COMODO
Creating Trust Online®

cWatch

Comodo
cWatch Web Security
Software Version 1.0

Webhost Reseller Guide
Guide Version 1.0.011617

Table of Contents

1   Introduction to Comodo cWatch Web Security

The cWatch partner portal allows web-hosts to provision, monitor and manage cWatch deployments on customer servers.

After installing the cWatch agent on your target web-servers, the cWatch service will analyze event logs in real-time to identify and block attacks. Log files can also undergo expert analysis by qualified technicians in the Comodo Security Operations Center (SOC).

This guide explains how to purchase cWatch licenses, set up the service and begin monitoring customer installations.


Guide Structure:

- **Introduction to Comodo cWatch Web Security**
    - **Purchasing License**
    - **Installing the cWatch Agent**
    - **Registering Licenses and Associating Domains**
    - **Logging-in to the Administrative Console**
- **The Main Interface**
- **The Dashboard**
    - **Servers Summary**
    - **Customers and Domains Summary**
    - **Security Summary**
- **Customer Management**

1.1   Purchasing License

In order to get started with cWatch Web Security, you must first purchase the service then enroll servers by installing the agent. You can purchase cWatch licenses by logging into our reseller portal at
https://secure.comodo.net/products/frontpage?area=reseller
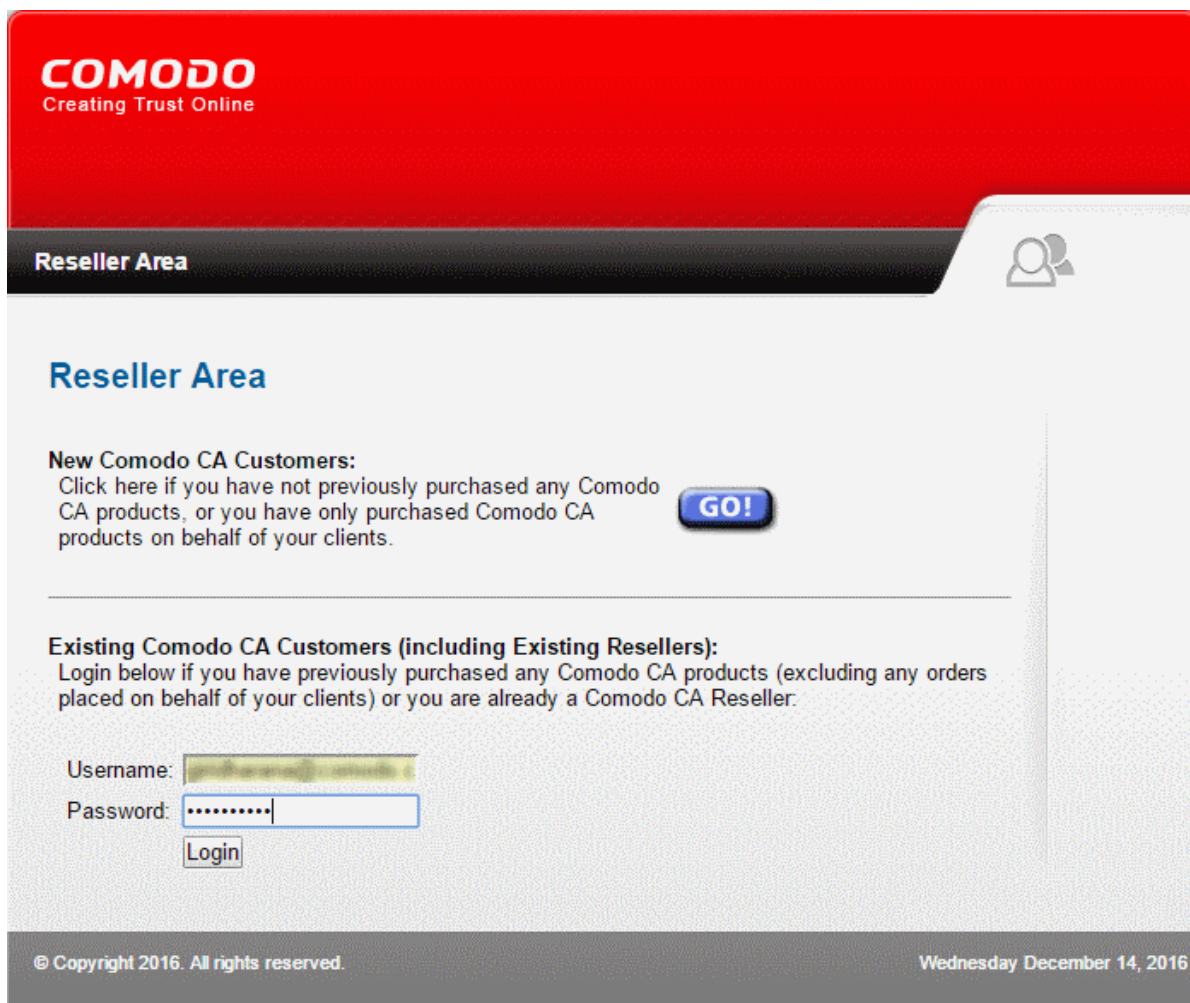
- Enter your credentials and click 'Login'
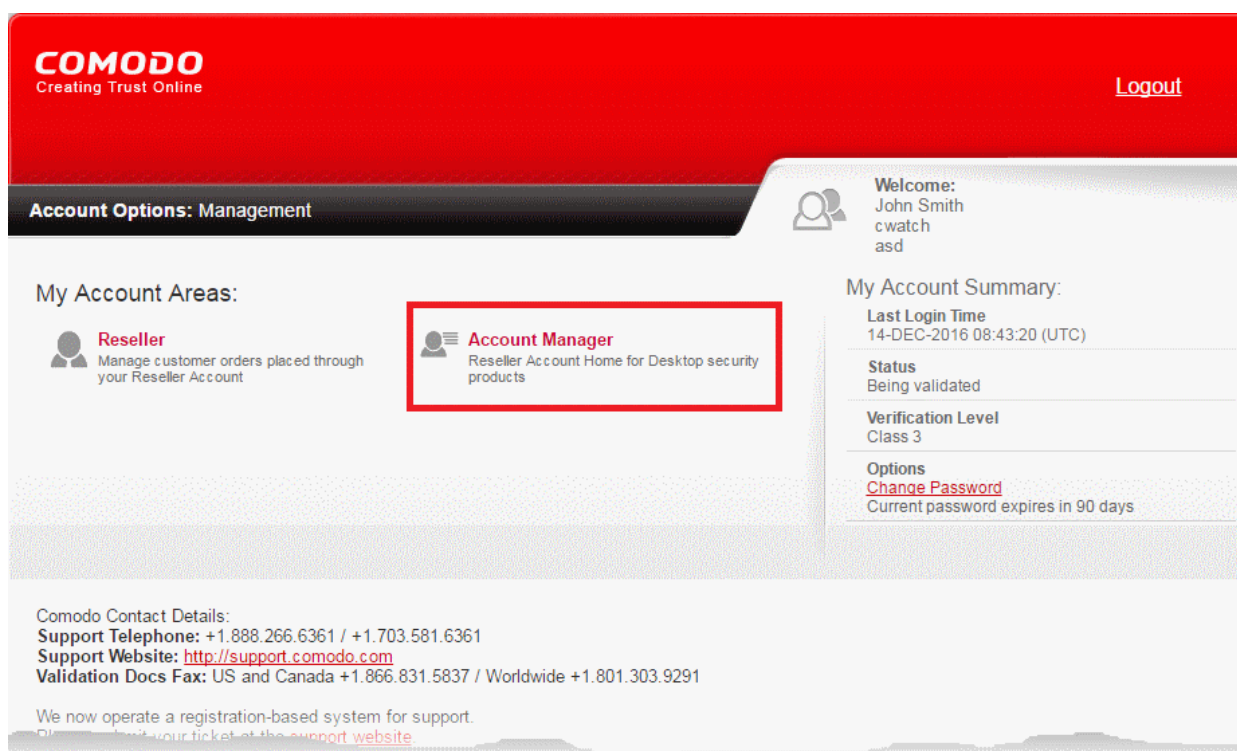
- Select 'Account Manager' from the 'Account Options'

