



# ITarian

## Administrator Guide

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ITarian  
1255 Broad Street  
Clifton, NJ 07013

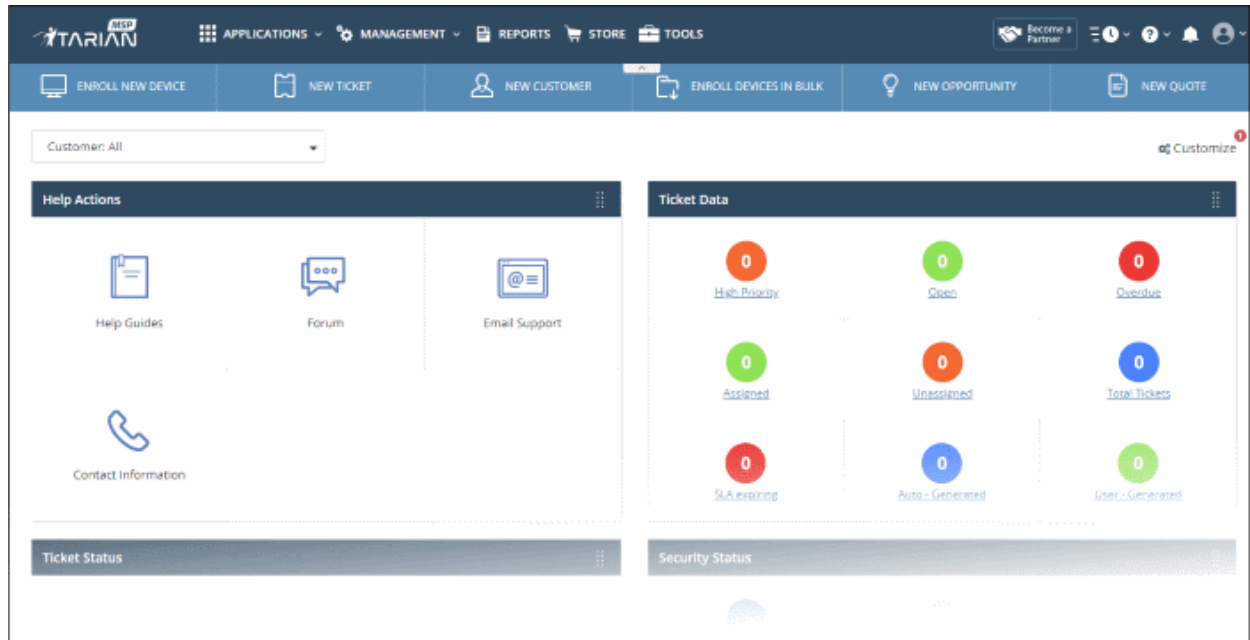
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# 1 Introduction to ITarian

ITarian is an integrated platform for managed service providers (MSPs) and enterprises which combines essential productivity and management into a single, easy-to-use console.



Applications are available in three areas of the interface - 'Applications', 'Store' and 'Tools':

**Applications** - Click 'Applications' on the top-menu to view all integrated apps.

- **Endpoint Manager** - Manage, monitor and secure mobile devices and endpoints which connect to your networks. After enrolling a device, you can quickly apply configuration profiles which determine its network access rights, security settings and general preferences.
- **Service Desk** - A fully featured ticket management system which allows administrators to implement strong and effective work-flows for internal and customer-facing support departments. **Service Desk** allows administrators and staff members to respond to tickets, reassign tickets to other departments or personnel, generate reports, create knowledge base articles and more.
- **Comodo Secure DNS Filtering** - An enterprise web filtering solution that allows MSPs and enterprises to provide comprehensive DNS based security for their customers and networks.

**Store** - Click 'Store' on the top-menu to view this interface. The store contains optional applications which let you expand your service offerings.

- **Acronis Cloud Backup** - A perfect solution for all your backup and disaster recovery needs. This cloud-based application has the ability to backup any application and system including Windows, Linux and Mac. Available with pre and post-paid subscription models, this solution fits the needs of any enterprise.
- **cWatch** - cWatch is an advanced threat intelligence service with protects web applications and web servers on your customers' networks.
- **Quote Manager** - An end-to-end quote management solution that lets you quickly create, send and manage quotes for customers. You can keep track of submitted quotes, send reminders to customers, resolve customer queries almost instantly and view detailed sales reports.
- **Comodo Secure Email Gateway Enterprise** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. Available only to 'ITarian - Enterprise' customers.
- **Comodo Dome Antispam MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines

to block unwanted/dangerous mail from reaching your customer's networks. Available only to 'ITarian - MSP' customers.

- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall Virtual appliances installed on your customers' networks from a single central console.
- **Comodo Secure Web Gateway** - A real time web traffic scanning solution that provides comprehensive web content and security control to your customers. Includes URL filtering, malware protection, Valkyrie real-time file verdicting and portable containment.
- **Customer Relationship Management (CRM)** - Sales automation tool which lets businesses create fluid workflows to generate, nurture and close customer leads.
- **Comodo Dome Firewall Virtual Appliance** - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers through a single interface. The firewall is provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and VMware.
- **Comodo Data Loss Prevention** - A cloud based data protection enterprise solution that enforces policies on data in use, data in motion and data at rest to prevent data loss. Available only to 'ITarian - Enterprise' customers.
- **cWatch EDR** -Endpoint Detection and Response. A solution that provides unrivaled visibility into activity on Windows endpoints on your network. EDR lets you view all security related incidents in a detailed timeline and generates instant alerts if an attack occurs.

**Tools.** Click 'Tools' on the top-menu to view this area. The following utilities are available:

- **Comodo Cleaning Essentials** - Security software for Windows endpoints which contains tools designed to identify and remove malware and unsafe processes from infected computers. Includes a fully customizable malware scanner and an advanced system monitoring tool which allows users to identify and kill any unsafe processes with a single click.
- **Network Assessment Tool** - Allows MSPs and enterprises to perform in-depth scans on networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice to address each issue.
- **Unknown File Hunter Tool** - A lightweight scanner that locates all files on your network that have an 'unknown' trust rating. While safe and malicious files are identified easily, the files that do not fall into these two categories are called 'Unknown'. It is in this category that most zero-day threats and APTs are to be found. Unknown File Hunter allows you to upload unknown files to our 'Valkyrie' analysis service where they will undergo a battery of tests to determine whether they are safe or malicious.
- **Auto Discovery and Deployment Tool** - Easily deploy applications to multiple endpoints via Active Directory, Workgroup or IP address / IP range / host name.
- **Remote Control by ITarian** - Remotely access Windows and Mac OS devices to solve issues, install third party software or run system maintenance.
- **ITarian Remote Access** - Independent tool for system administrators to view and address issues instantly. The peer-to-peer communication tool uses the secure RTP protocol to remotely connect to managed endpoints.

This guide is split into the following sections:

- **Sign up for a Itarian account** - How to create an account
  - **Login to your Account** - How to login into the ITarian console
- **The Administrative Console** - A snapshot of main functional areas of ITarian
- **The Dashboard** - An 'at-a-glance' summary of your ITarian setup.
- **Manage Administrators and Roles** - Explains how to add administrators and manage roles
  - **Manage Administrators** - Explains how to add administrators and assign roles
  - **Manage Roles** - Explains how to create and manage roles

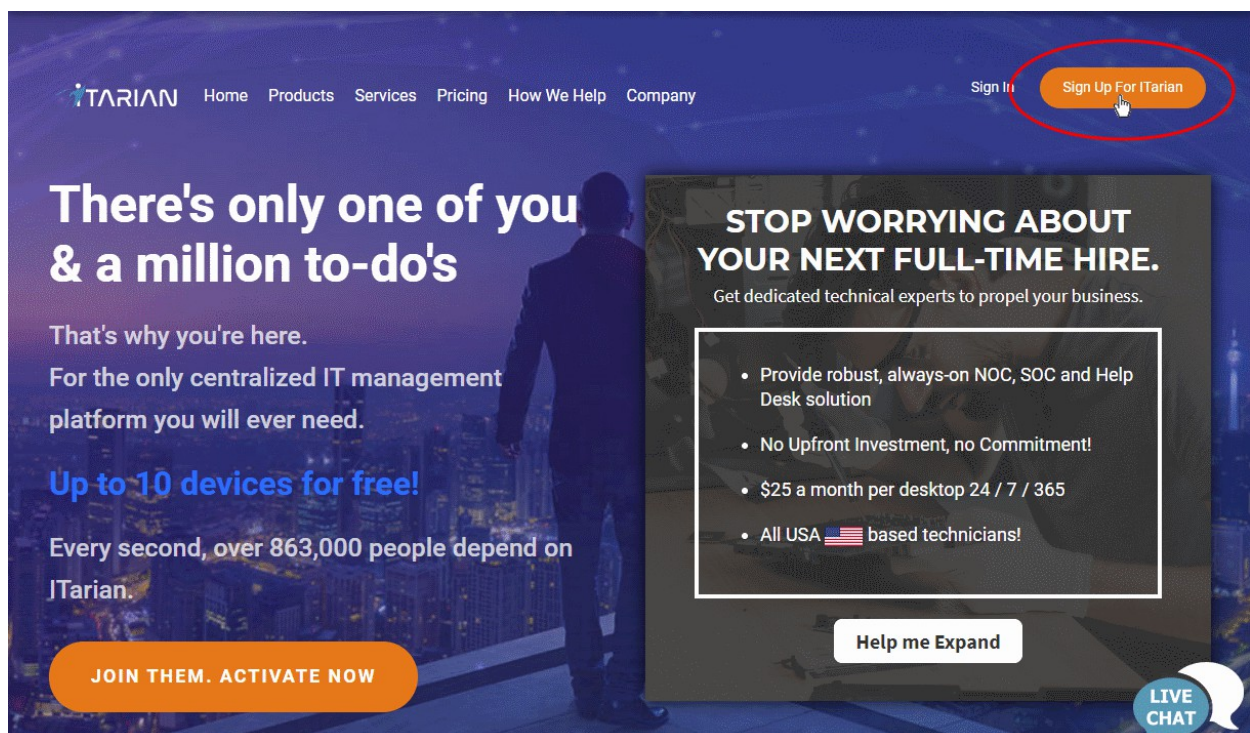


- **Admin Privilege Levels** - Outline of administrative privileges
- **Manage Companies** - Explains how to manage companies for an account
- **Access ITarian Modules** - Explains the methods you can open the modules
- **App Store** - Explains how to buy other products in ITarian
- **Quick Actions** - Explains how to access to important tasks in various ITarian applications using shortcuts in the ITarian interface
- **Tool set** - Explains how to download utility software for deployment on your customer networks
- **Manage your Account** - Explains how to manage your account details, share licenses, upload your company logo and provide support contact information. Company name, logo and support details will be included in all reports that you generate.
- **Manage Application Subscriptions, Usage, Billing and Settings** - Explains how to add new subscriptions, view usage and billing details as well as how to configure Firewall and Data Protection URL settings
- **Reports** - Explains how to schedule and generate reports
- **Notifications** - Explains how to view news and notifications from ITarian
- **View Audit Logs** - Explains how to view log of events from ITarian portal and Service Desk modules
- **Configure ITarian Settings** - Explains how to change your password to login to ITarian console and configure application launch settings
- **ITarian Support** - Explains how to request support from ITarian.
- **View Release Notes** - Explains how to view the release notes for all the versions of ITarian
- **Appendix: ITarian Products** - Provides the details of ITarian products available for MSPs and Enterprises

## 2 Sign up for an ITarian Account

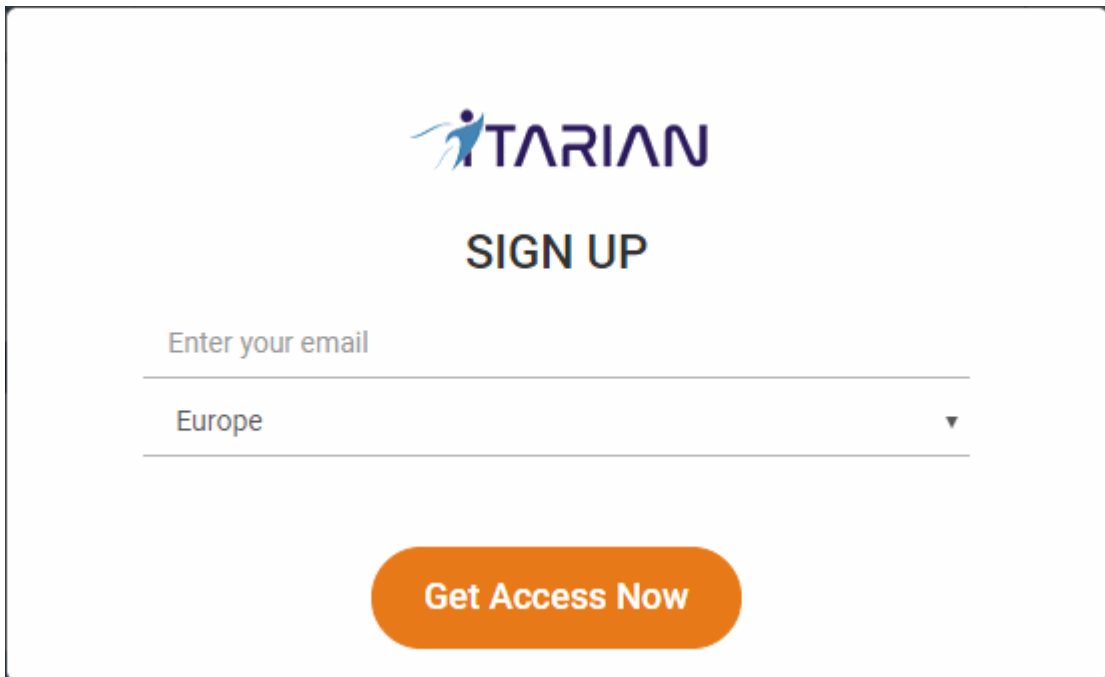
Getting an ITarian account is a simple process which can be completed in a few steps.

- Visit <https://www.itarian.com>



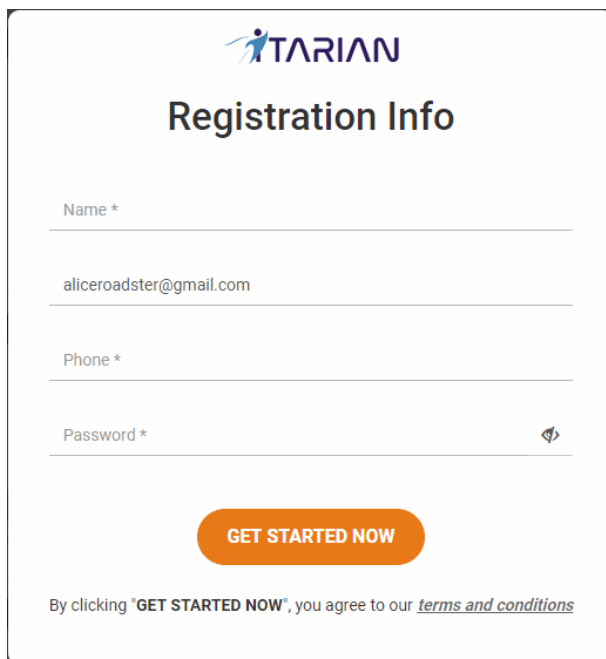
The screenshot shows the ITarian website homepage. The navigation bar includes the ITarian logo, Home, Products, Services, Pricing, How We Help, and Company. A 'Sign In' link and a 'Sign Up For ITarian' button are visible in the top right corner. The main content area features a large headline: 'There's only one of you & a million to-do's'. Below this, it states 'That's why you're here. For the only centralized IT management platform you will ever need.' and 'Up to 10 devices for free!'. A statistic reads 'Every second, over 863,000 people depend on ITarian.' A prominent orange button says 'JOIN THEM. ACTIVATE NOW'. On the right, a dark box titled 'STOP WORRYING ABOUT YOUR NEXT FULL-TIME HIRE.' lists benefits: 'Provide robust, always-on NOC, SOC and Help Desk solution', 'No Upfront Investment, no Commitment!', '\$25 a month per desktop 24 / 7 / 365', and 'All USA based technicians!'. A 'Help me Expand' button is at the bottom of this box. A 'LIVE CHAT' bubble is in the bottom right corner.

- Click 'Sign Up for ITarian' at the top right



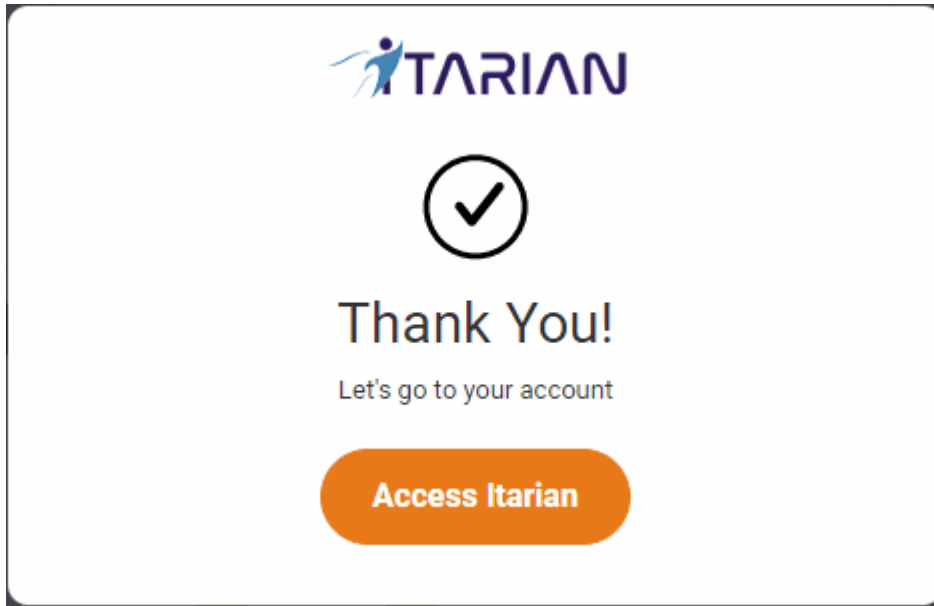
- Enter your email address and select your region:
  - **Email Address** - This will be used as your account contact address, and doubles-up as your ITarian username.
  - **Region** - ITarian has servers in Europe and the United States. This choice determines where your data is hosted. Please choose the region closest to you.
- Click 'Get Access Now'

Complete the short registration form:

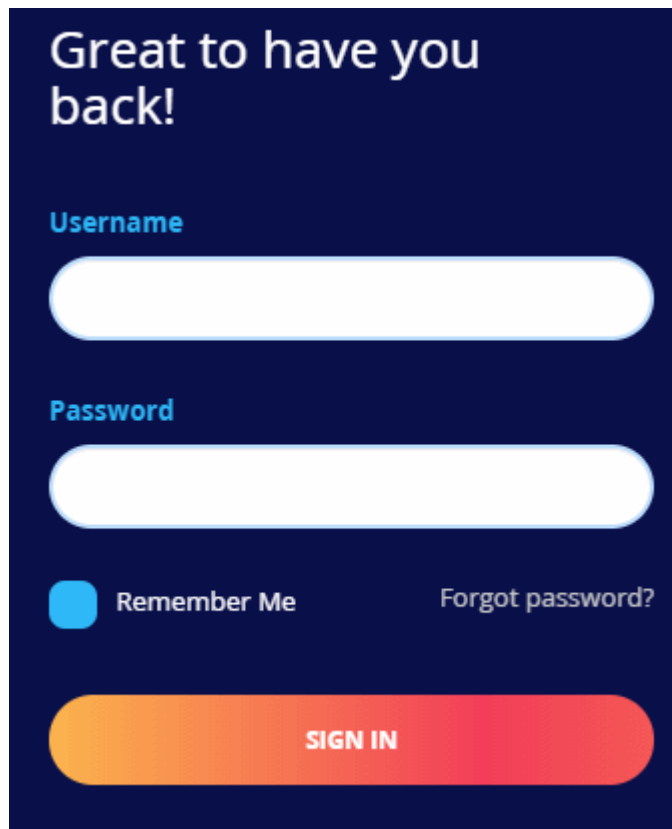


- **Name** - Enter your full name
- **Email Address** - Pre-populated with the address you provided in the previous step.
- **Password** - Create a password for your ITarian account. Requirements:
  - At least eight characters long
  - Contain at least one lower and one upper case letter
  - Contain at least one numeral
  - Contain at least one of the following special characters - )(!#\$%^&\*"
- **Phone** - Primary contact number
- Click the 'Get Started Now' button.

- Your ITarian account is created.



- Click 'Access ITarian' to open the login page:

A screenshot of a dark blue sign-in form. At the top, the text 'Great to have you back!' is written in white, sans-serif font. Below this, the word 'Username' is written in a light blue, sans-serif font, followed by a white rounded rectangular input field. Below the input field, the word 'Password' is written in a light blue, sans-serif font, followed by another white rounded rectangular input field. Below the password field, there is a light blue radio button followed by the text 'Remember Me' and a link 'Forgot password?' in white, sans-serif font. At the bottom center is a rounded button with a gradient from orange to red, containing the text 'SIGN IN' in white, bold, sans-serif font.

- Enter your username (email address from earlier), and your password
- Click 'Sign-in'
- Next, choose your business type. This determines the version of ITarian you use going forward.



## Setup Account Details ➔ [Logout](#)

**Business Type \*** [\(Compare Business Types\)](#)

Managed Service Provider

Enterprise

**Subdomain/Company\* ?**


Region|

Your custom support URL for your end-users:  
[Region.servicedesk.comodo.com](#)

- **Business Type** - This determines the version of ITarain that you receive ('MSP' or 'Enterprise').
    - The default and licensed products vary according to business type.
    - Click 'Compare Business Types' to see the products and features with each type. See **Appendix** in this guide for more details on the products with each.
  - **Subdomain/Company** - The sub-domain you type here forms the first part of the URL you use to access products like Service Desk.
    - Example - if you enter 'acme', you will access the service desk at <https://acme.servicedesk.comodo.com>
  - Click 'Submit'
- The next screen shows a summary of your active services:

## Welcome to ITarian Logout

- Endpoint Manager** READY
  - Remote Device Monitoring and Management
  - Remote Device Control
  - Patch Management
  - Application Management
  - 30-day trial for Advanced Endpoint Protection
  - Mobile Device Management
- Service Desk** READY
  - Automated Service Ticketing System
  - Multi-Site Help Desk Management
  - Fully Integrated One View Dashboard
- Secure DNS Filtering** READY
  - Limited up to 300k DNS requests per month
  - Cloud-delivered, DNS-based Security
  - Advanced Threat Protection
  - Web-Filtering
  - Off-Network Protection
  - Mobile Device Coverage



### Join the discussion on the ITarian Forum

You are now a member of our [forum](#) partnership community where you can provide your insight. Start engaging in discussion boards as well as gain support from a vast network of partners and highly skilled technology developers.

**Use the subdomain/company name you setup in the last step.  
Your password is the same as your ITarian login.**

[Next](#)

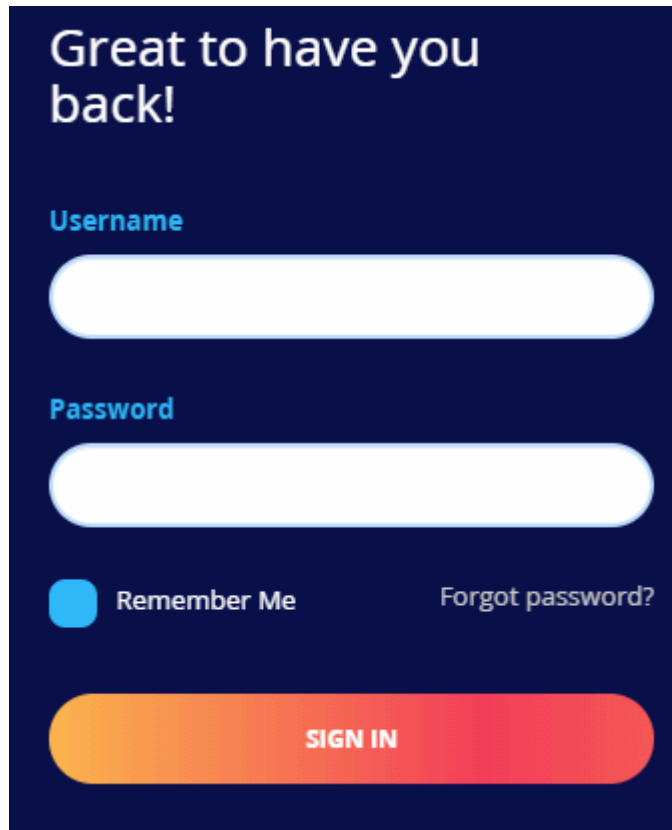
- Click 'OK' to finish setup.
- You will be taken to the ITarian dashboard. The 'Welcome' pop-up contains help videos to get you started:

- That's it. You have successfully created an ITarian account.
- Note - This account will be automatically granted 'Account Admin' privileges and cannot be deleted. You will be able to create 'Admins' and 'Technicians' under this account. See '**Manage Administrators**' for more details.
- You can login to your account at anytime at <https://www.itarian.com>.
- You can also login at <https://accounts.comodo.com/> with your ITarian username and password to manage your license and account details.

## 2.1 Login to your Account

- Visit <https://www.itarian.com/>

- Click 'Sign in' at the top right:



Great to have you back!

Username

Password

Remember Me [Forgot password?](#)

**SIGN IN**

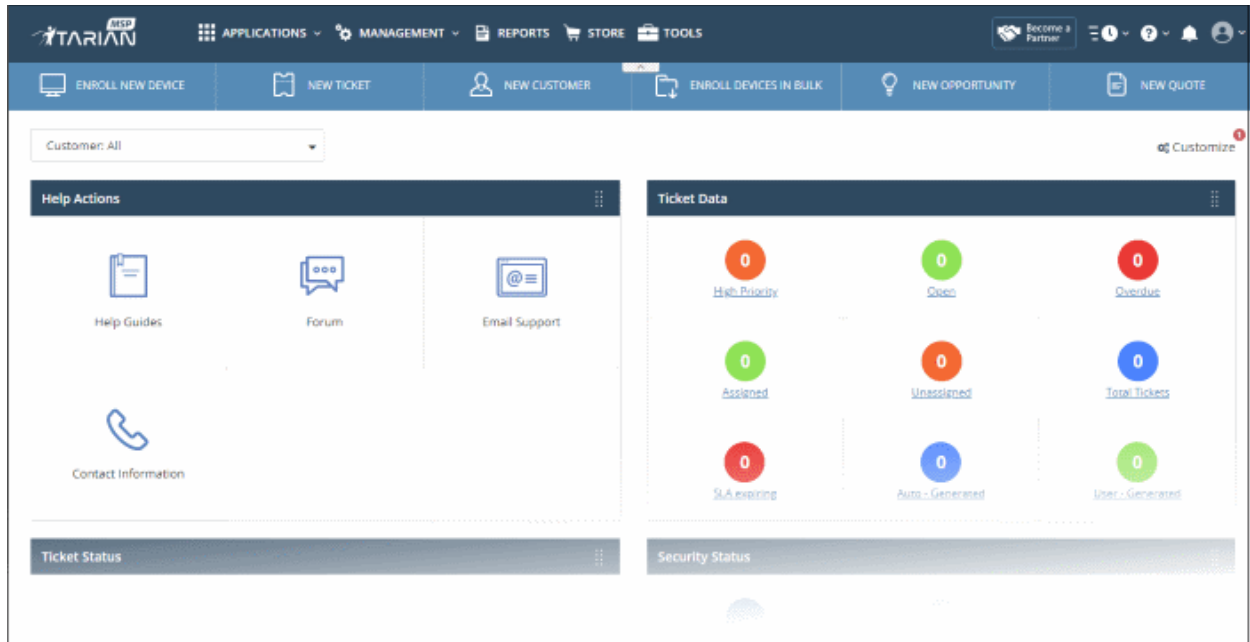
- Enter your username and password to login:
- Click 'Forgot Password?' to reset your password if you can't remember it.
- ITarian also has a two-factor authentication feature that provides additional login security. This can be enabled in 'Management' > 'Account Security Details'. See [Set up Two-Factor Login Authentication](#) to find out more.



- Your ITarian account can also be managed from your mobile device (iOS and Android supported). Click the App Store or Google Play link on the login box to download the app.











## 3 The Admin Console

The admin console gives you fast access to all ITarian applications and product statistics. You can also add new modules, manage subscriptions, manage staff roles, and more.




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

	<p><b>Home</b> - Click this to open the dashboard.</p> <p><b>ITarian Dashboard</b> - View the status of licensed applications, notifications and more. <a href="#">Click here</a> full details.</p> <ul style="list-style-type: none"> <li>Click the ITarian logo at top-left to return to the dashboard at any time.</li> <li>Your business type, 'MSP' or 'Enterprise', is shown above the logo.</li> <li>You can change which application automatically opens after you login.             <ul style="list-style-type: none"> <li>Click your username at top-right then 'Settings'</li> <li>Scroll to the 'ITarian Login Page' tile.</li> <li>Select the app you want to see when you login</li> <li>Click 'Save'</li> </ul> </li> </ul>
	<p><b>Applications</b> - Access your account's licensed applications. <a href="#">Click here</a> for more details.</p>
	<p><b>Management</b> - Allows MSP and Enterprise admins to:</p> <ul style="list-style-type: none"> <li>Add and edit staff members and assign roles to them</li> <li>Create custom roles with different privilege levels. These roles can then be assigned to staff and administrators</li> <li>View and edit ITarian account details, manage licenses and access security settings.</li> <li>View subscription, usage and billing details for your ITarian applications</li> <li>MSP admins can add, edit and remove customer organizations.</li> <li>View audit logs from ITarian portal and Service Desk</li> </ul> <p><a href="#">Click here</a> for more details.</p>
	<p><b>Reports</b> - View and manage reports on service desk tickets, managed devices, Windows antivirus, file statistics and Valkyrie. <a href="#">Click here</a> for more details.</p>

	<b>Store</b> - Subscribe to ITarian products from this area. <a href="#">Click here</a> for more details.
	<b>Tool Set</b> - Download free tools and utilities. <a href="#">Click here</a> for more details.
	<b>Partner</b> - Available if you add a ITarian MSP partner account. Click this icon to login to your Comodo Accounts Manager (CAM) account at <a href="https://accounts.comodo.com/login">https://accounts.comodo.com/login</a> .
	<b>Become a Partner</b> - Click to start the process of becoming an MSP partner. See <a href="#">ITarian License Account Details</a> to find out how to add an MSP account.
	<b>What's New</b> - View a list of new features in the latest version of ITarian.
	<b>Quick Actions</b> - Shortcuts to important tasks in various ITarian applications. <a href="#">Click here</a> for more details.
	<b>Version Number</b> - Available at the foot of the dashboard page. Click the version number to view the release notes page. This outlines new features and bug-fixes in the current release. See <a href="#">'View Release Notes'</a> for more details.
	<b>Notifications</b> - Displays alerts and notifications from ITarian and licensed modules. <a href="#">Click here</a> for more details.
	<b>Help</b> - Shows shortcuts to ITarian help pages and forum pages. See <a href="#">ITarian Support</a> for more details.
	<b>Language</b> - Select your preferred interface language.
Logged-in User Name	Click your username to access the following options: <ul style="list-style-type: none"> <li><b>Settings</b> - Change your password, time zone and application launch settings. See <a href="#">Configure ITarian Settings</a> for more details.</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Logout</b> - Sign-out of ITarian.</li> </ul>
	<p>This icon appears at the bottom-right of the interface and provides assistance with common tasks:</p> <ul style="list-style-type: none"> <li>• <b>Help</b> - A list of help topics. Click a topic and follow the walk-through to complete it.</li> <li>• <b>Tasks</b> - Covers basic tasks such as enrolling new device and so on. Click a task to open the guide.</li> <li>• Click 'What else do you want to see?' and submit a request for a new help topic.</li> <li>• <b>Click here</b> for more information.</li> </ul>

**Dashboard** - The dashboard is shown by default after login and can be accessed at any time by clicking the 'ITarian' icon at top-left.

- The dashboard provides statistics about service desk tickets, available patches, applications, device operating systems, endpoint connection status and more. See '[The Dashboard](#)' for more details.
- You can change your default login page in the 'Settings' area (click your username at top-right > Settings > 'ITarian Login Page'). See [Configure ITarian Settings](#) for more details.

**Applications** - Allows account admins, MSP/Enterprise admins and staff members to access ITarian modules.

- **Service Desk** - Fully featured support ticketing system which allows enterprises to implement strong and effective work-flows for internal and customer-facing support departments. The solution allows admins and staff to track and manage tickets submitted by users, assign tickets to departments or organizations, generate reports and much more.
- **Endpoint Manager** - Manage, monitor and secure mobile devices and endpoints which connect to your networks. After enrolling a device, you can quickly apply configuration profiles which determine its network access rights, security settings and general preferences. See [ITarian Endpoint Manager](#) guide for more details.
- **Secure DNS Filtering** - A DNS based web security solution that allows MSPs to provide strong, real-time protection against internet threats for their customers. See the dedicated online help guide for [Secure DNS Filtering](#) for more details.
  - The 'Gold' version of Secure DNS Filtering is free for all customers
  - You can upgrade to 'Platinum' version at anytime. The platinum version has more security features than the Gold version. See [Upgrade Secure DNS Filtering](#) for more details on features covered by different license types and guidance on adding platinum license to your account.
- **Acronis Cloud Backup** - Acronis Cloud Backup is capable of backing up data from any source and recovers to any destination and system. This module is optional and can be added to your ITarian console after creating an ITarian account. See '[Add Acronis Cloud Backup](#)' for more details.
- **Quote Manager** - Quote Manager lets you generate, manage and send customer price quotes. This module is optional. See '[Add Quote Manager](#)' for more details..
- **cWatch** - cWatch is a security intelligence and event management (SIEM) product. This module is available for MSP customers only. See '[Add cWatch](#)' for more details.
- **Comodo Secure Web Gateway** - A real time web traffic scanning solution that provides comprehensive web content and security control. This module is optional. See '[Add Comodo Secure Web Gateway](#)' for more details.
- **Customer Relationship Management (CRM)** - An end-to-end sales automation solution that allows you to assign, nurture and close customer leads faster than ever. This module is optional. See '[Add Customer Relationship Management](#)' for more details.

- **Comodo Dome Firewall Virtual Appliance** - The Dome Firewall includes a web-application firewall, antivirus scanning, intrusion prevention, website filtering and traffic monitoring. The application is provisioned in OVA or ISO format. These formats can be installed on bare-metal appliances and virtual servers such as Virtualbox and VMware. This module is optional (available for Enterprises and MSP) and can be added after creating an ITarian account. See '[Add Comodo Dome Firewall Virtual Appliance](#)' for more details.
- **Comodo Data Loss Prevention** - Allows companies to prevent data leaks by implementing strict controls on confidential data in motion and at rest. This module is optional and is only available for enterprise customers. See '[Add Comodo Data Loss Prevention](#)' for more details.
- **Comodo Secure Email Gateway Enterprise** - An enterprise antispam and threat prevention solution that uses a sophisticated array of spam filters, anti-virus scanners and content analysis engines to prevent unsolicited mail from ever entering your network. This module is optional and is only available for enterprise customers. See '[Add Comodo Secure Email Gateway Enterprise](#)' for more details.
- **Comodo Secure Email Gateway MSP** - An antispam and threat prevention solution that monitors email traffic on your customers' networks. The solution uses spam filters, anti-virus scanners and content analysis engines to block unwanted/dangerous mail from reaching your customer's networks. This module is optional and is only available for MSP customers. See '[Add Comodo Secure Email Gateway - MSP](#)' for more details.
- **Comodo Firewall Central Manager** - Firewall Central Manager allows you to manage several Firewall virtual appliances installed on your customers' networks from a single central console. See [Add Comodo Dome Firewall Central Manager](#) for more details.
- **cWatch EDR** - A cloud based Endpoint Detection and Response solution that provides unrivaled visibility to the activities in the Windows endpoints on your network environment. EDR allows you to view security related incidents in a detailed timeline and generates instantaneous alerts if an attack occurs. See [Add cWatch EDR](#) for more details.

**Management** - Manage customer accounts, staff accounts, roles, subscriptions and more. The 'Management' area contains the following sections:

- **Customer** - Displays all customer organizations added by the account administrator. Available to MSP customers only.
  - You can add any number of companies depending your subscription level.
  - Companies you add here are automatically added to all integrated applications (Service Desk, Endpoint Manager and Quote Manager). Companies are visible to all MSP admins when they are in those modules.
  - Module-specific users and administrators can be added under these companies from within each module.
  - See '[Manage Companies](#)' for more details.
- **Staff Management** - Staff members added here can access all modules in ITarian. You can set up different privileges for each staff member.
  - **Service Desk**. Service desk staff that were originally added to ITarian with admin privileges (aka an 'MSP/Enterprise Admin') can access both the admin and staff panels. Staff without admin privileges can only access only the service desk staff panel.
  - New staff members will receive an account verification email and be asked to create a unique password. See '[Manage Administrators](#)' for more details.
- **Roles** - Administrators can create new admin and staff roles with different privileges. Roles can be assigned to staff/admins as required. See [Manage Roles](#) for more details.
- **Account** - Account administrators can personalize and edit account details such as name, email address, address and phone numbers. You can also view your account license details. See '[Manage your Account](#)' for more details.
- **Applications** - Allows you to manage billing, usage, licenses and settings for each of your 'App Store' purchases. See '[Manage Application Subscriptions, Usage, Billing and Settings](#)' for more details.

- **Audit Logs** - Admins and staff can view event logs from ITarian and Service Desk modules. See **View Audit Logs** for more details.

**Reports** - Admins can generate reports on service desk, patch management, managed devices, file statistics and more. You can also schedule automatic reports. See **'Reports'** for more details.

**Store** - Displays applications that are available for subscription. Some applications can be added as 'integrated' ITarian modules and some are available as standalone applications. For a full list of applications available for both MSP and enterprise customers, please see **'Appendix - ITarian Products'**. See **'App Store'** for more details about how to add applications as integrated modules.

**Tools** - Admins can download free utilities for use on customer networks. The available applications are:

- **Comodo Cleaning Essentials** - Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to identify and remove malware and unsafe processes from infected computers.

Major features include:

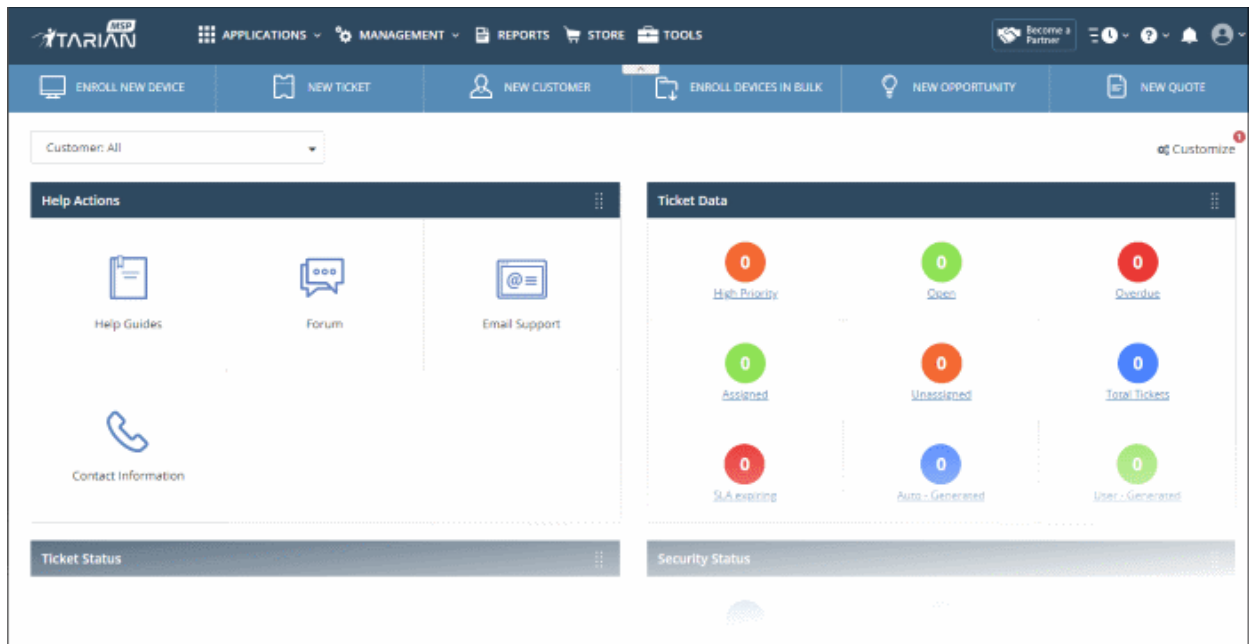
- **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on their system.
- **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
- **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

CCE is a lightweight, portable application which requires no installation and can be run directly from removable media such as a USB key, CD or DVD. For more details, refer to the CCE guide at <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

- **Network Assessment Tool** - The network assessment tool (NAT) allows network administrators to perform in-depth scans on client networks to identify a wide range of server, endpoint and network vulnerabilities. The tool will also prepare detailed risk reports for scanned networks along with a risk mitigation plan containing actionable advice for each issue. Setup is easy with a simple wizard which allows users to import networks via Active Directory, Workgroup or IP range.
- **Unknown File Hunter Tool** - The Unknown File Hunter (UFH) tool is a lightweight scanner that is capable of identifying unknown and potentially malicious files residing on your customer's network. After scanning networks and systems, it will classify all audited files as 'Safe', 'Malicious' or 'Unknown'. While 'Safe' files are OK and 'Malicious' files should be deleted immediately, it is in the category of 'Unknown' that most zero-day threats are to be found. The UFH scanner allows you to upload these files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.
- **Auto Discovery and Deployment Tool** - Auto Discovery and Deployment Tool is an enterprise class bulk application deployment tool that is capable of deploying applications remotely to endpoints on a network. Remote bulk deployment methods include via Active Directory, Workgroup, or IP address/IP range/host name.
- **Remote Control by ITarian** - Remotely takeover Windows and Mac OS devices to solve issues, install third party software or run system maintenance. The remote control tool is essential to access remote devices through Endpoint Manager and Service Desk.
- **ITarian Remote Access** - Independent tool for system administrators to view and address issues instantly

## 4 The Dashboard

The dashboard contains statistics, charts and important information from all ITarian modules. This includes service desk tickets, endpoint patch status, operating system breakdown, endpoint security policies, and more.



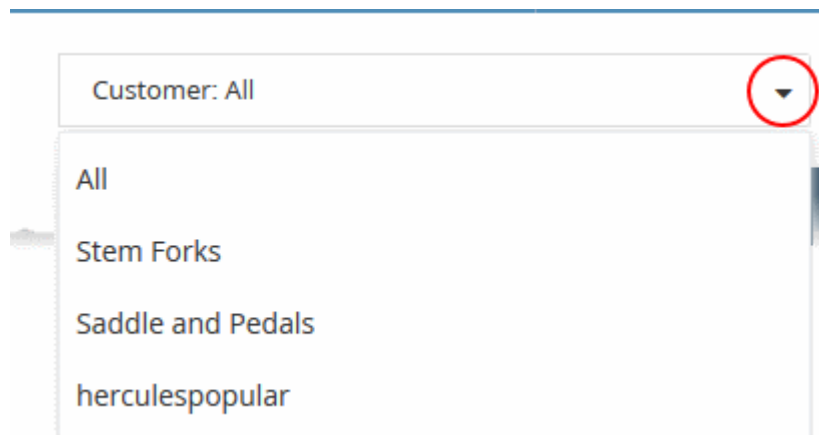
- The **Quick Action** toolbar contains short-cuts to key tasks in various ITarian products:



- Enroll New Device** - Endpoint Manager. Opens the 'Device List' page. Click 'Enroll Device' to add an individual device.
- New Ticket** - Service Desk. Lets you create a new support ticket in the Service Desk module.
- New Customer** - ITarian portal. Create a new ITarian customer (MSPs only). Customers you create here will be available in all integrated modules (Endpoint Manager, Service Desk, Quote Manager etc).
- Enroll Devices in Bulk** - Endpoint Manager. Download the packages required to enroll multiple devices into Endpoint Manager. These include the communication and security clients, and HTTPS proxy server agent.
- New Opportunity** - CRM. Opens the 'Create New Opportunity' page.
- New Quote** - Quote Manager. Opens the 'Quotes' page so you can create a new sales or service quotation.

**MSP customers** - The dashboard shows combined stats for all companies you have added to the account. You can change this to show individual companies if required:

- Click the 'Customer' drop-down on the left



- 'All' - View statistics for all companies

or

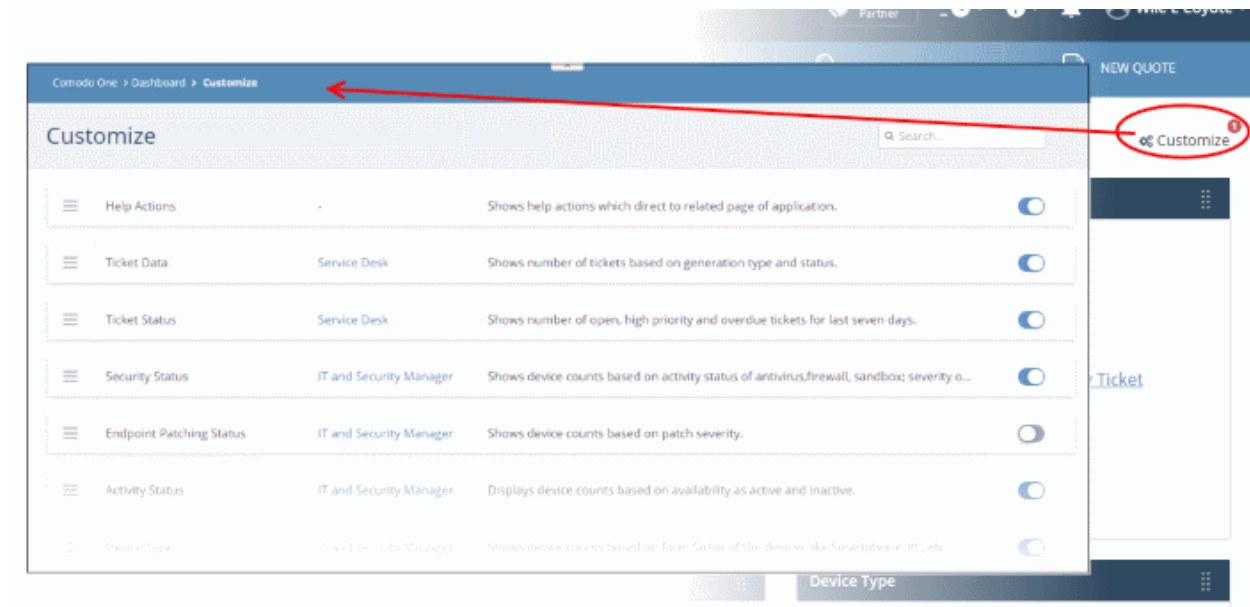
- Select a specific a company. The dashboard will auto-update with your chosen statistics.

**Enterprise customers** - the dashboard only shows stats for your company.

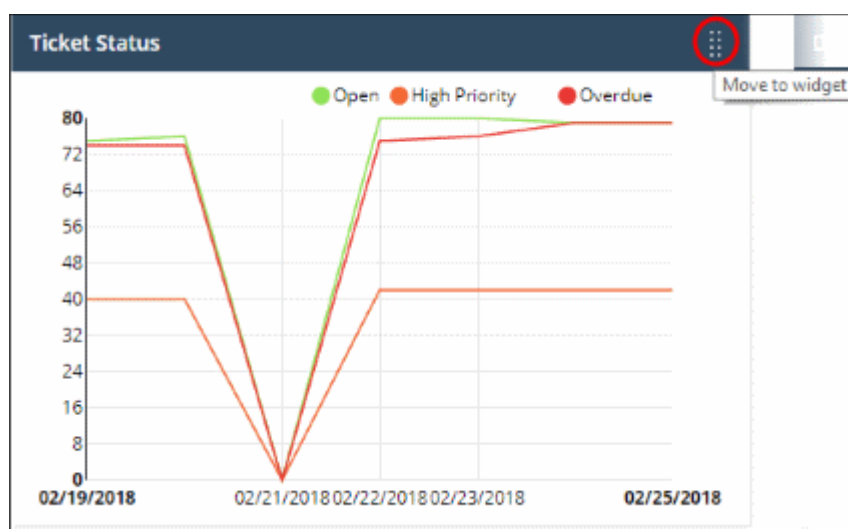
### Customize Dashboard Charts

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

- Click 'Customize' at the far end of the interface to change dashboard layout:



- Use the switches on the right to show or hide an item.
- Drag-and-drop a row to re-order it on the dashboard.
- The changes are automatically applied. Click the 'ITarian' logo to return to the dashboard.
- The number of disabled components is shown next to the 'Customize' link: .



### Dashboard Panes

#### Endpoint Manager - Security Status

- Security information about devices you have added to Endpoint Manager. Statistics include

- How many devices have the firewall, antivirus or sandbox disabled
- How many devices need virus database updates
- How many devices are infected and how many are clean
- How many devices have operating system patches outstanding

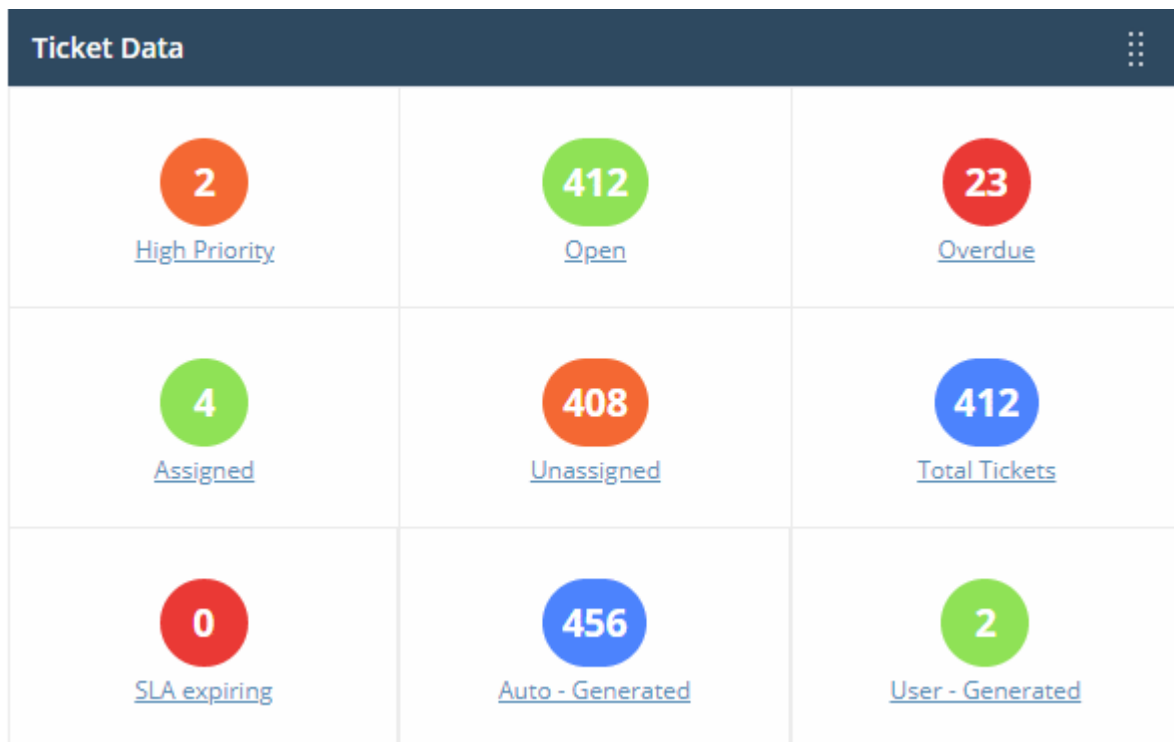
Security Status <span style="float: right;">⋮</span>		
<div style="background-color: #007bff; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p>Inactive Antivirus</p>	<div style="background-color: #007bff; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <p>Inactive Firewall</p>	<div style="background-color: #007bff; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p>Inactive Sandbox</p>
<div style="background-color: #dc3545; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">5</div> <p><a href="#">Outdated Virus Database</a></p>	<div style="background-color: #dc3545; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div> <p><a href="#">Infected</a></p>	<div style="background-color: #28a745; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">3</div> <p><a href="#">Clean</a></p>
<div style="background-color: #28a745; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <p><a href="#">Latest Virus Database Installed</a></p>	<div style="background-color: #dc3545; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div> <p><a href="#">Device(s) with Critical Patch Available</a></p>	<div style="background-color: #fd7e14; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div> <p><a href="#">Device(s) with Optional Patches</a></p>

- Click any link to open the device list page in endpoint manager. From here you can fix items as required.

### Service Desk - Ticket Data

- Key data about your service desk tickets. Statistics include:
  - How many tickets are open, overdue and so on.
  - Number of tickets auto-created by ITarian applications like Endpoint Manager.
  - Number of tickets created by users.

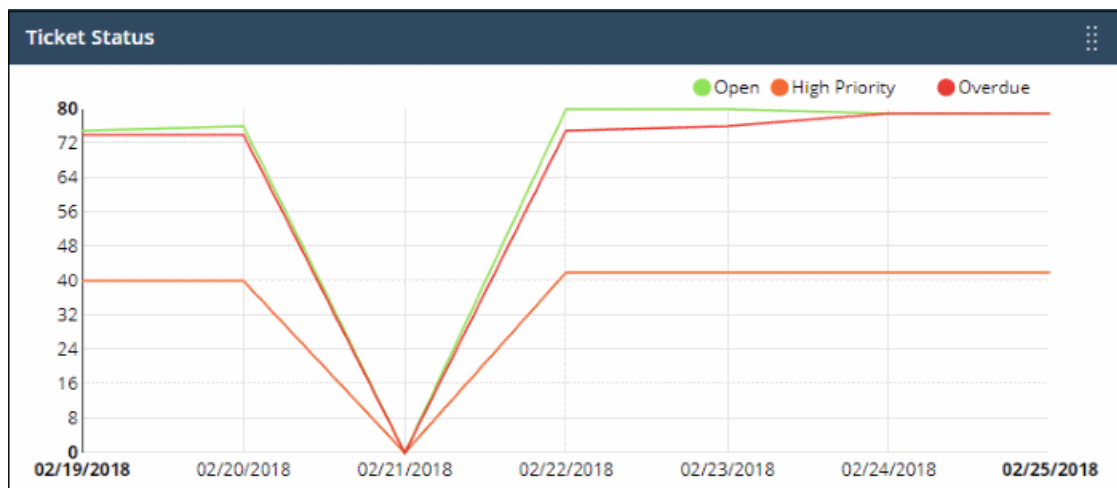




- Click any link to view the relevant list of tickets in Service Desk. See <https://community.itarian.com/help/topic-452-1-949-13169-Manage-Tickets.html> for more details.

#### Service Desk -Tickets Status

- The number of overdue, open and high priority at various points in time.

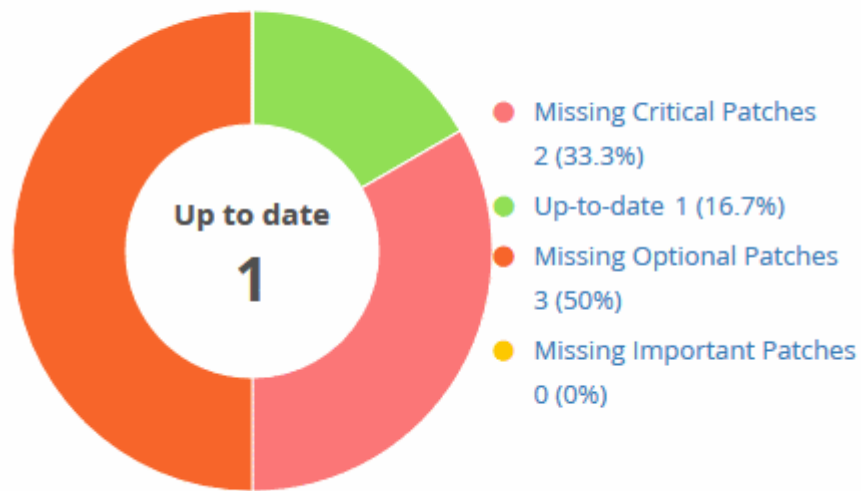


- Place your mouse cursor over a section to see the status of tickets for that particular date.
- If no tickets are available, you instead will see link - 'Click Here to Create New Ticket'. See <https://community.itarian.com/help/topic-452-1-949-13169-Manage-Tickets.html> for help to create tickets.

#### Endpoint Manager - Endpoint Patch Status

- Shows how many of your Windows devices are missing critical, optional and important patches, and how many are fully patched.

### Endpoint Patching Status

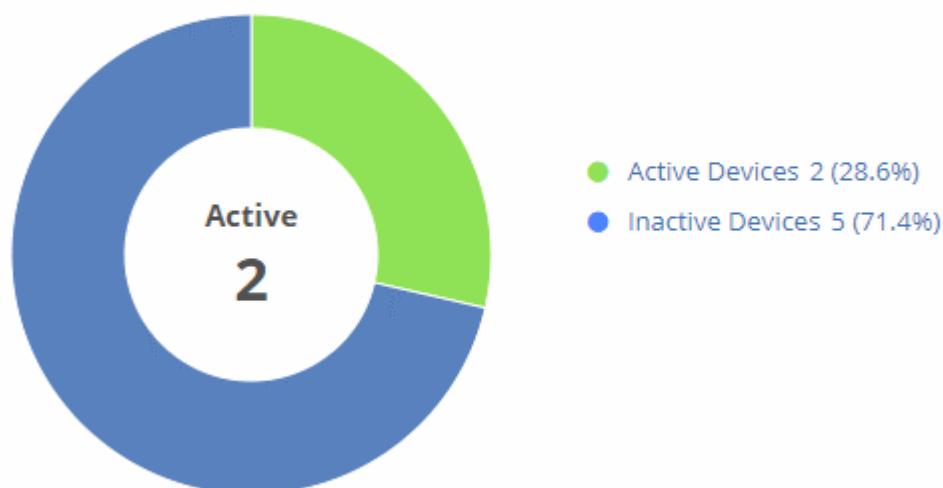


- Place your mouse on a sector to view the number of endpoints with the respective patch status.
- Click a link on the right to view the relevant list of devices in Endpoint Manager.

### Endpoint Manager - Activity Status

- Shows how many of your devices are currently connected to Endpoint Manager.
- 'Inactive' means devices that have not connected for more than a day.

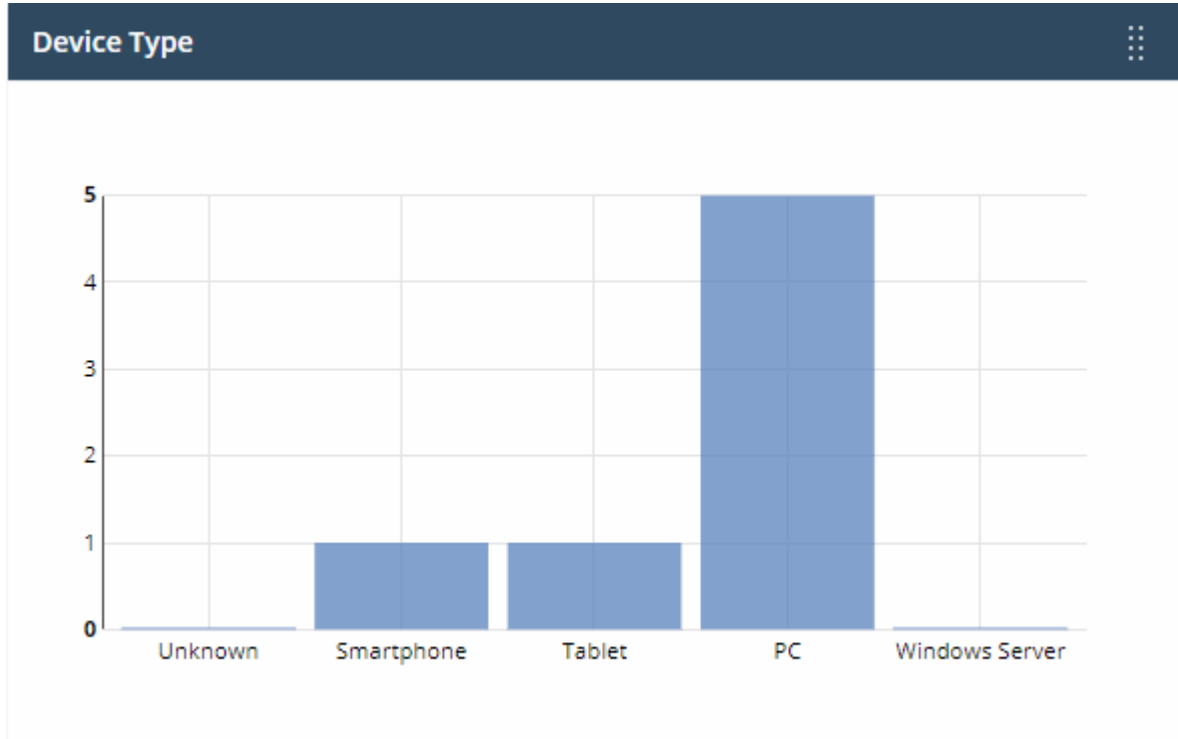
### Activity Status



- Place your mouse on a sector to view the number of endpoints with that status.
- Click a link on the right to view the relevant list of devices in Endpoint Manager.

### Endpoint Manager - Device Types

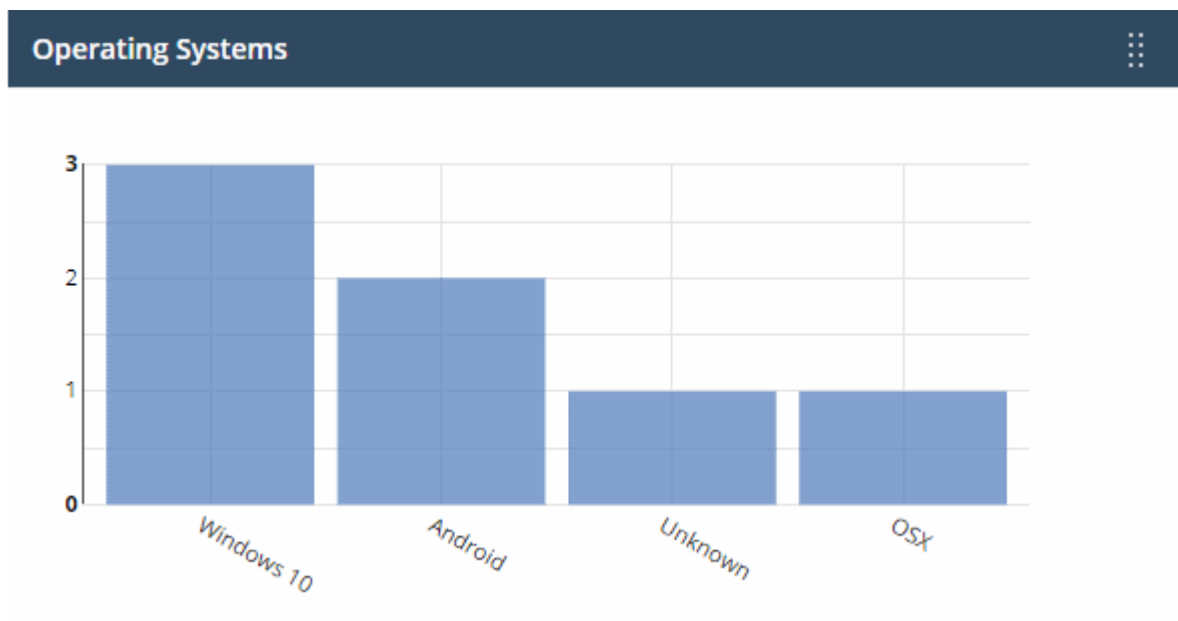
- Shows enrolled devices by device type.
- Types include PC, servers, smartphones and tablets.
- Device types are on the X-axis and quantity of endpoints on the Y-axis.



- Place your mouse on a bar to view the number of endpoints of that type.
- Click a bar to view the relevant list of devices in Endpoint Manager.

### Endpoint Manager - Operating Systems

- Shows enrolled devices by operating system.

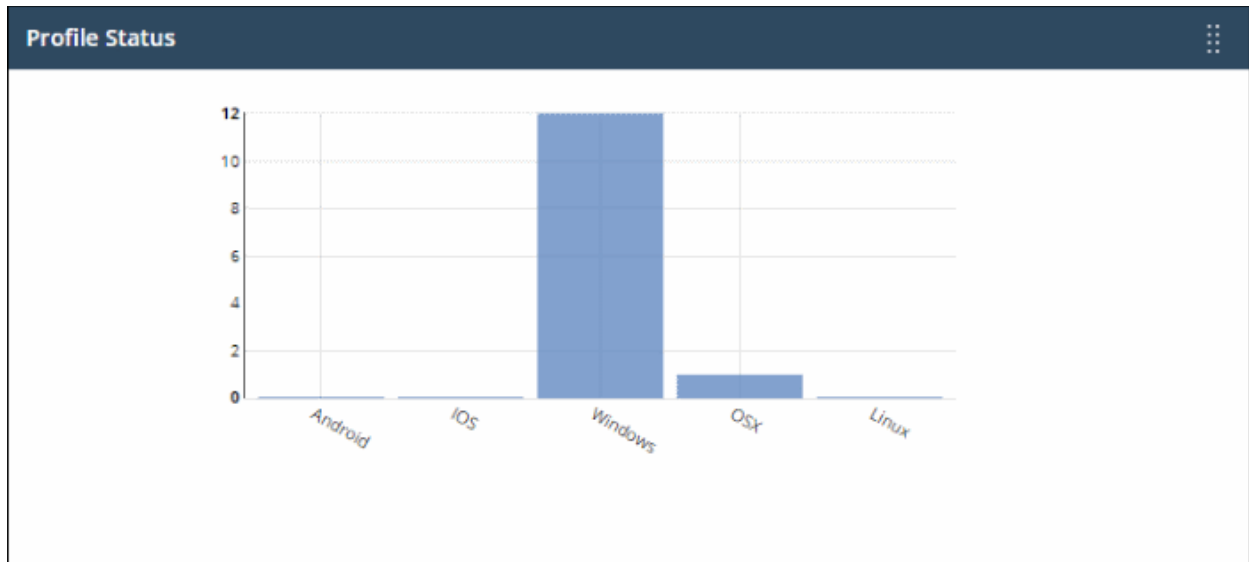


- Place your mouse on a bar to view the he number of endpoints of that OS.
- Click a bar to view the relevant list of devices in Endpoint Manager..

- If you haven't added any devices yet, then this area will instead show a link - 'Click Here to Add Devices'.
- This opens the 'Device Management' interface. See <https://community.itarian.com/help/topic-459-1-1005-14820-Enroll-User-Devices-for-Management.html> for help to to enroll a device.

### Endpoint Manager - Profile Status

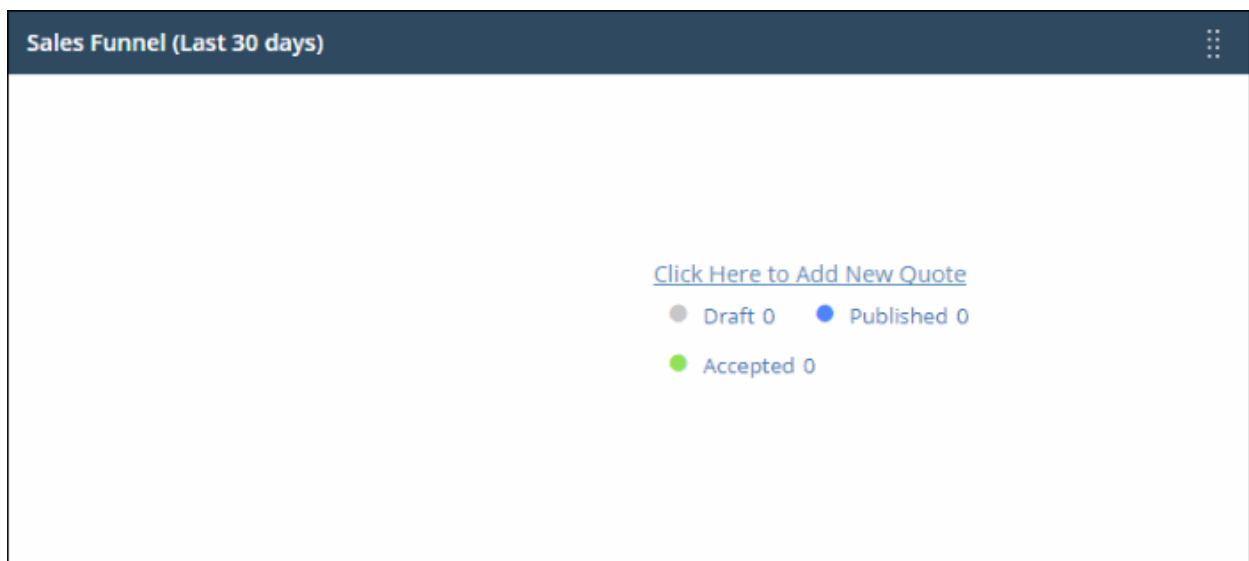
- How many devices of each operating system have an active Endpoint Manager profile installed.
- Operating systems are on the X-axis. The number of devices is on the Y-axis.



- Place your mouse on a bar to view the he number of endpoints of that category.
- Click a bar to view the relevant list of devices in Endpoint Manager.

### Quote Manager - Sales Funnel

- The number of quotes that have been accepted, published and are in draft status.
- This widget is only available if Quote Manager is enabled.



- Click a link on the right to open the relevant list of quotes in Quote Manger.

### Endpoint Manager - Status Per Company (MSPs only)

- Summary of device status for each company you have added to Itarian. Includes

- # devices online/offline (connected to Endpoint Manager)
- # devices with a profile installed
- # devices that require patches.

Status Per Company					
	ONLINE DEVICES EM	OFFLINE DEVICES EM	PROFILES EM	OPTIONAL PATCHES EM	CRITICAL PATCHES EM
Stem Forks	2	1	5	0	0
Saddle and Pedals	1	4	5	3	2
herculespopular				0	0

### Secure DNS Filtering

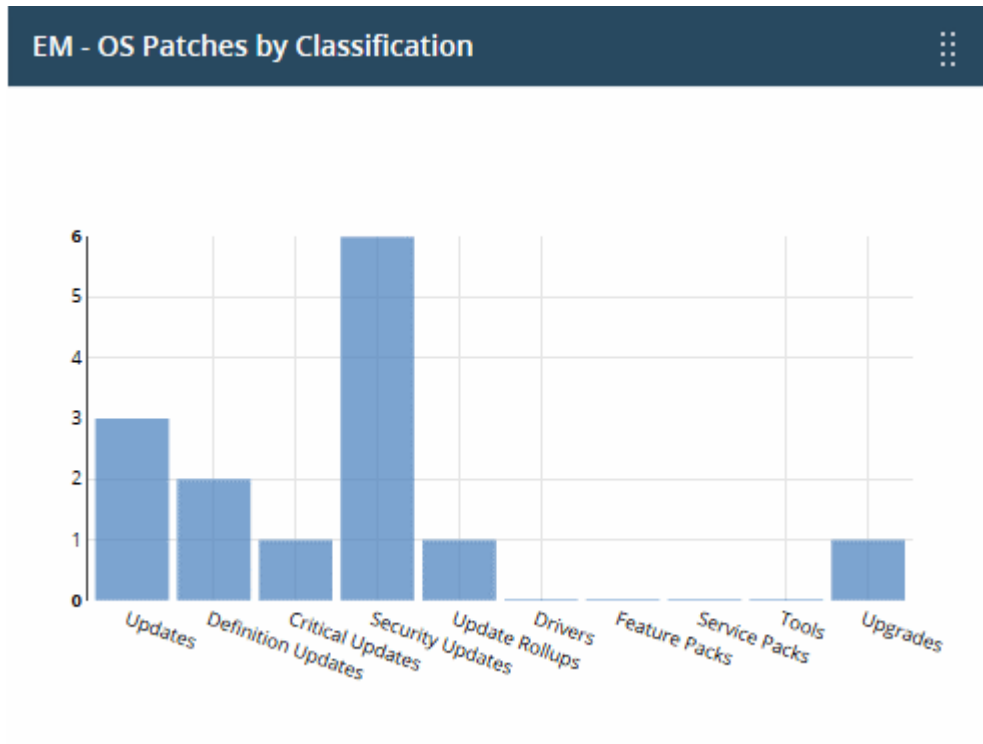
- Threats blocked and browsing patterns on devices in your network. This section is only populated if Comodo Dome Shield is active on your account.
- See the Comodo Secure DNS Filtering guide at <https://help.comodo.com/topic-434-1-840-10755-Introduction-to-Comodo-Dome-Shield.html> for more about the product.

