

Comodo Endpoint Manager

Software Version 6.27

End User Guide

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Comodo Security Solutions 1255 Broad Street Clifton, NJ 07013

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1. Introduction to Endpoint Manager

- Endpoint Manager (EM) is a centralized device management system that allows administrators to manage, monitor and secure devices which connect to enterprise networks.
- Once you have enrolled your Android, iOS, Windows, Mac OS or Linux device to EM, it will have a security policy applied to it which will authenticate it to your company network and protect it from malware.
- Endpoint Manager also allows you to create support tickets if you need assistance with issues on your Windows and Mac OS devices. Your support staff can even use EM to take remote control of a Windows or Mac OS computer to solve issues.

This guide explains how to enroll your device and create support tickets.

- Enroll your Device
 - Android Devices
 - iOS Devices
 - Windows Devices
 - Mac OS Devices
 - Linux OS Devices
- Create a Support Ticket
- Allow Remote Control Requests
- Allow Remote Access Requests

2. Enroll Your Device

- After your administrator has added your device, you will receive a device enrollment mail.
- The mail contains a link to the enrollment software appropriate for your device.
- An example enrollment page is shown below:

Welcome to Endpoint Manager!

You are receiving this mail because your administrator wishes to enroll your smartphone, tablet, macOS, Linux or Windows device into the Endpoint Manager system. Doing so will make it easier and more secure to connect your personal devices to company networks. This mail explains how you can complete the enrollment process in a few short steps.

NOTE:

Make sure that you selected the operating system of the device that you want to enroll.

This product allows the system administrator to collect device and application data, add/remove accounts and restrictions, list, install and manage apps, and remotely erase data on your device.

FOR WINDOWS DEVICES

Enroll using this link:

https://frontfork-msp.dmdemo.comodo.com:443/enrol/windows/ms /loken/75274a245b0a00d8de7eb7ff4ef0cb54

FOR MACOS DEVICES

Choose enrollment type:

 Enrollment with MDM profile - Recommended Download and install Communication Client by clicking the following link: https://rontfork-msp.dmdemo.comodo.com:443/enroll/oss/p

ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install AppleProfile/1

 Enrollment without MDM profile Download and install Communication Client by clicking the following link:

https://frontflork-msp.dmdemo.comodo.com.443/enroli/osi/p ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install AppleProfile

Please note that you will not be able to manage Certificate, Restrictions, VPN and WiFi profile sections of macOS devices enrolled without MDM profile.

FOR IOS DEVICES

1) Open the following link on the browser of the device you want to enroll

https://frontfork-msp.dmdemo.comodo.com/443/enroli/apple/index/t oken/75274a245b0a00d8de7eb7ff4ef0cb54

2) When your profile has been enrolled, you will be requested to install Communication Client application. Upon completion of the installation, there will be a green icon labeled "Run after installation" shown just like a new application. Tap the green icon and follow on-screen instructions to complete enrollment process.

FOR ANDROID DEVICES

Download and install Communication Client by tapping the following link:

https://play.google.com/store/apps/details?id=com.itarian.em

Upon completion of the installation, enroll using this link. https://frontfork-msp.dmdemo.comodo.com:443/enroll/android/inde x/token/75274a245b0a00d8de7eb7ff4ef0cb54

FOR LINUX DEVICES

Download and install Communication Client by tapping the following link: https://frontlork-msp.dmdemo.comodo.com.443/enroli/linux/runitok en/752742426b0a00d5de7eb7fHef0cb54

Use the same link for manual enrolment if required.