You will be taken to your Comodo Accounts Manager page.

- Click on 'Reseller Account' under 'Enabled Services'

Your 'Reseller Account Management Center' page will open, enabling you to subscribe for new products and services.

- Select 'cWatch' under 'Enterprise Solutions'

- Choose 'cWatch Web Partner - Server License - FREE' from the drop-down at the top and select the term from the drop-down in the 'Term' column
- If you want the license to be immediately activated on completion of purchase, select 'Activate license after purchase'
- If you want the license to be renewed automatically upon lapse of its term, select 'Renew automatically'
- Click 'Continue'

The 'Order Conformation' page will appear.

The 'Order Confirmation' page will display the details of your order and your registered email address to which the license keys will be sent.

- If you want a copy license keys to be sent to an alternative email address, select 'Send a copy of License to this email address' and enter your alternative email address in the text field.

- To confirm the order, click 'Confirm and Submit Order'

- To edit the order, click 'Cancel' and start the order process again

Upon confirmation your order summary will be displayed.

You will receive an email containing your subscription ID and license key. Save the license key in a safe place. You will need to enter this license key during the installation of the agent in order to enroll web servers to the service. For more details, refer to **Installing the cWatch Agent**.

1.2   Installing the cWatch Agent

cWatch requires an agent to be installed on target web servers in order to collect domain event logs and forward them to the cWatch server. Windows and Linux versions of the agent set-up files can be downloaded for free from Comodo.

- For help to download and install the cWatch agent on WebHost Manager (WHM) (Linux version), please see: **https://help.comodo.com/topic-285-1-785-10071-cWatch-Web-Security-%E2%80%93-WHM-Plugin-Installation-Guide.html**.

1.3   Registering Licenses and Associating Domains

Once a web hosting server is enrolled to cWatch Web Security, the domains hosted on it can be registered for cWatch protection.

Each enrolled domain requires a separate license. Web hosts can distribute domain licenses to website administrators depending on their requirements. Please see your Comodo account manager if you would like details about discounted prices for bulk purchases of cWatch licenses.

There are three types of license available depending on the protection level required for each domain:

- Fully Managed

- Protected
- Monitored

The following table shows the features and services that are available with each license type.

Feature/Service	Fully Managed	Protected	Monitored
Web Attack Monitoring & Reporting	✔	✔	✔
Web Attack Monitoring & Blocking & Reporting	✔	✔	✘
Rule Based Alerting	✔	✔	✘
Human Verified Alerting	✔	✘	✘
Weekly Security Status emails	✔	✔	✔
Access and Error Logs Monitoring	✔	✔	✔
Web Server Monitoring	✔	✔	✔
Control Panel Log Monitoring	✔	✔	✔
Domain Monitoring	✔	✔	✔
Web Malware Checking	✔	✔	✔
Customer Portal Access	✔	✔	✔
Reporting	✔	✔	✔
PCI reporting for Web Application Firewall	✔	✔	✘
Threat Level & Scoring	✔	✔	✘
Ticket Support	✔	✘	✘
Incident Handling	✔	✘	✘
FP Removal per Domain	✔	✘	✘
Full Web Application Firewall Management	✔	✘	✘
Virtual Patching	✔	✘	✘
Vulnerability Scanning	✔	✘	✘
24 x 7 Incident Handling and Response with SLA	✔	✘	✘

Website admins can select different types of licenses depending on the protection level required for each of their domains.
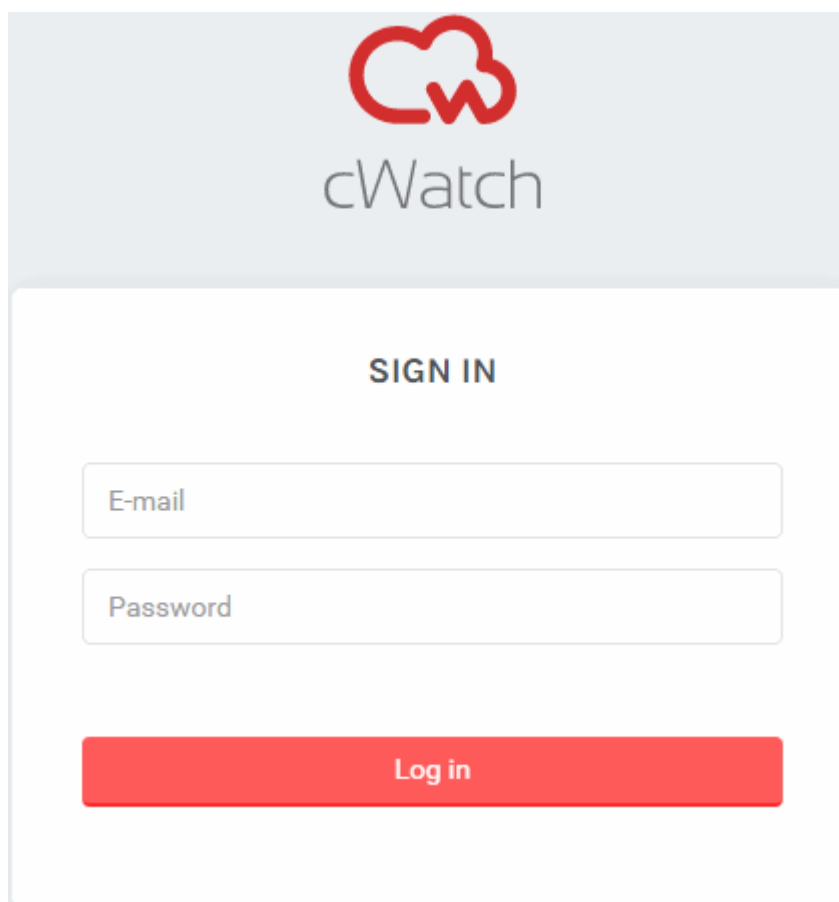
Once a website admin has purchased a domain license, a Comodo Accounts Manager (CAM) account will be created for them. They will receive an an email containing their license key, subscription ID and a link to activate their account.

