

COMODO
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Comodo Endpoint Security Manager

Software Version 3.4

How to Upgrade CESM from Version 3.3 to 3.4
Guide Version 3.4.072415

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1 Upgrading CESM 3.3 to CESM 3.4

Introduction

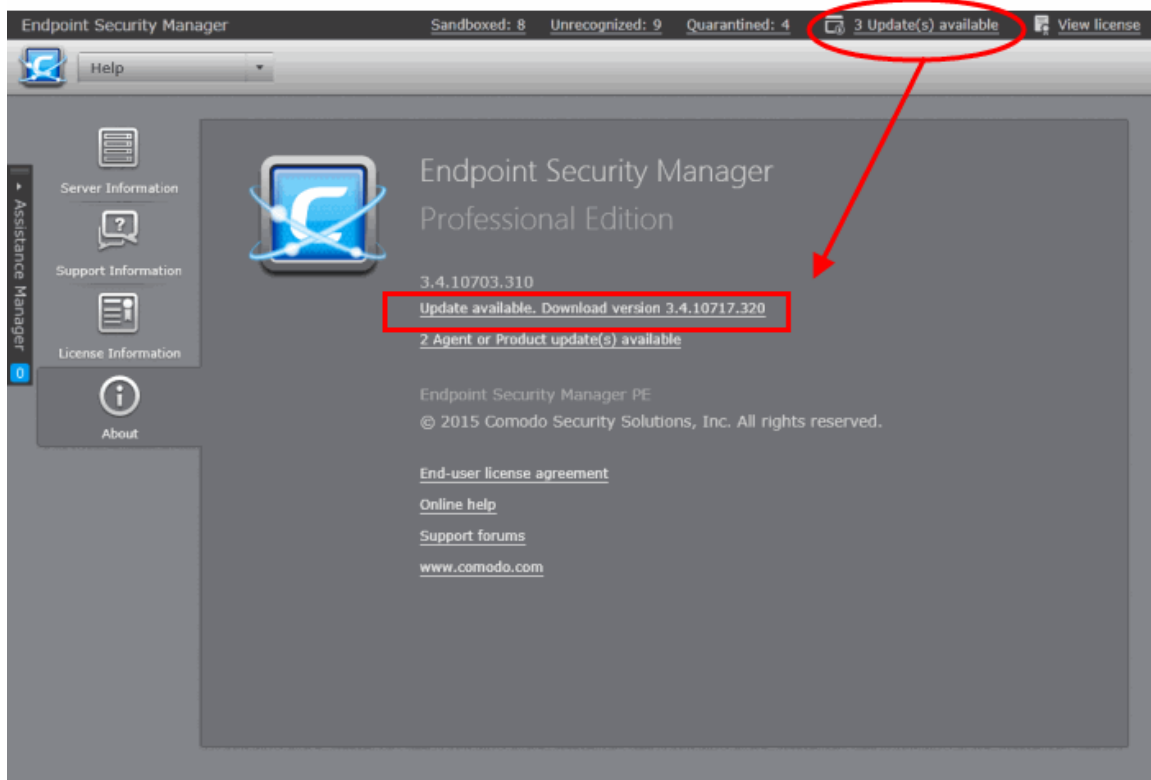
To upgrade from CESM 3.3 to version 3.4 you need to do the following:

- **Upgrade the CESM central service**
- **Upgrade endpoint installations of Comodo Endpoint Security software**

Note: Endpoint agents are automatically upgraded upon first connection to the newly upgraded central service.