1) Change installer mode to executable:

\$ chmod +x {\$installation file\$}

2) Run installer with root privileges:

\$ sudo ./{\$installation file\$}

X MANUAL ENROLLMENT

Use the following settings

Host: frontfork-msp.dmdemo.comodo.com Port: 443 Token: 75274a245b0a00d8de7eb7ff4ef0cb54

Sincerely, Endpoint Manager team

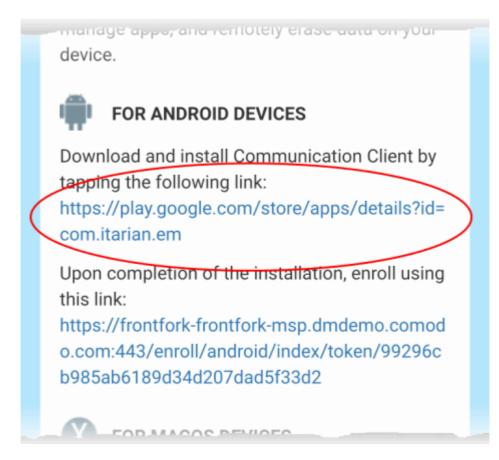
- You can use the same enrollment email to enroll multiple devices. Please ensure you open the mail on the device you wish to enroll.
- The following sections provide detailed explanations on enrolling devices with different operating systems.
 - Enroll Android Devices
 - Enroll iOS Devices
 - Enroll Windows Endpoints
 - Enroll Mac OS Devices
 - Enroll Linux OS Endpoints

2.1. Enroll Android Devices

- The device enrollment page contains two links under 'For Android Devices'.
- The first to download the Android communication client and the second to enroll the device.
 - Step 1 Download and Install the communication client
 - Step 2 Configure the client

Step 1 - Download and Install the communication client

- Open the mail on the device itself then tap the enrollment link to open the device setup page
- On the setup page, click the communication client download link under 'For Android Devices':



• You will be taken to the Google play store to download and install the communication client. **Step 2 - Configure the communication client**

The communication client can be configured to connect to the Endpoint Manager server in two ways:

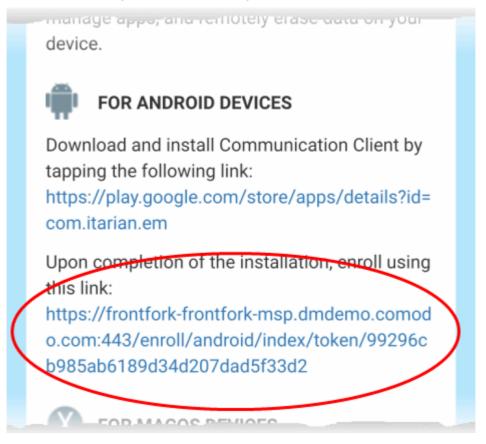
Automatic Configuration



Manual Configuration

Manual Configuration

• After installation in step 1, go back to the setup page and tap the enrollment link as shown below:



The communication client is automatically configured and the End User License Agreement screen appears.

Manual Configuration

You can manually configure the communication client to connect to Endpoint Manager by entering the server settings and the token string (aka PIN). You can find these items on the setup page:





MANUAL ENROLLMENT

Use the following settings:

Host: frontfork-frontforkmsp.dmdemo.comodo.com Port: 443 Token: 99296cb985ab6189d34d207dad5f33d2

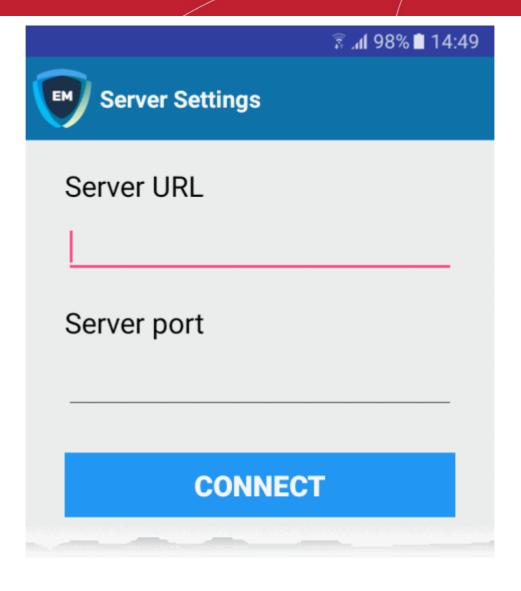
Sincerely, Endpoint Manager team.

To manually configure the client

- Open the client by tapping the client icon on your device.
- This starts the client configuration wizard. Enroll the device by entering the server settings and unique token.

