

## Introduction to cWatch Partner Portal

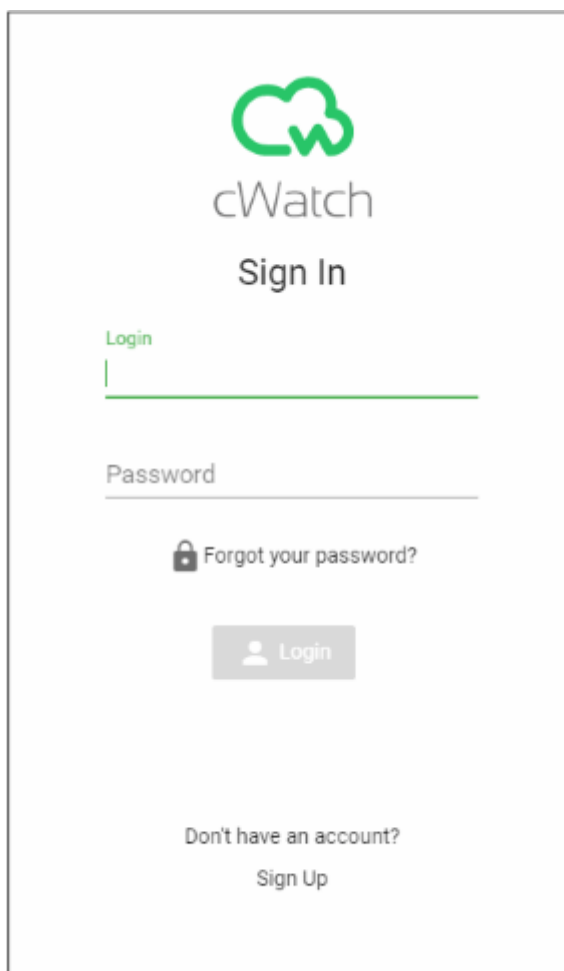
This document explains how partners can add customers and sub-resellers, distribute licenses, configure customer websites and more.

Please use the following links to go straight to the section you need help with:

- [Login to your Account](#)
- [Add Admin Users](#)
- [Add and Manage Customers](#)
- [Distribute and Manage Licenses](#)
- [Configure Customer Websites](#)
- [Manage Notifications](#)
- [The 'Customer and License Management' Interface](#)
  - [View Customer Details and Licenses](#)
- [Admin Overview](#)
- [Configure Additional Settings](#)
  - [White Label your Customer Portal](#)
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  - [Show DNS Instructions to your Customers](#)
  - [Configure Remote Access](#)
- [Add and Manage Sub-Resellers](#)
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  - [Edit a Sub-Reseller Profile](#)
- [Membership Plans](#)
- [Manage your CAM Account](#)

## Login to your Account

- Visit <https://partner.cwatch.comodo.com/#/login>



The screenshot shows the cWatch Sign In page. At the top is the cWatch logo, which consists of a green cloud-like shape with a white 'w' inside. Below the logo is the text 'cWatch' and 'Sign In'. There are two input fields: 'Login' and 'Password'. Below the 'Password' field is a link for 'Forgot your password?'. Below that is a 'Login' button. At the bottom of the page, there is a link for 'Don't have an account? Sign Up'.

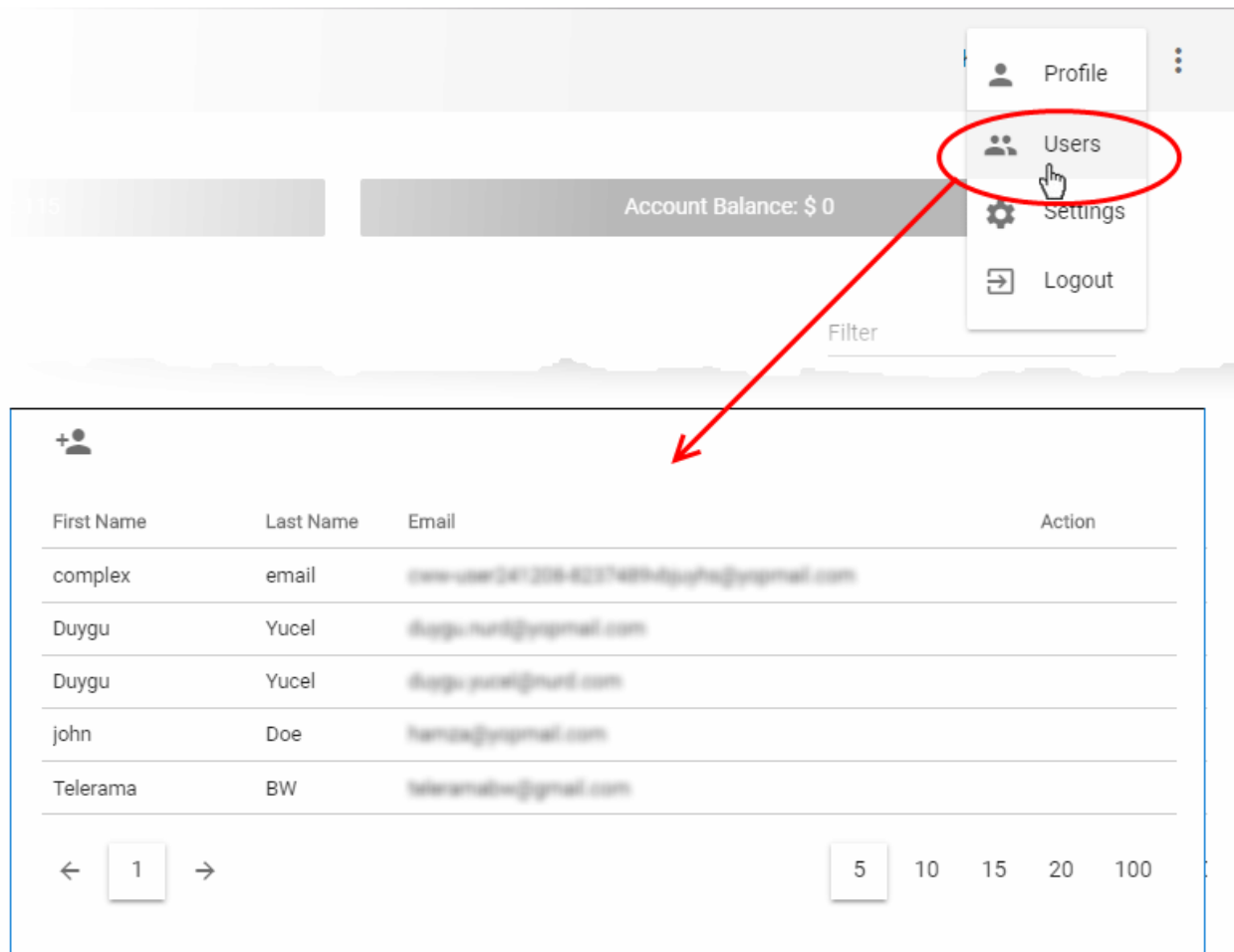
- **Login** - Enter your Comodo partner account credentials and click 'Login'
  - Click 'Forgot your password?' to reset your password. You will be redirected to [https://accounts.comodo.com/account/forget\\_password](https://accounts.comodo.com/account/forget_password). Complete the password reset procedure.
- **Don't have an account** - Become a Comodo partner / reseller and enjoy discounts from selling Comodo products to your customers. Click 'Sign Up' and complete the partner enrollment procedure at [https://accounts.comodo.com/reseller/management/create\\_account](https://accounts.comodo.com/reseller/management/create_account)


## Add Admin Users

- This section explains how to add fellow admins to the cWatch partner portal and assign them permissions as required.
- You can skip this section if you do not want to add additional admins.

### Add an admin

- Login to the cWatch partner portal
- Click the user icon at the top right and select 'Users':



- This opens a list of existing admins
- Click the add user icon - 
- Specify the new admin's name, email address, contact details and permissions:

## Add User

User Information

Email	First Name	Last Name	Organization	State	City
Max 50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters	Accepts 2-50 characters

Country  Password  Confirm Password

Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces

User Permissions

Customer and License Management	Settings	User Management	Admin Overview
<input type="checkbox"/> Add Customer	<input type="checkbox"/> Get and Update Click to Buy Link	<input type="checkbox"/> Edit Own Profile details	<input type="checkbox"/> Export to CSV
<input type="checkbox"/> Add Site	<input type="checkbox"/> Get and Update SSL Link		<input type="checkbox"/> Login As
<input type="checkbox"/> Deactivate License			<input type="checkbox"/> Creates Malware Removal Request
<input type="checkbox"/> Distribute Paid License			<input type="checkbox"/> Manage SSL
<input type="checkbox"/> Distribute Trial / Free License			<input type="checkbox"/> Purge Cache
<input type="checkbox"/> Import Customer			<input type="checkbox"/> Remove Site
<input type="checkbox"/> Import Site			<input type="checkbox"/> Set Cache Settings
<input type="checkbox"/> Sends activation mails to customers			<input type="checkbox"/> Set FTP/SFTP and Enable Scanner
<input type="checkbox"/> Upgrade License/ Put License Into Use			

Notifications

Manage Notifications

- Enter the email address, name, company and address details of the new admin
- Create and confirm a password for the new admin.
- Use the permission switches to enable or disable specific privileges
- Click 'Add'

You need to communicate the password to the user. The user can login to the partner portal at <https://partner.cwatch.comodo.com/#/login> using their email address as username and the password you created. It is strongly recommended that they change the password after first login.

**Permissions** - click the following links to view an explanation or tutorial on the privilege:

**Add a customer**

**Add a site**

**Deactivate License**

**Distribute Paid License**

**Distribute Trial / Free License**

**Export to CSV**

**Import Customer**

**Import Site**

**Send activation mails to customers**

**Upgrade license / Put license into use**

**Get and update 'Click to Buy' links**

**Get and update SSL link**

[Login as](#)

[Create 'Malware removal request'](#)

[Manage SSL](#)

[Set FTP/sFTP and enable scanner](#)

[Edit your profile](#)

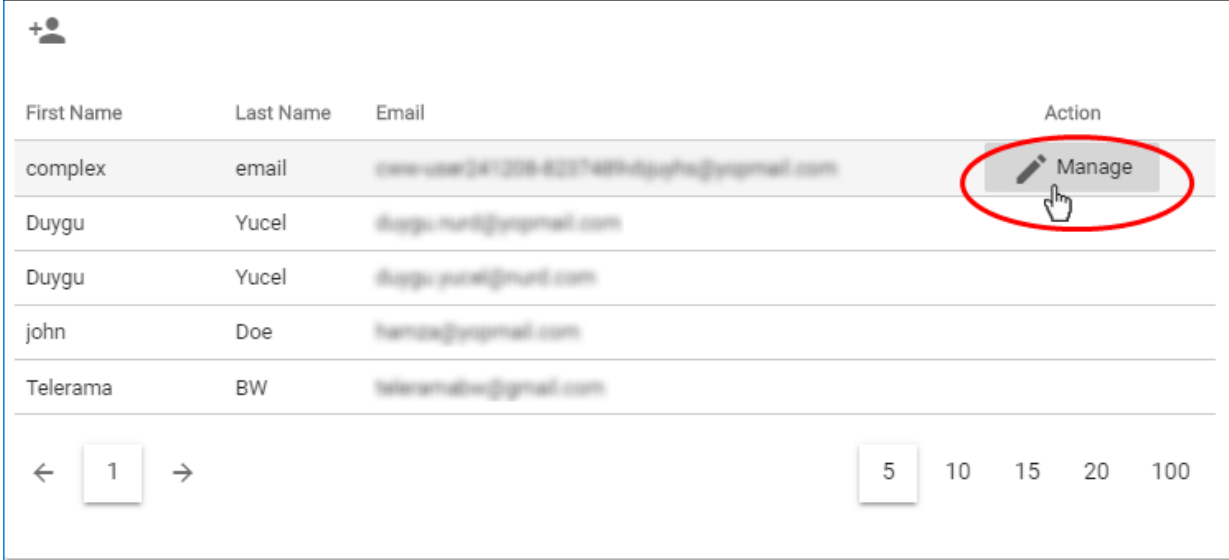
[Purge cache](#)

[Remove Site](#)


[Set cache settings](#)

## Edit a user

- Click the user icon at the top right and select 'Users'



The screenshot shows a user management interface. At the top left is a '+ person' icon. Below it is a table with columns: First Name, Last Name, Email, and Action. The first row is highlighted, and the 'Action' column contains a 'Manage' button with a pencil icon, which is circled in red. Below the table is a pagination control with a left arrow, a box containing '1', a right arrow, and a set of boxes containing '5', '10', '15', '20', and '100'.

First Name	Last Name	Email	Action
complex	email	com-user241208-82274894juyhu@gmail.com	
Duygu	Yucel	duygu.yucel@gmail.com	
Duygu	Yucel	duygu.yucel@nurd.com	
john	Doe	johna@gmail.com	
Telerama	BW	telerama@bwa@gmail.com	

- Hover your mouse over the row of a user to reveal the Manage button in the 'Action' column and click it.

The user profile screen opens:

## Profile

User Information

Email	First Name	Last Name	Organization	State	City
cww-user241208-8237489vb	complex	email	comodo		
<small>Max 50 characters</small>	<small>Accepts 2-50 characters</small>	<small>Accepts 2-50 characters</small>	<small>Accepts 2-50 characters</small>	<small>Accepts 2-50 characters</small>	<small>Accepts 2-50 characters</small>
Country	Password		Confirm Password		
Turkey	<small>Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces</small>				

User Permissions

Customer and License Management	Settings	User Management	Admin Overview
<input checked="" type="checkbox"/> Add Customer	<input type="checkbox"/> Get and Update Click to Buy Link	<input checked="" type="checkbox"/> Edit Own Profile details	<input type="checkbox"/> Export to CSV
<input type="checkbox"/> Add Site	<input type="checkbox"/> Get and Update SSL Link		<input type="checkbox"/> Login As
<input type="checkbox"/> Deactivate License			<input type="checkbox"/> Creates Malware Removal Request
<input type="checkbox"/> Distribute Paid License			<input type="checkbox"/> Manage SSL
<input type="checkbox"/> Distribute Trial / Free License			<input type="checkbox"/> Purge Cache
<input type="checkbox"/> Import Customer			<input type="checkbox"/> Remove Site
<input type="checkbox"/> Import Site			<input type="checkbox"/> Set Cache Settings
<input type="checkbox"/> Sends activation mails to customers			<input type="checkbox"/> Set FTP/SFTP and Enable Scanner
<input type="checkbox"/> Upgrade License/ Put License Into Use			

Notifications

Manage Notifications

- Edit the details of the user as required. Note - The email address of the user is not editable.
- To change the password for the user, enter the new password in the Password field and re-enter the same in the 'Confirm Password' field.
- Click Update to save your changes

### Remove a user

- Click the user icon at the top right and select 'Users'
- Hover your mouse over the row of a user to reveal the Manage button in the 'Action' column and click it

The user profile screen opens as shown **above**:

- Click 'Delete User'

A confirmation screen appears:

## Remove User

tel@comodo@gmail.com

**Warning:** If you remove this user you will not be able to resuscitate it later.  
All information will be deleted.

Do you still want to remove "tel@comodo@gmail.com"?

Enter user email

- Enter the email address of the user and click 'Delete'

The user is removed from the partner portal. All data associated with the user are also deleted.

## Add and Manage Customers

- This section explains how to add customers to the cWatch partner portal.
- Afterwards, you can distribute licenses to them and activate cWatch protection on their sites.
- You can add customers one at a time or import them in bulk from a CSV file.

Please use the following links to learn more:

- [Add a single customer](#)
- [Import customers from a CSV file](#)
- [The 'Customer and License Management' interface](#)
- [View customer details and licenses](#)


### Add a single customer

- Login to the cWatch partner portal
- Open the 'Customer and License Management' tab:

The screenshot displays the 'Customer and License Management' section of the cWatch Partner Portal. At the top, there are navigation tabs for 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below the navigation, three summary cards show: 'Total Customers: 162', 'Sites on cWatch: 115', and 'Account Balance: \$ 0'. A toolbar contains several icons for actions like adding, deleting, and filtering. Below the toolbar is a table with the following data:

<input type="checkbox"/>	↓ Customer	↓ Account Activation Email	↓ Valid License Count	↓ Sites on cWatch
<input type="checkbox"/>	cust1_sp4@yopmail.com	Sent	1	4
<input type="checkbox"/>	cust20022018@yopmail.com	Sent	0	1
<input checked="" type="checkbox"/>	cust2_sp4@yopmail.com	Not Sent Yet	0	0
<input type="checkbox"/>	cust3_sp4@yopmail.com	Sent	0	0
<input type="checkbox"/>	customernew1810@yopmail.c...	Sent	0	0

At the bottom of the table, there is a pagination bar showing page 5 of 33, with options to view 5, 10, 15, 20, or 100 items per page.

- This opens a list of existing customers
- Click the  icon in the actions menu
- OR
- Click the menu button at top-right and select 'Add Customer'



The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation links: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below these are two summary cards: 'Total Customers: 162' and 'Sites on cWatch: 115'. A row of icons is visible, with the first icon (a person with a plus sign) circled in red. A red arrow points from this icon to a modal form titled 'Add Customer'. The modal form contains the following fields and controls:

- Name**: Accepts 2-50 characters
- Surname**: Accepts 2-50 characters
- Email**: Max 50 characters
- Country**: A dropdown menu
- Add Another**: A toggle switch (currently off)
- Close** and **Add** buttons at the bottom.

- Enter the new customer's name, email address and country
- Enable 'Add Another' if you want to add multiple customers
- Click 'Add' to save your customers.

The 'Customer and License Management' screen lets you view and manage customers, send account activation emails, distribute licenses, add sites and more.

### Import customers from a CSV file

You can add multiple customers by importing them from a comma separated values (CSV) file.


- Create a .csv file using a text editor or spreadsheet application
- Each line of the csv should contain four, separated values:
  - First name
  - Surname
  - Email address
  - Two letter country code
  - Two letter language code

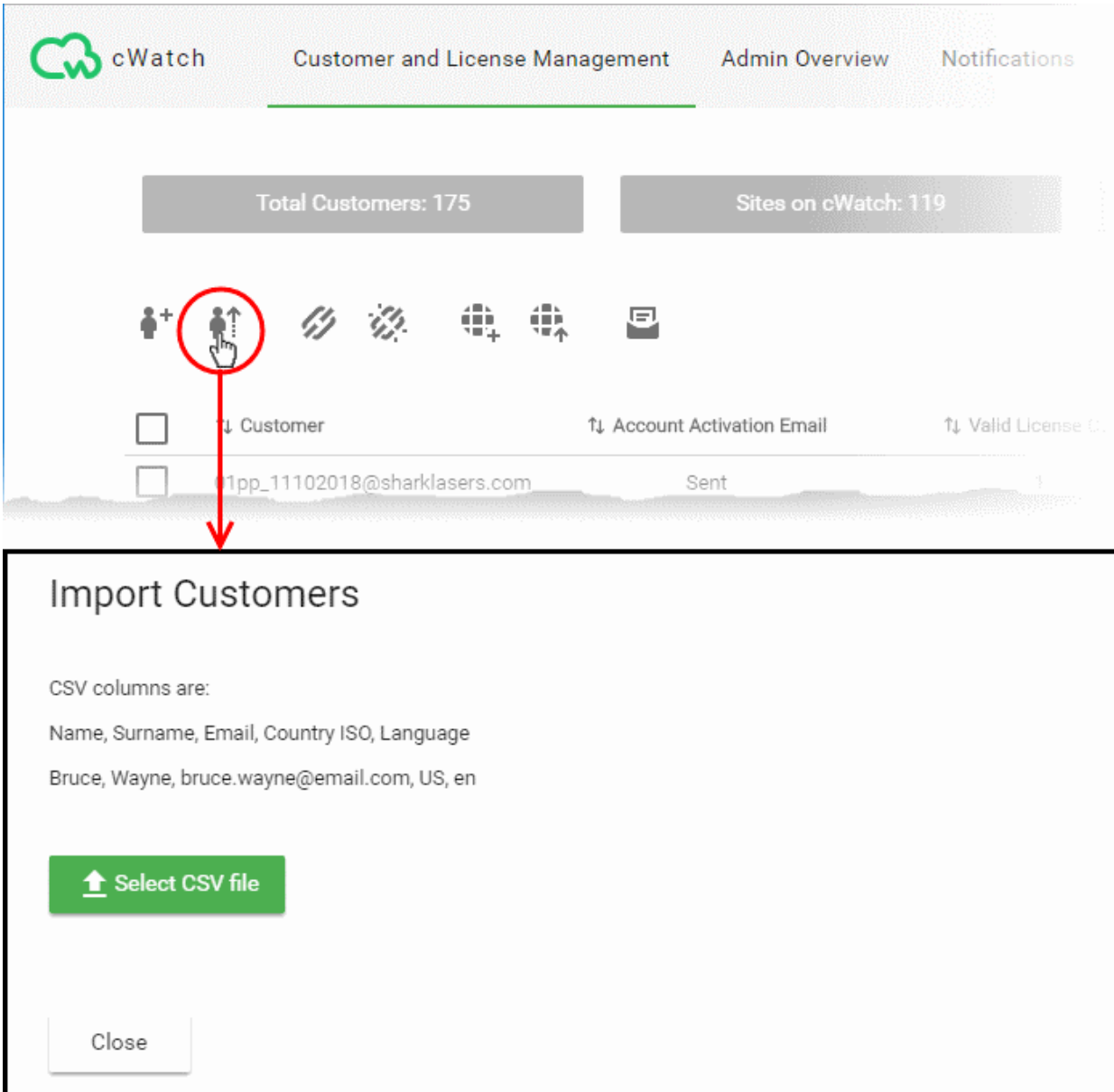
Example:

Jack,Potts,jack.potts@jacksgreatpots.com,FR,fr

- No spaces after the commas. All fields are mandatory.
- The file should not contain column headers and each line should contain a single customer.
- Open the 'Customer and License Management' tab > Click the 'Import Customers' button
- Click 'Select CSV file', browse to the file you just created and upload it.
- You customers will be imported to cWatch.

