



# Comodo

## Client Security for Mac

Software Version 2.4

### Quick Start Guide

Guide Version 2.4.062220

# Comodo Client Security for Mac - Quick Start Guide

This tutorial explains how to use Comodo Client Security for Mac (CCS).

- **Install CCS**
- **Start CCS**
- **The main interface**
- **Scan and clean your computer**
- **Run an instant antivirus scan on selected items**
- **More help**

## Install CCS

You can use the Endpoint Manager (EM) interface to deploy Comodo Client Security (CCS) to your endpoints. You can purchase EM as stand-alone application, or as a part of the ITarian platform.

This section covers how to:

- **Subscribe for Endpoint Manager**
- **Enroll users**
- **Enroll devices**

### Subscribe for Endpoint Manager

- **ITarian - Sign up for ITarian at <https://www.itarian.com/signup/>**
  - After signup, login and click 'Applications > 'Endpoint Manager'
- **Stand-alone Endpoint Manager**
  - Visit <https://secure.comodo.com/home/purchase.php?pid=98&license=try> for the trial version or <https://secure.comodo.com/home/purchase.php?pid=98> for the full version.
  - After sign-up, you can access your Endpoint Manager at the URL provided during setup.

### Enroll Users

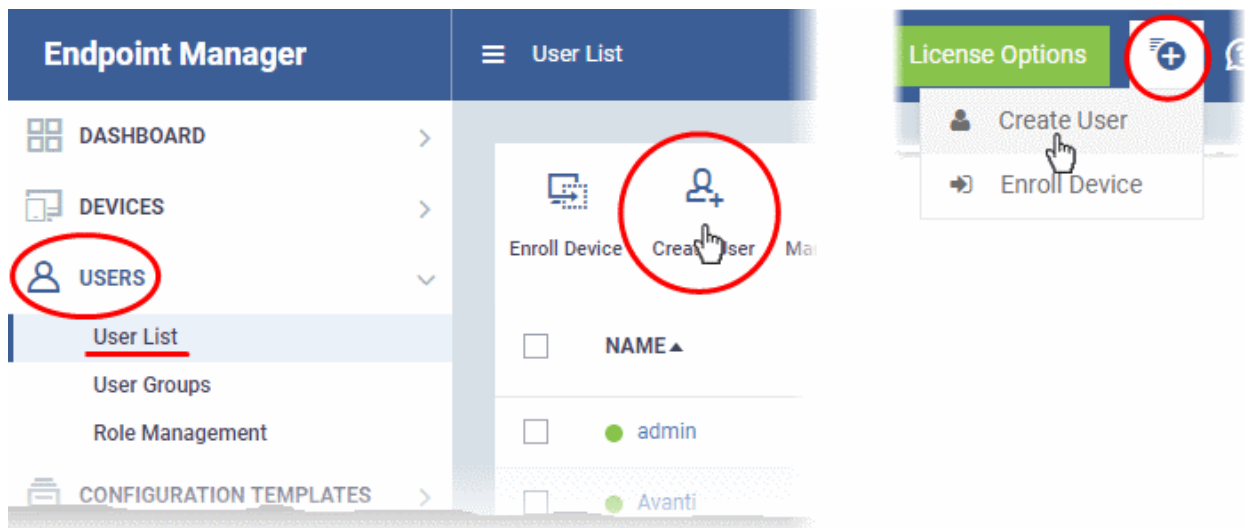
You must add users to Endpoint Manager before you can install CCS on your endpoints.

- **ITarian MSP customers** - You can create multiple companies and enroll users to any of them.
- **ITarian Enterprise, and stand-alone Endpoint Manager customers** - All users are enrolled to the default company.

#### Add a user

- Open Endpoint Manager
  - Click 'Users' > 'User List'
  - Click 'Create User'
- or

- Click the 'Add' button  on the menu bar and choose 'Create User'.



Complete all mandatory fields on the new user form:

### Create New User

**User Name\***  
Oxford

**Email\***  
mmoxford@yahoo.com

**Phone Number**  
9876543210

**Company\***  
Default Company

**Assign Role**  
Users

**Submit**

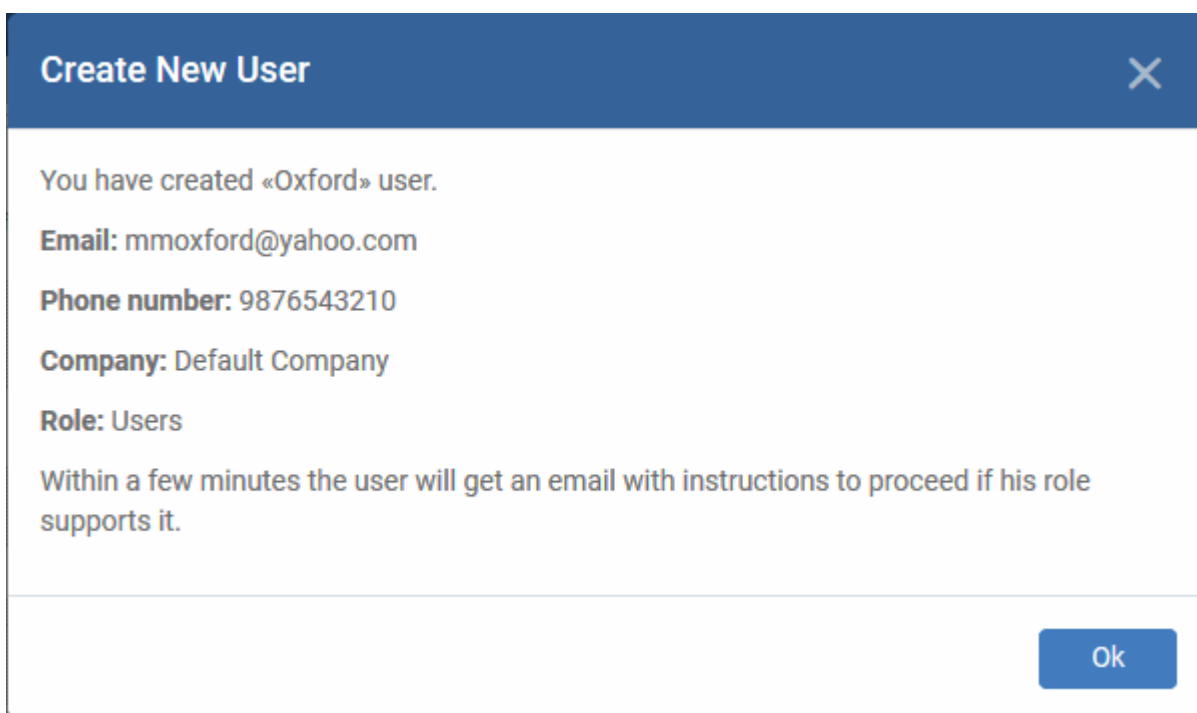
- User Name** - Enter the login username of the user. They will appear under this name in the EM interface.
- Email** - Account and device activation mails will be sent to this address.

- **Phone Number** - The contact number of the user.
- **Company** – The organization to which you want to add the user.
- **Role**

A 'role' determines user permissions within the Endpoint Manager console itself. Endpoint Manager ships with two default roles:

- **Administrator** - Full privileges in the Endpoint Manager console. The permissions for this role are not editable.
  - **User** - In most cases, a user is simply an owner of a managed device. They should not require access to the Endpoint Manager console. Under default settings, users cannot login to Endpoint Manager.
- Click 'Submit' to add the user to Endpoint Manager.

A confirmation message is shown:



- Repeat the process to add more users.
- New users are added to the 'Users' interface (click 'Users' > 'User List')

**Tip:** You can also import a list of users from a .csv file, and bulk enroll users/endpoints from Active Directory (AD). See <https://community.itarian.com/help/topic-459-1-1005-14819-Create-New-User-Accounts.html> if you want to learn more about these options.


## Enroll Devices

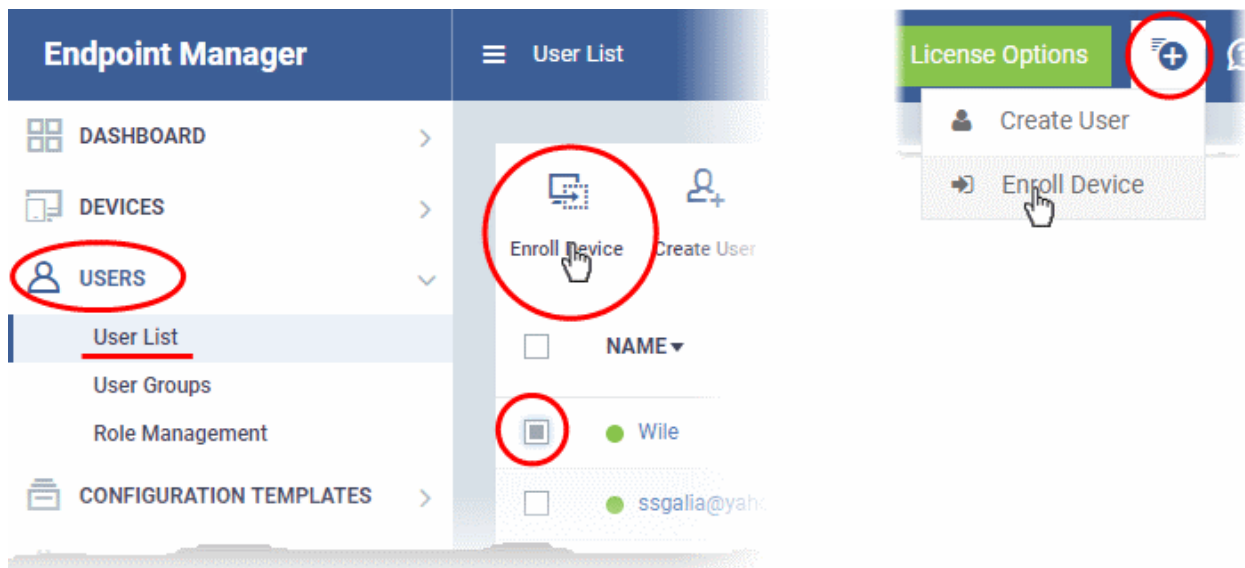
The next step is to add user devices so you can manage them with Endpoint Manager.

