COMODO
Creating Trust Online®

Comodo
Mobile Device Manager

Software Version 1.0

End User Guide

Guide Version 1.0.022614

Comodo Security Solutions
1255 Broad Street
STE 100
Clifton, NJ 07013

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1. Introduction to Comodo Mobile Device Manager

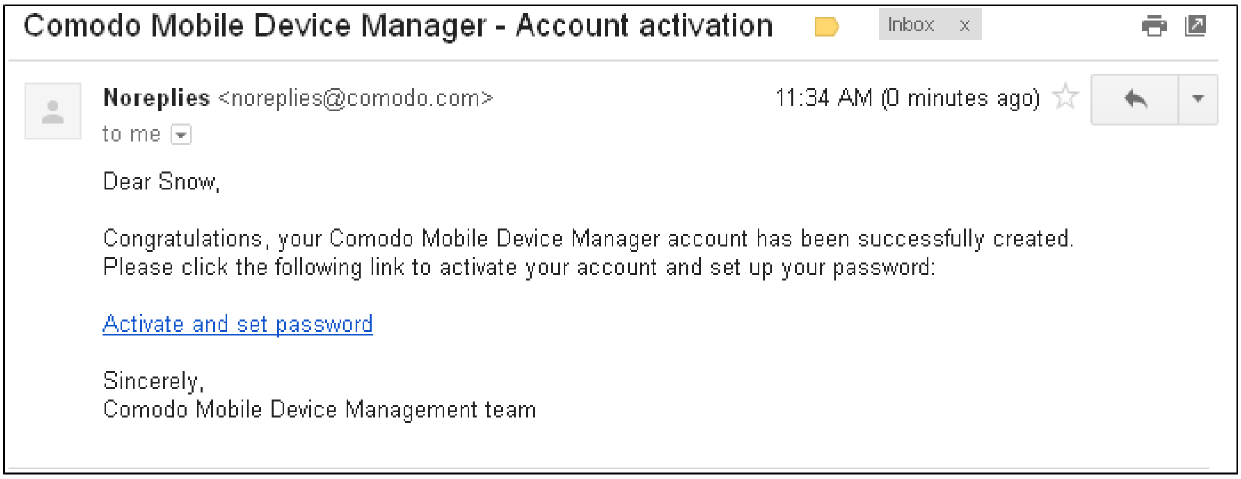
Comodo Mobile Device Manager (CMDM) is a centralized mobile device management system that allows network administrators to manage, monitor and secure mobile devices which connect to enterprise wireless networks. Once enrolled, the mobile devices, whether company lent or owned by the employes, are applied with custom configuration profiles by the CMDM. The Profiles determine the device's network access rights, security settings and general preferences. Integration with Simple Certificate Enrollment Protocol (SCEP) also allows CMDM end-users to enroll for and install Comodo certificates.

This guide explains steps to be followed by an end-user to enroll their device, login to CMDM user interface and view reports. If given appropriate privileges, the end-user can have a control over their device too.

- **Enrolling your Membership**
- **Enrolling your Device**
    - **Android Devices**
    - **iOS Devices**
- **Logging-in to CMDM console**
- **The Administrative Console**
    - **The Dashboard**
    - **Viewing the Version Information**

2. Enrolling Your Membership

In order for your device(s) to be enrolled to CMDM, an user account should be created for you at the CMDM by the administrator. Once the administrator adds you as a user to CMDM, you will receive activation and device enrollment mails at your registered email address. You need to activate your account by clicking the activation link in the mail and setting a password. An example mail is shown below.



Comodo Mobile Device Manager - Account activation

Noreplies <noreplies@comodo.com>
to me

11:34 AM (0 minutes ago)

Dear Snow,

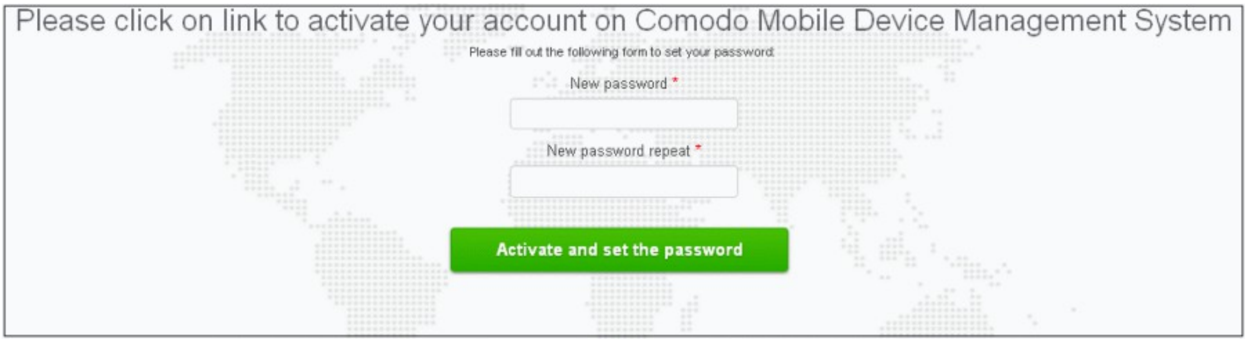
Congratulations, your Comodo Mobile Device Manager account has been successfully created.
Please click the following link to activate your account and set up your password:

Activate and set password

Sincerely,
Comodo Mobile Device Management team

- Click the 'Activate and set password' link

You will be taken to the account activation page.



Please click on link to activate your account on Comodo Mobile Device Management System

Please fill out the following form to set your password

New password *

New password repeat *

- Enter a new password for your account and re-enter it for confirmation in the respective text fields.
- Click the 'Activate and set the password' button.

Your account will be activated and you will be taken to the login page of CMDM. See the section **Logging-in to CMDM console** for more details.

3. Enrolling Your Device

Once the user is added, activation and device enrollment procedure mails will be sent to the registered email address of the user. You can download/install the iOS profiles/Android Agent and configure them by clicking the appropriate links in the device enrollment mail.

The following sections provide detailed explanations on enrolling devices with different Operating Systems.

- **Enrolling Android Devices**
- **Enrolling iOS Devices**

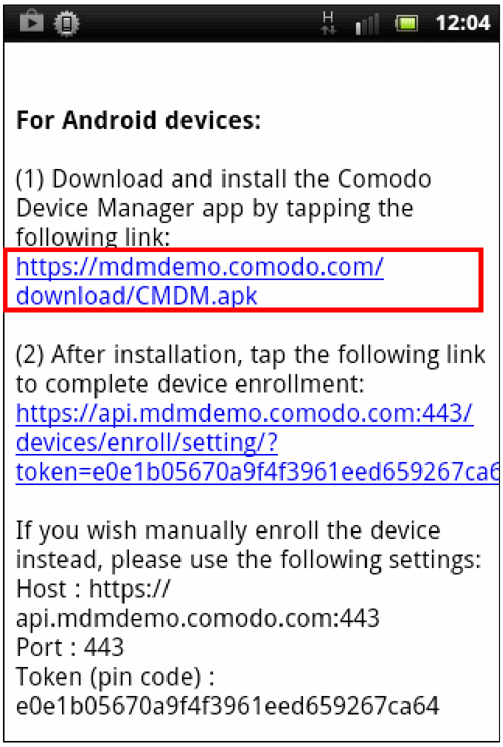
3.1. Enrolling Android Devices

You will receive an enrollment email with the link to download the android CMDM agent and a link to configure the agent. The email will also contain instructions to and enroll the device in two steps.

- **Step 1 - Downloading and Installing the agent**
- **Step 2 - Configuring the agent**

Step 1 - Downloading and Installing the agent

- Open the mail in the device and tap the application download link under 'For Android devices'.



