied to the endpoint and their compliancy status. You can change the security policy applied to the endpoint individually or reapply the policy corresponding to the Group to which the endpoint belongs.

- **Current Policy** - Displays the current security policy applied to the endpoint as per the current connection mode. Clicking the policy name will open the 'Policy Properties' interface of the policy. Refer to [Viewing Details, Editing and](#)

Applying a Policy to Endpoints for more details on this interface.

- **Current Policy Status** - Displays whether the endpoint is in complaint or non-compliant to the policy of the group it belongs. If it is non-complaint, you can click the 'Reapply Policy' button to apply the group's policy to the endpoint.
- **Local Policy** - The drop-down displays the current local network connection security policy applied to the endpoint. You can change it by selecting the required policy from the drop-down so that the selected policy is applied to this endpoint irrespective of policy of the Group.
- **Internet Policy** - The drop-down displays the current Internet connection security policy applied to the endpoint. You can change it by selecting the required policy from the drop-down so that the selected policy is applied to this endpoint irrespective of policy of the Group.
- **Current Connection Mode** - Indicates whether the endpoint is connected to ESM through local network or Internet, which determines whether the computer will be using the Local Policy or Internet Policy.
- **Last Poll Time** - Indicates the date and time at which the connection and policy compliancy states of the endpoint was last assessed.

The 'Warranty Details' displays the warranty status of the endpoint. If it is disabled, you can click the 'Enable' button to enable warranty. The warranty is eligible as per the license you have purchased.

Internet Security Screen

The 'internet security' screen displays the details on CIS application and virus signature database update status installed in the endpoint. It also enables you to run antivirus scans and manage files and programs identified as suspicious by the CIS application and moved to quarantine at the endpoint. The 'internet security' screen contains two screens:

- **General**
- **Quarantined Items**

You can switch between these two screens by clicking the respective tabs

General

The General tab displays the details of CIS and the virus signature database

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Computer Properties - 'Endpoint 1'

general advanced internet security

Internet Security

General Quarantined items

General

Product Version: 5.10.234611.2308

Management Mode: Local

force remote mode

Installed Components: All Components

Virus Signature Database

Version: 13133

Last Updated: 8/3/2012 10:37:37 AM

State: Up-to-date

update

Update Status:

Antivirus Scan

Scan Profile: My Computer

run scan

Scan Status: Scan completed



refresh



save



close

What do these settings do?

The 'General' details provides the version of CIS installed, its mode of management and the components like Antivirus only, Firewall only and All Components installed. If the CIS is in local administration mode, you can switch it to remote management mode by the ESM, by clicking the 'force remote mode' button.

The Virus Signature Database details provides the version of the virus signature database in the endpoint and its update status. If the database is outdated, you can click the 'update' button to start updating it.

The 'Antivirus Scan' enables you to run antivirus scans at the endpoint with the selected scan profile. To run a scan, select the scan profile from the drop-down and click the 'run a scan' button. The Scan Status field will display the progress of the scan.

Quarantined Items

The 'Quarantined Items' tab displays a list if programs, applications and files identified as suspicious by the CIS installation at

the endpoint during its real-time and on-demand scans and moved to its quarantine.

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Computer Properties - 'Endpoint 1'

general advanced internet security

Internet Security

General Quarantined items

Quarantined Items

Delete Restore

<input type="checkbox"/>	malware	location	quarantined	status
<input checked="" type="checkbox"/>	Application.Win32.Le...	C:\Documents and...	8/3/2012 5:59:41 PM	
<input checked="" type="checkbox"/>	Application.Win32.Le...	C:\Documents and...	8/3/2012 5:57:19 PM	
<input checked="" type="checkbox"/>	Application.Win32.Le...	c:\documents and...	8/3/2012 5:51:33 PM	
<input type="checkbox"/>	Application.Win32.Le...	C:\Documents and...	8/3/2012 5:57:49 PM	
<input type="checkbox"/>	Application.Win32.Le...	C:\Documents and...	8/3/2012 5:58:12 PM	
<input type="checkbox"/>	ApplicUnwnt.Win32....	C:\Documents and...	8/3/2012 5:58:57 PM	

Selected: 3 of 15

what do these settings do? refresh save close

After the analysis of the list:

- If the administrator finds an entry to be a safe application or file, the administrator can restore it to the original location in the endpoint from quarantine
- On the other hand, if the administrator finds an entry to be a harmful application or a file, the administrator can permanently remove it from the target endpoint

Note: When you restore a quarantined item to a computer, the file will be scanned again by Comodo Internet Security and, unless a new policy or update was applied otherwise, it may again be found to be malware, at which point it will just be placed back into quarantine.

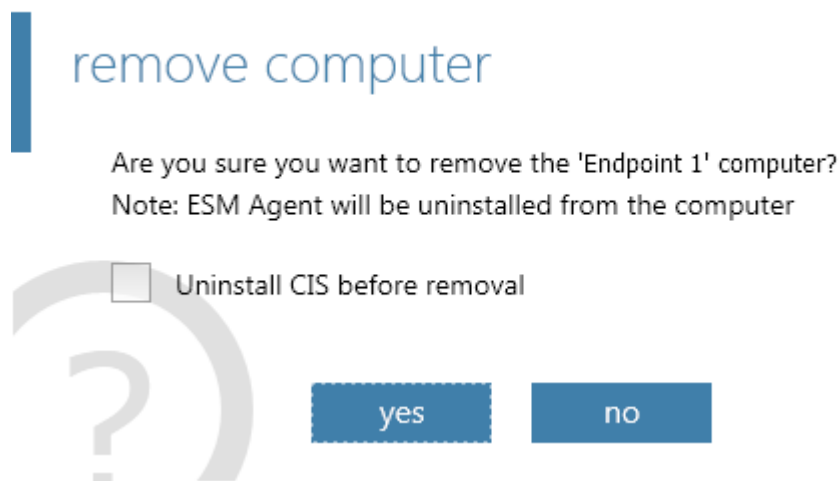
To restore or remove a file or application

1. Select the checkbox in the left end of the row(s) of the entry(ies) to be removed or restored.
2. Click 'Delete' or 'Restore' from the top right of the interface as required.

Removing Groups or Endpoints

Administrators can remove groups or individual endpoints by simply selecting them and clicking the 'Remove' icon .

A confirmation dialog will be displayed:




The ESM agents in the member endpoints of the selected group or the selected endpoint(s) will be automatically removed.

- If you want the CIS installations also to be removed from the endpoints, select 'Uninstall CIS before removal' checkbox
- Click 'Yes' to remove the selected item(s).


Tip: Press and hold Shift or Ctrl key on the keyboard to select multiple items.

Running Antivirus Scans

The 'View All Computers' interface allows the administrator to run full computer Antivirus (AV) scans on Group(s) or Endpoint(s) directly just by selecting them then clicking the 'Run a Scan' icon . The scan will start immediately and the progress will be displayed under the status column of the target computer(s).

- If malware is discovered during the scan that is not handled successfully (deleted, disinfected or quarantined) then the 'Malware Found' and/or 'Infections' tiles on the dashboard will turn red and display the number of samples and/or affected endpoints. Malware that is successfully dealt with will not show on the 'Malware Found' tile.
- Admins can also receive email notifications upon malware discovery. To set up notifications, click 'Dashboard' > Click 'System Status' at the bottom of the 'Malware Found' tile > Click the 'Edit' icon to open 'System Status Tile Properties' > Select 'Send Email Notifications' checkbox (make sure 'Malware Found' is displayed in the drop down box).
- The results of the scan can be viewed as an Infection report from the Reports area - click 'Reports' then the 'Computer Infections' tile. The report can also be exported as a pdf file or a spreadsheet file for printing purposes. Refer to [Reports > Computer Infections](#) for more details.

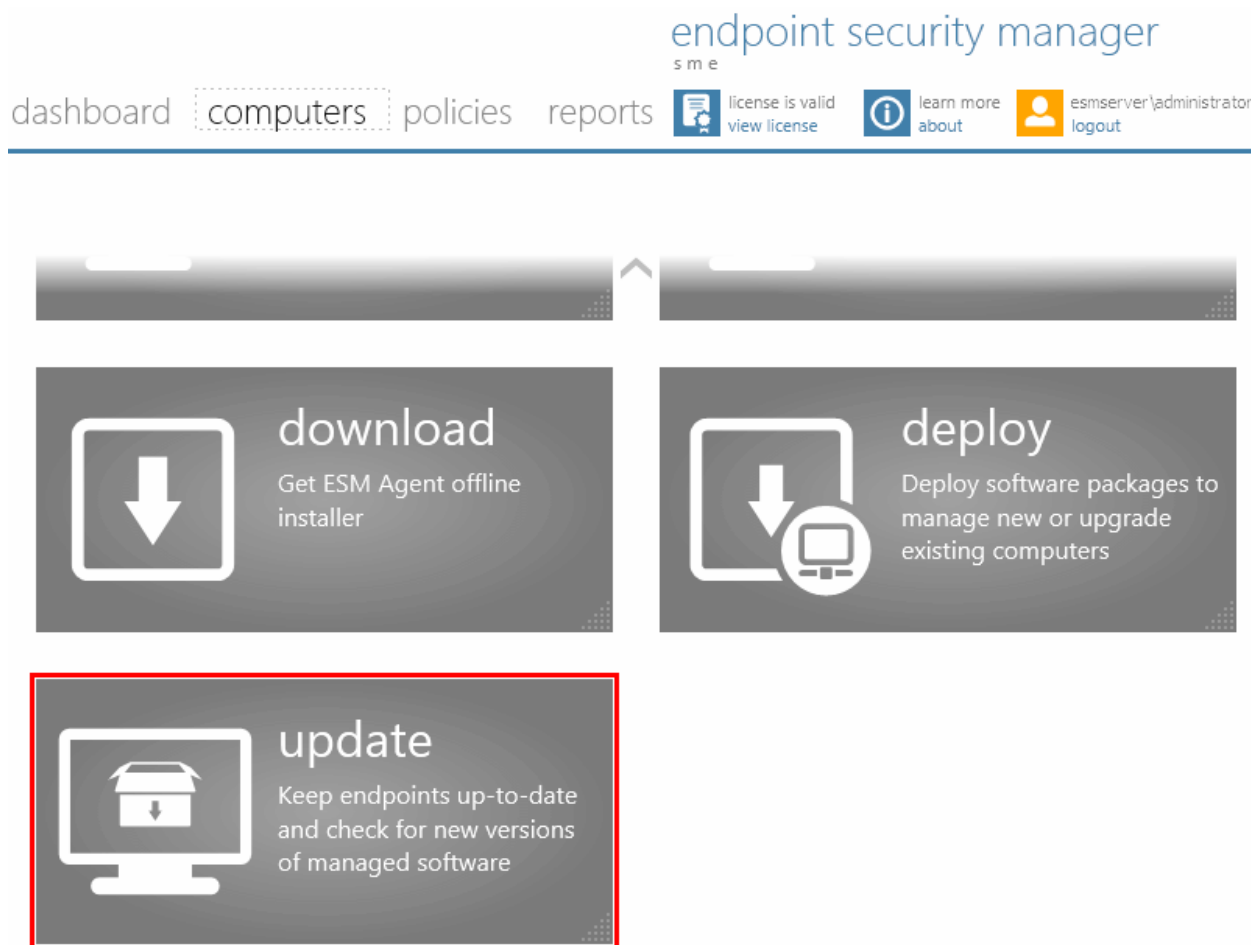
Running AV Updates

The View All Computers interface allows the administrator to update Antivirus (AV) signature database on Group(s) or Endpoint(s) directly just by selecting them and clicking the 'Update AV' icon . The update process will start immediately and the progress will be displayed under the state column of the target computers.

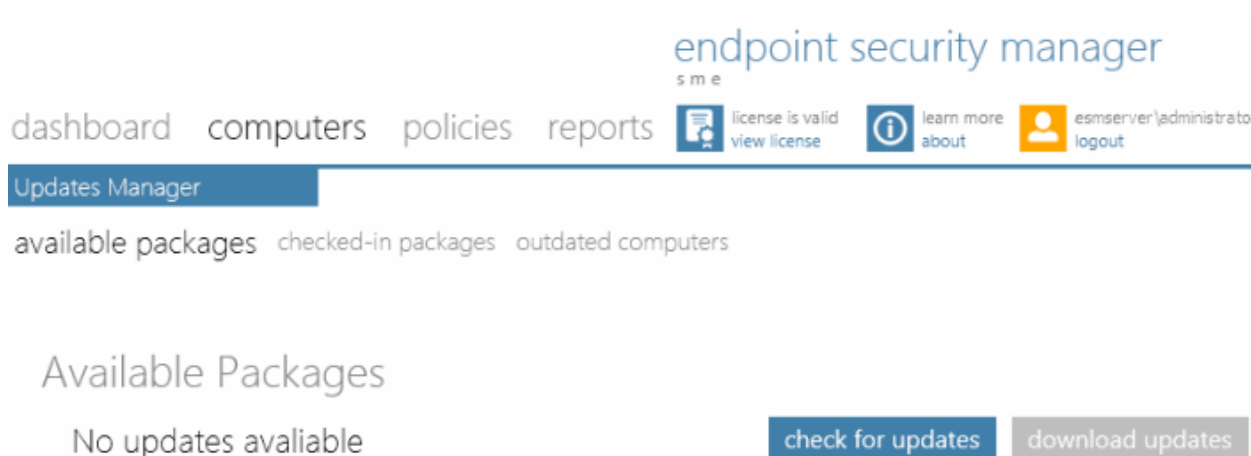
2.3.4. Updating Endpoints

The 'Updates Manager' allows administrators to quickly check for and download any available software updates. This includes items such as new versions of Comodo Internet Security and the ESM agent. If updates are available, they can be downloaded to the local ESM service computer/server. The 'Checked-in Packages' area

contains a list of packages that have previously been downloaded. Administrators can download selected packages from here to facilitate offline installation to remote endpoints. Finally, the interface also lists any endpoints running outdated software. Clicking the 'update' computers' button will install the latest versions on these computers. To view the Updates manager interface, navigate to 'computers' area and click the 'Update' tile.



The 'Updates Manager' interface will be displayed.



The 'Updates Manager' contains three screens:

- **available packages** - Enables the administrator to check whether any updates are available to the CIS installation

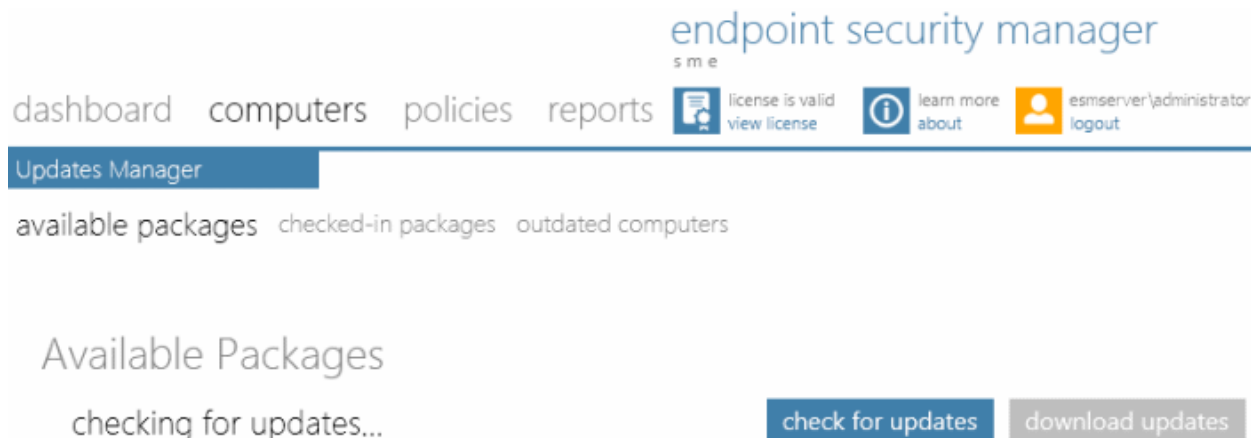
packages loaded to the ESM server

- **checked-in packages** - Enables the administrator to view the versions of the ESM agent and CIS package loaded to ESM server for deployment onto endpoints
- **outdated computers** - Enables the administrator to check whether any of the endpoints are running with outdated version of CIS application and to update them to the latest version available in the checked-in packages

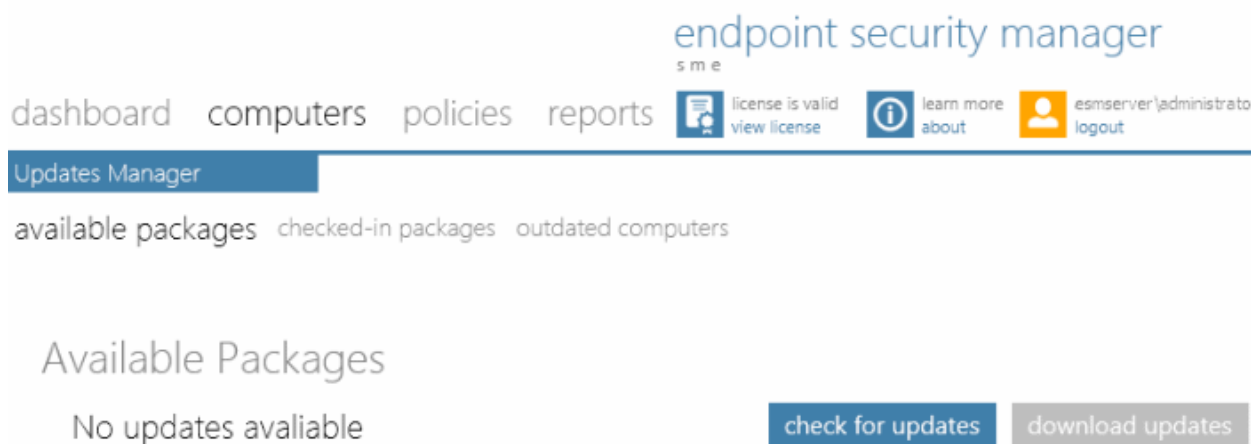
The administrator can navigate between these screens by clicking respective links at the top left, swiping through the interface or by using the left and right arrows on both sides of the interface.

Available Packages

On opening the 'available packages' screen, ESM automatically checks whether any updates are available...



... and displays the result.



- You can click 'Check for updates' link to ensure the update available is the latest one.
- If any updates are available, click 'Download updates' to download the applications from Comodo website. The updated version of the CIS application will be downloaded to the ESM SME service computer/server.

Checked-in-Packages

The 'checked-in packages' screen displays the details of the versions of the ESM agent and CIS packages available in the ESM server. It also enables the administrator to download the agent and application installation files to their local computer, for later deployment on to other endpoints by means of other media such as USB, DVD etc.

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Updates Manager

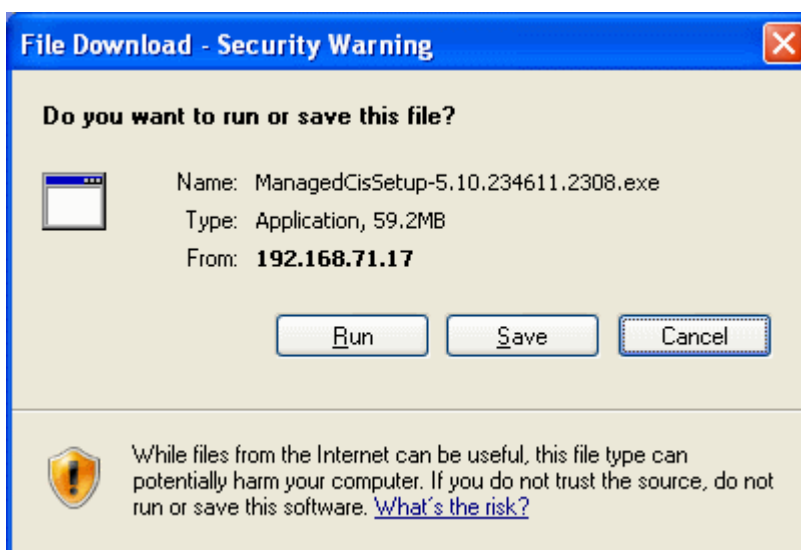
available packages checked-in packages outdated computers

Checked-in Packages

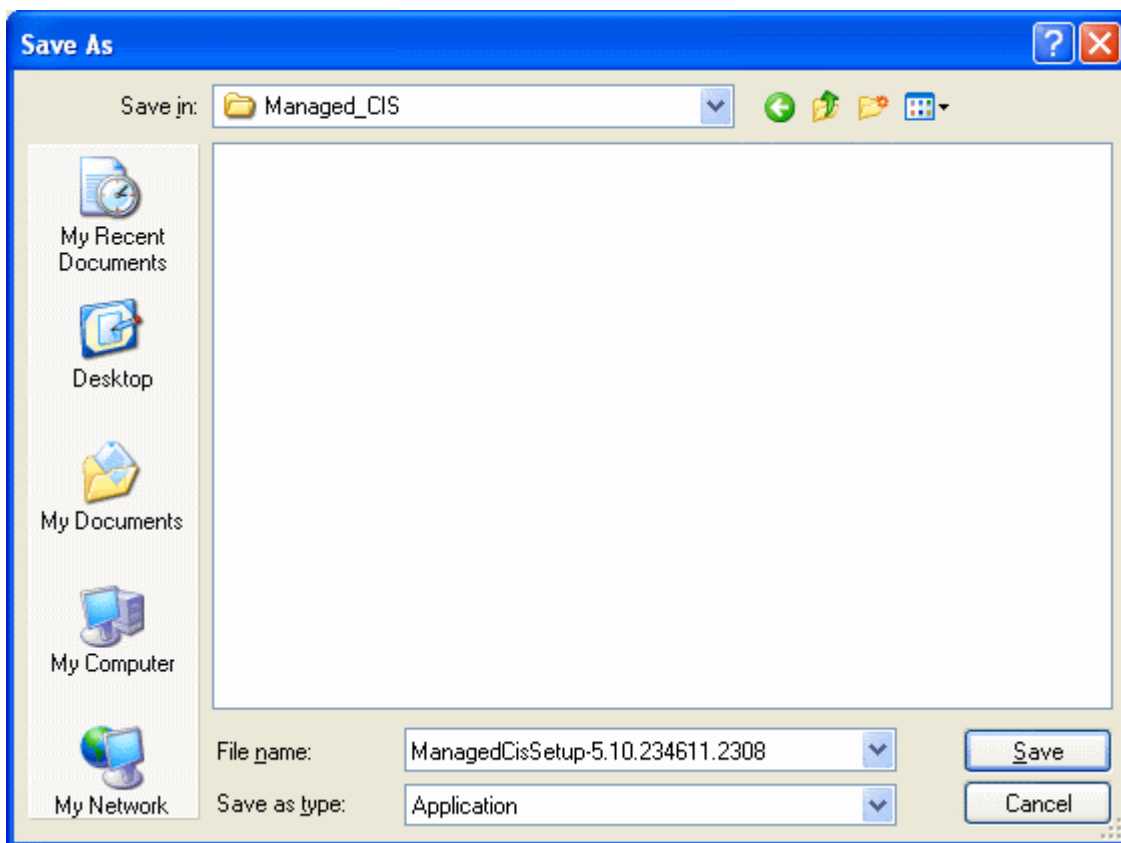
name	version	
ESM Agent	2.1.50730.4	download offline package
Comodo Internet Security	5.10.234611.2308	download offline package

- Click 'Download offline package' beside the package you want to download to the local computer.

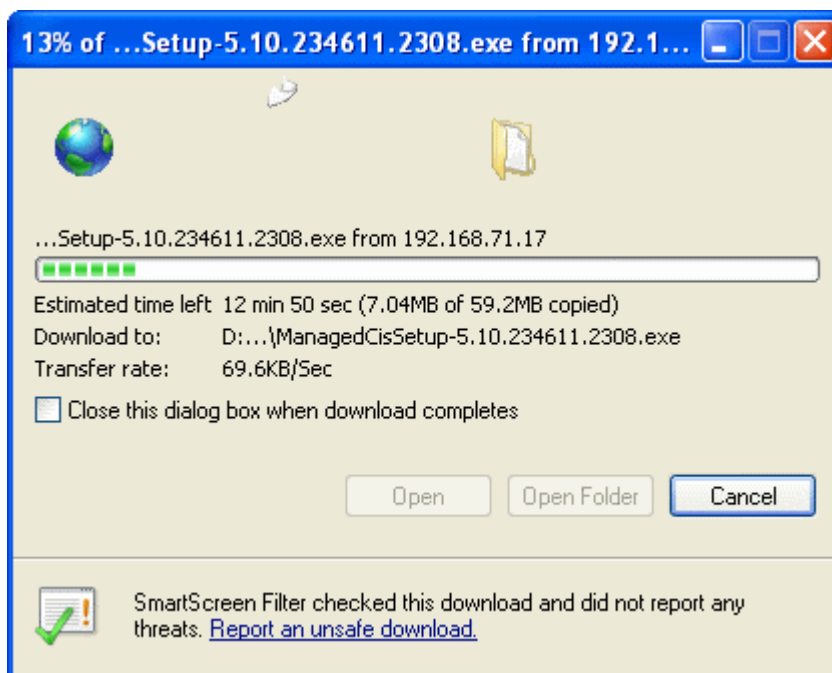
The 'File Download' dialog will be displayed.



- Click the 'Save' button to save the application in your computer.
- Navigate to a location where you want to save the application and click the 'Save' button.



The selected application will be download and saved in your computer.



Outdated Computers

In the 'Outdated Computers' screen displays the details of the computers that require update of the ESM agent, CIS application or both.

Outdated Computers

1 outdated computers

update computer(s)

computer	CIS version	agent version	status	progress
Endpoint 4	5.9.221665.2197	2.1.50730.4	Ready to update	

If the version number of CIS or Agent is displayed in red color, it means that it is outdated.

- Click 'update computer(s)' to begin the update process.

ESM will start installing the agent/CIS on to the selected endpoints and the progress will be displayed.

Outdated Computers

1 outdated computers

update computer(s)

computer	CIS version	agent version	status	progress
Endpoint 4	5.9.219863.2196	2.1.50730.4	Installing CIS	Installing... 83%

On completion of installation, the status of the installation will be displayed.

Updates Manager


available packages checked-in packages outdated computers

Outdated Computers

1 outdated computer(s) update computer(s)

computer	CIS version	agent version	status	progress
Endpoint 4	5.9.219863.2196	2.1.50730.4	Completed	

What do these settings do? refresh close

- Click the refresh button .

The status of all managed endpoints including the latest versions of CIS and Agent applications will be displayed.

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Updates Manager

available packages checked-in packages outdated computers

Outdated Computers

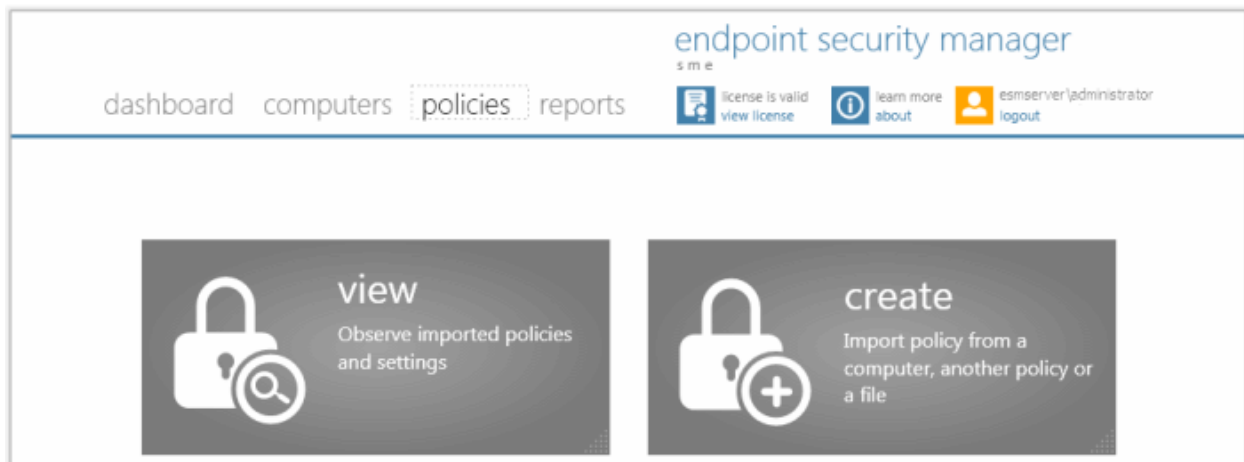
All computers are up-to-date update computer(s)

What do these settings do? refresh close

2.4. The Policies Area

A policy is the security configuration of Comodo Internet Security (CIS) deployed on an endpoint or a group of endpoints. Each policy determines the antivirus settings, Internet access rights, firewall traffic filtering rules, sandbox configuration and Defense+ application control settings for an endpoint.

The 'Policies' area allows administrators to import and manage security polices for endpoint machines and consists of two tiles:



- **View All Policies** - Allows administrators to view, add, reconfigure and export ESM policies
- **Create Policy** - A step-by-step wizard that takes admins through the policy import, specification and deployment process

Before proceeding with creating a policy, read the 'Key Concepts' section below to gain a baseline understanding first.

Policies - Key concepts

- Policies are security settings for the installed components of CIS configured and tested on a local machines via the standard CIS interface.
- Policies can be imported from an endpoint into the ESM console then applied to target computers or groups of computers. The machine chosen for this purpose can be considered a template of sorts for other equivalently configured machines in the organization (i.e. having the same hardware/software – a computer used to image other endpoints in the organization is ideal for this purpose). This allows admins to create a 'model' configuration on one machine that can be rolled out to other computers.
- Policies can also be created by:
 - Importing CIS configuration from a previously saved .xml file or image.
 - Importing an existing policy to use as the starting point for a new policy.
- Policies can be named according to criteria deemed suitable by the administrator. For example, policies based on security levels could be named 'Highly Secure', 'Medium Security' and 'Low Security'.
- At the administrator's discretion, a policy can cover settings for all or only some of the three CIS components that may be installed on an endpoint:- Antivirus, Firewall, and Defense + settings. A policy which excludes settings for one of the CIS components installed on the endpoint receiving policy is considered as locally configured (see below) for the settings of that component.
- The ESM agent installed at each endpoint is responsible for connecting the target machine to the respective ESM server and the remote management of the CIS installation. Only the agent applies the security policy settings to different components of the CIS application and checks whether the application is compliant to policy.
- Each endpoint has two types of policy assigned to it: directly, or via the group that an endpoint is a member, 'Local Policy' and 'Internet Policy':
 - A 'local policy' which describes the CIS security settings that will apply when the endpoint is within the local network.
 - An 'Internet policy' which is automatically applied when the endpoint connects to ESM from an IP address outside the local network.
- Policy and CIS Mode are independent of each other. 'CIS Mode' can be either 'Local' or 'Remote' and this determines whether or not ESM will enforce policy compliance on an endpoint:
 - Remote Mode - The policy of an endpoint in remote management mode will be determined by the ESM console. If the endpoint falls out of compliance (because CIS settings have been altered) then the console will automatically re-apply the assigned policy to the endpoint. This is the ideal situation for ongoing management.

Exception - if the policy is 'Locally Configured' then remote mode have no effect (see below).

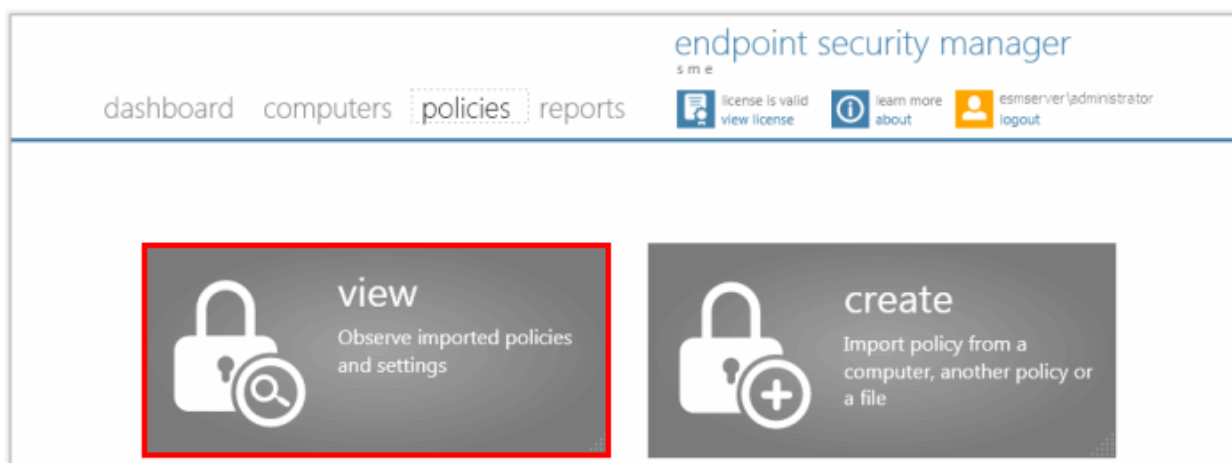
- Local Mode - An endpoint that is locally managed effectively takes the machine 'offline' so ESM will not automatically re-apply assigned policy if an endpoint falls out of compliance. This allows administrators to change a policy at the local machine without having ESM constantly re-apply the 'old' policy in the background. Once policy specification is complete, the admin can return to the console, import the new policy and deploy it to target machines. The source machine can then, optionally, be returned to remote mode.
- Policy, as mentioned earlier, refers to the actual security configuration of CIS. An endpoint can have any chosen policy and can be in either 'Remote' or 'Local' mode.
- 'Locally Configured' policy. 'Locally Configured' policy means that CIS settings can be managed by the local user and policy compliance will not be enforced by ESM. Machines or groups with this policy will always report compliance status of 'OK'. Changes made to the CIS settings on to the machine with 'Locally Configured' policy are dynamically stored in the policy. If a machine is switched back to 'Locally Configured' policy from an applied security policy, the last stored local CIS configuration settings will be restored to it.

2.4.1. Viewing Policies

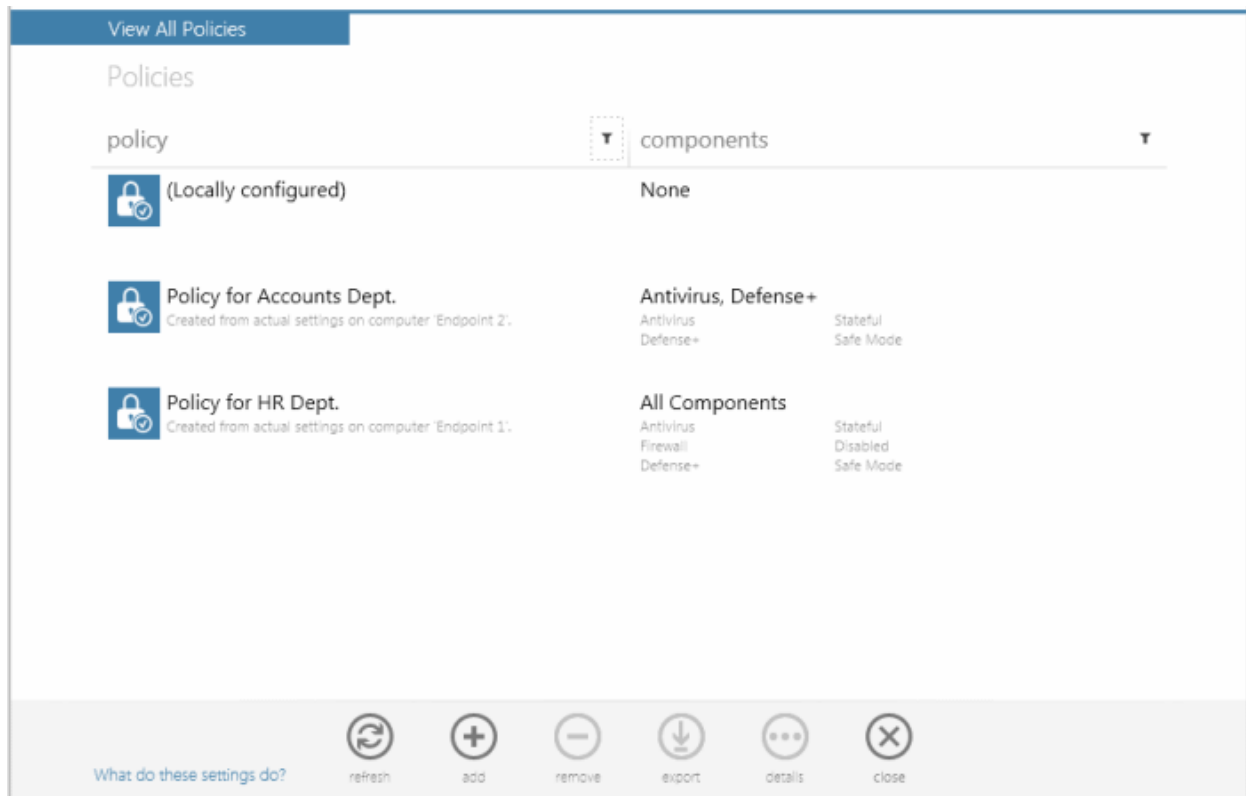
The 'View All Policies' interface enables the administrator to:


- View a list of all policies along with their descriptions and the CIS component covered by the policy
- View and modify the details of any policy - including name, description, CIS components, target computers and whether the policy should allow local configuration
- Configure various settings such as Antivirus settings, Firewall settings, Defense+ settings, General CIS settings and Agent settings of any policy
- Add or remove policies as per requirements
- Export any policy to .xml file

To open the interface, click the 'view' tile from the 'policies' interface:



The 'View All Policies' interface will open with the default view being a list of all policies:



- Click the filter icon  in any of the respective column header to search for a particular policy or component, enter or select and click 'Apply'
- Click 'Reset' to display all the items


View All Policies Interface - Table of Column Descriptions

Column Heading	Description
Policy	Displays the name of the Policy.
Components	Indicates the components of CIS for which the policy applies the configuration settings.

The 'View All Policies' interface also allows the administrator to:

- **Create a new policy**
- **Export a policy into an xml file for importing to ESM at a later time**
- **View details, edit and apply policies to groups or selected endpoints individually**
- **Remove policies**

Creating a Policy

- Click the Add Policy icon  from the bottom of the interface. The 'Create Policy' Wizard will be started. Refer to the section **Creating a New Policy** for a detailed description on the wizard.

Exporting a Policy

Any policy added to ESM can be saved as a .xml file to the computer running the administration console. The .xml file can be imported into ESM and a new policy can be created from it at a later time.

To export an existing policy


- Select the policy by clicking or touching the desired policy from 'View All Policies' interface to highlight it. Click the

Export icon . The Windows 'Save As' dialog will appear.

- Select the destination in the computer from which you are accessing ESM, provide a file name and click 'Save'.

The policy will be saved as an xml file. The file can be imported into ESM at any time.

Viewing Details, Editing and Applying a Policy to Endpoints

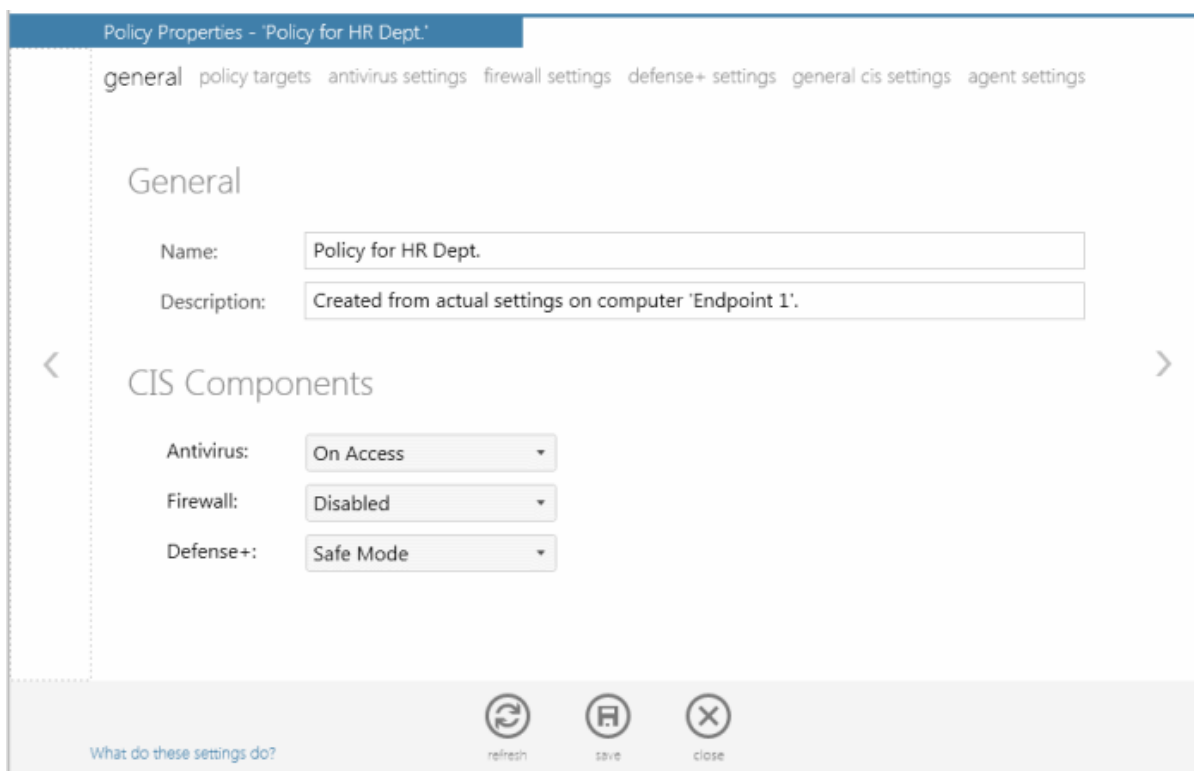
Selecting a policy and clicking the Details icon  opens the 'Policy Properties' interface. The interface allows administrators to configure Antivirus settings, Firewall settings, Defense+ settings, General CIS settings and Agent settings for the selected policy.

- **General View** - Displays the general system details like name and description of the policy. The administrator can edit these details directly.
- **Policy Targets** - Enables the administrator to select target endpoint group(s) on which the selected policy has to be applied.
- **Antivirus Settings** - Enables the administrator to configure Antivirus settings for the policy.
- **Firewall Settings** - Enables the administrator to configure Firewall settings for the policy.
- **Defense+ Settings** - Enables the administrator to configure Defense+ settings for the policy.
- **General CIS Settings** - Enables the administrator to configure General CIS settings for the policy.
- **Agent Settings** - Enables the administrator to configure the ESM agent deployed onto the endpoints as per the policy.

