



COMODO
Creating Trust Online®

COMODO ONE

Comodo One

Software Version 3.18

Administrator Guide

Guide Version 3.18.121917

Comodo Security Solutions
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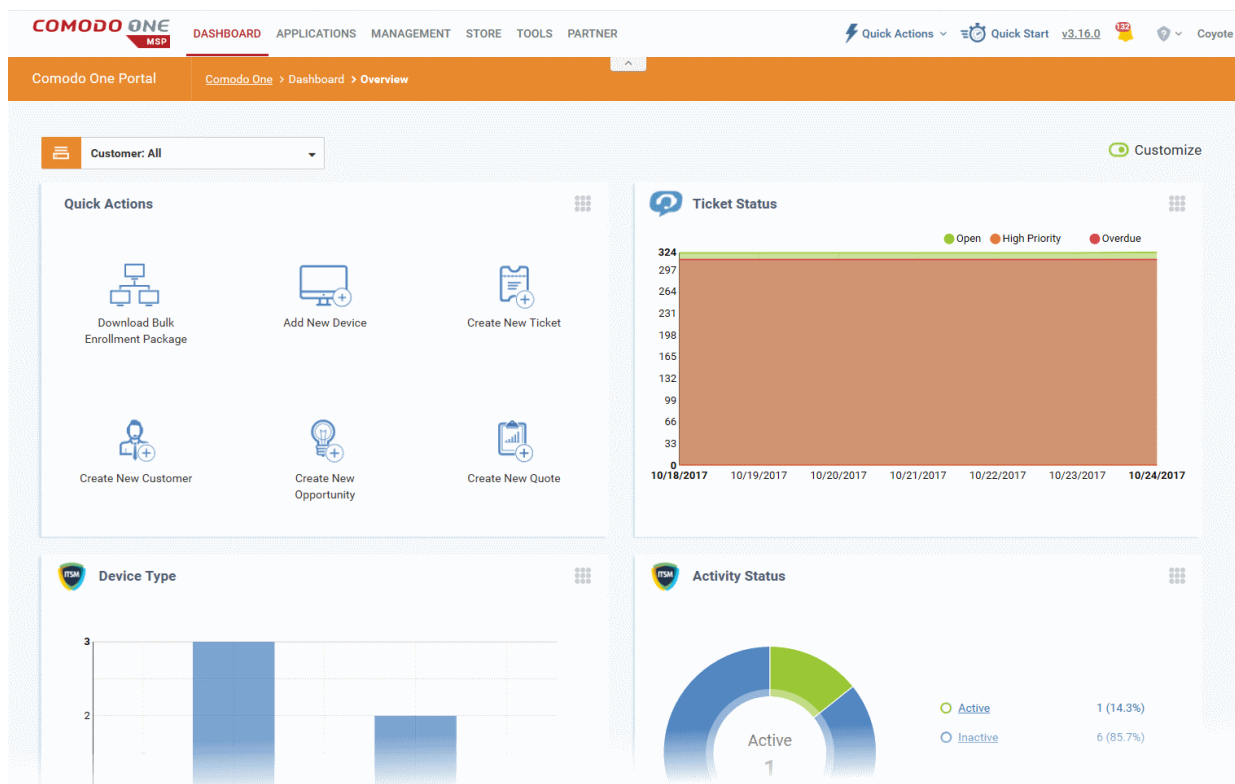
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1 Introduction to Comodo One

Comodo One is the integrated platform for managed service providers (MSPs) and enterprises which combines IT and Security Manager, Patch Management, Dome Shield and Service Desk in a single, easy-to-use console.



Applications are available in three areas of the interface - 'Applications', 'Store' and 'Tools':

Licensed Applications. Available for immediate use and accessed by clicking 'Applications' on the menu bar at the top. Licensed applications include:

- **Comodo IT and Security Manager (ITSM)** - Allows MSPs and enterprises to manage, monitor and secure mobile devices and Windows endpoints which connect to customer networks. Once an iOS, Android or Windows device has been enrolled, administrators can quickly apply configuration profiles which determine network access rights, security settings and general preferences. A powerful addition to any MSP / Enterprise toolkit, Device Manager allows you to secure customer data regardless of the device that holds it. ITSM is available by default to customers that signed up for Comodo One version 3.0 and later. Customers that signed up for Comodo One prior to version 3.0 version can integrate CDM to their console, if required.
- **Comodo Service Desk** - A fully featured ticket management system which allows administrators to implement strong and effective work-flows for internal and customer-facing support departments. **Comodo Service Desk** allows administrators and staff members to respond to tickets, reassign tickets to other departments or personnel, generate reports, create knowledge base articles and more.
- **Comodo Dome Shield** - An enterprise web filtering solution that allows MSPs and enterprises to provide comprehensive DNS based security for their customers and networks. Comodo Dome Shield is available as an SaaS solution and allows you to configure granular security and category based web rules.
- **Comodo Remote Monitoring and Management (RMM)** - Comodo **RMM** is an efficient endpoint monitoring application that allows administrators to monitor and manage multiple endpoints from one centralized console. RMM is available as an integrated module to customers that signed up for Comodo One prior to version 3.0. The customers that signed up for the version 3.0 and later can access RMM through the ITSM

interface. Refer to the help page at <https://help.comodo.com/topic-214-1-771-9524-Remote-Management-of-Windows-Devices.html> in the online ITSM Admin Guide for more details.

Store. The C1 Store contains optional applications which allow you to expand your service offerings. Once downloaded, 'Integrated' applications can be used directly from the Comodo One console while non-integrated applications are stand-alone. Most store applications include separate license fees.

- **Acronis Cloud Backup** - A perfect solution for all your backup and disaster recovery needs. This cloud-based application has the ability to backup any application and system including Windows, Linux and Mac. Available with pre and post-paid subscription models, this solution fits the needs of any enterprise.
- **cWatch** - CWatch is available as Security-as-a-Service for the protection of the web applications and web servers on your customers' networks. The servers are monitored 24x7x365 by experts from the Comodo SOC who will handle incident response, and provide state of the art signature based, machine learning and expertly hand crafted security prevention policies that are all constantly updated to ensure protection from emerging threats.
- **Comodo Quote Manager** - Comodo Quote Manager (CQM) is an end-to-end quote management solution that allows Managed Service Providers (MSPs) and companies to quickly create, follow up and finalize quotes for customers. You can keep track of submitted quotes, send reminders to customers, resolve customer queries almost instantly and view detailed sales reports.
- **Comodo Dome Antispam** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. (Available only to C1 - Enterprise customers)
- **Comodo Dome Antispam - MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines to block unwanted/dangerous mail from reaching your customer's networks. (Available only to C1 - MSP customers)
- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall Virtual appliances installed on your customers' networks from a single central console.
- **Comodo Dome Secure Web Gateway** - A real time web traffic scanning solution that allows you to provide comprehensive web content and security control to your customers. Includes URL filtering, malware protection, Valkyrie real-time file verdicting and portable containment.
- **Comodo Customer Relationship Management (CRM)** - A sales automation solution that allows you to save time and grow productivity by implementing automatic workflows to generate, nurture and close customer leads and opportunities.
- **Comodo Dome Cloud Firewall** - Offered as an SAAS service, Dome Cloud Firewall simplifies network security by delivering a single interface through which administrators can control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers. (Available only for C1 - Enterprise customers)
- **Comodo Dome Firewall Virtual Appliance** - The same Dome Firewall functionality as described above but provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware.
- **Comodo Dome Data Protection** - A cloud based data protection enterprise solution that enforces policies data in use, data in motion and data at rest to prevent data loss. (Available only for C1 - Enterprise customers)

Tools. The following utilities are available for download from the 'Tools' area:

- **Comodo Cleaning Essentials** - Security software for Windows endpoints which contains tools designed to identify and remove malware and unsafe processes from infected computers. Includes a fully customizable malware scanner and an advanced system monitoring tool which allows users to identify and kill any unsafe processes with a single click.
- **Comodo Network Assessment Tool** - Allows MSPs and enterprises to perform in-depth scans on networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice to address each issue.

- **Unknown File Hunter Tool** - A lightweight scanner that is capable of identifying Advanced Persistent Threats (APT) and other zero-day threats. While the good and malicious files are identified easily, the files that do not fall into these two categories are called 'Unknown'. It is in this category that most zero-day threats and APTs are to be found. Unknown File Hunter allows you to upload unknown files to our 'Valkyrie' analysis service where they will undergo a battery of tests to determine whether they are safe or malicious.
- **Auto Discovery and Deployment Tool** - Allows MSPs and enterprises to easily deploy applications to multiple endpoints via Active Directory, Workgroup or IP address / IP range / host name.

This guide is split into the following sections:

- **Signing up for a Comodo One account** - How to create an account
 - **Logging-in to your Account** - How to login into the Comodo One interface
- **The Administrative Console** - A snapshot of main functional areas of Comodo One
- **The Dashboard** - Displays consolidated, 'at-a-glance' statistical summary of vital information like statuses of managed endpoints, available patches, tickets and more.
- **Managing Administrators and Roles** - Explains how to add administrators and manage roles
 - **Managing Administrators** - Explains how to add administrators and assign roles
 - **Managing Roles** - Explains how to create and manage roles
 - **Admin Privilege Levels** - Outline of administrative privileges
- **Managing Companies** - Explains how to manage companies for an account
- **Accessing C1 Modules** - Explains the methods you can open the modules
- **App Store** - Explains how to buy other Comodo products and add CDM as a module in C1
- **Quick Actions** - Explains how to access to important tasks in various C1 applications using shortcuts in the C1 interface.
- **Tool set** - Explains how to download utility software for deployment on your customer networks
- **Managing your Account** - Explains how to manage your account details, share licenses, upload your company logo and provide support contact information. Company name, logo and support details will be included in all reports that you generate.
- **Managing Application Subscriptions, Usage, Billing and Settings** - Explains how to add new subscriptions, view usage and billing details as well as how to configure Firewall and Data Protection URL settings.
- **Configuring C1 Settings** - Explains how to change your password to login to C1 console and configure application launch settings.
- **Comodo One Support** - Explains how to request support from Comodo.
- **Viewing Release Notes** - Explains how to view the release notes for all the versions of C1.
- **Appendix: C1 Products** - Provides the details of C1 products available for MSPs and Enterprises.

2 Signing up for a Comodo One Account

Getting a Comodo One account is very easy and can be completed in a few steps.

- Visit <https://one.comodo.com/>
- Click 'Get Now Free!' at the top right



Call now! For a live demonstration
(972) 649-9012

[Community](#) [Login](#) [Contact Us](#)

[Products](#) [Services](#) [How we help](#) [Customer Success](#) [Resources](#) [Company](#)

[GET NOW FREE!](#)

THE ONLY COMPLETE,
SCALABLE IT MANAGEMENT PLATFORM

THAT'S 100% FREE

140,233 endpoints and counting are managed by Comodo ONE.

When you switch, you get:

- All essential IT management tools, including Remote Monitoring and Management (RMM), Service Desk, and Patch Management in a single pane of glass
- Personal consulting for tailored 1-on-1 training, 24/7/365 customer support, and marketing materials to grow your business
- A partner that listens to your requests, creates your custom scripts, and builds the platform to your business needs
- 24/7/365 support for everything from onboarding and configuration to writing Python scripts for you

And the best part? The software, the support, and the partnership are all 100% free.

[GET NOW FREE!](#)

- Next, complete the short registration form:



Already have an account ? [Login here](#)

Email

Password

Phone

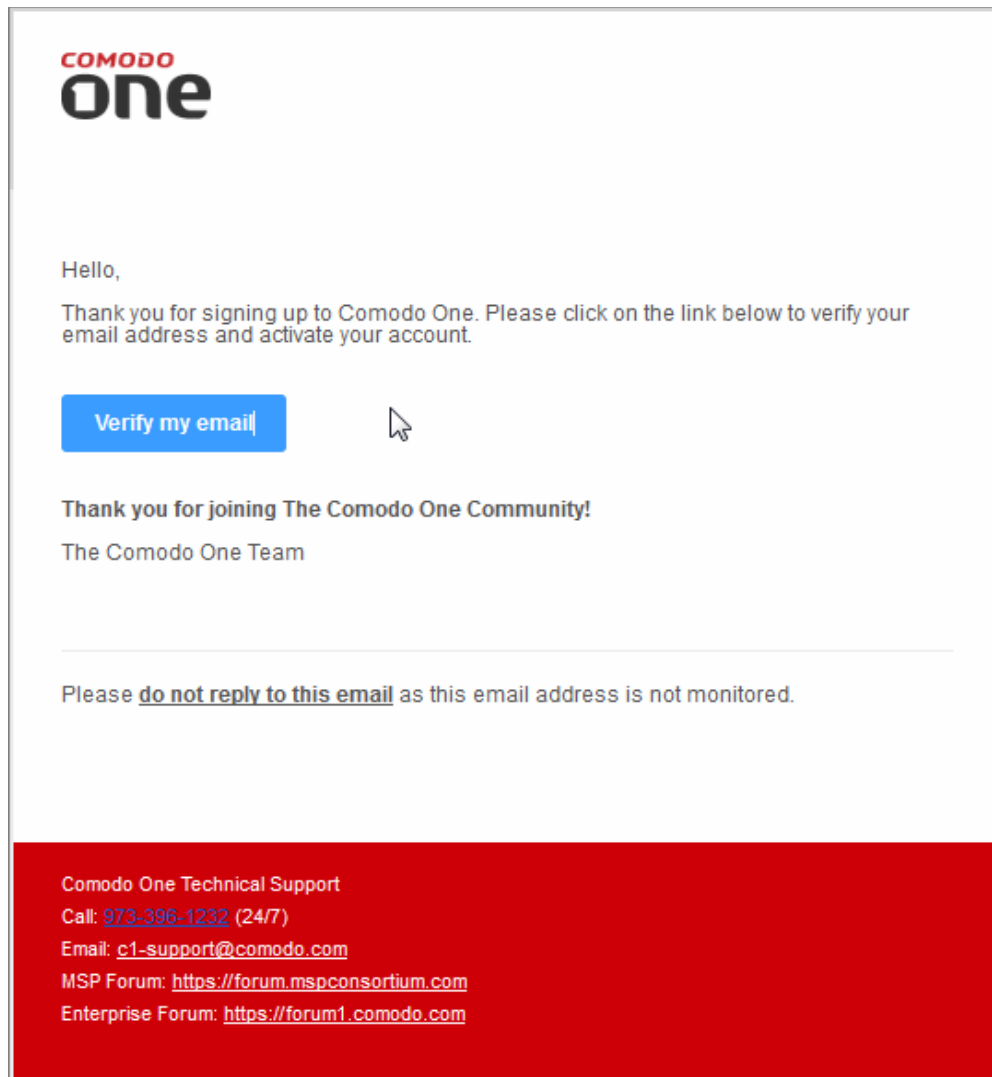
I have read [EULA](#) and accept it

GET MY INSTANT ACCESS NOW

- **Email** - This will be pre-populated with the address you provided in the previous step. Enter a new email address if you wish to change it. You will receive the verification link to this email address.
- **Password** - Create a password for your C1 account. Password rules:
 - At least eight characters long
 - Contain a mix of lower case and upper case letters
 - Contain at least one numeral
 - Contain at least one of the following special characters - ('!#\$%^&*')
- **Telephone Number** - Primary contact number
- **End User License Agreement** - Read the EULA fully by clicking the 'EULA' link and select the 'I have read EULA and accept it' check box.
- **Captcha** - Type the randomly generated value to verify your application
- Click the 'Get my instant access now' button.

- A verification mail will be sent to your email address. Click the link in the mail to activate your account:



- Click the 'Verify my email' link

You will be taken to the C1 login page after successful verification:

COMODO ONE

Welcome to Comodo ONE. You can now login with your email and password.

Email or Login

Password

Remember Me [Forgot password?](#)

LOGIN

Available on the **Apple Store** | Android App on **GOOGLE PLAY**

[I don't have an account > Sign Up](#)

- Enter your email address and password and click 'Login'.
- You need to complete account registration after first-login:

Setup Account Details [Logout](#)

Email
johnson.peter38@gmail.com

Business Type * [Compare Business Types](#)
 Managed Service Provider (MSP) Enterprise

Company Name *

Subdomain * *i*

Your custom support URL for your end-users:
[ACME.servicedesk.comodo.com](#)

Phone Number *

Country

State **Postal Code**

Time Zone
(+02:00) Europe/Kiev

Daylight Saving Time

SUBMIT

- Complete the form with your company, location and sub-domain details to finalize account setup.
 - **Email** - This field will be pre-populated with the email address entered during account creation. You cannot edit this field.
 - **Business Type** - This will determine your version of Comodo One (either 'MSP' or 'Enterprise'). The default and licensed products vary according to the business type. Click the 'Compare Business Types' link to see the products and features available with each type. See [Appendix](#) for more details on C1 modules for each business type.
 - **Company Name** - Enter the name of the business entity that you want to enroll for Comodo One.
 - **Subdomain** - The sub-domain will form part of the unique URL you use to access modules such as 'Service Desk'. For example, if you enter the sub-domain 'milkyway', you will access the service desk module at '<https://milkyway.servicedesk.comodo.com>'
 - **Phone Number** - Primary contact number of your company
 - **Country** - The country in which your company is located
 - **State** - The state or county in which your company is located (if applicable)
 - **Postal Code** - Your company's post or zip code (if applicable)
 - **Time Zone** - Time zone in your region.
 - **Daylight Saving Time** - Select if applicable.


- Click 'Submit'

The next screen shows a summary of your active services:

Comodo ONE MSP Logout

Free Services Out of Box

- ✓ **IT and Security Manager** READY ^
 - Full Mobile Device Management
 - Full Mobile Application Management
 - Full Mobile Security Management
 - Bring Your Own Device Support
 - Endpoint Security Management for Windows Devices including World Best Containment Technology (For the first month.)
 - Community support
- ✓ **Dome Shield** READY ^
 - DNS Based Security
 - Domain Filtering
 - Malware, Phishing and Botnet Protection
- ✓ **Service Desk** READY ^
 - Service Automation Ticketing System
 - Multi-Site Help Desk Management
 - Fully Integrated / One View Dashboard for all 3 Free Tools

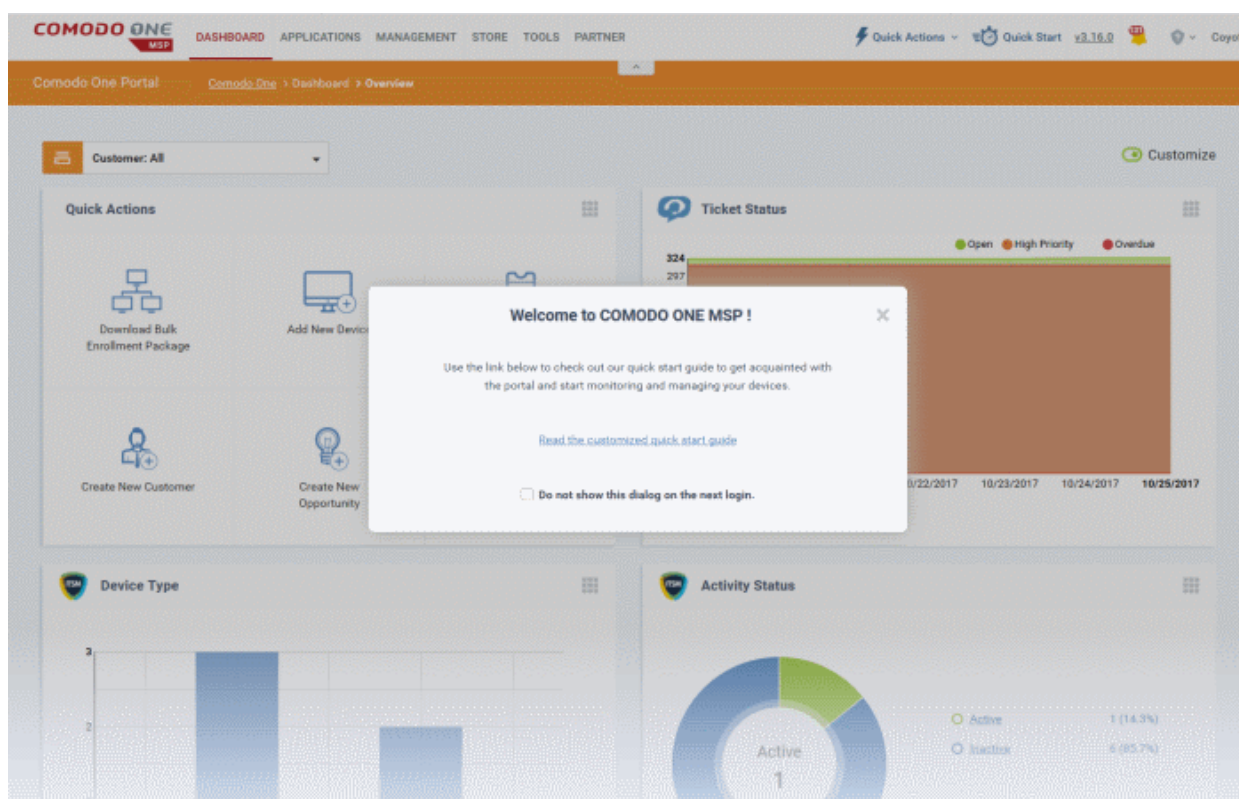
 **Comodo One MSP Forum Subscription for FREE**

You are now a member of our MSP Forum partnership community where you can provide your insight, engage in discussion boards as well as gain support from a network of partners and highly skilled technology developers.

Your [MSP Forum](#) username is your subdomain prefix that you've created.
The password is the same as your Comodo One MSP login.

OK

- Click 'OK' to finish setup. You will be taken to the Comodo One Dashboard. You will first see a 'Quick Start' pop-up which links to short tutorials on how to setup and start using C1.

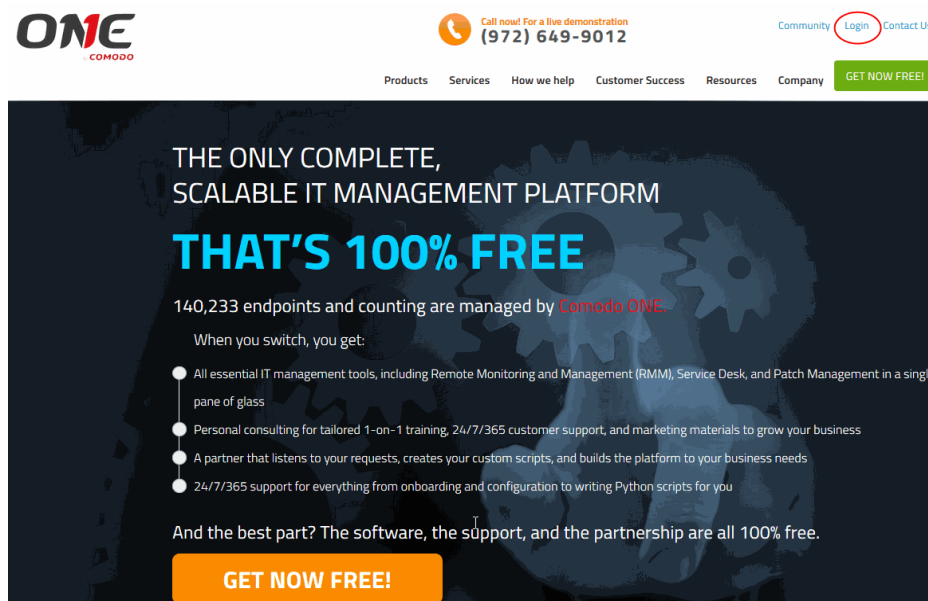


That's it. You have successfully created a Comodo One account. Please note that this account will be automatically granted 'Account Admin' privileges and cannot be deleted. This is effectively the 'Master Admin'. You will be able to create 'Admins' and 'Technicians' under this account. Refer to the section '**Managing Administrators**' for more details. You can login to your account at anytime at <https://one.comodo.com/app/login>.

After successful C1 sign up, a Comodo Account also will be created for you. You can login at <https://accounts.comodo.com/> using your C1 credentials and to manage licenses, account details and subscribe for other Comodo products.

2.1 Logging-in to your Account

You can login into Comodo One by visiting <https://one.comodo.com/app/login> in any internet browser. Alternatively, visit <https://one.comodo.com> and click 'Login' at the top right.



The 'Login' screen will be displayed:

- Enter your username and password to login to Comodo One console.

To set a new password

If you have forgotten your current password, you can set a new one by clicking the 'Forgot password' link in the 'Login' interface.

The image shows two overlapping screenshots of the Comodo One web interface. The top screenshot is the login page, featuring the 'COMODO ONE' logo at the top. Below the logo are two input fields: 'Email or Login' and 'Password'. There is a 'Remember Me' checkbox and a blue 'LOGIN' button. A red circle highlights the 'Forgot password?' link, with a red arrow pointing to the bottom screenshot. The bottom screenshot is the 'PASSWORD RESET REQUEST' page, also featuring the 'COMODO ONE' logo. It has an 'Email or Login' input field and a blue 'SEND REQUEST' button.

- Enter your account email address and click 'Send Request'. We will email password reset instructions to the address provided.
- C1 also has a two-factor authentication feature that provides additional login security. This can be enabled in 'Management' > 'Account Security Details'. To find out more, see [Setting up Two-Factor Login Authentication](#).
- Your C1 account can also be managed from your mobile device (iOS and Android supported). The C1 app allows you to attend to customer's requests, read alerts and more. Click the Apple Store or Google Play link on the sign in dialog to download the app:



Alternatively, you can download C1 mobile at the following URLs:

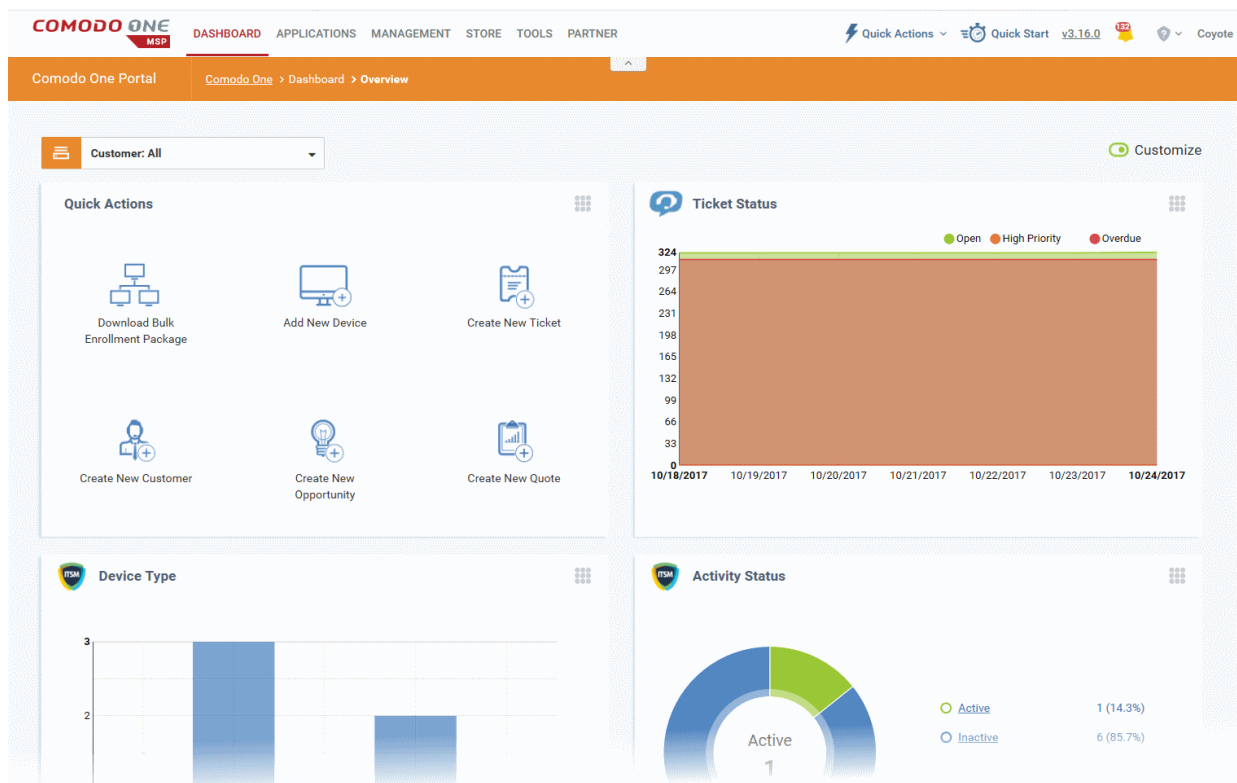
Android users - Download C1 Mobile from <https://play.google.com/store/apps/details?id=com.comodo.one.mobile> (or search for 'Comodo One Mobile' on Google Play)

iOS users - Download C1 Mobile from <https://appsto.re/us/PNn2ab.i> (or search for 'Comodo One Mobile' on the Apple App Store)

Visit <https://help.comodo.com/topic-289-1-844-10826-Introduction-to-C1-Mobile.html> for more details about C1 mobile.


3 The Administrative Console

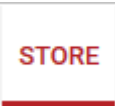
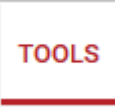
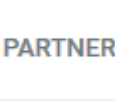
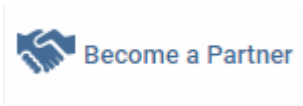
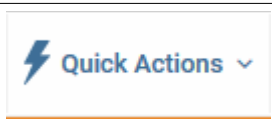




The C1 console allows admins and staff to use integrated C1 modules, add new modules, view dashboard statistics, manage subscriptions, manage staff roles and more. Account administrators can also add staff members and manage customer accounts from this interface.



The name of the user that is currently logged in is shown at top right. The menu bar at the top allows administrators to navigate to different features. Red menu items indicate that the feature is in use.

Menu Items

	<p>Home - Click this to return to the application you have set as your C1 welcome page.</p> <p>C1 allows you to set a specific application to open whenever you log-in to your account. See setting a licensed application as your login page in Configuring C1 Settings for more details.</p> <p>The business type (MSP or Enterprise) is displayed below the C1 logo.</p>
<p>DASHBOARD</p>	<p>C1 Dashboard - View the status of licensed applications, notifications and more. Click here for more details.</p>
<p>APPLICATIONS</p>	<p>Applications - Access your account's licensed applications. Click here for more details.</p>
<p>MANAGEMENT</p>	<p>Management - Allows MSP and Enterprise admins to:</p> <ul style="list-style-type: none"> Add and edit staff members and assign roles to them

	<ul style="list-style-type: none"> • Create custom roles with different privilege levels. These roles can then be assigned to staff and administrators • View and edit Comodo One account details, manage licenses and access security settings. • View subscription, usage and billing details for your C1 applications • MSP admins can add, edit and remove customer organizations. <p>Click here for more details.</p>
	Store - Subscribe to Comodo products from this area. Click here for more details.
	Tool Set - Download free tools and utilities. Click here for more details.
	Partner - Available if you add a C1 MSP partner account. Click this icon to login to your Comodo account at https://accounts.comodo.com/login .
	Become a Partner - Click to start the process of becoming an MSP partner. See Comodo License Account Details to find out how to add an MSP account.
	Quick Actions - Shortcuts to important tasks in various C1 applications. You can also quickly create a new customer from this menu. New customers created here will be available in all C1 applications. Click here for more details.
	Quick Start - Contains help and advice to quickly set up your portal, add customers and start managing devices.
	Version Number - Click the version number to open the release notes page. This outlines new features and bug-fixes in the current release. See ' Viewing Release Notes ' for more details.
	Notifications - Displays alerts and notifications from C1 and licensed modules. Click here for more details.
	Help - Shows shortcuts to Comodo One help pages and forum pages. See ' Comodo One Support ' for more details.
Logged-in User Name	Click your username to access the following options: <ul style="list-style-type: none"> • Settings - Change your password, time zone and application launch settings. See 'Configuring C1 Settings' for more details. • Logout - Sign-out of C1

Dashboard - The 'Dashboard' is displayed by default when you log into the console. It contains the following sections:

- **Overview** - Statistics about service desk tickets, available patches, applications, endpoint operating systems, endpoint connection status and more. See **Overview** for more details.
- **Notifications** - Displays a list of notifications sent to the administrator by Comodo One. See **Notifications** for more details.
- **Reports** - Admins can generate reports on service desk, patch management, managed devices, file statistics and more. You can also schedule automatic reports.

The 'Reports' screen lists all previously generated reports. See the **Reports** section for more details.

Applications - Allows account admins, MSP/Enterprise admins and staff members to access Comodo One modules.

- **Comodo Service Desk** - Fully featured support ticketing system which allows enterprises to implement strong and effective work-flows for internal and customer-facing support departments. The solution allows admins and staff to track and manage tickets submitted by users, assign tickets to departments or organizations, generate reports and much more.
- **Comodo IT and security Manager (ITSM)** - ITSM allows administrators to manage, monitor and secure mobile devices and Windows endpoints which connect to customer networks. Once an iOS, Android or Windows device has been enrolled, administrators can quickly apply configuration profiles which determine network access rights, security settings and general preferences. A powerful addition to any MSP/Enterprise toolkit, ITSM allows you to secure customer data regardless of the device that holds it. Refer to the dedicated **Comodo IT and Security Manager** guide for more details.
- **Comodo Remote Monitoring and Management (RMM)** - A complete endpoint management solution which combines endpoint monitoring and alerting with ultra-fast remote desktop sharing, a robust ticketing sub-system, application life-cycle management, process and service management, endpoint security management and custom scripting for automated break-fixing. Refer to the dedicated **RMM guide** for more details.

Note: The standalone RMM is a legacy product available only to customers that signed up to C1 prior to version 3.0. RMM functionality has now been transferred to the Comodo ITSM product.

- **Comodo Dome Shield** - A DNS based web security solution that allows MSPs to provide strong, real-time protection against internet threats for their customers. See the dedicated online help guide for **Comodo Dome Shield** for more details.
- **Acronis Cloud Backup** - Acronis Cloud Backup is capable of backing up data from any source and recovers to any destination and system. This module is optional and can be added after creating a Comodo One account. See **'Add Acronis Cloud Backup'** for more details.
- **Comodo Quote Manager** - This module is optional and can be added after creating a Comodo One account. See **'Add Comodo Quote Manager'** for more details. Comodo Quote Manager allows administrators and staff to generate, manage and send customer price quotes.
- **cWatch** - cWatch is a security intelligence and event management (SIEM) product that allows administrators to monitor logs, create incidents and more. This module is optional (available for MSPs only) and can be added after creating a Comodo One account. See **'Add cWatch'** for more details.
- **Comodo Secure Web Gateway** - A real time web traffic scanning solution that is capable of providing comprehensive web content and security control. This module is optional and can be added after creating a Comodo One account. See **'Add Comodo Secure Web Gateway'** for more details.
- **Comodo Customer Relationship Management (CRM)** - An end-to-end sales automation solution that allows you to assign, nurture and close customer leads faster than ever. This module is optional and can be added after creating a Comodo One account. See **'Add Comodo Customer Relationship Management'** for more details.
- **Comodo Dome Cloud Firewall** - Offered as an SaaS service, Cloud Firewall includes a web-application firewall, antivirus scanning, intrusion prevention, website filtering and traffic monitoring. This module is optional (available for Enterprises only) and can be added after creating a Comodo One account. See **'Add Comodo Dome Cloud Firewall'** for more details. (Available only for C1 - Enterprise customers)

- **Comodo Dome Firewall Virtual Appliance** - The same functionality as the Cloud Firewall but provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware. This module is optional (available for Enterprises and MSP) and can be added after creating a Comodo One account. See '[Add Comodo Dome Firewall Virtual Appliance](#)' for more details.
- **Comodo Dome Data Protection** - Allows companies to prevent data leaks by implementing strict controls on confidential data in motion and at rest. This module is optional (available for Enterprises only) and can be added after creating a Comodo One account. See '[Add Comodo Dome Data Protection](#)' for more details. (Available only for C1 - Enterprise customers)
- **Comodo Dome Antispam** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. This module is optional and can be added after creating a Comodo One Enterprise account. See '[Add Comodo Dome Antispam](#)' for more details. (Available only for C1 - Enterprise customers)
- **Comodo Dome Antispam - MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines to block unwanted/dangerous mail from reaching your customer's networks. See [Add Comodo Dome Antispam - MSP](#) for more details. (Available only for C1 - MSP customers)
- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall virtual appliances installed on your customers' networks from a single central console. See [Add Comodo Dome Firewall Central Manager](#) for more details.

Management - Manage customer accounts, staff accounts, roles, subscriptions and more. The management area contains the following sections:

- **Customer** - Displays all customer organizations added by the account administrator. Available to MSP customers only.
 - Any number of companies can be created depending your subscription level.
 - Companies added here are automatically added to all integrated applications (for example, Service Desk, ITSM and Quote Manager). Companies will be visible to all MSP Admins when they are in those modules.
 - Module-specific users and administrators can be added under these companies from within each module.
 - See '[Managing Companies](#)' for more details.
- **Staff Management** - Staff members added here can access all modules in Comodo One. You can set up different privileges for each staff member.
 - Service Desk. Service desk staff that were originally added to C1 with admin privileges (aka an 'MSP/Enterprise Admin') can access both the admin and staff panels. Staff without admin privileges can only access only the service desk staff panel.
 - New staff members will receive an account verification email and be asked to create a unique password. See '[Managing Administrators](#)' for more details.
- **Roles** - Administrators can create new admin and staff roles with different privileges. Roles can be assigned to staff/admins as required. Refer to [Managing Roles](#) for more details.
- **Account** - Allows account administrators to personalize and edit account details such as name, email address, address and phone numbers. You can also view your account license details. See '[Managing your Account](#)' for more details.
- **Applications** - Allows you to manage billing, usage, licenses and settings for each of your 'App Store' purchases. See '[Manage Application Subscriptions, Usage, Billing and Settings](#)' for more details.

Store - Displays Comodo applications that are available for C1 users. Some applications can be added as 'integrated' C1 modules and some are available as standalone applications. For a full list of applications available for both MSP and enterprise customers, please refer to '[Appendix - C1 Products](#)'. Refer to the section '[App Store](#)' for more details about how to add applications as integrated modules.

Tools - Allows administrator to download free utilities for use on customer networks. The available applications are:

- **Comodo Cleaning Essentials** - Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to identify and remove malware and unsafe processes from infected computers.

Major features include:

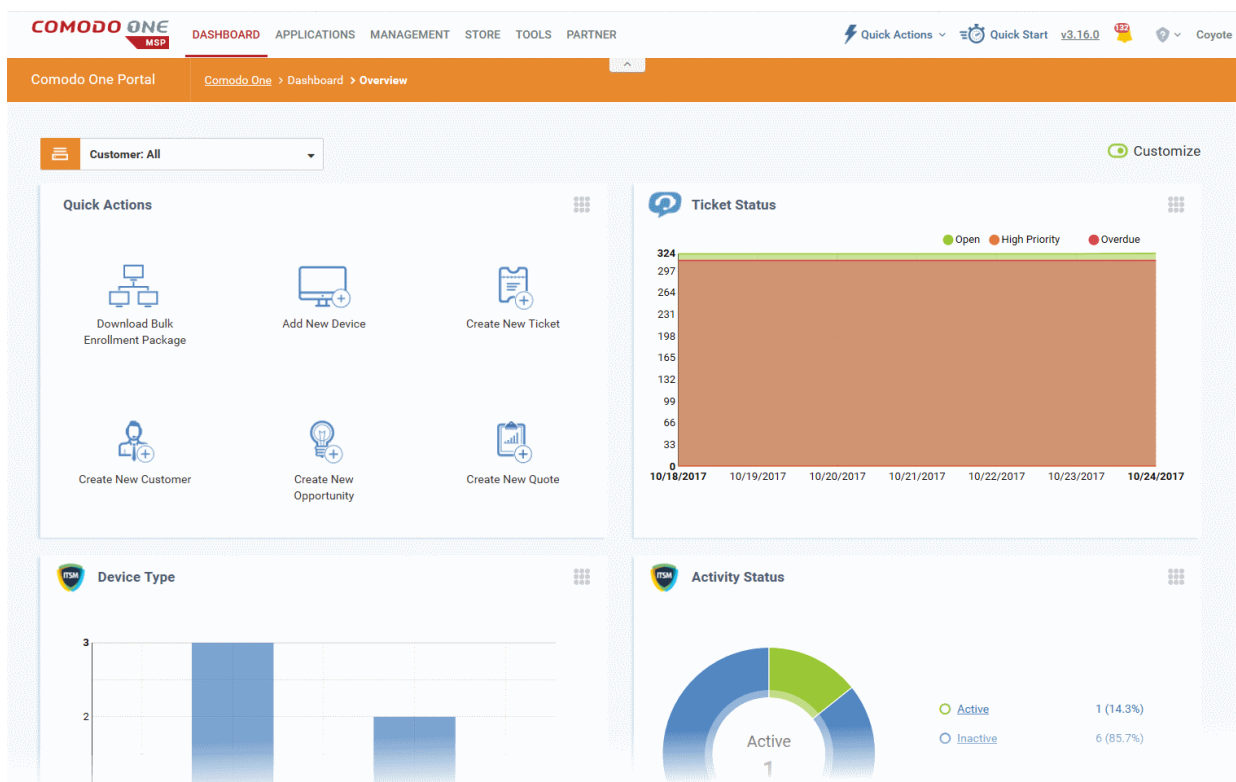
- **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on their system.
- **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
- **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

CCE is a lightweight, portable application which requires no installation and can be run directly from removable media such as a USB key, CD or DVD. For more details, refer to the CCE guide at <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

- **Comodo Network Assessment Tool** - Comodo Network Assessment tool (NAT) allows network administrators to perform in-depth scans on client networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice for each issue. Setup is easy with a simple wizard which allows users to import networks via Active Directory, Workgroup or IP range.
- **Unknown File Hunter Tool** - The Comodo Unknown File Hunter (UFH) tool is a lightweight scanner that is capable of identifying unknown and potentially malicious files residing on your customer's network. After scanning networks and systems, it will classify all audited files as 'Safe', 'Malicious' or 'Unknown'. While 'Safe' files are OK and 'Malicious' files should be deleted immediately, it is in the category of 'Unknown' that most zero-day threats are to be found. The UFH scanner allows you to upload these files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.
- **Auto Discovery and Deployment Tool** - Comodo Auto Discovery and Deployment Tool is an enterprise class bulk application deployment tool that is capable of deploying applications remotely to endpoints on a network. Remote bulk deployment methods include via Active Directory, Workgroup, or IP address/IP range/host name.

4 The Dashboard

The 'Dashboard' is displayed by default when you first log into the console.



It contains the following sections:

- **Overview** - Displays pie-charts and bar-charts about service desk tickets, available patches, network endpoints and more. Refer to the section **Dashboard Overview** for more details.
- **Notifications** - Displays a list of notifications sent to the administrator by Comodo One. Refer to the section **Notifications** for more details.
- **Reports** - Generate reports on service desk performance and schedule automated report generation. The 'Reports' screen displays a list of reports generated. Refer to the section **Reports** for more details.


4.1 Dashboard Overview

The 'Overview' section of the dashboard contains statistics and charts which contain detailed information from all C1 modules. These include service desk tickets, endpoint patch status, operating system breakdown, endpoint security policies and more.

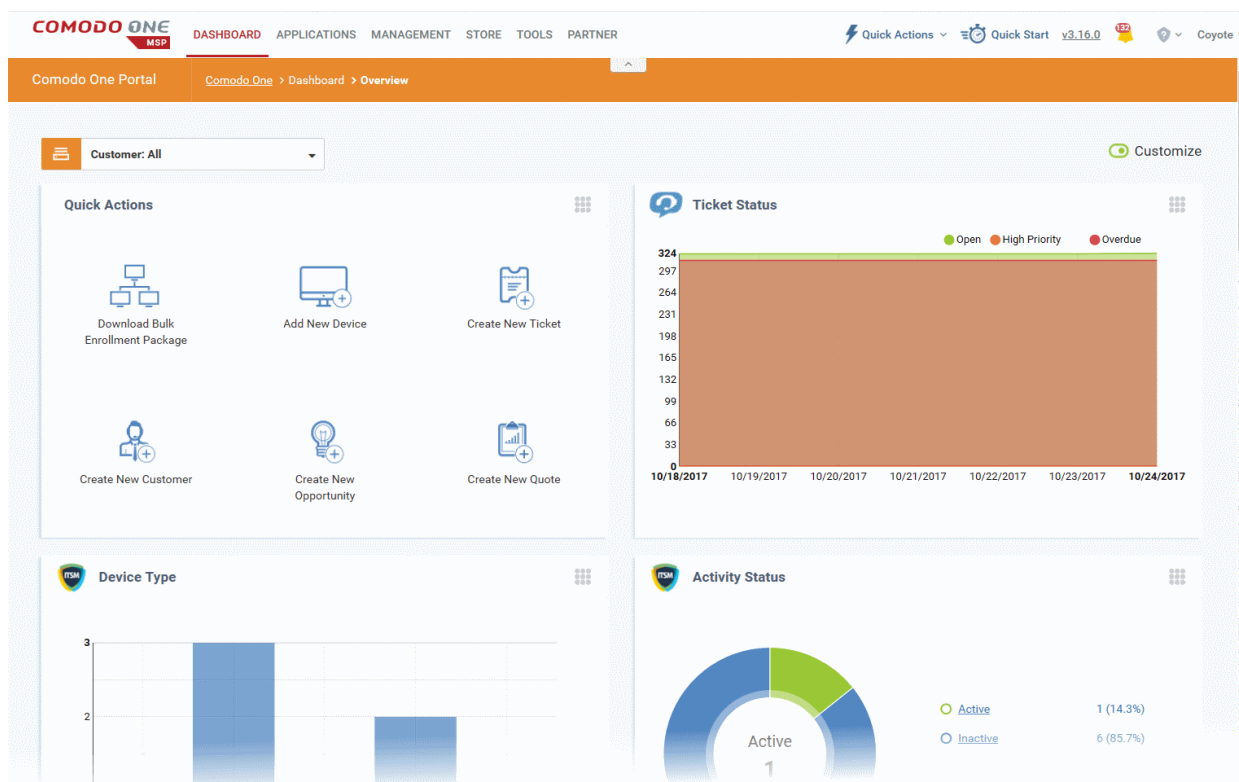
The overview is displayed by default after logging in to C1. You can also open the 'Overview' by:

- Clicking the home icon  at the top left corner of any screen

- Clicking the 'Comodo One' logo  at top left

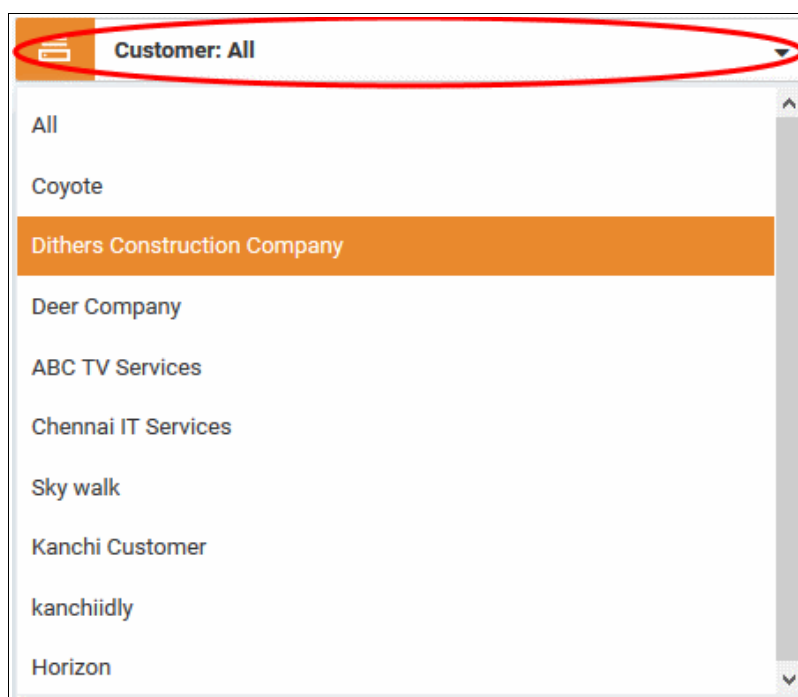
- Clicking the Dashboard button  then 'Overview' from the options

- Click the  button at the top to expand / collapse the C1 menu.



For an MSP account, the dashboard will display the status of endpoints from all companies enrolled for the account by default. Enterprise customers, the selection of customers will not be available and can view the status of their enrolled endpoints.

- To view the dashboard for a particular company (for MSPs only), click the 'Customer' drop-down:




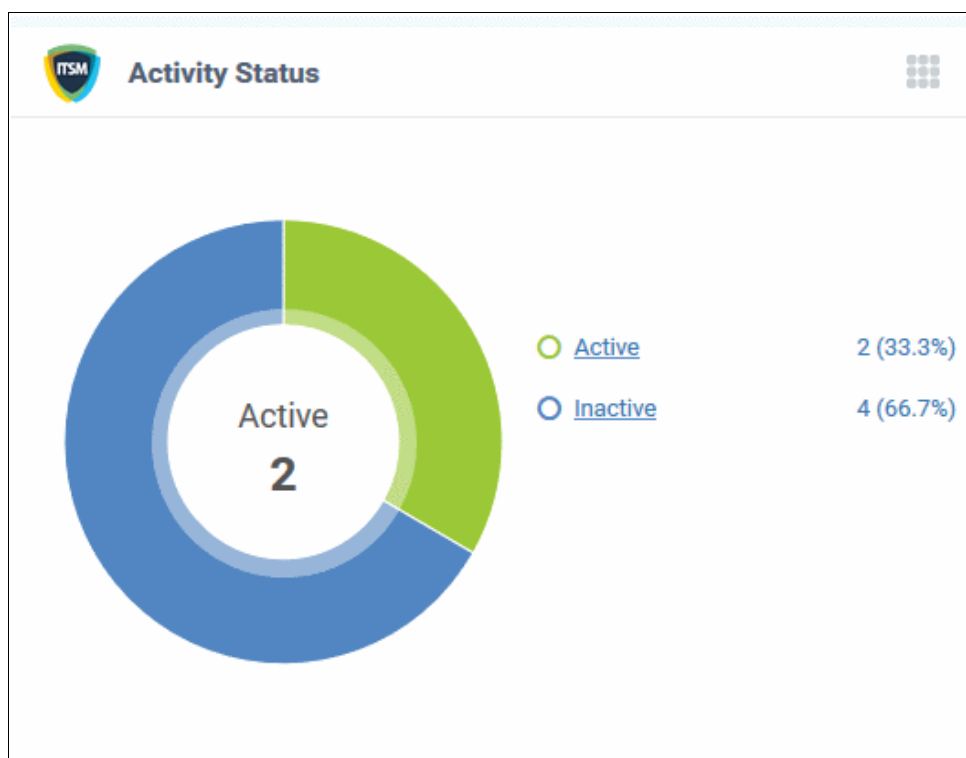
- Select the company whose dashboard you wish to view:

The Dashboard displays various statuses in bar charts, pie-charts and tables. You can customize the dashboard to view or hide dashboard components or re-order the list as per your requirement.

To customize the dashboard, click 'Customize' at the far end of the interface:

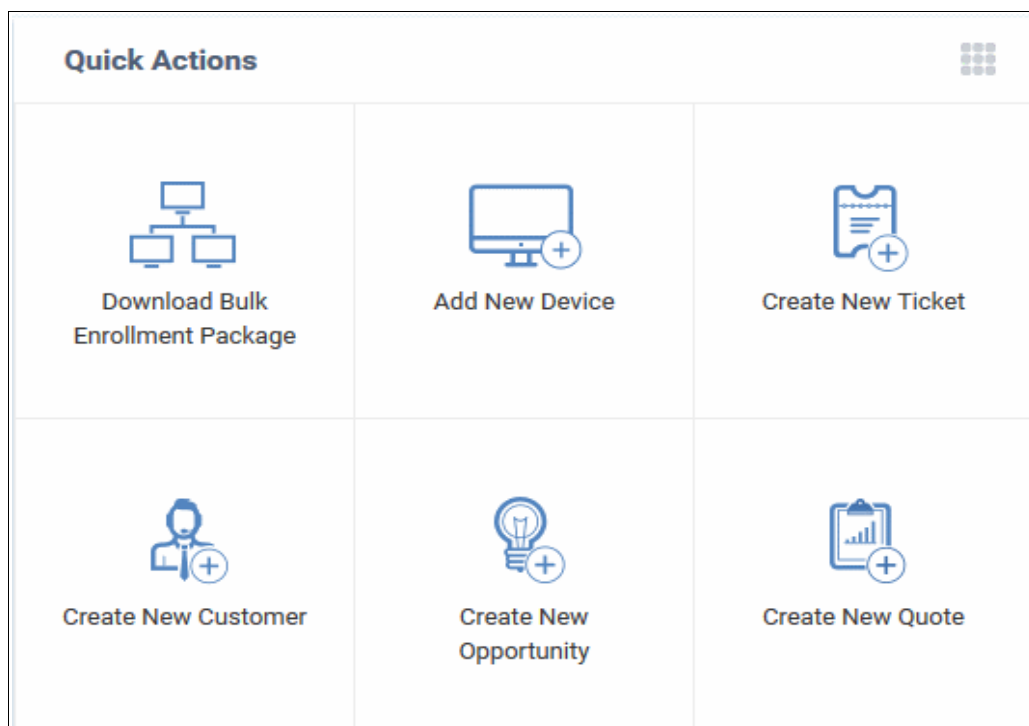
Widgets	Data Source	Description	OFF / ON
Quick Actions	-	Shows quick actions which direct to related page of application.	<input checked="" type="checkbox"/>
Ticket Status	Service Desk	Shows number of open, high priority and overdue tickets for last seven days.	<input checked="" type="checkbox"/>
Device Type	IT and Security Manager	Shows device counts based on form factor of the devices like Smartphone, PC, etc..	<input checked="" type="checkbox"/>
Activity Status	IT and Security Manager	Displays device counts based on availability as active and inactive.	<input checked="" type="checkbox"/>
Endpoint Patching Status	Patch Management	Shows device counts based on patch severity.	<input checked="" type="checkbox"/>
Operating Systems	IT and Security Manager	Shows device counts based on types of operating systems like Windows 7, Windows 1...	<input checked="" type="checkbox"/>
Profile Status	IT and Security Manager	Shows device counts based on osname system.	<input type="checkbox"/>

- To view or hide a dashboard component, click the On/Off button beside the row. The number of dashboard components that are switched off will be displayed beside the 'Customize' icon  **Customize**.
- To reorder the dashboard components, click on a widget and drag it to the desired position. You can also reorder the components from the Dashboard interface. Click and hold on the widget button and move to the position as required.



Details of the Dashboard Panes

Quick Actions: Shortcuts to initiate specific tasks pertaining to various products such as Service Desk, ITSM and CQM.

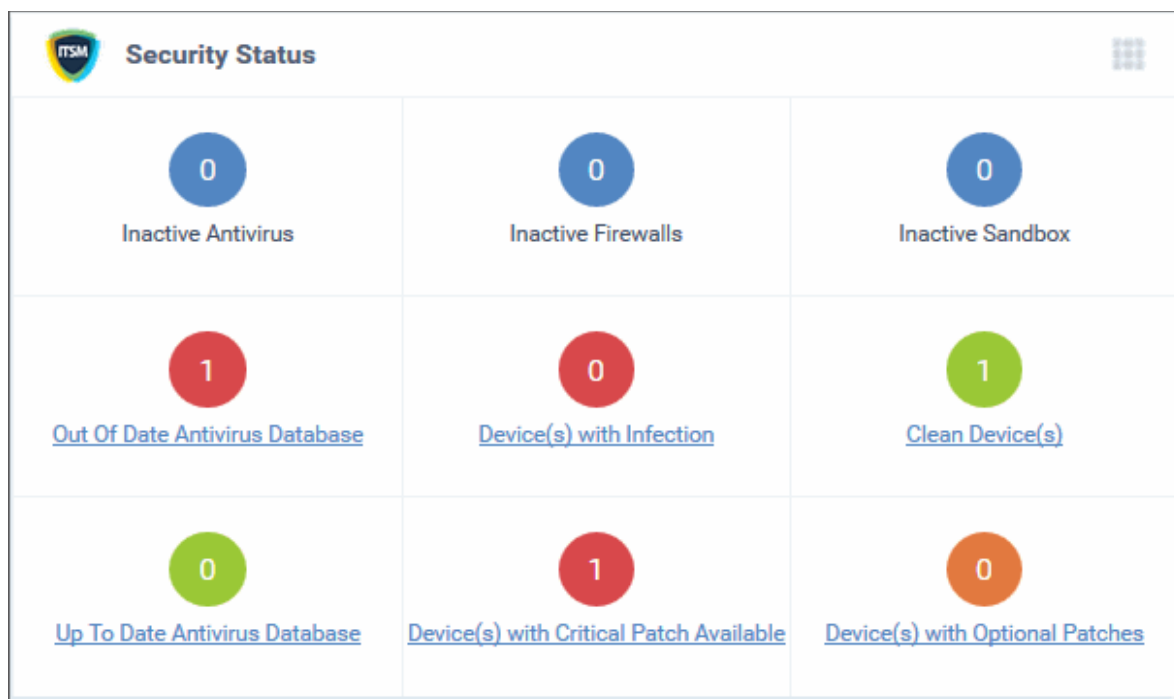


Clicking a link will open the module at the screen required to complete the task. For example, clicking 'Create New Ticket' will open the new ticket interface on Service Desk.

- Download Bulk Enrollment Package - Allows you to download offline packages from ITSM module.
- Add New Device - Opens the Enroll Devices dialog to start the device enrollment process.
- Create New Ticket - Opens the new ticket interface on Service Desk to start the process for creating a new ticket.
- Create New Customer - Allows you to add a new customer on C1 (for MSPs only).
- Create New Opportunity - Opens the 'Creating New Opportunity' page in CRM in order to create a new sales lead.
- Create New Quote - Open 'Quotes' page on CQM to create a new sales or service quotation.

IT and Security Manager - Security Status

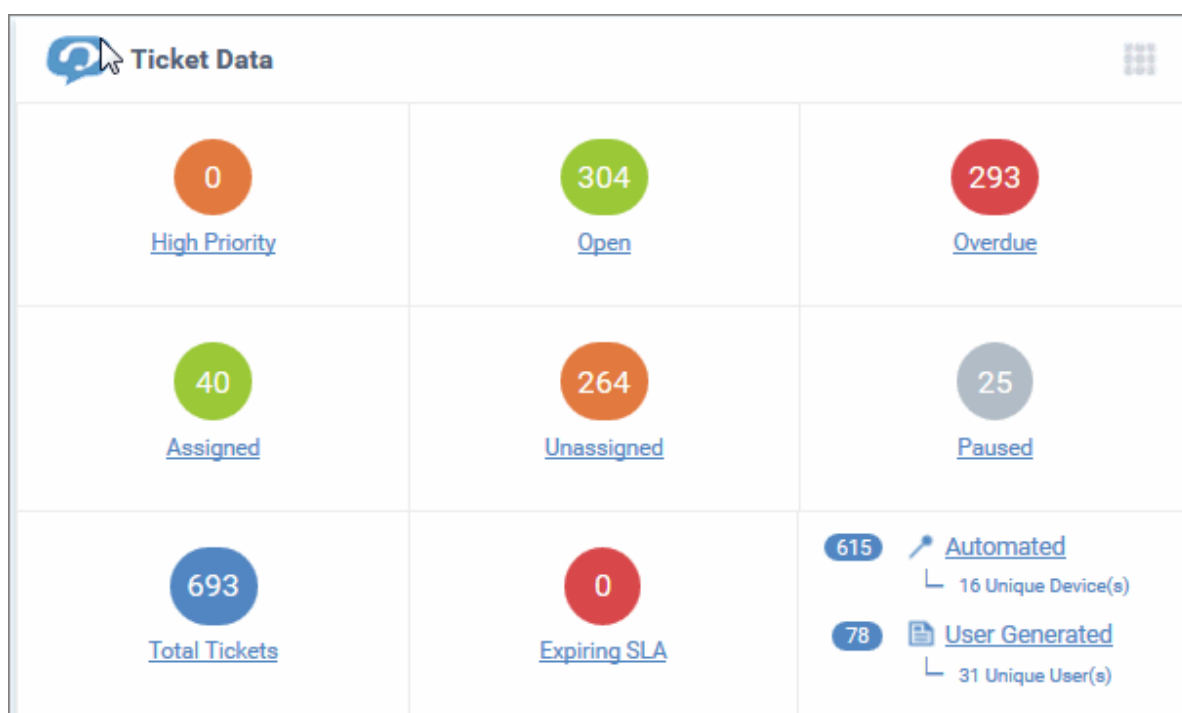
This pane displays security information about ITSM devices. This includes the number of devices that have inactive CCS components, the number of clean and infected devices, the number of devices which are running out-dated virus databases and the number of devices that are missing patches.



- Clicking any link will take you to the relevant section of ITSM so you can investigate further.

Service Desk - Ticket Data

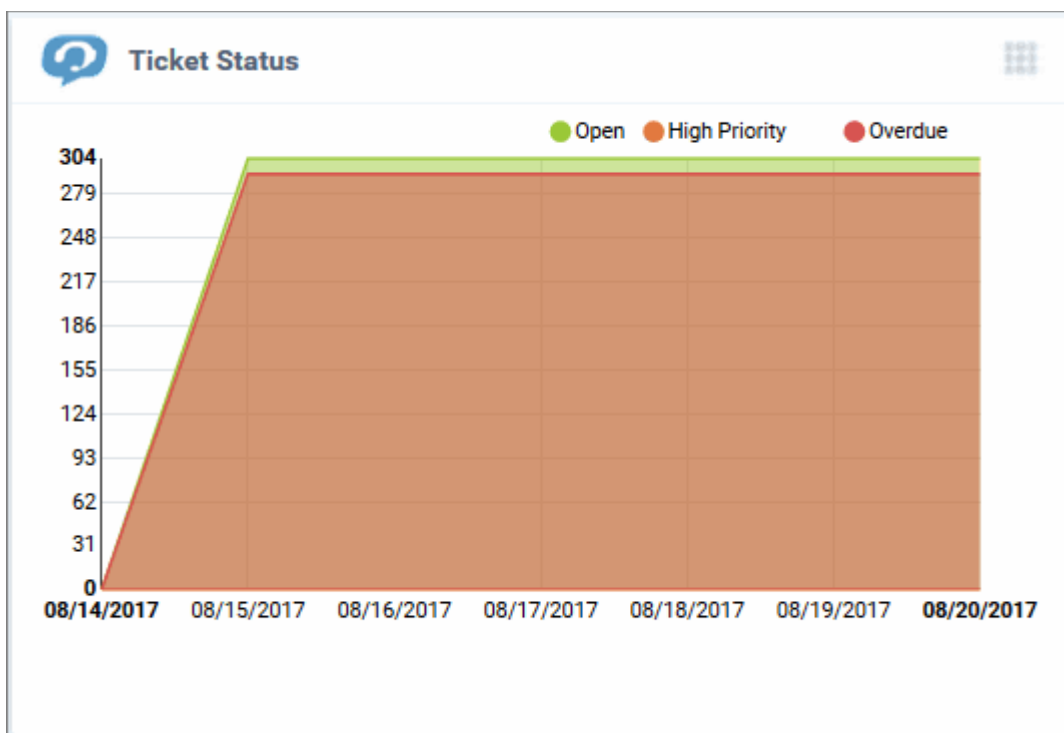
Displays key data about your service desk tickets. This includes how many tickets are open, overdue and so on. It also displays the the number of tickets that were auto-created by applications such as ITSM and those created by users.