Secure DNS Filtering			
THREATS PREVENTED		WEB ACCESS OVERVIEW	
No data available.		No data available.	
Visits to dangerous sites			09/27/2019 - 10/04/2019
0 <a href="#">Malicious Activity</a>	0 <a href="#">Web Access Blocked</a>	0 <a href="#">Advanced Threats</a>	Upgrade to Dome Proxy <input type="button" value="Upgrade"/>

- Click any bar chart to open the relevant detail page in Comodo Secure DNS Filtering.
- The links below 'Visits to dangerous sites' take you to the reports page in Comodo Secure DNS Filtering.
- The 'Upgrade' button allows you to subscribe for other Comodo Secure products, including Comodo Secure Web Gateway and Comodo Data Loss Prevention.

### Endpoint Manager - OS Patches by Classification

- Shows how many of your Windows devices are missing operating system patches of different categories.



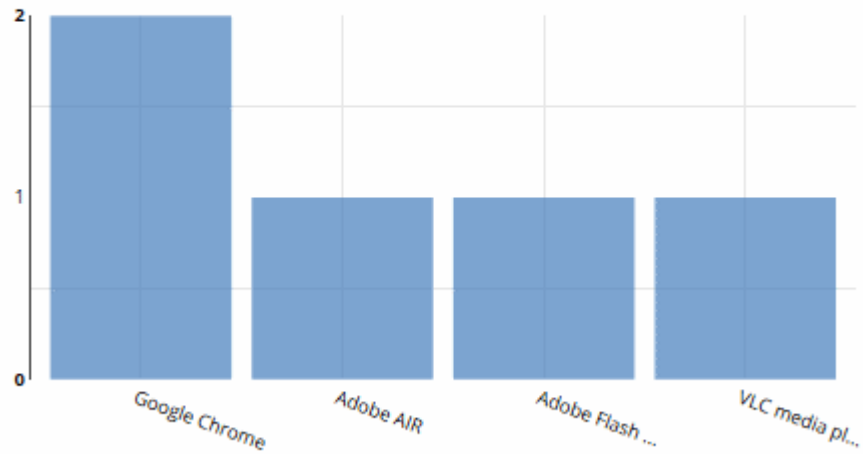
- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that require them.
- See <https://community.itarian.com/help/topic-459-1-1005-14990-Manage-OS-Patches-on-Windows-Endpoints.html> for help to install missing patches.

### Endpoint Manager - Patch Management Third Party Applications

- Shows how many Windows devices need updates for third party applications.



## EM - Patch Management Third Party Applications

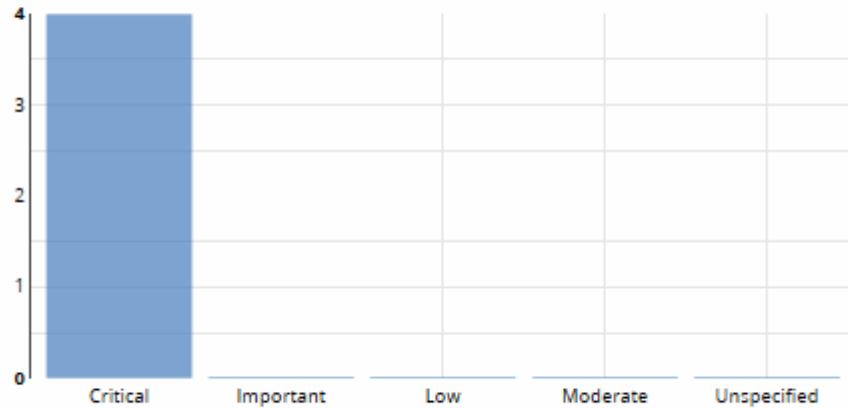


- Place your mouse over a bar to view the number of endpoints that need patches for a specific application.
- Click on a bar to see view the missing patches, and the devices that need them.
- See <https://community.itarian.com/help/topic-459-1-1005-14991-Install-3rd-Party-Application-Patches-on-Windows-Endpoints.html> for help on installing missing updates to endpoints.

**Endpoint Manager - Total Security Patches Needed by Severity**

- Shows how many of your Windows devices are missing security patches by criticality.

### EM - Total Security Patches Needed by Severity







- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that need them.
- See <https://community.itarian.com/help/topic-459-1-1005-14990-Manage-OS-Patches-on-Windows-Endpoints.html> for help on installing missing patches to endpoints.

### Help Actions

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

**Help Actions**

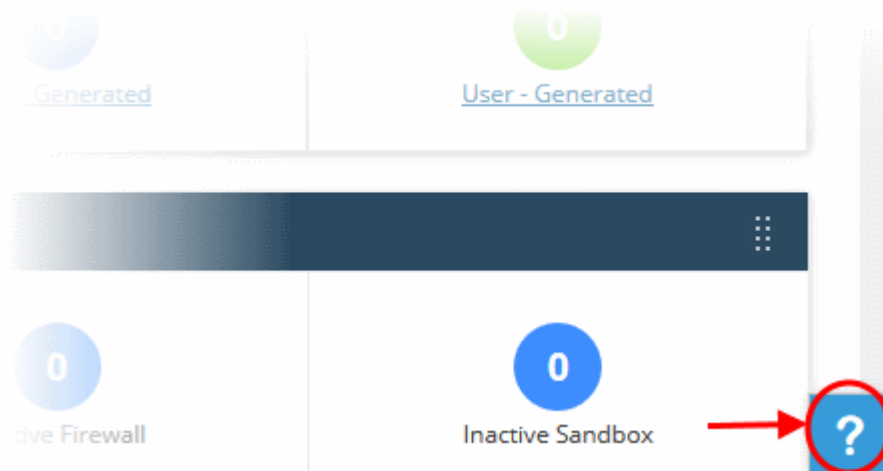
 <p>Help Guides</p>	 <p>Forum</p>	 <p>Email Support</p>
 <p>Contact Information</p>		

- **Help Guides** - View help guides for ITarian modules such as Service Desk and Endpoint Manager.
- **Forum** - Opens the MSSP consortium forum page where you can ask questions or join in discussions.
- **Email Support** - Send email to our support staff for any issues.

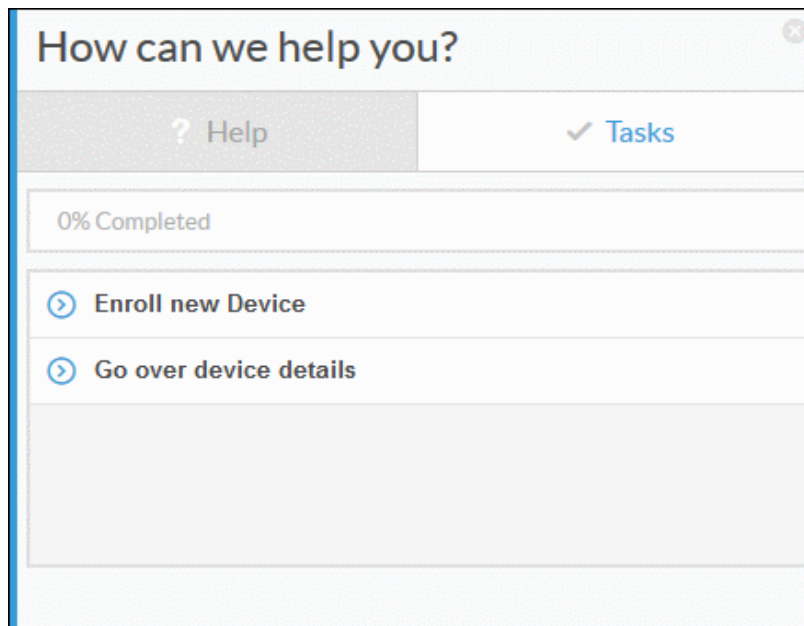
- **Contact Us** - Details of support information.

### The 'Need Help' menu

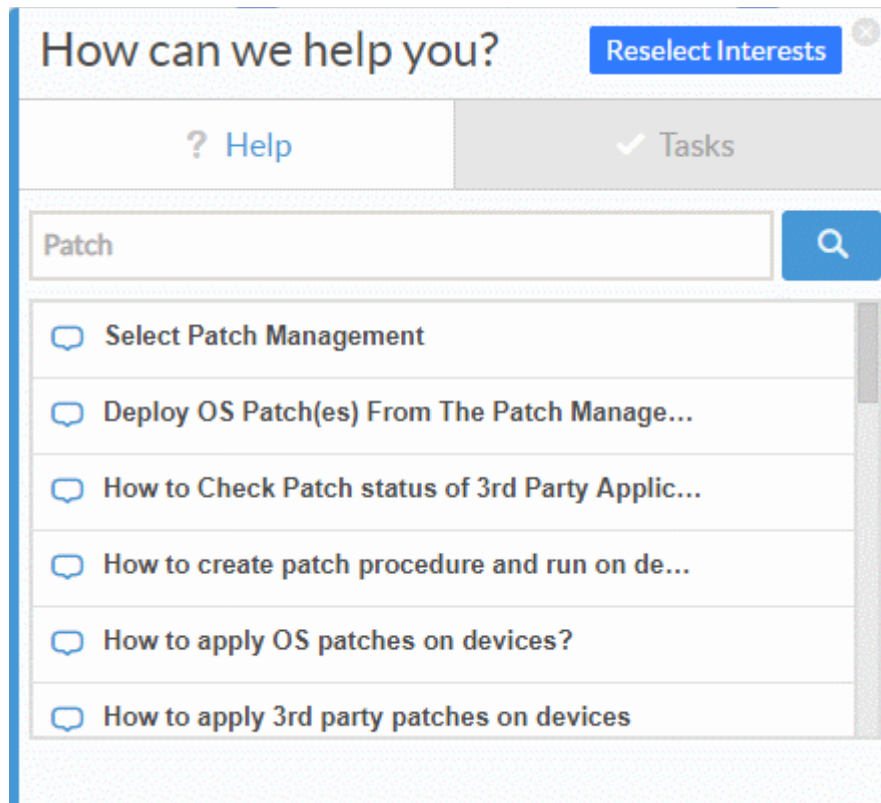
- Click the question mark at bottom-right to view interactive guides on key tasks in ITarian:



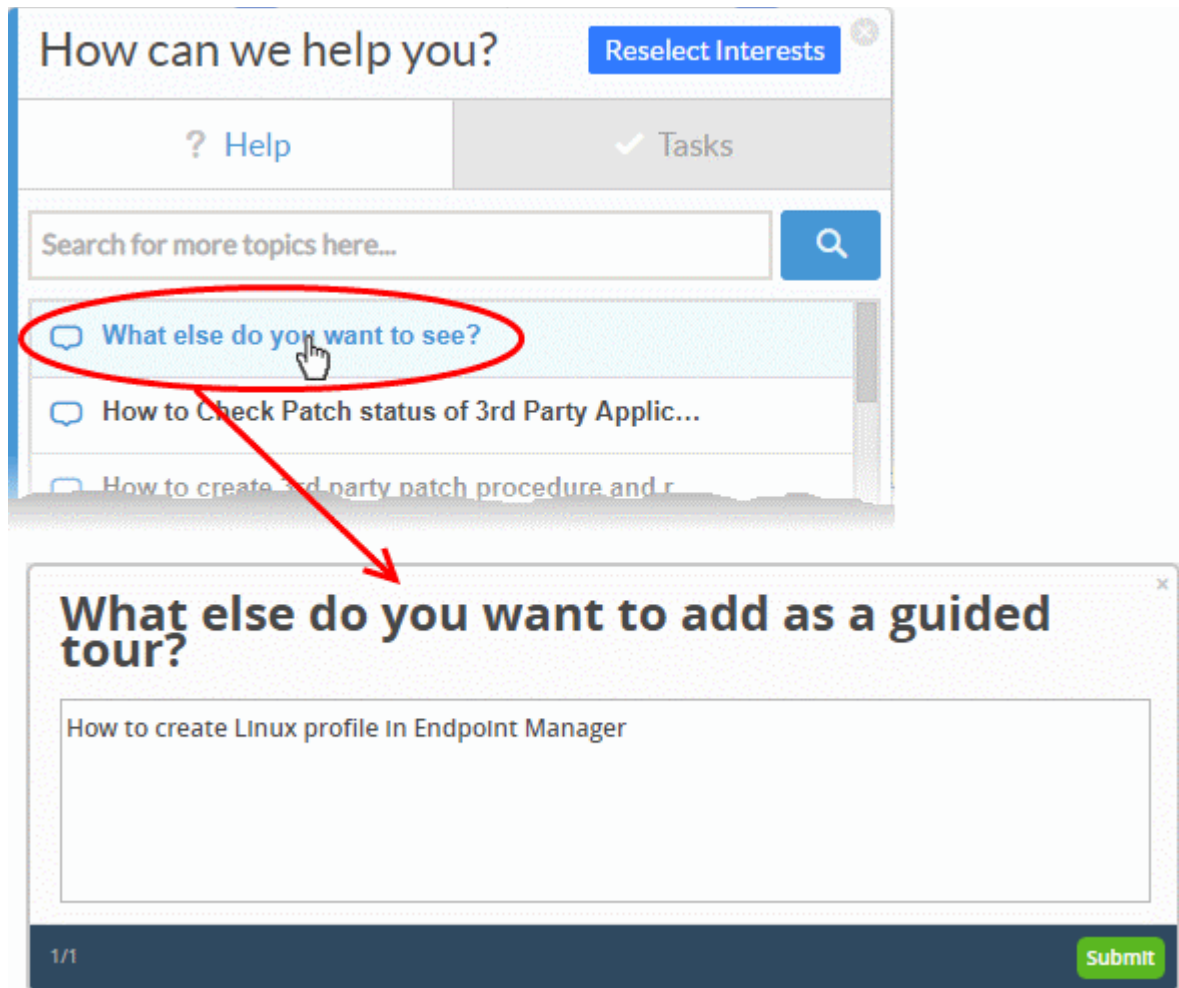
- Click 'Need Help' to get started. The following menu opens:



- The lower half of the window shows interactive tutorials on specific tasks. For example 'Enroll new device' tells you how to add a device to Endpoint Manager.
- Click 'Search for more topics here' to look for help on a specific topic. This will open a list of corresponding ITarian help articles:



- Click 'What else do you want to see?' if you would like to suggest we create interactive tour on a particular topic:

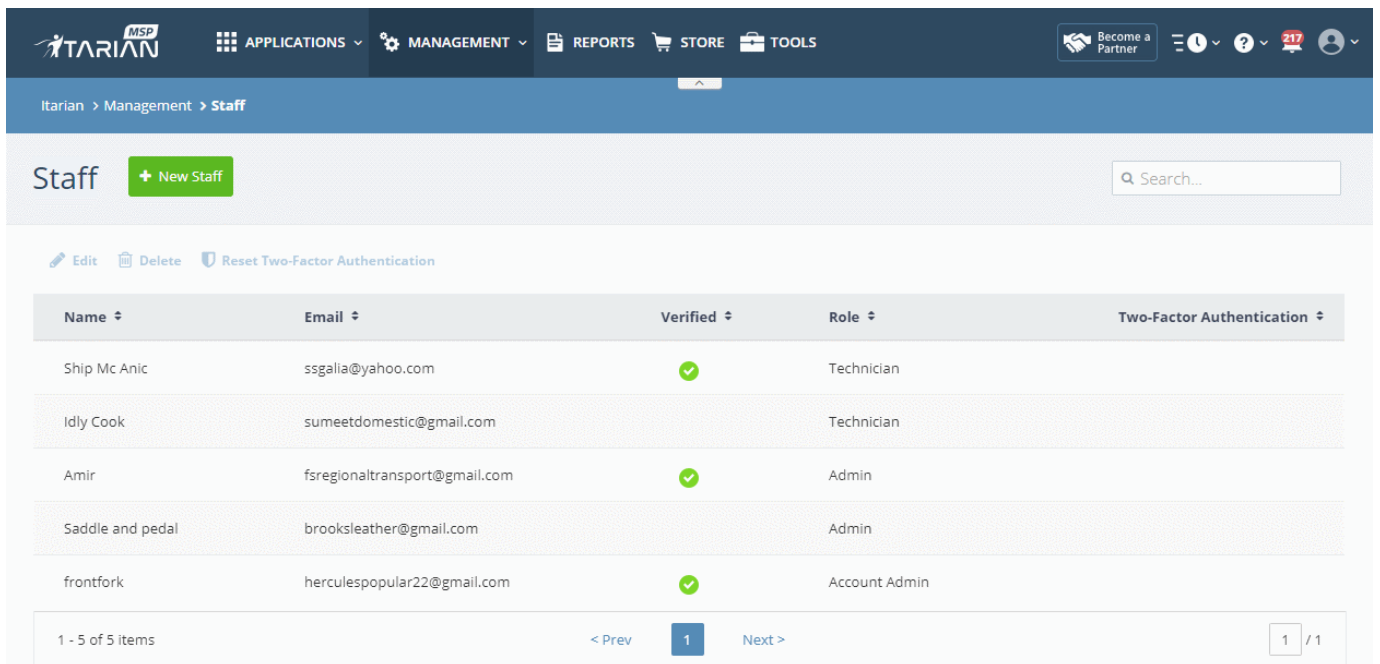


- Click 'Submit' to send the suggestion to ITarian.

## 5 Manage Admins, Staff and Roles

- Click 'Management' > 'Staff' to view, edit and add staff members
- Click 'Management' > 'Roles' to view, edit and add staff roles

ITarian ships with three predefined roles - 'Account Admin', 'Admin' and 'Technician'. Each of these each has different access privileges. You can also create custom roles with different privileges and assign them to staff appropriately.



Name	Email	Verified	Role	Two-Factor Authentication
Ship Mc Anic	ssgalla@yahoo.com	✓	Technician	
Idly Cook	sumeetdomestic@gmail.com		Technician	
Amir	fsregionaltransport@gmail.com	✓	Admin	
Saddle and pedal	brookseleather@gmail.com		Admin	
frontfork	herculespopular22@gmail.com	✓	Account Admin	

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

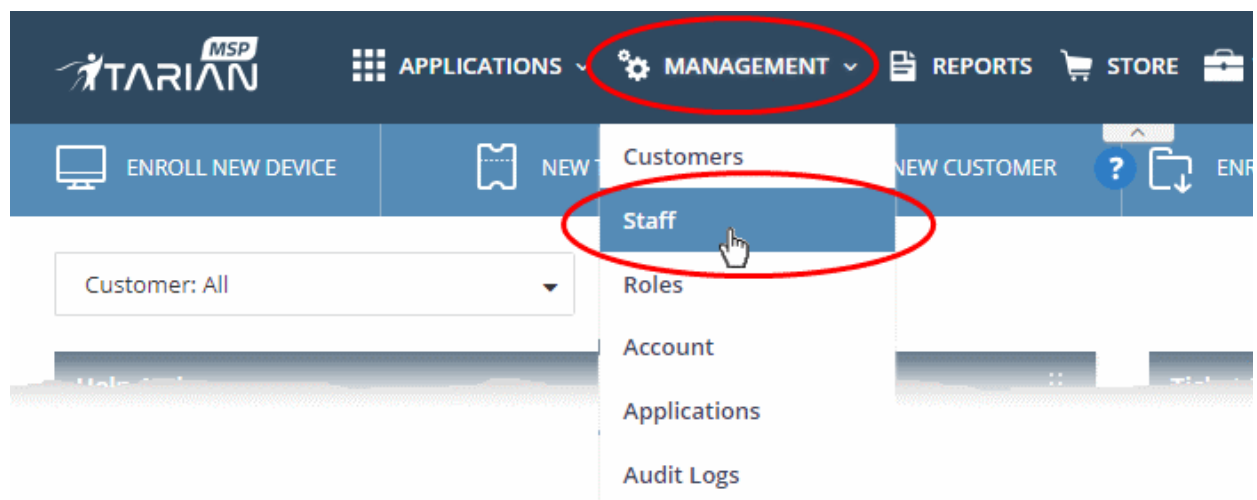
- [Manage Admins and Staff](#)
- [Manage Roles](#)
- [Admin Privilege Level](#)

## 5.1 Manage Admins and Staff

- Click 'Management' > 'Staff'

The staff screen lets you add staff members and assign them to roles. You can also transfer account admin privileges to another MSP/Enterprise administrator.

- Click 'Management' > 'Staff' in the top-navigation:



The staff screen lists all current staff along with their role:



ITarian MSP APPLICATIONS MANAGEMENT REPORTS STORE TOOLS Become a Partner

Itarian > Management > Staff

Staff [+ New Staff](#) Search...

[Edit](#) [Delete](#) [Reset Two-Factor Authentication](#)

Name	Email	Verified	Role	Two-Factor Authentication
Ship Mc Anic	ssgalla@yahoo.com	✓	Technician	
Idly Cook	sumeetdomestic@gmail.com		Technician	
Amir	fsregionaltransport@gmail.com	✓	Admin	
Saddle and pedal	brooksleather@gmail.com		Admin	
frontfork	herculespopular22@gmail.com	✓	Account Admin	

1 - 5 of 5 items < Prev 1 Next > 1 / 1

Column Header	Description
Name	The full name of the staff member.
Email	Email address of the staff member. Staff should use this address to login to ITarian.
Verified	Whether or not the member has confirmed their email address. <ul style="list-style-type: none"> <li>Staff receive an account activation mail after you first add them to ITarian.</li> <li>They must click the link in the mail then create a password to become 'Verified'</li> <li>Staff can only login to ITarian after verifying their email address.</li> </ul>
Role	A 'role' determines the permissions that a staff member has within the ITarian interface. <ul style="list-style-type: none"> <li>ITarian has three built-in roles - 'Admin', 'Account Admin' and 'Technician'. Technician is a good starting role for staff.</li> <li>You cannot edit the built in roles, but you can clone them and edit the clone.</li> <li>The person that signed up for the account is assigned 'Account Admin'. This role has all available privileges.</li> <li>Account admins can add staff and assign them any role except 'Account Admin'.</li> </ul> See <b>'Manage Roles'</b> for more on default roles and creating new roles.
Two-Factor Authentication	Whether or not additional login security is setup for the staff member. More details on this are in <b>'Set-up Two-Factor Login Authentication'</b> .

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.

### Sorting and Filtering Options:

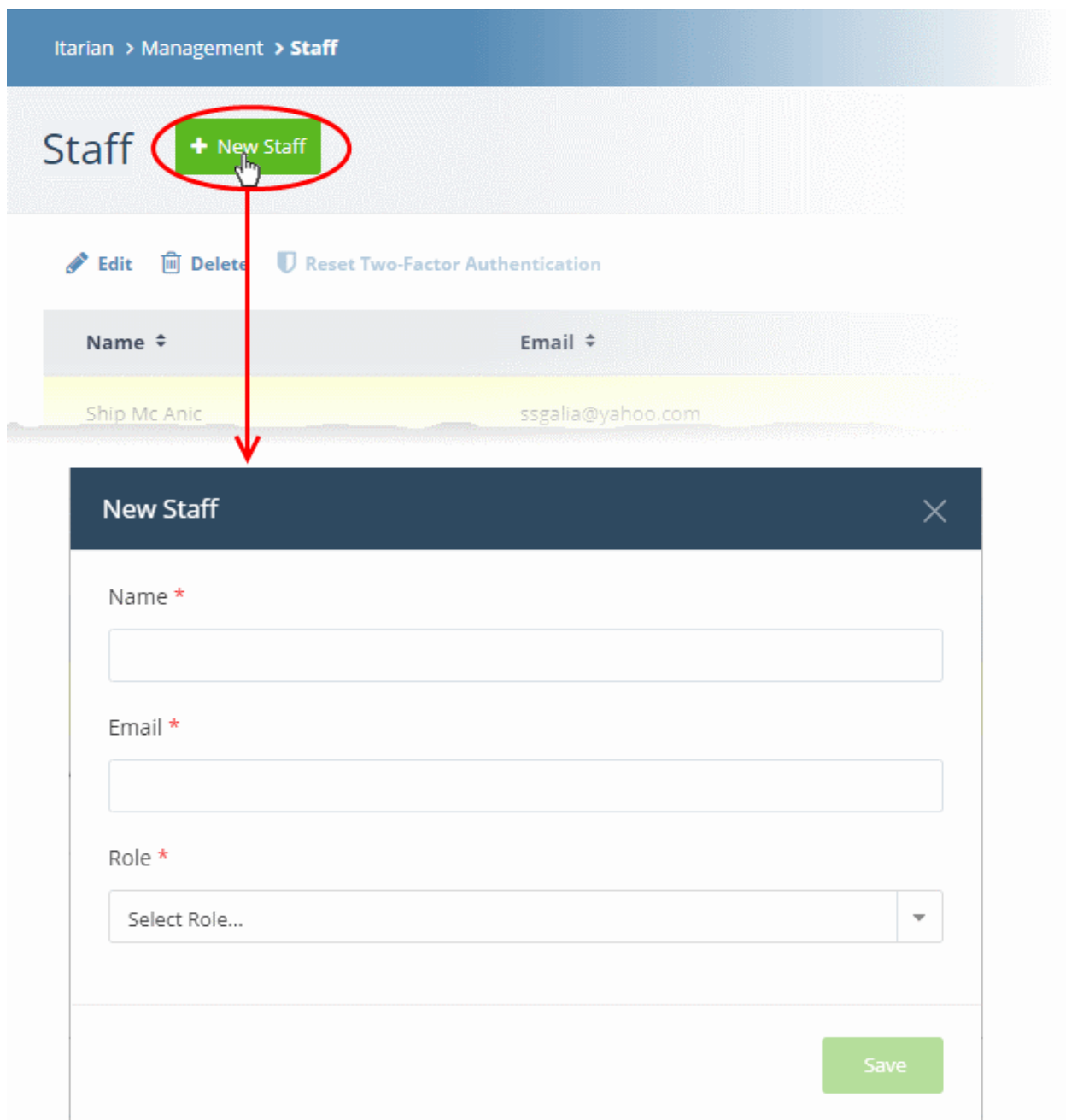
- Click any column header to sort users in ascending or descending order according to the column label.
- Filter the list or search for specific staff member(s) by entering their name or email address in the search field at top right in part or full.

The interface allows you to:

- **Add staff members and assign roles**
- **Edit the details of a staff member**
- **Resend account activation email to a staff member**
- **Remove a staff member**
- **Reset Two Factor Authentication for a user**

### Add a staff member and assign a role

- Click 'Management' > 'Staff' in the top-navigation
- Click the 'New Staff' button:



The screenshot shows the ITarian Admin interface. At the top, the breadcrumb navigation reads 'Itarian > Management > Staff'. Below this, the 'Staff' section is visible, featuring a green '+ New Staff' button circled in red. A red arrow points from this button to a modal form titled 'New Staff'. The modal form contains three required fields: 'Name \*', 'Email \*', and 'Role \*'. The 'Name' and 'Email' fields are text inputs, and the 'Role' field is a dropdown menu with the placeholder text 'Select Role...'. A green 'Save' button is located at the bottom right of the modal form. Below the modal, a table of staff members is partially visible, with columns for 'Name' and 'Email'. One staff member is listed: 'Ship Mc Anic' with email 'ssgalia@yahoo.com'.

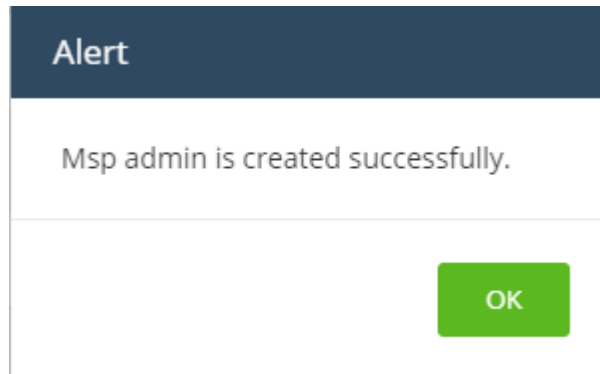
- **Name** - The full name of the new staff member
- **Email** - The email address of the staff member. This also acts as the member's username.
  - The account activation email is sent to this address.

- Staff must click the activation link in the mail then create a password
- Staff login to ITarian after completing the steps above.
- **Role** - Select a role for the staff member.
  - See '**Admin Privilege Levels**' for a list of the permissions with each built-in role
  - See '**Manage Roles**' for general help with roles.

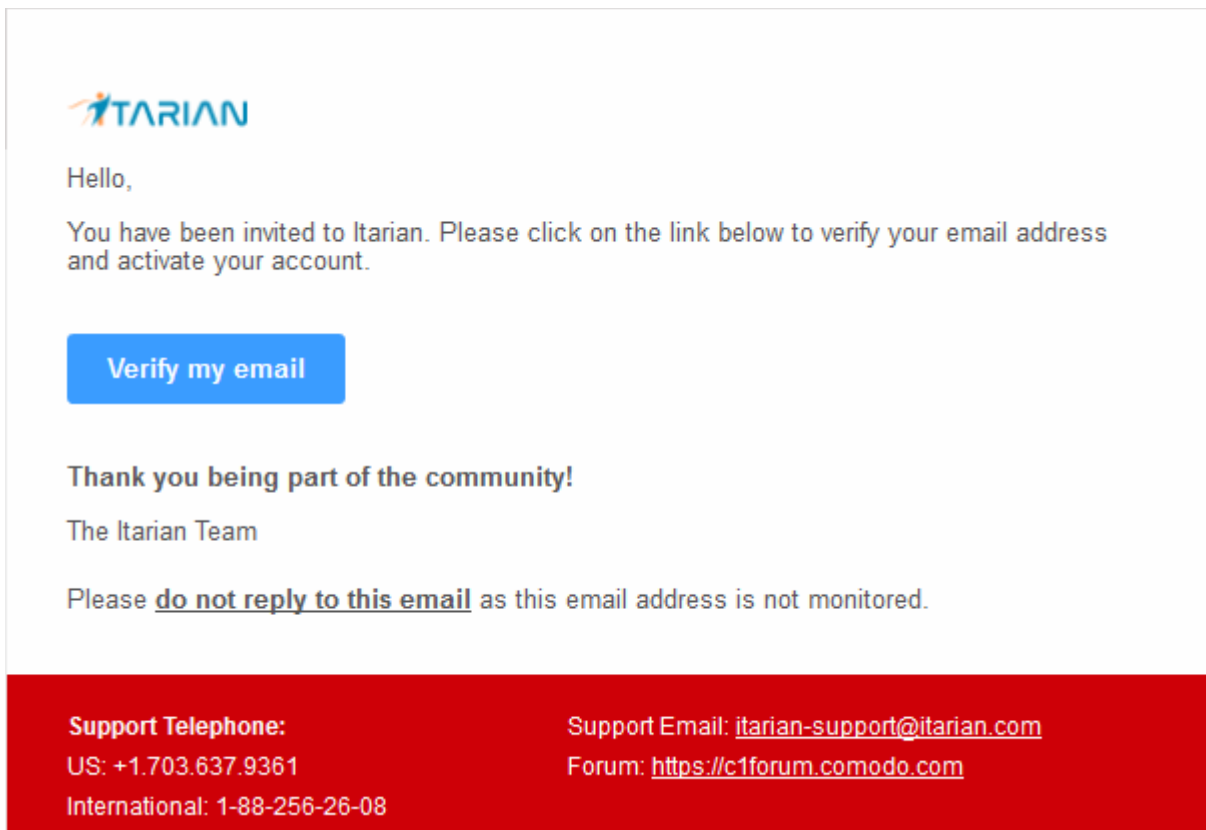
**Note:** Staff with 'Admin' privileges can only be created by the account admin

- Click the 'Save' button.

A confirmation message appears. The content of the message varies according to the role and account type:



- Click 'OK'
- An account activation mail is sent to the new user. An example is shown below:



- Staff should click 'Verify my email' then set a unique password to log into ITarian.
- After verification, the staff member can login to ITarian with their email address and password.

- If the staff member misses the account activation email for some reason, you can resend the mail from the ITarian interface. See [Resend account activation email to a staff member](#) for help with this.
- The new staff member is also added to Service Desk and Endpoint Manager at the same role level.
- Two factor authentication - If enabled, staff will also need to enter a code which is sent to their phone. See [Set up Two-Factor Login Authentication](#) for more details.
- Endpoint Manager also lets you add 'standalone' staff who can only access Endpoint Manager. Staff created in ITarian can access endpoint manager, but staff created in endpoint manager cannot access ITarian.

### Edit staff details

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

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

- Click 'Management' > 'Staff'
- Select the staff member then click the 'Edit' button:

Staff [+ New Staff](#)

[Edit](#) [Delete](#) [Reset Two-Factor Authentication](#) [Resend Activation Mail](#)

<input type="checkbox"/>	Name ↓	Email ↕	Verify
<input checked="" type="checkbox"/>	Amir	fsregionaltransport@gmail.com	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Atlas	atlasroadster@yopmail.com	<input type="checkbox"/>

### Edit Staff

Name \*

Email \*

Role \*

[Save](#)

- Update the details as required then click 'Save'. Note – you cannot update the email address. Delete the user and create a new one if want to replace a person's email address.

### Alert

Msp staff is edited successfully.

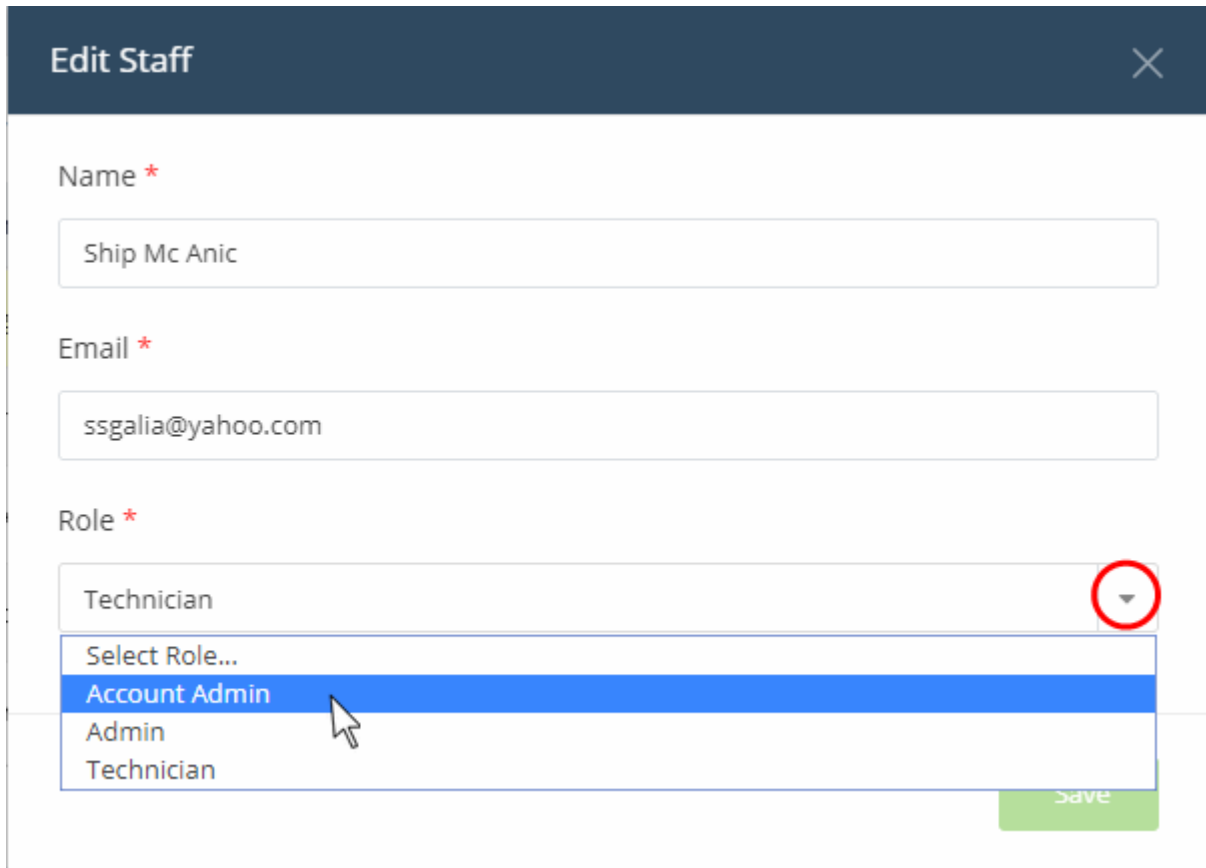
[OK](#)

- Click 'OK'

### Transfer account admin rights to a different admin

Note - only the current account admin can perform this task.

- Click 'Management' > 'Staff'
- Select the admin to whom you want to transfer rights then click 'Edit'
- Click the 'Role' drop-down and select 'Account Admin':

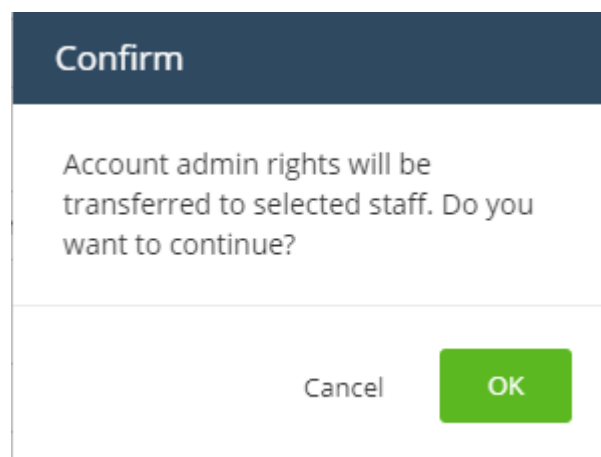


The screenshot shows the 'Edit Staff' form with the following fields:

- Name \***: Ship Mc Anic
- Email \***: ssgalia@yahoo.com
- Role \***: A dropdown menu is open, showing the following options: 'Select Role...', 'Account Admin' (highlighted with a mouse cursor), 'Admin', and 'Technician'. A red circle highlights the dropdown arrow.

A green 'Save' button is located at the bottom right of the form.

- Click 'Save'
- Click 'OK' in the confirmation dialog:



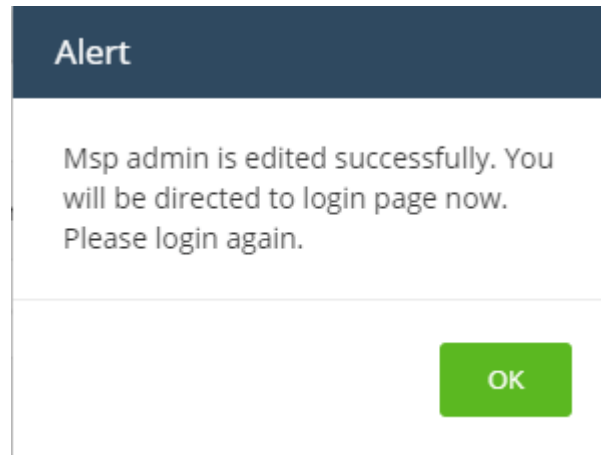
The screenshot shows a 'Confirm' dialog box with the following text:

Account admin rights will be transferred to selected staff. Do you want to continue?

At the bottom, there are two buttons: 'Cancel' and 'OK' (highlighted in green).

- Account admin rights are transferred immediately. You will be logged out and redirected to the login page:





- Click 'OK'.
  - You can still login with the same credentials but will have only regular admin privileges.

### Resend account activation email to a staff member

Note - You can send account activation emails only to staff who have not yet verified themselves.

- Click 'Management' > 'Staff'
- Select the staff member to whom you want to send the mail
- Click the 'Resend Activation Mail' button:

The screenshot shows a staff management table with columns for Name, Email, and Verified. The 'Resend Activation Mail' button is circled in red. The 'Atlas' staff member is selected, also circled in red. A red arrow points from the button to a confirmation alert dialog box.

<input type="checkbox"/>	Name	Email	Verified
<input type="checkbox"/>	Idly Cook	sumeetdomestic@gmail.com	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Atlas	atlasroadster@yopmail.com	<input type="checkbox"/>
<input type="checkbox"/>	Ship Mc Anic	ssgalia@yahoo.com	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Amir	fcregionaltransport@gmail.com	<input type="checkbox"/>

**Alert**

Activation e-mails resent successfully.

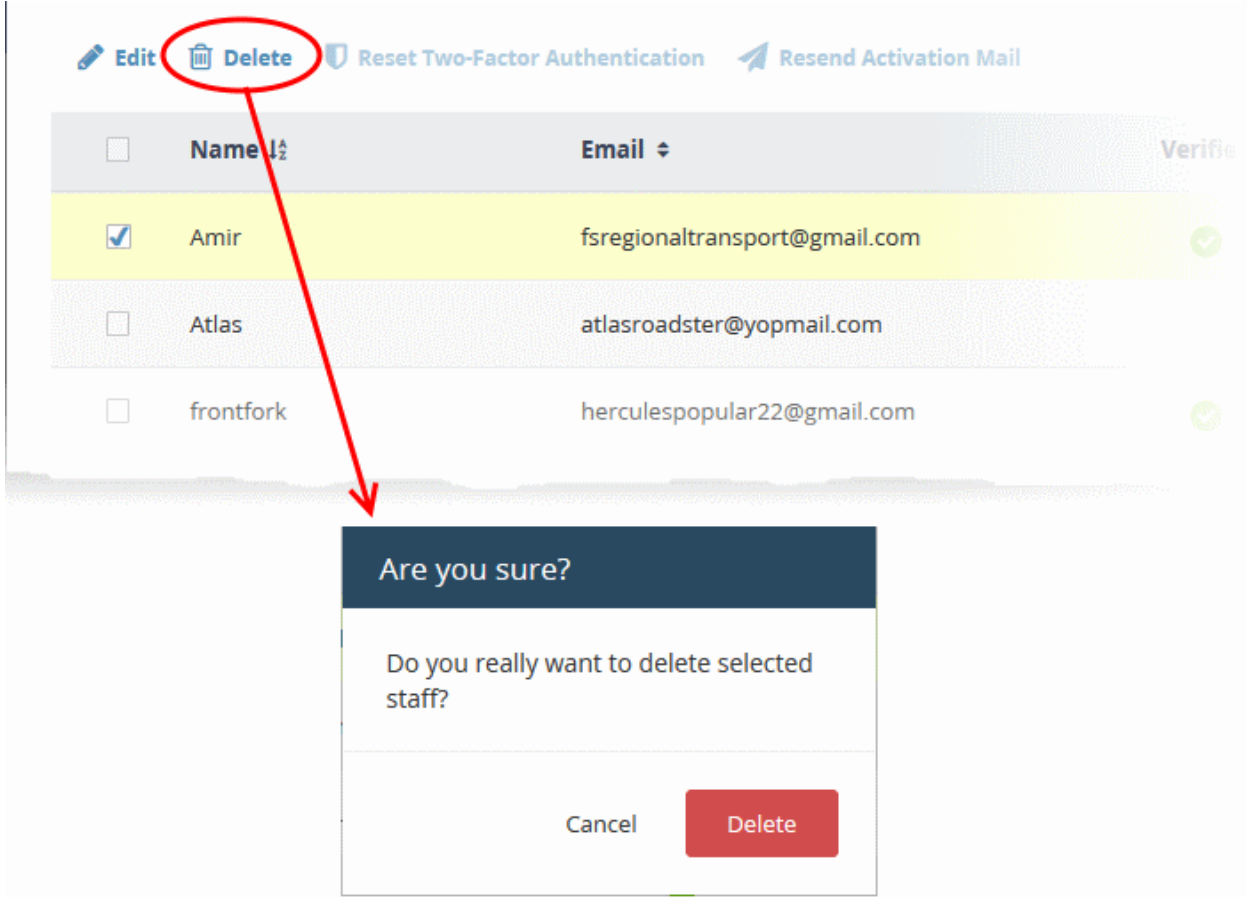
OK

The activation email with a new verification link is sent to the staff member.

### Remove an admin or staff member

Note - deleted staff will also be removed from Service Desk and Endpoint Manager, even if they have different roles in each.

- Click 'Management' > 'Staff'
- Select the staff member that you want to remove
- Click the 'Delete' button:



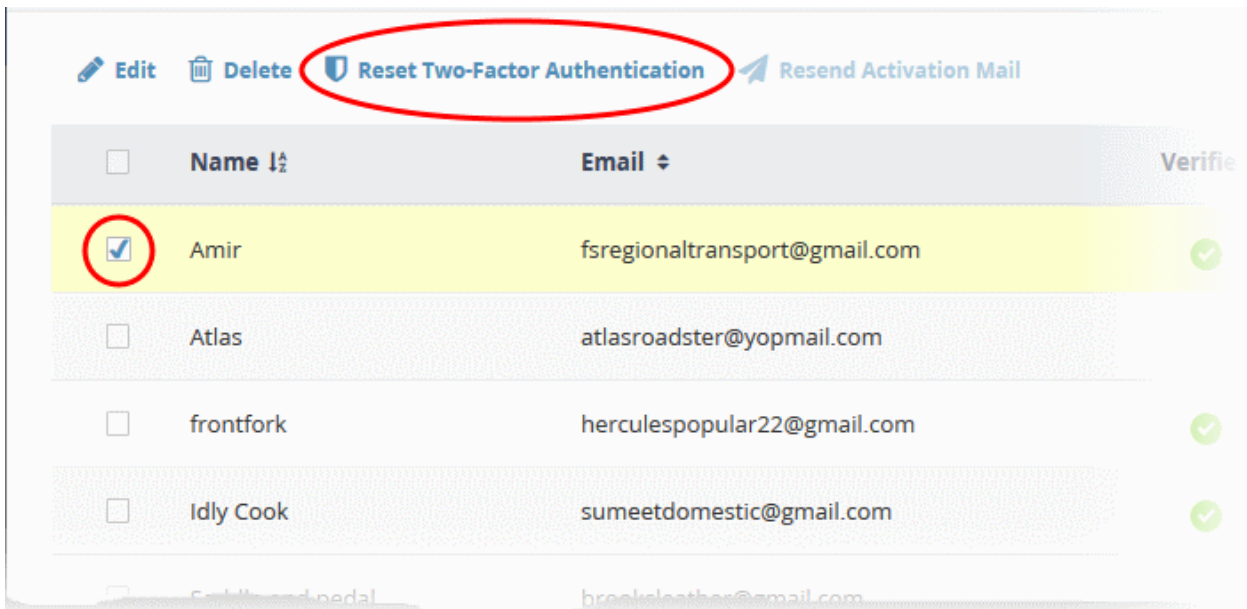
The screenshot shows a user management interface. At the top, there are action buttons: 'Edit', 'Delete', 'Reset Two-Factor Authentication', and 'Resend Activation Mail'. The 'Delete' button is circled in red. Below the buttons is a table with columns for 'Name', 'Email', and 'Verify'. The first row, 'Amir', is selected. A red arrow points from the 'Delete' button to a confirmation dialog box that asks 'Are you sure?' and 'Do you really want to delete selected staff?'. The dialog box has 'Cancel' and 'Delete' buttons.

<input type="checkbox"/>	Name	Email	Verify
<input checked="" type="checkbox"/>	Amir	fsregionaltransport@gmail.com	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Atlas	atlasroadster@yopmail.com	<input type="checkbox"/>
<input type="checkbox"/>	frontfork	herculespopular22@gmail.com	<input checked="" type="checkbox"/>

- Click 'Delete' to confirm removal.

### Reset 'Two Factor Authentication' for a User

- Select the staff member then click the 'Reset Two-Factor Authentication' button:



The screenshot shows the same user management interface. The 'Reset Two-Factor Authentication' button is circled in red. The 'Amir' user is selected, and their selection checkbox is also circled in red.

<input type="checkbox"/>	Name	Email	Verify
<input checked="" type="checkbox"/>	Amir	fsregionaltransport@gmail.com	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Atlas	atlasroadster@yopmail.com	<input type="checkbox"/>
<input type="checkbox"/>	frontfork	herculespopular22@gmail.com	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Idly Cook	sumeetdomestic@gmail.com	<input checked="" type="checkbox"/>

After the reset, the user will need to complete the two-factor authentication process again in order to access their account. See [Set up Two-Factor Login Authentication](#) to find out more about Two-Factor Authentication.

## 5.2 Manage Roles

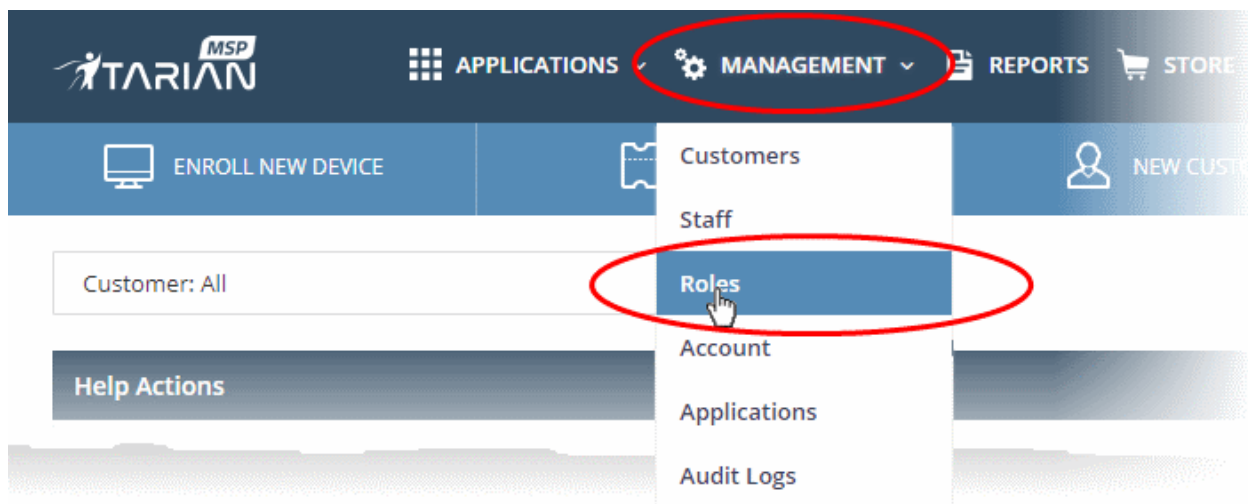
- Click 'Management' > 'Roles'.

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

- ITarian ships with three built-in roles that cannot be edited or deleted - 'Account Admin', 'Admin' and 'Technician'.
- You can create custom roles by cloning the 'Admin' or 'Technician' roles then modifying their privileges. You cannot clone the account admin role.
- All built-in and custom roles are available for selection when creating or editing staff
  - See [Manage Admins and Staff](#) for help to create staff.
  - See [Admin Privilege Levels](#) for info about the permissions that come with each role.

### Manage roles in ITarian

- Click 'Management' > 'Roles'



The management interface lists all roles that have been created, and the number of users under each role:

ITarian > Management > Roles

## Roles

Search...

Clone Edit Delete

Role	Definition	Members
Account Admin	MSP Account Admin	1
Admin	MSP Admin	3
Technician	MSP Technician	5
Technician for FSTransport (Cloned)	Technician	0

1 - 4 of 4 items < Prev 1 Next > 1 / 1

**Role** - Label of the role. A role is a set of permissions and privileges within ITarian.

**Definition** - A short description of the role. Built-in roles are prefixed with 'MSP' or 'Enterprise' depending on your account type.

**Members** - The number of staff assigned to the role. Click the number to view all staff with the role..

See the following for more help:

- [Create a custom roles](#)
- [Edit a role](#)
- [Remove a role](#)

### Create a custom role

You can add a custom role by cloning an existing role then modifying the privileges as required. You cannot clone the 'Account Admin' role.

- Click 'Management' > 'Roles'
- Select the role that you want to use as template then click 'Clone':

ITarian > Management > Roles

## Roles

Search...

Clone Edit Delete

Role	Definition	Members
Account Admin	MSP Account Admin	1
Admin	MSP Admin	1
Technician	MSP Technician	2

1 - 3 of 3 items < Prev 1 Next > 1 / 1

Create a new name/description for the role, and choose its permissions as required:

Dragon Platform > Management > Roles > Clone Role

## Clone Role

### Clone Role Permissions

**Name \***

**Definition \***

Save Reset to Default Enable All Disable All Expand All Collapse All

#### Access Rights

**Dashboard**

- Access Dashboard
- Customize Dashboard

**Staff Management**

- Staff**
  - View Staff
  - New Staff
  - Edit Staff
  - Delete Staff
  - Reset Two-Factor Authentication
- Role**
  - Access to Role
  - Edit Role

**Management**

- Account**
  - View Account
  - Account Security Details
  - License Account Details**
    - Link a License Account
- Applications**
  - View Applications
- Subscriptions**
  - View Subscriptions
- View Usage
- View Billing
- View Settings
- Audit Logs

**Licensed Applications**

- Access All Licensed Applications
  - Service Desk
  - Endpoint Manager
  - Quote Manager
  - cWatch
  - Secure Web Gateway
  - Secure DNS Filtering
  - CRM
  - Dome Firewall Virtual Appliance
  - Dome Firewall Central Manager

**Tools**

- View Tools
- Download Tool

**Customer**

- View Customer
- New Customer
- Edit Customer
- Delete Customer

**Partner Actions**

- Access to Partner Portal From Menu
- Access to "Become A Partner" Button

**Reports**

- On Demand Report**
  - Create Report
  - View Report
  - Delete Report
- Scheduled Report**
  - Activate Report
  - Inactivate Report
  - Delete Report
  - Access Scheduled Report

**Notifications**

- Access Notifications

Save Changes

The following list briefly explains the permissions:

- **Dashboard** - View the ITarian dashboard and customize dashboard panes.
- **Licensed Applications** - Specify which ITarian modules the role can access. These are the applications you see when you click the 'Applications' menu item in ITarian. Example apps include Service Desk and Endpoint Manager.
- **Reports** - Controls access and permissions for the 'Reports' menu ('Dashboard' > 'Reports').
- **Staff Management** - Ability to manage staff and roles.
  - Staff - 'Management' > 'Staff'. Staff you create here will become available in ITarian modules such as Service Desk and CRM. For example, a staff member in Service Desk is usually a member of your support team, working on customer tickets. In CRM, a staff member is usually a sales operative to whom you assign leads and opportunities.
  - Role - 'Management' > 'Roles'. Roles determine the permissions granted to a staff member.
- **Tools** - Whether users can access the 'Tools' menu in the ITarian console. Tools' are software utilities such as 'Unknown File Hunter' and 'Comodo Cleaning Essentials'.
- **Customer** - View and manage existing customers, add new customers. You can view this interface at 'Management' > 'Customers'. This setting applies to MSP accounts only.
- **Notifications** - Specify whether role members receive in-app messages/alerts in the ITarian console.
- **Management** - Governs access to the following areas:
  - 'Management' > 'Account'
  - 'Management' > 'Applications'.
  - 'Management' > 'Audit Logs'
- **Partner Actions** - Control whether the user can view and click the 'Partners' button in the ITarian console. This allows role members to access the Comodo partner portal, and become a ITarian reseller. Resellers get ITarian products at discounted prices.
- Click 'Save' at the top, or 'Save Changes' at the bottom to create your role.

### Edit a custom role

You cannot edit the built-in roles ('Admin', 'Technician', 'Account Admin'). You can only edit custom roles, or cloned roles, that you have created.

- Click 'Management' > 'Roles'
- Select the role that you want to update and click 'Edit':



Itarian > Management > Roles

## Roles

Search...

Clone Edit Delete

Role	Definition	Members
Account Admin	MSP Account Admin	1
Admin	MSP Admin	2
Technician	MSP Technician	1
Technician for FSTransport (Cloned)	Staff to attend FSTransport Organization	1

1 - 4 of 4 items < Prev 1 Next > 1 / 1

- Modify the name, description and access rights for the role as required. See the previous section if you need more help with the permissions themselves.
- Click 'Save' or 'Save Changes' when done.
- The changes will take effect on users from their next login.

Itarian > Management > Roles > Edit Role

## Edit Role

Search...

Edit Role Permissions

Name \* Definition \*

Technician for FSTransport Staff to attend FSTransport Organ

Save Reset to Default Enable All Disable All Expand All Collapse All

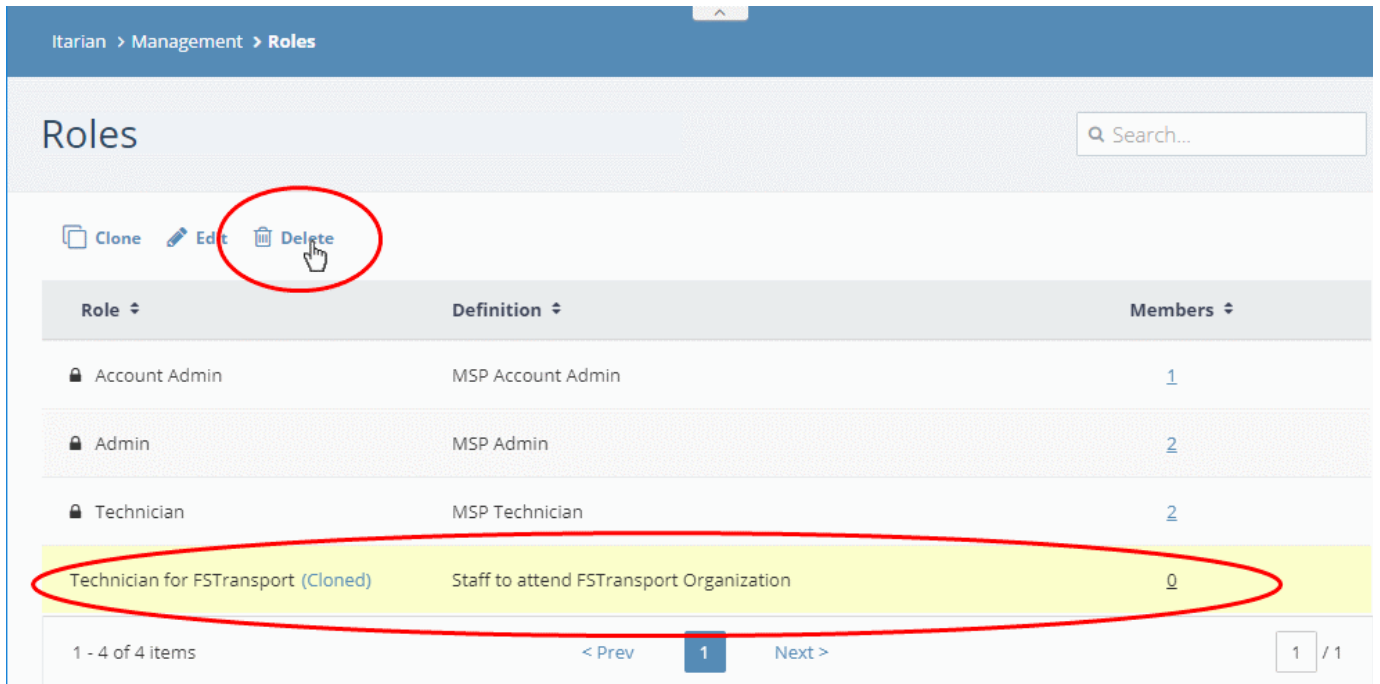
### Access Rights

- Dashboard
  - Access Dashboard
  - Customize Dashboard
- Licensed Applications
  - Access All Licensed Applications
  - Service Desk
  - Endpoint Manager
- Staff Management
  - Staff
    - View Staff
    - New Staff
    - Edit Staff
    - Delete Staff
    - Reset Two-Factor Authentication
  - Role
- Management
  - Account
    - View Account
    - Account Security Details
    - Comodo License Account Details
      - Link a Comodo License Account
  - Applications

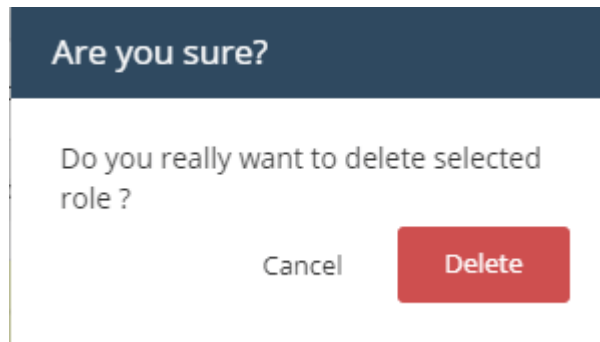
### Delete a custom role

**Note:** You cannot delete built-in roles, or custom roles that are currently assigned to staff members. Make sure no staff members are assigned to a custom role before attempting to delete.

- Click Management' > 'Roles'
- Select the role that you want to remove and click 'Delete':



- Click 'Delete' in the confirmation dialog



### 5.3 Admin Privilege Levels

- There are three built in roles in ITarian - 'Account admin', 'Admin' and 'Technician'.
- These roles are also available in the ITarian modules, 'Service Desk' and 'Endpoint Manager'.
- The following tables show the privileges of each role in the ITarian console and the individual modules.

**ITarian Console**

Role	Description
Account Admin	Can access all areas of the ITarian console and all modules (Endpoint Manager, etc). Account admins can: <ul style="list-style-type: none"> <li>• Add and manage companies for the account</li> <li>• Add and manage admins</li> </ul>

	<ul style="list-style-type: none"> <li>• Add and manage staff who have the technician role</li> <li>• Transfer account admin rights to another admin</li> <li>• Access all licensed modules</li> <li>• Add applications from the 'App Store'</li> <li>• View and download tool sets</li> <li>• Subscribe for new products and renew licenses for ITarian modules</li> <li>• Generate reports</li> <li>• Schedule reports</li> <li>• Manage account settings and licenses</li> <li>• View module usage details</li> <li>• View module billing details</li> </ul>
Admin (MSP/ Enterprise)	<p>MSP / Enterprise admins have the following privileges:</p> <ul style="list-style-type: none"> <li>• Add and manage companies for the account</li> <li>• Add and manage admins</li> <li>• Add and manage staff who have the technician role</li> <li>• View roles</li> <li>• View and download tool sets</li> <li>• Access all licensed modules</li> <li>• Generate reports</li> <li>• Schedule report generation</li> </ul>
Technician (MSP/Enterprise)	<p>MSP / Enterprise staff with the technician role have the following privileges:</p> <ul style="list-style-type: none"> <li>• Access all licensed applications</li> <li>• View, add and edit customers</li> <li>• Generate reports</li> <li>• Schedule report generation</li> <li>• View and download tool sets</li> <li>• View staff members</li> </ul>

### Service Desk

Role	Privileges
Account Admin	<ul style="list-style-type: none"> <li>• Access both admin panel and staff panel</li> <li>• Open tickets on behalf of users</li> <li>• Edit tickets</li> <li>• Post a ticket reply</li> <li>• Close tickets</li> <li>• Assign tickets to staff members</li> <li>• Transfer tickets between departments</li> <li>• Delete tickets</li> </ul>

	<ul style="list-style-type: none"> <li>• Add/remove emails from the banned list via the ticket interface</li> <li>• Create and manage canned responses and attachments</li> <li>• Create and manage knowledgebase categories and FAQs</li> <li>• View details of other staff members in allowed departments</li> </ul>
Admin (MSP/Enterprise)	<ul style="list-style-type: none"> <li>• Same privileges as account admin except view stats of other staff members in allowed departments</li> </ul>
Technician (MSP/Enterprise)	<p>MSP / Enterprise staff members with technician role have the following privileges:</p> <ul style="list-style-type: none"> <li>• Access the staff panel but not the admin panel</li> <li>• Open tickets on behalf of users</li> <li>• Edit tickets</li> <li>• Post a ticket reply</li> <li>• Close tickets</li> <li>• Assign tickets to staff members</li> <li>• Transfer tickets between departments</li> <li>• Delete tickets</li> </ul>

### Endpoint Manager

Role	Privileges
Account Admin	<ul style="list-style-type: none"> <li>• Manage devices (full control)</li> <li>• Manage users (full control)</li> <li>• Manage profiles (full control)</li> <li>• Manage procedures</li> <li>• Manage LDAP account</li> <li>• Manage Google API token</li> <li>• Manage antivirus settings</li> <li>• Manage Apple Push Notification service certificate</li> <li>• Manage Android settings</li> <li>• Manage custom variables</li> <li>• Manage application repository</li> <li>• Manage EAS token</li> <li>• Manage email templates</li> <li>• Manage Procedures</li> <li>• Approve Procedures</li> <li>• Access to RBAC (full control)</li> <li>• Access to compliance page</li> <li>• Access to push statistic page</li> <li>• Access to threat report page</li> </ul>

	<ul style="list-style-type: none"> <li>• MS Exchange access management</li> <li>• Access right to antivirus (full control)</li> <li>• Access to application on devices part (full control)</li> <li>• Access to subscription section</li> <li>• Access to dashboard part of the system</li> <li>• Send reports switcher</li> <li>• Allow end user role to login to portal. Send user creation email and reset password email when required.</li> </ul>
Admin (MSP/Enterprise)	Same privileges as account admin.
Technician (MSP/Enterprise)	Same privileges as account admin.

## 6 Manage Companies

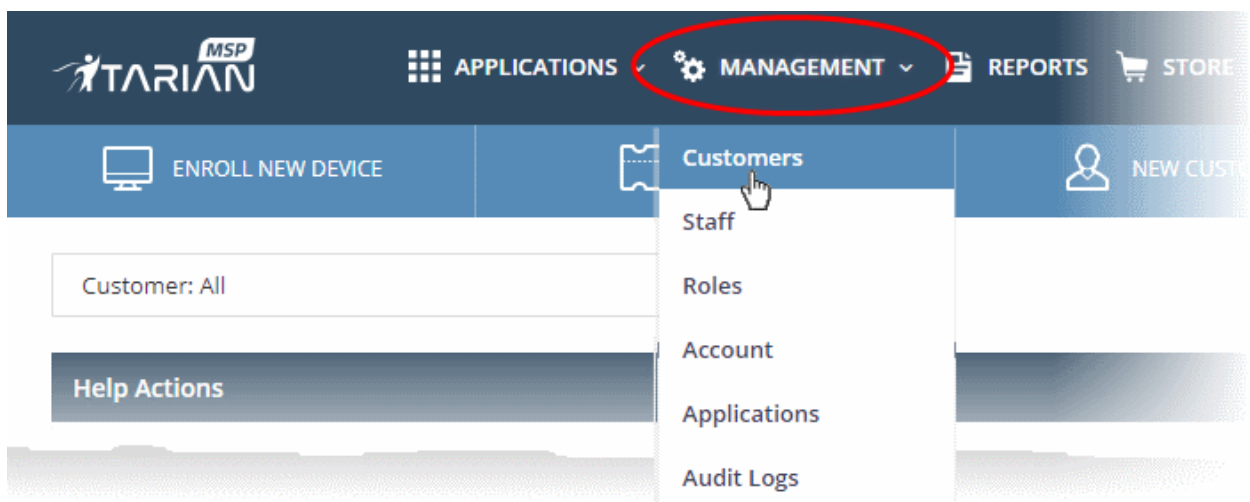
- Click 'Management' > 'Customers'

**Note:** Only ITarian MSP accounts can add new companies.

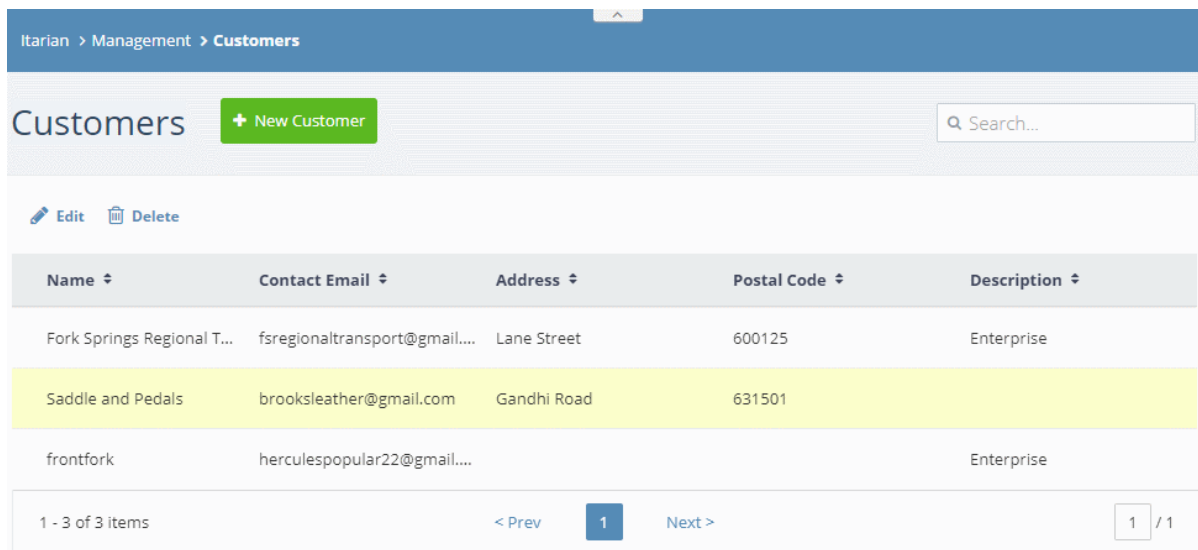
- Customers created in ITarian will be available for selection in all integrated modules:
  - They are available as 'Organizations' in Service Desk
  - They are available as 'Organizations' in CRM
  - They are available as 'Companies' in Endpoint Manager
  - They are available as 'Companies' in Dome Shield
- You can import users and devices to these entities through the individual modules.
  - Service Desk also lets you create 'standalone' (unmanaged) companies. Standalone companies are not visible in ITarian or other modules. See <https://help.comodo.com/topic-452-1-949-13179-Manage-Organizations.html> if you need more help with this.

### Manage customer organizations/companies

- Click 'Management' > 'Customers'



The interface shows all customer organizations added to ITarian:



Name ↕	Contact Email ↕	Address ↕	Postal Code ↕	Description ↕
Fork Springs Regional T...	fsregionaltransport@gmail...	Lane Street	600125	Enterprise
Saddle and Pedals	brooksleather@gmail.com	Gandhi Road	631501	
frontfork	herculespopular22@gmail...			Enterprise

- Use the search box to look for a specific company
- Click 'Next', 'Prev' or the page number to move between pages.

