

**COMODO**  
Creating Trust Online®



# Comodo Internet Security

Software Version 12.2

**Installation Guide**  
Guide Version 12.2.050420

Comodo Security Solutions  
1255 Broad Street  
Clifton, NJ, 07013  
United States

## 1. CIS Installation

- Please read the installation instructions carefully and review system requirements before installing Comodo Internet Security.
- The CIS software itself is identical for all customers regardless of the package type. All versions include all security features, technologies and updates. The difference between the package types is additional services such as TrustConnect, Cloud Backup and the Comodo Guarantee. Activation of additional services is carried out after the base installation is complete.
- Please ensure you have first uninstalled any other antivirus and firewall products, including Comodo AV/FW/CCS. Failure to remove other AV and FW products could lead to conflicts which cause CIS to function incorrectly. We advise users consult their vendor documentation for help to remove specific programs. However, the following steps should help most Windows users:
  - Click the 'Start' button to open the 'Windows Start' menu
  - Select Control Panel > Programs and Features (Win 10, Win 8, Win 7)
  - Select your current antivirus or firewall program from the list
  - Click 'Remove'/'Uninstall' button
  - Repeat process until all required programs have been removed

### System Requirements

Please ensure your PC complies with the minimum system requirements:

Windows 10 (32-bit and 64-bit versions) Windows 8 / 8.1 (32-bit and 64-bit versions) Windows IoT	<ul style="list-style-type: none"> <li>• 512 MB available RAM</li> <li>• 1 GB hard disk space for both 32-bit and 64-bit versions</li> <li>• CPU with SSE2 support</li> <li>• Internet Explorer version 11 or above</li> </ul>
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### Windows XP / Vista

- CIS v.12.0.0.6882 and above does not support Windows XP or Vista, period.
- The auto-containment and virtual desktop features simply do not work on XP / Vista, so you cannot take advantage of one of our core protection features.
- Comodo strongly recommends anybody still using XP or Vista to upgrade immediately. Microsoft ceased support for XP/Vista years ago and the number of serious vulnerabilities in these operating systems is almost innumerable. By using them you are exposing yourself to substantial risks which signature-based antivirus cannot protect you against.

### Windows 7

- Microsoft ended general support for Windows 7 in January 2020. Devices running Windows 7 will only receive security updates if the user has purchased a 3 year extended security updates (ESU) package from Microsoft.
- Because of this, Windows 7 is no longer an officially supported operating system. Unpatched vulnerabilities introduced by the underlying OS can compromise the protection provided by CIS. For example, a weakness in a Microsoft API that CIS relies on can undermine the protection of CIS.
- Key points:
  - All CIS critical security features will continue to work on Windows 7, including auto-containment, antivirus, and firewall.
  - We will also continue to fix critical and blocker issues for CIS on Windows 7.
  - However, future CIS releases may contain features that are not included/do not work on Windows 7.
- We understand that many customers still use Windows 7, and hope that this information helps you make an informed decision about transitioning those machines to Windows 10 / 8.1 / 8.

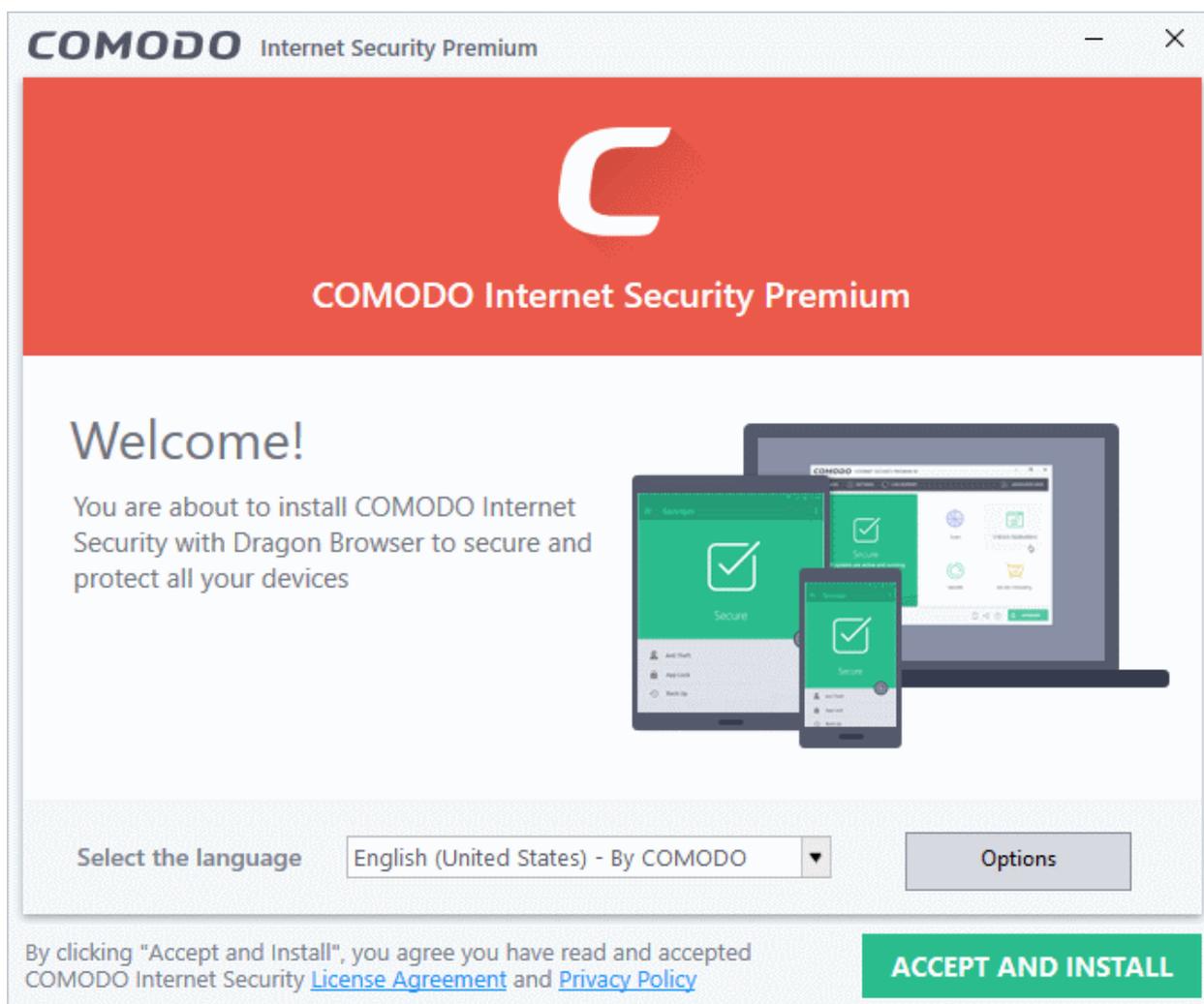
Click the links below for detailed explanations:

- [CIS Premium - Installation](#)
- [CIS Pro - Installation](#)
- [CIS Complete - Installation](#)
- [Activate CIS Pro/Complete Services after Installation](#)
- [Activate Your Guarantee Coverage](#)
  - [Guarantee - Summary of Requirements](#)
- [Renew Your License](#)

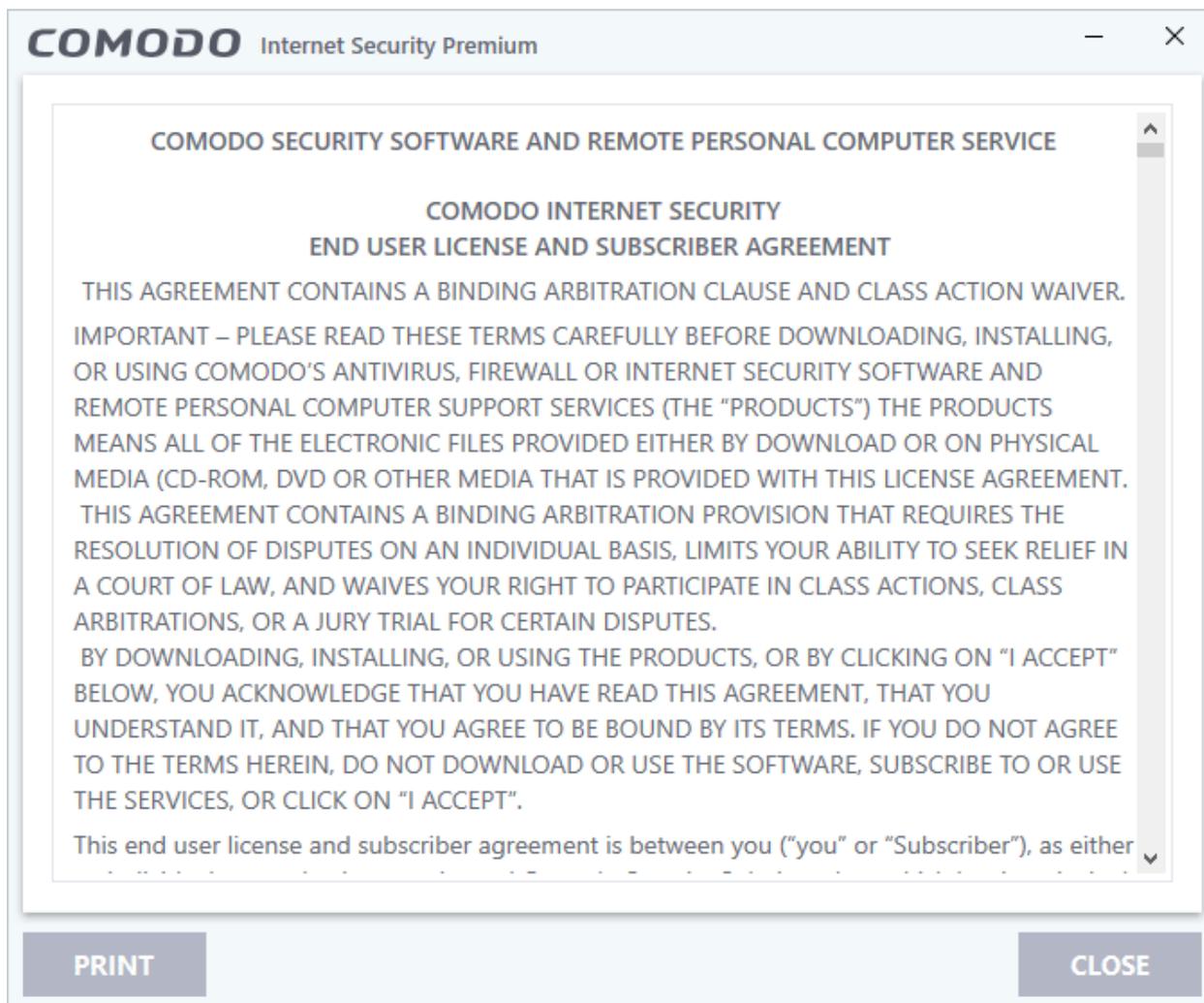
## 1.1. CIS Premium - Installation

- Before beginning installation, please ensure you have removed any other antivirus and firewall products that are on your computer.
- Next, download the setup file from <https://www.comodo.com/home/internet-security/free-internet-security.php>.
- After saving, run the setup file  to start the installation wizard.

### Step 1 - Choose the Interface Language and Installation Options



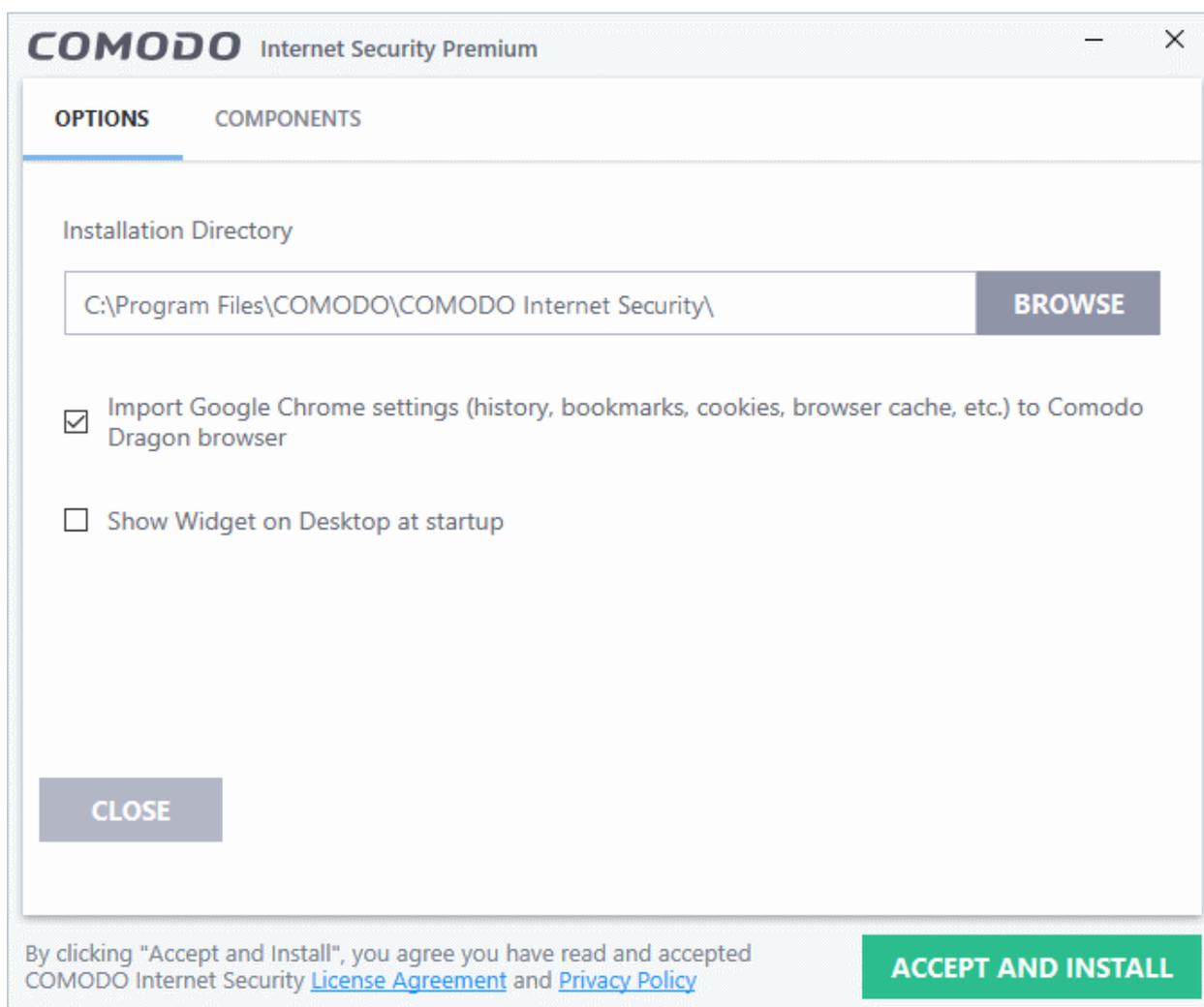
- **Select the language** - CIS is available in multiple languages. Choose the language in which you want to install Comodo Internet Security from the drop-down
- **EULA** - View the end user license agreement and privacy by clicking the links at the bottom of the screen:



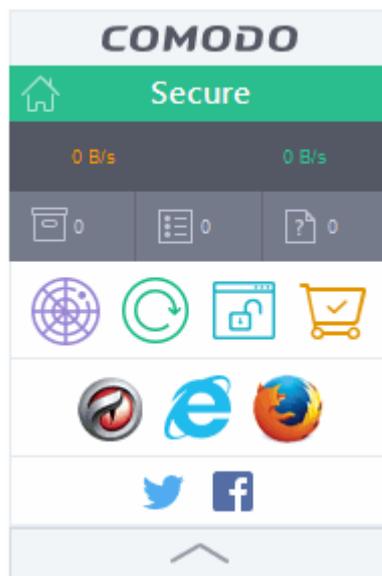
- After reading the agreements, click the 'Close' button to return to the installation configuration screen.

## Options

- Click the options button if you want to configure install path, CIS components and other general settings



- **Installation Directory** - Click 'Browse' to change the CIS installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security.
- **Import Google Chrome settings (history, bookmarks, cookies, browser cache, etc.) to Comodo Dragon browser** - Comodo Dragon is a fast and versatile internet browser based on Chromium and infused with Comodo's unparalleled level of security. Dragon is installed with CIS by default.
  - Select this option to automatically import your bookmarks, history and other data from Google Chrome browser to Comodo Dragon.
- **Show Widget on Desktop at startup** - The CIS widget is a handy control that provides at-a-glance information about your security status, speed of outgoing and incoming traffic, and the number of active processes.



- Select this option if you want the widget to be shown automatically on your desktop
- You can enable or disable the widget later by right-clicking on the CIS system icon after installation.

## Components:

The components tab lets you select which features you want to install:

Component	Description	Size
<input type="checkbox"/>  <b>COMODO Antivirus</b>	Real-time protection from known and unknown malware	131 MB
<input checked="" type="checkbox"/>  <b>COMODO Firewall</b>	Constantly defends your computer from internet attacks	
<input checked="" type="checkbox"/>  <b>COMODO Dragon Web Browser</b>	Fast and secure Internet surfing	79 MB
<input checked="" type="checkbox"/>  <b>COMODO Secure Shopping</b>	Securely connect to important and sensitive websites	18 MB
<input checked="" type="checkbox"/>  <b>Internet Security Essentials</b>	Protects against Man in the Middle (MitM) attacks	4 MB

**CLOSE**

Total size: 234 MB

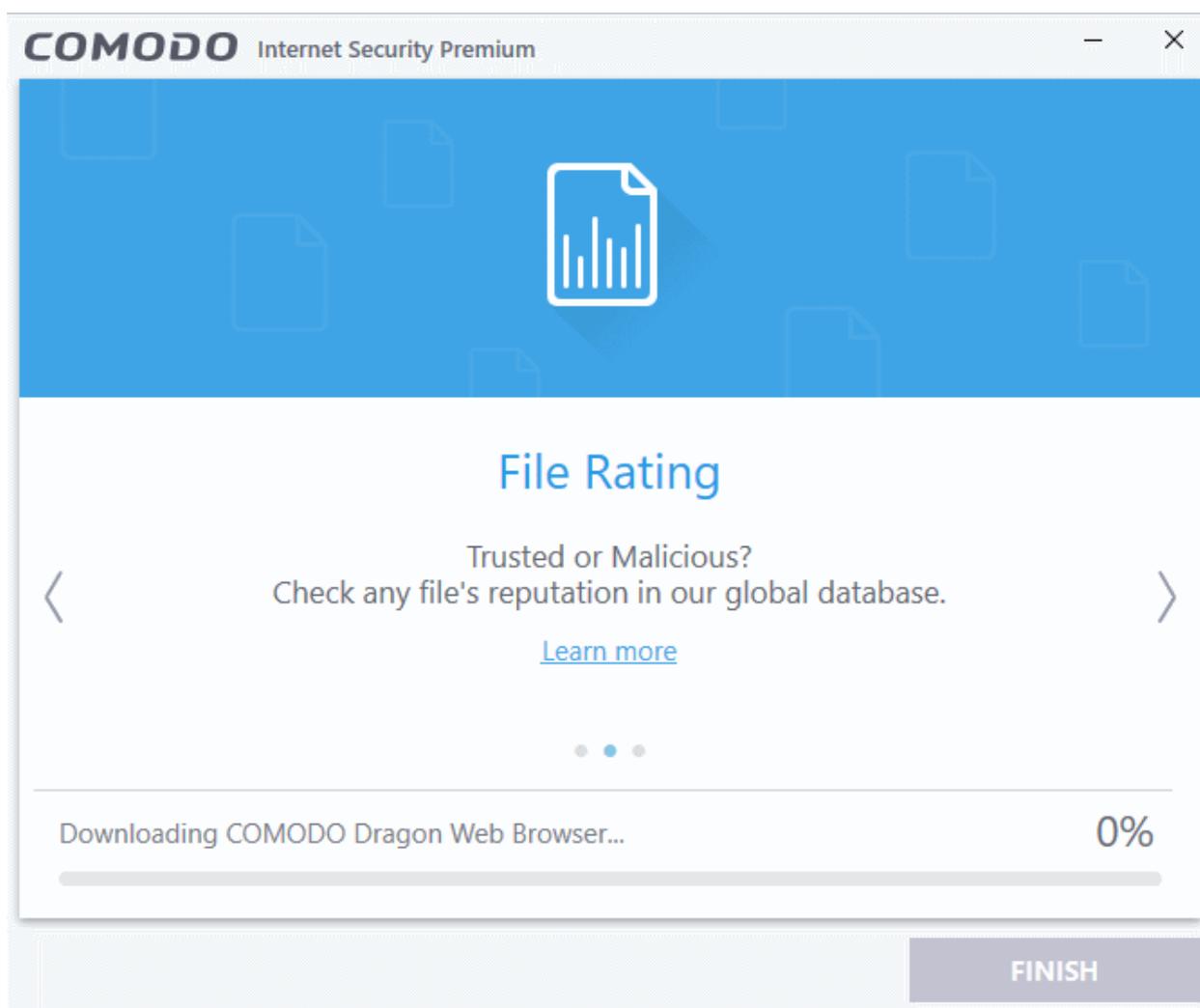
By clicking "Accept and Install", you agree you have read and accepted COMODO Internet Security [License Agreement](#) and [Privacy Policy](#)

**ACCEPT AND INSTALL**

- **COMODO Antivirus** - Installs the antivirus scanner and the HIPS, containment and VirusScope modules. Deselect this option if you already have an antivirus product that you want to use instead.
- **COMODO Firewall** - Installs Comodo Firewall and the HIPS, containment and VirusScope modules. Deselect this option if you already have a firewall that you want to use instead.
- **COMODO Dragon Web Browser** - Installs Dragon, a fast and versatile internet browser based on Chromium technology and infused with Comodo's unparalleled level of security. See [Dragon Browser](#) for more details.
- **COMODO Secure Shopping** - Installs Comodo Secure Shopping, a security hardened virtual environment which offers complete protection for online banking and shopping. See [Comodo Secure Shopping](#) for more details.
- **Internet Security Essentials** – Installs Internet Security Essentials, an application that protects you from the man-in-the-middle attacks while using the internet for services such as online banking and so on. See [Comodo Internet Security Essentials](#) for more details.
- Click 'Close' when you are satisfied with your settings.
- Click 'Accept and Install' in the 'Welcome' screen to begin installation.

