COMODO

Creating Trust Online®

Comodo
Internet Security

Software Version 11.0

Installation Guide

Guide Version 11.0.120318

1. CIS Installation

Please read the installation instructions carefully and review the system requirements before installing Comodo Internet Security.

The CIS software itself is identical for all customers regardless of the package type. All versions (including free) include all security features, technologies and updates. The difference between the package types lies in the availability of additional services such as TrustConnect, Cloud Backup and the Comodo Guarantee. Activation of additional services is carried out after the base installation has been completed.

Note - Before beginning installation, please ensure you have uninstalled any other antivirus and firewall products, including Comodo AV/FW/CES. Failure to remove other AV and FW products could lead to conflicts which cause CIS to function incorrectly. We advise users consult their vendor documentation for help to remove specific programs. However, the following steps should help most Windows users:

- Click the 'Start' button to open the 'Windows Start' menu

- Select Control Panel > Programs and Features (Win 10, Win 8/8.1, 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

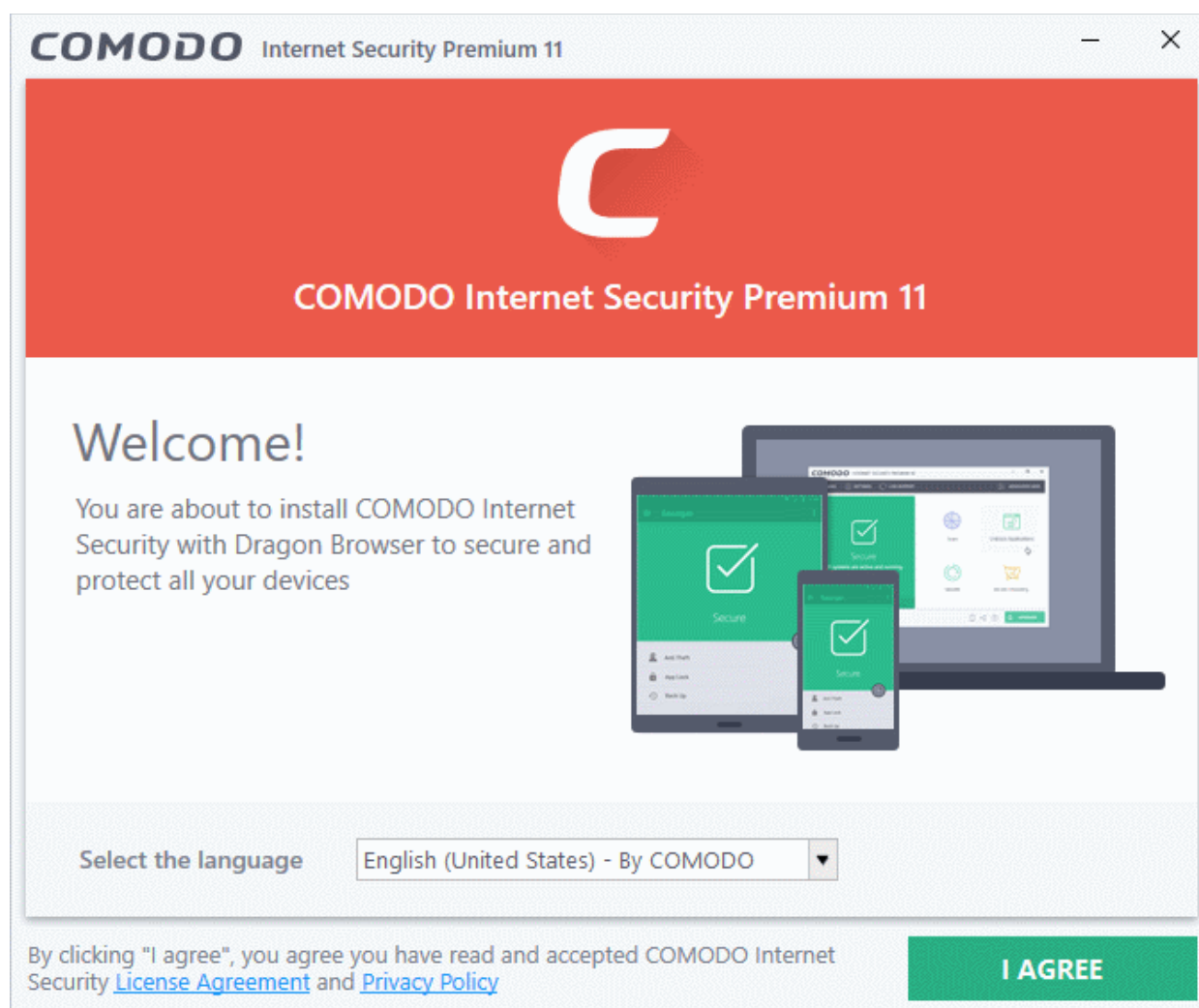Click the links below for detailed explanations:

- **CIS Premium - Installation**

- **CIS Pro - Installation**

- **CIS Complete - Installation**
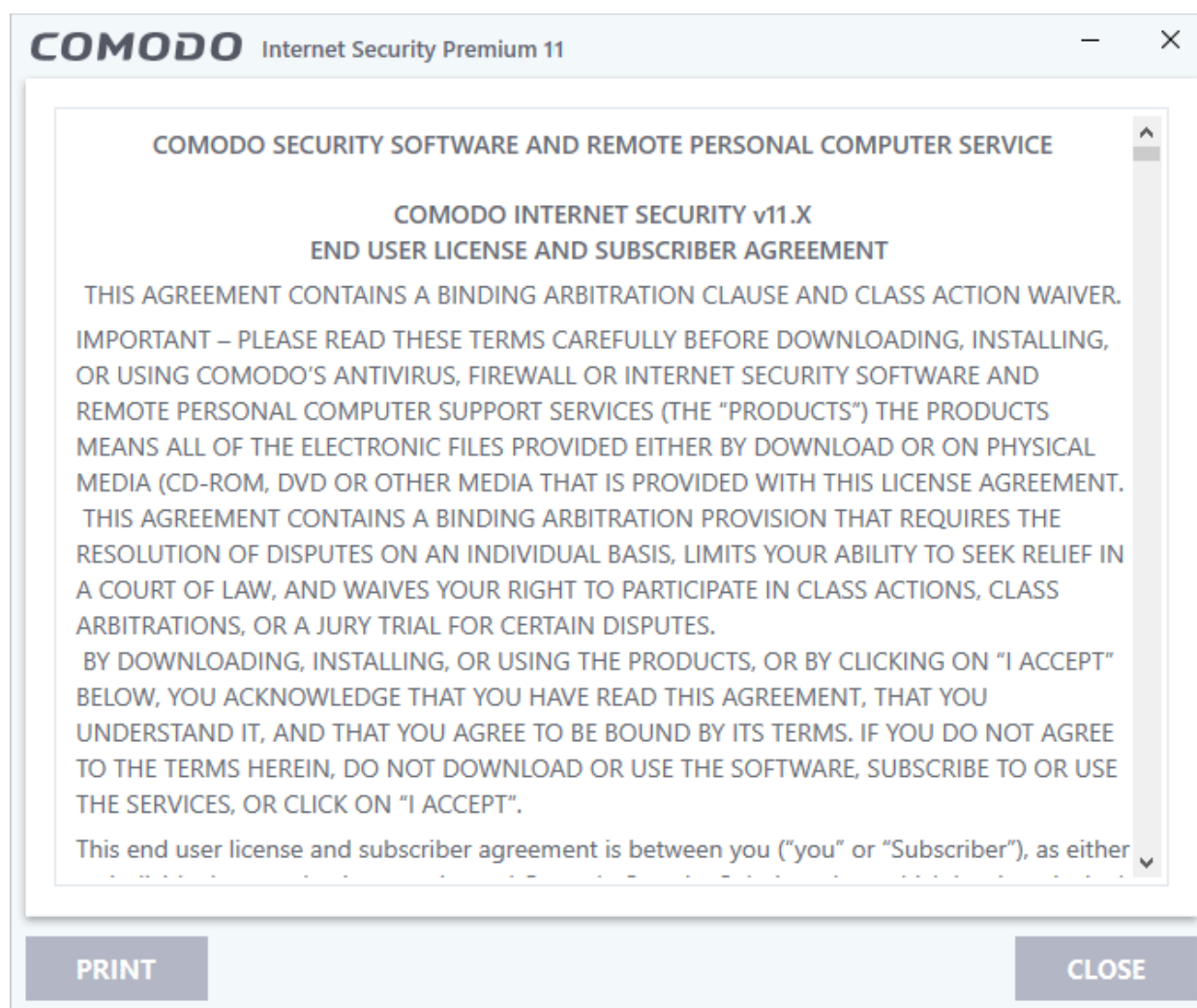
1.1. CIS Premium - Installation

- Before beginning installation, please ensure you have removed any other antivirus and firewall products that are on your computer.

- Next, download the setup file from **https://www.comodo.com/home/internet-security/free-internet-security.php**.

- After saving, double click on the setup file to start the installation wizard.

Step 1 - Choose the Interface Language
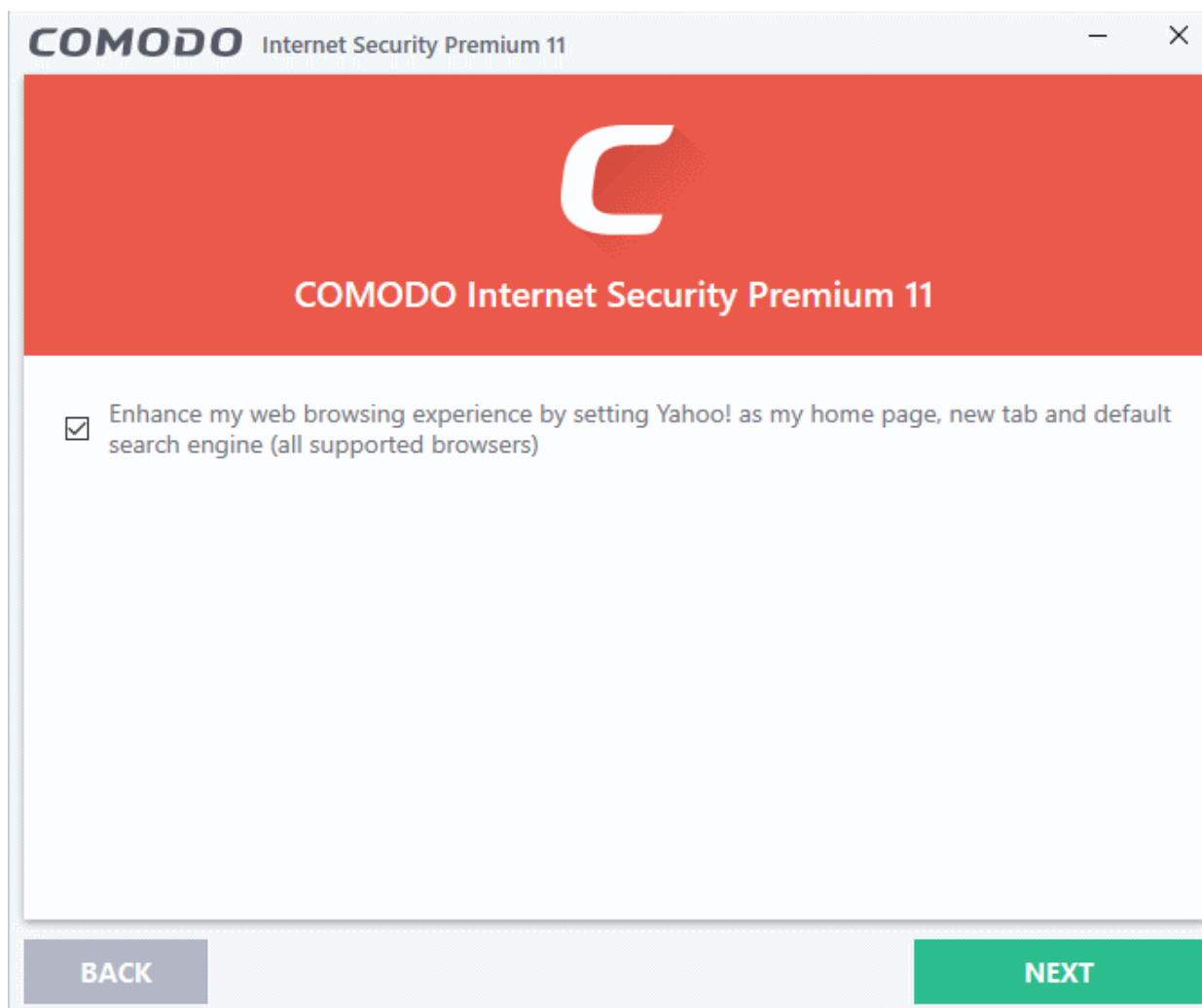
The first step is language selection:

- Choose the language in which you want to install Comodo Internet Security from the drop-down at the bottom.
- Next, read and agree to the End User License Agreement by clicking the links at the bottom of the interface:

After reading the agreements, click the 'Close' button to return to the installation configuration screen and click 'I agree' to begin installation.

Browser Homepage

- **Enhance my web browsing experience by setting Yahoo! as my home page, new tab and default search engine (all supported browsers)**. This means:
  - When you enter a search item into the address bar of a supported browser, the search will be carried out by Yahoo
  - A 'Search with Yahoo' menu entry will be added to the right-click menu of supported browsers.
  - Yahoo will be set as the default search engine in the 'Search' box of supported browsers
  - The instant 'search suggestions' that you see when you start typing a search item will be provided by Yahoo.
- Clear the checkbox if you do not want to set Yahoo! as your home page, new tab and default search engine.
- Click 'Next' to proceed with installation wizard.

The next step allows you to choose to install CIS Pro Trial version.

- If you want to try CIS Pro, select 'Try 30 days Trial of PRO' and click Next. You can purchase a full license at a later time and activate CIS Pro. See **Activating Your License**, for more details.

- If you want to continue CIS Premium installation, choose 'Install Free Version' and click 'Next'.

Step 2 - Configuration

The next step is to configure installation path, CIS permissions and select which components you wish to install:
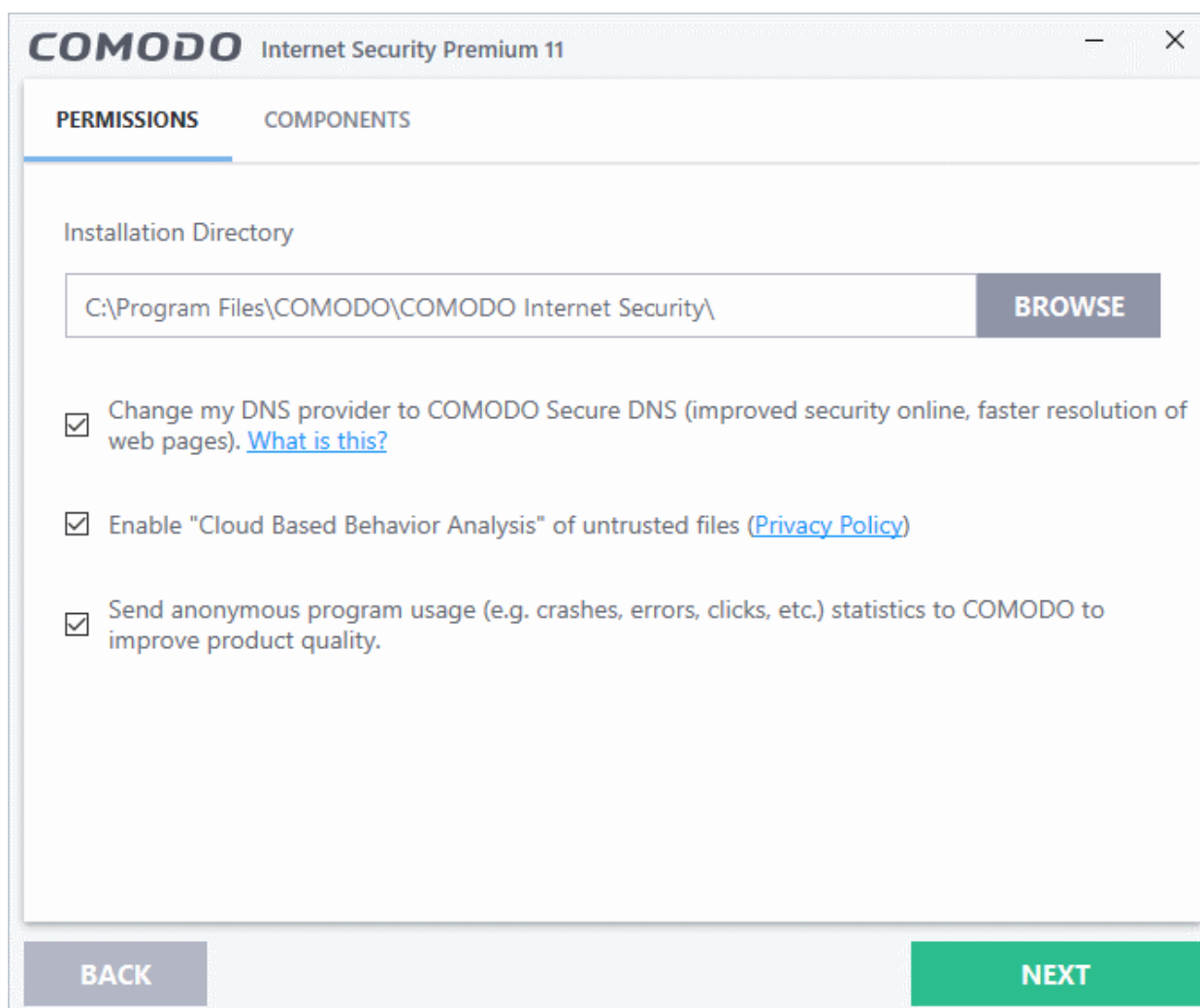
The 'Permissions' tab allows you to choose the installation path and other advanced settings:

Choose Installation Location

Select the Comodo Internet Security installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security. Click 'Browse' if you want to install to a different location.

DNS Settings

Comodo Secure DNS service replaces your existing recursive DNS Servers and resolves your DNS requests through Comodo's proprietary Directory Services Platform. Comodo's worldwide network of redundant DNS servers provide fast and secure internet browsing without any hardware or software installation.

Comodo Secure DNS also protects you by blocking access to malicious sites by any program running on your computer.

In this step of installation of Comodo Internet Security, the DNS settings of your computer can be changed to direct to our DNS servers. You can disable the service at anytime and revert to your previous settings.

See **Appendix 2 Comodo Secure DNS Service** for more details on how to configure Comodo Secure DNS.

Select 'Change my DNS provider to COMODO Secure DNS' to enable the service. The 'What is this' link has more information about Comodo Secure DNS.
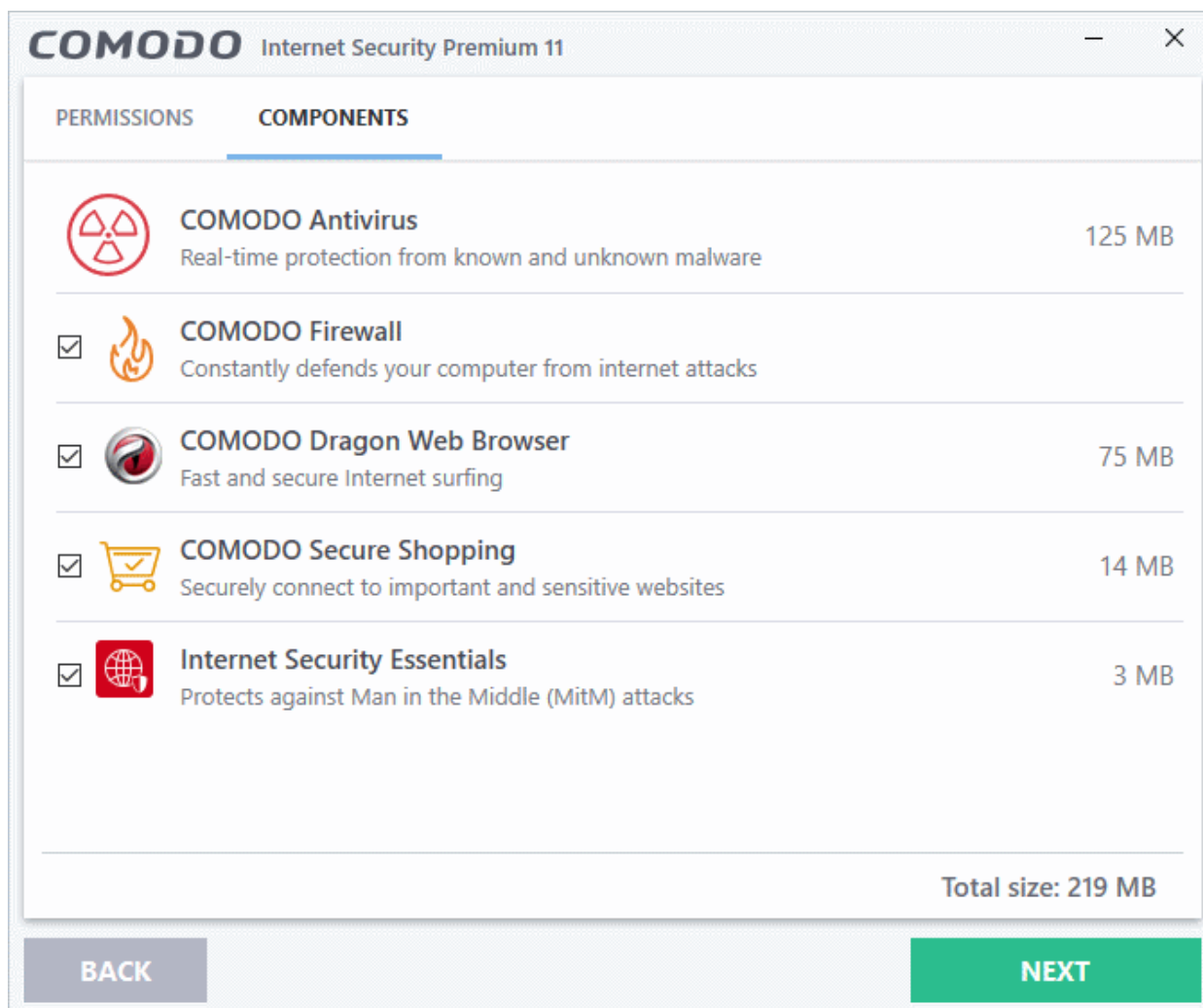
Cloud based behavior analysis

If enabled, any file that is identified as unknown is submitted to the Comodo Instant Malware Analysis (CIMA) server for behavior analysis. Unknown files are subjected to a range of static and dynamic tests to determine whether they behave in a malicious manner. The results will be sent back to your computer in around 15 minutes. Comodo recommends users leave this setting enabled.

Send anonymous program usage data

If enabled, CIS will send anonymous crash and usage data to Comodo. This data is useful to Comodo as it helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details. You can also change this setting from the **Log Settings interface** at anytime after installation.

The 'Components' tab lets you select the components you would like to install:

- **COMODO Antivirus** - Installs Comodo Antivirus, HIPS, Containment and VirusScope components. Deselect this option, if you already have a third party virus protection activated in your computer system.
- **COMODO Firewall** - Installs Comodo Firewall, HIPS, Containment and VirusScope components. Deselect this option, if you already have third party Firewall protection activated in your computer system.
- **COMODO Dragon Web Browser** - Installs Dragon, a fast and versatile internet browser based on Chromium technology and infused with Comodo's unparalleled level of security. See **Dragon Browser** for more details.
- **COMODO Secure Shopping** - Installs Comodo Secure Shopping, a security hardened virtual environment which offers complete protection for online banking and shopping. See **Comodo Secure Shopping** for more details.
- **Internet Security Essentials** - Installs Comodo Internet Security Essentials (CISE). CISE protects you from internet 'man-in-the-middle' attacks by making sure that the websites you visit use an authentic SSL certificate from a trusted certificate authority. You will be warned if a website uses an untrusted
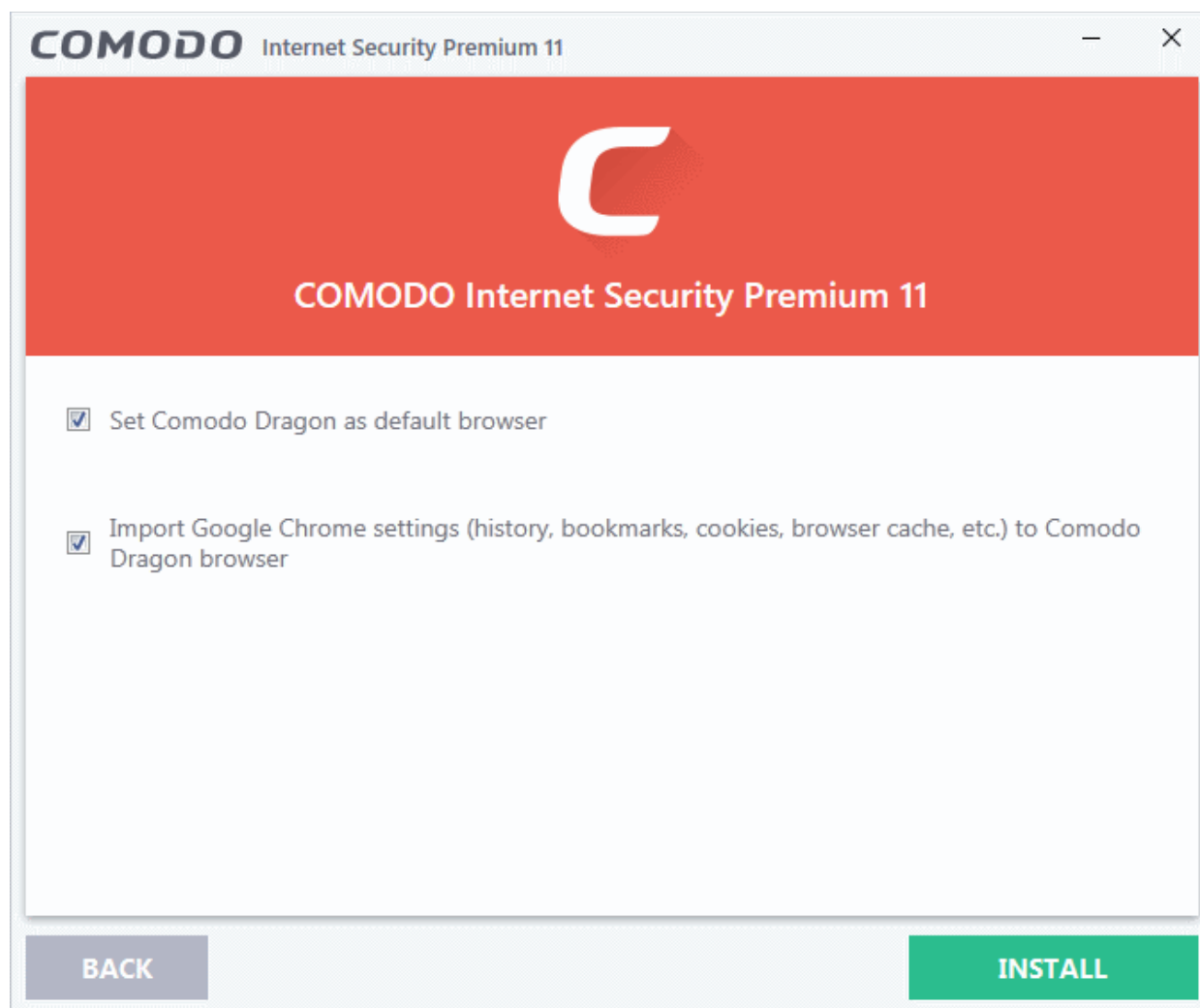
certificate. See **Internet Security Essentials** for more details.