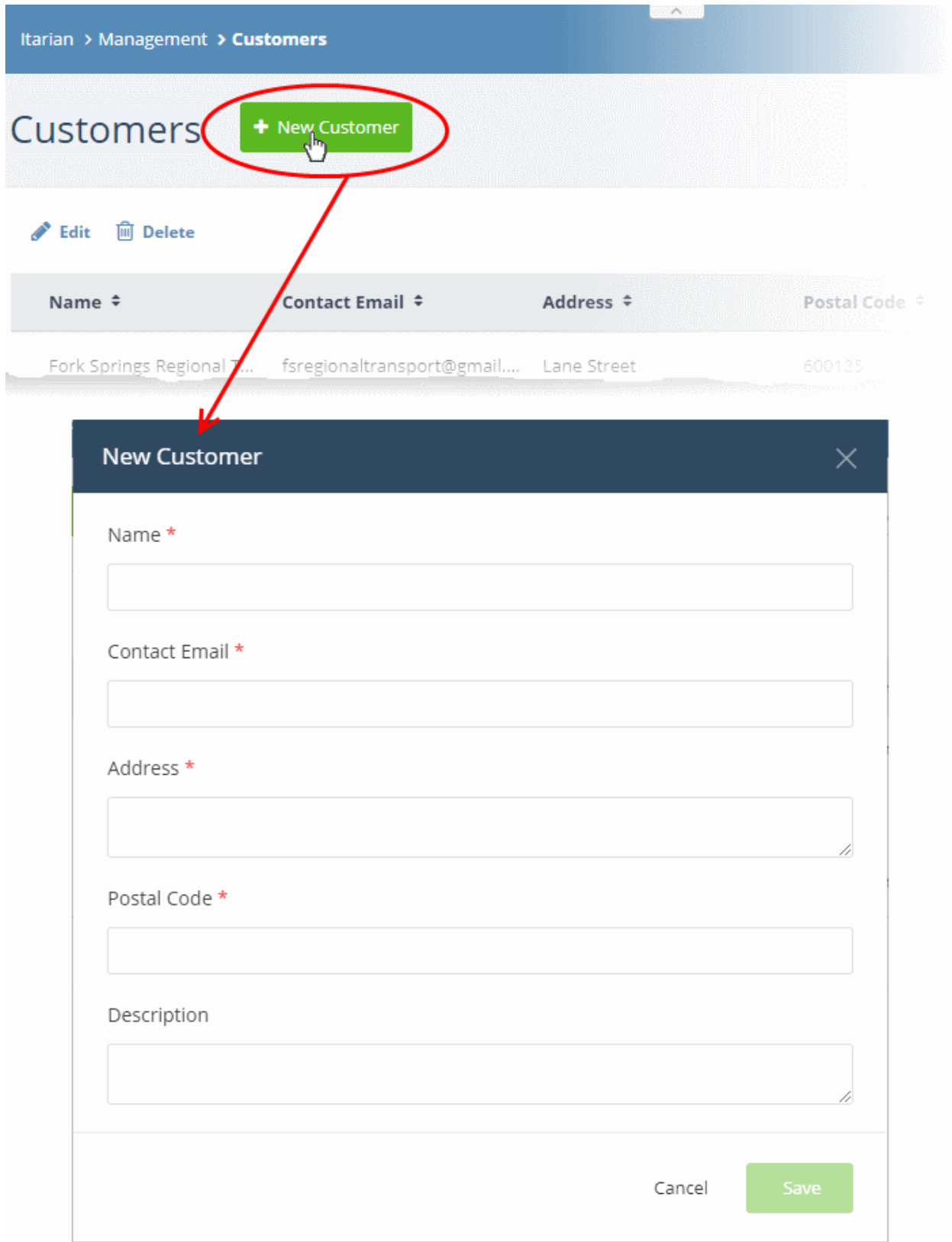
The interface allows admins to:

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

#### Add a customer organization/company

- Click 'Management' > 'Customers'
- Click the 'New Customer' button:





Itarian > Management > Customers

## Customers

[+ New Customer](#)

[Edit](#) [Delete](#)

Name	Contact Email	Address	Postal Code
Fork Springs Regional T...	fsregionaltransport@gmail....	Lane Street	600125

### New Customer

Name \*

Contact Email \*

Address \*

Postal Code \*

Description

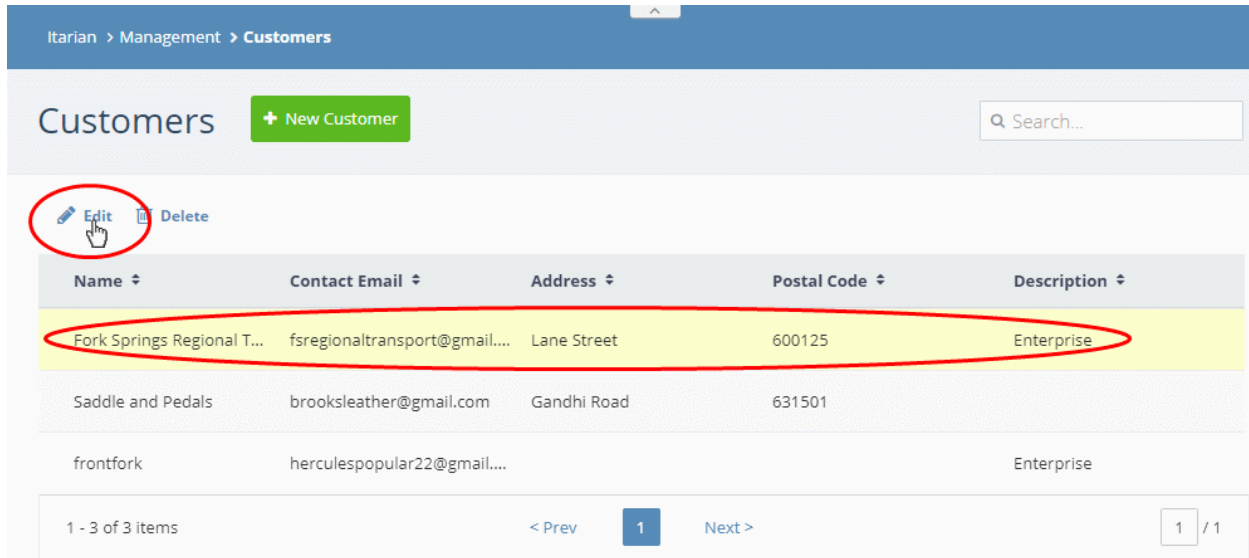
[Cancel](#) [Save](#)

- Complete each field on the form then click 'Save' to add the customer.
- Click 'OK' in the confirmation dialog:

### Edit an organization

- Click 'Management' > 'Customers'

- Select the organization whose details you want to update
- Click the 'Edit' button:



Itarian > Management > Customers

## Customers

[+ New Customer](#) 

[Edit](#) [Delete](#)

Name	Contact Email	Address	Postal Code	Description
Fork Springs Regional T...	fsregionaltransport@gmail...	Lane Street	600125	Enterprise
Saddle and Pedals	brooksleather@gmail.com	Gandhi Road	631501	
frontfork	herculespopular22@gmail...			Enterprise

1 - 3 of 3 items    < Prev    1    Next >    1 / 1

- Update the company details as required:

### Edit Customer ✕

**Name \***

**Contact Email \***

**Address \***

**Postal Code \***

**Description**

Cancel Save Changes

- Click 'Save Changes'
- Click 'OK' in the confirmation dialog:

#### Remove a customer organization from ITarian

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

Itarian > Management > Customers

## Customers

[+ New Customer](#)

[Edit](#) [Delete](#)

Name	Contact Email	Address	Postal Code	Description
Fork Springs Regional T...	fsregionaltransport@gmail...	Lane Street	600125	Enterprise
Saddle and Pedals	brooksleather@gmail.com	Gandhi Road	631501	
frontfork	herculespopular22@gmail...			Enterprise

1 - 3 of 3 items < Prev 1 Next > 1 / 1

- Click 'Delete' in the confirmation dialog:
- Click 'OK'.

The company will be removed from ITarian.

## 7 Access ITarian Modules

- A module is an enterprise application which is integrated with ITarian. Examples include 'Endpoint Manager', 'Service Desk' and 'CRM'.
- Each ITarian module answers a specific security, productivity or management need. Together, they form a suite of tools which will streamline your workflows, increase your productivity and improve the service you provide to customers.
- Click 'Applications' in the top-menu to access all available modules.

**Note:** The modules available to you depends on whether you have an MSP or enterprise account. See the **Appendix** for a list of products available with each type.

ITarian core modules:

- **Service Desk** - Fully fledged ticketing system which lets you offer dynamic support services to internal and external clients. Respond to support tickets, generate reports, create knowledge base articles and more.
- **Endpoint Manager** - Manage, monitor and secure mobile and fixed devices which connect to customer networks. Also includes patch management and remote control functionality.
- **Comodo Secure DNS Filtering** - Advanced web filter which provides comprehensive, DNS-based security for networks.

Account admins can add the following modules from the 'Store' interface:

- **Quote Manager** - Powerful solution that lets you quickly construct, send and manage customer quotes.
- **Acronis Cloud Backup** - Online backup and disaster recovery. Powered by one of the leading names in business continuity, Acronis backs up any data from any source, and restores it with ease to any destination.
- **cWatch** - Cloud based security intelligence and event management product (SIEM).

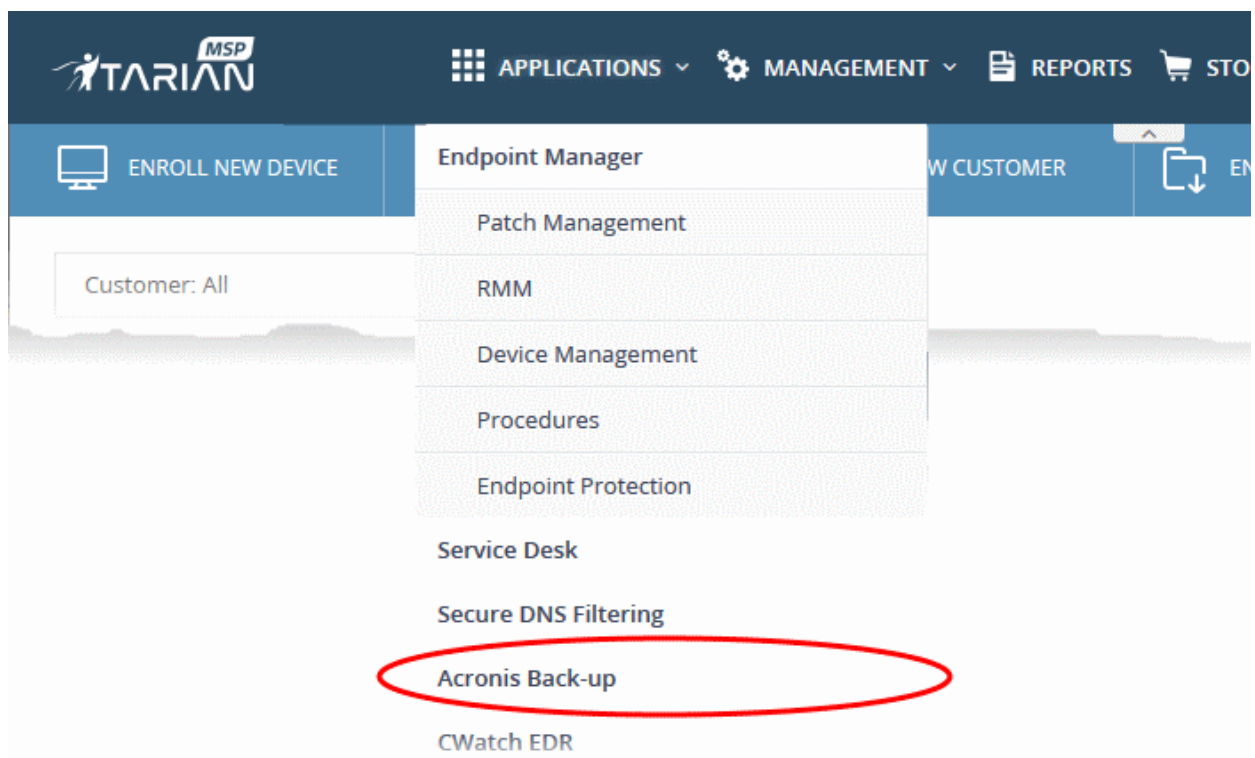
- **Comodo Secure Email Gateway** - Spam and threat prevention solution that uses an array of advanced technologies to prevent junk mail from entering your network. Available only to 'ITarian - Enterprise' customers.
- **Comodo Secure Email Gateway - MSP** - Antispam and threat prevention solution that monitors email traffic on your customers' networks. Available only to 'ITarian - MSP' customers.
- **Comodo Secure Web Gateway** - Web security solution that includes URL filtering, malware protection, Valkyrie file verdict service, and portable containment.
- **Customer Relationship Management (CRM)** - Sales automation platform. Create fluid workflows to create, nurture and close customer leads.
- **Comodo Data Loss Prevention** - Data leak protection solution. Enforce policies to control data in use, in motion, and at rest. Available only to 'ITarian - Enterprise' customers.
- **Comodo Dome Firewall Virtual Appliance** - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers.
- **Comodo Dome Firewall Central Manager** - A central console for remote management of multiple Comodo Firewall Virtual appliances. MSP/Enterprise admins can remotely monitor and manage firewall appliances on remote networks.
- **cWatch EDR** - Endpoint Detection and Response. Unrivaled visibility into the activities of Windows endpoints on your network. View security related incidents in a detailed timeline and receive instant alerts if an attack occurs.

See [App Store](#) for more details about how to add these applications to ITarian.

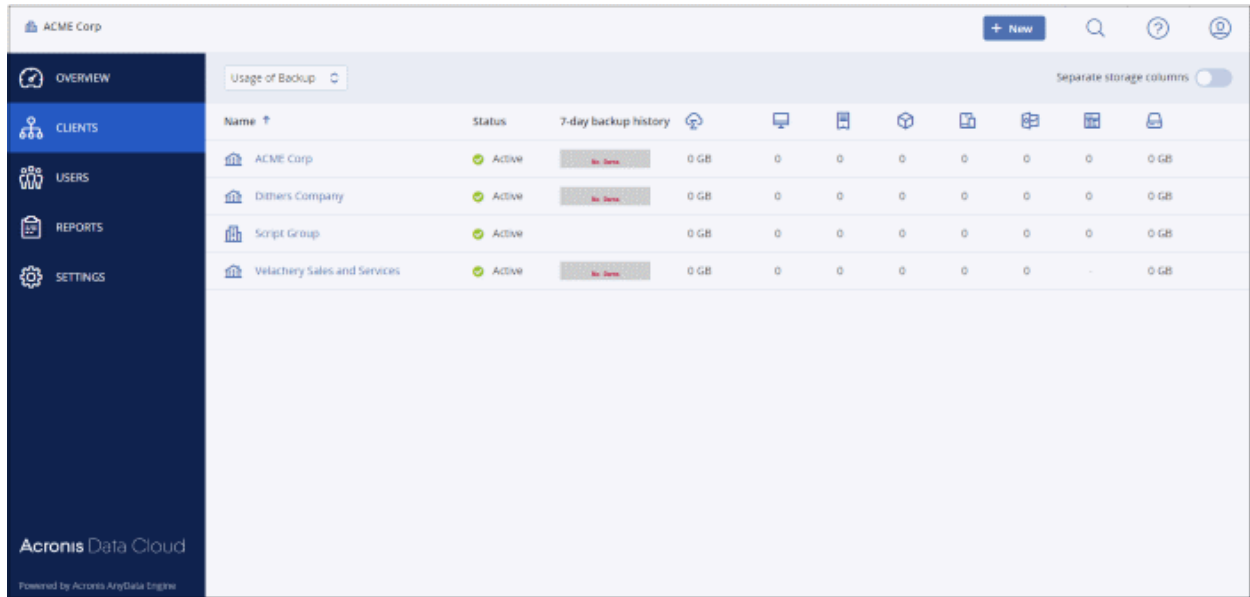
**Note:** Additional modules may require separate subscriptions. Licenses can be obtained from within the ITarian console.

### Open an integrated module from the ITarian console

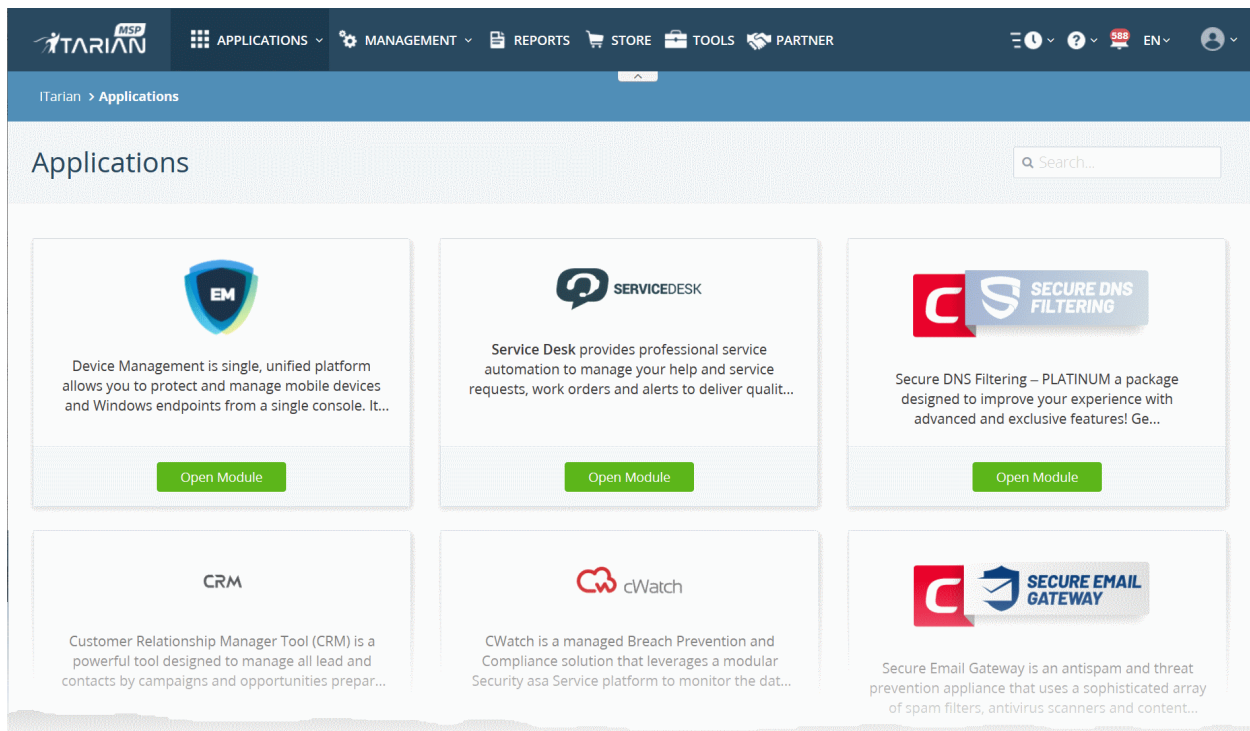
- Click 'Applications' on the top menu and select an application from the list:



The selected module will open:



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



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

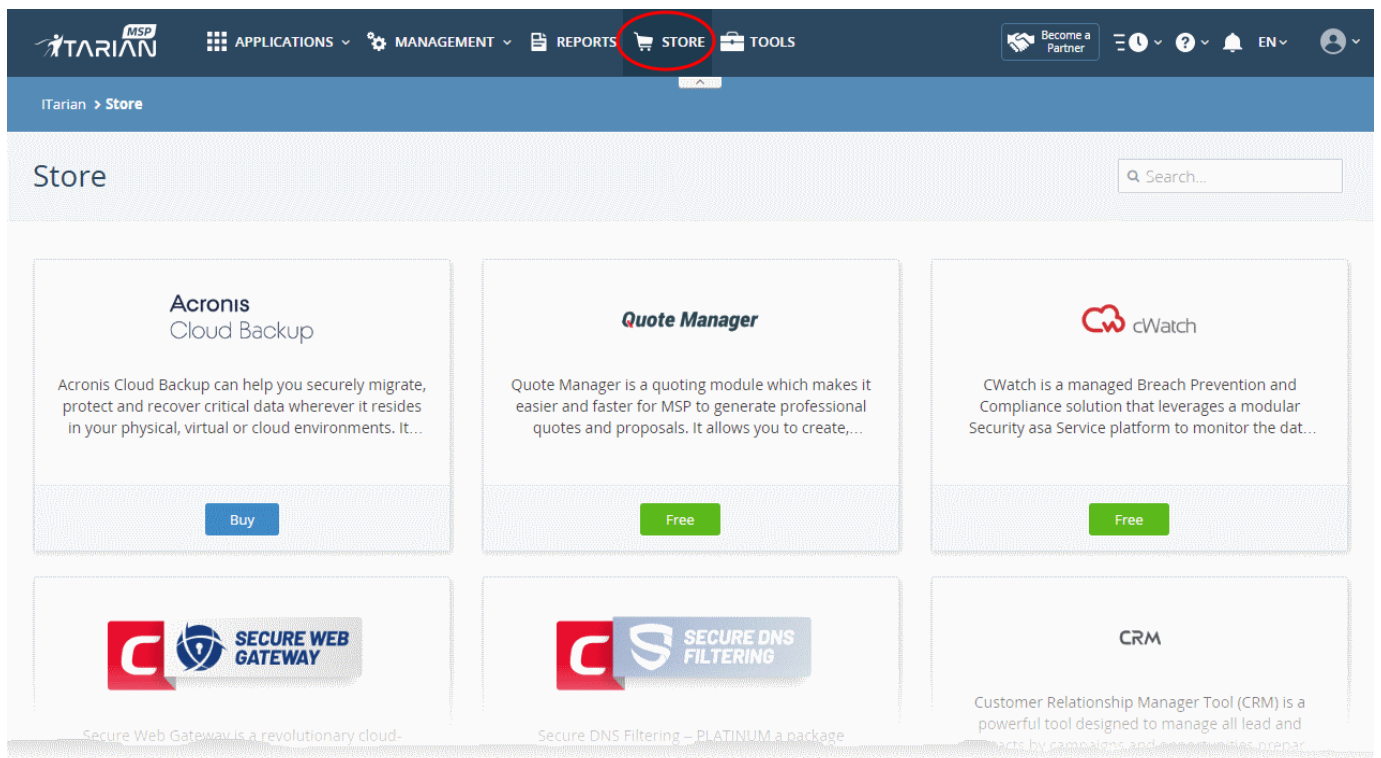
## 8 App Store

- Click 'Store' on the ITarian menu bar
- The app store contains a range of additional security and productivity solutions. These tools expand the core functionality of ITarian and let you build a custom platform tailored to your needs
- The products available in the store differ between MSP and Enterprise accounts. See **Appendix** for more details.
- 'Integrated' apps are those which you can access from the ITarian console after installation.

### Open and use the store



- Click 'Store' on the ITarian menu bar



The screenshot shows the ITarian Store interface. The top navigation bar includes 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', 'STORE' (circled in red), and 'TOOLS'. Below the navigation bar, the 'Store' page is displayed with a search bar and six product cards:

- Acronis Cloud Backup**: Acronis Cloud Backup can help you securely migrate, protect and recover critical data wherever it resides in your physical, virtual or cloud environments. It... [Buy](#)
- Quote Manager**: Quote Manager is a quoting module which makes it easier and faster for MSP to generate professional quotes and proposals. It allows you to create,... [Free](#)
- cWatch**: CWatch is a managed Breach Prevention and Compliance solution that leverages a modular Security as a Service platform to monitor the dat... [Free](#)
- Secure Web Gateway**: Secure Web Gateway is a revolutionary cloud-
- Secure DNS Filtering**: Secure DNS Filtering – PLATINUM a package
- CRM**: Customer Relationship Manager Tool (CRM) is a powerful tool designed to manage all lead and contacts by campaigns and opportunities prepar...

The following apps are available:

- **Acronis Cloud Backup** - Online backup and disaster recovery. Powered by one of the leading names in business continuity, Acronis backs up any data from any source, and restores it with ease to any destination. See '[Add Acronis Backup](#)'.
- **Quote Manager** - Powerful solution that lets you quickly construct, send and manage customer quotes. See '[Add Quote Manager](#)'.
- **Comodo cWatch** - Cloud based security intelligence and event management product (SIEM). See '[Add cWatch](#)'.
- **Comodo Secure Web Gateway** - Real time web traffic scanning solution that provides web content security to your customers. See '[Add Comodo Secure Web Gateway](#)'.
- **Comodo Secure DNS Filtering - Platinum** - A DNS based web security solution that provides strong, real-time protection against internet threats.
  - 'Secure DNS Filtering - Gold' is included as a free module with your ITarian account.
  - The Platinum version has more security features than the Gold version. See [Upgrade Secure DNS Filtering](#) for a list of features covered by each type, and for help to add a Platinum license to your account.
- **Customer Relationship Management (CRM)** - Sales automation solution. Save time and grow profits by creating workflows to generate, nurture and close customer leads. See '[Add Customer Relationship Management](#)'.
- **Comodo Dome Firewall Virtual Appliance** (available for Enterprises and MSP) - Control firewall policy, antivirus, intrusion prevention, website filtering, traffic monitoring, VPN and proxy servers. See '[Add Comodo Dome Firewall Virtual Appliance](#)'.
- **Comodo Data Loss Prevention** (available for Enterprises only) - Data leak protection solution. Enforce policies to control data in use, in motion, and at rest. See [Add Comodo Data Loss Prevention](#) for more details.



- **Comodo Secure Email Gateway Enterprise** - Spam and threat prevention solution that uses an array of advanced technologies to prevent junk mail from entering your network. Available only to 'ITarian - Enterprise' customers. See [Add Comodo Secure Email Gateway Enterprise](#) for more details.
- **Comodo Secure Email Gateway - MSP** (available for MSP customers only) - Antispam and threat prevention solution that monitors email traffic on your customers' networks. See [Add Comodo Secure Email Gateway - MSP](#) for more details.
- **Dome Firewall Central Manager** (available for Enterprises and MSP) - Firewall Central Manager lets you manage several Dome Firewall virtual appliances on customer networks from a single console. See [Add Comodo Dome Firewall Central Manager](#).
- **cWatch EDR** - Endpoint Detection and Response. Unrivaled visibility into the activities of Windows endpoints on your network. View security related incidents in a detailed timeline and receive instant alerts if an attack occurs. See [Add cWatch EDR](#).

## 8.1 Add Acronis Backup

Acronis solves business data protection challenges with an easy-to-manage service that backs up data from any source and recovers to any destination or system. Acronis Backup data centers are situated in three different locations (US, UK and Germany), allowing you to choose the data center closest to you.

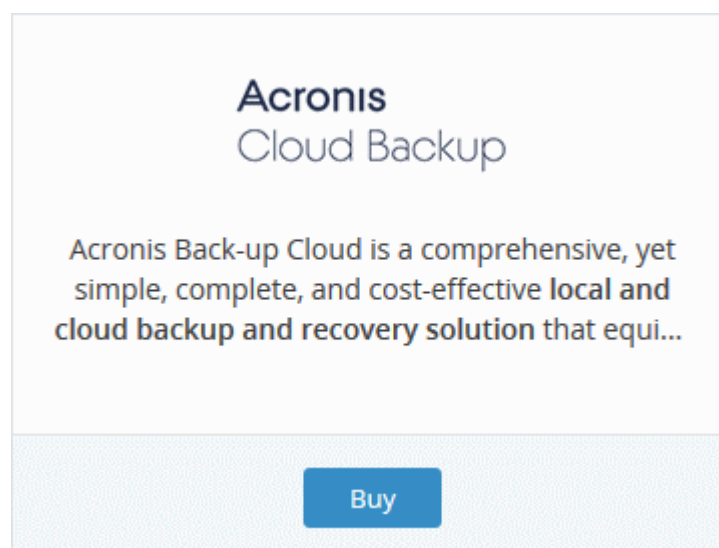
- You can integrate Acronis Backup to your ITarian account by purchasing a new license via the 'Store' interface
  - Click 'Store' > scroll to the Acronis tile > Click 'Buy'
- If you already have an Acronis Backup license on another Comodo or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account. Use of the service will be shared by both accounts. Quotas and validity are bound to the original license limits.

Please read the following sections to learn more:

- [Purchase a new license](#)
- [Activate a license](#)

### Purchase a new license

- Click 'Store' on the ITarian menu bar
- Locate the 'Acronis Cloud Backup' tile:



- Click 'Buy'

This will open the product purchase page:

## Buy New Subscription Acronis Back-up

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

Login

- Your login username is pre-populated
- Enter your ITarian password then click 'Login'

## Buy New Subscription Acronis Back-up

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

Back

- Click 'Buy New'

Next, select your subscription options:

## Buy New Subscription Acronis Back-up

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Configure Subscription

Data Center Region for Backups \*

United States

Select Your Usage Option

Acronis Backup - Prepaid Options      Acronis Backup - Postpaid Options

Amount of Acronis Cloud Usage

100 GB

**\$216.00**

Amount of Acronis Local Usage

100 GB

**\$108.00**

Select Period

1 month      **1 year**      3 years      5 years

TOTAL: **\$324.00**

Next >

- **Data Center Region for Backups** - Choose the location of the data center on which you want to store your backups
- **Select Your Usage Option** - Choose a prepaid or post-paid plan, your storage space requirement and subscription period.
- Click 'Next'

## Buy New Subscription Acronis Back-up

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Customer Information

Company Name

Company Website

Phone Number \*

Street Address \*

Street Address 2

City \*

Country \*

State or Province

Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back

- Enter your company name, website and address details
- Read and agree to the terms & conditions
- Click 'Next' to proceed to the payment page:


## Buy New Subscription Acronis Back-up

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Acronis Back-up (100 GB)	1 month	\$20.00
	<b>TOTAL</b>	<b>\$20.00</b>

### Payment Options

Credit Card Number 


Enter card number

Card Holder Name

Expiration Date

CW

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

Back

- Enter your card details then click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and the license key.

## Buy New Subscription Acronis Back-up

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

✓ Congratulations! Your order is completed.

Order #768891-6

---

Comodo Security Solutions, Inc.  
1255 Broad Street  
Clifton, NJ 07013  
United States

aliceroadster  
Gandhi Road  
Kanchipuram  
IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Acronis Back-up (100 GB)	b8ca800f-09d1-4ca6-9e51-e8f61366dd55

INVOICE NUMBER	768891-16	SUBSCRIPTION ID	D724287D80

Order Details

Order Number	768891-6
Order Date	2019-10-25
Order Total	\$20.00
Subscription Expires On	2019-11-26

Product Details

Number of Units	1
Unit Price	\$20.00

Print Finish

- For post-paid plans, you can enable auto-payments so you need not keep track of billing dates.
- After the purchase is complete, Acronis Cloud Backup will appear in the 'Applications' menu in ITarian. See the **description** at the end of this section if you need more help to open Acronis Backup.

### Activate a license

You can activate Acronis Backup licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the ITarian menu bar

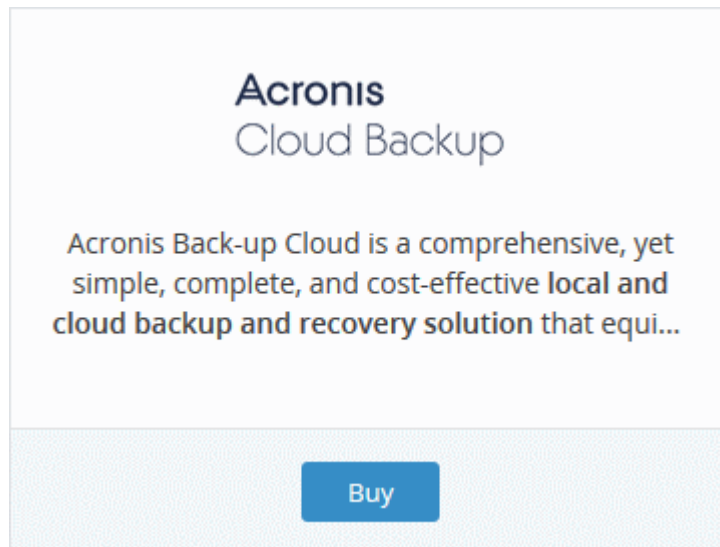
- Click the 'Acronis Cloud Backup' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

#### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

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



- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':



## Buy New Subscription Acronis Back-up

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

Login

- The next page shows Acronis licenses on your default account:

## Buy New Subscription Acronis Back-up

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Subscriptions assigned to this ITarian Account

Data Center Region for Backups\*

Select license you would like to activate.

VALID	ID: b8ca800f-09d1-4ca6-9e51-e8f61366dd55 Acronis Back-up (100 GB) Start Date: 10/25/2019
-------	--

Back

- Data Center Region for Backups** - Choose the location of the data center on which you want to store your data
- Licenses** - Choose the license you want to activate and click 'Activate Selected'

## Buy New Subscription Acronis Back-up

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Subscriptions assigned to this ITarian Account

Data Center Region for Backups\*

▼
United States

You do not have any available license to activate. Please continue purchasing by clicking 'BUY NEW' button.

IN-USE

ID: b8ca800f-09d1-4ca6-9e51-e8f61366dd55

**Acronis Back-up (100 GB)**

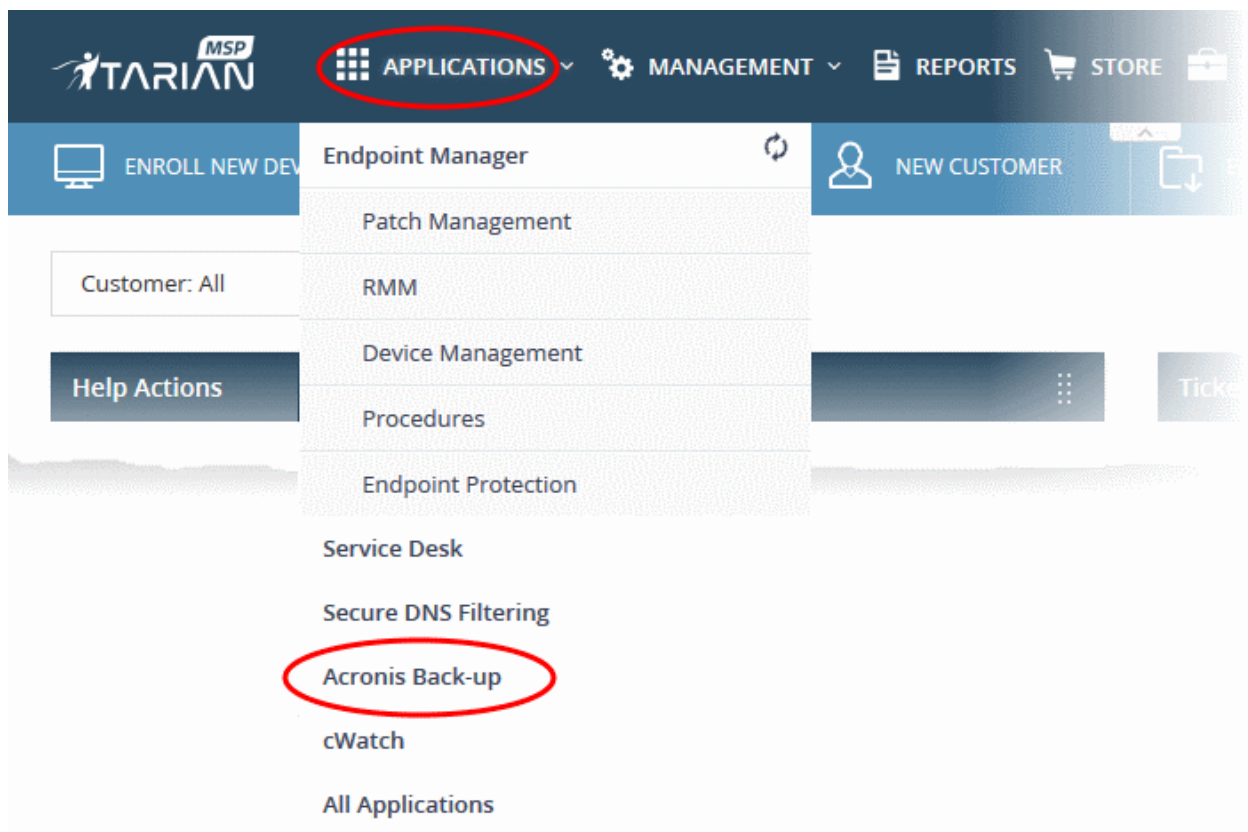
Start Date: 10/25/2019

Back
Activate Selected
Buy New

The license will be activated and Acronis Backup added to the 'Applications' menu.

### Open the 'Acronis Backup' interface

- Click 'Applications' > 'Acronis Backup'



The screenshot shows the ITarian Admin interface. The top navigation bar includes the ITarian logo, a grid icon for 'APPLICATIONS' (circled in red), and other menu items like 'MANAGEMENT', 'REPORTS', 'STORE', and 'TICKETS'. Below the navigation bar, the 'Endpoint Manager' section is expanded, showing a list of applications: 'Patch Management', 'RMM', 'Device Management', 'Procedures', 'Endpoint Protection', 'Service Desk', 'Secure DNS Filtering', 'Acronis Back-up' (circled in red), 'cWatch', and 'All Applications'. The 'Acronis Back-up' option is highlighted with a red circle.

OR

- Click 'Applications' > 'All Applications'
- All licensed modules on your account are displayed as tiles.
- Click 'Open Module' on the 'Acronis Cloud Backup' tile:



- The Acronis interface opens in a new tab, or the current tab, as configured in 'Settings' > 'ITarian Application Launch'.

For more help to use Acronis Cloud Backup, see the admin guide at [http://www.acronis.com/en-us/support/documentation/Acronis\\_Backup\\_Cloud/index.html](http://www.acronis.com/en-us/support/documentation/Acronis_Backup_Cloud/index.html).

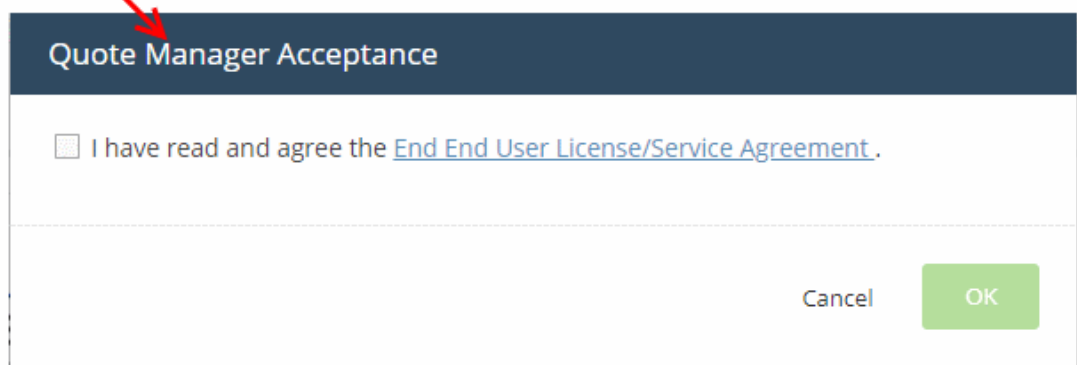
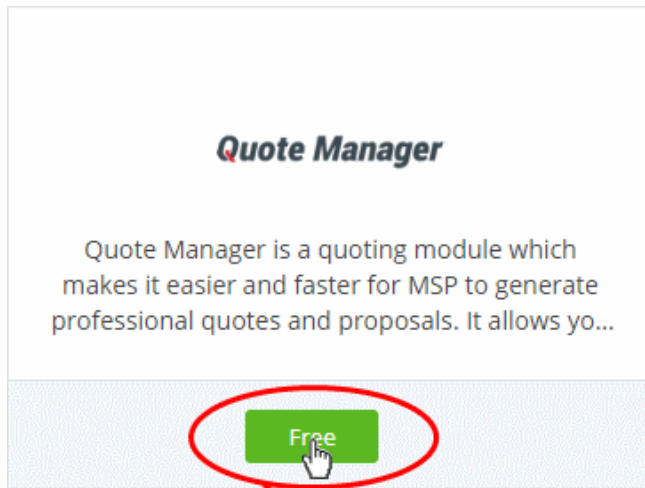
## 8.2 Add Quote Manager

Quote Manager (QM) allows you to quickly cost, generate and send quotes to your customers.

- Quotes can be forwarded to customers directly from the ITarian interface. Customers can review, accept or reject their quotes using the online viewer.
- Feedback system lets your customers provide responses to your quotes
- Built-in dashboard lets you easily keep track of the status of a quote.
- Other features include custom quote templates, custom email templates, quote reminders, sales reports and more.

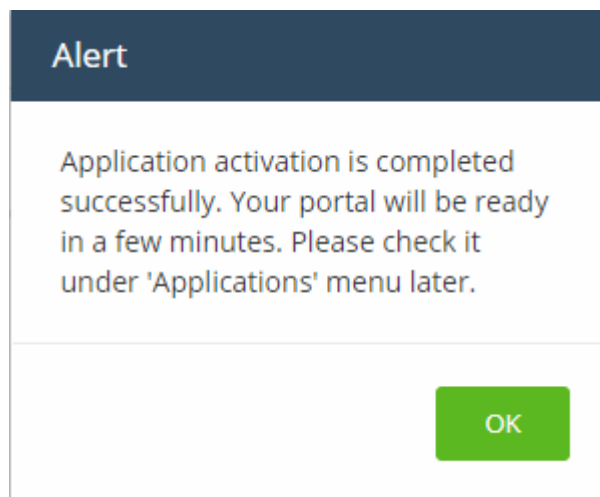
### Add Quote Manager to ITarian

- Click 'Store' on the ITarian menu bar
- Locate the 'Quote Manager' tile
- Click 'Free'



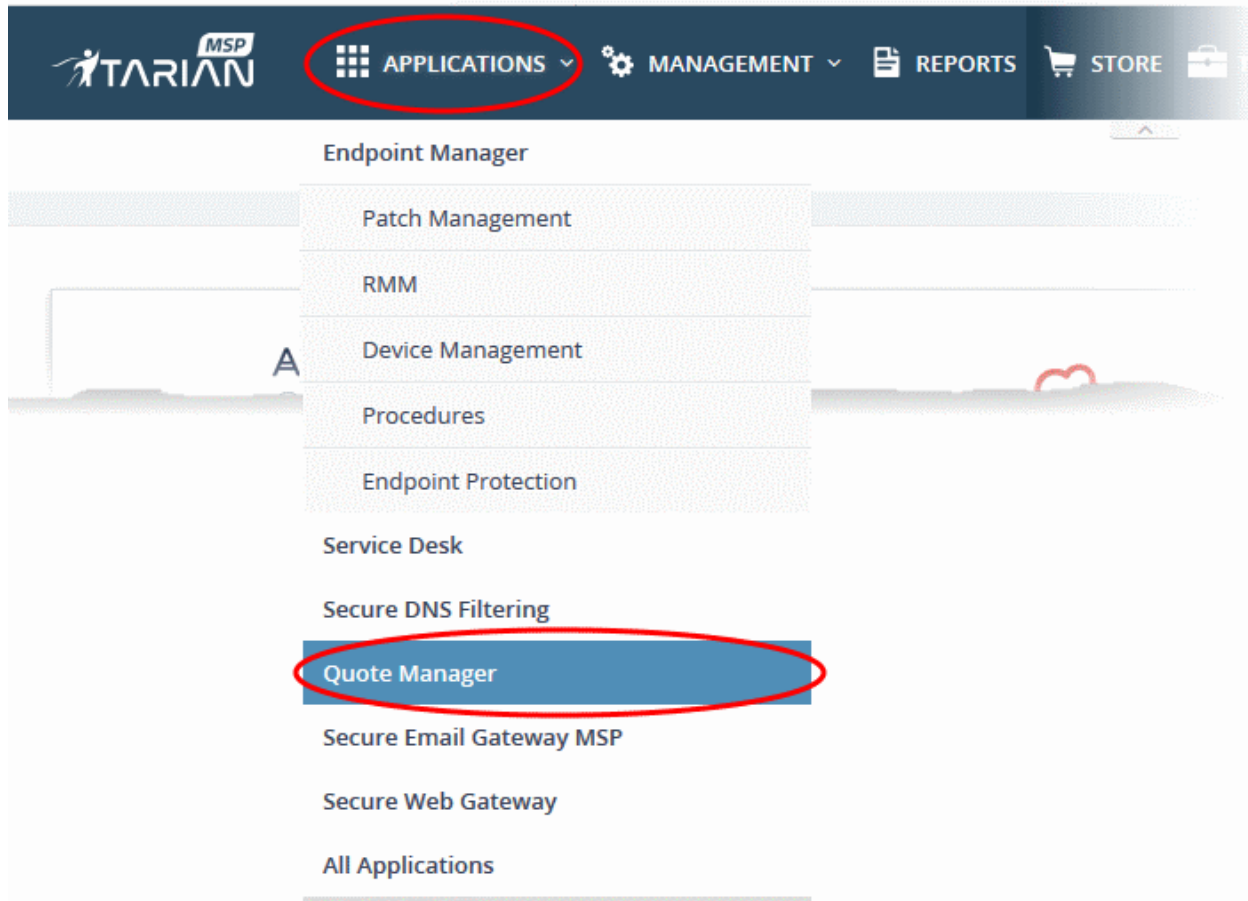
- Read the EULA fully, select the check box and click 'OK'.

Quote Manager will be added to your ITarian account. You will see the following confirmation message:



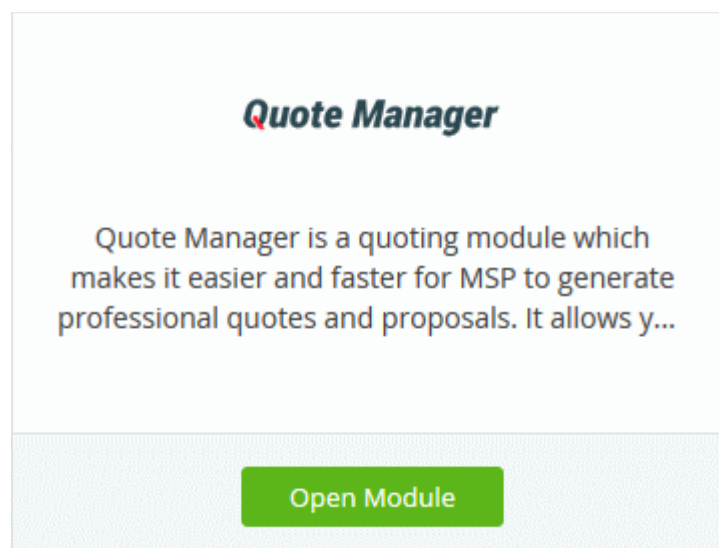
Once added, you can access 'Quote Manager' from the 'Applications' interface.

- Click 'Applications' > 'Quote Manager'



OR

- Click 'Applications' > 'All Applications' on the menu bar
- Click 'Open Module' in the 'Quote Manager' tile:



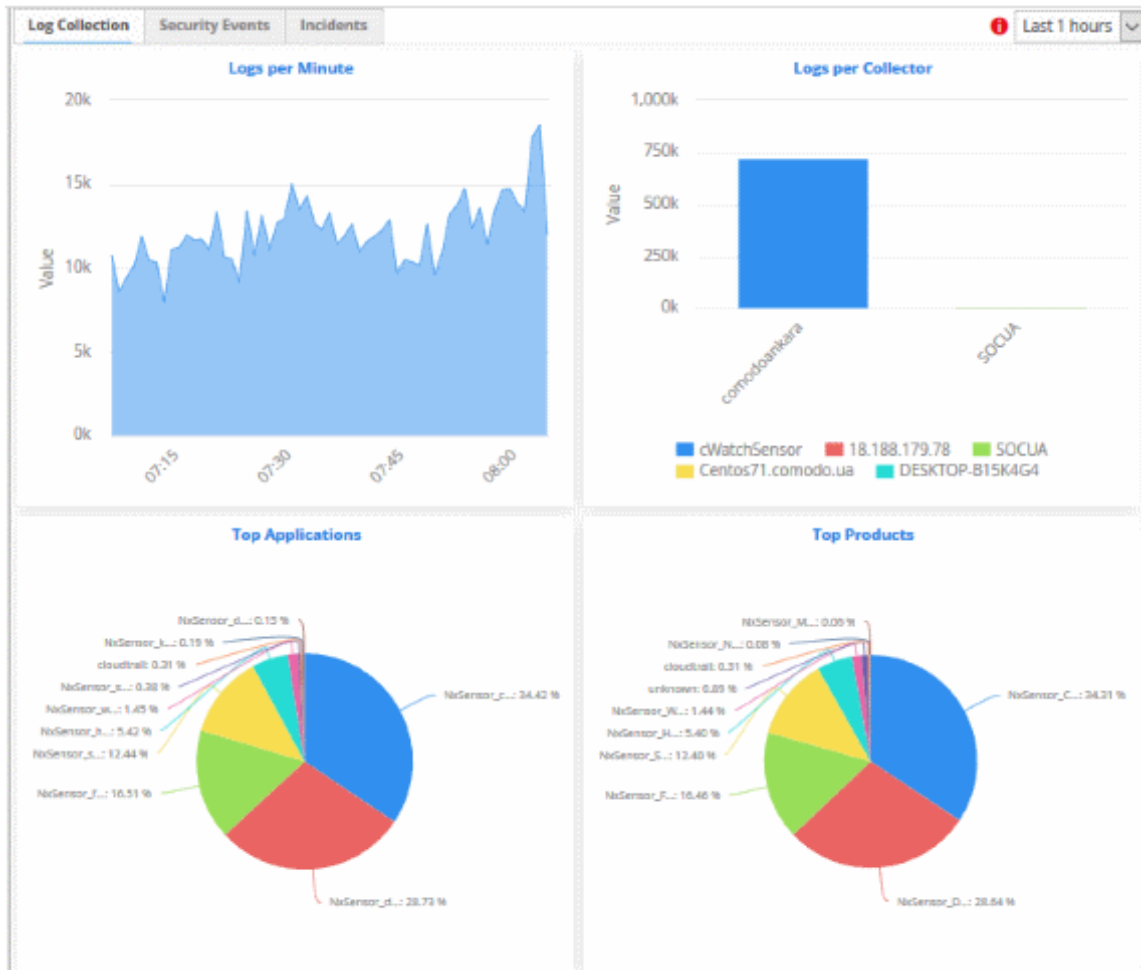
The Quote Manager interface will open in a new tab or in the current tab as configured in 'Settings' > 'ITarian Application Launch'. See [Configure application launch settings](#) in [Configure ITarian Settings](#) for more details.

The screenshot shows the ITarian Quote Manager interface. At the top, there is a navigation bar with 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', 'STORE', and 'TOOLS'. Below this, the user is logged in as 'herculespopular24@gmail.com'. The main header shows 'Quote Manager' for customer 'saddleandpedals' on 'Oct 09, 2018 8:33 AM'. A sidebar on the left contains navigation links: Home, Quotes, Customers, Items, Templates, and Reports. The main content area features a search bar, a 'SEARCH' button, and a dropdown menu set to 'New Quote, no template', with a '+ NEW QUOTE' button. The central dashboard displays a summary of quote statuses: 'Awaiting customer response' (Drafts), 'Accepted' (0.00 USD), and 'Rejected' (0.00 USD). A large green '0%' indicates the overall acceptance rate. A vertical axis on the right side of the summary shows values from 100 m to 900 m.

For more details about how to use Quote Manager, see the online admin guide at <https://community.itarian.com/help/topic-452-1-958-13358-Introduction-to-Quote-Manager.html>.

## 8.3 Add cWatch

- cWatch is a next generation security information and event monitoring (SIEM) platform that allows MSPs to provide strong, real-time protection to customer networks.



- It features advanced event log monitoring, built-in reports, a powerful query system, auto-assignment of incidents, customizable dashboards and real-time alerts.
- The basic version of cWatch is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the ITarian console.
- If you already have cWatch on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

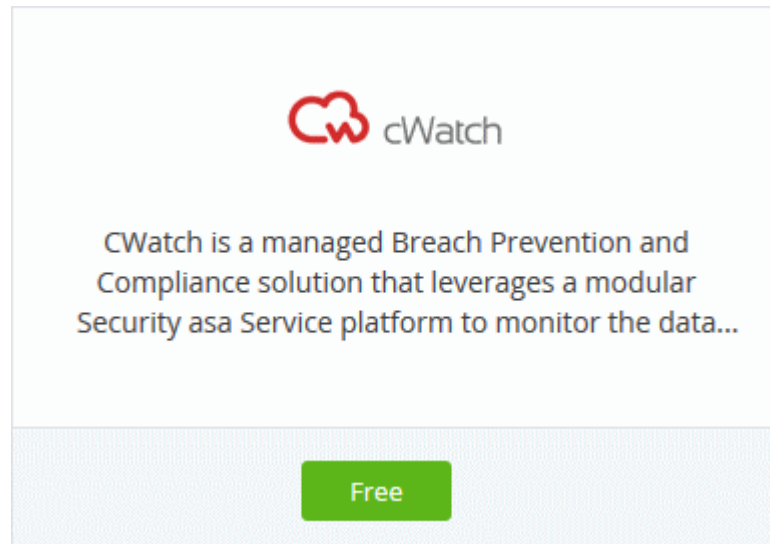
The following sections explain how to purchase and activate a license:

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

### Obtain a Trial License

- Click 'Store' on the menu bar
- Locate the 'cWatch' tile





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

## Buy New Subscription cWatch

1. Login	<b>Login</b>
2. ITarian Account	Login *
3. Configure Subscription	<input type="text" value="aliceroadster@gmail.com"/>
4. Customer Information	Password *
5. Order Confirmation	<input type="password"/>
6. Order Summary	<a href="#">Forgot Password</a>
	<input type="button" value="Login"/>

- Your username is pre-populated and cannot be changed
- Enter your ITarian account password then click 'Login'

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.


Back

- Click 'Buy New'

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Configure Subscription



30 Days

FREE  
per month

- Click 'Select' in the 'Configure Subscription' page

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Customer Information

Company Name

Company Website

Phone Number \*

Street Address \*

Street Address 2

City \*

Country \*

State or Province

Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back

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

You will see the following order confirmation:

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
cWatch Starter For ITarian FREE 30 days (500 mb/day log volume)	30 days	\$0.00
	<b>TOTAL</b>	<b>\$0.00</b>

Back [Next >](#)

- Review your order details then click 'Next'
- Your order will be submitted. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

## Buy New Subscription cWatch

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

✓ **Congratulations! Your order is completed.**

Order #768891-5

---

**Comodo Security Solutions, Inc.**  
1255 Broad Street  
Clifton, NJ 07013  
United States

aliceroadster  
Gandhi Road  
Kanchipuram  
IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
cWatch Starter For ITarian FREE 30 days (500 mb/day log volume)	e4d5339d-93d0-42c2-a177-2f316f880295

INVOICE NUMBER	768891-15	SUBSCRIPTION ID	CBDD015844
----------------	-----------	-----------------	------------

**Order Details**

Order Number	768891-5
Order Date	2019-10-25
Order Total	\$0.00
Subscription Expires On	2019-11-25

**Product Details**

Number of Units	
Unit Price	\$0.00

Print Finish

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

### Activate a license

You can activate cWatch licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

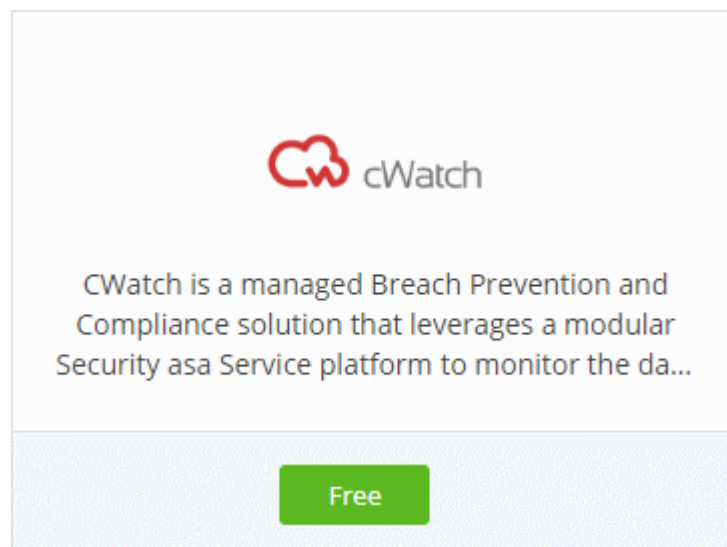
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'cWatch' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'cWatch' tile



- Click 'Free' on the cWatch tile.
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

Login

- The next page shows cWatch licenses on your default account:

## Buy New Subscription cWatch

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Subscriptions assigned to this ITarian Account

Select license you would like to activate.

**VALID** ID: e4d5339d-93d0-42c2-a177-2f316f880295  
cWatch Starter For ITarian FREE 30 days (500 mb/day log volume)  
Start Date: 10/25/2019

Back Activate Selected Buy New

- Choose the license you want to use for this account then click 'Activate Selected'



## Buy New Subscription cWatch

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

### Subscriptions assigned to this ITarian Account

IN-USE

ID: e4d5339d-93d0-42c2-a177-2f316f880295

**cWatch Starter For ITarian FREE 30 days (500 mb/day log volume)**

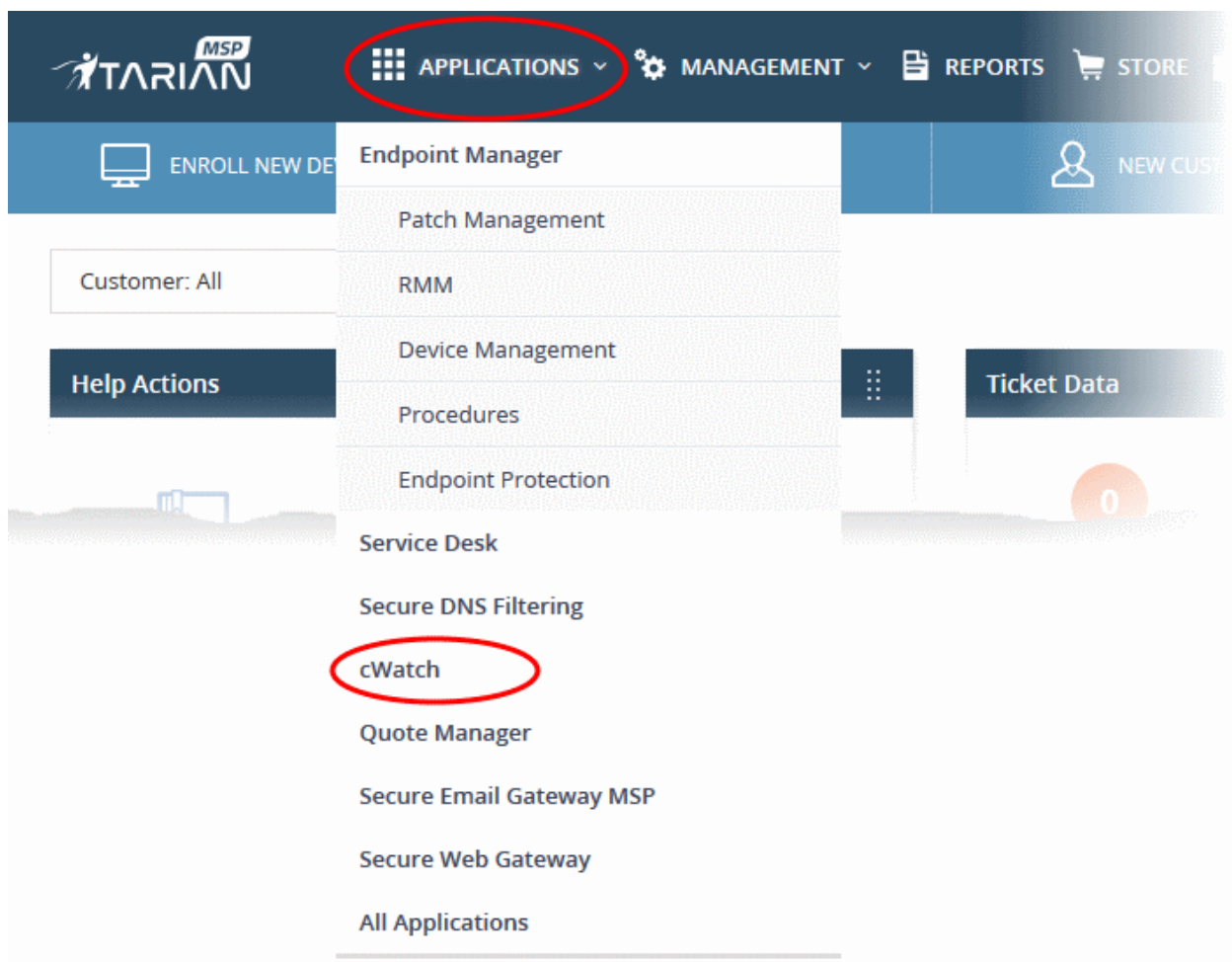
Start Date: 10/25/2019

Back
Activate Selected
Buy New

The license will be activated. You can access cWatch from the ITarian 'Applications' menu.

#### Open the 'cWatch' interface

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

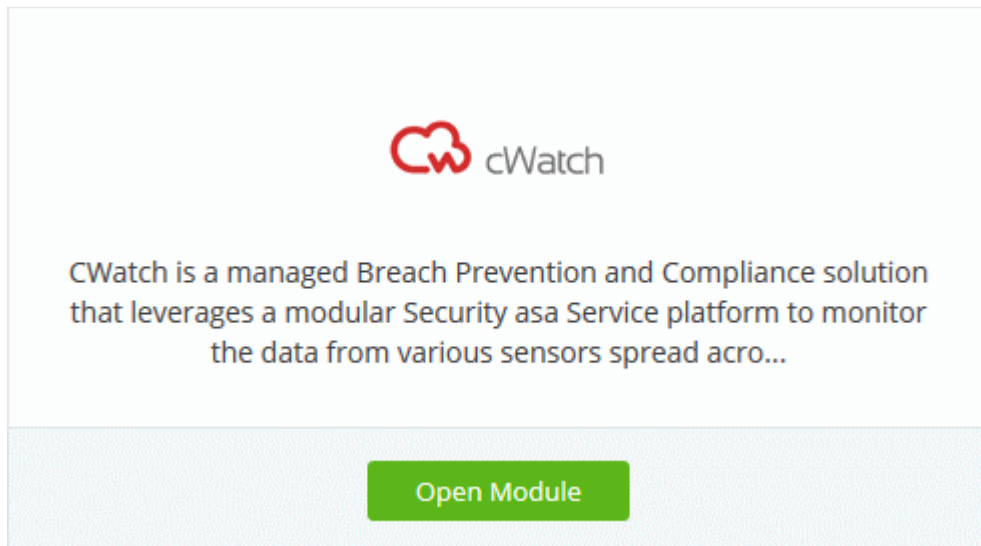


The screenshot shows the ITarian Admin interface. The top navigation bar includes the ITarian logo, a menu bar with 'APPLICATIONS' (circled in red), 'MANAGEMENT', 'REPORTS', and 'STORE'. Below the menu bar, the 'APPLICATIONS' dropdown menu is open, listing various services: Endpoint Manager, Patch Management, RMM, Device Management, Procedures, Endpoint Protection, Service Desk, Secure DNS Filtering, **cWatch** (circled in red), Quote Manager, Secure Email Gateway MSP, Secure Web Gateway, and All Applications. On the right side of the interface, there is a 'Ticket Data' widget showing a count of 0.

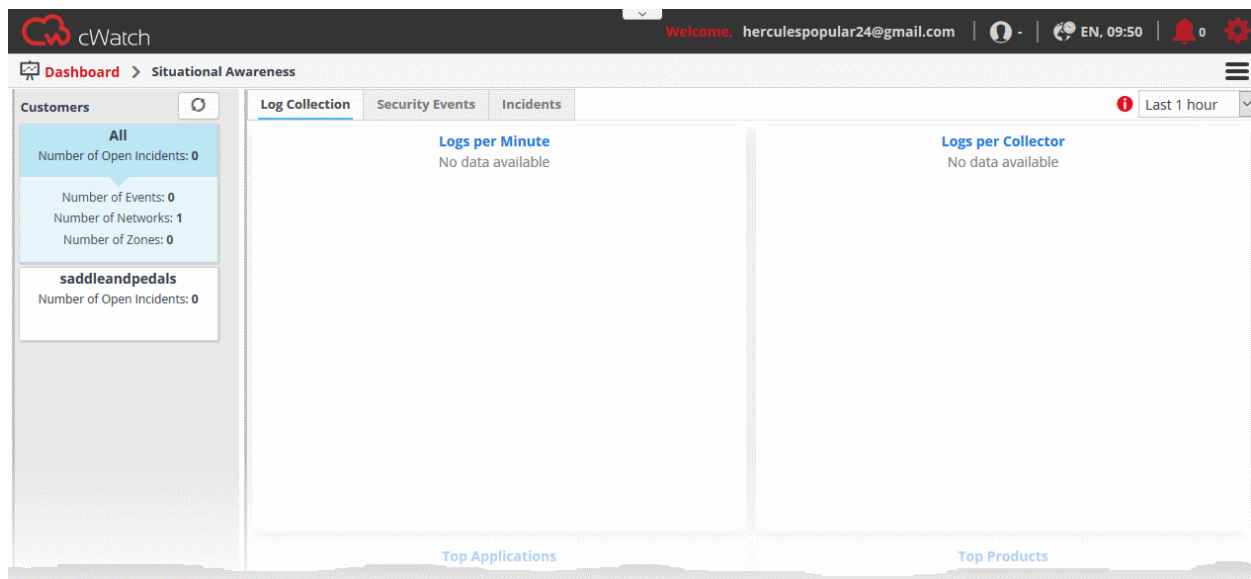
OR

- Click 'Applications' > 'All Applications' on the menu bar

- Click 'Open Module' on the 'cWatch' tile:



The cWatch interface will open in a new tab, or the current tab, as configured in 'Settings' > 'ITarian Application Launch'.



- For more details about how to use cWatch, see the online guide at <https://help.comodo.com/topic-325-1-675-8359-Introduction-to-Comodo-NxSIEM.html>.

## 8.4 Upgrade Endpoint Manager

Endpoint Manager is the single pane of glass that allows you to protect and manage mobile devices and endpoints across your entire network.

- The basic version of Endpoint Manager is free and integrated with your ITarian account
- You can upgrade your license to 'Standard', 'Premium' or 'Managed' version by purchasing a new license from the ITarian console.
- If you already have an Endpoint Manager license on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

The following sections explain how to purchase and activate a license:

- **Upgrade by purchasing a new license**
- **Activate a license**

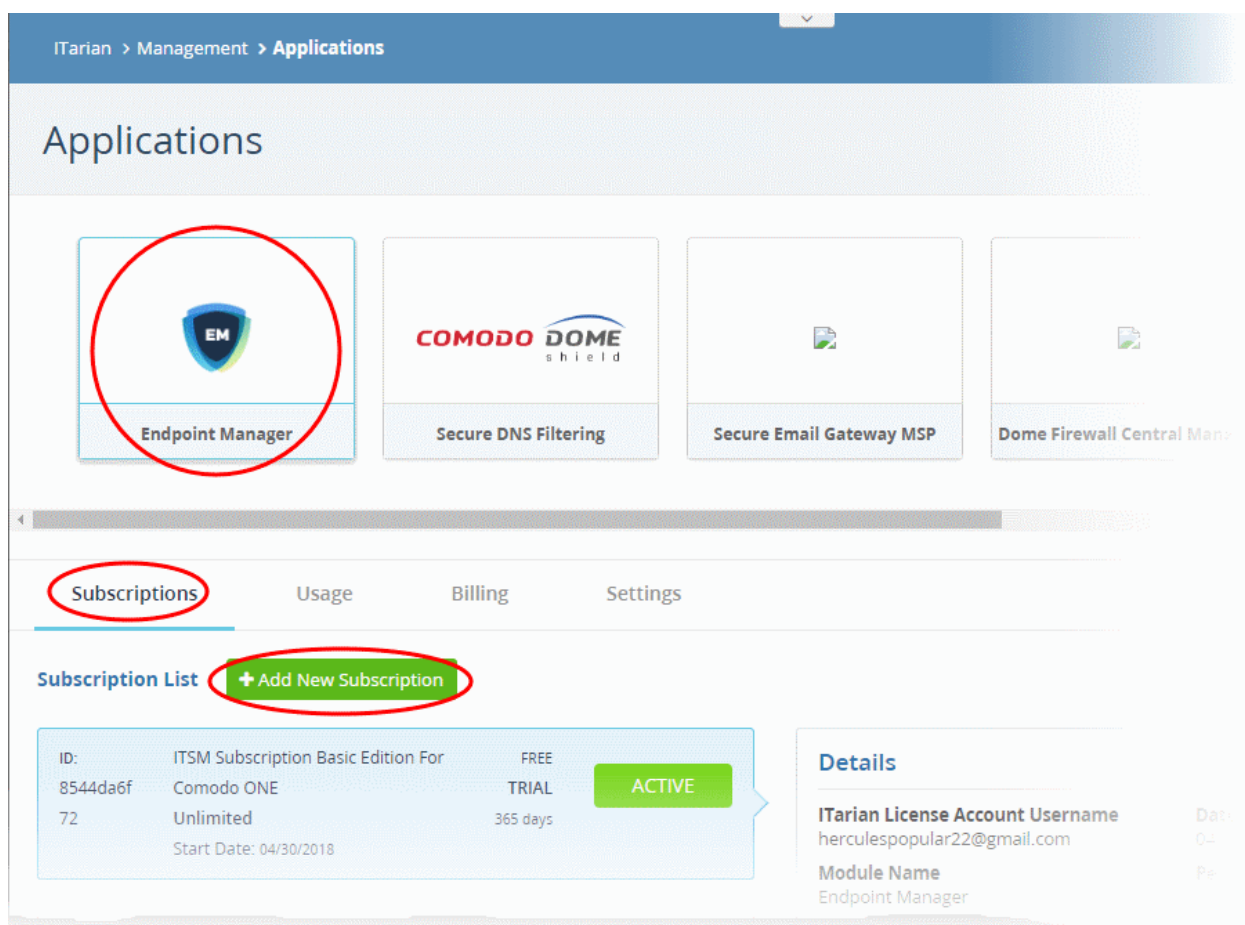
## Upgrade Endpoint Manager by purchasing a new license

There are two ways to open the license purchase page:

- **From the ITarian console**
- **From the Endpoint Manager console**


### ITarian console

- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Click 'Add New Subscription'




ITarian > Management > Applications


## Applications




Endpoint Manager



Secure DNS Filtering



Secure Email Gateway MSP



Dome Firewall Central Manager

---

Subscriptions
Usage
Billing
Settings

**Subscription List** + Add New Subscription

ID:	ITSM Subscription Basic Edition For	FREE	
8544da6f	Comodo ONE	TRIAL	<span style="background-color: #28a745; color: white; padding: 2px 5px;">ACTIVE</span>
72	Unlimited	365 days	
	Start Date: 04/30/2018		

**Details**

**ITarian License Account Username** Date:  
herculespopular22@gmail.com 04-

**Module Name** Pe:  
Endpoint Manager

- Complete the form to buy your new license.
- See **product purchase page** if you need help to complete the form

### Endpoint Manager console

- Click 'Applications' > 'Endpoint Manager' in the ITarian menu  
OR
- Click 'Applications' > 'All Applications' > 'Open Module' in the 'Endpoint Manager' tile.

The Endpoint Manager interface will open.

- Click 'License Options' at the top

	Free	Standard	Premium	Managed
<b>Advanced Endpoint Protection (AEP)</b>				
<b>7-layer Advanced Endpoint Protection with Default Deny security posture</b> <a href="https://enterprise.comodo.com/advanced-endpoint-protection">https://enterprise.comodo.com/advanced-endpoint-protection</a> including World's best Containment technology	30 days	✗	✓	✓
<b>Valkyrie - File intelligence service (automated artificial intelligence analysis)</b>	30 days	✗	✓	✓
<b>Valkyrie - File intelligence service (manual analysis by human experts)</b>	30 days	✗	✓	✓
<b>Patch management</b>	30 days trial or 10 devices	✓	✓	✓
<b>Monitoring - Proactive monitoring</b>	30 days trial or 10 devices	✓	✓	✓
<b>Procedures - Standalone instruction scripts</b>	30 days trial or 10 devices	✓	✓	✓
<b>Remote Access - Remote Desktop connection</b>	30 days trial or 10 devices	✓	✓	✓
<b>Full MDM (Mobile Device Management)</b>	30 days trial or 10 devices	✓	✓	✓
<b>Full MAM (Mobile Application Management)</b>	30 days trial or 10 devices	✓	✓	✓
<b>Full MSM (Mobile Security Management)</b>	30 days trial or 10 devices	✓	✓	✓
<b>BYOD support (Bring Your Own Device support)</b>	30 days trial or 10 devices	✓	✓	✓
<b>Community support</b>	30 days trial or 10 devices	✓	✓	✓
<b>24/7 professional support</b>	30 days trial or 10 devices	✓	✓	✓
<b>Managed Security</b>	✗	✗	✗	✓

- Click 'Upgrade Now' on the version you want to purchase  
This will open the product purchase page in your ITarian account.

## Buy New Subscription Endpoint Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

- Your username is pre-populated and cannot be changed
- Enter your ITarian account password then click 'Login'

## Buy New Subscription Endpoint Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Subscriptions assigned to this ITarian Account

You do not have any available license to activate. Please continue purchasing by clicking 'BUY NEW' button.

IN-USE

ID: 025e891a-bc15-4448-8323-898b0b55e713

**Advanced Endpoint Protection Basic Edition (v.2) Unlimited**

Start Date: 10/09/2019

IN-USE

ID: 91b01ca3-23d8-4b4c-89c1-1697ea7faeac

**Advanced Endpoint Protection Trial Edition Unlimited**

Start Date: 10/09/2019

- Click the 'Buy New' button

## Buy New Subscription Endpoint Manager

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

### Configure Subscription

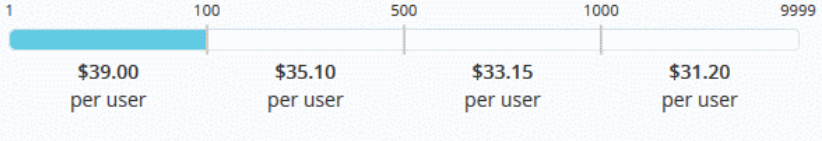
Endpoint Manager Standard Edition

Endpoint Manager Premium Edition

Endpoint Manager Managed Edition

Compare License Options

Amount of Users  Users



Select Period

1 month

3 months

6 months

1 year

2 years

3 years

\$39.00 per 10 users for 1 year = \$390.00

---

\$390.00

Back 

Next >

- The edition you chose in the first step is pre-selected. You can change to a different edition if required.
  - Click 'Compare License Options' if you want to review the differences between the standard, premium and managed versions.
- Select the number of user licenses you require.
  - The per-user rate depends on the number of users.
  - Each license covers one mobile device or one Windows / Mac / Linux endpoint for a single user. Additional licenses are required for each device for a user.
- Select the license period. The minimum license period is one month.
- Click 'Next' to continue to customer information.
- Enter your company name, website and address details:



## Buy New Subscription Endpoint Manager

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Customer Information

Company Name

Company Website  Phone Number \*

Street Address \*  Street Address 2

City \*  Country \*

State or Province  Postal Code \*

**Billing Information**  
 The same as Contact Information

**Terms and Conditions**  
 I have read and agree the [End User License/Service Agreement](#).

Back

- Agree to the terms and conditions then click 'Next'



## Buy New Subscription Endpoint Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary


### Order Confirmation

PRODUCT	LICENSE PERIOD	USER QUANTITY	FULL PRICE
Advanced Endpoint Protection Premium Edition (1-99)	1 Year	10	\$390.00
		<b>TOTAL</b>	<b>\$390.00</b>

### Payment Options

Credit Card Number




Card Holder Name

Expiration Date

CW

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

[Back](#)
Next >

- Review your order and enter your payment details
- Click 'Next'
- Your order will be submitted and processed. You will receive an order confirmation mail with your license key.
- The order summary page is shown after your order has been processed:

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## Buy New Subscription Endpoint Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

✓ Congratulations! Your order is completed.