The administrator can switch between these areas by swiping through the interface or by using the left and right arrows on both sides of the interface.

'General' Screen

The General screen shows the name and description of the policy as well as the CIS components for that policy.



To change these details, the administrator can directly edit the respective text boxes in the upper pane and click the 'Save' icon at the bottom of the page. The lower pane displays the details of the security settings. You can change the security settings in this screen or in the 'antivirus settings', 'firewall settings' and 'defense+ settings' screens.

Policy Targets Screen

The 'policy targets' screen displays the computer groups to which the policy is applied for local network connection and Internet connection. It also enables the administrator to:

- Apply the policy to other groups
- Remove the policy from already applied groups

See **Step 5 - Selecting Targets** in the section **Creating a New Policy** for a detailed description of this interface.

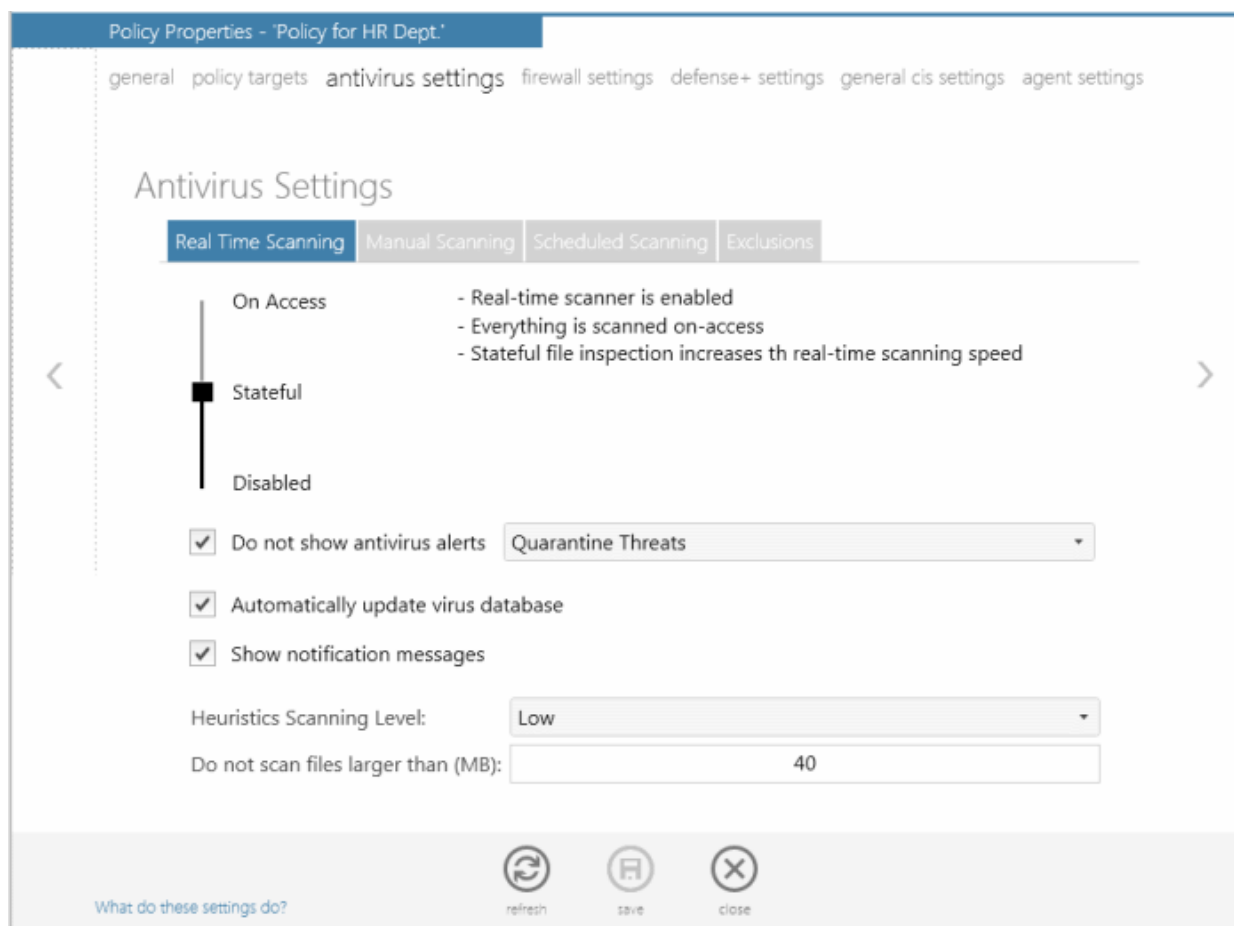
- Click the 'save' icon for any changes to the settings to take effect

Antivirus Settings

The Antivirus Settings configuration screen allows an administrator to customize various options related to Real Time Scanning (On-Access Scanning), Manual Scanning, Scheduled Scanning and Exclusions (a list containing the files you considered safe and ignored the alert during a virus scan).

The options that can be configured in the Antivirus settings screen are:

- **Real Time Scanning** - To set the parameters for on-access scanning
- **Manual Scanning** - To set the parameters for manual Scanning (Run a Scan)
- **Scheduled Scanning** - To set the parameters for scheduled scanning
- **Exclusions** - To add trusted files and applications for excluding from a virus scan



Real Time Scanning

The Real time Scanning (aka 'On-Access Scanning') is always ON and checks files in real time when they are created, opened or copied. (as soon as a user interacts with a file, Comodo Antivirus checks it). This instant detection of viruses assures the user, that the system is perpetually monitored for malware and enjoys the highest level of protection.

The Real Time Scanner also scans the system memory on start. If a program or file which creates destructive anomalies is launched, then the scanner blocks it and alerts the user immediately - giving you real time protection against threats.

You also have options to automatically remove the threats found during scanning and to update virus database before scanning. It is highly recommended that you enable the Real Time Scanner to ensure the endpoints remains continually free of infection.

The Real Time Scanning setting allows you to switch the On Access scanning between **Disabled**, **Stateful** and **On Access** and allows you to specify detection settings and other parameters that are deployed during on-access scans.

- Drag the real time Scanning slider to the required level. The choices available are **Disabled** (*not recommended*), **Stateful** (*default*) and **On Access**. The setting you choose here are also displayed in the Summary screen.
 - **On Access** - Provides the highest level of On Access Scanning and protection. Any file opened is scanned before it is run and the threats are detected before they get a chance to be executed.
 - **Stateful** - Not only is Comodo Internet Security one of the most thorough and effective AV solutions available, it is also very fast. CIS employs a feature called Stateful File Inspection for real time virus scanning to minimize the effects of on-access scanning on the system performance. Selecting the 'Stateful' option means CIS scans only files that have not been scanned since the last virus update - greatly improving the speed, relevancy and effectiveness of the scanning.
 - **Disabled** - The Real time scanning is disabled. Antivirus does not perform any scanning and the threats cannot be detected before they impart any harm to the system.

Detection Settings

- **Do not show antivirus alerts** - This option allows to configure whether or not to show antivirus alerts when malware is encountered. Choosing 'Do not show antivirus alerts' will minimize disturbances but at some loss of user awareness. If you choose not to show alerts then you have a choice of default responses that CIS should automatically take – either 'Block Threats' or 'Quarantine Threats'.

- **Automatically update virus database** - When this check box is selected, Comodo Internet Security checks for latest virus database updates from Comodo website and downloads the updates automatically, on system start-up and subsequently at regular intervals.
- **Show notification messages** - Alerts are the pop-up notifications that appear in the lower right hand of the screen whenever the on-access scanner discovers a virus on your system. These alerts are a valuable source of real-time information that helps the user to immediately identify which particular files are infected or are causing problems. Disabling alerts does not affect the scanning process itself and Comodo Antivirus still continues to identify and deals with threats in the background.
- **Heuristics Scanning Level** - Comodo AntiVirus employs various heuristic techniques to identify previously unknown viruses and Trojans. 'Heuristics' describes the method of analyzing the code of a file to ascertain whether it contains code typical of a virus. If it is found to do so then the application deletes the file or recommends it for quarantine. Heuristics is about detecting virus-like behavior or attributes rather than looking for a precise virus signature that matches a signature on the virus blacklist.

This is a quantum leap in the battle against malicious scripts and programs as it allows the engine to 'predict' the existence of new viruses - even if it is not contained in the current virus database.

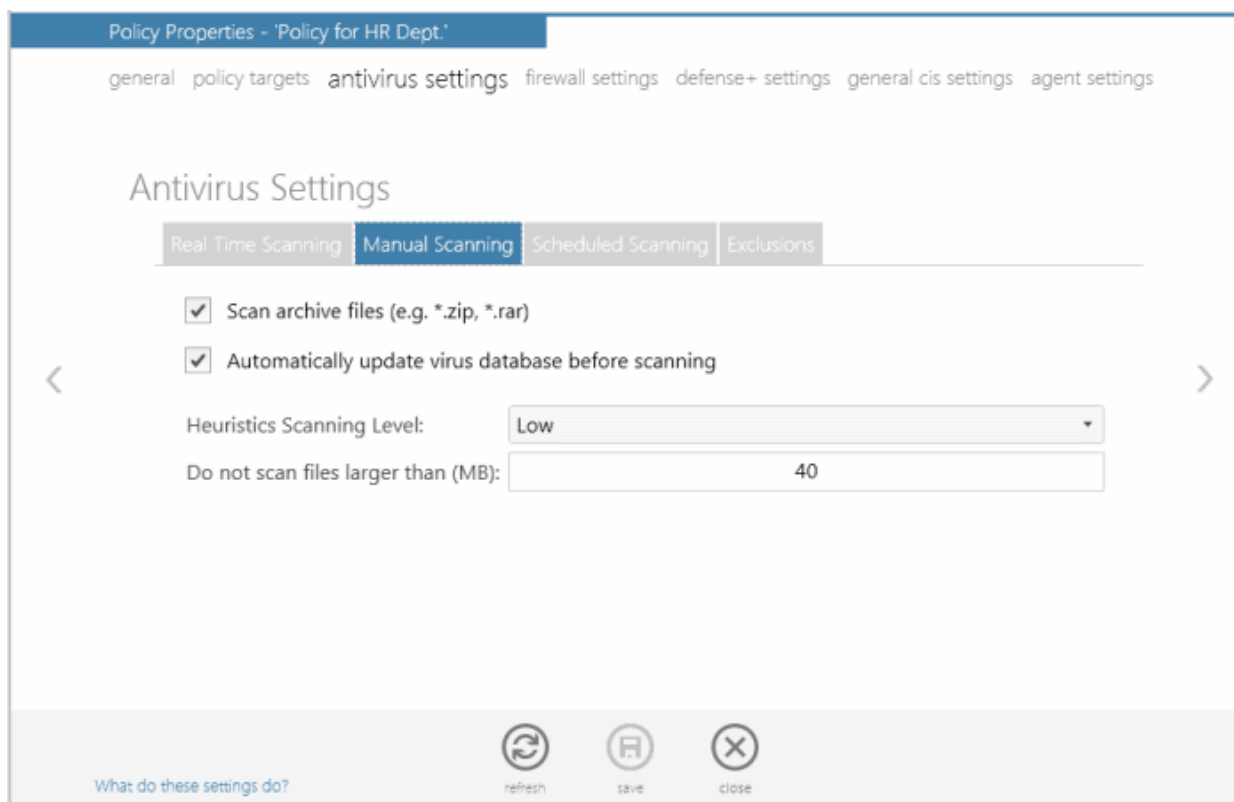
The drop-down menu allows you to select the level of Heuristic scanning from the four levels:

- **Off** - Selecting this option disables heuristic scanning. This means that virus scans only uses the 'traditional' virus signature database to determine whether a file is malicious or not.
 - **Low** - 'Lowest' sensitivity to detecting unknown threats but will also generate the fewest false positives. This setting combines an extremely high level of security and protection with a low rate of false positives. Comodo recommends this setting for most users.
 - **Medium** - Detects unknown threats with greater sensitivity than the 'Low' setting but with a corresponding rise in the possibility of false positives.
 - **High** - Highest sensitivity to detecting unknown threats but this also raises the possibility of more false positives too.
- **Do not scan files larger than** - This box allows to set a maximum size (in MB) for the individual files to be scanned during on-access scanning. Files larger than the size specified here, are not scanned.
 - **Do not scan script files larger than** - This box allows to set a maximum size (in MB) for the script files to be scanned during on-access scanning. Files larger than the size specified here, are not scanned.

Click the 'save' icon for the changes to the settings to take effect.

Manual Scanning

The Manual Scanning setting allows an administrator to set the properties and parameters for Run a Scan (On Demand Scan).



- **Scan archive files** - When this check box is selected, the Antivirus scans archive files such as .ZIP and .RAR files. You are alerted to the presence of viruses in compressed files before you even open them. These include RAR, WinRAR, ZIP, WinZIP, ARJ, WinARJ and CAB archives.
- **Automatically update virus database before scanning** - Instructs Comodo Internet Security to check for latest virus database updates from Comodo website and download the updates automatically before starting an on-demand scanning.
- **Heuristics Scanning Level** - Comodo Internet Security employs various heuristic techniques to identify previously unknown viruses and Trojans. 'Heuristics' describes the method of analyzing the code of a file to ascertain whether it contains code typical of a virus. If it is found to do so then the application deletes the file or recommend it for quarantine. Heuristics is about detecting virus-like behavior or attributes rather than looking for a precise virus signature that matches a signature on the virus blacklist.

This is a quantum leap in the battle against malicious scripts and programs as it allows the engine to 'predict' the existence of new viruses - even if it is not contained in the current virus database.

The drop-down menu allows you to select the level of Heuristic scanning from the four levels:

- **Off** - Selecting this option disables heuristic scanning. This means that virus scans only uses the 'traditional' virus signature database to determine whether a file is malicious or not.
- **Low** - 'Lowest' sensitivity to detecting unknown threats but will also generate the fewest false positives. This setting combines an extremely high level of security and protection with a low rate of false positives. Comodo recommends this setting for most users.
- **Medium** - Detects unknown threats with greater sensitivity than the 'Low' setting but with a corresponding rise in the possibility of false positives.
- **High** - Highest sensitivity to detecting unknown threats but this also raises the possibility of more false positives too.
- **Do not scan files larger than** - This box allows to set a maximum size (in MB) for the individual files to be scanned during manual scanning. Files larger than the size specified here, are not scanned.

Click the 'save' icon for any changes to the settings to take effect.

Scheduled Scanning

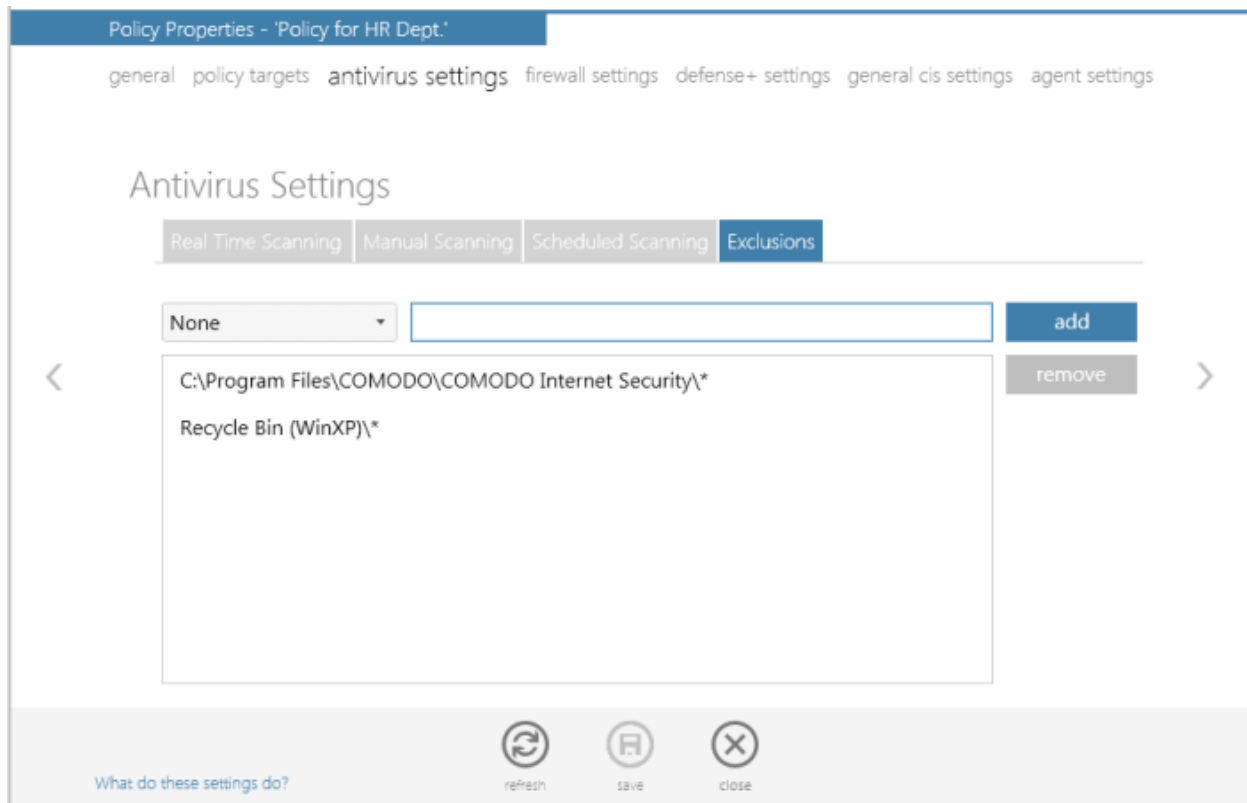
The Scheduled Scanning setting screen allows an administrator to customize the scheduler that lets you timetable scans according to your preferences.

- **Scan archive files** - When this check box is selected, the Antivirus scans archive files such as .ZIP and .RAR files during any scheduled scan. You are alerted to the presence of viruses in compressed files before you even open them. These include RAR, WinRAR, ZIP, WinZIP, ARJ, WinARJ and CAB archives.
- **Automatically clean threats found during scanning** - When this check box is selected, the Antivirus removes malware files found during scanning.
- **Automatically update virus database before scanning** - When this check box is selected, Comodo Internet Security checks for latest virus database updates from Comodo website and downloads the updates automatically, before the start of every scheduled scan.

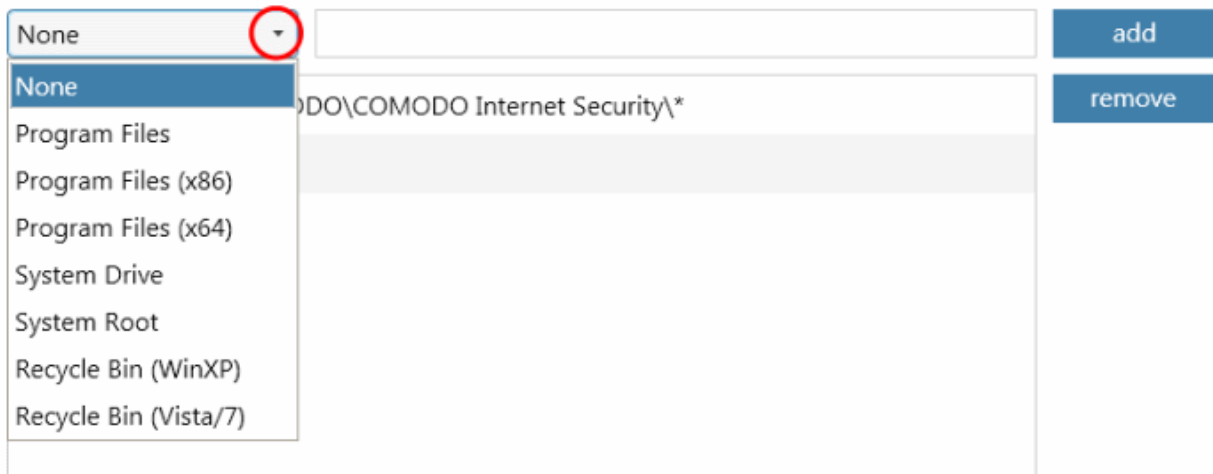
Click the 'save' icon for any changes to the settings to take effect.

Exclusions

In the Exclusions area, you can specify files and folders that you trust and want to exclude them from all future scans of all types.



You can add files and folders in Exclusions list by selecting the folder from the drop-down and entering the path in the text field or enter the entire path in the field after selecting 'None' in the drop-down.



- Click the 'add' button.

If you want to remove an item from the list, select it and click the 'remove' button.

Click the 'save' icon for any changes to the settings to take effect.

For more details on the Antivirus Settings, see <http://help.comodo.com/> for Comodo Internet Security.

Firewall Settings

Firewall Behavior Settings allows an administrator to quickly configure the security of an endpoint and the frequency of alerts that are generated.

These settings can be done using the tabs listed below.

- **General Settings**

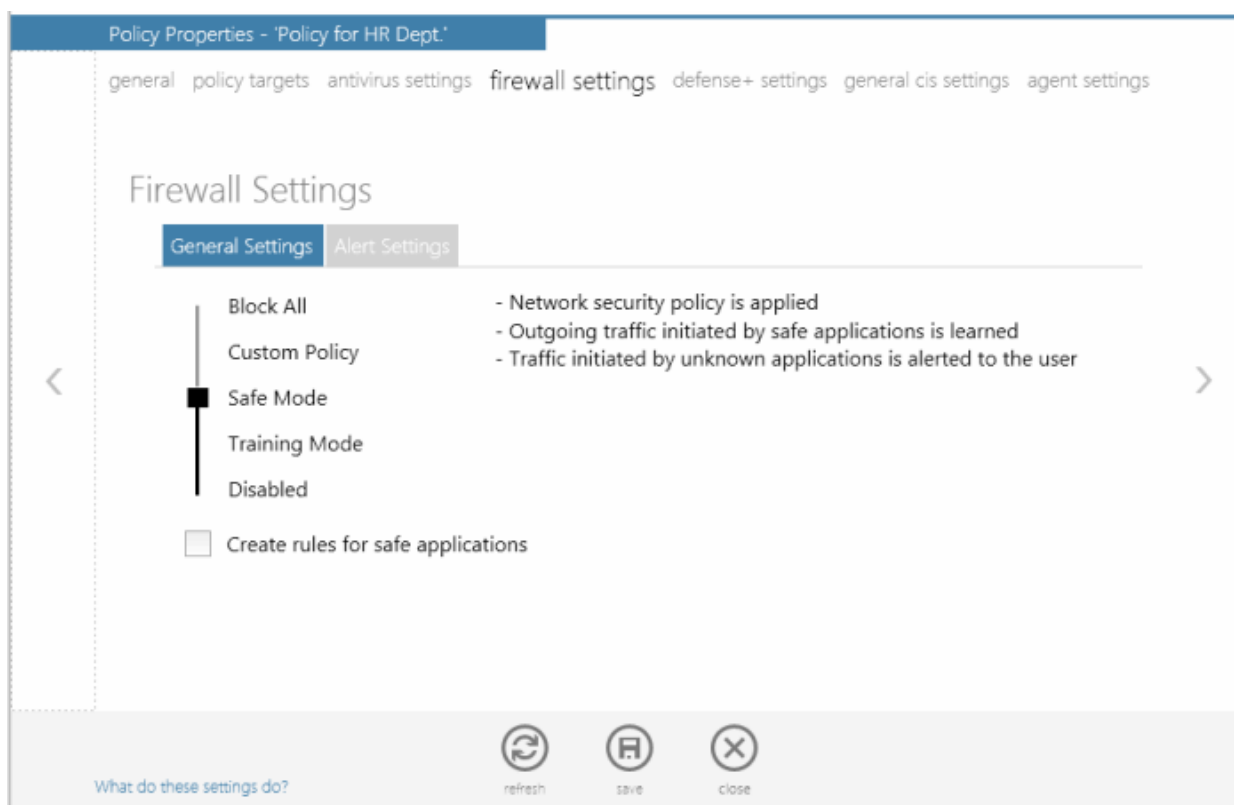
- **Alert Settings**

General Settings

In the General Settings tab, an administrator can customize firewall security by using the Firewall Security Level slider to change preset security levels.

The choices available are:

- Block All
- Custom Policy
- Safe Mode
- Training Mode
- Disabled



- **Block All Mode:** The firewall blocks all traffic in and out of a computer regardless of any user-defined configuration and rules. The firewall does not attempt to learn the behavior of any applications and does not automatically create traffic rules for any applications. Choosing this option effectively prevents a computer from accessing any networks, including the Internet.
- **Custom Policy Mode:** The firewall applies ONLY the custom security configurations and network traffic policies specified by the administrator. New users may want to think of this as the 'Do Not Learn' setting because the firewall does not attempt to learn the behavior of any applications. Nor does it automatically create network traffic rules for those applications. The user will receive alerts every time there is a connection attempt by an application - even for applications on the Comodo Safe list (unless, of course, the administrator has specified rules and policies that instruct the firewall to trust the application's connection attempt).

If any application tries to make a connection to the outside, the firewall audits all the loaded components and checks each against the list of components already allowed or blocked. If a component is found to be blocked, the entire application is denied Internet access and an alert is generated. This setting is advised for experienced firewall users that wish to maximize the visibility and control over traffic in and out of their computer.

- **Safe Mode:** While filtering network traffic, the firewall automatically creates rules that allow all traffic for the components of applications certified as 'Safe' by Comodo, if the checkbox Create rules for safe applications is selected. For non-certified new applications, the user will receive an alert whenever that application attempts to access the network. The administrator can choose to grant that application Internet access by selecting 'Treat this application

as a Trusted Application' at the alert. This deploys the predefined firewall policy 'Trusted Application' onto the application.

'Safe Mode' is the recommended setting for most users - combining the highest levels of security with an easy-to-manage number of connection alerts.

- **Training Mode** : The firewall monitors network traffic and create automatic allow rules for all new applications until the security level is adjusted. The user will not receive any alerts in 'Training Mode' mode. If you choose the 'Training Mode' setting, we advise that you are 100% sure that all applications installed on endpoints are assigned the correct network access rights.

Tip: Use this setting temporarily while playing an online game for the first time. This suppresses all alerts while the firewall learns the components of the game that need Internet access and automatically create 'allow' rules for them. You can switch back to your previous mode later.

- **Disabled:** Disables the firewall and makes it inactive. All incoming and outgoing connections are allowed irrespective of the restrictions set by the user. Comodo strongly advise against this setting unless you are sure that you are not currently connected to any local or wireless networks.

Check box options

Create rules for safe applications

Comodo Firewall trusts the applications if:

- The application/file is included in the Trusted Files list under Defense+ Tasks;
- The application is from a vendor included in the Trusted Software Vendors list under Defense+ Tasks;
- The application is included in the extensive and constantly updated Comodo safelist.

By default, CIS does not automatically create 'allow' rules for safe applications. This helps saving the resource usage, simplifies the rules interface by reducing the number of 'Allowed' rules in it, reduces the number of pop-up alerts and is beneficial to beginners who find difficulties in setting up the rules.

Enabling this checkbox instructs CIS to begin learning the behavior of safe applications so that it can automatically generate the 'Allow' rules. These rules are listed in the Network Security Policy > Application Rules interface of CIS. The Advanced users can edit/modify the rules as they wish.

Background Note: Prior to version 4.x , CIS would automatically add an allow rule for 'safe' files to the rules interface. This allowed advanced users to have granular control over rules but could also lead to a cluttered rules interface. The constant addition of these 'allow' rules and the corresponding requirement to learn the behavior of applications that are already considered 'safe' also took a toll on system resources. In version 4.x and above, 'allow' rules for applications considered 'safe' are not automatically created - simplifying the rules interface and cutting resource overhead with no loss in security. Advanced users can re-enable this setting if they require the ability to edit rules for safe applications (or, informally, if they preferred the way rules were created in CIS version 3.x).

Alert Settings

Administrators can configure the amount of alerts that Comodo Firewall generates, using the slider on this tab. Raising or lowering the slider changes the amount of alerts accordingly. It should be noted that this does not affect your security, which is determined by the rules you have configured (for example, in 'Network Security Policy'). For the majority of users, the default setting of 'Low' is the perfect level - ensuring you are kept informed of connection attempts and suspicious behaviors whilst not overwhelming you with alert messages.

The Alert settings refer only to connection attempts by applications or from IP addresses that you have not (yet) decided to trust. For example, you could specify a very high alert frequency level, but not receive any alerts at all if you have chosen to trust the application that is making the connection attempt.



- **Very High:** The firewall shows separate alerts for outgoing and incoming connection requests for both TCP and UDP protocols on specific ports and for specific IP addresses, for an application. This setting provides the highest degree of visibility to inbound and outbound connection attempts but leads to a proliferation of firewall alerts. For example, using a browser to connect to your Internet home-page may generate as many as 5 separate alerts for an outgoing TCP connection alone.
- **High:** The firewall shows separate alerts for outgoing and incoming connection requests for both TCP and UDP protocols on specific ports for an application.
- **Medium:** The firewall shows alerts for outgoing and incoming connection requests for both TCP and UDP protocols for an application.
- **Low:** The firewall shows alerts for outgoing and incoming connection requests for an application. This is the setting recommended by Comodo and is suitable for the majority of users.
- **Very Low:** The firewall shows only one alert for an application.

Check box options

This computer is an internet connection gateway (i.e. an ICS server) - An Internet Connection Sharing Server (ICS) is a computer that shares its connection to the Internet with other computers that are connected to it by LAN. i.e. the other computers access the Internet through this computer.

Designating a computer as an ICS server can be useful in some corporate and home environments that have more than one computer but which have only one connection to the Internet. For example, you might have two computers in your home but only one connection. Setting one as an ICS server allows both of them to access the Internet.

- Leave this box unchecked if no other computers connect to your computer via Local Area Network to share your connection. This is the situation for the vast majority of home and business users.
- Check this option if this computer has been configured as an Internet Connection Sharing server through which other computers connect to the Internet.

Note: If your computer is indeed an ICS server but you leave this box unchecked then you are likely to see an increase in Firewall alerts. Selecting this checkbox does not decrease the security but tells the firewall to handle ICS requests too. So it just activates some additional functionality and helps reduce the number of alerts.

Enable alerts for TCP requests / Enable alerts for UDP requests / Enable alerts for ICMP requests/ Enable alerts for

loopback requests - In conjunction with the slider, these checkboxes allow you to fine-tune the number of alerts you see according to protocol.

Click the 'save' icon for any changes to the settings to take effect.

For more details on the Firewall Settings, see <http://help.comodo.com/> for Comodo Internet Security.

Defense+ Settings

The Defense+ component of Comodo Internet Security is a host intrusion prevention system that constantly monitors the activities of all executable files on your PC. With Defense+ activated, the user is warned EVERY time an unknown application executable (.exe, .dll, .sys, .bat etc) attempts to run. The only executables that are allowed to run are the ones you give permission to. An application can be given such permission to run in a variety of ways including; manually granting them execution rights in Computer Security Policy; by deciding to treat the executable as trusted at a Defense+ alert or simply because the application is on the Comodo safe list. Defense+ also automatically protects system-critical files and folders such as registry entries to prevent unauthorized modification. Such protection adds another layer of defense to Comodo Internet Security by preventing malware from ever running and by preventing any processes from making changes to vital system files.

The Defense+ Settings area allows you to quickly configure the security level and behavior of Defense+ during operation.

These settings can be done using the tabs listed below.

- **General Settings**
- **Execution Control Settings**
- **Sandbox Settings**
- **Trusted Files**
- **Trusted Vendors**

General Settings

Slider Options

Administrators can customize the behavior of Defense+ by adjusting a Security Level slider to switch between preset security levels.

The choices available are: **Paranoid Mode**, **Safe Mode**, **Clean PC Mode**, **Training Mode** and **Disabled**.

Policy Properties - 'Policy for HR Dept.'

general policy targets antivirus settings firewall settings **defense+ settings** general cis settings agent settings

Defense+ Settings

General Settings Execution Control Settings Sandbox Settings Trusted Files Trusted Vendors

Paranoid - Computer security policy is applied

Safe Mode - Every action of safe executable files is learned
- Every action of unknown executable files is altered to the user

Clean PC Mode

Training Mode

Disabled

Block all unknown requests if the application is closed

Create rules for safe applications

What do these settings do?

refresh save close

- **Paranoid Mode:** This is the highest security level setting and means that Defense+ monitors and controls all executable files apart from those that you have deemed safe. Comodo Internet Security does not attempt to learn the behavior of any applications - even those applications on the Comodo safe list and only uses *your* configuration settings to filter critical system activity. Similarly, the Comodo Internet Security does automatically create 'Allow' rules for any executables - although you still have the option to treat an application as 'Trusted' at the Defense+ alert. Choosing this option generates the most amount of Defense+ alerts and is recommended for advanced users that require complete awareness of activity on their system.
- **Safe Mode:** While monitoring critical system activity, Defense+ automatically learns the activity of executables and applications certified as 'Safe' by Comodo. It also automatically creates 'Allow' rules these activities, if the checkbox '**Create rules for safe applications**' is selected. For non-certified, unknown, applications, you will receive an alert whenever that application attempts to run. Should you choose, you can add that new application to the safe list by choosing 'Treat this application as a Trusted Application' at the alert. This instructs the Defense+ not to generate an alert the next time it runs. If your machine is not new or known to be free of malware and other threats as in 'Clean PC Mode' then 'Safe Mode' is recommended setting for most users - combining the highest levels of security with an easy-to-manage number of Defense+ alerts.
- **Clean PC Mode:** From the time you set the slider to 'Clean PC Mode', Defense+ learns the activities of the applications currently installed on the computer while all new executables introduced to the system are monitored and controlled. This patent-pending mode of operation is the recommended option on a new computer or one that the user knows to be clean of malware and other threats. From this point onwards Defense+ alerts the user whenever a new, unrecognized application is being installed. In this mode, the files in 'My Pending Files' are excluded from being considered as clean and are monitored and controlled.
- **Training Mode:** Defense+ monitors and learn the activity of any and all executables and create automatic 'Allow' rules until the security level is adjusted. You do not receive any Defense+ alerts in 'Training Mode'. If you choose the 'Training Mode' setting, we advise that you are 100% sure that all applications and executables installed on your computer are safe to run.

Tip: This mode can be used as the 'Gaming Mode'. It is handy to use this setting temporarily when you are running an (unknown but trusted) application or Games for the first time. This suppresses all Defense+ alerts while Comodo Internet Security learns the components of the application that need to run on your machine and automatically create 'Allow' rules for them. Afterward, you can switch back to 'Train with Safe Mode' mode).

- **Disabled:** Disables Defense+ protection. All executables and applications are allowed to run irrespective of your configuration settings. Comodo strongly advise against this setting unless you are confident that you have an alternative intrusion defense system installed on your computer.

Checkbox Options

- **Block all unknown requests if the application is closed** - Selecting this option blocks all unknown execution requests if Comodo Internet Security is not running/has been shut down. This is option is very strict indeed and in most cases should only be enabled on seriously infested or compromised machines while the user is working to resolve these issues. If you know your machine is already 'clean' and are looking just to enable the highest CIS security settings then it is OK to leave this box unchecked.
- **Create rules for safe applications** - Automatically creates rules for safe applications in Computer Security Policy.

Note: Defense+ trusts the applications if:

- The application/file is included in the Trusted Files list
- The application is from a vendor included in the Trusted Software Vendors list
- The application is included in the extensive and constantly updated Comodo safelist.

By default, CIS does not automatically create 'allow' rules for safe applications. This helps saving the resource usage, simplifies the rules interface by reducing the number of 'Allowed' rules in it, reduces the number of pop-up alerts and is beneficial to beginners who find difficulties in setting up the rules.

Enabling this checkbox instructs CIS to begin learning the behavior of safe applications so that it can automatically generate the 'Allow' rules. These rules are listed in the Computer Security Policy interface. Administrators can edit / modify the rules as they wish.

Execution Control Settings

Image Execution Control is an integral part of the Defense+ engine. If the Defense+ Security Level is set to 'Training Mode' or

'Clean PC Mode', then it is responsible for authenticating every executable image that is loaded into the memory.

Comodo Internet Security calculates the hash of an executable at the point it attempts to load into memory. It then compares this hash with the list of known / recognized applications that are on the Comodo safe list. If the hash matches the one on record for the executable, then the application is safe. If no matching hash is found on the safelist, then the executable is 'unrecognized' and you receive an alert.

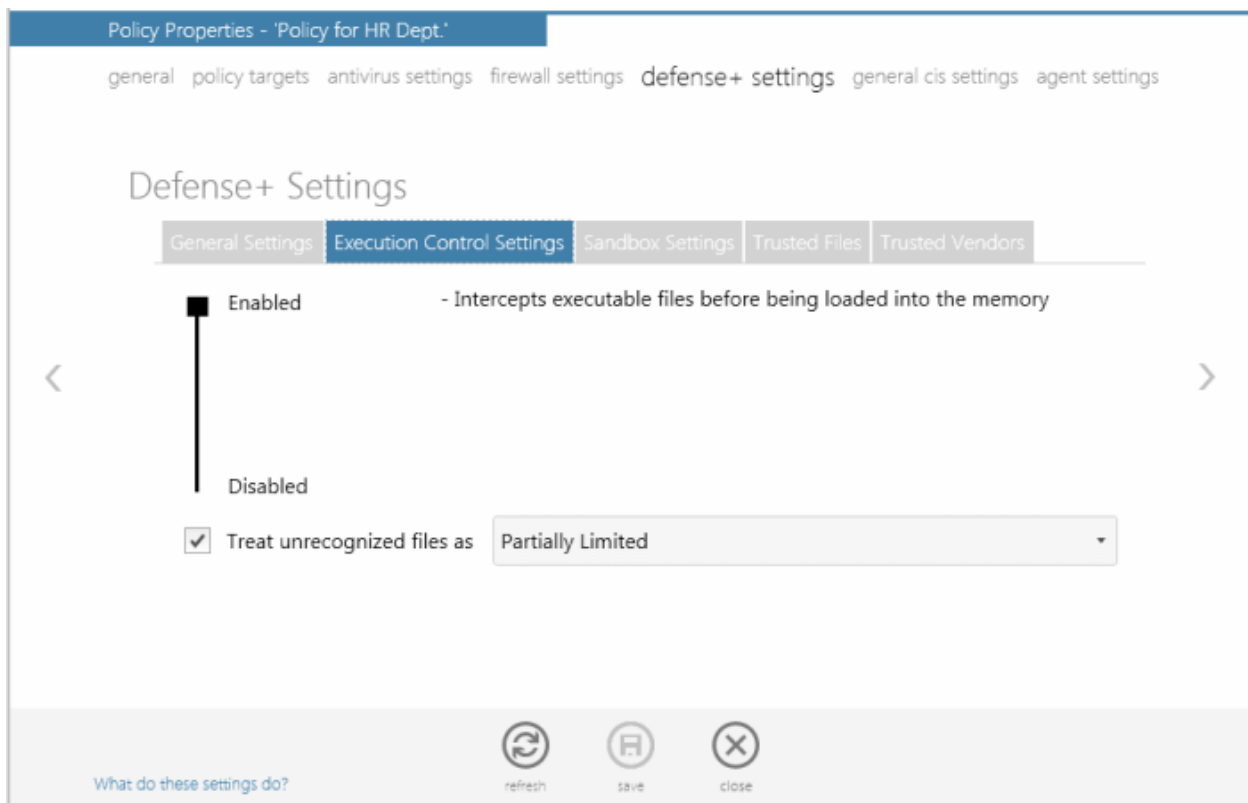
This area allows you to quickly determine how proactive the monitor should be and which types of files it should check.

Background note: In this context, an 'image' means an 'Executable Image'. An executable image is a variation on file compression, such as ZIP or RAR files. For example, most program installers are contained in executable images.

Image Execution Control Level Slider

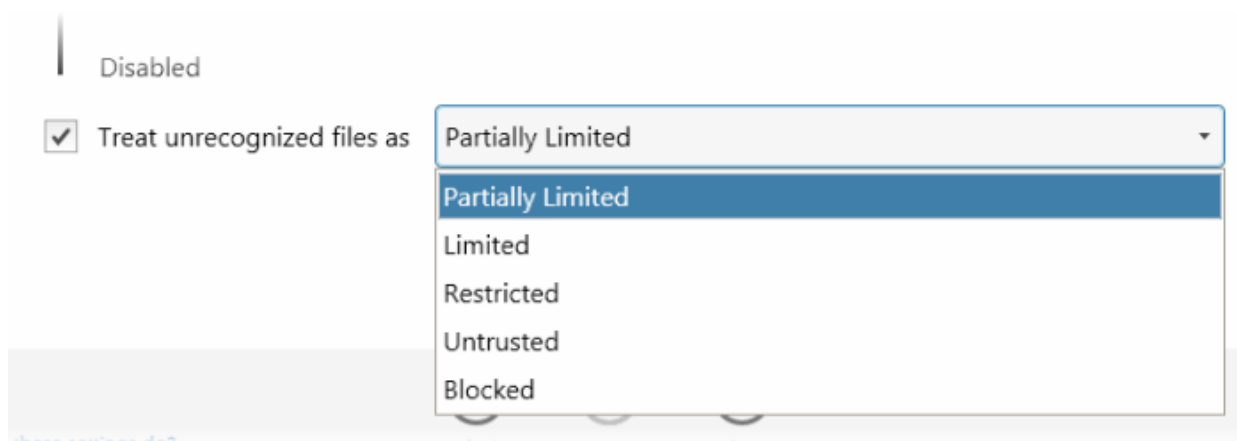
The control slider in the settings screen allows you to switch the Image Execution settings between **Enabled** and **Disabled** states. The Image Execution Control is disabled irrespective of the settings in this slider, if Defense+ is permanently deactivated in the General Settings from the Defense+ Settings interface of CIS in the endpoints.

- **Enabled** - This setting instructs Defense+ to intercept all the files before they are loaded into memory and also intercepts prefetching/caching attempts for the executable files.
- **Disabled** - No execution control is applied to the executable files.



Check Box Options

Treat unrecognized files as - This has five options and the unrecognized files will be run as per the option selected.



- **Partially Limited** - The application is allowed to access all the Operating system files and resources like clipboard. Modification of protected files/registry keys is not allowed. Privileged operations like loading drivers or debugging other applications are also not allowed.
- **Limited** - Only selected operating system resources can be accessed by the application. The application is not allowed to execute more than 10 processes at a time and is run with out Administrator account privileges.
- **Restricted** - The application is allowed to access very few operating system resources. The application is not allowed to execute more than 10 processes at a time and is run with very limited access rights.