To import the users:

- Login to the cWatch partner portal
- Open the 'Customer and License Management' tab
- Click the 'Import Customers' icon  on the top  
OR
- Click the menu icon at the top right and choose 'Import Customers' from the options



The screenshot shows the cWatch Partner Portal interface. At the top, there is a navigation bar with the cWatch logo and tabs for 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below the navigation bar, there are two summary cards: 'Total Customers: 175' and 'Sites on cWatch: 119'. A row of icons is visible, with the 'Import Customers' icon (a person with an upward arrow) circled in red. Below the icons, there is a table with columns for 'Customer', 'Account Activation Email', and 'Valid License U...'. A red arrow points from the circled icon to a modal window titled 'Import Customers'. The modal window contains the text 'CSV columns are: Name, Surname, Email, Country ISO, Language' followed by an example row: 'Bruce, Wayne, bruce.wayne@email.com, US, en'. There is a green button labeled 'Select CSV file' and a 'Close' button at the bottom.

- Click 'Select CSV file' and browse to the CSV file and click 'Open'

The customers will be imported to cWatch. Open the 'Customer and License Management' screen to view and manage them.


## Distribute and Manage Licenses

- This section explains how you can distribute paid and trial licenses to customers.
- The cost of paid licenses will be deducted from your account by Comodo. It is your responsibility to charge and collect fees from your customers by whichever method suits your business model.
  - You can deposit funds to purchase licenses in Comodo Accounts Manager (CAM). Login at <https://accounts.comodo.com>. See **Manage your CAM Account** for more.
- CWatch sends an account activation email to the customer when you distribute their first license to them.
  - You can view, edit and enable/disable automatic mails in 'Notifications' > 'Account Activation Mail' > 'Settings'.
  - To manually send an activation mail instead, click 'Customer and License Management' > select a customer from the list > click the email icon:
  - See **Send Account Activation Email** if you need more help with this.
- You can distribute only one license at a time.
- You can deactivate licenses that are not required for a customer.

Please use the following links to learn more:

- **Distribute a License**
- **Send Account Activation Email**
- **Deactivate Customer Licenses**

### Distribute a license

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to distribute a license.
- Click the chain link icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Distribute License'

The screenshot displays the cWatch Partner Portal interface. At the top, there are navigation links: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below these are two summary boxes: 'Total Customers: 169' and 'Sites on cWatch: 115'. A row of icons is visible, with the 'Distribute License' icon (a hand pointing to a document) circled in red. Below the icons is a table with columns for 'Customer', 'Account Activation Email', and 'Valid License Count'. The table shows two entries: one for 'herculespopular22@gmail.com' with 'Not Sent Yet' and '0', and another for 'hertjumph@gmail.com' with 'Already active' and '0'. A red arrow points from the circled icon to the 'Distribute License' modal below. The modal title is 'Distribute License' and it is for the customer 'herculespopular22@gmail.com'. It features a progress bar with three steps: '1 Select License', '2 Submit', and '3 Done'. Below the progress bar, there are dropdown menus for 'License', 'Terms', and 'Quantity' (set to 1). At the bottom of the modal are 'Close' and 'Next' buttons.

- Select the license type, term and quantity of licenses you want to distribute.
  - **License** - Available licenses:
    - Starter
    - Starter Paid with Trial
    - Basic
    - Pro
    - Pro Paid with Trial
    - Pro Trial 30
    - Pro Trial 60
    - Premium
    - Premium Paid with Trial
    - Premium Trial 30
    - Premium Trial 60

**Note:**

- The following licenses will auto-upgrade to the paid version at the end of the 30 day trial:
  - Starter Paid with Trial
  - Pro Paid with Trial

- Premium Paid with Trial
- You can upgrade other trial licenses to paid licenses from the Customer Details interface.
  - See **Upgrade a License** in **View Customer Details and Licenses** for help with this.

- Comodo recommends using a 'Premium Trial 30' license so that the customer gets the full cWatch experience.
  - See **Membership Plans** to view the various features that each license unlocks for the customer.
- **Auto-Renewal** - Applies only to paid licenses. Comodo will automatically issue a replacement license when the original expires. The cost of the license will be deducted from your account funds.

**1 Select License**

License	Terms	Quantity
Pro	1 Month	1

Auto Renewal

Close Next

- **Terms** - Choose the license validity period for the license. The terms available depend on the license type.
- **Quantity** - The number of licenses. The field is pre-populated with '1' and is not editable.
- Click 'Next'
- The license confirmation is shown.

## Distribute License

herculespopular22@gmail.com

**1** Select License ————— **2** Submit ————— **3** Done

License: Premium Trial 30      Terms: 1 Month      Quantity: 1

Customer #	Name	Surname	Email
1	Hercules	Popular	herculespopular22@gmail.com

Close Back Submit

- Click 'Back' to change license details if required.
- Click 'Submit'.

## Distribute License

herculespopular22@gmail.com

✓ Select License ————— ✓ Submit ————— 3 Done


License: Premium Trial 30      Terms: 1 Month      Quantity: 1

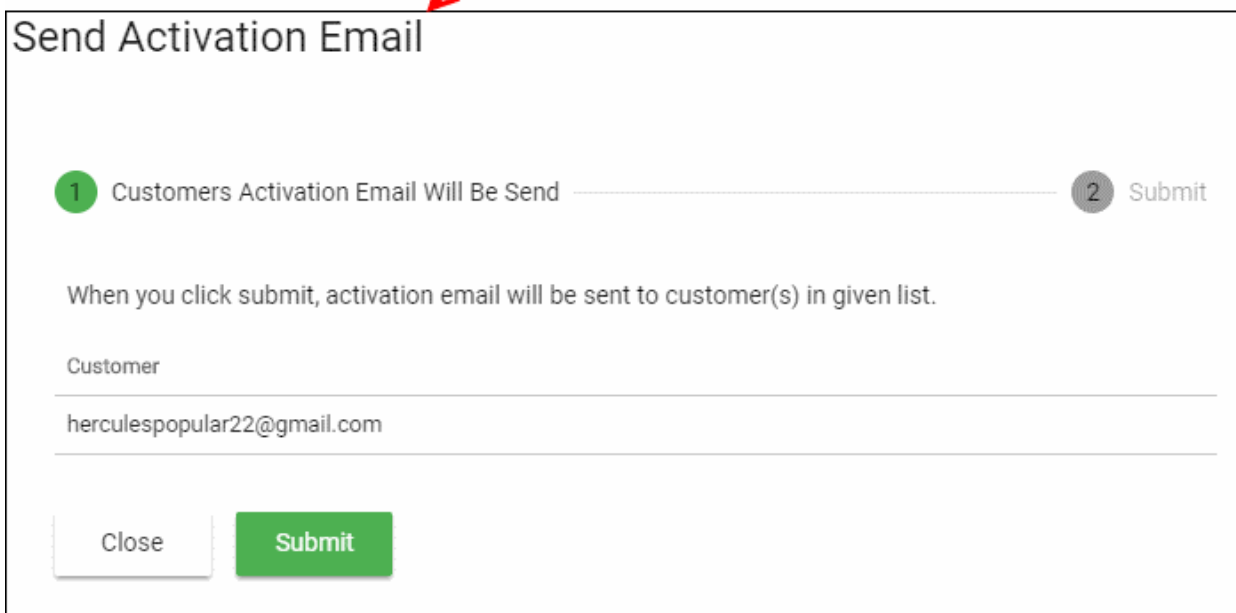
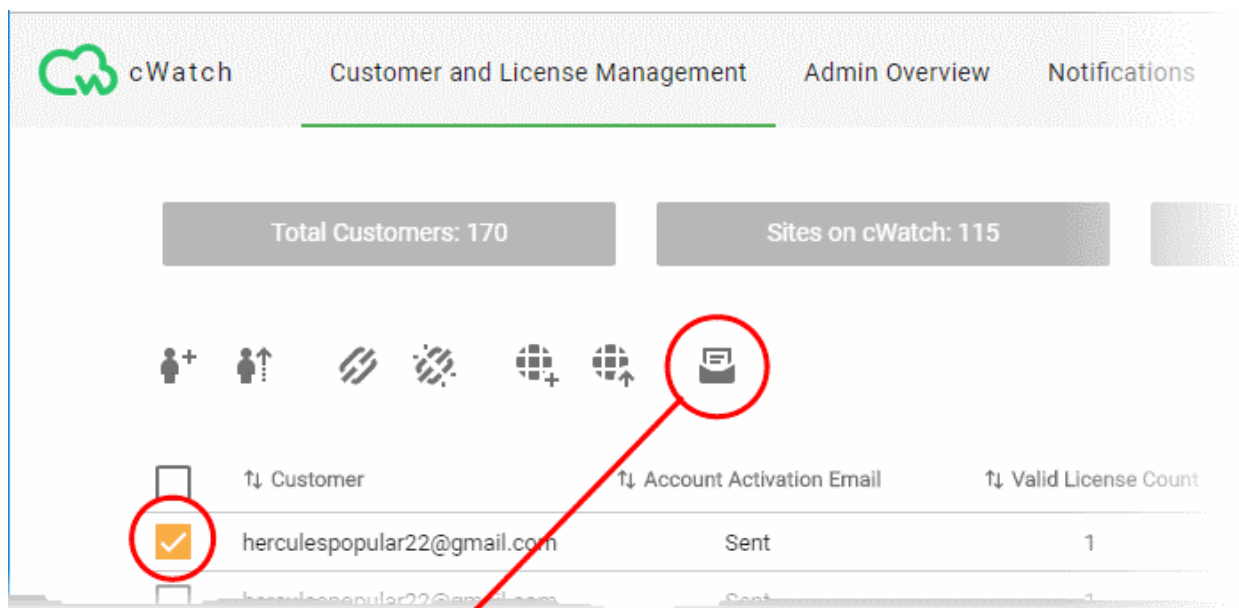
Cus...	Name	Surname	Email	Status	License Key
1	Hercules	Popular	herculespopu...	Success	a0fea703-410c-4f4a-b781-c77683dc4d...

Close

- cWatch will generate a license key and send an order confirmation mail to the customer.
- The customer will also receive an account activation mail if this is their first license. The mail contains a link to login to cWatch at <https://login.cwatch.comodo.com/login> and finish their account registration.
- You can also send or re-send the account activation email manually at any time.
  - Click 'Customer and License Management' > select a customer from the list > click the email icon:
  - You can see the status of the mail in the 'Customer and license Management interface' > 'Account Activation Email' column.
  - See **Send Account Activation Email** if you need more help with this.

### To manually send an account activation email

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to send activation email
- Click the notification mail icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Send Email'



A confirmation is shown.

- Click 'Submit'

The activation email is sent.

### Send Activation Email


1 ✓ Customers Activation Email Will Be Send 2 Submit

Activation email(s) are being sent to customer(s) in given list. You can check the progress under 'Activation Email' column

Customer	Message	Status
herculespopular22@gmail.com	Activation e-mail successfully sent	YES

### Deactivate a Customer License

You can deactivate licenses that you no longer require. Deactivated licenses are removed from the customer account and are invalidated.

- Open the 'Customer and License Management' tab
  - Select the customer whose license you want to deactivate
  - Click the broken chain link icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Deactivate License'



The screenshot shows the cWatch Partner Portal dashboard. At the top, there are navigation links: "Customer and License Management" (underlined), "Admin Overview", and "Notifications". Below the navigation are two summary boxes: "Total Customers: 170" and "Sites on cWatch: 115". A row of icons is displayed, with the "Deactivate Licenses" icon (a crossed-out grid) circled in red. Below the icons is a table with columns: "Customer", "Account Activation Email", and "Valid License Count". The first row in the table has a checked checkbox in the "Customer" column, the email "herculespopular22@gmail.com", "Sent" in the "Account Activation Email" column, and "7" in the "Valid License Count" column. A red arrow points from the circled "Deactivate Licenses" icon to the "Deactivate Licenses" section below.

### Deactivate Licenses

herculespopular22@gmail.com

1 Select Licenses 2 Done

<input type="checkbox"/>	License Key	License Type	Order Date	Expire Date	Domain Count
<input checked="" type="checkbox"/>	02afb4d1-e326-40b0-b344...	Starter Paid with Tr...	2018-10-11	2018-12-11	1
<input type="checkbox"/>	39c0a7b2-4584-43b7-aa8...	Basic (Detection)	2018-11-09	Unlimited	1
<input type="checkbox"/>	3e0a83dc-3d9a-4bf8-a8a7...	Premium	2018-10-11	2018-12-11	1
<input type="checkbox"/>	42ca3f8f-051e-440d-bf12-...	Pro Trial 30 Days	2018-11-09	2018-12-09	1
<input type="checkbox"/>	46a9984a-f62b-490a-9ed1...	Basic (Detection)	2018-10-11	Unlimited	1
<input type="checkbox"/>	624e662f-5ab7-4b46-96cc...	Premium Trial 60 D...	2018-11-10	2019-01-10	1
<input type="checkbox"/>	cec35c7f-6ac8-4cd3-b665...	Basic (Detection)	2018-11-27	Unlimited	1

- Select all licenses you want to remove and click 'Deactivate'

1 Select Licenses 2 Done

License Key	Message	Result
02afb4d1-e326-40b0-b344-62dbea...	Deactivated	✓

The selected licenses are invalidated and can no longer be associated with customer websites.


## Configure Customer Websites

- This section explains how you can add a customer's website to cWatch.
- After adding a site, your customer needs to configure their DNS to route traffic through cWatch. They also need to upload the cWatch agent to enable malware scans.
- Each domain requires one license. Please make sure you have enough licenses to cover the domains you want to protect.

There are three ways you can add customer websites to cWatch:

- **Add websites using the wizard**
- **Add multiple sites by importing from CSV**
- **Add websites from the 'Customer Details' interface**

### Add websites using the wizard

- The 'Add Sites' wizard lets you create new sites in cWatch and associate them with licenses.
  - Open the 'Customer and License Management' tab
  - Select the customer for whom you want to add the site
  - Click the 'Add Sites' icon  in the actions menu
- OR
- Click the menu button at top-right and select 'Add Sites'

This starts the wizard:

The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation links: "Customer and License Management", "Admin Overview", and "Notifications". Below this, there are two summary boxes: "Total Customers: 171" and "Sites on cWatch: 116". A table lists customer information with columns for "Customer", "Account Activation Email", and "Valid License". A red circle highlights a grid icon in the toolbar, with an arrow pointing to the "Add Sites" modal window below. The modal window is titled "Add Sites" and shows a progress bar with three steps: "1 Define Sites", "2 Submit", and "3 Done". The "Define Sites" step is active. Below the progress bar, there are dropdown menus for "Customer" (selected: herculespopular22@gm...), "Domain" (placeholder: (subdomain).example.com without http(s)://), "License", and "Dns Service" (selected: Initiate DNS and Auto SSL). At the bottom of the modal, there are buttons for "Close", "Add Item", and "Next".

## Step 1 - Define Sites

- **Domain** - Enter the website URL without http/https at the start. E.g. - example.com or subdomain.example.com.
- **License** - Select the customer license you would like to apply to this site
- **DNS Service** - The options available are:
  - **No DNS** - Add a website but don't use Comodo DNS. DNS must be setup later by you or the customer in order to configure cWatch protection.
  - **Initiate DNS** - Retrieves the DNS records of the website then implements these records in cWatch (dnsByComodo service). Your customer now only needs to point their name servers to cWatch in order to enable the service. This saves your customer the step of adding CNAME and A records to cWatch for each of their sites.
  - **Initiate DNS and Auto SSL** - Configures DNS as explained above and also provides the customer a with with a free SSL certificate. The process first checks if the customer's name servers are pointing to dnsByComodo. After verification, cWatch generates a key pair, requests the certificate, creates a CNAME DNS record on dnsbyComodo, validates the domain, collects the certificate and installs it on cWatch edge servers.  
The certificate will encrypt traffic between the CDN servers and the website's visitors. This will not secure the connection between the customer's server (where the site is hosted) and the CDN (where the customer's website is cached).

- Click 'Next'

## Step 2 - Submit

### Add Sites

herculespopular22@gmail.com

1 Define Sites
 2 Submit
 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

Customer	License Title	Domain Name	DNS-SSL	Expiration Date	Auto Renewal
herculespopular22@...	Pro Trial 30 Days	herculespopular22.net	DNS and auto SSL	2019-01-07	NO

Close
Back
Submit

- Review the website and license parameters and settings
- Click 'Back' to change settings, if required
- Click 'Submit'

## Step 3 - Finalization

### Add Sites

herculespopular22@gmail.com

✓ Define Sites
 ✓ Submit
 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

Close

- Click 'Close'

cWatch protection is enabled on the site once provisioning is complete. You can see the progress in the 'Site Provisioning' column of the customer details screen:

- Open the 'Customer and License Management' tab
- Click on the row of a customer whose details you want to view
- The site integration status is displayed in the Site Provisioning column under 'Licenses'.

Licenses

↓

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status
Premium Trial 3...			2018-12-06	2019-01-06	NO	Valid
Pro Trial 30 Days	herculespopula...	Completed	2018-12-07	2019-01-07	NO	Valid

- See [View Customer Details and Licenses](#) for more details.

## Import Customer Websites from a CSV file

- You can add multiple websites by importing from a comma separated values (CSV) file.

### Create CSV File

There are two ways to do this:

- [Create a new CSV file](#)
- [Download template from cWatch and modify it](#)

#### Create a new CSV file

- Create a .csv file using a text editor or spreadsheet application
- Each line of the csv should contain five, separated values:
  - Email address of the customer
  - Domain name
  - License key
  - Initiate DNS
  - Auto SSL

Example:


```
jack.potts@jacksgreatpots.com,jacksgreatpots.com,7bd632bc-81b4-4ca0-b187-8c78901a194f,true,false
```

- No spaces after the commas. All fields are mandatory.
- The file should not contain column headers and each line should contain a single customer.