Order #768375-9

---

**Comodo Security Solutions, Inc.**  
 1255 Broad Street  
 Clifton, NJ 07013  
 United States

avongreenwood  
 Gandhi Road  
 Kanchipuram  
 IN

### Subscription Details

PRODUCT NAME	LICENSE KEY
Advanced Endpoint Protection Premium Edition (1-99)	758fc50c-009e-477b-9444-bd89b69ce3e5

INVOICE NUMBER	768375-19	SUBSCRIPTION ID	F270150F02
----------------	-----------	-----------------	------------

### Order Details

Order Number	768375-9
Order Date	2019-10-16
Order Total	\$390.00
Subscription Expires On	2020-11-17

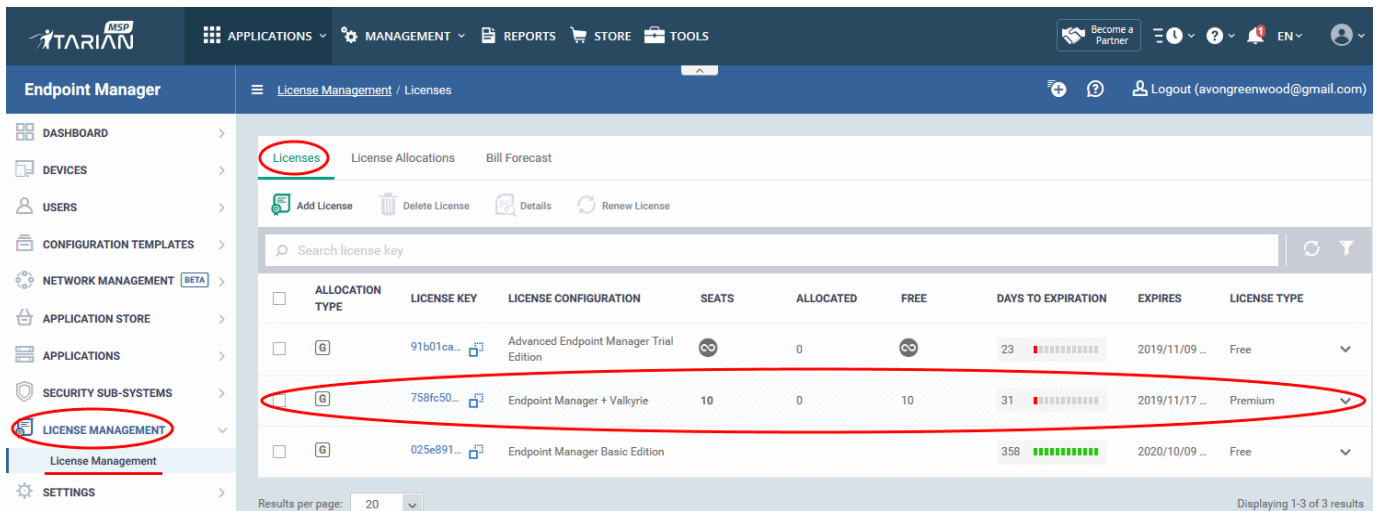
### Product Details

Number of Users	10
User Price	\$39.00

Print
Finish

- Click 'Print' to make a hard-copy of the order summary.
- Click 'Finish' to complete the purchase process.

The license will be added to your account and can be viewed in the Endpoint Manager interface. To view the details, open Endpoint Manager > 'License Management' > 'License Management' > 'Licenses' tab.



The screenshot shows the ITarian Admin Guide interface. The left sidebar has 'LICENSE MANAGEMENT' highlighted. The main content area shows the 'Licenses' page with a table of license allocations. The table has the following columns: ALLOCATION TYPE, LICENSE KEY, LICENSE CONFIGURATION, SEATS, ALLOCATED, FREE, DAYS TO EXPIRATION, EXPIRES, and LICENSE TYPE. Three licenses are listed:

ALLOCATION TYPE	LICENSE KEY	LICENSE CONFIGURATION	SEATS	ALLOCATED	FREE	DAYS TO EXPIRATION	EXPIRES	LICENSE TYPE
[G]	91b01ca...	Advanced Endpoint Manager Trial Edition	∞	0	∞	23	2019/11/09 ...	Free
[G]	758fc50...	Endpoint Manager + Valkyrie	10	0	10	31	2019/11/17 ...	Premium
[G]	025e891...	Endpoint Manager Basic Edition				358	2020/10/09 ...	Free

Results per page: 20 | Displaying 1-3 of 3 results

- MSP customers can allocate the licenses to their customers as required. See <https://community.itarian.com/help/topic-459-1-1005-14774-License-Management.html> for help with this.

### Upgrade Endpoint Manager by activating a license

You can activate EM / Advanced Endpoint Protection (AEP) licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

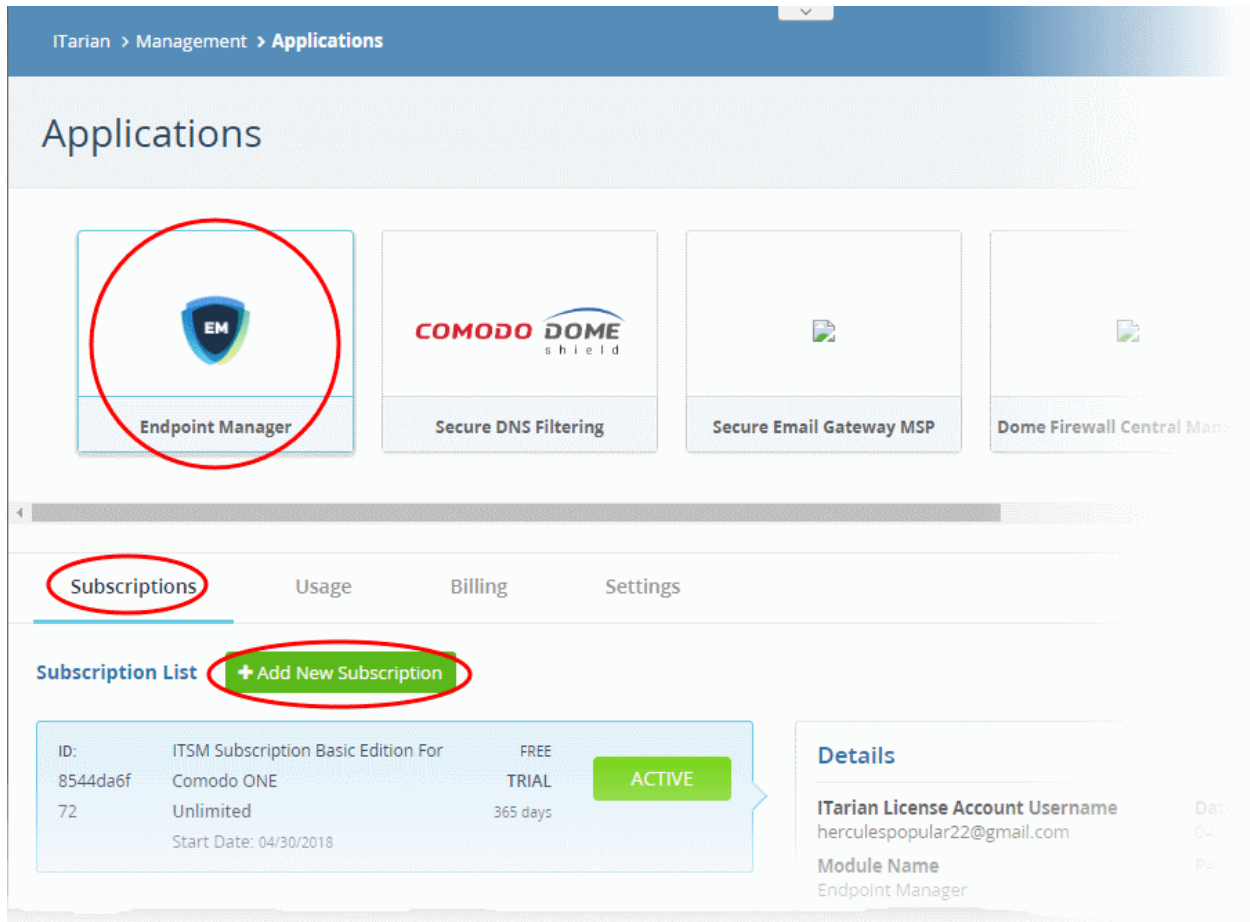
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate EM / AEP licenses in linked accounts by logging in to the other account at the product order form.

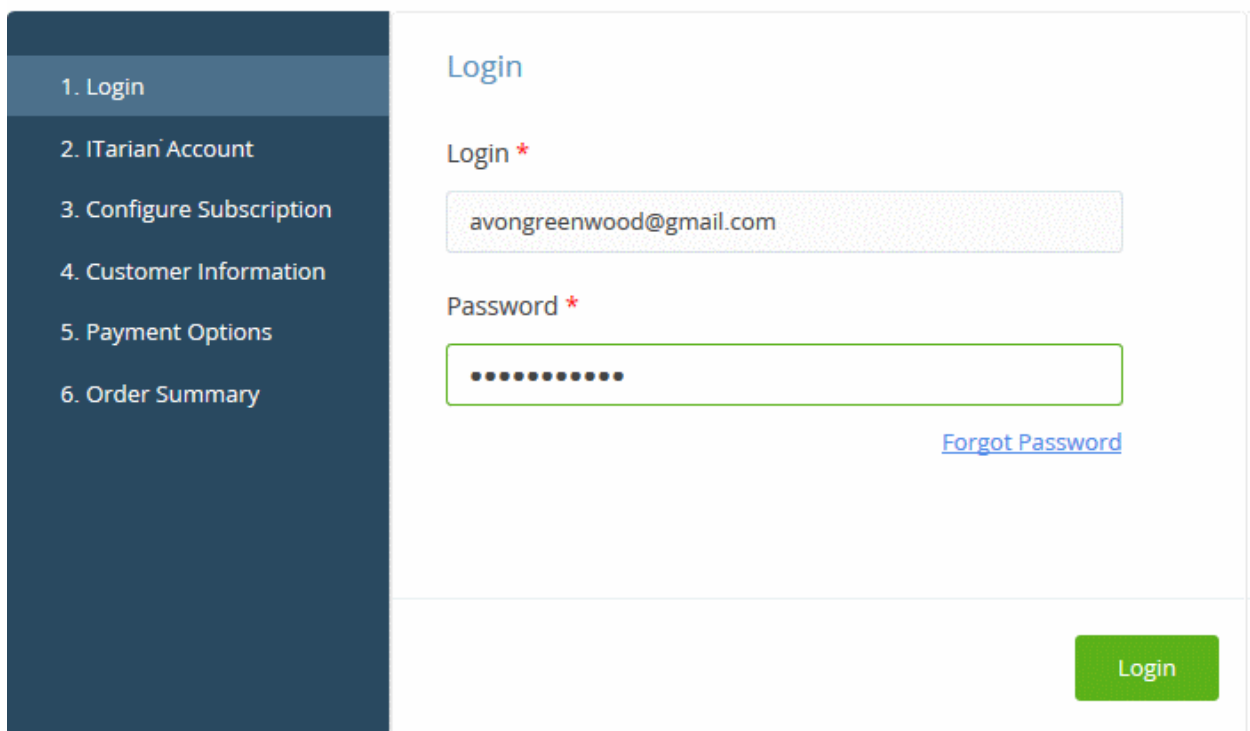
Note - You must first have linked a Comodo account (CAM) and set it as default. See [ITarian License Account Details](#) for help with this. You cannot activate a license purchased and already activated for EM instance on another ITarian account.

- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Endpoint Manager' tile
- Click the 'Subscriptions' tab if not open already
- Click the 'Add New Subscription' button



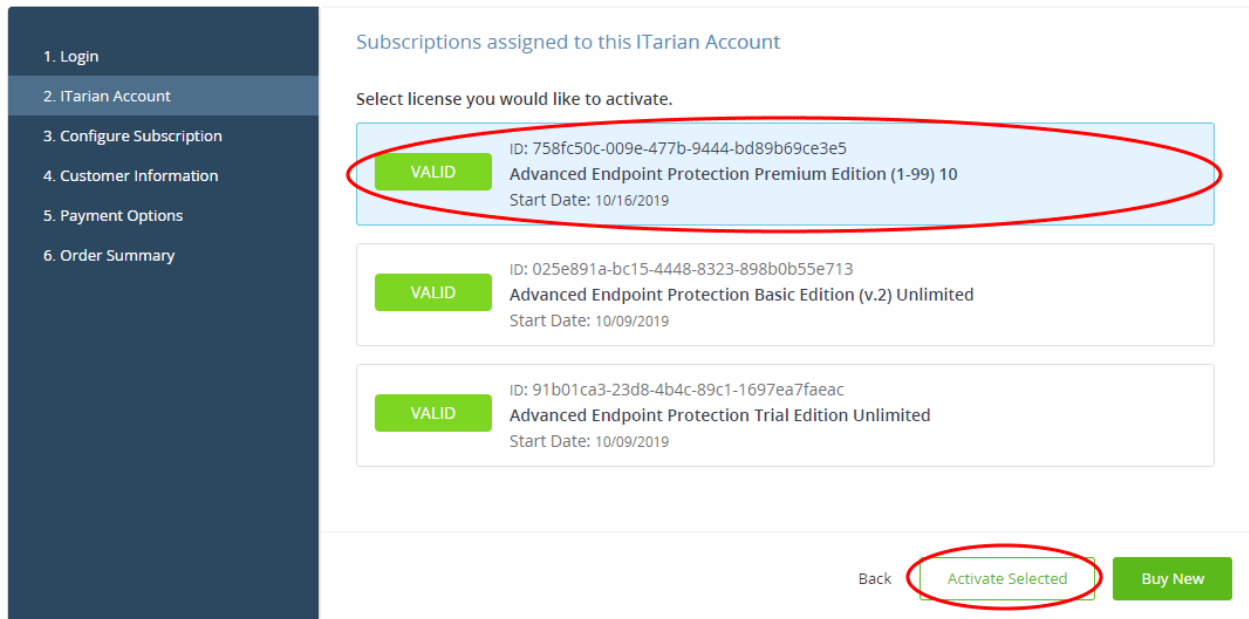
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

### Buy New Subscription Endpoint Manager



- The next page shows EM / AEP licenses on your default account:

#### Buy New Subscription Endpoint Manager



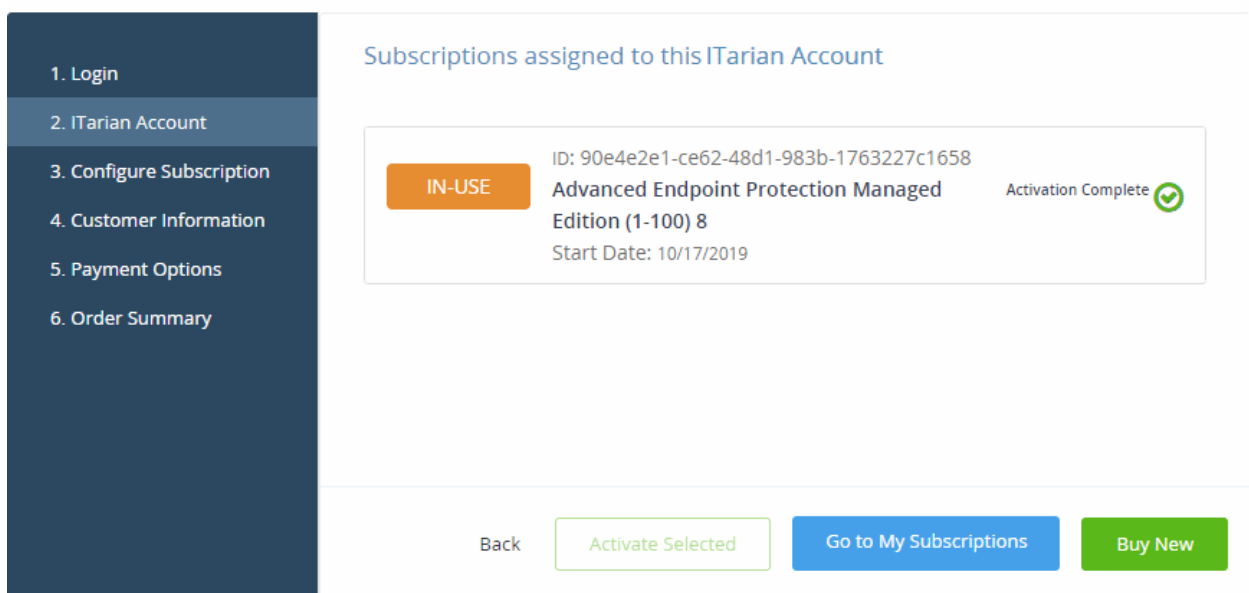
The screenshot shows a sidebar with navigation options: 1. Login, 2. ITarian Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, and 6. Order Summary. The main content area is titled "Subscriptions assigned to this ITarian Account" and contains the instruction "Select license you would like to activate." Below this, three license cards are displayed:

- License 1:** ID: 758fc50c-009e-477b-9444-bd89b69ce3e5, Advanced Endpoint Protection Premium Edition (1-99) 10, Start Date: 10/16/2019. A green "VALID" button is present, and the entire card is circled in red.
- License 2:** ID: 025e891a-bc15-4448-8323-898b0b55e713, Advanced Endpoint Protection Basic Edition (v.2) Unlimited, Start Date: 10/09/2019. A green "VALID" button is present.
- License 3:** ID: 91b01ca3-23d8-4b4c-89c1-1697ea7faeac, Advanced Endpoint Protection Trial Edition Unlimited, Start Date: 10/09/2019. A green "VALID" button is present.

At the bottom right, there are three buttons: "Back", "Activate Selected" (circled in red), and "Buy New".

- Choose the license you want to use for this account then click 'Activate Selected'

#### Buy New Subscription Endpoint Manager



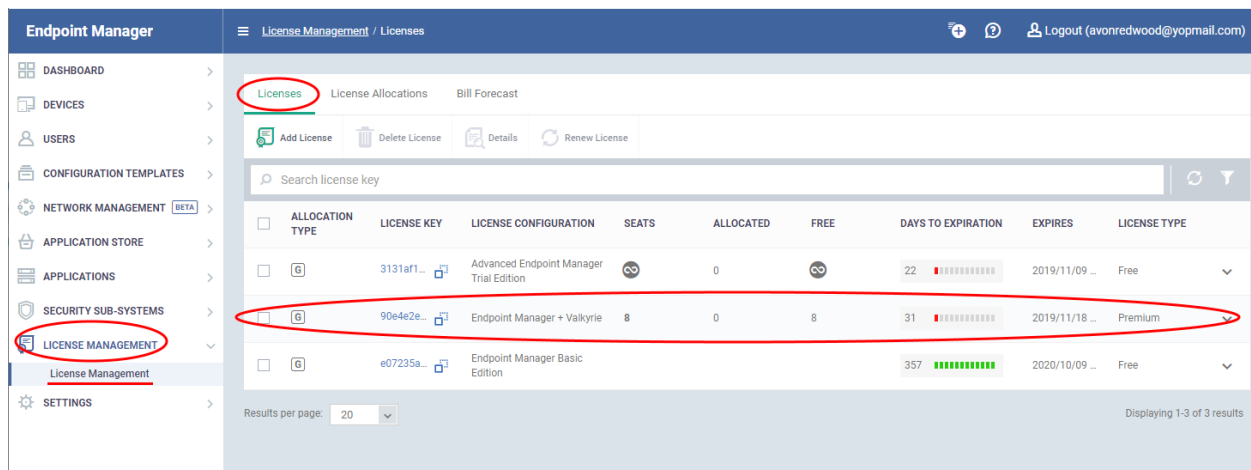
The screenshot shows the same sidebar as the previous image. The main content area is titled "Subscriptions assigned to this ITarian Account" and displays one license card:

- License 1:** ID: 90e4e2e1-ce62-48d1-983b-1763227c1658, Advanced Endpoint Protection Managed Edition (1-100) 8, Start Date: 10/17/2019. An orange "IN-USE" button is present, and a green checkmark icon with the text "Activation Complete" is shown to the right.

At the bottom, there are four buttons: "Back", "Activate Selected", "Go to My Subscriptions", and "Buy New".

The license will be activated and added to your account..

- To view the details, open Endpoint Manager > 'License Management' > 'License Management' > 'Licenses' tab.



ALLOCATION TYPE	LICENSE KEY	LICENSE CONFIGURATION	SEATS	ALLOCATED	FREE	DAYS TO EXPIRATION	EXPIRES	LICENSE TYPE
<input type="checkbox"/>	3131af1...	Advanced Endpoint Manager Trial Edition	∞	0	∞	22	2019/11/09 ...	Free
<input checked="" type="checkbox"/>	90e4e2e...	Endpoint Manager + Valkyrie	8	0	8	31	2019/11/18 ...	Premium
<input type="checkbox"/>	e07235a...	Endpoint Manager Basic Edition				357	2020/10/09 ...	Free

- MSP customers can allocate the licenses to their customers as required. See <https://community.itarian.com/help/topic-459-1-1005-14774-License-Management.html>.

For help to use Endpoint Manager, see the online guide at <https://community.itarian.com/help/topic-459-1-1005-14762-Introduction-to-Endpoint-Manager.html>.

## 8.5 Add Comodo Secure Web Gateway

Comodo Secure Gateway is a real-time web security solution which provides protection against internet threats for your customers. The product includes URL filtering, malware protection, Valkyrie file-verdict service, and portable containment.

- The basic version of Comodo Secure Web Gateway (SWG) is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the ITarian console.
- Once you have a SWG license, you can expand the product with Premium add-on modules. Available modules are 'Data Loss Prevention' and 'Comodo Secure Email Gateway Enterprise'.
- If you already have SWG on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

Please see the following sections to learn more:

- [Purchase a new license](#)
- [Activate a license](#)

### Purchase a New License

You can purchase SWG licenses in the 'Store' interface:

- Click 'Store' on the ITarian menu bar
- Locate the SWG tile:



- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to ITarian. You will be taken to the product order page. The example shown below is for the basic version.

### Buy New Subscription Secure Web Gateway

1. Login	<h4>Login</h4> <p>Login *</p> <input type="text" value="avongreenwood@gmail.com"/> <p>Password *</p> <input type="password"/> <p style="text-align: right;"><a href="#">Forgot Password</a></p> <p style="text-align: right;"><input type="button" value="Login"/></p>
2. ITarian Account	
3. Configure Subscription	
4. Customer Information	
5. Order Confirmation	
6. Order Summary	

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

- Enter your ITarian account password in the 'Password' field and click 'Login'
- If you opted for a paid version, click the 'Buy New' button in the 'ITarian Account' page then select a subscription package in the 'Configure Subscription' page . Click 'Next' to provide your customer information.
- If you opted for the basic version then, after logging-in, the process will jump straight to customer information screen.



## Buy New Subscription Secure Web Gateway

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Customer Information

Company Name

Company Website  Phone Number \*

Street Address \*  Street Address 2

City \*  Country \*

State or Province  Postal Code \*

**Billing Information**  
 The same as Contact Information

**Terms and Conditions**  
 I have read and agree the [End User License/Service Agreement](#).

Back

- Enter your company name, website and address details in the 'Customer Information' page
- Click the 'End User License/Service Agreement' link to read the terms & conditions
- Select the checkbox below 'Terms and conditions' to agree to them
- Click 'Next'
- If you opted for a paid version, you will be taken to the 'Order Confirmation and Payment' page.
  - Review your order, enter your card details then click 'Next' to proceed to order completion
- If you opted for the basic version then, the order confirmation page will appear.

## Buy New Subscription Secure Web Gateway

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary

### Order Confirmation


PRODUCT	LICENSE PERIOD	FULL PRICE
Dome SWG / MSP (FREE, Unlimited)	1 months	\$0.00
	<b>TOTAL</b>	<b>\$0.00</b>

Back [Next >](#)

- Review your order and click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and the license key.

## Buy New Subscription Secure Web Gateway

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

 **Congratulations! Your order is completed.**

**Order #768375-5**

---

**Comodo Security Solutions, Inc.**  
1255 Broad Street  
Clifton, NJ 07013  
United States

avongreenwood  
Gandhi Road  
Kanchipuram  
IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
Dome SWG / MSP (FREE, Unlimited)	3cf4e2a6-f1f9-4e5a-8343-766b7aff0fc

INVOICE NUMBER	768375-15	SUBSCRIPTION ID	835E293591
----------------	-----------	-----------------	------------

**Order Details**

Order Number	768375-5
Order Date	2019-10-09
Order Total	\$0.00
Subscription Expires On	2019-11-10

**Product Details**

Number of Users	Unlimited
User Price	\$0.00

Print Finish

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

You can access SWG from the ITarian 'Applications' menu after your order has been successfully processed. See the **description** at the end of this section if you need more help to open SWG.

### Activate a License

You can activate SWG licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Secure Web Gateway' tile
- Click the 'Subscriptions' tab if not open already
- Select the SWG license you want to activate
- Click 'Activate'

#### Activate a license in a linked account

Note - You must first have linked the account and set it as default. See [ITarian License Account Details](#) for help with this.

- You can activate licenses in linked accounts by logging in to the other account at the product order form.
- Click 'Store' on the ITarian menu bar
- Locate the SWG tile
- Click 'Buy' or '30 Days Free Trial'



- You will be taken to the order form.
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':

## Buy New Subscription Secure Web Gateway

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

- The next page shows SWG licenses on your default account:

## Buy New Subscription Secure Web Gateway

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID

ID: 28d0d76e-69a7-493a-ba22-1c4e04913c82

Dome SWG / MSP (1 Node, 1-99 Users)

Start Date: 10/09/2019


- Choose the license you want to use and click 'Activate Selected'

IN-USE

ID: 28d0d76e-69a7-493a-ba22-1c4e04913c82

**Dome SWG / MSP (1 Node, 1-99 Users)**

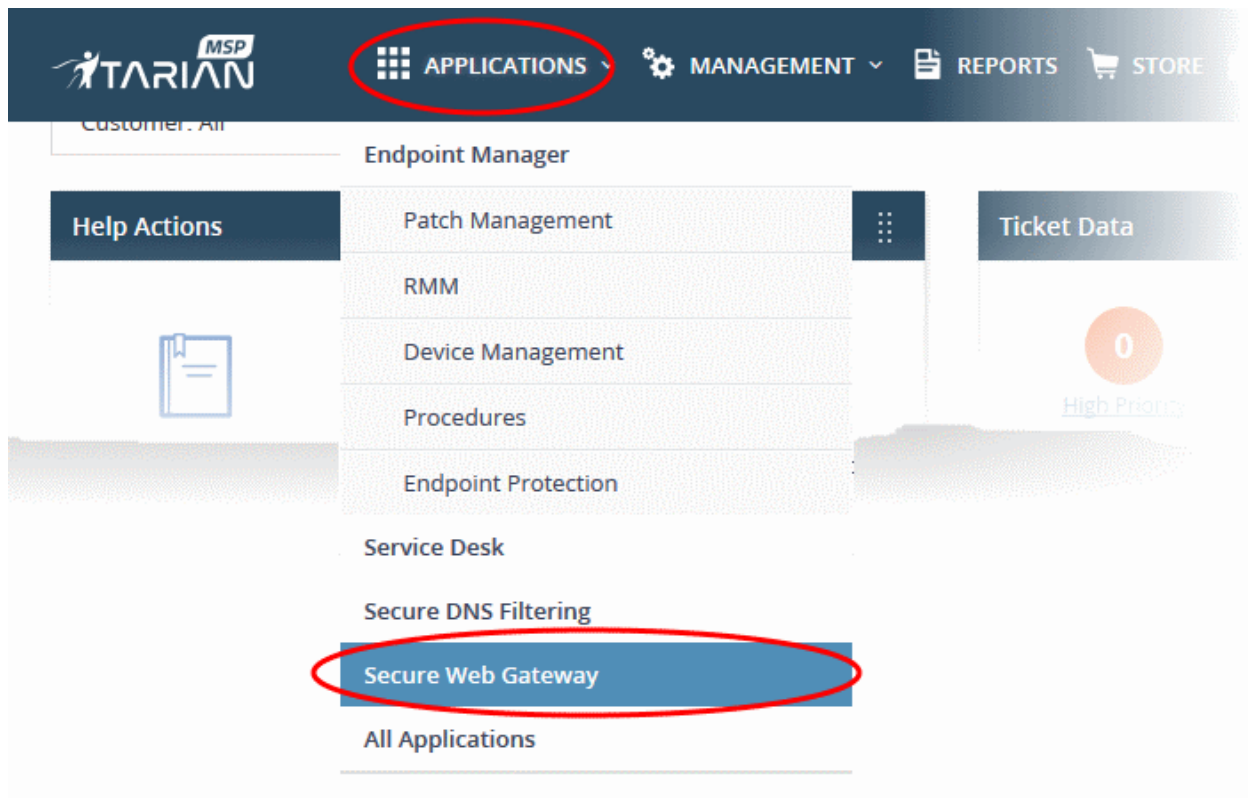
Start Date: 10/09/2019

Activation Complete 

The license will be activated. You can now access SWG via the 'Applications' menu.

### Open SWG

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

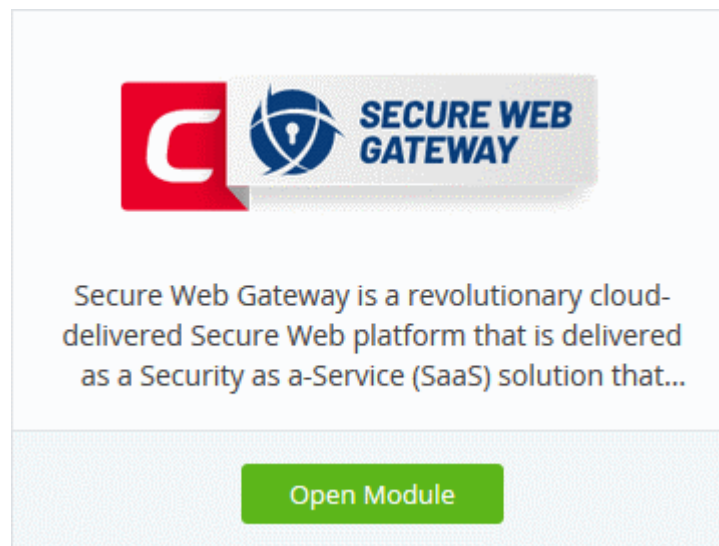


OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules on your account are shown as tiles.

- Click 'Open Module' on the 'Comodo Secure Web Gateway' tile



- The SWG interface will open in a new tab, or the current tab if configured in 'Settings' > 'ITarian Application Launch'.

For more help to use Comodo Secure Web Gateway, see <https://help.comodo.com/topic-436-1-842-10771-Introduction-to-Comodo-Dome-Secure-Web-Gateway.html>.

## 8.6 Upgrade Secure DNS Filtering

Comodo Secure DNS Filtering is a web security solution that allows MSPs to provide real-time protection against internet threats for their customers.

- 'Secure DNS Filtering - Gold' is included as a free module with your ITarian account.
- The 'Platinum' version includes additional security features and services.
  - The trial version of Platinum is free for thirty days and can be added to your account at any time.
- You can upgrade to the paid version by purchasing a new license from the ITarian console.
- Alternatively, you can add Secure DNS Filtering - Platinum by linking this account to another Comodo Accounts Manager (CAM) or ITarian account that already has a license.

See the following sections for more help:

- [Comodo Secure DNS Filtering - Package Details](#)
- [Upgrade to Secure DNS Filtering platinum](#)

### Comodo Secure DNS Filtering - Package Details

Feature	Gold -Free - Enterprises & MSPs	Platinum Enterprises (For ITarian Enterprise customers)	Platinum MSP (For ITarian MSP customers)
Real-time website filtering	✓	✓	✓
Anycast DNS	✓	✓	✓
Protection against advanced threats	✓	✓	✓
Stop malicious domain requests and IP responses	✓	✓	✓
Off-network protection	✓	✓	✓
Customizable block pages	✓	✓	✓
Fully customizable reports	✓	✓	✓
Protect mobile devices (iOS and Android)	✓	✓	✓
Use real-time threat intelligence from Comodo labs	✓	✓	✓
Multi-office & roaming user protection	✓	✓	✓
24 x 7 email support	✓	✓	✓
Monitor & manage multiple companies	✓ (Only for MSPs)	✗	✓
Create policies for internal IPs, subnets and individual sites	✗	✓	✓
Monitor internal IPs	✗	✓	✓
Encrypt all DNS traffic	✗	✓	✓
Resolve virtual appliances to your sites.	✗	✓	✓



Feature	Gold -Free - Enterprises & MSPs	Platinum Enterprises (For ITarian Enterprise customers)	Platinum MSP (For ITarian MSP customers)
Bypass domains to internal DNS servers (needed for Active Directory sites)	✘	✔	✔
Control DNS egress points of your networks by site and DNS server.	✘	✔	✔

### DNS Request Limits

- Platinum License - Unlimited DNS requests

Gold license - DNS requests capped at 300 K per month for the account.

- Account = requests from all your endpoints/networks.
- DNS requests are mainly used up by first-time requests to external sites. Subsequent requests for the same site are handled by the local cache until TTL expires.
- Requests to the Comodo Secure DNS portal are not included in the 300 K limit.

After the 300 K limit is reached:

- Existing policies and rules will continue to function, but you cannot edit them.
- You cannot add new rules, policies or objects. Objects = networks, roaming agents and mobile agents.
- The request count is reset to zero at the beginning of each month. You can then add and edit policy items and rules again.

[Click here](#) for more information about Comodo Secure DNS Filtering license package details.

### Upgrade to Platinum

- [Purchase a new license](#)
- [Activate a license](#)

### Purchase a New License

- Click 'Store' on the ITarian menu bar
- Locate the 'Secure DNS Filtering' tile:



The image shows a promotional tile for 'Secure DNS Filtering'. At the top, there is a logo consisting of a red square with a white 'C' and a blue square with a white 'S', followed by the text 'SECURE DNS FILTERING'. Below the logo, the text reads: 'Secure DNS Filtering – PLATINUM a package designed to improve your experience with advanced and exclusive features! Get Secure...'. At the bottom of the tile, there are two buttons: a green button labeled '30 Days Free Trial' and a blue button labeled 'Buy'.

- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to ITarian. You will be taken to the product order page. The example shown below is for the paid version.

- Your username is pre-populated
- Enter your ITarian account password then click 'Login'

## Buy New Subscription Secure DNS Filtering

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

- Click the 'Buy New' button if you selected a paid version.
  - This section is skipped for 'Basic' licenses. You will instead go straight to the customer information screen.

## Buy New Subscription Secure DNS Filtering

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Subscriptions assigned to this ITarian Account

You do not have any available license to activate. Please continue purchasing by clicking 'BUY NEW' button.

IN-USE

ID: b186a75b-a9b7-4d18-baef-b474292eab79

**Dome Shield GOLD MSP**

Start Date: 10/23/2019

- Enter or select the number of users you require. The per-user rate depends on the number of users.
- Select the subscription duration. The minimum license period is one month

### Buy New Subscription Secure DNS Filtering

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

#### Configure Subscription

Amount of Users  Users

1	100	250	500	1000	2500	5000	10000	25000	10000000
\$7.34	\$6.44	\$5.26	\$4.05	\$3.74	\$3.60	\$3.46	\$3.29	\$3.15	
per user	per user	per user	per user	per user	per user	per user	per user	per user	per user

Select Period

month  months  months  year  years  years

\$7.34 per 1 user for 3 months = \$7.34

---

**\$7.34**

Back

- Click 'Next' to continue to the customer information form:

## Buy New Subscription Secure DNS Filtering

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Customer Information

Company Name

Company Website

Phone Number \*

Street Address \*

Street Address 2

City \*

Country \*

State or Province

Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back

- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions and click 'Next'
- The next step is to confirm your order and enter payment details if you have opted for paid version. If you opted for the basic version then the process will jump straight to order summary.

## Buy New Subscription Secure DNS Filtering


1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Shield Platinum for MSP(1-99 Users)	1 month	\$12.25
<b>TOTAL</b>		<b>\$12.25</b>

### Payment Options

Credit Card Number




Card Holder Name

Expiration Date

CW

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

Back
Next >

- Review your order and enter your payment details
- Click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

## Buy New Subscription Secure DNS Filtering

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

✓ Congratulations! Your order is completed.

Order #768891-4

---

Comodo Security Solutions, Inc.  
1255 Broad Street  
Clifton, NJ 07013  
United States

aliceroadster  
Gandhi Road  
Kanchipuram  
IN

Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Shield Platinum for MSP(1-99 Users)	ba16575d-456b-4099-b118-71057a5c54cf

INVOICE NUMBER	768891-I4	SUBSCRIPTION ID	F90111AFFC

Order Details

Order Number	768891-4
Order Date	2019-10-23
Order Total	\$12.25
Subscription Expires On	2019-11-24

Product Details

Number of Users	5
User Price	\$2.45

Print
Finish

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

You can access Secure DNS Filtering from the ITarian 'Applications' menu after your order has been successfully processed. See the **description** at the end of this section if you need more help to open the interface.

### Activate a License

You can activate DNS filter licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Secure DNS Filtering' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the Secure DNS Filtering tile
- Click 'Buy' or '30 Days Free Trial':

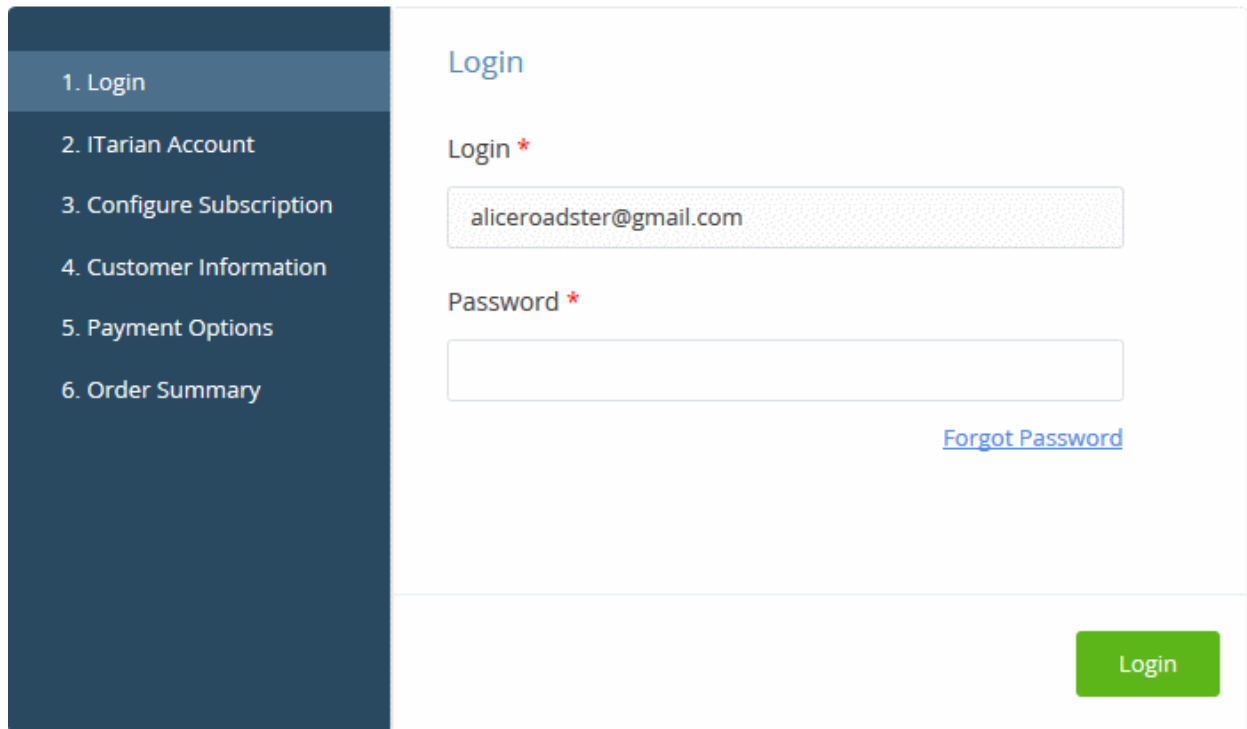


You will be taken to the order form.

- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':



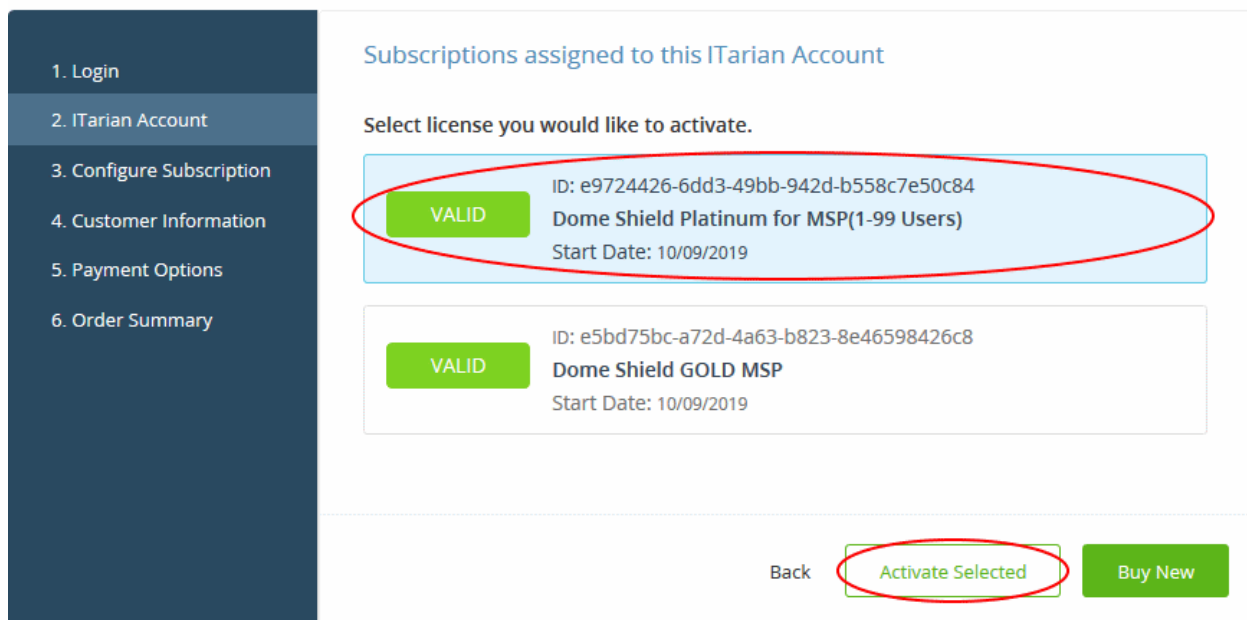
## Buy New Subscription Secure DNS Filtering



The screenshot shows a sidebar on the left with a navigation menu containing six items: 1. Login, 2. ITarian Account, 3. Configure Subscription, 4. Customer Information, 5. Payment Options, and 6. Order Summary. The '1. Login' item is highlighted. The main content area is titled 'Login' and contains a 'Login \*' label, a text input field with the email 'aliceroadster@gmail.com', a 'Password \*' label, and an empty password input field. A blue link for 'Forgot Password' is located below the password field. A green 'Login' button is positioned at the bottom right of the form.

- The next page shows Secure DNS Filtering licenses on your default account:

## Buy New Subscription Secure DNS Filtering



The screenshot shows the same sidebar as the previous page, with '2. ITarian Account' highlighted. The main content area is titled 'Subscriptions assigned to this ITarian Account' and includes the instruction 'Select license you would like to activate.' There are two license cards displayed. The first card is highlighted with a red oval and contains a green 'VALID' button, the license ID 'e9724426-6dd3-49bb-942d-b558c7e50c84', the license name 'Dome Shield Platinum for MSP(1-99 Users)', and the start date '10/09/2019'. The second card contains a green 'VALID' button, the license ID 'e5bd75bc-a72d-4a63-b823-8e46598426c8', the license name 'Dome Shield GOLD MSP', and the start date '10/09/2019'. At the bottom right, there are three buttons: 'Back', 'Activate Selected' (highlighted with a red oval), and 'Buy New'.

- Choose the license you want to use for this account and click 'Activate Selected'

IN-USE

ID: e9724426-6dd3-49bb-942d-b558c7e50c84

**Dome Shield Platinum for MSP(1-99 Users)**

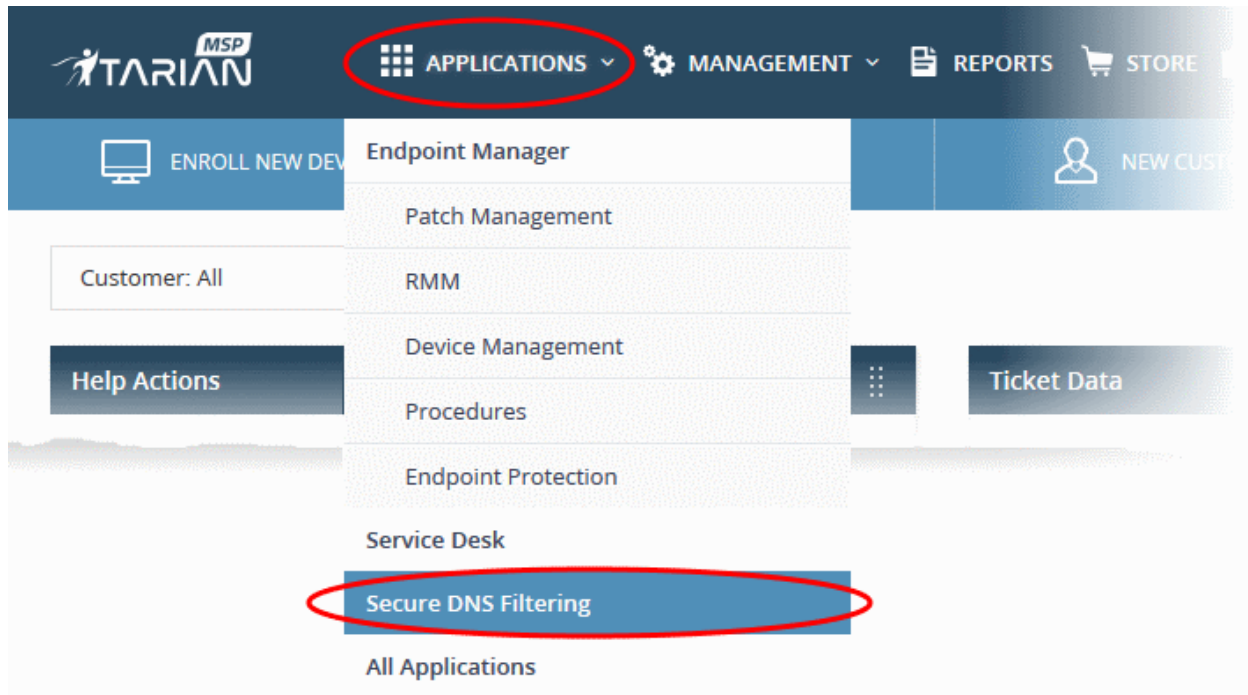
Start Date: 10/09/2019

Activation Complete ✔

The license will be activated. You can access Secure DNS Filtering via the 'Applications' menu.

### Open the 'Comodo Secure DNS Filtering' interface

- Click 'Applications' on the menu bar then choose 'Secure DNS Filtering'



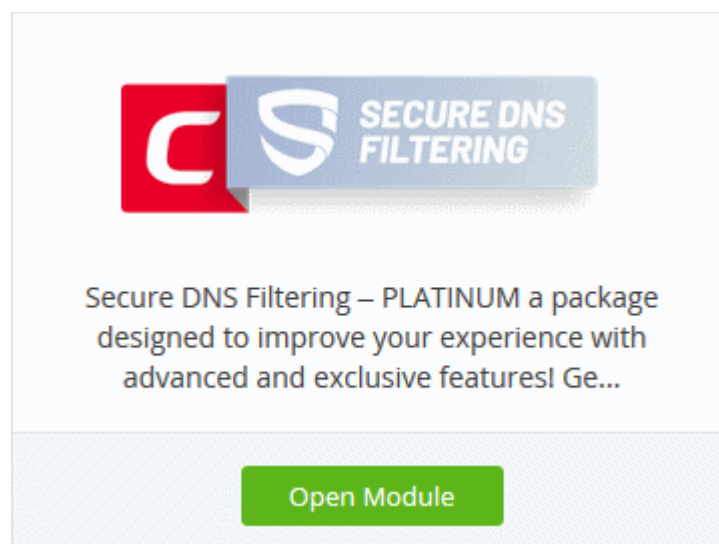
The screenshot shows the ITarian MSP Admin Console interface. The top navigation bar includes 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', and 'STORE'. The 'APPLICATIONS' menu is open, showing options like 'Endpoint Manager', 'Patch Management', 'RMM', 'Device Management', 'Procedures', 'Endpoint Protection', 'Service Desk', 'Secure DNS Filtering', and 'All Applications'. The 'Secure DNS Filtering' option is highlighted with a red oval.

OR

- Click 'Applications' on the menu bar and choose 'All Applications' from the drop-down.

All licensed modules on your account are shown as tiles.

- Click 'Open Module' on the 'Secure DNS Filtering - Platinum' tile



The screenshot shows a tile for 'Secure DNS Filtering - PLATINUM'. The tile features a logo with a red 'C' and a blue 'S' followed by the text 'SECURE DNS FILTERING'. Below the logo, it says 'Secure DNS Filtering – PLATINUM a package designed to improve your experience with advanced and exclusive features! Ge...'. At the bottom of the tile is a green button labeled 'Open Module'.

- The Secure DNS interface will open in a new tab, or the current tab if configured in 'Settings' > 'ITarian Application Launch'.

For more help to use Comodo DNS Filtering, see <https://help.comodo.com/topic-434-1-840-10755-Introduction-to-Comodo-Dome-Shield.html>.

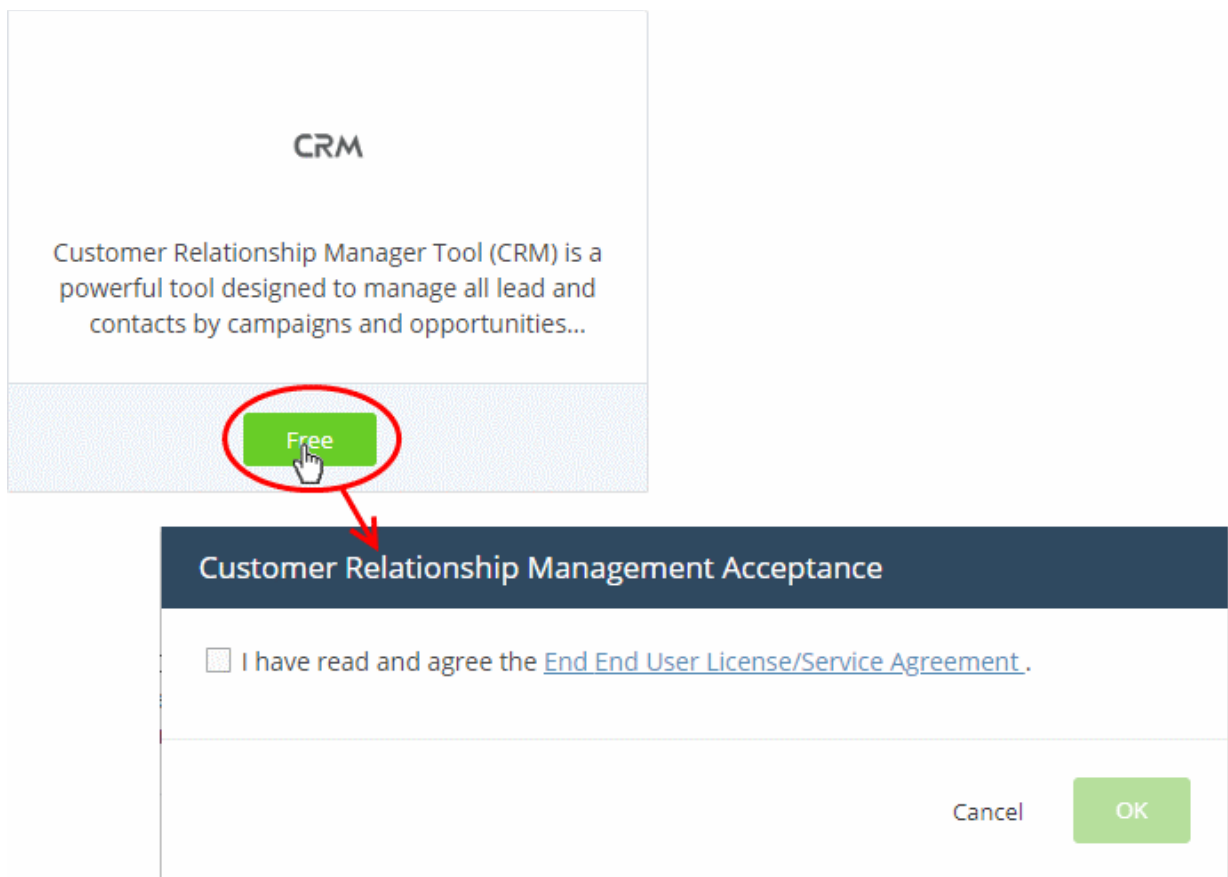
## 8.7 Add Customer Relationship Management

The Customer Relationship Management (CRM) tool helps businesses save time and grow productivity by implementing processes to generate, nurture and close customer leads.

### Add CRM to ITarian

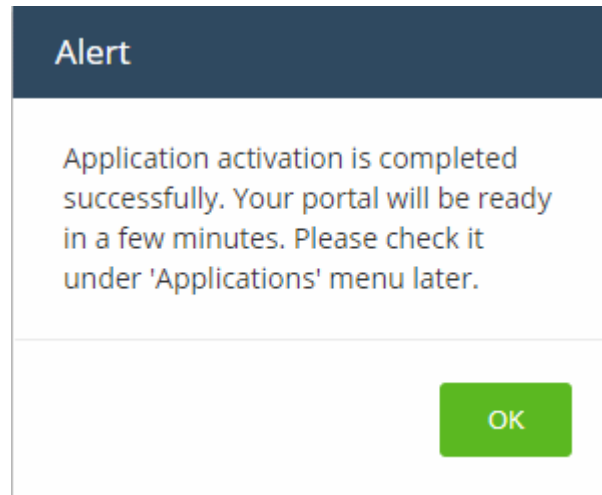
- Click 'Store' on the menu bar and locate the 'CRM' tile.
- Click 'Free' to start the integration process.

The end user license agreement will appear:



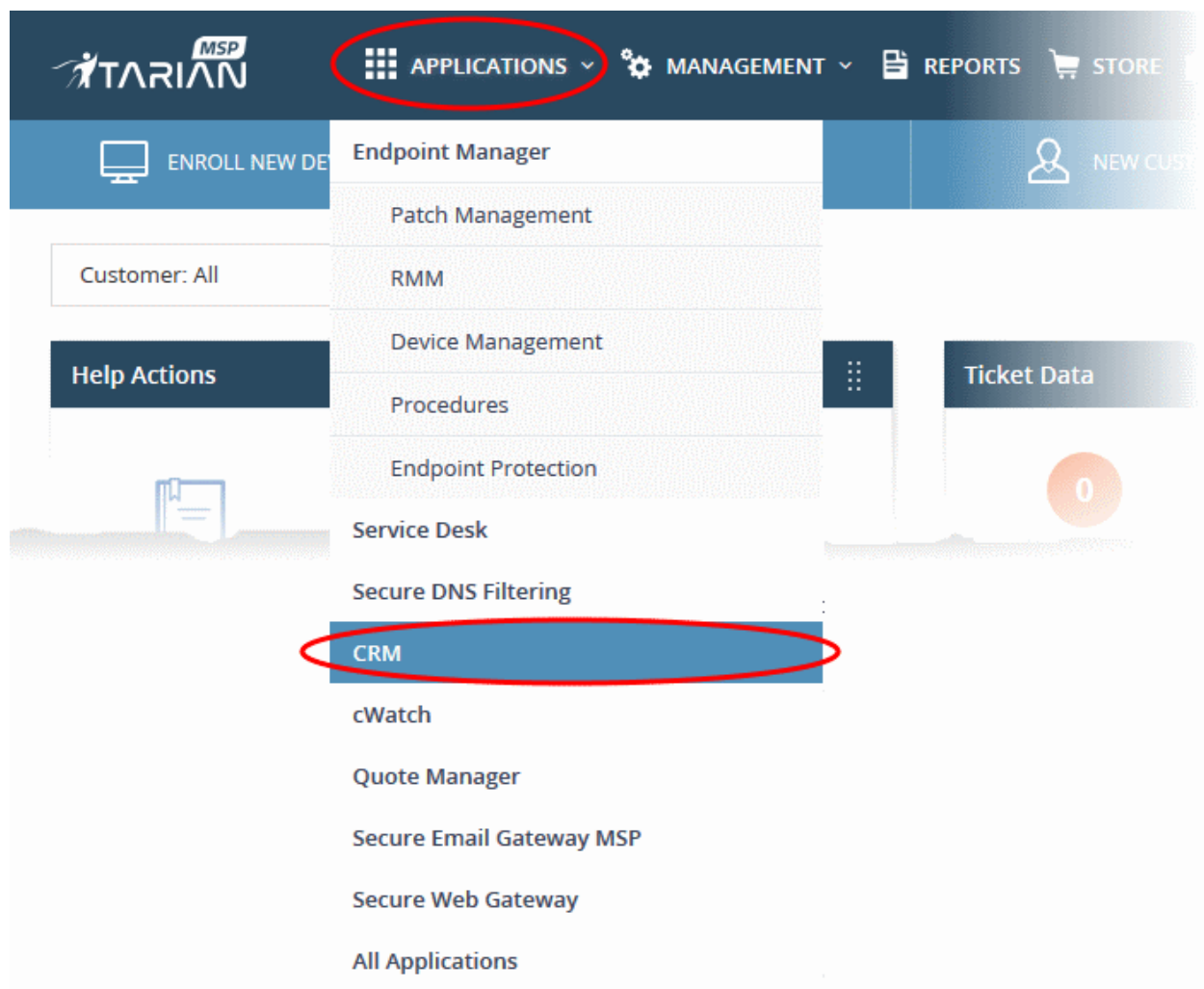
- Read the EULA fully, select the check box and click 'OK'.

CRM will be added to your account. You will see the following confirmation message:



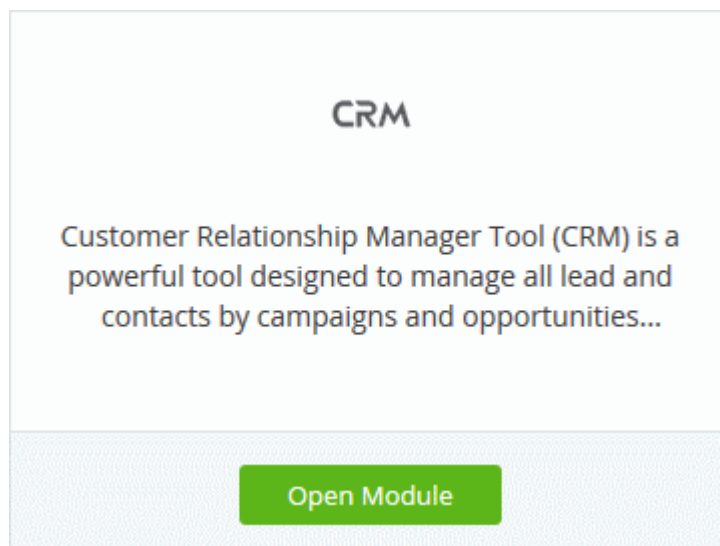
### Open the CRM

- Click 'Applications' > 'CRM' on the menu bar:

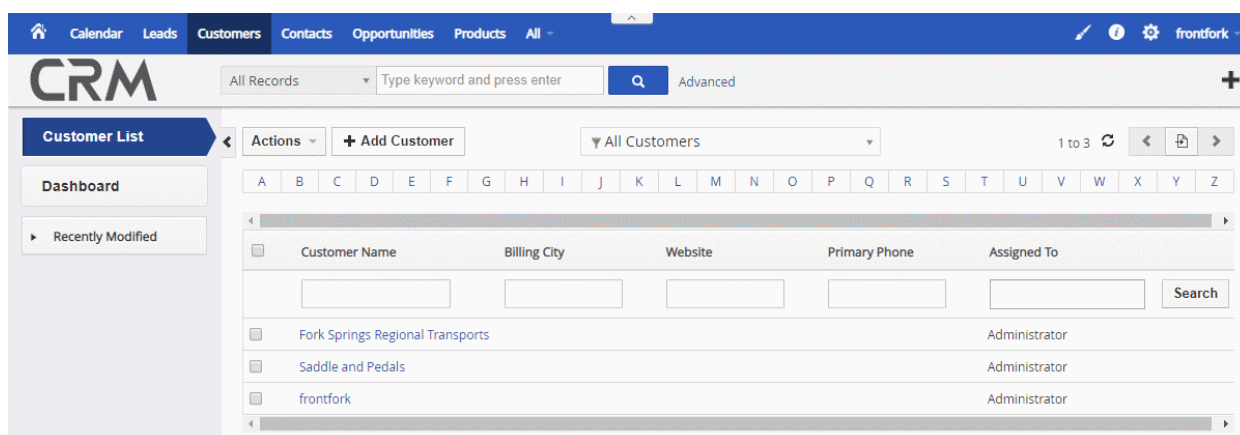


OR

- Click 'Applications' on the menu bar then select 'All Applications' from the list.



- Click 'Open Module' on the 'CRM' tile
- The CRM interface will open in a new tab or the current tab as configured in 'Settings' > 'ITarian Application Launch'. See [Configure application launch settings](#) for more details.



For help to use the CRM, see the online guide at <https://community.itarian.com/help/topic-452-1-952-13231-Introduction-to-CRM.html>.

## 8.8 Add Comodo Data Loss Prevention

Comodo Data Loss Prevention is a powerful solution that lets you monitor and control the movement of confidential information in your network.

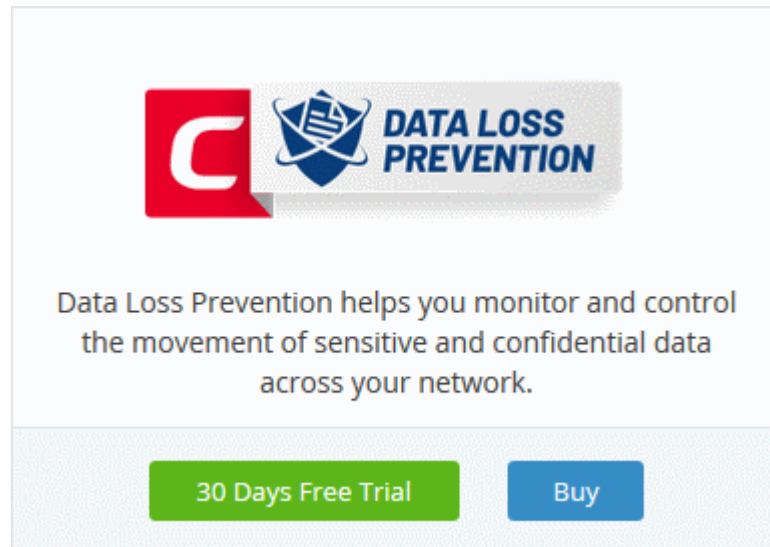
- Data Loss Prevention is available only for ITarian Enterprise customers.
- Data Loss Prevention and Secure Email Gateway are premium add-ons for 'Comodo Secure Web Gateway'. These add-ons can only be added to your account if you have Secure Web Gateway.
- The basic version of Comodo Data Loss Prevention is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the ITarian console.
- If you already have Data Loss Prevention on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

The following sections explain how to purchase and activate a license:

- [Purchase a new license](#)
- [Activate a license](#)

### Purchase a new license

- Click 'Store' on the menu bar
- Locate the 'Comodo Data Loss Prevention' tile



- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add to ITarian. You will be taken to the product order page. The example shown below is for the paid version.

### Buy New Subscription Data Loss Prevention

1. Login	Login
2. ITarian Account	Login *
3. Configure Subscription	<input type="text" value="rudgewhitworth2019@gmail.com"/>
4. Customer Information	Password *
5. Payment Options	<input type="password" value="....."/>
6. Order Summary	<a href="#">Forgot Password</a>
7. Information	<input type="button" value="Login"/>

- Your username is pre-populated and cannot be changed
- Enter your ITarian account password then click 'Login'



### Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

#### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

Back
Activate Selected
Buy New

- If you selected a paid version, click the 'Buy New' button to configure your subscription package
- If you chose the basic version then, after logging-in, the process jumps straight to the customer information screen.

### Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

#### Configure Subscription

Amount of Users  Users

101	201	501	1001	2001	5001	7501	10001	99999
\$19.20	\$17.19	\$16.41	\$15.34	\$14.38	\$13.62	\$12.26	\$11.74	
per user	per user	per user	per user	per user	per user	per user	per user	

Select Period

1 year

\$19.20 per 101 users for 1 year = \$1,939.20

---

## \$1,939.20

Back
Next >



- Select the number of users you require. The per-user rate depends on the number of users. The minimum number of users is 101.
- Select the subscription duration. The minimum license period is one year
- Click 'Next' to continue to the customer information form:

### Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

#### Customer Information

Company Name

Company Website Phone Number \*

Street Address \* Street Address 2

City \* Country \*

State or Province Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back Next >

- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'
- Paying customers will next confirm their order and enter payment details. Basic customers will jump straight to the order summary.

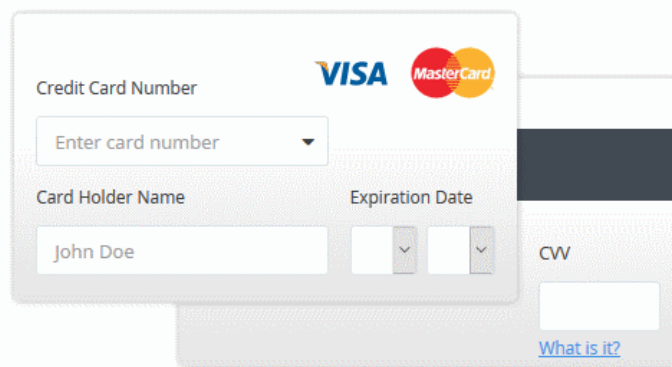
## Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

## Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Data Loss Prevention Cloud (101-200 Users)	1 Year	\$1,939.20
	<b>TOTAL</b>	<b>\$1,939.20</b>

## Payment Options



The payment form includes fields for Credit Card Number (with a dropdown menu), Card Holder Name (pre-filled with 'John Doe'), and Expiration Date (with two dropdown menus). It also features logos for VISA and MasterCard, a 'CW' label, and a 'What is it?' link.



When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

Back

Next &gt;

- Review your order and enter your payment details
- Click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

## Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

✔
Congratulations! Your order is completed.

Order #768456-6

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**Comodo Security Solutions, Inc.**  
1255 Broad Street  
Clifton, NJ 07013  
United States

rudge2019  
Gandhi Road  
Kanchipuram  
IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
Dome Data Loss Prevention Cloud (101-200 Users)	889e2dd4-9b3d-476b-a327-7b71fa9872bd

INVOICE NUMBER	768456-16	SUBSCRIPTION ID	1A04D2B168
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**Order Details**

Order Number	768456-6
Order Date	2019-10-11
Order Total	\$1,939.20
Subscription Expires On	2020-10-12

**Product Details**

Number of Units	101
Unit Price	\$19.20

Print
Next

- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page explains how to setup Comodo Data Loss Prevention.
- Click 'Finish' to complete the purchase process.
- Our technical team will now setup your personal instance of Data Loss Prevention. We will send you an email with the URL of this instance once complete. We will send the mail within two working days.
- You can access DLP from the ITarian 'Applications' menu. You will need to enter your service URL the first time you access the service.

### Activate a license

You can activate DLP licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

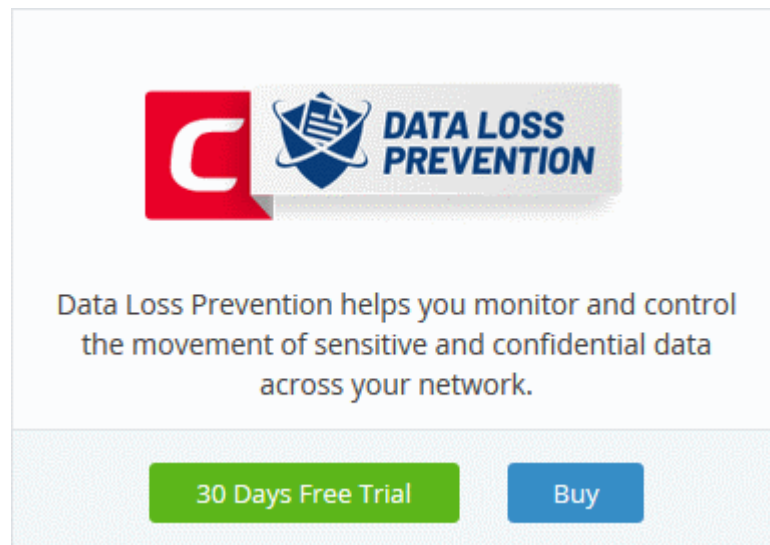
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Data Loss Prevention' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'Data Loss Prevention' tile
- Click 'Buy' or '30 Days Free Trial' depending on the type of license you want to link.



- 
- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

## Buy New Subscription Data Loss Prevention

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

7. Information

Login

Login \*

rudgewhitworth2019@gmail.com

Password \*

.....

[Forgot Password](#)

Login

- The next page shows DLP licenses on your default account:

## Buy New Subscription Data Loss Prevention

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

7. Information

Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID ID: 889e2dd4-9b3d-476b-a327-7b71fa9872bd  
Dome Data Loss Prevention Cloud (101-200 Users)  
Start Date: 10/11/2019

Back Activate Selected Buy New

- Choose the license you want to use for this account then click 'Activate Selected'

## Buy New Subscription Data Loss Prevention

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information


### Subscriptions assigned to this ITarian Account

IN-USE

ID: 889e2dd4-9b3d-476b-a327-7b71fa9872bd

**Dome Data Loss Prevention Cloud (101-200 Users)**

Start Date: 10/11/2019

Activation Complete 

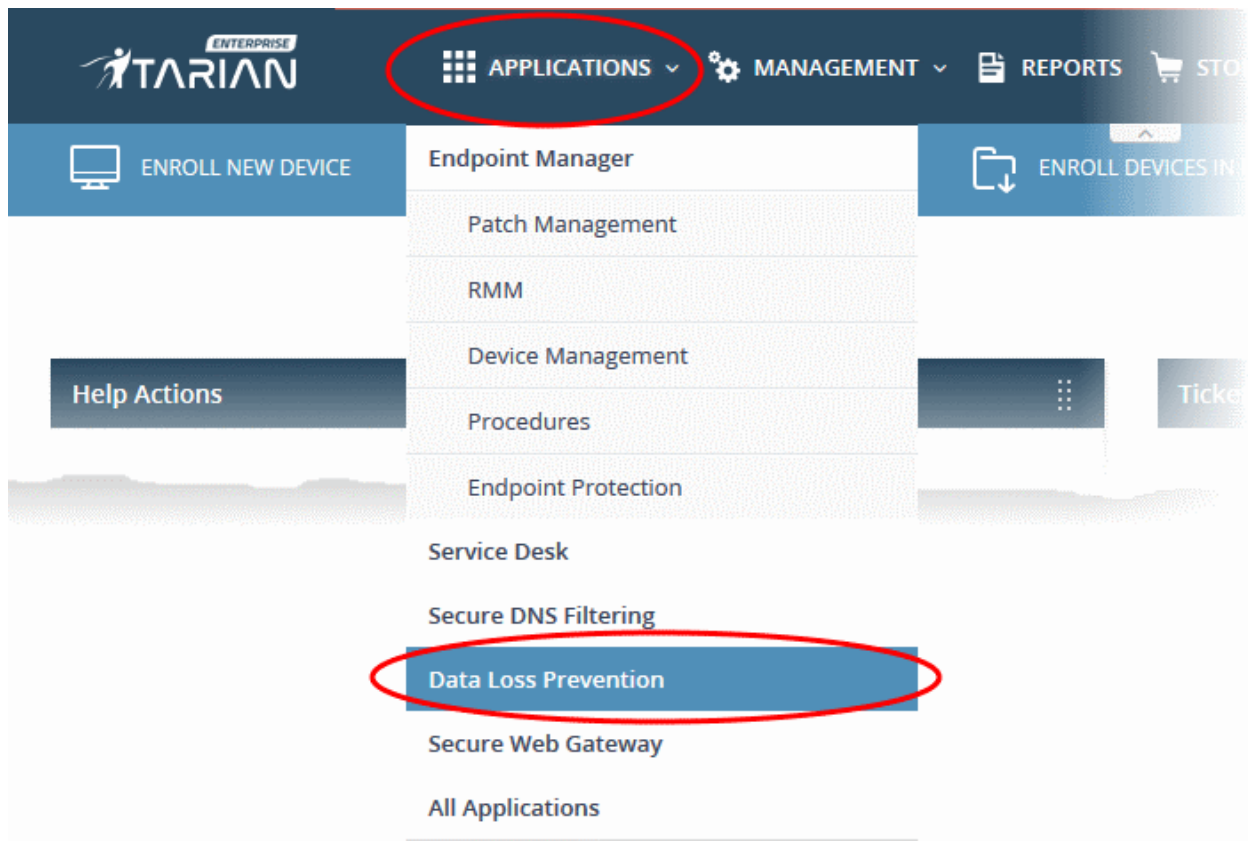
Back
Activate Selected
Instructions

The license will be activated.

