COMODO
Creating Trust Online®

Comodo
Cloud Drive

Software Version 1.0

User Guide

Guide Version 1.0.092818

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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.
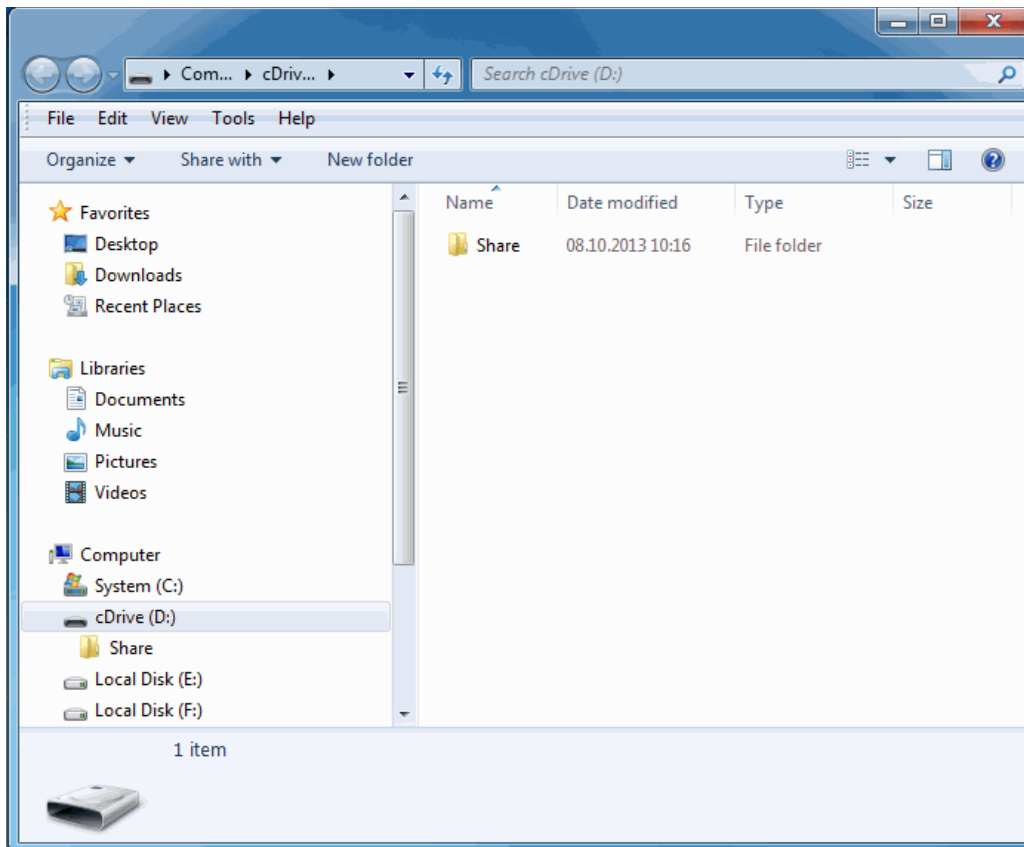
This guide is split into the following sections:

- **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** - Details list 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.
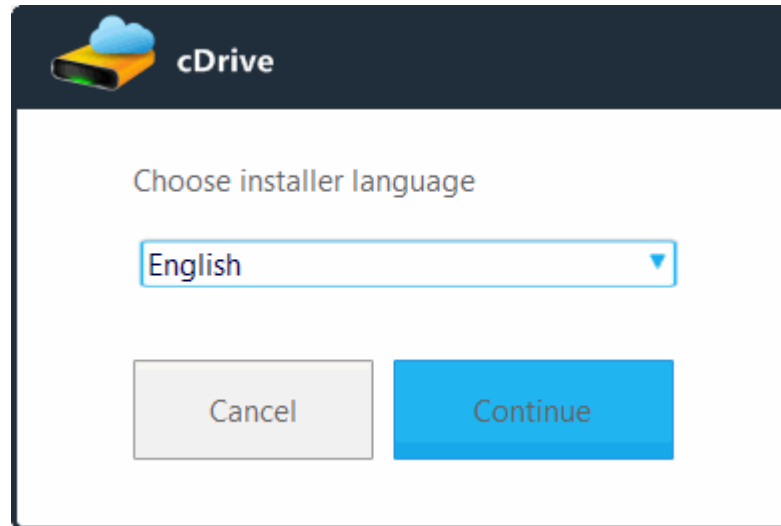
- Select the language in which you want the cCloud Drive client to be installed from the drop-down menu and click 'Continue'.