Using cPanel, the website admin should then register their license(s) and associate each of their domains to a license. They can also login to the cWatch customer portal at **https:customer.cwatch.comodo.com** to view attacks monitored and blocked, website scan results and more.

- For more details on registering domain licenses and enrolling domains through cPanel, refer to the online guide at **https://help.comodo.com/topic-285-1-853-11075-Comodo-cWatch-Web-Security---Domain-Enrollment-via-cPanel.html**.

- For more details on accessing and using the cWatch customer portal, refer to the online help guide at **https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Comodo-cWatch-Web-Security.html**.

1.4   Logging-in to the Administrative Console

You can login into the cWatch admin console with your Comodo username and password at **https://portal.cwatch.comodo.com/sessions/new** using any browser:
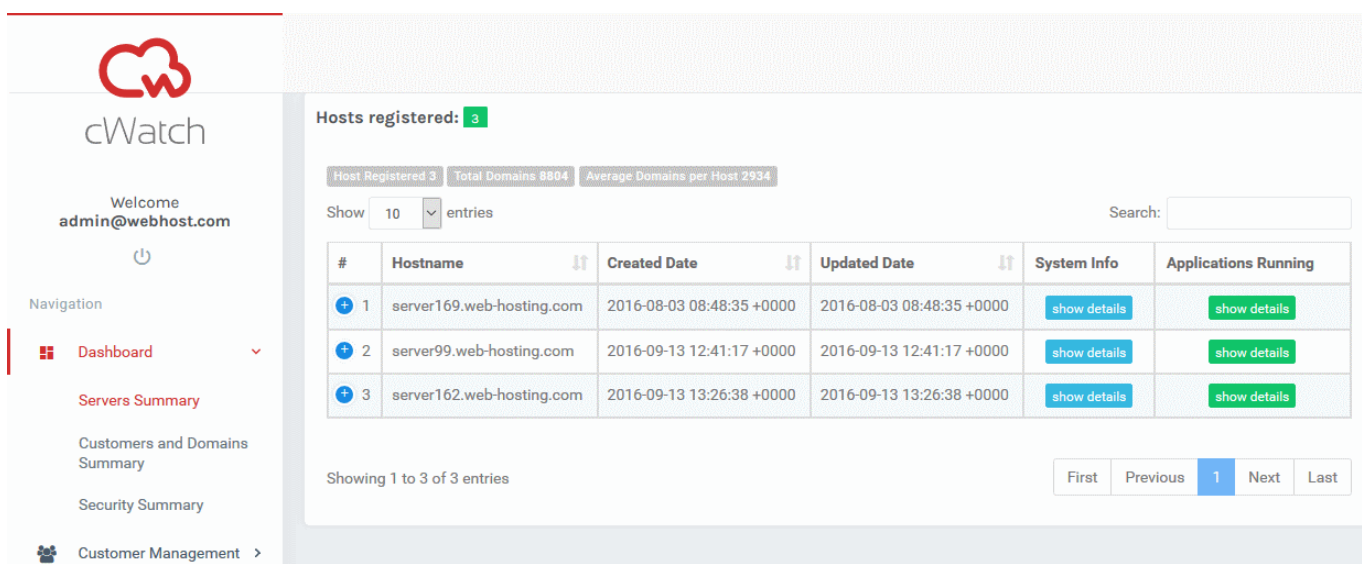
2   The Main Interface

The cWatch console interface contains an at-a-glance summary of your hosts, domains and the security status of each domain. The interface allows you to add new hosts and domains, generate detailed reports about each server and manager customer cWatch licenses.

Links to all major areas of the interface are shown on the left. The right hand pane displays data for the selected item. Username and the logout button are shown at the top-left.
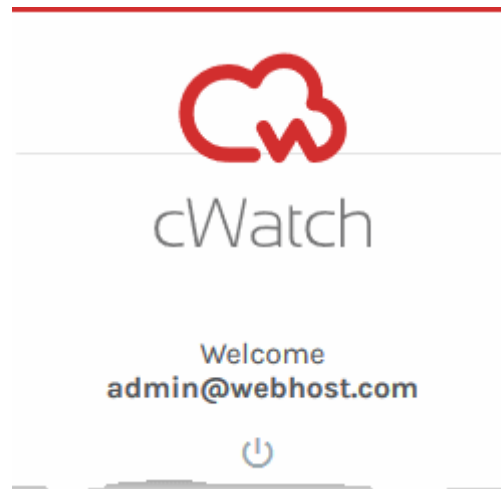
⏻ - Allows you to Logout of cWatch Web Security console.