### Enroll devices

- Click 'Users' > 'User List'
- Select users for whom you want to enroll devices
- Click the 'Enroll Device' button above the table

OR

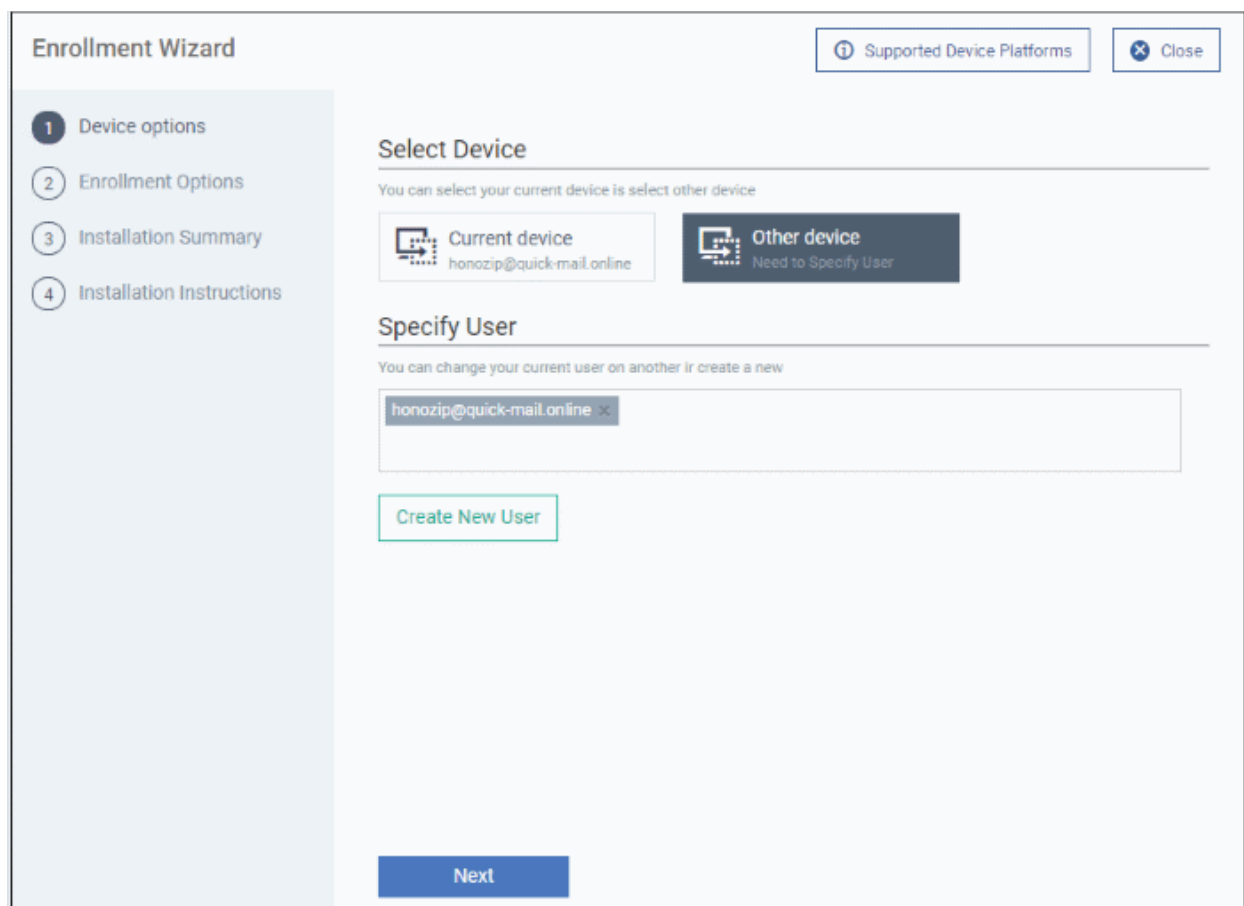
- Click the 'Add' button  on the menu bar and choose 'Enroll Device'.



This starts step 1 of the device enrollment wizard:

### Step 1 - Device Options

- Current device** - Enrolls the device you are currently using. You may disregard this option at this stage as we are adding multiple devices with the 'Other device' option.
- Other device** - Add devices owned by the users you selected previously. Those users should already be listed in the 'Specify User' box:



- You can add additional, existing users by simply typing their email address in the box. Endpoint Manager will auto-suggest users that have already been created.
- **Create New User** - Click if you want to add a new user to Endpoint Manager. You cannot add devices unless you have first added the users that own them.
- Click 'Next' to proceed to step 2.

## Step 2 - Enrollment Options

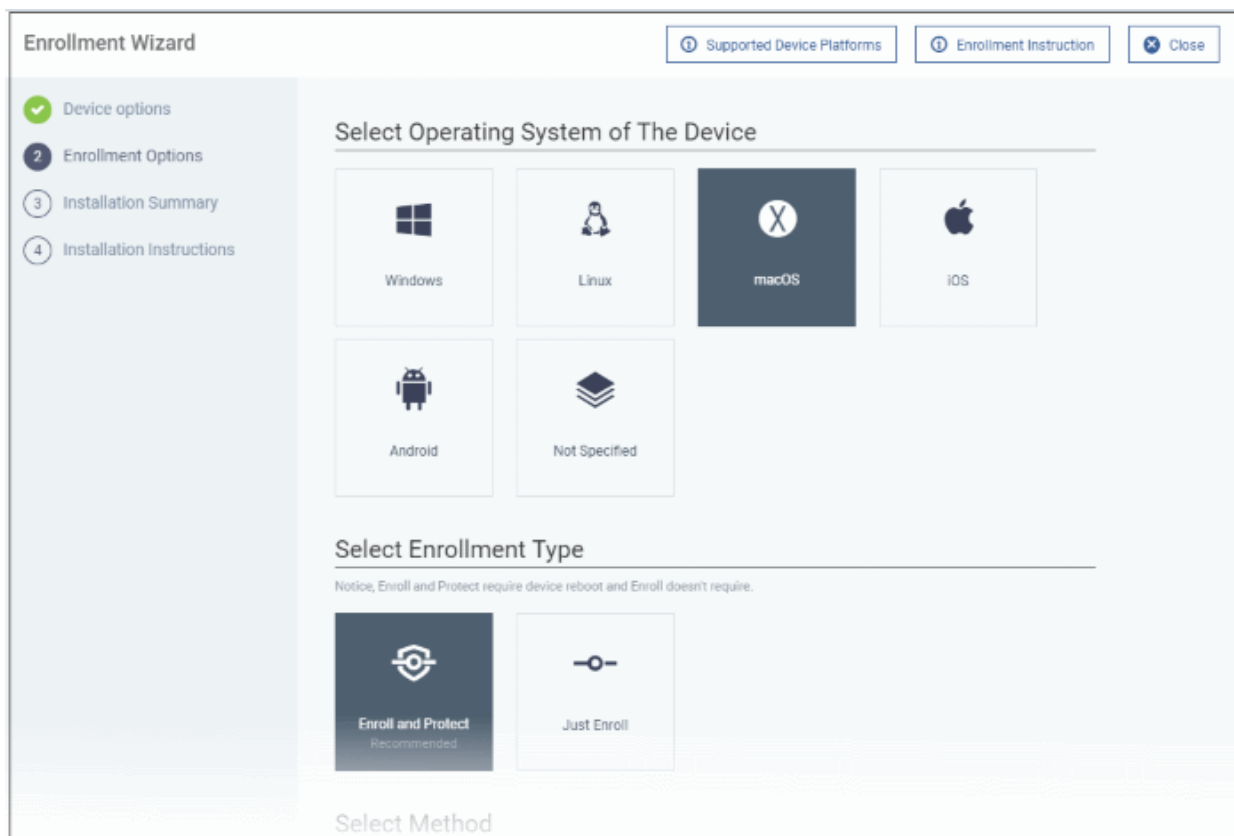
### Enrollment Type

Applies to Windows, Mac and Linux devices.

- **Enroll and Protect** - Installs both the communication client and the security client.
- **Just Enroll** - Installs only the communication client

Background. There are two types of client:

- **Communication Client** - Connects the device to Endpoint Manager for central management. It is mandatory to install this client.
- **Security Client** - This is the security software. Depending on the operating system, it includes antivirus, firewall, threat-containment, web-filtering, and more. It is optional to install this client.



**TLDR** - 'Not specified' only installs the communication client so the device can connect to Endpoint Manager. It does not install the security client. Click one of the operating system tiles if you also want to install the security client.

### Option 1 - Enroll + Protect - Single Operating System

- Choose this if you want to deploy both communication and security clients
  - Click the Mac OS box. Please make sure all your target devices use this operating system.
  - The wizard will send enrollment mails which *only* contain download links for the Mac clients.
  - You can customize enrollment options as required. You can configure items such as enrollment type, MDM profile and device name.

- Note - Please uninstall any other antivirus products from target endpoints before proceeding. Failure to do so could cause conflicts that mean CCS does not function correctly.

### Option 2 - Enroll Only - Multiple Operating Systems

- Choose this if you only want to deploy the communication client. If required, you can install the security client later after enrolling the endpoint.
  - Click 'Devices' > 'Device List'
  - Select the target devices
  - Click the 'Install or Update Package' button > Choose 'Install Comodo Client – Security'.