For Android devices:

(1) Download and install the Comodo Device Manager app by tapping the following link:
https://mdmdemo.comodo.com/download/CMDM.apk

(2) After installation, tap the following link to complete device enrollment:
https://api.mdmdemo.comodo.com:443/devices/enroll/setting/?token=e0e1b05670a9f4f3961eed659267ca6

If you wish manually enroll the device instead, please use the following settings:
Host : https://api.mdmdemo.comodo.com:443
Port : 443
Token (pin code) : e0e1b05670a9f4f3961eed659267ca64

- The setup file will be automatically downloaded and installed on the device.

Background note: Your device should be enabled to allow installing the software downloaded from a source different from the Google play store.

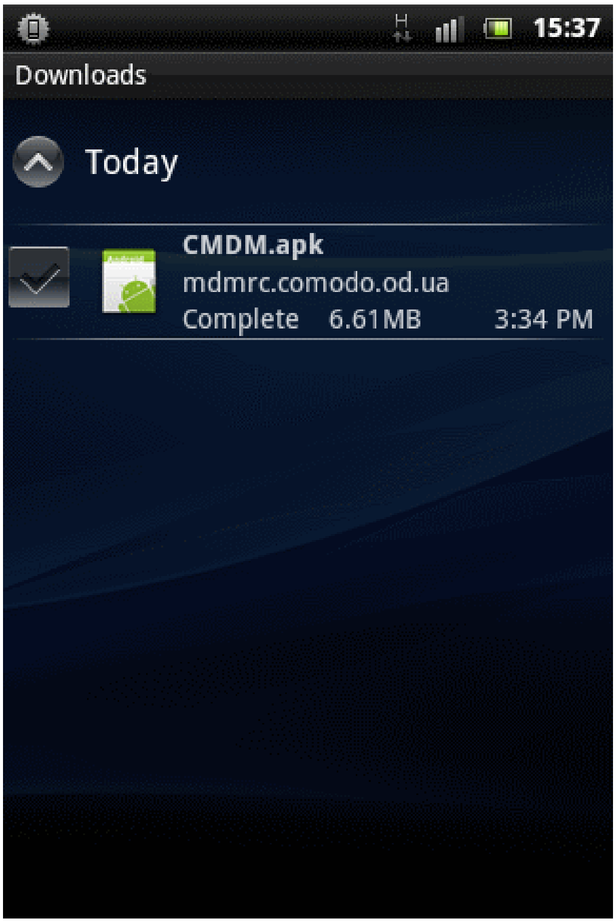
For Android 2.3.1 and earlier:

- Tap 'Settings' > 'Applications'
- Select the 'Unknown Sources' check box and click OK in the warning pane.

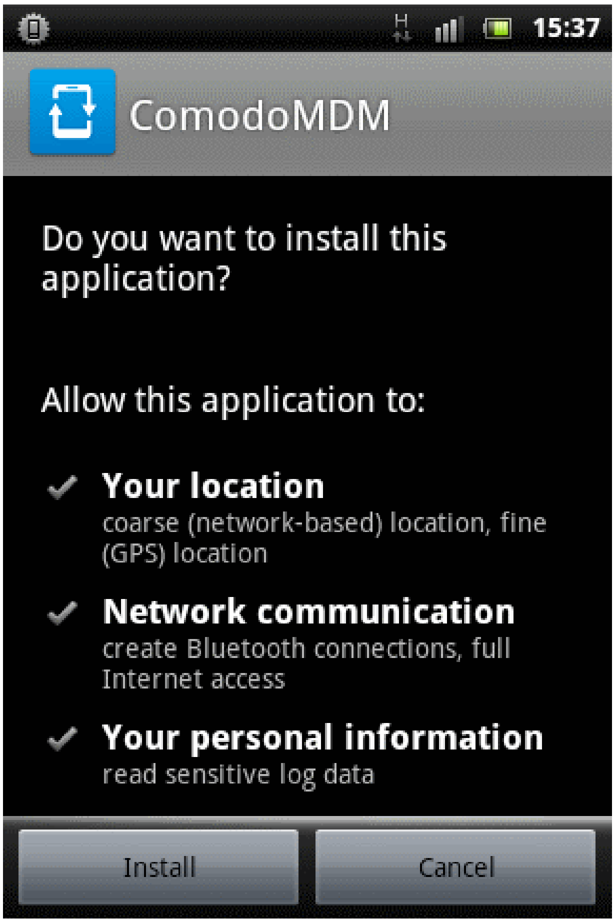
For 4.0 and later:

- Tap 'Settings' > 'Security'
- Scroll down to 'Unknown Sources', select the check box and click OK in the warning pane.

- If the application is not installed automatically, navigate to the downloaded agent setup file and tap on the file.



CMDM.apk
mdmrc.comodo.od.ua
Complete 6.61MB 3:34 PM



Do you want to install this application?

Allow this application to:

✓ **Your location**
coarse (network-based) location, fine (GPS) location

✓ **Network communication**
create Bluetooth connections, full Internet access

✓ **Your personal information**
read sensitive log data

- Tap 'Install' in the next screen. The agent will be installed.

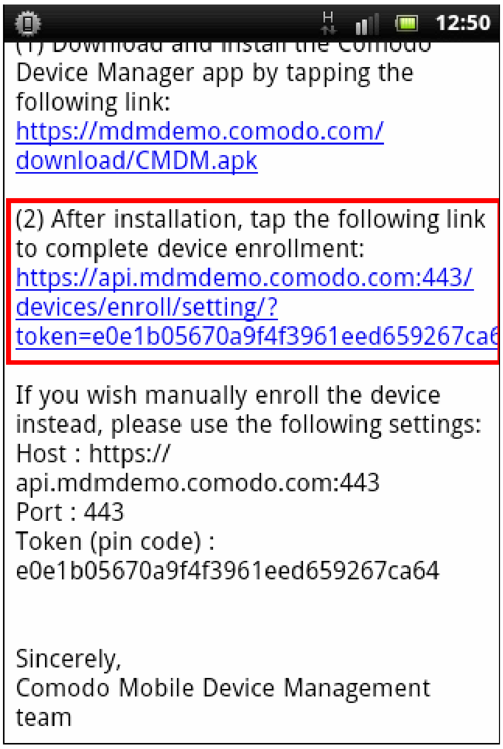
Step 2 - Configuring the agent

The agent can be configured to connect to the CMDM management server in two ways:

- Automatic Configuration
- Manual Configuration

Automatic Configuration

- Tap the enrollment link contained in the email after the completion of installation.



12:50

(1) Download and install the Comodo Device Manager app by tapping the following link:
https://mdmdemo.comodo.com/download/CMDM.apk

(2) After installation, tap the following link to complete device enrollment:
https://api.mdmdemo.comodo.com:443/devices/enroll/setting/?token=e0e1b05670a9f4f3961eed659267ca6

If you wish manually enroll the device instead, please use the following settings:
Host : https://api.mdmdemo.comodo.com:443
Port : 443
Token (pin code) :
e0e1b05670a9f4f3961eed659267ca64

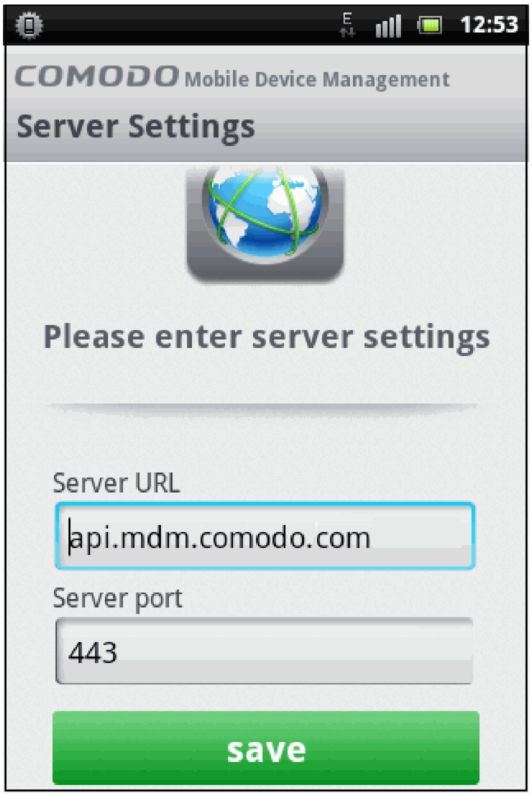
Sincerely,
Comodo Mobile Device Management team

The agent will be automatically configured and the **agent activation screen** will appear.