Note: Some of the applications like computer games may not work properly under this setting.

- **Untrusted** - The application is not allowed to access any of the Operating system resources. The application is not allowed to execute more than 10 processes at a time and is run with very limited access rights.

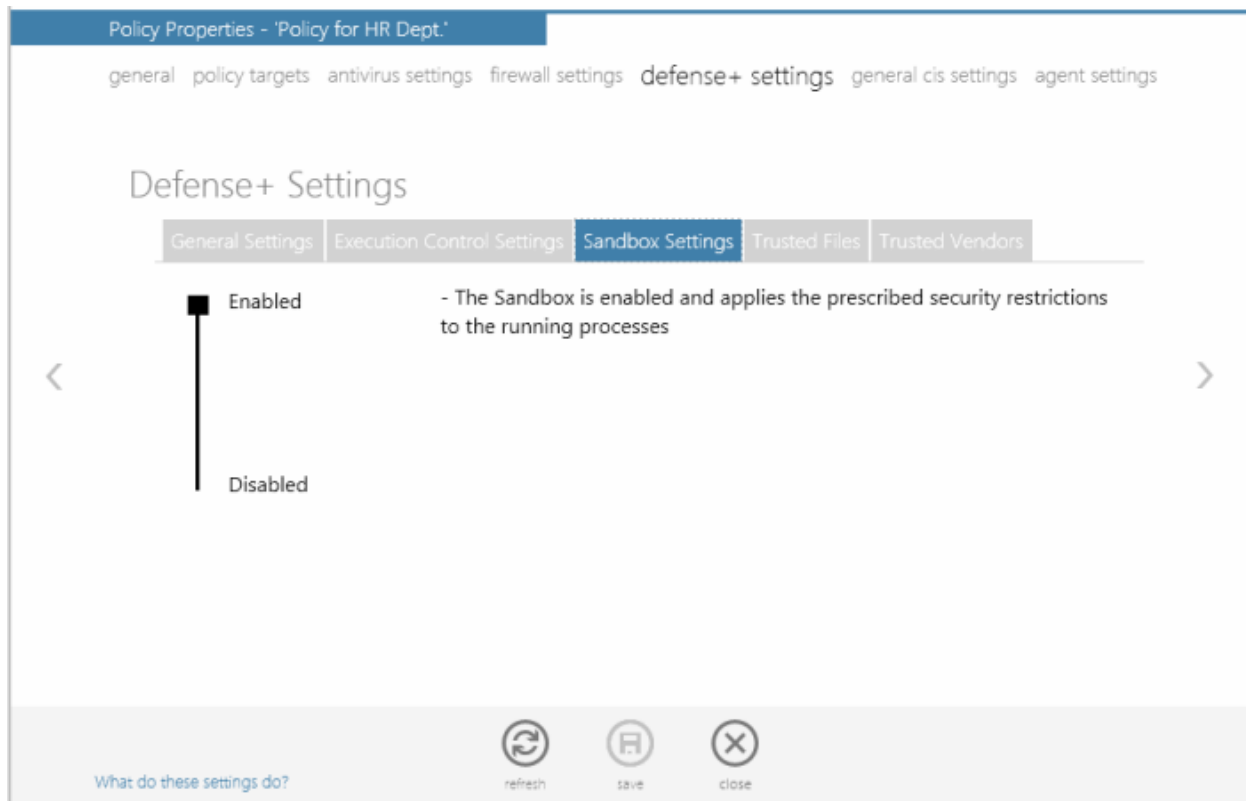
Note: Some of the applications that require user interaction may not work properly under this setting.

- **Blocked** - The application is not allowed to run at all.

Sandbox Settings

Comodo Internet Security's new sandbox is an isolated operating environment for unknown and untrusted applications. Running an application in the sandbox means that it cannot make permanent changes to other processes, programs or data on your 'real' system. Comodo have integrated sandboxing technology directly into the security architecture of Comodo Internet Security to complement and strengthen the Firewall, Defense+ and Antivirus modules.

The Sandbox Settings area allows administrators to configure the security level and the overall behavior of the sandbox.



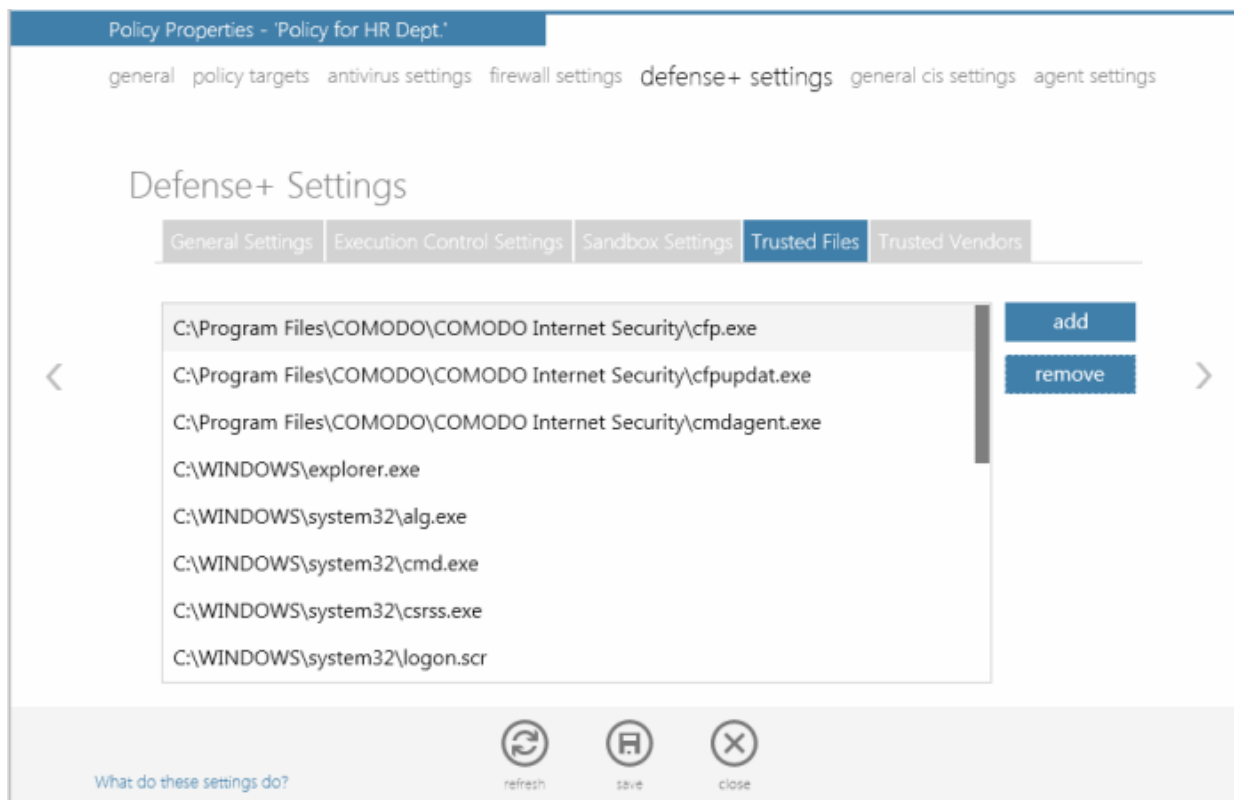
Sandbox Security Level Slider

The Security Level slider in the settings screen allow administrators to switch the Sandbox between **Enabled** and **Disabled** states. The programs included in the Sandbox is executed with the set restrictions only if the Sandbox is in Enabled state. If disabled, the programs is run normally without any restrictions. The Sandbox is disabled irrespective of the settings in this slider, if Defense+ is permanently deactivated in the General Settings from the Defense+ Settings interface of CIS in endpoints.

Click the 'save' icon for any changes to the settings to take effect.

Trusted Files

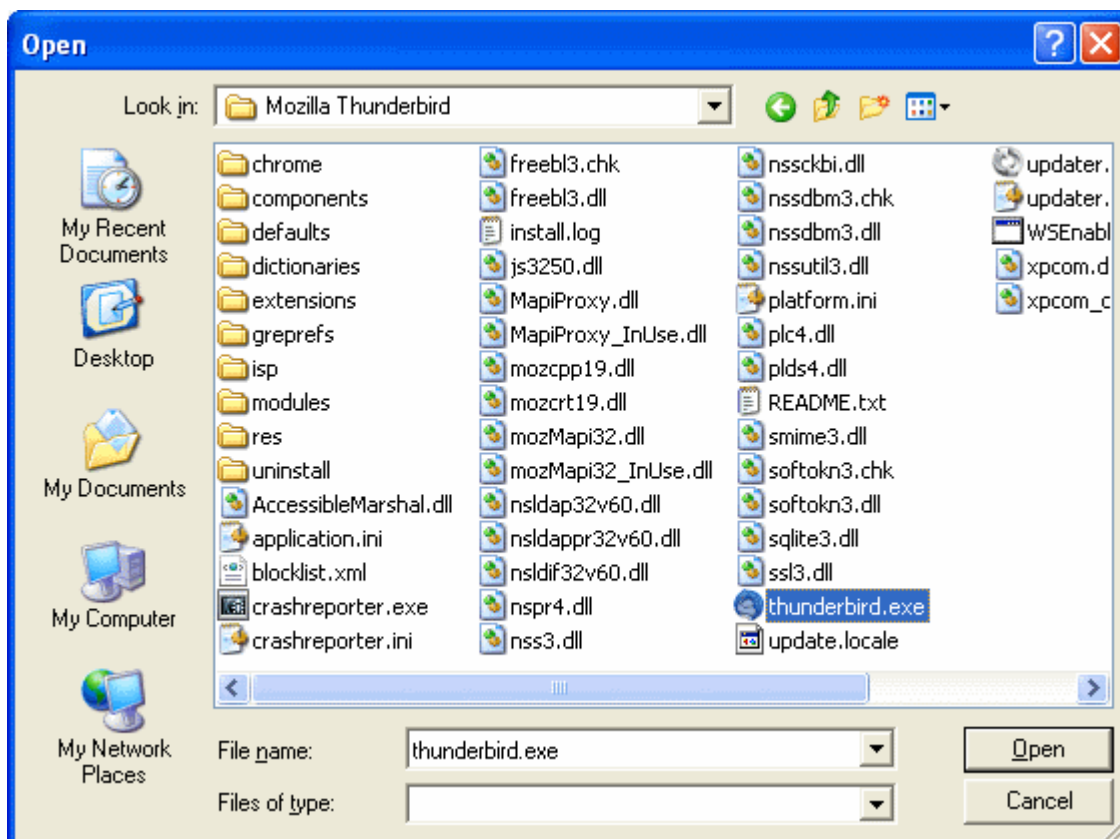
Defense+ allows you to define a personal safe list of files to complement the default Comodo safe list. Files added to the Trusted Files area are automatically given Defense+ trusted status. If an executable is unknown to the Defense+ safe list then, ordinarily, it and all its active components generate Defense+ alerts when they run. By adding executables to this list (including sub folders containing many components) you can reduce the amount of alerts that Defense+ generates whilst maintaining a higher level of Defense+ security.



To add new file(s) to Trusted Files list

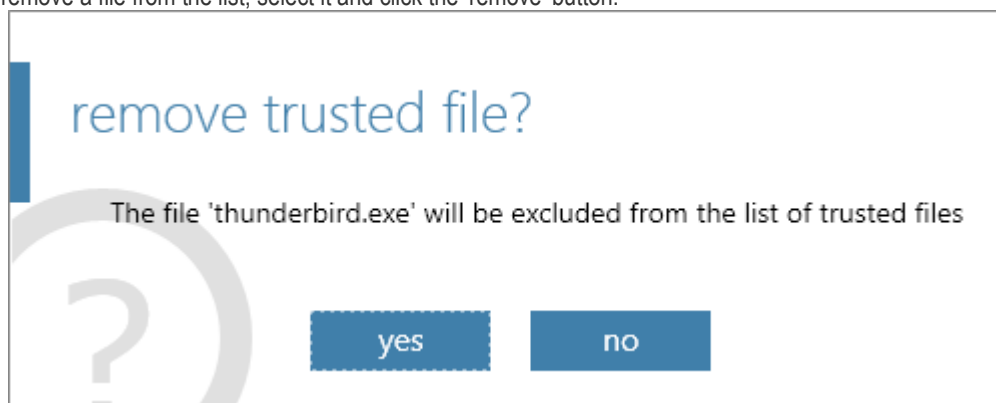
- Click the 'add' button

In the 'Open' dialog, select the file that you want add to the list and click 'Open'.



The selected file will be added to the list.

If you want remove a file from the list, select it and click the 'remove' button.



- Click 'yes' to confirm removal of the selected file from the list.

Click the 'save' icon for any changes to the settings to take effect.

Trusted Vendors

In Comodo Internet Security, there are two basic methods in which an application can be treated as safe. Either it has to be part of the 'Safe List' (of executables/software that is known to be safe) OR that application has to be signed by one of the vendors in the 'Trusted Vendor List'.

A software application can be treated as a 'Trusted' one if it is published by a Trusted Software publisher/vendor. To ensure the authenticity, the publisher/vendor digitally sign their software using a code signing certificate obtained from a Trusted Certificate Authority (CA). Ensuring whether a software/application is signed by a vendor ensures that the software is trusted. Refer to the Background details given below for more information.

Background

Many software vendors digitally sign their software with a code signing certificate. This practice helps end-users to verify:

- **Content Source:** The software they are downloading and are about to install really comes from the publisher that signed it.
- **Content Integrity:** That the software they are downloading and are about to install has not be modified or corrupted since it was signed.

In short, users benefit if software is digitally signed because they know who published the software and that the code hasn't been tampered with - that are are downloading and installing the genuine software.

The 'Vendors' that digitally sign the software to attest to it's probity are the software publishers. These are the company names you see listed in the first column in the graphic above.

However, companies can't just 'sign' their own software and expect it to be trusted. This is why each code signing certificate is counter-signed by an organization called a 'Trusted Certificate Authority'. 'Comodo CA Limited' and 'Verisign' are two examples of a Trusted CA's and are authorized to counter-sign 3rd party software. This counter-signature is critical to the trust process and a Trusted CA only counter-signs a vendor's certificate after it has conducted detailed checks that the vendor is a legitimate company.

If a file is signed by a Trusted Software Vendor and the user has enabled 'Trust Applications that are digitally signed by Trusted Software Vendors' then it will be automatically trusted by Comodo Internet Security (if you would like to read more about code signing certificates, see <http://www.instantssl.com/code-signing/>).

One way of telling whether an executable file has been digitally signed is checking the properties of the .exe file in question.

- Browse to the folder containing the .exe file.
- Right click on the .exe file.
- Select 'Properties' from the menu.
- Click the tab 'Digital Signatures (if there is no such tab then the software has not been signed).

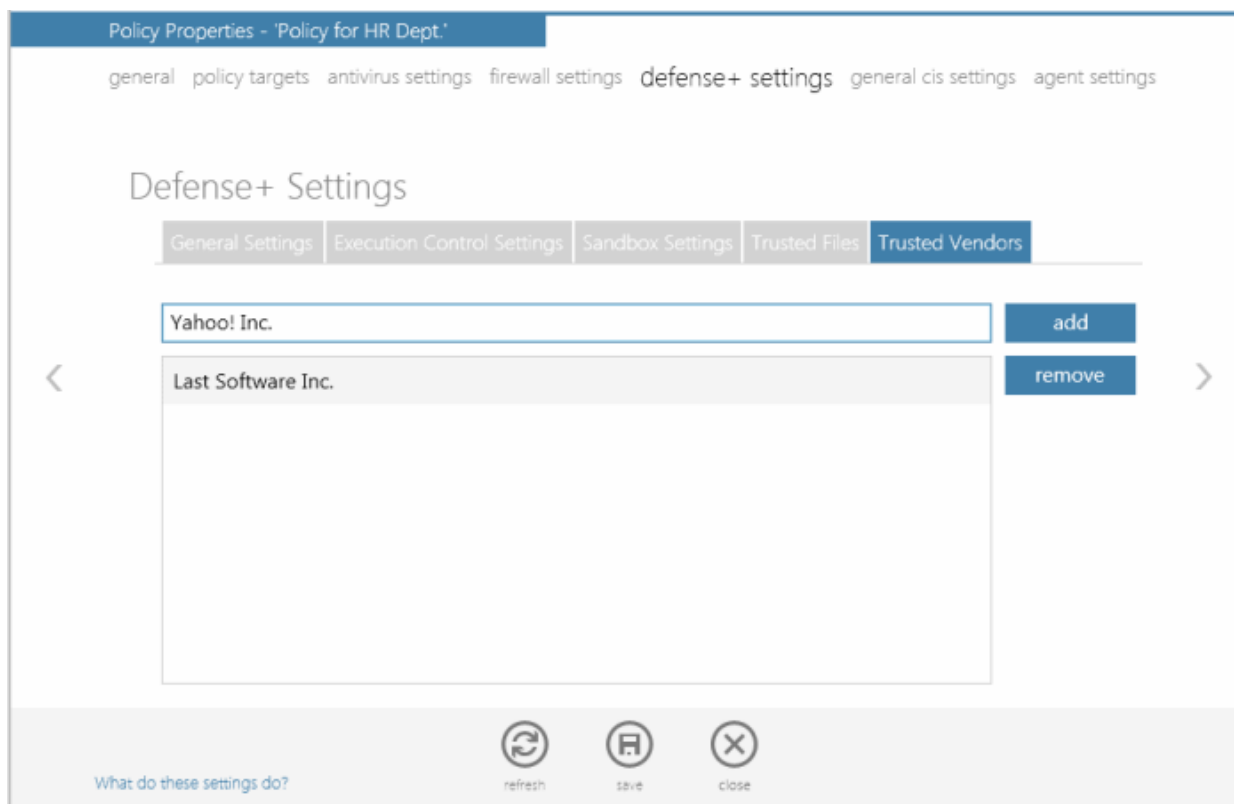
This displays the name of the CA that signed the software.

Select the certificate and click the 'Details' button to view digital signature information. Click 'View Certificate' to inspect the

actual code signing certificate.

To add trusted vendors

- Enter the name of the vendor as given in the code signing certificate in the text field.



- Click the 'add' button.

The vendor will be added to the list.

If you want to remove a vendor from the list, select it and click the 'remove' button.

Click the 'save' icon for any changes to the settings to take effect.

For more details on the Defense+ Settings, see <http://help.comodo.com/> for Comodo Internet Security.

General CIS Settings

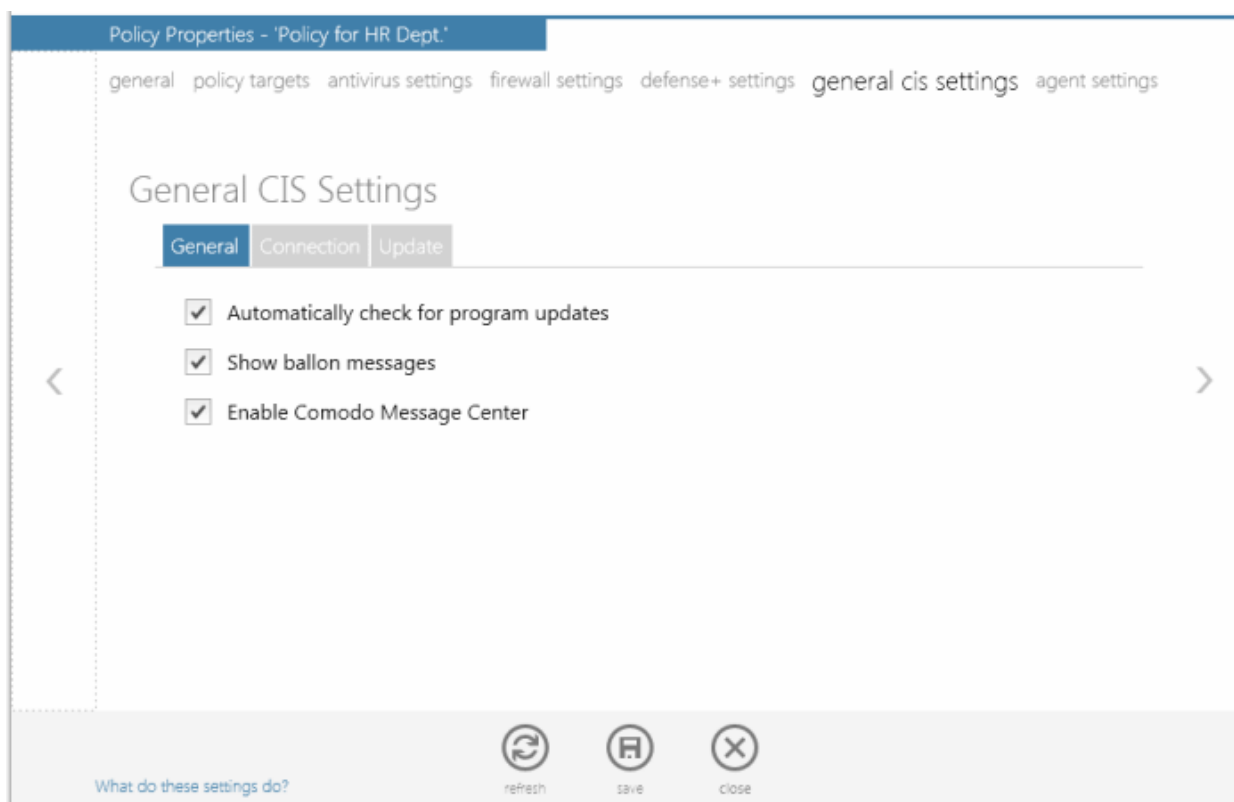
In the General CIS Settings screen, administrators can configure various options related to the operation of Comodo Internet Security.

These settings can be done using the tabs listed below.

- **General**
- **Connection**
- **Update**

General Settings

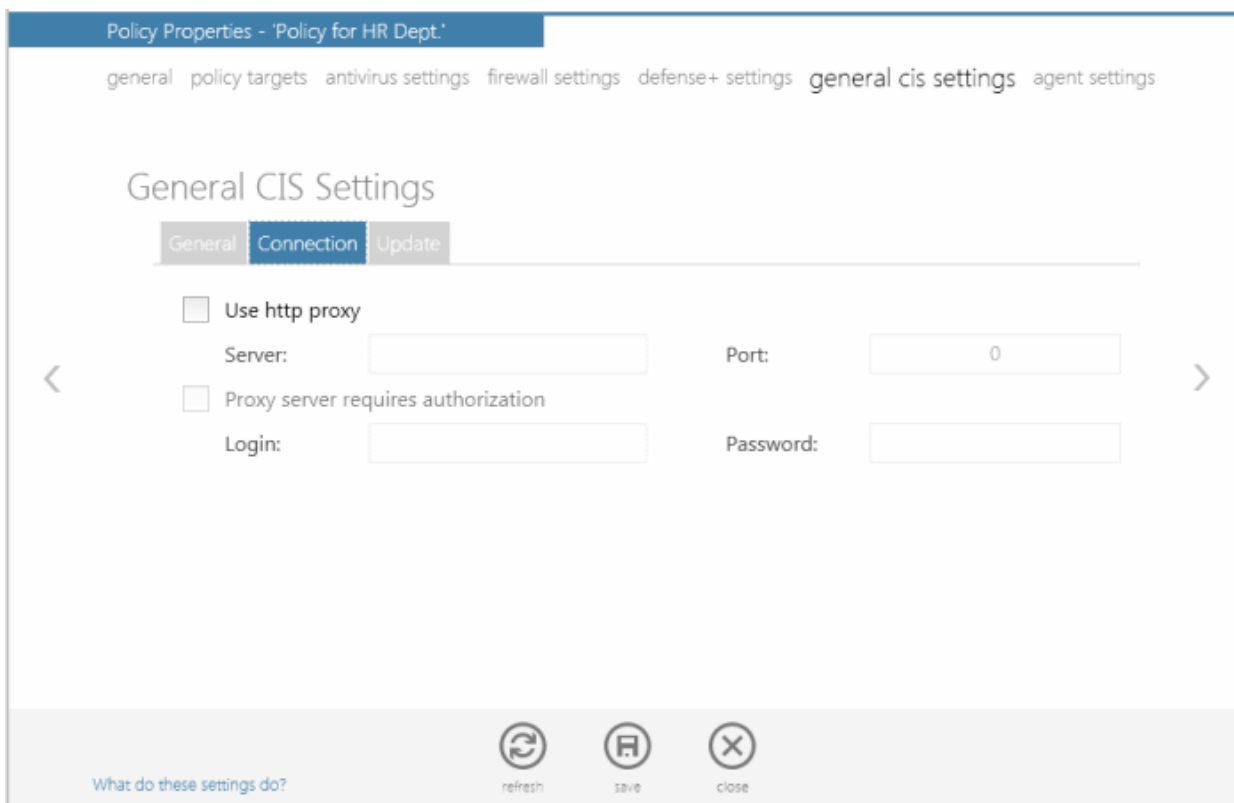
The 'General Settings' tab allows administrators to configure the general behavior of Comodo Internet Security.



- **Automatically check for the program updates** - This option determines whether or not Comodo Internet Security should automatically contact Comodo servers for updates. With this option selected, Comodo Internet Security automatically checks for updates every 24 hours AND every time you start your computer. If updates are found, they are automatically downloaded and installed. We recommend that users leave this setting enabled to maintain the highest levels of protection. Users who choose to disable automatic updates can download them manually by clicking 'Check for Updates' in the 'More...' section in CIS application.
- **Show balloon messages** - These are the notifications that appear in the bottom right hand corner of your screen - just above the tray icons. Usually these messages like ' Comodo Firewall is learning ' or 'Defense+ is learning ' and are generated when these modules are learning the activity of previously unknown components of trusted applications. Clear this check box if you do not want to see these messages.
- **Enable Comodo Message Center** - Comodo Internet Security displays Comodo Message Center window periodically if this option is selected.

Connection Settings

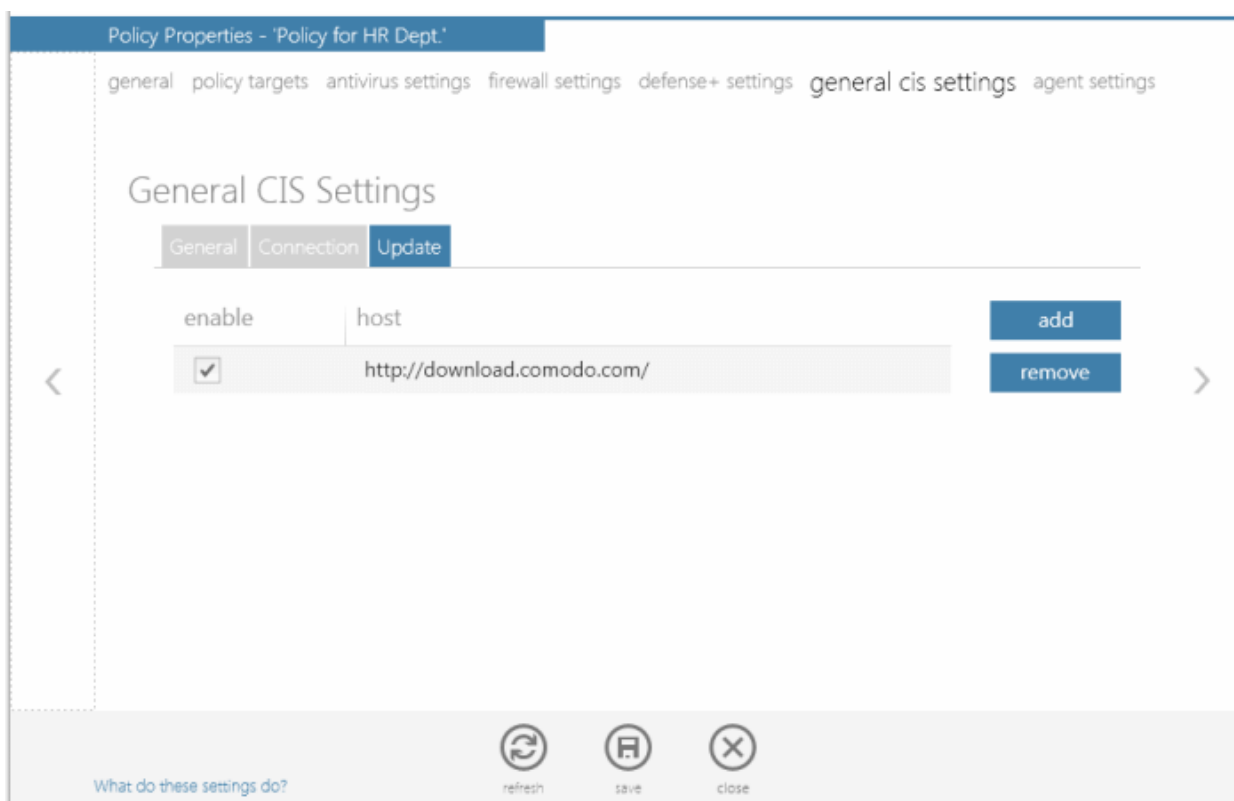
The Connection tab allows administrators to configure how Comodo Internet Security should connect to Comodo servers for receiving program updates etc. If you are using a Proxy server in your network and if you want CIS to use the Proxy Server, the Proxy settings can be configured through this settings interface.



- Select **'Use http proxy'** if you want Comodo Internet Security to use the Proxy Server. Enter the proxy server IP address or name in the **'Server'** text box and enter the port number in the **'Port'** text box.
- If your Proxy Server needs authentication, Select **'Proxy server requires authorization'**. Type your Login ID in the **'Login'** text box and enter the password in the **'Password'** text box.

Update Settings

The Update tab allows administrators to enable/disable the CIS program updates and to select the host from which the updates are to be downloaded. By default, the URL of the Comodo Server is entered as an available host.



- If you want to download the updates always from the Comodo servers, you can leave the setting as it is.
- If CIS program and antivirus updates are available at an HTTP Server or at any of the other computers in your network running Comodo Offline Updater, you can add the HTTP server or the computer as hosts in this area

Note: Comodo Offline Updater allows users to configure a local HTTP server to download and provision updates to networked machines. Administrators can download the utility from <http://enterprise.comodo.com/security-solutions/endpoint-security/endpoint-security-manager/free-trial.php>

- To add a host click 'Add' and enter the url or IP address of the host in the next row that appears.
- Repeat the process for adding multiple hosts.
- CIS will automatically check the host specified here and download the updates from the host even when you are offline.

Note: CIS program updates can also be checked manually. Click More Options > Check For Updates if you wish to update manually.

Click the 'save' icon for any changes to the settings to take effect.

For more details on the General CIS Settings, see <http://help.comodo.com/> for Comodo Internet Security.

Agent Settings

The agent settings interface allows the administrator to configure how these agents should behave on application of the policy. See **Step 4 - Agent Settings** in the section **Creating a New Policy** for a detailed description of this interface.

- Click the 'save' icon for any changes to the settings to take effect

Removing Policies

The administrator can remove one or more unwanted policies by simply selecting them by clicking or touching the desired policy to highlight it and clicking the 'remove' icon.

A confirmation dialog will be displayed.



- Click 'yes' to remove the selected item(s)

Note: Policies which are currently applied and used by groups or endpoints cannot be deleted. Before removing an unwanted policy, the administrator has to apply a different policy to the groups/endpoints to which this policy is currently applied.

Tip: Hold Shift or CTRL to select multiple items.

2.4.2. Creating a New Policy

The 'Create Policy' wizard enables administrators to create new security policies and to apply them to groups of target

computers. The new policies can be created by:

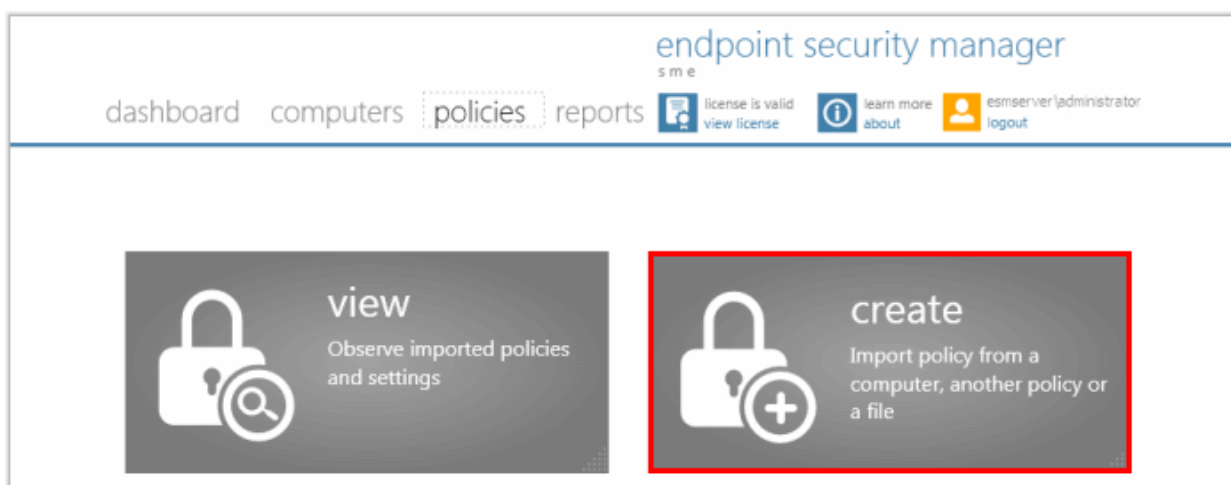
- Importing the local security settings from a computer
- Using another, pre-existing, policy as a base
- Importing from a saved .xml file

Policies can be created according to the security requirements of different groups of computers which are in turn, created according to the requirements of the organization. So it is recommended to first create groups and then to create policies, so that the policies can be applied to the groups as required.

It is also recommended to retain the group 'Unassigned' with the 'Locally Configured' policy until all the computers have been imported into ESM, so that ESM will not overwrite the policy on new discovered computers once the agent is installed in it.

To start the 'Create Policy' wizard

- Click the 'create' tile from the 'policies' area



The wizard will start with Step 1 - Source Type. The remaining steps are displayed below the title bar with the current step highlighted in bold. To move backwards or forwards between steps, use the arrows on either side of the main interface (or left click and drag to swipe the screens left or right) or click a step with a click-able active link below the title bar.

Step 1 - Select Source Type

The new policies can be created from three types of sources:

- **Computers** - Imports the security settings configured locally from a selected source computer to create a new policy.
- **Another Policy** - Enables to choose an existing policy and use it as the starting point to create a new policy.
- **A saved Policy XML file** - Imports the policy from the policy xml file from the computer running the administration console.

Explanations on importing from different source types can be found in the following sections: **Importing from Computers**, **Importing from Another Policy** and **Importing from XML File**.

- Select the source type and click the right arrow to move to step 2

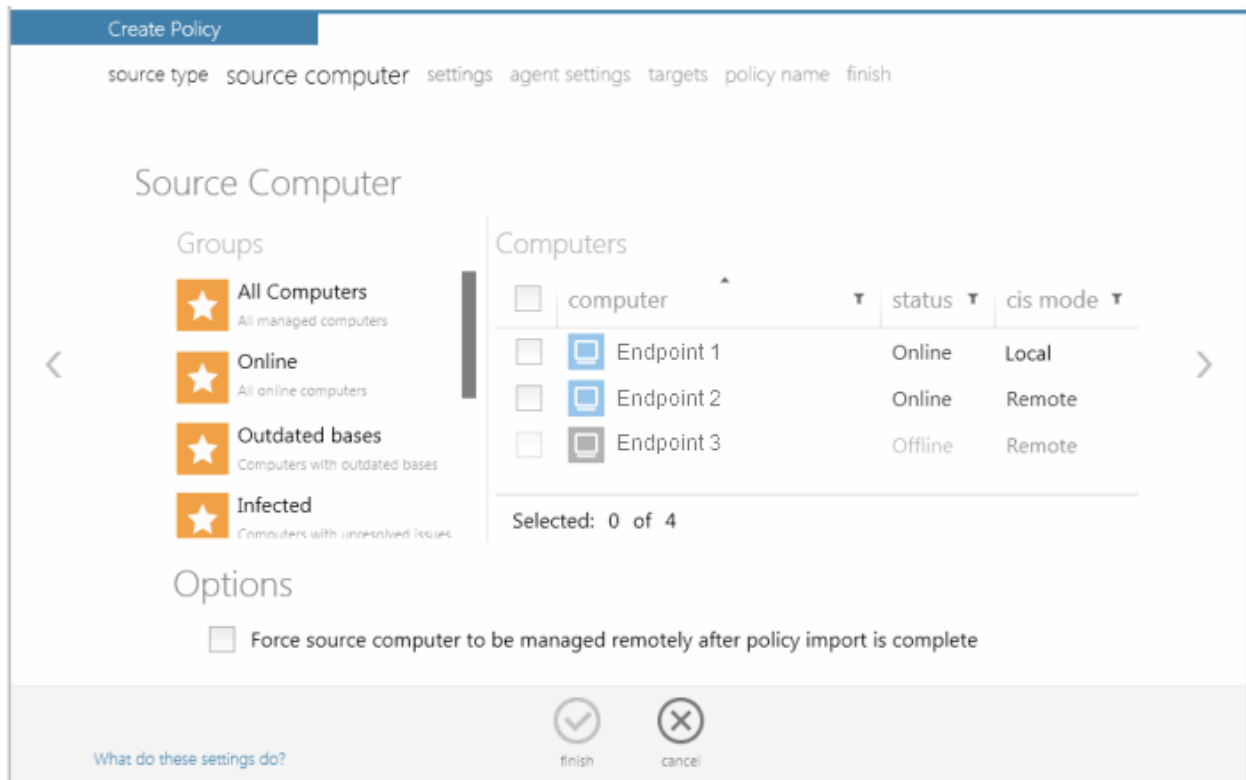
Tip: You might create a policy from another policy if you want to exclude a CIS component from policy but use the settings in other components, or change the agent-specific settings of the policy (such as to have a different compliance polling interval, or to disallow local mode access) for a particular endpoint or group.



Importing from Computers

- Choose 'A Computer' if you wish to import the security settings from a target endpoint as the new policy and click the right arrow to move to Step 2 - Selecting Source Computer

Step 2 - Selecting Source Computer

All endpoint computers added to ESM will be displayed.



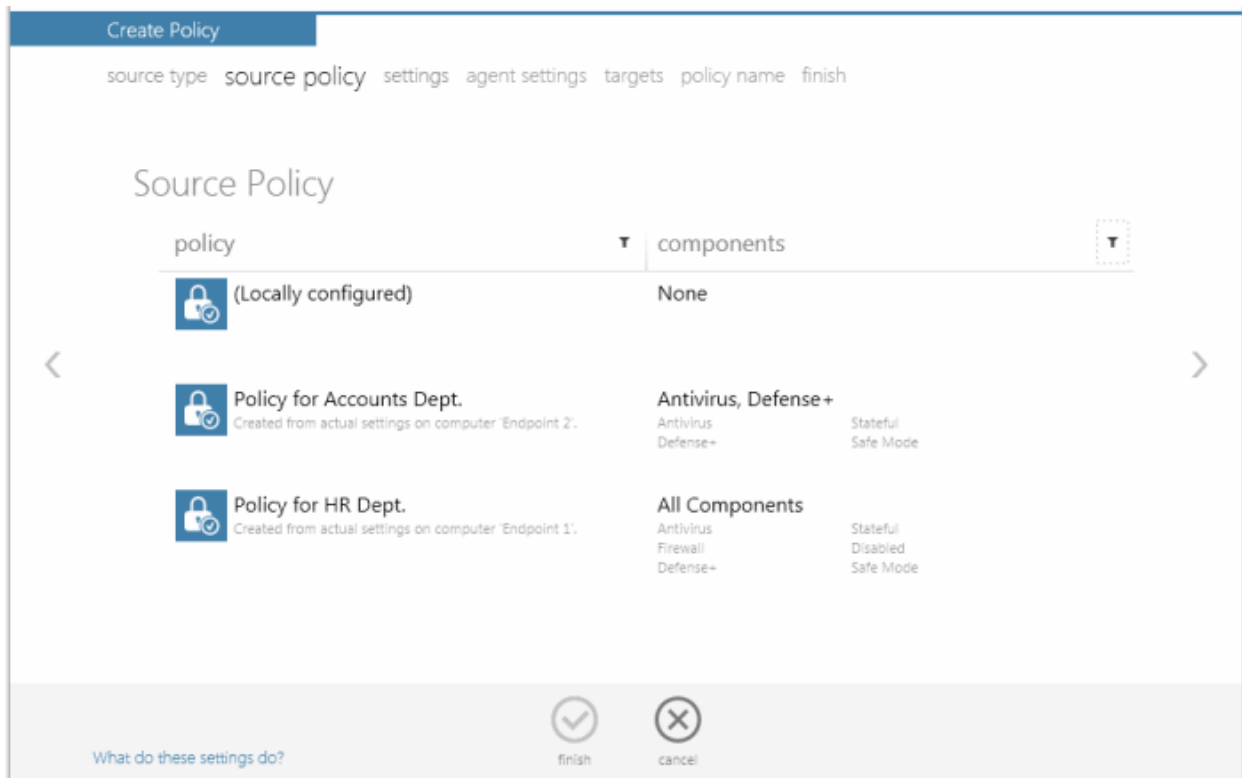
- Select the category or group from the left hand side pane. The member endpoints of the selected category/group will be listed in the right hand side pane.
- Select the computer from which you wish to import the settings. The computer should have CIS installed and be in local mode, configured as per requirements, and should be online to enable ESM to import the settings.
- Click the filter icon  in the 'status' column header to search for a particular endpoint, select the status and click 'Apply'.
- Click the filter icon  in the 'cis mode' column header to search for endpoints with CIS in Local, Remote or Unknown mode and click 'Apply'.
- Click 'Reset' to display all the items.
- Options:
 - **Force source computer to be remotely managed after policy import is complete** - To configure the settings locally, the source computer would have been switched to local administration mode. If you wish the computer to be switched to Remote administration mode after policy is read, select this option.
- Click the right arrow to move to **Step 3 - Settings**.


Importing from Another Policy

- Choose 'Another Policy' if you wish to import the security settings from an existing Policy and click the right arrow to move to Step 2 - Selecting Source Policy

Step 2 - Selecting Source Policy

A list of all the existing policies with their descriptions and the CIS components configured by them is displayed.