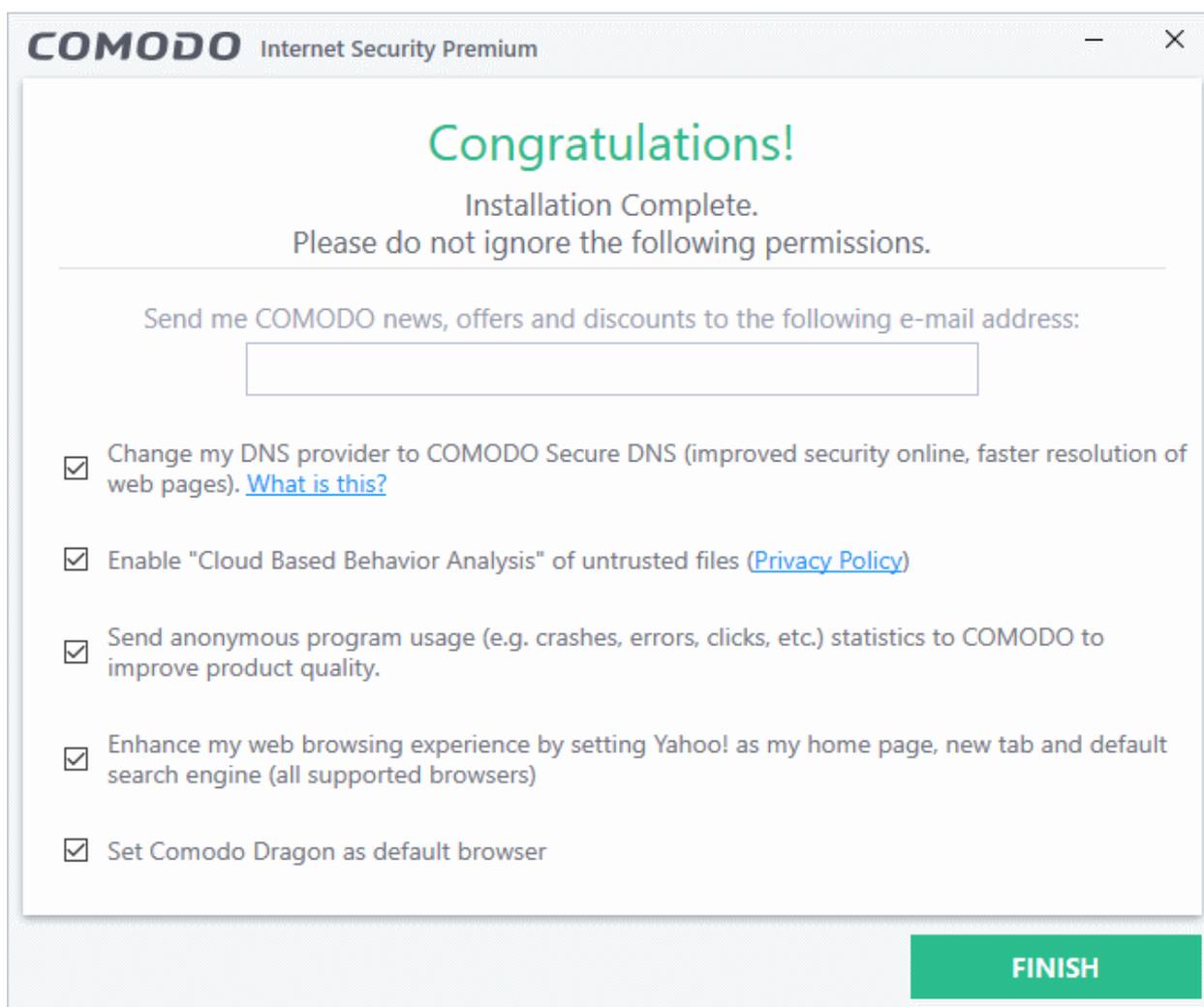
## Step 2 - Installation Progress

The selected components will be installed:



## Step 3 - Finalization

The last step is to set some CIS options:



### Change my DNS provider to COMODO Secure DNS

- This option changes your computer's DNS settings to point to Comodo Secure DNS servers. You can disable the service later at anytime and revert to your previous settings.
- Comodo Secure DNS resolves your DNS requests through Comodo's proprietary Directory Services Platform. Comodo's worldwide network of redundant DNS servers provide fast and secure internet browsing without any hardware or software installation.
- Comodo Secure DNS also protects you by blocking access to malicious sites by any program running on your computer.
- See [Appendix 2 Comodo Secure DNS Service](#) for more details on how to configure Comodo Secure DNS.
- The 'What is this' link has more information about Comodo Secure DNS.

### Enable 'Cloud Based Behavior Analysis' of untrusted files

- CIS submits any file with an 'unknown' trust-rating to Comodo for behavior analysis. Unknown files are subjected to a range of static and dynamic tests to determine whether they behave in a malicious manner. The results will be sent back to your computer in around 15 minutes. Comodo recommends users leave this setting enabled.

### Send anonymous program usage statistics

- CIS will send anonymous crash and usage data to Comodo. This data helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details. You can also change this setting in the [Log Settings interface](#) at anytime after installation.

### Enhance my web browsing experience by setting Yahoo! as my home page, new tab and default search

## engine (all supported browsers).

This means:

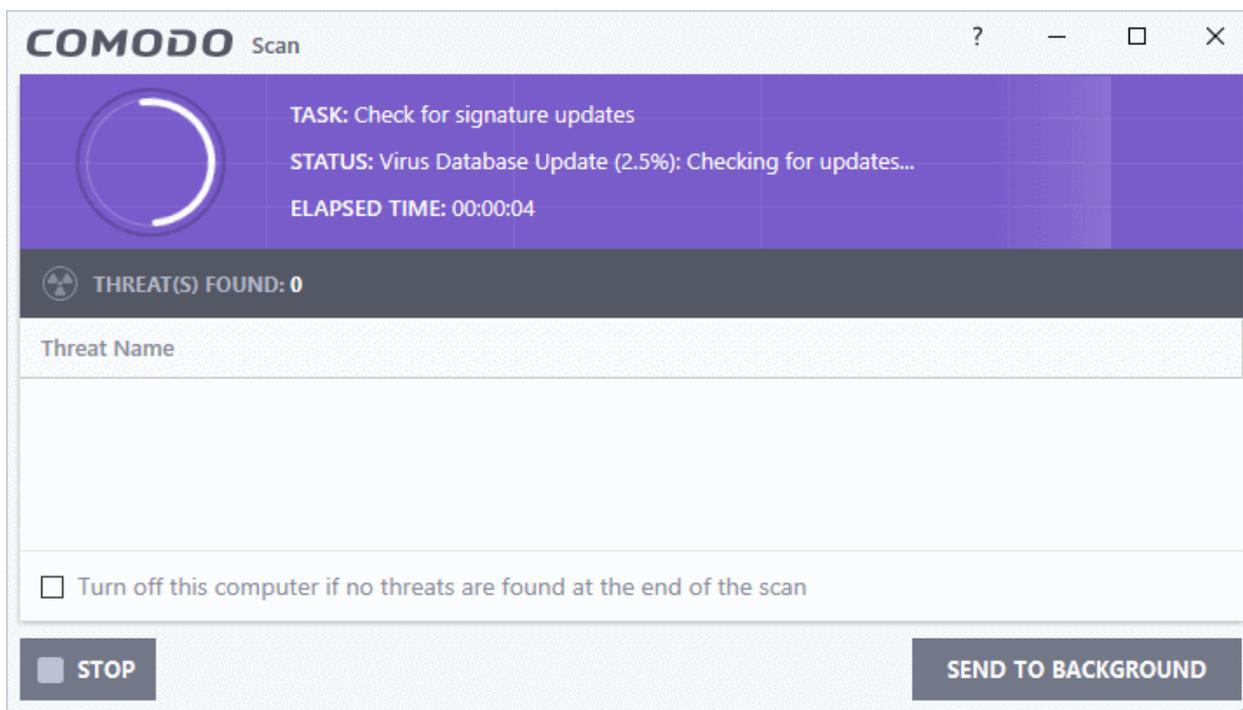
- When you enter a search item into the address bar of a supported browser, the search will be carried out by Yahoo
- A 'Search with Yahoo' menu entry will be added to the right-click menu of supported browsers.
- Yahoo will be set as the default search engine in the 'Search' box of supported browsers
- The instant 'search suggestions' that you see when you start typing a search item will be provided by Yahoo.
- Clear the checkbox if you do not want to set Yahoo! as your home page, new tab and default search engine.

## Set Comodo Dragon as default browser

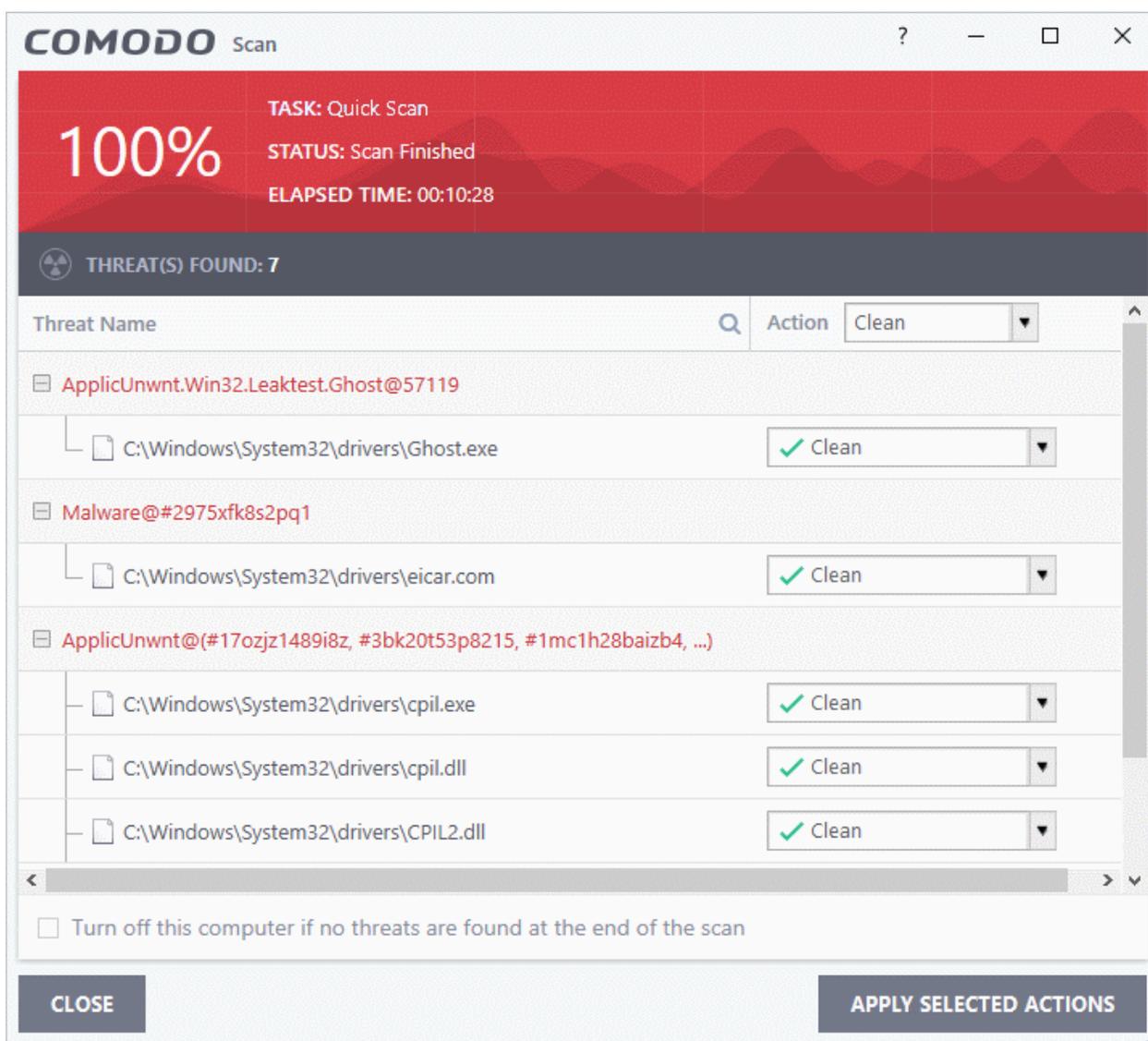
- Use Comodo Dragon as the default to open web-pages

Click 'Finish' to complete the installation

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



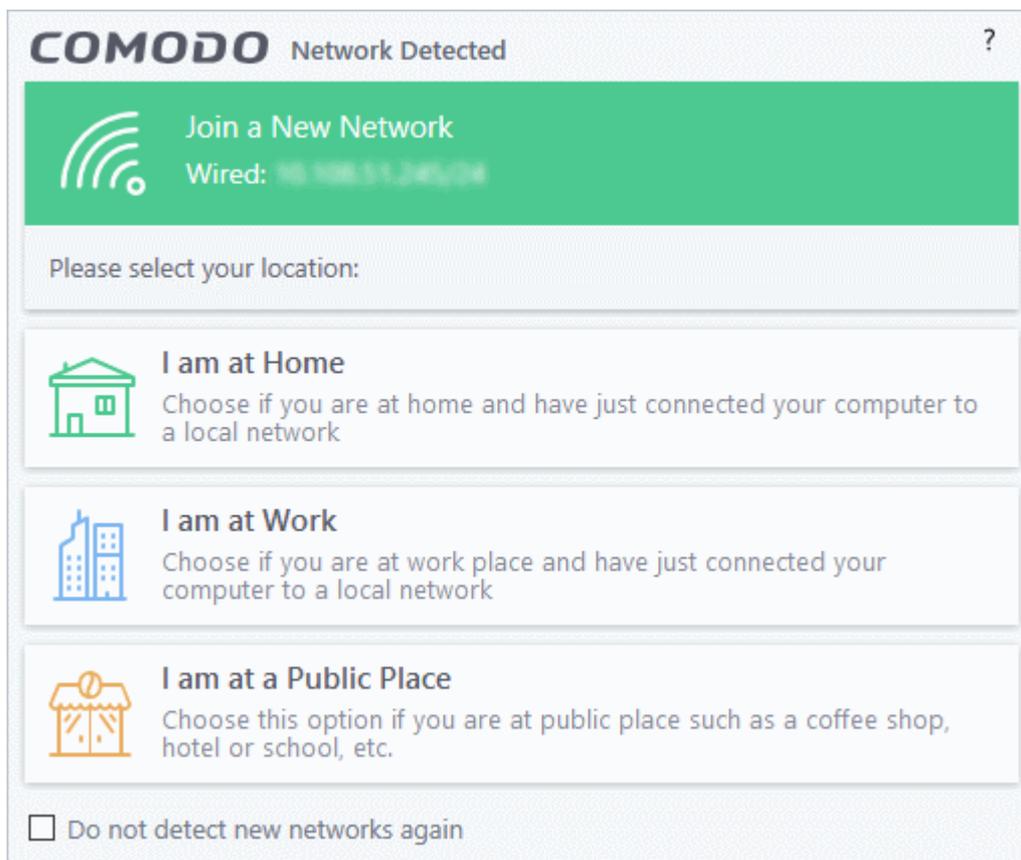
- Click 'Send to Background' to make the task consumer fewer resources. Background tasks can be viewed in the 'Task Manager' interface.
- Click 'Stop' If you do not want the scan to continue at this time.
- Results will appear at the end of the scan. The results show the number of objects scanned and any identified threats:



- Select 'Clean' from the drop-down at top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '[Process Infected Files](#)' if you need more help.

## Step 4 - Select your location

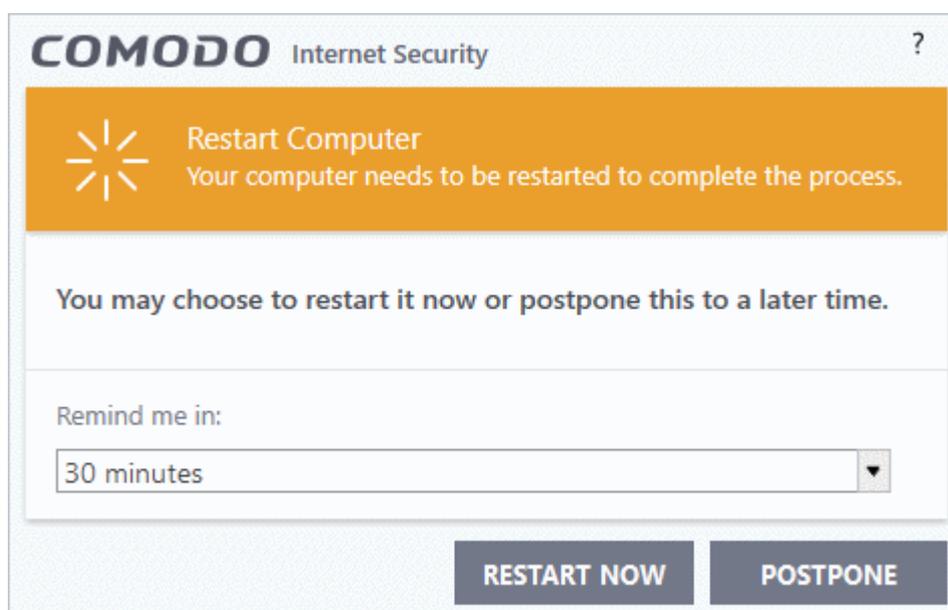
Select your location so that the firewall can apply the correct settings for your connection. The top of the dialog shows whether you are using a wired or wireless connection.



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

## Step 5 - Restart Your System

Your computer needs to be restarted in order to finalize installation:

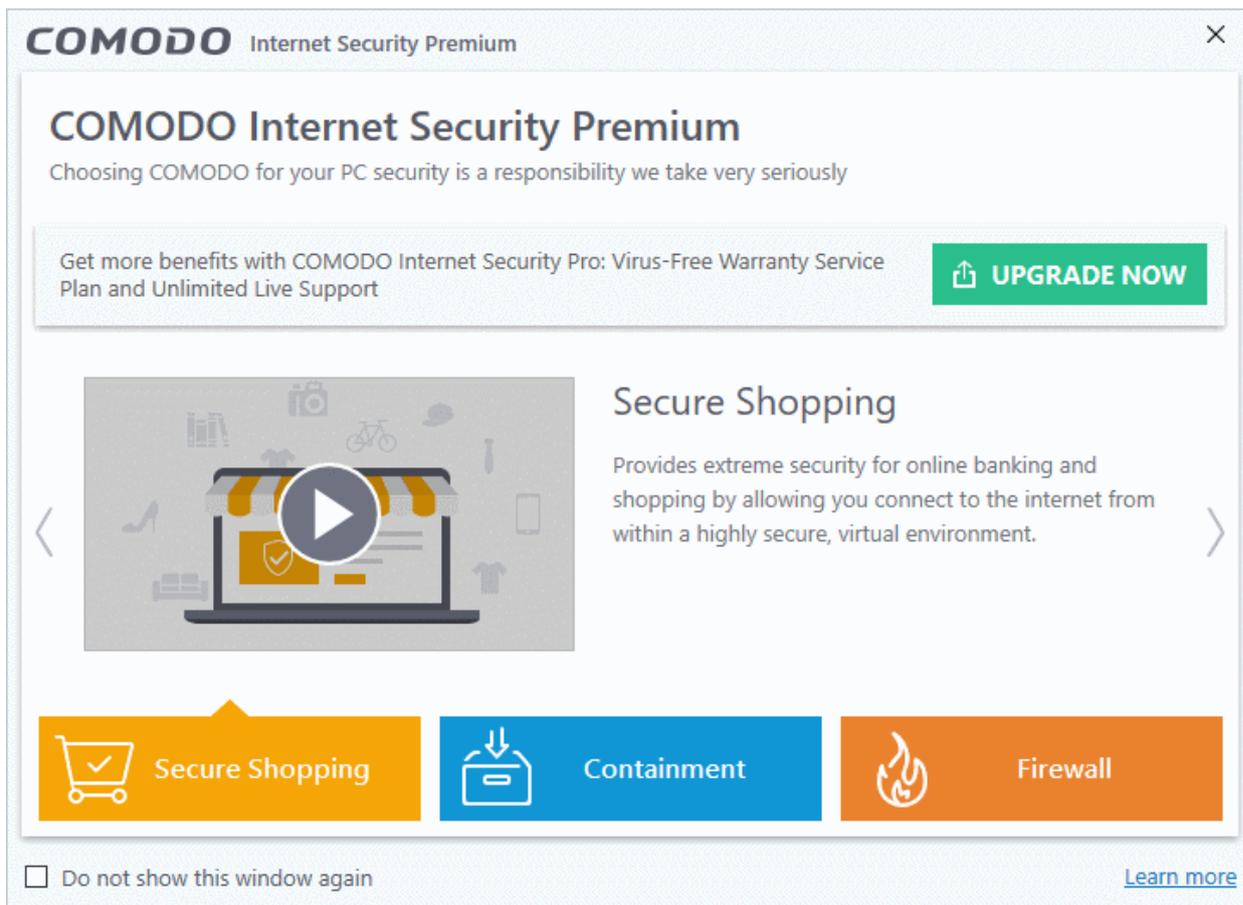


- If you want to restart your computer immediately, save all your work and click 'Restart Now'.
- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

## Step 6 - After Restarting Your System

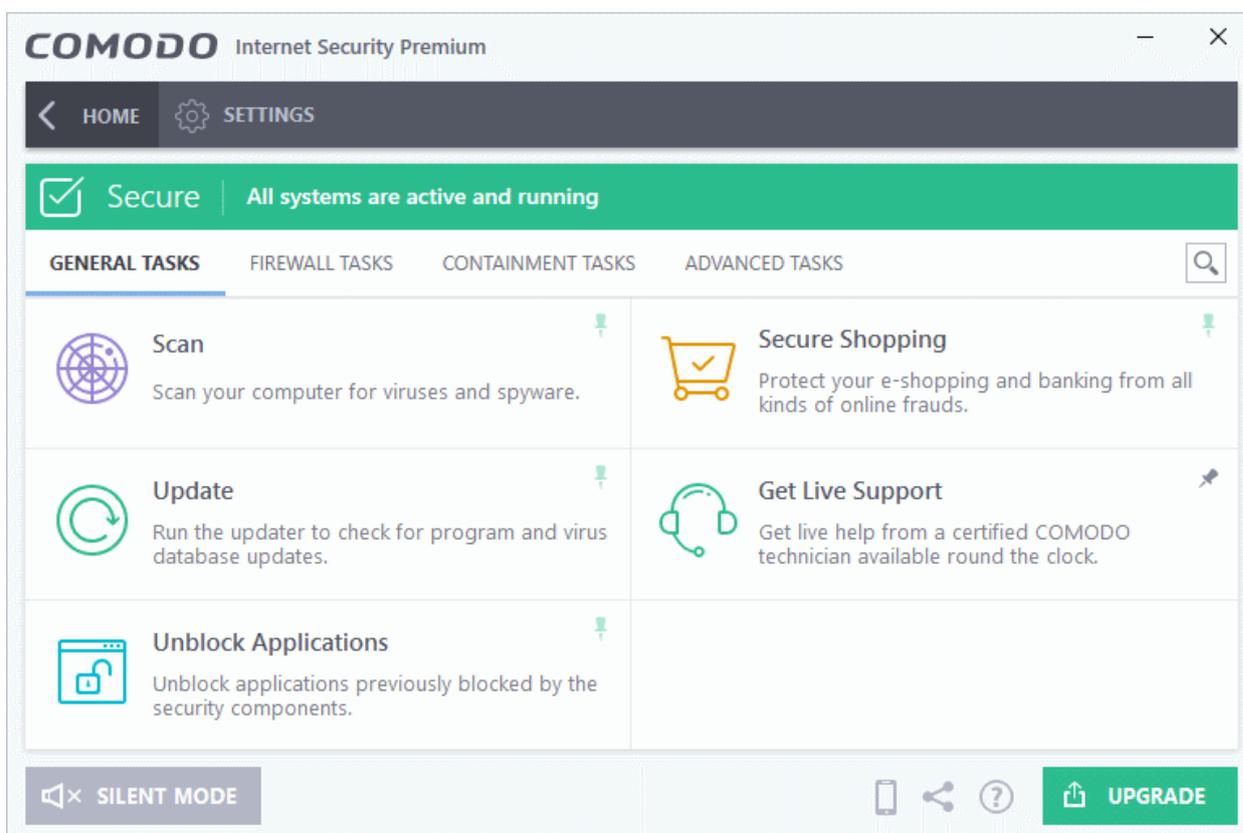
A welcome screen appears immediately after restart. This summarizes the components you have installed and offers

advice on using the product. You also a purchase a Pro/Complete license key from this screen if required.



