



# Comodo Device Manager

Software Version 4.0

## CDM Cloud Portal Setup Guide

Guide Version 4.0.061815

# Comodo Device Manager - Cloud Portal Setup Guide

Comodo Device Manager (CDM) is available as:

- **Locally hosted solution** - Requires CDM server to be installed on a server in the local network to create CDM portal. Refer to **CDM Installation Guide** for more details.
- **Cloud Portal** - CDM is hosted from Comodo cloud server as a Software as a Service (SaaS). Requires signing up for the service and configuring the service to create CDM portal in the cloud.

This document is intended to take administrators through the sign-up and initial configuration of the Cloud Portal.

- **Signing-up for a Free Trial License**
- **Buying a full License**
- **Configuring the CDM Cloud Portal** (*go straight here if you already have a free or full license*)

## Signing-up for a Free-trial License

CDM is available for a 30 day free trial. You can sign-up for a free trial and then upgrade the license if you are satisfied with the service.

To sign-up for a free trial

- Visit <https://mdm.comodo.com/> and click 'Get It For Free'.

COMODO Device Manager

OVERVIEW FEATURES RESOURCES SALES SUPPORT

## Manage all enterprise mobile devices and endpoints from a single console, in minutes

### Why Comodo?

Ensure device and data security on your fleet of Android and iOS devices

Enroll today and be up and running in 5 minutes

**Get It For Free**

FEATURES

You will be taken to the CDM Free license purchase page.

**COMODO** | Creating Trust Online™ | Need Assistance? 888-351-7956 | CHAT NOW! | [US Flag] [RU Flag] [CN Flag]

**Shopping Cart** | **Account Details** | **Complete Order**

**DM Subscription Basic Edition**

1-Year Plan \$ 0.00

**Contact Me** We are happy to provide personal assistance for all trial inquiries  
Please click the 'Contact Me' button, email [mdm@comodo.com](mailto:mdm@comodo.com) or call your regional sales offices on [+1 \(888\) 266-6361 FREE \(USA\)](tel:+18882666361) or [+44 \(0\) 207 402 7278 \(EMEA/APAC\)](tel:+4402074027278)

**TOTAL : \$ 0.00**

**ENTER CUSTOMER DETAILS**

Existing Comodo User Please enter your Comodo username and password.

New Comodo User

E-mail or Username  
[Input Field]

Password \* : [Forgot Password?](#)  
[Input Field]

I have read and agree to the [End User license/Service Agreement](#) and [Terms of Sale](#)

**Continue »**

- Choose '1 Year Plan' from the 'DM Subscription Basic Edition' drop-down

The next step is entering your details.

- If you already have an account with Comodo Accounts Manager (CAM) that might have been created on purchasing other Comodo products, choose 'Existing Comodo User'.
  - Enter your email address registered as username for your existing Comodo account in the E-Mail address field
  - Enter your password for the Comodo account in the 'Password' field
  - Read the 'End User license/Service Agreement' and 'Terms of Sale' by clicking the respective links and agree to them by clicking the checkbox beside 'I have read and agree to the End User license/Service Agreement and Terms of Sale'.
  - Click 'Continue'. A new license key will be generated.
- If you are a new customer, choose New Comodo User. A sign-up form will appear.

Contact Information

First Name \*

Last Name \*

E-mail \*

Password \*

Re-enter Password \*

Telephone Number \*

Company Name

Country \*  ▼

State or Province

Select your contact preferences \*    Telephone     E-mail

I have read and agree to the [End User license/Service Agreement](#) and [Terms of Sale](#)

- Fill-up the form with the details as given below.

New Customer Sign-up Form - Table of Parameters	
Parameter	Description
First Name and Last Name	Enter your first name and last name
Email	Enter your email address. Your email address will be used as login username for your account with Comodo at Comodo Accounts Manager (CAM), at <a href="https://accounts.comodo.com">https://accounts.comodo.com</a> . You will receive all communication from Comodo at this email address.
Password	Enter a password for your Comodo account. Keep your password as a combination of uppercase, lowercase alphabets, numerals and special characters, so that it could be easily guessed by others.
Reenter Password	Enter the password again for confirmation.
Telephone number	Enter your telephone number
Company Name	Enter your company name
Country	Select your country from the drop-down
State or Province	Enter the name of your state or province

Select your contact preferences

Choose the best way for Comodo to contact you, from telephone an email options

Fields marked with \* are mandatory.

- Read the 'End User license/Service Agreement' and 'Terms of Sale' by clicking the respective links and agree to them by clicking the checkbox beside 'I have read and agree to the End User license/Service Agreement and Terms of Sale'.
- Click 'Submit'. A new Comodo Account will be created for you at Comodo Accounts Manager (CAM).

A new license key will be generated.



CDM Free Basic Edition License (Unlimited User)		[REDACTED]	
LICENSE KEY		[REDACTED]	
ORDER NUMBER	697106-8	SUBSCRIPTION ID	d6f38d5ef7

» CDM Free Basic Edition License (Unlimited User)

## Getting Started with CDM:

**Cloud version:**

1. Please login at: <https://cmdm.comodo.com/customer/account/signin>
2. Follow the setup instructions provided in Portal.
3. All Comodo CDM guides, including the administrator and quick start guides, can be found at: <https://help.comodo.com/product-214-Comodo-Mobile-Device-Manager.html>.

**If you want to host your own CDM server - In-host version:**

1. Download the Comodo Device Manager setup file from: <http://download.comodo.com/CMDM/CMDMInstaller.exe>
2. Follow the setup instructions provided at: <https://help.comodo.com/topic-214-1-524-6411-CMDM-Setup.html>.
3. Alternatively, a video explaining installation can be found here: <https://help.comodo.com/topic-214-1-628-7967-Installation-Video-2.5.html>.
4. All Comodo MDM guides, including the administrator and quick start guides, can be found at: <https://help.comodo.com/product-214-Comodo-Mobile-Device-Manager.html>.

[Go to Cloud Server](#)

The next stage is logging-in to your CDM cloud portal and configuring it.

- Click the URL '[cmdm.comodo.com/customer/account/signin](https://cmdm.comodo.com/customer/account/signin)' from this page to login to the CDM portal configuration wizard. Refer to the section **Configuring the CDM Cloud Portal** for more details.

## Buying a Full License

You can purchase licenses by selecting the term and number of devices to be managed from the purchase page at Comodo Accounts Manager (CAM). Upon completion of the process, you will receive an order confirmation email containing the license key and a link to login to and setup the cloud portal.

- Login to CAM at <https://accounts.comodo.com>
  - If you already have an account with CAM, login to your account, select 'My Account' tab and click 'Sign Up to Mobile Device Management' at the bottom of the page.
  - If you are a new customer, click Create New Account and click 'Sign Up to Mobile Device Management' in the next page.

You will be taken to the purchase page of Comodo Device Management.

- Select the subscription package you want to use from the list displayed.

COMODO Comodo Mobile Device Management  
Creating Trust Online\*

1

Signup Information
>

2

Confirmation
>

3

Order Summary

**Comodo Sign-Up Page**

**Please, select product from the list:**

- MDM\_Subscription\_Regular\_Support (1-99) ( 1-99 users count)
- MDM\_Subscription\_Premium\_Support (1-99) ( 1-99 users count)
- MDM\_Subscription\_Regular\_Support (100-499) ( 100-499 users count)
- MDM\_Subscription\_Regular\_Support (500-999) ( 500-999 users count)
- MDM\_Subscription\_Regular\_Support (1000-99999) ( 1000-99999 users count)
- MDM\_Subscription\_Premium\_Support (100-499) ( 100-499 users count)
- MDM\_Subscription\_Premium\_Support (500-999) ( 500-999 users count)
- MDM\_Subscription\_Premium\_Support (1000-99999) ( 1000-99999 users count)
- DM Subscription Basic Edition ( unlimited users count) - **No Card Required!**

Users	License Period	\$ Per User	Total
1	1 Month	\$4.00	\$4.00

**Customer Information** (an \* indicates required fields)

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- Enter the User Details and Contact Information in the respective fields under 'Customer Information'.
  - If you have already logged-in, the contact details will be auto-populated
  - If you already having an account with Comodo, check 'Yes' box. You will only need to enter your Email Address/Login ID , Password, and Contact Information.

**Note:** Fields marked with \* are mandatory.

**Customer Information** (an \* indicates required fields)

When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

**User Details**

Are you an existing Comodo customer?  Yes  No

**Email\***

Email is case-sensitive

**Password\***  
(8 characters min.)

Password is case-sensitive

**Password Confirmation\***

Password is case-sensitive

**First Name\***

**Last Name\***

**Telephone Number**

**Contact Information**

**Company Name**

**Company Website**

**Street Address\***

**Address2**

**City\***

**Country\***

**State or Province**

**Postal Code\***

**Billing Information**

The same as Contact Information


**Payment Options**

- Select the payment options and fill the credit card details.



### Payment Options

PayPal



Purchase Order

When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

#### Credit Card Details

Credit Card Number\*

Security Code\*  [What is it?](#)

Name exactly as it appears on your credit card\*

Expiration date\*  -

### Communication Options

Yes! Please keep me informed about Comodo products, upgrades, special offers and pricing via email. Your information is safe with us!

- Select the checkbox in the 'Communication Options' section, if you want to be kept informed about special offers, Comodo products and upgrades.

### Terms and Conditions

**END USER LICENSE AGREEMENT AND TERMS OF SERVICE**

**COMODO DEVICE MANAGEMENT VERSION 4.0**

THIS AGREEMENT CONTAINS A BINDING ARBITRATION CLAUSE.