**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\cDrive.
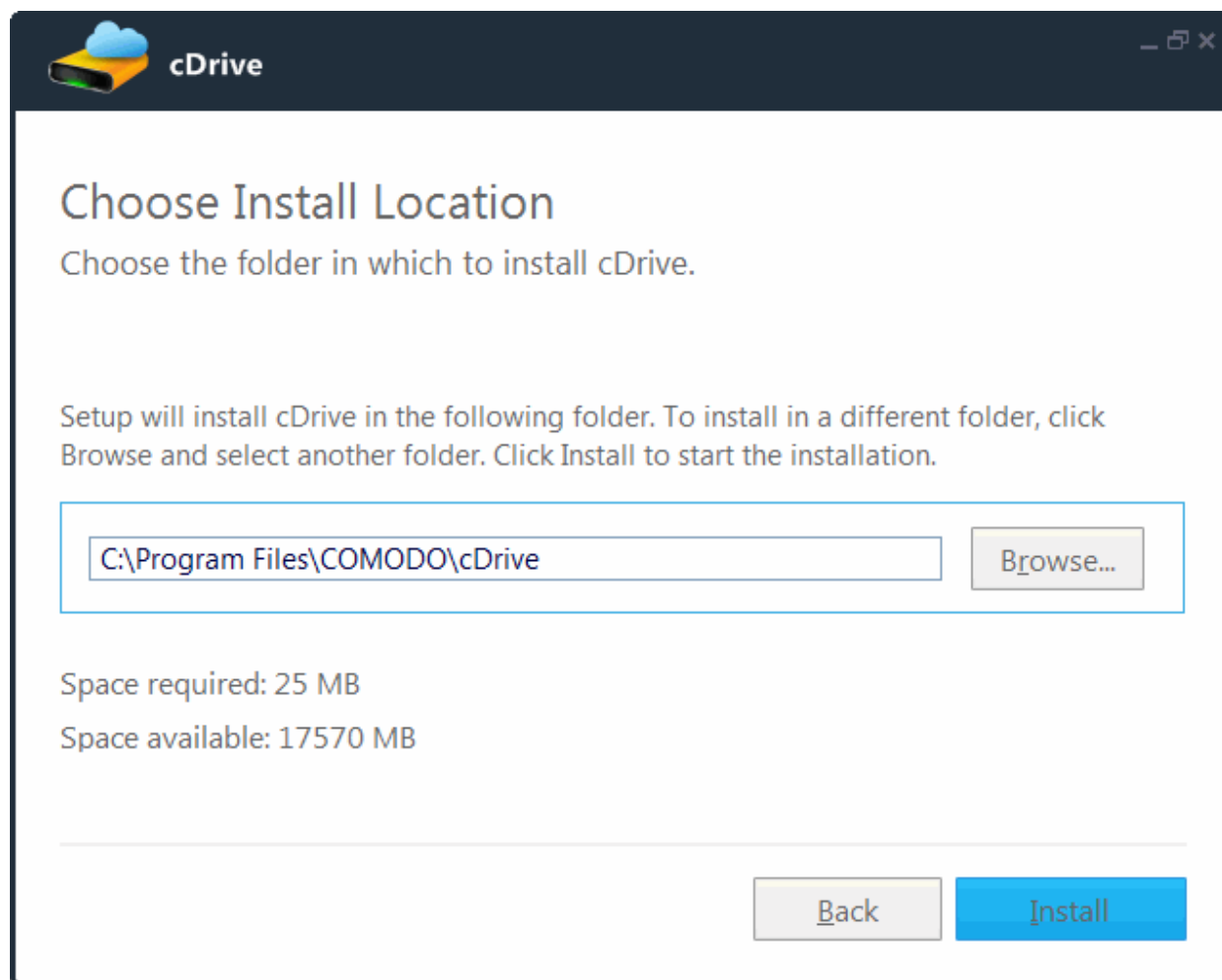

If you want to install the application in a location other than the default location, click 'Browse' to choose a different location.
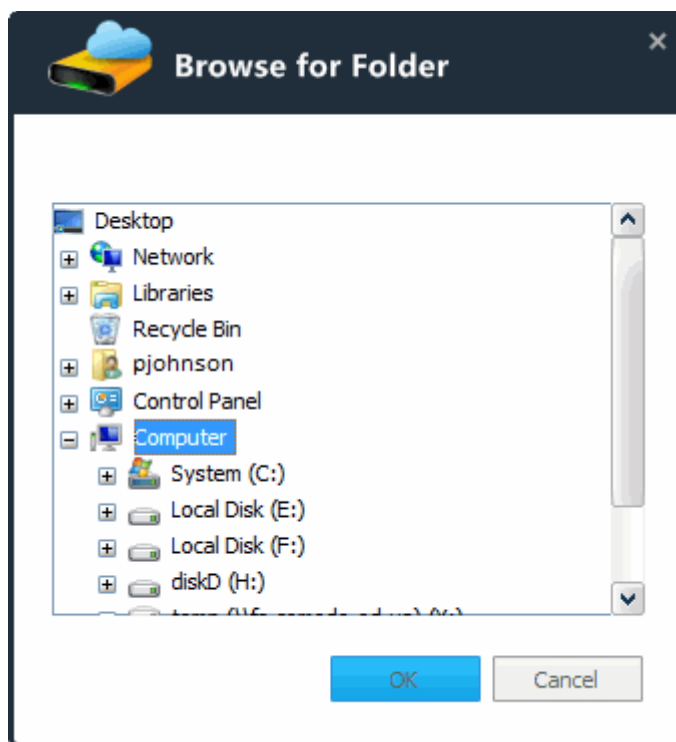
- Click the 'Back' button to review / change any of settings you specified before or click 'Install' to continue with installation process.
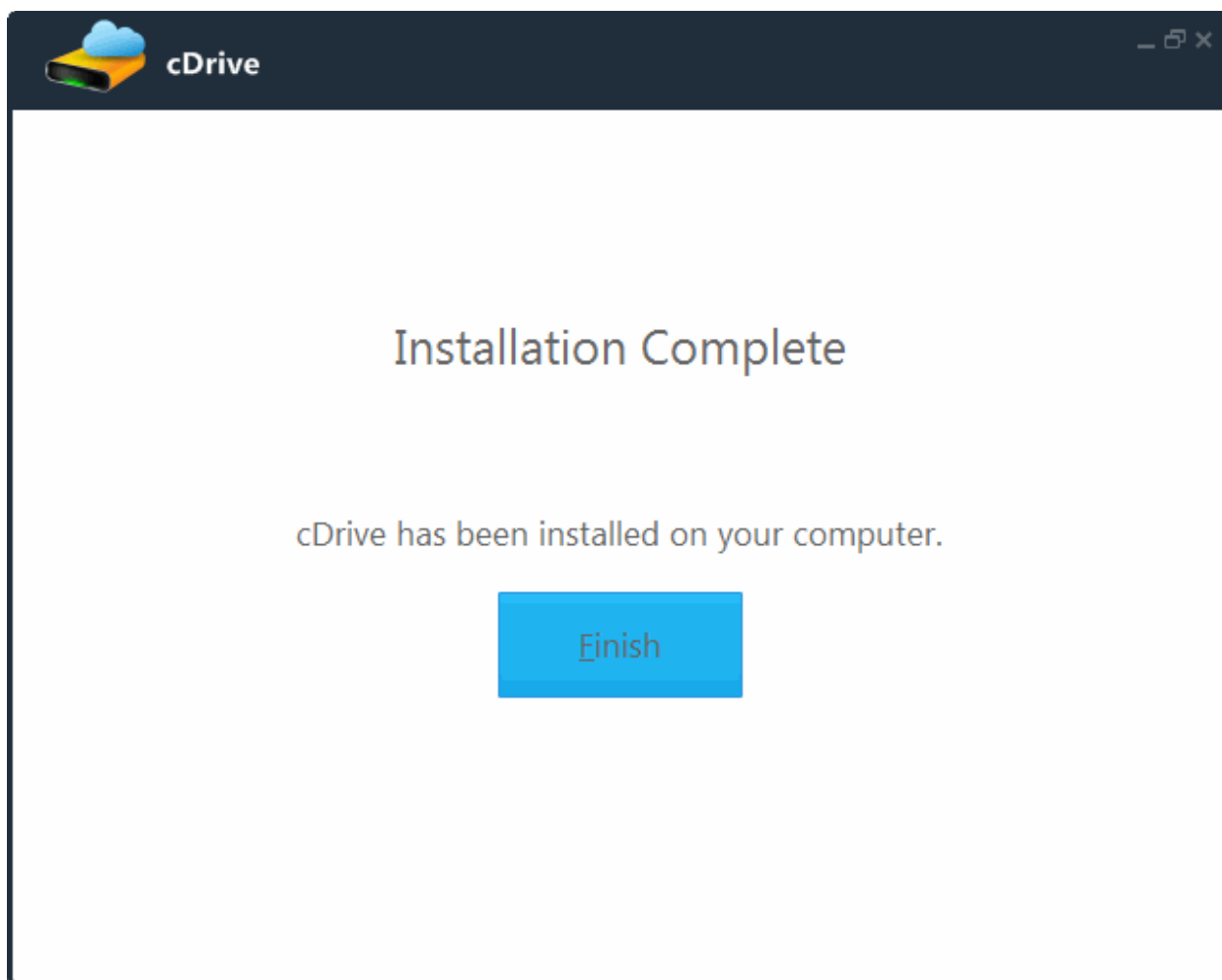
Step 4 - Setup Progress

A setup status dialog box is displayed. You can see a progress bar indicating that the files are being installed.
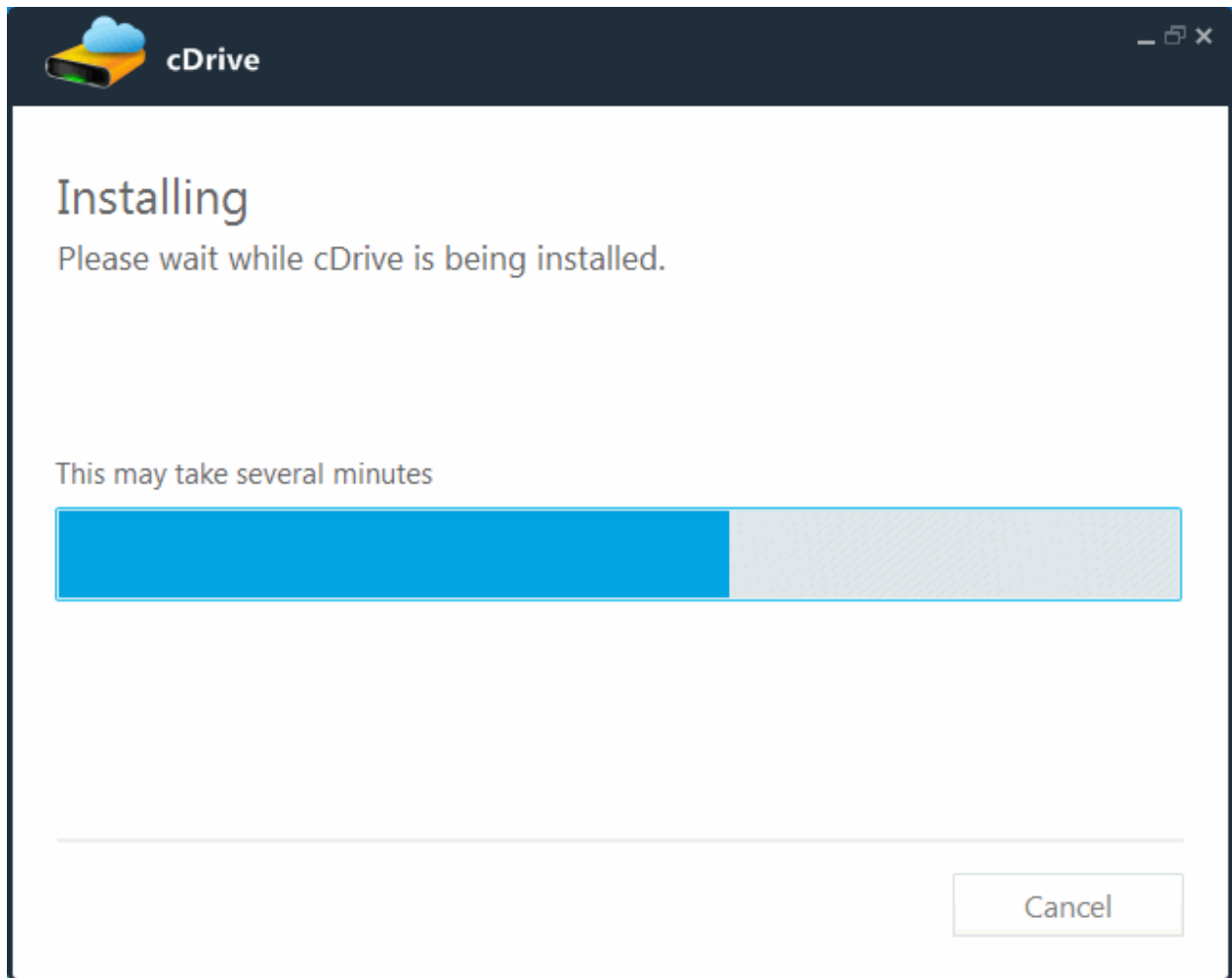
Step 5 - Installation Complete

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

Click 'Finish'.