- Click 'Instructions' to learn how to set up Comodo Data Loss Prevention.
- Click 'Finish' to complete the activation process.
- Our technical team will now setup your personal instance of Data Loss Prevention. We will send you an email with the URL of this instance within two working days.
- You can access DLP from the ITarian 'Applications' menu. You will need to enter your service URL the first time you access the service.

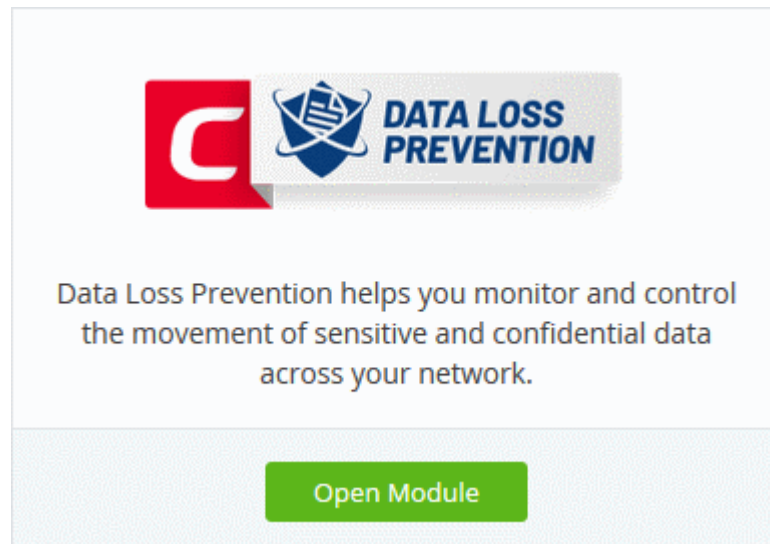
### Open Dome Data Protection interface

- **Dome Service URL** - Once you add DLP to your ITarian account by activating your first license, our technicians will setup your DLP server instance. You will receive an email containing the URL of the server instance within two days of your license activation. You should enter this service URL during your first login to DLP.
  - Click 'Applications' on the menu bar then choose 'Data Loss Prevention' from the list.



OR

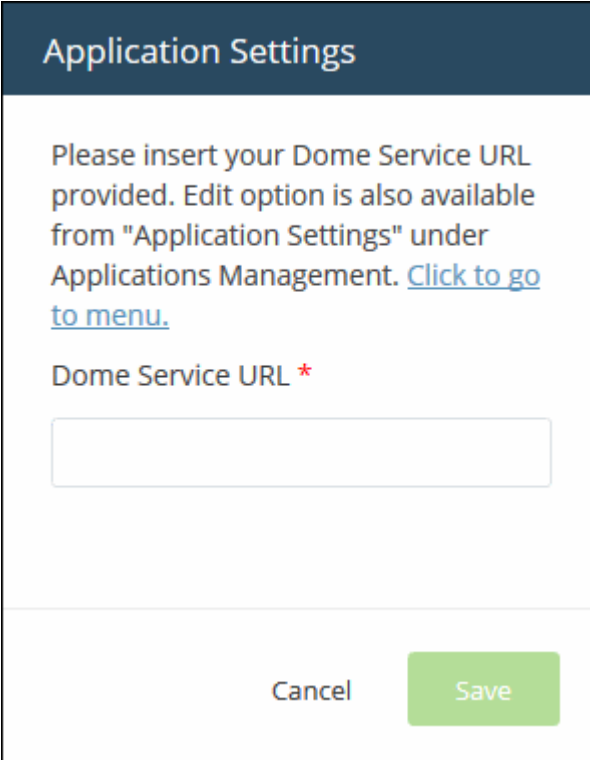
- Click 'Applications' on the menu bar then click 'All Applications' from the list.



- Click 'Open Module' on the 'Data Loss Prevention' tile

The Data Loss Prevention interface will open. If you have not configured the service then the 'Application Settings' dialog will appear:





**Application Settings**

Please insert your Dome Service URL provided. Edit option is also available from "Application Settings" under Applications Management. [Click to go to menu.](#)

Dome Service URL \*

Cancel Save

- Enter the service URL that was sent to your email then click 'Save'.
- You can also enter the service URL by clicking 'Manage' > 'Applications' > 'Data Loss Prevention' > 'Settings'. See **Configure App Settings and Dome Service URL** for help with this.

For more help to use Data Loss Prevention, see <https://help.comodo.com/topic-283-1-596-7050-Introduction-to-Comodo-Dome-Data-Protection.html>.

## 8.9 Add Comodo Secure Email Gateway Enterprise

Comodo Secure Email Gateway Enterprise is an advanced mail filtering and threat prevention solution for enterprises. The product uses a powerful combination of filters, antivirus and content analysis to block unwanted and harmful mail from entering your network.

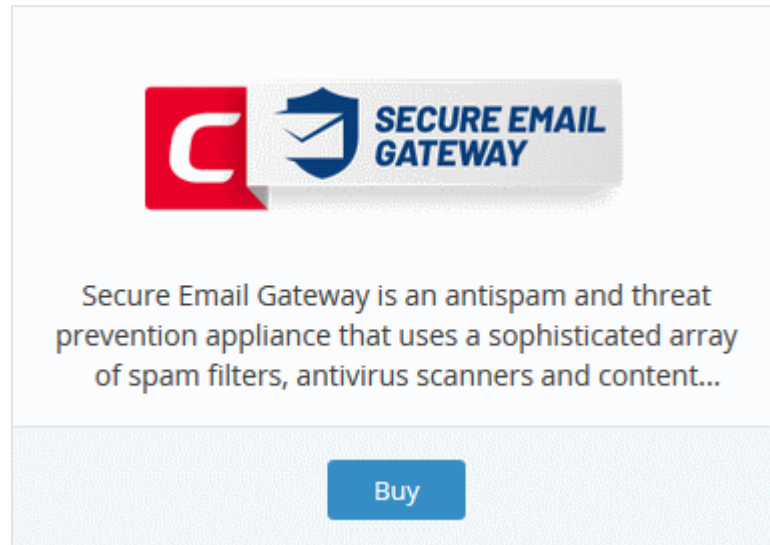
- Comodo Secure Email Gateway Enterprise is available only to ITarian Enterprise customers.
- There are two ways to add Secure Email Gateway Enterprise to your account:
  - **Add-on for 'Comodo Secure Web Gateway'** - The email gateway is available as an add-on, at discounted prices, for customers who already have a Secure Web Gateway (SWG) license. If you own an SWG license then the add-on will be selected when you subscribe for Secure Email Gateway Enterprise.
  - **Stand-alone version** - The stand-alone version can be added to your account if you do not have a Secure Web Gateway license.
- Both stand-alone and add-on licenses can be purchased from the ITarian console.
- If you already have Secure Email Gateway on a different Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

Please read the following sections to learn more:

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

### Purchase a new license

- Click 'Store' on the ITarian menu bar
- Locate the 'Secure Email Gateway' tile



- You will be taken to the product order page.

## Buy New Subscription Secure Email Gateway Enterprise

1. Login	<b>Login</b>
2. ITarian Account	Login *
3. Configure Subscription	<input type="text" value="rudgewhitworth2019@gmail.com"/>
4. Customer Information	Password *
5. Payment Options	<input type="password"/>
6. Order Summary	<a href="#">Forgot Password</a>
7. Information	<input type="button" value="Login"/>

- Your username is pre-populated
- Enter your ITarian account password then click 'Login'

## Buy New Subscription Secure Email Gateway Enterprise

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

Back
Activate Selected
Buy New

- Click the 'Buy New' button.
- The next step is to configure your subscription package:

## Buy New Subscription Secure Email Gateway Enterprise

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

### Configure Subscription

Amount of Users  Users

101	201	501	1001	2001	5001	7501	10001	99999
\$8.00	\$7.50	\$7.00	\$6.50	\$6.00	\$5.50	\$5.00	\$4.50	
per user	per user	per user	per user	per user	per user	per user	per user	

Select Period

1 year

\$8.00 per 101 users for 1 year = \$808.00

---

## \$808.00

Back
Next >

The appropriate version for your account, stand-alone or add-on, is automatically selected. The example shown above is for the add-on version.

- Enter or select the number of users you require. The per-user rate depends on the number of user licenses you require. The minimum number of users is 101.
- Select the subscription duration. The minimum license period is one year
- Click 'Next' to continue to the customer information form:

### Buy New Subscription Secure Email Gateway Enterprise

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

#### Customer Information

Company Name

Company Website

Phone Number \*

Street Address \*

Street Address 2

City \*

Country \*

State or Province

Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back
Next >

- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions then click 'Next'
- The next step is to confirm your order and enter payment details.

## Buy New Subscription Secure Email Gateway Enterprise


1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Antispam Platform (1 Node, 101-200 Users)	1 Year	\$808.00
<b>TOTAL</b>		<b>\$808.00</b>

### Payment Options

Credit Card Number




Card Holder Name

Expiration Date

CW

[What is it?](#)

 When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

Back Next >

- Click 'Next' after you have entered your payment details.
- Your order will be submitted and processed. You will receive a confirmation mail with your order details and license key.
- The following order summary page is shown:

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## Buy New Subscription Secure Email Gateway Enterprise

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

✓ Congratulations! Your order is completed.

Order #768456-7

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**Comodo Security Solutions, Inc.**  
 1255 Broad Street  
 Clifton, NJ 07013  
 United States

rudge2019  
 Gandhi Road  
 Kanchipuram  
 IN

### Subscription Details

PRODUCT NAME	LICENSE KEY
Dome Antispam Platform (1 Node, 101-200 Users)	cb8a47fe-3599-4d02-8570-01ab08b740aa

INVOICE NUMBER	768456-17	SUBSCRIPTION ID	A11E609535
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### Order Details

Order Number	768456-7
Order Date	2019-10-11
Order Total	\$808.00
Subscription Expires On	2020-10-12

### Product Details

Number of Units	101
Unit Price	\$8.00

Print
Next

- Click 'Print' to take a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page explains how to setup Comodo Secure Email Gateway Enterprise.
- Click 'Finish' to complete the purchase process.
- Our technical team will now setup your personal instance of the product. We will send you an email with the URL of this instance within two working days.
- You can access Secure Email Gateway from the ITarian 'Applications' menu. You will need to enter your service URL the first time you access the service.

## Activate a License

You can activate Secure Email Gateway Enterprise licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

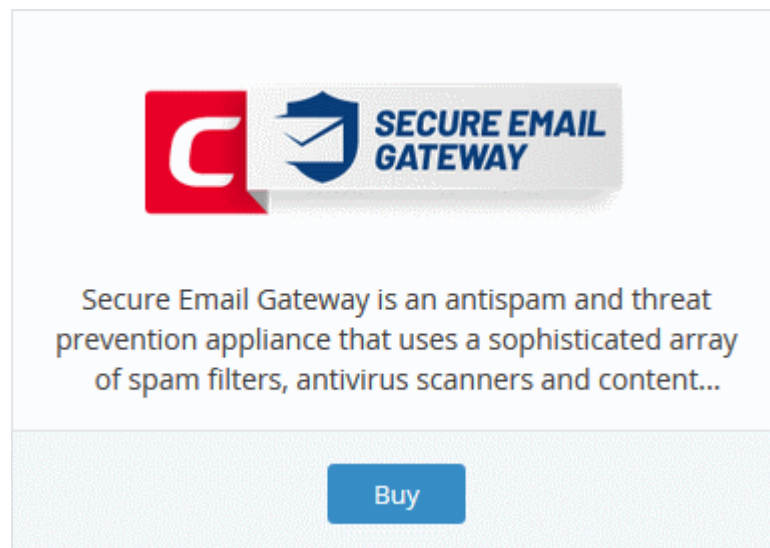
- Click 'Management' > 'Applications' on the ITarian menu bar
- Select the 'Secure Email Gateway Enterprise' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'Secure Email Gateway' tile and click 'Buy'



- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':



## Buy New Subscription Secure Email Gateway Enterprise

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

7. Information

Login

Login \*

rudgewhitworth2019@gmail.com

Password \*

[Forgot Password](#)

Login

- The next page shows Secure Email Gateway Enterprise licenses on your default account:

## Buy New Subscription Secure Email Gateway Enterprise

1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

7. Information

Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID ID: cb8a47fe-3599-4d02-8570-01ab08b740aa  
Dome Antispam Platform (1 Node, 101-200 Users)  
Start Date: 10/11/2019

Back [Activate Selected](#) Buy New

- Choose the license you want to use for this account then click 'Activate Selected'.

## Buy New Subscription Secure Email Gateway Enterprise

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

### Subscriptions assigned to this ITarian Account

IN-USE

ID: cb8a47fe-3599-4d02-8570-01ab08b740aa

**Dome Antispam Platform (1 Node, 101-200 Users)** Activation Complete ✔

Start Date: 10/11/2019

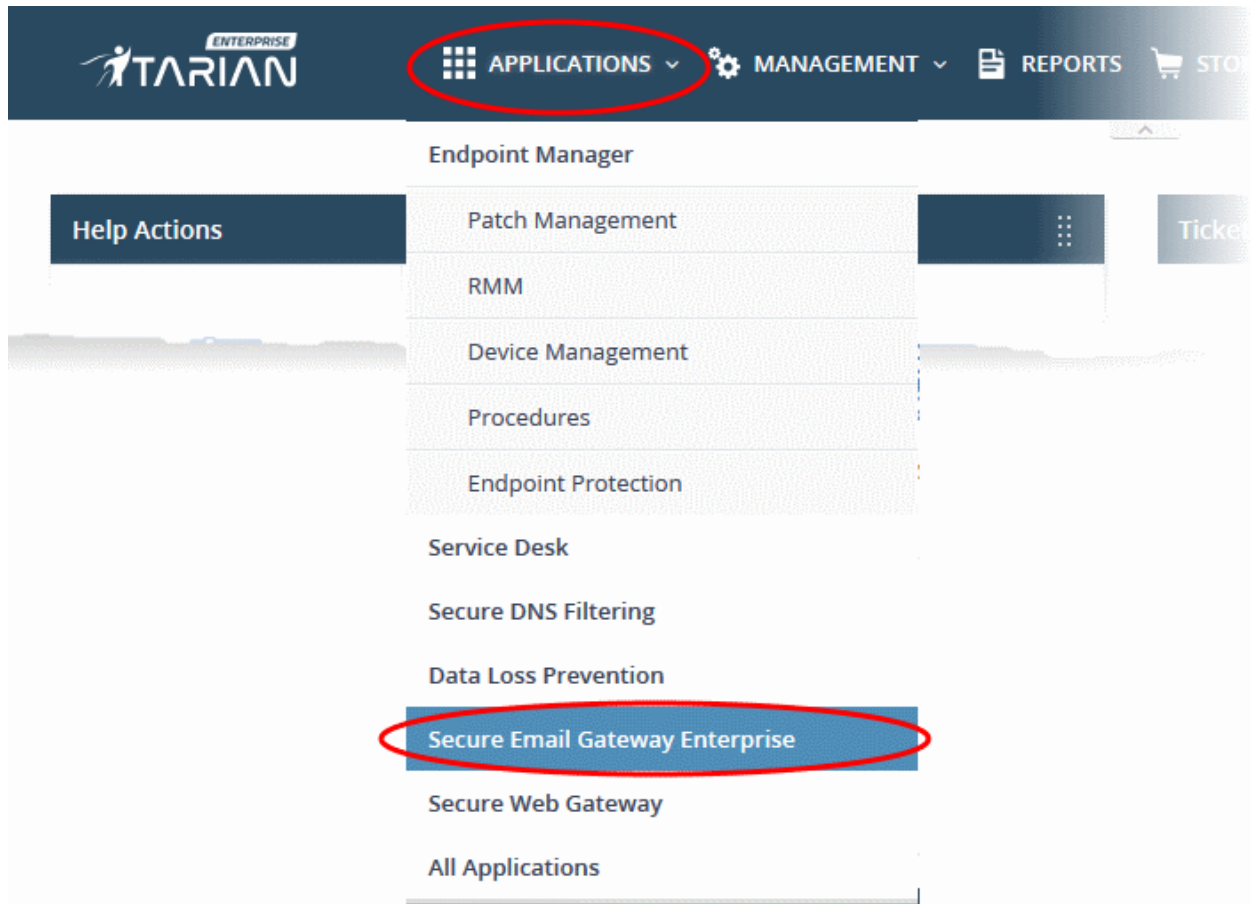
Back
Activate Selected
Instructions

The license will be activated.

- Click 'Instructions' to learn how to setup Comodo Secure Email Gateway.
- Click 'Finish' to complete the activation process.
- Our technical team will setup your personal instance of the product. We will send you an email with the URL of this instance within two working days..
- You can access Secure Email Gateway from the ITarian 'Applications' menu. You will need to enter your service URL the first time you access the service.

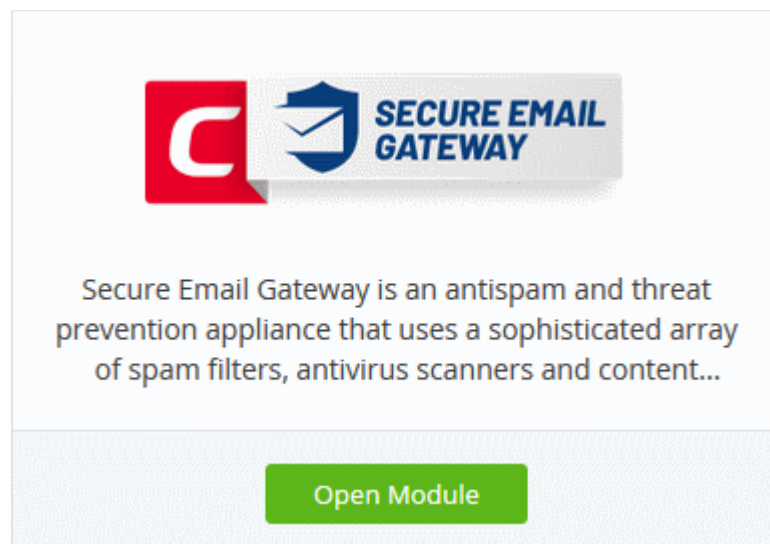
### Open 'Secure Email Gateway' interface

- Dome Service URL** - After purchasing a Secure Email Gateway Enterprise license, our technicians will setup your personal server instance. You will receive an email with the URL of the instance within two days of your purchase. You need to enter this URL when you first access the service.
  - Click 'Applications' on the menu bar then choose 'Secure Email Gateway Enterprise' from the list.



OR

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



- Click 'Open Module' on the 'Secure Email Gateway' tile

The 'Secure Email Gateway Enterprise' interface will open. If you have yet not configured the service then the settings dialog appears instead:

### Application Settings

Please insert your Dome Service URL provided. Edit option is also available from 'Application Settings' under Applications Management. [Click to go to menu.](#)

Dome Service URL \*

Cancel

- Enter the service URL that was sent to your email then click 'Save'.
- You can also enter the service URL by clicking 'Manage' > 'Applications' > 'Secure Email Gateway Enterprise' > 'Settings'. See [Configure App Settings and Dome Service URL](#) for help with this.

For more help to use Secure Email Gateway Enterprise, see the guide at <https://help.comodo.com/topic-443-1-898-11360-Introduction-to-Comodo-Dome-Anti-spam.html>.

## 8.10 Add Comodo Secure Email Gateway - MSP

Comodo Secure Email Gateway MSP lets MSPs protect customer networks from spam and email-borne threats. This product is only available only to MSP customers.

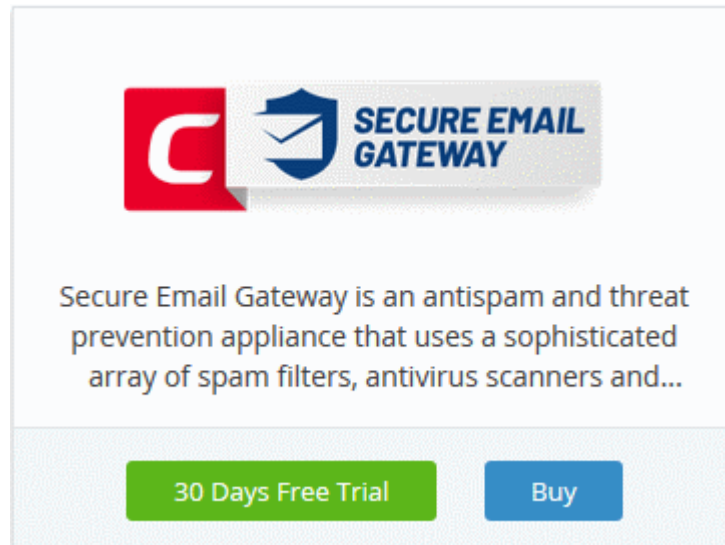
- Licenses can be purchased from the ITarian console
- The basic version is free for thirty days and can be added to your account at any time.
- You can upgrade to the full product by purchasing a new license from the ITarian console.
- If you already have Secure Email Gateway MSP on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking that other account to your ITarian account.

The following sections explain how to:

- [Purchase a new license](#)
- [Activate a license](#)

### Purchase a new license

- Click 'Store' on the menu bar
- Locate the 'Comodo Secure Email Gateway' tile:

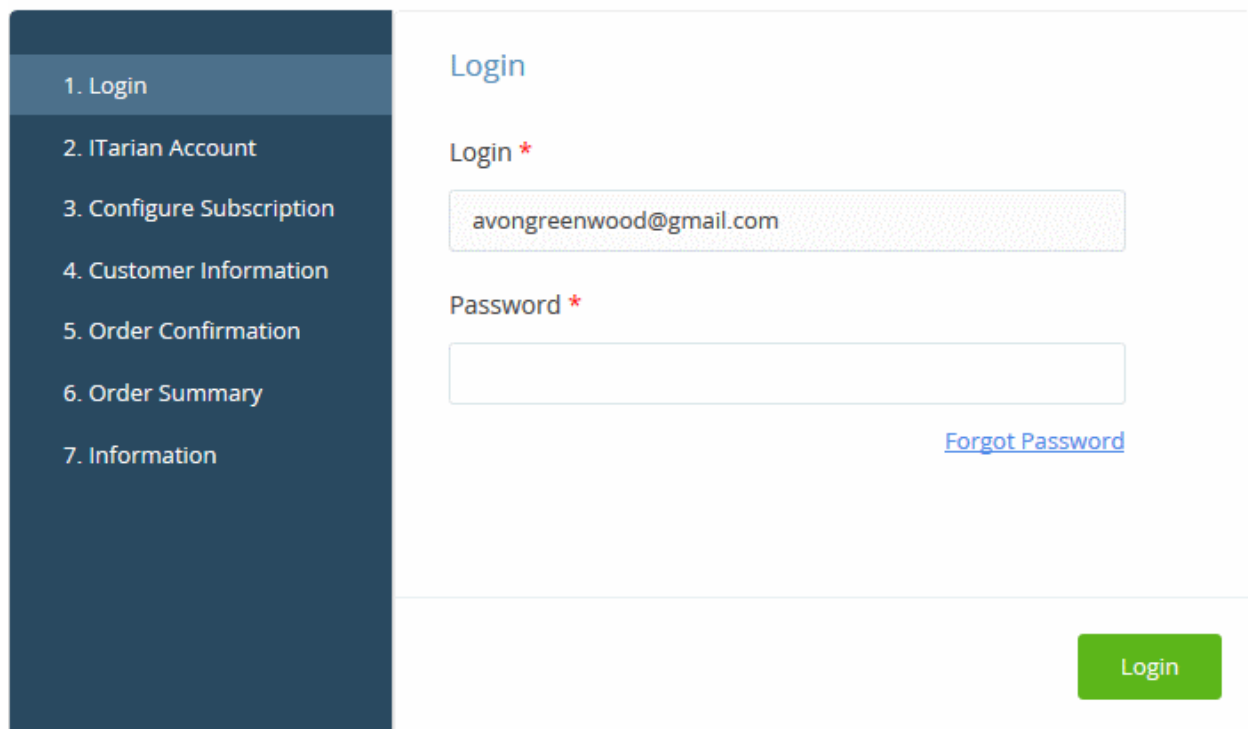


The product card features the Secure Email Gateway logo at the top, which consists of a red square with a white 'C' and a blue shield with a white envelope icon. Below the logo, the text reads: "Secure Email Gateway is an antispam and threat prevention appliance that uses a sophisticated array of spam filters, antivirus scanners and...". At the bottom of the card, there are two buttons: a green "30 Days Free Trial" button and a blue "Buy" button.

- Click 'Buy' or '30 Day Free Trial' depending on the version you want to add.

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

## Buy New Subscription Secure Email Gateway MSP



The login form is displayed on a dark blue sidebar with a white main content area. The sidebar contains a list of steps: 1. Login, 2. ITarian Account, 3. Configure Subscription, 4. Customer Information, 5. Order Confirmation, 6. Order Summary, and 7. Information. The main content area is titled "Login" and contains the following fields and elements:

- A "Login \*" label above a text input field containing the email address "avongreenwood@gmail.com".
- A "Password \*" label above an empty password input field.
- A blue link labeled "Forgot Password" located below the password field.
- A green "Login" button located at the bottom right of the form.

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

- Enter your ITarian account password and click 'Login'.
  - **Paid version** - Click the 'Buy New' button in the 'ITarian Account' page then select a package. Click 'Next' to provide your customer information.
  - **Trial version** - You will go straight to the customer information screen after login.

## Buy New Subscription Secure Email Gateway MSP

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Customer Information

Company Name

Company Website

Phone Number \*

Street Address \*

Street Address 2

City \*

Country \*

State or Province

Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back
Next >

- **Customer Information** - enter your company name, website and address details
- Agree to the terms and conditions
- Click 'Next'
  - **Paid version** - You will be taken to the order confirmation and payment page.
    - Review your order, enter your card details, then click 'Next' to submit your order.
  - **Trial version** - The order confirmation page will appear.

## Buy New Subscription Secure Email Gateway MSP

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary
- 7. Information

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Antispam MSP 30 days Trial (3 Domains, 70 Users, 10 GB Archive space)	30 days	\$0.00
	<b>TOTAL</b>	<b>\$0.00</b>

Back [Next >](#)

- Review your order then click 'Next' to submit.
- You will receive an order confirmation email which contains your license key.



## Buy New Subscription Secure Email Gateway MSP

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

✓ Congratulations! Your order is completed.

Order #768375-7

---

**Comodo Security Solutions, Inc.**  
 1255 Broad Street  
 Clifton, NJ 07013  
 United States

avongreenwood  
 Gandhi Road  
 Kanchipuram  
 IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
Dome Antispam MSP 30 days Trial (3 Domains, 70 Users, 10 GB Archieve space)	062fa54f-180f-4031-832e-879c27b1c2a9

INVOICE NUMBER	768375-I7	SUBSCRIPTION ID	CA54B86F13
----------------	-----------	-----------------	------------

**Order Details**

Order Number	768375-7
Order Date	2019-10-10
Order Total	\$0.00
Subscription Expires On	2019-11-10

**Product Details**

Number of Units	
Unit Price	\$0.00

Print
Next

- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.

The information page explains how to setup Secure Email Gateway MSP.

- Click 'Finish' to complete the purchase process.
- Click 'Applications' > 'Secure Email Gateway MSP' to open the interface. See the **description** at the end of this section if you need more help with this.

### Activate a license

You can activate Secure Email Gateway licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

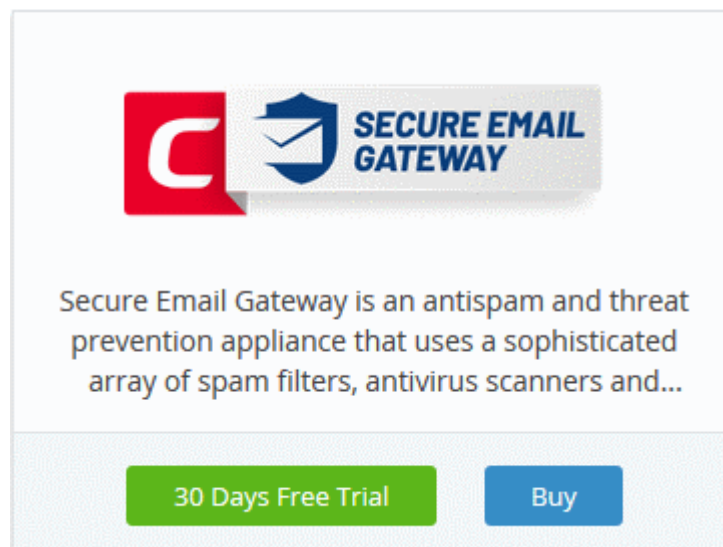
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Secure Email Gateway MSP' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked the account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'Comodo Secure Email Gateway' tile
- Click 'Buy' or '30 Days Free Trial' depending on the type of license you want to link.



- You will be taken to the product order form to login to your other account
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':

## Buy New Subscription Secure Email Gateway MSP

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Login

Login \*

Password \*

[Forgot Password](#)

[Login](#)

- The next page shows Secure Email Gateway licenses on your default account:

## Buy New Subscription Secure Email Gateway MSP

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary
7. Information

### Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID

ID: 7027e82d-823b-4ac2-9650-23ccb5c8376e

**Dome Antispam MSP - Base License - 1 Domain 5 Users 5**

Start Date: 10/10/2019

[Back](#)
[Activate Selected](#)
[Buy New](#)

- Choose the license you want to use for this account and click 'Activate Selected'

IN-USE

ID: 7027e82d-823b-4ac2-9650-23ccb5c8376e

**Dome Antispam MSP - Base License - 1 Domain** Activation Complete ✔

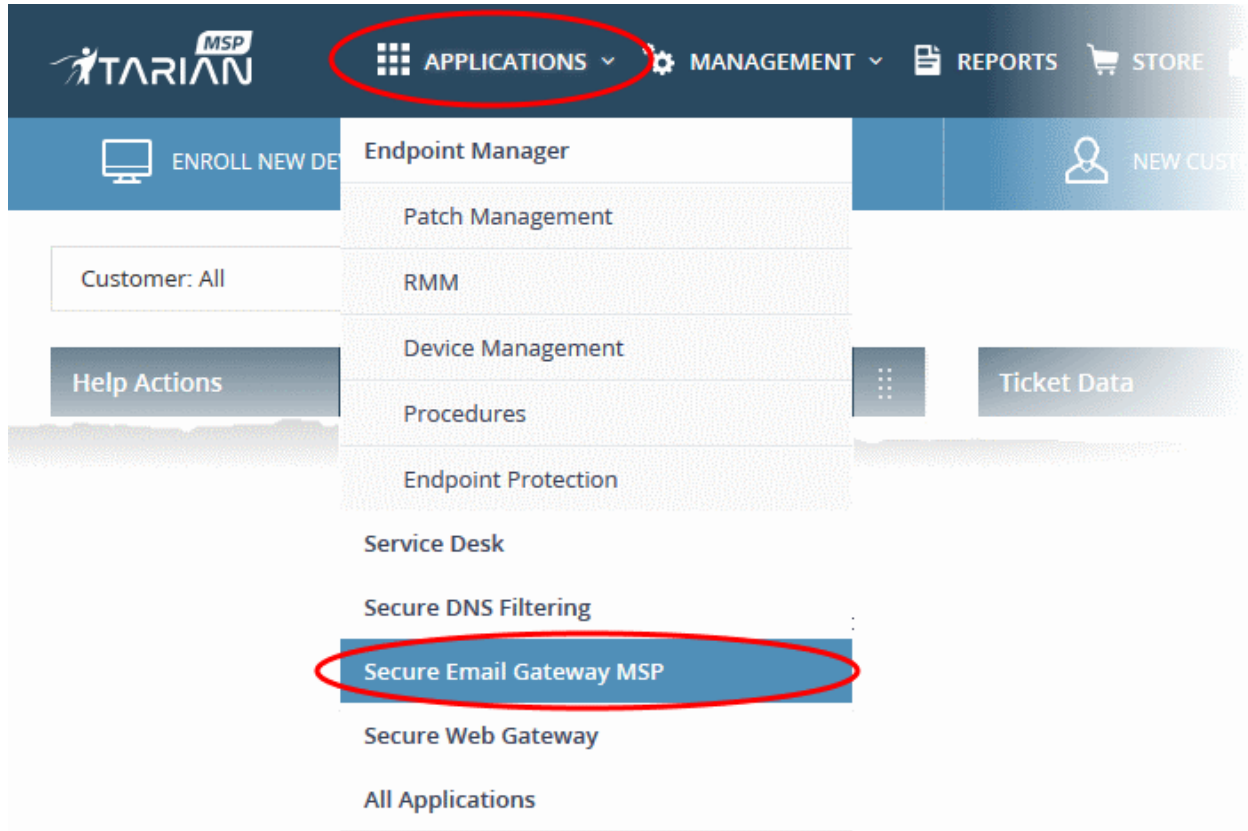
**5 Users 5**

Start Date: 10/10/2019

The license will be activated. You can access Secure Email Gateway via the 'Applications' menu.

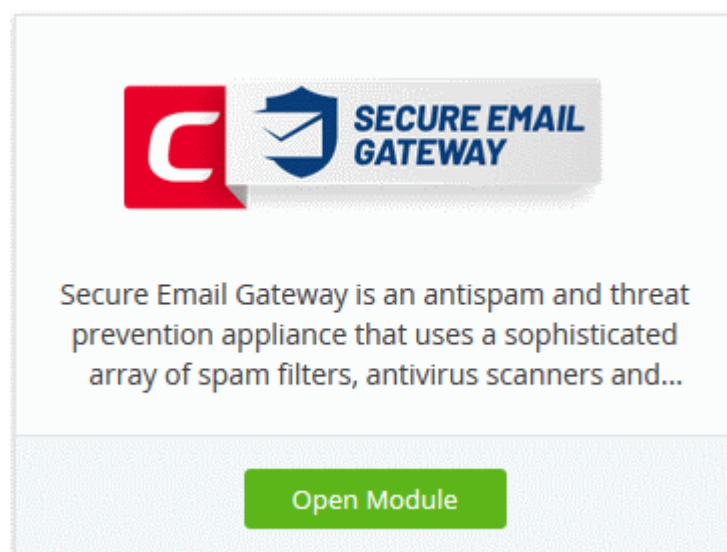
### Open Dome Antispam - MSP

- Click 'Applications' > 'Secure Email Gateway MSP'



- OR
- Click 'Applications > ' All Applications'

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



- Click 'Open Module' on the 'Secure Email Gateway' tile

For help to use Secure Email Gateway MSP, see <https://help.comodo.com/topic-445-1-914-12136-Introduction-to-Comodo-Dome-Antispam---MSP.html>.

## 8.11 Add Comodo Dome Firewall Virtual Appliance

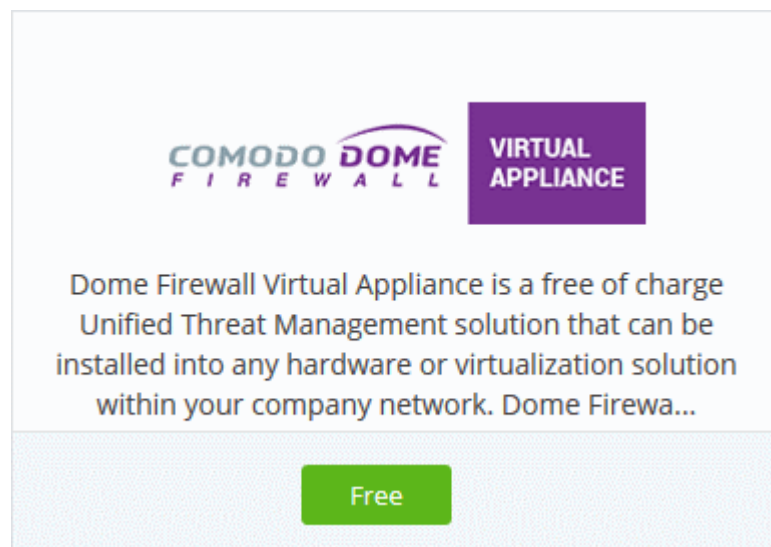
- Dome Firewall simplifies network security by delivering a single interface through which you can control firewall policy, antivirus, intrusion prevention, website filtering and more.
- The product is provisioned in OVA or ISO format which can be installed on bare-metal appliances and virtual servers such as Virtualbox and VMware.
- The firewall is free to ITarian Enterprise and MSP customers. You can add the firewall to your account by getting a free license from the ITarian console.
- If you already have Dome Firewall Virtual Appliance license on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account. The service can then be used by both accounts.

The following sections explain how to acquire and activate a license:

- **Obtain a free license**
- **Activate a license**

### Obtain a Free License

- Click 'Store' on the menu bar
- Locate the 'Comodo Dome Firewall Virtual Appliance' tile.



- Click the 'Free' button.

You will be taken to the product order page.

## Buy New Subscription Dome Firewall Virtual Appliance

- 1. Login
- 2. Itarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary
- 7. Information

### Login

Login \*

Password \*

[Forgot Password](#)

**Login**

- Your username is pre-populated and cannot be changed
- Enter your ITarian account password then click 'Login'

## Buy New Subscription Dome Firewall Virtual Appliance

- 1. Login
- 2. Itarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Order Confirmation
- 6. Order Summary
- 7. Information

### Subscriptions assigned to this Itarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

[Back](#) [Go to My Subscriptions](#) **Buy New**

- Click 'Buy New'
- You will be taken to the 'Customer Information' page.

## Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Customer Information

Company Name

Company Website

Street Address \*

City \*

State or Province

Phone Number \*

Street Address 2

Country \*

Postal Code \*

**Billing Information**  
 The same as Contact Information

**Terms and Conditions**  
 I have read and agree the [End User License/Service Agreement](#).

[Back](#) [Next](#)

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

The 'Order Confirmation' page appears:

## Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Order Confirmation

PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Firewall (VM) (FREE, Unlimited)	Unlimited	\$0.00
<b>TOTAL</b>		<b>\$0.00</b>

[Back](#) [Next](#)

- Review your order and click 'Next'



- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

### Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

Congratulations! Your order is completed.

**Order #741840-23**

---

**Comodo Security Solutions, Inc.**  
 1255 Broad Street  
 Clifton, NJ 07013  
 United States  
[support.comodo.com](http://support.comodo.com)

frontfork  
 Gandhi Road  
 Kanchipuram  
 IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
Dome Firewall (VM) (FREE, Unlimited)	5ca380a4-2896-4bc0-9bbd-0f16e99ed4a2

INVOICE NUMBER	741840-118	SUBSCRIPTION ID	6A3EA0B23F
<b>Order Details</b>			
Order Number	741840-23		
Order Date	2018-10-08		
Order Total	\$0.00		
Subscription Expires On	2118-10-08		
<b>Product Details</b>			
Number of Units	Unlimited		
Unit Price	\$0.00		

Print
Next

- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page contains links to download the firewall and instructions on how to install the appliance:

## Buy New Subscription Dome Firewall Virtual Appliance

<ol style="list-style-type: none"> <li>1. Login</li> <li>2. Itarian Account</li> <li>3. Configure Subscription</li> <li>4. Customer Information</li> <li>5. Order Confirmation</li> <li>6. Order Summary</li> <li style="background-color: #2c4e60; color: white;">7. Information</li> </ol>	<p><b>Instructions</b></p> <p>If you seek assistance while installing Dome Firewall Virtual Appliance, please contact <a href="mailto:domesupport@comodo.com">domesupport@comodo.com</a>.</p> <p>Dome Firewall Virtual Appliance ISO File  <a href="#">Download ISO</a></p> <p>Dome Firewall Virtual Appliance OVA File  <a href="#">Download OVA</a></p> <ul style="list-style-type: none"> <li>• <a href="#">How to Install?</a></li> <li>• <a href="#">Join the Discussion</a></li> </ul> <p style="text-align: right;"><a href="#" style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 3px;">Finish</a></p>
--	---

- Click the 'Download ISO' or 'Download OVA' link as required
- Click 'How to install?' for help to setup the appliance.
- Click 'Finish'
- See the **description** at the end of this section if you need more help on setting-up the appliance.

### Activate a license


All newly purchased licenses are activated immediately.

Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See **ITarian License Account Details** for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'Dome Firewall Virtual Appliance' tile
- Click 'Free'



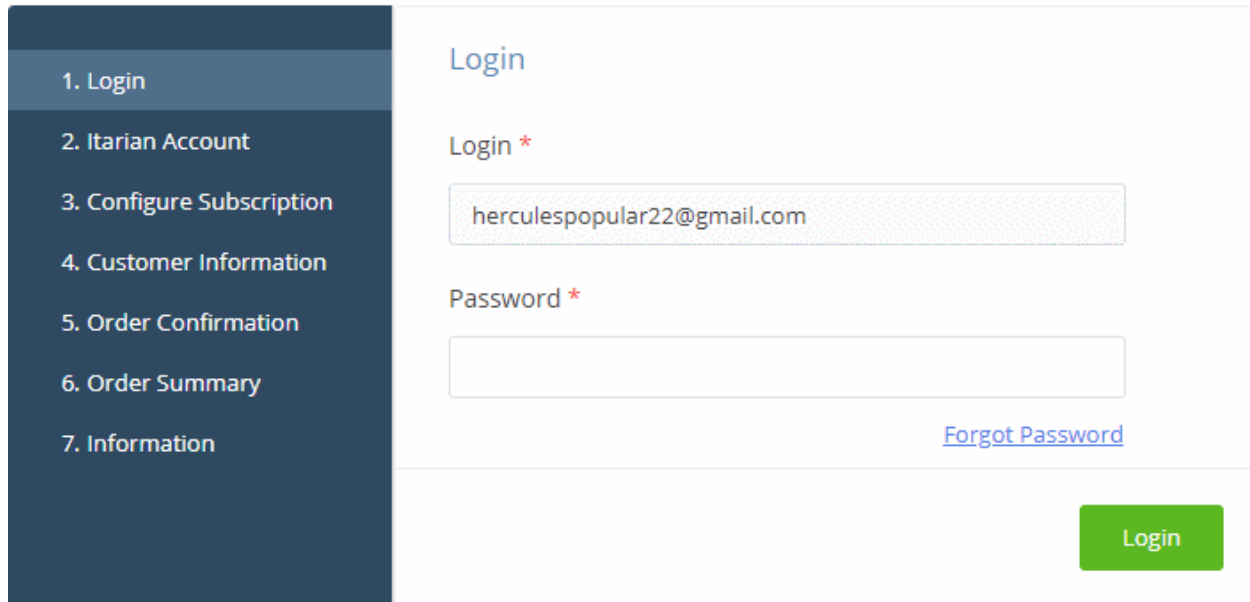
Dome Firewall Virtual Appliance is a free of charge Unified Threat Management solution that can be installed into any hardware or virtualization solution within your company network. Dome Firewa...

[Free](#)

- You will be taken to the order form.

- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

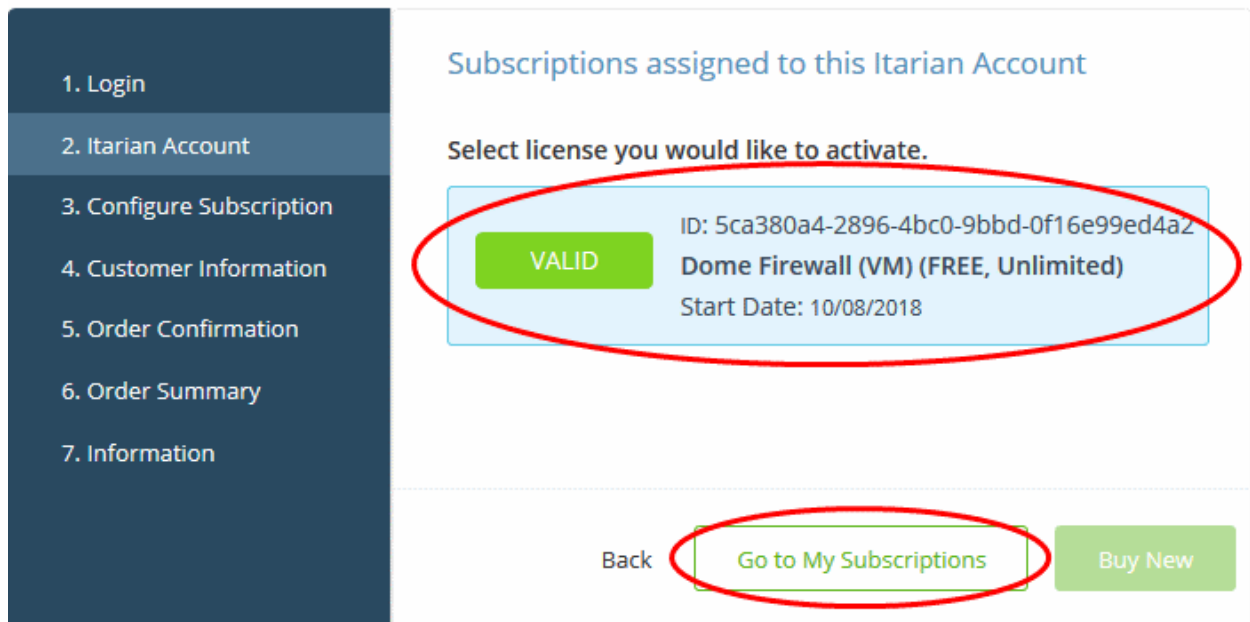
## Buy New Subscription Dome Firewall Virtual Appliance



The screenshot shows the ITarian Login page. On the left is a dark blue sidebar with a list of steps: 1. Login (highlighted), 2. Itarian Account, 3. Configure Subscription, 4. Customer Information, 5. Order Confirmation, 6. Order Summary, and 7. Information. The main content area is titled 'Login' and contains a 'Login \*' field with the email 'herculespopular22@gmail.com' pre-filled, a 'Password \*' field, and a 'Forgot Password' link. A green 'Login' button is at the bottom right.

- The next page shows Dome Firewall Virtual Appliance licenses on your default account:

## Buy New Subscription Dome Firewall Virtual Appliance



The screenshot shows the ITarian Subscriptions page. The sidebar on the left lists steps: 1. Login, 2. Itarian Account (highlighted), 3. Configure Subscription, 4. Customer Information, 5. Order Confirmation, 6. Order Summary, and 7. Information. The main content area is titled 'Subscriptions assigned to this Itarian Account' and contains the text 'Select license you would like to activate.' Below this is a table with one row containing a license. The license information is highlighted with a red oval: 'VALID' (in a green box), ID: 5ca380a4-2896-4bc0-9bbd-0f16e99ed4a2, Dome Firewall (VM) (FREE, Unlimited), and Start Date: 10/08/2018. At the bottom, there are three buttons: 'Back', 'Go to My Subscriptions' (highlighted with a red oval), and 'Buy New'.

- Choose the license you want to use for this account then click 'Activate Selected'


### Subscriptions assigned to this Itarian Account

IN-USE

ID: 5ca380a4-2896-4bc0-9bbd-0f16e99ed4a2

**Dome Firewall (VM) (FREE, Unlimited)**

Start Date: 10/08/2018

Activation Complete 

Back

Go to My Subscriptions

Instructions

- Click 'Instructions' to view support details and instructions.
- The information page contains links to download the firewall and instructions on how to install the appliance:

### Buy New Subscription Dome Firewall Virtual Appliance

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

#### Instructions

If you seek assistance while installing Dome Firewall Virtual Appliance, please contact [domesupport@comodo.com](mailto:domesupport@comodo.com).

Dome Firewall Virtual Appliance ISO File

[Download ISO](#)

Dome Firewall Virtual Appliance OVA File

[Download OVA](#)

- [How to Install?](#)
- [Join the Discussion](#)

Finish

- Click 'Download ISO' or 'Download OVA' as required.
- Click 'How to install?' for help to setup the appliance.
- Click 'Finish'

### Setup Dome Firewall virtual appliance

- See <https://help.comodo.com/topic-451-1-936-12767-Install-Dome-Firewall-and-Login-to-the-Administrative-Console.html> for help to install the appliance.
- See the user guide at <https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html> for help on configuration and usage.

## 8.12 Add Comodo Dome Firewall Central Manager

Firewall Central Manager lets you manage multiple Dome Firewall installations on customer networks.

- Click 'Store' > 'Dome Firewall Central Manager' > 'Free' to obtain a free license
- Once setup, you can access central manager by clicking 'Applications' > 'Dome Firewall Central Manager'.

There are two ways you can setup the central manager:

- **Virtual Appliance:**
  - Download the .ova file for Comodo Dome Firewall Central Manager from <https://download.comodo.com/dome-repo/dome-fw-image/domefirewallcm.ova>.
  - Install the virtual appliance on your network and assign a public IP address to it.
  - Once installed, you can use any browser to access the central manager console at <https://<IP address of the virtual appliance>>
  - The default username is 'admin' and password is 'comodo' (without quotes).
  - Activate the product by entering the license key purchased through ITarian
  - Enable 'Single Sign-On' on the Dome Firewall Central Manager appliance and integrate it with your ITarian account to access the central manager console from ITarian. See <https://help.comodo.com/topic-451-1-939-12863-Integrate-Central-Manager-with-Comodo-One.html> for help with this.
- **Cloud version:**
  - Contact Comodo at [provisiondome@comodo.com](mailto:provisiondome@comodo.com) with your license key to setup the service.
  - Once setup, you will receive the IP address or the URL on which the service is hosted.
  - You can access your Dome Firewall Central Manager instance at <https://<given IP or domain>>
  - The default username is 'admin' and password is 'comodo' (without quotes). You should change this after your first login.
  - Activate the product by entering the license key purchased through ITarian.
  - Integrate Dome Firewall Central Manager with your ITarian account by entering your access URL (<https://<given address>>) as the 'Dome Service URL'. See <https://help.comodo.com/topic-451-1-939-12863-Integrate-Central-Manager-with-Comodo-One.html> if you need help with this.
- The basic trial version of the Dome Firewall Central Manager license is free and covers unlimited users for one year. The license can be upgraded at anytime from the ITarian console.
  - You can upgrade Dome Firewall Central Manager on your account by subscribing for a new license in the ITarian console.
  - If you already have Dome Firewall Central Manager on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

### Comodo Dome Firewall Virtual Appliance:

- Help to purchase the virtual appliance - see [Add Comodo Dome Firewall Virtual Appliance](#)
- Help to use the virtual appliance - see <https://help.comodo.com/topic-436-1-912-11986-Introduction-to-Comodo-Dome-Firewall---Virtual-Appliance.html>

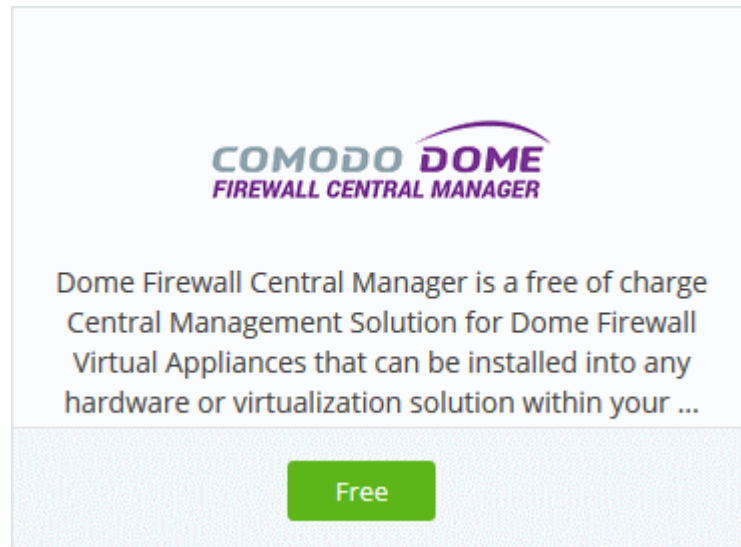
The following sections explain how to purchase and activate a license:

- [Obtain a new license](#)
- [Activate a license](#)

### Obtain a new license

- Click 'Store' on the menu bar

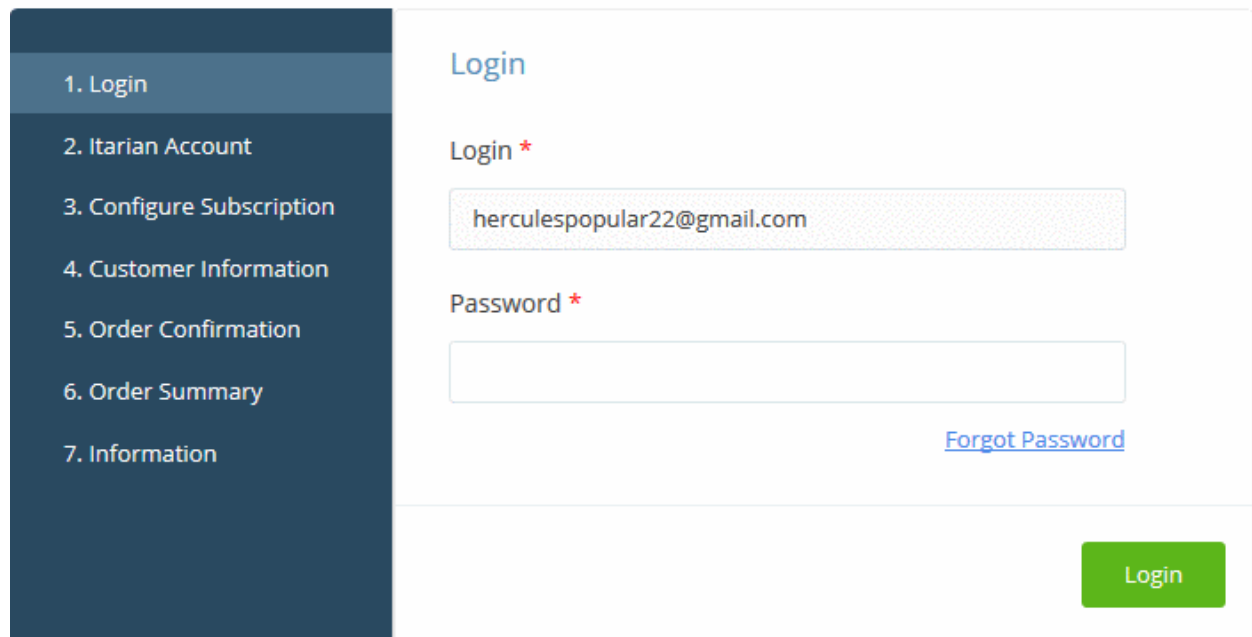
- Locate the 'Comodo Dome Firewall Central Manager' tile



- Click the 'Free' button

You will be taken to the product order page.

## Buy New Subscription Dome Firewall Central Manager



- Your username is pre-populated
- Enter your ITarian account password then click 'Login'

## Buy New Subscription Dome Firewall Central Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

Back
Activate Selected
Buy New

- Click 'Buy New' to purchase a new license

## Buy New Subscription Dome Firewall Central Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Customer Information

Company Name

Company Website Phone Number \*

Street Address \* Street Address 2

City \* Country \*

State or Province Postal Code \*

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

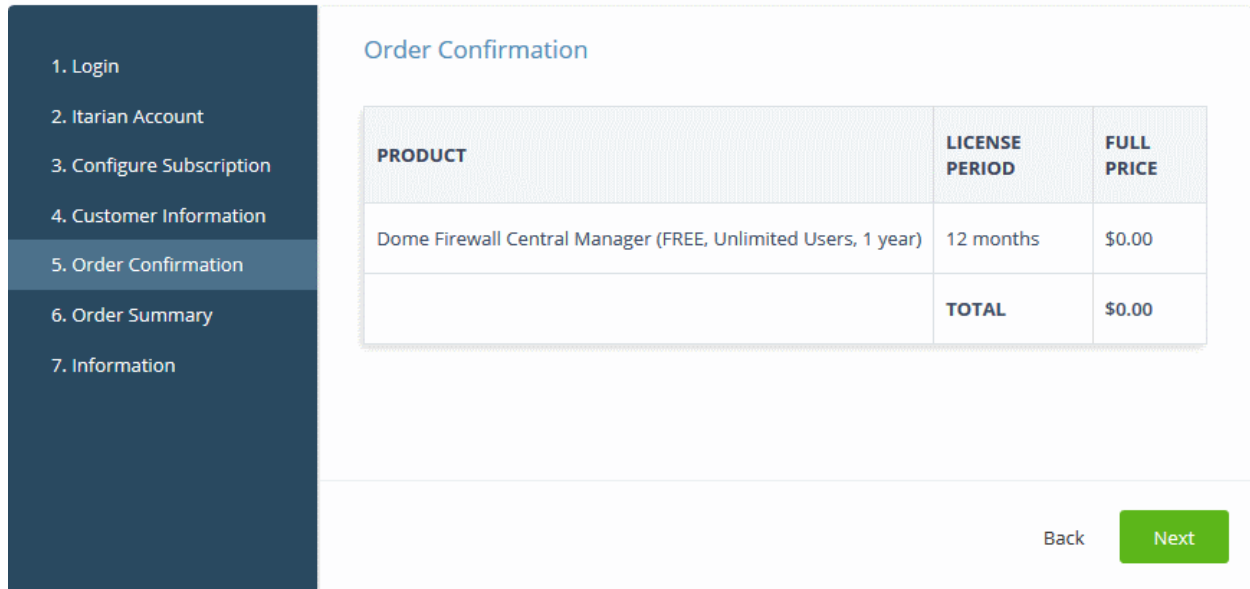
Back
Next



- **Customer Information** - Enter your company name, website and address details
- Agree to the terms and conditions and click 'Next'

The order confirmation page appears:

### Buy New Subscription Dome Firewall Central Manager




PRODUCT	LICENSE PERIOD	FULL PRICE
Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)	12 months	\$0.00
	<b>TOTAL</b>	<b>\$0.00</b>

- Review your order and click 'Next'
- Your order will be submitted and processed. You will receive a confirmation mail with your license key.
- The order summary page is shown after your order has been processed:

## Buy New Subscription Dome Firewall Central Manager

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

 **Congratulations! Your order is completed.**

**Order #743178-6**

---

**Comodo Security Solutions, Inc.**  
 1255 Broad Street  
 Clifton, NJ 07013  
 United States  
[support.comodo.com](http://support.comodo.com)

swings  
 Gandhi Road  
 Kanchipuram  
 IN

**Subscription Details**

PRODUCT NAME	LICENSE KEY
Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)	5b46a7df-5583-451b-ae52-7eebf72f4d1

INVOICE NUMBER	743178-I6	SUBSCRIPTION ID	679CB5AAC1
----------------	-----------	-----------------	------------

**Order Details**

Order Number	743178-6
Order Date	2018-10-08
Order Total	\$0.00
Subscription Expires On	2019-10-08

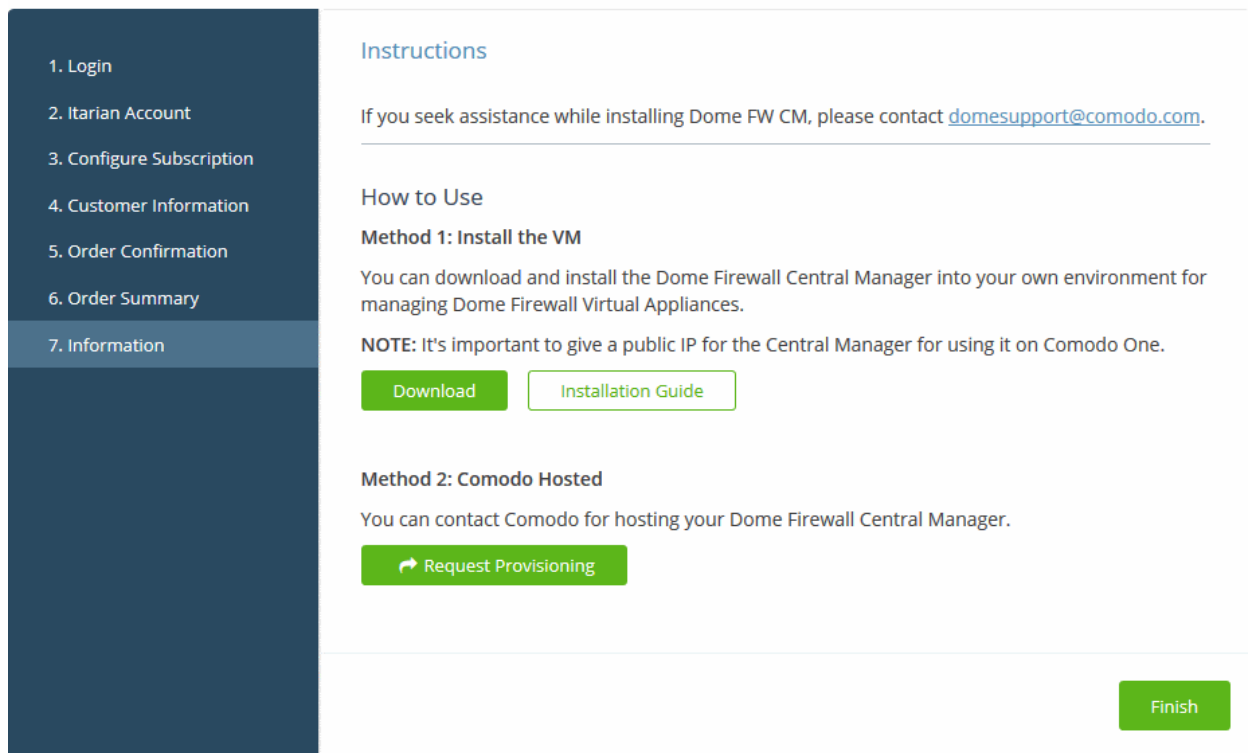
**Product Details**

Number of Units	Unlimited
Unit Price	\$0.00

Print
Next

- Click 'Print' to make a hard-copy of the order summary.
- Click 'Next' to view support details and instructions.
- The information page contains links to download the firewall central manager and instructions on how to install the appliance:

## Buy New Subscription Dome Firewall Central Manager



**1. Login**

**2. Itarian Account**

**3. Configure Subscription**

**4. Customer Information**

**5. Order Confirmation**

**6. Order Summary**

**7. Information**

### Instructions

If you seek assistance while installing Dome FW CM, please contact [domesupport@comodo.com](mailto:domesupport@comodo.com).

### How to Use

#### Method 1: Install the VM

You can download and install the Dome Firewall Central Manager into your own environment for managing Dome Firewall Virtual Appliances.

**NOTE:** It's important to give a public IP for the Central Manager for using it on Comodo One.

[Download](#) [Installation Guide](#)

#### Method 2: Comodo Hosted

You can contact Comodo for hosting your Dome Firewall Central Manager.

[Request Provisioning](#)

[Finish](#)

### Setup Dome Firewall Central Manager Virtual Appliance

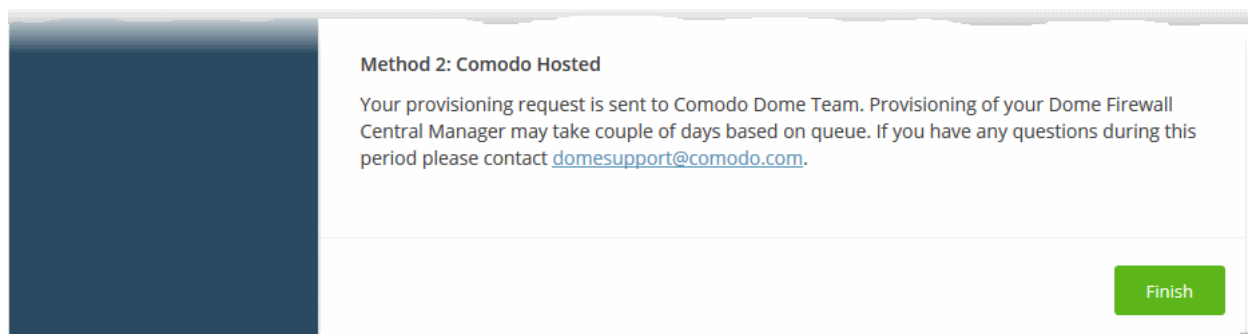
- Click the 'Download' button to get the central manager OVA file. You can install central manager on bare-metal appliances, and on VMs such as Virtualbox and VMware.
- Click 'Installation Guide' for help to setup the appliance

### Setup Dome Firewall Central Manager - Cloud Version

- Click the 'Request Provisioning' button.

This will send a request to our support dept. to create a central manager instance for you. You will receive an email with the address of the console within two working days.

- You can access the console as a standalone application at the address we give you, or you can enter it in ITarian then access it from the ITarian 'Applications' menu.



### Method 2: Comodo Hosted

Your provisioning request is sent to Comodo Dome Team. Provisioning of your Dome Firewall Central Manager may take couple of days based on queue. If you have any questions during this period please contact [domesupport@comodo.com](mailto:domesupport@comodo.com).

[Finish](#)

- Click 'Finish'

### Activate a License

You can activate Dome Firewall Central Manager licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

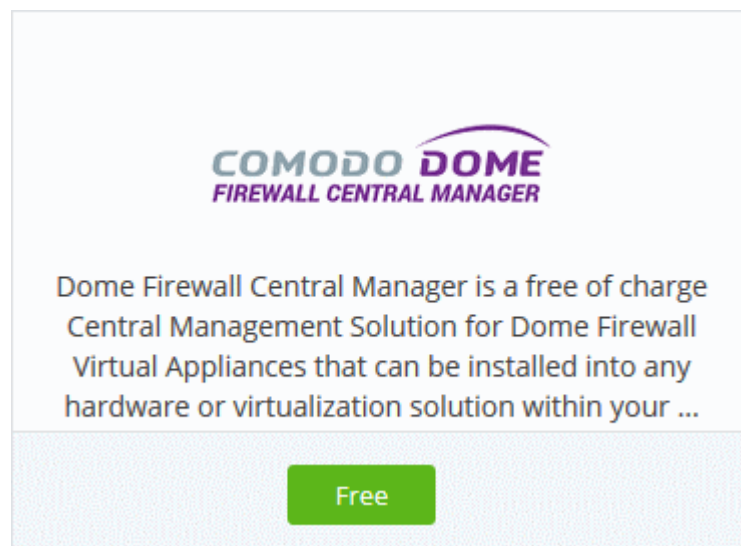
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'Dome Firewall Central Manager' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

#### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See [ITarian License Account Details](#) for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'Comodo Dome Firewall Central Manager' tile
- Click the 'Free' button



- You will be taken to the order form.
- The username for the default account is pre-populated.
- Enter the password for the default account then click 'Login':

## Buy New Subscription Dome Firewall Central Manager

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Login

Login \*

Password \*

[Forgot Password](#)

Login

- The next page shows Dome Firewall Central Manager licenses on your default account:

## Buy New Subscription Dome Firewall Central Manager

1. Login
2. Itarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary
7. Information

### Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID

ID: 6c306c7f-8a69-49fb-83b6-a4faaf95a6cb

**Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)**

Start Date: 10/16/2019

[Back](#)
Activate Selected
Buy New

- Choose the license you want to use for this account then click 'Activate Selected'

IN-USE

ID: 6c306c7f-8a69-49fb-83b6-a4faaf95a6cb

**Dome Firewall Central Manager (FREE, Unlimited Users, 1 year)**

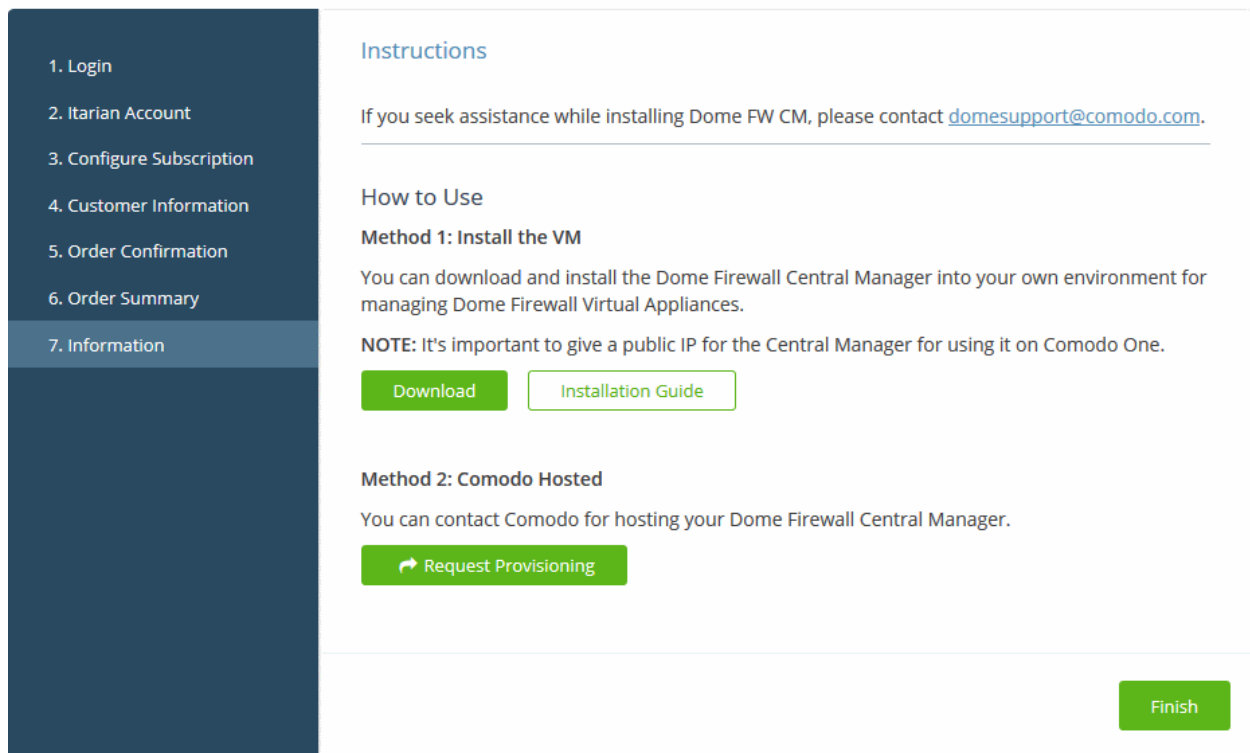
Start Date: 10/16/2019

Activation Complete ✔

The license will be activated.

- Click 'Instructions' to view the information page that contains guidance on how to set up Comodo Dome Firewall Central Manager on your network.

### Buy New Subscription Dome Firewall Central Manager



**Instructions**

If you seek assistance while installing Dome FW CM, please contact [domesupport@comodo.com](mailto:domesupport@comodo.com).

**How to Use**

**Method 1: Install the VM**

You can download and install the Dome Firewall Central Manager into your own environment for managing Dome Firewall Virtual Appliances.

**NOTE:** It's important to give a public IP for the Central Manager for using it on Comodo One.

[Download](#) [Installation Guide](#)

**Method 2: Comodo Hosted**

You can contact Comodo for hosting your Dome Firewall Central Manager.

[Request Provisioning](#)

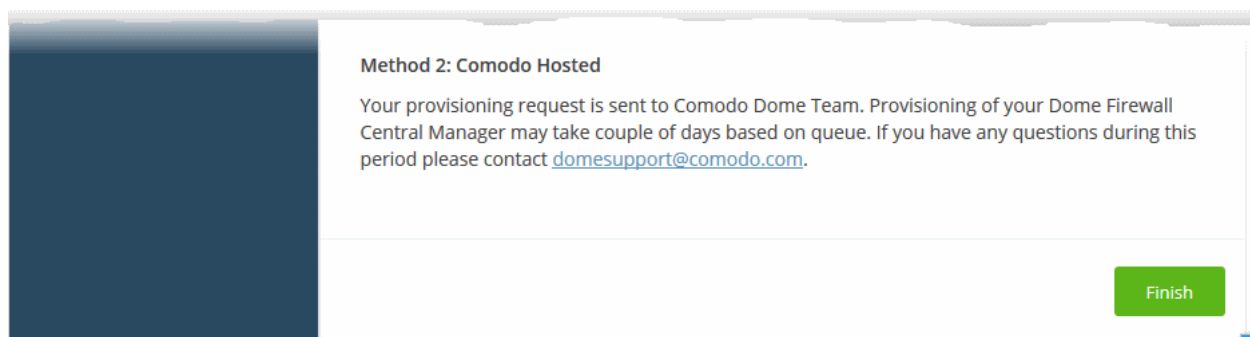
[Finish](#)

### Setup Dome Firewall Central Manager Virtual Appliance

- Click the 'Download' button to download the OVA file. The file can be used to install the product on bare-metal appliances, and virtual servers such as Virtualbox and VMware.
- Click 'Installation Guide' for help to setup the appliance.