• Click 'Next' when you are satisfied with your settings.
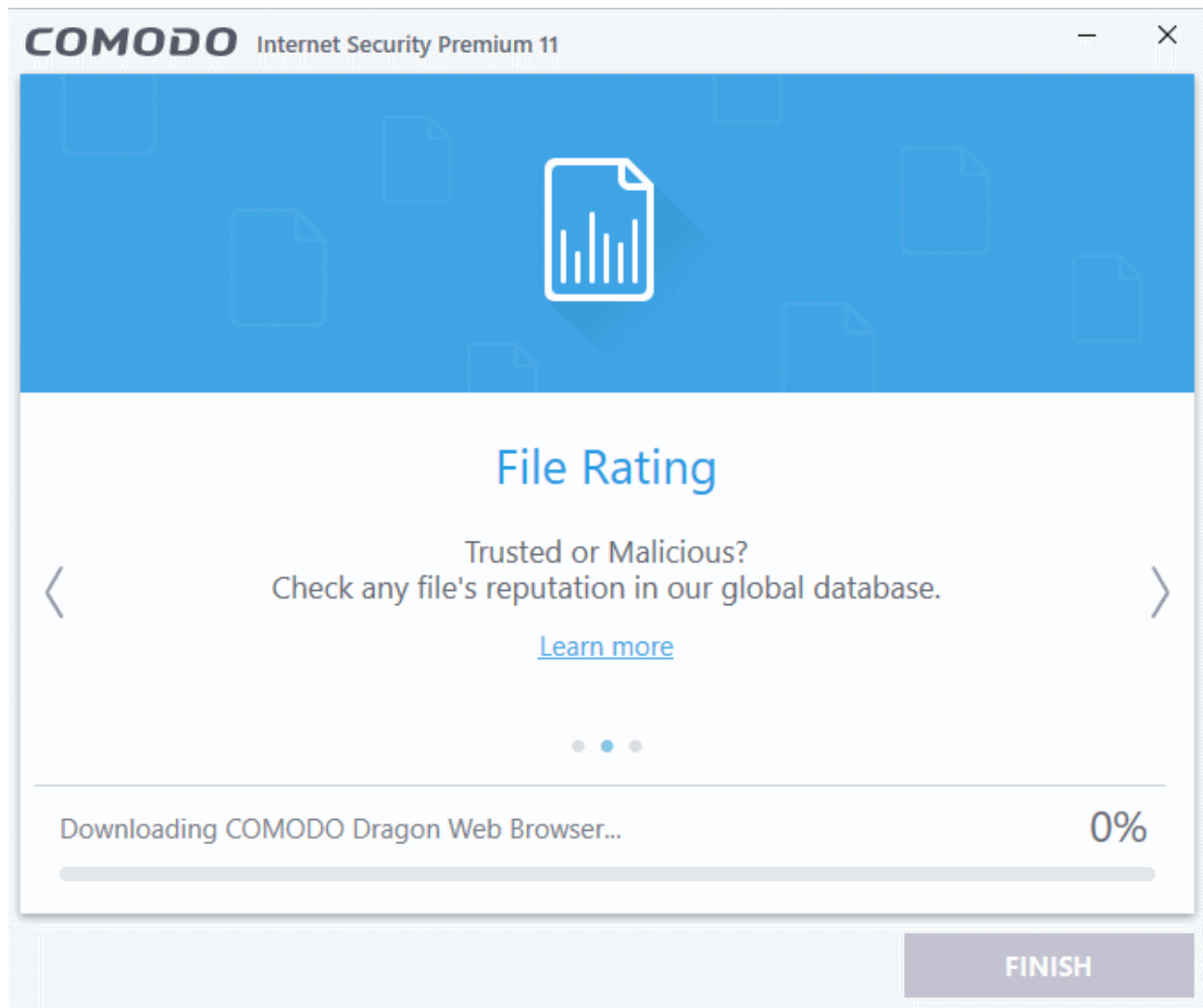
Step 3 - Import browser settings

• Set Comodo Dragon as default browser - Make Comodo Dragon your default browser for opening webpages

• Import Google Chrome settings (history, bookmarks, cookies, browser cache, etc.) to Comodo Dragon browser - Automatically imports your bookmarks, history and other data
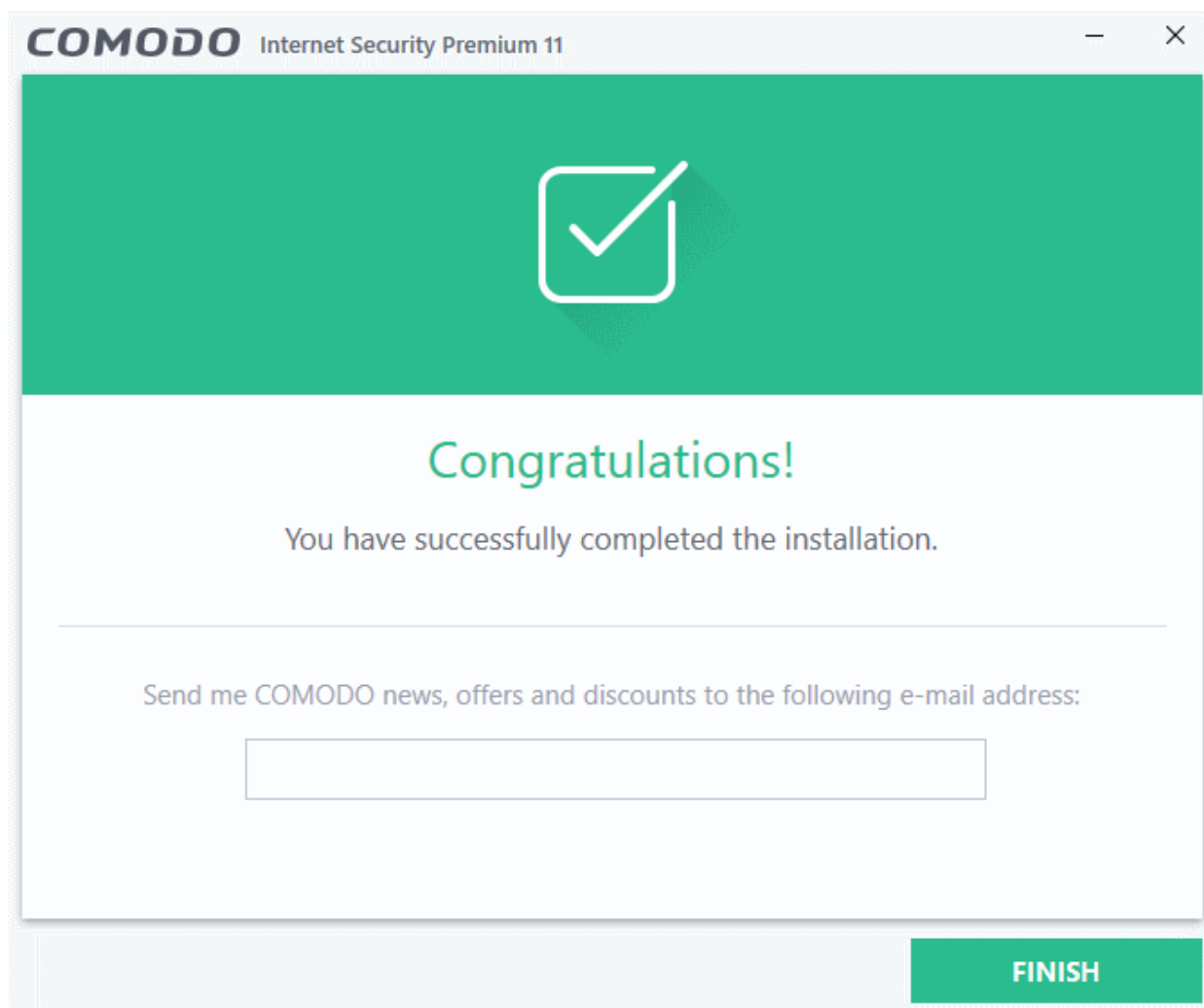

• Click 'Install' after choosing your browser options.

Step 4 - Installation Progress
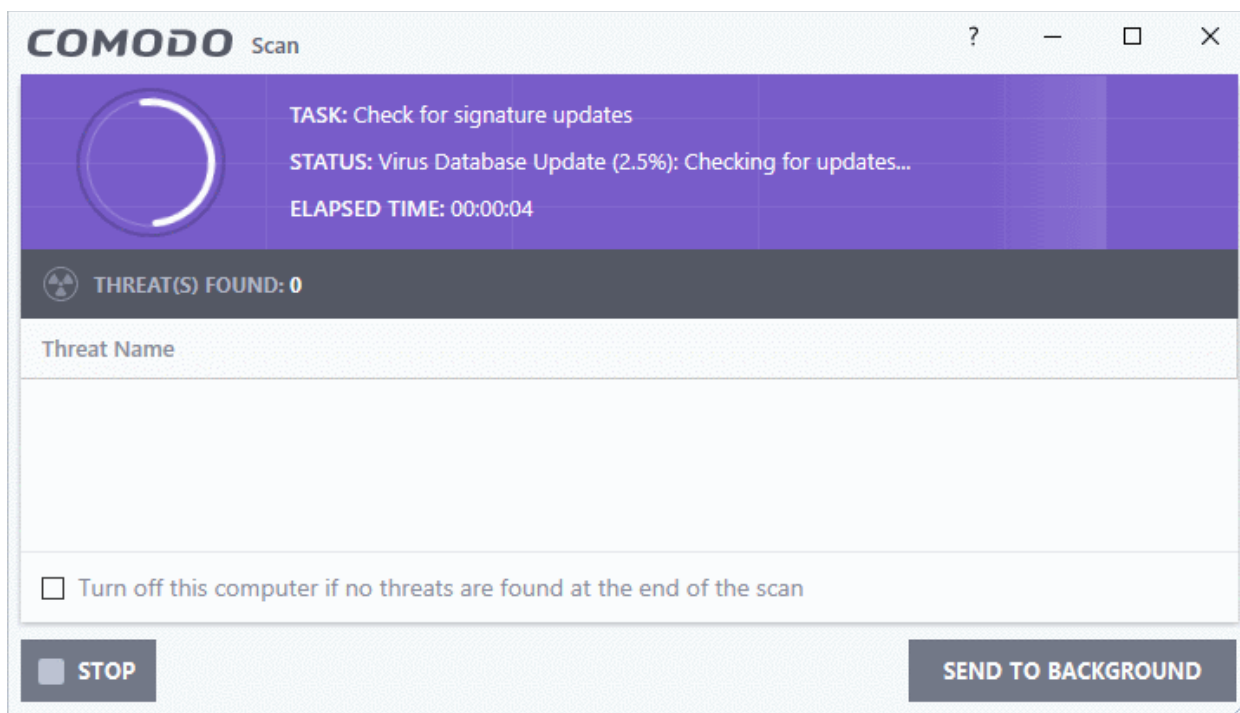
The installation will begin:

You will see the following notification when installation is complete:

If you wish to sign up for news about Comodo products then enter your email address in the space provided. This is optional.
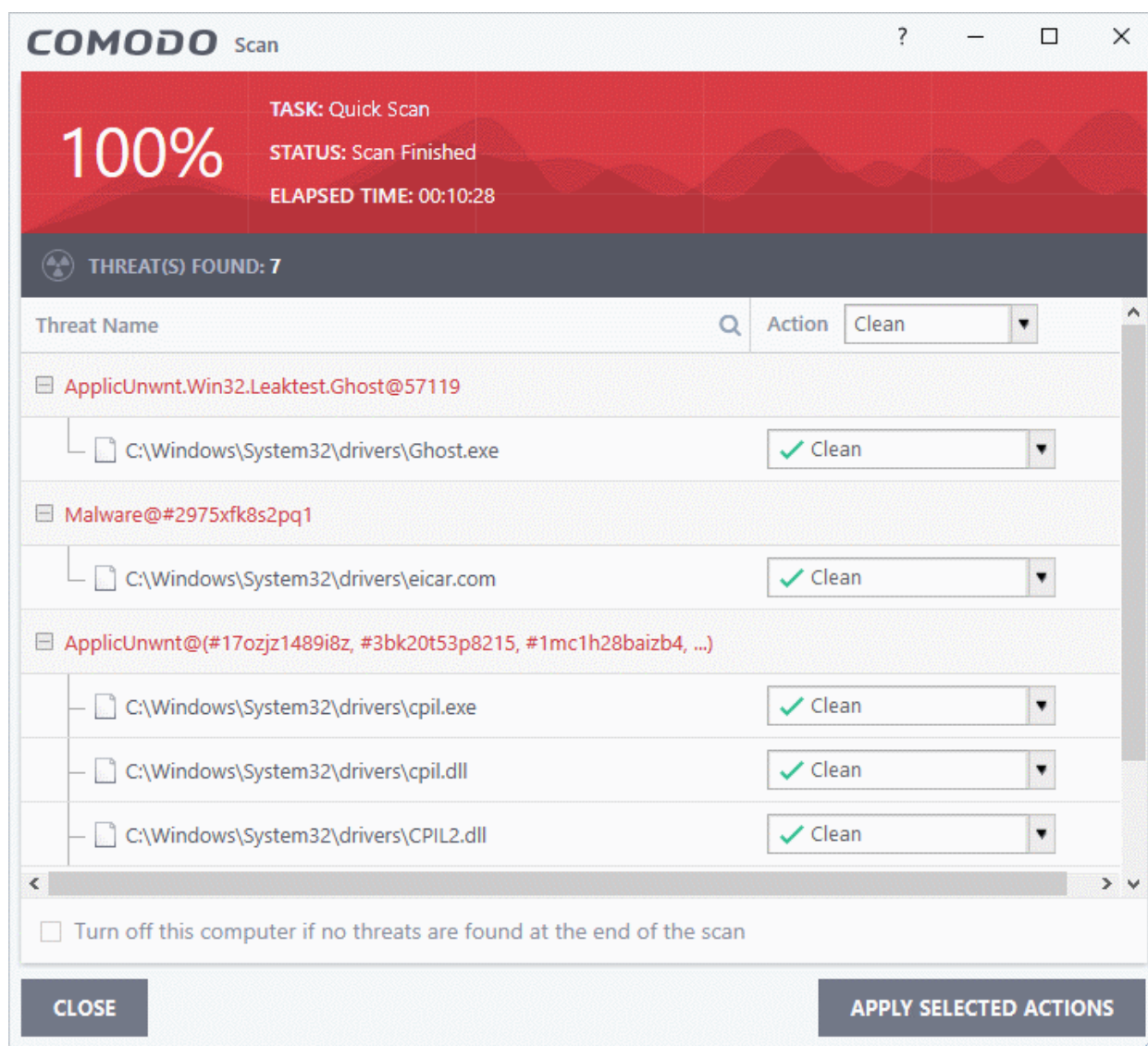
- Click 'Finish' to finalize the installation process.

Once setup is complete, the application runs a virus scan on your computer. The scan covers critical areas of your computer, system memory, autorun entries, hidden services and boot sectors. The virus database will be updated automatically prior to the scan.

- Click 'Send to Background' to run the task in the background. Background tasks can be viewed in the 'Task Manager' interface.

- If you do not want the scan to continue at this time, click the 'Stop' button.

- On completion, the scan results screen will appear. The results screen shows the number of objects scanned and the list of identified threats (Viruses, Rootkits, Malware).
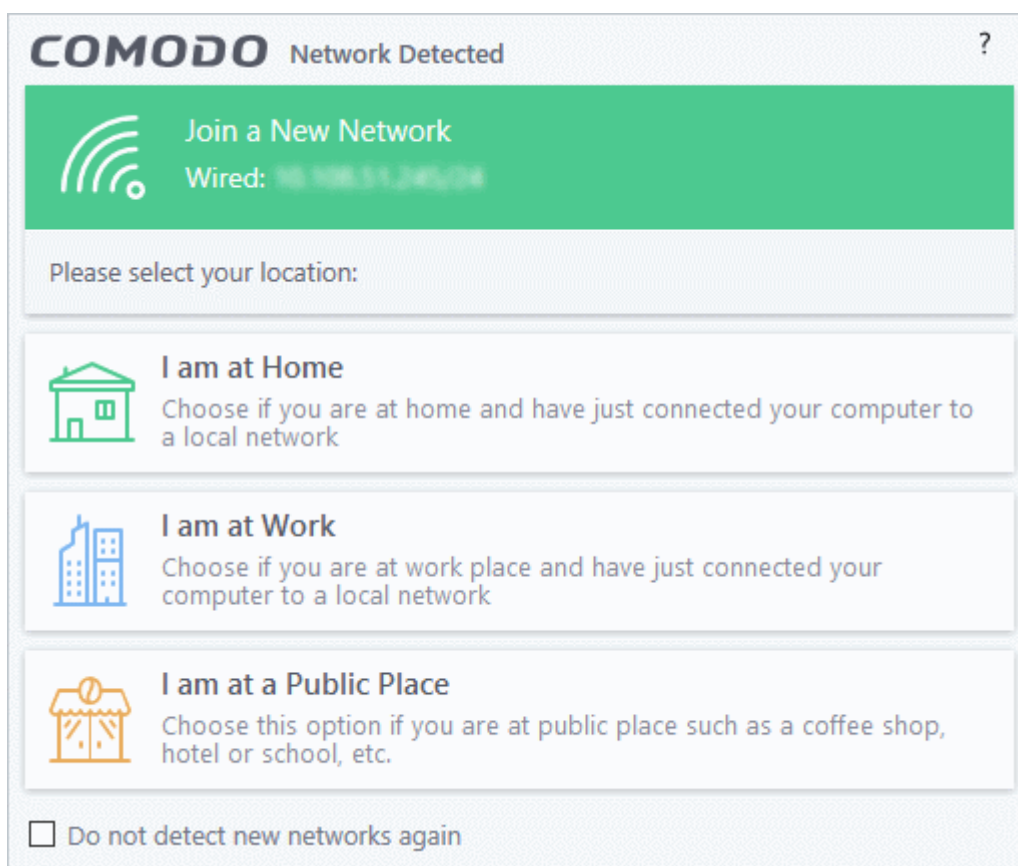
An example results screen is shown below:

- Select 'Clean' from the drop-down at the top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '**Processing Infected Files**' if you need more help.
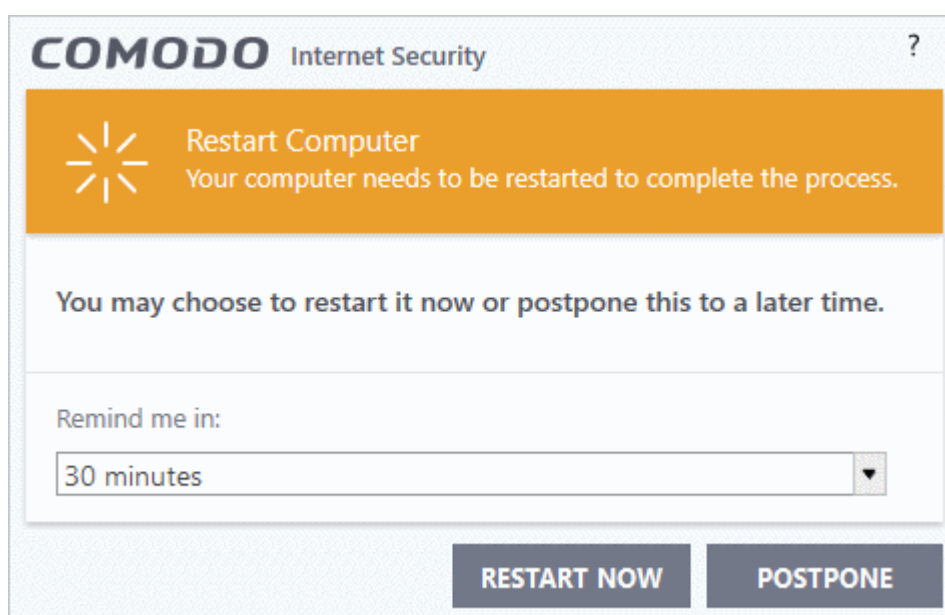
Step 5 - Select your location

The 'Network Detected' dialog lets you choose your location. The top of the dialog shows whether you are using a wired or wireless connection.

- Select your location from the three options

- Select 'Do not detect new networks again' If you are an experienced user that wishes to manually set-up their own trusted network. This can be done in '**Network Zones**' and through the '**Stealth Ports Wizard**'.

Step 6 - Restart Your System

Your computer needs to be restarted in order to complete the installation process.


- If you want to restart your computer immediately, save all your work and click 'Restart Now'.

- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

Step 7 - After Restarting Your System

After restarting, a 'Welcome' screen will appear. This contains a summary of the components you have installed as well as some friendly advice. You can purchase also a purchase license key from this screen if you have not done so already.
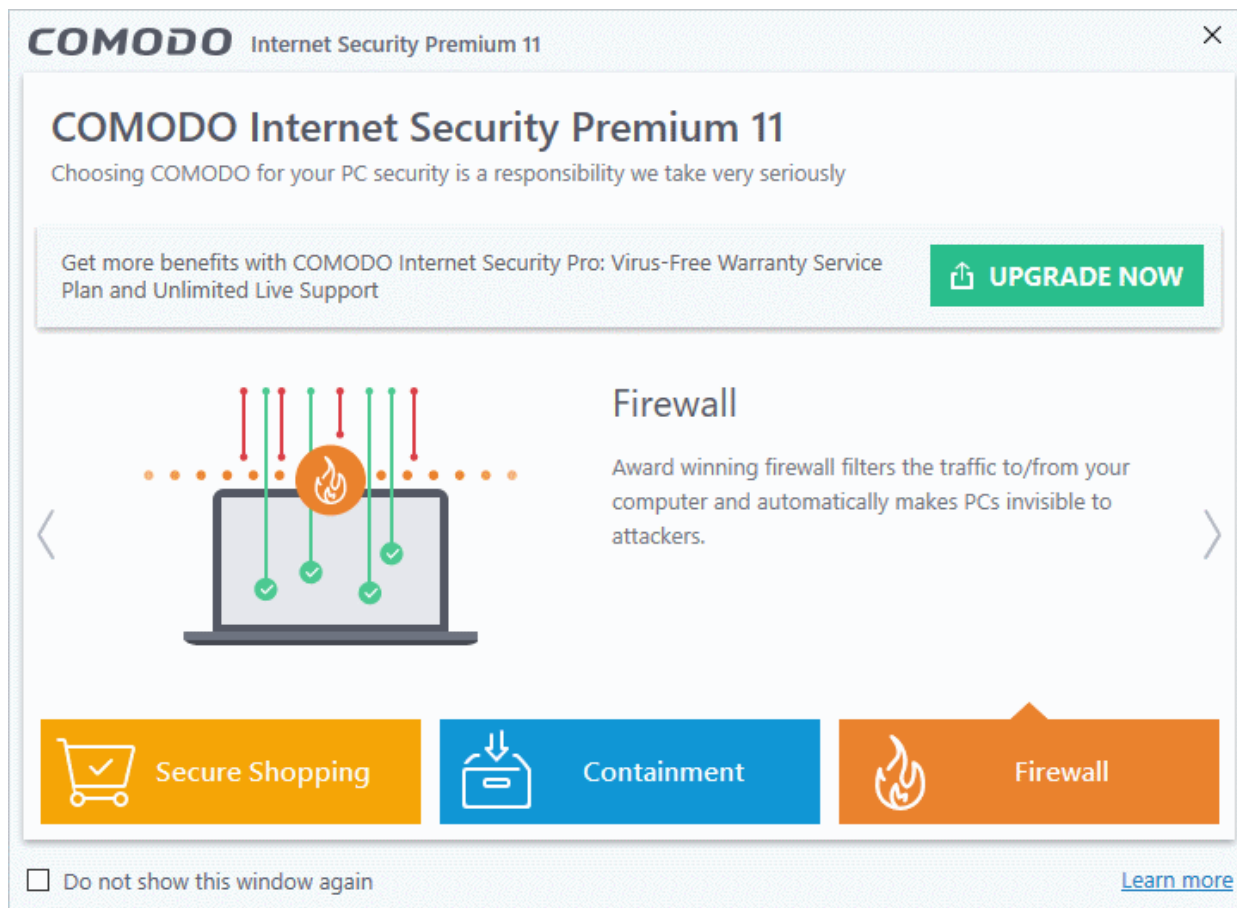
This screen will appear every time you start your system. If you do not want the screen to be displayed on every start up, select 'Do not show this window again'.