#### To get a customer's license keys

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen
- Click 'Download' below 'Licenses' to download a list of their license keys

#### Download and modify a template

- Open the 'Customer and License Management' tab
- Click the 'Import Sites' icon 
- OR
- Click the menu icon at top-right and choose 'Import Sites' from the options

**Total Customers: 171**      **Sites on cWatch: 116**

<input type="checkbox"/>	↑↓ Customer	↑↓ Account Activation Email	↑↓ Valid License Co
<input type="checkbox"/>	01pp_11102018@sharklasers.com	Sent	1
<input type="checkbox"/>	1201112@yopmail.com	Sent	0

### Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File      2 Upload      3 Done

CSV columns are:  
Email, Domain Name, License Key, Initiate DNS, Auto SSL

username@email.com,example.com,12345678-1234-1234-1234-123456789,true,false

[↑ Select CSV file](#)


[↑ Export Template CSV](#)      [Close](#)

- Click 'Export Template CSV' at the bottom of the 'Import Sites' screen
- The export file is a list of your customers and their license keys:

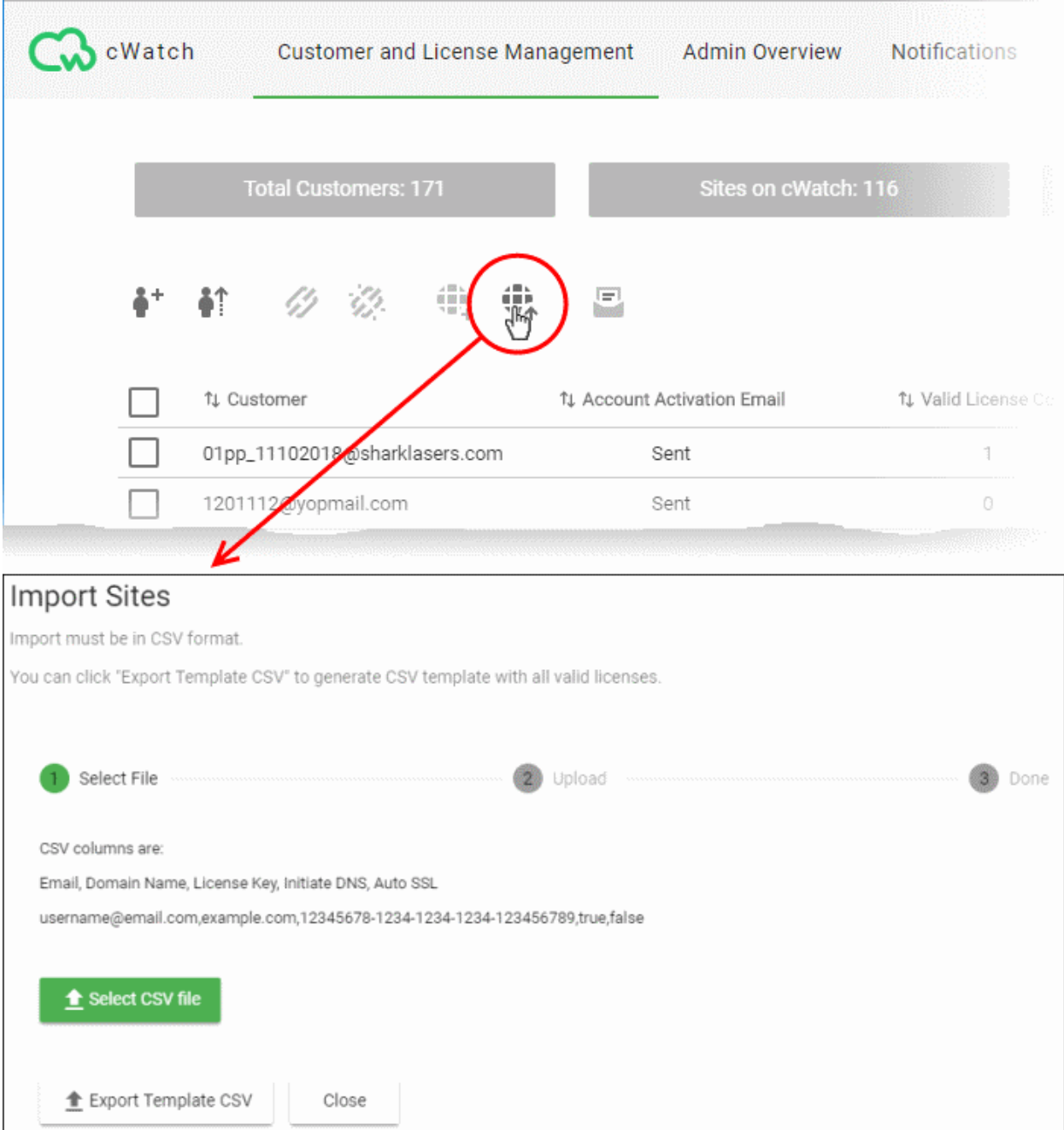
	A	B	C	D	E	F
1	Customer Email	Domain Name	License Key	Initiate DNS	Auto SSL	
2	01pp_11102018@sharklasers.com	domain_name	79109289-6460-4f3a-8dd6-541e22a12441	false	false	
3	1202@yopmail.com	domain_name	40a3ba7d-5c12-4e6e-b3c7-985ff1fce885	false	false	
4	a11@yopmail.com	domain_name	61965cd7-50cd-4ddd-979b-89589100d76a	false	false	
5	atlasroadster@gmail.com	domain_name	d55384c8-fe9a-49bc-a5b4-d00216fa57aa	false	false	
6	cusp_prod_001@yopmail.com	domain_name	5f38dbac-02ee-47a3-be1a-8f715917ec42	false	false	
7	cust1_sp2@yopmail.com	domain_name	8decde5-7caf-4274-8afa-582bacb0292a	false	false	
8	customerwithpartner@gmail.com	domain_name	42ca3f8f-051e-440d-bf12-3e1dd52b1621	false	false	
9	customerwithpartner@gmail.com	domain_name	624e662f-5ab7-4b46-96cc-bc13bb8b976c	false	false	
10	customerwithpartner@gmail.com	domain_name	cec35c7f-6ac8-4cd3-b665-3b5b93df0934	false	false	
11	cww12222170720@yopmail.com	domain_name	f16455a5-08b8-4820-9995-a91f30a6f5da	false	false	
12	cww14091072019@yopmail.com	domain_name	64add82c-8405-45ef-8d2f-14e398089e64	false	false	
13	cwwdemo10000@yopmail.com	domain_name	342e848b-8db3-4171-bfe2-1986f45a6444	false	false	

- Delete all rows that you don't need. Keep the rows with customers/licenses for whom you want to add sites.
- Enter the domain you want to add for the customer in column B
- Edit the **'Initiate DNS'** and **'Auto SSL'** columns as required.
- Save the CSV file

## To import websites from a CSV file

- Open the 'Customer and License Management' tab
- Click the 'Import Sites' icon 
- OR
- Click the menu icon at top-right and choose 'Import Sites'

The 'Import Sites' wizard starts:



**Import Sites**

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File ..... 2 Upload ..... 3 Done

CSV columns are:  
Email, Domain Name, License Key, Initiate DNS, Auto SSL  
username@email.com,example.com,12345678-1234-1234-1234-123456789,true,false

Select CSV file

Export Template CSV Close

- Click 'Select CSV File', browse to the file you want to import and click 'Open'



- Domain details will be fetched from the file and shown in the interface as follows:

### Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File ————— 2 Upload ————— 3 Done

Email	Domain	License
atlasroadster@gmail.com	atlasroadster.com	Basic (Detection) (1 Sites)
herculespopular22@gmail....	hercule.com	Premium Trial 30 Days (1 Sites / 31 Days Left)

- Click 'Submit' to import the information into cWatch

### Import Sites

Import must be in CSV format.

You can click "Export Template CSV" to generate CSV template with all valid licenses.

1 Select File ————— 2 Upload ————— 3 Done

Email	Domain	License
atlasroadster@gmail.com	atlasroadster.com	Basic (Detection) (1 Sites)
herculespopular22@gmail....	hercule.com	Premium Trial 30 Days (1 Sites / 31 Days Left)

- Click 'Close' to finish the wizard.

The process may take a few minutes. You can view import status in the 'Customer Details' screen:



Licenses

↓

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status
Premium Trial 3...			2018-12-06	2019-01-06	NO	Valid
Pro Trial 30 Days	herculespopula...	Completed	2018-12-07	2019-01-07	NO	Valid

- See [View Customer Details and Licenses](#) if you need help with this screen.

## Manage Notifications

- This section explains how to configure your outgoing mail server and the system mails sent to your customers.
- System mails include mails for account activation, license issuance, malware and vulnerability notifications, license expiry and more.
- Click the 'Notifications' tab

cWatch | [Home](#) | [Home and License Management](#) | [Admin Overview](#) | **Notifications** | [User Profile](#)

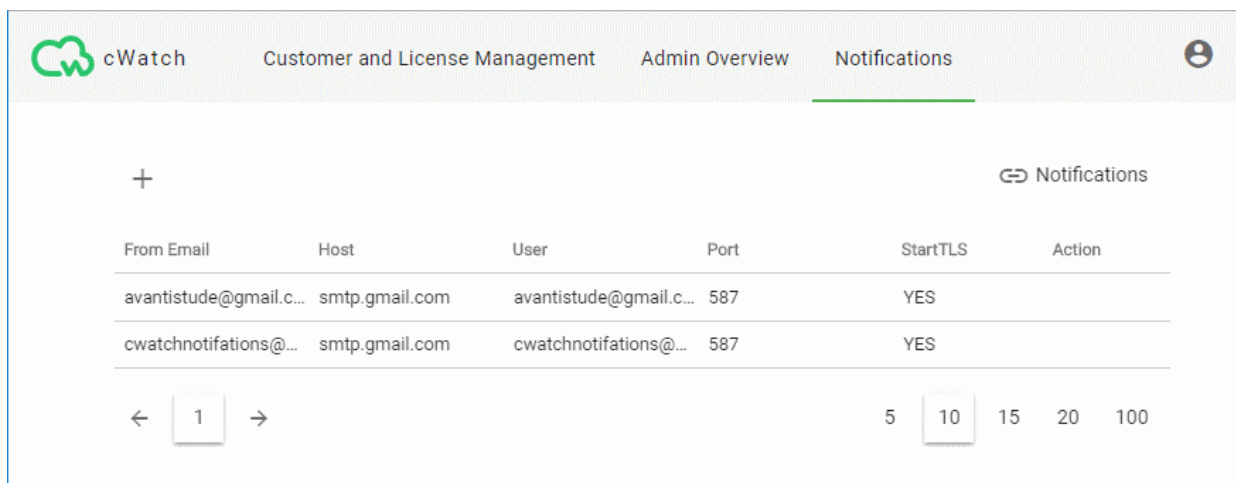
[Email Settings](#)

Name	Enabled	Type	Language	Action
Malware Found	NO	Select Value	French	
Malware Found	NO		Spanish	
Distribute License	NO		French	
Distribute License	NO		Spanish	
Distribute License	NO		German	

- Click the button at top-right to switch between email server settings and the notification editor.
  - **Email Settings** - Configure outgoing email servers and mail accounts which are used to send notifications. See [Configure Email Server Settings](#) for more details.
  - **Notifications** - Edit email templates, select sender email account, and specify recipients for notifications. See [Configure Notification Email Templates and Recipients](#) for more details.

### Configure Email Server Settings

- Click the 'Notifications' tab
- Click the 'Email Settings' link at top-right to open the mail server settings



- This opens a list of existing email accounts

### Add a new sender email account

- Click the '+' icon at top-left
- Complete all fields in the 'Add Sender' screen:

## Add Sender

From Email	Host Name	User Name	Password	Port
------------	-----------	-----------	----------	------

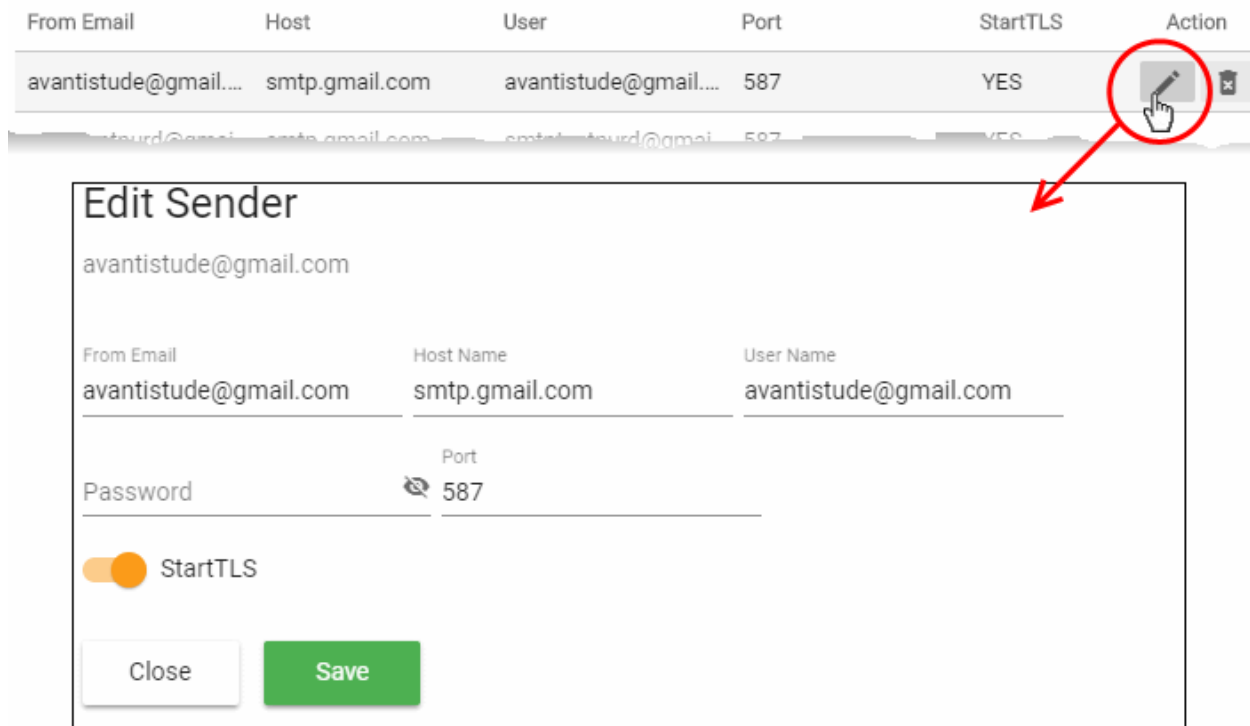
StartTLS

- **From Email** - The account from which the notification is sent. This address appears in the 'From' field of the notification email.
- **Host Name** - Enter the hostname or IP address of the SMTP server
- **User Name / Password** - The email address and password of the account used to send the notification mails
- **Port** - Enter the mail server port number for outgoing mail. It is 587 if you are using StartTLS, 25 if you are not using StartTLS.
- **StartTLS** - Enable or disable StartTLS encryption for your mails
- Click 'Save'

cWatch checks your mail server settings and, if valid, adds the sender email account to the list of senders. You can configure notification emails to be sent using this account.

### Update a sender email account

- Click the 'Notifications' tab
- Click the 'Email Settings' link at the top-right to open the mail server settings
- Mouse-over the row of an email account user > Click the pencil button that appears in the 'Action' column



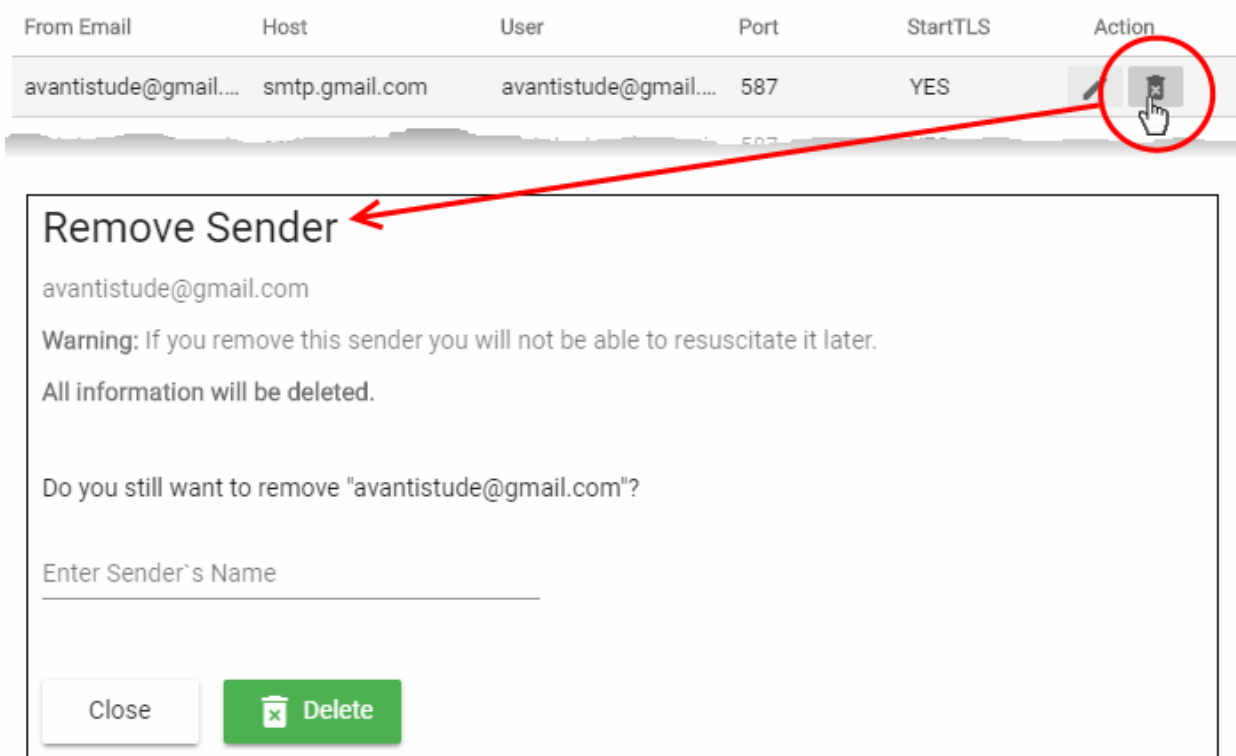
The 'Edit Sender' screen appears. The fields are similar to the 'Add Sender' screen explained **above**.

- Edit the details and click 'Save'

### Remove a sender email account

**Note:** You cannot remove sender accounts which are currently associated with a notification mail. You first need to remove the sender account from the notification. You can then delete the email account if required. See **Configure Notification Email Templates and Recipients** for more help with this.

- Click the 'Notifications' tab
- Click the 'Email Settings' button at top-right to open the mail server settings
- Mouse-over the row of an email account user > Click the trashcan icon that appears in the 'Action' column



- Enter the email address of the sender account for confirmation
- Click 'Delete' to remove the account

## Configure Notification Email Templates and Recipients

cWatch can send following notification/alert emails:

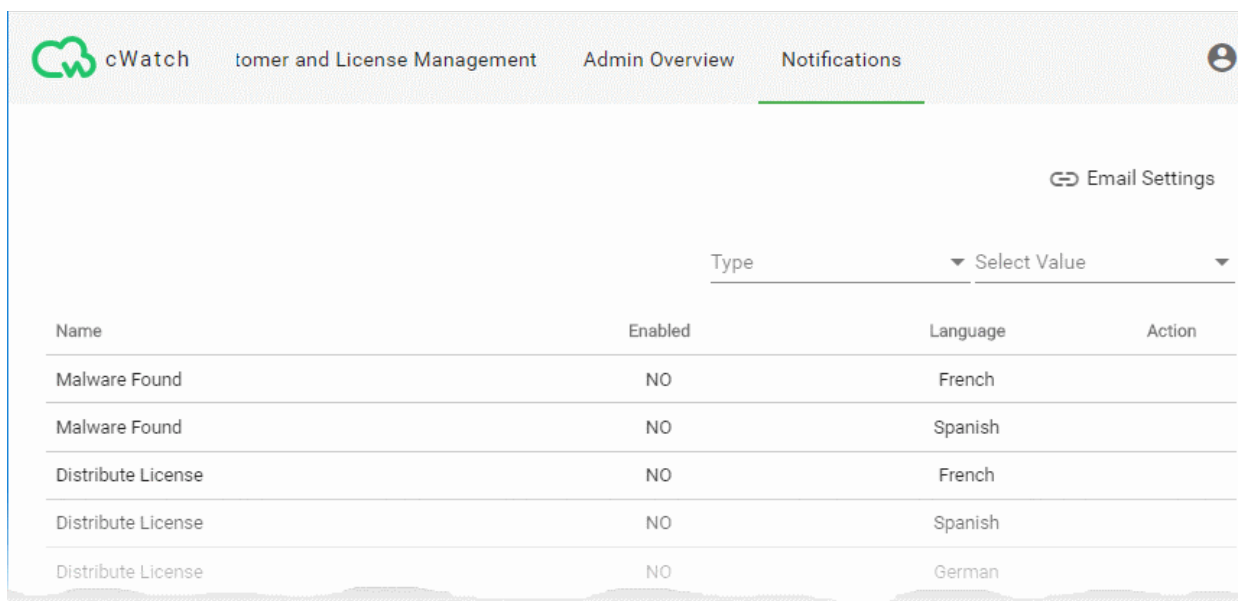
- **Account activation email** - Sent when you issue a license to a customer for the first time. The mail contains an account activation link for the customer. This allows them to create password so they can login to cWatch.
- **Distribute License** - Sent to provision a new license to a customer.
- **Malware Found** - Sent to customers when malware is identified on managed customer websites.
- **License Expired** - Sent to customers when the validity period of a license ends. The email contains a link for the customer to renew the license.
- **OWASP Vulnerability Found** - Sent to customers when a threat which is on the OWASP list is found on their site.

