CCloud

# Comodo
# **Cloud**
Software Version 3.0

# User Guide
Guide Version 3.0.111014

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# 1. Comodo Cloud - Introduction

Comodo Cloud (CCloud) is a fast, secure online storage service that provides essential disaster recovery for mission critical or otherwise important files in the event of damage, deletion or theft. Files and data of all types are stored on Comodo's highly secure servers and can be accessed over the Internet from anywhere in the world. In the event something goes wrong with your hard drive, or you lose your system in a disaster or to burglary, you can retrieve your precious files instantly by logging into your account and restoring the backed-up files and data.

CCloud client installed on your computer allows you just drag and drop the files and folders on to your online storage space and synchronizes the files and folders in your local drive and the online storage space whenever changes are made to them at any one of the two locations. In addition you can save:

- **Selected text from documents or web pages** - You can save selected portions of text from a document or a web page as time-stamped text files in your online storage space with a simple drag-and-drop operation

- **Images from web pages** - You can save image(s) selected from a web page in your online storage space with a simple drag-and-drop operation.

Files stored on Comodo Cloud can also be accessed through our intuitive web interface at **https://www.ccloud.com/** - without the need to have the CCloud client installed on a computer. You can upload files from any computer, download files to any computer, rename files on your CCloud online storage space and much more.

## How can I access my CCloud account?
**Windows users:**

- Via the Windows CCloud client

- Via the Comodo Backup application (see **Appendix 1**)

- Via the Windows using cDrive

**iOS devices (iPhone, iPad, iPod)**

- Via the **iOS app**

**Android devices**

- Via the **Android app**

**All Users**

- Via the Windows using cDrive

**Guide Structure**

This guide is intended to take the user through the installation, sign-up for Comodo Cloud account and use of CCloud Client.

- **Comodo Cloud - Introduction**
- **System Requirements**
- **Downloading and Registration**
- **Installing the CCloud Client**
- **The CCloud Client - An Overview**
- **Copy Data to CCloud Using Drop Zone**
- **Using the CCloud Web Interface**
    - **Web File Management**
    - **File Sharing**
- **Mounting your Online Storage Space as a Virtual Drive**

# 2.System Requirements

To ensure optimal performance of Comodo Online Storage client, please ensure that your PC complies with the minimum system requirements:

**Supported Operating Systems**

Windows 8 (32bit and 64bit)

Windows 7 (32bit and 64bit)

Windows Vista (Home/Business/Ultimate) (32bit and 64bit)

Windows XP SP2 (Home/Professional) (32bit and 64 bit)

Windows 2003 Server (32bit and 64 bit)

Windows 2008 Server (32bit and 64bit)

**Minimum Hardware**
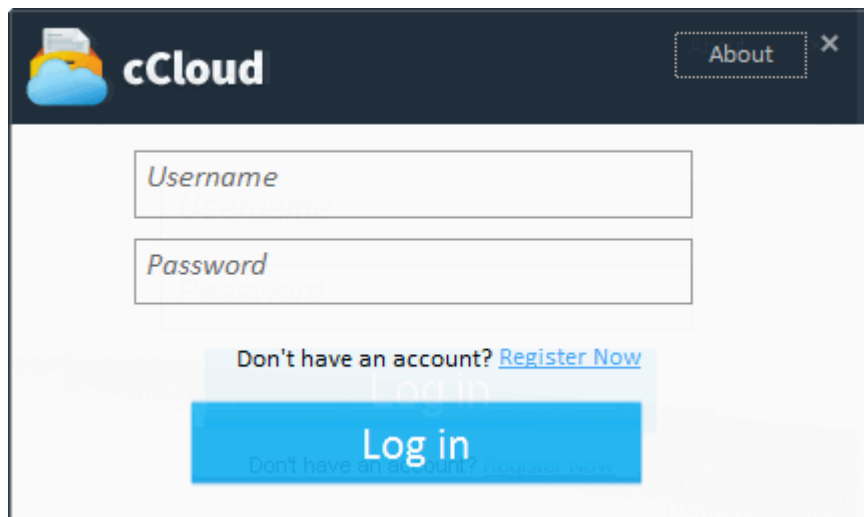
Intel Pentium III Processor or higher

256 MB RAM

23 MB Disk Space

Browser Interface requirements (Dragon recommended, Javascript required)

# 3.Downloading and Registration

The Comodo Cloud client can be downloaded from **https://www.ccloud.com/**. After installing the client, the Comodo Cloud account login dialog will appear.

- If you already have a cCloud account, enter your username and password to login to the service.
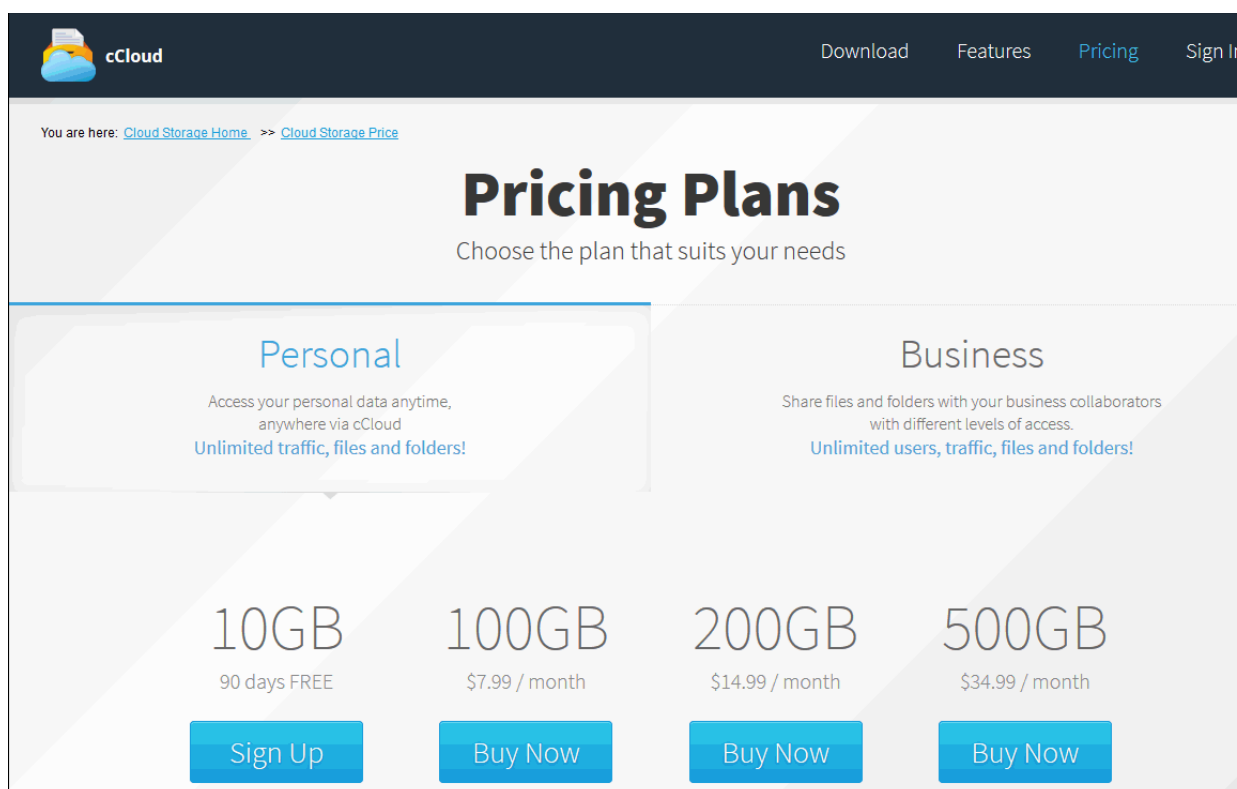


- If you do not have an account, click the 'Register Now' link. This will take you to the cCloud website where you can choose a package that meets your storage requirements.

- To open the registration page, click the 'Pricing' link at the top right side of the interface:



- 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/**.

# 4.Installing the CCloud Client

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

After downloading the CCloud client setup file to your local hard drive, double click on the setup file ' Ccloud_<version number>.exe    to start the installation wizard.

**Step 1 - Choosing the Interface Language**

The set up program will start automatically and the Select Setup language dialog is displayed. CCloud client is available in several languages.
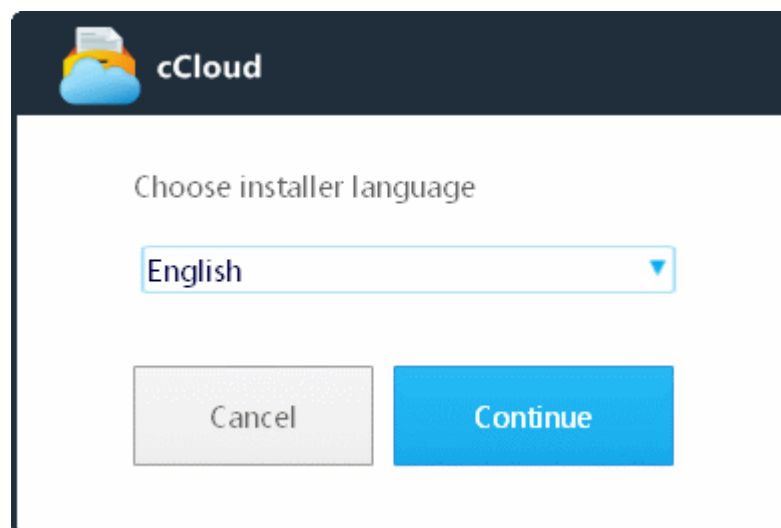
- Select the language in which you want the CCloud client to be installed from the drop-down menu and click 'Continue'.

**Step 2 - End User License Agreement**

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

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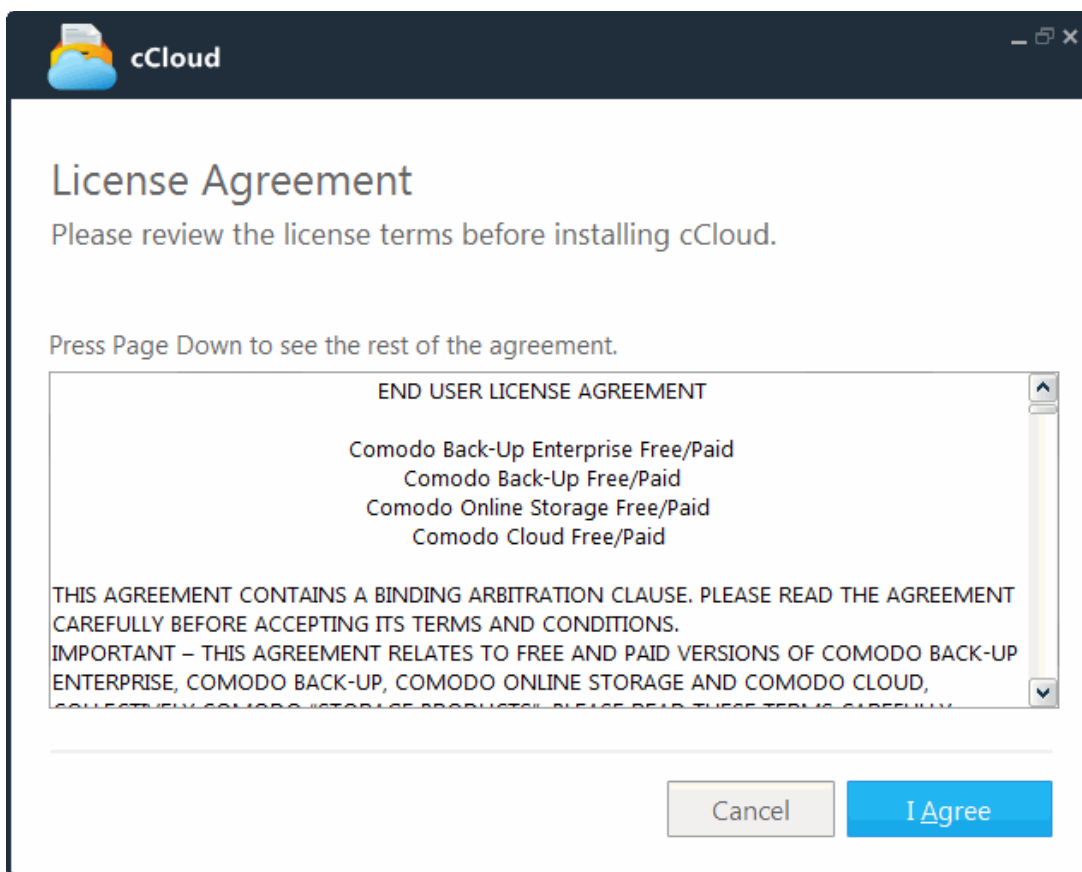
- Read the EULA fully and click 'I Agree' to continue installation. If you want to cancel the installation, click 'Cancel'.

**Step 3 - Select Installation Folder**

The next screen allows you to select the installation folder. The default path is C:\Program Files\COMODO\cCloud.

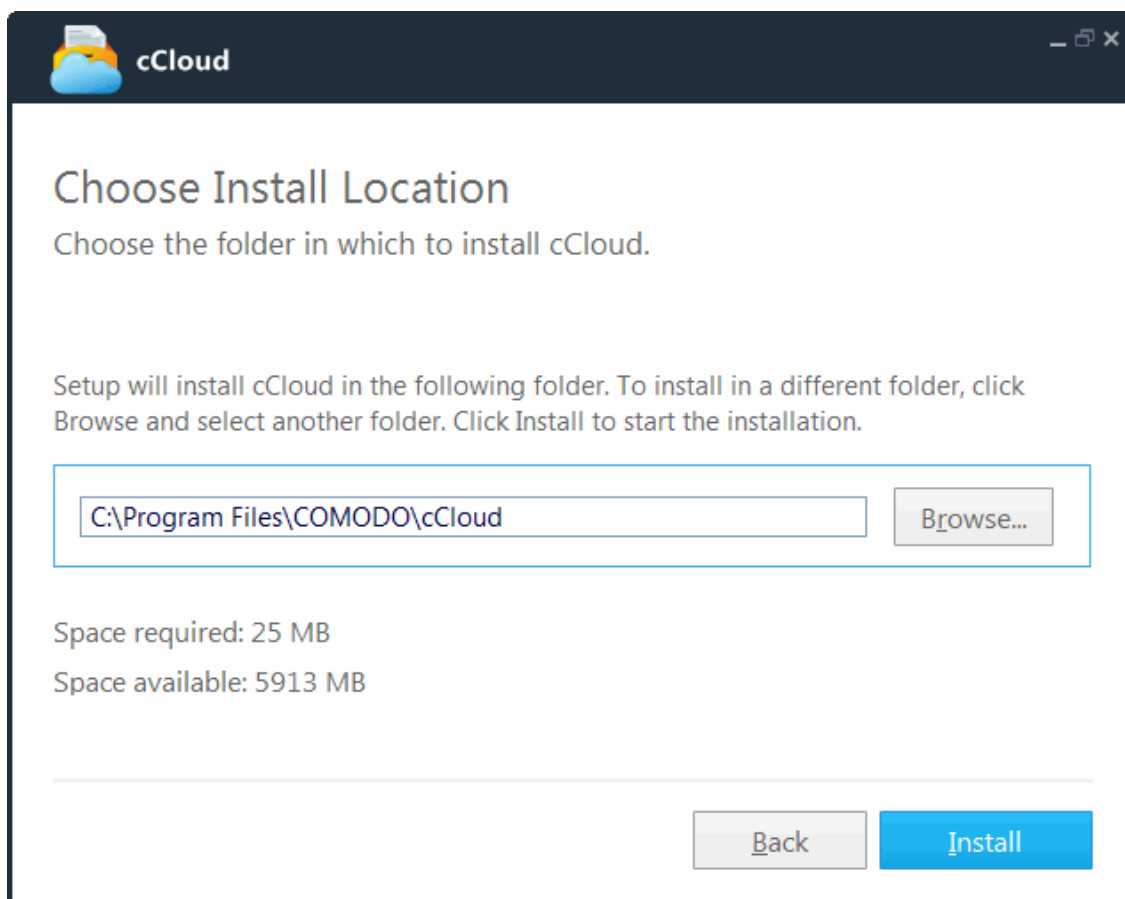If you want to install the application in a location other than the default location, click 'Browse' to choose a different location.

- 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.
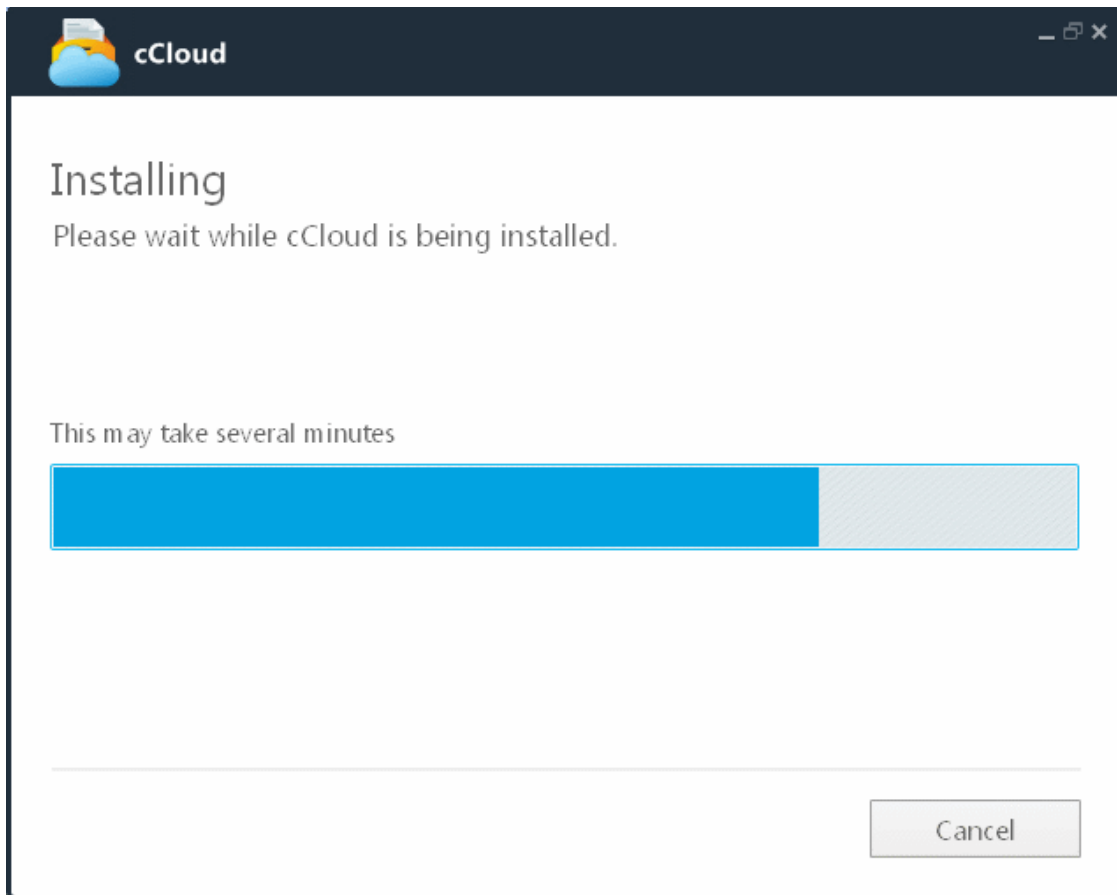
**Step 5 – Installation Complete**

On completion, the Installation Complete screen will be displayed.