The left navigation pane displays the list of options to view the statistics of hosts, domains, security information for the hosts and more.
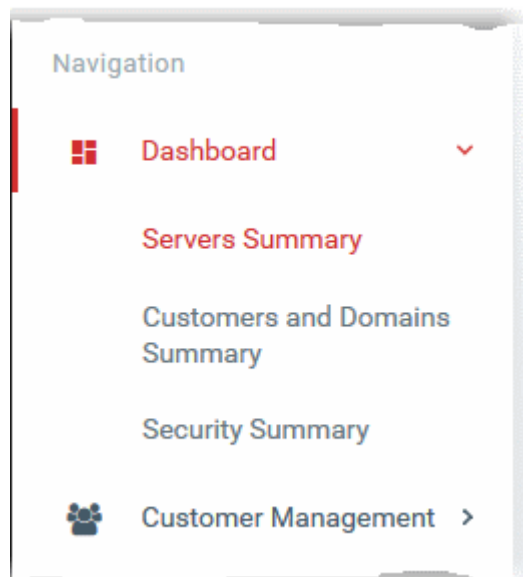
- • **Dashboard** - Displays the overall statistics on all registered servers enrolled to cWatch by installing the cWatch plug-in, domains hosted on them and their security information. It contains three sub tabs:

  - • **Servers Summary** – Displays the list of your servers with their current status details and applications running. Refer to the section **Servers Summary** for more details.

  - • **Customers and Domains Summary** - Displays a graphical summary of domains monitored, protected and managed by cWatch and details of domains hosted on each host. Refer to the section **Customers and Domains Summary** for more details

  - • **Security Summary** – Displays statistics of attacks blocked on protected domains on each host, with details of attacks. You can download a monthly report containing exhaustive details on security events on the domains, like attacks targeted, origin of attacks, hacking attempts and more. Refer to the section **Security Summary** for more details.

Customer Management – Allows administrators to view full list of customers, domains enrolled for them, type of cWatch license associated with them and more. Refer to the section **Customer Management** for more details.

3   The Dashboard

The dashboard provides detailed information about servers which are hosting domains that are protected by cWatch. Administrators can also generate activity reports on each server from the interface.

There are three types of dashboard which can be viewed by clicking the links under 'Dashboard' on the left:

- Server Summary - Overview - Refer to the following section **Servers Summary** for more details.
- Customers and Domains Summary - Refer to the section **Customers and Domains Summary** for more details.
- Security Summary - Refer to the section **Security Summary** for more details.

3.1   Servers Summary

The Servers Summary dashboard displays a list of your hosting servers registered to cWatch after installing the cWatch agent/plug-in. You can view details of their enrollment date, last update, system resources and usage, and currently running applications.

- To view the Servers Summary dashboard, click the 'Servers Summary' link under 'Dashboard' at the left panel.

The top of the interface displays a summary of the number of registered servers, the total number of domains hosted

and the average number of domains hosted per server. Below this is a list of all registered hosting servers.

List of Hosting Servers – Column Descriptions	
Column Header	**Description**
Hostname	Displays the hostname of the webhosting server. Clicking the + button beside the name expands the list to show the summary of system information and number of domains hosted on it.
Created Date	The precise date and time at which the server was registered with cWatch, with the timezone followed by cWatch server.
Updated Date	The precise date and time at which the cWatch agent/plug-in installed on the server was updated.
System Info	Clicking the 'show details' button opens the System Info pane that displays the OS version and the current resource usage statistics of the server. Refer to the explanation of '**Viewing Server System Information**' for more details.
Applications Running	Clicking the 'show details' button opens the 'Applications Running Details' pane that displays the list of applications currently running on the server. Refer to the explanation of '**Viewing Currently Running Applications**' for more details.

Sorting and Filtering Options

• By default ten items are displayed per page. You can increase the number from the Show drop-down at the top left

• Clicking on any column header sorts the items in alphabetical order based on entries in that column

• To search for an item, enter your search criteria in the Search text box at the top right

Viewing Server System Information

• To view the OS version and usage statistics of memory used for a server, click the 'show details' button in the 'System Info' column.

Viewing Currently Running Applications

- To view the list of currently running applications on the hosting server with their details, click the 'show details' button in the 'Applications Running' Info column.