The CIS main interface will be displayed:
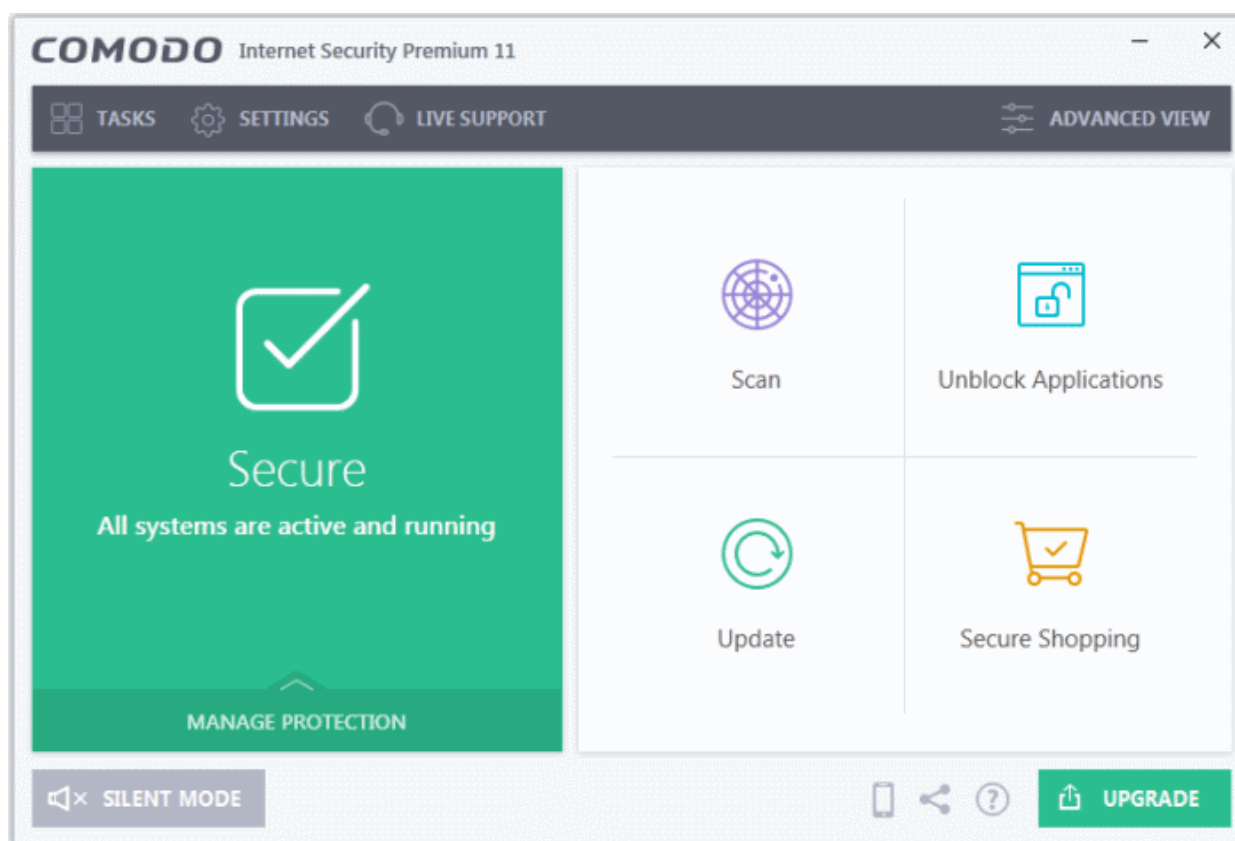
1.2. CIS Pro - Installation and Activation

After purchasing a license, Comodo Internet Security Pro can be downloaded from
https://www.comodo.com/home/internet-security/internet-security-pro.php. CIS Pro includes **Dragon Browser**, **Secure Shopping**, **Internet Security Essentials** and the **Comodo Guarantee**.

- Click 'Get Free Trial' to download the installation package

- After downloading to your computer, double click the [icon] setup file to start the installation wizard.

Note: Before beginning installation, please ensure you have uninstalled any other antivirus and firewall products that are on your computer. **Click here** to read the full note.
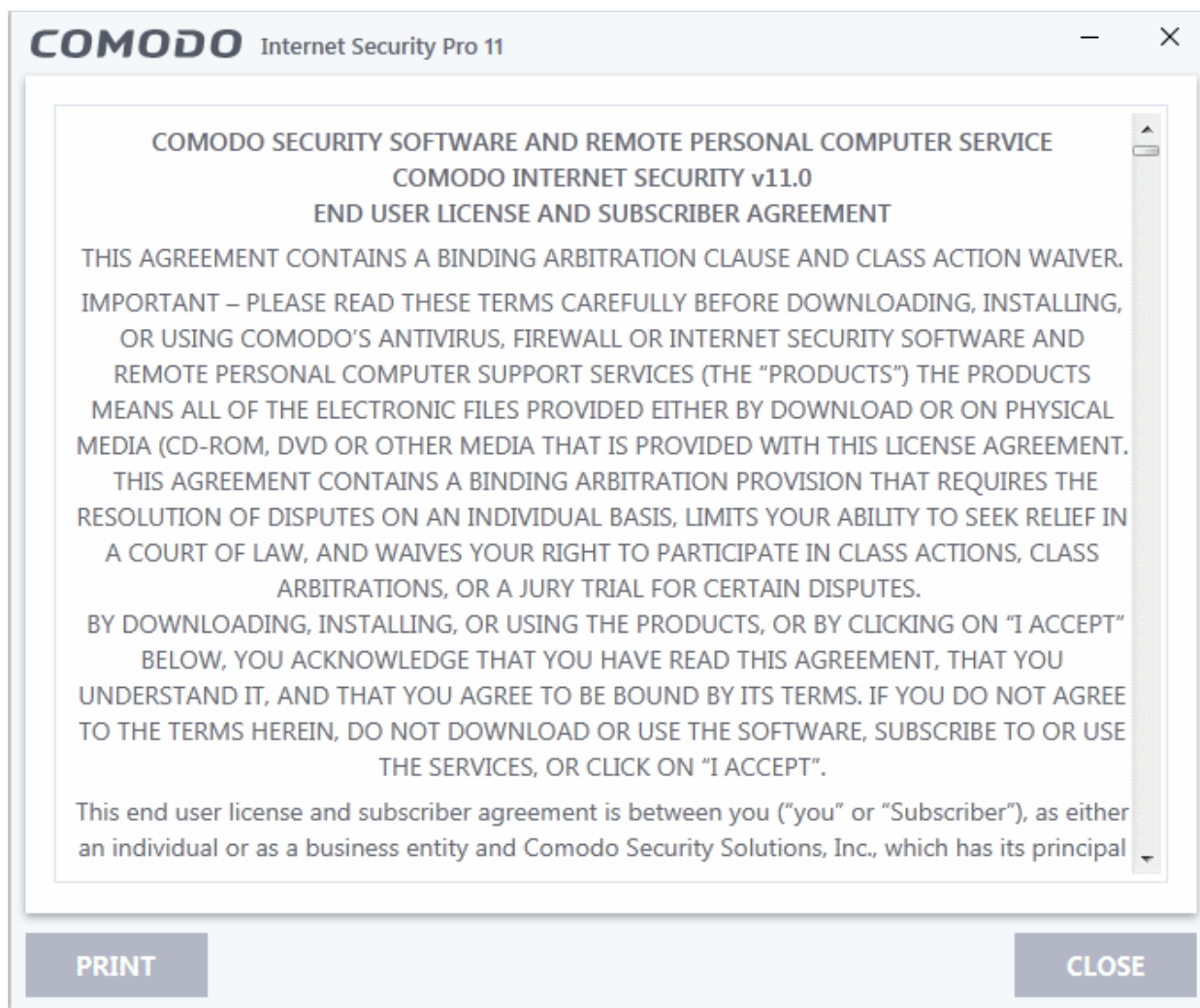
Step 1 - Choose the Interface Language
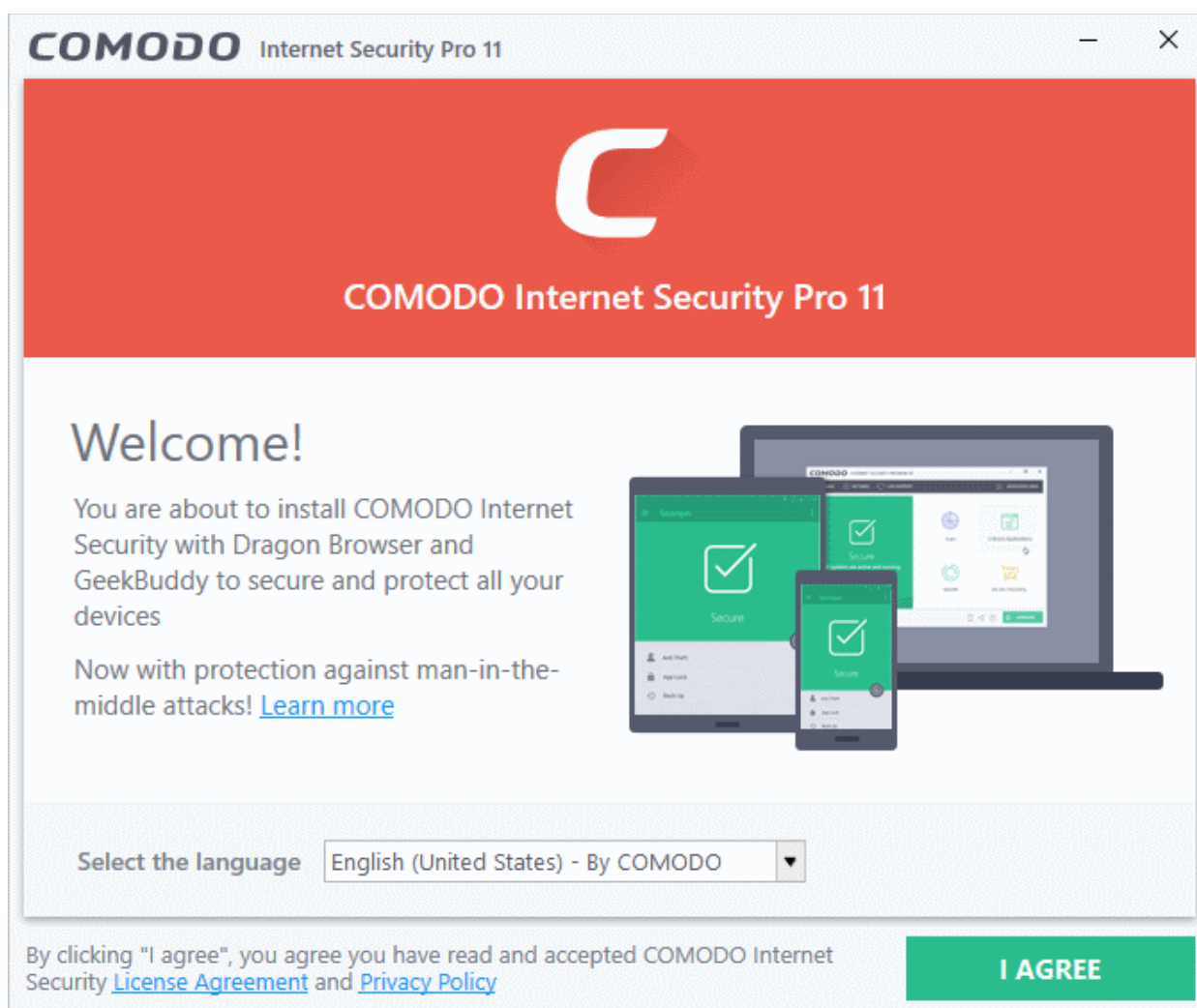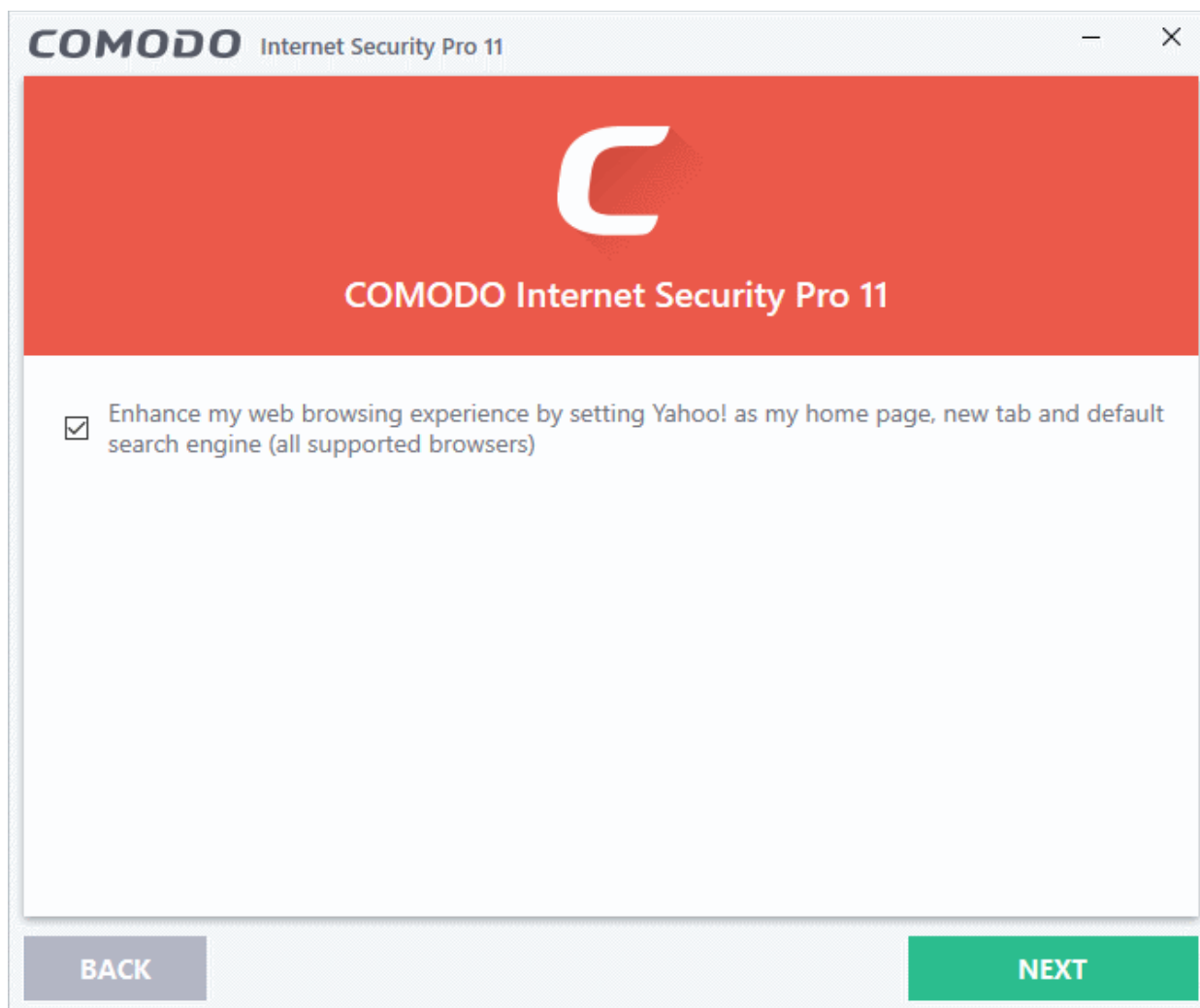
The first step is language selection:

- Choose the language in which you want to install Comodo Internet Security from the drop-down at the bottom.
- Next, read and agree to the End User License Agreement by clicking the links at the bottom of the interface:

After reading the agreements, click the 'Close' button to return to the installation configuration screen and click 'I agree' to begin installation.

Browser Homepage

The next screen offers you the chance to set Yahoo as your browser home page:

- **Enhance my web browsing experience by setting Yahoo! as my home page, new tab and default search engine (all supported browsers)**. This means:
  - When you enter a search item into the address bar of a supported browser, the search will be carried out by Yahoo
  - A 'Search with Yahoo' menu entry will be added to the right-click menu of supported browsers.
  - Yahoo will be set as the default search engine in the 'Search' box of supported browsers
  - The instant 'search suggestions' that you see when you start typing a search item will be provided by Yahoo.
- Clear the checkbox if you do not want to set Yahoo! as your home page, new tab and default search engine.
- Click 'Next' to proceed with installation wizard.

The next step offers you the choice of installing CIS Pro or installing a trial version of CIS Complete:
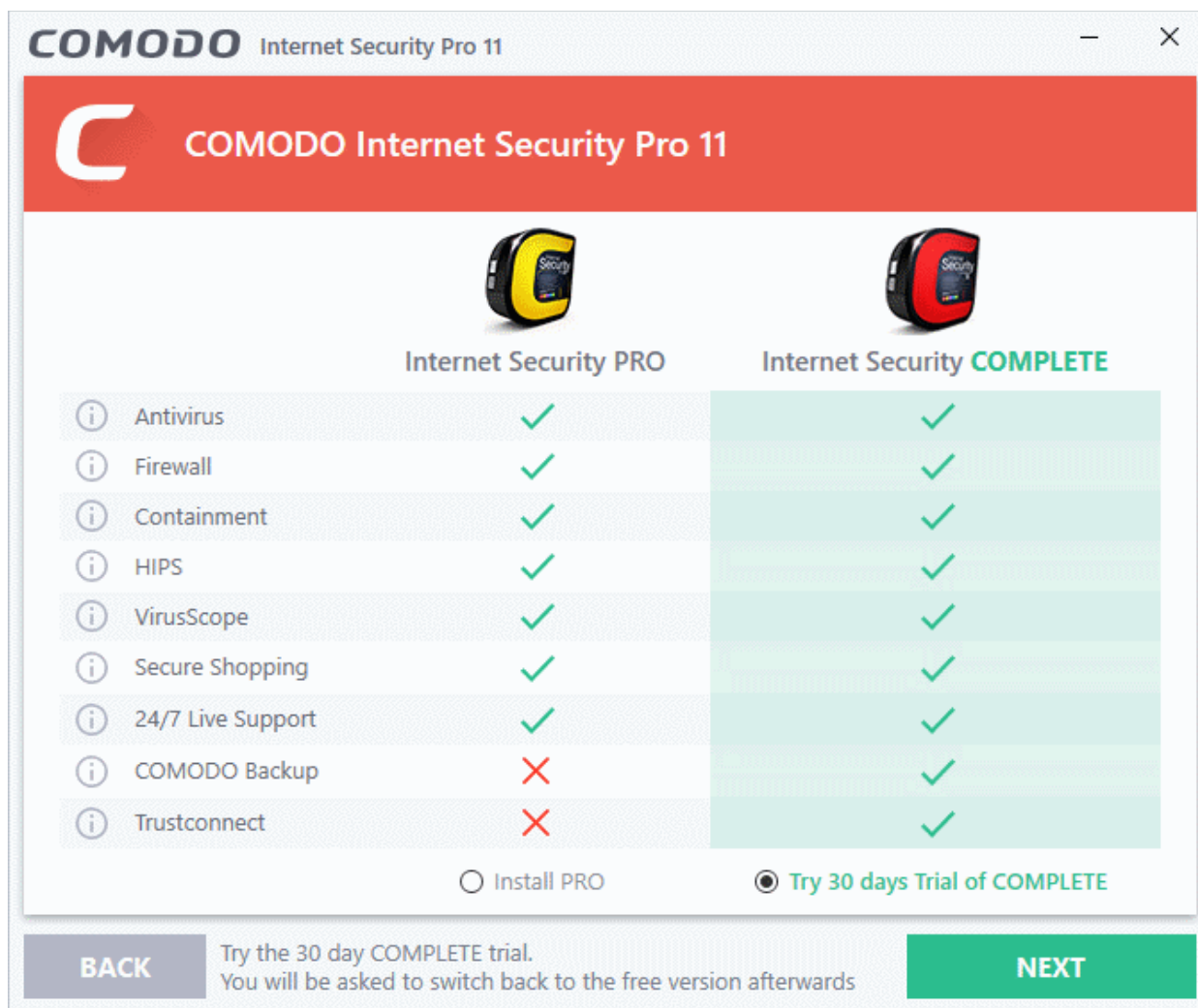
- If you want to try CIS Complete, select 'Try 30 days Trial of Complete' and click Next. You can purchase a full license at a later time and activate CIS Complete. See **Activating Your License**, for more details.

- If you want to continue CIS Pro installation, choose 'Install Pro' and click 'Next'.

Step 2 - Configuration

The next step is to configure installation path, CIS permissions, and select which components you wish to install:
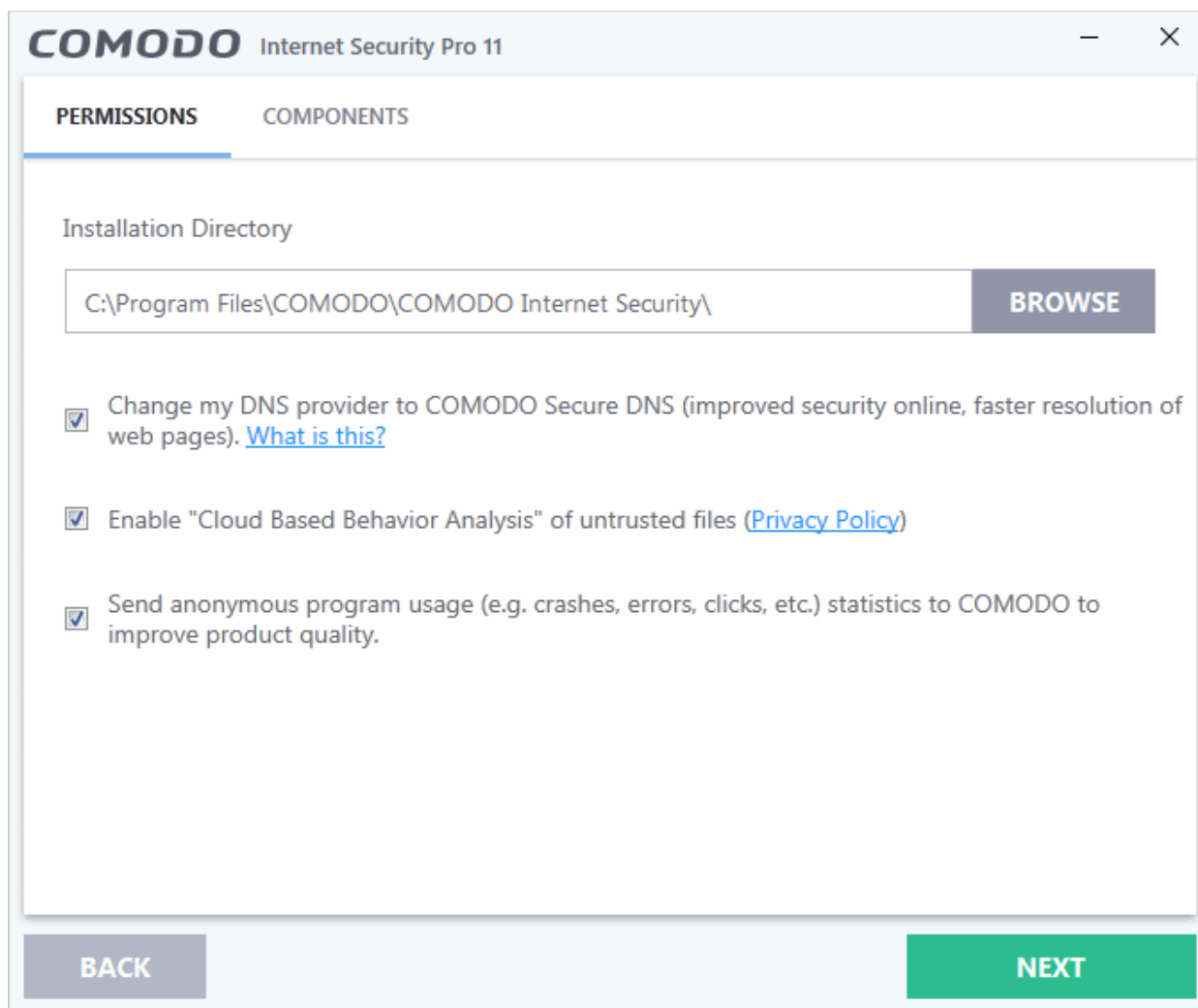
The 'Permissions' tab allows you to choose the installation path and other advanced settings:

Choose Installation Location

Select the Comodo Internet Security installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security. Click 'Browse' if you want to install to a different location.

DNS Settings

The Comodo Secure DNS service replaces your existing recursive DNS Servers and resolves your DNS requests through Comodo's proprietary Directory Services Platform. Comodo's worldwide network of redundant DNS servers provide fast and secure internet browsing without any hardware or software installation.

Comodo Secure DNS also protects you by blocking access to malicious sites by any program running on your computer.

In this installation step, the DNS settings of your computer are changed to point to our DNS servers. You can disable the service at anytime by reverting to your previous settings.

- Select 'Change my DNS provider to COMODO Secure DNS' to enable the service. The 'What is this' link has more information about Comodo Secure DNS.

See **Appendix 2 Comodo Secure DNS Service**, for more details on the Comodo Secure DNS Service.

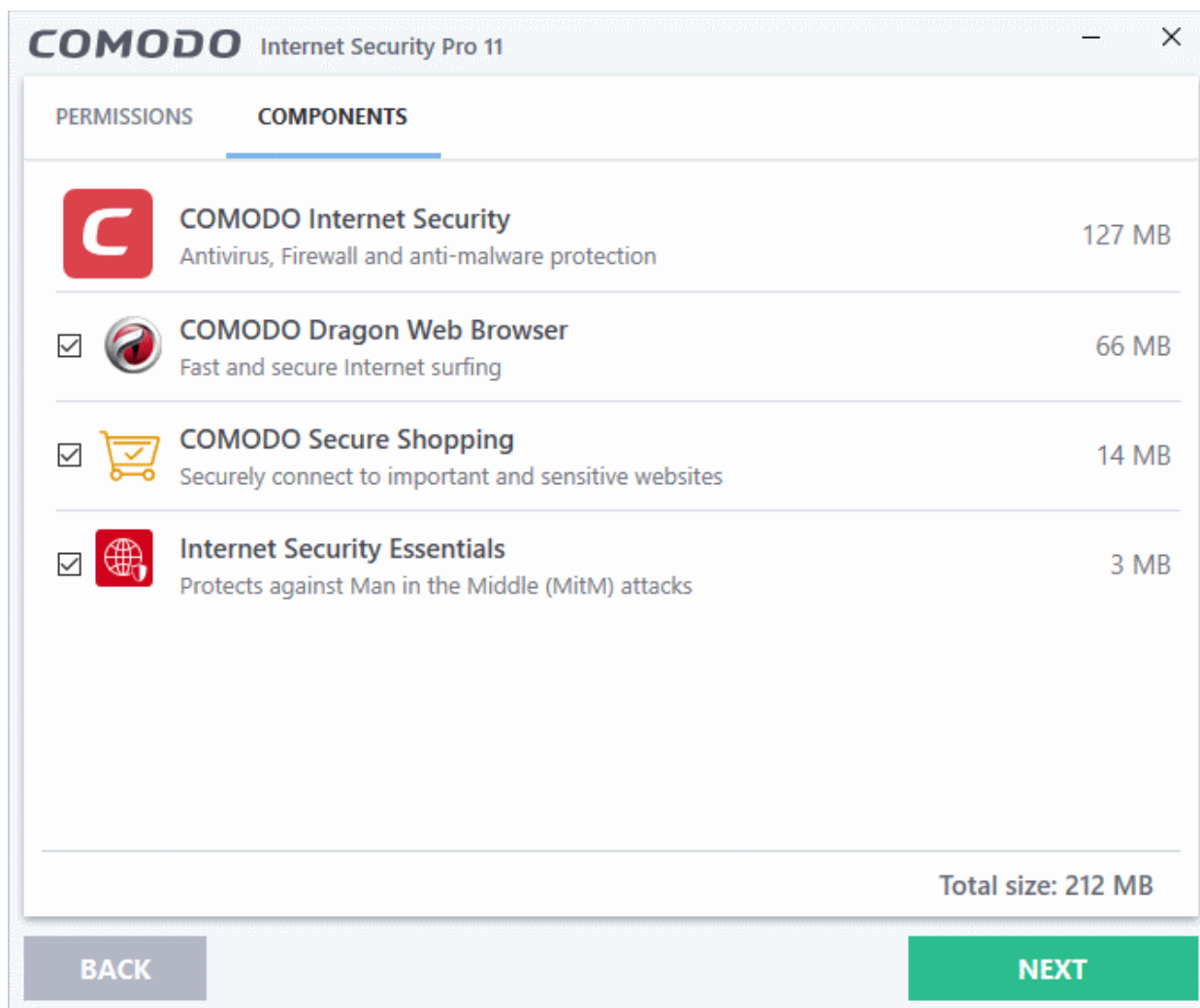**Cloud based behavior analysis**

If enabled, any file that is identified as unknown is submitted to the Comodo Instant Malware Analysis (CIMA) server for behavior analysis. Unknown files are subjected to a range of static and dynamic tests to determine whether they behave in a malicious manner. The results will be sent back to your computer in around 15 minutes. Comodo

recommends users leave this setting enabled.