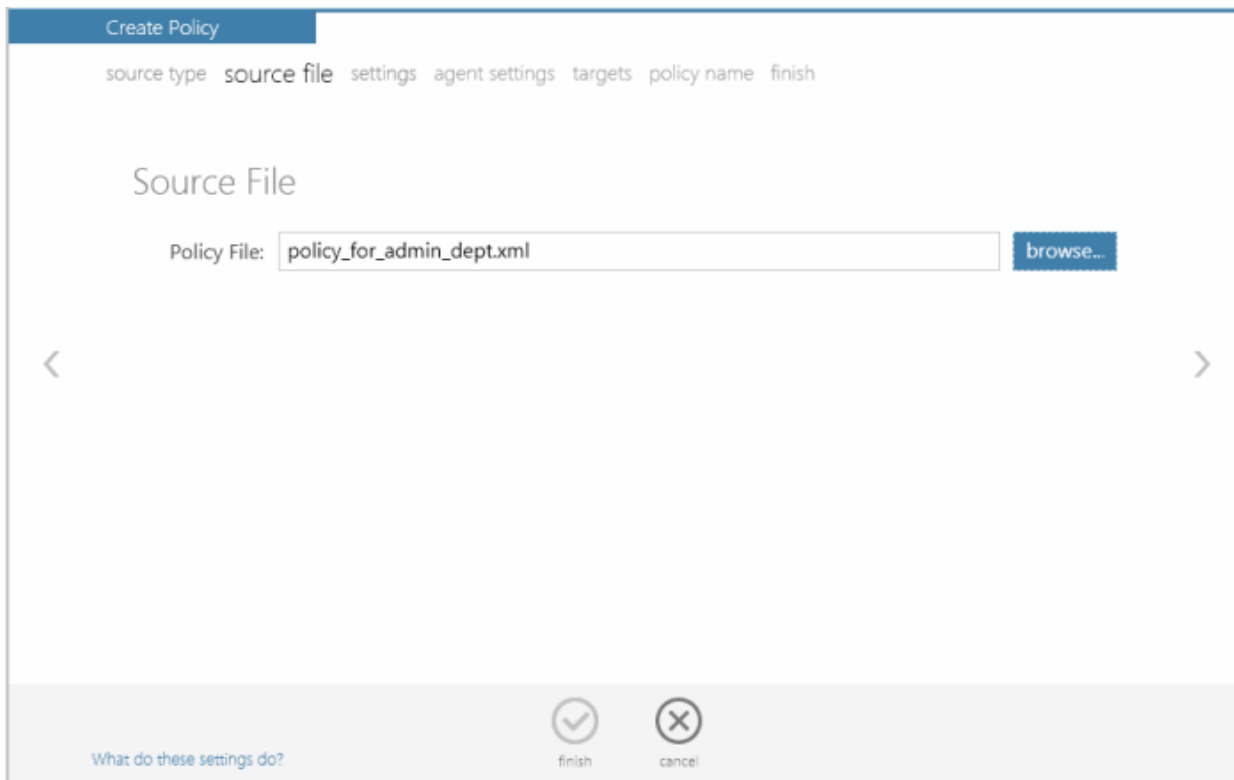


- Click the filter icon  in any of the respective column header to search for a particular policy or component, enter or select and click 'Apply'
- Click 'Reset' to display all the items
- Select the source policy from which you wish to create a new policy and click the right arrow to move to **Step 3 – Settings**

Importing from a saved XML File

- Choose 'A saved Policy XML file' if you wish to import the security settings from a previously saved policy xml file in the computer running the administration console. Click the right arrow to move to Step 2 - Selecting Source File.

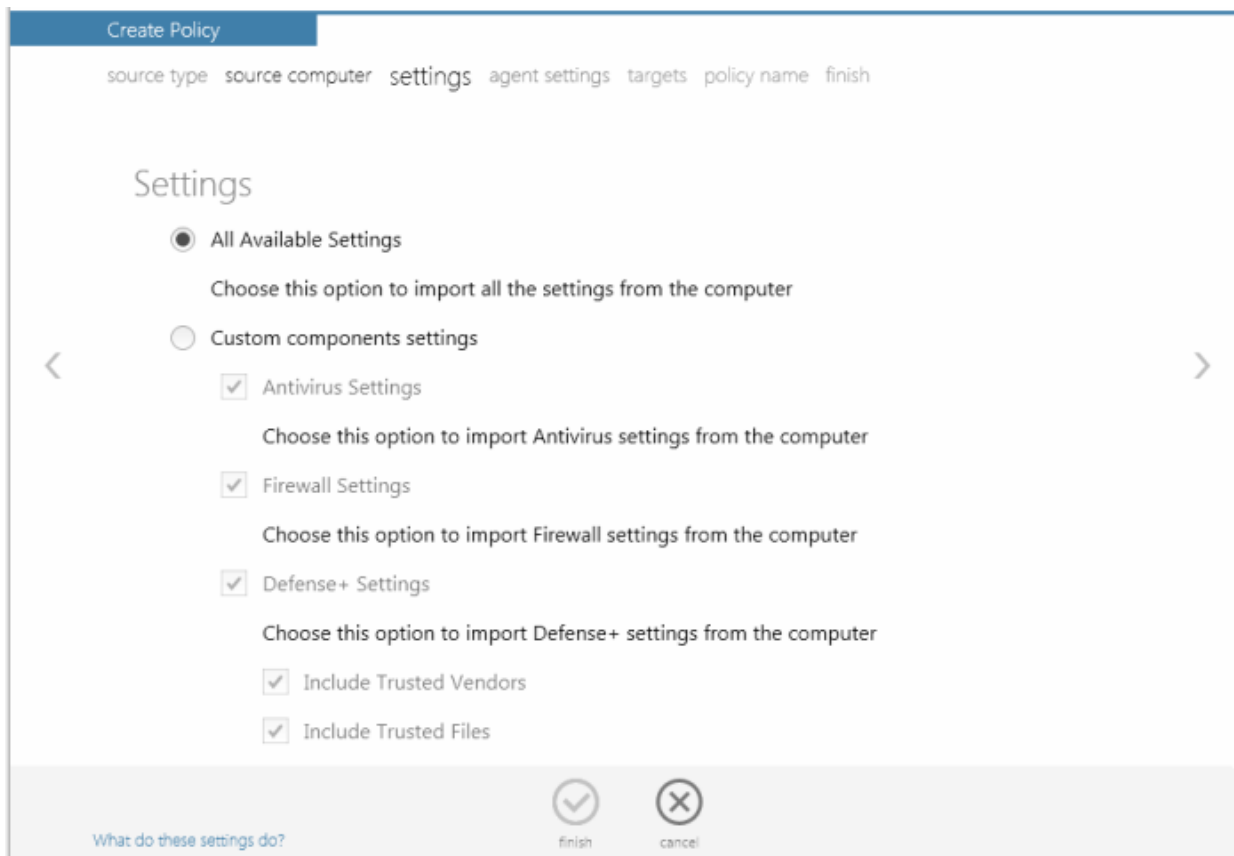
Step 2 - Selecting Source File



- Type the path of the location where the policy xml file is saved or click 'Browse' and navigate to the required policy XML file
- Click the right arrow to move to **Step 3 - Settings**

Step 3 - Settings

The next step is to select the components of CIS for which the security settings are to be imported into the policy.



- **All Available Settings** - Imports all the settings from the source selected in the chosen step 2, above
- **Custom components settings** - Enables the administrator to select the components of CIS so that only those settings corresponding to the selected components are imported into the policy from the source selected in step 2
 - **Antivirus Settings** - Imports the settings relevant to the Antivirus component
 - **Firewall Settings** - Imports the settings relevant to the Firewall component
 - **Defense+ Settings** - Imports the settings relevant to the Defense+ component
 - **Include Trusted Vendors** - Imports trusted vendors, if any, from the source policy
 - **Include Trusted Files** - Imports trusted files, if any, from the source policy
- Make your selections and click the right arrow to move to step 4 - Agent Settings

Step 4 - Agent Settings

The next step allows the administrator to configure the ESM agent installed at the target computers, for which the policy has to be applied.

- **Allow Local Administration** - Configures the agent to allow the CIS installation at the target machine to be switched to local administration mode should the user desire to change the security settings. The administrator may choose to not allow the user to alter the security settings in his/her computer, so as to not lead to a security hole in the network. On selecting the 'Allow Local Administration' check box, the administrator should specify how the access to local administration has to be restricted by selecting an option from the following check boxes:
 - **Using computer administrator credentials** - Selecting this option will require the computer user to either have administrative credentials or enter credentials while switching CIS at the target machine to local administration mode.
 - **Using local password** - Allows the administrator to specify a password in the text box below this option. This password should be entered for switching the CIS to local administration mode.
- **Policy compliance polling interval** - The administrator can set the time interval (in hours and minutes) for the agent to periodically check whether the CIS at the target computer is compliant with the applied security policy. The result will be dynamically displayed in the Policy Status tile and System Status - Compliancy status tile on the dashboard. (Default = 1 hour, up to but not including 24 hours).

Tip: ESM can also be configured to alert the administrator by sending automated emails on the occurrence of a target computer going non-compliant. See **System Status Tiles** for more details.

- **Local Server Address** - The administrator can specify the address of the server machine in the local network, on which the ESM central service is installed.
- **Internet Server Address** - The administrator can specify the address of the external server on which the ESM central service is installed if the endpoint should connect to the ESM server through Internet.

Tip: Local Server Address and Internet Server Address values are used by the Agent to determine when Local Policy or Internet Policy should be applied. What's more, these addresses have a priority over addresses that are in the Server Network Addresses list specified in the Configuration Tool such that:

1. The Local Server Address value, mandatory in policy settings, specifies that if this connection is established Local Policy should be applied.
2. Internet Server Address value is optional in policy settings. If specified it is tried to be reached ONLY if the specified local address connection fails. Internet Policy should be applied.

If none of these addresses succeeded or if Internet Server Address value wasn't specified, the Agent will try the remaining hosts in the Server Network Addresses list, applying the corresponding policy based upon analysis per RFC 3330 of a connection succeeding via a special use address as indicating Local policy, and a public address indicating Internet policy.

- Click the right arrow to move to the step 5 - Selecting Targets.

Step 5 - Selecting Targets

The administrator can select the target computer group(s) onto which the created policy has to be applied.

The screenshot shows the 'Create Policy' wizard at the 'Policy Targets' step. The breadcrumb trail is: source type > source computer > settings > agent settings > targets > policy name > finish. The 'Assign policy to groups after finish' checkbox is checked. The target groups table is as follows:

group name	for local policy	for internet policy
Logistics Department	<input type="checkbox"/>	<input type="checkbox"/>
Stores Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unassigned	<input type="checkbox"/>	<input type="checkbox"/>

Options:

- Override individual computers policy
- Force target computers to be managed remotely upon policy assignment

Buttons: finish, cancel

- Click the check box for 'Assign policy to groups after finish' if you to apply the newly created policy after it is imported to an existing group. You can also assign this policy at a later stage to groups if you do not want to do so now. See **Viewing Policies** section for more details.
- For the group(s) of computers connected through the local network you wish to apply the new policy, select 'For Local Policy' checkbox.
- For the group(s) of computers connected through the Internet you wish to apply the new policy, select 'For Internet Policy' checkbox.
- **Options:**
 - **Override individual computers policy** - Selecting this option will apply the new policy onto target

computers in the selected groups that currently have individual policies that differ from the group policy, thereby reverting their policies to come from their group membership.


- **Force target computers to be remotely managed upon policy assignment** - Selecting this option will forcibly switch the CIS installations in the selected target endpoints to remote management mode on assigning the new policy, irrespective of their current management mode.
- Make your selections and click the right arrow to move to step 6 - Importing the Settings and Creating the Policy.

Step 6 - Importing the Settings and Creating the Policy

The next step requires the administrator to specify a name and provide a description for the policy created.

- **Name** - Enter a name according to criteria deemed suitable to the security settings.
- **Description** - Enter short text that best describes the policy.
- **Options:**
 - **Apply Policy after Finish** - The newly created policy will be only be applied to the target endpoints immediately if this checkbox is selected. If not selected, the endpoints will pick up the new policy when they check in at the next policy poll.

Note: This option will be available only if you had selected 'Assign policy to groups after finish' checkbox in the previous step 5.

- Make your selection and click the Finish icon  or swipe the screen to left to complete the policy creation process. On completion:
 - The 'View All Policies' interface will open with the new policy added.

The new policy will be applied to the target computers selected in step 5 as per the options selected in the same.

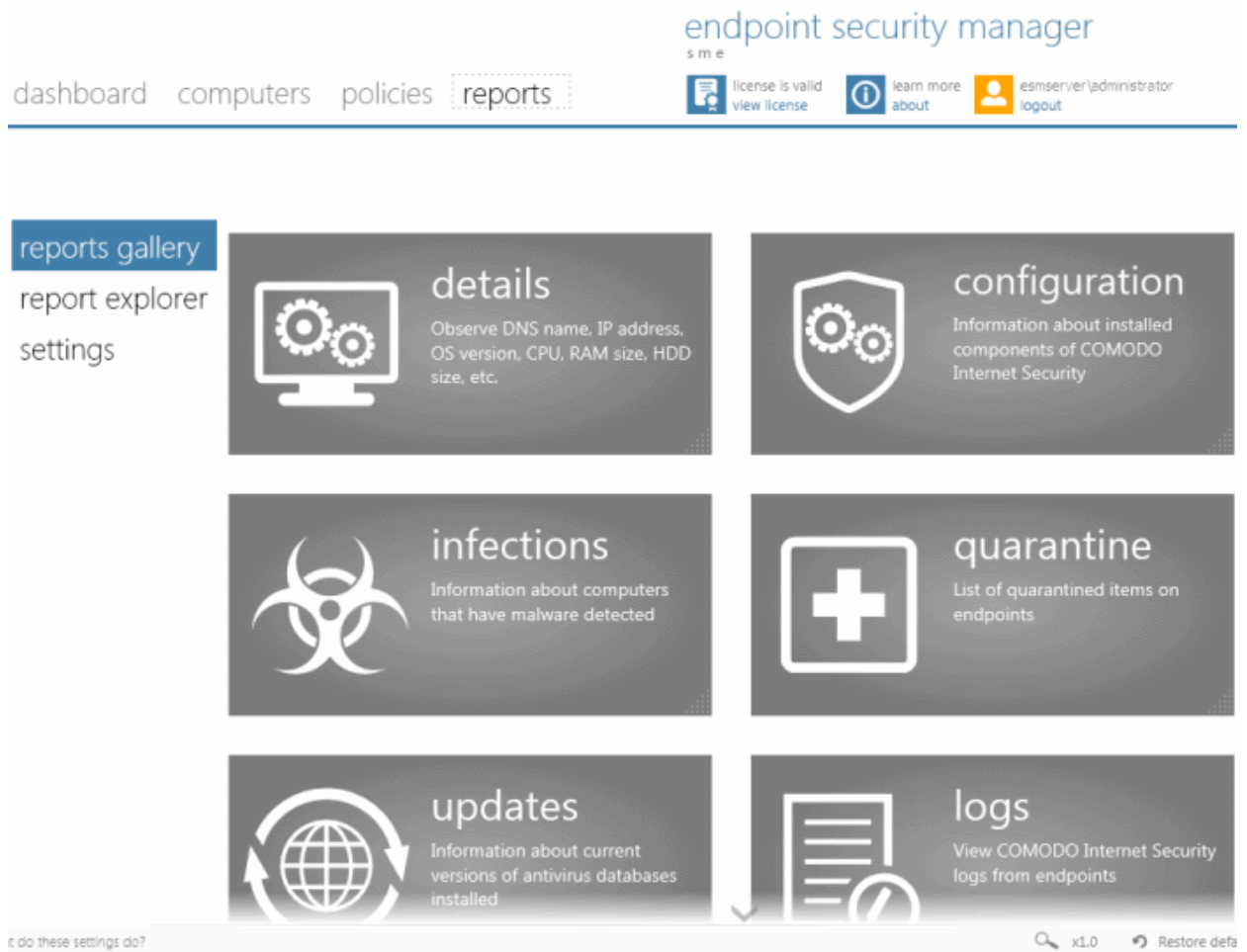
2.5. The Reports Area

ESM Active Reports™ are highly informative, graphical summaries of the security and status of managed endpoints. Each type of report is fully customizable and can be drilled-down to specific endpoints. ESM maintains an archive of reports enabling the administrator to compare the reports generated at various time points.

Reports can be exported to .pdf or spreadsheet format for printing and archiving purposes.

ESM also maintains and archive of reports generated previously and allows the administrator to view and download them if they need to compare the reports generated at different time points.

To view the Reports interface, click 'reports'



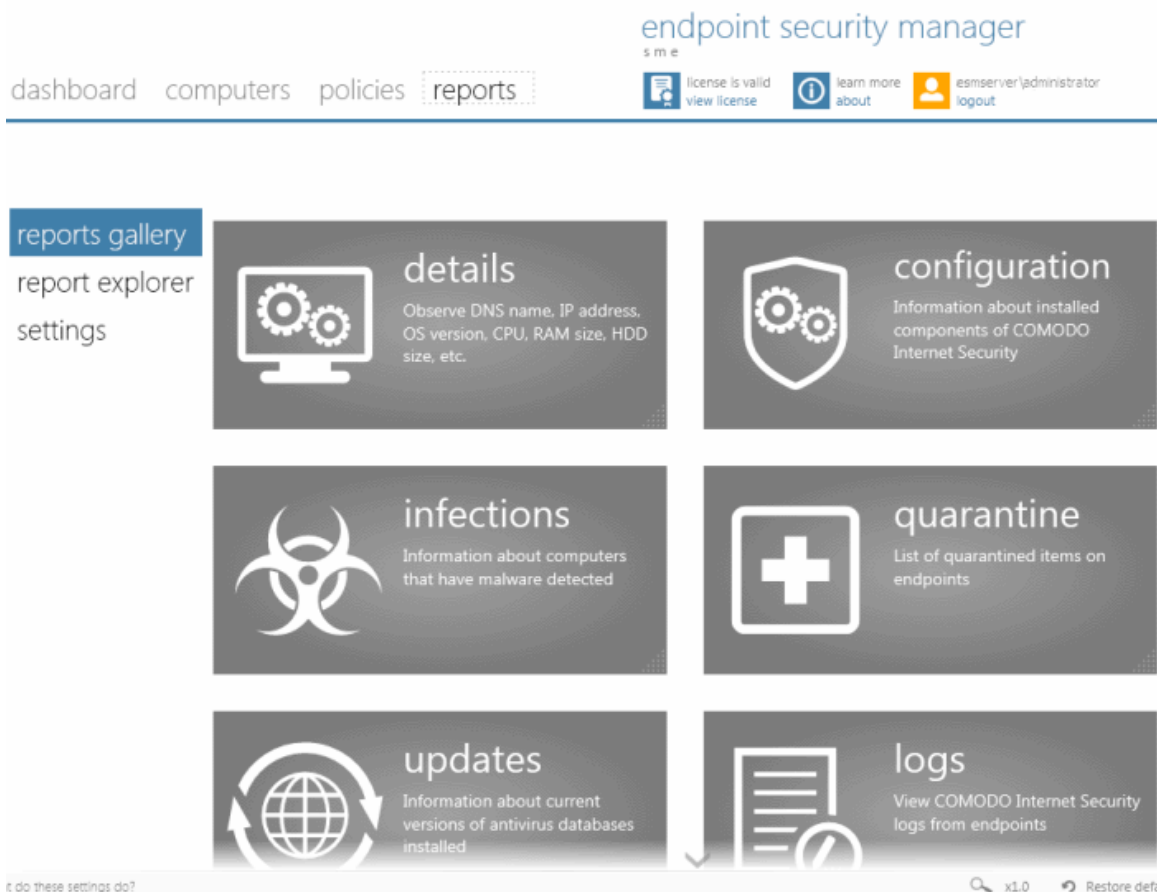
The 'reports' area contains three screens:

- **reports gallery** - Enables the administrator to generate, view and download different types of real-time reports
- **reports explorer** - Enables the administrator to view and download previously generated reports
- **settings** - Enables the administrator to configure archival of reports

The administrator can navigate between these screens by clicking respective links at the left hand side navigation.

2.5.1. Reports Gallery

The 'Reports Gallery' screen enables the administrator to different types of reports by clicking the respective tiles.

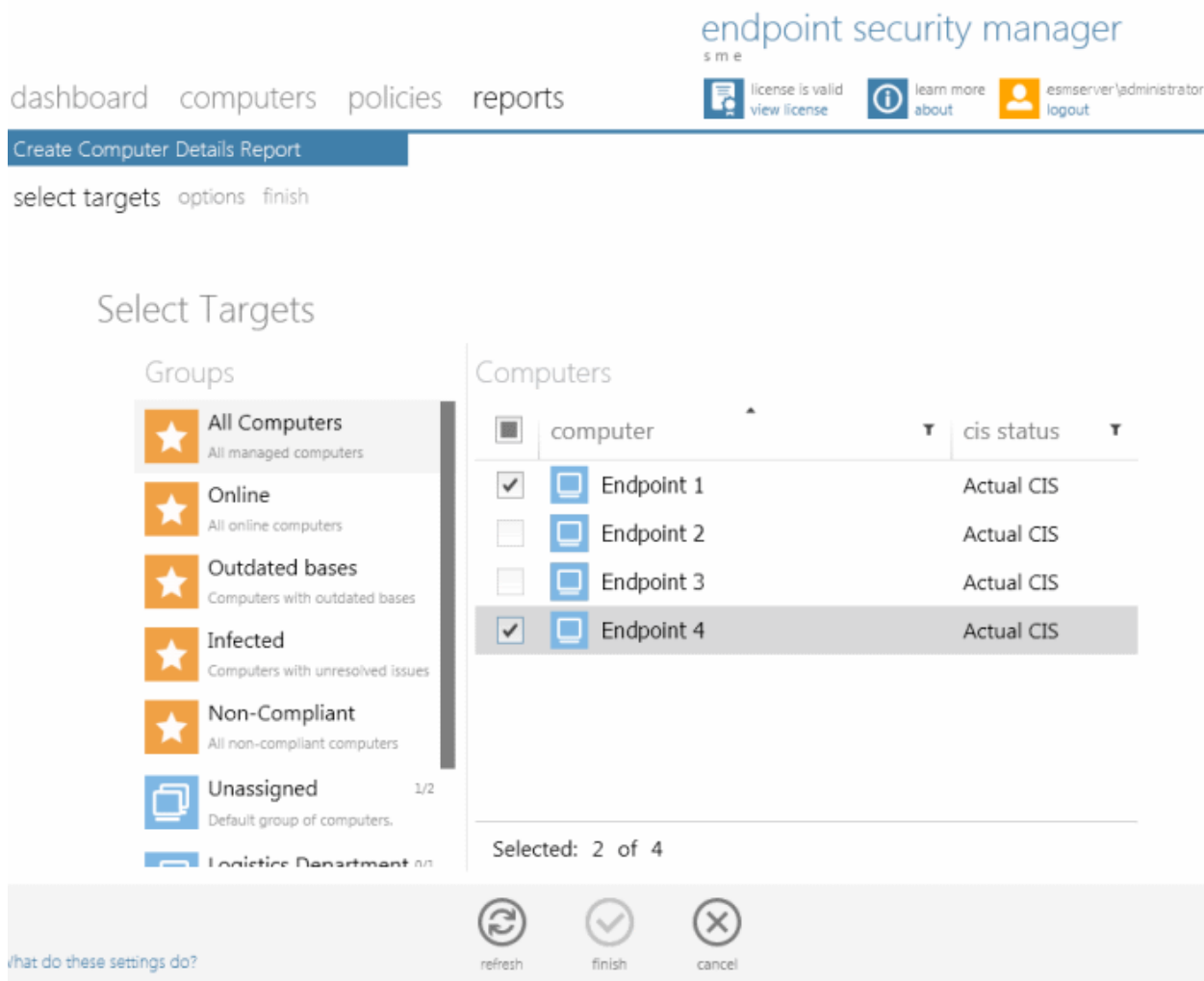


Available report types are:

- **details** - General information about target endpoint(s) such as operating environment and hardware details.
- **configuration** - Information on components of CIS installed at the endpoints and their configuration status.
- **infections** - Information on malware discovered during the antivirus (AV) scans and not handled successfully (deleted, disinfected or quarantined) locally by CIS and the endpoints affected by them.
- **quarantine** - Information on virus and other malware identified by AV scans and quarantined locally by CIS.
- **updates** - Information on versions of AV signature databases at the endpoints.
- **logs** - Logs of events related to CIS at the endpoints.
- **compliance** - A summary of compliance of the endpoints to their assigned security policies and a detailed information on the security policies applied to the endpoints.
- **policy delta** - Provides a investigation report on the differences in components between the policy applied from the ESM server side and the actual state of the policy as in the target endpoint side to analyze reasons for an endpoint being non-compliant. This report can be generated only for endpoint with Non-Compliant status.
- **statistics** - Statistical information on the malware detected at various AV scans run on the target endpoint(s), with the actions taken against them.
- **top 10** - A list of top-ten malware discovered during the antivirus (AV) scans from the target endpoints during the specified time period.

Clicking any of the tiles will display Select Targets screen, that enables the administrator to select the endpoints for which the report has to be generated.


To select the endpoints, select the predefined or user defined groups to which the endpoints belong and select the endpoints from the right hand side pane.



Sorting the Endpoints

Clicking on the arrow in the middle of the 'Name' column header sorts the endpoints in ascending/descending order of their names.

Filtering the Entries

You can filter the list of endpoints by clicking the icon  next to the column label. For example, clicking the filter icon in the 'name' column will allow you to search for a particular endpoint. Clicking the filter icon in the 'cis status' column allows you to display only those endpoints that have 'Actual CIS', 'Unsupported CIS' and 'No CIS Installed' status:



- Click 'Apply' to implement your chosen filter or click 'Reset' to clear the filter.

Downloading the Report

If you had opted for generating a downloadable report file in step 2 - Options, the report can be downloaded by clicking the download link in the report explorer page. You can choose the printable file to be generated in portable document (.pdf) or

spreadsheet (.xls) format.

Viewing the Report

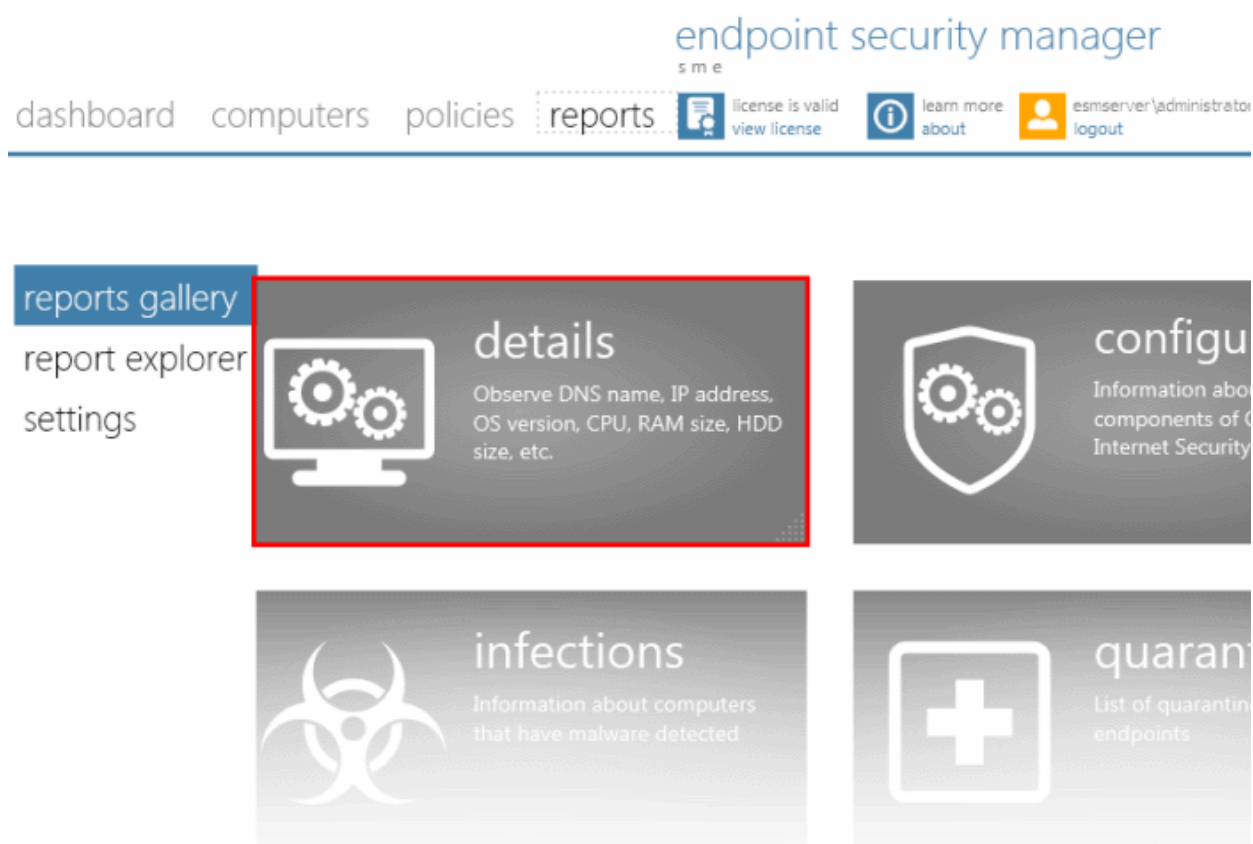
On completion of generation of any report, the interface will automatically open the 'Reports Explorer' from where you can view the report. The reports explorer displays a list of all the reports generated previously along with the current report and enables you to compare the reports generated at various time points. You can also download a selected report if you had opted for generating a downloadable report in .pdf or .xls format.

The following sections explain each of these report types in detail.

2.5.1.1. Computer Details Report

The 'Computer Details' report provides information on the hardware configuration, network addresses, Operating System (OS) installed and installed programs (optional) of the selected target computer(s) in several pages. It also gives a comparison on OS versions installed, if you select multiple endpoints.

To generate a 'Computer Details' report, click the 'details' tile from the 'reports gallery' screen.



The 'Create Computer Details Report' wizard will start.

Step 1 - Selecting Targets

The 'Select Targets' screen will be displayed.

Create Computer Details Report

select targets options finish

Select Targets

Groups

- All Computers**
All managed computers
- Online**
All online computers
- Outdated bases**
Computers with outdated bases
- Infected**
Computers with unresolved issues
- Non-Compliant**
All non-compliant computers
- Unassigned** 2/2
Default group of computers.

Computers

	computer	cis status
<input checked="" type="checkbox"/>	Endpoint 1	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 2	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS

Selected: 3 of 3

- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the computer details report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 – Options


Create Computer Details Report

select targets options finish

Options

- Include software details into report
- Generate downloadable report file:
 - Adobe Portable Document (*.pdf)
 - Microsoft Excel Workbook (*.xls)

What do these settings do?



refresh



finish



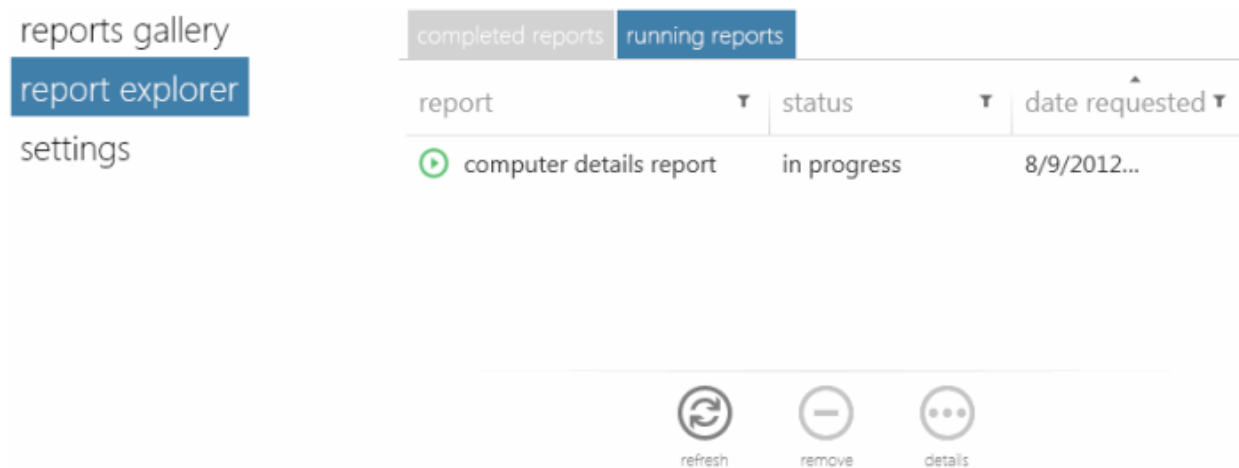
cancel


- Select the options for generating the report:
 - **Include software details into report** - Select this option if you want the details on the software installed on the target computer(s) included in the report.
 - **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.


- Swipe the screen to the left or click Finish icon  to start generating the report.

View the Report

The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.



On completion of required report generation, select the report and click the details icon . The report page will be displayed.

- The report contains several pages depending on the number of endpoints chosen in step 1. The administrator can move through the pages by clicking the left and right arrows or by swiping through the window. If the administrator had opted for generating a printable report file in step 2, the report can be downloaded by clicking the Download icon  at the bottom of the report page.
- The first page of the report will contain pie charts providing a comparison of versions of Operating Systems (OS) of the selected target endpoints.

Computer Details Report

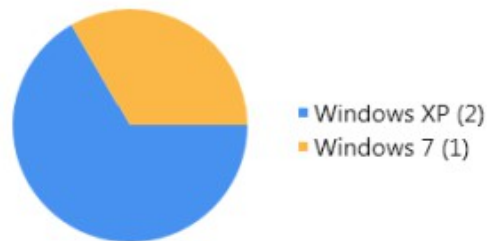
Computer Details Report

Number of computers: 3

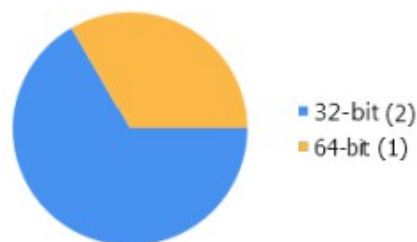
8/9/2012 10:30:25 AM

Summary charts:

Windows Versions



32-bit vs 64-bit



What do these settings do?



download



close

- The successive pages will contain network addresses, hardware details, software details and so on of the endpoint computers, with each page dedicated for an endpoint. To move to the successive pages, swipe the window to left or right or click the left and right arrows at the sides of the interface.

Computer Details Report

Computer: Endpoint 1

General

Name: Endpoint 1
DNS Name: endpoint_1
IP Address: 192.168.199.253
Created: 8/6/2012 1:31:04 PM

System Info

OS Name: Microsoft Windows XP Professional Service Pack 3 (build 2600)
Version: 5.1.2600
System type: X86-based PC

Hardware

CPU: Intel(R) Core(TM) i3 CPU 540 @ 3.07GHz, 3059 MHz
RAM: 1024 MB
HDD: VBOX HARDDISK. Size 10.00 GB

Installed Software:

name	version	publisher
Android SDK Tools	1.16	Google Inc.
COMODO Internet Security	5.9.25057.2197	COMODO Security...
Comodo Dragon	20.1.1.0	COMODO
Comodo ESM Agent	2.1.50730.4	COMODO
Comodo IceDragon	13.0.3.0	COMODO
Hotfix for Windows XP (KB932716-v2)		Microsoft Corporation
Java SE Development Kit 7 Update 5	1.7.0.50	Oracle
Java(TM) 7 Update 5	7.0.50	Oracle
JavaFX 2.1.1	2.1.1	Oracle Corporation
JavaFX 2.1.1 SDK	2.1.1	Oracle Corporation
Microsoft Silverlight	4.1.10111.0	Microsoft Corporation
Microsoft User-Mode Driver Framework Feature Pack...		Microsoft Corporation
Microsoft Visual C++ 2008 Redistributable - x86...	9.0.21022	Microsoft Corporation
Mozilla Firefox 14.0.1 (x86 en-US)	14.0.1	Mozilla
Mozilla Maintenance Service	14.0.1	Mozilla
OpenOffice.org 3.2	3.2.9483	OpenOffice.org
Opera 12.00	12.0.1467	Opera Software ASA
Sony PC Companion 2.10.079	2.10.79	Sony
TeamViewer 6	6.0.11117	TeamViewer GmbH
Windows Media Format 11 runtime		
Adobe Flash Player 11 Plugin	11.3.300.270	Adobe Systems...

What do these settings do?  
 download close

Available Report Filters

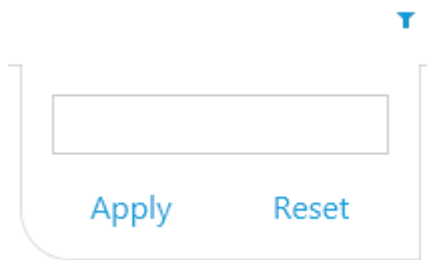
The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Computer Details report are:

- Installed software
- Version of the software
- Publisher of the software

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item

The filter drop-down will appear.



- Type or enter the filter criteria fully or partly and click 'Apply'

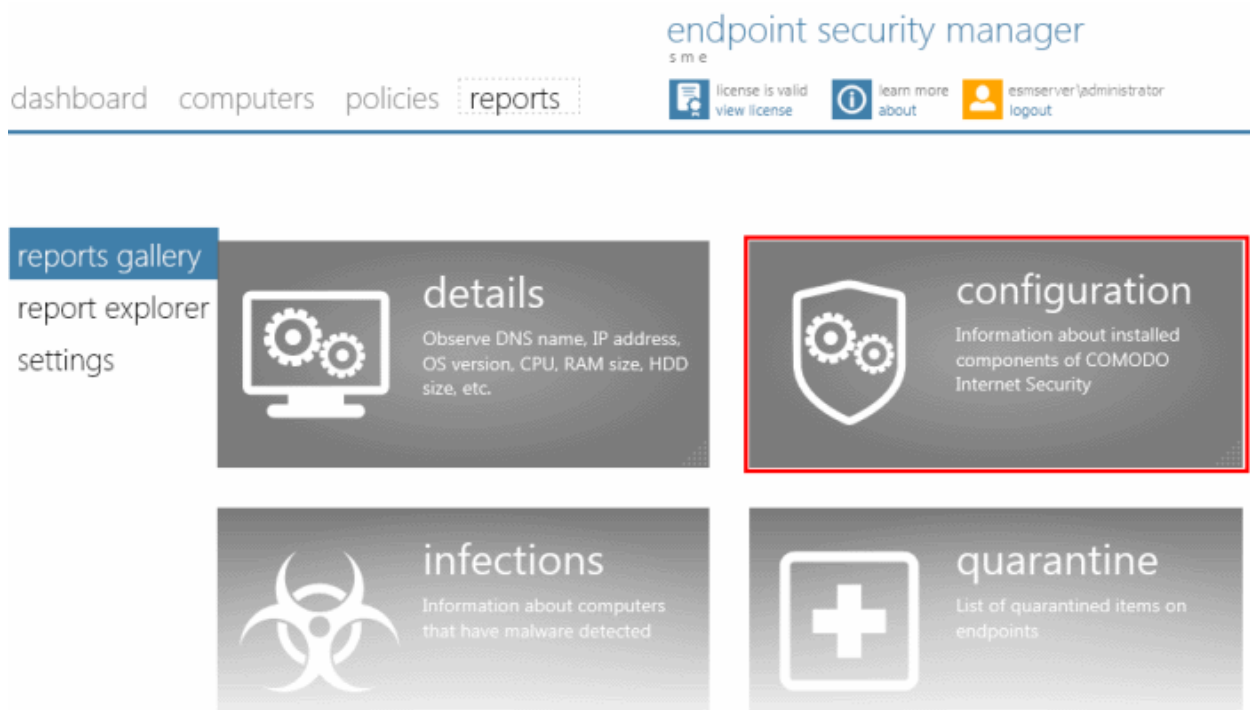
Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

2.5.1.2. CIS Configuration Report

The 'CIS Configuration' report provides information on components of CIS installed and enabled on the target computers according to their applied policies.

To generate a CIS Configuration report, click the 'configuration' tile from the 'reports gallery' screen.



The 'Create CIS Configuration report' wizard will start.

Step 1 - Selecting Targets

The 'Select Targets' screen will be displayed.

Create CIS Configuration Report

select targets options finish

Select Targets

Groups

- All Computers
All managed computers
- Online
All online computers
- Outdated bases
Computers with outdated bases
- Infected
Computers with unresolved issues
- Non-Compliant
All non-compliant computers
- Unassigned 2/2
Default group of computers.

Computers

<input checked="" type="checkbox"/>	computer	cis status
<input checked="" type="checkbox"/>	Endpoint 1	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 2	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS

Selected: 3 of 3

What do these settings do?

refresh finish cancel

- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the CIS configuration report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 – Options

Create CIS Configuration Report

select targets options finish


Options

Generate downloadable report file:

- Adobe Portable Document (*.pdf)
- Microsoft Excel Workbook (*.xls)

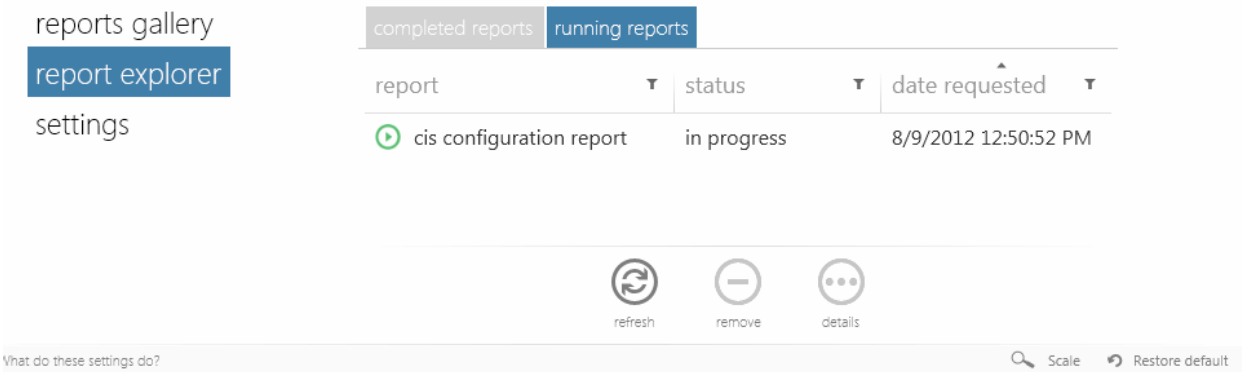
- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.


Step 3 - Generate Report


- Click the Finish icon  or swipe the screen to left to start generating the report.