Click 'Next' to **skip to step 3** if you are happy with your choices thus far

OR

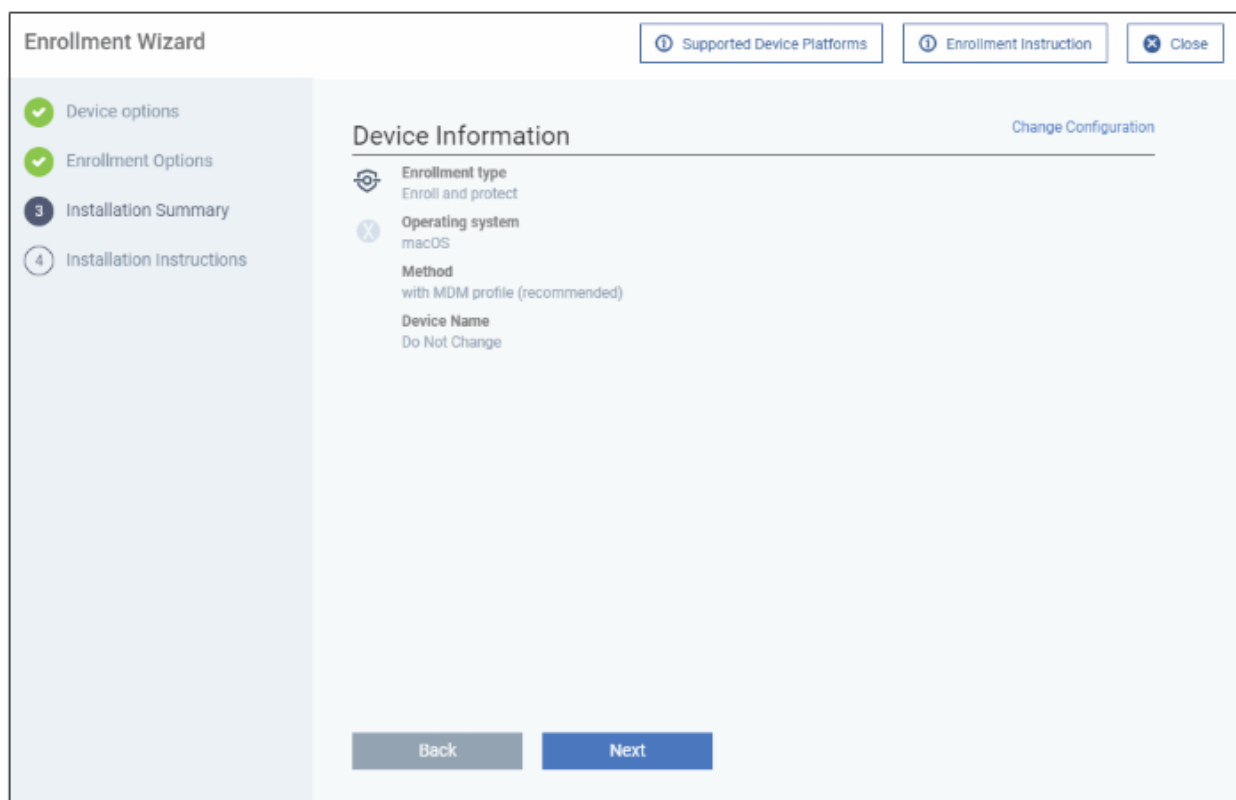
See the table below for more information about the options on this page

Setting	Description
Select Method	<ul style="list-style-type: none"> <li>• With MDM profile (recommended) - Installs both the communication client and the Endpoint manager configuration profile. You can use the full suite of Endpoint Manager tools on your devices</li> <li>• Without MDM profile - Installs only the communication client for connection to EM. 'Profile-less' enrollment lets you use Endpoint Manager to manage security while using another platform for general Mac management.</li> </ul>
Device Name Options	<ul style="list-style-type: none"> <li>• Do Not Change - The device's existing name is used to identify the device in Endpoint Manager.</li> <li>• Change - Enter a new device name. Note - You can restore the original name from the device list screen if required.</li> </ul>

- Click 'Next' to proceed to step 3

### Step 3 - Installation Summary

Review your choices so far.

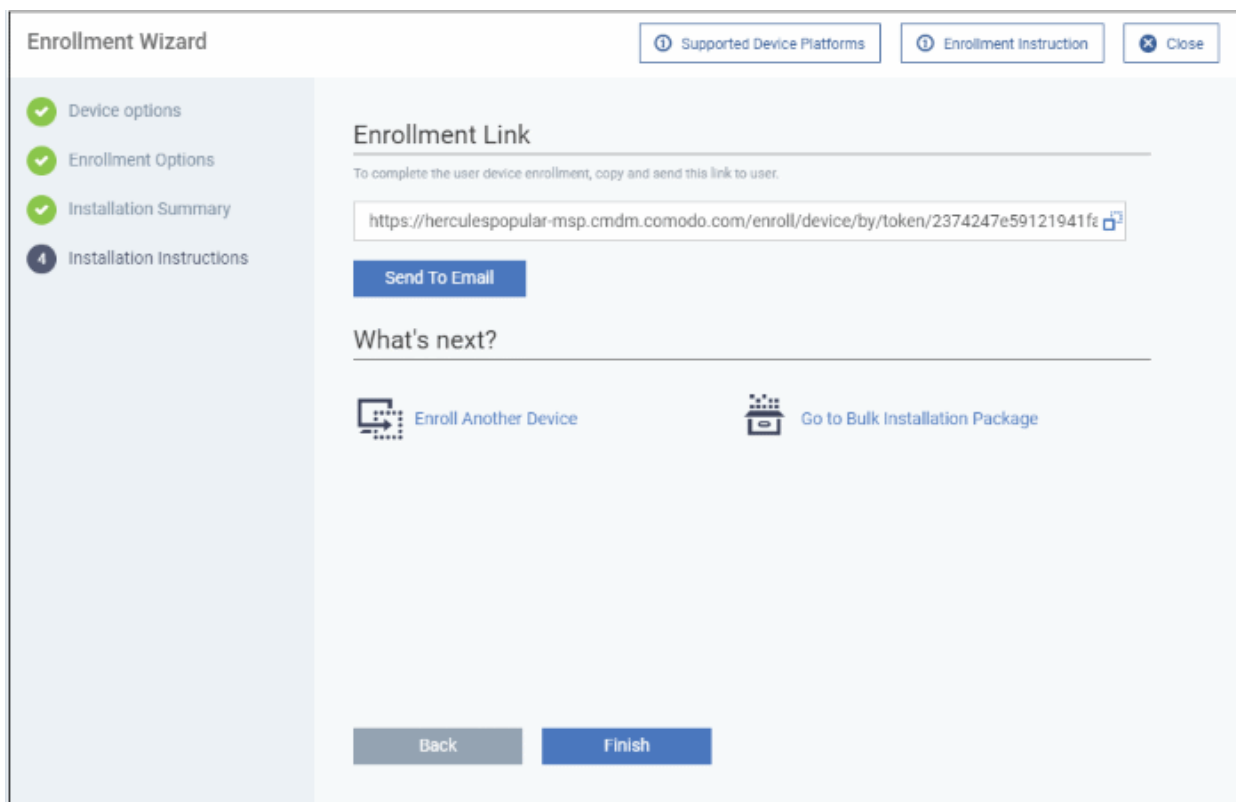


- Click 'Back' or 'Change Configuration' (top-right) to revise your choices.
- Click 'Next' to proceed to step 4

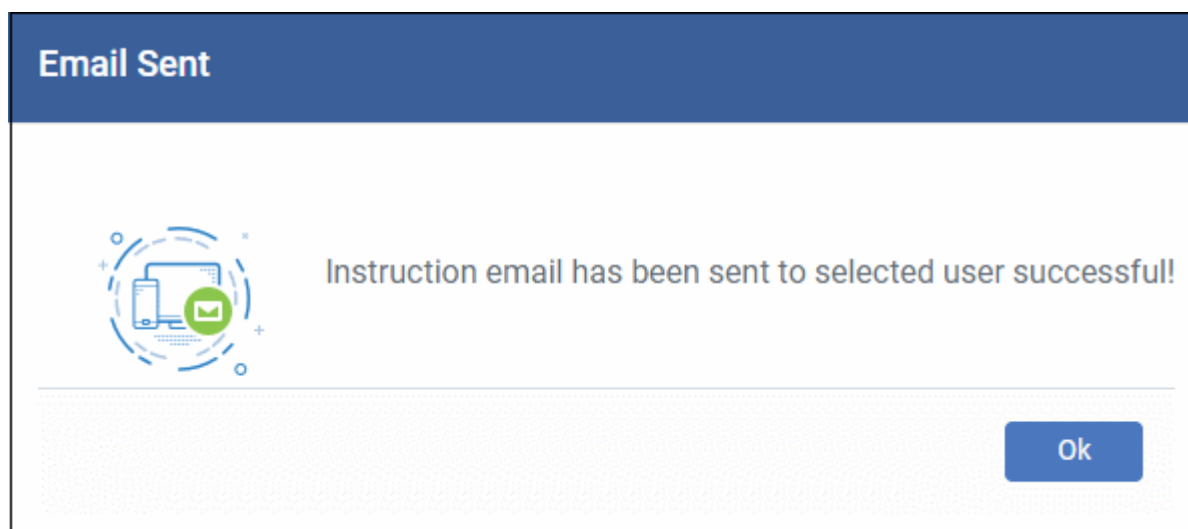
#### Step 4 - Installation Instructions

The final step is to send out the enrollment emails to the device owners:





- **Send To Email** - Click this to send enrollment mails to users with the settings you choose in steps 1 - 3.



- **Enroll Another Device** - Takes you back to step 1
- **Go to Bulk Installation Package** - Takes you to bulk installation package screen to configure and enroll users in bulk. See '**Bulk Enrollment of Devices**'
- Click 'Finish' to close the window.

An example mail is shown below:

Dear Grey Pelican,


Congratulations, your Endpoint Manager account has been successfully created. Please click the following link to activate your account and set up your password:

<https://herculespopular-msp.cmdm.comodo.com/user/site/activate/username/Grey+Pelican/key/499cdc1039e5fd03080347b55a776adc658c5c77>

Sincerely, Endpoint Manager team.

The user experience is as follows:

- User opens the email on the Mac endpoint you want to enroll.
- Click the enrollment link in the email to open the device enrollment page
- Click the 'Download macOS Installer' button:



## Welcome to Enrollment Wizard

In order to complete the connection of your device, follow the instruction below



### Installer


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**Download macOS Installer**

### Installation Instruction

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<b>Step 1</b>	<b>Step 2</b>
Run installer of Communication Client after download complete	Your device will be enrolled and appears in Device List

- The EM client setup file gets downloaded.
- Run the setup file to install the client on the endpoint.
- The device is automatically added to Endpoint Manager once installation is complete. The EM communication client icon  appears at the top-right of the endpoint screen.
- Protection is effective immediately after the computer restarts.

An Endpoint Manager (EM) security profile is applied to the device.

- If the user is already associated with a configuration profile in EM, then those profiles will be applied to the device. See [Assign Configuration Profile\(s\) to User Devices](#) and [Assign Configuration Profiles to a User Group](#) for more details.
- If no profiles are defined for the user then the default Mac profile(s) will be applied to the device. See

**Manage Default Profiles** for more details.

The device can now be remotely managed from the EM console.