- **Do not show this window again** - The welcome screen will not be shown the next time you restart.

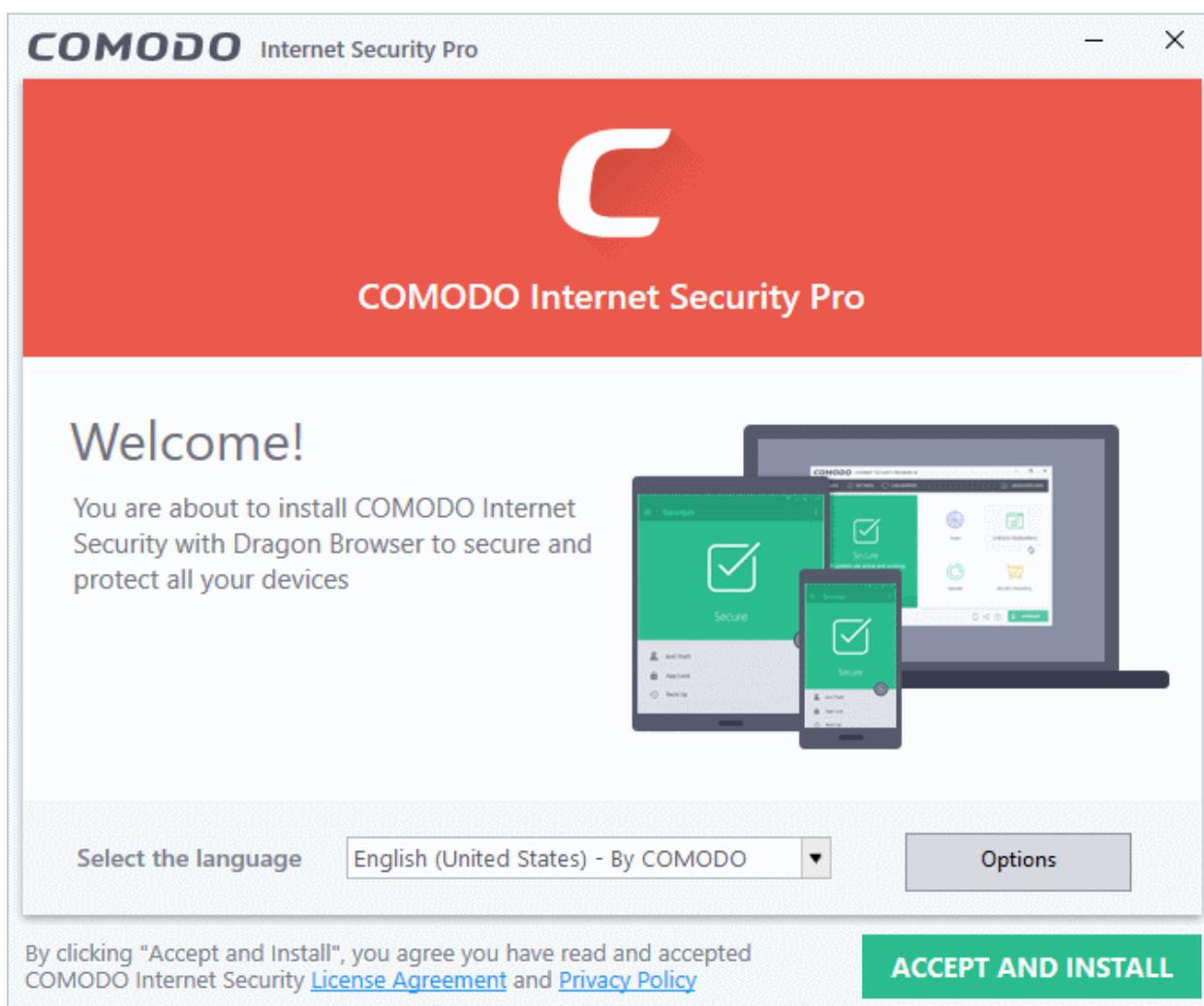
The CIS main interface will open in the background:



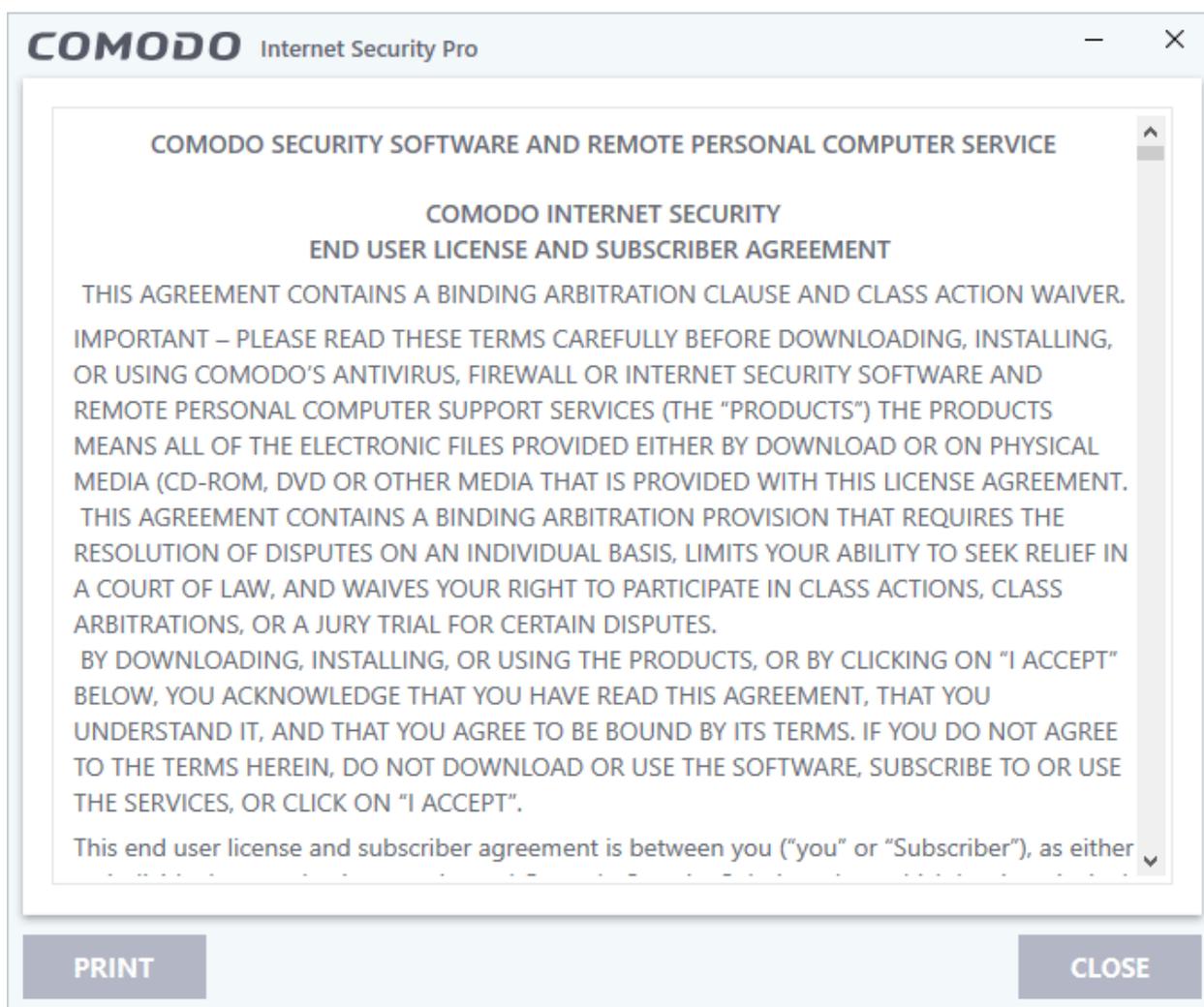
## 1.2. CIS Pro - Installation and Activation

- Before beginning installation, please ensure you have removed any other antivirus and firewall products from your computer.
- CIS Pro includes **Dragon Browser**, **Secure Shopping**, **Internet Security Essentials** and the **Comodo Guarantee**.
- Purchase a license for CIS Pro from <https://www.comodo.com/home/internet-security/internet-security-pro-suite.php>
- Next, download the setup file from the same page.
  - Click 'Download Trial' to save the installation package
- After saving, run the setup file  to start the installation wizard.

### Step 1 - Choose the Interface Language and Installation Options



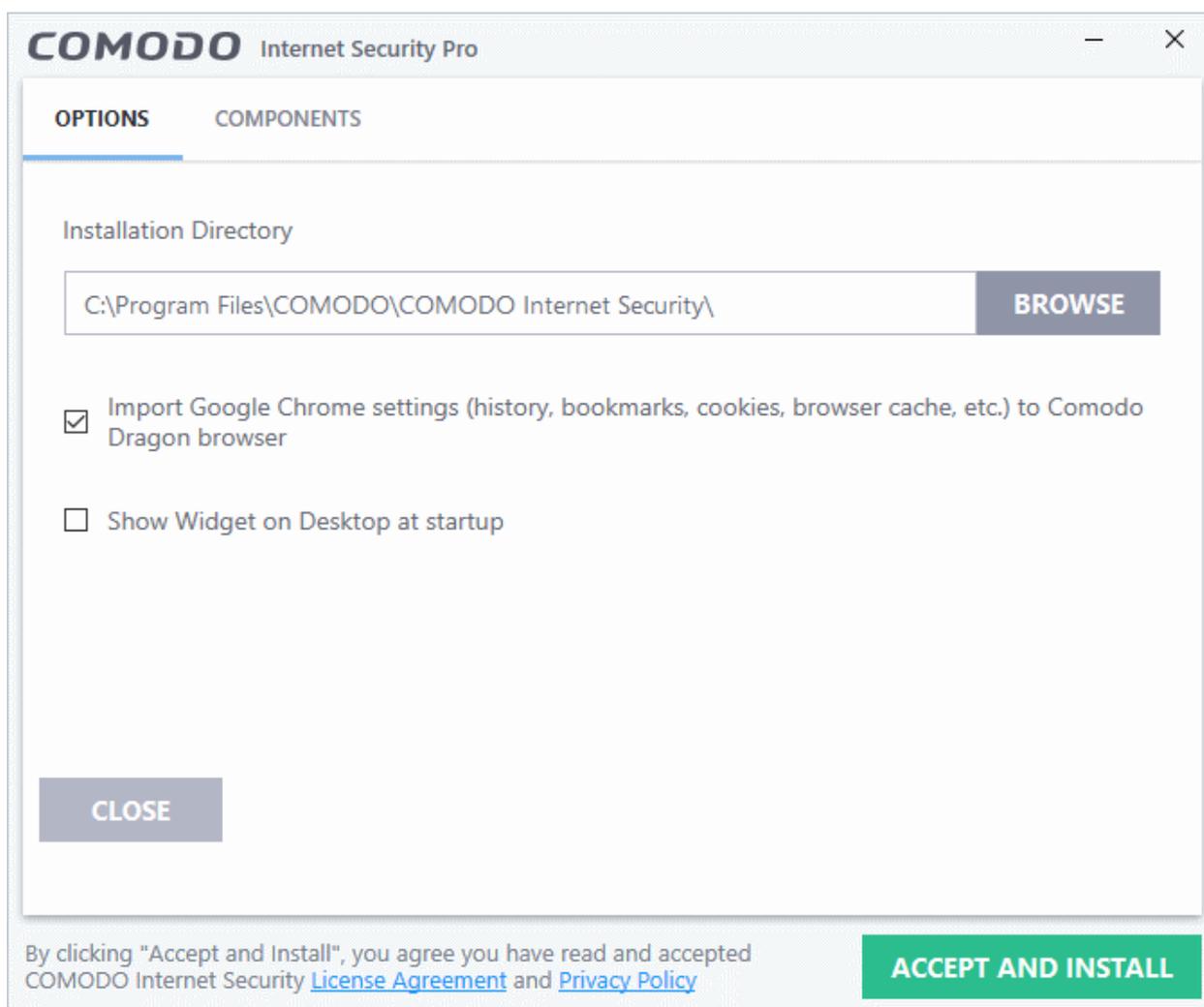
- **Select the language** - Choose the language you want to see in the interface from the drop-down. CIS Pro is available in multiple languages.
- **EULA** - Click the links at the bottom of the screen to view the end user license agreement and privacy policy:



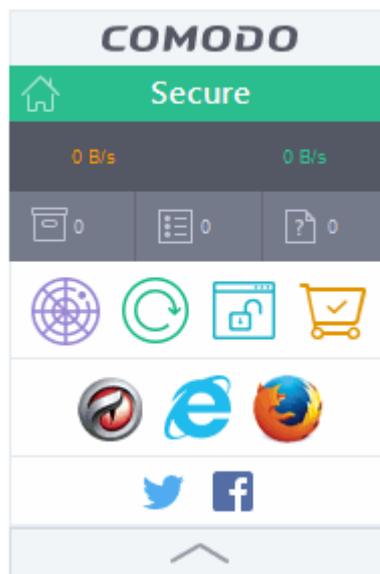
- Click 'Close' to return to the installation after reading the agreements.

## Options

- Click the 'Options' button to configure installation path, CIS components, and other general settings:



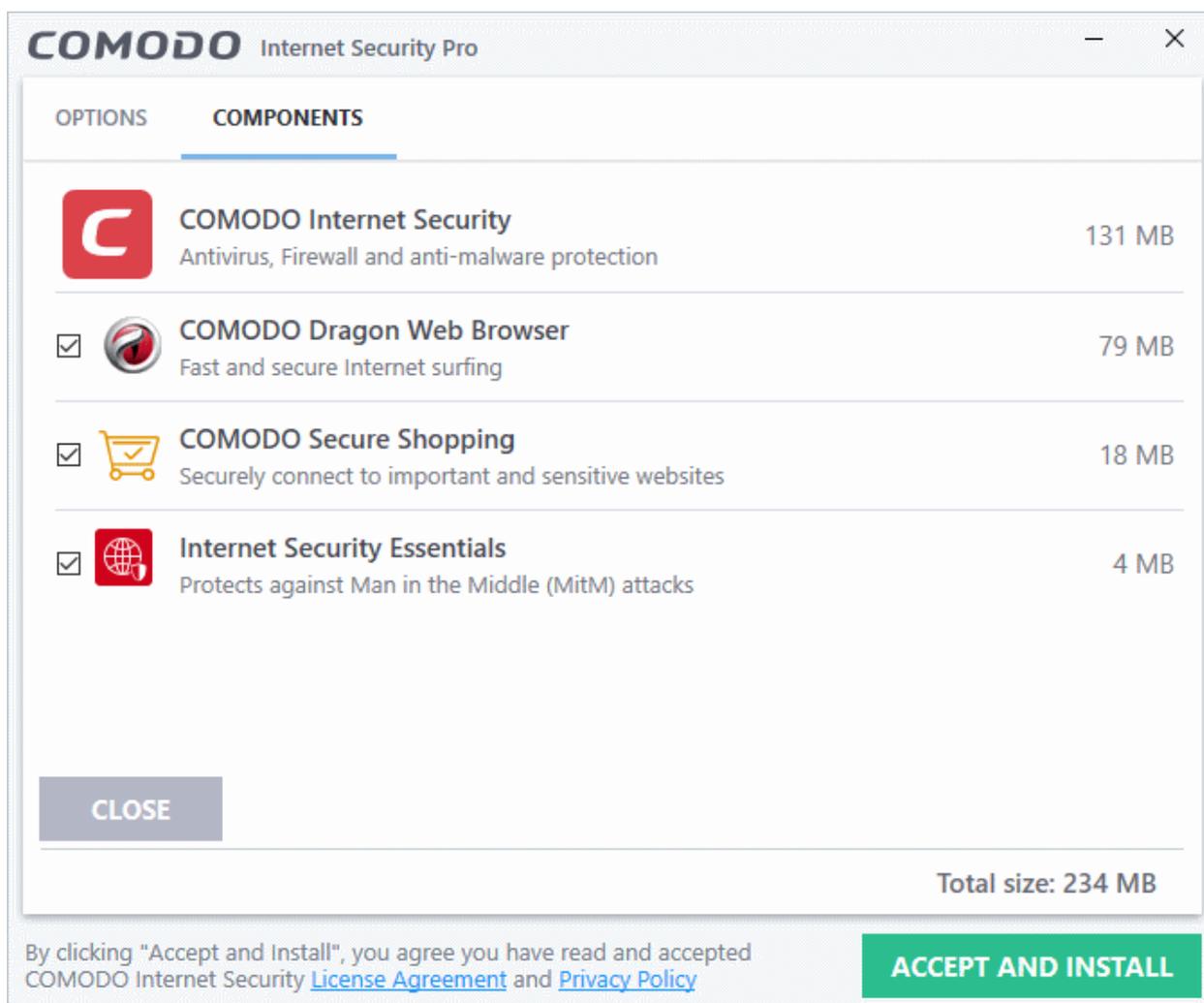
- **Installation Directory** - Click 'Browse' to change the CIS installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security\.
- **Import Google Chrome settings (history, bookmarks, cookies, browser cache, etc.) to Comodo Dragon browser** - Comodo Dragon is a fast and versatile internet browser based on Chromium and infused with Comodo's unparalleled level of security. Dragon is installed with CIS by default.
  - Select this option to automatically import your bookmarks, history and other data from Google Chrome to Comodo Dragon.
- **Show Widget on Desktop at startup** - The widget is a handy desktop control that lets you quickly launch CIS tasks and your browsers, and contains information about your security status.



- Select this option if you want the widget to be shown automatically on your desktop
- You can enable or disable the widget later by right-clicking on the CIS system icon after installation.

## Components:

The components tab lets you select which features you want to install:



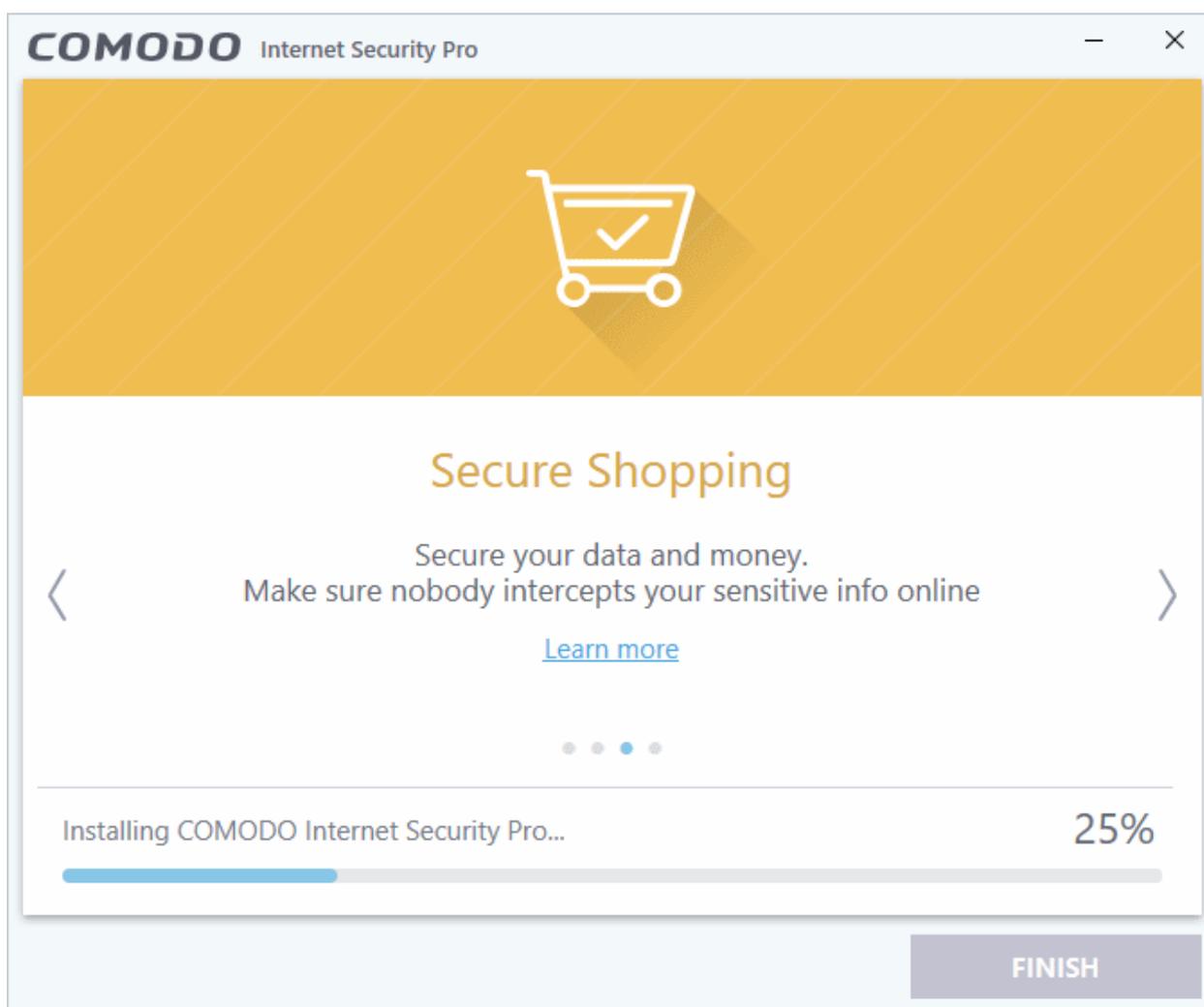
- **COMODO Internet Security** - Installs the antivirus scanner, firewall, HIPS, Containment and

VirusScope components. Installing CIS is mandatory to qualify for the virus free guarantee, hence you cannot deselect this option.

