COMODO
Creating Trust Online®

Comodo
Cloud Drive

Software Version 1.0

User Guide

Guide Version 1.0 080613

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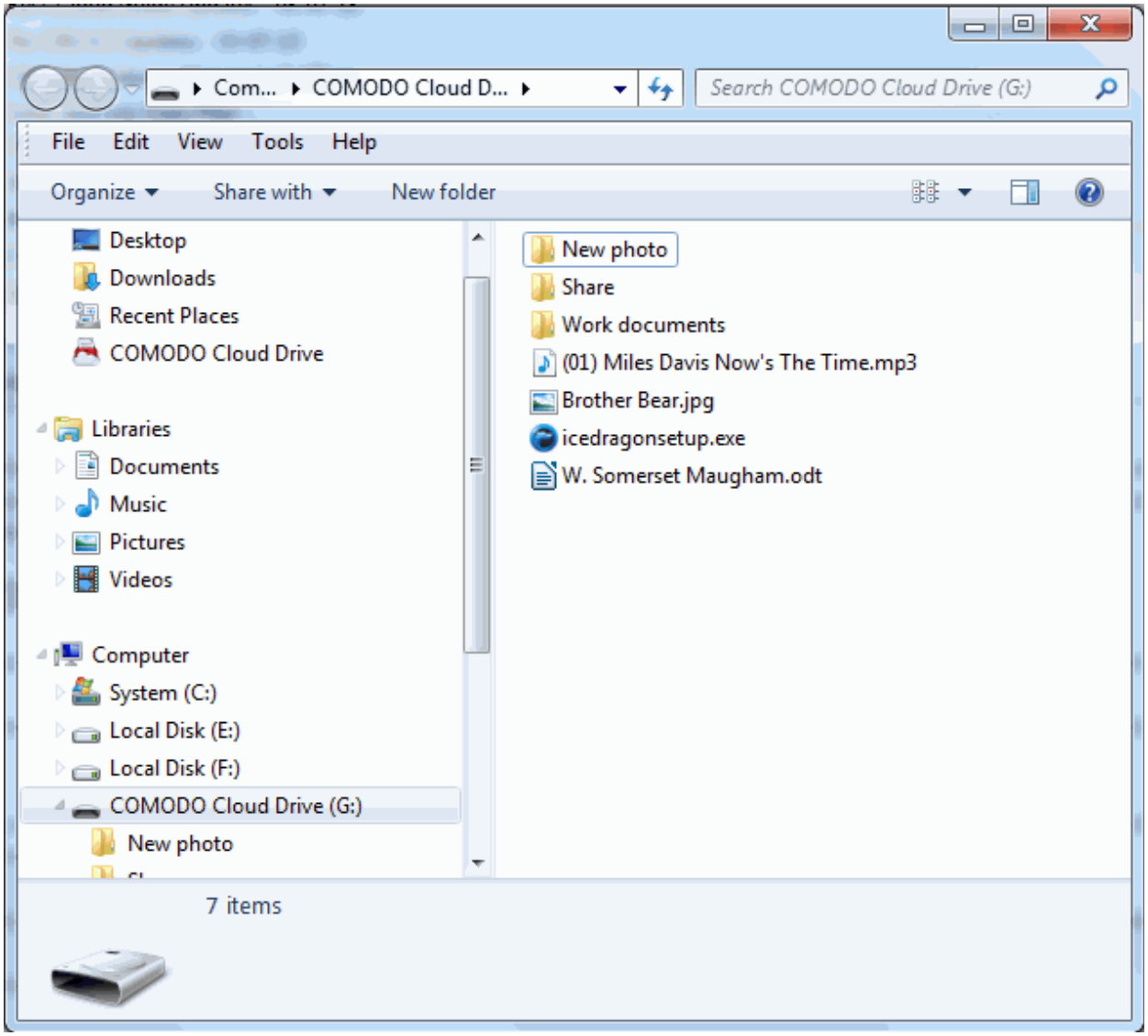
1. Introduction to Comodo Cloud Drive

CCloud Drive allows you to copy files to your online storage space as easily as you would to any local drive or partition. Any changes made will be instantly visible on all other computers that are configured to connect to this virtual drive. Your online drive can also be accessed by programs such as Windows Media Player and iTunes, so you can listen to music from this virtual drive directly as you would from your own system. You can also log in at www.ccloud.com from any computer in the world and get to your files via our online interface.



This guide is split into the following sections:

- Introduction To Comodo Cloud Drive - An overview of the application.
- Installing And Starting The Program - A brief outline of the installation procedure and starting the application.
- Account Creation And Logging in - Details on creating and viewing your online account in CCloud Drive.
- Uploading and Managing Files - Description of the managing files in your online storage space.
- Getting Live Help - A brief outline on live help.
- Logging Out Of Comodo Cloud Drive - Brief description of logging out of the CCloud Drive.
- Uninstalling CCloud Drive - A brief outline on uninstalling the application.
- Appendix 1 – Error codes - Brief description of error codes.

- Appendix 2 - Comparison of CCloud Packages

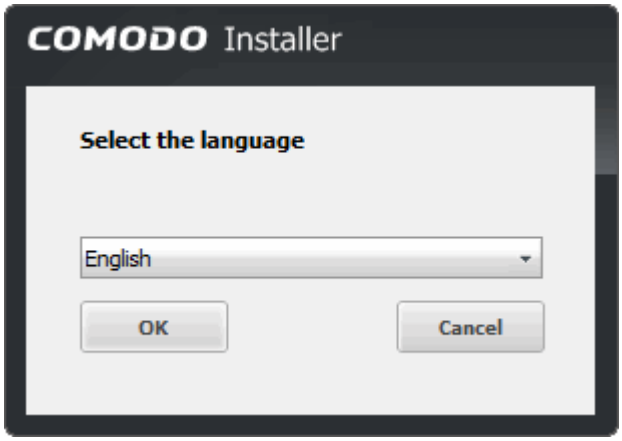
1.1. Installing And Starting The Program

Before you install the Comodo Cloud Drive (CCloud Drive) client, read the installation instructions carefully and also review the system requirements listed in this chapter. Quit all other Windows programs before installing CCloud Drive client as these many interfere with the installation.

After downloading the CCloud Drive client setup file to your local hard drive, double click on Setup.exe to start the installation wizard.

Step 1 - Choosing the Interface Language

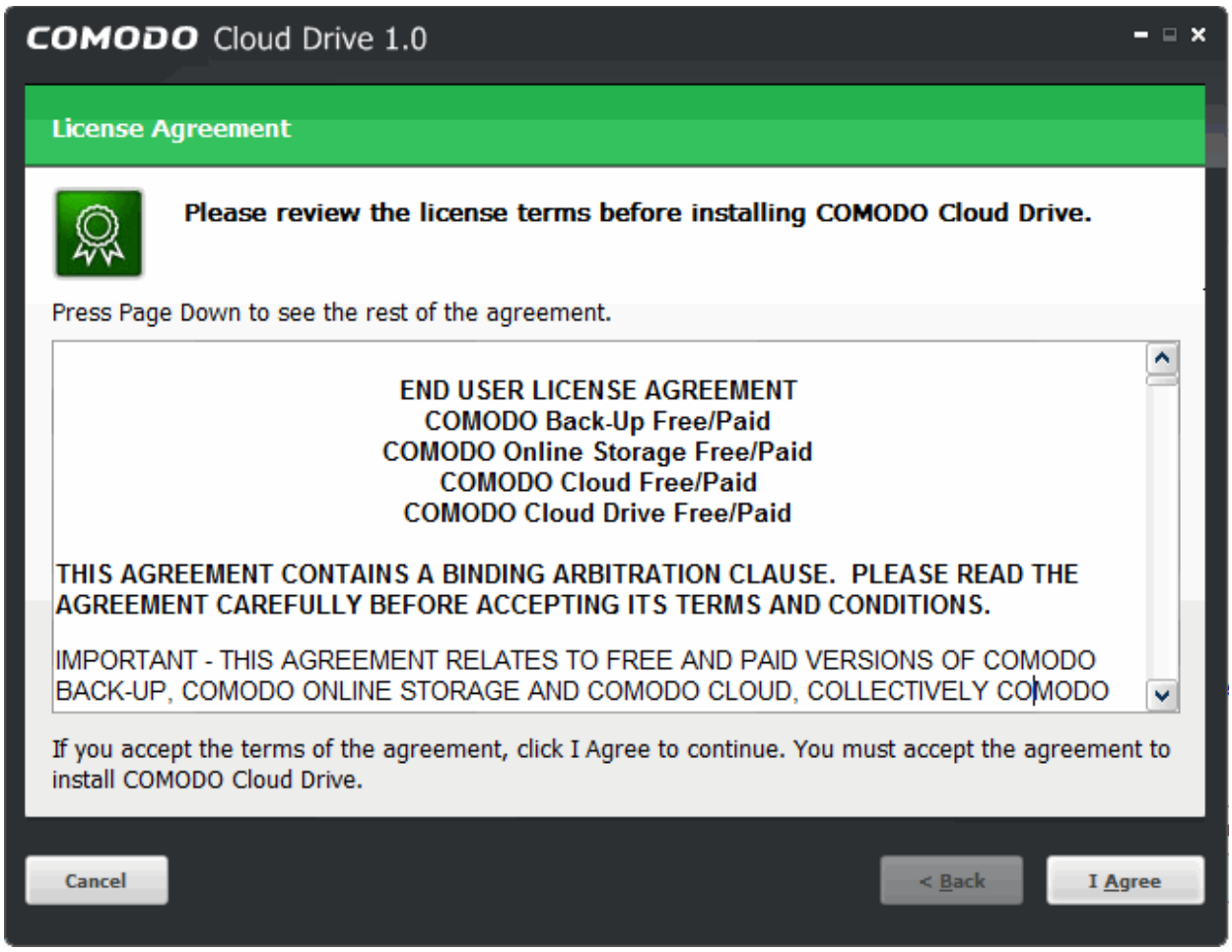
The set up program will start automatically and the Select the language dialog is displayed. CCloud Drive client is available in several languages.