- Clicking on the ticket links will open the respective page in Service Desk.

Service Desk -Ticket Status

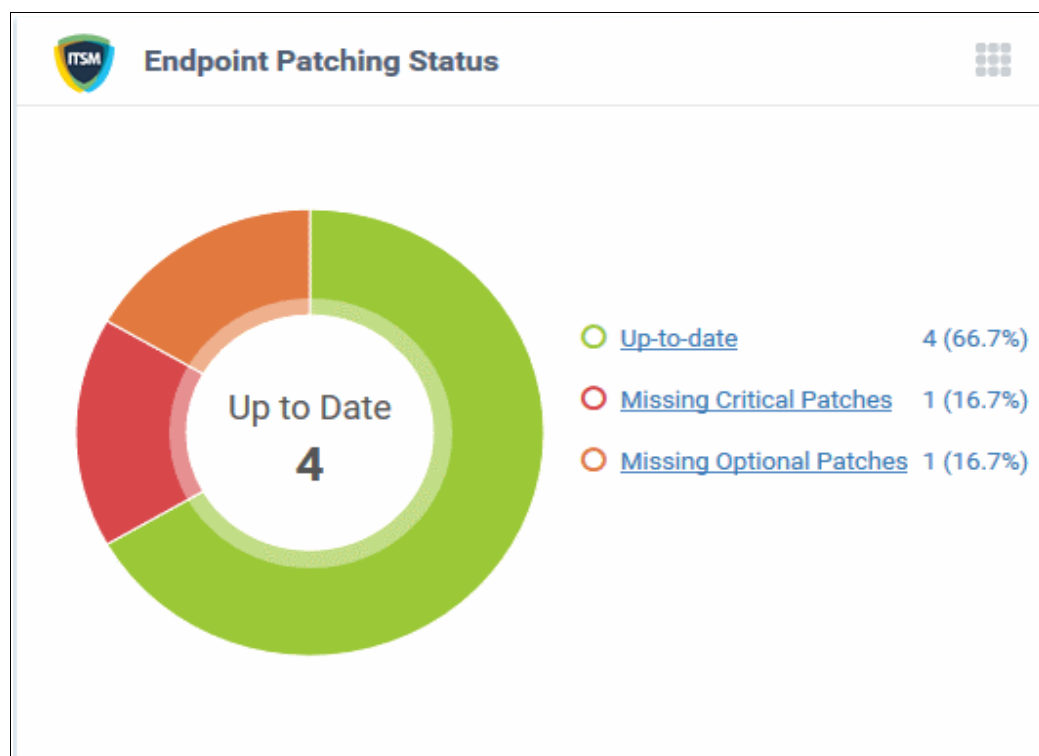
Chart which shows the total number of service desk tickets that are overdue, open and high priority.



Place your mouse cursor over a section to see the status of tickets for that particular date. If no tickets are available, you instead will see link - 'Click Here to Create New Ticket'.

IT and Security Manager - Endpoint Patching Status

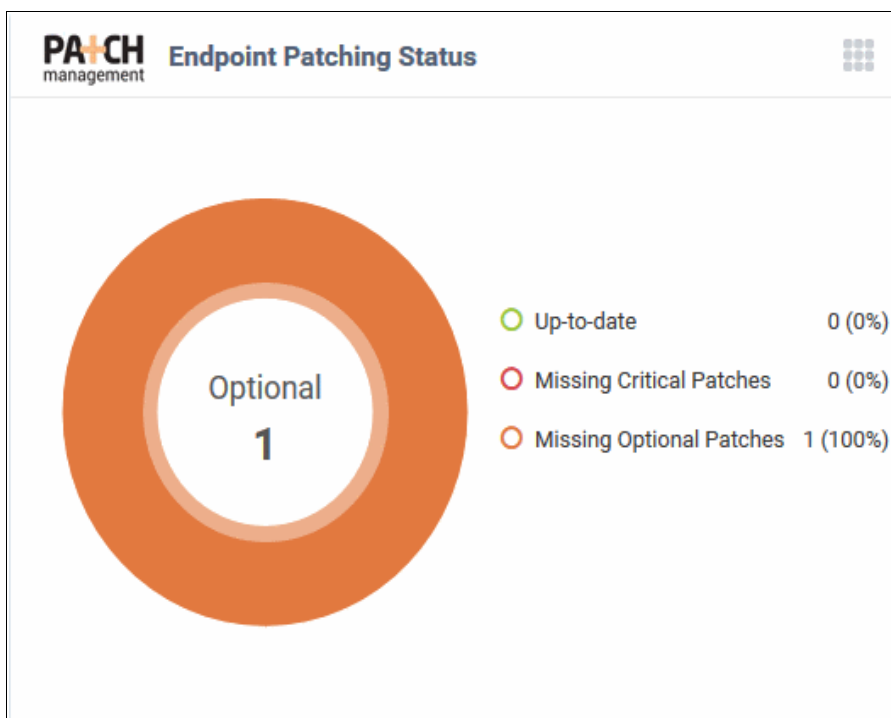
Break-down of your endpoint devices according to patch status. The pie chart shows how many of your devices are missing critical or optional patches, and how many are fully patched.



- Placing the mouse cursor on a particular patch status sector will be display the number of endpoints with the respective status.
- Clicking on a link on the right will take you the respective devices pages on ITSM module.

Patch Management - Endpoint Patching Status (for MSPs only)

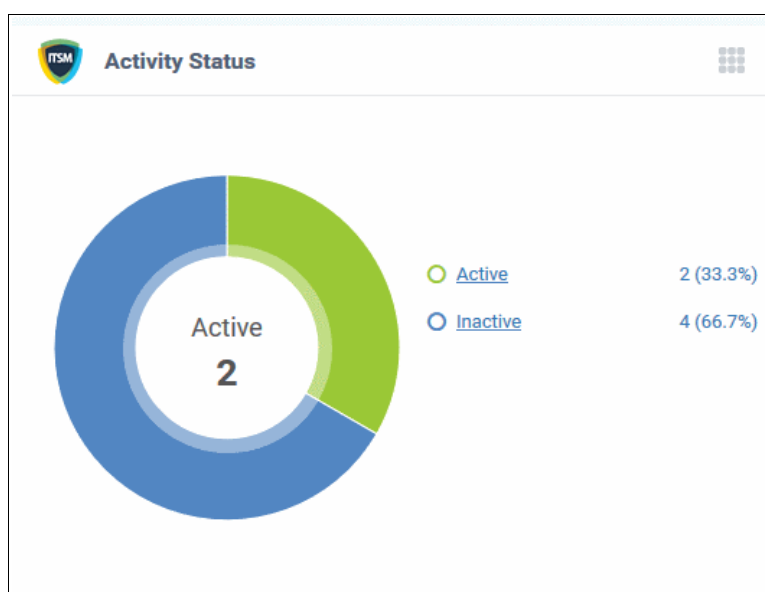
Indicates the number of OS patches that are critical and need to be deployed onto the endpoints by the patch management module. It also provides the number of optional patches and the number of endpoints that are up to date.



- Placing the mouse cursor on a particular patch status sector will display the number of endpoints with the respective status.
- Clicking on a link on the right will take you to the respective pages on the Patch Module.

IT and Security Manager - Activity Status

Displays the number of endpoints that are connected to ITSM versus those that are not connected. 'Inactive' means endpoints that have not connected for more than a day.

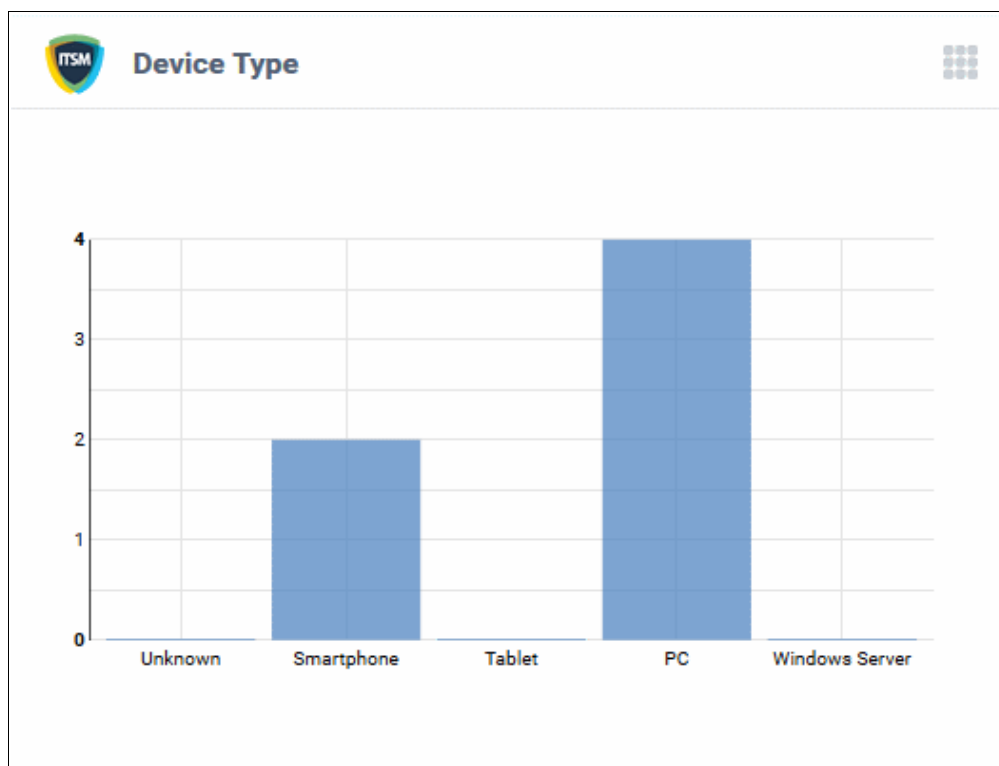


- Placing the mouse cursor on a particular device status sector will display the number of endpoints with the respective status.

- Clicking on a link on the right will take you to the respective device page on the ITSM module.

IT and Security Manager - Device Type

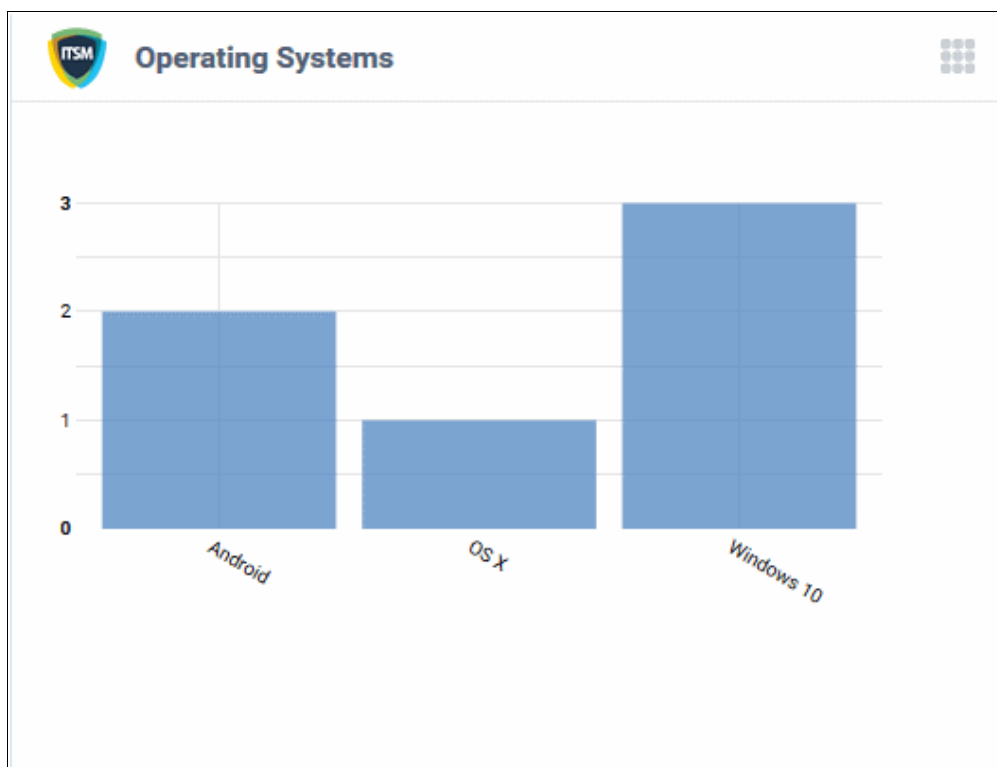
Displays ITSM devices according to device type. Types include computers, servers, smartphones tablets and so on. The names of the device types are displayed on the X-axis and the number of endpoints is displayed on the Y-axis.



- Placing the mouse cursor on a particular device type will display the number of endpoints on it.
- Clicking on a bar chart will take you to the respective device list page on the ITSM module.

IT and Security Manager - Operating Systems

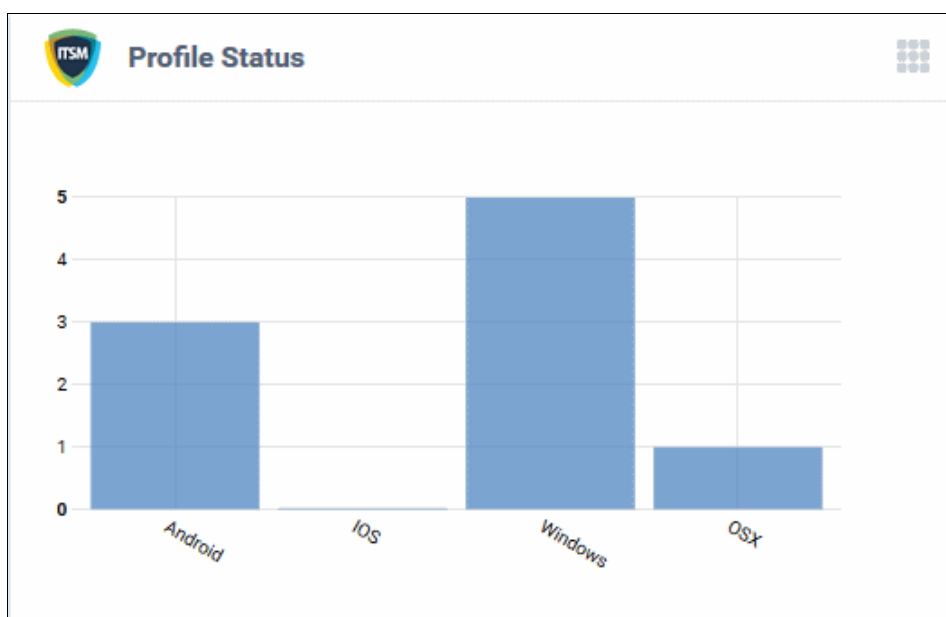
Displays ITSM devices by operating system. The names of the operating systems are displayed on the X-axis and the number of endpoints is displayed on the Y-axis.



- Placing the mouse cursor on a particular OS type will display the number of endpoints on it.
- Clicking on a bar chart will take you to the respective device list page on the ITSM module.
- A link 'Click Here to Add Devices' will be displayed if no devices are enrolled. You can enroll a device in ITSM by clicking this link.

IT and Security Manager - Profile Status

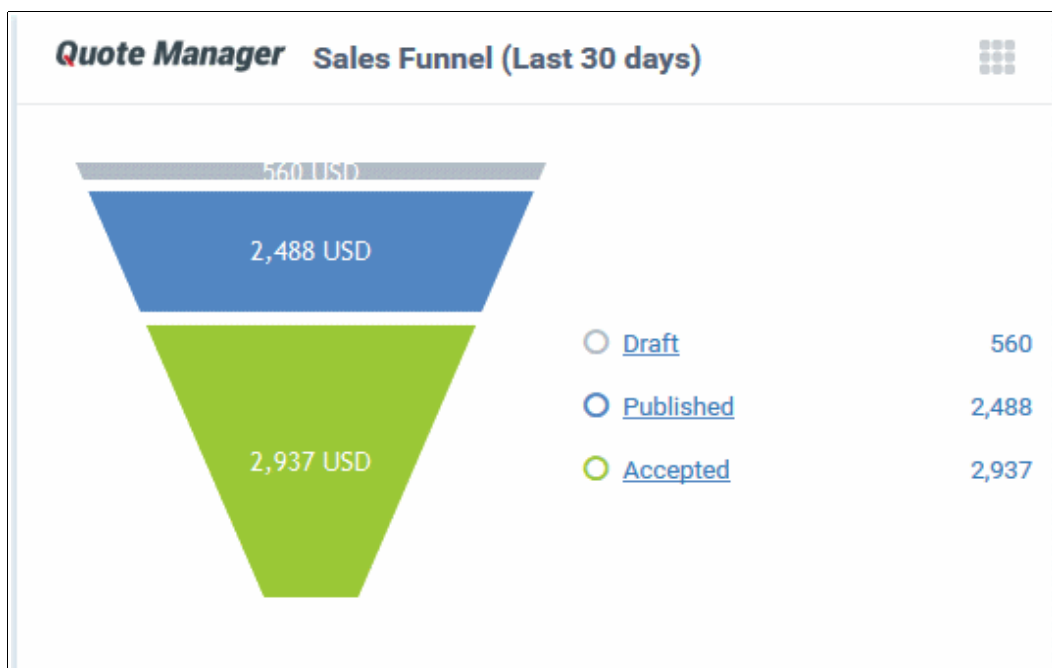
Shows how many devices have an active ITSM profile by operating system. The names of the operating systems are displayed on the X-axis and the number of devices is displayed on the Y-axis.



- Placing the mouse cursor on a particular profile type will display the number of endpoints on it.
- Clicking on a bar chart will take you to the respective device list page on the ITSM module.

Quote Manager - CQM Sales Funnel

Pertains to the Comodo Quote Manager (CQM) module. Displays the number of quotes that have been accepted, published and are in draft status. This widget will be available only if Comodo Quote Manager application is added to the account.



- Clicking on a status link on the right will take you to the respective page in the CQM module.

Status Per Company (for MSPs only)

This dashboard pane provides details about devices enrolled for each company, including online/offline status, policy status and patch requirements.

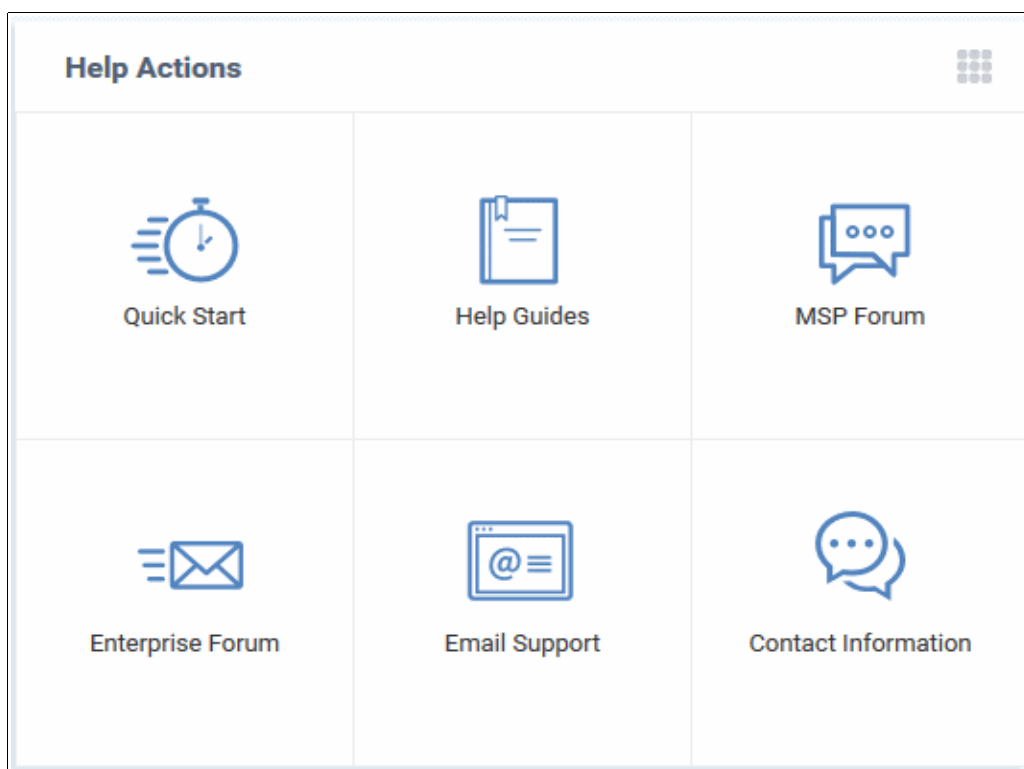
	ONLINE DEVICES ITSM	OFFLINE DEVICES ITSM	PROFILES ITSM	OPTIONAL PATCHES ITSM	CRITICAL PATCHES ITSM
Coyote	0	1	2	0	1
Dithers Construction Company	1	1	2	1	0
Deer Company	0	2	4	0	0
ABC TV Services					
Chennai IT Services					

Device Statuses for Companies - Table of Column Descriptions

Column Header	Description
Company	The name of the company. C1 companies can be created by administrators.
Online Devices	Number of devices that are currently connected.
Offline Devices	Number of devices that are enrolled but currently not connected.
Profiles	Number of policies that are successfully applied to devices.
Optional Patches	Number of optional patches that are required to be applied to devices.
Critical Patches	Number of critical patches that are required to be applied to devices.

Help Actions

In case of any issues or clarifications regarding the application, administrators can refer to help guides or write to support to resolve them.

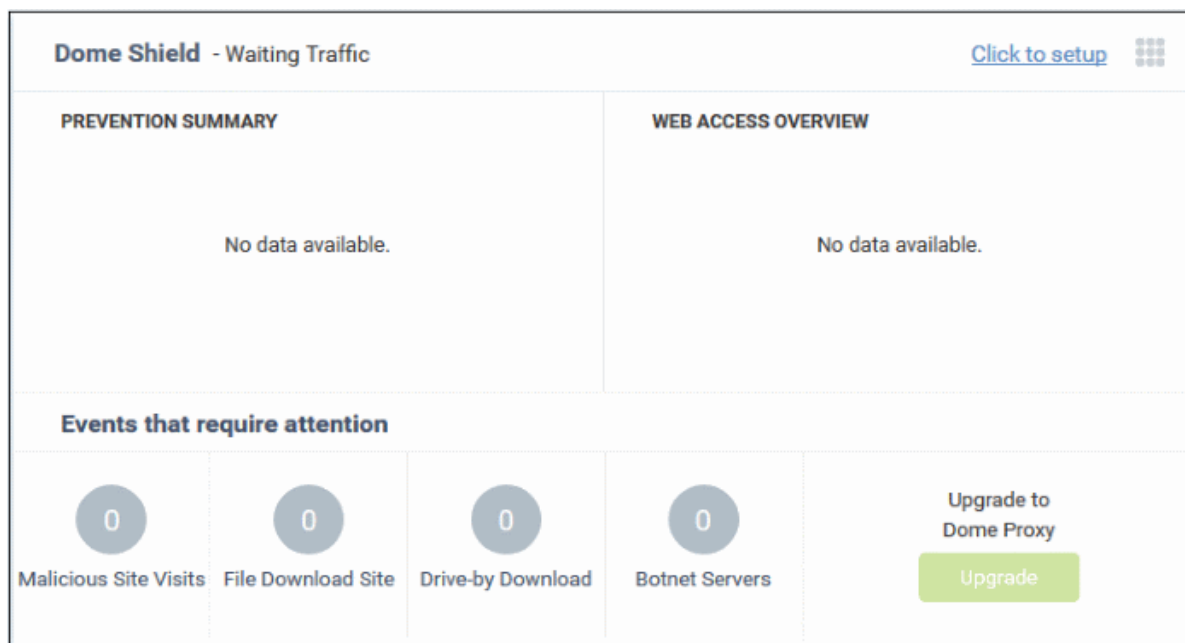


- **Quick Start** - Leads to a short tutorial that helps to start using the application in seven easy steps.
- **Help Guides** - Opens the online help page that contains links for help guides for C1 modules such as Service Desk, ITSM and tool sets.
- **MSP Forum** - Leads to a MSP consortium page, where you can raise queries or join in discussions.
- **Enterprise Forum** - Similar to the MSP forum page but related to enterprises only.
- **Email Support** - Send email to our support staff for any issues.
- **Contact Information** - Details of support information.

Dome Shield

Displays statistics about threats blocked and overall browsing trends from devices in your network. This section will only be populated if Comodo Dome Shield is active on your account. A setup link will shown if Dome Shield has not been configured. Click the link to open the Dome Shield interface. See our help guide at

<https://help.comodo.com/topic-434-1-840-10755-Introduction-to-Comodo-Dome-Shield.html> to how Dome Shield can deliver real-time web monitoring and threat prevention to your network.



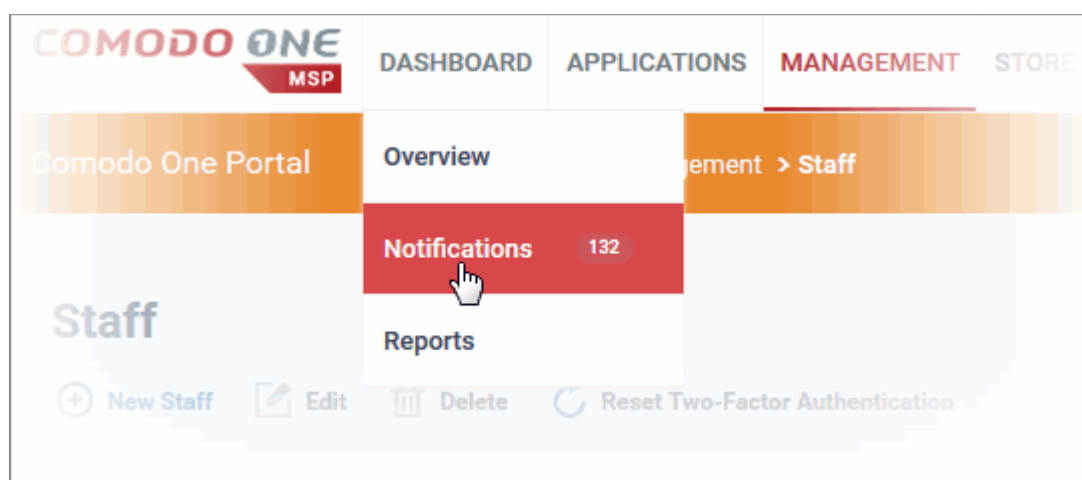
- Click any bar chart to open the relevant detail page in the Dome Shield module.
- The links below 'Events that require attention' take you to the reports page in Dome Shield
- The 'Upgrade' button allows you to subscribe for other Dome products such as Dome Secure Web Gateway and Dome Data Protection.

4.2 Notifications


Comodo pushes the latest news about Comodo One products and updates via in-app notifications.

To view the notifications

- Click 'Dashboard' at the top then 'Notifications' from the options



Or

- Click the notifications icon  at the top right of the interface. The number on the icon shows how many unread notifications you have.

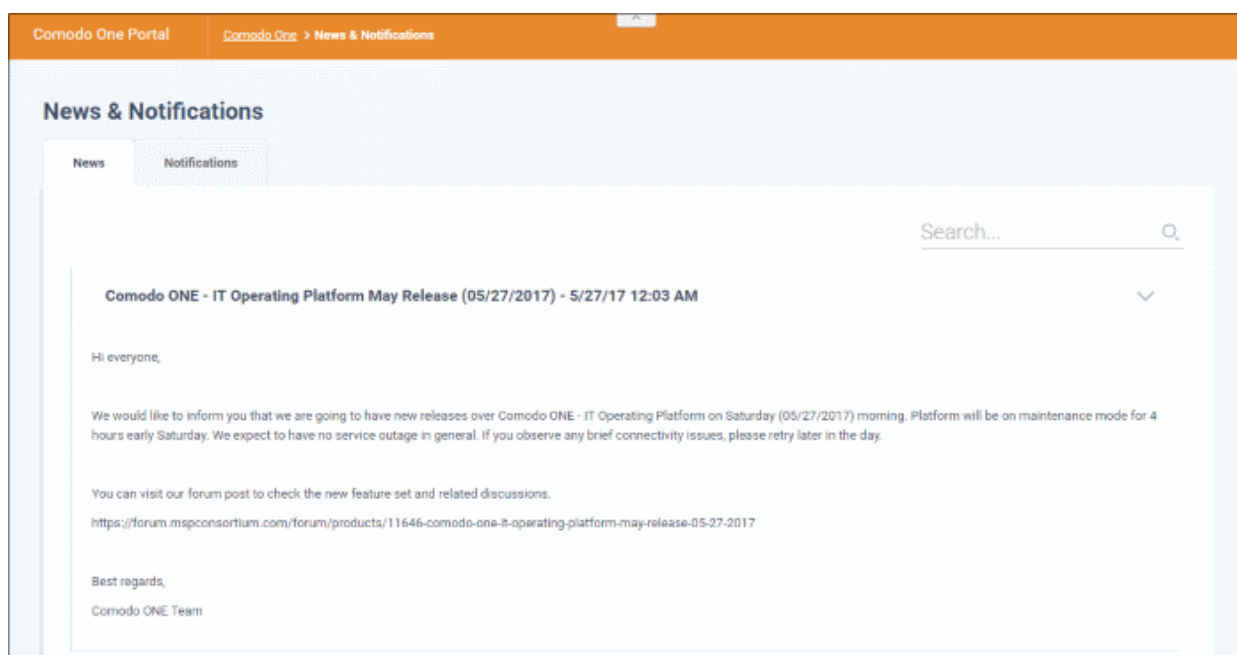
The interface contains two tabs

- **News**
- **Notifications**

News

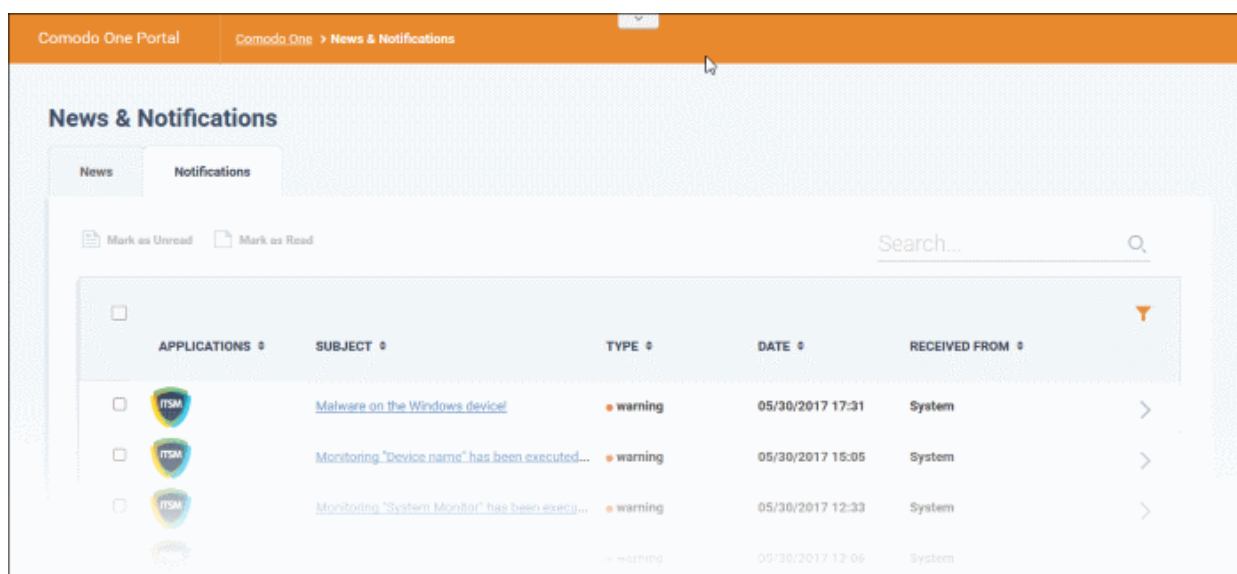
The news tab displays latest release report posted by the Comodo One team. The subject will contain the date and time of the application version release.

- To expand and view the complete message, click anywhere on the notification heading



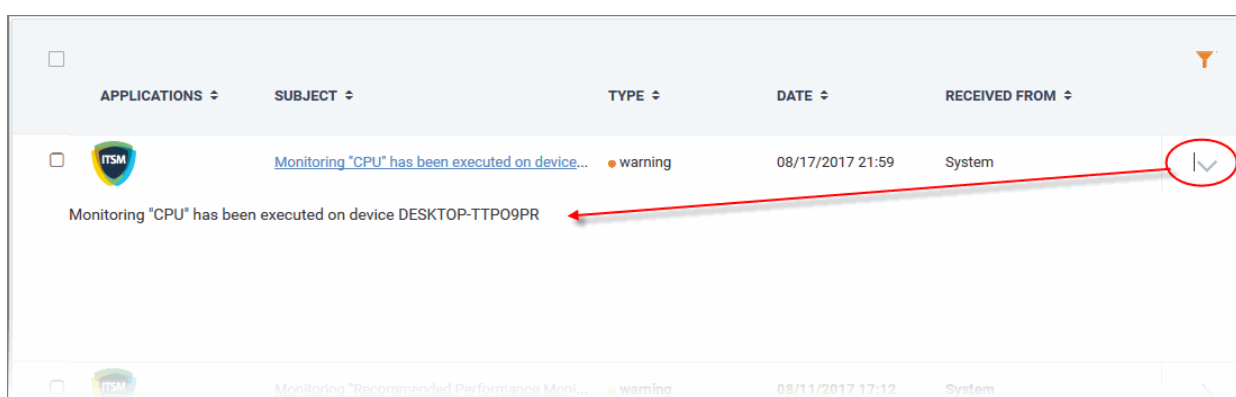
Notifications

The notifications tab displays application related updates. Each row contains links to the licensed application's interface where the update information is available. For example, if you install the CCS agent to a client's computer, you will be notified when installation is complete. When you click the subject link, you will be taken to the device properties interface with the 'MSI Installation State' tab open.




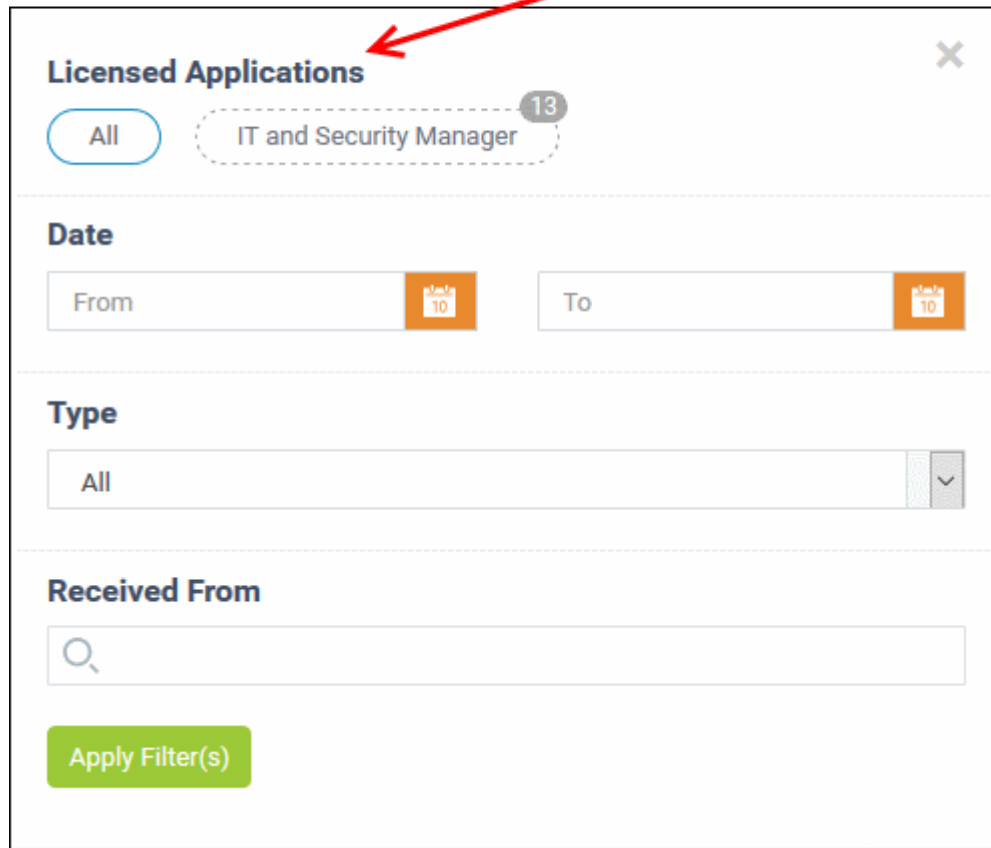
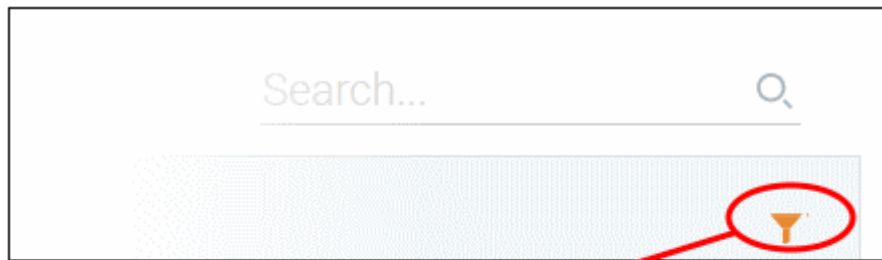
Notifications - Table of Column Descriptions	
Column Header	Description
Applications	The name of the licensed application.
Subject	Displays the notification details.
Type	Displays the status of event.
Date	Displays the date of the notification.
Received From	Displays the device type.

- Click the column headers to display the notifications in ascending or descending order
- Click the right arrow beside each notification to view detailed information about the notification



Filter

- Clicking the funnel button  at the top right end opens the filter options.



- To filter the items for a specific notification based on 'Licensed Applications', 'Date', 'Type', and/or phone number, enter the search criteria in part or full and click 'Apply Filter(s)'

You can use any combination of filters at-a-time to search for specific users.

- To display all the items again, remove / deselect the search key from filter and click 'OK'.
- By default ITSM returns 10 results per page. To increase the number of results displayed per page up to 200, click the arrow next to 'Results per page' drop-down.

Search Options:

- To search for a specific notification, enter your search criteria like a portion of the subject line or content in the message in the search field and click the magnifier icon.

The notifications that match the search criteria will be displayed in the list.

- To mark a read message as unread, select it and click 'Mark as Unread'
- To mark an unread message as read, select it and click 'Mark as Read'

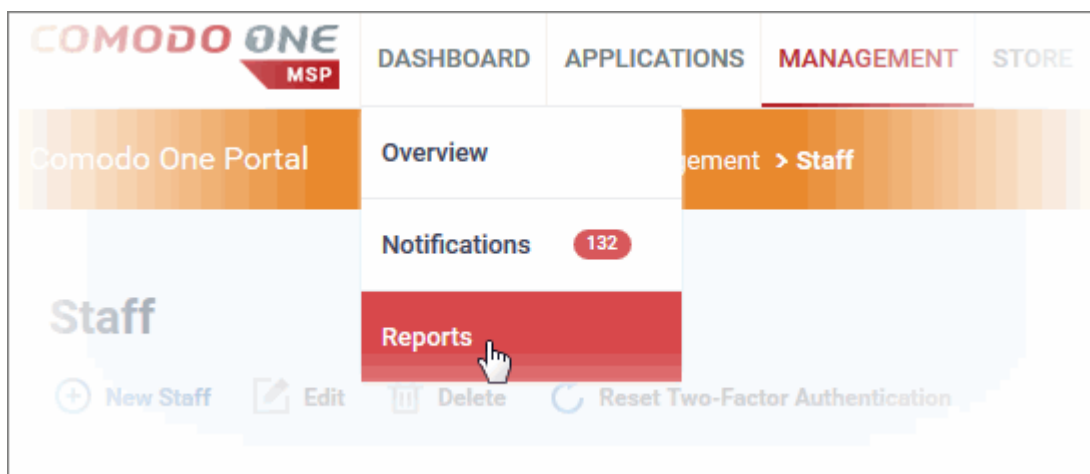
4.3 Reports

The 'Reports' interface allows you to generate, view and manage reports on service desk tickets, patch management, managed devices, Windows antivirus, file statistics and Valkyrie reports. You can also create

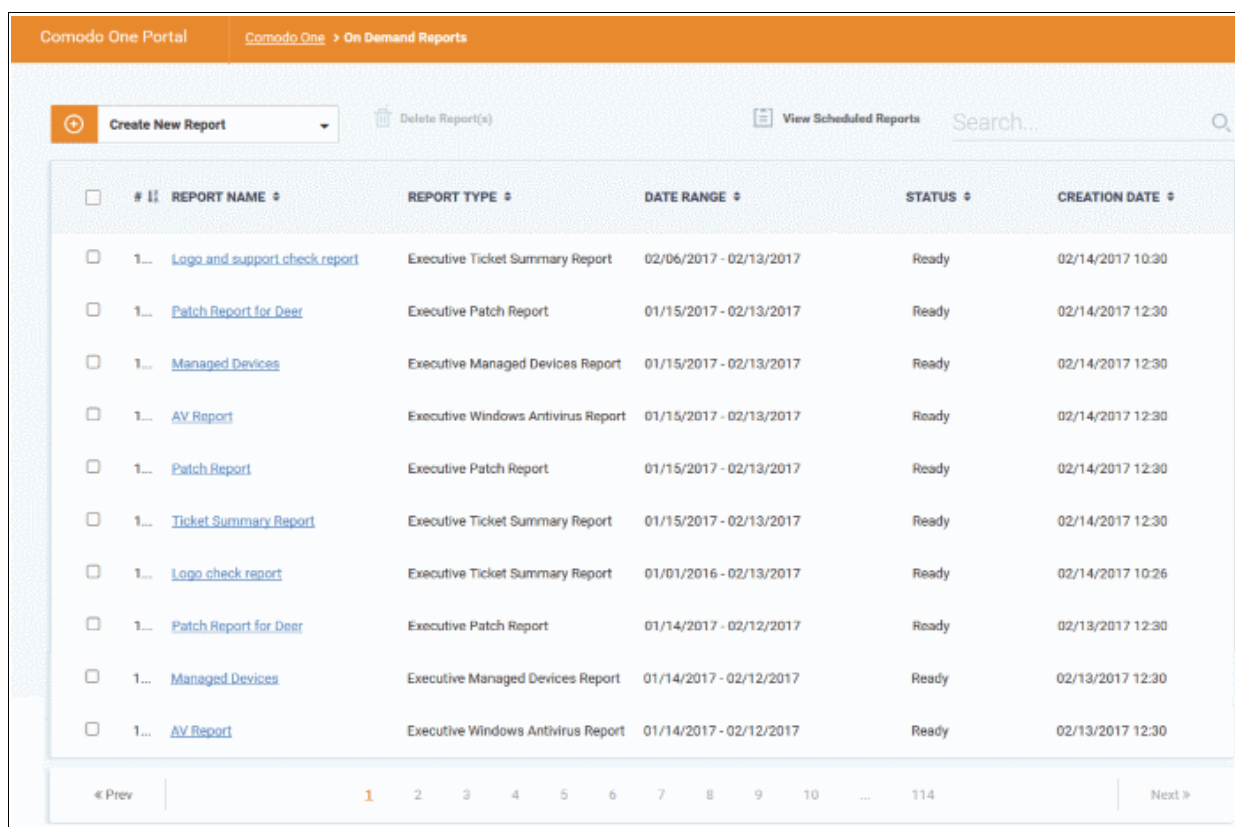
schedules for automated report generation. All generated reports are displayed as a list in the 'Reports' screen. Clicking on a report name, displays the full report.

To view the Reports interface

- Click 'Dashboard' at the top then 'Reports' from the options



The 'On Demand Reports' screen will be displayed.



Reports List - Column Descriptions	
Column Header	Description
Report Name	Name of the report. You specify the report name during the report creation process.
Report Type	Indicates the type of report that was created.
Date Range	Indicates the period covered by the report.

Status	Indicates whether the report has been successfully generated, in-progress or failed. Please review the settings you specified on any failed reports, and ensure all devices are reporting correctly. Contact support if the issue persists.
Creation Date	The precise date and time at which the report was generated.

Sorting and Filtering Options:

- Click any column header to sort reports based on the column label
- To search for a specific report, enter the name of the report in the search field and click the magnifying glass icon.

This interface allows you to:

- **Create / Schedule reports**
- **View the reports**
- **View and manage report schedules**

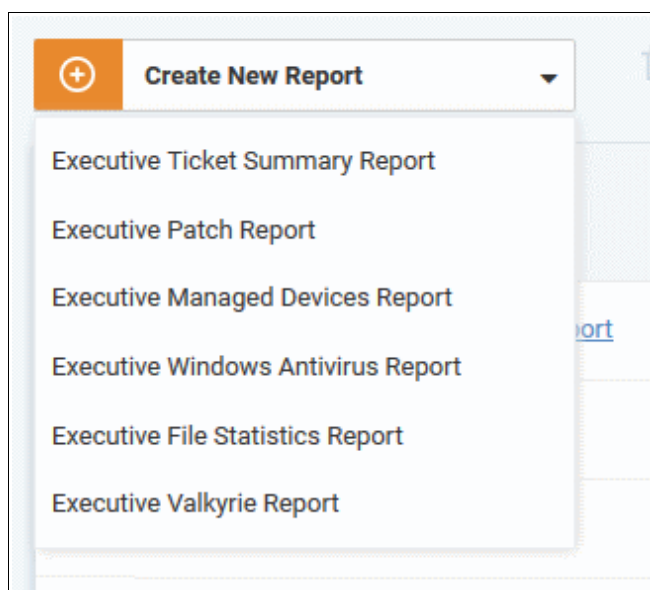
Creating New Reports

You can instantly generate reports for a specific period, or create a schedule to generate reports periodically. The reports that can be generated are:

- Executive Patch Report (available for MSP C1 account)
- Executive Managed Devices Report
- Executive Windows Antivirus Report
- Executive Ticket Summary Report
- Executive File Statistics Report
- Executive Valkyrie Report

To generate a report or report schedule

- Click 'Create New Report' and choose the report type from the options.



The 'Create New Report' dialog will be displayed:

Executive Ticket Summary Report - Create New Report [X]

Report Name *

Date Range *

Company *

Email this report to

Set Schedule *

* Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

- **Report Name** - Enter a descriptive name for the report.
- **Date Range** - Click inside the field to choose the time period to be covered by the report.

Executive Ticket Summary Report - Create New Report [X]

Report Name *

Date Range *

- Yesterday
- Last Week
- Last 7 Days**
- Last 30 Days
- This Month
- Last Month
- All Time
- Custom Range

* Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

- To enter a custom date range, click 'Custom Range' and choose specific start and end dates:

Executive Ticket Summary Report - Create New Report [X]

Report Name *

Date Range *

Yesterday 08/20/2017 08/20/2017

Last Week

Last 7 Days

Last 30 Days

This Month

Last Month

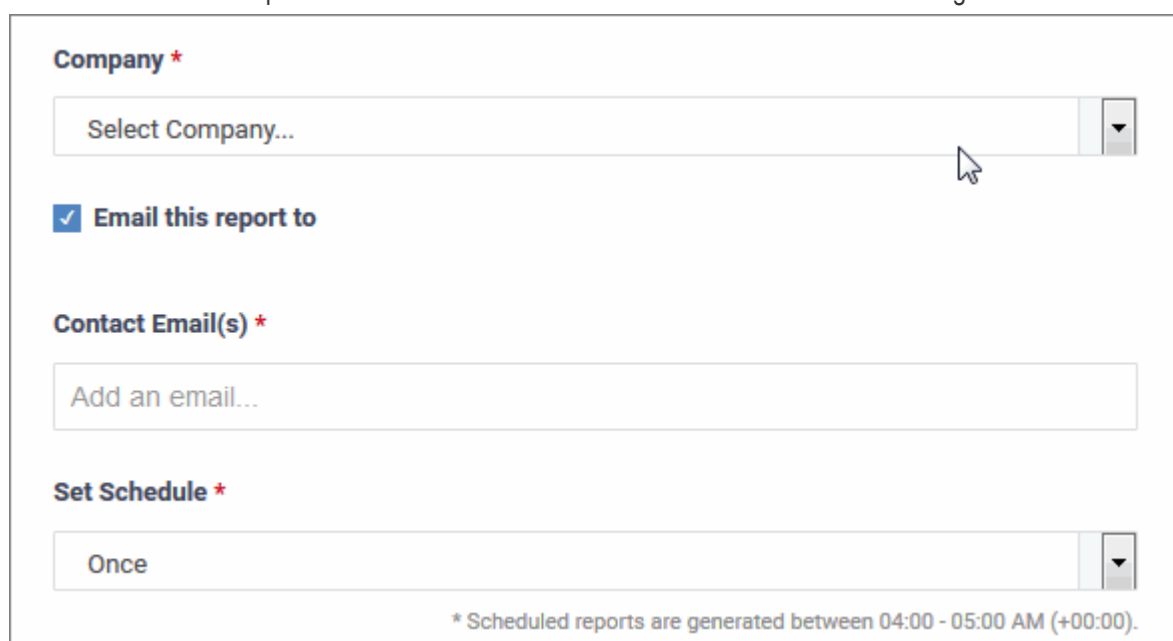
All Time

Custom Range

Apply Cancel

Aug 2017							Sep 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5	27	28	29	30	31	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7

- Click 'Apply' to enter your date range
- **Company** - For MSP C1 account, select the company from the drop-down whose activities should be covered by the report. For enterprise account, the name of the company will be auto-filled.
- **Email this report to** - If you want the report to be forwarded to administrator(s), select 'Email this report to' then enter the email address of the administrator in the 'Contact Email' text field. You can add multiple email addresses in the field. Press 'Enter' button after entering an email address.



Company *

Select Company...

Email this report to

Contact Email(s) *

Add an email...

Set Schedule *

Once

* Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

- **Set Schedule** - Select the frequency at which the report should be generated. Please note the 'Set Schedule' feature will not be available for custom date range.



The available options are:

- Once - A one-off report will be instantly generated
- Daily - The report will be generated at midnight every day
- Weekly - The report will be generated weekly starting on the day of report creation
- Monthly - The report will be generated monthly starting on the day of report creation
- Click 'Save'.


If you have chosen to generate the report once, it will be generated instantly and added to the list of reports. Scheduled reports will first be generated at midnight on the day of report creation, then every day/week/month as applicable. Refer to the explanation of [Viewing the Reports](#) for more details.

Viewing the Reports

Reports generated manually and automatically will be available in the 'Reports' screen and can be opened at any time. Each report contains data for each day covered by the report period. You can also save any report in PDF format for future analysis.

- Click on the name of the report to view it.

<input type="checkbox"/>	# REPORT NAME	REPORT TYPE	DATE RANGE	STATUS	CREATION DATE
<input type="checkbox"/>	20 Patch Report for Deer	Executive Patch Report	07/22/2017 - 08...	Ready	08/21/2017 12:30
<input type="checkbox"/>	20 Managed Devices	Executive Managed De...	07/22/2017 - 08...	Ready	08/21/2017 12:30
<input type="checkbox"/>	20 AV Report	Executive Windows Ant...	07/22/2017 - 08...	Ready	08/21/2017 12:30



Page A1
Aug 21, 2017, 12:30 PM

C1 Portal Executive Managed Devices Report

Customer: Dithers Construction Company
Report type: Executive Report
Period: 2017-07-22/2017-08-20

Report Legend

TABLE COLUMNS:	DESCRIPTION
Total # of Devices	Total number of devices for selected company
Total # of PCs	Total number of PCs
Total # of Windows Servers	Total number of Windows Servers
Total # of Smartphones	Total number of Smartphones
Period Data	Data between start date and end date of selected period
End Date Data	Snapshot data for end date of selected period

TOTAL # OF DEVICES	TOTAL # OF PCs	TOTAL # OF WINDOWS SERVERS	TOTAL # OF SMARTPHONES
1	0	0	1

Device Types

ASSET TYPE	DISTRIBUION (%)
Total # of PCs	0 %
Total # of Windows Servers	0 %
Total # of Smartphones	100 %

A bar chart with a vertical axis labeled 'PER' ranging from 0 to 100 in increments of 10. The horizontal axis has three categories: 'TOTAL # OF PC', 'TOTAL # OF WINDOWS SERVERS', and 'TOTAL # OF SMARTPHONES'. The 'TOTAL # OF SMARTPHONES' bar is a solid blue bar reaching the 100 mark on the vertical axis. The other two bars are not visible, indicating 0%.

- To save the report as a .pdf file, click 'Export Report' at the top left.
- To remove unwanted reports from the list in the Reports screen, select them and click 'Delete Report(s)' from the top left.

#	REPORT NAME	REPORT TYPE	DATE RANGE	STATUS	CREATION DATE
<input checked="" type="checkbox"/>	206 Patch Report for Deer	Executive Patch Report	07/22/2017 - 08/20/...	Ready	08/21/2017 12:30
<input checked="" type="checkbox"/>	206 Managed Devices	Executive Managed Devices ...	07/22/2017 - 08/20/...	Ready	08/21/2017 12:30
<input type="checkbox"/>	206 AV Report	Executive Windows Antivirus ...	07/22/2017 - 08/20/...	Ready	08/21/2017 12:30
<input type="checkbox"/>	206 Patch Report	Executive Patch Report	07/22/2017 - 08/20/...	Ready	08/21/2017 12:30

View and Manage Report Schedules

You can view the list of report schedules created for automated periodical report generation and manage them from the 'Scheduled Reports' screen.

To view the 'Scheduled Reports' screen, click 'View Scheduled Reports' at the top right of the 'On Demand Reports' screen.

#	REPORT NAME	REPORT TYPE	PERIOD	SCHEDULE	STATUS	CREATION DATE
1	Monthly Patch Report	Executive Patch Report	Last30days	Monthly	Inactive	06/30/2016 10:47
2	Ticket Summary Report	Executive Ticket Summary Report	Last30days	Daily	Active	07/05/2016 14:57
3	Patch Report	Executive Patch Report	Last30days	Daily	Active	07/05/2016 14:59
4	AV Report	Executive Windows Antivirus Rep...	Last30days	Daily	Active	07/05/2016 15:20
5	Managed Devices	Executive Managed Devices Report	Last30days	Daily	Active	07/05/2016 15:21
6	Patch Report for Deer	Executive Patch Report	Last30days	Daily	Active	07/05/2016 15:48

Scheduled Reports - Column Descriptions

Column Header	Description
Report Name	Name of the report generated as per the schedule. You specify the report name during the report/schedule creation process.
Report Type	Type of report.
Period	Indicates the period covered by the report.
Schedule	Indicates the frequency at which the report are generated.
Status	Indicates whether the schedule is active. Reports will be generated periodically only for active schedules.
Creation Date	The precise date and time at which the schedule.

Sorting and Filtering Options:

- Click any column header to sort scheduled reports based on the column label

- To search for a specific scheduled report, enter the name of the report as search criteria in the 'Search' field and click the magnifier icon.

Activate, deactivate and delete schedule reports

- To deactivate a schedule and temporarily stop generation of periodical reports, select the schedule and click 'Inactivate Report' on the top.
- To activate an inactive schedule and resume periodical report generation, select the schedule and click 'Activate Report' on the top.
- To remove a schedule and stop periodical report generation, select the schedule and click 'Delete Report' on the top.

5 Managing Administrators and Roles

The 'Staff Management' interface allows administrators to add staff members and assign them 'Admin' or 'Technician' roles as required.

- Click 'Management' on the menu bar then choose 'Staff' to view, edit and add staff members
- Click 'Management' on the menu bar then choose 'Roles' to view, edit and add staff roles

C1 ships with three predefined roles - Account Admin, Admin and Technician. Each of these each has different access privileges. You can also create custom roles with different privileges and assign them to staff members appropriately.

The screenshot displays the 'Staff' management interface. At the top, there is a navigation bar with 'COMODO ONE' and menu items: DASHBOARD, APPLICATIONS, MANAGEMENT (selected), STORE, TOOLS, PARTNER. Below the navigation bar, there are 'Quick Actions' and 'Quick Start' buttons. The main content area is titled 'Staff' and includes a search bar and action buttons: '+ New Staff', 'Edit', 'Delete', and 'Reset Two-Factor Authentication'. A table lists staff members with the following data:

NAME	EMAIL	VERIFIED	ROLE	TWO-FACTOR AUTHENTICATION
testas	testat@lfjlasdfjlas.com		Technician	
Coyote	coyoteewile@yahoo.com	✓	Account Admin	
Mikyway	jupiterblackhole2@gmail.com		Admin	
Vega	chennai@yopmail.com		Admin	
Dagwood	avantistude@gmail.com	✓	Technician	
Steam Ship	ssgalia@yahoo.com	✓	Technician	

Click the following links for more details about adding staff and assigning roles to them:

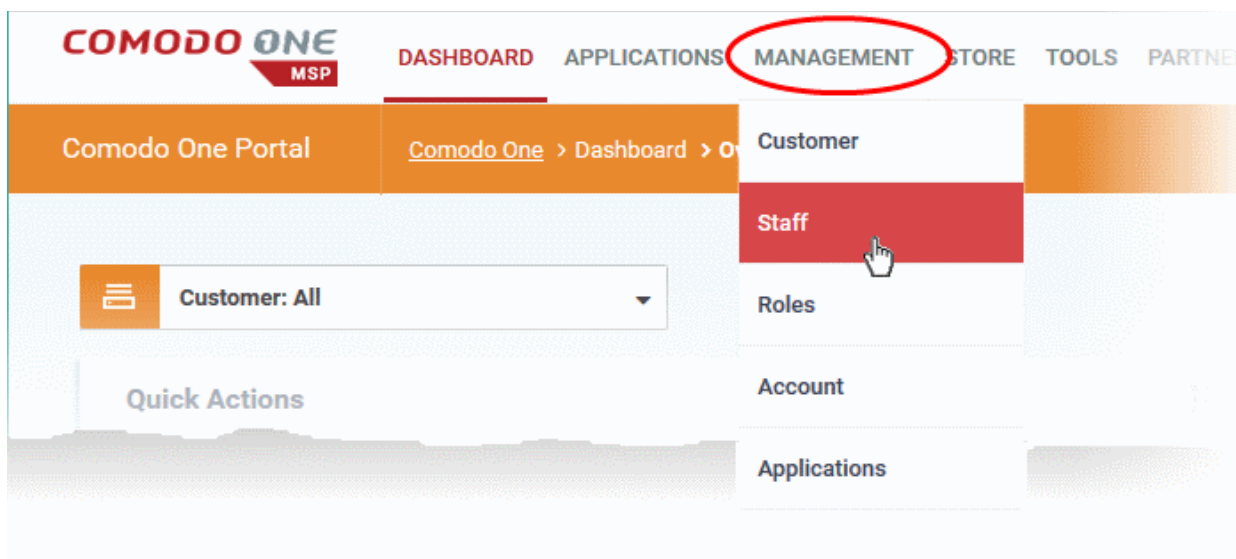
- [Managing Administrators](#)
- [Managing Roles](#)

5.1 Managing Administrators

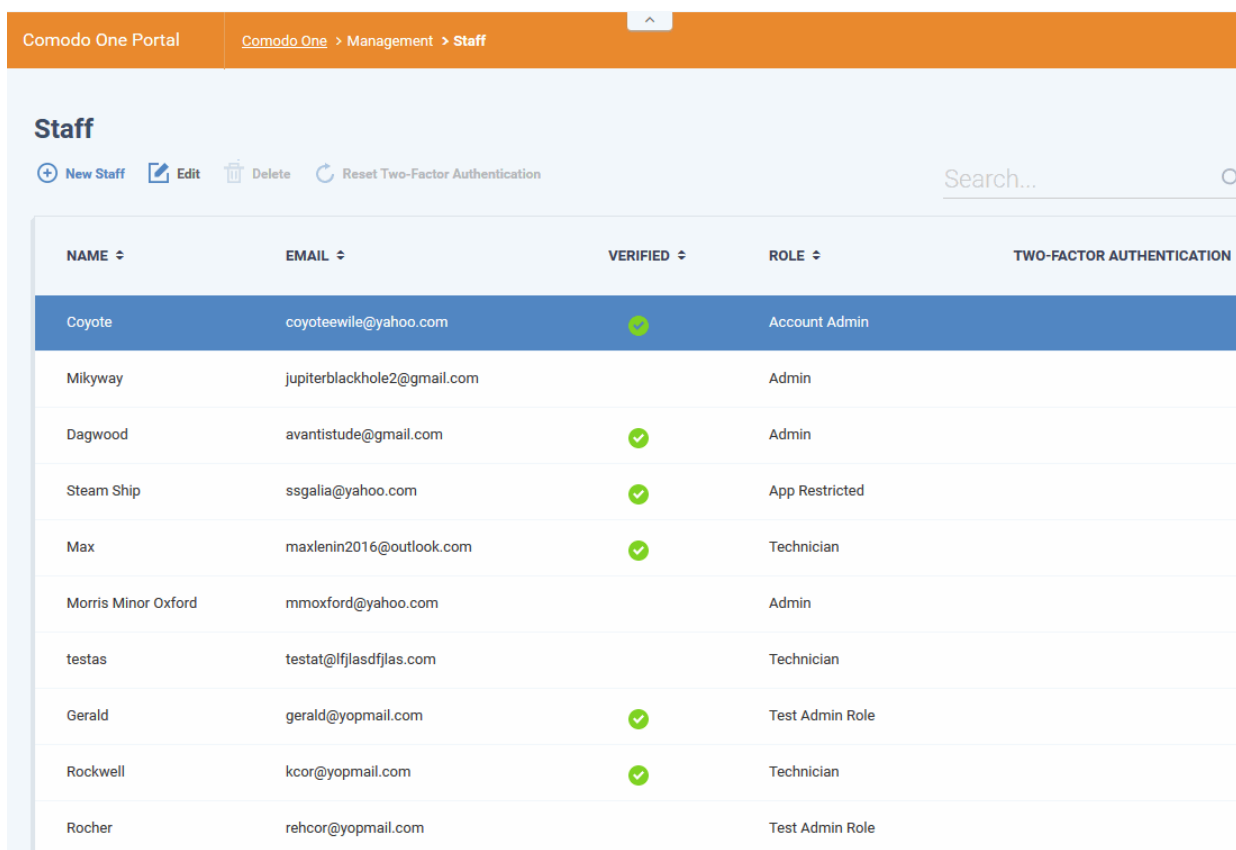
The 'Staff' screen allows administrators to add staff members and assign them to roles. You can also transfer the account administrator privileges to another MSP/Enterprise administrator.