You can implement different settings for each type of mail:

- The content and language of the notification
- The sender account of the mail
- The notification recipients

### Configure notification mails

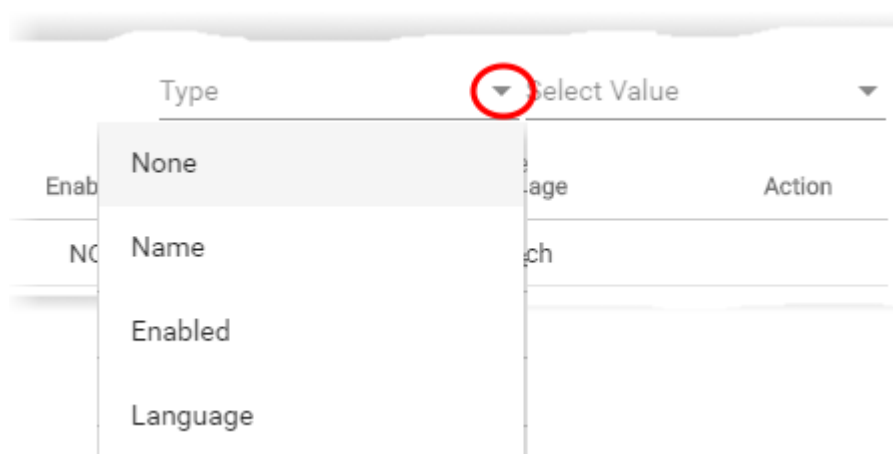
- Click the 'Notifications' tab
- Click the 'Notifications' link at the top right to open the notification settings interface, if not already open.



Notifications - Columns and Controls	
Column Header	Description
Name	The event for which the notification is sent
Enabled	Switch the notification on or off
Language	The language used in the mail
Action	Configure the content, sender email address and recipients for the notification. See <a href="#">Configure a notification email</a> for more details.

### Filter and Search Options:

- The fields at top-right let you filter/search notifications:



- Select your filter category from the 'Type' drop-down
- Select your search criteria in the 'Value' field
- The table shows five notifications per page.
  - Use the number buttons at bottom-right to choose how many notifications are shown per page
  - Use the page numbers at the bottom left to navigate through the pages

### Configure a notification email

- Click on an event to configure the notification mail.

- Hover your mouse over the row of a notification to reveal the 'Settings' button in the 'Action' column and click it
- The 'Notification Settings' wizard starts:

Name	Enabled	Action
Malware Found	YES	 Settings
Distribute License	YES	

## Notifications Settings


Malware Found  Enabled

1 Define Email Template 2 Preview

*This email (malware found) is being sent whenever a malware found at a scan.*

From: avantistude@gmail.com Subject: cWatch Website Scan Detect

Rich text editor toolbar with options: Undo, Redo, Bold, Italic, Underline, Strikethrough, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Source code, and Insert Variable.



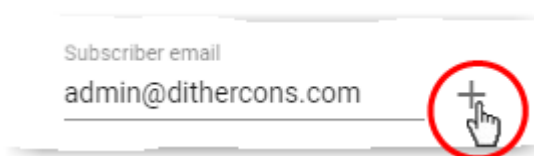
Notify user(s)  Notify customer(s)  Notify account owner

Subscriber email: duy@gmail.com

Close Revert to Default **Preview And Save**

- Use the switch at the top left to enable or disable the notification
- **From** - Select the email account from which the notification has to be sent to the recipients

- **Subject** - Edit the Subject line of the notification mail
- **Email Template** - Edit the content of the email displayed in the rich text editor. You can use the controls at the top to format the text
- **Insert Variable** - If you want to insert a variable like domain name, last scan date etc., place your cursor in the text where the variable has to be inserted and select the variable from the Insert Variable drop-down. The variable will be replaced with the actual value in the mail.
- **Notify users** - Select whether or not the notification is to be sent to all admin users
- **Notify customers** - Select whether or not the notification is to be sent to the respective customer
- **Notify account owner** - Select whether or not the notification is to be sent to the primary account holder of your partner account
- **Subscriber email** - Enter the email address of the external recipient (if required) to whom the notification has to be sent.
  - Hover your mouse over the field and click the '+' icon that appears to add additional recipients



- Hover your mouse over the field and click the trash can icon that appears to remove a recipient



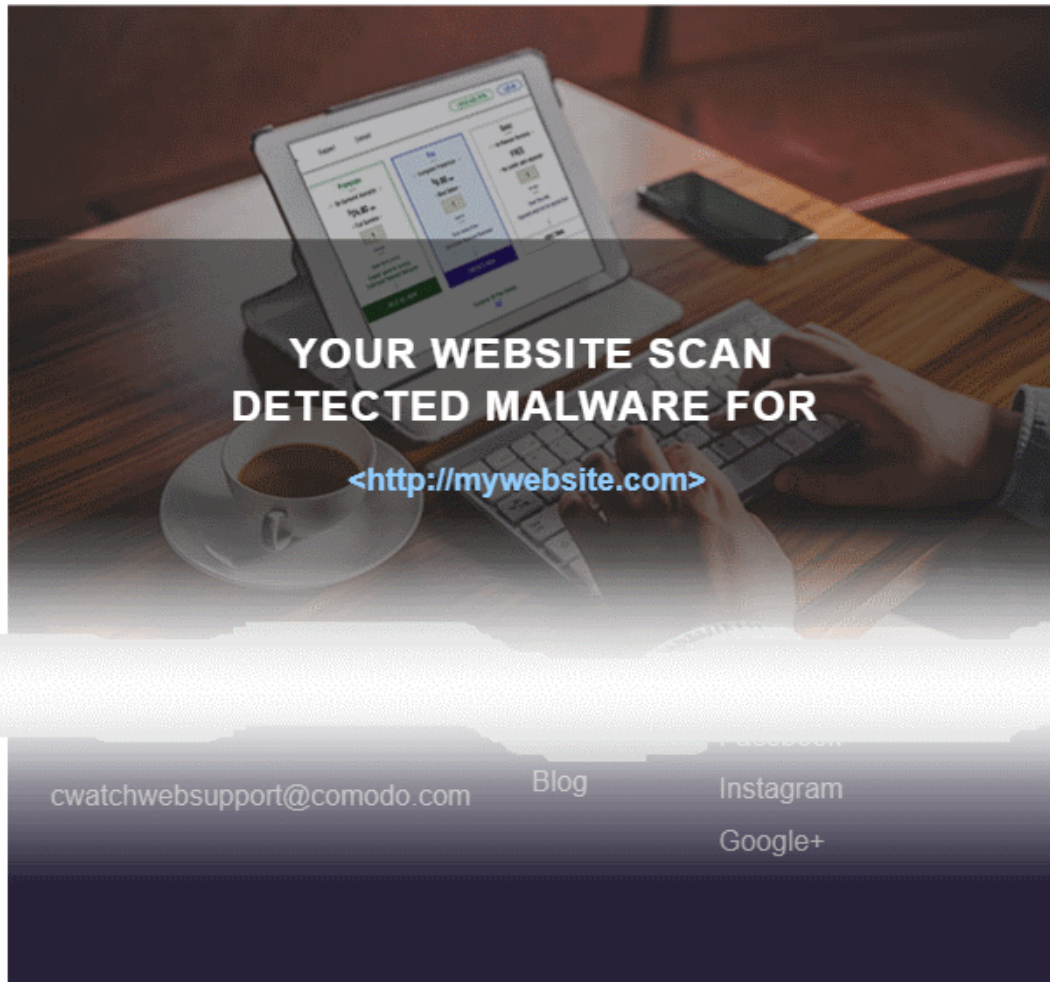
- **Revert to Default** - Click to reset the notification mail template to default content
- Click 'Preview And Save'

A preview of the full email content is shown:



1 Define Email Template

2 Preview



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Close

Back

Save

- Click 'Back' to make any changes, if required
- Click 'Save' for your changes to take effect
- Repeat the process to configure other email notifications



## The 'Customer and License Management' Interface








- Open the 'Customer and License Management' tab

<input type="checkbox"/>	↕ Customer	↕ Account Activation Email	↕ Valid License Count	↕ Sites on cWatch
<input type="checkbox"/>	01pp_11102018@sharklasers....	Sent	1	0
<input checked="" type="checkbox"/>	1201112@yopmail.com	Sent	1	0
<input type="checkbox"/>	1202@yopmail.com	Sent	0	0
<input type="checkbox"/>	2003cust1@yopmail.com	Sent	0	0
<input type="checkbox"/>	a11@yopmail.com	Sent	0	0

- The tiles at the top show statistics about your account usage
- The control icons above the table let you distribute licenses, add customer websites, send activation emails and more.
  - The controls can also be accessed from the menu at the top right:

- The table shows a list of your customers.
- Each row in the table shows details of one customer

- Click a row to view the customer's licenses and protected websites. See [View Customer Details](#) if you need more on this screen.

Customer and License Management - Columns and Controls	
Column Header	Description
Customer	The email address of the registered customer.
Account Activation Email	<p>The status of the activation mail sent to customers the first time you distribute a license to them. Possible values are:</p> <ul style="list-style-type: none"> <li>• Sent</li> <li>• Sending</li> <li>• Not Sent Yet</li> <li>• Failed</li> <li>• Already active</li> </ul> <p>These mails are sent automatically, but you can manually send the mail if required. To do this:</p> <ul style="list-style-type: none"> <li>• Select the customer</li> <li>• Click the email icon in the action menu.</li> <li>• See <a href="#">Send Account Activation Email</a> if you need help with this.</li> </ul>
Valid Licenses Count	The number of active domain licenses held by the customer. This includes licenses already associated with websites and any unused licenses. You can associate unused licenses with a customer website in the 'Customer details' screen. See <a href="#">View Customer Details</a> and Licenses for more details.
Sites on cWatch	Number of customer websites registered for cWatch protection.
Controls	
	Add a new customer. See <a href="#">Add a single customer</a> for help with this.
	Add multiple customers at once from a CSV file. See <a href="#">Import customers from a CSV file</a> for more details
	Distribute new licenses to a customer. See <a href="#">Distribute Licenses</a> for more details
	Deactivate a customer license. See <a href="#">Deactivate a Customer License</a> for more details
	Add a website for a customer. See <a href="#">Add Customer Websites One by One</a> for more details
	Import multiple websites for a customer from a CSV file. See <a href="#">Import Customer Websites from a CSV file</a> for more details
	Send an account activation email to a customer. See <a href="#">Send Account Activation Email</a> for more details

### Filter and Search Options:

- Start typing the email address of a customer in the 'Search Customer' field at the top-right of the table
- The customers with email addresses matching your criteria are shown in the list.

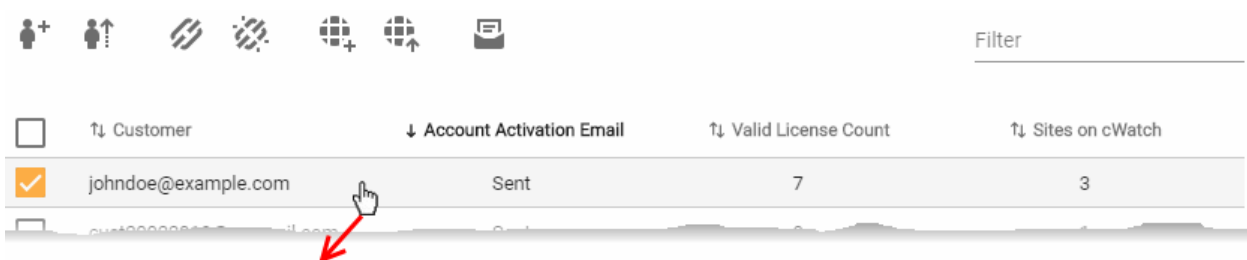
- The table shows five customers per page.
  - Use the number buttons at bottom-right to choose how many customers are shown per page
  - Use the page numbers at the bottom left to navigate through the pages

## View Customer Details and Licenses

- The 'Customer Details' screen shows a customer's contact information, licenses and websites.
- You can download a report of customer licenses and websites as a CSV file
- This screen also lets you upgrade and renew licenses, and associate unused licenses with websites.

### To open the 'Customer Details' screen

- Open the 'Customer and License Management' tab
- Click on the customer whose details you want to view:



### Customer Details

johndoe@example.com

Name: John  
Surname: Doe  
Country: Argentina  
Email: johndoe@example.com

Licenses

↓

Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Starter Paid w...			2018-10-11	2018-12-11	NO	Valid	
Basic (Detecti...	mckinsey.com	Completed	2018-11-09	Unlimited	NO	Valid	
Premium	yetanotherstie...	Completed	2018-10-11	2018-12-11	NO	Valid	
Pro Trial 30-D...			2018-11-09	2018-12-09		Valid	
Basic (Detecti...			2018-11-27	Unlimited	NO	Valid	
Pro (Dropped ...	autodiscover...	Completed	2018-10-11	2018-11-11	NO	Not Valid	
Premium			2018-10-11	2018-10-11	NO	Not Valid	

Close

Licenses - Column Descriptions	
Column Header	Description
Type	The kind of license. See <b>Membership Plans</b> to view the features covered by each license type.
Site Name	Website associated with the license
Site Provisioning	Progress of activating cWatch on the site. cWatch protection is active when this column says 'Completed'.
Order Date	Date at which the license was distributed to the customer
Expiration Date	The date till which the license is valid
Auto Renewal	Whether the license is set to auto-renew when it expires.
Status	Whether the license is active or expired
Actions	<p>Controls to upgrade the license, renew the license, or associate unused licenses with a website.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> <li>• <b>Add a new website and associate with a license</b></li> <li>• <b>Upgrade a License</b></li> <li>• <b>Renew a License</b></li> </ul>


## Add a new website and associate with a license

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all licenses distributed to the customer.
- Locate a valid, unused license.
- Click the 'Add Website' button in the 'Actions' column

The 'Add Sites' wizard starts:

## Licenses



Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Starter Paid ...			2018-10-11	2018-12-11	NO	Not Valid	
Basic (Dete...	mckinsey.c...	Completed	2018-11-09	Unlimited	NO	Valid	
Premium	yetanothersi...	Completed	2018-10-11	2018-12-11	NO	Valid	
Pro Trial 30 ...			2018-11-09	2018-12-09	NO	Valid	
Basic (Dete...			2018-10-11	Unlimited	NO	Valid	
Premium			2018-10-11	2018-10-11	NO	Not Valid	
Premium Tri			2018-11-10	2019-01-10	NO	Valid	

### Add Sites

herculespopular22@gmail.com

1 Define Sites
2 Submit
3 Done

Customer  
herculespopular22@gm... ▾

License  
Basic (Detection) (1 Sites) ▾

(subdomain.)example.com without http(s)://

Dns Service  
Initiate DNS and Auto SSL ▾

'Initiate Dns' will start scanning of DNS records. 'Auto SSL' installs Comodo's Free SSL Certificate.

Close
Add Item
Next

- **Customer** - The customer email address is pre-populated
- **Domain** - Enter the URL of the website. E.g. example.com or subdomain.example.com.
- **License** - The license which will be distributed to the customer. This is pre-populated with the license you chose in the previous step.
- **DNS Service** - Configure the DNS settings for the website. The available options available are:
  - **No DNS** - Add a website but don't use Comodo DNS. DNS must be setup later by you or the customer in order to configure cWatch protection.
  - **Initiate DNS** - cWatch retrieves the DNS records of the website then implements these records in cWatch (dnsByComodo service). Your customer now only needs to point their name servers to cWatch in order to enable the service. This saves your customer the step of adding CNAME and A records to cWatch for each of their sites.
  - **Initiate DNS and Auto SSL** - Configures DNS as explained above and also provides the customer with a free SSL certificate. The process first checks if the customer's name servers are pointing to dnsByComodo. After verification, cWatch generates a key pair, requests the certificate, creates a CNAME DNS record on dnsbyComodo, validates the domain, collects the certificate and installs it on cWatch edge servers.  
The certificate will encrypt traffic between the CDN servers and the website's visitors. It will not secure the connection between the customer's server (where the site is hosted) and the CDN (where the customer's website is cached).

- Click 'Next'.
- A confirmation screen appears:

1 Define Sites 2 Submit 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

Customer	License Title	Domain Name	DNS-SSL	Expiration Date	Auto Renewal
herculespopular22@gmail.c...	Basic (Detection)	coyoterunner.com	DNS and auto SSL	Auto Renewal	NO

Close Back **Submit**

- Review your settings and parameters
  - Click 'Back' if you want to edit any details
- Click 'Submit' to add the website

### Add Sites

herculespopular22@gmail.com

1 Define Sites 2 Submit 3 Done

The 1 site(s) below with given site name(s) and license type(s) will be added

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

Close

cWatch protection is enabled on the site once provisioning is complete. You can see the progress in the 'Site Provisioning' column of the customer details screen:

Pro Trial 30 Days		2018-11-09	2018-12-09	NO	Valid	
Basic (Detection)	coyoterunner.com	Completed	2018-10-11	Unlimited	NO	Valid
Premium			2018-10-11	2018-10-11	NO	Not Valid

### Upgrade a License

- You can upgrade the license on customer website at anytime to improve its protection levels.
- For example, a free basic license can be upgraded to a paid 'Starter', Pro' or 'Premium' license.
- See **Membership Plans** for details on the features of each license.

The following table shows valid license upgrade paths:

Existing License	Eligible Upgrades
Basic	Starter, Pro, Premium.

Existing License	Eligible Upgrades
Pro Trial 30	Starter, Pro, Premium.
Pro Trial 60	Starter, Pro, Premium.
Premium Trial 30	Starter, Pro, Premium.
Premium Trial 60	Starter, Pro, Premium.
Starter	Pro, Premium.
Pro	Premium.

The following licenses will auto-upgrade to the paid version at the end of the 30 day trial:

- Starter Paid with Trial
- Pro Paid with Trial
- Premium Paid with Trial
- The customer account should have enough valid, unused licenses for upgrades.

### Upgrade a license

- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all licenses distributed to the customer.
- Locate a valid, unused license.
- Click the 'Upgrade' button that appears
- The 'Upgrade Site License' wizard starts:

The screenshot shows a table of licenses with columns for license name, status, and dates. A red circle highlights an 'Upgrade' button next to a 'Valid' license. A red arrow points from this button to the 'Upgrade Site License' wizard window. The wizard window has a title bar 'Upgrade Site License' and a subtitle 'herculespopular22@gmail.com'. It features a progress bar with three steps: '1 Upgrade License', '2 Submit', and '3 Done'. Below the progress bar, it shows 'Site: coyoterunner.com' and 'Current License: Basic (Detection) (1 Sites)'. There is a 'License' drop-down menu. At the bottom, there are 'Close' and 'Next' buttons.

- **'License' drop-down** - Choose the license to which you want to upgrade and click 'Next':

## Upgrade Site License

herculespopular22@gmail.com

1 Upgrade License ————— 2 Submit ————— 3 Done

Site: coyoterunner.com

Current License: Basic (Detection) (1 Sites)

License to be upgraded: Pro (1 Sites / 30 Days Left)

- Click 'Back' to change settings, if required
- Click 'Submit' to apply the license change.

✓ License is upgraded successfully

## Upgrade Site License

herculespopular22@gmail.com

1 Upgrade License ————— 2 Submit ————— 3 Done

Site: coyoterunner.com

Current License: Pro (1 Sites / 31 Days Left)

\*\*License upgrade completed

### Renew a License

- On lapse of the validity period of a paid license, the associated website is automatically dropped to free 'Basic' license type.