- Click the 'Finish' button.

### Step 6 - Login to your Account

The Comodo Cloud Login dialog will be displayed. This step also enables you to create a new account if you are a new user.



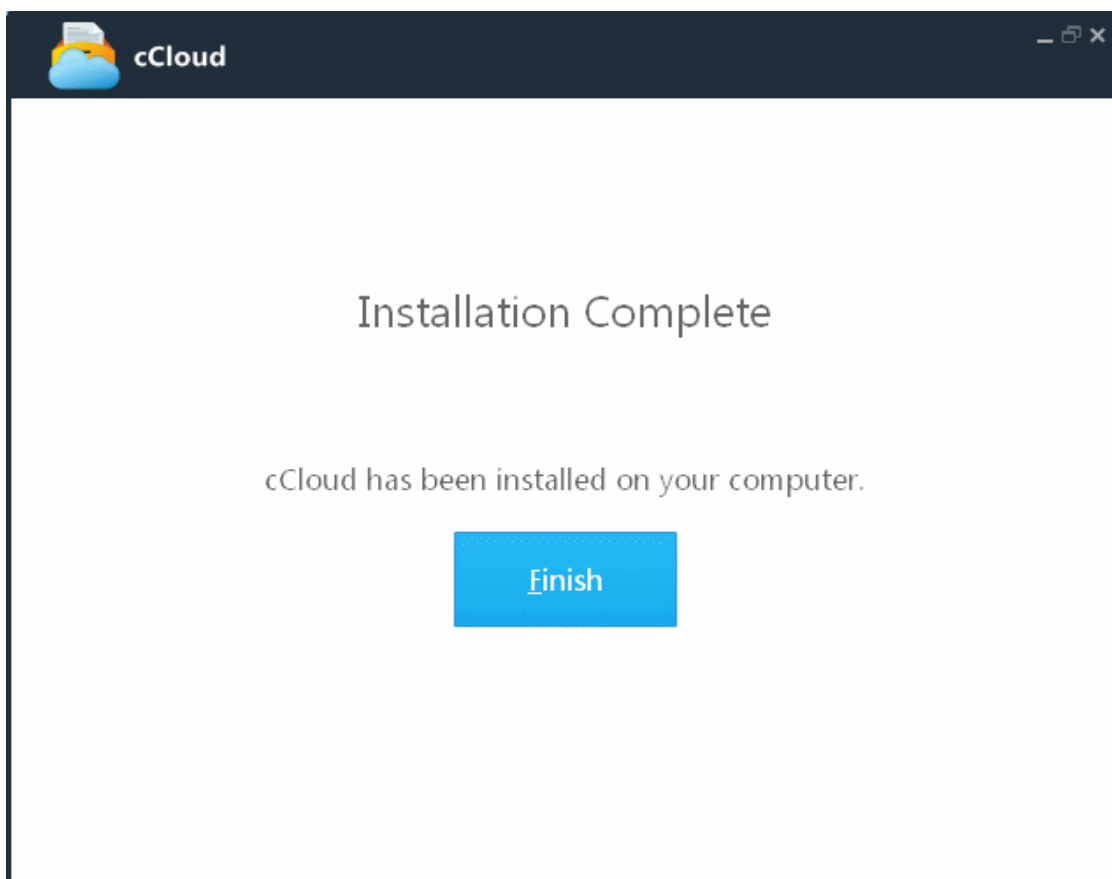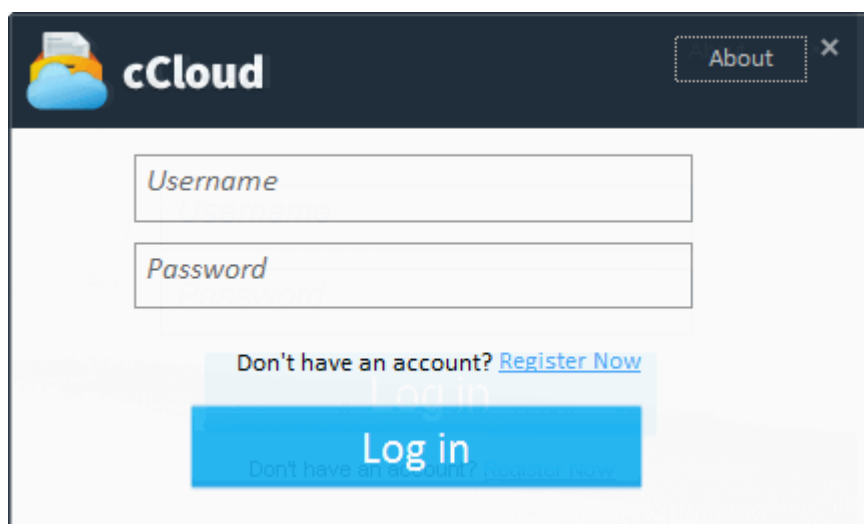- If you are a new user, click the 'Register Now' link . You will be taken to the account sign-up page at **https://www.ccloud.com/?reg=yes** to create a new account with Comodo Cloud Storage (click **here** if you'd like to read more about the registration process).

- After creating the new account, enter your user name (your email address) and password that you had given in user details.

**Note**: You can also complete the installation without entering the username and password at this stage. But you will be asked to enter them while logging-in to your account through the CCloud client.

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- If you already have a Comodo Cloud Storage account, enter your username (your email address) and password.

- Click Login.

The CCloud drop-box will appear.
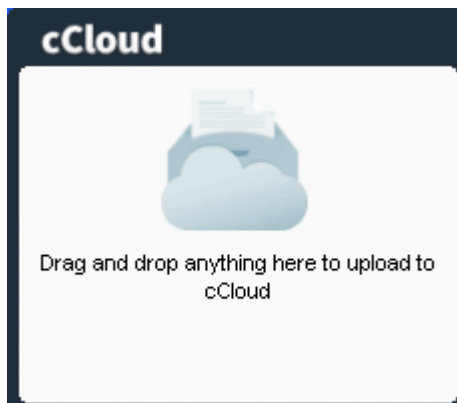


The non-intrusive drop box will show up every time you start dragging a file, folder or a selected piece of text or an image from a document/webpage and enables you to directly drop them to your online storage space.

# 5. The CCloud Client - An Overview

- Comodo Cloud (CCloud) is an online storage service. Data stored in CCloud is accessible from anywhere using a web browser, CCloud for Android / iOS app or the CCloud client - even through a proxy if a direct Internet connection is unavailable.

- Data copied or Synced to CCloud can be easily recovered in case your local storage media is damaged or stolen.

- CCloud is a convenient, easily expanded storage medium for periodic backups that allow you to recover lost or corrupted files. NOTE: Comodo Backup is the perfect complement for the CCloud client.

- CCloud storage is highly reliable due to redundant servers and replicated cloud storage.

- CCloud is secure - using AES encryption for all data at rest and SSL for all data transfers.

**Important points**

- Rent, don't buy storage - when you need more than the 10GB offered for free, storage space can be easily added in increments that match your current needs.

- Instantly get reliable off-site storage without worrying about backup media delivery.

- Synchronize folders of your choice to CCloud storage space - and with other systems running the CCloud client.

- Get access to all your online data through the CCloud web interface - where you can open documents or play media files directly from your browser.

- Quickly save files, text and images, through the "DropZone"

**Startup options**

Once installed, the CCloud is added as a Windows Startup program will run whenever Windows starts. You can also start the Comodo Cloud (CCloud) client via:

- **the Windows startup menu**

- **the desktop shortcut**

- **the system tray icon**

**1. Start Menu**

On installing Comodo Cloud (CCloud) client, the setup process creates an entry in the 'Programs' section of Windows Start Menu. You can start the CCloud client by clicking the 'Start' button and navigating to: Start > All Programs > Comodo > Comodo Cloud > cCloud.

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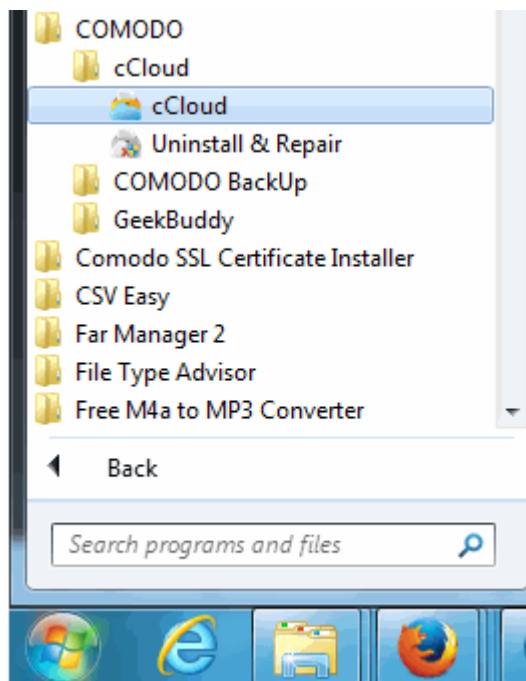
## 2. Desktop Shortcut

You can also start the CCloud client by double-clicking or right-clicking and selecting 'Open' on the CCloud shortcut icon created on the desktop.



If you are logged-in, double clicking the desktop icon opens the local synchronization folder created by CCloud client at '*C:\Document and Settings\<User Name>\My Documents\<User Name>'s Online Sync*'.

## 3. System Tray Icon

After installation, a CCloud tray icon will be displayed at the right side of the task bar. Double click the icon to start the client.



If you are logged-in, double clicking the system tray icon opens the local synchronization folder created by CCloud. The default path of the folder is '*C:\Document and Settings\<User Name>\My Documents\<User Name>'s Online Sync*'.

**Using System Tray options**

Right-clicking on the system tray icon opens a context sensitive menu with options for configuring the client.
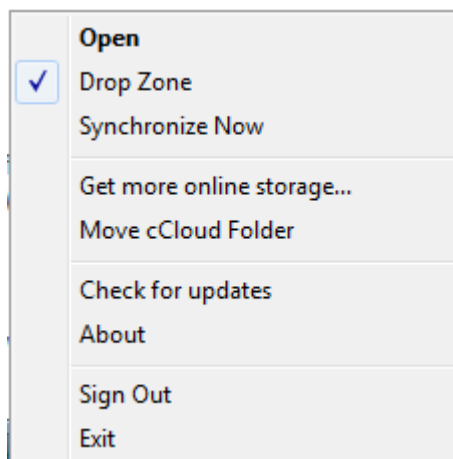
- **Open -** If you are already logged in, selecting 'Open',will open the local synchronization folder created by CCloud client. The default path of the folder is  '*C:\Document and Settings\<User Name>\My Documents\<User Name>'s Online Sync*'.

- **Drop Zone** – If enabled, this option will display the **Drop Zone** box for a short time whenever you drag/drop a  file. This gives you the option of simply dropping the file in the drop zone and automatically uploading to cCloud.

- **Synchronize Now** – Clicking this will immediately start the synchronization process between 'OnlineSync' folder in your system and your online storage space.

- **Get more online storage** - Takes you to Comodo Cloud purchase page, enabling you to sign-up for more online storage space, as per your requirement.

- **Move Cloud Folder -** CCloud Client creates a synchronization folder in your local drive, by default at *C:\Document and Settings\<User Name>\My Documents\<User Name>'s Online Sync*'. The items that you drop into the drop-zone will be added to the local synchronization folder and automatically synchronized to your online storage space.

  Selecting 'Move Cloud Folder' enables you to choose a different location for the synchronization folder in your local drive.



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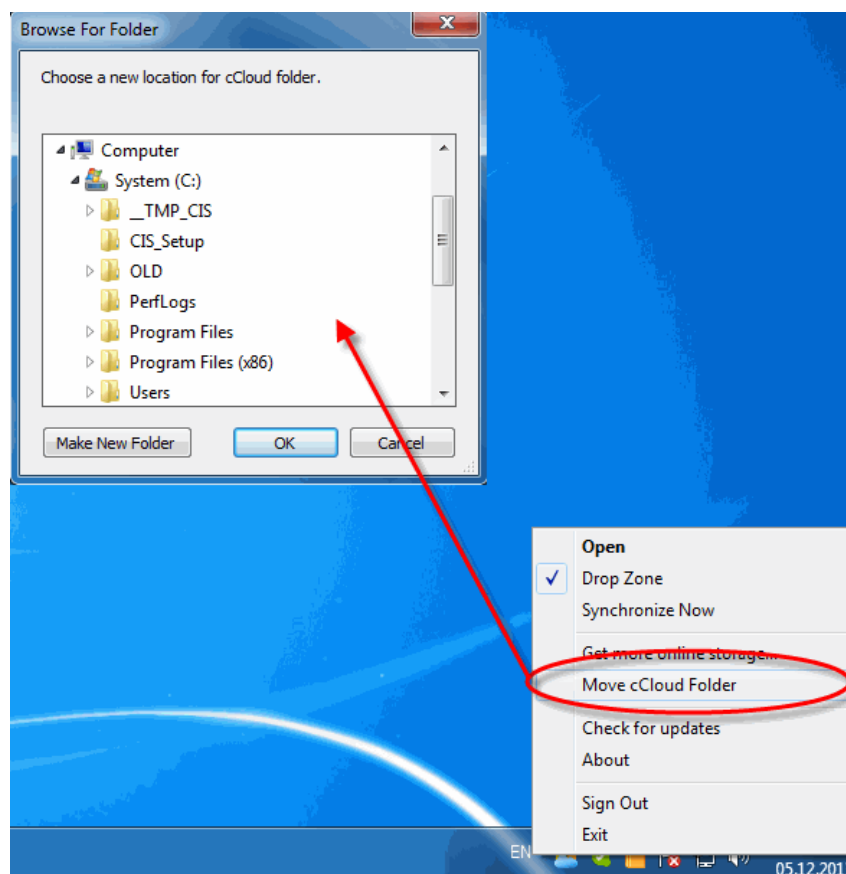
- **Check for updates** - Checks the availability of the program updates from the Comodo servers.
- **About** - Opens the 'About' dialog and provides information about the application version, update status and copyright information.
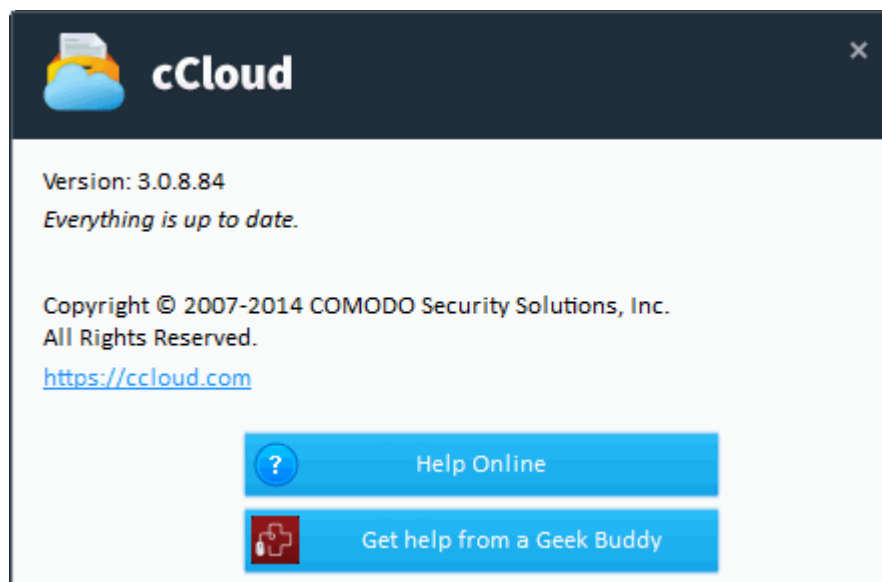


The 'About' dialog also has shortcuts to access the online help guide for CCloud and to get Live Person help from Comodo.

- **Help Online** - Opens the Comodo Cloud online help guide at **http://help.comodo.com/topic-154-1-456-5010-Comodo-Cloud---Introduction.html**. The Comodo Cloud (CCloud) help guide contains detailed explanations of the functionality and usage of the application.
- **Get help from a GeekBuddy** – Opens GeekBuddy to get assistance from Microsoft certified technicians at Comodo. Refer to the section **Getting Help** for more details on GeekBuddy.
- **Sign Out** - Log-out of your cCloud account.
- **Exit** – Closes the cCloud client.

# 6.Copy Data to CCloud Using Drop Zone

After successfully logging in to your account through the Comodo Cloud (CCloud) client, the client:

- Displays a non-intrusive drop box that enables you to directly drop the files/folders, images from web pages and selected pieces of text from web pages and documents to your online storage space.
- Creates a synchronization folder in your local drive. The items dropped into the drop zone are copied to the synchronization folder and uploaded/synchronized to your online storage space. The default location of the synchronization folder is *C:\Document and Settings\<User Name>\My Documents\<User Name>'s Online Sync*. You can change it the location of your choice by right clicking on the CCloud system tray icon and selecting Move Cloud Folder from the options.

> **Note**: The Drop Zone will be displayed only if the option 'Drop Zone' is enabled in the right-click options of the **CCloud client System Tray icon**.

An important advantage of the drop box is that if the upload is interrupted, say because of system failure or power loss, the CCloud client resumes the upload from where it left off without the need for you to start all over again.

You can drag-and-drop many types of content:

- **Files and Folders** - You can directly drag files and folders to the right and drop them to the drop-zone that appears. The files and folders will be added to local synchronization folder and for uploading/synchronization to your online

storage space.

- **Selected text from documents or web pages** - You can select a portion of text from a document or a web page and drag-and-drop it to the drop-zone. The CCloud client will create files with .txt extension in the local synchronization folder for later uploading to your online storage space. The files will be time-stamped in their file names for your identification.

- **Images from web pages -** You can drag image(s) from a  web page and drop them to the drop-zone. The CCloud client will save the image file to the synchronization folder for later uploading to the online storage space.

**To drag-and-drop items:**

- Select the item(s) from your local storage drives that you want to drop into your online storage space.

- Drag the selected items to the right of the screen.