After installation cCloud Drive there are 3 different ways to access the main interface of cCloud Drive:
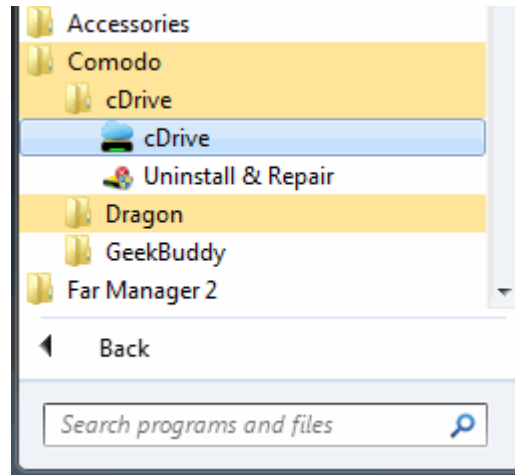
- **Start Menu**
- **Desktop Shortcut**
- **Tray Icon**

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** > **cDrive** > **cDrive**

Windows Desktop

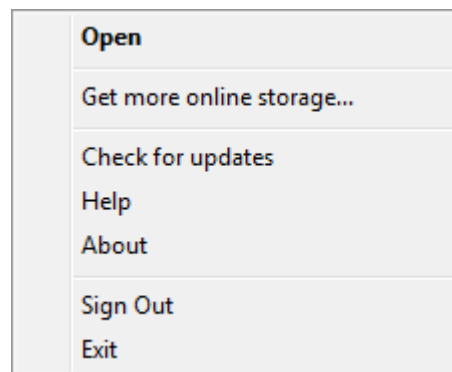• Just double click on the desktop shortcut created during installation.

Tray Icon

Double click on the tray icon will open the Comodo Drive interface.

The tray icon is created during the setup procedure and can be seen in the lower right hand side of the Windows taskbar. Right click on the tray icon allows you to quickly access to the following:

Context Sensitive Menu – Table of Parameters	
Control	**Description**
Open	Opens the application from tray menu.
Get more online storage	Enables you to to sign-up for more online storage space per your requirement on the Comodo Cloud purchase page.
Check for updates	Checks the availability of the program updates from the Comodo servers.
Help	Opens cDrive help guide that contains detailed descriptions of the application's functionality.

About	Views, • information about the Version Number of the cDrive application that is installed on your computer • copyright information • link to ccloud.com • opens the online help guide • contains the link to get a remote support. Refer to **http://help.comodo.com/topic-86-1-416-4616-Introduction-to-Comodo-GeekBuddy.html** for more information.
Sign Out	Allows you to sign out from cDrive.
Exit	Closes the application.

You will be asked to login to cCloud Drive, click 'Yes'.
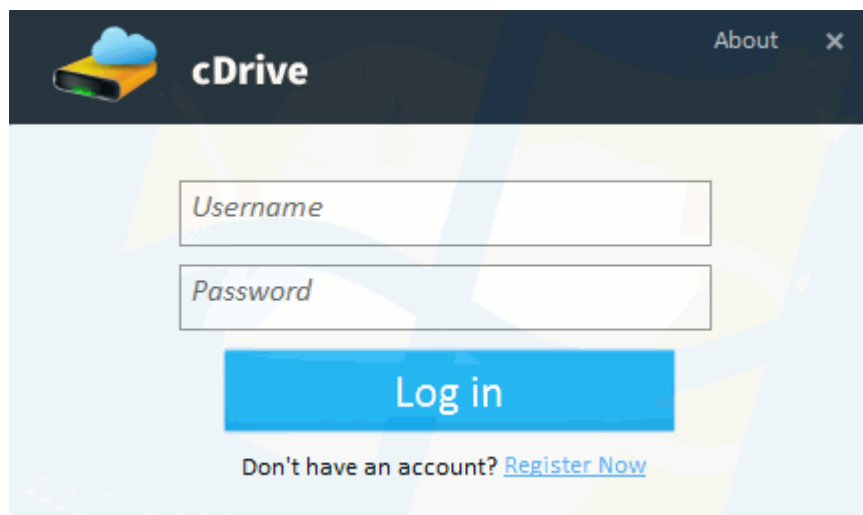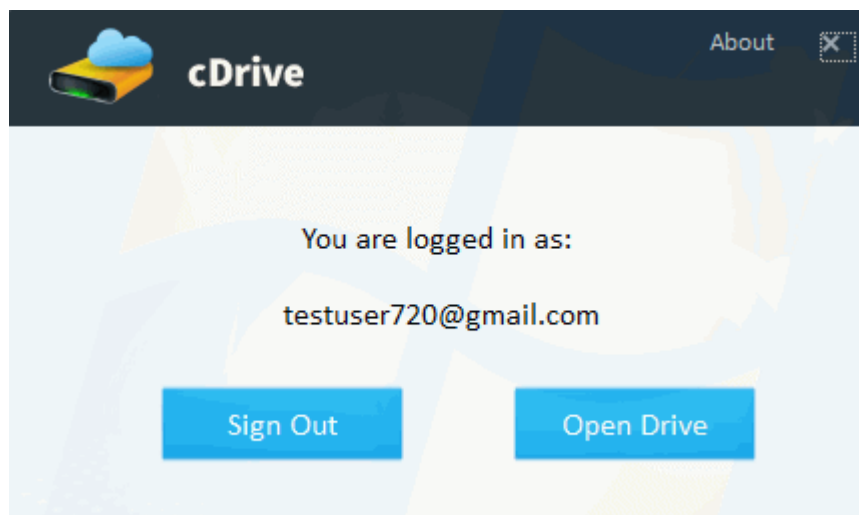
1.2. Account Creation And Logging-in

To use Comodo Cloud Drive, you first need to register for an online storage account. All users get 10 GB of free online storage.
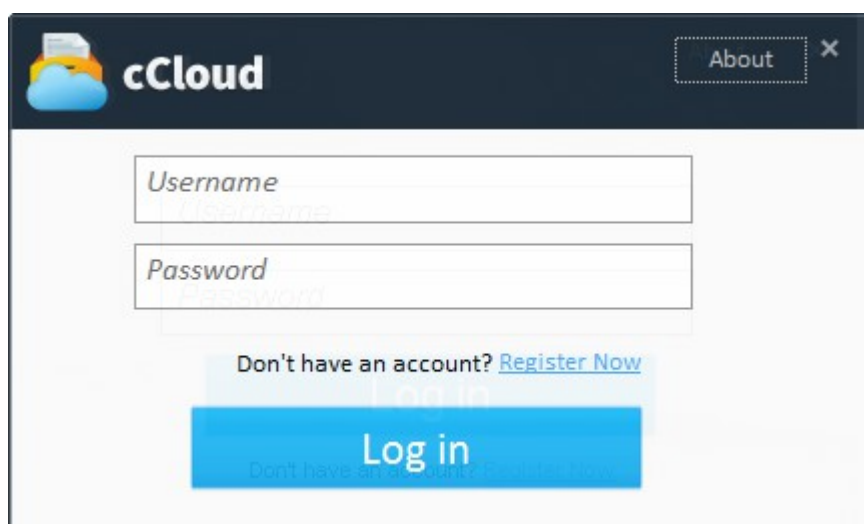
- If you already have a cCloud account then enter your username and password to access your storage space.

- If you are a new user, click the 'Register Now' link. You will be taken to the cCloud website where you can sign up for a new account.

- cCloud accounts are available in Personal or Business versions. The 10 GB 'Personal' plan comes with 90 days free. See **Appendix 2 – Comparison of cCloud Packages** for an explanation of the differences between the packages.

- Once you have chosen a plan, you will be taken to the cCloud order form. If you already have a Comodo account, then make sure to select 'Existing Comodo User' and enter your username (email address) and password to link the purchase to your account.

- After selecting a payment type and submitting your order, you will receive a confirmation email that will allow you to activate your cCloud account.