### Customer Details

herculespopular22@gmail.com

Name: Hercules  
Surname: Popular  
Country: Argentina  
Email: herculespopular22@gmail.com

Licenses

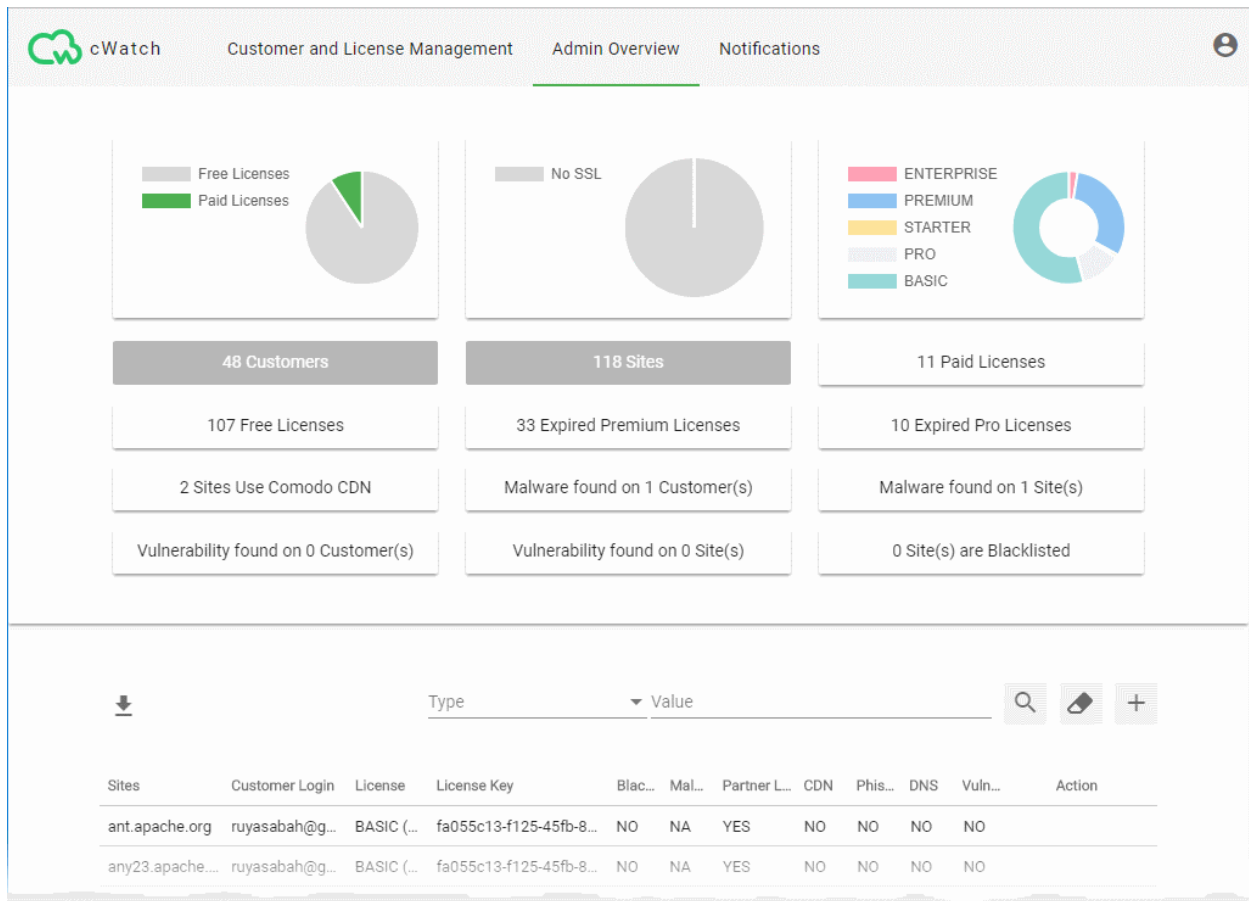
Type	Site Name	Site Provisioning	Order Date	Expiration Date	Auto Renewal	Status	Actions
Basic (Detection)	coyoterunner.com	Completed	2018-11-27	Unlimited	NO	Valid	
<b>Pro (Dropped to basic)</b>	zombiessleeping.com	Completed	2018-10-11	2018-11-11	NO	Not Valid	↑
Premium			2018-12-07	2019-01-07	NO	Valid	

Close    Refresh

- You can upgrade the license to a paid license depending on the protection level required for the website.
- The process is similar to upgrading a license. See the **explanation of upgrading a license** given above for guidance on this.

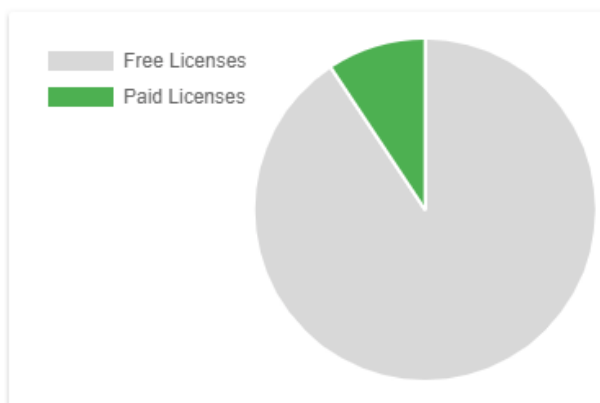
## Admin Overview

- Click 'Admin Overview' in the top-menu to open this interface
- The admin overview is a single pane of glass through which you can monitor the health of all customer websites.
- It summarizes the security status of managed websites and provides a launchpad from which you can investigate and configure each site's protection
- The interface lets you login to a customer's cWatch account without needing their username and password. This is useful for troubleshooting and configuration.
- You can also remove customer sites that no longer need cWatch protection.



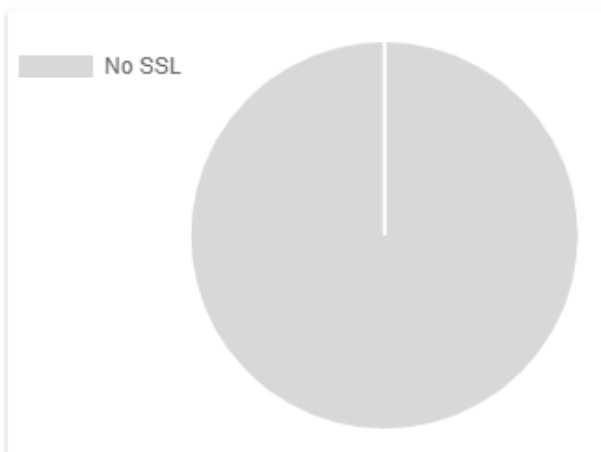
The top-half of the screen shows website statistics while the lower half shows configuration and license details.

## Pie charts:



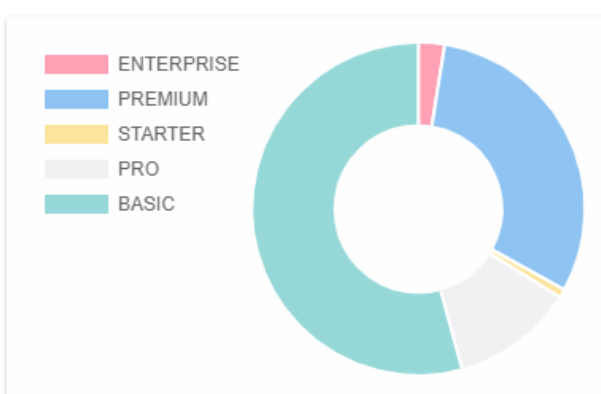
## Free - Paid Licenses:

- Shows the distribution of free and paid licenses on your managed sites.
- Place your mouse over a sector to view the number of licenses in that category.



### SSL Secured Domains:

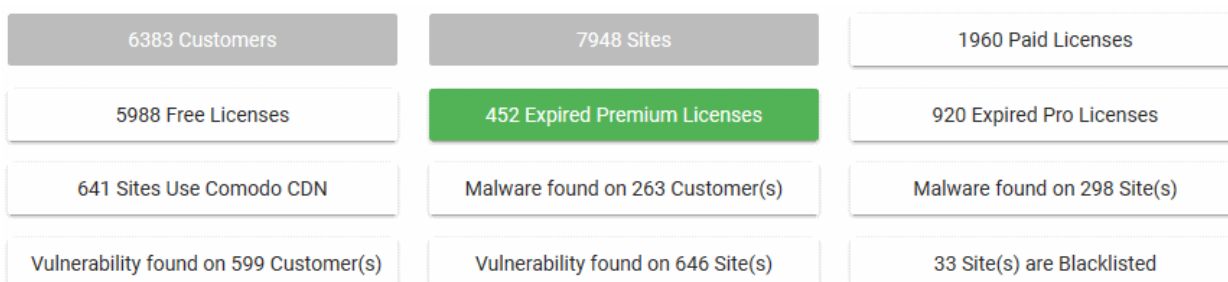
- Shows the how many of your sites are protected with an SSL certificate versus those that are not.
- Place your mouse over a sector to view the number of websites in that category



### License Types:

- Shows which types of cWatch licenses are used on your websites.
- See **Membership Plans** for details on the features of each license.
- Place your mouse over a sector to view the number of websites with that license type

- The tiles under the charts show key facts about your cWatch environment. They also act as quick filters to the list of websites in the lower half:



- Click a tile to filter the list of sites by the criteria on the tile.
  - Example: Click the 'Malware Found...' tile to view only sites that have live malware.
- Click the tile again to exclude sites that match the criteria on the tile
  - Example: Click the 'Malware Found' tile twice to only view sites that do not have malware.
- You can use the tiles in combination. The filters are concatenated with an AND operator.

#### Examples:

- Click the 'Malware Found' and 'Vulnerability Found' tiles to view sites which have both live malware AND unresolved vulnerabilities.
- Click 'Malware Found' once and 'Vulnerability Found' twice to view sites which have malware but do not have vulnerabilities.
- Click 'Malware Found' and 'Vulnerability Found' twice each to view sites that have neither malware nor vulnerabilities.

The applied filters are shown above the results:

Key	Blackli...	Malwa...	Partner Lice...	CDN	Phishi...	DNS	Vulner...	Action
2e-1232-4a4d-9dfb-e95...	NO	YES	NO	NO	NO	YES	NO	
1947b-44d6-b7e7-641...	NO	YES	NO	NO	NO	YES	NO	

- Click the 'x' button at the right of the filter to remove it

The lower pane shows a list of customer websites with their license details and results from cWatch scans:

Sites	Customer Login	License	License Key	Blackli...	Malware	Partner Licen...	CDN	Phishing	DNS	Vulnera...	Action
hercule.com	herculespopular22@g...	PRO	2536134c-3473-44e9-b5d8-6655c...	NO	NA	YES	NO	NO	NO	NA	
homecompany.de	ruyasabah@gmail.com	BASIC (Dropp...	fa055c13-f125-45fb-8673-913201f...	NO	NA	YES	NO	NO	YES	NO	
hottopic.com	test3_lu@yopmail.com	PRO (Droppe...	ef448d21-91a5-41ef-ac2e-ec0d71...	NO	NA	YES	NO	NO	NO	NO	
impossible.com	cust1137@yopmail.com	PREMIUM (Dr...	03365dd7-62f8-4e46-b6d8-4cd32c...	NO	NA	YES	NO	NO	NO	NO	
jambase.com	pp20183006@yopmail...	BASIC	83256167-8226-45bb-913e-420c4...	NO	NA	YES	NO	NO	YES	NA	

Websites - Column Descriptions	
Column Header	Descriptions
Sites	The domain name of the site
Customer Login	The customer account under which the website is registered
License	The type of license associated with the domain. The protection features applied to the site depends on the license type. <ul style="list-style-type: none"> <li>• See <b>Membership Plans</b> to view the features covered by each license type.</li> </ul>
License Key	Unique string which identifies the license.
Blacklisted	Is the site present on any well-known lists of dangerous websites? Blacklists monitored by cWatch include Google Safe Browsing, Phishtank and Comodo Valkyrie.
Malware	Was malware found on the site by the most recent virus scan?
Partner License	Whether the license for the website was distributed by a Comodo partner
CDN	Is the cWatch CDN (content delivery network) enabled on the site?
Phishing	Does the site host pages which have been used as part of a phishing attack?
DNS	Is the site configured to use the Comodo DNS service? Comodo DNS is required if you want to take advantage of the CDN and WAF services.
Vulnerabilities	Were any of the top 10 OWASP threats or WordPress vulnerabilities found on the site?

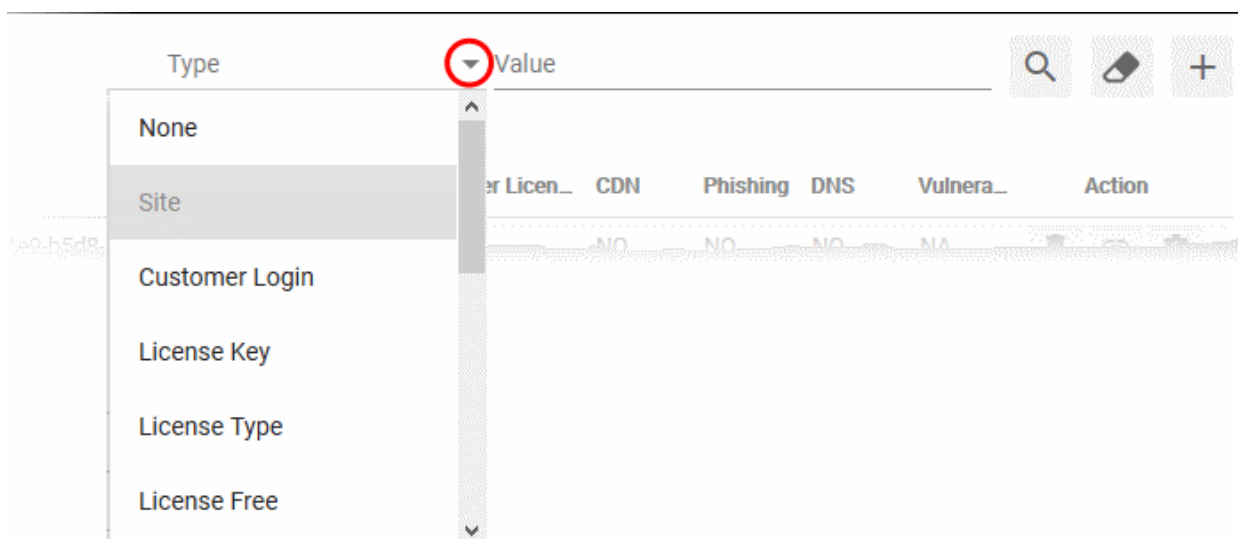
Actions	<p>Controls to login to the customer portal, configure malware scan settings for the website and remove the website from cWatch protection.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> <li>• <a href="#">Login to Customer's Account</a></li> <li>• <a href="#">Configure Website for cWatch protection</a></li> <li>• <a href="#">Remove a Website</a></li> </ul>
---------	---

See the following sections for more help with the interface:

- [Export websites to CSV file](#)
- [Login to a customer account and manage their websites](#)
- [Configure a website for cWatch protection](#)
- [Remove a website](#)

### Filtering Options:

- Click the tiles in the upper pane to filter sites by license, malware, vulnerability and blacklist status.
- The fields at top-right also let you create custom filters:



- Select your filter category from the 'Type' drop-down
- Enter / select your search criteria in the 'Value' field
- Click the '+' icon to add more filter conditions
- Click the magnifying glass icon to filter the websites based on your search criteria
- Click the eraser icon to clear the filters and view the complete list of websites

### Export websites to CSV file

- Click the 'Admin Overview' link in the top-menu


The lower pane shows managed websites along with license and scan details.

- Apply any filters you require. See [Filtering Options](#) above if you need help with this.
- Click the 'Download' arrow at the top-left of the list
- This will generate a CSV file of the sites you requested.

### Login to a Customer Account and Manage their Websites

- Click the 'Admin Overview' link in the top-menu


The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the chain link button  in the 'Actions' column
- This opens the dashboard of the customer to whom the site is registered.
- You can perform all management actions on customer sites from this interface. This includes malware scans, malware removal requests, custom firewall rules and more. See the cWatch admin guide at <https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Comodo-cWatch-Web-Security.html> for detailed information on the products capabilities.

## Configure a website for cWatch Protection

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- This opens the domain settings screen for the site:



The settings screen contains three tabs:

- **Malware Scanner** - Activate virus scans on the site.
- **CDN** - Configure CDN cache management settings for the site.
- **SSL Certificate** - Upload the SSL certificate used to secure the site if it is using HTTPS


## Activate Malware Scanner for a Website

- You need to upload the cWatch agent to the site to activate malware scans.
- You need to provide access details to the site if you want cWatch to automatically upload the file.
  - Alternatively, you can simply download the agent and copy it to the site manually.

## Activate the malware scanner

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website on which you want to activate malware scans.
- Click the gear icon  in the 'Actions' column
- Click the 'Malware Scanner' tab at top-right if it is not already open

**Malware Scanner**
CDN SSL Certificate

coyoterunner.com

Malware Scanner has not been activated

In order to enable malware detection, we need to connect site via FTP/sFTP and upload server side scan agent.

Activate
Close

- Click 'Activate'

The activation wizard starts:

- Complete the all fields in 'Step 1 - Enter FTP Credentials and click 'Enable Scanner'

**Malware Scanner**
CDN SSL Certificate

coyoterunner.com

1 Enter FTP Credentials and click 'Enable Scanner'
 2 Malware scanner is being activated

Please fill the form below and click 'Enable Scanner'. A scan will start automatically once the scanner is enabled.

FTP/sFTP

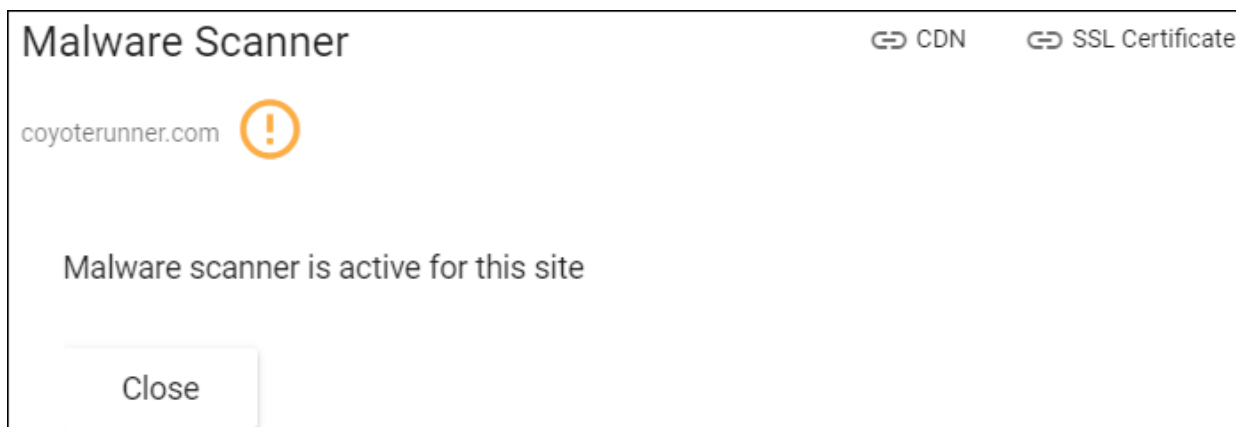
FTP 
Hostname 
Username 
Password

Directory 
Port

For root path put "/". Sample path: "/path/to/folder".

Enable Scanner
Close

- **Connection Type** - Select 'FTP' or 'SFTP' depending on the server type used by the website
  - SFTP uses an encrypted connection.
- **Hostname** - The IP address or hostname of the server
- **Username / Password** - Login credentials to the server.
- **Directory** - Location to which cWatch should upload the scanner agent. This must be publicly accessible.
- **Port** - The server port to which cWatch should connect to upload the agent
- Click 'Enable Scanner'
- cWatch will upload the agent and activate the malware scanner.



- Once done, cWatch will run scheduled scans on all files hosted on the website. The site admin can also start scans on the site from the 'Malware Scans' page of the customer portal. See <http://help.comodo.com/topic-285-1-848-11011-Malware-Scans.html> for more details on this.

#### Configure CDN Cache Management Settings for a site

- The Content Delivery Network (CDN) improves performance and security of client websites.
- You have to configure the site to use Comodo DNS if you want to use the CDN. This can be done in the customer portal. See <http://help.comodo.com/topic-285-1-848-12463-Domain-Configuration-Instructions.html> for help to do this.


Once configured, the CDN service will:

- Accelerate performance by serving site content from data centers closest to your visitor's location.
- Forward event logs to the Comodo CSOC team who will monitor your traffic to identify anomalous behavior and threats.
- Implement Comodo web application firewall protection on your domains. The CSOC team constantly improves the Mod Security rules in the firewall to provide cutting edge protection for your customers.