- The Drop Zone tray appears:
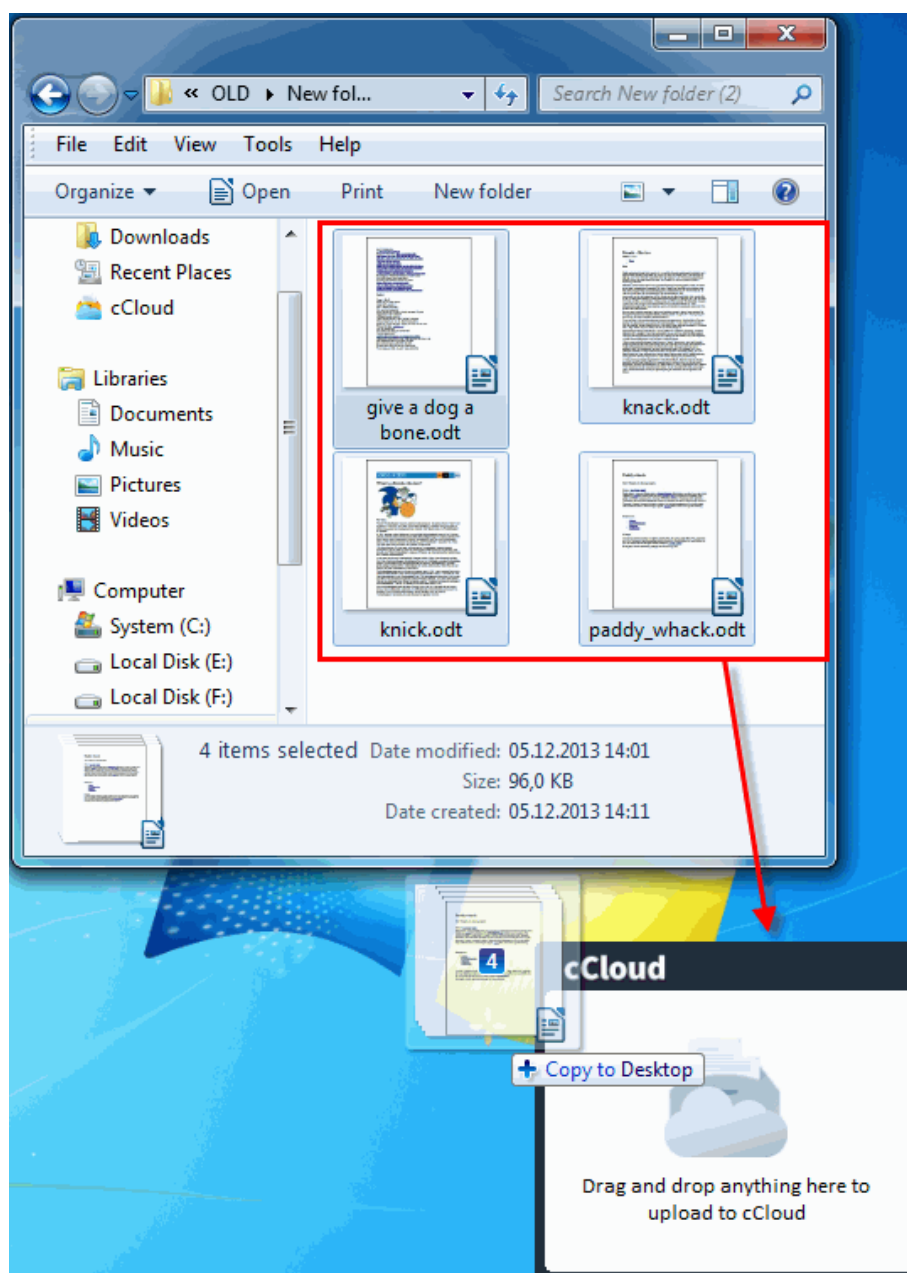


The drop zone appears at the right of the screen by default, and you can change the location of the drop box by just dragging it. This new location persists even after restart or shutdown.

- Drop the selected items into the tray. The Drop Box displays the total size of the items to be dropped.

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The dropped items will be copied to the local synchronization folder for uploading to your online storage.



- To pause the upload, press the 'Pause'  button. To resume, press the 'Play'  button.

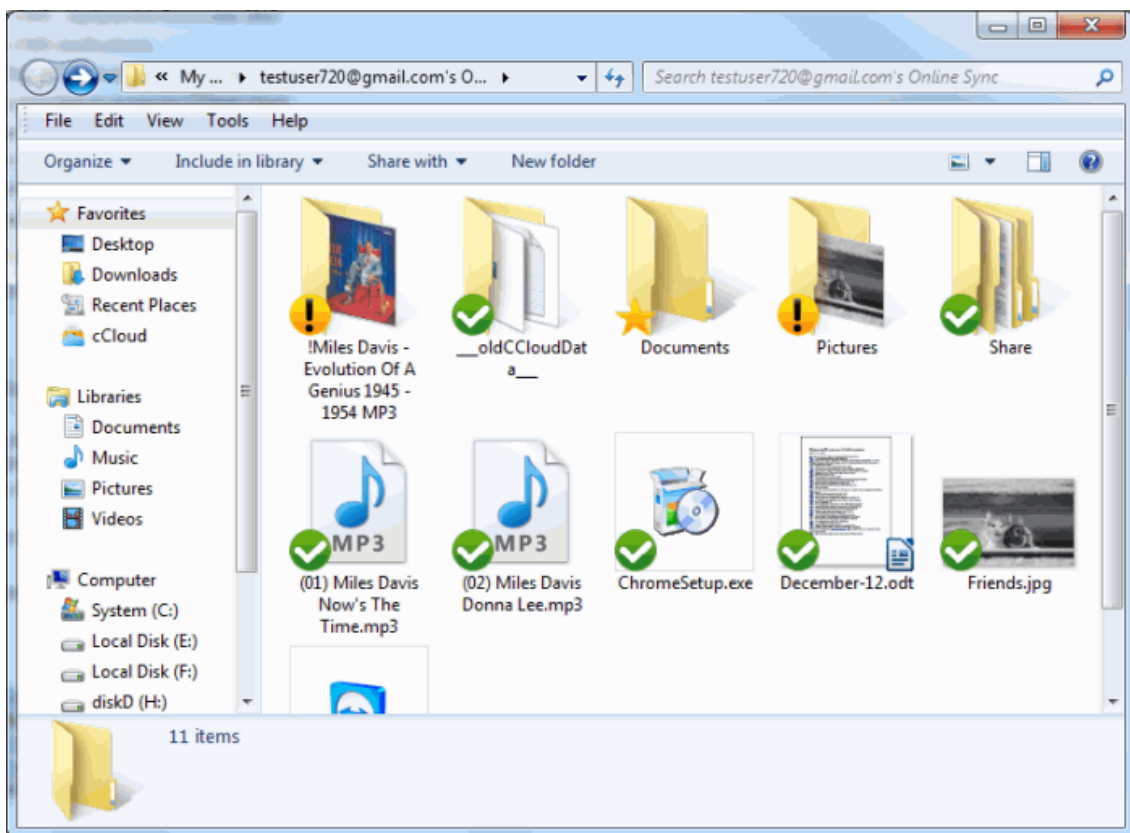- Press the 'Cancel' button  to terminate the upload. This will cancel all the items queued up for upload.

When the copy operation is complete, the following confirmation will be displayed at the tray icon:
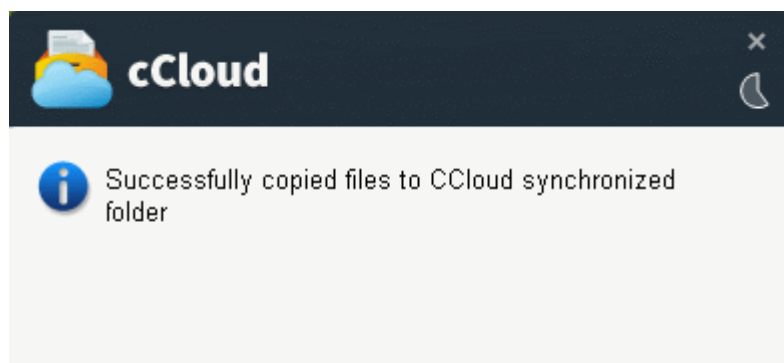


The drop zone will display a 'Show Files' link

Clicking the link will open the local synchronization folder.



Once an item is copied or created in the synchronization folder, a synchronization schedule will be created for uploading the files to your online storage space. The files and folders in the synchronization folder will display different icons indicating their synchronization state.

| | |
|---|---|
| give_a_dog_a_bone<br>OpenDocument Text<br>11 MB | New files |
| give_a_dog_a_bone<br>OpenDocument Text<br>11 MB | Modified files |

| | |
|---|---|
| give_a_dog_a_bone OpenDocument Text 11 MB | Successfully synchronized files |
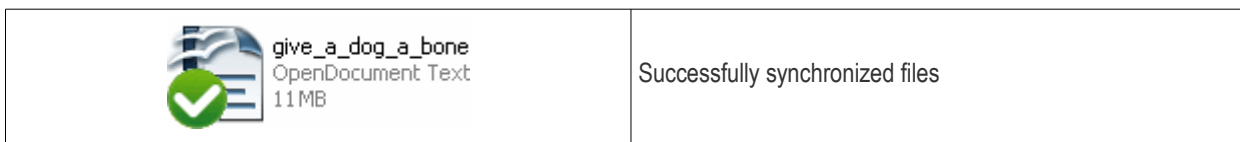
Changes made to the files inside the local folder will be automatically reflected in the online storage and vice-versa. The time taken for synchronization depends on the size of the files and your Internet connection speed.

You can set automatic synchronization of a folder to your online storage space through the Comodo BackUp (CB) application, if installed on your computer. Comodo Backup will periodically check both synchronized files / folders and automatically update any items that have been modified.
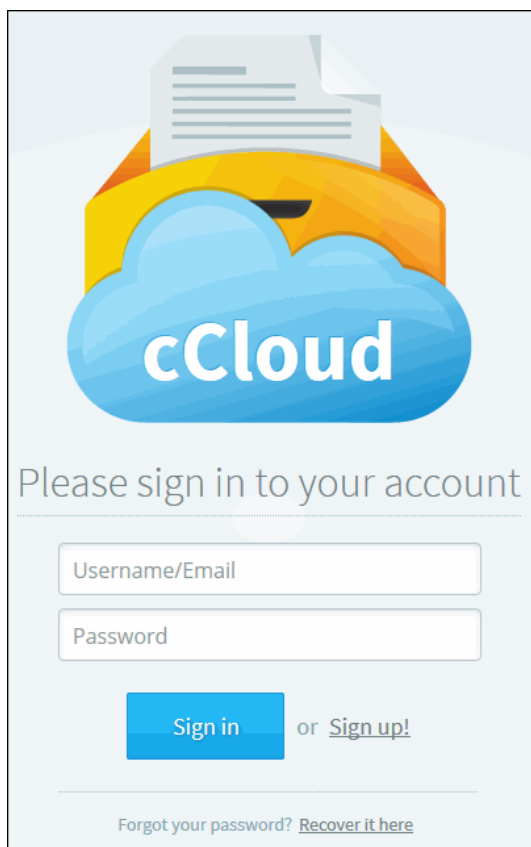
> **Important Note**: In Comodo BackUp v 4.0 and later versions, items deleted from one location will not be automatically removed from the other location. This means that the user must delete the item from both source and destination folders (otherwise they will be copied back upon the next sync operation).

The process is covered in more detailed manner in the dedicated Comodo BackUp User guide at **http://help.comodo.com/topic-9-1-281-2732-Comodo-BackUp-Introduction.html**.

# 7.Using the CCloud Web Interface

The cCloud web interface allows you to access and manage your files though your favorite browser from any internet connected computer in the world. To access the web interface:

- Visit **https://www.ccloud.com/**
- Click the 'Sign In' link
- Enter your cCloud username and password at the login box:



After logging in, your online storage space will be displayed. The web application sorts the files in your online storage space

according to their type.
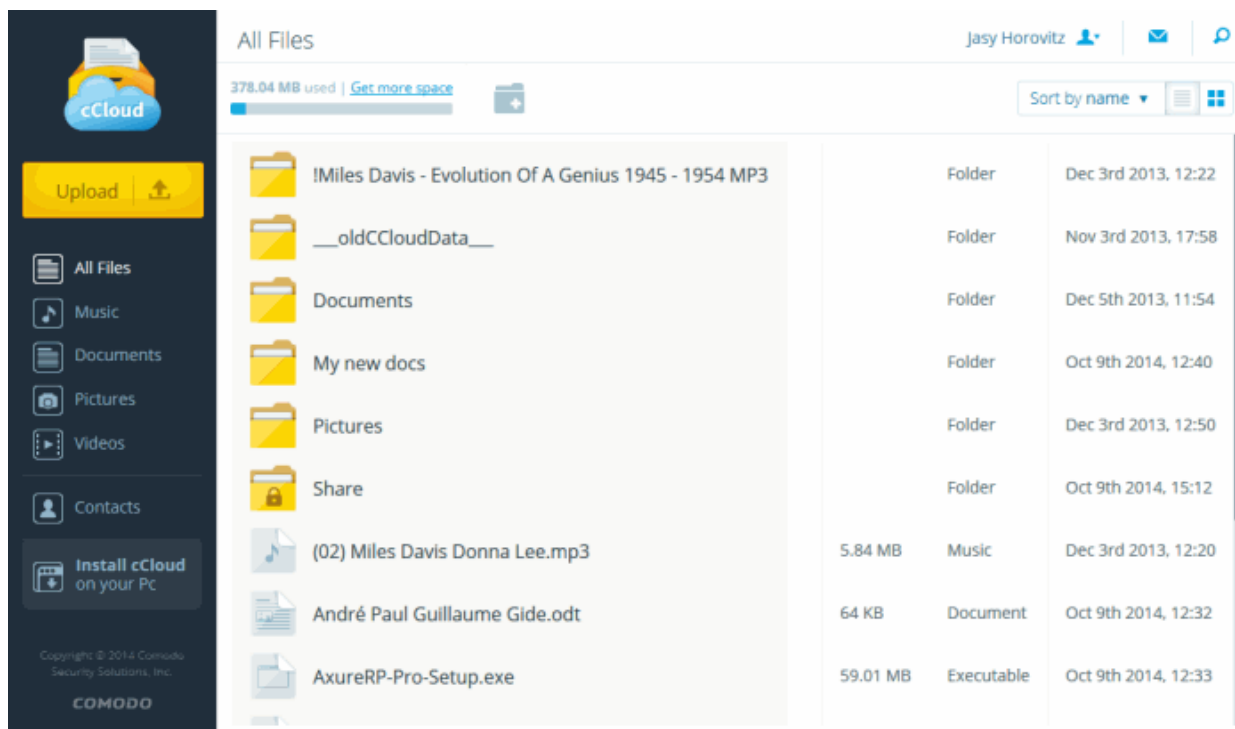


By default, the web application will open at the 'All Files' console, which displays all folders and files of all types. The 'Share' folder will also be listed in the 'All Files' console. From User menu you also can manage your personal account information, change you password, share links with your friends and colleagues, upgrade or deactivate your account and so forth.

Full details on the usage of the CCloud Web Interface can be found in the application's dedicated guide at **http://help.comodo.com/topic-154-1-518-6082-Introduction-to-the-CCloud-Web-Interface.html**

# 8.Mounting your Online Storage Space as a Virtual Drive

Your CCloud online storage space can be mounted as a virtual drive simultaneously on multiple systems - and you can manage your stored files using Windows Explorer as you would with 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. In addition, your online drive is accessible 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.

To have your online storage space as a virtual drive in your system, you can download and install Comodo Cloud Drive application.
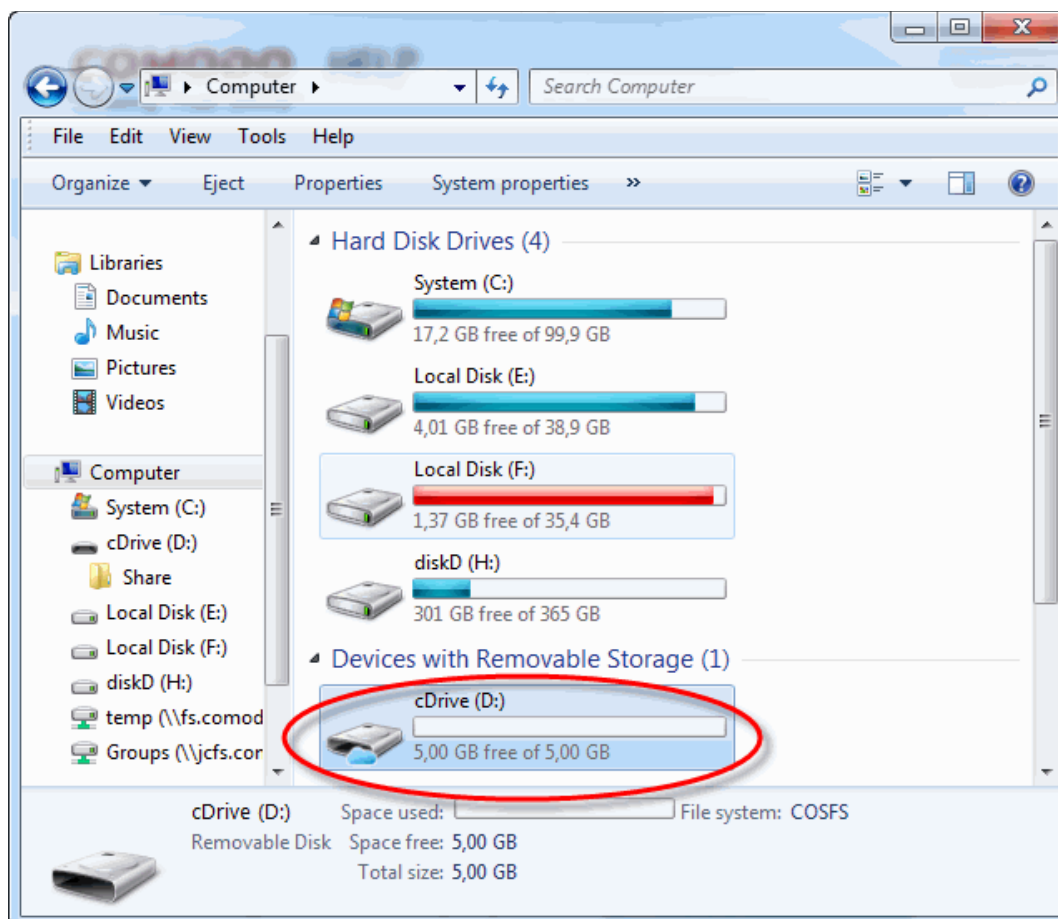
For more details on downloading, installing and using Comodo Cloud Drive, refer to the dedicated online user guide at **http://help.comodo.com/topic-154-1-512-5893-Introduction-to-Comodo-Cloud-Drive.html**.

# 9. Getting Help

Comodo GeekBuddy is a remote assistance service offered by Security Experts in Comodo who can access your computer through their Remote Desktop. Should you need any assistance or encounter a problem with your system, you can get an immediate solution from our computer experts by clicking 'Get help from a Geek Buddy' from the 'About' Dialog of Comodo Cloud (CCloud).

**Tip**: The 'About' dialog can be accessed by right-clicking on the CCloud system tray icon and clicking 'About' from the right click options.

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.

**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.


For more details, refer to:

- **Installing GeekBuddy Client**

- **Activation of Service**
- **Launching the Client and Using the Service**
- **Accepting Remote Desktop Requests**
- **Chat History**
- **Uninstalling Comodo GeekBuddy**


# 9.1. Installing GeekBuddy Client

Getting support from a Geek Buddy needs a GeekBuddy Client installed in your system.

**To install the GeekBuddy Client**

- Right-click on CCloud system tray icon and click 'About'.