Manual Configuration

- Open the agent app by tapping the CMDM agent app icon from your device. The agent configuration wizard will start enabling you to enroll the device by configuring the Server settings and Logging-in to CMDM server.

Server Settings



Server Settings

Please enter server settings

Server URL: api.mdm.comodo.com

Server port: 443

Server Settings – Table of Parameters		
Form Element	**Type**	**Description**
Server URL	Text Field	Enter the url of the CMDM server contained in the mail. Usually this field is pre-populated.
Server port	Text Field	Enter the connection port of the server for your device to connect, as specified in the mail. Usually this field is pre-populated.

- Tap the 'save' button. The 'Login' screen will open

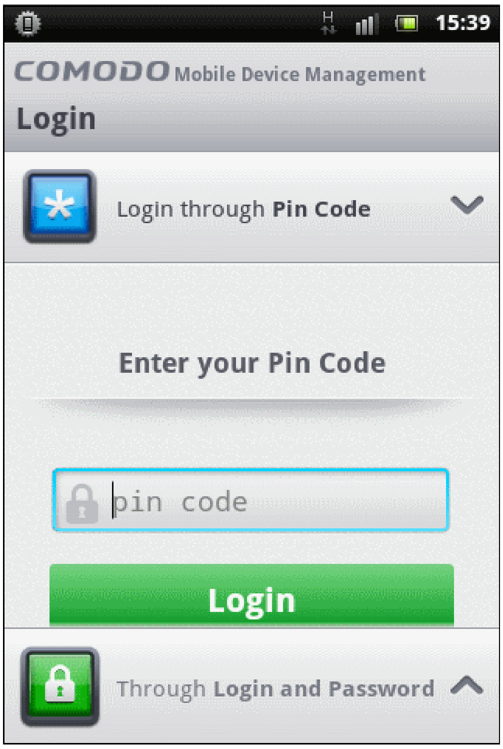
Logging-in to the Console

You can make the app to login to the CMDM console in two ways:

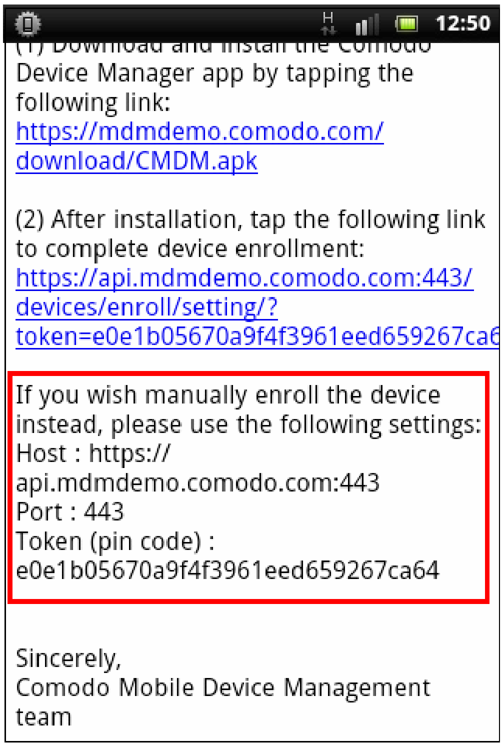
- **By entering the personal identification number (PIN) contained in the email**
- **By entering your username and password**

Entering PIN

- Tap the 'Login through **Pin Code**' stripe in the 'Login' screen



- Enter the PIN contained in the enrollment email



(1) Download and install the Comodo Device Manager app by tapping the following link:
https://mdmdemo.comodo.com/download/CMDM.apk

(2) After installation, tap the following link to complete device enrollment:
https://api.mdmdemo.comodo.com:443/devices/enroll/setting/?token=e0e1b05670a9f4f3961eed659267ca6

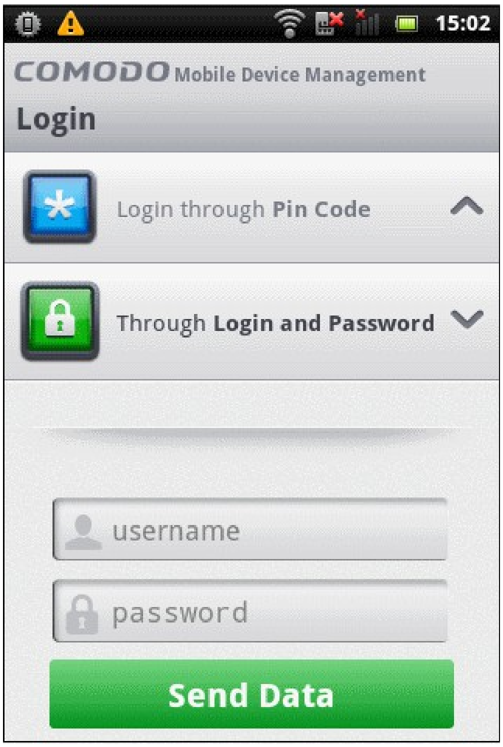
If you wish manually enroll the device instead, please use the following settings:
Host : https://api.mdmdemo.comodo.com:443
Port : 443
Token (pin code) :
e0e1b05670a9f4f3961eed659267ca64

Sincerely,
Comodo Mobile Device Management team

- Tap 'Login'. The **agent activation screen** will appear.

Entering your username and password

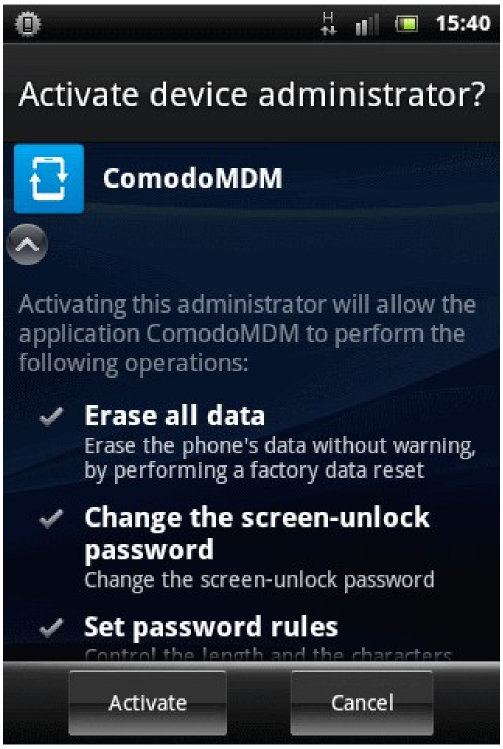
- Tap the 'Through **Login and Password'** stripe



- Enter your username contained in your account activation email and the **password** you set for your CMDM account.

- Tap the 'Send Data' button

The agent activation screen will appear.



15:40

Activate device administrator?

ComodoMDM

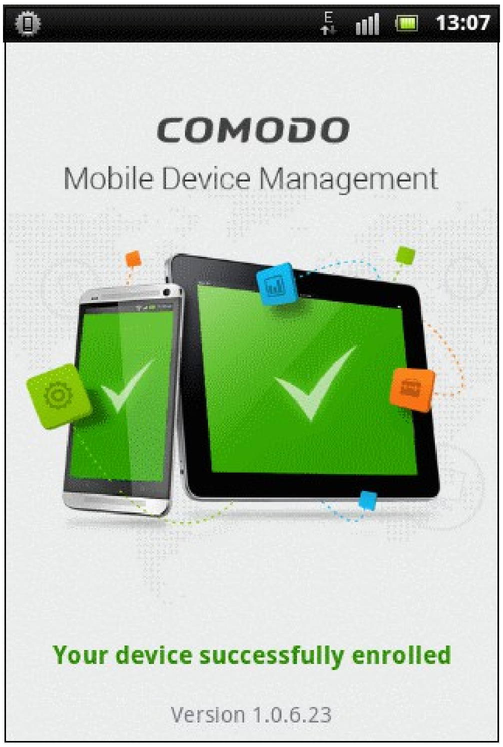
Activating this administrator will allow the application ComodoMDM to perform the following operations:

✓ **Erase all data**
Erase the phone's data without warning, by performing a factory data reset

✓ **Change the screen-unlock password**
Change the screen-unlock password

✓ **Set password rules**
Control the length and the characters

- Tap 'Activate'.