IMPORTANT – PLEASE READ THESE TERMS CAREFULLY BEFORE USING THE COMODO DEVICE MANAGEMENT SOFTWARE (THE "PRODUCT"). THE PRODUCT MEANS ALL OF THE ELECTRONIC FILES PROVIDED BY DOWNLOAD WITH THIS LICENSE AGREEMENT. BY USING THE PRODUCT, OR BY CLICKING ON "I ACCEPT" BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, THAT YOU UNDERSTAND IT, AND THAT YOU AGREE TO BE BOUND BY ITS TERMS. IF YOU DO NOT AGREE TO THE TERMS HEREIN, DO NOT USE THE SOFTWARE, SUBSCRIBE TO OR USE THE SERVICES, OR CLICK ON "I

I accept the Terms and Conditions

**CONTINUE**

- Read the Terms and Conditions and accept to it by selecting the 'I accept the Terms and Conditions' check box.
- Click 'CONTINUE.'

A new CAM account will be created for you. You will receive a confirmation email and the license key at the email address. The email will also contain a link to the Configuration Wizard for configuring your CDM Cloud Portal. Refer to the section

**Configuring the CDM Cloud Portal** for more details.

## Configuring the CDM Cloud Portal

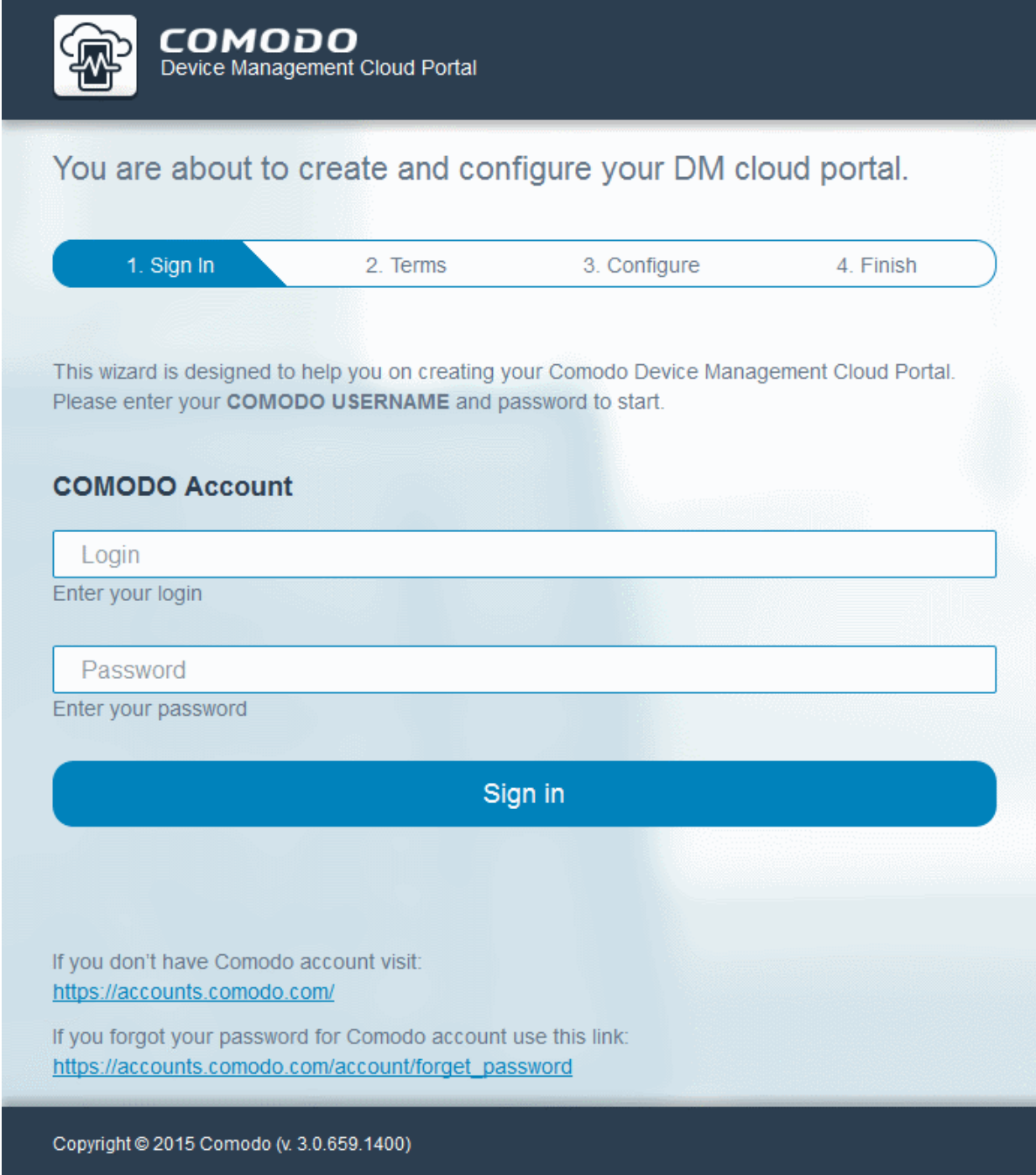
You can configure your CDM Cloud Portal by completing the configuration wizard at <https://cmdm.comodo.com/customer/account/signin>. Keep your license keys handy as you need to enter them during the activation process.


**Note:** On completion of the wizard, your CDM cloud portal will be created. You need to install Apple Push Notification (APN) certificate and Google Cloud Messaging (GCM) token on your portal to facilitate communication with the managed devices. Explanations on installing them are available in the following sections:

- [Adding Apple Push Notification Certificate](#)
- [Adding Google Cloud Messaging \(GCM\) Token](#)

### To configure the CDM Cloud Portal

- Click the link from the purchase page or your order confirmation email to the configuration wizard or visit <https://cmdm.comodo.com/customer/account/signin>.



 **COMODO**  
Device Management Cloud Portal

You are about to create and configure your DM cloud portal.

1. Sign In      2. Terms      3. Configure      4. Finish

This wizard is designed to help you on creating your Comodo Device Management Cloud Portal. Please enter your **COMODO USERNAME** and password to start.

**COMODO Account**

Login  
Enter your login

Password  
Enter your password

**Sign in**

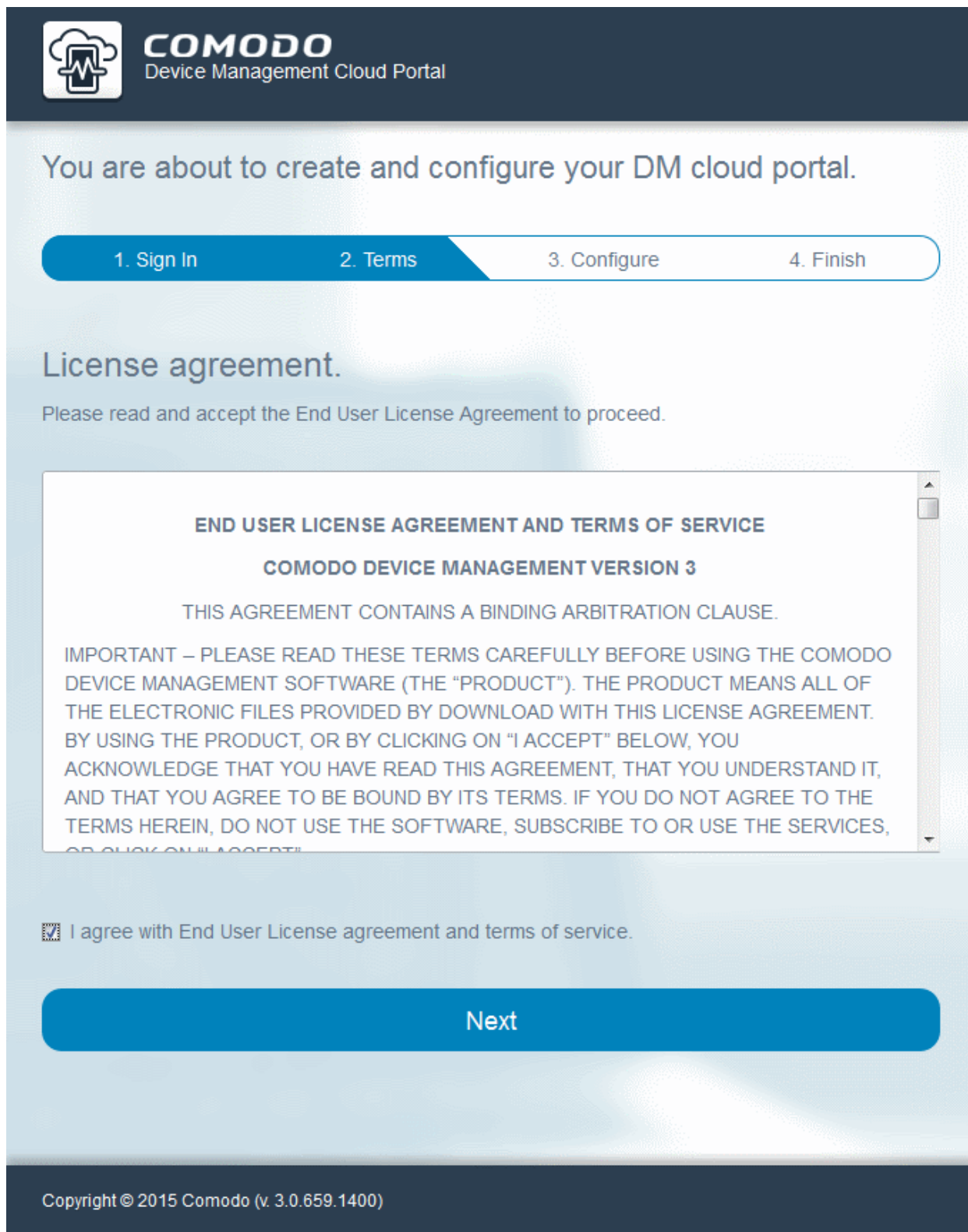
If you don't have Comodo account visit:  
<https://accounts.comodo.com/>

If you forgot your password for Comodo account use this link:  
[https://accounts.comodo.com/account/forget\\_password](https://accounts.comodo.com/account/forget_password)

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- Enter your CAM account username and password and click Sign-in.