Server Settings

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Server Settings - Table of Parameters			
Form Element	Туре	Description	
Server URL	Text Field	Enter the url of the EM server contained in the device enrollment page.	
Server port	Text Field	Enter the connection port of the server as specified in the mail. (Default = 443)	

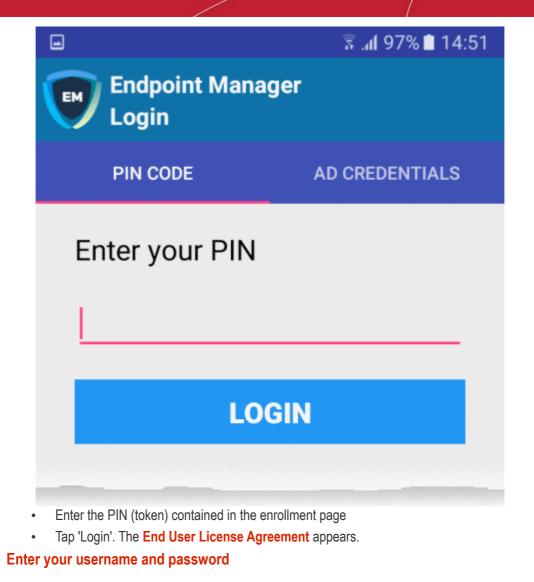
• Tap the 'Connect' button. The 'Login' screen will open

Login to the Console

You can login to the EM console via the Android client in two ways:

- Enter the personal identification number (PIN) contained in the page OR
- Enter your username and password Enter PIN (Token)
 - Open the communication client
 - Open the 'Pin Code' tab in the 'Login' screen

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• Open the communication client

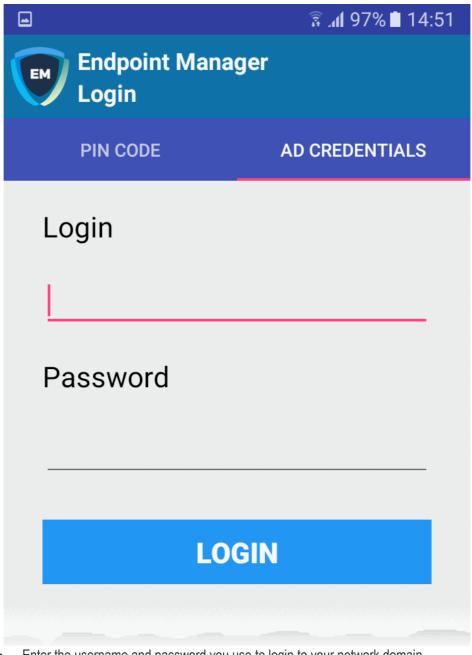
• Open the 'AD Credentials' tab in the 'Login' screen

Prerequisite: Please ensure the following to enroll your device using Active Directory:

- · Your network's AD server has been integrated with Endpoint Manager
- All users have been imported to Endpoint Manager from AD

Contact your administrator if you are having issues connecting.

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- Enter the username and password you use to login to your network domain.
- Tap the 'Login' button

End User License Agreement

The EULA screen will appear.

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ITARIAN END USER LICENSE AGREEMENT AND TERMS OF SERVICE

ENDPOINT MANAGER

THIS AGREEMENT CONTAINS A BINDING ARBITRATION CLAUSE.

IMPORTANT – PLEASE READ THESE TERMS CAREFULLY BEFORE USING ITARIAN ENDPOINT MANAGER (THE "PRODUCT"). THE PRODUCT MEANS ALL OF THE ELECTRONIC FILES PROVIDED BY DOWNLOAD OR ACCESSED OR INSTALLED WITH THIS LICENSE AGREEMENT. BY USING THE PRODUCT, OR BY CLICKING ON "I ACCEPT" BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, THAT YOU UNDERSTAND IT, AND

I ACCEPT

DENY

• Scroll down the screen, read the EULA fully and click the 'I Accept' button at the bottom.

This opens the client activation screen. Activation requires the client given some admin privileges:



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- Device administrator



Mobile Device Management..

