COMODO
Creating Trust Online®

COMODO ONE

Comodo One

Software Version 3.20

Administrator Guide

Guide Version 3.20.031618

Comodo Security Solutions
1255 Broad Street
Clifton, NJ 07013

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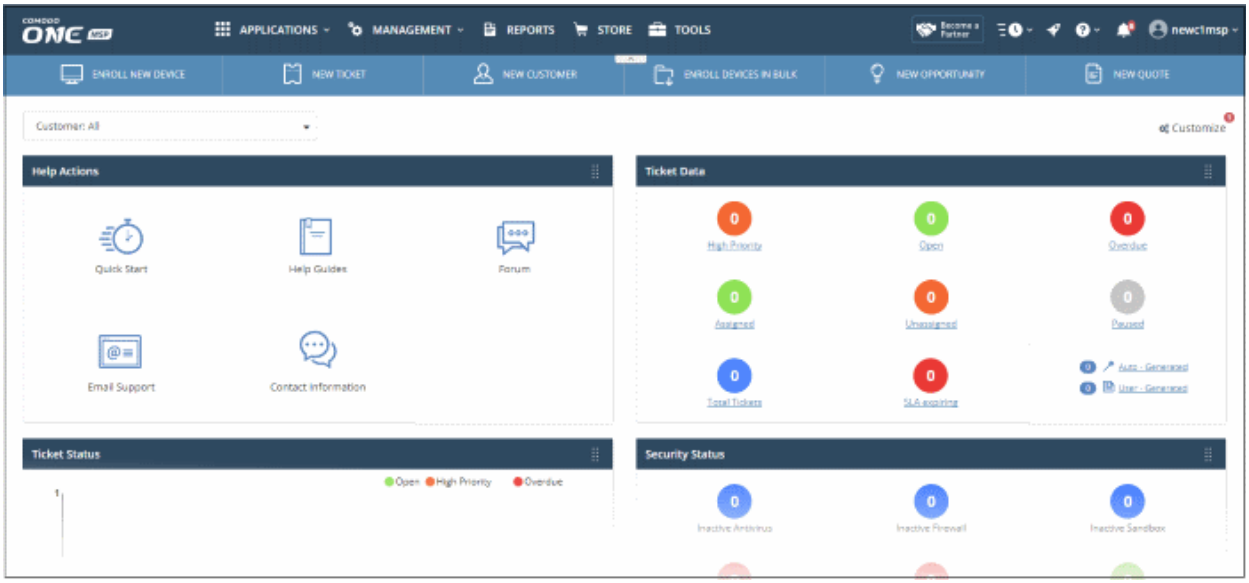
1 Introduction to Comodo One

Comodo One is the integrated platform for managed service providers (MSPs) and enterprises which combines applications such as IT and Security Manager, Patch Management, Dome Shield, Service Desk and more 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 polices on 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:

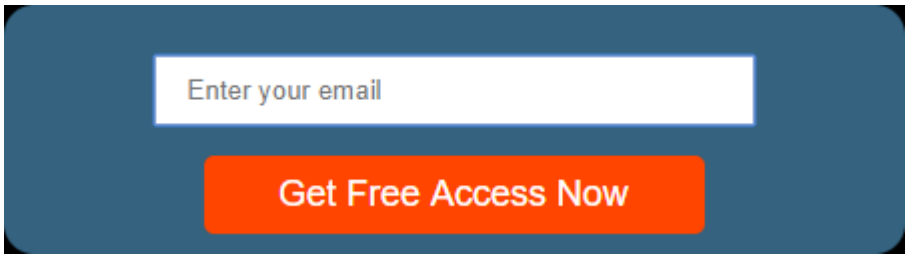
- **Signing up for a Comodo One account** - How to create an account
  - **Logging-in to your Account** - How to login into the Comodo One interface
- **The Administrative Console** - A snapshot of main functional areas of Comodo One
- **The Dashboard** - Displays consolidated, 'at-a-glance' statistical 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.
- **Reports** – Explains how to schedule and generate reports.
- **Notifications** – Explains how to view news and notifications from Comodo.
- **View Audit Logs** - Explains how to view log of events from Comodo One portal and Service Desk modules.
- **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.

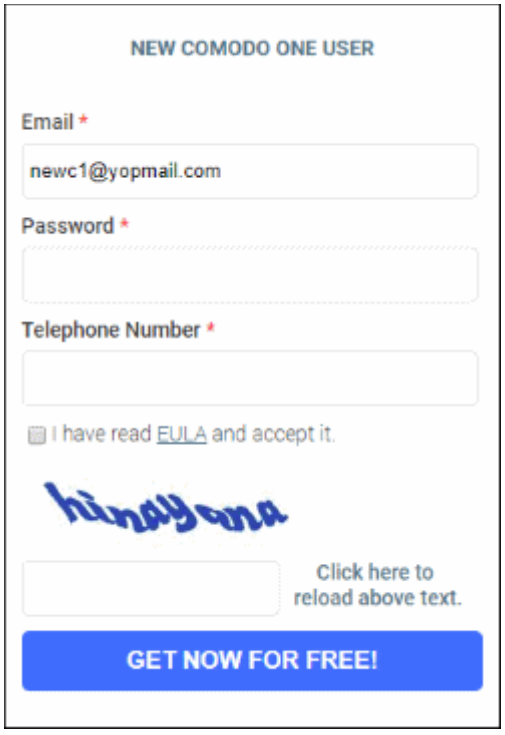
- Visit **https://one.comodo.com/**
- Click 'Get Now Free!' at the top right

- Next, enter your email address for verification:



- Click 'Get Free Access Now'

A short enrollment form will appear:

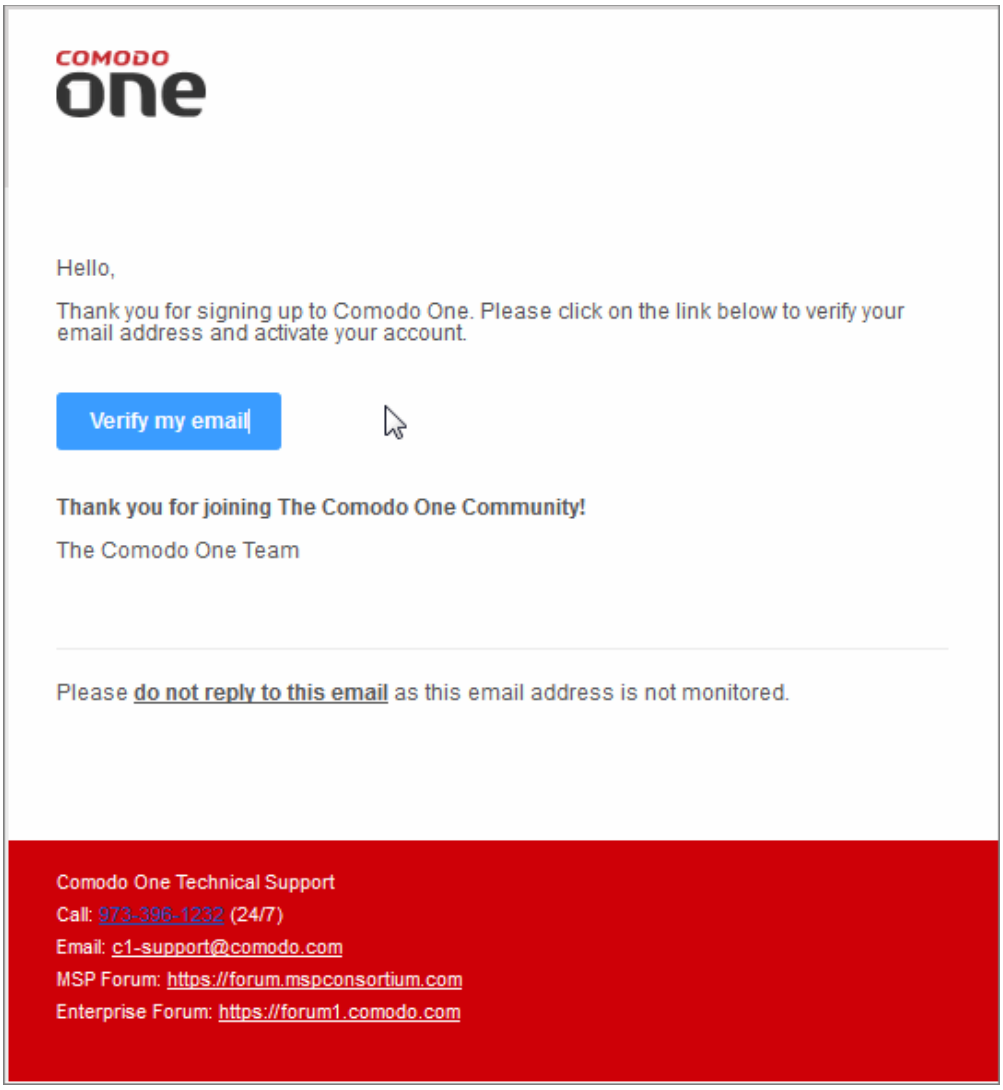


- **Email** - This will be pre-populated with the address you provided in the previous step. Enter a new email address if you wish to change it. You will receive the verification link to this email address.
- **Password** - Create a password for your C1 account. Password rules:

  - 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 'Terms and Conditions' link. Select the 'I have read...' check box to continue.
- **Captcha** — Enter the text shown in the image to complete the verification process.

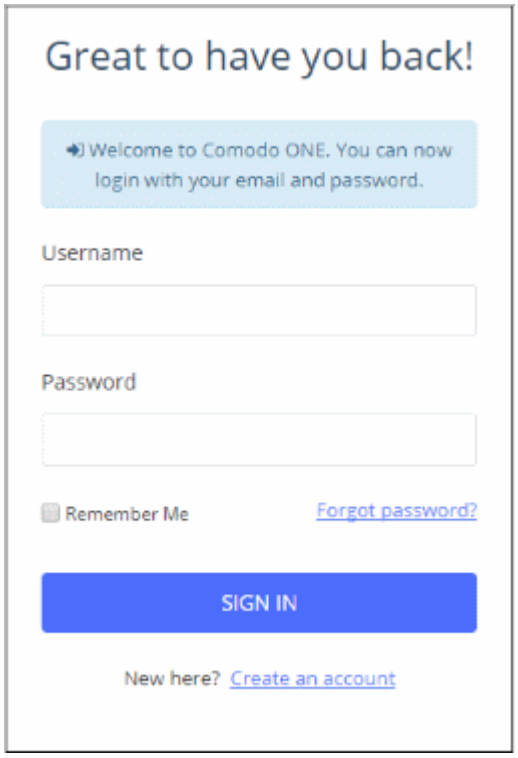
- Click the 'Get Now for Free' button.

- A verification mail will be sent to your email address.

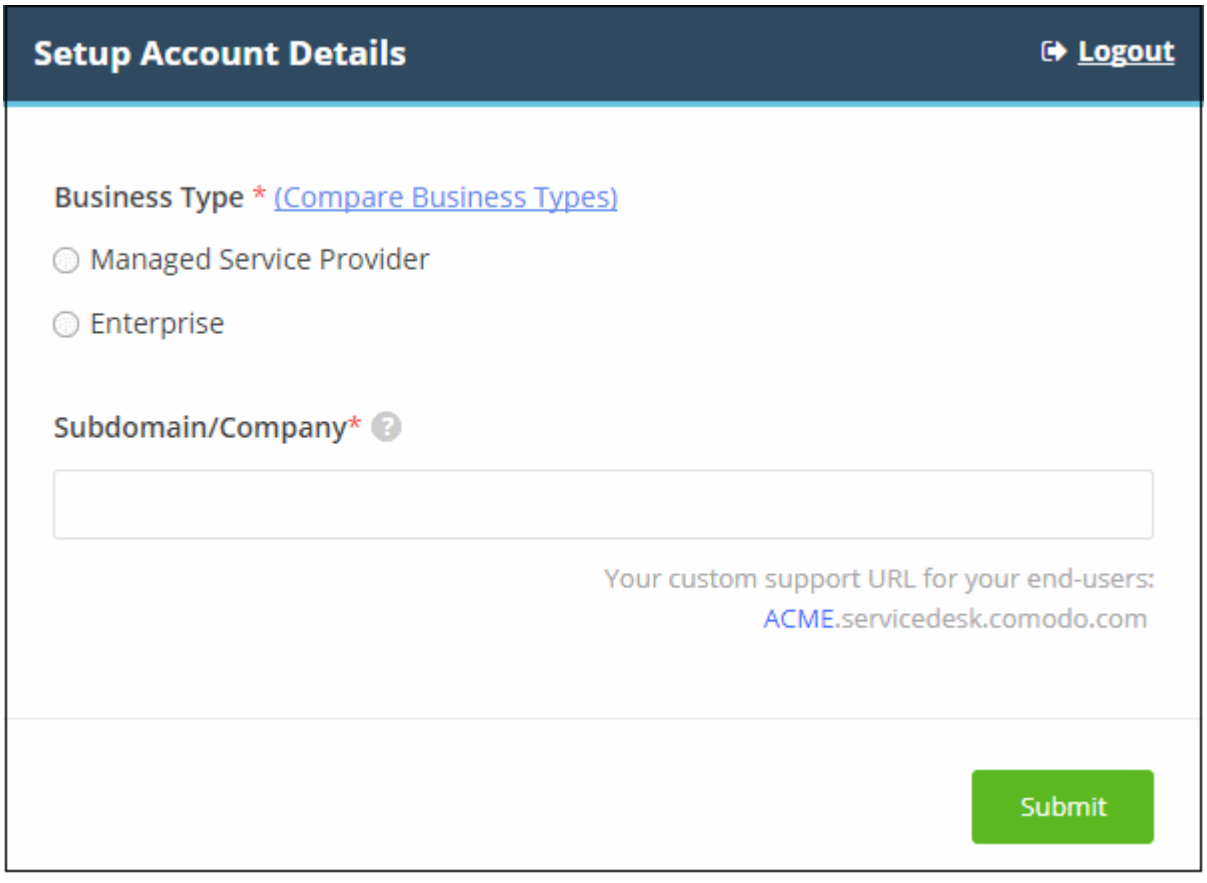


- Click the 'Verify my email' button in the mail to activate your account:

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



- Enter your email address and password and click 'Sign In'.
- You need to complete your account details after first-login:

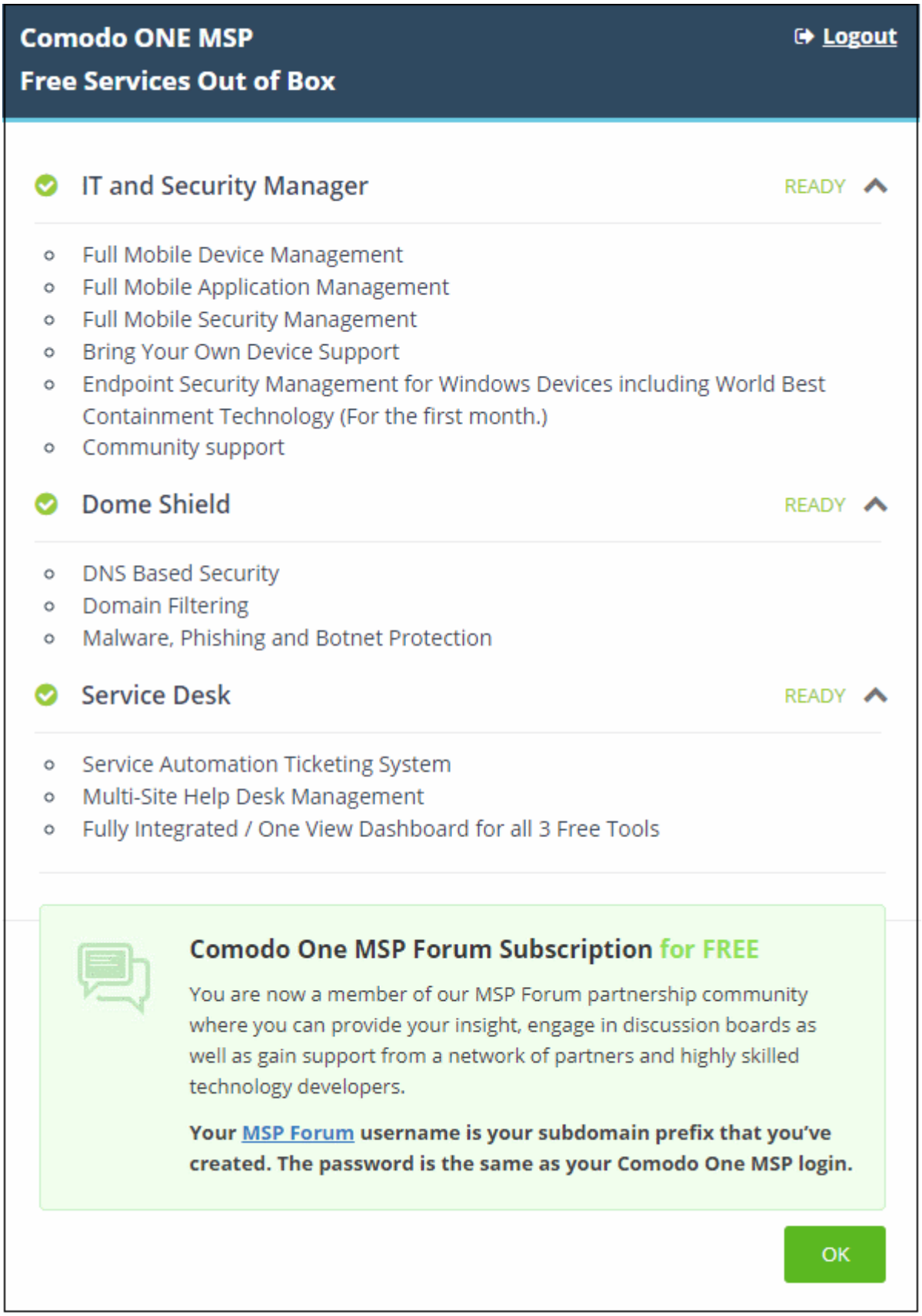


- Complete the form with your business type and sub-domain details to finalize account setup.

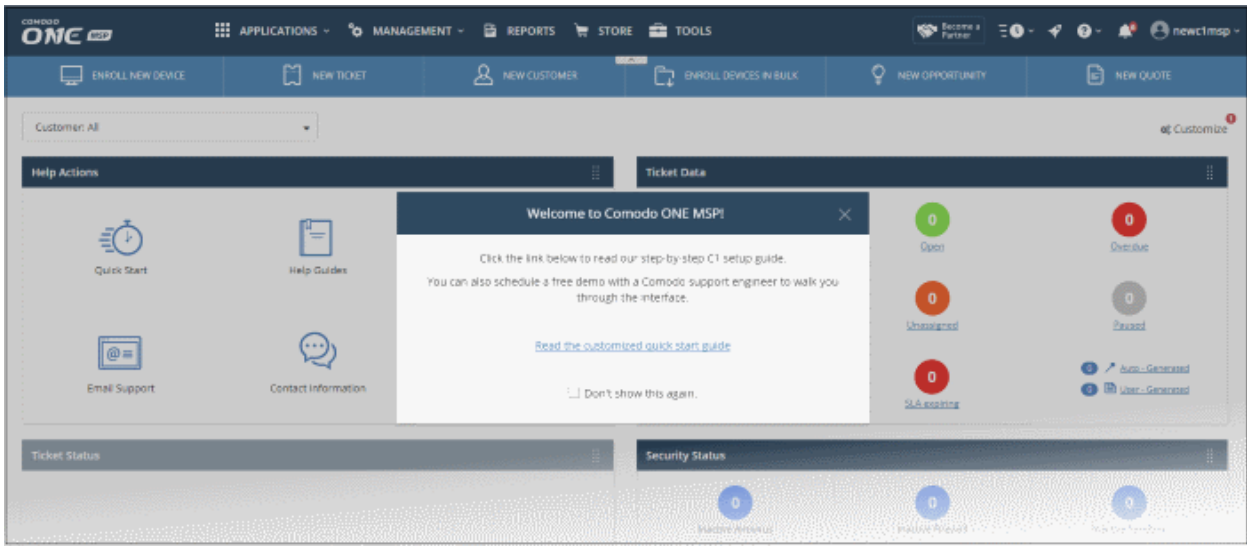
- **Business Type** - This determines the version of Comodo One that you receive (either 'MSP' or 'Enterprise').
  - The default and licensed products vary according to the business type.
  - Click the 'Compare Business Types' link to see the products and features available with each type. See **Appendix** for more details on C1 modules for each business type.
- **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 'acme', you will access the service desk module at 'https://acme.servicedesk.comodo.com'.

- Click 'Submit'

The next screen shows a summary of your active services:



- 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.



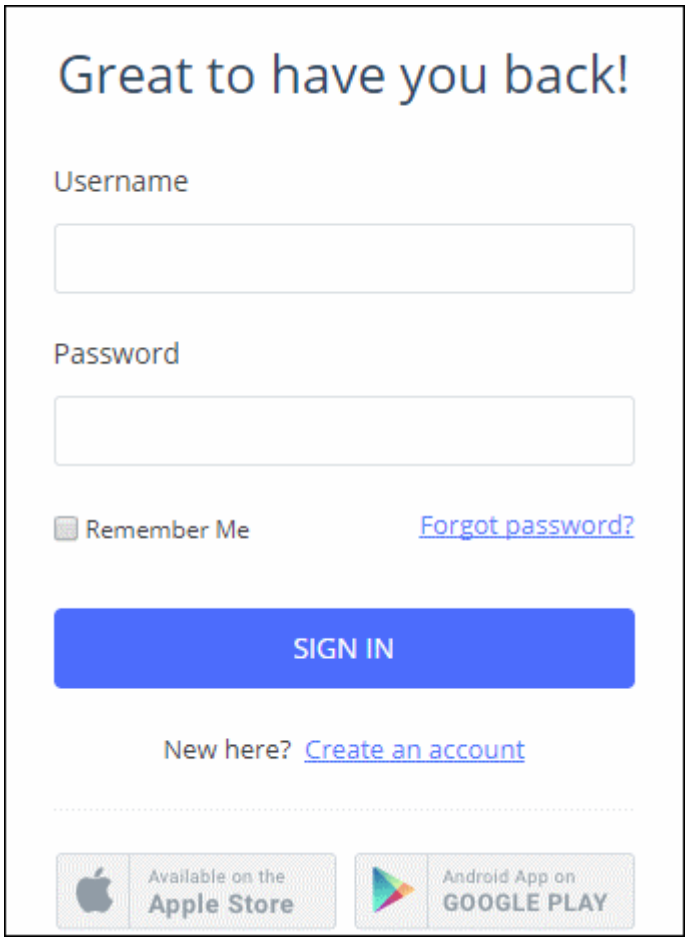
That's it. You have successfully created a Comodo One account. Please note that this account will be automatically granted 'Account Admin' privileges and cannot be deleted. This is effectively the 'Master Admin'. You will be able to create 'Admins' and 'Technicians' under this account. See '**Managing 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.

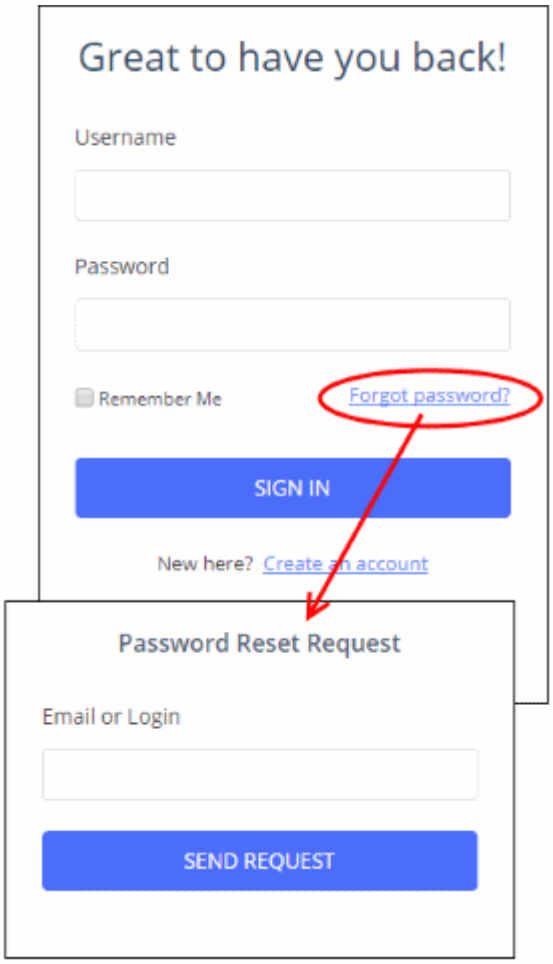
2.1 Login to your Account

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.

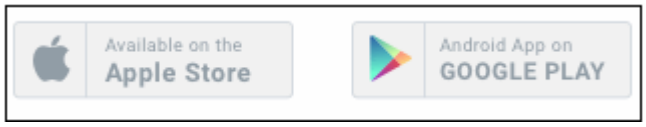
The 'Login' screen will be displayed:



- Enter your username and password to login to Comodo One console.
- If you can't remember your current password, click 'Forgot Password?' to set a new one.



- Enter your account email address and click 'Send Request'. Comodo 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:

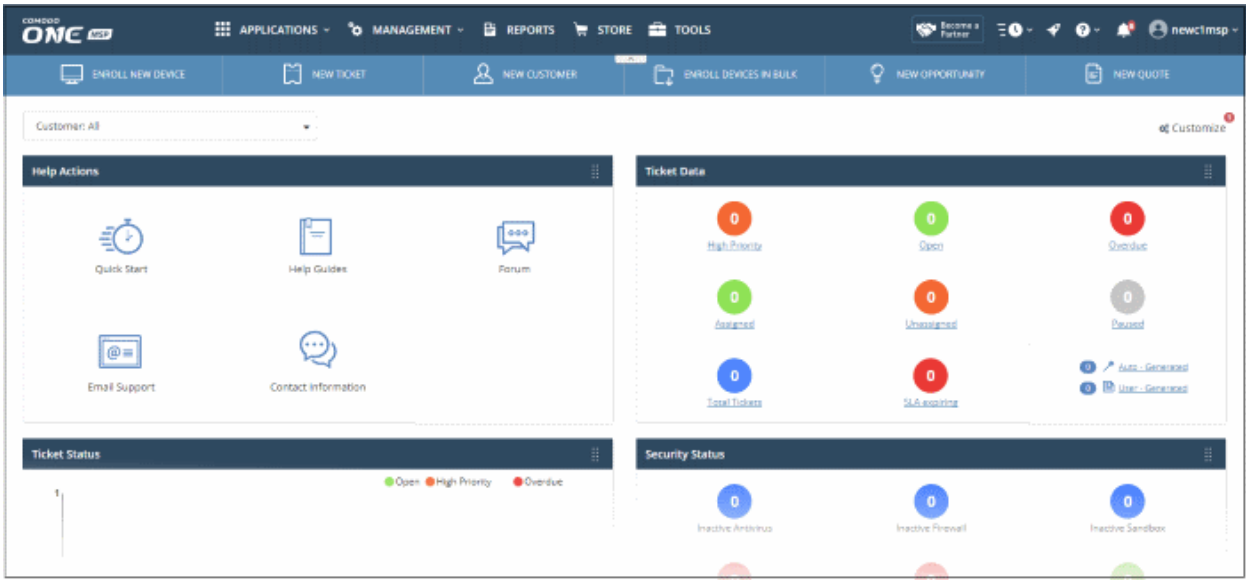
Android users - Download C1 Mobile from https://play.google.com/store/apps/details?id=com.comodo.one.mobile (or search for 'Comodo One Mobile' on Google Play)

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 Admin Console

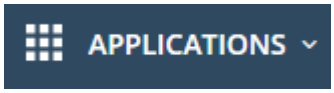
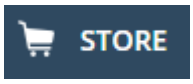
The admin console gives you fast access to integrated C1 modules and dashboard statistics, and allows you to add new modules, manage subscriptions, manage staff roles and more. Account admins can also add staff members and manage customer accounts from this interface.

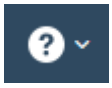


The name of the user that is currently logged in is shown at top right. The menu bar at the top allows you to navigate to different features.

Menu Items

	Home - Click this to open the dashboard. **C1 Dashboard** - View the status of licensed applications, notifications and more. **Click here** for more details. 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. The business type 'MSP' is displayed beside the C1 logo. If 'MSP' is not mentioned then you have an 'Enterprise' account.

	**Applications** - Access your account's licensed applications. **Click here** for more details.
	Management - Allows MSP and Enterprise admins to: • Add and edit staff members and assign roles to them • 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. • View audit logs from Comodo One portal and Service Desk **Click here** for more details.
	Reports - View and manage reports on service desk tickets, patch management, managed devices, Windows antivirus, file statistics and Valkyrie reports. **Click here** for more details.
	**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. **Click here** for more details.
	Quick Start - Help and advice to quickly set up your portal, add customers and start managing devices.
v3.20.0	**Version Number** – Available at the foot of the page. 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: • **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 shown by default after login and can be accessed at any time by clicking the 'Comodo One' icon at top-left.

- The dashboard provides statistics about service desk tickets, available patches, applications, device operating systems, endpoint connection status and more. See '**The Dashboard**' for more details.
- You can change your default login page in the 'Settings' area (click your username at top-right > Settings > 'Comodo One Login Page'). See '**Configuring C1 Settings**' 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. See **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. See **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. See **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.
- **Audit Logs** - Admins and staff members can view event logs from Comodo One and Service Desk modules. See **View Audit Logs** 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. See '**Reports**' 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.

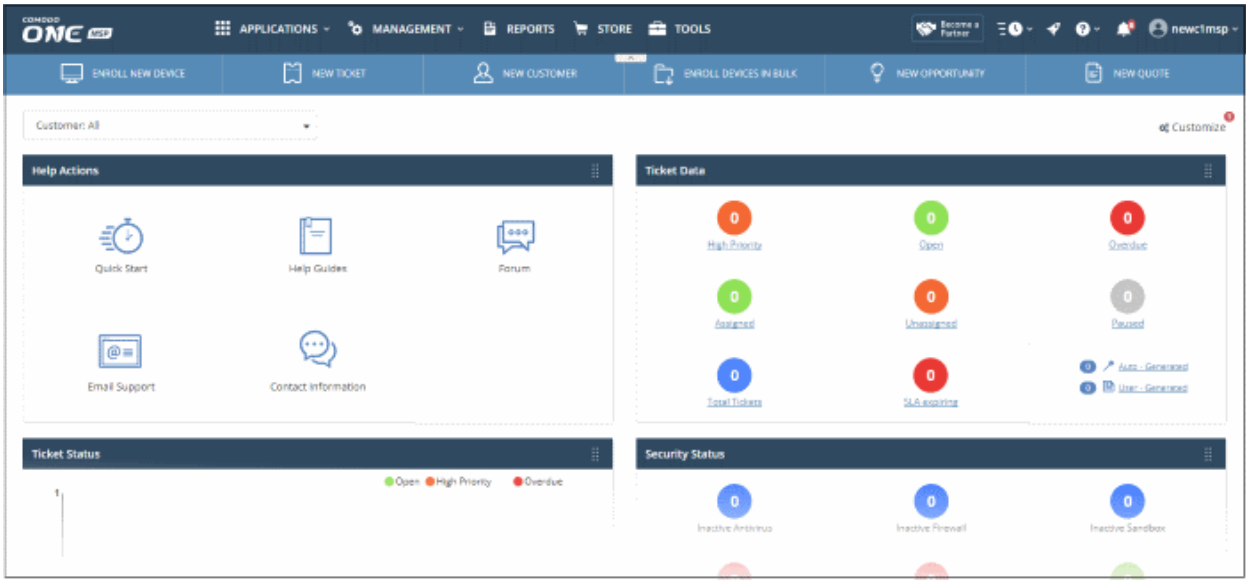
  Major features include:

  - **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 log into the console and contains statistics and charts with detailed information from all C1 modules. These include service desk tickets, endpoint patch status, operating system breakdown, endpoint security policies and more.



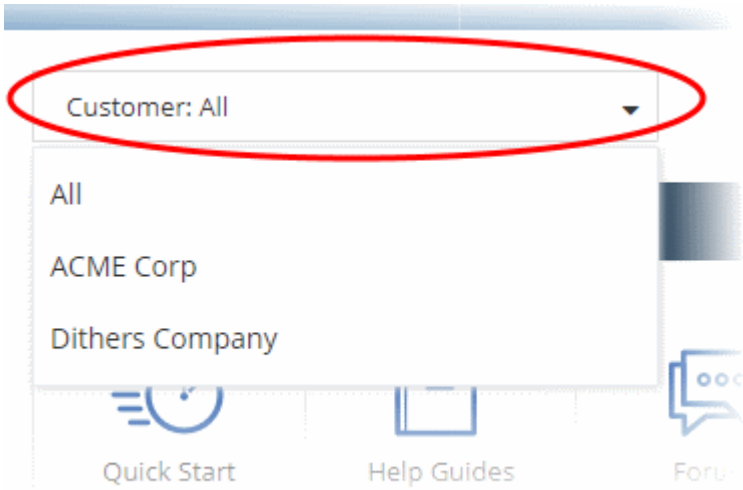
- Short cuts to **Quick Actions** are displayed as links below the menu bar:

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

- Enroll Devices in Bulk - ITSM. Download the packages required to enroll multiple devices into ITSM . These include Comodo Client - Communication, Comodo Client – Security and HTTPS proxy server agent.
- Enroll New Device - ITSM. Opens the 'Device List' page. Click 'Enroll Device' to add an individual device.
- New Ticket - Service Desk. Opens the new ticket interface so you can quickly add a new ticket.
- New Customer - C1 portal. Create new C1 customer (MSPs only). Once created, the customer will be available in all integrated modules (ITSM, Service Desk etc).
- New Opportunity - CRM. Opens the 'Create New Opportunity' page.
- New Quote - Quote Manager. Opens the 'Quotes' page so you can create a new sales or service quotation.

MSP customers - the dashboard will show statistics from all companies enrolled for the account. Enterprise customers – the dashboard will show only statistics for your company.

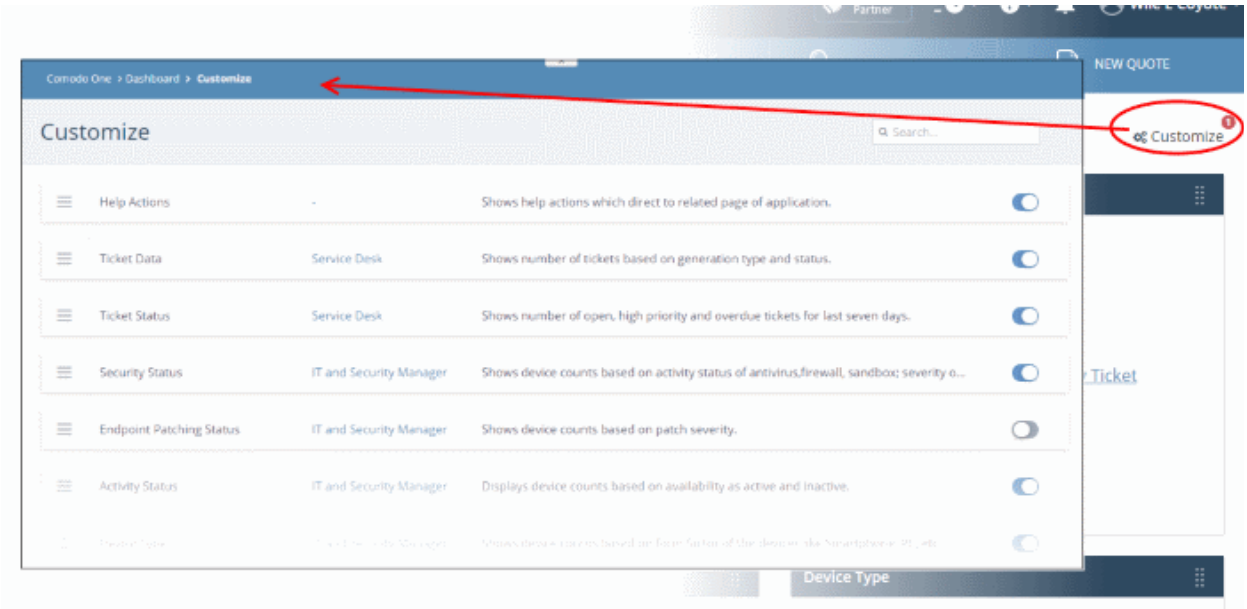
- MSPs - Click the 'Customer' drop-down to view the dashboard for a particular company:



- Select the company whose dashboard you wish to view:

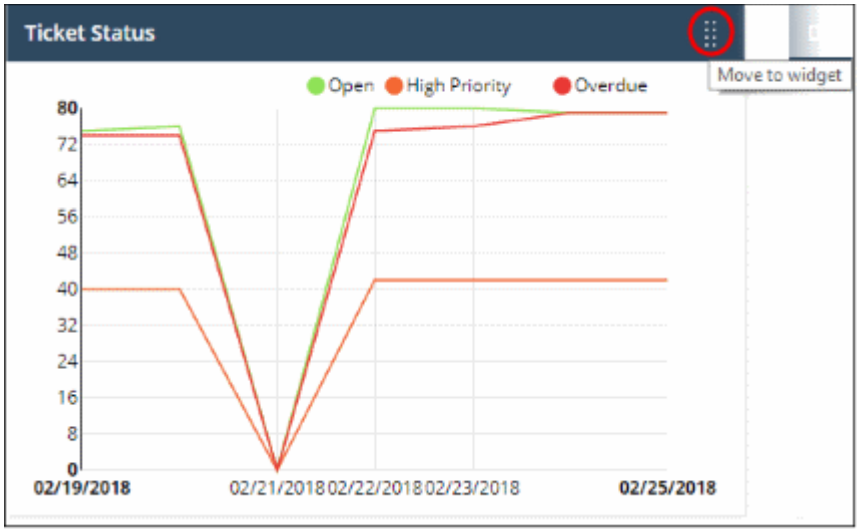
The dashboard shows bar charts, pie-charts and tables related to the company. You can customize the dashboard to view or hide or re-order items as required.

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



- Use the sliders on the right to show or hide an item. The number of dashboard components that are switched off will be displayed beside the 'Customize' icon

.
- Drag and drop a row to re-order its position on the dashboard.
  - You can also reorder items on the dashboard itself. Click and hold the icon at the top-right of a dashboard tile then drag it to your desired new location.



Details of the Dashboard Panes

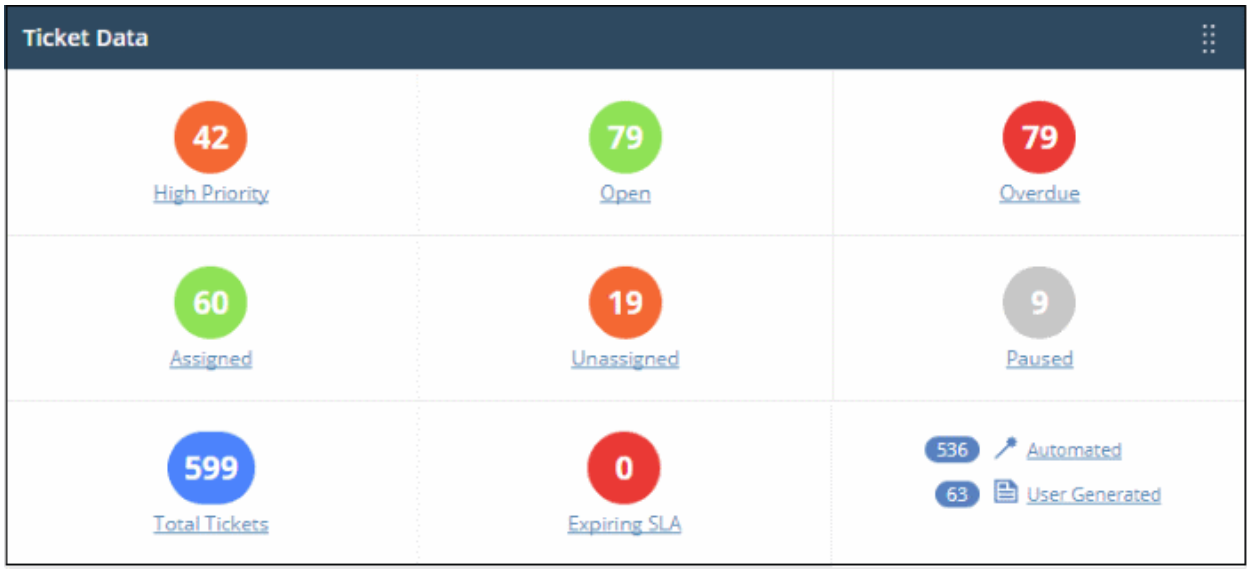
IT and Security Manager – Security Status

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

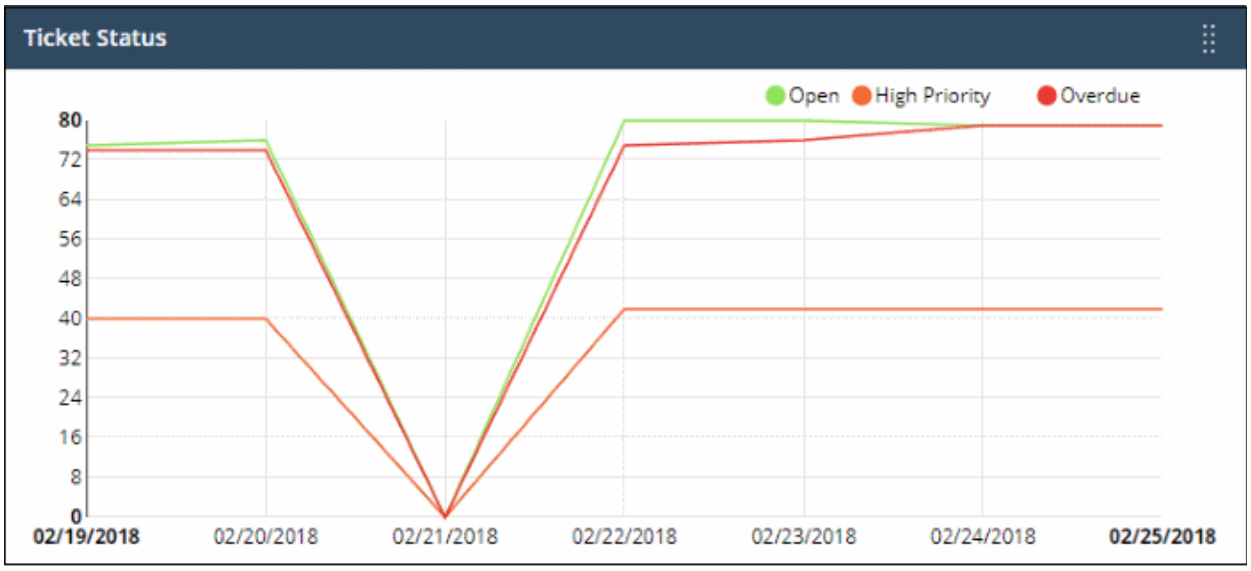
Displays key data about your service desk tickets. This includes how many tickets are open, overdue and so on. It also displays the the number of tickets that were auto-created by applications such as ITSM and those created by users.



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

Service Desk -Tickets Status

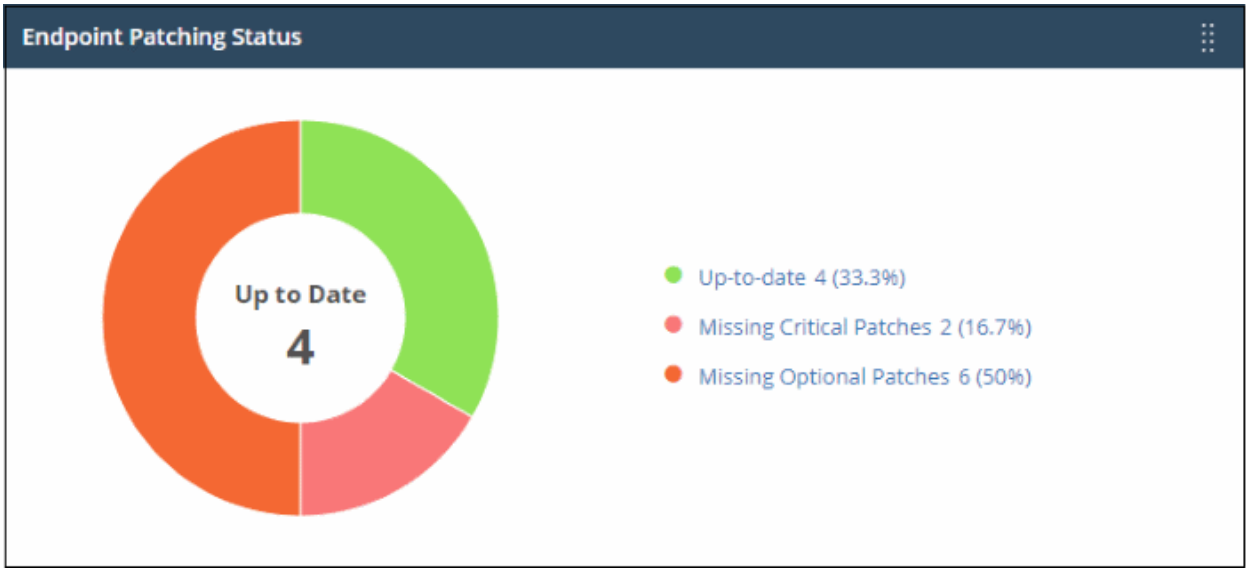
Chart which shows the total number of service desk tickets that are overdue, open and high priority.



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

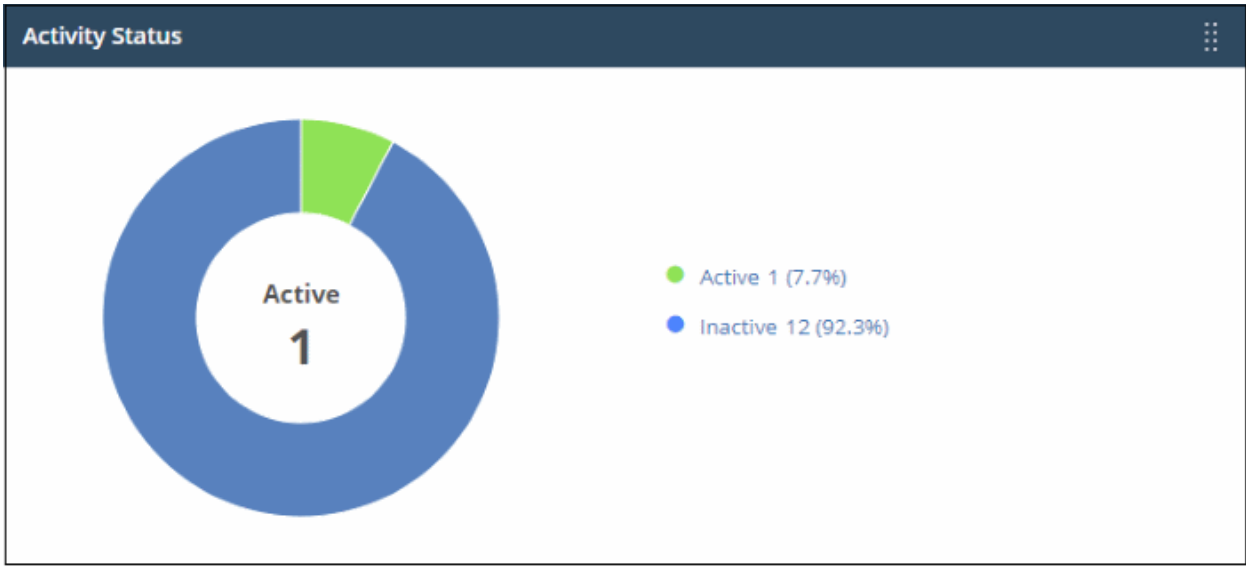
Break-down of your endpoint devices according to patch status. The pie chart shows how many of your devices are missing critical or optional patches, and how many are fully patched.



- 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.

IT and Security Manager – Activity Status

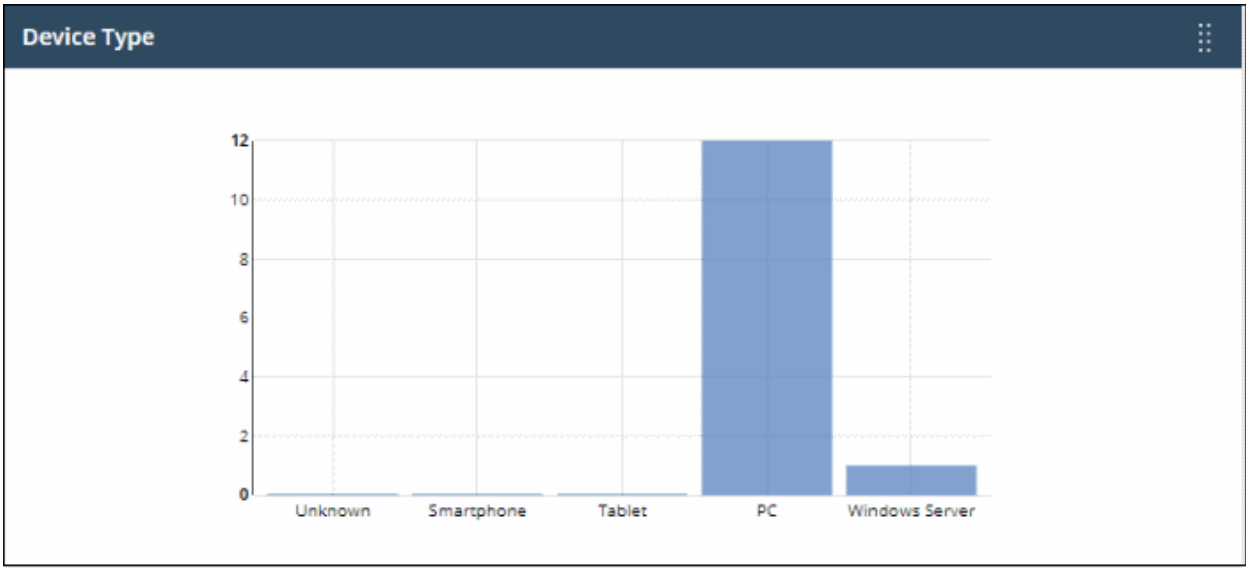
Displays the number of endpoints that are connected to ITSM versus those that are not connected. 'Inactive' means endpoints that have not connected for more than a day.



- Placing the mouse cursor on a particular device status sector will be 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 – Devices Type

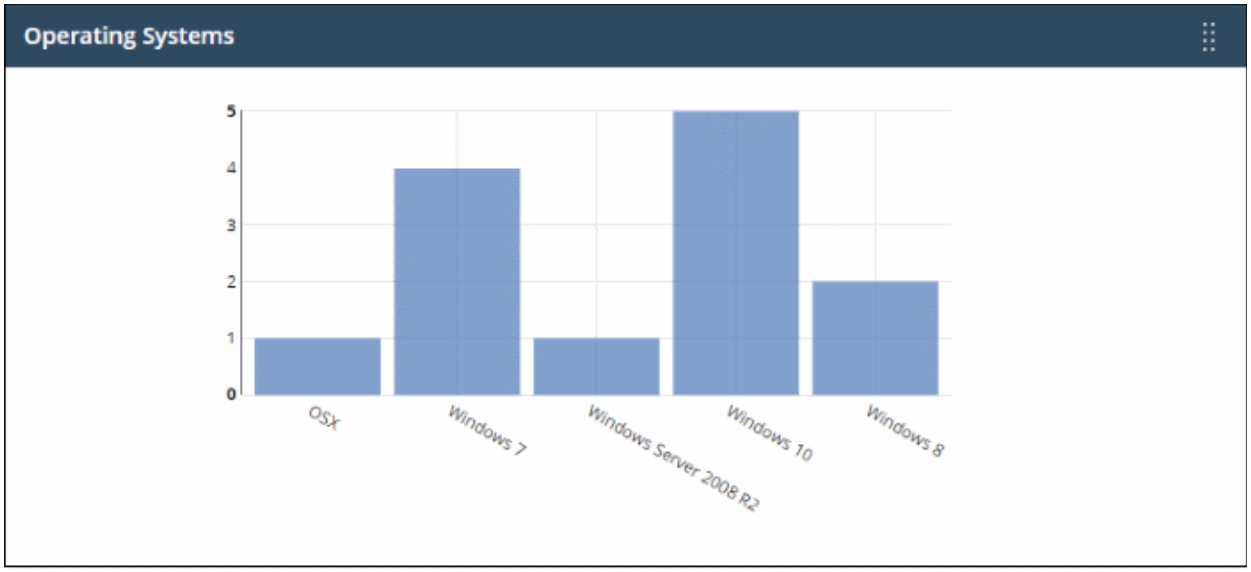
Displays ITSM devices according to device type. Types include computers, servers, smartphones tablets and so on. The names of the device types are displayed on the X-axis and the number of endpoints is displayed on the Y-axis.



- Placing the mouse cursor on a particular device type will be 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

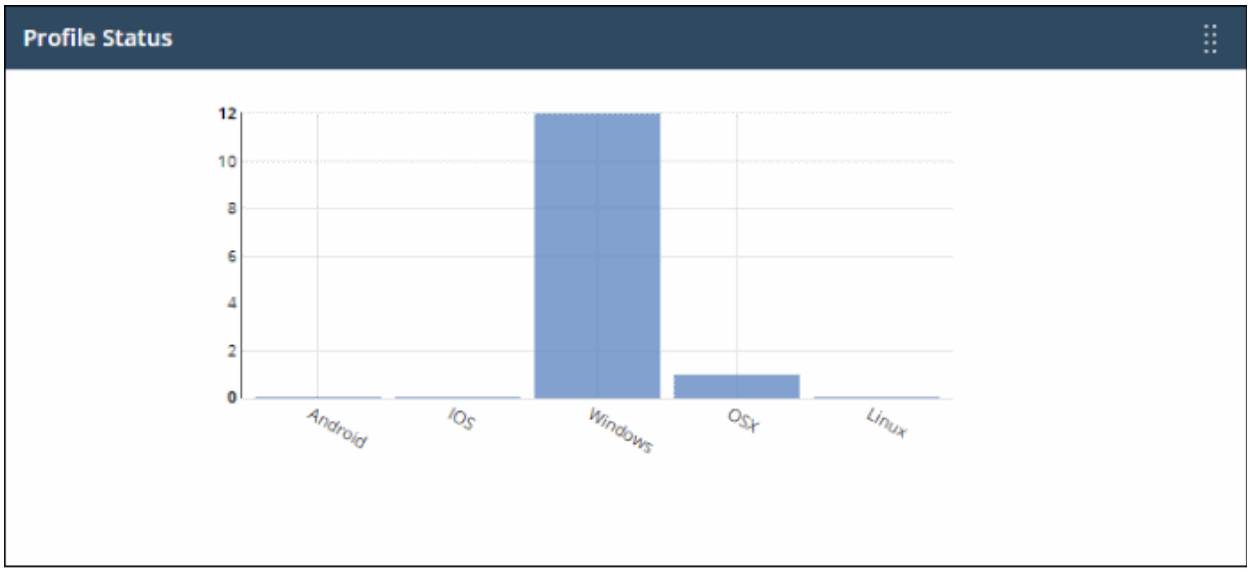
Displays ITSM devices by operating system. The names of the operating systems are displayed on the X-axis and the number of endpoints is displayed on the Y-axis.



- Placing the mouse cursor on a particular OS type will be 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

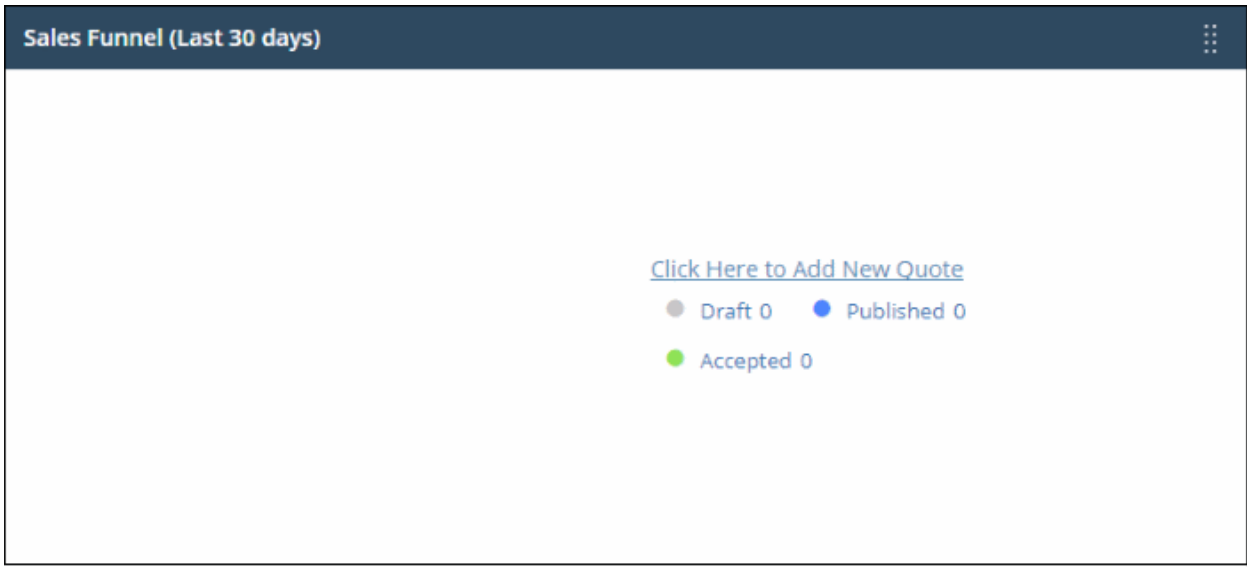
Shows how many devices have an active ITSM profile by operating system. The names of the operating systems are displayed on the X-axis and the number of devices is displayed on the Y-axis.



- Placing the mouse cursor on a particular profile type will be 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

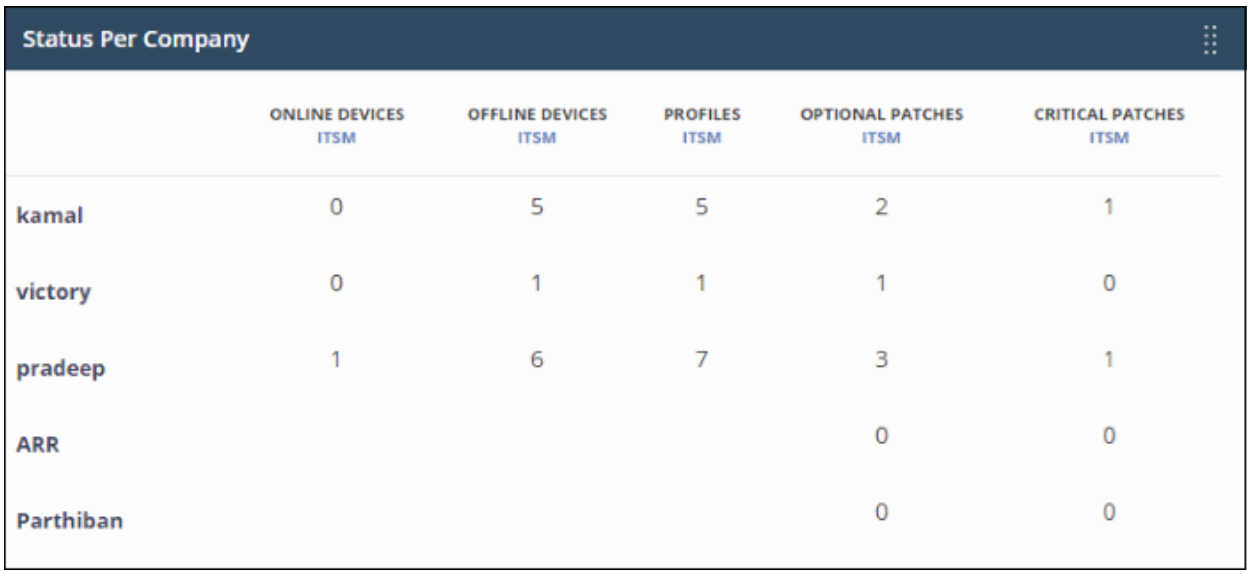
Pertains to the Comodo Quote Manager (CQM) module. Displays the number of quotes that have been accepted, published and are in draft status. This widget will be available only if Comodo Quote Manager application is added to the account.



- Clicking on a status link on the right will take you to the respective page in the CQM module.
- 'Click Here to Add New Quote' will be displayed if no quotes are available.

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.

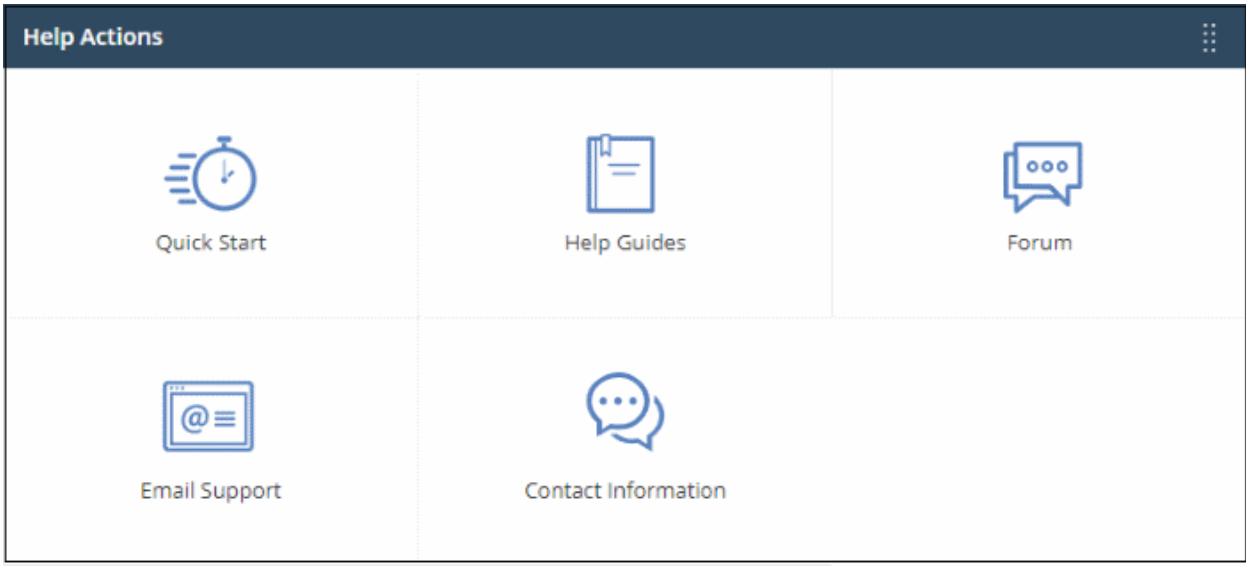


	ONLINE DEVICES ITSM	OFFLINE DEVICES ITSM	PROFILES ITSM	OPTIONAL PATCHES ITSM	CRITICAL PATCHES ITSM
kamal	0	5	5	2	1
victory	0	1	1	1	0
pradeep	1	6	7	3	1
ARR				0	0
Parthiban				0	0

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 polices 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

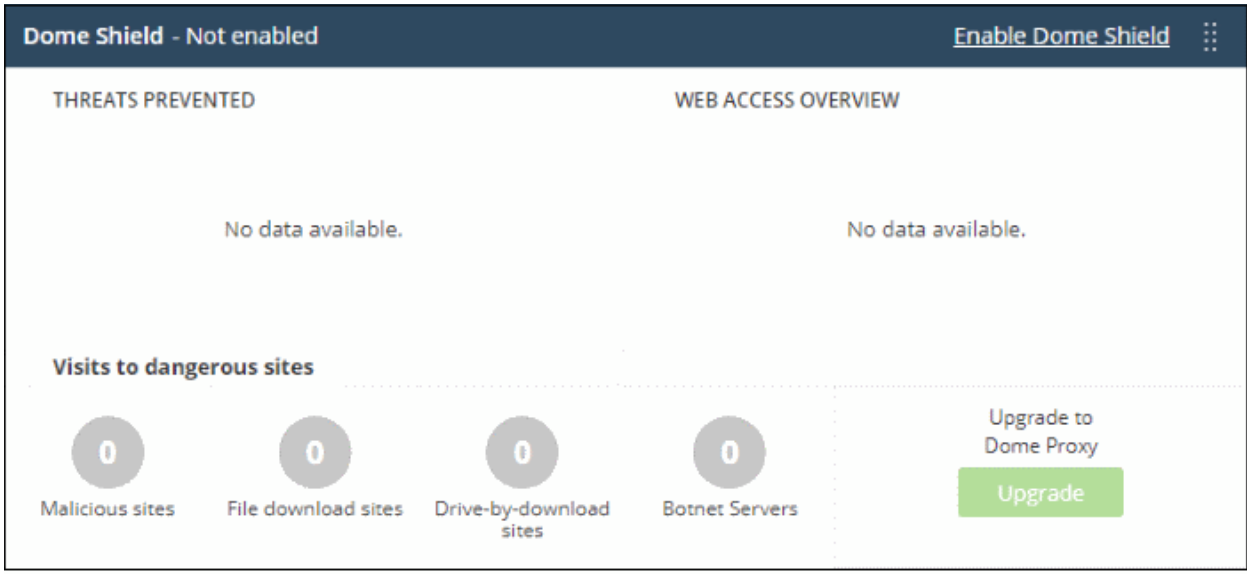
In case of any issues or clarifications regarding the application, administrators can refer to help guides or write to support to resolve them.



- **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.
- **Forum** - Opens the MSSP consortium forum page where you can ask questions or join in discussions.
- **Email Support** - Send email to our support staff for any issues.
- **Contact Us** - 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 'Enable Dome Shield' will be 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 know 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.

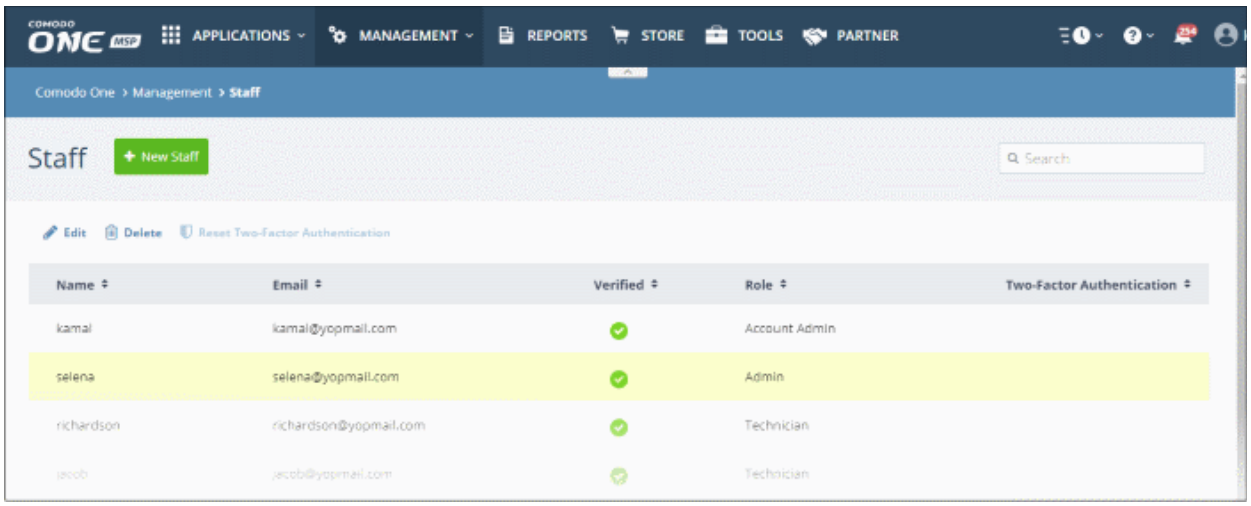
- The links below 'Visits to dangerous sites' take you to the reports page in Dome Shield
- The 'Upgrade' button allows you to subscribe for other Dome products such as Dome Secure Web Gateway and Dome Data Protection.

5 Manage 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.



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

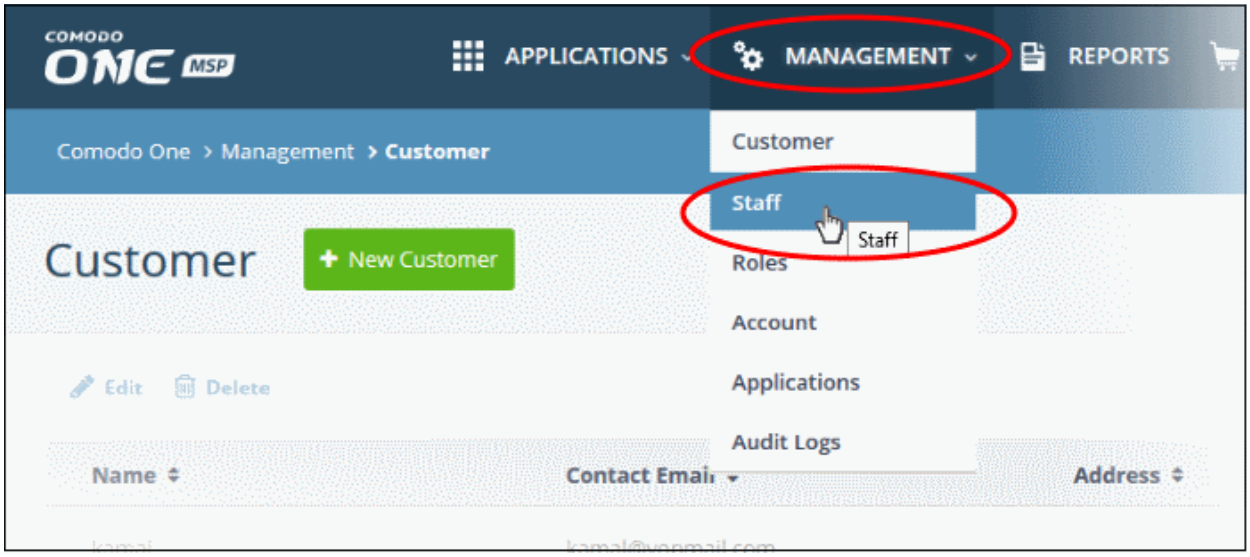
- **Managing Administrators**
- **Managing Roles**

5.1 Manage Administrators

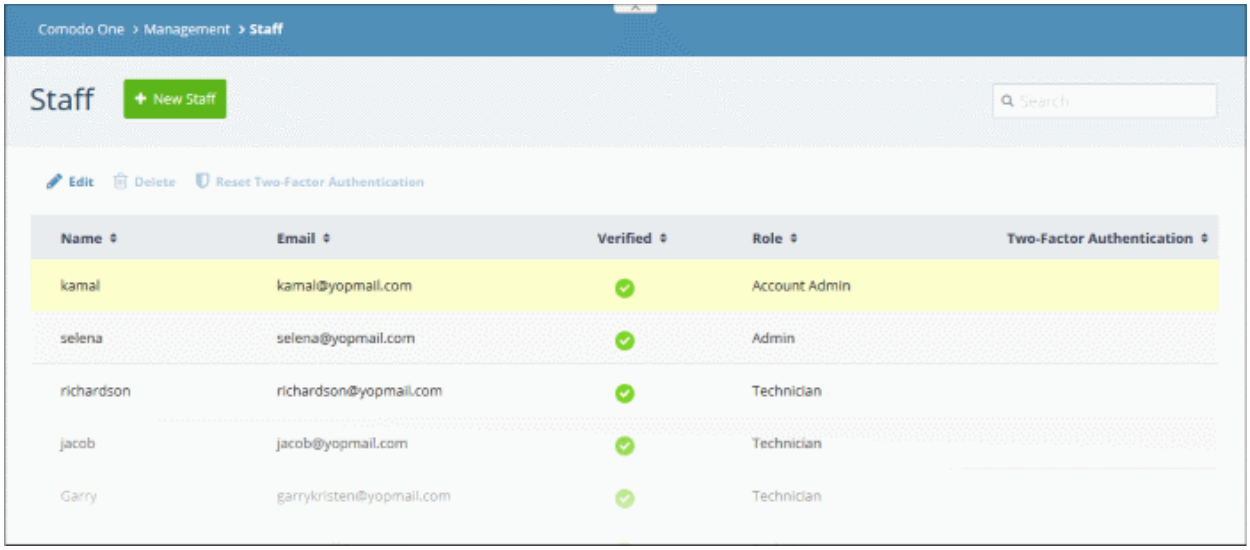
The 'Staff' screen allows administrators to add staff members and assign them to roles. You can also transfer the account administrator privileges to another MSP/Enterprise administrator.

To open the 'Staff' screen

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



The 'Staff' interface will open:



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	The type of role assigned to the staff member. Each role-type has different permissions within the C1 interface. • The admin that signed up for the account will be automatically assigned the role of 'Account Admin'. This role has all available privileges. • Account admins can add staff members and assign any role to them except the 'Account Admin' role. See '**Managing Roles**' for more details about default roles and how to create new roles.

Two-Factor Authentication	Whether or not the staff-member 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 users 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.

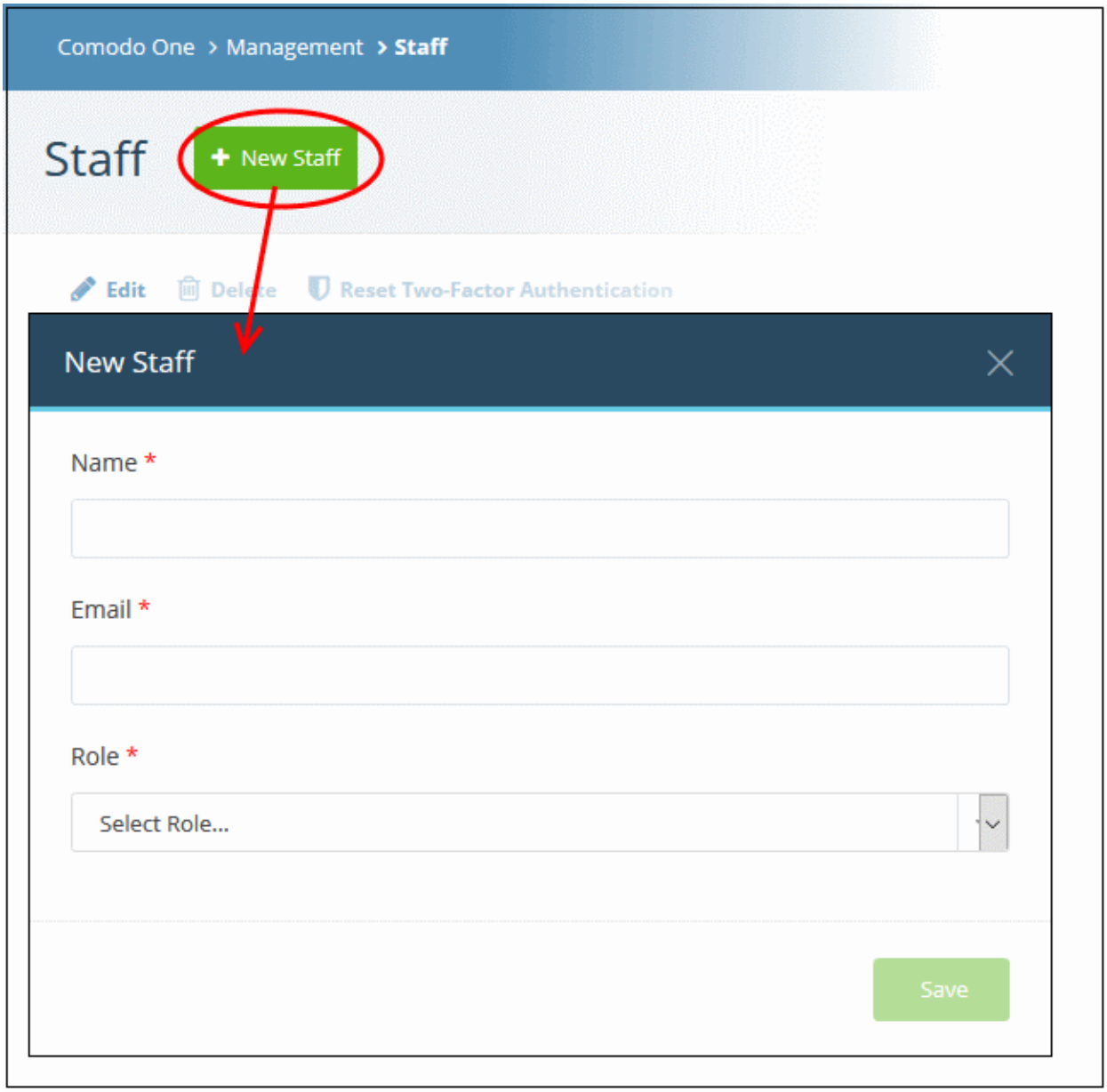
The interface allows you to:

- **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:

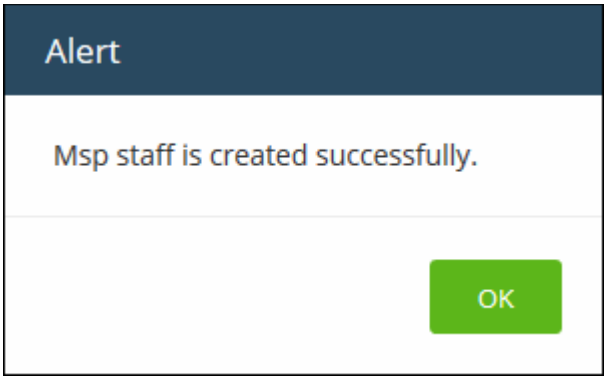


- Enter the name of the staff member in the 'Name' field.
- Enter the email address of the staff member. The account verification email will be sent to this address.
- Select a role for the staff member. See the next section, '**Managing Roles**', to read more about the privileges associated with each 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 with the same role levels. The privileges for 'Admin' and 'Technician' roles differ for each module and can be altered to suit 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.

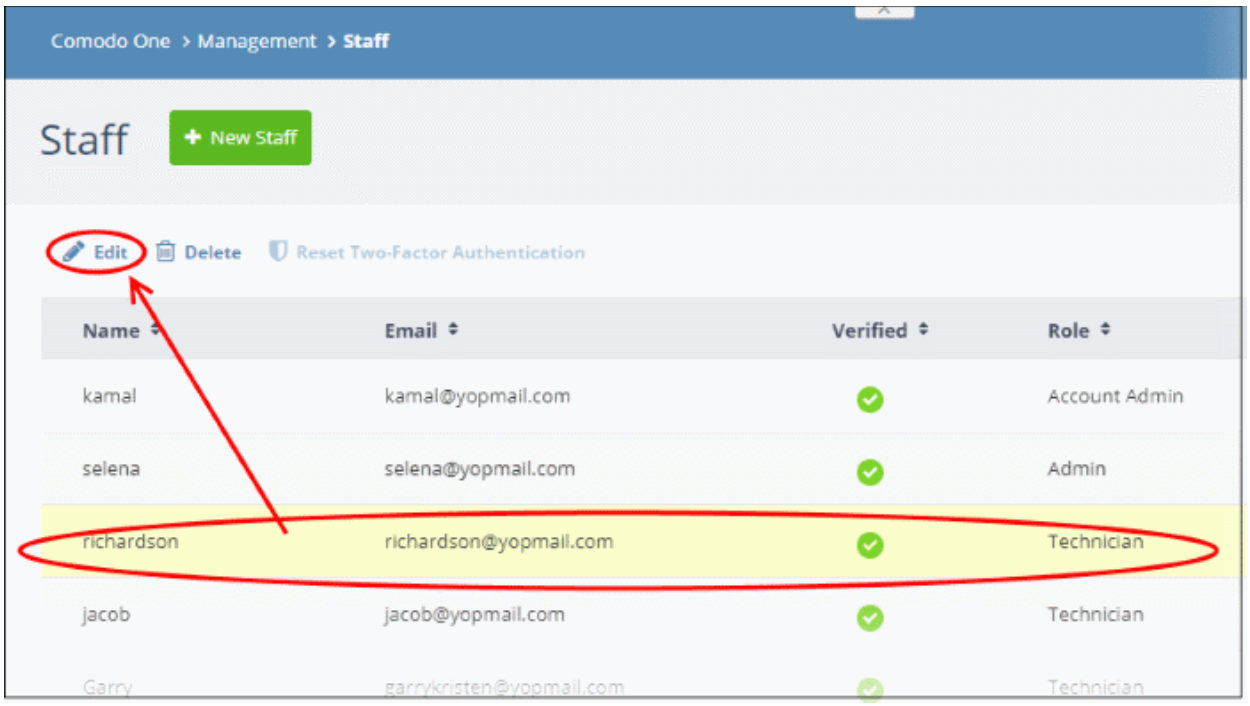
Edit the details of a staff member

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

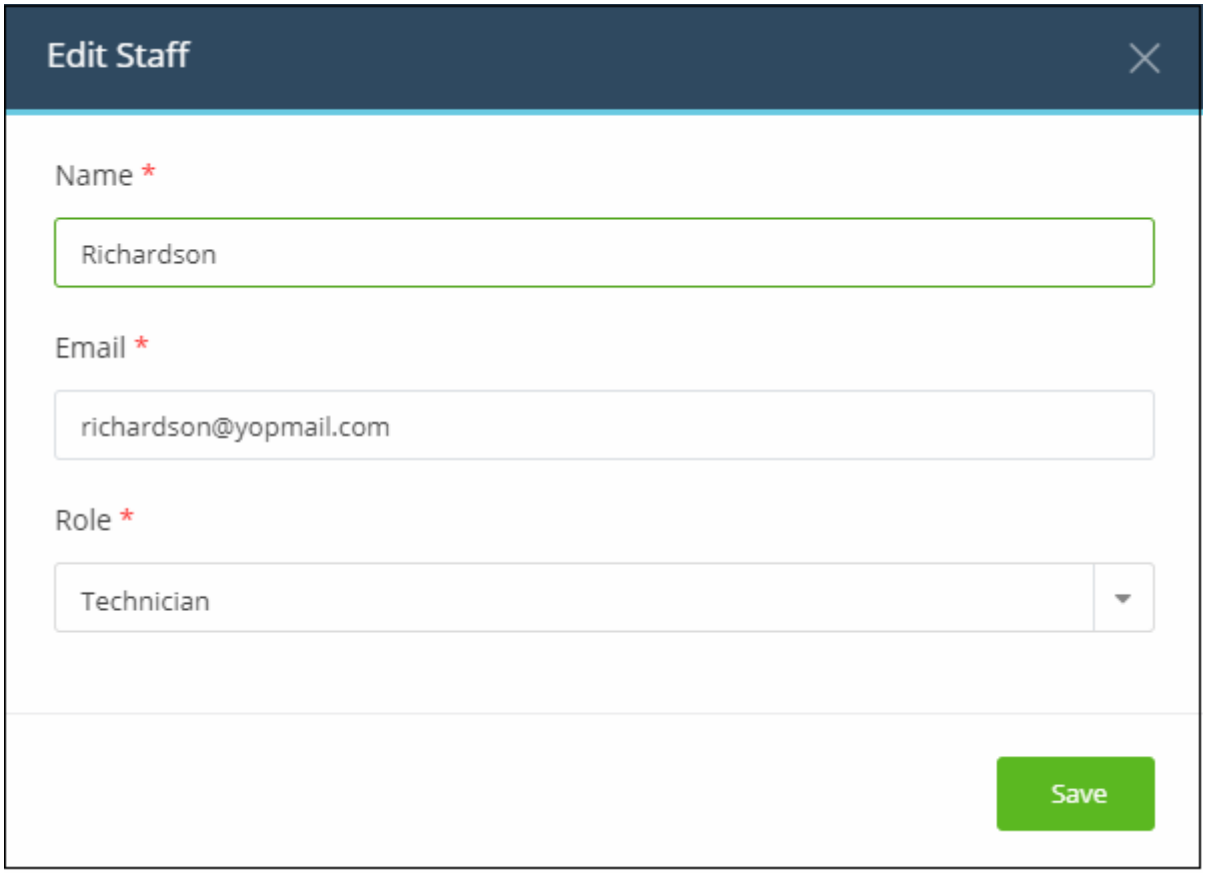
Note: Staff can be edited only after they have validated their email address by clicking the link in the verification email.