The License Agreement will be displayed.



- Read the agreement and select the 'I agree with End User License agreement and terms of service' checkbox.
- Click 'Next'.

The next step is configuring the URL and license for the cloud portal.

**COMODO**  
Device Management Cloud Portal

You are about to create and configure your DM cloud portal.

1. Sign In      2. Terms      3. Configure      4. Finish

### Create your account.

Please fill configuration fields and choose your license to proceed.

Enter your Email

Enter subdomain name, usually company name or customer name

Choose valid License number

**Submit**

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- **Enter your Email** - Enter your email address (Usually this field is pre-populated)
- **Enter subdomain name** - Enter the third level domain name to be added to the sub-domain name of your CDM Cloud Portal (E.g. your company name)
- **Choose valid License number** - If you have more than one license, the drop-down displays the licenses that can be applied for the portal being configured. Choose the license from the drop-down.
- Click 'Submit'

Your portal will be created. This may take a few seconds.





**COMODO**  
Device Management Cloud Portal

You are about to create and configure your DM cloud portal.

1. Sign In

2. Terms

3. Configure

4. Finish

Congratulations!



Your MDM portal is ready to be used.

Please click the button below to navigate to your portal or you will be automatically redirected there in **26 seconds**.

Please check your email for MDM portal credentials

[Go to your portal](#)

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On completion of portal creation, the wizard will will automatically redirect you to the new portal in 30 seconds. You can also click 'Go to your portal' to access the portal instantly.



Upon successful creation of the portal you will receive an email containing the username and password to login to the portal.

**COMODO****Dear John Smith:**

Congratulations, creating your CMDM account was completed.  
Please see below the link and credential to your CMDM portal:

**URL:** [https://\[redacted\].cmdm.comodo.com](https://[redacted].cmdm.comodo.com)

**Login:** admin

**Password:** fHVTX5qVNSVS

**If you observe any problem or need any help, please contact our support team by sending email to:**

[mdmsupport@comodo.com](mailto:mdmsupport@comodo.com).

Regards,  
The Comodo Mobile Device Management Team

Support Telephone: US: ☎ [+1.703.637.9361](tel:+17036379361) International: 1-88-256-2608

Support email: [mdmsupport@comodo.com](mailto:mdmsupport@comodo.com)

Online Support: <https://support.comodo.com>. Please register to submit tickets

Community Forums: <https://forums.comodo.com>

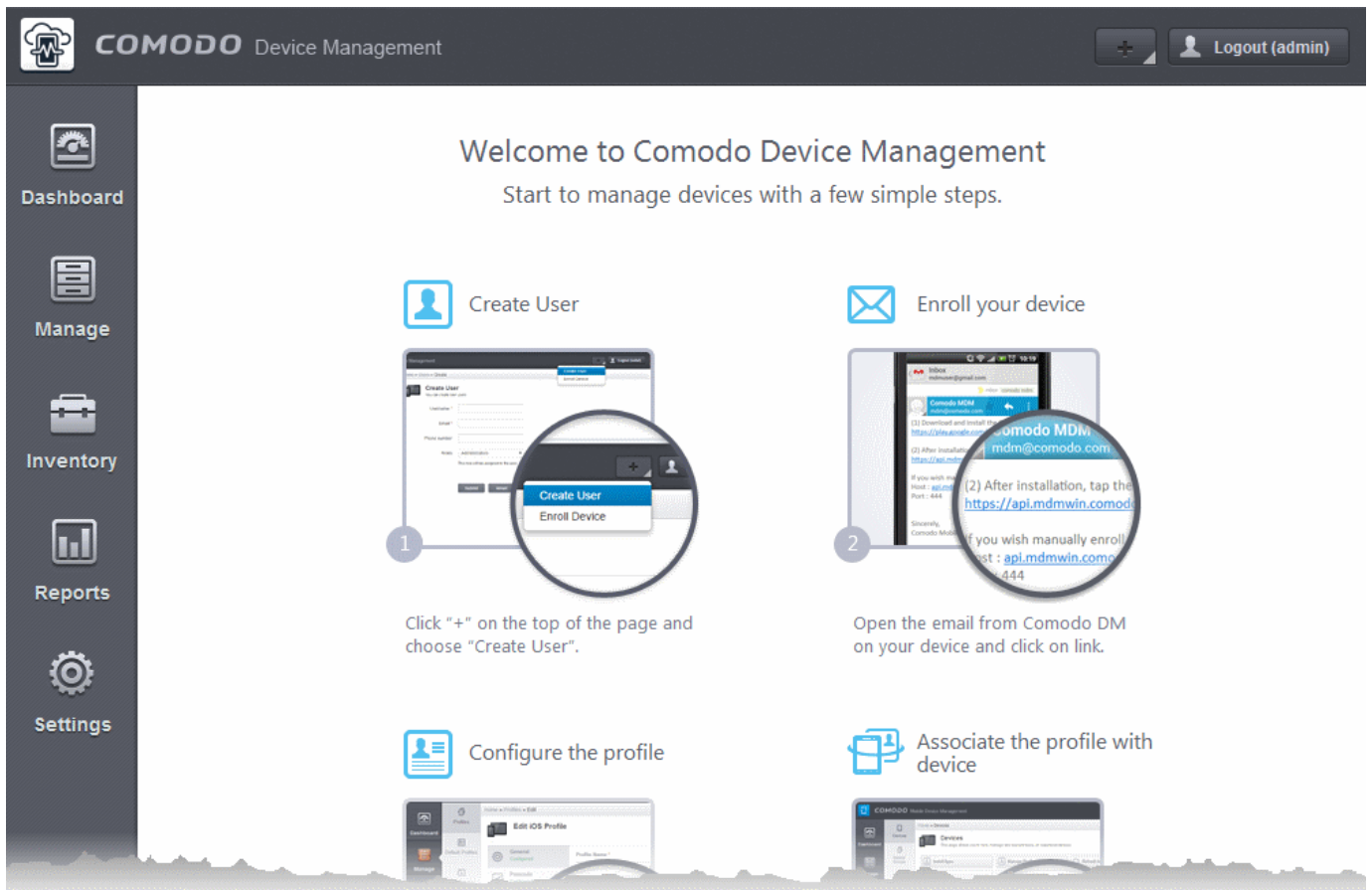
Please do not reply to this email as this email address is not monitored.

#### Comodo Security Solutions

1255 Broad Street  
Clifton, NJ 07013  
United States

Comodo offers essential infrastructure to enable e-merchants, and other Internet-connected companies, software providers, and individual consumers to interact and conduct business via the Internet safely and securely.

- Enter the username and password to login to your CDM cloud portal.



Your CDM portal is now created. In order to ensure proper communication with the managed iOS and Android devices, CDM requires an Apple Push Notification (APN) certificate and a Google Cloud Messaging (GCM) token to be added to your portal.

For more explanations on obtaining the certificate/token and installing them refer to the following sections:

- [Adding Apple Push Notification Certificate](#)
- [Adding Google Cloud Messaging \(GCM\) Token](#)

Upon adding APN certificate and GCM token, your CDM portal is ready to use. You can start adding users, devices, define profiles and manage the devices. For more details, refer to the CDM Administrator Guide at <https://help.comodo.com/topic-214-1-519-6113-Introduction-to-Comodo-Mobile-Device-Manager.html>.

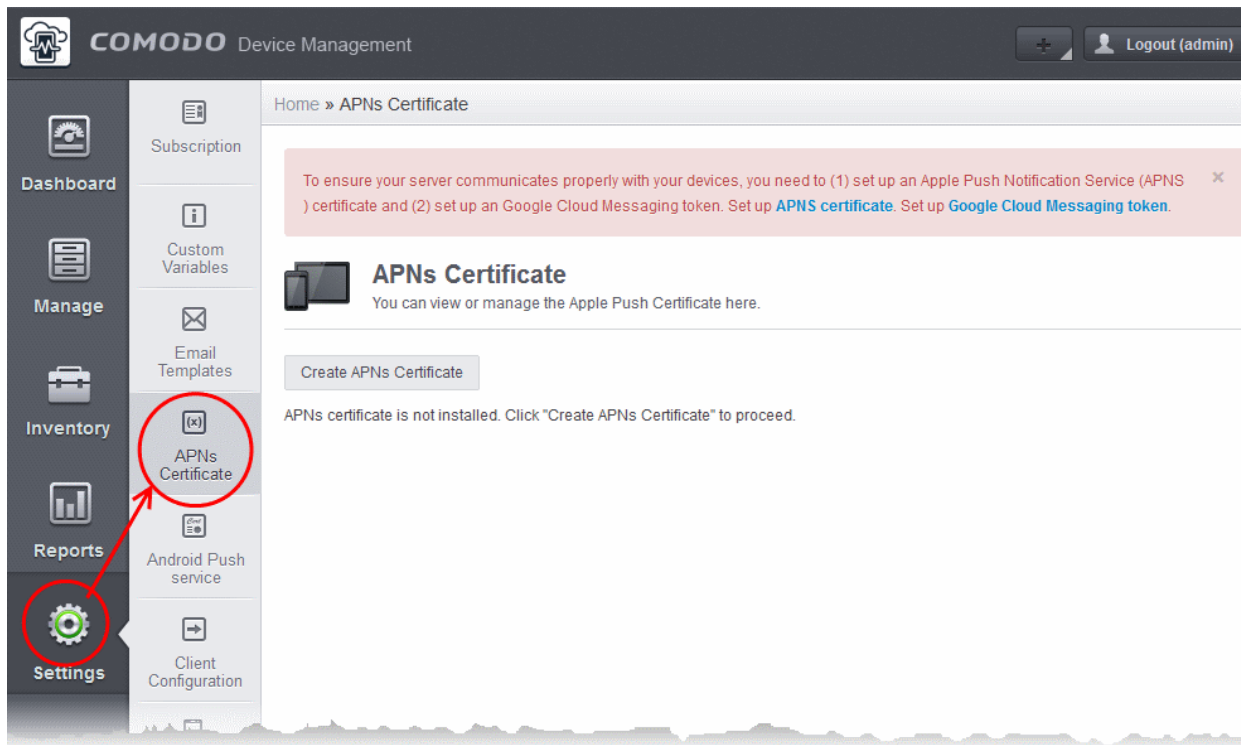
## Adding Apple Push Notification (APN) Certificate