View the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.



report	status	date requested
 cis configuration report	in progress	8/9/2012 12:50:52 PM

- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

CIS Configuration Report

Number of computers: 3

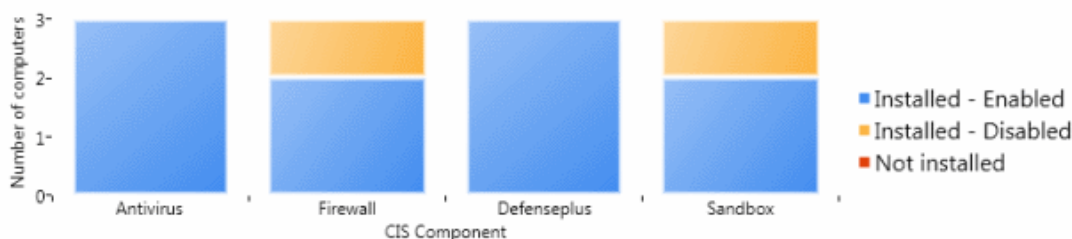
8/9/2012 12:50:54 PM

Summary charts:

CIS version per computer





CIS component per computer




Details:

computer	CIS version	antivirus		defense+		firewall		sandbox	
		installed	enabled	installed	enabled	installed	enabled	installed	enabled
Endpoint 1	5.10.234611.2308	✓	✓	✓	✓	✓	✓	✓	✓
Endpoint 2	5.9.221665.2197	✓	✓	✓	✓	✓	✗	✓	✗
Endpoint 3	5.9.219863.2196	✓	✓	✓	✓	✓	✓	✓	✓

What do these settings do?

download close


- If you have opted for generating a downloadable report file in Step 2 - Options, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the CIS Configuration report are:

- Computer
- CIS Version

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item. The filter drop-down will appear.
 - Type or enter the filter criteria fully or partly and click 'Apply'.
- Only the entries that match the criteria will be displayed in the report.
- Click 'Reset' to display all the items.

2.5.1.3. Computer Infections Report

The 'Computer Infections' report provides information on the number of target computers infected by malware. It details the malware detected by AV scans that have not been successfully handled (deleted, disinfected or quarantined) by the local installation of CIS.

To generate a 'Computer Infections' report, click the 'infections' tile from the 'reports gallery' screen.



The 'Create Computer Infections Report' wizard will start.

Step 1 - Selecting Targets

The 'Select Targets' screen will be displayed:

Create Computer Infections Report

select targets options finish

Select Targets

Groups

- All Computers**
All managed computers
- Online**
All online computers
- Outdated bases**
Computers with outdated bases
- Infected**
Computers with unresolved issues
- Non-Compliant**
All non-compliant computers

Computers

<input checked="" type="checkbox"/>	computer	cis status
<input checked="" type="checkbox"/>	Endpoint 1	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 2	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS

Selected: 3 of 3


What do these settings do? refresh finish cancel

- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the computer infections report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.


Step 2 – Options

- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.

Step 3 - Generate Report

- Click the Finish icon  or swipe the screen to the left to start generating the report.

View the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.
- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

Computer Infections Report

Number of computers: 3 8/10/2012 11:56:24 AM


Summary charts:

Computer Infection Status

Details:

computer	malware name	path	date
Endpoint 1 (192.168.111.111)	TrojWare.Win32.TrojanDownloader.B...	c:\docume~1\admini~1\locals~1\temp...	4/25/2012 4:30:20 PM
Endpoint 1 (192.168.111.111)	TrojWare.Win32.TrojanDropper.Bind...	c:\vir.zip	5/2/2012 12:27:04 AM

What do these settings do? download close


- The report will contain a pie chart that provides an at-a-glance comparison of computers that are affected/not affected by malware from the selected target endpoints.
- Following this is a list of affected computers along with their IP addresses, online/offline statuses and the name and location of malware detected on that computer.
- If the administrator had opted for generating a printable report file in step 1, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Computer Infections report are:

- **Computer** - Filters the report based on computer name
- **Malware Name** - Filters the report based on malware name
- **Path** - Searches the report based on the path where the malware is located in the endpoint.
- **Date** - Searches the report based on the start date and end date

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item.
- Type or enter the filter criteria fully or partly or select and click 'Apply'.

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items.

2.5.1.4. Quarantined Items Report

The 'Quarantined Items' report provides details on the malware detected and successfully quarantined at the target computers. The administrator can identify the quarantined items and the endpoints in which they are quarantined and can remove the quarantined items or restore them to their original locations after analyzing the report from the Computer details > Internet

Security screen. Refer [Viewing Endpoints > Computer Properties > Internet Security](#) for more details.

Note: For the local CIS installations at the endpoints to quarantine the threats detected during scanning, the policy applied to them should have been derived from a computer in which CIS has been configured to automatically quarantine the threats identified from various scans. For more details on configuring CIS refer to the online help guide at <http://help.comodo.com/>.

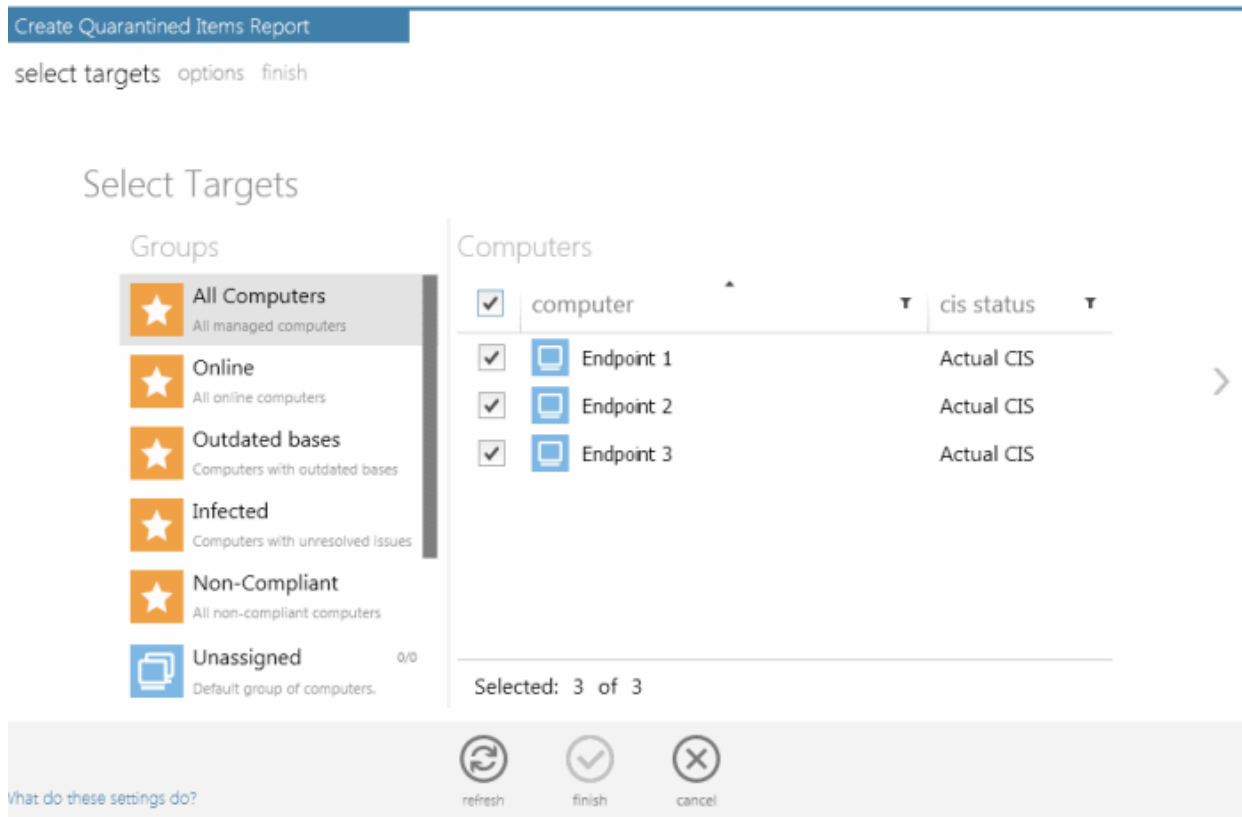
To generate a 'Quarantined Items' report, click the 'quarantine' tile from the 'reports gallery' screen.



The 'Create Quarantined Items Report' wizard will start.

Step 1 - Selecting Targets

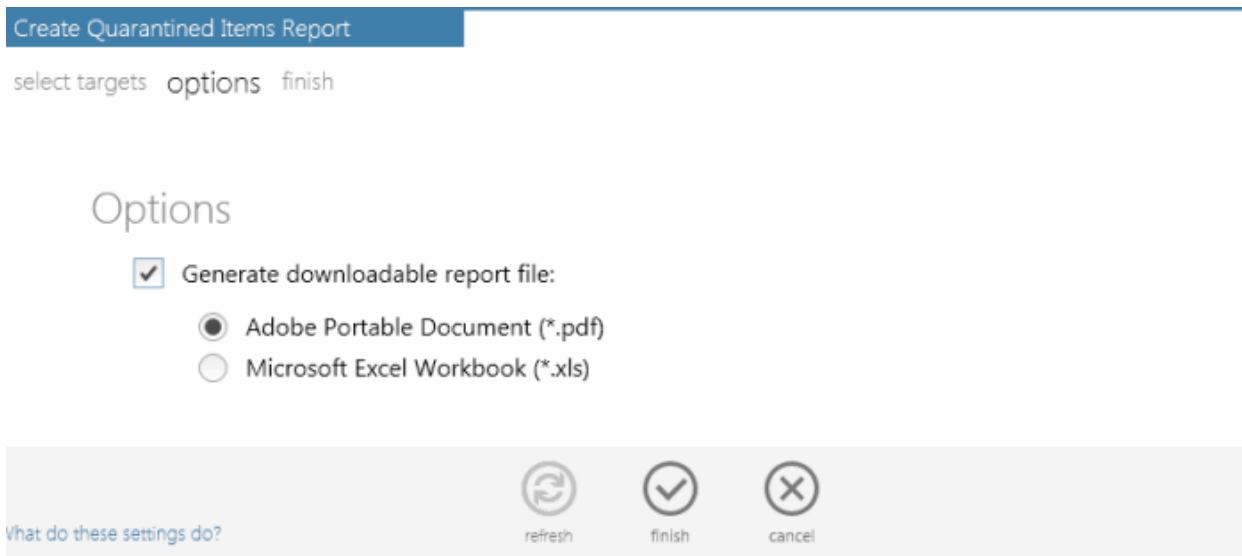
The 'Select Targets' screen will appear:



- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the Quarantined Items report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.


Step 2 – Options

- Select your options for the report:



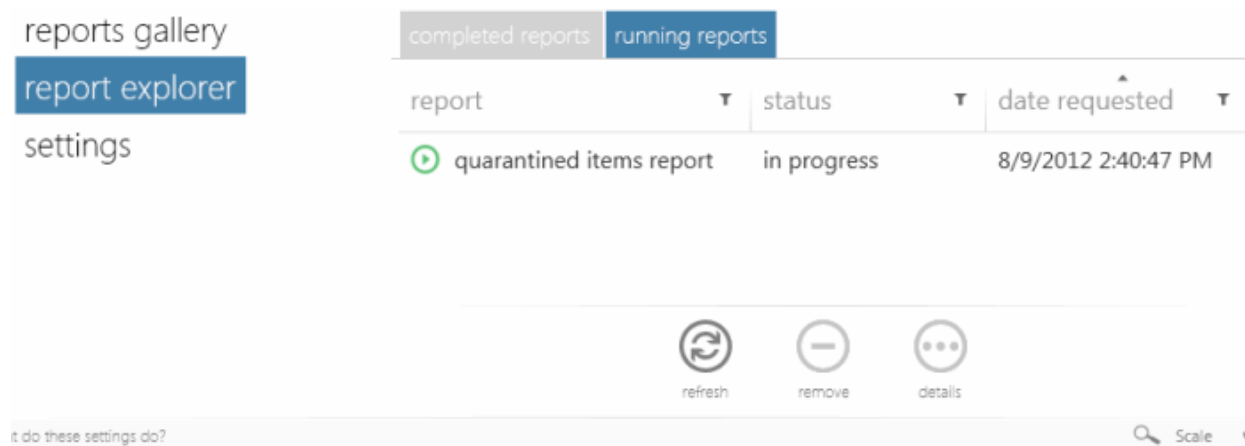
- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can downloaded to the administrator's computer.


Step 3 - Generate Report

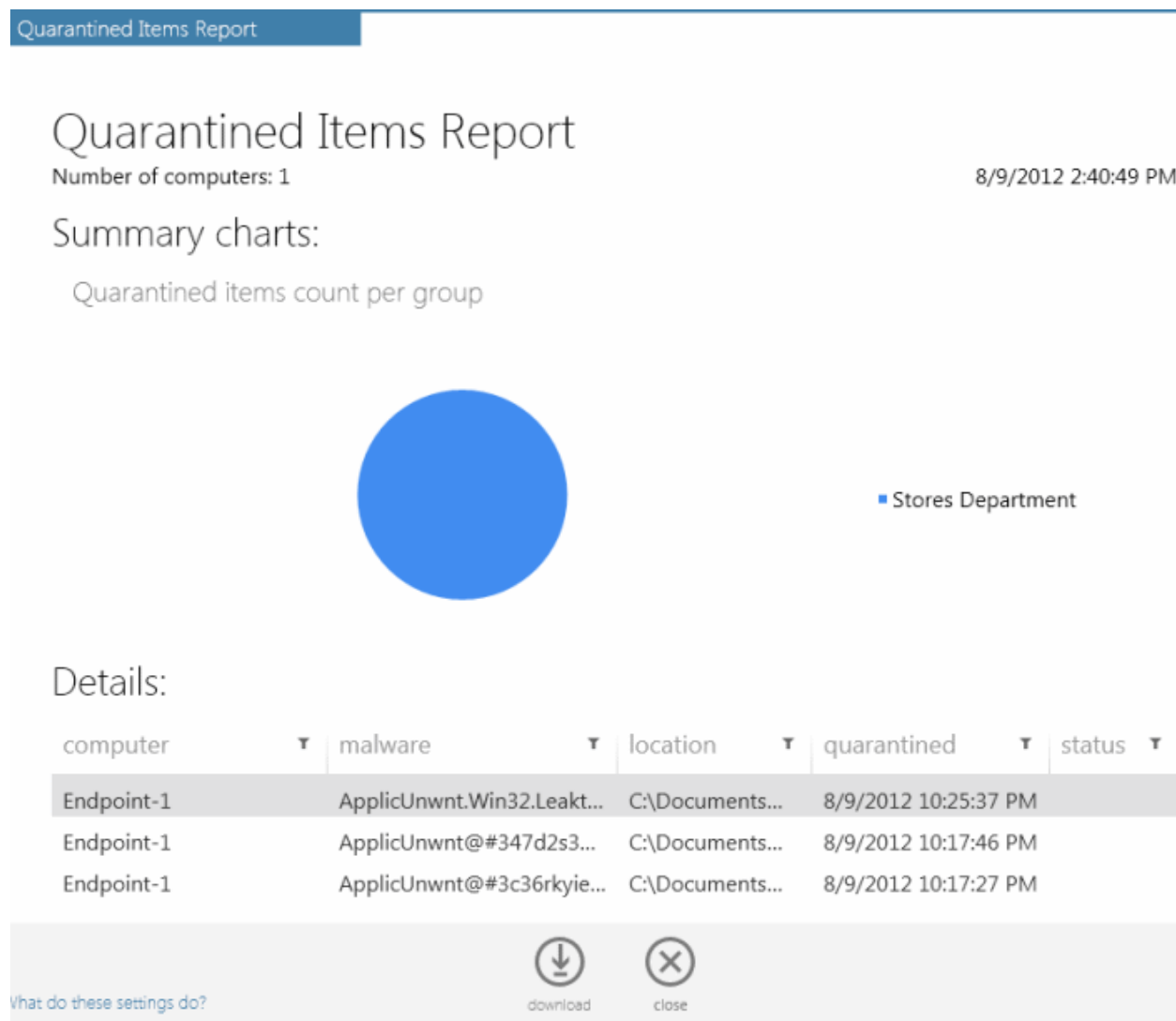
- Click the Finish icon  or swipe the screen to left to start generating the report.

View the Report


- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.



- On completion of required report generation, select the report and click the details icon . The report page will be displayed.



Downloading the Report


If the administrator had opted for generating a downloadable report file in step 2 - Options, the report can be downloaded by clicking the download icon  at the bottom of the report page.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Quarantined Items report are:

- **Computer** - Searches the report based on the computers' name
- **Malware** - Searches the report based on the malware's name
- **Location** - Searches the report based on the path where the malware is located in the endpoint
- **Quarantined** - Searches the report based on the start date and end date

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

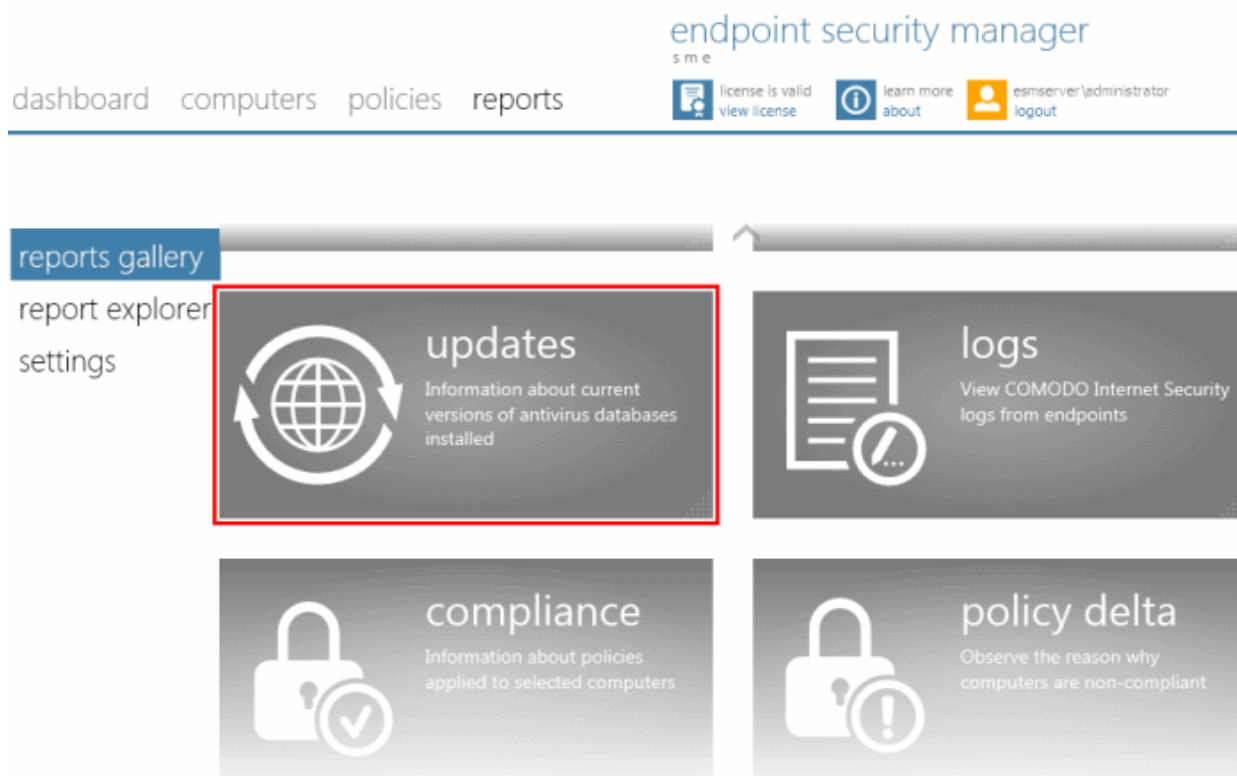
Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

2.5.1.5. Antivirus Updates Report

The Antivirus Updates report provides details on the antivirus (AV) signature database versions in the target computers and whether they are up-to-date. The report assists the administrators to decide on the target computers whose AV databases are to be updated and to run update tasks from the **View All Computers** screen. Comodo advises administrators to maintain the AV databases up-to-date in all the managed end-points to get protection against any threats discovered by our AV labs.

To generate a 'Antivirus Updates' report, click the 'Updates' tile from the 'reports gallery' screen.



endpoint security manager
s m e

dashboard computers policies reports

license is valid view license learn more about esmservice/administrator logout

reports gallery

report explorer settings

updates
Information about current versions of antivirus databases installed

logs
View COMODO Internet Security logs from endpoints

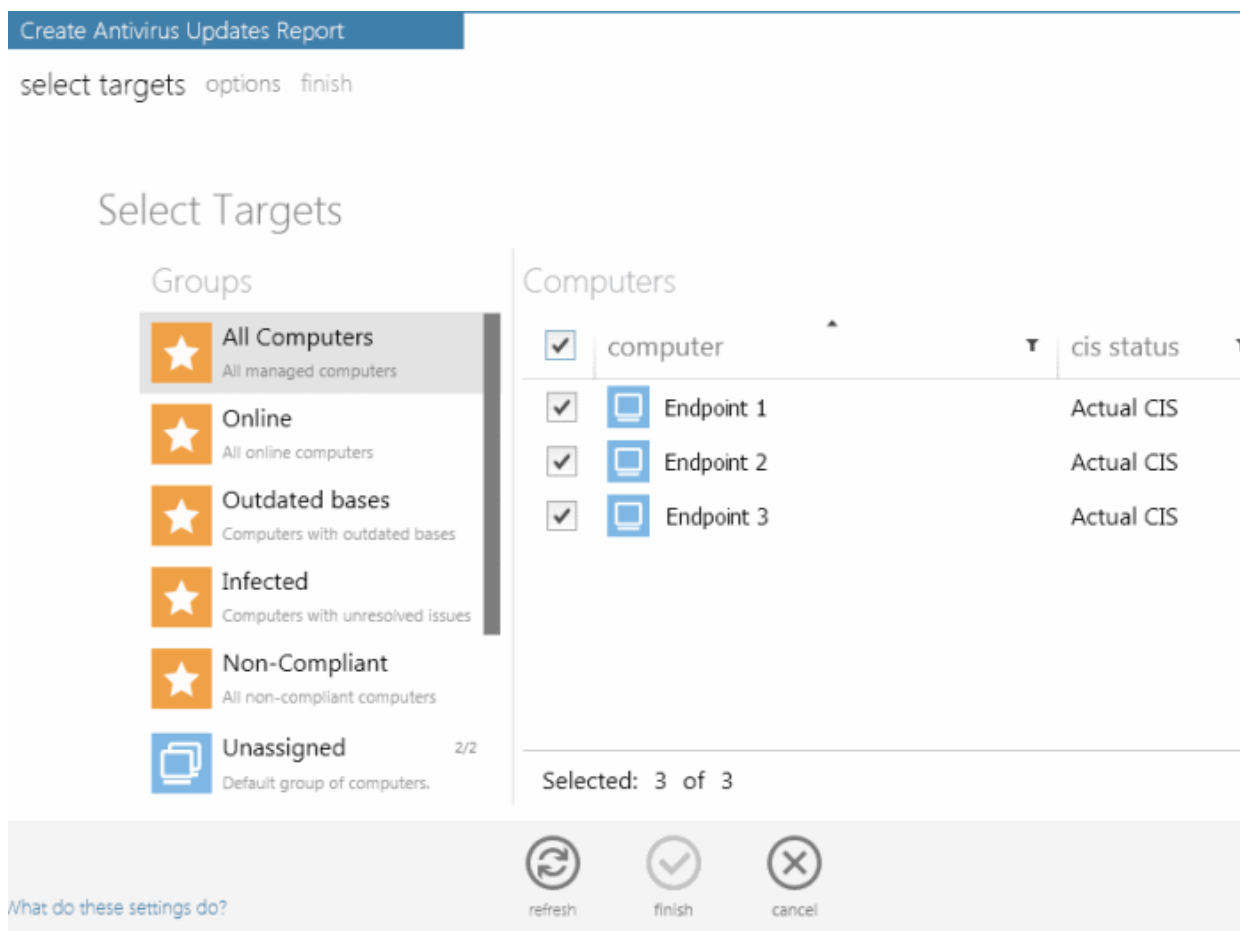
compliance
Information about policies applied to selected computers

policy delta
Observe the reason why computers are non-compliant

The 'Create Antivirus Updates Report' wizard will start.

Step 1 - Selecting Targets

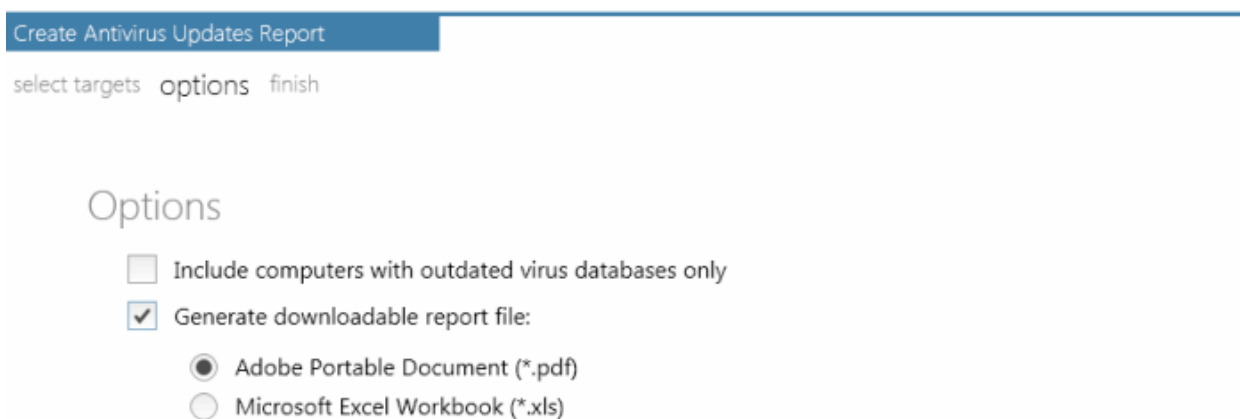
The 'Select Targets' screen will appear:



- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the virus signature database updates report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 – Options

- Select your options for the report




- **Include computers with outdated virus databases only** - The report will ignore the endpoints that have

the most up-to-date AV signature database in the report and give details only on those having outdated databases.

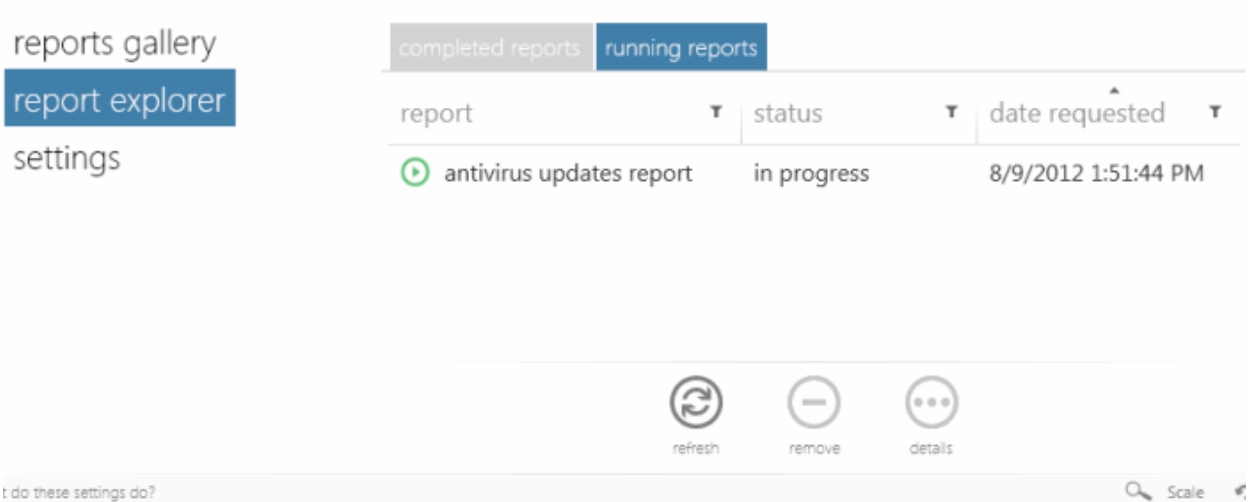
- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.

Step 3 - Generate Report

- Click the Finish icon  or swipe the screen to the left to start generating the report.

View the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.




reports gallery

report explorer


settings

completed reports | running reports

report	status	date requested
 antivirus updates report	in progress	8/9/2012 1:51:44 PM

refresh remove details

do these settings do? Scale

- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

Antivirus Updates Report

Antivirus Updates Report

Number of computers: 3

8/9/2012 1:51:46 PM

Summary charts:

Antivirus bases status (Latest database version: 13188)



■ Unknown
 ■ Outdated
 ■ UpToDate

Details:


computer	IP address	db version	status	update date
Endpoint 1	10.70.70.23	13188	UpToDate	8/9/2012 1:27:35 PM
Endpoint 2	192.168.199.253	13188	UpToDate	8/9/2012 1:24:50 PM
Endpoint 3	10.70.70.25	1	Outdated	11/30/1999...

What do these settings do?



- The report will contain a summary pie chart and an at-a-glance comparison report on numbers of computers that have outdated/up-to-date AV databases as compared to the latest database version indicated.
- Following the summary, details of each computer, with their IP Addresses and the installed AV database versions are displayed.

Downloading the Report


If the administrator had opted for generating a printable report file in step 2, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Antivirus Updates report are:

- **Computer** - Searches the report based on the computers' name
- **IP Address** - Filters the report based on the IP Address of the endpoints
- **db Version** - Filters the report based on the virus database version
- **Status** - Filters the report based on either Up-To-Date, Outdated or Unknown criteria of the endpoints
- **Update Date** - Searches the report based on the start date and end date

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

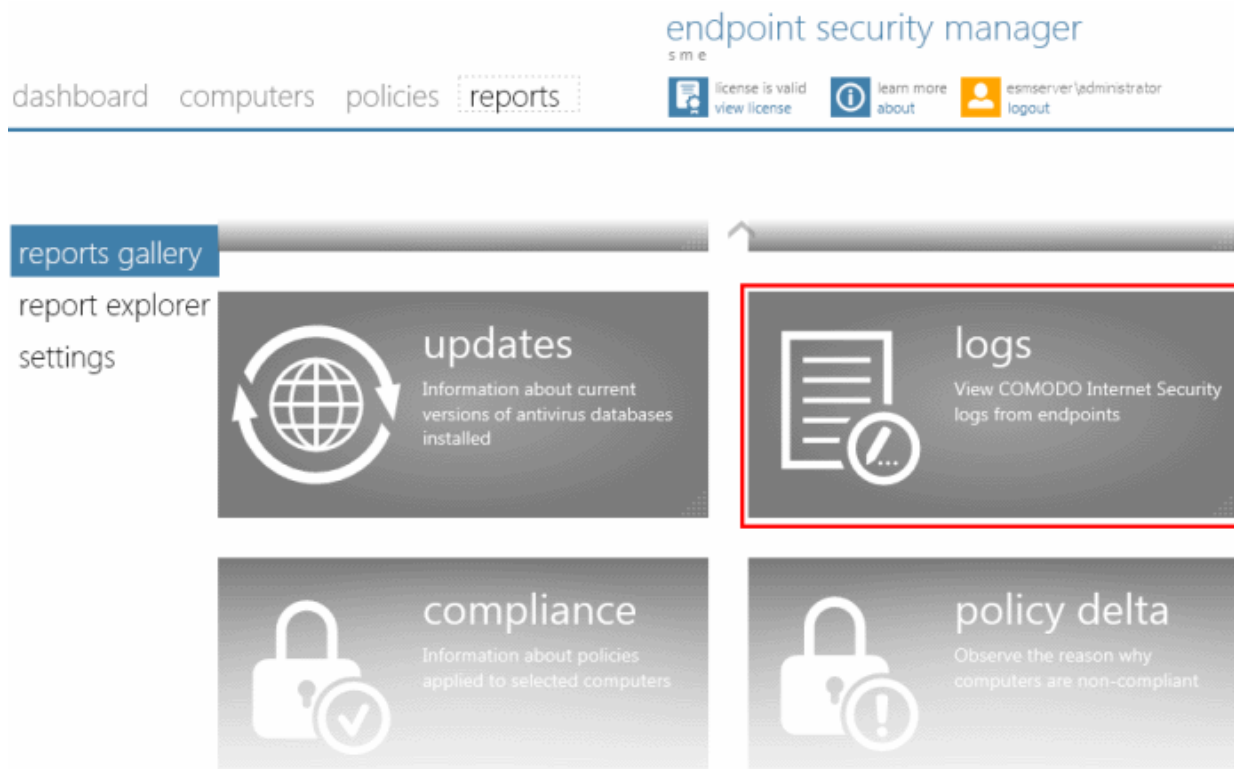
2.5.1.6. CIS Log Report

The CIS installation in each target computer maintains a log of events for each of the Antivirus, Firewall and Defense+ components.

- **Antivirus** - The Antivirus component documents the results of all actions it performed in an extensive but easy to understand log report. A detailed scan report contains statistics of all scanned objects, settings used for each task and the history of actions performed on each individual file. Log entries are also generated during real-time protection, and after updating the anti-virus database and application modules.
- **Firewall** - The Firewall component records a history of all events/actions taken. Firewall 'Events' are generated and recorded for various reasons - including whenever an application or process makes a connection attempt that contravenes a rule in the Network Security Policy, or whenever there is a change in Firewall settings.
- **Defense+** - The Defense+ component records a history of all events/actions taken. Defense+ 'Events' are generated and recorded for various reasons. Examples include changes in Defense+ settings, when an application or process attempts to access restricted areas or when an action occurs that contravenes the Computer Security Policy.

The CIS Log report shows the log of events stored in the target computers for the selected component. The administrator can generate different log report for each of the component for viewing and printing/archival purpose.

To generate a 'CIS Log' report, click the 'logs' tile from the 'reports gallery' screen.



The 'Create CIS Log Report' wizard will start.

Step 1 - Select Report Type

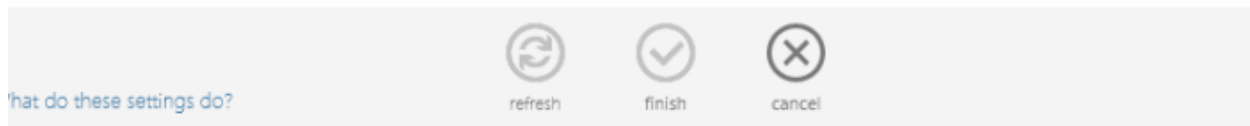
The first step is to choose the CIS component for which you want to generate a log report.

Create CIS Logs Report

report type **select targets** report parameters options finish

Report Type

- Antivirus**
Choose this option to create Antivirus log report from endpoints
- Firewall**
Choose this option to create Firewall log report from endpoints
- Defense+**
Choose this option to create Defense+ log report from endpoints



- Choose the component from Antivirus, Firewall and Defense+ and swipe the screen or click the right arrow to move to step 2 - Selecting targets

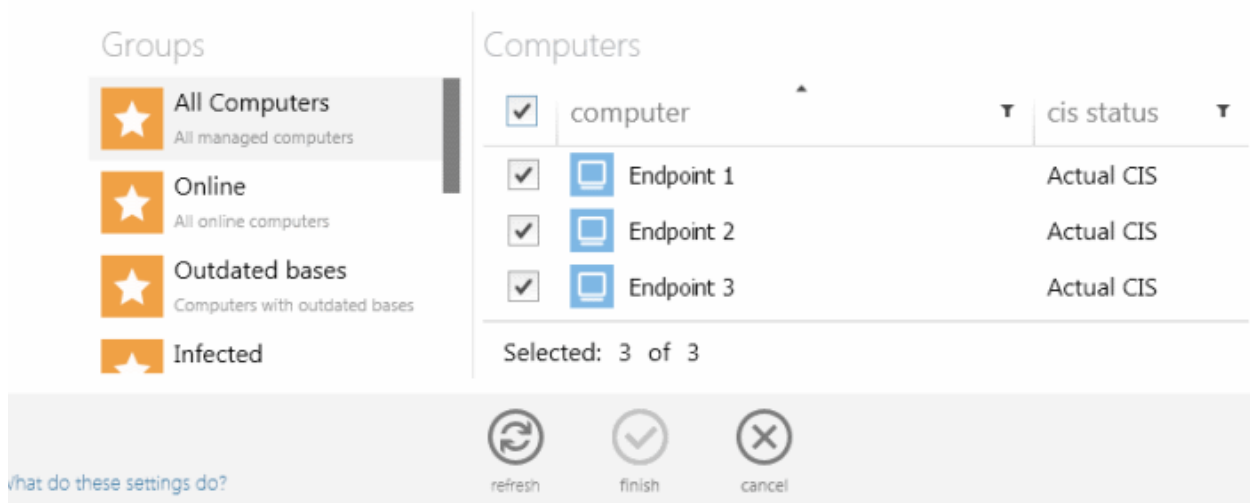
Step 2 - Selecting Targets

The 'Select Targets' screen will appear:

Create CIS Logs Report

report type **select targets** report parameters options finish

Select Targets



- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the CIS Log report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 3 - Selecting the Report Period

The next step is to choose the time period, that the report should include the log saved during it.

Create CIS Logs Report

report type select targets report parameters options finish

Report Parameters

Period start: 

Period end: 

What do these settings do?



refresh



finish



cancel

- Specify the period start and end dates in the respective text fields in MM/DD/YYYY format. Alternatively, clicking the calendar icon at the right end of the text box displays a calendar to select the dates.

Create CIS Logs Report

report type select targets report parameters options finish

Report Parameters

Period start: 8/2/2012 15

Period end: 8/9/2012 15

August, 2012

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

cancel

What do these settings do?

Step 4 - Options

- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.

Step 5 - Generate Report

- Click the Finish icon or swipe the screen to left to start generating the report.

Viewing the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.

reports gallery

report explorer

settings

completed reports


running reports

report	status	date...
antivirus logs report	in progress	8/9/2012...

refresh

remove

details

- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

The report will contain a bar-graph summary of actions taken and the list of log entries for the component selected in step 1, recorded at the target endpoints selected at step 2 for the time period selected in step 3. If more than one computer is selected in step 2, the log reports are given for them one by one. The administrator can move through the successive pages by clicking the right arrow or the required page number at the bottom of the report.

Examples of:

- Antivirus Log Report
- Firewall Log Report
- Defense+ Log Report

... are shown below.

At the bottom of each computer report, there may be additional log entries that can be displayed by clicking the pagination



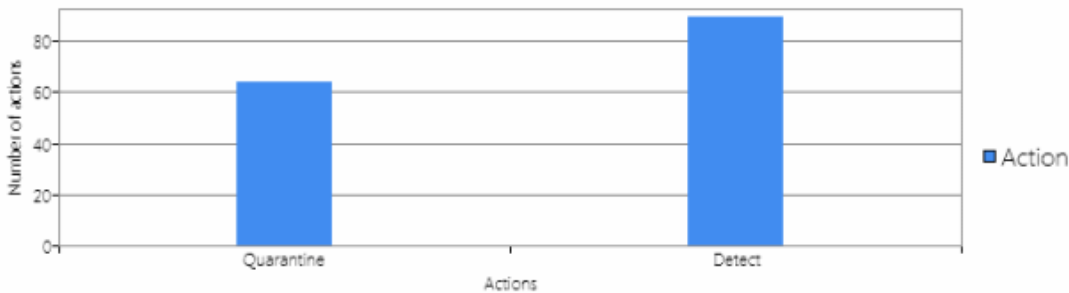
Viewing Antivirus Log Report

Antivirus Logs Report

Antivirus Logs Report

Number of computers: 1
8/9/2012 4:45:07 PM

Summary charts:



Action	Number of actions
Quarantine	~65
Detect	~85

Details:

computer	location	malware	action	status	date
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Quarantine	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Quarantine	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Quarantine	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Quarantine	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Detect	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Detect	Success	8/9/2012...
Endpoint-1...	C:\samples\Al...	ApplicUnwnt...	Quarantine	Success	8/9/2012...

Column Descriptions


- Computer – Indicates the endpoint at which the threat was detected
- Location - Indicates the location where the application detected with a threat is stored.
- Malware - Name of the malware event that has been detected.
- Action - Indicates action taken against the malware through Antivirus.
- Status - Gives the status of the action taken. It can be either 'Success' or 'Fail'.
- Date - Indicates the date and time of the event.

Available Filters for Antivirus Log Report

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Antivirus Log report are:

- **Computer** - Searches the report based on the name of the computer
- **Location** - Searches the report based on the path where the malware is located in the endpoint
- **Malware** - Filters the report based on malware name
- **Action** - Filters the report based on the action taken whether detected or quarantined
- **Status** - Filters the report based on the result of the action taken
- **Date** - Searches the report based on the start date and end date

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

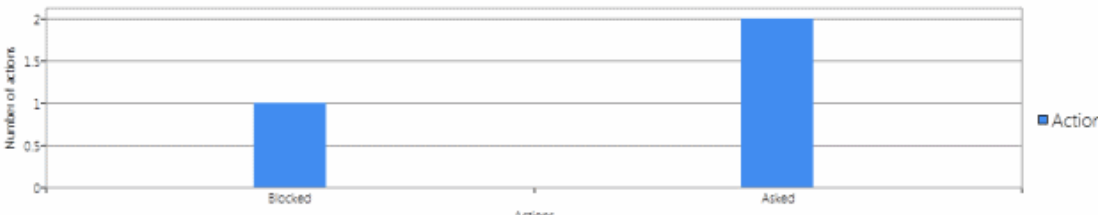
Viewing Firewall Log Report

Firewall Logs Report

Firewall Logs Report

Number of computers: 1 8/13/2012 4:09:02 PM

Summary charts:



Action	Number of actions
Blocked	1
Asked	2

Details:

computer	application	action	protocol	source IP	source port	destination IP	destination...	date
Endpoint 2 (10.70.70.4)	System	Blocked	UDP	10.70.71.41	137	10.70.70.4	137	8/13/2012 7:06:50 PM
Endpoint 2 (10.70.70.4)	System	Asked	UDP	10.70.71.41	137	10.70.70.4	137	8/13/2012 7:06:46 PM
Endpoint 2 (10.70.70.4)	System	Asked	UDP	10.70.70.4	137	10.70.71.255	137	8/13/2012 7:06:36 PM

Column Descriptions

- Application - Indicates which application or process propagated the event.