To edit the details of a staff member

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

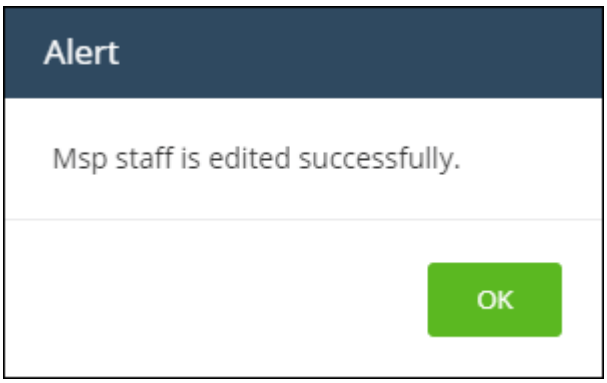


The 'Edit Staff' dialog will open.



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

The following confirmation dialog will be displayed:

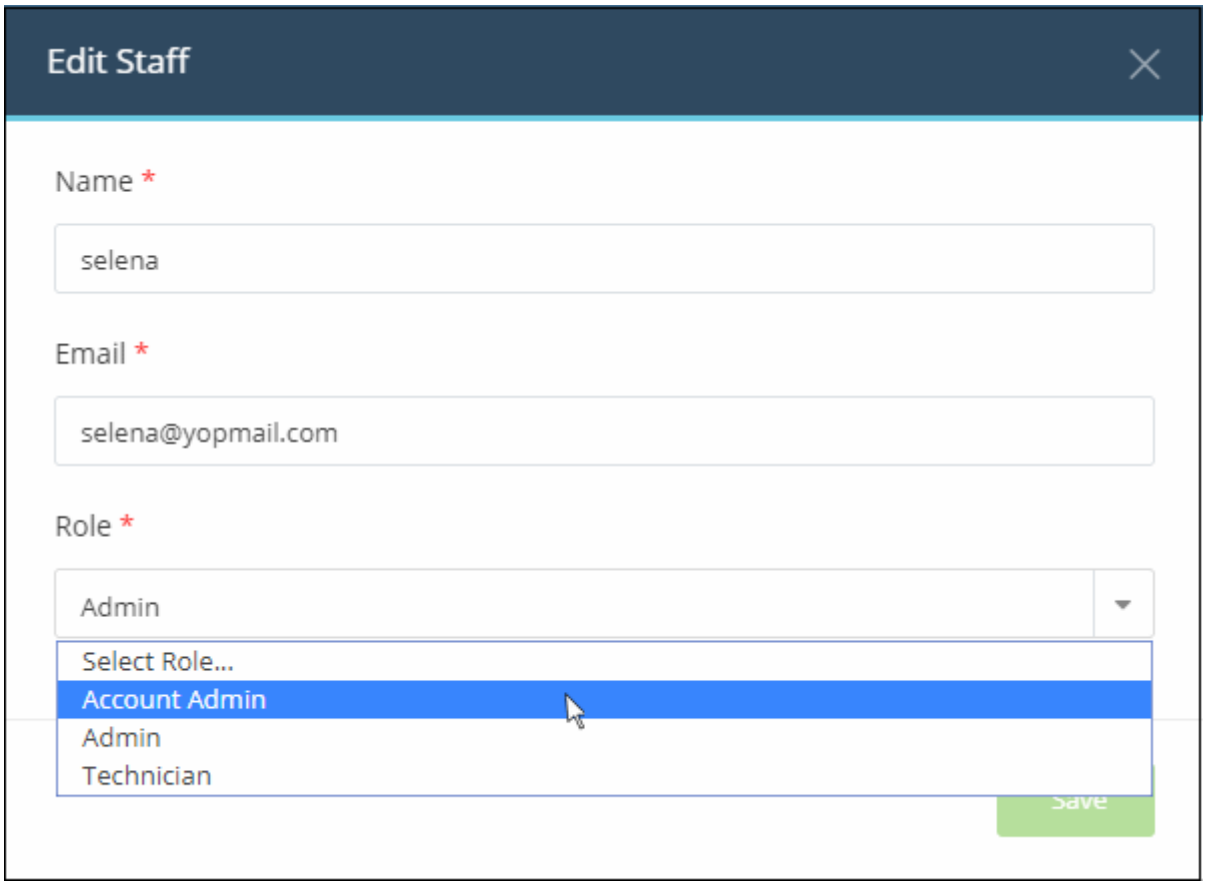


- Click 'OK'

To transfer account admin rights to a different administrator

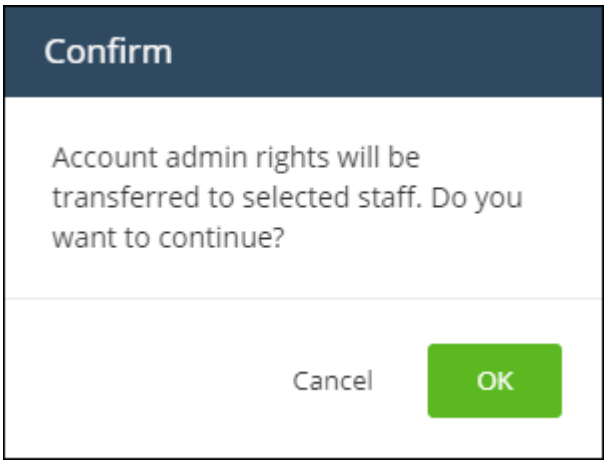
Note - only the account administrator can reassign this role to another staff member.

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

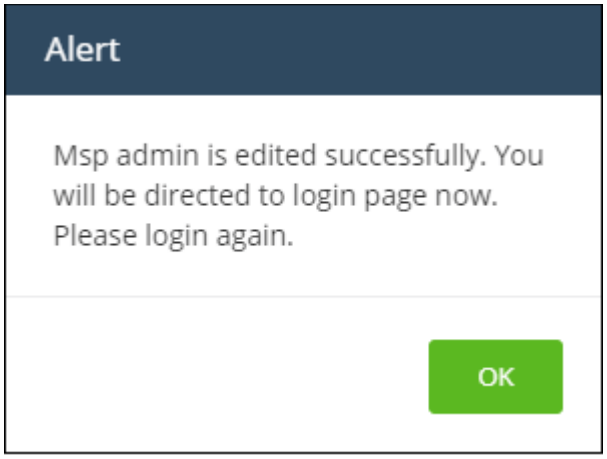


- Click 'Save'

A confirmation dialog will be displayed:



- Click 'OK' to confirm



- Click 'OK'.

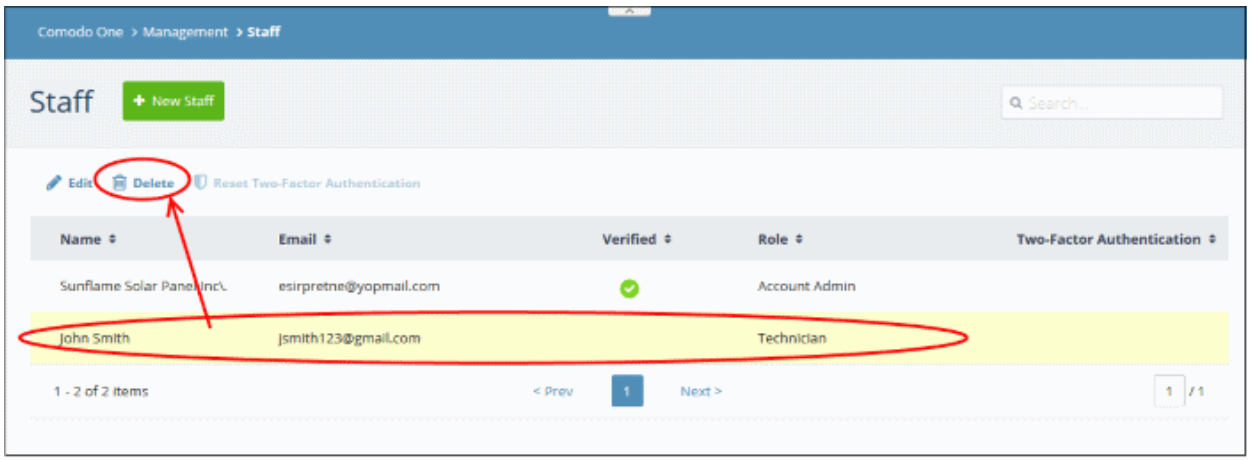
Account administrator rights will be transferred to the selected staff member and you will be logged out automatically. You can login with the same credentials but will have only administrator privileges.

Remove an administrator or staff member

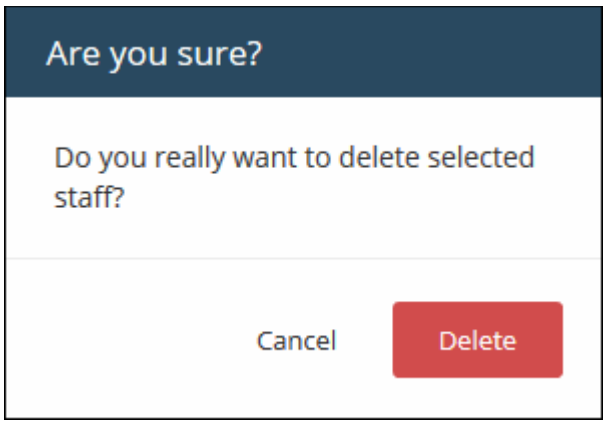
Staff and administrators who are no longer required can be removed from the 'Staff' interface.

To delete a staff member

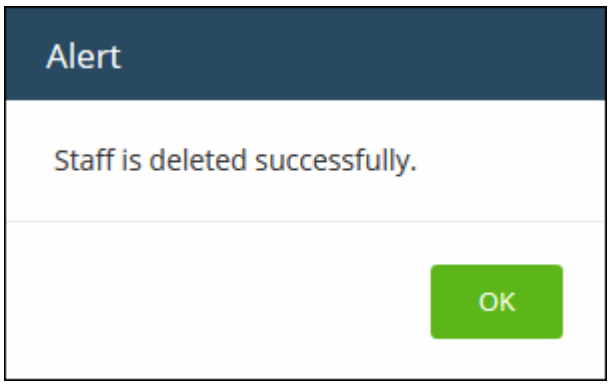
- Select the staff member that you want to remove from the list and click the 'Delete' button:



A confirmation dialog will appear:



- Click 'Delete' to confirm removal

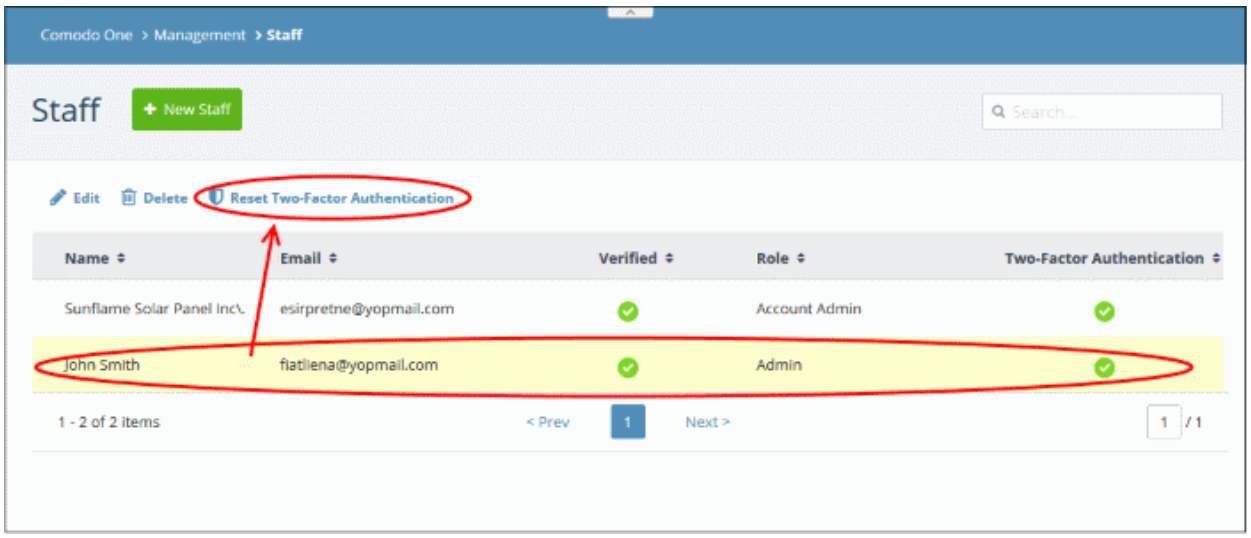


- Click 'OK'

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 then click the 'Reset Two-Factor Authentication' button:



After the 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 Manage Roles

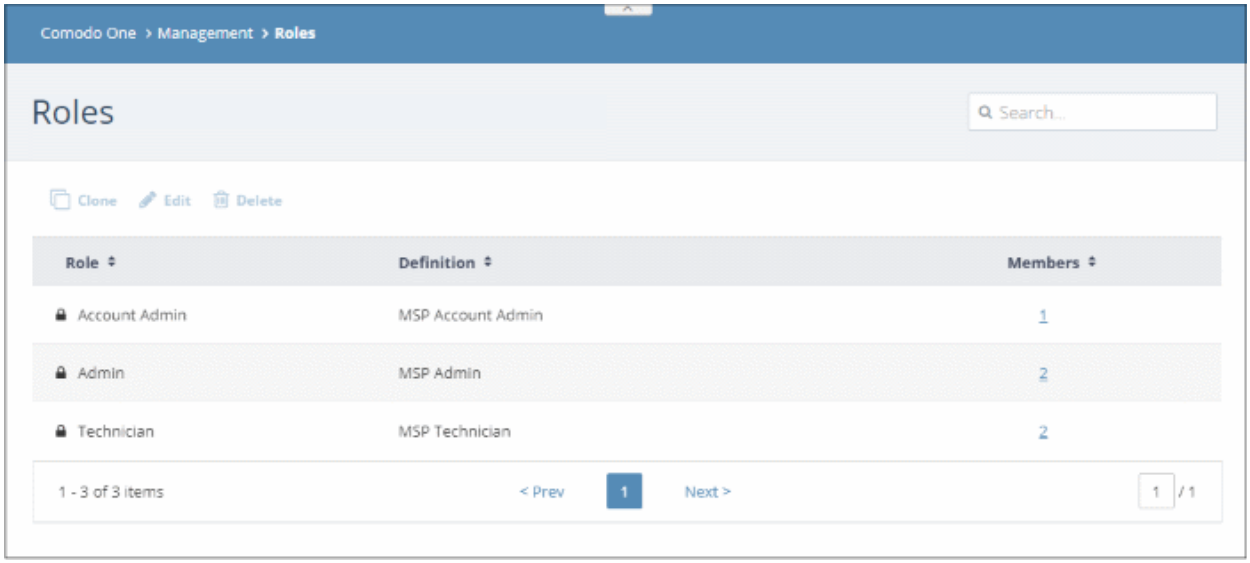
Roles are assigned to staff members and determine their C1 access privileges.

- 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

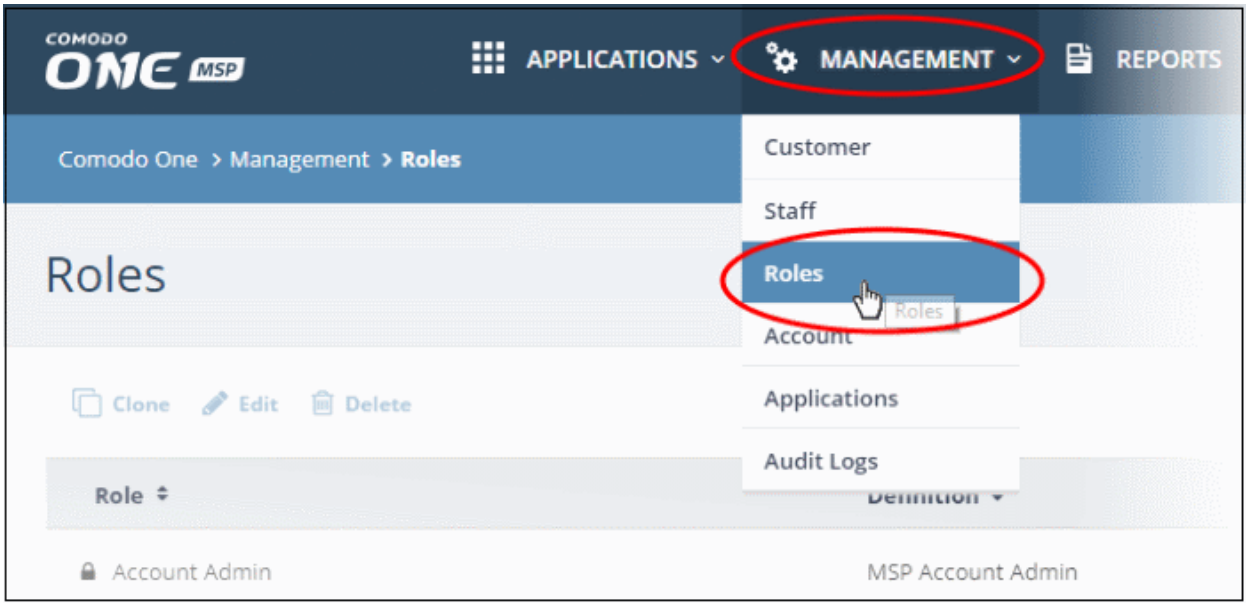
- Click 'Management' on the menu bar then choose 'Roles' from the options:

The 'Roles' interface will open:



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	The number of staff members assigned to the role. Click the number to see a list of the staff members assigned to the 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.

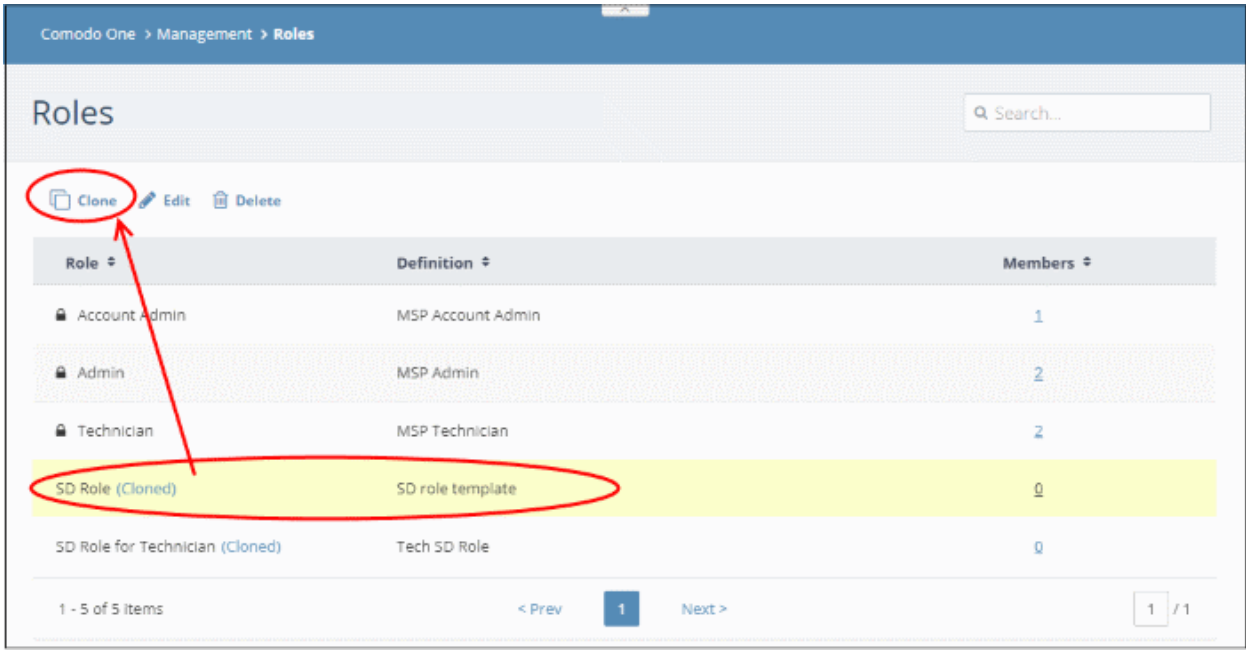
The interface allows account administrators and staff members with appropriate privileges to:

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

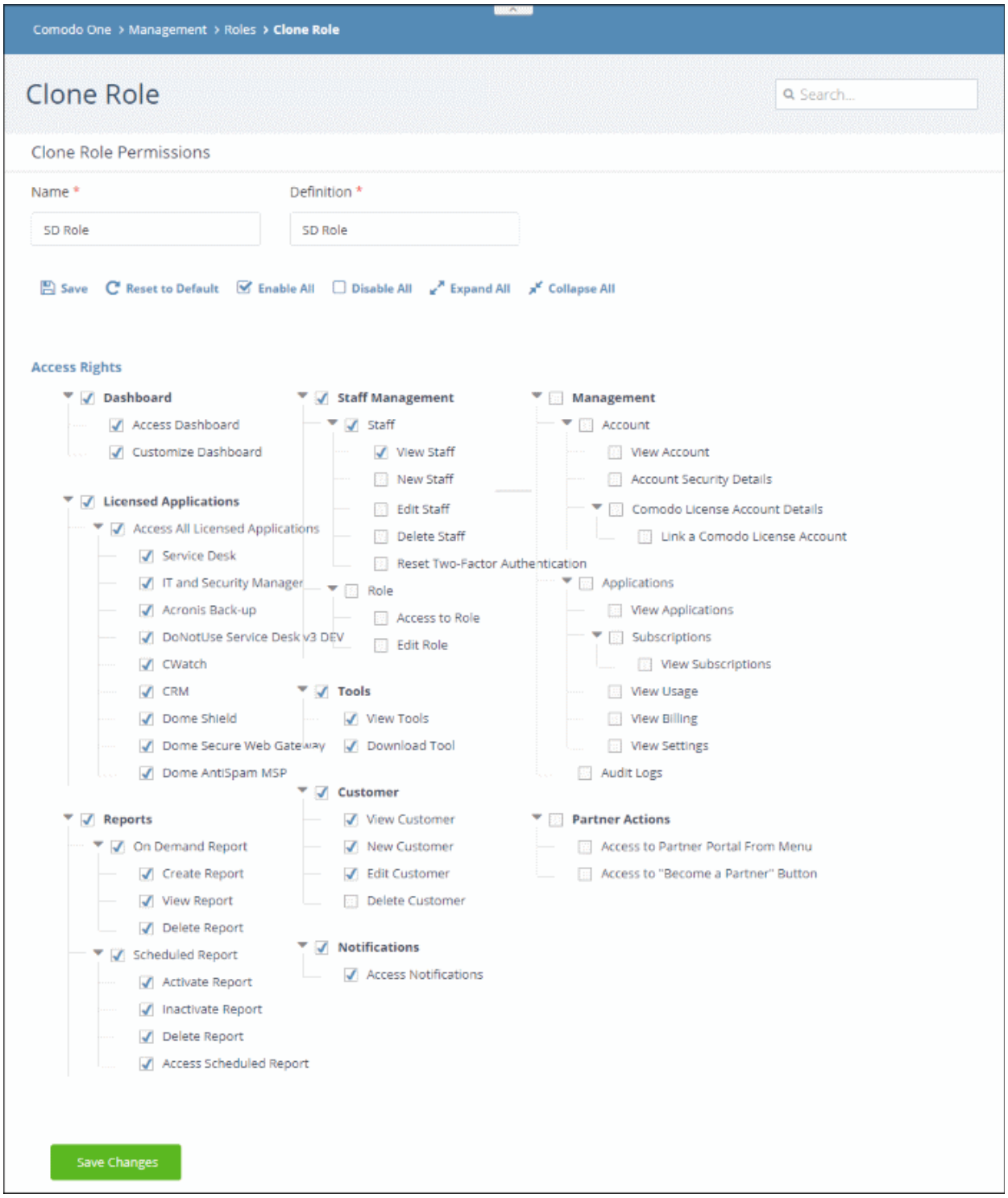
To add a custom role

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':



The 'Clone Role' screen will be displayed:



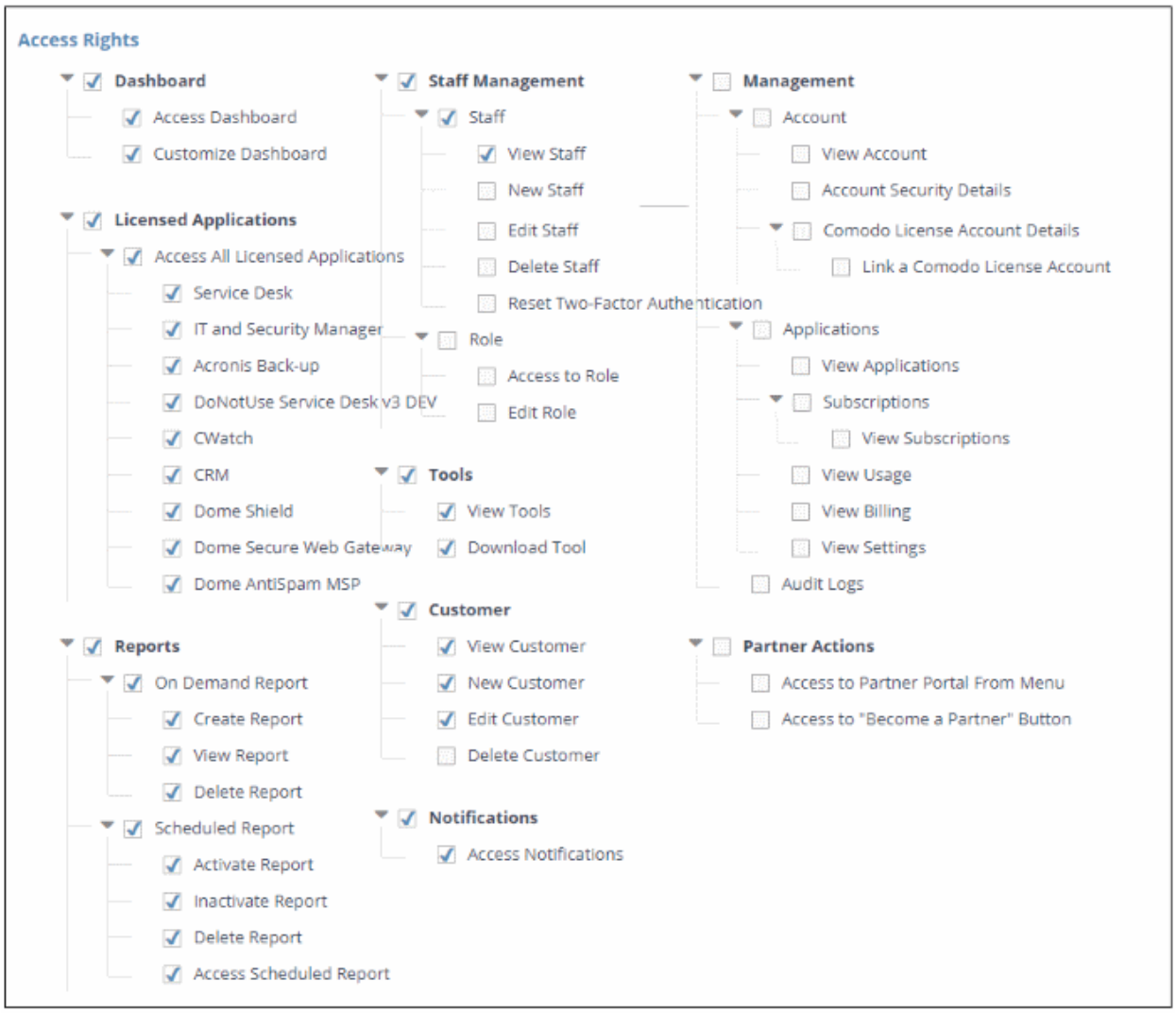
The controls along the top allow you to:

- Save - Apply your changes to the new role.
- 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.

The 'Name' and 'Definition' labels will be copied from the original role. 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.
- 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.

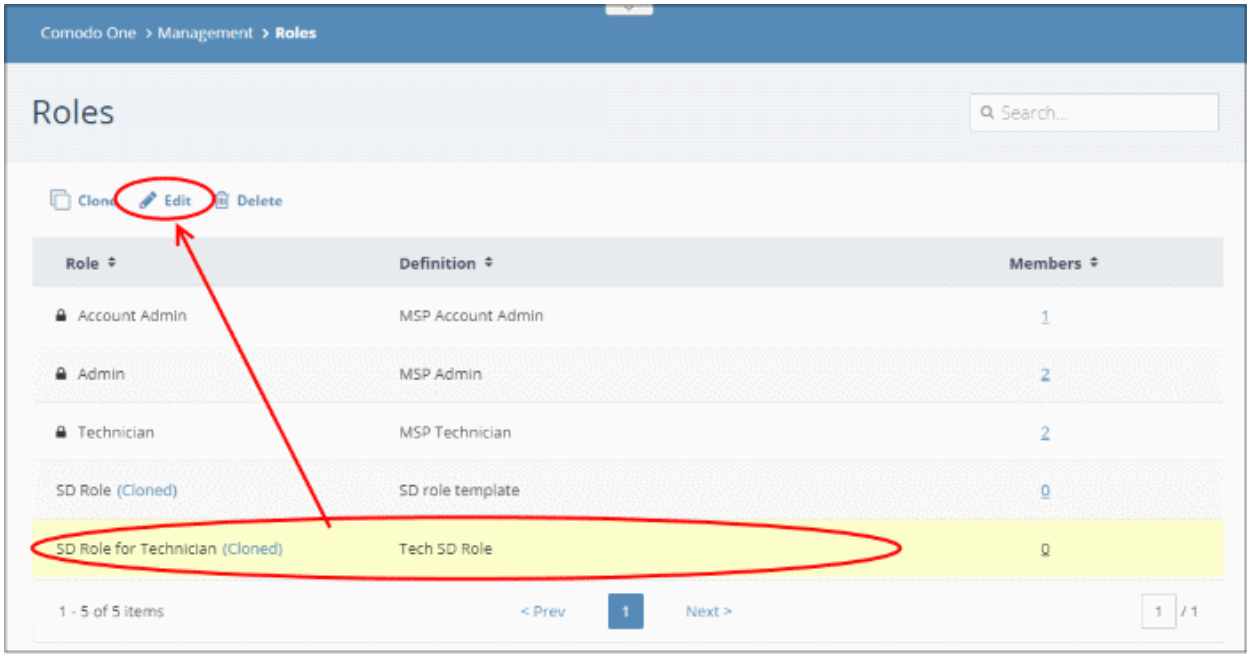
Select the required privileges from the options. You can opt to grant all privileges in a feature or selected sub level privileges. For example, if you want a staff member to handle only SD and ITSM applications, create a new role and select these two applications from the licensed applications options.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

- Click 'Save' at the top or 'Save Changes' at the bottom to apply your changes.

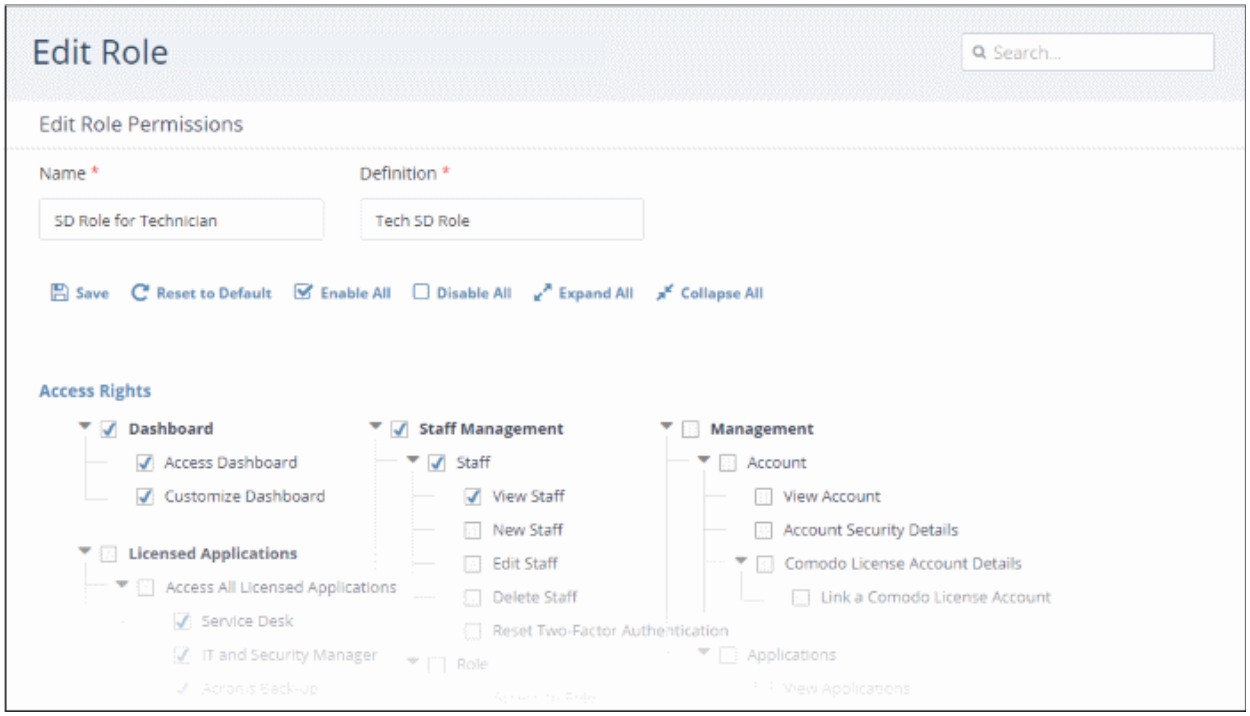
To edit a custom role

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':



The 'Edit Role' screen will open:

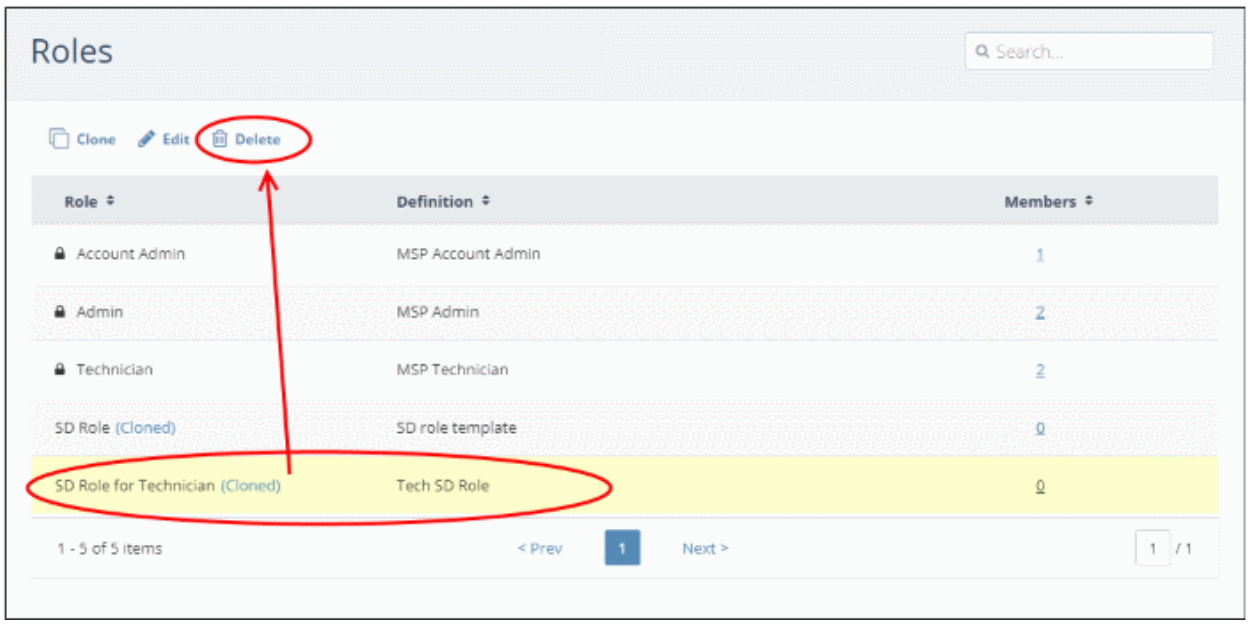


- Update name, description details and access rights for the role.
- Click 'Save' or 'Save Changes' when done.

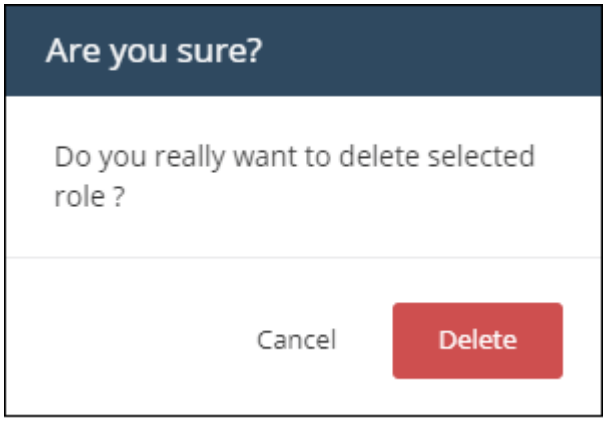
To delete a custom role

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':



- Click 'Delete' 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.
- These three built-in roles are also available in Service Desk and ITSM.
- The following tables summarize the different privileges of each role in the C1 console and the individual modules.

Comodo One Web Console

Role	Description
Account Admin	The account admin is the top level administrator and can access all areas of the C1 console and individual modules. Account Administrators can: • 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)	MSP / Enterprise admins have the following privileges: • 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 • Access all licensed applications • Generate reports • Schedule report generation
Technician (MSP/Enterprise)	MSP / Enterprise staff with the technician role have the following privileges: • 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	• 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	• 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)	• Same privileges as account admin except view stats of other staff members in allowed departments
Technician (MSP/Enterprise)	MSP / Enterprise staff members with technician role have the following privileges: • 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	• 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 • 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.

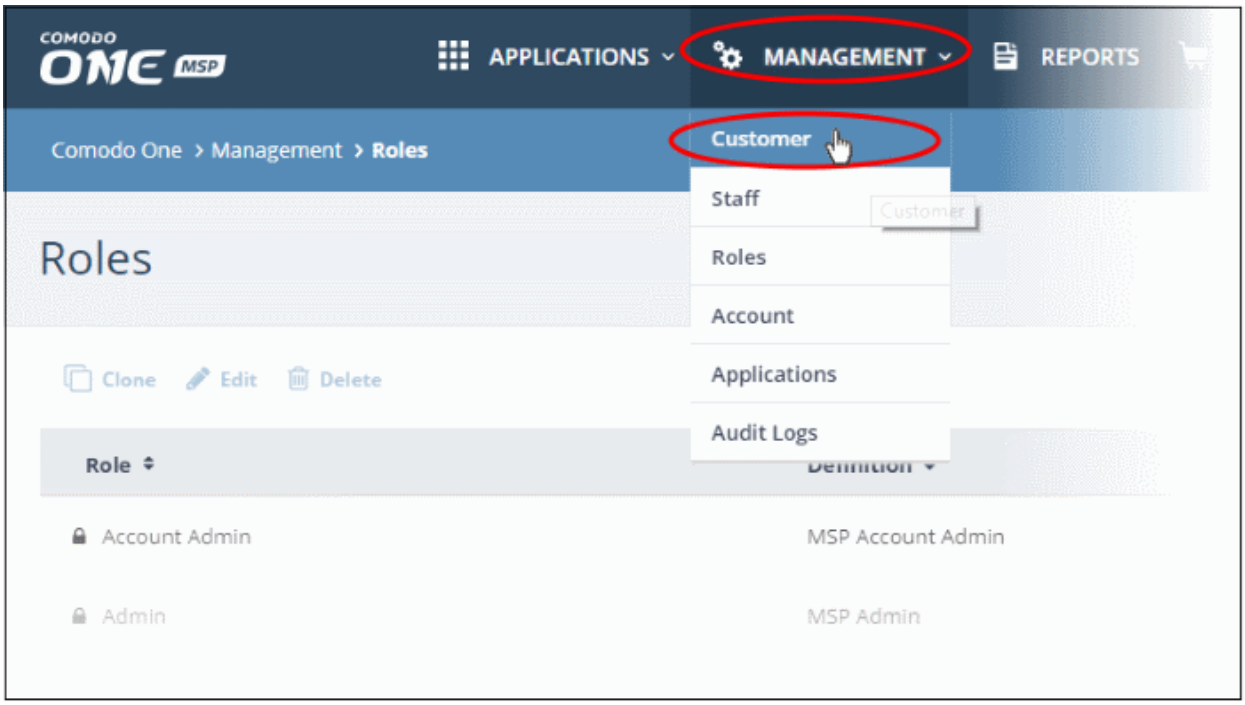
6 Manage Companies

Note: The ability to add and manage companies is only available for C1 MSP accounts.

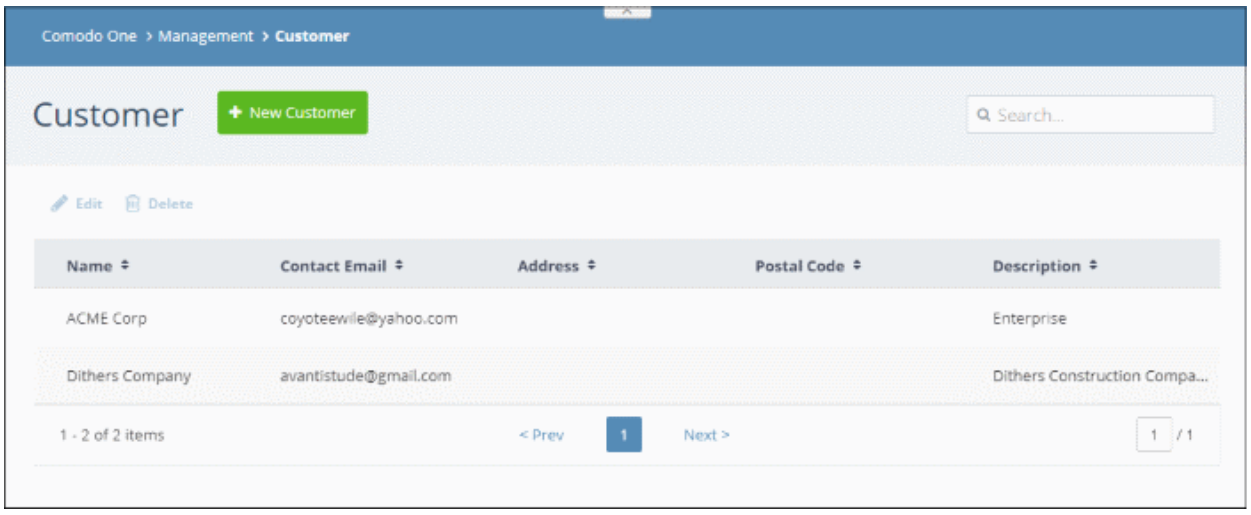
- Companies, organizations and departments added via the 'Customers' interface of C1 portal will become available for selection in all integrated modules (Service Desk, Dome Shield, IT and Security Manager).
- Admins can then import users and devices to these companies through the individual modules.
- Comodo Service Desk also allows customers to create 'standalone' (aka 'Unmanaged') companies. Companies created this way will not be visible in the C1 interface or available in other modules. For more details about adding companies to Service Desk, see **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 interface shows a list of customer organizations added to Comodo One:



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 street address of the organization.
Postal Code	The zip or postcode of the organization.
Description	A short description of the organization.

Sorting and Filtering Options:

- Click a column header to sort 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.

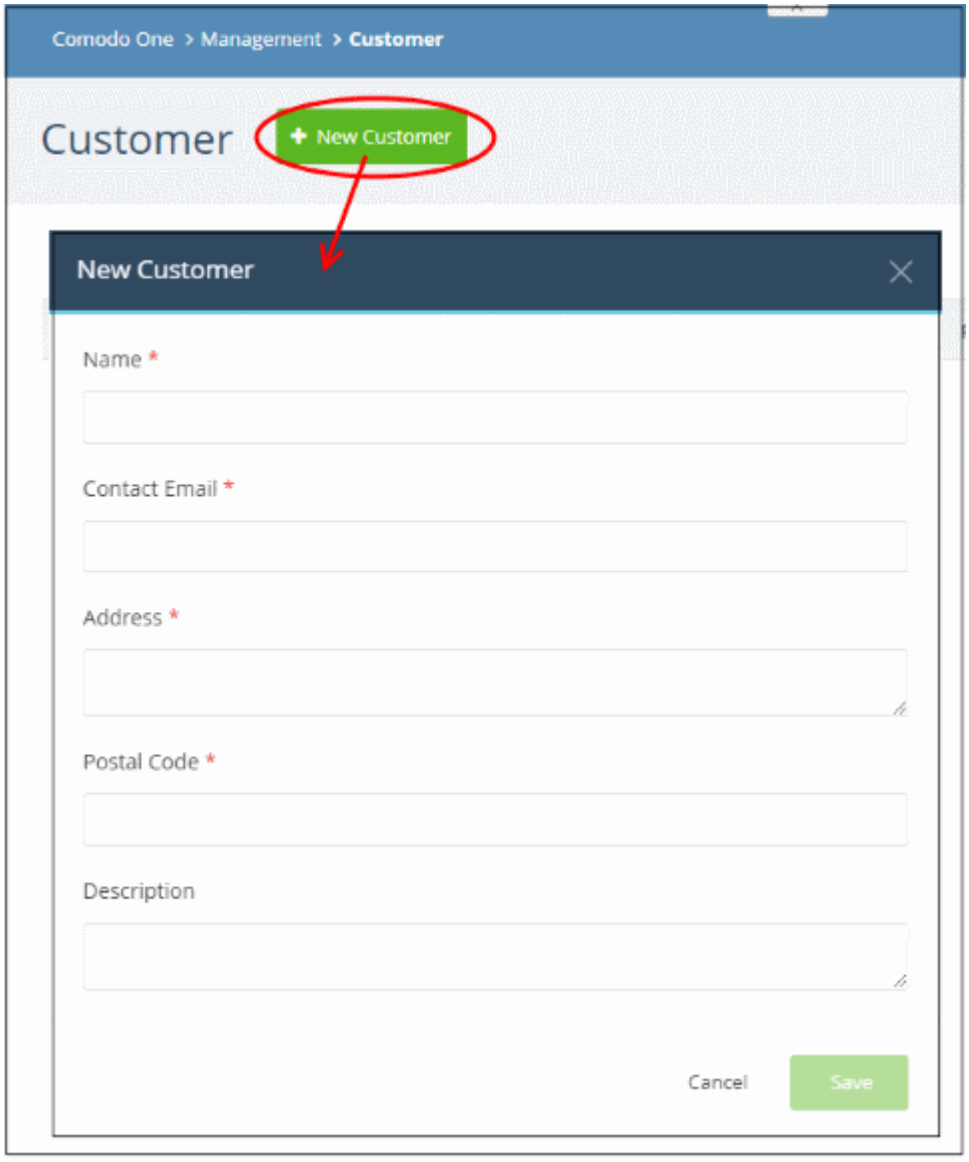
The interface allows account and MSP administrators to:

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

To add an organization

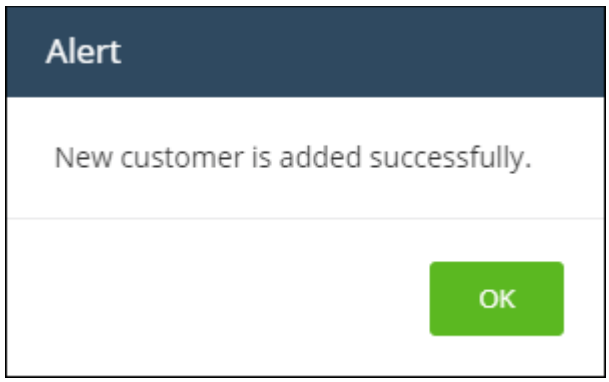
- Click the 'New Customer' button from the 'Customer' interface

The 'New Customer' form will open:



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

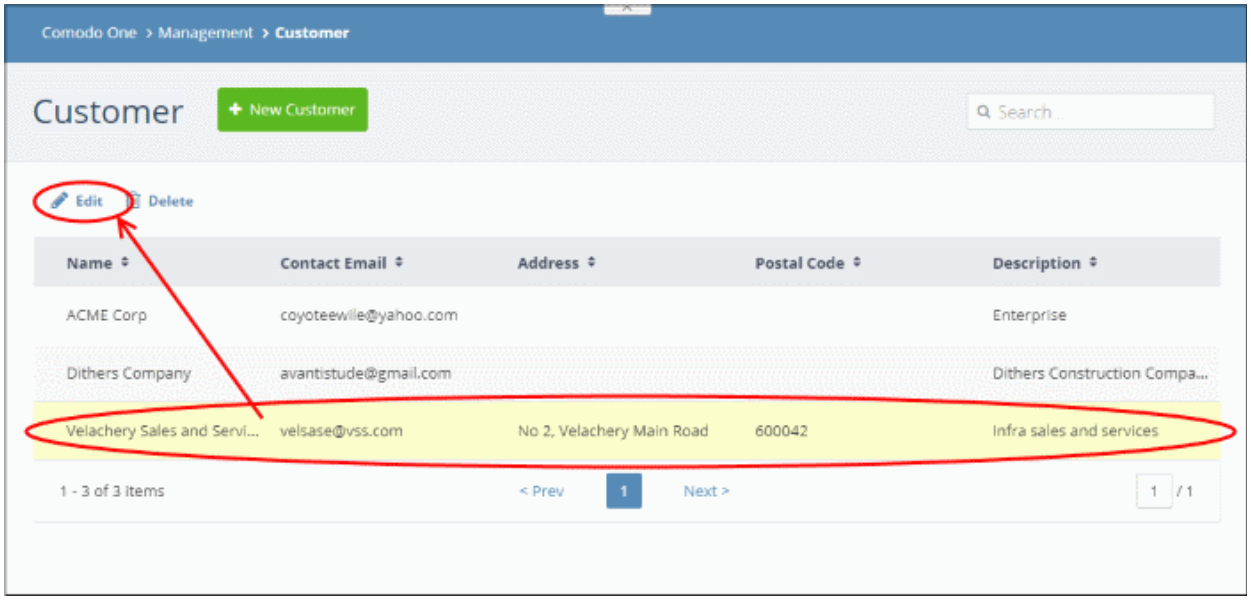
A confirmation message will be displayed



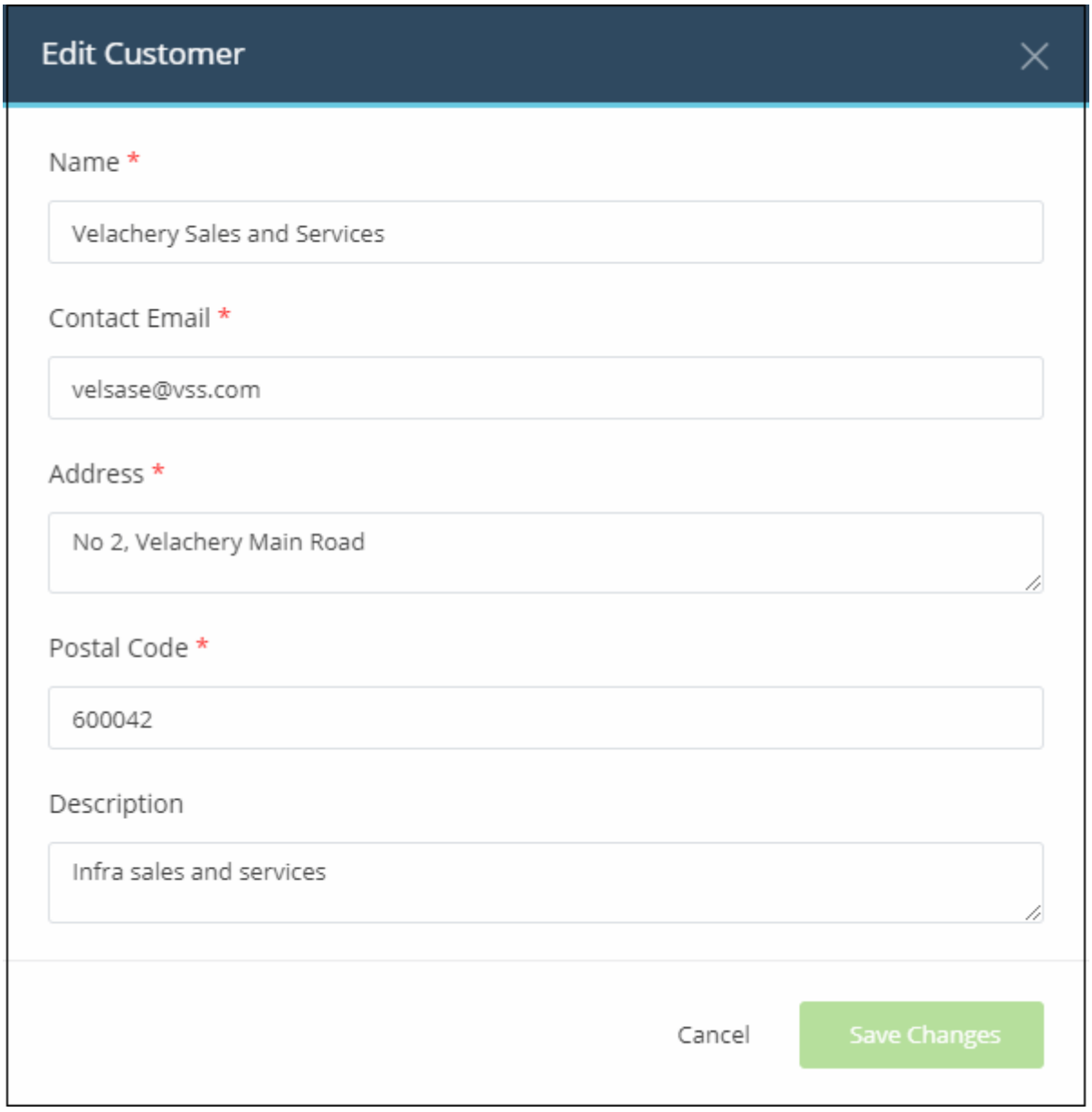
- Click 'OK'

To edit the details of an organization

- Click 'Management' > 'Customers'
- Select the organization whose details you want to update
- Click the 'Edit' button

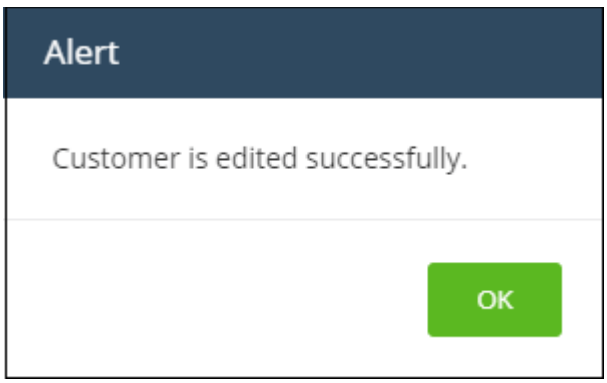


The 'Edit Company' dialog will appear:



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

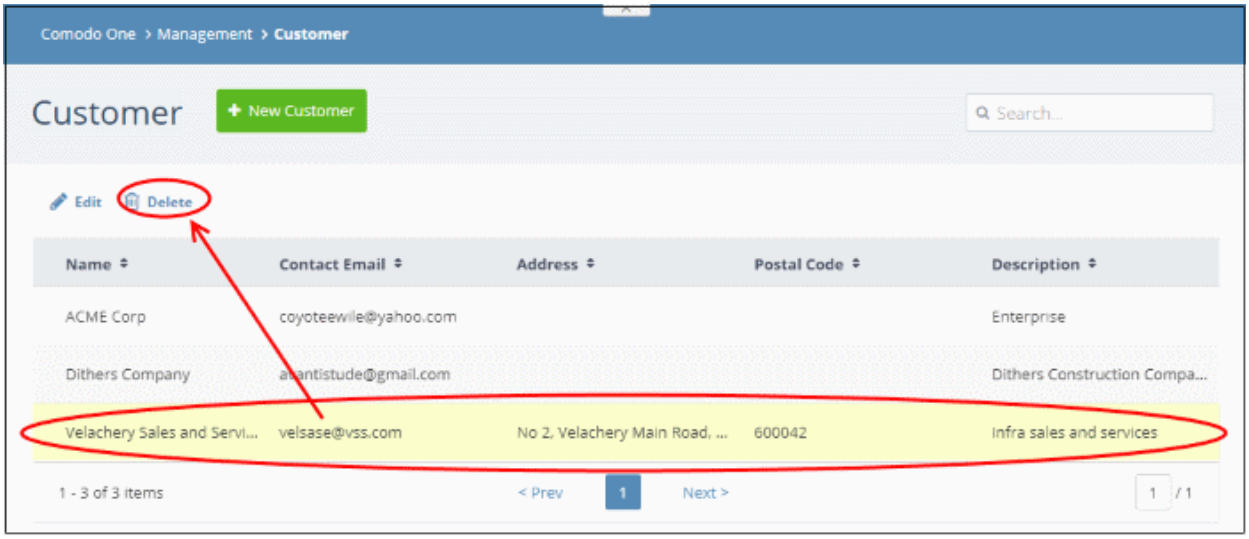
The following confirmation dialog will appear:



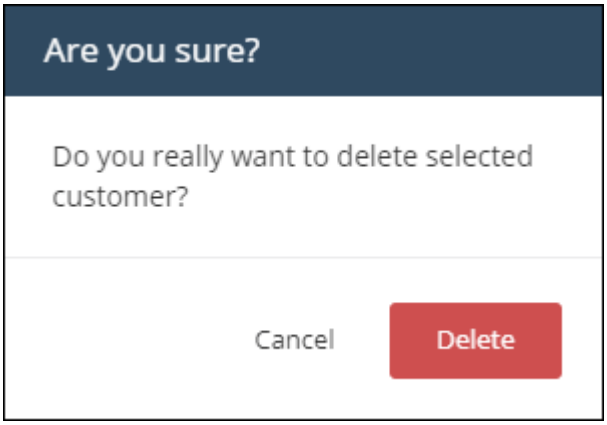
- Click 'OK'

To remove an organization from the list

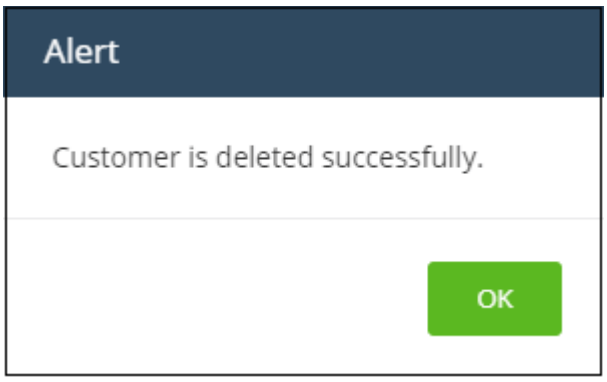
- Click 'Management' > 'Customers'
- Select the organization whose details you want to remove
- Click the 'Delete' button:



- Click 'Delete' in the confirmation dialog:



The company will be removed from Comodo One.



- Click 'OK'.

7 Access C1 Modules

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

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 admins and staff 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/MAC endpoints which connect to customer networks. ITSM also includes patch management and RMM functionality.
- **Comodo Dome Shield** – Advanced 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 lets you 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 Data Protection** (available for Enterprises only) - A cloud based data protection enterprise solution that enforces polices on data in use, data in motion and data at rest to prevent data loss.
- **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 Central 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.

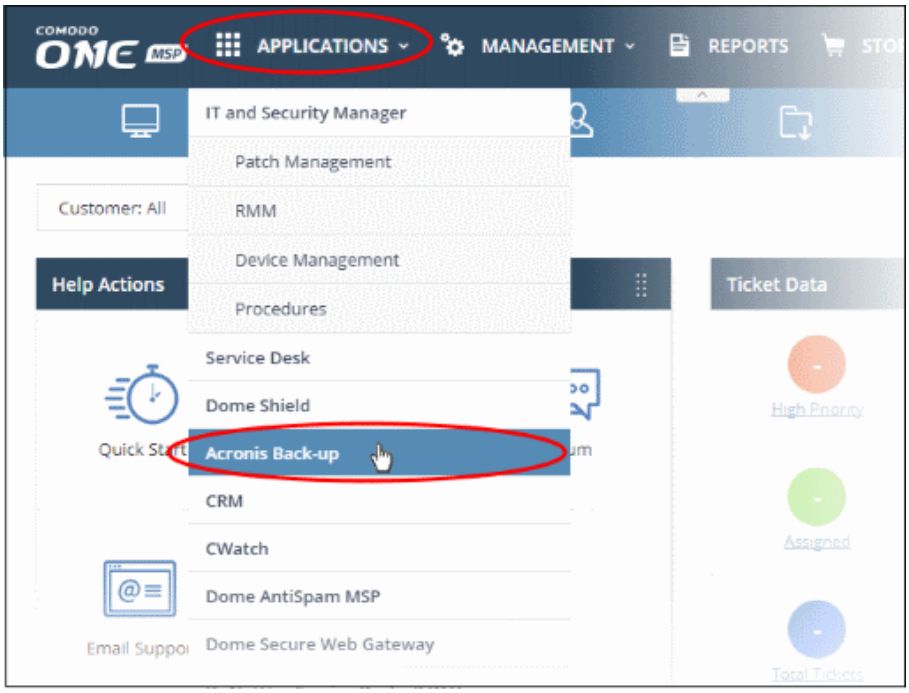
See **App Store** for more details about how to add these applications to Comodo One.

Note: Additional modules require separate subscriptions. Licenses can be obtained from within the C1 console.

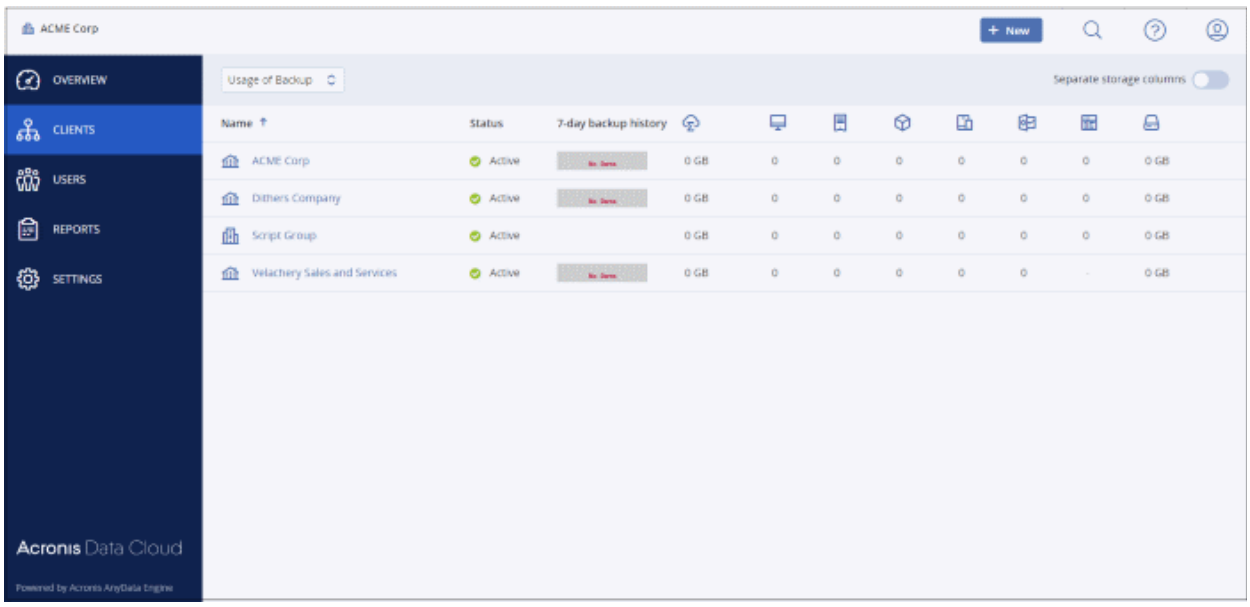
Fully integrated apps include Acronis Cloud Backup, Comodo Quote Manager, Comodo CRM, cWatch, Comodo Dome Secure Web Gateway, Dome Cloud Firewall, Dome Firewall Virtual Appliance, Dome Data Protection and Dome Antispam. Other products in the app store are currently 'standalone' but we plan to integrate them with C1 in upcoming versions.

To open a module from the Comodo One interface

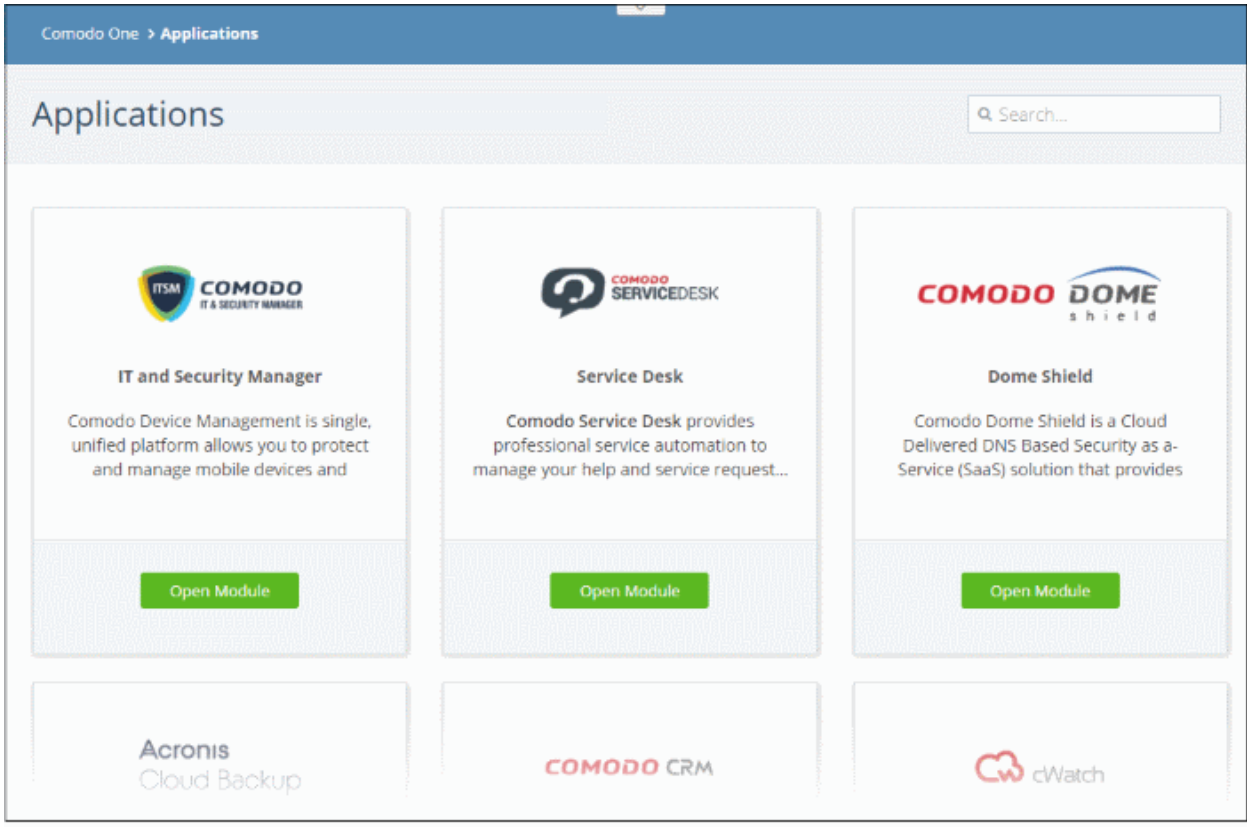
- Click 'Applications' on the menu bar and select an application from the list:



The selected module will open:



- Alternatively, click 'Applications' > 'All Applications' to open a screen which lists all modules:



- Click 'Open Module' to access a specific app.

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). See **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. See **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. See **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:

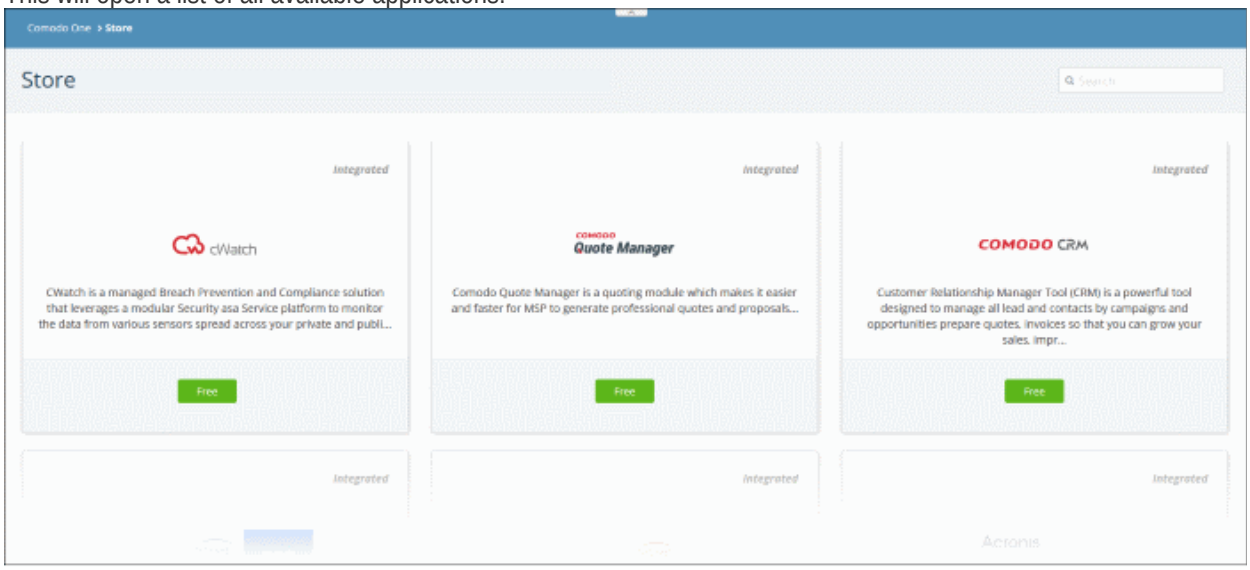
- Acronis Cloud Backup (integrated)
- Comodo Quote Manager (integrated)
- cWatch (integrated)
- Comodo Dome Secure Web Gateway (integrated)
- Comodo Customer Relationship Management (CRM) (integrated)
- Comodo Dome Cloud Firewall (integrated) (Available only for Enterprise customers)
- Comodo Dome Firewall 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

This will open a list of all available applications:



The 'Store' interface features the following apps:

- **Acronis Cloud Backup** - Enterprise backup solution that allows you to perform local and cloud backup of 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 polices on 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. See '**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. See '**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. See '**Adding / Upgrading IT and Security Manager**' for more details.

Tip: You can search for a specific module using the search box at top-right.

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 'Buy' 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.

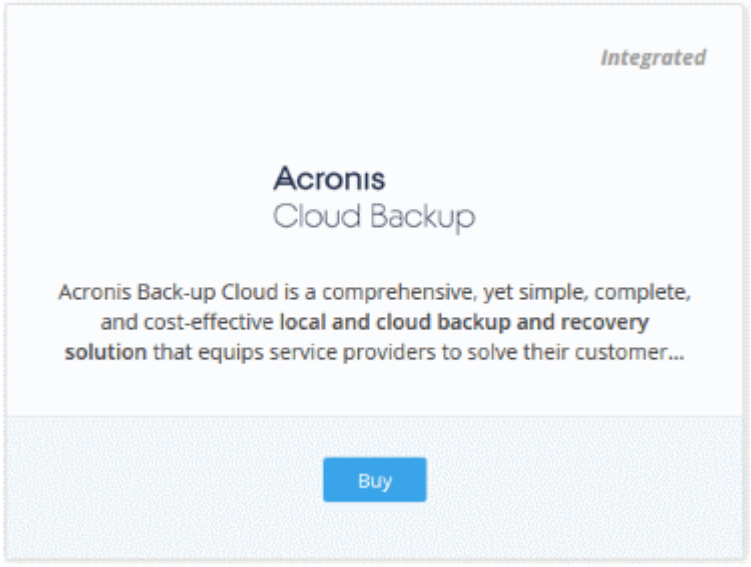
Please read the following sections to learn more:

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

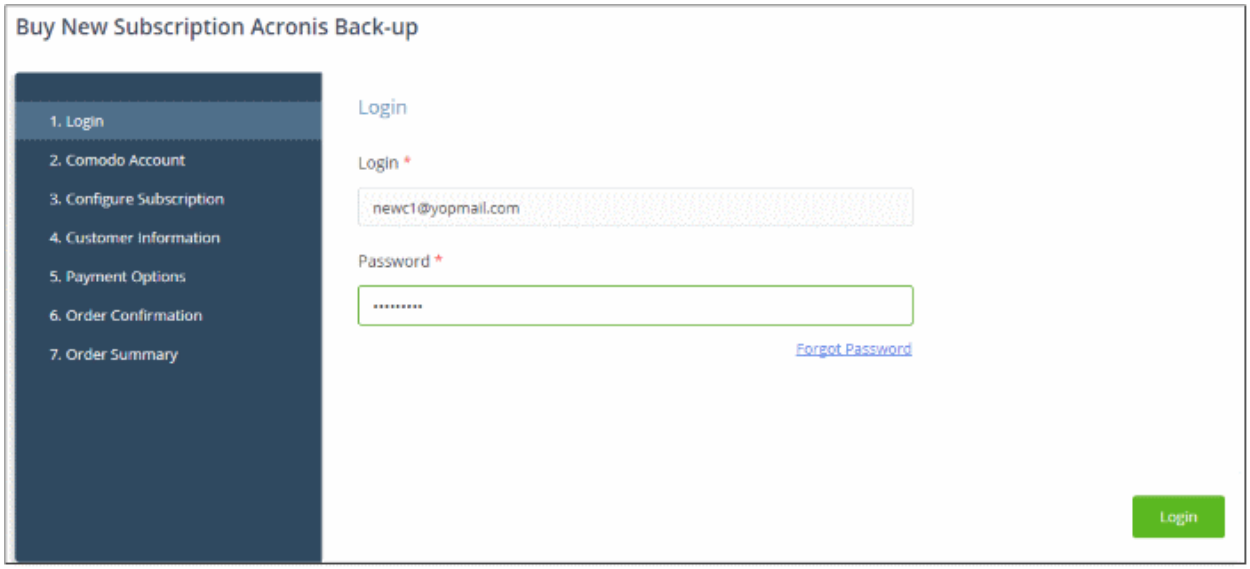
Purchase a new license

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 'Buy' in the 'Acronis Cloud Backup' tile:

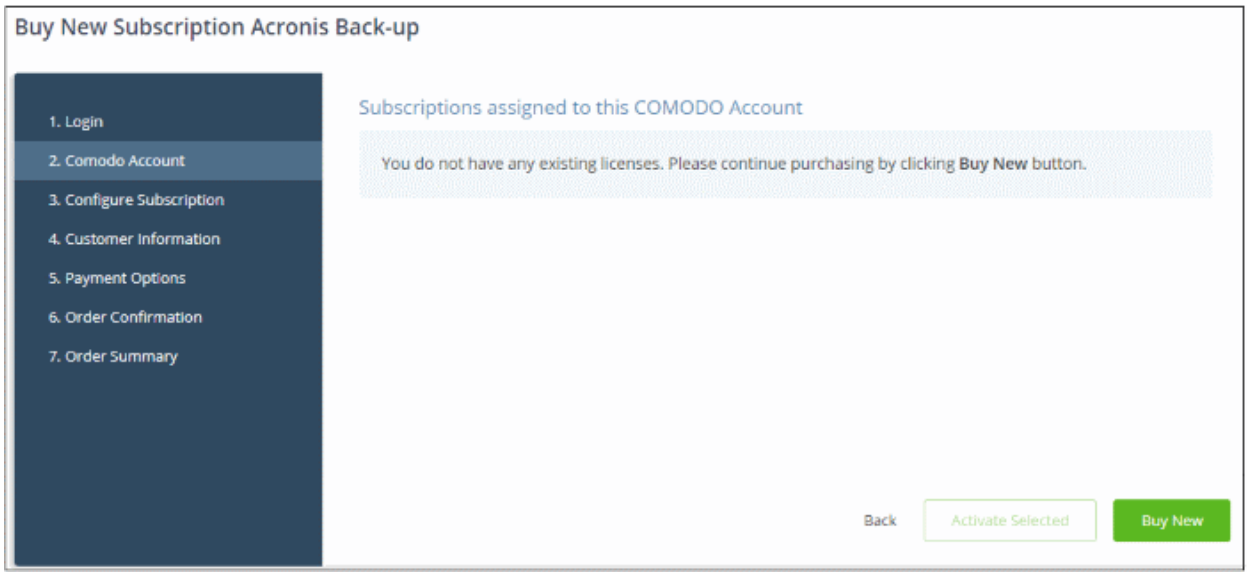


- This will open the product purchase page:



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

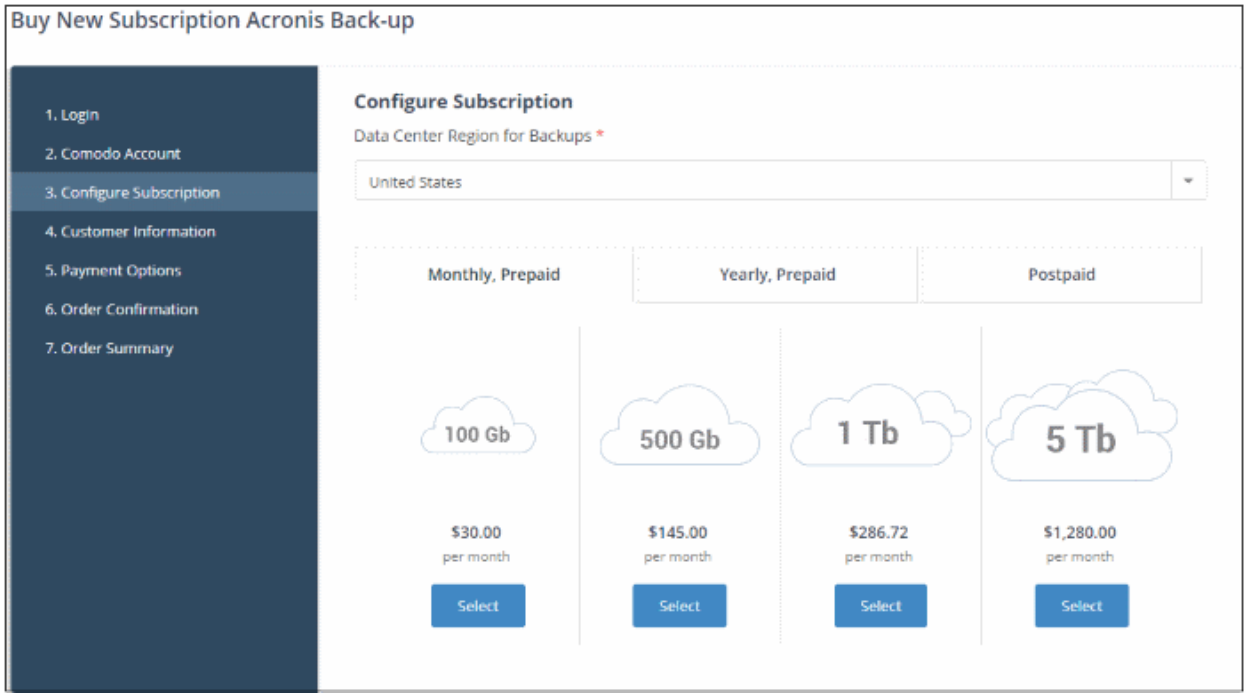
- Enter your Comodo One account password in the 'Password' field and click 'Login'



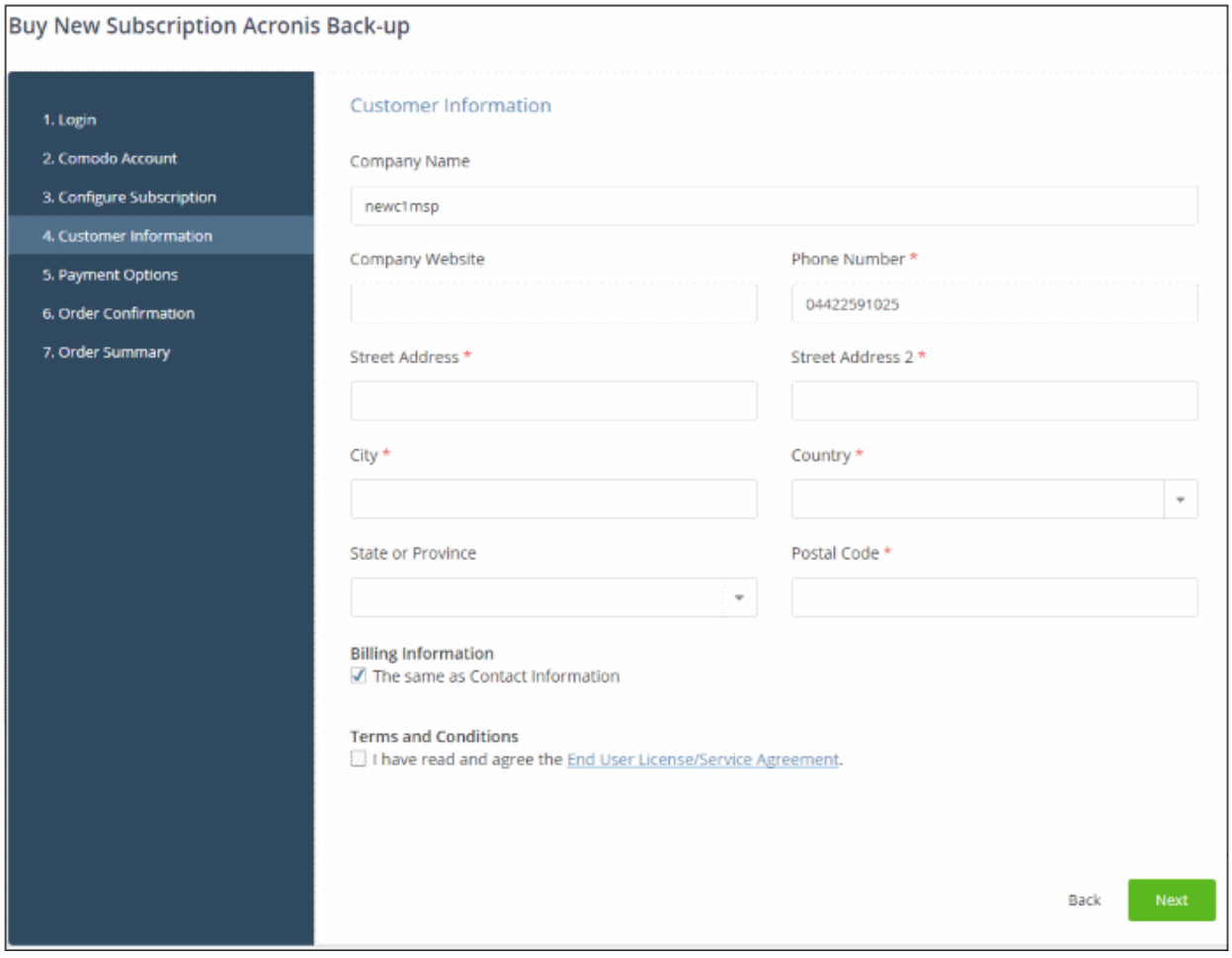
- Click 'Buy New'

The configuration screen appears.