Apple requires an Apple Push Notification (APNs) certificate implemented on your portal to facilitate communication with the managed iOS devices. To obtain and implement an APN certificate and corresponding private key, please follow the steps given below:

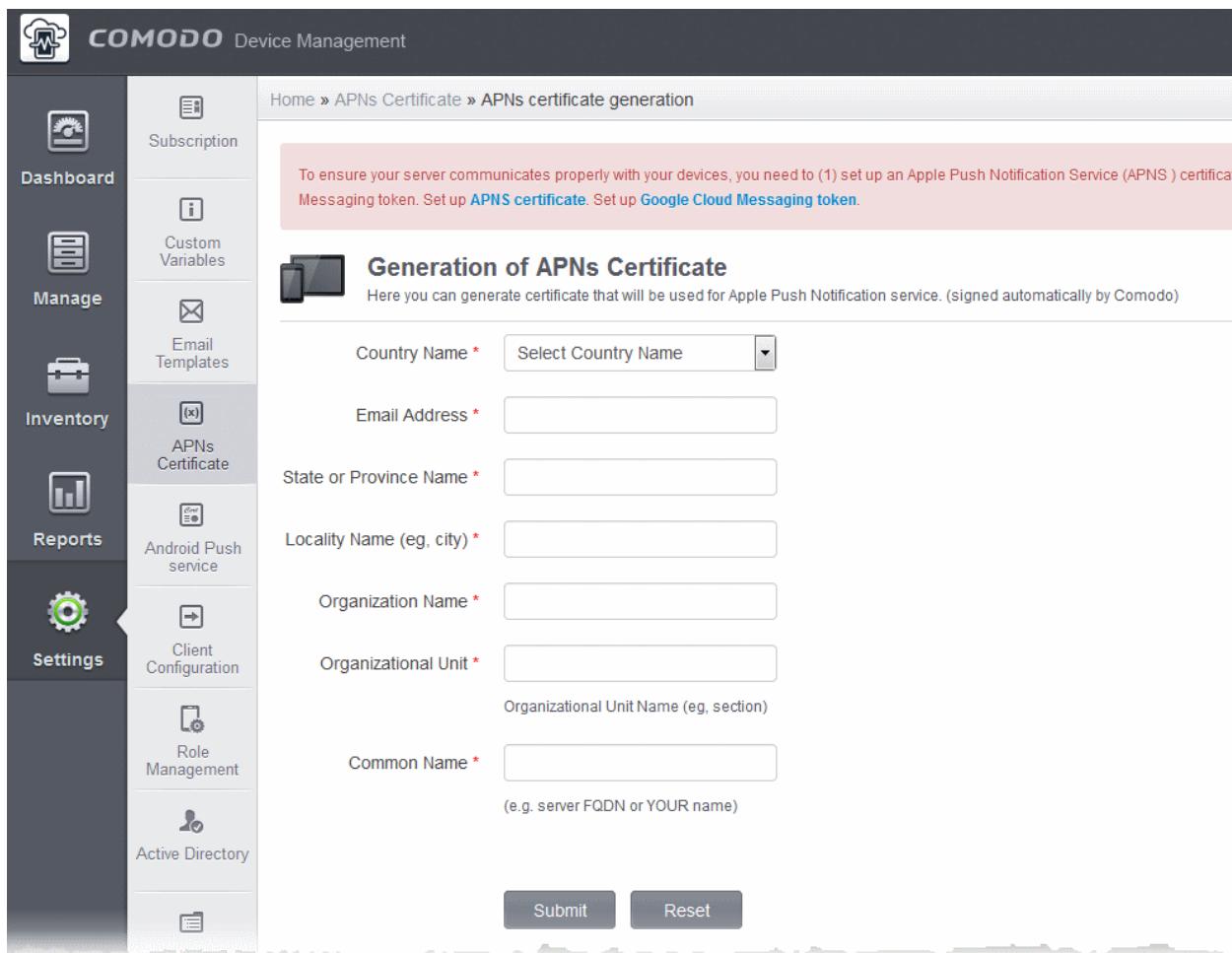
### Step 1- Generate your PLIST

- In the CDM interface, click 'Settings' from the left and choose 'APNs Certificate'.





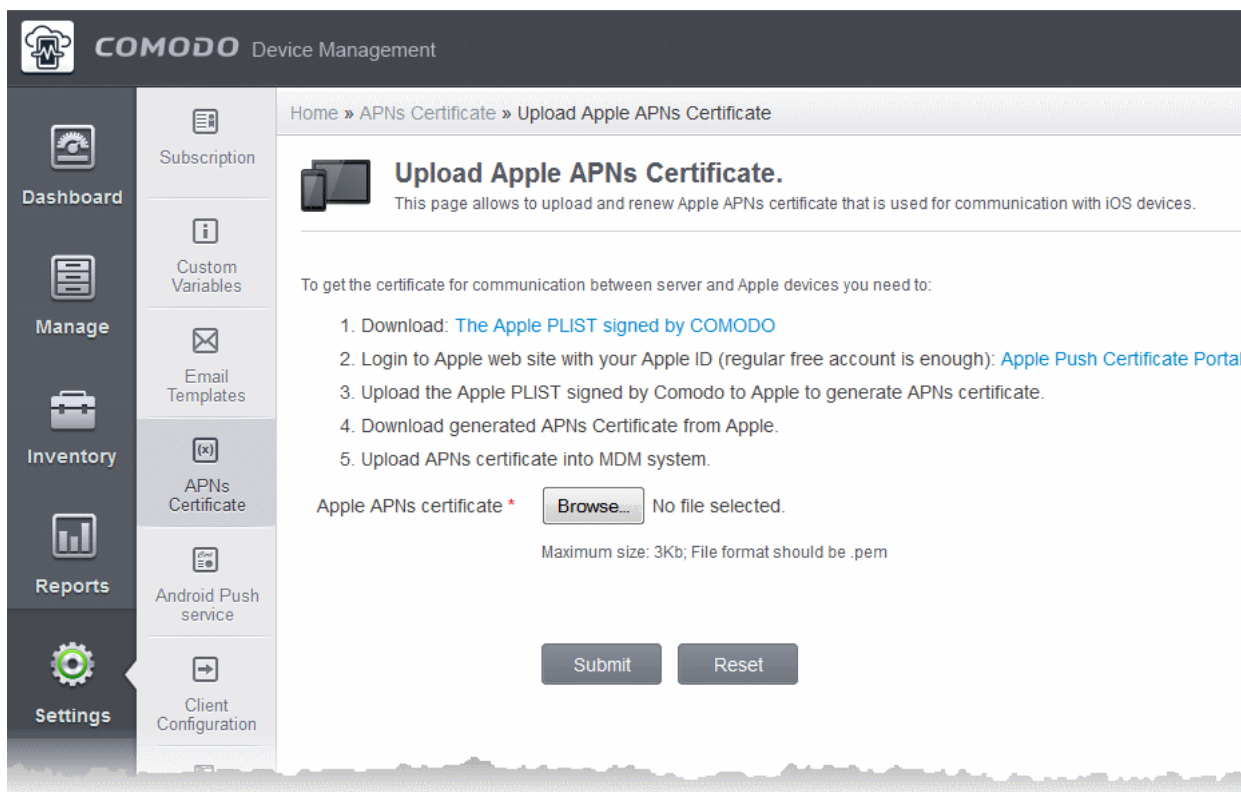
- Click the 'Create APNs Certificate' button at the top-right to open the APN certificate application form. The fields on this form are for a Certificate Signing Request (CSR):



- Complete all fields marked with an asterisk and click 'Submit'. This will send a request to Comodo to sign the CSR and



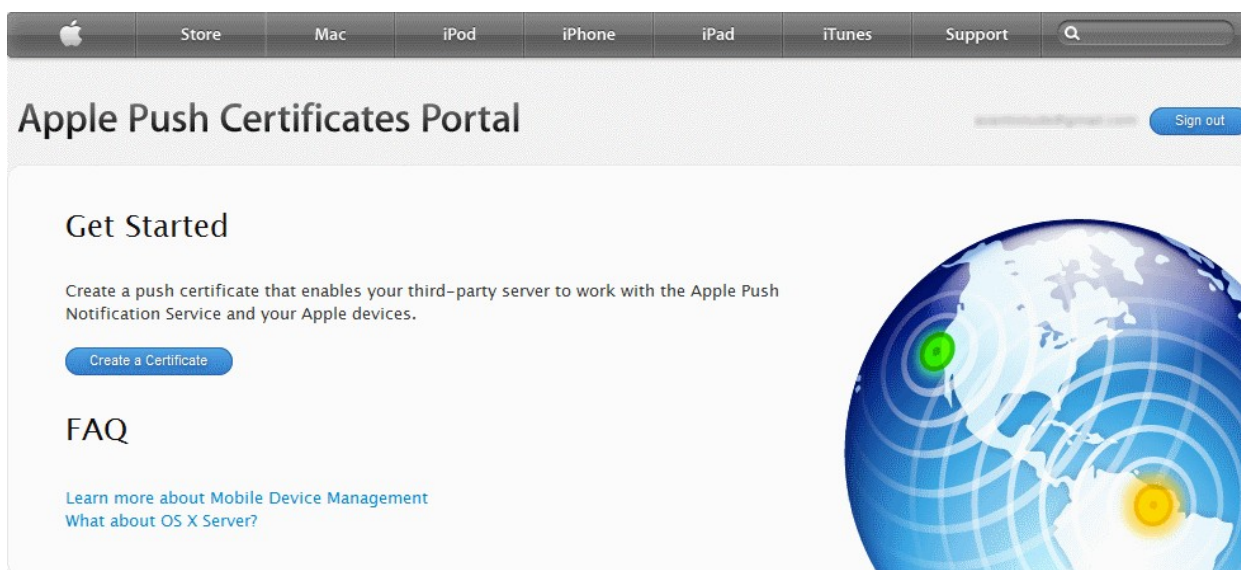
generate an Apple PLIST. You will need to submit this to Apple in order to obtain your APN certificate. Usually your request will be fulfilled within seconds and you will be taken to a page which allows you to download the PLIST:



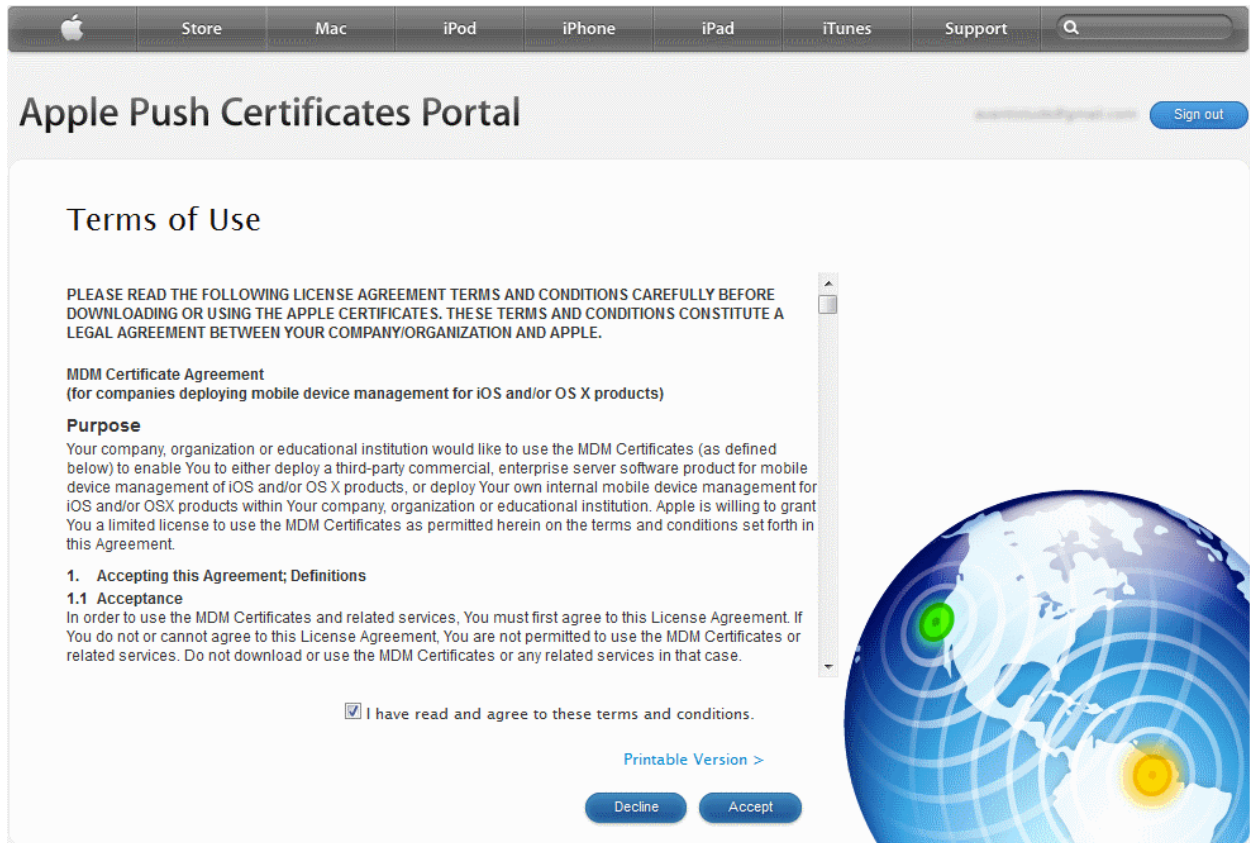
- Download your Apple PLIST from the link in step 1 on this screen. This will be a file with a name similar to 'COMODO\_Apple\_CSR.csr'. Please save this to your local drive.

## Step 2 - Obtain Your Certificate From Apple

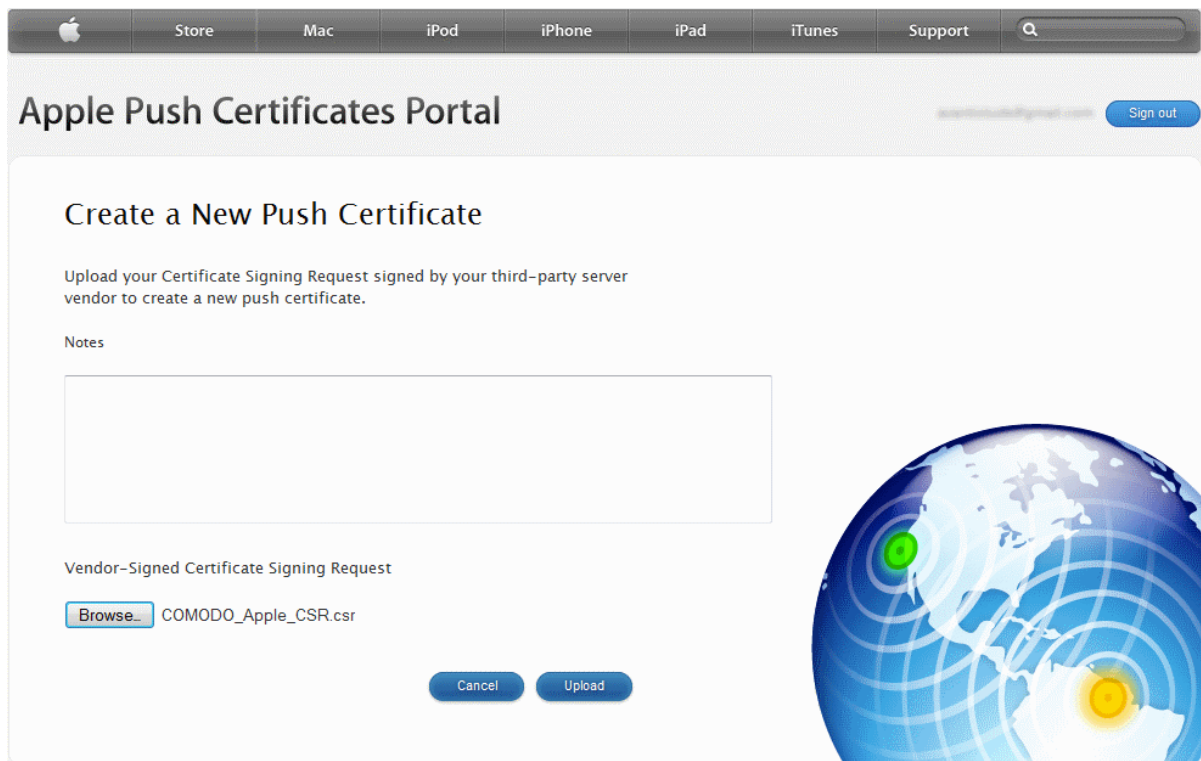
- Login to the 'Apple Push Certificates Portal' with your Apple ID at <https://identity.apple.com/pushcert/>. If you do not have an Apple account then please create one at <https://appleid.apple.com>.
- Once logged in, click 'Create a Certificate'.



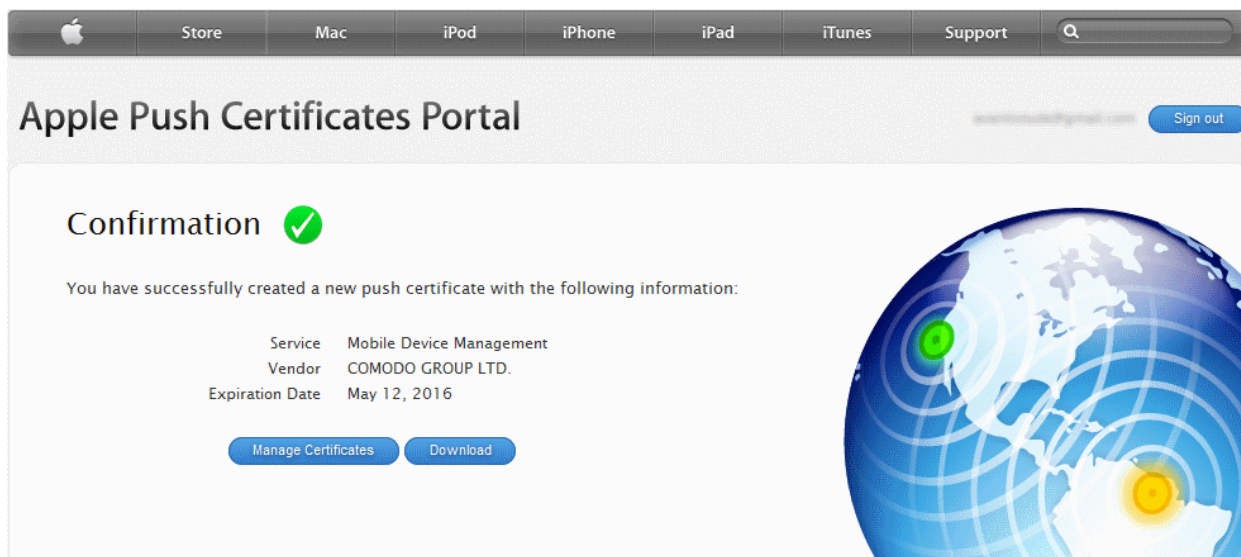
You will need to agree to Apple's EULA to proceed.