#### To configure CDN Settings

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- Click the 'CDN' tab at top-right



## Domain Settings - CDN

[Malware Scanner](#)   [SSL Certificate](#)

coyoterunner.com

Cache Settings ▼

Set Default Cache Time
Cache Control Header

1 Day
▼ 1 Day ▼

Serve Expired Content

Treat as separate cacheable item

Ignore Cache Control

Close
Update

- **Cache Settings** - Configure how website content is rendered
- **Purge Files** - Clear the files on the edge servers

### Cache Settings:

- Select 'Cache Settings' in the drop-down at top-left
- Configure the following:

Cache Settings - Table of Parameters	
Parameter	Description
Set Default Cache Time	<p>How long the CDN should store content fetched from the origin web server. Cached content is delivered to website visitors until this time period expires. After this, the CDN will reconnect to the site and refresh the content.</p> <p>This is useful if your site's cache control headers (CCH) are not used or ignored by the browser on your visitors computer.</p> <p><b>Background Note:</b> Cache control headers are used to specify how long content fetched from site should remain in the browser cache. The local cache is used by the browser to render the site when it is re-visited by the user, avoiding the need to fetch the content again from the server.</p>
Cache Control Header	<p>The validity period of the CCH on the end-user's web browser. See 'Background Note' above.</p> <p>This setting lets you control how long cached content should be stored visitor's web browsers.</p>
Serve Expired Content	<p>CDN to delivers expired content when:</p> <ul style="list-style-type: none"> <li>• The CDN is currently checking the website for updated content</li> <li>• The website is down.</li> </ul> <p>Use the switch to enable or disable this option</p>
Treat as separate cacheable item	<p>Web-pages with query string parameters (e.g. '?q=something') will be cached as separate files.</p> <p>This will instruct the CDN to update cached files whenever the original pages are</p>

	<p>updated.</p> <p>Use the switch to enable or disable this option</p>
Ignore Cache Control	<p>Visitor's browsers will disregard the time to live (TTL) and header expiry settings of the web-pages.</p> <p>Web browsers will use the 'Set default cache time' setting for the cache time.</p> <ul style="list-style-type: none"> <li>• Use the switch to enable or disable this option</li> </ul>

- Click 'Update' for our settings to take effect

## Purge Files:

You can manually clear cached content from edge servers if you want to immediately push fresh content.

- Select 'Purge Files' from the drop-down at top-left

## Domain Settings - CDN

Malware Scanner
SSL Certificate

pentests.site

Purge Files ▼

Purge All Files

Close
Add Path
Purge

Purge CDN Cache on Edge Servers	
Purge All Files	<p>Remove all files from the cache. The CDN is forced to reload the website the next time the files are requested.</p> <ul style="list-style-type: none"> <li>• Click 'Purge'</li> </ul>
Purge Individual Files	<p>Remove specific files from the cache. CDN will reload only those files the next time same files are requested.</p> <ul style="list-style-type: none"> <li>• Enter the URI of the file in the File Path field</li> <li>• Click the 'Add Path' button to add more file paths</li> <li>• Click 'Purge'</li> </ul>

## Upload an SSL certificate for a Website

- An SSL/TLS certificate is placed on a website to authenticate the domain owner and encrypt all data that passes between the site visitor and the web server.
- Sites that use an SSL certificate have a URL that begins with HTTPS. For example, <https://www.example.com>

cWatch lets you to upload an SSL certificate which is already in use on a website. This will encrypt traffic between

the CDN and the origin website.


- Encrypts traffic between the origin server and cWatch CDN servers
- Eliminates privacy risks & vulnerabilities such as eavesdropping and man-in-the-middle attacks

**Prerequisite** - You should have the certificate and keys ready.


### To upload an SSL certificate to a website

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the gear icon  in the 'Actions' column
- Click the 'SSL Certificate' tab at top-right

SSL Certificate
CDN Malware Scanner

coyoterunner.com 

1 Enter SSL Certificate
2 Done

Certificate

---

Paste the certificate PEM content that you received upon issuance of your SSL Certificate registered with a trusted Certificate Authority (i.e. Comodo CA)

SSL Chain Certificate (Optional)

---

Paste all of the intermediate certificates required to verify the subject identified by the end certificate

Certificate Key

---

Paste your certificate's Private Key. This is needed to encrypt data that is sent out. We safely store all private keys. NEVER share your key with anyone other than us.

Close
Upload certificate

### SSL Certificate Settings - Table of Parameters

Parameter	Description
Certificate	<p>Paste the content of your certificate. For example, the content you are looking for is something like this:</p> <pre> -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGEw JDTjEL MAkGA1UECBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA1 UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXDT A1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDVQ QHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwIIZXJvbm cgWwFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBew KE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcGmtcLFuQTWDl3Rag MBAAGj                     </pre>

	<pre> gbEwga4wHQYDVR0OBByEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdIw R4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQGEwJDTjELMA kGA1UE CBMCUE4xCzAJBgNVBActAkNOMQswCQYDVQKKEwJPTjELMAkGA1UECzMVU 4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIhvc NAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVvFWUQOmsPue9rZBgO  -----END CERTIFICATE-----                 </pre>
SSL Chain Certificate	If your certificate contains an intermediate certificate then paste it here. If not, leave this field blank.
Certificate Key	Private key of your certificate

- Enter the parameters and click 'Upload'

## SSL Certificate

CDN
Malware Scanner

coyoterunner.com !

1 Enter SSL Certificate

2 Done

Close

Done


The certificate will be uploaded to the CDN servers to encrypt traffic between the CDN and the origin website.

### Remove a website

Note. Removing a website will also invalidate any licenses associated with the site.

- Click the 'Admin Overview' link in the top-menu

The lower pane shows managed websites along with license and scan details.

- Identify the website you want to manage.
- Click the trash can button  in the 'Actions' column
- A confirmation screen appears:

## Remove Site

coyoterunner.com

**Warning:** If you remove this site you will not be able to resuscitate it later.

All information will be deleted.

Do you still want to remove "coyoterunner.com"?

Enter Site Name

---

\*If you have configured your DNS remember to roll back your changes.

Close

Delete

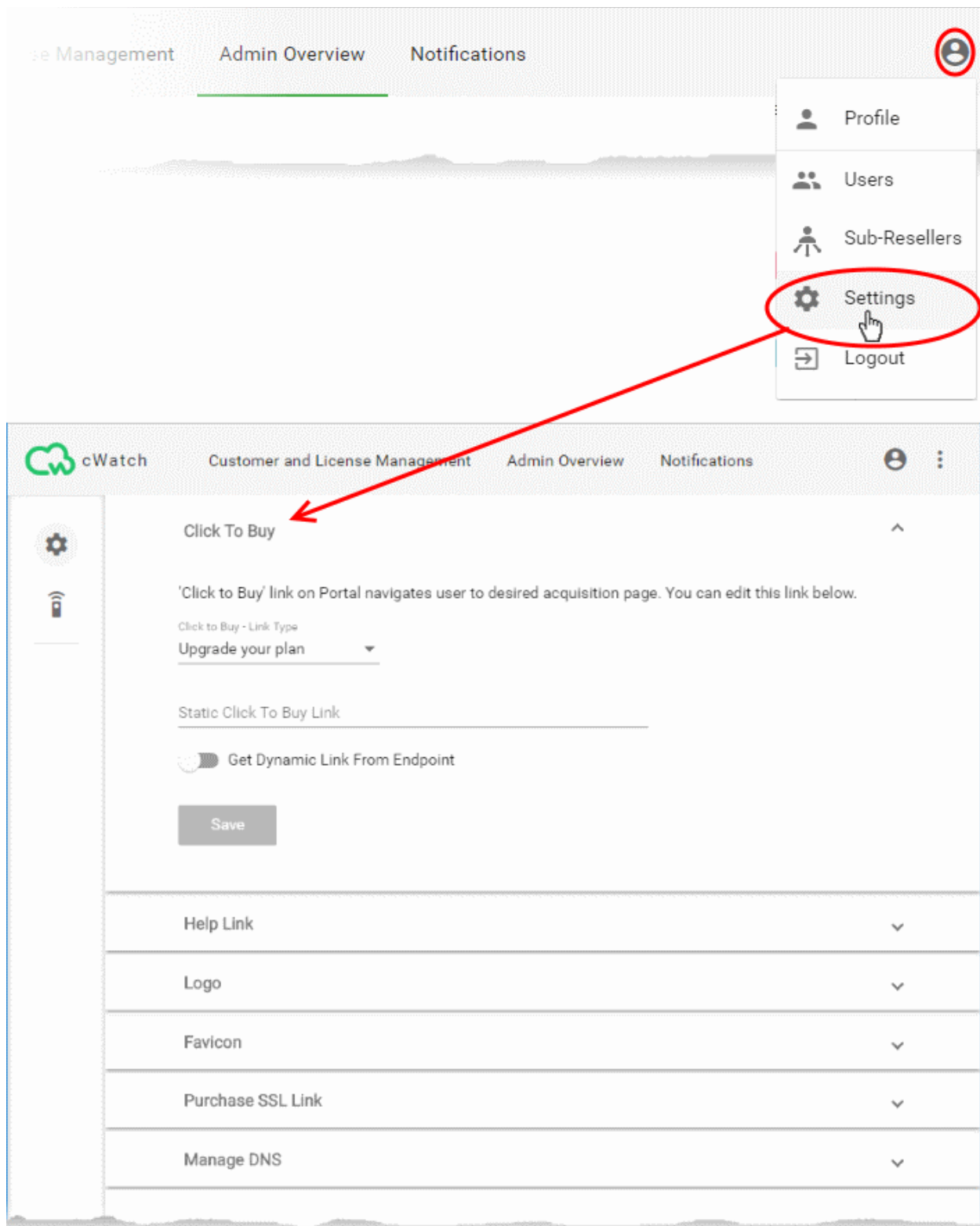
- Enter the domain name of the website in the 'Enter Site Name' field for confirmation
- Click 'Delete'

## Configure Additional Settings

- Click the 'Profile' icon at top-right and choose 'Settings'
- The 'Settings' interface lets you customize the portal that your customers login to. This includes supports links and company logos.
- You can set custom purchasing links which send customers to your own order forms.
- You can also enable remote access to your account so Comodo technicians can execute remote maintenance and support tasks.

### To access the 'Settings' interface

- Click the 'Profile' icon at top-right and choose 'Settings'



See the following sections for more help with the settings interface:

- [White Label your Customer Portal](#)
- [Set License Purchase Links](#)
- [Set SSL Certificate Purchase Link](#)
- [Configure DNS Management Instructions](#)
- [Configure Remote Access](#)

## White Label your Customer Portal

- cWatch lets you customize the appearance of the cWatch portal for your customers
- You can re-brand your customer portal with:
  - Your own company logo - displayed on the header of all pages in your customer portal
  - Your favicon - displayed on the browser address bar
  - Your help website for your customers to be directed when requiring support

### Change the logo image

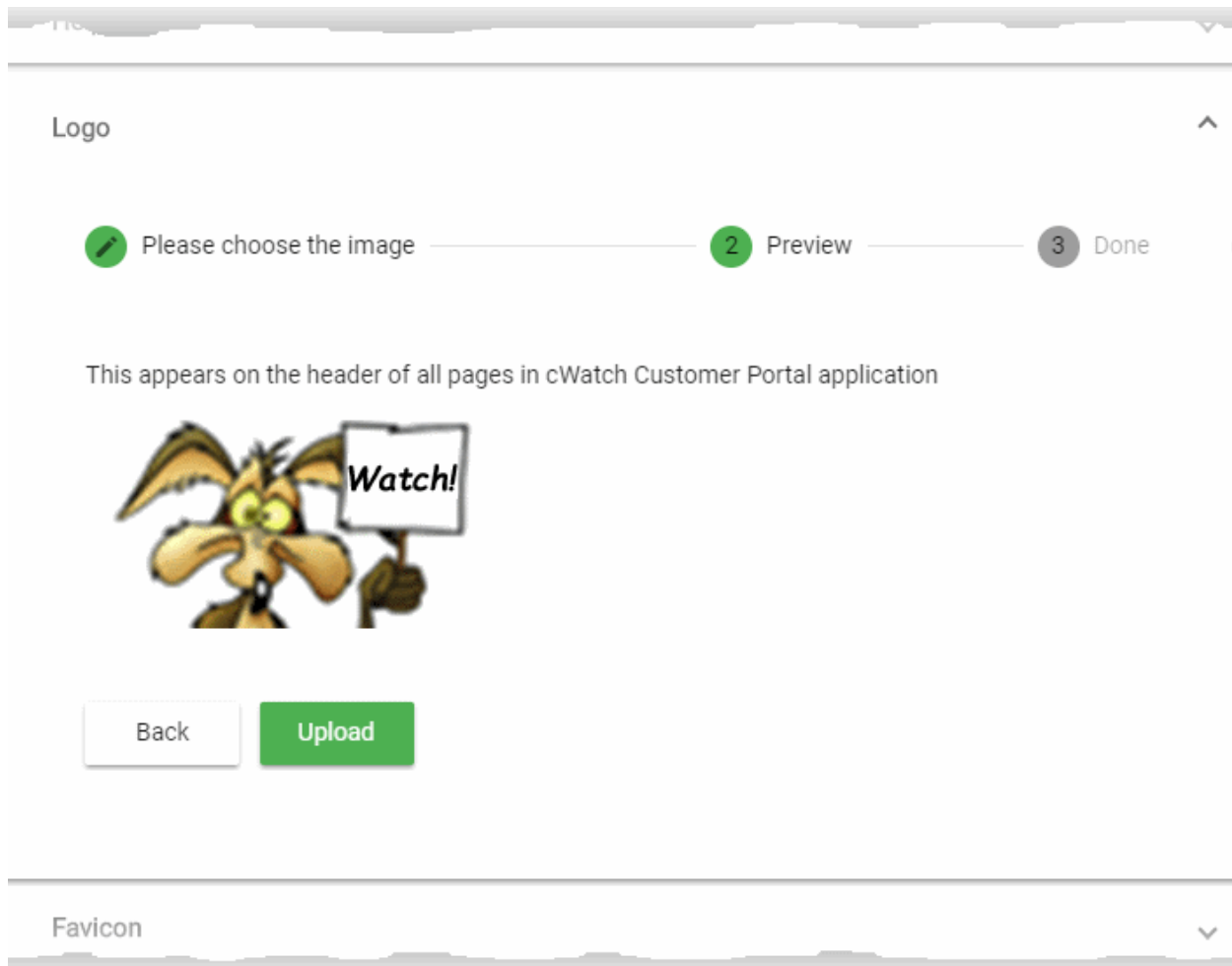
- The product logo is shown on the login page and header of all pages in the customer portal
- By default, the cWatch logo is used in your customer portal

### To change the logo image

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the cog wheel icon on the left
- Or
- Click the menu button at top-right and select 'Customer Portal Customization'
- Click the 'Logo' stripe

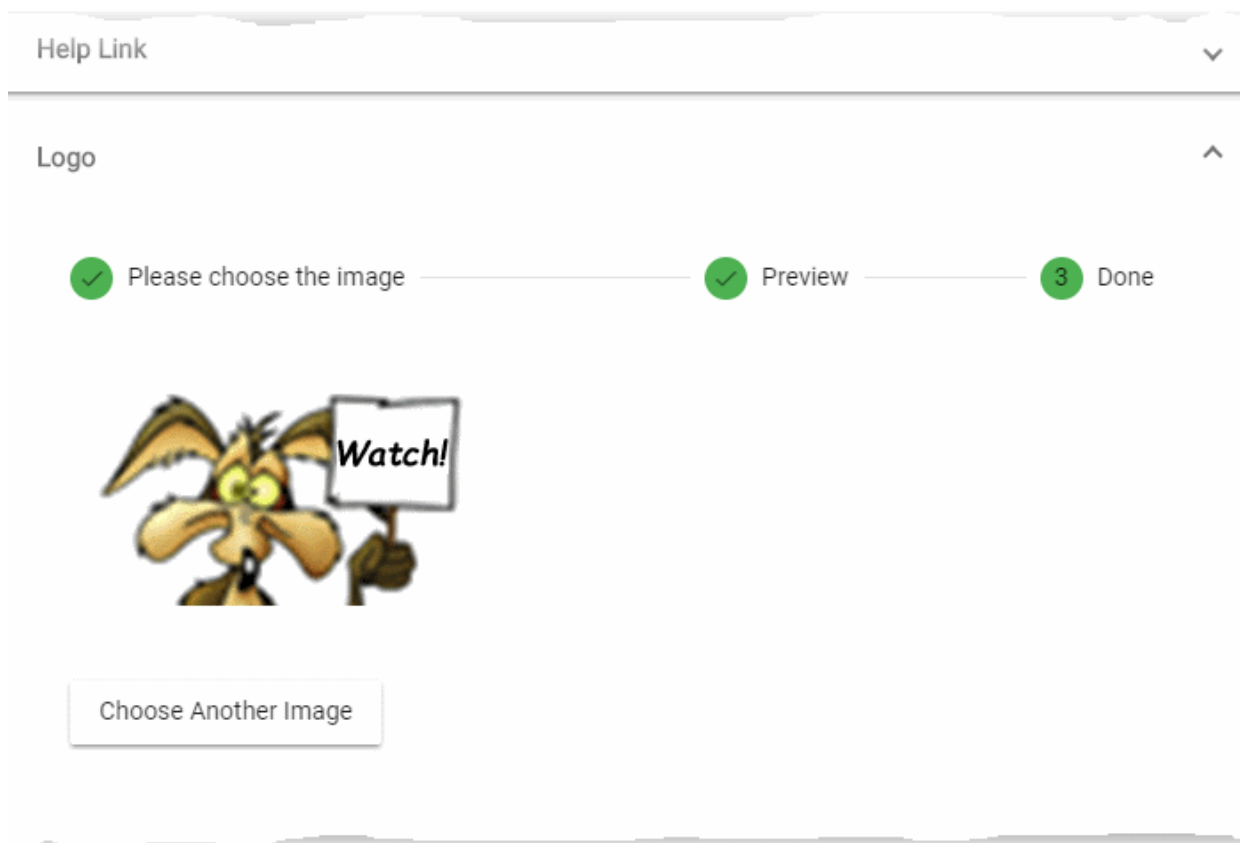
The screenshot shows a web interface for customizing the cWatch customer portal. At the top, there is a 'Help Link' dropdown menu. Below it is the 'Logo' section, which is currently expanded. A progress indicator shows three steps: '1 Please choose the image' (active), '2 Preview', and '3 Done'. Below the progress indicator, a message states: 'Your logo will appear on the header of all pages in cWatch Customer Portal application'. The current logo is the cWatch logo, which consists of a green cloud-like shape with a white 'w' inside, and the text 'cWatch' below it. Below the logo, there are two buttons: 'Revert to Default' and 'Choose Image'. Below the 'Choose Image' button, there are two lines of text: 'Maximum upload file size: 500KB' and 'Dimensions: 240 x 120 or Width Height Ratio: 2/1'. At the bottom of the 'Logo' section, there is a 'Favicon' dropdown menu.

- Click 'Choose image' and navigate to the location of the image file and select it.
  - Accepted file format = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Accepted maximum image size = 240 x 120 pixels
- A preview is shown:



- Click 'Upload'





The image is uploaded to cWatch. Your custom logo will be shown on the header of your customer portal.

- Click 'Choose Another Image' and repeat the process if you want to change the logo

### Change the Favicon image

- Favicons are the small logos shown at the left of the browser tab when a customer visits your website.
- The cWatch logo is the default favicon on your customer portal. You can change this to your company logo if required.