## Start CCS

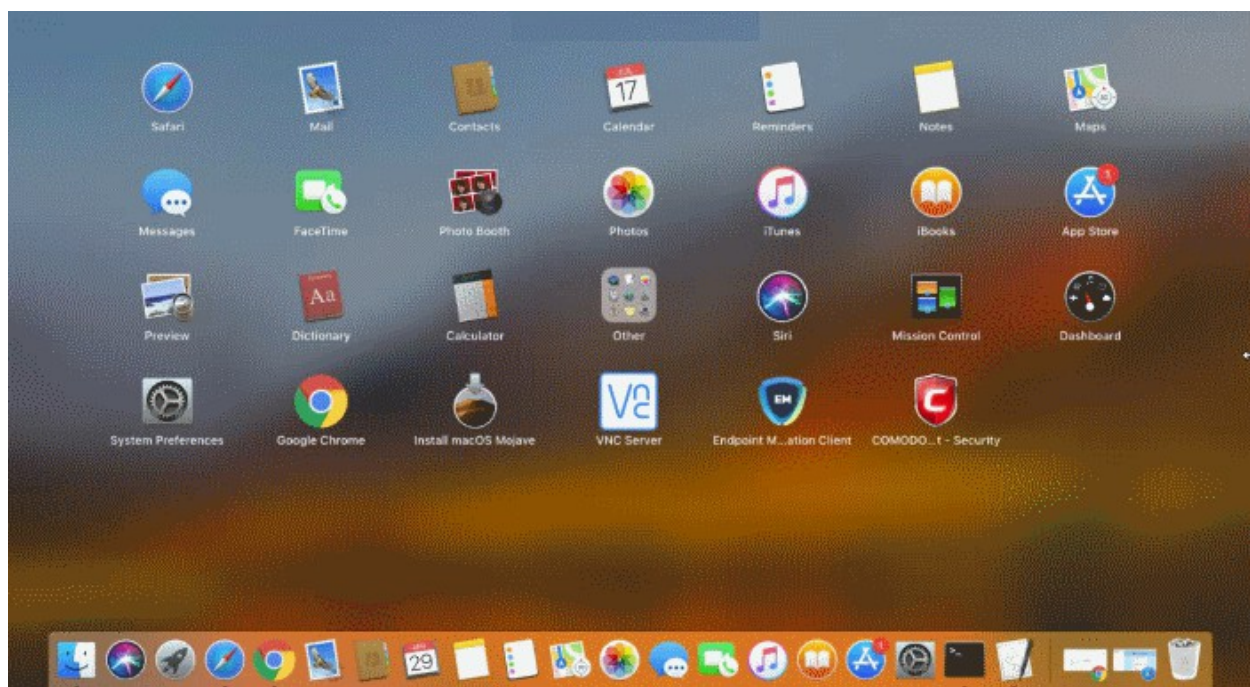
- After installation, CCS will automatically start up when the endpoint boots.
- The real-time virus monitor is enabled by default, so endpoints are protected immediately after the restart.
- **Important** - We recommend admins configure CCS via an Endpoint Manager profile rather than locally.
  - Log into 'Endpoint Manager' > Click 'Configuration Templates' > 'Profiles' > open a Mac OS profile > Click the 'Antivirus' tab.
- However, you can also configure the application at a local machine should you wish. The rest of this guide addresses how to use the application locally.

You can access the management interface in the following ways:

- **Launch Pad**
- **Task bar icon**
- **Dock icon**

### Launchpad

- Open the launchpad on your Mac device



- Click the Comodo Client Security icon to open the application

### Taskbar icon

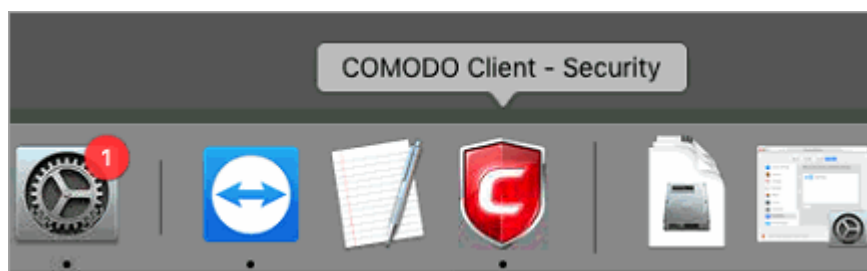
The taskbar (top-right) lets you open the application, enable/disable real-time scanning, switch to silent mode, and manage your CCS configurations.



- **Antivirus Security Level** – Enable or disable the real-time virus monitor:
    - **On Access** - Any file opened is scanned before it is allowed to run.
    - **Disabled** - Switches the real-time scanner off.
  - **Silent Mode** - Temporarily disable alerts so they don't interrupt you when running a full screen presentation or playing a game. Protection remains enabled.
  - **Configuration** - Create, import and export CIS security configurations. This is useful if you want to implement specific settings on multiple endpoints.
  - **Open...** - Open the CCS main interface.
- Click 'Open' to launch the application.

### Dock Icon

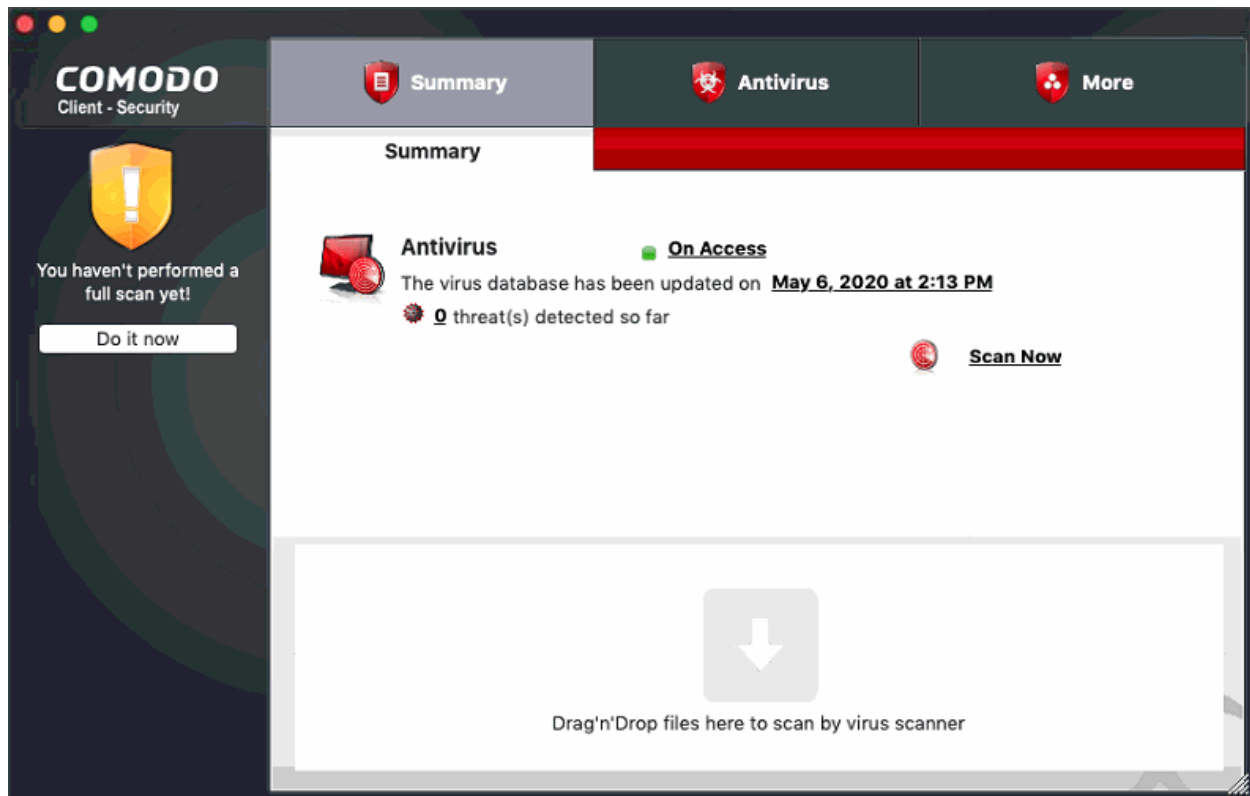
- Use the quick launch icon on the MAC OS dock to open the interface at any time:



**Tip:** You can scan a file or folder by simply dragging it onto the CCS dock icon. If the icon is not present, you can add it as follows:

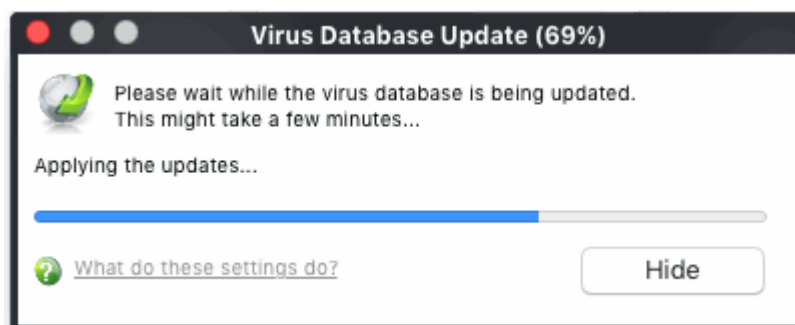
- Click the 'Finder' icon on the Dock
- Click 'Applications' on the left menu
- Click, hold and drag 'Comodo Client Security' icon onto the dock.

The summary screen opens:

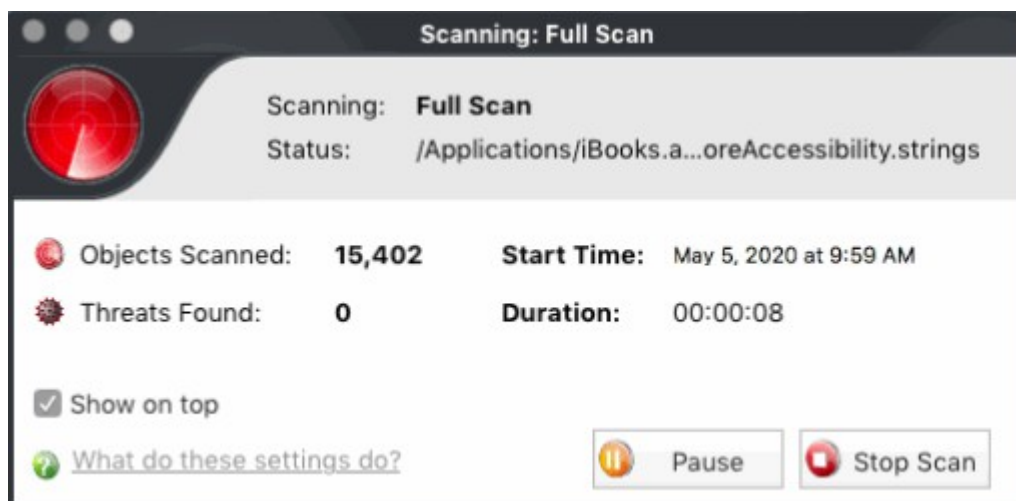


- Click 'Do it now' to run your first full computer scan.

