



Comodo IT and Security Manager

Software Version 6.9

Bulk Enrollment via Active Directory

Guide Version 6.9.072717

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ITSM – Bulk Enrollment via Active Directory

This tutorial briefly explains how you can install the ITSM agent on multiple Windows endpoints using Active Directory and group policy (GPO) and enroll them for management.

Software Requirements

- AD Server Windows Server 2008 or higher
- Endpoints Windows 7 or higher

Please note the method described below for creating a group policy (GPO) and deploying them is for Windows Server 2008 Standard. The steps may vary slightly for other Window server versions.

Step 1 - Configure the offline ITSM package

The ITSM agent is unique for each company and user. All endpoints that have an agent installed upon them will be listed under the logged in user name or as configured in the 'User' field on the form below.

• To configure the offline package, click 'Devices on the left then 'Bulk Installation Package'

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IT & Security Manager	■ Offline Package	License Options	Logout (coyoteewile@yahoo.com)
DASHBOARD >			
DEVICES	Offline Packane		
Device List			
Bulk Installation Package	covoteewile@vahoo.com (Covote)		
USERS	By default, an installation package will be prepared for the logged in user. If you would like to		
CONFIGURATION TEMPLATES	change the user, please input the corresponding user name into the field above.		
APPLICATION STORE	Danina reven		
APPLICATIONS	A neuro Ricola		
SECURITY SUB-SYSTEMS	Comeda Olient		
CERTIFICATES	Comodo Client		
SETTINGS	Choose operating system		
	Windows x64		
	Choose clients		
	Comodo Client - Communication		
	Comodo Client - Security		
	Additional options		
	 include initial Antivirus signature database (will apply only if a profile contains Antivirus section) 		
	Profile *		
	Optimum Windows Profile for ITSM 6.5		
	If you want change it input profile name into the field		
	Restart control options		
	 Force reboot in 		
	5 minutes 🗸		
	Suppress the reboot 0		
	Warn about the reboot and let users postpone it		
	Reboot message *		
	Your device will reboot in 5 minutes because it's required by your administrator		
	UI options		
	Show error messages if installation failed		
	Show a deployment confirmation message upon completion of the		
	installation		
	Confirmation message		
	a de la companya de l		
	Download Installer		
	By downloading this files you automatically agree with «End Liser License		
	Agreement.»		
	Proxy settings		
	Percebert		
	PT 0.89 (1054		
	Proxy port		
	Proxy login		
	Proxy password		
	Drwnload MST File		

Offline Package - Form Parameters			
Parameter	Description		
User	Devices that are enrolled by installing the agent through		

	 AD Group Policy are assigned to the currently logged-in administrator by default. If you want the devices to be assigned to a different user, specify the user in this field. Start typing the first few characters of the name of the user in the text field and choose the user from the options that appear. 		
Company	Choose the company to which the endpoints should be assigned. This field applies to C1 MSP customers only and is not available for C1 Enterprise / ITSM stand-alone customers.		
Device Group	The drop-down displays the list of device groups added to ITSM		
	 Choose the device group to which the enrolled devices should be added. 		
	When enrollment is complete, the device group configuration profiles will be applied to the endpoints.		
Comodo Client	Allows you to choose the components to be added to the installation package. The available options are:		
	 Choose operating system – Select the operating system of the target endpoints. The options are: Windows x64, Windows x86, Windows x86 & 64 and MacOS. 		
	 Communication - Adds Comodo One Client - Communication agent to the installation package. This is required for the endpoints to connect to ITSM. 		
	 Security - Adds the endpoint security product, Comodo One Client - Security (CCS) to the installation package. 		
	To create an installation package in MSI/MST format purely for bulk enrollment through AD, leave 'Communication' selected and leave 'Security' deselected. You can remotely install CCS later on target endpoints from the ITSM console.		
	The rest of the configuration options related to CCS will be grayed out if 'Security' is not selected.		
Restart Control Options	CCS requires endpoint(s) to be restarted for the installation to take effect. You can configure the restart options:		
	 To restart the end-point a certain period of time after installation, choose 'Force the reboot in' and select the delay period from the drop-down. A warning message will be displayed to the user and the endpoint will be restarted automatically when the time period elapses. 		
	 To continue without restarting, choose 'Suppress reboot'. The installation will take effect only when the user restarts the endpoint. 		