13:07

COMODO
Mobile Device Management

Your device successfully enrolled

Version 1.0.6.23

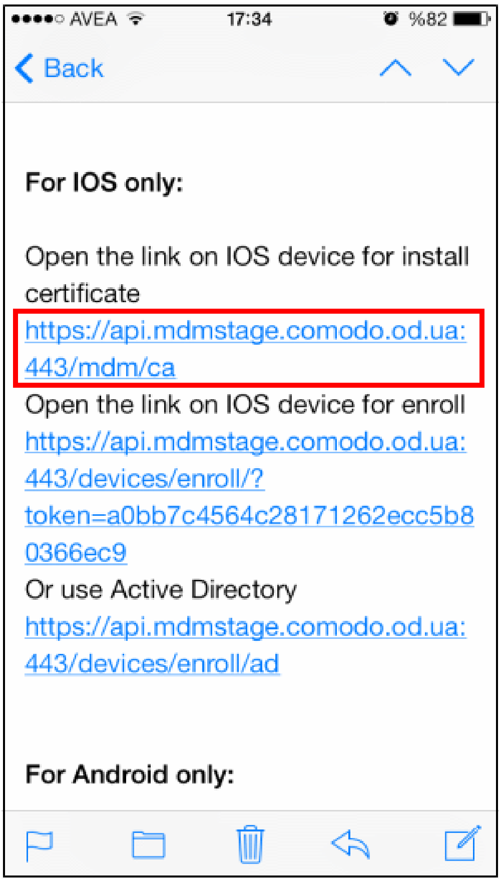
The device is enrolled to CMDM and can be remotely managed from the CMDM console.

3.2. Enrolling iOS Devices

After the administrator has created a user, he / she will receive an enrollment email with the links to download the server certificate and the CMDM profile. The user can follow the instructions in the mail and enroll the device in two steps.

Installing the Certificate

- Open the email on the device and tap the first link under **For IOS only.**

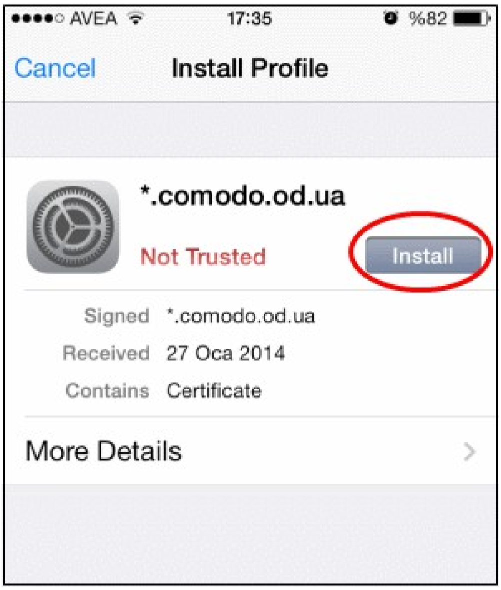


For IOS only:

Open the link on IOS device for install certificate
https://api.mdmstage.comodo.od.ua:443/mdm/ca
Open the link on IOS device for enroll
https://api.mdmstage.comodo.od.ua:443/devices/enroll/?token=a0bb7c4564c28171262ecc5b80366ec9
Or use Active Directory
https://api.mdmstage.comodo.od.ua:443/devices/enroll/ad

For Android only:

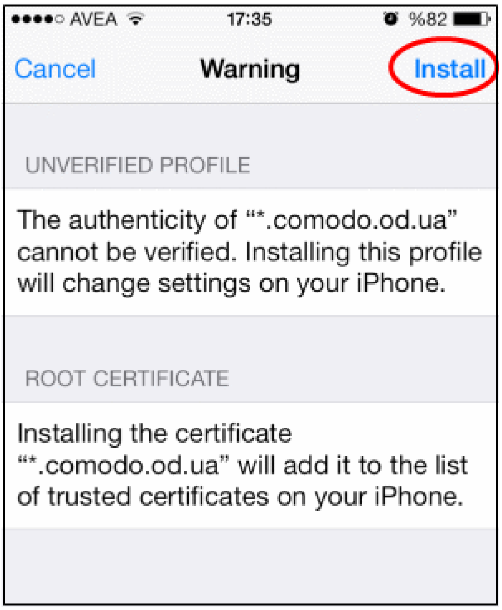
The 'Install Profile' wizard will start.



*.comodo.od.ua
Not Trusted

Signed *.comodo.od.ua
Received 27 Oca 2014
Contains Certificate

- Tap 'Install'. A confirmation dialog will be displayed.



UNVERIFIED PROFILE

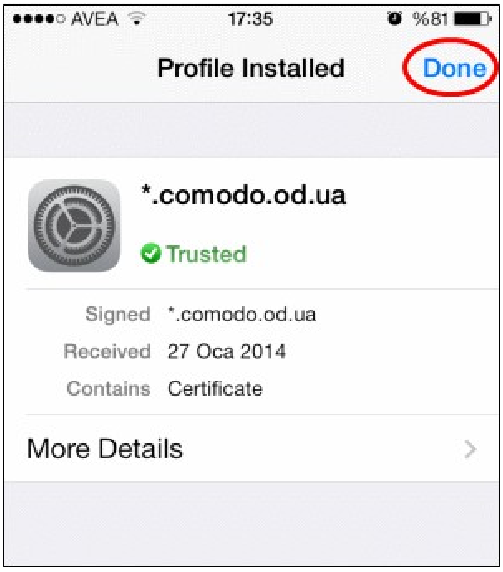
The authenticity of "*.comodo.od.ua" cannot be verified. Installing this profile will change settings on your iPhone.

ROOT CERTIFICATE

Installing the certificate "*.comodo.od.ua" will add it to the list of trusted certificates on your iPhone.

- Tap 'Install Now'.

The certificate will be installed.



*.comodo.od.ua

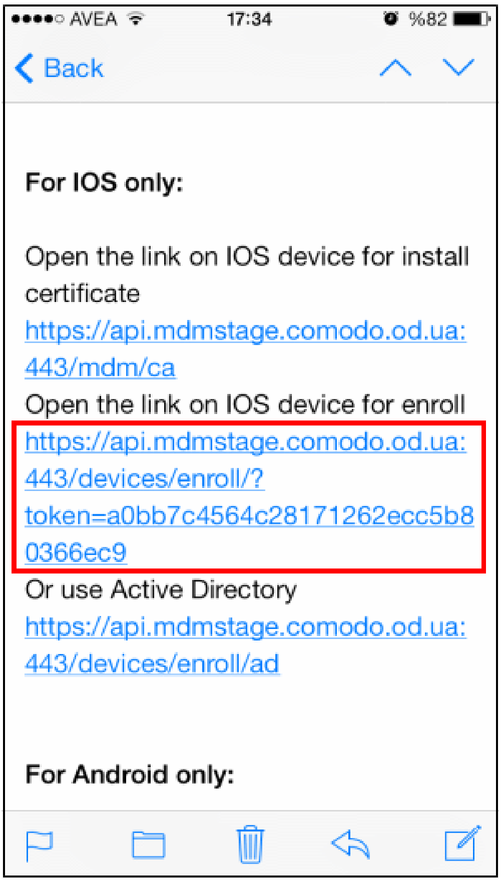
✓ Trusted

Signed *.comodo.od.ua

Received 27 Oca 2014

Contains Certificate

- Tap 'Done' to finish the wizard.
- Open the email again and click the second link under **For IOS only**.