Before running the scan, CCS will first check for AV database updates. If updates are available they will be downloaded and installed.

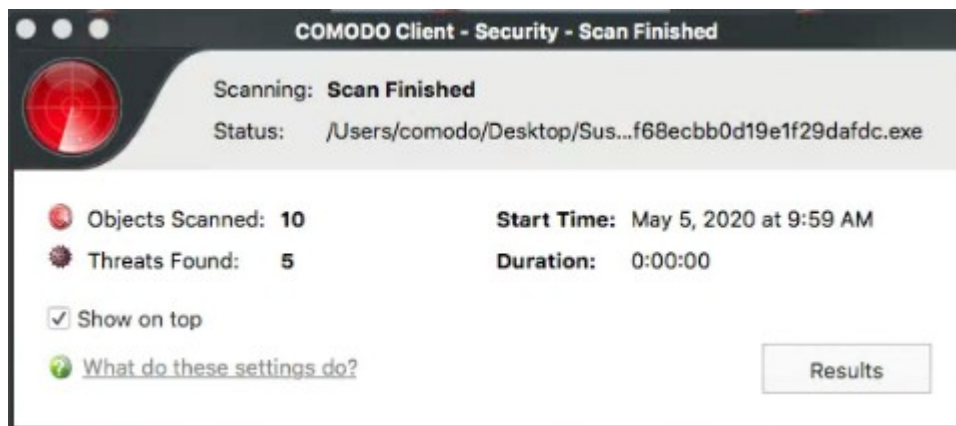


The scan will commence after the update:



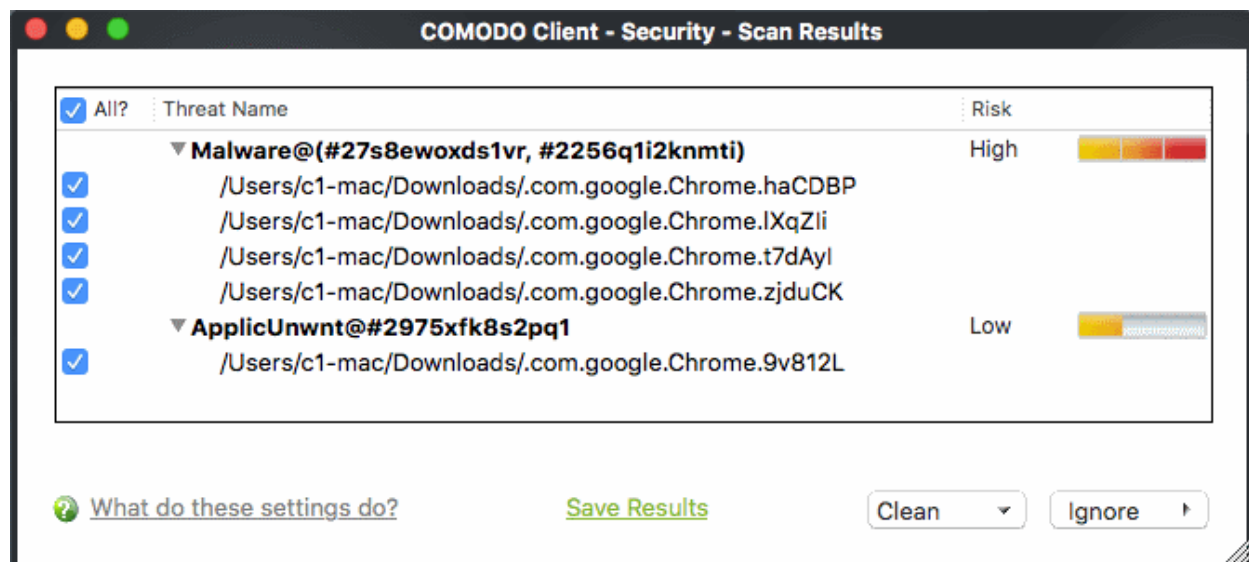


Scan results are shown at the end of the scan.



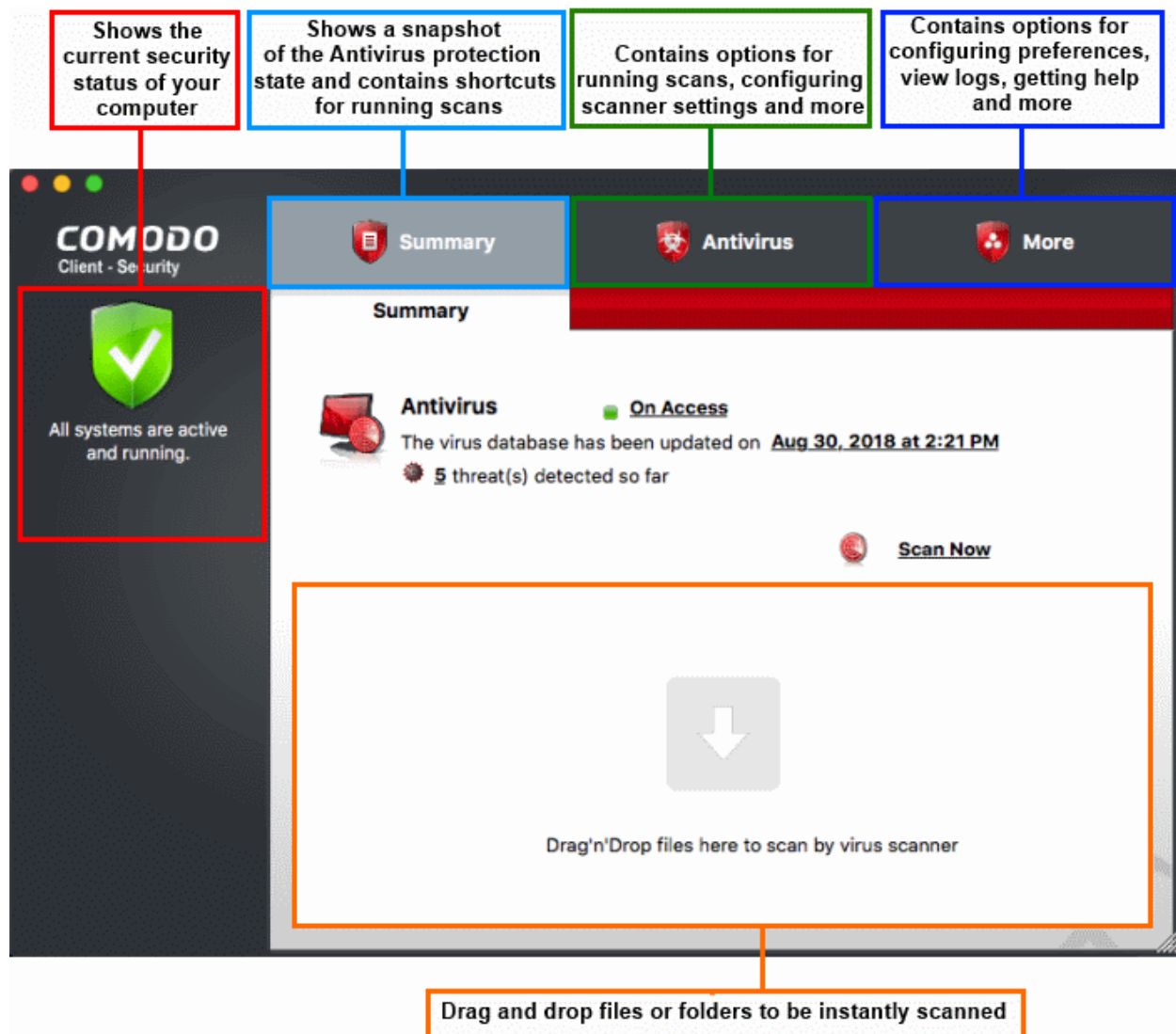
Once the scan is complete, the results window opens:

- The results window lists all threats discovered by the scan. You can remove selected threats or choose to ignore them:



See [Scan and Clean Your Computer](#) for more details.

## The Main Interface



### System Status

- The shield icon on the left shows the current protection level. There are four statuses: yellow, green, red and blue
  - **Yellow** – There are actions you need to take. For example, because you need to run a full scan or because the real-time scanner is switched off.
  - **Green** - All systems are active and running.
  - **Red** - Serious security risks. For example, threats have been found on the computer, or the Endpoint Manager agent is not running.
  - **Blue** - Silent mode is active. Alerts are temporarily disabled.

The tabs along the top of the screen let you configure different aspects of CCS:

- **The 'Summary' tab**
- **The 'Antivirus' tab**
- **The 'More' tab**



## The 'Summary' tab

The summary tab contains two areas:

- Antivirus Summary
- Drop Files to Scan

### Antivirus Summary

The antivirus summary box shows:

i. **Scanner status** - Shows whether the 'always-on' virus monitor is active or not. Possible options are:

- On Access: Real-time protection is enabled. All files you open or download are scanned before they are allowed to open.
- Disabled: Real-time protection is switched off.
- Click the status to configure real-time protection. See <https://community.itarian.com/help/topic-459-1-999-14707-Real-Time-Scan.html> for more details.

ii. **When the Virus Database was Last Updated**

The day and time at which the virus database was most recently updated.

- Click the date/time to start the the database update. See <https://community.itarian.com/help/topic-459-1-999-14680-Update-Virus-Database.html> for more details

iii. **Number of Detected Threats**

- Click the <number of threats> to open the 'Antivirus Events' panel. For more details, see <https://community.itarian.com/help/topic-459-1-999-14694-View-Antivirus-Events.html>

iv. **Scan Now**

Click the 'Scan Now' link to start an **on-demand scan**.

### Fast scans

Drag a file, folder or drive into the scan box on the 'Summary' screen.

## The 'Antivirus' tab

The Antivirus tab contains links for various tasks:

- Run a scan - Launch an on-demand scan on an item of your choice.
- Update Virus Database - Manually check for the virus database and download updates
- Scheduled Scans - Timetable virus scans according to your preference. You can configure scheduled scans to scan your entire computer or specific areas.
- Quarantined Items - View threats which were moved to quarantine. Quarantined files are encrypted and cannot be run.
- Scan Profiles - Create and manage custom profiles to scan specific folders, drives or areas.
- Scanner Settings - Configure settings for real-time scans, manual scans and scheduled scans. You can also configure exclusions.

## The 'More' Tab

The 'More' tab gives you access to the following:

- Preferences – Configure general CCS settings (interface language, log storage, update options and so on)
- Manage My Configurations - Manage, import and export CCS security settings as configuration profiles.
- Diagnostics – Identifies any problems with the CCS installation.
- Check For Updates - Launches the CCS program updater.