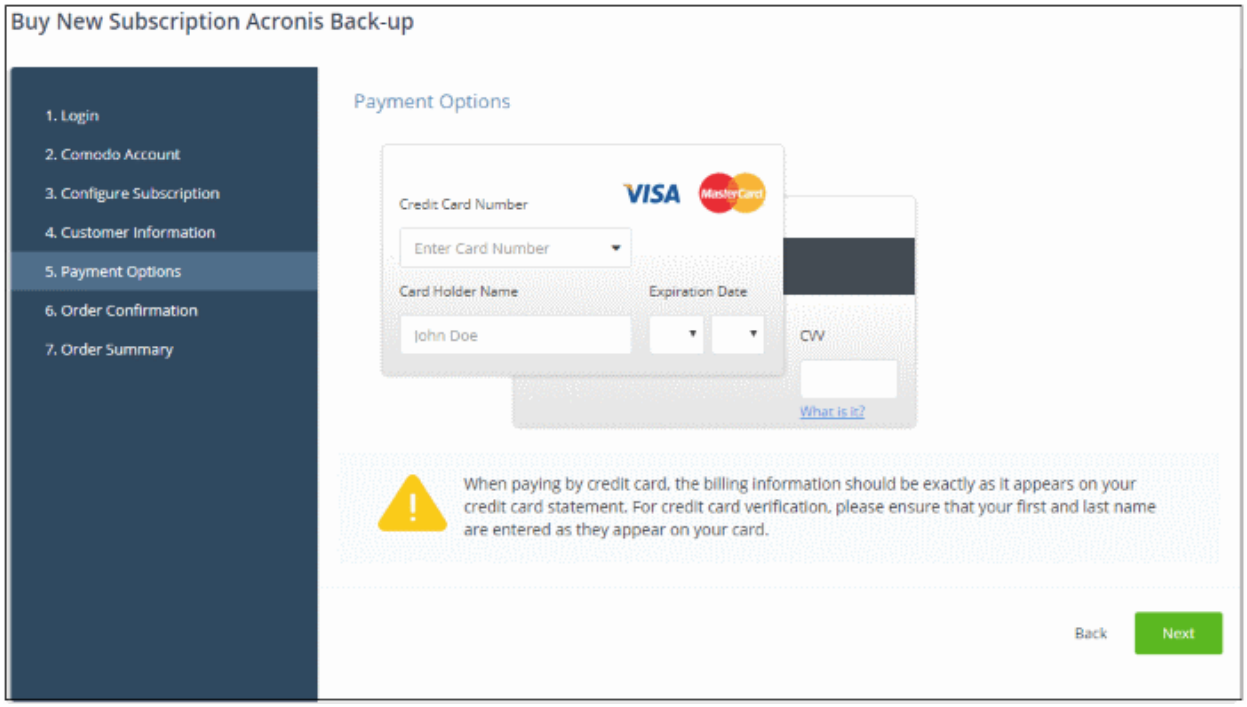
- Region - Choose the location of the data center on which you want to store your data
- Plans - Choose your subscription plan and click 'Select'



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



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



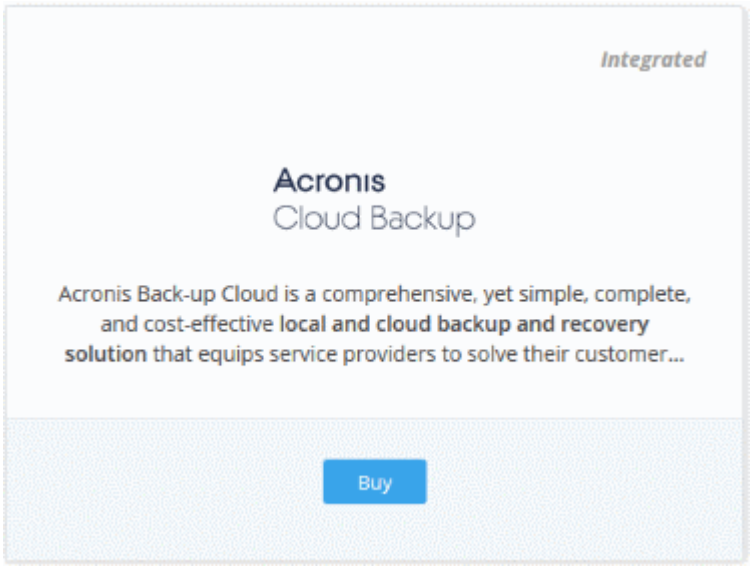
- Click 'Next' on the confirmation page to submit your order for processing.
- For post-paid plans, you can enable auto-payments so you need not keep track of billing dates.
- After the purchase is complete, Acronis Cloud Backup will appear in the 'Applications' interface. See the **description** at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

Activate the license

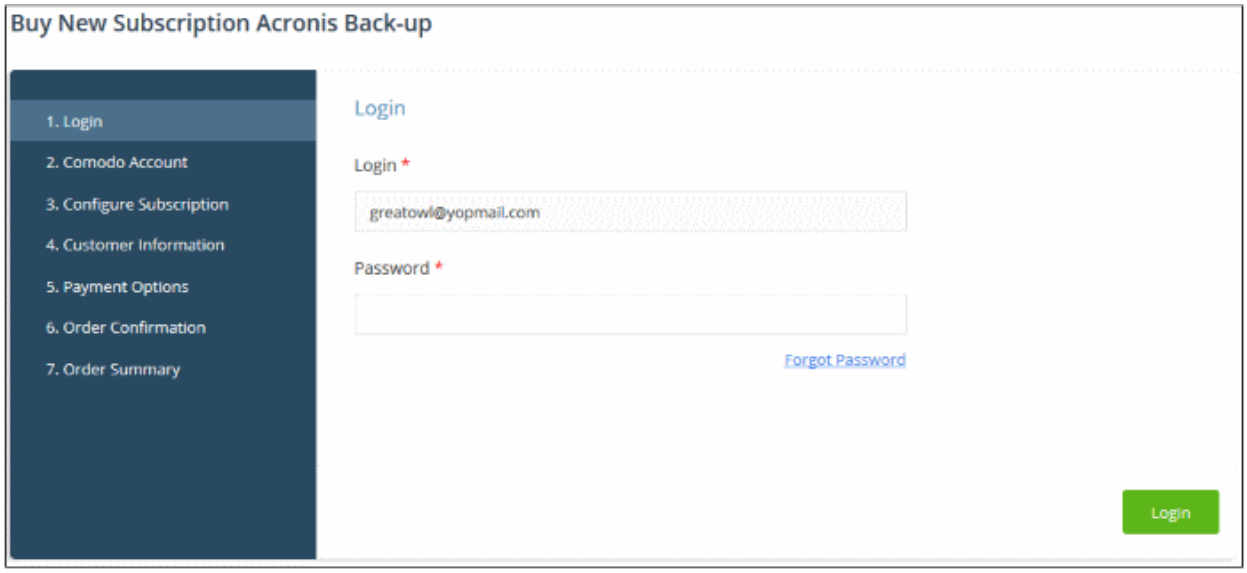
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process..

To add Acronis Backup by activating an existing license

- Click 'Store' on the menu bar
- Click 'Buy' on the 'Acronis Backup' tile



- This will open the product purchase page:

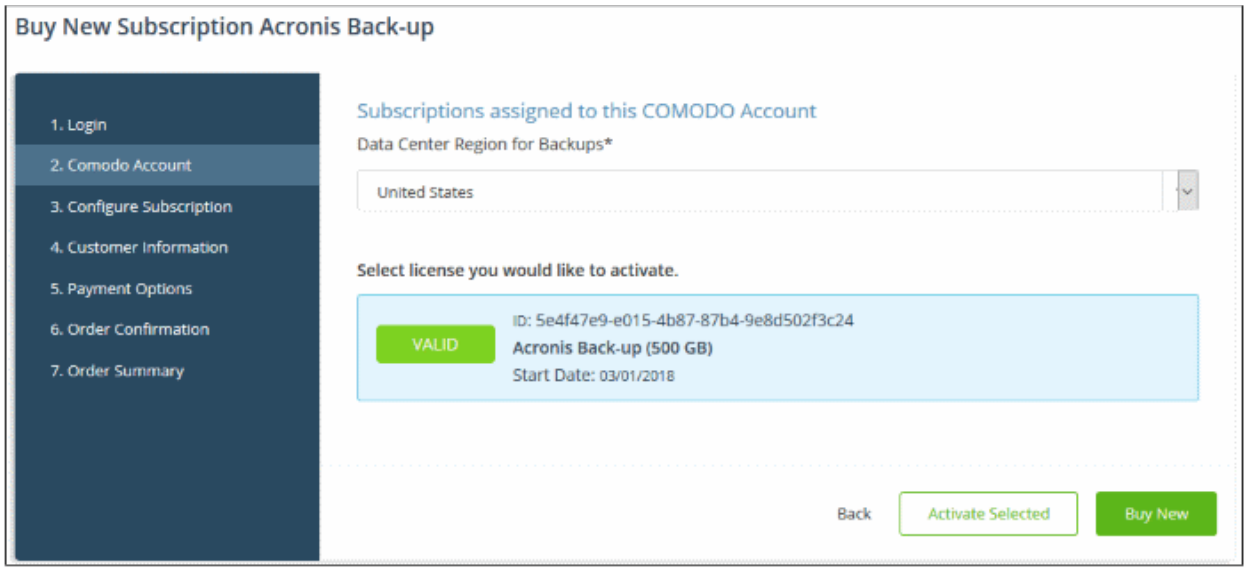


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

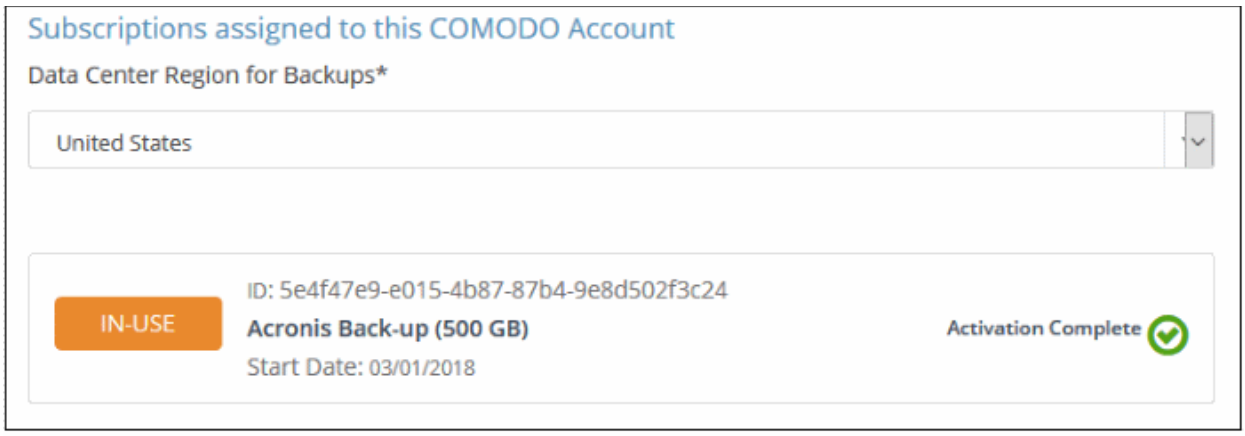
The username for the default account will be pre-populated.

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

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



- 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'



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.

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

8.2 Add Comodo Quote Manager

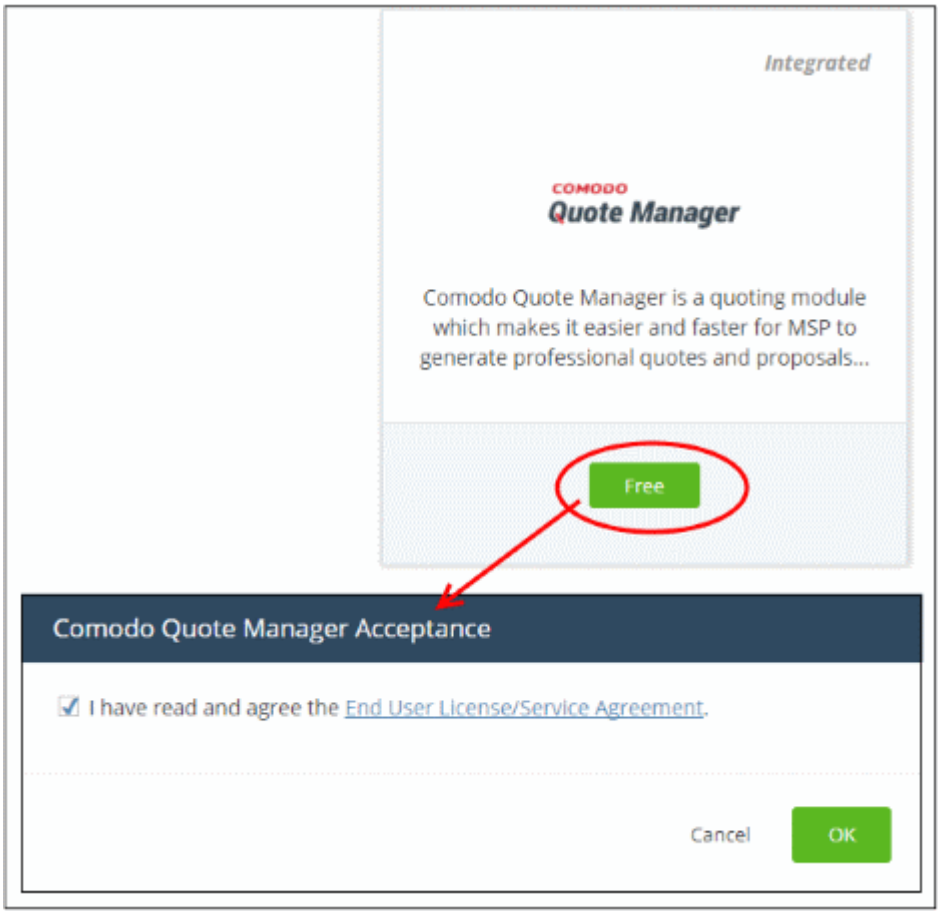
Comodo Quote Manager (CQM) allows MSP/Enterprise users to quickly generate price quotes for their customers.

- 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

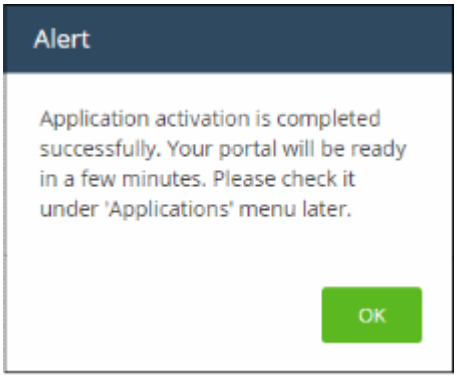
- Click 'Store' on the menu bar and locate the 'Quote Manager' tile.
- Click 'Quote Manager' to view the product description.
- Click 'Free' to start the integration process.

The end user license agreement will appear:



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

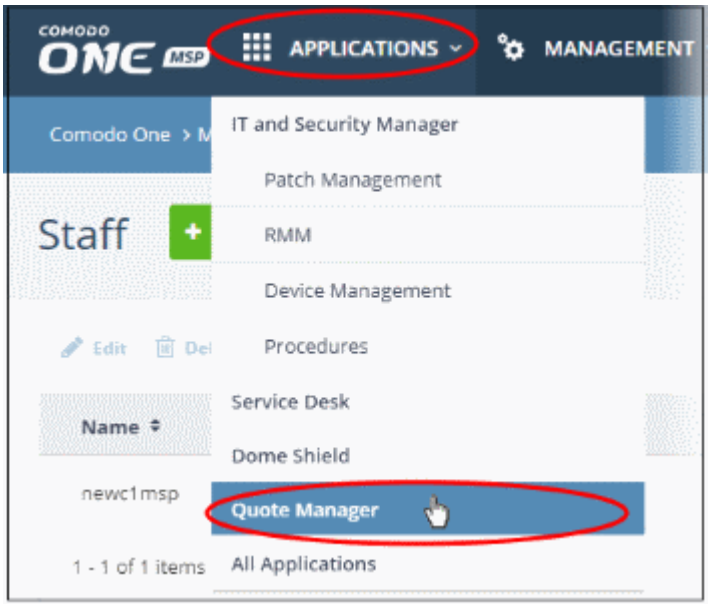
Comodo Quote Manager will be added to your C1 console. You will see the following confirmation message:



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

To open the 'Comodo Quote Manager' interface

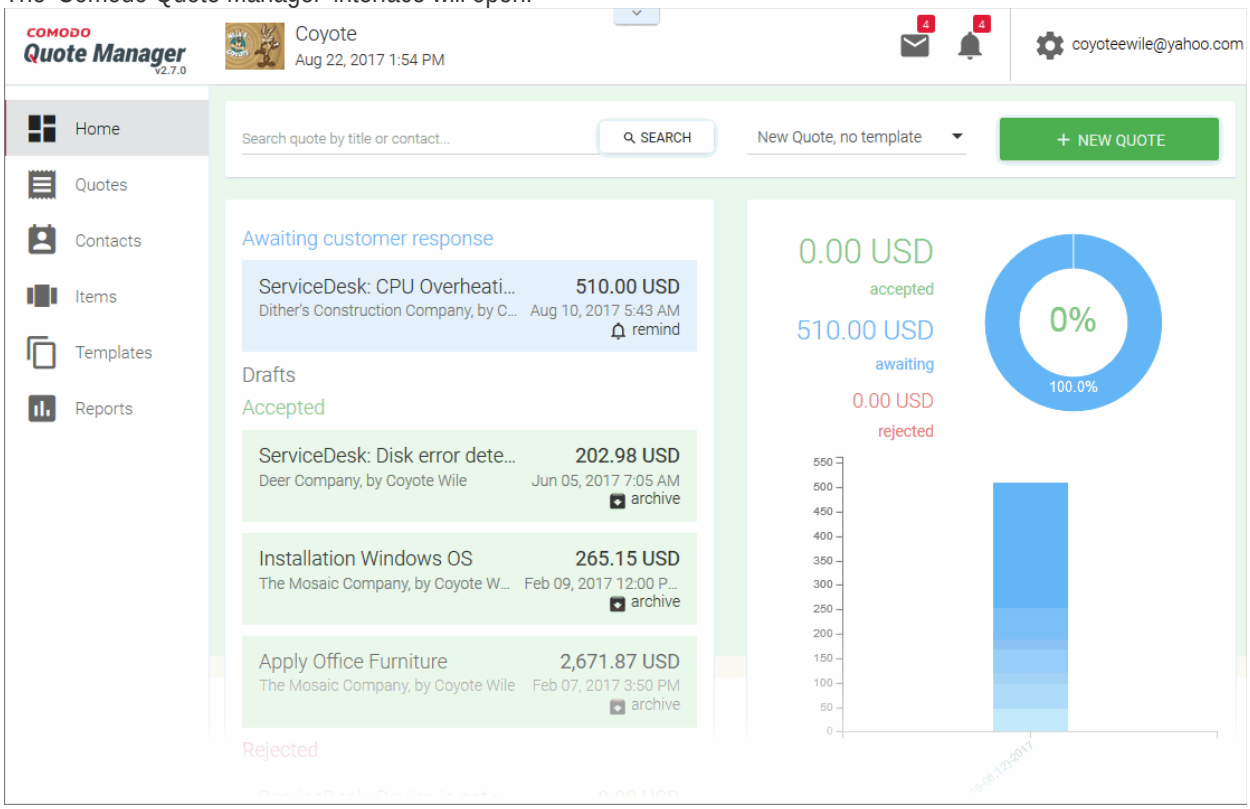
- Click 'Applications' on the menu bar then choose 'Comodo Quote Manager'



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:

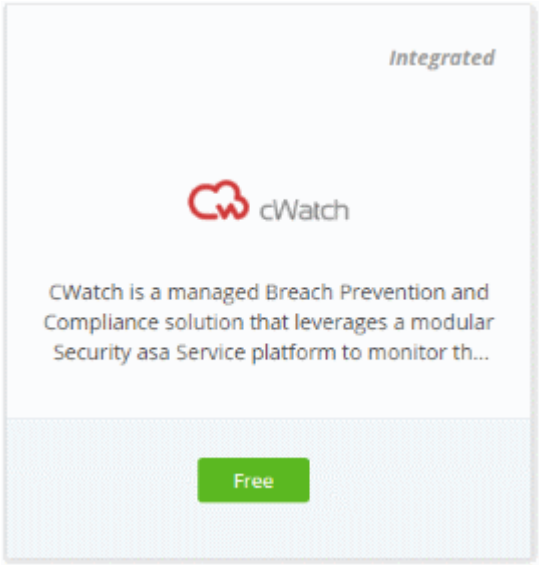
- **Obtain a trial license**
- **Activate the license**

Obtain a Trial License

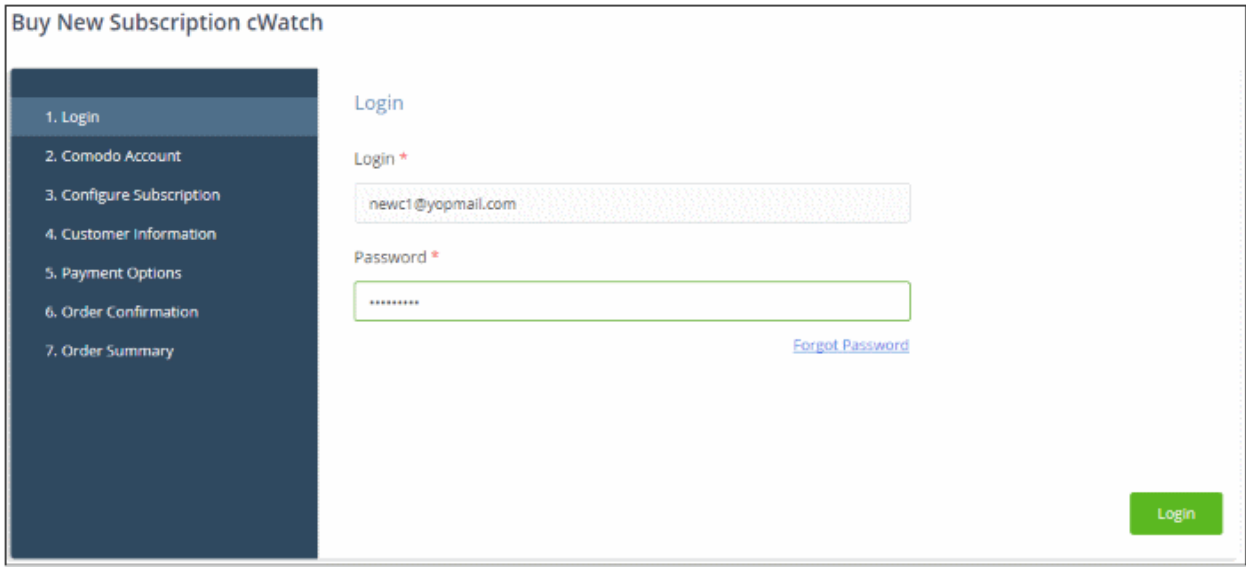
- Click 'Store' on the menu bar

All available applications will be displayed.

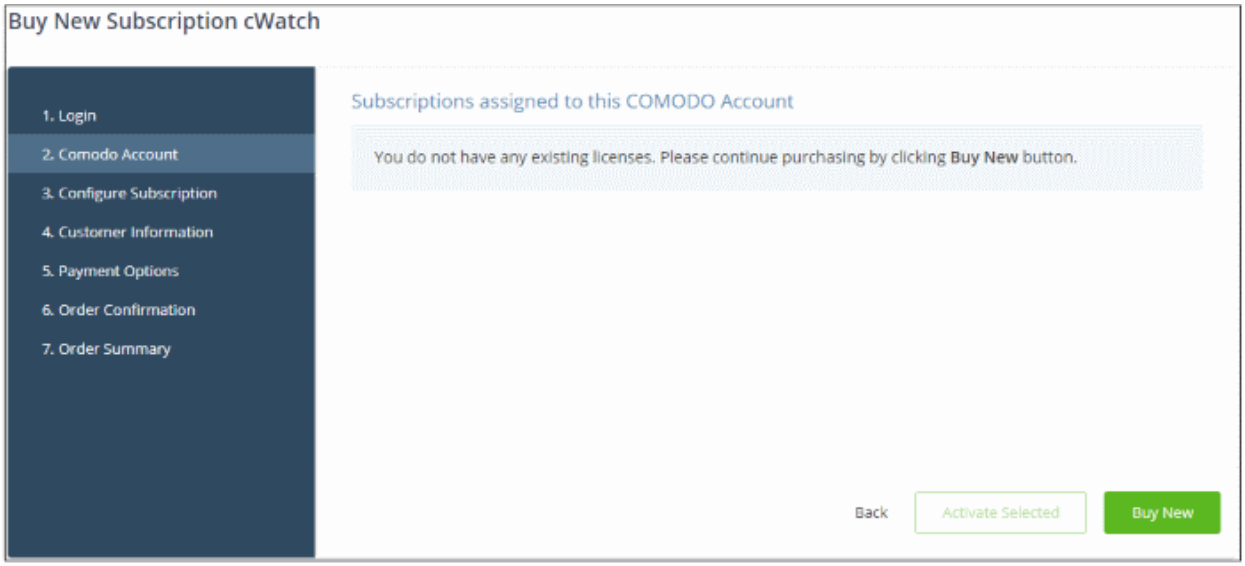
- Click the cWatch tile to see product details and pricing
- Click the 'Free' button to claim your 30 day free trial



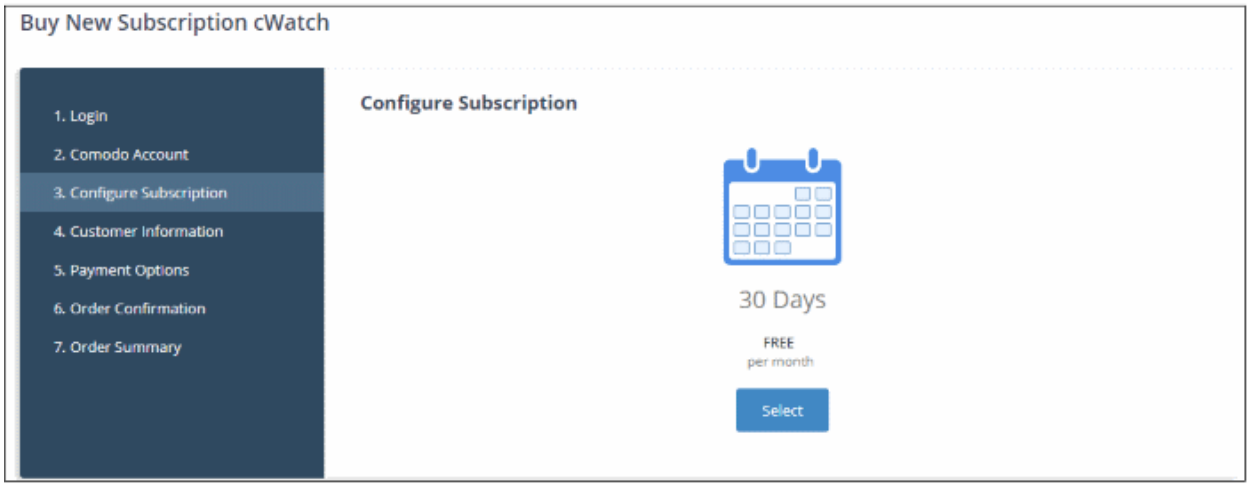
This will open the product purchase page. No payment details will be required to set up the free trial.



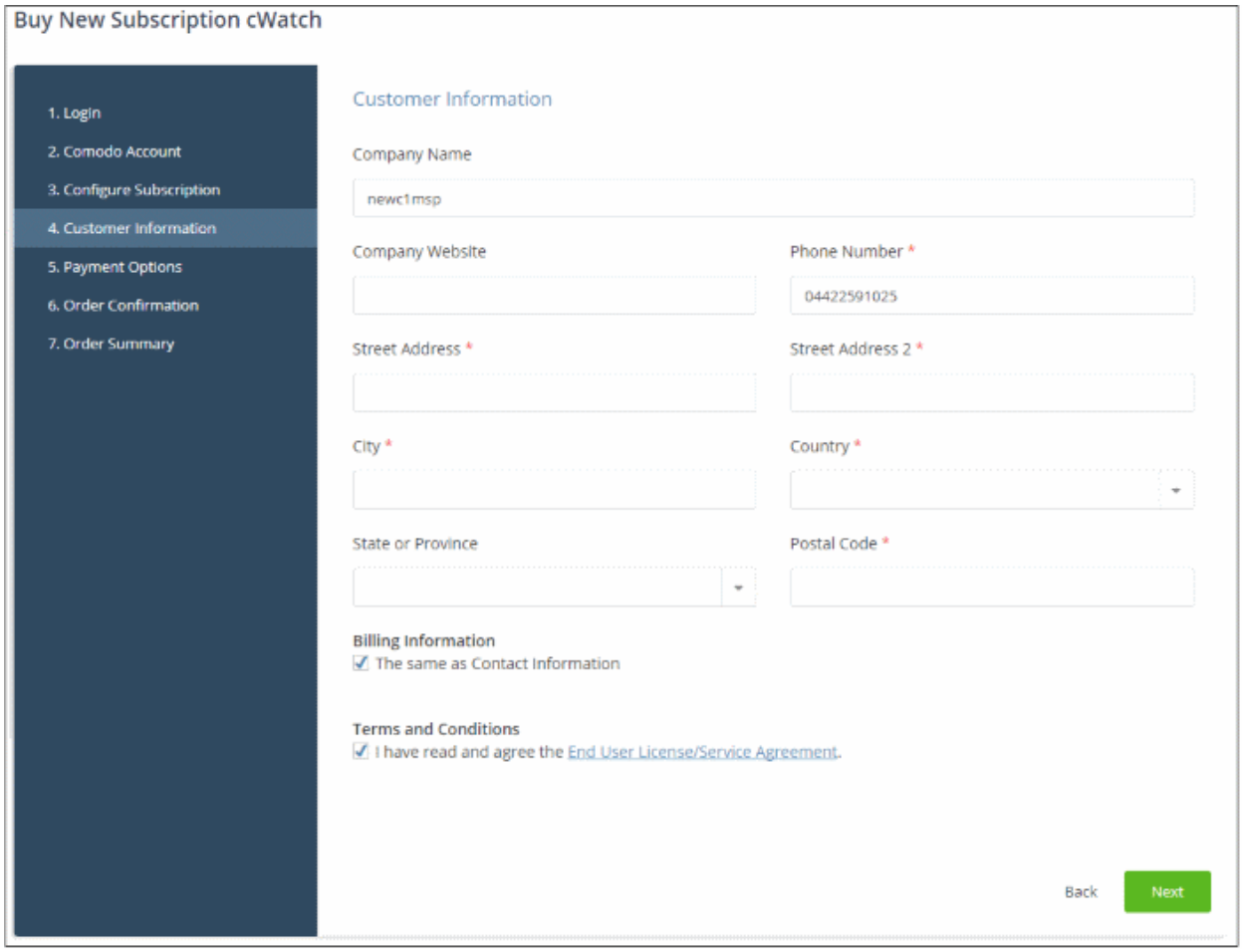
- Enter your Comodo One account password in the 'Password' field and click 'Login'.



- Click 'Buy New'

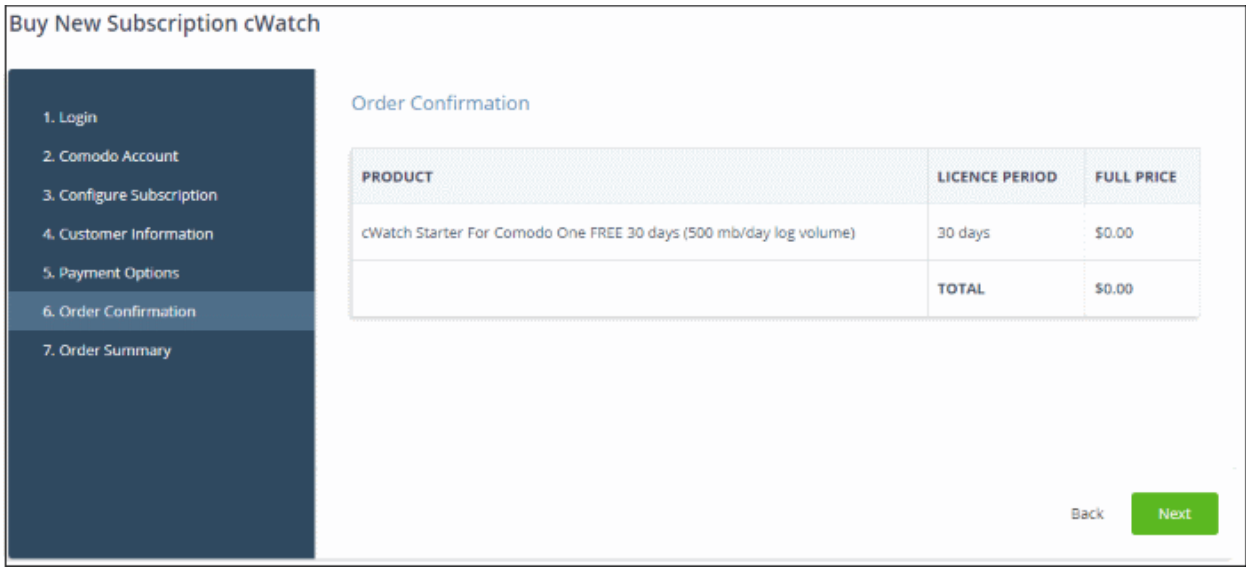


- Click 'Select'



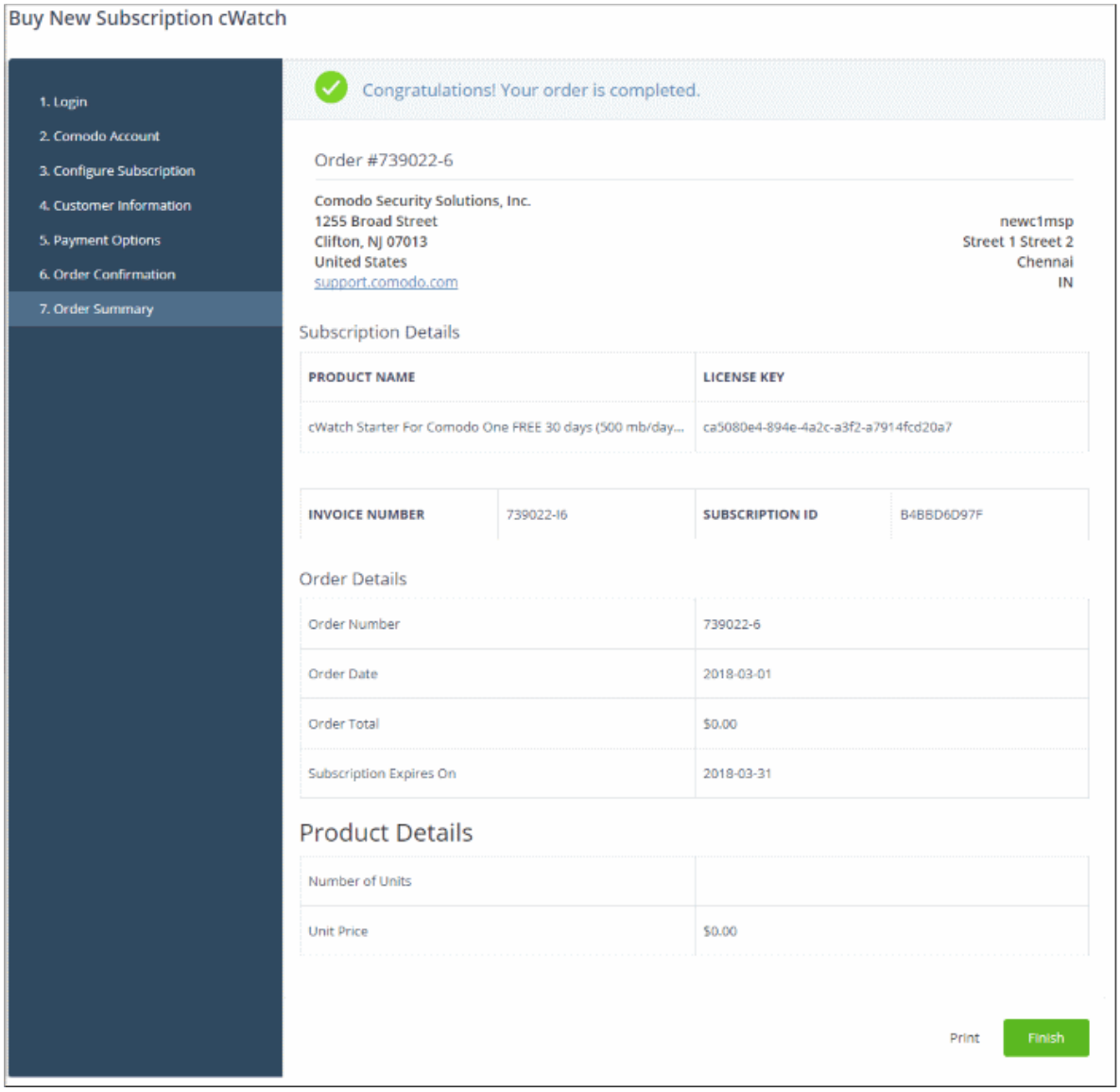
- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions then click 'Next'

The 'Order Confirmation' page will be displayed:



- Click 'Next' to confirm your order.

The 'Order Summary' page will be displayed.



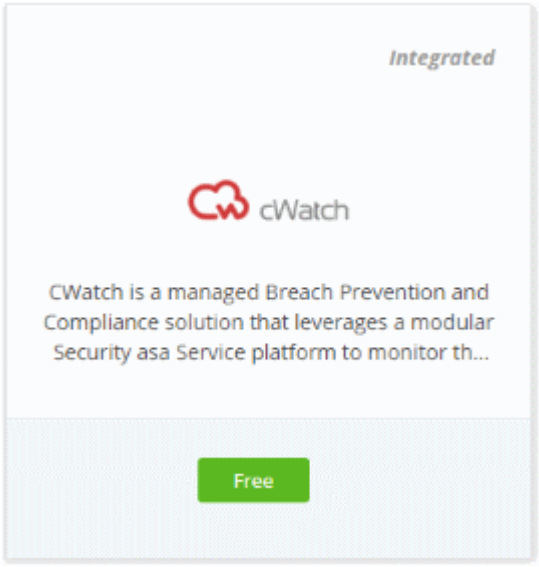
- Click 'Finish'
- After the purchase is complete, cWatch will appear in the 'Applications' interface. See the description at the end of this section if you need more help to open the cWatch interface.

Activate the license

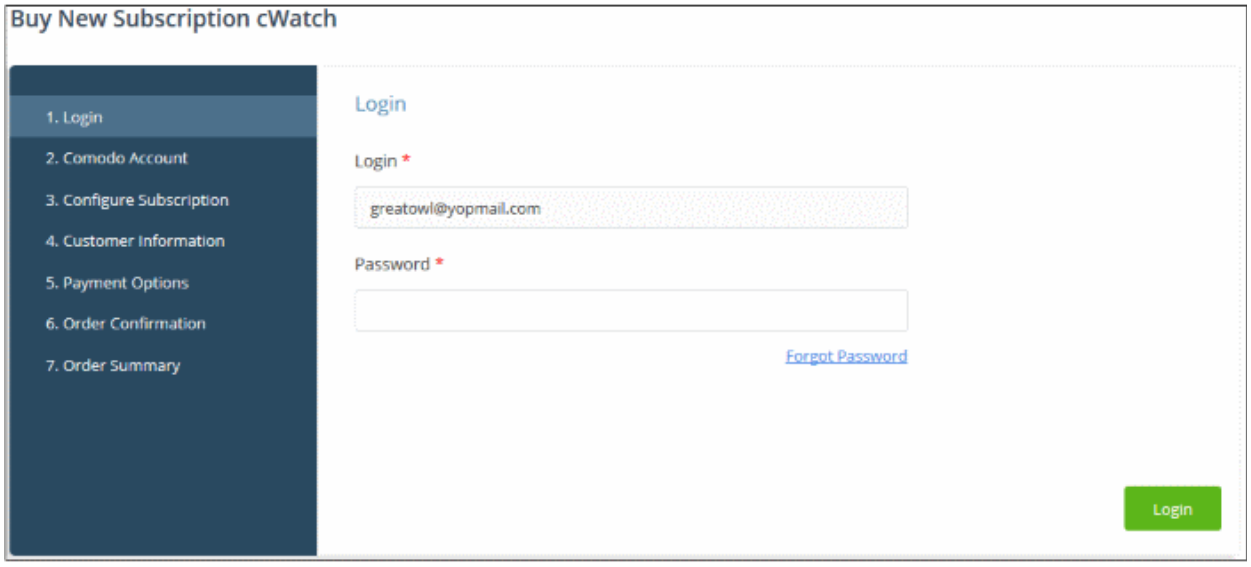
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process..

To add cWatch by activating an existing license

- Click 'Store' on the menu bar
- Click 'Free' on the cWatch tile.



- This will open the product purchase page:

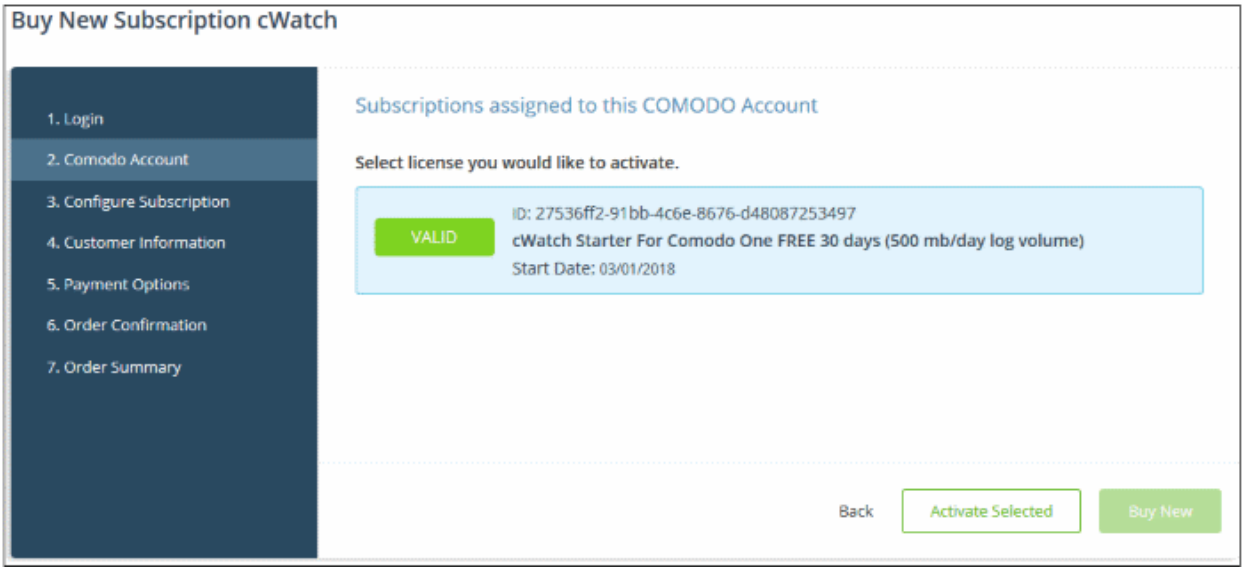


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

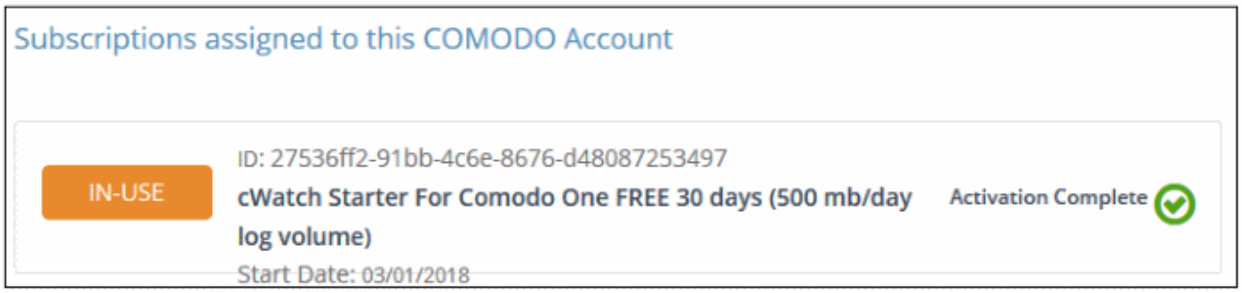
The username for the default account will be pre-populated.

- 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'



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.

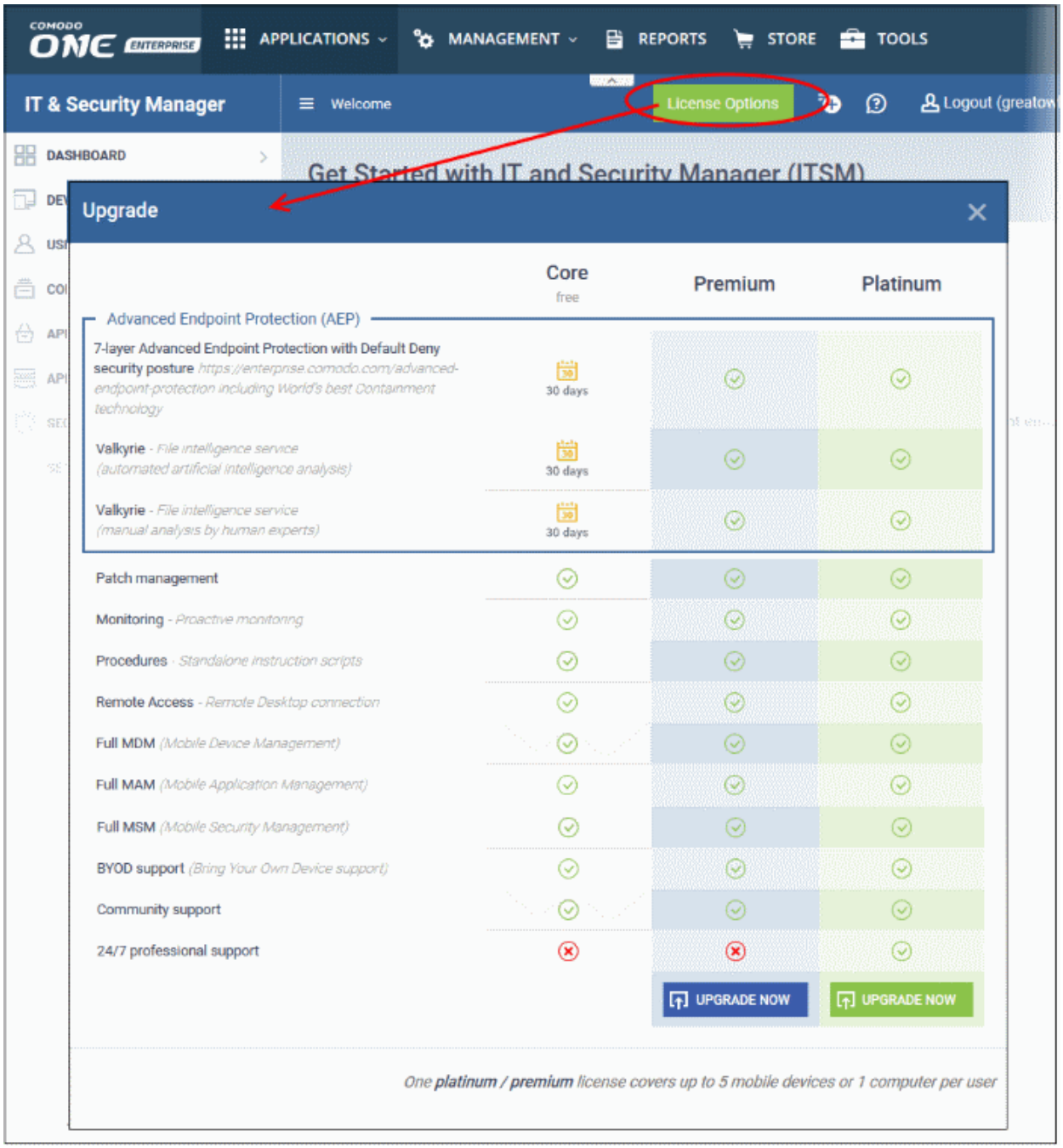
All licensed modules for your account will be displayed as tiles:

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

The ITSM interface will open:

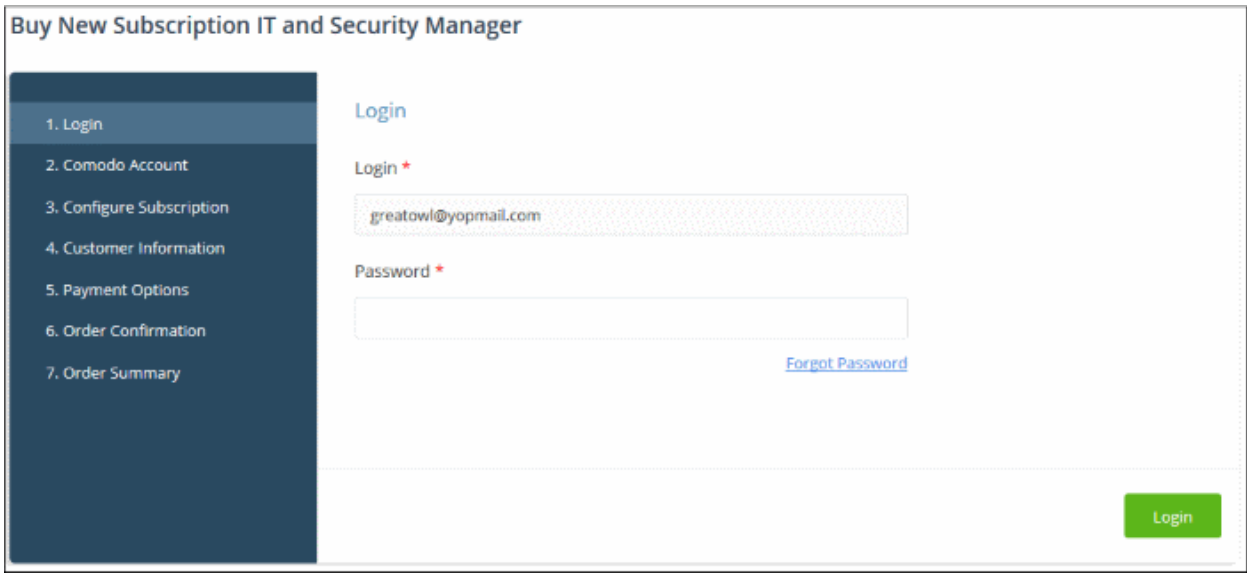
- Click 'License Options' at the top

The 'Upgrade' screen will appear.



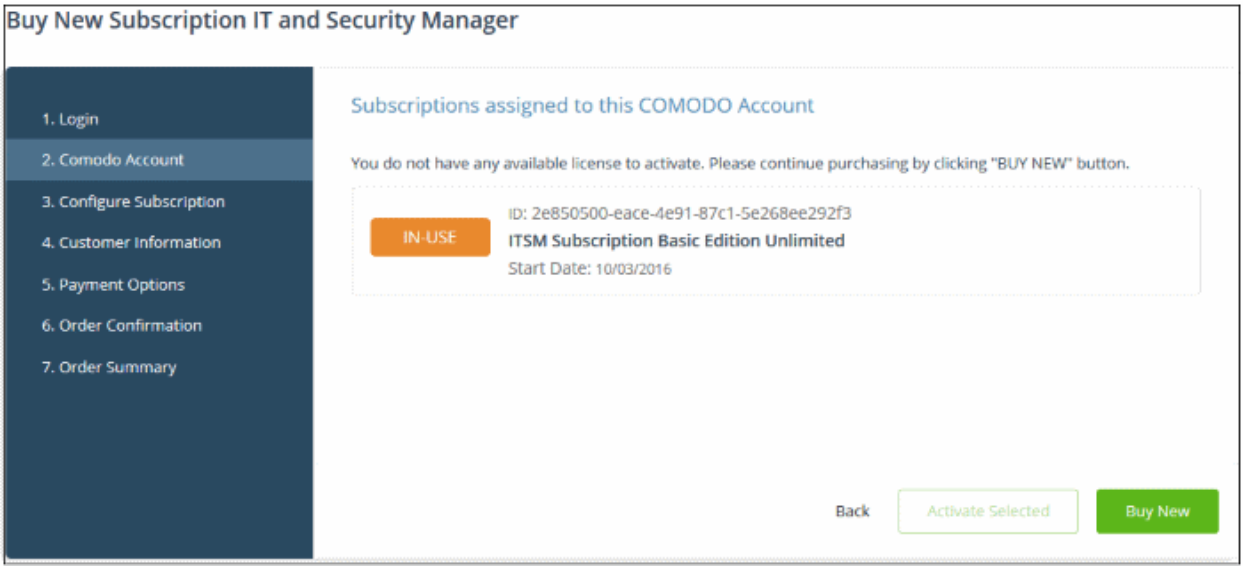
- Compare the features and click 'Upgrade Now' button for your preferred version.

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



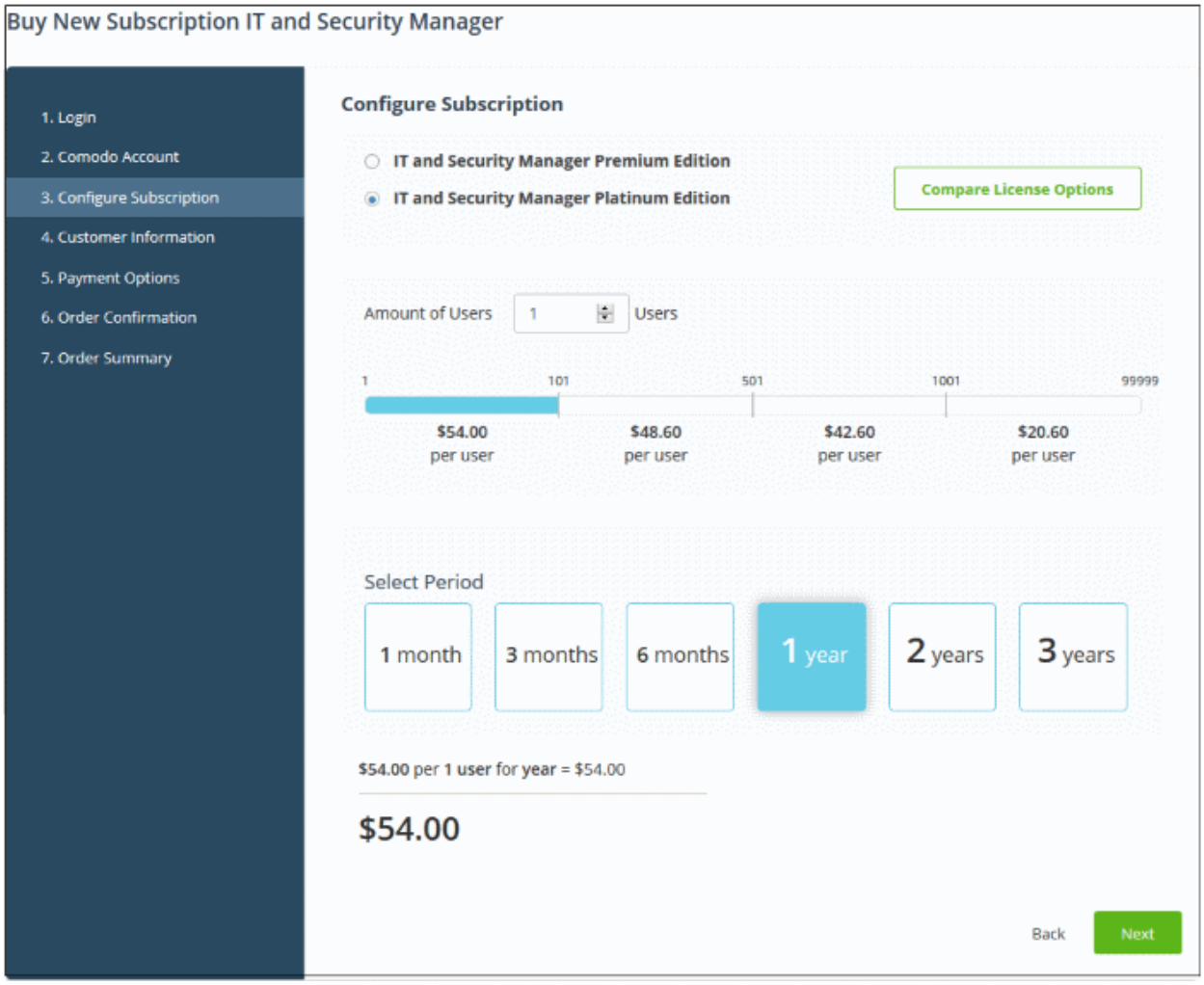
Your login username will be pre-populated and cannot be changed.

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

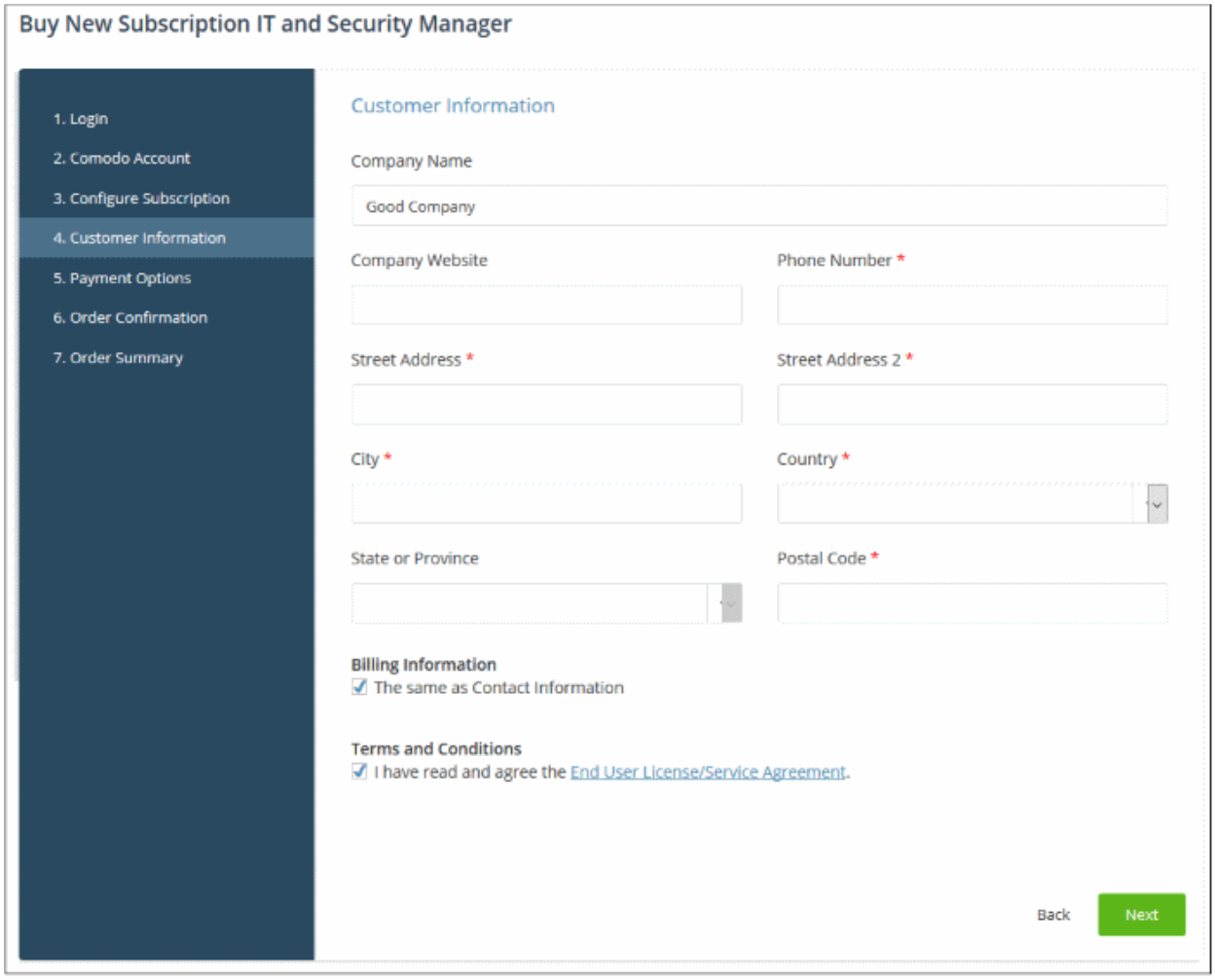


The license details of the basic version will be displayed.

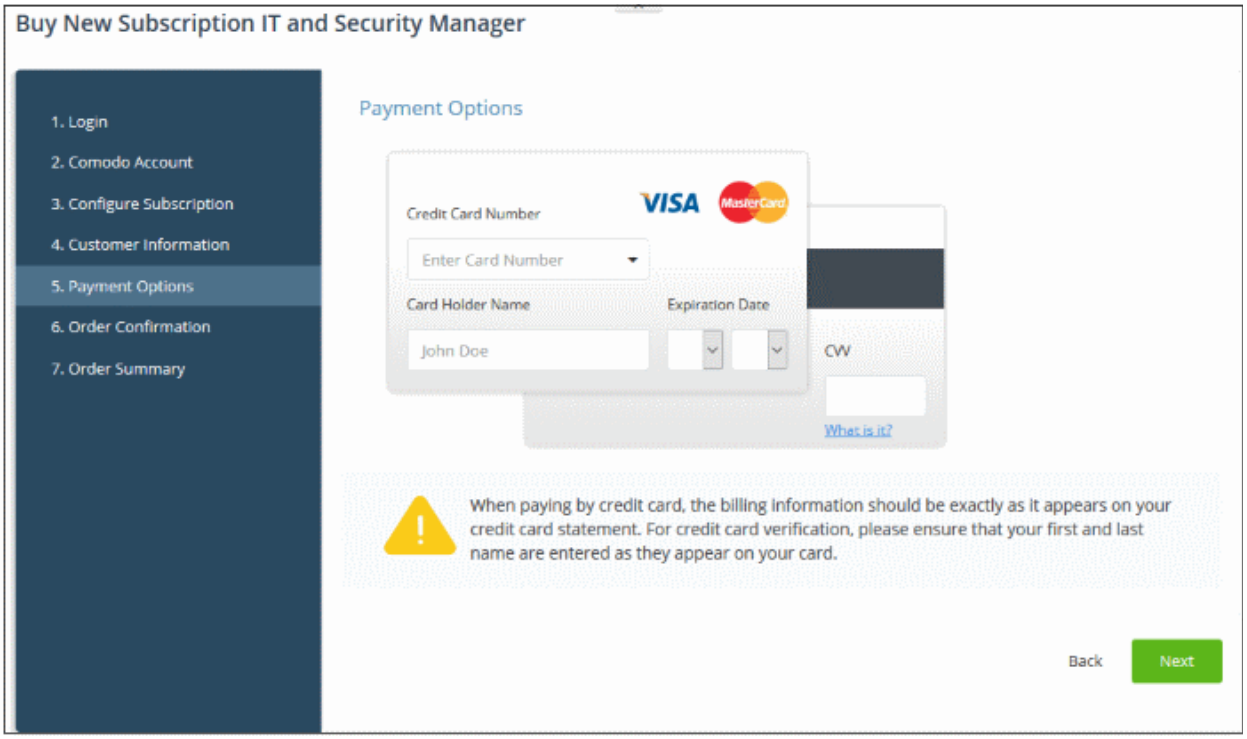
- Click 'Buy New'



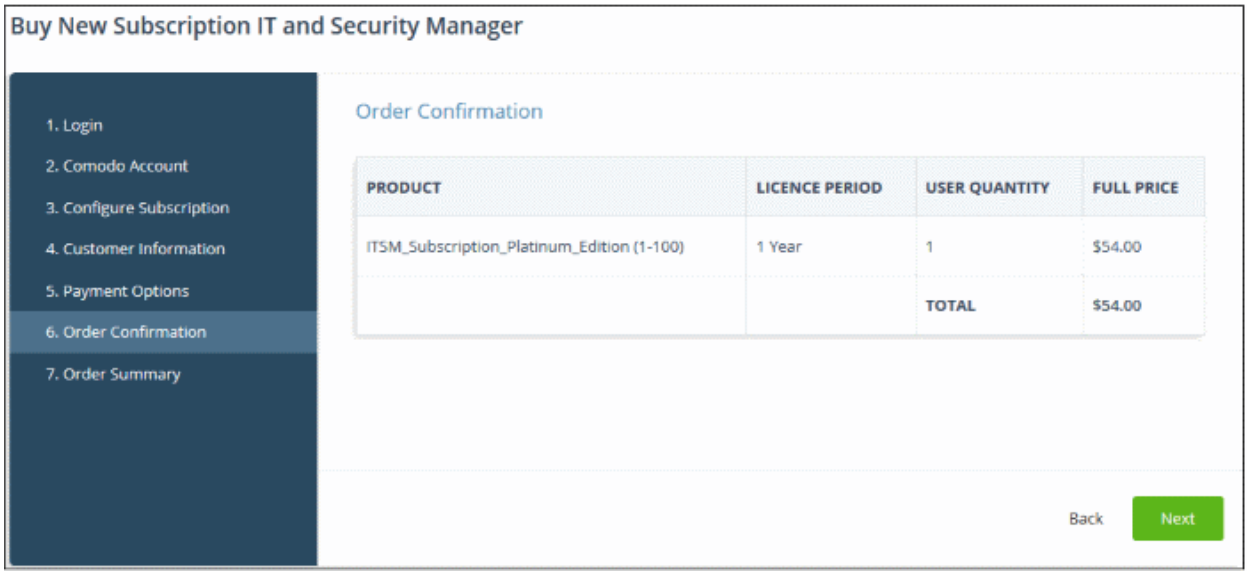
- Click 'Buy New'
- In the configure subscription screen, select the ITSM version and select the number of users you require. The per-user rate depends on the number of users.
- Select the period in the table. The minimum license period is for a month.
- Click 'Compare License Options' to view the feature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



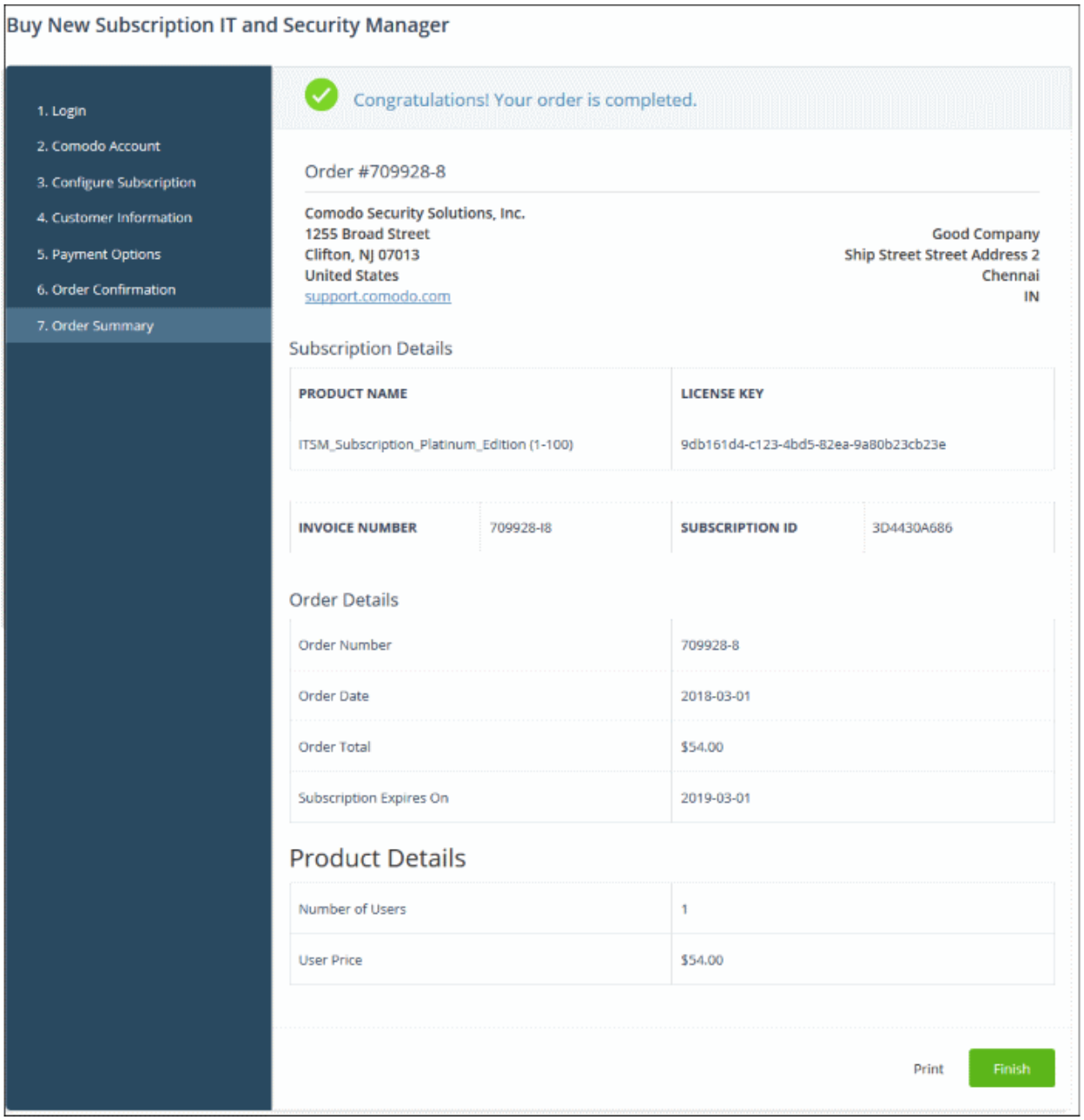
- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':



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

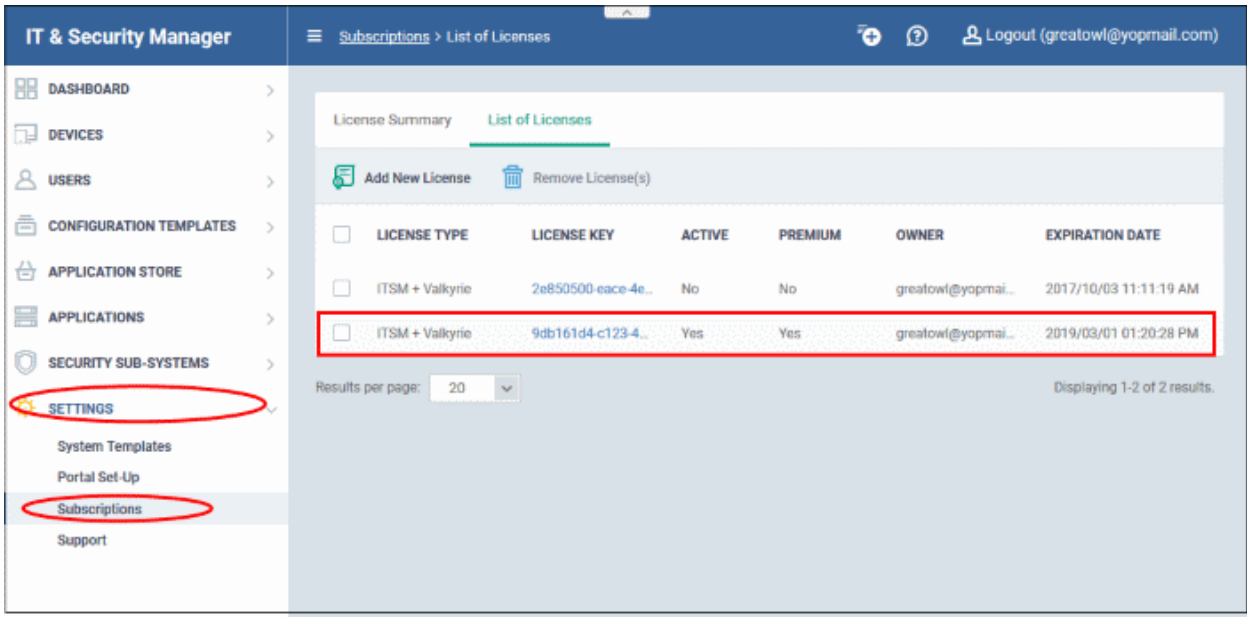


- Click 'Next' to view the order summary:



- 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.



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.

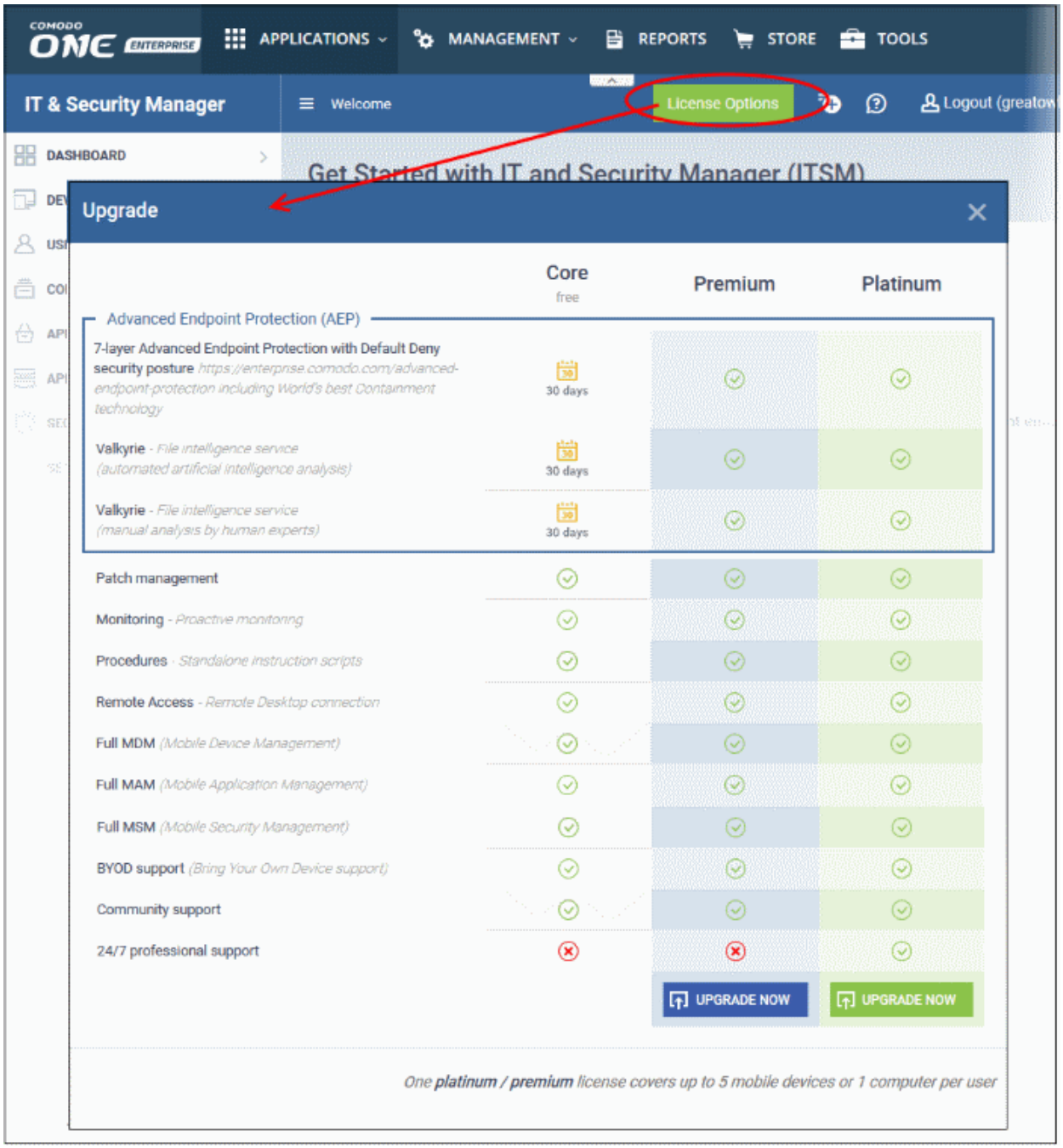
  OR

- 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:

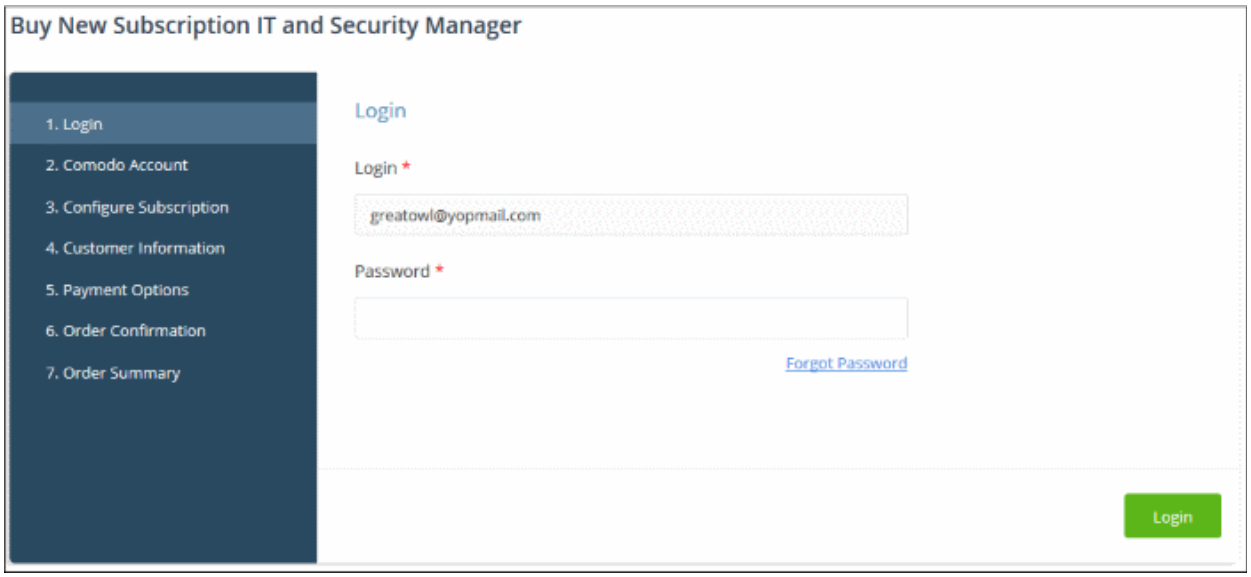
- Click 'Open Module' on the 'IT & Security Manager' tile
- Click 'License Options' at the top

The 'Upgrade' screen will be displayed:



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

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

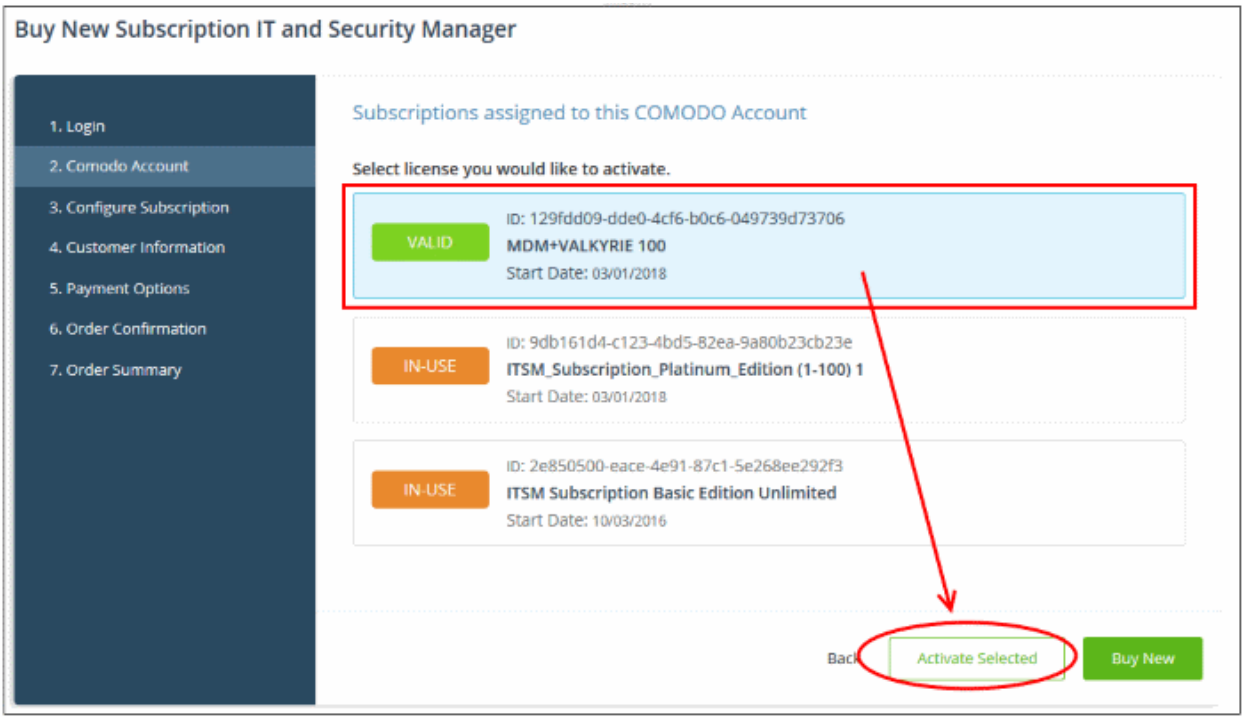


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

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

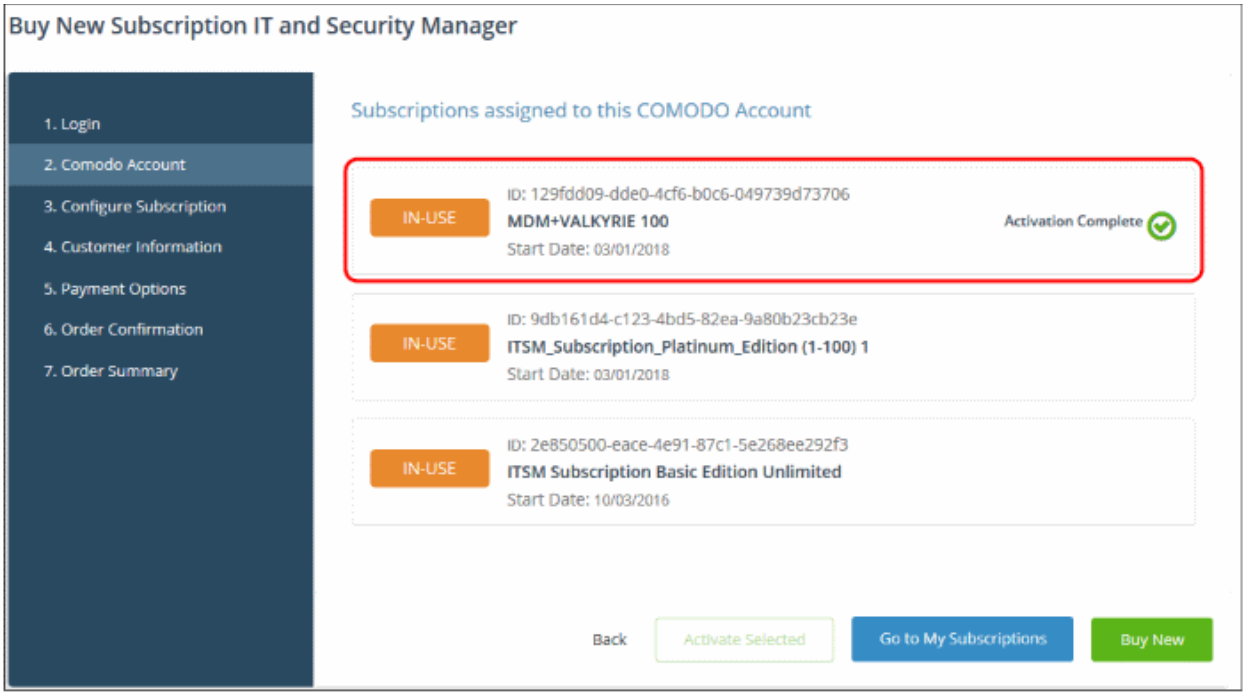
- Enter the password for the default account and click 'Login'

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



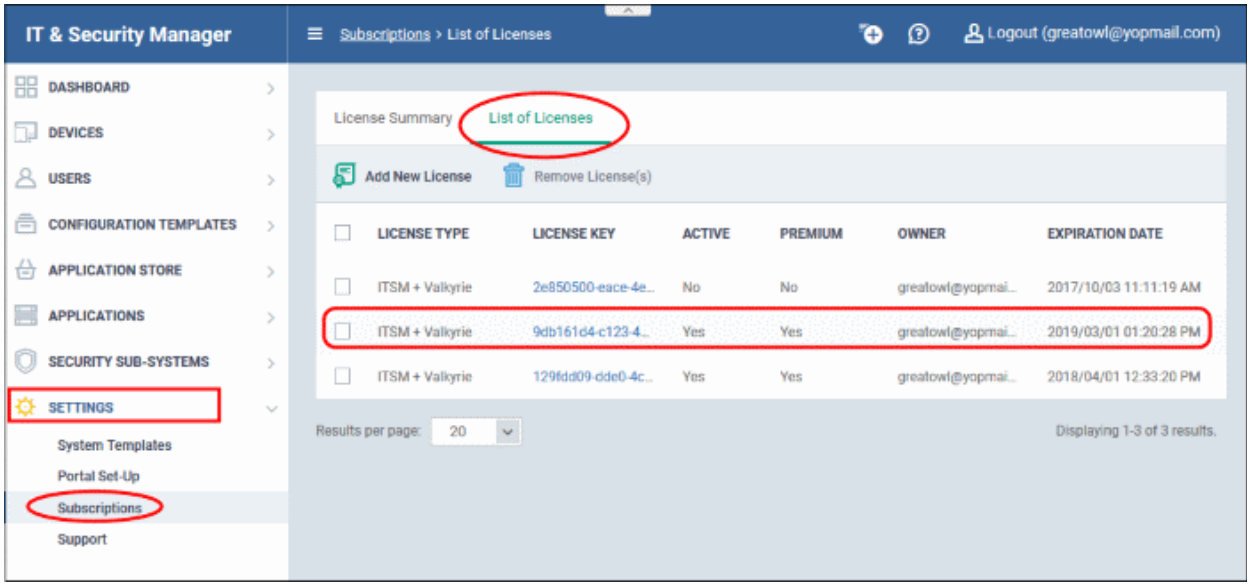
- Select the license you wish to activate and click 'Activate Selected'

The ITSM license will be upgraded and activated.