- Select the language in which you want the CCloud Drive client to be installed from the drop-down menu and click 'OK'.

Step 2 - End User License Agreement

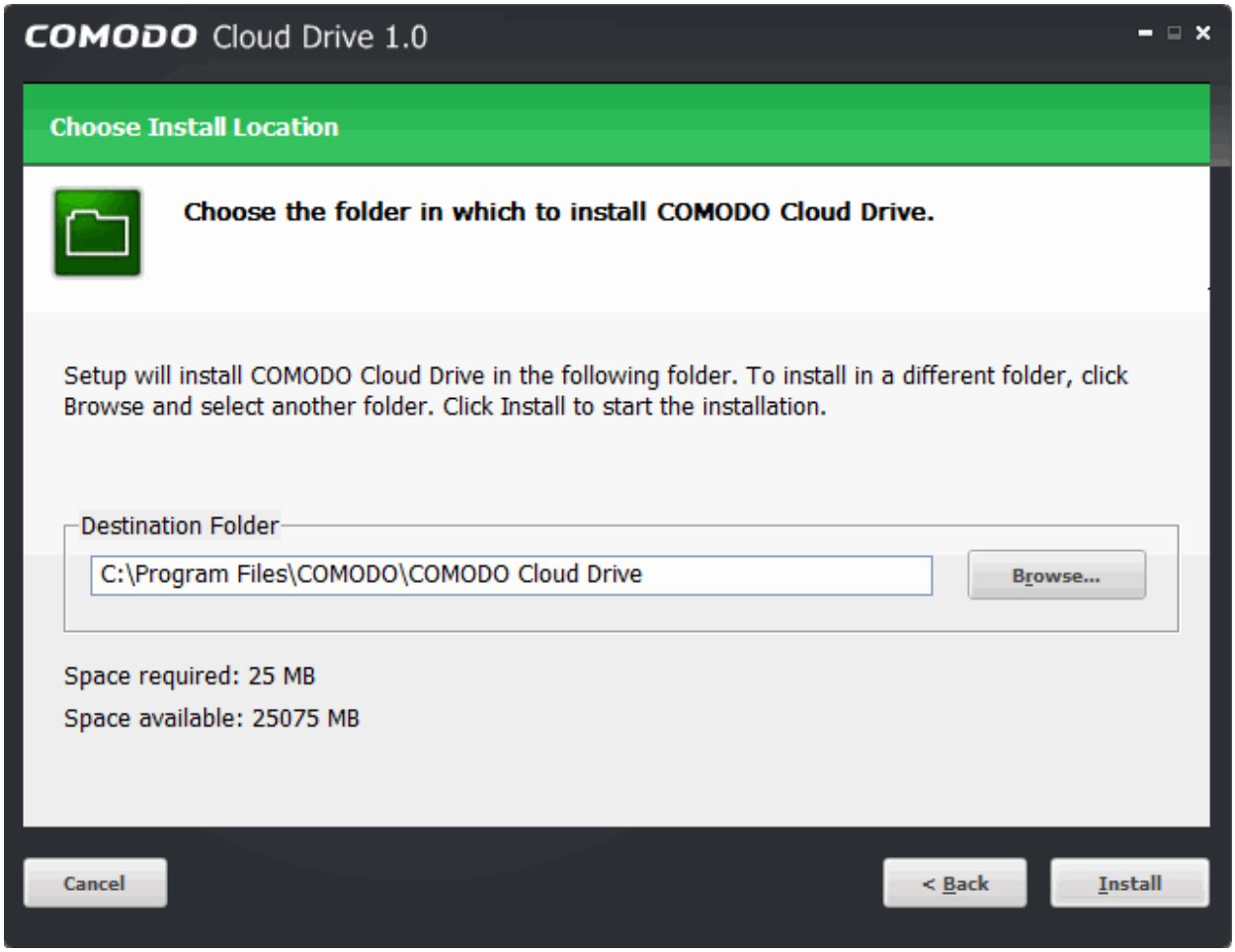
Complete the initialization phase by reading and accepting the End User License Agreement (EULA).



- Read the EULA fully and click 'I Agree' to continue installation. If you want to cancel the installation, click 'Cancel'.

Step 3 - Select Installation Folder

The next screen allows you to select the folder in your hard drive for installing the CCloud client. The default path is C:\Program Files\COMODO\COMODO Cloud Drive.

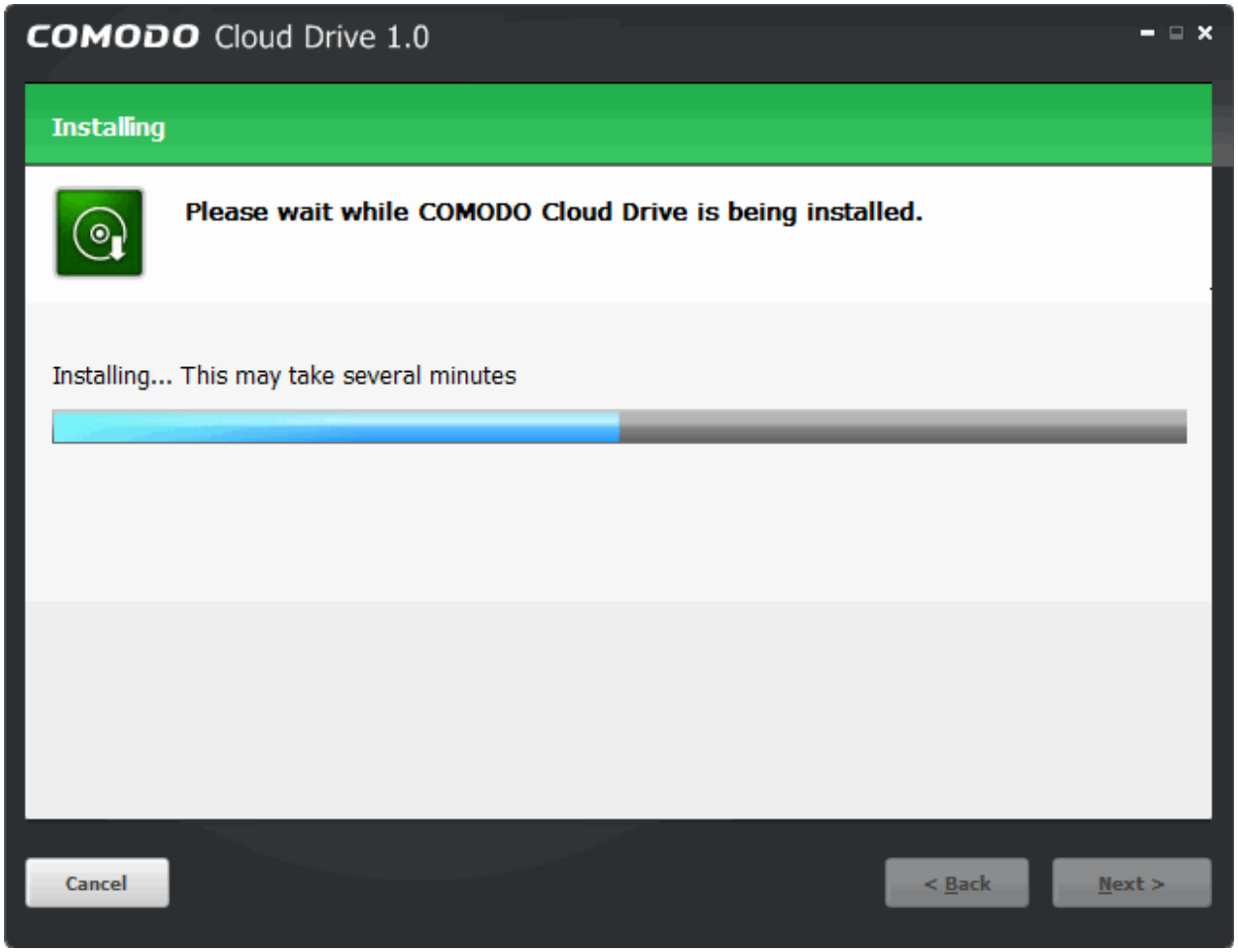


If you want to install the application in a location other than the default location, click 'Browse' to choose a different location.