Activating administrator will allow Mobile Device Management Client to perform the following operations:

Erase all data

Erase the phone's data without warning by performing a factory data reset.

Change the screen lock

Change the screen lock.

Set password rules

Control the length and the characters allowed in screen lock passwords and PINs.

Monitor screen-unlock attempts Monitor the number of incorrect passwords

typed when unlocking the screen and lock the phone or erase all the phone's data if too many incorrect passwords are typed.

Lock the screen

Control how and when the screen locks.

Set screen lock password expiry Change how frequently the screen lock

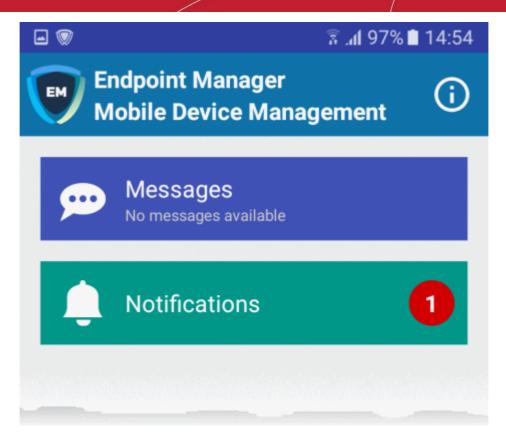
CANCEL

ACTIVATE

Tap 'Activate'.

The communication client home screen opens:

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The device is enrolled to Endpoint Manager and can be remotely managed from the EM console.

2.2. Enroll iOS Devices

- Open the enrollment email on the device you wish to enroll
- · Click the link in the mail to open the device enrollment page
- Click the link under 'FOR IOS DEVICES' to install the client authentication certificate and device profile

Note: You must keep your iOS device switched on at all times during enrollment. Enrollment may fail if the device auto-locks or enters standby mode.



To enroll an iOS device

- Open the enrollment email on the device you wish to enroll.
- · Tap the enrollment link in the mail to open the device enrollment page
- Scroll to the 'FOR IOS DEVICES' section and tap the enrollment link:

https://dl.cmdm.comodo.com/download/itsmagent-installer.pkg

FOR IOS DEVICES

 Open the following link on the browser of the device you want to enroll

https://saddle_and_pedals-herculespopular-msp.cmdm.comodo.co m:443/enroll/apple/index/token/e34983dd628b4fd8c192414c628c 01e2

2) When your profile has been enrolled, you will be requested to install Communication Client application. Upon completion of the installation, there will be a green icon labeled "Run after installation" shown just like a new application. Tap the green icon and follow on-screen instructions to complete enrollment process.

FOR ANDROID DEVICES

Download and install Communication Client by tapping the

The 'Install Profile' wizard starts:

- Follow the wizard to install the EM profile
- After the profile has been installed, the communication client app installation will begin.
- The app is required so that EM can manage the remote device:



- The app is downloaded from the iTunes store using your iTunes account.
- After installation, tap the green 'Run After Install' icon on the home screen:

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The device will be enrolled and connected to Endpoint Manager.

2.3. Enroll Windows Endpoints

Process in brief:

- Open the enrollment email on the device you wish to enroll
- Click the link in the email to open the device enrollment page
- The device enrollment page contains a link to download the communication client for Windows.
- Download the client and install it on the device



• After installation, your device automatically connects to the Endpoint Manager server.

To enroll a Windows device

- Open the email on the device you want to enroll.
- Click the enrollment link in the email.
- The 'Device Enrollment' page opens.
- Click the link under 'For Windows devices':



You are receiving this mail because your administrator wishes to enroll your smartphone, tablet, macOS, Linux or Windows device into the Endpoint Manager system. Doing so will make it easier and more secure to connect your personal devices to company networks. This mail explains how you can complete the enrollment process in a few short steps.

NOTE:

Make sure you select the procedure appropriate for your device type i.e. mac OS, Windows, Linux, iOS or Android and complete the necessary steps from the phone, tablet or desktop machine.