#	Hostname	Created Date	Updated Date	System Info	Applications Running
➕ 1	cwatch9.cwatch.comodo.com	2016-07-21 09:54:24 +0000	2016-07-21 09:54:24 +0000	show details	show details
➕ 2	cwatch3.cwatch.comodo.com	2016-07-21 11:26:23 +0000	2016-07-21 11:26:23 +0000	show details	show details

Applications Running Details   ✕

Name	Path	Version	Running	Created Date	Updated Date
cpanel		11.58.0.23	true	2016-08-10 14:42:54 +0000	2016-08-23 09:44:50 +0000
rsyslogd	/usr/sbin/rsyslogd	8.20.0	true	2016-08-10 14:42:54 +0000	2016-08-23 16:14:52 +0000
mysql	/usr/bin/mysql	5.6.31	true	2016-08-10 14:42:54 +0000	2016-08-23 16:14:52 +0000
apache	/usr/sbin/httpd	2.4.18	true	2016-08-10 14:42:54 +0000	2016-08-23 16:14:52 +0000
cpanel		11.58.0.28	true	2016-08-10 14:42:54 +0000	2016-09-14 19:31:43 +0000
rsyslogd	/usr/sbin/rsyslogd	8.21.0	true	2016-08-10 14:42:54 +0000	2016-09-14 19:31:43 +0000

Close

3.2   Customers and Domains Summary

The 'Customers and Domains Summary' dashboard displays a list of domains hosted on the servers which have been enrolled to cWatch. Administrators can also view details about each domain from this interface.
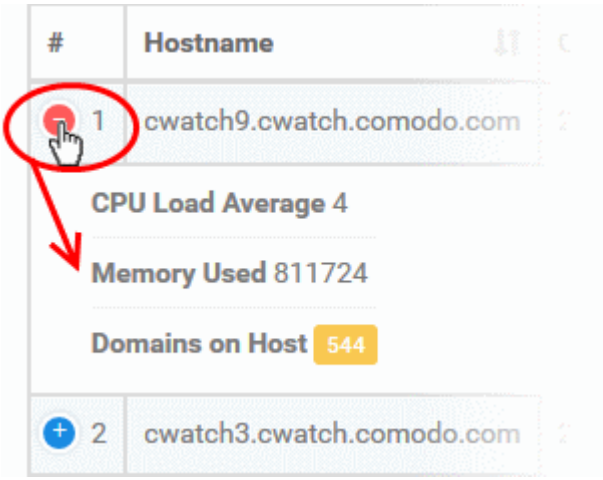
- • To view the 'Servers Summary' dashboard, click the 'Servers Summary' link under 'Dashboard' at the left panel.

The upper pane displays a breakdown of domains hosted on your servers according to cWatch license type (monitored, protected or fully managed).
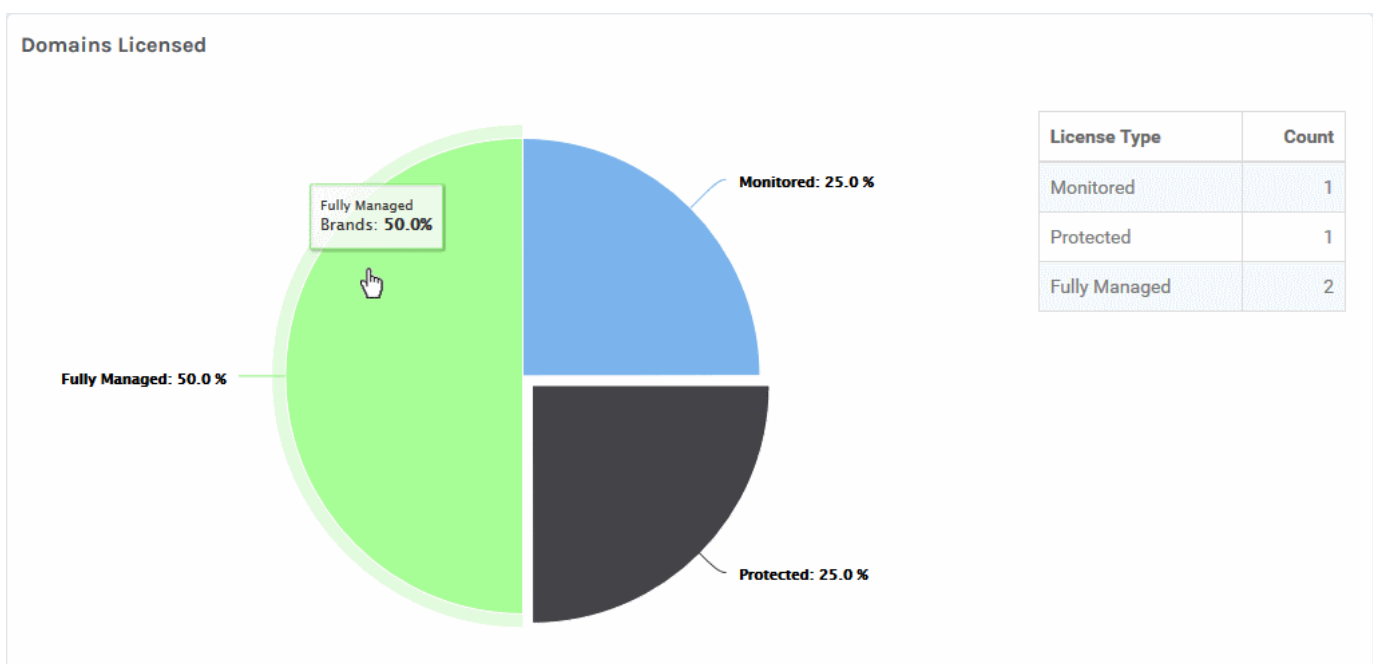
- Placing the mouse cursor on a sector displays the number of domains covered by that license type.