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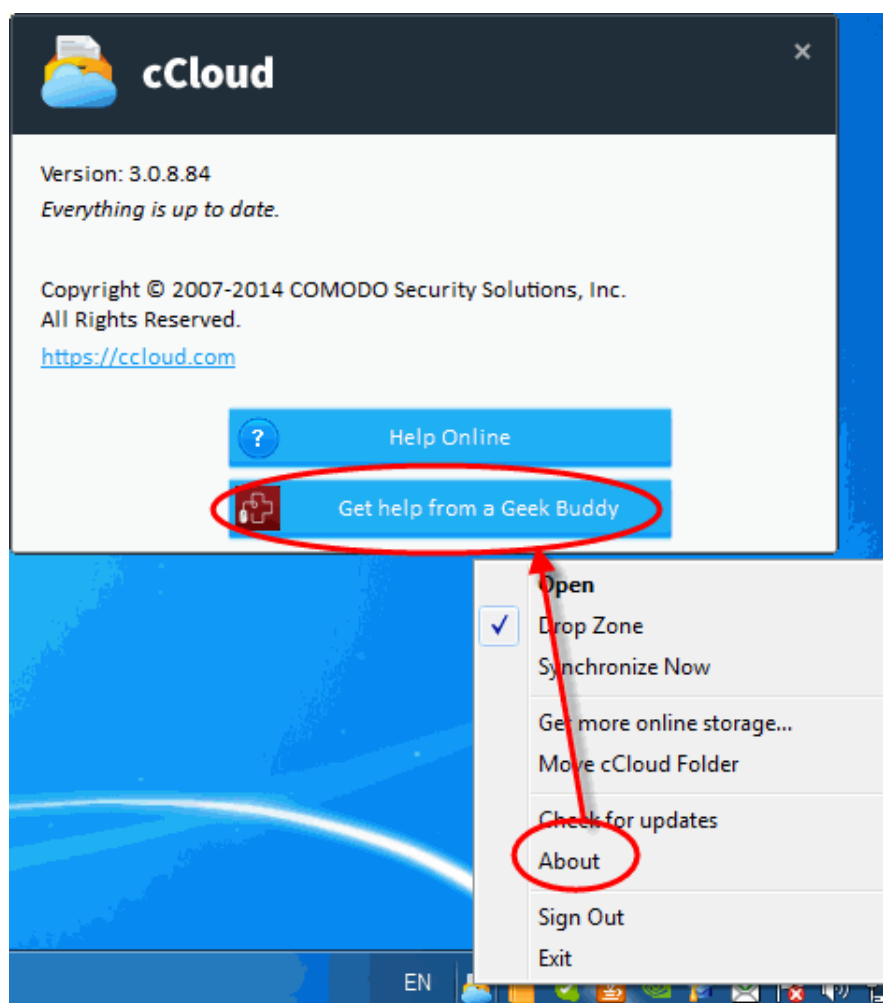
- Click 'Get help from a Geek Buddy' button.

The application will download the GeekBuddy client and it will be installed automatically.

## 9.2. Activation of Service

Start the GeekBuddy client in one of the following methods:

- Right-clicking the CCloud system tray icon - > About > 'Get help from a Geek Buddy' button
- Double clicking on the GeekBuddy shortcut icon from the desktop
- From Start menu - Click 'All Programs > COMODO > GeekBuddy > Comodo GeekBuddy'

The GeekBuddy Chat screen will be displayed.
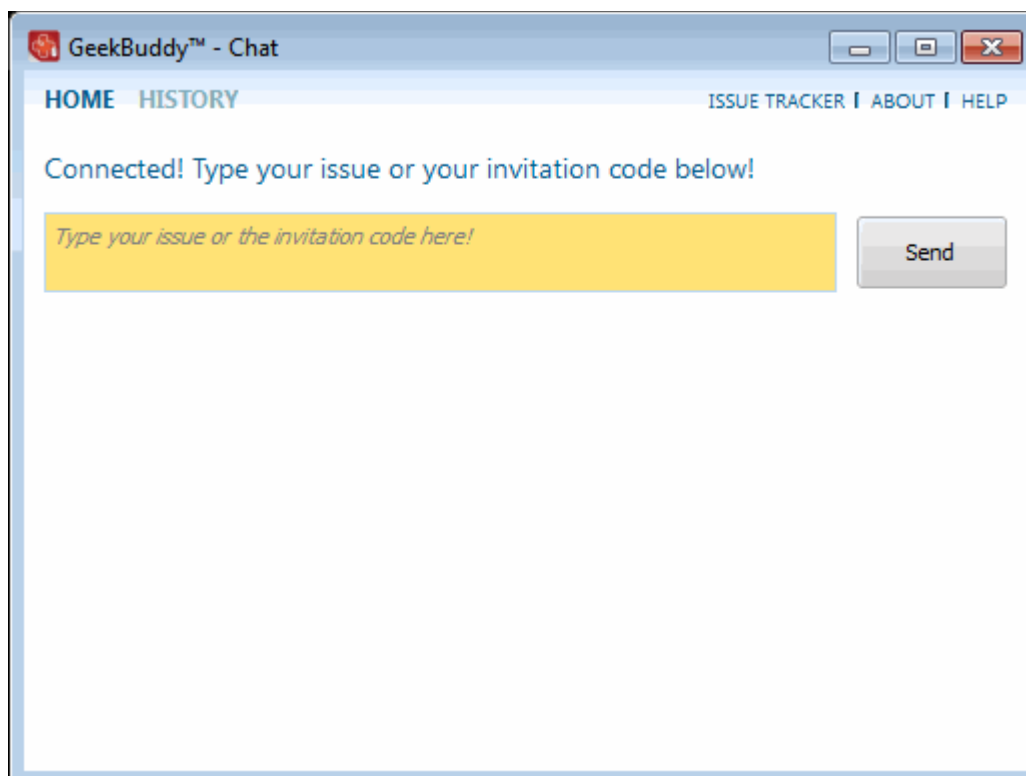


- Click the 'About' link at the top far right of the screen.

The About GeekBuddy screen will be displayed.
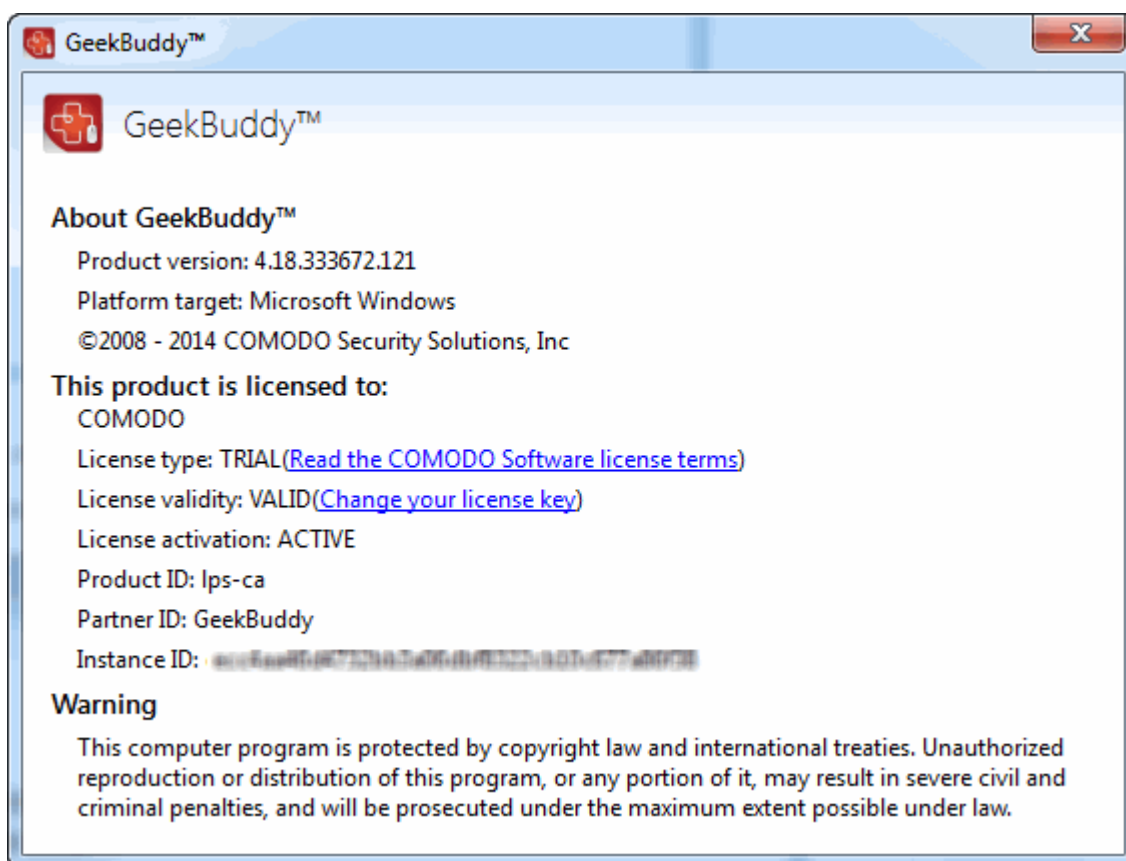
- Click the 'Change your license key' link in the screen.

The 'Activate your License' screen will be displayed.
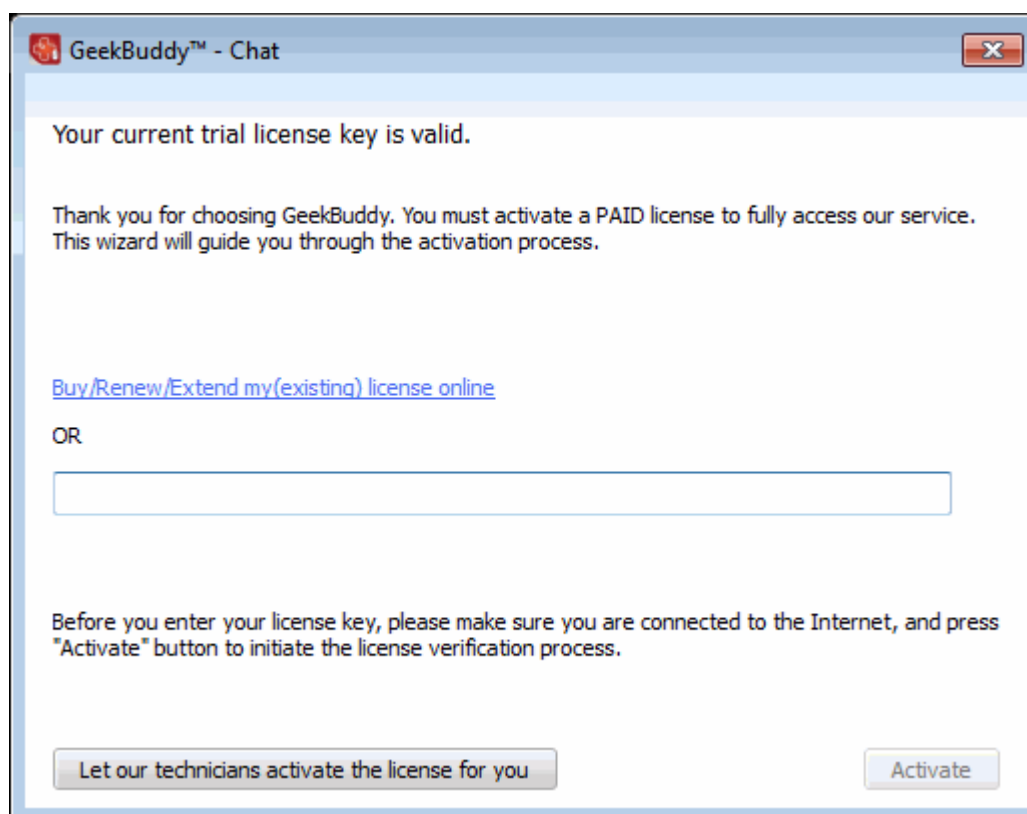


- Enter the License Key from your GeekBuddy retail package or the key you received through your email (for online purchases).
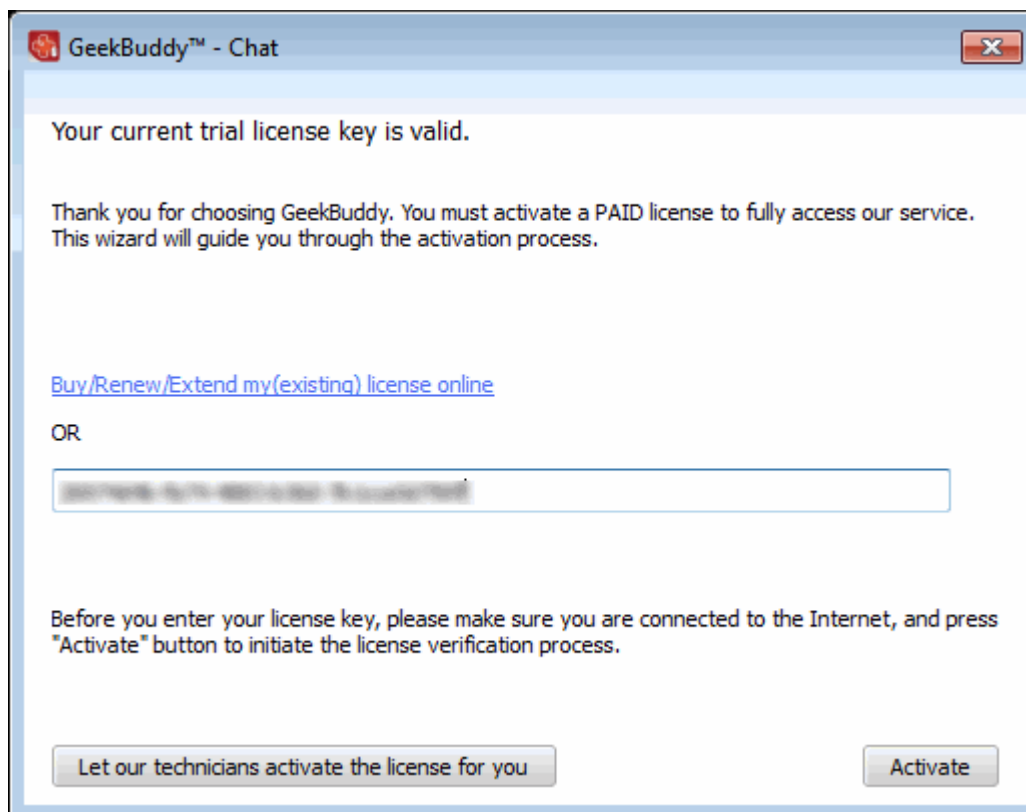
If you have not yet purchased the GeekBuddy license, you can do so by clicking the 'Buy/Renew/Extend my(existing) license online' link in the interface. The link will lead to GeekBuddy purchase page. Complete the purchase formalities and the key will be emailed to the address that you mentioned.

- Click the 'Activate' button or if you need more help on this click the 'Let our technicians activate the license for you' button.

The license key will be checked and if correct, the 'Activation successful' screen will be displayed.

- Enter the name and email details in the respective fields.

- Click 'Continue'.
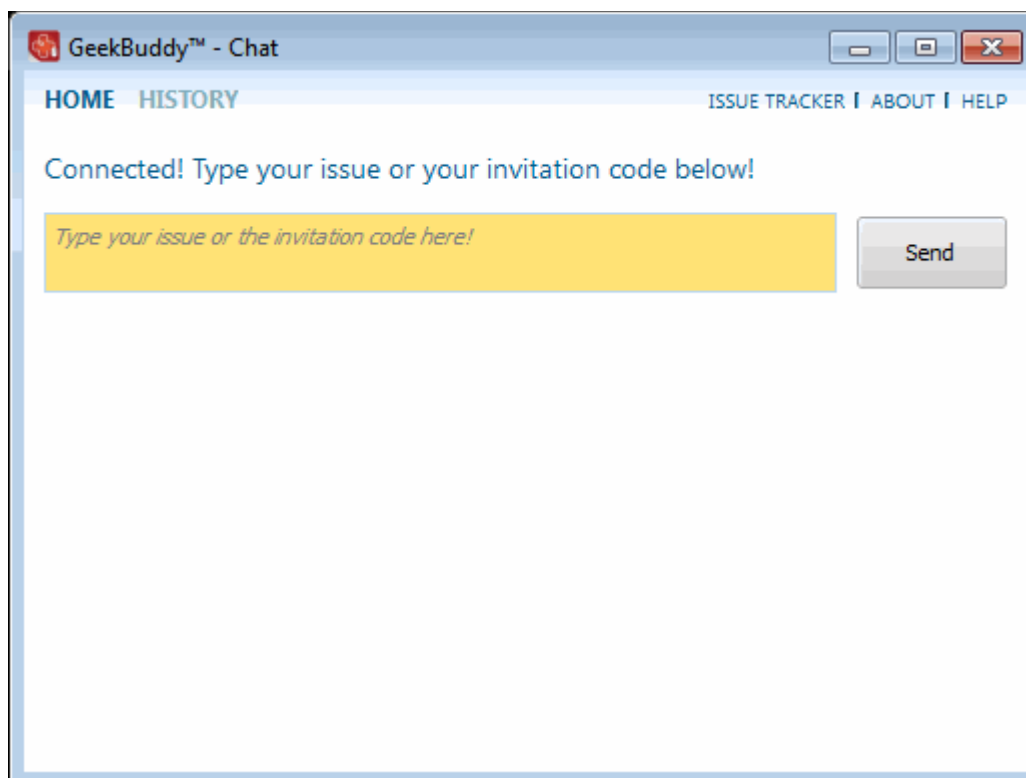
The home page of GeekBuddy will be displayed. Now you can start using it and seek the help of an expert to resolve your computer problems.

Click the following link for more details on how to start and using them:

- **Launching the Client and Using the Service**

## 9.3. Launching the Client and Using the Service

You can start the GeekBuddy client in one of the following methods:

- Right-clicking the CCloud system tray icon - > About > 'Get help from a Geek Buddy' button
- Double clicking on the GeekBuddy shortcut icon from the desktop
- From Start menu - Click 'All Programs > COMODO > GeekBuddy > Comodo GeekBuddy'

The GB Home screen will open.
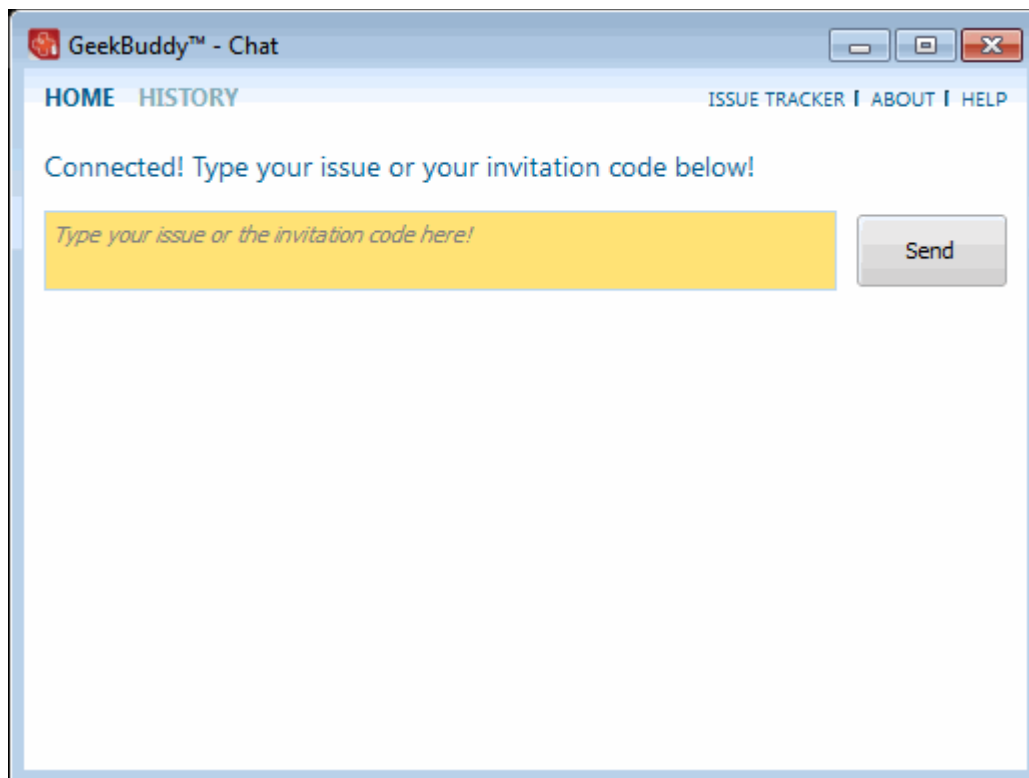
- To contact a support technician, type your issue in the field or enter the invitation code if you have it and click the 'Send' button.