	 To restart the end-point at the user's convenience, choose 'Warn about reboot and let user(s) postpone the reboot'. Enter a message to be displayed to the user in the 'Reboot Message' field. The message dialog will be displayed to the user when installation is complete. The user can choose to restart the endpoint immediately by clicking 'Reboot now' or postpone the restart until a later time.
UI Options	Allows you configure the messages to be displayed to the user regarding the CCS installation status.
	If you wish the user to be notified about an unsuccessful installation, select 'Show error messages if installation failed'
	If you wish the user to be notified about a successful installation, choose 'Show a confirmation message upon completion of installation' and enter a message in the 'Confirmation Message' field.
Proxy Settings	Proxy settings allows you to specify a proxy server through which Comodo Client Security (CCS) and Comodo Client Communication (CCC) in the endpoints should connect to ITSM management portal and Comodo servers. If you choose not to set these, then CCS and CCC will connect directly as per the network settings.
	 Enter the IP address/hostname of the proxy server and port in the respective fields.
	 Enter the user-name and password of an administrative account on the proxy server in the Proxy Login and Proxy Password fields
	Note: If proxy is used then it is mandatory to configure the same proxy settings in client proxy settings in the profile(s) applied to the enrolled devices.

- If you do not wish to use a proxy server for CCS and CCC then click 'Download Installer' after configuring user, company, group and client options.
- If you wish to use a proxy then additionally complete the 'Proxy settings' section and click 'Download MST File'

Please note .mst file can be added to the GPO only after .msi has been configured as explained in the below steps.

Step 2 – Download the ITSM agent

The next step is to download the ITSM agent for Windows devices.

- Read the EULA in full by clicking the 'End User License Agreement' link.
- Click 'Download Installer' to download the agent setup file for direct installation via Group Policy Object (GPO),

The agent package will be downloaded in .msi format. You can save the file on the AD server from where you want to enroll the endpoints, and create a software installation policy for deployment to network endpoints. After the agent is installed, it will establish communications with ITSM to begin importing the device.

• To download the installation file to include a proxy server for CCC and CCS communication to ITSM and

Comodo servers, click 'Download MST File'

ITSM will create a .mst transform file containing the proxy server installation commands. As above, you can save the file on the AD server from where you want to enroll the endpoints, and add to the GPO created for .msi file. After the agent is installed, it will establish communications with ITSM via the configured proxy servers to begin importing the device.

After downloading the agent, save it on the AD server from where you want to enroll the endpoints.

Step 3 - Create a shared network folder and configure permission level

Now that you have downloaded the .msi agent setup file, the next step is to create a shared folder in the network.

- Create a new folder in your desired location
- Name the folder appropriately. For example ITSM_agent
- Select the folder, right-click and select 'Share' or from the menu toolbar



Click 'Advanced Sharing...', then select the 'Share this folder' check box

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[ITSM_agent Properties	×
General Sharing Security Previous	vanced Sharing 🛛 🗙
Network File and Folder Sharing ITSM_agent Not Shared Network Path: Not Shared Share Advanced Sharing Set custom permissions, create multi advanced sharing options.	Share this folder Settings Share name: ITSM_agent Add Remove Limit the number of simultaneous users to: 16777
Advanced smalling	Permissions Caching
Close	Cancel Apply

• Click 'Permissions'. By default, 'Everyone' will be selected. Since all endpoints need to have at least read access to this shared folder, make sure the permission is configured for 'Everyone'

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Permissions for ITSM_agent		X	
Share Permissions			
Group or user names:			
Serveryone			
	Add	Remove	
Permissions for Everyone	Allow	Deny	
Full Control			
Read			
Learn about access control and permissions			
ОК	Cancel	Apply	

• Ensure the 'Permission Level' is set to 'Read' and click 'OK'.