- Click 'Go to My Subscription' button to manage ITSM licenses for your account. See '**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:

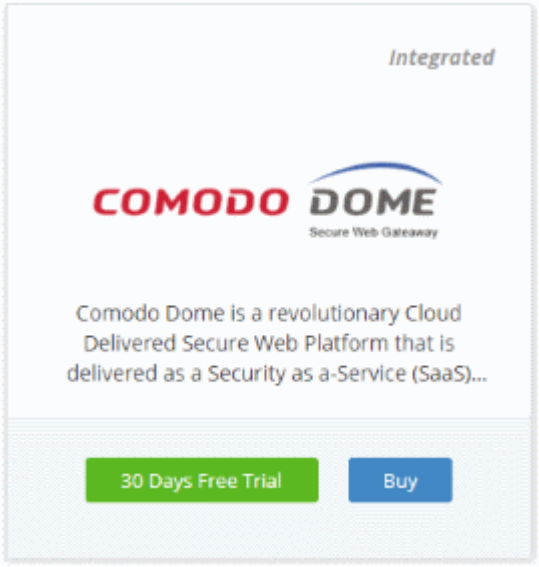
- **Purchase a new license**
- **Activate the license**

Purchase a New License

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

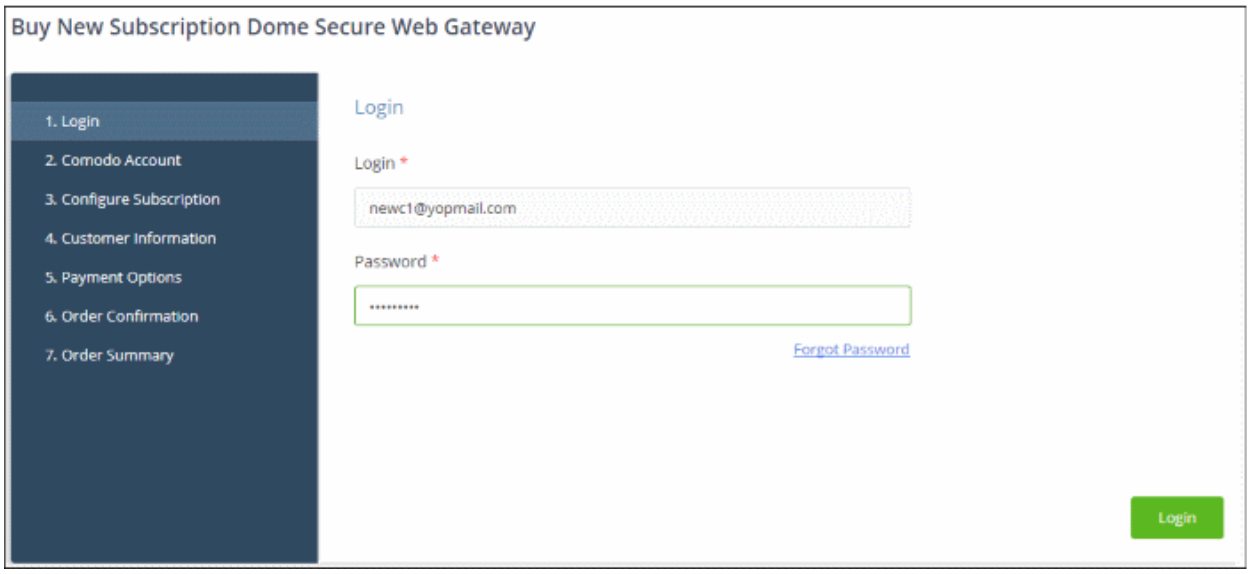
- Click 'Store' on the menu bar

All available applications will be displayed.



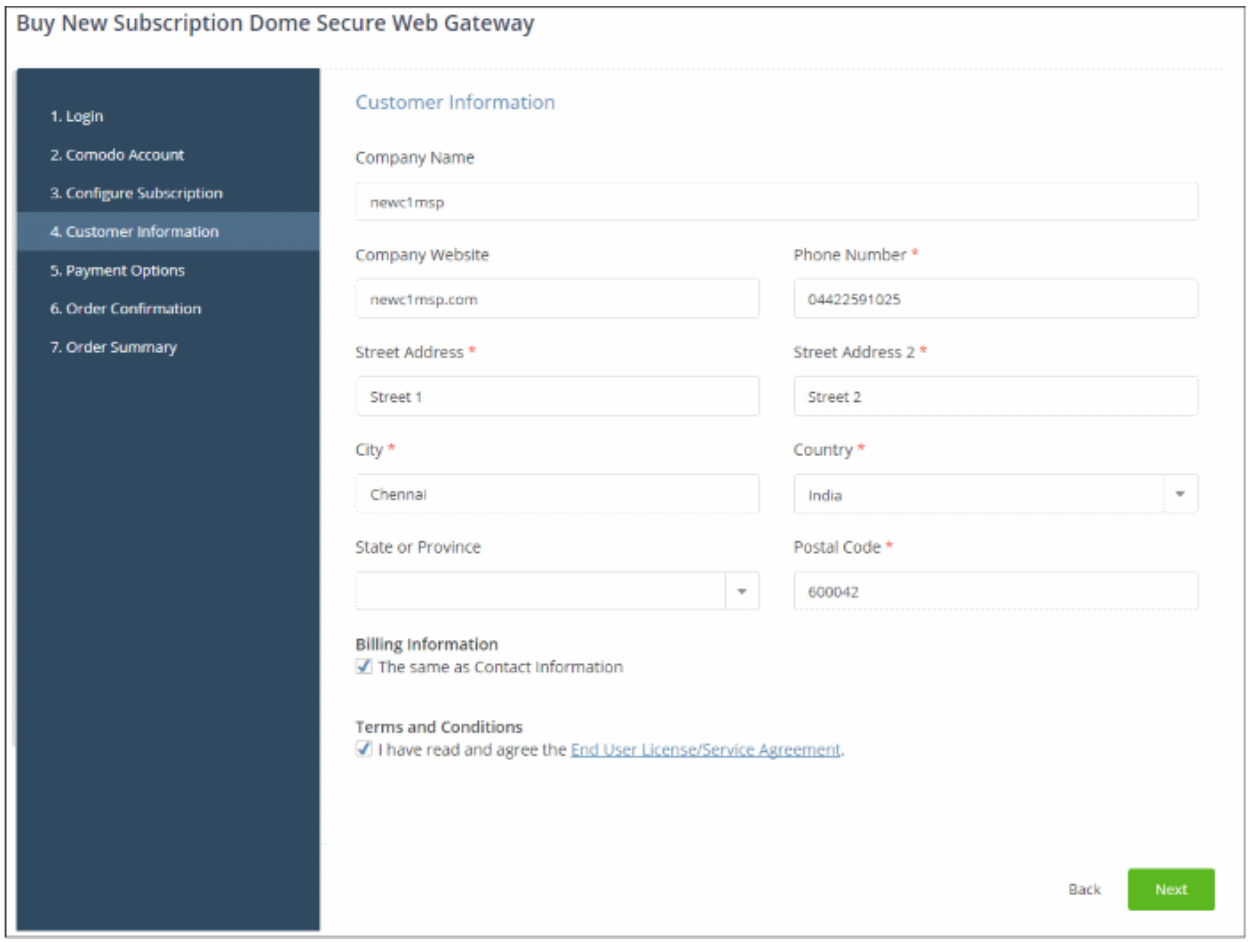
- Click 'Buy' or '30 Days Free Trial' depending on the version of Comodo Dome SWG you wish to add to Comodo One.

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



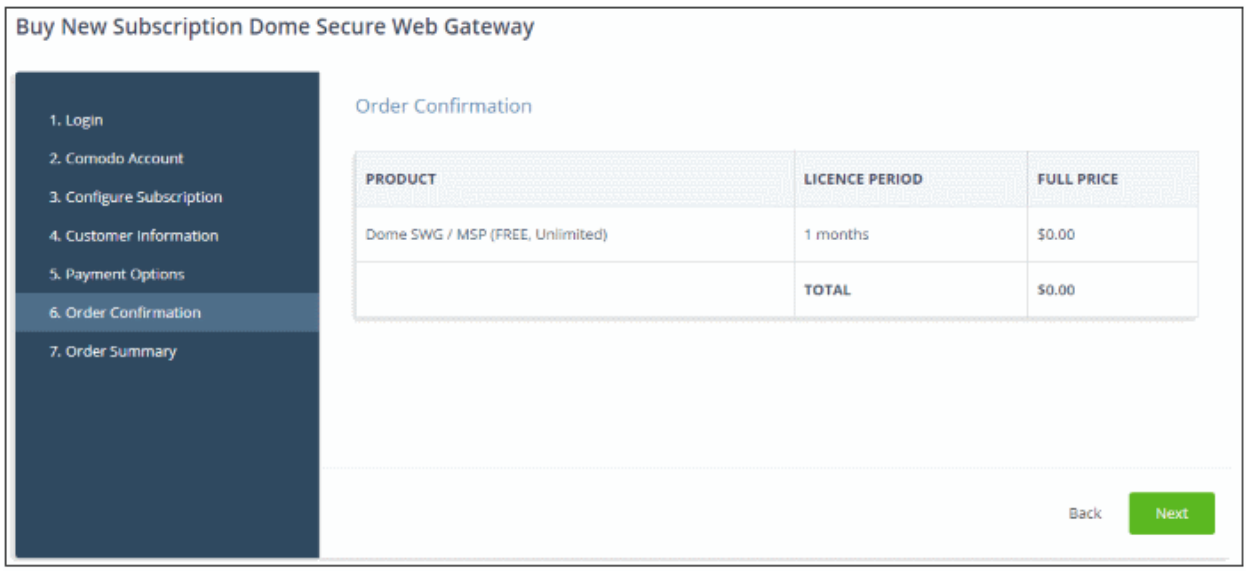
Your login username will be pre-populated and cannot be changed.

- 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.

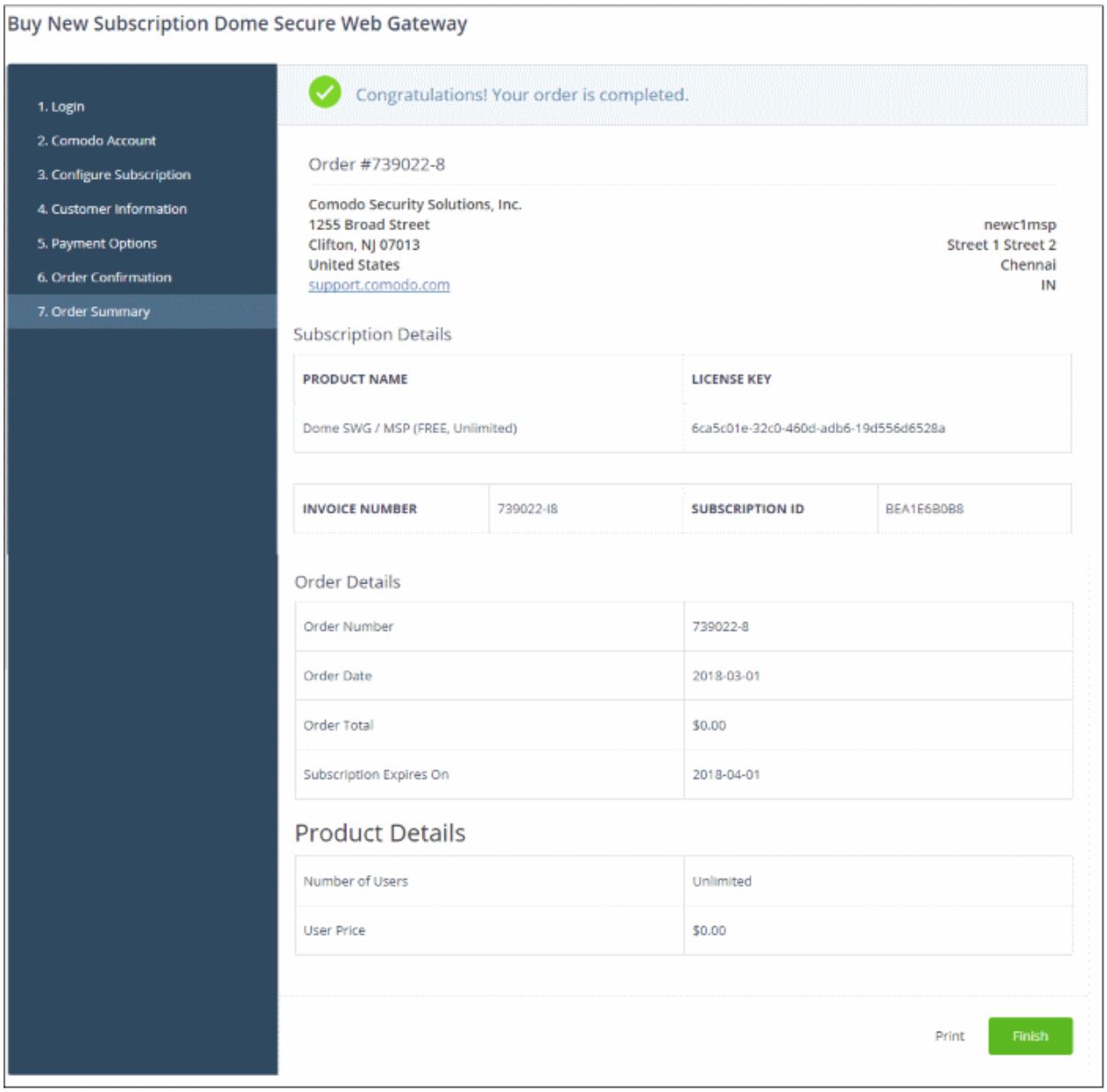


- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

The 'Order Confirmation' page will open:



- Review your order and click 'Next'



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

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.

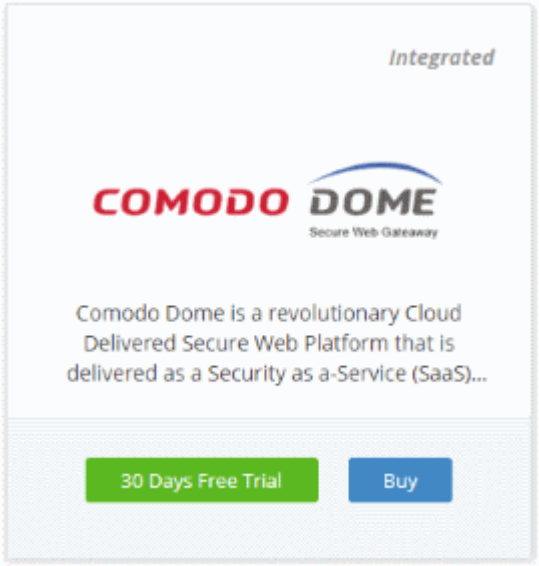
Activate the License

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

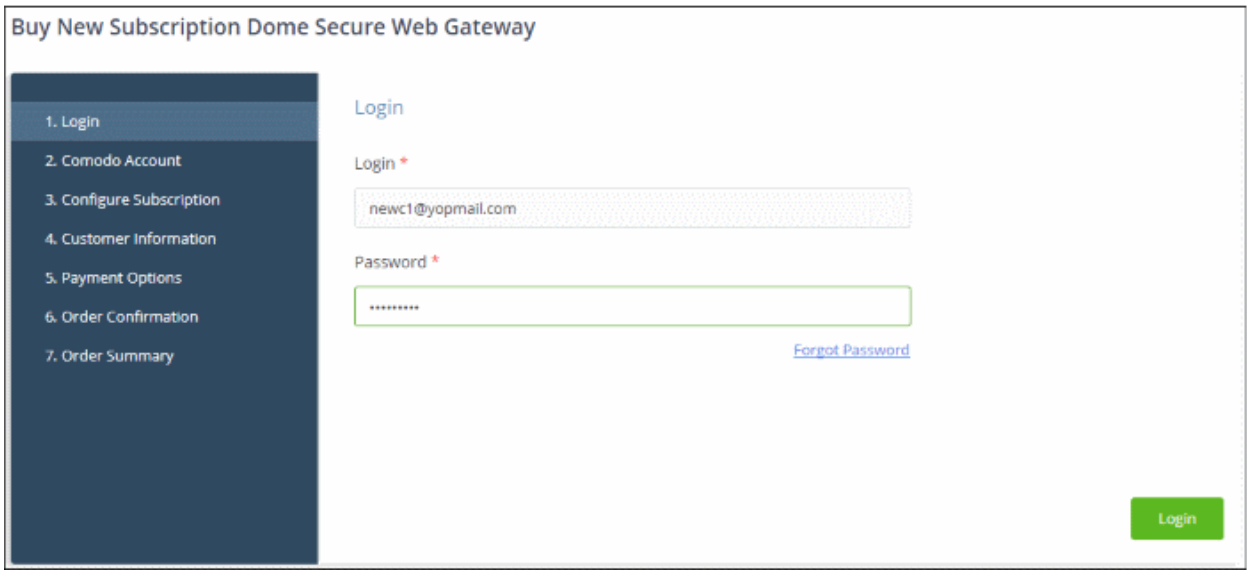
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' or '30 Days Free Trial' in the 'Dome Secure Web Gateway' tile



You will be taken to the subscription page.



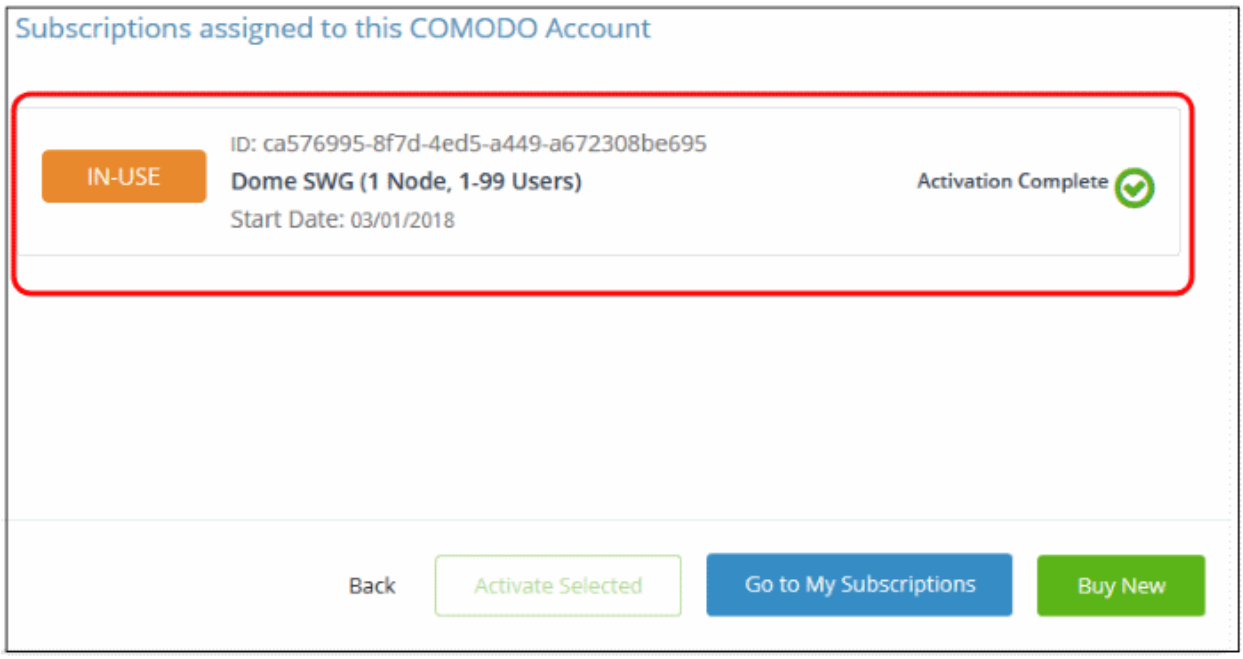
Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

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 SWG 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 SWG will be added to your list of 'Applications'.

- Click 'Go to My Subscriptions' to manage SWG licenses for your account. See '**Managing Subscriptions**' for more details.

To open the 'Comodo Dome SWG' interface

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

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

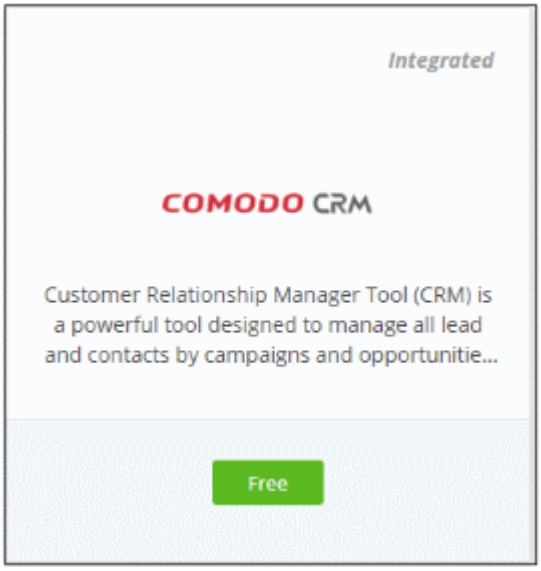
For more details on how to use Comodo Dome Secure Web Gateway, see the online guide at **https://help.comodo.com/topic-436-1-842-10771-Introduction-to-Comodo-Dome-Standard.html**

8.6 Add Comodo Customer Relationship Management

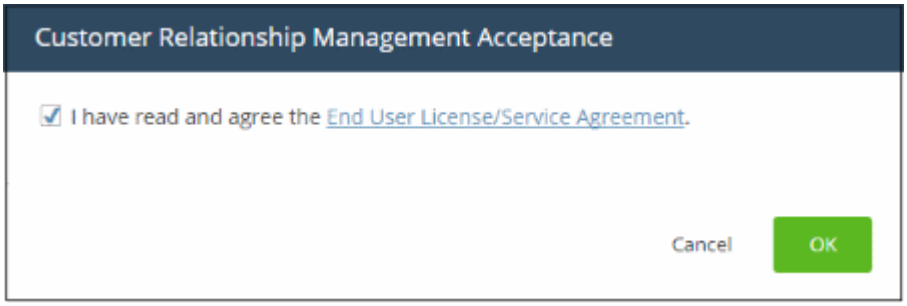
Comodo Customer Relationship Management (CRM) allows businesses to save time and grow productivity by implementing automatic workflows to generate, nurture and close customer leads and opportunities.

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 'Free' to start the integration process.

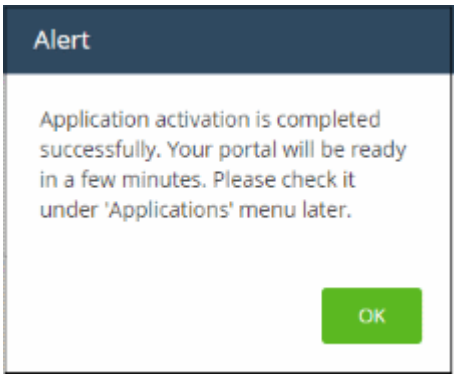


The End User License Agreement will appear:



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

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



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

To open the 'Customer Relationship Management' interface

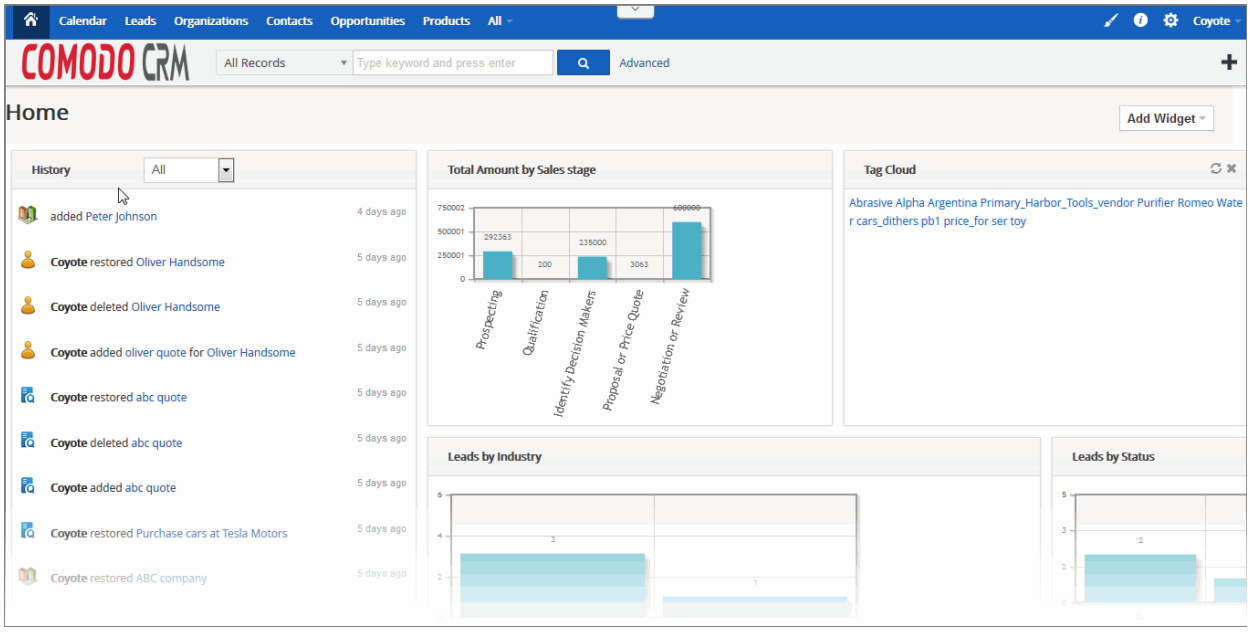
- Click 'Applications' on the menu bar then choose 'CRM' from the drop-down.

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' on 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**

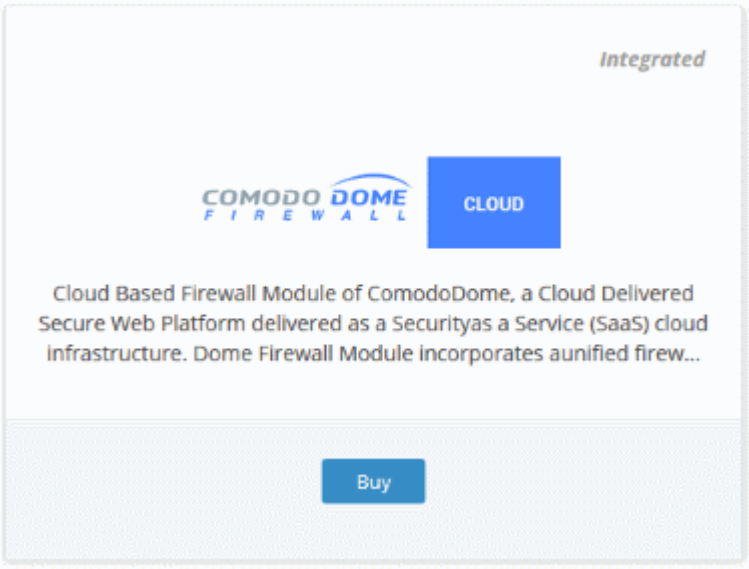
Purchase a new license

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

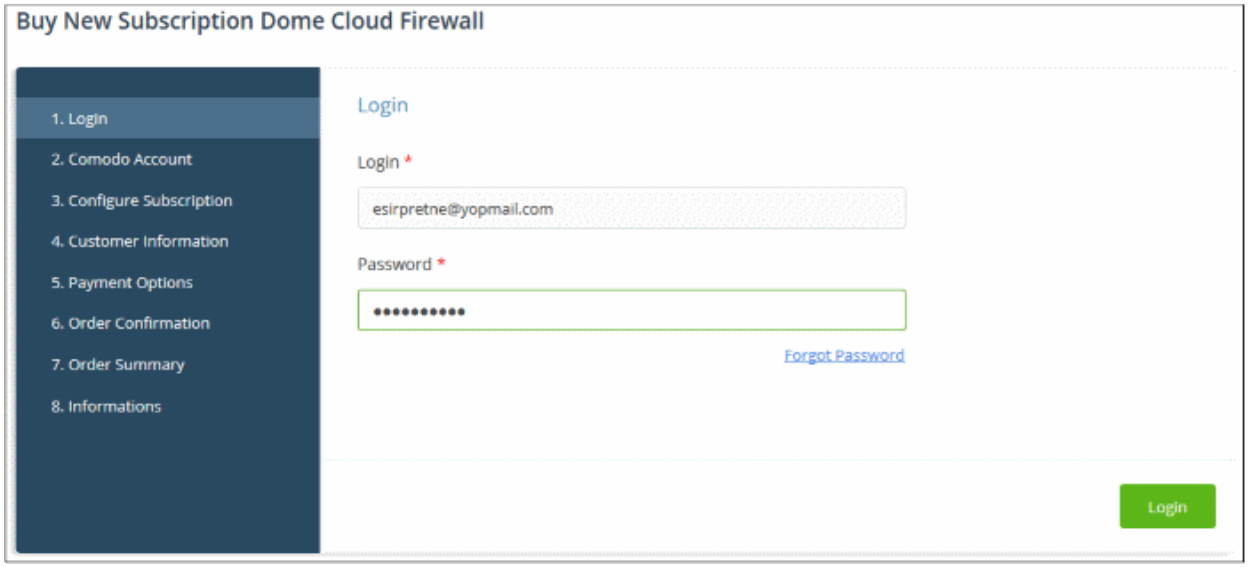
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' on the 'Dome Cloud Firewall' tile:

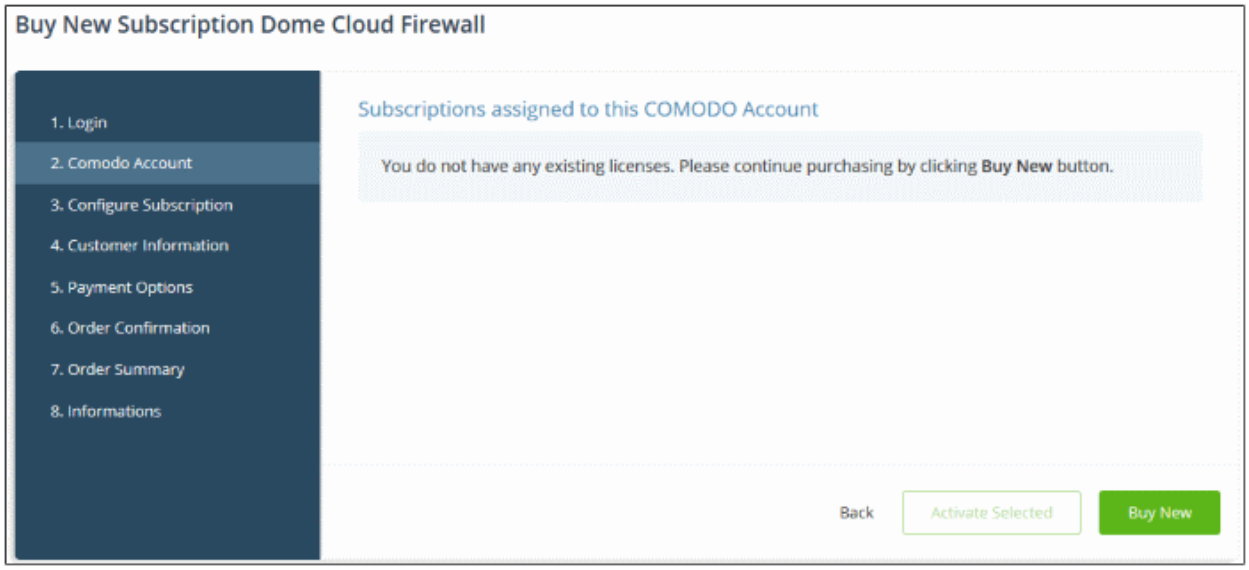


- This will open the product purchase page:

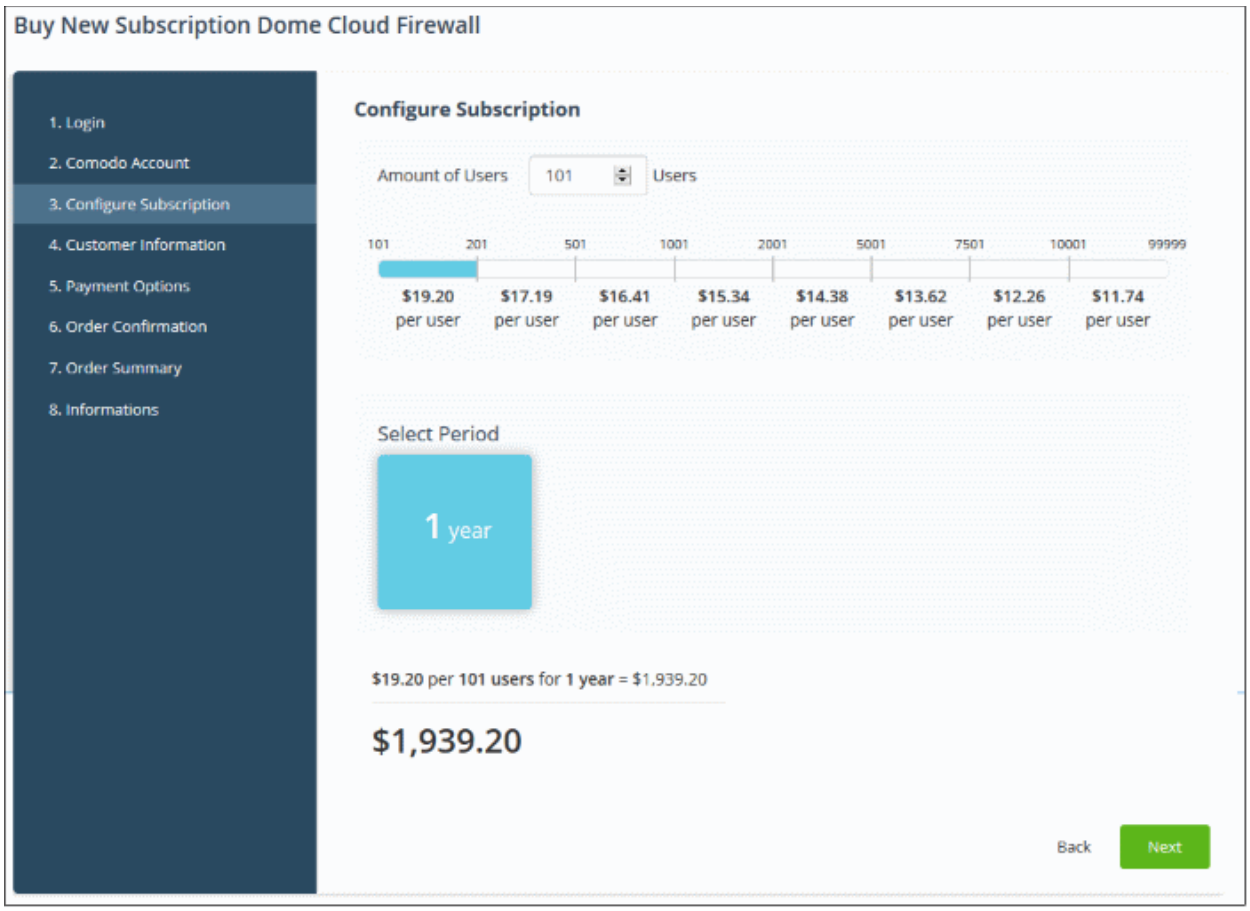


Your login username will be pre-populated and cannot be changed.

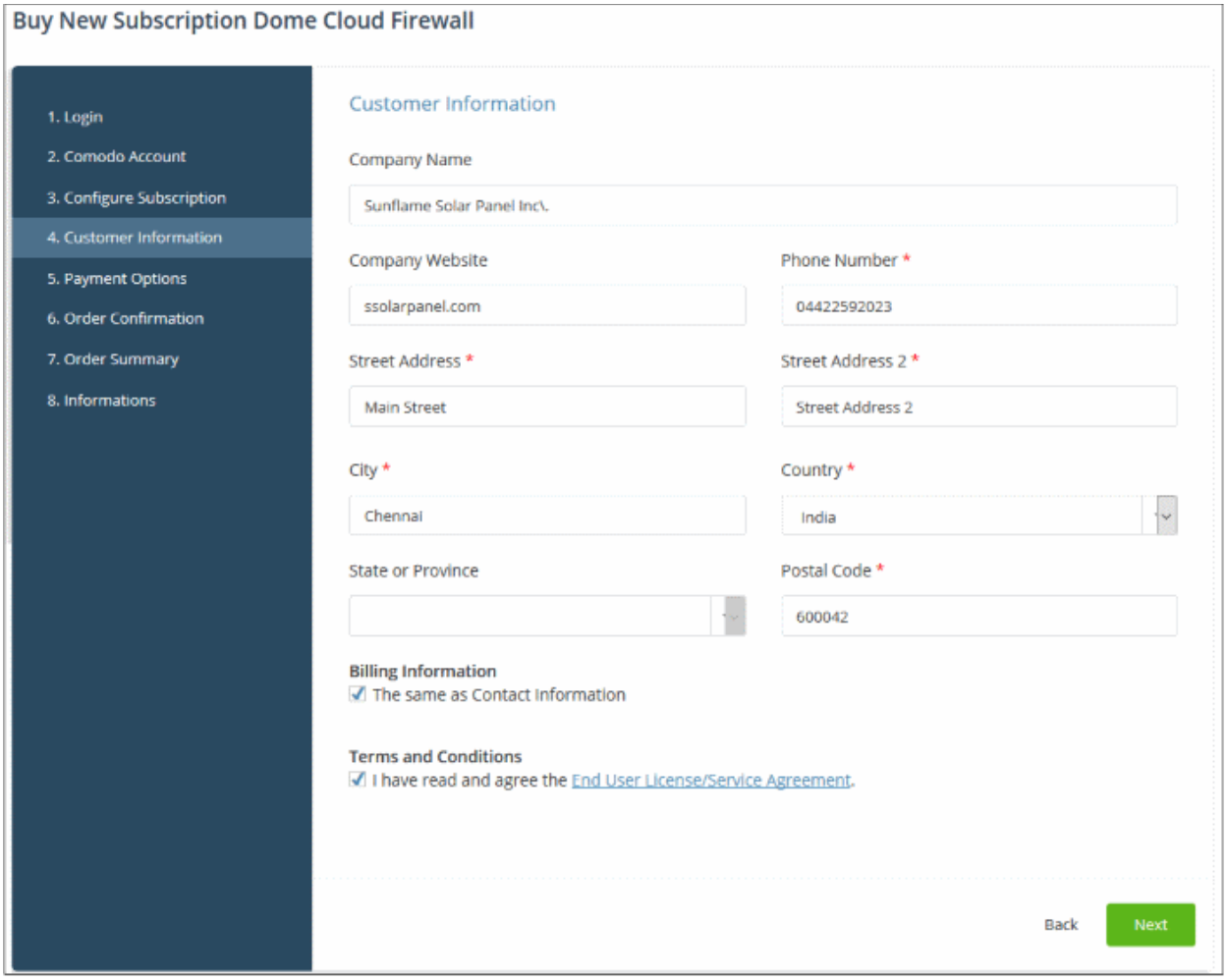
- Enter your Comodo One account password in the 'Password' field and click 'Login'



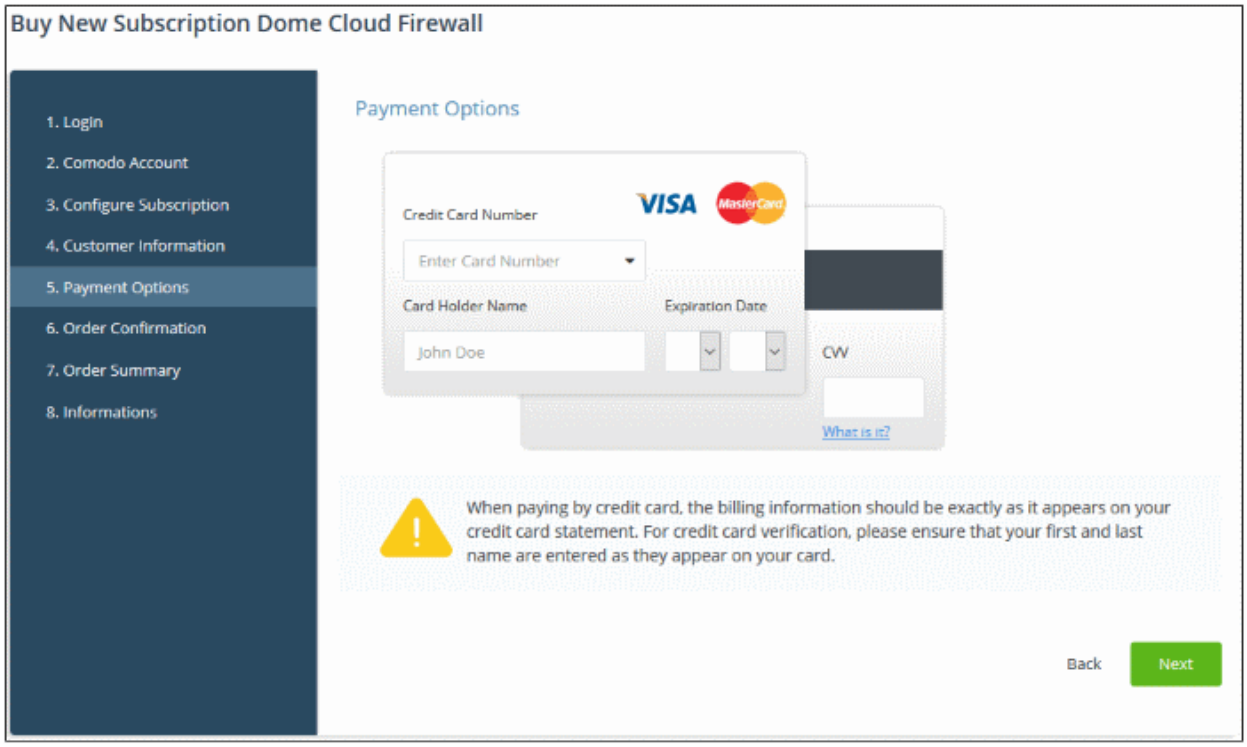
- Click 'Buy New'
- In the 'Buy New Subscription Dome Cloud Firewall' screen, enter or select the number of users you require. The per user rate depends on the number of users.
- The minimum license period is for a year
- Click 'Next' to continue to the customer information form:



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



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



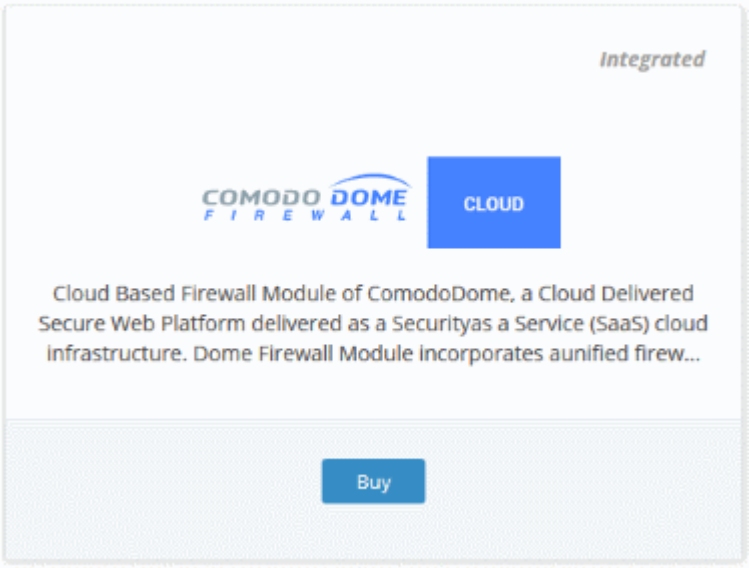
- Click 'Next' on the confirmation page to submit your order for processing.
- After the purchase is complete, Dome Cloud Firewall will appear in the 'Applications' interface. See the **description** at the end of this section if you need more help to open the Dome Cloud Firewall interface.

Activate the license

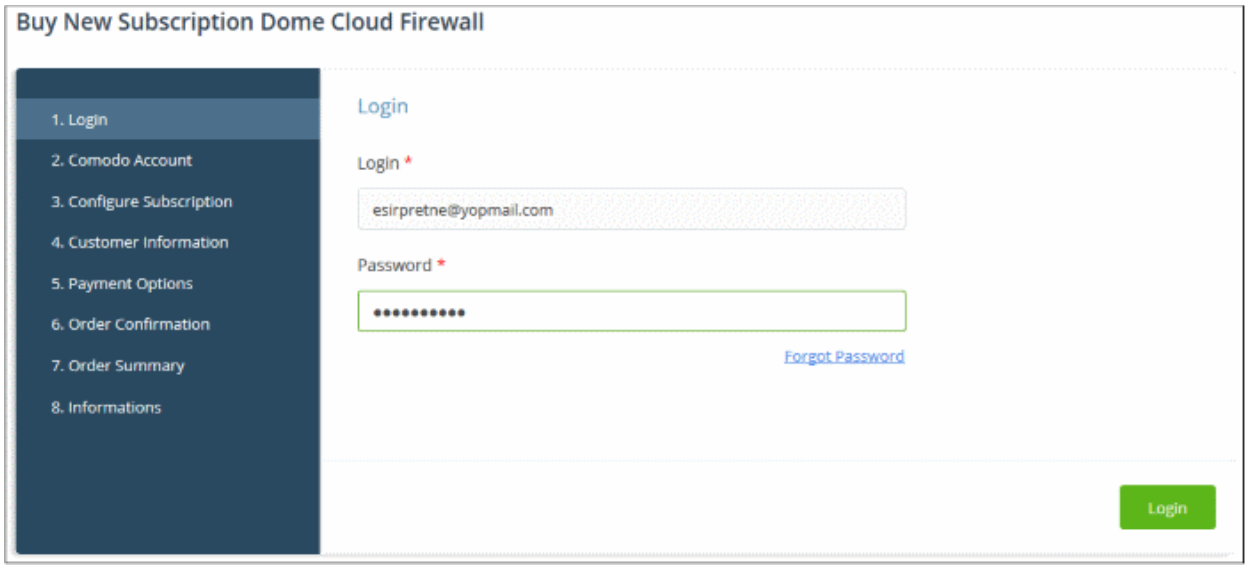
- You can activate your license through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process.

To add Dome Cloud Firewall by activating an existing license

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



- This will open the product purchase page:

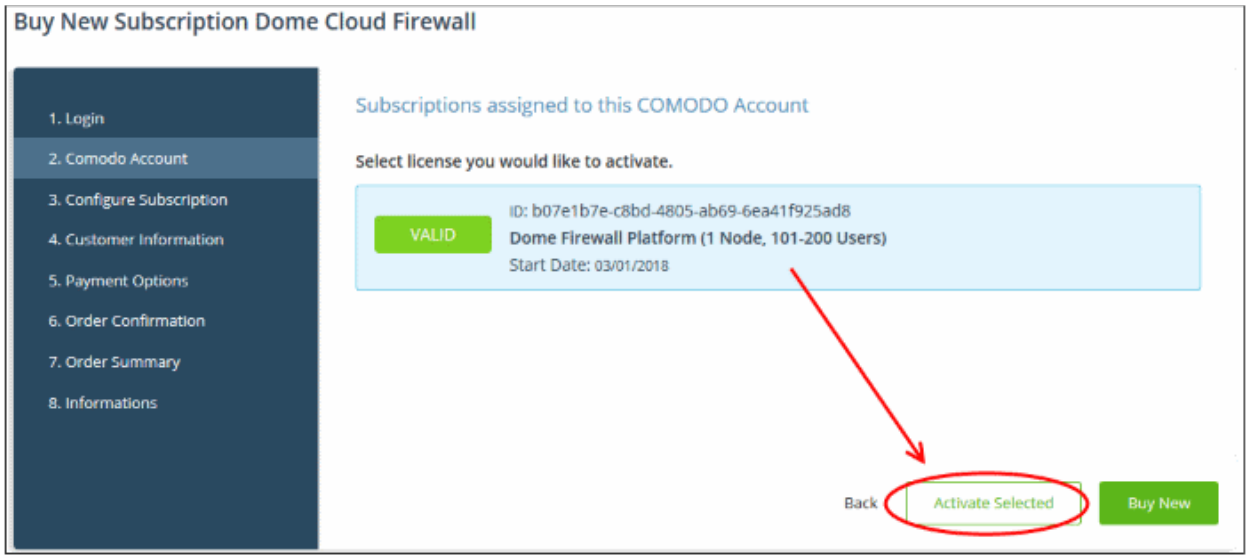


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

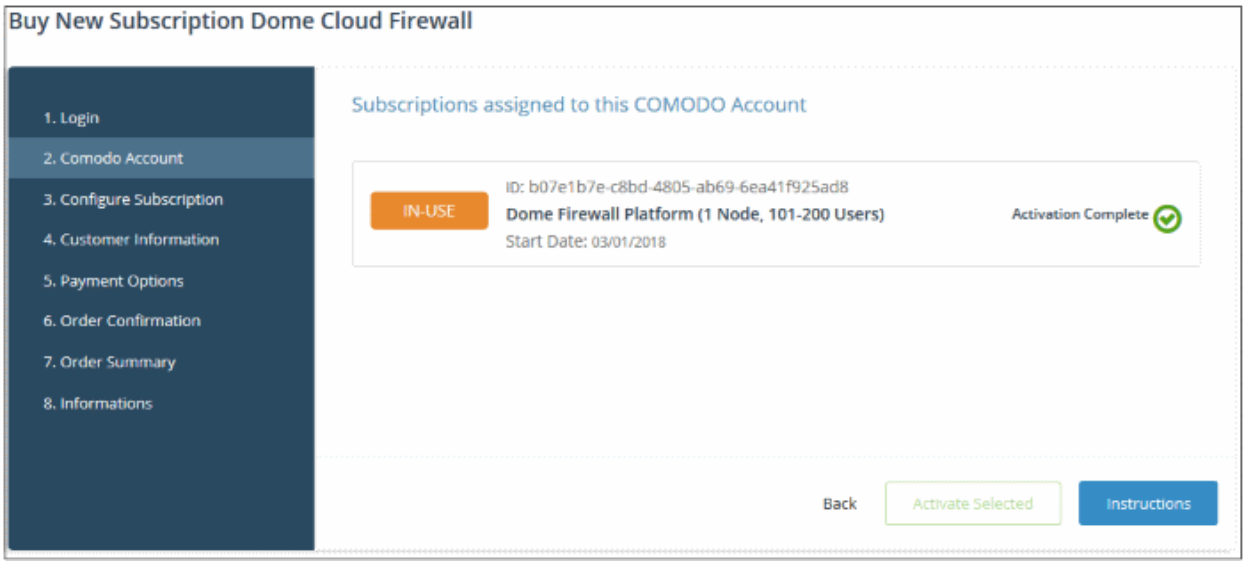
The username for the default account will be pre-populated.

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

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

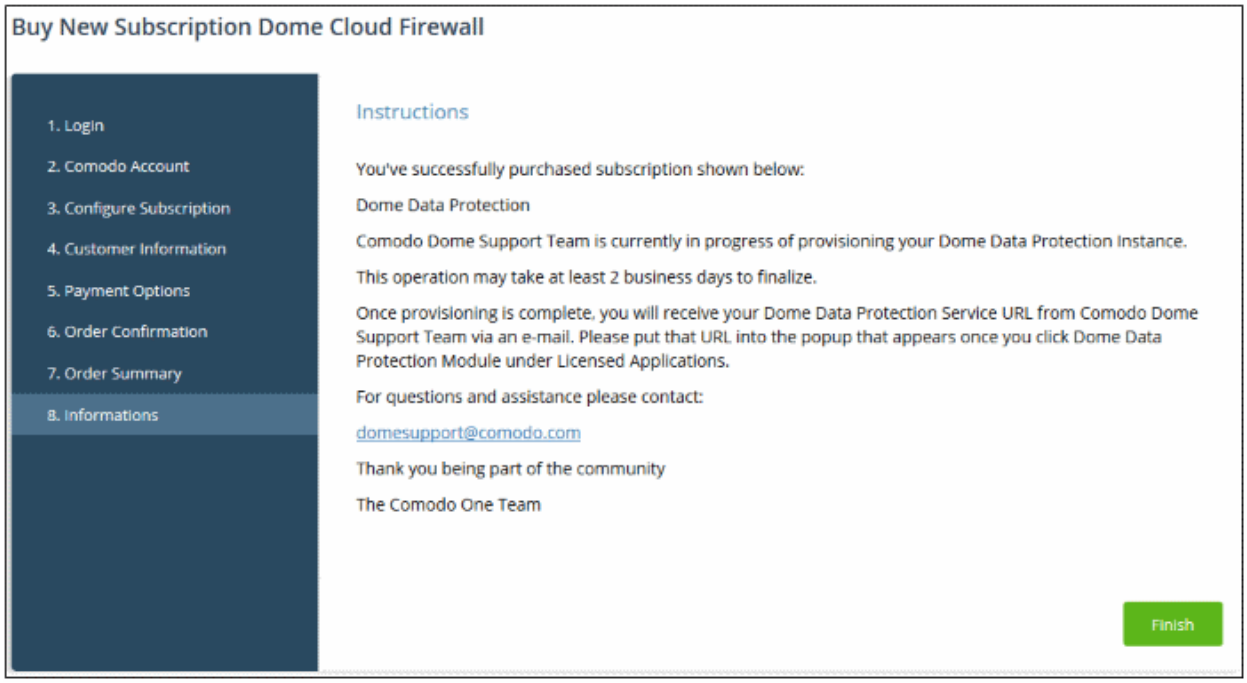


- Select the license you wish to activate and click 'Activate Selected'



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

- Click 'Instructions' to view info about the Dome Cloud Firewall 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 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 'Dome Cloud Firewall' from the list.

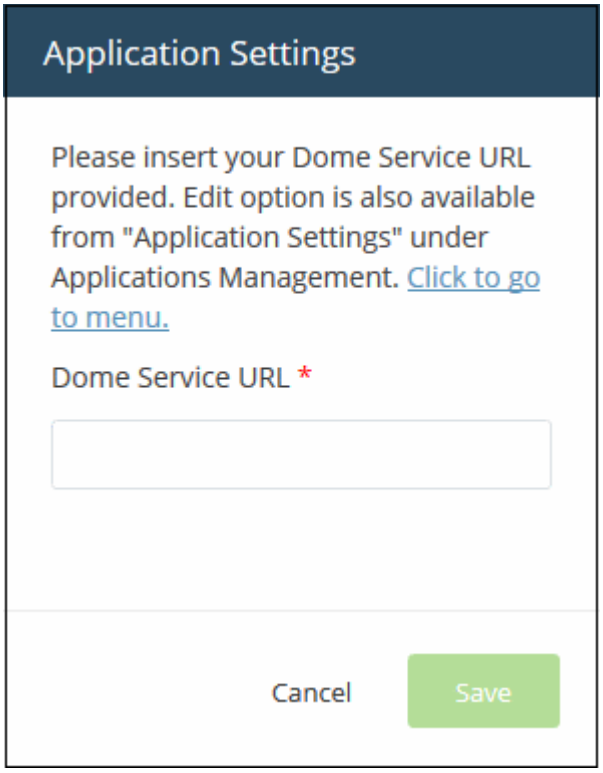
  OR

- 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.



- 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**

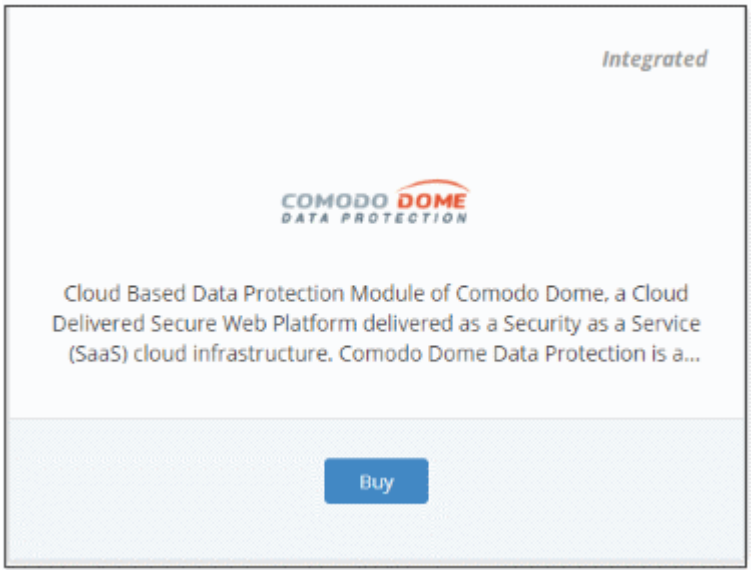
Purchase a new license

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

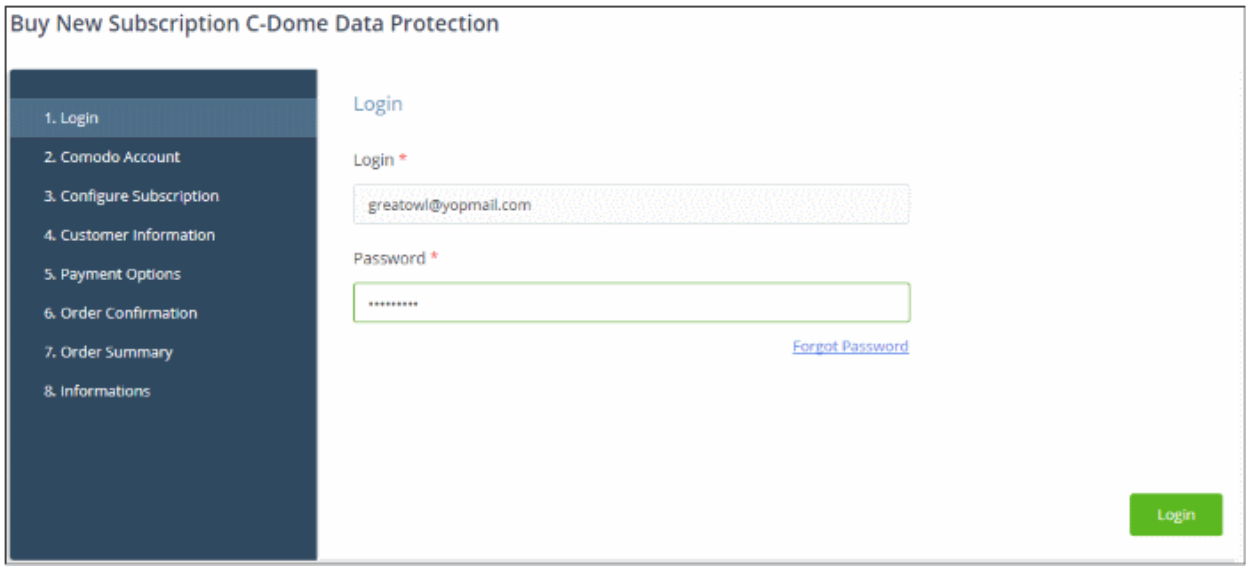
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' on the 'Dome Data Protection' tile:

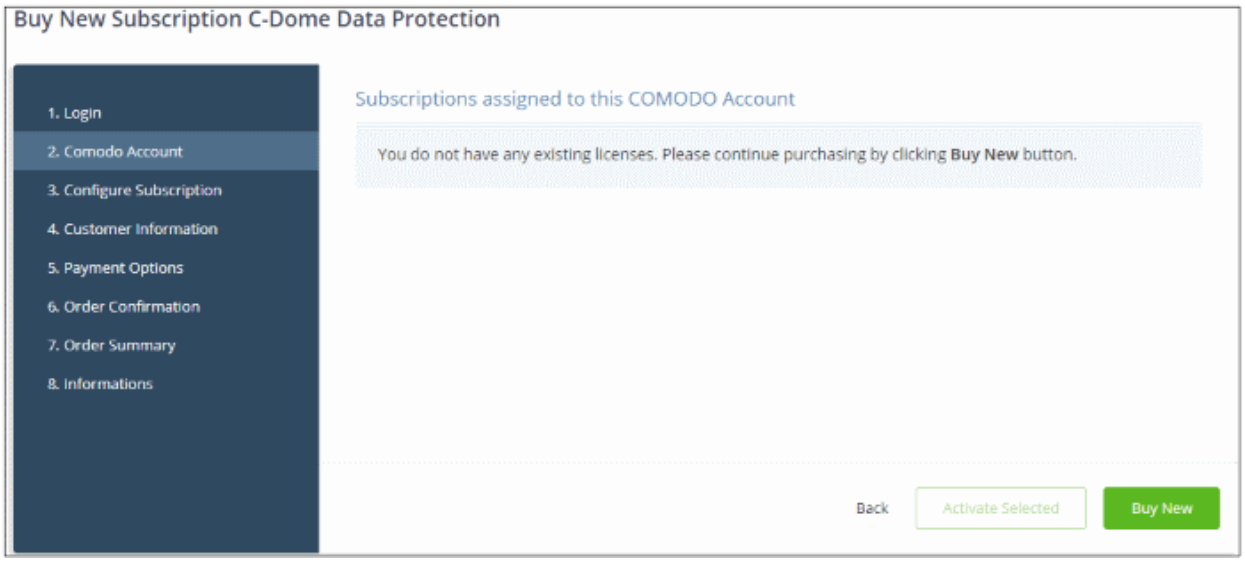


- This will open the product purchase page:

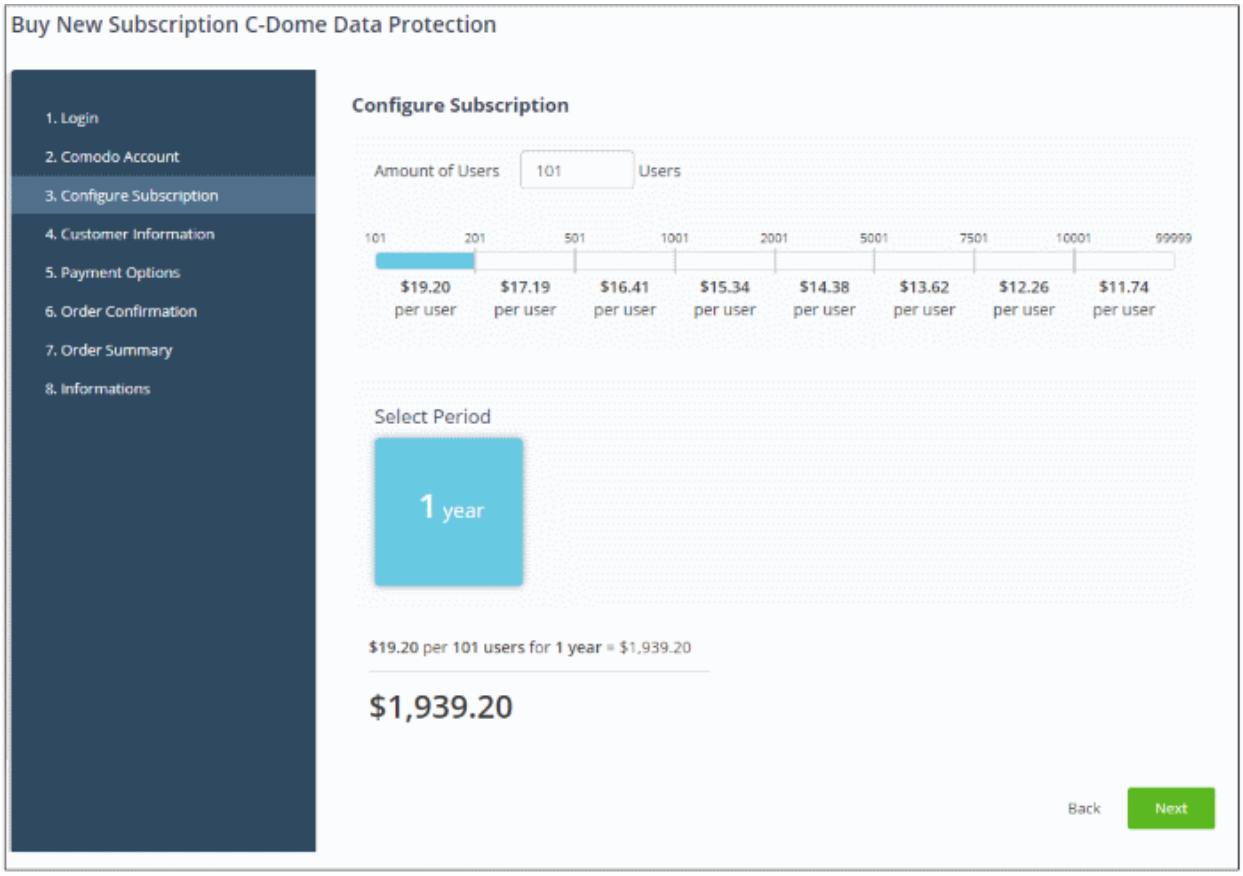


Your login username will be pre-populated and cannot be changed.

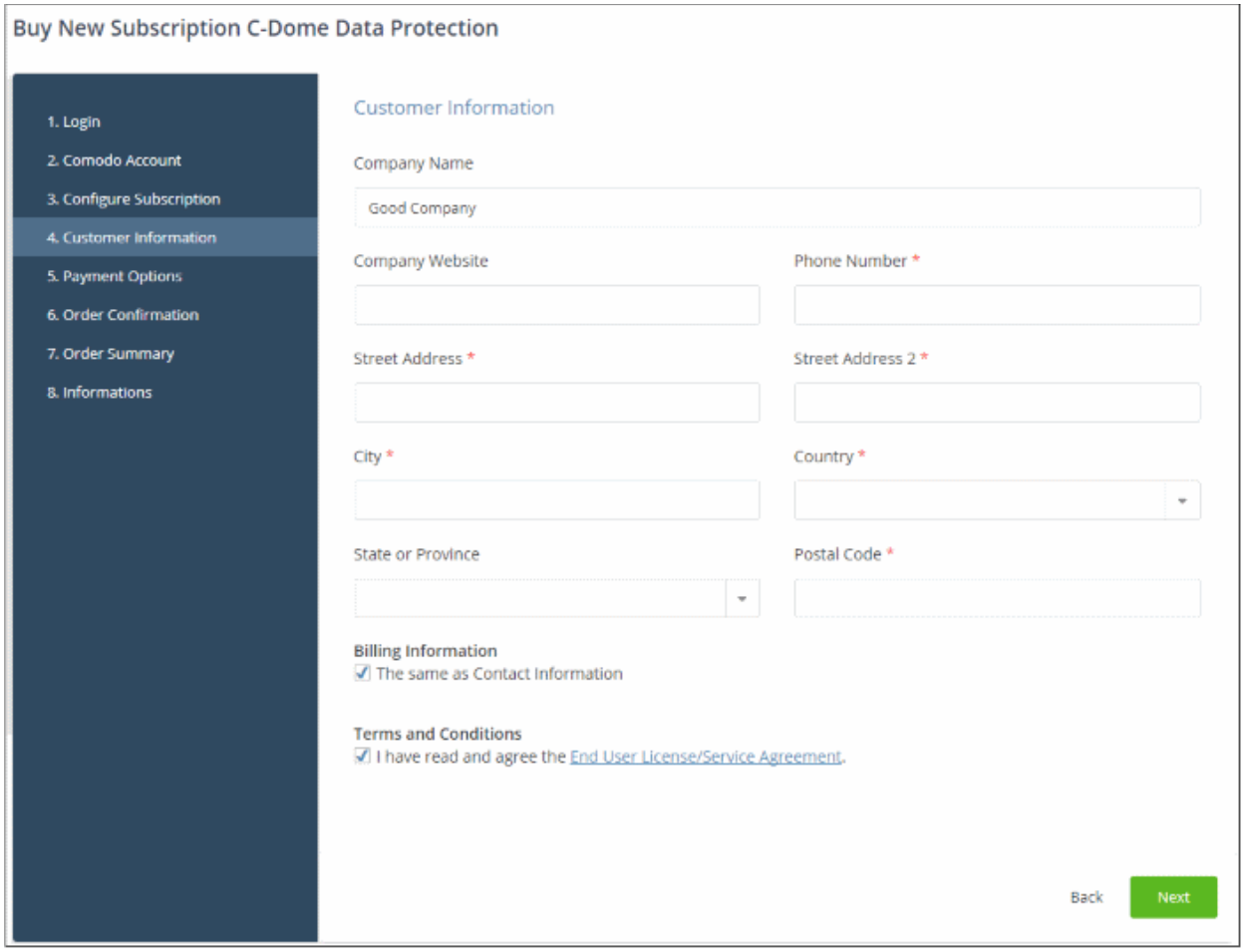
- Enter your Comodo One account password in the 'Password' field and click 'Login'



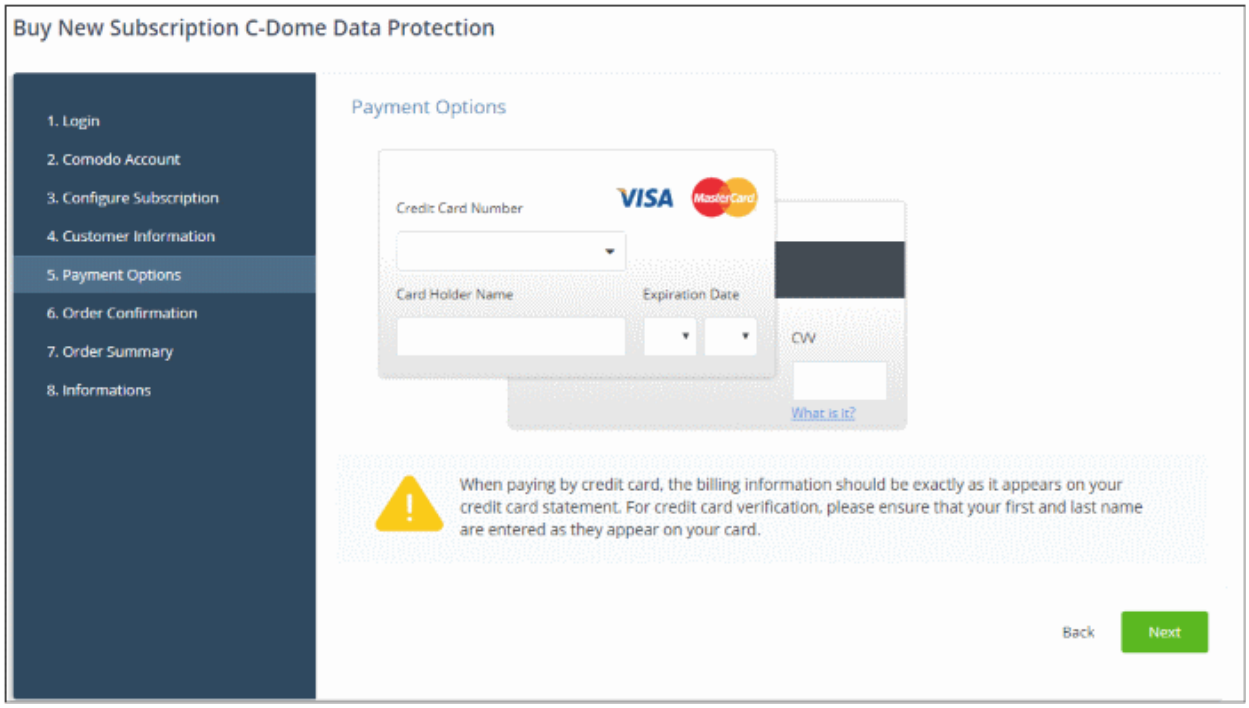
- Click 'Buy New'
- In the configure subscription screen, enter or select the number of users you require. The per-user rate depends on the number of users.
- The minimum license period is for a year
- Click 'Next' to continue to the customer information form:



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



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



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

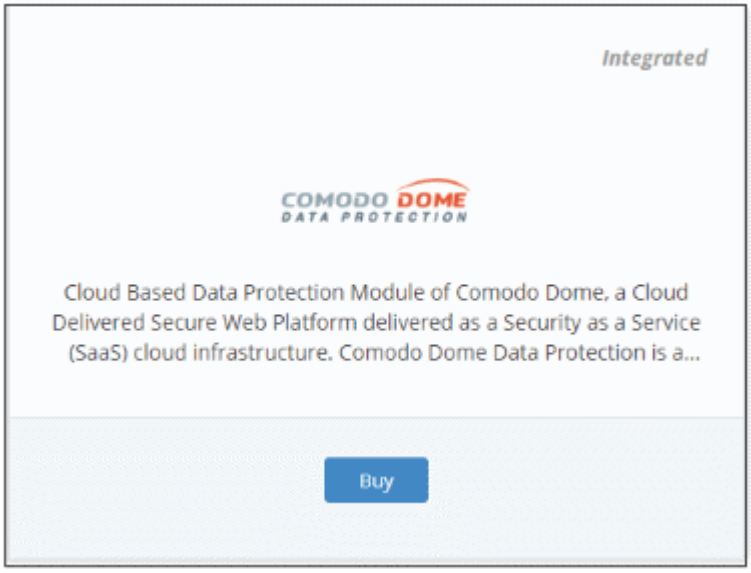
- After the purchase is complete, you can open the Dome Data Protection module from the 'Licensed Applications' interface. See the **description** at the end of this section if you need more help with this.

Activate the license

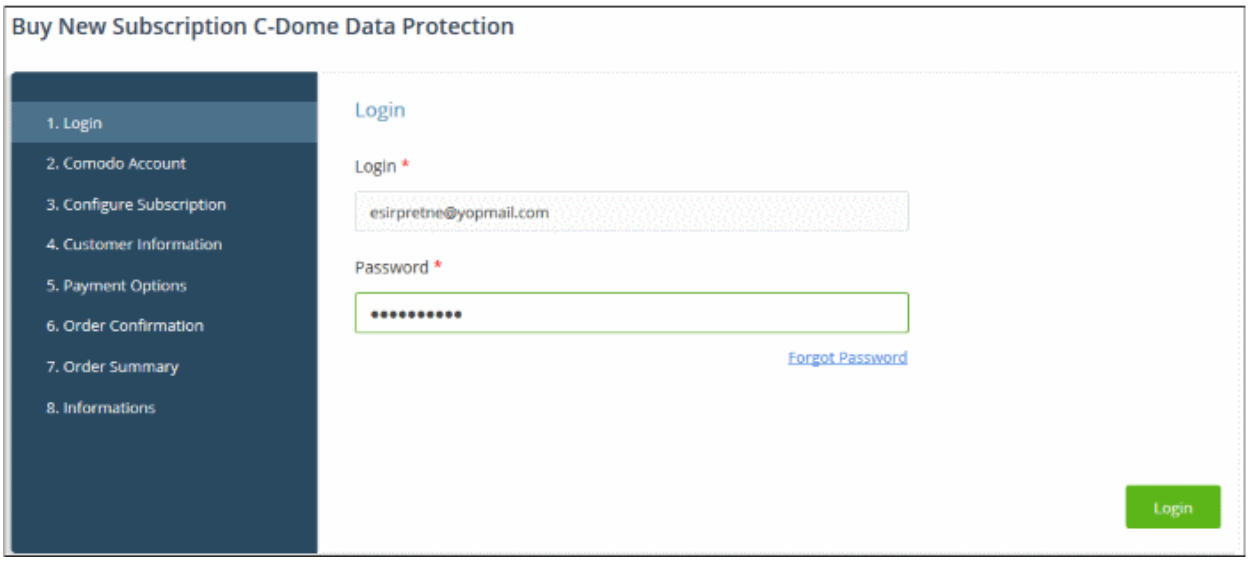
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process.

To add Dome Data Protection by activating an existing license

- Click 'Store' on the menu bar
- Click 'Buy' on the 'Dome Data Protection' tile:



- This will open the product purchase page:

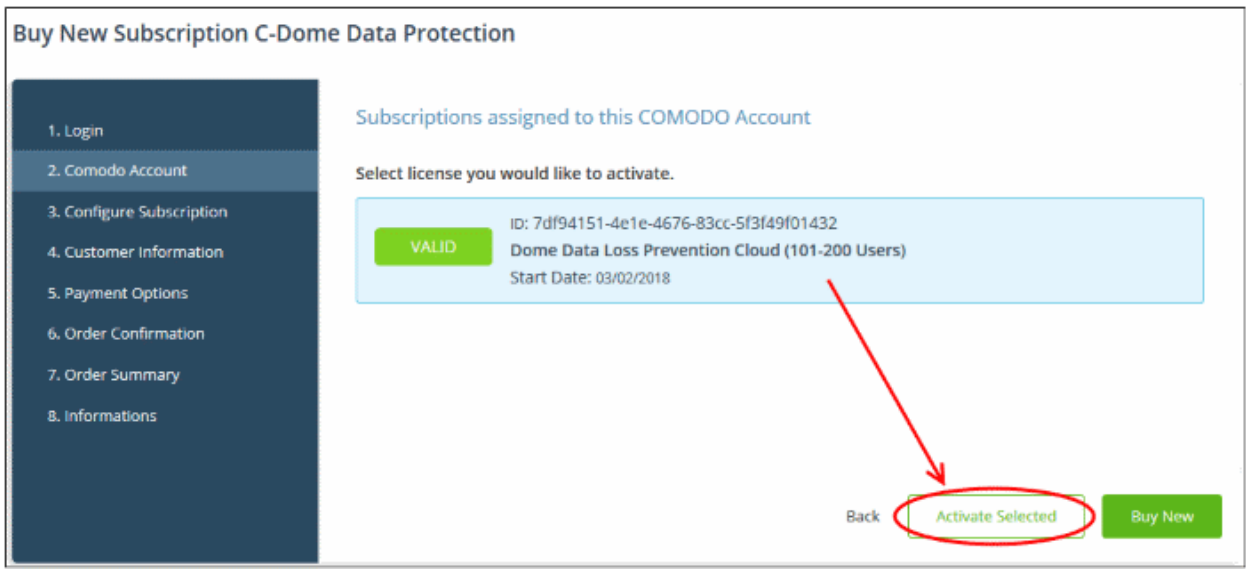


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

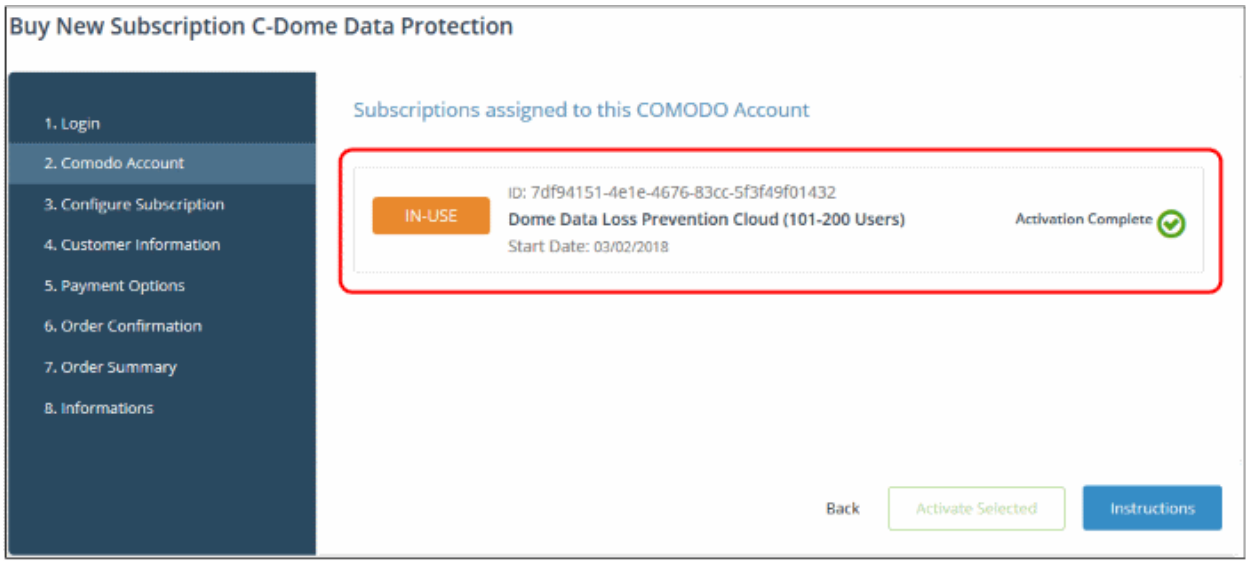
The username for the default account will be pre-populated.