- **Action** - Indicates how the firewall has reacted to the connection attempt.
- **Protocol** - Represents the Protocol application attempted to use to create the connection. This is usually TCP/IP or UDP - which are the most heavily used networking protocols.
- **Source IP** - States the IP address of the host that made the connection attempt. This is usually the IP address of your computer for outbound connections.
- **Source Port** - States the port number on the host at the source IP which was used to make this connection attempt.
- **Destination IP** - States the IP address of the host to which the connection attempt was made. This is usually the IP address of your computer for inbound connections.
- **Destination Port** - States the port number on the host at the destination IP to which the connection attempt was made.
- **Date** - Contains precise details of the date and time of the connection attempt.

Available Filters for Firewall Log Report

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Firewall Log report are:

- **Application** - Searches the report based on the application name
- **Action** - Filters the report based on action taken whether 'Blocked' or 'Asked'
- **Protocol** - Filters the report based on the Protocol
- **Source IP** - Searches the report based on source IP entered
- **Source Port** - Filters the report based on the source port entered
- **Destination IP** - Searches the report based on the destination IP
- **Destination Port** - Filters the report based on the destination port entered
- **Date** - Searches the report based on the start date and end date

To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

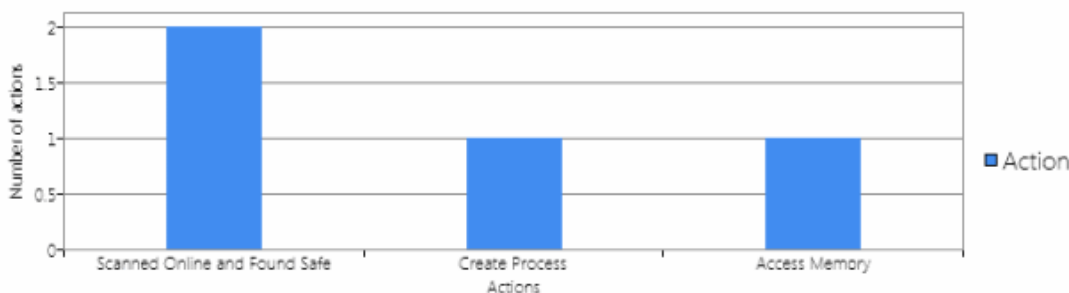
Viewing Defense+ Log Report

Defense+ Logs Report

Number of computers: 1

8/9/2012 4:58:45 PM

Summary charts:



Details:

computer	application	target	date
Endpoint-1...	C:\Documents and...		8/9/2012 4:36:18 PM
Endpoint-1...	C:\Documents and...		8/9/2012 4:36:18 PM
Endpoint-1...	C:\Documents and...	C:\Documents and...	8/9/2012 4:36:18 PM
Endpoint-1...	C:\WINDOWS\system32...	C:\Program...	8/6/2012 6:19:27 PM

What do these settings do?

 download
  close

Column Descriptions


- Computer – Indicates the endpoint at which the event has propagated
- Application - Indicates which application or process propagated the event
- Target - Represents the location of the target file
- Date - Contains precise details of the date and time of the access attempt

Available Filters for Defense+ Log Report

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Defense+ Log report are:

- **Computer** - Searches the report based on the computer name
- **Application** - Searches the report based on the path where the application is located in the endpoint
- **Target** - Filters the report based on the target location
- **Date** - Searches the report based on the start date and end date


To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

Downloading the Report

If the administrator had opted for generating a printable report file in step 4, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

2.5.1.7. Policy Compliance Report

Each target computer in ESM can receive a security policy that dictates the security settings of each of the antivirus, firewall and Defense+ components of CIS installed at the target computer. The CIS installation at the target endpoint will automatically be configured as per the applied policy when CIS is in remote management mode.

If the end-user or the network administrator changes any of the security settings in their local installation of CIS by switching it to local administration mode, the computer becomes 'non-compliant' with its designated (or 'applied') policy. If the computer is switched back to remote management mode, its designated policy will be automatically reapplied at next polling time (as per the agent settings made to the policy) and the computer's status will return to 'compliant'.

The target computer will be retained in Non-Compliant status under the following conditions:

- CIS on the target computer is maintained in local administration mode and settings were modified
- CIS on the target computer was switched to Remote Management mode but the policy has not yet been applied because ESM has not yet polled the computer

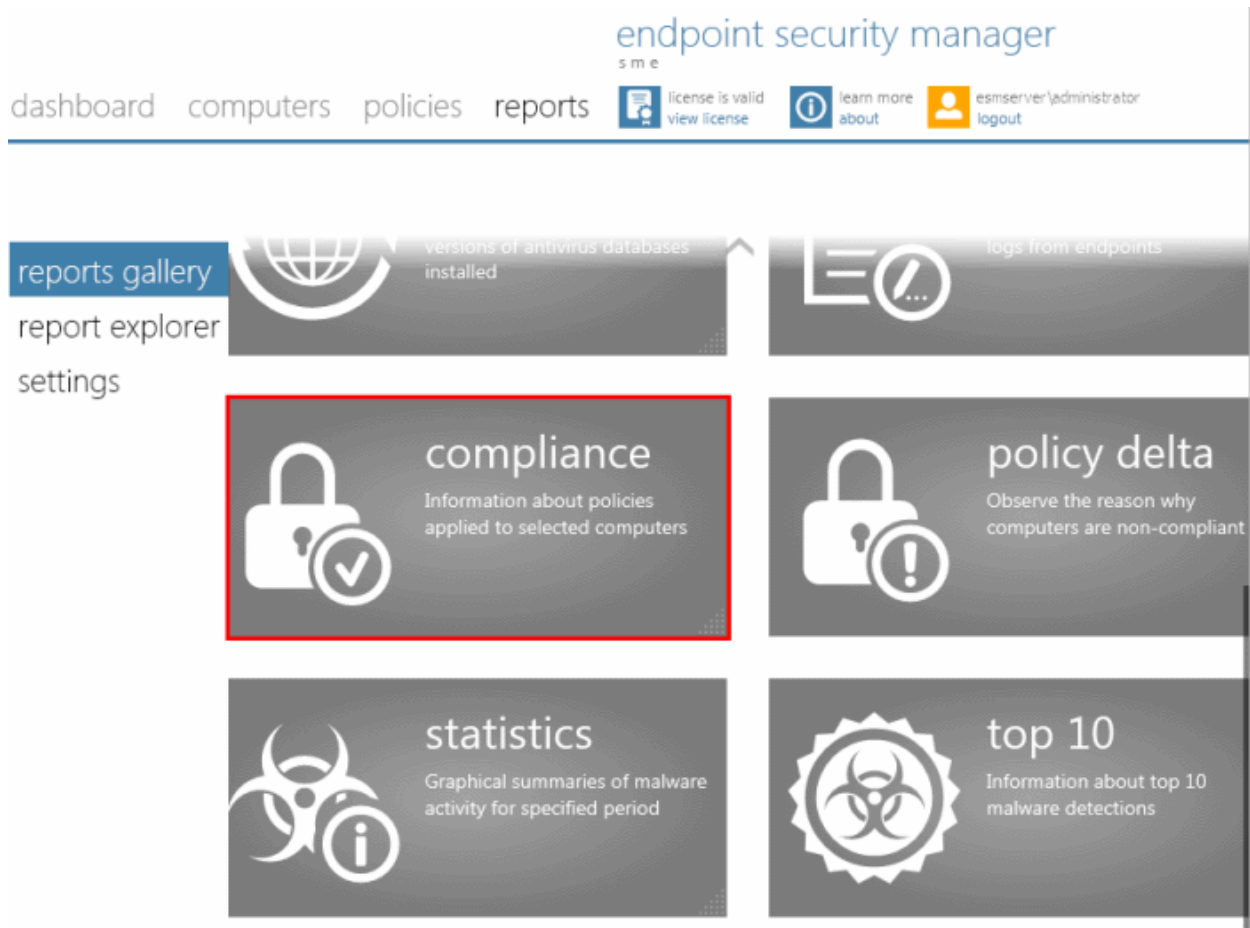
The target computers applied with the 'Locally Configured' policy will always be retained in 'Compliant' status as ESM does not enforce any policy compliance on to them. Also, 'Locally Configured' policy allows the user to change the CIS configuration settings locally and stores the changes dynamically. If the target computer is switched back to Local Configuration policy from any other ESM applied security policy, the last stored configuration is restored on to it.

Tip: To ensure a new configuration is applied permanently, leave the endpoint in local administration mode, import the configuration as a new policy into ESM and apply it to the required target computer(s) (including the one from which the settings are imported). See '**Creating a New Policy**' for more details.

Administrators are advised to regularly check whether imported computers are compliant with their assigned policy. Non-compliance can indicate changes in management mode and/or unauthorized changes to CIS security settings.

The Policy Compliance report provides a summary of the compliance of the target computers and details of computers which are non-compliant to the policy.

To generate a Policy Compliance report, click the 'compliance' tile from the 'reports gallery' screen.



The Create 'Policy Compliance Report' wizard will be started.

Step 1 - Selecting Targets

The 'Select Targets' screen will appear:

Create Policy Compliance Report

select targets options finish

Select Targets

Groups

- All Computers**
All managed computers
- Online**
All online computers
- Outdated bases**
Computers with outdated bases
- Infected**
Computers with unresolved issues
- Non-Compliant**
All non-compliant computers
- Unassigned** 0/0

Computers

<input checked="" type="checkbox"/>	computer	cis status	policy
<input checked="" type="checkbox"/>	Endpoint 1	Actual CIS	Compliant
<input checked="" type="checkbox"/>	Endpoint 2	Actual CIS	Compliant
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS	Non-Compliant

Selected: 3 of 3

What do these settings do?

refresh
 finish
 cancel

- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the 'Policy Compliance' report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 - Options

The next step allows the administrator to choose the options for the report:

Create Policy Compliance Report

select targets options finish

Options


- Include only non-compliant computers
- Generate downloadable report file:
 - Adobe Portable Document (*.pdf)
 - Microsoft Excel Workbook (*.xls)

What do these settings do?


refresh
 finish
 cancel

- **Include only non-compliant computers** - The report will contain details of only the computers that are non-compliant
- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.
- Swipe the screen or click the right arrow to move to next step.

Step 4 - Generating the Report


- Click the Finish icon  or swipe the screen to the left to start generating the report.

Viewing the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.
- On completion of required report generation, select the report and click the details icon . The report page will be displayed.
- The report will contain a summary pie chart providing at-a-glance comparison on numbers of computers that are compliant, non-compliant and are pending to be applied with the policy.
- Following the summary, details of each computer, with their associated group, IP addresses, applied Policy, compliance status, last compliance checked time, when the non-compliant computers went non-compliant are displayed.

Policy Compliance Report



Policy statuses ^



- Compliant (2)
- Pending (0)
- Non-Compliant (1)

Details:

computer	IP address	group	status	current policy	last poll	n...
Endpoint 3	192.168.199.253	Stores Department	Non-Compliant	High security...	8/9/201...	8/9...
Endpoint 1	10.70.70.23	Accounts Department - 2	Compliant	Policy for HR...	8/9/201...	
Endpoint 2	10.70.70.25	Accounts Department - 2	Compliant	Policy for HR...	8/9/201...	

What do these settings do?
 download
 close


- Clicking the Policy name from the list opens the 'Policy Properties' interface of it. The interface allows the administrator to edit the policy and reapply it to the respective targets. Refer to **Viewing Policies** for more details.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Policy Compliance report are:

- **Computer** - Searches the report based on the computers' name
- **IP Address** - Filters the report based on the IP Address of the endpoints
- **Group** - Searches the report based on the group's name
- **Status** - Filters the report based on the status of policy whether it is pending, non-complaint or OK
- **Current Policy** - Searches the report based on the policy name
- **Last Poll** - Searches the report based on poll period start and poll period end
- **Next poll** - Filters and displays endpoints based on their next polling time


To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

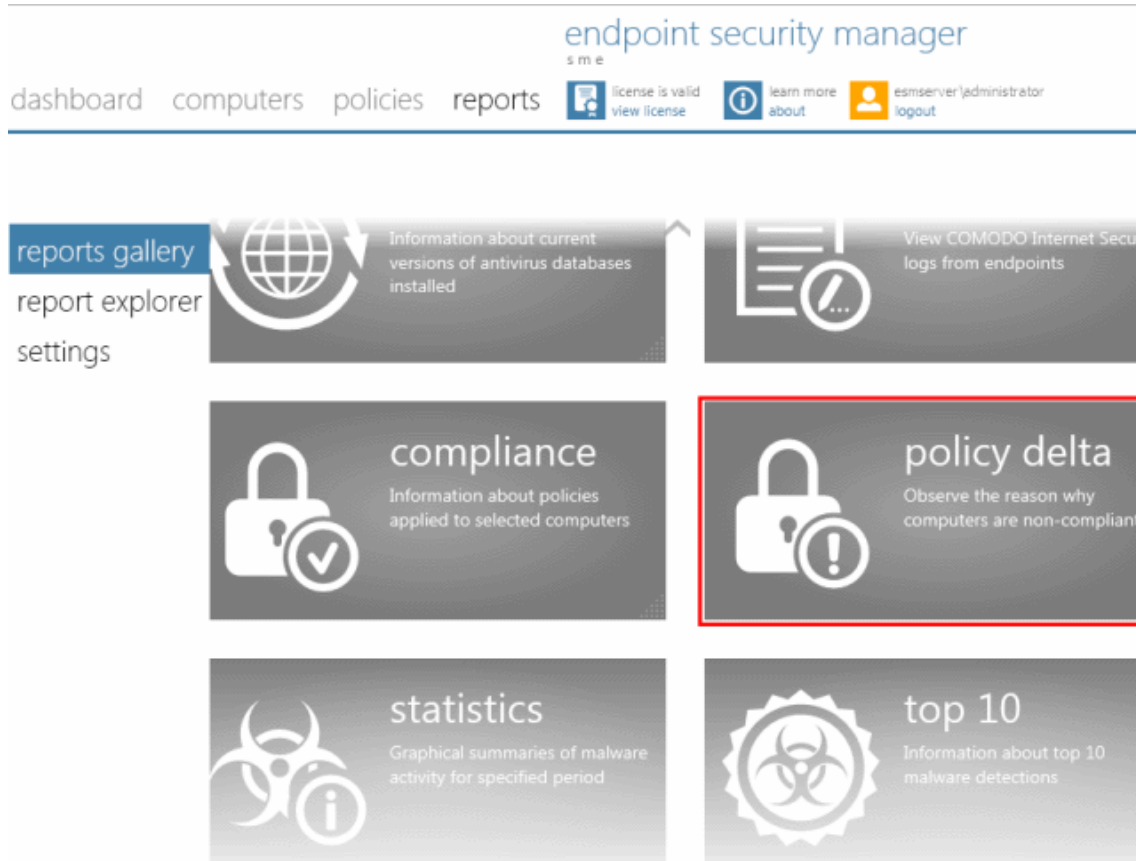
Downloading the Report

If the administrator had opted for generating a printable report file in step 2, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

2.5.1.8. Policy Delta Report

The Policy Delta report provides a summary of the changes in the configuration of components of CIS at the 'Non-Compliant' endpoints, with respect to the security policy applied to them. During report generation, ESM compares two configurations (source policy on the server side and target policy on the endpoint) component by component and provides details on the components that are unchanged, changed or missing from the applied policy. The details in the report are helpful to the administrator for investigating the changes made to CIS settings in the target computer and the reason(s) the computer received its non-compliant status.

To generate a 'Policy Delta' report click the 'policy delta' tile from the 'reports gallery' interface.



The 'Create Policy Delta Report' wizard will start.

Step 1 - Selecting Targets






The 'Select Targets' screen will be displayed:

Create Policy Delta Report

select targets options finish

Select Targets




Groups

-  **All Computers**
All managed computers
-  **Online**
All online computers
-  **Outdated bases**
Computers with outdated bases
-  **Infected**
Computers with unresolved issues
-  **Non-Compliant**
All non-compliant computers

Computers

<input type="checkbox"/>	computer	cis status	policy
<input type="checkbox"/>	Endpoint 1	Actual CIS	Compliant
<input type="checkbox"/>	Endpoint 2	Actual CIS	Compliant
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS	Non-Compliant

Selected: 1 of 3

 refresh
  finish
  cancel


[What do these settings do?](#)

- Select the group from the left hand side pane and select the member endpoint(s) indicated as 'non-compliant' for which you wish to generate the 'Policy Delta' report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.


Step 2 - Options

- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.

Step 3 - Generate Report

- Click the Finish icon  or swipe the screen to the left to start generating the report.

Viewing the Report

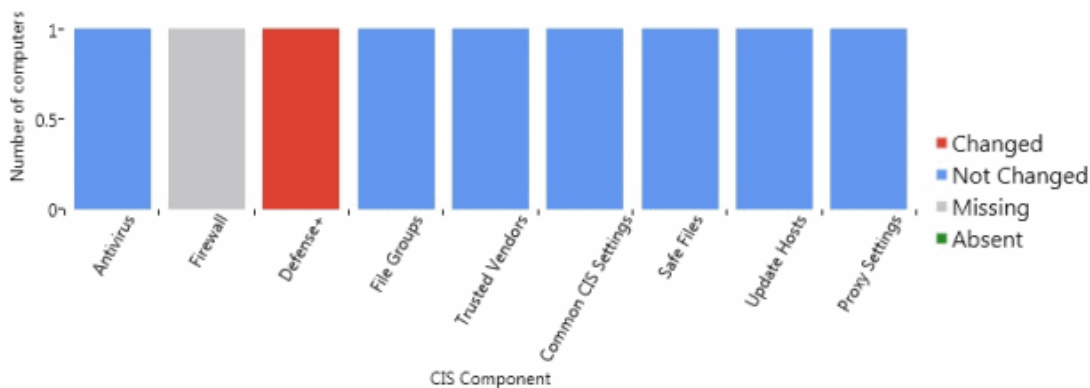
- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.
- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

The report will contain a bar-graph summary of the policy compliance status and a list of 'Non-Compliant' computers with the status of each component of CIS in the computer.

Policy 'Delta' Report

Summary charts:

Policy Components Status



Details:

Computer: Endpoint 1

IP Address: 192.168.111.111
 Computer Group: Unassigned
 Current Policy: Policy 1
 Last Poll Time: 8/22/2012 12:26:08 PM
 Non-Compliance Time: 8/22/2012 12:30:06 PM

policy component	status
Antivirus	Not Changed
Firewall	Missing
Defense+	Changed
File Groups	Not Changed
Trusted Vendors	Not Changed
Common CIS Settings	Not Changed
Safe Files	Not Changed
Update Hosts	Not Changed
Proxy Settings	Not Changed

What do these settings do?

The status of each component indicates the difference in configuration of the component with respect to the actual setting as per the policy applied.

- **Absent in target policy** - means component is present on the endpoint, but the settings for it are not contained in the policy applied by ESM. The administrator can apply a different policy imported from a different source that contains settings for all the components.

- **Missing** - means either the component is absent on both the policy and the endpoint sides or on the endpoint side.
- **Changed** - means the configuration of the component in the endpoint side is different from the policy applied.
- **Not Changed** - means the configuration of the component is the same on both the policy and the endpoint sides.

Sorting the Entries


Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Policy Delta report are:

- **Policy Component** - Searches the report based on the policy component's name
- **Status** - Filters the report based on the status of the policy component


To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

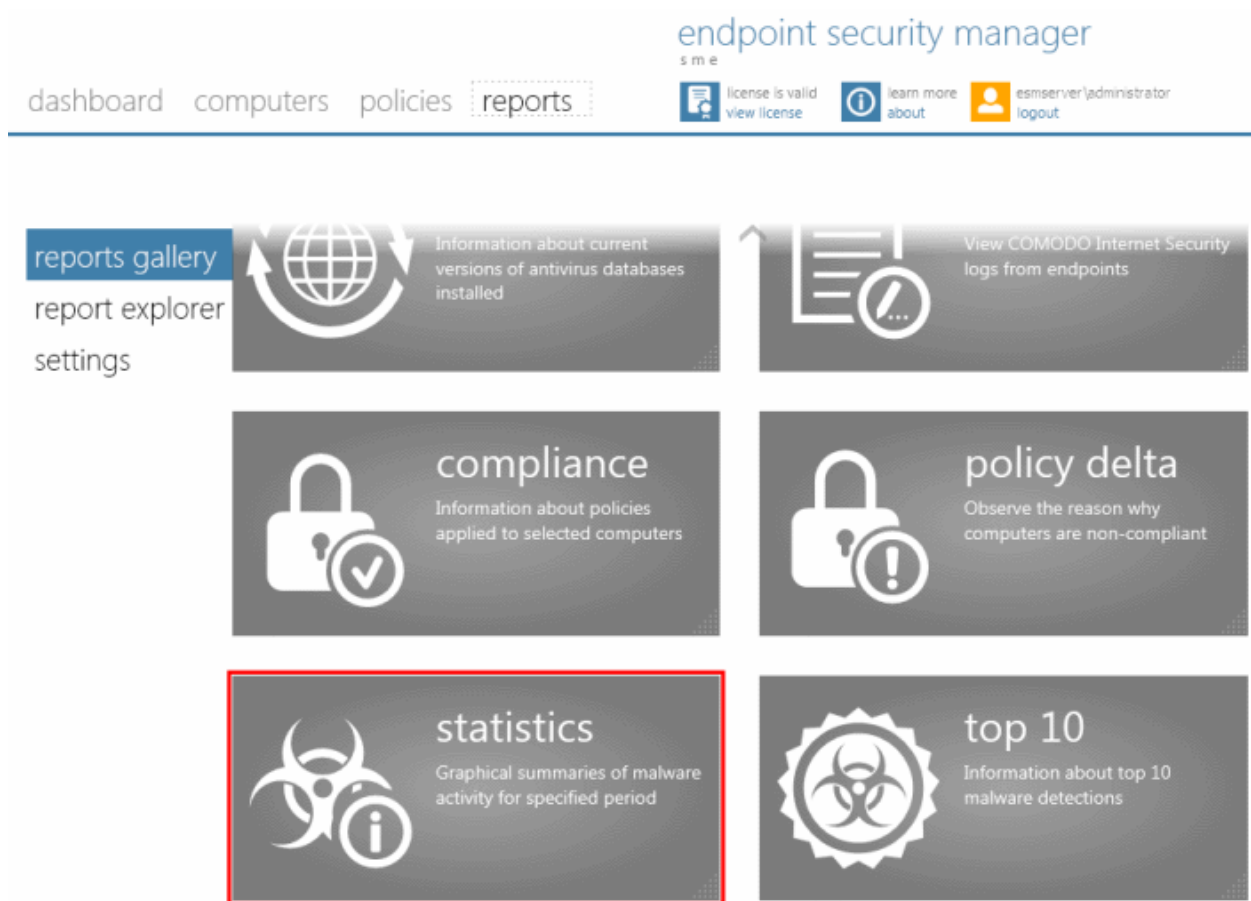
Downloading the Report

If the administrator had opted for generating a printable report file in step 2, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

2.5.1.9. Malware Statistics Report

The Malware Statistics report provides a graphical representation of the total malware identified at the target endpoints and the actions taken against them by CIS during a selected period and a list of those malware with details on the target computers from which they are identified. The report enables the administrator to learn the trend of malware attacks that have occurred during a certain period of time.

To generate a 'Malware Statistics' report click the 'statistics' tile from the 'reports gallery' screen.



The 'Create Malware Statistics Report' wizard will start.

Step 1 - Select Targets

The 'Select Targets' screen will appear:

Create Malware Statistics Report

select targets report parameters select period options finish

Select Targets

Groups


- All Computers**
All managed computers
- Online**
All online computers
- Outdated bases**
Computers with outdated bases
- Infected**
Computers with unresolved issues
- Non-Compliant**
All non-compliant computers
- Unassigned** 0/0
Default group of computers.

Computers


<input checked="" type="checkbox"/>	computer	cis status
<input checked="" type="checkbox"/>	Endpoint 1	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 2	Actual CIS
<input checked="" type="checkbox"/>	Endpoint 3	Actual CIS

Selected: 3 of 3


What do these settings do?



refresh



finish



cancel

- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the 'Malware Statistics' report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 - Selecting Report Parameters

The next step is to select the period for which you wish the report to be created.

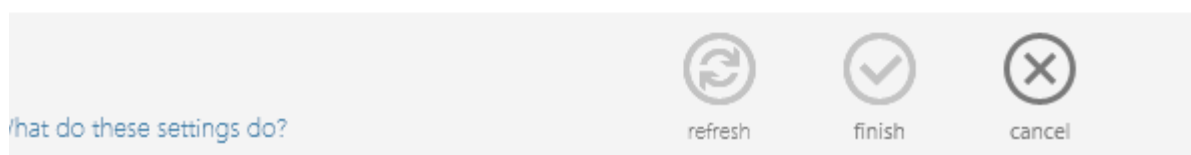
Create Malware Statistics Report

select targets report parameters select period options finish

Report Parameters

Select the time period for which you want to build the report:

- Year
Choose this option to build a report for this year
 - Month
Choose this option to build a report for this month
 - Week
Choose this option to build a report for this week
 - Day
Choose this option to build a report for this day
- Include details on actions taken



- The time period options available are:
 - **Year** - Generates statistics from any year (from 1st January YYYY).
 - **Month** - Generates statistics from the beginning of the current month (from 1st MM YYYY).
 - **Week** - Generates statistics for any of the weeks between Sunday and Saturday. The week can be selected from a calendar in the next step 'Select Period'.
 - **Daily** - Generates statistics for any one day. The day can be selected from a calendar in the next step 'Select Period'.
- Select the time period for which you wish to generate the statistics report
- Options:
 - **Include details on actions taken** - Select this option if you want the Malware Statistics report to contain 'Details per computer' that gives details on each and every malware detected, its detection location and time and the action taken on it by CIS at the endpoint(s). The report will contain only graphical representations of the statistics of malware detected from various target computers if this option is not selected.
 - Swipe the screen or click the right arrow to move to step 3 - Select Period.

Step 3 - Select Period

The next screen allows you to choose the specific time period as per the selection made in step 2.

Create Malware Statistics Report

select targets report parameters select period options finish

Select Period

Choose the week you want to build the report for:

August, 2012							
#	Su	Mo	Tu	We	Th	Fr	Sa
31	29	30	31	1	2	3	4
32	5	6	7	8	9	10	11
33	12	13	14	15	16	17	18
34	19	20	21	22	23	24	25
35	26	27	28	29	30	31	1

What do these settings do?


refresh finish cancel

- Swipe the screen or click the right arrow to move to step 4 - Options

Step 4 – Options

- **Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.

Step 5 - Generate Report

- Click the Finish icon  or swipe the screen to left to start generating the report.

Viewing the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.

reports gallery

report explorer

settings

completed reports

running reports

report	status	date requested
malware statistics report	in progress	8/9/2012 3:57:30 PM




refresh

remove

details

do these settings do?

Scale

- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

The report will contain a bar-graph representation malware statistics of the selected target computers for the selected time period. If the option 'Include details on actions taken' is chosen in step 2, the report will also contain 'Details per Computer' with granular details on the malware found at each endpoint and the action taken against them.

Example 1 - Malware Statistics only:

Malware Statistics Report

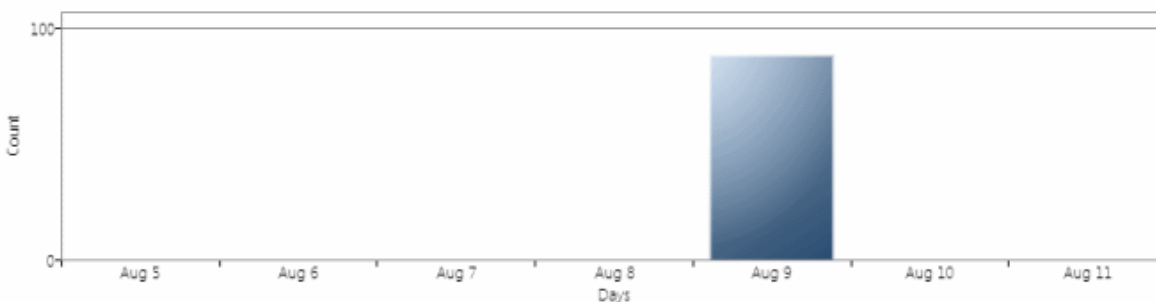
Malware Statistics Report

Number of computers: 1

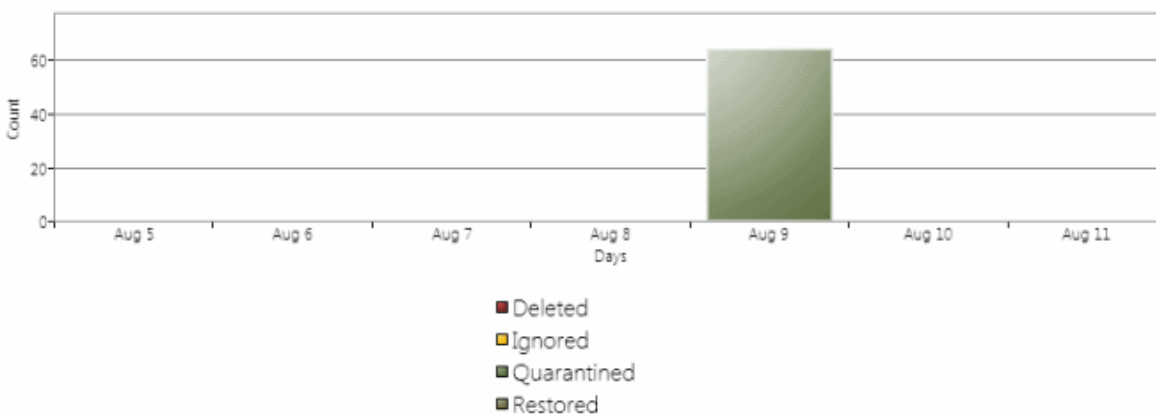
8/9/2012 3:57:33 PM

Summary charts:

Detected Malware Statistics For Aug 5 - Aug 11



Malware Statistics By Taken Action



'Deleted', 'Ignored' and 'Quarantined' are the decisions taken by CIS in reaction to each piece of detected malware. The first chart indicates that a total of malware alerts were generated in the time period. The 2nd chart breaks down 10 alerts by the decisions taken by CIS.

Example 2 - Malware Statistics report with Details per Computer:

- The screenshot on the next page shows an example of 'Malware Statistics' Detailed Report. The detailed report shows the comparison graphs and details on the malware identified from the selected endpoints.

Malware Statistics Report

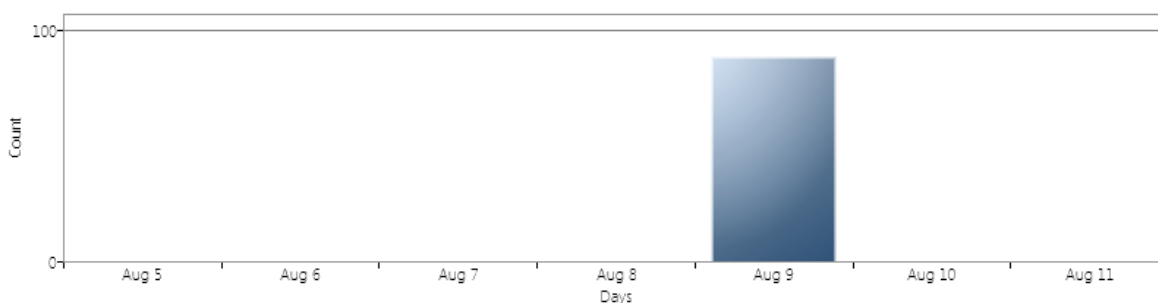
Malware Statistics Report

Number of computers: 1

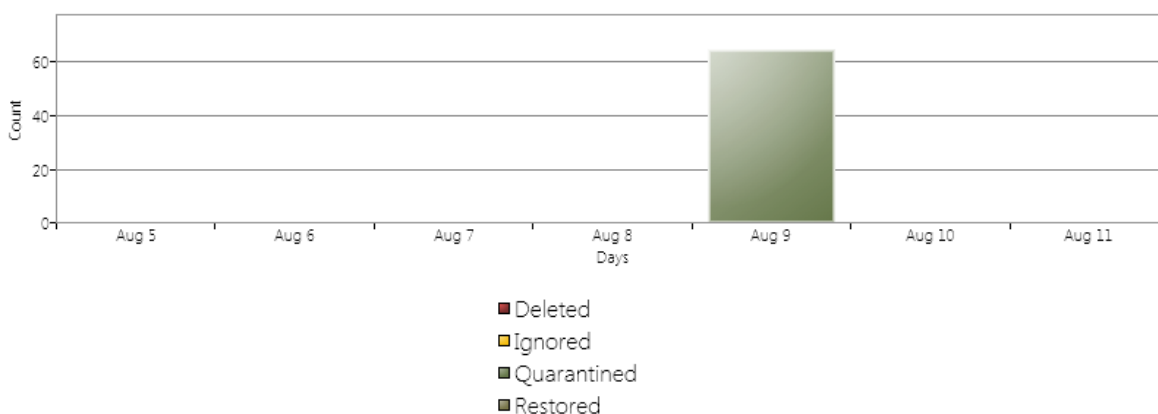
8/9/2012 3:57:33 PM

Summary charts:

Detected Malware Statistics For Aug 5 - Aug 11



Malware Statistics By Taken Action



Details:


computer	malware	location	date/time	action
Endpoint-1...	ApplicUnwnt@2f9f...	C:\Documents and...	8/9/2012 1:26:30 PM	Detect
Endpoint-1...	Application.Win32...	C:\Documents and...	8/9/2012 1:26:31 PM	Detect
Endpoint-1...	ApplicUnwnt.Win3...	C:\Documents and...	8/9/2012 1:26:32 PM	Detect
Endpoint-1...	ApplicUnwnt@1ml...	C:\Documents and...	8/9/2012 1:26:32 PM	Detect
Endpoint-1...	ApplicUnwnt@17o...	C:\Documents and...	8/9/2012 1:26:33 PM	Detect
Endpoint-1...	ApplicUnwnt@1m...	C:\Documents and...	8/9/2012 1:26:33 PM	Detect

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Malware Statistics report are:

- **Malware** - Searches the report based on the malware's name
- **Location** - Searches the report based on the path where the malware is located in the endpoint
- **Date/Time** - Searches the report based on the action taken date and time
- **Action** - Filters the report based on the action taken


To filter the results:

- Click the filter icon  in any of the respective column header to search for a particular item
- Type or enter the filter criteria fully or partly or select and click 'Apply'

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items

Downloading the Report

If the administrator had opted for generating a printable report file in step 4, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

2.5.1.10. Top Ten Malware Report

The 'Top Ten Malware' report provides information on the malware that has most affected the selected endpoints in the network. ESM ranks the malware identified at various target computers based on their number of appearances. The 'Top Ten Malware' report gives details on the malware that are at the first ten positions. The report enables the administrator to learn on what type of malware the network is prone to and to take necessary actions to safeguard the network against them.

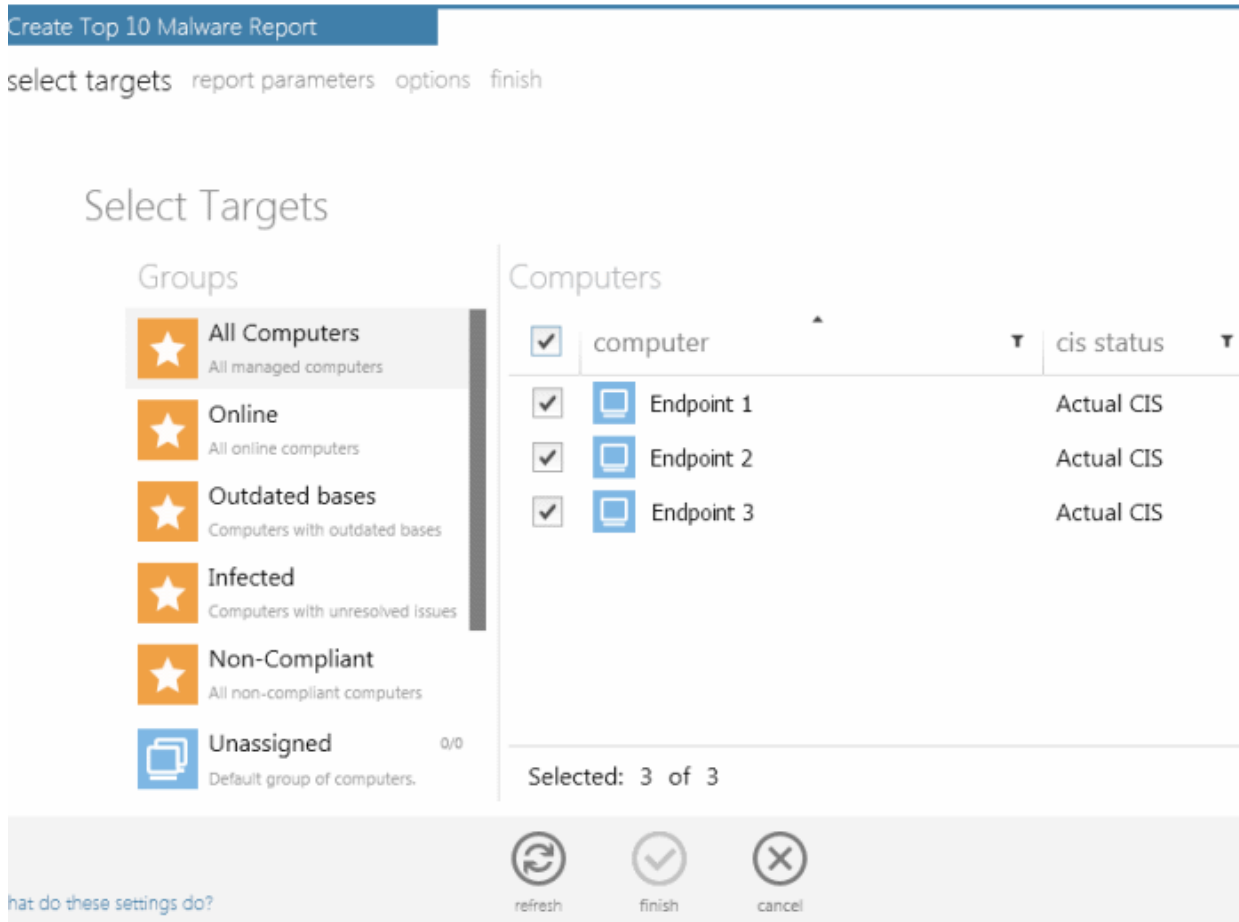
To generate a 'Top Ten Malware' report click the 'top 10' tile from the 'reports gallery' screen.



The 'Create Top 10 Malware Report' wizard will start.

Step 1 - Selecting Targets

The 'Select Targets' screen will appear:



- Select the group from the left hand side pane and select the member endpoint(s) for which you wish to generate the 'Top 10 Malware' report from the right hand side pane.
- Swipe the screen to the left or click the right arrow to move to step 2.

Step 2 - Selecting the Report Period

The next step is to choose the time period for which the report should include the top 10 malware identified.





- Specify the period start and end dates in the respective text fields in MM/DD/YYYY format. Alternatively, clicking the calendar icon at the right end of the text box displays a calendar to select the dates.

Create Top 10 Malware Report

select targets report parameters options finish




Report Parameters

Period start: 

Period end: 

◀ August, 2012 ▶

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

what do these settings do?
 refresh
 finish
 cancel




Step 3 – Options

Create Top 10 Malware Report

select targets report parameters options finish


Options

- Generate downloadable report file:
 - Adobe Portable Document (*.pdf)
 - Microsoft Excel Workbook (*.xls)

what do these settings do?
 refresh
 finish
 cancel

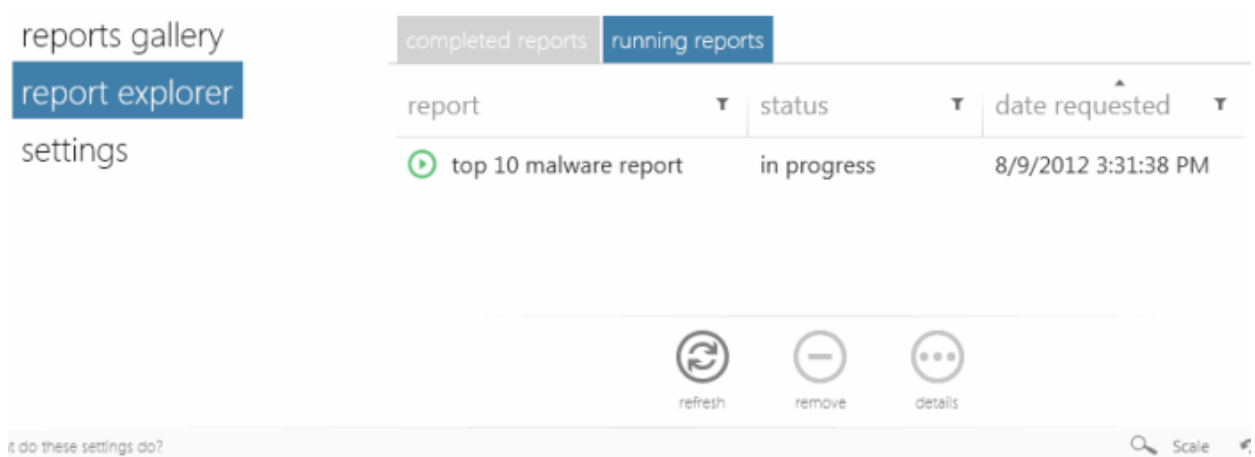
- Generate downloadable report file** - Select this option if you need to print or archive the report. You can choose the printable file to be generated in portable document (.pdf) or spreadsheet (.xls) format. On completion, the report generated can be downloaded to the administrator's computer.


Step 4 - Generate Report

- Click the Finish icon  or swipe the screen to left to start generating the report.

Viewing the Report

- The 'reports explorer' screen will be opened with the running reports tab selected. All the reports being generated currently will be listed with their status.



- On completion of required report generation, select the report and click the details icon . The report page will be displayed.

