Introduction to cWatch Partner Portal

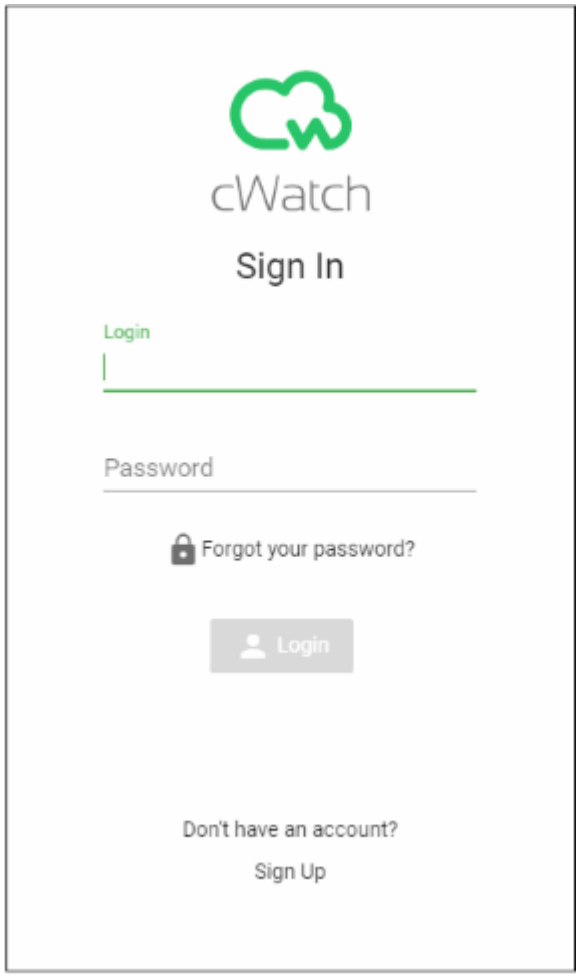
This document explains how partners can add customers and sub-resellers, distribute licenses, configure customer websites, apply their own branding to the customer portal, and more.

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
- Domain Overview
  - View Domain Details of a Website
- View cWatch Reports
- Configure Additional Settings
  - Customer Portal Settings
    - Set Customer Portal Access URL
    - Customize Name Server and CDN Zone
  - License and SSL Purchase Settings
    - Set License Upgrade/Renewal Links
    - Set SSL Certificate Purchase Link
    - Set New License Purchase Link
    - Configure Upgrade Notification Messages
  - Customer Portal White Labeling and Appearance Settings
    - Configure Brand Logos
    - Configure Trust Seal Images for Your Customer's Websites
    - Configure Legal Information
    - Configure Customer Portal Languages
    - Set Customer Portal Browser Tab Title
    - Select Options on Customer Portal
- Add and Manage Sub-Resellers
  - Add a Sub-Reseller
  - View Sub-Reseller Details and Licenses
  - Edit a Sub-Reseller Profile
- Membership Plans
- Manage your CAM Account

Login to your Account

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



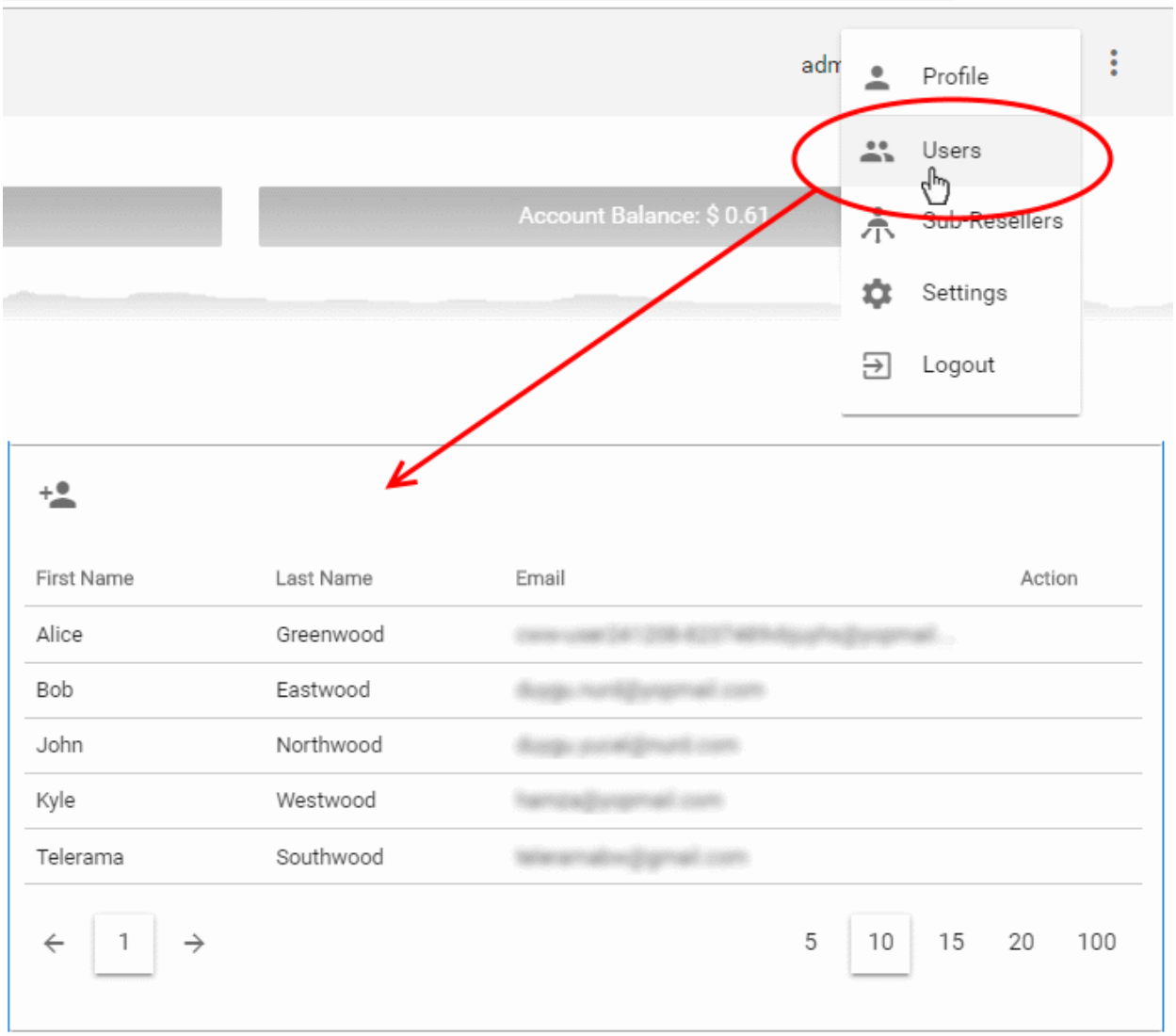
- **Login** - Enter your Comodo partner account credentials and click 'Login'
  - Click 'Forgot your password?' to reset your password. You will be redirected to **https://accounts.comodo.com/account/forget_password**. Complete the password reset procedure.
- **Don't have an account** - Become a Comodo 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**

Add Admin Users

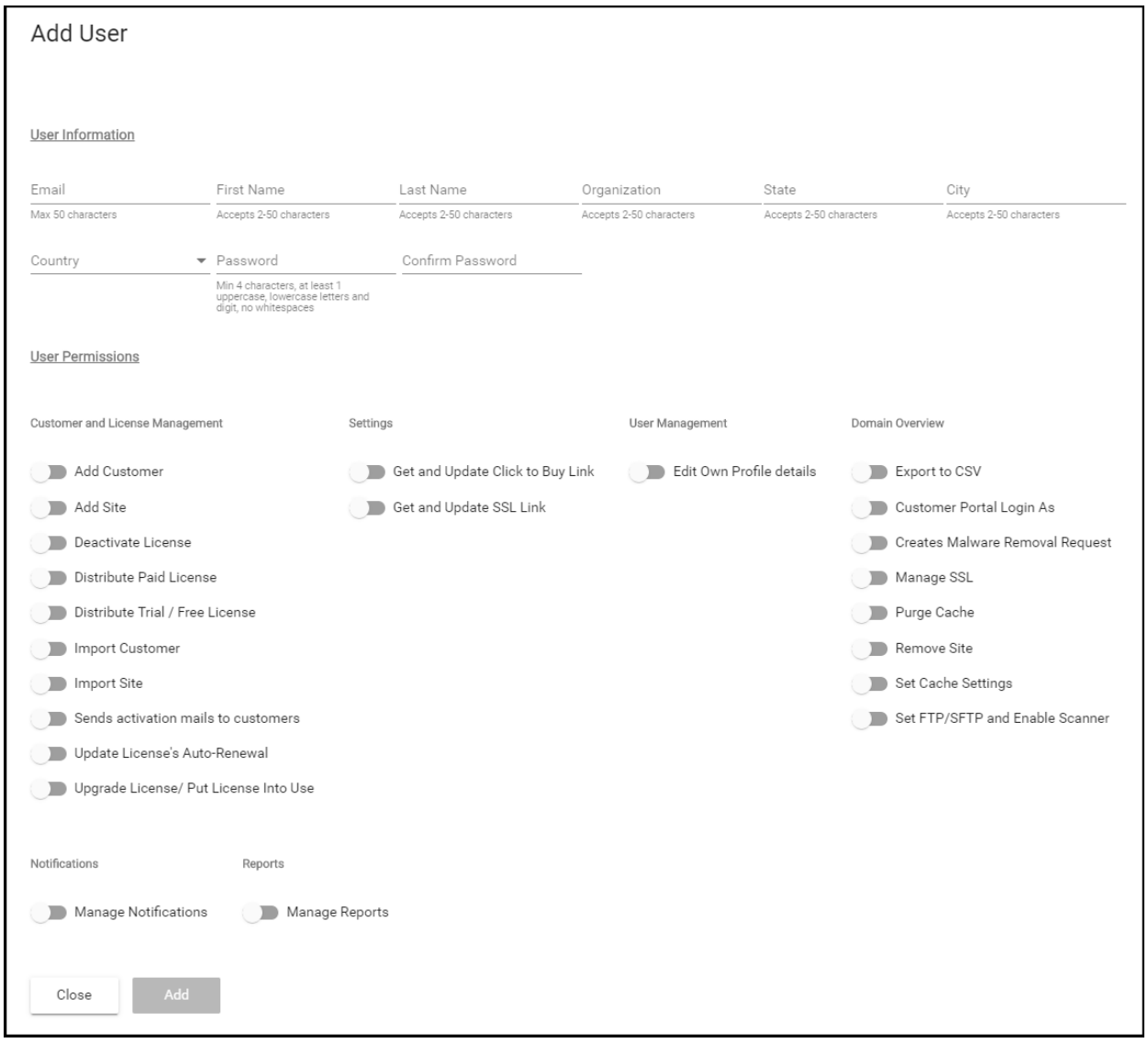
- This section explains how to add fellow admins to the partner portal and assign them permissions.
- You can skip this section if you do not want to add additional admins.

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 -
- This opens the admin config screen:



- Specify the new admin's name, email address and contact details
- Create and confirm a password for the admin
- Use the permission switches to enable or disable specific privileges

- Click 'Add'
- You need to communicate the password to the user.
- They can login to the portal at **https://partner.cwatch.comodo.com/#/login** with their email address and password.
- We strongly recommend new admins change their password after first login.

Permissions - click the following links for explanations on each privilege:

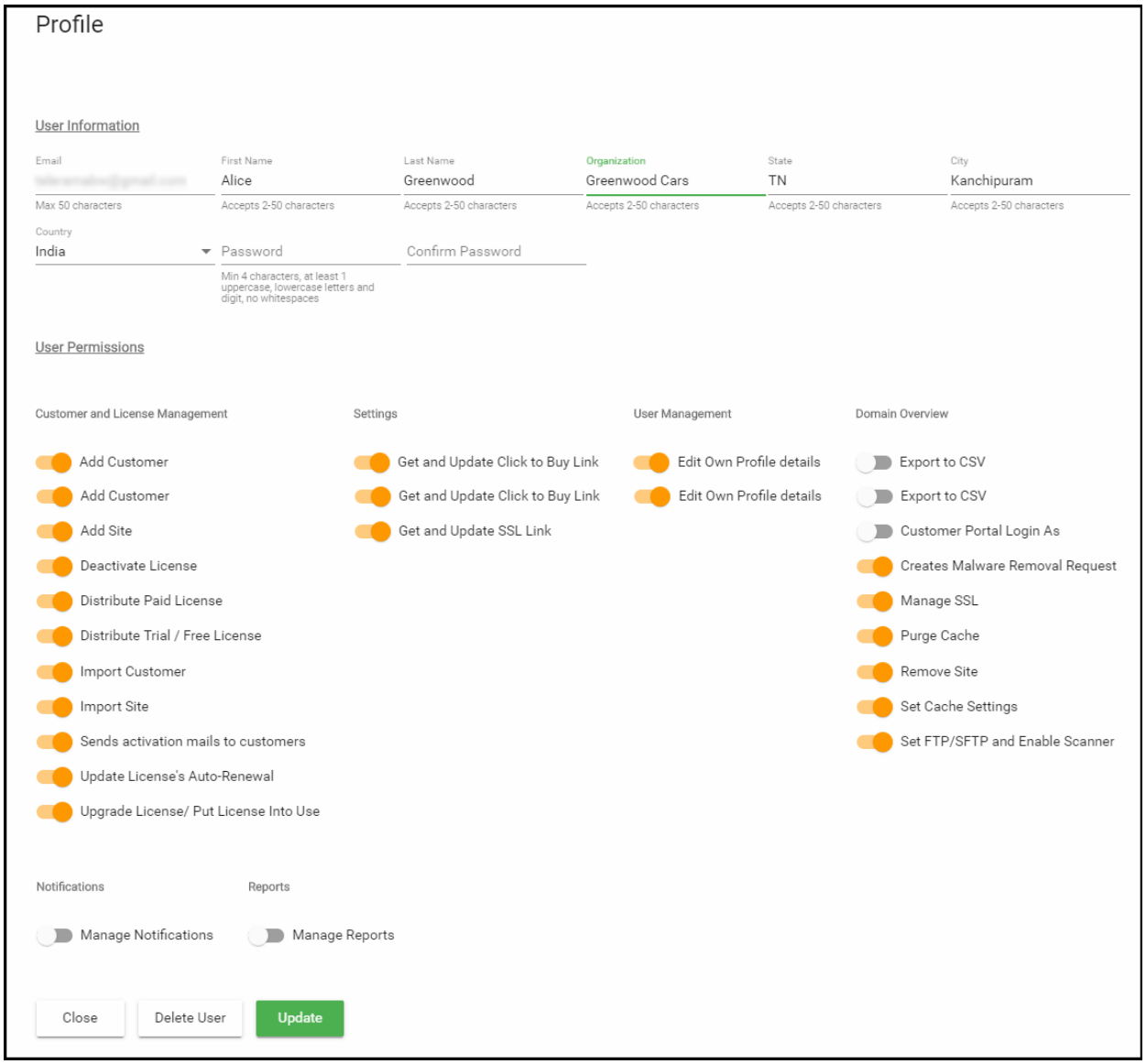
Add a customer
Add a site
Deactivate License
Distribute Paid License
Distribute Trial / Free License
Export to CSV
Import Customer
Import Site
Send activation mails to customers
Update License Auto-Renewal
Upgrade license / Put license into use
Get and update 'Click to Buy' links

Customer Portal Login as
Create 'Malware removal request'
Manage SSL
Set FTP/sFTP and enable scanner
Manage Notifications
Manage Reports
Get and update SSL link
Edit your profile
Purge cache
Remove Site
Set cache settings

Edit a user

- Click the user icon at top-right and select 'Users'
- Place your mouse over a user row
- Click the 'Manage' button that appears in the 'Action' column:

The user profile screen opens:



- Edit the details of the user as required. Note - The email address of the user is not editable.
- Click 'Update' to save your changes

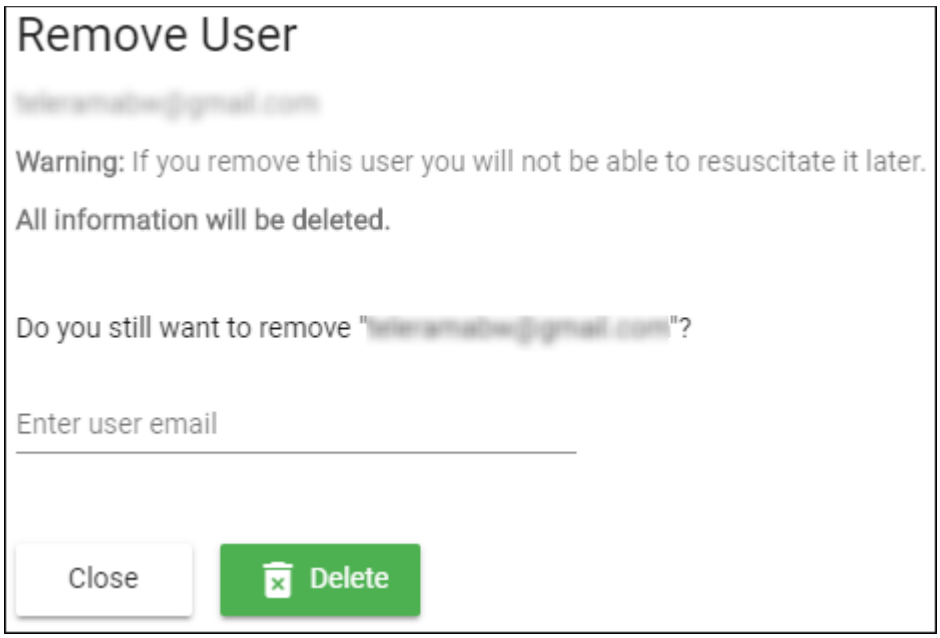
Remove a user

- Click the user icon at top-right and select 'Users'
- Place your mouse over a user row
- Click the 'Manage' button that appears in the 'Action' column:

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

- Click 'Delete User'

A confirmation screen appears:



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

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

Add and Manage Customers

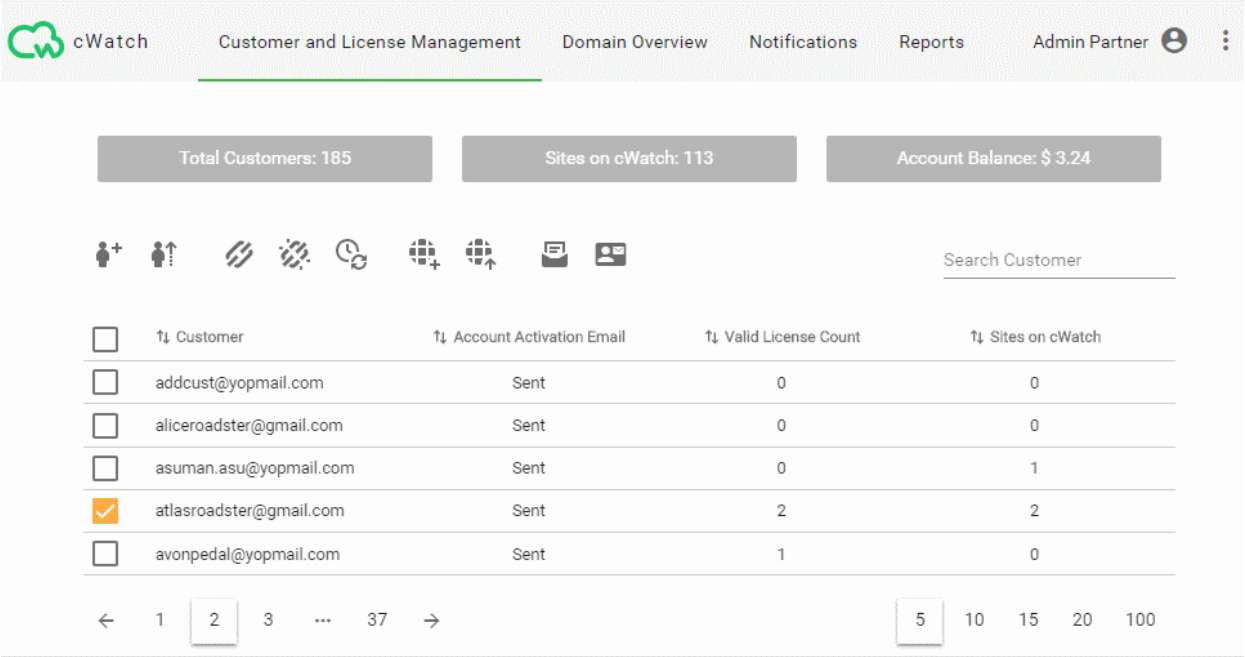
- This section explains how to add customers to the cWatch partner portal.
- Afterwards, you can distribute licenses to them and activate cWatch protection on their sites.
- You can add customers one at a time, or import them in bulk from a CSV file.