You will be connected to a GeekBuddy...
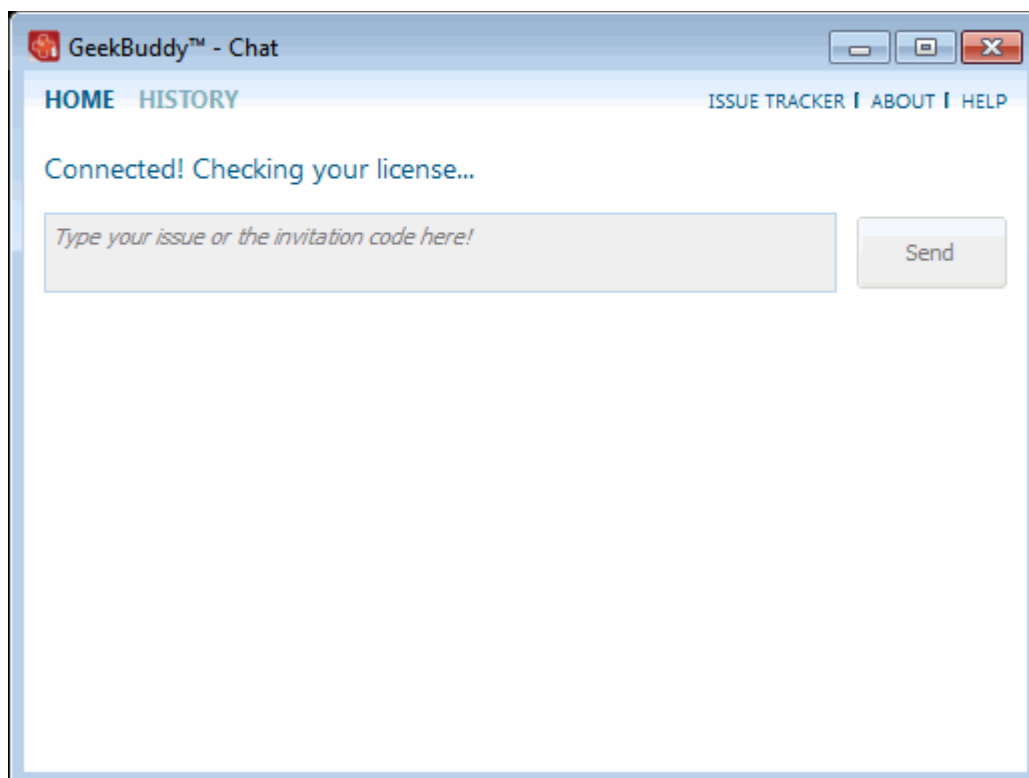


...and once the connection is established, our support technician will initiate a chat with you.
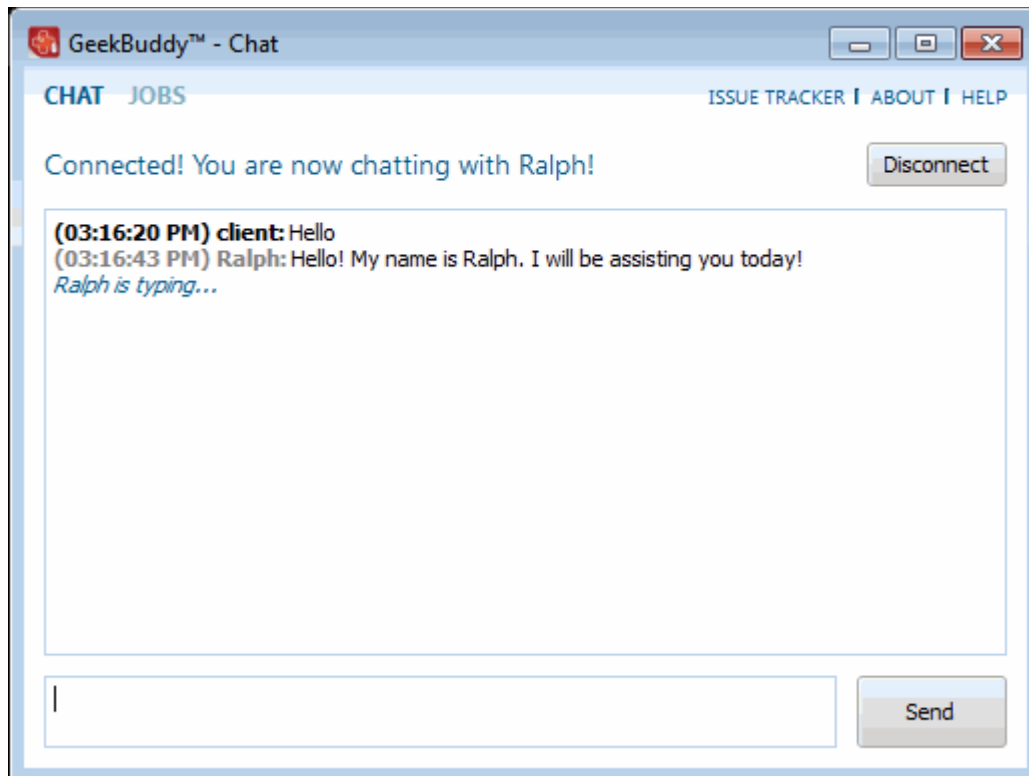
- Proceed to chat now.

- Explain your problem. The technician will assess your problem with you and work with you to fix any issues.

You can view the actions taken by the technician for solving the problems in your system by clicking the 'JOBS' link at the top left side of the interface.
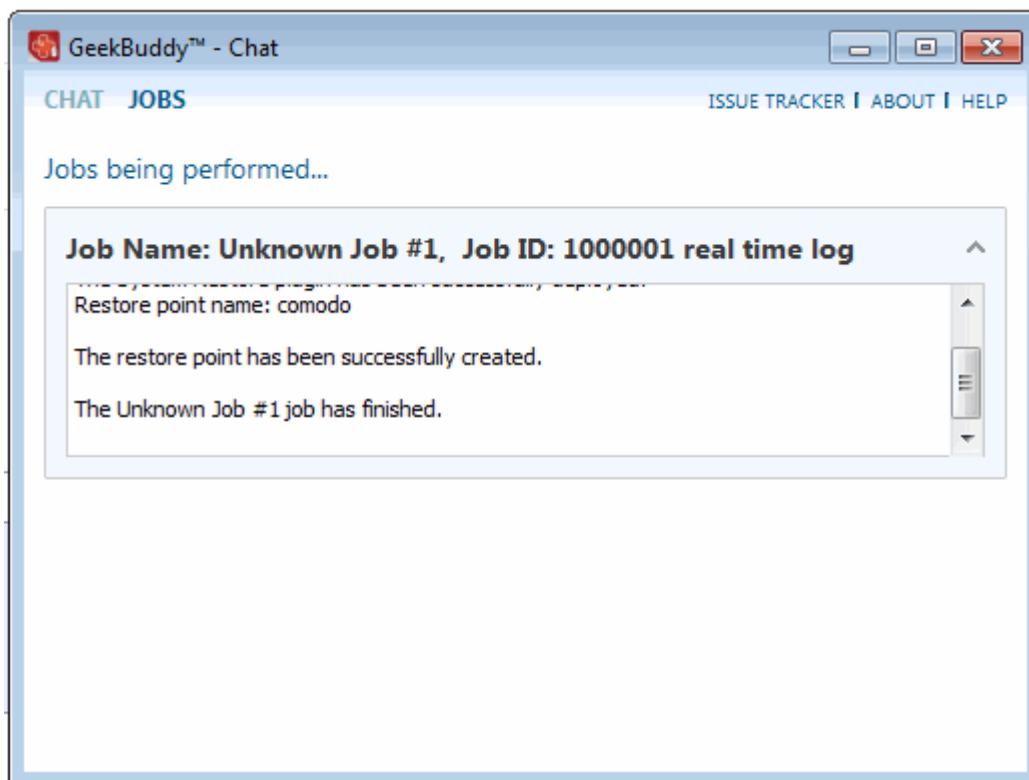
**About GeekBuddy**

- Click 'About' link at the top right side of the interface.

The About GeekBuddy information screen will be displayed.
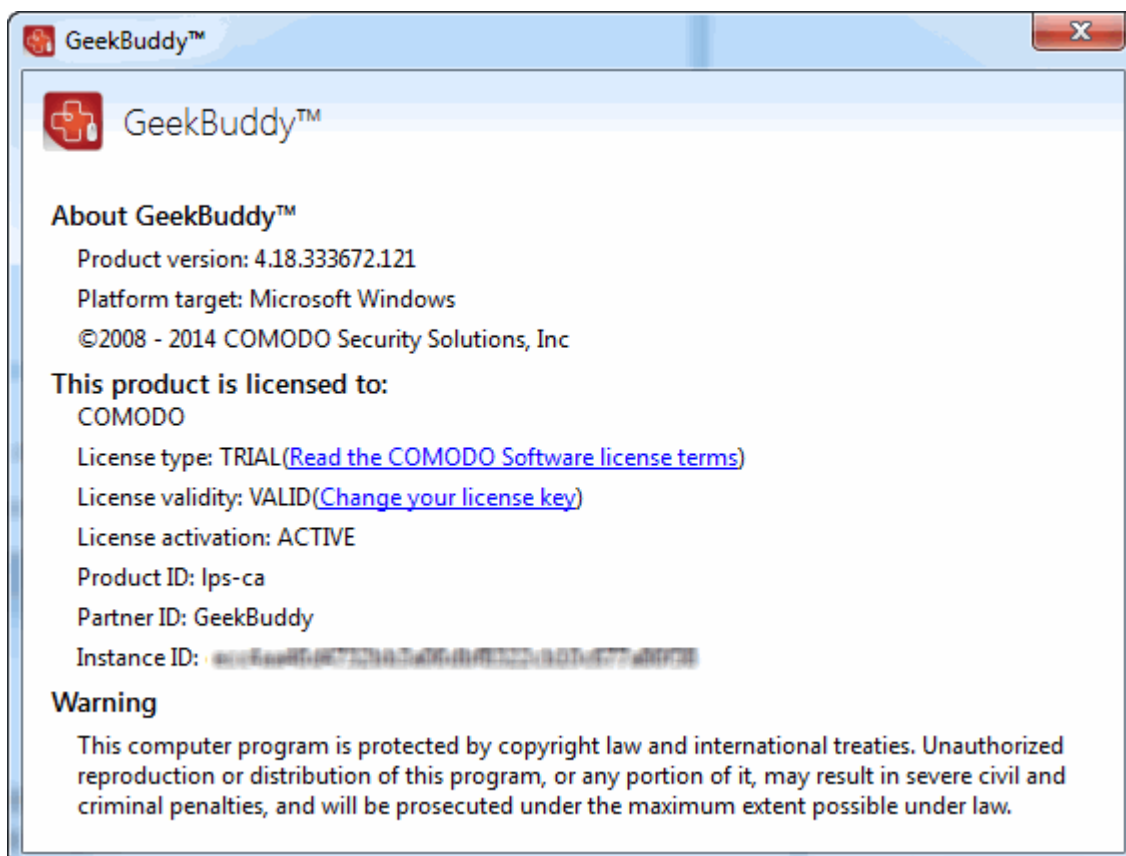


The 'About' dialog displays the copyright and product version information. The screen also displays information about the

licensee, its validity and to change the license key or activate the account.

## 9.4. Accepting Remote Desktop Requests

In order to solve certain issues, the support technician may need to directly connect to your computer via a remote connection. Remote control can only go ahead if you grant permission for this to happen. Our technicians will always request your permission via the chat window.
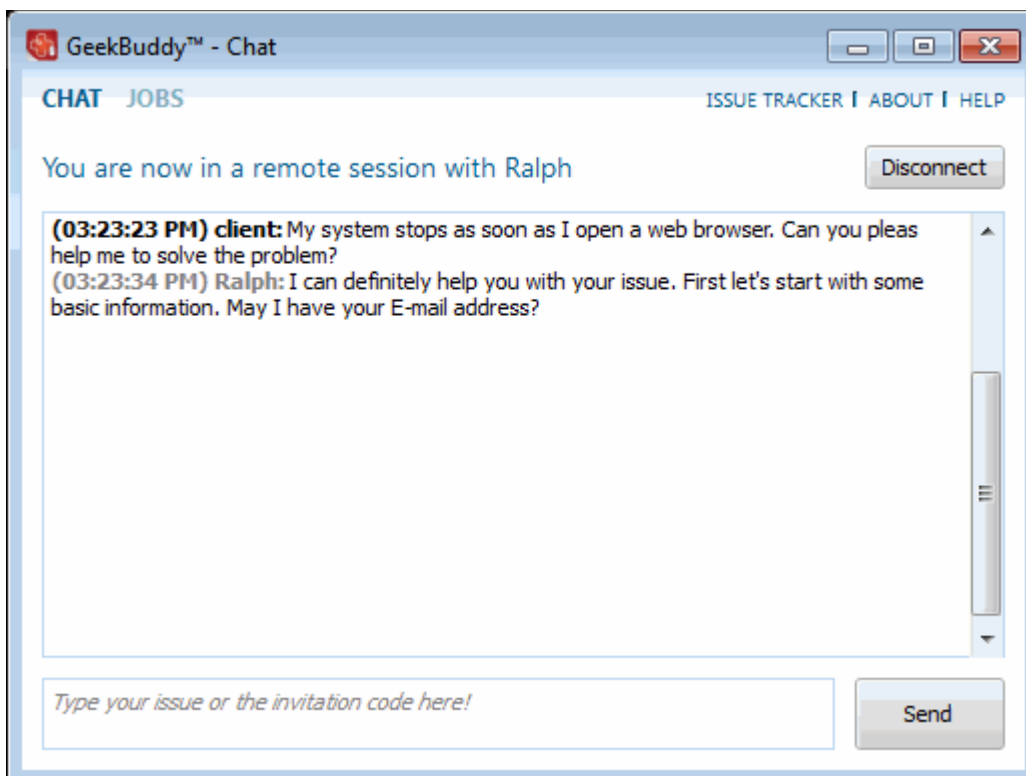


The technician will ask your permission before he or she makes any changes to your machine. Such changes might include installing programs, creating system restore points or deleting unnecessary or infected files.
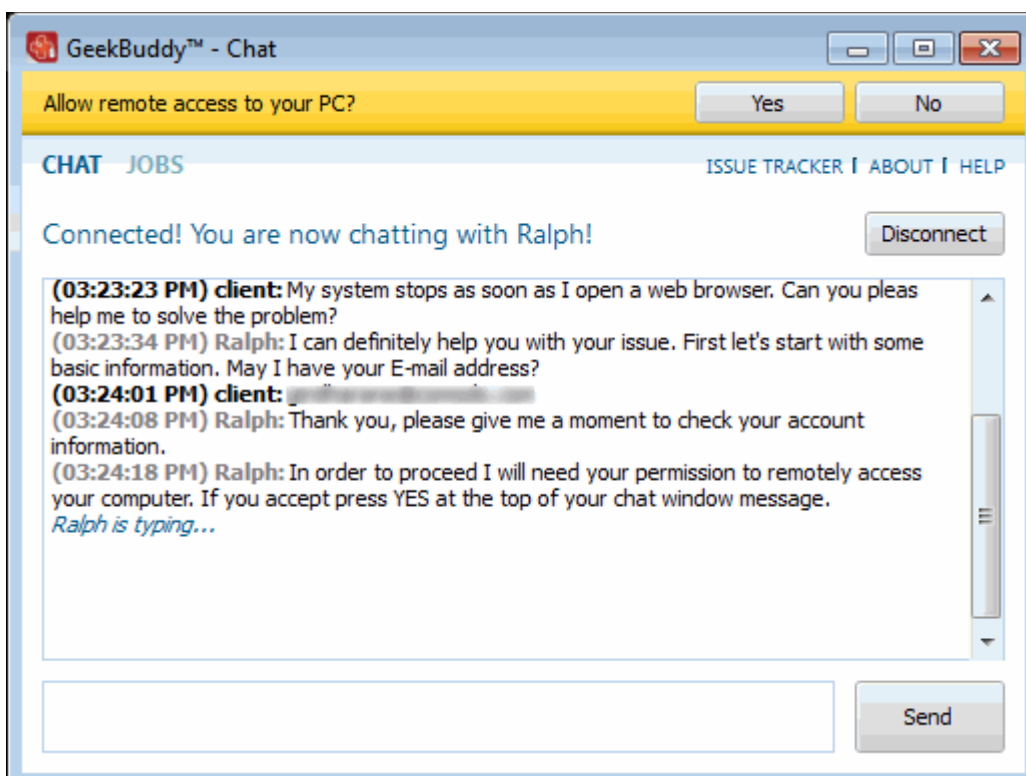
- Click the ''Yes' button at the top of the interface in order to allow the technician to connect to your computer.

Upon completion of their work, the technician will disconnect from your computer, inform you that the requested tasks have been completed and ask whether you would like help with anything else.
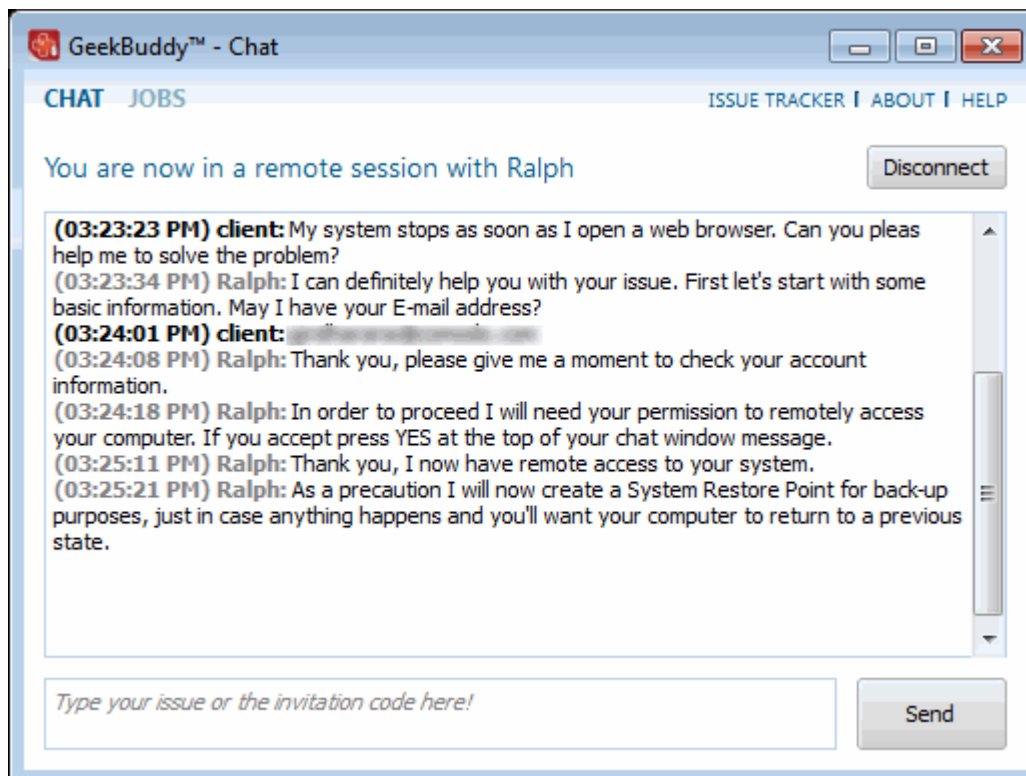


- Click the 'Disconnect' button to end the session with our GeekBuddy.