- Click the 'Back' button to review / change any of settings you specified before or click 'Install' to continue with installation process.

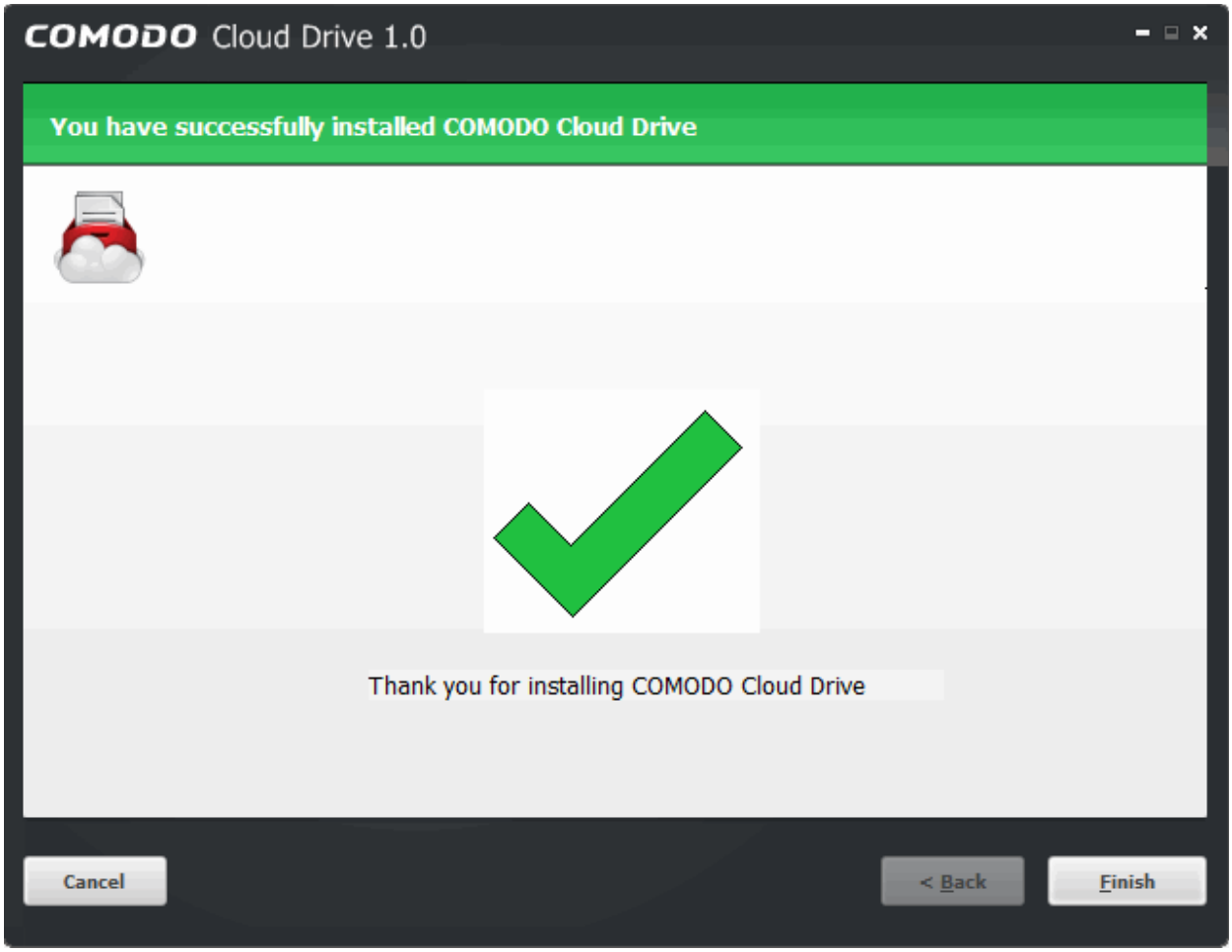
Step 4 - Setup Progress

A setup status dialog box is displayed. You can see a progress bar indicating that the files are being installed.



Step 5 - Installation Complete

The Installation Complete dialog is displayed indicating the successful completion of installation. Click 'Finish'.



The installation will be completed and the client will be started.

After installation CCloud Drive there are 2 different ways to access the main interface of CCloud Drive:

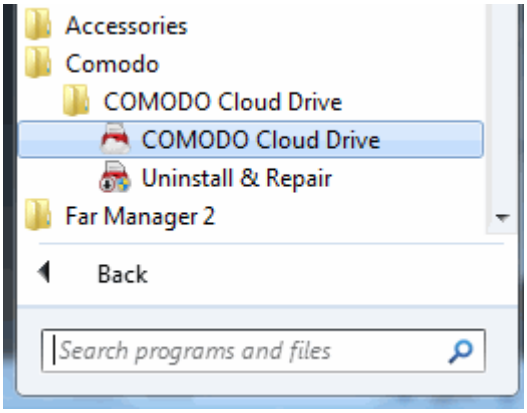
- Start Menu
- Desktop Shortcut

Note: By default, Comodo Cloud Drive will start with Windows.

Start Menu

To access Comodo Internet Security via the Windows Start Menu.

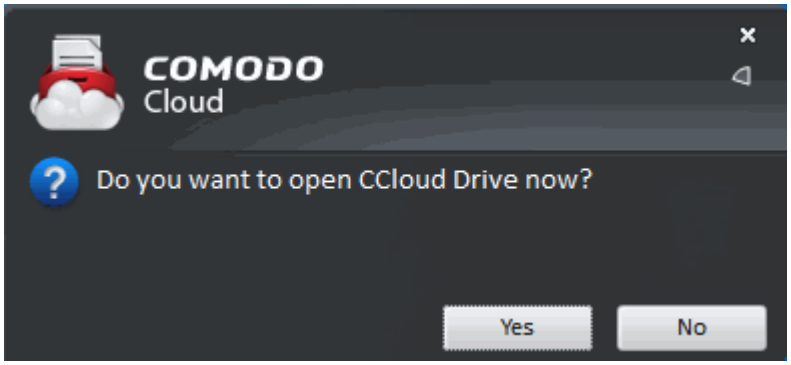
- Click **Start** and select **All Programs** > **Comodo** > **COMODO Cloud Drive** > **COMODO Cloud Drive**



Windows Desktop

- Just double click on the desktop shortcut created during installation.

You will be asked to open CCloud Drive, click 'Yes'.



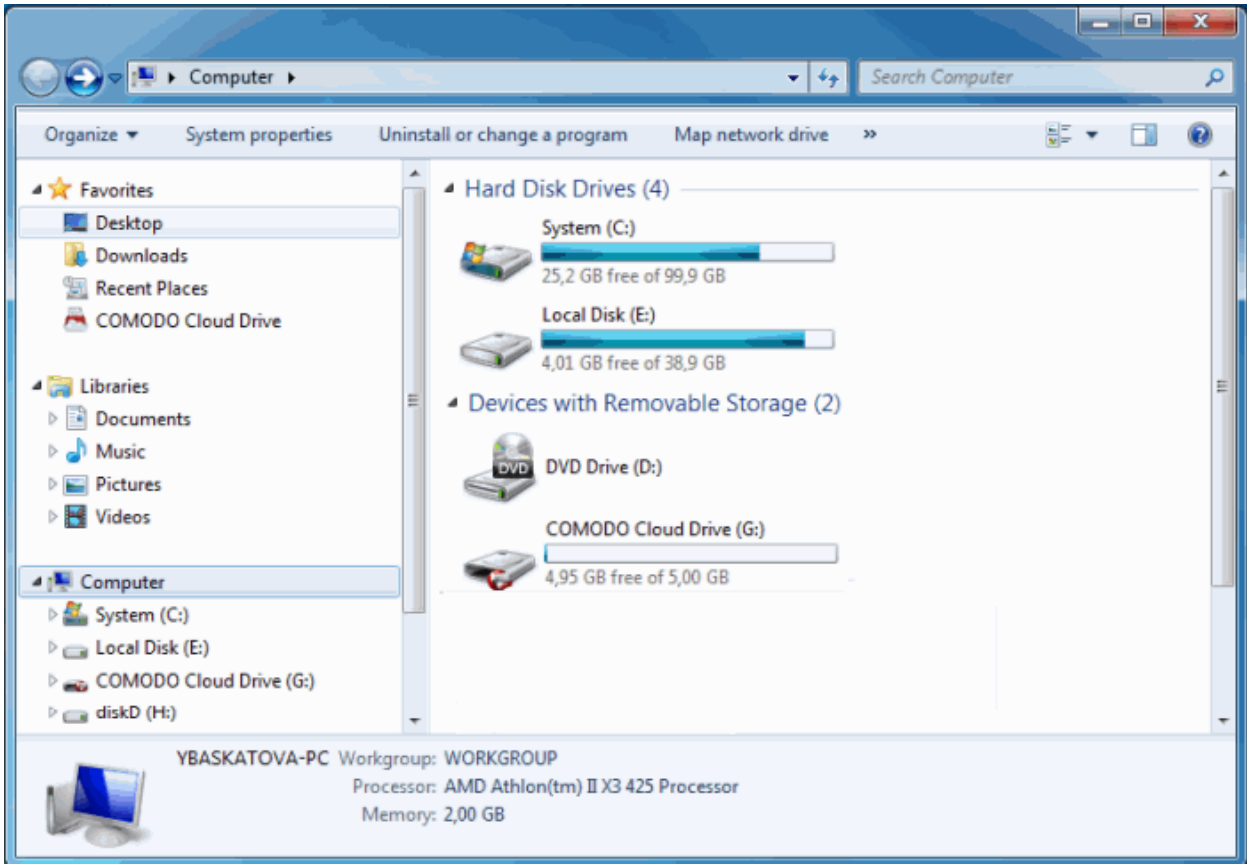
1.2. Account Creation And Logging-in

To use Comodo Cloud Drive, you first need to register for an online storage account. All users get 15 GB of free online storage.