Send anonymous program usage data

If enabled, CIS will send anonymous crash and usage data to Comodo. This data is useful to Comodo as it helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details. You can also change this setting from the **Log Settings** interface at anytime after installation.
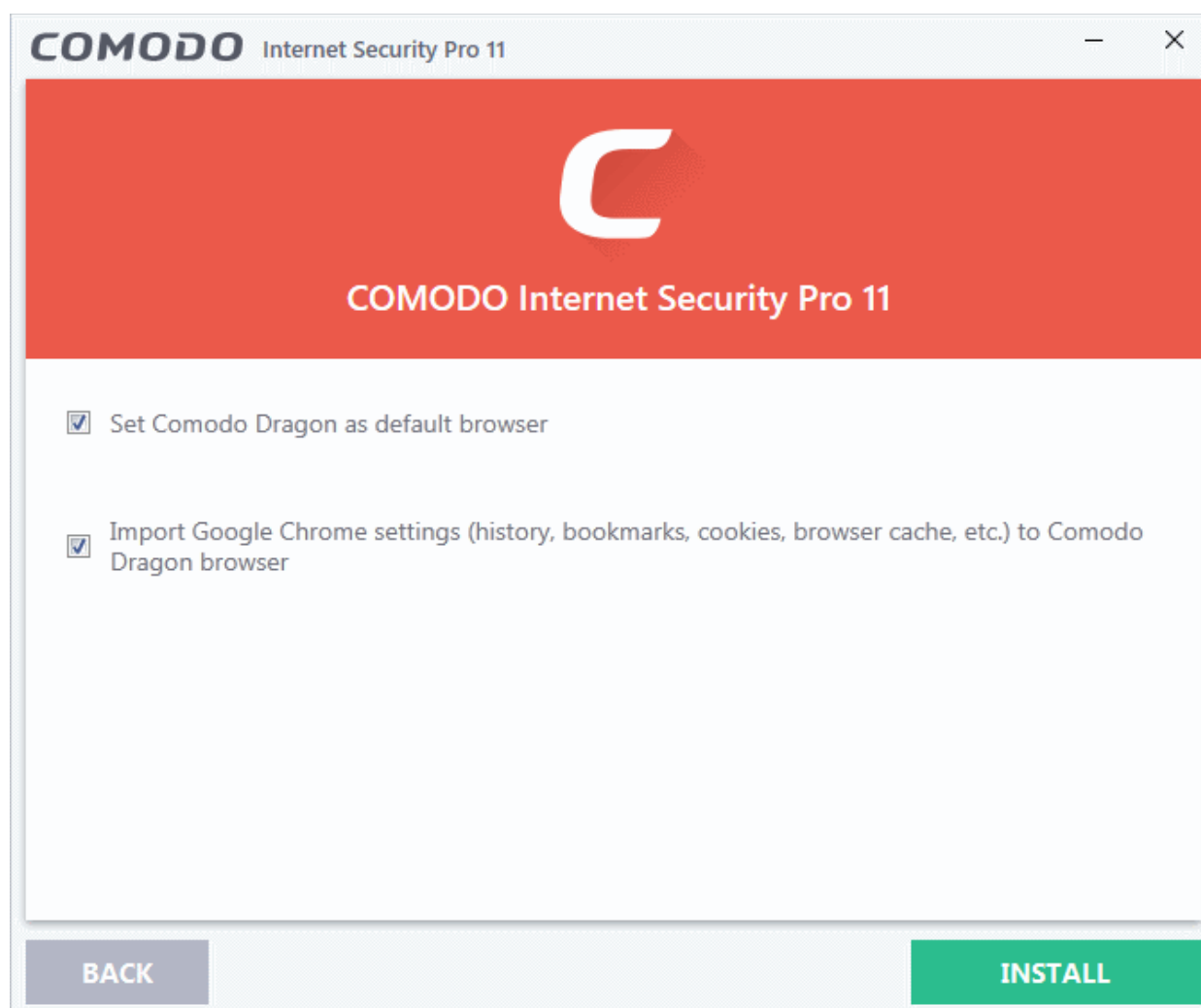
The 'Components' tab lets you select the components you would like to install:

- **COMODO Internet Security** - Installs Comodo Antivirus, Comodo Firewall, HIPS, Containment and virusScope components. Installing CIS Complete is mandatory to qualify for the virus free guarantee, hence you cannot de-select CIS.
- **Comodo Dragon Web Browser** - Installs Dragon, a fast and versatile internet browser based on Chromium technology and infused with Comodo's unparalleled level of security. See **Dragon Browser** for more details.
- **COMODO Secure Shopping** - Installs Comodo Secure Shopping, a security hardened virtual environment which offers complete protection for online banking and shopping. See **Comodo Secure Shopping** for more details.
- **Internet Security Essentials** - Installs Comodo Internet Security Essentials (CISE). CISE protects you from internet 'man-in-the-middle' attacks by making sure that the websites you visit use an authentic SSL certificate from a trusted certificate authority. You will be warned if a website uses an untrusted certificate. See **Internet Security Essentials** for more details.
- Click 'Next' when you are satisfied with your settings.

Step 3 - Import browser settings

- Set Comodo Dragon as default browser - Make Comodo Dragon your default browser for opening webpages
- Import Google Chrome settings (history, bookmarks, cookies, browser cache, etc) to Comodo Dragon browser - Automatically imports your bookmarks, history and other data
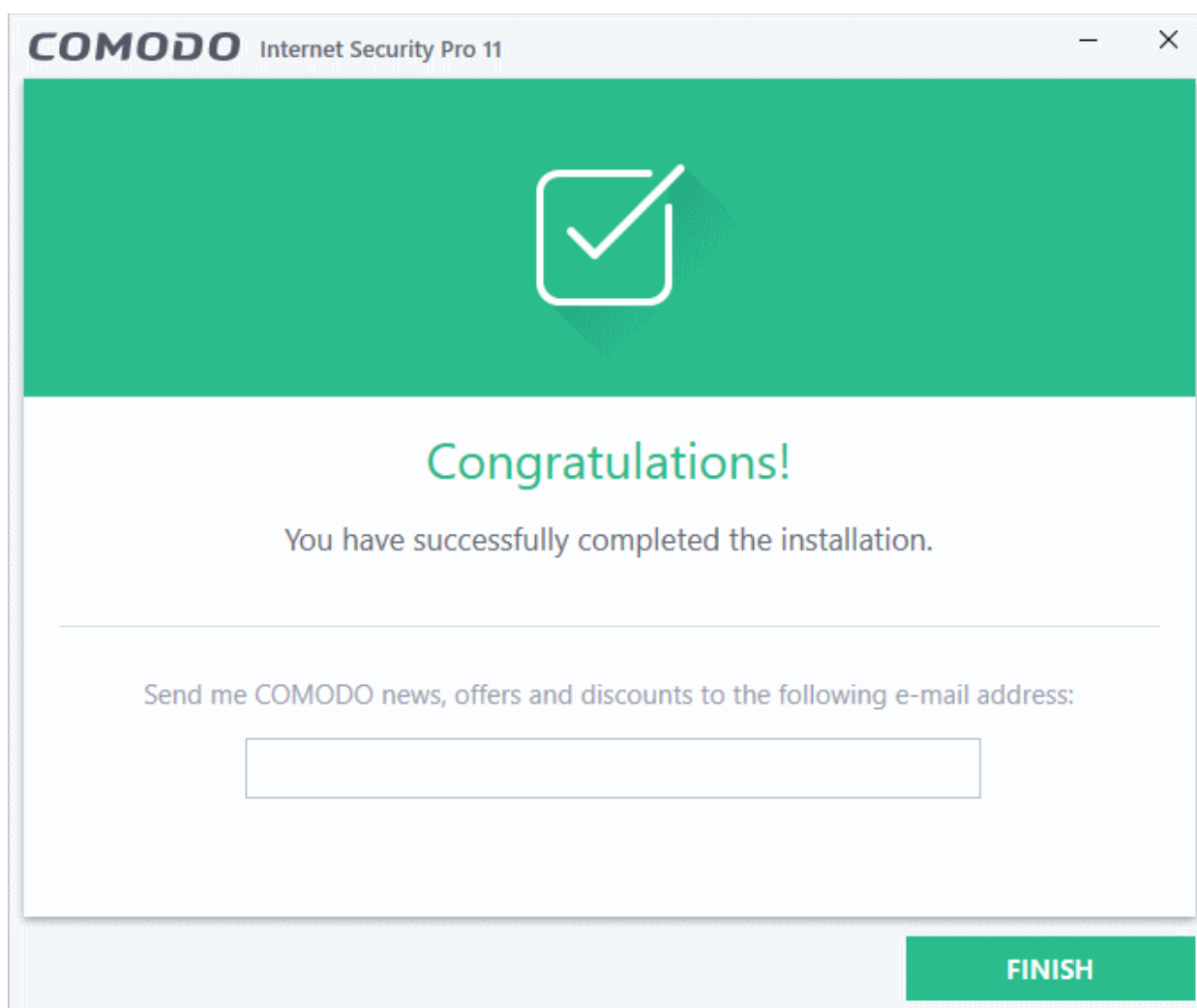

Step 4 - Installation progress

The installation will begin:
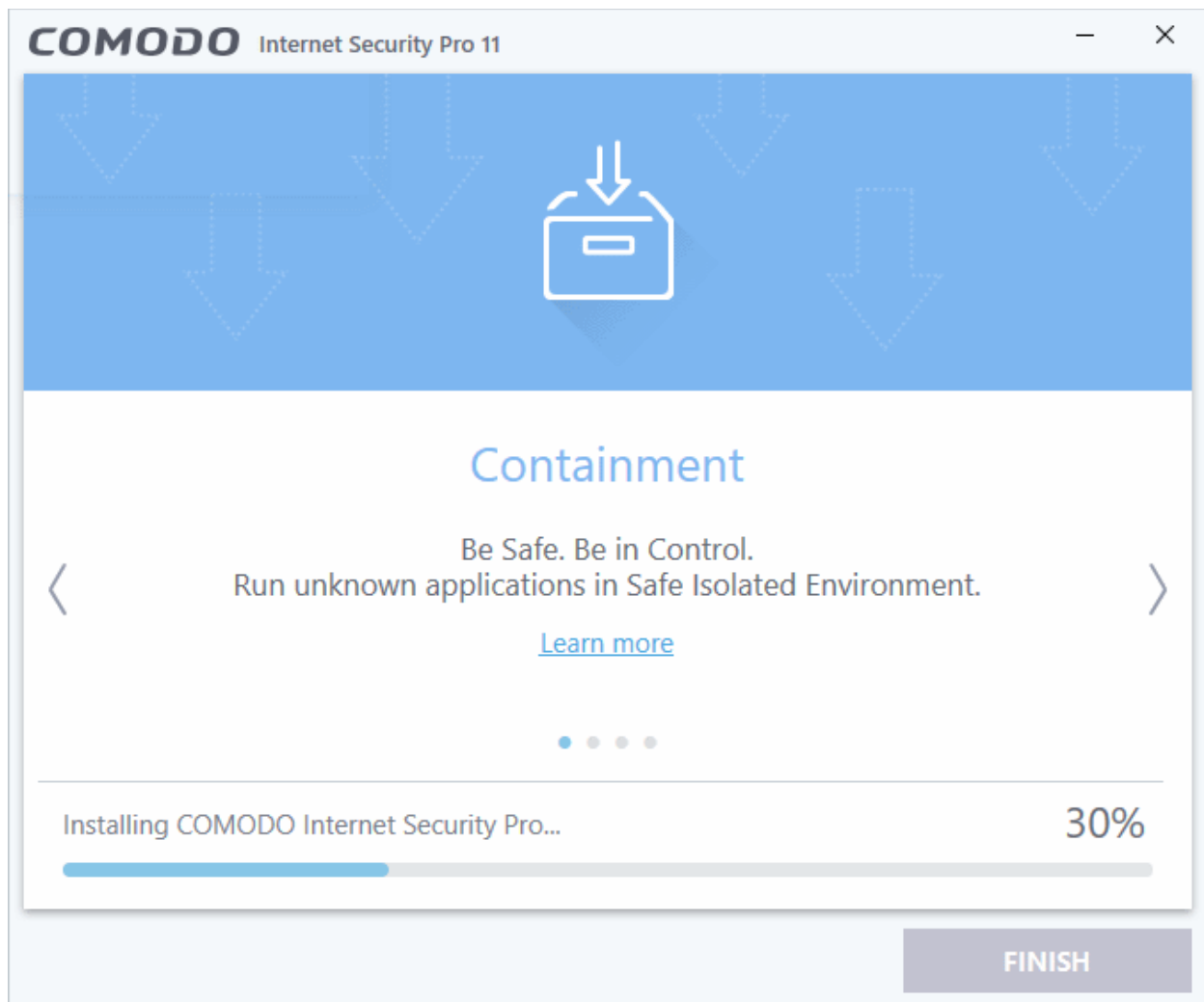
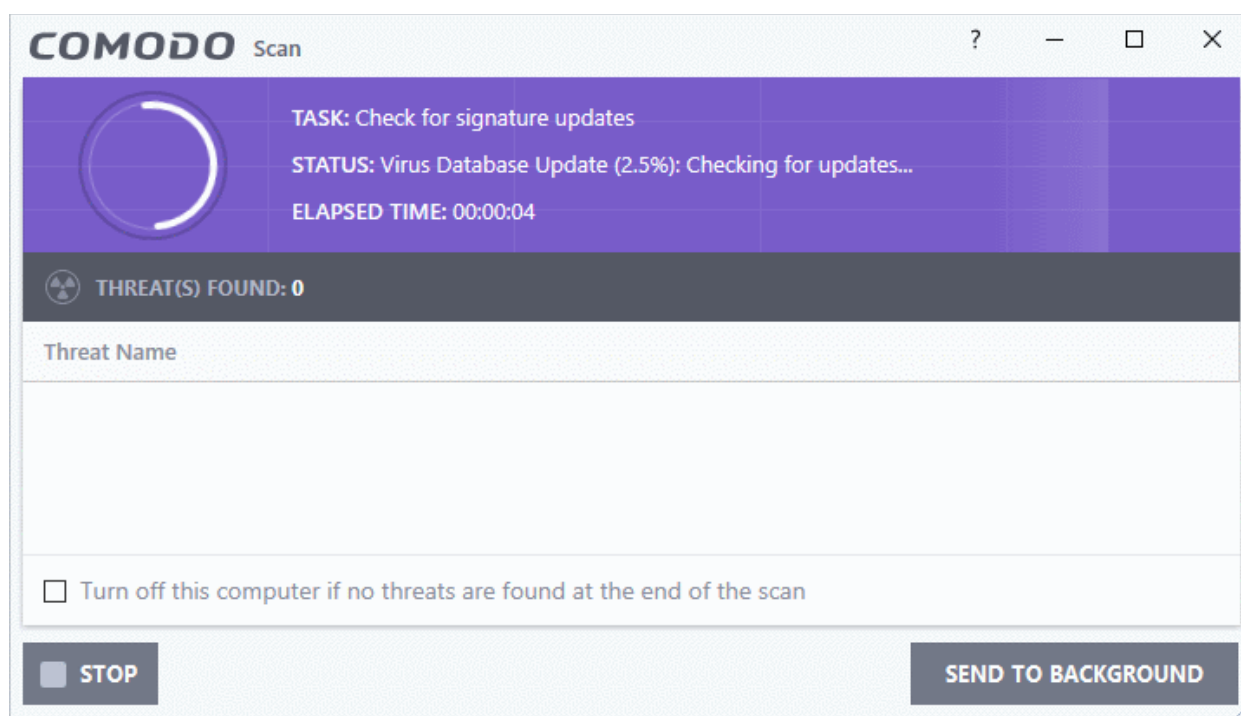You will see the following notification when installation is complete:

Enter your email address in the space provided if you wish to sign up Comodo news and offers. This is optional.
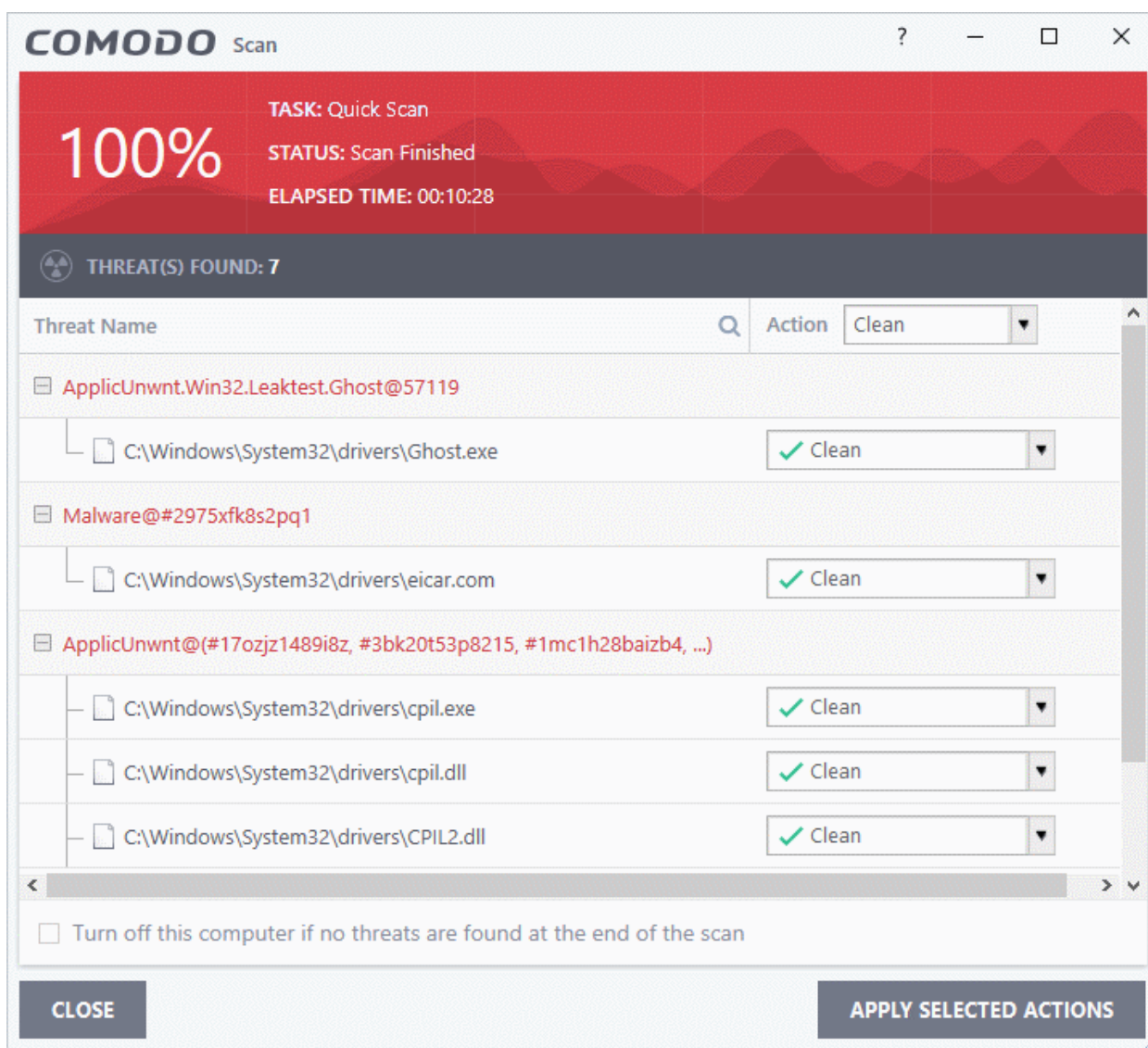
•   Click 'Finish' to finalize the installation process.

Once setup is complete, the application runs a quick virus scan on your computer. The scan covers critical areas of your computer hard-drive, system memory, autorun entries, hidden services and boot sectors. The virus database will be updated automatically prior to the scan.

- Click 'Send to Background' to run the task in the background. Background tasks can be viewed in the 'Task Manager' interface.

- If you do not want the scan to continue at this time, click the 'Stop' button.

- On completion, the scan results screen will appear. The results screen shows the number of objects scanned and the list of identified threats (Viruses, Rootkits, Malware).
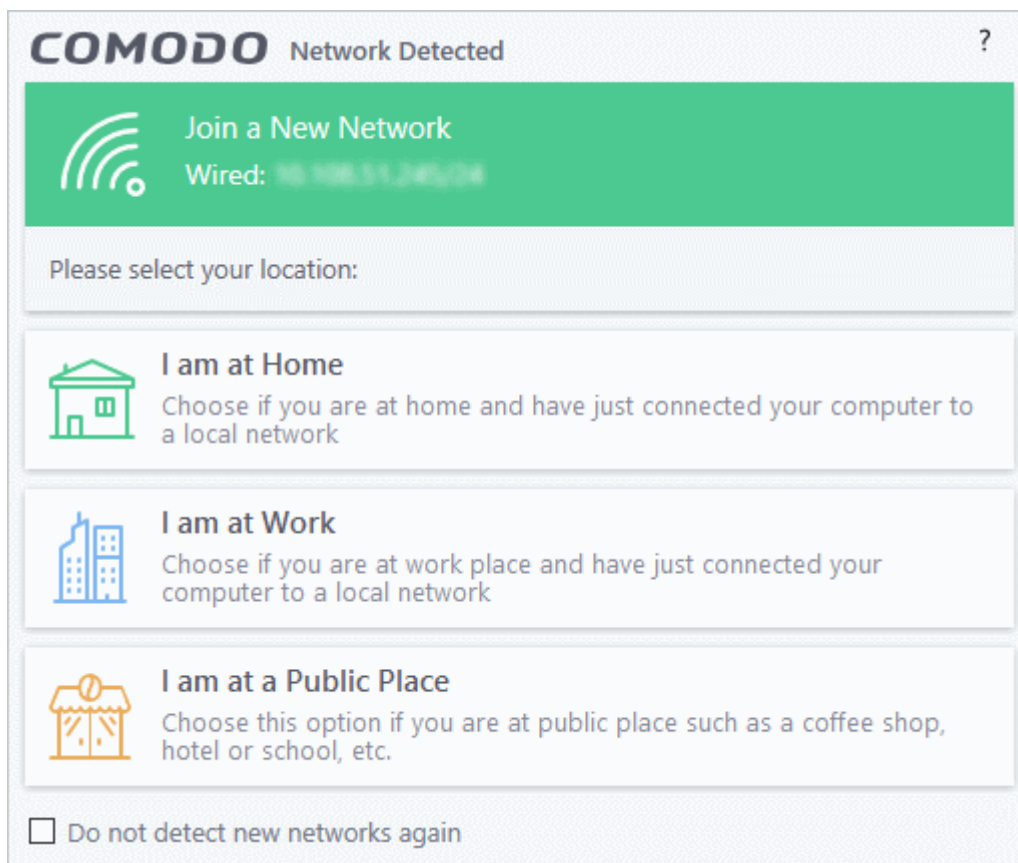
An example results screen is shown below:

- Select 'Clean' from the drop-down at the top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '**Processing Infected Files**' if you need more help.
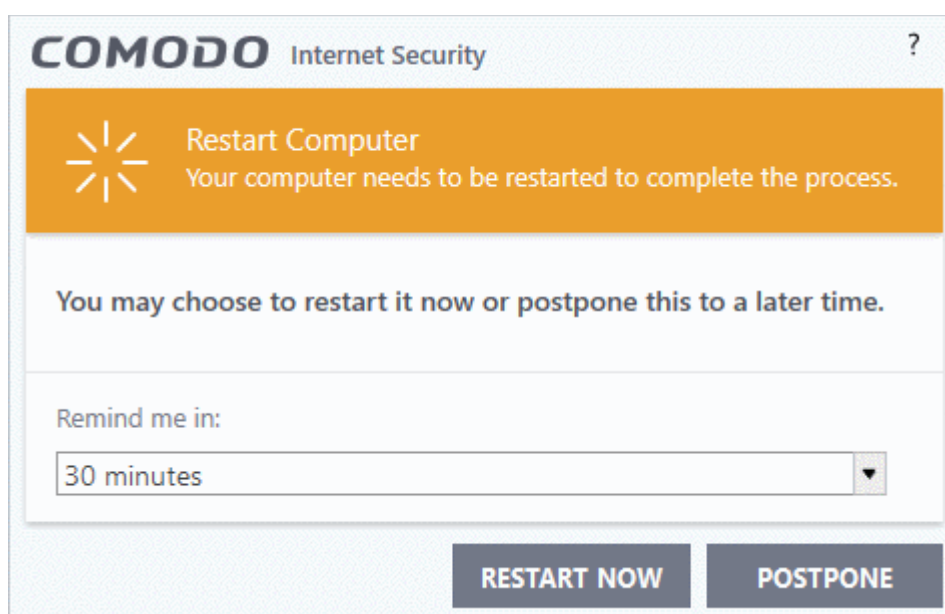
Step 5 - Select your location

If your computer is connected to a home or work network, then you are prompted to configure it at the 'Network Detected' dialog. The top of the dialog shows whether you are using a wired or wirelss connection.