This product allows the system administrator to collect device and application data, add/remove accounts and restrictions, list, install and manage apps, and remotely erase data on your device.

FOR WINDOWS DEVICES

Enroll using this link:

https://frontfork-frontfork-msp.dmdemo.comodo.com:443/enroll/win dows/msi/token/1460571ef0c184504c02a9587c67ba36

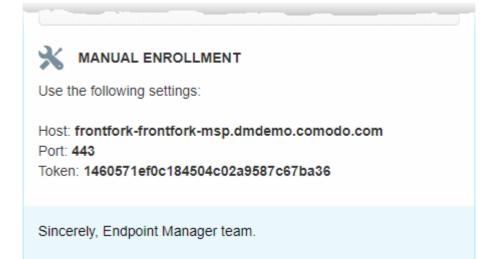
The EM communication client setup file gets downloaded.

• Double-click on the file to install the communication client.

The device automatically gets enrolled to Endpoint Manager. once installation is complete. The EM communication client icon 💿 appears at the bottom-right of the endpoint screen.

- If the EM communication client is not automatically enrolled at the time of installation, for example, due to internet connectivity issues, you can manually enroll the device at a later time.
- For manual enrollment you will need to enter the host, port and token ID. You can find these items on the end of the device enrollment page.





To manually enroll your device

· Right-click on the communication client tray icon and select 'Activation'

	Communication Client Enroll
Commu	nent Required nication Client needs to be enrolled to manage this device
	Il Communication Client by providing host, port and token Ilment email and pressing "Enroll" button.
Please set	up host, port and token from Device Enrollment email.
Host:	
Port:	443
Token:	
	Enroll
	Cancel
	Activation
	Options About
a e	三 💼 玄 🧿 🦧 へ 🎯 🛱 🕼 ENG 24-10-2018 🖓

- Enter the 'host', 'port' and the 'Token' contained in the device enrollment page and click 'Enroll'.
- The communication client communicates with the EM server and enrolls the device.

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Communication Client	×
Your device is now enrolled!	
ок	
Canc	el

2.4. Enroll Mac OS Devices

MAC devices can be added either with or without installing the Endpoint Manager profile.

- Apple only allows one portal to use the protocol which manages devices. This causes issues with organizations who want to use Endpoint Manager in conjunction with another management platform.
- 'Profile-less' enrollment lets admins use Endpoint Manager to manage security while using another platform for general Mac management.
- Contact your administrator to confirm which type of enrollment you should choose.
- See the following for more guidance:
 - Enrollment with MDM Profile
 - Enrollment without MDM Profile

Enroll with MDM Profile

- Open the enrollment mail on the device you want to add
- · Click the link in the mail to open the device enrollment page
- Scroll down to the 'FOR MAC OS DEVICES' section.
- · Click the link under 'Enrollment with MDM profile'



application data, add/remove accounts and restrictions, list, install and manage apps, and remotely erase data on your device.

FOR MACOS DEVICES

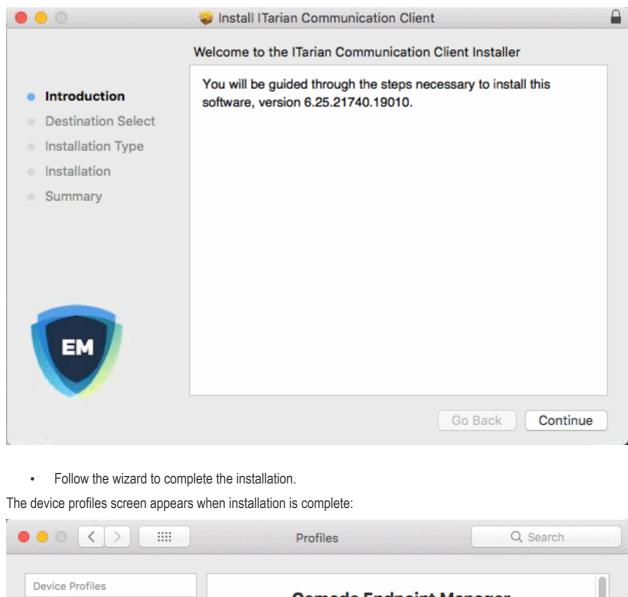
Choose enrollment type:

- Enrollment with MDM profile Recommended Download and install Communication Client by clicking the following link: <u>https://frontfork-msp.dmdemo.comodo.com:443/enroll/osx/p</u> <u>ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install</u> <u>AppleProfile/1</u>
- Enrollment without MDM profile
 Download and install Communication Client by clicking the
 following link:
 https://frontfork-msp.dmdemo.comodo.com:443/enroll/osx/p
 ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install
 AppleProfile
 Please note that you will not be able to manage Certificate,
 Restrictions, VPN and WiFi profile sections of macOS
 devices enrolled without MDM profile.

 FOR IOS DEVICES

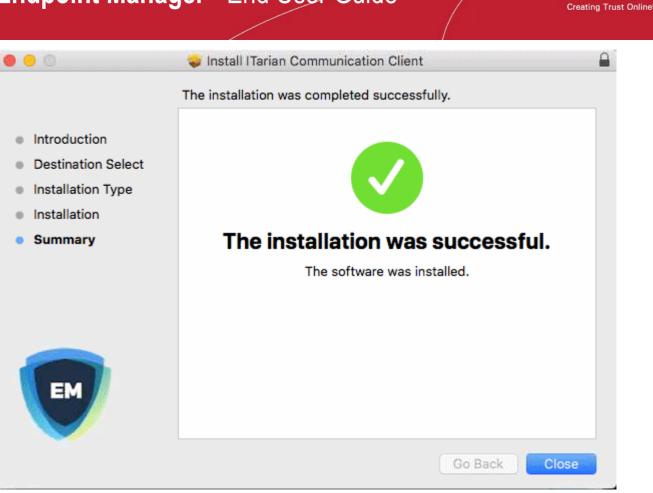
This will start the installation wizard:





evice Profiles	Como	la Endraint Managar
Comodo Endpoint Mana 2 settings		do Endpoint Manager ODO GROUP LTD. Verified
Flying Squad 1 setting		Configuration Endpoint Manager
For Herald 1 setting	-	dmdemo.comodo.com 08-Jan-2019 at 4:04 PM
•	Settings	Mobile Device Management SCEP Enrollment macOS, 9459F3BD0FC1877BC6A9BA5A42163550EE 01DC4C, hertriumph@gmail.com
	DETAILS	
	Mobile Device Man	agement
	Description	COMODO GROUP LTD.

The client will connect to the EM server:



The device is now enrolled to Endpoint Manager.

Enroll without MDM Profile

- Open the enrollment mail on the device you want to add
- · Click the link in the mail to open the device enrollment page
- Scroll down to the 'FOR MAC OS DEVICES' section.
- Open the link under 'Enrollment without MDM profile'

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application data, add/remove accounts and restrictions, list, install and manage apps, and remotely erase data on your device.