- If you are a new user, click the 'Register Now' link. You will be taken to the account sign-up page at https://www.ccloud.com/?reg=yes to create a new account with Comodo Cloud account.
- After creating the new account at http://cosws-1-stage.ccloud.com, enter your user name (your email address) and password that you had given in user details to access your files through CCloud Web Interface.
- If you have a Comodo Cloud account, enter your username (your email address) and password.
- Log-in the Comodo Cloud through Ccloud Client with the same username and password.

2. Uploading and Managing Files

Once you have **installed CCloud** Drive, **created an account and logged in**, your online drive becomes available like any other local or network drive on your system. Full integration with the Windows shell means you can use Windows Explorer to browse the contents of the drive, copy files back and forth between local and online storage, create new online folders so forth.



To open Windows Explorer:

- All Windows systems - click 'Start > Run – type 'explorer' (minus quotes) in the search box or press Windows key + E from the key board.
- Windows XP/Vista/ 7 - click 'Start > Programs > Accessories > Windows Explorer and click 'My Computer' from the left hand side navigation pane. (Classic Start Menu)
- Windows XP/Vista/ 7 - click 'Start > All Programs > Accessories > Windows Explorer and click 'My Computer' from the left hand side navigation pane. (Default Start Menu)

You can drag / drop files in or out of this drive as if it were a local drive. You can also play music and video files, edit documents and view photos directly without having to download them first.

Managing files using CCloud storage

Comodo recommends that keep backups of your valuable files or folders in your online storage space, set with automatic synchronization. In the event of a disaster, restoring files from your online storage is a simple copy and paste operation.

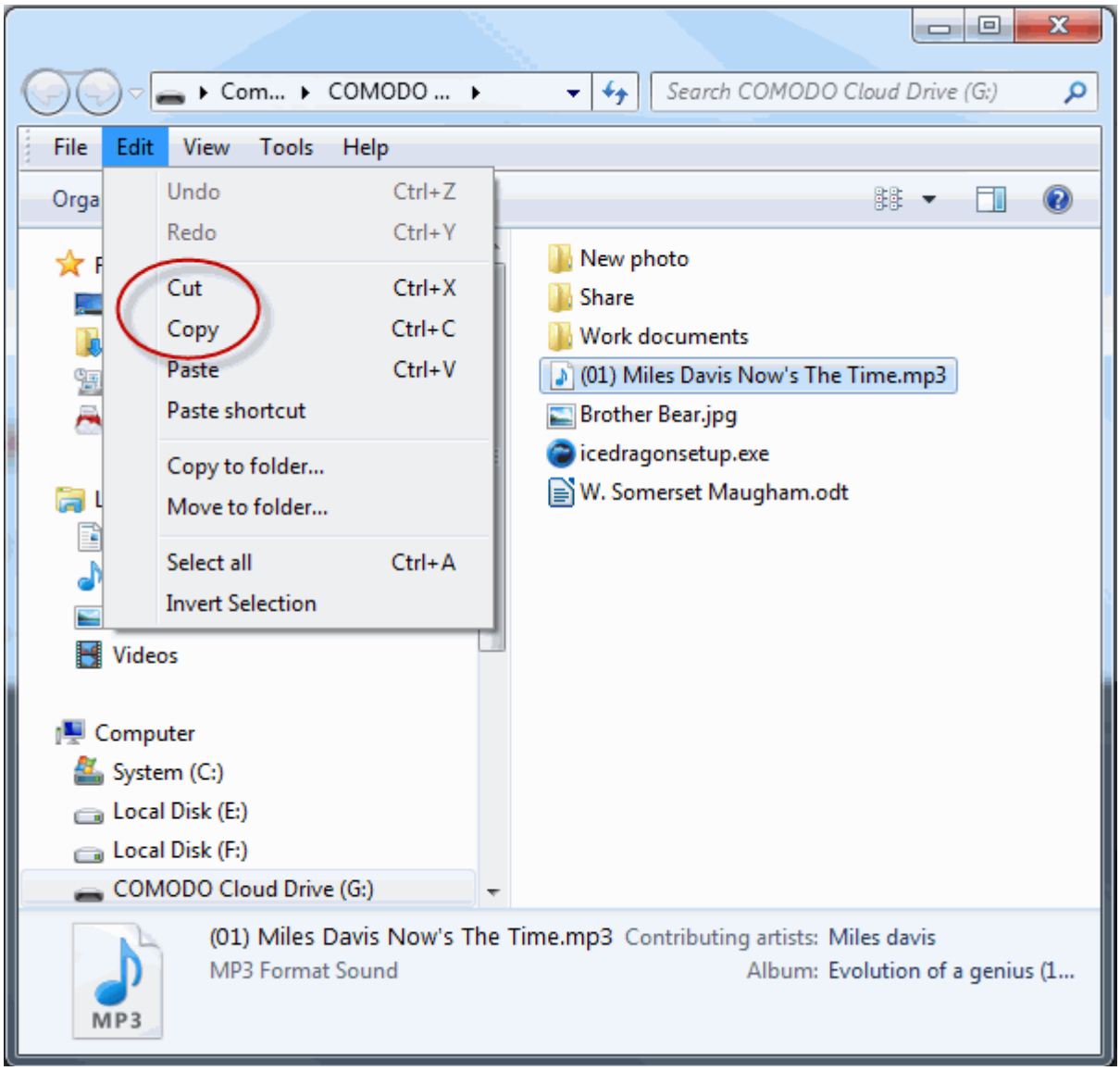
You can copy files and folders between your local drives and your CCloud drive using Windows Explorer.

- Select the folder/file that you want to copy or move from the local or network folder.

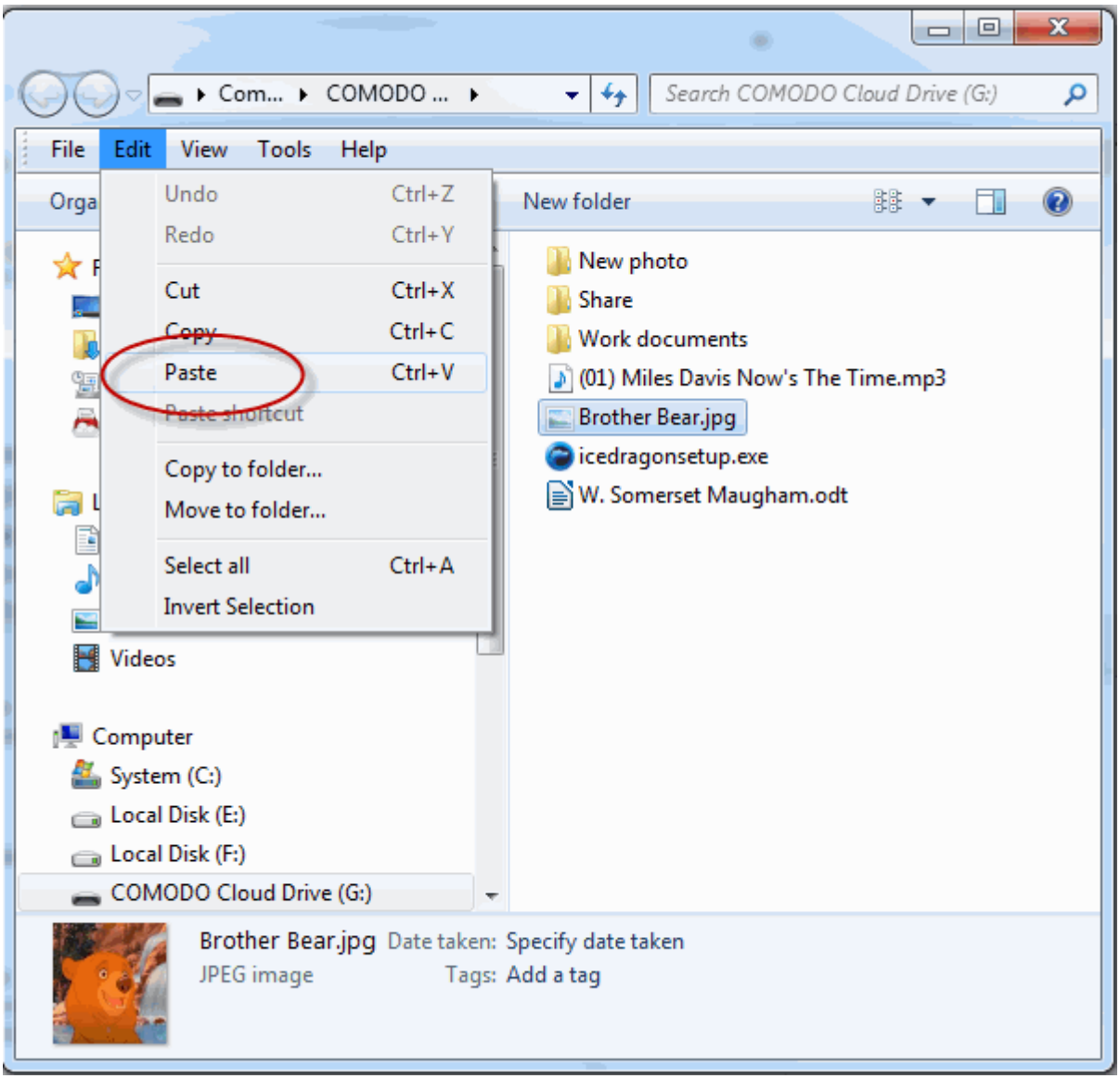
Tip: Use Control/Shift keys to select multiple folders/files at once.