- **COMODO Dragon Web Browser** - Installs Dragon, a fast and versatile internet browser based on Chromium technology and infused with Comodo's unparalleled level of security. See [Dragon Browser](#) for more details.
- **COMODO Secure Shopping** - Comodo Secure Shopping creates a secure, threat-resistant tunnel between your browser and your target website. See [Comodo Secure Shopping](#) for more details.
- **Internet Security Essentials** – Installs Internet Security Essentials, an application that protects you from the man-in-the-middle attacks while using the internet for services such as online banking and so on. See [Comodo Internet Security Essentials](#) for more details.
- Click 'Close' when you are satisfied with your settings.
- Click 'Accept and Install' in the 'Welcome' screen to begin installation.

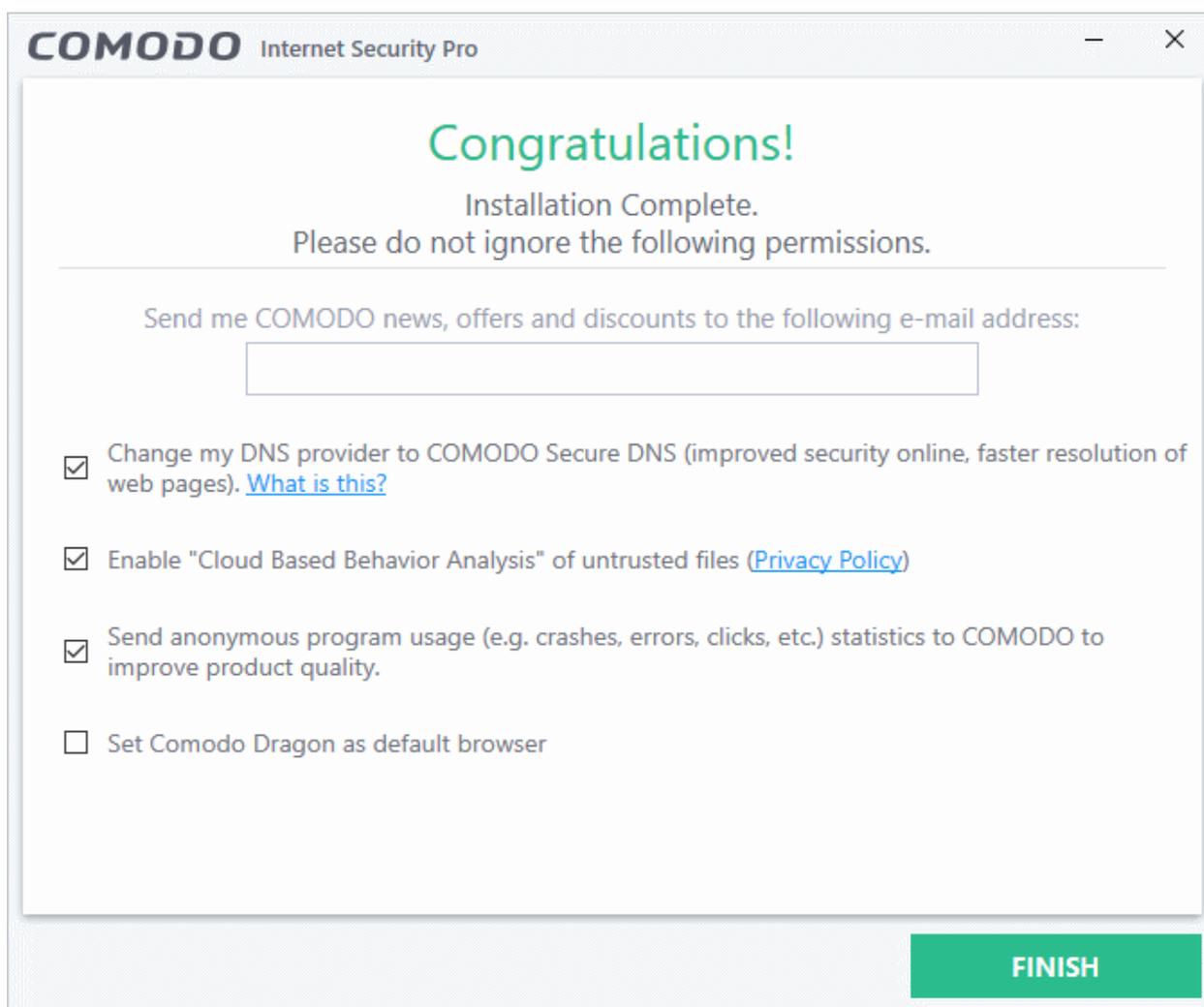
## Step 2 - Installation Progress

The selected components will be installed:



## Step 3 - Finalization

The last step is to set some CIS options:



## Change my DNS provider to COMODO Secure DNS

- This option points your DNS settings to Comodo Secure DNS servers. The change means your DNS requests are resolved through Comodo's proprietary Directory Services Platform.
- Comodo's worldwide network of redundant DNS servers provide fast and secure internet browsing without any hardware or software installation. The service also protects you by blocking access to malicious sites.
- You can revert to your original settings at any time after installation if required. See **Appendix 2 Comodo Secure DNS Service** for more details on how to configure Comodo Secure DNS.
- The 'What is this' link has more information about Comodo Secure DNS.

## Enable 'Cloud Based Behavior Analysis' of untrusted files

- CIS submits any file with an 'unknown' trust-rating to Comodo for behavior analysis.
- The unknown files are subjected to a range of tests to determine whether they are safe or malicious.
- The results are sent back to your computer in around 15 minutes. Comodo recommends users leave this setting enabled.

## Send anonymous program usage statistics

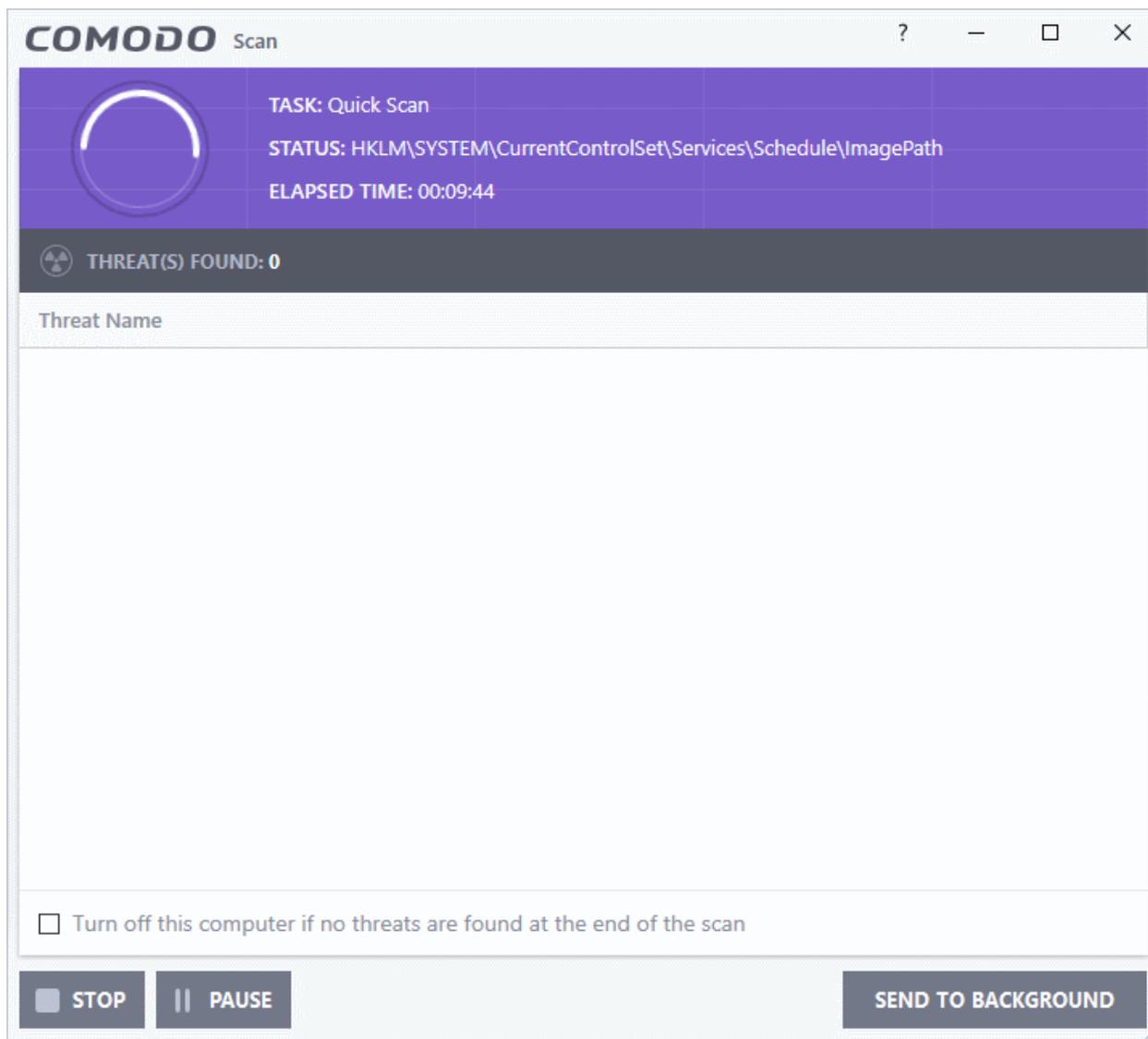
- CIS will send anonymous crash and usage data to Comodo. This data helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details. You can also change this setting later in the **Log Settings interface**.

## Set Comodo Dragon as default browser

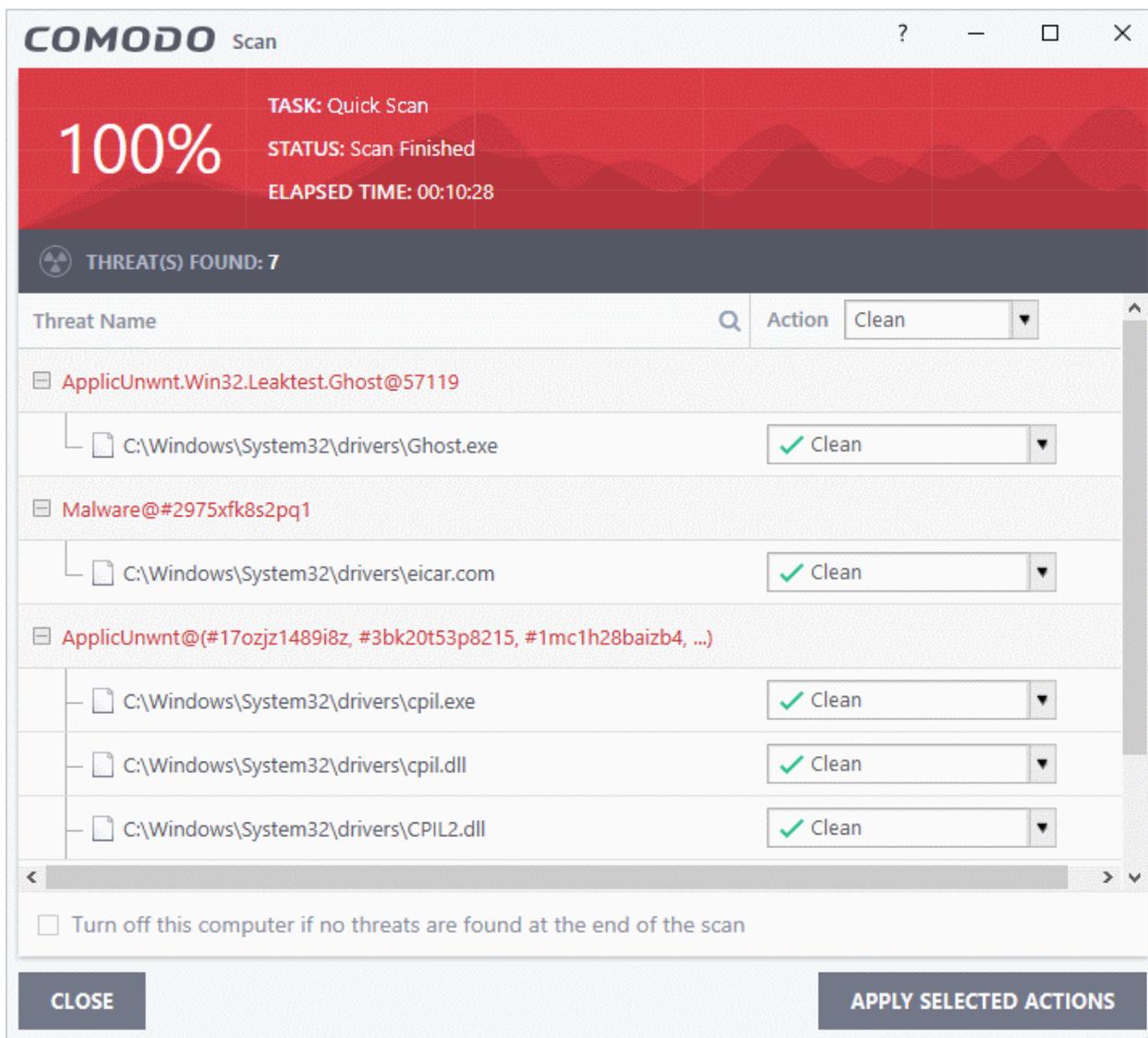
- Use Comodo Dragon as the default to open web-pages

Click 'Finish' to complete the installation

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



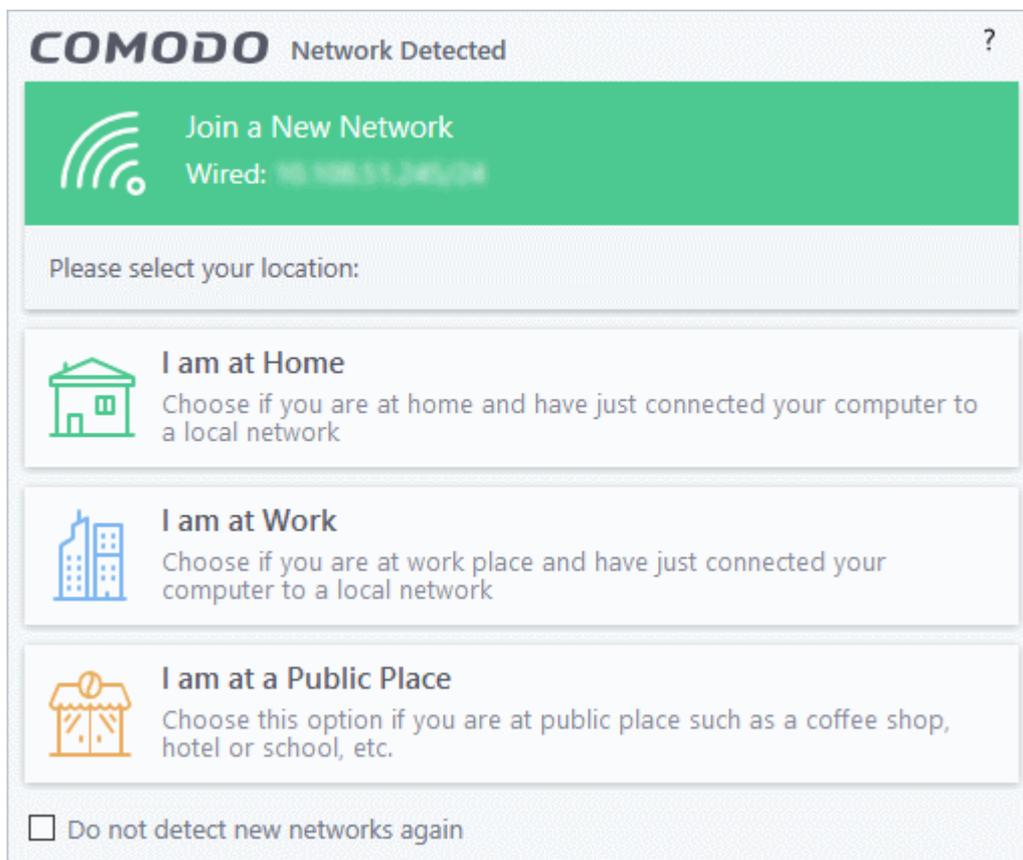
- Click 'Send to Background' to make the task consumer fewer resources. Background tasks can be viewed in the 'Task Manager' interface.
- Click 'Stop' if you do not want the scan to continue at this time.
- Results will appear at the end of the scan. The results show the number of objects scanned and any identified threats:



- Select 'Clean' from the drop-down at top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '[Process Infected Files](#)' if you need more help.

## Step 4 - Select your location

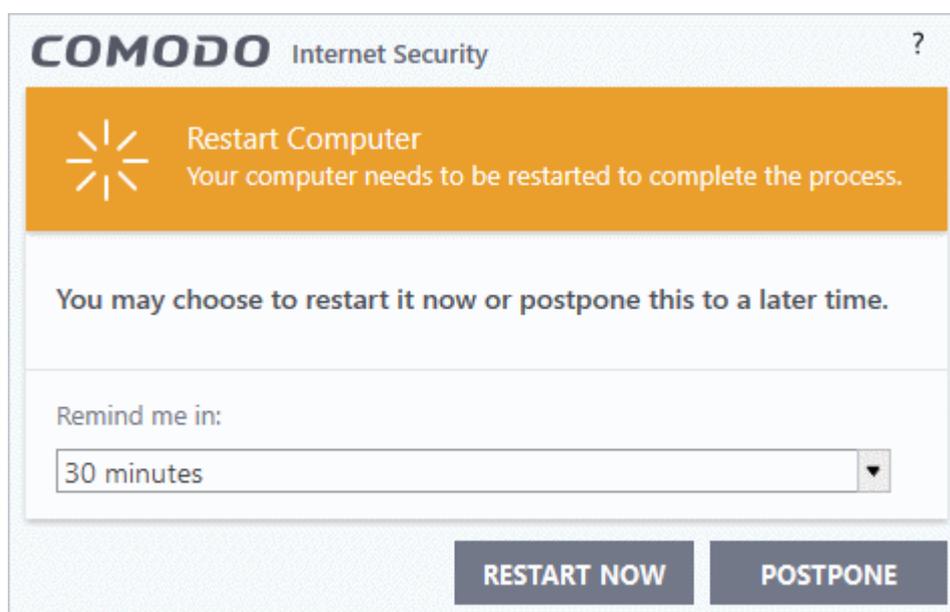
Select your location so that the firewall can apply the correct settings for your connection. The top of the dialog shows whether you are using a wired or wireless connection:



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

## Step 5 - Restart Your System

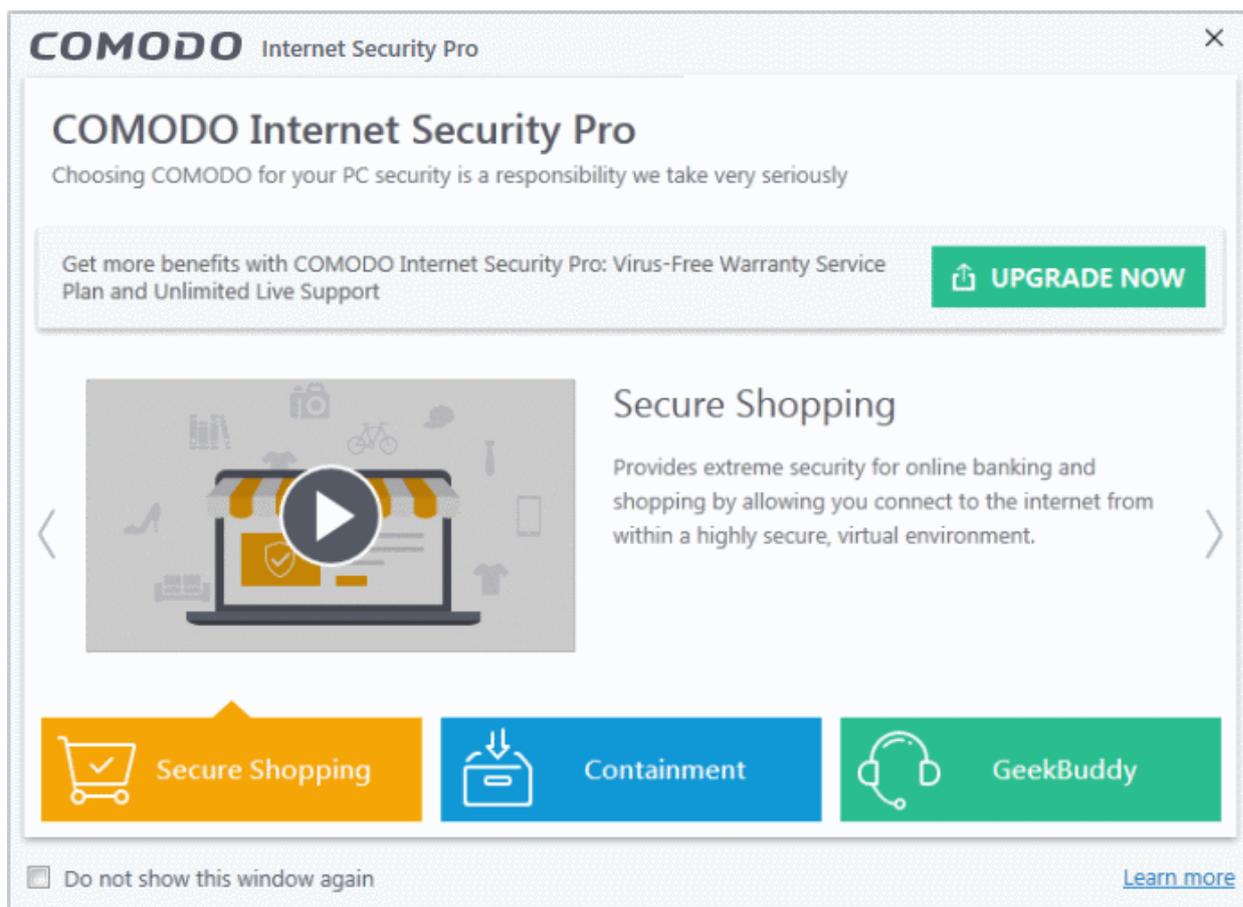
Your computer needs to be restarted in order to finalize installation:



- If you want to restart your computer immediately, save all your work and click 'Restart Now'.
- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

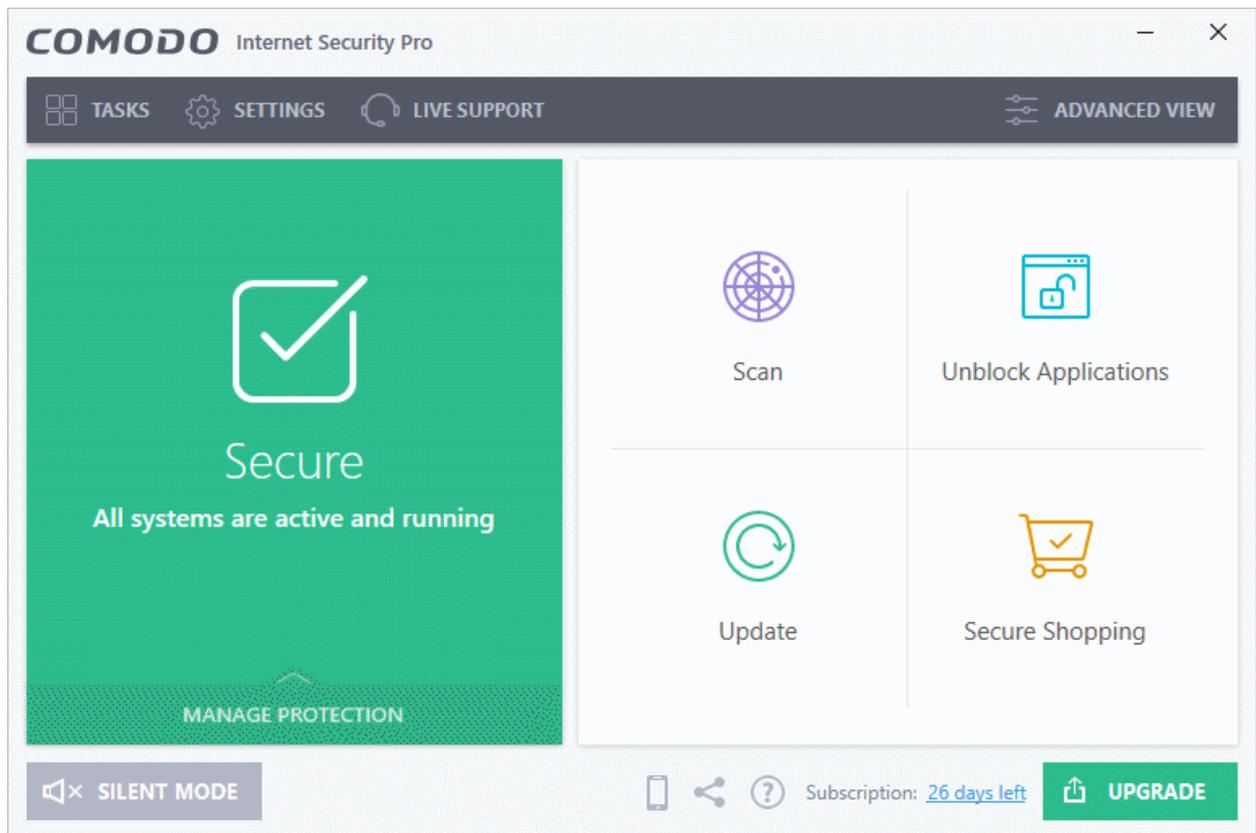
## Step 6 - After Restarting Your System

A welcome screen appears immediately after restart. This summarizes the components you have installed and offers advice on using the product. You can also purchase a license key from this screen if you have not done so already.