- Select your location from the three options
- Select 'Do not detect new networks again' If you are an experienced user that wishes to manually set-up their own trusted network. This can be done in '**Network Zones**' and through the '**Stealth Ports Wizard**'.

Step 6 - Restart Your System

Your computer needs to be restarted in order to complete the installation process.

- If you want to restart your computer immediately, save all your work and click 'Restart Now'.

- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

Step 7- After Restarting Your System

After restarting, a 'Welcome' screen will appear. This contains a summary of the components you installed as well as some friendly advice. You can purchase also a purchase license key from this screen if you have not done so already.

This screen will appear every time you start your system. If you do not want the screen to be displayed on every start up, select 'Do not show this window again'.

The CIS main interface will be displayed:
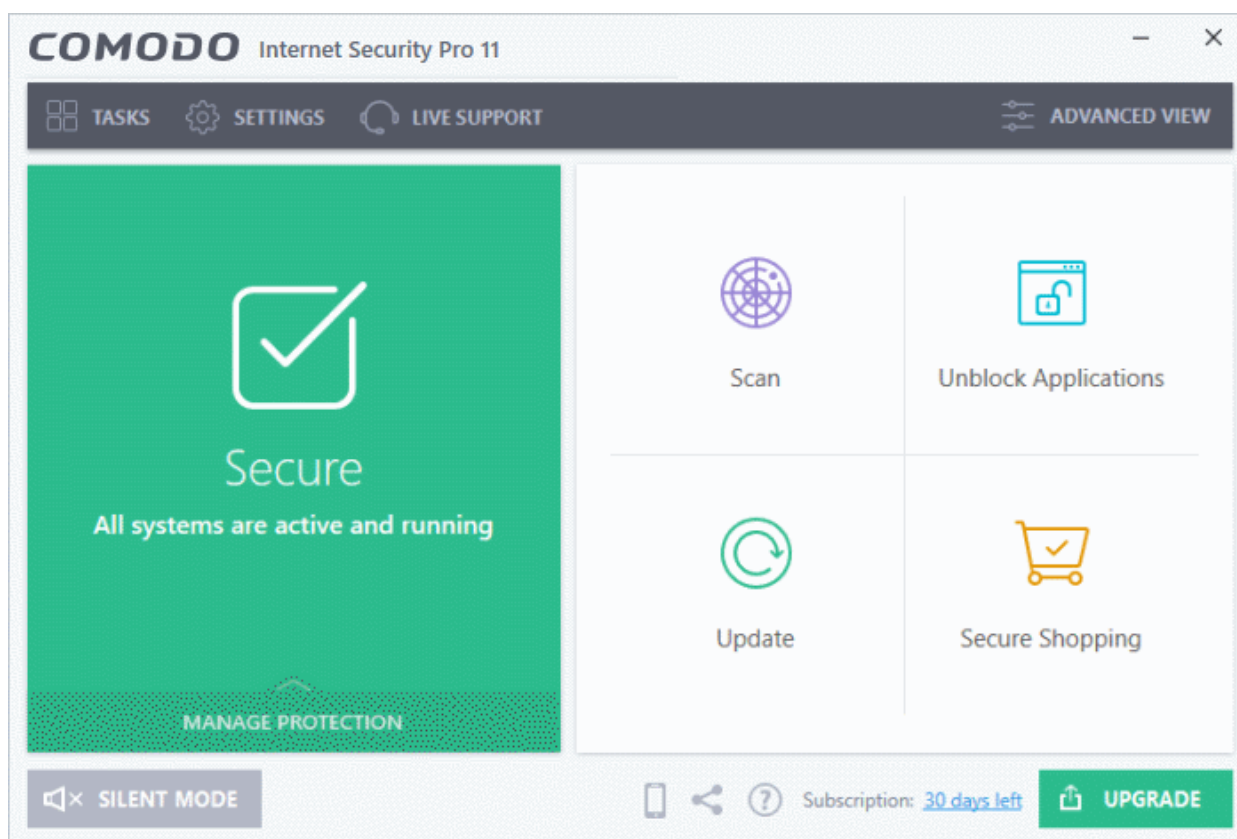
Important Note: After installation, you need to activate your CIS Pro license.
- For help to activate your license, see **Activating Your License.**
- For help to activate your guarantee, see **Activating Your Guarantee Coverage.**

1.3. CIS Complete - Installation and Activation

CIS Complete Web Installer

- Comodo Internet Security Complete can be downloaded from **https://www.comodo.com/home/internet-security/internet-security-complete.php** and includes **Dragon Browser**, **Cloud Backup**, **TrustConnect,** **Secure Shopping**, **Internet Security Essentials** and the **Comodo Guarantee**.

- You can subscribe for the CIS Complete package you want from the same page. Your license key will be sent to you via email after purchase. You can activate your license after installation of the CIS Complete trial package.

- Click 'Get Free Trial' to download the installation package

After downloading the required setup file, double click on the setup file to start the installation wizard.


Note: Before beginning installation, please ensure you have uninstalled any other antivirus and firewall products that are on your computer. **Click here** to read the full note.


CIS Complete DVD

If you have purchased the CIS Complete DVD, insert the DVD in to your DVD drive. The disk will auto-run and the installation will begin automatically.

Step 1 - Choose the Interface Language

The first step is language selection:
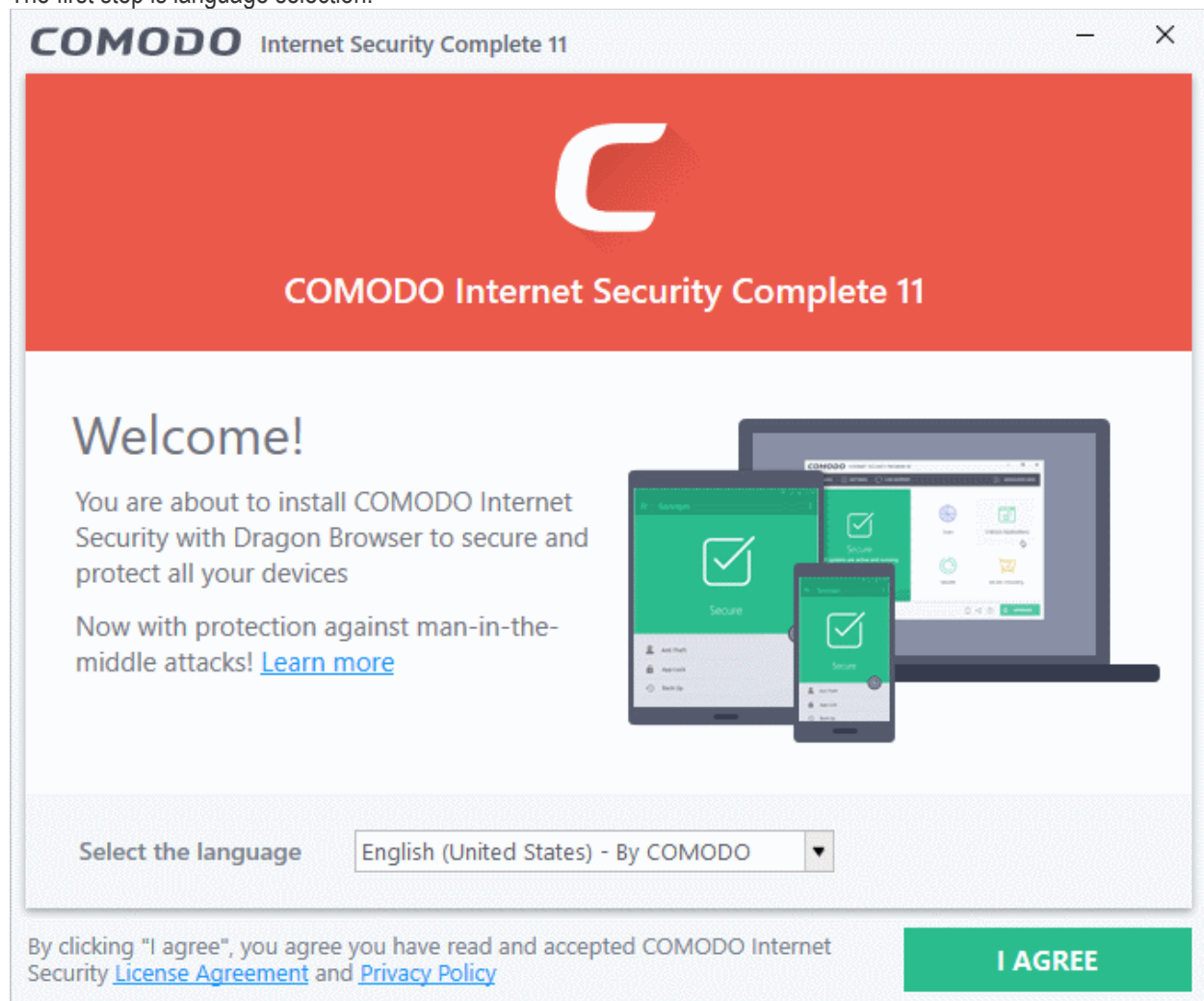
- Select the language in which you want to install the program from the drop-down at the bottom.

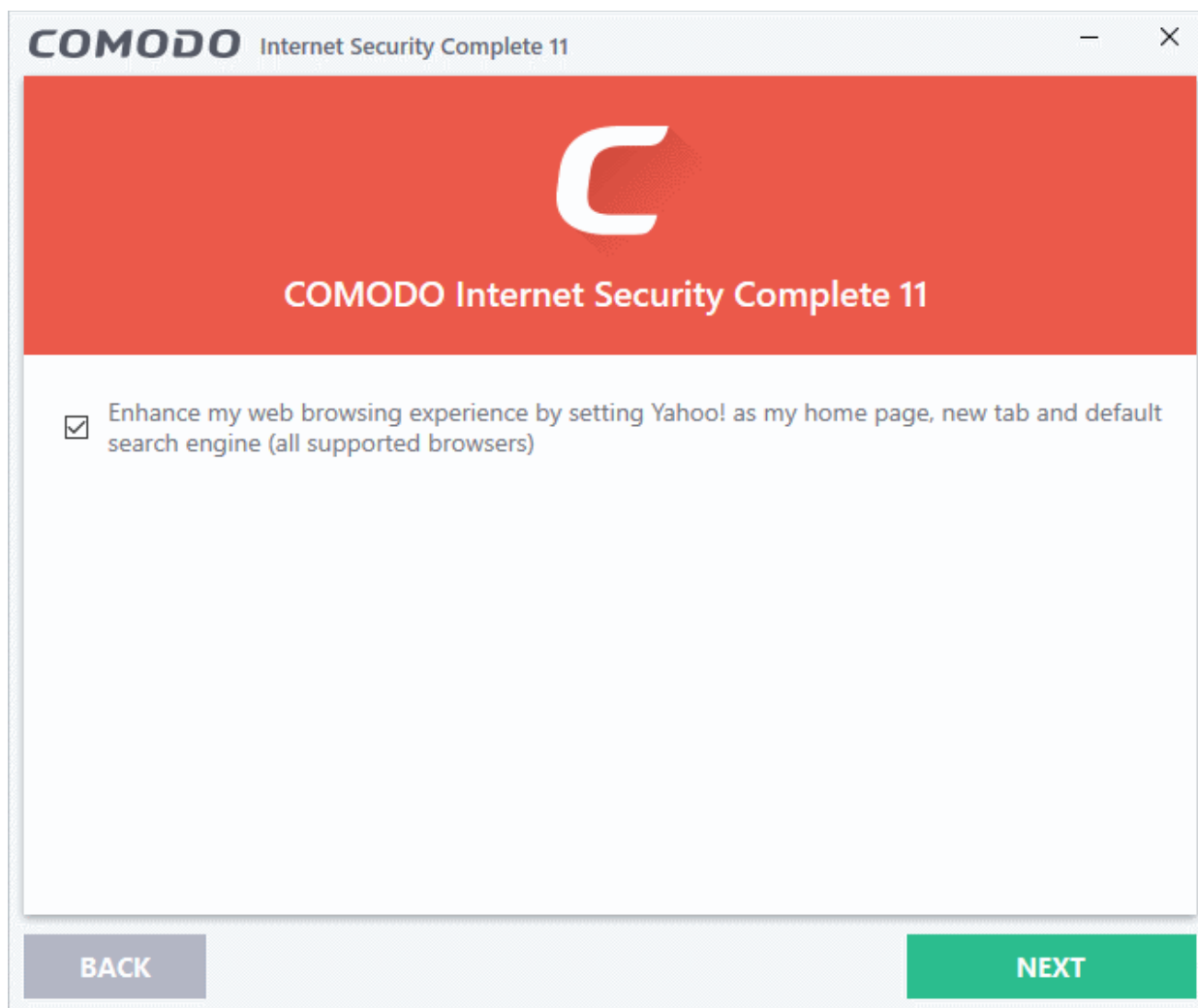- Read the complete User License Agreement by clicking the 'License Agreement' link at the bottom.
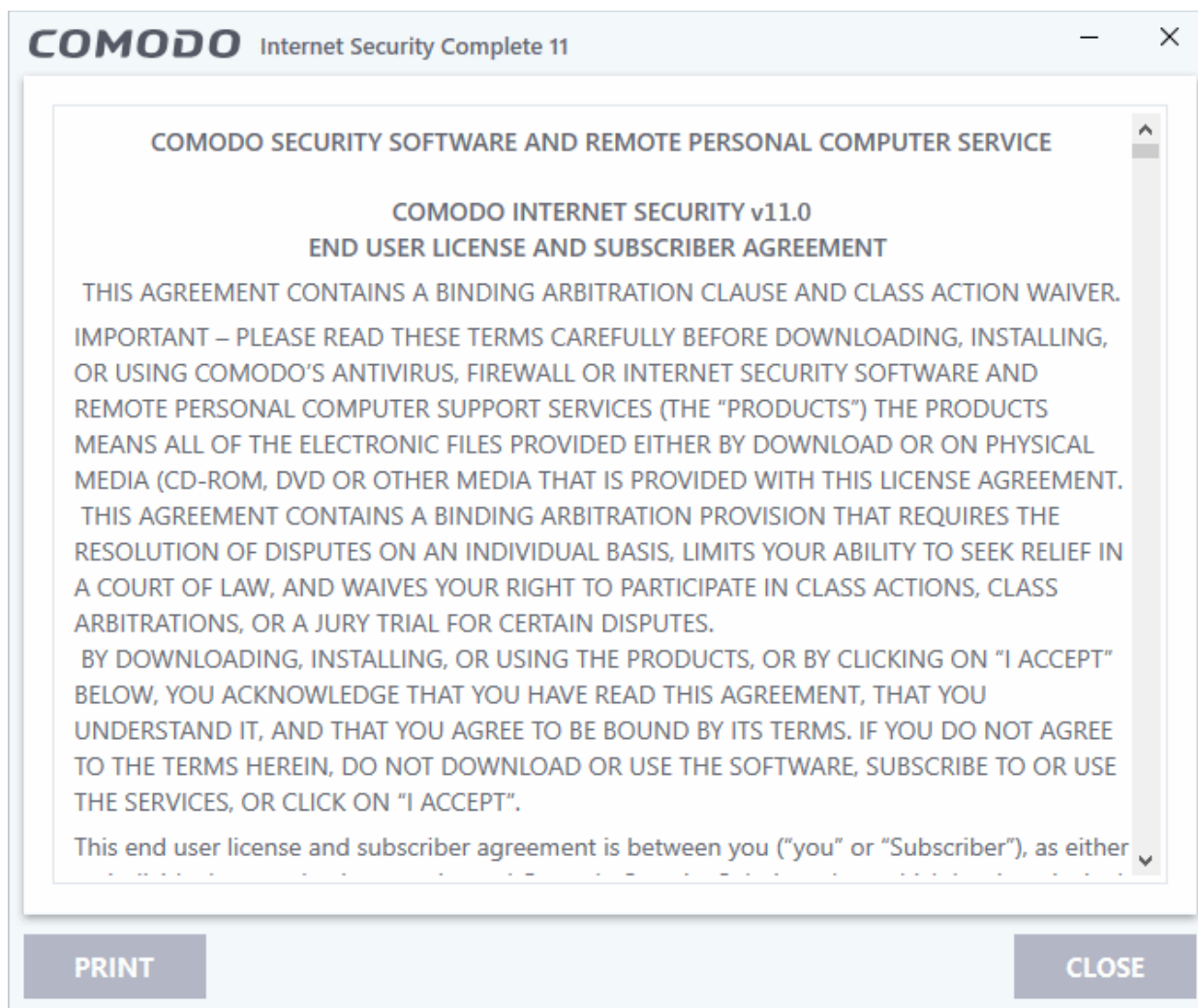
- After reading the agreements, click the 'Close' button to return to the installation screen.

- Click 'I agree' to begin installation.

Browser Homepage

In the next screen, you can choose to configure your browser home page.

- **Enhance my web browsing experience by setting Yahoo! as my home page, new tab and default search engine (all supported browsers)**. This means:
  - When you enter a search item into the address bar of a supported browser, the search will be carried out by Yahoo
  - A 'Search with Yahoo' menu entry will be added to the right-click menu of supported browsers.
  - Yahoo will be set as the default search engine in the 'Search' box of supported browsers
  - The instant 'search suggestions' that you see when you start typing a search item will be provided by Yahoo.
- Clear the checkbox if you do not want to set Yahoo! As your home page, new tab and default search engine.
- Click 'Next' to proceed with installation wizard

Step 2 - Configuration

The installation configuration screen will be displayed.
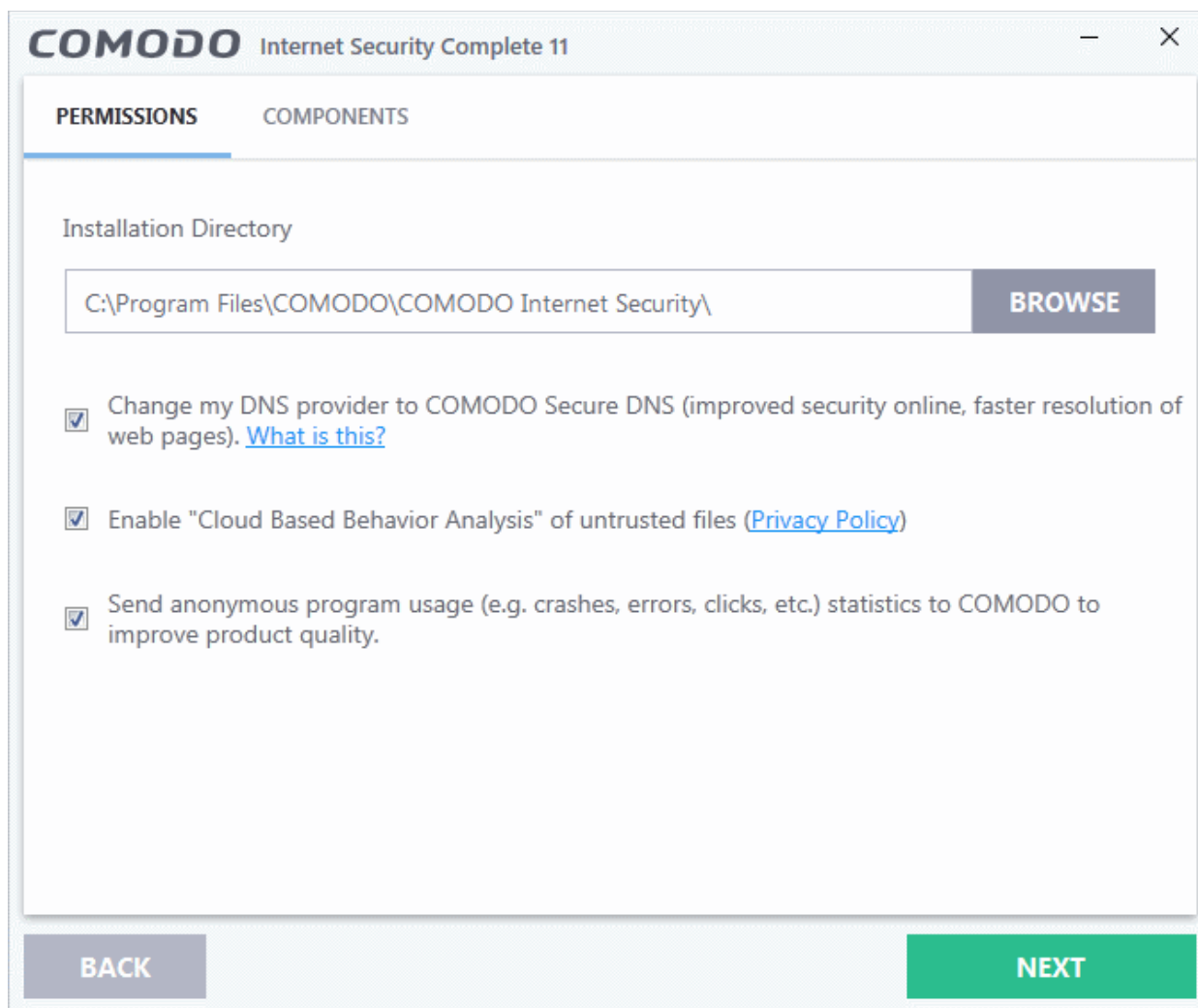
The 'Permissions' tab allows you to choose the installation path and other advanced settings:

Choose Installation Location

Select the Comodo Internet Security installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security. Click 'Browse' if you want to install to a different location.

DNS Settings

The Comodo DNS service replaces your existing recursive DNS Servers and resolves your DNS requests through Comodo's proprietary directory services platform. Comodo's worldwide network of redundant DNS servers provide fast and secure internet browsing without any hardware or software installation.

Comodo Secure DNS also protects you by blocking access to malicious sites by any program running on your computer.

In this installation step, the DNS settings of your computer are changed to point to our DNS servers. You can disable the service at anytime by reverting to your previous settings.

- Select 'Change my DNS provider to COMODO Secure DNS' to enable the service. The 'What is this' link has more information about Comodo Secure DNS.

See **Appendix 2 Comodo Secure DNS Service**, for more details on the Comodo Secure DNS Service.

Cloud based behavior analysis

If enabled, any file that is identified as unknown is submitted to the Comodo Instant Malware Analysis (CIMA) server for behavior analysis. Unknown files are subjected to a range of static and dynamic tests to determine whether they behave in a malicious manner. The results will be sent back to your computer in around 15 minutes. Comodo
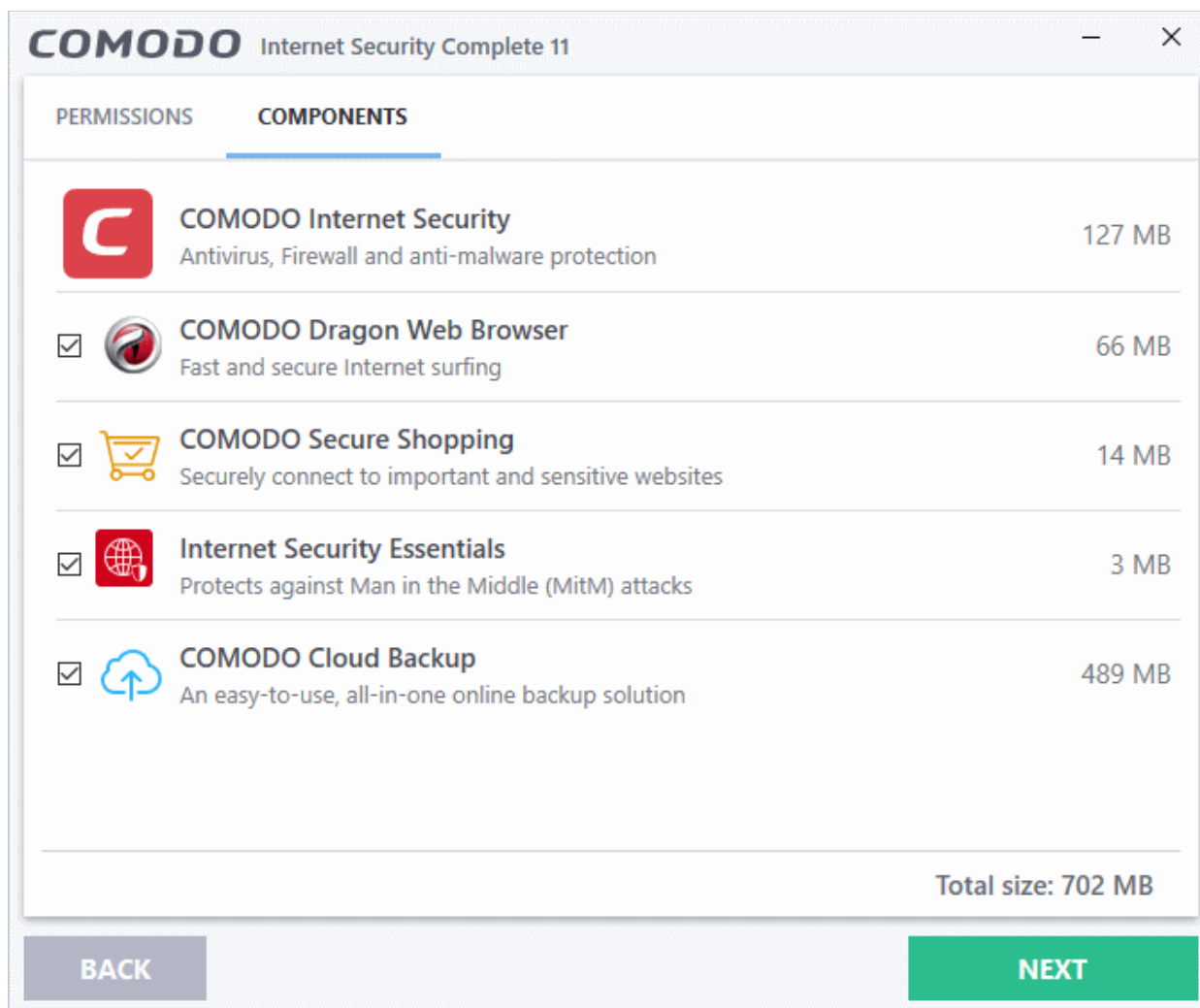
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recommends users leave this setting enabled.

Send anonymous program usage data

If enabled, CIS will send anonymous crash and usage data to Comodo. This data is useful to Comodo as it helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details.

- Please review and/or modify the settings in the dialog.