To open the 'Staff' screen

- Click 'Management' on the menu bar then choose 'Staff' from the options:



The 'Staff' interface will be displayed:



Staff List - Table of Column Descriptions

Column Header	Description
Name	The name of the staff member.
Email	The email address of the staff member.
Verified	Indicates whether the staff member has verified their email address by clicking the verification link in the notification mail sent to them. Staff can login to C1 only after verifying

	their email address and creating a password.
Role	Displays the role assigned to the staff member. The administrator who signs up for a C1 account will be automatically assigned the role of Account Admin with all available privileges. A staff member with account admin role can add staff members and assign any role to them except the 'Account Admin' role. Refer to the section ' Managing Roles ' for more details about default roles and how to create new roles.
Two-Factor Authentication	Indicates whether or not a user has enabled two factor authentication. More details on this are in Setting up Two-Factor Login Authentication .

Sorting and Filtering Options:

- Click any column header to sort administrators in ascending or descending order according to the column label.
- Filter the list or search for specific staff member(s) by entering their name or email address in the search field at top right in part or full.

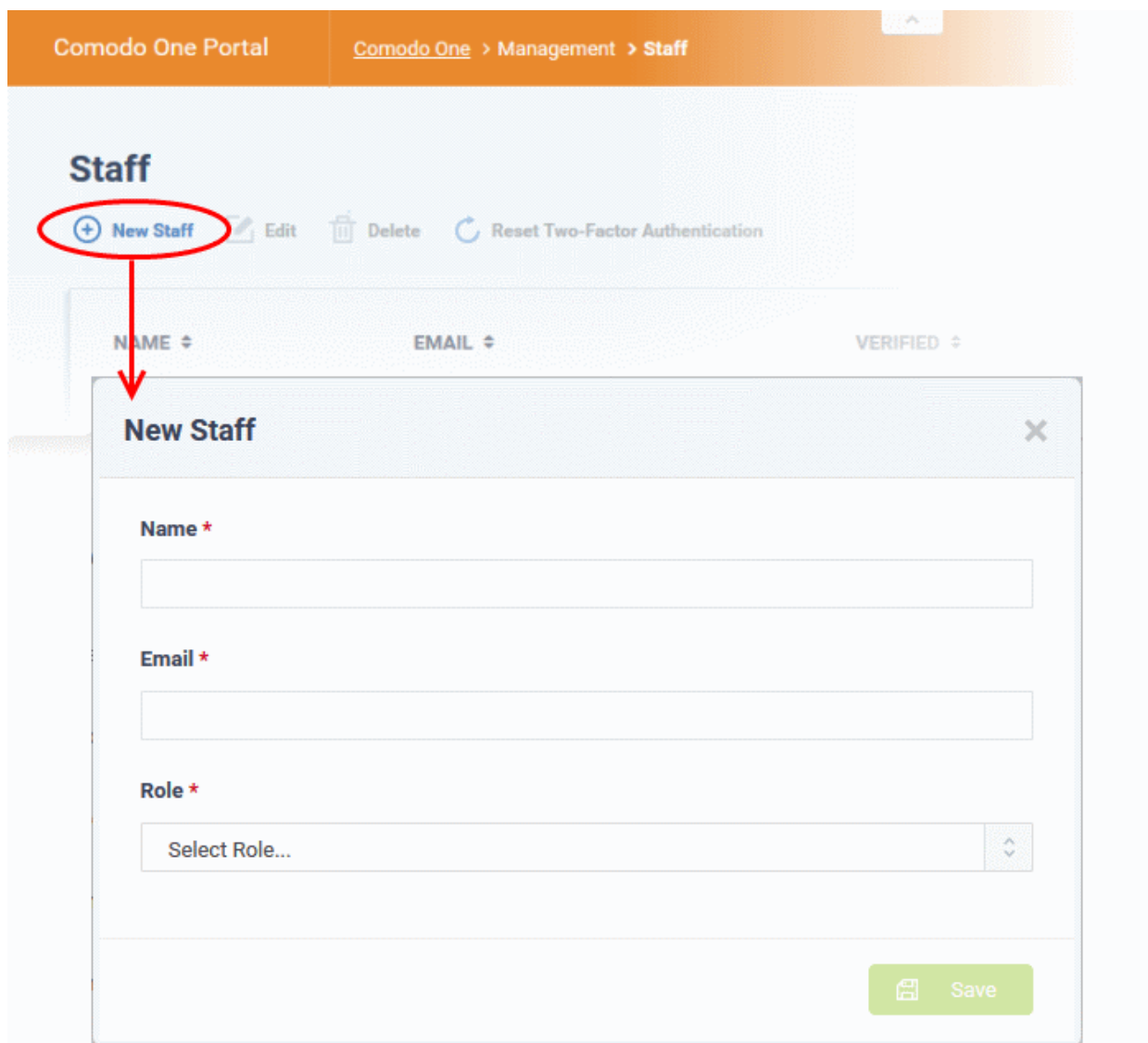
The interface allows you to:

- **Add Staff members and assign roles**
- **Edit the details of a staff member**
- **Remove a staff member**
- **Reset Two Factor Authentication for a user**

To add a staff member and assign a role

- Click the 'New Staff' button in the 'Staff' interface

The 'New Staff' form will be displayed:

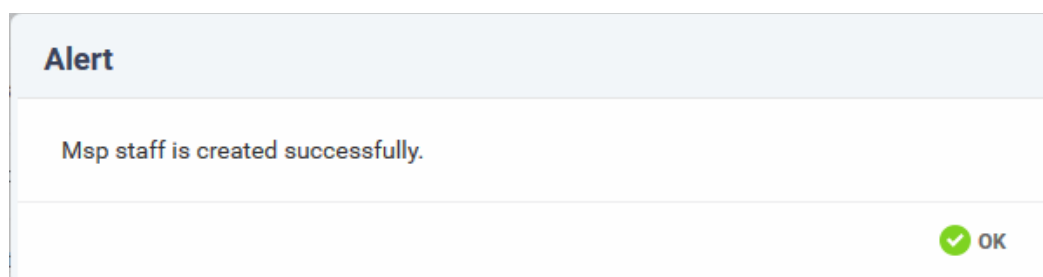


- Enter the name of the staff member in the 'Name' field.
- Enter the email address of the staff member. The account verification email will be sent to this address.
- Select a role for the staff member. See the next section, '[Managing Roles](#)', to read more about the privileges associated with each role, and to learn how to create custom roles.

Note: Staff with 'Admin' privileges can be added only by the Account Administrator.

- Click the 'Save' button.

A confirmation dialog will be displayed. The exact content of the message varies according to the assigned role and whether you have an MSP or enterprise account:



- Click 'OK'

- A verification email will be sent to the email address of the new user.
- After clicking the link in the mail, the user will be asked to set a unique password to log into Comodo One.
- After verification, new staff members will also be added to the Service Desk and ITSM modules at the same role levels. The privileges for Admin and Technician roles differ for each module and can be altered to suit the organizational requirements.
- The ITSM module also allows you to add 'standalone' staff that can only access ITSM. To clarify, staff members created in C1 can access the ITSM module, whereas staff created in ITSM cannot access C1.

Editing the details of a staff member

A staff member with appropriate privileges can edit the names of other staff, assign different roles and transfer account administrator rights to another administrator.

Note: Staff can be edited only after they have validated their email address by clicking the link in the verification email.

To edit the details of a staff member

- Select the staff member then click the 'Edit' button:

Comodo One Portal | Comodo One > Management > Staff

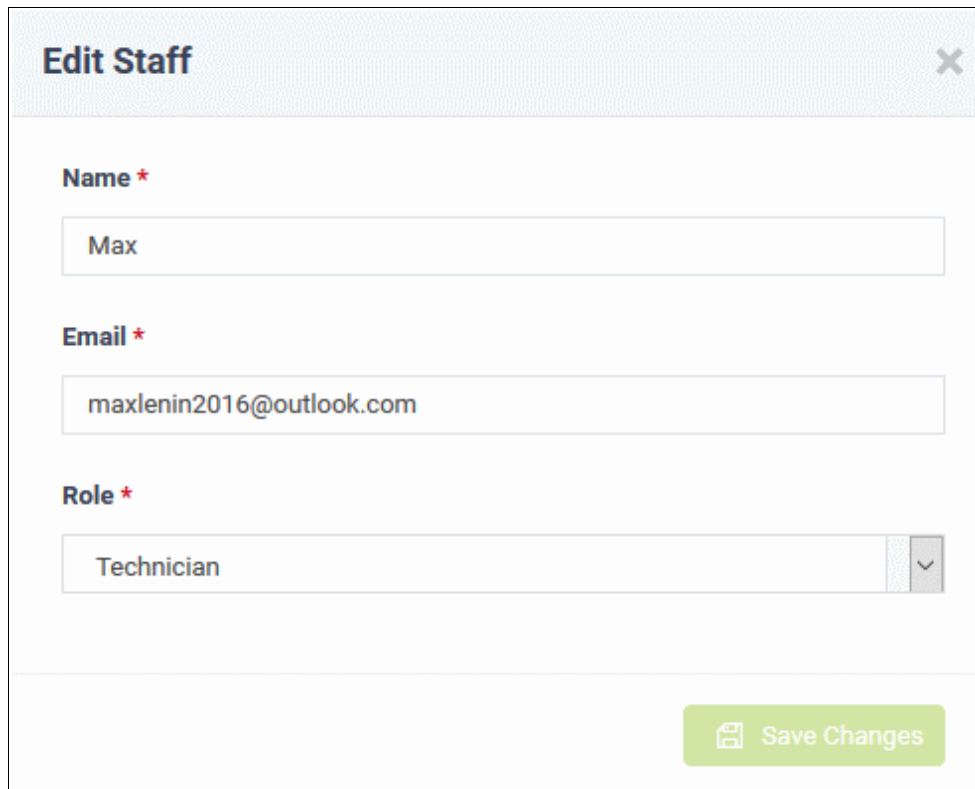
Staff

+ New Staff Edit Delete Reset Two-Factor Authentication Search...

NAME	EMAIL	VERIFIED	ROLE	TWO-FACTOR AUTHENTICATION
cyclist	bsachampstar@gmail.com	✓	Technician	
Peter Johnson	johnson.peter38@gmail.com		Test Admin Role	

<< Prev | 1 2 | Next >>

The 'Edit Staff' dialog will open.



Edit Staff [X]

Name *
Max

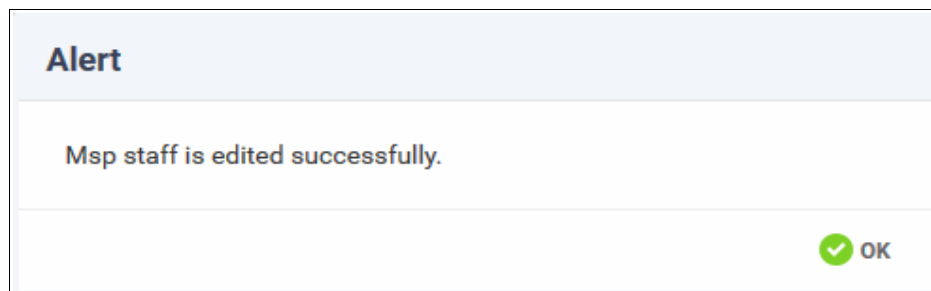
Email *
maxlenin2016@outlook.com

Role *
Technician [v]

Save Changes

- Update staff details as required. Please note the email address field cannot be edited.

The following confirmation dialog will be displayed:



Alert

Msp staff is edited successfully.

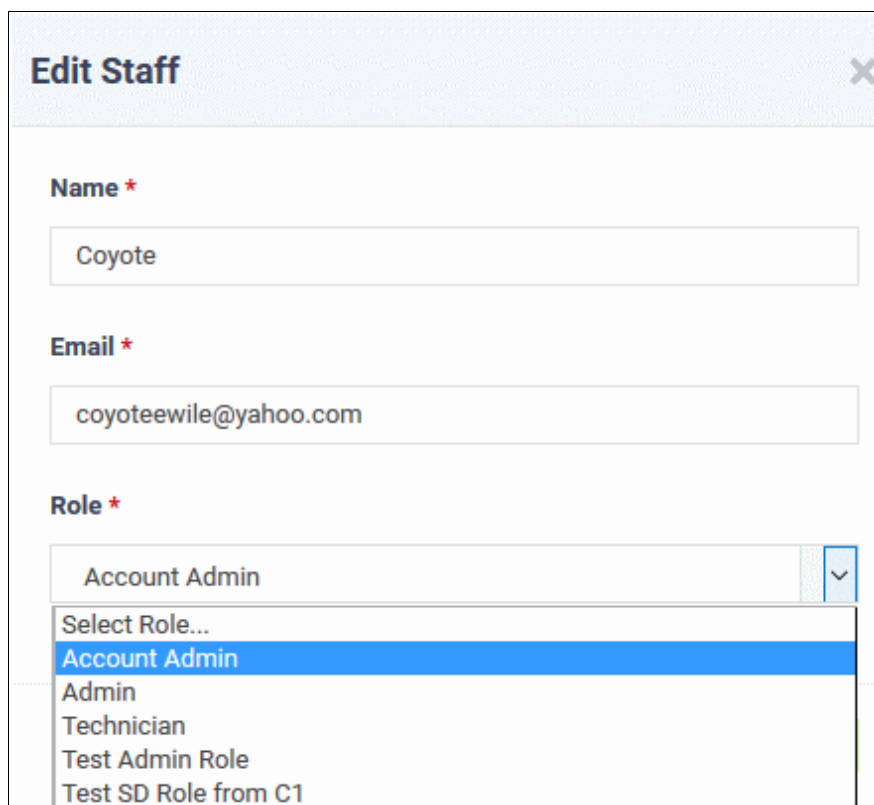
OK

- Click 'OK'

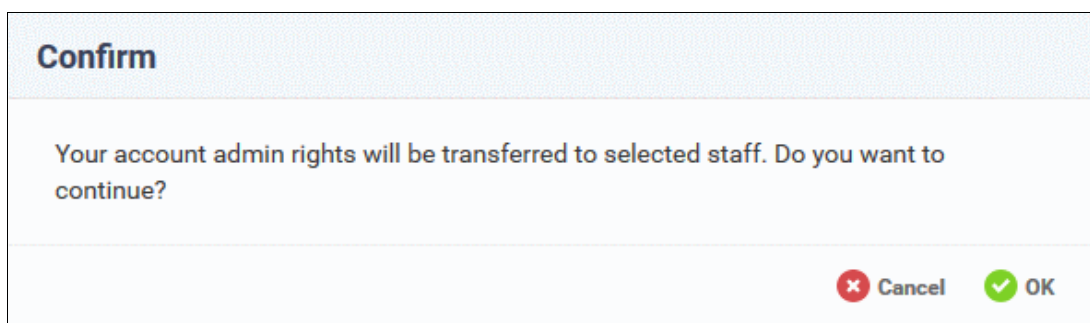
To transfer account admin rights to a different administrator

Note - only the account administrator can reassign this role to another staff member.

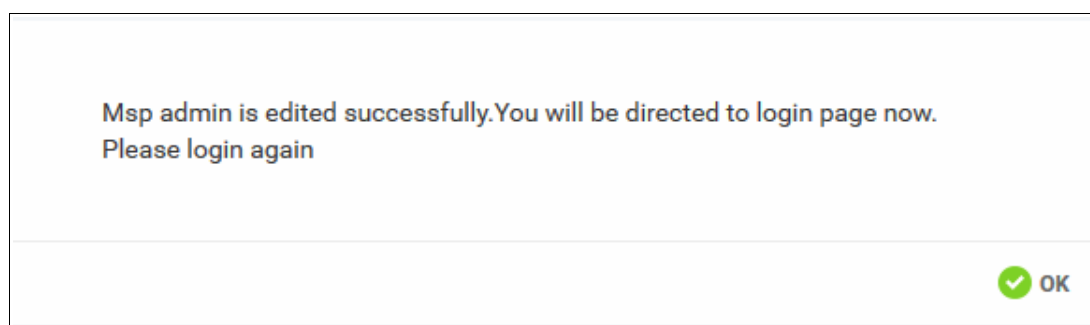
- Select the staff member and click the 'Edit' button
- In the 'Edit Staff' dialog, click the 'Role' drop-down and select 'Account Admin Role'



A confirmation dialog will be displayed:



- Click 'OK' to confirm



- Click 'OK'.

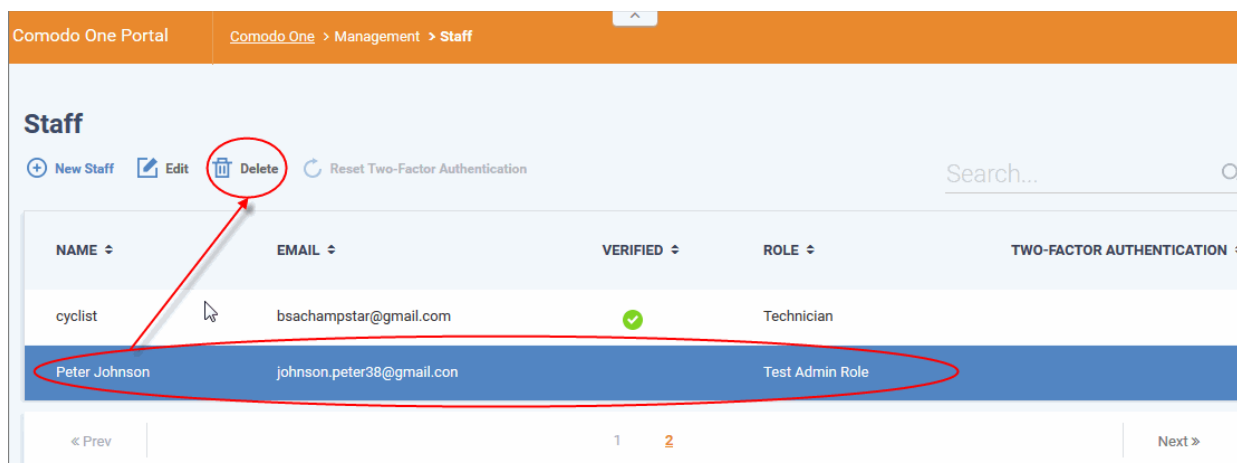
Account administrator rights will be transferred to the selected staff member and you will be logged out automatically. You can login with the same credentials but will have only administrator privileges.

Removing an administrator or staff member

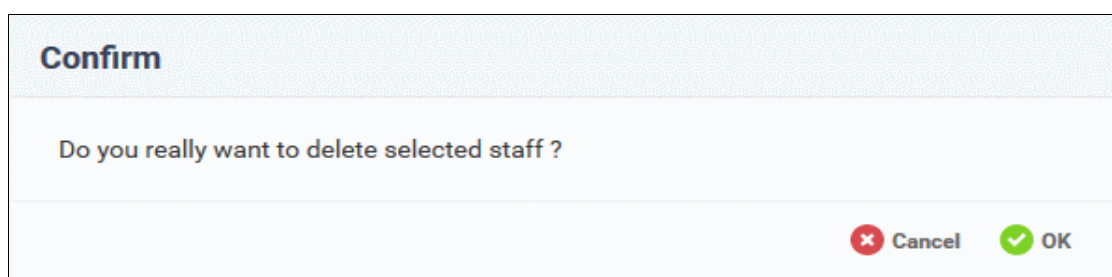
Staff and administrators who are no longer required can be removed from the 'Staff' interface.

To delete a staff member

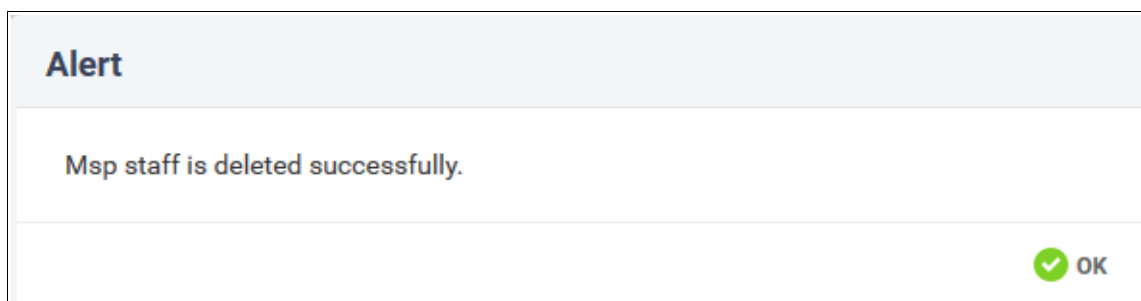
- Select the staff member that you want to remove from the list and click the 'Delete' button:



A confirmation dialog will appear:



- Click 'OK' to confirm removal

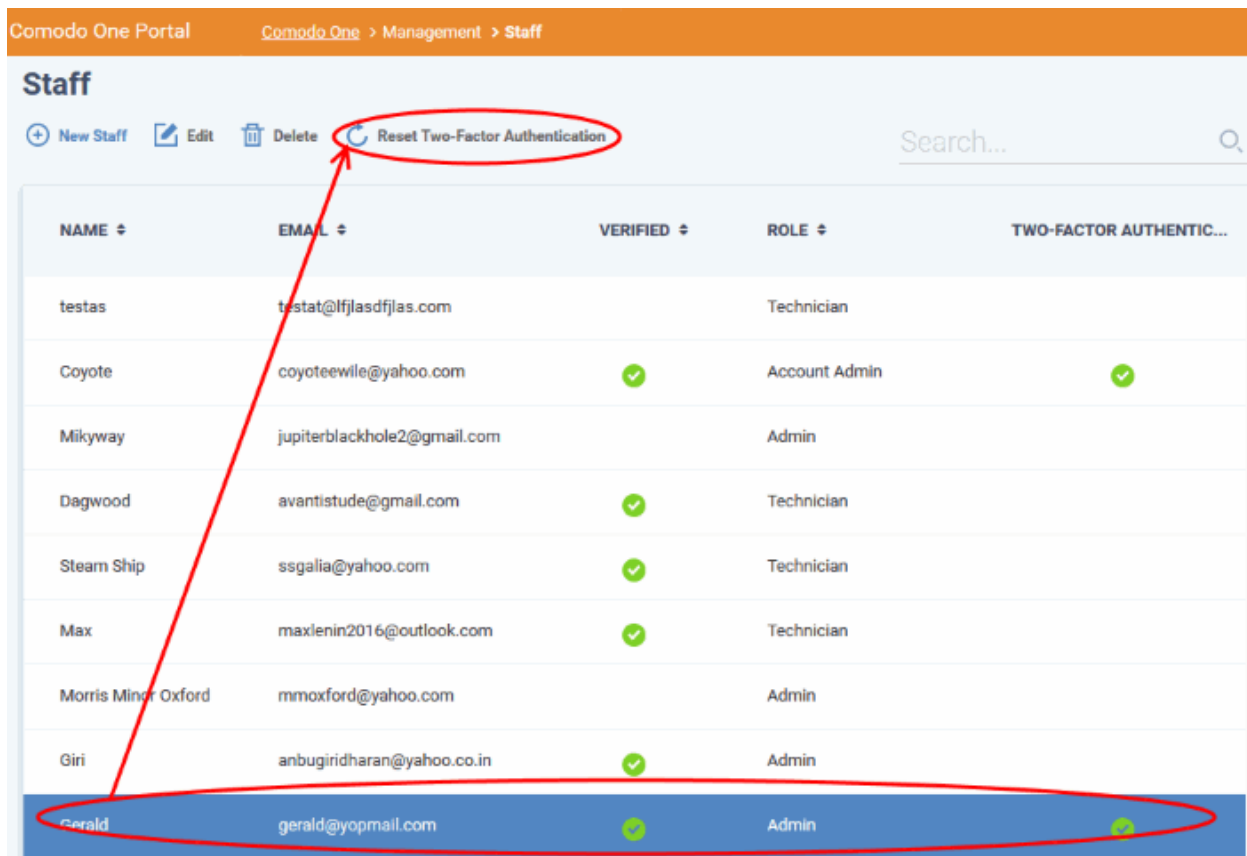


- Click 'OK'

Deleted staff members will also be removed from Service Desk and ITSM, even if they have different roles in each.

To Reset Two Factor Authentication for a User

- Select the staff member for whom you want to reset 'Two Factor Authentication' from the list and then click the 'Reset Two-Factor Authentication' button:



Once two-factor authentication is reset, the user will need to complete the two-factor authentication process again in order to access their account. See [Setting up Two-Factor Login Authentication](#) to find out more about Two-Factor Authentication.

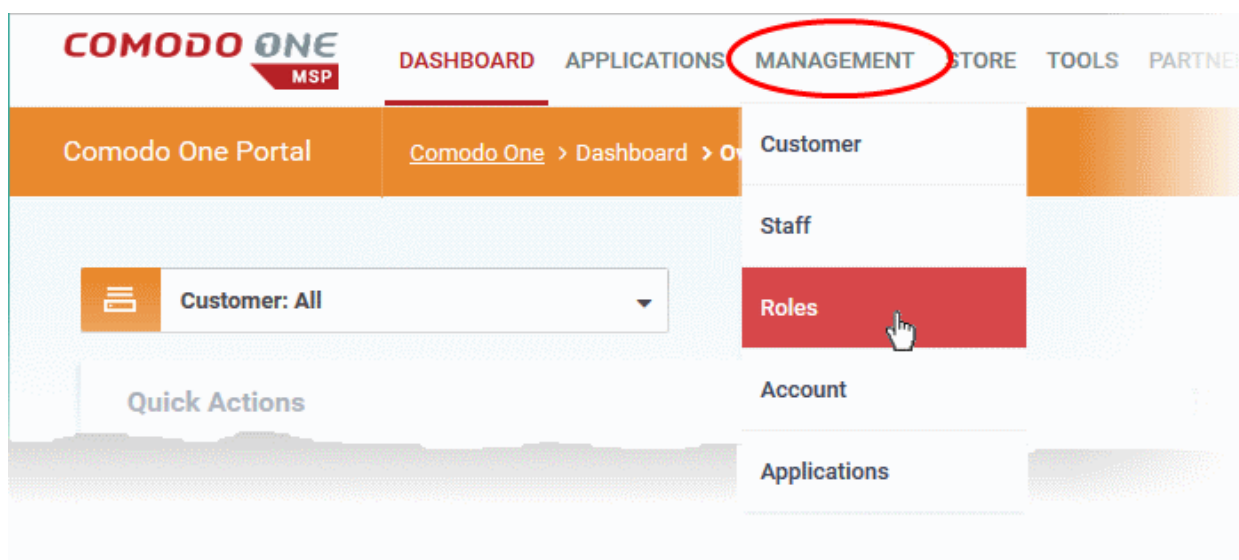
5.2 Managing Roles

Roles are assigned to staff members and determine their C1 access privileges.

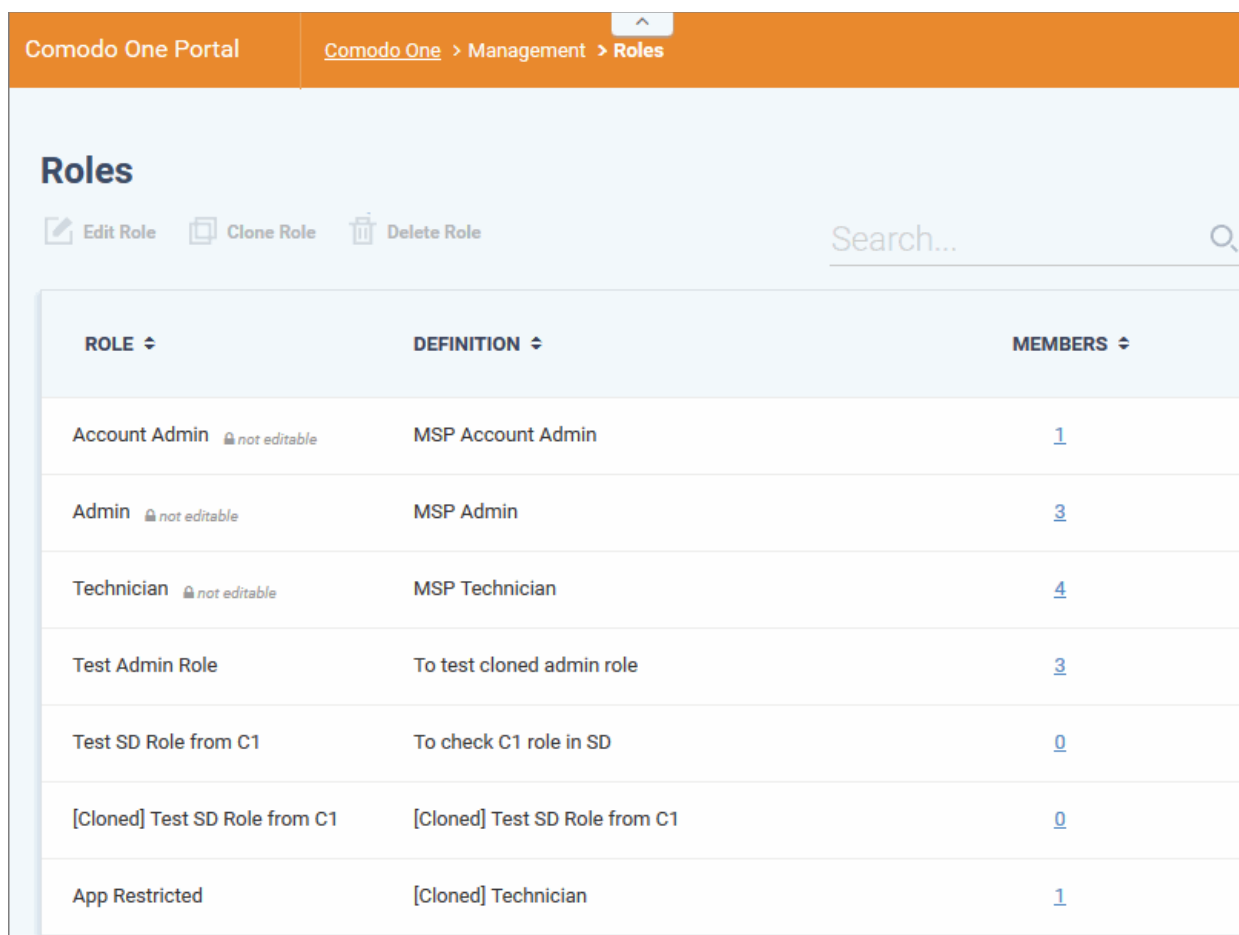
- C1 ships with three built-in roles that cannot be edited or deleted - Account Admin, Admin and Technician.
- You can create custom roles by cloning the 'Admin' or 'Technician' roles then modifying their privileges. You cannot clone the account admin role.
- All built-in and custom roles will be available for selection in the 'New Staff' and 'Edit Staff' screens (explained in the previous section, ['Managing Administrators'](#)).

To open the 'Role' screen

- Click 'Management' on the menu bar then choose 'Roles' from the options:



The 'Roles' interface will be displayed:



Role List - Table of Column Descriptions

Column Header	Description
Role	The name of the role.
Definition	The description provided for the role. The built in roles' definition will be prefixed with 'MSP' or 'Enterprise' depending on your account type.
Members	Displays the number of staff members that are assigned the role. Clicking the number will

take you to the 'Staff' interface displaying the details of staff members that are assigned this role.

Sorting and Filtering Options:

- Click any column header to sort the list of roles in ascending or descending order according to the column label.
- Filter the list or search for specific role(s) by entering the name or definition in the search field at top right in part or full.

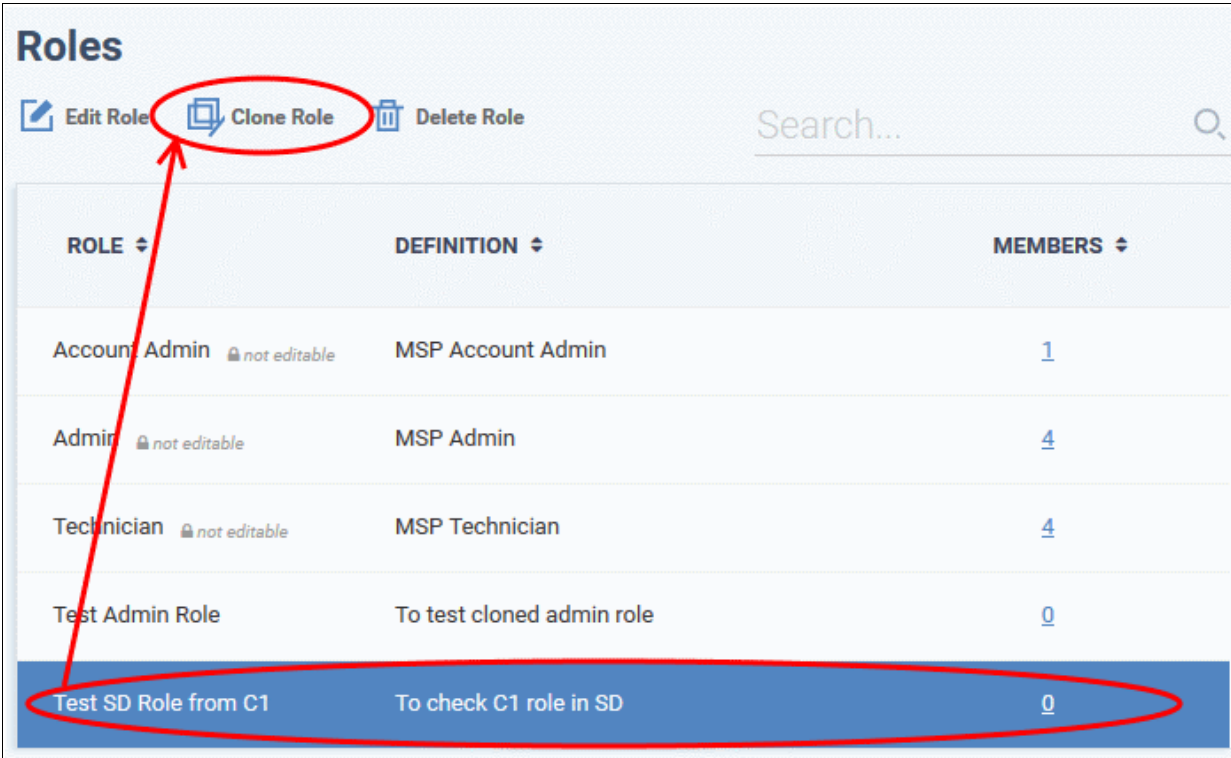
The interface allows account administrators and staff members with appropriate privileges to:

- **Add custom roles**
- **Edit a role**
- **Remove a role**

To add a custom role

Please note that you can create a role by cloning an existing role and selecting the privileges as required. You cannot clone the 'Account Admin' role.

- Click 'Management' on the menu bar then choose 'Roles'
- Select the role that you want to clone and click 'Clone Role':



Roles

Edit Role Clone Role Delete Role Search...

ROLE ↕	DEFINITION ↕	MEMBERS ↕
Account Admin <small>not editable</small>	MSP Account Admin	1
Admin <small>not editable</small>	MSP Admin	4
Technician <small>not editable</small>	MSP Technician	4
Test Admin Role	To test cloned admin role	0
Test SD Role from C1	To check C1 role in SD	0

The 'Clone Role' screen will be displayed:

Comodo One Portal Comodo One > Management > Roles > Edit Role

Roles

↻ Reset to Default
✔ Enable All
✘ Disable All
↕ Expand All
↕ Collapse All
Search...

💾 Save Changes

Edit Role ⏪ Back

Name *

Definition *

Access Rights

<ul style="list-style-type: none"> ▼ <input checked="" type="checkbox"/> Dashboard <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access Dashboard <input checked="" type="checkbox"/> Customize Dashboard ▼ <input checked="" type="checkbox"/> Licensed Applications <ul style="list-style-type: none"> ▼ <input checked="" type="checkbox"/> Access All Licensed Applications <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Service Desk <input checked="" type="checkbox"/> Patch Management <input checked="" type="checkbox"/> IT and Security Manager <input checked="" type="checkbox"/> Comodo Quote Manager <input checked="" type="checkbox"/> CWatch <input checked="" type="checkbox"/> cDome Standard <input checked="" type="checkbox"/> Dome Shield <input checked="" type="checkbox"/> CRM ▼ <input checked="" type="checkbox"/> Reports <ul style="list-style-type: none"> ▼ <input checked="" type="checkbox"/> On Demand Report <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Create Report <input checked="" type="checkbox"/> View Report <input checked="" type="checkbox"/> Delete Report ▼ <input checked="" type="checkbox"/> Scheduled Report <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Activate Report <input checked="" type="checkbox"/> Inactivate Report <input checked="" type="checkbox"/> Delete Report <input checked="" type="checkbox"/> Access Scheduled Report 	<ul style="list-style-type: none"> ▼ <input checked="" type="checkbox"/> Staff Management <ul style="list-style-type: none"> ▼ <input checked="" type="checkbox"/> Staff <ul style="list-style-type: none"> <input checked="" type="checkbox"/> View Staff <input type="checkbox"/> New Staff <input type="checkbox"/> Edit Staff <input type="checkbox"/> Delete Staff <input type="checkbox"/> Reset Two-Factor Authentication ▼ <input type="checkbox"/> Role <ul style="list-style-type: none"> <input type="checkbox"/> Access to Role <input type="checkbox"/> Edit Role ▼ <input checked="" type="checkbox"/> Tools <ul style="list-style-type: none"> <input checked="" type="checkbox"/> View Tools <input checked="" type="checkbox"/> Download Tool ▼ <input checked="" type="checkbox"/> Customer <ul style="list-style-type: none"> <input checked="" type="checkbox"/> View Customer <input checked="" type="checkbox"/> New Customer <input checked="" type="checkbox"/> Edit Customer <input type="checkbox"/> Delete Customer ▼ <input checked="" type="checkbox"/> Notifications <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access Notifications 	<ul style="list-style-type: none"> ▼ <input type="checkbox"/> Management <ul style="list-style-type: none"> ▼ <input type="checkbox"/> Account <ul style="list-style-type: none"> <input type="checkbox"/> View Account <input type="checkbox"/> Account Security Details ▼ <input type="checkbox"/> Comodo License Account Details <ul style="list-style-type: none"> <input type="checkbox"/> Link a Comodo License Account ▼ <input type="checkbox"/> Applications <ul style="list-style-type: none"> <input type="checkbox"/> View Applications ▼ <input type="checkbox"/> Subscriptions <ul style="list-style-type: none"> <input type="checkbox"/> View Subscriptions <input type="checkbox"/> View Usage <input type="checkbox"/> View Billing <input type="checkbox"/> View Settings ▼ <input type="checkbox"/> Partner Actions <ul style="list-style-type: none"> <input type="checkbox"/> Access to Partner Portal From Menu <input type="checkbox"/> Access to "Become a Partner" Button
---	---	--


The controls along the top allow you to:

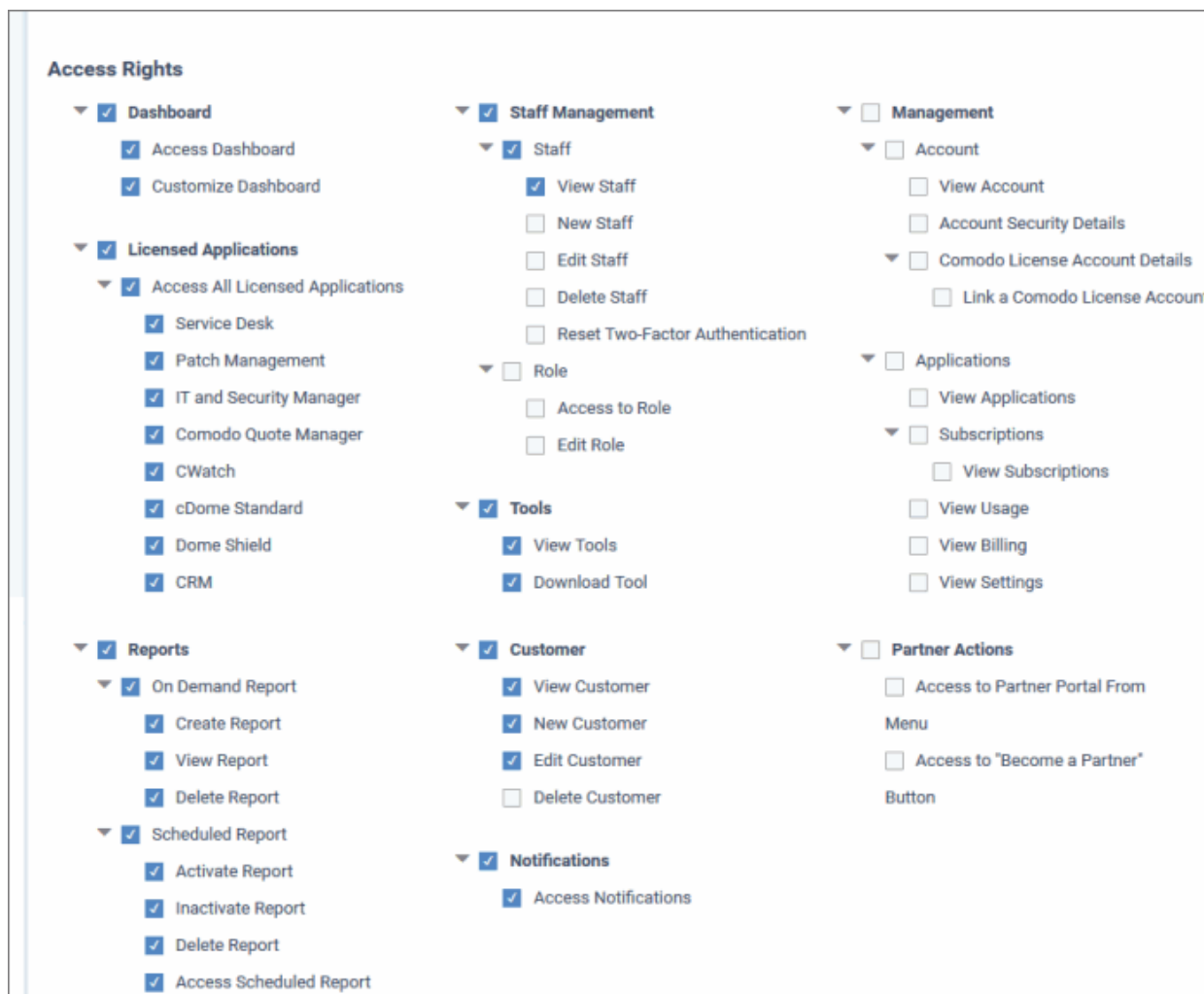
- Reset to Default - Will reset privileges to those of the role from which you are cloning
- Enable All - All access rights will be selected.
- Disable All - All access rights will be disabled.
- Expand All - Access rights for the sub levels will also be displayed.
- Collapse All - Only the top level access rights will be displayed.

- Save Changes - Allows to save your new role.

The 'Name' and 'Definition' labels will be copied from the original role with the prefix '[Cloned]'. You can change these labels as required.

The lower part of the screen allows you to configure specific C1 access rights for the role.

- You can search for a particular setting by typing few characters in the search field located on the top right of the interface. The access rights that match the search term will be enabled while others will be grayed out.
- Click [Back](#) to return to the list of roles.
- You can expand or collapse sub-levels of each access right by clicking the arrow button  beside it.



Access Rights

- **Dashboard** - View C1 dashboard and customize the dashboard panes.
- **Licensed Applications** - Access and manage licensed applications that are integrated into C1 as modules.
- **Reports** - Access reports menu and ability to create, view, schedule and delete reports. Also access scheduled reports area to activate, deactivate and delete scheduled reports.
- **Staff Management** - Access and manage staff and roles. Staff management access rights allow you to create new staff members, view, edit and delete staff members. Role management access rights allow you to create and edit roles.
- **Tools** - View and download Comodo tool sets.
- **Customer** - View and manage enrolled customers, add new customers, edit and delete customers. Applies to MSP accounts only.

- **Notifications** - View the latest news about Comodo One products via in-app notifications.
- **Management** - View account details and update support details. Access the applications menu to view current subscriptions, add new subscriptions, view details of application usage and billing.
- **Partner Actions** - Allows to become Comodo resellers. Becoming a Comodo partner provides a host of benefits such as getting Comodo products at discounted prices and more.

Select the required privileges from the options. You can opt to grant all privileges in a feature or selected sub level privileges. For example, if you want a staff member to handle only SD and ITSM applications, create a new role and select these two applications from the licensed applications options. The staff members assigned this role will be able to access only these two applications.

To edit a custom role

Note: You cannot edit C1 built-in roles.

- Click 'Management' on the menu bar then choose 'Roles'
- Select the role that you want to update and click 'Edit Role':

ROLE ↕	DEFINITION ↕	MEMBERS ↕
Account Admin <small>not editable</small>	MSP Account Admin	<u>1</u>
Admin <small>not editable</small>	MSP Admin	<u>3</u>
Technician <small>not editable</small>	MSP Technician	<u>4</u>
Test Admin Role	To test cloned admin role	<u>3</u>
Test SD Role from C1	To check C1 role in SD	<u>0</u>
[Cloned] Test SD Role from C1	[Cloned] Test SD Role from C1	<u>0</u>
App Restricted	[Cloned] Technician	<u>1</u>

The 'Edit Role' screen will be displayed:

Roles

Edit Role

Name

Definition

Access Rights

- Dashboard**
 - Access Dashboard
 - Customize Dashboard
- Licensed Applications**
- Staff Management**
 - Staff**
 - View Staff
 - New Staff
 - Edit Staff
- Management**
 - Account**
 - View Account
 - Account Security Details

- Update name, description details and access rights for the role.
- Click 'Save' when done.

To delete a custom role

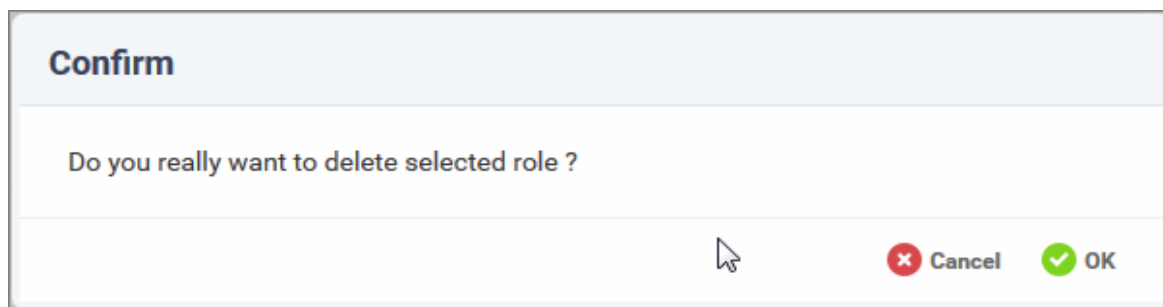
Note: You cannot delete C1 built-in roles and custom roles that are assigned to staff members. To remove a custom role, make sure no staff members are assigned that role.

- Click 'Management' on the menu bar then choose 'Roles'
- Select the role that you want to remove and click 'Delete Role':

Roles

ROLE ↕	DEFINITION ↕	MEMBERS ↕
Account Admin <small>not editable</small>	MSP Account Admin	1
Admin <small>not editable</small>	MSP Admin	4
Technician <small>not editable</small>	MSP Technician	4
Test Admin Role	To test cloned admin role	0
Test SD Role from C1	To check C1 role in SD	0

- Click 'OK' in the confirmation dialog



5.3 Admin Privilege Levels

Staff with 'Account admin', 'Admin' and 'Technician' roles are added and managed via the C1 console at one.comodo.com. The same built-in roles are also available by default in Service Desk and ITSM. The following tables summarize the different privilege levels of each role in the C1 console and in the individual modules.

Comodo One Web Console

Role	Description
Account Admin	<p>The account admin is the top level administrator and can access all areas of the C1 console and individual modules.</p> <p>Account Administrators can:</p> <ul style="list-style-type: none"> • Add and manage companies for the MSP / Enterprise account • Add and manage MSP / Enterprise staff members with admin role • Add and manage MSP / Enterprise staff members with technician role • Transfer account admin rights to another administrator • Add integrated modules to C1 from the 'App Store' • View and download tool sets • Subscribe for new products and renew licenses for C1 modules • Can access all licensed modules • Generate reports • Schedule report generation • Manage account • Manage settings • Manage subscriptions • View usage details for modules • View billing details for modules
Admin (MSP/ Enterprise)	<p>MSP / Enterprise admins have the following privileges:</p> <ul style="list-style-type: none"> • Add and manage companies for the MSP / Enterprise account • Add and manage MSP / Enterprise staff members with admin role • Add and manage MSP / Enterprise staff members with technician role • View roles • View and download tool sets

	<ul style="list-style-type: none"> • Access all licensed applications • Generate reports • Schedule report generation
Technician (MSP/Enterprise)	<p>MSP / Enterprise staff with the technician role have the following privileges:</p> <ul style="list-style-type: none"> • Access all licensed applications • View, add and edit customers • Generate reports • Schedule report generation • View and download tool sets • View staff members

Remote Management and Monitoring (RMM)

Role	Privileges
Account Admin	<ul style="list-style-type: none"> • Create and apply monitoring policies to endpoints • View alerts for policy violations • Initiate support sessions and accept support requests from end-users • Deploy diagnostic and repair tools, run procedures and execute jobs on endpoints • Access endpoint computers through remote desktop connection to correct issues
Admin (MSP/Enterprise)	Same privileges as account admin.
Technician (MSP/Enterprise)	Same privileges as account admin.

Service Desk

Role	Privileges
Account Admin	<ul style="list-style-type: none"> • Access both admin panel and staff panel • Open tickets on behalf of users • Edit tickets • Post a ticket reply • Close tickets • Assign tickets to staff members • Transfer tickets between departments • Delete tickets • Add/remove emails from the banned list via the ticket interface • Add/update/disable/delete canned responses and attachments • Add/update/disable/delete knowledgebase categories and FAQs • View stats of other staff members in allowed departments

Admin (MSP/Enterprise)	<ul style="list-style-type: none"> • Same privileges as account admin except view stats of other staff members in allowed departments
Technician (MSP/Enterprise)	<p>MSP / Enterprise staff members with technician role have the following privileges:</p> <ul style="list-style-type: none"> • Access the staff panel but not the admin panel • Open tickets on behalf of users • Edit tickets • Post a ticket reply • Close tickets • Assign tickets to staff members • Transfer tickets between departments • Delete tickets

ITSM

Role	Privileges
Account Admin	<ul style="list-style-type: none"> • Manage devices (full control) • Manage users (full control) • Manage profiles (full control) • Manage procedures • Manage LDAP account • Manage Google API token • Manage antivirus settings • Manage Apple Push Notification service certificate • Manage Android settings • Manage custom variables • Manage application repository • Manage EAS token • Manage email templates • Manage Procedures • Approve Procedures • Access to RBAC (full control) • Access to compliance page • Access to push statistic page • Access to threat report page • MS Exchange access management • Access right to antivirus (full control) • Access to application on devices part (full control) • Access to subscription section • Access to dashboard part of the system

	<ul style="list-style-type: none"> • Send reports switcher • Allow end user role to login to portal. Send user creation email and reset password email when required.
Admin (MSP/Enterprise)	Same privileges as account admin.
Technician (MSP/Enterprise)	Same privileges as account admin.

6 Managing Companies

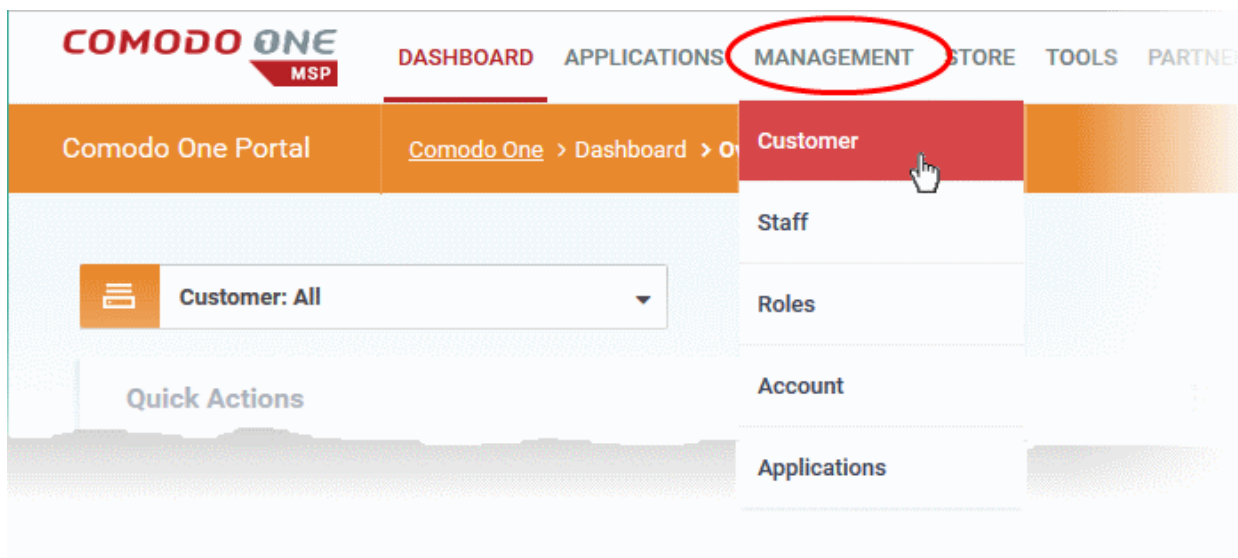
Note: The ability to add and manage companies is available for C1 MSP accounts only. Refer to the [Appendix](#) for details about available products in C1 MSP and C1 Enterprise accounts.

Companies, organizations and departments added through the 'Customers' interface of C1 portal will become available for selection in all integrated modules (Service Desk, Dome Shield, IT and Security Manager). Admins can then import users and devices to these companies through the individual modules.

The Comodo Service Desk interface also allows customers to create 'standalone' (aka 'Unmanaged') companies. Companies created this way will not be visible in the C1 interface or available in the other modules. For more details about adding companies to Service Desk, refer to the online help page at <https://help.comodo.com/topic-289-1-625-7888-Managing-Organizations.html>.

To open the 'Customer' screen

- Click 'Management' on the menu bar then choose 'Customer'



The 'Customer' interface displays a list of customer organizations added to Comodo One.

Comodo One Portal Comodo One > Management > Customer

Customer

+ New Customer
Edit
Delete
Search...

NAME ↕	CONTACT EMAIL ↕	ADDRESS ↕	POSTAL CODE ↕	DESCRIPTION ↕
Coyote	coyoteewile@yahoo.com			Enterprise
Dithers Construction Co...	avantistude@gmail.com	1, Lake View Road, Riverdale.	654321	Dithers Construction Company
Deer Company	impalachevvy@gmail.com	Amirthi Forest TN	631501	Dealing with Forest Surveilla...
ABC TV Services	dyanorat481@gmail.com	Chennai1	600001	TV services
Chennai IT Services	fiatliena@gmail.com	No 7, Chennai Street, Chennai	600042	Provider of IT services
Sky walk	skywalk@chennai.com	Nungambaakam	600016	Test
Kanchi Customer	ihcnak@yopmail.com	Main Road, Kanchipuram	631501	To look after Kanchipuram c...
kanchiidly	kanchiidly@kannan.com	Mettupalayam St	631501	Idly Specialist
BigBasket	bigbasket@yopmail.com	No 10, New Jersey street	631916	supermarket
Chennai Manpower Agen...	chmaag@yopmail.com	No.859, Chennai Internation...	600042	

Company List - Table of Column Descriptions	
Column Header	Description
Name	The name of the company.
Contact Email	Email address of the contact person of the organization.
Address	The address of the organization.
Postal Code	The area postal code of the organization.
Description	A short description of the organization.

Sorting and Filtering Options:

- Click any column header to sort the list of companies in ascending or descending order according to the column label.
- Filter the list or search for specific company by entering their name, contact email address, address or postal code in the search field at top right in part or full.

The interface allows Account and MSP Administrators to:

- **Add an organization**
- **Edit the details of an organization**
- **Remove an organization**

To add an organization

- Click the 'New Customer' button from the 'Customer' interface

The 'New Customer' form will be displayed.

The screenshot shows the 'Customer' management interface. At the top, there is a 'New Customer' button circled in red, with a red arrow pointing to a modal form titled 'New Customer'. The form contains the following fields:

- Name ***: A text input field.
- Contact Email ***: A text input field.
- Address ***: A text input field.
- Postal Code ***: A text input field.
- Description ***: A text input field.

A green 'Save' button is located at the bottom right of the form.

- Complete each field on the form then click 'Save' to add the customer.

A confirmation message will be displayed

The screenshot shows an 'Alert' message box with the following content:

Alert

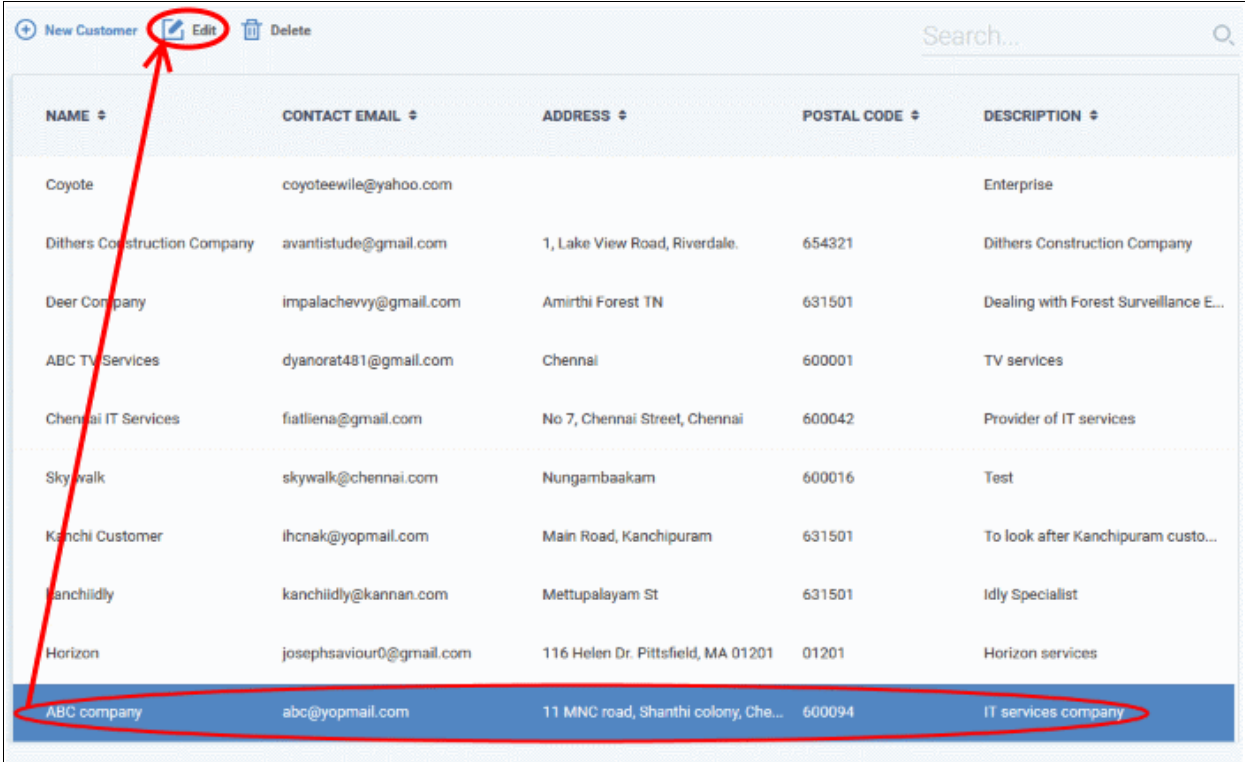
New company is added successfully.

OK

To edit the details of an organization

- Select the organization that you want to update the details

- Click the 'Edit' button



The screenshot shows a table of customer records. The 'Edit' button in the top navigation bar is circled in red. A red arrow points from this button to the 'ABC company' row in the table, which is also circled in red. The table has the following data:

NAME	CONTACT EMAIL	ADDRESS	POSTAL CODE	DESCRIPTION
Coyote	coyoteewile@yahoo.com			Enterprise
Dithers Construction Company	avantistude@gmail.com	1, Lake View Road, Riverdale.	654321	Dithers Construction Company
Deer Company	impalachevvy@gmail.com	Amirthi Forest TN	631501	Dealing with Forest Surveillance E...
ABC TV Services	dyanorat481@gmail.com	Chennai	600001	TV services
Chennai IT Services	fiatliena@gmail.com	No 7, Chennai Street, Chennai	600042	Provider of IT services
Sky walk	skywalk@chennai.com	Nungambaakam	600016	Test
Kanchi Customer	ihcnak@yopmail.com	Main Road, Kanchipuram	631501	To look after Kanchipuram custo...
Kanchiidly	kanchiidly@kannan.com	Mettupalayam St	631501	Idly Specialist
Horizon	josephsaviour0@gmail.com	116 Helen Dr. Pittsfield, MA 01201	01201	Horizon services
ABC company	abc@yopmail.com	11 MNC road, Shanthi colony, Che...	600094	IT services company

The 'Edit Company' dialog will appear:

Edit Customer [X]

Name *
ABC company

Contact Email *
abc@yopmail.com

Address *
11 MNC road, Shanthi colony, Chennai

Postal Code *
600094

Description *
IT services company

[Save Changes]

- Update the details as required.
- Click the 'Save' button

A confirmation dialog will be displayed.