- **Do not show this window again** - The welcome screen will not be shown the next time you restart.

The CIS main interface will open in the background:



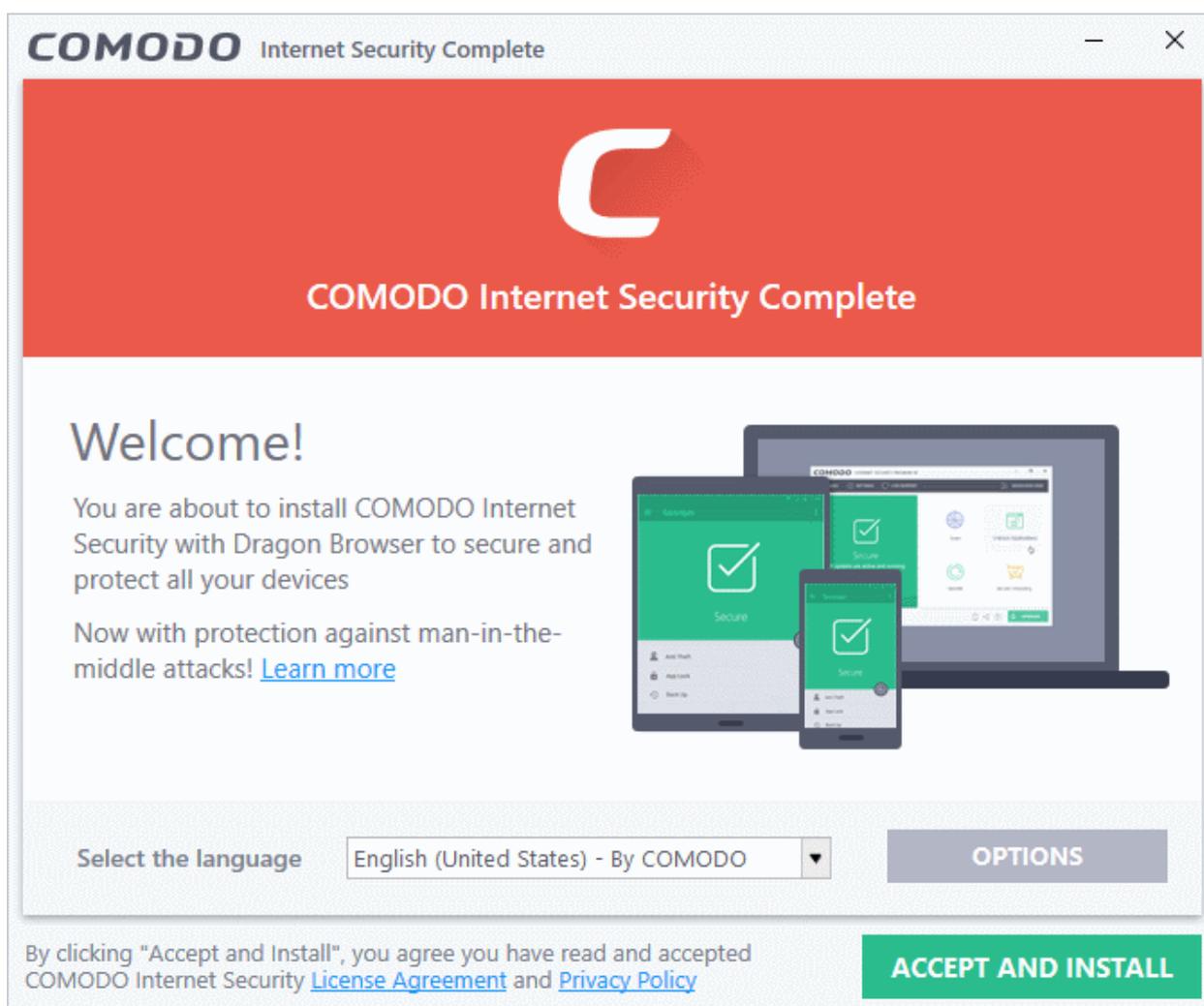
**Important Note:** After installation, you need to activate your CIS Pro license.

- For help to activate your license, see [Activate CIS Pro/Complete Services after Installation](#)
- For help to activate your guarantee, see [Activate Your Guarantee Coverage](#)

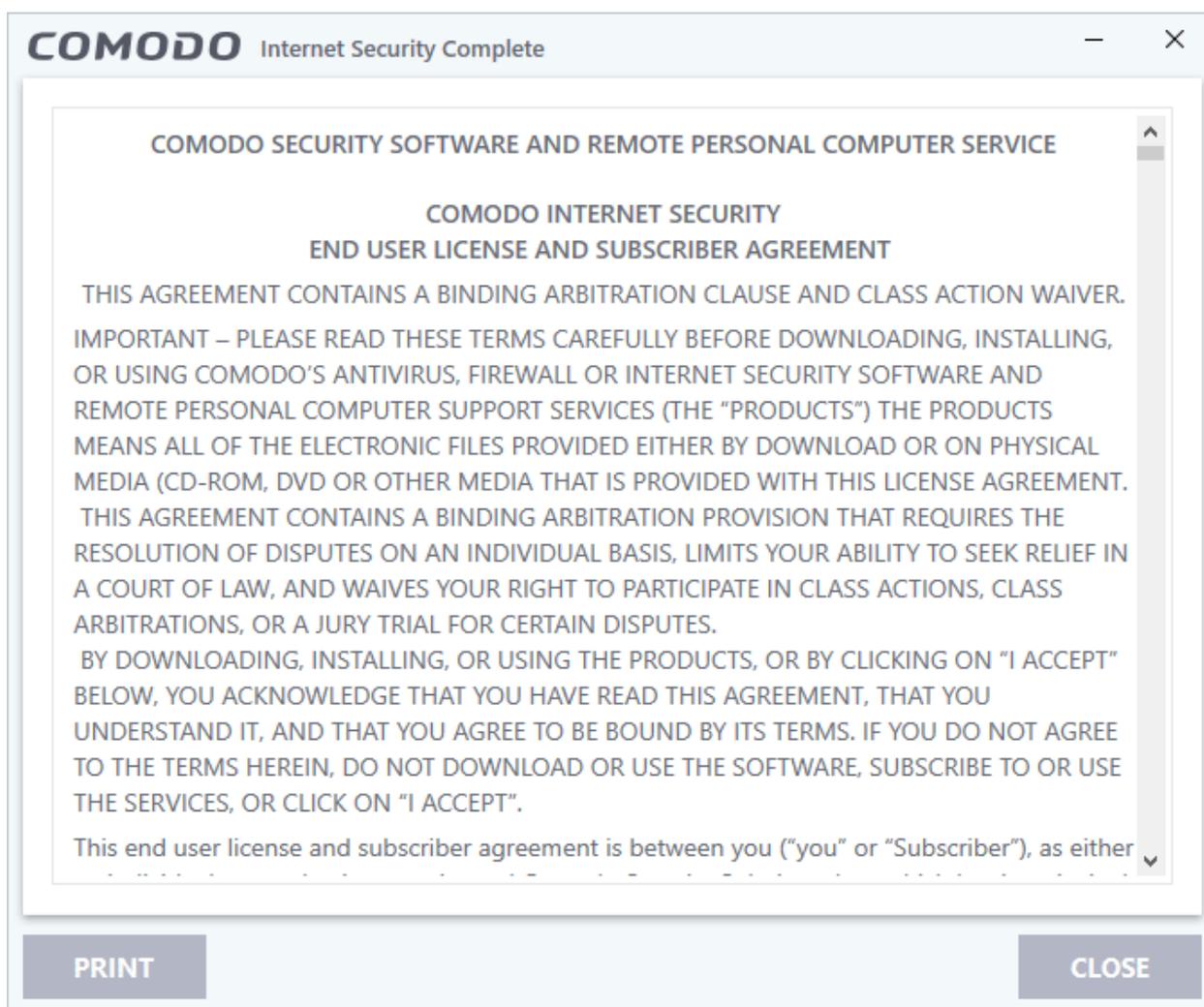
## 1.3. CIS Complete - Installation and Activation

- Before installing CIS, please ensure you have removed any other antivirus and firewall products from your computer.
- Download CIS Complete from <https://www.comodo.com/home/internet-security/internet-security-complete.php>
  - Click 'Free Download' to save the installation package
- You can purchase CIS Complete package from the same page. Your license key will be sent to you via email. You can activate your license after installation of the CIS Complete trial package.
- After saving, run the setup file  to start the installation wizard.

### Step 1 - Choose the Interface Language and Installation Options



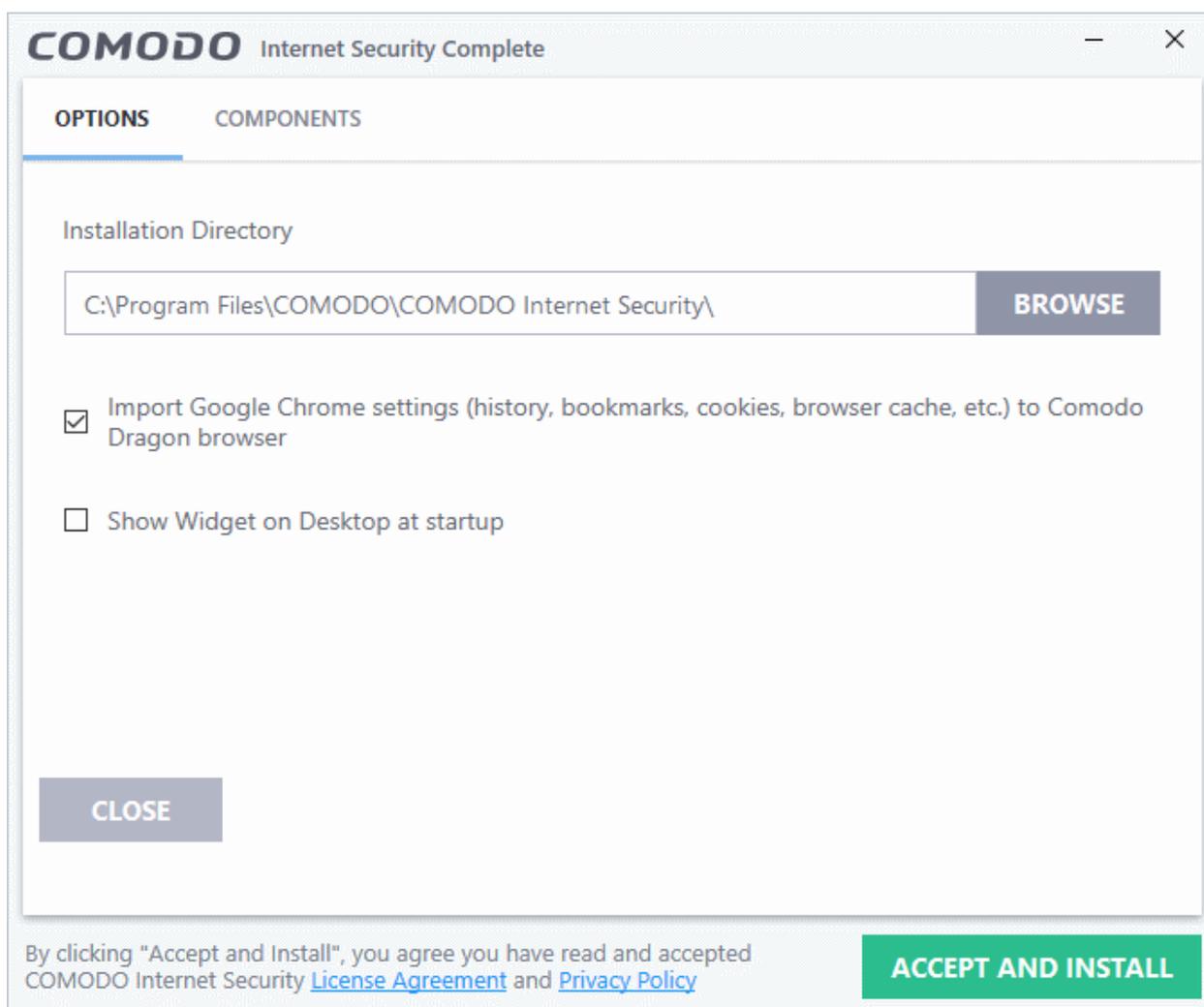
- **Select the language** - Choose the language you want to see in the interface from the drop-down. CIS Complete is available in multiple languages.
- **EULA** - Click the links at the bottom of the screen to view the end user license agreement and privacy policy:



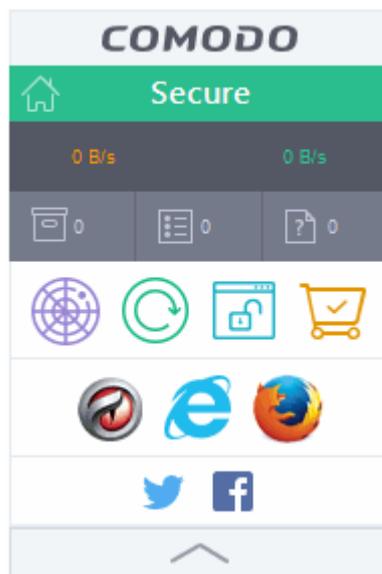
- Click 'Close' to return to the installation after reading the agreements.

## Options

- Click the 'Options' button to configure installation path, CIS components, and other general settings:



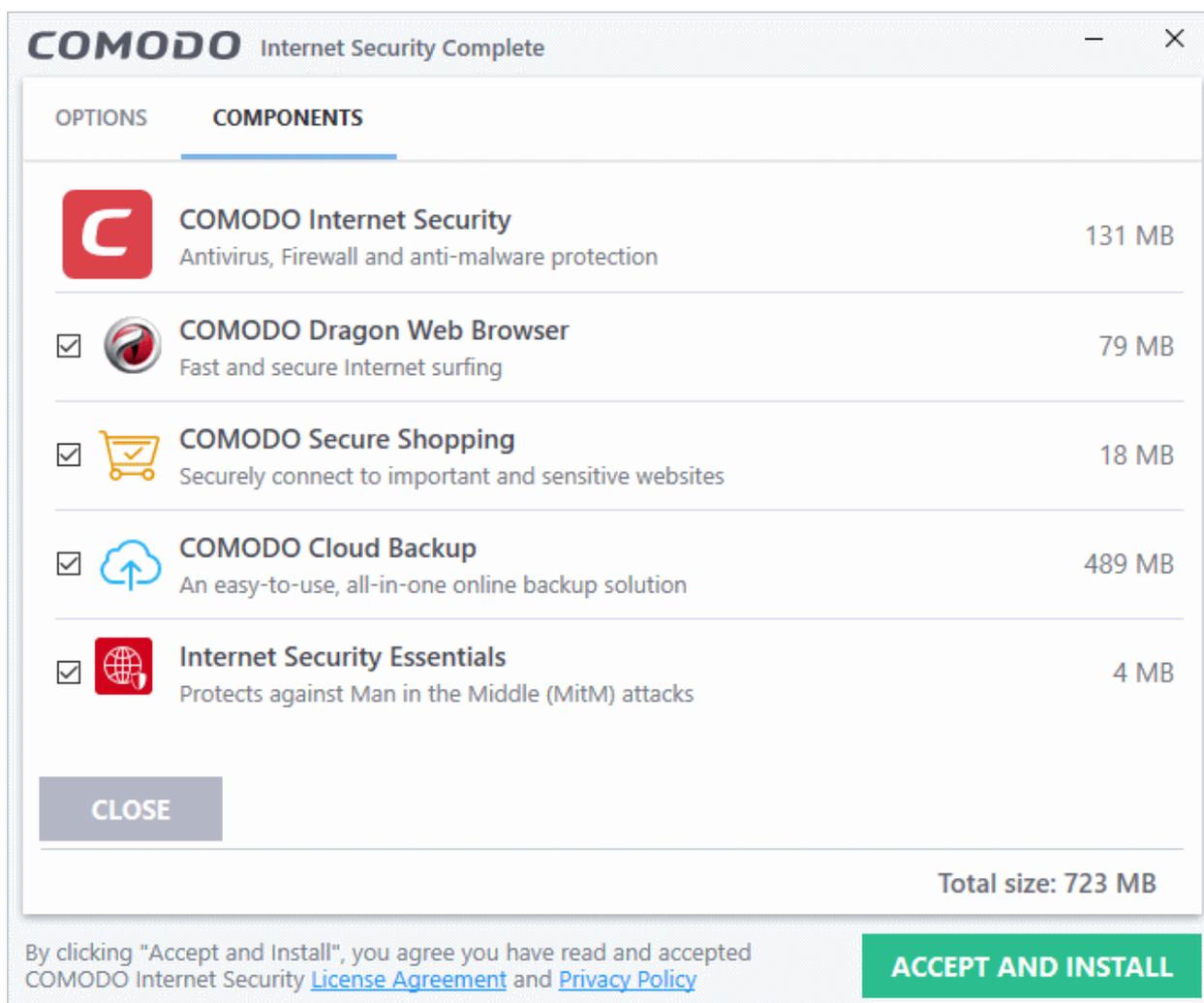
- **Installation Directory** - Click 'Browse' to change the CIS installation folder. The default path is C:\Program Files\COMODO\COMODO Internet Security\.
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- Select this option if you want the widget to be shown automatically on your desktop
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## Components:

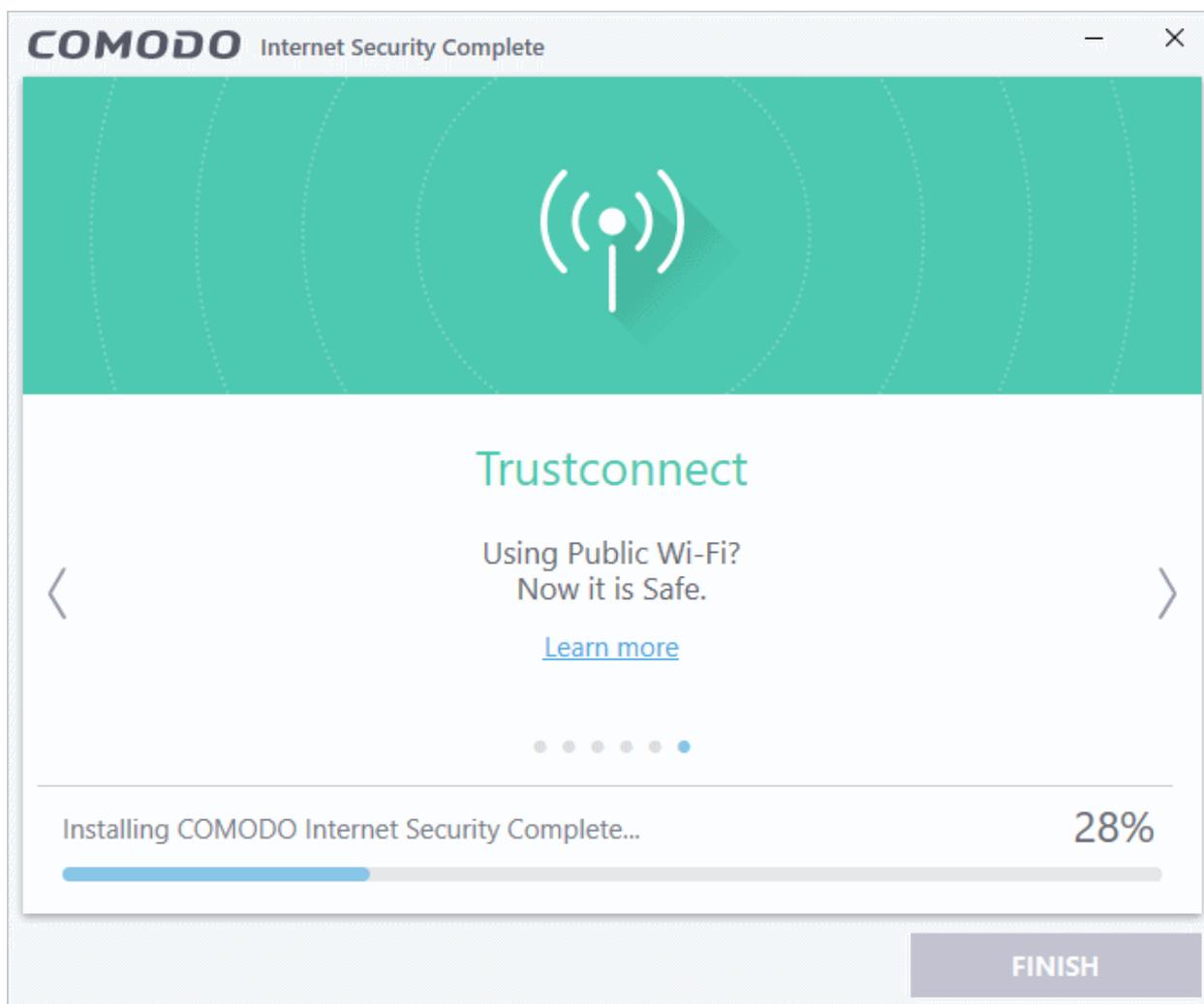
The components tab lets you select which features you want to install:



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  - **COMODO Secure Shopping** - Comodo Secure Shopping creates a secure, threat-resistant tunnel between your browser and your target website. See [Comodo Secure Shopping](#) for more details.
  - **COMODO Cloud Backup** - Installs Acronis Comodo Cloud Backup, a powerful and easy-to-use desktop application that helps home and business users protect their valuable data against damage or loss. See [Comodo Backup](#) for more details.
  - **Internet Security Essentials** – Installs Internet Security Essentials, an application that protects you from the man-in-the-middle attacks while using the internet for services such as online banking and so on. See [Comodo Internet Security Essentials](#) for more details.
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  - Click 'Accept and Install' in the 'Welcome' screen to begin installation.