The 'Components' tab enables you to select the components you would like to install.
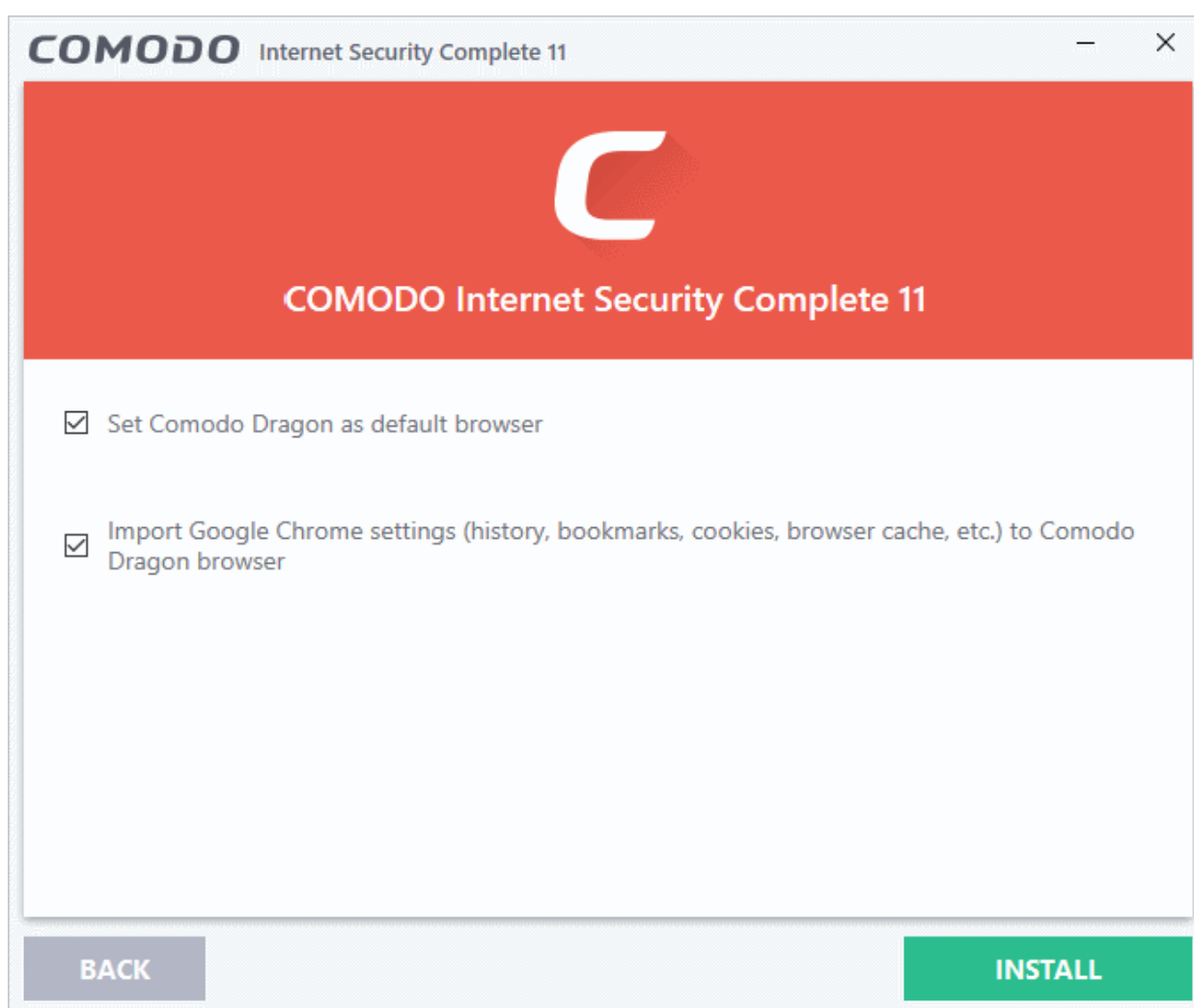

- **COMODO Internet Security** - Installs Comodo Antivirus, Comodo Firewall, HIPS, Containment and VirusScope components. Installing CIS Complete is mandatory to qualify for the virus free guarantee, hence you cannot de-select CIS.
- **COMODO Dragon Web Browser** - Installs Dragon, a fast and versatile internet browser based on Chromium technology and infused with Comodo's unparalleled level of security. See **Dragon Browser** for more details.
- **COMODO Secure Shopping** - Installs Comodo Secure Shopping, a security hardened virtual environment which offers complete protection for online banking and shopping. See **Comodo Secure Shopping** for more details.
- Internet Security Essentials - Installs Comodo Internet Security Essentials (CISE). CISE protects you from internet 'man-in-the-middle' attacks by making sure that the websites you visit use an authentic

SSL certificate from a trusted certificate authority. You will be warned if a website uses an untrusted certificate. See **Internet Security Essentials** for more details.

- **Comodo Cloud Backup** - Selecting this option installs Acronis Comodo Cloud Backup, a powerful and easy-to-use desktop application that helps home and business users protect their valuable data against damage or loss. See **Comodo Backup** for more details.

- Click 'Next' when you are satisfied with your settings.

Step 3 - Import browser settings

- Set Comodo Dragon as default browser - Make Comodo Dragon your default browser for opening webpages

- Import Google Chrome settings (history, bookmarks, cookies, browser cache, etc.) to Comodo Dragon browser - Automatically imports your bookmarks, history and other data
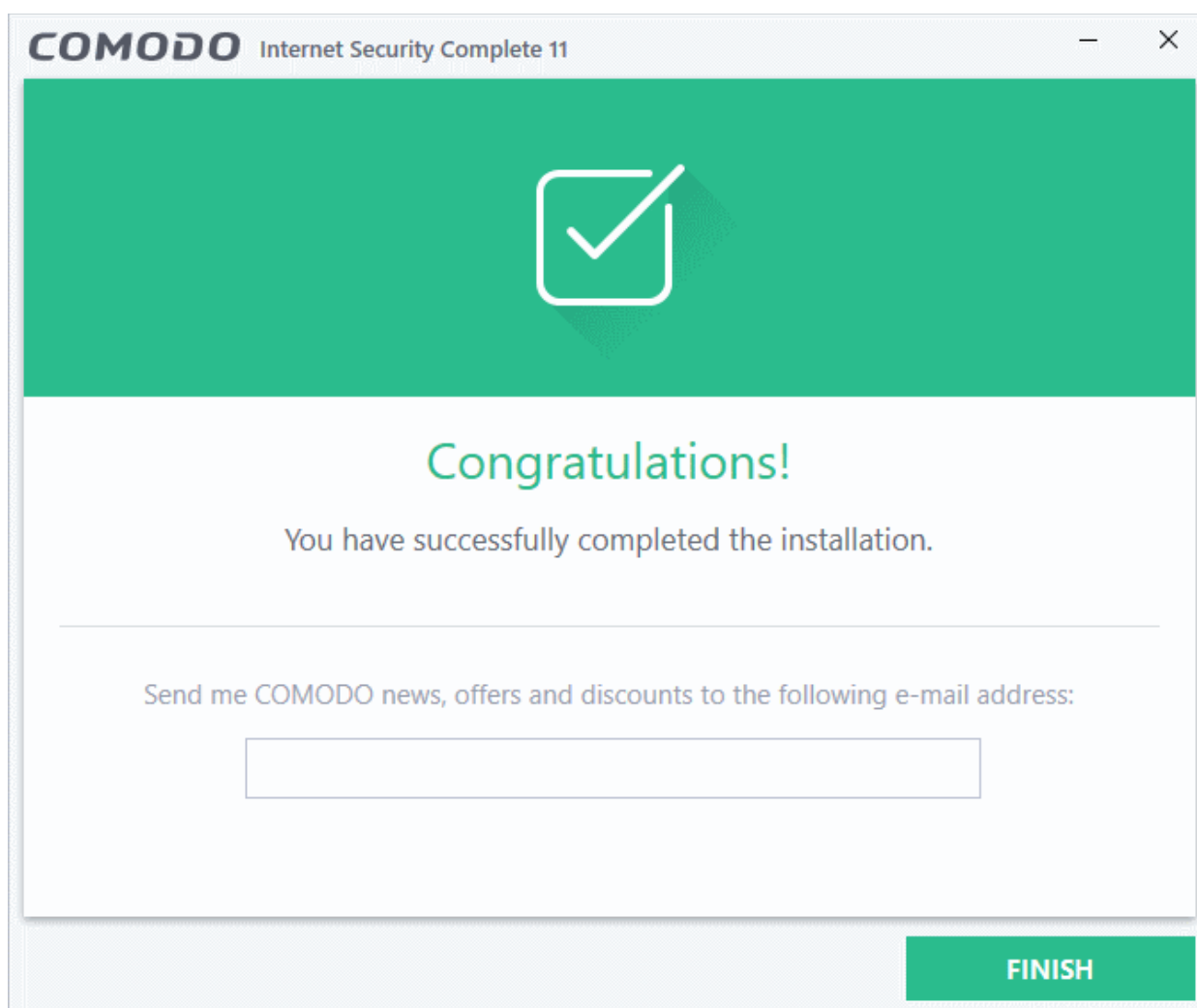

- Click 'Install' after choosing your browser options.

Step 4 - Installation progress
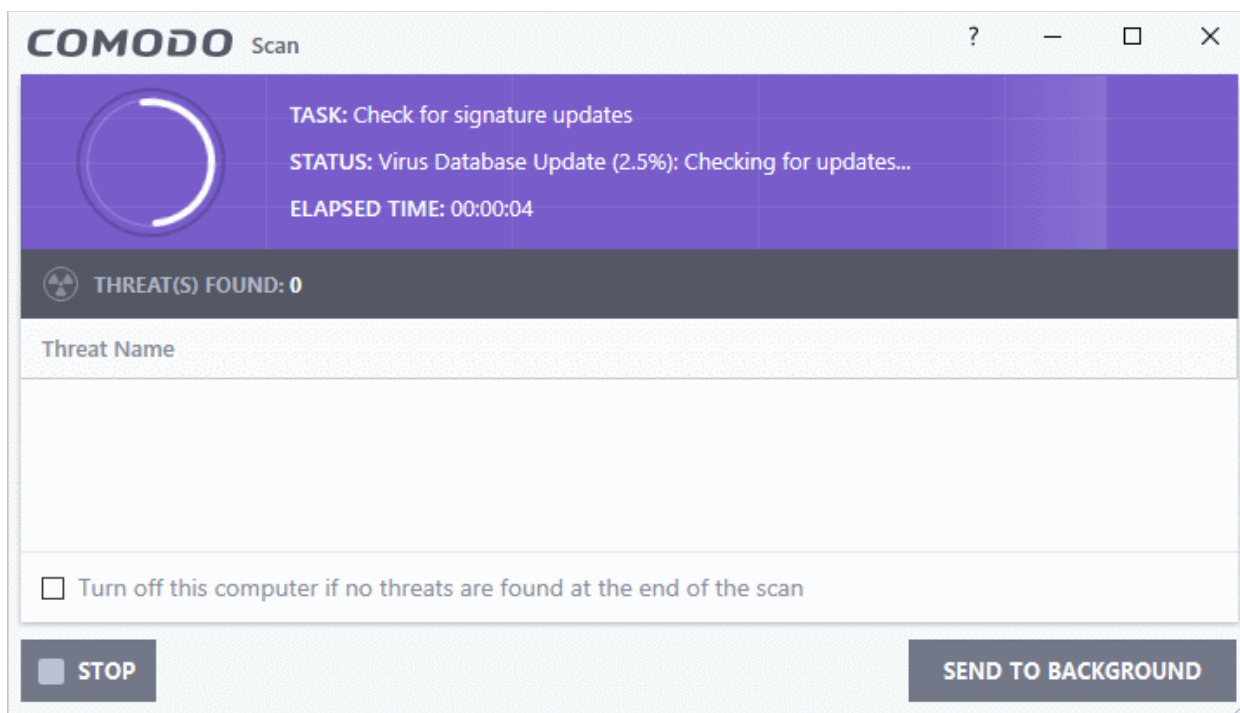
The installation will begin:

You will see the following notification when installation is complete:

COMODO
Creating Trust Online®

Enter your email address in the space provided if you wish to sign up Comodo news and offers. This is optional.

- Click 'Finish' to finalize the installation process.

- Once setup is complete, the application runs a quick virus scan on your computer. The scan covers critical areas of your computer hard-drive, system memory, autorun entries, hidden services and boot sectors.
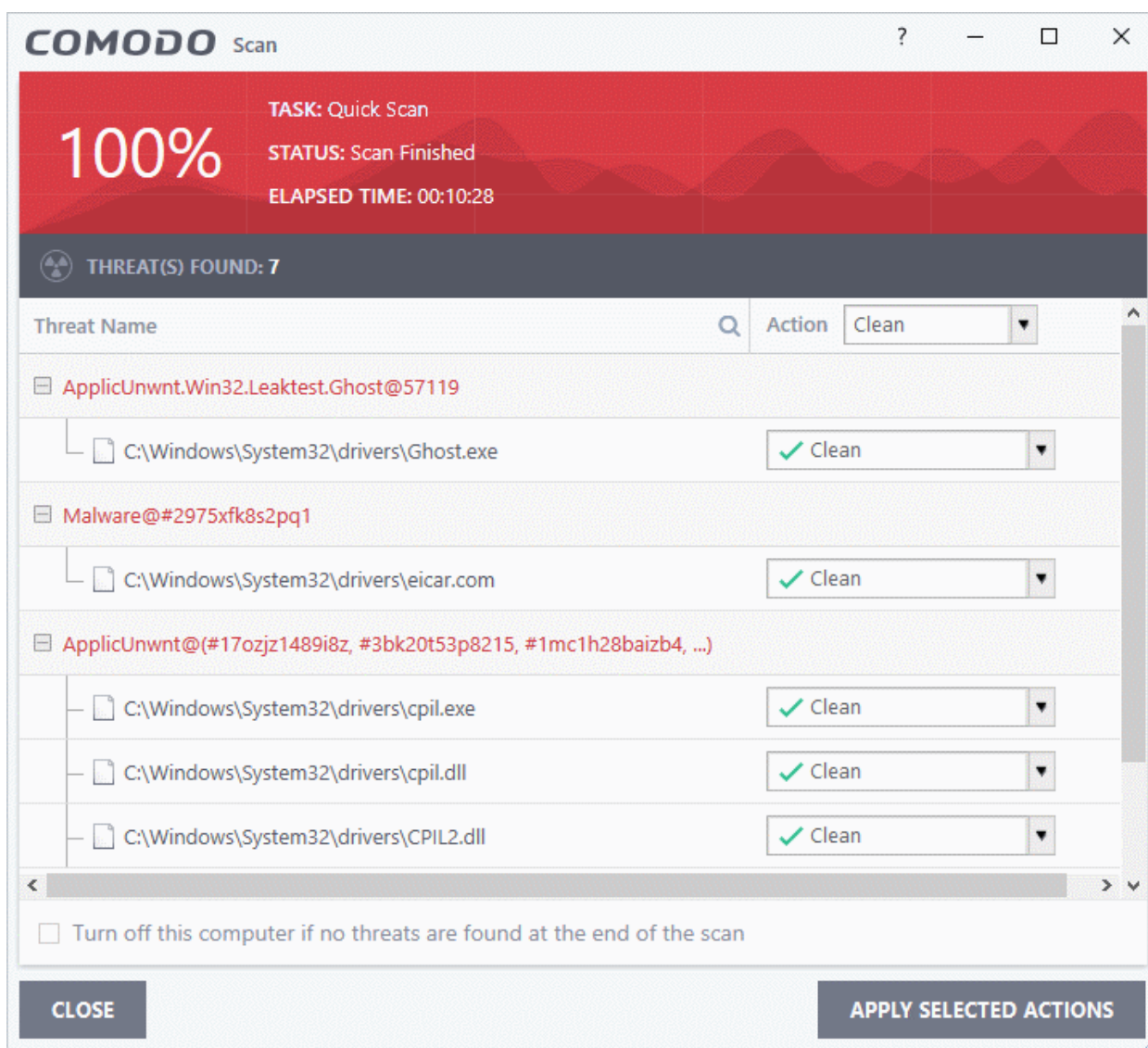- The virus database will be updated automatically prior to the scan.

Click 'Send to Background' to run the task in the background. Background tasks can be viewed in the 'Task Manager' interface. See **'Manage CIS Tasks'** for more details.
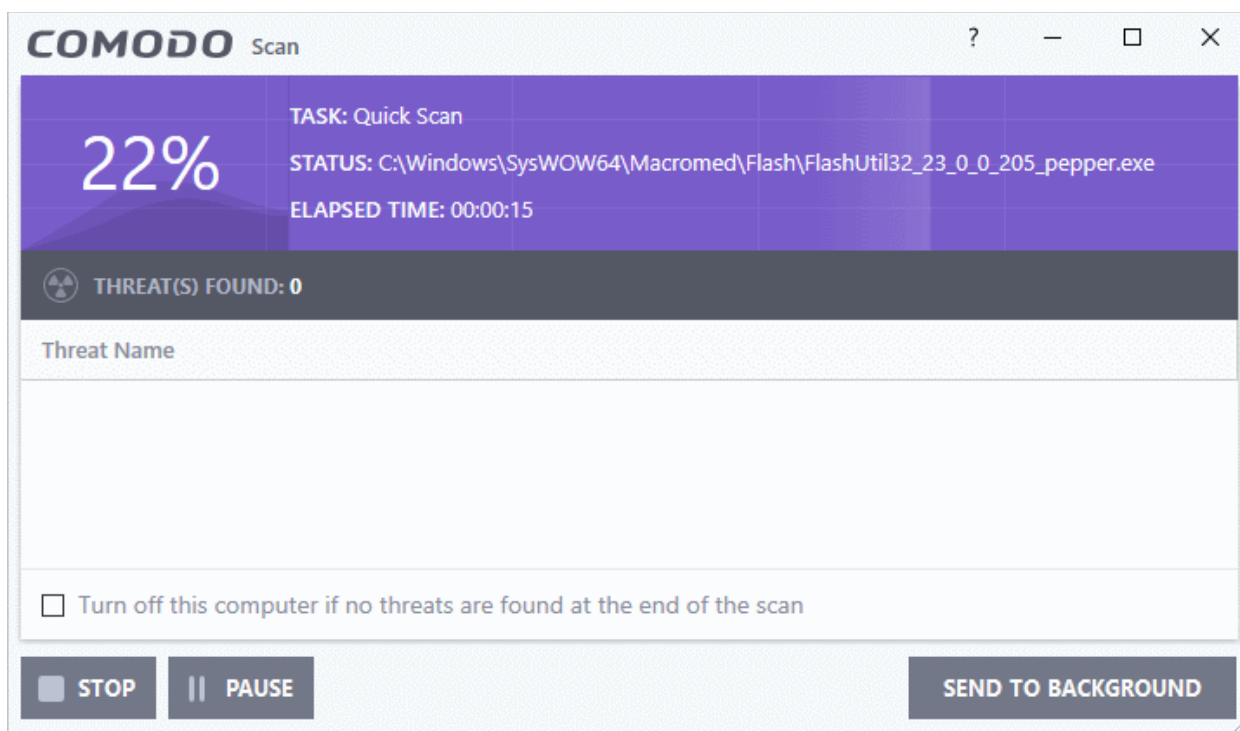
- Click the 'Stop' button if you do not want to run the scan at this time.
- On completion, the scan results screen will appear. The results screen shows the number of objects scanned and the list of identified threats (Viruses, Rootkits, Malware).
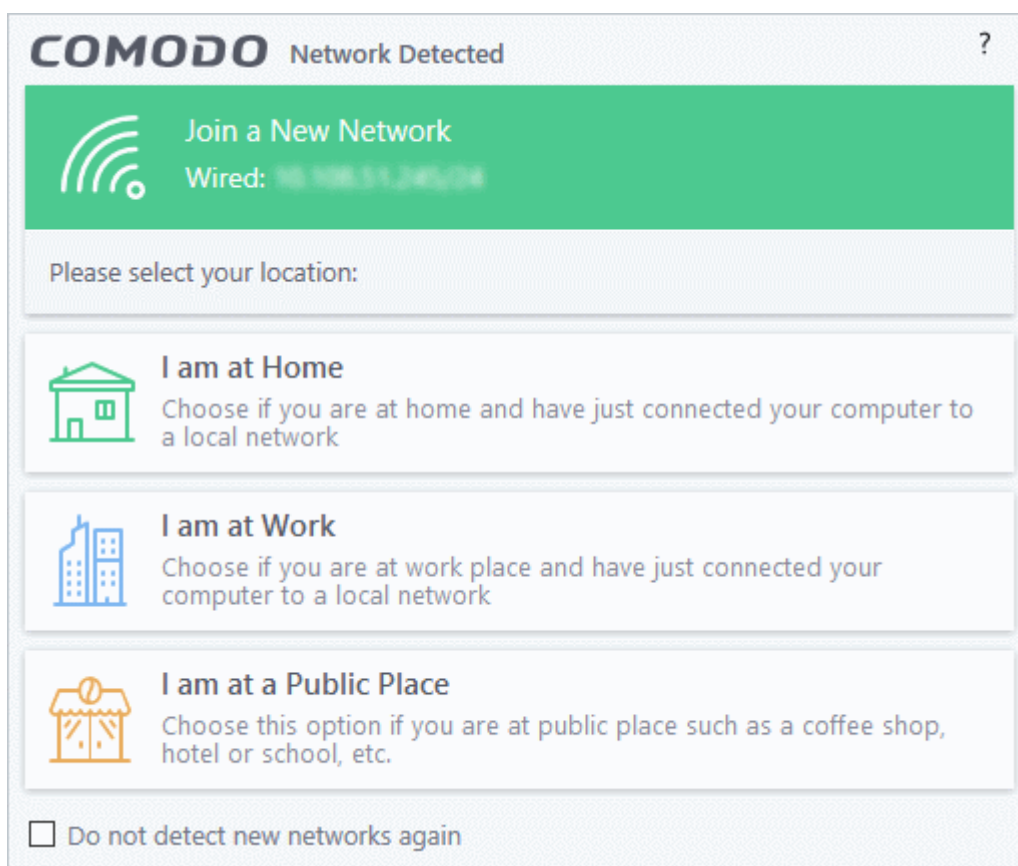
An example results screen is shown below:

- Select 'Clean' from the drop-down at the top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '**Processing Infected Files**' if you need more help.

Step 5 - Select your location

The 'Network Detected' dialog lets you choose your location. The top of the dialog shows whether you are using a wired or wireless connection.
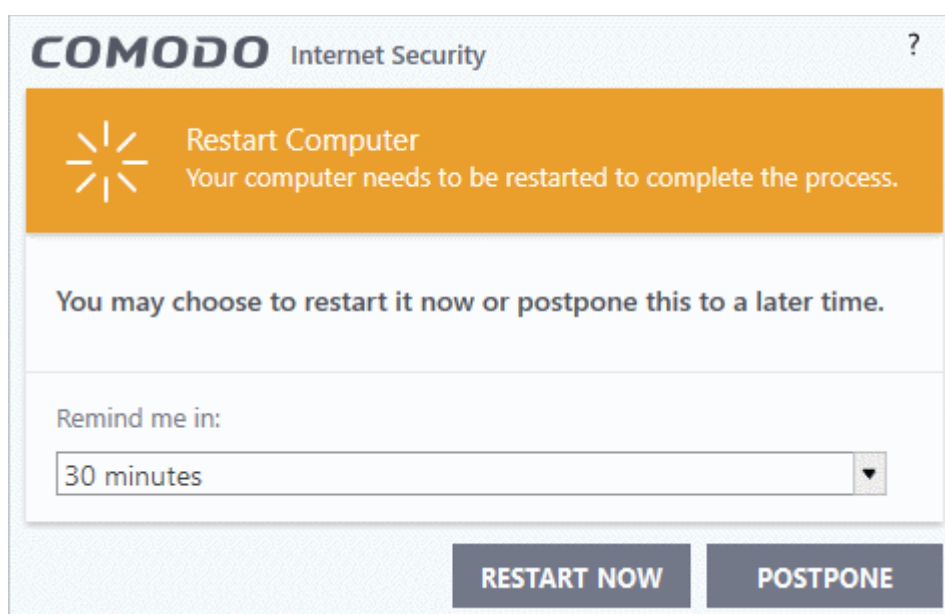
- Select your location from the three options
- Select 'Do not detect new networks again' If you are an experienced user that wishes to manually set-up their own trusted network. This can be done in '**Network Zones**' and through the '**Stealth Ports Wizard**'.

Step 6 - Restart Your System

You need to restart your computer to complete the installation:

- If you want to restart the computer immediately, save all your work and click 'Restart Now'.

- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

Step 7 - After Restarting Your System

After restarting, a 'Welcome' screen will appear. This contains a summary of the components you chose to install as well as some friendly advice. You can purchase also a purchase license key from this screen if you have not done so already.
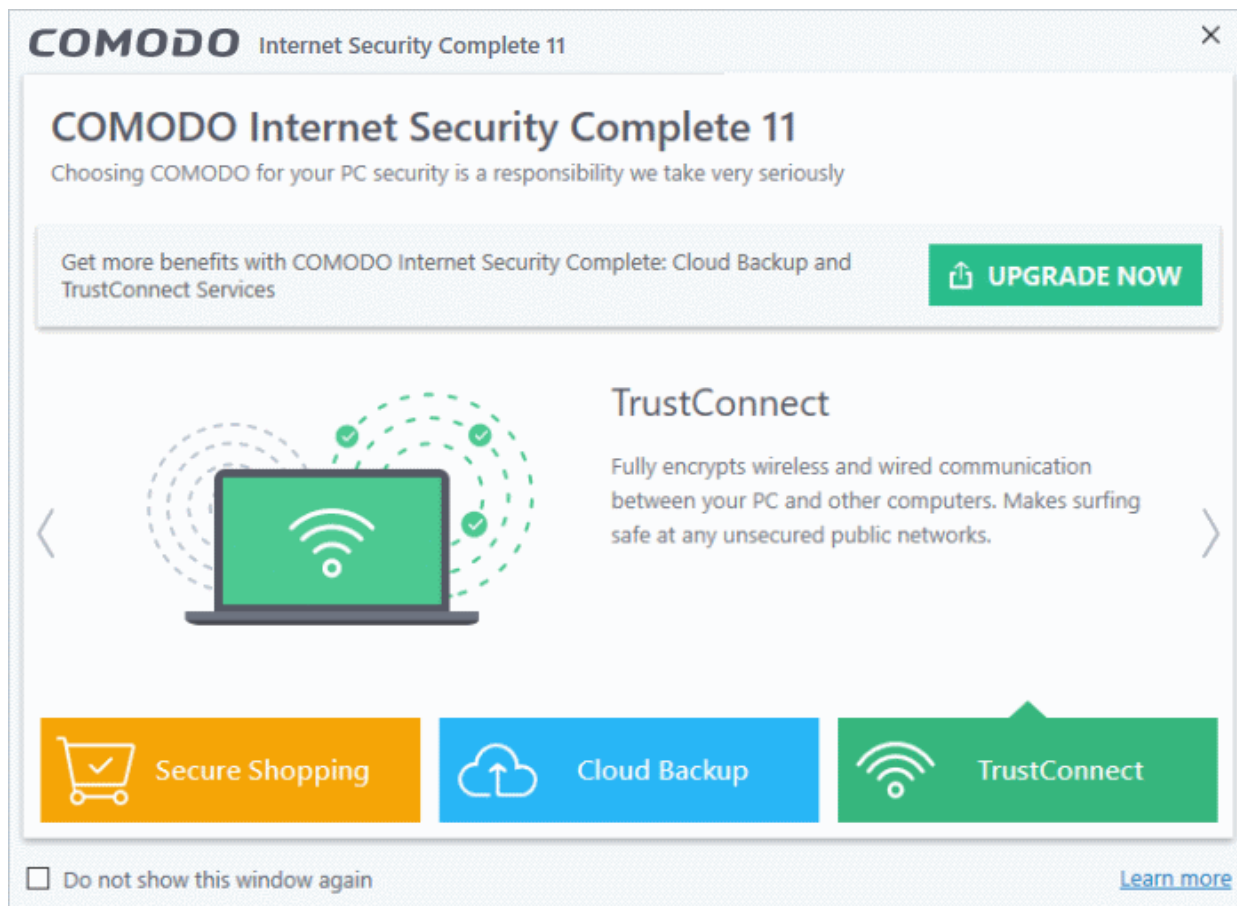
This screen will appear every time you start your system. If you do not want the screen to be displayed on every start up, select the check box 'Do not show this window again' before closing the window.

The main interface will be displayed:
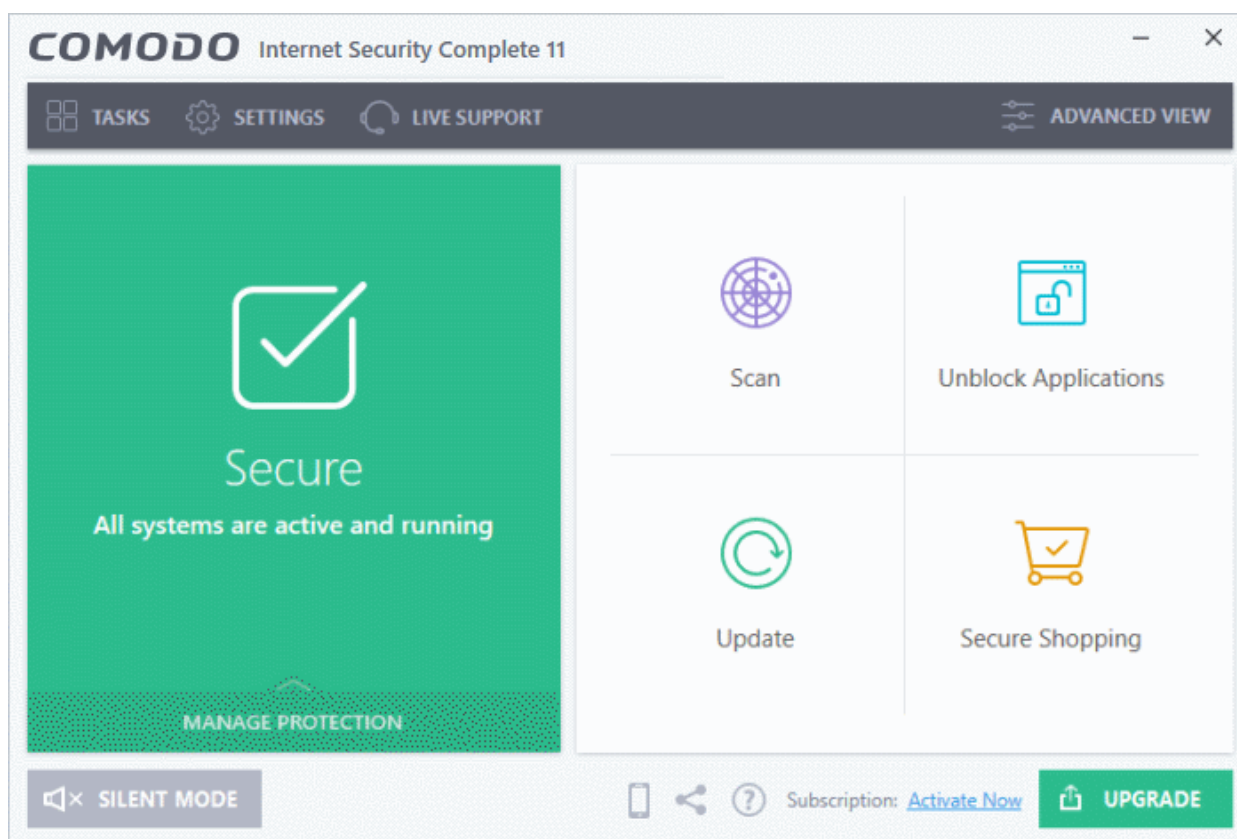
> **Note**: You need to activate your license after installation in order to get the virus-free guarantee and TrustConnect service enabled.
> - See **Activate Your License** for help to activate your license
> - See **Activate Your Guarantee Coverage** for help to activate your guarantee

1.3.1. Activate CIS Pro/Complete Services after Installation

You need to activate your CIS Pro or CIS Complete license after installation is complete. CIS Complete customers should also activate the virus-free guarantee. See the following sections for help:

- **Activate Your License**
- **Activate Your Guarantee Coverage**
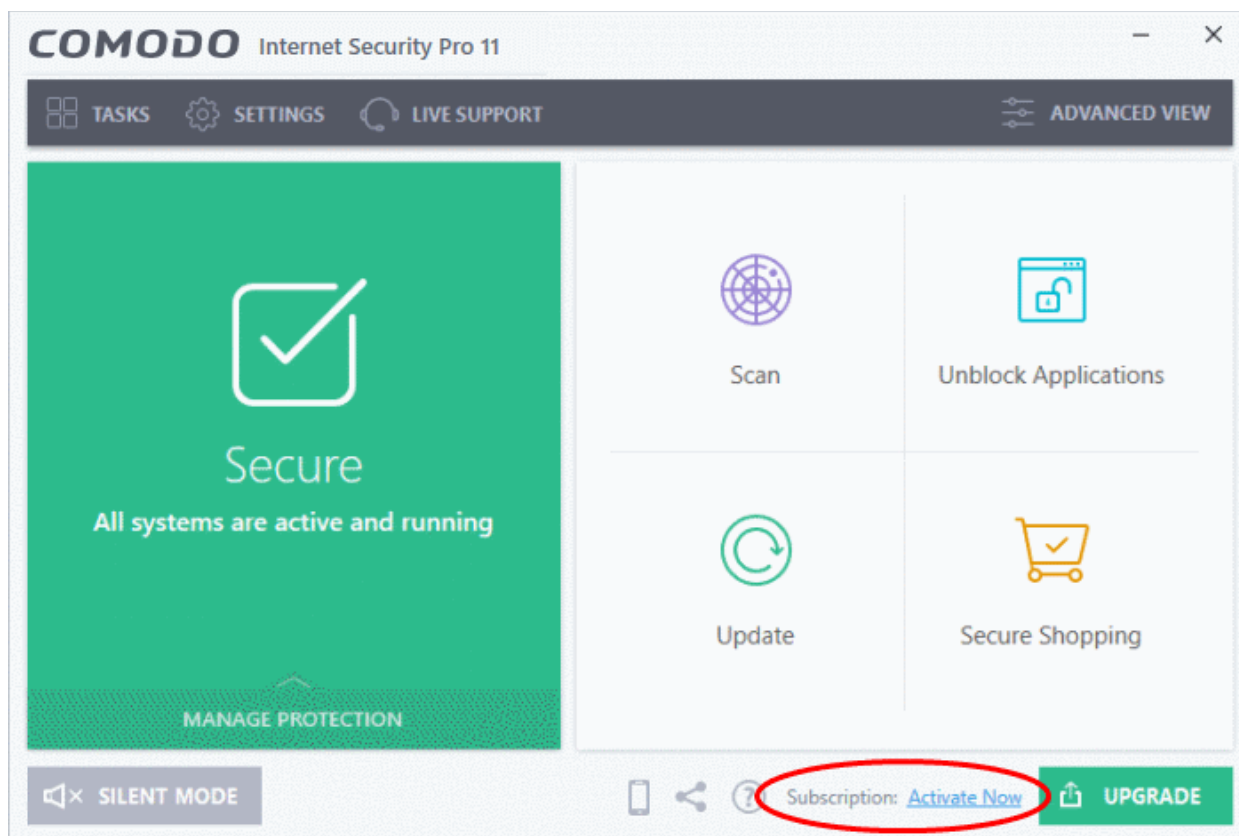- **Renew Your License**

1.3.1.1. Activate Your Product License

- **Activate your CIS Pro license**
- **Activate your CIS Complete license**

Activate your CIS Pro license

- Start Comodo Internet Security Pro as explained in **Starting Comodo Internet Security.**

Step 1: To activate your license:

- Click 'Activate Now' beside 'Subscription' on the home screen (bottom-right). If you are using the free trial version of CIS Pro, then click the 'No. of Days left' link.

The license activation screen will open. Enter your license key in the space provided and click 'Activate':
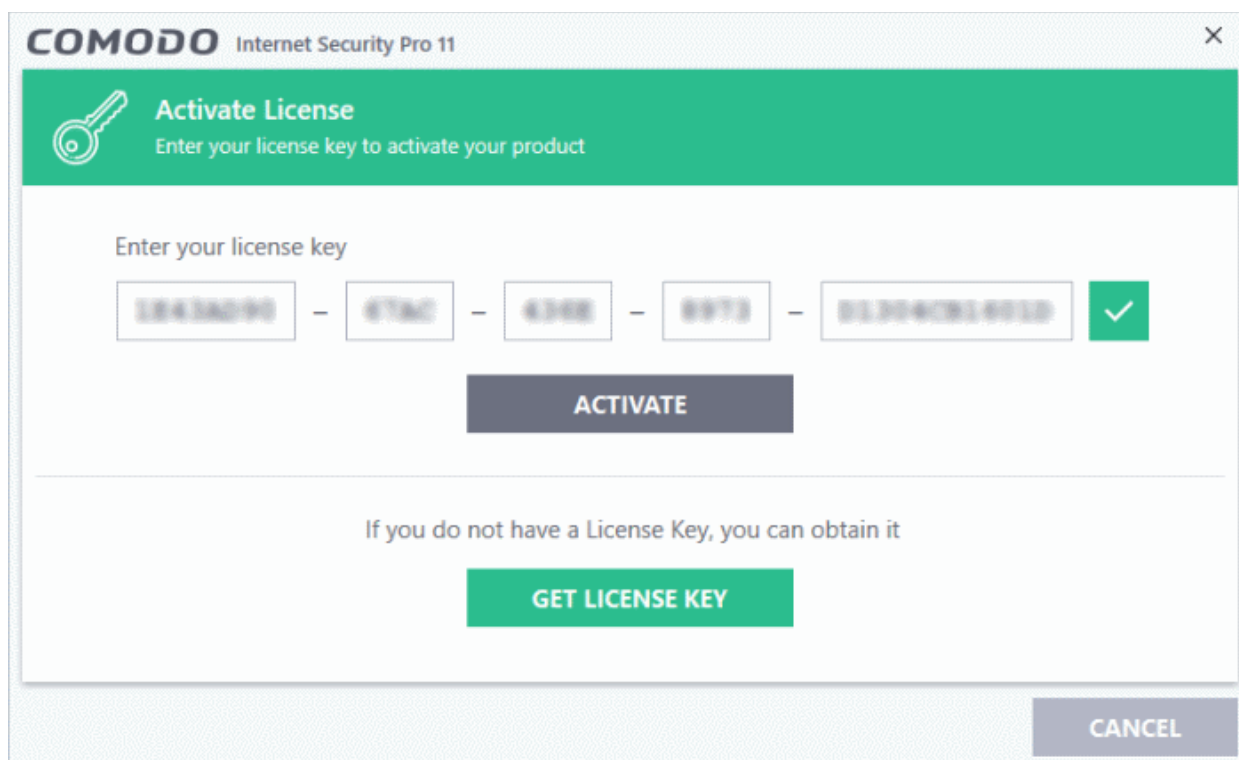
Your CIS Pro license key was sent to you via email after your order was successfully processed.

Tip: If you haven't subscribed for Comodo Internet Security Pro or Complete so far, click 'Get License Key'. You will

be taken to the product order form where you can purchase a license.

A Comodo account is required to complete the activation process.

- If you do not have an account, click 'Create New Account' and complete the account registration process.

- If you have a Comodo account, enter your credentials and click 'Login'.

- CIS will verify your key then activate your license:

- Click 'Continue' to exit the wizard. CIS Pro is now activated.

> **Tip**: You can also enter your activation key by clicking 'Enter a license key' in the 'About' dialog. Click **Help icon > About** in the CIS home screen to do this.

The main interface will display the number of days left for the license before it should be renewed.
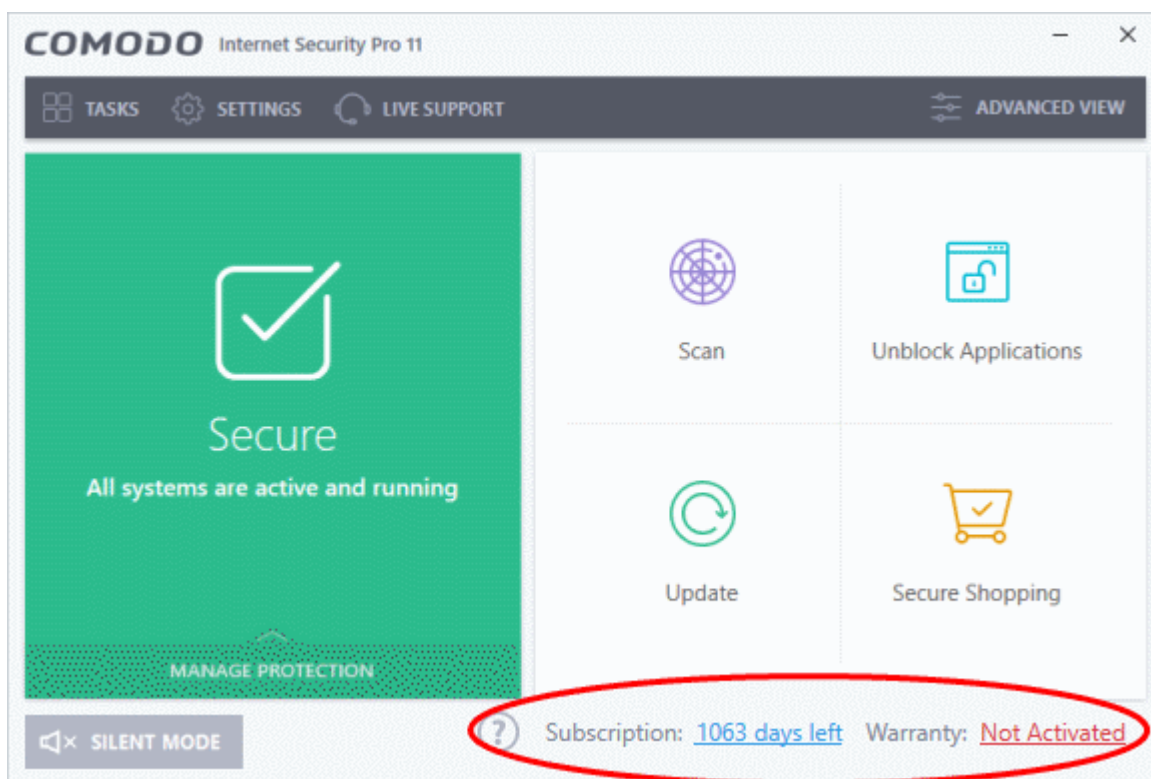
Activate your CIS Complete license

- Start Comodo Internet Security Complete as explained in **Starting Comodo Internet Security**.
- Click 'Activate Now' beside 'Subscription' on the home screen (bottom-right).
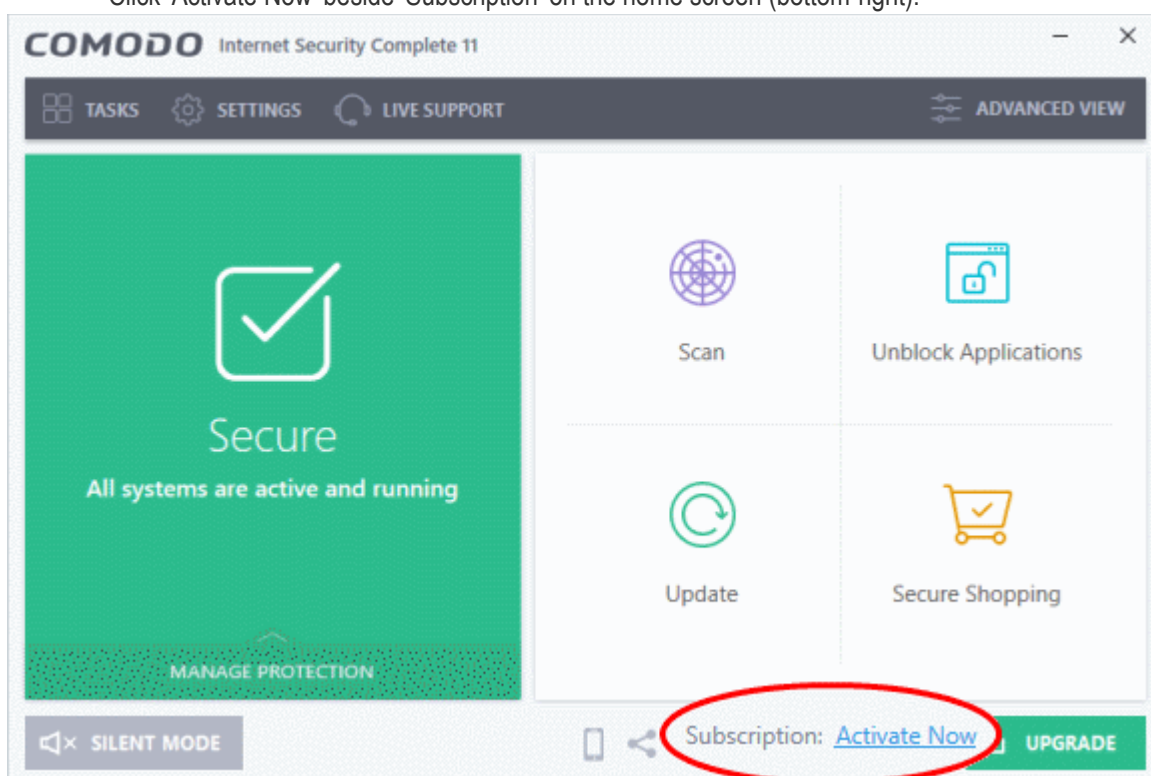
The license activation screen will open. Enter your license key in the space provided and click 'Activate':

Your CIS Complete license key was sent to you via email after your order was successfully processed. If you bought CIS Complete as a DVD, the license key is available on the DVD itself or printed on an insert in the box.

Tip: If you haven't subscribed for Comodo Internet Security Pro or Complete so far, click 'Get License Key'. You will be taken to the product order form where you can purchase a license.

A Comodo account is required to complete the activation process.

- If you do not have an account, click 'Create New Account' and complete the account registration process.

- If you have a Comodo account, enter your credentials and click 'Login'.

- CIS will verify your key then activate your license:

You will see a confirmation screen when your license has been activated:
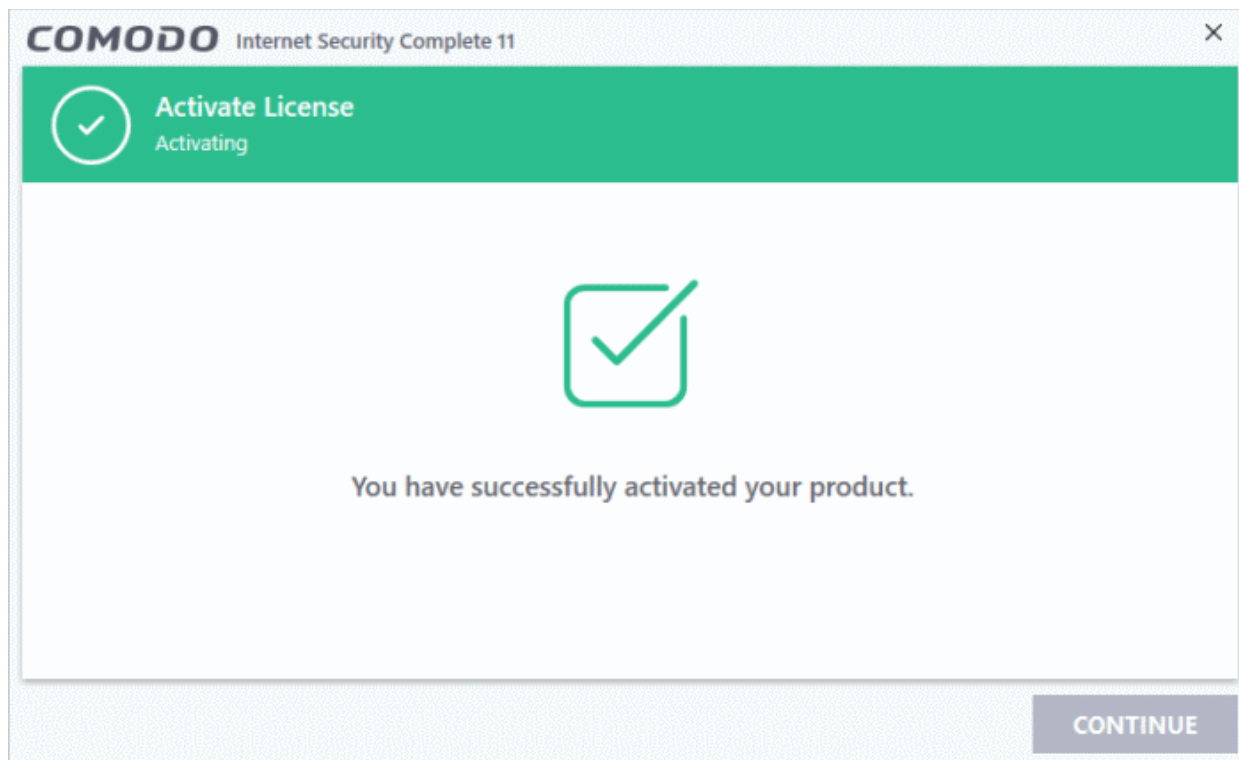
- Click 'Continue' to exit the wizard.

CIS Complete will be activated along with Comodo Cloud Backup and TrustConnect. The validity period of your license will be displayed at the bottom of the CIS home screen:
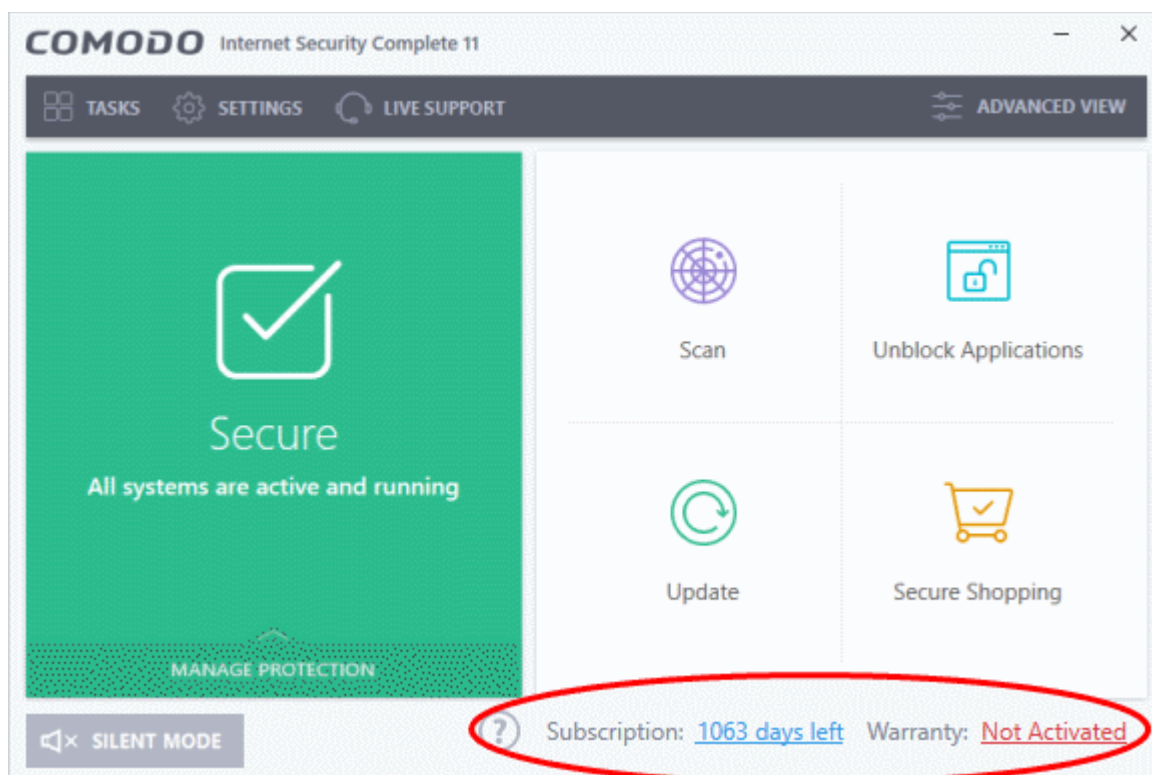
- Acronis Comodo Cloud Backup online storage space - Use the login credentials provided during the CIS Complete subscription.

- TrustConnect - The TrustConnect service will be automatically enabled after successful activation of your CIS license. See **TrustConnect Overview** for more details on how to use the service.

> **Tip**: You can also enter your activation key by clicking 'Enter a license key' in the 'About' dialog. Click the **Help icon > About** in the CIS home screen to do this.