Congratulations, you just finished your first GeekBuddy support session. We hope you enjoy using your trouble-free computer.

## 9.5. Chat History

GeekBuddy keeps a local record of every chat session you have with a Comodo technician. Clicking the 'History' link at the top of the interface will display all chat sessions that you had with our technician. This helps you keep track of previous computer issues and chats and can be useful as a reference when trying to fix future issues.

**To view history of chat sessions**

- Click the 'History' link at the top of the interface.

All the sessions will be displayed.
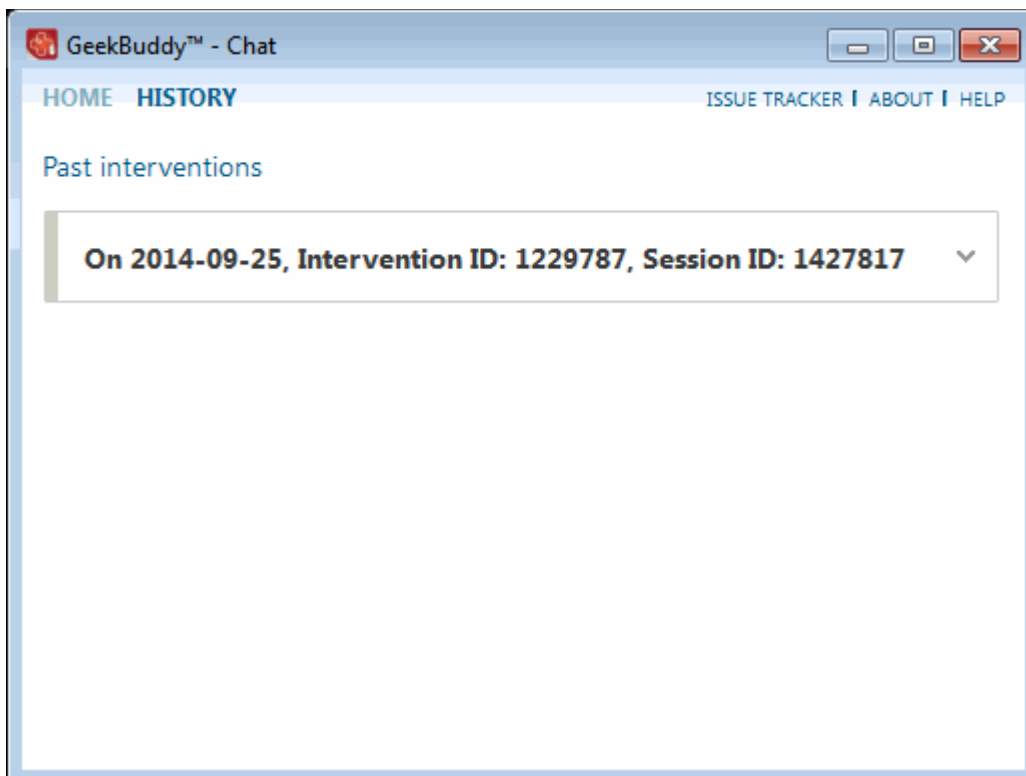
- Click on the arrow button at the far end of the session history box that you want to view or double-click anywhere on the box.

- The chat session that you had with our technician will be displayed on the right side.
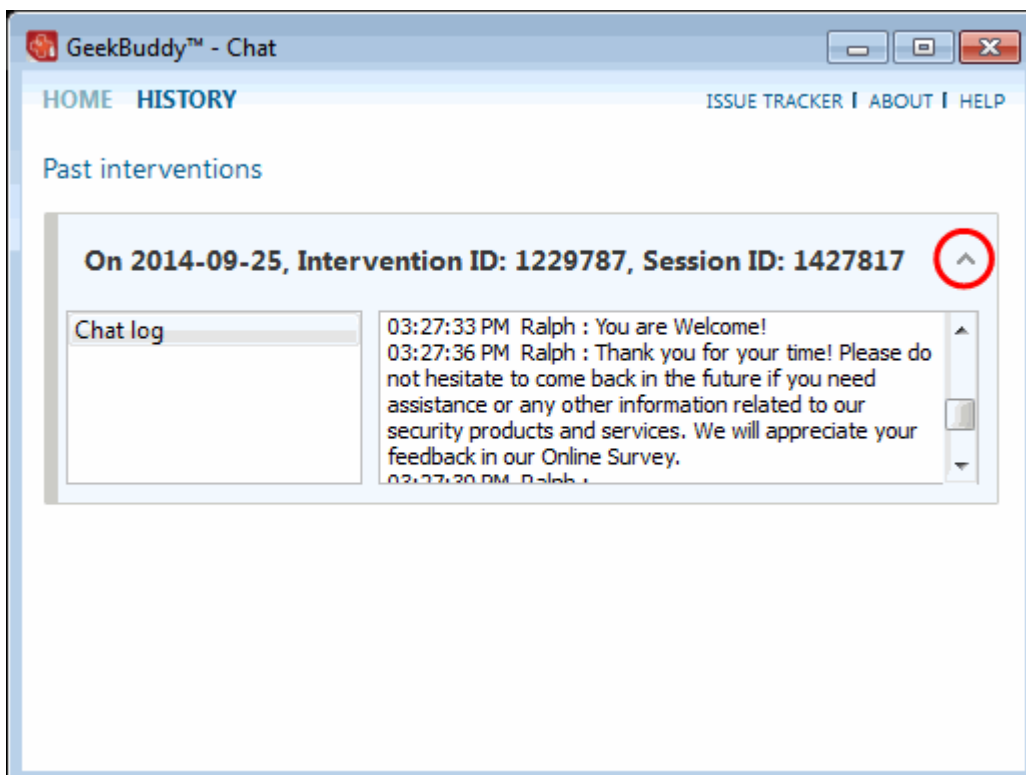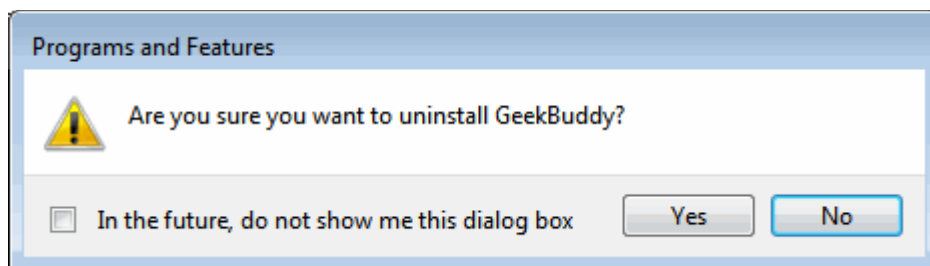


Similarly you can view the chat history of other sessions also.

## 9.6. Uninstalling Comodo GeekBuddy

**To uninstall Comodo GeekBuddy**

- Click Start > Control Panel
- In the Control Panel, double-click Add/Remove Programs
- In the list of currently installed programs, click GeekBuddy
- Click the 'Change/Remove' button.



- Click 'Yes' to confirm uninstallation.

The progress of GeekBuddy removal will be displayed...

… and after a few minutes the uninstallation will be complete.
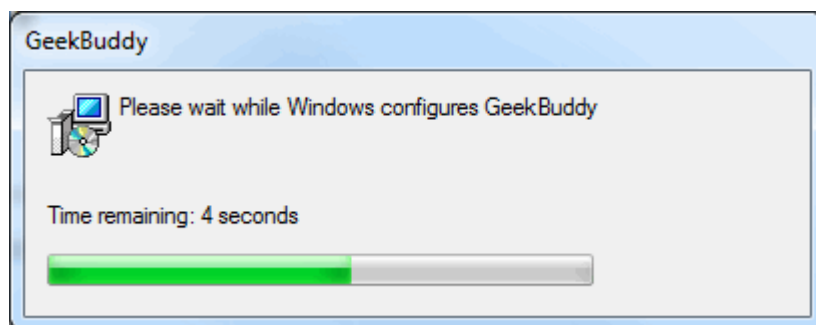


# 10.   Getting Updates

Comodo Cloud (CCloud) client checks for the latest version and updates automatically on start up and also check for the program updates manually from the 'About' dialog. The CCloud client downloads the components of the updates using the update manager and informs the user on the required actions for the updated modules to function.

**To check manually for the updates**

- Open 'Check for updates' dialog by right clicking on the CCloud System Tray icon
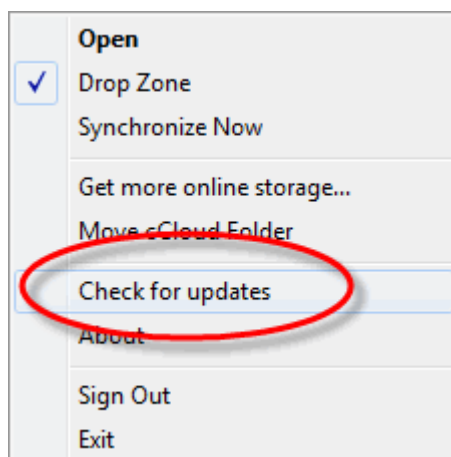
- Click 'Check for updates' from the about dialog. If there are any new updates available, you will be notified and the updates will be downloaded and installed.
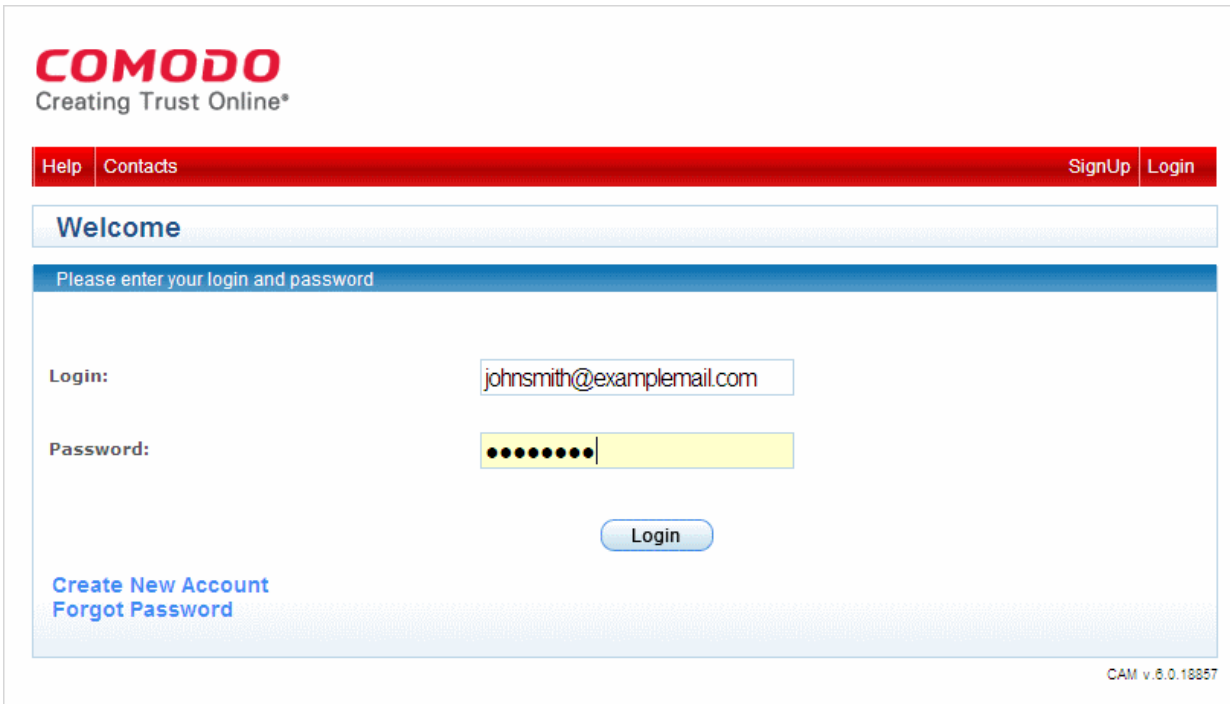
# 11.    Managing Your CCloud Account

Once you have successfully signed-up to a Comodo Cloud (CCloud) account, you can also use your username and password to login to Comodo Accounts Manager.

Comodo Accounts Manager (CAM) enables you to view your account details, upgrade your account for more storage space, renew your subscription, and subscribe for other Comodo products and services.

**Logging-in to CAM**

Visit **https://accounts.comodo.com/** and click Login.



You can login to your CAM account with the same username and password you specified during CCloud account creation.

Your account page will be opened. You can view your account details from the left hand side pane.

The following links contain more info about managing your account using CAM:

- **Update Account Information**
- **Upgrade Storage**
- **Download Online Storage client and Comodo Backup application**

## 11.1.    Updating Account Information

Comodo Accounts Manager (CAM) interface enables you to change your account/user details like your password, email address associated with your account etc. It also allows you to subscribe for other Comodo Products and services.

**To change your account settings**

- **Login** to CAM interface
- Click 'My Account' tab. Your account details are displayed in the left hand side pane.

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- To change your Password, click 'Change Password' link from the right hand side pane and fill the form that appears.

- Click 'Submit'. Your password will be changed. You can use your new password from the next login onwards.

- To change your Contact address and other details, click 'Change Contact Information' from the left hand side navigation pane and fill up the form that appears.

- Click 'Submit'.

- To change your email address that is associated with your account, click 'Change Email Address' link from the left hand side navigation pane. Fill-in the form that appears.

- Click 'Submit'. Only the email address attached to your account will be changed. Your username to login to Comodo Cloud storage will remain same as that you entered during account creation.

- To change the details of the credit card(s) associated with your account, click 'Credit Cards Management' link from the left hand side panel. The details of the credit card you used earlier will be displayed. To add a new card, click Add Credit Card and fill-in the form with the details of the new card. This will help in pre-populating your credit card details when your are renewing your subscription, purchasing additional online storage space or subscribing for other Comodo Products or Services.

- To subscribe for other Comodo products or Services, simply click the corresponding link at the bottom of the page and follow the enrollment procedure.

## 11.2.    Upgrading  Storage

The Comodo Accounts Manager (CAM) interface enables you to upgrade your account, if you have already signed-up for a free trial in order to purchase more online storage space and to renew your subscription, if it is due to expire.

**To upgrade your account**

- **Login** to the CAM interface.
- Click the 'Comodo Online Storage' tab
- Click the 'Upgrade Account' link from the right hand side pane.

You will be taken to the Comodo Online Storage Sign-Up page.

- Select the online storage space you need from the drop-down at the top and fill in your contact information.

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

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

You will receive a confirmation email at the email address that you specified during your CCloud  Account Creation and the additional storage space will be added to your account.

# 11.3.    Downloading the CCloud Client and Comodo Backup Applications

CCloud and / or Comodo Backup can be downloaded from within your CAM account and from the CCloud web interface.

**To download CCloud Client through the CCloud Web interface**

- Visit **https://www.ccloud.com/**
- Click 'Download' link at the top
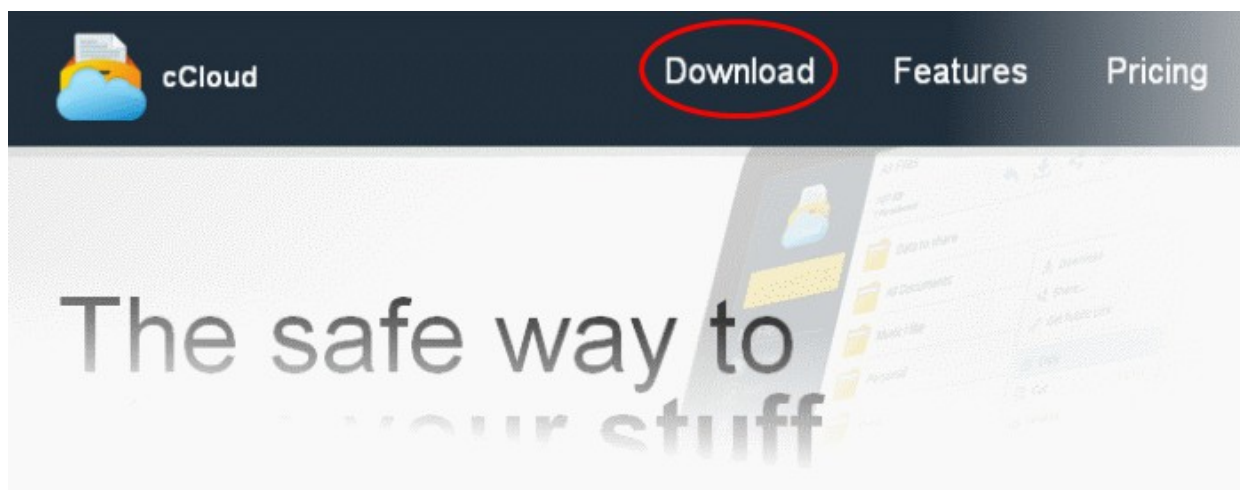
- Click the 'Download' button under 'cCloud Client'



- Follow the steps to install the client.

Details on installing Comodo Cloud client is available in the section '**Installing the Comodo Cloud Client**' of this guide.

**To download CCloud Client and / or Comodo Backup through the CAM interface**

The Comodo Accounts Manager (CAM) interface also allows you to download the CCloud client and Comodo Backup application for installation to your system.

- **Login** to the CAM interface.
- Click 'Comodo Online Storage' from the title bar
- Click 'Download Online Storage client' or 'Download Comodo Backup Application' link from the right hand side pane

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depending on the item you want to download and install.