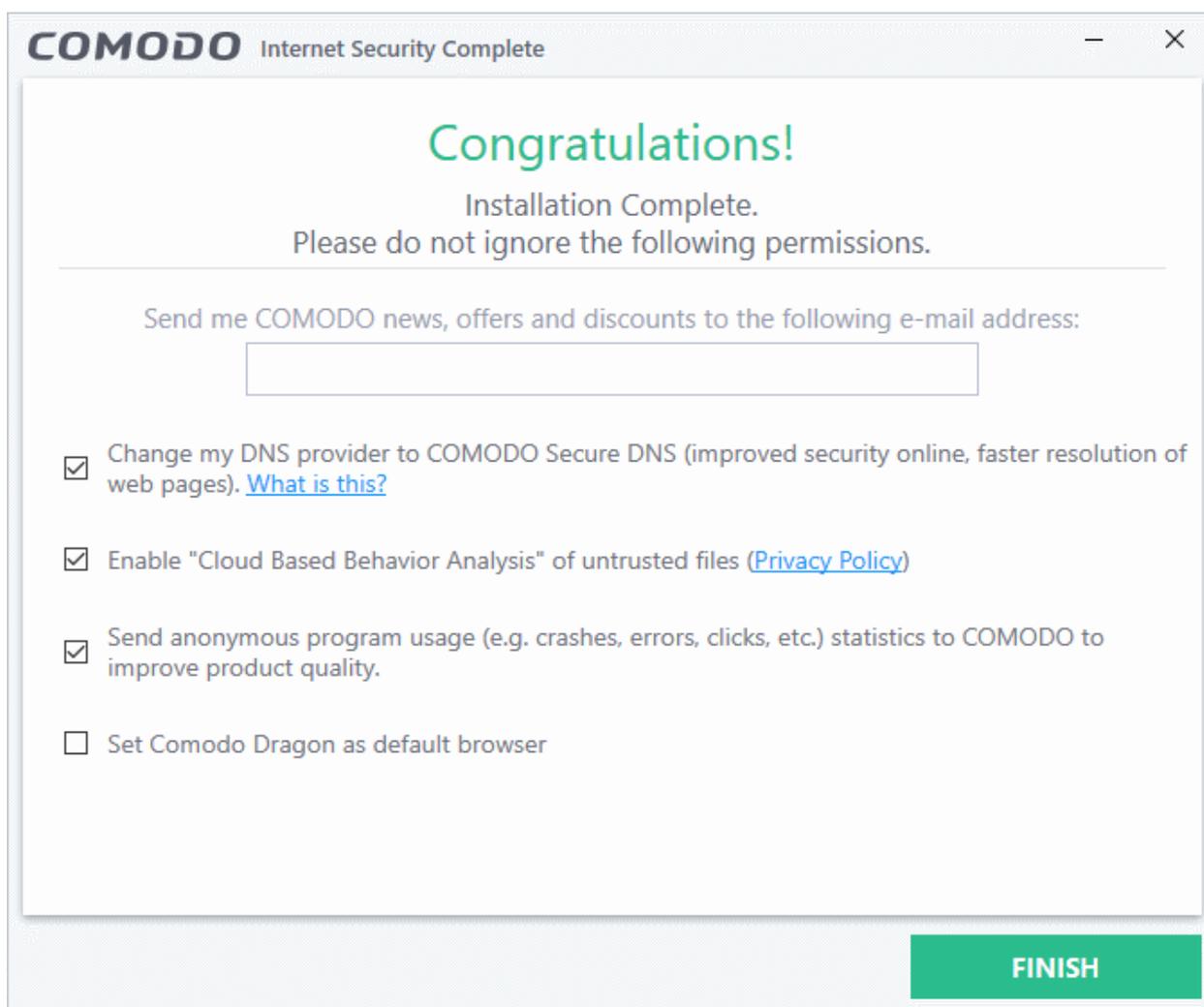
## Step 2 - Installation Progress

The selected components will be installed:



## Step 3 - Finalization

The last step is to set some CIS options:



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- You can revert to your original settings at any time after installation if required. See [Appendix 2 Comodo Secure DNS Service](#) for more details on how to configure Comodo Secure DNS.
- The 'What is this' link has more information about Comodo Secure DNS.

### Enable 'Cloud Based Behavior Analysis' of untrusted files

- CIS submits any file with an 'unknown' trust-rating to Comodo for behavior analysis.
- The unknown files are subjected to a range of tests to determine whether they are safe or malicious.
- The results are sent back to your computer in around 15 minutes. Comodo recommends users leave this setting enabled.

### Send anonymous program usage statistics

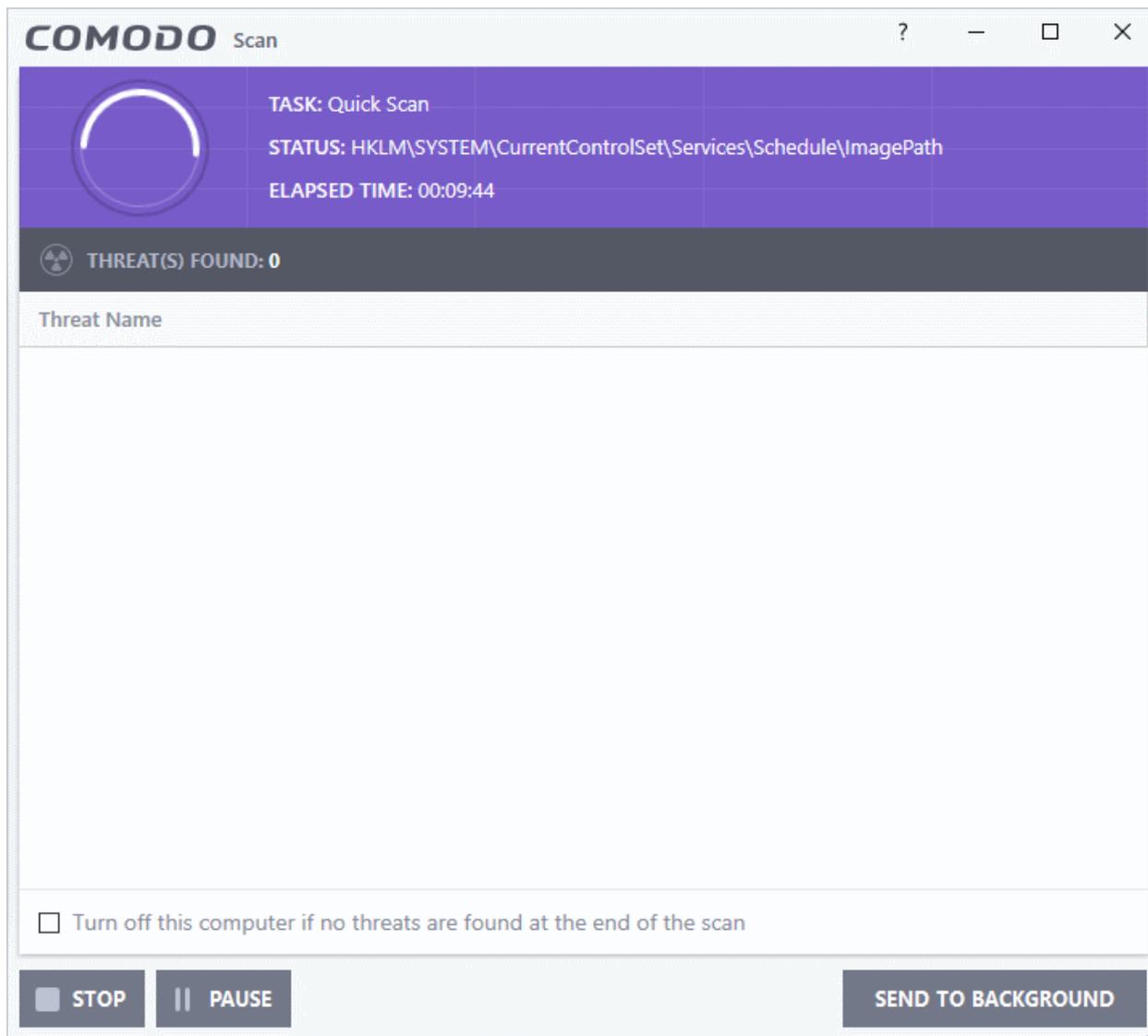
- CIS will send anonymous crash and usage data to Comodo. This data helps us identify the areas of the program which need to be improved. Your privacy is protected because all data is anonymized and sent over a secure and encrypted channel. Disable this option if you do not want to send usage details. You can also change this setting later in the [Log Settings interface](#).

### Set Comodo Dragon as default browser

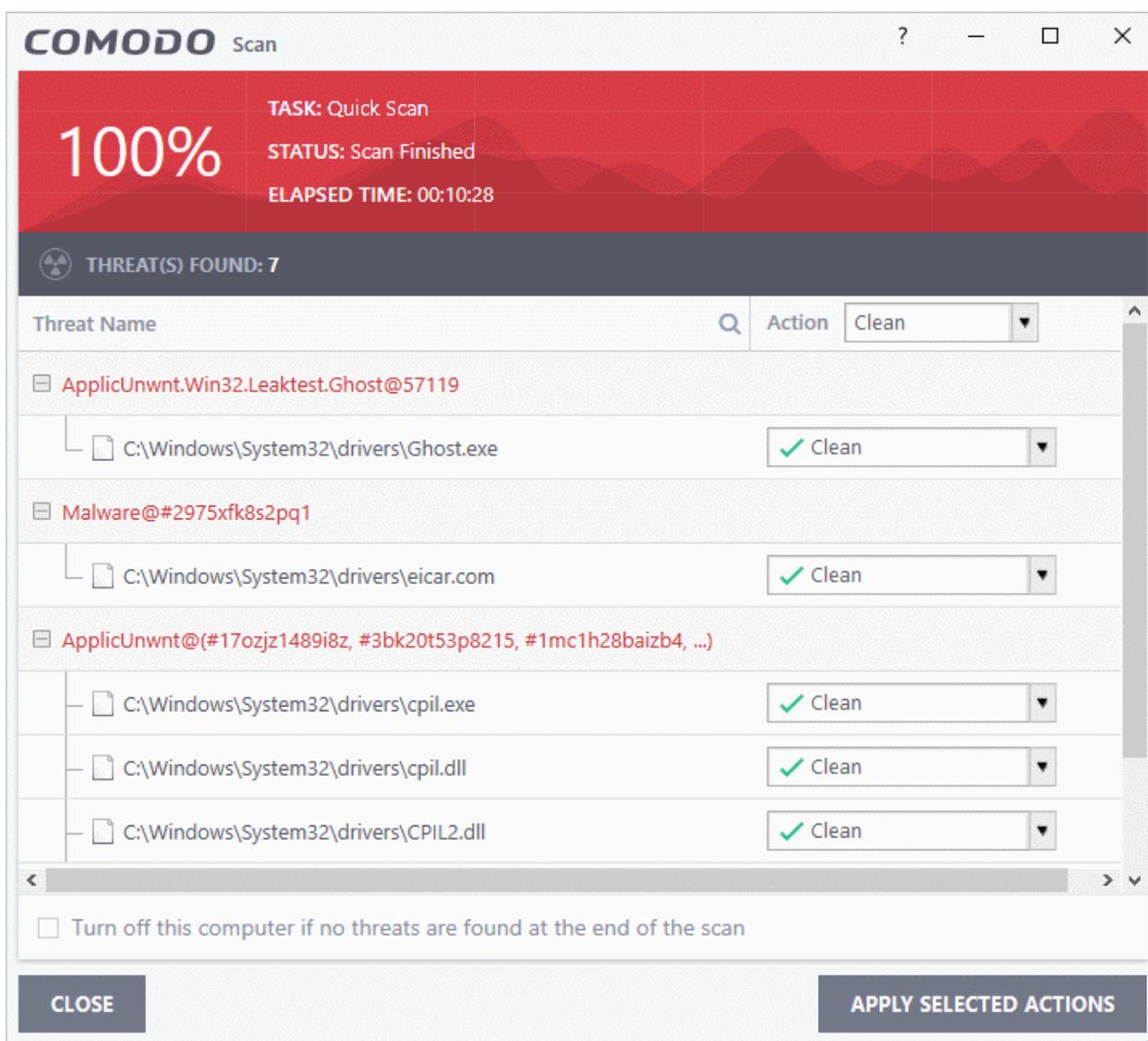
- Use Comodo Dragon as the default to open web-pages

Click 'Finish' to complete the installation

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



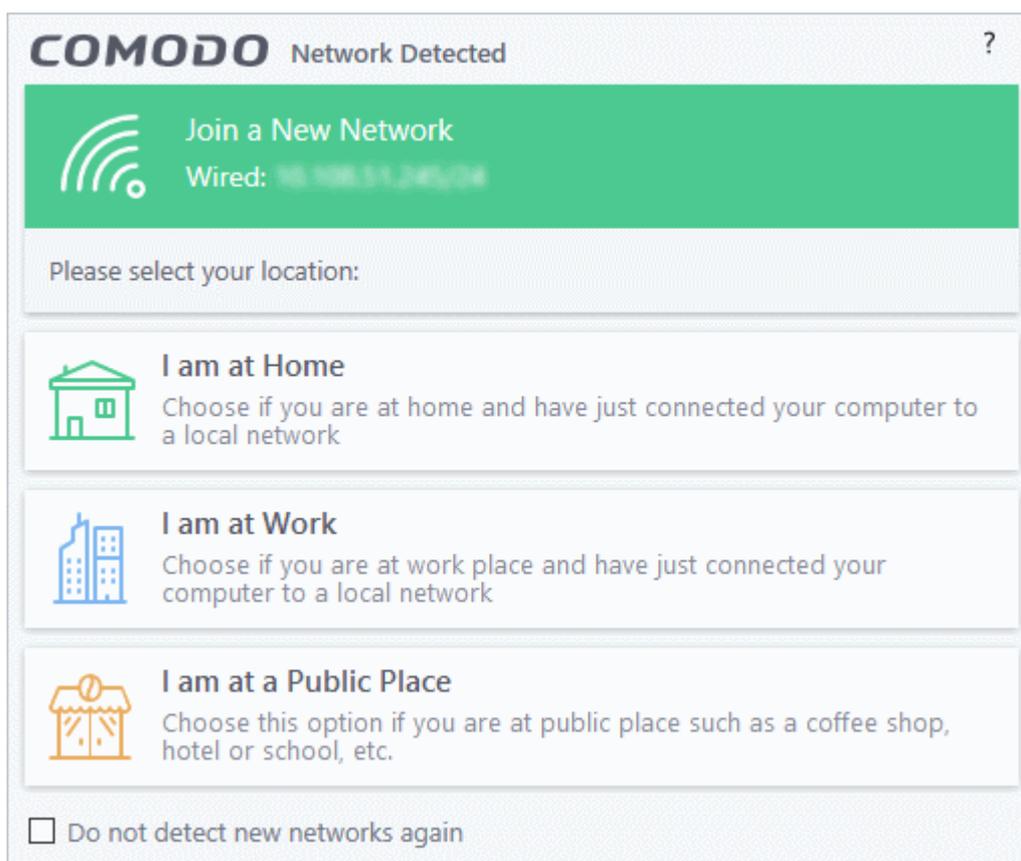
- Click 'Send to Background' to make the task consumer fewer resources. Background tasks can be viewed in the 'Task Manager' interface.
- Click 'Stop' if you do not want the scan to continue at this time.
- Results will appear at the end of the scan. The results show the number of objects scanned and any identified threats:



- Select 'Clean' from the drop-down at top-right and click 'Apply Selected Actions' to remove all threats from your computer. See '[Process Infected Files](#)' if you need more help.

## Step 4 - Select your location

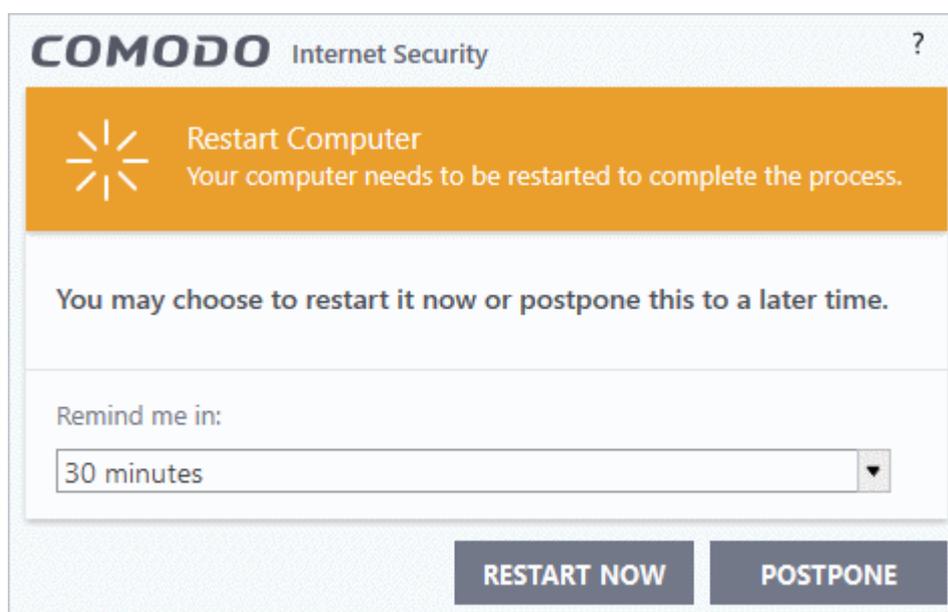
Select your location so that the firewall can apply the correct settings for your connection. The top of the dialog shows whether you are using a wired or wireless connection:



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

## Step 5 - Restart Your System

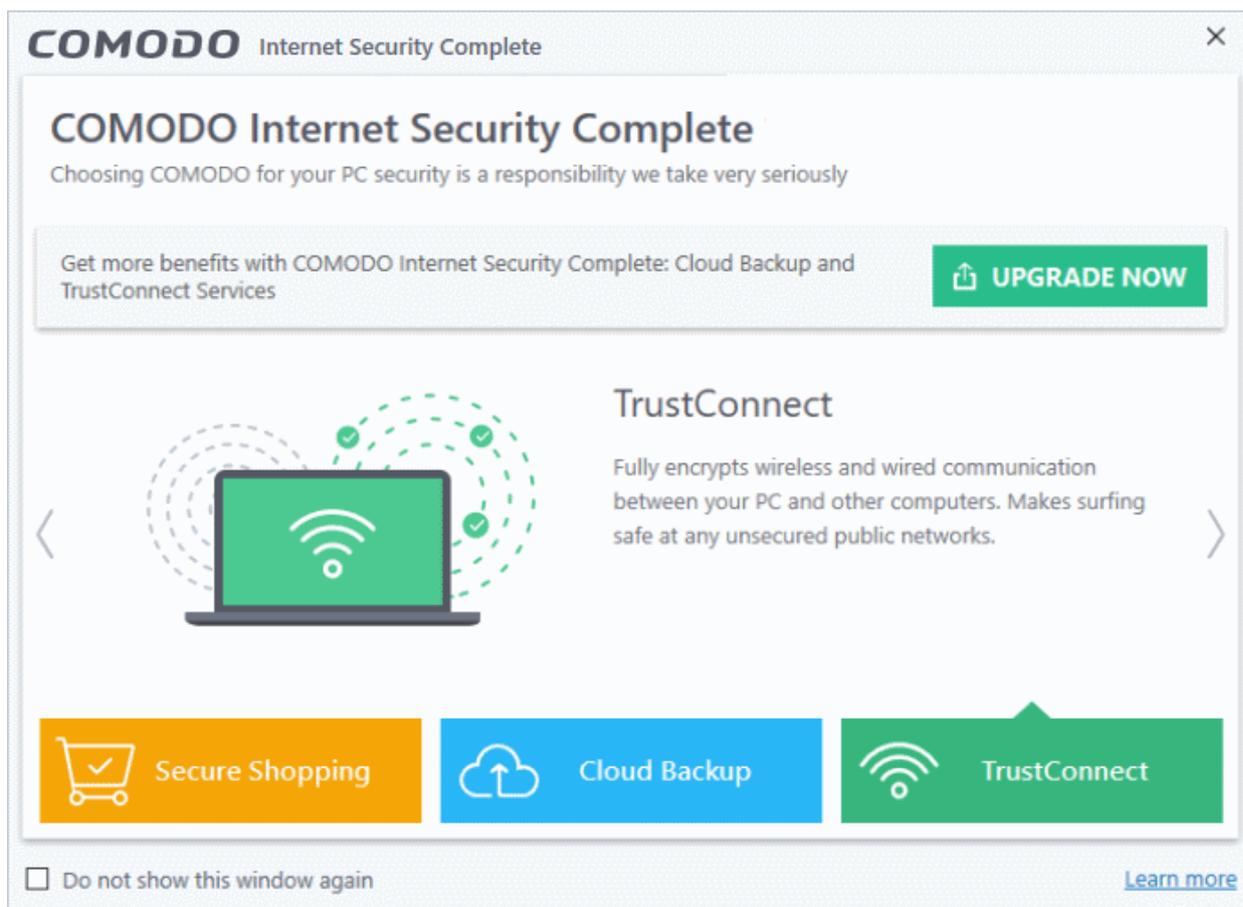
Your computer needs to be restarted in order to finalize installation:



- If you want to restart your computer immediately, save all your work and click 'Restart Now'.
- If you want to restart the computer at a later time, select the period from the drop-down and click 'Postpone'.