Advanced Sharing	×
Share this folder	
je share and folder	
Settings	
Share name:	
ITSM_agent	
Add Remove	
Limit the number of simultaneous users to: 16777	
Comments:	
Permissions Caching	
OK Cancel Apply	

• Click 'Apply', then 'OK' in the 'Advanced Sharing' dialog.

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📙 ITSM_agent Properties 🛛 🛛 🔀			
General Sharing Security Previous Versions Customize			
Network File and Folder Sharing ITSM_agent Shared Network Path: \\\WIN-CU20X8JDY3D\ITSM_agent			
Advanced Sharing Set custom permissions, create multiple shares, and set other advanced sharing options.			
Close Cancel Apply			

• Note down the location of this shared folder and click the 'Close' button

Follow the similar steps to create a shared file location for .mst file, if required.

Step 4 – Create a Group Policy and Assign the package

The next step is to create a group policy that will install the ITSM agent onto the endpoints.

- Click 'Start' > 'Administrative Tools' > 'Group Policy Management'
- Right-click on the domain name and select the 'Create a GPO in this domain and Link it here...' option

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🛃 Group Policy Management
🛃 File Action View Window Help
Group Policy Management Forest: testcom Domains Create a GPO in this domain, and Link it here Sites Group Block Inheritance Group Policy Modeling Wizard New Organizational Unit Search Change Domain Controller Remove Active Directory Users and Computers New Window from Here Refresh Properties Help
Create a GPO in this domain and link it to this container

Enter a name for the group policy in the 'New GPO' dialog.

New GPO	×
Name:	
ITSM_agent_deploy	
Source Starter GPO:	
(none)	▼
	OK Cancel

Click 'OK'

The newly added group policy will be listed.

• Right-click on the policy and click the 'Edit' option

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🛃 Group Policy Management	
🔜 File Action View Window Help	_8×
🗢 🔿 📶 🗙 🧟 🖬	
Group Policy Management Forest: test.com Domains test.com Default Domain Pr TSM_agent_dep Scope Details Setti Links Display links in this loc. Edit Enforced WMI Filters Sites Group Policy Modeli Group Policy Result Sites Group Policy Result Mew Window from Here Delete Rename Refresh Help	ings Delegation ation: test.com nains, and OUs are linked to this GPO: Enforced Link Enabled No Yes test.com Image: Comparison of the set of the
Add	Remove Properties
Open the GPO editor	

The 'Group Policy Management Editor' will be displayed.

• Expand 'Computer Configuration' > 'Policies' > 'Software Settings'

🗐 Group Policy Management Editor 📃 🗆 🗙				
File Action View Help				
🗢 🔿 🞽 📰 🖻 🧟 😹 🛛 🖬				
ITSM_agent_deploy [WIN-CU2OX8	Name	Version	Deployment state	Source
 Computer Configuration Policies Software Settings Software installatic Windows Settings Administrative Templat Preferences User Configuration Policies Preferences Preferences 	There	are no iter	ms to show in this vie	
	•			

Right-click on 'Software installation' and select 'New' > 'Package'

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🧾 Group Policy Management Edito	or			
File Action View Help				
🗢 🔿 🙎 🖬 🖺 🧟 😖 🖡	? 🗊			
ITSM_agent_deploy [WIN-CU2OXE Computer Configuration Computer Configuration Computer Configuration Computer Settings	Name	Version e are no ite	Deployment state	Source
Image: Software install Image: Windows Settings Image: Windows Settings Image: Setting Settings Image: Setting Seting Setting Setting Setting Setting Setting Setting	New Package. View ▶ Paste Refresh Export List Properties Help ■			
	<u> </u> ↓			
Adds a package.				