1.3.1.2. Activate Your Guarantee Coverage

The Comodo Guarantee is available to customers of CIS Pro and CIS Complete. Before enabling the guarantee coverage, customers should first have activated their license. Full details on activating the license can be found in **Activating Your License**.

Please note that if you wish to use and activate the Comodo guarantee then you must:

- Install Comodo Internet Security (both Antivirus and Firewall components)

- Run and pass a 'Full' antivirus scan using the latest signature database.

- Please see the **End User License Agreement** (EULA) for more details.

Limits: The guarantee is limited to the lesser of:
- The actual cost of the computer;

- An aggregate total of $500 for all claims paid under a single license key, and

- The actual cost of a Comodo specified and authorized third party provider to repair the computer to an operating condition ('Guarantee Limit').

- The guarantee is limited to repairing the computer over the internet to an operational state and excludes all claims for lost or expected profits, lost or corrupted data, lost or deleted work, or lost or damaged personal files. Comodo does not guarantee against the loss of any file or information. The guarantee is void if you breached this agreement, failed to follow the procedures described in this Section 3 of the EULA or failed to pay any fees applicable to your use of the Software.

- Full Terms and Conditions on the Comodo Guarantee Coverage can be read in Section 3 of CIS EULA (Step 2 of the Installation process for **CIS Pro** and Step 1 for **CIS Complete**).

> **Important Note**: Before you can activate the guarantee, it is essential to run a full computer AV scan with the latest version of the Comodo Virus database.
> - Make sure that the virus database of your CIS installation is the latest. The CIS home screen should say 'All Systems are active and running'
> - If your virus database is not up-to-date, click the 'Fix It' link on the home screen to update.
> - **Click here** for more details on running an Antivirus Scan

Step 1: To activate your guarantee, click 'Not Activated' beside 'Warranty' in the home screen.
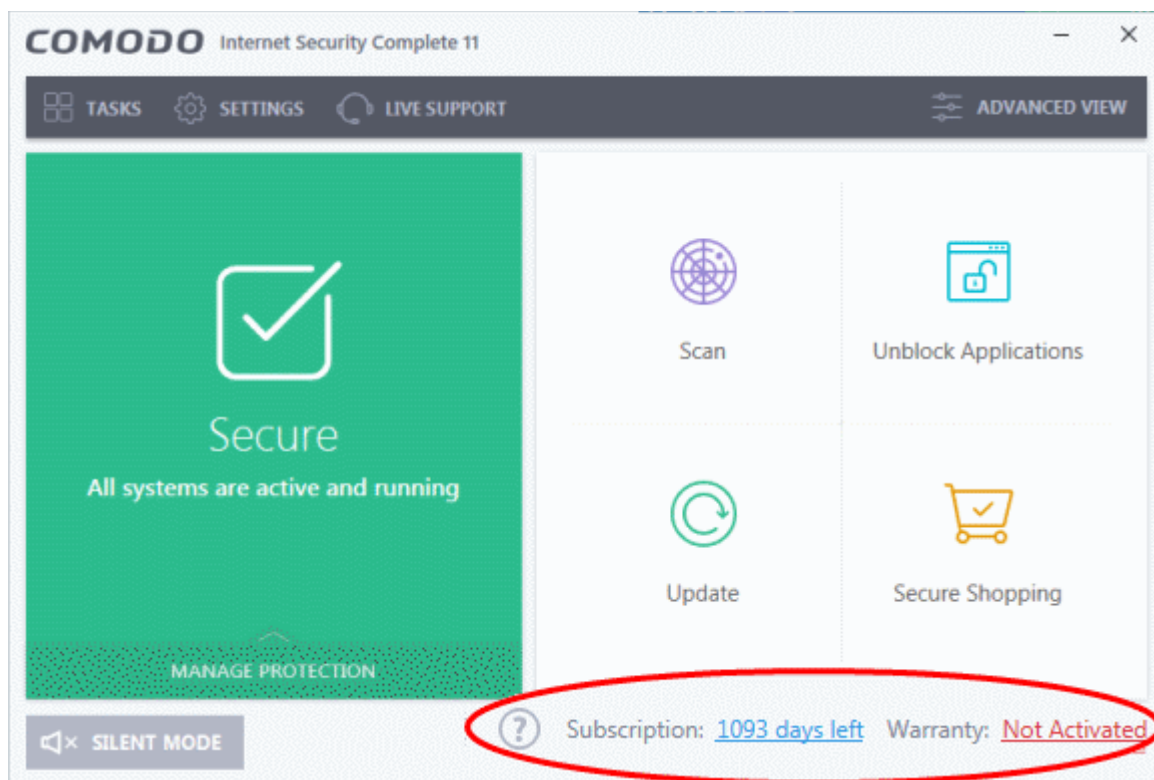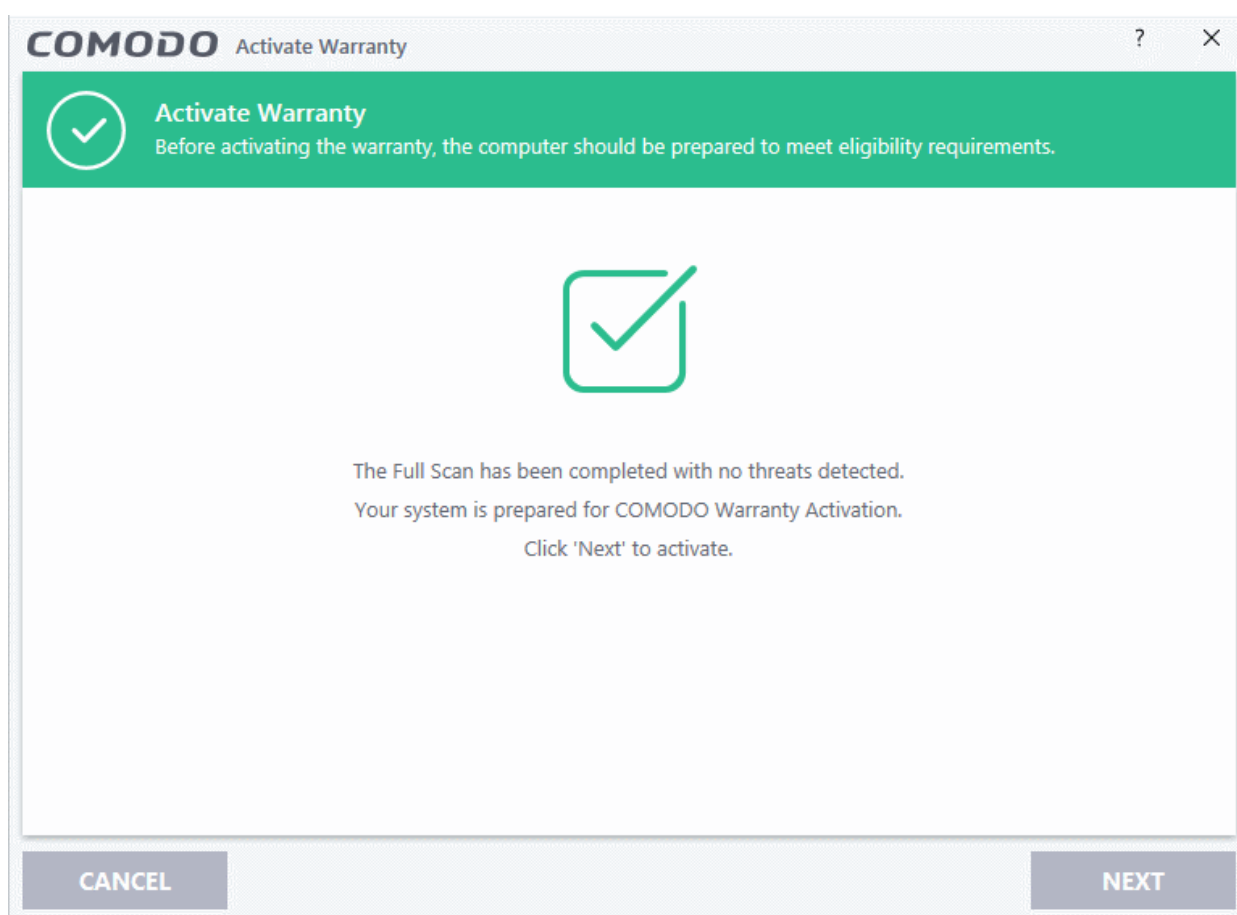

The 'Warranty Activation' Wizard will start.
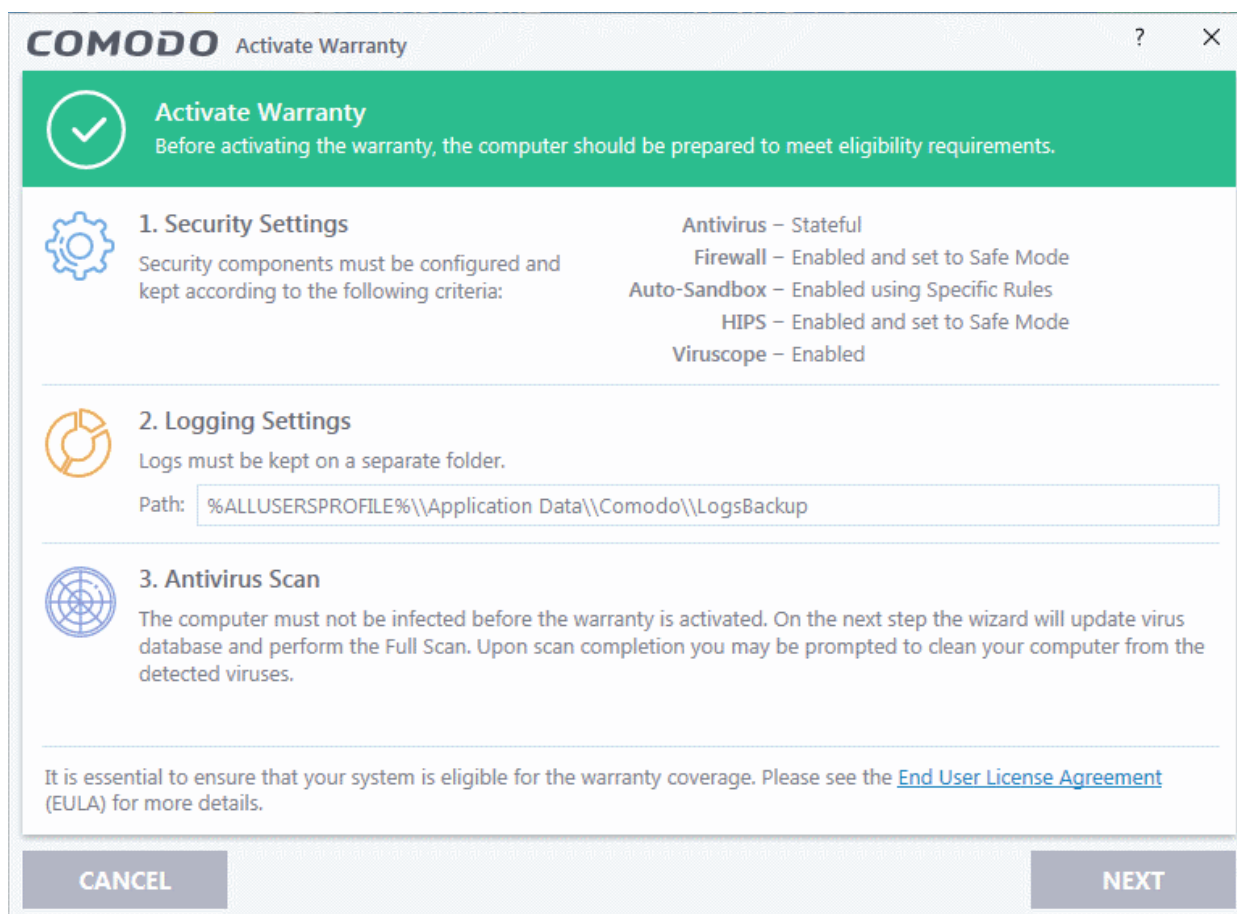
The activation screen shows the settings that need to be implemented to activate the warranty.

- **Security Settings -** Shows required settings for each CIS security component. These will be set by default. If you have changed these settings prior to activation then you will need to set them as stated in this area to proceed.

- **Logging Settings** - Displays the path where CIS will store log files.

- **Antivirus Scan** - A full system scan to remove all known viruses is a mandatory requirement if your computer is to be eligible for guarantee coverage.

- Click 'Next' to move to **step 2** if you have already run a full scan and your system is clean

- If you haven't run a full scan yet, click 'Next' to start the scan. See **Run a Full Computer Scan** for more details on scanning your full computer and cleaning infected files. All threats found during the scan should be cleaned for your computer to qualify for the warranty. At the end of the scanning and cleaning process, the wizard moves to **step 2**.

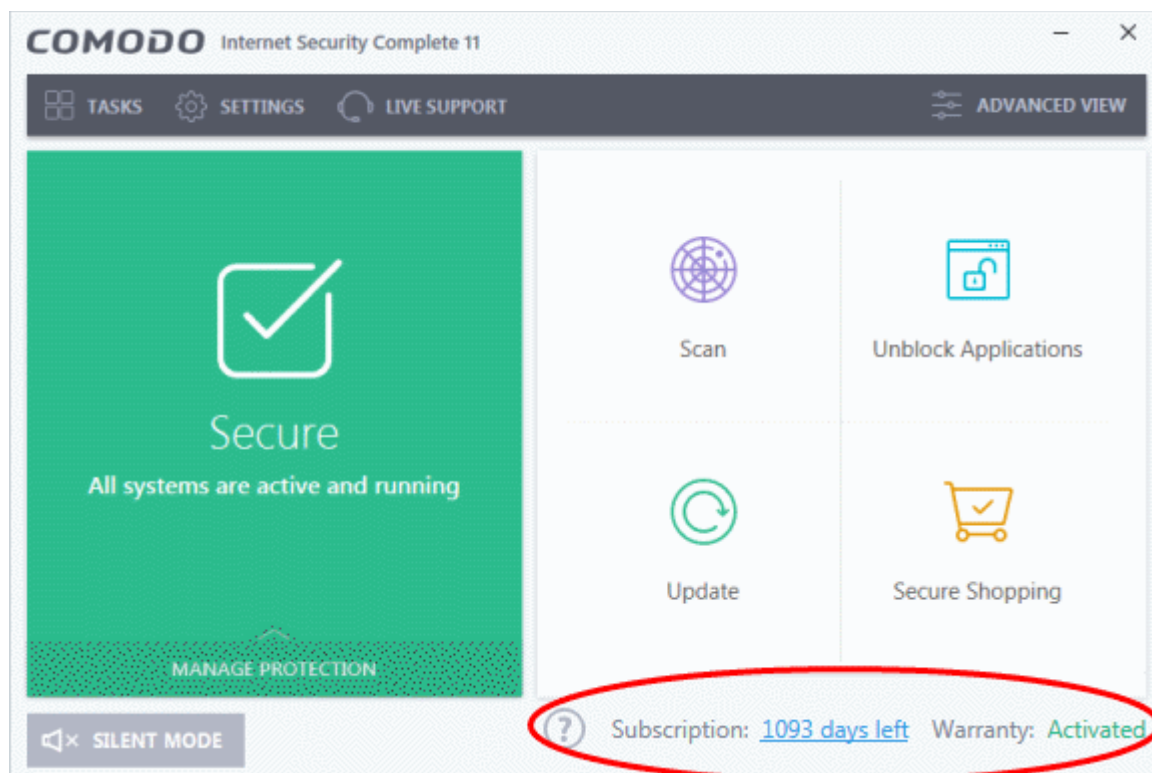**Step 2:** The guarantee activation wizard will start again.

- Click 'Next' to activate the warranty. Make sure you are connected to the internet.

You will see the following confirmation message after your coverage has been activated:
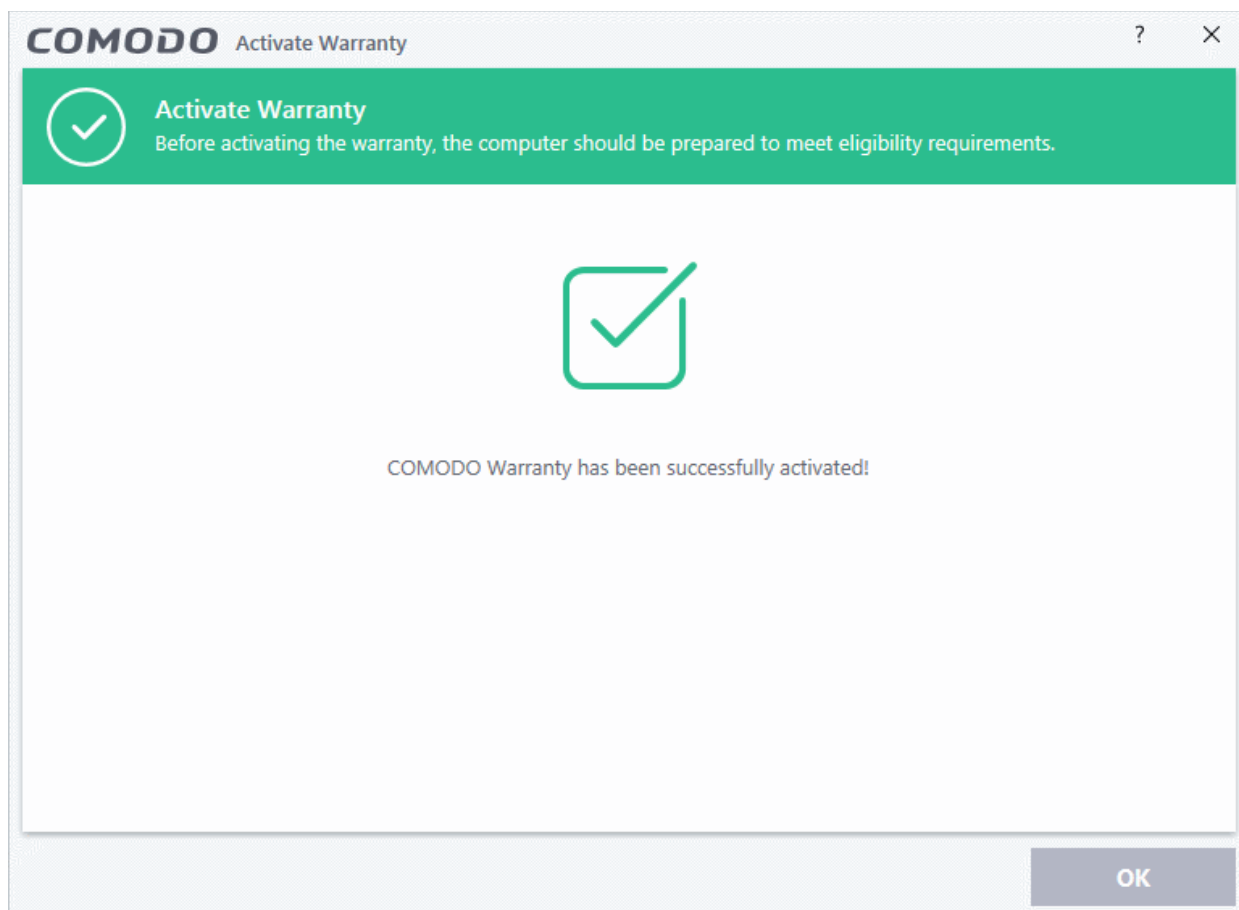
- Click 'Continue' to complete the activation wizard

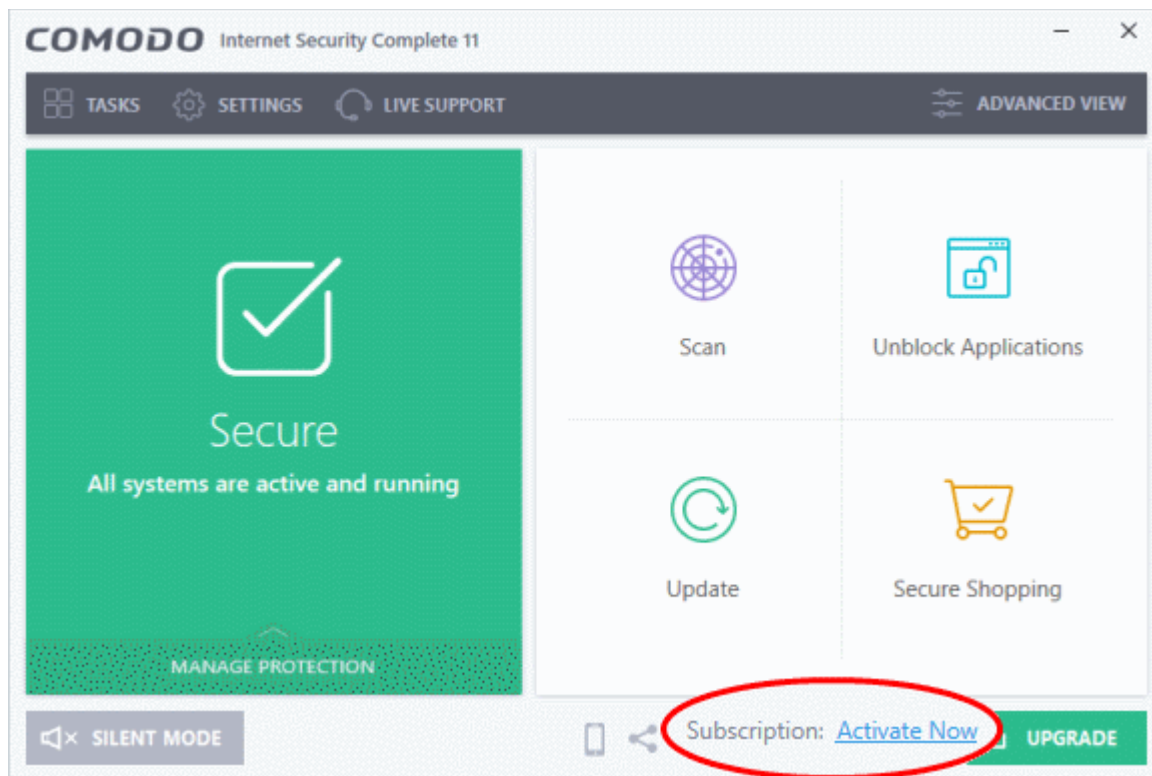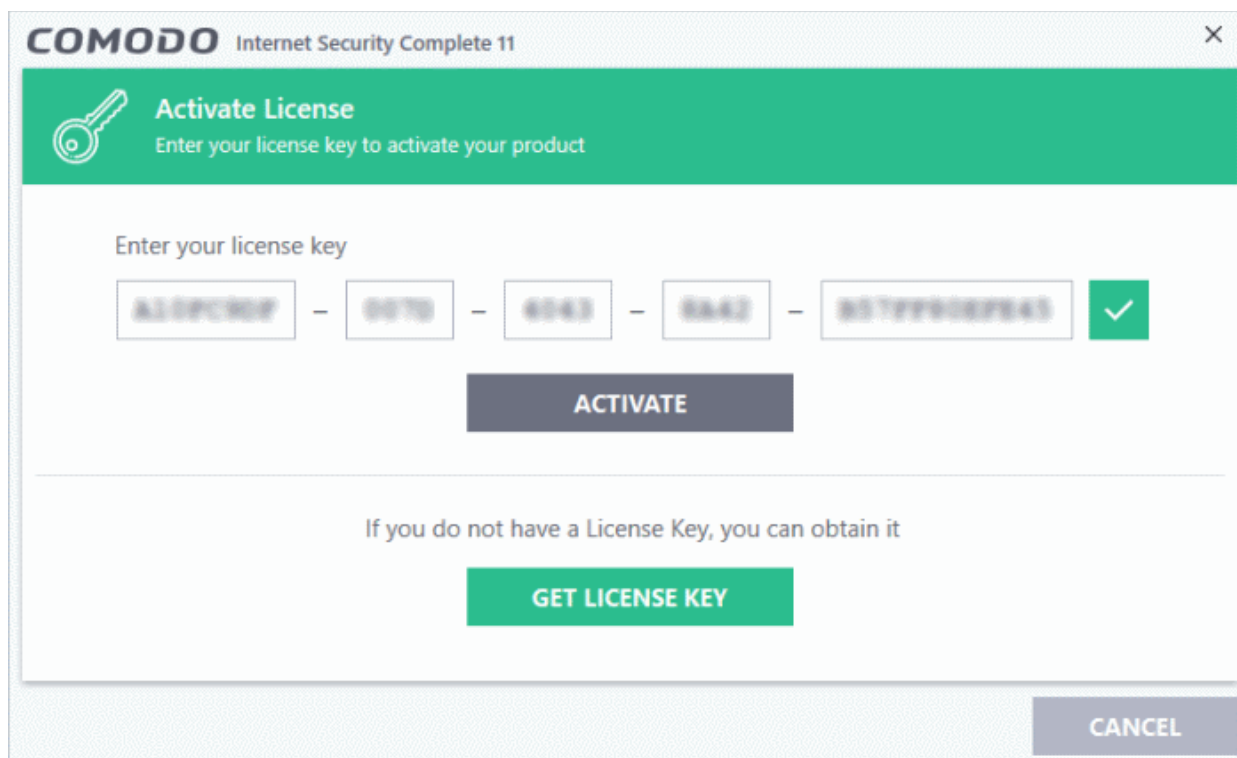Your warranty status will change to 'Activated' on the Home screen:

1.3.1.3. Renew Your License

You will need to renew your license when it is due to expire in order to enjoy continued protection from Comodo Internet Security.

- • To renew or upgrade your license, click the 'Activate Now' link on the CIS home screen (alternatively, click 'No. of days left')

The license activation screen will open:

- Click 'Get License Key' to visit the ordering pages at **https://secure.comodo.com/home/purchase.php? afl=Comodo&rs=7&pid=9&cid=RkJEMUZENjMzQUM4RDlDNDE4MzBDQjc1NDlENUlzRkY&lid=&**

- Select your CIS Package.

- Select 'Existing Comodo User' in the 'Enter Customer Details' area. Enter your username and password and complete the payment procedure.

- The license key will be sent to you by email. Enter the license key and click the 'Activate' button.

- After validation, your license will be activated and a confirmation screen will be displayed.

If you are renewing a license for the same CIS product then entering the license key will upgrade the license without requiring re-installation. If you are upgrading license types, then installation of the new product type will begin automatically. You may need to restart your computer to finalize the upgrade.

If you are using any of the trial versions of CIS, you have to purchase the license at the end of the trial in order to continue using the product. You will be reminded about this at the end of the trial period.

- Click the 'Renew Now' button in the alert screen and follow the same purchase and activation procedure explained above.

About Comodo Security Solutions

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

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

About Comodo Cybersecurity

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

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