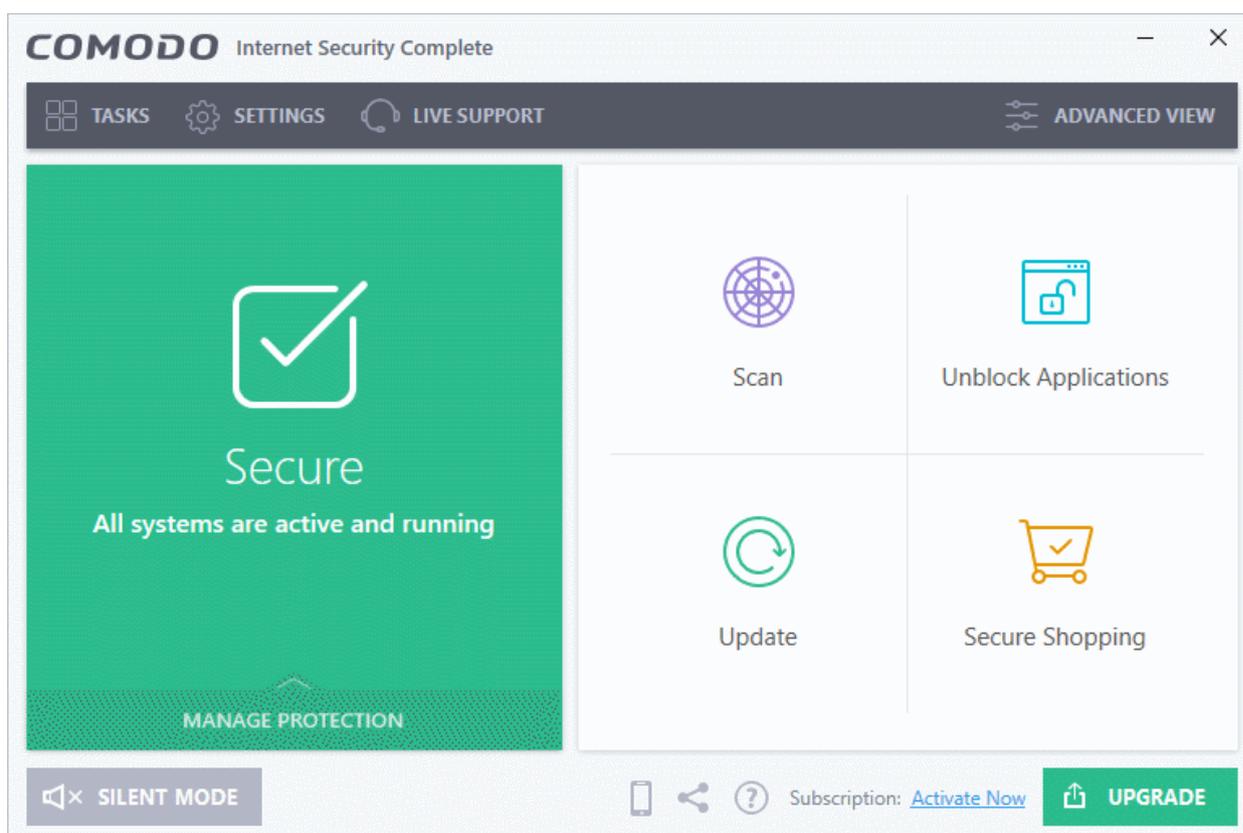
## Step 6 - After Restarting Your System

A welcome screen appears immediately after restart. This summarizes the components you have installed and offers advice on using the product. You can also purchase a license key from this screen if you have not done so already.



- **Do not show this window again** - The welcome screen will not be shown the next time you restart.

The CIS main interface will open in the background:



**Important Note:** After installation, you need to activate your license in order to get the virus-free guarantee and TrustConnect service enabled.

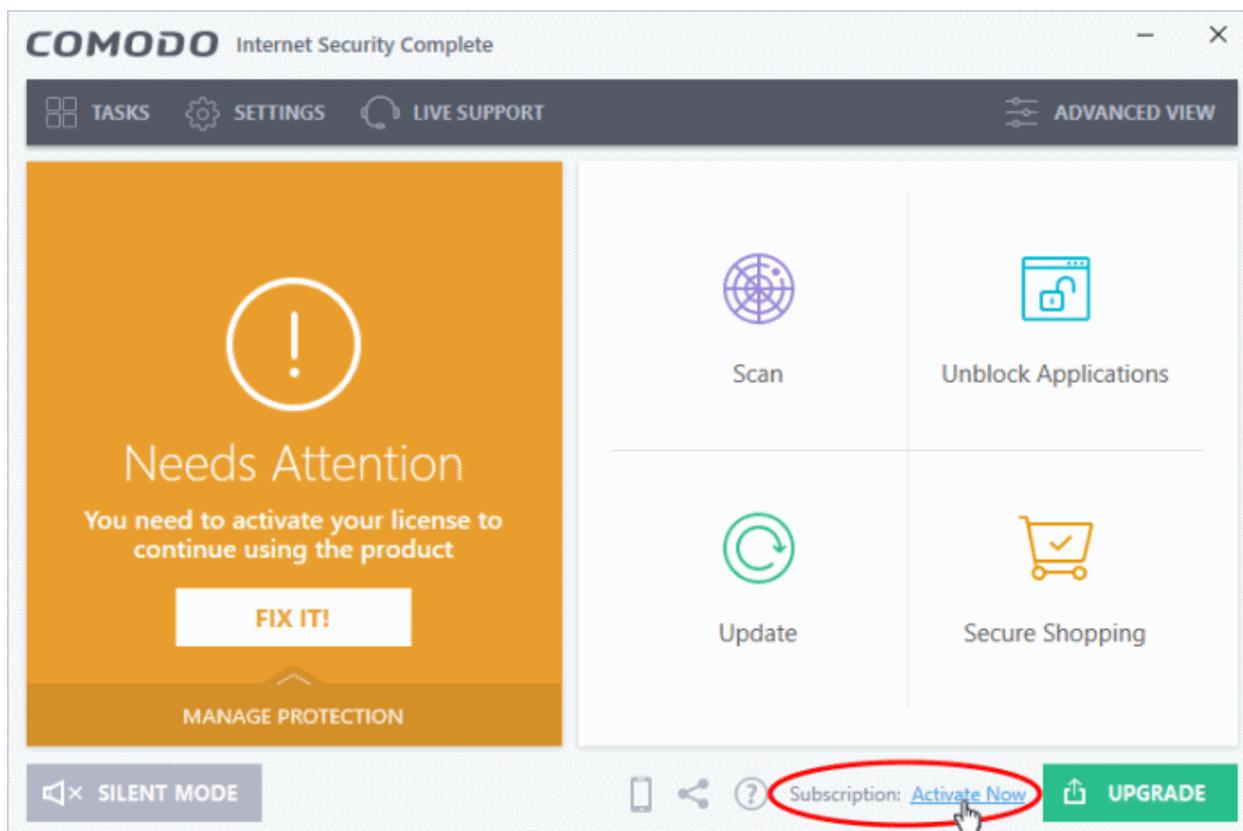
- For help to activate your license, see [Activate CIS Pro/Complete Services after Installation](#)
- For help to activate your guarantee, see [Activate Your Guarantee Coverage](#)

## 1.4. Activate CIS Pro/Complete Services after Installation

- You need to activate your CIS Pro or CIS Complete license after installation is complete.
- You should also activate the virus-free guarantee after license activation
- The licence activation procedure is similar for both 'Pro' and 'Complete' license types:

### Activate your CIS Pro / Complete license

- Start Comodo Internet Security Pro / Complete as explained in Start Comodo Internet Security.
- Click 'Activate Now' beside 'Subscription' on the home screen (bottom-right).
- If you installed the trial version of CIS, then click the 'No. of Days left' link:



The license activation screen will open.

**COMODO** Internet Security Complete

**Activate License**  
Enter your license key to activate your product

Enter your license key

XXXXXXXXXX - XXXX - XXXX - XXXX - XXXXXXXXXXXX ✓

**ACTIVATE**

If you do not have a License Key, you can obtain it

**GET LICENSE KEY**

**CANCEL**

Your license key was emailed to you after you placed your order.

- Enter your license key in the space provided and click 'Activate':

**Tip:** Click 'Get License Key' if you haven't yet purchased a CIS Pro or Complete license.

A Comodo account is required to complete the activation process.

**COMODO** Internet Security Complete

**Register Product**  
Activate your license key with COMODO account

A COMODO Account is required in order to continue with the activation process.

I do NOT have a COMODO Account

**CREATE NEW ACCOUNT**

I already have a COMODO Account

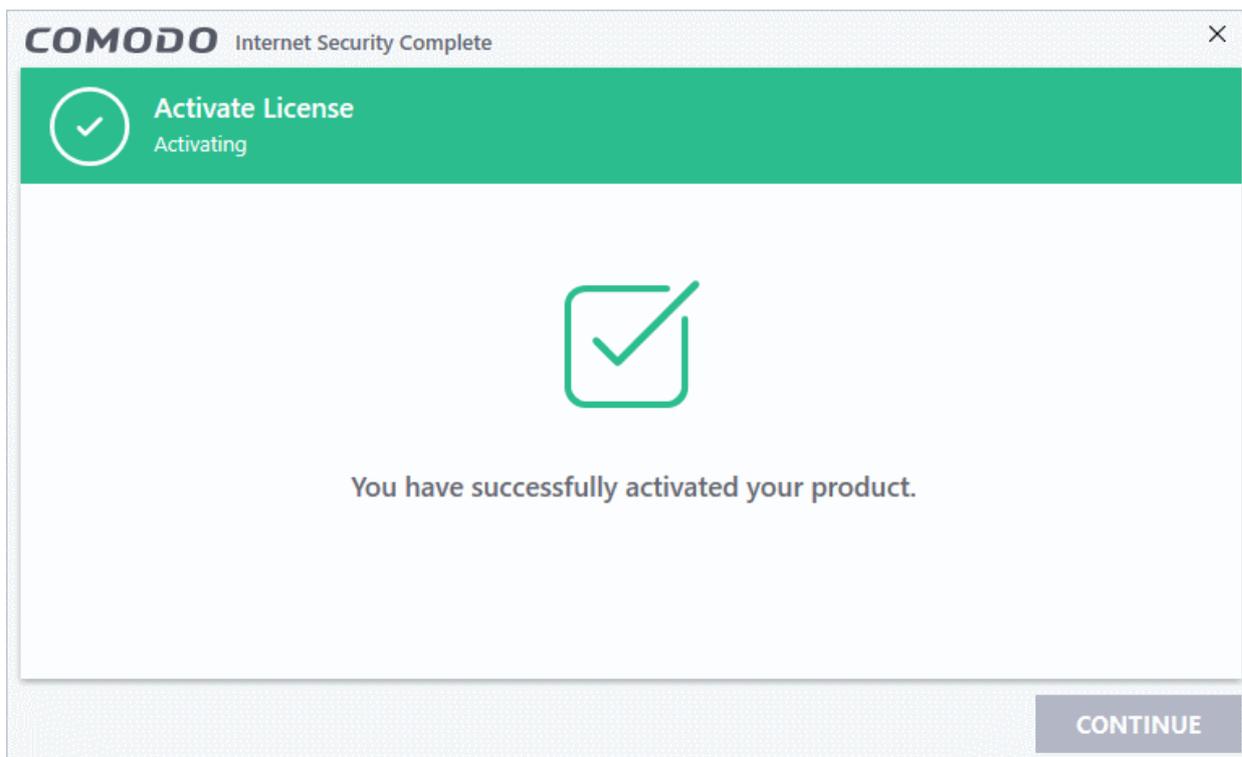
Login

Password

[Forgot password](#) **LOGIN**

**CANCEL**

- Click 'Create New Account' to register for a new account
- Enter your credentials and click 'Login' if you already have an account
- CIS will verify your key then activate your license:

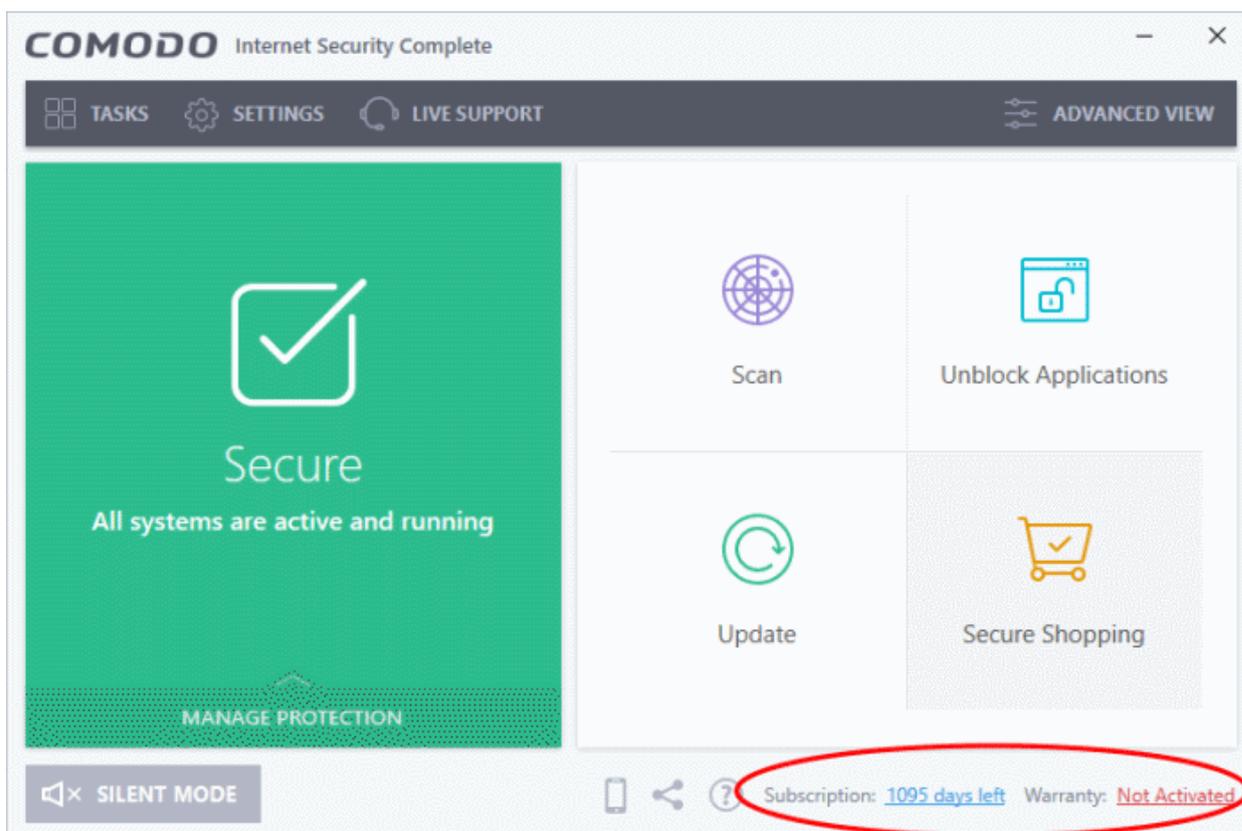


- Click 'Continue' to exit the wizard. CIS Pro/Complete is now activated.

**Tip:** You can also enter your activation key after installation as follows:

- Open CIS home screen > Click the '?' icon > Click 'About' > 'Enter a license key'

The main interface now shows the number of days left before you need to renew:



## CIS Complete Customers:

- **Acronis Comodo Cloud Backup online storage space** - Use the login credentials provided during the CIS-Complete subscription.
- **TrustConnect** - The TrustConnect service will be automatically enabled after successful activation of your CIS license. See [TrustConnect Overview](#) for more details on how to use the service.

## 1.5. Activate Your Guarantee Coverage

- The Comodo Guarantee is available to customers of CIS Pro and CIS Complete.
- Before enabling the guarantee coverage, customers should first have activated their license.
  - Full details on activating the license can be found in [Activate CIS Pro/Complete Services after Installation](#).
- Please note that if you wish to use and activate the Comodo guarantee then you must:
  - Install Comodo Internet Security (both Antivirus and Firewall components)
  - Run and pass a 'Full' antivirus scan using the latest signature database.
  - Please see the [End User License Agreement](#) (EULA) for more details.

**Limits:** The guarantee is limited to the lesser of:

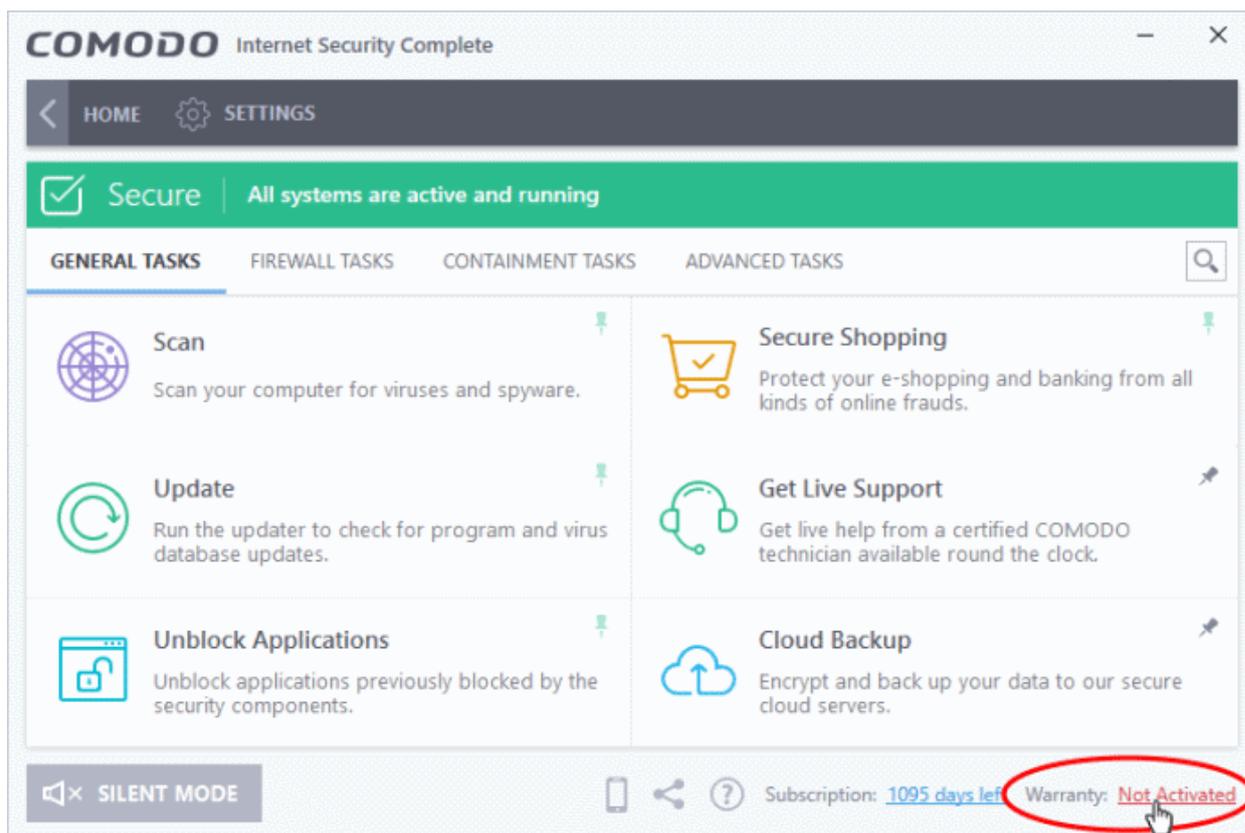
- The actual cost of the computer;
- An aggregate total of \$500 for all claims paid under a single license key, and
- The actual cost of a Comodo specified and authorized third party provider to repair the computer to an operating condition ('Guarantee Limit').
- The guarantee is limited to repairing the computer over the internet to an operational state and excludes all claims for lost or expected profits, lost or corrupted data, lost or deleted work, or lost or damaged personal files. Comodo does not guarantee against the loss of any file or information. The guarantee is void if you breached this agreement, failed to follow the procedures described in this Section 3 of the EULA or failed to pay any fees applicable to your use of the Software.
- Full Terms and Conditions on the Comodo Guarantee Coverage can be read in Section 3 of CIS EULA (Step 2 of the Installation process for [CIS Pro](#) and Step 1 for [CIS Complete](#)).

**Important Note:** Before you can activate the guarantee, it is essential to run a full computer AV scan with the latest version of the Comodo Virus database.