FOR MACOS DEVICES

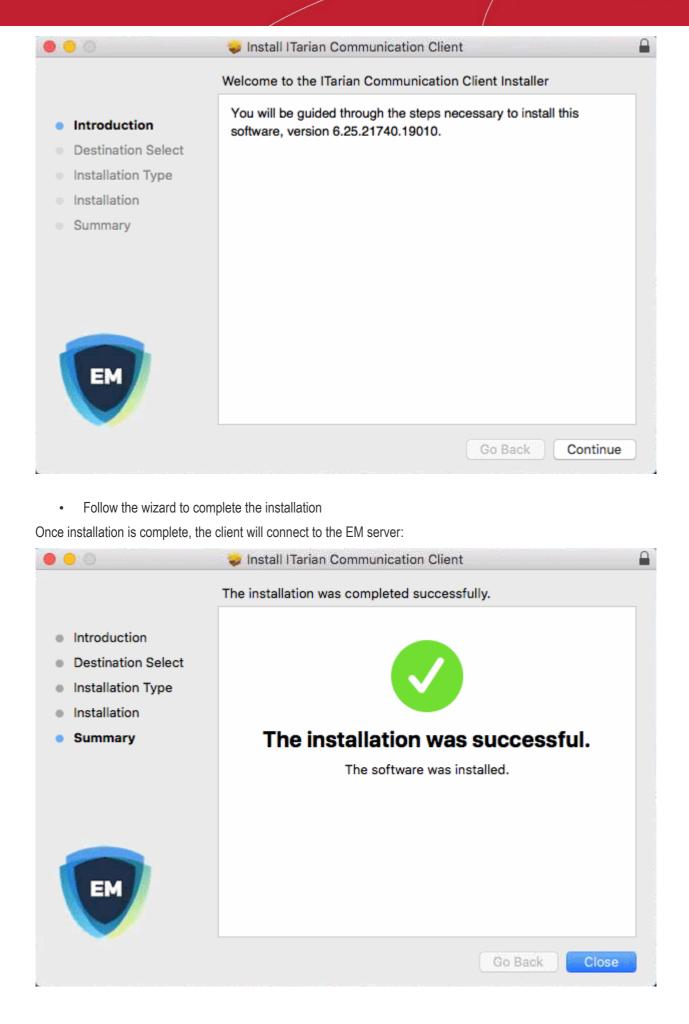
Choose enrollment type:

- · Enrollment with MDM profile Recommended Download and install Communication Client by clicking the following link: https://frontfork-msp.dmdemo.comodo.com:443/enroll/osx/p ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install AppleProfile/1
- Enrollment without MDM profile Download and install Communication Client by clicking the following link: https://frontfork-msp.dmdemo.comodo.com:443/enroll/osx/p ackage/token/75274a245b0a00d8de7eb7ff4ef0cb54/install **AppleProfile** Please note that you will not be able to manage Certificate, Restrictions, VPN and WiFi profile sections of macOS devices enrolled without MDM profile. FOR IOS DEVICES

1) Open the following link on the browser of the device you want to

This will start the installation wizard:







The device is now enrolled to Endpoint Manager.

2.5. Enroll Linux OS Endpoints

Process in brief:

- Open the enrollment email on the Linux device you wish to enroll
- · Click the link in the email to open the device enrollment page
- The device enrollment page contains a link to download the EM communication client.
- Download the client and install it on the device
- After installation, your device automatically connects to the Endpoint Manager server.

Supported Linux OS

- Ubuntu 18
- Ubuntu 16.04.2
- Cent OS 7
- Debian 8.8
- Red Hat Enterprise 7

Enroll a Linux device

- Open the mail on the target device and click the enrollment link. You will be taken to open the device enrollment page
- Click on the link under 'For Linux Devices' and save the file:

own	load and install Communication Client by tapping the
-	ving link.
	//frontfork-frontfork-msp.dmdemo.comodo.com:443/enroll/l
	token/1460571ef0c184504c02a9587c67ba36
	he same link for manual enrollment if required.
	ange installer mode to executable:
1) Ch	
1) Ch \$ cl	ange installer mode to executable:

You can install the communication client on the Linux device by completing the following:

1. Change installer mode to executable - enter the following command:

\$ chmod +x {\$installation file\$}

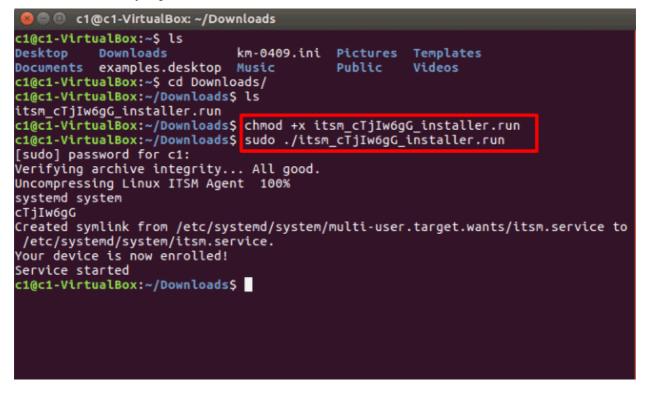
 Run installer with root privileges - enter the following command: \$ sudo ./{\$installation file\$}



For example:

chmod +x itsm_cTjlw6gG_installer.run

sudo./itsm_cTjlw6gG_installer.run

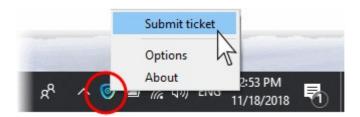


• After installation, the communication client automatically connects to the EM server and enrolls the device.