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**

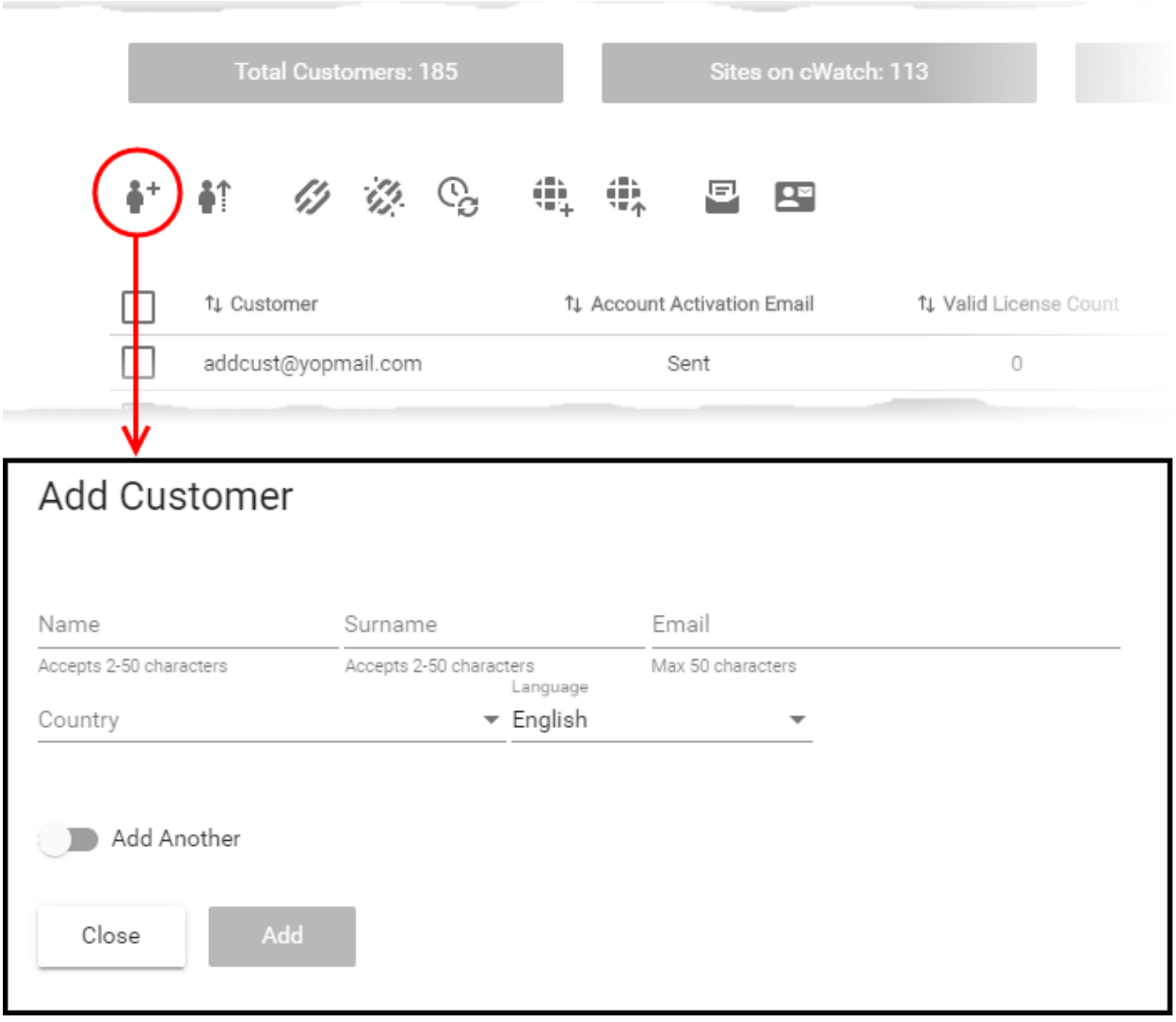
Add a single customer

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



- Click the icon in the actions menu

  OR
- Click the menu button at top-right and select 'Add Customer'



- Enter the new customer's name, email address and country
- Select the language used in the cWatch portal when this customer logs in. Notifications sent to the customer will also use this language.
- Enable 'Add Another' if you want to add multiple customers
- Click 'Add' to save your customers.

The customer screen lets you view and manage customers, send account activation emails, reset passwords, 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 five, separated values:
  - First name
  - Surname
  - Email address
  - Two letter country code
  - Two letter language code

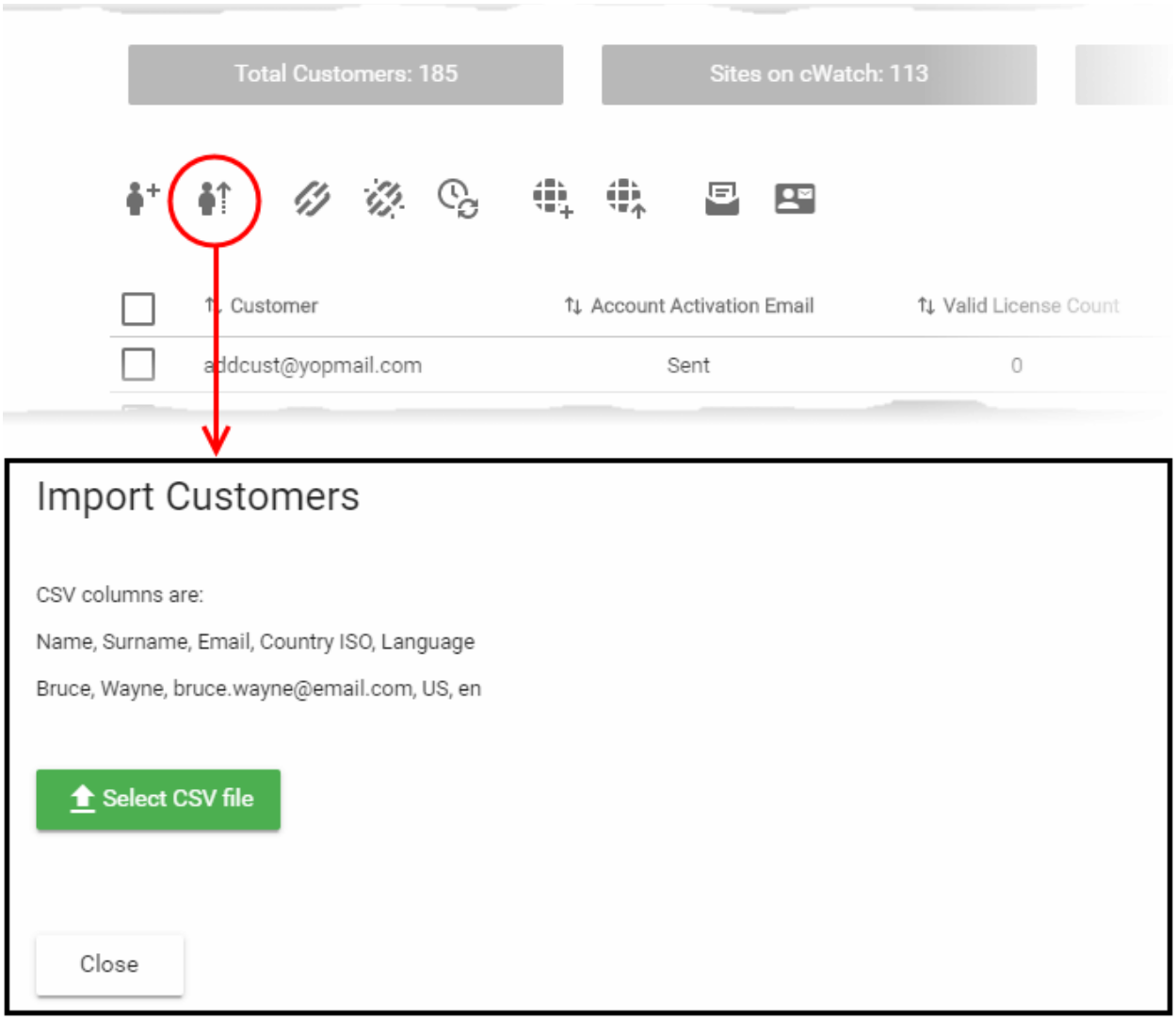
  Example:

  Jack,Potts,jack.potts@jacksgreatpots.com,FR,fr
  - No spaces after the commas. All fields are mandatory.
  - The file should *not* contain column headers. 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.

Import users in cWatch:

- Login to the cWatch partner portal
- Open the 'Customer and License Management' tab
- Click the 'Import Customers' icon on the top-menu

  OR
- Click the menu icon at top-right and choose 'Import Customers' from the options



- Click 'Select CSV file' and browse to your saved CSV. 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 you prefer.
    - You can deposit funds to buy 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 edit automatic mails in 'Notifications' > 'Account Activation Mail' > 'Settings'.
    - 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.
- The license distribution process is similar for both cWatch Security and cWatch Backup licenses.
- You can deactivate licenses that are not required for a customer.

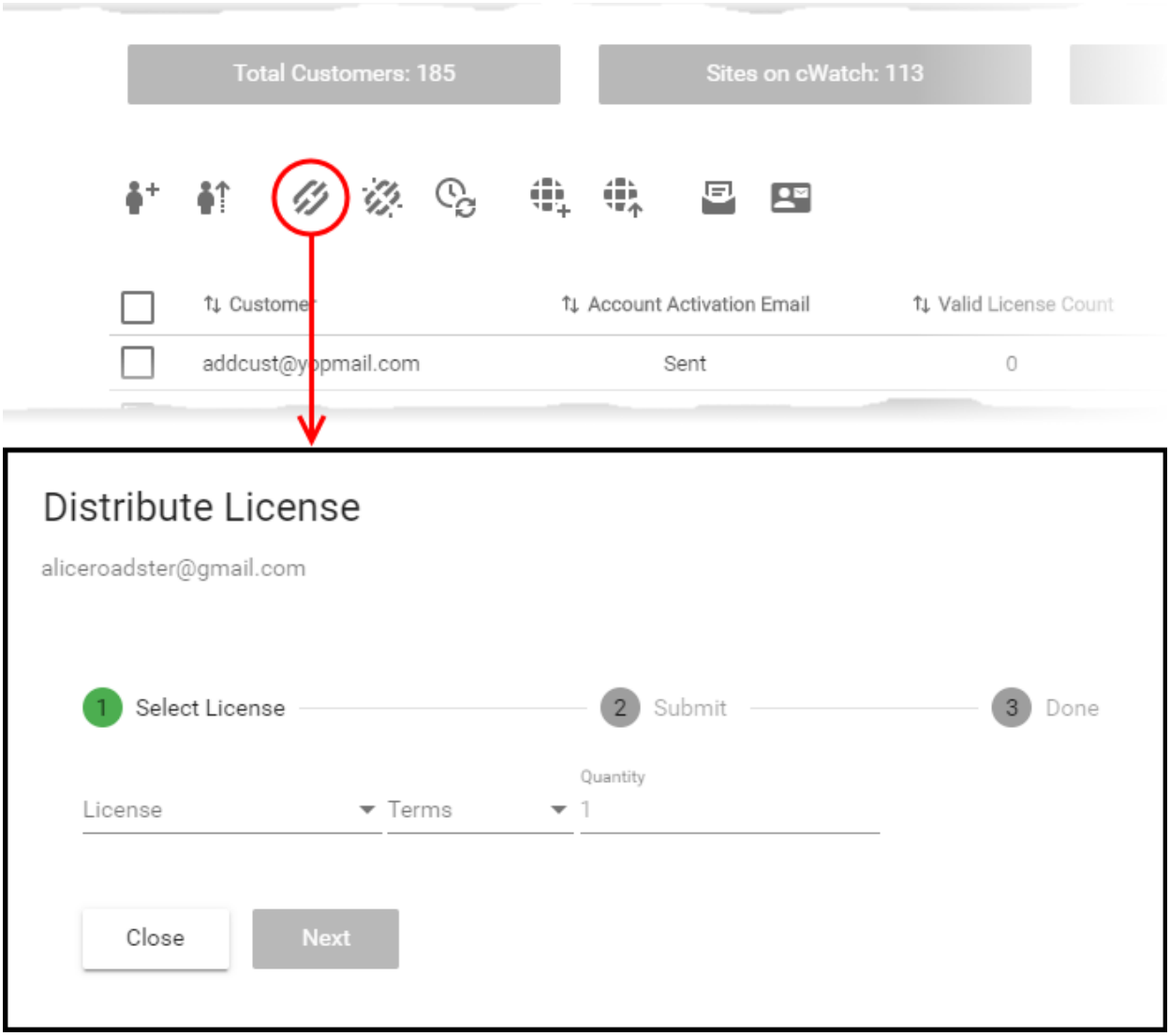
Please use the following links to learn more:

- **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'



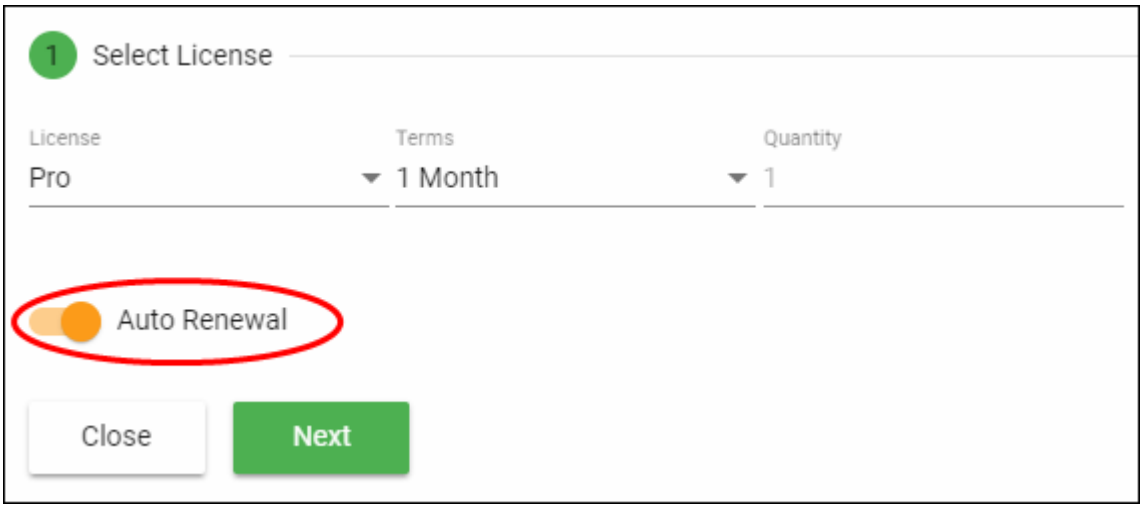
- Select the license type, term and quantity of licenses you want to distribute.
  - **License** - Available licenses:
    - Starter
    - Starter Paid with Trial
    - WAF Starter
    - Basic

- Pro
- Pro Paid with Trial
- Pro Trial 30 Days
- Pro Trial 60 Days
- Premium
- Premium Paid with Trial
- Premium Trial 30 Days
- Premium Trial 60 Days
- Backup Small
- Backup Medium
- Backup Large
- NuCDN Pro
- NuCDN Premium
- NuDNS Pro
- NuDNS Premium
- Multi pack (5 / 10 domains) in a single license for Starter, Pro and Premium

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 in the customer details interface.
  - See **Upgrade a License** in **View Customer Details and Licenses** for help with this.

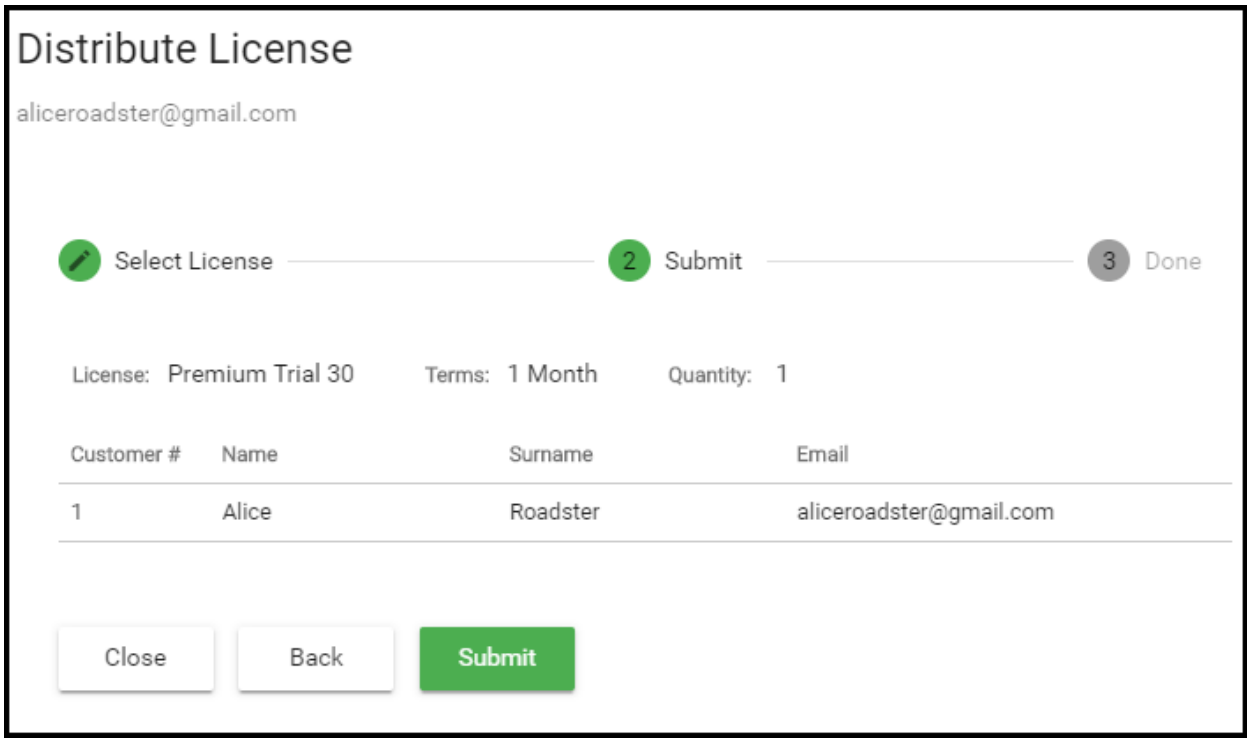
- Comodo recommends using a 'Premium Trial 30' license so that the customer gets the full cWatch experience.
  - See **Membership Plans** to view the various features that each license unlocks for the customer.
- **Auto-Renewal** - Applies only to paid licenses. Comodo will automatically issue a replacement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



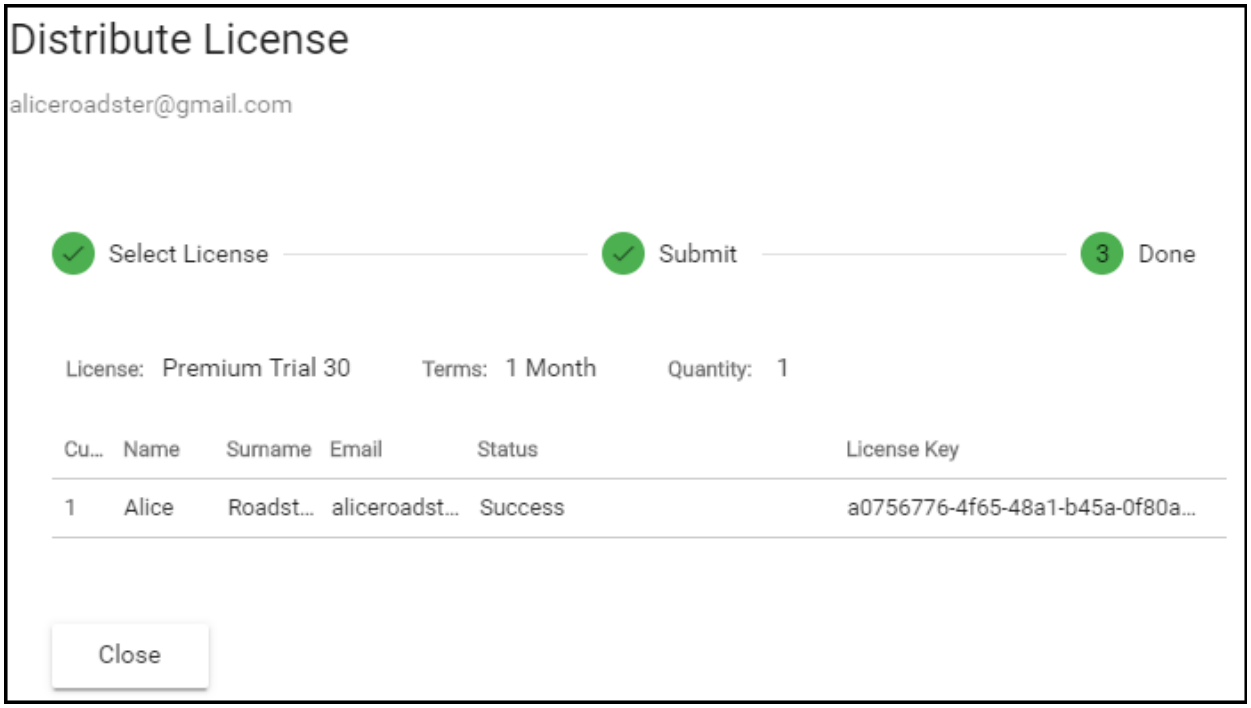
- You can change the auto-renewal setting of a license at anytime.