- 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:

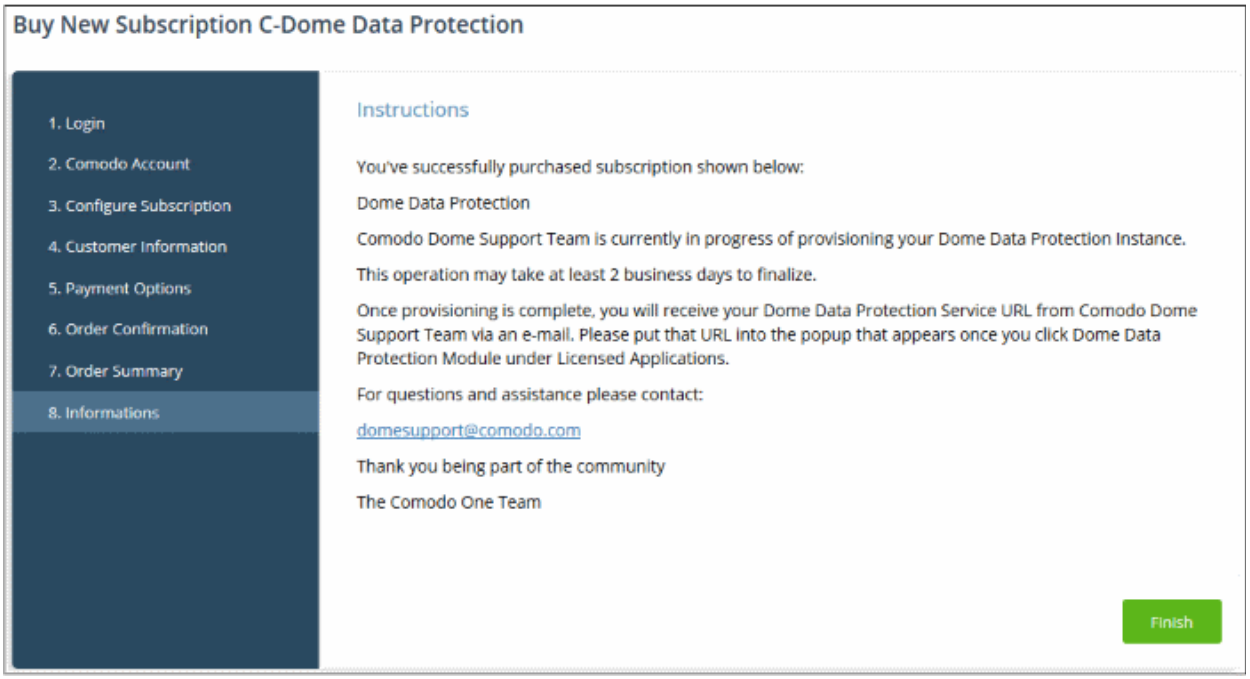


- Select the license you wish to activate and click 'Activate Selected'



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.

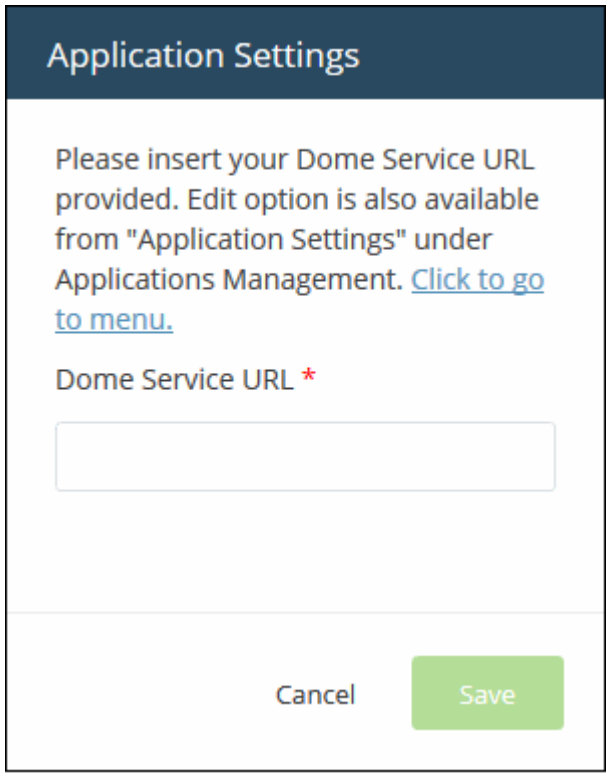
  OR

- 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' on 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.



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

For more details about how to use Comodo Dome Data Protection, see 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, antivirus and content analysis 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.
- **Purchase a new license**
- **Activate the license**

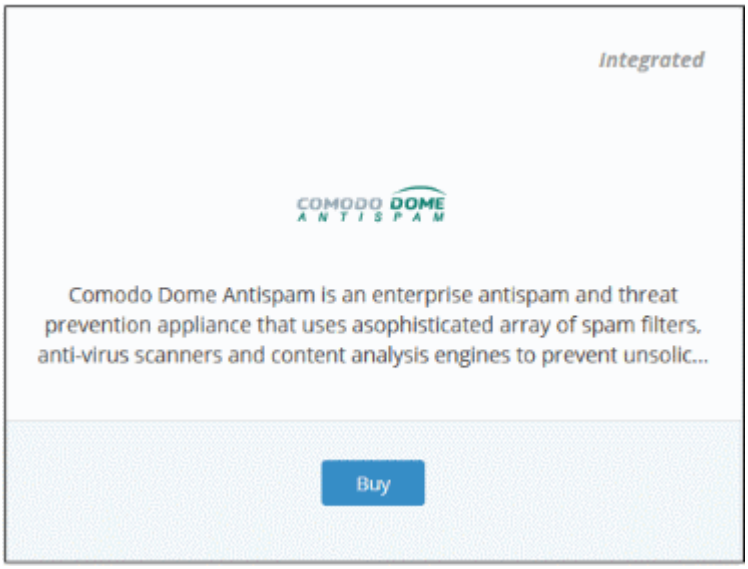
Purchase a new license

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

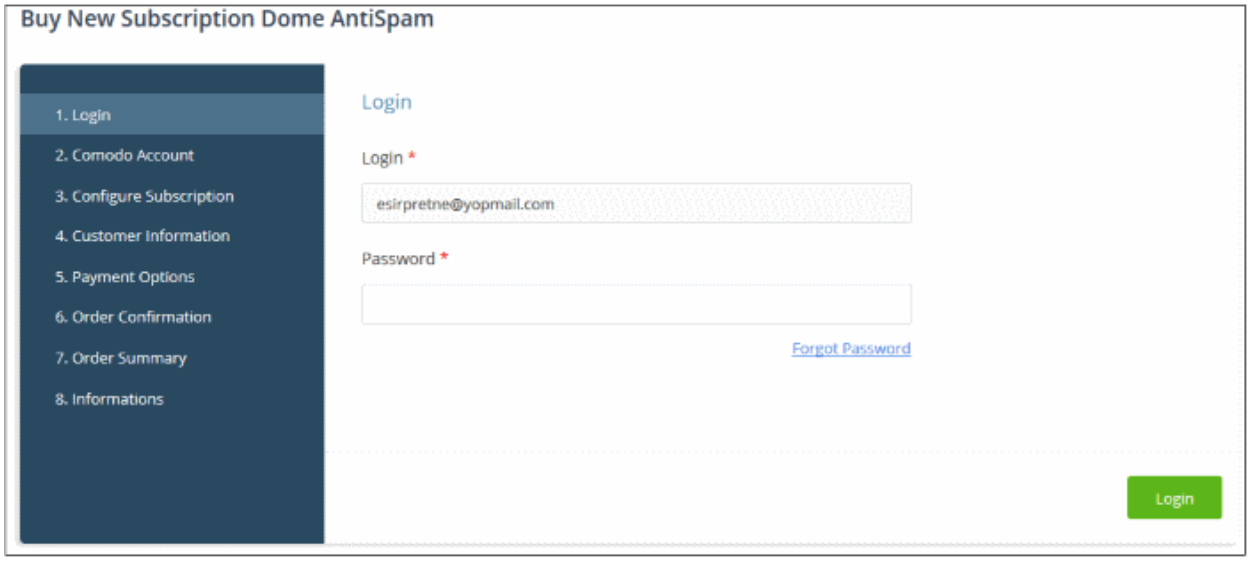
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' on the 'Dome Antispam' tile.

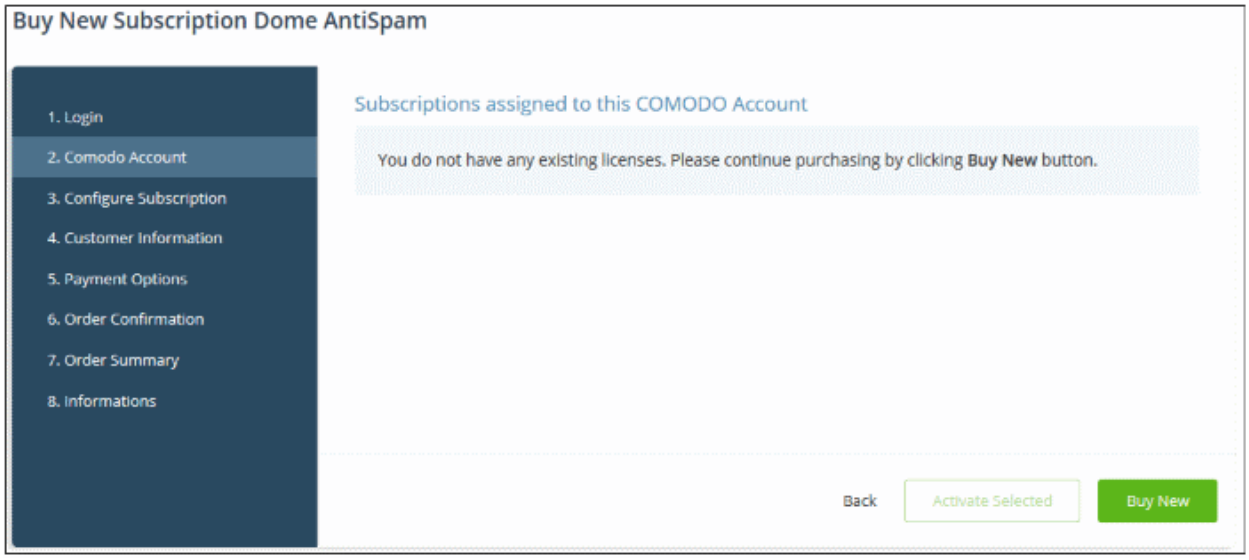


- This will open the product purchase page:

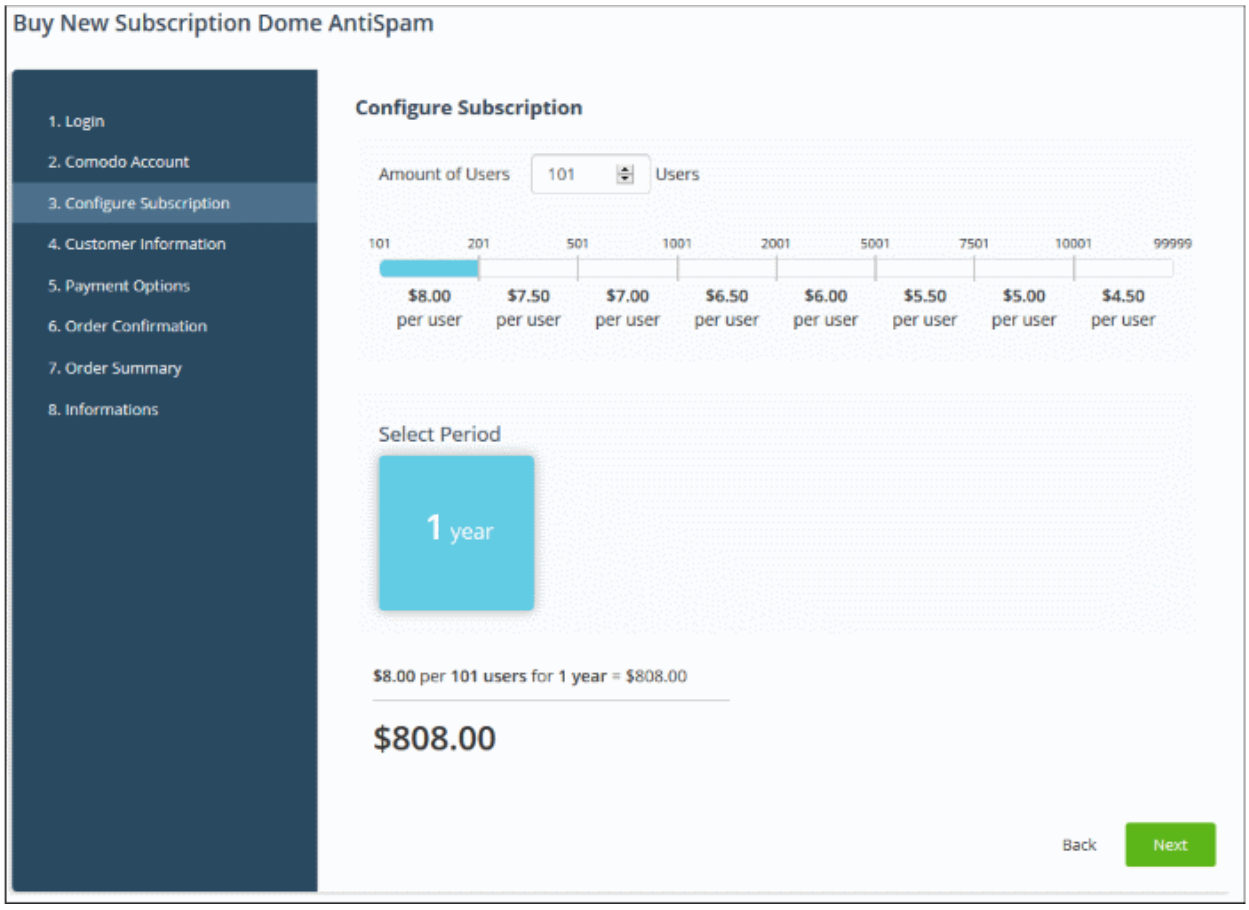


Your login username will be pre-populated and cannot be changed.

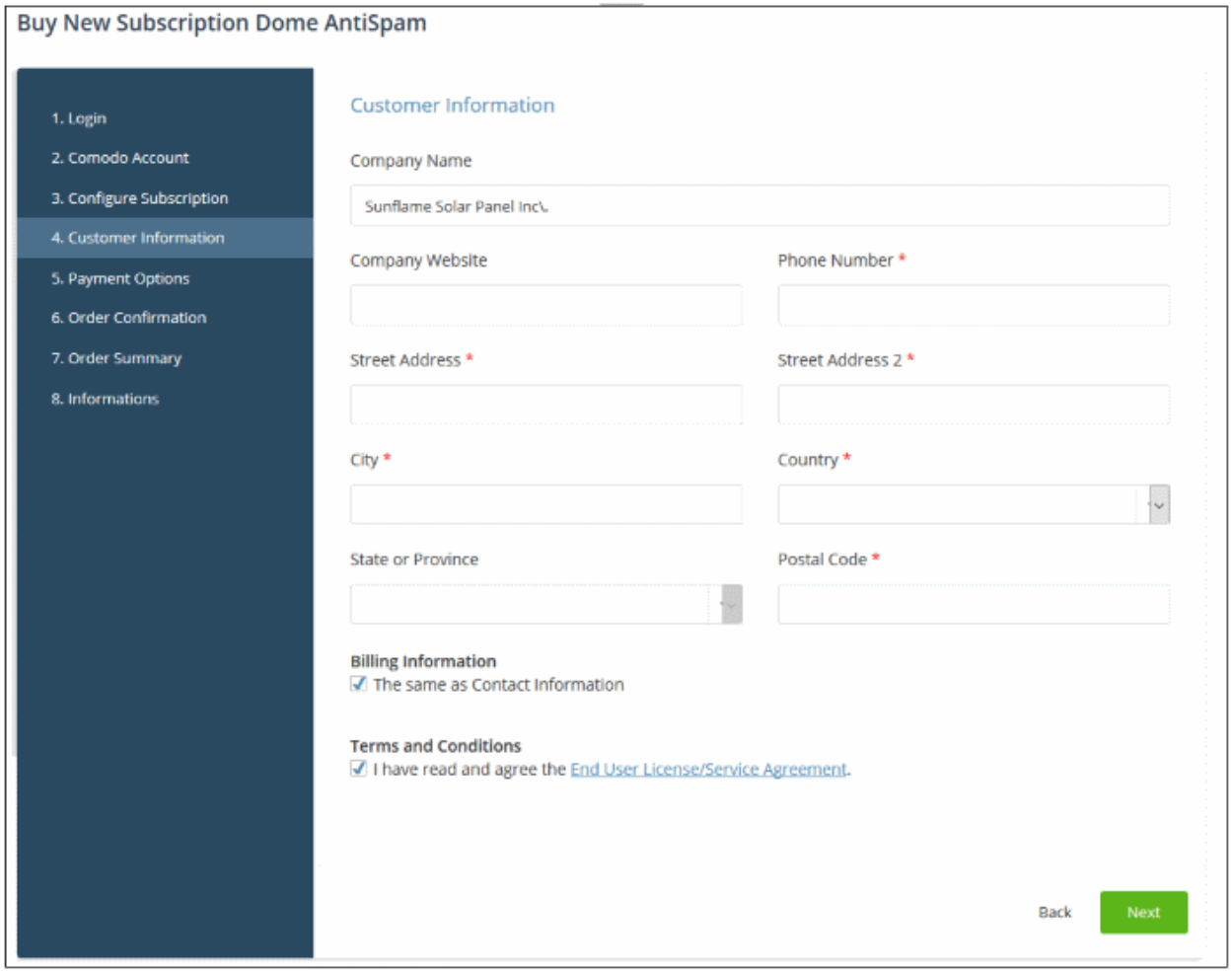
- Enter your Comodo One account password in the 'Password' field and click 'Login'



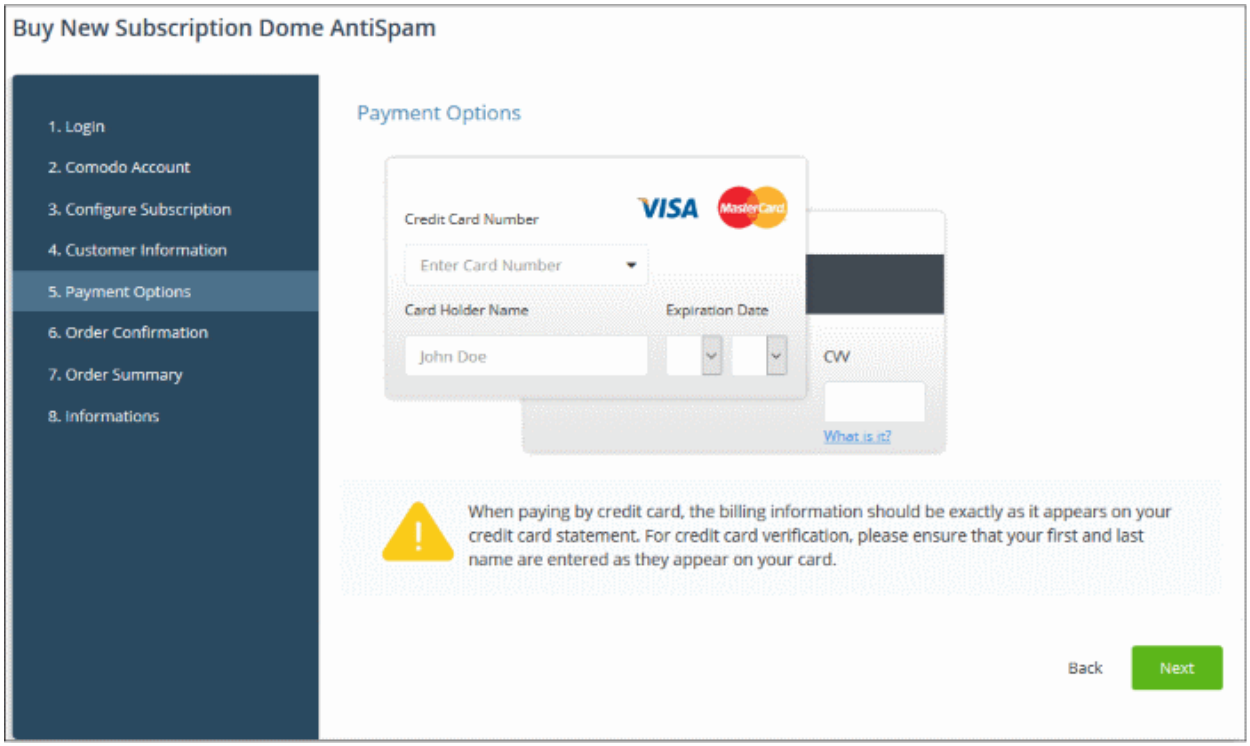
- Click 'Buy New'
- In the configure subscription screen, enter or select the number of users you require. The per-user rate depends on the number of users.
- The minimum license period is for a year
- Click 'Next' to continue to the customer information form:



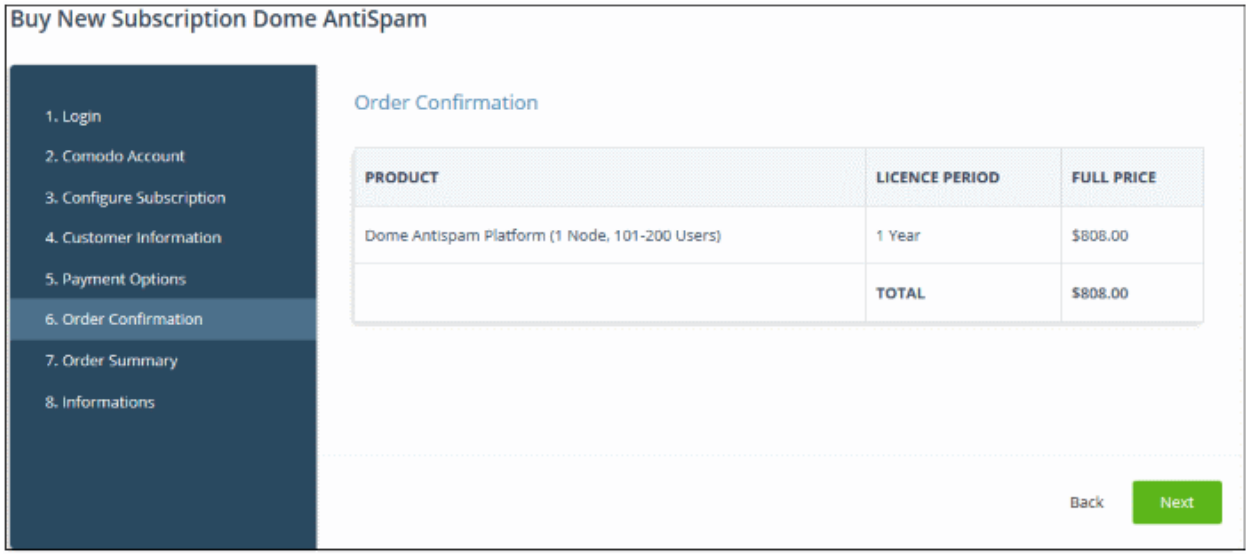
- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':



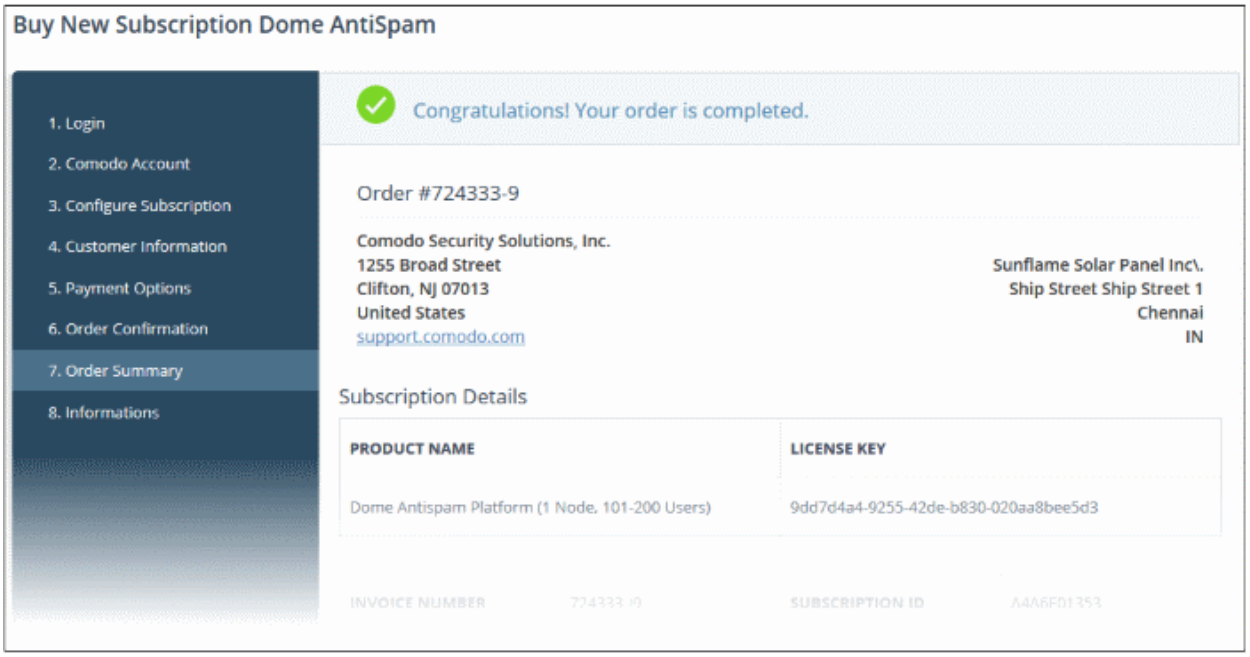
- Enter your payment card details then click 'Next' to proceed to the order confirmation page:



The 'Order Confirmation' page will open:



- Review your order and click 'Next'



The order summary page will be shown after your order has been processed:

- Click 'Print' to make a hard-copy of the summary.
- Click 'Next' to view instructions on provisioning your Dome Antispam instance. The service URL will be sent to your email within two business working days.
- Click 'Finish' to complete the purchase process.

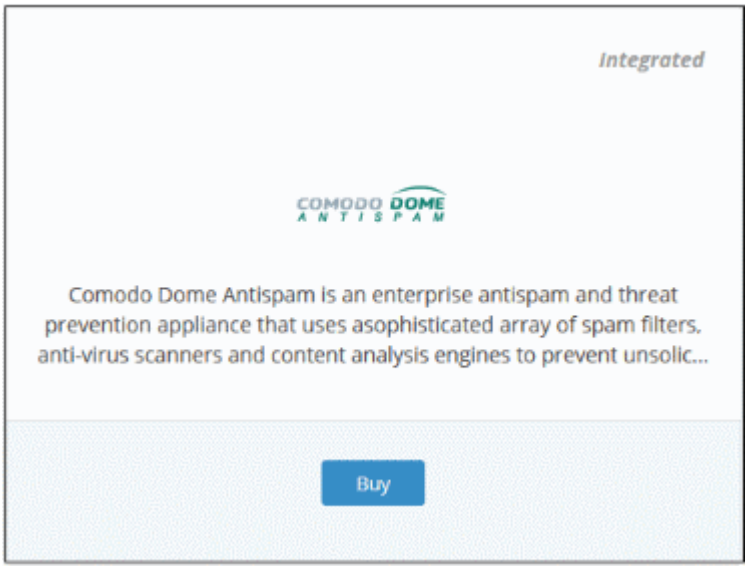
After the purchase is complete, Comodo Dome Antispam will appear in the licensed 'Applications' interface. See the **description** at the end of this section if you need more help to open the Comodo Dome Antispam interface.

Activate the License

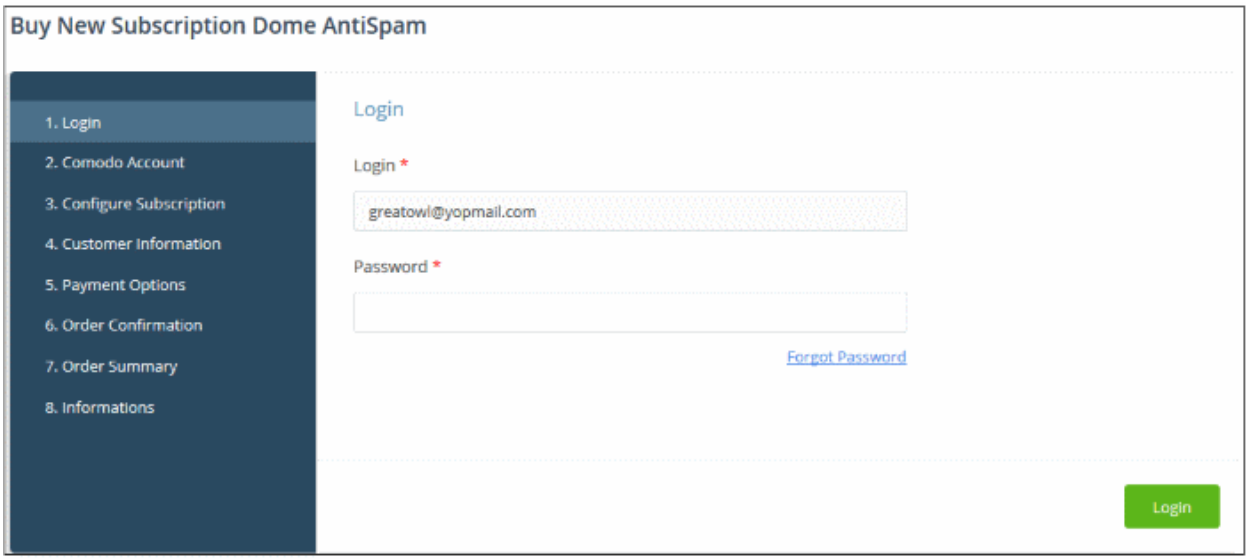
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' on the 'Dome Antispam' tile



You will be taken to the subscription page:

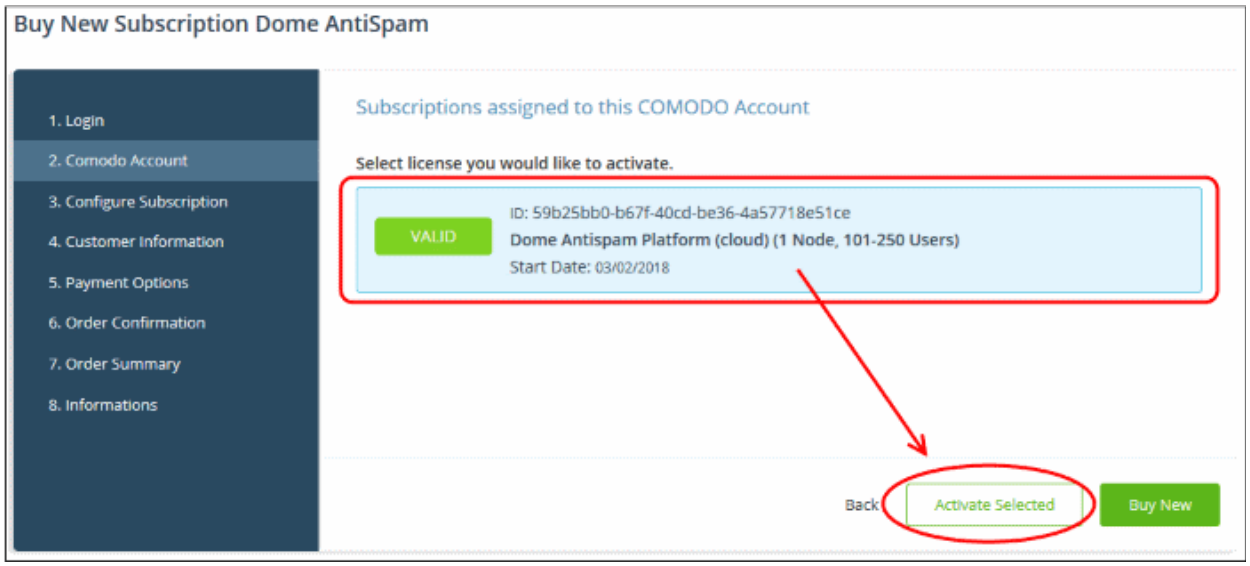


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

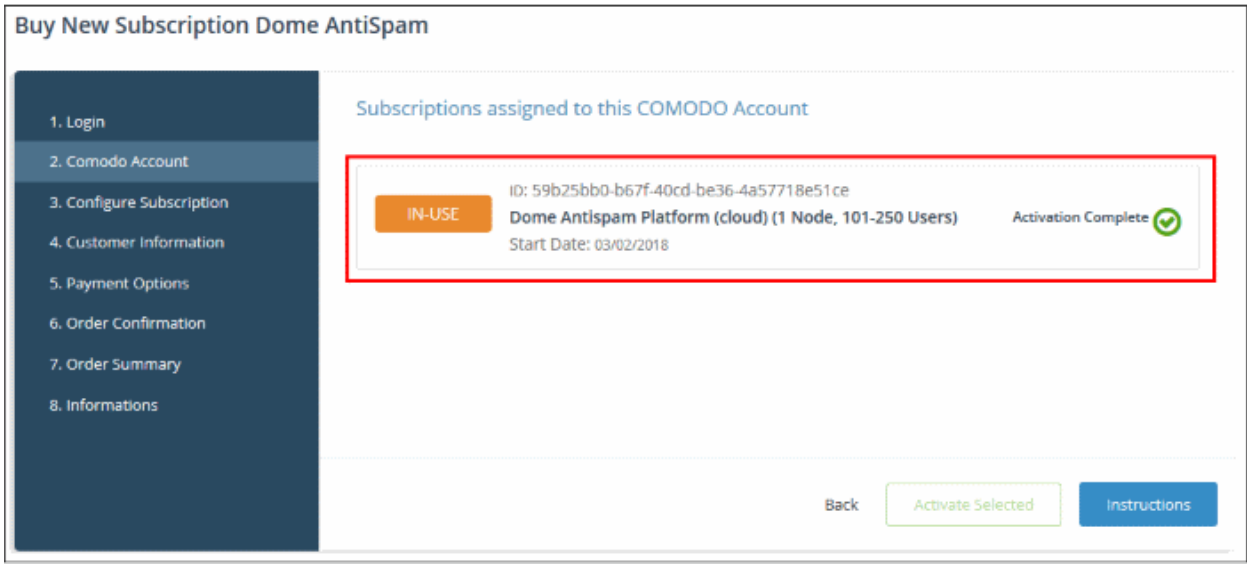
The username for the default account will be pre-populated.

- 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.

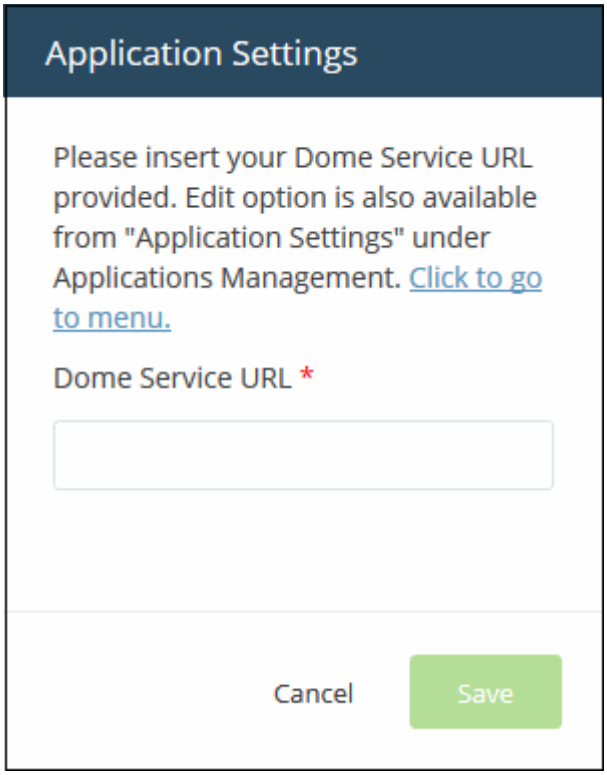
  OR

- 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 open.



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

For more details about how to use Comodo Dome Antispam, see 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. This product is only 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.

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

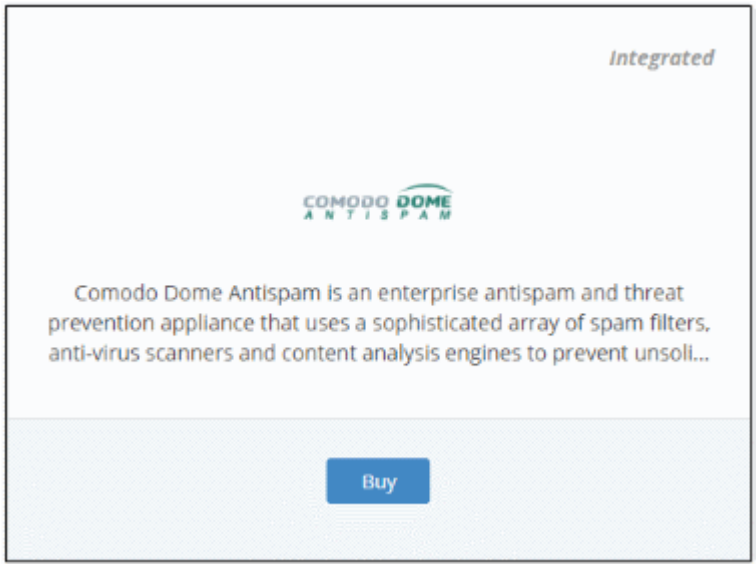
Purchase a new license

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

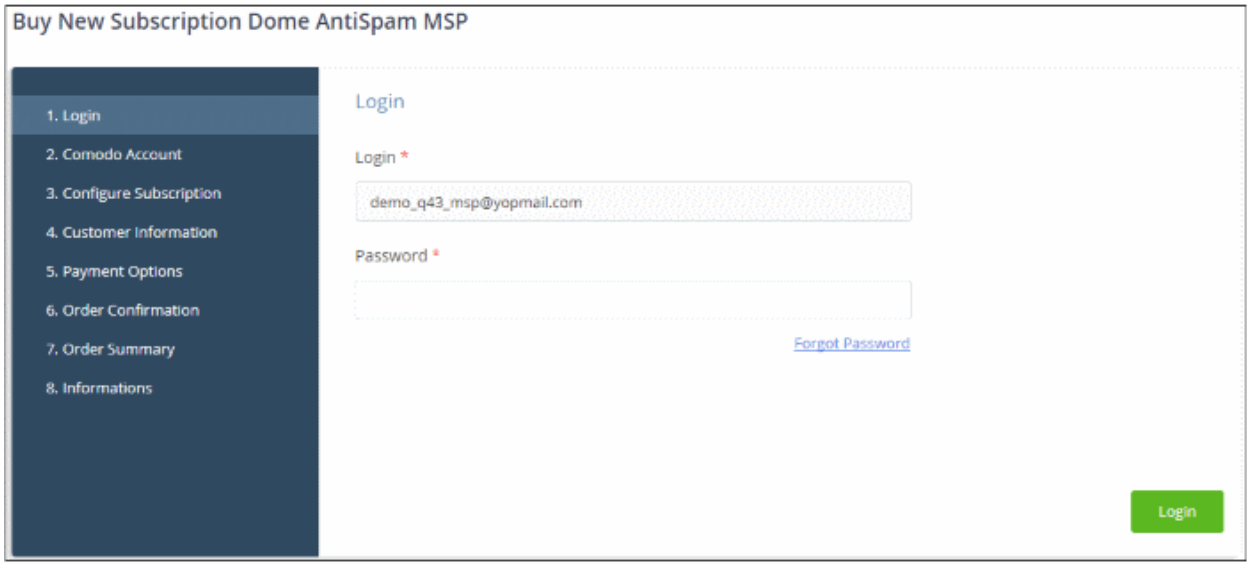
- Click 'Store' on the menu bar

All available applications will be displayed.

- Click 'Buy' on the 'Dome Antispam MSP' tile.

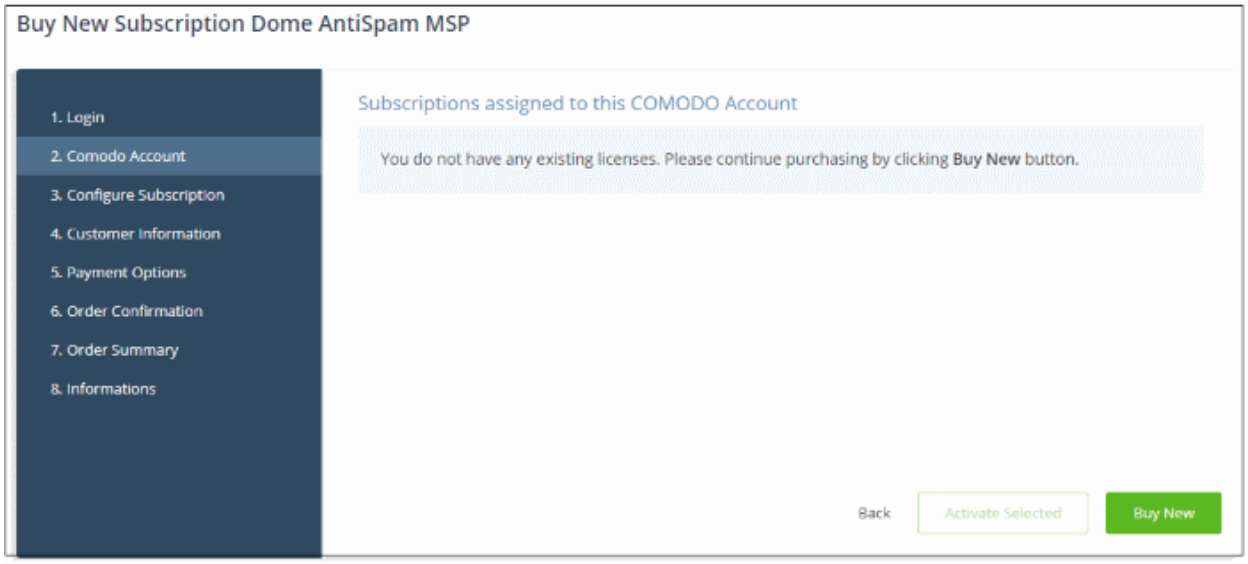


You will be taken to the subscription page.

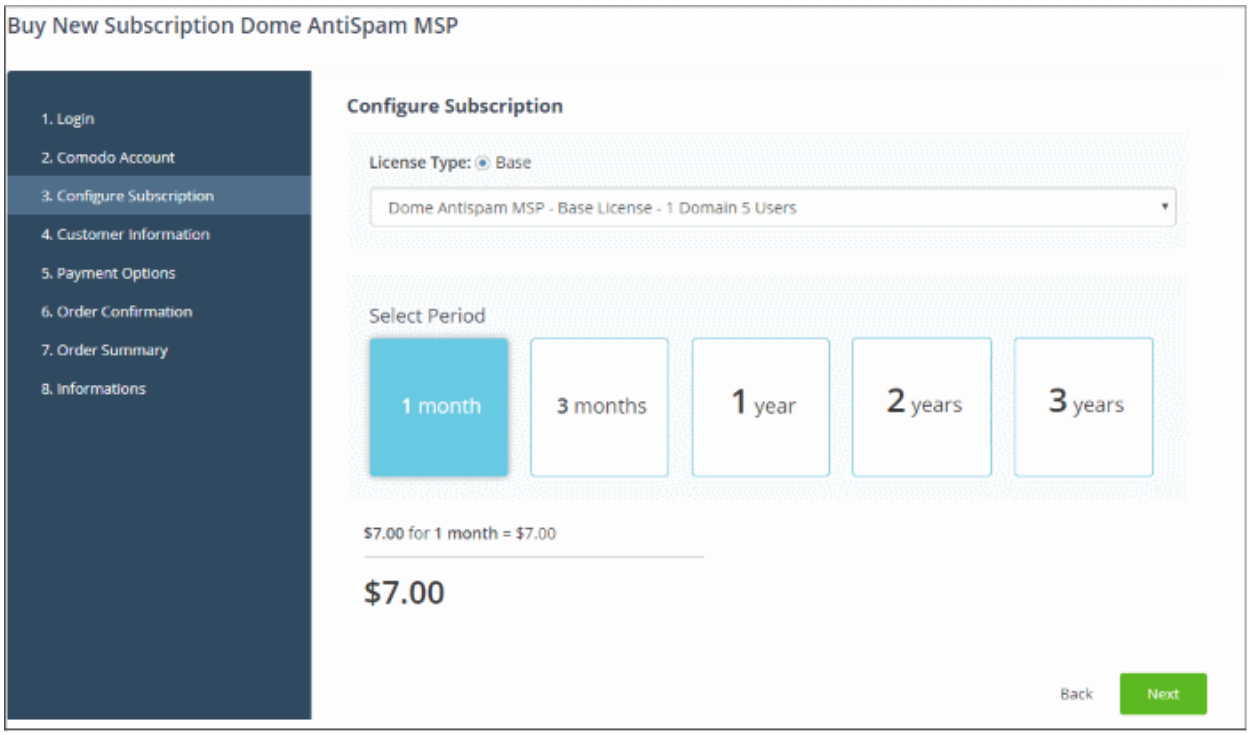


Your login username will be pre-populated and cannot be changed.

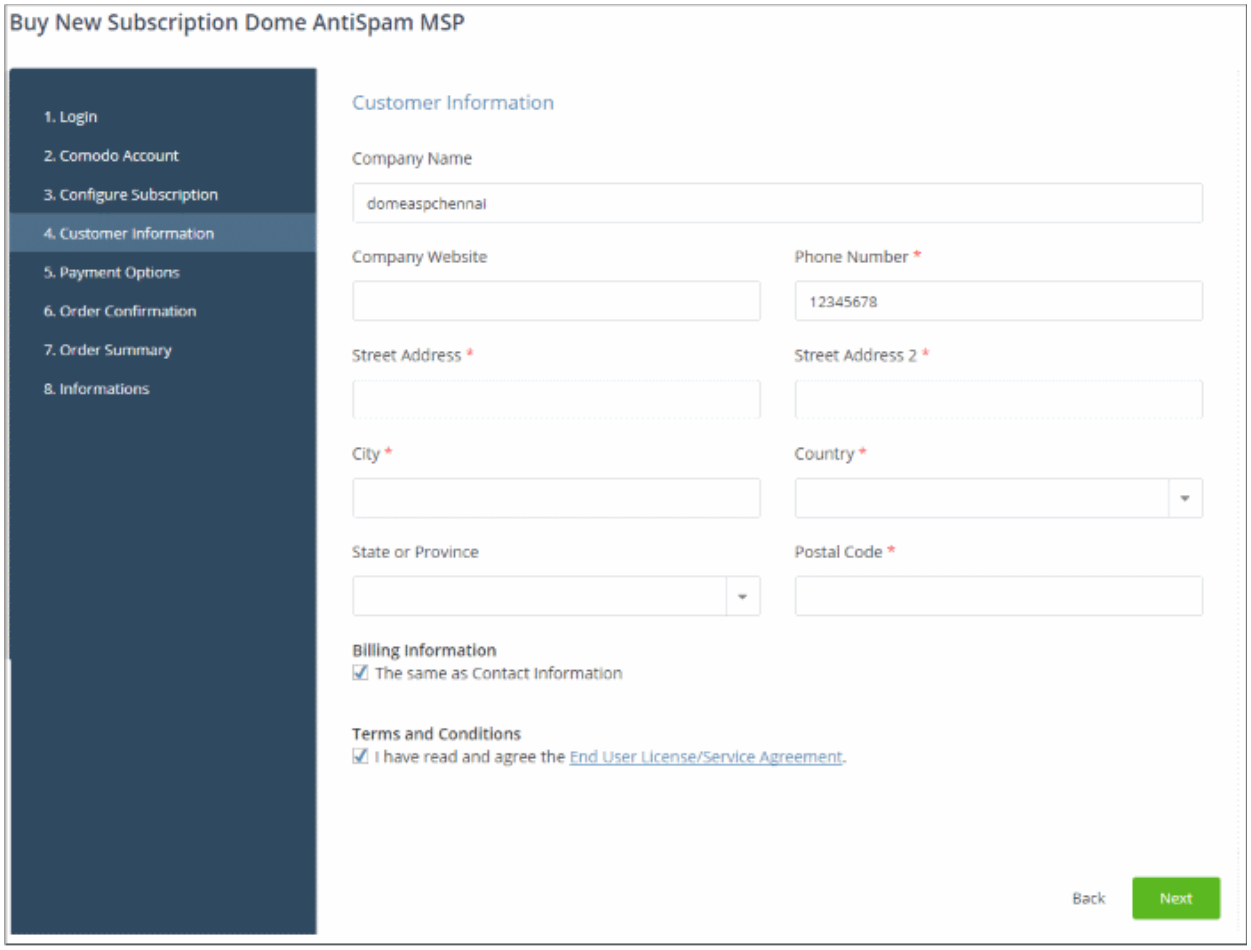
- Enter your Comodo One account password in the 'Password' field and click 'Login'.
- The next step allows you purchase a new license or to activate any existing licenses.



- Click 'Buy Now' to purchase a new license

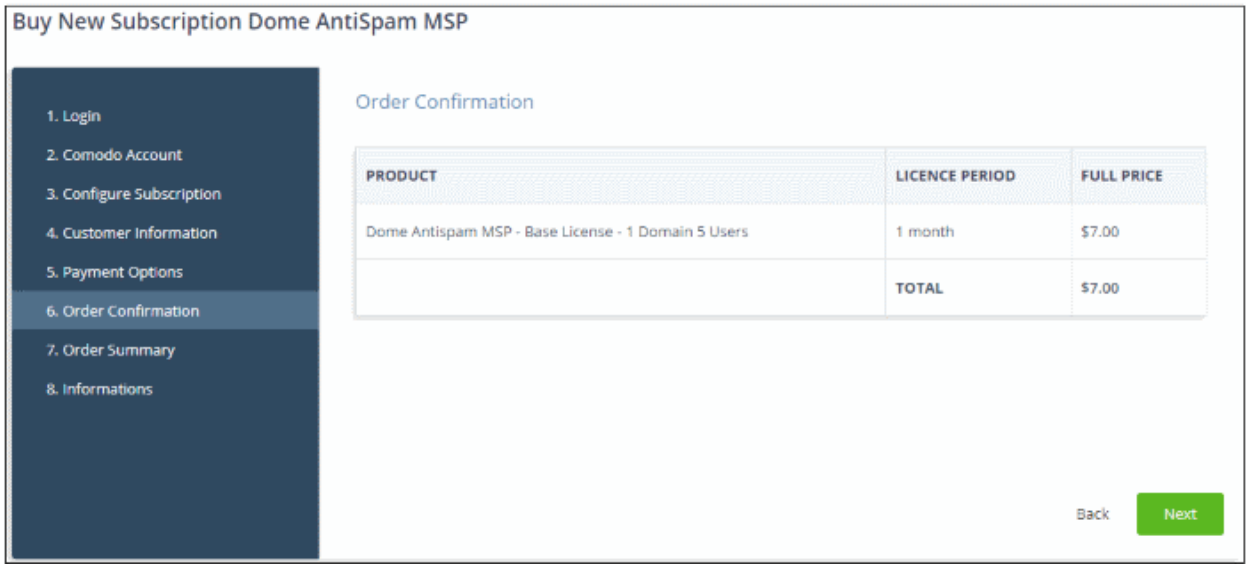


- Select the license type and the number of users you wish to cover.
- Select the validity period for your license. The minimum license period is one month.
- Click 'Next' to continue.

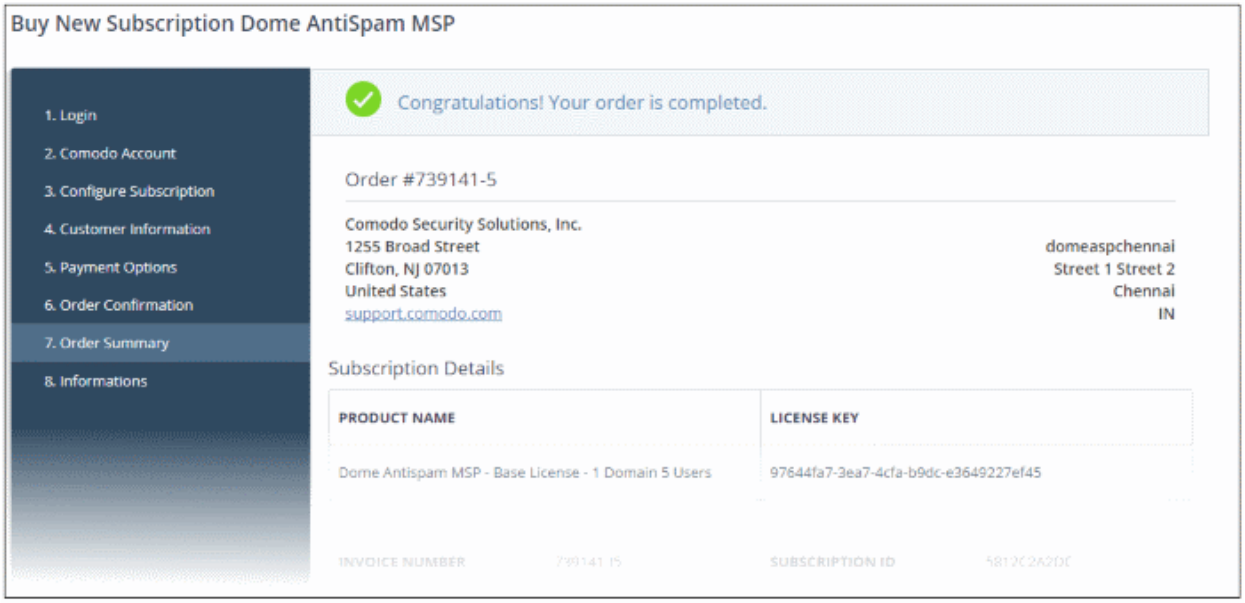


- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

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



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



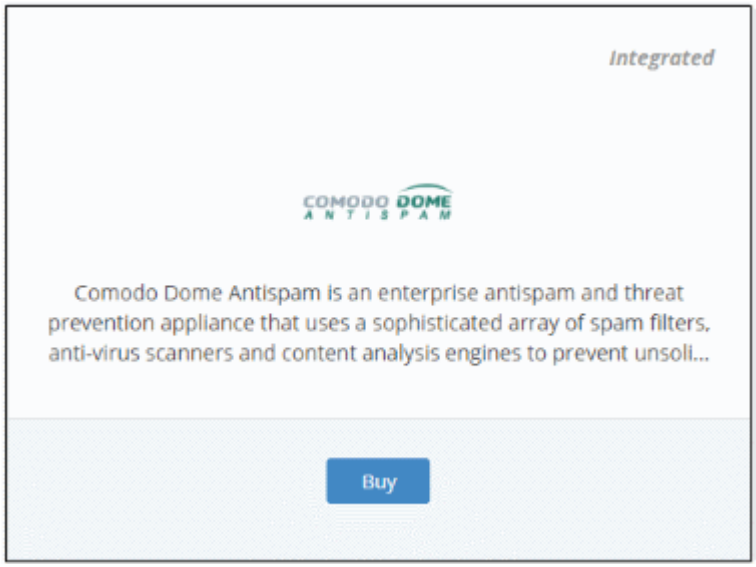
- Click 'Print' to make a hard-copy of the summary
- Click 'Next' to view support details and instructions.
- Click 'Finish' to complete the purchase process.
- See the **description** at the end of this section if you need more help to open the Dome Antispam - MSP interface.

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 'Buy' on the 'Dome Antispam MSP' tile.



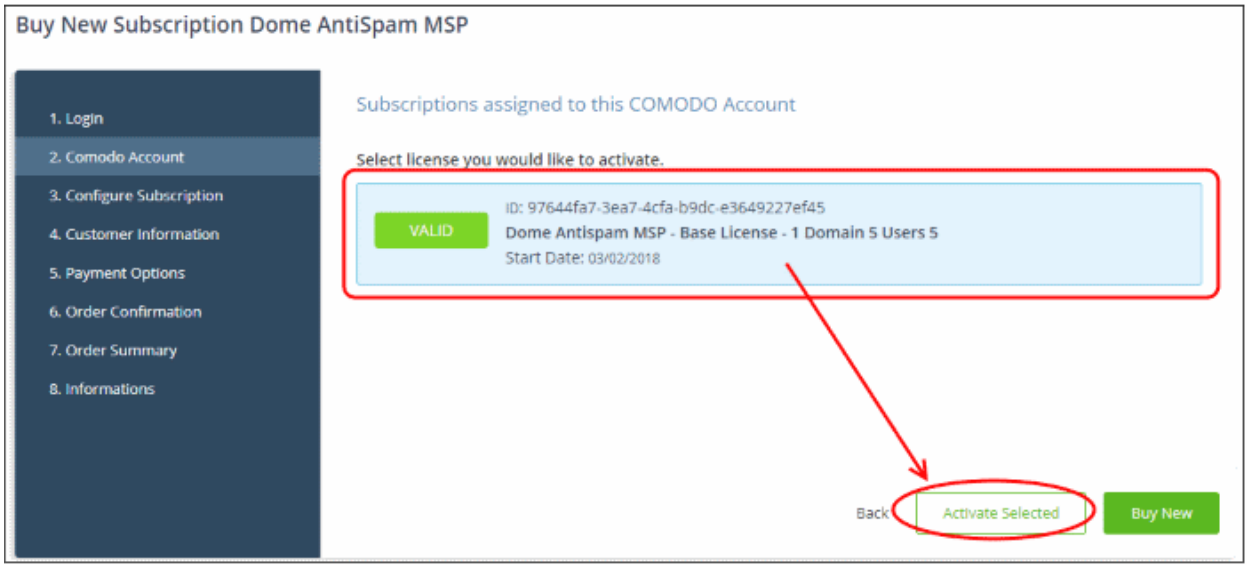
- This will open the product purchase page:

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**.

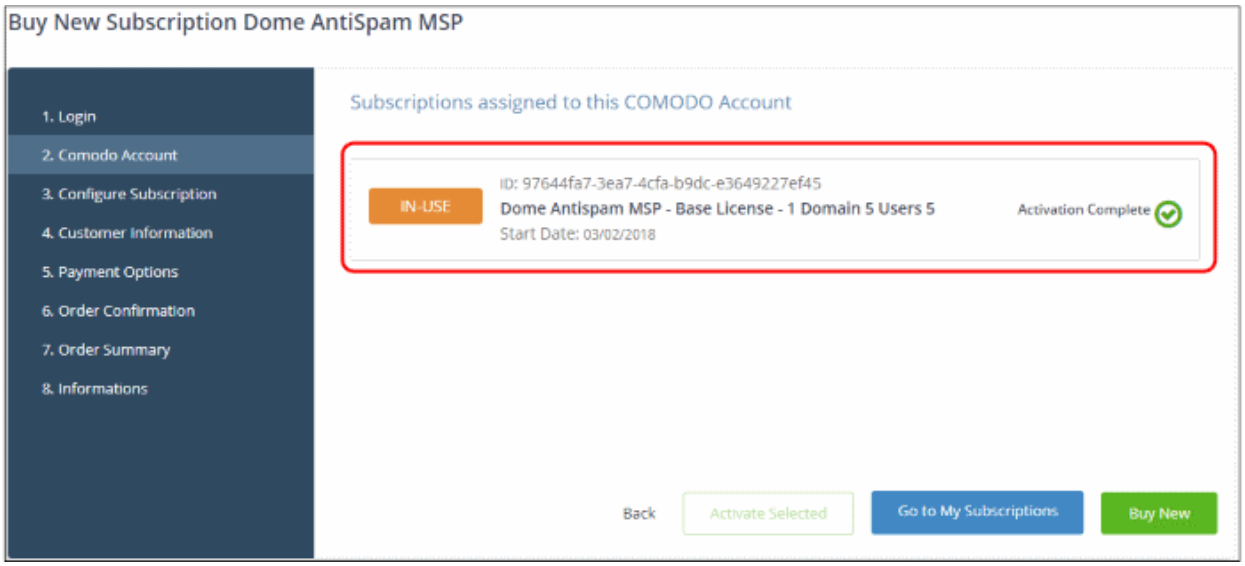
The username for the default account will be pre-populated.

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

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



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



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 C1 Enterprise/MSP customers.

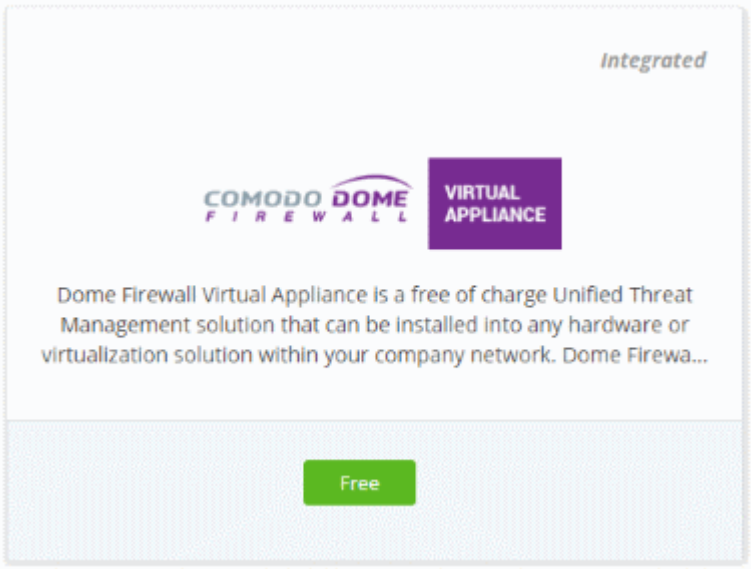
- You can add Dome Firewall Virtual Appliance to your account by purchasing a new license in the Comodo One console ('Store' > 'Dome Firewall Virtual Appliance' > 'Get Module')

Please read the following sections to learn more about:

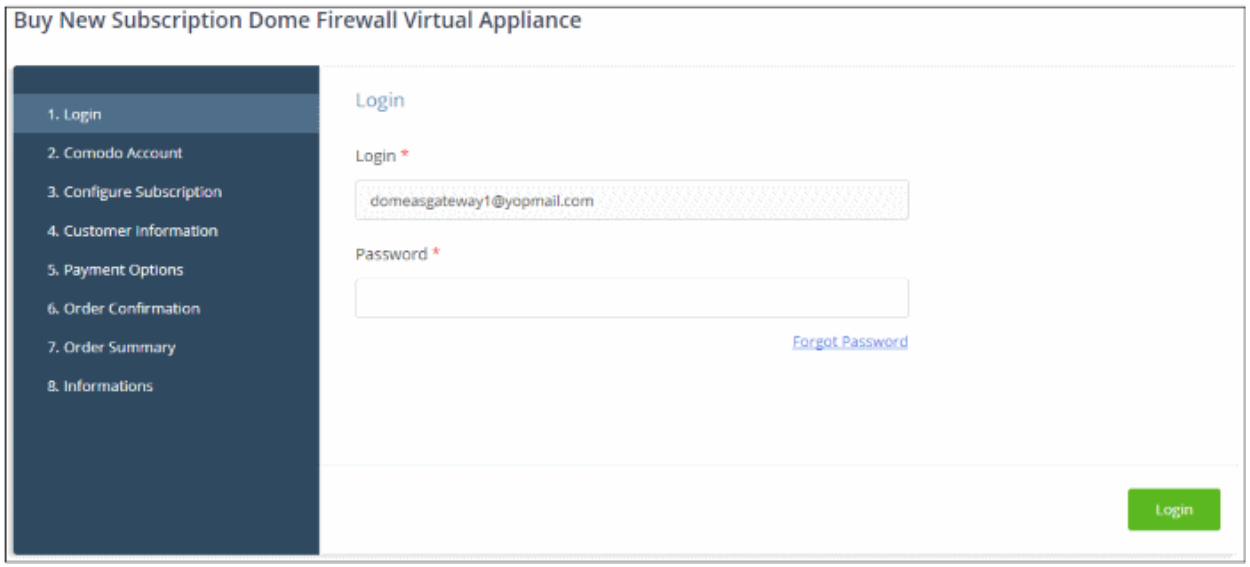
- **Obtain a trial license**
- **Activate the license**

Obtain a Trial License

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

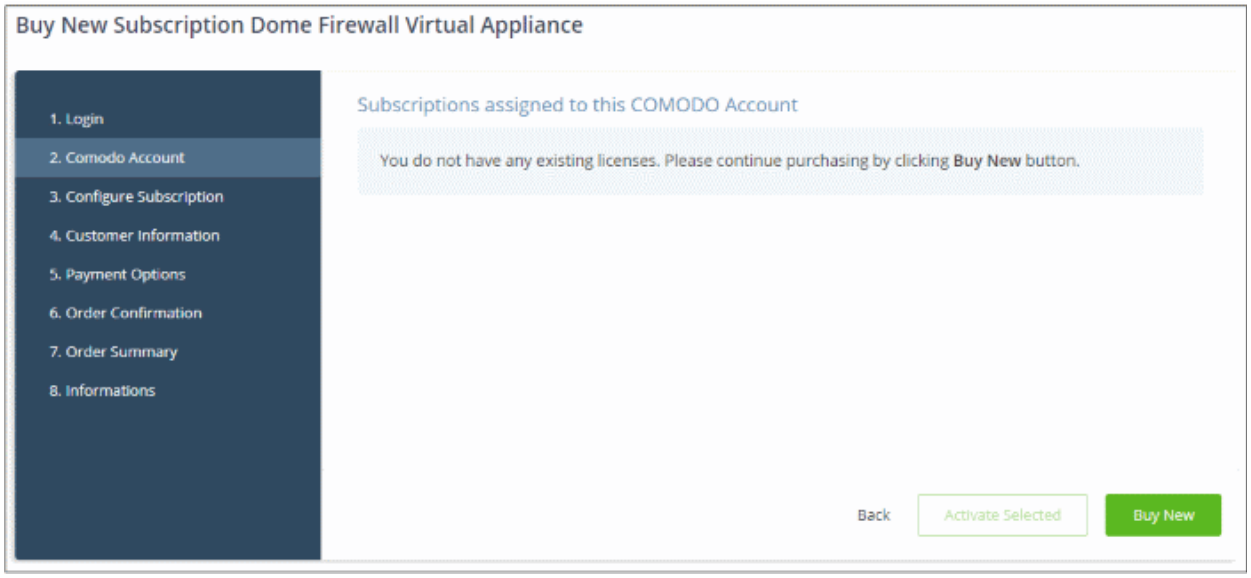


This will open the product purchase page.

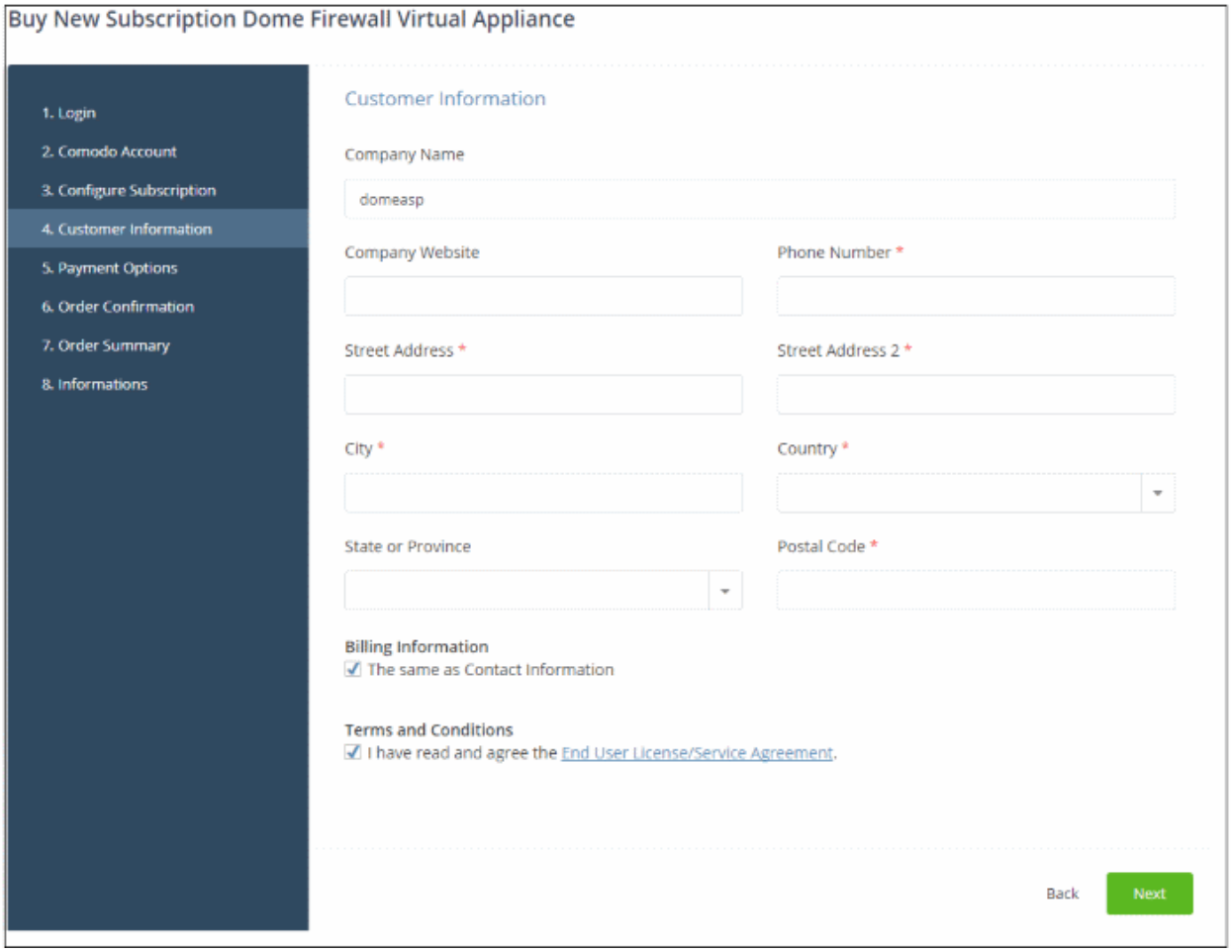


Your login username will be pre-populated and cannot be changed.

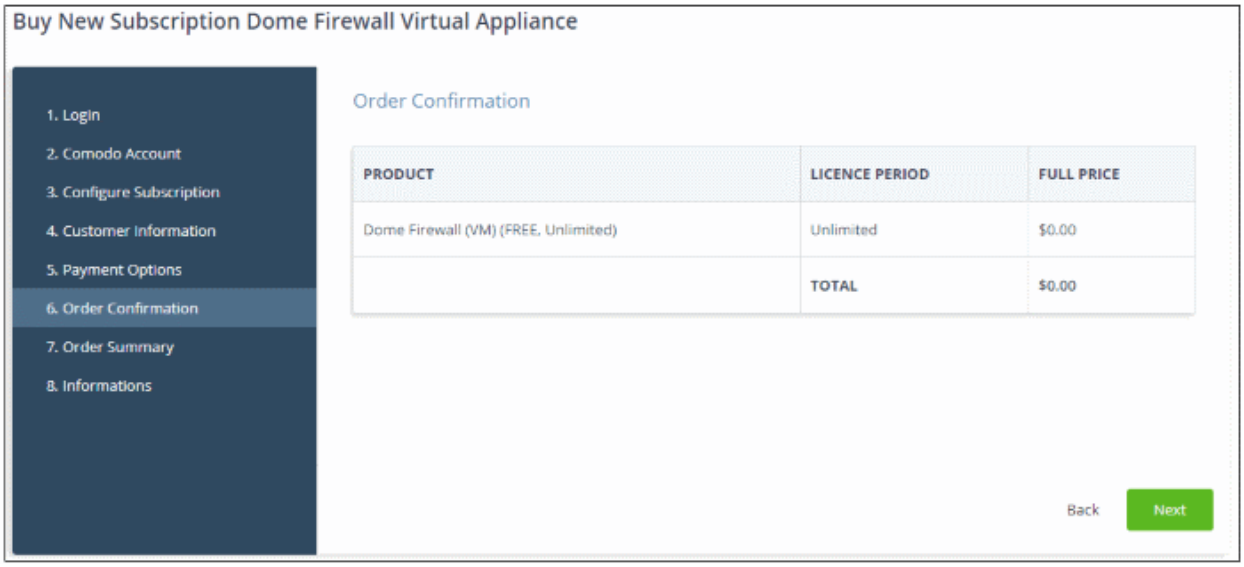
- Enter your Comodo One account password in the 'Password' field and click 'Login'.



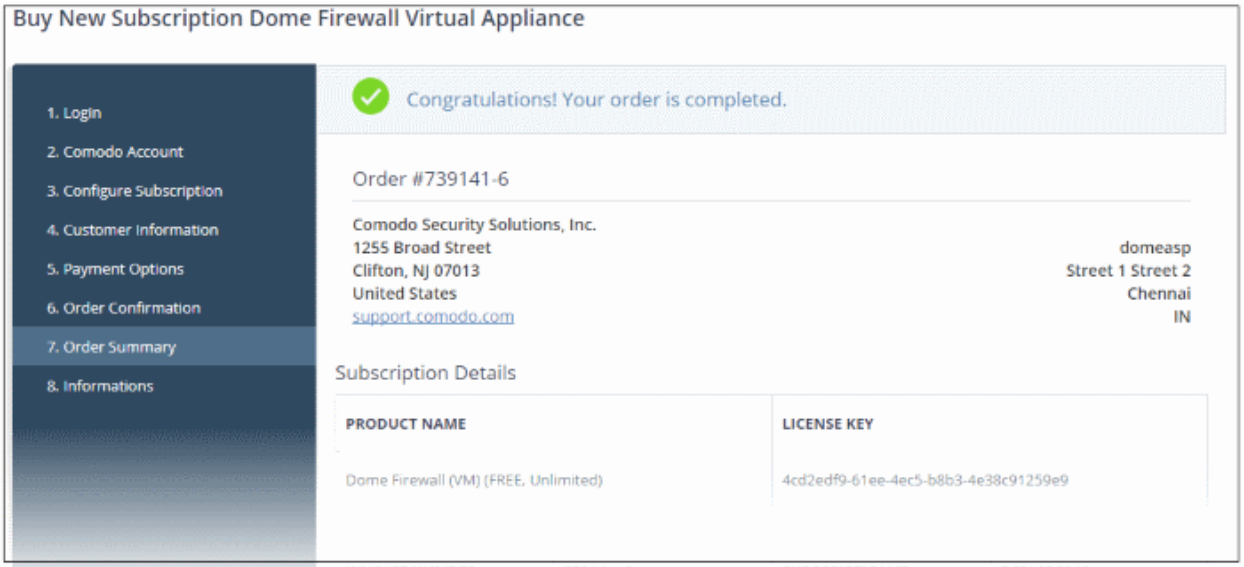
- Click 'Buy New'
- Enter your company name, website and address details in the 'Customer Information' section then agree to the terms & conditions and click 'Next':



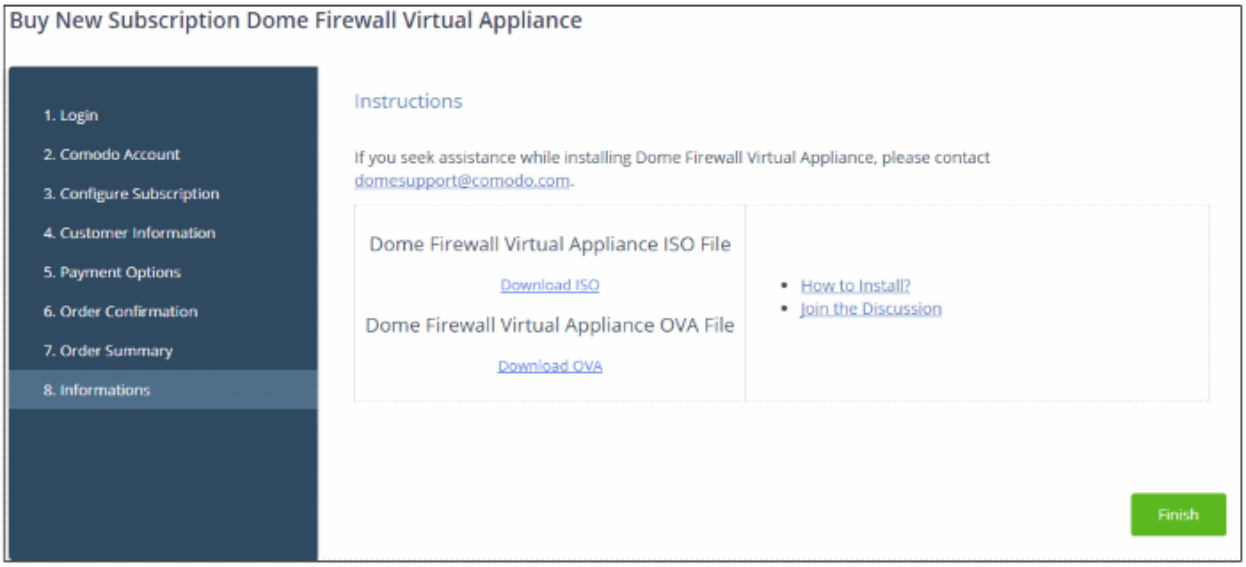
The 'Order Confirmation' page will open. No payment details will be required to set up the free trial.



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



- Click 'Print' to make a hard-copy of the summary
- Click 'Next' to view support information.



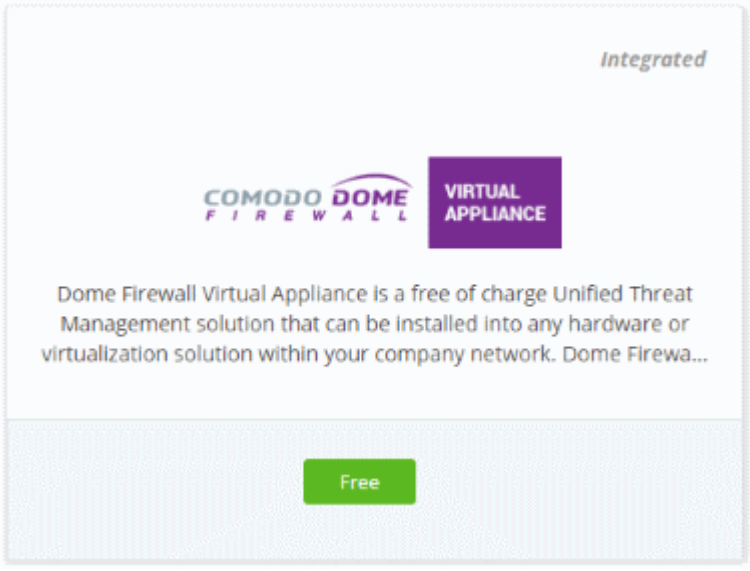
- Click 'Finish'
- After the purchase is complete, Dome Firewall Virtual Appliance will appear in the 'Applications' interface. See the description at the end of this section if you need more help to open the Dome Firewall Virtual Appliance interface.

Activate the license

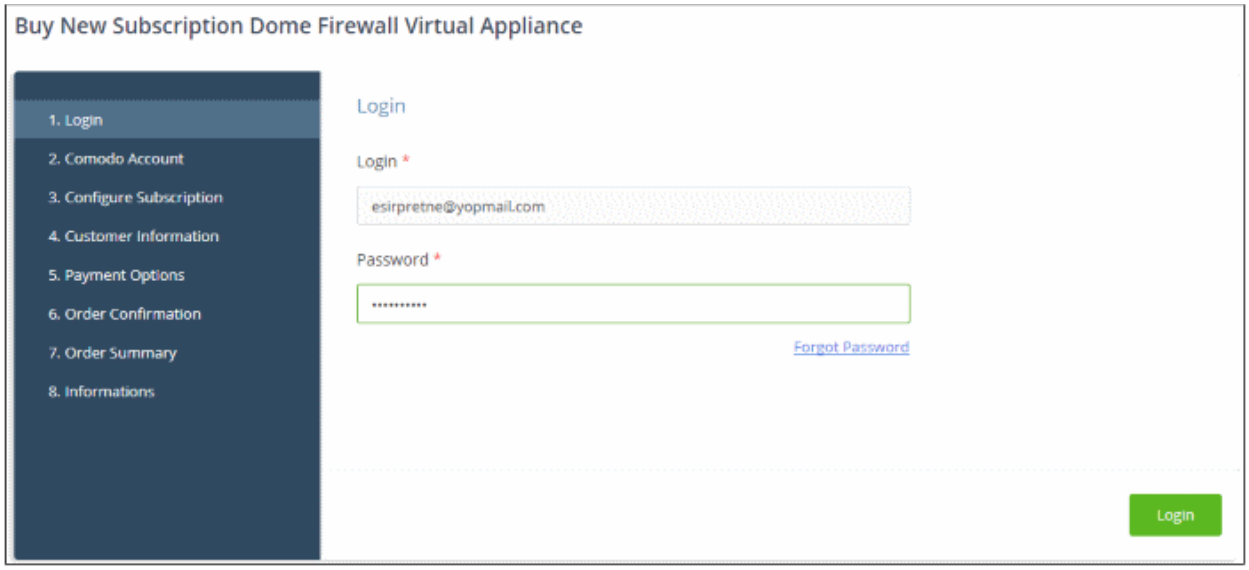
- You can activate licenses for your C1 account through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process..