Alert

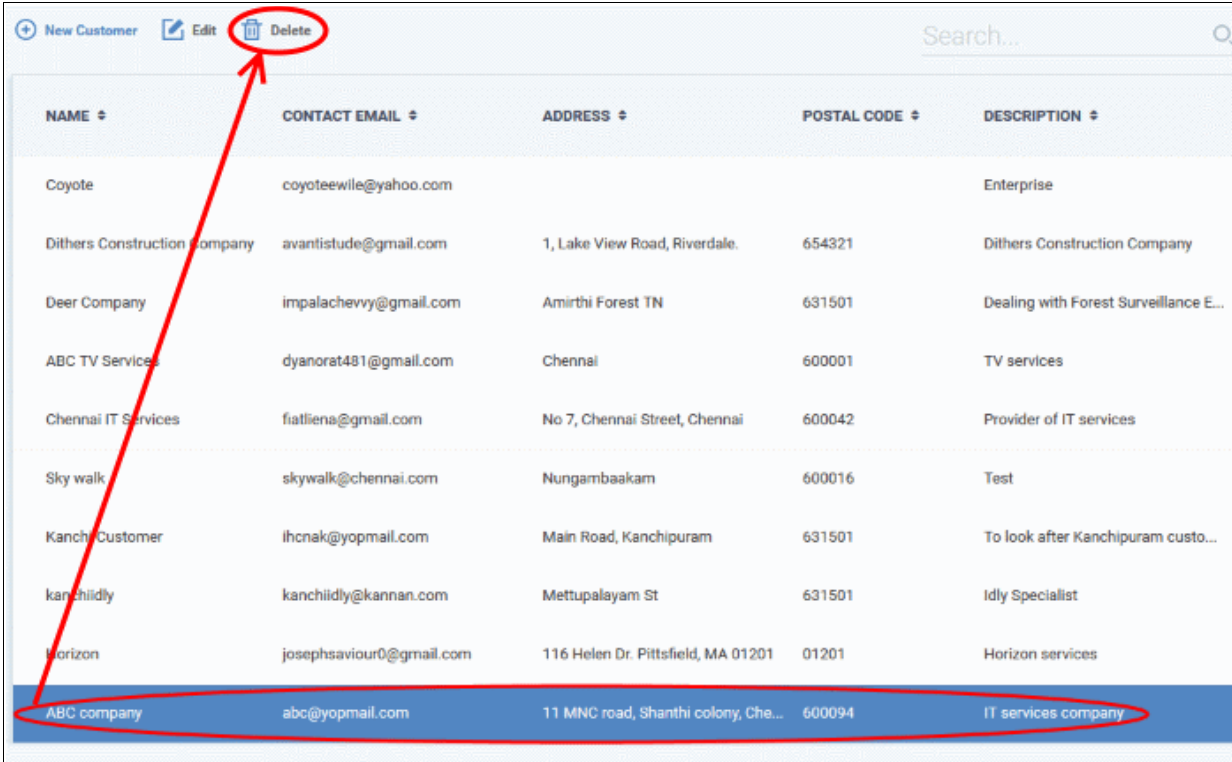
Company is edited successfully.

[OK]

- Click 'OK'

To remove an organization from the list

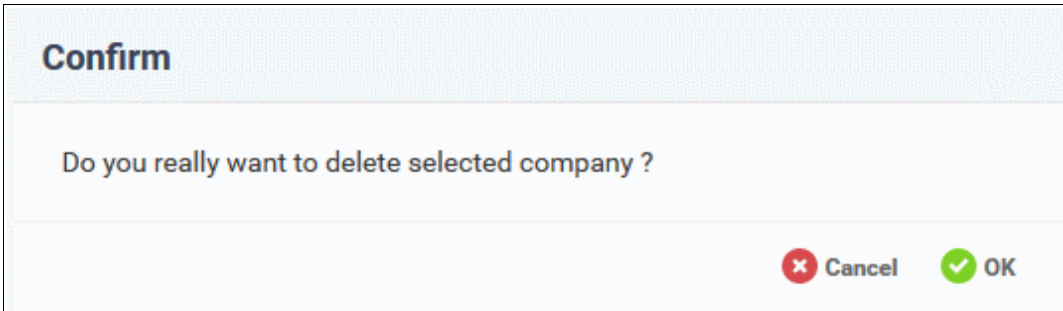
- Select the organization that you want to remove from the list



NAME	CONTACT EMAIL	ADDRESS	POSTAL CODE	DESCRIPTION
Coyote	coyoteewile@yahoo.com			Enterprise
Dithers Construction Company	avantistude@gmail.com	1, Lake View Road, Riverdale.	654321	Dithers Construction Company
Deer Company	impalachevvy@gmail.com	Amirthi Forest TN	631501	Dealing with Forest Surveillance E...
ABC TV Services	dyanorat481@gmail.com	Chennai	600001	TV services
Chennai IT Services	fiatliena@gmail.com	No 7, Chennai Street, Chennai	600042	Provider of IT services
Sky walk	skywalk@chennai.com	Nungambaakam	600016	Test
Kanchi Customer	ihcnak@yopmail.com	Main Road, Kanchipuram	631501	To look after Kanchipuram custo...
kanchiidly	kanchiidly@kannan.com	Mettupalayam St	631501	Idly Specialist
Horizon	josephsaviour0@gmail.com	116 Helen Dr. Pittsfield, MA 01201	01201	Horizon services
ABC company	abc@yopmail.com	11 MNC road, Shanthi colony, Che...	600094	IT services company

- Click the 'Delete' button.

A confirmation dialog will appear.

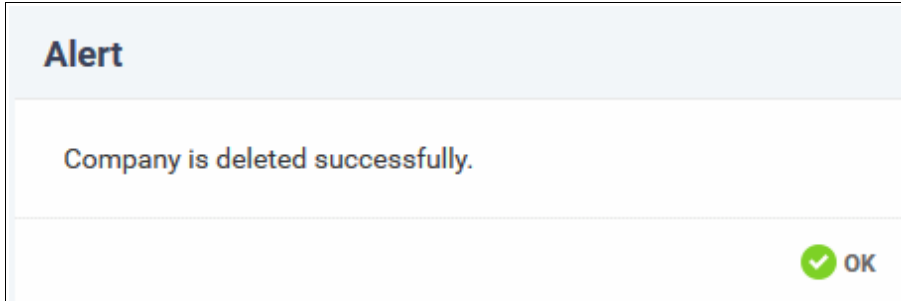


Confirm

Do you really want to delete selected company ?

- Click 'OK' in the confirmation dialog.

The company will be removed from Comodo One.



Alert

Company is deleted successfully.

7 Accessing C1 Modules

The Comodo One interface allows you to add modules which expand the core functionality of the product. You can access all available modules by clicking 'Applications' in the file menu.

Note: The modules available to you depend on whether you have a C1 MSP or a C1 Enterprise account. See the **Appendix** for details about available products for MSP and Enterprise accounts.

The core modules available with C1 are:

- **Service Desk** - Allows administrators and staff members to respond to support tickets, reassign tickets to other departments or personnel, generate reports, create knowledge base articles and more.
- **IT and Security Management** - Allows MSPs and Enterprises to manage, monitor and secure mobile devices and Windows endpoints which connect to customer networks. The basic version of ITSM is available by default to customers that signed up for Comodo One version 3.0 and later. Customers that signed up for Comodo One prior to version 3.0 version can integrate ITSM to their console if required. Refer to the section **Adding / Upgrading IT and Security Manager** for more details.
- **Remote Monitoring and Management (RMM)** - An efficient endpoint monitoring application that allows administrators to monitor and manage multiple endpoints from one centralized console. RMM is available from the 'Applications' interface for customers that signed up for Comodo One prior to version 3.0. Customers who signed up for version 3.0+ should use the RMM features in Comodo ITSM. Refer to <https://help.comodo.com/topic-214-1-771-9524-Remote-Management-of-Windows-Devices.html> for more details.
- **Comodo Dome Shield** - An enterprise web filtering solution that allows MSPs and enterprises to provide comprehensive DNS based security for networks. Comodo Dome Shield is available as an SaaS solution and allows you to configure granular security and category based web rules.

Account administrators can also add the following additional modules from the 'Store' interface:

- **Comodo Quote Manager** - Allows administrators and staff to generate and forward price quotes for requirements from the customer organizations and manage them.
- **Acronis Cloud Backup** - An easy-to-manage service that backs up any data from any source and recovers to any destination or system.
- **cWatch** - Cloud based security intelligence and event management product (SIEM) that features advanced event log monitoring, built-in reporting, multiple pre-set queries, a powerful custom-query interface, automatic assignment of incidents to personnel, customizable dashboards and real-time alerts.
- **Comodo Dome Antispam (Enterprise version only)** - An antispam and threat prevention solution that uses advanced filtering technologies, antivirus scanners and content analysis engines to quietly and effectively prevent unsolicited mail from entering your network.
- **Comodo Dome Antispam - MSP (MSP version only)** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to block spam, email-borne viruses and other unwanted mail from reaching your customer's networks.
- **Comodo Dome Secure Web Gateway** - A real time web traffic scanning solution that is capable of providing comprehensive web content and security control for your customers. Includes URL filtering, malware protection, Valkyrie real-time file verdicting and portable containment.
- **Comodo Customer Relationship Management (CRM)** - A sales automation solution that allows you to save time and grow productivity by implementing automatic workflows to generate, nurture and close customer leads and opportunities.
- **Comodo Dome Cloud Firewall** - Offered as an SAAS service, Dome Cloud Firewall simplifies network security by delivering a single interface through which administrators can control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers.

- **Comodo Dome Firewall Virtual Appliance** - The same Dome Firewall functionality as described above but provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware.
- **Comodo Dome Firewall Manager** - A central console for remote management of multiple Comodo Firewall Virtual appliances. MSP/Enterprise admins can remotely monitor and manage Firewall appliances deployed on remote networks.

Refer to the chapter **App Store** for more details about how to add these applications to Comodo One.

Note: Additional modules require separate subscriptions. Licenses can be obtained from within the C1 console. Fully integrated apps include Acronis Cloud Backup, Comodo Quote Manager, Comodo CRM, cWatch, Comodo Dome Secure Web Gateway, Dome Cloud Firewall, Dome Firewall Virtual Appliance, Dome Data Protection and Dome Antispam. Other products in the app store are currently 'standalone' but we plan to integrate them with C1 in upcoming versions.

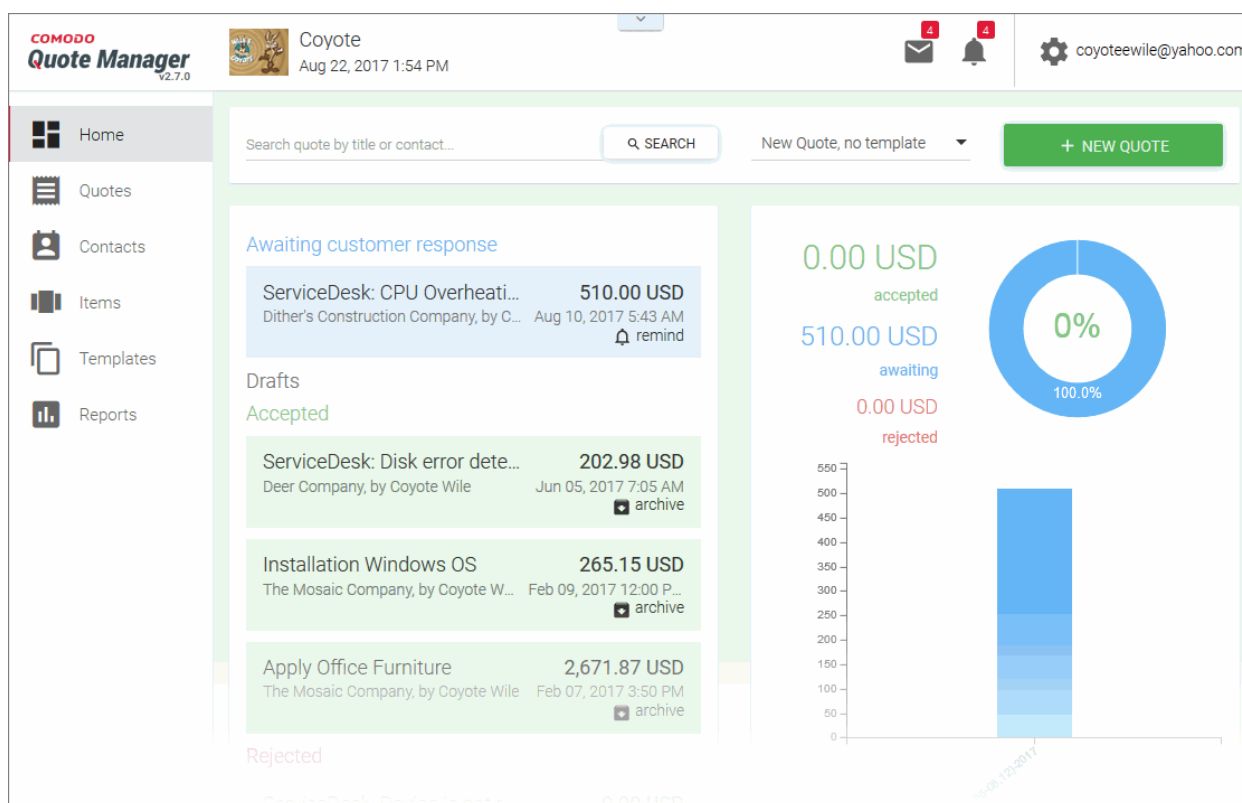
To open a module from the Comodo One interface

- Click 'Applications' on the menu bar and choose the application from the list:

The screenshot shows the Comodo One interface. At the top, there is a navigation bar with the following items: DASHBOARD, APPLICATIONS, MANAGEMENT, STORE, TOOLS, and PARTNER. Below this, there is a sub-navigation bar with 'Comodo One Portal', 'Comodo One', and 'IT and Security Manager'. The main content area is titled 'Roles' and contains a table with columns 'ROLE', 'PROCEDURES', and 'DEFINITION'. The 'PROCEDURES' column is expanded to show a list of applications. A mouse cursor is pointing to 'Comodo Quote Manager' in this list.

ROLE	PROCEDURES	DEFINITION
Account Admin <small>not editable</small>	Service Desk	MSP Account A
Admin <small>not editable</small>	Dome Shield	MSP Admin
Technician <small>not editable</small>	cDome Standard	MSP Technician
Test Admin Role	Comodo Quote Manager	To test cloned a
Test SD Role from C1	CRM	To check C1 role
[Cloned] Test SD Role from C1	CWatch	To check C1 role
[Cloned] Test SD Role from C1	Patch Management	[Cloned] Test SD
App Restricted	All Applications	[Cloned] Techni

The selected module will open:



- Alternatively, click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All integrated modules for your account will be displayed:

- Click on the module that you want to open

Please note, right-click option allows you to open a module in a separate tab or a new window.

8 App Store

Account administrators can integrate a range of additional Comodo network security and endpoint management applications from the 'Store'. These applications are in addition to the core C1 modules ('Service Desk', 'IT and Security Manager' and Dome Shield). Refer to **Accessing C1 Modules** for more details on each product. Some additional applications require separate licenses to be purchased.

- Click 'Store' on the menu bar to open the app store:

Comodo One also allows you to link additional Comodo Accounts Manager (CAM) / Comodo One accounts to this C1 account. This allows you to share licenses and use of the products.

For example, if you have already purchased a license for Dome Secure Web Gateway on a different CAM account, then you can add this CAM account here, set it as default then add the product as a module from the C1 store. Refer to **Comodo License Account Details** for more details on linking additional accounts.

The validity period and the total usage of shared licenses depends on the individual product license.

Note: The products available in the store differ between MSP and Enterprise accounts. Refer to the **Appendix** for more details.

Comodo products are available at discounted prices for MSPs that are also Comodo Partners / Resellers. The discounted prices will be available for partners when purchasing Comodo products via the C1 Store. See **Set an MSP account as Comodo Partner** in the section **Comodo License Account Details** for details about becoming a partner.

The following applications are available from the Store:

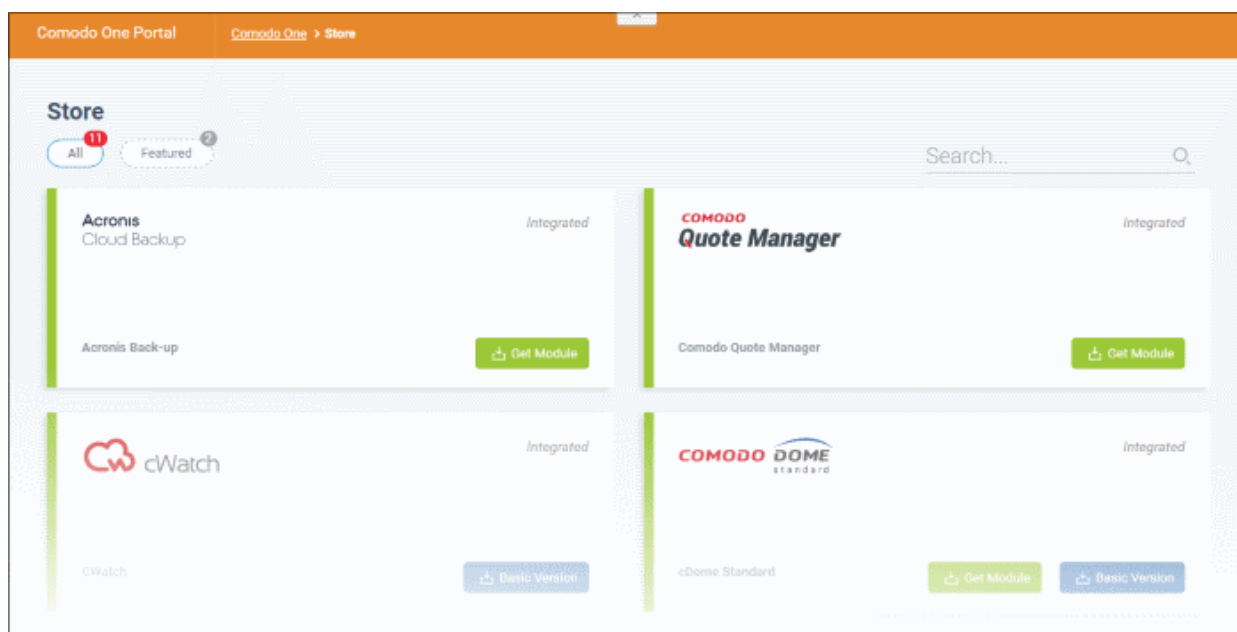
- Acronis Cloud Backup (integrated)
- Comodo Quote Manager (integrated)
- cWatch (integrated)
- Comodo Dome Secure Web Gateway (integrated)
- Comodo Customer Relationship Management (CRM) (integrated)
- Comodo Dome Cloud Firewall (integrated) (Available only for Enterprise customers)
- Comodo Dome Firewall Virtual Appliance (integrated)
- Comodo Dome Data Protection (integrated) (Available only for Enterprise customers)
- Comodo Dome Antispam (integrated) (Available only for Enterprise customers)
- Comodo Dome Antispam - MSP (integrated) (Available only for MSP customers)
- Comodo Dome Firewall Central Manager (integrated)
- IT and Security Manager (Only for customers that signed to Comodo One prior to version 3.0)

'Integrated' applications can be accessed from Comodo One through the 'Applications' interface. Other products are currently 'standalone' but we plan to integrate them with C1 in upcoming versions. Selecting these applications enables you to view the product description page and to subscribe for them.

To open the 'Store' interface

- Click 'Store' on the menu bar

The available applications, integrated and stand-alone, will be displayed.



The 'Store' interface features the following apps:

- **Acronis Cloud Backup** - Enterprise backup solution that allows you to perform local backup and cloud backup of all data from disks, partitions, servers and so on. In case of data loss, you can recover anything easily and quickly, be it files, folders, applications or entire system. Acronis Cloud Backup can be integrated with C1 and managed from the C1 web interface. To know more about how to add this application into C1, see '[Add Acronis Backup](#)'.
- **Comodo Quote Manager** - An easy-to-use quotation management solution that provides high sales visibility to MSP/Enterprise administrators and staff, such as number of accepted orders and their value, quotes that are pending and those that are rejected. You can keep track of submitted quotes, send reminders to customers, resolve customer queries almost instantly and view detailed sales reports. To know more about how to add this application into C1, see '[Add Comodo Quote Manager](#)'.

- **Comodo cWatch** - cWatch is a cloud based security intelligence and event management product (SIEM) that features advanced event log monitoring, built-in reporting, multiple pre-set queries, a powerful custom-query interface, automatic assignment of incidents to personnel, customizable dashboards and real-time alerts. To find out more, see '[Add cWatch](#)'.
- **Comodo Dome Secure Web Gateway** - A real time web traffic scanning solution that is capable of providing comprehensive web content and security control. This module is optional and can be added after creating a Comodo One account. See '[Add Comodo Secure Web Gateway](#)' for more details.
- **Comodo Customer Relationship Management (CRM)** - A sales automation solution that allows you to save time and grow productivity by implementing automatic workflows to generate, nurture and close customer leads and opportunities. This module is optional and can be added after creating a Comodo One account. See '[Add Comodo Customer Relationship Management](#)' for more details.
- **Comodo Dome Cloud Firewall** (available for Enterprises only) - Cloud Firewall includes a web-application firewall, antivirus scanning, intrusion prevention, website filtering and traffic monitoring. This module is optional and can be added after creating a Comodo One account. See '[Add Comodo Dome Cloud Firewall](#)' for more details.
 - Click on 'Dome Cloud Firewall' to view a full product description and purchasing links.
 - You can view our online help guide for Comodo Dome Cloud Firewall at <https://help.comodo.com/topic-436-1-901-11511-Introduction-to-Dome-Cloud-Firewall.html>.
- **Comodo Dome Firewall Virtual Appliance** (available for Enterprises and MSP) - The same functionality as the Cloud Firewall but provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware. This module is optional and can be added after creating a Comodo One account. See '[Add Comodo Dome Firewall Virtual Appliance](#)' for more details.
 - Click on "Firewall Virtual Appliance" to view a full product description and purchasing links.
 - You can view our online help guide for Comodo Dome Firewall Virtual Appliance at <https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html>.
- **Comodo Dome Data Protection** (available for Enterprises only) - A cloud based data protection enterprise solution that enforces policies data in use, data in motion and data at rest to prevent data loss. This module is optional and can be added after creating a Comodo One account. Refer to the section '[Add Dome Data Protection](#)' for more details.
- **Comodo Dome Antispam** (available for Enterprises only) - An enterprise anti-spam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your customers' networks. This module is optional and can be added after creating a Comodo One account. Refer to '[Add Comodo Dome Antispam](#)' for more details.
 - Clicking on 'Comodo Dome Antispam' takes you to the product description page that contains the details of the product, key features, system requirements, pricing information and a link to product purchase page.
 - You can view our online help guide for Comodo Dome Antispam at <https://help.comodo.com/topic-443-1-898-11360-Introduction-to-Comodo-Dome-Anti-spam.html>.
- **Comodo Dome Antispam - MSP** (available for MSP customers only) - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to block spam, email-borne viruses and other unwanted mail from reaching your customer's networks. See '[Add Comodo Dome Antispam - MSP](#)' for more details.
 - Click on 'Comodo Dome Antispam - MSP' to view a full product description and purchasing links.
 - You can view our online help guide for Comodo Dome Antispam - MSP at <https://help.comodo.com/topic-445-1-914-12136-Introduction-to-Comodo-Dome-Antispam---MSP.html>.
- **Dome Firewall Central Manager** (available for Enterprises and MSP) - Firewall Central Manager allows you to manage several Dome Firewall virtual appliances installed on customers' networks from a single console. Dome Firewall Central Manager is free of cost.

- Click on 'Firewall Central Manager' to view a full product description and purchasing links.
- **IT and Security Manager (ITSM)** - Manage and secure all endpoints and mobile devices that connect to your customers' networks with a single management application. ITSM is offered as a core component with Comodo One for customers that signed up to Comodo One version 3.0 or later. Customers that signed up to Comodo One prior to version 3.0 can integrate ITSM to Comodo One from the 'App Store' interface. Refer to the section '[Adding / Upgrading IT and Security Manager](#)' for more details.

Tip: You can search for a specific module box at top-right and clicking the magnifying glass.

8.1 Add Acronis Backup

Acronis solves business data protection challenges with an easy-to-manage service that backs up data from any source and recovers to any destination or system. Acronis Backup data centers are situated in three different locations (US, UK and Germany), allowing you to choose the data center closest to you.

- You can add Acronis Cloud Backup to your account by purchasing a new license in the Comodo One console ('Store' > Click 'Get Module' in the Acronis tile)
- Alternatively, you can add the module by linking to another Comodo Accounts Manager (CAM) or C1 account that already has an Acronis Backup license. Usage of the service will be shared by both accounts. Cumulative usage and validity are bound to the original license limitations.

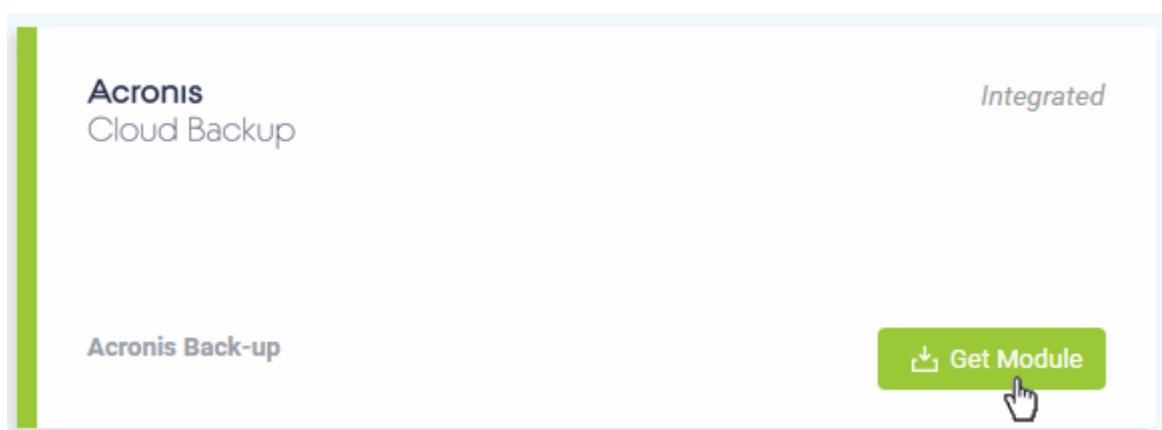
Please read the following sections to learn more:

- [Purchase a new license](#)
- [Activate the license](#)

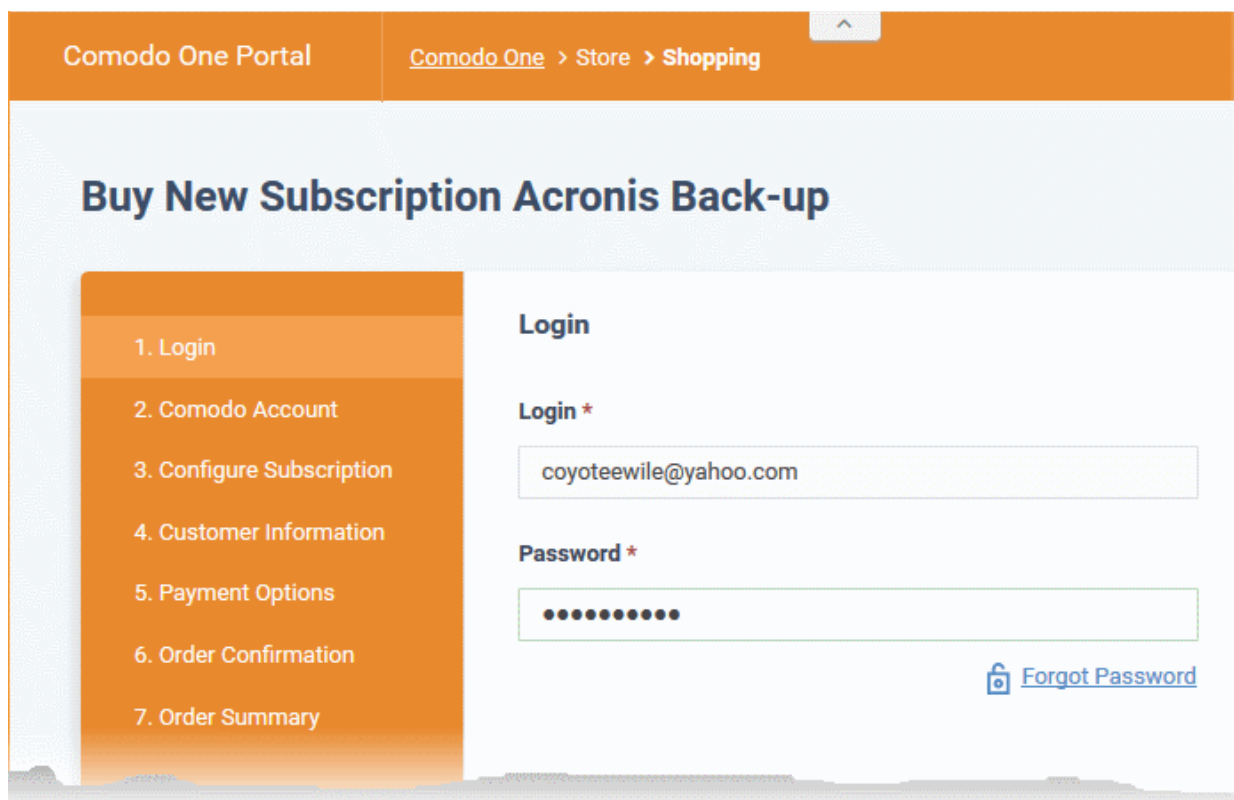
Purchase a new license

New licenses for Acronis Cloud Backup can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar
- All available applications will be displayed. Click 'Get Module' in the 'Acronis Cloud Backup' tile:

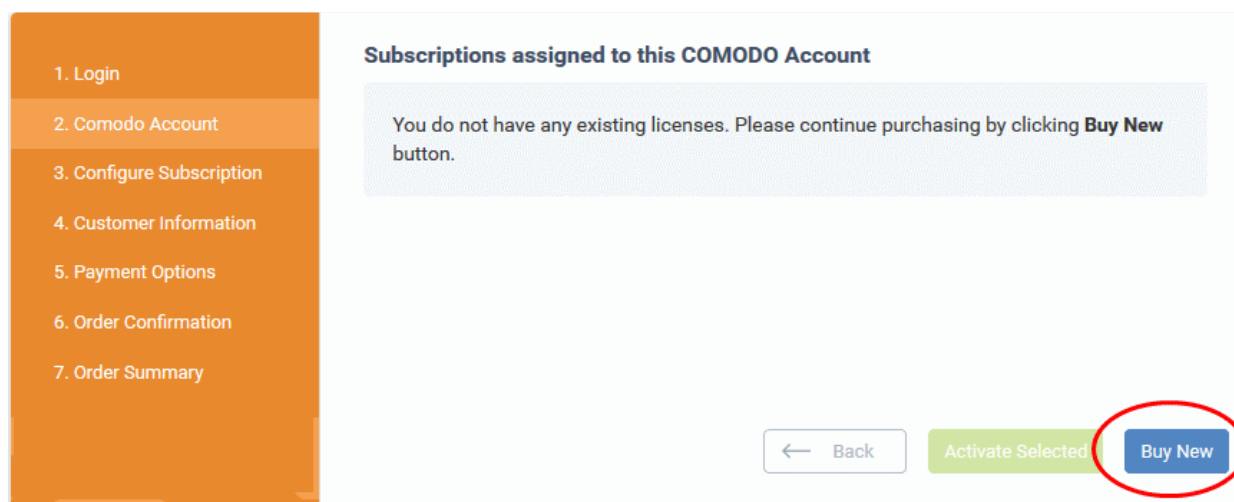


- This will open the product purchase page:



Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'



- Click 'Buy New'

The configuration screen appears.

- Choose the data center on which you want to store your data from the 'Data Center Region for Backups' drop-down.
- Choose your preferred subscription plan:

Comodo One Portal | Comodo One > Store > Shopping

Buy New Subscription Acronis Back-up

Configure Subscription

Data Center Region for Backups *
United States

Monthly, Prepaid | Yearly, Prepaid | Postpaid

Storage	Price per month	Select
100 Gb	\$20.00	Select
500 Gb	\$95.00	Select
1 Tb	\$184.32	Select
5 Tb	\$819.20	Select

- Click 'Next'
- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':

The screenshot shows the 'Customer Information' step in a multi-step process. On the left is a vertical navigation menu with seven items: 1. Login, 2. Comodo Account, 3. Configure Subscription, 4. Customer Information (highlighted), 5. Payment Options, 6. Order Confirmation, and 7. Order Summary. The main content area is titled 'Customer Information' and contains several input fields: 'Company Name' (text box with 'Dodger'), 'Company Website' (text box), 'Phone Number *' (text box with '048123456'), 'Street Address *' (text box with '202 W 10th St'), 'Street Address 2 *' (text box with '202 W 10th St'), 'City *' (text box with 'Alton'), 'Country *' (dropdown menu with 'United States'), 'State or Province *' (dropdown menu with 'Iowa'), and 'Postal Code *' (text box with '51003'). Below these fields are two sections: 'Billing Information' with a checked checkbox 'The same as Contact Information', and 'Terms and Conditions' with a checked checkbox 'I have read and agree the [End User License/Service Agreement](#)'. At the bottom right are 'Back' and 'Next' buttons.

- Enter your payment card details then click 'Next' to proceed to the order confirmation page:

The screenshot shows the 'Payment Options' step in the multi-step process. The left navigation menu is the same as in the previous screenshot, with 'Payment Options' highlighted. The main content area is titled 'Payment Options' and features a form for entering credit card details. The form includes: 'Credit Card Number' (text box with a dropdown arrow and 'Enter Card Number' text), 'Card Holder Name' (text box with 'John Doe'), 'Expiration Date' (two dropdown menus), and 'CVV' (text box). There are VISA and MasterCard logos at the top right of the form. A 'What is it?' link is located below the CVV field. Below the form is a warning icon (a yellow triangle with an exclamation mark) and a text block: 'When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.' At the bottom right are 'Back' and 'Next' buttons.

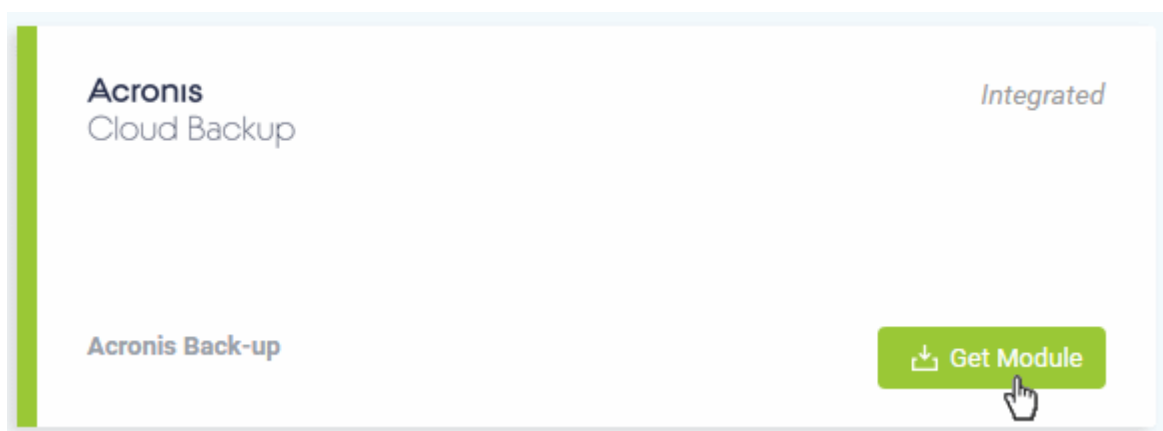
- Click 'Next' on the confirmation page to submit your order for processing.
- For post-paid plans, you can enable auto-payments so you need not keep track of billing dates.
- After the purchase is complete, Acronis Cloud Backup will appear in the 'Applications' interface. See the [description](#) at the end of this section if you need more help to open the Acronis Backup interface.

Activate the license

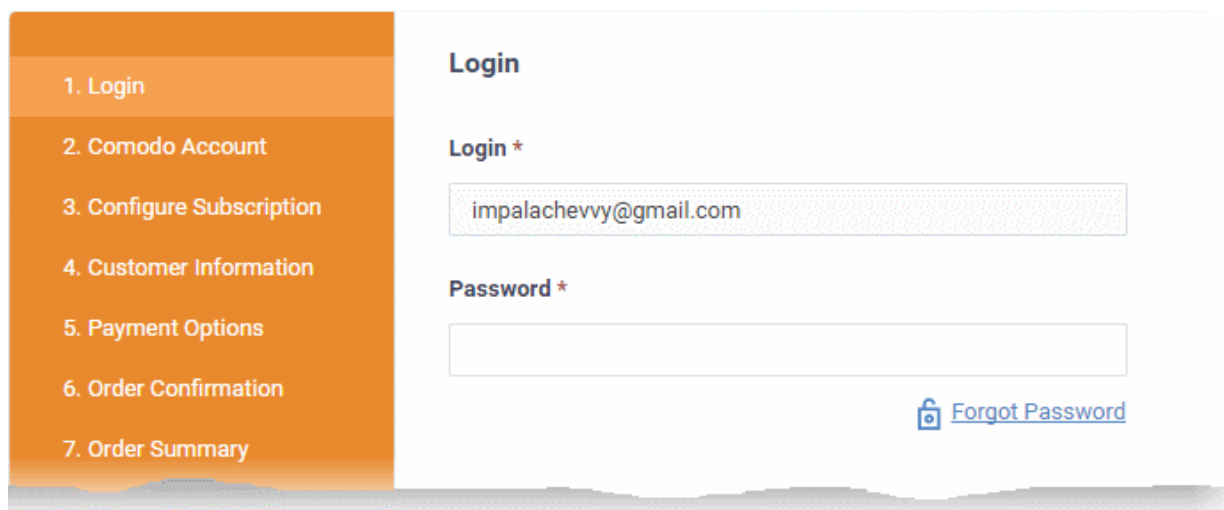
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process..

To add Acronis Backup by activating an existing license

- Click 'Store' on the menu bar
- Click 'Get Module' in the Acronis Backup tile



- This will open the product purchase page:

A screenshot of the product purchase page. On the left is a vertical orange sidebar with a list of steps: 1. Login, 2. Comodo Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, 6. Order Confirmation, 7. Order Summary. The main content area is white and titled 'Login'. It has a 'Login *' label above a text input field containing 'impalachevvy@gmail.com'. Below that is a 'Password *' label above an empty password input field. At the bottom right of the form is a blue link with a lock icon and the text 'Forgot Password'.

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The 'Comodo Account' page will display Acronis licenses associated with the default account:

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

Subscriptions assigned to this COMODO Account

Data Center Region for Backups*

United States

Select license you would like to activate.

VALID ID: bb2a2190-f5aa-4595-8836-cb09e94e7096
Acronis Back-up (100 GB)
Start Date: 02/15/2017

← Back **Activate Selected** Buy New

- Choose the data center on which you want your data to be stored from the 'Data Center Region for Backups' drop-down.
- Select the license you wish to activate and click 'Activate Selected'

Subscriptions assigned to this COMODO Account

Data Center Region for Backups*

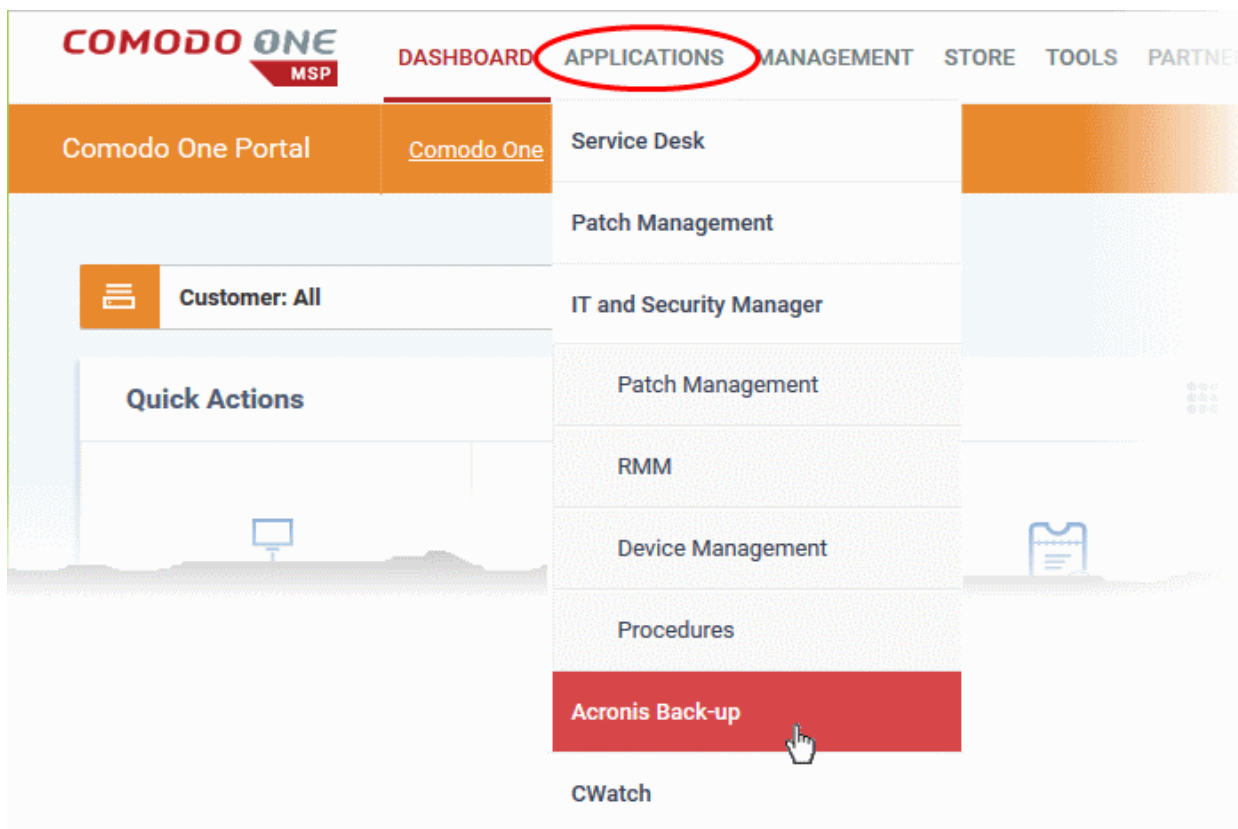
United States

IN-USE ID: bb2a2190-f5aa-4595-8836-cb09e94e7096
Acronis Back-up (100 GB) Activation Complete ✓
Start Date: 02/15/2017

The license will be activated and Acronis Backup will be added to your list of 'Applications'.

To open the 'Acronis Backup' interface

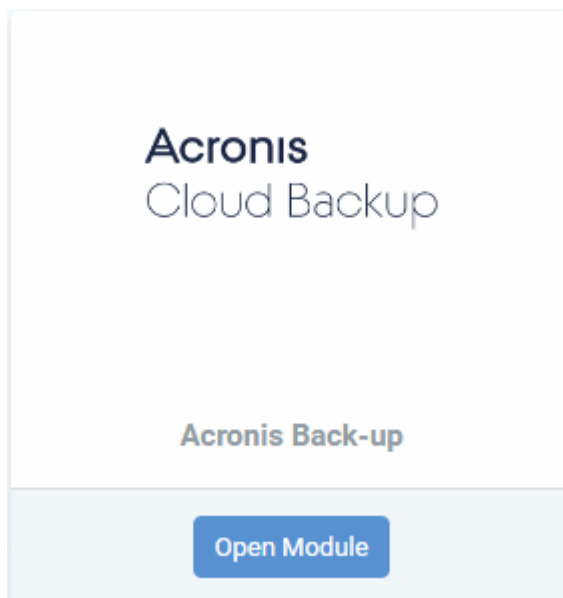
- Click 'Applications' on the menu bar then choose 'Acronis Backup'



OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:



- Click 'Open Module' on the 'Acronis Cloud Backup' tile

The Acronis Cloud Backup interface will open in a separate tab:

The screenshot shows the Acronis Cloud Backup administrator interface. The left sidebar contains the 'Acronis' logo, 'GROUPS', and 'REPORTS' sections. The main content area displays 'Trust Managed IT Service Provider' with a status of 'Partner'. Below this, there is a table with columns for 'NAME', 'SPACE USAGE', and '7-DAY BACKUP HISTORY'. The table contains one entry for 'Trust Managed IT Servic...' with a space usage of 0 and backup history of 0. The bottom of the interface includes a footer with 'POWERED BY ACRONIS ANYDATA ENGINE', 'ABOUT', '+ ADD GROUP', and a menu icon.

For more details about how to use Acronis Cloud Backup, refer to the online admin guide at http://www.acronis.com/en-us/support/documentation/Acronis_Backup_Cloud/index.html

8.2 Add Comodo Quote Manager

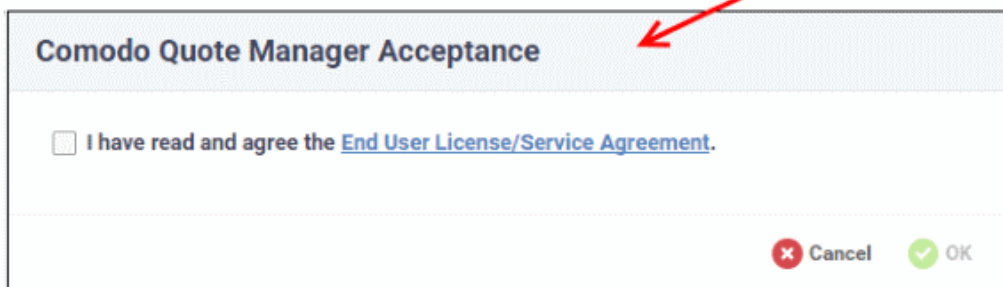
Comodo Quote Manager (CQM) allows MSP/Enterprise users to quickly generate price quotes for their customers.

- Quotes can be forwarded to customers directly from the C1 interface. Customers can review, accept or reject their quotes using the online viewer.
- Feedback system lets your customers provide responses to your quotes
- Built-in dashboard lets you easily keep track of the status of your quotes.
- Other features include custom quote templates, custom email templates, quote reminders, sales reports and more.

To add Comodo Quote Manager to C1

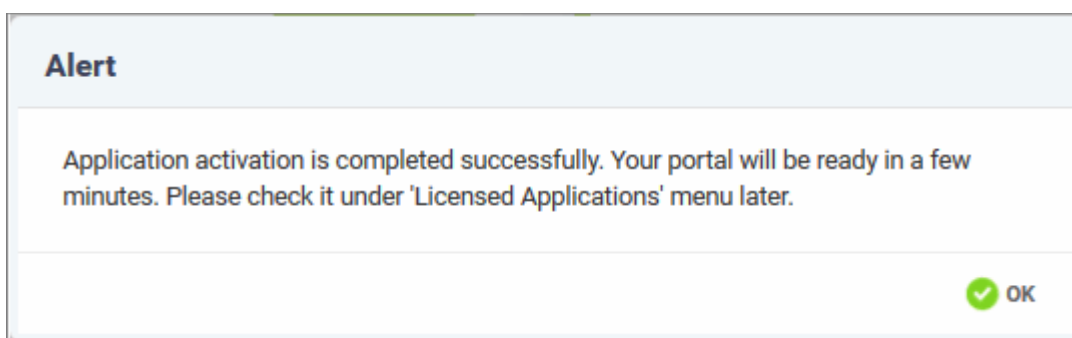
- Click 'Store' on the menu bar and locate the 'Quote Manager' tile.
- Click 'Quote Manager' to view the product description.
- Click 'Get Module' to start the integration process.

The end user license agreement will appear:



- Read the EULA fully, select the check box and click 'OK'.

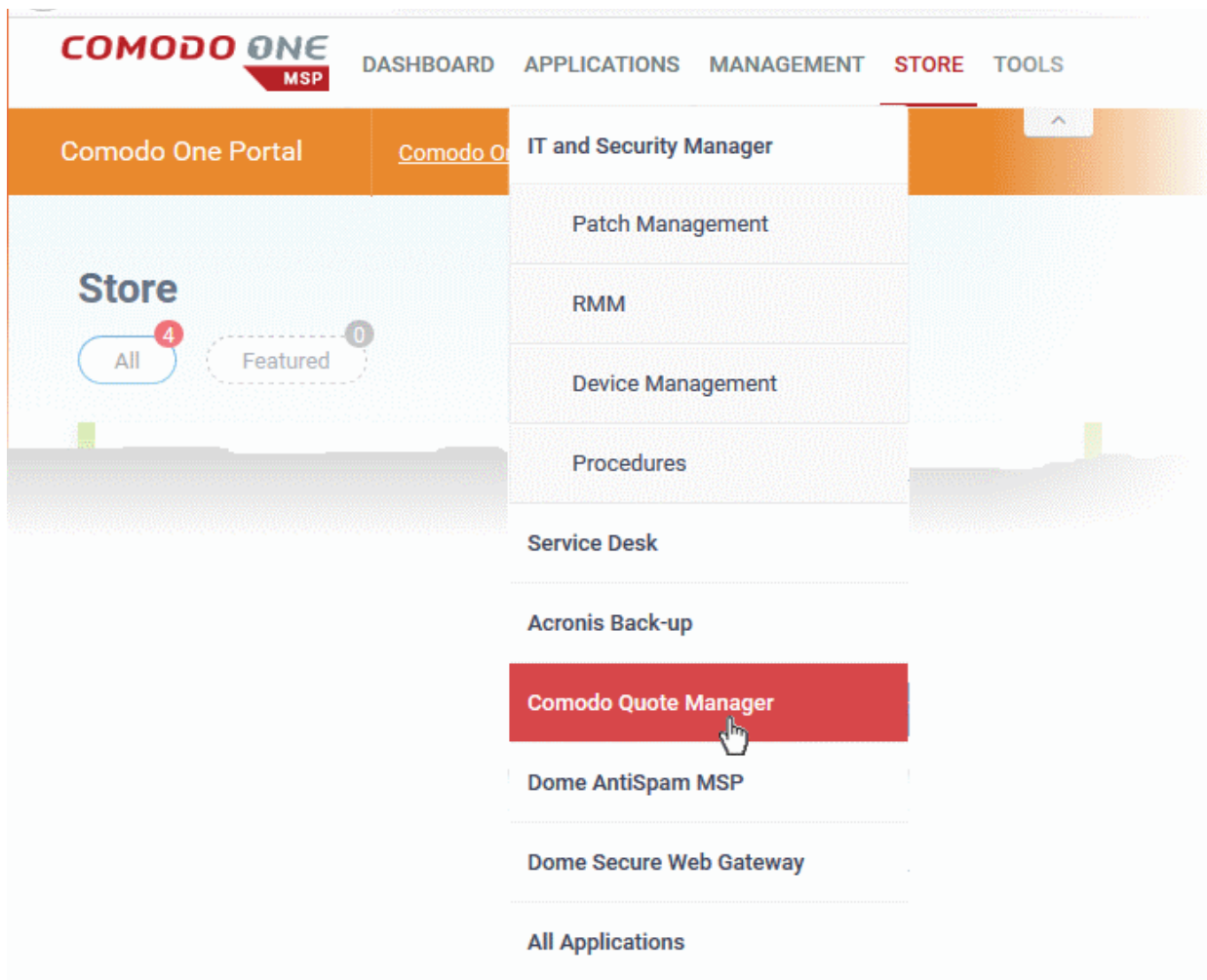
Comodo Quote Manager will be added to your C1 console and a confirmation will be displayed:



Once the module is added, you can access Comodo Quote Manager from the 'Applications' interface.

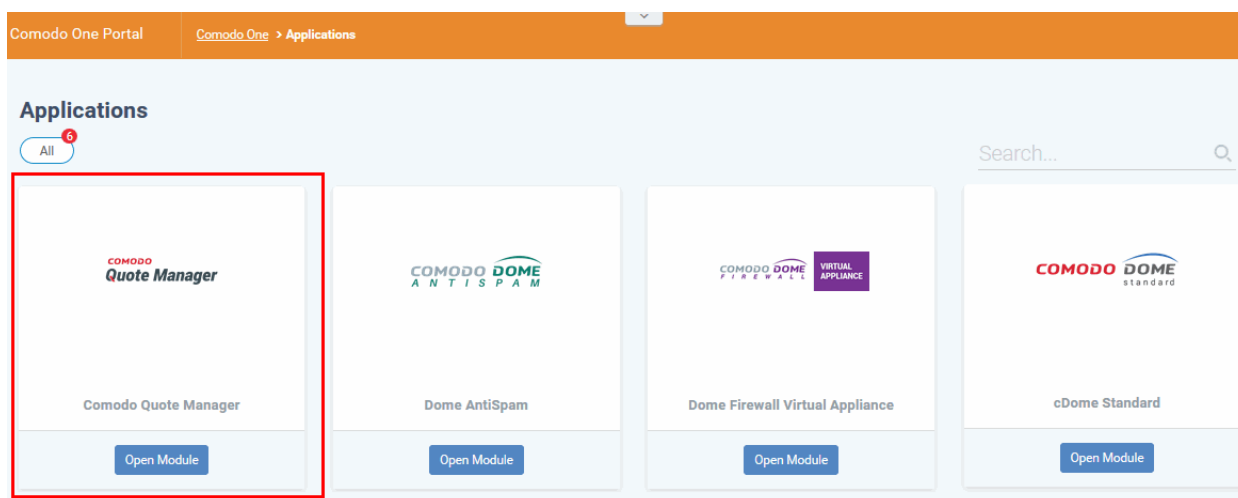
To open the 'Comodo Quote Manager' interface

- Click 'Applications' on the menu bar then choose 'Comodo Quote Manager'

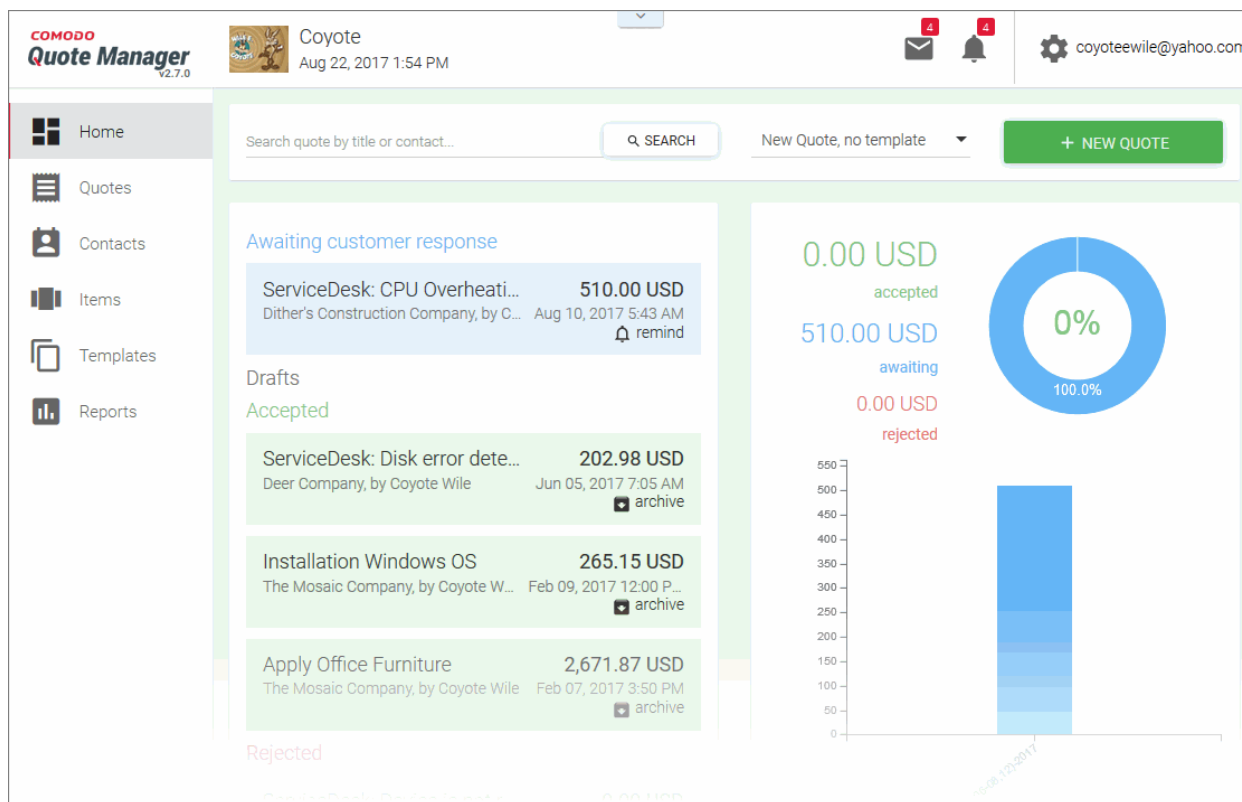


OR

- Click 'Applications' on the menu bar then choose 'All Applications'
- Click 'Open Module' in the 'Comodo Quote Manager' tile:



The 'Comodo Quote Manager' interface will open:



For more details about how to use Comodo Quote Manager, see the online admin guide at <https://help.comodo.com/topic-289-1-778-9798-Introduction-to-Comodo-Quote-Manager.html>

8.3 Add cWatch

cWatch is a next generation security information and event monitoring platform that allows MSPs to provide strong, real-time protection for customer networks. It features advanced event log monitoring, built-in reporting, multiple pre-set queries, a powerful custom-query interface, automatic assignment of incidents to personnel, customizable dashboards and real-time alerts.

The basic version of cWatch is free for thirty days. Account administrators can upgrade to a full license from the cWatch interface at any time.

- You can add cWatch to your account by subscribing for a new trial license from the Comodo One console.
- Alternatively, you can add cWatch by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a cWatch license. The service can then be used by both accounts. Cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

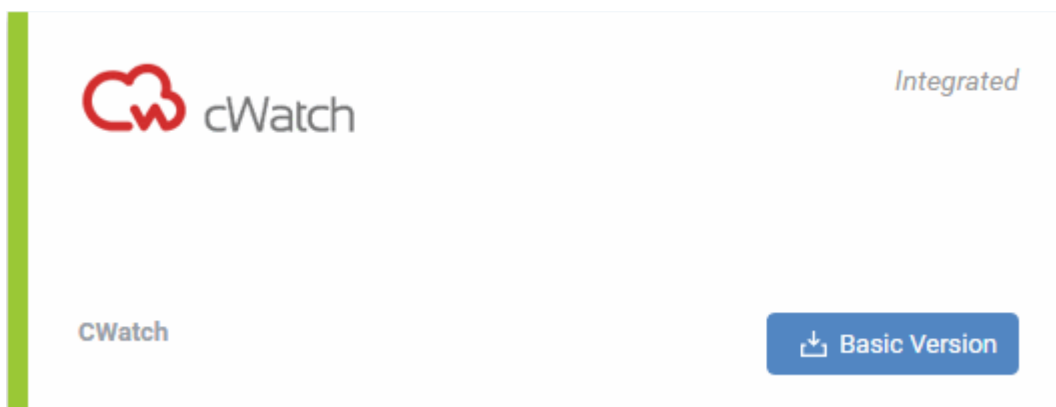
- [Obtain a trial license](#)
- [Activate the license](#)

Obtain a Trial License

- Click 'Store' on the menu bar

All available applications will be displayed.

- Click the cWatch tile to see product details and pricing
- Click the 'Basic Version' button to claim your 30 day free trial



This will open the product purchase page. No payment details will be required to set up the free trial.

Buy New Subscription CWatch

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Login

Login *

Password *

[Forgot Password](#)

Login

- Enter your Comodo One account password in the 'Password' field and click 'Login'.

Buy New Subscription CWatch

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Subscriptions assigned to this COMODO Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.


[← Back](#) [Activate Selected](#) [Buy New](#)

- Click 'Buy New'

Buy New Subscription CWatch

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Configure Subscription



30 Days

FREE
per month

Select

- Click 'Select'

Buy New Subscription CWatch

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province *

Postal Code *

Billing Information

The same as Contact Information

Terms and Conditions

I have read and agree the [End User License/Service Agreement](#).

← Back Next

- Enter your company name, website and address details in the 'Customer Information' section, then agree to the terms & conditions and click 'Next'

The 'Order Confirmation' page will be displayed:

PRODUCT	LICENCE PERIOD	FULL PRICE
cWatch Starter For Comodo One FREE 30 days (500 mb/day log volume)	30 days	\$0.00
	TOTAL	\$0.00

- Confirm your order and click 'Next'

The 'Order Summary' page will be displayed.

Buy New Subscription CWatch

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

✓ **Congratulations! Your order is completed.**

Order #34308539-8

Comodo Security Solutions, Inc.
 1255 Broad Street
 Clifton, NJ 07013
 United States
support.comodo.com

Dodger
 202 W 10th St 202 W 10th St
 Alton
 IA US

Subscription Details

PRODUCT NAME	LICENSE KEY
cWatch Core For Comodo One FREE 30 days (50...	2e4d94fc-87f1-4de5-a2bf-4993f4826e68

INVOICE NUMBER	34308539-18	SUBSCRIPTION ID	1B198A3944
----------------	-------------	-----------------	------------

Order Details

Order Number	34308539-8
Order Date	2017-10-06
Order Total	\$0.00
Subscription Expires On	2017-11-05

Print
Finish

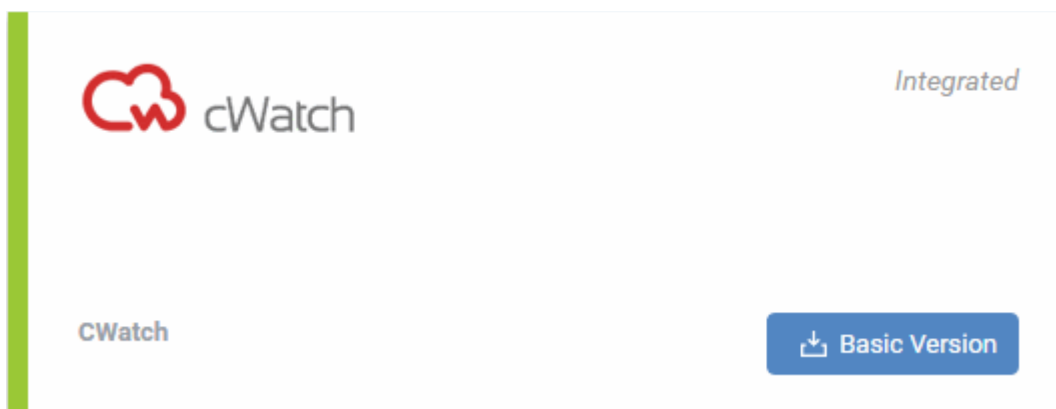
- Click 'Finish'
- After the purchase is complete, cWatch will appear in the 'Applications' interface. See the description at the end of this section if you need more help to open the cWatch interface.

Activate the license

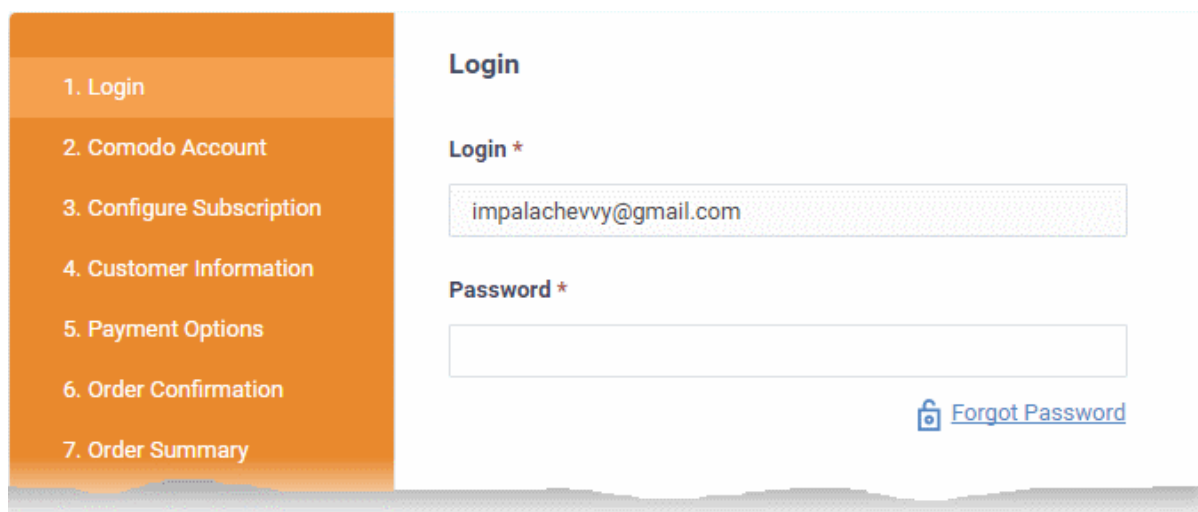
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process..