Top 10 Malware Report

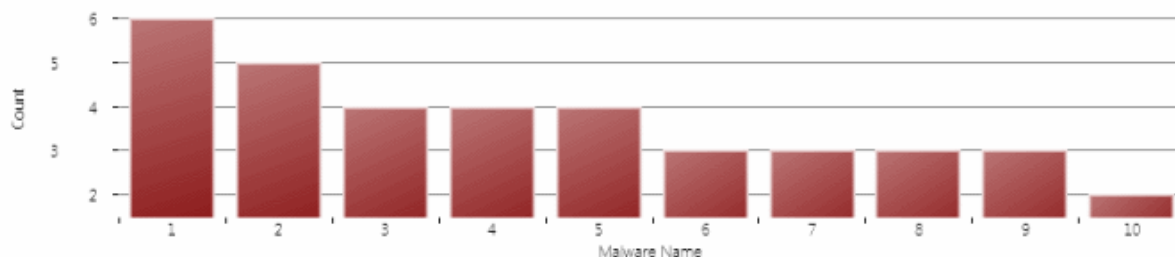
Top 10 Malware Report

Number of computers: 1

8/9/2012 3:31:41 PM

Summary charts:

Top Malwares



Details:

#	malware	number of appearances	computer(s)
1	ApplicUnwnt@1mc1h28baizb4	6	Endpoint 1
2	Application.Win32.LeakTest.~Co...	5	Endpoint 1
3	ApplicUnwnt@17ozjz1489i8z	4	Endpoint 1
4	ApplicUnwnt@1mxdflomen2p	4	Endpoint 1
5	ApplicUnwnt@2f9fof6u2vx6w	4	Endpoint 1
6	ApplicUnwnt.Win32.Leaktest.Co...	3	Endpoint 1
7	ApplicUnwnt.Win32.Leaktest.Gh...	3	Endpoint 1
8	ApplicUnwnt@3bk20t53p8215	3	Endpoint 1
9	ApplicUnwnt@v4y2wc0w67a6	3	Endpoint 1
10	Application.Win32.LeakTest.~TS...	2	Endpoint 1

What do these settings do?




download close

The report will display a bar graph representation of comparison of the malware in terms of their number of occurrences and a list of top 10 malware with details on number of appearances and the target computer(s) at which the malware is detected.

Available Report Filters

The report screen allows the administrator to optimize the search by using the filter option. The available filters for the Top 10 Malware report are:

- **Malware** - Searches the report based on the malware's name.
- **Number of appearances** - Filters the report based on the number of times the malware has affected the endpoints..

To filter the results:


- Click the filter icon  in any of the respective column header to search for a particular item.

- Type or enter the filter criteria fully or partly or select and click 'Apply'.

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items.

Downloading the Report

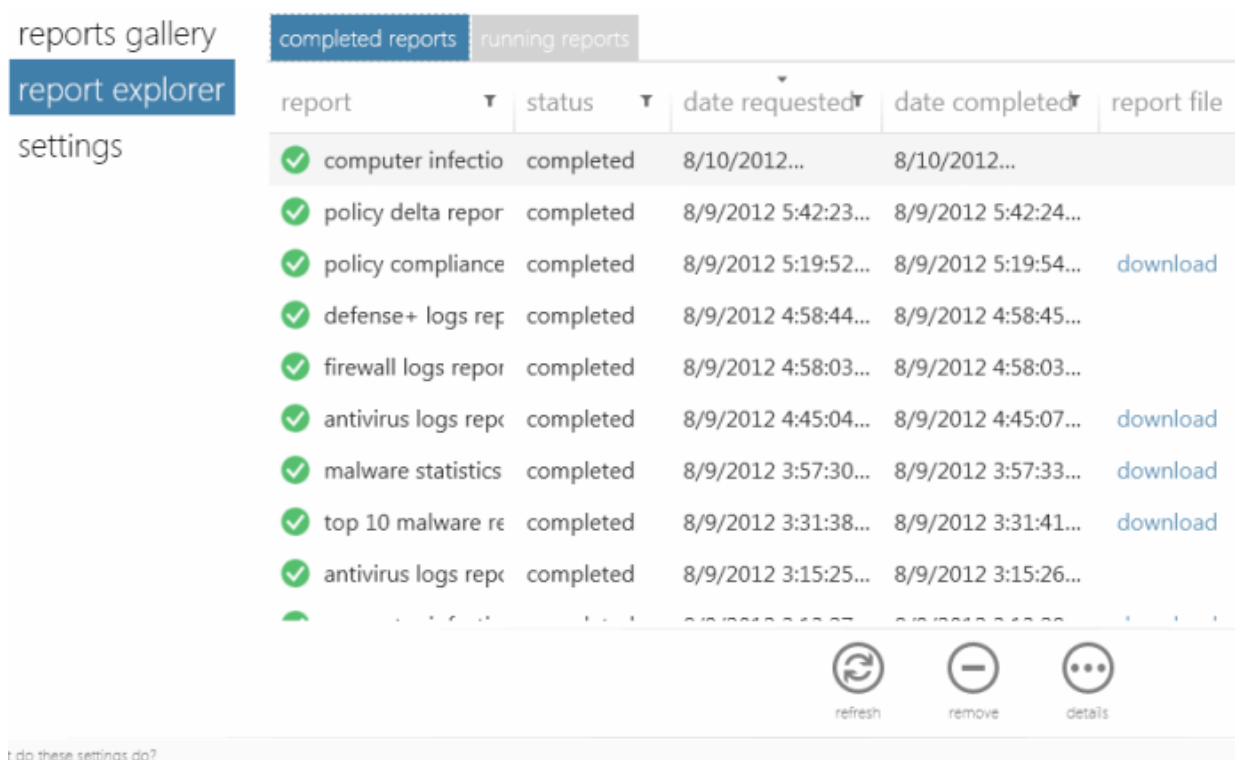
If the administrator had opted for generating a printable report file in step 2, the report can be downloaded by clicking the Download icon  at the bottom of the report page.

2.5.2. Report Explorer


ESM maintains a history of reports generated at different time points and displays them as a list in the 'Reports Explorer' screen. The administrator can view the full reports and if a downloadable report is available, the administrator can download the report from the report explorer screen.

The Report Explore screen has two tabs:

- **Completed Reports** - Displays a list of generated and available reports
- **Running reports** - Displays a list of reports under processing



report	status	date requested	date completed	report file
computer infectio	completed	8/10/2012...	8/10/2012...	
policy delta repor	completed	8/9/2012 5:42:23...	8/9/2012 5:42:24...	
policy compliance	completed	8/9/2012 5:19:52...	8/9/2012 5:19:54...	download
defense+ logs rep	completed	8/9/2012 4:58:44...	8/9/2012 4:58:45...	
firewall logs repor	completed	8/9/2012 4:58:03...	8/9/2012 4:58:03...	
antivirus logs rep	completed	8/9/2012 4:45:04...	8/9/2012 4:45:07...	download
malware statistics	completed	8/9/2012 3:57:30...	8/9/2012 3:57:33...	download
top 10 malware re	completed	8/9/2012 3:31:38...	8/9/2012 3:31:41...	download
antivirus logs rep	completed	8/9/2012 3:15:25...	8/9/2012 3:15:26...	

- To view a report, double click it or select and click the details icon .
- To download the report file, click 'download' beside the required report. The download link will be available only for the reports generated with the option for downloadable report selected.

- To remove a report, select it and click 'remove' icon .


Report Filters

The report explorer allows the administrator to filter and search specific reports by using the filter option. The available filters are:

- **report** - Filters the reports based on the full or partly entered name of the report

- **status** - Filters the reports based on their completion status
- **date requested** - Filters the reports based on their requisition date
- **date completed** - Filters the reports based on their completion date

To filter the results:

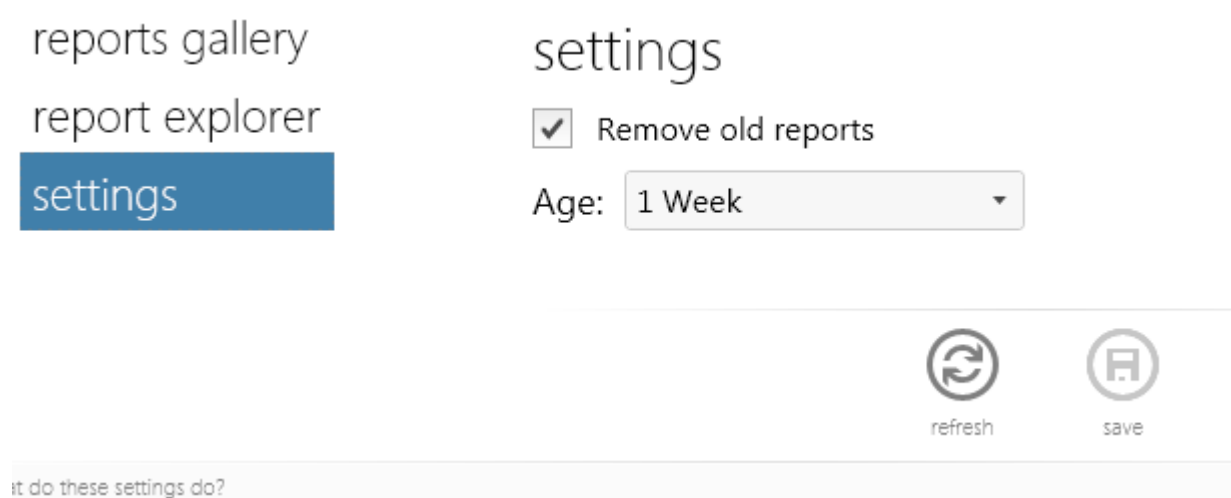
- Click the filter icon  in any of the respective column header.
- Type the filter criteria fully or partly or select and click 'Apply'.

Only the entries that match the criteria will be displayed in the report.

- Click 'Reset' to display all the items.

2.5.3. Report Settings

The 'Settings' screen allows the administrator to configure the lifetime of the generated reports.



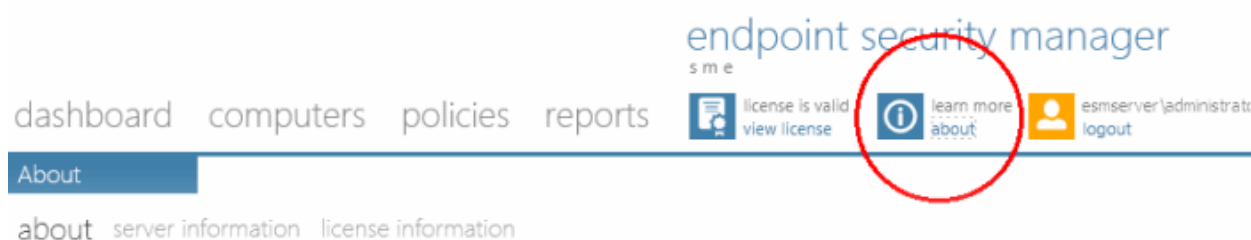
- If you want the older reports to be deleted from the server, select 'Remove old reports' checkbox and select the time period for which the reports can be maintained in the server from the 'Age' drop-down.
- Click 'Save' for your settings to take effect.

2.6. About

The 'About' interface provides the copyright information and the current ESM version number, server information and license information. You can also update ESM to a newer version, if available and upgrade your license from the 'About' interface

To view the 'About' interface

- Click the 'About' link at the top right of the interface.



The About Interface contains three screens:

- **about**

- [server information](#)
- [license information](#)

You can navigate within these screens by clicking the respective links at the top left, swiping the screen and clicking the left and right arrows.

About

The 'About' screen displays the current ESM SME version.



endpoint security manager
s m e

dashboard computers policies reports [license is valid view license](#) [learn more about](#) [esmserver/administrator logout](#)

About

about server information license information

 Endpoint Security Manager
SME

2.1.50730.4

[Update available. Download version 2.1.4602.20529](#)

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[End-user license agreement](#)

[Online help](#) [Support forums](#) [www.comodo.co](#)


- If any newer version of the application is available, you can download it by clicking the 'Download version...' link.
- End-user license agreement - Click this link to read the full end user license agreement.
- Online help - Opens the online help guide of ESM SME. The ESM help guide contains detailed explanations of the functionality and usage of the application.
- Support forums - Click this link to get further assistance on ESM by posting your question on Comodo Forums, a message board exclusively created for our users to discuss anything related to our products.

Server Information

A snapshot of the ESM server configuration information is displayed. Refer [Appendix 1](#) for more information on the service configuration tool.


endpoint security manager
s m e

dashboard computers policies reports

 license is valid
view license
 learn more
about
 esmserver\administrat
logout

About

about server information license information



Endpoint Security Manager SME

Supported Host Names:

- 192.168.111.111
- esmserver




Console HTTP Port:	57193
Console HTTPS Port:	57194
Agent TCP Port:	9901

Online help
Support forums
www.comodo.com

License Information

The license information screen displays the details of the current license information. If you want to include more endpoints than is allowed for your current license and manage them, you can upgrade your license by clicking the 'upgrade license' link. Refer to **License Status Tile** section for more information on upgrading your license.

endpoint security manager
s m e

dashboard computers policies reports  license is valid view license  learn more about  esmserver administrator logout

About

about server information license information

License Key:	4F912A9D-3166-4972-8c86-e2963b34998D	
Computers:	100 (53 left)	
Starts:	7/30/2012 9:57:06 PM	
Expires:	7/30/2013 9:57:06 PM (354 days left)	upgrade license
Subscriber ID:	33477AF294	
Licensed to:	Customer-67758662786a4877a7	
Description:	production purpose	
License type:	Normal	
License status:	VALID	
Products:	<ul style="list-style-type: none"> • Comodo Internet Security 	
Vendor:	Comodo Security Solutions, Inc.	
Website:	www.comodo.com	
Phone:	1-703-637-9361	
Country:	USA	
Warranty:	Not Available	

Online help Support forums www.comodo.com

2.7. Logging out of ESM Console

Administrators can log out of the ESM console by clicking the 'logout' link at the top right of the interface.



Closing the browser window or tab containing the console or pressing the 'Refresh' button will also logout the administrators.

3. How To... Tutorials

The 'How To...' section of the guide contains guidance on using ESM effectively. Click on the links below to go the respective tutorial page for guidance of the respective feature.

- [How to connect CIS to ESM at the local endpoint](#)
- [How to configure CIS policies - an introduction](#)
- [How to set up external access from the Internet](#)
- [How to install CIS](#)

We also have a set of video walkthroughs to guide you through some common tasks:

- ESM SME 2.1. Installation (with Caching Proxy) - <http://www.youtube.com/watch?v=xLMDpGhnzwx>
- Endpoint Updates Management - <http://www.youtube.com/watch?v=u4gbM0ePmog>
- Policy Editing - <http://www.youtube.com/watch?v=PxExyj9sHcU>
- Scan/Update Progress - <http://www.youtube.com/watch?v=Rgt9nELtDHE>

3.1. How to Connect CIS to ESM at the Local Endpoint

This page explains how computers that have standalone Comodo Internet Security (CIS) installed on them can be connected to the ESM service via the CIS interface (directly from the endpoint itself).

In short:

- **Open CIS on the endpoint.**
- Click 'More' at the top right corner of the interface; then 'Manage This Endpoint'.
- Specify the hostname / IP address and port of the ESM server (default to be entered = 57193 unless changed in the Configuration Tool).
- The ESM agent will be installed on the local machine and a connection will be established with the ESM server.
- Connection details will be **displayed at the bottom left** of the main interface in the 'Managed Client' area. The machine will initially be placed in the 'Unassigned' group in ESM and will inherit that group's security Policy.

The *default* parameter for the 'Unassigned' group is security policy = 'Locally configured'. Because the policy is 'Locally Configured', this means that ESM will not enforce policy on the endpoint and the endpoint will use the CIS settings that are currently in place.

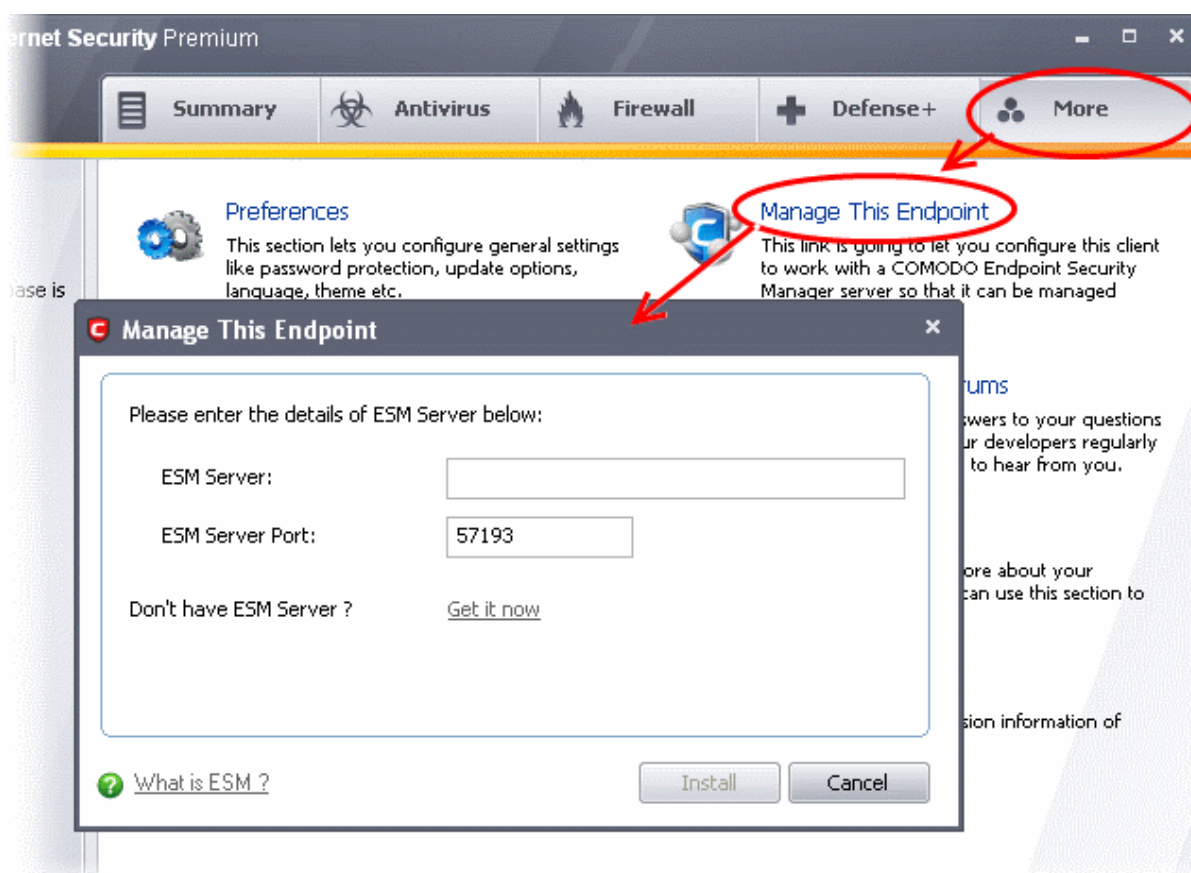
- Endpoints can be moved into groups in the 'Computers' area. See '[Creating Endpoint Groups](#)' for more details.
- Policies can be specified and assigned to groups/individual computers in the 'Policies' area. See '[Creating a New Policy](#)' and '[The Policies Area - Key Concepts](#)' for more details.
- Switch between local and remote administration modes at the local endpoint by using the 'Manage Remotely/Manage Locally' link underneath 'Managed Client'.

Expanded version of the process

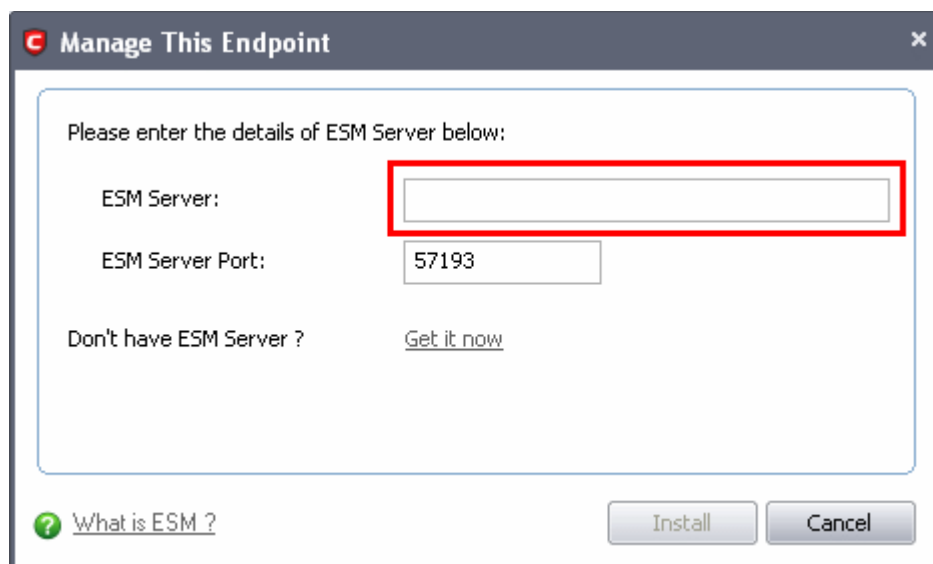
1. On the endpoint to be managed, open the CIS interface using one of the following methods:
 - Windows Start Menu - Start > All Programs > COMODO > COMODO Internet Security > Comodo Internet Security
 - Double-click the desktop shortcut or tray icon

The CIS Summary screen will display details of the connection on the bottom left pane of the interface only after the installation of the ESM agent.

2. Click the 'More' button at the top of the navigation. Click 'Manage This Endpoint'.

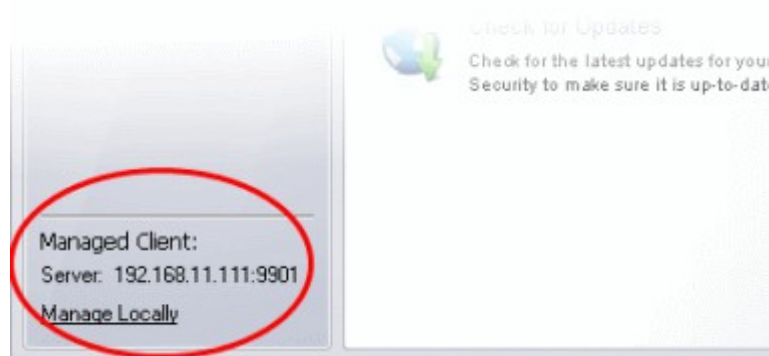


3. Enter the hostname / IP address of the server in which the ESM service is installed in the ESM Server field. These details, if required, can be found by opening the configuration ESM tool on the server (Start > All Programs > COMODO > Endpoint Security Manager > CESM configuration tool). See '[Configuration Tool](#)' for more details.
4. Do not change the port number from 57193 in the ESM Server Port field unless the administrator changed the port using the '[Configuration Tool](#)'.



- Click 'Install' to begin installation of the agent. Once complete, you will be presented with a confirmation message in the 'Status' area. Click 'Close' to exit the wizard.

The endpoint should now be successfully connected to ESM service. Connection details can be viewed at the bottom left of the interface:



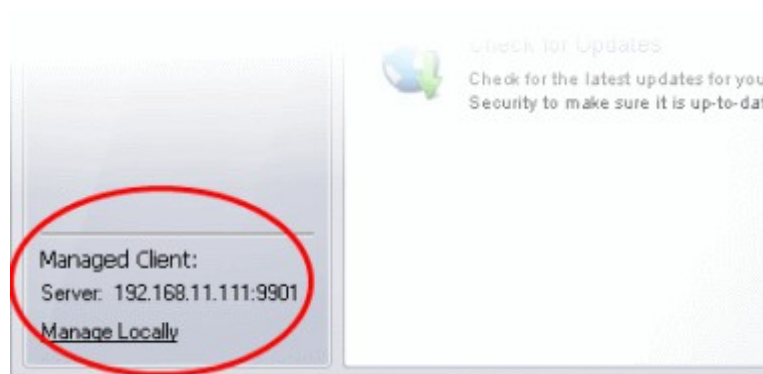
The administrator can switch to 'Local Mode' from 'Remote Mode' by clicking the 'Manage Locally' link (and vice versa if the machine is currently under 'Local Mode').

3.2. How to configure CIS Policies - An Introduction

A ESM policy is the security configuration of Comodo Internet Security (CIS) deployed on an endpoint or a group of endpoints. Each policy determines the antivirus settings, Internet access rights, firewall traffic filtering rules, sandbox configuration and Defense+ application control settings for an endpoint.

In order to configure Antivirus, Firewall and Defense+ settings in CIS on an endpoint computer, the administrator has to ensure that the endpoint computer is either 'Locally Configured' (it has no policy) or it is in local mode (or ESM will remotely re-apply the endpoint's security policy and override any changes made by the administrator).

Click 'Manage Locally' at the lower left of the CIS interface to enable local administration mode:



Once the machine is in 'Local Mode', the link will be 'Manage Remotely':



Once the administrator has created the policy on the new machine, it can be imported in ESM from this machine then applied to target computers as required (including the one from which the settings are imported). Note - remember to keep the machine in 'Local Mode' until import and deployment is complete. After policy has been deployed, it can be switched back to 'Remote Mode'. See '**Creating a New Policy**' for more details.

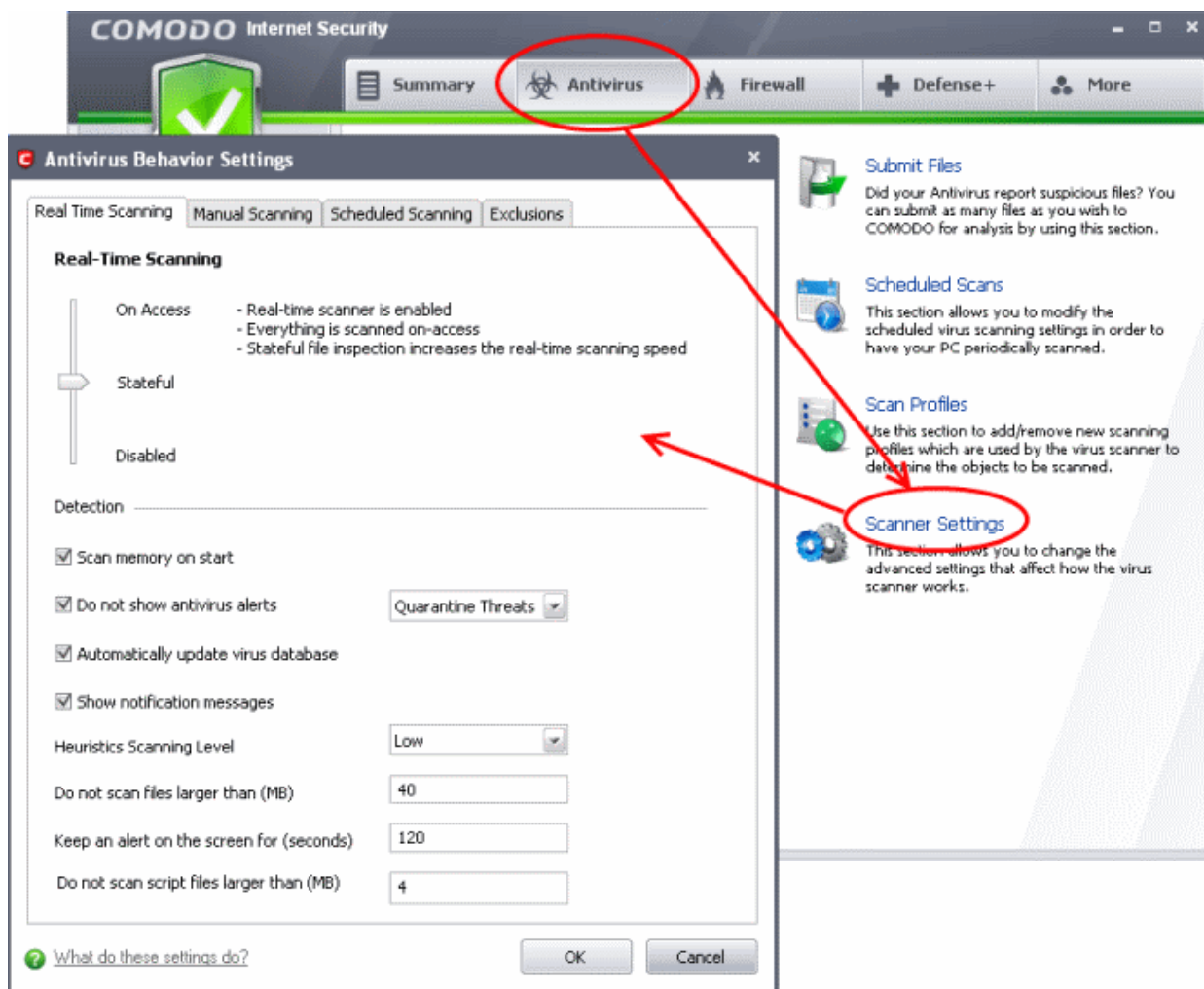
The remainder of this page is a quick primer to key areas within CIS for modifying Antivirus, Firewall and Defense+ settings along with links to the appropriate section in the dedicated CIS user-guide should further help be required.

Antivirus Settings

Comodo Antivirus leverages multiple technologies, including Real-time/On-Access Scanning, On Demand Scanning and a fully featured Scan Scheduler to immediately start cleaning or quarantining suspicious files from your hard drives, shared disks, emails, downloads and system memory.

To configure Antivirus Behavior Settings

Click 'Antivirus' from the top navigation of the CIS interface and click 'Scanner Settings' from the Antivirus tasks interface. The Antivirus Behavior Settings interface will open.

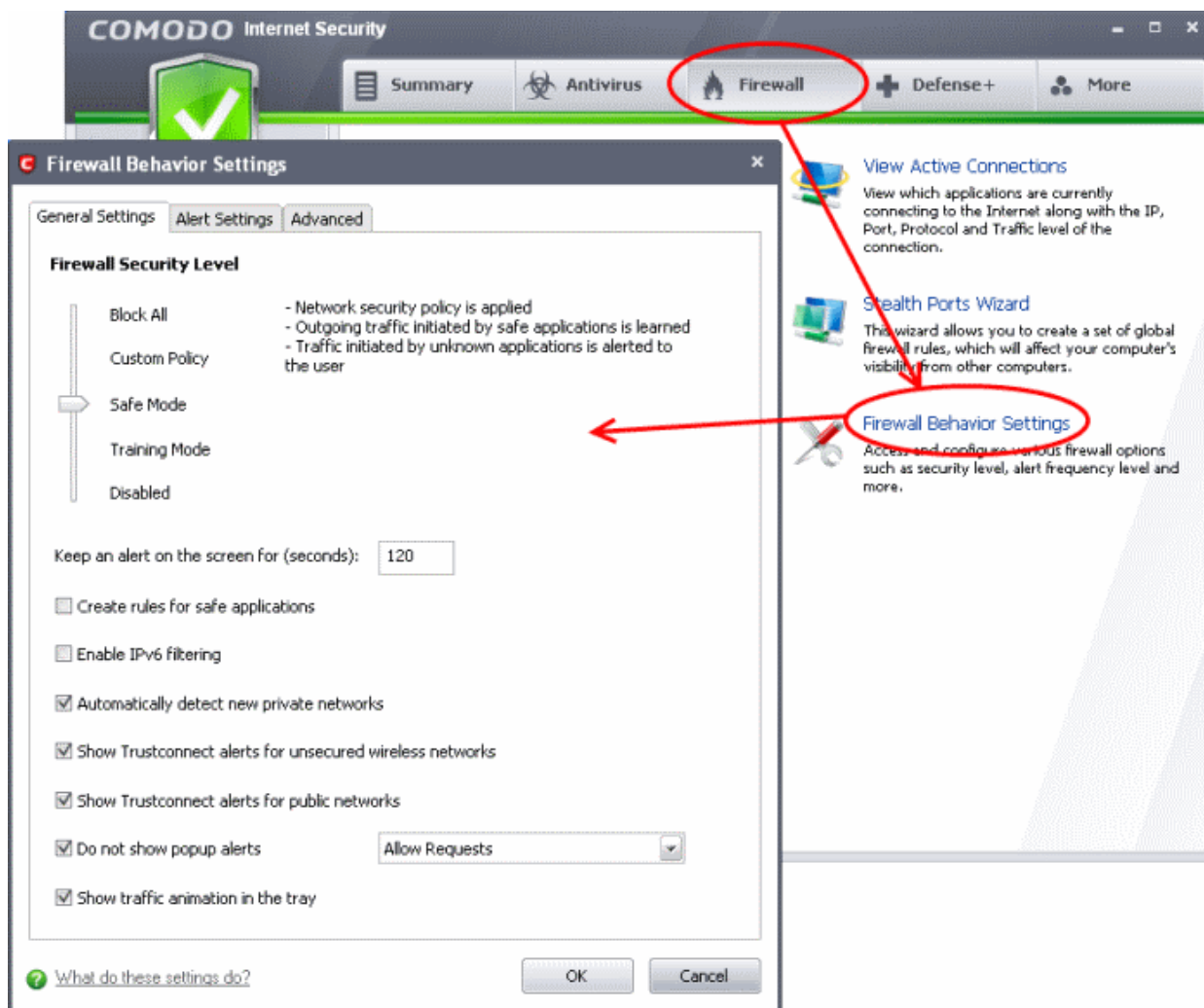


Firewall Settings

The firewall component of Comodo Internet Security offers the highest levels of security against inbound and outbound threats, can stealth endpoint ports against hackers and can prevent malicious software from transmitting confidential data over the Internet.

To configure Firewall Behavior Settings

- Click 'Firewall' from the top navigation of the CIS interface and click 'Firewall Behavior Settings' from the Firewall tasks interface. The Firewall Behavior Settings interface will open.

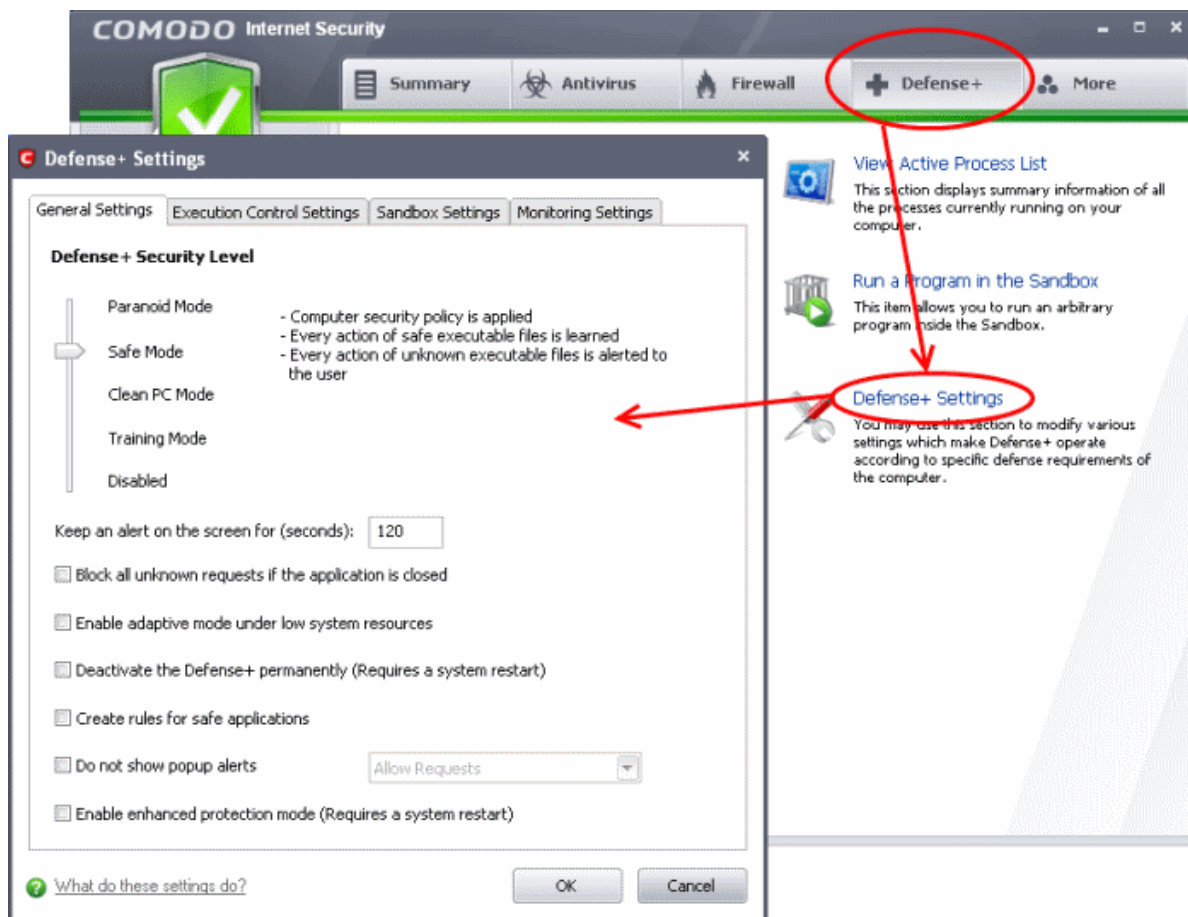


Defense+ Settings

The Defense+ component of Comodo Internet Security is a host intrusion prevention system that constantly monitors the activities of all executable files on endpoint PCs. With Defense+ activated, the only executables that are allowed to run are the ones you give permission to. The Defense+ area also allows admins to configure sandbox settings.

To configure Defense+ Settings

- Click 'Defense+' from the top navigation of the CIS interface and click 'Defense+ Settings' from Defense+ Tasks interface. The Defense+ Settings interface will open.



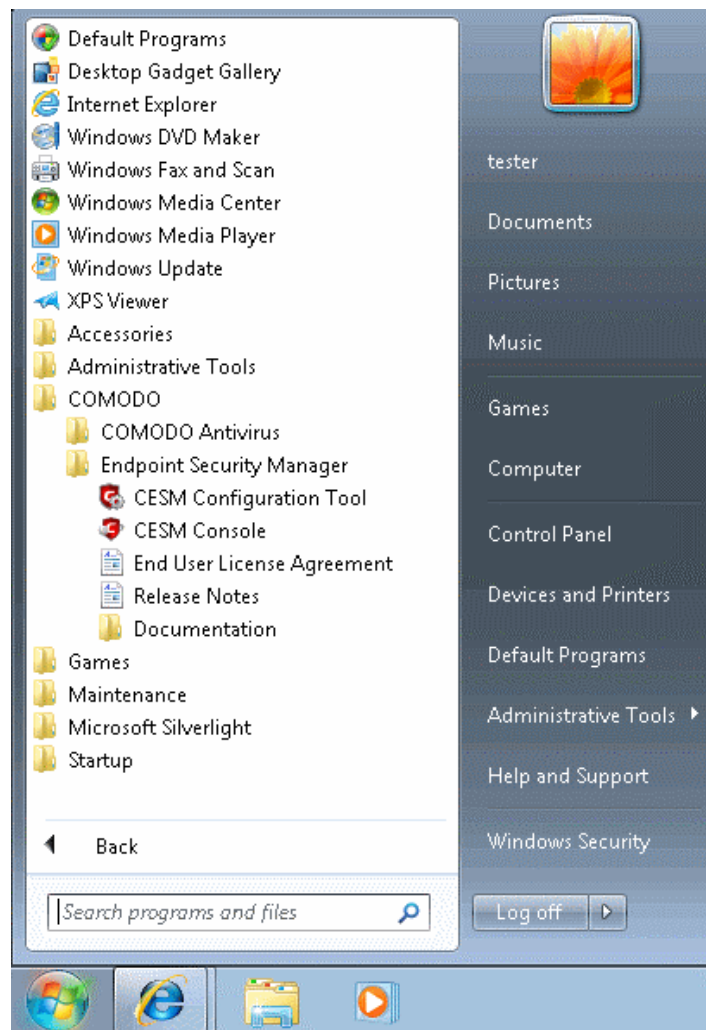
- If more details are required for these settings, see <http://help.comodo.com/> for Comodo Internet Security.

For more details on installing CIS in an endpoint computer and connecting it to ESM from the CIS interface, refer the sections [How to Install CIS](#) and [How to Connect CIS to ESM at the Local Endpoint](#).

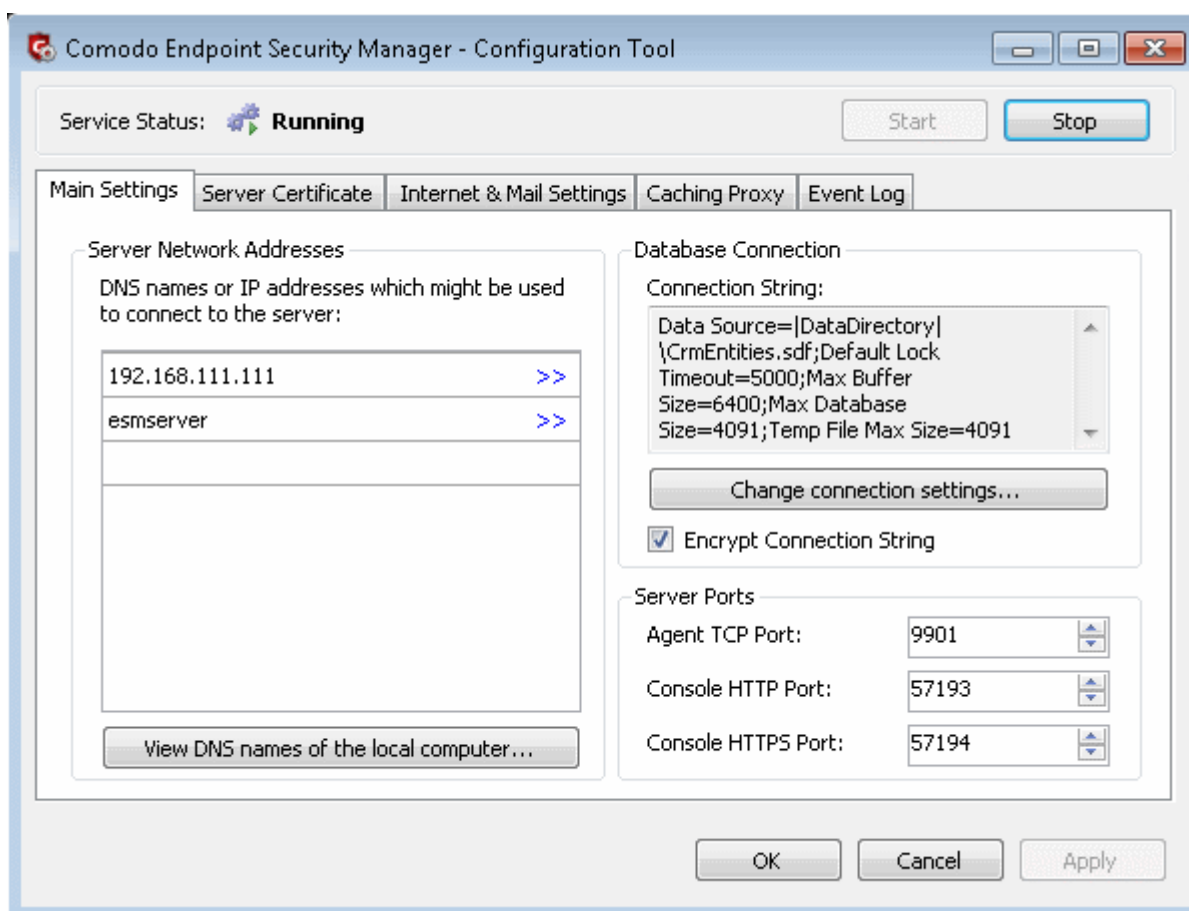
3.3. How to Setup External Access from Internet

The following guide explains how to configure ESM so that it can remotely manage endpoints that are connected via the Internet:

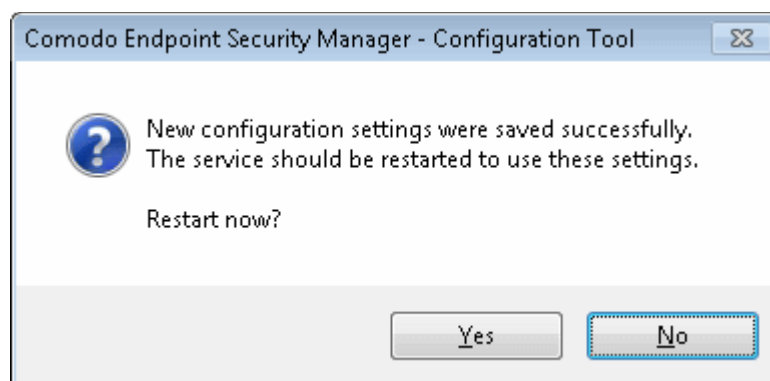
- Make sure that the ESM server has an externally accessible IP address
- Open the ESM configuration tool - click 'Start > All Programs > COMODO > Endpoint Security Manager > CESM Configuration Tool'



- Add the Internet reachable server IP address (alternatively hostname or FQDN) to the 'Server network addresses' list (just begin typing in the first blank row)




- Click OK.
- You will be prompted to restart the service.