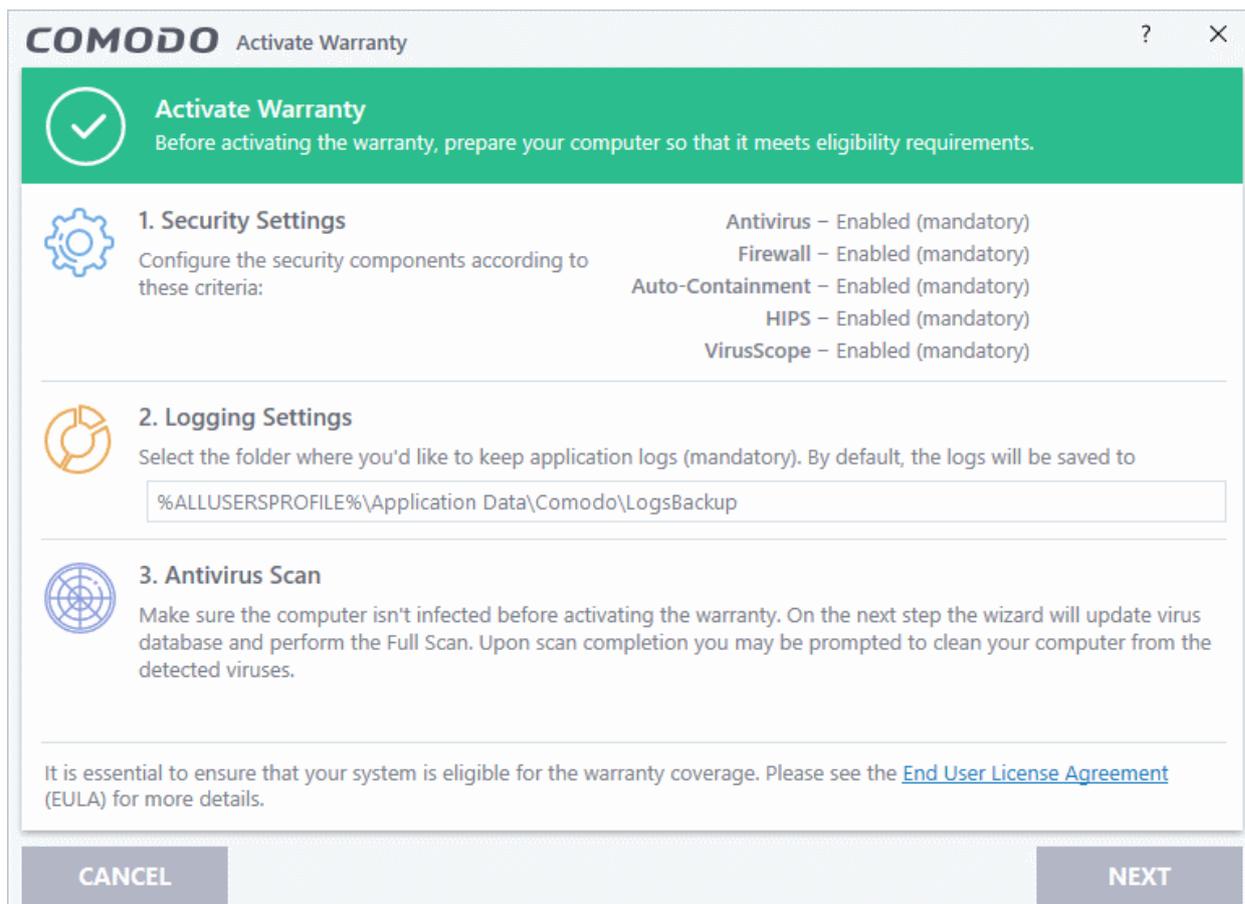
- Make sure that the virus database of your CIS installation is the latest. The CIS home screen should say 'All Systems are active and running'
- If your virus database is not up-to-date, click the 'Fix It' link on the home screen to update.
- [Click here](#) for more details on running an Antivirus Scan

### Activate your guarantee

- Click 'Not Activated' beside 'Warranty' in the home screen.



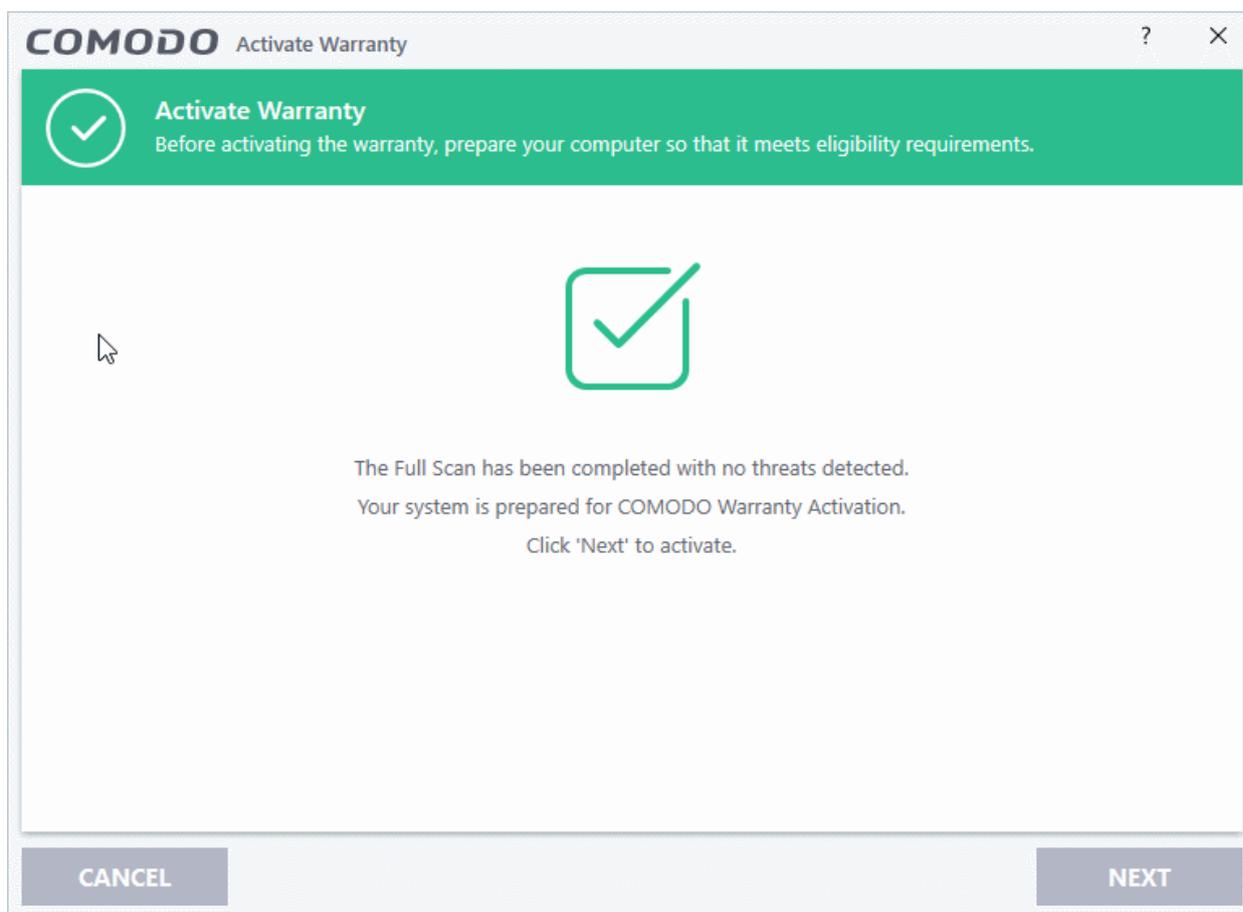
The 'Warranty Activation' wizard starts.



The activation screen shows the settings that need to be implemented to activate the warranty.

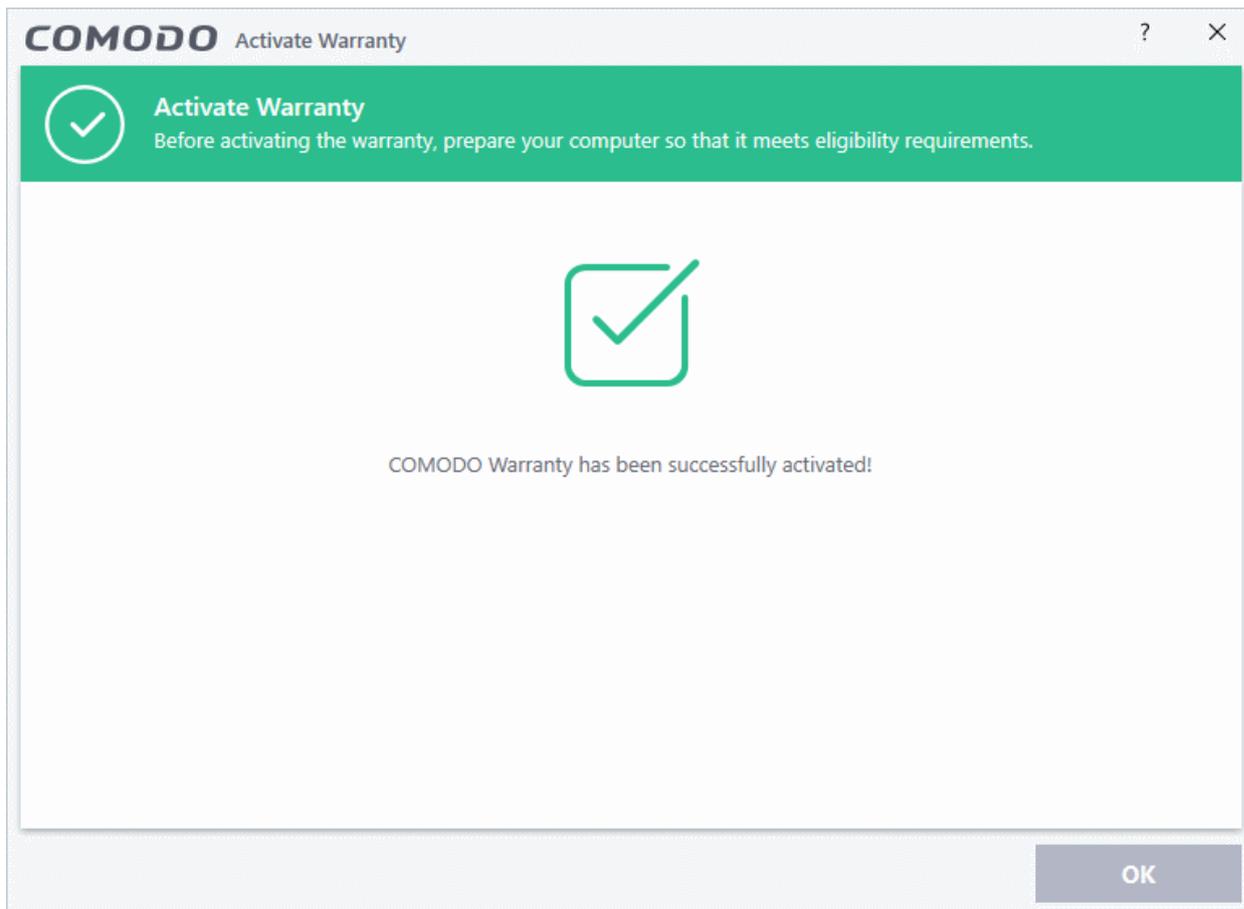
- **Security Settings** - Configuration required for each CIS component. These will be set by default. If you have changed these settings prior to activation then you will need to set them as stated in this area to proceed.
- **Logging Settings** - The path where CIS will store log files.
- **Antivirus Scan** - A full system scan to remove all known viruses is a mandatory requirement for your computer to be eligible for guarantee coverage.
- Click 'Next'
  - If you have already run a full scan and your system is clean, the wizard moves to the **guarantee activation step**
  - If you haven't run a full scan yet, CIS automatically starts the full scan.
    - See **Run a Full Computer Scan** for more details on scanning your full computer and cleaning infected files.
    - All threats found during the scan should be cleaned for your computer to qualify for the warranty.
    - At the end of the scanning and cleaning process, the wizard moves to the **guarantee activation step**.

The wizard checks whether full scan and clean is completed.



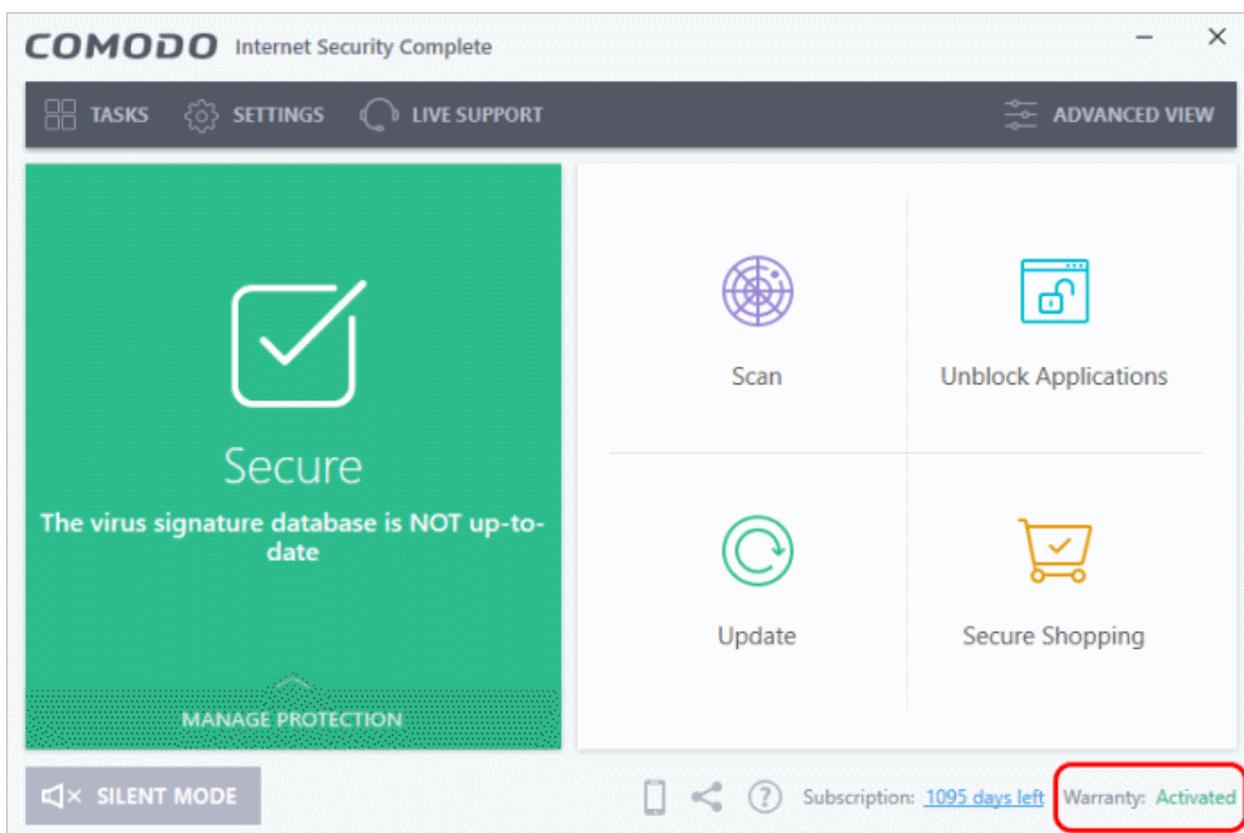
- Click 'Next' to activate the warranty. Make sure you are connected to the internet.

You will see the following confirmation message after your coverage has been activated:



- Click 'Continue' to complete the activation wizard

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



## 1.5.1. Guarantee - Summary of Requirements

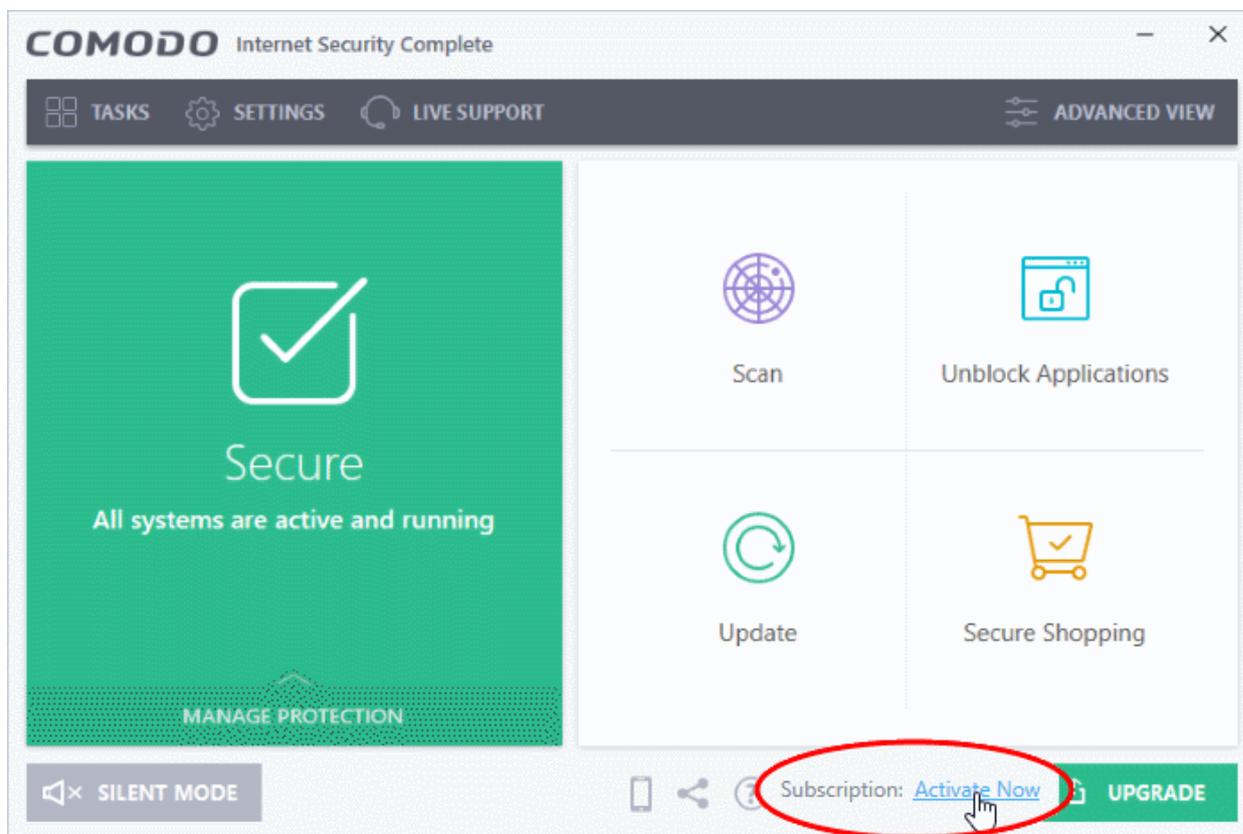
- Install Comodo Internet Security Complete with all components active
- Run and pass a 'Full' computer scan with the latest database before activating the guarantee
- Do not disable or uninstall CIS Complete. The product must be active at all times with the following settings:

Module	Setting name	Status	Mode / Notes	Location in CIS GUI
<b>Antivirus</b>	Enable real-time scan	Enabled	N/A	Settings > Antivirus > Realtime Scan
	Do not show antivirus alerts	Enabled	Quarantine Threats	Settings > Antivirus > Realtime Scan
<b>Updates</b>	Check for program updates every	Enabled	Every 1 day	Settings > General Settings > Updates
	Automatically download program updates	Enabled	N/A	Settings > General Settings > Updates
	Auto-install updates in critical situations	Enabled	N/A	Settings > General Settings > Updates
	Check for database updates every	Enabled	Every 6 hours (or less)	Settings > General Settings > Updates
<b>Firewall</b>	Enable Firewall	Enabled	Safe Mode	Settings > Firewall > Firewall Settings
<b>HIPS</b>	Enable HIPS	Enabled	Safe Mode (default), or Paranoid Mode	Settings > HIPS > HIPS Settings
<b>Auto-Containment</b>	Enable Auto-containment	Enabled	Default rules are not modified, rearranged, or deprioritized.	Settings > Containment > Auto-Containment
<b>File Rating</b>	Enable Cloud-lookup	Enabled	N/A	Settings > File Rating > File Rating Settings
<b>VirusScope</b>	Enable VirusScope	Enabled	N/A	Settings > Advanced Protection > VirusScope
<b>Logging</b>	Write to local log database	Enabled	N/A	Settings > General Settings > Logging
	Move it to the specified folder	Enabled	Do not disable logs nor delete old logs.	Settings > General Settings > Logging

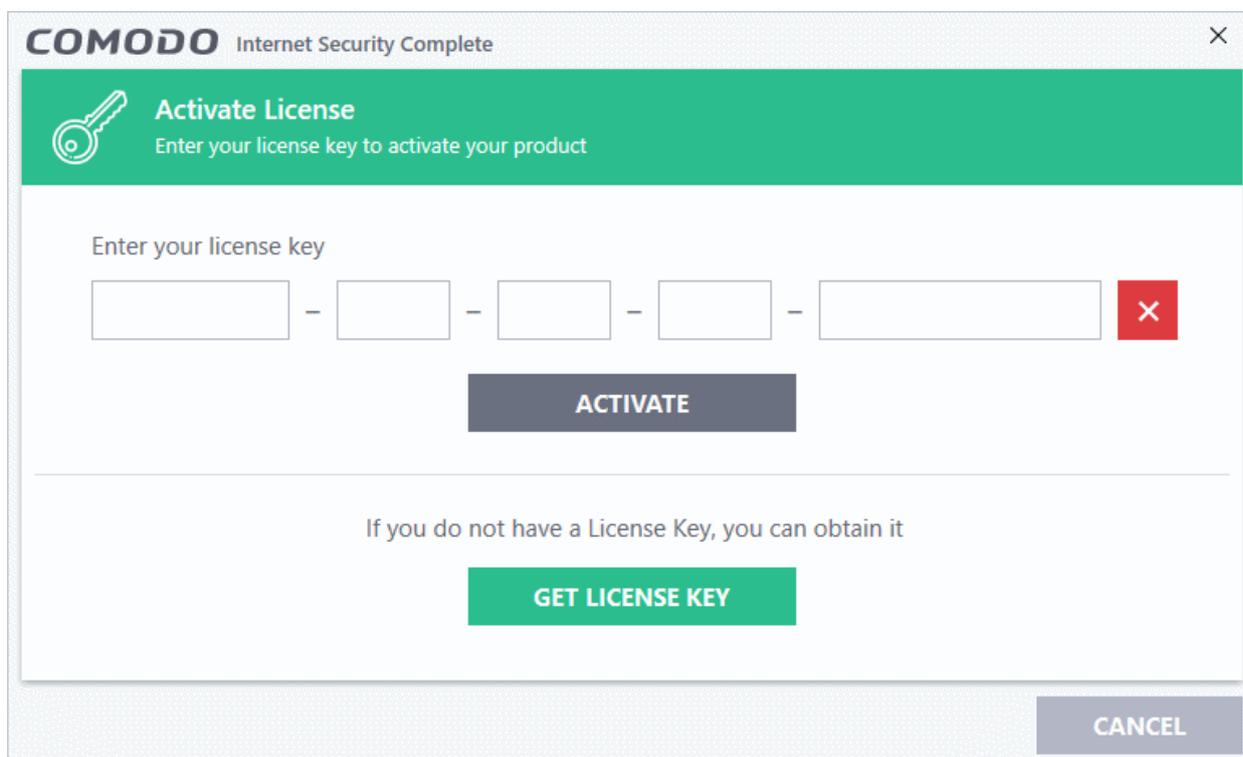
## 1.6. Renew Your License

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

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



The license activation screen will open:



- Click 'Get License Key' to visit the ordering pages at <https://secure.comodo.com/home/purchase.php>
- Select your CIS Package.
- Select 'Existing Comodo User' in the 'Enter Customer Details' area. Enter your username and password and complete the payment procedure.
- You will receive the license key by email. Enter the license key and click the 'Activate' button.
- After validation, your license is activated and a confirmation screen is shown.

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

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

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

## About Comodo Security Solutions

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

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

## About Comodo Cybersecurity

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

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