To add cWatch by activating an existing license

- Click 'Store' on the menu bar
- Click 'Basic Version' on the cWatch tile.



- This will open the product purchase page:

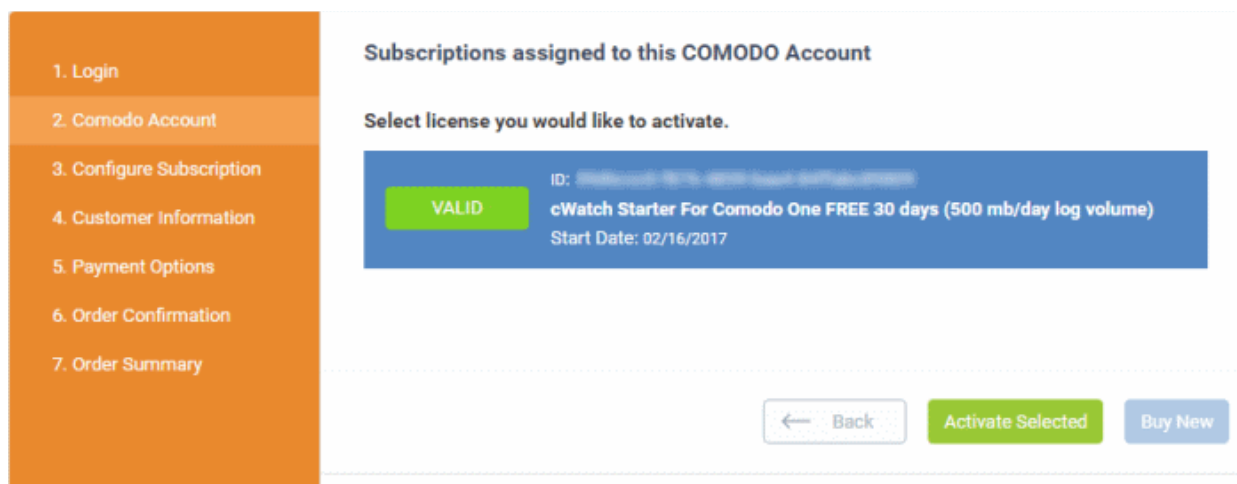


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'


The Comodo Account page will display cWatch licenses associated with the default account:



- Select the license you wish to activate and click 'Activate Selected'

Subscriptions assigned to this COMODO Account

IN-USE ID: [REDACTED]

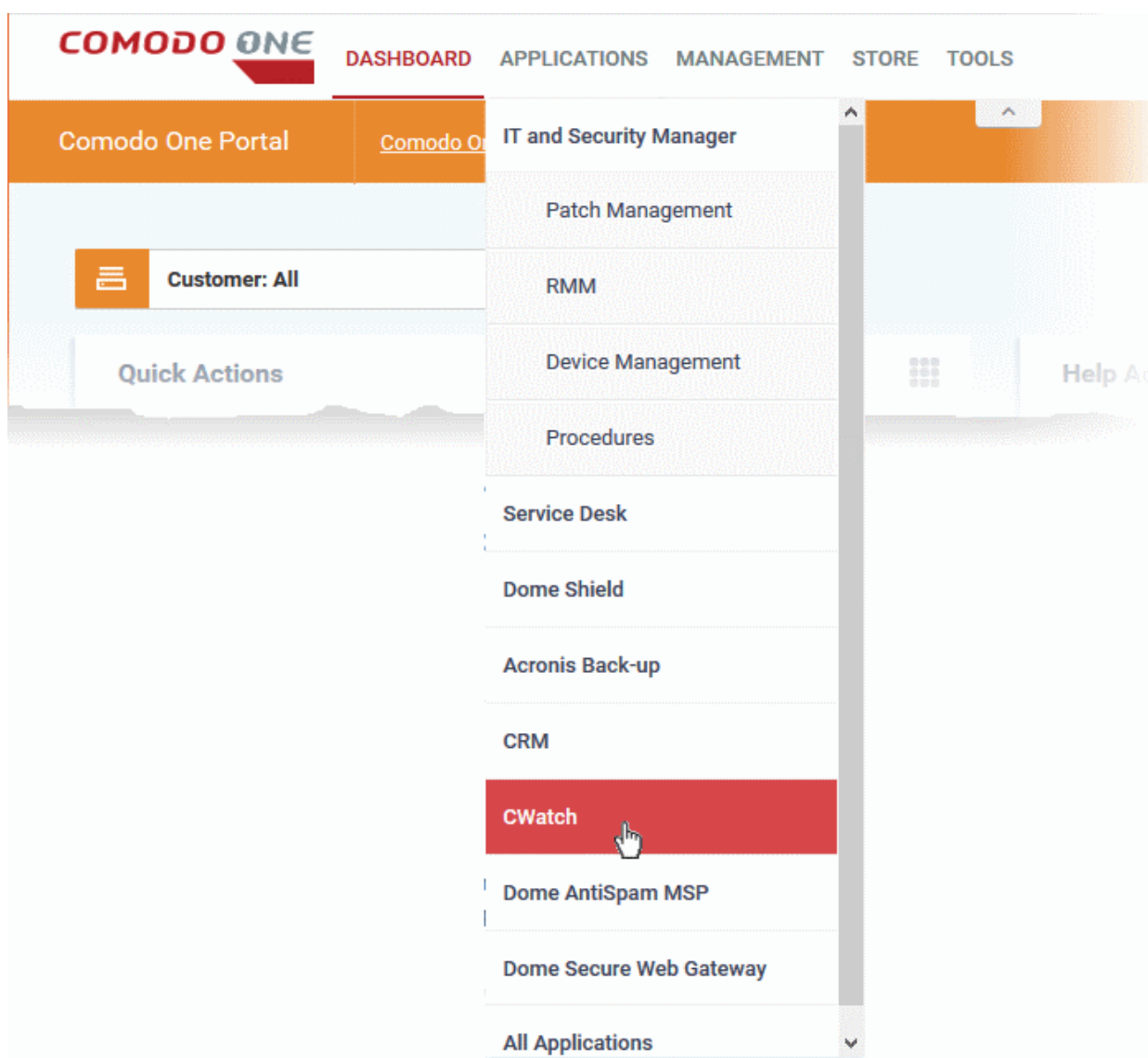
cWatch Starter For Comodo One FREE 30 days (500 mb/day log volume) Activation Complete 

Start Date: 02/16/2017

The license will be activated and cWatch will be added to your list of licensed 'Applications'.

To open the 'cWatch' interface

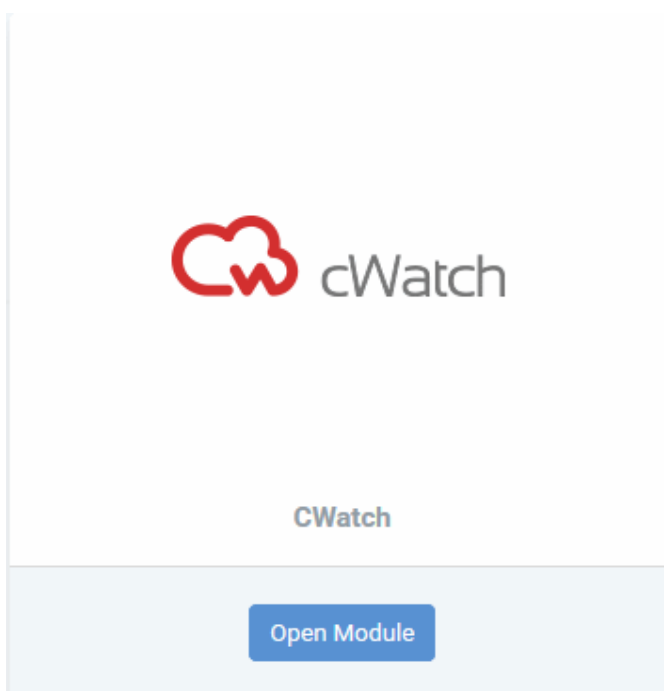
- Click 'Applications' on the menu bar then choose 'CWatch' from the drop-down



OR

- Click 'Applications' on the menu bar then choose 'All Applications'

All licensed modules for your account will be displayed.



- Click 'Open Module' on the 'cWatch' tile

For more details about how to use cWatch, refer to the online admin guide at <https://help.comodo.com/topic-325-1-675-8359-Introduction-to-Comodo-NxSIEM.html>.

8.4 Add / Upgrade IT and Security Manager

Comodo IT and Security Manager (ITSM) is a single, unified platform that allows administrators to protect and manage mobile devices and Windows endpoints from a single console.

- **For customers that signed up for Comodo One prior to version 3.0** - ITSM is not available by default. The Account Administrator can integrate ITSM from the App Store interface. To do that, go to Store, then click on the ITSM tile to purchase the product. You can subscribe for a basic version by clicking the 'Basic Version' button or Premium/Platinum version by clicking the 'Get Module' button. For customers that have subscribed for the basic version, please see the section below to know how to upgrade to a higher version.
- **For customers that signed up for Comodo One version 3.0 and later** - Account Administrators can upgrade their license by clicking 'License Options' at the top of the ITSM interface and then purchase Premium/Platinum version.

The rest of this section explains how you can upgrade the default basic ITSM to Premium/Platinum version.

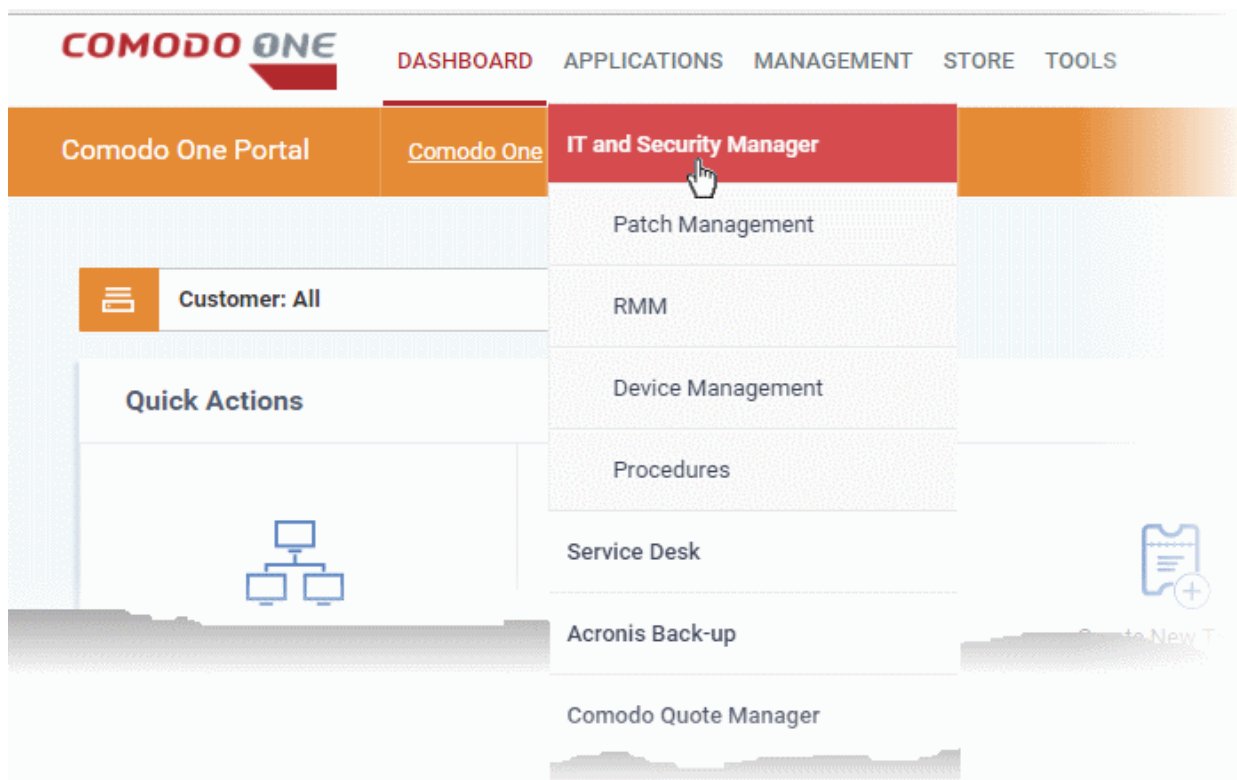
You can upgrade ITSM by purchasing a new license from the Comodo One console. Alternatively, you can upgrade ITSM by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a ITSM license. The service can then be shared by both accounts. The cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

- [Purchase a new license](#)
- [Activate the license](#)

To upgrade ITSM to a higher version by purchasing a new license

- Click 'Applications' on the menu bar then choose 'IT and Security Manager' from the drop-down.

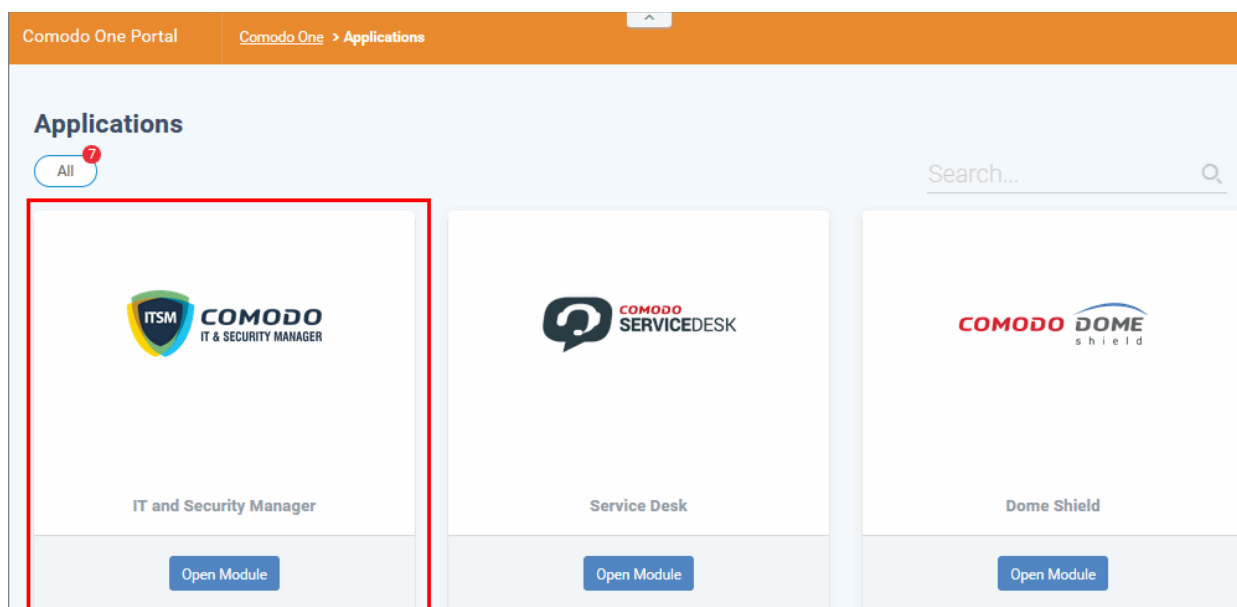


OR

- Click 'Applications' on the menu bar then choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:

- Click 'Open Module' on the 'IT & Security Manager' tile



The ITSM interface will open:

- Click 'License Options' at the top

The 'Upgrade' screen will appear.

The screenshot shows the Comodo One MSP dashboard. The 'License Options' link in the top right is circled in red. A red arrow points from this link to the 'Upgrade' modal window. The modal window displays a comparison table of license tiers: Core (free), Premium, and Platinum. The table lists various features and their availability across the tiers.

	Core free	Premium	Platinum
Advanced Endpoint Protection (AEP)			
7-layer Advanced Endpoint Protection with Default Deny security posture https://enterprise.comodo.com/advanced-endpoint-protection-including-Worlds-best-Containment-technology	30 days	✓	✓
Valkyrie - File intelligence service (automated artificial intelligence analysis)	30 days	✓	✓
Valkyrie - File intelligence service (manual analysis by human experts)	30 days	✓	✓
Patch management	✓	✓	✓
Monitoring - Proactive monitoring	✓	✓	✓
Procedures - Standalone instruction scripts	✓	✓	✓
Remote Access - Remote Desktop connection	✓	✓	✓
Full MDM (Mobile Device Management)	✓	✓	✓
Full MAM (Mobile Application Management)	✓	✓	✓
Full MSM (Mobile Security Management)	✓	✓	✓
BYOD support (Bring Your Own Device support)	✓	✓	✓
Community support	✓	✓	✓
24/7 professional support	✗	✗	✓
		UPGRADE NOW	UPGRADE NOW

One platinum / premium license covers up to 5 mobile devices or 1 computer per user

- Compare the features and click 'Upgrade Now' button for your preferred version.

This will open the product purchase page in your C1 account:

The screenshot shows the 'Buy New Subscription IT and Security Manager' page in the Comodo One Portal. The breadcrumb trail is 'Comodo One > Store > Shopping'. On the left is a navigation menu with 7 items: 1. Login (highlighted), 2. Comodo Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, 6. Order Confirmation, and 7. Order Summary. The main content area is titled 'Login' and contains a 'Login *' field with the email 'sekchan@yopmail.com', a 'Password *' field with masked characters, and a 'Forgot Password' link. A 'Login' button is located at the bottom right of the form.

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'

The screenshot shows the 'Subscriptions assigned to this COMODO Account' page. The breadcrumb trail is 'Comodo One > Store > Shopping'. The left navigation menu is the same as in the previous screenshot. The main content area is titled 'Subscriptions assigned to this COMODO Account' and contains the text: 'You do not have any available license to activate. Please continue purchasing by clicking "BUY NEW" button.' Below this text is a table with one row showing a subscription: 'IN-USE' status, ID: [redacted], 'ITSM Subscription Basic Edition For Comodo ONE Unlimited', and Start Date: 09/29/2016. At the bottom right, there are three buttons: 'Back', 'Activate Selected', and 'Buy New'.

The license details of the basic version will be displayed.

- Click 'Buy New'

Comodo One Portal | Comodo One > Store > Shopping

Buy New Subscription IT and Security Manager

- Login
- Comodo Account
- Configure Subscription**
- Customer Information
- Payment Options
- Order Confirmation
- Order Summary

Configure Subscription

IT and Security Manager Premium Edition [Compare License Options](#)

IT and Security Manager Platinum Edition

Amount of Users: Users

Amount of Users	Price per user
1	\$39.00 per user
100	\$35.10 per user
500	\$0.00 per user
1000	\$0.00 per user
99999	\$0.00 per user

Select Period

\$39.00 per 1 user for year = \$39.00

\$39.00

[← Back](#) [Next](#)

- Click 'Buy New'
- In the configure subscription screen, select the ITSM version and select the number of users you require. The per-user rate depends on the number of users.
- Select the period in the table. The minimum license period is for a month.
- Click 'Compare License Options' to view the feature differences for Premium and Platinum versions.
- Click 'Next' to continue to the customer information form:

Comodo One Portal Comodo One > Store > Shopping

Buy New Subscription IT and Security Manager

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

← Back Next


- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':

Comodo One Portal | Comodo One > Store > Shopping

Buy New Subscription IT and Security Manager

- Login
- Comodo Account
- Configure Subscription
- Customer Information
- Payment Options**
- Order Confirmation
- Order Summary

Payment Options




Credit Card Number
Enter Card Number

Card Holder Name | **Expiration Date**
John Doe | [Dropdown] [Dropdown]

CVV
[Input Field]

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

[← Back](#) [Next](#)

- Enter your payment card details then click 'Next' to proceed to the order confirmation page:

Comodo One Portal | Comodo One > Store > Shopping

Buy New Subscription IT and Security Manager

- Login
- Comodo Account
- Configure Subscription
- Customer Information
- Payment Options
- Order Confirmation**
- Order Summary

Order Confirmation

PRODUCT	LICENCE PERIOD	USER QUANTITY	FULL PRICE
CDM_Subscription_Premium_Edition (1-99)	3 Months	4	\$48.00
		TOTAL	\$48.00

[← Back](#) [Next](#)

- Click 'Next' to view the order summary:

Comodo One Portal Comodo One > Store > Shopping

Buy New Subscription IT and Security Manager

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

✔ **Congratulations! Your order is completed.**

Order #709725-4

Comodo Security Solutions, Inc.
1255 Broad Street
Clifton, NJ 07013
United States
support.comodo.com

Trust Managed IT Service Provider
Pachaiyappas College Periyar Nagar
Kanchipuram
IN

Subscription Details

PRODUCT NAME	LICENSE KEY
CDM_Subscription_Premium_Edition (1-99)	[REDACTED]

INVOICE NUMBER	709725-14	SUBSCRIPTION ID	DA3B1AFDD6
----------------	-----------	-----------------	------------

Order Details

Order Number	709725-4
Order Date	2017-02-20
Order Total	\$48.00
Subscription Expires On	2017-05-20

Product Details

Number of Users	4
User Price	\$12.00

Print
Finish

- Click 'Print' to take a print of the order summary.
- Click 'Finish' to complete the purchase process.

The license will be added to your account and can be viewed in the ITSM interface. To view the details, open ITSM > 'Settings' > 'Subscriptions' > 'List of Licenses' tab.

IT & Security Manager

Subscriptions > List of Licenses

License Options

Logout (coyoteewile@yahoo.com)

License Summary [List of Licenses](#)

Add New License Remove License

LICENSE TYPE	LICENSE KEY	ACTIVE	PREMIUM	OWNER	EXPIRATION DATE
Valkyrie Free	eb5c70c5-46b0-4e8...	Yes	No	coyoteewile@yaho...	2018/06/21 08:04:21 PM
IT and Security Man...	02b58e2b-2e33-4a...	No	No	coyoteewile@yaho...	2017/03/04 05:31:36 PM

Results per page: 20

Displaying 1-2 of 2 results.

SETTINGS

System Templates

Portal Set-Up

Subscriptions

Support

To upgrade ITSM to a higher version by activating the license

You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process.

- Click the 'Applications' on the menu bar then choose 'IT and Security Manager' from the drop-down.
- OR
- Click the 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:

- Click 'Open Module' on the 'IT & Security Manager' tile
- Click 'License Options' at the top

The 'Upgrade' screen will be displayed:

The screenshot shows the Comodo One MSP dashboard. In the top right corner, the 'License Options' link is circled in red. A red arrow points from this link to the 'Upgrade' modal window that has opened. The modal window displays a comparison table of license tiers: Core (free), Premium, and Platinum. The table lists various features and their availability across these tiers.

	Core free	Premium	Platinum
Advanced Endpoint Protection (AEP)			
7-layer Advanced Endpoint Protection with Default Deny security posture https://enterprise.comodo.com/advanced-endpoint-protection-including-Worlds-best-Containment-technology	30 days	✓	✓
Valkyrie - File intelligence service (automated artificial intelligence analysis)	30 days	✓	✓
Valkyrie - File intelligence service (manual analysis by human experts)	30 days	✓	✓
Patch management	✓	✓	✓
Monitoring - Proactive monitoring	✓	✓	✓
Procedures - Standalone instruction scripts	✓	✓	✓
Remote Access - Remote Desktop connection	✓	✓	✓
Full MDM (Mobile Device Management)	✓	✓	✓
Full MAM (Mobile Application Management)	✓	✓	✓
Full MSM (Mobile Security Management)	✓	✓	✓
BYOD support (Bring Your Own Device support)	✓	✓	✓
Community support	✓	✓	✓
24/7 professional support	✗	✗	✓
		UPGRADE NOW	UPGRADE NOW

One platinum / premium license covers up to 5 mobile devices or 1 computer per user

- Click the 'Upgrade Now' button for the version available for the license.

This will open the product purchase page in your C1 account:

The screenshot shows the 'Buy New Subscription IT and Security Manager' page in the Comodo One Portal. On the left is a navigation menu with steps 1 through 7. Step 1, 'Login', is highlighted. The main content area is titled 'Login' and contains a 'Login *' field with the email 'sekchan@yopmail.com' pre-filled, a 'Password *' field with masked characters, and a 'Forgot Password' link. A 'Login' button is located at the bottom right of the form.

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

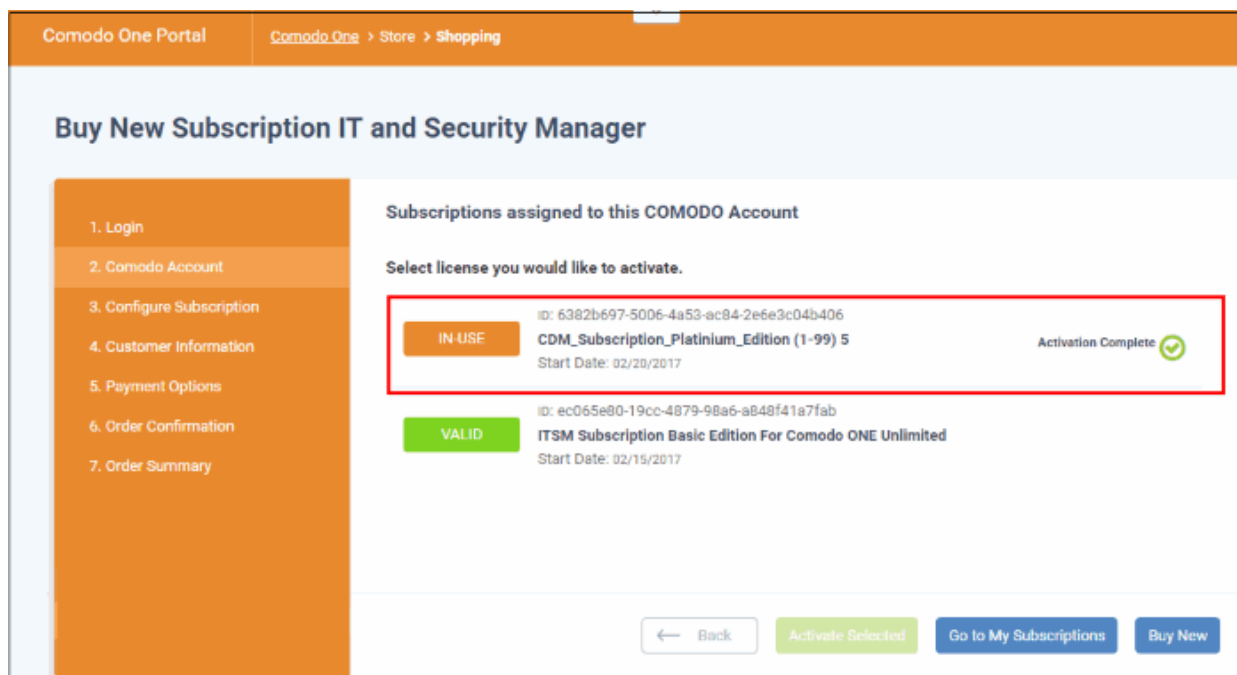
- Enter the password for the default account and click 'Login'

The Comodo Account page will display ITSM licenses associated with the default account:

The screenshot shows the 'Buy New Subscription IT and Security Manager' page with the 'Subscriptions assigned to this COMODO Account' section. It lists two licenses, each with a 'VALID' status and a 'Start Date'. The first license is 'CDM_Subscription_Platinium_Edition (1-99) 5' with a start date of 02/20/2017. The second license is 'ITSM Subscription Basic Edition For Comodo ONE Unlimited' with a start date of 02/15/2017. At the bottom right, there are three buttons: 'Back', 'Activate Selected' (circled in red), and 'Buy New'.

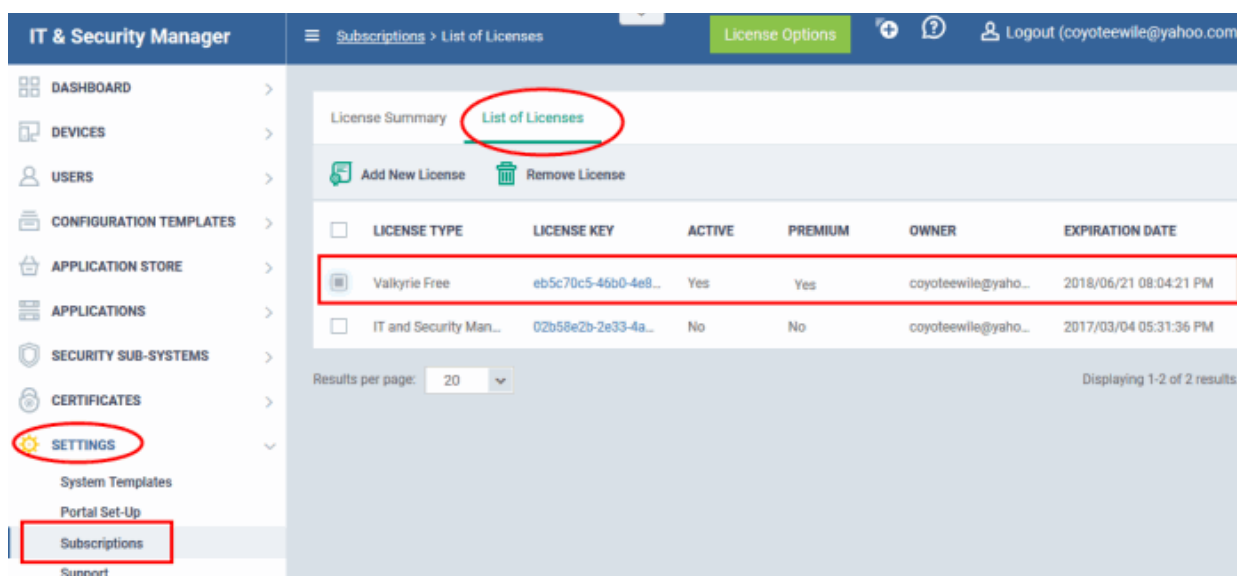
- Select the license you wish to activate and click 'Activate Selected'

The ITSM license will be upgraded and activated.



- Click 'Go to My Subscription' button to manage ITSM licenses for your account. Refer to the section '**Managing Subscriptions**' for more details.

The license will be added to your account and can be viewed in the ITSM interface. To view the details, open ITSM > 'Settings' > 'Subscriptions' > 'List of Licenses' tab.



For more details about how to use IT and Security Manager, refer to the online guide at <https://help.comodo.com/topic-399-1-786-10078-Introduction-to-Comodo-IT-and-Security-Manager.html>.

8.5 Add Comodo Dome Secure Web Gateway

Comodo Dome Secure Gateway is a real time web traffic scanning solution that is capable of providing comprehensive web content and security control for your customers. Includes URL filtering, malware protection, Valkyrie real-time file verdicting and portable containment.

- The basic version of Comodo Dome Secure Web Gateway (SWG) is free for thirty days and can be added to your account at any time.
- You can upgrade to the fully-featured Comodo Dome SWG product by purchasing a new license from the Comodo One console.
- Once you have a Dome SWG license, you can expand the product with Dome Premium add-on modules. Available modules are 'Dome Cloud Firewall', 'Dome Data Protection' and 'Dome Antispam'.
- Alternatively, you can add Dome SWG by linking another Comodo Accounts Manager (CAM) or C1 account that already has a Dome SWG license. The service can then be shared by both accounts. Cumulative usage and validity are bound to the original license limitations.

Please see the following sections to learn more:

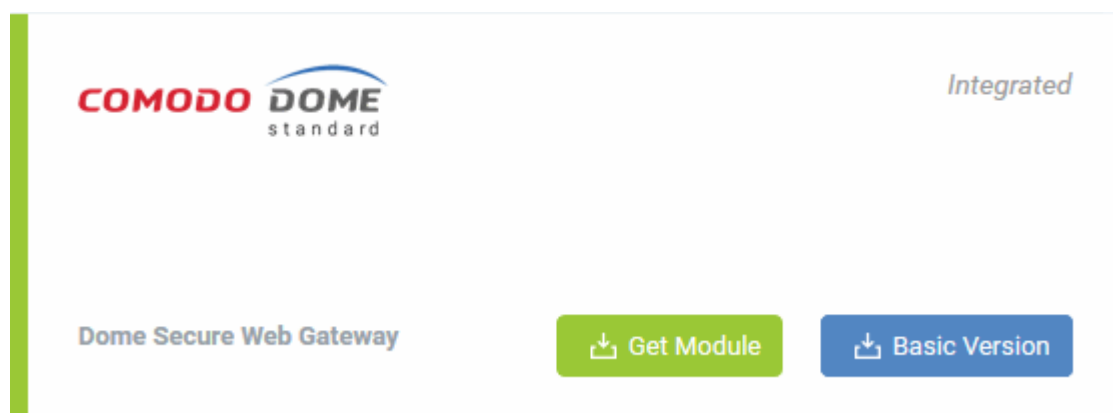
- [Purchase a new license](#)
- [Activate the license](#)

Purchase a New License

New licenses for Comodo Dome SWG can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar

All available applications will be displayed.



- Click 'Get Module' or 'Basic Version' depending on the version of Comodo Dome SWG you wish to add to Comodo One.

You will be taken to the respective subscription page. The example shown below is for the basic version.

Buy New Subscription Dome Secure Web Gateway

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

Login

Login *

Password *

[Forgot Password](#)

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'
- If you opted for a paid version, click the 'Buy New' button and select a subscription package. Click 'Next' to provide your customer information.
- If you opted for the basic version then, after logging-in, the process will jump straight to customer information screen.

Buy New Subscription Dome Secure Web Gateway

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

Customer Information

Company Name
cyclist

Company Website
cyclist.com

Phone Number *
0123456789

Street Address *
Theradi

Street Address 2 *
Gandhi Road

City *
Kanchipuram

Country *
India

State or Province

Postal Code *
631501

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

← Back
Next

- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

The 'Order Confirmation' page will be displayed.

Buy New Subscription Dome Secure Web Gateway

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary

Order Confirmation

PRODUCT	LICENCE PERIOD	FULL PRICE
Dome SWG (FREE, Unlimited)	1 months	\$0.00
	TOTAL	\$0.00

← Back
Next

- Review your order and click 'Next'

Buy New Subscription Dome Secure Web Gateway

1. Login

2. Comodo Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Confirmation

7. Order Summary

✓ **Congratulations! Your order is completed.**

Order #723912-7

Comodo Security Solutions, Inc.
 1255 Broad Street
 Clifton, NJ 07013
 United States
support.comodo.com

cyclist
 Theradi Gandhi Road
 Kanchipuram
 IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome SWG (FREE, Unlimited)	931ae181-4441-499a-be55-0f2df9ddc1bd

INVOICE NUMBER	723912-17	SUBSCRIPTION ID	60D0D32727
----------------	-----------	-----------------	------------

Order Details

Order Number	723912-7
Order Date	2017-12-14
Order Total	\$0.00

After the purchase is complete, Comodo Dome Shield will appear in the 'Applications' interface. See the [description](#) at the end of this section if you need more help to open the Comodo Dome Shield interface.


Activate the License

FYI - This method also allows you to activate licenses from another C1 or Comodo Accounts Manager (CAM) account.

- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Get Module' in the 'Dome Secure Web Gateway' tile


Integrated

Dome Secure Web Gateway

↓ Get Module

↓ Basic Version

You will be taken to the subscription page.

Buy New Subscription Dome Secure Web Gateway

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary

Login

Login *

Password *

[Forgot Password](#)

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The Comodo Account page will display Dome SWG licenses associated with the default account:

Buy New Subscription Dome Secure Web Gateway

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary


Subscriptions assigned to this COMODO Account

Select license you would like to activate.

VALID ID: 71e84830-548b-4f82-af5b-5082e59e5620
Dome SWG / MSP (1 Node, 1-99 Users)
Start Date: 12/14/2017

- Select the license you wish to activate and click 'Activate Selected'

Subscriptions assigned to this COMODO Account

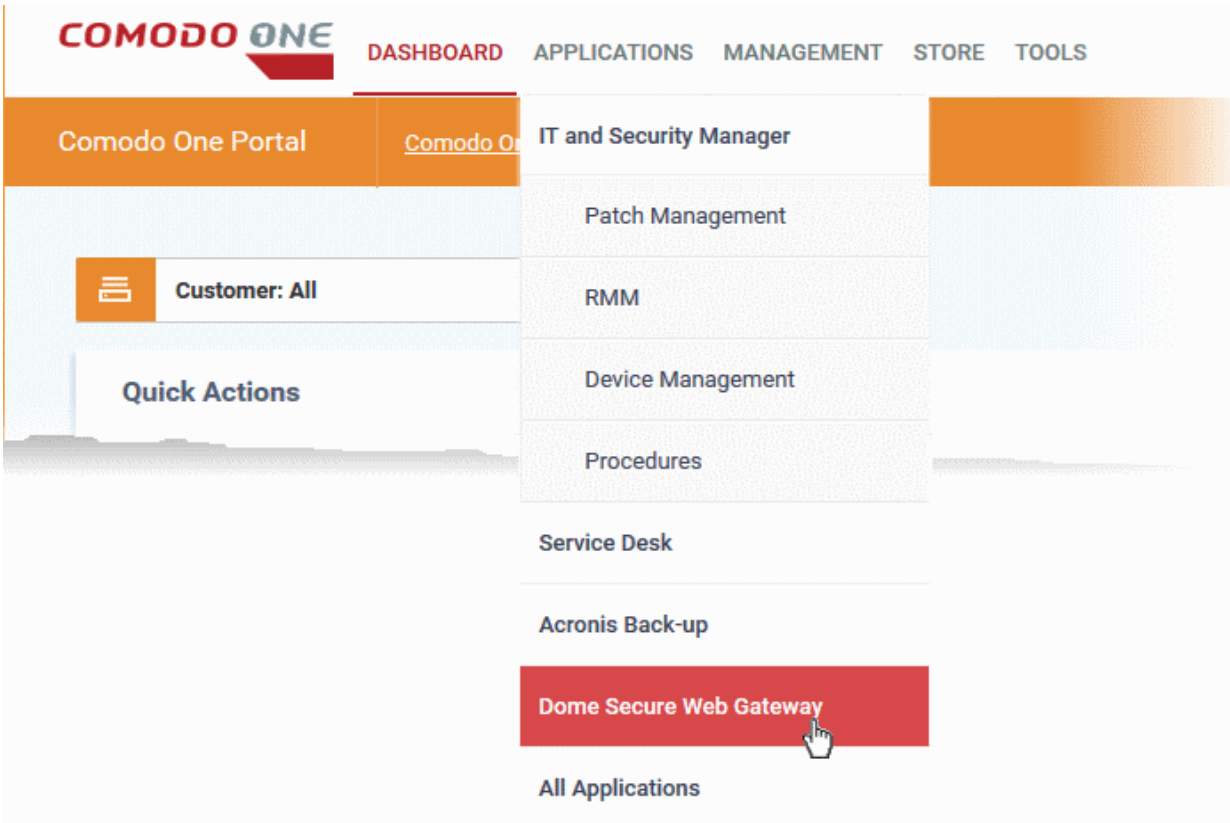
IN-USE ID: 71e84830-548b-4f82-af5b-5082e59e5620
Dome SWG / MSP (1 Node, 1-99 Users) Activation Complete 
Start Date: 12/14/2017

[← Back](#) [Activate Selected](#) [Go to My Subscriptions](#) [Buy New](#)

The license will be activated and Comodo Dome SWG will be added to your list of 'Applications'.

To open the 'Comodo Dome SWG' interface

- Click 'Applications' on the menu bar then choose 'Dome Secure Web Gateway'

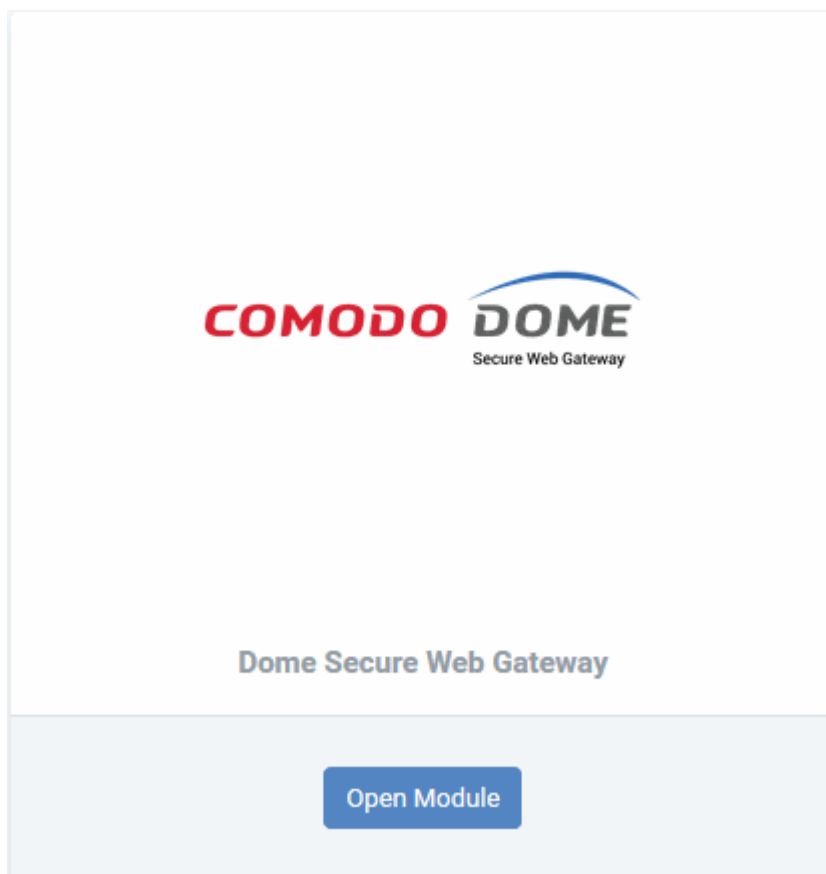


The screenshot shows the Comodo One dashboard. The top navigation bar includes 'DASHBOARD', 'APPLICATIONS', 'MANAGEMENT', 'STORE', and 'TOOLS'. A dropdown menu is open under 'APPLICATIONS', listing several options: 'IT and Security Manager', 'Patch Management', 'RMM', 'Device Management', 'Procedures', 'Service Desk', 'Acronis Back-up', 'Dome Secure Web Gateway' (highlighted in red with a mouse cursor), and 'All Applications'. On the left side, there are sections for 'Comodo One Portal', 'Customer: All', and 'Quick Actions'.

OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:



- Click 'Open Module' on the 'Comodo Dome Secure Web Gateway' tile

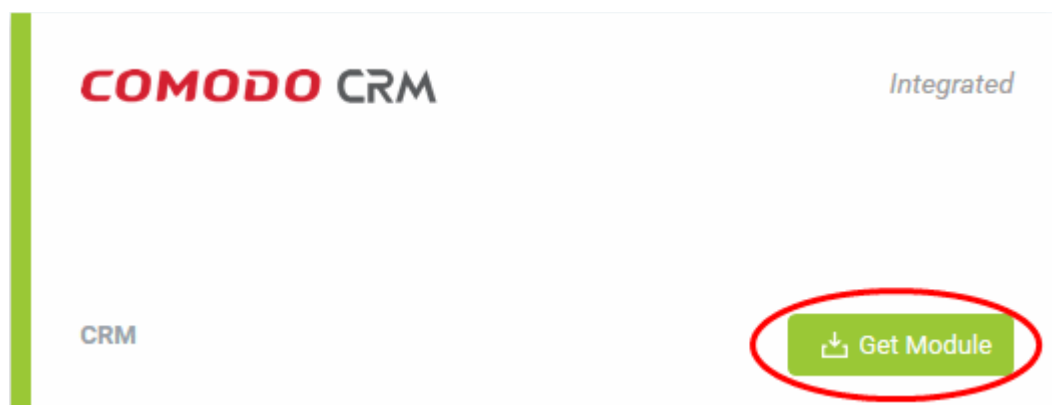
For more details about how to use Comodo Dome Secure Web Gateway, refer to the online guide at <https://help.comodo.com/topic-436-1-842-10771-Introduction-to-Comodo-Dome-Standard.html>

8.6 Add Comodo Customer Relationship Management

Comodo Customer Relationship Management (CRM) allows businesses to save time and grow productivity by implementing automatic workflows to generate, nurture and close customer leads and opportunities.

To add Comodo CRM to C1

- Click 'Store' on the menu bar and locate the 'Comodo CRM' tile.
- Click 'Comodo CRM' to view the product description.
- Click 'Get Module' to start the integration process.



The End User License Agreement will appear:

Customer Relationship Management Acceptance

I have read and agree the [End User License/Service Agreement](#).

✖ Cancel ✔ OK

- Select the check box to agree to the EULA then click 'OK'.

Comodo CRM will be added to your C1 console and a confirmation message will be displayed.

Alert

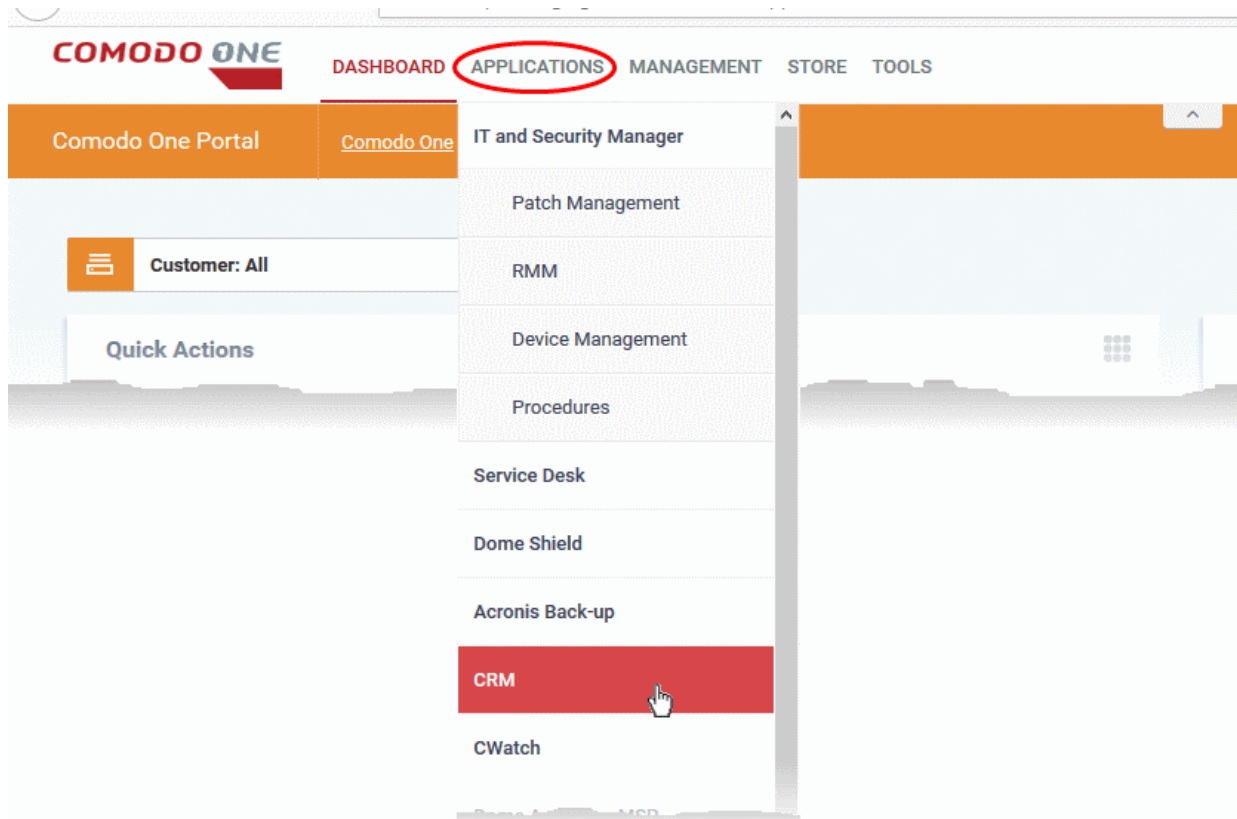
Application activation is completed successfully. Your portal will be ready in a few minutes. Please check it under 'Licensed Applications' menu later.

✔ OK

After the CRM module is added, you can access it from the 'Licensed Applications' interface.

To open the 'Customer Relationship Management' interface

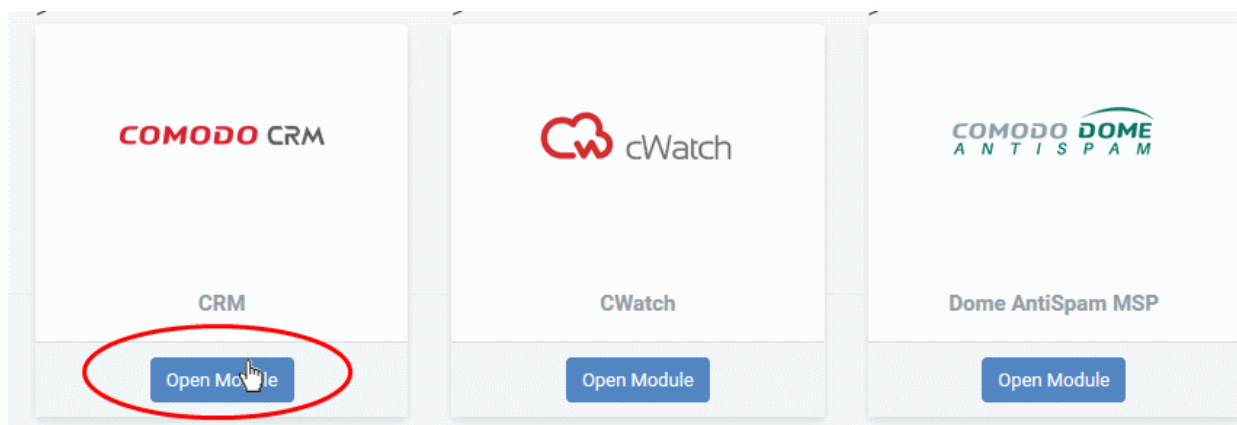
- Click 'Applications' on the menu bar then choose 'CRM' from the drop-down.



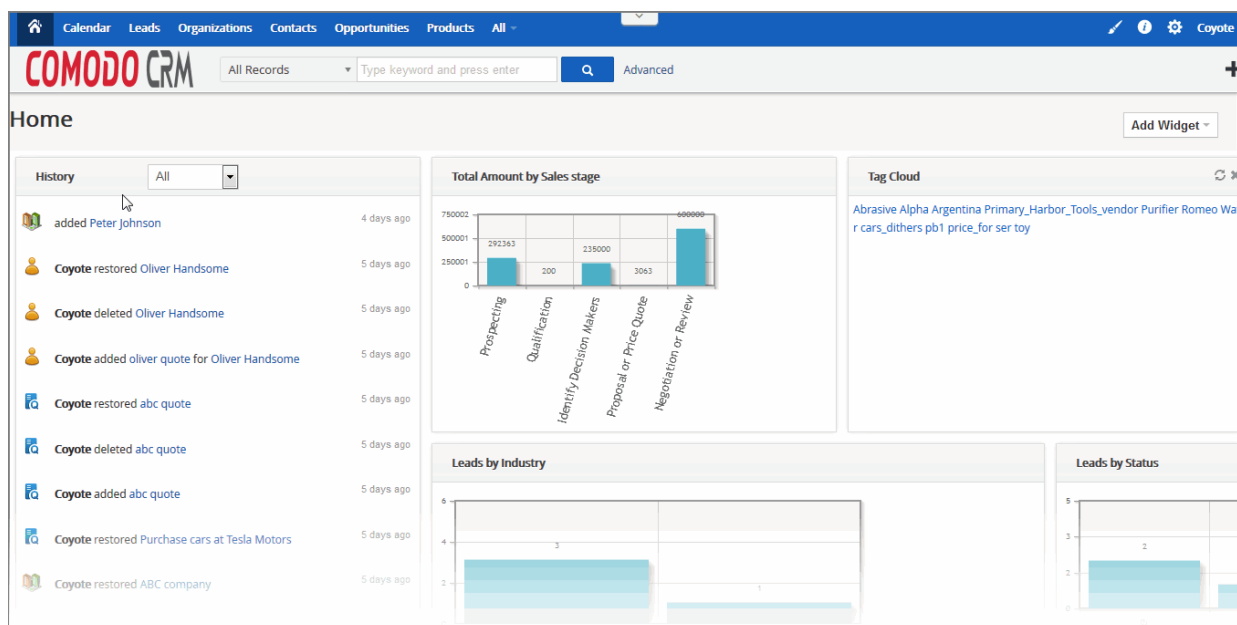
OR

- Click 'Applications' on the menu bar then select 'All Applications' from the list.

All licensed modules for your account will be displayed:



- Click 'Open Module' in the Comodo CRM tile to open the CRM interface:



For more details about how to use Comodo Customer Relationship Management, refer to the online guide at <https://help.comodo.com/topic-289-1-845-10861-Introduction-to-Comodo-CRM.html>.

8.7 Add Comodo Dome Cloud Firewall

Comodo Dome Cloud Firewall is a cloud based security application which incorporates a unified firewall for networks and a secure VPN service.

- Dome Firewall is available only to C1 Enterprise customers.
- Dome Cloud Firewall, Dome Data Protection and Dome Antispam are premium add-ons for 'Comodo Dome Secure Web Gateway'. These add-ons can only be added to your account if you have Comodo Dome Secure Web Gateway.

You can add Dome Cloud Firewall to your account by purchasing a new license from the Comodo One console. Alternatively, you can add the Dome Cloud Firewall module by linking to another Comodo Accounts Manager (CAM)

or C1 account that already has a Firewall license. The service can then be shared by both accounts. The cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

- [Purchasing a new license](#)
- [Activating the license](#)

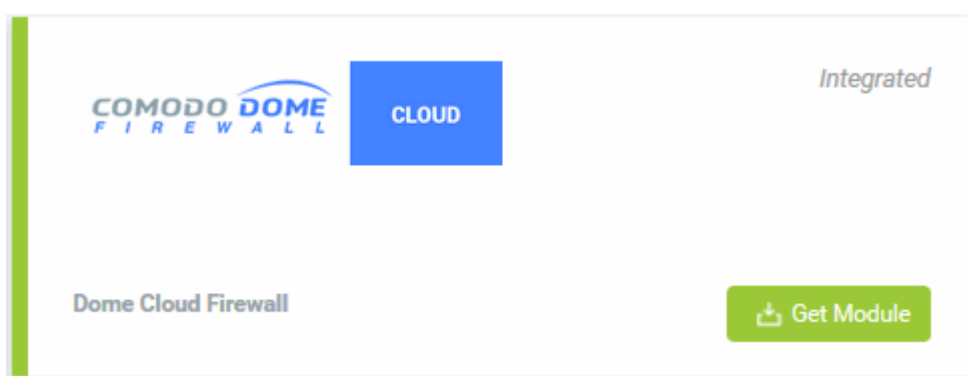
Purchasing a new license

New licenses for Dome Cloud Firewall can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Get Module' in the 'Dome Cloud Firewall' tile:



- This will open the product purchase page:

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'

Buy New Subscription Dome Cloud Firewall

Subscriptions assigned to this COMODO Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

← Back Activate Selected Buy New

- Click 'Buy New'
- In the 'Buy New Subscription Dome Cloud Firewall' screen, enter or select the number of users you require. The per user rate depends on the number of users.
- The minimum license period is for a year
- Click 'Next' to continue to the customer information form:

Buy New Subscription Dome Cloud Firewall

Configure Subscription

Amount of Users Users

101	201	501	1001	2001	5001	7501	10001	99999
\$19.20	\$17.19	\$16.41	\$15.34	\$14.38	\$13.62	\$12.26	\$11.74	
per user	per user	per user	per user	per user	per user	per user	per user	per user

Select Period

1 year

\$0.00 per 12 users for year = \$0.00

\$0.00

← Back Next

- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':

Buy New Subscription Dome Cloud Firewall

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province *

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

← Back Next →

- Enter your payment card details then click 'Next' to proceed to the order confirmation page:

Buy New Subscription Dome Cloud Firewall

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Payment Options

Credit Card Number

VISA MasterCard

Enter Card Number


Card Holder Name **Expiration Date**

John Doe [] []

CVV

[] [] []

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

[← Back](#) [Next](#)

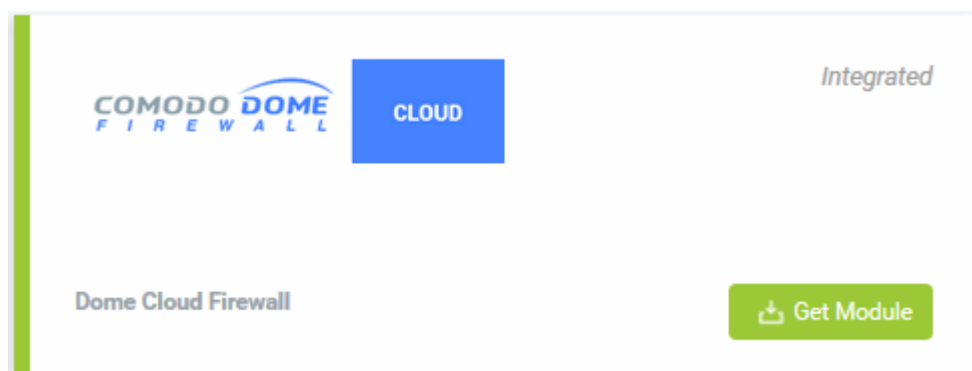
- Click 'Next' on the confirmation page to submit your order for processing.
- After the purchase is complete, Dome Cloud Firewall will appear in the 'Applications' interface. See the [description](#) at the end of this section if you need more help to open the Dome Cloud Firewall interface.

Activating the license

- You can activate your license through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process.

To add Dome Cloud Firewall by activating an existing license

- Click 'Store' on the menu bar
- Click 'Get Module' on the 'Dome Cloud Firewall' tile.



- This will open the product purchase page:

Login

Login *

lisadodjer@gmail.com

Password *

.....

[Forgot Password](#)

Login

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The 'Comodo Account' page will display Dome Cloud Firewall licenses associated with the default account:

Buy New Subscription Dome Cloud Firewall

Subscriptions assigned to this COMODO Account

Select license you would like to activate.

VALID ID: [redacted] Dome Firewall Platform (1 Node, 1-100 Users) Start Date: 02/17/2017

← Back **Activate Selected** Buy New

- Select the license you wish to activate and click 'Activate Selected'

Buy New Subscription Dome Cloud Firewall

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Subscriptions assigned to this COMODO Account

ID: [REDACTED]
Dome Firewall Platform (1 Node, 1-100 Users)
Start Date: 02/17/2017

IN-USE

Activation Complete ✓

← Back Activate Selected Instructions

The license will be activated and Dome Cloud Firewall will be added to your list of licensed 'Applications'.

- Click 'Instructions' to view the information about Dome Cloud Firewall service URL configuration by Comodo. The URL information will be sent to your email within two business working days.

Buy New Subscription Dome Cloud Firewall

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Instructions

You've successfully purchased subscription shown below:

Dome Data Protection

Comodo Dome Support Team is currently in progress of provisioning your Dome Data Protection Instance.

This operation may take at least 2 business days to finalize.

Once provisioning is complete, you will receive your Dome Data Protection Service URL from Comodo Dome Support Team via an e-mail. Please put that URL into the popup that appears once you click Dome Data Protection Module under Licensed Applications.

For questions and assistance please contact:
domesupport@comodo.com

Thank you being part of the community
The Comodo One Team

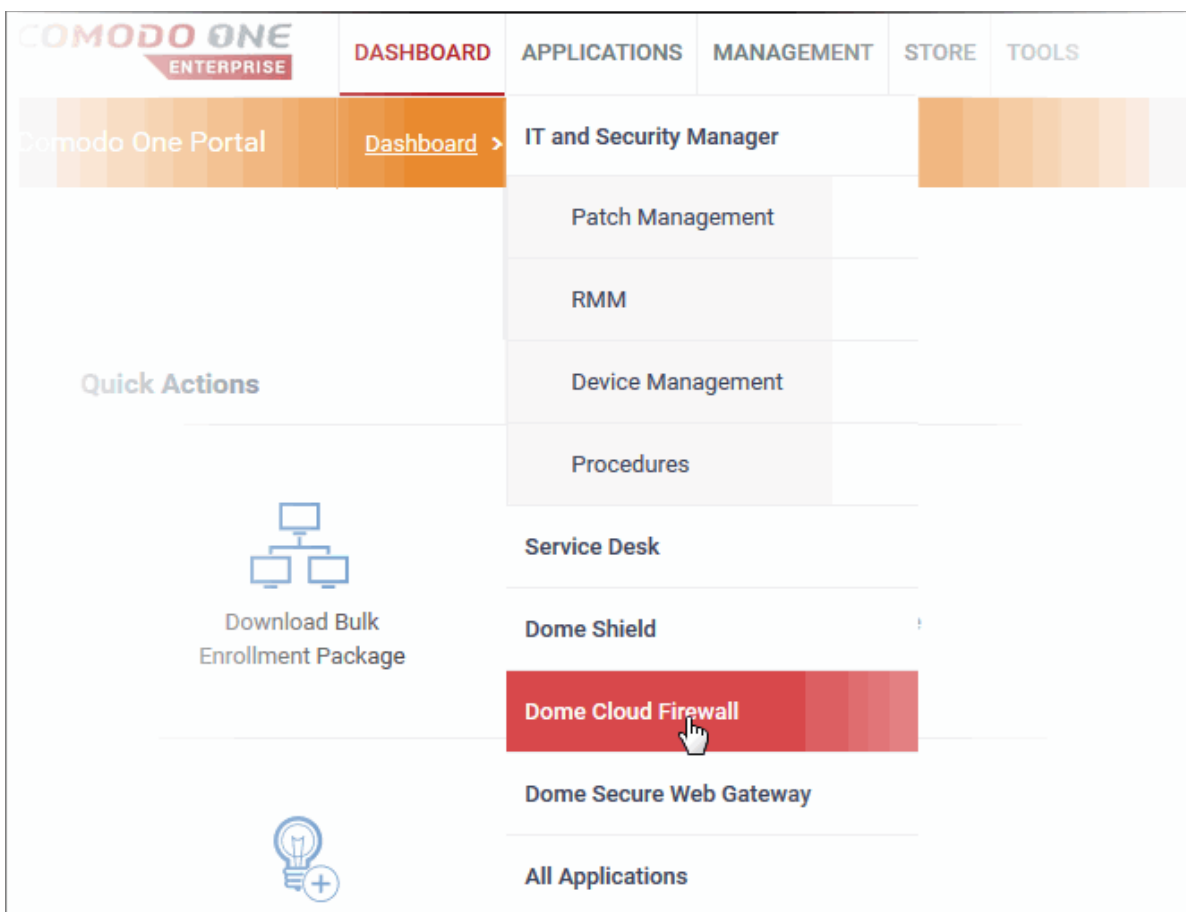
Finish

- Click 'Finish' to complete the purchase process.