Tip: You can use the same username and password to login to your account via the cCloud Windows client and the cCloud web interface hosted at **https://www.ccloud.com/**.

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.
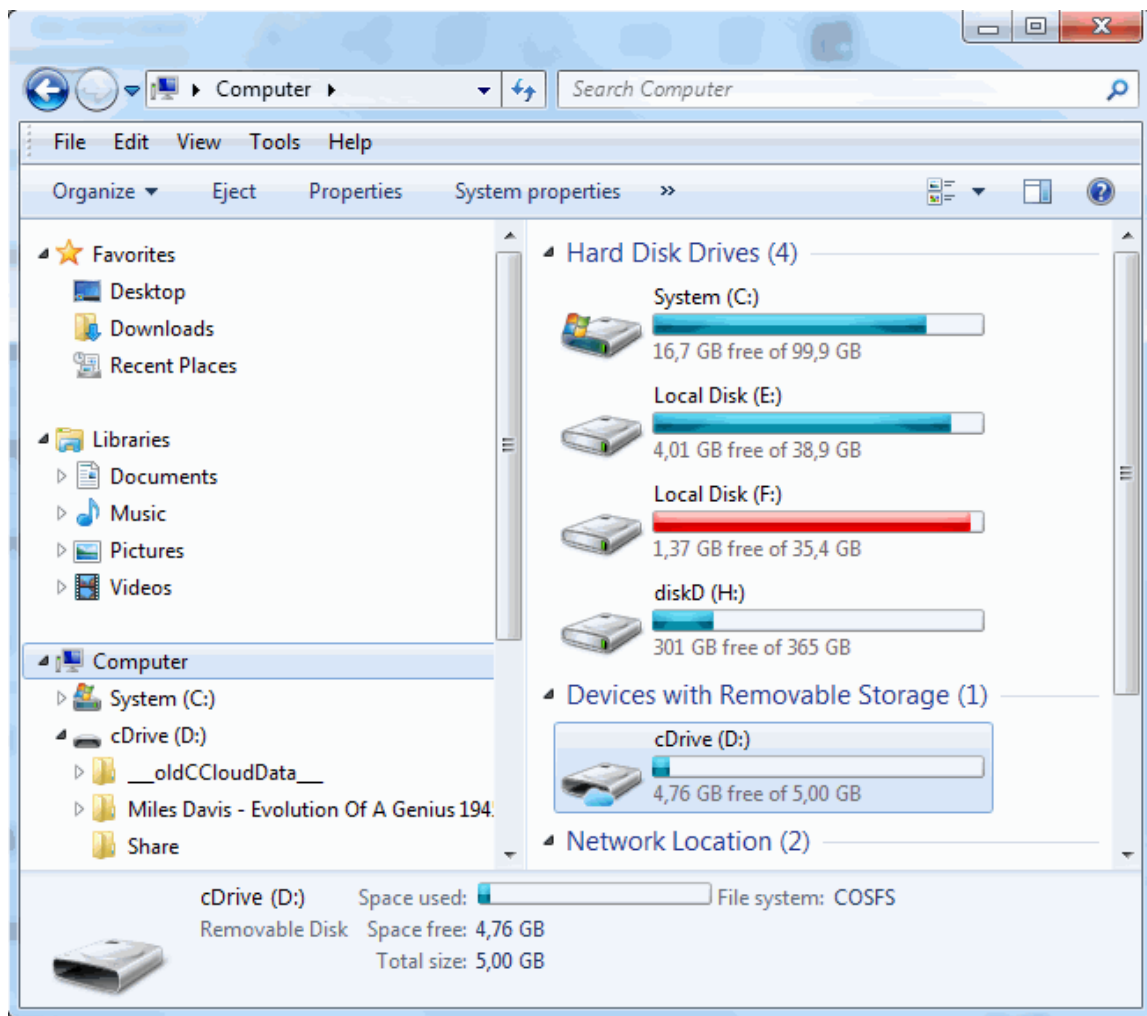
To open Windows Explorer:

- 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.
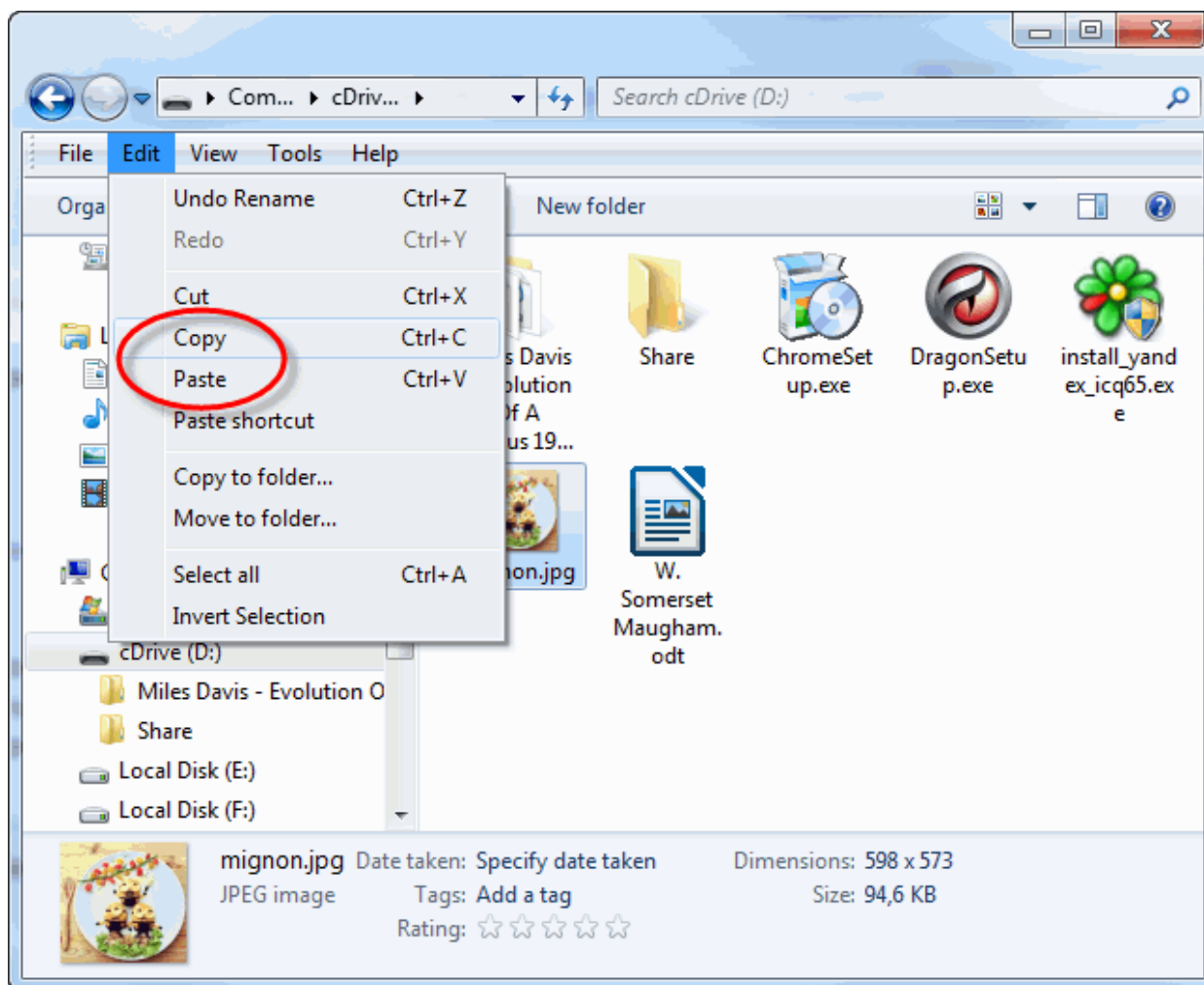
- Navigate to the location (folder in local drive or online storage drive) into which you want to copy or move the item.