- On the next page, click 'Browse', navigate to the location where you stored 'COMODO\_Apple\_CSR.csr' and click 'Upload'.



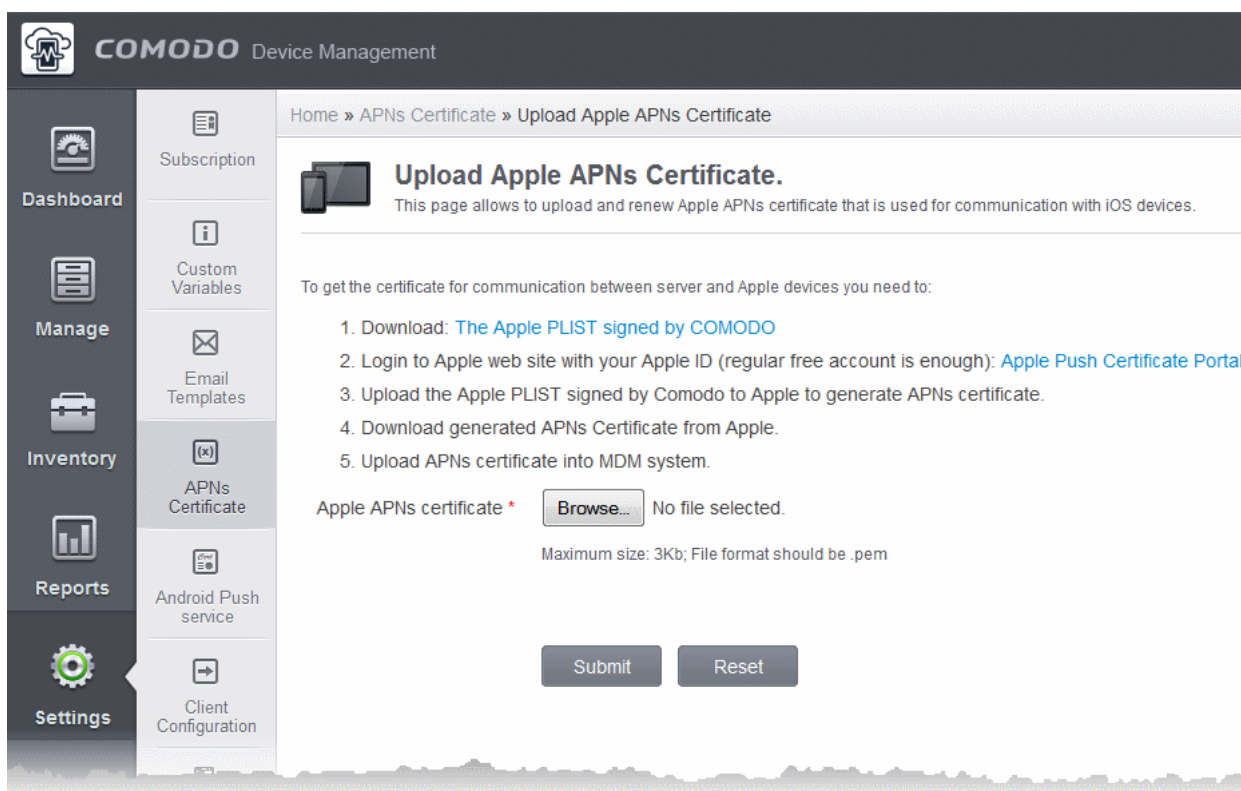
Apple servers will process your request and generate your push certificate. You can download your certificate from the confirmation screen:



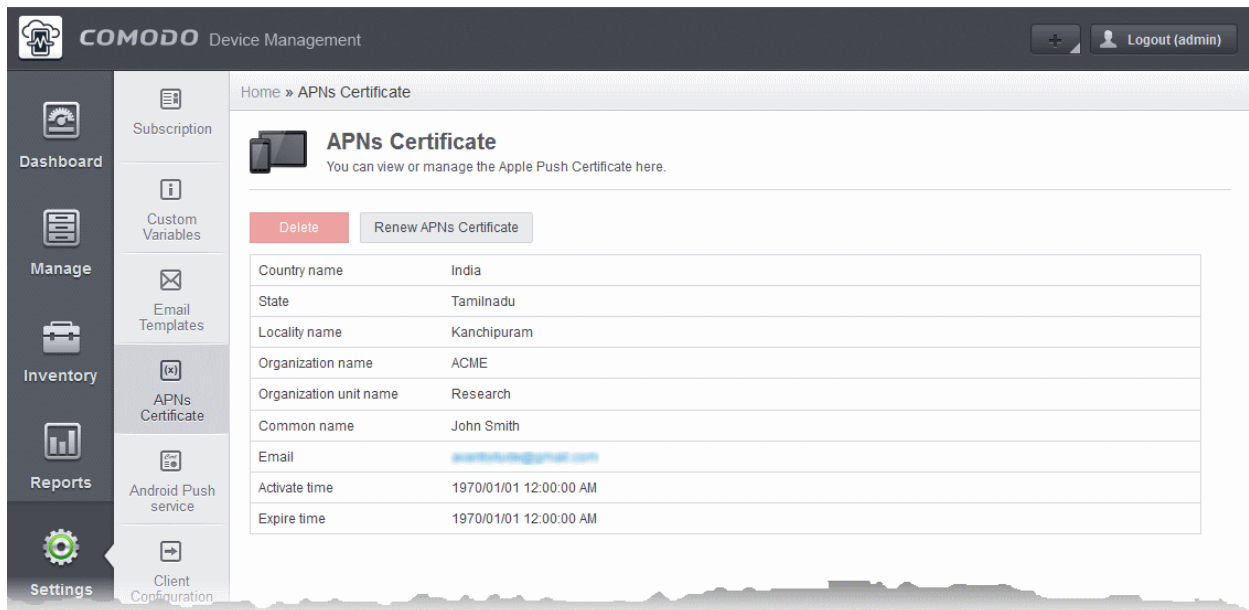
- Click the 'Download' button and save the certificate to a secure location. It will be a .pem file with a name similar to 'MDM\_COMODO GROUP LTD\_Certificate.pem'

### Step 3- Upload your certificate to CDM

- Next, return to the CDM interface and open the APNs interface. Click the 'Browse' button to locate your certificate file then click 'Submit' to upload your certificate.



The APNs Certificate details interface will open:



Your CDM Portal will now be able to communicate with iOS devices.

The certificate is valid for 365 days. We advise you renew your certificate at least 1 week before expiry. If it is allowed to expire, you will need to re-enroll all your iOS devices to enable the server to communicate with them.

- To renew your APN Certificate, click the 'Renew APN Certificate' button.
- To remove the certificate for generating a new APNs certificate, click the 'Delete' button.

## Adding Google Cloud Messaging (GCM) Token

Your CDM portal needs Google Cloud Messaging token to be added, for communicating with the managed Android Devices. Comodo Device Manager ships with a default API token, which is used to communicate with enrolled Android devices. This default token is hardcoded and not visible in the interface. However, you can generate a unique Android GCM token that can be uploaded to CDM portal. To generate a GCM token, you must have created a Mobile Backend Project at <https://console.developers.google.com/>. Please follow the steps given below to create a project and upload a token.

- **Step 1** - Login to the Google API Console at <https://console.developers.google.com/> and click the 'CREATE PROJECT' button.

A Popup will appear where you need to fill project name and project id fields.

**New Project**

Project name ?

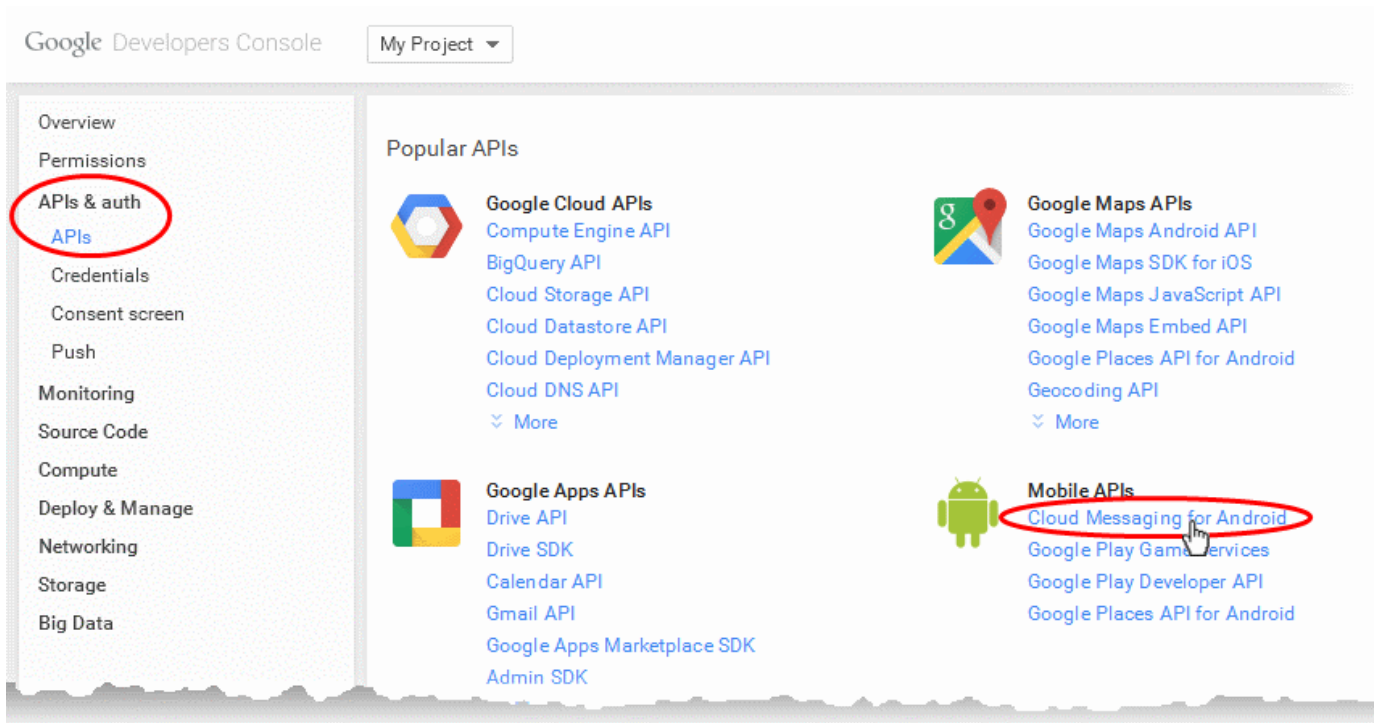
Project ID ?