### Change the favicon image

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the cog wheel icon on the left
- Or
- Click the menu button at top-right and select 'Customer Portal Customization'
- Click the 'Favicon' stripe


Logo ▼

---

Favicon ▲

1 Please choose the image ————— 2 Preview ————— 3 Done

Favicons are small icon files that are displayed next to the URL of your site in a browser's address bar



Maximum upload file size: 500KB  
Dimensions: 16x16 or 32x32

Purchase SSL Link ▼

- Click 'Choose image' and navigate to the location of the image file and select it.
  - Accepted file format = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Accepted maximum image sizes = 16 x 16 pixels and 32 x 32 pixels
- A preview is shown:


Logo ▼

---

Favicon ▲

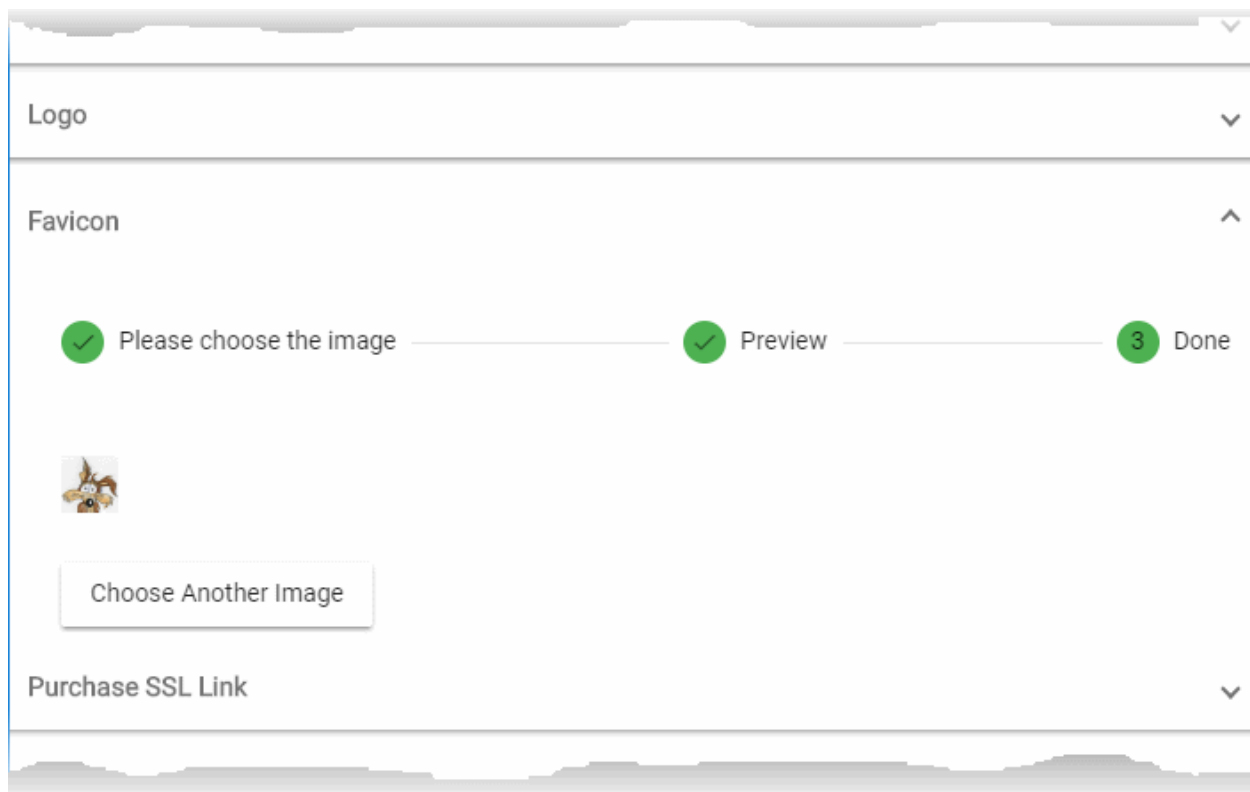
1 Please choose the image ————— 2 Preview ————— 3 Done

Favicons are small icon files that are displayed next to the URL of your site in a browser's address bar



Purchase SSL Link ▼

- Click 'Upload'



The image is uploaded to cWatch. Your custom favicon will be shown on the browser tab to your customer, when logging to your customer portal.

- Click 'Choose Another Image' and repeat the process if you want to change the logo

## Change Support Website

- The cWatch customer portal shows a 'Help' link in the footer
- Clicking the link takes the user to cWatch help guide at <https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Comodo-cWatch-Web-Security.html>
- You can change this link so it goes to your support web-page instead.
- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the cog wheel icon on the left
- Or
- Click the menu button at top-right and select 'Customer Portal Customization'
- Click the 'Help Link' stripe

Click to Buy

## Help Link

By setting this link, you can control where your customers will be directed by cWatch when they need help.

Help Link

<https://help.comodo.com/topic-285-1-848-11000-Introduction-to-Co>

Show "Help" link

Revert to Default

Save

Logo

- Paste the URL of your support website in the 'Help Link' field
- Use the switch to choose whether or not the 'Help' link is to be shown in the footer of your customer portal
- Click 'Save'

An example of a white-labeled portal is shown below:

Site	DDOS	AIN	Advanced Alerts	Managed WAF
+ cwatchdemo.com	⚠	⚠	87 alerts created for CSOC team	87 attacks blocked
+ cwatchdemo1.com	⚠	⚠	3 alerts created for CSOC team	3 attacks blocked

**Note:** Following items are not available in a white-labeled customer portal:

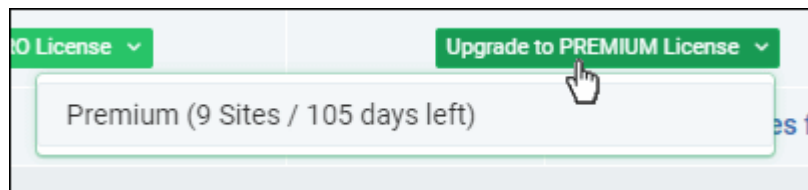
- The Forgot Password link in the login page
- The 'Terms and Conditions' link in the footer
- The copyright information displayed in the footer.
- The 'Logout' option in the left menu

## Set License Purchase Links

- By default, your customers are taken to a Comodo branded purchase page when they buy, upgrade or renew their license.
- You can change the purchase link so it takes customers to a purchase page of your choice.

FYI:

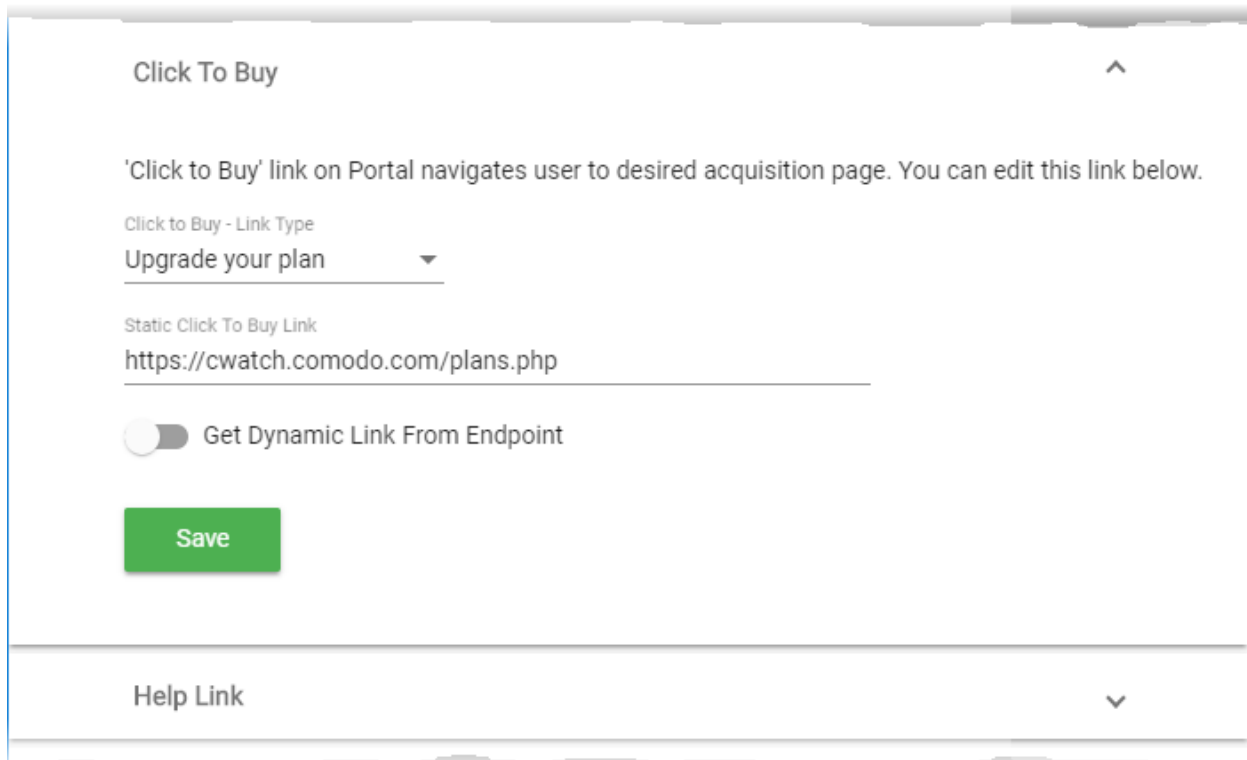
- The license upgrade link is located in 'Dashboard' > 'Advanced View' of the Dashboard in the customer portal.



- Customer clicks the 'Upgrade to Pro/Premium License' link. cWatch first checks if any licenses are available for the customer. If so, it will display these on the page.
- The customer selects the license they want to use
- If none are available then the customer is taken to the license purchase page. As explained above, this can be a Comodo branded page or a custom page of your choice.

### To set license purchase links

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the cog wheel icon on the left
- Or
- Click the menu button at top-right and select 'Customer Portal Customization'
- Click the 'Click to Buy' stripe if it is not already open

A screenshot of the 'Click to Buy' settings page in the partner portal. The page has a title 'Click To Buy' and a description: ''Click to Buy' link on Portal navigates user to desired acquisition page. You can edit this link below.' There are two sections: 'Click to Buy - Link Type' with a dropdown menu set to 'Upgrade your plan', and 'Static Click To Buy Link' with a text input field containing 'https://cwatch.comodo.com/plans.php'. Below these is a toggle switch for 'Get Dynamic Link From Endpoint' which is currently turned off. A green 'Save' button is at the bottom. At the very bottom of the page, there is a 'Help Link' section with a dropdown arrow.

- **Click to Buy - Link Type** - Select the license type for which you want to set the purchase link from the drop-down. The available options are:
  - Upgrade your plan - Links to a page which shows your various product offerings and their prices. Example: <https://cwatch.comodo.com/plans.php>.
  - Upgrade to Pro - Links to your purchase page for 'Pro' licenses.
  - Upgrade to Premium - Links to your purchase page for 'Premium' licenses.
  - Renew - Link to the page where existing licensees can extend the duration of their license for another year.
- **Static Click to Buy link** - URL of the page you want customers to hit when they click the link type you selected above.
- **Get Dynamic Link From Endpoint** - When your customer clicks the purchase link, cWatch will contact your system and inform it of the customer's license information. The query parameters sent are user-email, domain and license key. Based on this information, your system can respond by telling cWatch to send the customer to a specific purchase page.

For example, this allows partners to make sure all customers on higher plans are sent to a buy-page which only features higher plans. Please note this requires API integration.

This feature requires API integration. Contact your Comodo account manager for more help with this.

**Tip:** Set the same link for all license types if you have a single order form from which users select the license they want.

- Repeat the process to set the purchase page link for all license types
- Click 'Save' for your settings to take effect.

## Set SSL Certificate Purchase Link

- Your customers can purchase an SSL certificate for their domains from your customer portal
- This purchase link is located in 'Website' > 'Settings' > 'SSL' tab
- The default link takes your customers to <https://ssl.comodo.com/>, a website operated by Sectigo certificate authority.
- You can change this link to a different SSL purchase page if required.

### Set SSL certificate purchase link

- Click the 'Profile' icon at top-right and choose 'Settings'
  - Click the cog wheel icon on the left
- Or
- Click the menu button at top-right and select 'Customer Portal Customization'
  - Click the 'Purchase SSL link' stripe

Favicon

Purchase SSL Link

By setting this link, you can control where your customers will be directed by cWatch when they want to purchase ssl.

Purchase SSL Link

Save

- Enter the URL of the SSL purchase page to which you want to send your customers.
- Click 'Save' for your settings to take effect.

## Show DNS Instructions to your Customers

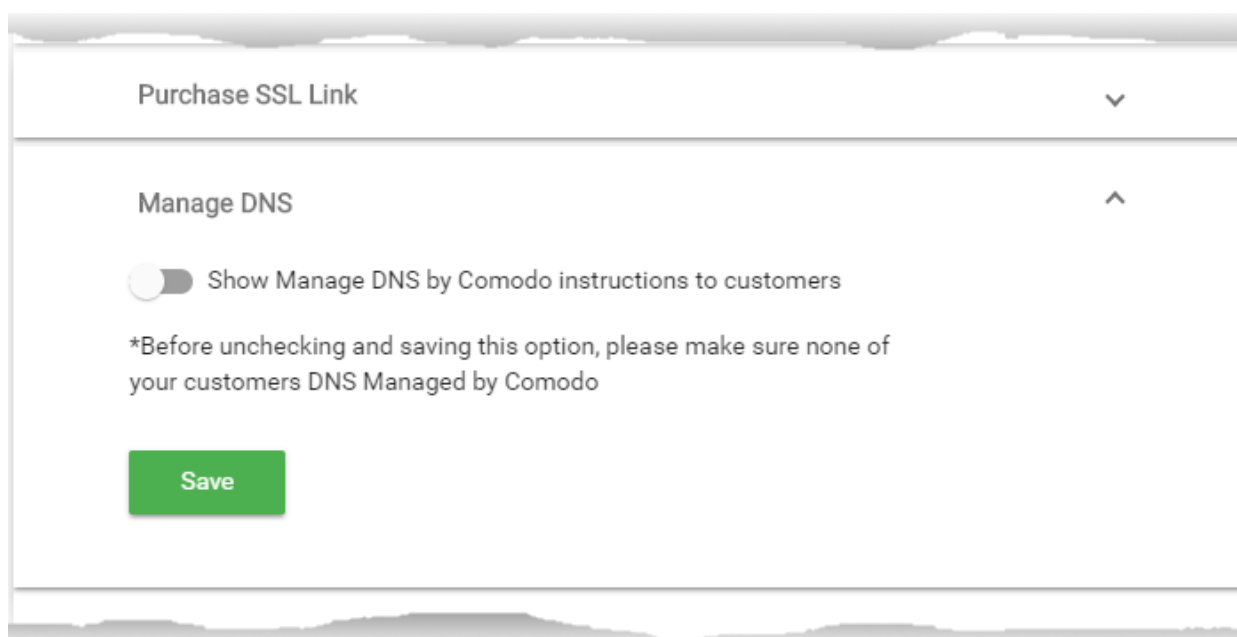
- You have the option to show your customers instructions on how to configure DNS and SSL.
- You should enable this option IF you have set their domain to use Comodo DNS.
- To access this setting:
  - Log in to the partner portal
  - Click the profile icon at top-right
  - Select 'Settings' > 'Manage DNS'
  - Enable or disable the instructions as required

### Background

- You need to configure the DNS settings of your customer domains in order to use the content delivery network (CDN) and web application firewall (WAF).
- There are two ways to do this:
  - Option A - The name servers of the domain are changed to Comodo DNS servers, so the domain uses Comodo authoritative DNS.
  - Option B - Create DNS 'CNAME' and 'A' records for the domain in cWatch. The admin needs to add these records to their domain's DNS management page. This means the domain will continue to use its existing authoritative DNS
- If you choose 'Option A' then you have the choice of whether to show SSL and DNS instructions to your customers.
  - Help to configure DNS settings is made available to a customer in 'Settings' > 'Domain'.
  - Help to activate the certificate is made available to a customer in 'Settings' > 'SSL'.
- cWatch offers complimentary SSL certificates to encrypt traffic between the CDN and your website visitors. The process for activating the certificate is different depending on the way DNS is configured on a site.

### Show DNS Instructions to your customers

- Click your profile icon at top-right then choose 'Settings'
- Click the 'Manage DNS' stripe:



- **Show Manage DNS by Comodo instructions to customers** - Select whether or not instructions on how to change name servers are shown to customers.
  - **Enabled** - Show instructions for both:
    - Option A - Change Nameservers (NS) to Comodo Authoritative DNS
    - Option B - Enter DNS Records Explicitly
  - **Disabled** - Show instructions only for:
    - Enter DNS Records Explicitly
- If 'Show Manage DNS by Comodo instructions to customers' is disabled, the option to activate a complimentary SSL certificate will also be hidden.

## Configure Remote Access

- The remote access feature allows the cWatch support team to access your account to fix issues and implement improvements.
- You can enable remote access on an ad-hoc basis for one hour at a time.
- The access rights will be automatically removed when the hour is up.

### Enable remote access to your partner portal

- Click the 'Profile' icon at top-right and choose 'Settings'
  - Click the remote control icon on the left
- Or
- Click the menu button at top-right and select 'Remote Access Support'

The 'Enable Remote Access Support' interface opens:



## Enable Remote Access Support

When you enable remote access support, cWatch Web Sales Engineer team can access to your Partner Portal account and help in partner customer management tasks. Once you enable remote access support cWatch team will have access to your partner account for 1 hour. At the end of 1 hour remote access right will be revoked.

Enable

- Click 'Enable'

The remote access support is enabled for an hour. The time till which the access will be available to the support staff is displayed

## Enable Remote Access Support

When you enable remote access support, cWatch Web Sales Engineer team can access to your Partner Portal account and help in partner customer management tasks. Once you enable remote access support cWatch team will have access to your partner account for 1 hour. At the end of 1 hour remote access right will be revoked.

Remote Access Enabled until 29/01/2019 15:48 GMT+5

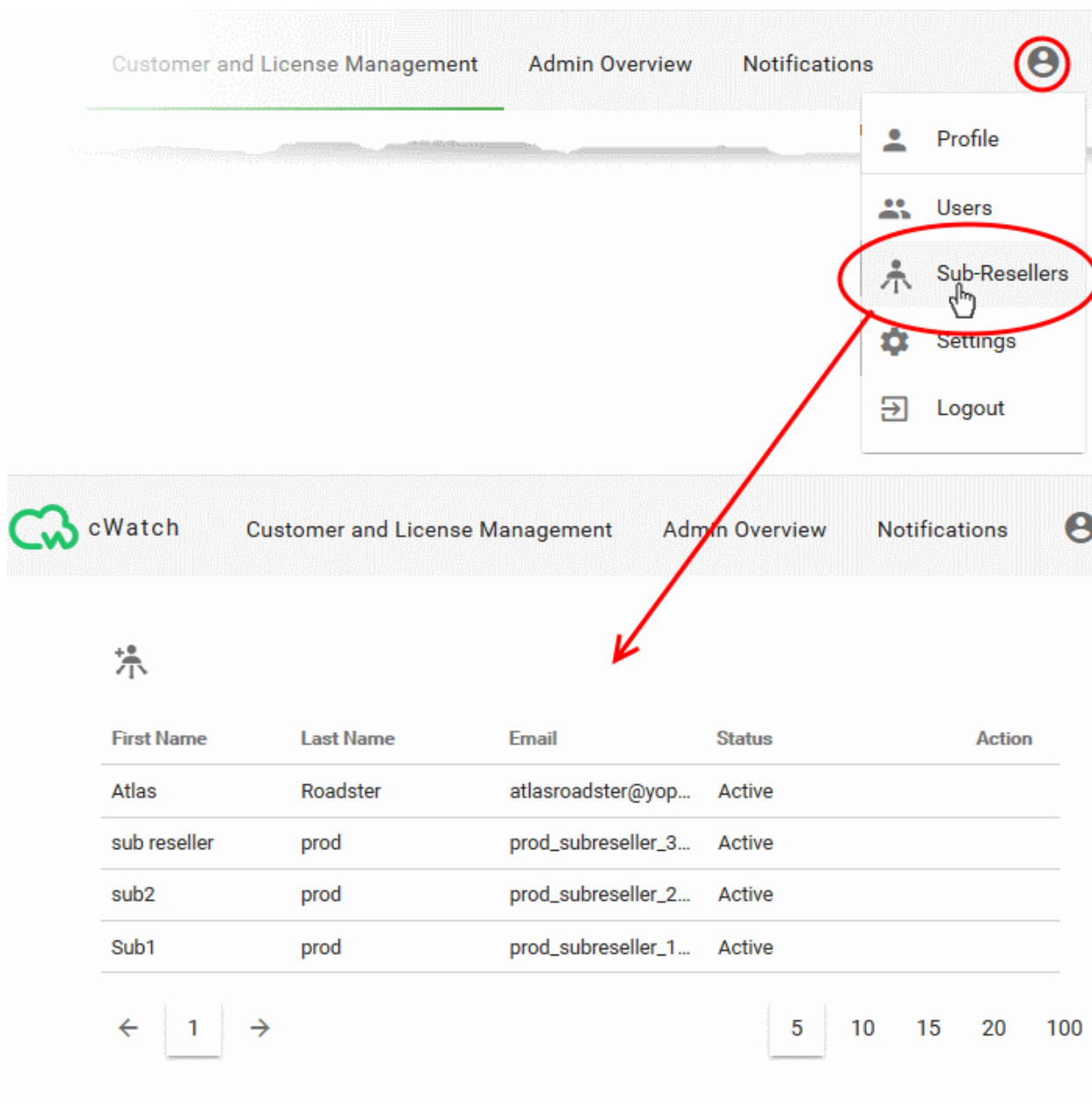
The support staff from Comodo can now remotely access your partner portal within this time. On lapse of one hour, the remote access support will be automatically disabled.