- Click Edit > Paste from the menu bar or right click and select 'Paste' from the context sensitive menu.
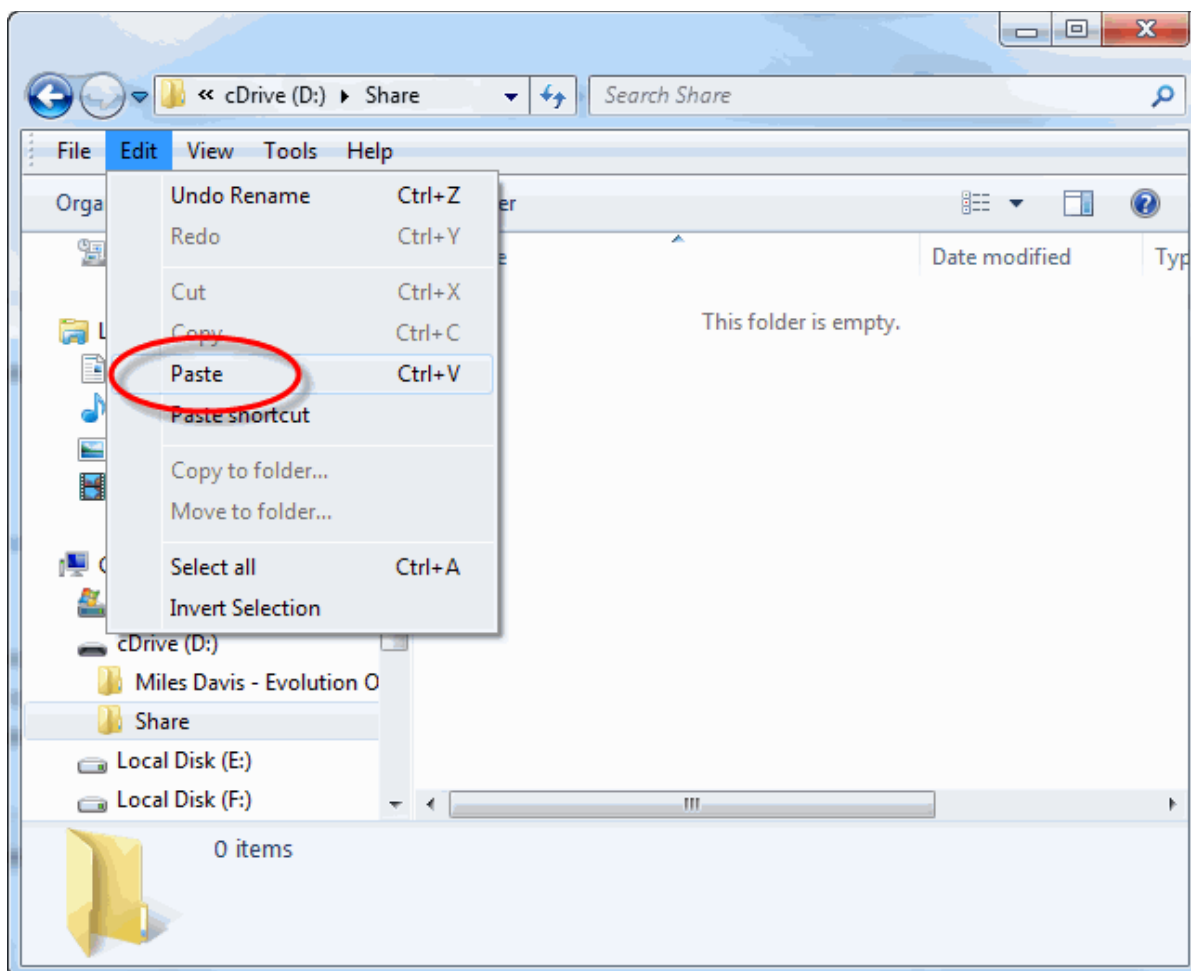
- Alternatively, you can select the folders/files to be copied, drag and drop to the destination folder.
- Like files on your local drive, you can rename or delete files on your online storage space just by right-clicking and selecting the appropriate menu item.
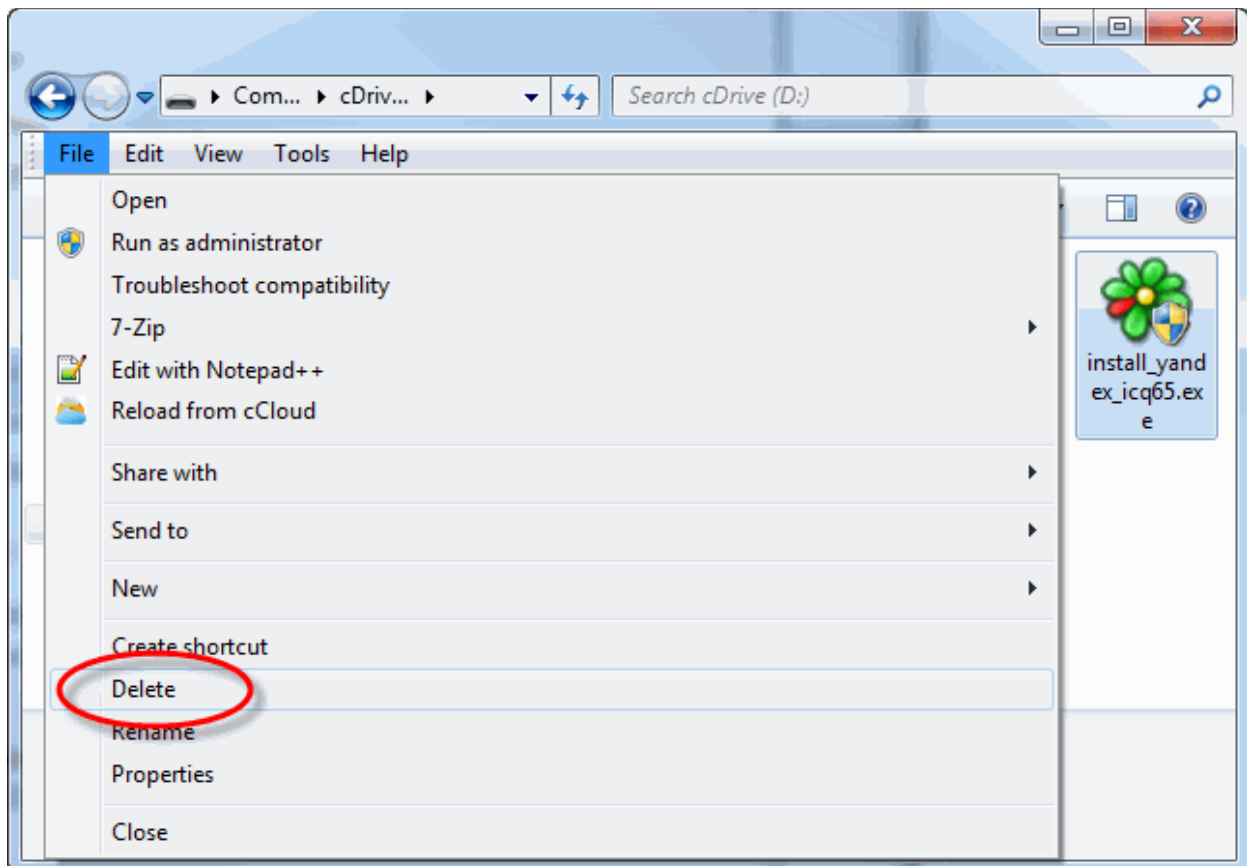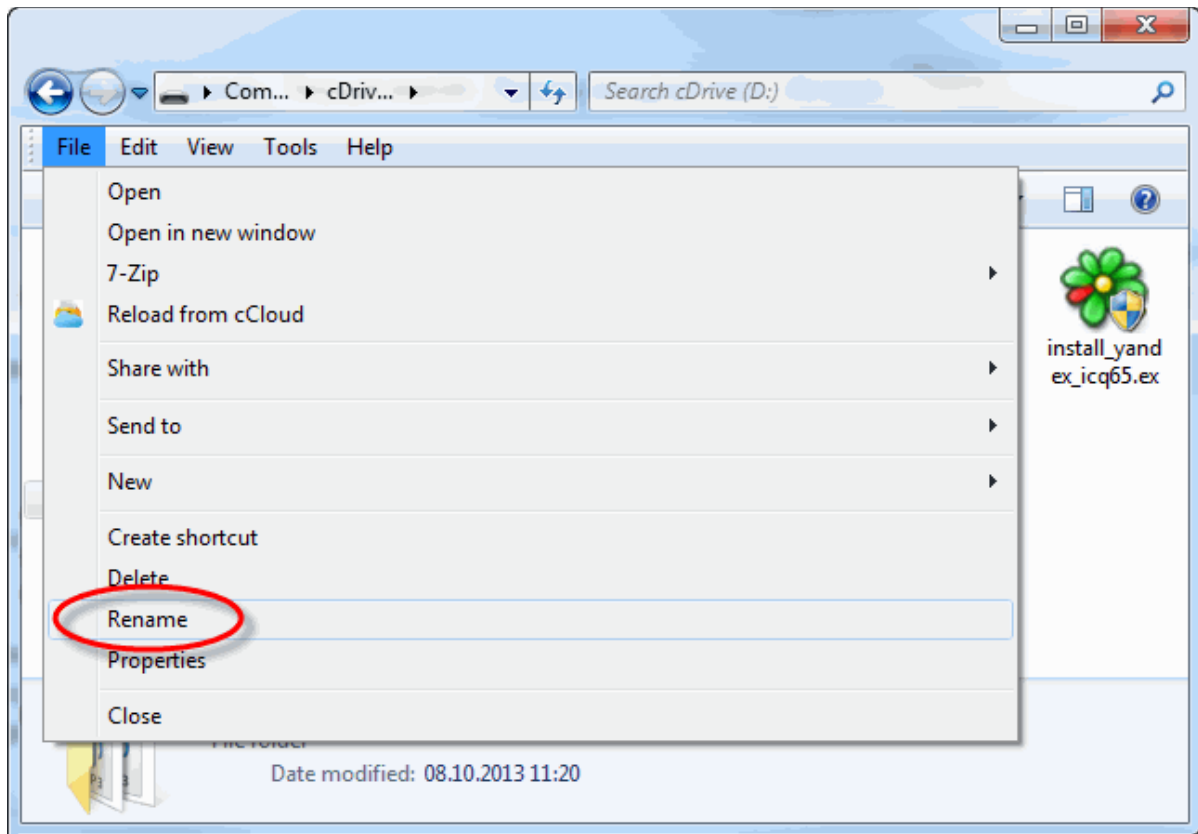
- You can create new folders in your online storage space, as you do with your local storage drives through Windows Explorer by clicking 'File' > 'New' > 'Folder' from the menu bar or right-clicking and selecting the appropriate menu item.
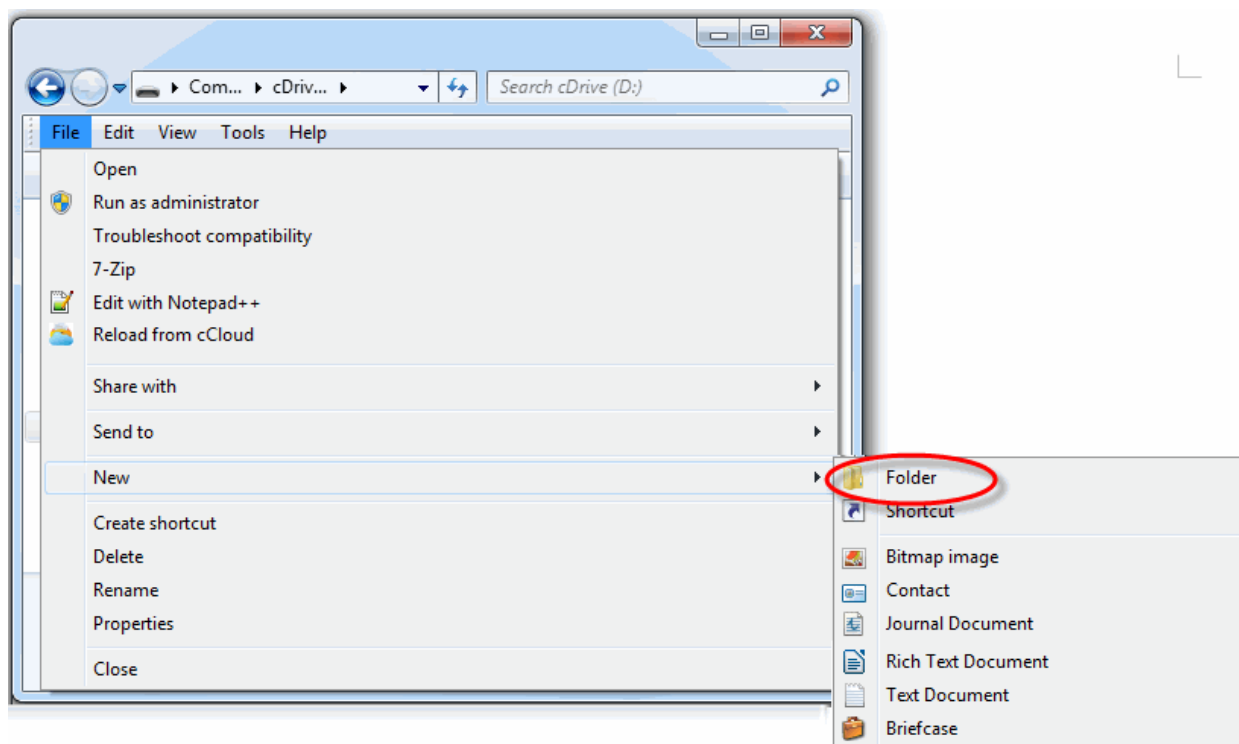
To view recently uploaded files into cCloud Drive, click 'Reload from cCloud '.