- Click 'Edit' > 'Copy' or 'Edit' > 'Cut' from the menu bar or right click on the item and select 'Copy' or 'Cut' from the

context sensitive menu.

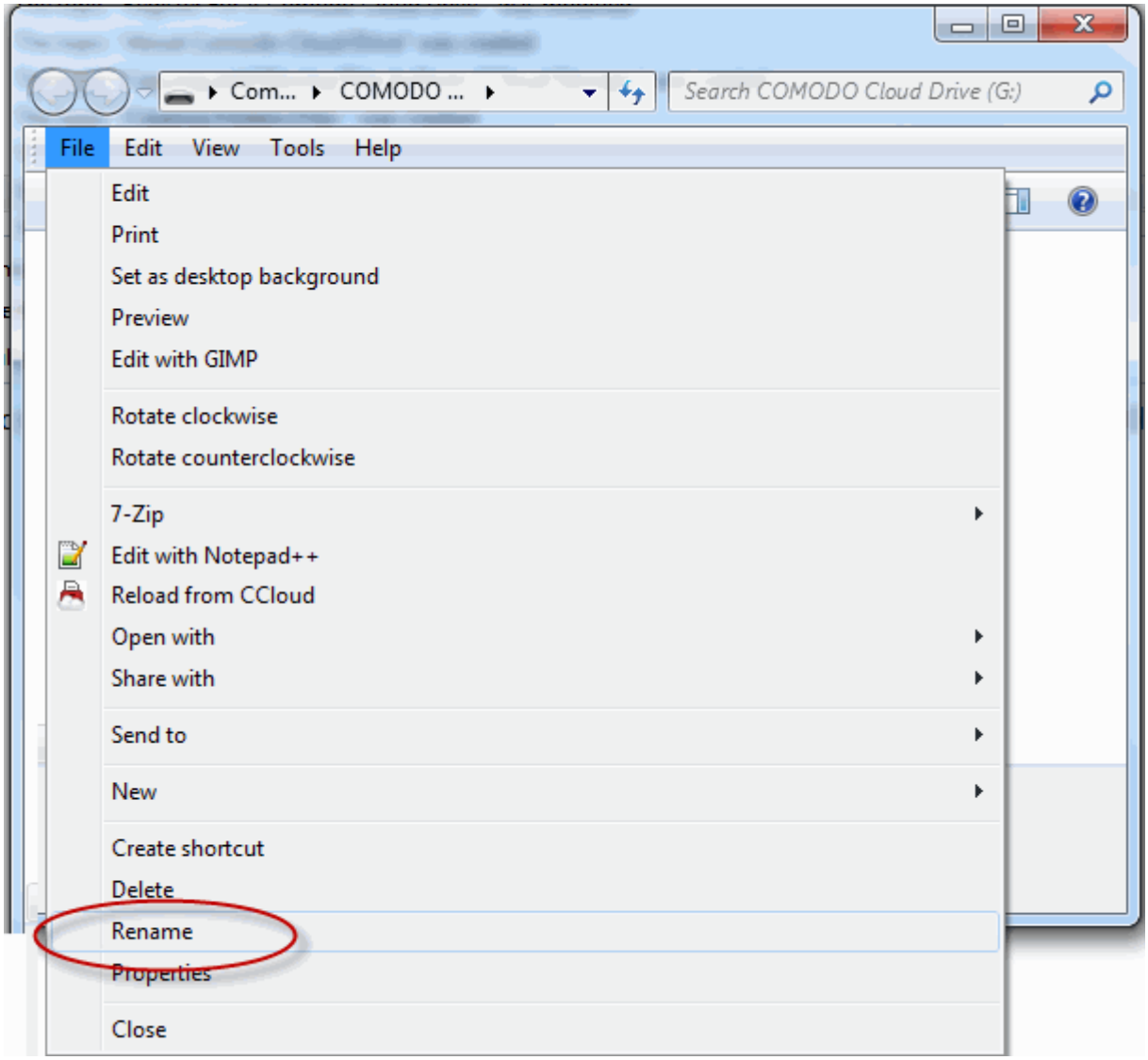


- Navigate to the location (folder in local drive or online storage drive) into which you want to copy or move the item.
- Click Click Edit > Paste from the menu bar or right click and select 'Paste' from the context sensitive menu.



Alternatively, you can select the folders/files to be copied, drag and drop to the destination folder.

- Like files on your local drive, you can rename or delete files on your online storage space just by right-clicking and selecting the appropriate menu item.