[Show advanced options...](#)

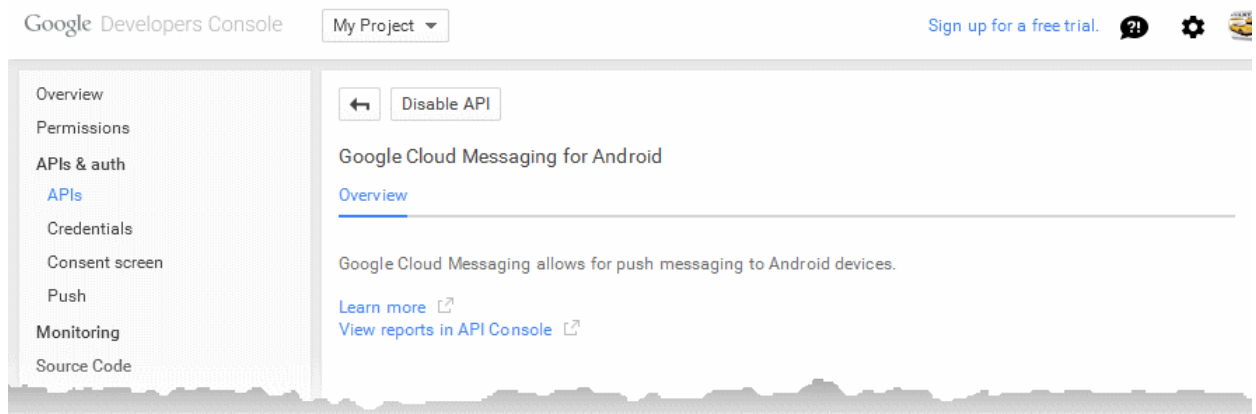
I agree that my use of any [services and related APIs](#) is subject to my compliance with the applicable [Terms of Service](#).




- Enter a 'Project name', choose a 'Project ID'
- Read the Terms of Service by clicking 'Terms of Service' and agree to that by selecting the 'I Agree' check box.
- If you want to choose the data center to be used, click 'Advanced Options' and choose the data center from the drop-down.
- Click 'Create'.
- **Step 2** - After project is created project properties will be opened (if it is not - click on project name in the list).
- **Step 3** - Click 'APIs & auth' and then select a sub menu 'APIs'.

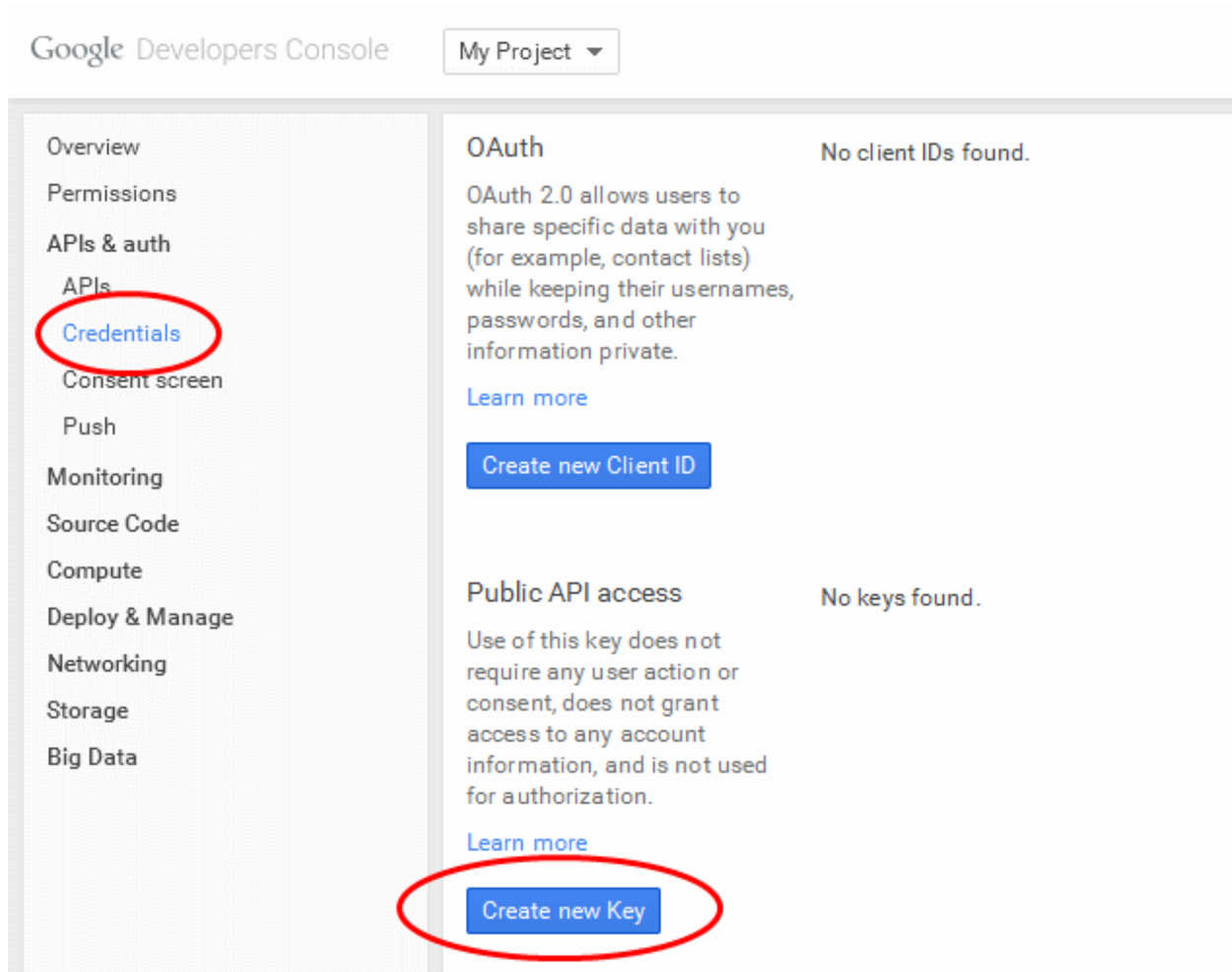


- **Step 4** - Click on "Cloud Messaging for Android" under 'Mobile APIs' in the list of available services.
  - In the next screen, ensure that the service is enabled for the project, else click the 'Enable API' at the top enable the service.

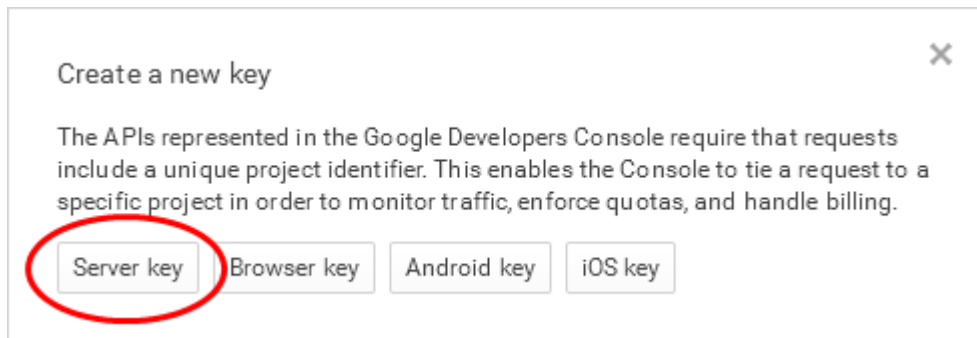


- Click the 'Back' button  at the top to go to the previous screen.
- **Step 5** - Click 'Credentials' under "APIs & auth" menu item.





- **Step 6** - Click the 'Create new Key' button under 'Public API Access' and choose 'Server key' in the 'Create a new key' pop-up.



- **Step 7** - Leave the IP Address field blank in the next pop up and click 'Create'.

## Create a server key and configure allowed IPs

This key should be kept secret on your server.

Every API request is generated by software running on a machine that you control. Per-user limits will be enforced using the address found in each request's userIp parameter, (if specified). If the userIp parameter is missing, your machine's IP address will be used instead. [Learn more](#)

### Accept requests from these server IP addresses (Optional)

One IP address or subnet per line. Example: 192.168.0.1, 172.16.0.0/16, 2001:db8::1 or 2001:db8::/64

Or if you leave this blank, requests will be accepted from any address. Be sure to add IP addresses before using this key in production.