To open the 'Dome Cloud Firewall' interface

Note: You should have configured the Dome Cloud Firewall URL details in the **Settings** tab under 'Management' > 'Applications'. Information about this will be shown at the end of product sign up process. The service URL will be mailed to your email address when ready.

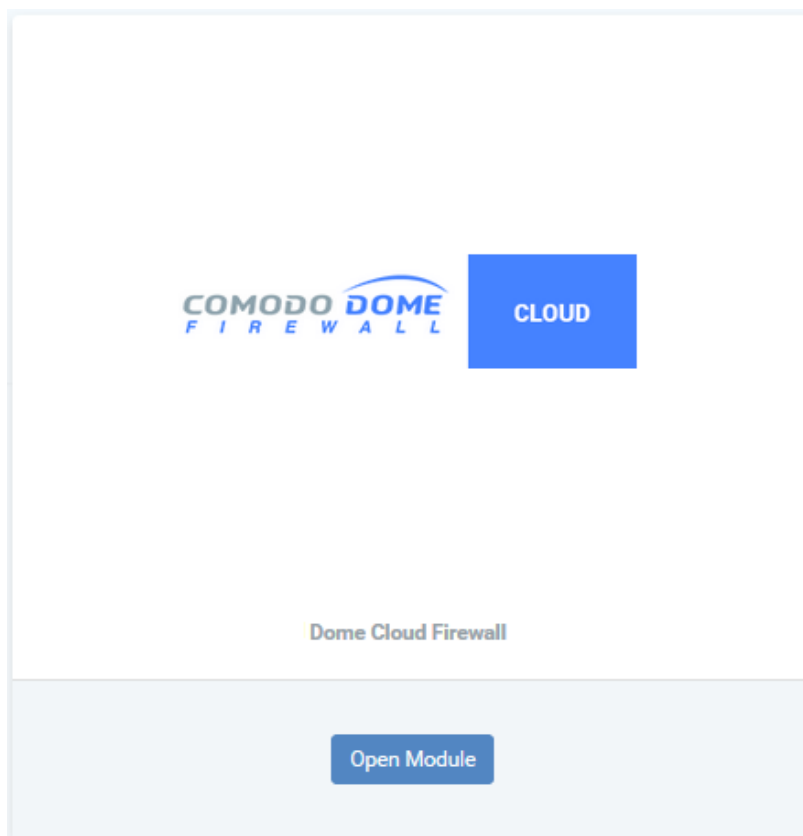
- Click 'Applications' on the menu bar then choose the application from the list.



OR

- Click 'Applications' on the menu bar then choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:



- Click 'Open Module' on the 'Dome Cloud Firewall' tile

The 'Dome Firewall' interface will open. If you have not configured the URL in the **Settings** tab under 'Management' > 'Applications', then the 'Application Settings' dialog will be displayed.

A screenshot of the 'Application Settings' dialog box. The title bar reads 'Application Settings'. Below the title, there is a text prompt: 'Please insert your Dome Service URL provided. Edit option is also available from "Application Settings" under Applications Management. [Click to go to menu.](#)'. Underneath this is a section labeled 'Dome Service URL' with an empty text input field. At the bottom right of the dialog, there are two buttons: a red 'Cancel' button and a green 'Save' button.

- Enter the service URL that was sent to your email and click 'Save'.

The 'Dome Cloud Firewall' interface will open.

8.8 Add Comodo Dome Data Protection

Dome Data Protection is a fully fledged data loss prevention solution that allows you to discover, monitor and control the movement of confidential information in your organization's network.

- Dome Data Protection is available only for C1 Enterprise customers.
- Dome Data Protection, Dome Cloud Firewall and Dome Antispam are premium add-ons for 'Comodo Dome Secure Web Gateway'. These add-ons can only be added to your account if you have Secure Web Gateway.

You can add Dome Data Protection to your account by purchasing a new license from the Comodo One console. Alternatively, you can add the module to C1 by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a Data Protection license. The service can then be shared by both accounts. The cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

- [Purchasing a new license](#)
- [Activating the license](#)

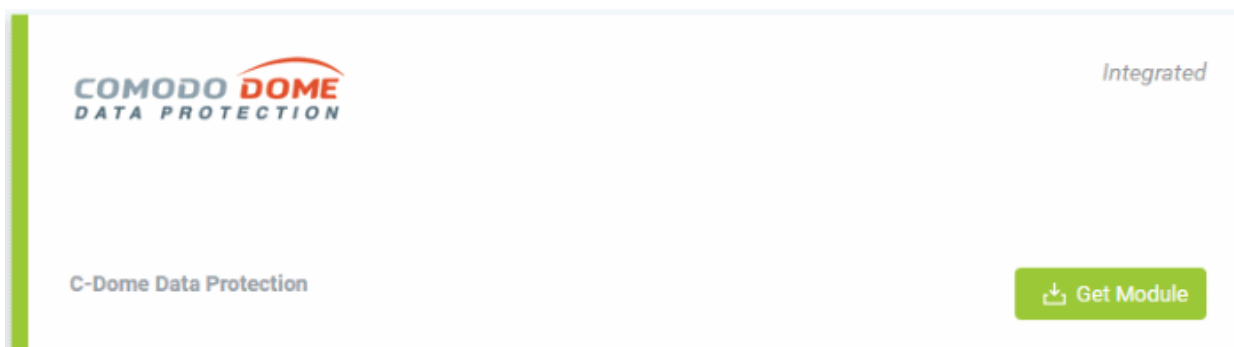
Purchasing a new license

New licenses for Dome Data Protection can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Get Module' in the 'Dome Data Protection' tile:



- This will open the product purchase page:

The screenshot shows the 'Buy New Subscription C-Dome Data Protection' page in the Comodo One Portal. The breadcrumb trail is 'Comodo One > Store > Shopping'. On the left is a vertical navigation menu with 8 steps: 1. Login (highlighted), 2. Comodo Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, 6. Order Confirmation, 7. Order Summary, and 8. Informations. The main content area is titled 'Login' and contains a 'Login *' field with the email 'lisadodjer@gmail.com', a 'Password *' field with masked characters, and a 'Forgot Password' link. A 'Login' button is located at the bottom right of the form.

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'

The screenshot shows the 'Buy New Subscription C-Dome Data Protection' page. The breadcrumb trail is 'Comodo One > Store > Shopping'. The left navigation menu is the same as in the previous screenshot. The main content area is titled 'Subscriptions assigned to this COMODO Account' and contains a message: 'You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.' At the bottom right, there are three buttons: 'Back', 'Activate Selected', and 'Buy New'.

- Click 'Buy New'
- In the configure subscription screen, enter or select the number of users you require. The per-user rate depends on the number of users.
- The minimum license period is for a year
- Click 'Next' to continue to the customer information form:

Comodo One Portal [Comodo One](#) > [Store](#) > [Shopping](#)

Buy New Subscription C-Dome Data Protection

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Configure Subscription

Amount of Users Users

101	201	501	1001	2001	5001	7501	10001	99999
\$19.20	\$17.19	\$16.41	\$15.34	\$14.38	\$13.62	\$12.26	\$11.74	
per user	per user	per user	per user	per user	per user	per user	per user	

Select Period

1 year

\$19.20 per 101 users for year = \$1,939.20

\$1,939.20

[← Back](#) [Next](#)

Comodo One Portal [Comodo One](#) > [Store](#) > [Shopping](#)

Buy New Subscription C-Dome Data Protection

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province *

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

Comodo One Portal | [Comodo One](#) > Store > Shopping

Buy New Subscription C-Dome Data Protection

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Payment Options

Credit Card Number
Enter Card Number

Card Holder Name | **Expiration Date**
John Doe

CVV
[What is it?](#)

When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

← Back | Next

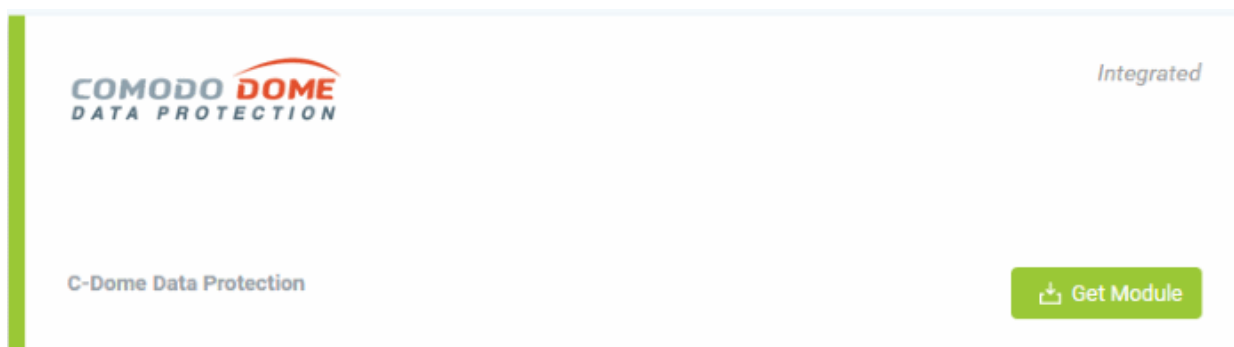
- Click 'Next' on the confirmation page to submit your order for processing.
- After the purchase is complete, you can open the Dome Data Protection module from the 'Licensed Applications' interface. See the [description](#) at the end of this section if you need more help with this.

Activating the license

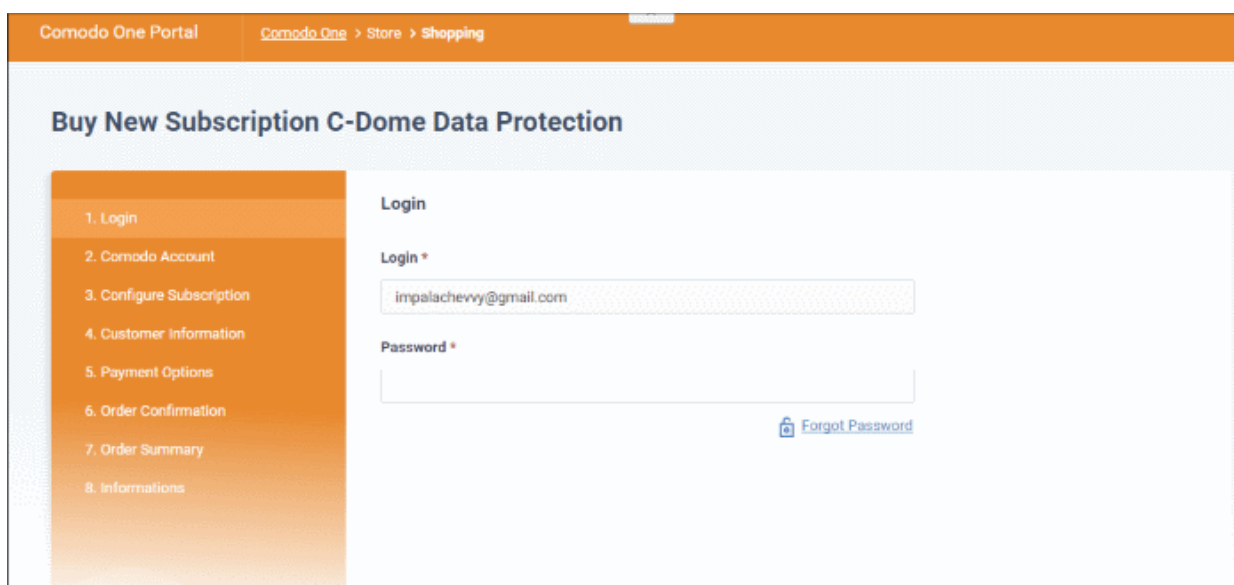
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process..

To add Dome Data Protection by activating an existing license

- Click 'Store' on the menu bar
- Click 'Get Module' in the 'Dome Data Protection' tile:



- This will open the product purchase page:

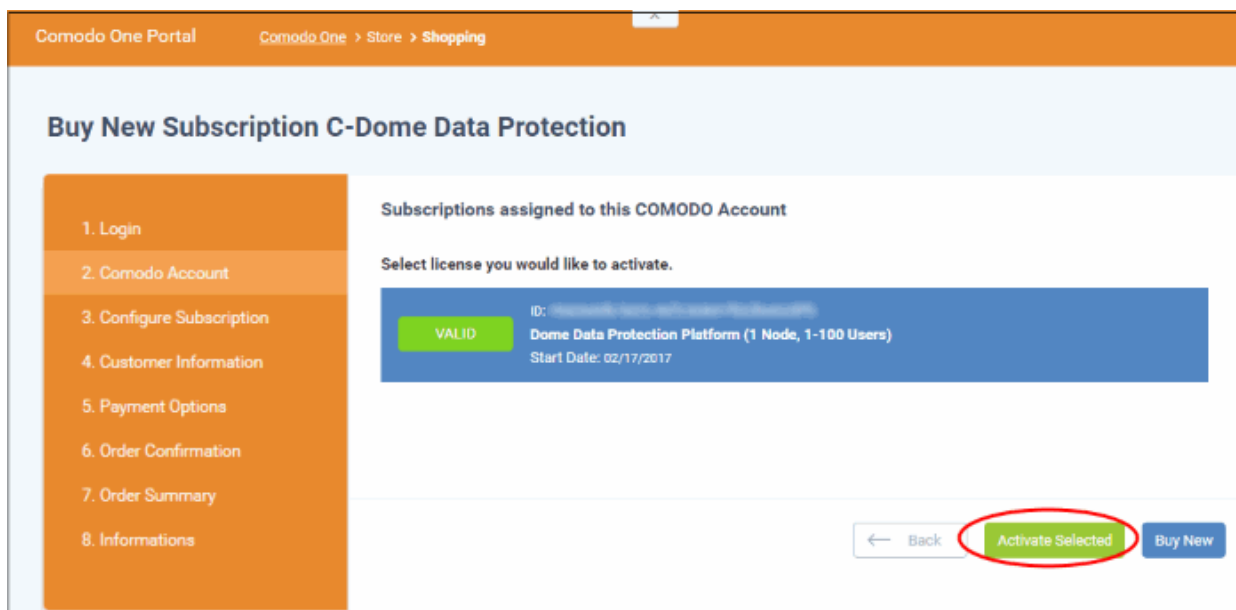


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

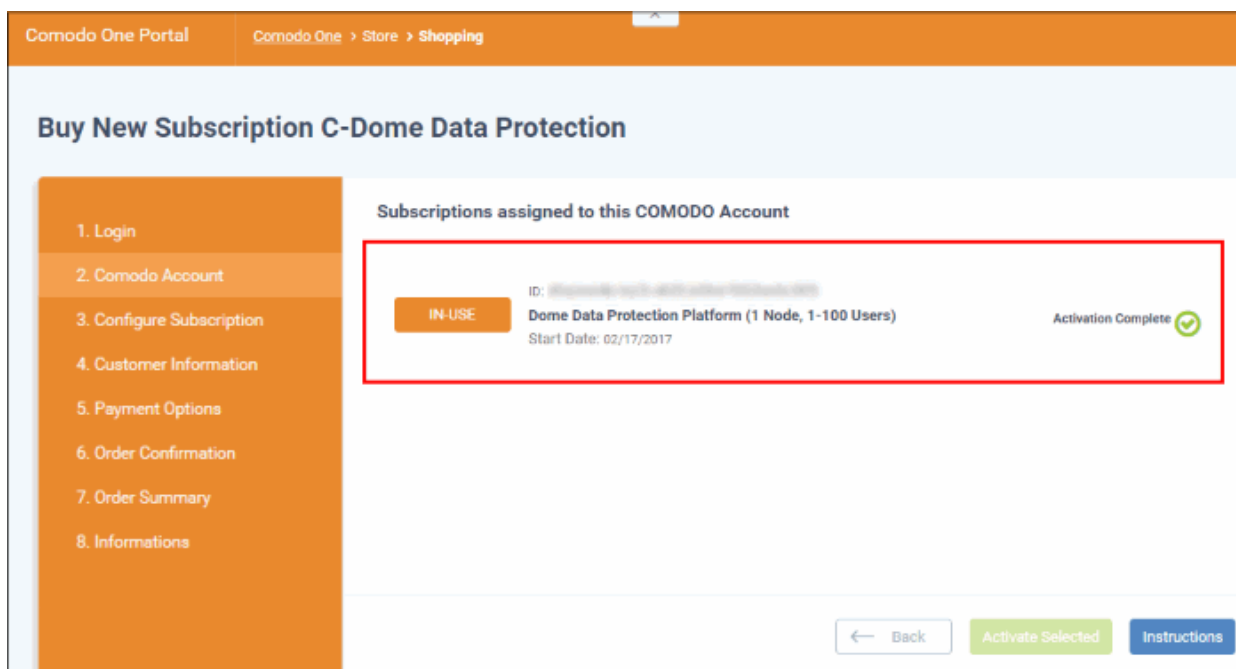
The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The Comodo Account page will display Dome Data Protection licenses associated with the default account:

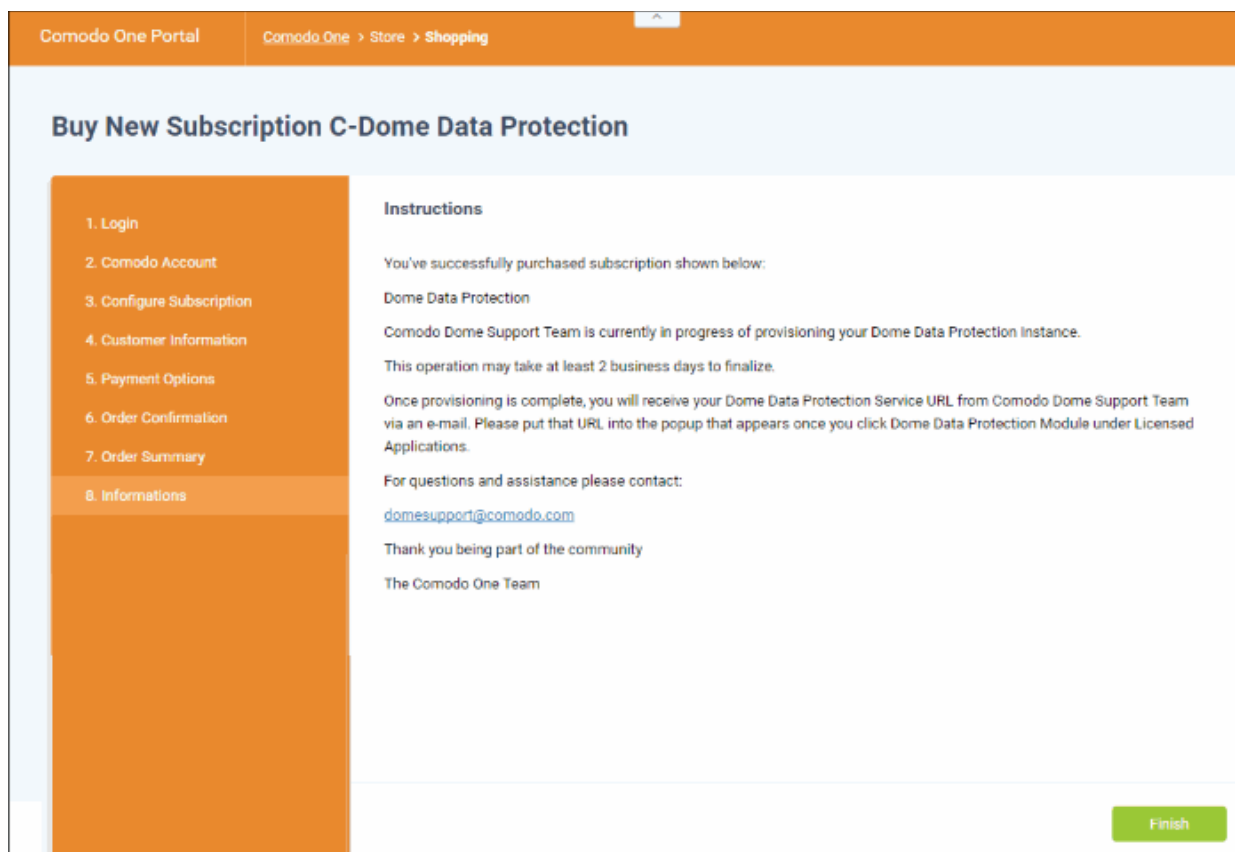


- Select the license you wish to activate and click 'Activate Selected'



The license will be activated and Comodo Dome Data Protection will be added to your list of 'Applications'.

- Click 'Instructions' to view information about the Dome Data Protection service URL configuration by Comodo. The URL information will be sent to your email within two business working days.



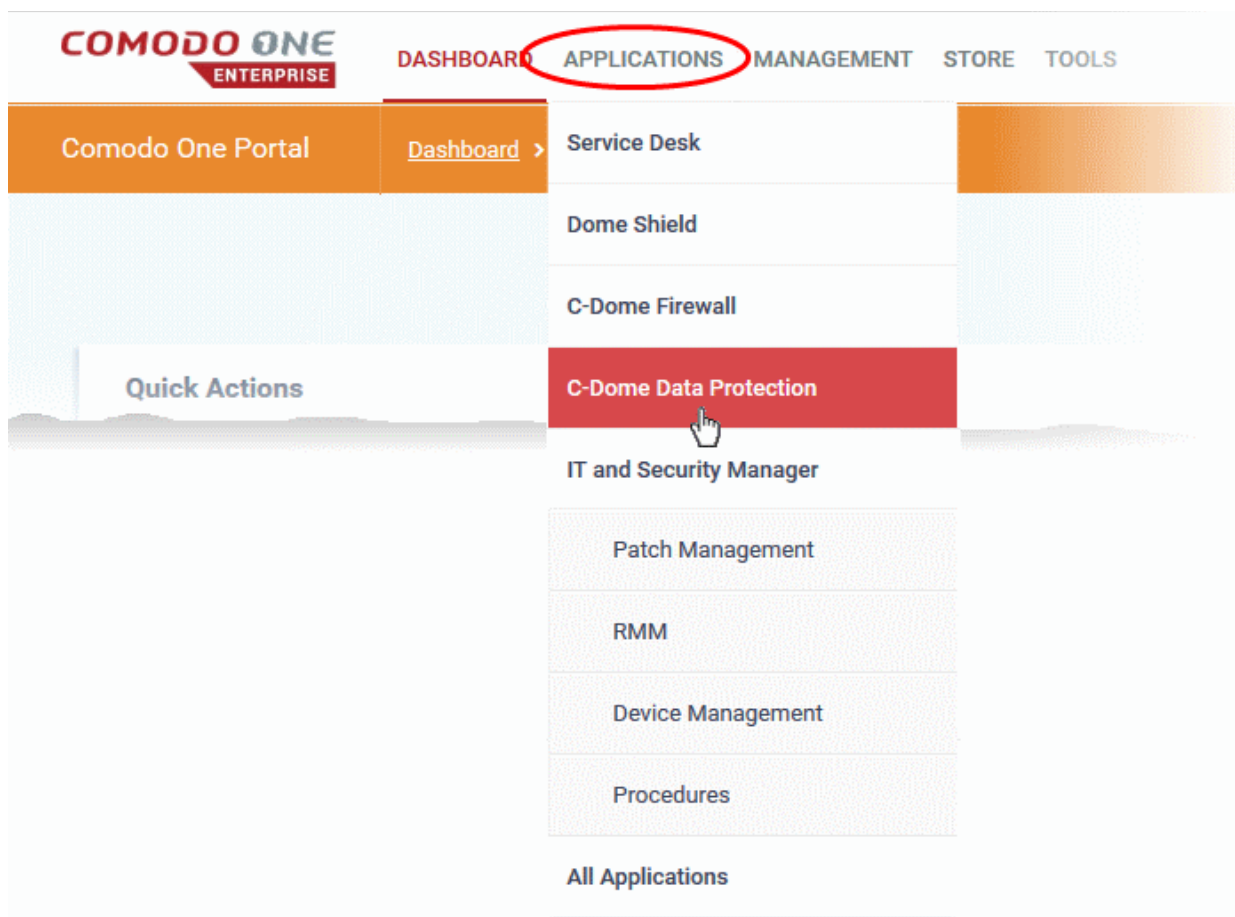
- Click 'Finish' to complete the purchase process.

To open Dome Data Protection interface

Note: You should have configured the Dome Data Protection URL details in the **Settings** tab under 'Management' > 'Applications'. The details will be available in the 'Information' section at the end of the sign up process. The service URL will also be emailed to you when ready.

Also you need to contact domesupport@comodo.com with the public IP address of your location to enable user interface access and to configure web and endpoint policy settings.

- Click 'Applications' on the menu bar then choose 'Dome Data Protection' from the list.



OR

- Click 'Applications' on the menu bar then click 'All Applications' from the list.

All licensed modules for your account will be displayed.

- Click 'Open Module' in the 'Comodo Dome Data Protection' tile

The Dome Data Protection interface will open. If you have not configured the URL in the **Settings** tab under 'Management' > 'Applications' then the 'Application Settings' dialog will be displayed.

Application Settings

Please insert your Dome Service URL provided. Edit option is also available from "Application Settings" under Applications Management. [Click to go to menu.](#)

Dome Service URL

✕ Cancel ✓ Save

- Enter the service URL that was sent to your email and click 'Save'.

For more details about how to use Comodo Dome Data Protection, refer to the online guide at <https://help.comodo.com/topic-283-1-596-7050-Introduction-to-Comodo-Dome-Data-Protection.html>.

8.9 Add Comodo Dome Antispam

Comodo Dome Antispam is an advanced mail filtering and threat prevention solution for enterprises. The product uses a powerful combination of filtering technologies, antivirus scanners and content analysis engines to quietly and effectively block unsolicited mail from entering your network.

The basic version of Comodo Dome Antispam is free for thirty days. Account administrators can upgrade to a full version at anytime.

- Comodo Dome Antispam is available only to C1 Enterprise customers.
- There are two ways to add Dome Antispam to your account:
 - **Add-on module for 'Comodo Dome Secure Web Gateway'** - Dome Antispam is available as an add-on at discounted prices for customers who have already purchased a Dome Secure Web Gateway license. If you own a Dome Secure Web Gateway license then the add-on version will be selected when you subscribe for Dome Antispam.
 - **Stand-alone version** - The stand-alone version can be added to your account if you do not have a Dome Secure Web Gateway license. You will receive the stand-alone version if you subscribe for Dome Antispam but do not have a Dome Secure Web Gateway license.
- Both stand-alone and add-on licenses can be purchased from the Comodo One console.
- Alternatively, you can add Dome Antispam by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a Dome Antispam license. The service can then be shared by both accounts. Cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

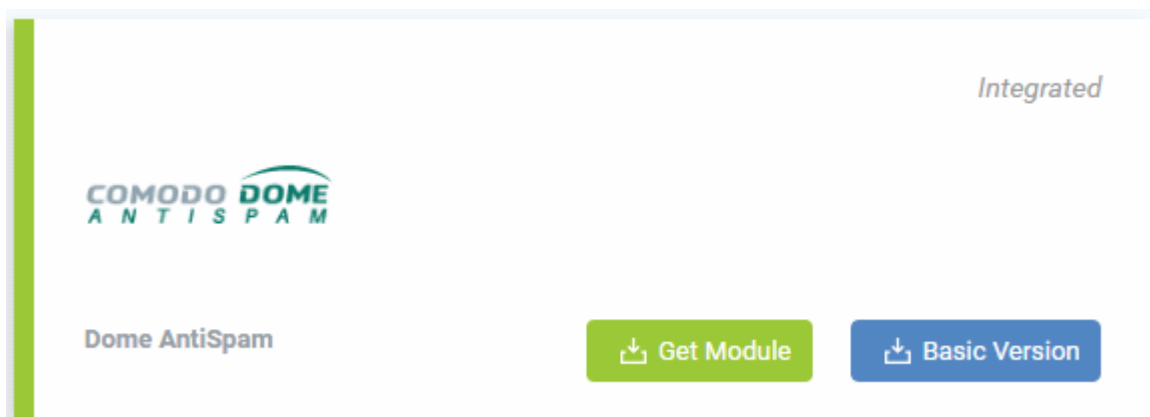
- [Purchasing a new license](#)
- [Activating the license](#)

Purchasing a new license

New licenses for Comodo Dome Antispam can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar

All available applications will be displayed.



- Click the 'Get Module' or 'Basic Version' depending on the version of Comodo Dome Antispam you wish to add to Comodo One.

You will be taken to the respective subscription page. The example shown below is for the basic version.

Buy New Subscription Dome AntiSpam

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Login

Login *

morevadai@yopmail.com

Password *

[Forgot Password](#)

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'
- If you opted for a paid version, click the 'Get Module' button and select a subscription package. Click 'Next' to provide your customer information.
- If you opted for the basic version then, after logging-in, the process will jump straight to customer information screen.

Buy New Subscription Dome AntiSpam

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Customer Information

Company Name

Dithers Construction Company

Company Website

Phone Number *

123456

Street Address *

Street

Street Address 2 *

Street 2

City *

City

Country *

India

State or Province

Postal Code *

600042

Billing Information

The same as Contact Information

Terms and Conditions

I have read and agree the [End User License/Service Agreement](#).

[← Back](#) [Next](#)

- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

The 'Order Confirmation' page will be displayed.

Buy New Subscription Dome AntiSpam

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Order Confirmation

PRODUCT	LICENCE PERIOD	FULL PRICE
Dome Antispam Trial (1 Node, Unlimited Users, 1 month)	1 months	\$0.00
TOTAL		\$0.00

- Review your order and click 'Next'

Buy New Subscription Dome AntiSpam

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

✔ **Congratulations! Your order is completed.**

Order #708308-4

Comodo Security Solutions, Inc.
1255 Broad Street
Clifton, NJ 07013
United States
support.comodo.com

Dithers Construction Company
Street Street 2
City
IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Antispam Trial (1 Node, Unlimited Users, 1 month)	cd87944b-2766-4973-8866-82976c4c3c76

INVOICE NUMBER	708308-4	SUBSCRIPTION ID	C630791BD2
----------------	----------	-----------------	------------

Order Details

Order Number	708308-4
Order Date	2017-03-29

After the subscription process is complete, the order summary page will be displayed.

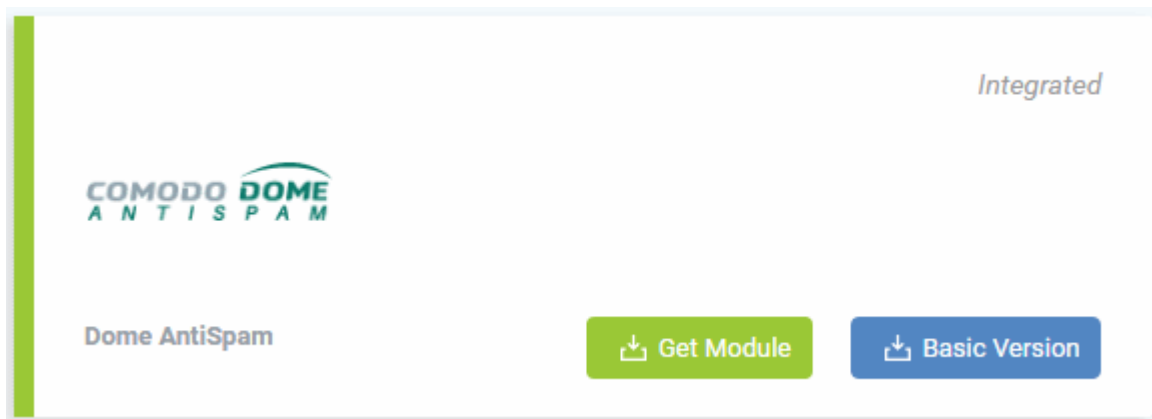
- Click 'Print' to take a print out of the subscription.
- Click 'Finish' to return to C1 Dashboard.

After the purchase is complete, Comodo Dome Antispam will appear in the licensed 'Applications' interface. See the [description](#) at the end of this section if you need more help to open the Comodo Dome Antispam interface.

Activating the License

- Click 'Store' on the menu bar

All available applications will be displayed.



- Click the 'Get Module'

You will be taken to the respective subscription page.

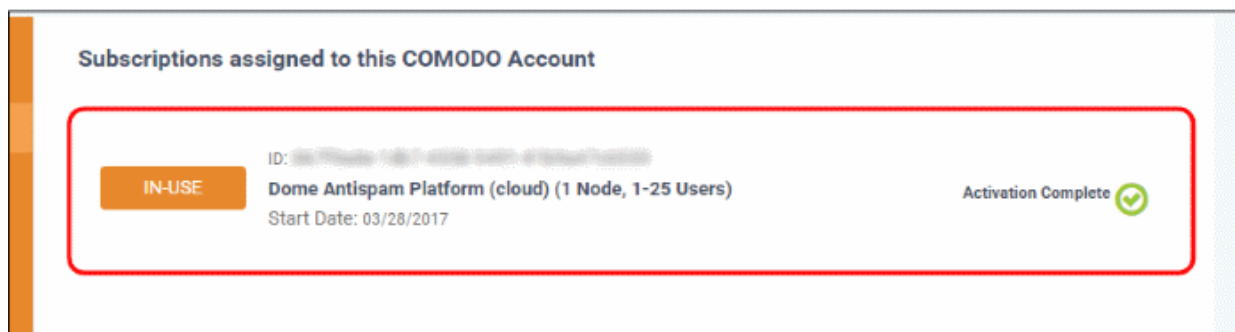
Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The Comodo Account page will display Dome Antispam licenses associated with the default account:

- Select the license you wish to activate and click 'Activate Selected'



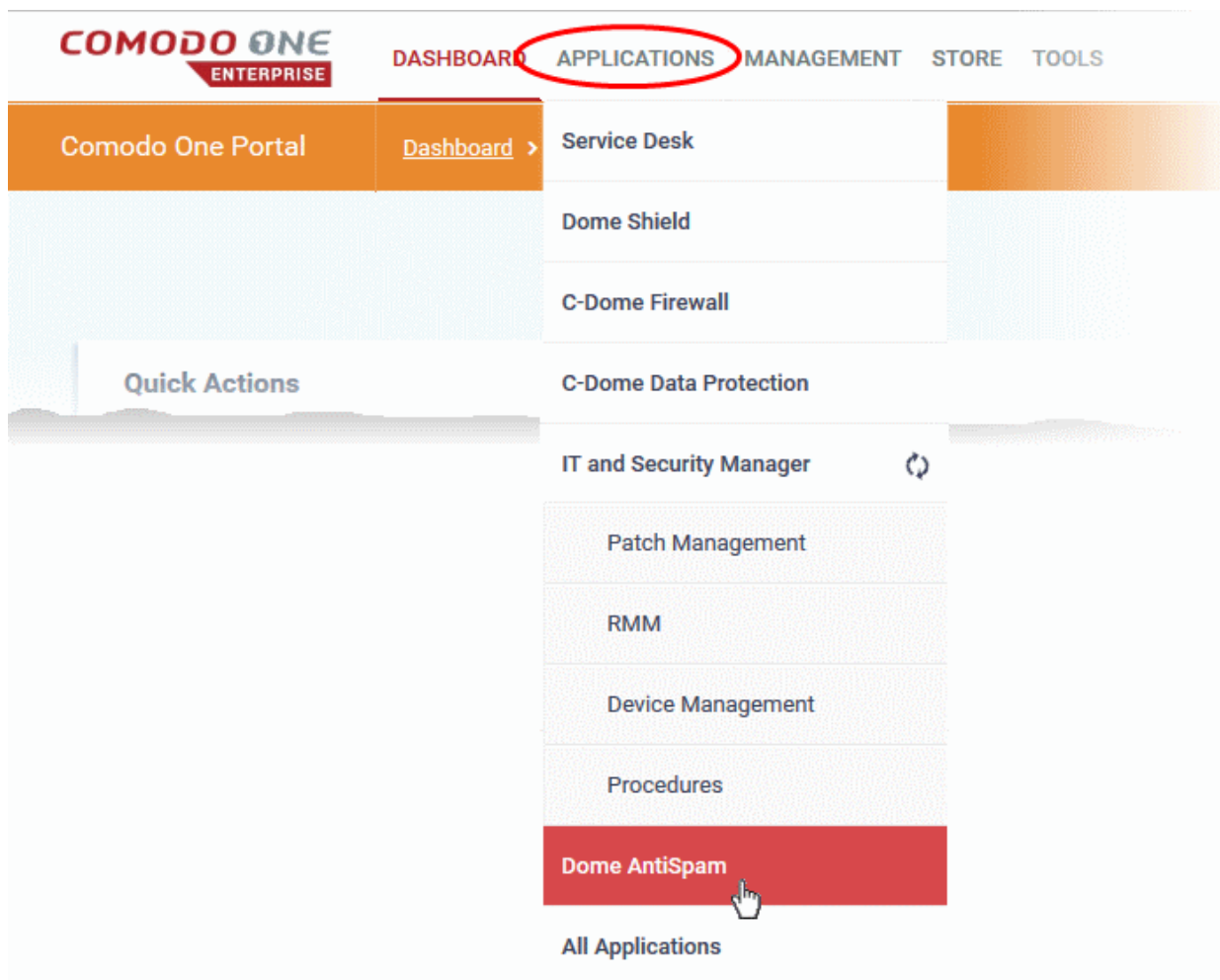
The license will be activated and Comodo Dome Antispam will be added to your list of licensed 'Applications'.

- Click 'Instructions' at the bottom to view the information about Dome Antispam service URL configuration by Comodo. The URL information will be sent to your email within two business working days.
- Click 'Finish' to complete the purchase process.

To open 'Comodo Dome Antispam' interface

Note: You should have configured the Dome Antispam URL details in the **Settings** tab under 'Management' > 'Applications'. Information about this will be shown at the end of product sign up process. The service URL will be mailed to your email address when ready.

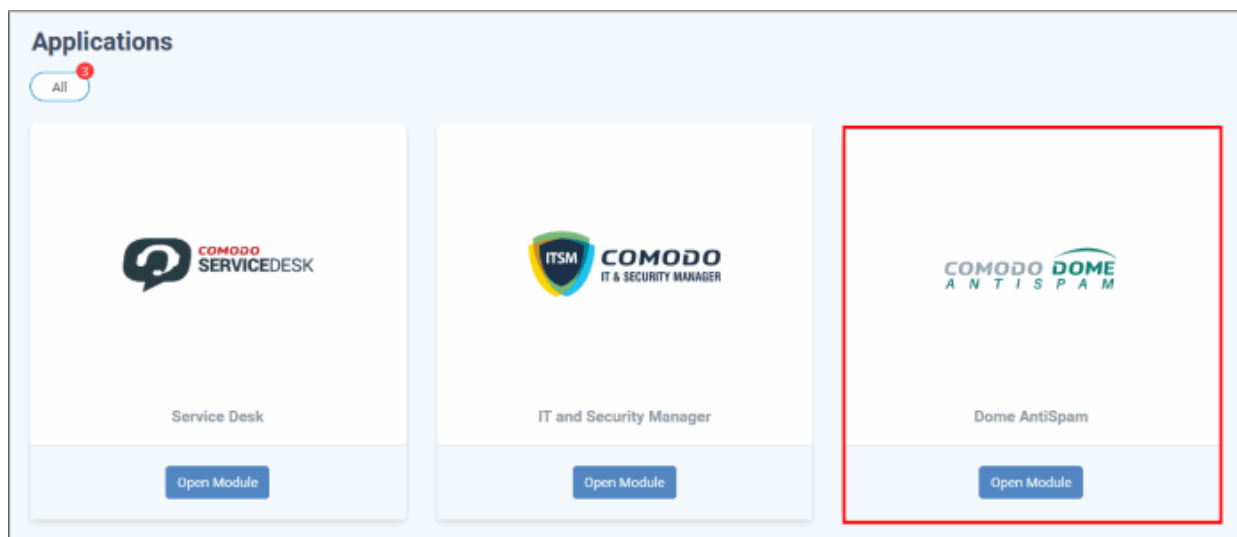
- Click 'Applications' on the menu bar then choose 'Dome AntiSpam' from the drop-down.



OR

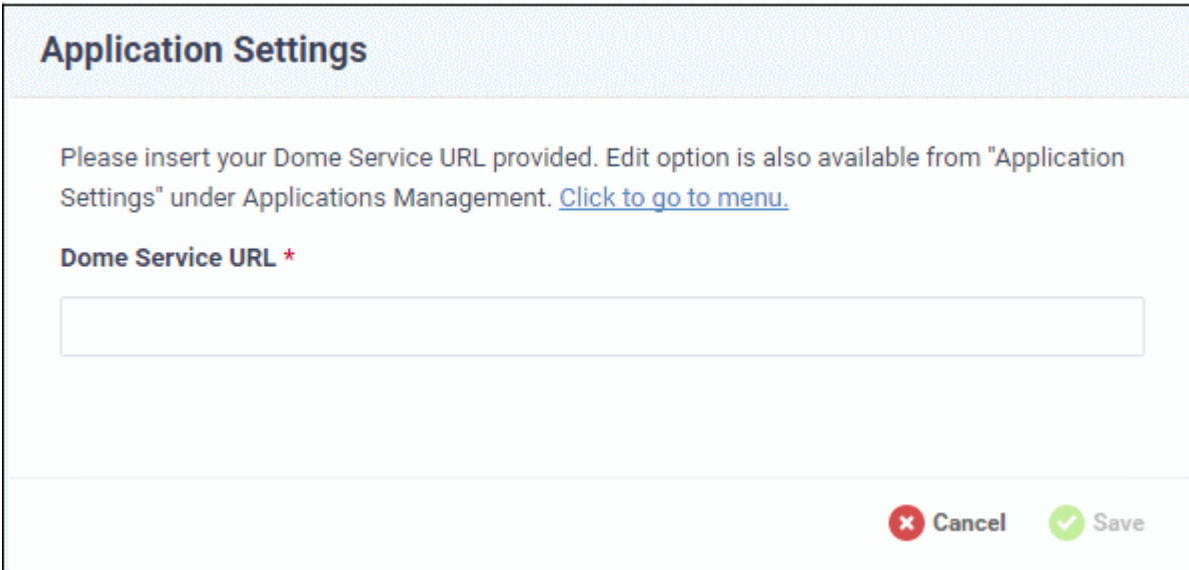
- Click 'Applications' on the menu bar then choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:



- Click 'Open Module' on the 'Dome Antispam' tile

The 'Dome Antispam' interface will open. If you have not configured the URL in the **Settings** tab under 'Management' > 'Applications' then the 'Application Settings' dialog will be displayed.

The screenshot shows the 'Application Settings' dialog box. The title bar reads 'Application Settings'. Below the title, there is a message: 'Please insert your Dome Service URL provided. Edit option is also available from "Application Settings" under Applications Management. [Click to go to menu.](#)'. Below this message is a text input field labeled 'Dome Service URL *'. At the bottom right of the dialog, there are two buttons: 'Cancel' with a red 'x' icon and 'Save' with a green checkmark icon.

- Enter the service URL that was sent to your email and click 'Save'.

For more details about how to use Comodo Dome Antispam, refer to the online guide at <https://help.comodo.com/topic-443-1-898-11360-Introduction-to-Comodo-Dome-Anti-spam.html>.

8.10 Add Comodo Dome Antispam - MSP

Comodo Dome Antispam allows MSPs to secure their customers' email servers from spam and email-borne threats. Comodo Dome Antispam - MSP is available only to MSP customers.

- Comodo Dome Antispam - MSP licenses can be purchased from the Comodo One console

- Alternatively, you can add Dome Antispam - MSP by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a product license. The service can then be shared by both accounts. Cumulative usage and validity are bound to the original license limitations.

Please read the following sections to learn more about:

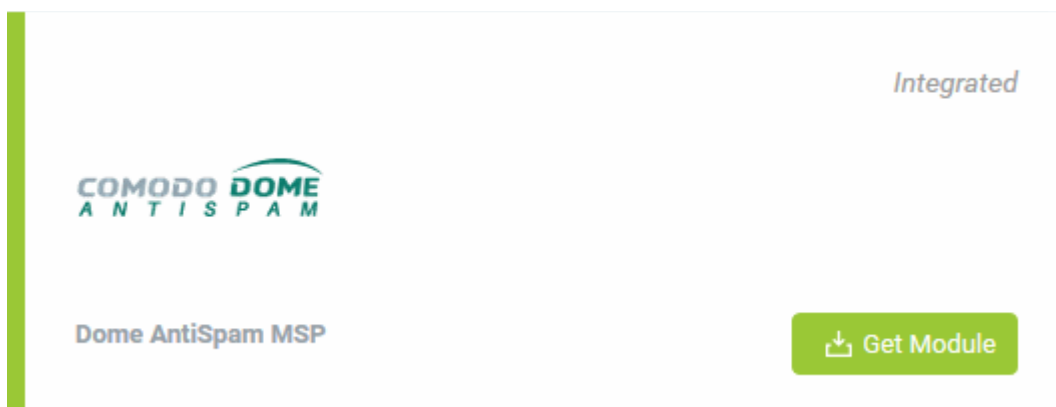
- **Purchase a new license**
- **Activate the license**

Purchase a new license

New licenses for Comodo Dome Antispam - MSP can be purchased and activated from the 'Store' interface:

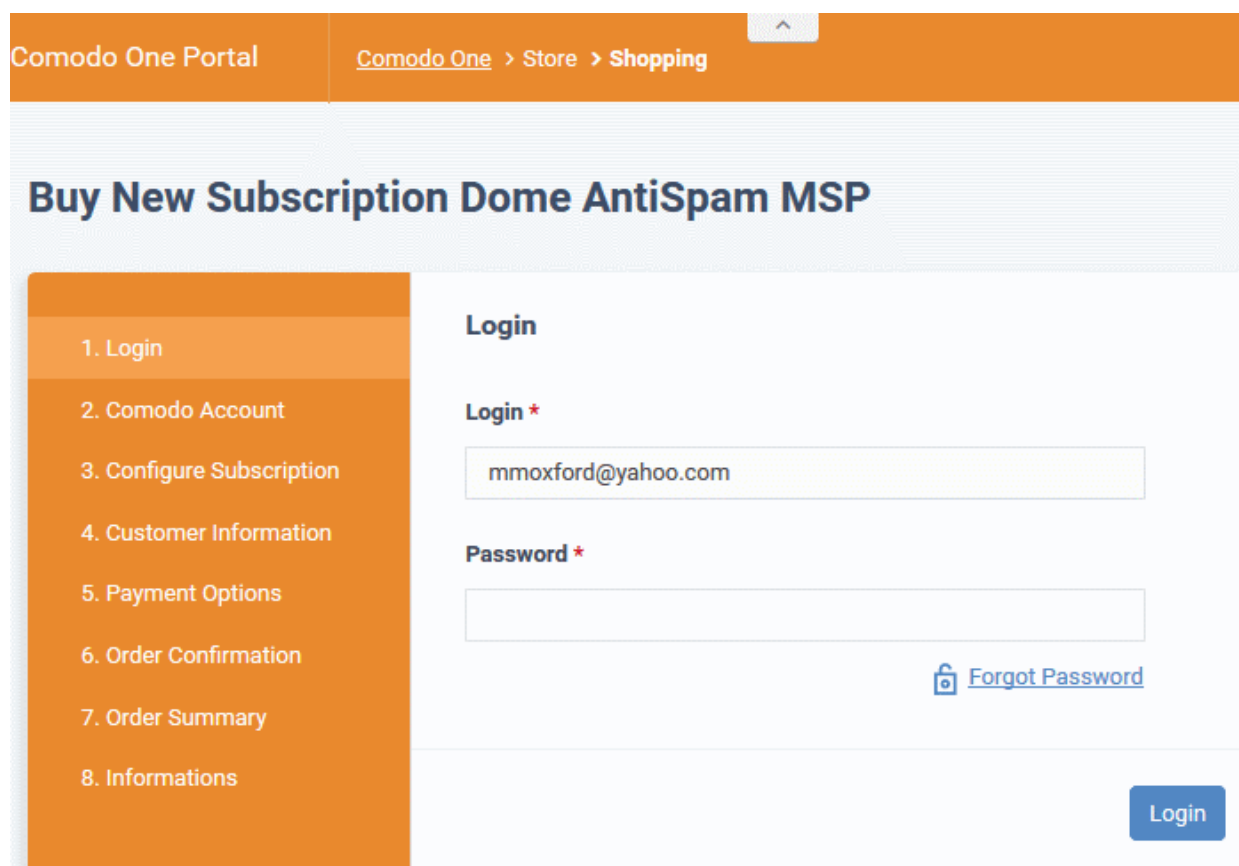
- Click 'Store' on the menu bar

All available applications will be displayed.



- Click 'Get Module' in the 'Dome Antispam MSP' tile .

You will be taken to the subscription page.

A screenshot of the 'Buy New Subscription Dome AntiSpam MSP' page. The page has an orange header with 'Comodo One Portal' on the left and a breadcrumb trail 'Comodo One > Store > Shopping' on the right. Below the header, the main heading is 'Buy New Subscription Dome AntiSpam MSP'. On the left side, there is a vertical orange sidebar with a list of steps: 1. Login, 2. Comodo Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, 6. Order Confirmation, 7. Order Summary, and 8. Informations. The main content area is white and contains a 'Login' section. It has a 'Login *' label, a text input field containing 'mmoxford@yahoo.com', and a 'Password *' label with an empty text input field. Below the password field is a blue link with a lock icon and the text 'Forgot Password'. At the bottom right of the login section is a blue 'Login' button.

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'.
- The next step allows you purchase a new license or to activate any existing licenses.

Buy New Subscription Dome AntiSpam MSP

Subscriptions assigned to this COMODO Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

← Back Activate Selected Buy New

- Click 'Buy Now' to purchase a new license

Buy New Subscription Dome AntiSpam MSP

Configure Subscription

License Type: Base

Dome Antispam MSP - Base License - 1 Domain 5 Users

Select Period

1 month 3 months 1 year 2 years 3 years

\$7.00 for 1 month = \$7.00

\$7.00

← Back Next

- Select the license type and the number of users you wish to cover.
- Select the validity period for your license. The minimum license period is one month.
- Click 'Next' to continue.

Buy New Subscription Dome AntiSpam MSP

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

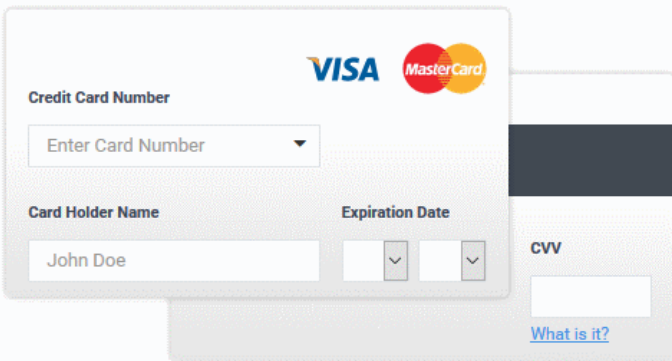
← Back Next

- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

Buy New Subscription Dome AntiSpam MSP

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options**
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Payment Options



Credit Card Number
Enter Card Number

Card Holder Name
John Doe

Expiration Date

CVV

[What is it?](#)

When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

[← Back](#) [Next](#)

- Enter your payment card details then click 'Next' to proceed to the order confirmation page:

Buy New Subscription Dome AntiSpam MSP

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation**
- 7. Order Summary
- 8. Informations

Order Confirmation

PRODUCT	LICENCE PERIOD	FULL PRICE
Dome Antispam MSP - Base License - 1 Domain 5 Users	1 month	\$7.00
	TOTAL	\$7.00

[← Back](#) [Next](#)

- Click 'Next' on the confirmation page to submit your order for processing.

Buy New Subscription Dome AntiSpam MSP

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Congratulations! Your order is completed.

Order #710539-10

Comodo Security Solutions, Inc.
 1255 Broad Street
 Clifton, NJ 07013
 United States
support.comodo.com

ACME Corp
 Periyar Nagar Little
 Kanchipuram
 IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Antispam MSP - Base License - 1 Domain ...	fb505f51-07ca-4a14-96fa-865979bba932

INVOICE NUMBER	710539-I7	SUBSCRIPTION ID	1FF40D4BF2
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Order Details

Order Number	710539-10
--------------	-----------

- Click 'Next 'in the order completion page.

Buy New Subscription Dome AntiSpam MSP

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Instructions

You have successfully purchased **Dome Antispam MSP** subscription.

Now, you can access your Dome Antispam MSP under your all applications in C1 Portal.

You can purchase additional users, domains or archive spaces under Management / Applications Add New Subscription path in C1 Portal one by one.

In order to activate the module for your staff, account administrator must login once to module management interface.

For questions and assistance please contact:
domesupport@comodo.com

Thank you being part of the community!

The Comodo One Team

Finish

- Click 'Finish' to complete the purchase process.
- After the purchase is complete, Dome Antispam - MSP will appear in the 'Applications' interface.

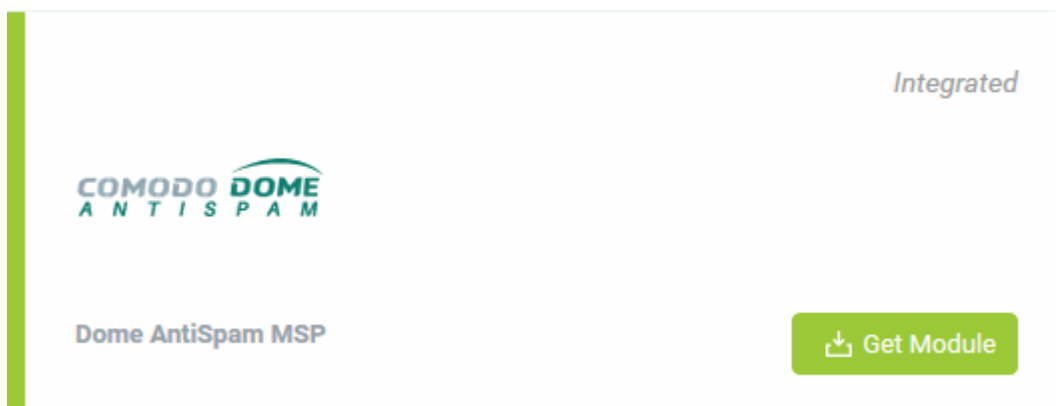
- See the **description** at the end of this section if you need more help to open the Dome Antispam - MSP interface.

Activate the license

- You can activate your license through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process.

To add Dome Antispam MSP by activating an existing license

- Click 'Store' on the menu bar
- Click 'Get Module' on the 'Dome Anispam MSP' tile.



- This will open the product purchase page:

Buy New Subscription Dome AntiSpam MSP

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Login

Login *

Password *

[Forgot Password](#)

Login

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The 'Comodo Account' page will display Dome Antispam MSP licenses associated with the default account:

Buy New Subscription Dome AntiSpam MSP

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Subscriptions assigned to this COMODO Account

Select license you would like to activate.

VALID ID: 6f17d152-9e2d-4d21-ac19-f7a45c4ca4bf
Dome Antispam MSP - Base License - 1 Domain 5 Users 5
Start Date: 12/15/2017

← Back **Activate Selected** Buy New

- Select the license you wish to activate and click 'Activate Selected'

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Subscriptions assigned to this COMODO Account

IN-USE ID: 6f17d152-9e2d-4d21-ac19-f7a45c4ca4bf
Dome Antispam MSP - Base License - 1 Domain 5 Users 5 Activation Complete ✓
Start Date: 12/15/2017

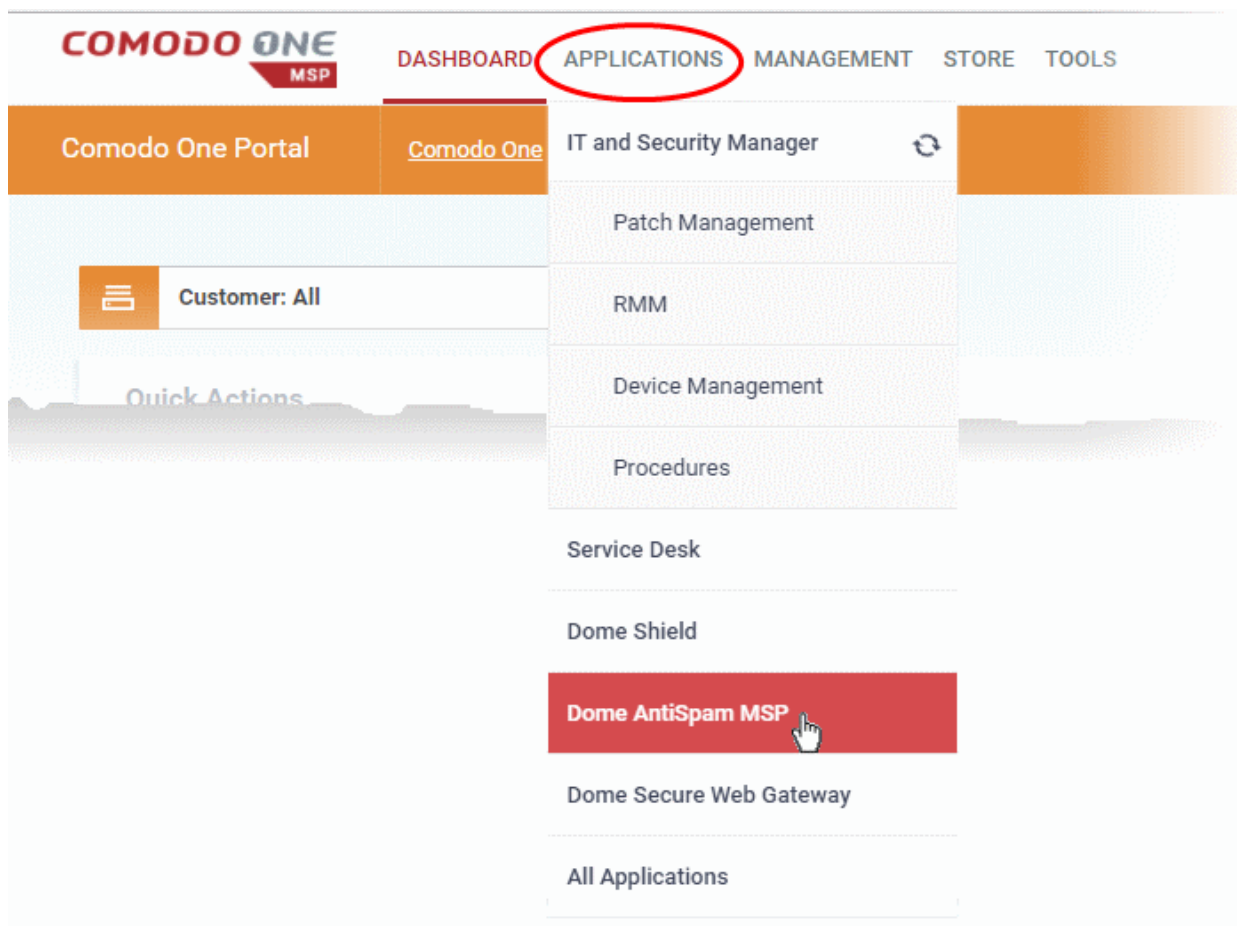
← Back **Activate Selected** **Go to My Subscriptions** Buy New

The license will be activated and 'Dome Antispam - MSP' will be added to your list of licensed applications.

- Click 'Go to My Subscriptions' to view the information about Dome Antispam - MSP.

To open Dome Antispam - MSP

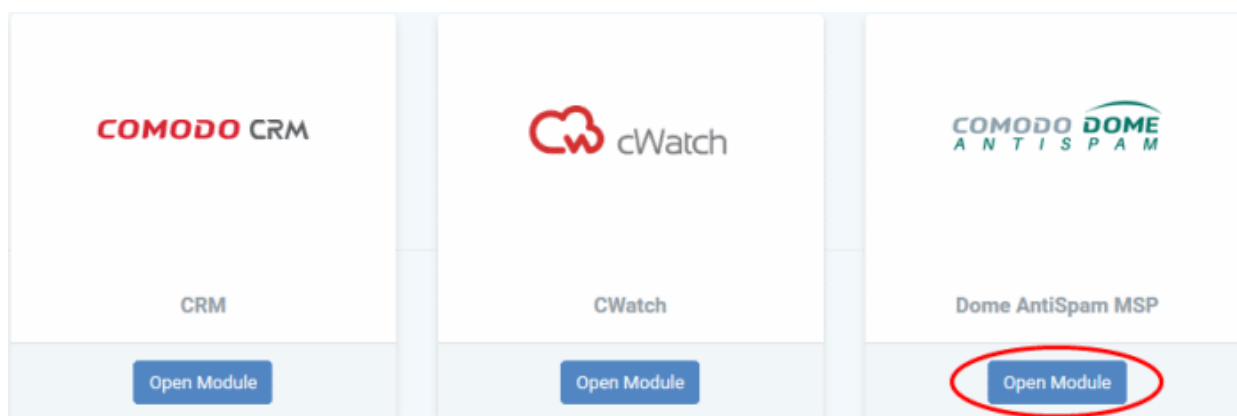
- Click 'Applications' on the menu bar then choose 'Dome AntiSpam MSP' from the drop-down.



OR

- Click 'Applications' on the menu bar then choose 'All Applications' from the drop-down.

All licensed modules for your account will be displayed as tiles:



- Click 'Open Module' on the 'Dome Antispam MSP' tile

The 'Dome Antispam MSP' interface will open. For help to use Comodo Dome Antispam MSP, see <https://help.comodo.com/topic-445-1-914-12136-Introduction-to-Comodo-Dome-Antispam--MSP.html>.

8.11 Add Comodo Dome Firewall Virtual Appliance

Dome Firewall simplifies network security by delivering a single interface through which administrators can control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers. The product is provisioned in OVA or ISO format which can be installed on bare-metal appliances and virtual servers such as Virtualbox and Vmware. Comodo Dome Firewall Virtual Appliance is available for both to C1 Enterprise/MSP customers.

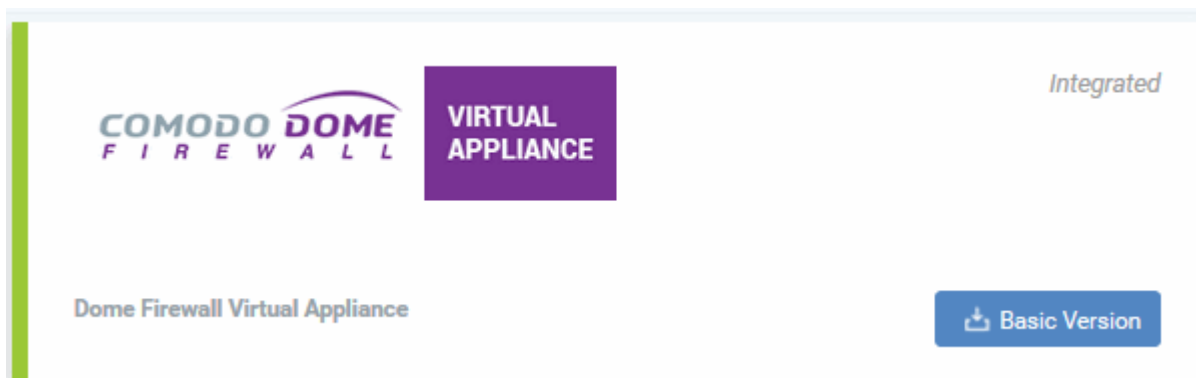
- You can add Dome Firewall Virtual Appliance to your account by purchasing a new license in the Comodo One console ('Store' > Click 'Get Module' in the Dome Firewall Virtual Appliance tile)

Please read the following sections to learn more about:

- **Obtaining a trial license**
- **Activating the license**

Obtaining a Trial License

- Click 'Store' on the menu bar. All available applications will be displayed.
- Click the 'Basic Version' button in the 'Dome Firewall Virtual Appliance' tile:



This will open the product purchase page.

Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Login

Login *

lisadodjer@gmail.com

Password *

[Forgot Password](#)

Login

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'.

Buy New Subscription Dome Firewall Virtual Appliance

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Subscriptions assigned to this COMODO Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

← Back Activate Selected Buy New

- Click 'Buy New'
- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':

Buy New Subscription Dome Firewall Virtual Appliance

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Customer Information

Company Name

Company Website

Street Address *

City *

State or Province *

Phone Number *

Street Address 2 *

Country *

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

← Back Next

The 'Order Confirmation' page will be displayed. No payment details will be required to set up the free trial.

Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Order Confirmation

PRODUCT	LICENCE PERIOD	FULL PRICE
Dome Firewall (VM) (FREE, Unlimited)	Unlimited	\$0.00
TOTAL		\$0.00

← Back
Next

- Confirm your order and click 'Next'. The 'Order Summary' page will be displayed:

Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

✓

Congratulations! Your order is completed.

Order #34308539-6

Comodo Security Solutions, Inc.
 1255 Broad Street
 Clifton, NJ 07013
 United States
support.comodo.com

Dodger
 202 W 10th St 202 W 10th St
 Alton
 IA US

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Firewall (VM) (FREE, Unlimited)	8F33a2774c7e4678d86ad41532952b2d8f

INVOICE NUMBER	34308539-I6	SUBSCRIPTION ID	E1F91C59B6
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Order Details

Order Number	34308539-6
Order Date	2017-09-19

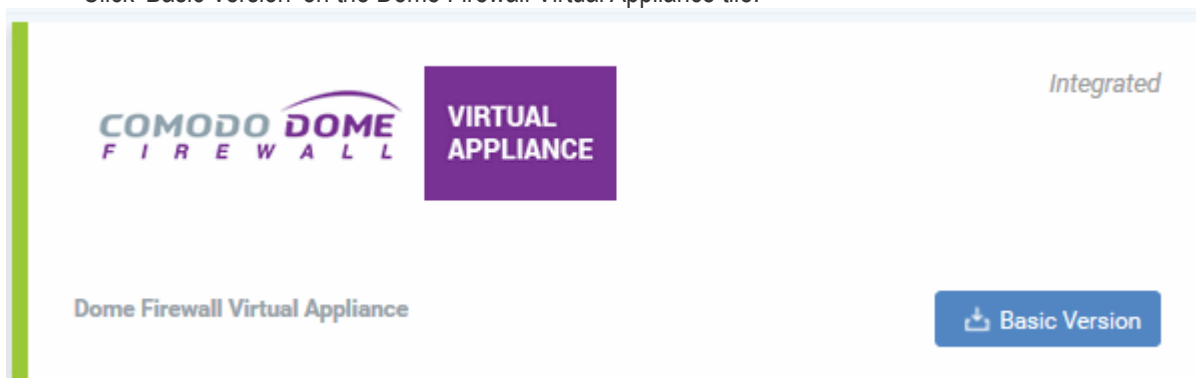
- Click 'Next' then click 'Finish'
- After the purchase is complete, Dome Firewall Virtual Appliance will appear in the 'Applications' interface. See the description at the end of this section if you need more help to open the Dome Firewall Virtual Appliance interface.

Activate the license

- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process..

To add Dome Firewall Virtual Appliance by activating an existing license

- Click 'Store' on the menu bar
- Click 'Basic Version' on the Dome Firewall Virtual Appliance tile.



- This will open the product purchase page:

Buy New Subscription Dome Firewall Virtual Appliance

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The Comodo Account page will display Dome Firewall Virtual Appliance licenses associated with the default account:

Buy New Subscription Dome Firewall Virtual Appliance

The screenshot shows a sidebar on the left with 8 menu items: 1. Login, 2. Comodo Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, 6. Order Confirmation, 7. Order Summary, 8. Informations. The main content area is titled 'Subscriptions assigned to this COMODO Account'. Below this, it says 'Select license you would like to activate.' A blue card displays a license with a green 'VALID' button, ID: [redacted], 'Dome Firewall Platform (1 Node, 1-100 Users)', and Start Date: 02/17/2017. At the bottom right, there are three buttons: 'Back', 'Activate Selected' (circled in red), and 'Buy New'.

- Select the license you wish to activate and click 'Activate Selected'

Buy New Subscription Dome Firewall Virtual Appliance

The screenshot shows the same sidebar as the previous image. The main content area shows the subscription card with an orange 'IN-USE' button, ID: [redacted], 'Dome Firewall Platform (1 Node, 1-100 Users)', and Start Date: 02/17/2017. To the right of the card, it says 'Activation Complete' with a green checkmark icon. At the bottom right, there are three buttons: 'Back', 'Activate Selected', and 'Instructions'.

The license will be activated and Dome Firewall Virtual Appliance will be added to your list of licensed 'Applications'.

- Click 'Instructions' to view the information about Dome Firewall Virtual Appliance service URL configuration by Comodo. The URL information will be sent to your email within two business working days.

Buy New Subscription Dome Firewall Virtual Appliance

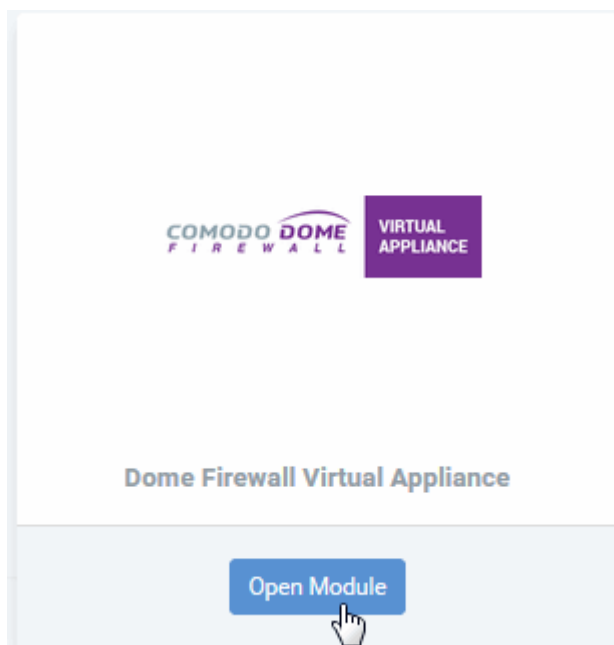
The screenshot shows the same sidebar. The main content area is titled 'Instructions'. The text reads: 'You've successfully purchased subscription shown below: Dome Data Protection. Comodo Dome Support Team is currently in progress of provisioning your Dome Data Protection Instance. This operation may take at least 2 business days to finalize. Once provisioning is complete, you will receive your Dome Data Protection Service URL from Comodo Dome Support Team via an e-mail. Please put that URL into the popup that appears once you click Dome Data Protection Module under Licensed Applications. For questions and assistance please contact: domesupport@comodo.com. Thank you being part of the community. The Comodo One Team.' At the bottom right, there is a green 'Finish' button.

- Click 'Finish' to complete the purchase process.

To open the 'Dome Firewall Virtual Appliance' interface

- Click 'Applications' on the menu bar then choose 'All Applications'

All licensed modules for your account will be displayed.



- Click 'Open Module' on the 'Dome Firewall Virtual Appliance' tile

For more details about how to use Dome Firewall Virtual Appliance, refer to the online admin guide at <https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html>

8.12 Purchase Comodo Dome Firewall Central Manager License

Comodo Dome Firewall Central Manager allows you to manage several Firewall Virtual appliances installed on your customers' networks from a single central console.

- You can purchase licenses for central manager from the Comodo One interface. Click 'Store' > 'Basic Version' in the Dome Firewall Central Manager tile.
- Once purchased and configured, you can access the central manager console as an external module.

Dome Firewall Central Manager can be setup in two ways:

- **Virtual Appliance:**
 - Download the .ova file for Comodo Dome Firewall Central Manager from <https://download.comodo.com/dome-repo/dome-fw-image/domefirewallcm.ova>.
 - Install the virtual appliance on your network and assign a public IP address to it.
 - Once installed, you can access the Dome Firewall Central Manager console at the URL `https://<IP Address of the virtual appliance>:8000`
 - The default username is 'admin' and password is 'comodo' (without quotes). You can change it at anytime after your first login.
- **Cloud version:**
 - Contact Comodo at provisiondome@comodo.com with your license key to setup the service.
 - Once setup, you will receive the IP address or the URL on which the service is hosted.

- You can access your Comodo Dome Firewall Central Manager at the given URL or <https://<given IP address>:8000>
- The default username is 'admin' and password is 'comodo' (without quotes). You can change it at anytime after your first login.
- The basic trial version of the Dome Firewall Central Manager license is free of cost and covers unlimited users for one year. The license can be upgraded at anytime from the Comodo One console.
- Alternatively, you can add central manager by linking to another Comodo Accounts Manager (CAM) or C1 account that already has a Dome Firewall Central Manager license. The service can then be shared by both accounts. Cumulative usage and validity are bound to the original license limitations.

Comodo Dome Firewall Virtual Appliance:

- For more details about how to purchase licenses for and download the virtual appliance, see [Add Comodo Dome Firewall Virtual Appliance](#)
- For more details about how to use Dome Firewall Virtual Appliance, refer to the online admin guide at <https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html>

Please read the following sections to learn more:

- [Purchase a new license](#)
- [Activate the license](#)

Purchase a new license

New licenses for Comodo Dome Firewall Central Manager can be purchased and activated from the 'Store' interface:

- Click 'Store' on the menu bar

All available applications will be displayed.



- Click 'Basic Version' in the 'Dome Firewall Central Manager' tile .

You will be taken to the subscription page.

Buy New Subscription Dome Firewall Central Manager

1. Login

2. Comodo Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Confirmation

7. Order Summary

8. Informations

Login

Login *

humbersafety@gmail.com

Password *

[Forgot Password](#)

Login

Your login username will be pre-populated and cannot be changed.

- Enter your Comodo One account password in the 'Password' field and click 'Login'.
- The next step allows you purchase new license or to activate your existing licenses, if you have any.

Buy New Subscription Dome Firewall Central Manager

1. Login

2. Comodo Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Confirmation

7. Order Summary

8. Informations

Subscriptions assigned to this COMODO Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

[← Back](#) [Activate Selected](#) [Buy New](#)

- Click 'Buy Now' to purchase a new license

Buy New Subscription Dome Firewall Central Manager

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Customer Information

Company Name

Company Website

Phone Number *

Street Address *

Street Address 2 *

City *

Country *

State or Province

Postal Code *

Billing Information
 The same as Contact Information

Terms and Conditions
 I have read and agree the [End User License/Service Agreement](#).

← Back Next

- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

The order confirmation page will be displayed.

Buy New Subscription Dome Firewall Central Manager

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

Order Confirmation

PRODUCT	LICENCE PERIOD	FULL PRICE
Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)	12 months	\$0.00
TOTAL		\$0.00

← Back Next

- Click 'Next' to confirm your order.

Buy New Subscription Dome Firewall Central Manager

1. Login
2. Comodo Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Confirmation
7. Order Summary
8. Informations

✓ **Congratulations! Your order is completed.**

Order #736112-7

Comodo Security Solutions, Inc.
 1255 Broad Street
 Clifton, NJ 07013
 United States
support.comodo.com

Spokes and Wheels
 Theradi Gandhi Road
 Kanchipuram
 IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Firewall Central Manager (FREE, Unlimited...	27f12ef5-4368-4a66-8e68-1d2e2923bf80

INVOICE NUMBER	736112-17	SUBSCRIPTION ID	4D10298CBA
----------------	-----------	-----------------	------------

Order Details

Order Number	736112-7
Order Date	2017-12-15

- Click 'Next' in the order completion page.

The instructions page will provide guidance on setting up Comodo Dome Firewall Central Manager on your network.

Buy New Subscription Dome Firewall Central Manager

Instructions

If you seek assistance while installing Dome FW CM, please contact domesupport@comodo.com.

How to Use

Method 1: Install the VM

You can download and install the Dome Firewall Central Manager into your own environment for managing Dome Firewall Virtual Appliances.

NOTE: It's important to give a public IP for the Central Manager for using it on Comodo One.

[Download](#) [Installation Guide](#)

Method 2: Comodo Hosted

You can contact Comodo for hosting your Dome Firewall Central Manager.

[Request Provisioning](#)

[Finish](#)

- Click 'Finish' to return to C1 Dashboard.
- The license will be activated. You will receive an email containing instructions and a download link for the virtual appliance.

Activating a License

- You can activate your license through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See [Comodo License Account Details](#) for more details on this process.

To add Dome Antispam MSP by activating an existing license

- Click 'Store' on the menu bar
- Click 'Basic Version' on the 'Dome Firewall Central Manager' tile.

COMODO DOME
FIREWALL CENTRAL MANAGER

Integrated

Dome Firewall Central Manager

[Basic Version](#)

This will open the product purchase page:

Buy New Subscription Dome Firewall Central Manager

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Login

Login *

Password *

[Forgot Password](#)

Login

Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see [Comodo License Account Details](#).

The username for the default account will be pre-populated.

- Enter the password for the default account and click 'Login'

The 'Comodo Account' page will display Dome Firewall Central Manager licenses associated with the default account:

Buy New Subscription Dome Firewall Central Manager

- 1. Login
- 2. Comodo Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Confirmation
- 7. Order Summary
- 8. Informations

Subscriptions assigned to this COMODO Account

Select license you would like to activate.

VALID ID: 27f12ef5-4368-4a66-8e68-1d2e2923bf80
Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)
Start Date: 12/15/2017

[← Back](#) [Activate Selected](#) [Buy New](#)

- Select the license you wish to activate and click 'Activate Selected'

Subscriptions assigned to this COMODO Account

ID: 27f12ef5-4368-4a66-8e68-1d2e2923bf80

IN-USE **Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)** Activation Complete ✓

Start Date: 12/15/2017

← Back Activate Selected Go to My Subscriptions Buy New

The license will be activated. You will receive an email containing instructions and a download link for the virtual appliance.

For more details about how to use Dome Firewall Central Manager, see the online admin guide at <https://help.comodo.com/topic-436-1-920-12359-Introduction-to-Comodo-Dome-Firewall-Central-Manager.html>.

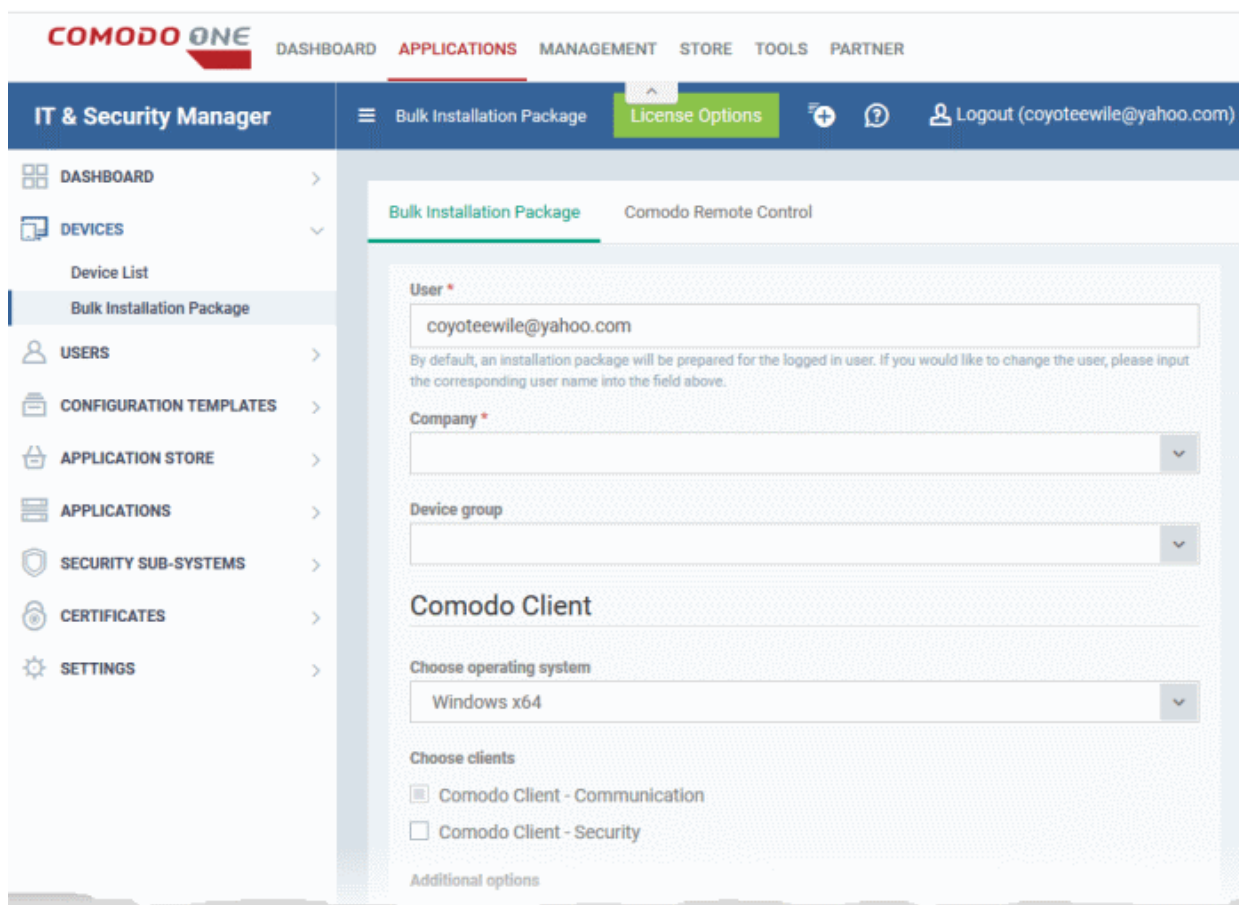
9 Quick Actions

The 'Quick Actions' menu contains shortcuts to important tasks in various C1 applications.

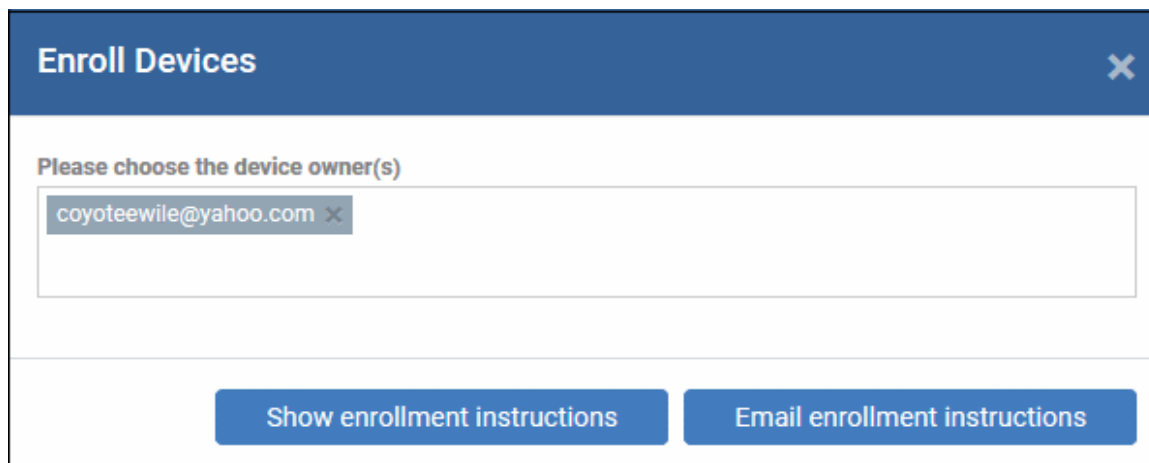
Quick Actions ▾ Quick Start v3.18.0 132 ? ▾ Coyote

- Download Bulk Enrollment Package
- Add New Device
- Create New Ticket
- Create New Customer
- Create New Opportunity
- Create New Quote

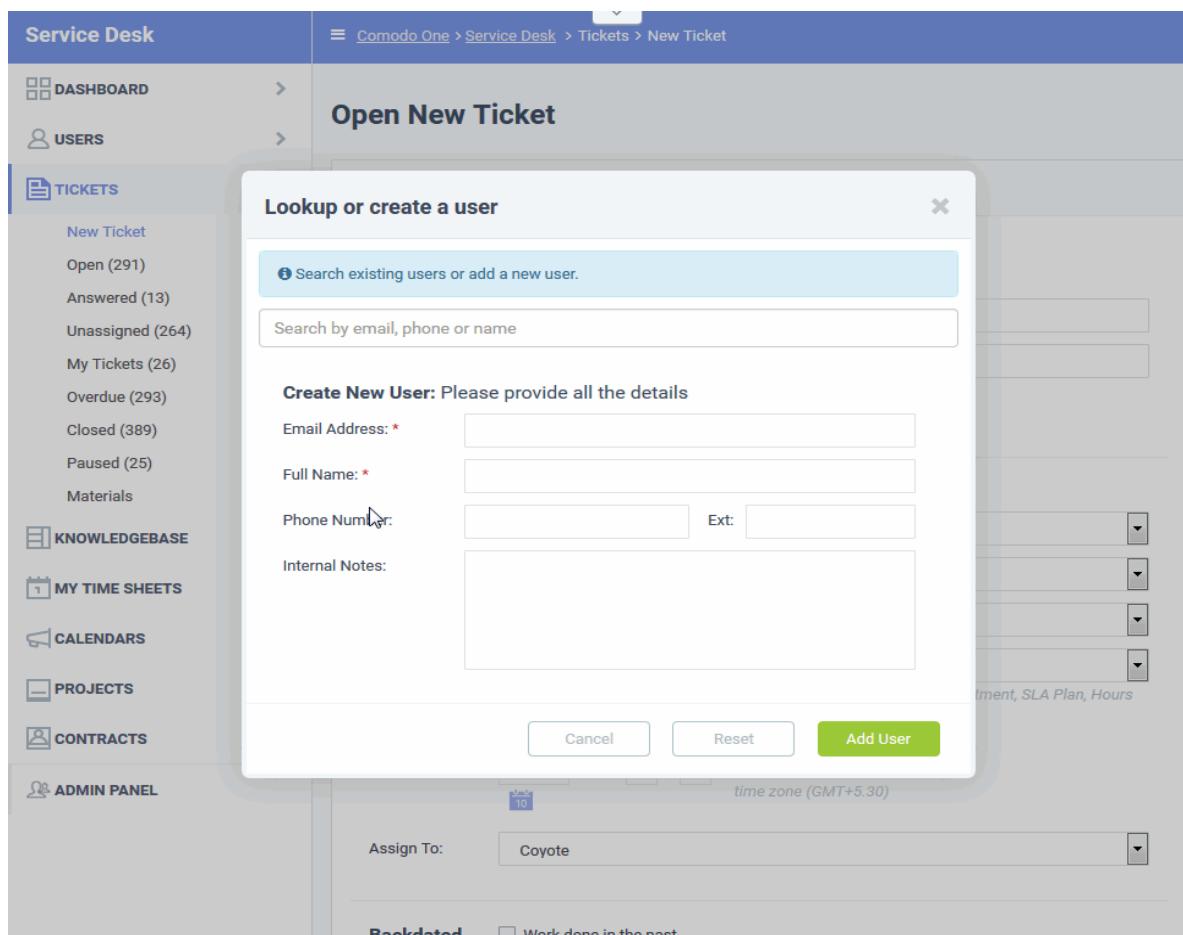
- **Download Bulk Enrollment Package:** Allows you to download the ITSM agent setup files for offline installation on Windows and Mac OS endpoints. The agent must be installed in order to enroll the endpoints to ITSM. To find out more about bulk enrollment, see <https://help.comodo.com/topic-399-1-786-10853-Enroll-Windows-and-Mac-OS-Devices-by-Offline-Installation-of-Agent.html>.



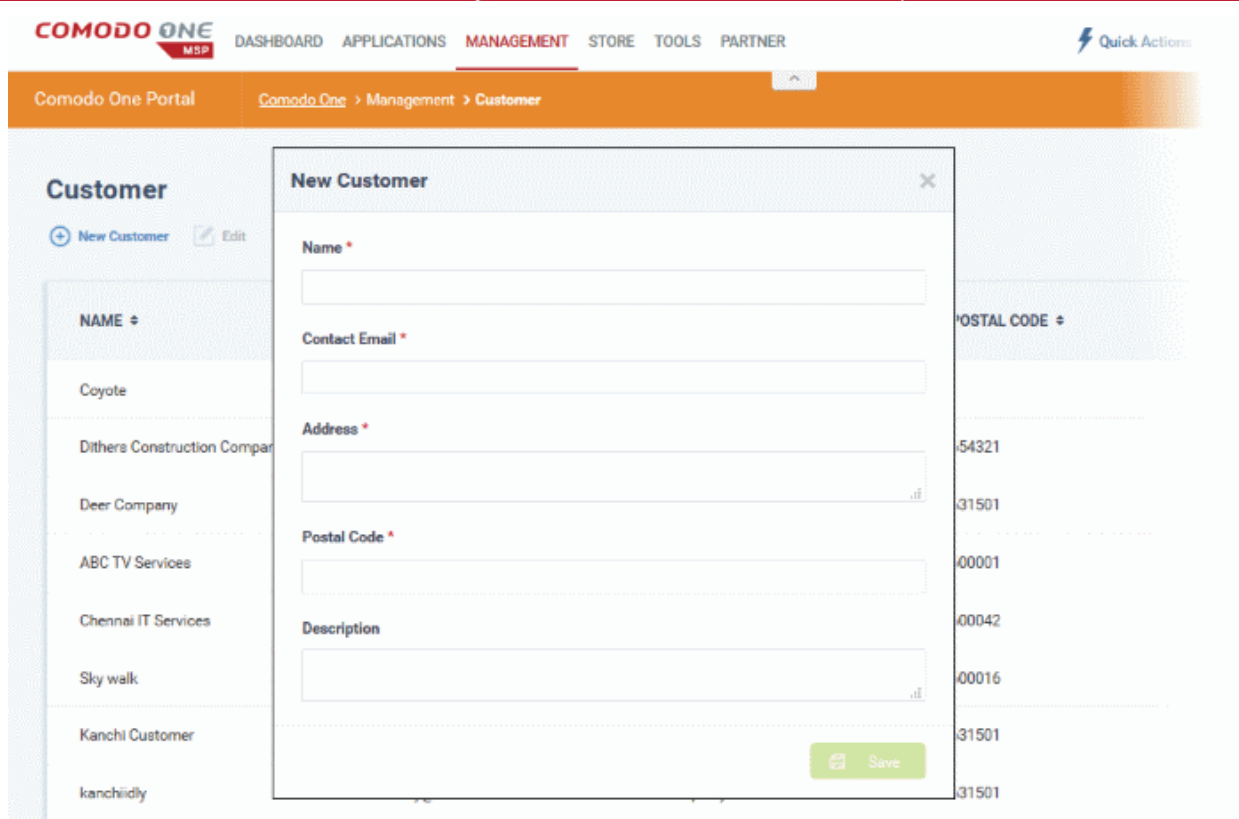
- **Add New Device** : Opens the ITSM enroll device enrollment wizard. To find out more about this process, see <https://help.comodo.com/topic-399-1-786-10126-Enrolling-User-Devices-for-Management.html>.



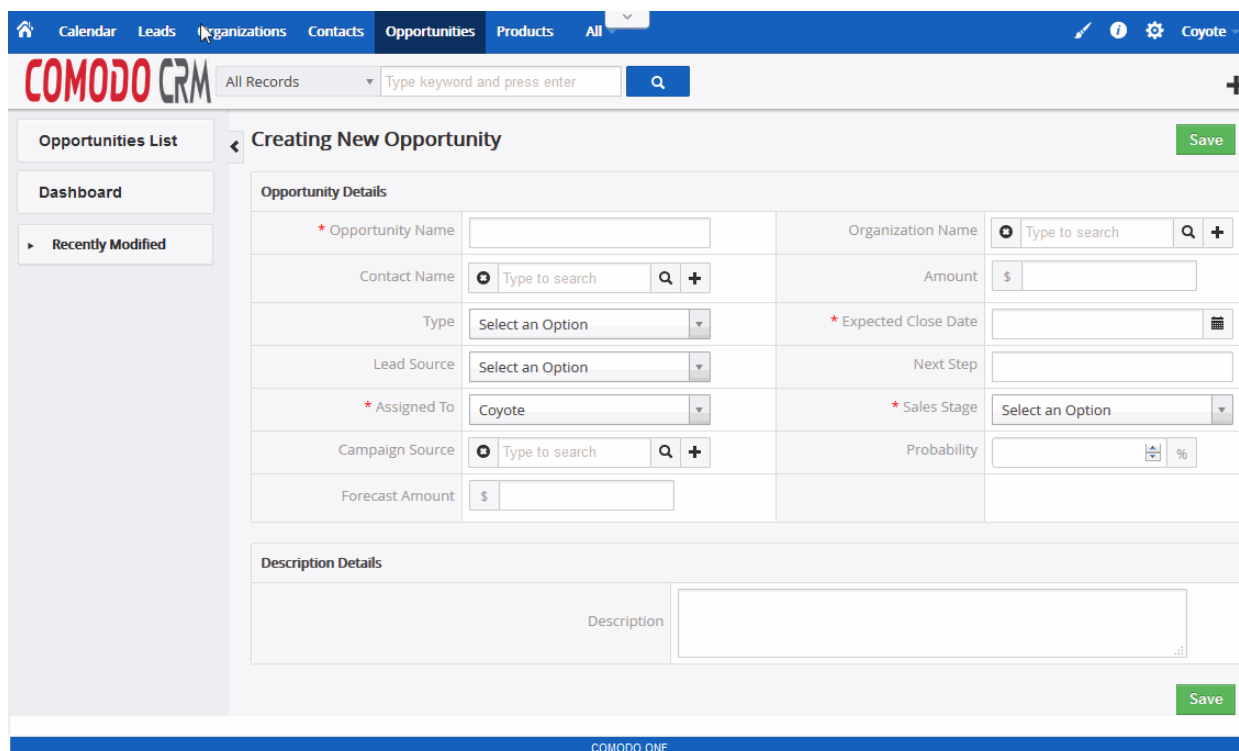
- **Create New Ticket** : Opens the new ticket interface in Service Desk. The interface allows you to create a new ticket on behalf of a user. See <https://help.comodo.com/topic-289-1-629-7981-Managing-Tickets.html> for more details on this process.



- **Create New Customer** : Opens the C1 'New Customer' interface. This allows C1 MSP users to add new customer organizations. Once added to C1, customer organizations will become available for selection as companies in all C1 modules (ITSM, Service Desk, Quote Manager etc). To find out more, see <https://help.comodo.com/topic-289-1-716-8483-Managing-Companies.html>



- **Create New Opportunity:** Opens the 'Create New Opportunity' interface in the CRM module. This allows you to quickly create a new opportunity from a sales lead. To find out more, see <https://help.comodo.com/topic-289-1-845-10881-Add-an-Opportunity.html>



- **Create New Quote** - Opens the new quote page in Comodo Quote Manager. This allows you to generate a price quote for hardware, software and services which you provide to your customers. Quotes can be sent

directly to your customers from the Quote Manager interface. To find out more, see <https://help.comodo.com/topic-289-1-778-10472-generating-a-new-quote.html>


« QUOTES

1 2 3 4
Quote setup Add items Additional information Summary

Quote setup

***To**

***Subject**

Expires on 

Style ▼

Private notes

These notes won't be displayed on PDF

Note heading

Note text

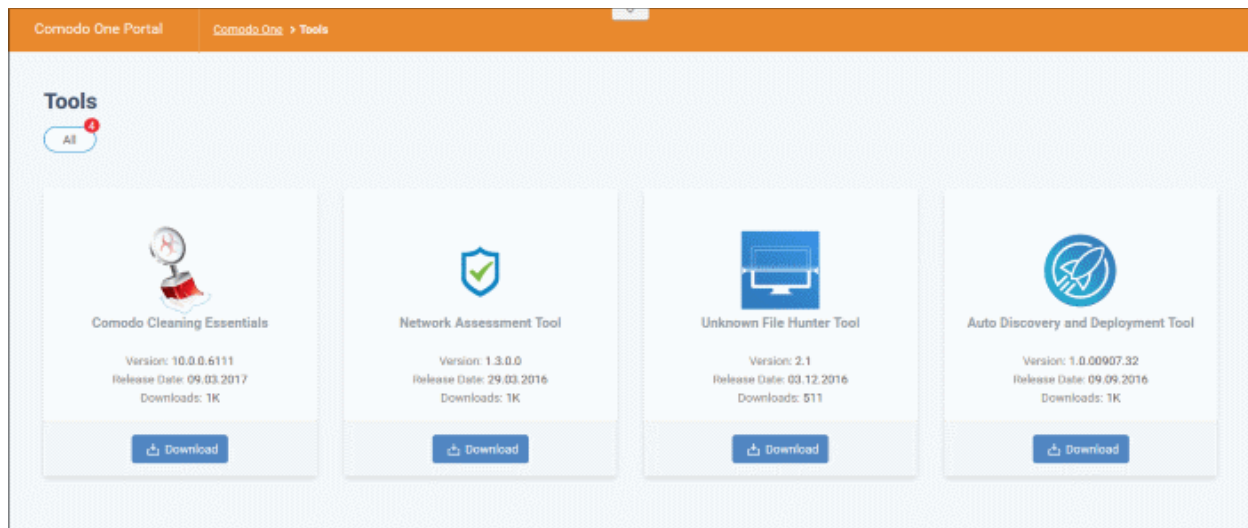
[+ ADD ONE MORE NOTE](#)

10 Tool Set

Comodo One provides customers with a suite of complementary productivity and security tools that can be downloaded from the 'Tools' interface. Free of charge, each tool is designed to help customers accomplish specific network and security tasks more efficiently.

To open the 'Tools' interface

- Click 'Tools' on the menu bar.



The following utilities are available:

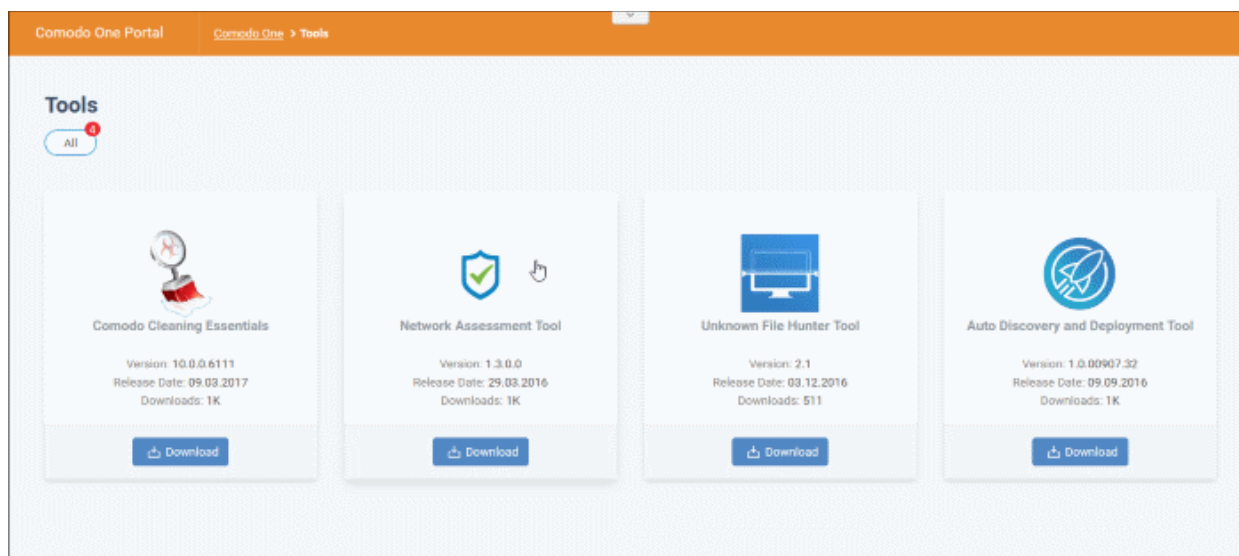
- **Comodo Cleaning Essentials** - Security software for Windows endpoints which contains tools designed to identify and remove malware and unsafe processes from infected computers. Includes a fully customizable malware scanner and an advanced system monitoring tool which allows users to kill unsafe processes with a single click. To find out more, see '[Comodo Cleaning Essentials](#)'.
- **Comodo Network Assessment Tool** - Allows administrators to perform in-depth scans on customer networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice to address each issue. To find out more, see '[Comodo Network Assessment Tool](#)'.
- **Unknown File Hunter Tool** - The Unknown File Hunter (UFH) is a lightweight scanner that identifies unknown and potentially malicious files residing on networks. Scanned files are categorized as 'safe', 'malicious' or 'unknown'. Unknown files are those that were not found on either the safe-list or the blacklist and could potentially contain zero-day threats. The UFH scanner allows you to upload such files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface. To find out more, see '[Unknown File Hunter Tool](#)'.
- **Auto Discovery and Deployment Tool** - Comodo Auto Discovery and Deployment Tool (CADDT) allows network admins to remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. To find out more, see '[Auto Discovery and Deployment Tool](#)'.

Comodo Network Assessment Tool

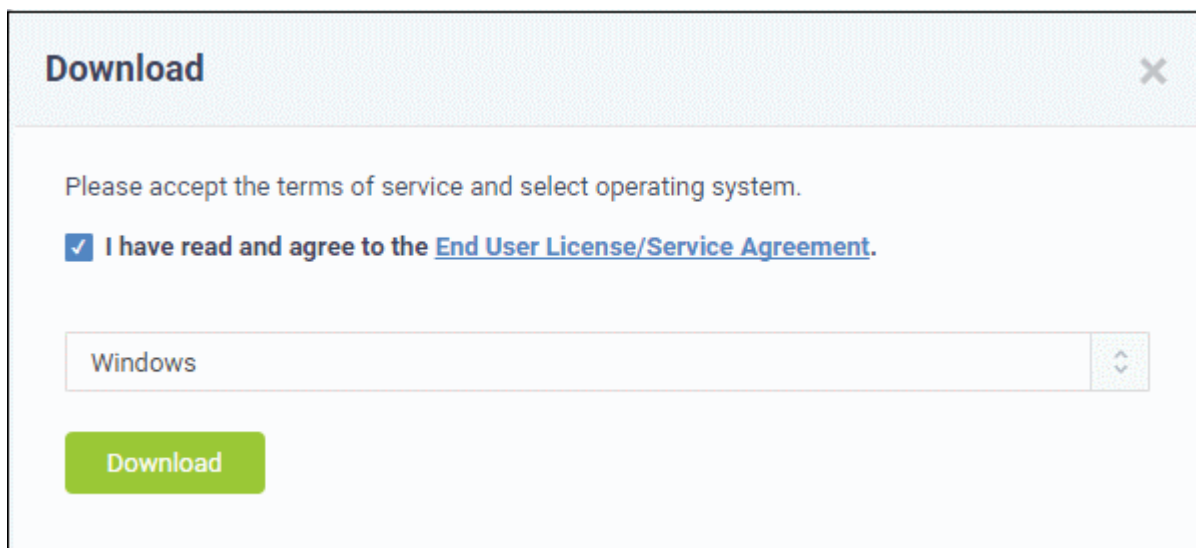
Comodo Network Assessment Tool (NAT) allows administrators to discover assets on customer networks, identify vulnerabilities in the network and generate reports. The client risk report contains details of the risks identified on each endpoint along with their risk score. The tool also offers a mitigation plan that contains advice to address each issue. Setup is easy with a simple wizard which allows users to import networks via Active Directory, Workgroup or IP range. For more details on how to install and use the application, refer to the online guide at <https://help.comodo.com/topic-289-1-783-10053-Introduction-to-Network-Assessment-Tool.html>.

To download Comodo NAT

- Click the 'Network Assessment Tool' tile to view a description of the product:



- Click the 'Download' button to start the download process. A download dialog will appear as shown below:



- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box.
- Choose the operating system of the server on which the NAT tool is to be installed.
- Click 'Download' to get the tool

Next, copy the setup file to your server and install. For more details on how to install and use the application, refer to the guide at <https://help.comodo.com/topic-289-1-783-10053-Introduction-to-Network-Assessment-Tool.html>.

Comodo Cleaning Essentials

Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to help users identify and remove malware and unsafe processes from infected computers. CCE is a portable application which requires no installation.

Major features include:

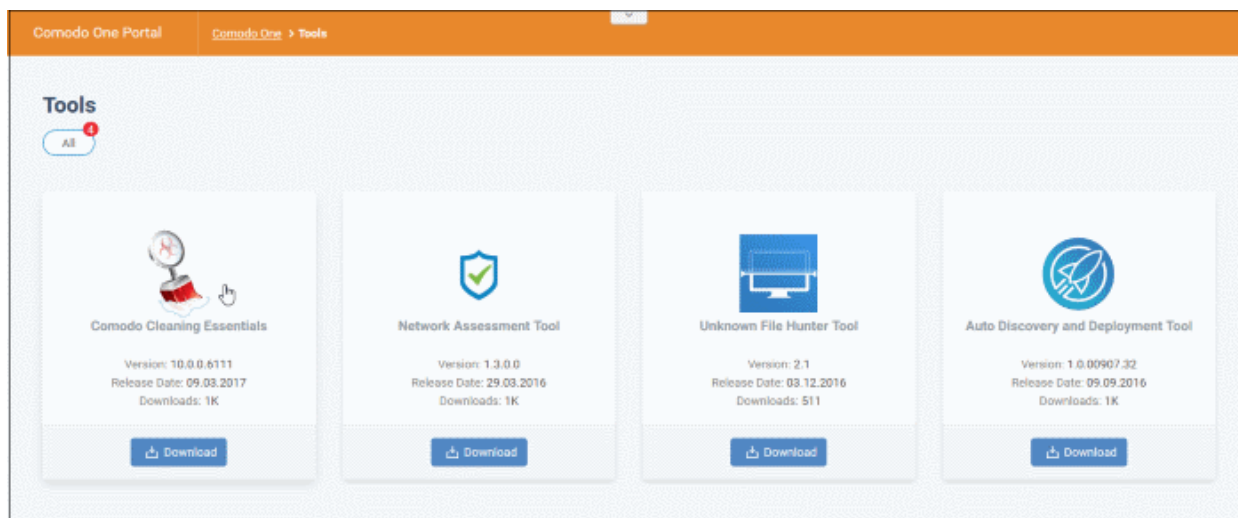
- **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
- **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on their system.

- **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

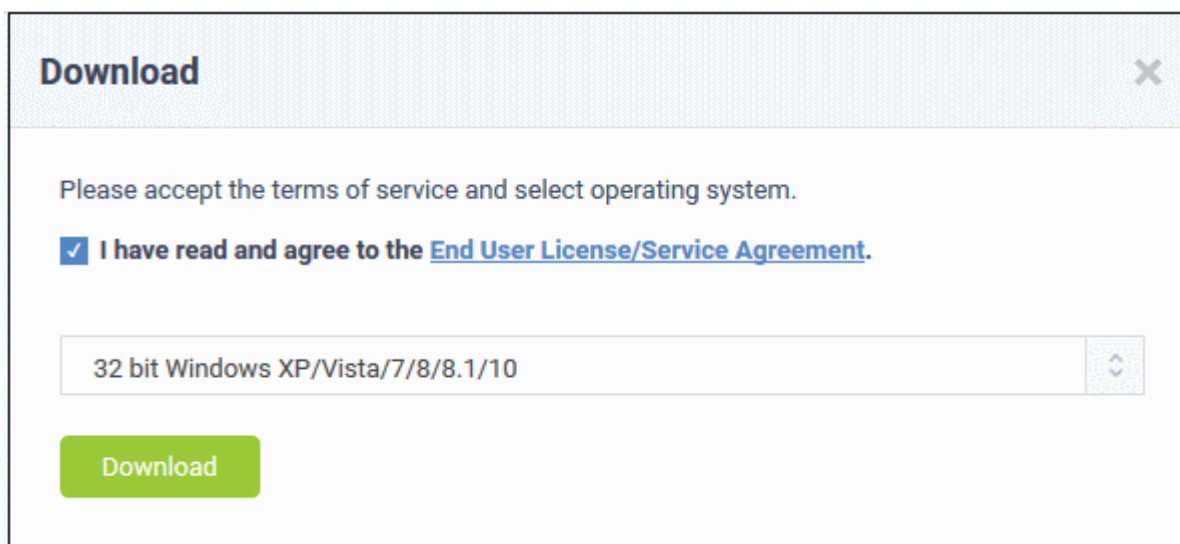
For more details on using the application, refer to the online user guide at <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

To download CCE

- Click the 'Comodo Cleaning Essentials' tile to view a description of the product:



- Click the 'Download' button to start the download process. A download dialog will appear as shown below:



- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box.
- Choose the operating system from the drop-down
- Click 'Download' to download a zip file containing CCE.

For more details on using the application, refer to the online user guide at <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

Unknown File Hunter Tool

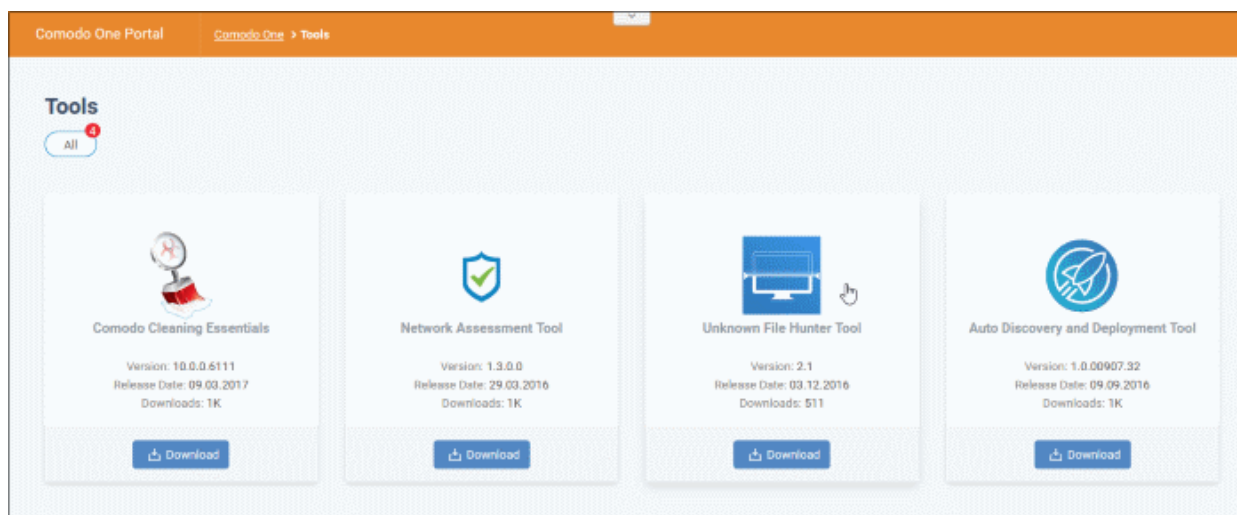
The Comodo Unknown File Hunter Tool (UFH) tool is a lightweight scanner which identifies unknown, and potentially malicious files, residing on your network. After scanning your systems, it will classify all audited files as 'Safe',

'Malicious' or 'Unknown'. While 'Safe' files are OK and 'Malicious' files should be deleted immediately, it is in the category of 'Unknown' that most zero-day threats are to be found. The UFH scanner allows you to upload these files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.

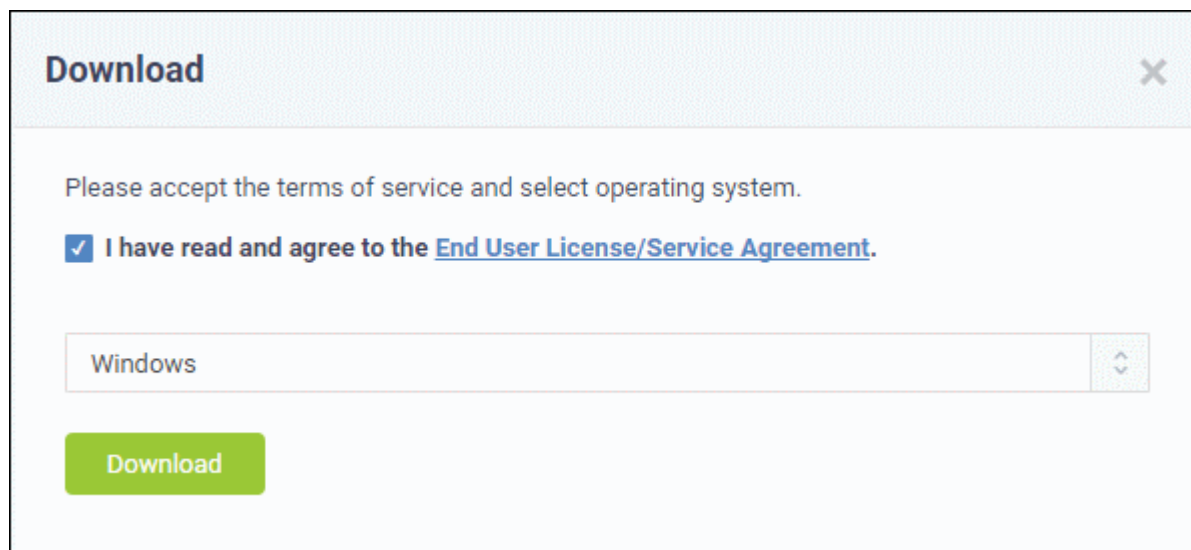
For more details about using the application, refer to the online user guide at <https://help.comodo.com/topic-400-1-794-10426-Introduction-to-Comodo-Unknown-File-Hunter.html>

To download the UFH tool

- Click the 'Unknown File Hunter' tile to view a description of the product:



- Click the 'Download' button to start the download process. A download dialog will appear as shown below:



- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box.
- Choose your operating system from the drop-down
- Click 'Download'

For more details about using the application, refer to the online user guide at <https://help.comodo.com/topic-400-1-794-10426-Introduction-to-Comodo-Unknown-File-Hunter.html>

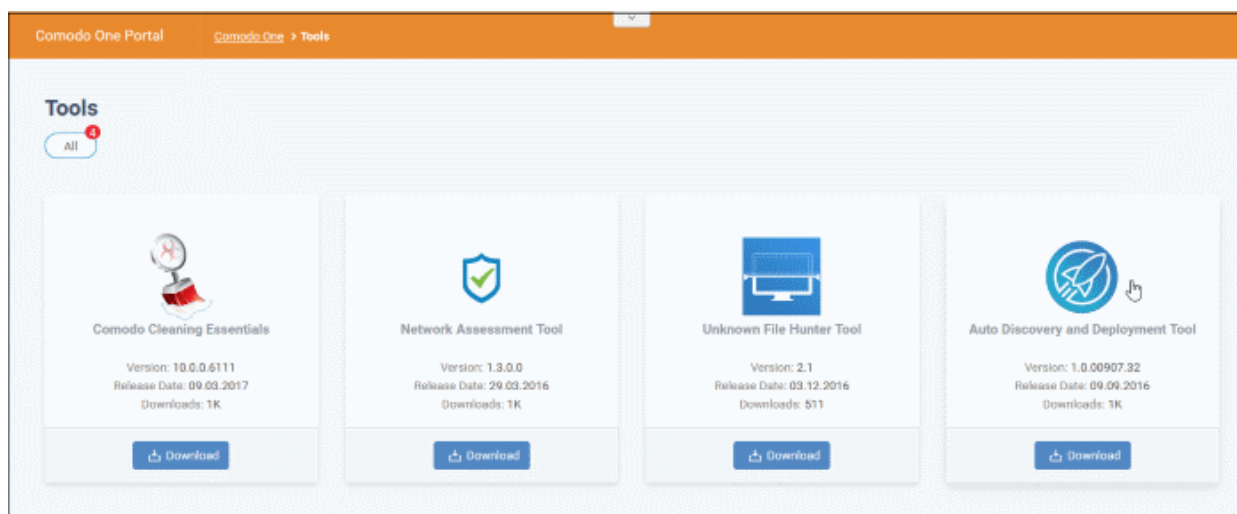
Auto Discovery and Deployment Tool

Comodo Auto Discovery and Deployment Tool (CADDT) allows network admins to remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. The utility can be used to

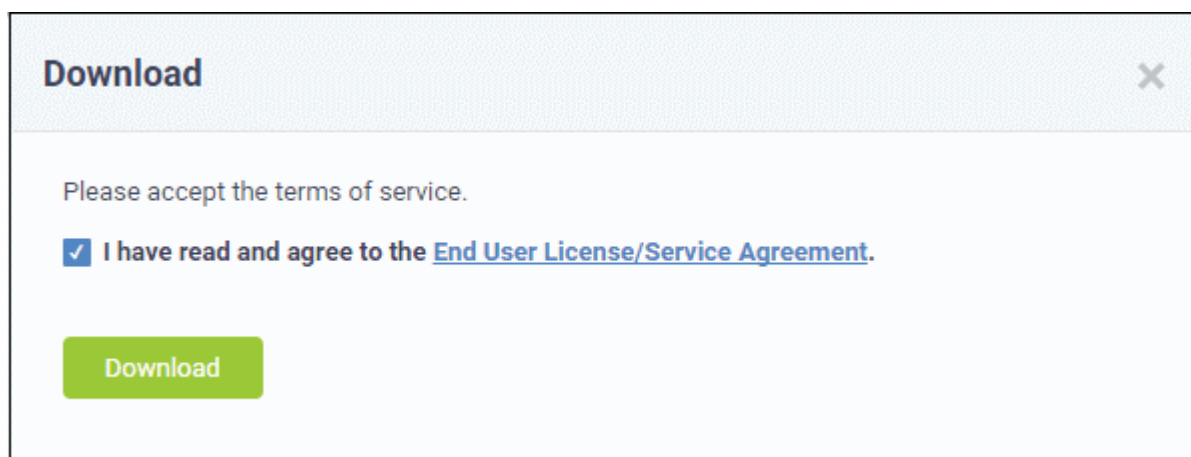
remotely install any .exe, .msi or .mst packages. CADDT is a portable app which does not require installation. Simply double-click on ADDT.exe to run the application.

To download the Auto Discovery and Deployment tool

- Click the 'Auto-Discovery and Deployment Tool' tile to view a description of the product:



- Click the 'Download' button to start the download process. A download dialog will appear as shown below:



- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box.
- Click 'Download' to download the application
- Simply double-click on the file to start the application - no installation is required.

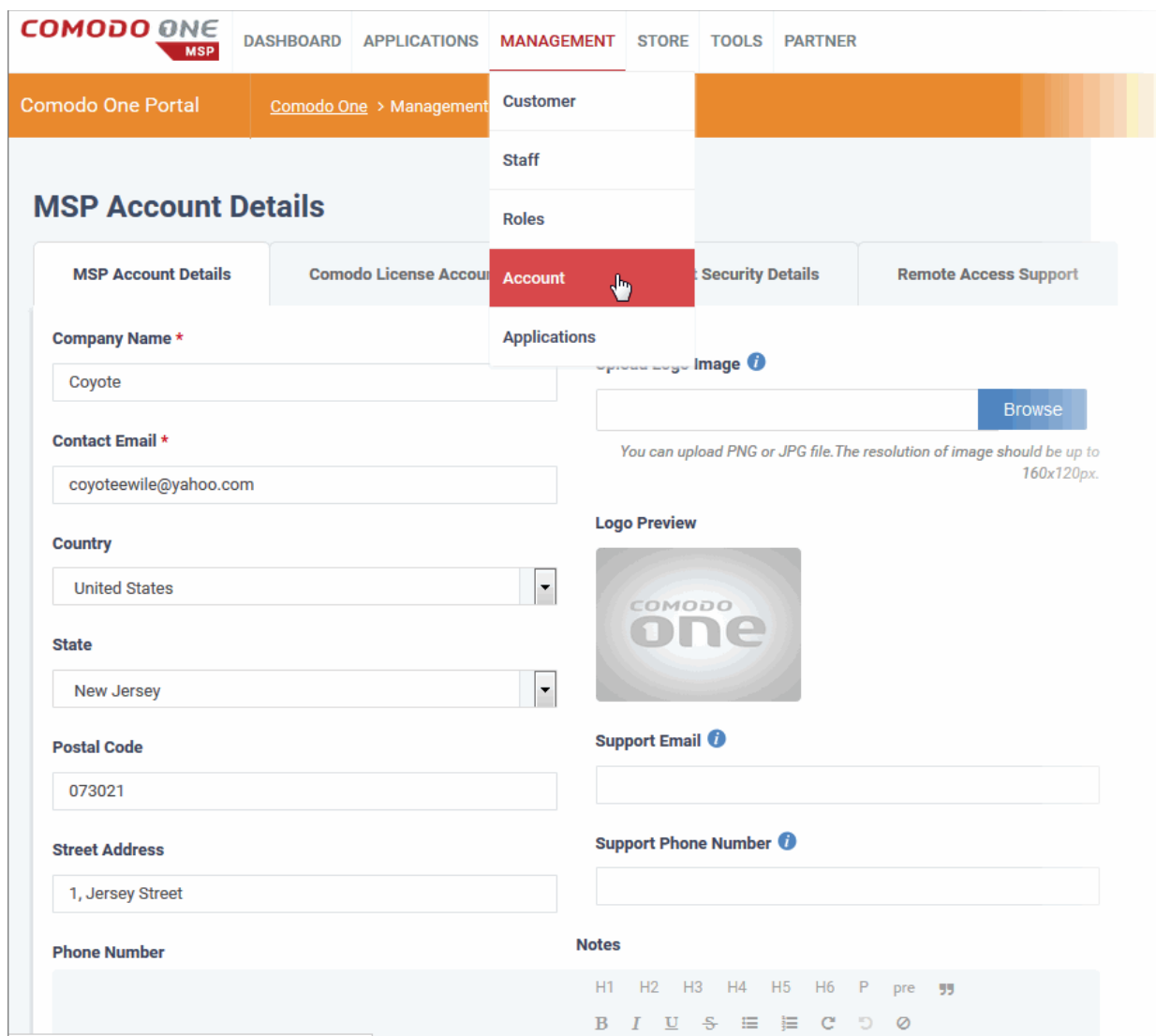
11 Managing your Account

The 'Account Details' interface allows you to edit company, license and account security details.

- Account Details - Company contact details, company logo, support contact details.
- License Details - Manage your C1 licenses. Link another Comodo account to your C1 account
- Account Security - Set up two-factor authentication for additional login security.

To open the 'Account' interface

- Click 'Management' > 'Account' on the top navigation:



The Interface contains three tabs:

- **Account Details**
- **Comodo License Account Details**
- **Account Security Details**
- **Remote Access Support**

11.1 Updating C1 Account and Customizing Reports

The account details tab in the 'Management' section allows you to edit your account details as well as customize the logo and support contact detail shown in reports. The name of the tab depends on whether you have an MSP or Enterprise account.

To open account details,

- Click 'Management' > 'Account'
- The interface will open at the 'Account Details' tab by default:

To edit your account details

Comodo One Portal [Comodo One](#) > Management > Account

MSP Account Details

MSP Account Details Comodo License Account Details Account Security Details Remote Access Support

Company Name *
Coyote

Contact Email *
coyoteewile@yahoo.com

Country
United States

State
New Jersey

Postal Code
073021

Street Address
1, Jersey Street

Phone Number

Upload Logo Image ⓘ
Browse

You can upload PNG or JPG file. The resolution of image should be up to 160x120px.

Logo Preview

Support Email ⓘ

Support Phone Number ⓘ

Notes

H1 H2 H3 H4 H5 H6 P pre ☰

B I U S ☰ ☰ ☰ ☰ ☰ ☰

Words:0 Characters:0

- Edit the details as required.
- Enter any important company notes in the rich-text editor at the bottom.
- Click 'Clear Form' to undo the changes
- Click 'Save Changes' to apply your changes.

To customize reports

All reports display a logo at the top and support email and contact number in the footer. You can change the logo which is displayed and the support details.

- To remove the existing logo, click 'Remove' in the 'Log Preview' section.
- To upload a new logo, click 'Browse' beside the 'Upload Logo Image', navigate to the location where it is saved and click 'Open'.
- Enter the email and contact number in the 'Support Email' and 'Support Phone Number' fields.
- Click 'Clear Form' to undo the changes.
- Click 'Save Changes' to apply your changes.

Click 'Dashboard' > 'Reports' to open the reports interface.

11.2 Comodo License Account Details

- The 'License Account Details' tab lists all C1 / Comodo Accounts Manager (CAM) accounts that you have added to your account.
- Link an account - Linking another CAM or C1 account lets you share licenses and funds with the other account. CAM is the management portal used by Comodo customers and partners to track orders and purchase licenses. A CAM account is automatically created when you subscribe to C1. You can log in to CAM directly at <https://accounts.comodo.com/login>.
- Set Partner - MSP account admins can also become a Comodo partner to resell Comodo products. As a partner you can take advantage of discounted rates on all subscription-based services offered through C1 MSP. These include endpoint security, web security, data backup and network monitoring and protection.

To open the license account details,

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab

COMODO LICENSE...	COMODO LICENSE AC...	FIRST NAME	LAST NAME	PHONE ...	PARTNER	DEFAULT
coyoteewile@yaho...	coyoteewile@yahoo.c...			3214569...	YES	✓
msspchen@yopma...	msspchen@yopmail.c...			1234568...	YES	Set Defa...
newlicense@yopm...	newlicense@yopmail...			0442259...	YES	Set Defa...
laimpoy@yopmail...	laimpoy@yopmail.com			1231231...	YES	Set Defa...

Comodo License Account Details - Table of Column Descriptions

Column Header	Description
Comodo License Account Email	The email address of the CAM account.
Comodo License Account Login	The login details of the CAM account.
First Name	First name provided for the account.
Last Name	Last name provided for the account.
Phone Number	Contact number provided for the account.
Partner	Indicates whether the account is a Comodo partner.
Default	The account which will be used for C1 purchases and communications. Please

note you can assign only one CAM account at a time.

Sorting Option:

- Click any column header to sort items in ascending or descending order according to the column label.

The interface allows administrators to:

- **Link a CAM account to C1**
- **Set a CAM account as default**
- **Set an MSP account as Comodo Partner**

Link a CAM account to C1

A Comodo Accounts Manager (CAM) account is automatically created when you subscribe to C1. This will be listed as the default in the Comodo License Account Details table.