## Add and Manage Sub-Resellers

- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'
- Sub-resellers can login to their own partner portal, add their own customers, distribute licenses from your account and manage protection on customer sites.
- The cost of licenses sold by your sub-reseller is deducted from your account by Comodo. It is your responsibility to charge and collect fees from your sub-resellers.
- You can set a limit for the number for the number of paid licenses that can be distributed by a sub-reseller
- Sub-resellers cannot add new administrators for their account
- Sub-resellers cannot white-label their customer portal
- They can set custom purchase links for SSL certificates and cWatch licenses.
- They can configure email templates for account activation emails, license distribution mails, malware notifications and more.
  - The default Comodo templates are used if they do no design a custom template
- Sub-resellers cannot add their own resellers (tier 3 - resellers)

### Open the 'Sub-Reseller' interface

- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'



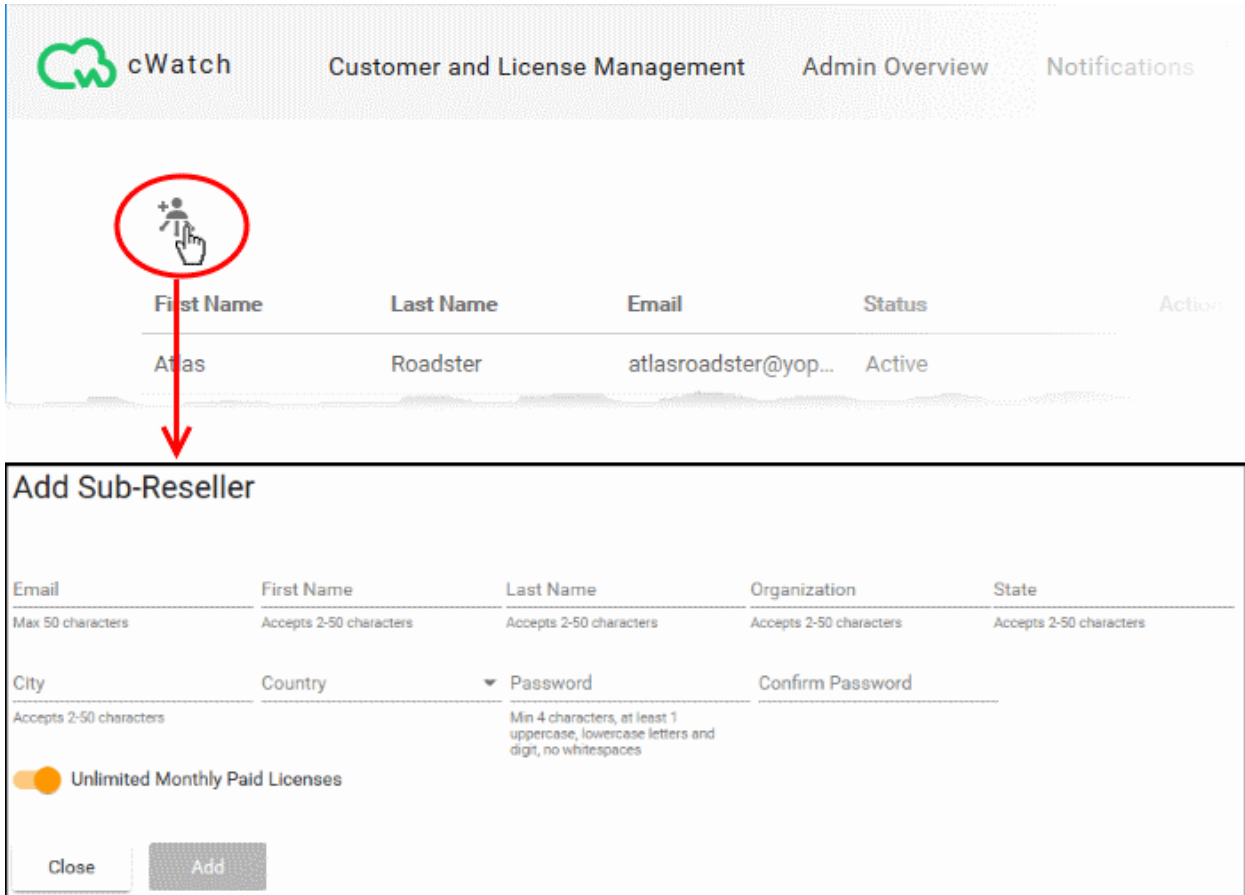
Sub - Resellers - Columns and Controls	
Column Header	Description
First Name and Last Name	The full name of the sub-reseller
Email	Contact address of the sub-reseller
Status	Whether the reseller account is active or not
Actions	<ul style="list-style-type: none"> <li>• Hover your mouse over a sub-reseller row to reveal the control buttons</li> </ul> The controls allow you to: <ul style="list-style-type: none"> <li>• Edit the user-profile of the reseller</li> <li>• View the details of your sub-reseller's customers</li> </ul>

The following sections explain how to:

- **Add a sub-reseller**
- **View sub-reseller details and licenses**
- **Edit a sub-reseller profile**

## Add a Sub-Reseller

- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'
- Click the 'Add Sub-Reseller' icon :



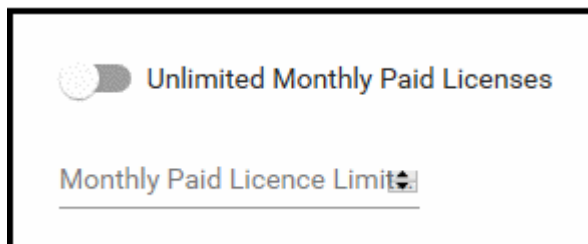
The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation tabs: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below the navigation is a table of sub-resellers. The first row is highlighted, and a red circle around the '+ person' icon in the 'Action' column has a red arrow pointing down to the 'Add Sub-Reseller' form below.

**Add Sub-Reseller**

Email <small>Max 50 characters</small>	First Name <small>Accepts 2-50 characters</small>	Last Name <small>Accepts 2-50 characters</small>	Organization <small>Accepts 2-50 characters</small>	State <small>Accepts 2-50 characters</small>
City <small>Accepts 2-50 characters</small>	Country	▼ Password <small>Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces</small>	Confirm Password	

Unlimited Monthly Paid Licenses

- Enter the sub-reseller's email address, name, organization, country, state and city
- Enter a password for the sub-reseller account in the partner portal and re-enter it for confirmation. You should intimate this password to your sub-reseller through any out-of-band communication method
- **Unlimited Monthly Paid Licenses** - Set the maximum paid licenses that the reseller can distribute.
  - **Enabled** - There is no limit to the number of licenses your reseller can distribute.
  - **Disabled** - Specify the max. amount of licenses that your reseller is allowed to sell.



The close-up shows the 'Unlimited Monthly Paid Licenses' toggle switch, which is currently turned on (orange). Below it is a dropdown menu labeled 'Monthly Paid Licence Limit' with a downward arrow icon.


- Click 'Add' to save the sub-reseller

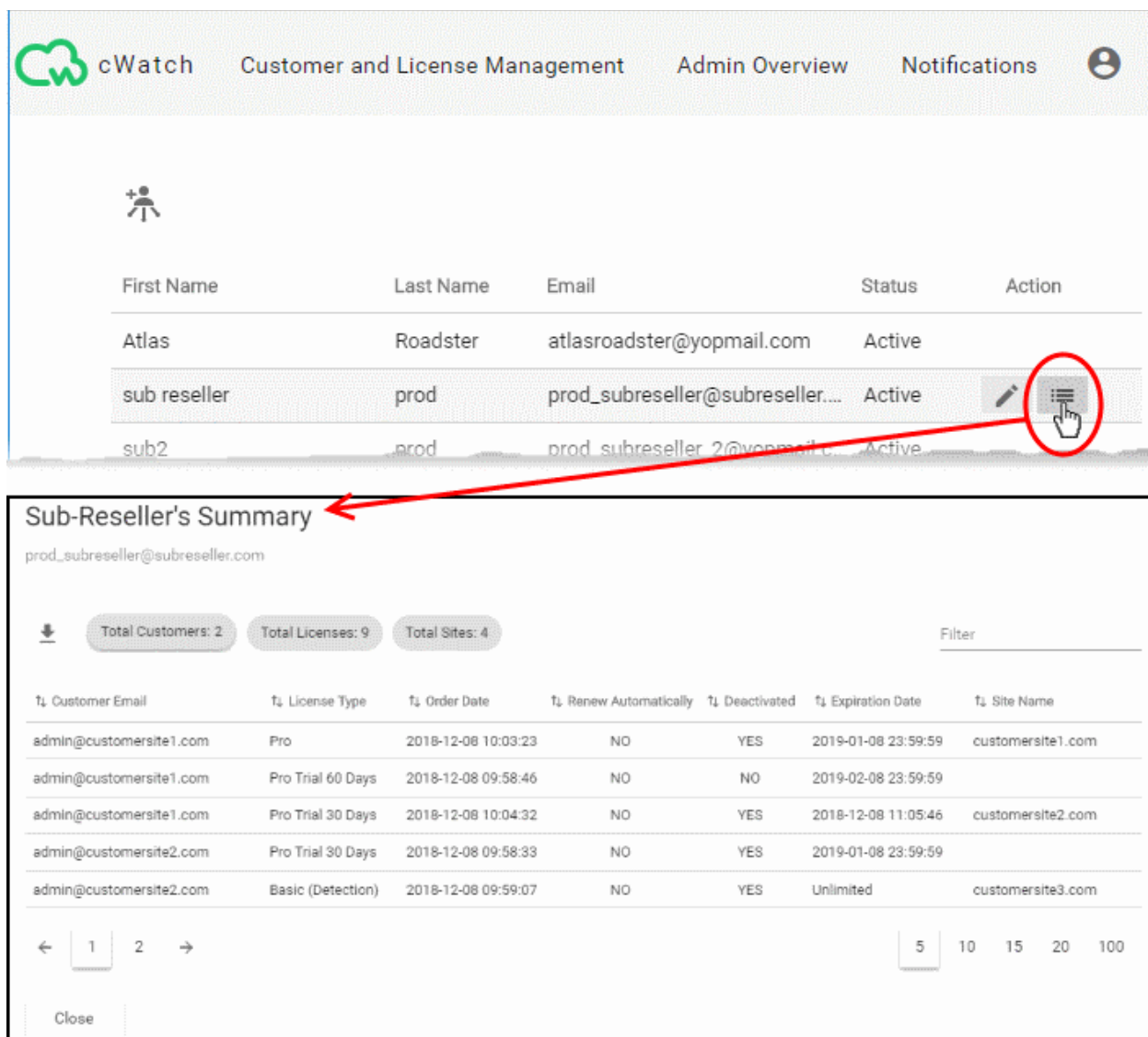
The sub-reseller can now login to the cWatch with their email address and the password set by you. They can add their own customers, distribute licenses, add/configure customer websites and more.


## View Sub-Reseller Details and Licenses

- The reseller summary screen shows the licenses that your reseller has distributed to their customers and the websites that they protect.
- You can download a report of reseller distributed licenses as a CSV file.

### Open the reseller summary screen

- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'
- Hover your mouse over a sub-reseller to reveal the control buttons in the 'Action' column.
- Click the details button  .



First Name	Last Name	Email	Status	Action
Atlas	Roadster	atlasroadster@yopmail.com	Active	
sub reseller	prod	prod_subreseller@subreseller...	Active	
sub2	prod	prod_subreseller_2@yopmail.c...	Active	


Customer Email	License Type	Order Date	Renew Automatically	Deactivated	Expiration Date	Site Name
admin@customersite1.com	Pro	2018-12-08 10:03:23	NO	YES	2019-01-08 23:59:59	customersite1.com
admin@customersite1.com	Pro Trial 60 Days	2018-12-08 09:58:46	NO	NO	2019-02-08 23:59:59	
admin@customersite1.com	Pro Trial 30 Days	2018-12-08 10:04:32	NO	YES	2018-12-08 11:05:46	customersite2.com
admin@customersite2.com	Pro Trial 30 Days	2018-12-08 09:58:33	NO	YES	2019-01-08 23:59:59	
admin@customersite2.com	Basic (Detection)	2018-12-08 09:59:07	NO	YES	Unlimited	customersite3.com

The 'Sub-Reseller's Summary' screen displays a statistical summary of sub-reseller's customers, licenses distributed by them and their customer sites at the top and the list of distributed licenses with their details.

Sub-Reseller's Summary - Column Descriptions	
Column Header	Description
Customer Email	The customer account to which the license was distributed by the sub-reseller
License Type	The kind of license. See <b>Membership Plans</b> to view the features covered by each license type.
Order Date	Date at which the license was distributed to the customer
Renew Automatically	Whether the license is set to auto-renew when it expires.
Deactivated	Whether the license is expired or valid
Expiration Date	The date till which the license is valid
Site Name	The website associated with the license

- Enter your search criteria in the 'Filter' field to filter / search for specific items

### Export sub-reseller distributed licenses to CSV file


- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'
- Hover your mouse over a sub-reseller and click the details icon  in the 'Action' column.

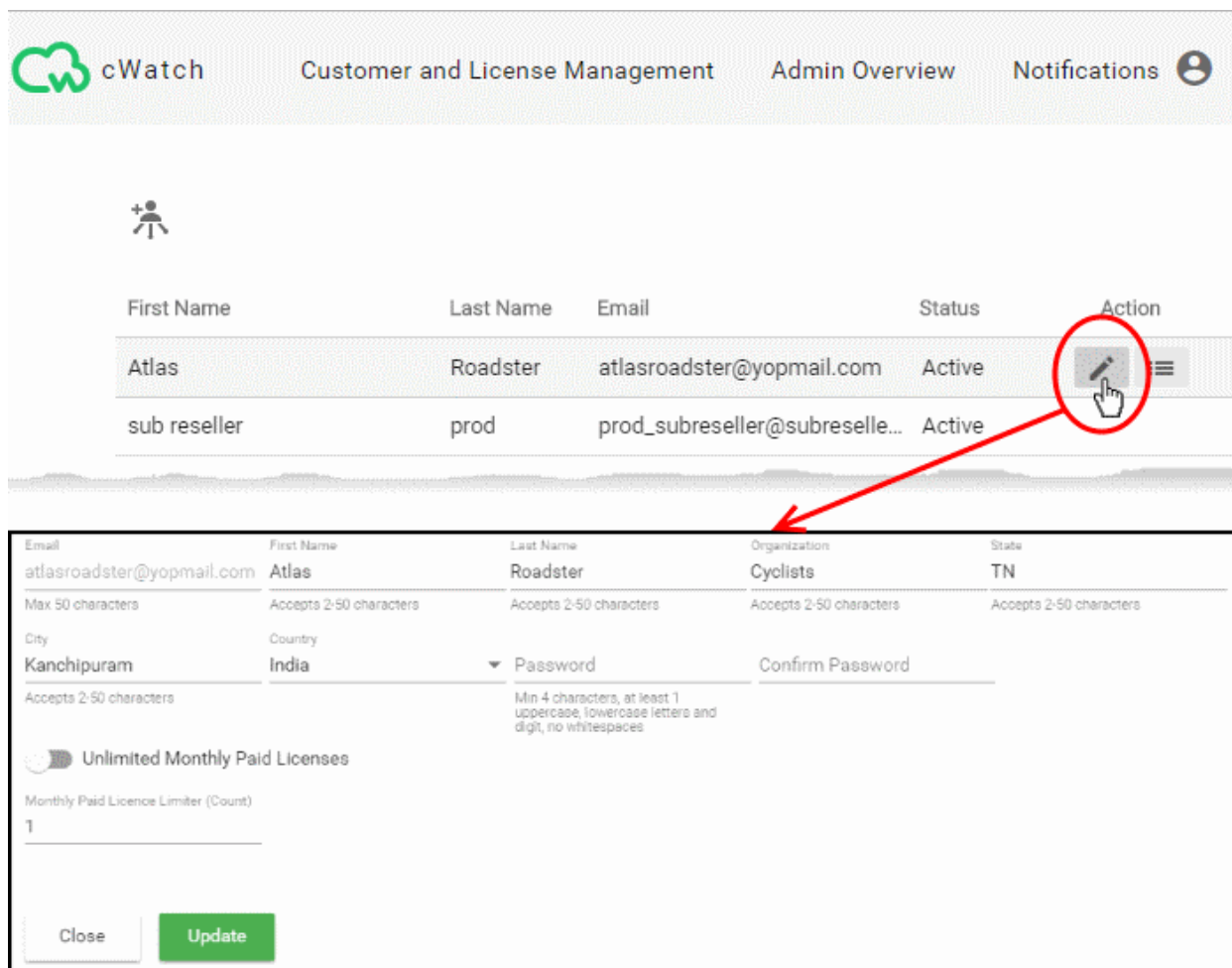
'Sub-Reseller's Summary' screen appears with the details of licenses distributed by the sub-reseller

- Apply any filters you require.
- Click the 'Download' arrow at the top-left of the list
- This will generate a CSV file of the licenses you requested.

### Edit a Sub-Reseller Profile

You can edit the details of a sub-reseller and reset their password, if required.

- Click the 'Profile' icon at top-right and choose 'Sub-Resellers'
- Hover your mouse over a sub-reseller to reveal the control buttons in the 'Action' column and click the pencil button  .



- The interface is similar to 'Add Sub-Reseller' interface
- Edit the details as required. See **Add a Sub-Reseller** for more details on the fields and options
- Note - You cannot change the email address associated with the sub-reseller account
- Click 'Update' for your changes to take effect

## Membership Plans

The following table shows the features and services available with each license type:

Feature/Service	Premium	Pro	Starter	Basic
<b>Malware Detection and Removal</b>				
Malware removal by experts Hack repair and restore Vulnerability repair and restore Traffic hijack recovery SEO/Search poisoning recovery	Unlimited	Unlimited	Twice per month	One time
Automatic Malware Removal	✓	✓	✗	✗
Spam & Website Filtering	✓	✓	✗	✗
Malware Scan	Every 6 hours	Every 12 hours	Every 24 hours	Every 24 hours
Vulnerability (OWASP) Detection	Every 6 hours	Every 12 hours	Every 24 hours	Every 24 hours
<b>Security Information and Event Management (SIEM)</b>				
	✓	✓	✗	✗
<b>24/7 Cyber-Security Operations Center (CSOC)</b>				
Dedicated analyst	✓	✓	✗	✗
<b>Web Application Firewall (WAF)</b>				
Custom WAF rules	✓	✗	✗	✗
Bot Protection	✓	✓	✗	✗
Scraping Protection	✓	✓	✗	✗
<b>Content Delivery Network (CDN)</b>				
Layer 7 DDoS Protection	✓	✓	✓	✓
Layer 3, 4, 5 & 6 DDoS Protection	✓	✓	✓	✓
Trust Seal	✓	✓	✓	✓

- Please see <https://cwatch.comodo.com/legal/partners-plans.php> to view the features included with each license type.



## Manage your CAM Account

- You will have received your Comodo Accounts Manager (CAM) account details after signing up as a partner / reseller with Comodo.
- The CAM interface lets you purchase licenses, track customer activity, deposit funds and more.
- Login to your CAM account at <https://accounts.comodo.com/login>
  - Use the same UN/PW as your cWatch account
- Click 'Services > 'Reseller Portal' (top-left):

The screenshot shows the Comodo Reseller Portal interface. At the top left is the Comodo logo and tagline 'Creating Trust Online®'. On the top right, there is a summary of account balances: CA Reseller Balance (\$0.00 USD), CSS Reseller Balance (\$0.00 USD), and Current Bonus Balance (\$0.00 USD). Below this is a navigation bar with 'Services', 'My Account', 'Help', and 'Contacts', and a 'Logout' button. The main content area is titled 'Reseller Portal' and includes a welcome message and a 'Last visit' timestamp. It features an 'Account Snapshot' section with a table showing CA Reseller Balance, CSS Account Balance, Total licenses purchased, and Total licenses activated. To the right is a 'Quick Links' section with links for Product prices, Purchase History, Customer Activations History, and Distributing Companies Management. Below this is a 'Purchase Licenses' section divided into 'Comodo Security Products' (Customer Solutions, Enterprise Solutions, Comodo CA Products) and 'Comodo CA Products' (E-Commerce Solutions). At the bottom, there is a 'My recent activity (last month)' table with columns for Date, Activity Type, Products, Terms, Activation Codes, Price, Distribution Company, and Reseller (Tier2).

The reseller portal allows you to...

- View your CSS account balance
- Deposit funds into your CSS account
- View total licenses purchased and activated
- Purchase other Comodo products

...and more.

Visit <https://help.comodo.com/topic-211-1-725-8860-The-Reseller-Portal.html> for detailed information about how to manage your CAM account.



## About Comodo Security Solutions

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

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

## About Comodo Cybersecurity

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

1255 Broad Street

Clifton, NJ 07013

United States

Tel : +1.877.712.1309

Tel : +1.888.551.1531

<https://www.comodo.com>

Email: [EnterpriseSolutions@Comodo.com](mailto:EnterpriseSolutions@Comodo.com)