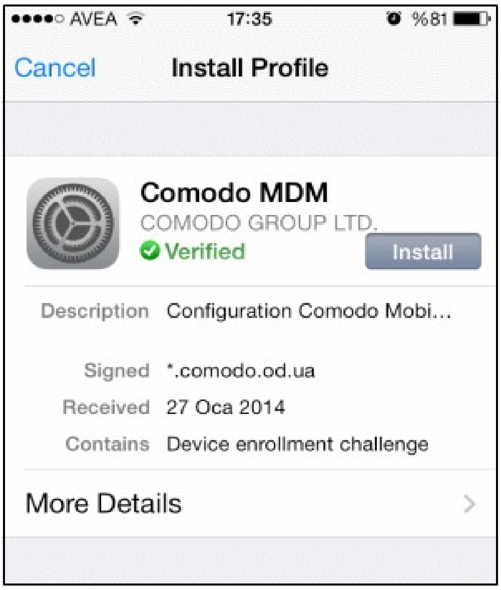


For IOS only:

Open the link on IOS device for install certificate
https://api.mdmstage.comodo.od.ua:443/mdm/ca
Open the link on IOS device for enroll
https://api.mdmstage.comodo.od.ua:443/devices/enroll/?token=a0bb7c4564c28171262ecc5b80366ec9
Or use Active Directory
https://api.mdmstage.comodo.od.ua:443/devices/enroll/ad

For Android only:

The Profile Installation wizard will start.



Comodo MDM
COMODO GROUP LTD.
Verified

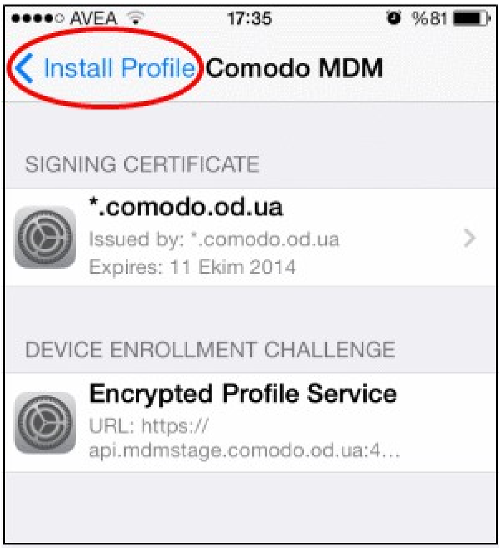
Description Configuration Comodo Mobi...

Signed *.comodo.od.ua

Received 27 Oca 2014

Contains Device enrollment challenge

- Tap More Details to view full details.



Comodo MDM

SIGNING CERTIFICATE

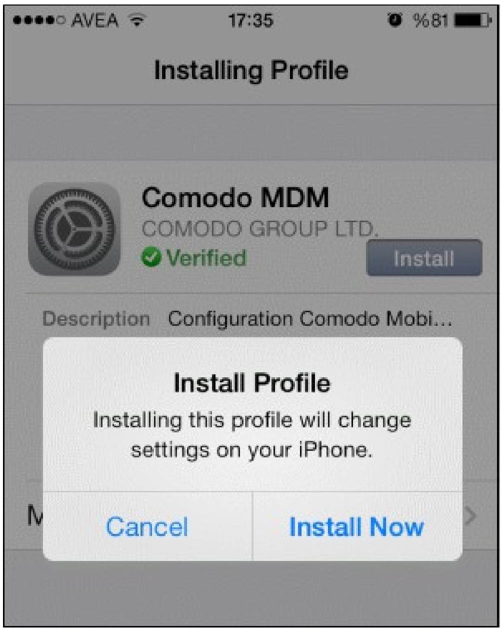
*.comodo.od.ua
Issued by: *.comodo.od.ua
Expires: 11 Ekim 2014

DEVICE ENROLLMENT CHALLENGE

Encrypted Profile Service
URL: https://
api.mdmstage.comodo.od.ua:4…

- Tap 'Install Profile' at the top to go back to Install Profile screen and tap 'Install'.

A confirmation dialog will be displayed.



Installing Profile

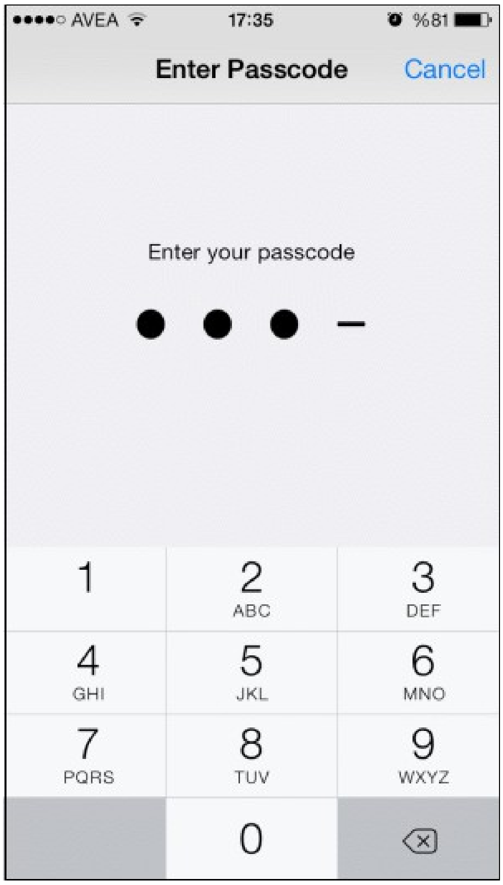
Comodo MDM
COMODO GROUP LTD.
Verified

Description Configuration Comodo Mobi…

Install Profile

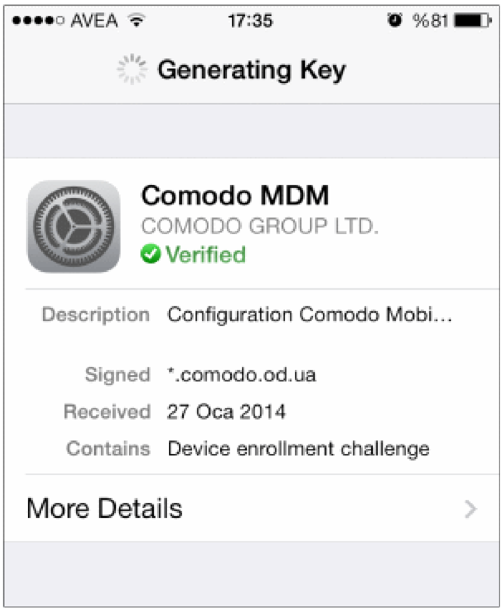
Installing this profile will change settings on your iPhone.

- Tap 'Install now'.



- Enter passcode if your device is password protected.

The installation process will begin.



Comodo MDM
COMODO GROUP LTD.
✓ Verified

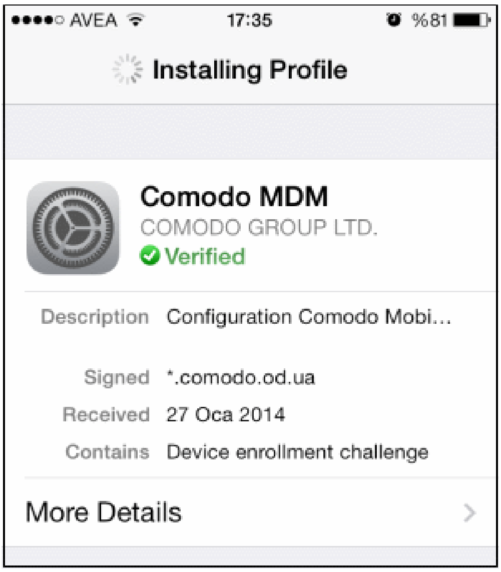
Description Configuration Comodo Mobi...