Details on installing Comodo Cloud guide is available in the section '**Installing the Comodo Cloud Client**' of this guide. Details on installing Comodo Backup is available in the dedicated Comodo Backup help guide at **http://help.comodo.com**

# 12.    Uninstalling CCloud

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

4.    Click the 'Remove' button.

       Or

•    Click Start > All Programs > Comodo > Comodo Cloud > Uninstall & Repair
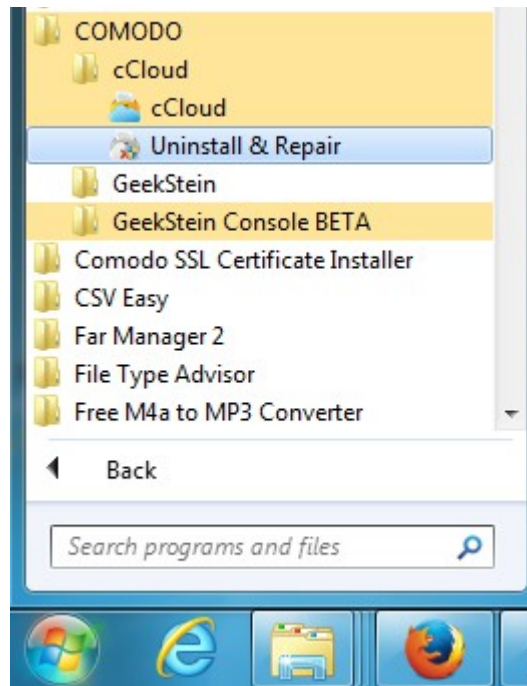
The product configuration wizard will be started.
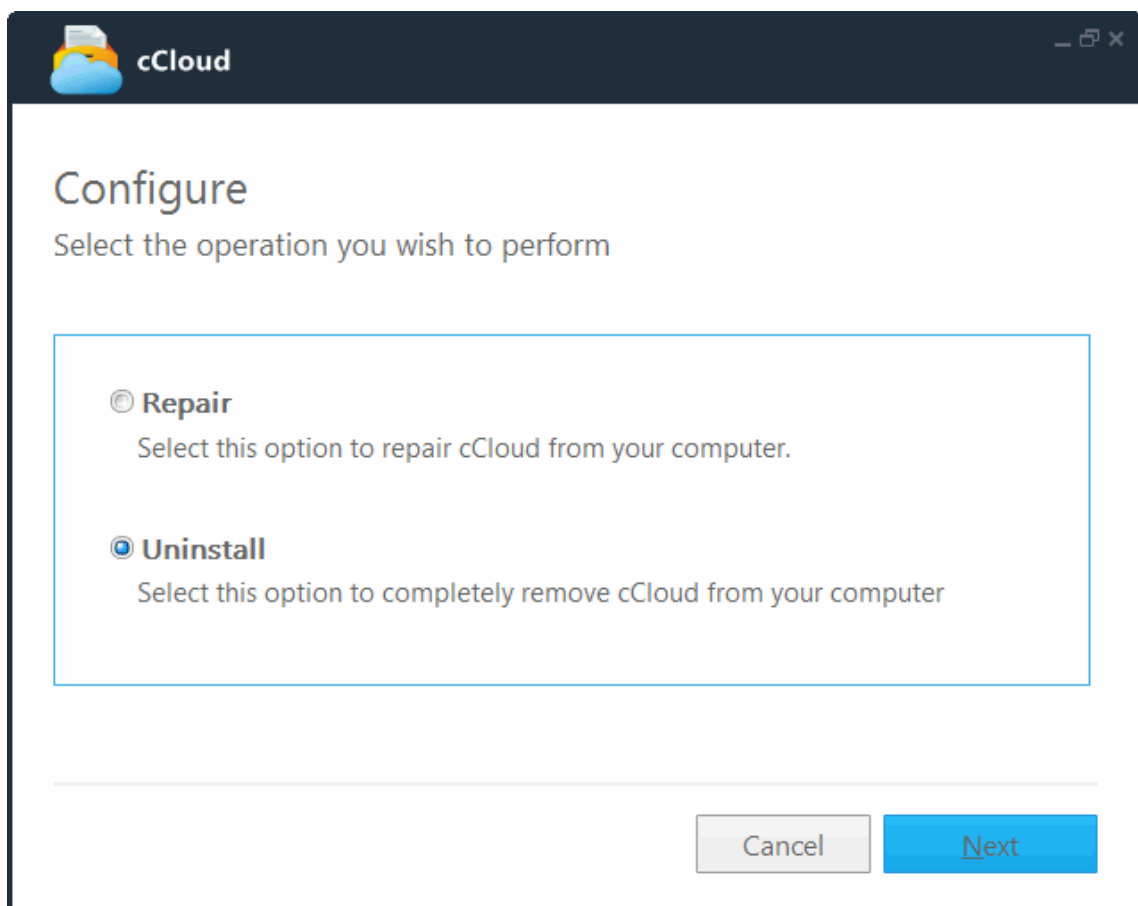


* Select 'Uninstall' and click 'Next'. The wizard will start uninstalling the client and the progress will be displayed...
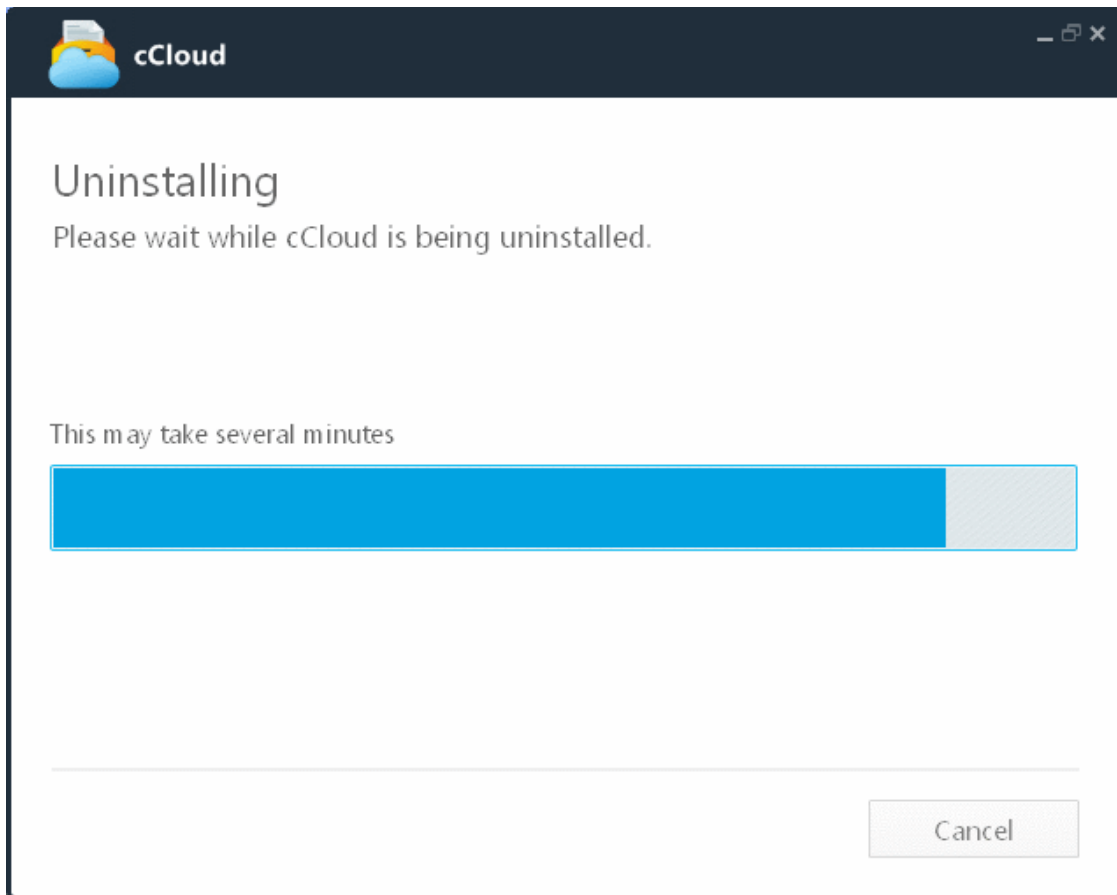
… and on completion, the 'Uninstallation Complete' screen will be displayed.
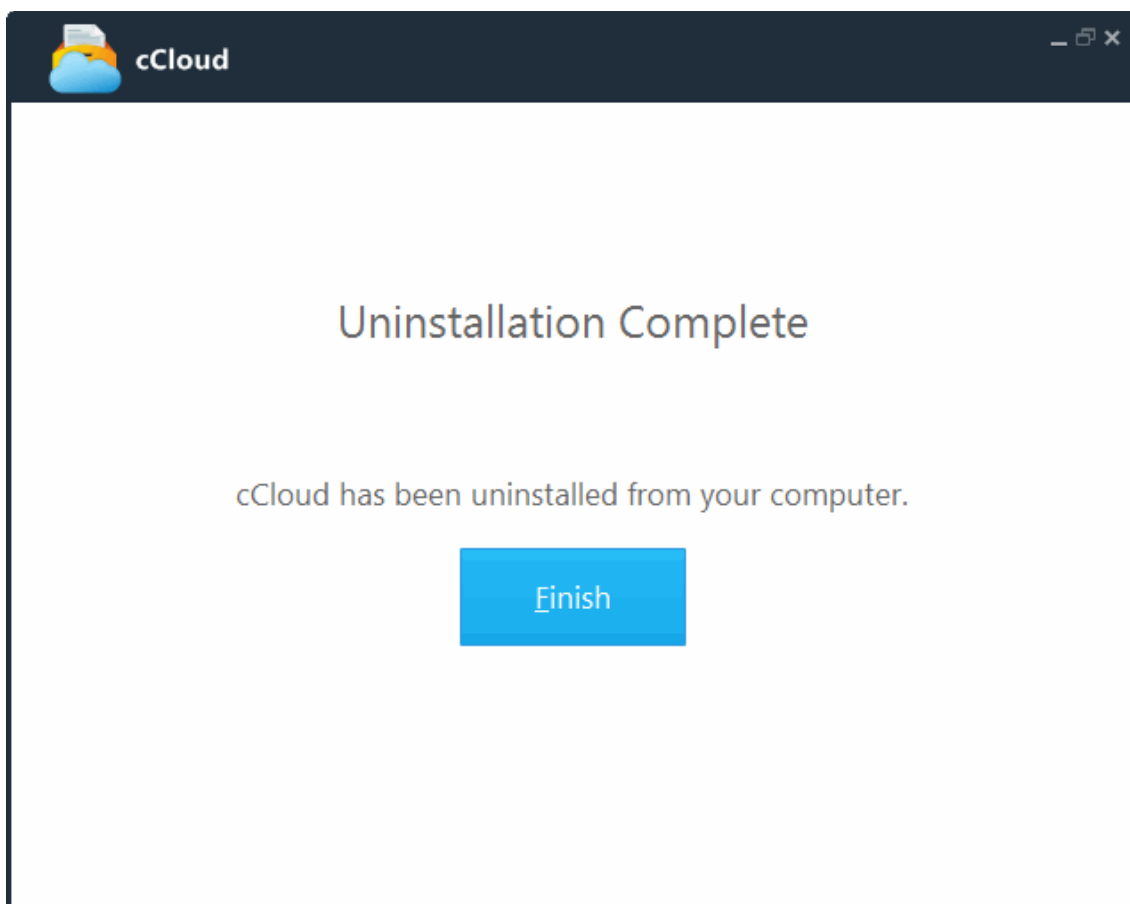


Click 'Finish'.

# Appendix 1: Accessing and Using CCloud through Comodo Backup

Another way to manage your online files is to log into your CCloud account using the file browser built into the Comodo Backup (CB) interface. Apart from providing access to your files, CB also allows you to create regular, ongoing backups of local data with your CCloud storage space as the backup destination. Backing up online can often prove to be a wise precaution – allowing you to instantly recover your precious files after data loss or theft.

- **Getting a Copy of Comodo Backup**
- **CCloud Registration in Comodo Backup**
- **CCloud File Management in Comodo Backup**
- **Sync Configuration in Comodo Backup**
- **Simple Backup and Restore**
- **Encryption, Compression, and Multi-generation (incremental) Backup Options**

## Getting a Copy of Comodo Backup

Your Comodo BackUp (CBU) application can be downloaded from **http://backup.comodo.com** .

The process is covered in more detailed manner in the dedicated Comodo BackUp User guide at **http://help.comodo.com/topic-9-1-281-2732-Comodo-BackUp-Introduction.html**.

## CCloud Registration in Comodo Backup

Your Comodo Cloud  (CCloud) account can be accessed using Comodo BackUp  - a full fledged and easy-to-use BackUp application that helps home and business users protect their valuable data against damage or loss.

If you don't have one already, you can also register for a CCloud account via the Backup interface.

**To create a new CCloud account**

- Click Online Storage from the left hand side navigation pane and click 'Online Storage' tab. The Comodo Cloud pane will appear.

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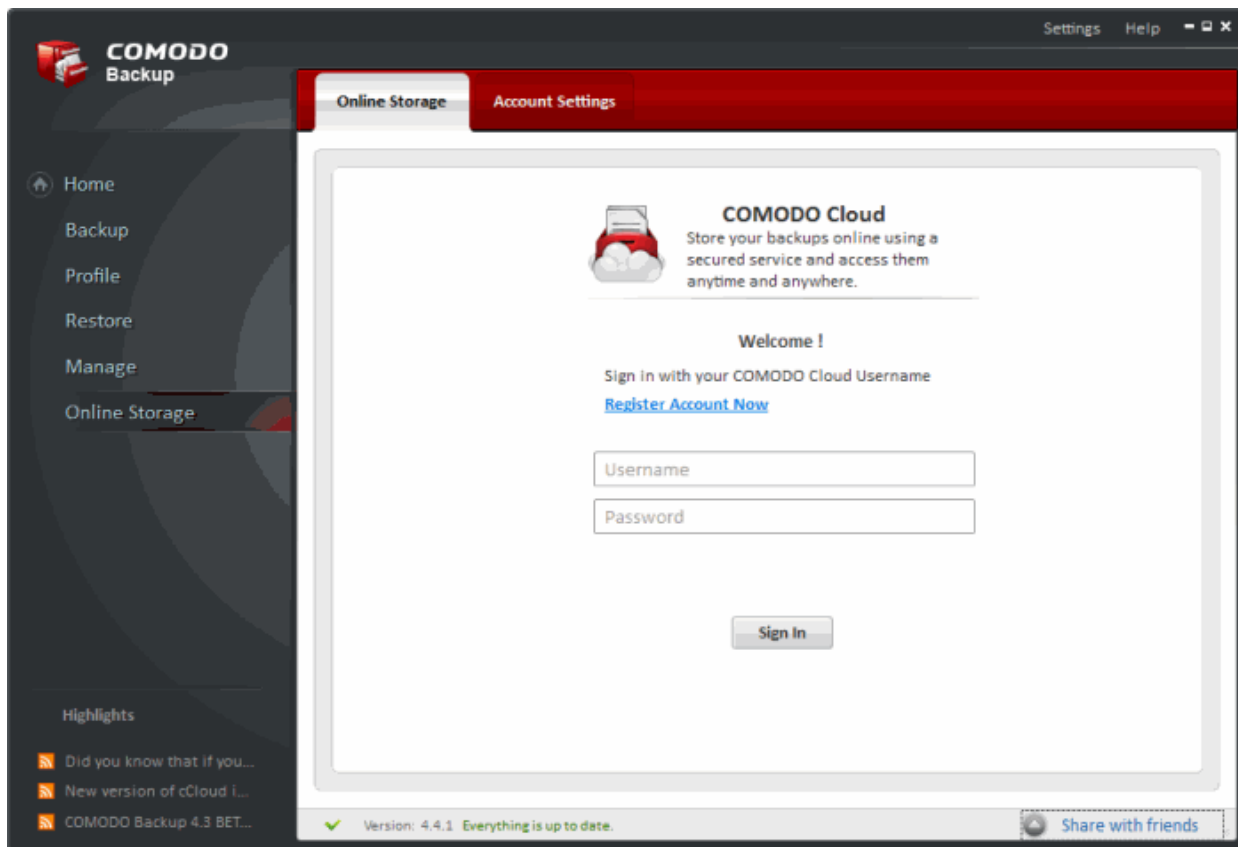
- Click the 'Register Free Account Now' link from the CCloud Online Storage interface. You will be taken to **https://www.ccloud.com/** and click 'Get It Now' button.
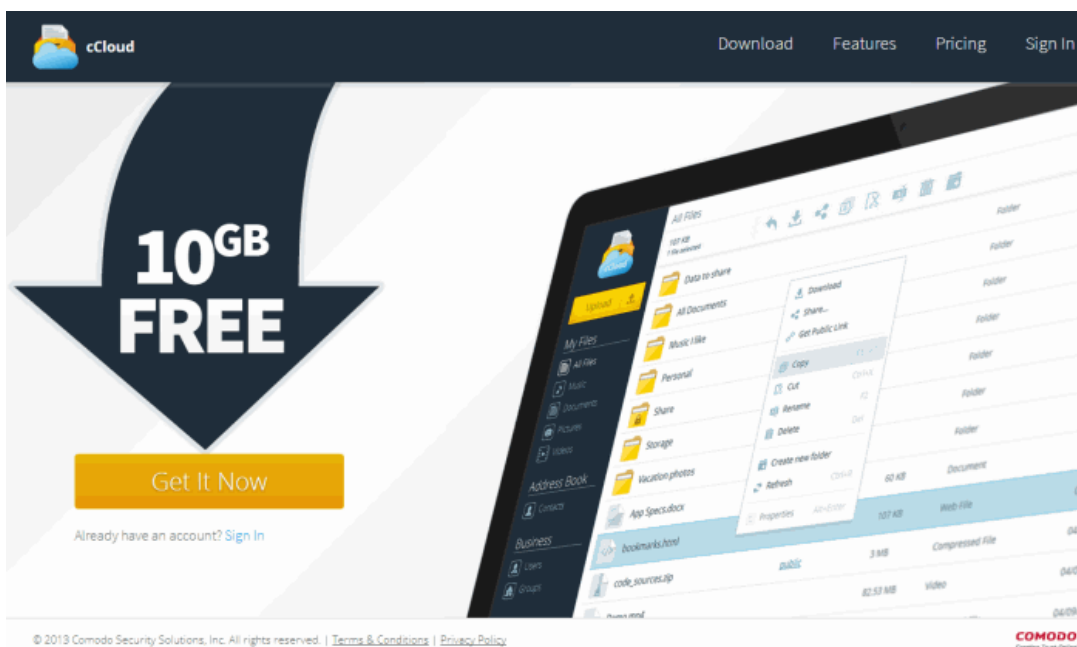


The registration page will be displayed.

- Select the account type that want to sign up for.

- Enter your First name and Last name in the respective fields.

- Enter a valid email address. The email address that you enter here will be the login id for your account and the validation email will be sent to this address.

- Enter a password of your choice in the Password field. Your password should contain minimum six characters.

- Click the 'Sign Up' button. Your account will be created and an activation mail will be sent to the email address entered.



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- Click the word 'here' in the mail to activate your newly created account.

You can now login to your online storage account using your email address as username and the password you entered during your account creation.

## CCloud File Management in Comodo Backup

To manage your online files using the file browser built into Comodo Backup:

- Click the 'Online Storage' link on the left hand side of the interface. Make sure the 'Online Storage' tab is selected.

- If required, login to your CCloud account. If you do not have an account, click 'Register Free Account Now' (**see previous section** if you need help with this)

- This will open the built-in file browser. Local files and folders are displayed on the left while CCloud folders and files are displayed on the right. Your CCloud user-name is displayed in the tab structure area:



Moving files between your computer and CCloud is a simple process:

- Select the files or folders you wish to upload in the left hand pane. Hold down the 'CTRL' button to select multiple items.

- Select the destination folder in the right hand pane.

- Click the right arrow.