3. Getting Live Help

The 'About' link displays the version information of cCloud Drive currently installed on cCloud server and copyright information.
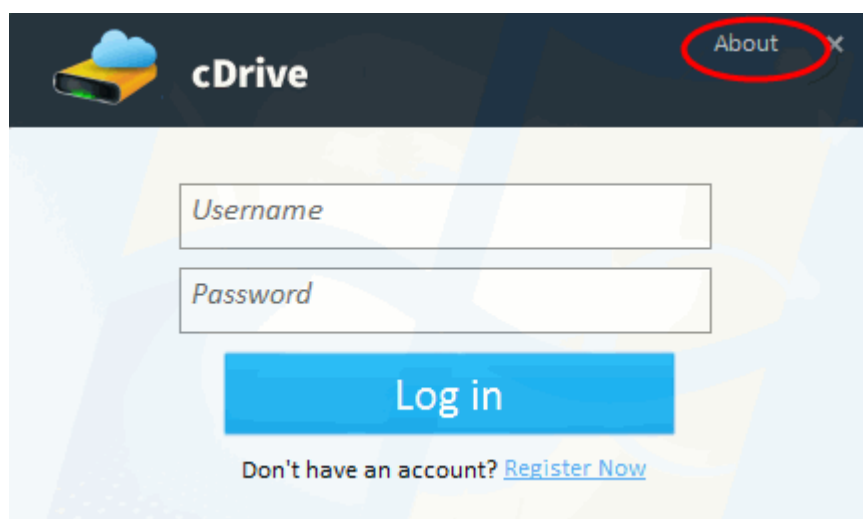
1. The 'About' dialog also contains shortcuts to access the online help guide for cCloud Drive and takes you to **www.ccloud.com** web page. You also can get Live PC Support help from Comodo GeekBuddy is a remote assistance service offered by Security Experts in Comodo who can access your computer through their Remote Desktop.

2. 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.

3. 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.
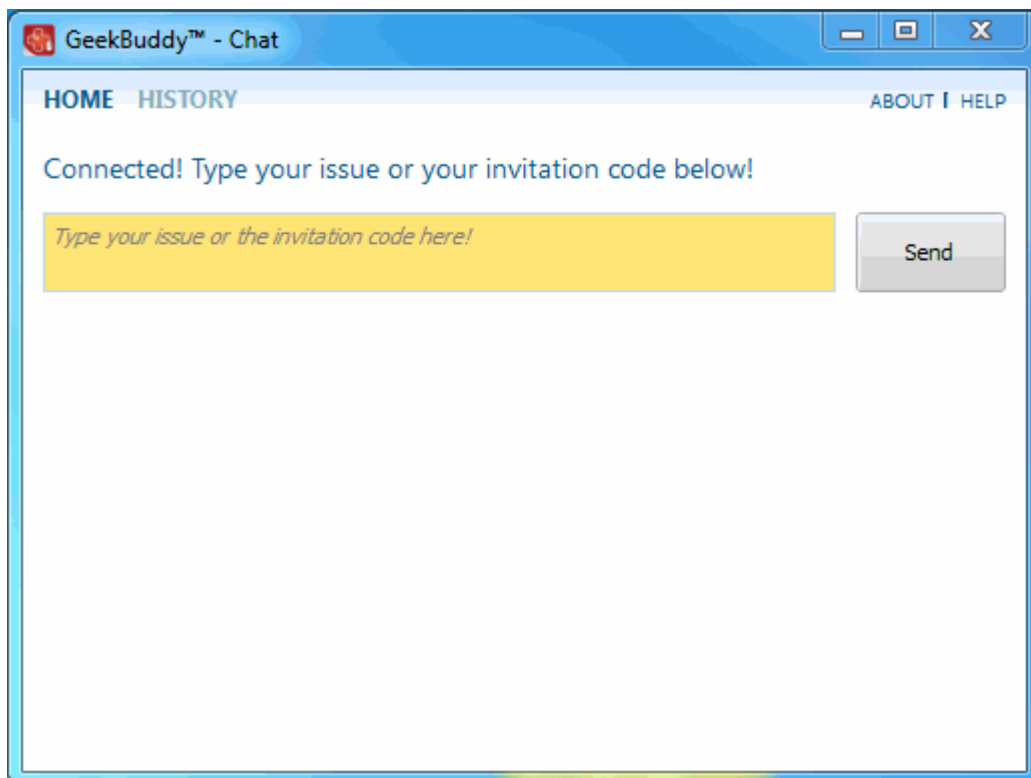
GeekBuddy includes the following services:

- **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

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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.