- See **Enable or disable auto-renewal of customer licenses** in **The 'Customer and License Management' Interface** for more details.
- **Terms** - Choose the validity period of 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.



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



- 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

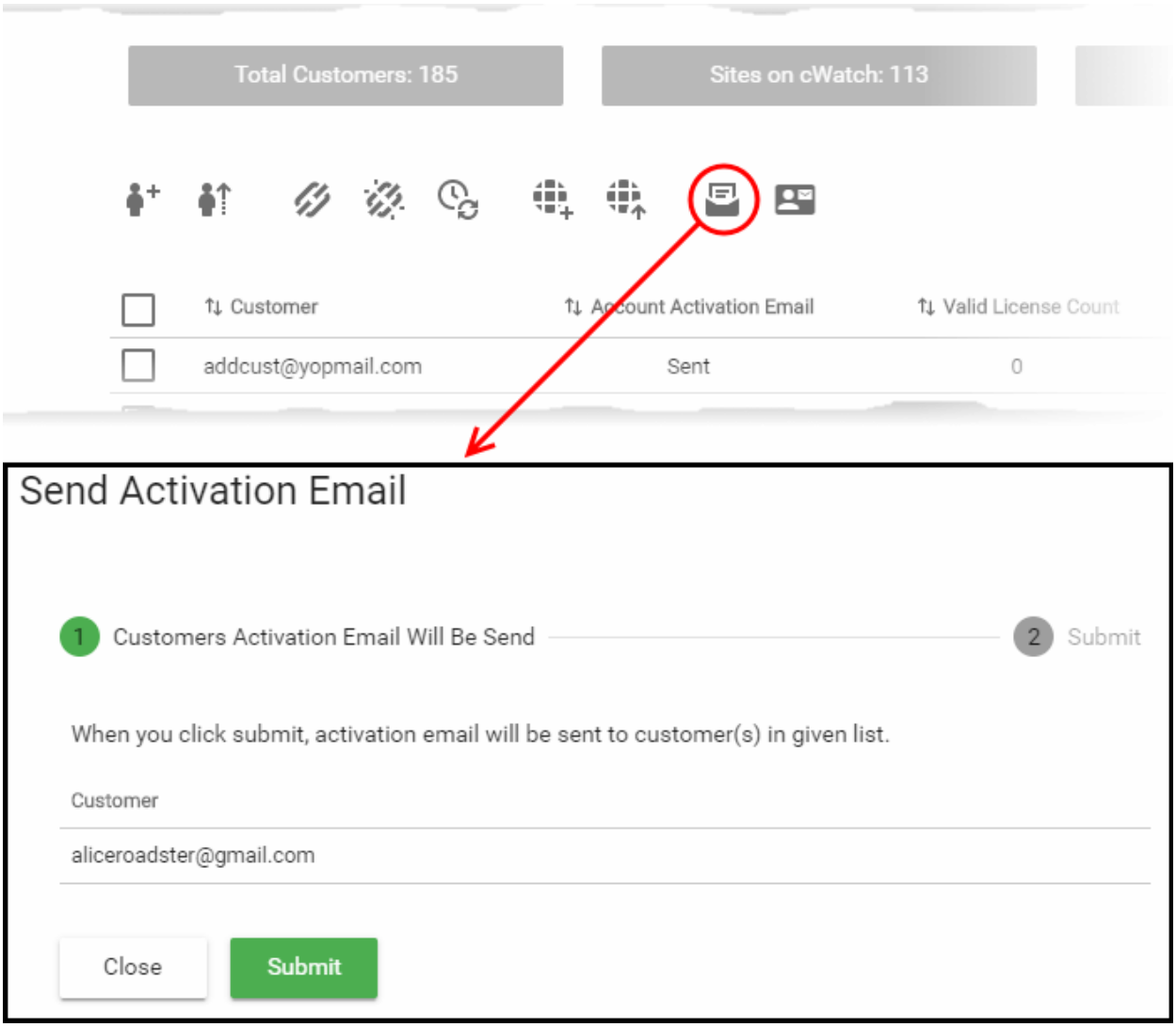
to login at **https://login.cwatch.comodo.com/login** and finish registration.

- You can send or re-send the activation email 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.
- You can also send password reset mails to the customer. See '**Send Password Reset Mail**' if you need more help with this.

Manually send an account activation email

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to send the activation email
- Click the notification mail icon in the actions menu

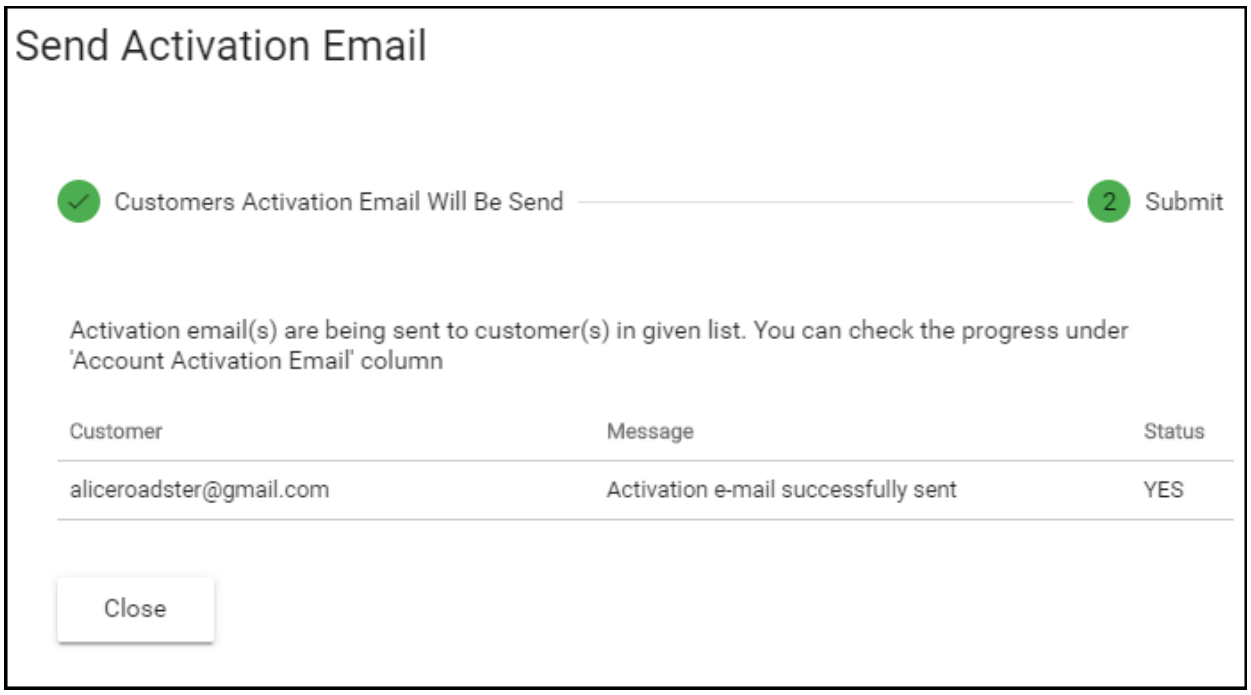
  OR
- Click the menu button at top-right and select 'Send Email'



A confirmation is shown.

- Click 'Submit'

The activation email is sent.

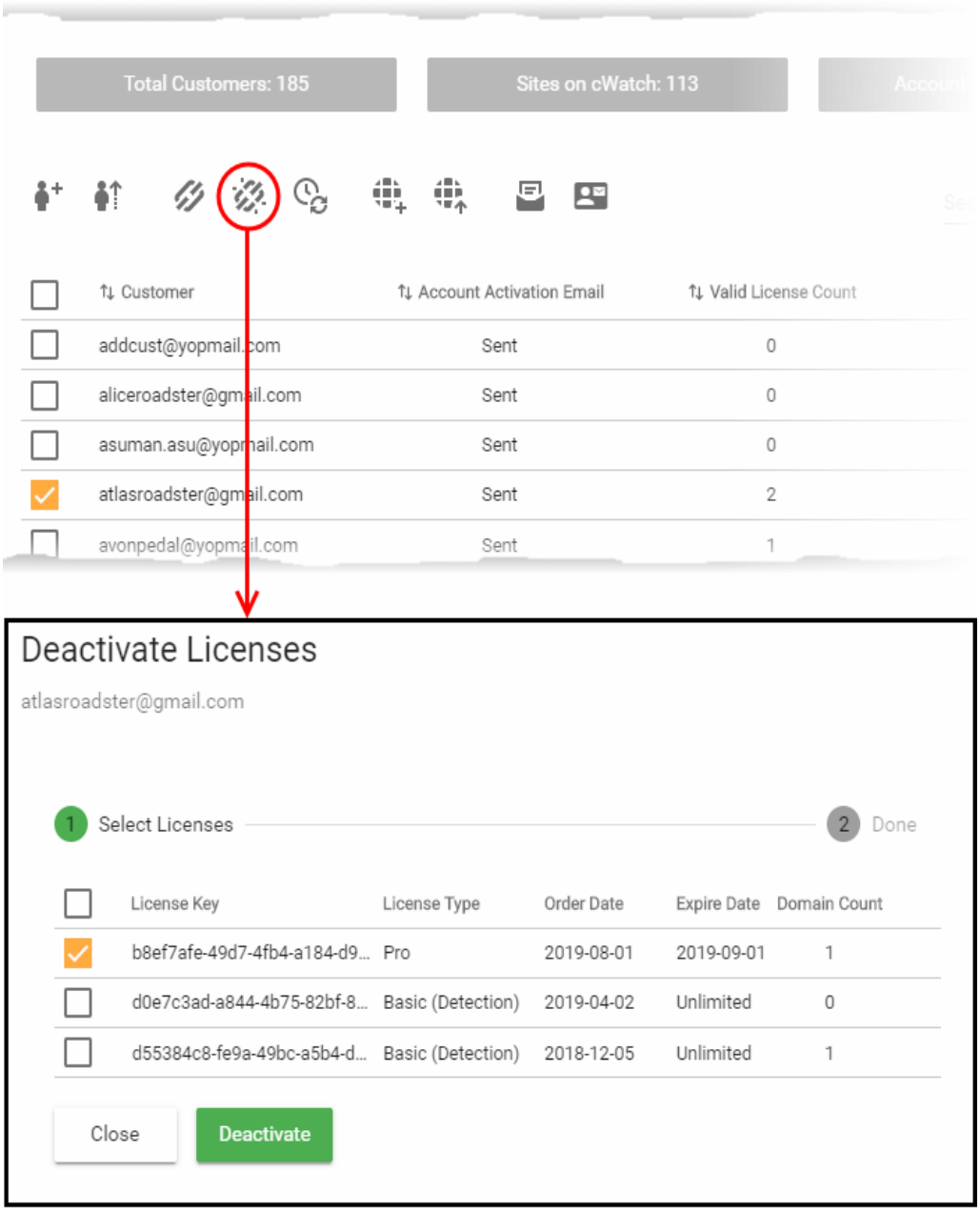


Deactivate a Customer License

- You can deactivate licenses that you no longer require.
- Deactivated licenses are removed from your account and invalidated.
- You cannot reuse the license on any other website.

- Open the 'Customer and License Management' tab
- Select the customer whose license you want to deactivate
- Click the broken chain icon in the actions menu

  OR
- Click the menu button at top-right and select 'Deactivate License':



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

The licenses are invalidated and cannot 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:

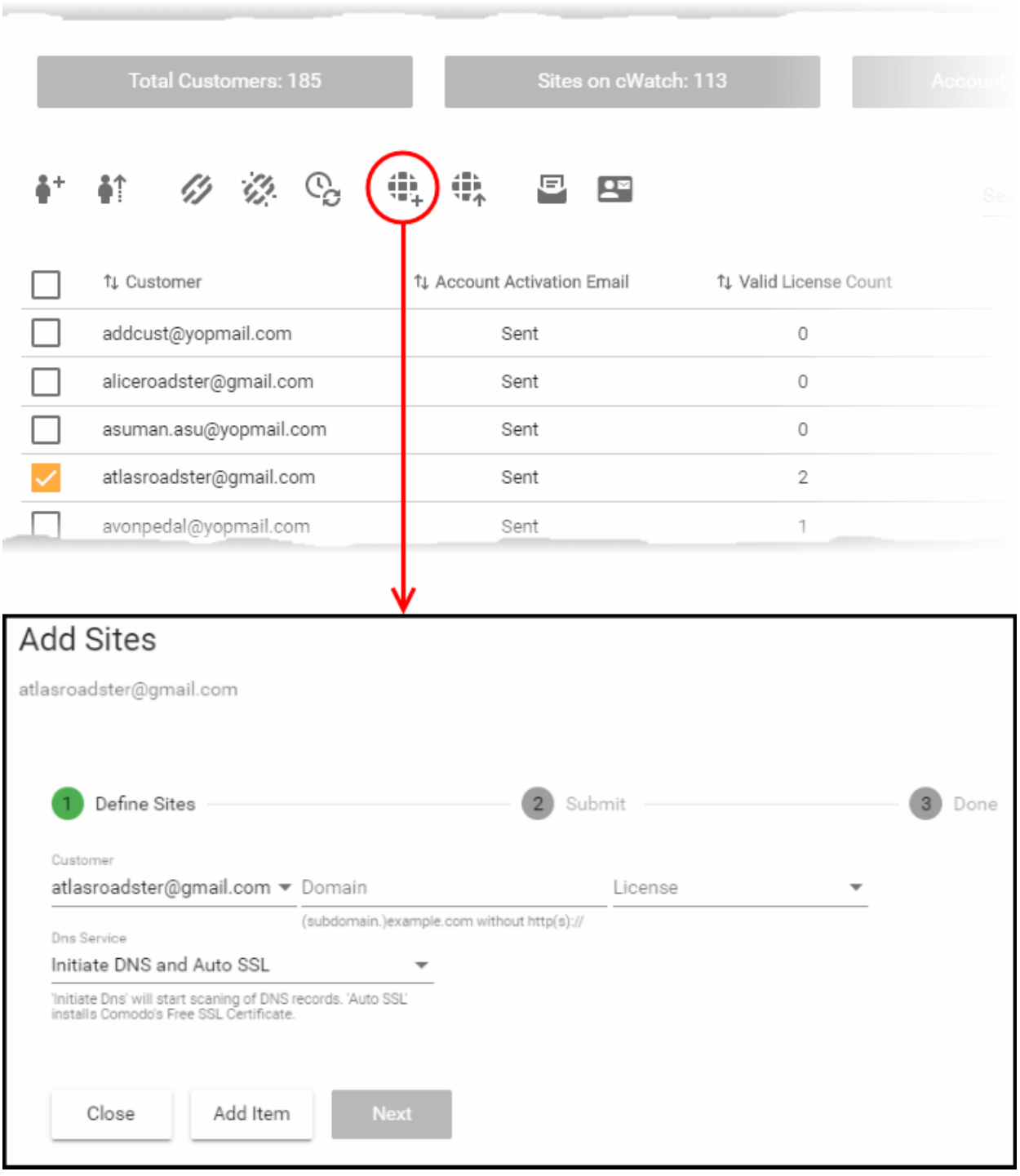
- **Use the wizard**
- **Import from CSV**
- **From the 'Customer Details' interface**

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:



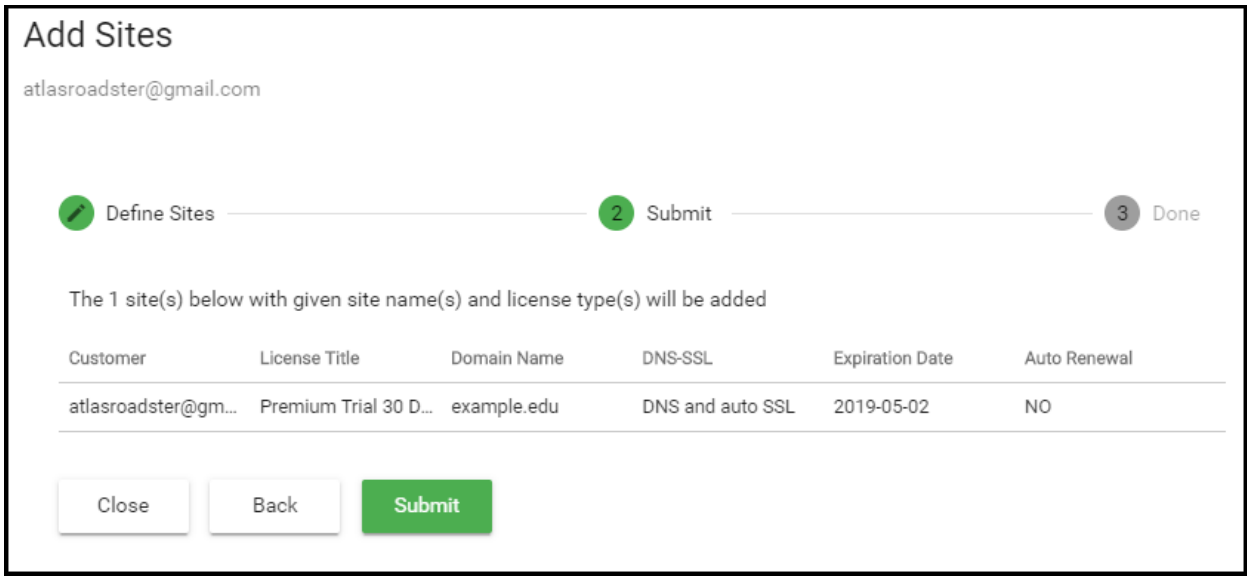
Step 1 - Define Sites

- **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 the 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 enable 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. It will not secure the connection between the customer's server (where the site is hosted) and the CDN (where the customer's site is cached).