Hosts registered: 3

Show 10 ⌄ entries   Search: [   ]

#	Hostname	Created Date	Updated Date	Domains	Actions
1	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	bcnfog.com	show details
2	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	alloneallholy.com	show details
3	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	alloneallholy.jeffconley.website	show details
4	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	clusterfunkrva.com	show details
5	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	test.betterweb.site	show details
6	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	genuineinfotech.erodeislamicinfo.com	show details
7	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	nalen.co	show details
8	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	muscularsystem.club	show details
9	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	clusterfunkrva.jeffconley.website	show details
10	server169.web-hosting.com	2016-08-03 08:48:35 +0000	2016-08-03 08:48:35 +0000	wildlearn.website	show details

Showing 1 to 10 of 4,714 entries   First   Previous   1   2   3   4   5   …   472   Next   Last

The lower pane displays the list of domains grouped by the servers on which they are hosted. Administrators can view the details of a domain from this interface too.

List of Domains – Column Descriptions	
Column Header	**Description**
Hostname	Displays the hostname of the webhosting server on which the domain is hosted.
Created Date	The precise date and time at which the server was registered with cWatch, with the timezone followed by cWatch server.
Updated Date	The precise date and time at which the cWatch agent/plug-in installed on the server was updated.
Domains	Name of the domain.
Actions	Allows administrators to view the details of the domain. Refer to the explanation of **Viewing Details of a Domain** for more details.

Sorting and Filtering Options

- By default ten items are displayed per page. You can increase the number from the 'Show' drop-down at the top left
- Clicking on any column header sorts the items in alphabetical order based on entries in that column
- To search for an item, enter your search criteria in the Search text box at the top right

Viewing Details of a Domain

- To view the details of a domain, click the 'show details' button under 'Actions' in that 'Domain' row.

3.3   Security Summary

The 'Security Summary' dashboard displays a summary of cWatch activities like attacks blocked, IP addresses blocked and more, on the domains enrolled for cWatch monitoring, protection and management. It also allows administrators to download reports containing detailed information on activities of cWatch on each enrolled domain hosted on a server.

- To view the Security Summary dashboard, click the 'Security Summary' link under 'Dashboard' at the left panel.

Show 10 entries					Search:
Hostname	**Attacks Blocked**	**Unique Domains Protected**	**Unique IP Blocked**	**Unique Origin Countries**	**Actions**
server162	7332	1085	901	66	Report Unavailable
server162.web-hosting.com	3148	604	333	51	Report Unavailable
server169.web-hosting.com	47403	1229	3090	105	Download Report
server99	130	6	17	6	Report Unavailable
server99.web-hosting.com	7	4	4	4	Report Unavailable

Showing 1 to 5 of 5 entries   First   Previous   1   Next   Last

Security Summary – Column Descriptions	
Column Header	**Description**
Hostname	Displays the hostname of the webhosting server.
Attacks Blocked	Displays the total number of different types of attacks identified for all domains hosted from the server, from their event logs and blocked by cWatch.
Unique Domains Protected	Displays the number of individual domains, hosted from the server and protected by cWatch by blocking the attacks.
Unique IP Blocked	Displays the number of individual IP addresses from which traffic is blocked as per identified attacks and globally blacklisted IPs.
Unique Origin Countries	Displays the number of countries from which attacks were attempted to the domains hosted from the server.
Actions	Allows administrators to download a detailed report on attacks attempted on the domains hosted on a server.
	The report is generated in .pdf format and contains a summary of attacks blocked and detailed information on origin of each attack, targeted domains, traffic from blacklisted IPs and more.
	• To download the report, click the Download report button, in the row of the required server.