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:

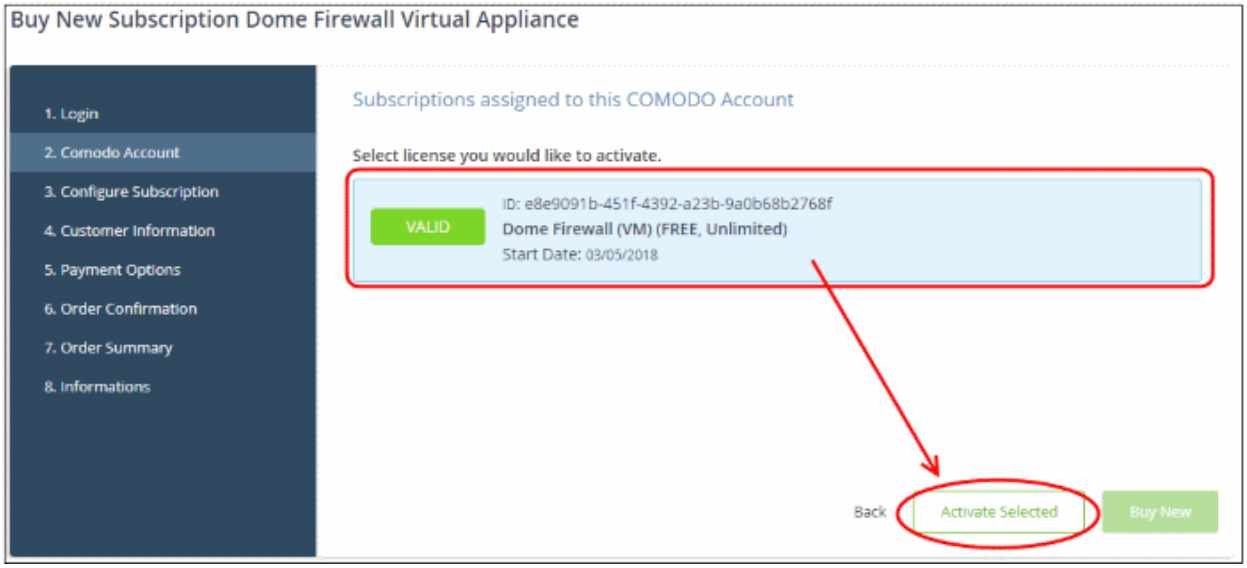


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

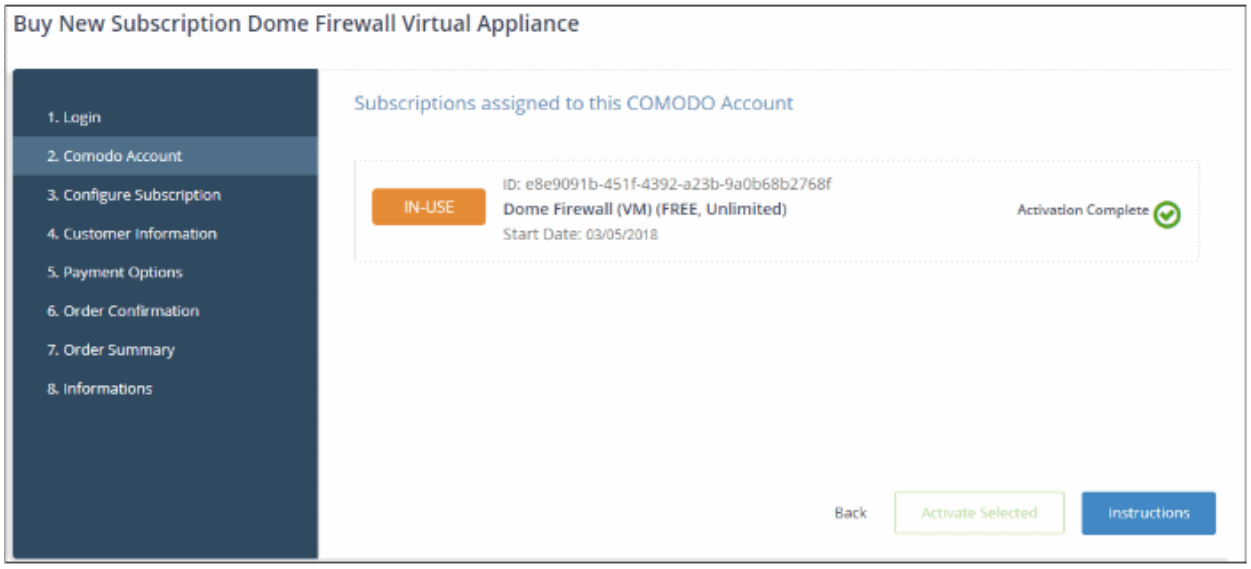
The username for the default account will be pre-populated.

- 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:

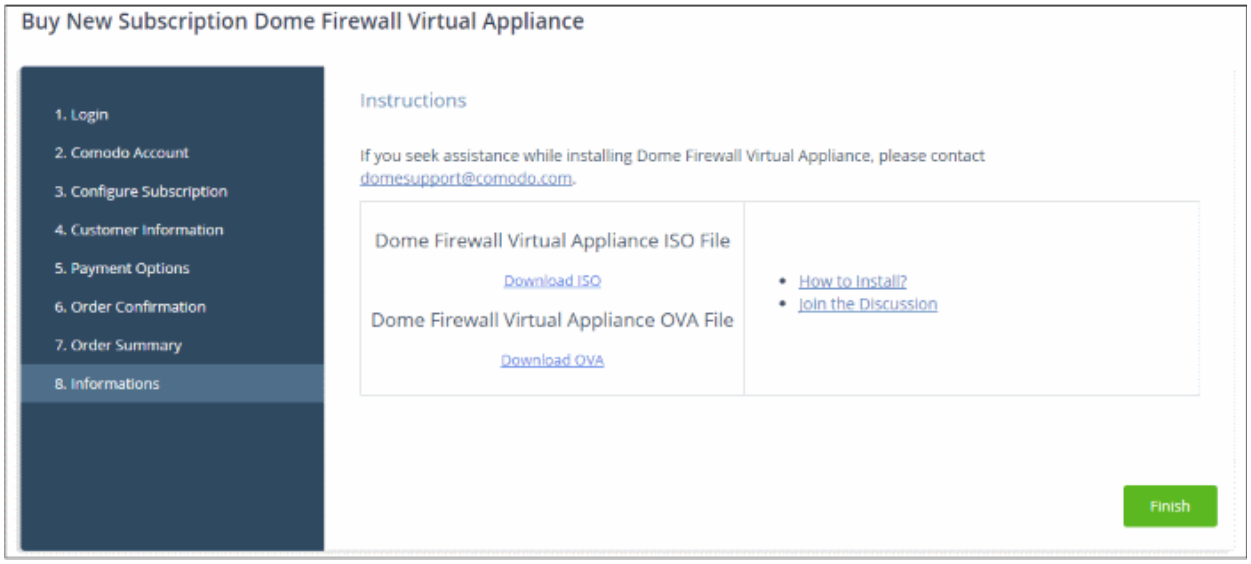


- Select the license you wish to activate and click 'Activate Selected'



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

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



- 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, see 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 purchases 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:

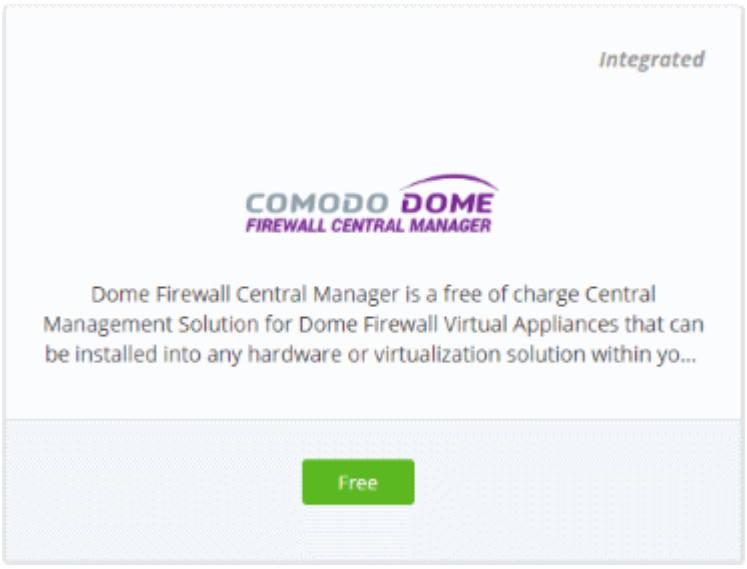
- **Purchase a new license**
- **Activate the license**

Purchase a new license

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

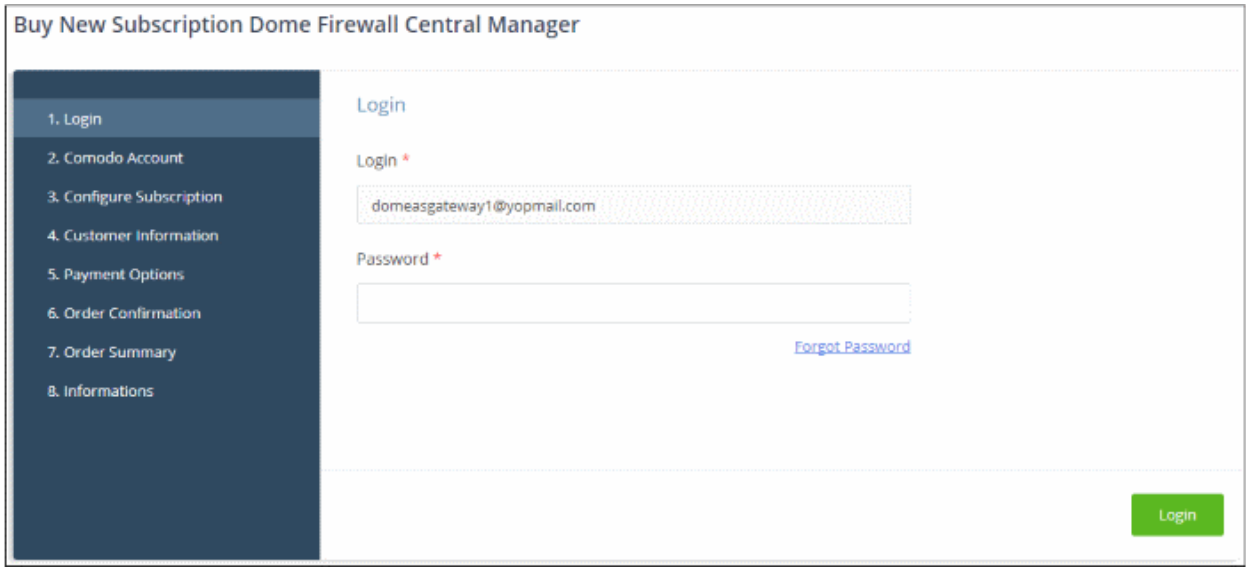
- Click 'Store' on the menu bar

All available applications will be displayed.



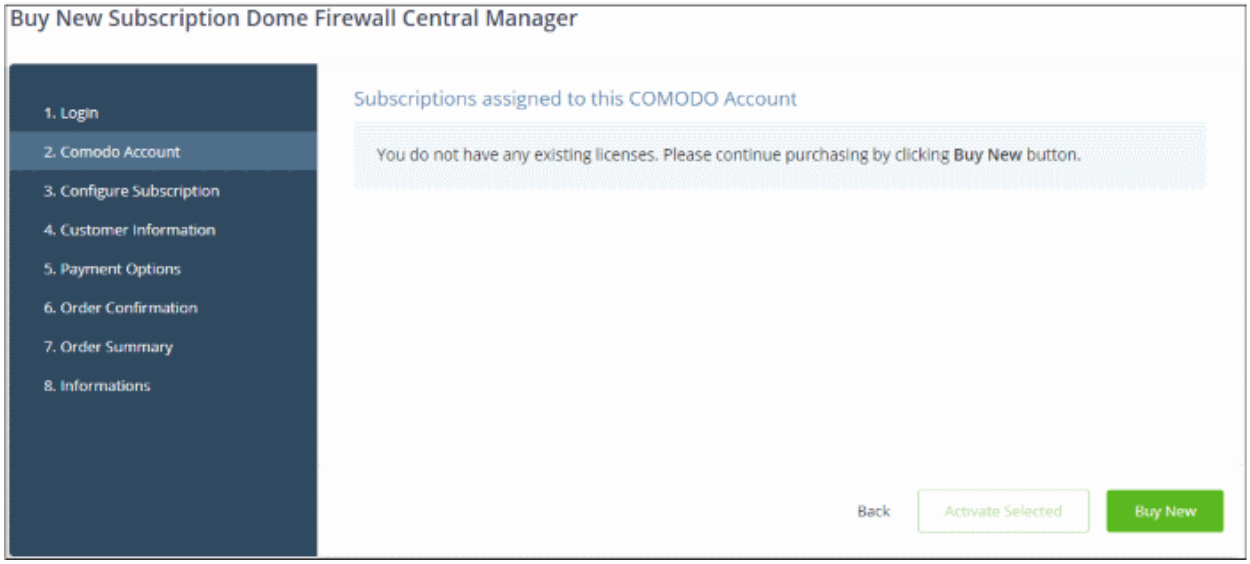
- Click 'Free' in the 'Dome Firewall Central Manager' tile.

You will be taken to the subscription page.

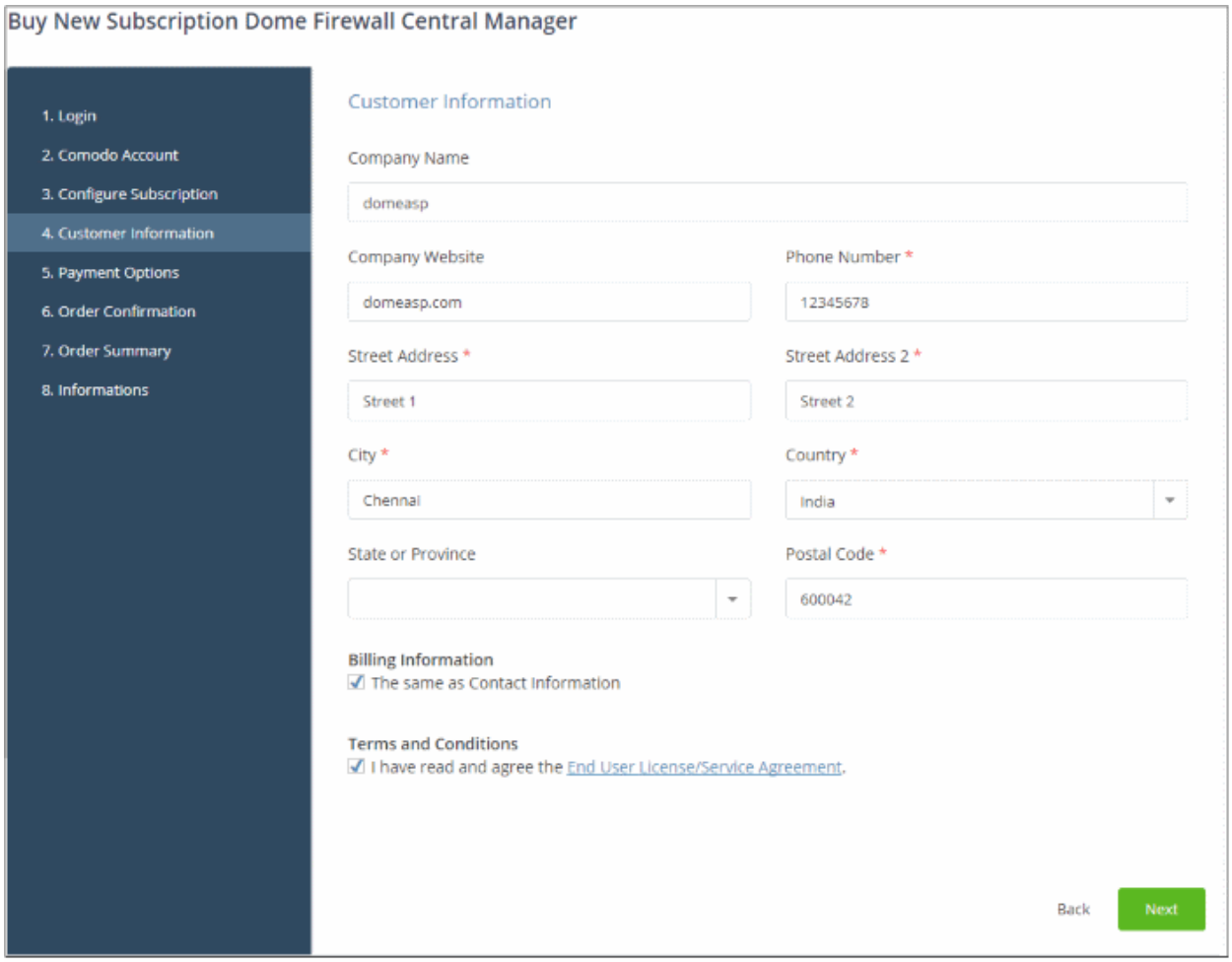


Your login username will be pre-populated and cannot be changed.

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

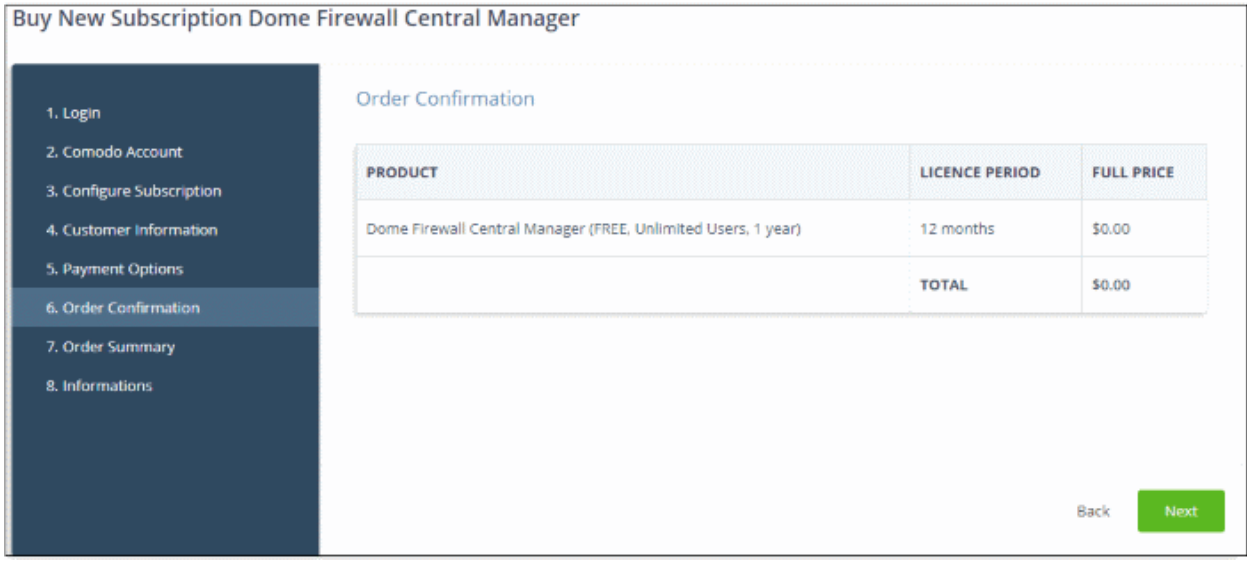


- Click 'Buy Now' to purchase a new license

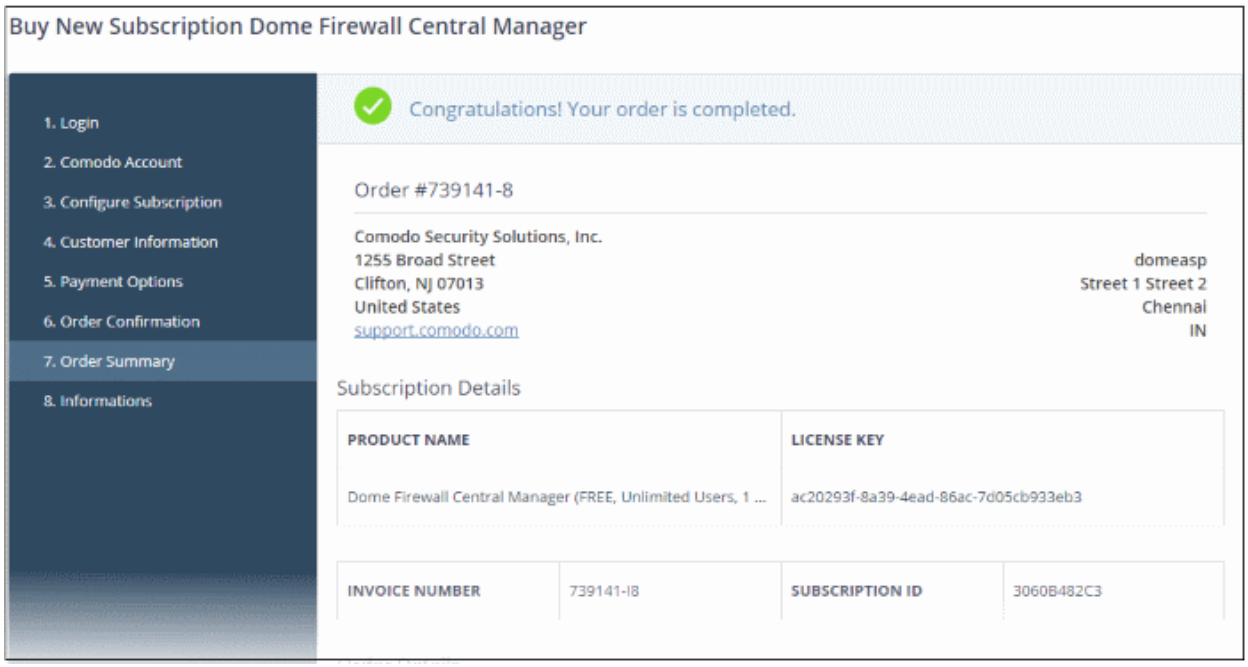


- Enter your company name, website and address details in the 'Customer Information' section. Agree to the terms & conditions and click 'Next':

The order confirmation page is shown next:

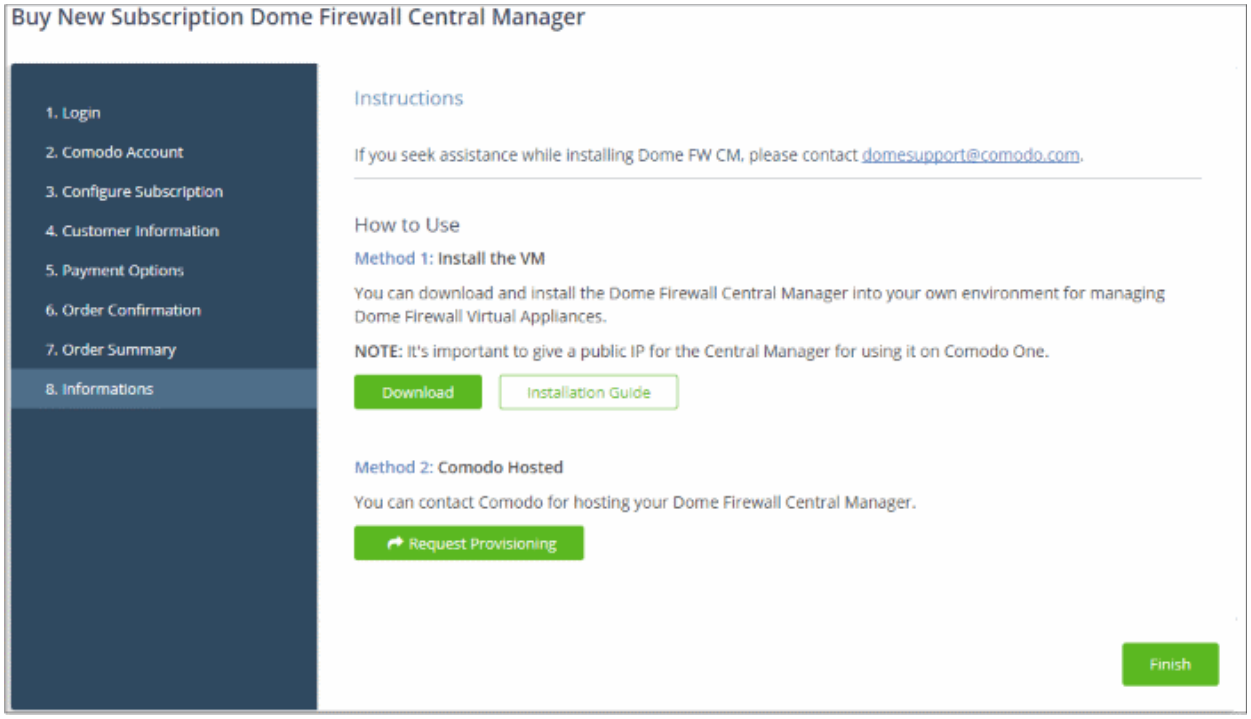


- Click 'Next' to confirm your order.



- Click 'Next 'in the order completion page.

The instructions page has guidance on how to set up Comodo Dome Firewall Central Manager on your network.



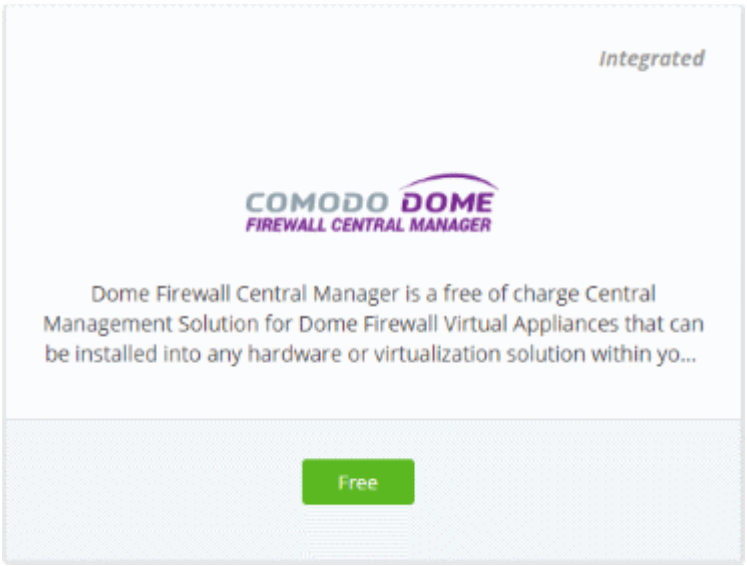
- Click 'Finish' to return to C1 Dashboard.
- The license will be activated. You will receive an email containing instructions and a download link for the virtual appliance.

Activate a License

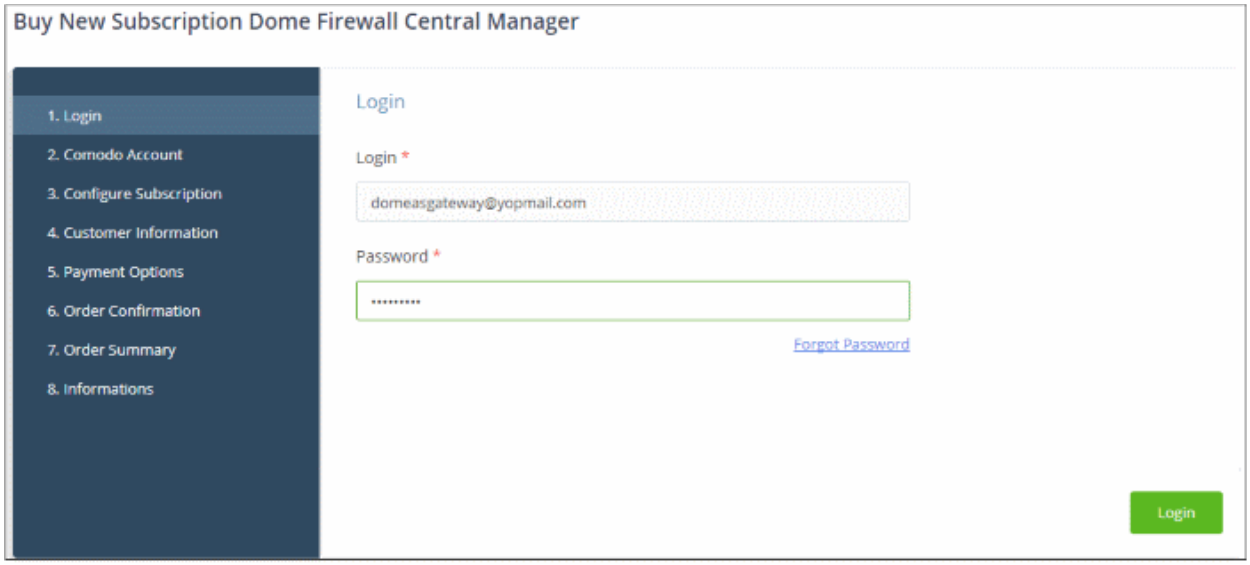
- You can activate your license through the 'Store' interface.
- You can also activate licenses in linked accounts. To do this, you must first have linked an account and set it as default. See **Comodo License Account Details** for more details on this process.

To add Dome Firewall Central Manager by activating an existing license

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



This will open the product purchase page:

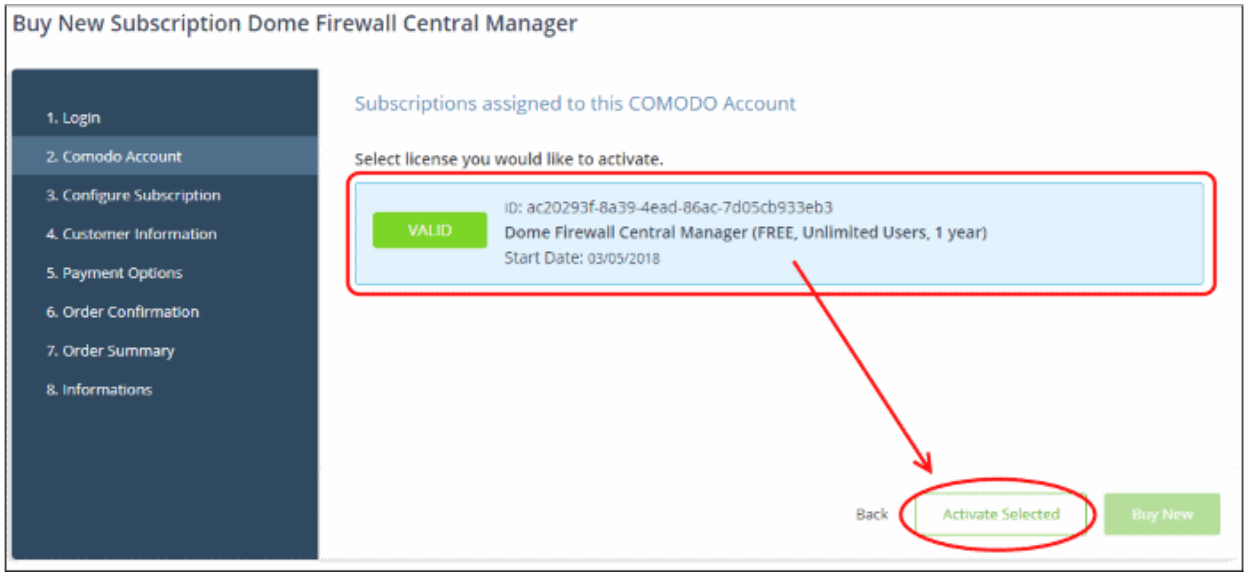


Reminder: If you are activating a license from a linked account, ensure that the linked account is set as the 'Default' account. For more details, see **Comodo License Account Details**.

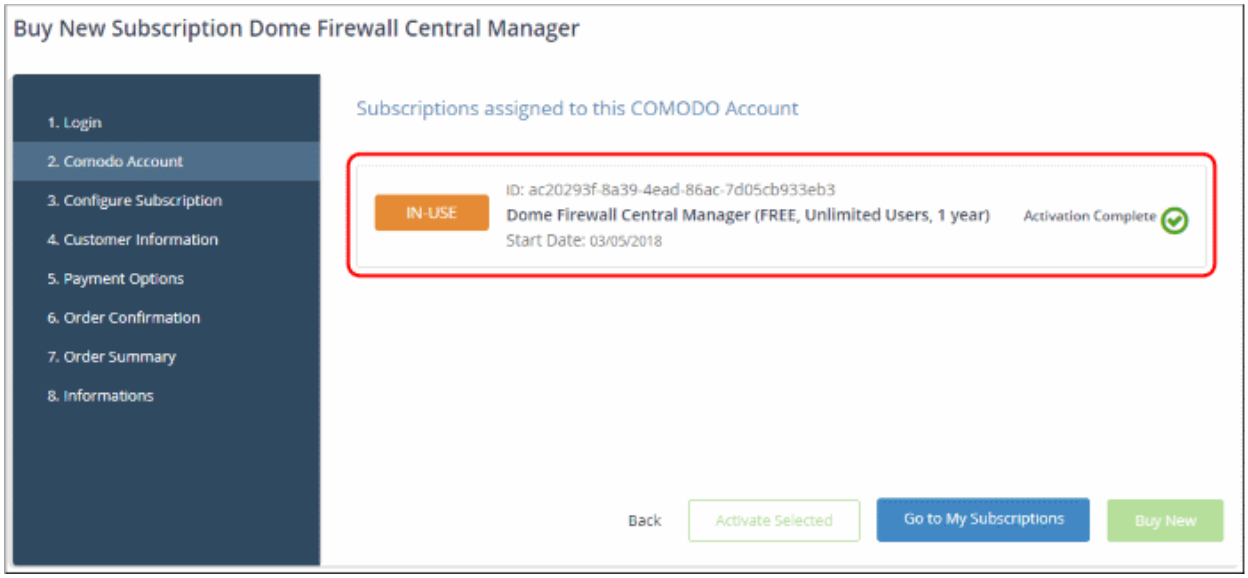
The username for the default account will be pre-populated.

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

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



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



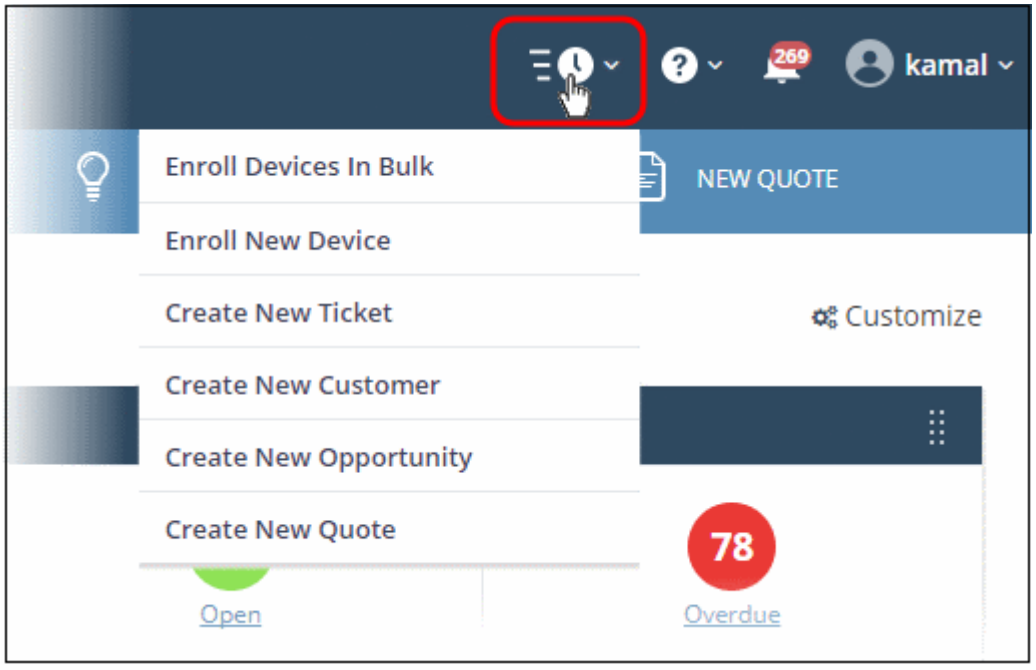
- Click 'Go to My Subscriptions' to view the information about Dome Firewall Central Manager

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

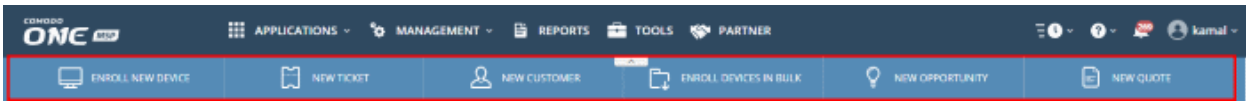
For more details about how to use Dome Firewall Central Manager, see the online admin guide at **https://help.comodo.com/topic-436-1-920-12359-Introduction-to-Comodo-Dome-Firewall-Central-Manager.html**.

9 Quick Actions

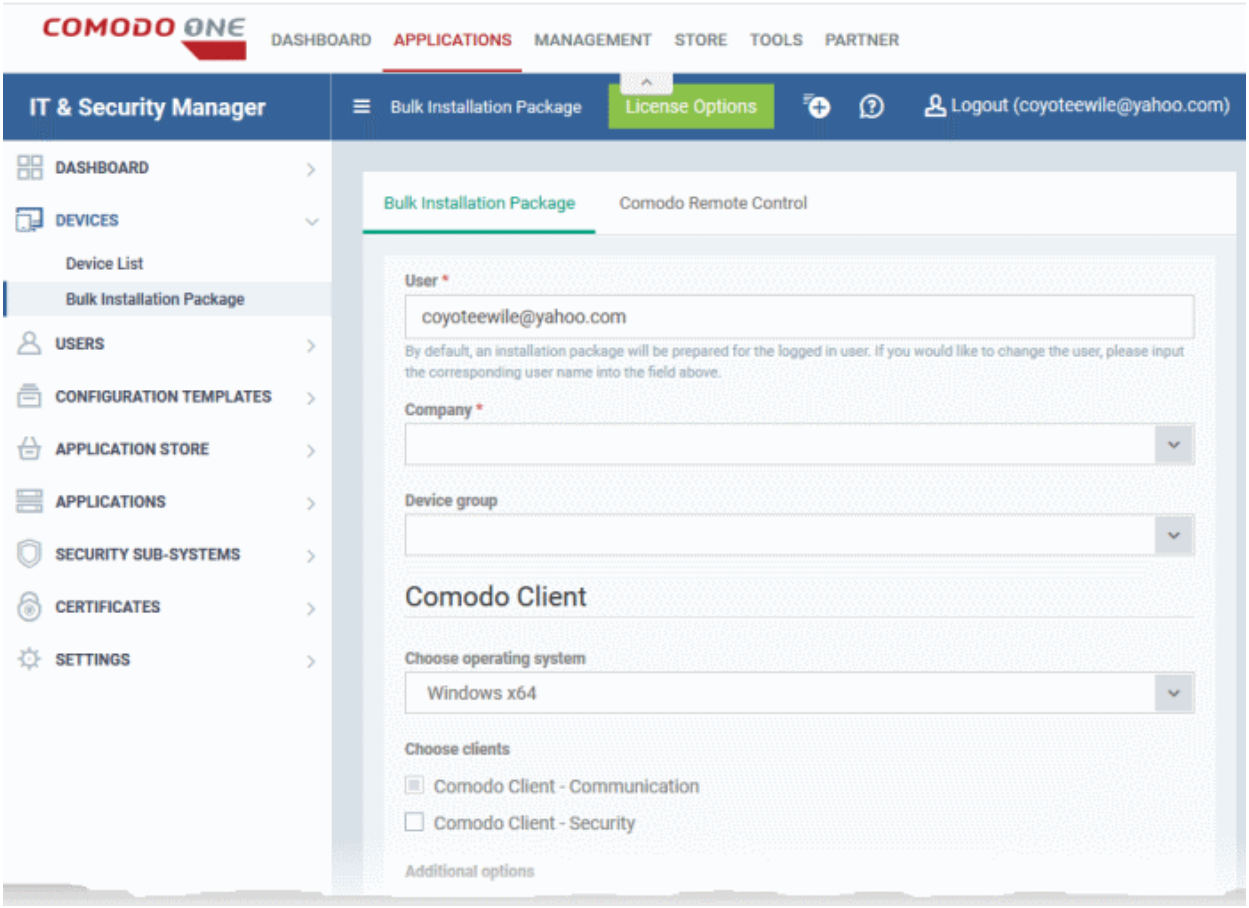
- The 'Quick Actions' menu contains shortcuts to important tasks in various C1 applications.
- Click the 'Quick Actions' icon at top-right to access the quick actions:



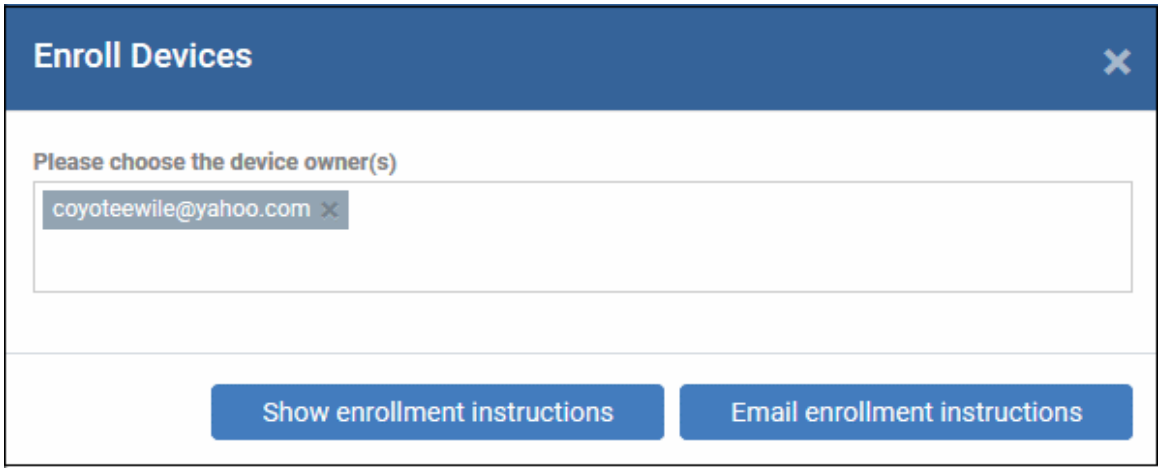
- Quick actions are also available as buttons on the dashboard below the menu bar:



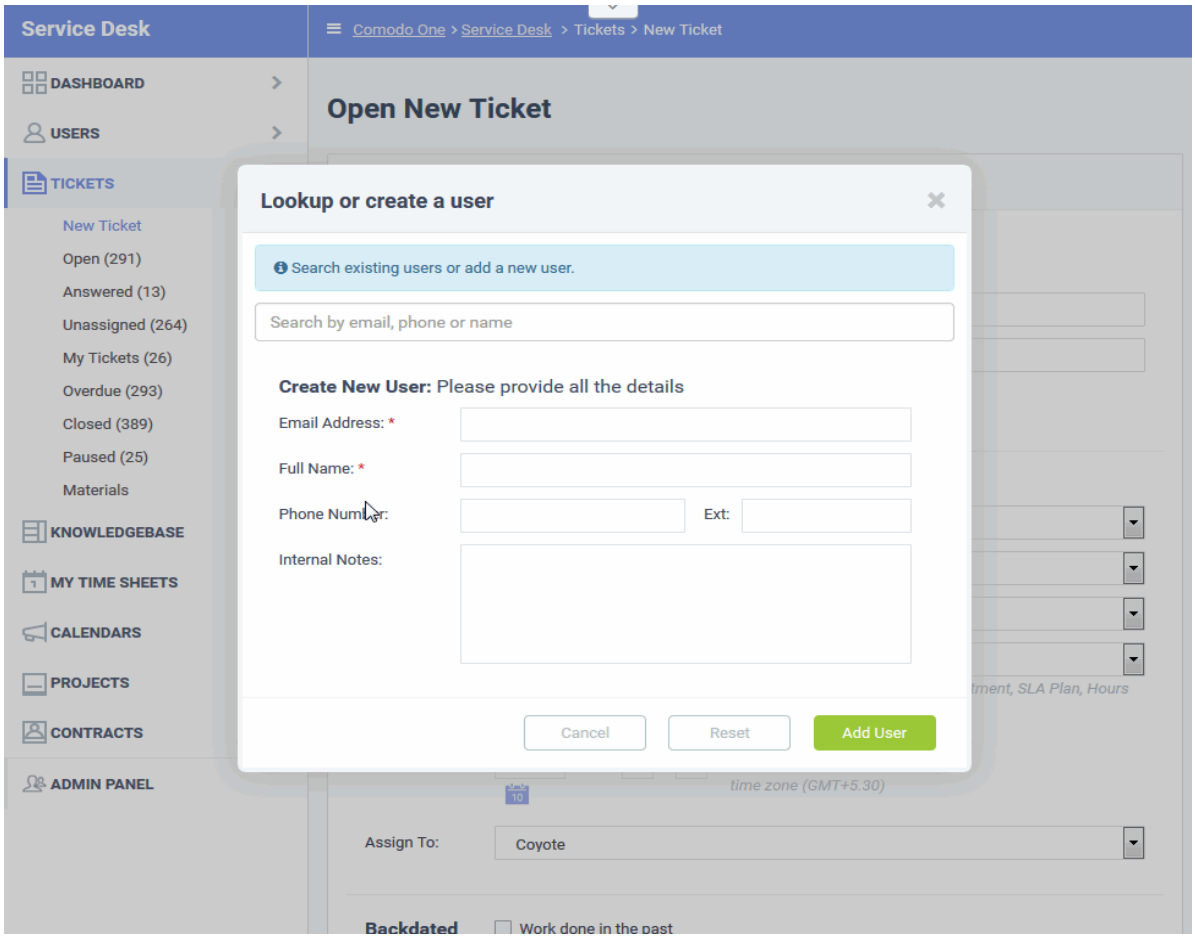
- **Enroll Devices in Bulk: - ITSM:** Download the packages required to enroll multiple devices into ITSM . These include Comodo Client - Communication, Comodo Client – Security and HTTPS proxy server agent. To find out more about bulk enrollment, see **https://help.comodo.com/topic-399-1-786-11273-Bulk-Enrollment-of-Devices.html**



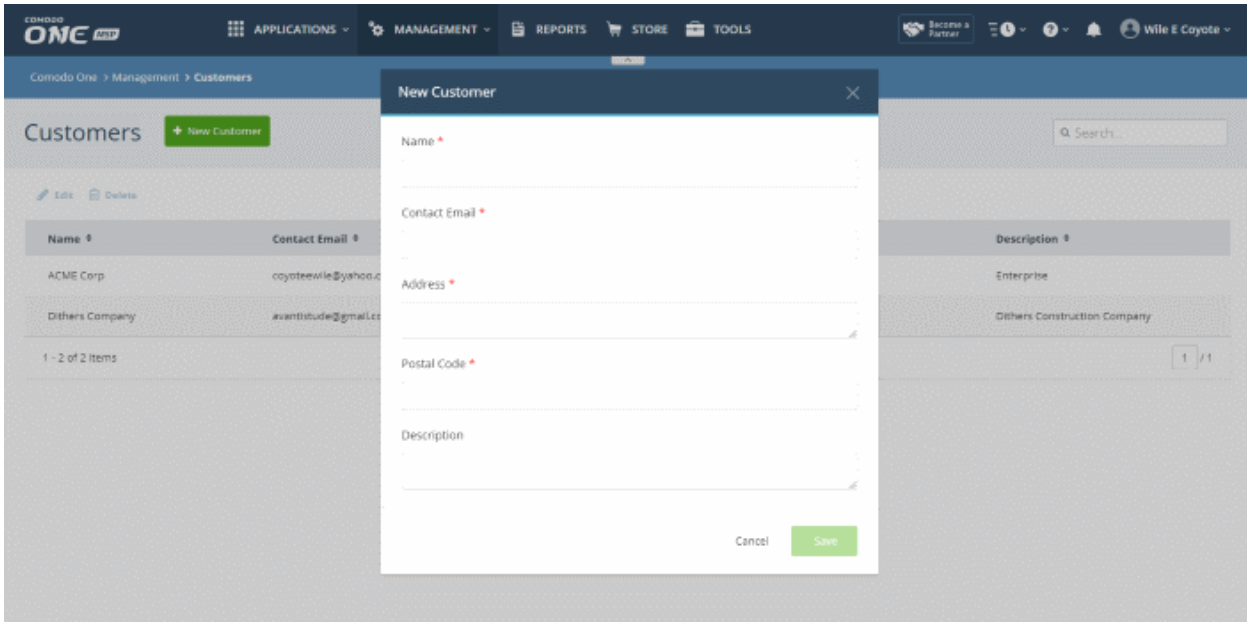
- **Enroll New Device - ITSM:** Opens the 'Device List' page. Click 'Enroll Device' to add an individual device. To find out more about this process, see **https://help.comodo.com/topic-399-1-786-10126-Enrolling-User-Devices-for-Management.html**.



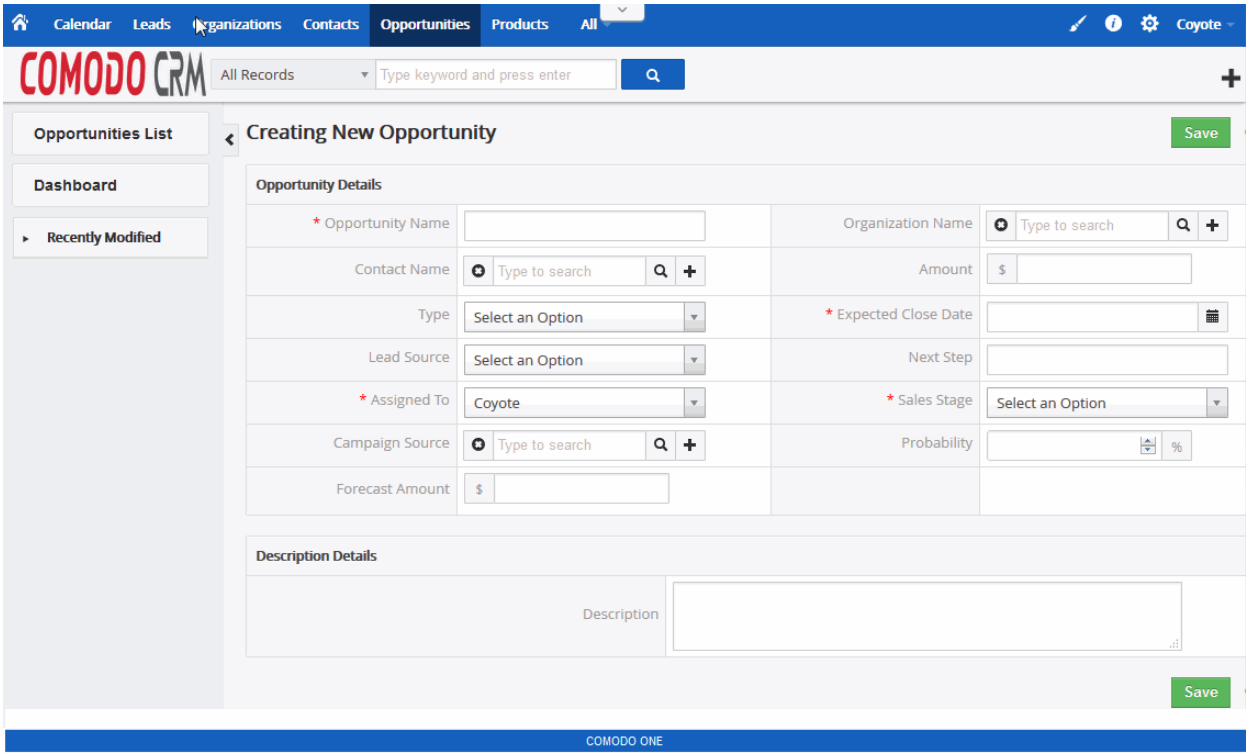
- **Create New Ticket - Service Desk:** Opens the new ticket interface so you can quickly add a new ticket. See **https://help.comodo.com/topic-289-1-629-7981-Managing-Tickets.html** for more details on this process.



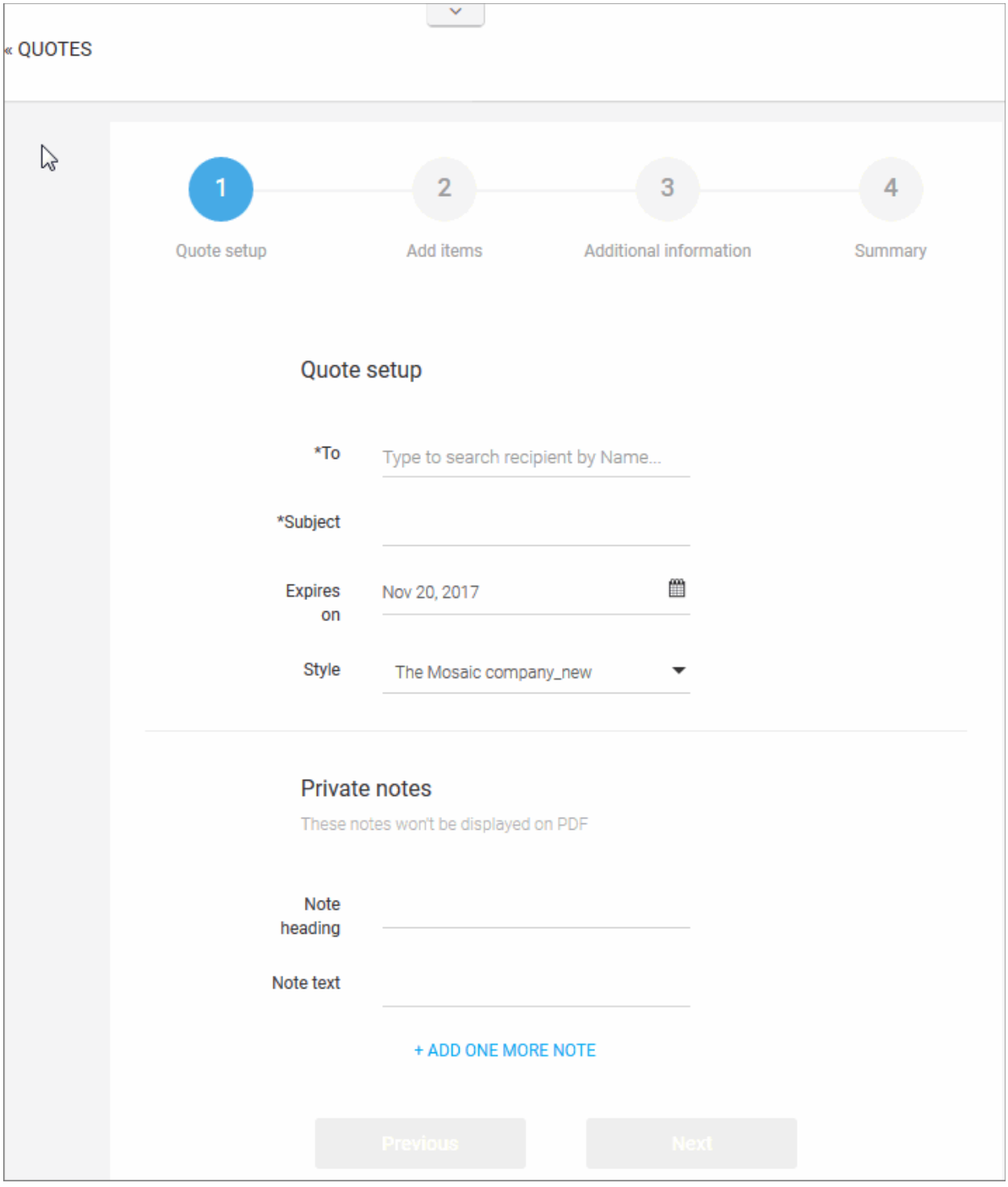
- **Create New Customer - C1 Portal:** Create a new customer in C1 (MSPs only). Once created, the customer will be available in all integrated modules (ITSM, Service Desk etc). To find out more, see **https://help.comodo.com/topic-289-1-716-8483-Managing-Companies.html**



- **Create New Opportunity - CRM:** Opens the 'Create New Opportunity' page in the Customer Relationship Manager module. To find out more, see **https://help.comodo.com/topic-289-1-845-10881-Add-an-Opportunity.html**



- **Create New Quote – Quote Manager:** Opens the 'Quotes' page so you can create a new sales or service quote in Comodo Quote Manager. To find out more, see **https://help.comodo.com/topic-289-1-778-10472-generating-a-new-quote.html**

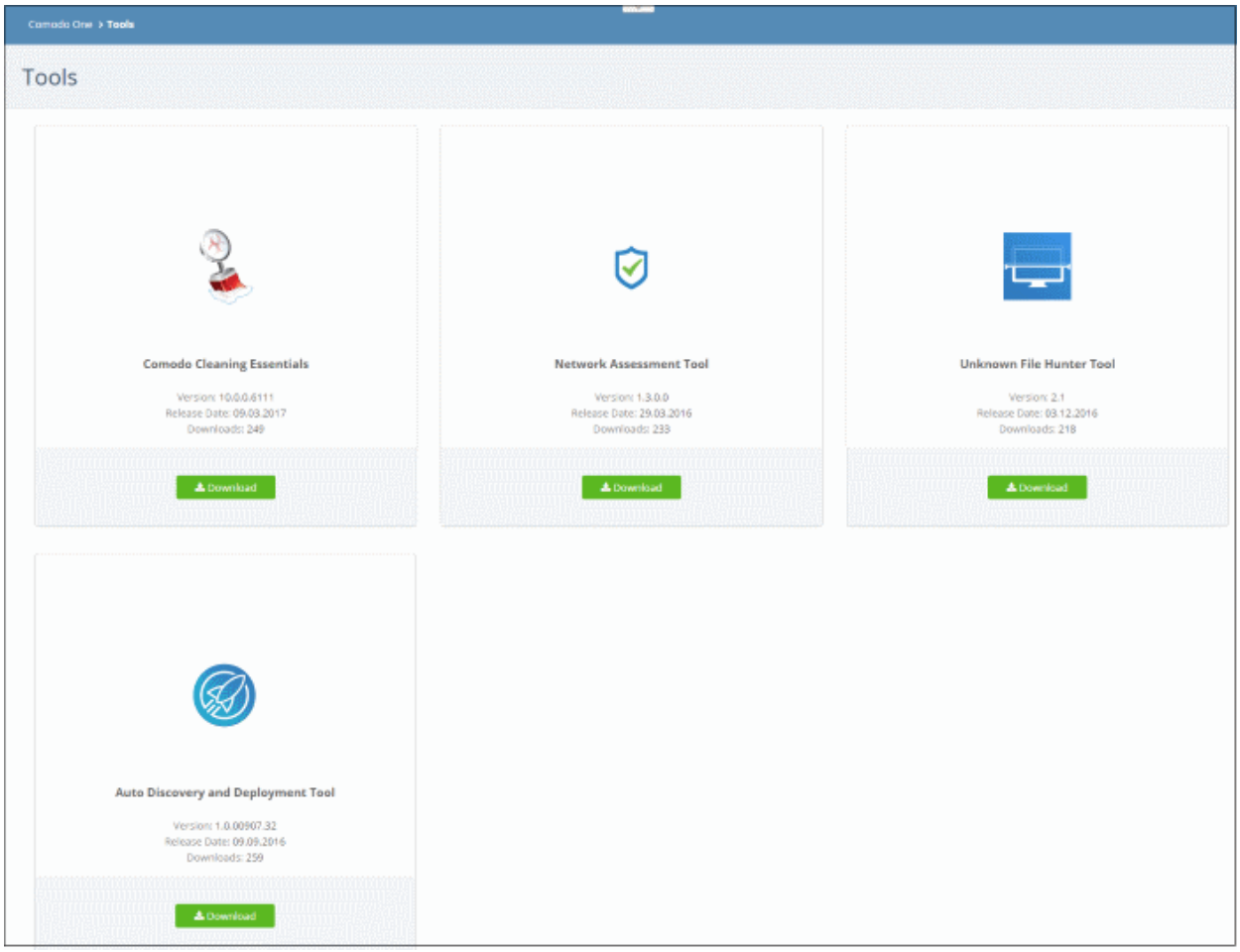

« QUOTES
1
Quote setup
2
Add items
3
Additional information
4
Summary
Quote setup
*To
Type to search recipient by Name...
*Subject
Expires on
Nov 20, 2017
Style
The Mosaic company_new
Private notes
These notes won't be displayed on PDF
Note heading
Note text
+ ADD ONE MORE NOTE
Previous
Next

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**'.

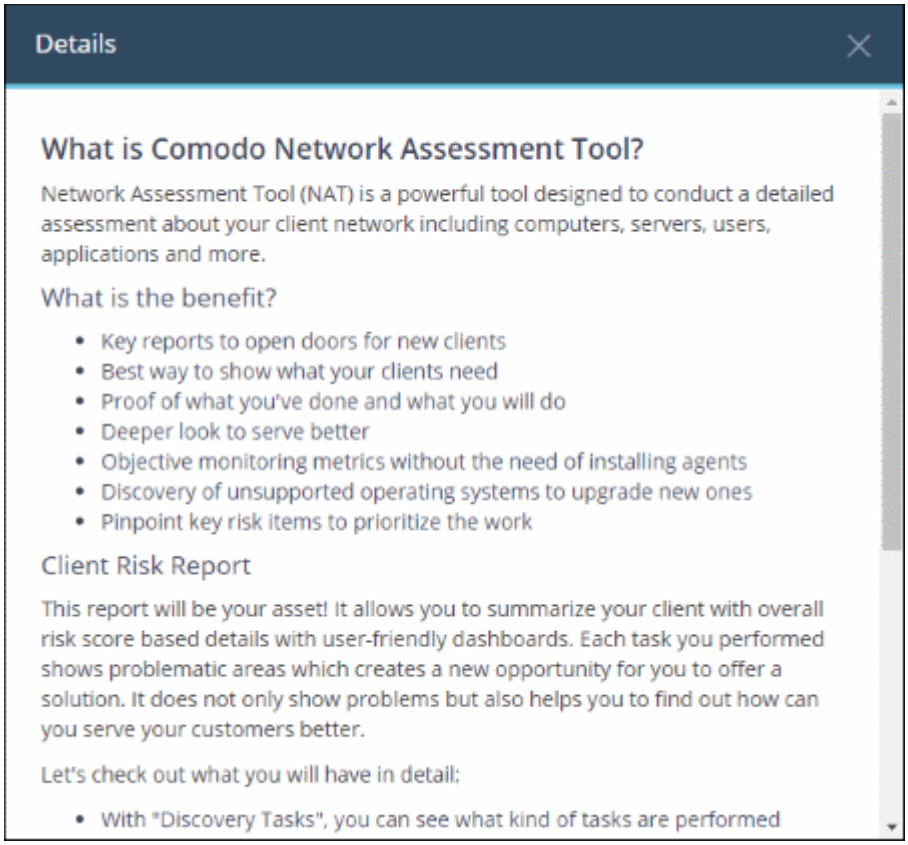
- **Auto Discovery and Deployment Tool** - Comodo Auto Discovery and Deployment Tool (CADDT) allows network admins to remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. To find out more, see '**Auto Discovery and Deployment Tool**'.

Comodo Network Assessment Tool

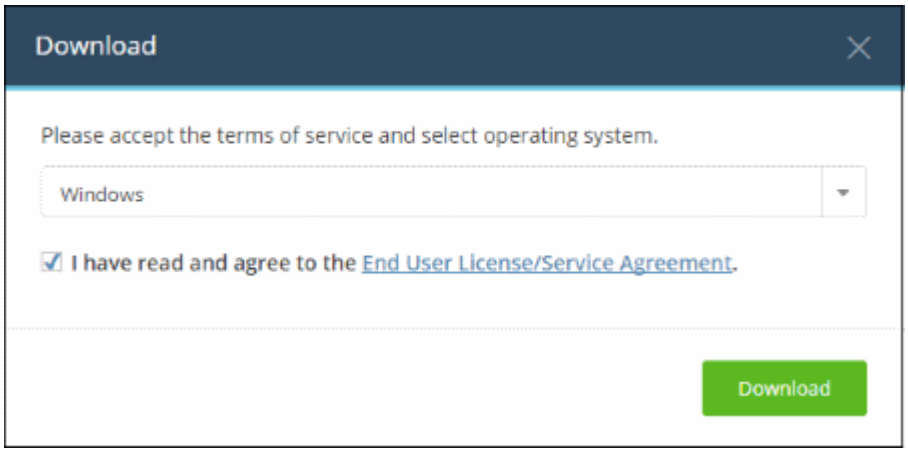
Comodo Network Assessment Tool (NAT) allows administrators to discover assets on customer networks, identify vulnerabilities in the network and generate reports. The client risk report contains details of the risks identified on each endpoint along with their risk score. The tool also offers a mitigation 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, see **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. The 'Download' button will appear after you agree to the EULA.
- Choose the operating system of the server on which you want to install the NAT tool. Currently only 'Windows' is supported.
- 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, see **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.

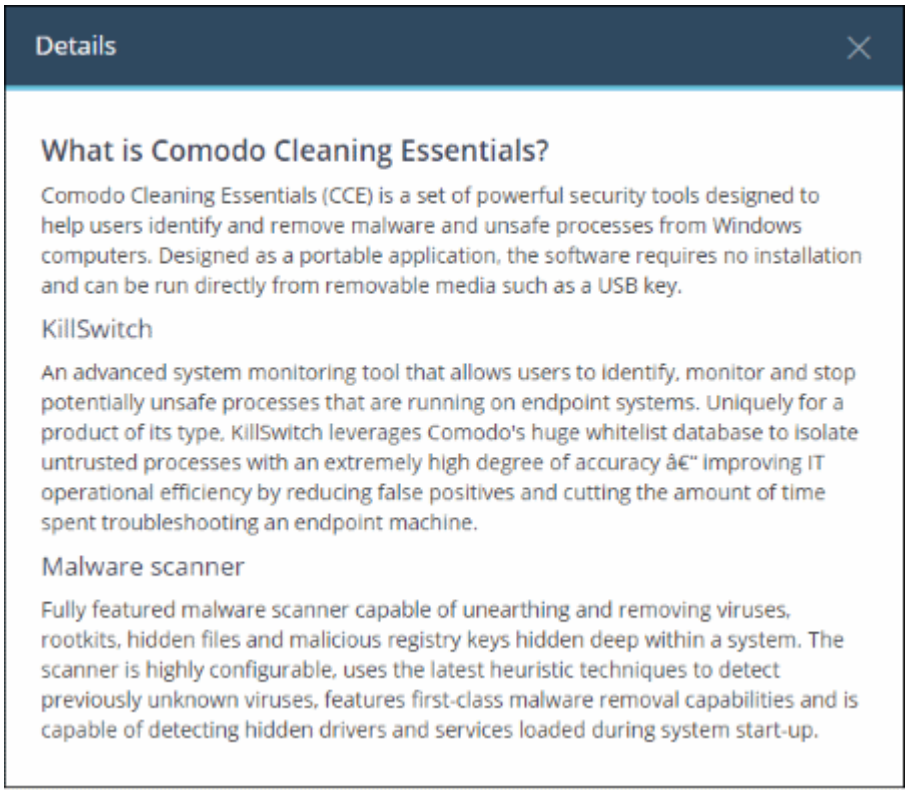
Major features include:

- **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.

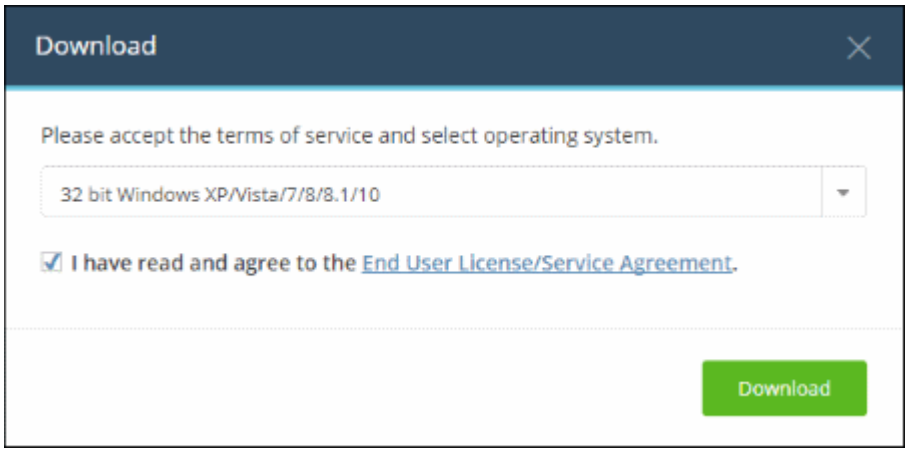
For more details on using the application, see **https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html**.

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. The 'Download' button will appear after you agree to the EULA.
- Choose the operating system from the drop-down
- Click 'Download' to download a zip file containing CCE.

For more details on using the application, see **https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html**.

Unknown File Hunter Tool

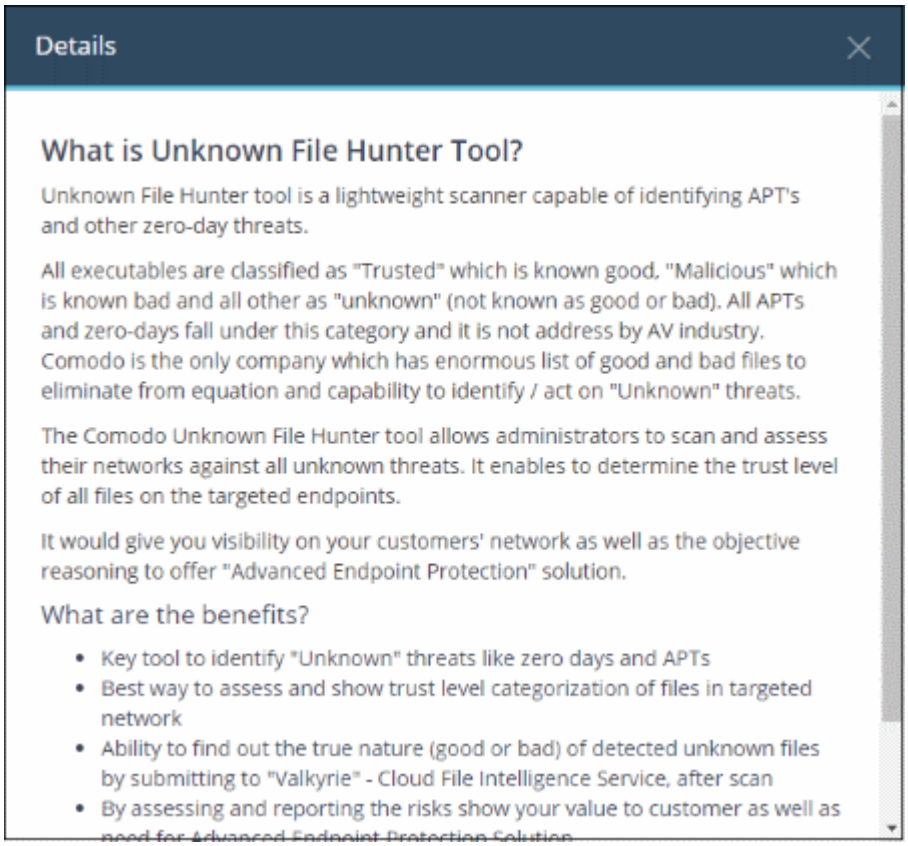
The Comodo Unknown File Hunter Tool (UFH) tool is a lightweight scanner which identifies unknown, and potentially malicious files, residing on your network. After scanning your systems, it will classify all audited files as 'Safe', 'Malicious' or 'Unknown'. While 'Safe' files are OK and 'Malicious' files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

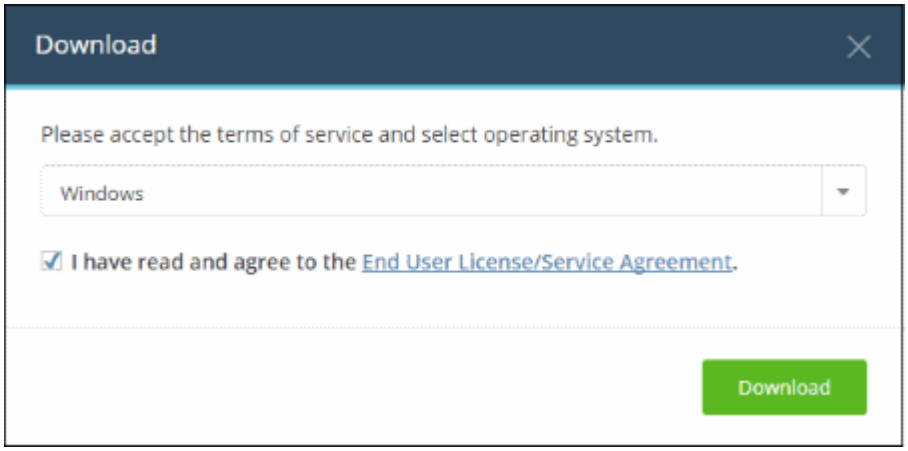
For more details about using the application, see **https://help.comodo.com/topic-400-1-794-10426-Introduction-to-Comodo-Unknown-File-Hunter.html**

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. The 'Download' button will appear after you agree to the EULA.
- Choose your operating system from the drop-down. Currently only 'Windows' is supported.
- Click 'Download'

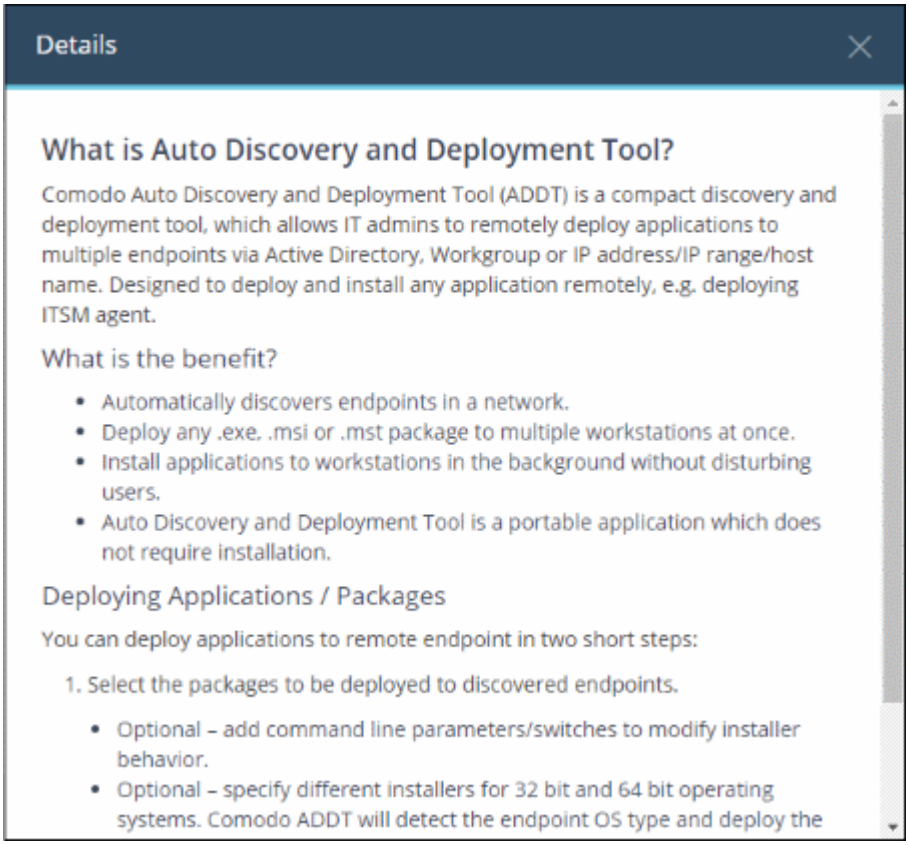
For more details about using the application, see **https://help.comodo.com/topic-400-1-794-10426-Introduction-to-Comodo-Unknown-File-Hunter.html**

Auto Discovery and Deployment Tool

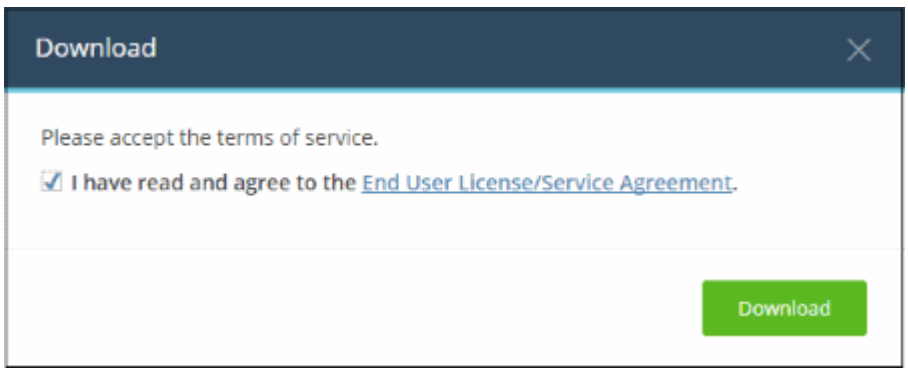
Comodo Auto Discovery and Deployment Tool (CADDT) allows network admins to remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. The utility can be used to remotely install any .exe, .msi or .mst packages. CADDT is a portable app which does 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. The 'Download' button will appear after you agree to the EULA.

- Click 'Download' to download the application
- Simply double-click on the file to start the application - no installation is required.

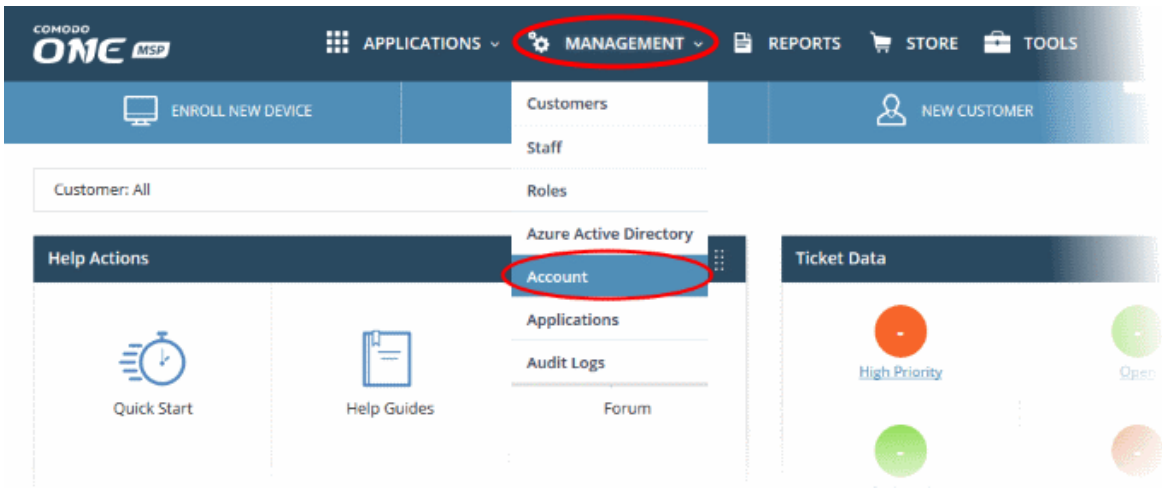
11 Managing your Account

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 four tabs:

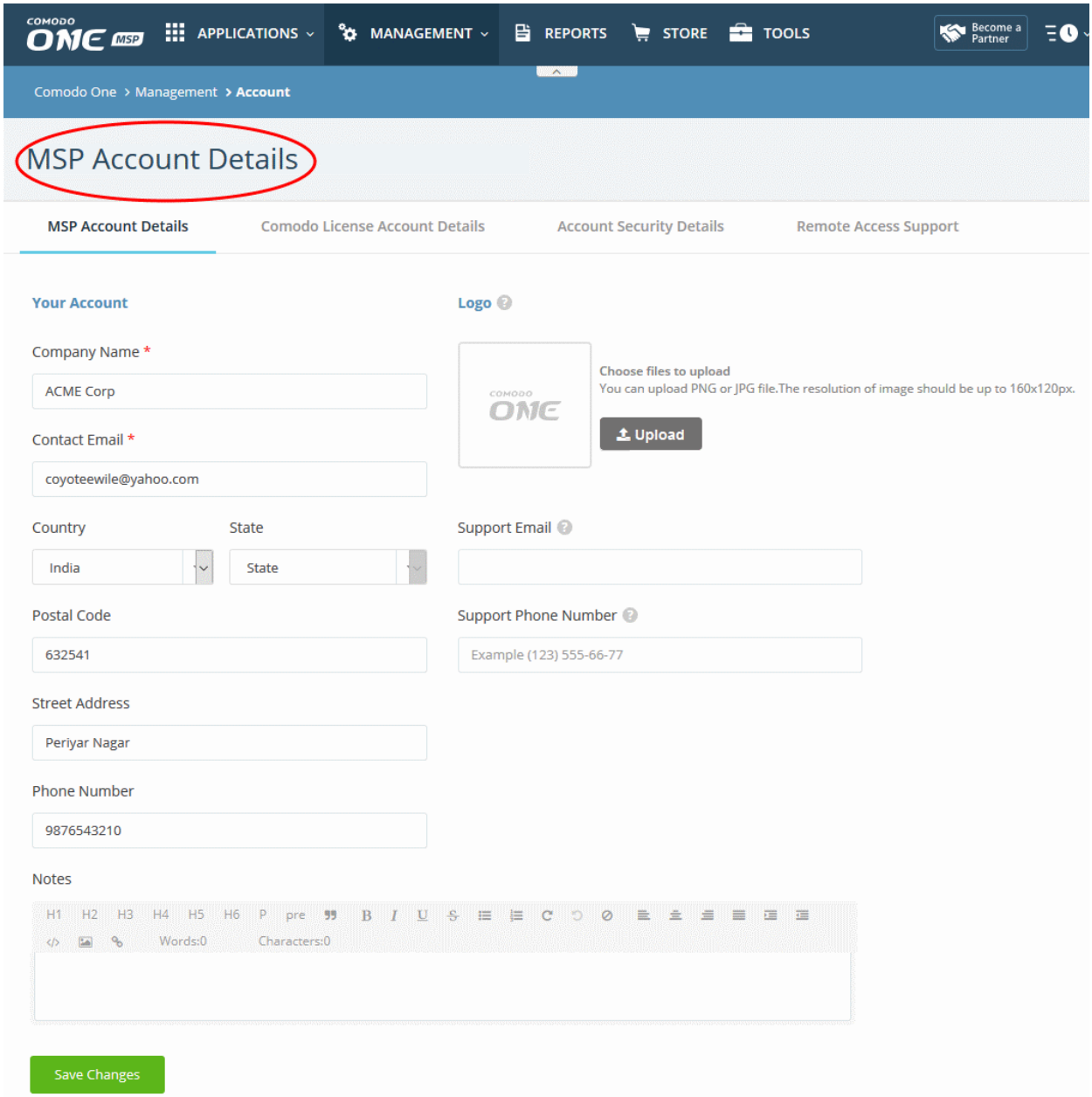
- **Account Details**
- **Comodo License Account Details**
- **Account Security Details**
- **Remote Access Support**

11.1 Update Account details and Customize Reports

The account details tab in the 'Management' section allows you to edit account information as well as customize the logo and support info 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:



- You can edit the details as required.
- You can add notes in the rich-text editor at the bottom.
- Click 'Clear Form' to undo your edits.
- Click 'Save Changes' to apply your changes.

To customize reports

All reports show 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 the logo, click 'Remove' in the 'Log Preview' section.
- Click 'Browse' to upload a new logo. Logos must be smaller than 20 kb.
- Enter your support email and phone numbers in the appropriate fields.
- Click 'Clear Form' to undo your changes.
- Click 'Save Changes' to apply your changes.

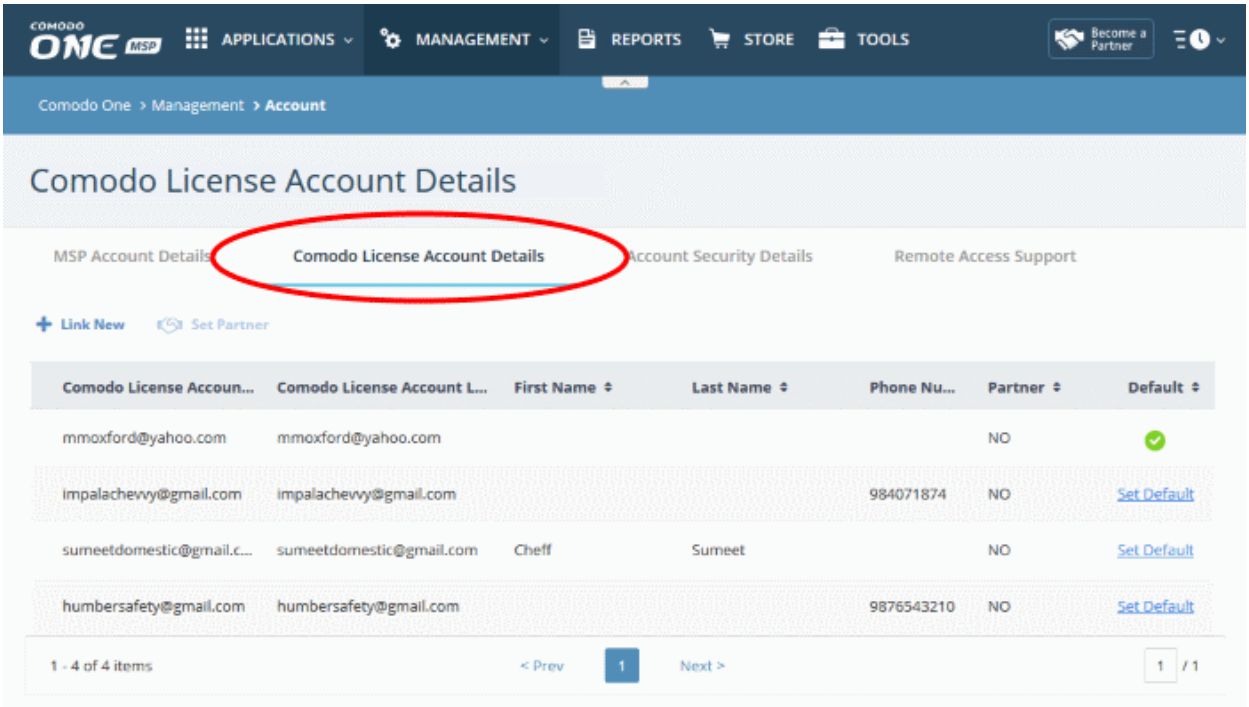
- Click 'Dashboard' > 'Reports' to generate a new report and view your changes.