- Browse Support Forums - Links to user forums.
- Help - The online help guide.
- About - Version and copy-right information about the product.
- View Logs - Launches the 'Log Viewer' module that displays the logs generated during real-time protection, after running an update, and for various other events.

## Scan and Clean Your Computer

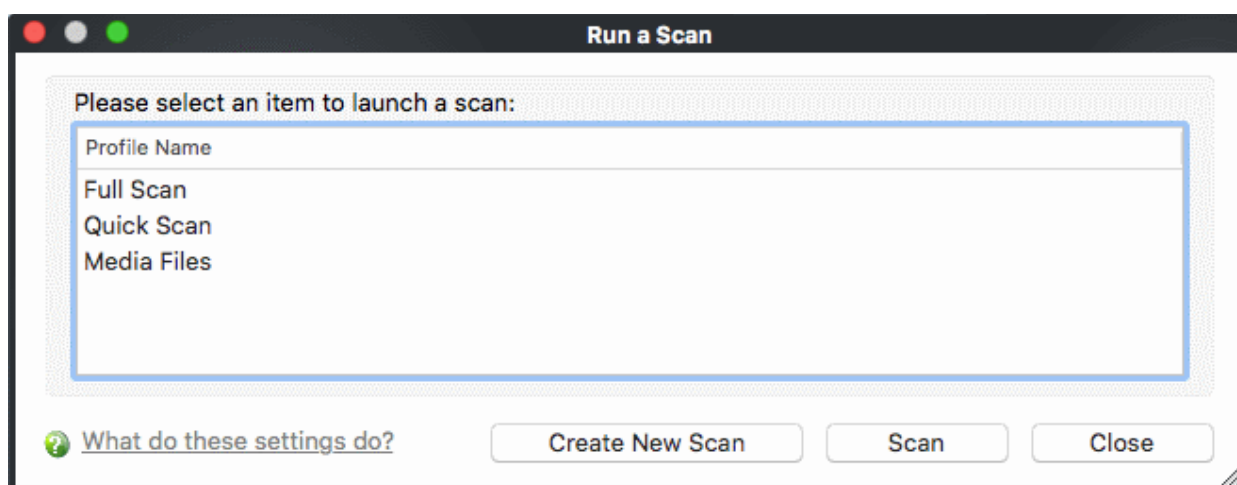
Click 'Antivirus' > 'Run a Scan'

- The 'Run a Scan' area lets you launch an on-demand scan on an item of your choice.
- The item can be anything you choose - your entire computer, a specific drive or partition or even a single file.
- You can also scan a wide range of removable storage devices, such as external hard-drives, USB sticks and more.

### Run an on-demand virus scan

- Open Comodo Client Security
- Click the 'Antivirus' tab
- Click the 'Run a Scan' box

Next, choose the type of scan you want to run:



- CCS ships with two pre-defined scan profiles - 'Full Scan' and 'Quick Scan'. These cannot be edited or removed:
  - **Full Scan** - Scans every drive, folder and file on your system, including external connected devices.
  - **Quick Scan** - Scans important operating system files, system memory, auto-run entries, registry keys and hidden services.
  - **Create New Scan** – Create your own custom scan of specific files, folders or drives. See **Create a custom scan profile** if you need more details.

Click 'Scan' after making your selection (or just double-click the profile name).

## Custom Scan

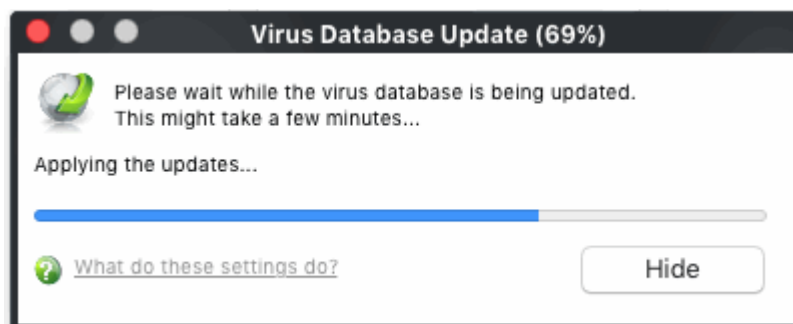
You need to create a scan profile in order to run a custom scan. Once created, you can re-run the scan in future.

- Open Comodo Client Security
- Click the 'Antivirus' tab
- Click the 'Run a Scan'
- Click 'Create New Scan'
- Type a name for your new profile. For example, 'My External Drives'.
- Click 'Add' to choose files, folders or drives you want to include in the profile
- Repeat the process to add multiple items
- Click 'Apply'. Your new profile will be listed in the 'Run a Scan' dialog
- Select your new profile in the list and click 'Scan'
- Next, see:
  - **Scan progress and results**
  - **Create a custom scan profile**
  - **Instantly scan items**

**Tip:** If you just want to scan a file or folder, you can just drag it into the scan box in the 'Summary' area.

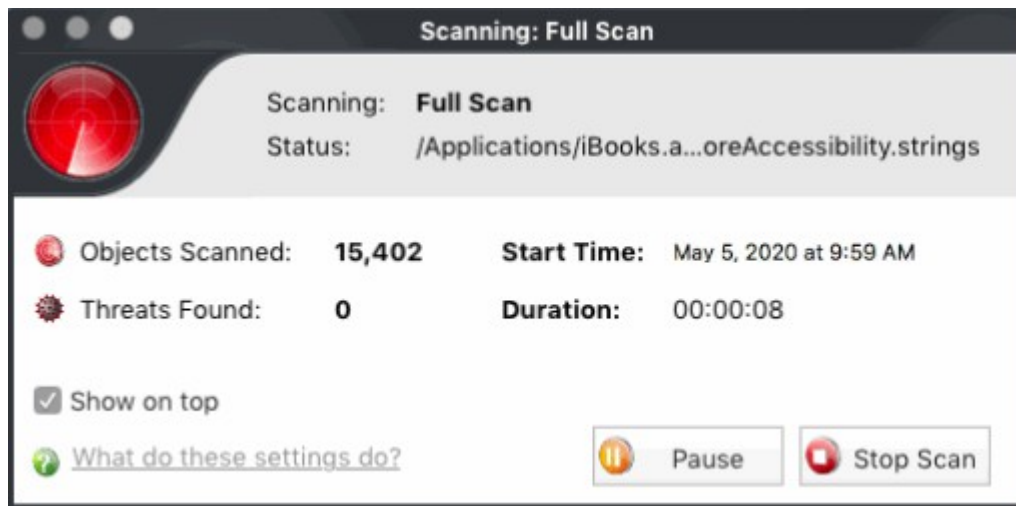
## Scan Progress and Results

Before running the scan, Comodo Client Security will first check for AV database updates. If updates are available they will be downloaded and installed.



The scan, based on the profile you selected, will begin immediately.

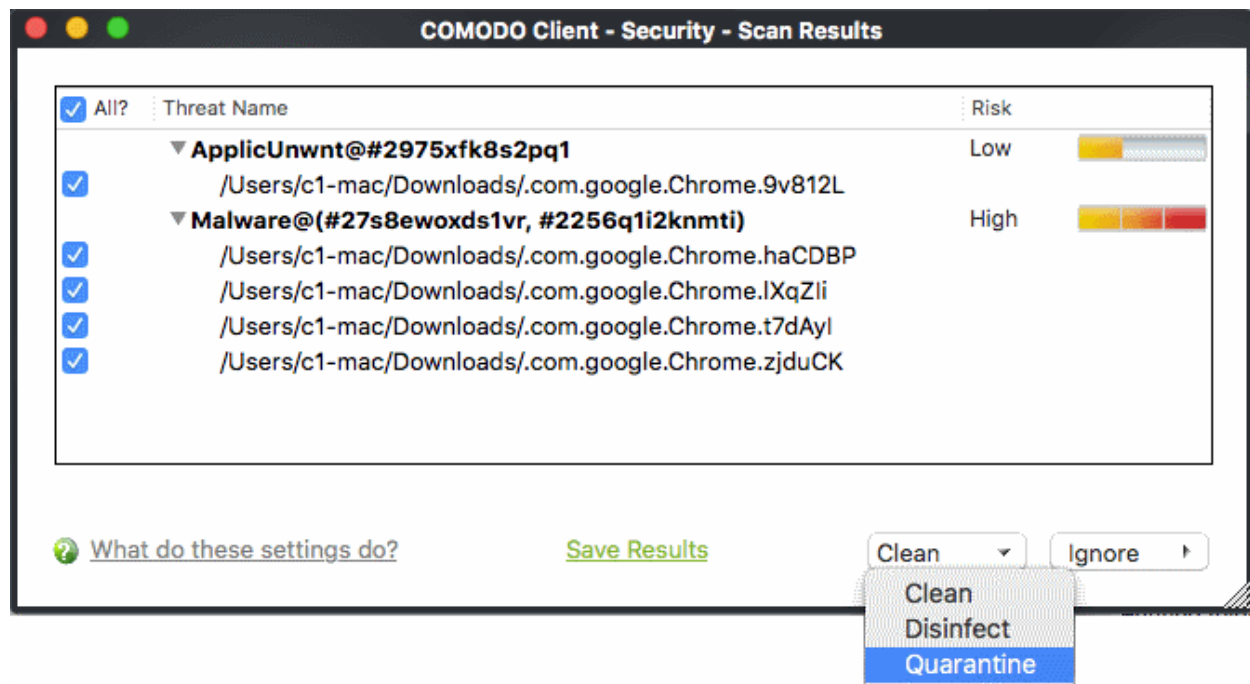
The progress dialog shows the profile name, the location that is currently being scanned, the start time and duration of the scan, the total number of objects scanned so far and the number of threats found.



- Click 'Pause' to suspend the scan
- Click 'Resume' to recommence scanning
- Click 'Stop Scan' to abort the scan process altogether.

Once the scan is complete, the results window opens:

- The results window lists all threats discovered by the scan and provides controls which let you deal with the them:



- Click the 'Threat Name' column header to sort results in alphabetical order
- Click the 'Risk' column header to sort results by risk level
- Select 'All' if you want to apply 'Clean' or 'Ignore' actions to every threat.