4   Customer Management

The Customer Management option in the cWatch console allows administrators to view the list of customers with the domains hosted for them on your servers and the details of enrollment of domains to cWatch service. Administrators can search for customers enrolled and domains hosted from their servers, e.g. for identifying the domains associated with a customer and vice-versa.
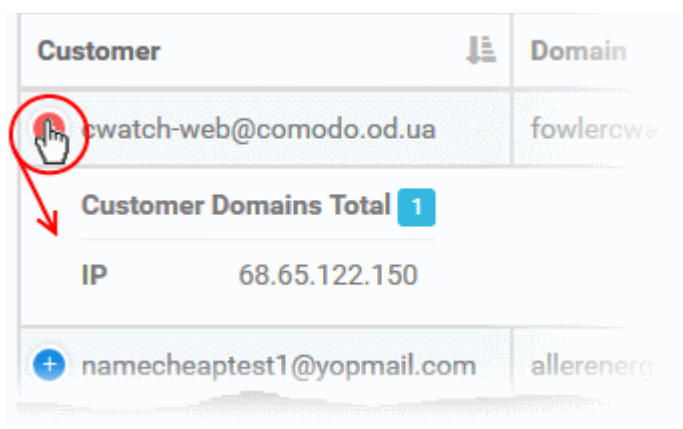
To view the list of customers and their domains

   • Click 'Customer Management' at the left and choose 'Search/list/Domains/Customers' from the options

Customer	Domain	License Type	License Validity	Hostname
⊕ cwatch-web@comodo.od.ua	fowlercwatch.com	cWatch Web Security Shared Hosting - Fully Managed	2017-08-05 20:38:00 UTC	server169.web-hosting.com
⊕ namecheaptest1@yopmail.com	allerenergy.com	cWatch Web Security Shared Hosting – Monitored	2017-08-10 14:19:00 UTC	server169.web-hosting.com
⊕ namecheap_test1@zoho.com	apollosherry.me	cWatch Web Security Shared Hosting – Protected	2017-08-10 19:32:00 UTC	server169.web-hosting.com
⊕ namecheaptest2@yopmail.com	dezzendevelopments.com	cWatch Web Security Shared Hosting - Fully Managed	2017-08-10 14:19:00 UTC	server169.web-hosting.com
⊕	theartofpasta.co.uk			server169.web-hosting.com
⊕	niyod.website			server162.web-hosting.com
⊕	attorneystolarz.stolarz.org			server169.web-hosting.com
⊕	ahaschanger.com			server169.web-hosting.com
⊕	mycgworkshop.matamati.com			server162.web-hosting.com
⊕	luxuryinternational.club			server162.web-hosting.com

Show 10 entries   Search:

Search Customer | Search Domain | Search License Type | Search License Validity | Search Hostname

Showing 1 to 10 of 8,723 entries

First Previous **1** 2 3 4 5 ... 873 Next Last

Customers and Domains table – Column Descriptions	
Column Header	**Description**
Customer	Displays the name of the customer. Clicking the '+' button beside the customer name displays the details on number of domains hosted and IP address(es) assigned for them.
Domain	Displays the name of the domain associated with the customer
License Type	Displays the cWatch Domain License type associated with the domain (monitored, protected or fully managed).
License Validity	Displays the expiry date of the cWatch domain license.
Hostname	Displays the hostname of the server on which the domain is hosted.

Sorting and Filtering Options

- By default ten items are displayed per page. You can increase the number from the 'Show' drop-down at the top left
- Clicking on any column header sorts the items in alphabetical order based on entries in that column

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- To search for an item, enter your search criteria in the Search text box at the top right

- To search for a specific customer to find their domains, their license types and other details, enter your search criteria in the 'Search Customer' text box below the 'Customer' column

- To search for a specific domain to find its associated customer, license type and other details, enter your search criteria in the 'Search Domain' text box below the 'Domain' column

- To search for a specific license type (monitored, protected or fully managed), domain, enter your search criteria in the 'Search License Type' text box below the 'License Type' column

- To search for a specific license type (monitored, protected or fully managed), to identify the domains with that license type, enter your search criteria in the 'Search License Type' text box below the 'License Type' column

- To search for domains whose cWatch domain license expires on specific date or period, enter your search criteria in the 'Search License Validity' text box below the 'License Validity' column

- To search for a host to find the domains hosted on it and their associated customers, enter your search criteria in the 'Search Hostname' text box below the 'Hostname' column

About Comodo

The Comodo organization is a global innovator and developer of cyber security solutions, founded on the belief that every single digital transaction deserves and requires a unique layer of trust and security. Building on its deep history in SSL certificates, antivirus and endpoint security leadership, and true containment technology, individuals and enterprises rely on Comodo's proven solutions to authenticate, validate and secure their most critical information.

With data protection covering endpoint, network and mobile security, plus identity and access management, Comodo's proprietary technologies help solve the malware and cyber-attack challenges of today. Securing online transactions for thousands of businesses, and with more than 85 million desktop security software installations, Comodo is Creating Trust Online®. With United States headquarters in Clifton, New Jersey, the Comodo organization has offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom.

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