3. Create a Support Ticket

You can create a support ticket by right-clicking on the EM tray icon if you need help to resolve an issue. A ticket will be created in Service Desk and assigned to the selected department.

To submit a support ticket, right click on the communication client tray icon and select 'Submit ticket'



The 'Submit ticket' dialog opens:

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Communication Client Submit ticket		
Please fill in the fields below and describe details of your issue:		
Issue Summary		
Required (max. 100 chars)		
Department		
Support Department 👻		
Priority Level		
Normal		
Issue Details		
Required (max. 5000 chars)		
Include device data (brand, model, serial number, logged on user, domain/workgroup)		
Note: Company, Device Name and Owner are included by default.		
Submit Cancel		

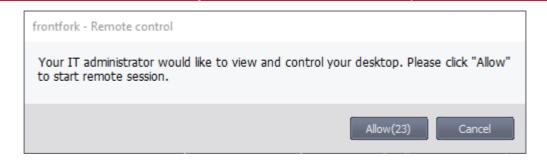
Note: Endpoint Manager allows administrators to rebrand the communication client (CC) with their company logo and details. The company name and the client name shown on the header may be different depending on the rebranding.

- Issue Summary Provide a short description of the issue.
- Department Select the department to whom the ticket should be assigned.
- Priority Level Select the priority from the drop-down. The levels are: Low, Normal, High and Critical.
- Issue Details Provide a detailed description of the issue.
- Click 'Submit'.

A support ticket will be created in Service Desk and assigned to the selected department.

4.Allow Remote Control Requests

- Endpoint Manager allows admins in your company to remotely access your Windows/Mac device in order to solve issues, install software, run system maintenance and more.
- If your admin has so configured, you can view the remote session, respond to remote control notifications and terminate the session.
- · You will be asked to accept or decline the initial connection request:



If no response is given, the connection will go ahead after the timeout period expires.

· Click 'Allow' to accept the remote control request

Once the connection is established, a notification appears on your desktop. The notification tells you who is connected to your computer and the duration of the session:



• You can terminate the session at any time by clicking 'End session'.

5.Allow Remote Access Requests

- Endpoint Manager lets admins remotely access your device to fix issues and run maintenance tasks.
- Admins can transfer files back and forth between their machine and your device. They can also create / rename / delete folders and files on your device.
- If your admin has so configured, you can view the remote session, respond to remote access notifications and terminate the session.
- You will be asked to accept or decline the initial connection request:

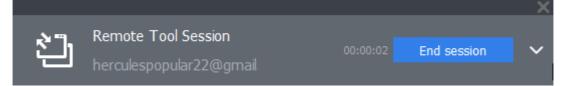
herculespopular22@gmail.com - Remote control
Your administrator needs to remotely access your device to perform routine security maintenance which will not interfere with your work. Please click "Allow" to start the remote connection.
Allow(28) Cancel

If no response is given, the connection will go ahead after the timeout period expires.

Click 'Allow' to accept the remote control request

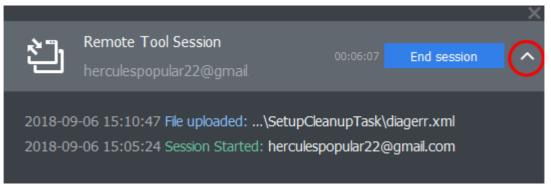
•

Once the connection is established, a notification appears on your desktop. The notification tells you who is connected to your computer and the duration of the session:





• Click the down arrow in the notification to view the activities of the administrator.



Click 'End session' to terminate the session.

•

About Comodo Security Solutions

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

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

About Comodo Cybersecurity

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

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