**Save Results** - Save the scan results as a text file.

**Clean** – There are three options to deal with an infected file:

- **Clean** – The selected items will be completely deleted from your computer
- **Disinfect** - If a disinfection routine exists, CCS will remove the infection and retain the original file. If no disinfection routine exists, CCS will move the file to quarantine.
- **Quarantine** – Moves the selected files to quarantine. Files moved in this way are encrypted and

not allowed to run. You can view the files at a later time, and choose to delete or restore the file to its original location. See <https://community.itarian.com/help/topic-459-1-999-14681-Quarantined-Items.html> for more details.

**Ignore** - Two options:

- **Once** - The file is removed from the threat results. The file isn't, however, added to the list of exclusions. The file will be detected as a threat again by the next scan.
- **Add to Exclusions** - The file is moved to the exclusions list. CCS will skip this file in future scans and not consider it to be a threat.

## Create a Scan Profile

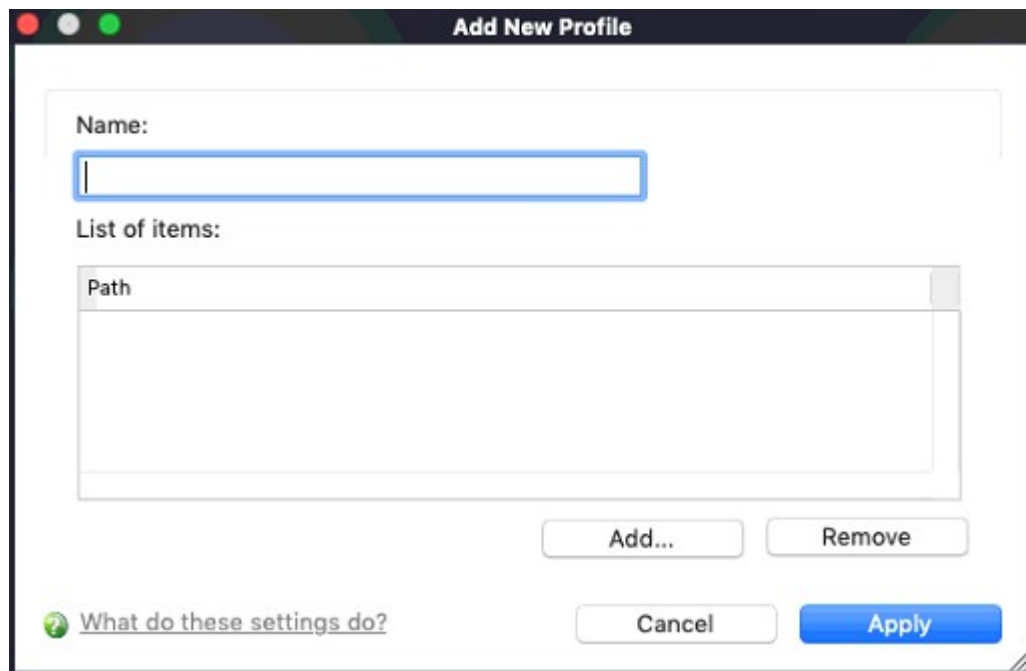
'Scan Profiles' let you set up custom scans on specific areas on your system. Scan profiles can be run on-demand at any time.

- Open Comodo Client Security
- Click the 'Antivirus' tab
- Click 'Run a Scan'
- Click the 'Create New Scan' button

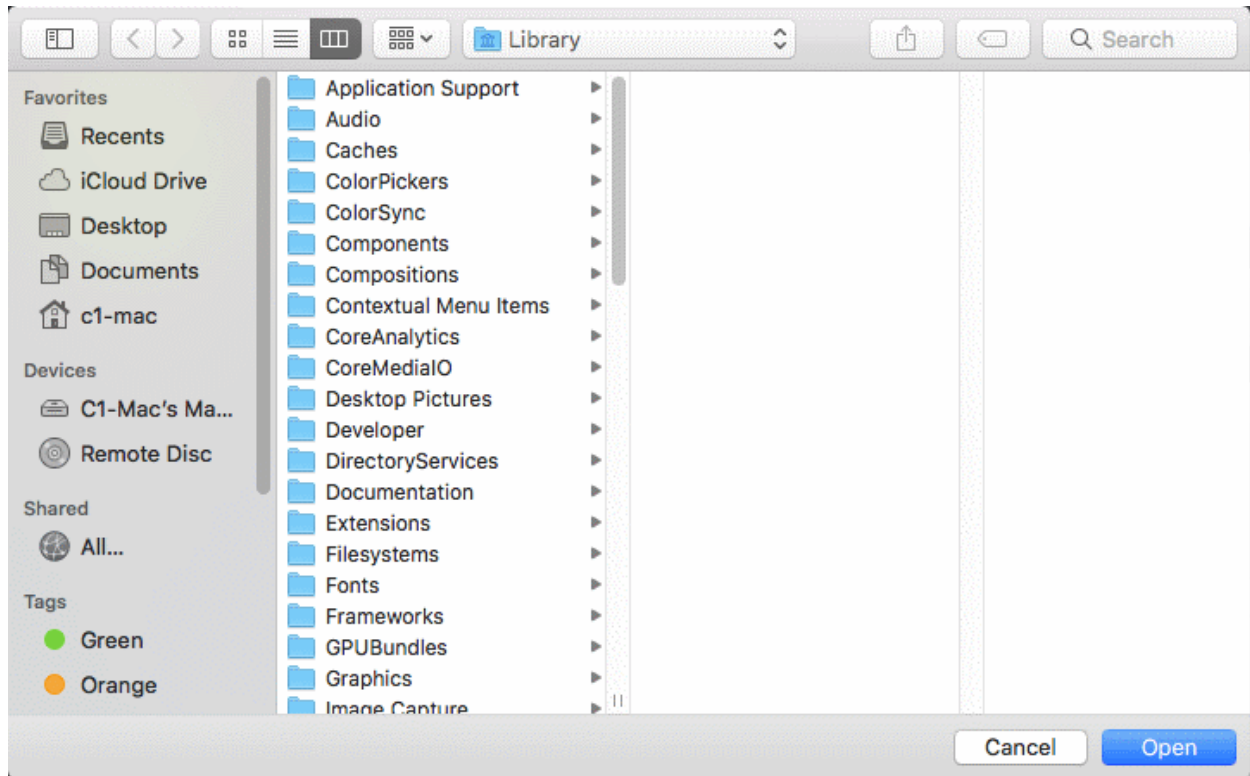
OR

- Open Comodo Client Security
- Click the 'Antivirus' tab
- Click 'Scan Profiles'
- Click the 'Add' button in the scan profiles dialog

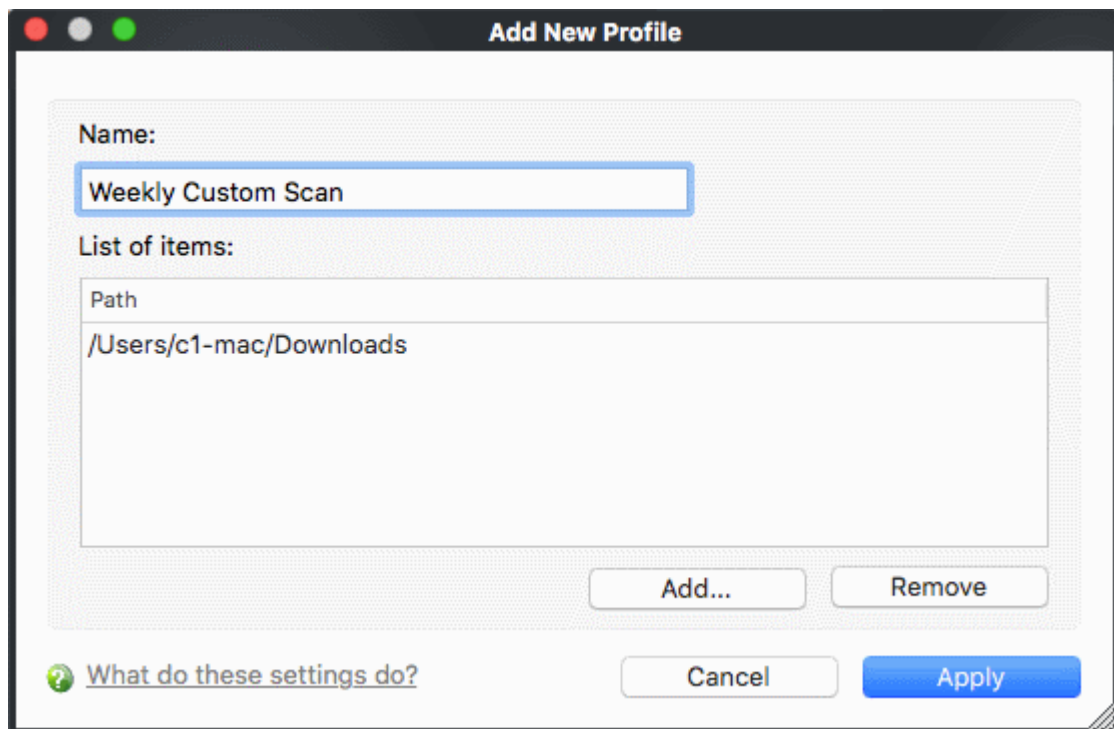
The 'Add New Profile' dialog opens:



- **Name** – Enter a label for the scan profile.
  - Click 'Add' to select the items you wish to include in the scan.