- Click 'Yes' to restart the service.
- **If your network is equipped with a router or other similar device, it should be configured with ESM ports forwarding** (list of ports to be forwarded are listed in the 'Server Ports' on the right. Default ports are 57193, 57194 (console) and 9901 (agent)).

To install agents on endpoints that are not on the local network

- At the 'Computers' area of the administrative interface, click the 'Download Agent' tile.
- Click 'Save' in the 'File Download' dialog and save the file in the location of your choice.
- The Agent Setup file enables the agent to be installed on any laptops that will be used outside the network.

- Double clicking on the setup file  will start the installation wizard. For more details, please see [Adding Computers by Manual Installation of Agent and CIS](#).

OR

- Install CIS on the local machine then click the '**Manage This Endpoint**' link. This will start a connection wizard. On specifying the Internet reachable IP address or hostname of the ESM server the wizard starts installation of the agent and establishes the connection between the endpoint and the ESM server. This process can be carried out by the administrator or by end-users if the endpoint is already in a remote location outside of the network. See '**How to connect CIS to ESM at the local endpoint**' for more details on this process.

Applying Policy for Endpoints Connected in Local Network and for Endpoints Connected via Internet

An administrator can create two policies for applying to a group of endpoints, where some endpoints are connected in local network and some are connected via the Internet. For example, the group may be named as 'HR Department' and the administrator can create two policies named as 'Policy for HR department - High Security' and 'Policy for HR department - Medium Security'. Now the administrator can select 'Policy for HR department - Medium Security' as Local Policy and 'Policy for HR department - High Security' as Internet Policy for this group.

The endpoints in the 'HR Department' group that connect to ESM through local network will be applied 'Policy for HR department - Medium Security' and for endpoints that connect via Internet will be applied 'Policy for HR department - High Security'.

- See section **Creating Endpoint Groups** for more details on creating endpoint groups
- See section **Creating a New Policy** for more details on creating a new policy
- See section **Key Concepts** to know about ESM Key Concepts
- See section **Best Practices** to know how to use ESM effectively

3.4. How to Install CIS

An Administrator can install CIS in endpoint computers either by using the ESM interface during agent deployment or manually by downloading the latest CIS setup file.

- **Installing CIS via ESM**
- **Manually installing CIS in endpoint computers.**

To install CIS using the ESM interface:

1. Click the 'deploy' tile from the 'computers' area to start the wizard.
2. Select the Target Type from Active Directory, Workgroup or Network Addresses and click the right arrow.
3. Specify the parameters for the chosen target type, then in the next step, a summary of endpoints will be displayed.
4. Select the endpoints onto which you wish to install the agent and CIS and click the right arrow.
5. The next step is to select whether the agent and CIS has to be installed under the currently logged in user account or the network administrator account.
6. The next step allows you to check for newer versions of ESM agent and CIS. Click 'Check for updates' and download if the screen displays updates are available.
7. The next step is opting for installation of Comodo Internet Security (CIS) on to the selected endpoints.

endpoint security manager
s m e

dashboard

computers

policies

reports

license is valid
view licenselearn more
aboutesmsserver\administrator
logout

Deploy Software

target type

network addresses

targets summary

credentials

packages

internet security

deployment progress

Internet Security

ESM Agent will be installed or updated on target endpoints

 Install COMODO Internet Security

Comodo Internet Security 5.10.234611.2308

Comodo Internet Security (includes Antivirus and Firewall) with Default Deny Protection™ protects against all of today's sophisticated malware threats. This model combined with central management eliminates threats and reduces the administrative burden

Components: Install all components

 Suppress reboot after installation Uninstall all incompatible third-party products

8. Select 'Install Comodo Internet Security' check box.
9. Select the version of CIS you wish to install on the selected endpoints from the drop-down.
10. Select whether you want to include all the components (Firewall and Antivirus), Antivirus only or Firewall only from the Components drop-down.
11. Suppress reboot after installation - CIS installation will restart of the endpoints for the installation to take effect. If you do not want the endpoints to be restarted on completion of installation, select this check box. CIS installation will complete but will take effect only on the next restart of the endpoint.
12. Uninstall all incompatible products - Selecting this option will uninstall select third party antivirus, firewall and other desktop security software from the endpoints, prior to the installation of CIS. Performing this step will remove potentially incompatible products and thus enable CIS to operate correctly. Some incompatible products can be detected, but not automatically uninstalled and must be removed manually. If your product is detected but not uninstalled, please consult your vendor's documentation for precise uninstallation guidelines.
Click Here to see the full list of incompatible products.
13. Click the right arrow to move to the next step.
14. Click 'start deployment' to begin the installation process.

ESM will start installing the agent/CIS on to the selected endpoints and the progress will be displayed.

endpoint security manager
s m e

dashboard computers policies reports  license is valid view license  learn more about  amaxw7u32sp1\tester logout

Deploy Software

target type network addresses targets summary credentials packages internet security deployment progress

Deployment Progress

start deployment

<input checked="" type="checkbox"/>	target computer	status		
<input checked="" type="checkbox"/>	Endpoint 1	Installing CIS	Installing...	83%
<input checked="" type="checkbox"/>	Endpoint 2	Outdated CIS uninstalling	Reboot required!	66%

On completion of installation, the result screen will appear.

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Deploy Software

target type network addresses targets summary credentials packages internet security deployment progress

Deployment Progress

start deployment

<input checked="" type="checkbox"/>	target computer	status		
<input checked="" type="checkbox"/>	Endpoint 1	Deployment Completed	CIS installed.	100%
<input checked="" type="checkbox"/>	Endpoint 2	Deployment Completed	CIS installed.	100%

Selected: 2 of 2

What do these settings do?

 finish  close

15. Click Finish icon  to exit the wizard.

The agent and CIS are installed in the selected endpoints successfully.

See section '**Importing Computers by Automatic Installation of Agent**' for more details on installation of agent and CIS automatically.

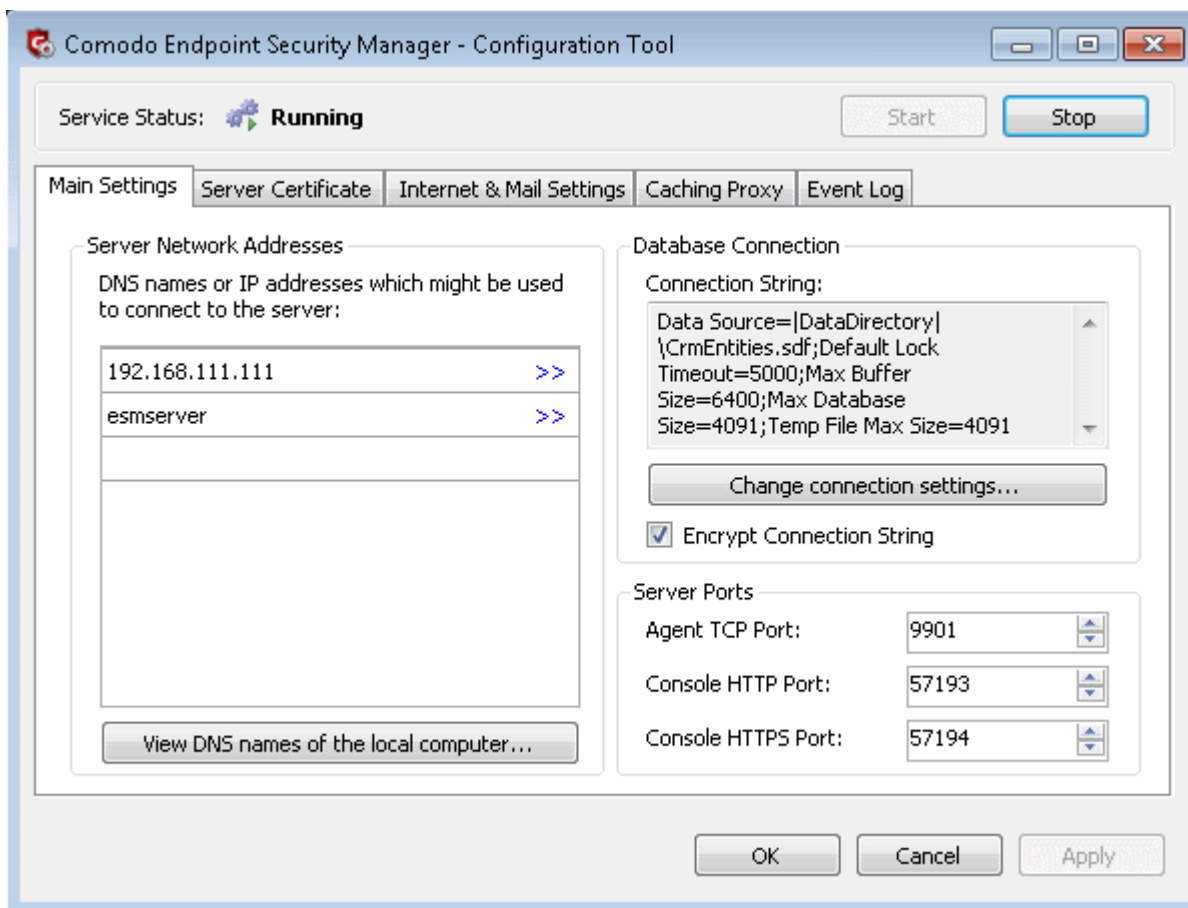
To install CIS in endpoint computers manually

1. Download the latest version of CIS and copy the setup file in the endpoint computer that you want to install the CIS.
2. Double-click 'cispremium_installer.exe' to begin the setup process.
3. For more details on the installation procedure, see <http://help.comodo.com/> for Comodo Internet Security.
4. If you wish to connect the endpoint computer to ESM directly from the CIS interface, please see **How to Connect CIS to ESM at the Local Endpoint**.

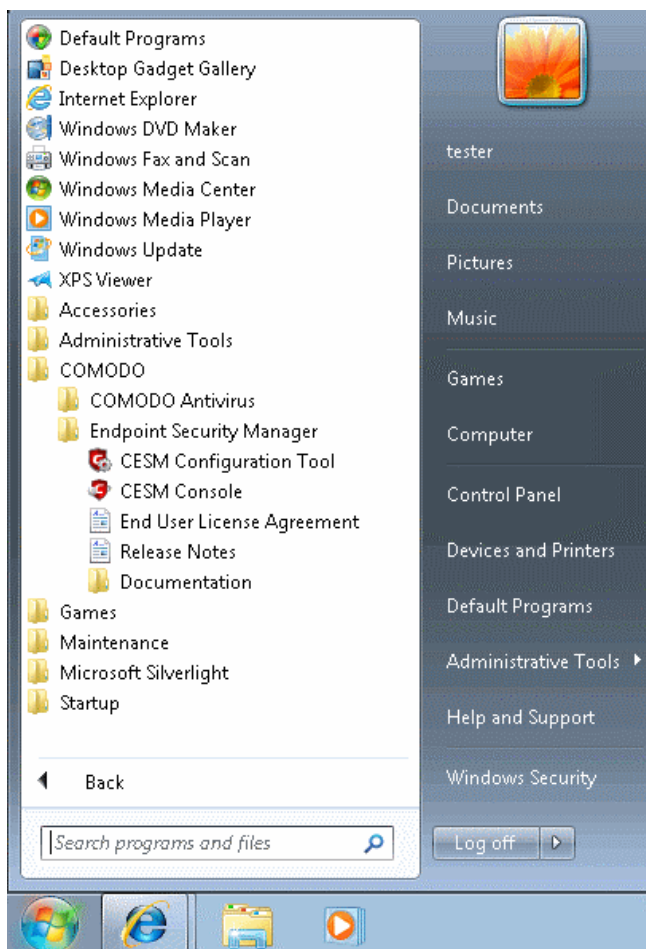
Appendix 1 The Service Configuration Tool

The Service Configuration Tool enables the administrator to start and stop the ESM central service, change server and agent ports settings, change database connection settings and view a log of database events.

The tool is installed as a separate application and can be accessed from the Windows Start Menu.



To open the Service Configuration Tool, Click Start > All Programs > COMODO > Endpoint Security Manager > CESM Configuration Tool.

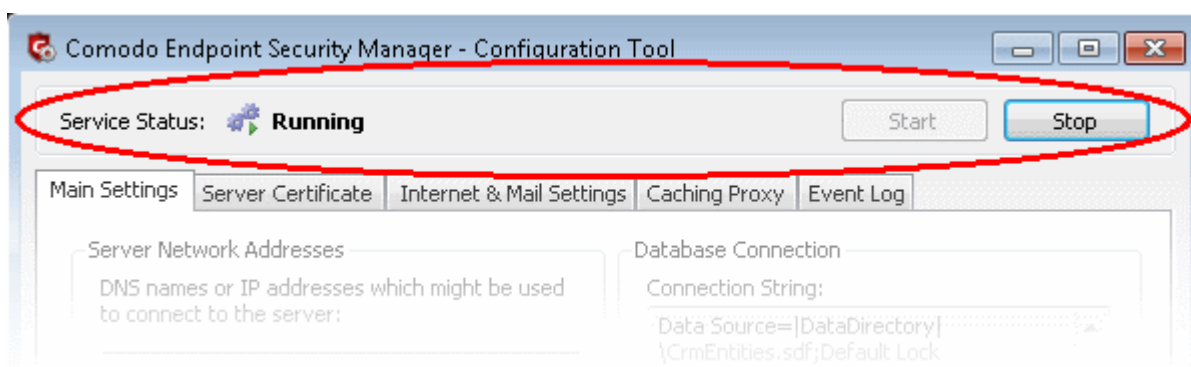


The main interface of the tool will be opened. It contains four areas:

- **Service Status Area** - Indicates the current service ESM status and allows administrator to start or stop the service
- **Main Settings** - Enables the administrator to view and modify the connection and port settings
- **Server Certificate** - Enables the administrators to manage server SSL certificates
- **Internet and Mail Settings** - Enables the administrator to view and modify proxy server and outgoing mail settings
- **Event Log** - Enables the administrator to view the log of database events
- **Caching Proxy Settings** - Enables administrators to manage access to resources.

Start and Stop the ESM Service

The Service Status area at the top of the interface displays the current running status of the ESM Service as 'Running' or 'Stopped'.

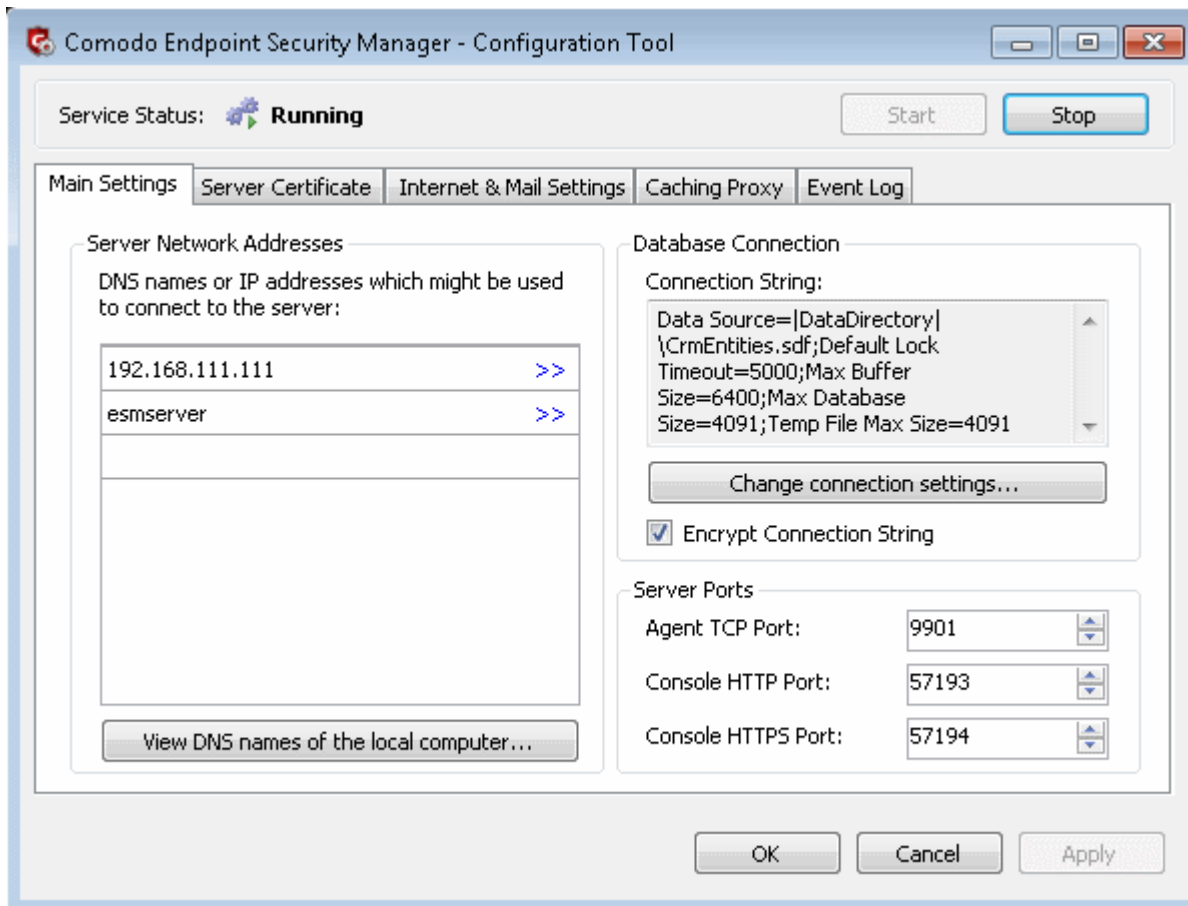


- To stop the running service, simply click the 'Stop' button

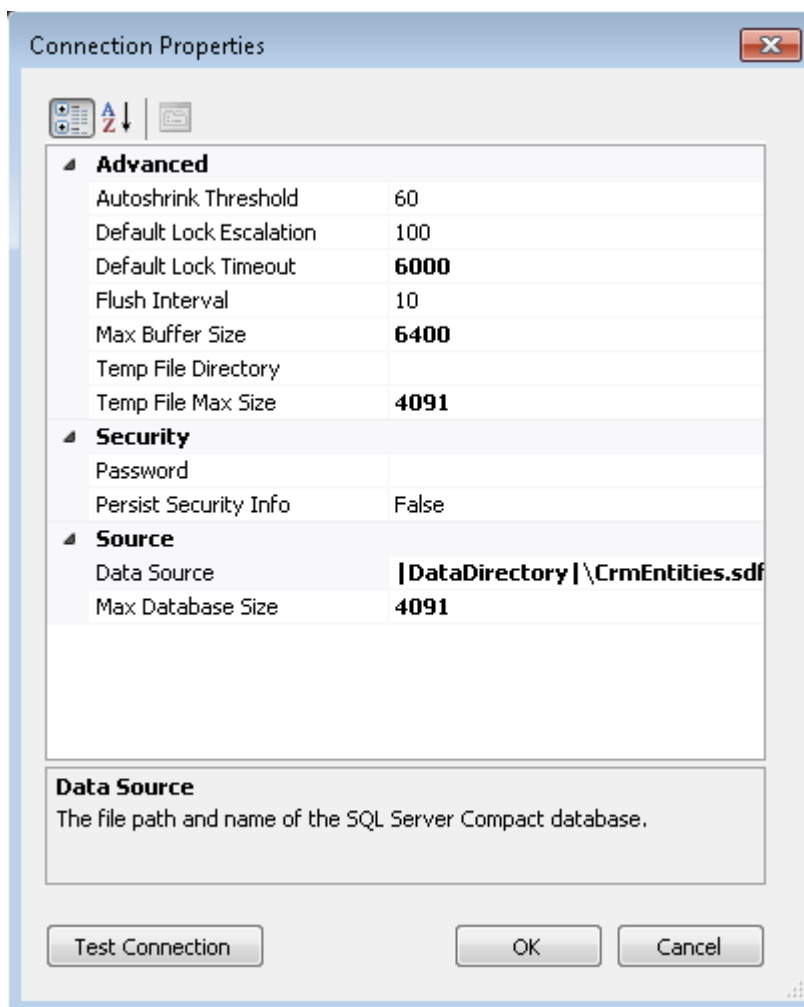
- To start the service, simply click the 'Start' button

Main Settings

The Main Settings page displays the ESM server IP addresses and/or hostnames in the 'Server Network Addresses' field and Database connection settings, Console Port, Secure Console Port and Agent Ports at the right.



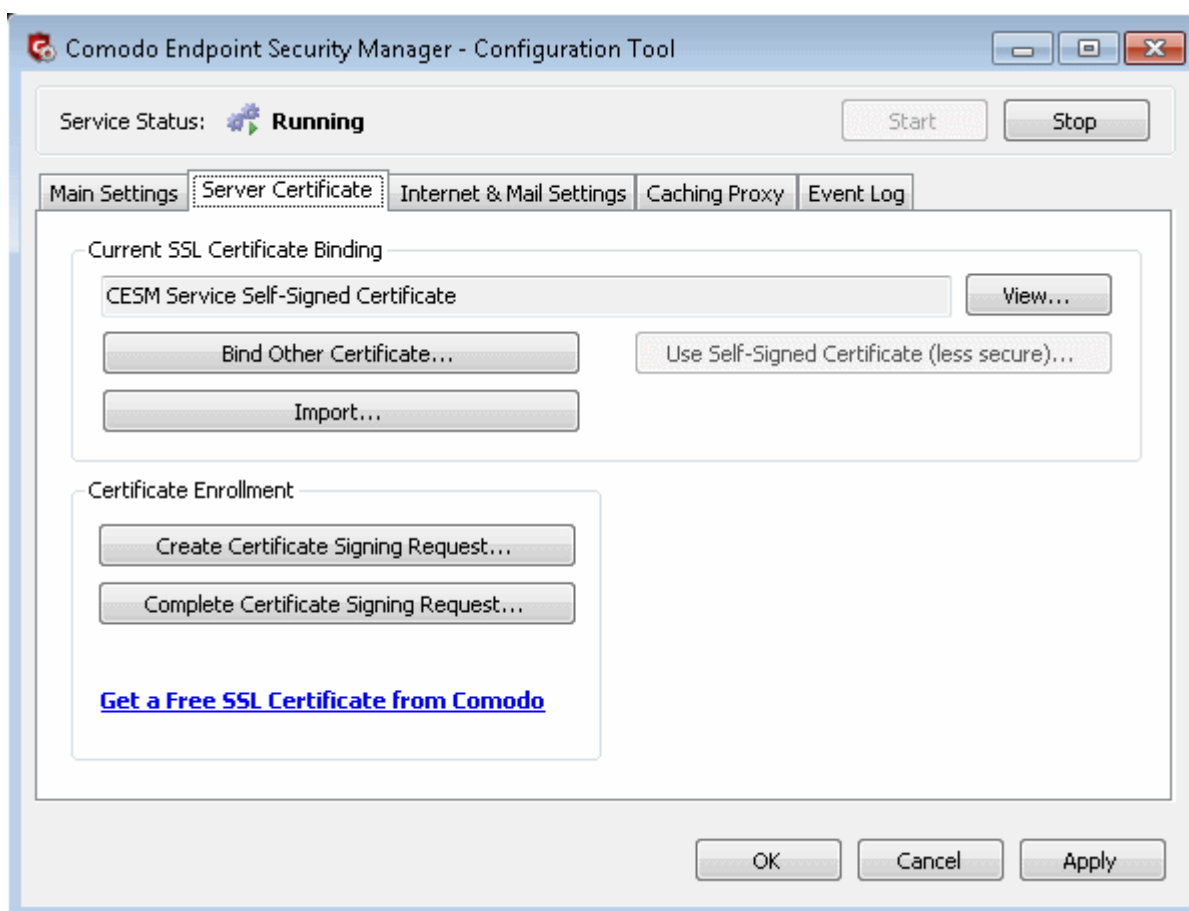
- To add an IP or Hostname, simply begin typing in the blank row beneath those already listed. Click 'OK' to confirm
- To change port numbers, simply type the new port number in the appropriate field. Computers that have standalone Comodo Internet Security (CIS) installed on them can be connected to the ESM service via the CIS interface (directly from the endpoint itself) through this port. See section **'How to Connect CIS to ESM at the Local Endpoint'** for information on connecting endpoints locally to ESM.
- To change the database connection settings, click 'Change connection settings'



- Edit the parameters directly in the 'Connection Properties' dialog
- To test whether the connections settings are appropriate click 'Test Connection'
- Click OK for your changes to take effect
- You will need to enter the hostname/IP and console port in the address bar of your browser to connect to the ESM server. For example, <https://192.168.111.111:57194> will open the ESM console hosted at that IP address using the secure console port
- To facilitate external connections, you may have to open the listed port numbers on your corporate firewall.

Server Certificate

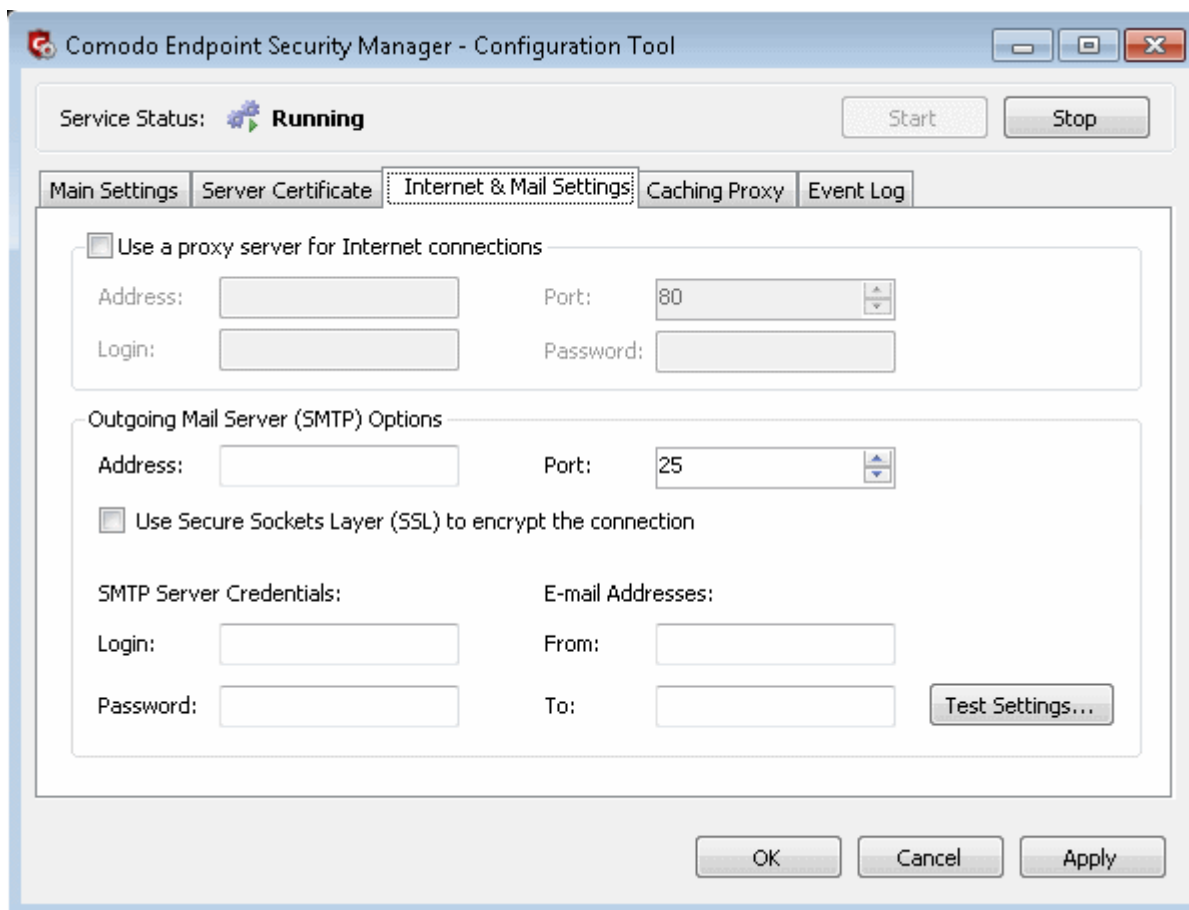
The Server Certificate tab allows administrators to manage server certificate such as to view the details of current certificate installed on the server, import new certificate, create certificate signing request and install new SSL certificate.



- To view the details of the currently installed server certificate, click the 'View' button.
- If multiple SSL certificates are used in the server, a certificate name error may occur when a HTTPS connection is established. To avoid this, bind the required certificate using the 'Bind Other Certificate' option.
- To import certificates from other locations, click the 'Import' button.
- To create a certificate signing request for your server, click the 'Create Certificate Signing Request' button and fill in the required details in the 'Request Certificate' dialog.
- Click the 'Install SSL Certificate' button to install new SSL certificate in the server.
- Click the 'Get a Free SSL Certificate from Comodo' link to download a free SSL certificate from Comodo.

Internet and Mail Settings

The Internet and Mail Settings tab allows administrators to specify mail settings for receiving alerts from ESM and to specify any Internet proxy connection settings.



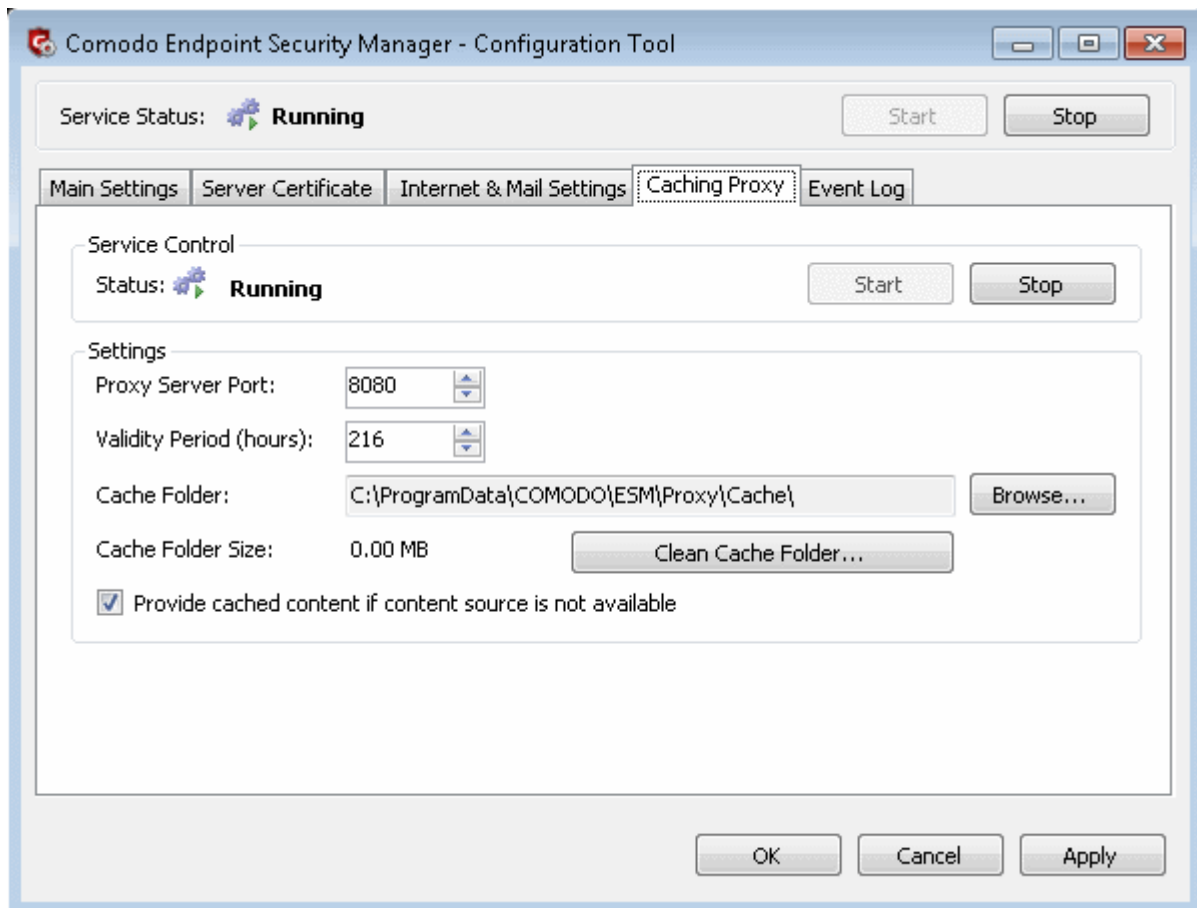
The email alerts will appear to come from ESM Server by default if the 'From' field contains a simple email address. Your personal mail configuration may be useful in completing the mail server section.

To locate mail settings in:

- Outlook 2003 - Start Outlook 2003 and click Tools > Email Accounts > select the email account for which you want to view the settings and click Change... > More Settings...
- Outlook 2007 - Start Outlook 2007 and click Tools > Account Settings > on the E-mail tab, select the email account for which you want to view the settings and click Change... > More Settings...
- Outlook 2010 - Start Outlook 2010 and click Tools > Account Settings > on the E-mail tab, select the email account for which you want to view the settings and click Change... > More Settings...
- Thunderbird - Start Thunderbird and click Tools > Account Settings...

Caching Proxy Settings

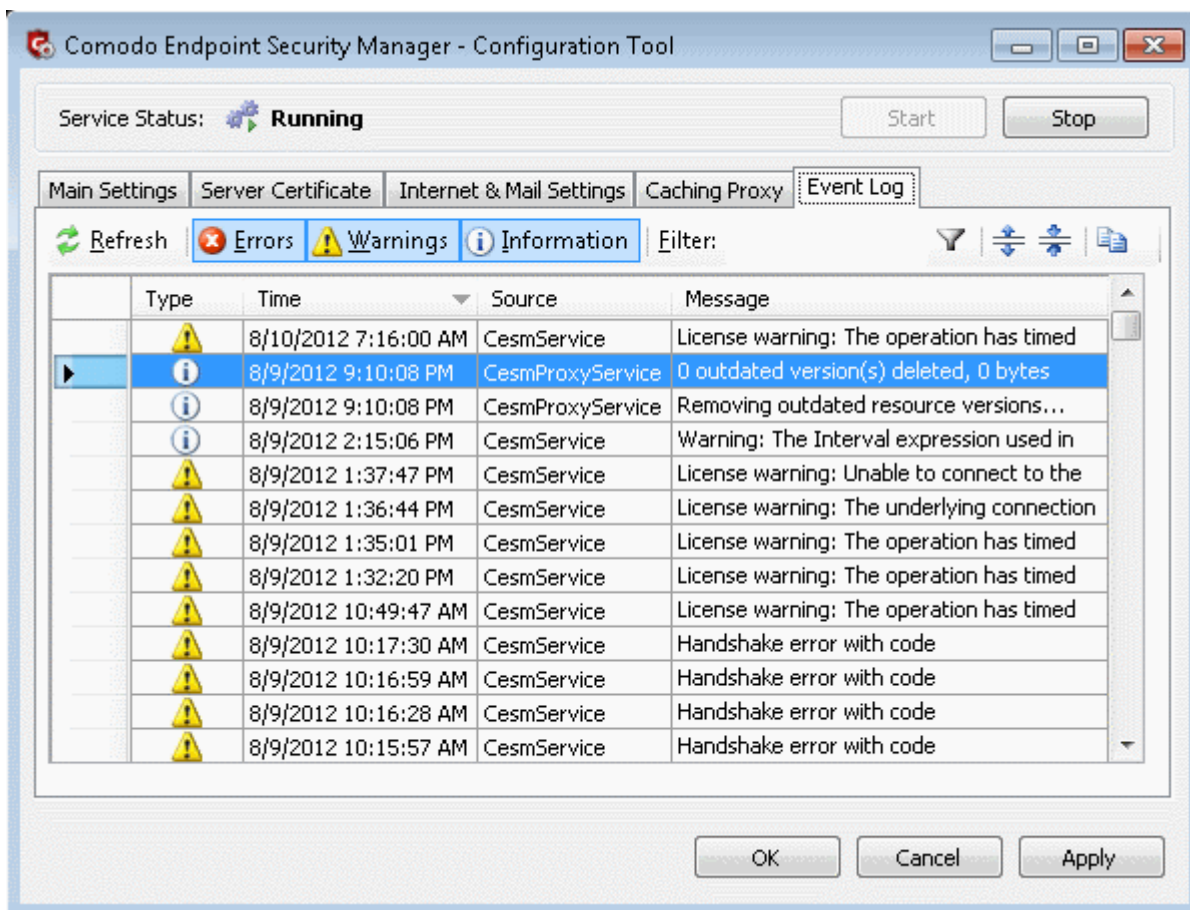
The Caching Proxy tab allows administrators to specify the proxy server settings for storing cache content. The proxy server will store antivirus updates. CIS on endpoints that are configured to connect to this proxy server will receive the latest updates, which will considerably reduce Internet traffic.







- Click the 'Start' or Stop' button to enable or disable the proxy server.
- The settings panel allows the administrator to configure the proxy server port, validity period of the cache content in hours and to define a path for the cache folder.
- Click the 'Clean Cache Folder...' button to remove the content in the cache folder.
- Select the check box 'Provide cached content if content source is not available' for the endpoints to update from the proxy server if the content source is not available via Internet.



Viewing Database Event Log




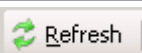





The 'Event Log' contains a list of notifications from ESM central service that may assist administrators to troubleshoot problems.



- The type of alerts that are displayed can be filtered by clicking the 'Errors', 'Warnings' and 'Information' buttons
- Alternatively, type a specific search term into the text field then click the 'Apply Filter' button
- Each cell can be individually selected by clicking it
- Multiple cells can be selected whilst holding down the 'Shift' or 'CTRL' keys and left-clicking on target cells
- Cells can be copied to the clipboard by clicking the 'Copy' button

Column	Types/Format	Definition / Description
Type (of event)		Error - 'Errors' are those events whereby the ESM Central Service failed to execute a command.
		Warning - High severity errors that may (or already have) prevented the ESM service from connecting to the data source. For example, a critical application crash.
		Information - 'Information' events typically inform the administrator of the successful completion of task by the ESM service.
Time	<i>MM/DD/YYYY HH:MM:SS</i>	Displays the precise time that the event was generated on the endpoint machine.
Message	<i>Text</i>	Contains a description of the event. <ul style="list-style-type: none"> • Use the  control to view the full message.

Column	Types/Format	Definition / Description
		<ul style="list-style-type: none"> Use the  control to view a condensed version of the message (this is the default view). Use the  control to copy the contents of the message to the clipboard.

Control	Control Type	Description
	<i>Filter by event</i>	Click this button to add or remove events of type 'Error' from the displayed list.
	<i>Filter by event</i>	Click this button to add or remove events of type 'Warning' from the displayed list.
	<i>Filter by event</i>	Click this button to add or remove events of type 'Information' from the displayed list.
	<i>Remove filters and refresh list</i>	Clears any active filters so all event types are displayed. Also loads the latest event entries.
Filter: <input type="text"/>	<i>Filter by string</i>	Allows the administrator to filter events by typing a specific text string. Administrator should then click the 'Apply Filter' button.
	<i>Apply Filter</i>	Implements the filter typed into the text field.
	<i>Select Event</i>	Selects a particular event row. Once selected, clicking the 'Expand Rows' control will highlight the information pertaining to this event.
	<i>Expand Rows</i>	Displays the complete 'Message' for all event rows. The event row that is selected using the 'Select Event' control will be highlighted. Information of this detail level may be required for troubleshooting purposes.
	<i>Contract Rows</i>	Displays the condensed 'Message' (all events). This is the default view.
	<i>Copy</i>	Copies the contents of the selected cells to the clipboard.

About Comodo

The Comodo companies are leading global providers of Security, Identity and Trust Assurance services on the Internet. Comodo CA offers a comprehensive array of PKI Digital Certificates and Management Services, Identity and Content Authentication (Two-Factor - Multi-Factor) software, and Network Vulnerability Scanning and PCI compliance solutions. In addition, with over 10,000,000 installations of its threat prevention products, Comodo Security Solutions maintains an extensive suite of endpoint security software and services for businesses and consumers.

Continual innovation, a core competence in PKI and a commitment to reversing the growth of Internet-crime distinguish the Comodo companies as vital players in the Internet's ongoing development. Comodo, with offices in the US, UK, China, India, Romania and the Ukraine, secures and authenticates the online transactions and communications for over 200,000 business customers and millions of consumers, providing the intelligent security, authentication and assurance services necessary for trust in on-line transactions.

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