Create

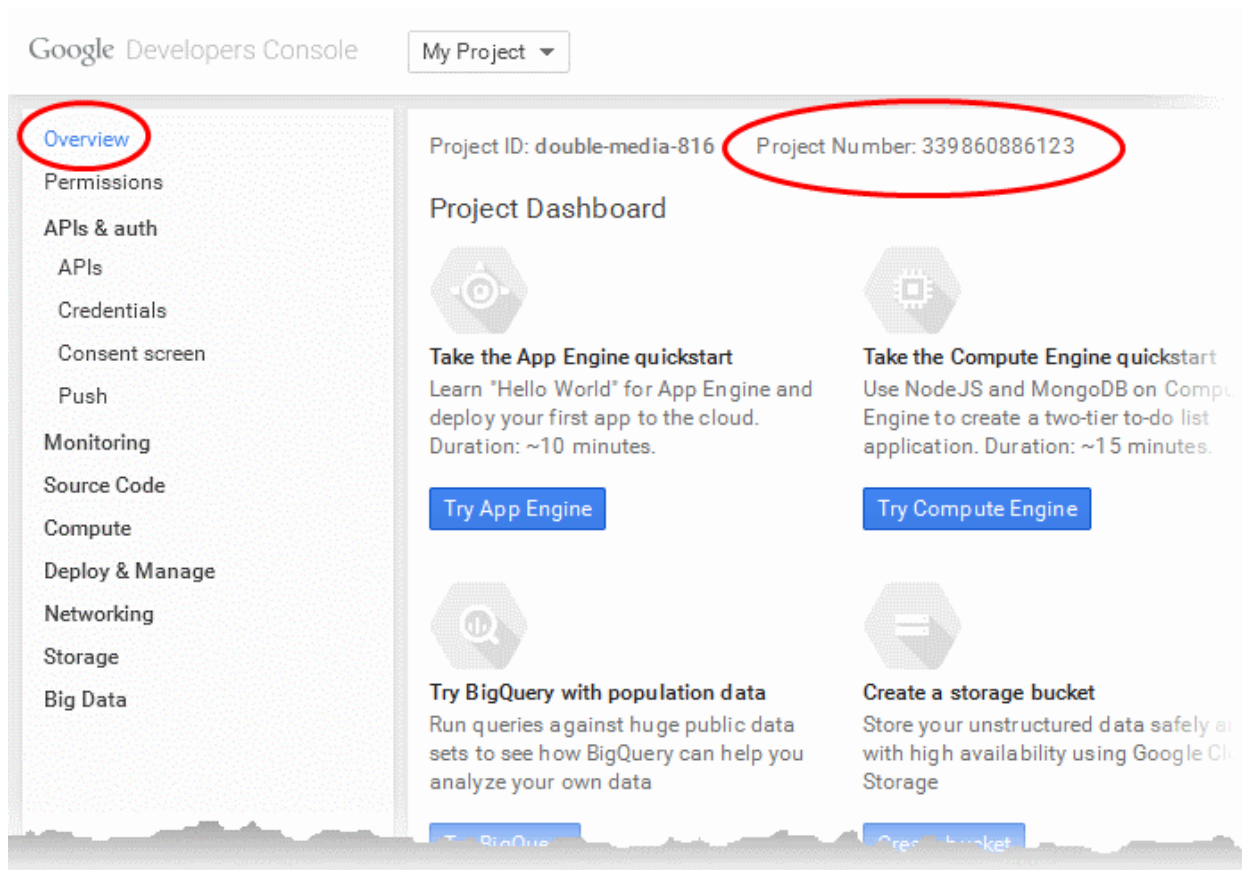
Cancel

The API Key will be generated and displayed under 'Key for server applications'.

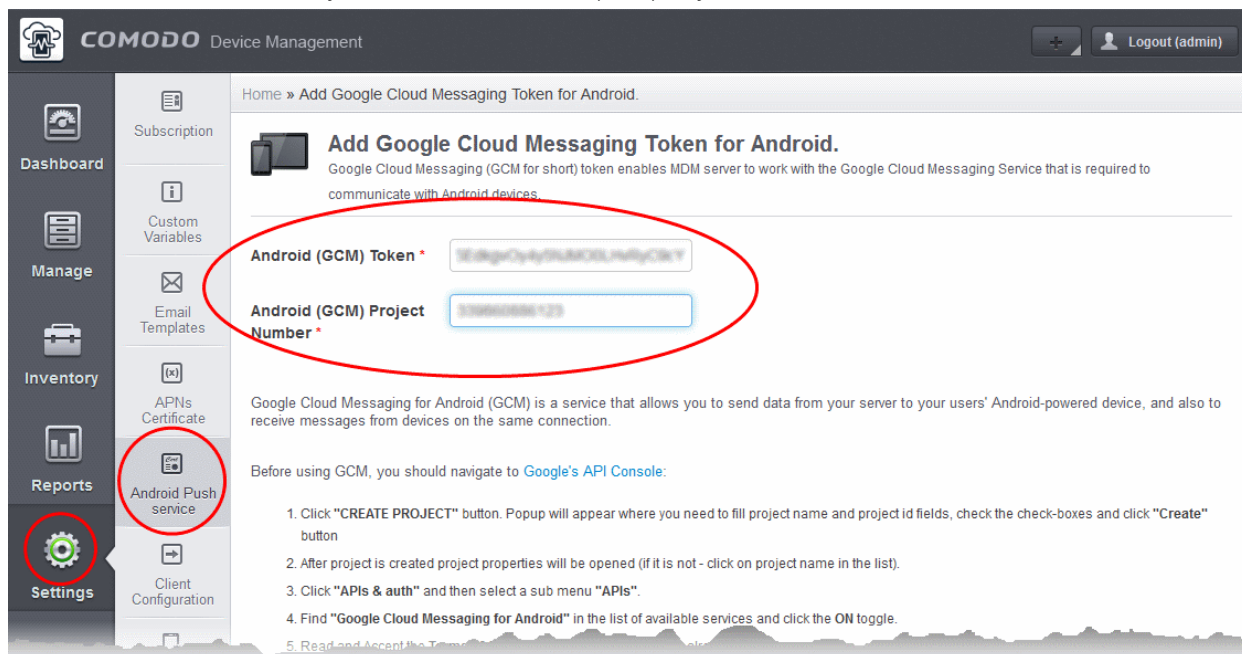
Public API access	Key for server applications
Use of this key does not require any user action or consent, does not grant access to any account information, and is not used for authorization.	API key <code>80ad517c4b84d88e4388d9c7c447943d0312e4d728d7</code>
<a href="#">Learn more</a>	IPs Any IP allowed
<a href="#">Create new Key</a>	Activation date May 13, 2015, 9:00:00 AM
	Activated by <code>admin@comodo.com</code> (you)
	<a href="#">Edit allowed IPs</a> <a href="#">Regenerate key</a> <a href="#">Delete</a>

You need the API key and the project number to be entered in the CDM interface.

- Note down the API key in a safe place
- To get the project number, return to the project properties interface and click 'Overview' from the left. The Project Number will be displayed at the top of the page.

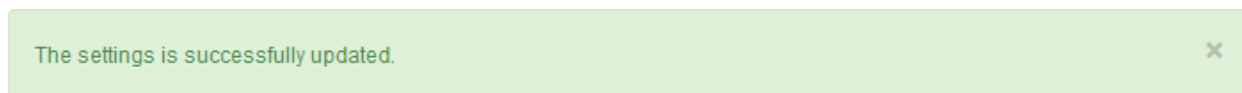


- **Step 9** - Next, return to the CDM interface and open the 'Add Google Cloud Messaging Token for Android' interface.
  - Paste the API token to 'Android (GCM) Token' field.
  - Enter the Project Number in the Android (GCM) Project Number field.



- Click 'Submit'.

Your settings will be updated. Your CDM Portal will be now be able to communicate with Android devices.



## Upload your Enterprise/Custom Android App (Optional)


The Comodo Device Manager support portal at <https://mdmsupport.comodo.com> allows the administrator to upload the enterprise or custom Android apps that are to be run isolated in the Android devices enrolled to their account. The CDM server setup in your local network polls mdmsupport.com periodically and downloads the wrapped enterprise/custom apps that are uploaded for your account and adds the to the 'App Catalog' as 'Mandatory' Apps. The Apps are then pushed automatically to the Android devices enrolled to your CDM server. For more details on the App Catalog, refer to the online help page explaining the 'App Catalog' at <https://help.comodo.com/topic-214-1-519-6129-Managing-Applications.html>.

### To upload your enterprise/custom app

- Visit <https://mdmsupport.comodo.com/>
- Login using your Comodo Account Management credentials. This is the username and password you originally created on the CDM application forms and which you should have used while applying for your certificate.
- Click the 'Application Wrapper' tab to open the 'Android application wrapper' interface.

COMODO Web Application

Generate CSR **Application Wrapper** Logout (triumph)

 **Android application wrapper**  
You can wrap your Android applications for enterprise security.

File name	File note	File size	Created	Status
No results found.				

\* Android application file  File not chosen  
Maximum size: 30 Mb; File format should be .apk

File note   
same text note to the application

Fields with \* are required.  
Only 5 applications are stored. The new apk you upload will displace the oldest apk in list.

- Click 'Choose File', navigate to the location of the .apk file of the Enterprise/Custom application to be uploaded, select the file and click 'Open'.
- Enter a short description of the application in the 'File Note' text box.
- Click 'Upload'.

The file will be uploaded, applied with the containment technology and forwarded to the CDM server for adding to 'App Catalog'.

- Repeat the process to upload more number of apps

**Note:** You can have only five applications associated with your account at a time. If a new application is uploaded after the fifth app, the new app will replace the oldest app in the list.

# About Comodo

The Comodo organization is a global innovator and developer of cyber security solutions, founded on the belief that every single digital transaction deserves and requires a unique layer of trust and security. Building on its deep history in SSL certificates, antivirus and endpoint security leadership, and true containment technology, individuals and enterprises rely on Comodo's proven solutions to authenticate, validate and secure their most critical information.

With data protection covering endpoint, network and mobile security, plus identity and access management, Comodo's proprietary technologies help solve the malware and cyber-attack challenges of today. Securing online transactions for thousands of businesses, and with more than 85 million desktop security software installations, Comodo is Creating Trust Online®. With United States headquarters in Clifton, New Jersey, the Comodo organization has offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom.

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