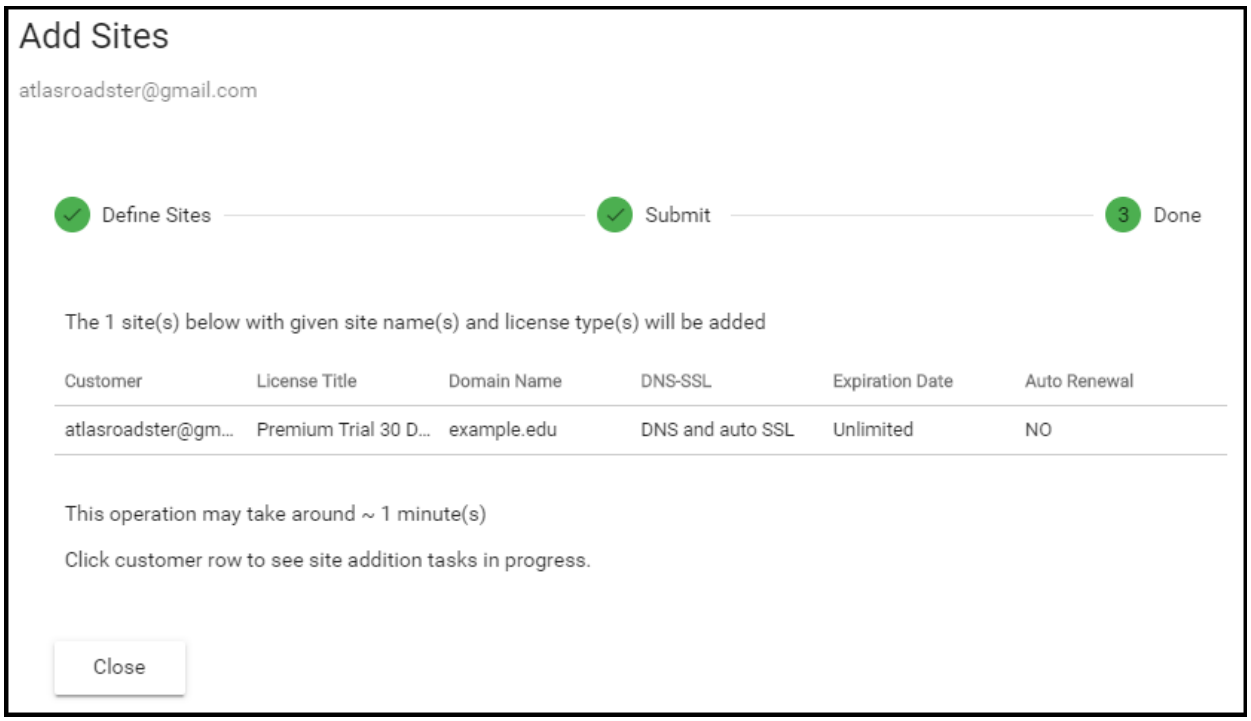
- Click 'Next'

Step 2 - Submit



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

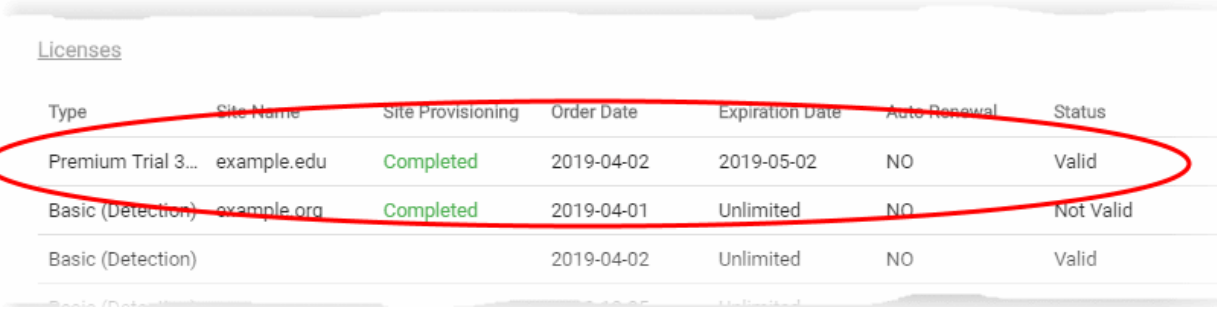
Step 3 - Finalization



- 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...	example.edu	Completed	2019-04-02	2019-05-02	NO	Valid
Basic (Detection)	example.org	Completed	2019-04-01	Unlimited	NO	Not Valid
Basic (Detection)			2019-04-02	Unlimited	NO	Valid

- See **View Customer Details and Licenses** for more details.
- You can add a website backup license once the site is provisioned. See **Associate backup license to a website** in **View Customer Details and Licenses** for help with this.

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.

  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

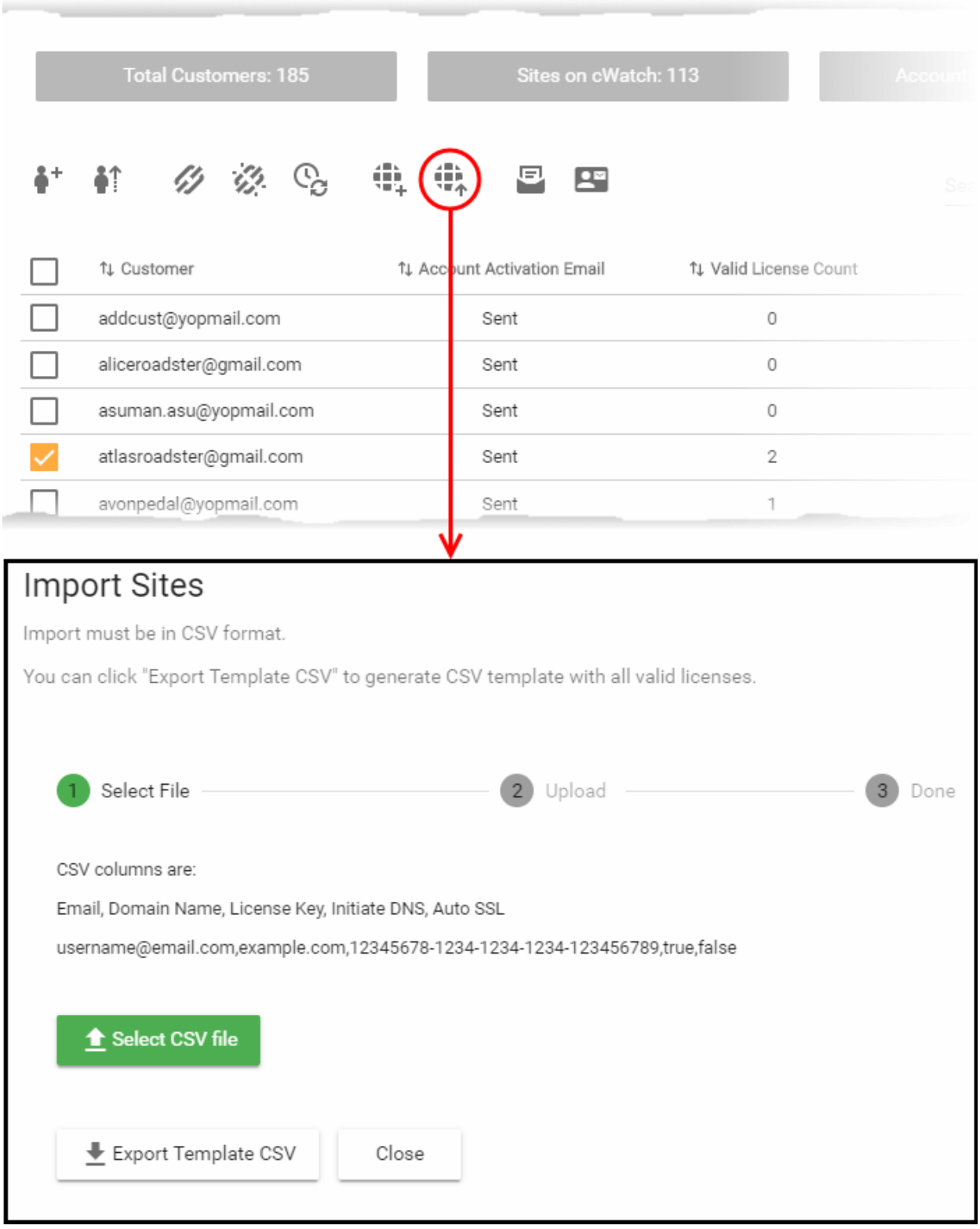
Download and modify a template

- 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



- 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	8decede5-7caf-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	

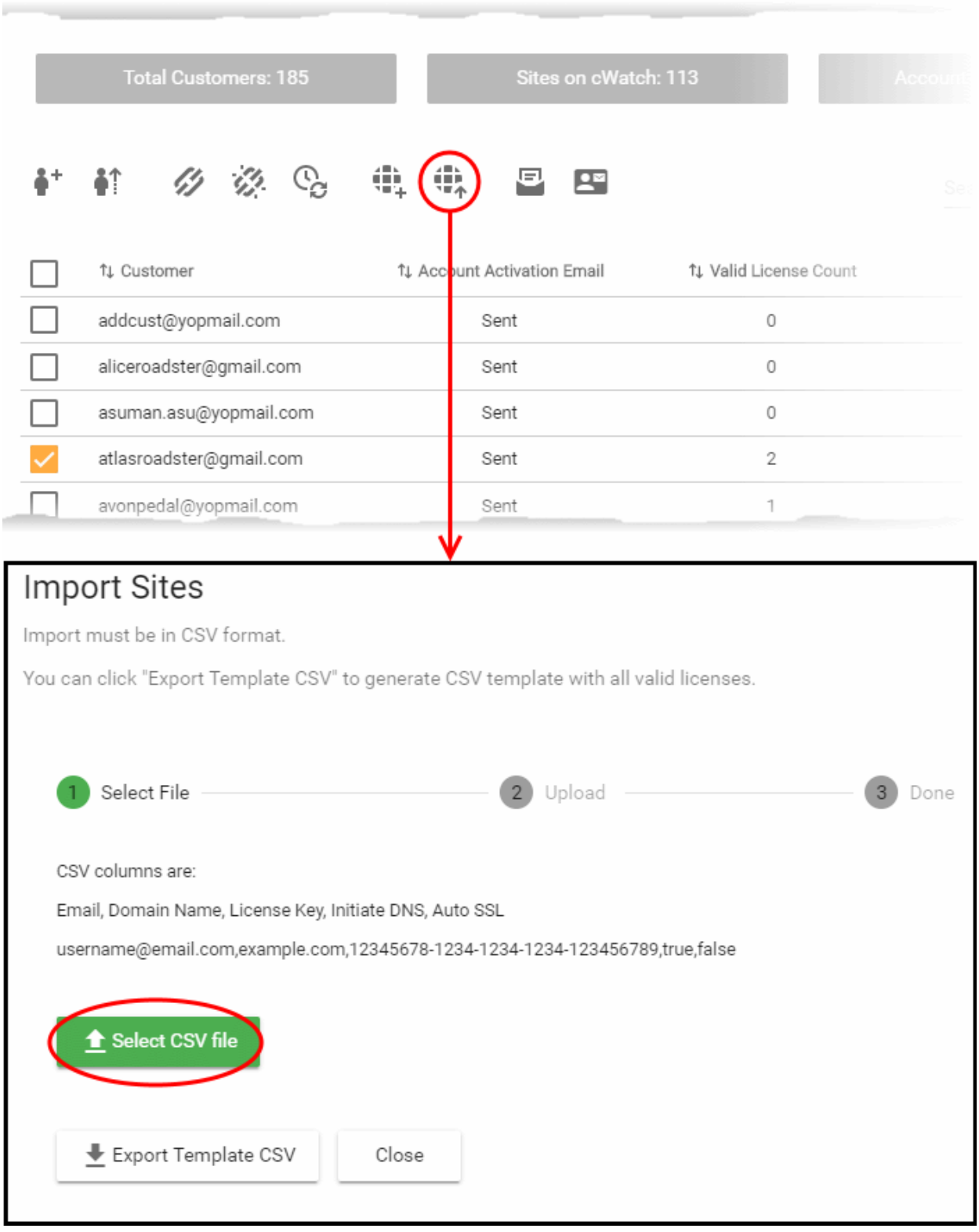
- Delete all rows that you don't need. Keep the rows with customers/licenses for whom you want to add sites.
- Enter the domain you want to add for the customer in column B
- Edit the '**Initiate DNS**' and '**Auto SSL**' columns as required.
- Save the CSV file

Import websites from a CSV file

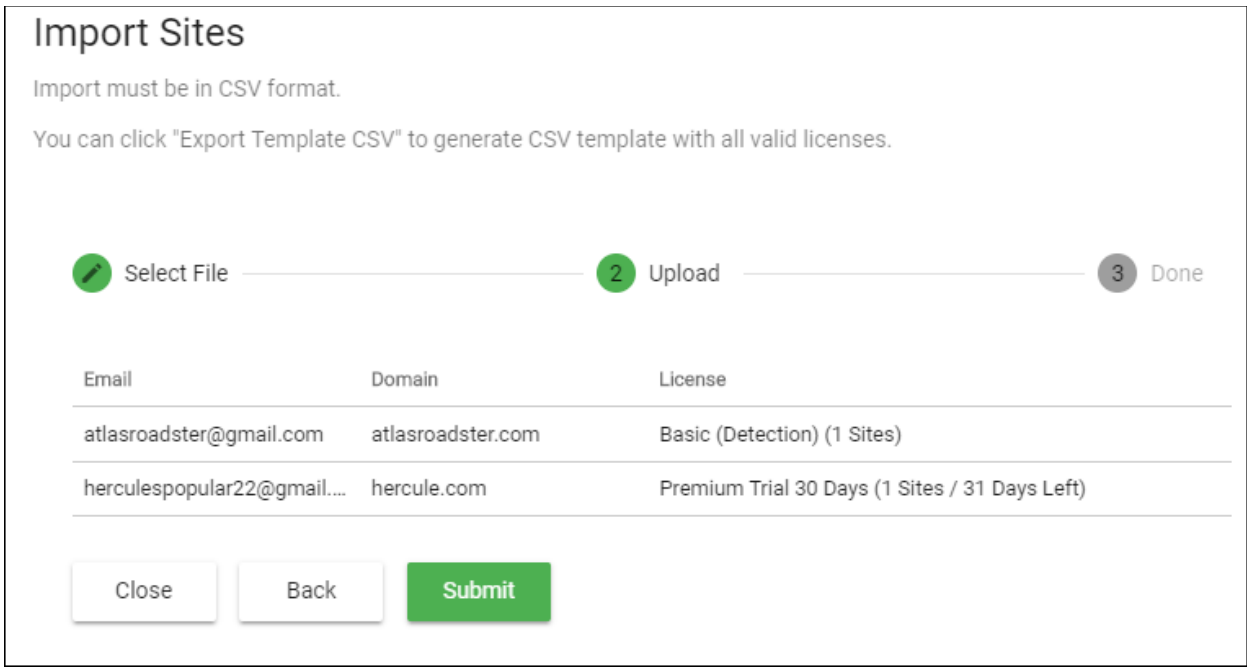
- Open the 'Customer and License Management' tab
- Click the 'Import Sites' icon

  OR
- Click the menu icon at top-right and choose 'Import Sites'

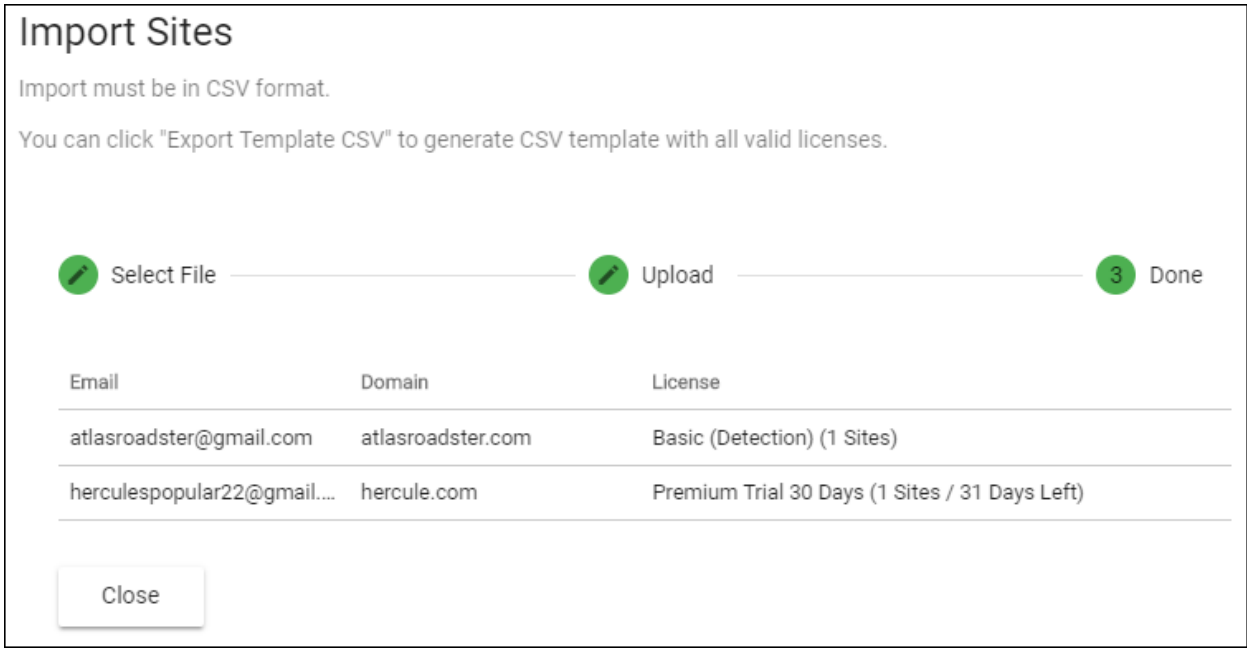
The 'Import Sites' wizard starts:



- 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:

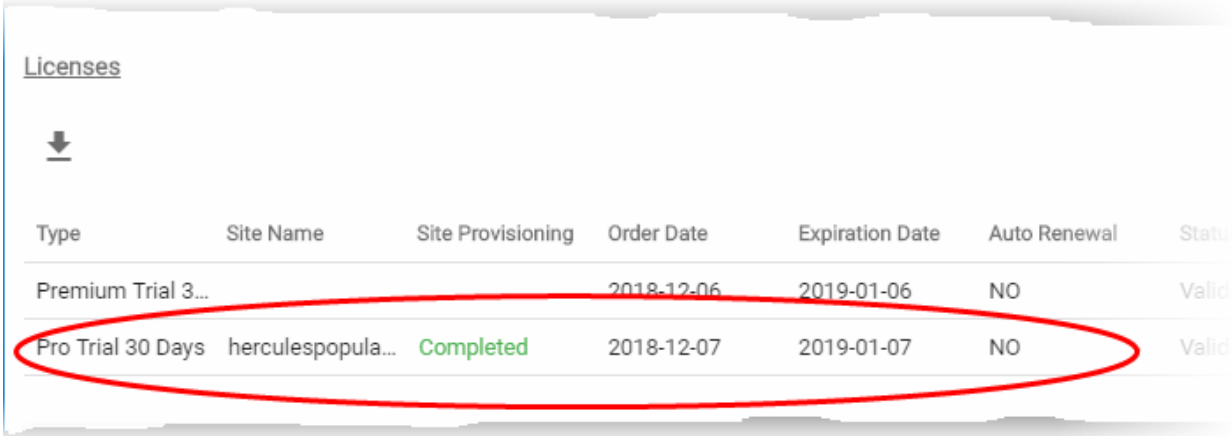


- Click 'Submit' to import the information into cWatch



- Click 'Close' to finish the wizard.