In the 'Open' dialog, enter the path of the shared folder that was noted before, select the file and click the 'Open' button

🗐 Open		×
G 🖉 🕨 🕈 WIN-CU20	OX8JDY3D - ITSM_agent - 🧐 Search	- 2
🖳 Organize 👻 📗 Views	▼ 📑 New Folder	0
Favorite Links 6769007df96f4bf5d1 Desktop Ocuments Documents Pictures Nusic Recently Changed Searches Public	Name Image: Date modified Image: Type Image: Second	iize 40,476 k
Folders 🔨		
File name:	Windows Installer package	s (▼ ;el

• Select the file and click 'Open'

• In the 'Deploy Software' dialog, select 'Assigned'

Note: If you want to add the MST file also to the GPO, then select 'Advanced' and move to '**Deploy Software**' instruction in Step 6. If you want to add the .mst file later then see the instructions from Step 6.

Deploy Software	×
Select deployment method:	
C Published	
• Assigned	
C Advanced	
Select this option to Assign the application without modifications.	-
OK Cancel	

Click 'OK'

Step 5 – Run a GPO update

In order to install the ITSM agent, you need to run a GPO update in the command prompt.

• Open the command prompt, type "gpupdate" and press enter.



The group policy update will run and a confirmation message displayed:

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After the group policy has been successfully updated, the endpoints must be restarted for the ITSM agent to be installed.

That's it. You have now successfully enrolled Windows endpoints via AD using the GPO method. You can see the endpoints listed in the 'Devices List' screen.

Note: You may get an error message if you try to manually install the ITSM agent on an endpoint where the GPO was deployed and then removed. Visit the Microsoft support site at https://support.microsoft.com/en-us/mats/program_install_and_uninstall and run the tool on the endpoint.

The device group policy that was selected in the enrollment form will be applied to the enrolled devices automatically. If you have configured proxy settings and downloaded the .mst file then go to Step 6 to add the MST file to the newly created GPO.

Step 6 – Adding MST file to the GPO

If you want to include the MST file to the GPO, then download the file after providing the details in the proxy settings fields in the form.

- After downloading the file, save it on the AD server and create a shared folder as explained in Step 3.
- If you are adding both MSI and MST files at one go, then select 'Advanced' at the end of Step 4.
- If you are adding the file later on, then open Group Policy Management, right click on the policy, then click 'Edit'

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🔜 Group Policy Management	_ 🗆 🗵
🛃 File Action View Window Help	- 8 ×
Group Policy Management Group Policy Management Forest: test.com Default Domain P Default Domain P Display links in this location: TSM_agent_deploy Scope Details Settings Delegation Links Display links in this location: test.com TSM_agent_deploy Scope Details Settings Delegation Links Display links in this location: Test.com Test.com	•
	th t.com
Group Policy Result	к:
Help	- 1
Add Remove Properties	
Open the GPO editor	

The Group Policy Management Editor will open.

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🗐 Group Policy Management Editor
File Action View Help
ITSM_agent_deploy [WIN-CU20X8] ITSM_agent_deploy [WIN-CU20X8] ITSM_agent_deploy [WIN-CU20X8] Policies Software Settings Image: Software Settings Software Induction Image: Software Settings Paste Image: Software Settings Properties Image: Proferences Properties Image: Proferences Paste Image: Proferences Paste Image: Proferences Paste Image: Proferences Paste Image: Proference Paste
Extended Standard
Adds a package.

- Expand 'Computer Configuration' and right-click on 'Software Installation'
- Click 'New', then 'Package'

The policy item dialog will open.

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🗐 Open		×
💮 🖳 🕈 WIN-CU2	OX8JDY3D 🗸 ITSM_agent 🛛 👻 🚱 Search	
🕒 Organize 👻 📗 Views	▼ 📑 New Folder	0
Favorite Links Image: State of State	Name A Joate modified Jype Joace modified Windows Installe	Size 40,476 k
Folders 🔨	•	
File <u>n</u> ame	Cocc_Tch5lqXq_installer ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	iges (▼ ancel

Click 'Open'

The 'Deploy Software' dialog will open.