Com... ▸ COMODO ... ▸
Search COMODO Cloud Drive (G:)
File Edit View Tools Help
Edit
Print
Set as desktop background
Preview
Edit with GIMP
Rotate clockwise
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Send to
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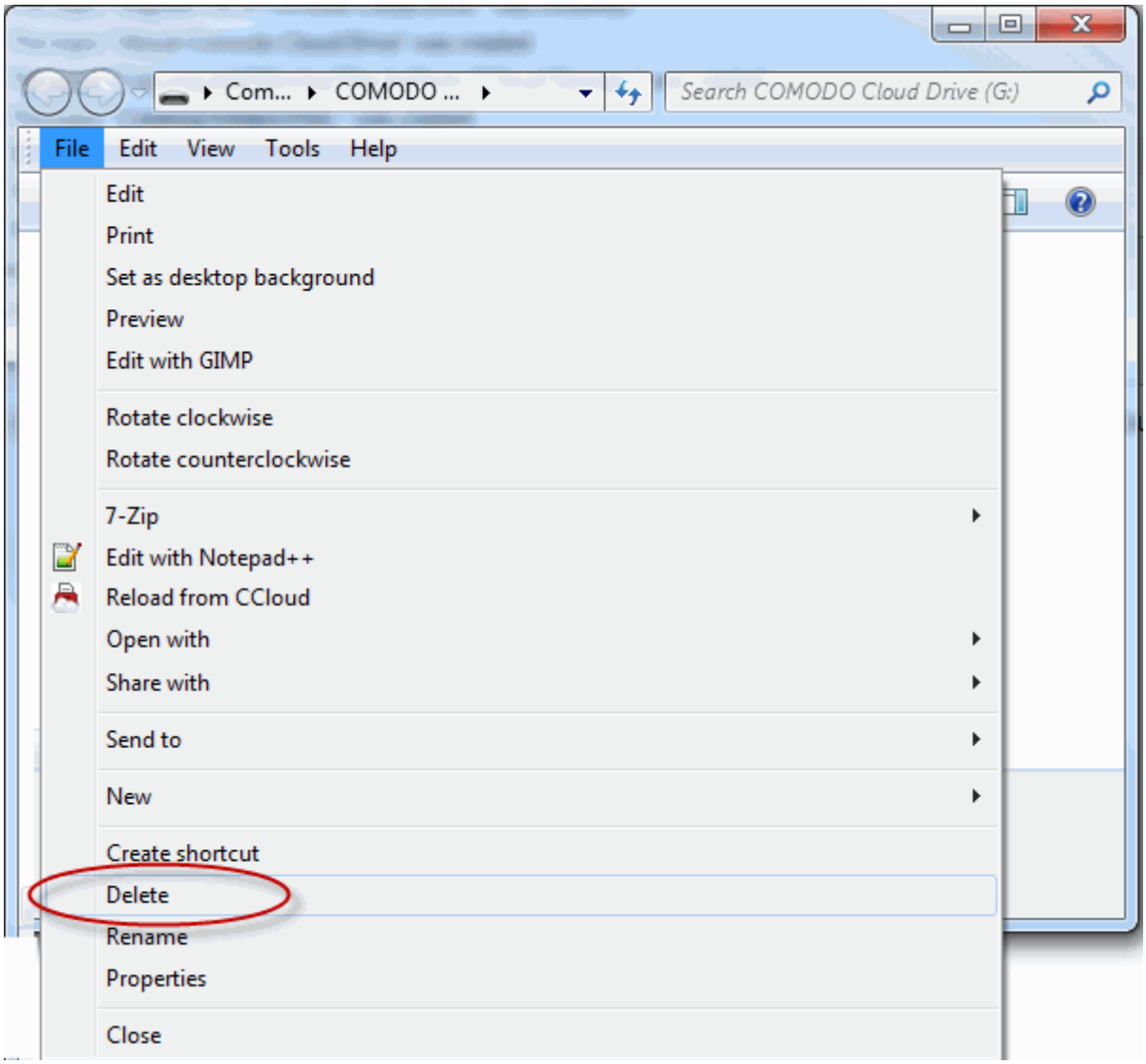
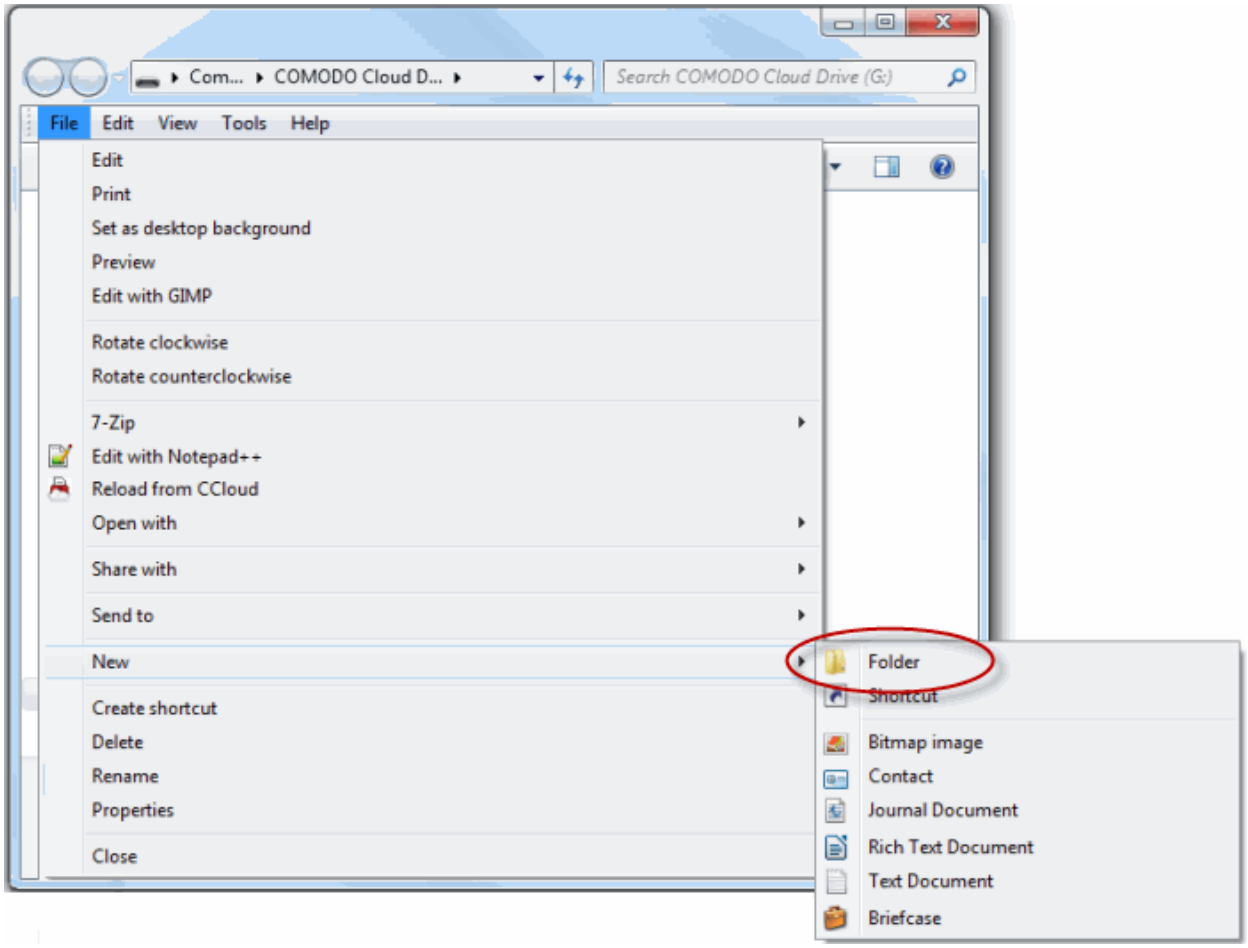
Delete
Rename
Properties
Close



- You can create new folders in your online storage space, as you do with your local storage drives through Windows Explorer by clicking 'File' > 'New' > 'Folder' from the menu bar or right-clicking and selecting the appropriate menu item.



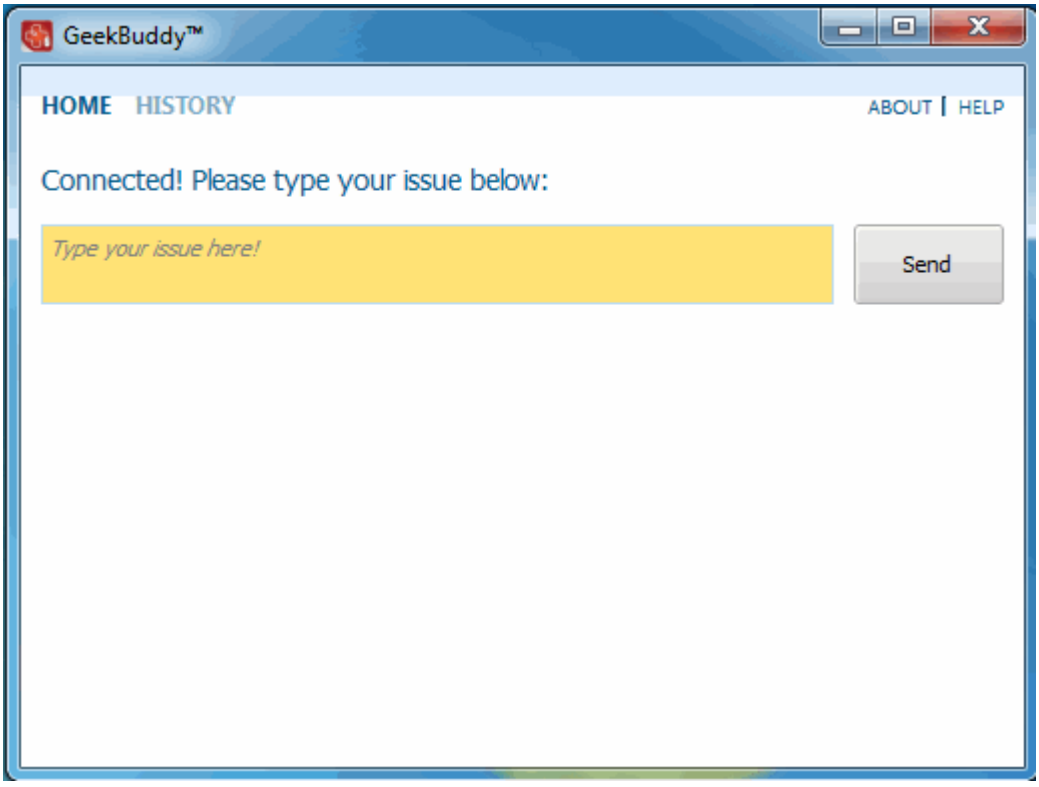
3. Getting Live Help

The 'About' link displays the version information of CCloud Drive currently installed on your server and copyright information. The CCloud Drive can be checked for and downloaded manually by clicking the '[Check for updates](#)' link.

The 'About' dialog also has shortcuts to access the online help guide for CCloud Drive and takes you to www.ccloud.com web page. You also can get Live PC Support help from Comodo GeekBuddy is a remote assistance service offered by Security Experts in Comodo who can access your computer through their Remote Desktop.

Clicking the 'Get Help from a Geek Buddy' button will install the GeekBuddy client if you don't yet have it. For existing GeekBuddy customers, clicking the button will launch the service.

Simply click the GeekBuddy icon to establish a chat session with one of our technicians. After requesting your permission, they'll establish a remote connection to your PC and fix the problems right in front of your eyes.