Signed *.comodo.od.ua

Received 27 Oca 2014

Contains Device enrollment challenge

A 'Generating Key' screen will be displayed and then the Comodo MDM profile will start installing.



Installing Profile

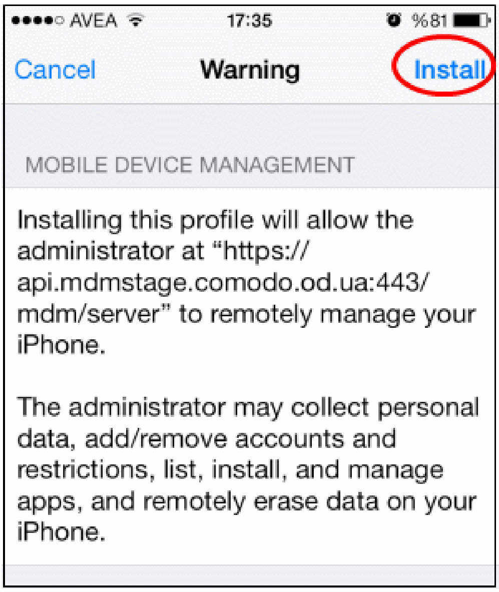
Comodo MDM
COMODO GROUP LTD.
✓ Verified

Description Configuration Comodo Mobi…

Signed *.comodo.od.ua
Received 27 Oca 2014
Contains Device enrollment challenge

More Details

A privacy warning will be displayed. Tap Install to proceed with the process.

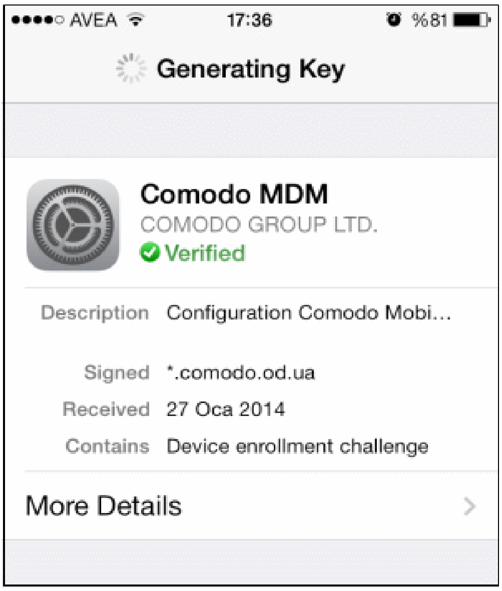


MOBILE DEVICE MANAGEMENT

Installing this profile will allow the administrator at “https://api.mdmstage.comodo.od.ua:443/mdm/server” to remotely manage your iPhone.

The administrator may collect personal data, add/remove accounts and restrictions, list, install, and manage apps, and remotely erase data on your iPhone.

The installation will proceed...



●●●●○ AVEA 17:36 %81

Generating Key

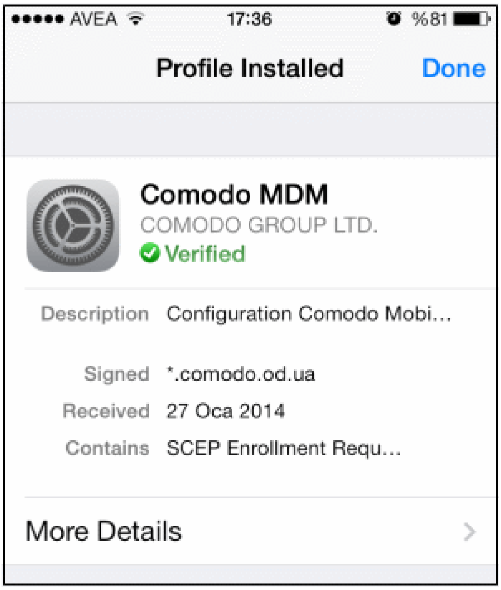
Comodo MDM
COMODO GROUP LTD.
Verified

Description Configuration Comodo Mobi…

Signed *.comodo.od.ua
Received 27 Oca 2014
Contains Device enrollment challenge

More Details

...and the profile will be installed.



●●●●● AVEA 17:36 %81

Profile Installed Done

Comodo MDM
COMODO GROUP LTD.
Verified

Description Configuration Comodo Mobi…

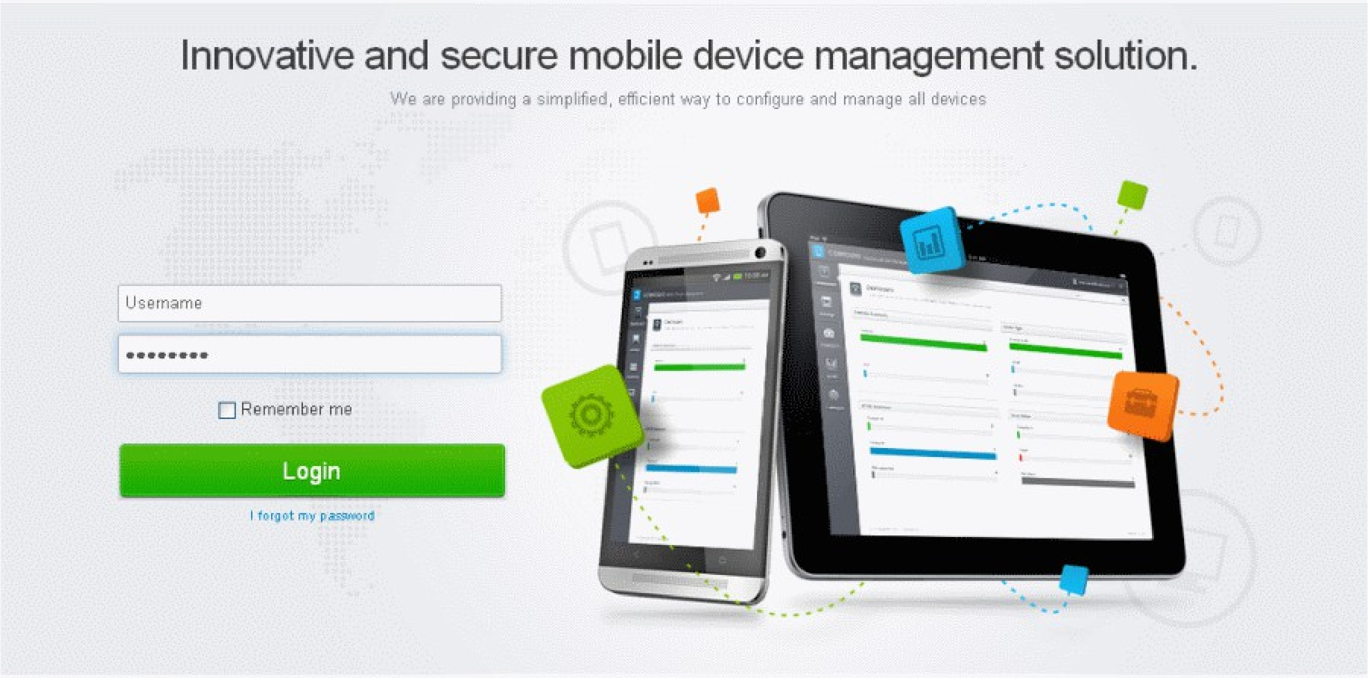
Signed *.comodo.od.ua
Received 27 Oca 2014
Contains SCEP Enrollment Requ…

More Details

- Tap 'Done' to finish the Comodo MDM profile installation wizard.

4.Logging-in to CMDM console

Once your account is activated, you can login to the web based CMDM application using any Internet browser, by entering the URL of the CMDM interface. Comodo Mobile Device Manager is a locally hosted solution. If you do not know the URL of the login page, then please contact your administrator.