CESM Server Upgrade

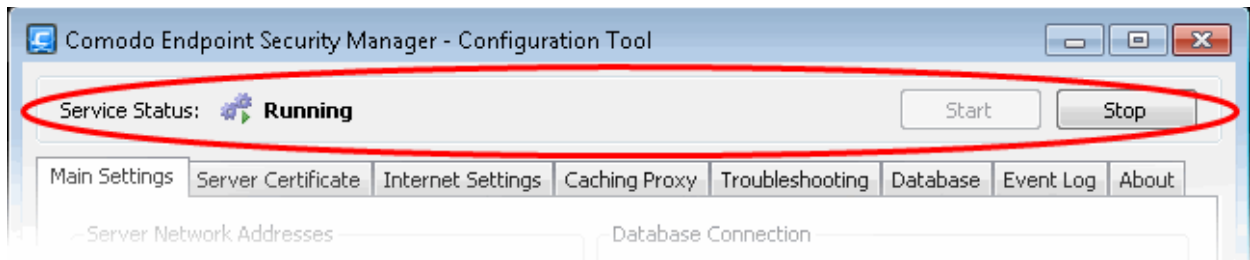
1. Download the CESM 3.4 installation package and save it to the CESM host server. If you do not already have it, the download link is available in the 'About' section of the interface. You can also access the link by clicking the 'Available Updates' notification at the top of the console.



If you encounter a problem with the download, you can request a direct download link from esmsupport@comodo.com

2. Run the CESM 3.4 installation package and follow the upgrade wizard. See <https://help.comodo.com/topic-84-1-496-5234-Installing-and-Configuring-the-Service.html> if you need additional help with this.
3. After completing the installation wizard, the software version of CESM will be upgraded from 3.3 to version 3.4
4. You should now check that the installation was successful. First make sure the server service is running by opening the CESM Configuration Tool.

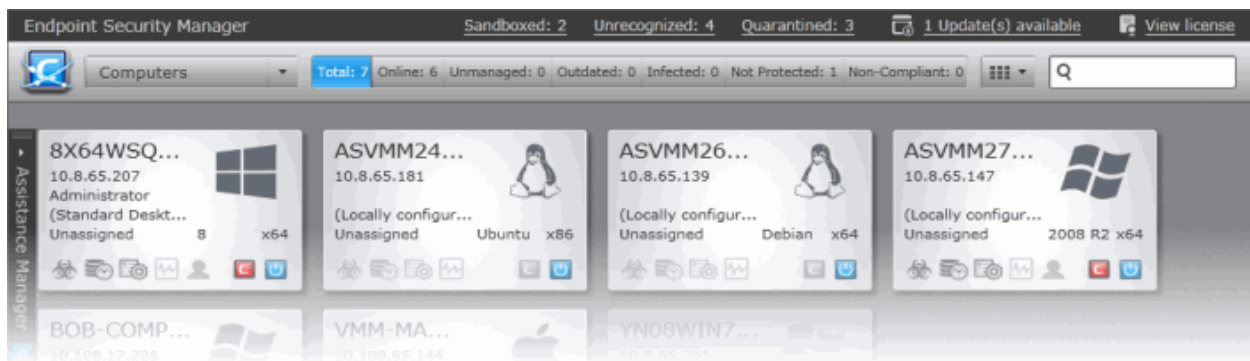
This tool can be found on the Windows start menu at 'Start > All Programs > COMODO > Endpoint Security Manager > CESM Configuration Tool'. More advice on using this tool can be found at <https://help.comodo.com/topic-84-1-496-5301-Appendix-1---The-Service-Configuration-Tool.html>



- Next, open the CESM console and login with your username and password. You can login on the server itself by opening 'Start > All Programs > Comodo > Endpoint Security Manager >CESM Console'. You can also login via a browser on a remote machine by entering the following in the address bar:

https://<your server hostname or IP address>:57194

Note - 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.