Deploy Software	×
Select deployment method:	
C <u>P</u> ublished	
C Assigned	
Advanced	
Select this option to configure the Pub and to apply modifications to a packag	lished or Assigned options, ge.
	OK Cancel

• Select 'Advanced' and click 'OK'. If you select any other option, then you won't be able to add the MST file.

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Comodo ONE Client -	Communication (3) Properties	? ×
General Deploymen	 Upgrades Categories Modifications Secur	ity
Name:		1
Comodo ONE Client	- Communication (3)	- 1
		- I.
Product information	1	
Version:	6.1	
Publisher:		
Language:	English (United States)	
Platform:	×86	
Contact:		
Phone:		
URL:		_
	-	
	OK Ca	ncel

Click 'Modifications' tab

•

Comodo ONE Client - Communication (3) Pro	perties	? ×
General Deployment Upgrades Categories	Modifications	Security
Modifications or transforms allow you to customi applied to the package in the order shown in the	ze the package e following list:	and are
Modifications:		
		M <u>o</u> ve Up
	M	o <u>v</u> e Down
Add		
Important! Do not press OK until all transforms and correctly. For more information, right-click on the then click What's this?	re added and or e Modifications I	rdered list box, and
	ОК	Cancel

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🗐 Open			-	×
G	DX8JDY3D\ITSM_mst_agen	t 🔽 🔁 Sea	arch	
🕒 Organize 🔻 📗 Views	👻 📑 New Folder			0
Favorite Links6769007df96f4bf5d1DesktopComputerDocumentsPicturesMusicRecently ChangedSearchesPublic	Name A	✓ Date modified No items match yo	▼ Type our search.	▼ Size
Folders 🔦	•			•
File <u>n</u> ame	:	•	Windows Installer tra	insform p 💌 Cancel

· Click 'Add' and enter the location of the shared MST file in the open dialog.

Click 'Open'

The file name will be displayed in the dialog.

🧾 Open		X
G 🖓 🖳 🕈 ITSM_mst	t_agent 👻 🌠 Search	•
🕘 Organize 👻 📗 Views	▼ 📑 New Folder	0
Favorite Links6769007df96f4bf5d1DesktopOcomputerDocumentsPicturesMusicRecently ChangedSearchesPublic	Name Image: Date modified Type Size Image: Cdm_agent_43944a 12/26/2016 9:38 MST File	4
Folders ^	✓	•]]

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• Click 'Open' again.

The MST file will be added to GPO.

Comodo ONE Client - Communication (3) Properties 🛛 🔋 🔀
General Deployment Upgrades Categories Modifications Security
Modifications or transforms allow you to customize the package and are applied to the package in the order shown in the following list:
Modifications:
\\\WIN-CU20X8JDY3D\ITSM_mst_agent\cdm_agent Mgve Up Mogve Down Mogve Down
Add <u>R</u> emove
Important! Do not press OK until all transforms are added and ordered correctly. For more information, right-click on the Modifications list box, and then click What's this?
OK Cancel

- Click 'OK' to complete the setup.
- Open the command prompt, type gpupdate and press enter to update the GPO.

That's it, you have successfully added MST file to the GPO.

After first successful connection, the device group profile(s) will be applied and the client proxy settings will take over. Make sure the profile(s) (via device, device group, user and/or user group profiles) applied to the enrolled devices contain the same proxy settings in the client proxy settings component.

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About Comodo

The Comodo organization is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Building on its unique position as the world's largest certificate authority, Comodo authenticates, validates and secures networks and infrastructures from individuals to mid-sized companies to the world's largest enterprises. Comodo provides complete end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats, both known and unknown. With global headquarters in Clifton, New Jersey, and branch offices in Silicon Valley, Comodo has international offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom. For more information, visit **comodo.com**.

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