Refer to the section **http://help.comodo.com/topic-86-1-416-4616-Introduction-to-Comodo-GeekBuddy.html** for more details.

4. Logging out of cCloud Drive

To logout of the cCloud Drive client, click the 'Sign Out' button at the bottom of the window or alternatively, right- clicking the tray icon.
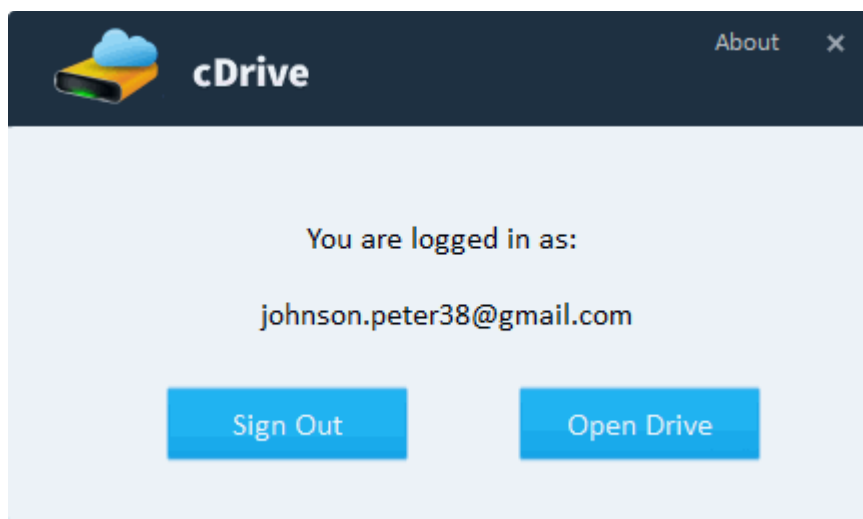
5. Uninstalling cCloud Drive

To uninstall Comodo Cloud Drive (cCloud Drive)

4. Click Start > Control Panel

5. In the Control Panel, double-click Add/Remove Programs

6. In the list of currently installed programs, click COMODO cDrive

7. Click the 'Remove' button.

Or

8. Click Start > All Programs > Comodo > cDrive > cDrive > Uninstall & Repair.
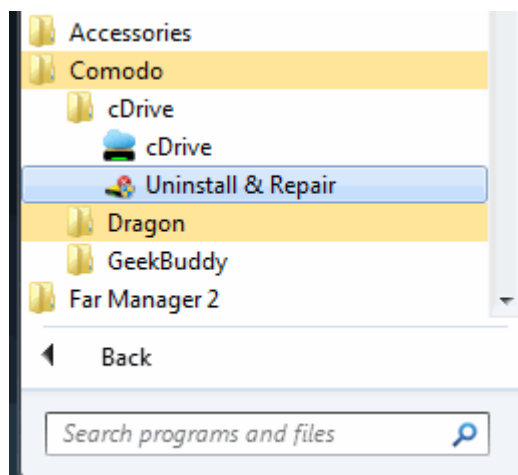
The product configuration wizard will be started.
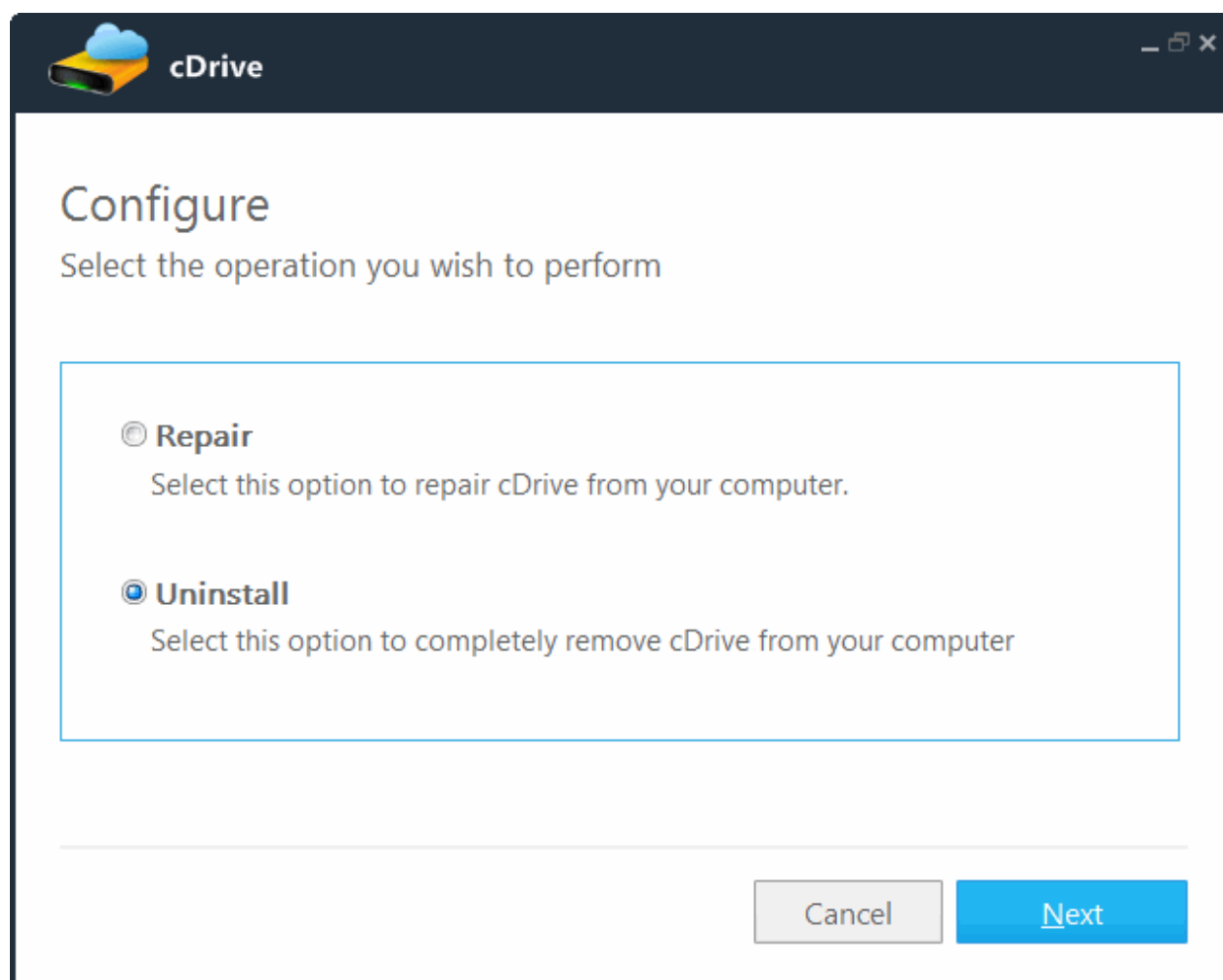
- Select 'Uninstall' and click 'Next'. The wizard will start uninstalling the client and the progress will be displayed.
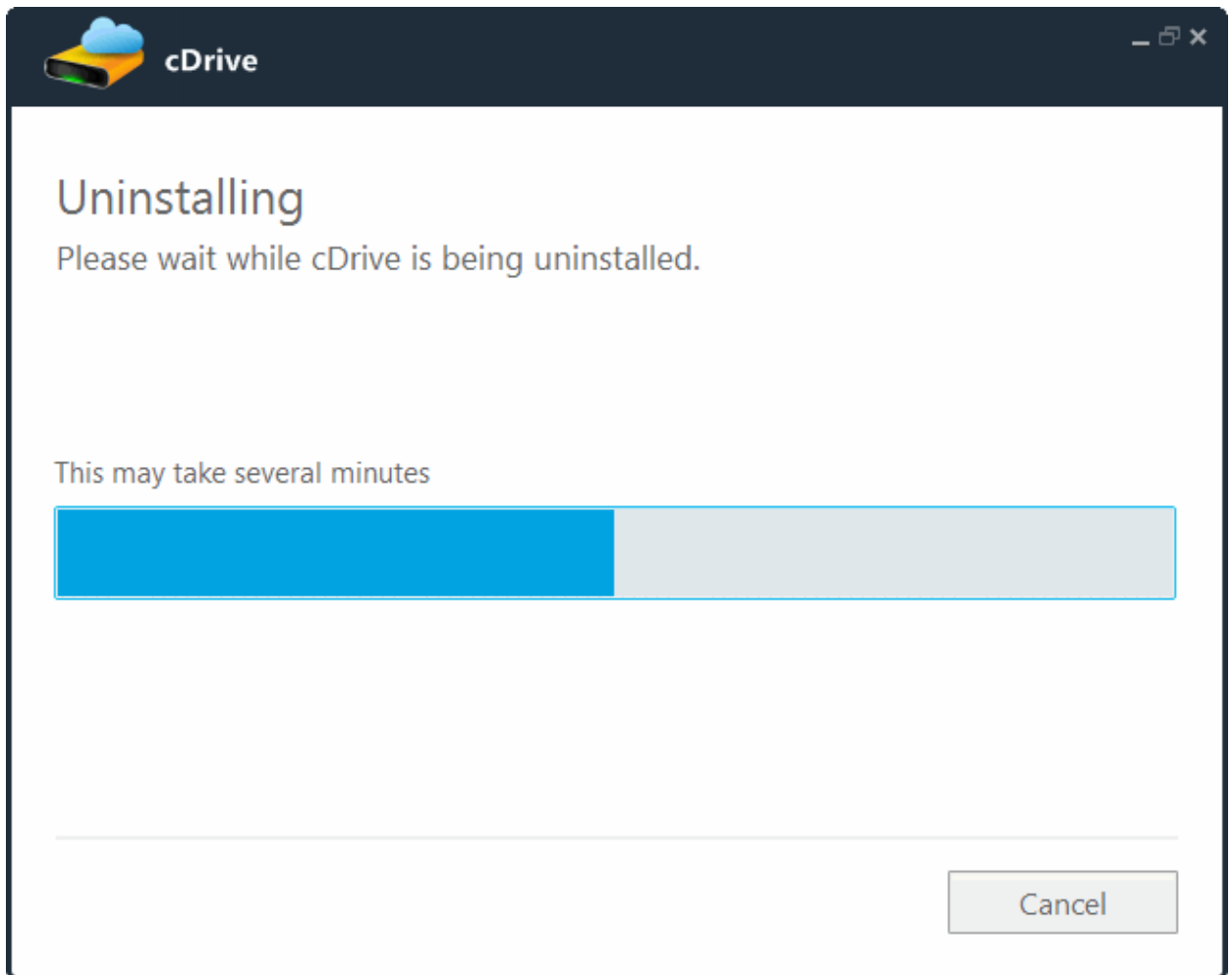
The 'Uninstallation Complete' screen will be displayed. To complete the Uninstallation wizard and restart the computer, save and close any other running programs and click 'Finish'.