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

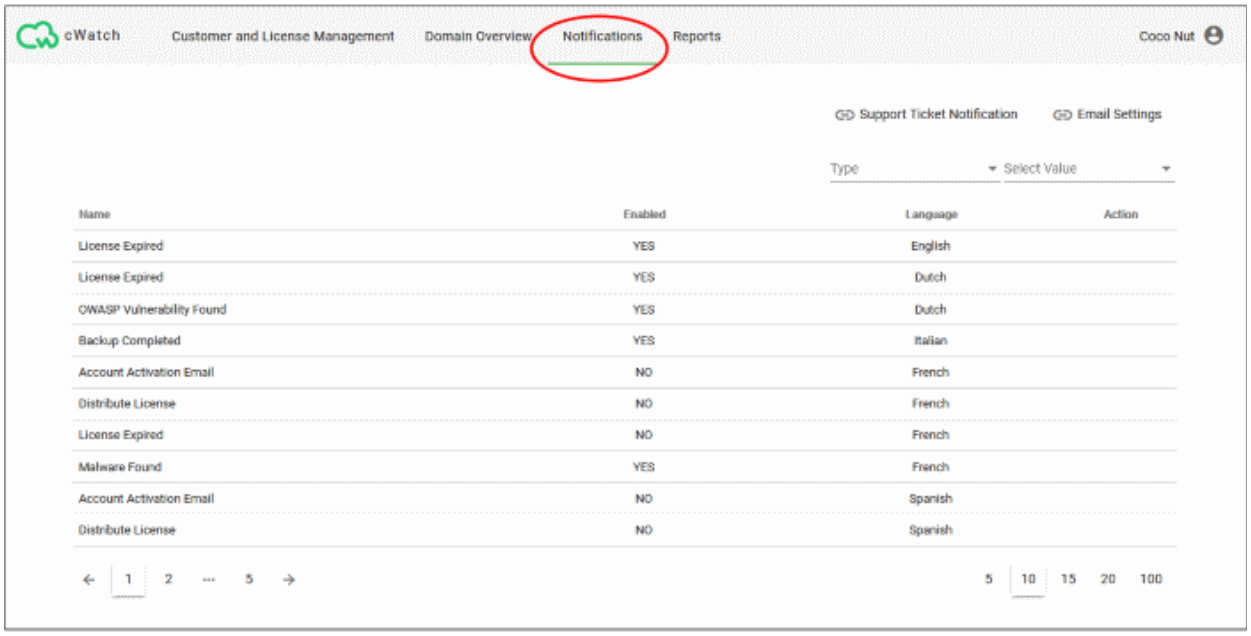


- See **View Customer Details and Licenses** if you need help with this screen.
- You can associate backup license to the site once provisioning is complete. See **Associate backup license to a website** in **View Customer Details and Licenses** for help with this.

Manage Notifications

This section explains how to configure your outgoing mail server and cWatch system emails. System emails include account activation mails, license issuance mails and malware notifications.

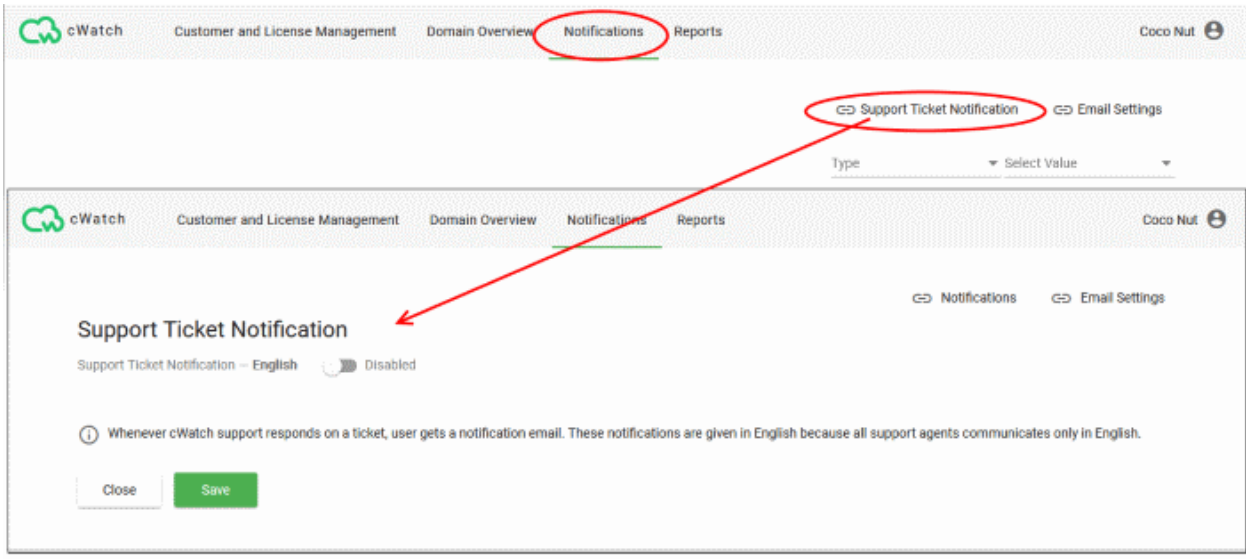
- Click the 'Notifications' tab:



- Click the buttons at upper-right to switch between support notifications, email settings, and the notification editor.
  - **Support Ticket Notification** – Choose whether your customers receive notifications about malware removal operations
  - **Email Settings** - Configure outgoing mail servers and the accounts used to send notifications. See **Configure Email Server Settings** for more on this.
  - **Notifications** - Edit email templates, select the sender mail account, and specify recipients. See **Configure Notification Templates and Recipients** for more on this.

Support Ticket Notification Settings

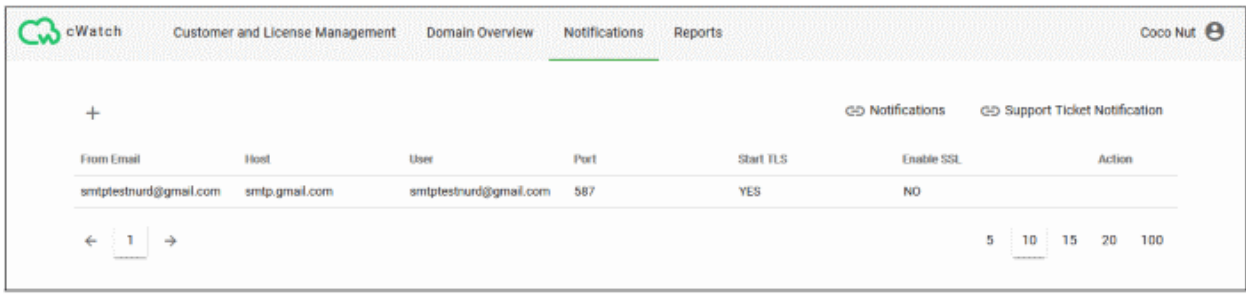
- A support ticket is created when Comodo technicians are engaged to remove malware from a customer website.
- cWatch can notify your customers when a support agent comments on a ticket about their site. For example, “Malware removal complete on www.example.com”.
- You can enable or disable these notifications as per your preference.
- Click the 'Notifications' tab then 'Support Ticket Notification'



- **Support Ticket Notification** – If enabled, your customers receive email notifications when a support agent responds to a malware removal request.
  - Notification emails are in English, as this is the common language used by our support team. No other language is available.
- Click 'Save' to apply your changes.

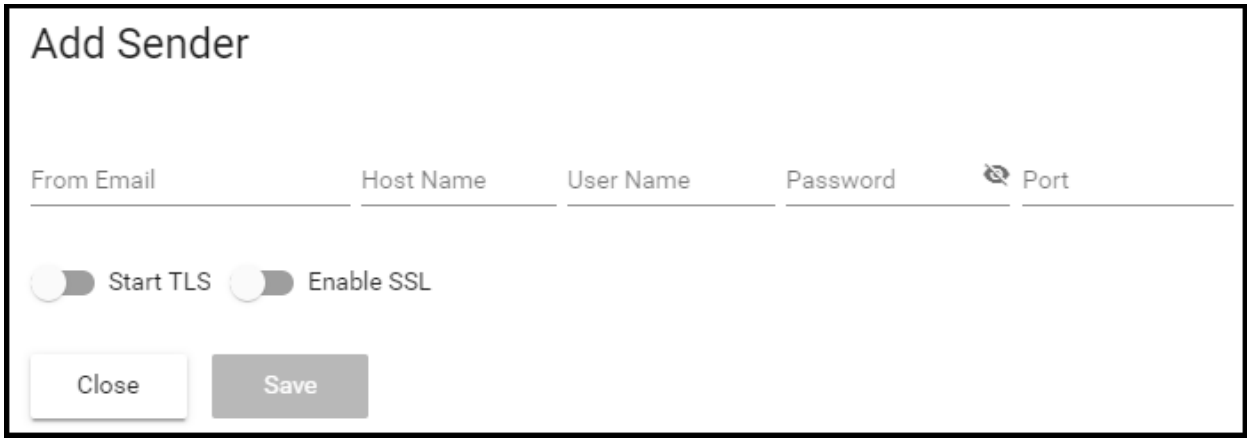
Email Server Settings

- This section lets you set up your outgoing mail server, and the accounts through which cWatch emails are sent.
- Click 'Notifications' in the top-menu
- Click ‘Notifications’ or ‘Support ticket notification’ on the right, until the ‘Email Settings’ link appears.
- Click the 'Email Settings' link
- This opens a list of existing accounts which can send notifications:



Add a new sender account

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



  - **From Email** - The account from which the notification is sent. This address appears in the 'From' field of the notification mail.
  - **Host Name** - Enter the hostname or IP address of your SMTP server
  - **User Name / Password** - The login details of the sender account
  - **Port** - The port number your mail server uses for outgoing mail. This is port 587 if you use StartTLS, or port 25 if you don't.
  - **StartTLS** - Enable if your mail server supports opportunistic encryption via StartTLS. StartTLS is a command, issued by an email client, which upgrades insecure connections between the client and the server to a secure connection.

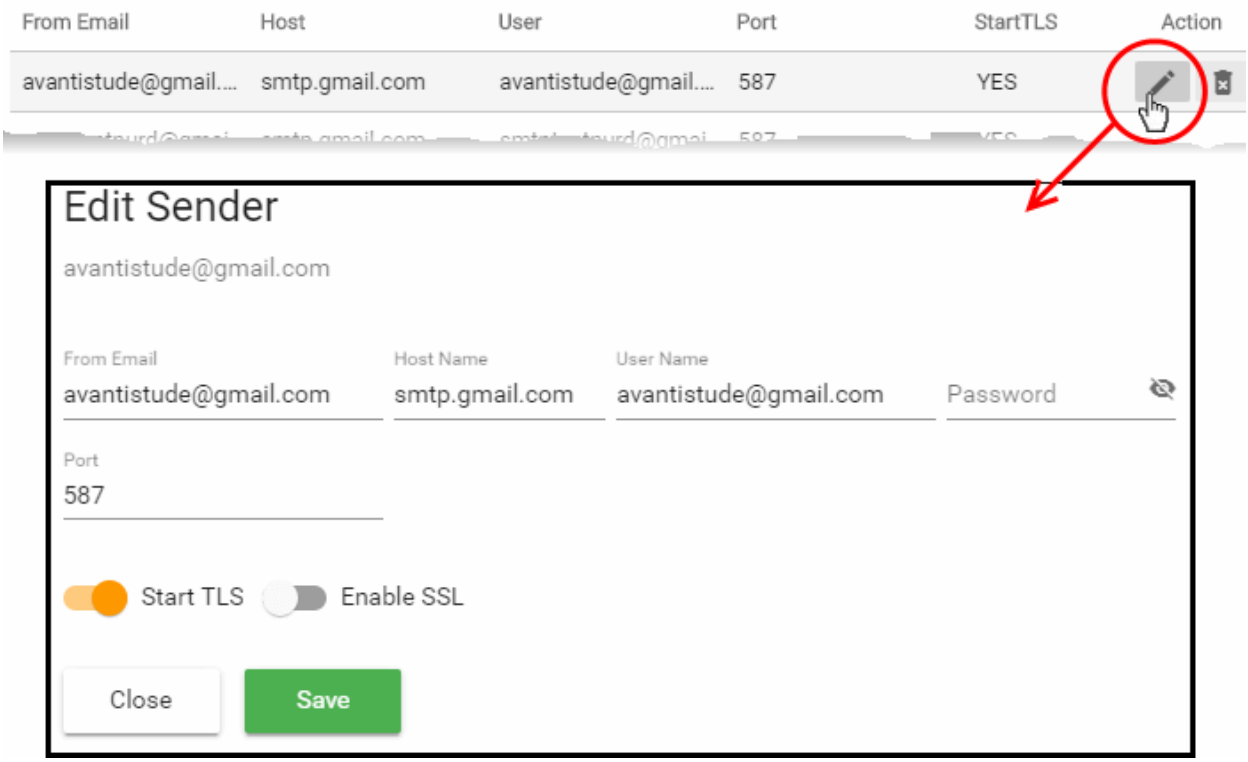
    Visit this site to find out if your mail server supports StartTLS - **https://starttls-everywhere.org/**

  - **Enable SSL** - Select if your mail server uses an SSL/TLS certificate to secure the connection between the server and the recipient.
- Click 'Save'

cWatch checks your mail server settings and, if valid, adds the account to the list of senders. You can now send cWatch notifications through this account.

Update a sender email account

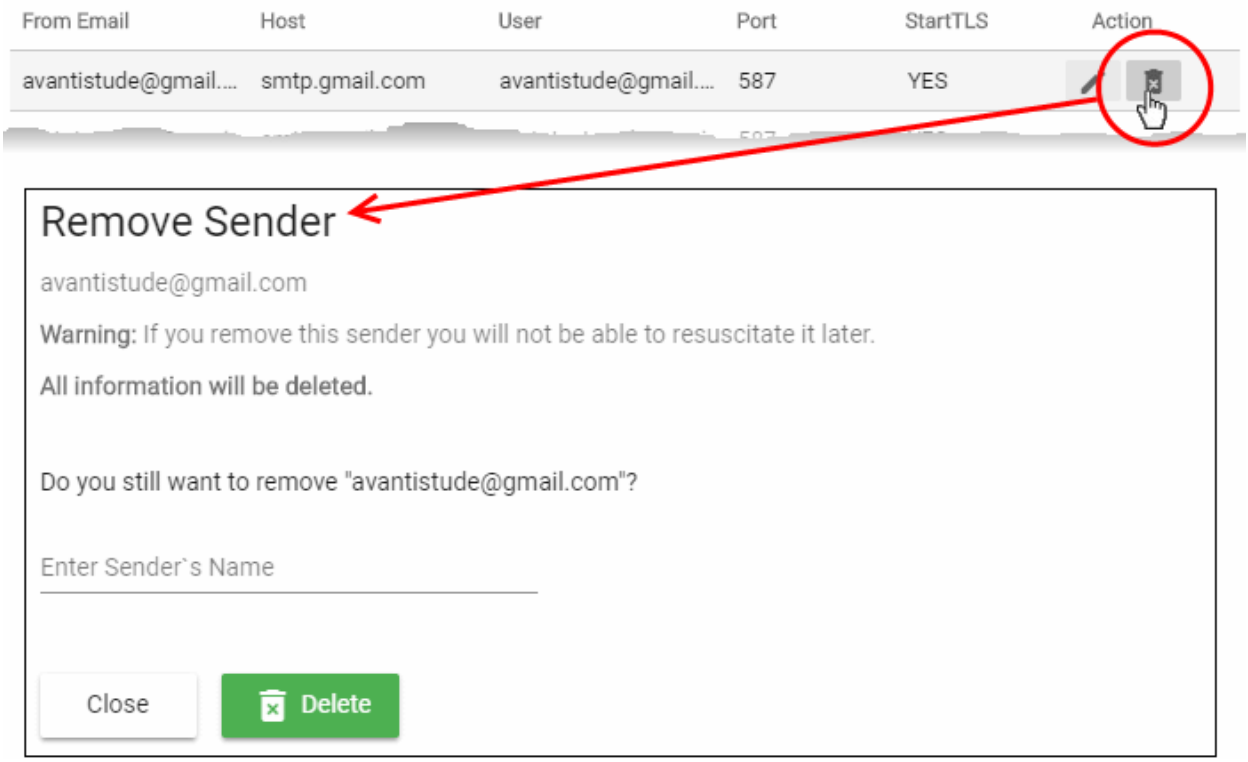
- Click the 'Notifications' tab
- Click 'Notifications' or 'Support ticket notification' on the right, until the 'Email Settings' link appears.
- Click the 'Email Settings' link
- Mouse-over the row of an email account user > Click the pencil icon that appears in the 'Action' column



- Edit the details as required and click 'Save'
- The fields in the form are explained **above**.

Remove a sender email account

- Click the 'Notifications' tab
- Click 'Notifications' or 'Support ticket notification' on the right, until the 'Email Settings' link appears.
- Click the 'Email Settings' link
- Mouse-over the row of an email account user > Click the trash-can icon that appears in the 'Action' column:



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

Note: You cannot remove sender accounts which are currently associated with a notification mail.
To remove the account from notification mails:

- Click 'Notifications' in the top-menu
- Click the 'Notifications' link on the upper-right
  - If you can't see it, click 'Email Settings' or 'Support ticket notification' to make it appear.
- Click the 'Settings' link in the 'Action' column of a notification
- Change the account in the 'From' field
- Click 'Save'
- Repeat for all other notifications which use this account

You can then delete the email account if required. See **Configure Notification Templates and Recipients** for more help with this.

Configure Notification Templates and Recipients

cWatch can send the following types of notification:

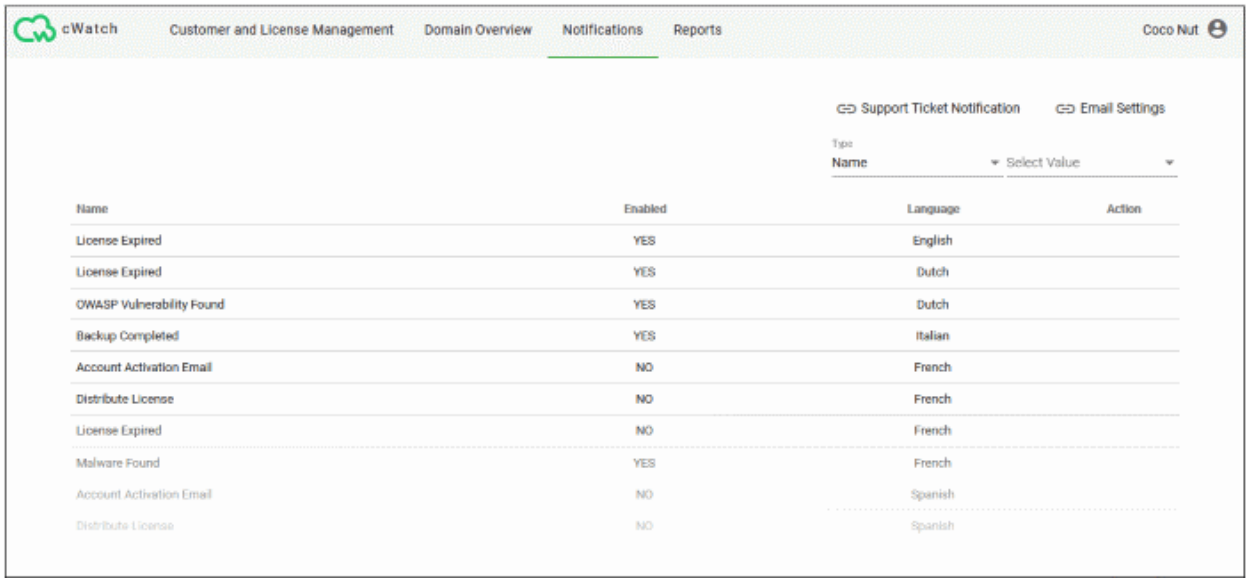
- **Account activation email** - Sent when you issue a license to a customer for the first time. The mail contains an activation link which allows them to complete the account setup process.
- **Distribute License** - Sent to provision a new license to a customer.
- **Malware Found** - Sent to customers when malware is identified on their site.
- **License Expired** - Sent to customers when the cWatch security license on their site expires. The mail contains a link for the customer to renew.
- **OWASP Vulnerability Found** - Sent to customers when a threat on the OWASP list is found on their site.
- **Backup Completed** - Sent to customers when a backup of their website has just finished.
- **Backup License Expired** - Sent to customers when their cWatch backup license expires. The mail contains a link for the customer to renew.
- **Reset Password** - Sent to customers who request a password reset by clicking 'Forgot Password' on the login page. You can also send password reset mails from the 'Customer and License Management' page. The mail contains a link for the customer to create a new password.