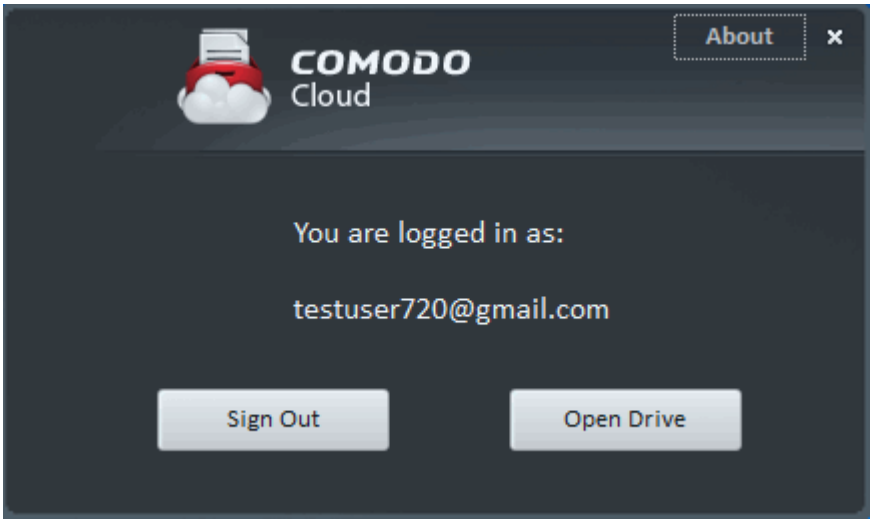
GeekBuddy includes the following services:

- **Virus & Malware Removal:** Our technicians remotely clear any detected viruses or malware that is found on your PC.
- **Internet and Online Identity Security:** Optimization of your computer's security settings to prevent loss of sensitive data and identity theft.

- **Printer Setup:** Installation or updating of printer software and/or drivers, checking ink levels and configuring your printer to work on a wireless or wired network.
- **Internet-based email account:** We set up your email - any provider, any account. Great for new computers and novice email users.
- **Software Activation:** Installation, initial configuration, and activation of third party software in your system.
- **General PC Troubleshooting:** We'll perform a detailed system check to identify and eliminate basic hardware and software conflicts in your Windows PC.
- **Computer Power Setting Optimization:** Optimization of your power management settings based on how you use your computer. Your GeekBuddy will help you go green and save money on your electric bill.
- **Comodo Software Installation and Set up:** Installation and support of software supplied by Comodo.
- **Comodo Account Questions:** Clarification of any issues regarding your Comodo account.

4. Logging out of CCloud Drive

To logout of the CCloud Drive client, click the 'Sign Out' button at the bottom of the window.



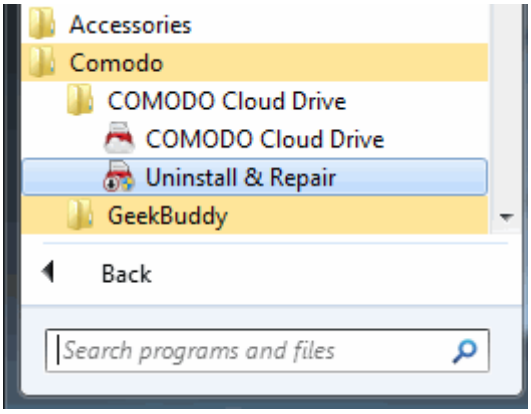
5.Uninstalling CCloud Drive

To uninstall Comodo Cloud Drive (CCloud Drive)

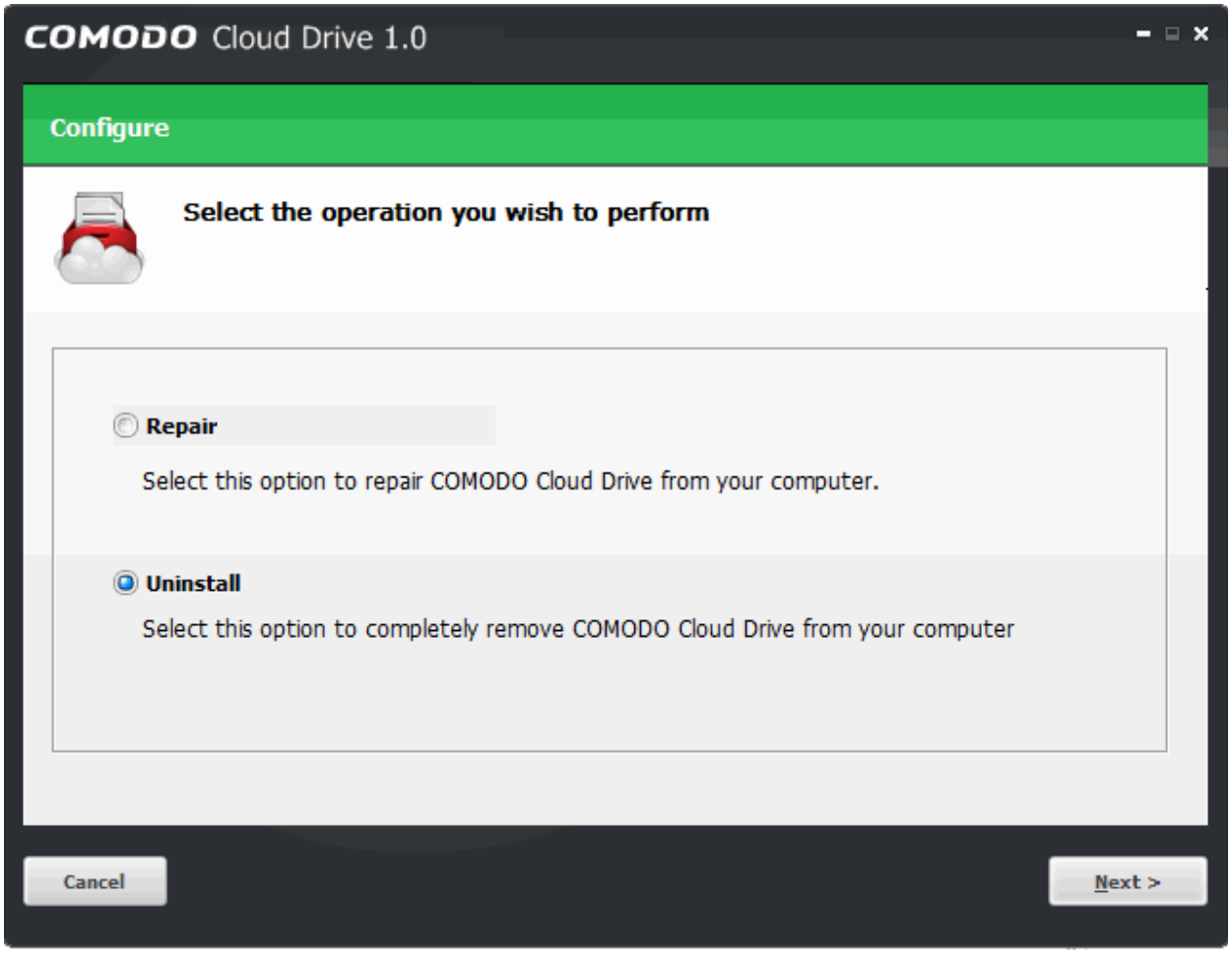
1. Click Start > Control Panel
2. In the Control Panel, double-click Add/Remove Programs
3. In the list of currently installed programs, click COMODO Cloud Drive
4. Click the 'Remove' button.