### Setup Dome Firewall Central Manager - Cloud Version

- Click the 'Request Provisioning' button.  
ITarian will send a request to Dome support to create a Dome Firewall Central Manager instance for you. You will receive an email with the IP address/URL of the console within two working days.
- You can use this IP address/URL to access the console as a stand-alone application. Alternatively, you can enter it in ITarian console to access the console from the ITarian interface.



**Method 2: Comodo Hosted**

Your provisioning request is sent to Comodo Dome Team. Provisioning of your Dome Firewall Central Manager may take couple of days based on queue. If you have any questions during this period please contact [domesupport@comodo.com](mailto:domesupport@comodo.com).

[Finish](#)

- Click 'Finish'

### Open Dome Firewall Central Manager

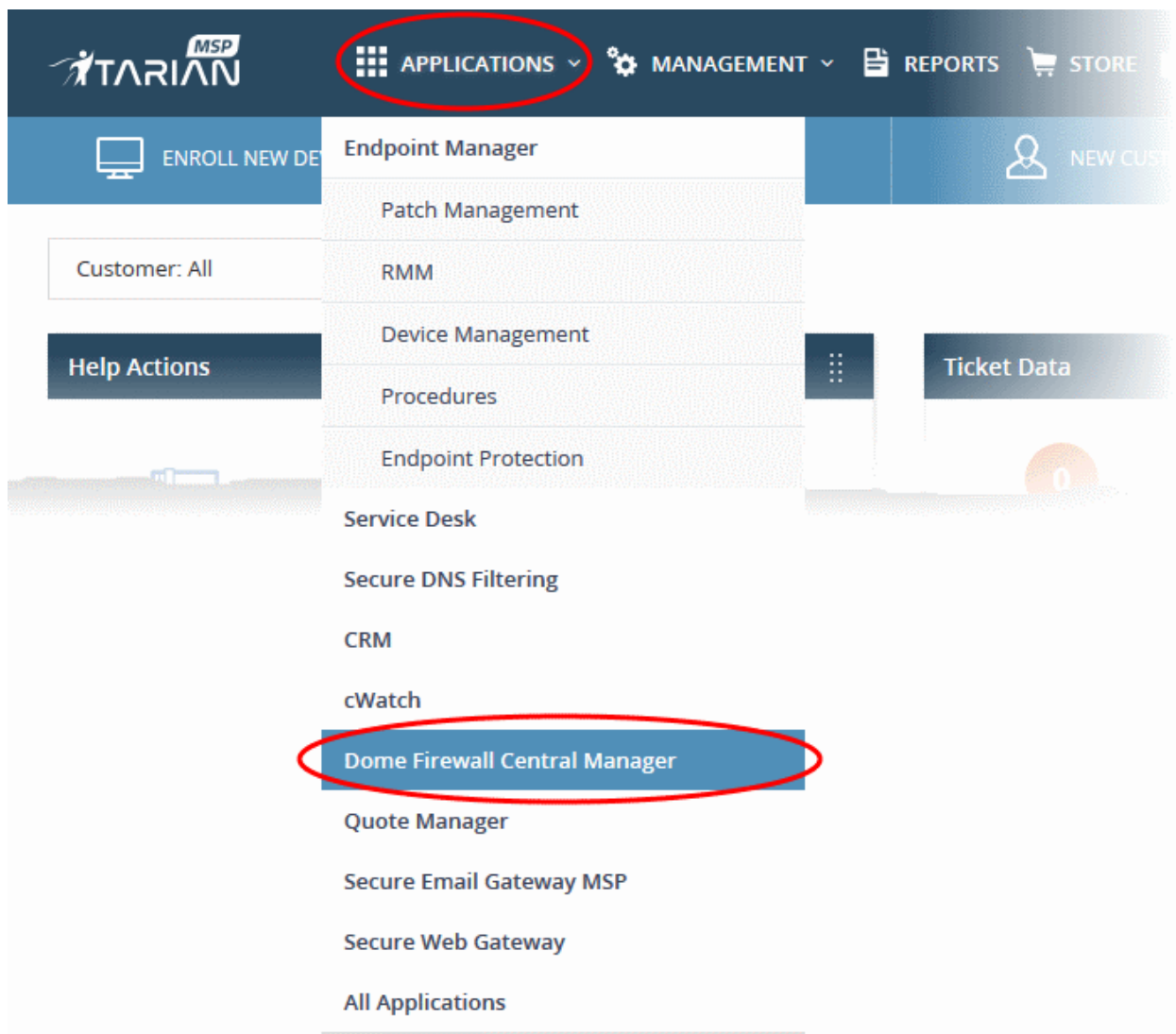
**Note:** You should have entered the address of central manager as the 'Dome Service URL' in the ITarian interface:

- Login into ITarian at <https://www.itarian.com/>

- Click 'Management' > 'Applications'
- Click the 'Comodo Firewall Central Manager' tile.
- Click the 'Settings' tab
- Enter your URL in the space provided and click 'Save'.

See <https://help.comodo.com/topic-451-1-939-12863-Integrate-Central-Manager-with-Comodo-One.html> for more help with this.

- Login into ITarian at <https://www.itarian.com/>
- Click 'Applications' > 'Dome Firewall Central Manager'



OR

- Click 'Applications' on the menu bar then click 'All Applications' from the list.
  - Click 'Open Module' on the 'Comodo Dome Firewall Central Manager' tile

The Dome Firewall Central Manager interface will open. If you have not configured the URL in the **Settings** tab under 'Management' > 'Applications' then the 'Application Settings' dialog will be displayed.



### Application Settings

Please insert your Dome Service URL provided. Edit option is also available from "Application Settings" under Applications Management. [Click to go to menu.](#)

Dome Service URL \*

Cancel Save

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

## 8.13 Add cWatch EDR

cWatch Endpoint Detection and Response (EDR) is a powerful event analysis solution that provides the highest levels of visibility into activities on Windows endpoints. EDR lets you view security related incidents in a detailed timeline while instant alerts keep you informed if an attack occurs.

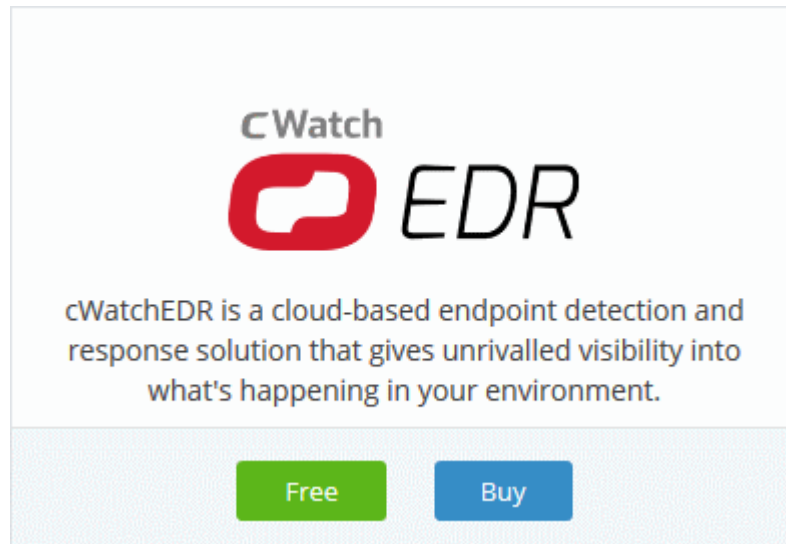
- EDR ships with Comodo's recommended security policy for realtime monitoring and detection of malicious activities.
- You can also add any number of policies with granular rules to identify threats under various event categories.
- All unknown files and event types are analyzed by 'Valkyrie' - Comodo's cloud based file verdict system that allows you to view detailed reports on identified threats.
- The basic version of cWatch EDR is free for one year, covers unlimited endpoints and has a data-retention of 3 days. It can be added to your account at any time.
- You can upgrade to 'Premium' or 'Enterprise' version by purchasing a new license from the ITarian console. The number of endpoints covered and the data retention period depends on the license purchased.
- If you already have cWatch EDR on another Comodo Accounts Manager (CAM) or ITarian account, you can add it to your ITarian by linking the other account to your ITarian account.

Please read the following sections to learn more:

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

### Purchase a new license

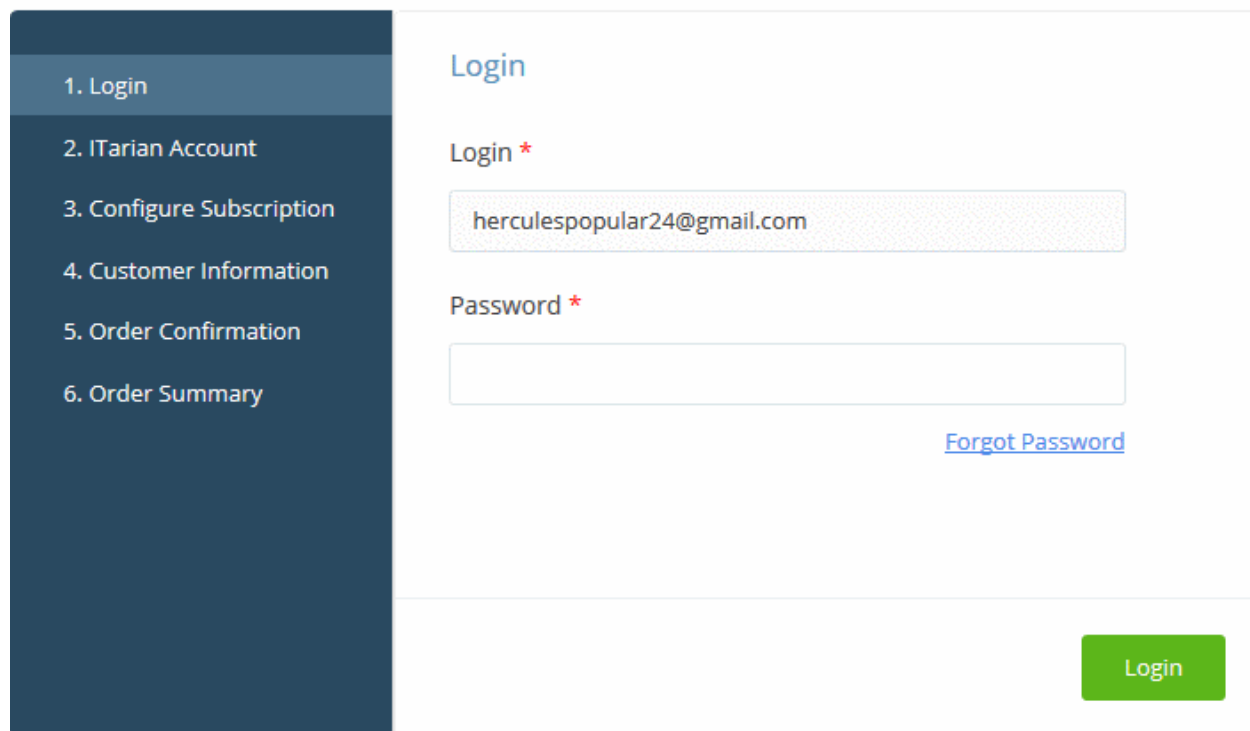
- Click 'Store' on the menu bar
- Locate the 'cWatch EDR' tile:



- Click 'Buy' or 'Free' depending on the version you want to add to ITarian.

You will be taken to the product order page. The example shown below is for the paid version.

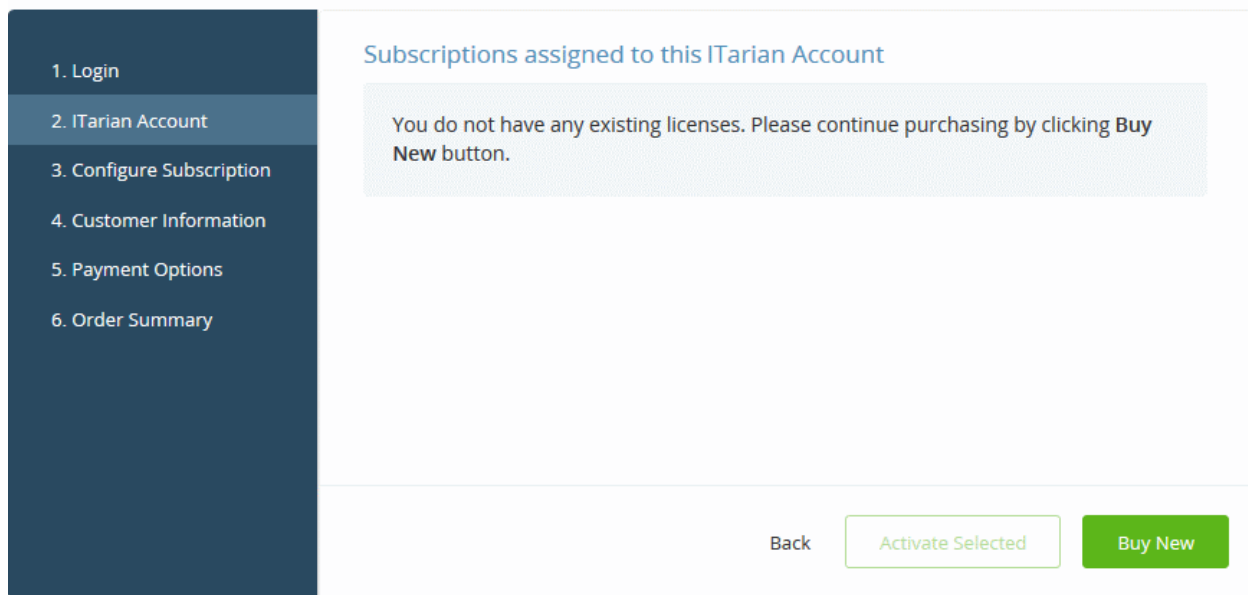
## Buy New Subscription CWatch EDR



The login form is displayed on a dark blue sidebar with a white main content area. The sidebar contains a vertical list of steps: 1. Login (highlighted), 2. ITarian Account, 3. Configure Subscription, 4. Customer Information, 5. Order Confirmation, and 6. Order Summary. The main content area is titled 'Login' and contains the following elements: a 'Login \*' label, a text input field with the pre-populated email 'herculespopular24@gmail.com', a 'Password \*' label, an empty password input field, a blue link for 'Forgot Password', and a green 'Login' button at the bottom right.

- Your username is pre-populated
- Enter your ITarian account password then click 'Login'

## Buy New Subscription CWatch EDR



1. Login

2. ITarian Account

3. Configure Subscription

4. Customer Information

5. Payment Options

6. Order Summary

### Subscriptions assigned to this ITarian Account

You do not have any existing licenses. Please continue purchasing by clicking **Buy New** button.

Back

- Click the 'Buy New' button
- If you chose the basic version click 'Select' in the 'Configure Subscription' page to confirm your selection. The process moves to the customer information screen.
- If you selected paid version, configure your package. The example shown below is for paid version

## Buy New Subscription CWatch EDR

- 1. Login
- 2. ITarian Account
- 3. Configure Subscription
- 4. Customer Information
- 5. Payment Options
- 6. Order Summary

### Configure Subscription

Premium Cwatch EDR, 30 days data retention

Enterprise Cwatch EDR, 90 days data retention

Number of Endpoints  Endpoints

Select Period

$\$2.90$  per 10 endpoints for 1 month =  $\$29.00$

**\$29.00**

[Back](#) [Next](#)

- Select the version of EDR from 'Premium' or 'Enterprise'. The data retention period depends on the version selected.
- Select the number of users you require.
- Select the subscription duration. The per-user rate depends on the subscription period. Longer the duration, lesser the per-user rate. The minimum license period is one month.
- Click 'Next' to continue to the customer information form:

## Buy New Subscription CWatch EDR

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Customer Information

Company Name

Company Website Phone Number \*

Street Address \* Street Address 2

City \* Country \*

▼

State or Province Postal Code \*

▼

**Billing Information**

The same as Contact Information

**Terms and Conditions**

I have read and agree the [End User License/Service Agreement](#).

Back Next

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

## Buy New Subscription CWatch EDR

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

### Order Confirmation


PRODUCT	LICENSE PERIOD	FULL PRICE
cWatch EDR FREE 1 year	12 months	\$0.00
<b>TOTAL</b>		<b>\$0.00</b>

Back Next

- Paying customers - Review your order and enter payment details.
- Click 'Next'
- Your order will be submitted and subscription details displayed. You will receive a confirmation mail with the order details and license key.
- The order summary page is shown after your order has been processed:

### Buy New Subscription CWatch EDR

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

 **Congratulations! Your order is completed.**

**Order #743178-7**

---

**Comodo Security Solutions, Inc.**  
1255 Broad Street  
Clifton, NJ 07013  
United States  
[support.comodo.com](http://support.comodo.com)

**swings**  
**Gandhi Road**  
**Kanchipuram**  
**IN**

**Subscription Details**

PRODUCT NAME	LICENSE KEY
cWatch EDR FREE 1 year	689e3cd9-fbac-4e4d-8925-5b8cf1411a4c

INVOICE NUMBER	743178-I7	SUBSCRIPTION ID	2208435C70

**Order Details**

Order Number	743178-7
Order Date	2018-10-09
Order Total	\$0.00
Subscription Expires On	2019-10-09

**Product Details**

Number of Units	1
Unit Price	\$0.00

[Print](#)
Finish

- Click 'Print' to make a hard-copy of the summary.
- You will also receive an email confirmation which contains your license key.
- Click 'Finish' to complete the purchase process.

- See the **description** at the end of this section if you need more help to open the cWatch EDR interface.

### Activate a license

You can activate cWatch EDR licenses in 'Management' > 'Applications'. The process is slightly different if you want to activate a license in a different account.

All newly purchased licenses are activated immediately. Follow these steps only if your license is not active for some reason.

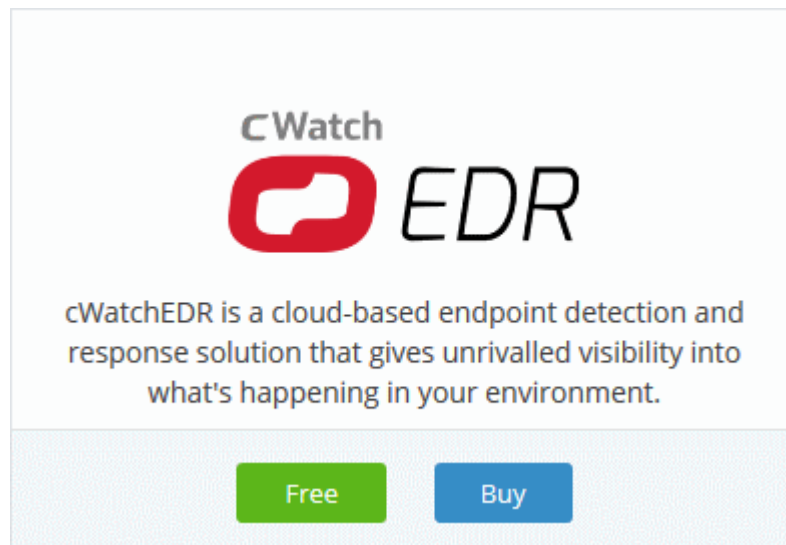
- Click 'Management' > 'Applications' on the ITarian menu bar
- Click the 'cWatch EDR' tile
- Click the 'Subscriptions' tab if not open already
- Select the license you want to activate
- Click 'Activate'

### Activate a license in a linked account

You can activate licenses in linked accounts by logging in to the other account at the product order form.

Note - You must first have linked an account and set it as default. See **ITarian License Account Details** for help with this.

- Click 'Store' on the ITarian menu bar
- Locate the 'cWtatch EDR' tile
- Click 'Buy' or 'Free' depending on the type of license you want to link.



- You will be taken to the order form.
- The username for the default account is pre-populated
- Enter the password for the default account then click 'Login':



## Buy New Subscription CWatch EDR

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Order Confirmation
6. Order Summary

### Login

Login \*

Password \*

[Forgot Password](#)

- The next page shows cWatch EDR licenses on your default account:  
**Buy New Subscription CWatch EDR**

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

### Subscriptions assigned to this ITarian Account

Select license you would like to activate.

VALID

ID: 5ca3e51e-9da2-4d89-81da-8ec43d95c599

**cWatch EDR Premium 30 Days Data Retention**

Start Date: 10/17/2019

- Choose the license you want to use and click 'Activate Selected'

IN-USE

ID: 5ca3e51e-9da2-4d89-81da-8ec43d95c599

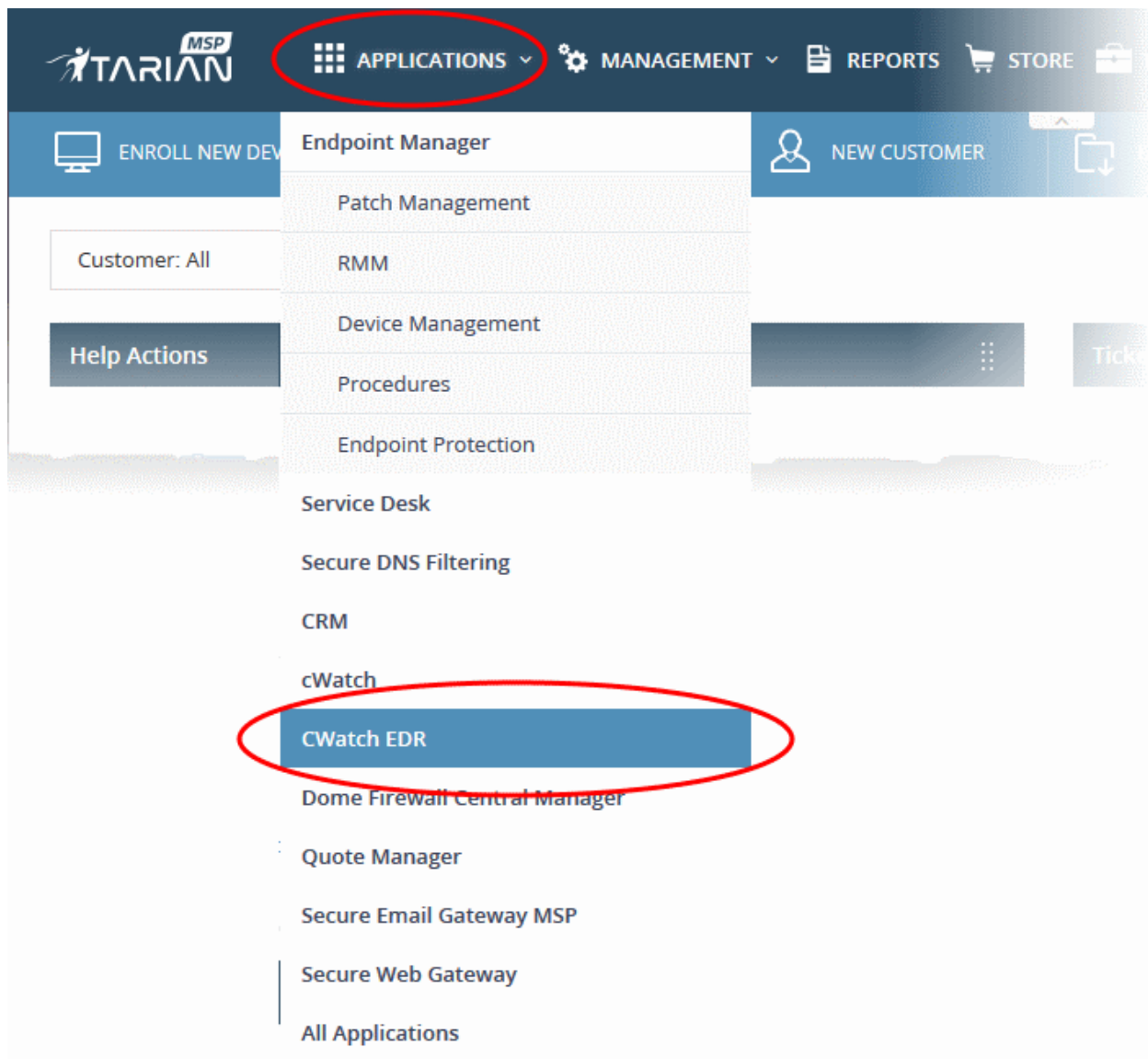
**cWatch EDR Premium 30 Days Data Retention**

Start Date: 10/17/2019

The license will be activated. You can now access cWatch EDR via the 'Applications' menu.

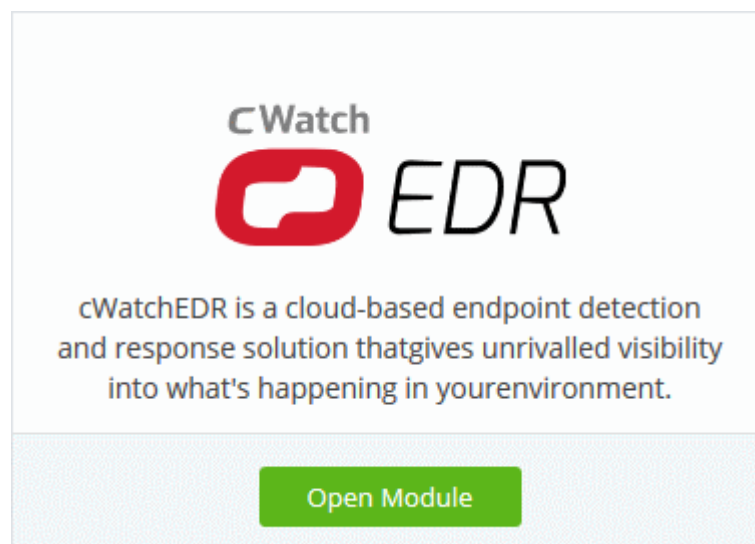
### Open cWatch EDR

- Click 'Applications' > 'cWatch EDR'



OR

- Click 'Applications' > 'All Applications'

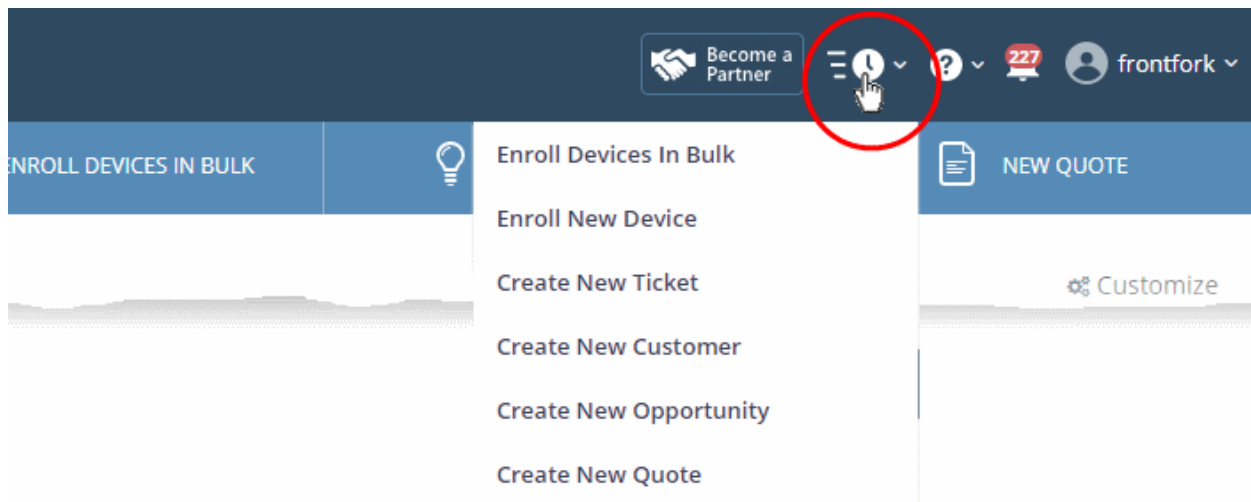


- Click 'Open Module' on the 'cWatch EDR' tile

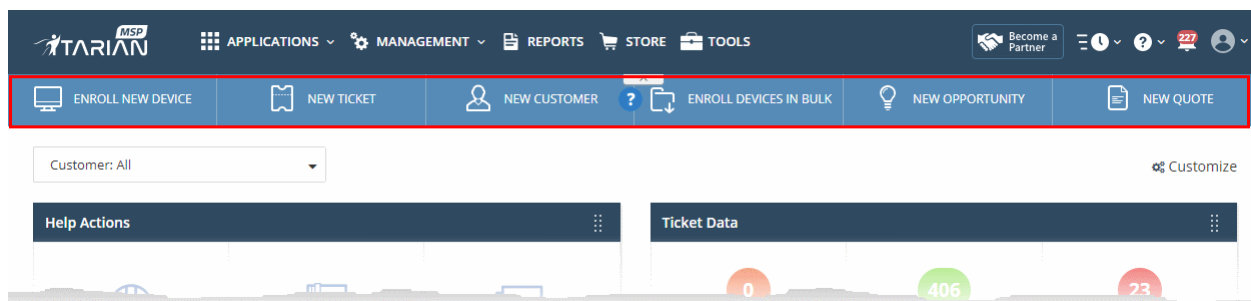
For help to use cWatch EDR, see <https://help.comodo.com/topic-444-1-905-11905-Introduction-to-Comodo-EDR.html>.

## 9 Quick Actions

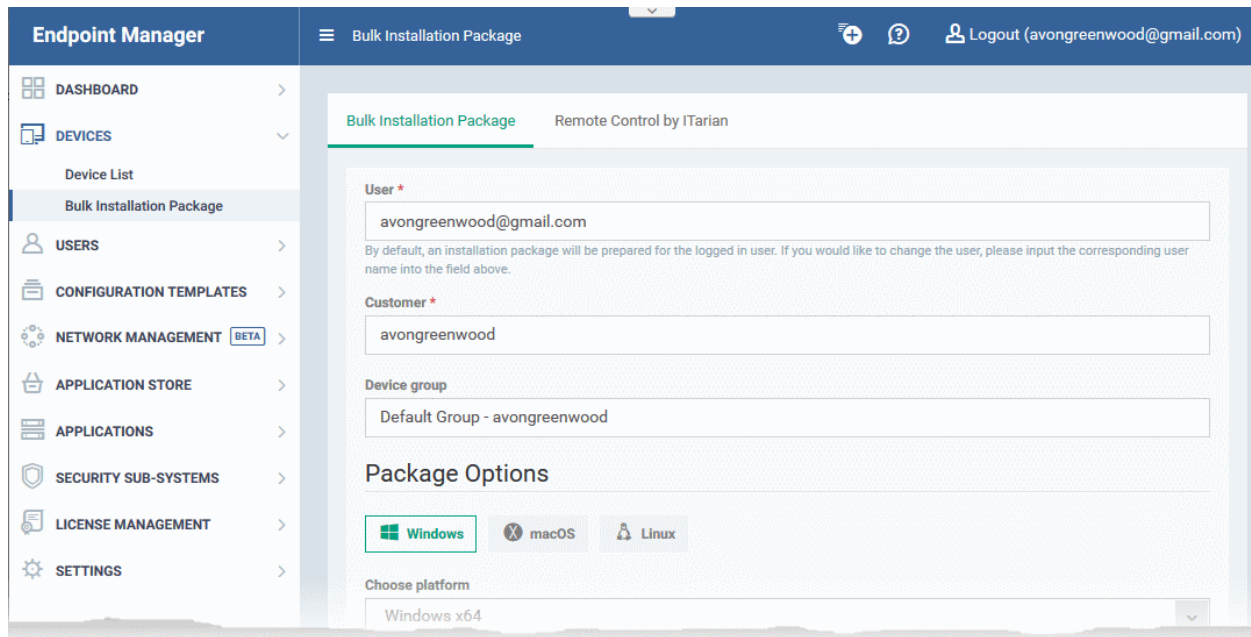
- The 'Quick Actions' menu contains shortcuts to important tasks in ITarian modules.
- Click the clock icon in the menu bar to view all tasks:



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



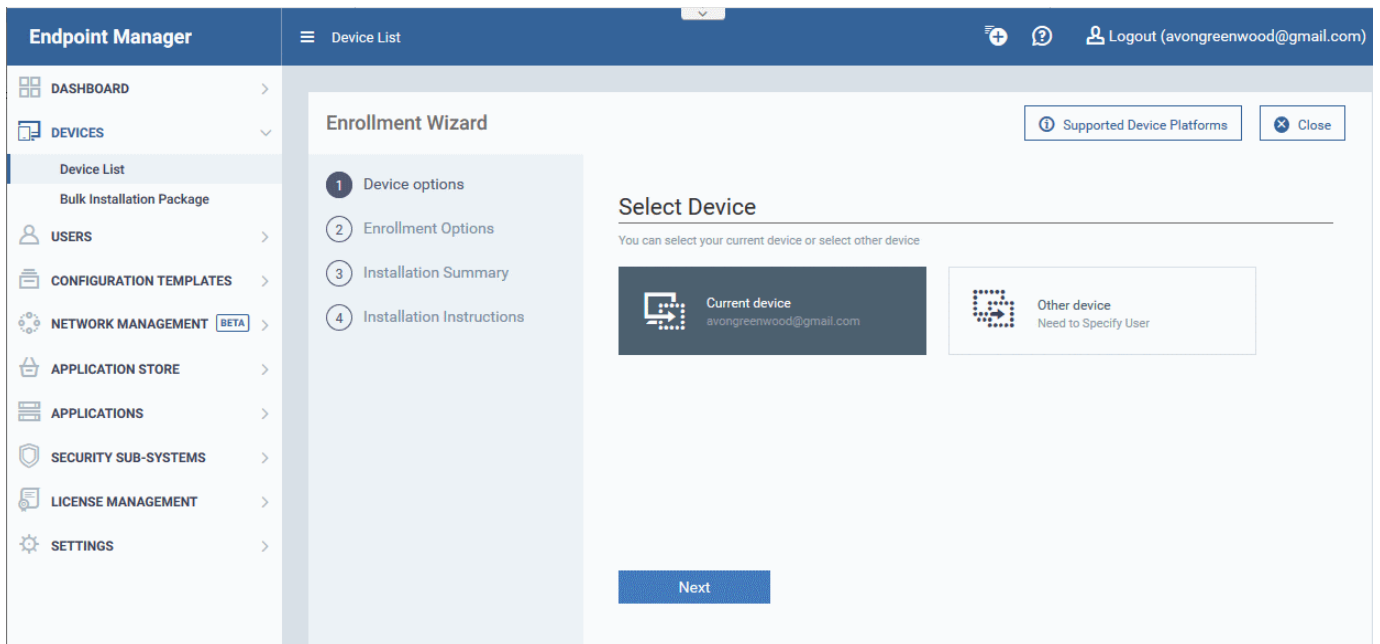
- **Enroll Devices in Bulk - Endpoint Manager:** Download the packages you need to enroll multiple devices into Endpoint Manager. See <https://community.itarian.com/help/topic-459-1-1005-14786-Bulk-Enrollment-of-Devices.html> if you need help with this.



The screenshot shows the 'Bulk Installation Package' configuration page in the ITarian Endpoint Manager. The left sidebar contains navigation options: DASHBOARD, DEVICES (with sub-items Device List and Bulk Installation Package), USERS, CONFIGURATION TEMPLATES, NETWORK MANAGEMENT (BETA), APPLICATION STORE, APPLICATIONS, SECURITY SUB-SYSTEMS, LICENSE MANAGEMENT, and SETTINGS. The main content area is titled 'Bulk Installation Package' and 'Remote Control by ITarian'. It includes the following fields and options:

- User \***: Input field containing 'avongreenwood@gmail.com'. Below it, a note states: 'By default, an installation package will be prepared for the logged in user. If you would like to change the user, please input the corresponding user name into the field above.'
- Customer \***: Input field containing 'avongreenwood'.
- Device group**: Input field containing 'Default Group - avongreenwood'.
- Package Options**: Three buttons for 'Windows' (selected), 'macOS', and 'Linux'.
- Choose platform**: A dropdown menu currently showing 'Windows x64'.

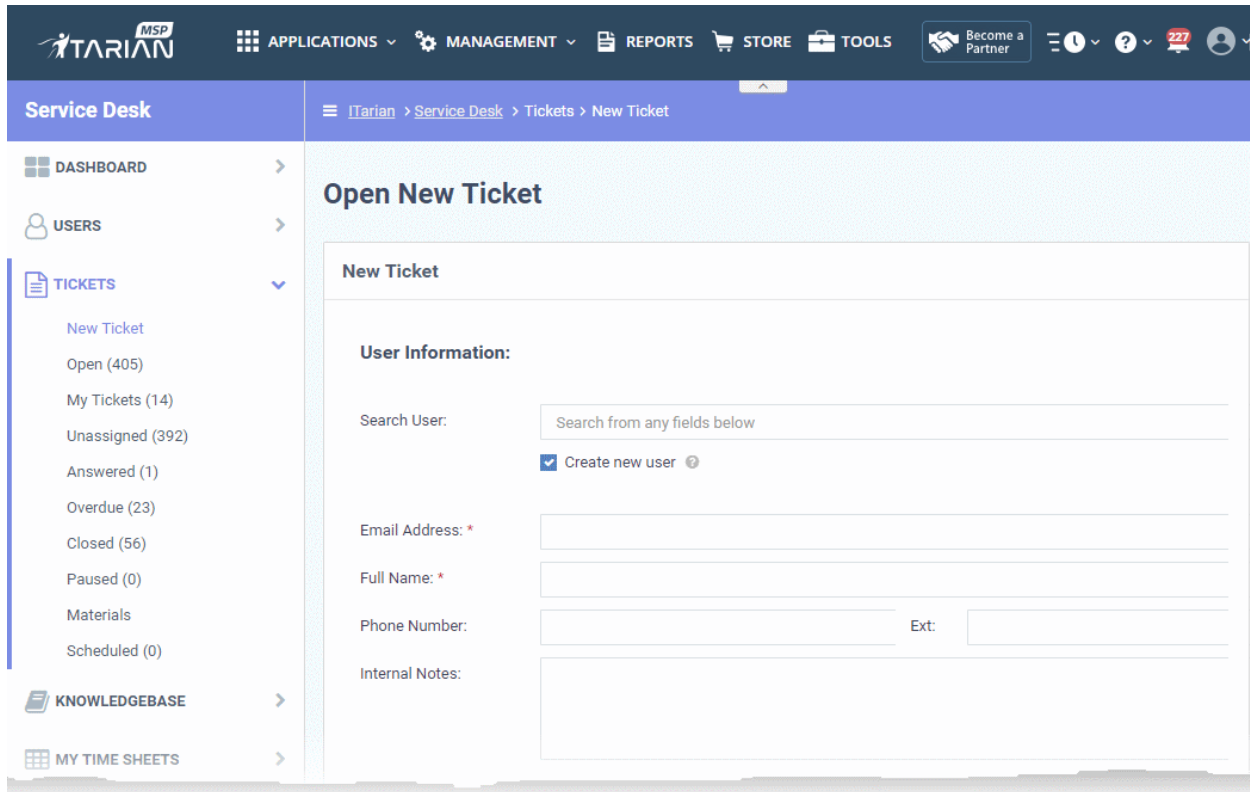
- **Enroll New Device - Endpoint Manager:** Add user devices to Endpoint Manager. See <https://community.itarian.com/help/topic-459-1-1005-14820-Enroll-User-Devices-for-Management.html> for more on this.



The screenshot shows the 'Enrollment Wizard' in the ITarian Endpoint Manager, specifically the 'Select Device' step. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Enrollment Wizard' and 'Device List'. It includes the following elements:

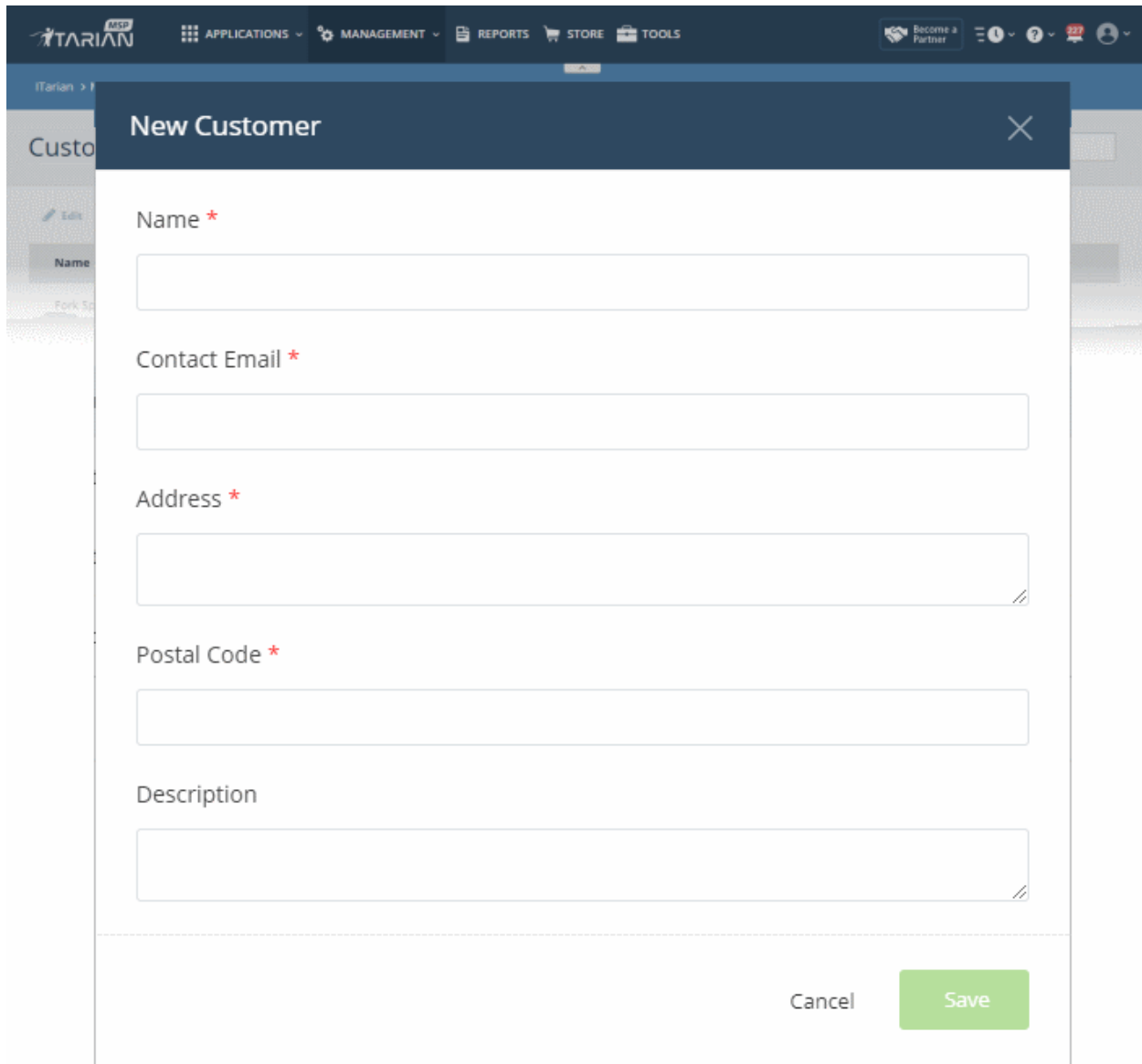
- Enrollment Wizard Progress:** A vertical list of steps: 1. Device options (selected), 2. Enrollment Options, 3. Installation Summary, and 4. Installation Instructions.
- Select Device:** A section with the heading 'Select Device' and the text 'You can select your current device or select other device'. It contains two options:
  - Current device:** A dark box with a computer icon, labeled 'Current device' and 'avongreenwood@gmail.com'.
  - Other device:** A light box with a QR code icon, labeled 'Other device' and 'Need to Specify User'.
- Buttons:** A 'Next' button at the bottom and a 'Supported Device Platforms' button in the top right corner.

- **Create New Ticket - Service Desk:** Add a new Service Desk ticket on behalf of a user See <https://help.comodo.com/topic-452-1-949-13169-Manage-Tickets.html> or more details on this process.



The screenshot displays the ITarian Service Desk interface. The top navigation bar includes the ITarian MSP logo, menu items for APPLICATIONS, MANAGEMENT, REPORTS, STORE, and TOOLS, and a 'Become a Partner' button. The left sidebar shows a navigation menu with categories: DASHBOARD, USERS, TICKETS (expanded), KNOWLEDGEBASE, and MY TIME SHEETS. The 'TICKETS' category is expanded, showing options like 'New Ticket', 'Open (405)', 'My Tickets (14)', 'Unassigned (392)', 'Answered (1)', 'Overdue (23)', 'Closed (56)', 'Paused (0)', 'Materials', and 'Scheduled (0)'. The main content area is titled 'Open New Ticket' and contains a 'New Ticket' form. The form has a 'User Information' section with the following fields: 'Search User' (with a dropdown menu), 'Email Address: \*', 'Full Name: \*', 'Phone Number' (with an 'Ext.' field), and 'Internal Notes'. A checkbox labeled 'Create new user' is checked.

- **Create New Customer** - ITarian Portal: MSPs can add new customers to ITarian. Customers that you add will become available in all integrated applications:
  - They are available as 'Organizations' in Service Desk
  - They are available as 'Organizations' in CRM
  - They are available as 'Companies' in Endpoint Manager
  - They are available as 'Companies' in Secure DNS Filtering
- To find out more, see <https://community.itarian.com/help/topic-452-1-946-13055-Manage-Companies.html>

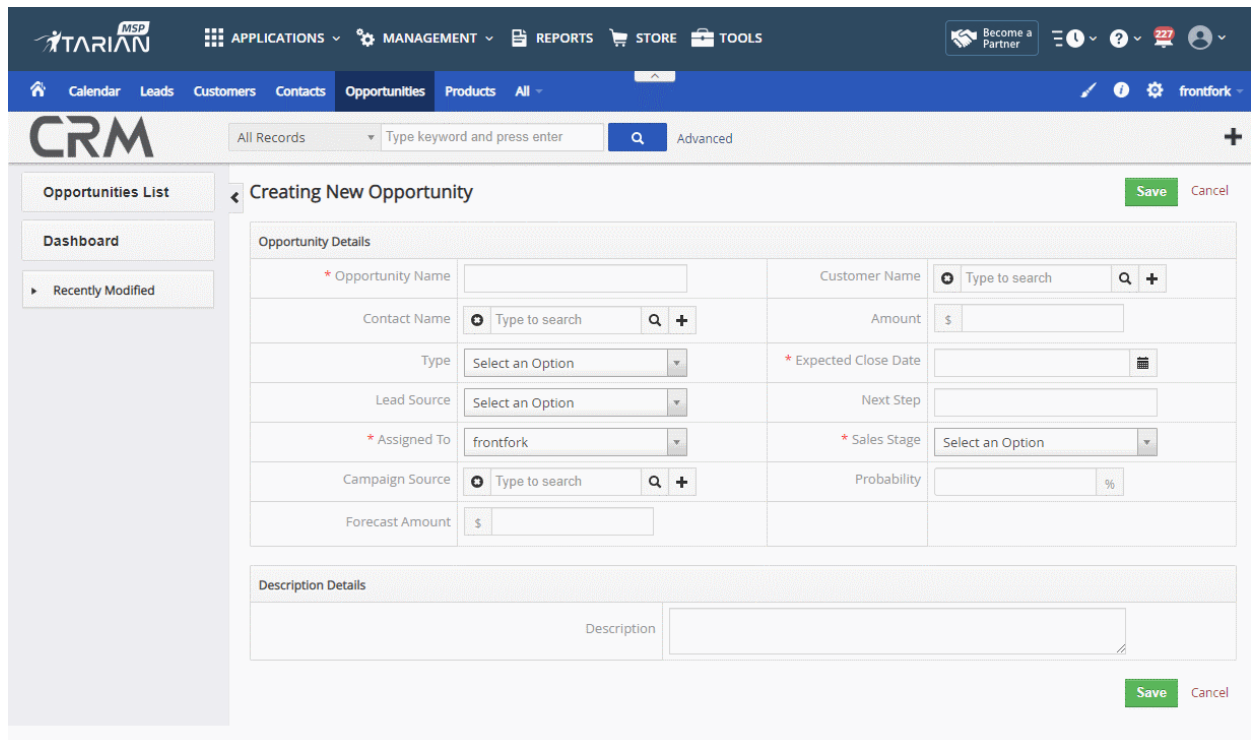


The screenshot displays the ITarian Admin Guide interface. At the top, there is a navigation bar with the ITarian logo, a menu icon, and several menu items: APPLICATIONS, MANAGEMENT, REPORTS, STORE, and TOOLS. On the right side of the navigation bar, there is a 'Become a Partner' button and a user profile icon. Below the navigation bar, the main content area shows a modal window titled 'New Customer'. The modal window has a dark blue header with the title and a close button (X). The body of the modal window is white and contains the following form fields:

- Name \***: A text input field with a red asterisk indicating it is required.
- Contact Email \***: A text input field with a red asterisk indicating it is required.
- Address \***: A text input field with a red asterisk indicating it is required.
- Postal Code \***: A text input field with a red asterisk indicating it is required.
- Description**: A text input field without a red asterisk, indicating it is optional.

At the bottom right of the modal window, there are two buttons: 'Cancel' and 'Save'.

- **Create New Opportunity - CRM:** Add a new sales opportunity to Customer Relationship Management (CRM) module. See <https://community.itarian.com/help/topic-452-1-952-13270-Add-an-Opportunity.html> if you need more help with this.



**Creating New Opportunity** Save Cancel

**Opportunity Details**

* Opportunity Name	<input type="text"/>	Customer Name	<input type="text" value="Type to search"/> <input type="button" value="Q"/> <input type="button" value="+"/>
Contact Name	<input type="text" value="Type to search"/> <input type="button" value="Q"/> <input type="button" value="+"/>	Amount	\$ <input type="text"/>
Type	Select an Option	* Expected Close Date	<input type="text"/> <input type="button" value="📅"/>
Lead Source	Select an Option	Next Step	<input type="text"/>
* Assigned To	frontfork	* Sales Stage	Select an Option
Campaign Source	<input type="text" value="Type to search"/> <input type="button" value="Q"/> <input type="button" value="+"/>	Probability	<input type="text"/> %
Forecast Amount	\$ <input type="text"/>		

**Description Details**

Description

Save Cancel

- **Create New Quote - Quote Manager:** Add a new sales or service quote in Quote Manager. See <https://community.itarian.com/help/topic-452-1-958-13377-Generate-a-New-Quote.html> to find out more.



← QUOTES



Quote setup



Add items



Additional information



Summary

### Quote setup

Type to search recipient by Name...

**\*To**

**\*Subject**

**Expires on** Jan 07, 2019

**Style** MyStyle

### Private notes

These notes won't be displayed on PDF

**Note heading**

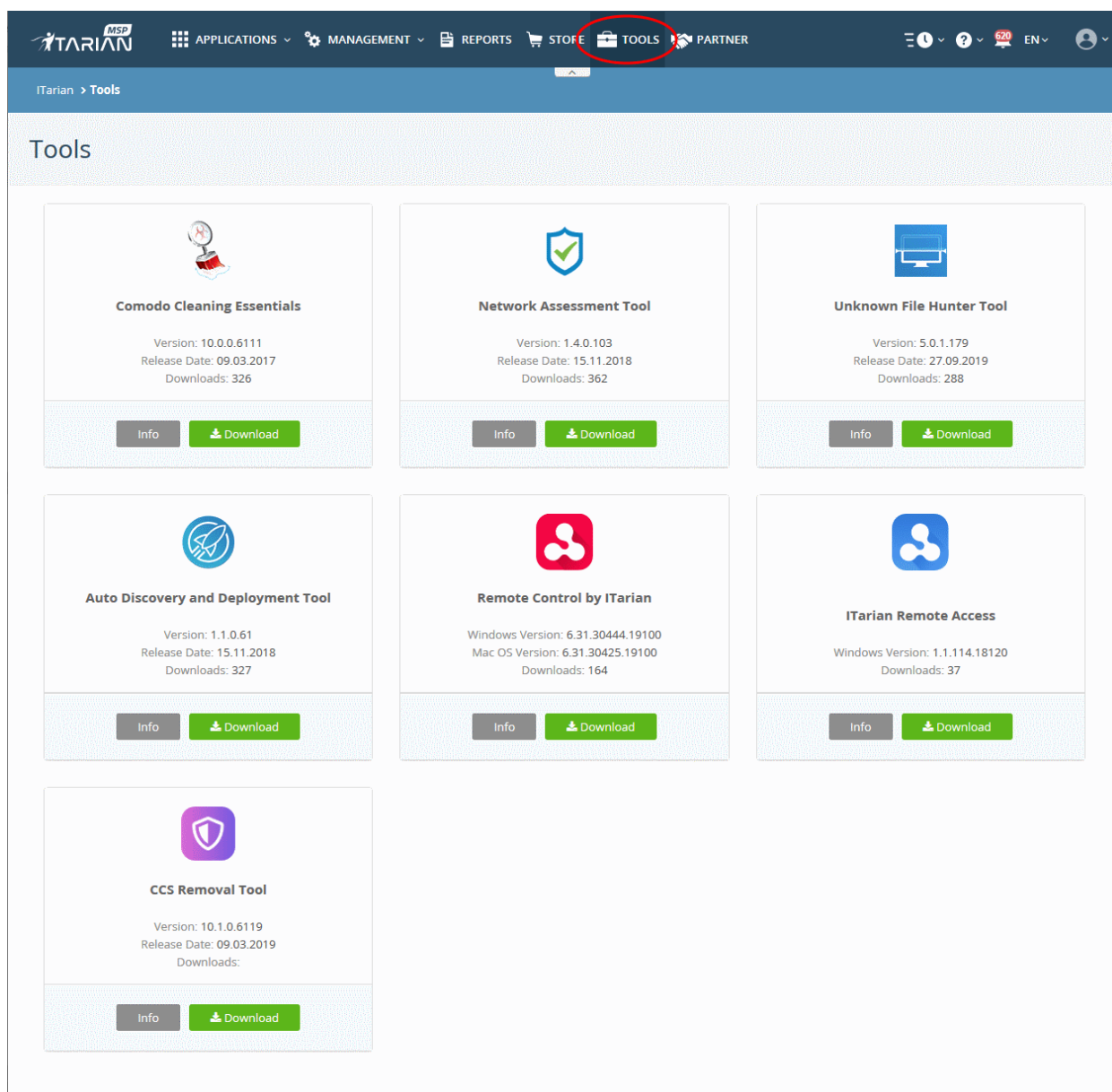
# 10 Tool Set

- Click 'Tools' on the menu bar.

The 'Tools' area contains a suite of complimentary productivity and security tools. Free of charge, each tool is designed to help customers accomplish specific management and security tasks more efficiently.

## Download ITarian tools

- Click 'Tools' on the menu bar.



The screenshot shows the ITarian Tools page. The top navigation bar includes 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', 'STORE', 'TOOLS' (circled in red), and 'PARTNER'. The page title is 'Tools'. Below the title, there are seven tool cards arranged in a grid. Each card contains an icon, a title, version, release date, download count, and 'Info' and 'Download' buttons.

Tool Name	Version	Release Date	Downloads
Comodo Cleaning Essentials	10.0.0.6111	09.03.2017	326
Network Assessment Tool	1.4.0.103	15.11.2018	362
Unknown File Hunter Tool	5.0.1.179	27.09.2019	288
Auto Discovery and Deployment Tool	1.1.0.61	15.11.2018	327
Remote Control by ITarian	Windows Version: 6.31.30444.19100 Mac OS Version: 6.31.30425.19100		164
ITarian Remote Access	Windows Version: 1.1.114.18120		37
CCS Removal Tool	10.1.0.6119	09.03.2019	

The following utilities are available:

- **Comodo Cleaning Essentials** - Security software for Windows which removes malware and kills unsafe processes on infected computers. Includes a fully customizable malware scanner and a tool which lets you identify and terminate unsafe processes with a single click. See '**Comodo Cleaning Essentials**' for more information.
- **Network Assessment Tool** - Scan customer networks to identify a wide range of server, endpoint and network vulnerabilities. The tool also generates detailed reports and risk mitigation plans with actionable advice to address each issue. See '**Network Assessment Tool**' to find out more.

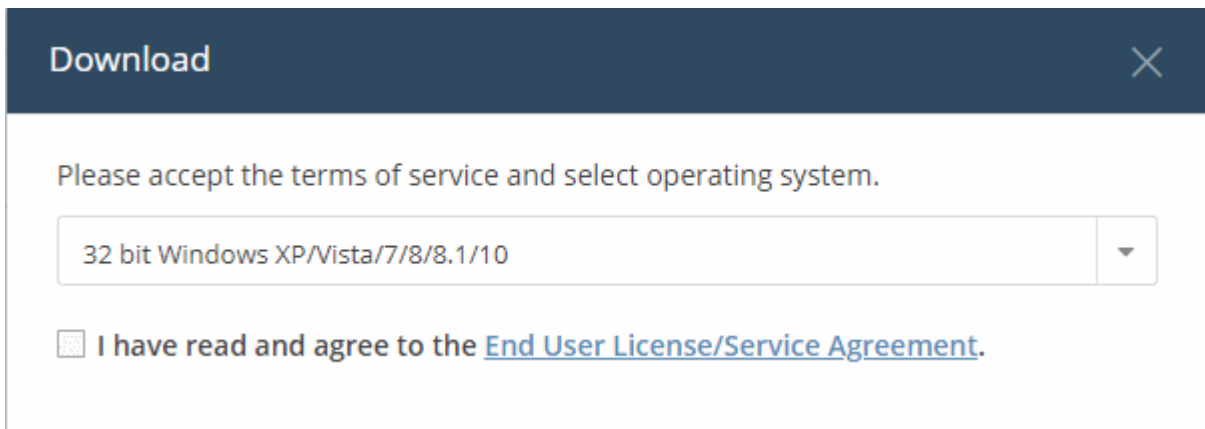
- **Unknown File Hunter Tool** -Unknown file hunter (UFH) is a lightweight scanner that identifies unknown and potentially malicious files residing on networks. Scanned files are categorized as 'safe', 'malicious' or 'unknown'. Unknown files are those that were not found on either the safe-list or the blacklist and could potentially contain zero-day threats. The UFH scanner allows you to upload such files to our Valkyrie servers where they will undergo a battery of run-time tests designed to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface. See '**Unknown File Hunter Tool**' to find out more.
- **Auto Discovery and Deployment Tool** - Remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name. See '**Auto Discovery and Deployment Tool**' to find out more.
- **Remote Control by ITarian** - Remotely access Windows and Mac OS devices to solve issues, install third party software or run system maintenance. See '**Remote Control by Itarian**' to find out more.
- **ITarian Remote Access Tool** - Independent tool for system administrators to view and address issues instantly. See **ITarian Remote Access Tool** to know more details.
- **CCS Removal Tool** – Delete any files and registry keys that may remain on a Windows endpoint after a regular uninstall of CCS. See **CCS Removal Tool** for more details.

### Network Assessment Tool

- Scan customer networks to identify all vulnerabilities and threats.
- Detailed client risk report assigns a score to each threat found on an endpoint.
- Risk mitigation plans contain advice to address every discovered issue.
- Easy setup lets you import networks via Active Directory, Workgroup or IP range.

### Download NAT

- Click 'Tools' in the top-menu
- Locate the Network Assessment Tool' tile
- Click the 'Download' button.
- Select the operating system of the server on which you wish to install NAT.



- Click 'Download' to get the tool

Next, transfer the setup file to your server and install. For more details on how to install and use the application, see <https://help.comodo.com/topic-452-1-953-13328-Introduction-to-Network-Assessment-Tool.html>.

### Comodo Cleaning Essentials

Comodo Cleaning Essentials (CCE) is a set of computer security tools designed to help users identify and remove malware and unsafe processes from infected Windows computers. CCE is a portable application which requires no installation.

Major features include:

- **Malware scanner** - Fully customizable scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep in your system.
- **KillSwitch** - an advanced system monitoring tool that allows users to identify, monitor and stop any unsafe processes that are running on the system.
- **Autorun Analyzer** - An advanced utility to view and handle services and programs that were loaded when your system booted-up.

For more help to use CCE, see <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

#### Download CCE

- Click 'Tools' in the top-menu
- Click the 'Info' button in the 'Comodo Cleaning Essentials' tile to view a description of the product:

### Details ✕

## What is Comodo Cleaning Essentials?

Comodo Cleaning Essentials (CCE) is a set of powerful security tools designed to help users identify and remove malware and unsafe processes from Windows computers. Designed as a portable application, the software requires no installation and can be run directly from removable media such as a USB key.

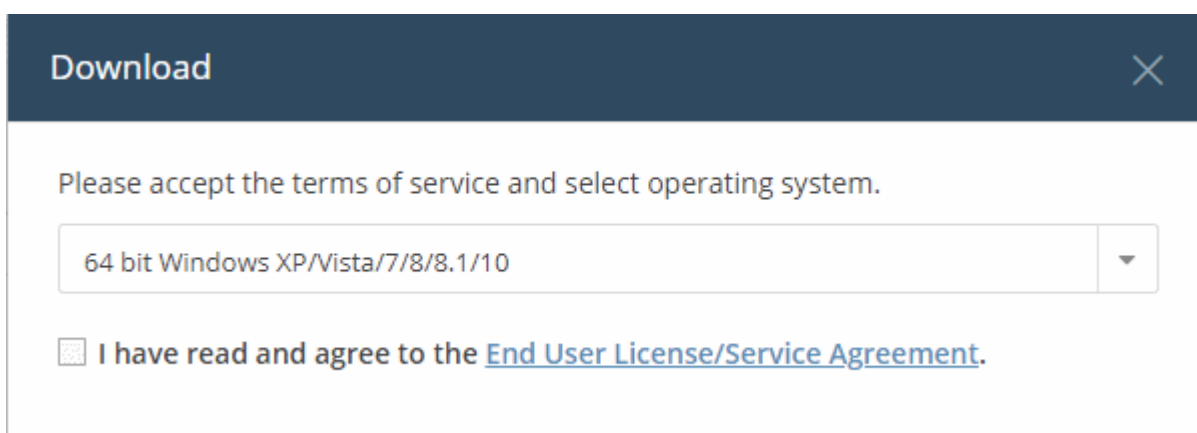
### KillSwitch

An advanced system monitoring tool that allows users to identify, monitor and stop potentially unsafe processes that are running on endpoint systems. Uniquely for a product of its type, KillSwitch leverages Comodo's huge whitelist database to isolate untrusted processes with an extremely high degree of accuracy – improving IT operational efficiency by reducing false positives and cutting the amount of time spent troubleshooting an endpoint machine.

### Malware scanner

Fully featured malware scanner capable of unearthing and removing viruses, rootkits, hidden files and malicious registry keys hidden deep within a system. The scanner is highly configurable, uses the latest heuristic techniques to detect previously unknown viruses, features first-class malware removal capabilities and is capable of detecting hidden drivers and services loaded during system start-up.

- Click the 'Download' button



**Download** ✕

Please accept the terms of service and select operating system.

64 bit Windows XP/Vista/7/8/8.1/10

I have read and agree to the [End User License/Service Agreement](#).

- Windows version - select the version appropriate to the endpoints on which you want to use CCE.
- Click the 'End User License/Service Agreement' link, read the EULA fully and select the check box to agree to it. The 'Download' button will appear after you agree to the EULA.
- Click 'Download' to get the tool.

For more help to use CCE, see <https://help.comodo.com/topic-119-1-328-3516-Introduction-to-Comodo-Cleaning-Essentials.html>.

### Unknown File Hunter Tool

- Unknown File Hunter (UFH) is a lightweight scanner which identifies unknown, potentially malicious, files on your network.
- After scanning your systems, it classifies all audited files as 'Safe', 'Malicious' or 'Unknown'.
- 'Safe' files are OK and 'Malicious' files should be quarantined or deleted.
- 'Unknown' files are those which cannot be classified as 'safe' or 'malicious'. All viruses and zero-day threats start life as an 'Unknown' file.
- UFH lets you upload these files to our Valkyrie servers for analysis. Valkyrie tests unknown files with a battery of run-time tests to reveal whether or not they are harmful. You can view the results of these tests in the UFH interface.

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

### Download the UFH tool

- Click 'Tools' in the top-menu
- Locate the 'Unknown File Hunter' tile
- Click the 'Download' button.
- Select the operating system of the server on which you wish to install the tool.
- Agree to the terms and conditions
- Click 'Download'

**Download** ✕

Please accept the terms of service and select operating system.

Windows
▼

I have read and agree to the [End User License/Service Agreement](#).

Download

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

### Auto Discovery and Deployment Tool

- Remotely deploy applications to multiple endpoints via Active Directory, Workgroup or IP address/IP range/host name.
- The utility can be used to remotely install .exe, .msi or .mst packages.
- ADDT is a portable app which does not require installation. Simply double-click on ADDT.exe to run the application.

### Download the Auto Discovery and Deployment tool

- Click 'Tools' in the top-menu
- Locate the 'Auto-Discovery and Deployment' tile
- Click the 'Download' button
- Agree to the terms and conditions
- Click 'Download':

**Download** ✕

Please accept the terms of service.

Please accept the terms of service. [End User License/Service Agreement](#).

Download

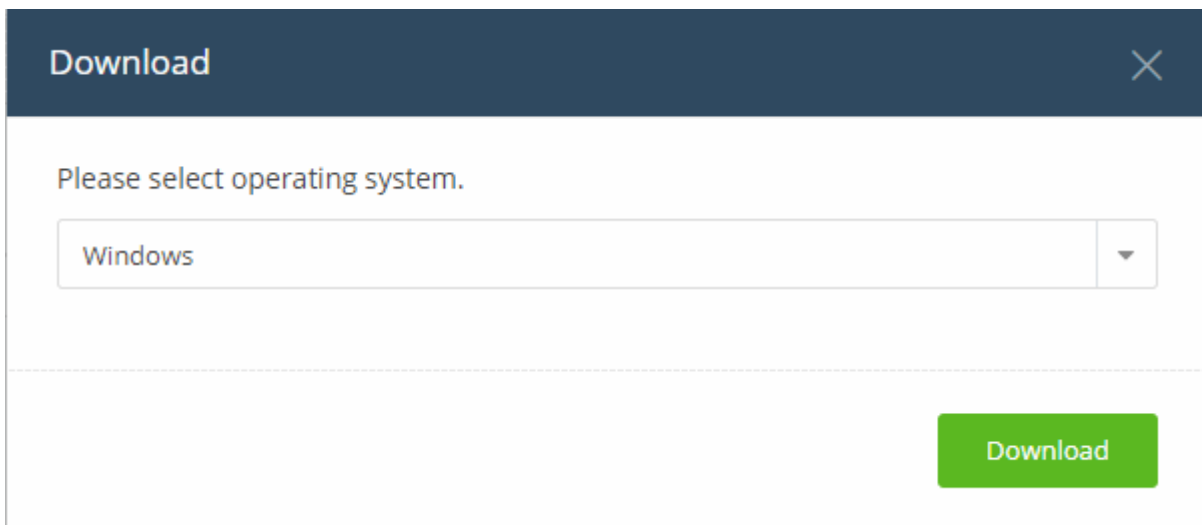
- Simply open the file to run the application - no installation is required.

### Remote Control by ITarian

- Remotely access Windows and Mac endpoints enrolled to Endpoint Manager.
- From here, you can solve issues, install third party software, run system maintenance and more.

#### Download the remote control tool

- Click 'Tools' in the top-menu
- Locate the 'Remote Control' tile
- Click the 'Download' button.
- Select the operating system of the admin computer on which you wish to install the tool.
- Click the 'Download' button:



Download

Please select operating system.

Windows

Download

For more details about using the application, see <https://help.comodo.com/topic-399-1-786-12348-Download-and-Install-the-Remote-Control-Tool.html>.

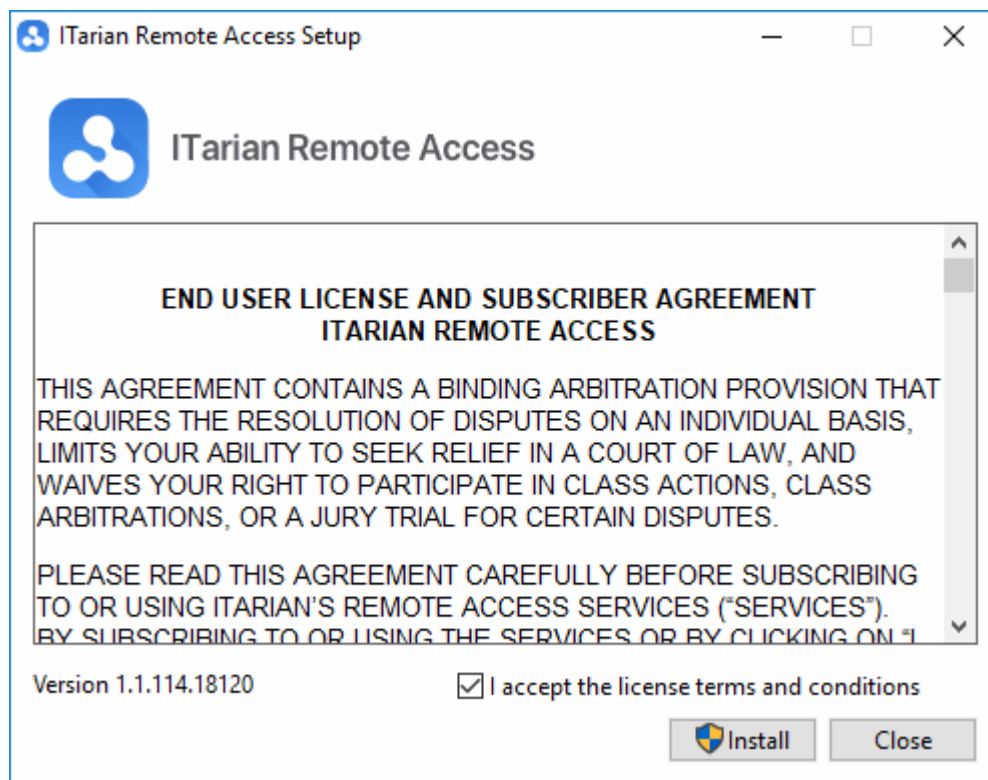
### ITarian Remote Access Tool

- Standalone tool to remotely gain access to the client computer
- Enables you to immediately troubleshoot issues, access files on network endpoints, run system maintenance and more.

#### Download the ITarian Remote Access tool

- Click 'Tools' in the top-menu from the computer you want to control
- Locate the 'ITarian Remote Access Tool' tile
- Click the 'Download' button.
- Select the file from your 'Downloads' folder and
- Agree to the terms and conditions
- Click 'Install':





For more details about using the application, see <https://help.comodo.com/topic-452-1-947-13101-ITarian-Remote-Access---User-Guide.html>.

### CCS Removal Tool

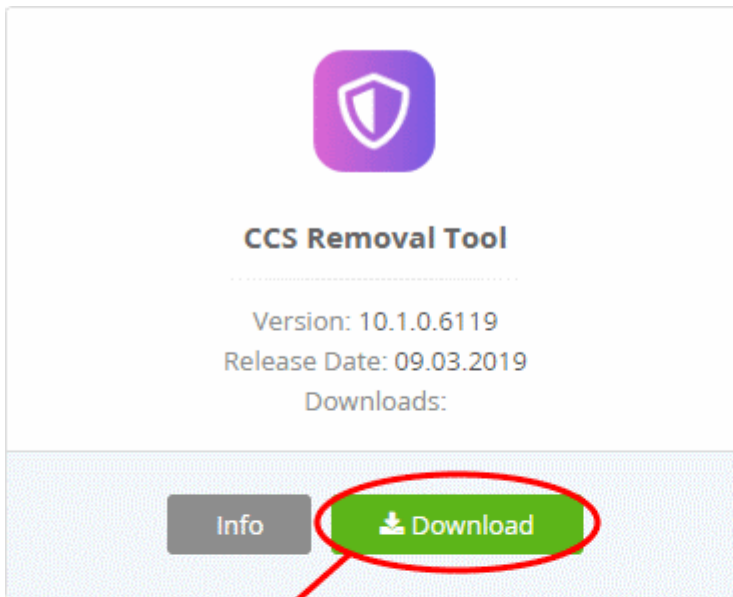
- The CCS removal tool scans for and removes all traces of CCS and other Comodo products that remain after a regular uninstall. The tool is designed for Windows OS only.
- The tool scans the file system and registry to identify drivers, dll files and registry entries.
- Products that can be removed by this tool include Comodo Internet Security, Comodo Firewall, Comodo Antivirus, and Comodo Client Security.
- The tool creates a system restore point prior to performing the uninstall.
- This tool should only be used if you are having difficulties removing CCS.