You can implement different settings per mail type:

- The content and language
- The sender account
- The recipients

Configure notification mails

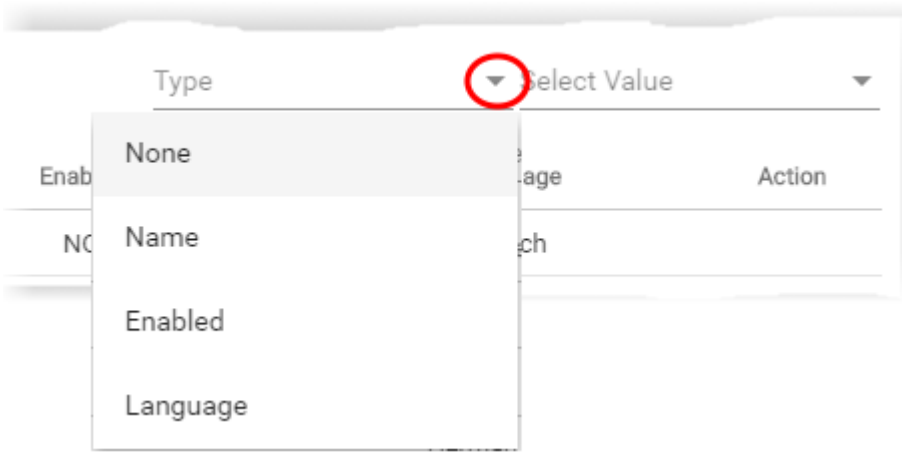
- Click 'Notifications' in the top-menu
- Click the 'Notifications' link on the upper-right
  - If you can't see it, click 'Email Settings' or 'Support ticket notification' to make it appear.



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 **Configure a notification email** for more details.

Filter and Search Options:

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

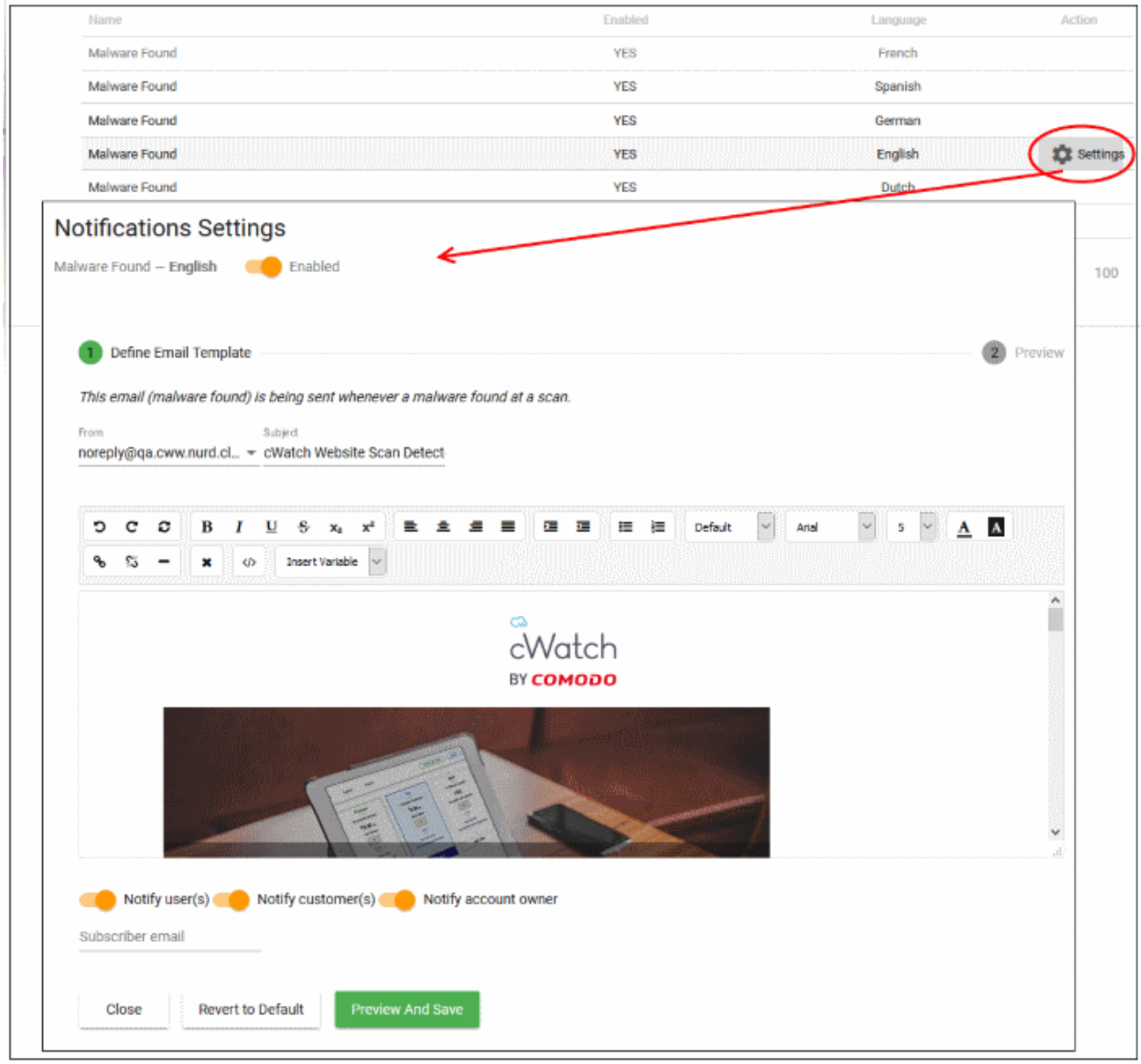


  - Select your filter category from the 'Type' drop-down
  - Select your search criteria in the 'Value' filed

- 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

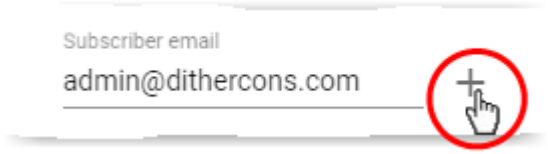
Configure notification emails

- Click on an event to configure the notification mail.
- Notification templates are available in English, German, Dutch, French, Italian and Spanish. Mails are sent in the language that the customer selects for their portal.
- 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:



- 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** - Variables are items like username, domain name, last scan date etc. The actual value is dynamically inserted in the mail. Place your cursor where you want the variable to go then select an item from the 'Insert Variable' drop-down.
- **Notify users** - Select whether or not the email is to be sent to all admin users

- **Notify customers** - Select whether or not the email is sent to the customer
- **Notify account owner** - Select whether or not the notification is sent to the primary account holder of your partner account
- **Subscriber email** - Optional. Enter the email address of an external recipient.
  - Place your mouse over the field and click the '+' icon that appears to add additional recipients



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

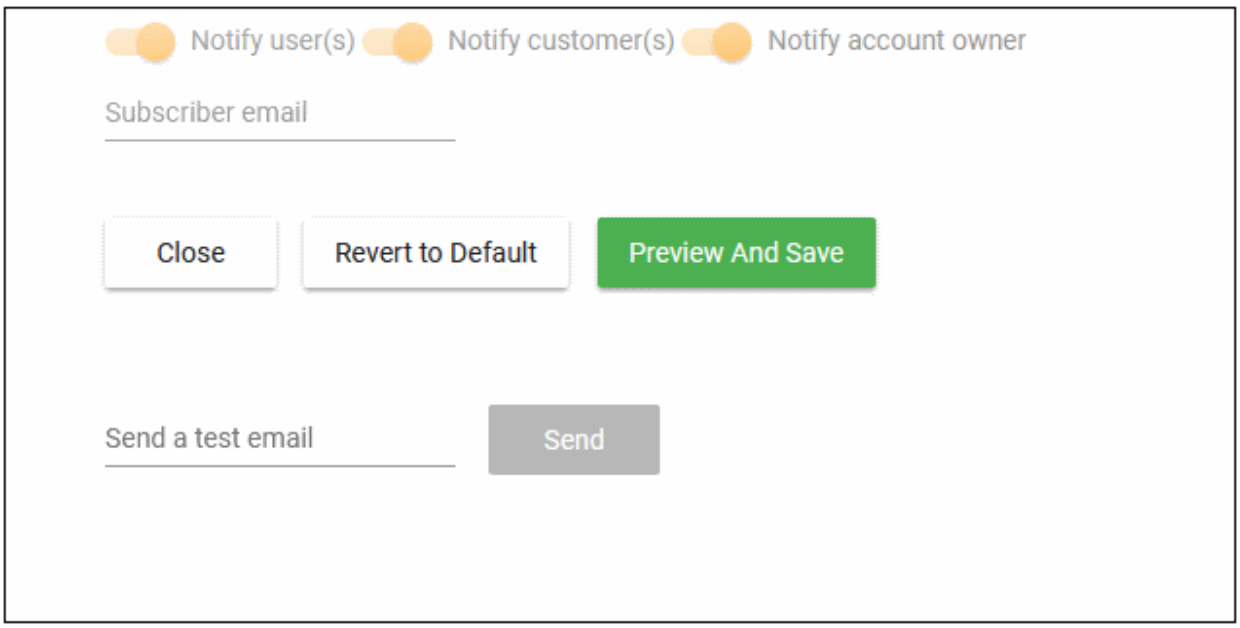
- **Revert to Default** - Click to reset the notification mail template to default content

- Click 'Preview And Save'

A preview of the full email content is shown:

- Click 'Back' to make any changes, if required
- Click 'Save' for your changes to take effect

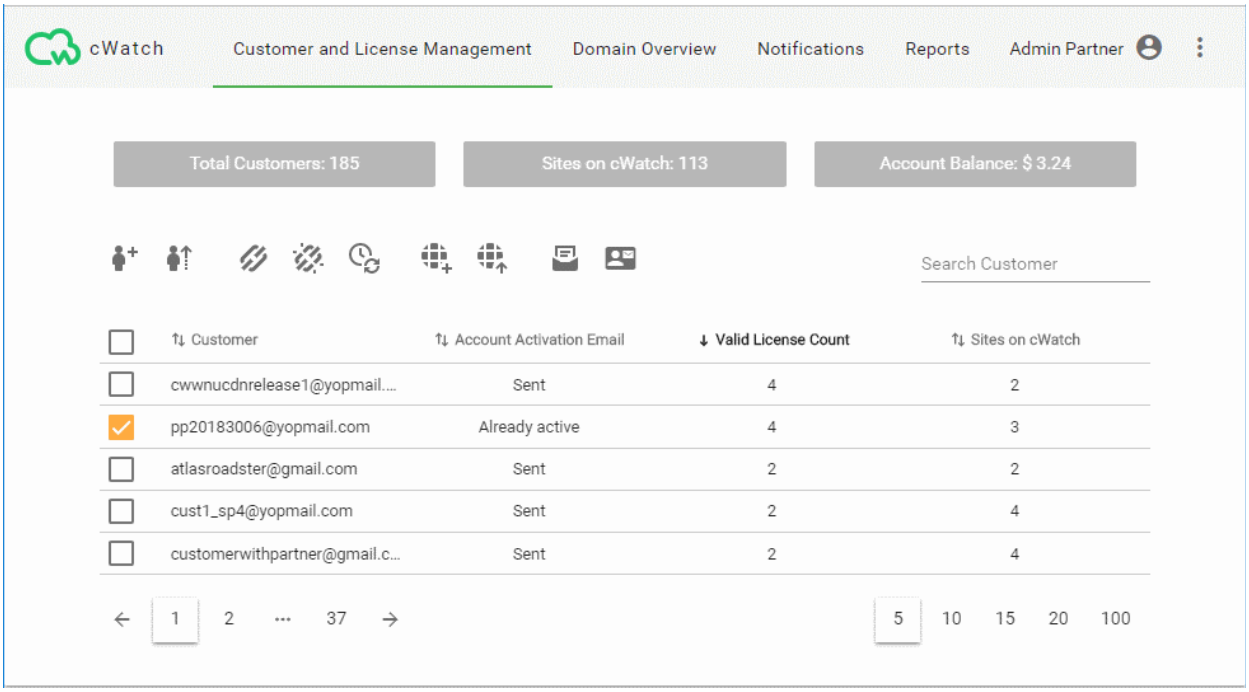
After saving, you can test the notification works in the following screen:



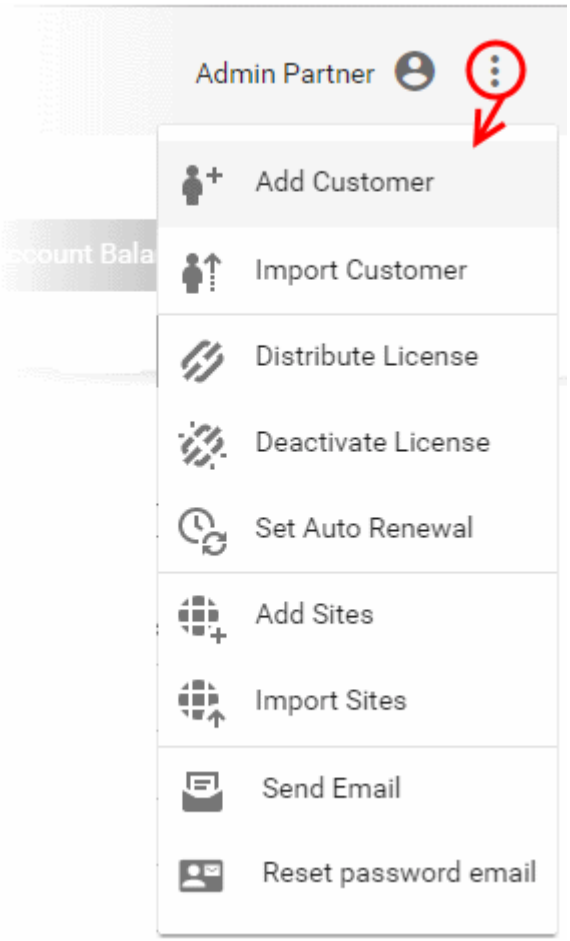
- **Send a test email** - Enter a valid email address and click 'Send'
- Repeat the process to configure other email notifications

The 'Customer and License Management' Interface

- Open the 'Customer and License Management' tab



- The tiles at the top show statistics about your account usage
- The controls above the table let you distribute licenses, add customer websites, enable auto-renewal, send password-reset mails, and more.
    - You can also access these controls in the menu at the top-right:



- The table shows a list of your customers. Each row shows the 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	The status of the activation mail sent to customers the first time you distribute a license to them. Possible values are: • Sent • Sending • Not Sent Yet • Failed • Already active These mails are sent automatically, but you can manually send the mail if required. To do this: • Select the customer • Click the email icon in the action menu. • See **Send Account Activation Email** if you need help with this.
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 **View Customer Details** and Licenses for more details.
Sites on cWatch	Number or customer websites registered for cWatch protection.
Controls	
	Add a new customer. See **Add a single customer** for help with this.
	Add multiple customers at once from a CSV file. See **Import customers from a CSV file**
	Distribute new licenses to a customer. See **Distribute Licenses**
	Deactivate a customer license. See **Deactivate a Customer License**
	Add a website for a customer. See **Add Customer Websites One by One**
	Import multiple websites for a customer from a CSV file. See **Import Customer Websites from a CSV file**
	Activate or deactivate license auto-renewal for the customer. See **Enable or disable auto-renewal of customer licenses**.
	Send an account activation email to a customer. See **Send Account Activation Email**
	Send a password reset mail to the customer. See **Send Password Reset Email**

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

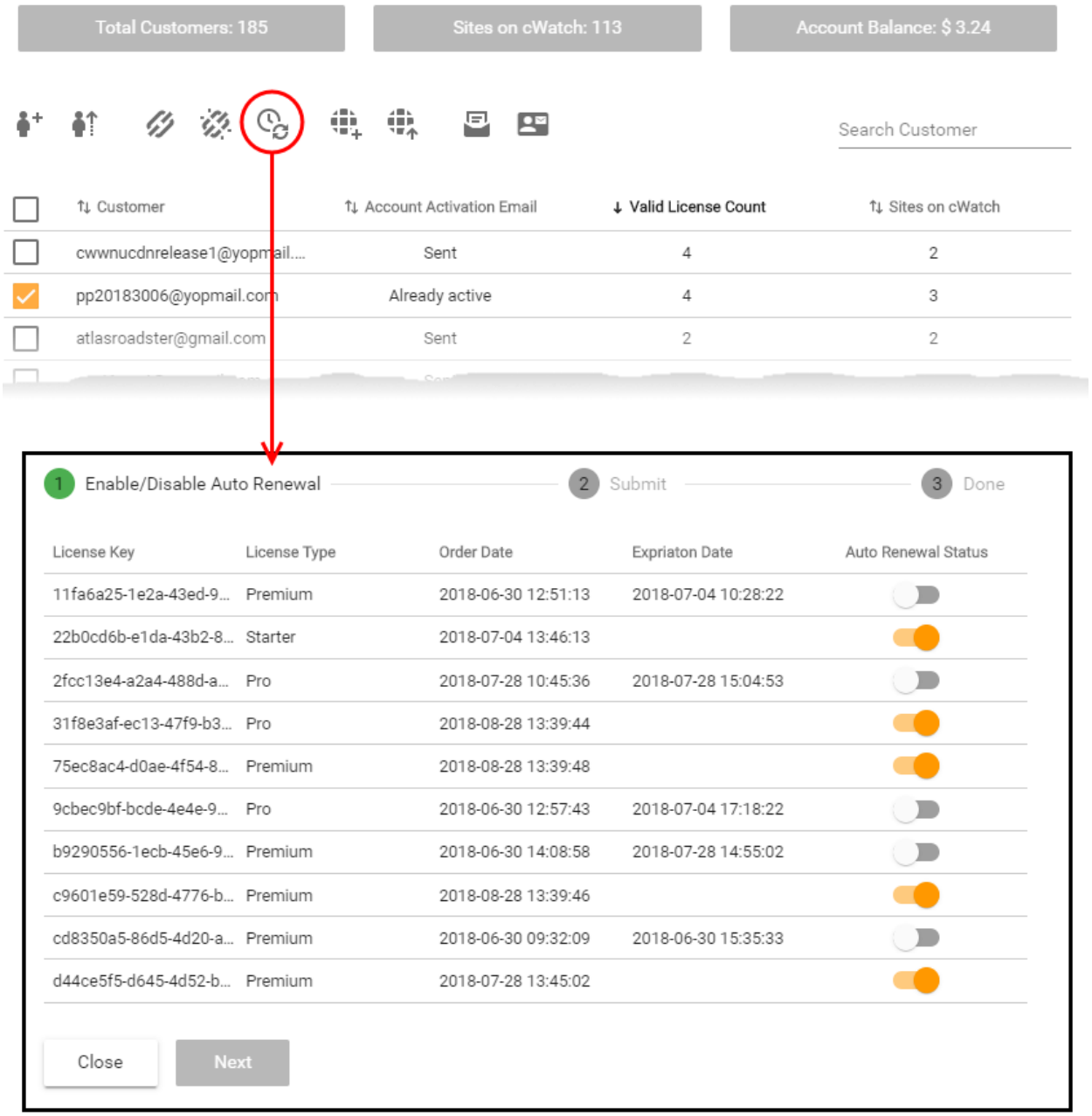
Enable or disable auto-renewal of customer licenses

- You can set auto-renewal on the following licenses prior to issuing them to customers:
  - Starter
  - Pro
  - Premium
  - Backup
- You can also change the auto-renewal setting on licenses you have already distributed.