- Alternatively, you can just drag-and-drop files and folders between online and local storage.
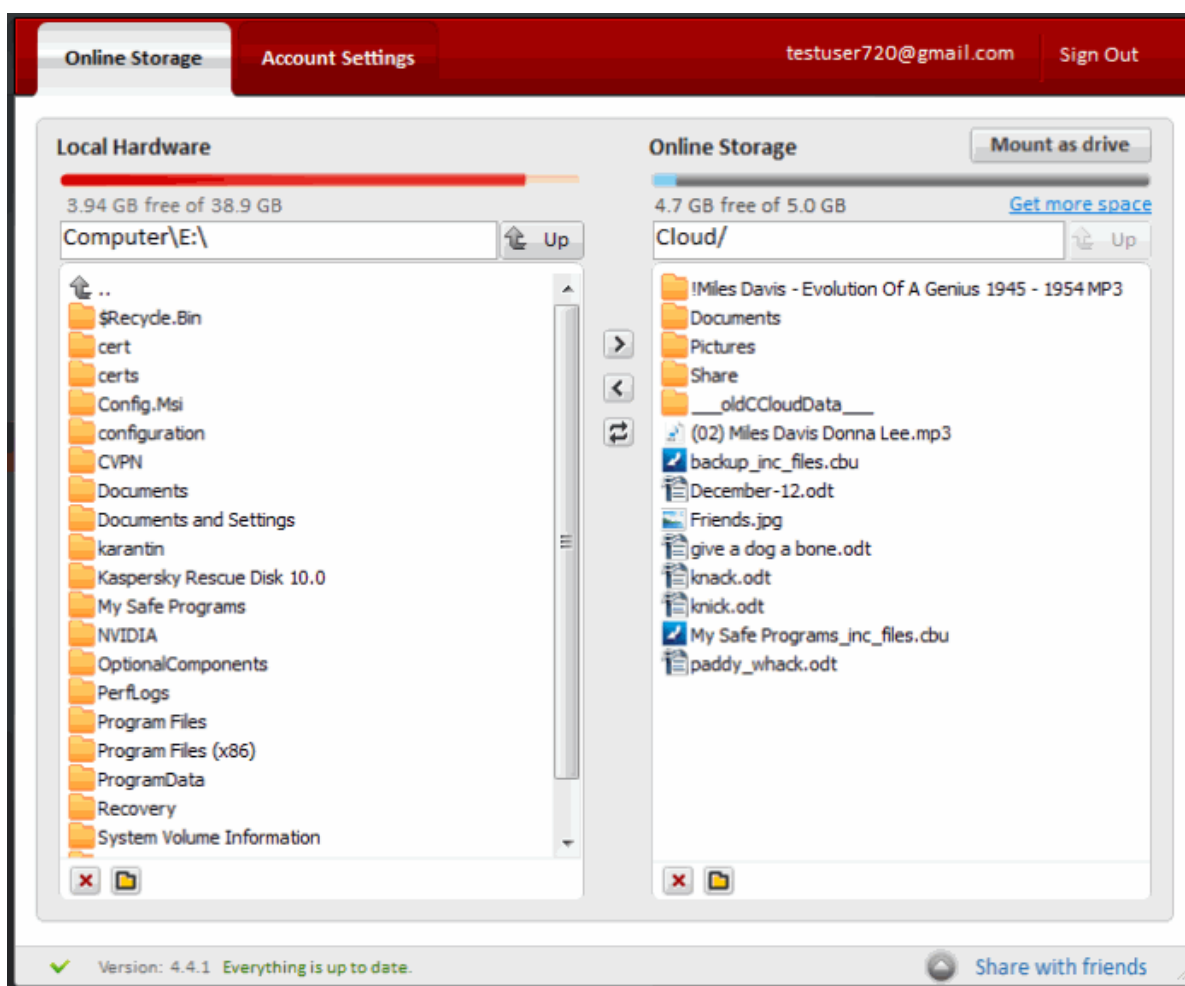
## Sync Configuration in Comodo Backup

The 'Online Sync' feature will automatically and immediately copy any modified files from a specific local folder straight into the copy of it in your online storage space. Synchronizing files/folders in this way means any changes you make to the files in the local folder will be instantly reflected in the online storage. The length of time it takes to synchronize may vary depending on the amount of data being transferred and the speed of your Internet connection.

You can set for automatic synchronization of a folder to your CCloud online storage space through the Comodo BackUp (CB) application, if installed on your computer. The CCloud online storage interface of Comodo Backup enables easy selection of folders from your computer to be synced with your online storage space.

- Login to your CCloud account from Comodo Backup.

Upon successful login, your user name is displayed in the tab structure area and the disk partitions and folders of your system are displayed as a tree structure in the left hand side pane and the folders and files in your online storage space are displayed as a tree structure in the right hand side pane.
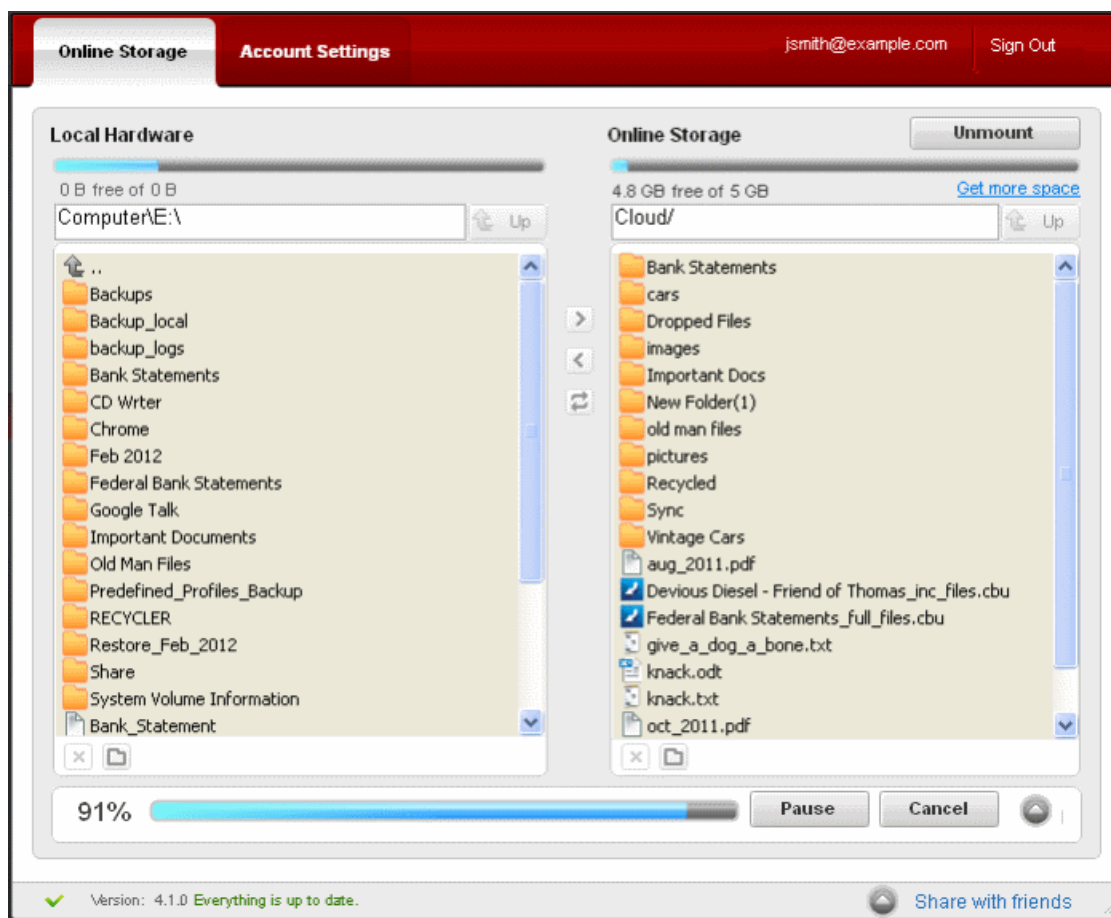


The status bars above the panes display the usage state of your local hard disk and your online storage space.

- Select the destination folder in the online storage.
- Select the folder/file to be synced from the local system.
- Click the 'Sync' ⇄ button.

The synchronization progress will be indicated.

On successful completion, the two folders will be having the same content.

## Simple Backup and Restore

Comodo Backup allows you to create and run a backup operation in just a few steps:

**To create a backup**

- Open Comodo Backup

- Click the 'Backup' link on the left hand menu

- In step 1, specify the items you wish to back up. **Click here** for for an explanation of  full, incremental and differential backups.

- In step 2, choose the location to which you want to copy your files. You can choose location on your local drive or backup to removable media, a network drive, FTP server or send to an email address. If you have a cCloud account, you can login here and specify that as your backup location.

- Step 3 allows you to specify advanced options such as macros, password protection, filters and more.

- On step 2 or step 3, click the 'Floppy Disk' icon at the bottom. This will save your backup task as a profile, allowing you to run it with a single click in future.

- Click 'Backup Now' to run the task immediately.

The backed up files will be saved with .cbu extension in the default location or your selected location.

Refer to '**Saving a Backup Job as a Custom Profile (optional)**' for more details

You can 'restore' the files at any time and to any location. The restore wizard quickly guides you through this process and allows you to choose the specific file from which you want to restore; the mode of restoration; the precise files within from the .cbu that you wish to copy over and finally the folder or drive that you wish to restore to.

> **Note:** Comodo BackUp can perform a restore operation only from a valid Comodo backup file .cbu or a simple copy formats.

More details on creating a backup profile, and on general usage of the application, can be found in the Comodo Backup user guide at **http://help.comodo.com/topic-9-1-455-4910-Comodo-BackUp---Introduction.html**

**To restore all files/folders from your online storage**

You can restore your files and folders from your CCloud online storage space through the Comodo BackUp (CB) application, if installed on your computer. The CCloud interface of Comodo Backup enables easy drag-and-drop operation of the files to be downloaded from your computer to the online storage space.

- Login to your CCloud account from Comodo Backup.

Upon successful login, your user name is displayed in the tab structure area and the disk partitions and folders of your system are displayed as a tree structure in the left hand side pane and the folders and files in your online storage space are displayed as a tree structure in the right hand side pane.

The status bars above the panes display the usage state of your local hard disk and your CCloud online storage space.

- Select the destination folder in your system.

- Select the folder/file to be restored from the online storage.

- Click the left arrow to copy the selected folders/files from the online storage to your system.

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

To know more details about restoration process, read 'The Restore Process' topic at the **http://help.comodo.com/topic-9-1-281-2732-Comodo-BackUp-Introduction.html**.

# Encryption, Compression, and Multi-generation (incremental) backup options

This section highlights three other key features you take advantage of if you use the Comodo Backup software – encryption, compression and incremental/differential backups.

**Encryption option**

Encrypting your files means they cannot be opened by anybody but you. Even in a worse case scenario where a hacker somehow got access to your files, they would not be able to read them because they could not decrypt them. If this option is selected, Comodo Backup will encrypt your files on your local machine before they are uploaded to online storage. This means your files are secure at rest and in flight.

You can specify that your files are encrypted in the 'Password Protection' section during step 3 of the 'New Backup' wizard. You will be asked to provide a password which must be provided when you want to restoring your backed up files. Please pick a

strong password consisting of at least 8 characters which are a mix of alpha, numeric, uppercase, lowercase and special characters. Next, choose an algorithm with which to encrypt your files. A rough guide is below the screenshot.
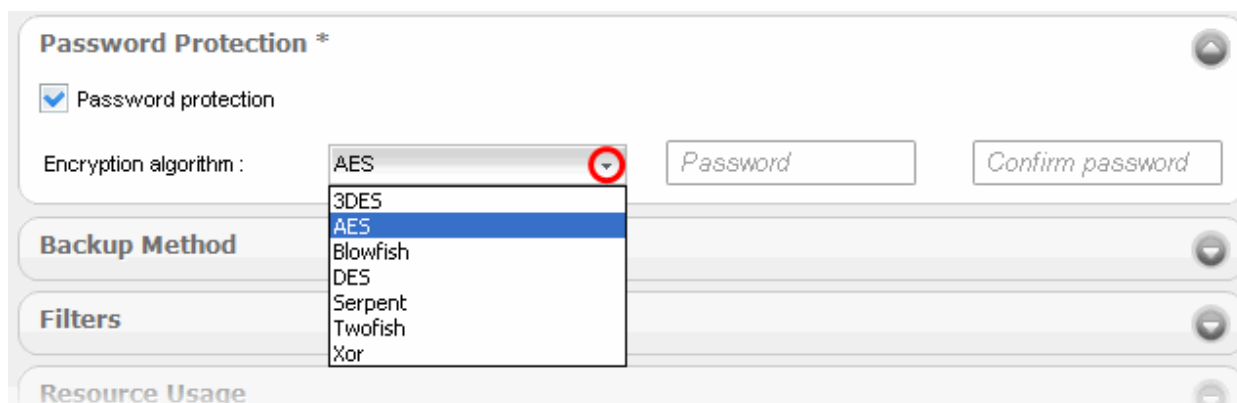


**Encryption Algorithms:**

- 3DES - 168-bit/ strong
- AES - 128bit / strongest
- Blowfish - 64-bit block / strong
- DES - 168 bits/strong/Slow
- Serpent - 128,192 or 256 bit / very strong
- Twofish - 128-bit block/ strong
- Xor - Variable block size / weak

If you are unfamiliar with these algorithms, then AES represents a very secure choice.

After completing the wizard, all files you upload will be encrypted with the algorithm of your choice. If you wish to restore your files from CCloud, you will need to enter the password you created here.

For more details, please see the' Appendix 1 - Encryption Algorithms' topic at **http://help.comodo.com/topic-9-1-455-4983-Password-Protection.html**

**Compression**

All files you upload to CCloud using Comodo Backup are stored in compressed container files known as .cbu files. File compression reduces the overall size of your backup and thus ensures it takes up less of your online storage space. Comodo Backup allows you to choose between 5 levels of compression – none, low, medium, high and maximum. Maximum compression will take up least space but will longer to restore.
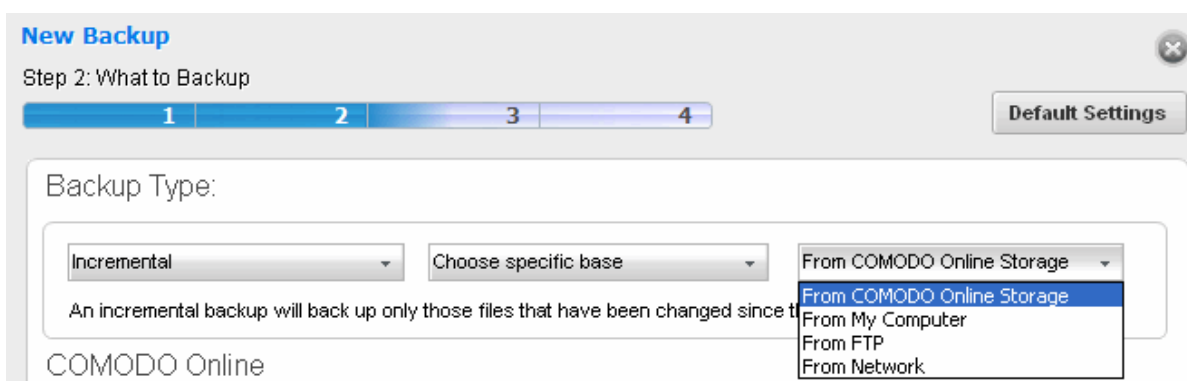


This section also allows you to split your backup into chunks of a specific size - useful if you are backing up to media with a

specific size limit like CD, DVD or Blu-Ray.

For more details, please see the 'Compression and Split' topic at the **http://help.comodo.com/topic-9-1-455-4982-Compression-and-Split.html**

**Incremental/Differential Backups**

Comodo Backup also allows you to choose your backup type from full, incremental or differential. The first time you upload to CCloud, Comodo Backup will create a baseline file called 'yourfilename_full_files.cbu. This will serve as the basis for all subsequent backups. If you then choose 'Full' as your 'backup type', then every file will be copied over every day whether it has been modified or not. The baseline .cbu file will be entirely overwritten every time you run the backup. This could take a long time if your backup is large.

The other two options, 'Incremental' and Differential', are designed to save time.



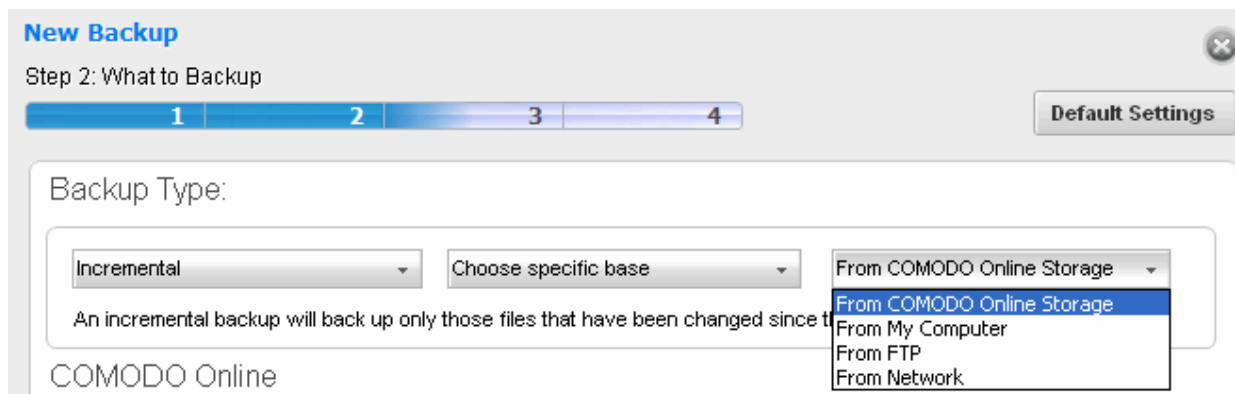| Type | Backup operations | Restore Operations |
|---|---|---|
| Full | Slowest | Fastest |
| Differential | Faster | Faster |
| Incremental | Fastest | Faster |

In a differential backup, all your data is contained in just two containers. The first container is your '_full_files.cbu' which acts as your baseline. Every subsequent backup will be loaded into a second, differential, container called '_diff_files.cbu'. This consists of only those files which have been modified since you created the base. Every time you backup you will copy every file that has been modified since you created '_full_files.cbu'. This is still faster than making a full backup but can become slower over time as you modify more and more files since the original baseline. Restore operations are fast because all data is covered in just two containers.

An incremental backup means that, after you have created the initial baseline .cbu, you only copy over the files that have been modified that day. This can make for a very fast daily backup when you consider you probably only modify a few files per day.However, incremental backups mean your data is spread across multiple containers (a new container every day), which slows down restore operations.

For more details on backup types, please see **http://help.comodo.com/topic-9-1-455-4993-Selecting-the-Backup-Type.html**

# Appendix 2 – Comparison of CCloud Packages

| Features | Comodo Cloud | Comodo Cloud for Business |
|---|---|---|
| Storage space / Price per month | 100 GB / $7.99 month | 50 GB / $4.99 month |

|  | 200 GB / $14.99 month<br>500 GB / $34.99 month | 100 GB / $8.99 month<br>500 GB / $39.99 month<br>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 | ✖ | ✓ |
| Specify share-permissions per user or group | ✖<br>*(All shared files have full read-write permissions)* | ✓<br>*Can configure 'Read', 'Write', 'Deny-Read' and 'Deny-Write' per file, per user)* |
| Shared file is not subtracted from recipient's storage space | ✖<br>*(Shared files count against the storage space of all recipients)* | ✓<br>*(Shared files do not count against recipient's storage space)* |
| Automatic sharing without requiring confirmation | ✖ | ✓ |

## 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

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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