- After logging in, check the 'Computers' interface to make sure all managed endpoints are responding correctly. The agent on the endpoints will be automatically upgraded upon first connection to the new service
- Note:** If the upgrade process fails, the install is rolled back and you should contact customer support at esmsupport@comodo.com. The log file of the upgrade setup can be found in %temp%CESM_SetupCESM Installer Log.txt

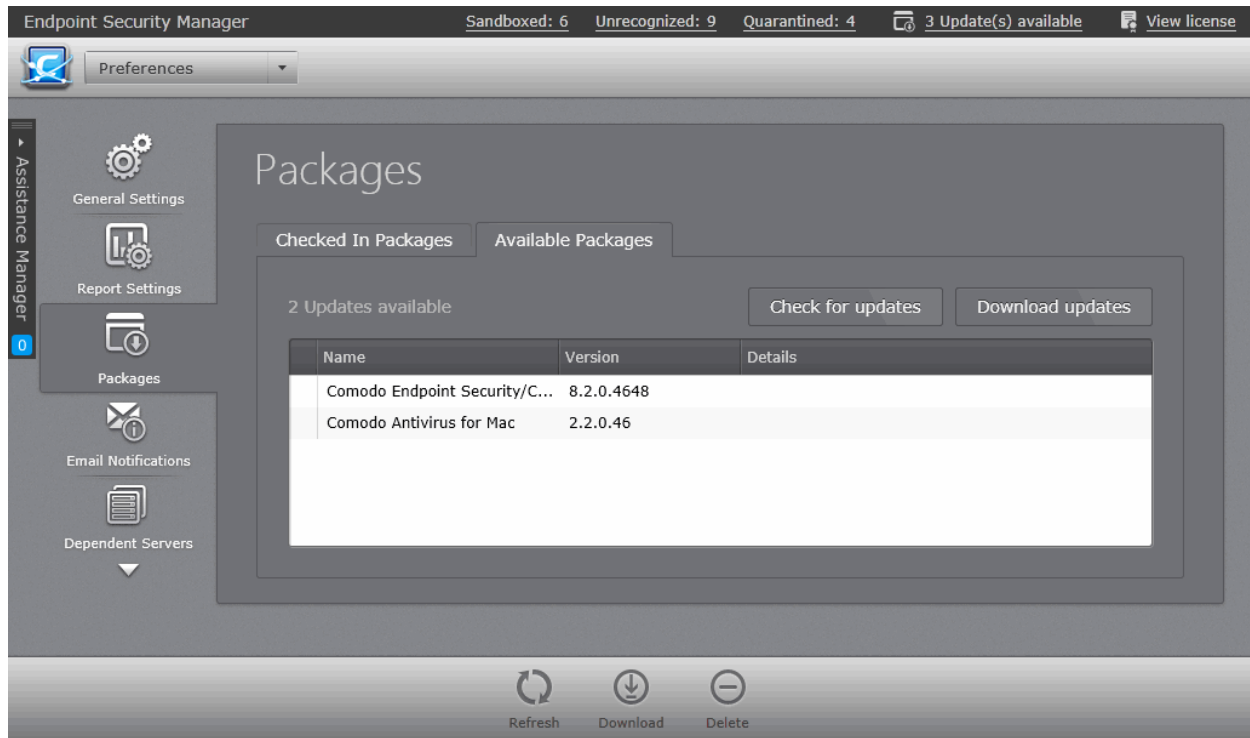
Upgrade Comodo Endpoint Security 8.1 to 8.2

To ensure the highest levels of protection and to take full advantage of the new management features in CESM 3.4, you next need to upgrade the CES software on your endpoints.

- Open the CESM Console as described above and login
- Download the new Comodo Endpoint Security packages by clicking:

Preferences > Packages > Available Packages > click 'Download updates'.

Wait until all files are downloaded successfully to the 'Checked-In Packages' area:



3. In the 'Computers' area, click

Add > Managed Computers > select the endpoints that need Comodo Endpoint Security upgraded > click Next > Check the box 'Install Comodo Endpoint Security 8.2xxxx', choose your preferred components and choose the proper reboot option > Click Next > Click 'Start Deployment'.

Note: CES upgrade requires two endpoint system restarts. The first is to uninstall the older version of CES, and the second is to complete installation of the new version.

If you have any problems with the upgrade process then please contact Comodo support at esmsupport@comodo.com

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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For additional information on Comodo - visit <http://www.comodo.com/>