Click 'Finish' for the settings to take effect.

Appendix 1 – Error Codes

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

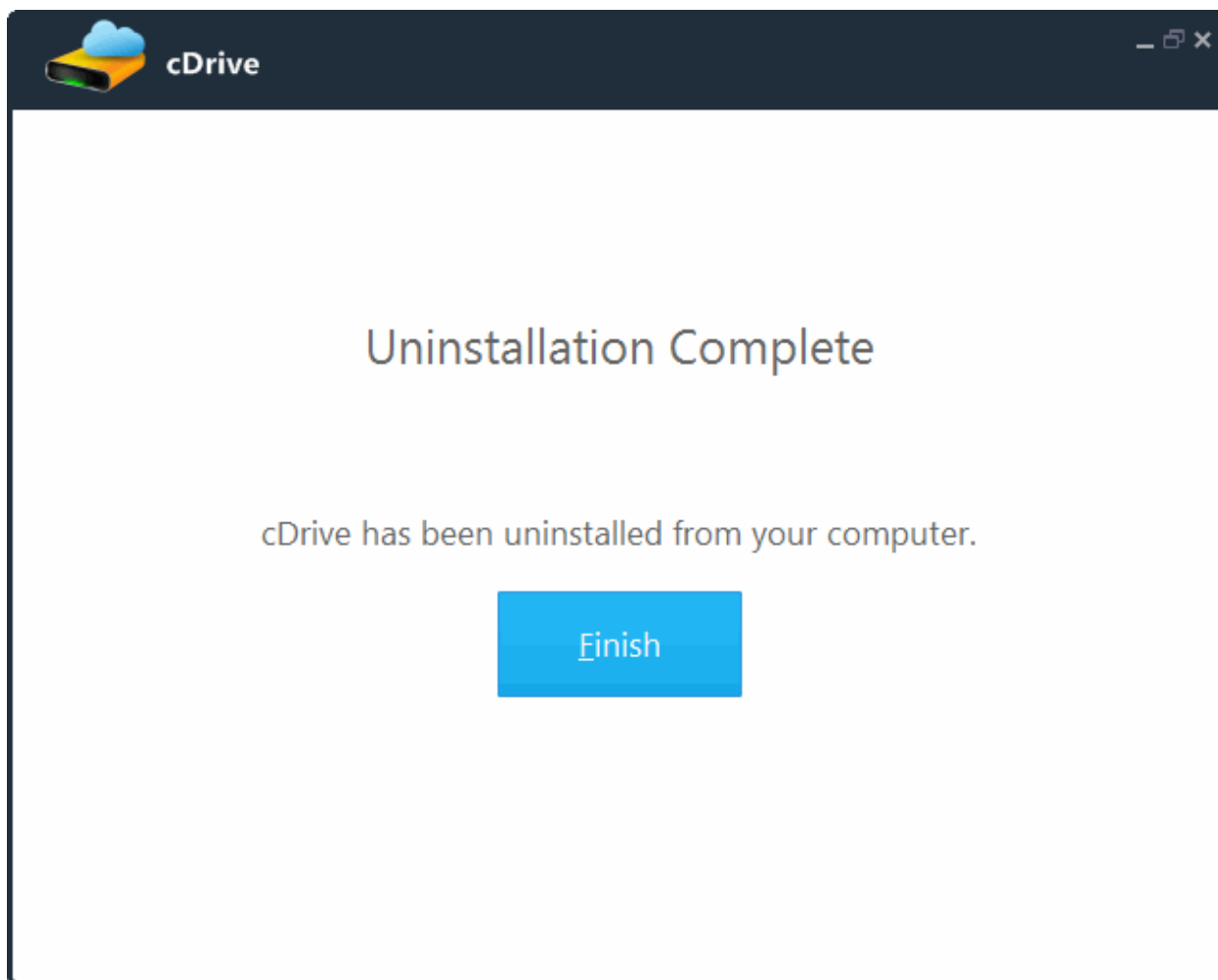| Error Code	Description
4	Generic error code
5	Required object was not found
8	Invalid password
10	Invalid device
15	The object/device is busy
29	Read error
30	Write error
46	Path is invalid
47	The request is not yet implemented
49	Device not ready
53	A connection error occurred
54	Operation cannot 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 above, please create a support ticket at **https://support.comodo.com/.**

Appendix 2 – Comparison of cCloud Packages

Features	cCloud Home Pro	cCloud Business Pro
Storage space/Price per month	100 GB / $7.99 month 200 GB / $14.99 month 500 GB / $34.99 month	50 GB / $4.99 month 100 GB / $8.99 month 500 GB / $39.99 month 1000 GB / $69.99 month
Free 90 days	✔	✘
Max. File Size	Unlimited	Unlimited
Quickly share documents, videos, pictures and music	✔	✔
Create Public links to files	✔	✔
Can mount CCloud as a removable drive	✔	✔
Create unlimited contacts	✔	✔
Incoming and outgoing notifications	✔	✔
Create unlimited business users	✘	✔
Create groups of business users	✘	✔
Share files with groups	✘ *(All shared files have full read-write permissions)*	✔ *Can configure 'Read', 'Write', 'Deny-Read' and 'Deny-Write' per file, per user)*
Specify share-permissions per user or group	✘ *(Shared files count against the storage space of all recipients)*	✔ *(Shared files do not count against recipient's storage space)*
Shared file is not subtracted from recipient's storage space	✘	✔

Notes:

Comodo Cloud

If a CCloud subscription is canceled, the account automatically becomes inactive.

- You won't be able to login to ccloud.
- Any files that you shared with other people will no longer be accessible.
- Your files might be deleted at any time and without notice.

Comodo Cloud for Business

If the subscription for a paid business account is canceled, the account automatically becomes inactive.

- You won't be able to login to ccloud.

- Any files that you shared with other people will no longer will no longer be accessible.

- Your files might be deleted at any time and without notice.

Extra storage space for referrals

Additional storage space can obtained by 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 10 GB of extra storage space.

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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