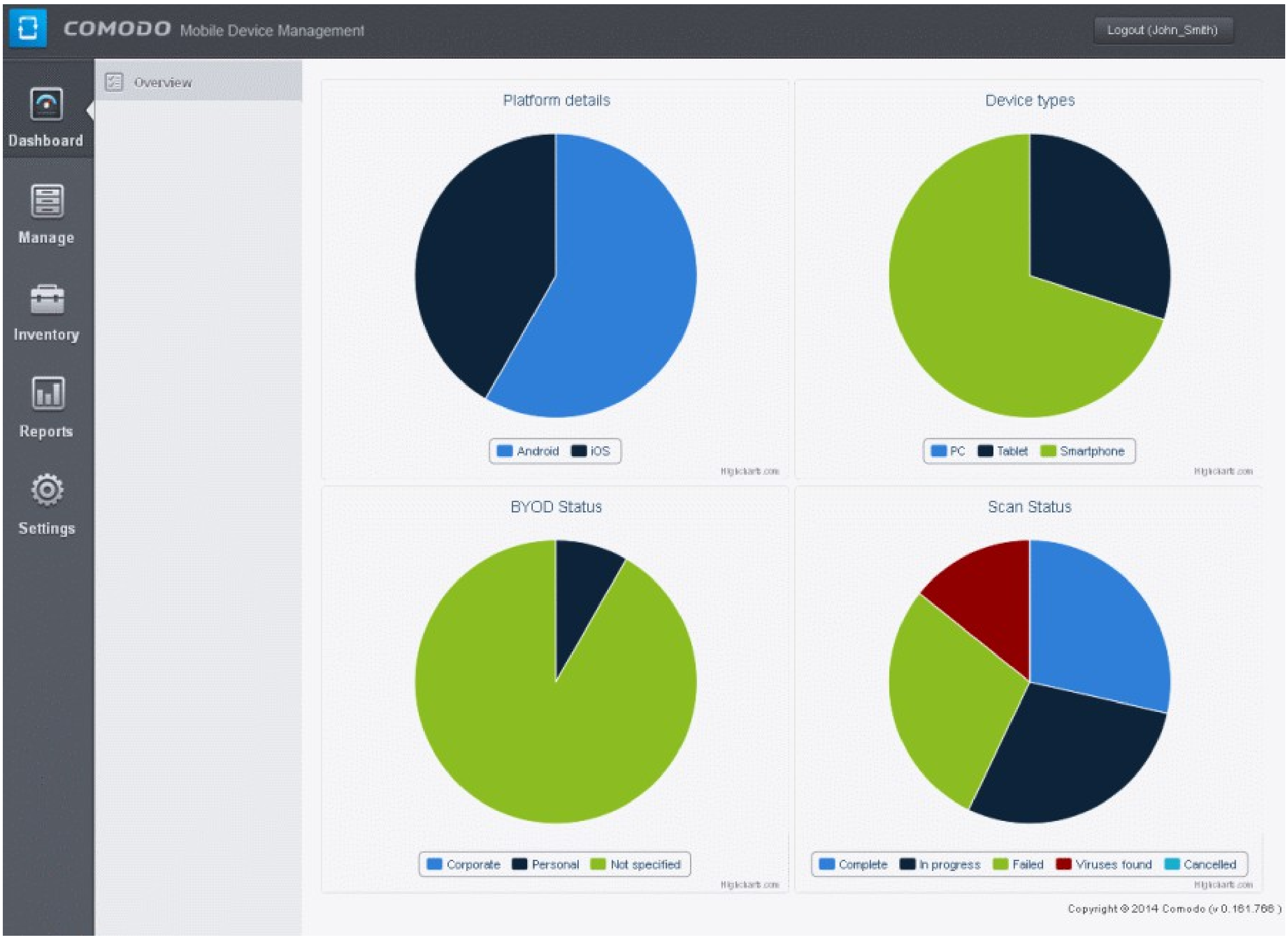
Innovative and secure mobile device management solution.

We are providing a simplified, efficient way to configure and manage all devices

- Enter your username and password and click Login.

5. The Administrative Console

The Administrative Console allows the user to view the details of the devices enrolled to CMDM.



Once logged-in, you can navigate to different areas of the console by clicking the tabs at the left hand side.

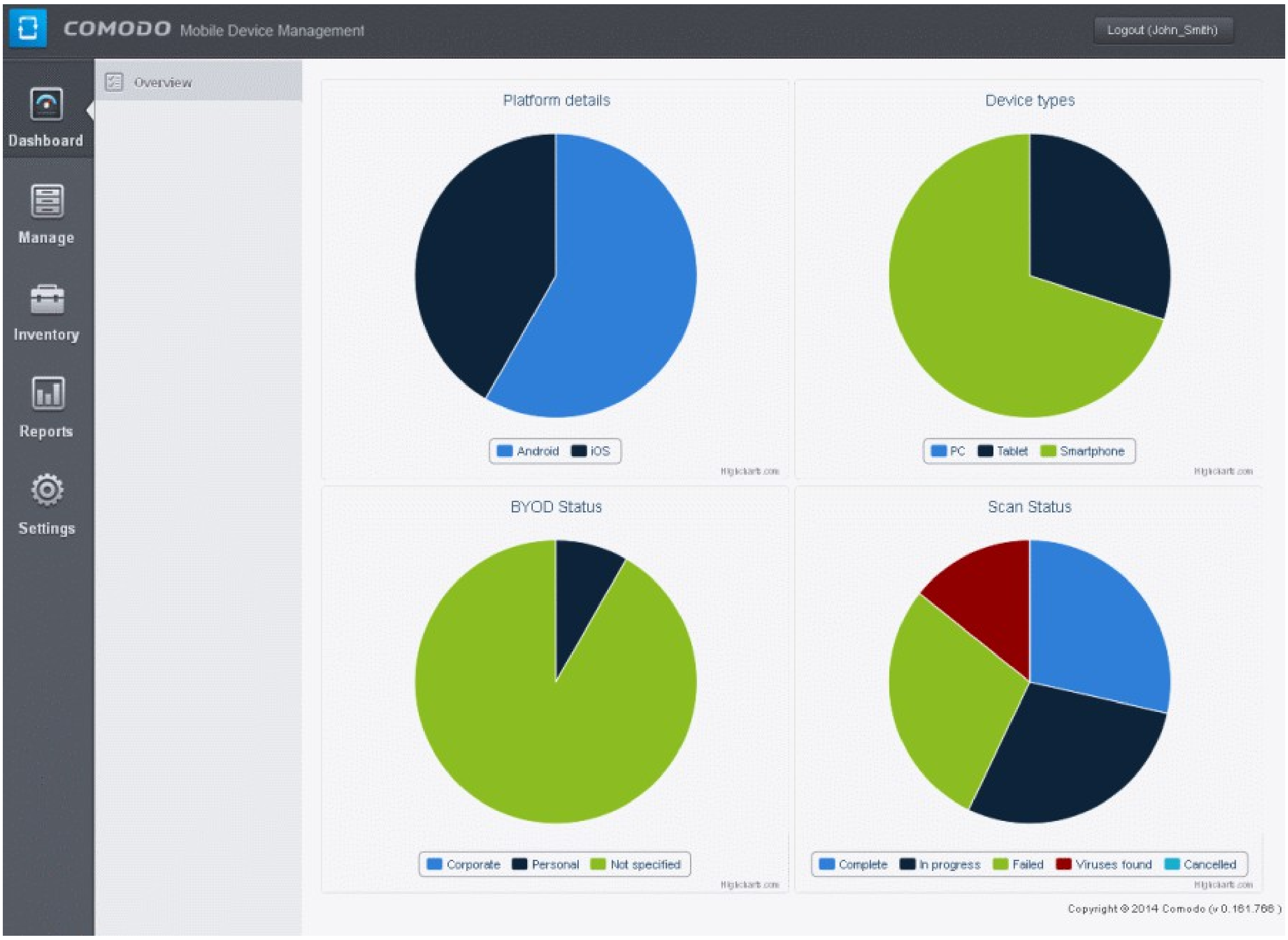
Dashboard – Allows you to view snapshot summaries of details like operating systems, device types, AV scan status of devices enrolled to CMDM as pie-charts. See **The Dashboard** for more details.