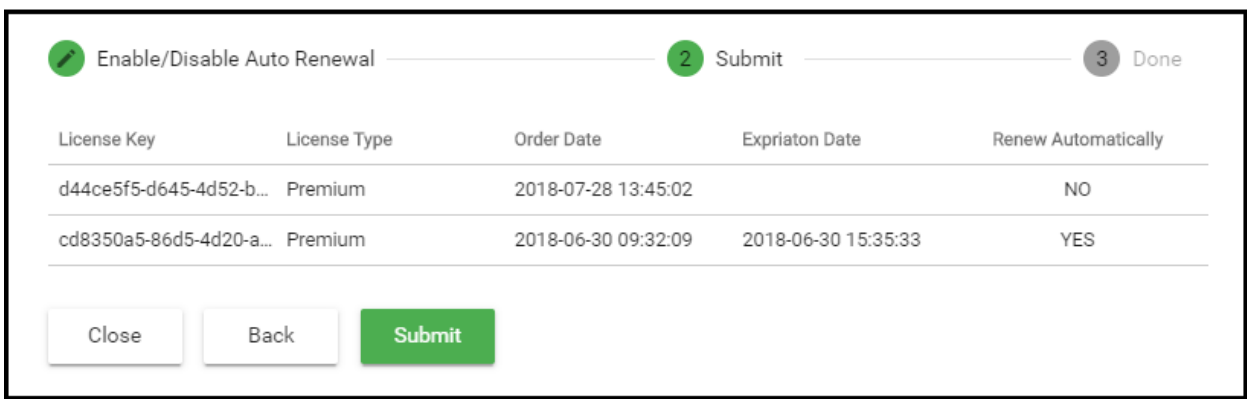
Activate / deactivate auto renewal

- Open the 'Customer and License Management' tab
- Select the customer whose licenses you want to manage
- Click the auto-renewal icon in the actions menu

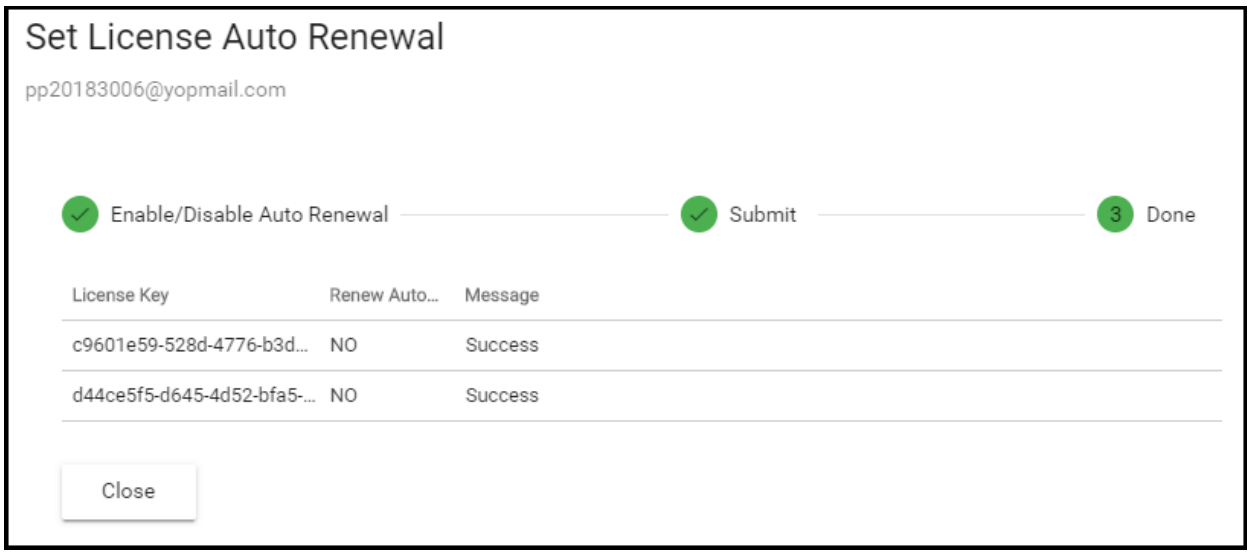
  OR
- Click the menu button at top-right and select 'Set Auto Renewal'



- The column on the right shows whether auto-renew is enabled for a site.
  - See **Distribute a License** in **Distribute and Manage Licenses** if you need more details on this.
- Use the switches to change the auto-renewal state of a license as required
- Click 'Next'
- A confirmation is shown.



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



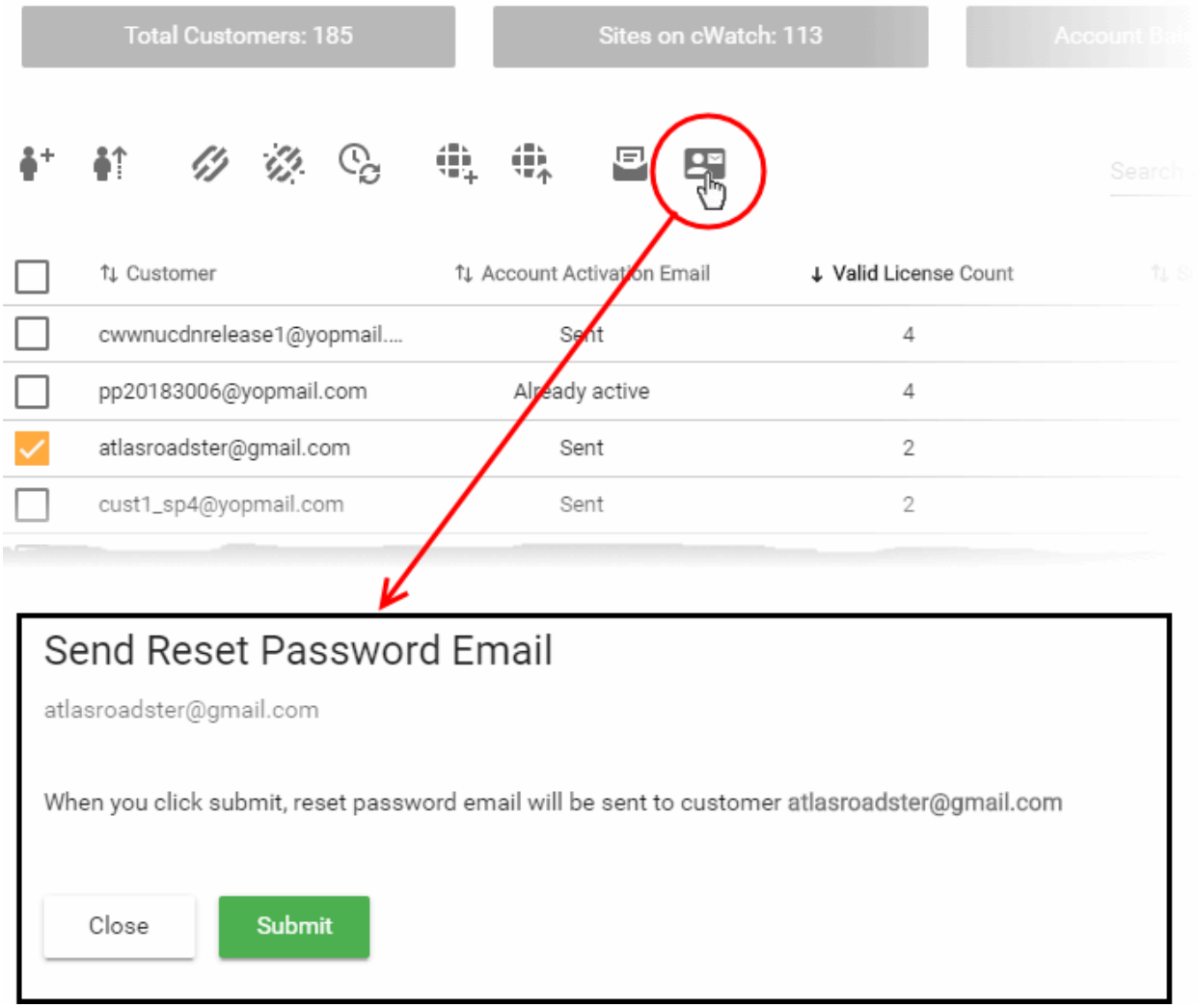
Send Password Reset Email to Customers

- The 'Customer and License Management' interface lets you send password reset emails to customers. The customer login page is at **https://login.cwatch.comodo.com/login**.
- Your customers click a link in the mail to create their new password.
- Note - You can customize the content of the password reset mail for different languages. See **Manage Notifications** for help with this.

Send password reset mail to a customer

- Open the 'Customer and License Management' tab
- Select the customer to whom you want to send the reset email
- Click the password reset mail icon in the actions menu

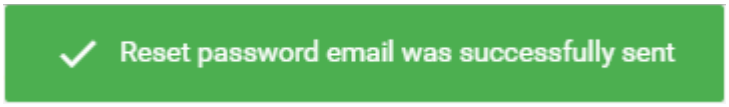
  OR
- Click the menu button at top-right and select 'Reset password email'



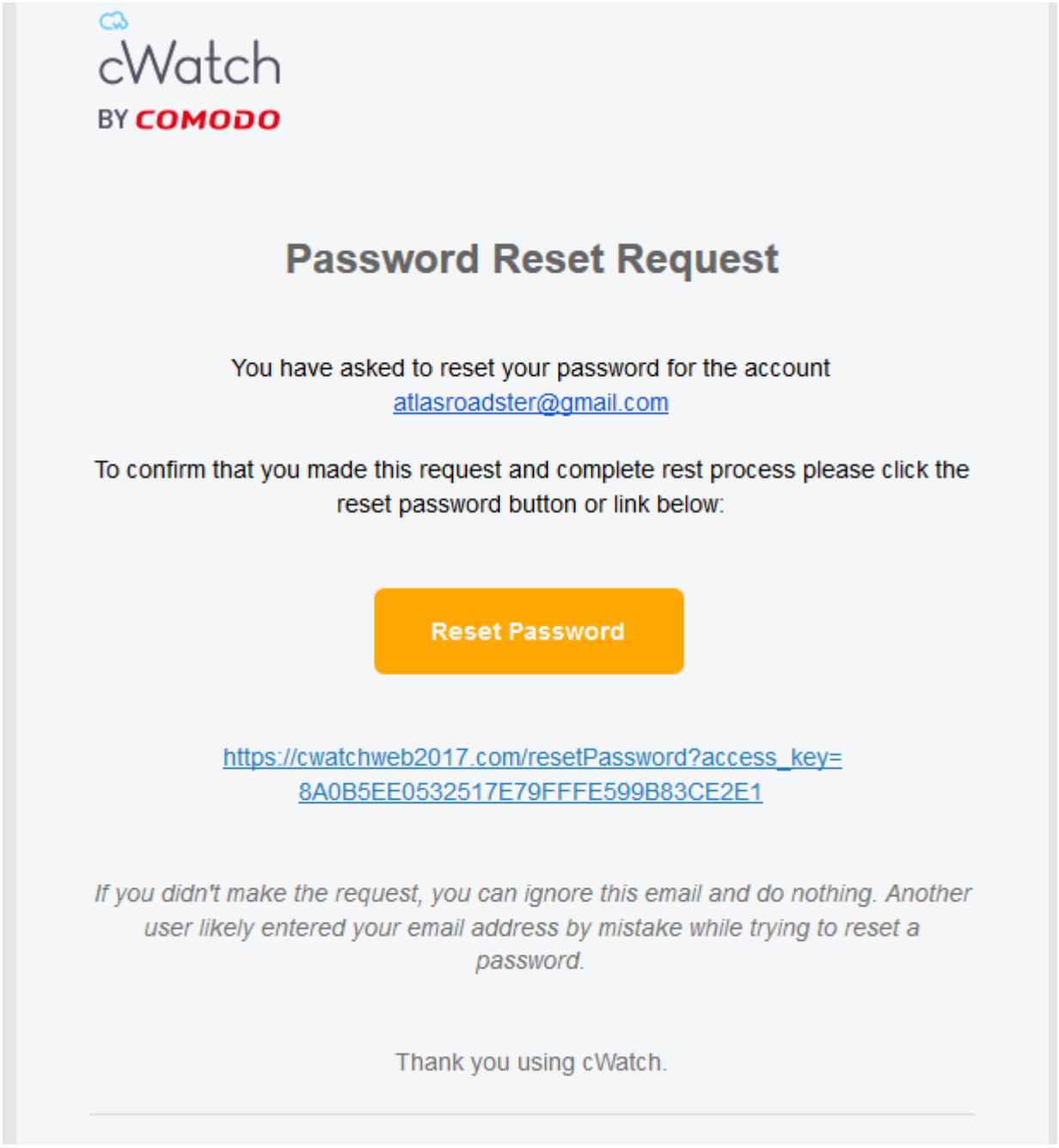
A confirmation is shown.

- Click 'Submit'

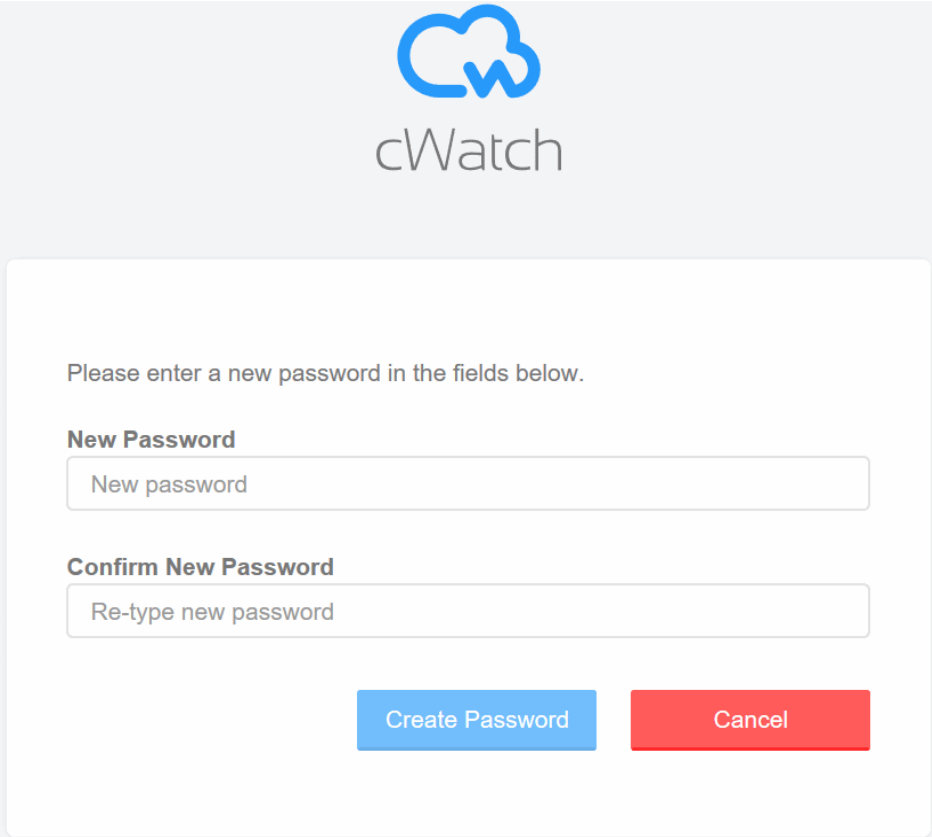
The password reset email is sent.



An example email is shown below:



- On clicking 'Reset Password' button or the link, your customer will be taken to the new password creation page.



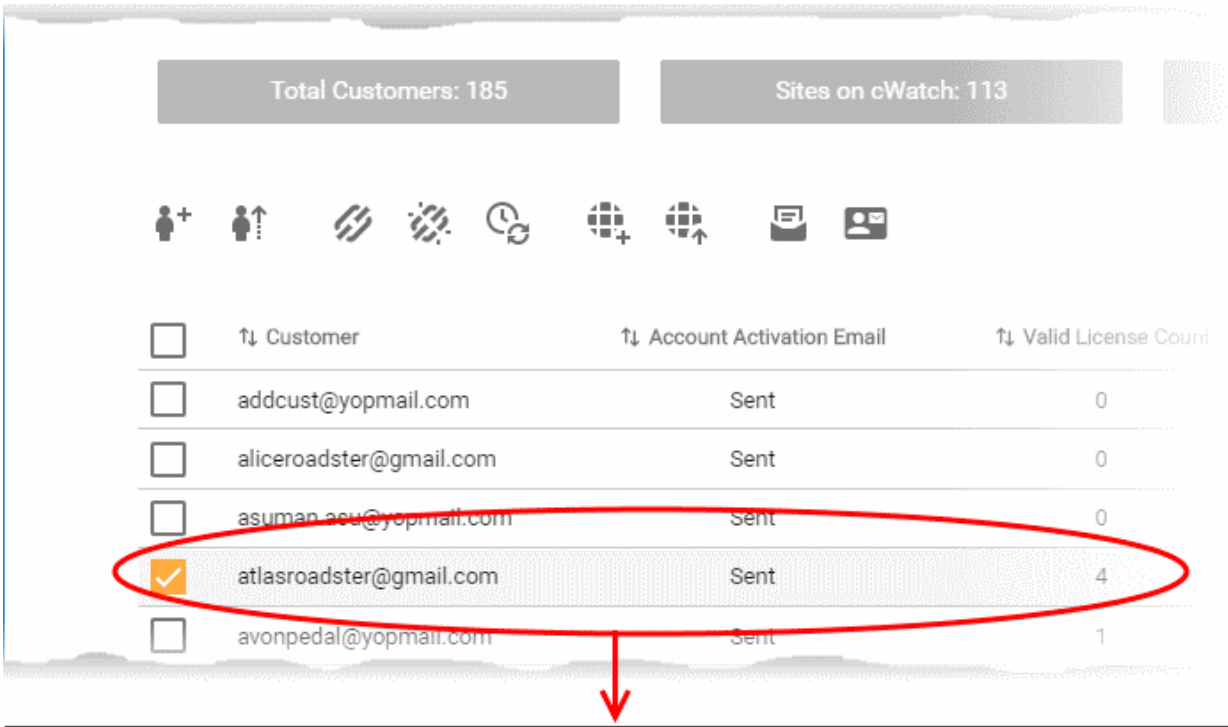
Once set, your customer can login to their customer portal with the new password.

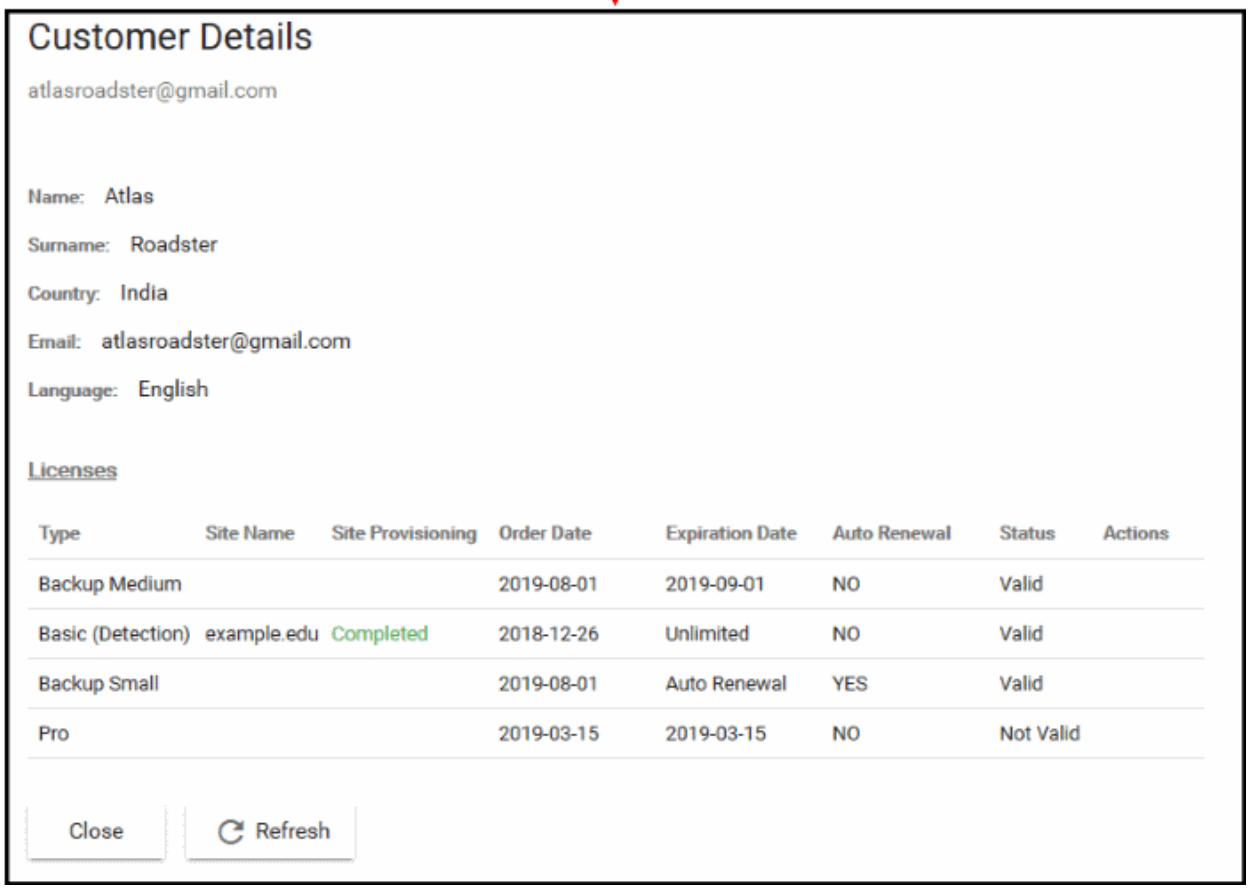
View Customer Details and Licenses

- 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/renew licenses, and associate unused licenses with domains.