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 New - Linking to 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 holders 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 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.

The interface allows you to:

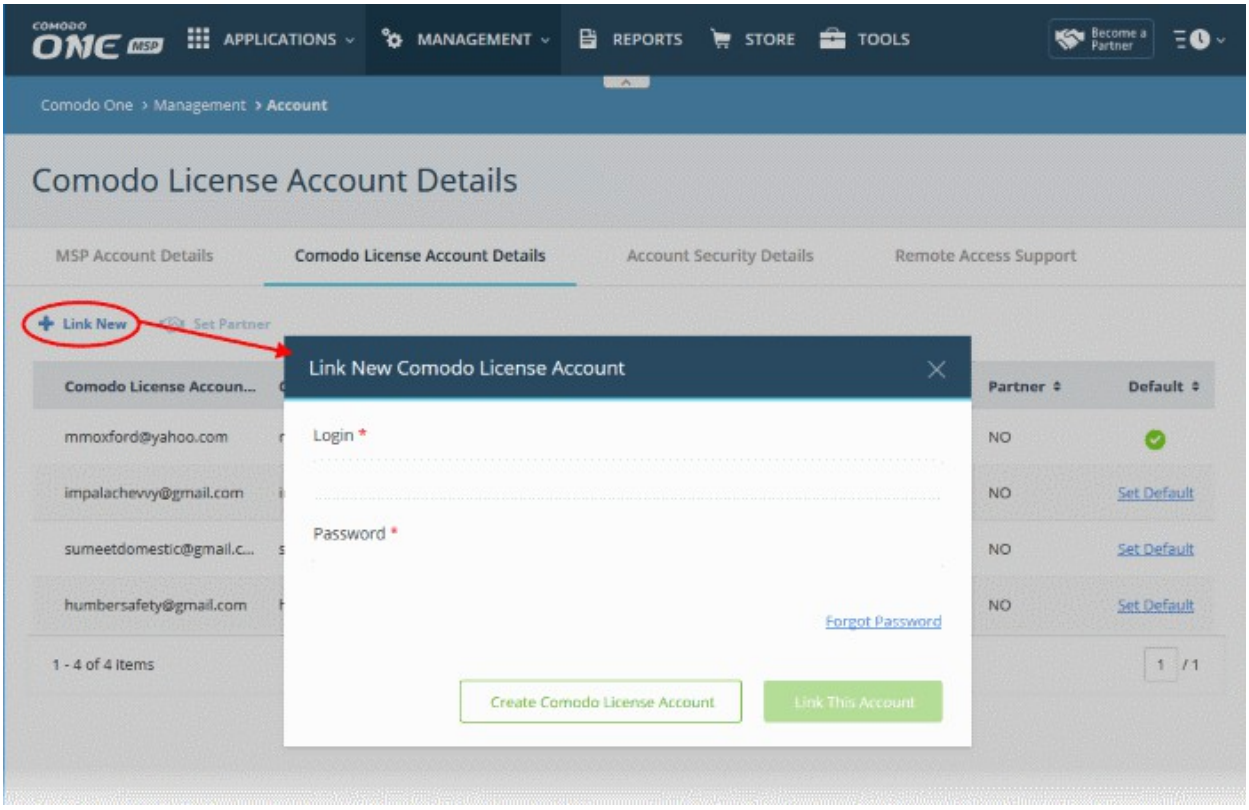
- **Link a CAM account to C1**
- **Set a CAM account as default**
- **Set an MSP account as Comodo Partner**

Link a CAM account to C1

- A Comodo Accounts Manager (CAM) account was automatically created when you subscribed to C1. This is listed as the default in the Comodo License Account Details table.
- If you have another CAM account with C1 licenses, it can be linked to your current C1 MSP 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 link them with C1 automatically.

To link a CAM account,

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

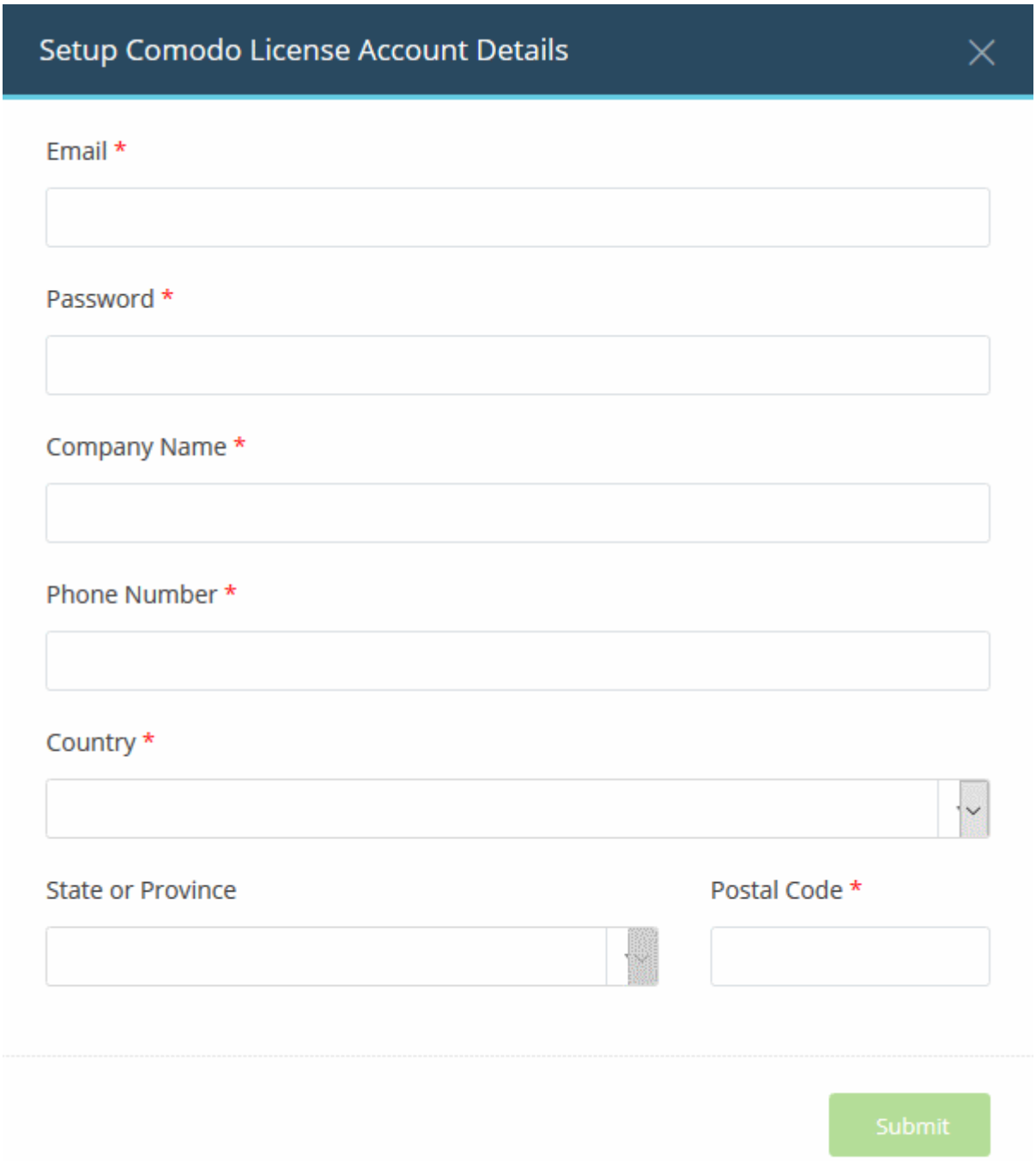


- Enter the CAM account login credentials and click the 'Link This Account' button. The account will be added and listed in the table.

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 open:



- 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 zip/post code of the area

- Click the 'Submit' button

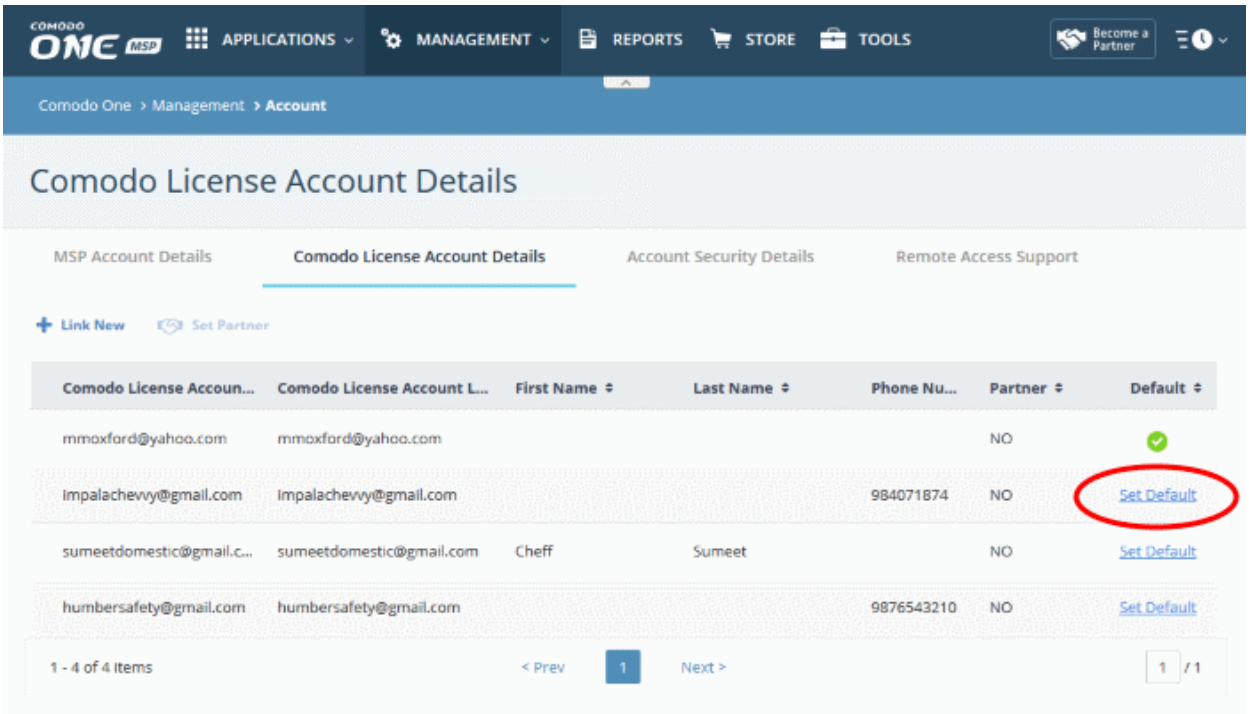
The newly created CAM account will be added to the list. You can login to your CAM account at **https://accounts.comodo.com/login** and subscribe for Comodo products. To add licensed products from this account, make sure you set this as the default CAM account in C1.

Set a CAM account as default

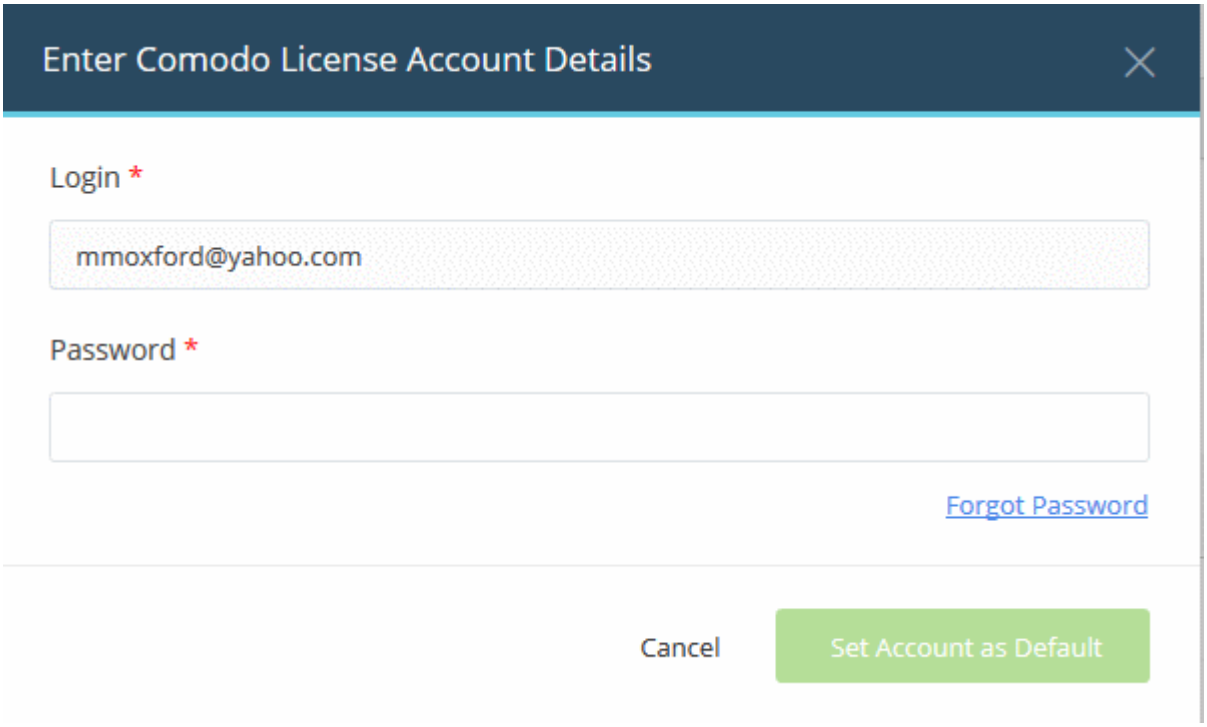
To obtain products using licenses from another CAM account, you have to make it the default account. When you shop for products from the store, the default CAM login will be auto-filled and non-editable.

To make a CAM account as default,

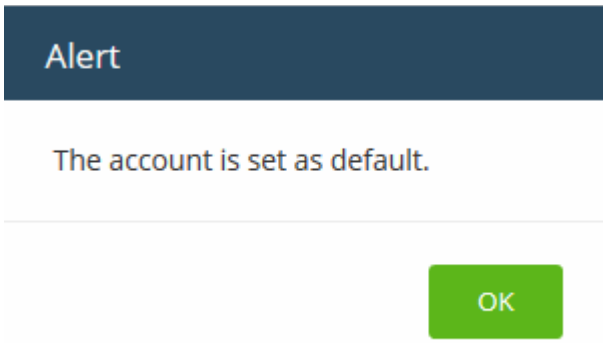
- Click 'Management' > 'Account'
- Select the 'Comodo License Account Details' tab
- Click the 'Set Default' link under the 'Default' column



You have to provide the login credentials of the current default CAM account.

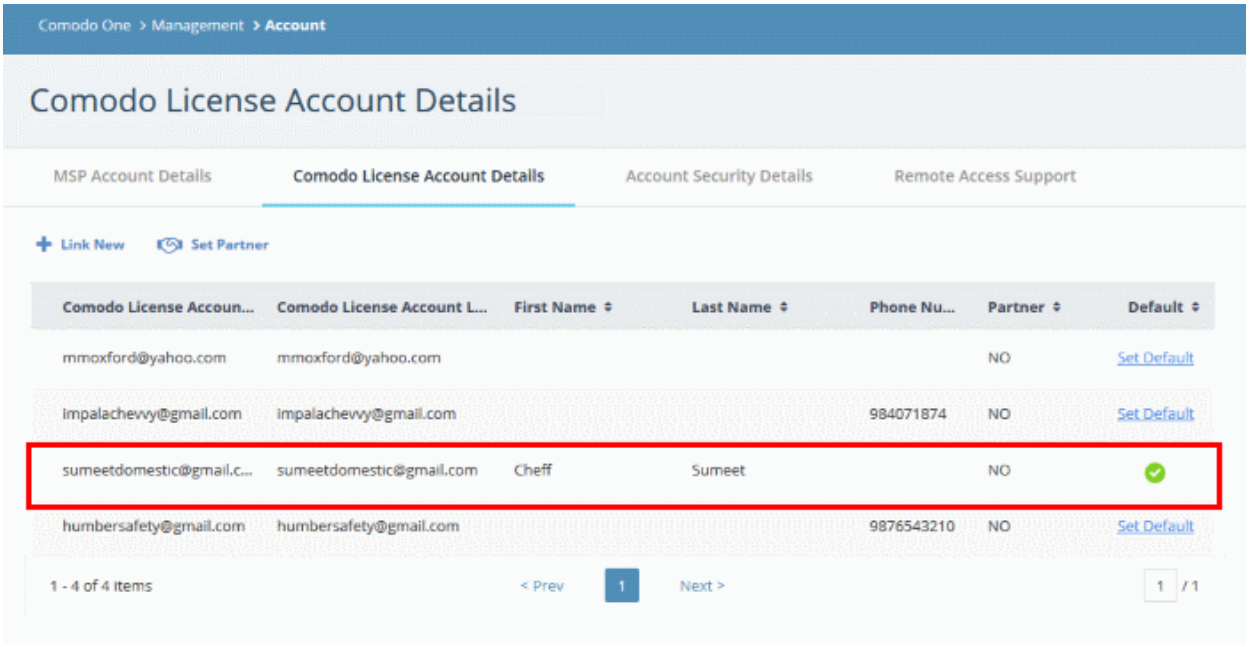


- Enter the password and click 'Set Account as Default'

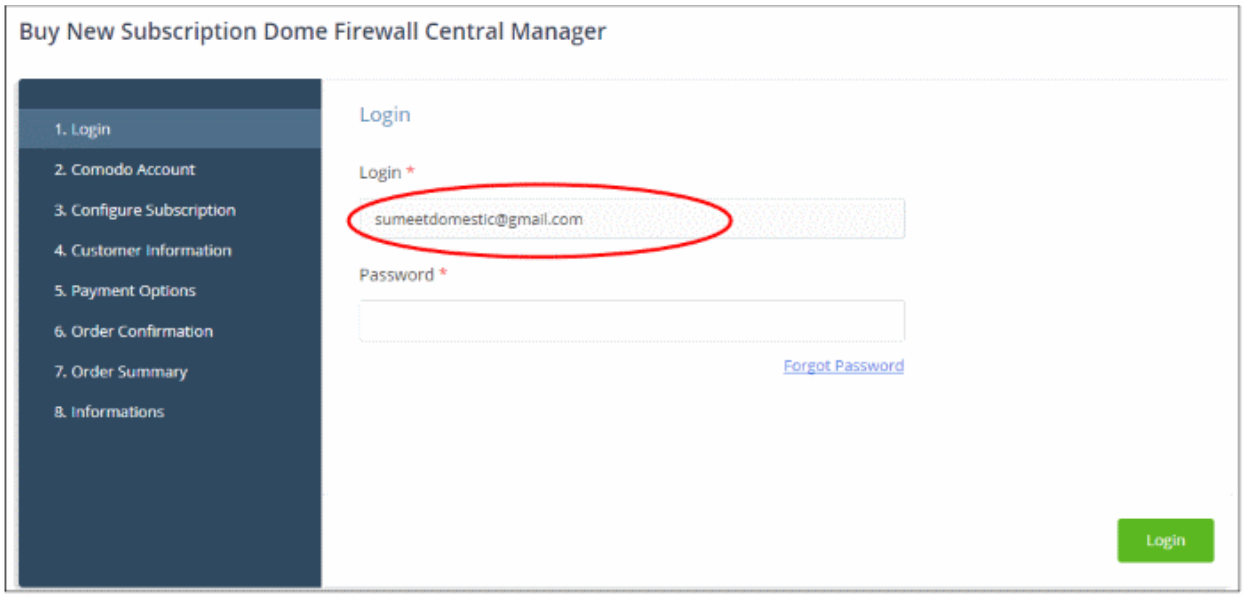


- Click 'OK'

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.

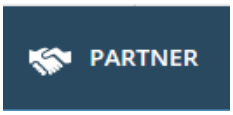


See the '**App Store**' section for details on how to subscribe for integrated products.

Set an MSP account as Comodo Partner

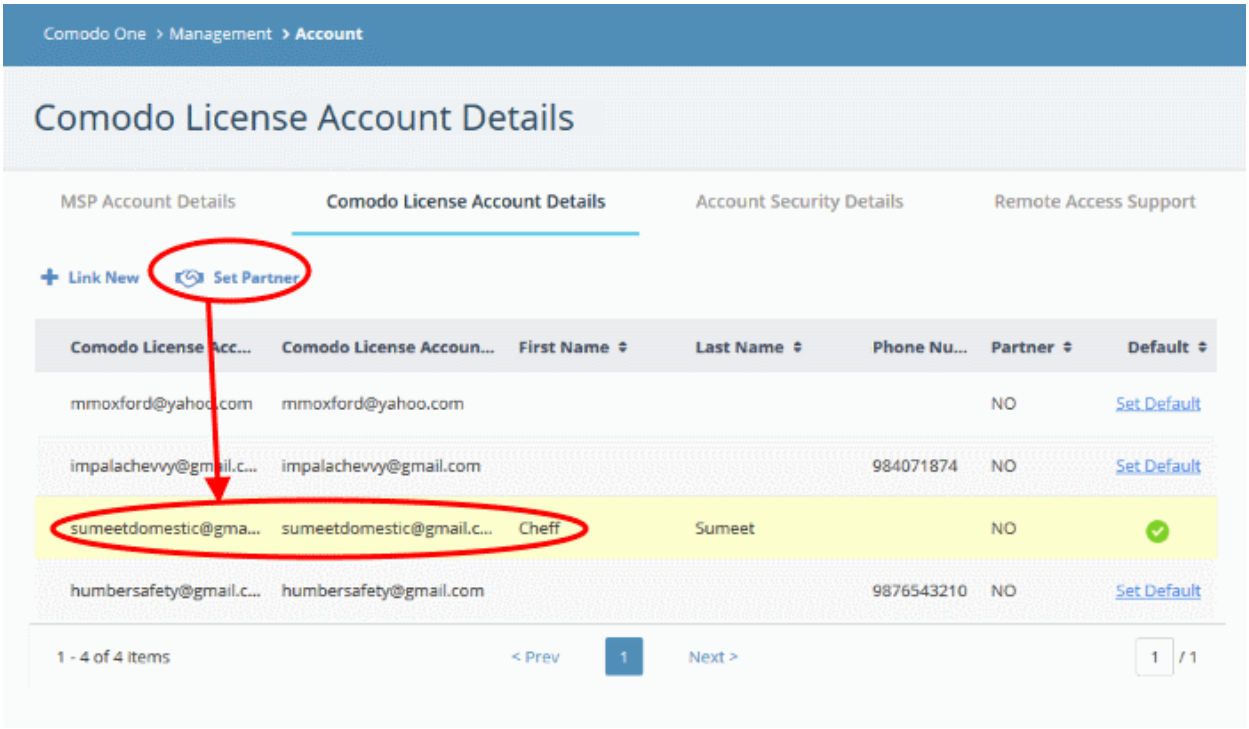
An MSP company in C1 can also become a Comodo partner. This brings a host of benefits, including discounted purchase prices for Comodo products and more. Purchased products can then be re-sold to your customers. Please note this feature is available to C1 MSP accounts only.

MSPs can add partner functionality in two ways:

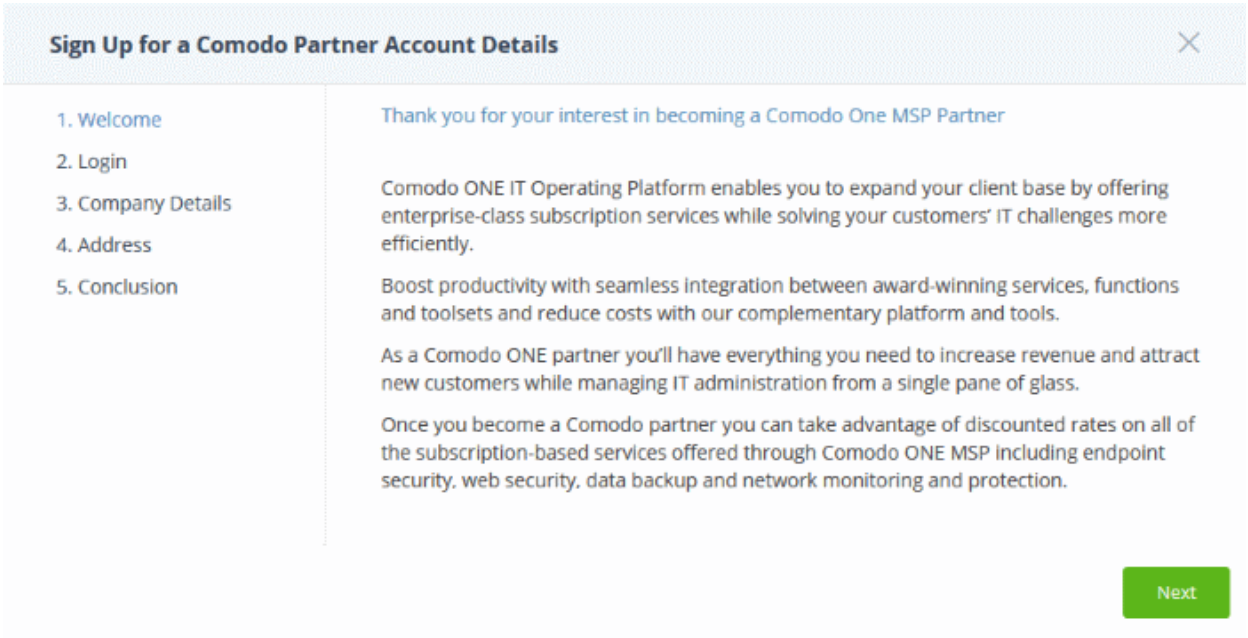
- By clicking the 'Partner' 

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.

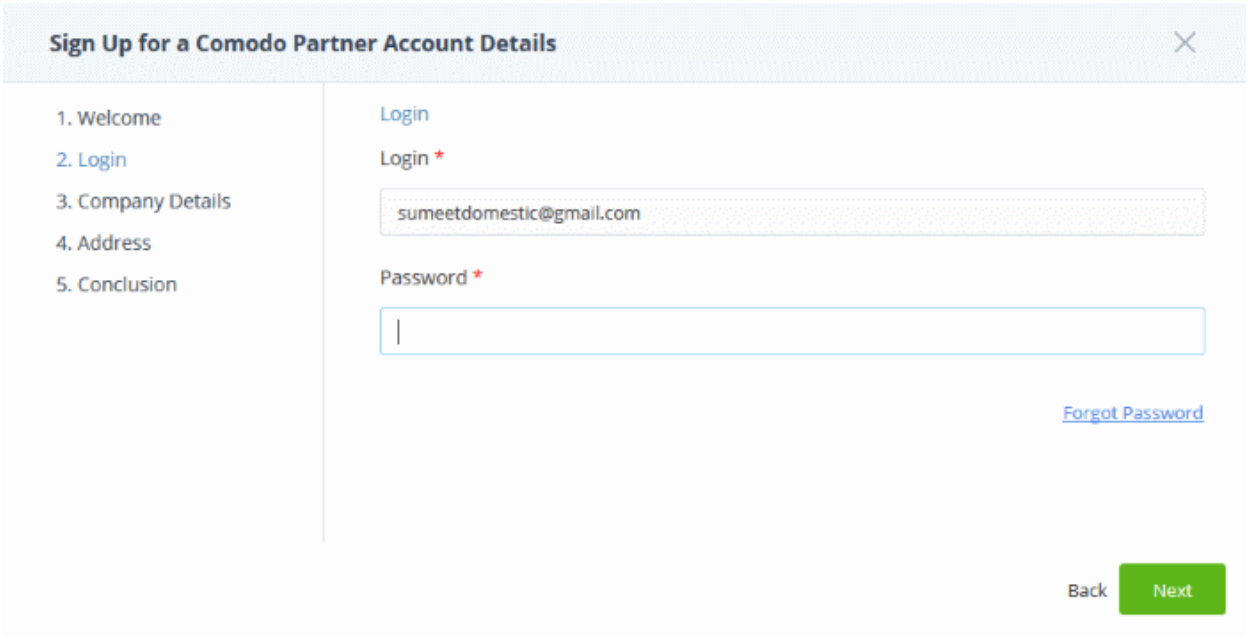
The difference is that the former method automatically selects the default CAM account while the latter lets you choose a non-default CAM account to be become a partner.



The partner account sign-up dialog will open:

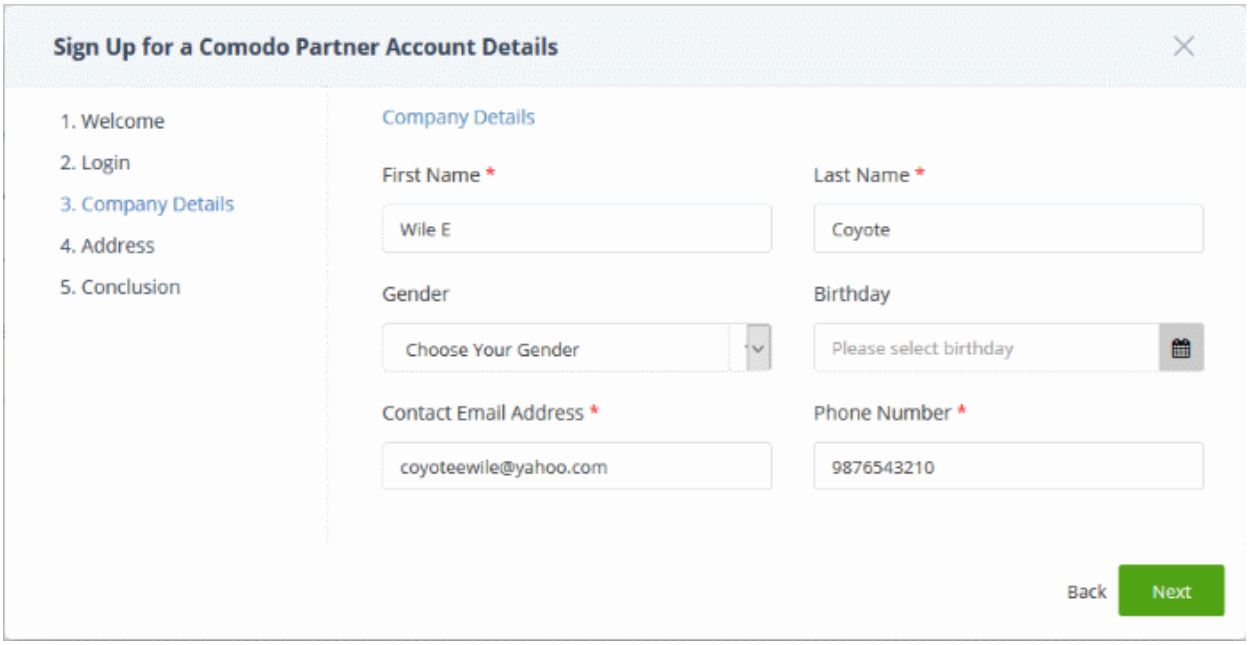


- Click 'Become a Comodo One MSP Partner Today' button in the 'Welcome' dialog.



- 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.

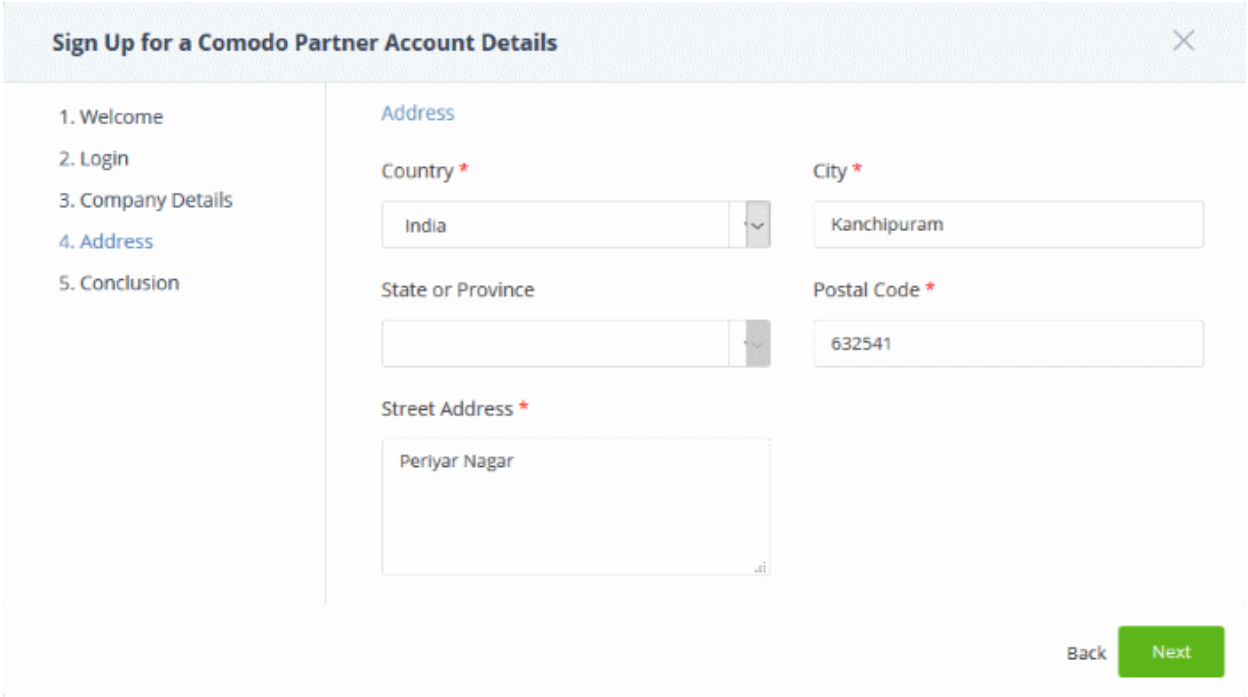
The 'Company Details' dialog will be displayed:



This will be auto-populated with the details of the C1 account.

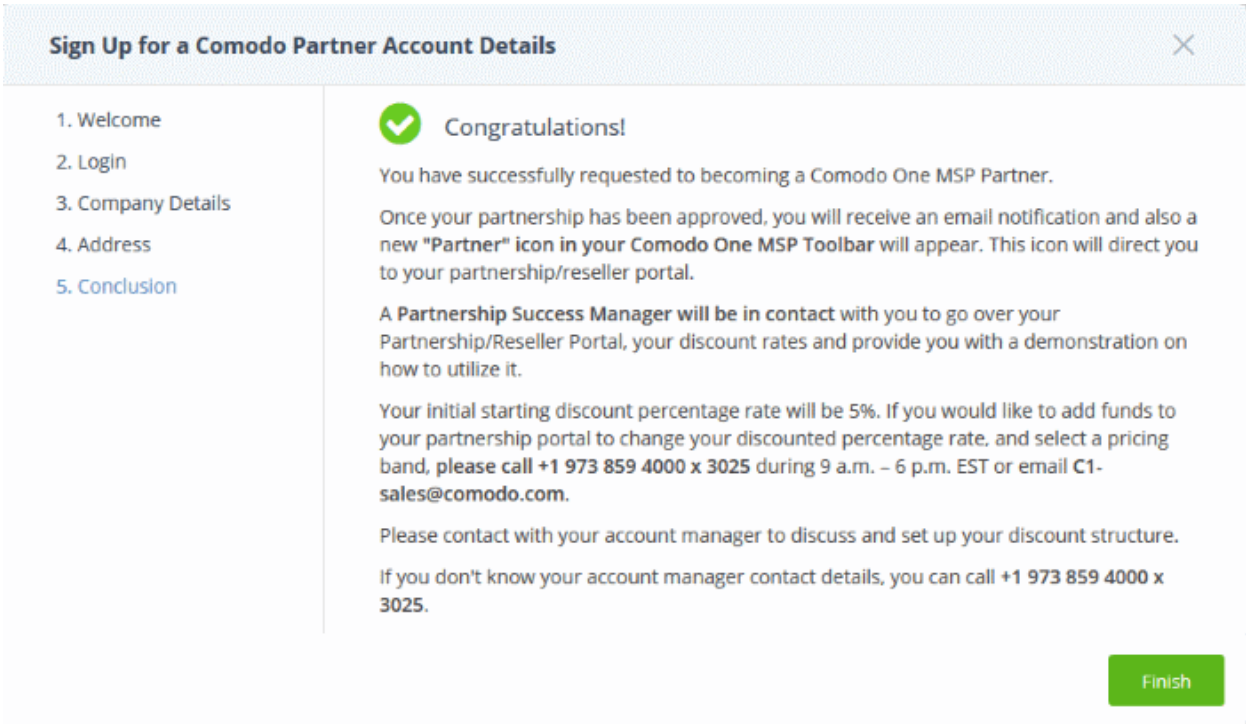
- Edit the fields if required and click 'Next'

The address details of the C1 account will open.



- Edit the fields if required and click 'Next'

A congratulations message will be displayed:

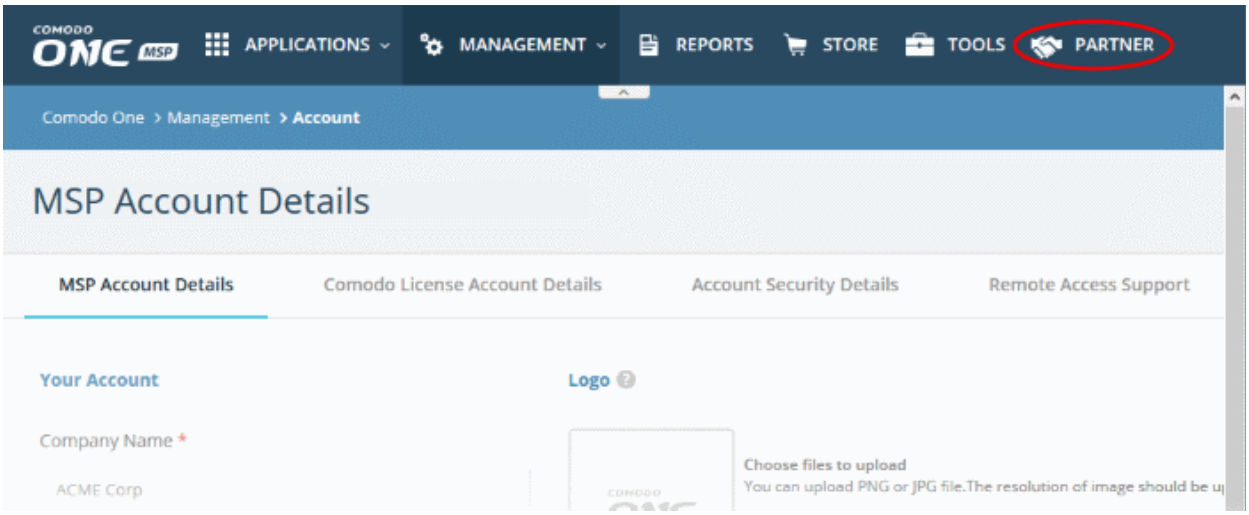


- Click 'Finish'

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 portal at **https://accounts.comodo.com/reseller/management**.
- See 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.

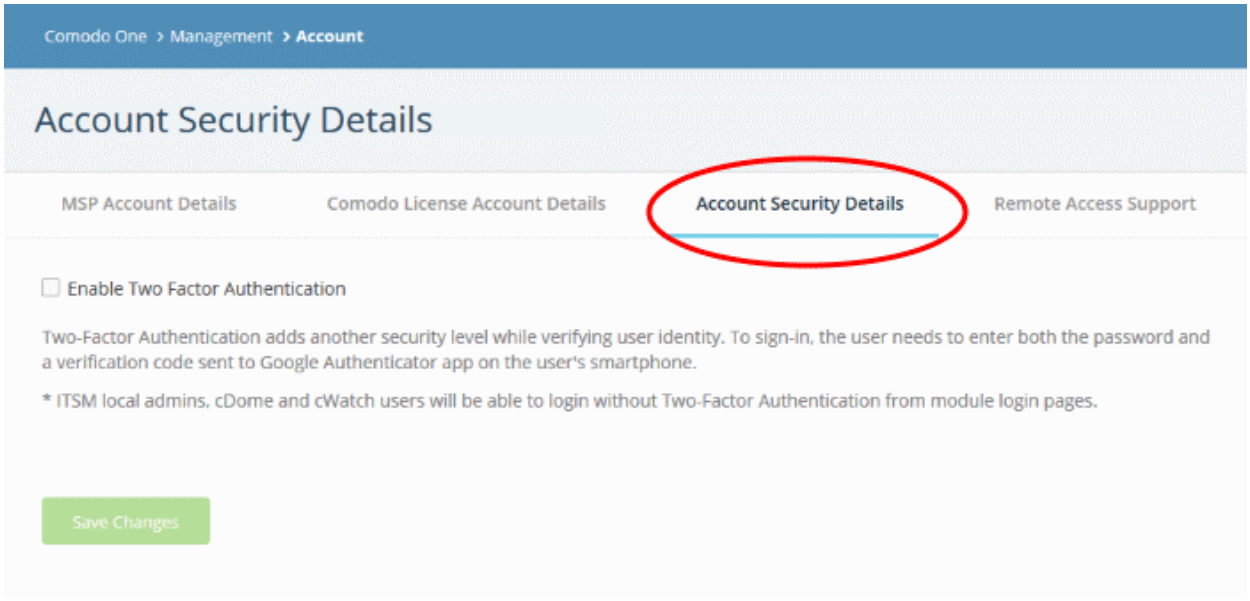
11.3 Set up Two-Factor Login Authentication

Two-factor authentication adds additional security by requiring staff to present two forms of authentication before they can login to C1.

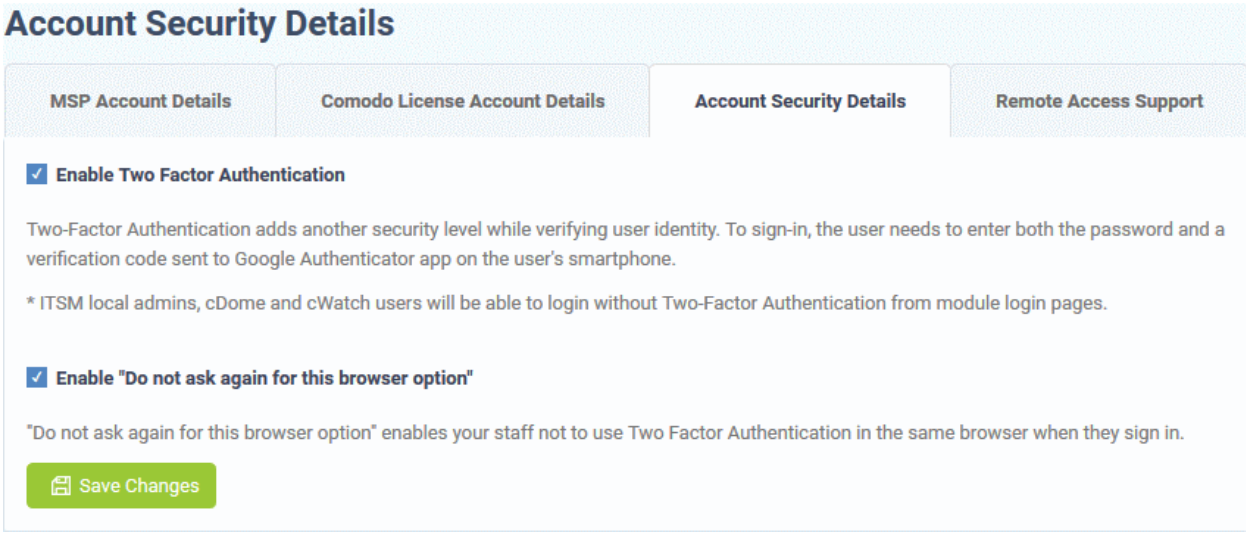
- Enabling the feature means all users on the account will be taken through the two-factor setup process the next time they login.
- Setup involves installing the Google Authenticator app on staff member mobile devices. Each member of staff must pair their device with C1 to obtain verification codes. 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 in addition to their C1 username and password. The verification code changes frequently.
- If allowed by an admin, staff have the option to disable two-factor authentication for future logins using their current browser. 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
- Select 'Enable Two Factor Authentication'

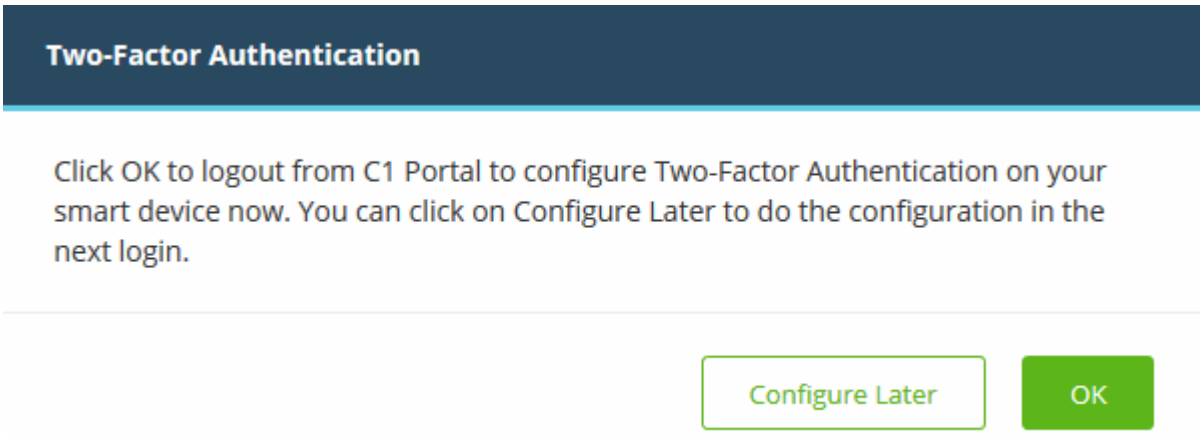


You can then choose whether staff can disable two-factor authentication on subsequent login attempts:



- "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'.

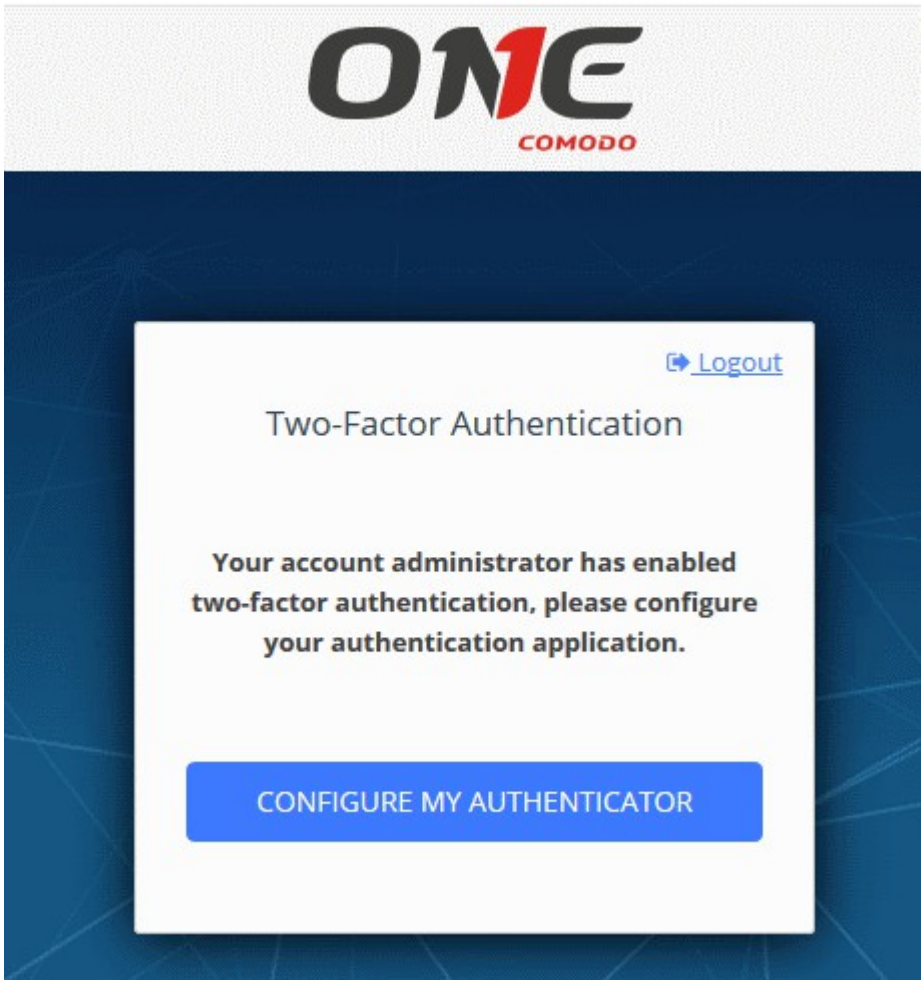
The 'Two-Factor Authentication' dialog will open:



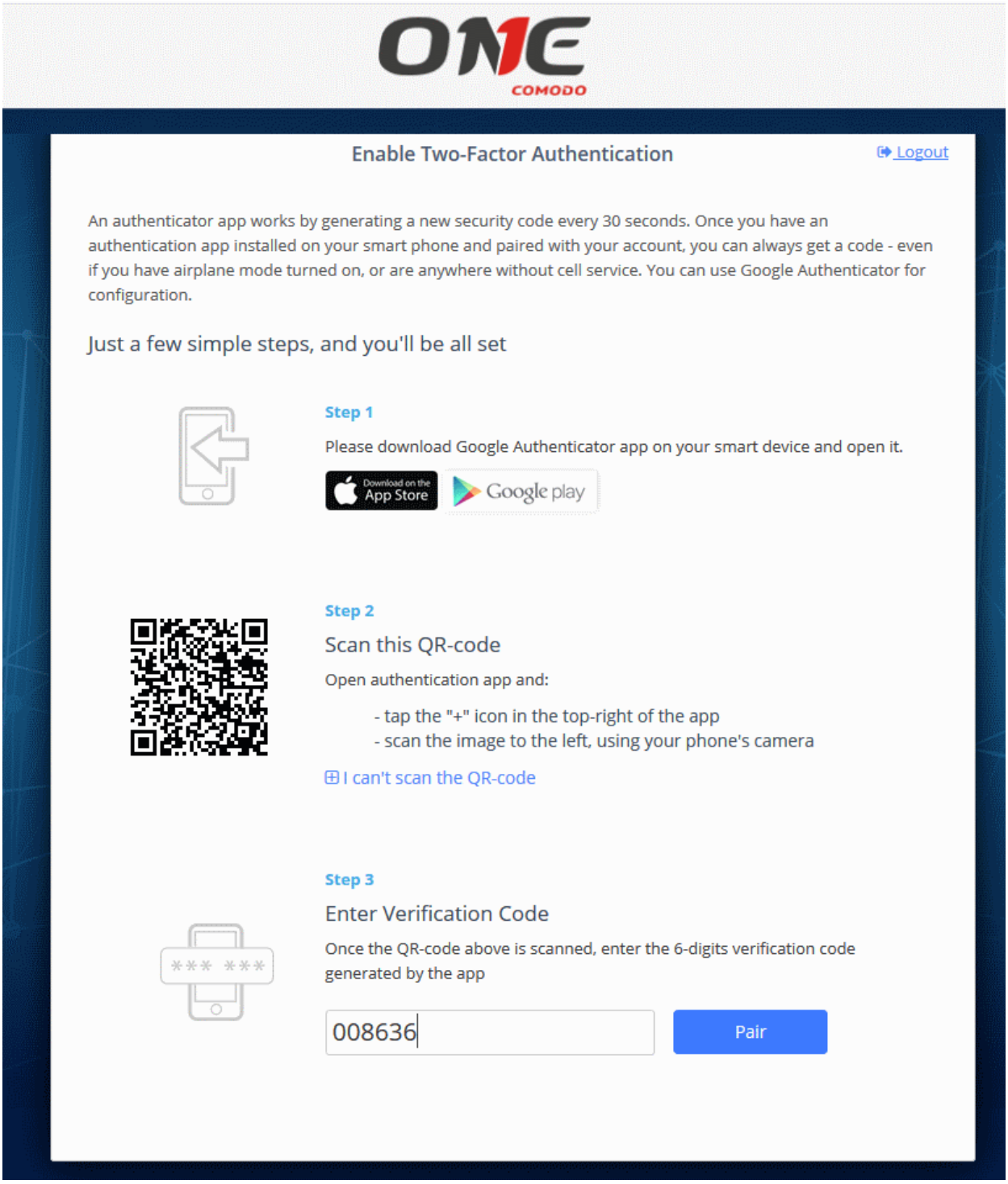
- Click 'Configure Later' to setup two factor authentication during the next login
- Click 'OK' to setup the process now. Clicking 'OK' will log you out immediately and ask you to login again to continue the process.

Pair an Authentication Device

- Admins and staff should pair their authentication device for two factor authentication when they login to Comodo One for the first time.
- The following message will appear on first login after enabling two factor authentication:

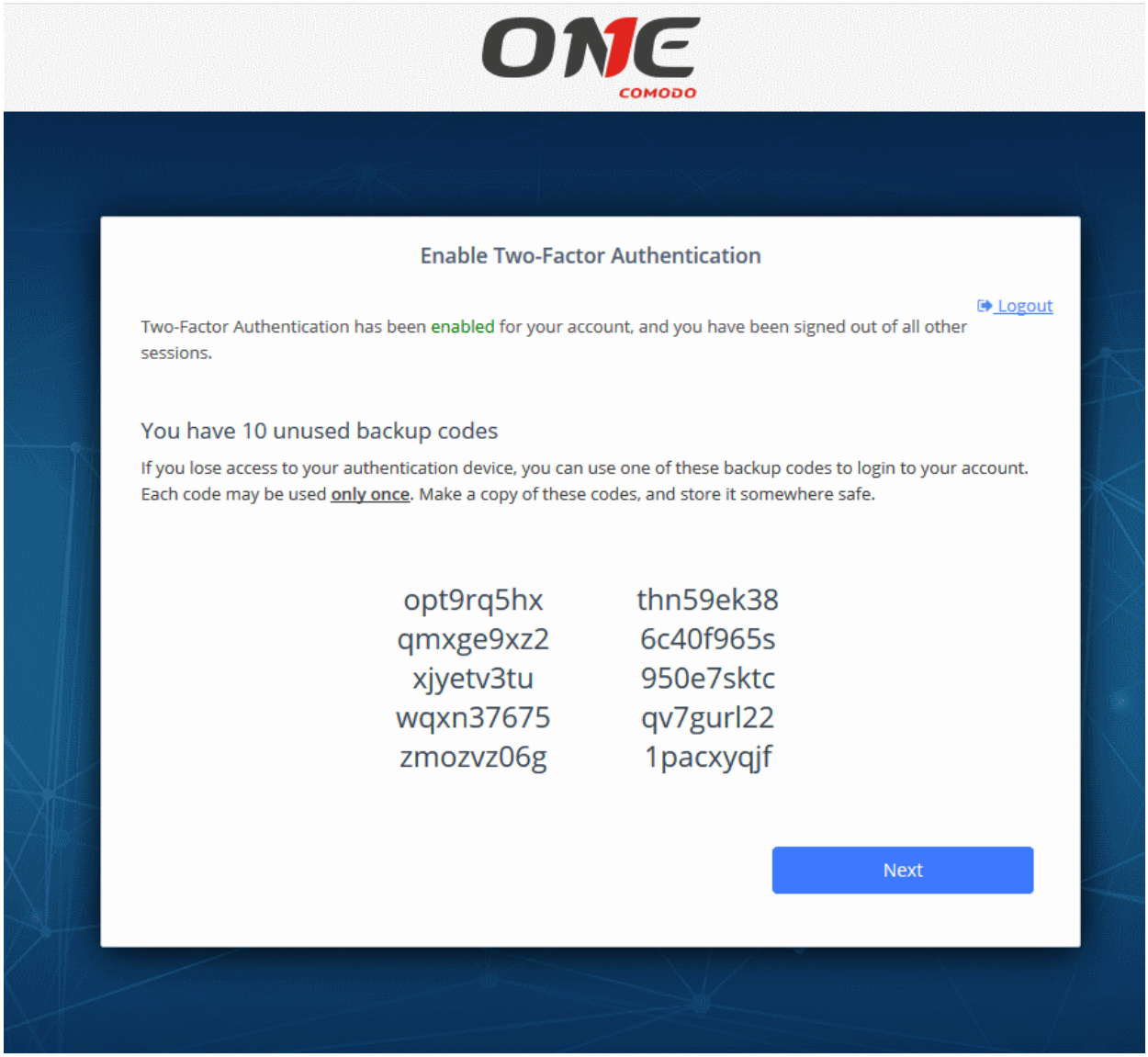


- Click 'Configure My Authenticator' to start the configuration process:



- 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.



Keep a copy of the backup codes on your system for logging-in 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**.

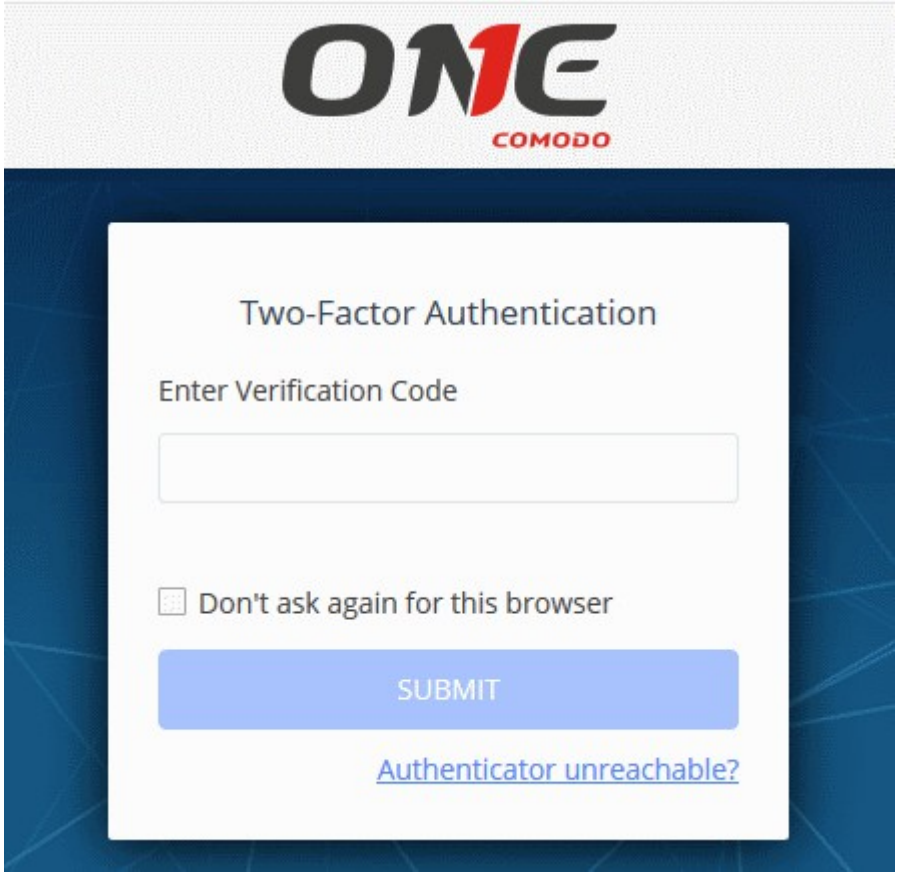
- Click 'Next'. You will be logged in to your account.

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. See '**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.



- **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'.

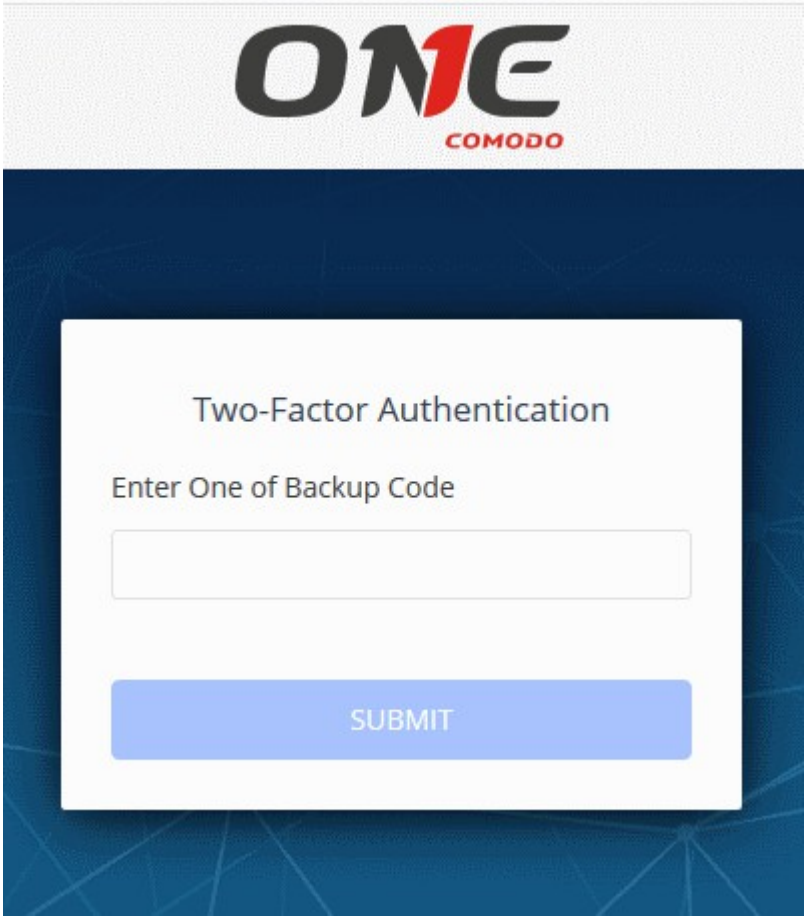
- Click 'Submit'

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



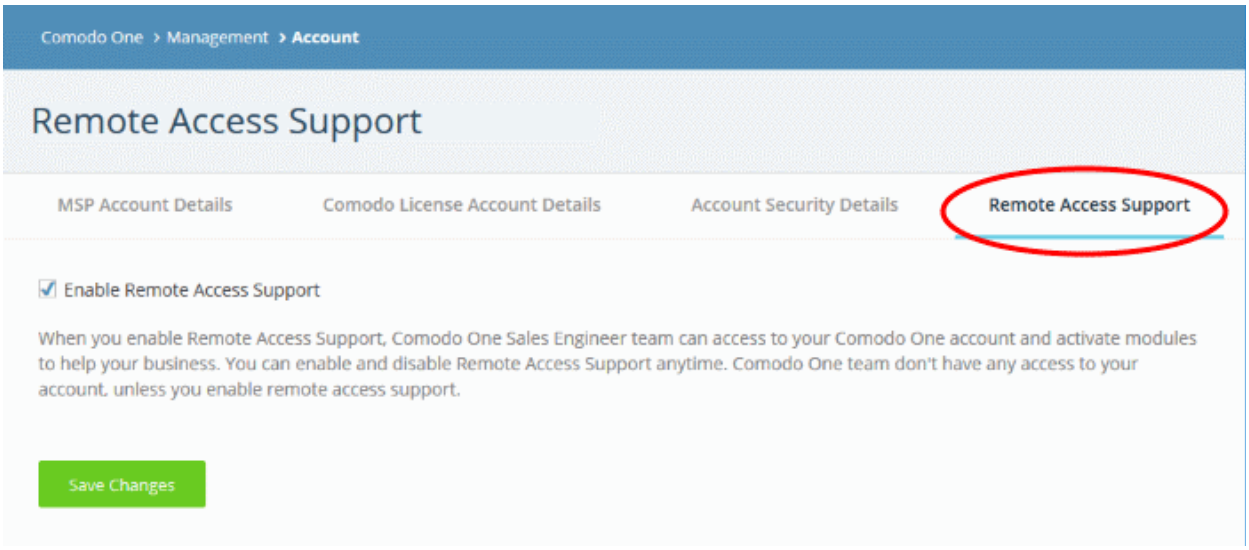
- Enter a backup code
- Click 'Submit'

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



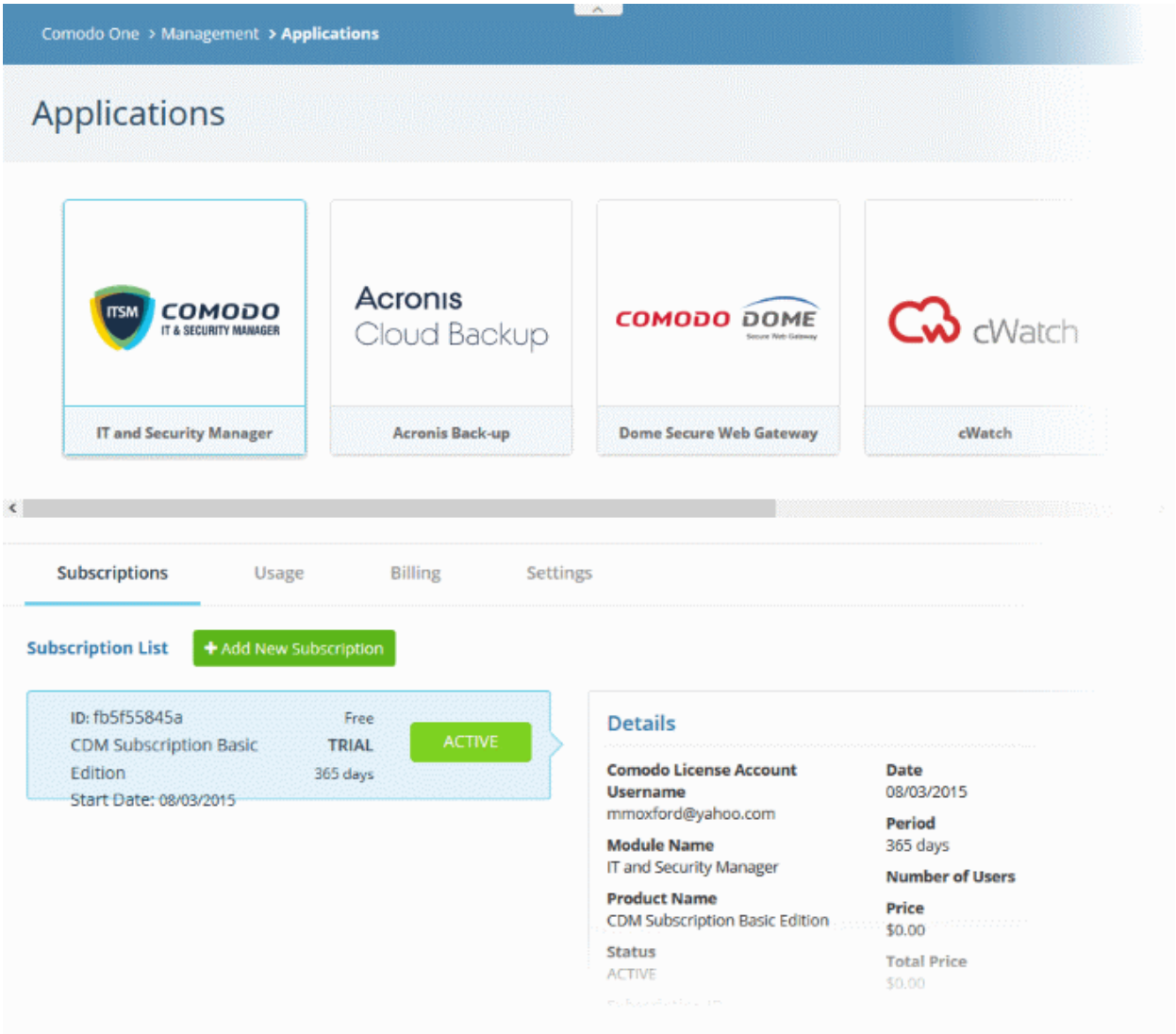
- Tick the 'Enable Remote Access Support' box to authorize remote access
- Click 'Save Changes'

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 underneath.

The section contains the followings tabs:

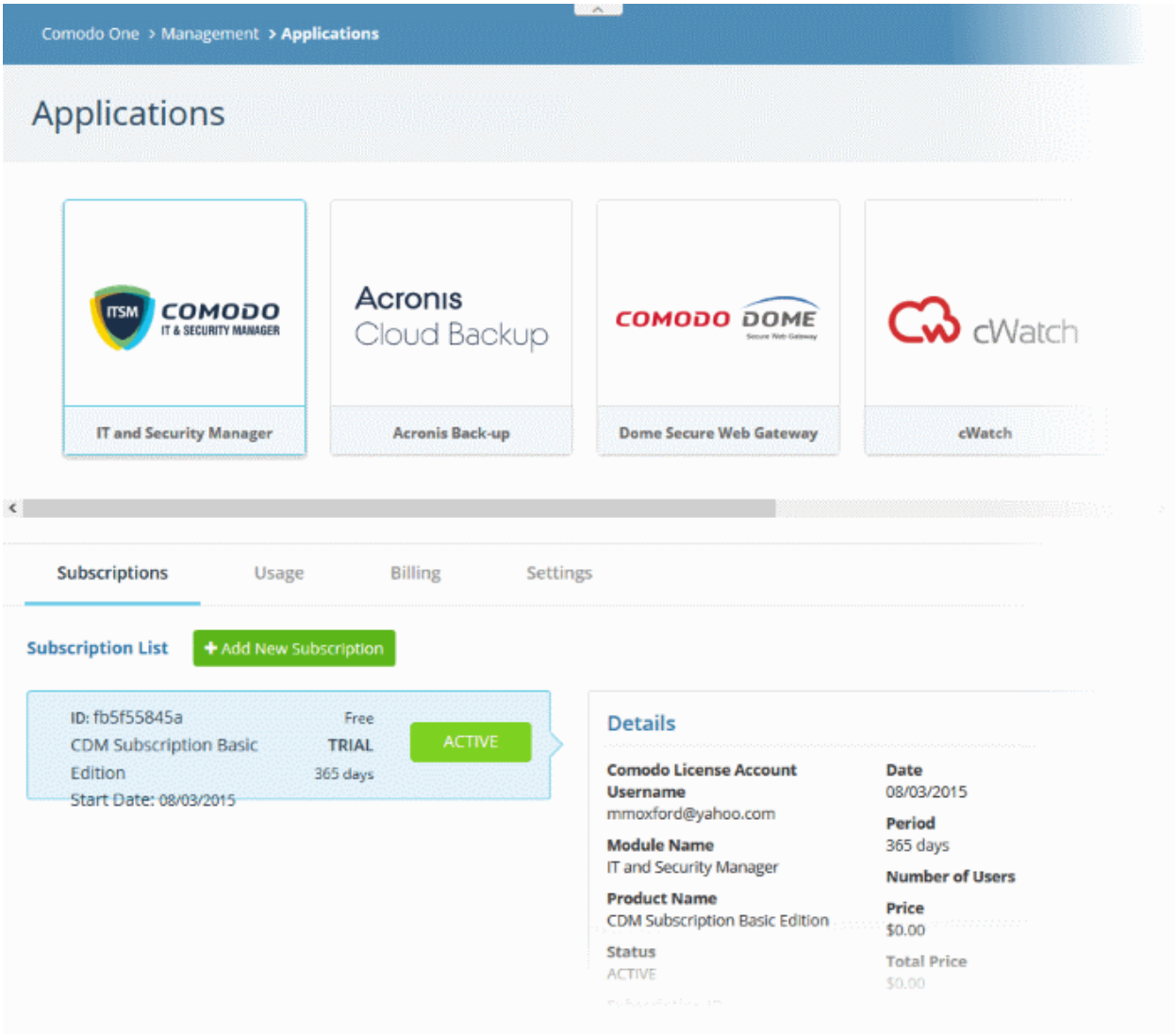
- **Subscriptions** - View details of your current licenses and purchase new licenses if required
- **Usage** - Statistics which show how much data has been used by a particular application.
- **Billing** - View payment history and pending payments for each subscribed module
- **Settings** - Configure URLs for the Comodo Dome Cloud Firewall and Data Protection applications.



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 enrolled for the product. This 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 View Usage Details

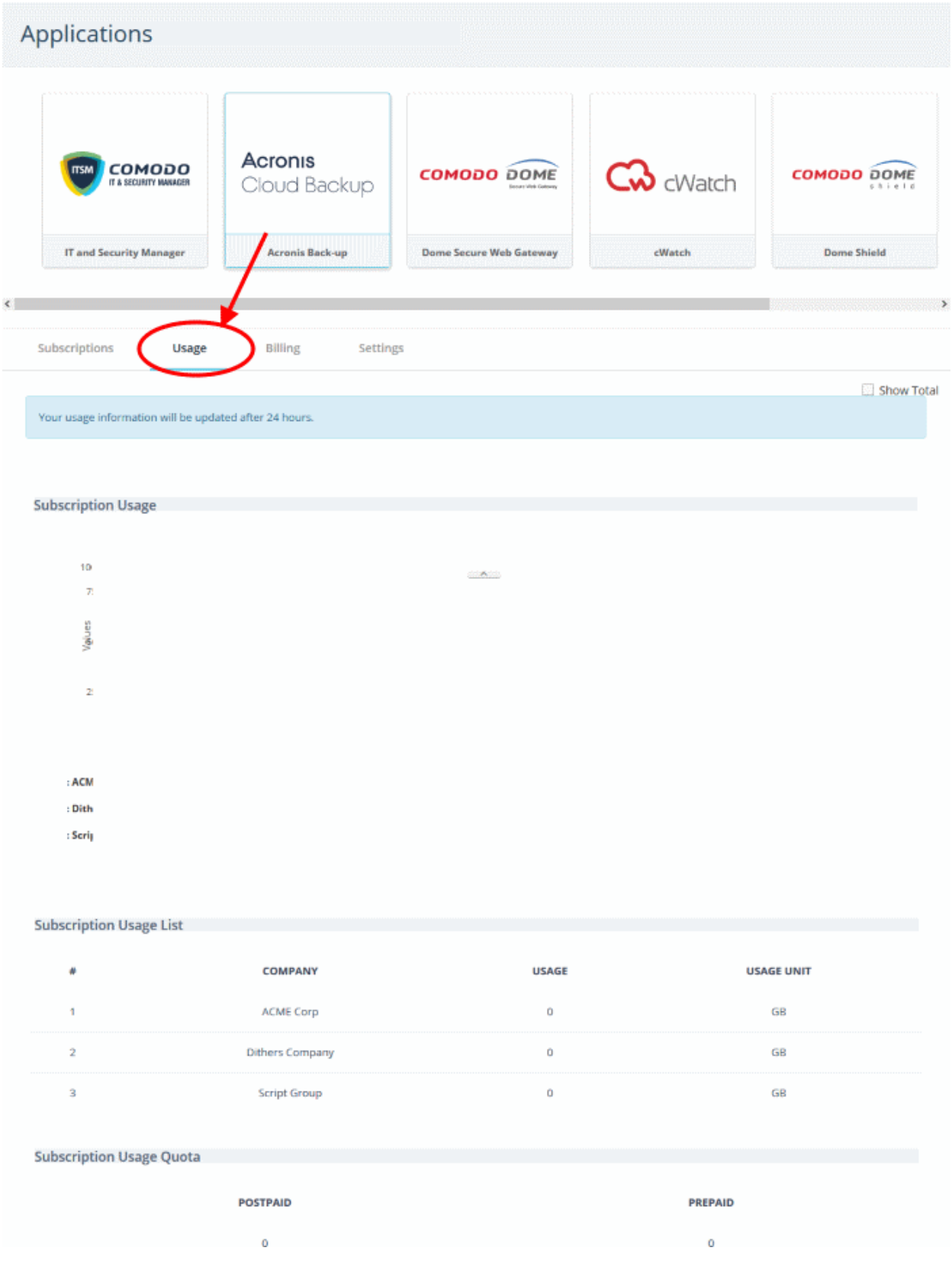
The 'Usage' screen displays statistics about the use of each C1 module. You can also view how much you have used of your allowed quota.

To open the 'Usage' screen

- Click 'Management' > 'Applications'
- Click the 'Usage' tab.
- Click an application tile to view information about that application.

For example, billing details for Acronis Cloud Backup show the monthly billing date, the due date, the total bill, the quota 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.



- Select 'Show Total' to view details for all companies in your account

12.3 Viewing Billing Details

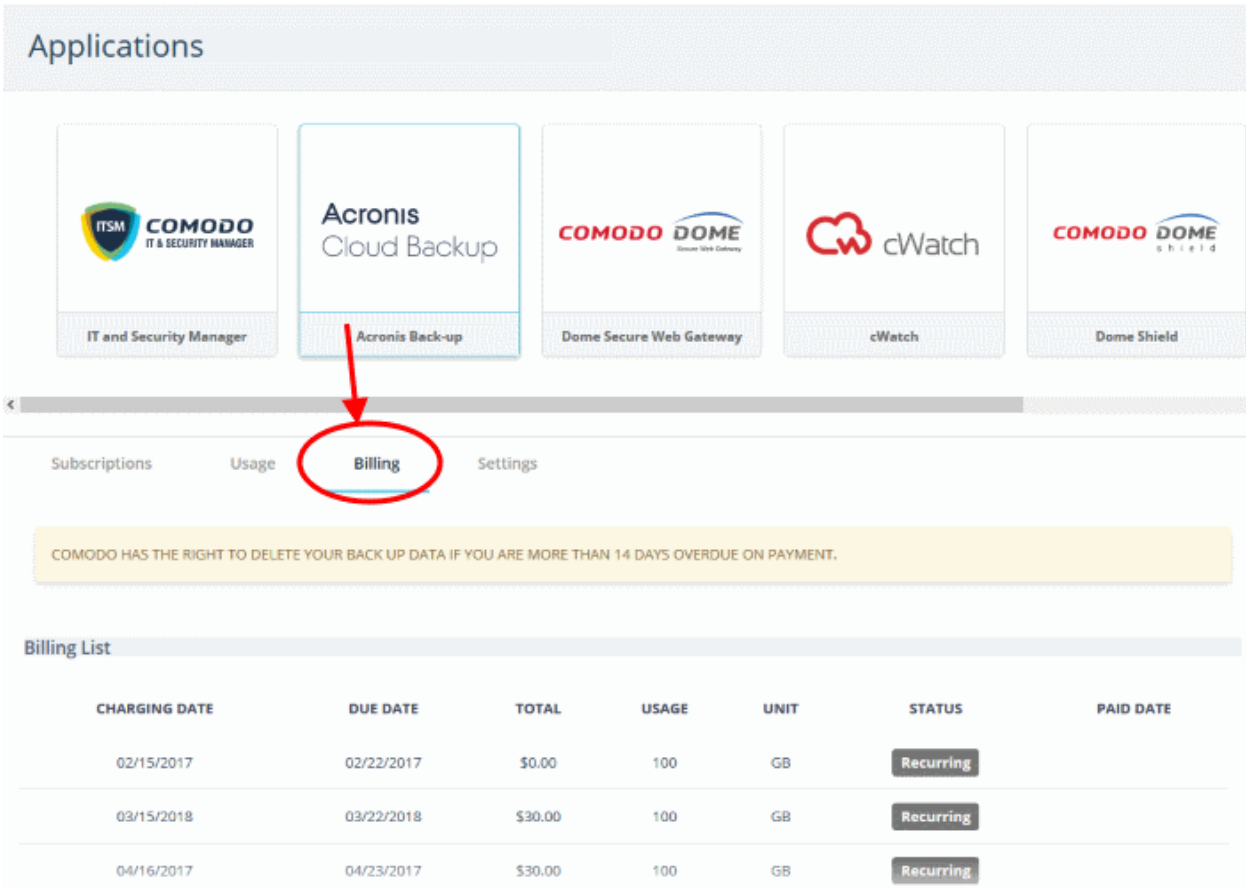
The 'Billing' screen displays payment information for each subscribed module.

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.



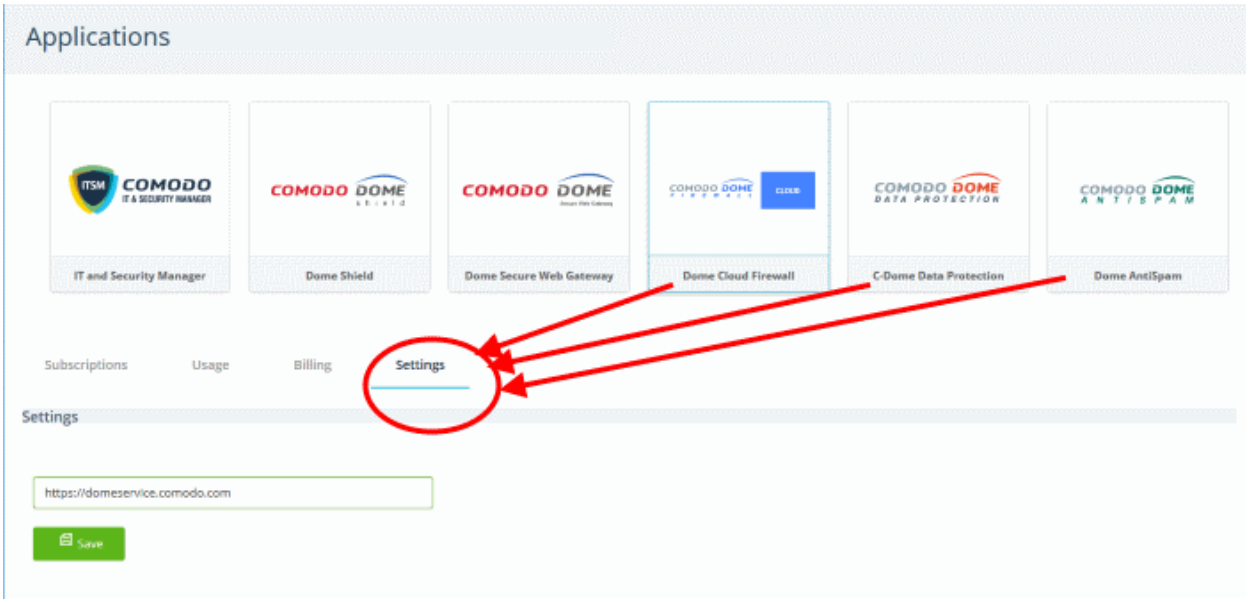
12.4 Configure Dome Service URL Settings

- The settings area lets you configure important URLs for Dome Cloud Firewall, Data Protection and Dome Antispam.
- 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.

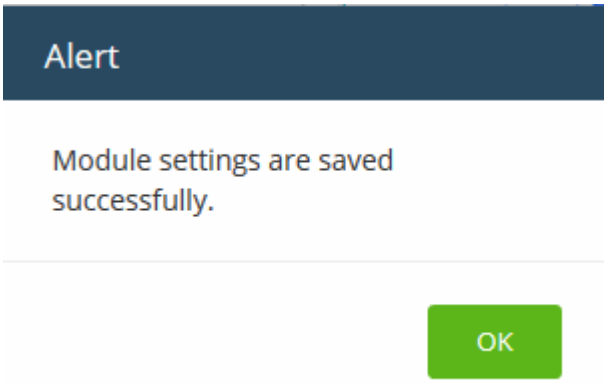
To open the settings interface:

- 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. As mentioned earlier, the URL you need is shown at the end of each product's sign up process in the 'Information' section. The URL is also emailed to you.