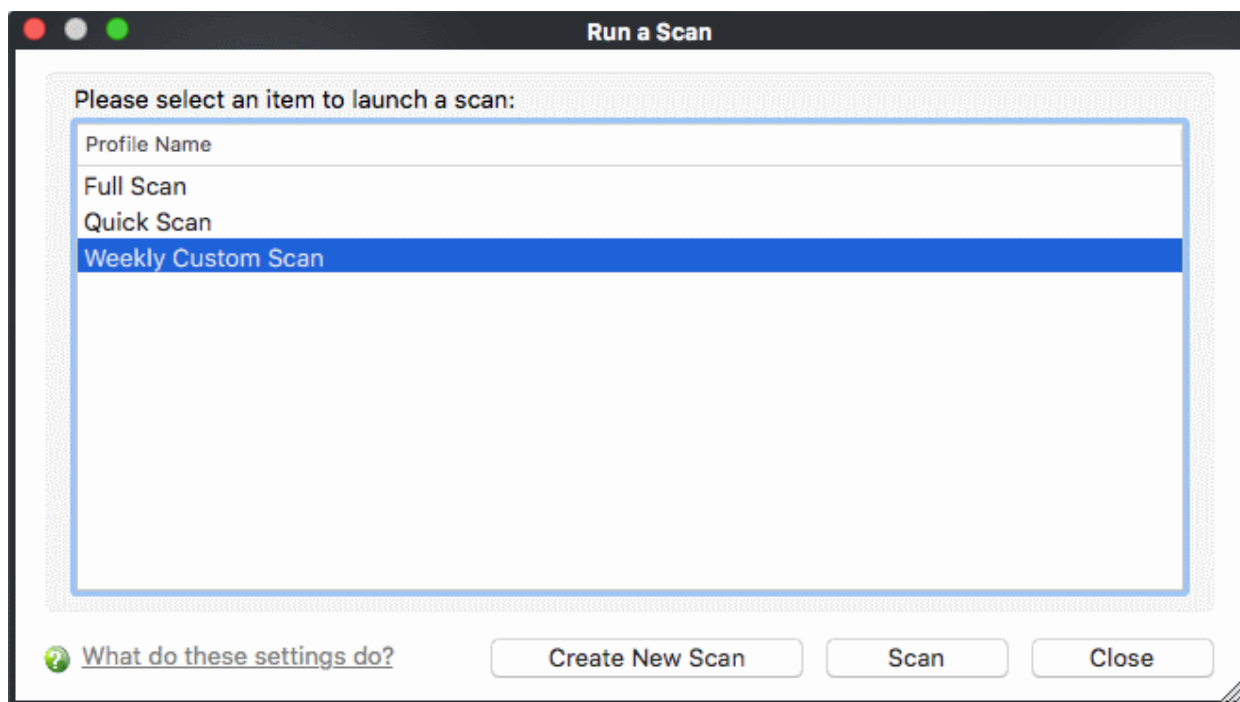


- Navigate to the location of the target item, select it and click 'Open'
- Repeat the process to select multiple items
- Click 'Apply' to add items for the new scan profile.



- Click 'Apply'
- The profile will be added to the list of scan profiles:





- Repeat the process to add more scan profiles

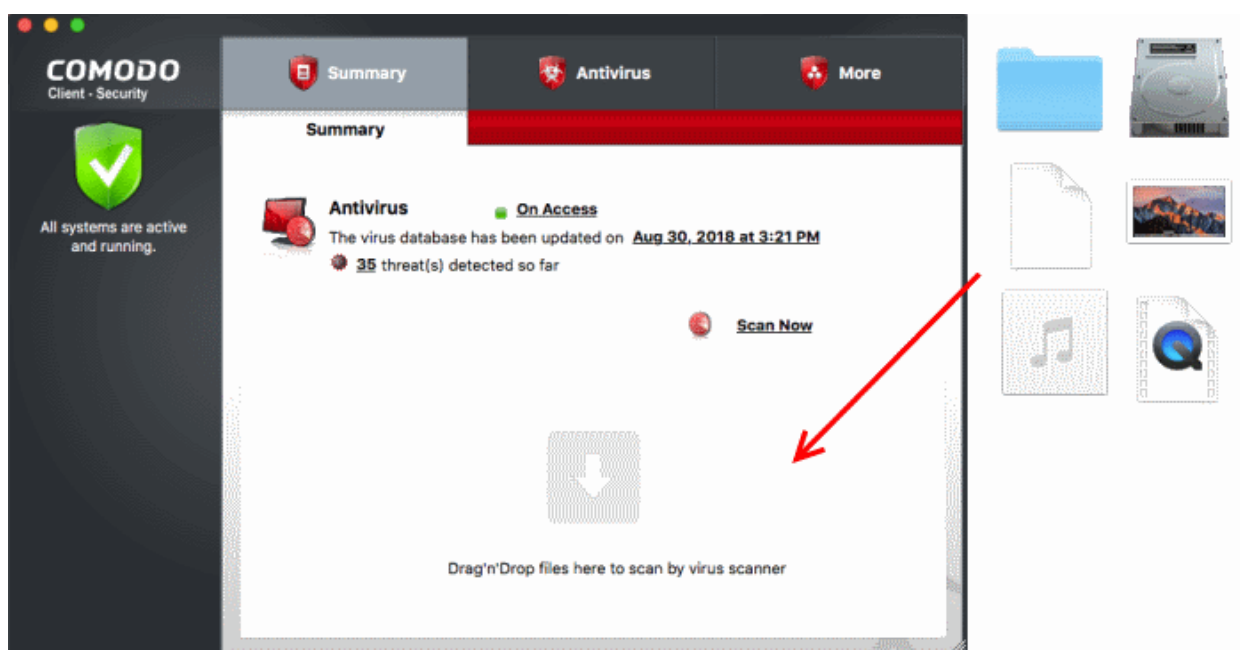
## Run an Instant Scan on Selected Items

You can scan individual files or folders instantly to check whether they contain threats. There are three ways in which you can scan individual items:

- **Drag and drop items on the Summary Screen**
- **Drag and drop items on the dock icon**
- **Right-click on an item**

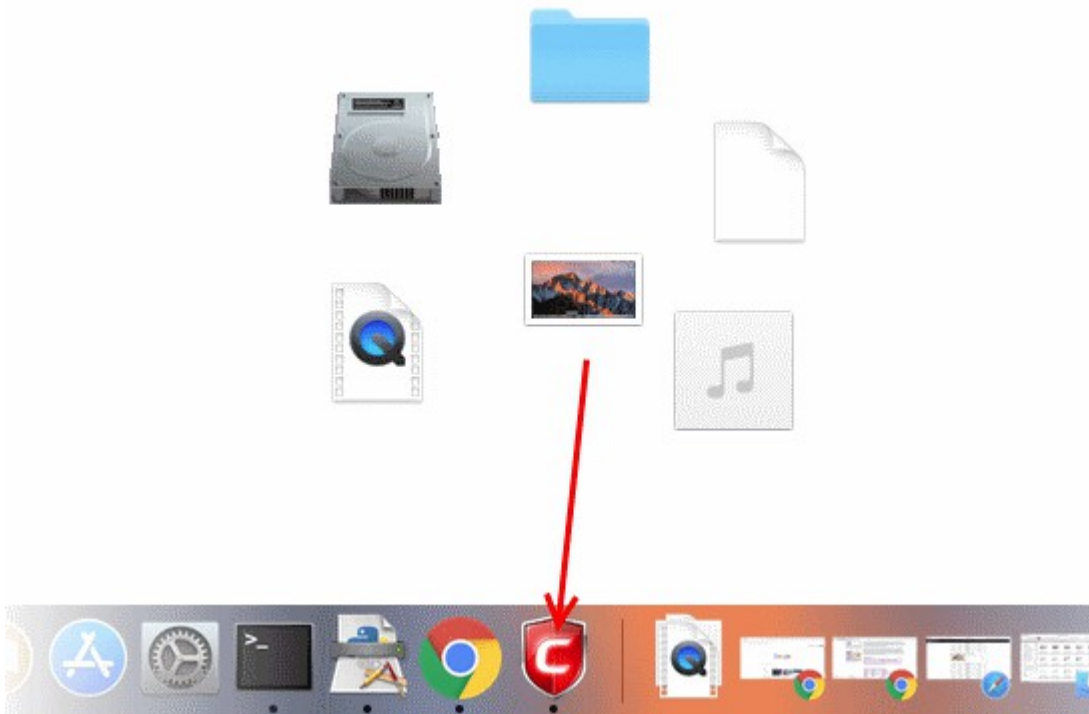
### Summary Screen

- Drag items into the scan box on the summary screen.
- You can drag virtually any type of item - files, folders, photos, applications or drives.



### Dock icon

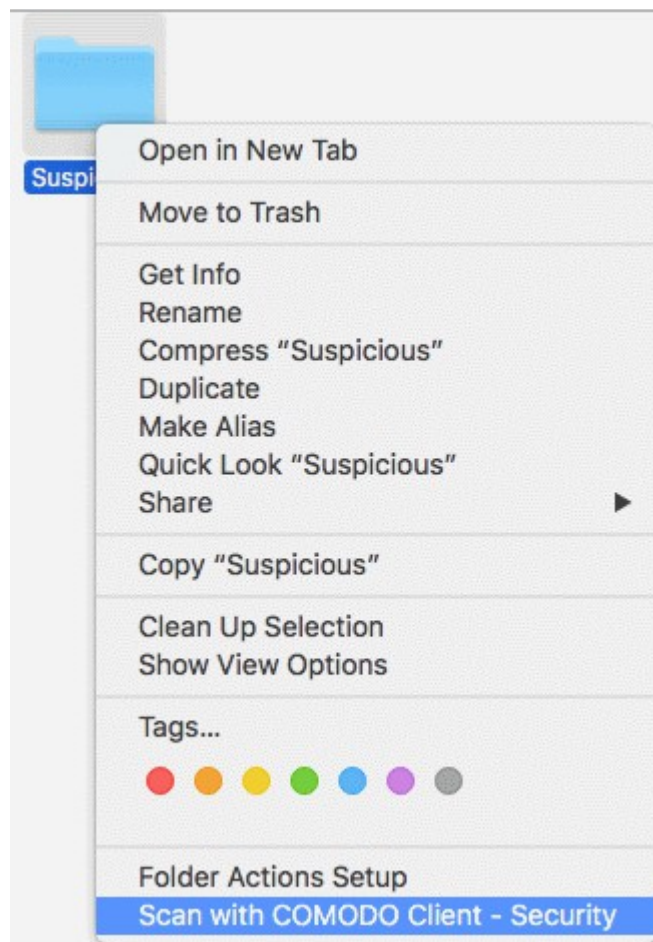
- Drag items into the CCS shield icon in the dock (bottom right)
- You can drag virtually any type of item - files, folders, photos, applications or drives.



### Context sensitive menu

- Right click on a file, folder or drive and select 'Scan with COMODO client - Security' from the context sensitive menu:





- The scanner will check whether your virus signature database is up-to-date then start the scan
- The results will be shown on scan completion
- The results window lists all threats discovered by the scan. You can remove selected threats or choose to ignore them.
- See **Scan and Clean Your Computer** for more details.

## More Help

The 'More' tab contains links to get help and support for the CCS for Mac application.

### Support Forums

- Open Comodo Client Security
- Click the 'More' tab
- Click 'Browse Support Forum'
- You will be taken to the community pages.
- Visit the ITarian community page at <https://forum.itarian.com/>
- Registration is free and you'll benefit from the expert contributions of developers and fellow users alike.

### Online Help

- Open Comodo Client Security
- Click the 'More' tab

- Click 'Help'

The help link opens the online user guide. Each area has its own dedicated page and contains detailed descriptions of the application's functionality.

You can also download the .pdf version of the guide from [here](#).