Or

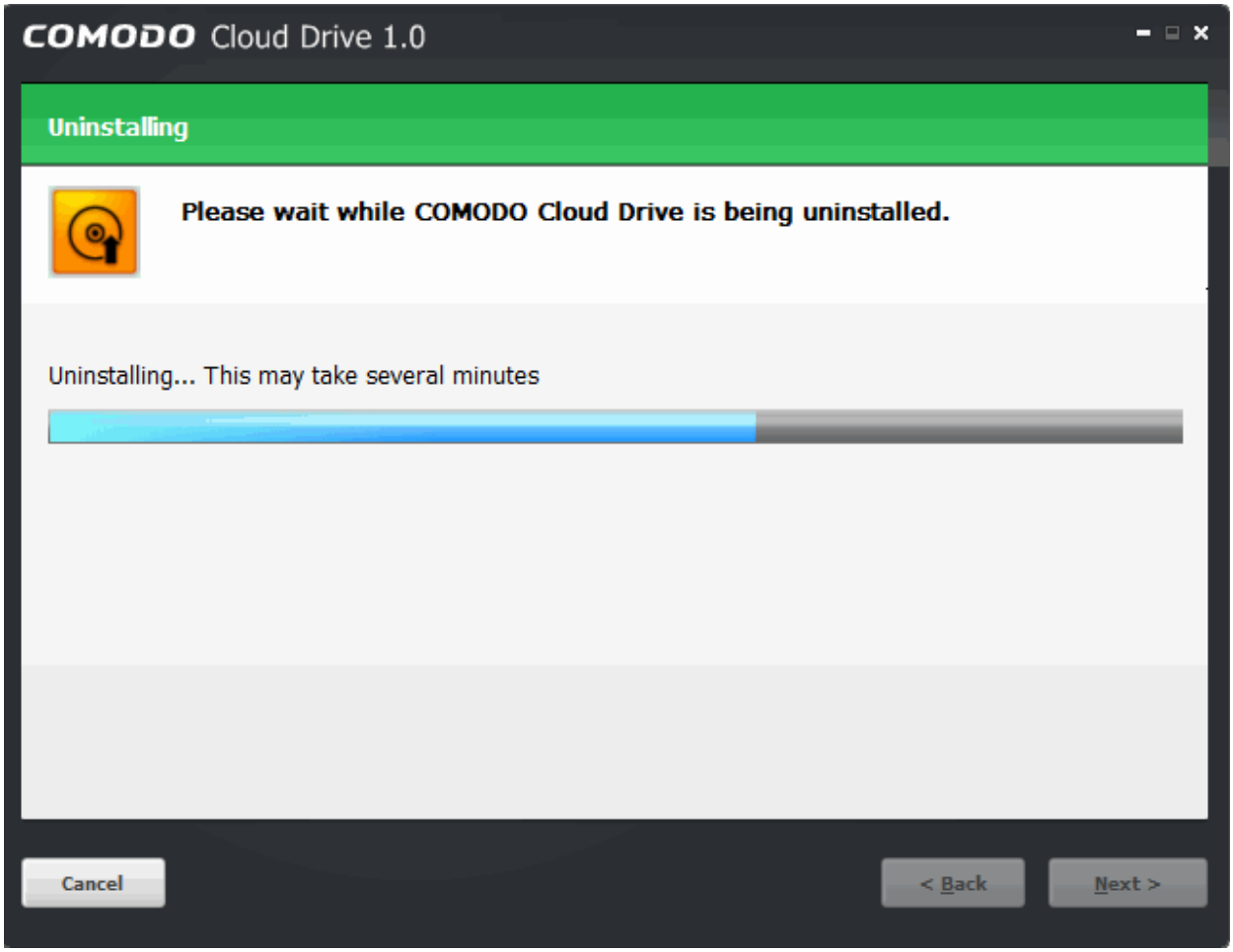
5. Click Start > All Programs > COMODO Cloud Drive > COMODO Cloud Drive > Uninstall & Repair.



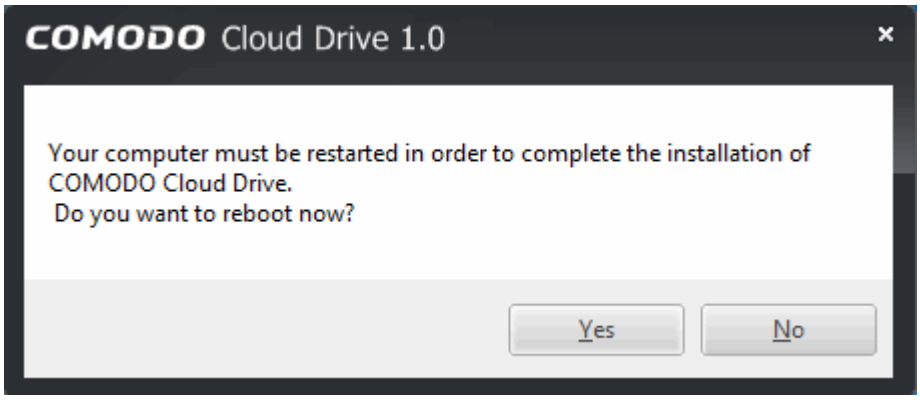
The product configuration wizard will be started.



- Select 'Uninstall' and click 'Next'. The wizard will start uninstalling the client and the progress will be displayed.



On completion, restart dialog will be displayed.



Your computer needs to be restarted for the complete removal of the CCloud Drive. To complete the Uninstallation wizard and restart the computer, save and close any other running programs and click 'Finish'.

Note: The uninstallation will take effect only on restarting your system.

Appendix 1 – Error Codes

The most common error codes for CCloud Drive are given below:

Error Code	Description
4	Generic error code
5	Required object was not found
8	Invalid password
10	Invalid device
15	The object/device is busy
29	Read error
30	Write error
46	Path is invalid
47	The request is not yet implemented
49	Device not ready
53	A connection error occurred
54	Operation cannot be completed because disk is full
55	Access denied
59	Corrupted backup
64	File / folder in use
67	Specified file was not found
80	Bad username or password
84	Invalid "split" file found
89	Insufficient resources
90	A file/folder is used by another program
92	No content
97	The function call is invalid
100	Timeout error
103	A split is missing or the backup was unexpectedly aborted
108	Invalid http request to the server
111	File too big
146	Unrecognized command
147	Temporarily unavailable
176	The operation could not be performed because the service is stopped

177	Resource locked (the item is used by another program)
185	CCloud server connection problem
199	No drive letter available
211	CCloud storage full
215	File timestamp is invalid or corrupted
217	CCloud server internal error
221	Network resources can't be accessed in service mode
230	Inactive account. The account needs activation.
231	Expired account. The subscription needs to be renewed.
233	Path is too long
234	Server internal exception
235	Too many CCloud user sessions
236	Invalid response. Please make sure you run "CCloud server staging.reg" from the same folder with setup and that you are inside Comodo network. Then restart the computer.
>100000	For error codes greater than 100000 (except those got when restoring at system start-up), subtract 100000 from the error and then look here: System error codes. For example 100023 minus 100000 = 23, which is Data error (cyclic redundancy check)

If you encounter error codes other than those mentioned in the above table, contacts us at support@comodo.com or visit http://www.comodo.com/support/comodo-support.php to resolve the issue.

Appendix 2 – Comparison of CCloud Packages

Features	Paid home-user version	Free home-user version	Paid business version	Free business version
Storage space	Up to 1 TB	10 GB + up to 10 GB for referrals	Up to 1 TB	1 GB
Create contacts	Unlimited	Unlimited	Unlimited	Unlimited
Create employees	No	No	Yes. Quantity determined by package purchased	Yes. 25 employees maximum
Create groups	No	No	Yes	Yes
Share files with contacts	Yes	Yes	Yes	Yes
Share files with employees	No	No	Yes	Yes
Share files with groups	No	No	Yes	Yes
Permission level for sharing files	Full read-write permissions for all contacts	Full read-write permissions for all contacts	Configurable to read, write, deny read and deny write	Configurable to read, write, deny read and deny write
Storage space for shared files	Consumes space from accounts of all contacts who are sharing	Consumes space from accounts of all contacts who are sharing	Consumes space only from the account of the person who initially shared the file	Consumes space only from the account of the person who initially shared the file
Confirmation required for sharing	Yes	Yes	No	No
Upload music, documents, pictures and videos	Yes	Yes	Yes	Yes
Address book	Only contacts	Only contacts	Contacts, employees and groups	Contacts, employees and groups
Create a public link to a file	Yes	Yes	Yes	Yes
Incoming and outgoing notification	Yes	Yes	Yes	Yes

Notes:

Free home-user account

If a free home-user's account is deactivated:

- All stored files will be deleted. You should take copies of important files before deactivating his/her account.
- Shared files will no longer be available to people with whom they were shared. You should inform persons who are

sharing the files to take backup copies if required.

- All your CCloud contacts will be deleted. Make sure you have recorded the details of any contacts you wish to keep for the future.

Paid home-user account

If for any reason the subscription is canceled, the account automatically becomes a free home-user account. As such:

- Your login credentials remain the same
- Storage space is reduced to 10GB. If your total usage is currently more than 10GB, your files will remain accessible but new files cannot be uploaded until existing files are deleted (so your usage falls below the 10GB threshold).
- Your files are not deleted. If you wish to permanently delete stored files then you need to subsequently unsubscribe from the free account too (or simply delete the files manually).

Paid business account

If the subscription for a paid business account is canceled, the account automatically becomes a *free* business account:

- Your login credentials remain the same
- Storage space is reduced to 1GB. If your total usage is currently more than 1GB, your files will remain accessible but new files cannot be uploaded until existing files are deleted (so your usage falls below the 1GB threshold).
- Share permissions can still be modified
- Storage space for shared files will still be deducted only from the person who initially shared the file
- The maximum number of employees will be limited to 25. If the number of employees currently exceeds 25 they will not be deleted but no new employees cannot be added until the excess employees are deleted.

Free business account

If a free business account is deactivated:

- All stored files will be deleted. You should take copies of important files before deactivation.
- Shared files will no longer be accessible. You should inform contacts and employees who are sharing files to take a backup if required.
- All contacts and employees will be deleted. Make sure you have recorded the details of any contacts or employees you wish to keep for the future.

Extra storage space for referrals

Home users who sign up for a free account are entitled to 10 GB of free storage space. Additional free storage space can be obtained by way of referrals. Up to 50 friends can be referred and for each successful sign-up, the user gets an additional 200 MB up to a maximum of 20 GB.

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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