This section explains how to download and use the tool, plus two other methods for removing CCS:

- **Download the removal tool**
- **Use the removal tool**
- **Alternative – uninstall via Endpoint Manager**
- **Alternative – uninstall locally**

#### Download the removal tool

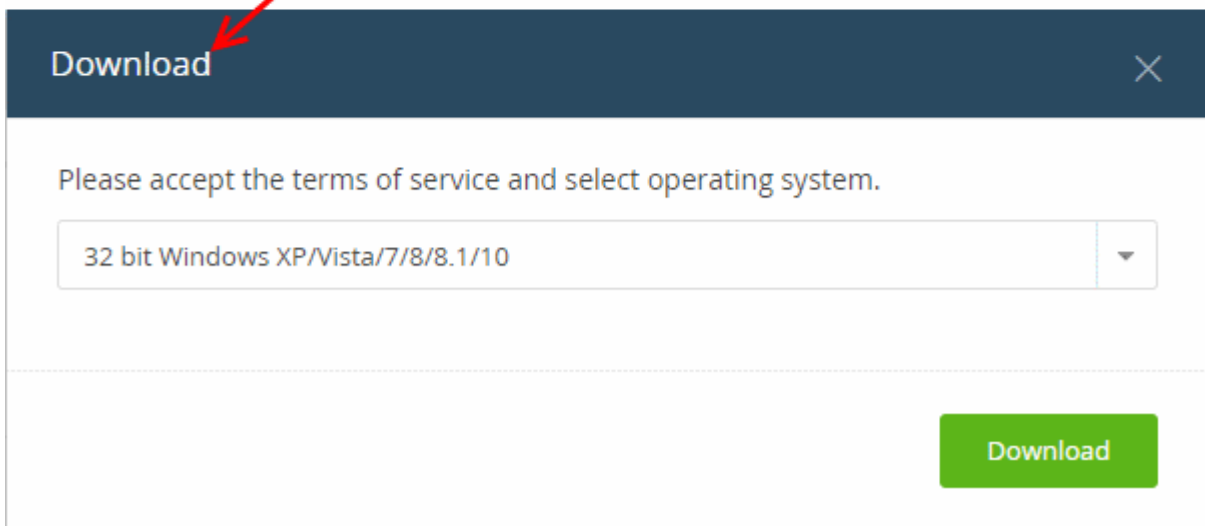
- Click 'Tools' in the top-menu
- Locate the 'CCS Removal Tool' tile
- Click the 'Download' button.



**CCS Removal Tool**

Version: 10.1.0.6119  
Release Date: 09.03.2019  
Downloads:

Info **Download**



**Download** ×

Please accept the terms of service and select operating system.

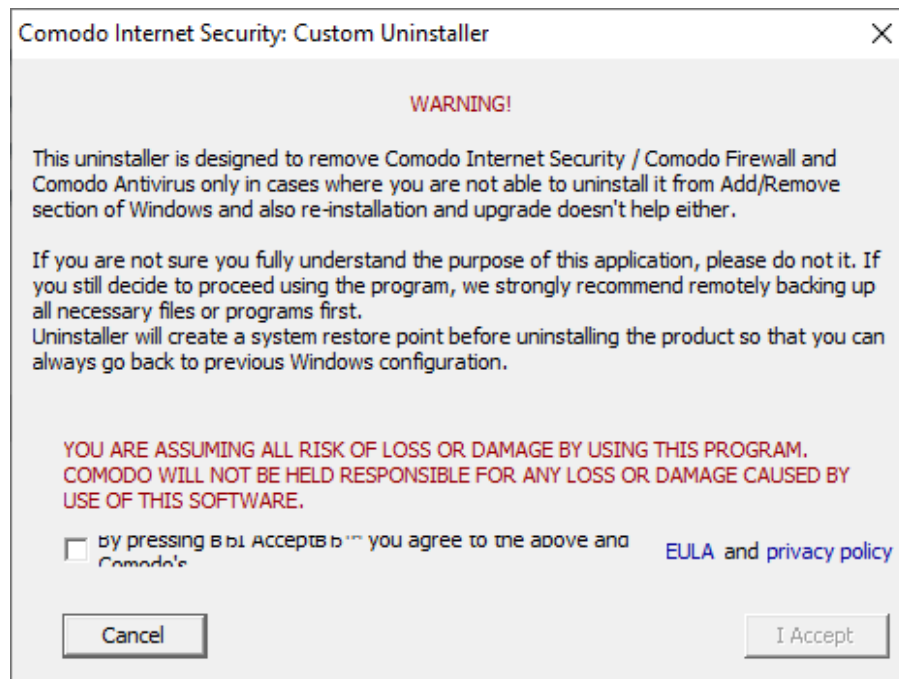
32 bit Windows XP/Vista/7/8/8.1/10 ▼

**Download**

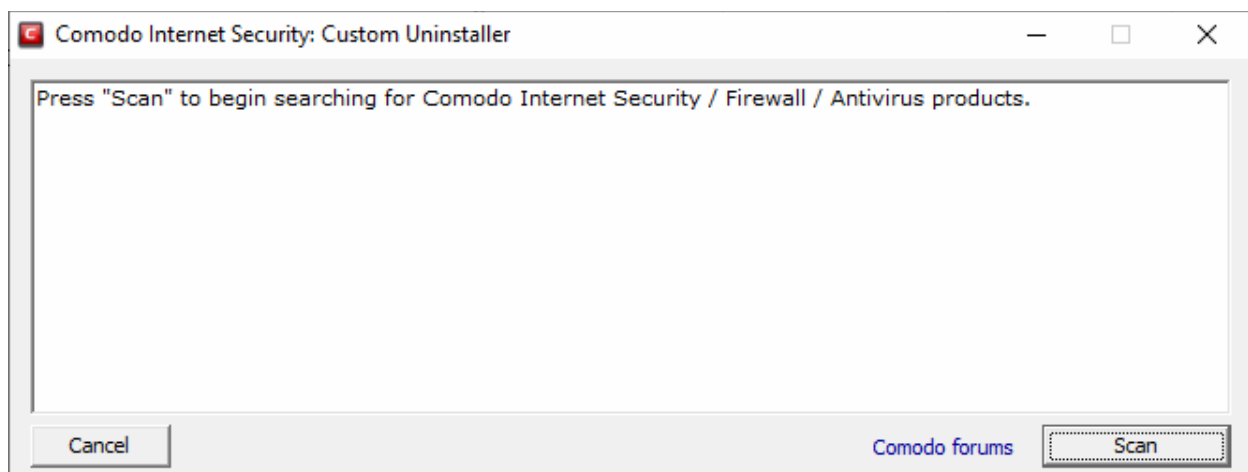
- Select the operating system of the device on which you wish to use the tool.
- Click 'Download' and save the tool.
- Transfer the tool to the device on which the CCS trails are to be removed.

#### Use the removal tool

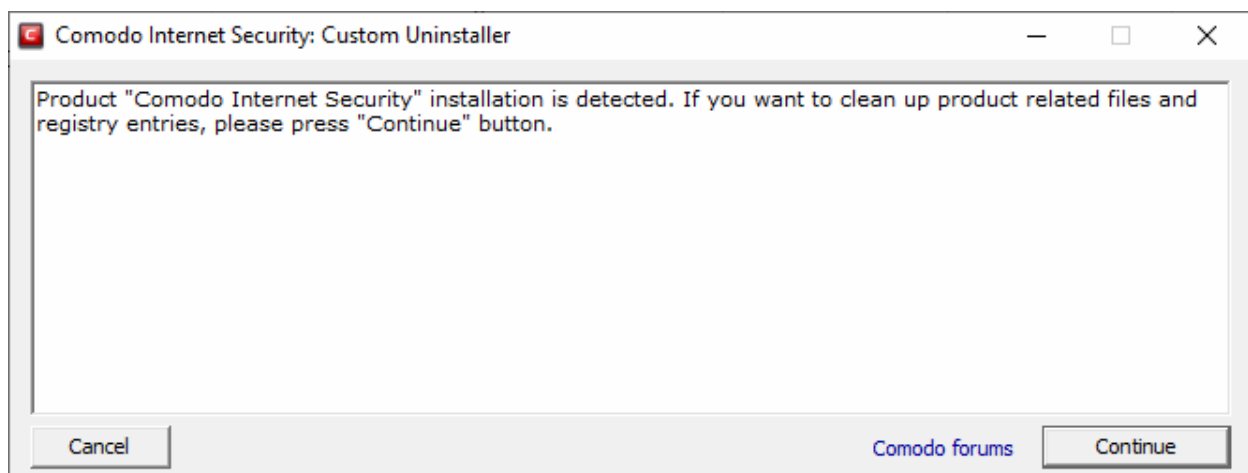
- Run the CCS removal tool



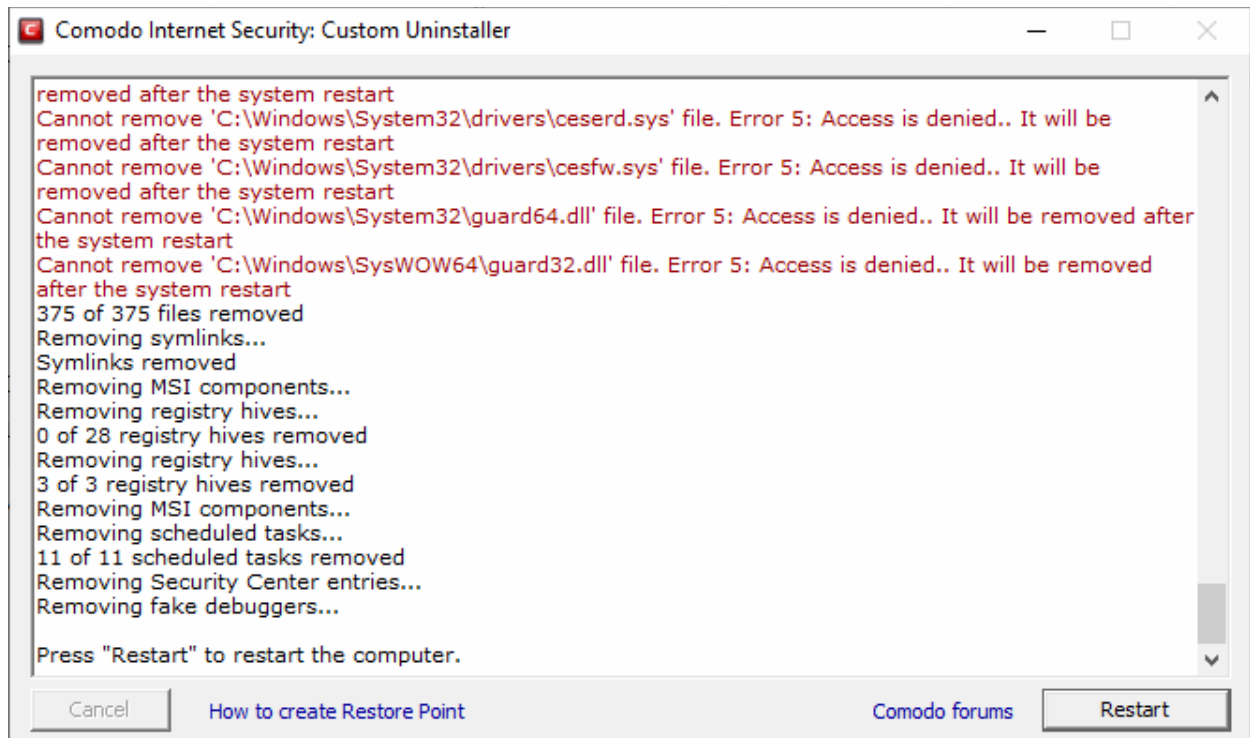
- Read the advisory, agree to the EULA then click 'I accept' to continue:



- Click 'Scan' to search for Comodo security products.



- Click 'Continue' to remove the items, if If the tool detects any of the specified products



- Click 'Restart' after the cleanup process is complete
- The tool requires a second restart to finalize the removal.

#### Uninstall CCS using Endpoint Manager

- Click 'Devices' > 'Device List' > 'Device Management'
  - Select a company or group on the left to view devices in the group
  - Or
  - Select 'Show All' to view every device enrolled to EM
- Click the name of a Windows device to open its device details interface
- Click the 'Software Inventory' tab
- Select 'Comodo Client – Security'
- Click 'Uninstall Application(s)' from the top.

DESKTOP-UK7GC70  
Owner: Alice

Manage Profiles Remote Control File Transfer Remote Tools **BETA** Run Procedure Install or Manage Packages Refresh Device Information Reboot More

Device Name Summary Networks Associated Profiles **Software Inventory** File List Exported Configurations

Update Software Inventory **Uninstall Application(s)**

<input type="checkbox"/>	SOFTWARE ▲	VENDOR	VERSION	INSTALLATION DATE
<input checked="" type="checkbox"/>	COMODO Client - Security	COMODO Security Solutions Inc.	11.7.0.7859	2019/11/13
<input type="checkbox"/>	Endpoint Manager Communication Client	ITarian LLC	6.32.32703.19120	2019/11/22
<input type="checkbox"/>	Google Chrome	Google LLC	78.0.3904.108	2019/11/22
<input type="checkbox"/>	Microsoft OneDrive	Microsoft Corporation	19.102.0026.0818	2019/11/24

### Uninstall CCS locally using the control panel

- Type 'Add/Remove Programs' into the Windows search box
  - Windows 10 – The search box is pinned to the task bar
  - Windows 7 and other versions - Click the 'Start' button to view the search box
- Locate the Comodo product you wish to remove in the list of programs
- Click 'Uninstall'

## 11 Manage your Account

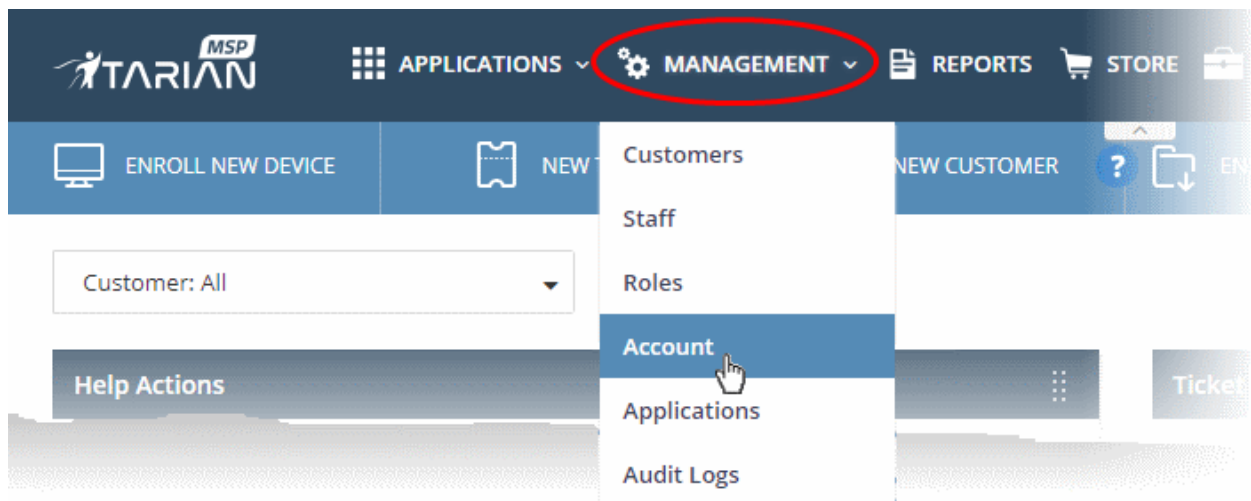
- Click 'Management' > 'Account'

The account area lets you manage the following items:

- Your Account** - Company contact and support information. Manage your company logo.
- License Details** - Manage your ITarian licenses. Link other Comodo Accounts Manager (CAM) or ITarian accounts to your account and share product licenses.
- Account Security** - Set up two-factor authentication for additional login security.
- Remote Access Support** - Enable ITarian sales engineers to access your account for support.

### Open the 'Account' interface

- Click 'Management' > 'Account':



The Interface has four tabs:

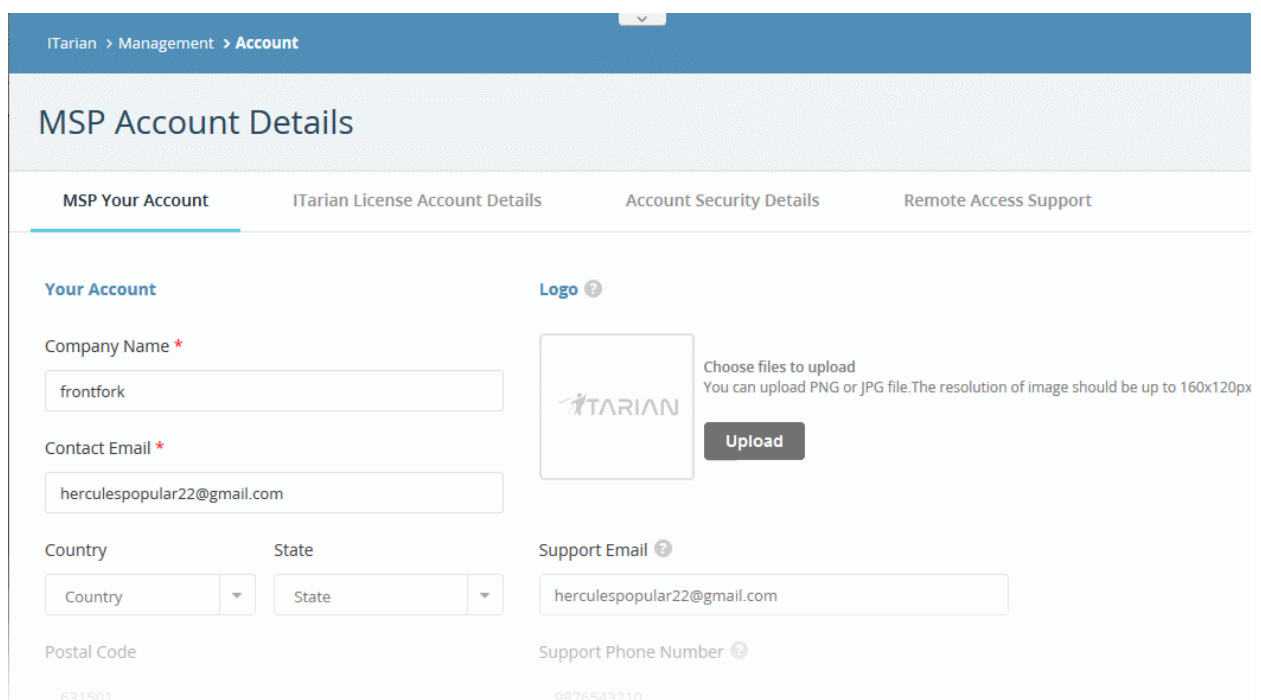
- **Account Details**
- **ITarian License Account Details**
- **Account Security Details**
- **Remote Access Support**

## 11.1 Update Your Account Details and Customize Reports

- Click 'Management' > 'Account' > 'MSP/Enterprise Your Details'
- The account details page lets you edit company information and personalize your reports.

### Open account details

- Click 'Management' > 'Account'
- The interface will open at the 'MSP / Enterprise Your Account' tab by default:



ITarian > Management > Account

### MSP Account Details

MSP Your Account    ITarian License Account Details    Account Security Details    Remote Access Support

**Your Account**

Company Name \*  
frontfork

Contact Email \*  
herculespopular22@gmail.com

Country    State  
Country    State

Postal Code  
631501

**Logo** ?

Choose files to upload  
You can upload PNG or JPG file. The resolution of image should be up to 160x120px

Upload

Support Email ?  
herculespopular22@gmail.com

Support Phone Number ?  
9876543210

## Your Account

- Edit details about your company, including name, address, contact email and phone number.
- Add any notes in the rich-text editor at the bottom.
- Click 'Save Changes' to apply your mods.

## Customize Reports

ITarian reports contain a logo in the header and support/contact details in the footer. This section lets you provide the logo and support details shown in these reports.

- The ITarian logo is shown on reports if you don't upload your own.
- The footer is blank if you don't supply support/contact details.

### Customize reports

- Click 'Management' > 'Account'
- Click the 'MSP/Enterprise Your Account' tab
- Click the 'Upload' button then browse to the image file you want to use. Images should be .png or .jpg format with a resolution of 160x120px.
- Enter your support email and phone number in the respective fields
- Click 'Save Changes'

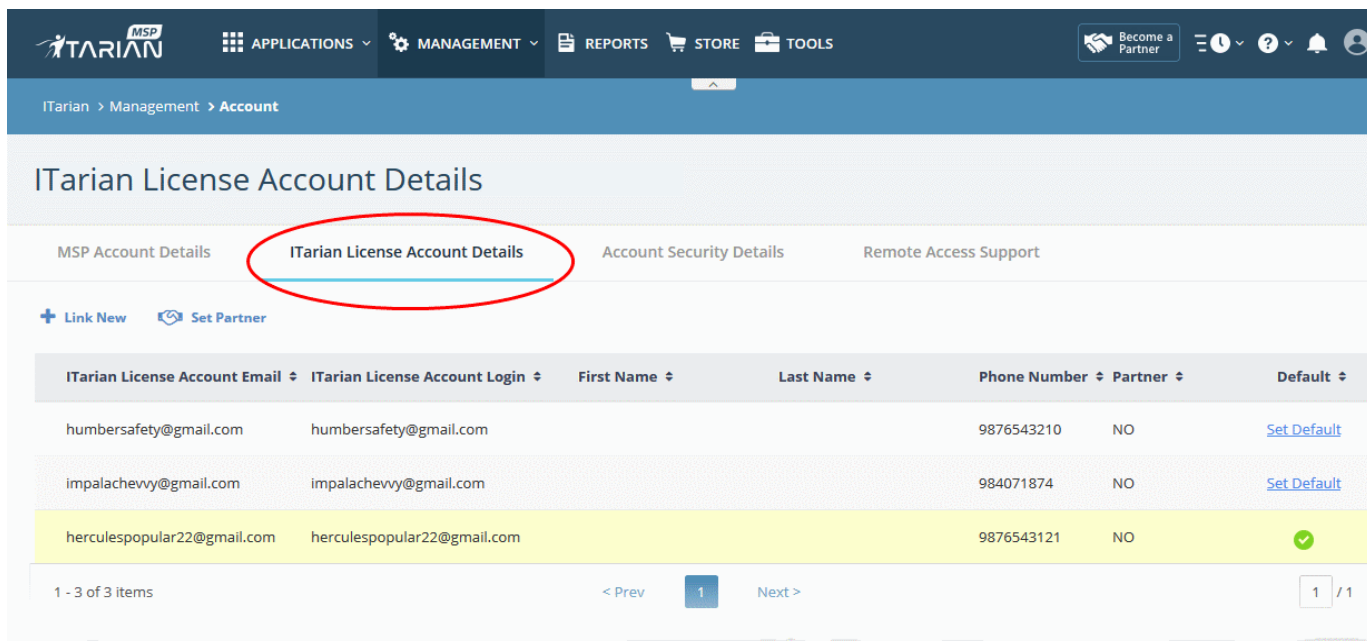
## 11.2 ITarian License Account Details

- Click 'Management' > 'Account' > 'ITarian License Account Details'
- This tab lists all ITarian / Comodo Accounts Manager (CAM) accounts that you have linked to your account.
- **Link New** - Associate another CAM or ITarian account with this account. This lets you share licenses and funds with the other account. CAM is the management portal used by our customers and partners to track orders and purchase licenses. A CAM account is automatically created when you subscribe to ITarian. You can log in to CAM directly at <https://accounts.comodo.com/login>.
- **Set Partner** - MSP account holders can also become an ITarian partner to resell Comodo/ITarian products. Partners get discounted rates on all subscription-based services. These include endpoint security, web security, data backup and network monitoring and protection.

### Open the license account details

- Click 'Management' > 'Account'
- Select the 'ITarian License Account Details' tab





ITarian > Management > Account

## ITarian License Account Details

MSP Account Details **ITarian License Account Details** Account Security Details Remote Access Support

+ Link New Set Partner

ITarian License Account Email	ITarian License Account Login	First Name	Last Name	Phone Number	Partner	Default
humbersafety@gmail.com	humbersafety@gmail.com			9876543210	NO	<a href="#">Set Default</a>
impalachevvy@gmail.com	impalachevvy@gmail.com			984071874	NO	<a href="#">Set Default</a>
herculespopular22@gmail.com	herculespopular22@gmail.com			9876543121	NO	<input checked="" type="checkbox"/>

1 - 3 of 3 items < Prev 1 Next > 1 / 1

ITarian License Account Details - Table of Column Descriptions	
Column Header	Description
ITarian License Account Email	The email address associated with the linked CAM/ITarian account.
ITarian License Account Login	The username of the CAM/ITarian account.
First Name	First name of the account holder.
Last Name	Last name of the account holder.
Phone Number	Contact number provided for the account.
Partner	Indicates whether the account is a Comodo partner.
Default	Indicates whether the account is set as default for purchasing licenses for your account. Please note you can assign only one CAM account at a time as default account. See <b>Set a CAM/ITarian account as default</b> for more details.

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.

The following sections explain how to:

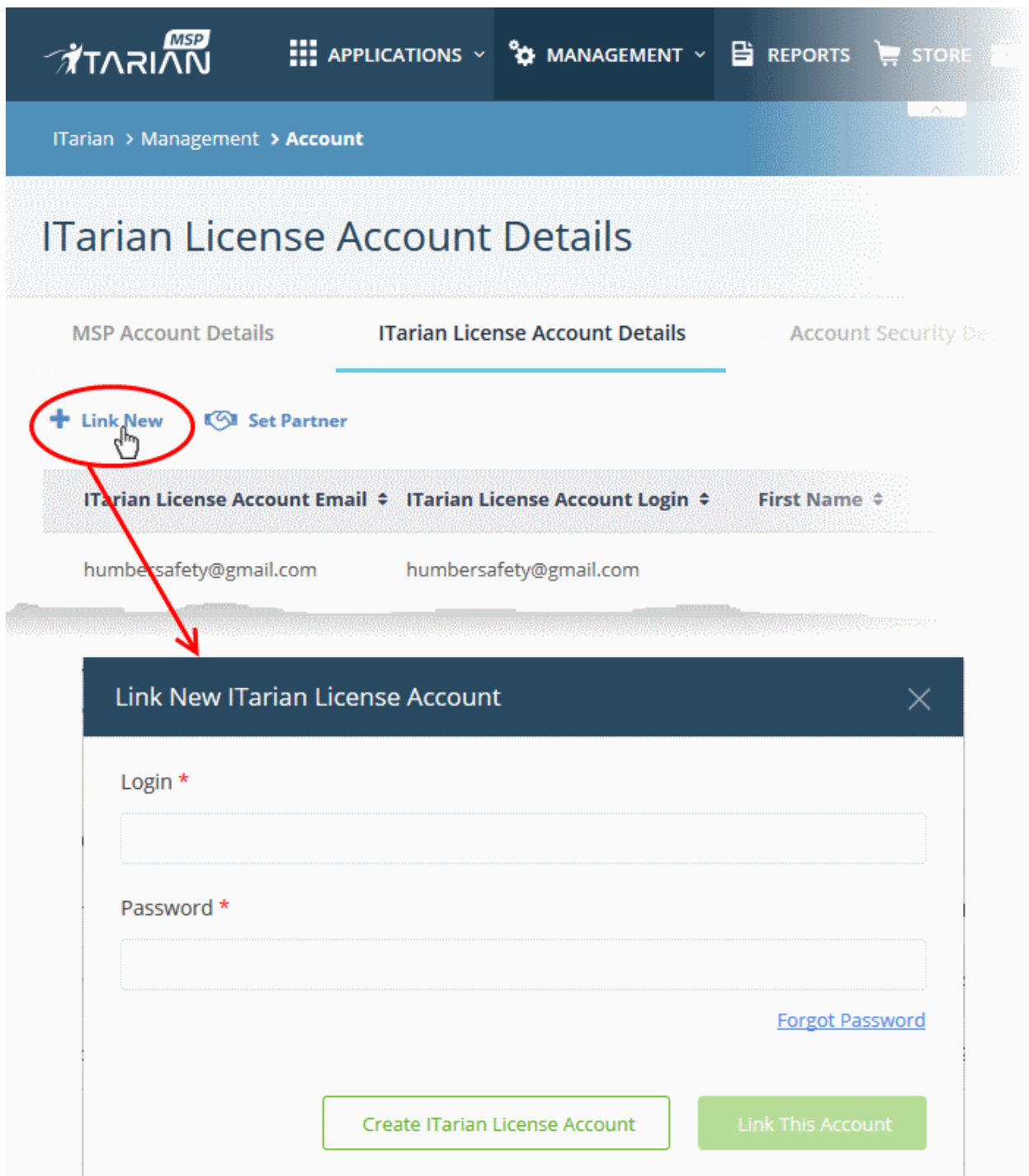
- Link a CAM account to your ITarian account**
- Set a CAM/ITarian account as default**
- Set an MSP account as ITarian Partner**

### Link a CAM account to your ITarian account

- A Comodo Accounts Manager (CAM) account was automatically created when you subscribed to ITarian. This is designated as the 'default' account.
- You can link other accounts to the current account. The current account can then use any product licenses held in the other account.
- You can also create new CAM accounts from here link them with ITarian automatically.

### Link a CAM account

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



The screenshot shows the ITarian Admin interface. At the top, there is a navigation bar with the ITarian logo, 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', and 'STORE'. Below this is a breadcrumb trail: 'ITarian > Management > Account'. The main heading is 'ITarian License Account Details'. There are three tabs: 'MSP Account Details', 'ITarian License Account Details' (which is active), and 'Account Security Details'. Below the tabs, there are two buttons: '+ Link New' (circled in red) and 'Set Partner'. Below these buttons is a table with columns: 'ITarian License Account Email', 'ITarian License Account Login', and 'First Name'. The first row of the table has the value 'humbersafety@gmail.com' in both the 'Email' and 'Login' columns. A red arrow points from the 'Link New' button to a modal dialog titled 'Link New ITarian License Account'. The dialog has a close button (X) in the top right corner. It contains two required fields: 'Login \*' and 'Password \*'. Below the 'Password \*' field is a 'Forgot Password' link. At the bottom of the dialog are two buttons: 'Create ITarian License Account' and 'Link This Account'.

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

#### Create a new CAM/ITarian account

- Click 'Management' > 'Account'
- Select the 'ITarian License Account Details' tab
- Click 'Link New'

The 'Link New ITarian License Account' dialog opens.

- Click 'Create ITarian License Account'

The account setup form will open:

### Setup ITarian License Account Details ✕

Email \*

Password \*

Company Name \*

Phone Number \*

Country \*

State or Province ▼ Postal Code \*

Submit

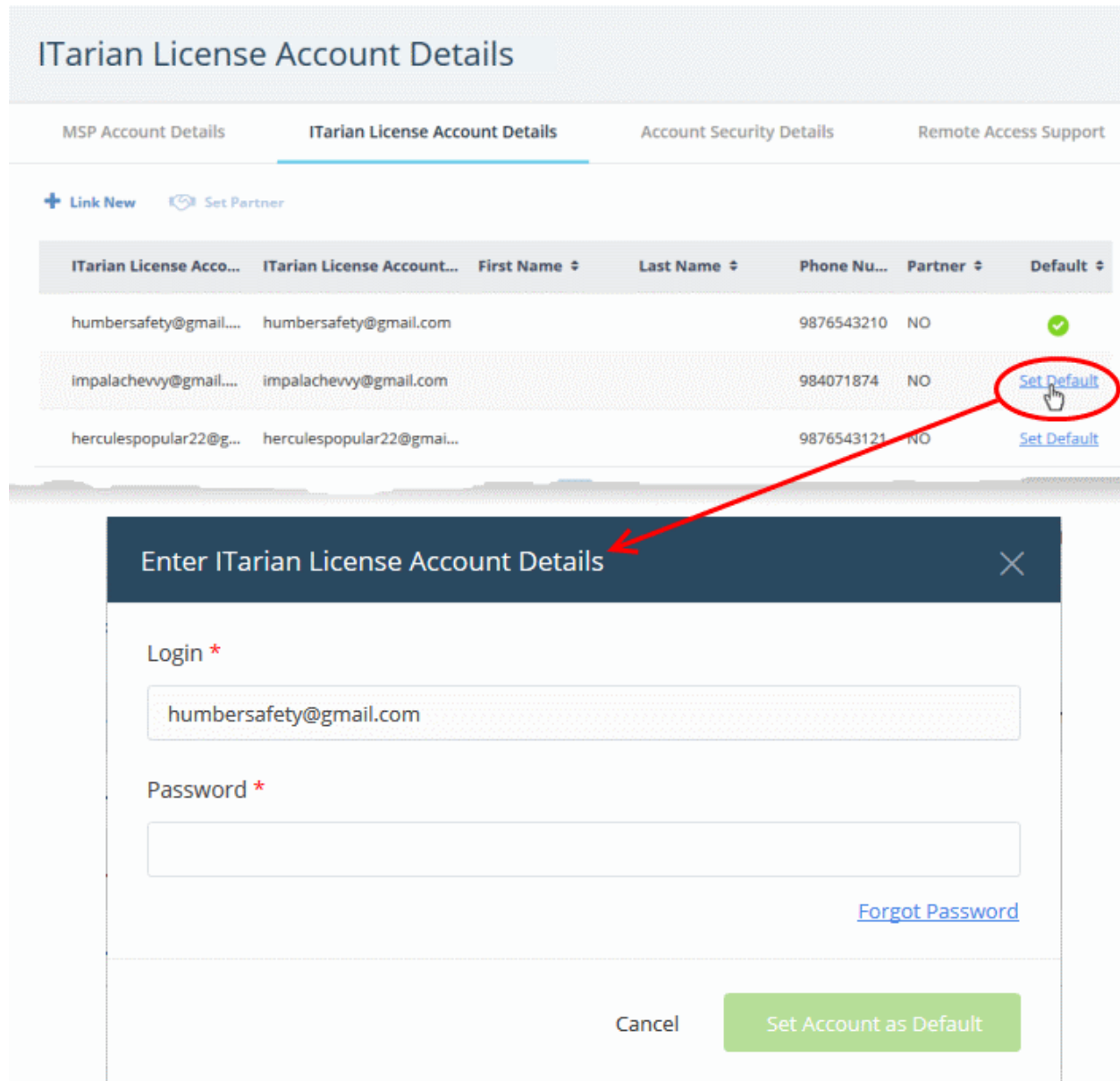
- **Email** - A valid email address to be associated with the new account.
- **Password** - Password for the CAM account
- **Company Name** - The name of the company for which you want to create a new CAM account. This company name needn't necessarily correspond to a ITarian company name.
- **Phone Number** - Enter your contact phone number
- **Country** - Select your country from the drop-down
- **State or Province** - Select the state / province from the drop-down
- **Postal Code** - Enter the zip/post code of the area
- Click the 'Submit' button

The newly created CAM account is added to the list. You can login to your CAM account at <https://accounts.comodo.com/login> and subscribe for Comodo/ITarian products. Make sure you set this as the default CAM account.

### Set a CAM/ITarian account as default

You have to set an account as 'default' to use licenses in another CAM / ITarian account:

- Click 'Management' > 'Account'
- Select the 'ITarian License Account Details' tab
- Click the 'Set Default' link beside the account you want to set as default



The screenshot shows the 'ITarian License Account Details' page with a table of accounts. A red circle highlights the 'Set Default' link for the second account, and a red arrow points to the modal dialog that appears.

ITarian License Account...	ITarian License Account...	First Name	Last Name	Phone Nu...	Partner	Default
humbersafety@gmail...	humbersafety@gmail.com			9876543210	NO	✓
impalachevvy@gmail...	impalachevvy@gmail.com			984071874	NO	<a href="#">Set Default</a>
herculespopular22@g...	herculespopular22@gmai...			9876543121	NO	<a href="#">Set Default</a>

**Enter ITarian License Account Details** [X]

Login \*

Password \*

[Forgot Password](#)

Cancel

- Enter the password of the current default account and click 'Set Account as Default'.
- Click 'Set Account As DefaultOK'

The selected CAM \ ITarian account will be now set as default.

## ITarian License Account Details

MSP Account Details		ITarian License Account Details		Account Security Details		Remote Access Support	
+ Link New		Set Partner					
ITarian License Acco...	ITarian License Account...	First Name ↕	Last Name ↕	Phone Nu...	Partner ↕	Default ↕	
humbersafety@gmail...	humbersafety@gmail.com			9876543210	NO	<a href="#">Set Default</a>	
impalachevy@gmail...	impalachevy@gmail.com			984071874	NO	<input checked="" type="checkbox"/>	
herculespopular22@g...	herculespopular22@gmai...			9876543121	NO	<a href="#">Set Default</a>	
1 - 3 of 3 items		< Prev		1	Next >		1 / 1

The login of the default account is automatically used when purchasing a new license:

[ITarian](#) > [Store](#) > **Shopping**

## Shopping

### Buy New Subscription Endpoint Manager

1. Login
2. ITarian Account
3. Configure Subscription
4. Customer Information
5. Payment Options
6. Order Summary

#### Login

Login \*

Password \*

[Forgot Password](#)

- See '[App Store](#)' for details on how to subscribe for integrated products.

### Set an MSP account as ITarian Partner

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

MSPs can add partner functionality in two ways:

- By clicking the 'Become a Partner' button at the top of the interface. This button is available if the default account is not already a partner.
- By selecting an account in 'ITarian License Account Details' then clicking 'Set Partner' at top right.

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

### ITarian License Account Details

MSP Account Details    **ITarian License Account Details**    Account Security Details    Remote Access Support

+ Link New    **Set Partner**

ITarian License Accou...	ITarian License Account ...	First Name ▾	Last Name ▾	Phone Nu...	Partner ▾	Default ▾
herculespopular22@g...	herculespopular22@gmail...			9876543121	NO	<a href="#">Set Default</a>
numbersafety@gmail.c...	numbersafety@gmail.com			9876543210	NO	<input checked="" type="checkbox"/>
raleigh1965@gmail.com	triumph	Ray	Testing		NO	<a href="#">Set Default</a>

The partner account sign-up wizard opens:

**ITarian**
✕

1. Welcome
2. Login
3. Company Details
4. Address
5. Conclusion

**Thank you for your interest in becoming an ITarian MSP Partner**

ITarian IT Operating Platform enables you to expand your client base by offering enterprise-class subscription services while solving your customers' IT challenges more efficiently.

Boost productivity with seamless integration between award-winning services, functions and toolsets and reduce costs with our complementary platform and tools.

As an ITarian partner you'll have everything you need to increase revenue and attract new customers while managing IT administration from a single pane of glass.

Once you become an ITarian partner you can take advantage of discounted rates on all of the subscription-based services offered through ITarian MSP including endpoint security, web security, data backup and network monitoring and protection.

Next

- Click 'Next' in the 'Welcome' dialog.

**ITarian**
✕

<ol style="list-style-type: none"> <li>1. Welcome</li> <li style="color: #007bff;">2. Login</li> <li>3. Company Details</li> <li>4. Address</li> <li>5. Conclusion</li> </ol>	<p style="color: #007bff;">Login</p> <p>Login *</p> <input style="width: 100%; padding: 5px;" type="text" value="humbersafety@gmail.com"/> <p>Password *</p> <input style="width: 100%; padding: 5px;" type="password" value="....."/> <p style="text-align: right; color: #007bff;"><a href="#">Forgot Password</a></p>
---	--

Back Next

- The 'Login Name' is auto-populated.
- Enter the password and click 'Next'.

The next step is to enter the company details:

**ITarian**
✕

<ol style="list-style-type: none"> <li>1. Welcome</li> <li>2. Login</li> <li style="color: #007bff;">3. Company Details</li> <li>4. Address</li> <li>5. Conclusion</li> </ol>	<p style="color: #007bff;">Company Details</p> <p>First Name *</p> <input style="width: 100%; padding: 5px;" type="text" value="A"/> <p>Last Name *</p> <input style="width: 100%; padding: 5px;" type="text" value="frontfork"/> <p>Gender</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span>Choose Your Gender</span> <span style="font-size: 0.8em;">▼</span> </div> <p>Birthday</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span>Please select birthday</span> <span style="font-size: 0.8em; margin-left: 5px;">📅</span> </div> <p>Contact Email Address *</p> <input style="width: 100%; padding: 5px;" type="text" value="herculespopular22@gmail.com"/> <p>Phone Number *</p> <input style="width: 100%; padding: 5px;" type="text"/>
---	--

Back Next



This is auto-populated with the details of the ITarian account.

- Edit the fields if required and click 'Next'

The address details of the ITarian account will open.

### ITarian ✕

- Welcome
- Login
- Company Details
- Address**
- Conclusion

#### Address

Country \*  City \*

State or Province  Postal Code \*

Street Address \*

[Back](#) [Next](#)

This is auto-populated with the details of the ITarian account.

- Edit the fields if required and click 'Next'
- The conclusion step describes the benefits of ITarian partner account.

**ITarian**
✕

1. Welcome
2. Login
3. Company Details
4. Address
5. Conclusion

✓

### Congratulations!

You have successfully requested to becoming a ITarian MSP Partner.

Once your partnership has been approved, you will receive an email notification and also a new "Partner" icon in your ITarian MSP Toolbar will appear. This icon will direct you to your partnership/reseller portal.

A **Partnership Success Manager** will be in contact with you to go over your Partnership/Reseller Portal, your discount rates and provide you with a demonstration on how to utilize it.

Your initial starting discount percentage rate will be 5%. If you would like to add funds to your partnership portal to change your discounted percentage rate, and select a pricing band, please call +1 973 859 4000 x 3025 during 9 a.m. – 6 p.m. EST or email C1-sales@comodo.com.

Please contact with your account manager to discuss and set up your discount structure.

If you don't know your account manager contact details, you can call +1 973 859 4000 x 3025.

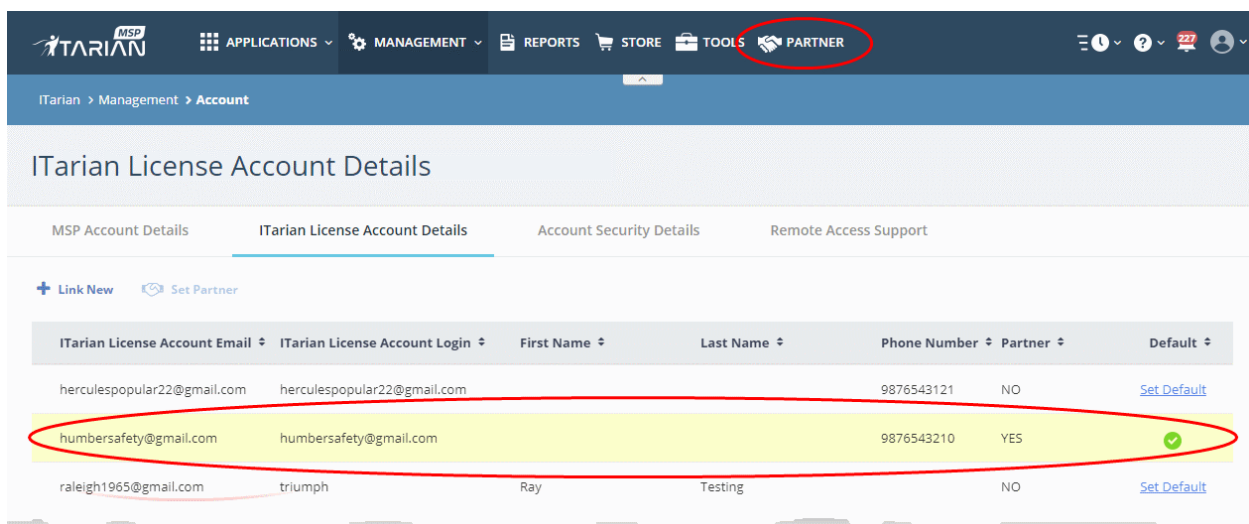
Finish

- Click 'Finish'

The application will be submitted to ITarian for approval. A status of 'Pending' is shown in the 'Partner' column during this time. The status will change to 'Yes' after your account has been approved. A 'Partner' link will also appear on the file menu.

- The 'Partner' link leads to <https://accounts.comodo.com/login>

Partners can login and manage their account at <https://www.comodo.com/login/comodo-members.php>



ITarian License Account Email	ITarian License Account Login	First Name	Last Name	Phone Number	Partner	Default
herculespopular22@gmail.com	herculespopular22@gmail.com			987654321	NO	<a href="#">Set Default</a>
humbersafety@gmail.com	humbersafety@gmail.com			9876543210	YES	<span style="color: green;">✓</span>
raleigh1965@gmail.com	triumph	Ray	Testing		NO	<a href="#">Set Default</a>

- Once an MSP has become a partner, Comodo/ITarian products will be available at discounted prices which can be sold to their customers via the portal at <https://accounts.comodo.com/reseller/management>.
- See our reseller guide at <https://help.comodo.com/topic-211-1-725-8860-The-Reseller-Portal.html> for help to manage your reseller account.
- The discounted prices will also be available when purchasing products via the ITarian Store. See the **App Store** and its sub-sections for more details about subscribing for ITarian products.

## 11.3 Set up Two-Factor Login Authentication

- Click 'Management' > 'Account' > 'Account Security Details'
- Two-factor authentication adds additional security by requiring staff to present two forms of authentication before they can login to ITarian.
  - They need to enter their regular UN/PW + a unique code sent to their mobile device.
- Enabling the feature means all users on the account will be taken through the two-factor setup process the next time they login.
- Setup involves installing the Google Authenticator app on staff mobile devices. Each member of staff must pair their device with ITarian to obtain the verification codes. Guidance on this is available in **Pair an Authentication Device**.
- To login, staff will enter a unique code generated by the app as well as their username and password. The verification code changes frequently.
- If allowed by an admin, staff have the option to disable two-factor authentication for future logins using their current browser. They will need to pass two-factor authentication again if they login using a different browser OR if they login from a different computer.

### Configure two-factor authentication

- Click 'Management' > 'Account'
- Select the 'Account Security Details' tab
- Select 'Enable Two Factor Authentication'

ITarian > Management > Account

### Account Security Details

MSP Account Details    ITarian License Account Details    **Account Security Details**    Remote Access Support

Enable Two Factor Authentication

Two-Factor Authentication adds another security level while verifying user identity. To sign-in, the user needs to enter both the password and a verification code sent to Google Authenticator app on the user's smartphone.

\* Endpoint Manager local admins, cDome and cWatch users will be able to login without Two-Factor Authentication from module login pages.

Save Changes

You can then choose whether staff can skip two-factor authentication on subsequent visits:

## Account Security Details

[MSP Account Details](#)
[ITarian License Account Details](#)
[Account Security Details](#)
[Remote Access Support](#)
 Enable Two Factor Authentication

Two-Factor Authentication adds another security level while verifying user identity. To sign-in, the user needs to enter both the password and a verification code sent to Google Authenticator app on the user's smartphone.

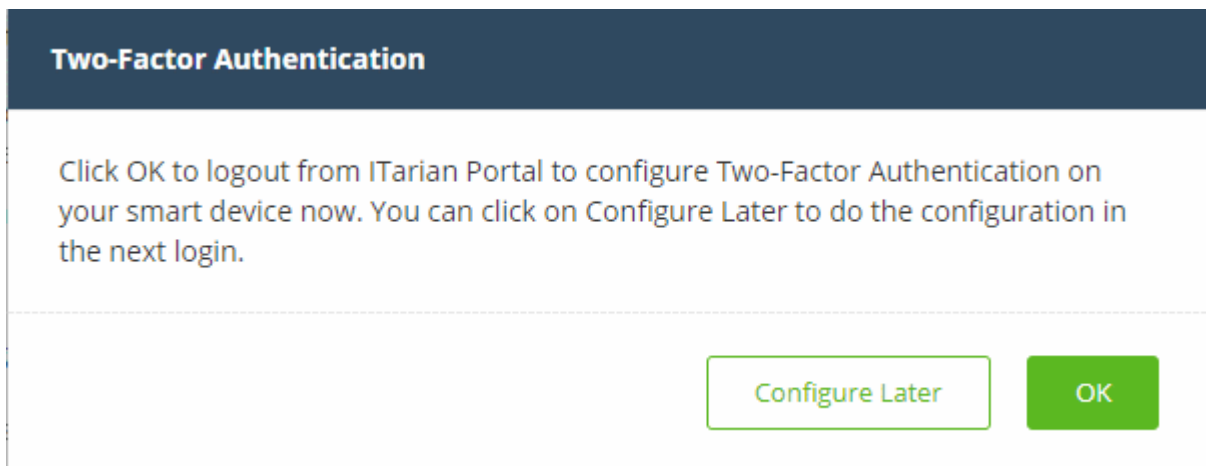
\* Endpoint Manager local admins, cDome and cWatch users will be able to login without Two-Factor Authentication from module login pages.

 Enable "Do not ask again for this browser option"

"Do not ask again for this browser option" enables your staff not to use Two Factor Authentication in the same browser when they sign in.

- "Do not ask again for this browser option" - If enabled, staff members will be allowed to disable two-factor checks on future visits from their current computer using their current browser. The option is offered after their first successful login. See [Login using Two Factor Authentication](#) for more details.
- Click 'Save Changes'.

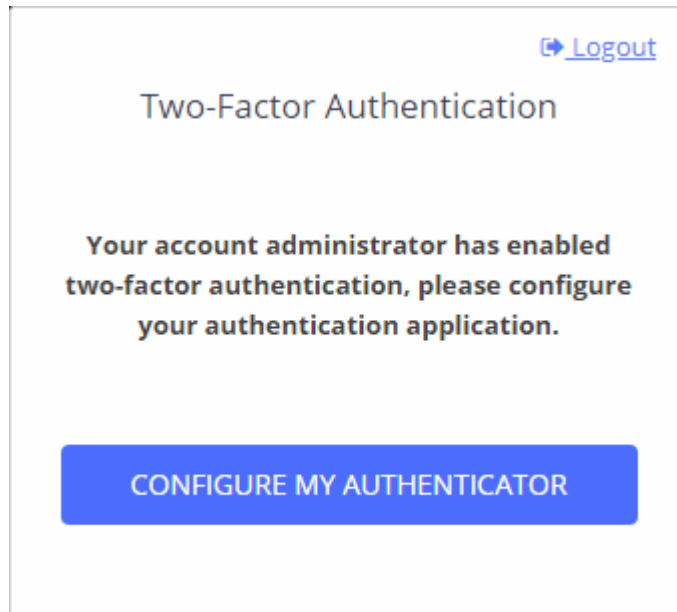
The 'Two-Factor Authentication' dialog opens to pair your device and setup two factor authentication:



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

### Pair an Authentication Device

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



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

## Enable Two-Factor Authentication

[Logout](#)

An authenticator app works by generating a new security code every 30 seconds. Once you have an authentication app installed on your smart phone and paired with your account, you can always get a code - even if you have airplane mode turned on, or are anywhere without cell service. You can use Google Authenticator for configuration.

Just a few simple steps, and you'll be all set



### Step 1

Please download Google Authenticator app on your smart device and open it.



### Step 2

Scan this QR-code

Open authentication app and:

- tap the '+' icon in the top-right of the app
- scan the image to the left, using your phone's camera

[I can't scan the QR-code](#)



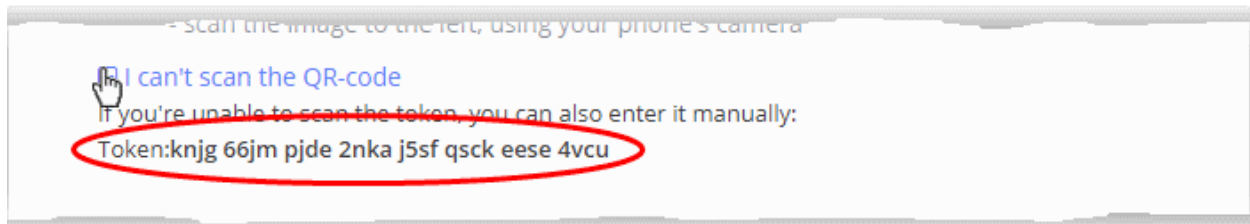
### Step 3

Enter Verification Code

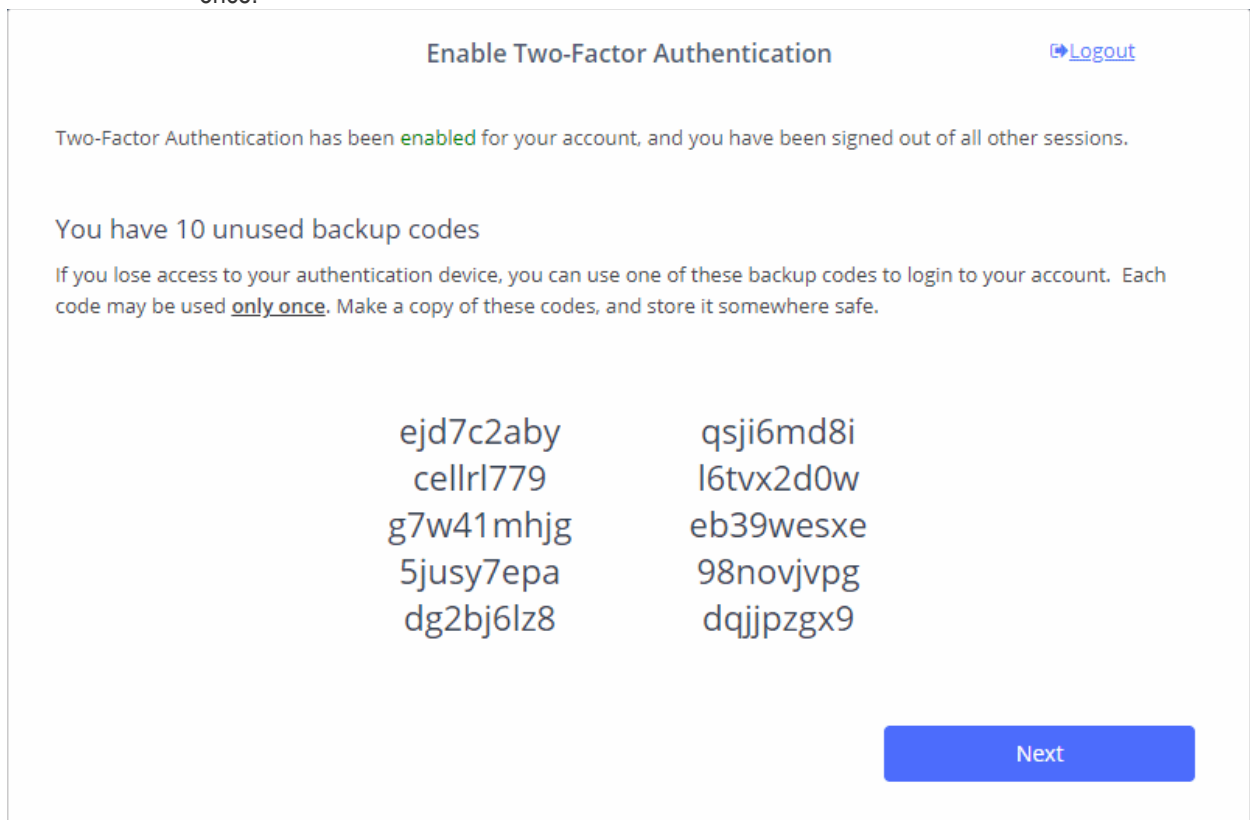
Once the QR-code above is scanned, enter the 6-digits verification code generated by the app

Code generated by app	Pair
-----------------------	------

- **Step 1** - Download the 'Google Authenticator' app and install it on your iOS or Android device.
  - Open the 'Authenticator' app and tap the '+' icon'
- **Step 2** - Scan the QR code with the device camera. This will cause the Google app to generate the 6 digit code you need to complete pairing.
  - 'I can't scan the QR code' - Click this to reveal the token if you cannot use the QR code. You should manually type the token into the Google Authenticator app.



- **Step 3** - After completing steps 1 and 2, a six digit authentication code is generated in the Google app. This code changes frequently and is unique to your account.
  - Enter the verification code in the field provided on the form.
- Click 'Pair'
- A success message is shown along with 10 backup codes.
- You can use the backup codes to complete two-factor authentication if you do not have the authentication device with you. Please make a copy of the codes. Each code can only be used once.



**Note:** You can generate a new set of codes at any time. To do so:

- Click 'Login name' > 'Settings' > 'Two-Factor Authentication'.
- Click 'View Backup Codes' then 'Generate New Codes' at the bottom.
- Your old codes will expire after you have generated the new codes.

For more details, see [reset two-factor configuration and regenerate backup codes](#) in [Configure ITarian Settings](#).

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

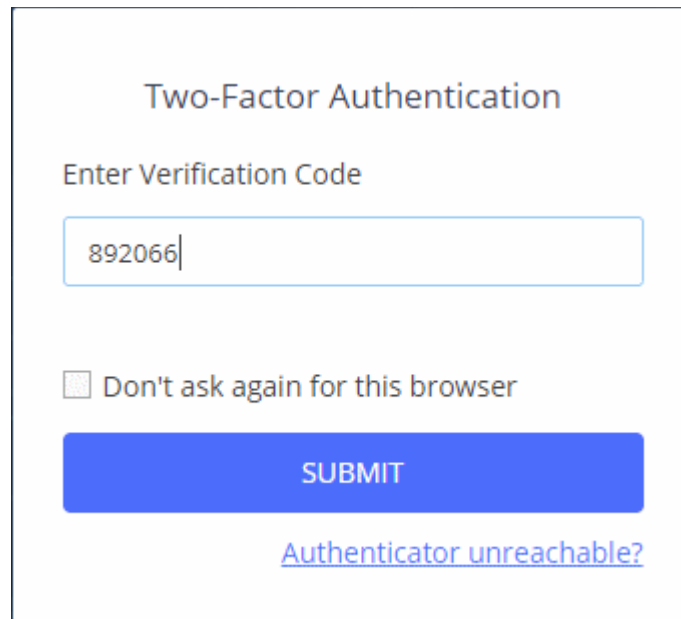
Two-factor authentication is now configured.



- All users (new and existing) need to follow the Two Factor setup process described above the next time they login.
- On all subsequent logins, users need to open the Google Authenticator app on their mobile device, collect their new verification code and enter it at the ITarian verification screen.
- If the account admin resets two-factor authentication for a user, he/she will need to go through the setup process again. See '[Manage Admins and Staff](#)' to find about resetting two-factor authentication.

### Login using Two Factor Authentication

The 'Two-Factor Authentication' dialog is shown after staff have entered their username and password:



Two-Factor Authentication

Enter Verification Code

892066

Don't ask again for this browser

SUBMIT

[Authenticator unreachable?](#)

- **Enter Verification Code** - Open the Google Authenticator app on your paired device and enter the displayed code. Please note that the code changes frequently. See earlier in this section if you have not yet paired your authentication device.
- **Don't ask again for this browser** - Select if you want to disable two factor authentication on future visits.
  - The two factor authentication dialog will not appear in future when using the current browser and endpoint.
  - You will be asked for a verification code again if you login from another computer or if you login using a different browser. You will also be asked for a code if you clear your browser's history/cache.

**Note:** 'Don't ask again for this browser' will only appear if enabled by an admin in 'Management' > 'Account' > 'Account Security Details'.

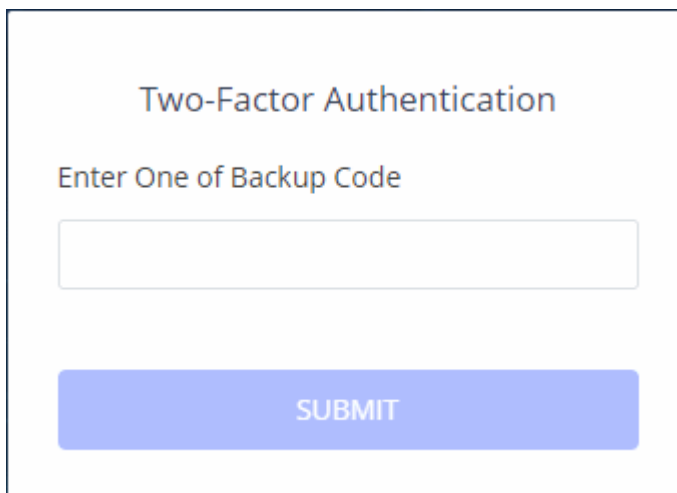
- Click 'Submit'

### Use Backup Codes

ITarian Two Factor Authentication allows you to use your backup codes in case you do not have your authentication device with you during a login attempt.

#### To login using a backup code

- Click 'Authenticator unreachable?' link in the 'Two Factor Authentication' dialog



Two-Factor Authentication

Enter One of Backup Code

SUBMIT

- Enter a code from the backup you saved when you paired your device
- Click 'Submit'

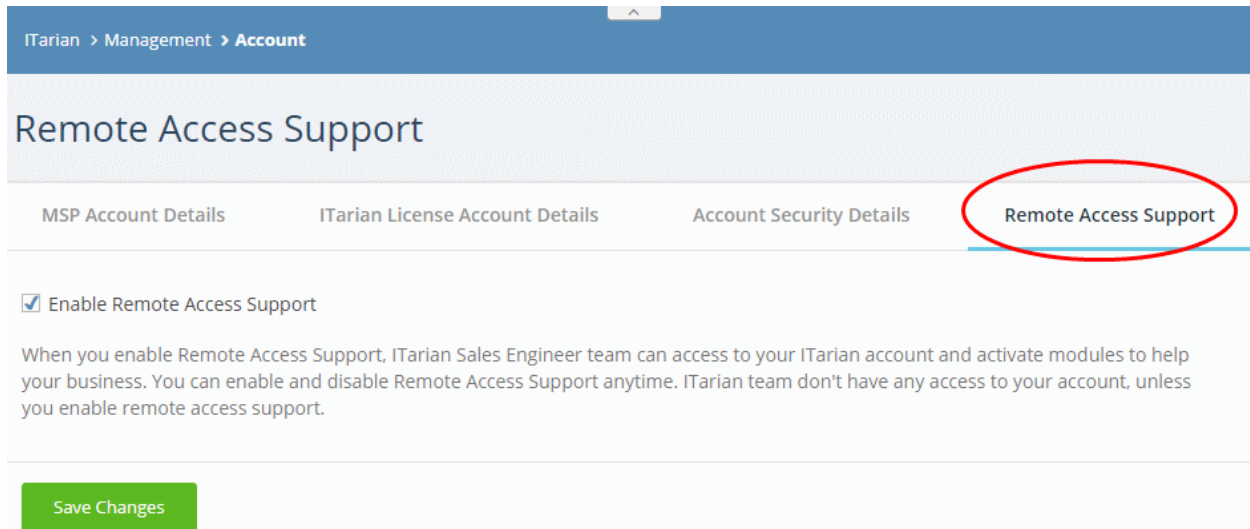
After successful verification you will be logged into ITarian. See [Reset two-factor configuration and regenerate backup codes](#) in [Configure ITarian Settings](#) for more details on backup codes.

## 11.4 Remote Access Support

- Click 'Management' > 'Account' > 'Remote Access Support'
- You can specify whether or not the ITarian support team should be allowed to remotely access your ITarian account.
- Remote access allows us to more effectively troubleshoot any issues you may be having and to activate new modules when required.

#### Authorize remote access

- Click 'Management' > 'Account'
- Select the 'Remote Access Support' tab



ITarian > Management > Account

## Remote Access Support

MSP Account Details    ITarian License Account Details    Account Security Details    **Remote Access Support**

Enable Remote Access Support

When you enable Remote Access Support, ITarian Sales Engineer team can access to your ITarian account and activate modules to help your business. You can enable and disable Remote Access Support anytime. ITarian team don't have any access to your account, unless you enable remote access support.

[Save Changes](#)

- Select 'Enable Remote Access Support'
- Click 'Save Changes'

## 12 Manage Subscriptions, Usage, Billing and Settings

- Click 'Management' > 'Applications' to open this area.
- The applications area shows apps that you have added to your ITarian account.
- You can choose to show or hide apps in the application's 'Settings' interface.

### View and manage applications

- Click 'Management' > 'Applications'

ITarian > Management > Applications

## Applications

Endpoint Manager

Acronis Back-up

Secure DNS Filtering

Secure Web Gateway

Secure Email Gateway MSP

Show all hidden modules

Subscriptions Usage Billing Settings

**Subscription List** [+ Add New Subscription](#)

ID: 8544da6f72	ITSM Subscription Basic Edition For Comodo ONE Unlimited Start Date: 04/30/2018	FREE TRIAL 365 days	<b>ACTIVE</b>
ID: dfbbb4f1e	CDM_Subscription_Premium_Edition (1-99) 1 Start Date: 10/04/2018	CREDIT CARD PREPAID per 12 months	<b>ACTIVE</b>
ID: efe7707b3	CDM_Subscription_Premium_Edition (1-99) 20 Start Date: 10/04/2018	CREDIT CARD PREPAID per 12 months	<b>ACTIVE</b>
ID: 3a92c35a	Advanced Endpoint Protection Managed Edition (1-100) 6 Start Date: 04/03/2019	CREDIT CARD PREPAID per 12 months	<b>ACTIVE</b>

**Details**

<b>ITarian License Account Username</b> herculespopular22@gmail.com	<b>Date</b> 04/03/2019
<b>Module Name</b> Endpoint Manager	<b>Period</b> per 12 months
<b>Product Name</b> Advanced Endpoint Protection Managed Edition (1-100)	<b>Number of Users</b> 6
<b>Status</b> ACTIVE	<b>Price</b> \$89.00
<b>Subscription ID</b> 3a92c35abc	<b>Total Price</b> \$534.00
<b>License Key</b> 463f7e79-c6b1-4aa3-a5dc-1580692cd63c	<b>Payment Type</b> Credit Card

- **Show all hidden modules** - View every available ITarian application, including those that are hidden.
- Click an application tile to view info about the app in the tabs underneath.

The section has the followings tabs:

- **Subscriptions** - View details of your current licenses and purchase new licenses if required
- **Usage** - Statistics which show how much data has been used by a particular application.
- **Billing** - View payment history and pending payments for each subscribed module
- **Settings** - Configure whether the app is to be shown or hidden in the application management interface and the URLs for the Comodo Dome Firewall Central Manager, Dome Antispam and Dome Data Protection applications.

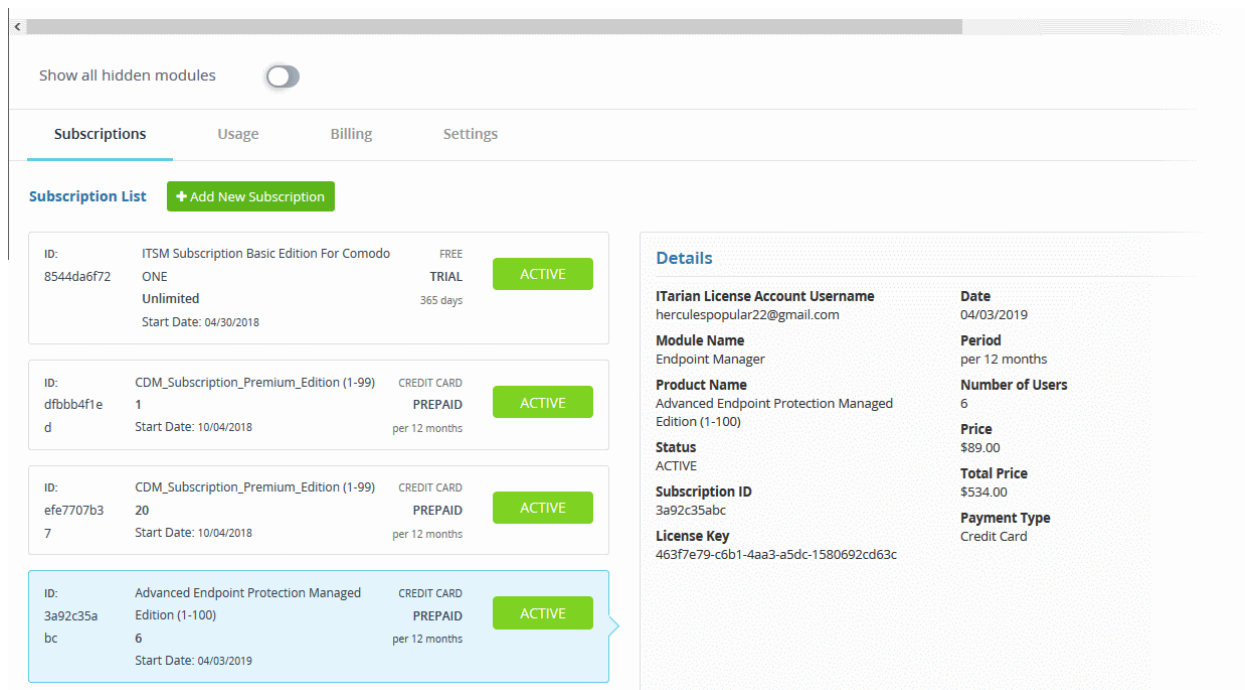
## 12.1 Manage Subscriptions

The 'Subscriptions' tab shows details about licenses you have purchased for ITarian applications. Details include whether the license is active or not, the start date of the subscription, the name of the product and more.

### View and purchase licenses for an ITarian product

- Click 'Management' > 'Applications'

- Select an application
- Click the 'Subscriptions' tab to view existing licenses for that application.



The screenshot shows the 'Subscriptions' tab in the ITarian Admin interface. At the top, there is a toggle for 'Show all hidden modules' and navigation tabs for 'Subscriptions', 'Usage', 'Billing', and 'Settings'. Below the tabs is a 'Subscription List' with a '+ Add New Subscription' button. The list contains four rows of subscription information, each with an 'ACTIVE' status button. The first row is highlighted in light blue, and its details are shown in a separate panel on the right.

ID	Product Name	Payment Type	Status
8544da6f72	ITSM Subscription Basic Edition For Comodo ONE Unlimited	FREE TRIAL	ACTIVE
dfbb4f1e	CDM_Subscription_Premium_Edition (1-99) 1	CREDIT CARD PREPAID	ACTIVE
efe7707b3	CDM_Subscription_Premium_Edition (1-99) 20	CREDIT CARD PREPAID	ACTIVE
3a92c35abc	Advanced Endpoint Protection Managed Edition (1-100) 6	CREDIT CARD PREPAID	ACTIVE

**Details Panel:**

<b>ITarian License Account Username</b> herculespopular22@gmail.com	<b>Date</b> 04/03/2019
<b>Module Name</b> Endpoint Manager	<b>Period</b> per 12 months
<b>Product Name</b> Advanced Endpoint Protection Managed Edition (1-100)	<b>Number of Users</b> 6
<b>Status</b> ACTIVE	<b>Price</b> \$89.00
<b>Subscription ID</b> 3a92c35abc	<b>Total Price</b> \$534.00
<b>License Key</b> 463f7e79-c6b1-4aa3-a5dc-1580692cd63c	<b>Payment Type</b> Credit Card

Each license is shown on a separate row. The following information is available for each license:

### Subscription List

- Shows all your licenses for the selected product. Each license row contains basic information such as license name, type, duration, start date and user/endpoint allowance.
- Click a row to view more details about the license.

### Details

- ITarian License Account Username - The email ID associated with the account for which the license was originally purchased.
- Module Name - The name of the application.
- Product Name - Indicates the name, duration and user/node allowances covered by the license.
- Status - Whether the license is active or not.
- Subscription ID - The identification number provided for the subscription.
- License Key - License key of the subscribed product.
- Date - The date of subscription.
- Period - The license validity period
- Number of users - How many end users are covered by the license. This is applicable for products where end users are to be enrolled such as Endpoint Manager.
- Price - The base price of the product.
- Total Price - The total price paid for the product. This depends on the number of users, number of nodes and validity period.
- Payment Type - Indicates how payment was made for the product.

Click 'Add New Subscription' to renew, buy or add new license for the module. See '[App Store](#)' for more details about the license purchase process.

## 12.2 View Usage Details

- Usage details tell you how much data has been used by various ITarian modules. You can also view how much you have used of your allowed quota.
- For example, the Acronis tile shows how much data has been used by Acronis Cloud Backup.

### Open the 'Usage' screen

- Click 'Management' > 'Applications'
- Select an application
- Click the 'Usage' tab

### Applications

Endpoint Manager

Dome Shield

Acronis Back-up

Dome Firewall Central Manager

CWatch EDR

---

Subscriptions
Usage
Billing
Settings

Show Total

Your usage information will be updated after 24 hours.