If you already have CAM accounts with C1 licenses, these accounts can be linked to your C1 account. This will allow you to add your existing products as C1 modules from the C1 store. For example, if you have already purchased a license for Dome Secure Web Gateway under a different account, you can add this account to C1, set it as default then add Dome Secure Web Gateway from the store. You can also create new CAM accounts from here and add them to C1 automatically.

To link a CAM account,

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab
- Click 'Link New' at the top right

PARTNER	DEFAULT
NO	✓
YES	Set Default
NO	Set Default

- Enter the CAM account login credentials and click the 'Link This Account' button. The account will be added and listed in the table.

To create a new CAM account instead,

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab
- Click 'Create Comodo License Account'

The account setup form will be displayed:

The screenshot shows a web form titled "Setup Comodo License Account Details" with a close button (X) in the top right corner. The form contains the following fields:

- Email ***: A text input field.
- Password ***: A text input field.
- Company Name ***: A text input field.
- Phone Number ***: A text input field.
- Country ***: A dropdown menu.
- State or Province**: A dropdown menu.
- Postal Code ***: A text input field.

A green "Submit" button is located at the bottom right of the form.

- Email - Provide a valid email address which will be used to login to your CAM account
- Password - Enter a password for the CAM account
- Company Name - The name of the company for which you want to create a new CAM account. This company name needn't necessarily correspond to a C1 company name.
- Phone Number - Enter your contact phone number
- Country - Select your country from the drop-down
- State or Province - Select the state/province from the drop-down
- Postal Code - Enter the pin code of the area
- Click the 'Submit' button

The newly created CAM account will be added to the list. You can login to your CAM account at <https://accounts.comodo.com/login> and subscribe for Comodo products. To add licensed products from this account, make sure you set this as the default CAM account in C1.

Set a CAM account as default

To obtain products using licenses from another CAM account, you have to make it the default account. When you shop for products from the store, the default CAM login will be auto-filled and non editable.

To make a CAM account as default,

- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab
- Click the 'Set Default' link under the 'Default' column

Comodo One Portal | Comodo One > Management > Account

Comodo License Account Details

MSP Account Details | **Comodo License Account Details** | Account Security Details | Remote Access Support

[Link New](#) [Set Partner](#)

COMODO LICENSE ACCOUNT EMAIL	COMODO LICENSE ACCOUNT LOGIN	FIRST NAME	LAST NAME	PHONE NUMBER	PARTNER	DEFAULT
coyoteewile@yahoo.com	coyoteewile@yahoo.com			321456987	YES	
msspchen@yopmail.com	msspchen@yopmail.com			1234568789	YES	Set Default
newlicense@yopmail.com	newlicense@yopmail.com			04422591052	YES	Set Default
laimpoy@yopmail.com	laimpoy@yopmail.com			123123132123	YES	Set Default

You have to provide the login credentials of the current default CAM account.

Enter Comodo License Account Details

Login *

Password *

[Forgot Password](#)

- Enter the password and click 'Set Account as Default'

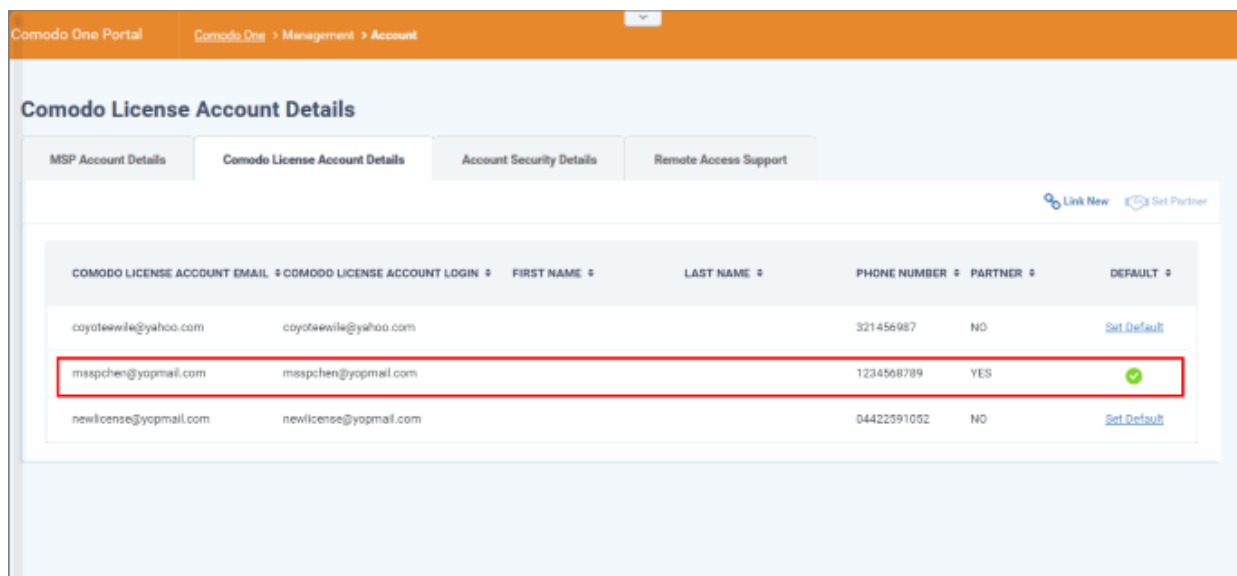
Alert

The account is set as default.

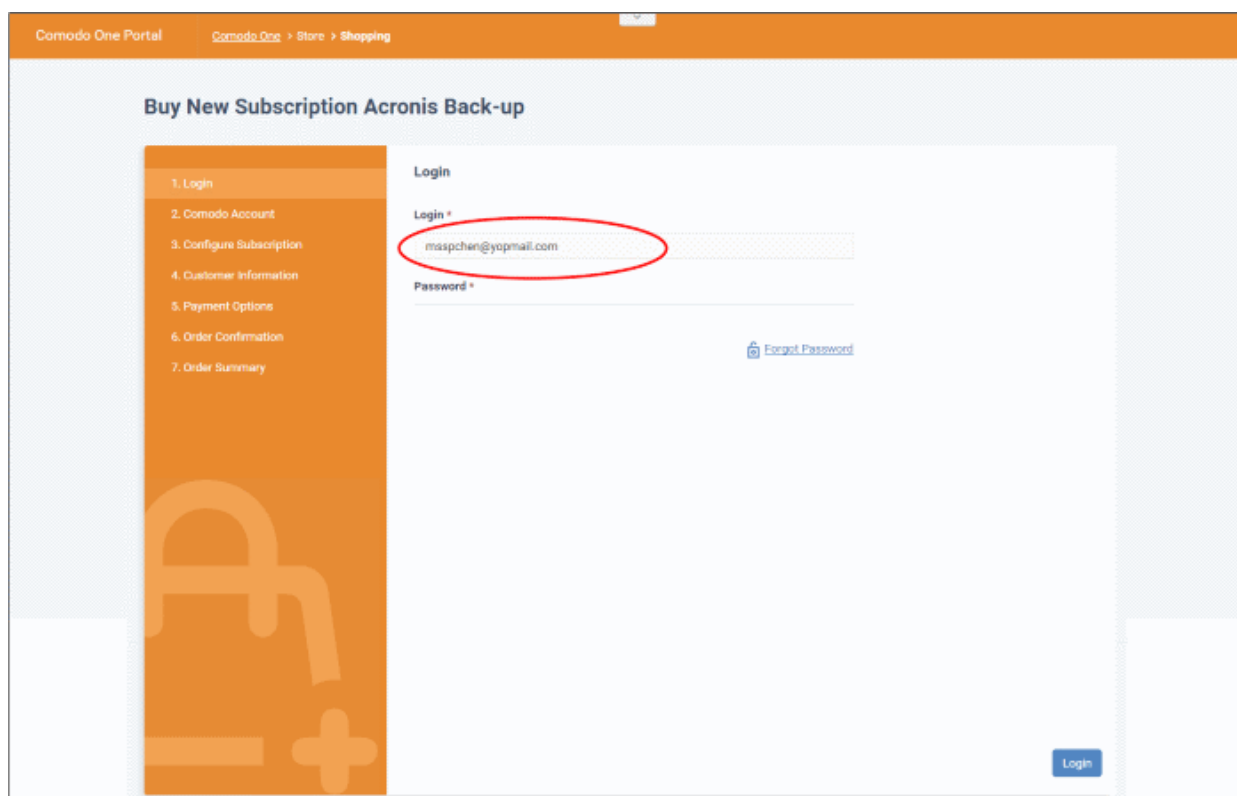
OK

- Click 'OK'

The selected CAM account will be now set as default.



This default CAM account login will be auto-populated when subscribing for a product and adding it as a C1 module.

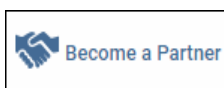


See the '[App Store](#)' section for details on how to subscribe for integrated products.

Set an MSP account as Comodo Partner

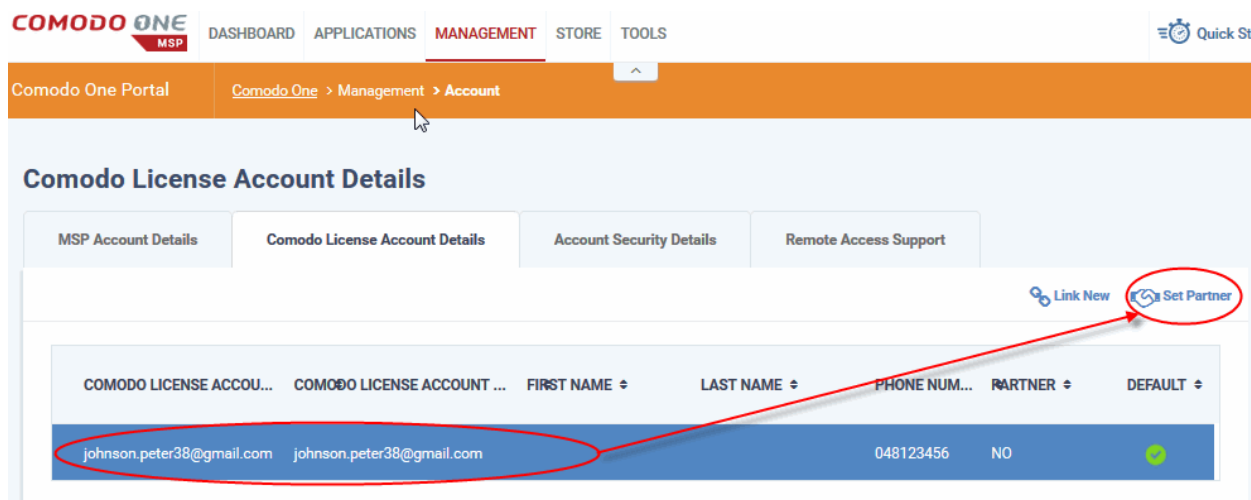
An MSP company in C1 can also become a Comodo partner. This brings a host of benefits, including discounted purchase prices for Comodo products and more. Purchased products can then be re-sold to your customers. Please note this feature is available to C1 MSP accounts only.

MSPs can add partner functionality in two ways:



- By clicking the 'Become a Partner' button at the top of the interface. This button will be available if the default CAM account is not already a partner.

- By selecting a CAM account in 'Comodo License Account Details' then clicking 'Set Partner' at top right. The difference is that the former method automatically selects the default CAM account while the latter lets you choose a non-default CAM account to be become a partner.



The partner account sign-up dialog will open:

The screenshot shows a dialog box titled "Sign Up for a Comodo Partner Account Details" with a close button (X) in the top right corner. On the left, there is a vertical list of steps: 1. Welcome (highlighted in blue), 2. Login, 3. Company Details, and 4. Address. The main content area contains the following text:

Thank you for your interest in becoming a Comodo One MSP Partner

Comodo ONE IT Operating Platform enables you to expand your client base by offering enterprise-class subscription services while solving your customers' IT challenges more efficiently.

Boost productivity with seamless integration between award-winning services, functions and toolsets and reduce costs with our complementary platform and tools.

As a Comodo ONE partner you'll have everything you need to increase revenue and attract new customers while managing IT administration from a single pane of glass.

Once you become a Comodo partner you can take advantage of discounted rates on all of the subscription-based services offered through Comodo ONE MSP including endpoint security, web security, data backup and network monitoring and protection.

At the bottom right, there is a green button labeled "Become a Comodo One MSP Partner Today".

- Click 'Become a Comodo One MSP Partner Today' button in the 'Welcome' dialog.

The screenshot shows the same dialog box, now on Step 2: Login. The left sidebar shows steps 1. Welcome, 2. Login (highlighted in blue), 3. Company Details, and 4. Address. The main content area contains the following form fields:

Login Name *

Password *

At the bottom right, there is a blue link with a lock icon labeled "Forgot Password".

At the bottom of the dialog, there are two buttons: a grey "Back" button on the left and a green "Next" button on the right.

- The 'Login Name' will be auto-populated. This will be the default CAM account if you click the 'Become a Partner' button at the top or the selected account from the list and clicking 'Set Partner'.
- Enter the password and click 'Next'. If you have forgotten the password, you can initiate a new password request by clicking the 'Forgot Password' link.

The 'Company Details' dialog will be displayed:

Sign Up for a Comodo Partner Account Details X

1. Welcome
2. Login
3. Company Details
4. Address

Company Name *
Coyote

Company Web Site Address *
example.com

Contact Email Address *
coyoteewile@yahoo.com

Phone Number *
321456989

Back Next

This will be auto-populated with the details of the C1 account.

- Edit the fields if required and click 'Next'

The address details of the C1 account will open.

Sign Up for a Comodo Partner Account Details
✕

1. Welcome
2. Login
3. Company Details
4. Address

Country *

City *

State or Province *

Street Address *

Postal Code *

- Edit the fields if required and click 'Next'

A congratulations message will be displayed:

Sign Up for a Comodo Partner Account Details
✕

1. Welcome
2. Login
3. Company Details
4. Address

Congratulations!

You have successfully requested to becoming a Comodo One MSP Partner.

Once your partnership has been approved, you will receive an email notification and also a new **"Partner" icon in your Comodo One MSP Toolbar** will appear. This icon will direct you to your partnership/reseller portal.

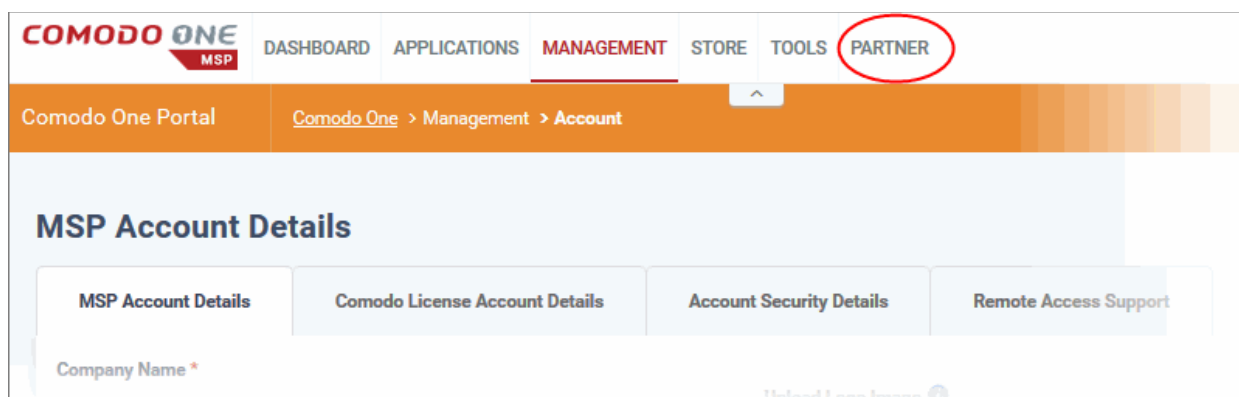
A Partnership Success Manager will be in contact with you to go over your Partnership/Reseller Portal, your discount rates and provide you with a demonstration on how to utilize it.

Your initial starting discount percentage rate will be 5%. If you would like to add funds to your partnership portal to change your discounted percentage rate, and select a pricing band, **please call 973-396-1233** during 9 a.m. – 6 p.m. EST or email C1-sales@comodo.com.

Discount	Pricing Band	Initial Deposit
5%	MSP - pay as you go	\$0

- Click 'Finish'

The application will be submitted to Comodo for approval. A status of 'Pending' will be shown in the 'Partner' column during this time. After Comodo has approved the account, the status will change to 'Yes'. A 'Partner' link will also appear in the C1 file menu:



- The 'Partner' link leads to <https://accounts.comodo.com/login>

Now the partner can login and manage their account at <https://www.comodo.com/login/comodo-members.php>

Once an MSP has become a partner, Comodo products will be available at discounted prices which can be sold to their customers via the reseller portal at <https://accounts.comodo.com/reseller/management>. Refer to our reseller guide at <https://help.comodo.com/topic-211-1-725-8860-The-Reseller-Portal.html> for help to manage your reseller account.

The discounted prices will also be available when purchasing products via the C1 Store. See the [App Store](#) and its sub-sections for more details about subscribing for Comodo products in the C1 store.

11.3 Set up Two-Factor Login Authentication

Two-factor authentication adds additional login security by requiring staff to present two forms of authentication before they can access C1.

- Enabling the feature means that all users on the account will be taken through the Two-Factor setup process the next time they login.
- Setup involves installing the Google Authenticator app on staff member mobile devices. Each staff must pair their device with C1 to obtain verification codes. Guidance on this is available in [Pair an Authentication Device](#).
- Once setup, staff will need to enter a unique verification code generated by the app (this code changes frequently) in addition to their C1 username and password.
- Afterwards first login, staff have the option to disable two-factor authentication for the browser they are currently using IF allowed by an administrator. They will need to pass two-factor authentication again in they login using a different browser OR if they login from a different computer.

To configure two-factor authentication

- Click 'Management' > 'Account'
- Select the 'Account Security Details' tab

Comodo One Portal | Comodo One > Management > Account

Account Security Details

MSP Account Details | Comodo License Account Details | **Account Security Details** | Remote Access Support

Enable Two Factor Authentication

Two-Factor Authentication adds another security level while verifying user identity. To sign-in, the user needs to enter both the password and a verification code sent to Google Authenticator app on the user's smartphone.

* ITSM local admins, cDome and cWatch users will be able to login without Two-Factor Authentication from module login pages.

[Save Changes](#)

- Select 'Enable Two Factor Authentication'

Additional option for allowing the staff to disable two factor authentication for their browser will appear:

Account Security Details

MSP Account Details | Comodo License Account Details | **Account Security Details** | Remote Access Support

Enable Two Factor Authentication

Two-Factor Authentication adds another security level while verifying user identity. To sign-in, the user needs to enter both the password and a verification code sent to Google Authenticator app on the user's smartphone.

* ITSM local admins, cDome and cWatch users will be able to login without Two-Factor Authentication from module login pages.

Enable "Do not ask again for this browser option"

"Do not ask again for this browser option" enables your staff not to use Two Factor Authentication in the same browser when they sign in.

[Save Changes](#)

- "Do not ask again for this browser option" - If enabled, staff members will be offered the option to disable two-factor checks on future visits from this machine using their current browser. The option will be offered after their first successful login. See [Login using Two Factor Authentication](#) for more details.
- Click 'Save Changes'.

The 'Two-Factor Authentication' dialog will open:

Two-Factor Authentication

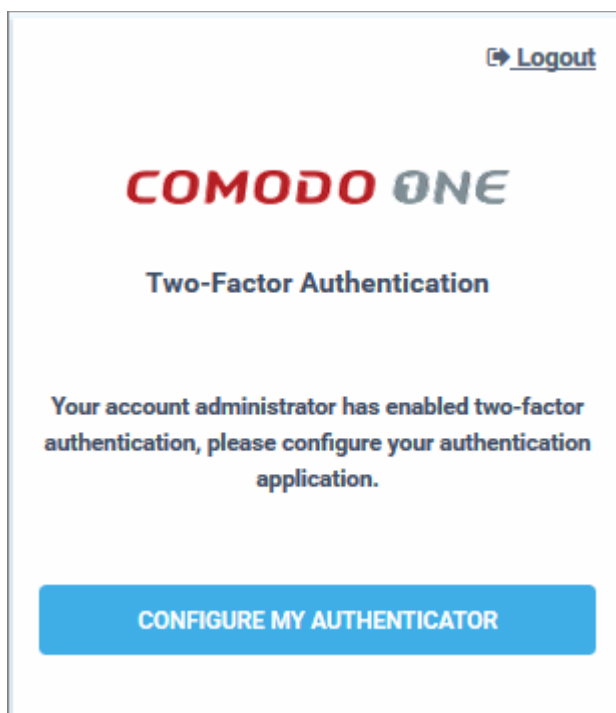
Click OK to logout from C1 Portal to configure Two-Factor Authentication on your smart device now. You can click on Configure Later to do the configuration in the next login.

[Configure Later](#) [OK](#)

- Click 'Configure Later' to setup two factor authentication during the next login
- Click 'OK' to setup the process now. Clicking 'OK' you will log out you immediately and ask you to login again to continue the process.

Pair an Authentication Device

- Admins and staff should pair their authentication device for two factor authentication when they login to Comodo One portal for the first time.
- The following message will appear on first login after enabling two factor authentication:




- Click 'Configure My Authenticator'. The steps to complete the two-factor authentication will be displayed.



Enable Two-Factor Authentication [Logout](#)


An authenticator app works by generating a new security code every 30 seconds. Once you have an authentication app installed on your smart phone and paired with your account, you can always get a code - even if you have airplane mode turned on, or are anywhere without cell service. You can use Google Authenticator for configuration.

Just a few simple steps, and you'll be all set




Step 1
Please download Google Authenticator app on your smart device and open it.



Step 2
Scan this QR-code
Open authentication app and:
- tap the "+" icon in the top-right of the app
- scan the image to the left, using your phone's camera

[I can't scan the QR-code](#)



Step 3
Enter Verification Code
Once the QR-code above is scanned, enter the 6-digits verification code generated by the app

- Download the 'Google Authenticator' app and install it on your iOS or Android device.
- Open the 'Authenticator' app and tap the '+' icon'
- Scan the QR code displayed on the 'Enable Two-Factor Authentication' screen
- A six number authentication code will be generated automatically in the app. This code will change frequently and is unique to your account.
 - Enter the code in the text field under 'Enter Verification Code' field.
- Click 'Pair'

A success message will be displayed along with 10 backup codes in case you do not have the authentication device with you. The codes can be used only once.

Enable Two-Factor Authentication [Logout](#)

Two-Factor Authentication has been **enabled** for your account, and you have been signed out of all other sessions.

You have 10 unused backup codes

If you lose access to your authentication device, you can use one of these backup codes to login to your account. Each code may be used **only once**. Make a copy of these codes, and store it somewhere safe.

luv8f851b	nrvew5tkw
vy6zrzmb2	pjloe756y
bkhz4wc6o	497umvbtn
cich2ubhc	z1oilv7fm
yy582icex	n6njz mhni

[Next](#)

Keep a copy of the backup codes on your system for logging-in to C1 at times when you don't have access to your authentication device.

Note: You can generate a new set of codes at any time. To do so:

- Click 'Login name' > 'Settings' > 'Two-Factor Authentication'.
- Click 'View Backup Codes' then 'Generate New Codes' at the bottom.
- Your old codes will expire after you have generated the new codes.

For more details, see [reset two-factor configuration and regenerate backup codes](#) in [Configuring C1 Settings](#).

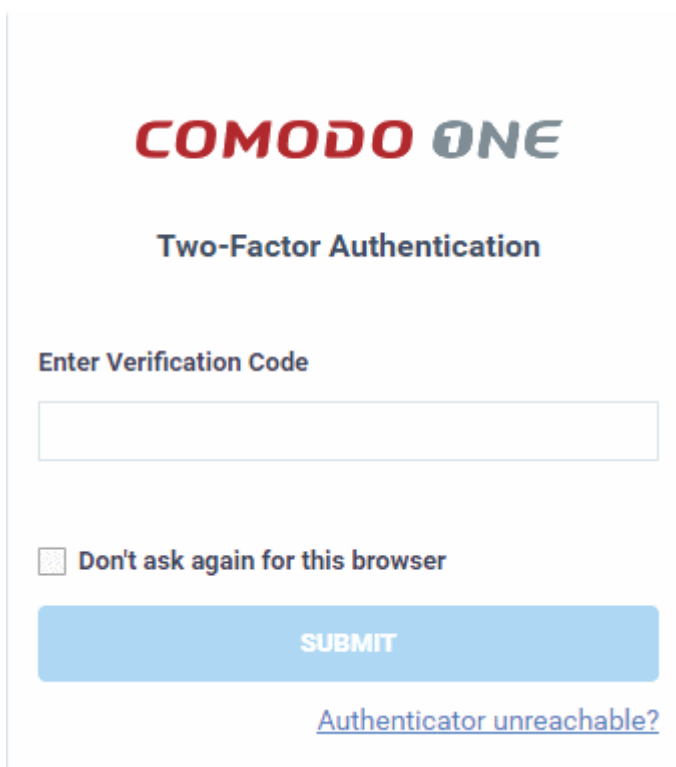
- Click 'Next'. You will be logged in to your account.

Two-factor authentication is now configured.

- All users (new and existing) will need to follow the Two Factor setup process described above the next time they login.
- On all subsequent logins, users need to open the Google Authenticator app on their mobile device, collect their new verification code and enter it at the C1 verification screen.
- If the account admin resets two-factor authentication for a user, he/she will need to go through the setup process again. Refer to ['Managing Administrators'](#) to find about resetting two-factor authentication.

Login using Two Factor Authentication

The 'Two-Factor Authentication' dialog will be displayed after entering your login credentials whenever an administrator or staff logs-in after pairing their device.



COMODO ONE

Two-Factor Authentication

Enter Verification Code

Don't ask again for this browser

SUBMIT

[Authenticator unreachable?](#)

- **Enter Verification Code** - Open the Google Authenticator app on your paired device and enter the displayed code. Please note that the code changes frequently.
- **Don't ask again for this browser** - Select if you want to disable two factor authentication on future visits.
 - For your future login attempts, the two factor authentication dialog will not appear.
 - You will be asked for a verification code again if you login from another computer or if you login using a different browser. You will also be asked for a code if you clear your browser's history/cache.

Note: 'Don't ask again for this browser' will only appear if enabled by an admin in 'Management' > 'Account' > 'Account Security Details'.

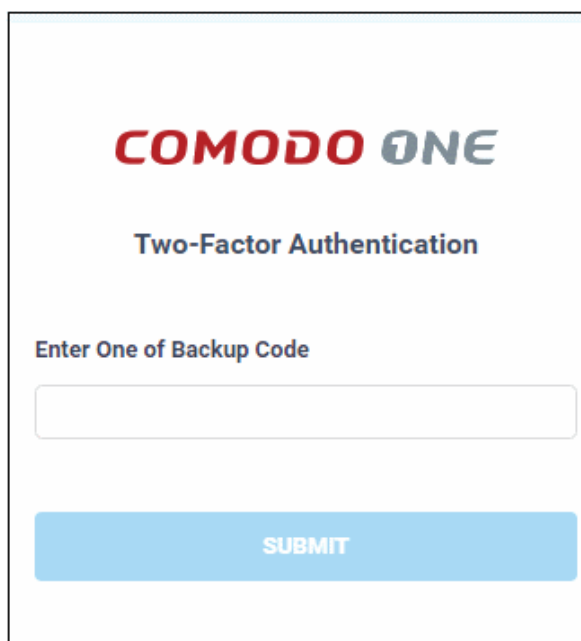
- Click 'Submit'

Use Backup Codes

Comodo One Two Factor Authentication allows you to use your backup codes in case you do not have your authentication with you during a login attempt.

To login using a backup code

- Click 'Authenticator unreachable?' link in the 'Two Factor Authentication' dialog



The screenshot shows a white rectangular box with a thin black border. At the top center is the **COMODO ONE** logo. Below it is the heading **Two-Factor Authentication**. Underneath is the instruction **Enter One of Backup Code**. A white text input field is positioned below the instruction. At the bottom of the box is a blue button with the word **SUBMIT** in white capital letters.

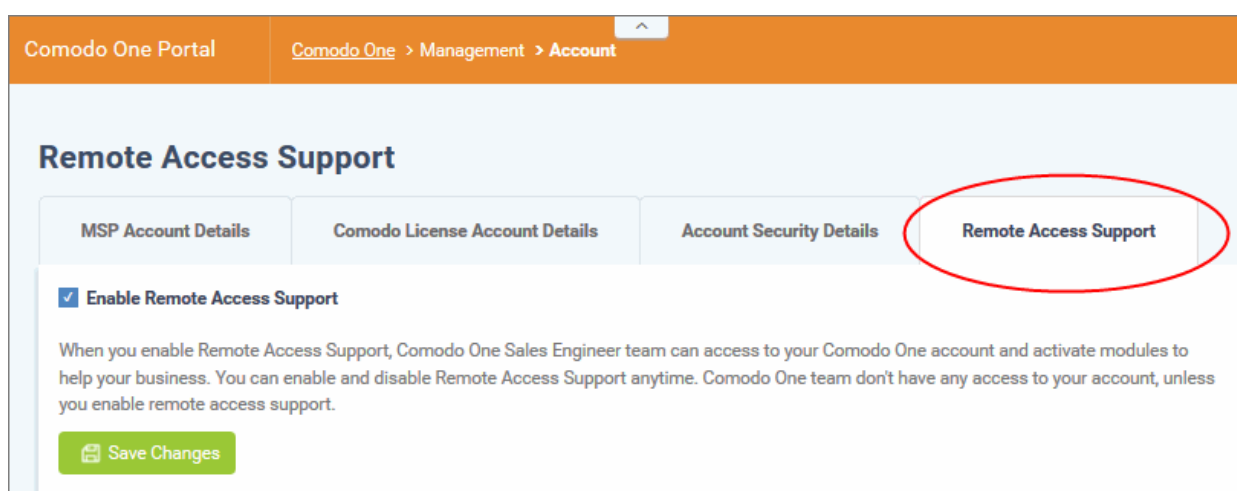
- Enter a backup code
- Click 'Submit'

After successful verification you will be logged into C1. See [Reset two-factor configuration and regenerate backup codes](#) in [Configuring C1 Settings](#) for more details on backup codes.

11.4 Remote Access Support

Specify whether or not the Comodo support team should be allowed to remotely access your C1 account. Remote access allows us to more effectively troubleshoot any issues you may be having and to activate new modules when required.

- Click 'Management' > 'Account'
- Select the 'Remote Access Support' tab



The screenshot shows the 'Remote Access Support' configuration page in the Comodo One Portal. The breadcrumb trail at the top reads 'Comodo One > Management > Account'. The page title is 'Remote Access Support'. There are four tabs: 'MSP Account Details', 'Comodo License Account Details', 'Account Security Details', and 'Remote Access Support'. The 'Remote Access Support' tab is selected and circled in red. Below the tabs, there is a checkbox labeled 'Enable Remote Access Support' which is checked. A paragraph of text explains that enabling this feature allows the Comodo One Sales Engineer team to access the account and activate modules. At the bottom left, there is a green button labeled 'Save Changes'.

- Tick the 'Enable Remote Access Support' box to authorize remote access
- Click 'Save Changes'

12 Manage Subscriptions, Usage, Billing and Settings

- Click 'Management' > 'Applications' to open the applications area.
- Click an application tile to view info about the app in the tabs below.


The section contains the followings tabs:

- **Subscriptions** - View details of your current licenses and purchase new licenses if required
- **Usage** - Statistics which show how much data has been used by a particular application.
- **Billing** - View payment history and pending payments for each subscribed module
- **Settings** - Configure URLs for the Comodo Dome Cloud Firewall and Data Protection applications.


Comodo One Portal Comodo One > Management > Applications

Applications


Applications




IT and Security Manager



cWatch



cDome Standard



Dome Shield

Subscriptions Usage Billing Settings

Subscription List

[Add New Subscription](#)

ACTIVE	ID: XXXXXXXXXX CDM Subscription Basic Edition For Comodo ONE Unlimited Start Date: 03/04/2016	FREE TRIAL 365 days	Details <hr/> Comodo License Account Username coyoteewie@yahoo.com Module Name IT and Security Manager Product Name CDM Subscription Basic Edition For	Date 03/04/2016 Period 365 days Number of Users Unlimited
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12.1 Manage Subscriptions

The 'Subscriptions' tab shows details about licenses you have purchased for C1 applications. Details include whether the license is active or not, the start date of the subscription, the name of the product and more.

- Click 'Management' > 'Applications'
- Click the 'Subscriptions' tab.
- Click an application tile to view license information about that application.

Each license is shown on a separate row. The following information is available for each license:

Subscription List

- Shows all your licenses for the selected product. Each license row contains basic information such as license name, type, duration, start date and user/endpoint allowance.
- Mouse-over a row to view more details about the license:

Details

- Comodo License Account Username - The email ID that was provided during account creation.
- Module Name - The name of the application.
- Product Name - Indicates the name, duration and user/node allowances of your subscription.
- Status - Indicates whether the license is active or not.
- Subscription ID - The identification number provided for the subscription.
- License Key - License key of the subscribed product.
- Date - Indicates the date of subscription.

- Period - Indicates the license validity period
- Number of users - Indicates the number of users that can be enrolled for the product. This is applicable for products where end users are to be enrolled such as ITSM.
- Price - The base price of the product.
- Total Price - The total price paid for the product. This depends on the number of users, number of nodes and validity period.
- Payment Type - Indicates how payment was made for the product.

Click 'Add New Subscription' to renew, buy or add new license for the module. See '[App Store](#)' for more details about the license purchase process.

12.2 Viewing Usage Details

The 'Usage' screen displays statistics about the use of each C1 module. You can also view how much you have used of your allowed quota.


To open the 'Usage' screen


- Click 'Management' on the menu bar > 'Applications'
- Click the 'Usage' tab.
- Click an application tile to view usage information about that application.


For example, usage details for Acronis Cloud Backup show how much space you have used of your plan over-time, the amount used by each company and whether the plan is prepaid or postpaid:


Applications


Applications


 IT and Security Manager


 C-dome Shield


 C-Dome standard

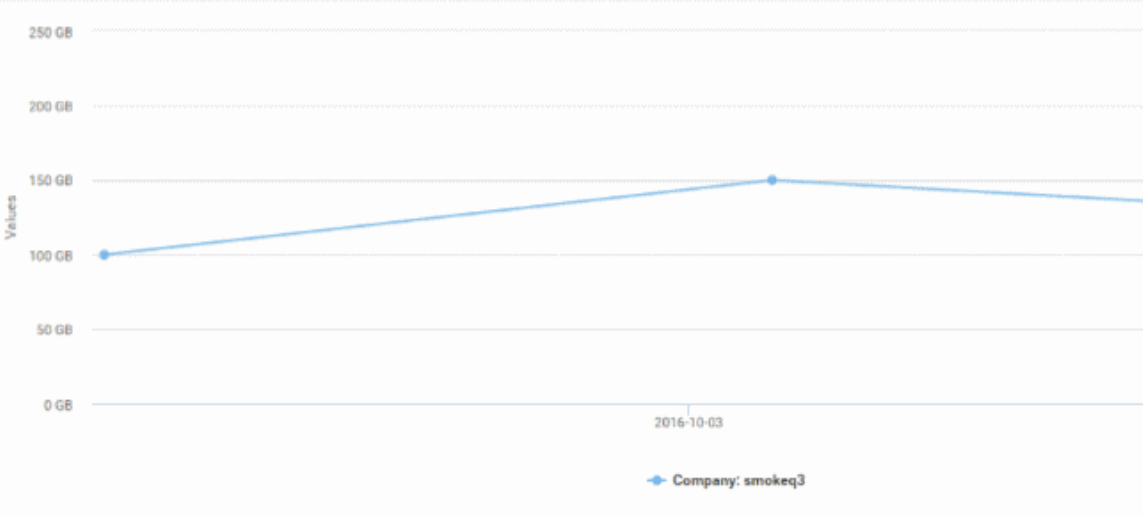

 Acronis Back-up


 CWatch

Subscriptions **Usage** Billing Settings

Your usage information will be updated after 24 hours.

Subscription Usage Show Total



Company: smokeq3

Subscription Usage List

#	COMPANY	USAGE	USAGE UNIT
1	smokeq3	150	GB

Subscription Usage Quota

POSTPAID	PREPAID
150	0

- Select 'Show Total' to view details for all companies in your account

12.3 Viewing Billing Details

The 'Billing' screen displays payment information for each subscribed module.

To open the 'Billing' screen

- Click 'Management' on the menu bar > 'Applications'
- Click the 'Billing' tab.
- Click an application tile to view billing information for that application.

For example, billing details for Acronis Cloud Backup show the monthly billing date, the due date, the total bill, the usage allowed for your plan and the status of the bill. The 'Status' column will say 'Pending' or 'Paid' as appropriate. For prepaid plans, it will say 'Recurring' under the 'Status' column.

The following image shows the billing details of Acronis Cloud Backup for an account.

Applications

IT and Security Manager | C-dome Shield | C-Dome Standard | **Acronis Cloud Backup** | cWatch

Subscriptions | Usage | **Billing** | Settings

COMODO HAS THE RIGHT TO DELETE YOUR BACK UP DATA IF YOU ARE MORE THAN 14 DAYS OVERDUE ON PAYMENT.

Billing List

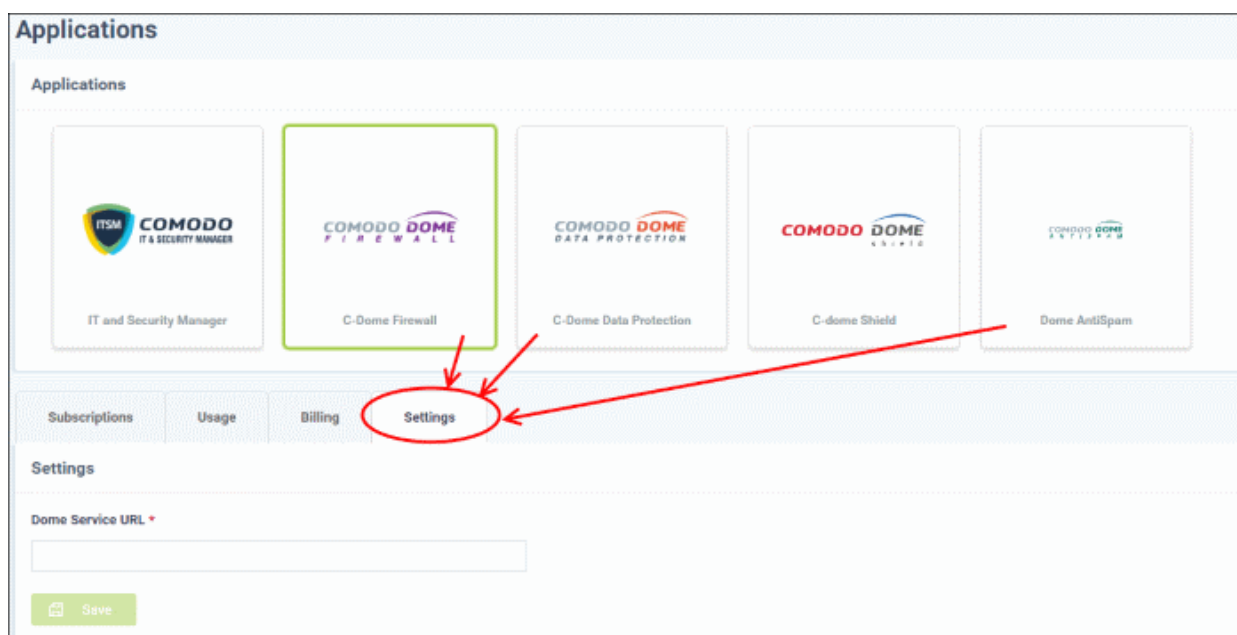
CHARGING DATE	DUE DATE	TOTAL	USAGE	UNIT	STATUS	PAID DATE
01/07/2017	01/14/2017	\$0.00	0	GB	Paid	
02/07/2017	02/14/2017	\$0.00	0	GB	Paid	
03/08/2017	03/15/2017	\$0.00	0	GB	Paid	
04/08/2017	04/15/2017	\$0.00	0	GB	Paid	

12.4 Configuring Dome Service URL Settings

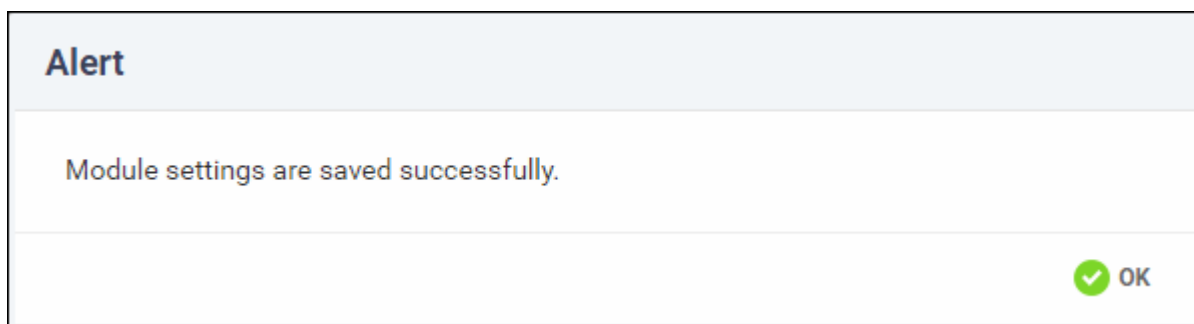
- The settings area lets you configure important URLs for Dome Cloud Firewall, Data Protection and Antispam services.
- These URLs must be added to C1 in order to use the aforementioned modules in C1.
- URL details will be available at the end of each product's sign up process in the 'Information' section. They will also be emailed to your registered email address.

To open the settings interface:

- Click 'Management' > 'Applications'.
- Click the 'Settings' tab.
- Click the Dome Cloud Firewall, Data Protection or Antispam tile



- Enter the URL and click the 'Save' button



- Click 'OK'

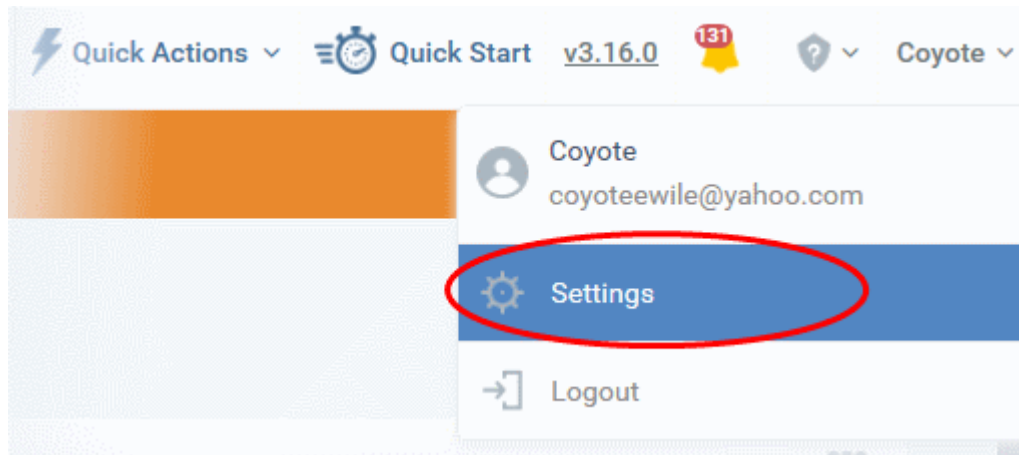
After configuration is complete, the Firewall, Data Protection and Antispam applications will be available under 'Applications'.

13 Configuring C1 Settings

- The 'Settings' interface allows you to change your password, set time-zones, configure application launch preferences, reset two-factor authentication and generate backup codes.
- You can also set a particular module as the default application which opens after you login to C1.

To open the C1 Settings screen

- Click the username of the currently logged-in user (top-right) then select 'Settings'



The 'Settings' screen will open:

The screenshot displays the 'Settings' page with the following sections:

- Change Password:** Includes fields for 'Old Password', 'New Password', and 'New Password (Again)', along with 'Save Changes' and 'Clear Form' buttons.
- Two-Factor Authentication:** Shows 'Configured on 03/29/2017', a link for 'View Backup Codes', and a 'Reset Configuration' button.
- Change Time Zone:** Features a 'Time Zone' dropdown menu (set to '(+05:30) Asia/Calcutta'), a 'Daylight Saving Time' checkbox, and a 'Save Changes' button.
- Comodo One Licensed Application Launch:** Contains radio buttons for 'Open licensed application on new tab' (selected) and 'Open licensed application on current tab'. It also includes a 'Comodo One Default Menu Settings' sub-section with radio buttons for 'Open Comodo One menu as collapsed' and 'Open Comodo One menu as extended' (selected), and a 'Save Changes' button.
- Comodo One Login Page:** Lists radio button options for setting the login page to 'Overview Page', 'Service Desk', 'Patch Management', 'IT and Security Manager', or 'Comodo Quote Manager', with a 'Save Changes' button at the bottom.

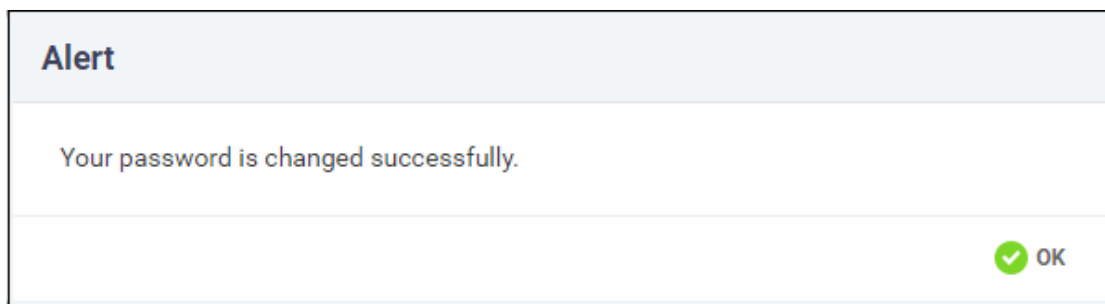
The interface allows you to:

- **Change your password**
- **Change time zone**
- **Configure licensed application launch settings**
- **Set a licensed application as your C1 login page**
- **Reset two-factor configuration and regenerate backup codes**

To change your password

- Go to the 'Change Password' tile
- Enter your current password in the 'Old Password' field
- Enter your new password and confirm it in the respective fields
 - Click 'Clear Form' if you need to start again

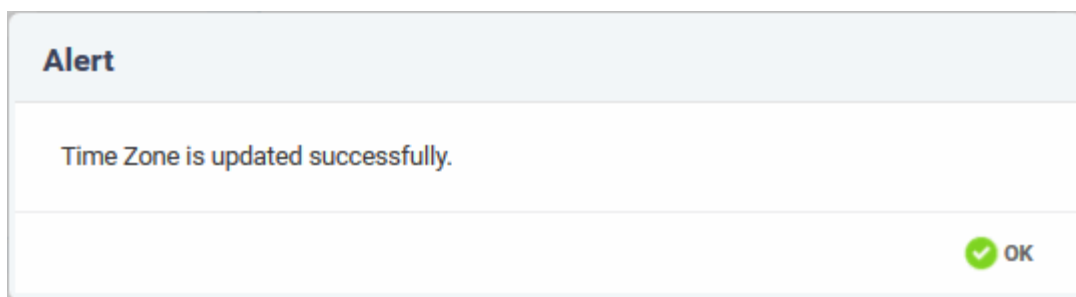
- Click 'Save Changes' to register your new password



- Click 'OK' in the alert screen.

To change the time zone

- Go to the 'Change Time Zone' tile.
- Click on the time zone drop-down and select your preferred zone from the list.
- Enable 'Daylight Saving Time' if applicable for your location.
- Click 'Save Changes'

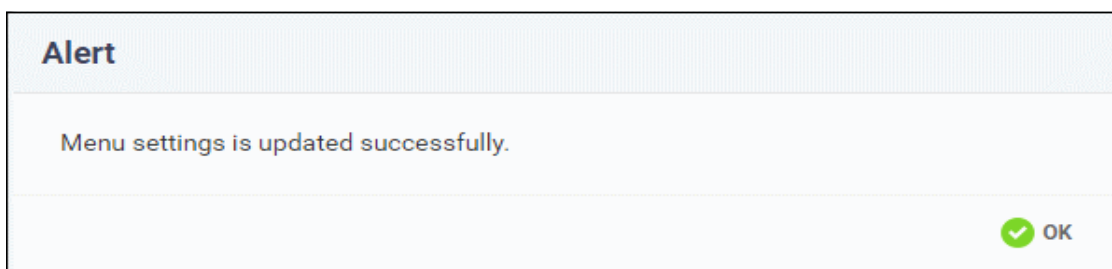


- Click 'OK' in the alert screen.

To configure licensed application launch settings

In the 'Comodo One Licensed Application Launch' tile, the following options are available:

- Open licensed application on new tab - If enabled, applications in the 'Applications' menu will open in a new tab.
 - Select your option under 'Comodo One Default Menu Settings'. If the above option is selected then you can configure whether the C1 menu should be displayed or collapsed in the licensed application tab.
- Open licensed application on current tab - If enabled, licensed applications will open in the same tab with C1 menu displayed by default.
- Click 'Save Changes' to apply your changes.

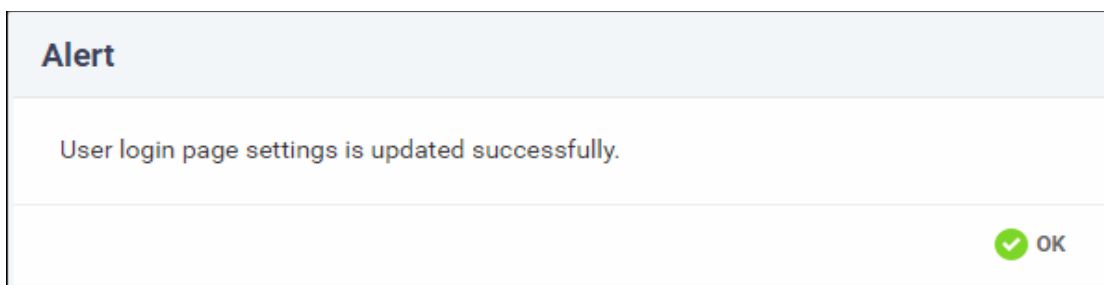


- Click 'OK'

To configure a licensed application as your C1 login page

The 'Comodo One Login Page' tile lists all licensed applications for your account.

- Select the application that you want to set as your C1 default.
- Click 'Save Changes' to apply your changes.

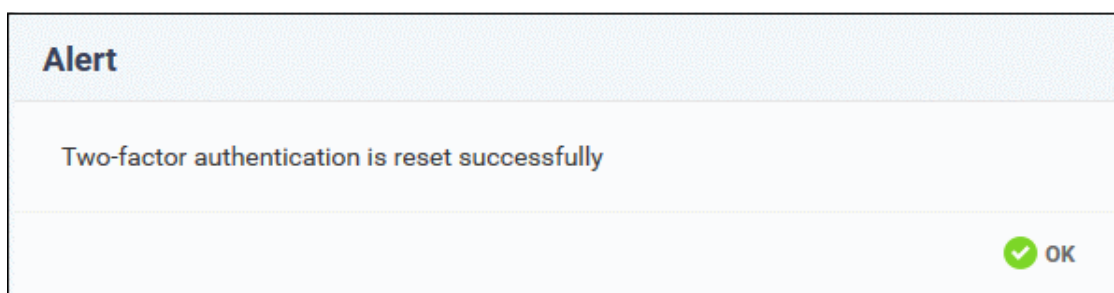


Next time, when you login to your C1 account, the configured application will open automatically as your welcome screen. Please note that the **role** assigned for you should have permission to access the configured application.

To reset two-factor configuration and regenerate backup codes

The 'Two-Factor Authentication' tile allows you to reset two-factor authentication for the account admin as well regenerate backup codes. This tile will be available only when two-factor is enabled.

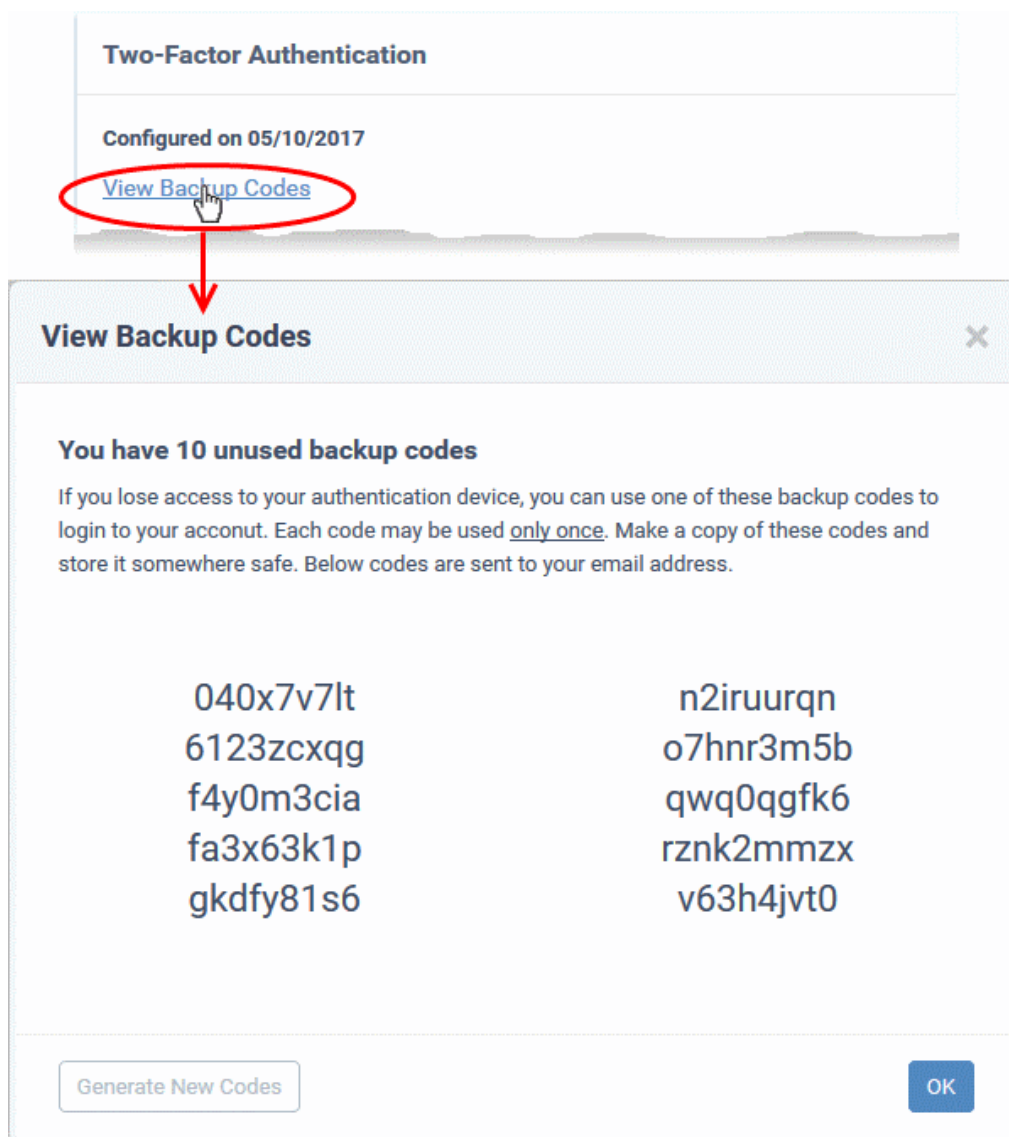
- Click 'Reset Configuration' at the bottom to reconfigure the two-factor authentication
- Click 'OK' in the confirmation dialog



At the next login, you will be prompted to reconfigure two-factor authentication. This is applicable for account admins only and other users need not reconfigure unless Two Factor is reset in 'Staff Management' > 'Staff'.

- To regenerate backup codes, click 'View Backup Codes' link at the top

The 'View Backup Codes' dialog will be displayed:



Keep a copy of the backup codes on your system for logging-in to C1 at times when you don't have access to your authentication device.

- If you want to create a new set of backup codes for use in future, click the 'Generate New Codes' at the bottom left of the dialog.

A new set of verification codes will be generated and displayed. Save them for your future logins at times when you do not have access to the authentication device. Once you generate new set of codes, the old codes cannot be used for authentication.

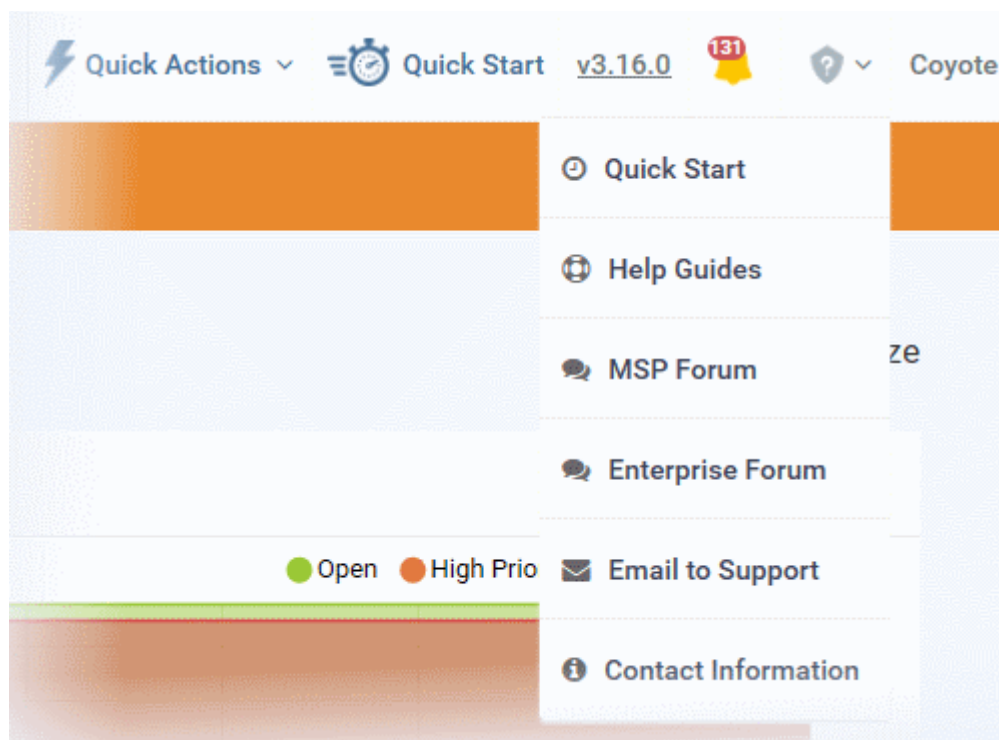
14 Comodo One Support

Comodo is committed to providing the highest levels of support for its products. If you need technical assistance, we offer the following convenient support services:

Online Help Guides

Comodo help guides for all products are available at <https://help.comodo.com>. You can navigate to any guide from the main page.

- To open the help guides from C1, click the help icon  then 'Help Guides'



Each module of the application has its own dedicated help guide containing detailed descriptions.

Comodo Forums

Register at Comodo Forums and join thousands of other users discussing all aspects of our products.

You'll benefit from the expert contributions of developers and fellow users alike and can find answers to any questions you may have.

- Enterprises - please join at <https://forum1.comodo.com>.
- Managed Service Provide (MSP) - please join at <https://forum.mspconsortium.com>

Email to Support

If you are unable to find a solution in either the help guides or the forums, then please email support at c1-support@comodo.com

Contact Information

Provides the support phone numbers for US and international customers.

Submit a Ticket

You can submit support tickets to Comodo at <https://support.comodo.com/>. The site also contains an extensive knowledge-base, FAQs and tutorials.

Quick Start

Opens the 'Get Started' page which contains guidance on how to quickly setup and use C1. The 'Quick Start' link can be found by clicking the '?' icon in the top-right corner.

15 Viewing Release Notes

Release notes contain information about new features, improvements and bug-fixes in each version of C1.

- To view the release notes, click the version number at top right:

The screenshot shows the Comodo One Administrator Dashboard. At the top, there is a navigation bar with 'COMODO ONE MSP' on the left and 'Quick Actions', 'Quick Start', 'v3.16.0', and 'Coyote' on the right. Below this is a breadcrumb trail: 'Comodo One Portal > Comodo One > Dashboard > Overview'. A 'Customer: All' dropdown menu is visible on the left, and a 'Customize' button is on the right. The main content area is titled 'Release Notes' and contains a table of version updates. A red circle highlights the 'v3.16.0' version in the top right corner, and a red arrow points from it to the first row of the table.

Version	Release Date	Service Desk	Product	Action
v3.16.0	21.10.2017	COMODO SERVICEDESK	COMODO Quote Manager	>
v3.15.1	06.10.2017			>
v3.15.0	16.09.2017	COMODO SERVICEDESK		>
v3.14.1	25.08.2017	COMODO SERVICEDESK		>
v3.14.0	12.08.2017	COMODO SERVICEDESK		>
v3.13.1	15.07.2017	COMODO SERVICEDESK		>
v3.13.0	02.07.2017	COMODO SERVICEDESK		>
v3.12.0	17.06.2017	COMODO SERVICEDESK		>

- Click the arrows at the end of the rows to view the full release notes for each version.

Appendix - C1 Products

Depending on the type of C1 account either MSP or an Enterprise, the products available by default and licensed vary. Refer to the following table for the list of products available for each business type.

S.No	Products	MSP	Enterprise
Default			
1	ITSM	✓	✓
2	Dome Shield	✓	✓
3	Service Desk	✓	✓
4	RMM Plug-in	✓	✓
Licensed Applications (Integrated)			
1	Service Desk (Ticketing)	✓	✓
2	IT and Security Manager	✓	✓
3	RMM Plug-in	✓	✓
4	Quote Manager	✓	✓
5	Acronis Cloud Backup	✓	✓
6	Customer Relationship Management (CRM)	✓	✓
7	cWatch	✓	✓
8	cDome Secure Web Gateway	✓	✓
9	cDome Shield	✓	✓
10	cDome Cloud Firewall	✗	✓
11	cDome Data Protection	✗	✓
12	cDome Antispam Gateway	✗	✓
13	cDome Antispam Gateway - MSP	✓	✗
14	cDome Firewall Virtual Appliance	✓	✓
Other Products			
1	cDome Firewall Central Manager	✓	✓
Tool Set			
1	Network Assessment Tool	✓	✓
2	Comodo Cleaning Essentials	✓	✓
3	Unknown File Hunter	✓	✓

4	Auto Discovery and Deployment Tool	✓	✓
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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.

The Comodo Threat Research Labs is a global team of IT security professionals, ethical hackers, computer scientists and engineers analyzing and filtering input from across the globe. The team analyzes millions of potential pieces of malware, phishing, spam or other malicious/unwanted files and emails every day, using the insights and findings to secure and protect its current customer base and the at-large public, enterprise and internet community.

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. With offices in the US, China, Turkey, India, Romania and Ukraine, Comodo secures the online and offline eco-systems of thousands of clients worldwide.

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For additional information on Comodo - visit <https://www.comodo.com>