Settings - Allows you to view the version information of the CMDM system. See **Viewing Version Information** for more details.

5.1. The Dashboard

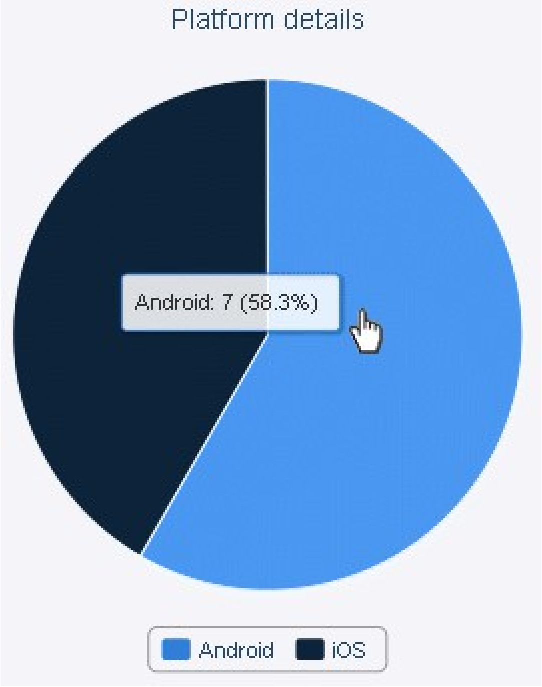
The Dashboard displays a snapshot summary of all the devices enrolled to Comodo Mobile Device Manager (CMDM), their types, ownership and Antivirus (AV) scan status, as pie charts.

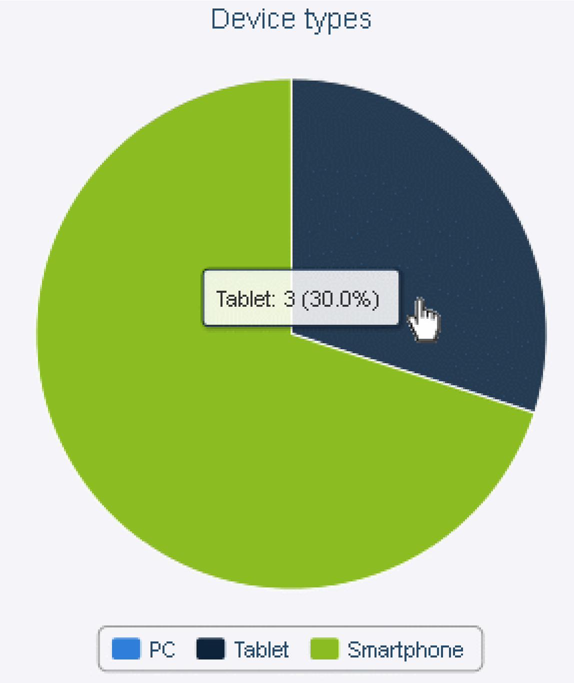
To open the 'Dashboard', click the Dashboard tab from the left hand side.



Platform Summary

The 'Platform details' pie chart provides at-a-glance comparison of devices of different Operating Systems. Hovering the mouse cursor or clicking over a sector displays a call-out providing details of the category.



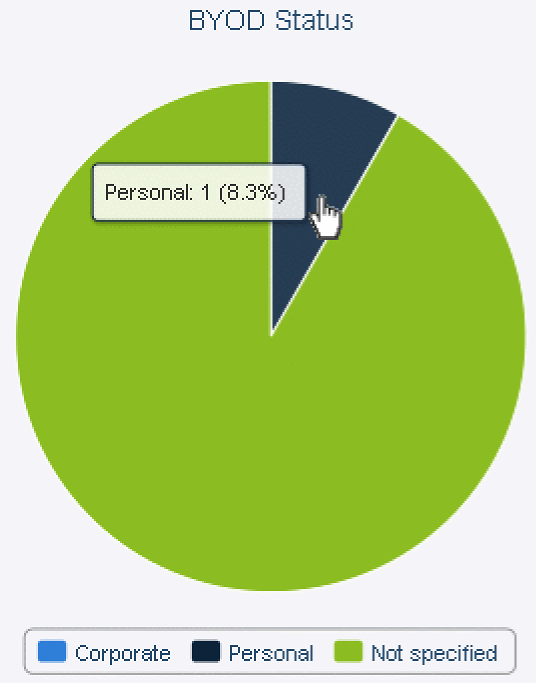


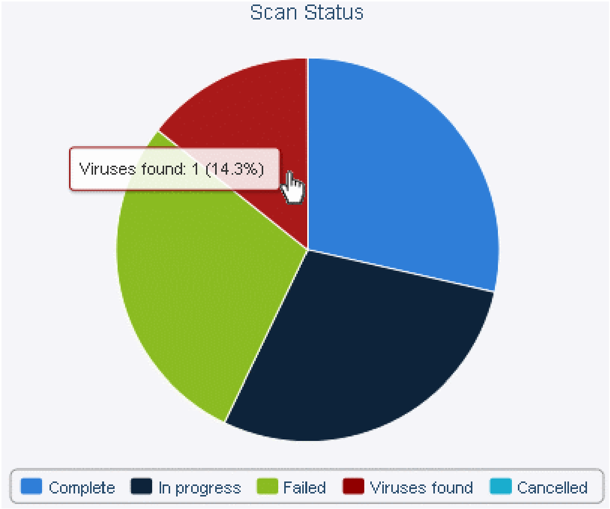
Device Types

The 'Device Types' pie chart provides at-a-glance comparison of devices of different types like smart phones and tablets. Hovering the mouse cursor or clicking over a sector displays a call-out providing details of the category.

BYOD Summary

The 'BYOD summary' pie chart provides at-a-glance comparison of ownership of enrolled devices, like personal devices of the users, company owned devices lent to the users and so on. Hovering the mouse cursor or clicking over a sector displays a call-out providing details of the category.





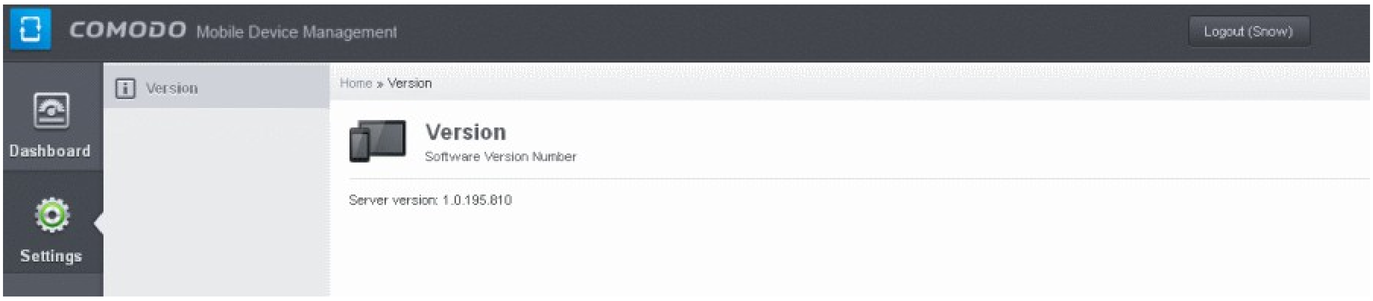
Scan Status

The 'Scan status' pie chart provides at-a-glance comparison of devices of different AV scan status, like completed, infected and so on. Hovering the mouse cursor or clicking over a sector displays a call-out providing details of the category.

5.2. Viewing Version Information

The Version information pane displays the server version number of Comodo Mobile Device Manager.

To open the 'Version' panel, click the 'Settings' tab from the left hand side.



Version

Software Version Number

Server version: 1.0.195.810

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.

Comodo Security Solutions, Inc.

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Email: **EnterpriseSolutions@Comodo.com**

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