#### Subscription Usage

10

7

Values

2

: ACM

: Dith

: Scrij

#### Subscription Usage List

#	COMPANY	USAGE	USAGE UNIT
1	ACME Corp	0	GB
2	Dithers Company	0	GB
3	Script Group	0	GB

#### Subscription Usage Quota

POSTPAID	PREPAID
0	0

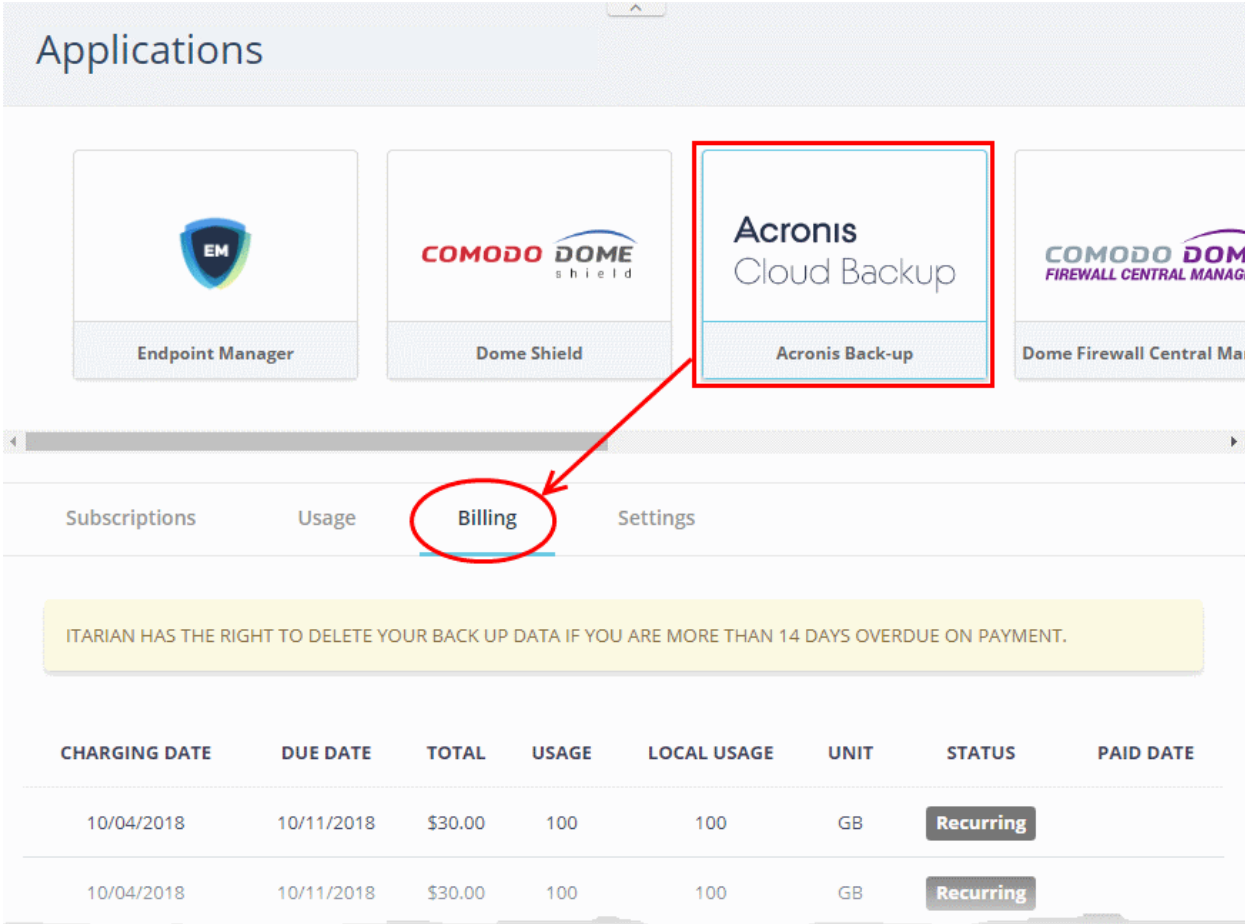


## 12.3 View Billing Details

The billing tab shows payment information for each product you have purchased on your account.

- Click 'Management' > 'Applications'
- Select an application
- Click the 'Billing' tab

The following image shows the billing details of Acronis Cloud Backup.



The screenshot shows the 'Applications' page with four application cards: Endpoint Manager, Dome Shield, Acronis Cloud Backup, and Dome Firewall Central Manager. The 'Acronis Cloud Backup' card is highlighted with a red box. Below the cards, the 'Billing' tab is selected and circled in red. A yellow warning banner reads: "ITARIAN HAS THE RIGHT TO DELETE YOUR BACK UP DATA IF YOU ARE MORE THAN 14 DAYS OVERDUE ON PAYMENT." Below the banner is a table with the following data:

CHARGING DATE	DUE DATE	TOTAL	USAGE	LOCAL USAGE	UNIT	STATUS	PAID DATE
10/04/2018	10/11/2018	\$30.00	100	100	GB	Recurring	
10/04/2018	10/11/2018	\$30.00	100	100	GB	Recurring	

## 12.4 Configure App Settings and Dome Service URL

- The settings area lets you choose whether or not an application is shown in 'Management' > 'Applications'.
- You can also specify the service URLs for Dome Firewall Central Manager, Data Loss Prevention, and Secure Email Gateway Enterprise. Once done, you can directly open these applications in ITarian from the 'Applications' menu.
  - The service URL is the address where your account is hosted. It is a unique address that we set up for each customer immediately after sign up. We will email this link to you once we have created your instance.

### Configure the app settings

- Click 'Management' > 'Applications'.
- Select an application
- Click the 'Settings' tab.

Show all hidden modules

---

Subscriptions Usage Billing **Settings**

---

Hide module from the "Applications"

**Settings**

Dome Service URL \*

Save

- **Hide module from the "Applications"** – Select whether or not the app should be shown as a tile in 'Management' > 'Applications'.
  - Click on an app to view and manage its subscriptions, usage and billing details.
  - Hide an app if you think it does not require frequent management.

#### Enter service URL for applications

- Click 'Management' > 'Applications'.
- Select an application ('Dome Firewall Central Manager', 'Data Loss Prevention' or 'Secure Email Gateway Enterprise')
- Click the 'Settings' tab.

Show all hidden modules

---

Subscriptions Usage Billing **Settings**

---

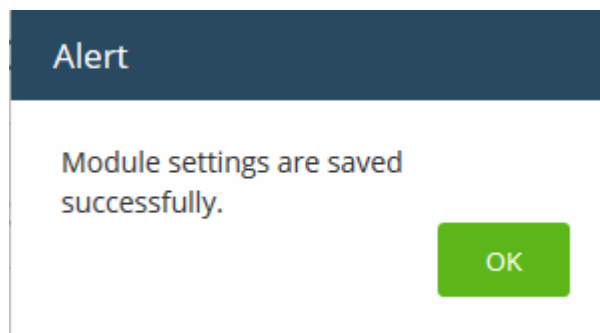
Hide module from the "Applications"

**Settings**

Dome Service URL \*

Save

- Enter the Dome Service URL you received over email
- Click the 'Save' button.



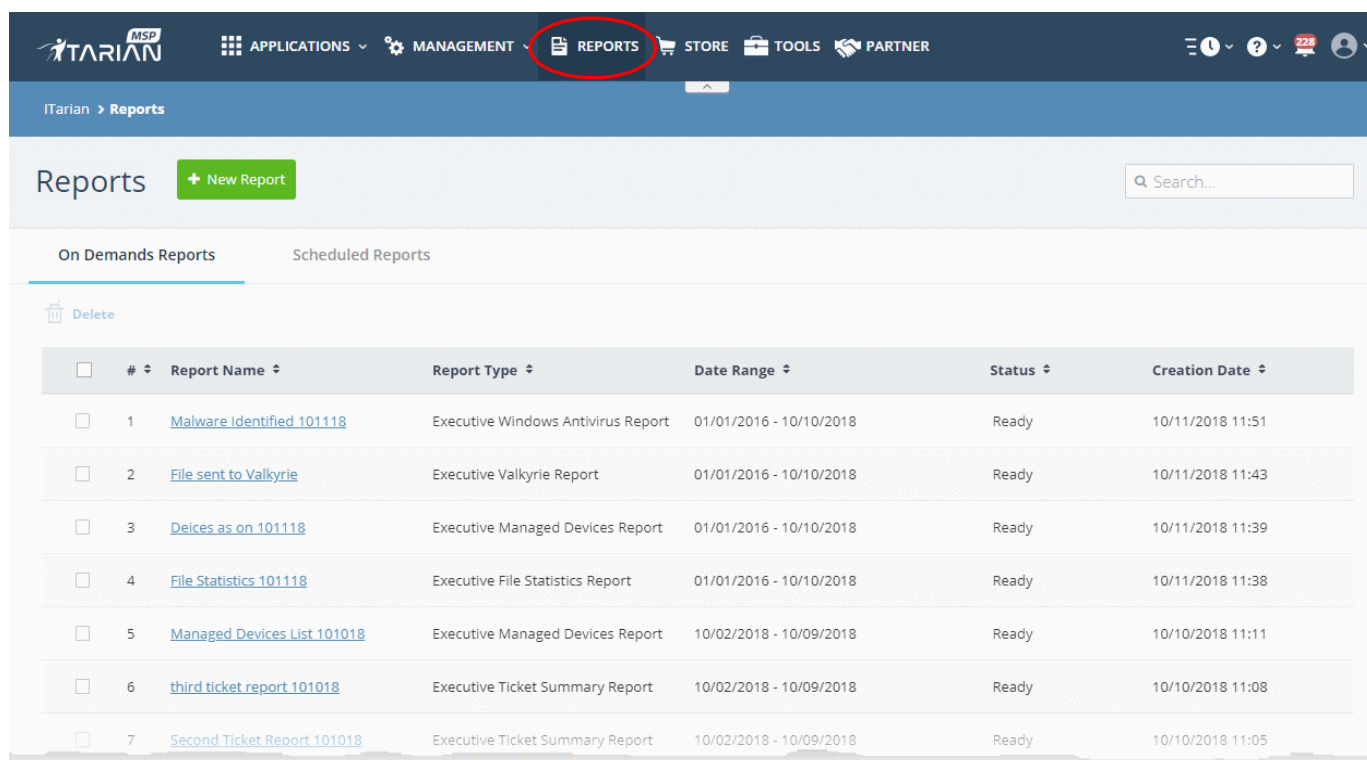
- Click 'OK'
- You can now access the product directly from the 'Applications' menu.

## 13 Reports

- Click 'Reports' on the menu bar
- The 'Reports' interface lets you generate and view reports on:
  - Service desk tickets
  - Managed devices
  - Malware identified on managed devices
  - Files discovered on managed devices
  - Files submitted to Valkyrie for analysis and their verdicts
- You can generate a report on demand, or schedule automatic reports at set intervals

### Open the reports interface

- Click 'Reports' on the menu bar



The screenshot shows the ITarian Reports interface. The 'REPORTS' menu item is circled in red. The interface displays a list of reports under the 'On Demands Reports' tab. The table below shows the details of these reports.

#	Report Name	Report Type	Date Range	Status	Creation Date
1	<a href="#">Malware Identified 101118</a>	Executive Windows Antivirus Report	01/01/2016 - 10/10/2018	Ready	10/11/2018 11:51
2	<a href="#">File sent to Valkyrie</a>	Executive Valkyrie Report	01/01/2016 - 10/10/2018	Ready	10/11/2018 11:43
3	<a href="#">Deices as on 101118</a>	Executive Managed Devices Report	01/01/2016 - 10/10/2018	Ready	10/11/2018 11:39
4	<a href="#">File Statistics 101118</a>	Executive File Statistics Report	01/01/2016 - 10/10/2018	Ready	10/11/2018 11:38
5	<a href="#">Managed Devices List 101018</a>	Executive Managed Devices Report	10/02/2018 - 10/09/2018	Ready	10/10/2018 11:11
6	<a href="#">thirrd ticket report 101018</a>	Executive Ticket Summary Report	10/02/2018 - 10/09/2018	Ready	10/10/2018 11:08
7	<a href="#">Second Ticket Report 101018</a>	Executive Ticket Summary Report	10/02/2018 - 10/09/2018	Ready	10/10/2018 11:05

The interface has two tabs:

- **On Demand Reports** - Manually generated reports
- **Scheduled Reports** - These reports are automatically generated at intervals you choose.

Reports - Column Descriptions	
Column Header	Description
Report Name	Label of the report. You specify the report name when you create the report.
Report Type	Module which the report concerns. For example, 'Executive Ticket Summary Report', 'Executive Managed Devices Report' and 'Executive File Statistics Report'
Date Range/Period	Time period covered by the report.
Schedule	Report frequency. Applies to scheduled reports only.
Status	<p>The current stage of the report.</p> <p>On-demand reports may have the following statuses:</p> <ul style="list-style-type: none"> <li>• Waiting - Report is waiting to be added to queue</li> <li>• Requested - Report is queued</li> <li>• In-progress - Report is currently being generated</li> <li>• Ready - Report is available to view and download.</li> <li>• Failed - ITarian encountered an error when creating the report.</li> </ul> <p>For scheduled reports, the possible values are:</p> <ul style="list-style-type: none"> <li>• Active - The report will be generated at the scheduled times.</li> <li>• Inactive - The report schedule is disabled.</li> </ul> <p>You can activate or deactivate a schedule using the options at the top. See <b>View and manage report schedules</b> for more details.</p>
Creation Date	Date and time at which the report was generated.

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.
- Click any column header to sort reports based on the column label
- To search for a specific report, enter the name of the report in the search field and click the magnifying glass icon.

The following sections explain how to:

- **Create / Schedule reports**
- **View the reports**
- **View and manage report schedules**

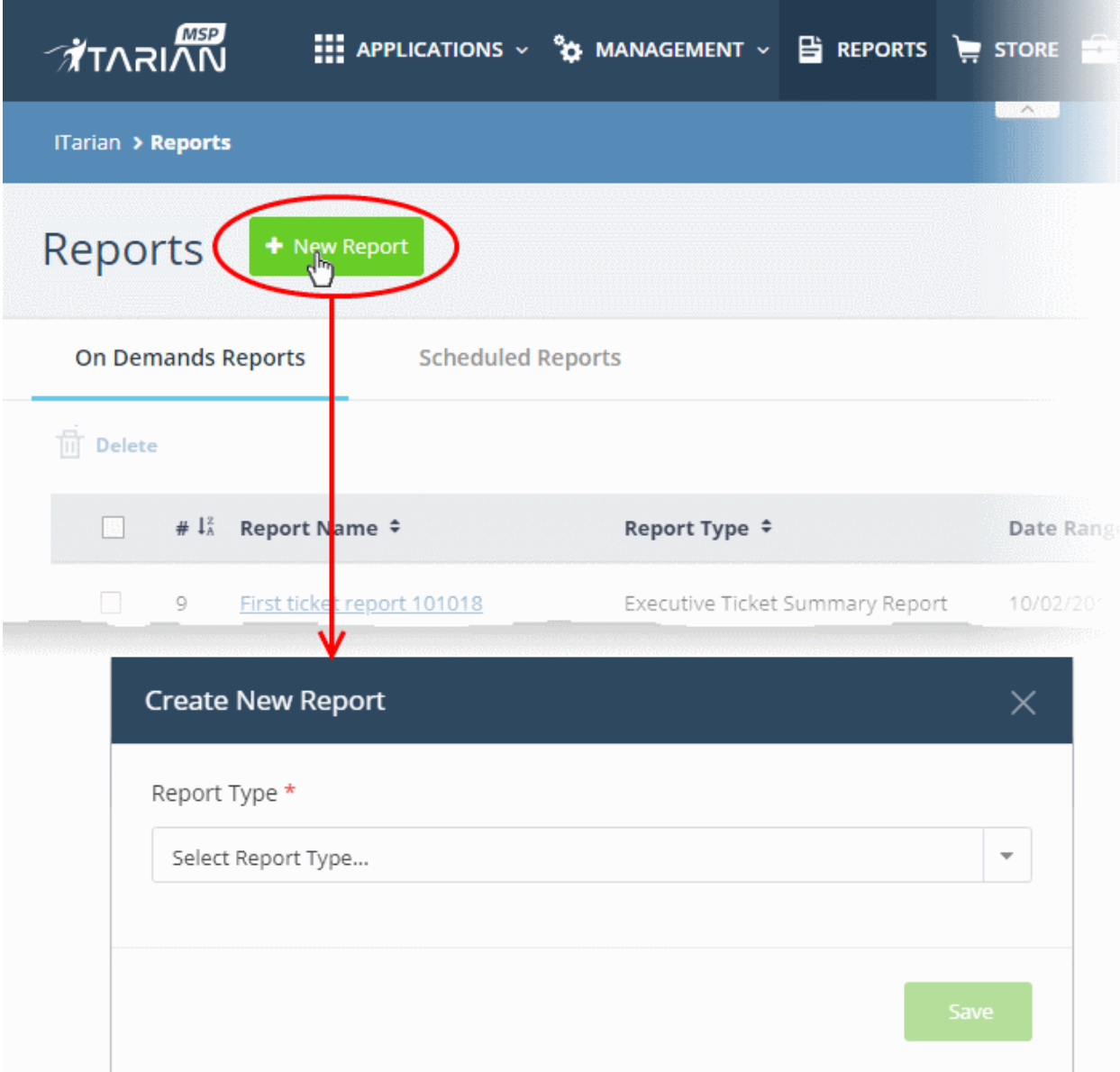
### Create a New Report

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

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

**Generate a report or report schedule**

- Click 'Reports' on the menu bar
- Click 'New Report' on the top



The screenshot shows the ITarian MSP interface. The top navigation bar includes 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', 'STORE', and a shopping cart icon. The breadcrumb trail is 'ITarian > Reports'. The main heading is 'Reports', with a green '+ New Report' button circled in red. Below this are tabs for 'On Demands Reports' and 'Scheduled Reports'. A table lists reports, with the first row highlighted: # 9, Report Name 'First ticket report 101018', Report Type 'Executive Ticket Summary Report', and Date Range '10/02/2018'. A red arrow points from the '+ New Report' button to a 'Create New Report' dialog box. The dialog box has a title bar with a close button (X) and a 'Report Type \*' dropdown menu with the text 'Select Report Type...'. A green 'Save' button is at the bottom right of the dialog.

- Choose the report type from the options.

The 'Create New Report' dialog appears for the selected report type:

### Create New Report ✕

**Report Type \***

Executive Ticket Summary Report ▼

**Report Name \***

**Date Range \***

Select Date Range...

**Company \***

Select Company... ▼

Email this report to

**Set Schedule \***

Once ▼

\* Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

**Save**

- **Report Name** - Enter a descriptive label for the report.
- **Date Range** - Click inside the field to choose the time period covered by the report.

**Date Range \***

Select Date Range...

- Yesterday
- Last Week
- Last 7 Days
- Last 30 Days
- This Month
- Last Month
- All Time
- Custom Range

Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

Apply Cancel Save

- Click 'Custom Range' to choose specific start and end dates:



Create New Report
✕

**Report Type \***

Executive Ticket Summary Report
▼

**Report Name \***

**Date Range \***

Yesterday

📅 04/13/2018

📅 04/13/2018

Last Week

<

Apr 2018

May 2018

>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31	29	30	1	2	3	4	5
1	2	3	4	5	6	7	6	7	8	9	10	11	12
8	9	10	11	12	13	14	13	14	15	16	17	18	19
15	16	17	18	19	20	21	20	21	22	23	24	25	26
22	23	24	25	26	27	28	27	28	29	30	31	1	2
29	30	1	2	3	4	5	3	4	5	6	7	8	9

Apply

Cancel

- Click 'Apply' to enter your date range
- **Company** - Organization whose devices/ files/ tickets are covered by the report
  - MSP customers - Select the target company from the drop-down
  - Enterprise customers - Cannot change the target company
- **Email this report to** - Enter the addresses of any admins to whom the report is to be sent. You can add multiple email addresses in the field. Press 'Enter' button after each address.

**Company \***

Select Company...
▼

**Email this report to**

**Contact Email(s) \***

Add an email...

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

The available options are:

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

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

### View Reports

- Click 'Reports' on the menu bar
- Click 'On-Demand Reports' to view manually generated reports or 'Scheduled Reports' to view auto-generated reports
- Click on the name of a report to view it.

The screenshot shows the ITarian Reports interface. At the top, there are navigation tabs for 'APPLICATIONS', 'MANAGEMENT', 'REPORTS', and 'STORE'. The 'REPORTS' tab is active, and the breadcrumb 'ITarian > Reports' is visible. Below the breadcrumb, there is a 'Reports' section with a '+ New Report' button. Two tabs, 'On Demands Reports' and 'Scheduled Reports', are present. A 'Delete' button is located above a table of reports. The table has columns for '#', 'Report Name', 'Report Type', and 'Date Range'. The first report, 'Malware Identified 101118', is circled in red, and a red arrow points from it to the detailed report view below. The detailed report is titled 'Executive Windows Antivirus Report' and includes customer information, report type, and period. Below this is a 'Report Legend' table with two columns: 'TABLE COLUMNS' and 'DESCRIPTION'.

#	Report Name	Report Type	Date Range
1	<a href="#">Malware Identified 101118</a>	Executive Windows Antivirus Report	01/01/2016 - 10/10/2018
2	<a href="#">File sent to Valkyrie</a>	Executive Valkyrie Report	01/01/2016 - 10/10/2018
3	<a href="#">Deices as on 101118</a>	Executive Managed Devices Report	01/01/2016 - 10/10/2018

**Executive Windows Antivirus Report**  
 Customer: frontfork  
 Report type: Executive Report  
 Period: 2016-01-01/2018-10-10

Report Legend	DESCRIPTION
Total # of AV Protected Devices	Total number of Antivirus protected devices
Total # of AV Not Protected Devices	Total number of Antivirus not protected devices
Total # of Clean Devices	Total number of clean devices
Total # of Infected Devices	Total number of infected devices
Total # of Unknown Devices	Total number of devices without any prior complete scan
Malware Status	Actions taken for Applications such as "Quarantined", "Ignored" and "Deleted"
Scan Status	The scan status of AV such as "Scanning", "Unknown", "Scan Command Sent", "Complete"
Period Data	Data between start date and end date of selected period
End Date Data	Snapshot data for end date of selected period


- The report will open in pdf format. Click the download button to save a copy.

ITarian > Reports

## Reports

[+ New Report](#)

On Demands Reports    Scheduled Reports

 Delete

<input type="checkbox"/>	#	Report Name	Report Type	Date Range
<input checked="" type="checkbox"/>	1	<a href="#">Malware Identified 101118</a>	Executive Windows Antivirus R...	01/01/2016 - 10/10/2
<input checked="" type="checkbox"/>	2	<a href="#">File sent to Valkyrie</a>	Executive Valkyrie Report	01/01/2016 - 10/10/2
<input type="checkbox"/>	3	<a href="#">Deices as on 101118</a>	Executive Managed Devices Re...	01/01/2016 - 10/10/2
<input type="checkbox"/>	4	<a href="#">File Statistics 101118</a>	Executive File Statistics Report	01/01/2016 - 10/10/2


### View and Manage Report Schedules

- Click 'Reports' on the menu bar
- Click the 'Scheduled Reports' tab
- Click a report name to view it as a pdf
- Select reports using the check-boxes on the left to perform the following actions:

ITarian > Reports

## Reports

On Demands Reports    Scheduled Reports

Activate Report     Inactivate Report     Delete


<input type="checkbox"/>	#	Report Name	Report Type	Period	Schedule	Status	Creation Date
<input type="checkbox"/>	1	Weekly Valkyrie Report	Executive Valkyrie Report	Last7days	Weekly	Active	10/11/2018 14:02
<input checked="" type="checkbox"/>	2	Daily Malware Report	Executive Windows Antivirus R...	Last7days	Weekly	Inactive	10/11/2018 12:13

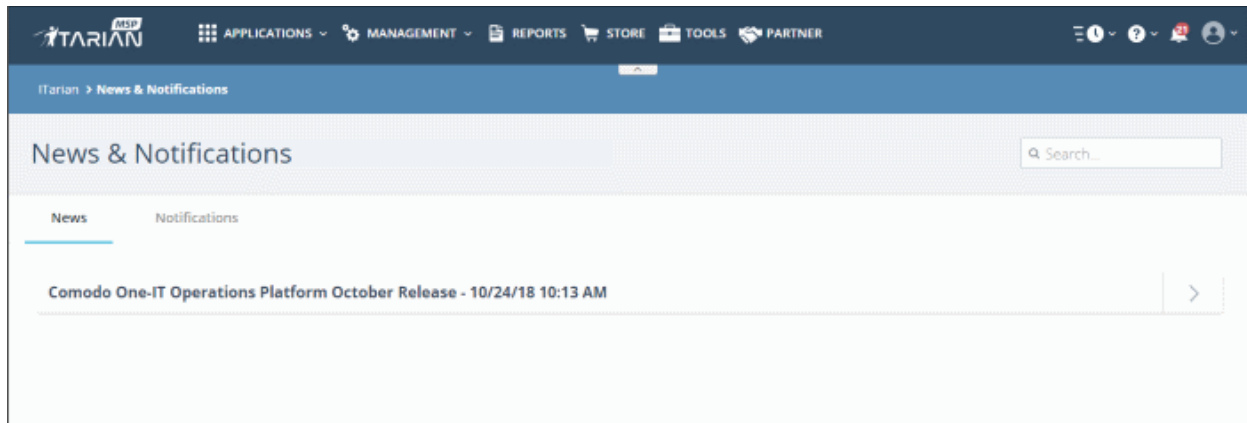
1 - 2 of 2 items    < Prev    1    Next >    1 / 1

- Inactivate Report - Stops the report from being generated at the scheduled times.
- Activate Report - Resume automatic report generation at the scheduled times
- Delete - Removes the schedule from the list.

# 14 Notifications

ITarian uses in-app notifications to push the latest news about products and updates.

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



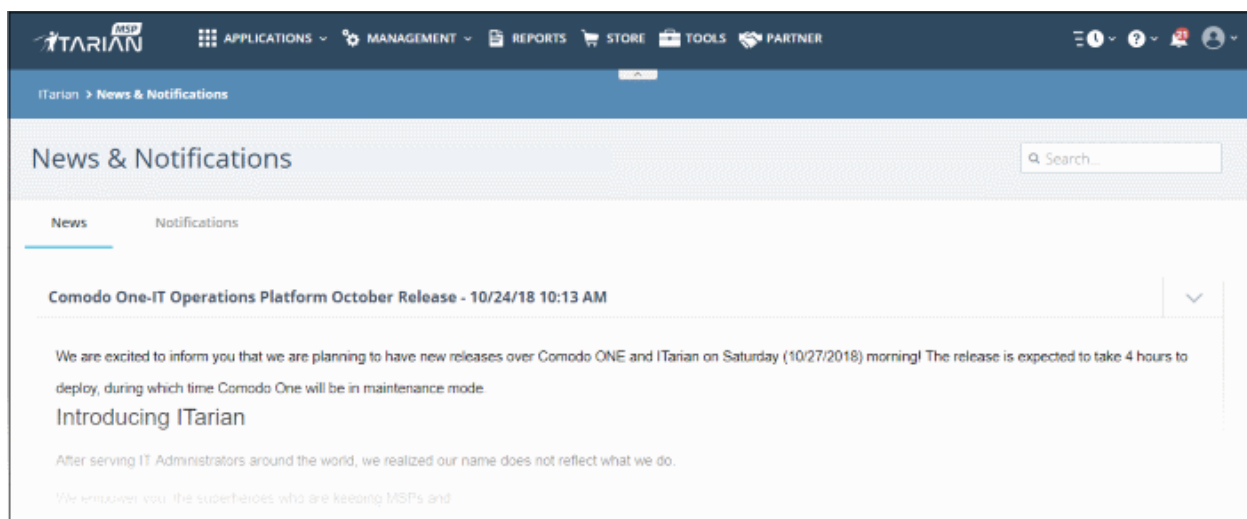
The interface has two tabs:

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

## News

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

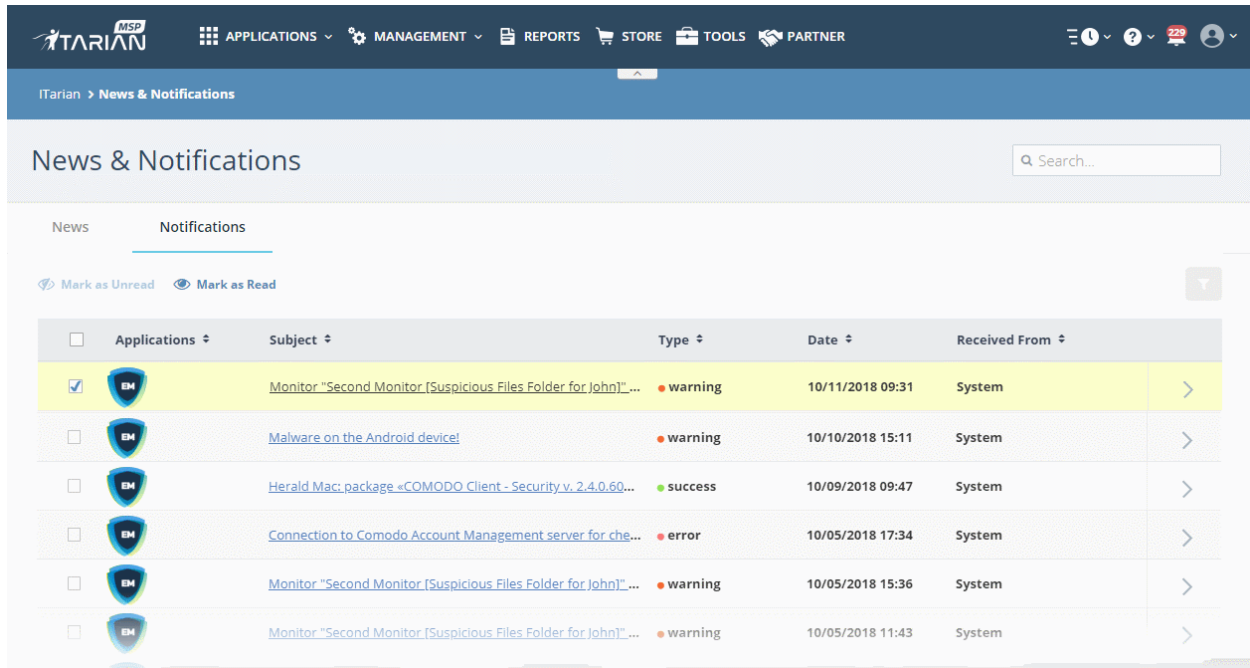
- Click anywhere on the news heading to view the complete message:



## Notifications

- The 'Notifications' tab shows updates from ITarian applications .
- Each row contains links to the licensed application's interface where the update information is available.

- For example, if you install the CCS agent on a client's computer, you will be notified when installation is complete. When you click the subject link, you will be taken to the 'Device Details' interface with the 'MSI Installation State' tab open.



ITarian > News & Notifications

## News & Notifications

Search...

News **Notifications**

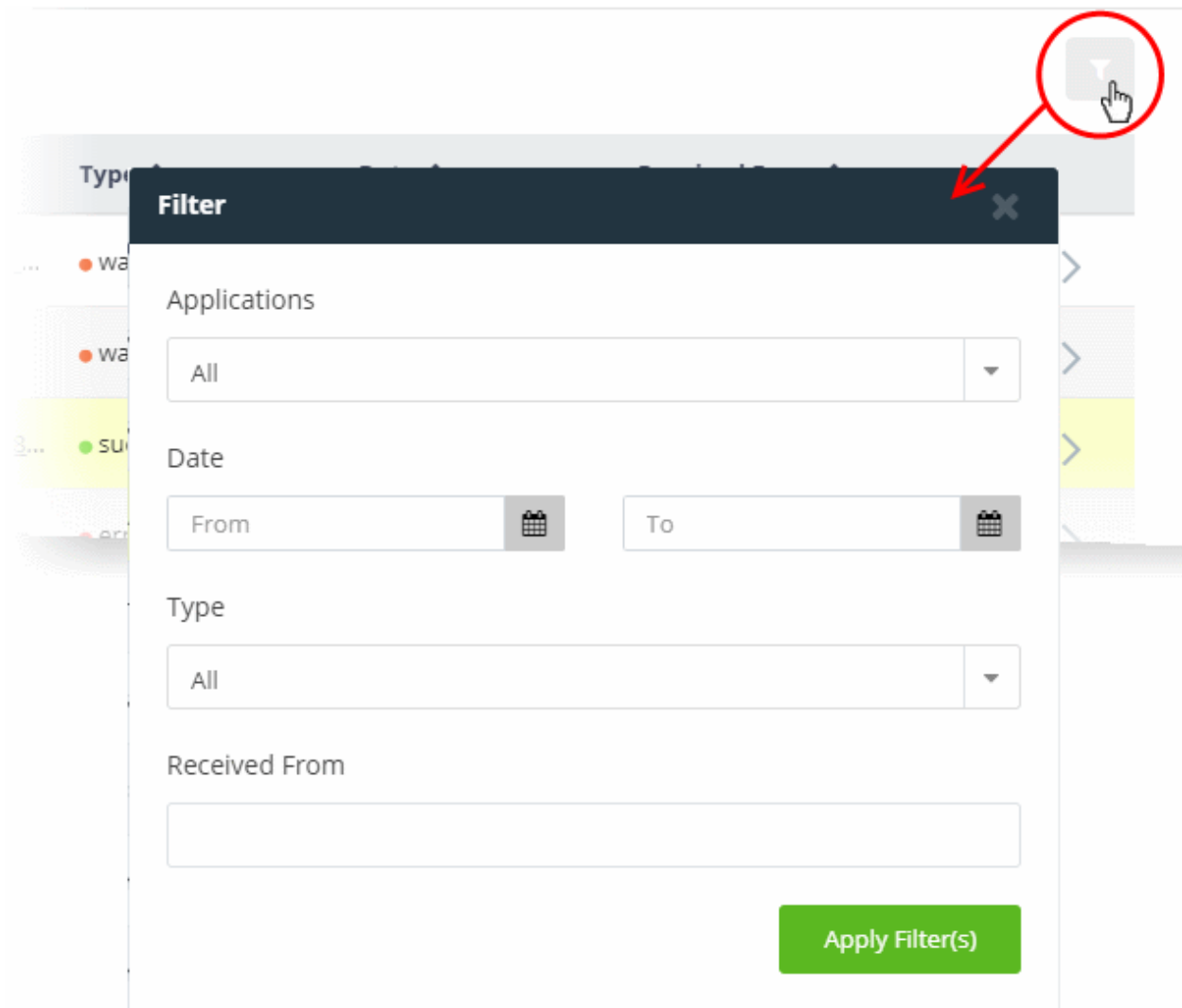
Mark as Unread
  Mark as Read

<input type="checkbox"/>	Applications	Subject	Type	Date	Received From	
<input checked="" type="checkbox"/>	EM	Monitor "Second Monitor (Suspicious Files Folder for John)"...	warning	10/11/2018 09:31	System	>
<input type="checkbox"/>	EM	Malware on the Android device!	warning	10/10/2018 15:11	System	>
<input type="checkbox"/>	EM	Herald Mac: package «COMODO Client - Security v.2.4.0.60...	success	10/09/2018 09:47	System	>
<input type="checkbox"/>	EM	Connection to Comodo Account Management server for che...	error	10/05/2018 17:34	System	>
<input type="checkbox"/>	EM	Monitor "Second Monitor (Suspicious Files Folder for John)"...	warning	10/05/2018 15:36	System	>
<input type="checkbox"/>	EM	Monitor "Second Monitor (Suspicious Files Folder for John)"...	warning	10/05/2018 11:43	System	>

- You can navigate to different pages by clicking 'Next', 'Prev' or the page number at the bottom.
- Click the column headers to display the notifications in ascending or descending order
- Click the arrow beside each notification to view detailed information about the notification

### Filter

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



You can use any combination of filters at-a-time to search for specific users.

- To display all the items again, remove / deselect the search key from filter and click 'OK'.

#### Search Options:

- To search for a specific notification, enter your search criteria like a portion of the subject line or content in the message in the search field and click the magnifier icon.

The notifications that match the search criteria will be displayed in the list.

- To mark a read message as unread, select it and click 'Mark as Unread'
- To mark an unread message as read, select it and click 'Mark as Read'

## 15 View Audit Logs

- Click 'Management' > 'Audit Logs'

ITarian stores event logs from the console and Service Desk for up to seven days.

- The log viewer lets you view logs from both Service Desk and the ITarian console.
- You can filter logs by module and event type.
- You can run simple or complex queries to view specific logs. You can also save queries for repeat searches.
- Logs can be exported to a .csv file for later analysis




- You can customize which columns are shown in the interface.

### View the Audit Logs

- Click 'Management' > 'Audit Logs'

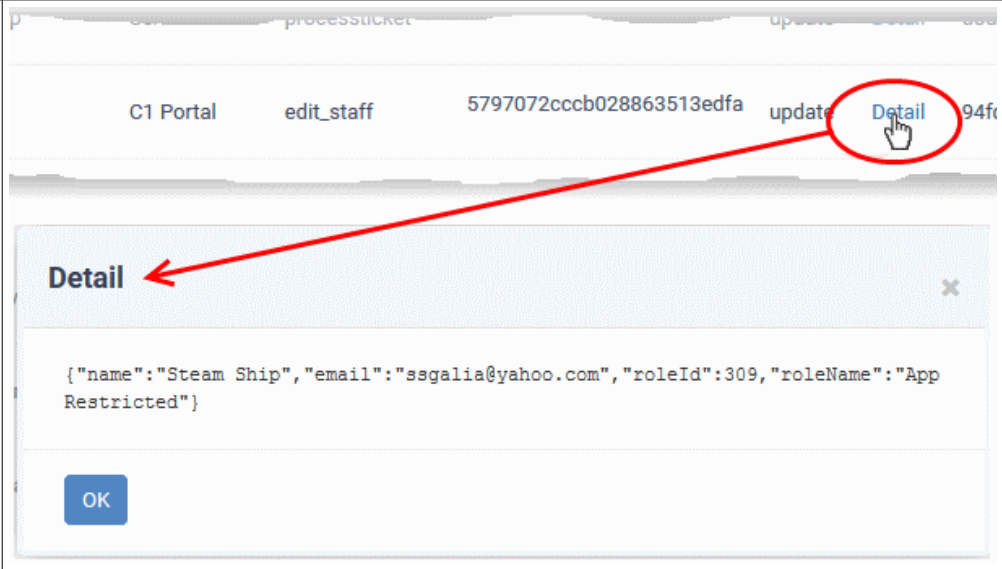
ITarian > Management > Audit Logs

## Audit Data Logs ?

Time Range: 10/11/2018 - 10/11/2018  [Advanced Query](#) [Manage Query](#) [Q Search](#) [Export to CSV](#) [Customize](#)

Customer	Log Creation Date	Staff	Component Name	Event Name	Action Type
frontfork	10/11/2018	frontfork	C1 Portal	log_in	enter
frontfork	10/11/2018	frontfork	C1 Portal	delete_ondemandreport	delete
frontfork	10/11/2018	frontfork	C1 Portal	create_scheduledreport	create
frontfork	10/11/2018		Service Desk	createticket	create
frontfork	10/11/2018	avantistude@gmail.com	Service Desk	postreply	update
frontfork	10/11/2018	avantistude@gmail.com	Service Desk	postreply	update
frontfork	10/11/2018		Service Desk	createticket	create
frontfork	10/11/2018	avantistude@gmail.com	Service Desk	postreply	update

Audit Data Logs - Table of Column Descriptions	
Column Header	Description
Customer	The client company involved in the event. Note: The 'Customer' column is only available for ITarian MSP customers.
Log Creation Date	Time the log was generated.
Staff	Person who executed the action described in the log.
Component Name	The ITarian module responsible for the action. Possible values are: <ul style="list-style-type: none"> <li>ITarian Portal</li> <li>Service Desk</li> </ul>
Event Name	The label assigned to the event.
Action Type	The activity performed in the event
The following columns can be added to the table by clicking the 'Customize' button at top-right. See ' <a href="#">Add/Remove Columns in the Log Viewer</a> ' for more details.	
Extra Information	Additional details, if any, for the event.
Old Value	<ul style="list-style-type: none"> <li>Click the 'Detail' link to view the value of the parameter before the change.</li> </ul>

	
Session ID	The identifier of the admin/staff login session during which the event occurred.
Affected Object	The identifier of the parameter that was changed.
New Value	Click the 'Detail' link to view the value of the parameter after the change.

- You can navigate to different pages by clicking 'Next' or 'Prev' at the bottom.

### Add/Remove Columns in the Log Viewer

Six columns are displayed by default in the 'Audit Data Log' interface. You can add more columns if you want to view additional details. You can also hide columns that you don't want displayed.

#### Add or remove columns

- Click the 'Customize' button at top-right

Manage Query ▾  Export to CSV **Customize**

Component Name	Event Name	Action Type
C1 Portal	log_in	enter
C1 Portal	delete_ondemandreport	delete

**Customize Audit Table Columns** ✕

<input checked="" type="checkbox"/> Customer	<input checked="" type="checkbox"/> Log Creation Date	<input checked="" type="checkbox"/> Staff
<input checked="" type="checkbox"/> Component Name	<input checked="" type="checkbox"/> Event Name	<input type="checkbox"/> Affected Object
<input checked="" type="checkbox"/> Action Type	<input type="checkbox"/> Old Value	<input type="checkbox"/> New Value
<input type="checkbox"/> Extra Information	<input type="checkbox"/> Session ID	

Cancel Save

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

**Note:** Mandatory columns are grayed-out and cannot be disabled.

- Click 'Save' to apply your changes

The following sections explain more about filtering and searching the logs

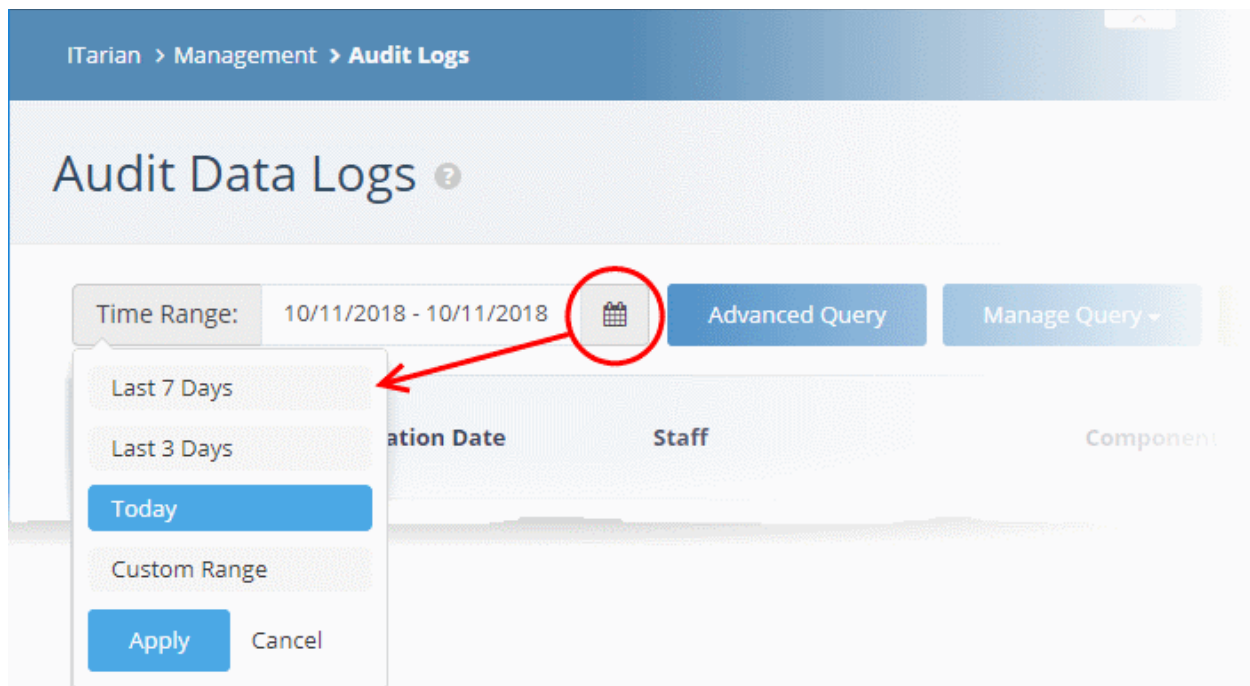
- **Select the time period to view the logs**
- **Use advanced search query to filter logs**
- **Use saved search queries to filter logs**
- **Export the logs as .csv file**

### Select the Time Period to View Logs

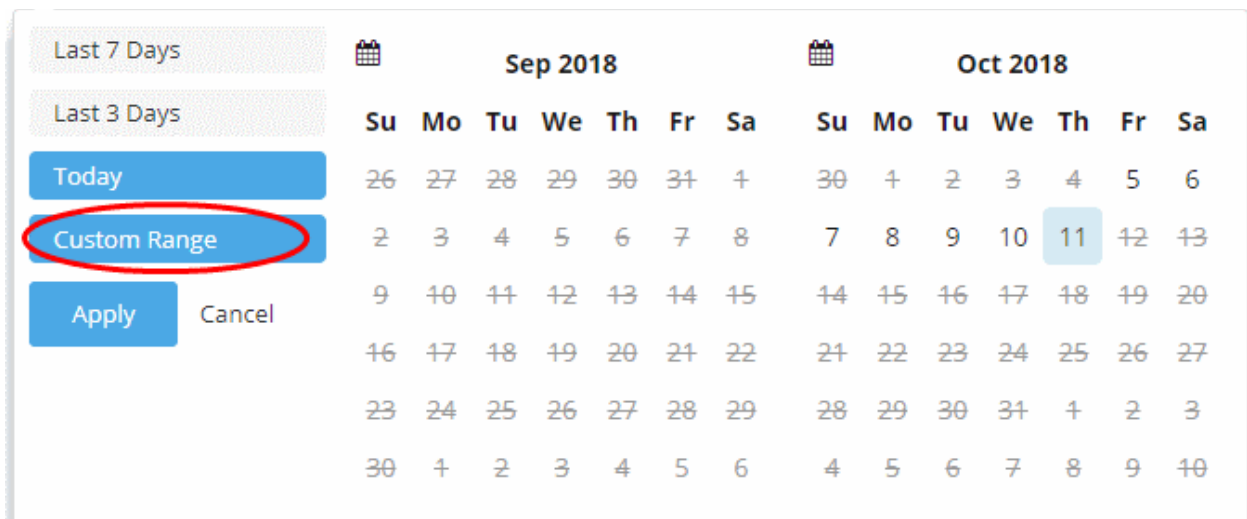
- Logs are available for up to seven days prior to the current date.
- Use the 'Time Range' field at top-left to choose the log display period.

### View logs for a specific time period

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



- Select the time period:
  - Last 7 Days - Event logs for the previous seven days
  - Last 3 Days - Event logs for the previous three days
  - Today - Event logs for the current day
  - Custom Range - Get event logs for a specific date range.



- Select the start and end dates from the calendars.
- Click 'Apply'

### Use Advanced Search Query to Filter Logs

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


#### Filter logs using an advanced search query

- Click the 'Advanced Query' button on the top

The 'Advanced Query' dialog will open.

ITarian > Management > Audit Logs

## Audit Data Logs ?

Time Range: 10/11/2018 - 10/11/2018  **Advanced Query** Manage Query ▾

Customer	Log Creation Date	Staff	Component N
----------	-------------------	-------	-------------

### Advanced Query ×

Advanced Query Name

Customer

Component

Event Name

Action Type

Staff

- Complete the form parameters:

Advanced Query - Form Parameters	
Column Header	Description
Advanced Query Name	Create a label for the query. Ideally this should clearly identify the purpose of the query.
Customer	Search for logs which concern specific clients.
Component	Search for logs which concern specific ITarian modules. The available options are: <ul style="list-style-type: none"> <li>All</li> <li>ITarian (the ITarian umbrella console)</li> <li>Service Desk</li> </ul>
Event Name	Search for logs that have a specific label
Action Type	Search for logs which feature a specific activity.
Staff	Search for logs which involved specific personnel.

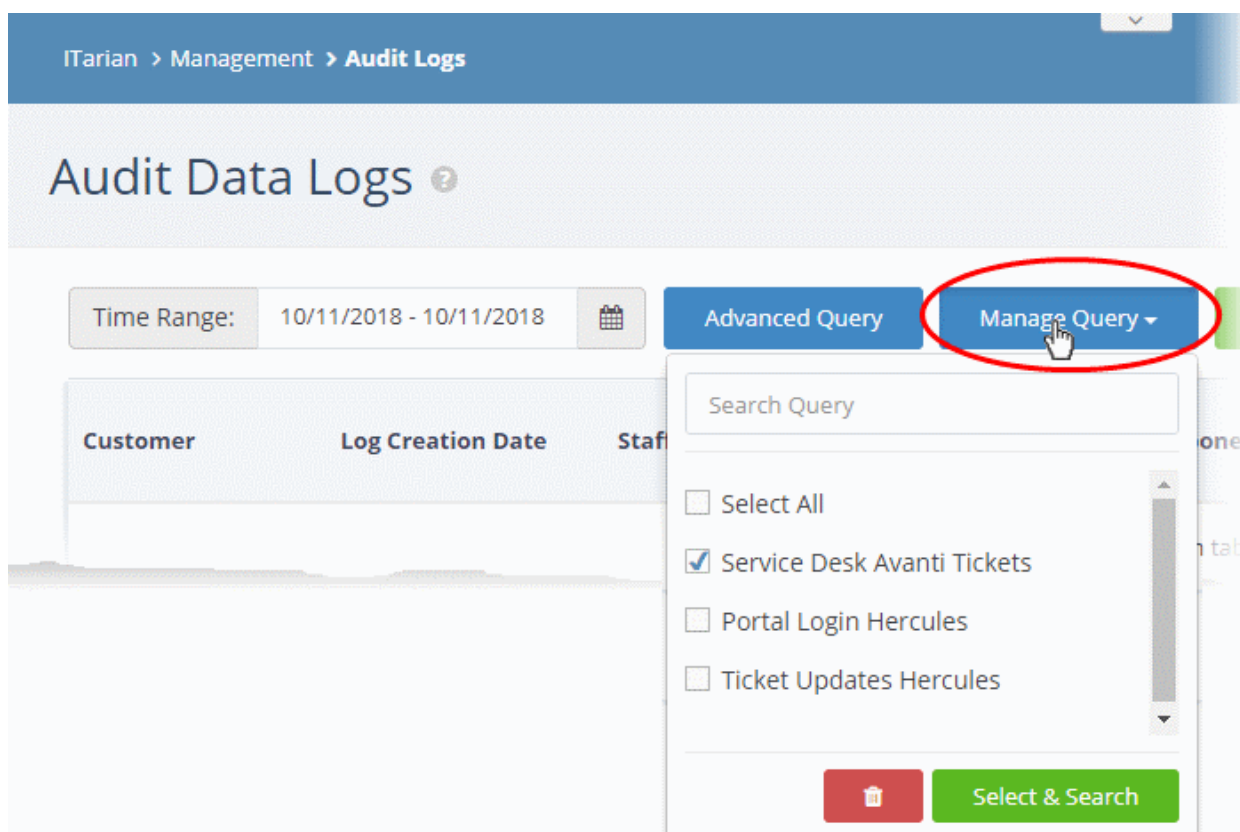
- Click 'Search' to filter logs based on the conditions in your query.
- Click 'Save' to save the query for future use. See [Use Saved Search Queries to Filter Logs](#) for more details.
- To clear an active filter, click 'Advanced Query' > click 'Clear Form' > click 'Search'.

### Use Saved Search Queries to Filter Logs

- ITarian lets you save search queries for use in future

#### Use a saved query

- Click the 'Manage Query' button at the top



ITarian > Management > Audit Logs

## Audit Data Logs ?

Time Range: 10/11/2018 - 10/11/2018

Advanced Query **Manage Query**

Search Query

Select All

Service Desk Avanti Tickets

Portal Login Hercules

Ticket Updates Hercules

- Select the queries you want to use from the drop-down. You can select any number of queries at a time.

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

- Click 'Select & Search'

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

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

### Export the Logs as .csv File

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

To export logs to csv file:

- Click the 'Export to CSV' button.

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

## 16 Configure ITarian Settings

- Click your username at the top-right and select 'Settings'
- The 'Settings' interface lets you change your password, set your time-zone and configure your account settings such as launch preferences, set password expiry period, session time out period, lockout period after invalid logon attempts and more
- You can also reset two-factor authentication and generate backup codes and more.

### Configure Settings

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



The screenshot displays the ITarian Admin interface. At the top, the user profile 'herculespopular' is circled in red. Below the navigation bar, the 'Settings' menu item is also circled in red, with a red arrow pointing to the 'Settings' heading on the page. The page content is divided into sections: 'Change Time Zone' with a dropdown for '(+05:30) Asia/Kolkata' and a 'Daylight Saving Time' checkbox; 'ITarian Application Launch' with radio buttons for 'Open licensed application on new tab' and 'Open licensed application on current tab'; 'ITarian Login Page' with radio buttons for various application pages; and 'Password and Account Settings' with a 'Change Password' section and a 'Password and Account Policies' section.

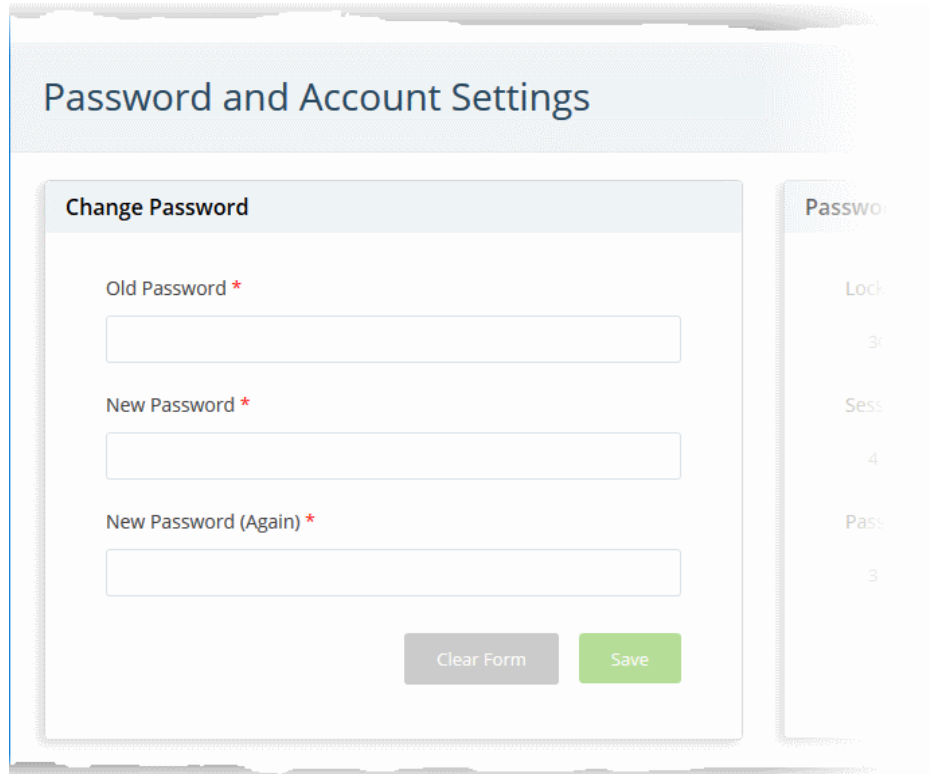
The interface allows you to:

- **Change your password**
- **Configure account security policies**
- **Change time zone**

- **Configure application launch settings**
- **Set a licensed application as your ITarian login page**
- **Reset two-factor configuration and regenerate backup codes**

### Change your password

- Click your username at top-right then select 'Settings'
- Go to the 'Change Password' tile under 'Password and Account Settings'



The screenshot shows the 'Password and Account Settings' page. The main heading is 'Password and Account Settings'. Below it, there is a 'Change Password' section with three input fields: 'Old Password \*', 'New Password \*', and 'New Password (Again) \*'. At the bottom of this section are two buttons: 'Clear Form' and 'Save'. To the right, there is a sidebar menu with items like 'Lock', '30', 'Sess', '4', 'Pass', and '3'.

- Enter your current password in the 'Old Password' field
- Enter your new password and confirm it in the respective fields
  - Click 'Clear Form' if you need to start again
- Click 'Save' to register your new password

### Alert

Your password is changed successfully.

OK

- Click 'OK' in the alert screen.

### Configure account security policies

- Click your username at top-right then select 'Settings'
- Go to the 'Password and Account Policies' tile under 'Password and Account Settings'

### Password and Account Policies

**Lockout Time**

30 minutes
▼

**Session Timeout Time**

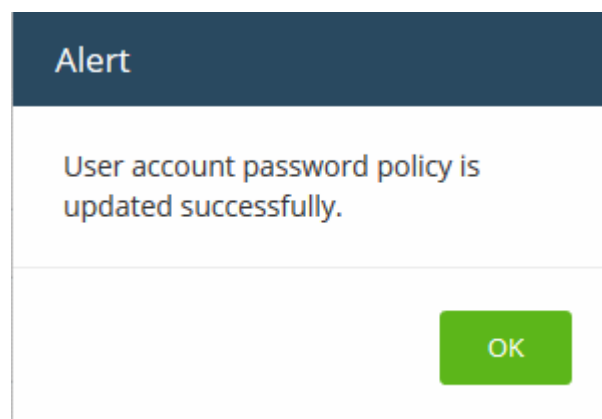
4 hours
▼

**Password Expiry Period**

3 years
▼

Apply

- Set the time periods for the following:
  - **Lockout Time** - The period for which an admin/staff account should be locked after five invalid login attempts. (**Default = 30 mins**)
  - **Session Timeout Time** - Maximum length of time an admin/staff can remain logged into ITarian before they need to login again. (**Default = 4 hours**)
  - **Password Expiry Period** - Maximum length of time an admin/staff can keep the same password before they need to change it. (**Default = 3 years**)
- Click 'Apply' for your settings to take effect

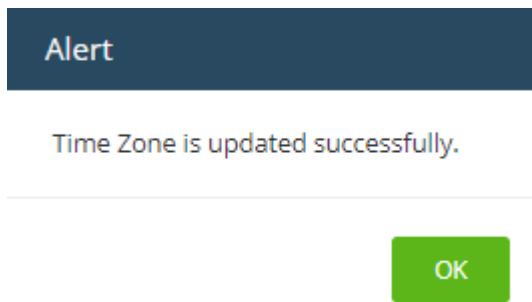


- Click 'OK' in the alert screen.

### Change the time zone

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

- Click 'Save'



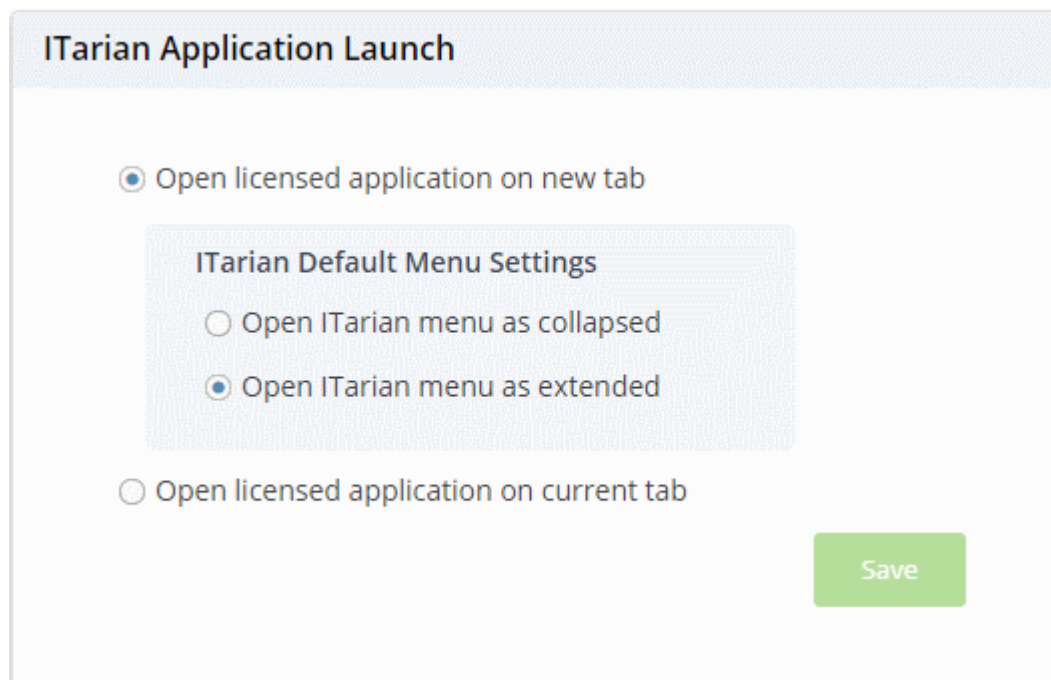
- Click 'OK' in the alert screen.

### Configure application launch settings

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

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

- **Open licensed application in new tab** - The application you choose from the 'Application' menu will open in a new browser tab. You can also choose whether the ITarian menu should be visible above the application interface.



- **Open ITarian menu as collapsed** - The ITarian menu bar is not shown on the new browser tab. You can open the menu bar by clicking the down arrow at center top.
- **Open ITarian menu as extended** - The ITarian menu bar is shown on the new browser tab.
- **Open licensed application on current tab** - Applications will load in the same tab. The ITarian menu bar is displayed by default.
- Click 'Save' to apply your changes.

**Alert**

Menu settings is updated successfully.

OK

- Click 'OK'

**Set a licensed application as your ITarian login page**

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

The tile shows all licensed applications added to your account.

### ITarian Login Page

- Set Overview Page as login page
- Set Service Desk as login page
- Set Endpoint Manager as login page
- Set cWatch as login page
- Set Quote Manager as login page
- Set CRM as login page
- Set Secure DNS Filtering as login page

Save

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

### Alert

User login page settings is updated successfully.

OK

The chosen application will open automatically the next time you login to your account. Please note that your **role** permissions need to allow you to access the configured application.

### Reset two-factor configuration and regenerate backup codes

- Click your username at top-right then select 'Settings'
- Locate the 'Two Factor Authentication' tile.
- Note - This tile is only available if two-factor is already enabled.

The tile lets you reset two-factor authentication for the admin account and regenerate backup codes.

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

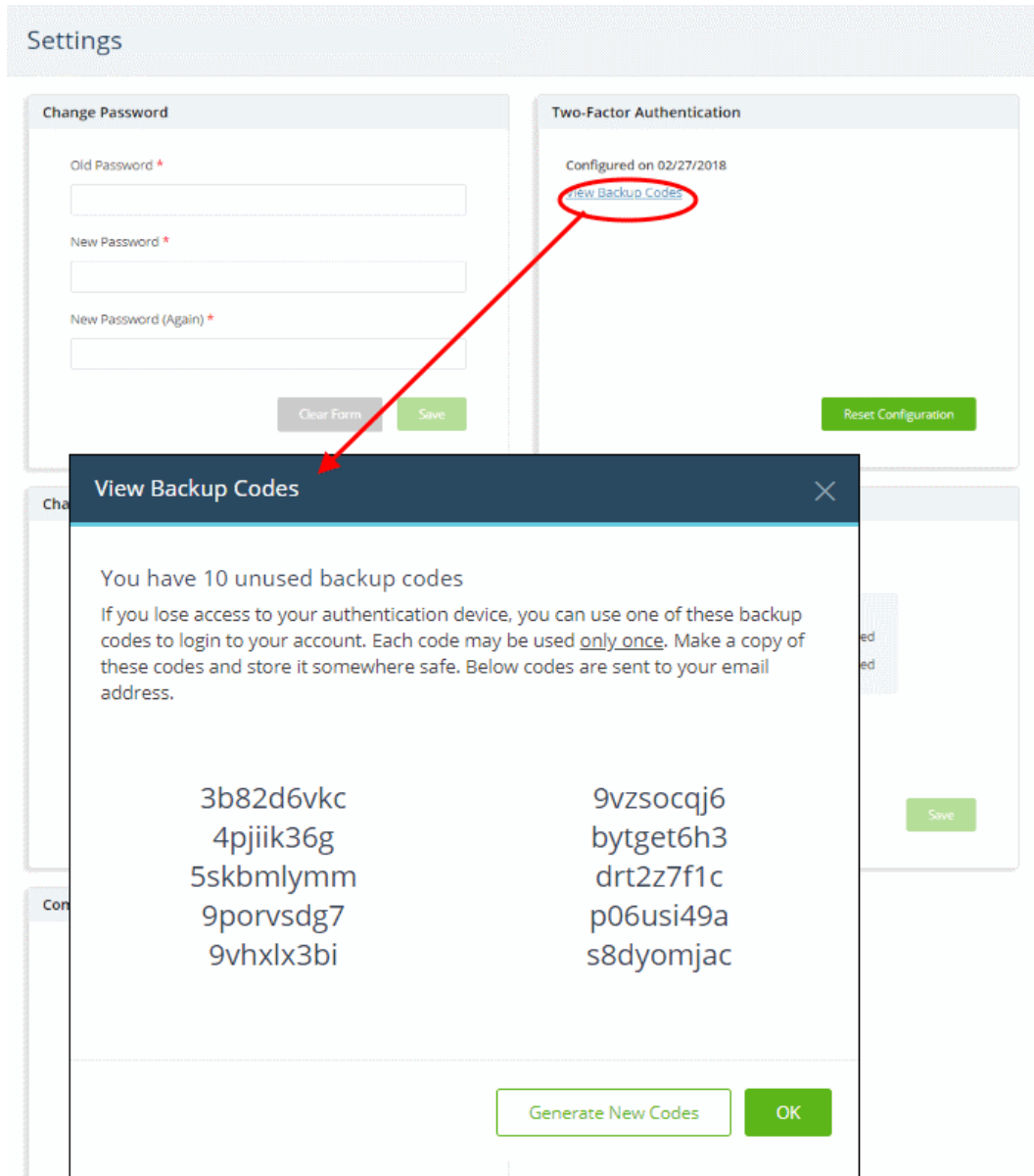
### Alert

Two-factor authentication is reset successfully

OK

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

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



The screenshot shows the ITarian Settings page. On the left is the 'Change Password' section with fields for 'Old Password', 'New Password', and 'New Password (Again)'. On the right is the 'Two-Factor Authentication' section, which is 'Configured on 02/27/2018'. A red circle highlights the 'View Backup Codes' link in the Two-Factor Authentication section. A red arrow points from this link to a modal window titled 'View Backup Codes'. The modal contains the following text:

You have 10 unused backup codes

If you lose access to your authentication device, you can use one of these backup codes to login to your account. Each code may be used only once. Make a copy of these codes and store it somewhere safe. Below codes are sent to your email address.

3b82d6vkc	9vzsocqj6
4pjiiK36g	bytget6h3
5skbmlymm	drt2z7f1c
9porvsdg7	p06usi49a
9vhxlx3bi	s8dyomjac

At the bottom of the modal are two buttons: 'Generate New Codes' and 'OK'.

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

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

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



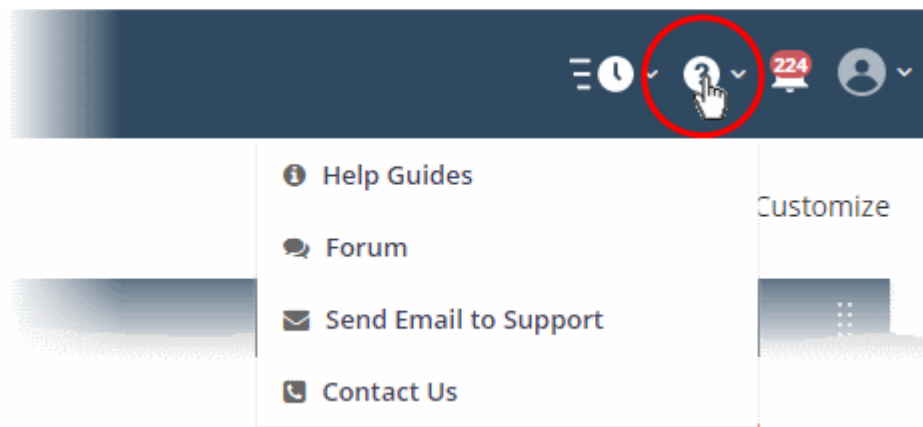
# 17 ITarian Support

ITarian is committed to providing the highest levels of support for its products. If you need technical assistance, we offer the following convenient support services:

## Online Help Guides

ITarian help guides for all products are available at <https://community.itarian.com/help/>. You can navigate to any guide from the main page.

- Click the help icon then 'Help Guides' to view ITarian user guides



Each module of the application has its own dedicated help guide containing detailed descriptions.

## Forum

Register at ITarian forums and join thousands of other users discussing all aspects of our products.

You'll benefit from the expert contributions of developers and fellow users alike and can find answers to any questions you may have.

- Click 'Forum' to open the community portal at <https://forum.itarian.com>.

## Send Email to Support

If you are unable to find a solution in either the help guides or the forums, then please email support at [support@itarian.com](mailto:support@itarian.com).

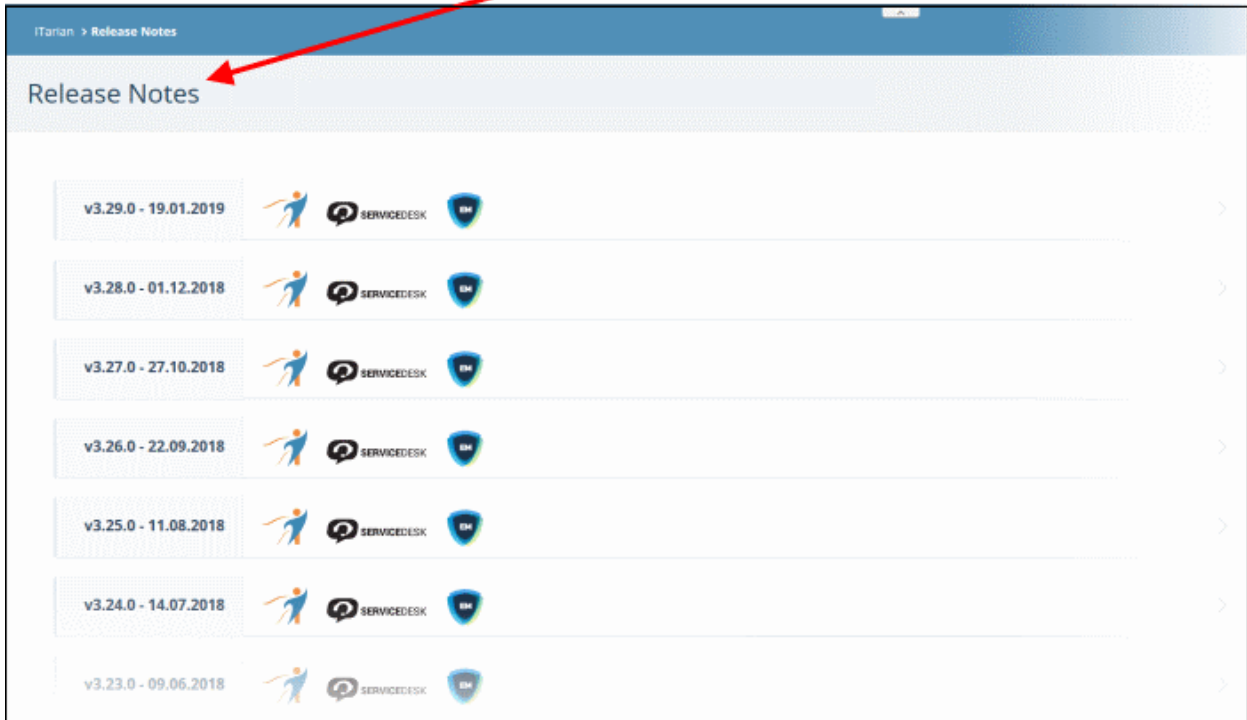
## Contact Us

Support phone numbers for US and international customers.

# 18 View Release Notes

Release notes contain information about new features, improvements and bug-fixes in each version of ITarian.

- Click the ITarian logo at top left to open the dashboard
- Click the version number at the bottom:



- Click the arrow at the end of a row to read the notes for a specific version.

# Appendix - ITarian Products

- There are two types of ITarian account - 'ITarian MSP' and 'ITarian Enterprise'.
- The following table shows the products available with each type:

S.No	Products	MSP	Enterprise
<b>Default</b>			
1	Endpoint Manager	✓	✓
2	Comodo Secure DNS Filtering	✓	✓
3	Service Desk	✓	✓
<b>Licensed Applications (Integrated)</b>			
1	Service Desk (Ticketing)	✓	✓
2	Endpoint Manager	✓	✓
3	Quote Manager	✓	✓
4	Acronis Cloud Backup	✓	✓
5	Customer Relationship Management (CRM)	✓	✓
6	cWatch	✓	✓
7	Comodo Secure Web Gateway (Dome Standard)	✓	✓
8	Comodo Data Loss Prevention	✓	✓
9	Comodo Secure Email Gateway Enterprise	✗	✓
10	Comodo Secure Email Gateway MSP	✗	✓
11	Dome Firewall Virtual Appliance	✓	✗
12	Dome Firewall Central Manager	✓	✓
13	cWatch EDR	✓	✓
<b>Tool Set</b>			
1	Network Assessment Tool	✓	✓
2	Comodo Cleaning Essentials	✓	✓
3	Unknown File Hunter	✓	✓
4	Auto Discovery and Deployment Tool	✓	✓
5	Remote Control by ITarian	✓	✓
6	ITarian Remote Access	✓	✓

7	CCS Removal Tool	✓	✓
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## About ITarian

The comprehensive and powerful ITarian IT operating platform helps you simplify operations, boost productivity, and better utilize IT resources. It includes all the essential IT management tools, including remote monitoring and management, remote access and control, service desk and ticketing, and patch management. For free.

## 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.

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