- Click 'OK'

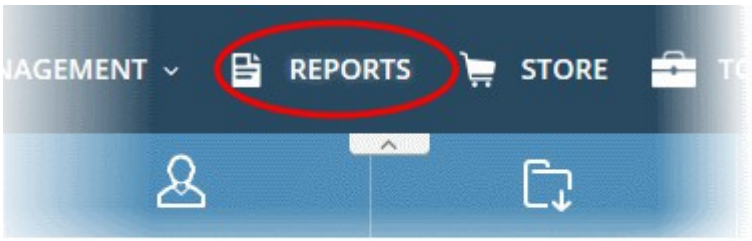
After configuration is complete, the Firewall, Data Protection and Antispam applications will be available under 'Applications'.

13 Reports

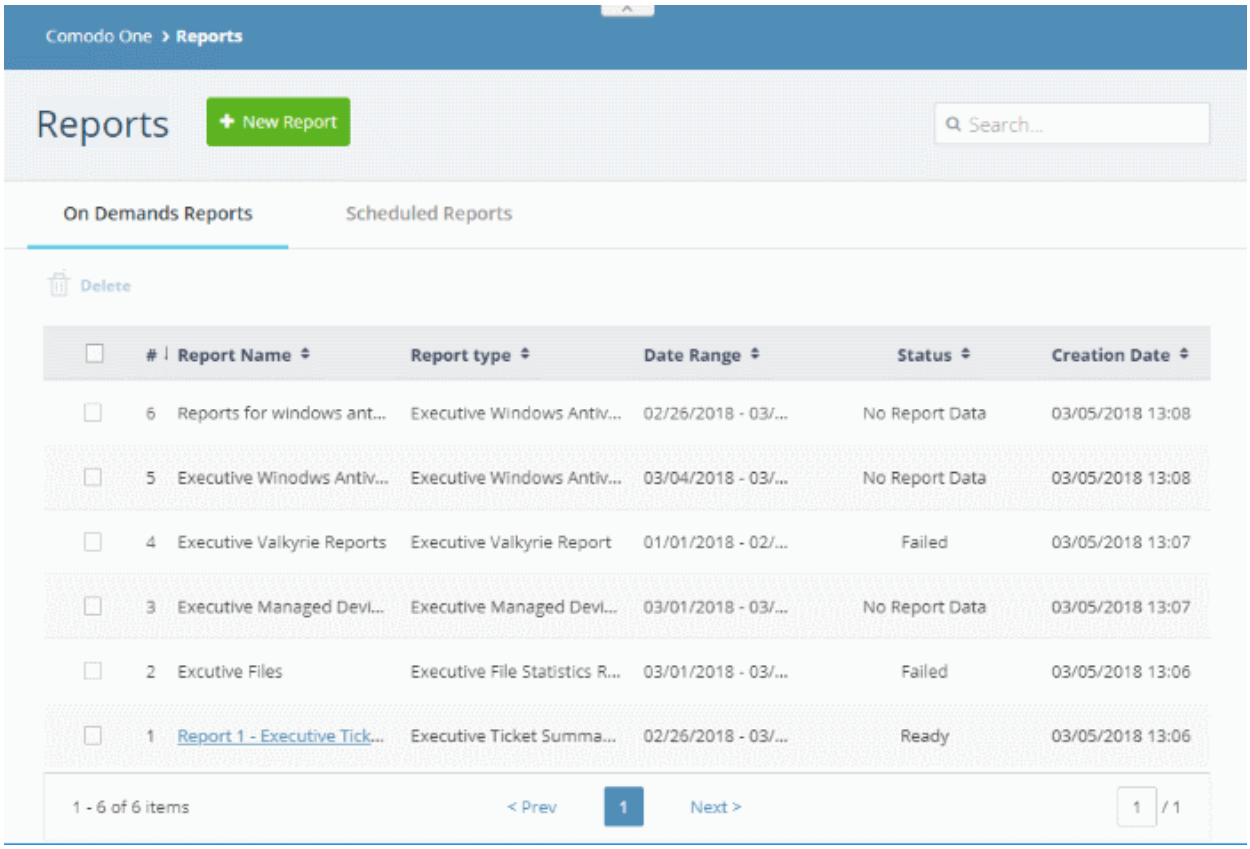
- The 'Reports' interface lets you to generate and view reports on service desk tickets, managed devices, viruses, file statistics and Valkyrie.
- You can also create schedules for automated report generation. All generated reports are displayed as a list in the 'Reports' screen. Click a report name to view the full report.

To view the Reports interface

- Click 'Reports' menu item:



The 'On Demand Reports' screen will open:



Reports List - Column Descriptions	
Column Header	**Description**
Report Name	Name of the report. You specify the name when you create the report.
Report Type	Module which the report concerns. For example, 'Valkyrie report', 'Managed devices report', 'File statistics' report.
Date Range	The period covered by the report.
Status	Options include 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	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**

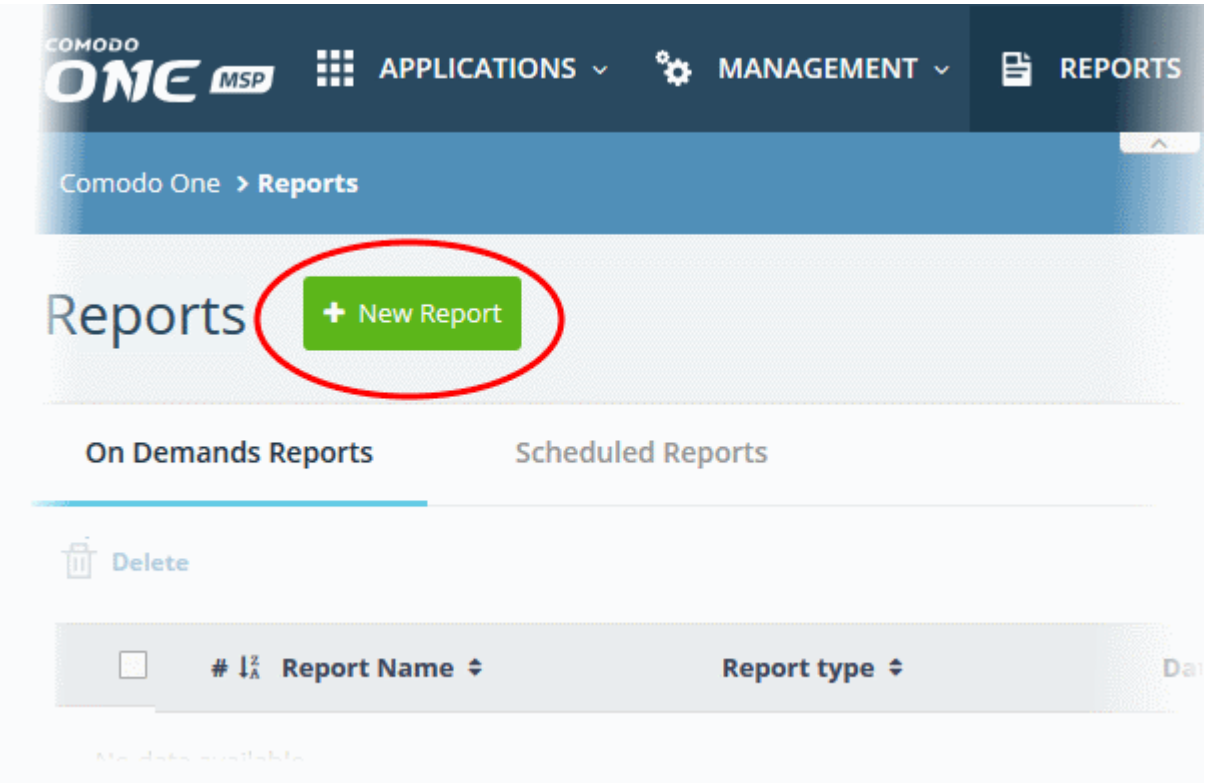
Create a New Report

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

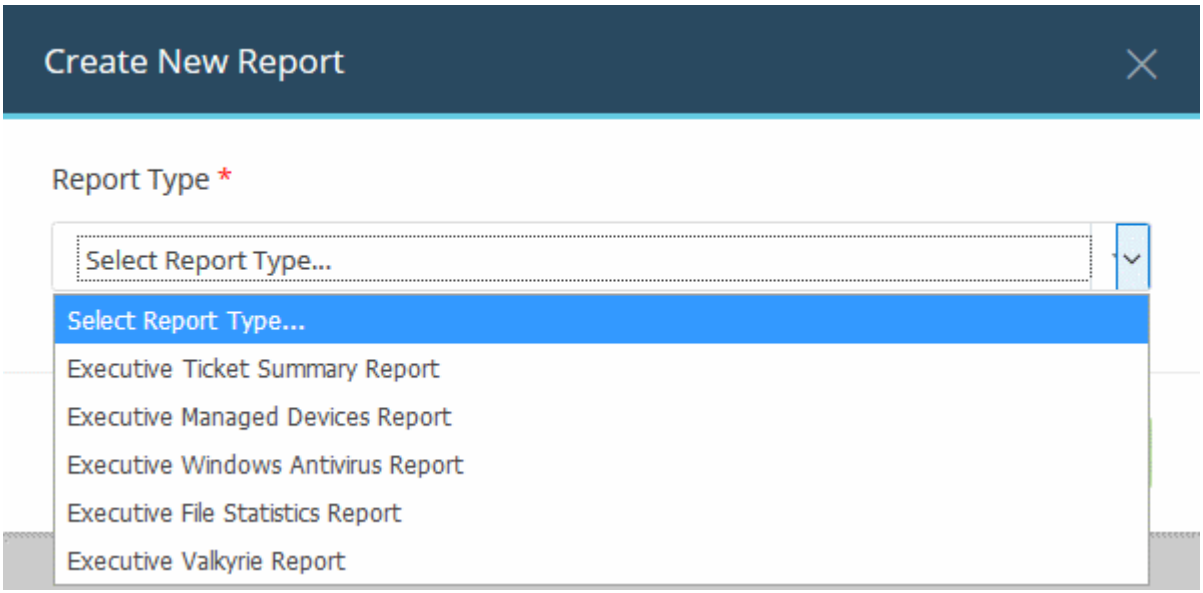
- Executive Managed Devices Report
- Executive Windows Antivirus Report
- Executive Ticket Summary Report
- Executive File Statistics Report
- Executive Valkyrie Report

To generate a report or report schedule

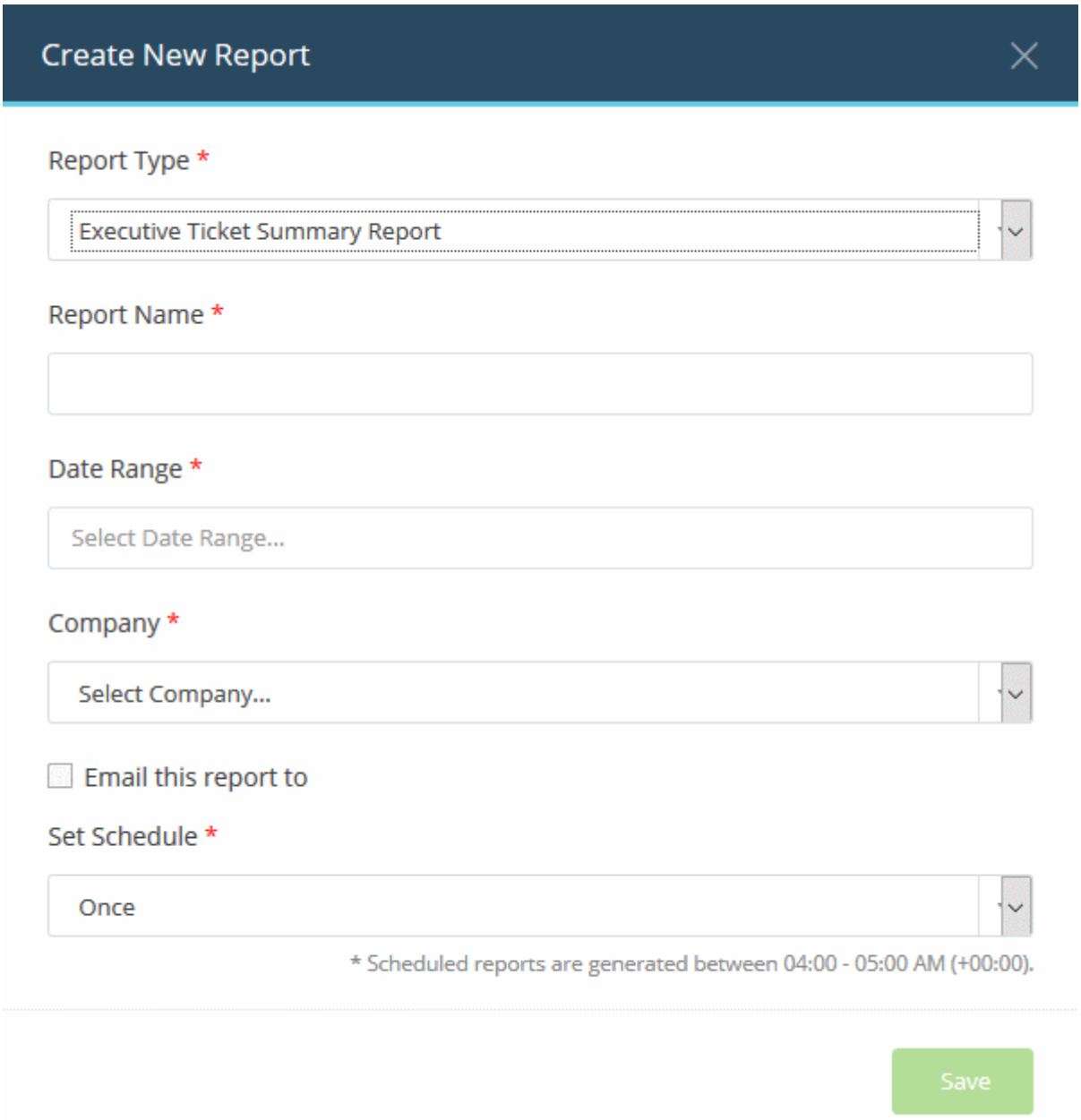
- Click 'New Report' on the top



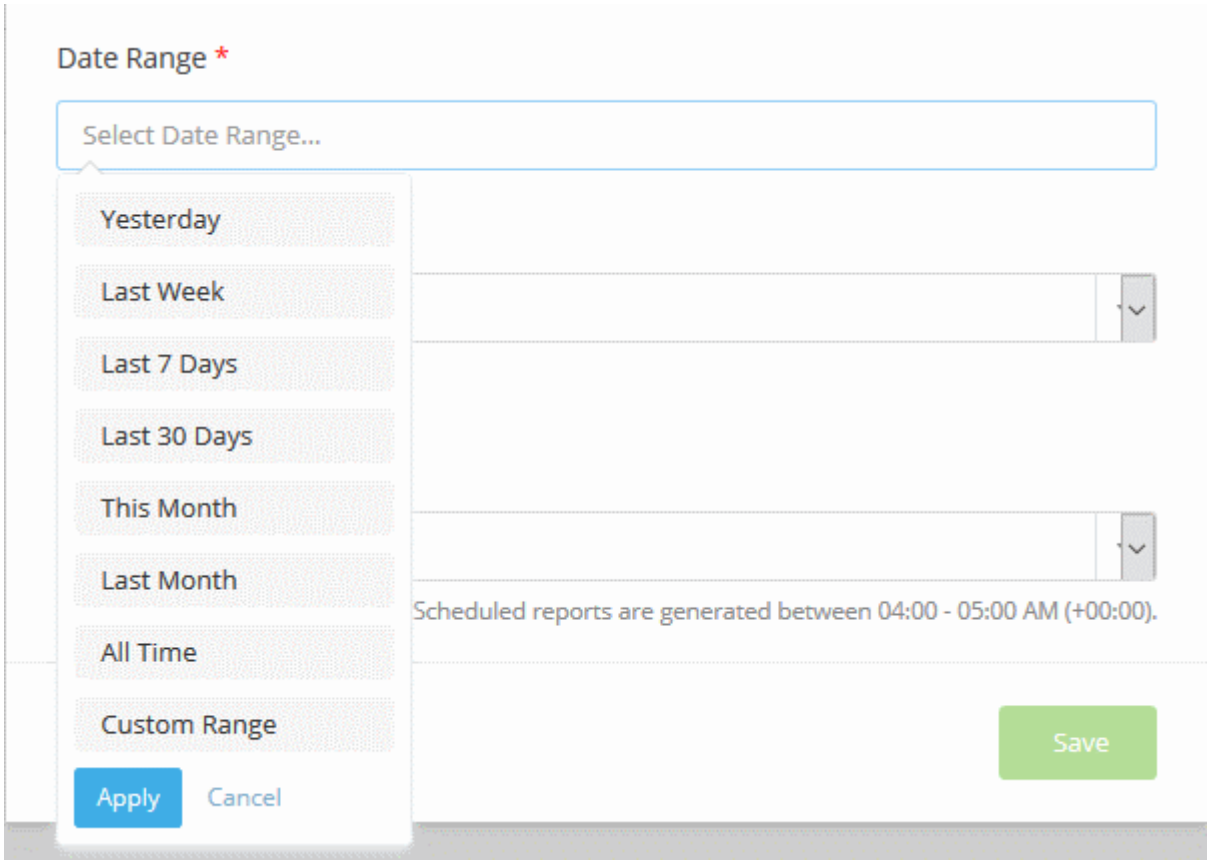
- Choose the report type from the options.



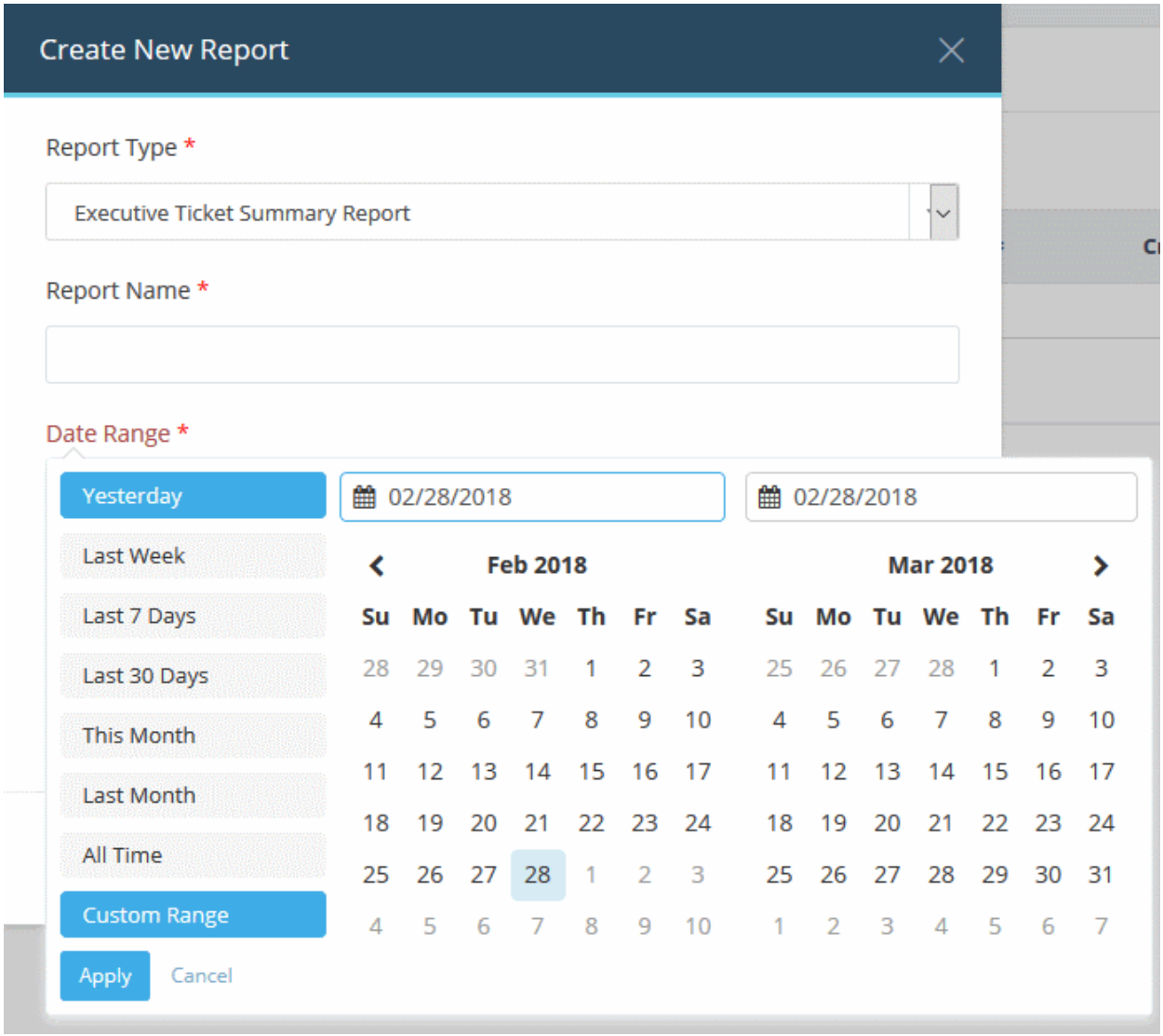
The 'Create New Report' dialog will open:



- **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.

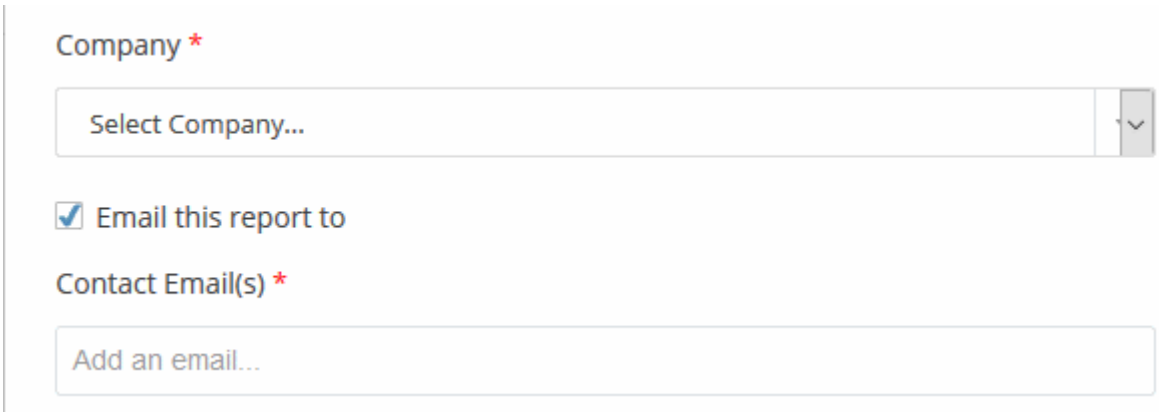


- To enter a custom date range, click 'Custom Range' and choose specific start and end dates:

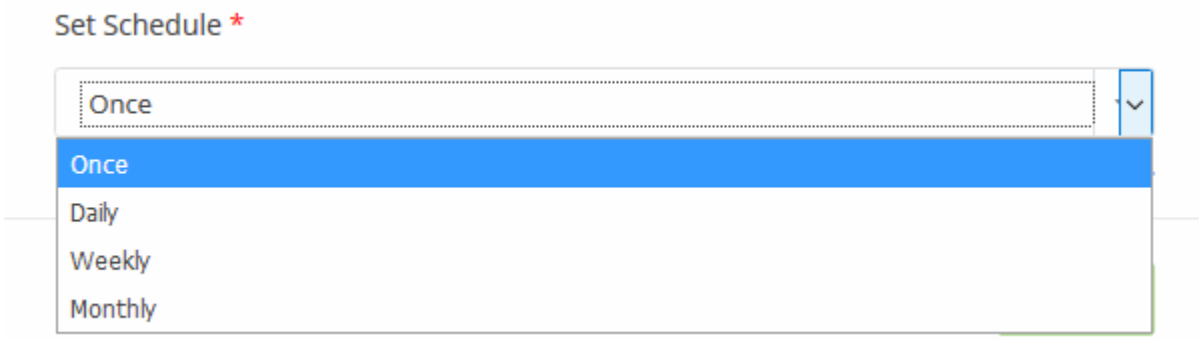


- Click 'Apply' to enter your date range

- **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** – Enter the addresses of any admins that you want to receive the report. You can add multiple email addresses in the field. Press 'Enter' button after each address.



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



The available options are:

- Once - A one-off report. There will be a slight delay while the report is generated. The report will appear in the list when it is ready.
- Daily - The report will be generated every day
- Weekly - The report will be generated every week on the day the report was created.
- Monthly - The report will be generated once per month on the day of the month that the report was created.

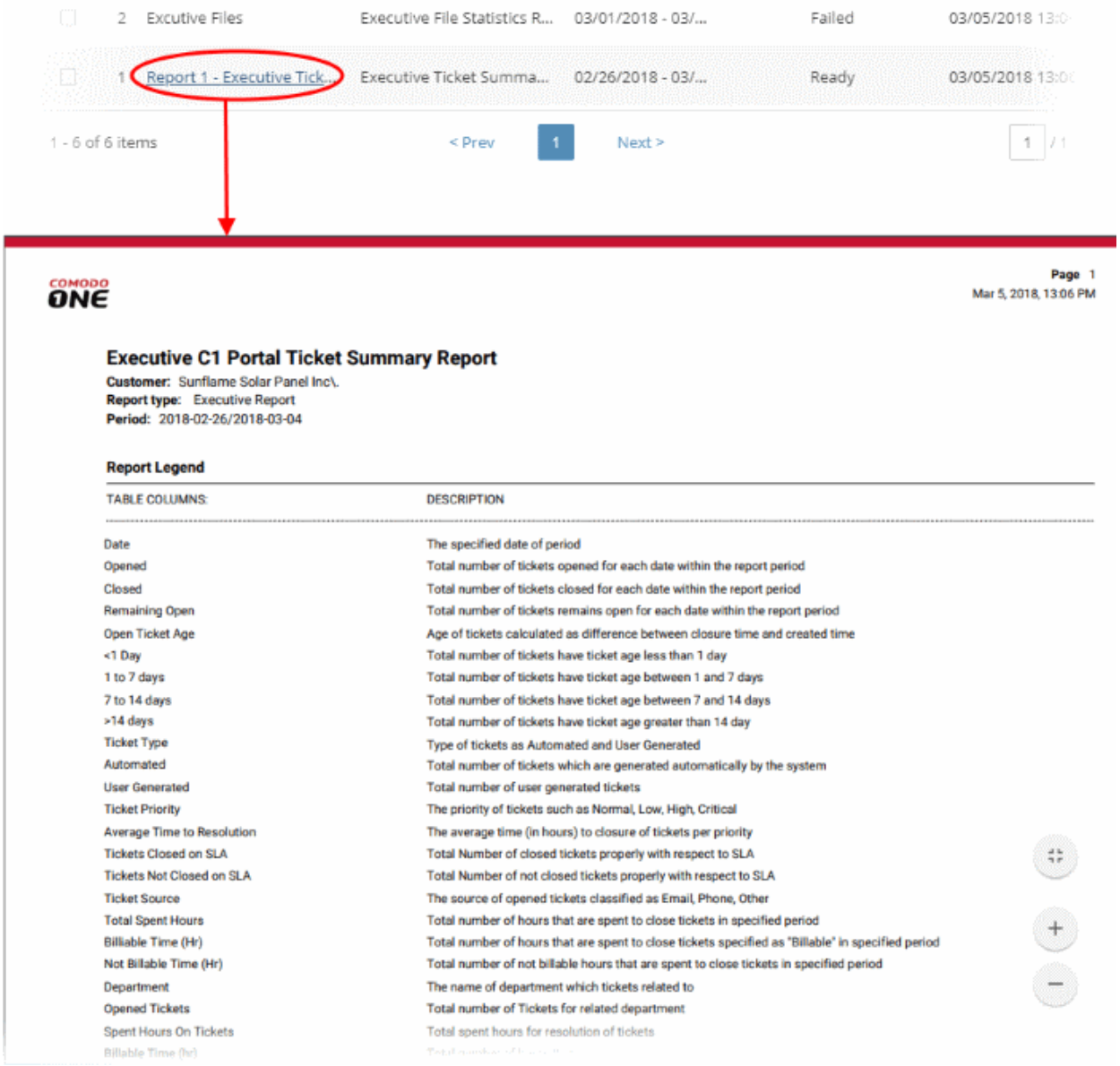
- Click 'Save'.

Note: Daily, weekly and monthly reports are generated between 04:00-05:00 AM (UTC).

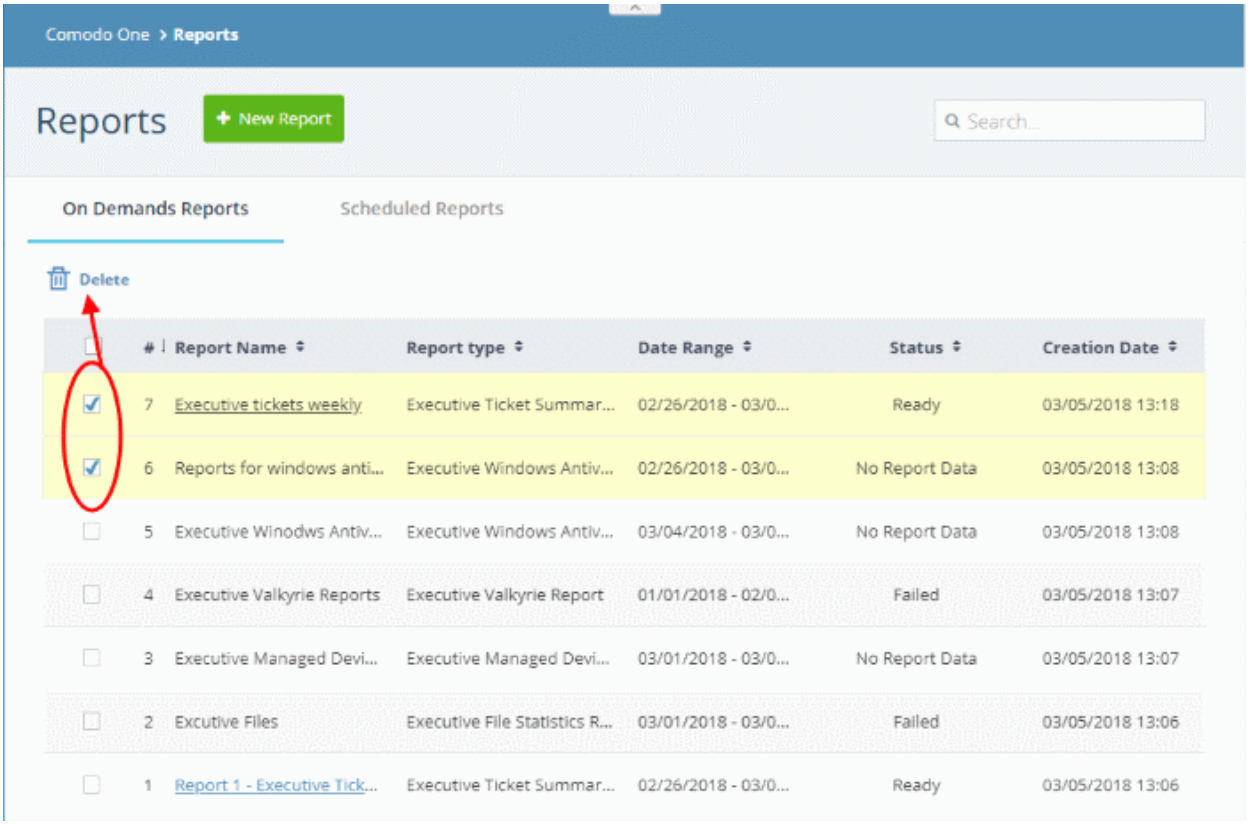
View Reports

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.



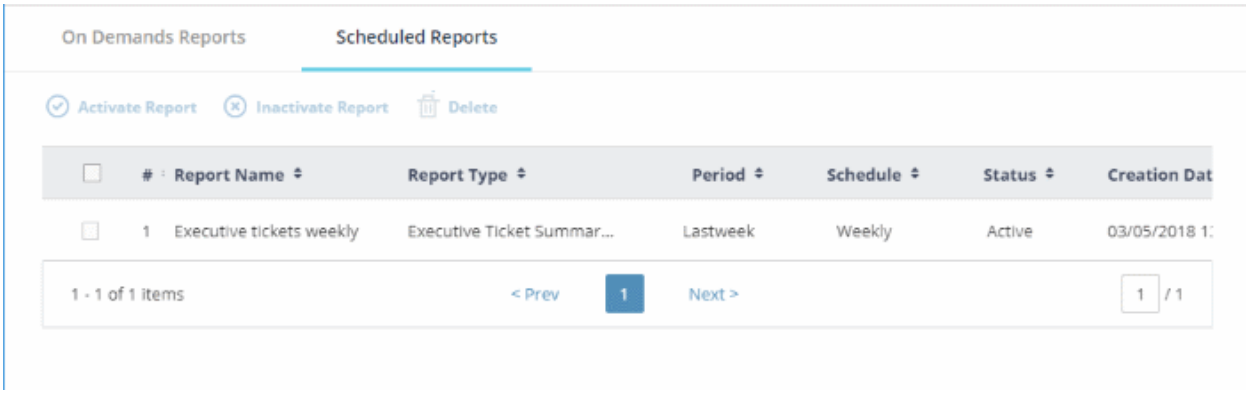
- To save the report as a .pdf file, click 'Export Report' at the top left.
- To remove unwanted reports from the list, select them and click 'Delete' icon at top-left.



View and Manage Report Schedules

The 'Scheduled Reports' screen lets you manage all existing scheduled reports.

- Click 'Scheduled Reports' tab at the top of reports screen:



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	The frequency at which the report should be generated.
Status	Indicates whether the schedule is active. Reports will be generated 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 scheduled report, select the schedule and click 'Inactivate Report'. Click 'Activate' to resume scheduled report generation.
- To remove a schedule, select the schedule and click 'Delete Report' at the top.

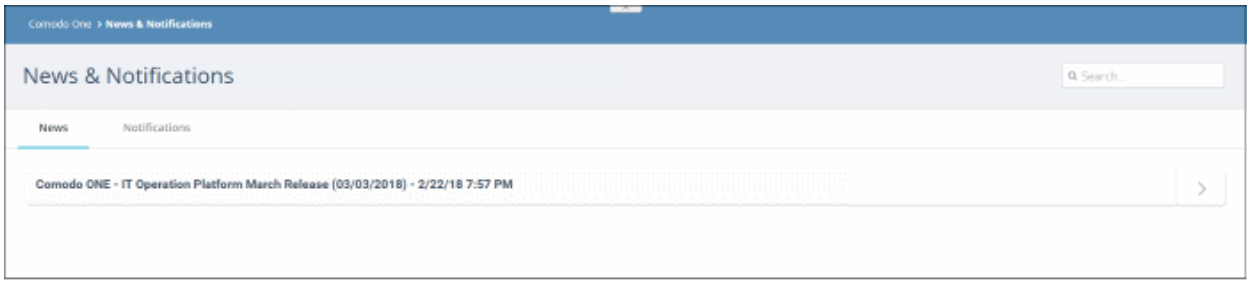
14 Notifications

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

To view the notifications

- Click the notifications icon

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



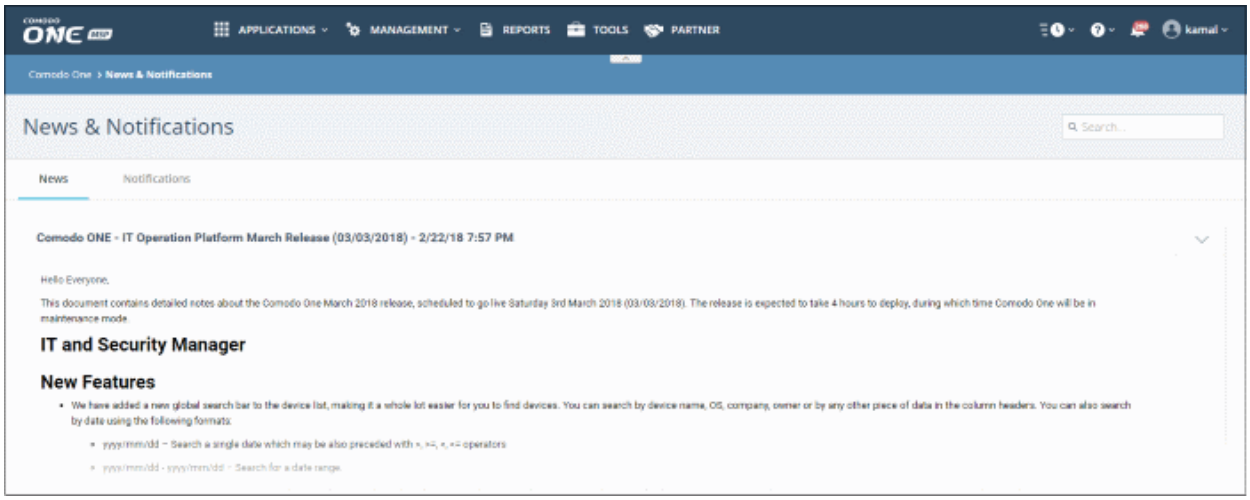
The interface has two tabs:

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

News

The 'News' tab shows reports posted by the Comodo One team. This includes information about new versions, scheduled maintenance and so on.

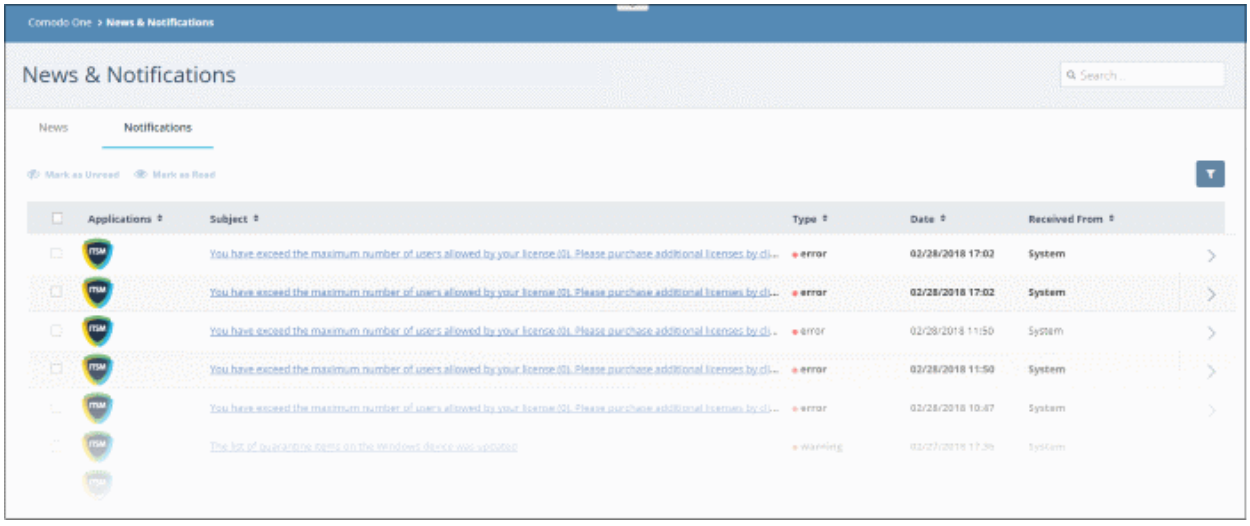
- To expand and view the complete message, click anywhere on the notification heading



Notifications

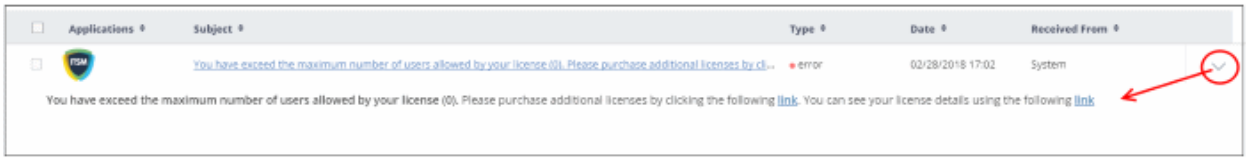
The 'Notifications' tab shows application related updates.

Each row contains links to the licensed application's interface where the update information is available. For example, if you install the CCS agent on 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.



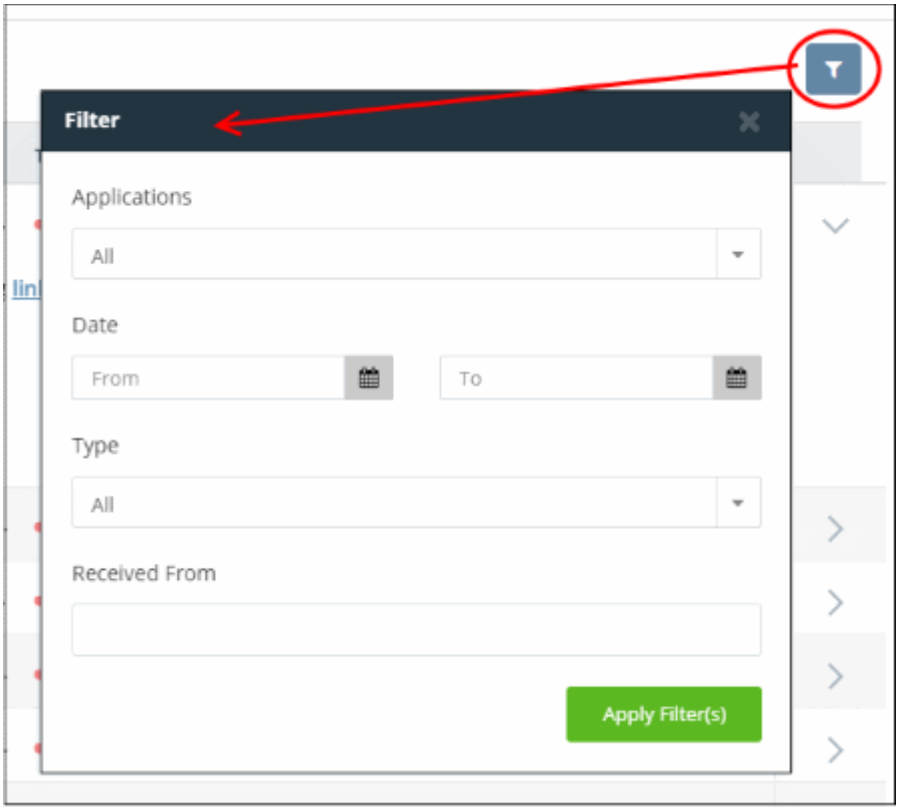
Notifications - Table of Column Descriptions	
Column Header	**Description**
Applications	Name of the licensed application.
Subject	Notification details.
Type	Status of the event.
Date	Time and date of the notification.
Received From	System that generated the notification.

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



Filter

- Click the funnel button at the top-right to open the filter options.



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'.

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'

15 View Audit Logs

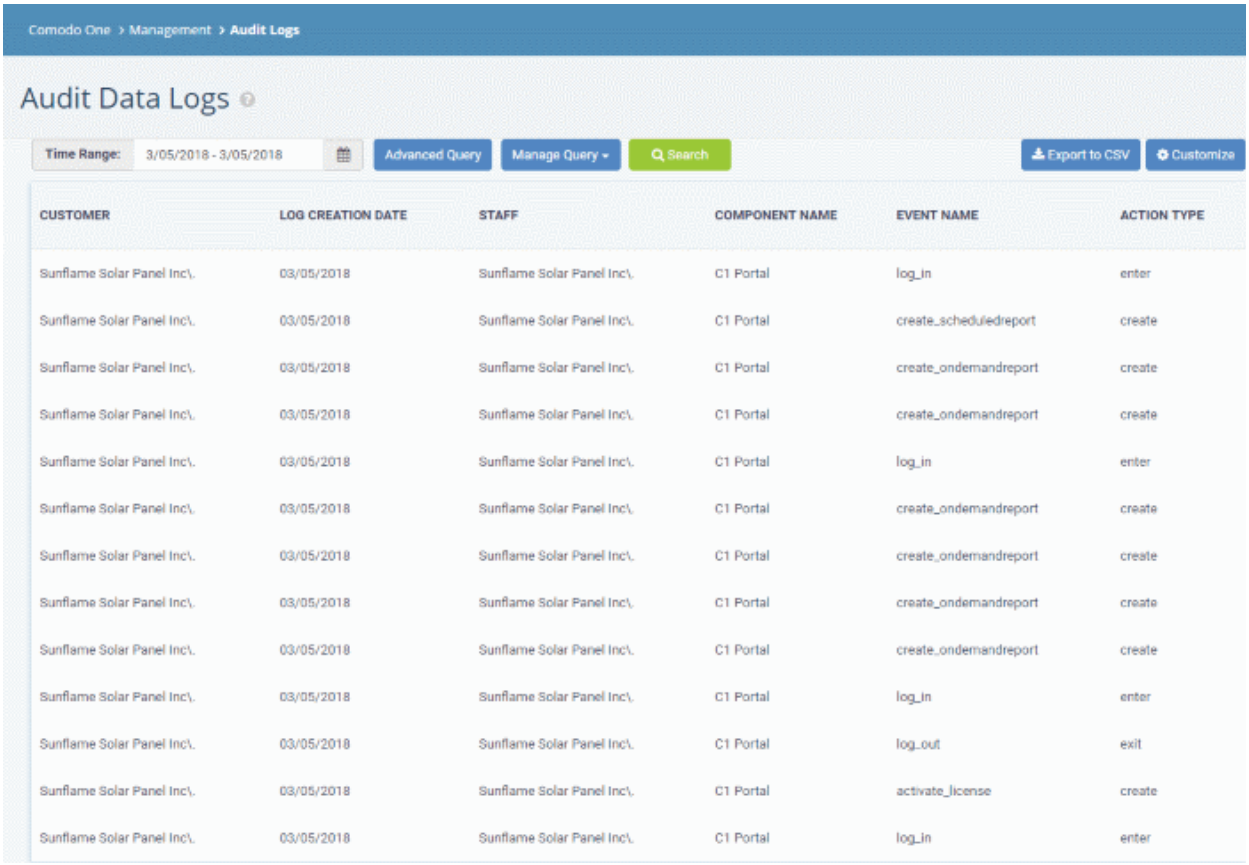
- Click 'Management' on the top menu and select 'Audit Logs'

Comodo One keeps event logs from the C1 portal and Service Desk for up to seven days.

- The log viewer allows you to view logs from both Service Desk and C1.
- You can filter log entries to according to module and event type.
- Queries can be combined to view logs for several event types in chronological order.
- Logs can be exported to a .csv file for later analysis

To view the Audit Logs

- Click 'Management' on the top menu and select 'Audit Logs'



Audit Data Logs - Table of Column Descriptions	
Column Header	**Description**
Customer	The customer company involved in the event. **Note**: The 'Customer' column is only available for Comodo One MSP customers.
Log Creation Date	The date of the event.
Staff	The administrator or the staff member that executed the action.
Component Name	The Comodo One module in which the action was executed. The possible values are: • Comodo One Portal

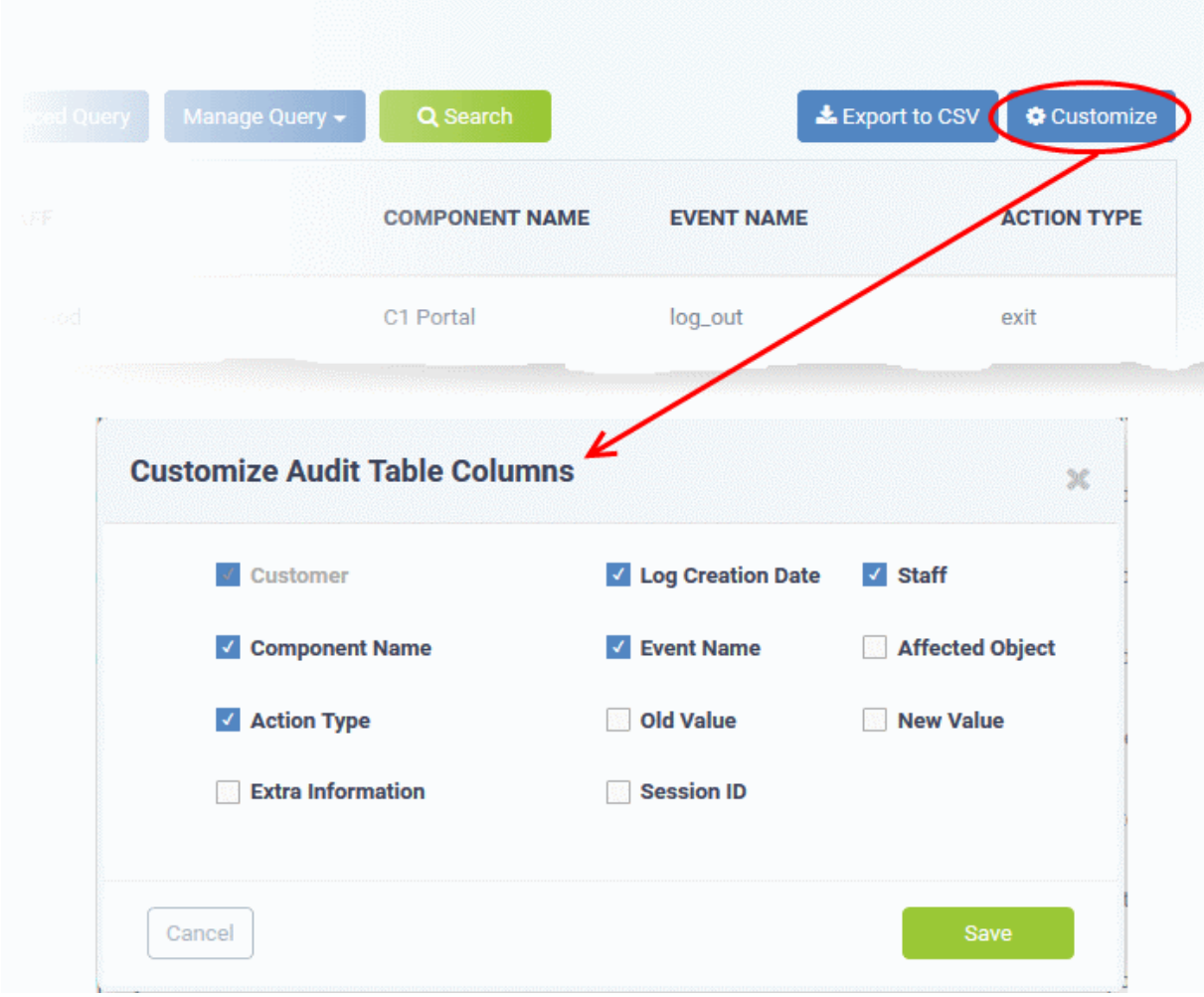
	• Service Desk
Event Name	The identifier of the event.
Action Type	The action executed on the event
The following columns can be added to the table by clicking the 'Customize' button at the top right. See '**Add/Remove Columns in the Log Viewer**' for more details.	
Extra Information	Additional details, if any, for the event.
Old Value	• Click the 'Detail' link to view the value of the parameter before the change.
Session ID	The identifier of the admin/staff login session during which the event occurred.
Affected Object	The identifier of the parameter that was changed.
New Value	Click the 'Detail' link to view the value of the parameter after the change.

Add/Remove Columns in the Log Viewer

Six columns are displayed by default in the 'Audit Data Log' interface. You can add more columns if you want to view additional details or hide columns that you do not want to be displayed.

To add or remove columns

- Click the 'Customize' button at the top right



- Use the check-boxes to enable or disable columns as required

Note: Mandatory columns will appear gray and cannot be disabled.

- Click 'Save' to apply your changes

The following sections explain more about filtering and searching the logs

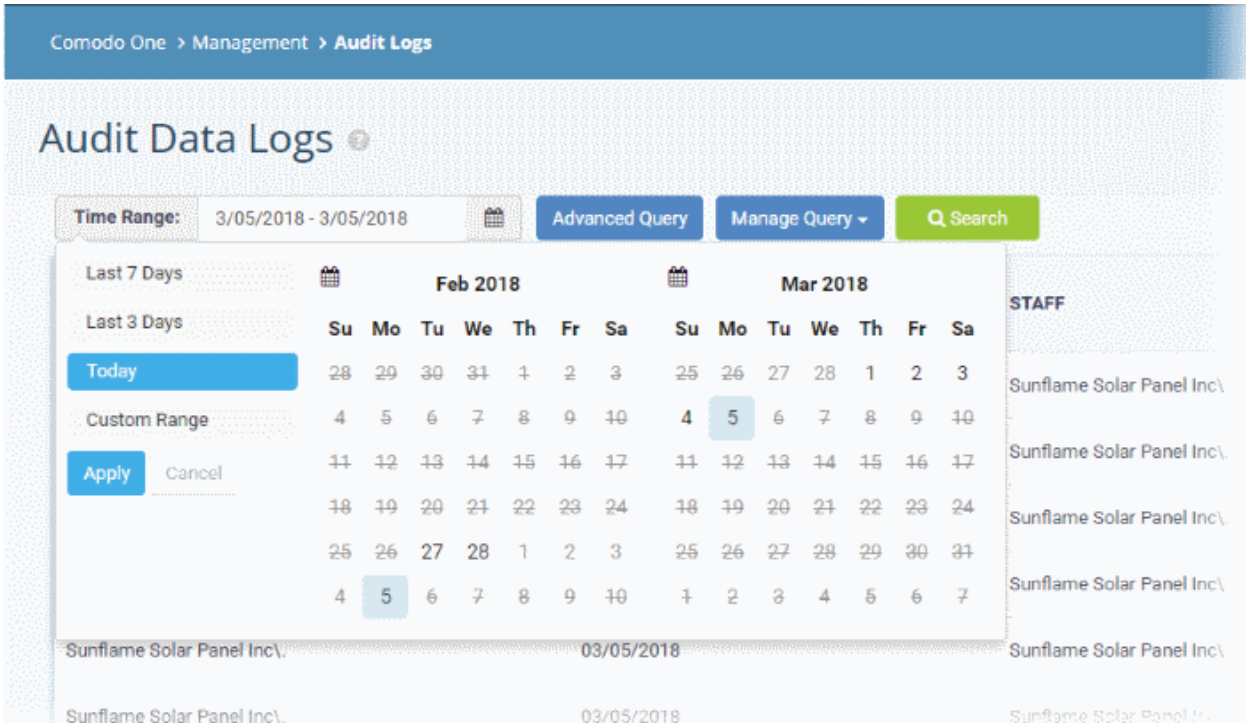
- **Select the time period to view the logs**
- **Use advanced search query to filter logs**
- **Use saved search queries to filter logs**
- **Export the logs as .csv file**

Select the Time Period to View Logs

Logs are available for up to seven days prior to the current date. Use the 'Time Range' field at top-left to choose the log display period.

To view logs for a specific time period

- Click the calendar icon at the right of the 'Time Range' field



- Select the time period:
  - Last 7 Days - Event logs for the previous seven days
  - Last 3 Days - Event logs for the previous three days
  - Today - Event logs for the current day
  - Custom Range - Get event logs for a specific date range. Select the start and end dates from the calendars.
- Click 'Apply'

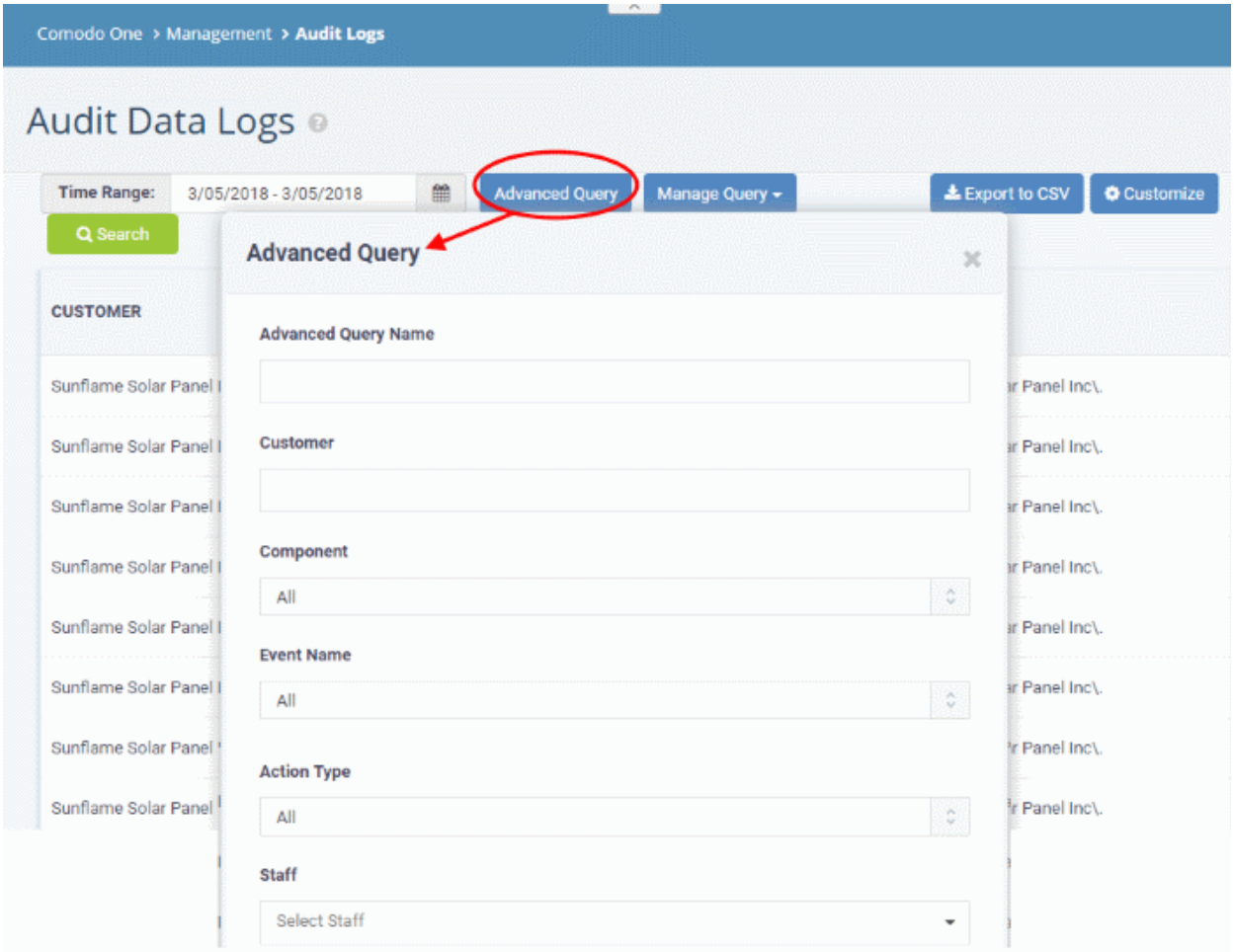
Use Advanced Search Query to Filter Logs

Custom search queries let you filter logs for specific events on a specific module. The query can also be saved for use in future use.

To filter logs using an advanced search query

- Click the 'Advanced Query' button on the top

The 'Advanced Query' dialog will open.



- Complete the form parameters:

Advanced Query - Form Parameters	
Column Header	**Description**
Advanced Query Name	Enter a name to describe the query. Ideally this should clearly identify the purpose of the query.
Customer	Enter the customer company name to view the logs relating to that company,
Component	Select the Comodo One Module which you want to search. The available options are: • All • C1 Portal • Service Desk
Event Name	Select the event identifier from the drop-down
Action Type	Select the action of the event.
Staff	Select the staff involved in the event.

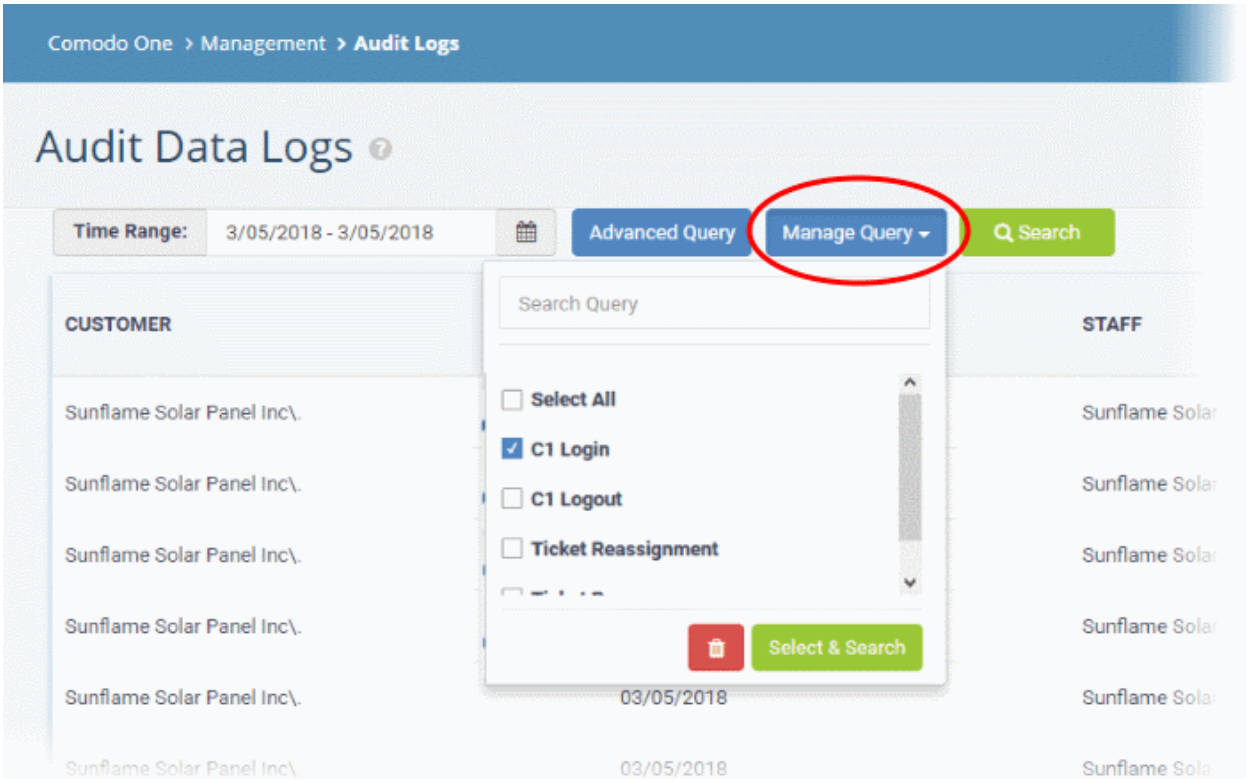
- Click 'Search' to filter logs based on the conditions in your query.
- Click 'Save' to save the query for future use. See **Use Saved Search Queries to Filter Logs** for more details.
- To clear an active filter, click 'Advanced Query' > click 'Clear Form' > click 'Search'.

Use Saved Search Queries to Filter Logs

- Comodo One lets you save search queries and use them in future to view events of a specific type.
- See the explanation **above** for guidance on creating and saving search queries.
- You can also use the queries in combination

To filter logs using saved search queries

- Click the 'Manage Query' button at the top



- All saved queries will be listed in the drop-down.
- Select the queries you want from the drop-down. You can select any number of queries at a time.

Tip: Type first few letters of a query name in the 'Search' box to quickly find a specific query.

- Click 'Select & Search'

The logs will be filtered and only those meeting the search queries will be displayed.

- Select queries and click the trash can icon to remove them from the list of saved queries.

Export the Logs as .csv File

The currently displayed logs can be exported to a comma separated value (CSV) file for later analysis and troubleshooting.

To export logs to csv file:

- Click the 'Export to CSV' button.

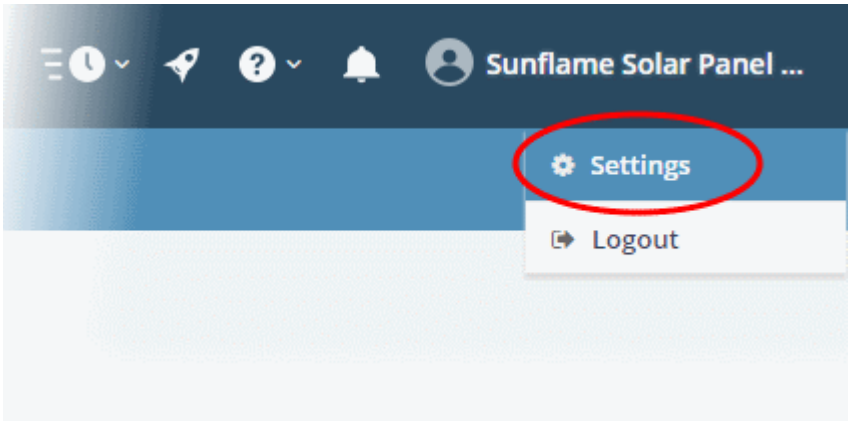
The log file will be downloaded as a .csv file. The file can be opened with spreadsheet applications like Microsoft Excel and OpenOffice Calc.

16 Configure C1 Settings

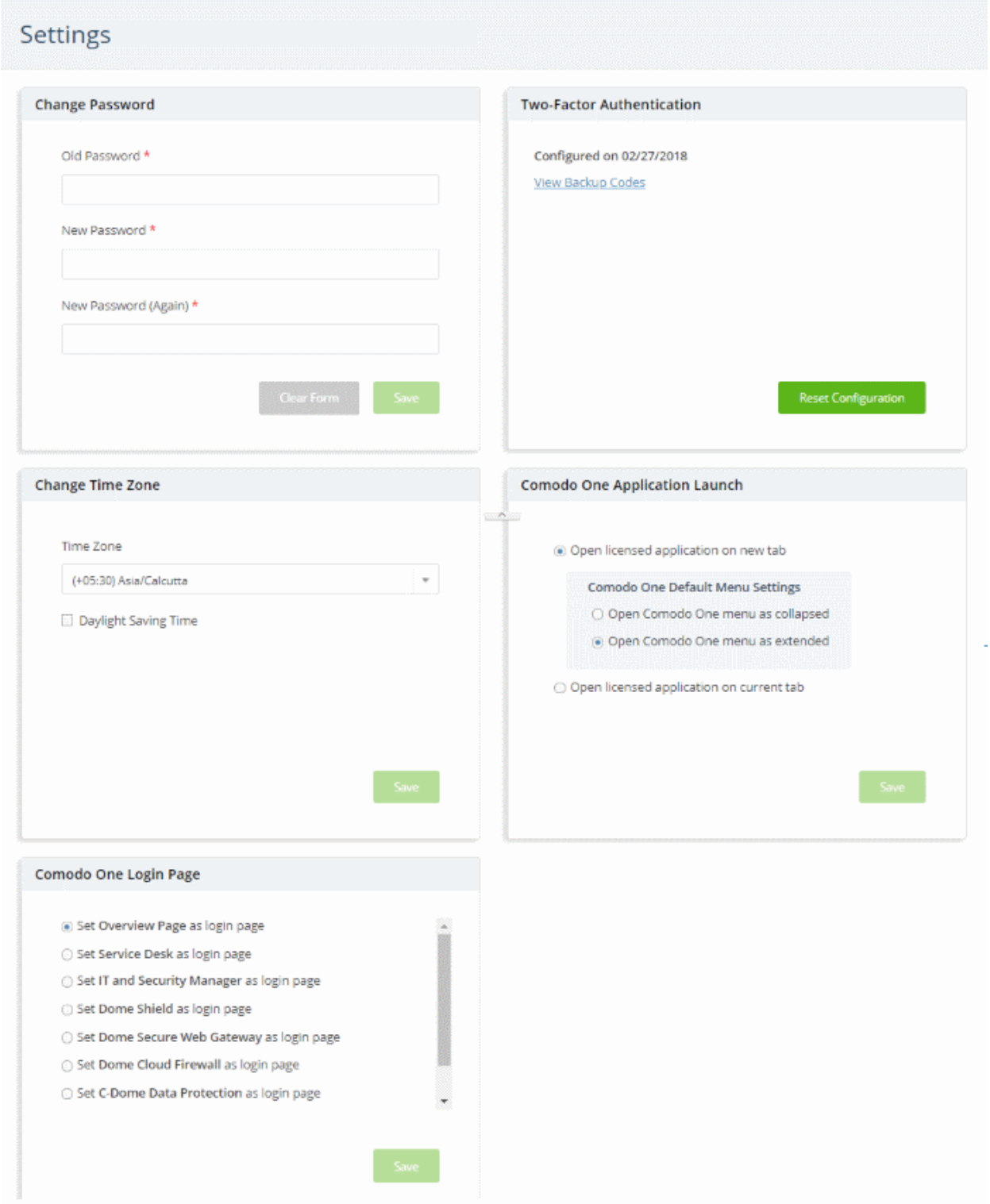
- The 'Settings' interface allows you to change your password, set time-zones, configure application launch preferences, reset two-factor authentication and generate backup codes.
- You can also set a particular module as the default application which opens after you login to C1.

To open the C1 Settings screen

- Click your username at top-right then select 'Settings'



The 'Settings' screen will open:

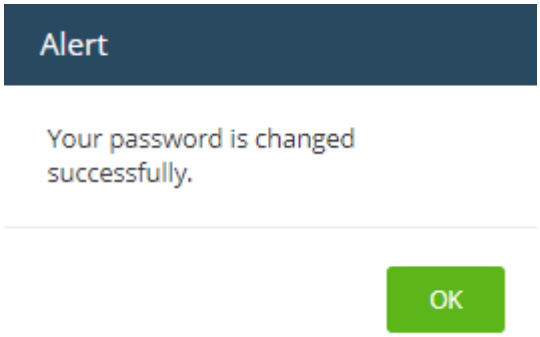


The interface allows you to:

- **Change your password**
- **Change time zone**
- **Configure application launch settings**
- **Set a licensed application as your C1 login page**
- **Reset two-factor configuration and regenerate backup codes**

To change your password

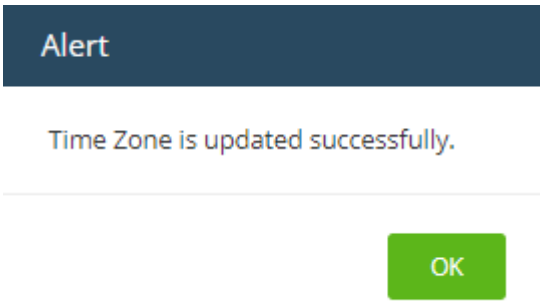
- Click your username at top-right then select 'Settings'
- Go to the 'Change Password' tile
- Enter your current password in the 'Old Password' field
- Enter your new password and confirm it in the respective fields
  - Click 'Clear Form' if you need to start again
- Click 'Save' to register your new password



- Click 'OK' in the alert screen.

To change the time zone

- Click your username at top-right then select 'Settings'
- Go to the 'Change Time Zone' tile.
- Select your preferred zone from the drop-down menu.
- Enable 'Daylight Saving Time' if applicable for your location.
- Click 'Save'



- Click 'OK' in the alert screen.

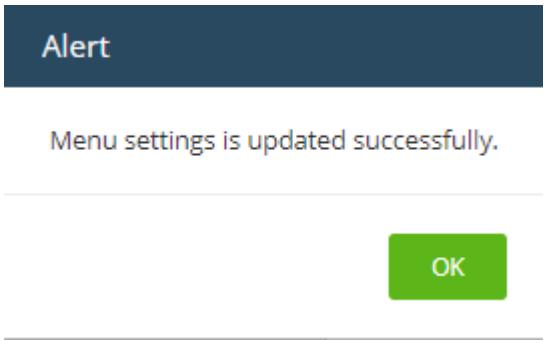
To configure application launch settings

- Click your username at top-right then select 'Settings'
- Scroll to the 'Comodo One Application Launch' tile.

The tile lets you choose whether you want modules opened from the 'Applications' menu to open in a new tab, or the same tab.

- Open licensed application in new tab – If selected, you can also choose whether the C1 menu is visible above the application interface.
- Open licensed application on current tab - Applications will open in the same tab with the C1 menu displayed by default.

- Click 'Save' to apply your changes.



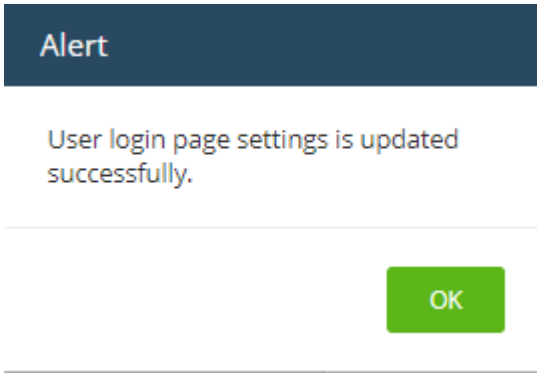
- Click 'OK'

To configure a licensed application as your C1 login page

- Click your username at top-right then select 'Settings'
- Scroll to the 'Comodo One Login Page' tile.

The 'Comodo One Login Page' tile lists all licensed applications for your account.

- Select the application that you want to see immediately after you login to C1.
- Click 'Save' to apply your changes.



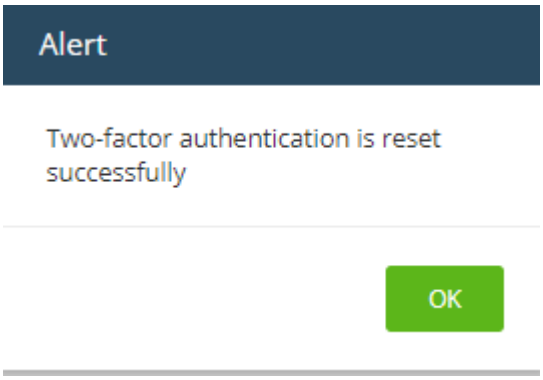
Next time, when you login to your C1 account, the configured application will open automatically as your welcome screen. Please note that your **role** permissions need to allow you to access the configured application.

To reset two-factor configuration and regenerate backup codes

- Click your username at top-right then select 'Settings'
- Scroll to the 'Two Factor Authentication' tile.

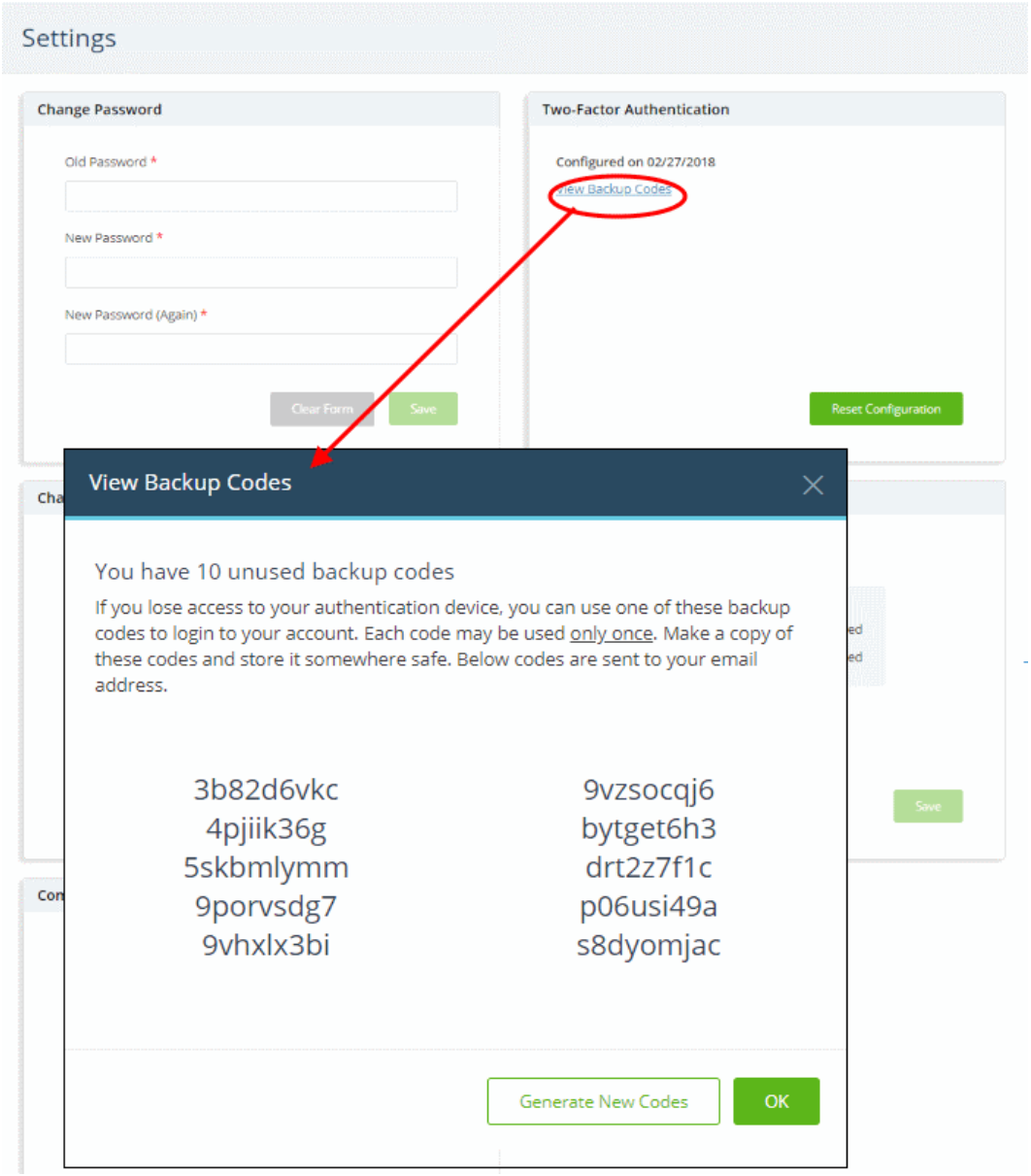
The tile lets you reset two-factor authentication for the admin account and regenerate backup codes. This tile is only available if two-factor is already enabled.

- Click 'Reset Configuration' at the bottom to reconfigure two-factor authentication
- Click 'OK' in the confirmation dialog



You will be prompted to repeat the two-factor authentication process at next login. This is applies to account admins only. Other users need not reconfigure unless two factor is reset in 'Staff Management' > 'Staff'.

- Click the 'View Backup Codes' link to see your backup codes:



Keep a copy of the backup codes so you can login to C1 when you don't have access to your authentication device.

- Click 'Generate New Codes' if you want to create a new set of codes for future use.

After you generate a new set of codes, you cannot use the old codes.

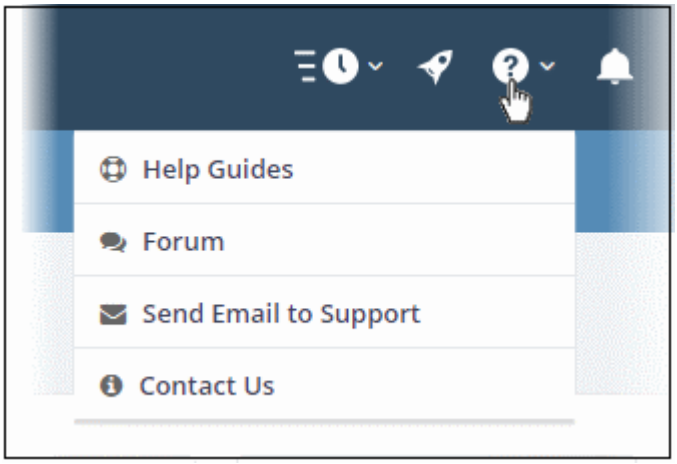
17 Comodo One Support

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.

- Click the help icon then 'Help Guides' to view C1 user 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.

- Click 'Forum' to open the community portal at **https://c1forum.comodo.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 Us

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 help on how to quickly setup and use C1. The 'Quick Start' link can be found by clicking the icon in the top-right corner.

Feedback and New Feature Requests

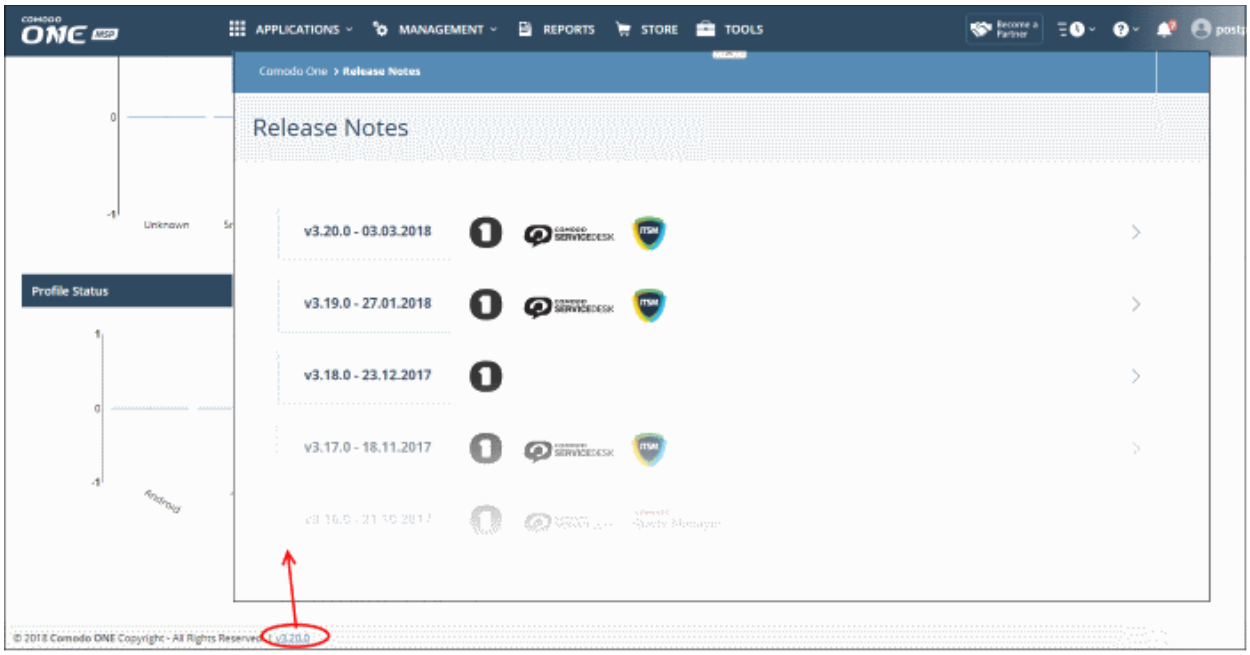
Comodo encourages our users to take an active role in the future development of our products. Our voting area allows you to propose new features and vote on existing proposals.

- Visit **https://one.comodo.com/voting**
- Login using your C1 account credentials

18 View 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 the bottom of the dashboard screen:



- 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	Quote Manager	✓	✓
4	Acronis Cloud Backup	✓	✓
5	Customer Relationship Management (CRM)	✓	✓
6	cWatch	✓	✓
7	cDome Secure Web Gateway (Dome Standard)	✓	✓
8	cDome Shield	✓	✓
9	cDome Cloud Firewall	✗	✓
10	cDome Data Protection	✗	✓
11	cDome Antispam Gateway	✗	✓
12	cDome Antispam Gateway - MSP	✓	✗
13	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	✓	✓

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.

Comodo Security Solutions, Inc

1255 Broad Street

Clifton, NJ 07013

United States

Tel : +1.888.266.6361

Tel : +1.703.581.6361

Email: **EnterpriseSolutions@Comodo.com**

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