Open the 'Customer Details' screen

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


Total Customers: 185
Sites on cWatch: 113
Customer
Account Activation Email
Valid License Count
addcust@yopmail.com
Sent
0
aliceroadster@gmail.com
Sent
0
asuman.acu@yopmail.com
Sent
0
atlasroadster@gmail.com
Sent
4
avonpedal@yopmail.com
Sent
1

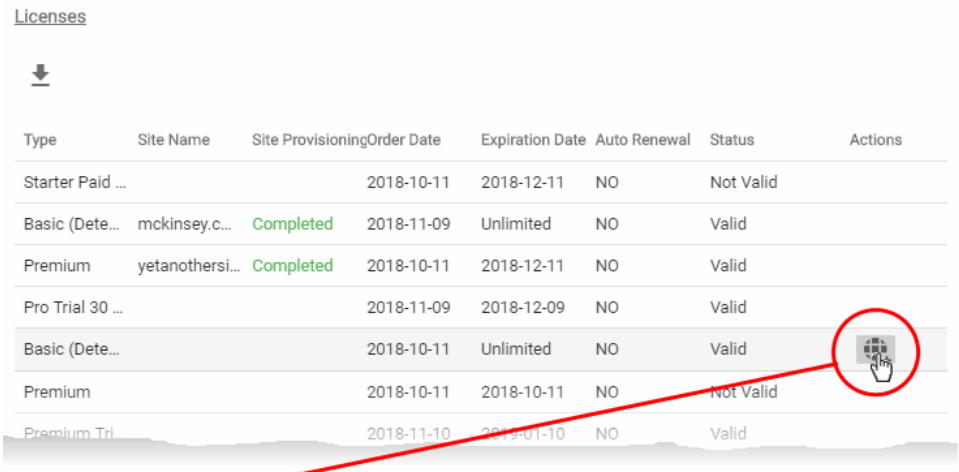

Customer Details
atlasroadster@gmail.com
Name: Atlas
Surname: Roadster
Country: India
Email: atlasroadster@gmail.com
Language: English
Licenses
Type
Site Name
Site Provisioning
Order Date
Expiration Date
Auto Renewal
Status
Actions
Backup Medium
2019-08-01
2019-09-01
NO
Valid
Basic (Detection)
example.edu
Completed
2018-12-26
Unlimited
NO
Valid
Backup Small
2019-08-01
Auto Renewal
YES
Valid
Pro
2019-03-15
2019-03-15
NO
Not Valid
Close
Refresh

Licenses - Column Descriptions	
Column Header	**Description**
Type	The kind of license. See **Membership Plans** to view the features covered by each license.
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	When 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	Controls to upgrade the license, renew the license, or associate unused licenses with a website. See the following sections for help with these actions: • **Add a new website and associate with a license** • **Associate backup license to a website** • **Upgrade a License** • **Renew a License**

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

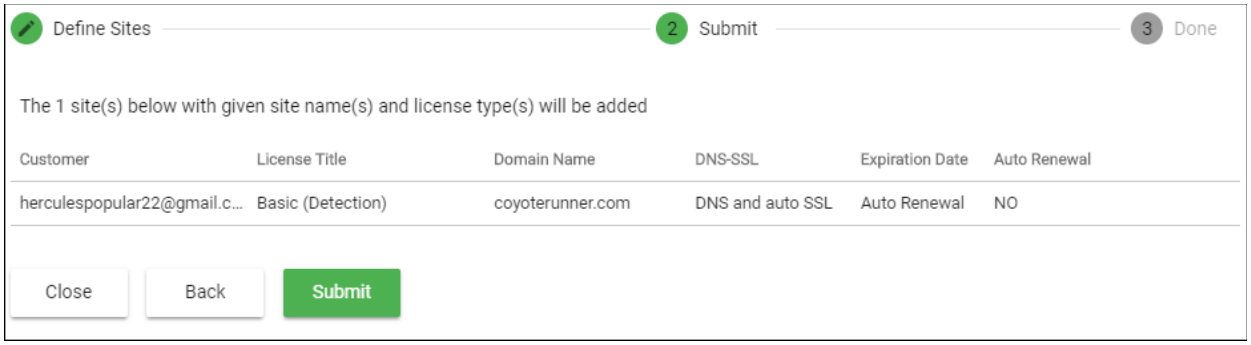
The 'Add Sites' wizard starts:



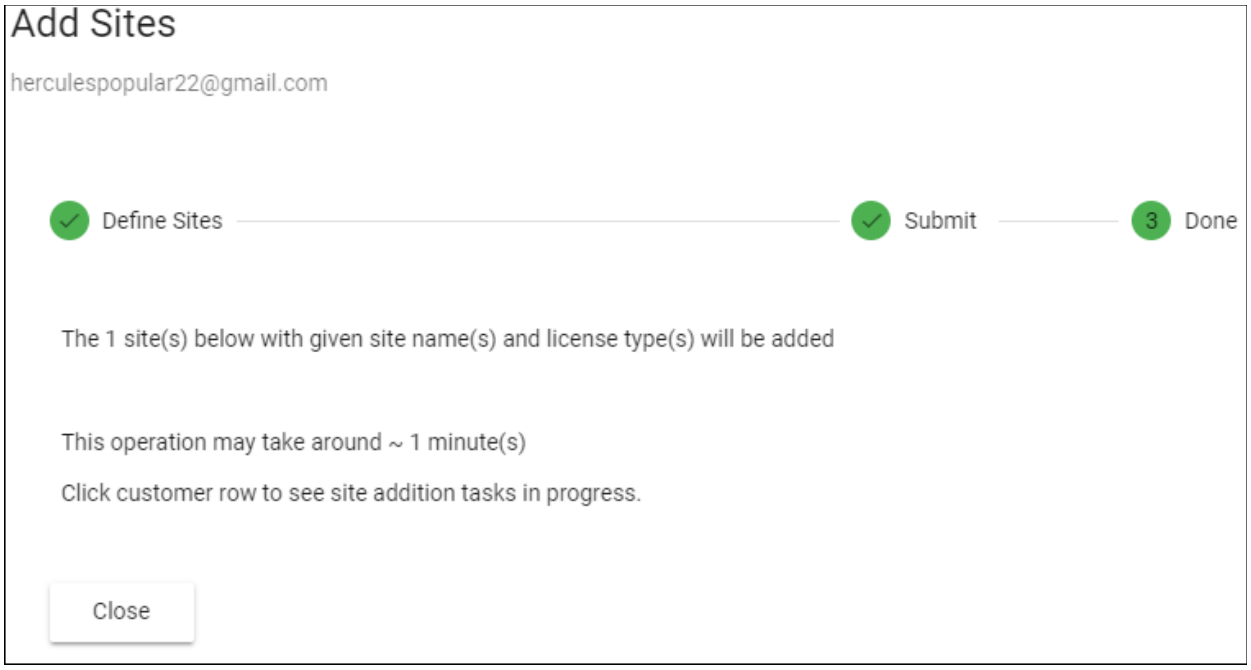
- **Customer** - The customer email address is pre-populated
- **Domain** - Enter the URL of the website. E.g. example.com or subdomain.example.com.
- **License** - The license which will be distributed to the customer. This is pre-populated with the license you chose in the previous step.
- **DNS Service** - 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).

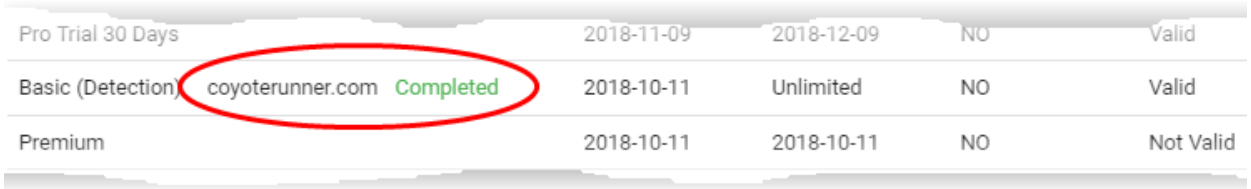
- Click 'Next'.
- A confirmation screen appears:



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



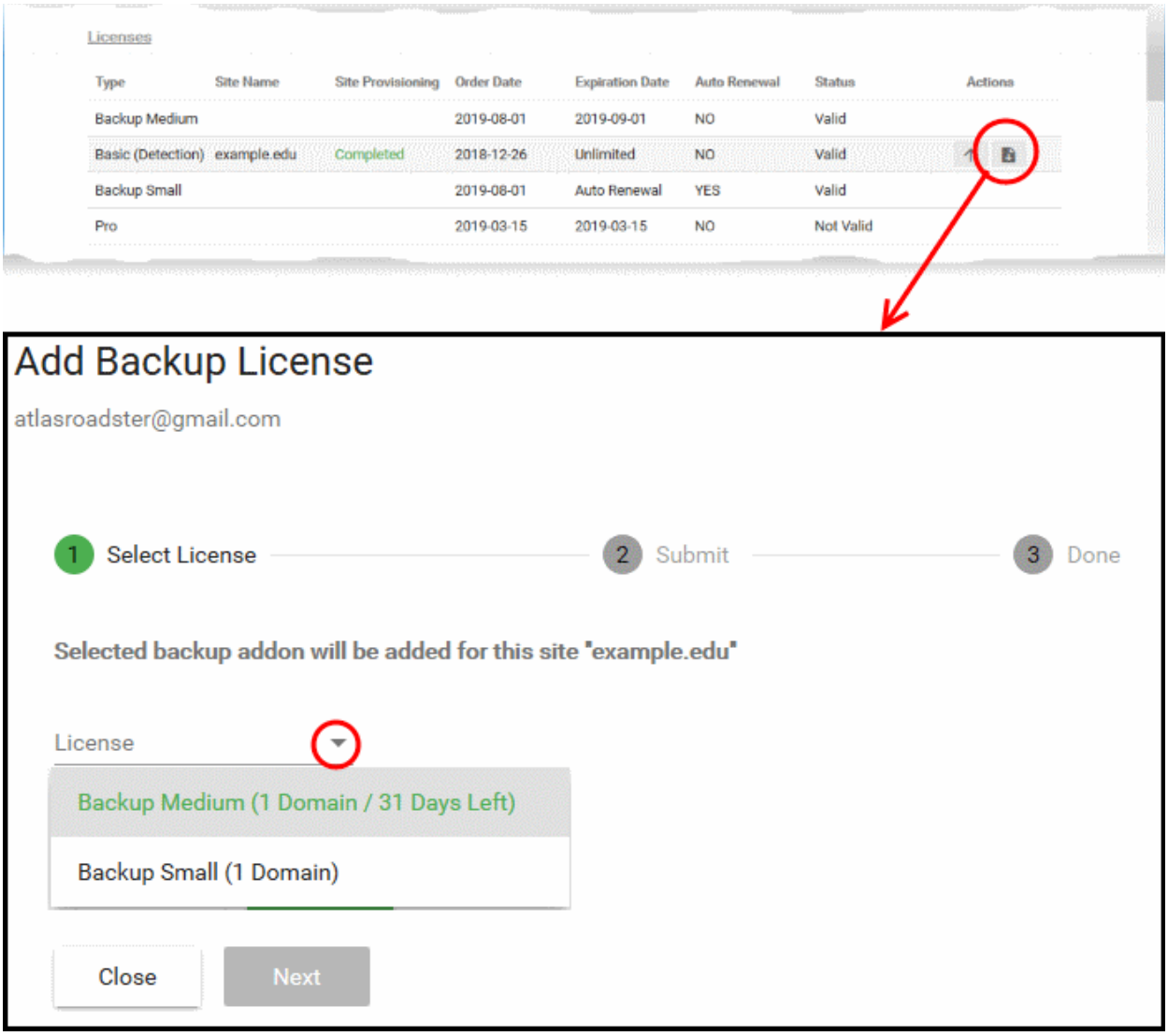
cWatch protection is enabled on the site once provisioning is complete. You can see the progress in the 'Site Provisioning' column of the customer details screen:



Add a Backup License to a Website

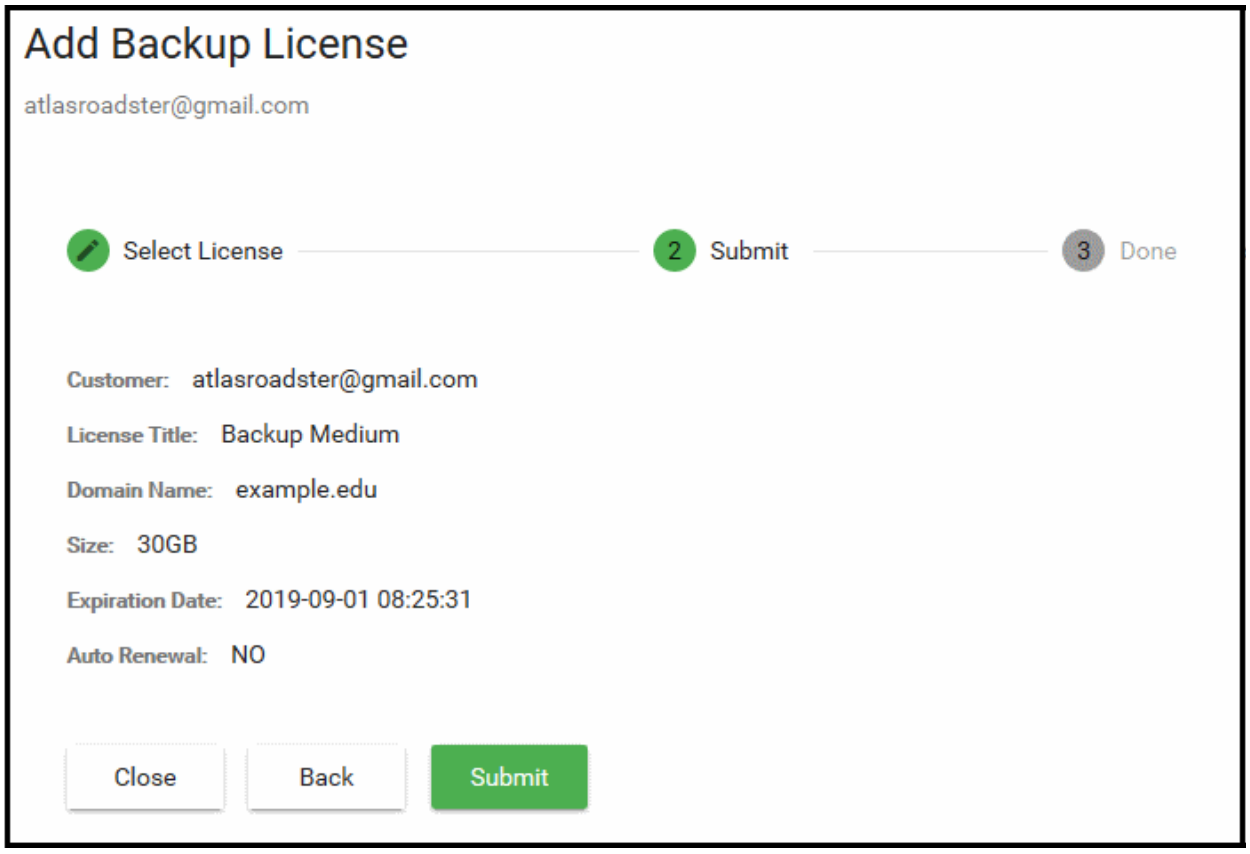
- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all websites and licenses associated with the customer.
- Locate the site to which you want to add a backup license
- Click the 'Manage Backup License' button in the 'Actions' column

The 'Add Backup License' wizard starts:

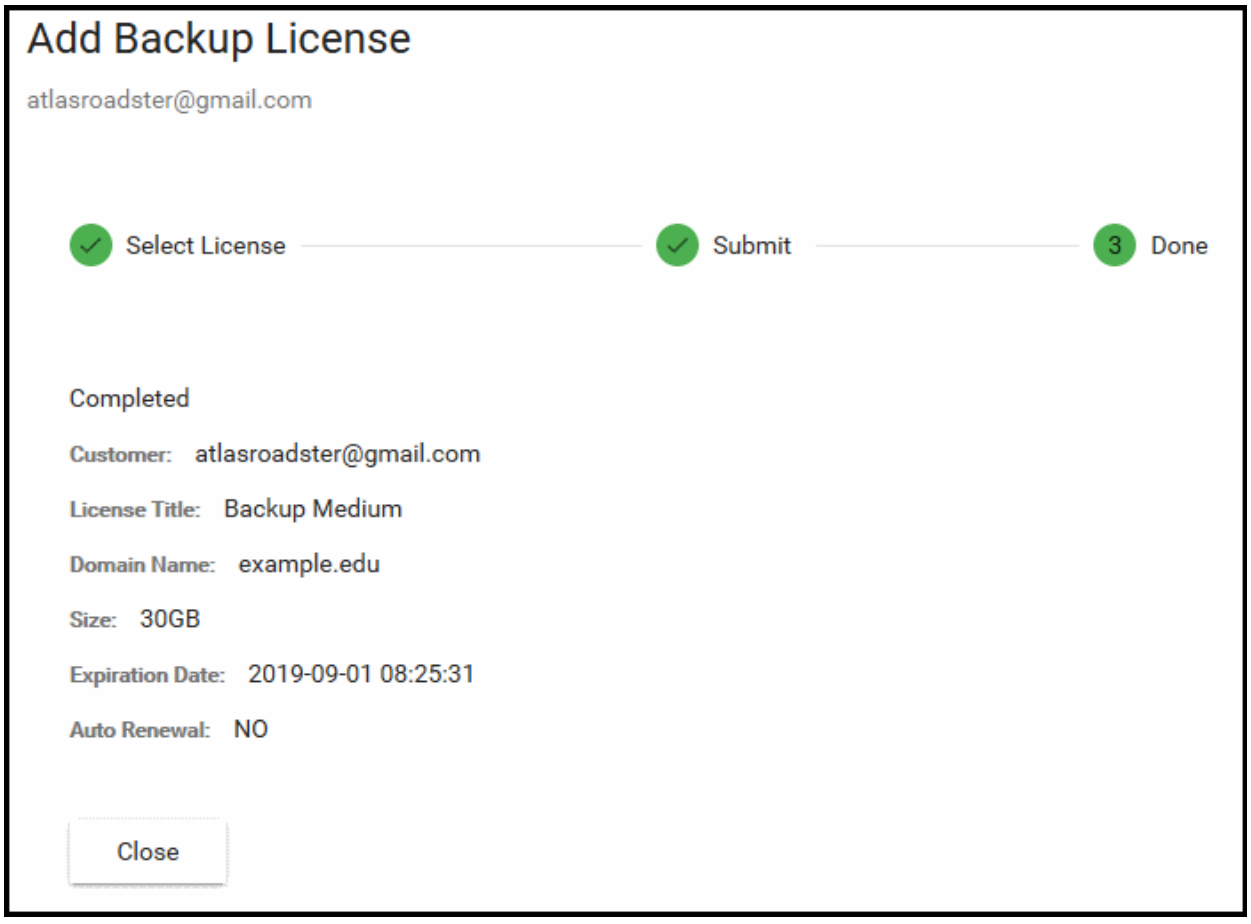


- **License** - Choose an unused backup license to add to the account. You must have already purchased licenses before they will appear here.

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



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



- You can configure backup options and a backup schedule in the customer's portal:
  - Click 'Domain Overview'
  - Identify the customer you want to manage
  - Click the chain link icon in the 'Actions' column to login to their portal
  - Click on the domain you want to manage in the dashboard
  - Click 'Backup' in the top-menu
  - Configure backup settings and schedule as required.
  - See **https://help.comodo.com/topic-285-1-848-15272-Back-up-your-Website.html** for the backup guide

Upgrade a License

- You can upgrade the license on a customer website at anytime
- For example, a free basic license can be upgraded to a paid 'Starter', Pro' or 'Premium' license.
- The license upgrade procedure is similar for both cWatch security and backup licenses
- See **Membership Plans** for the features of each license.

The following table shows valid license upgrade paths:

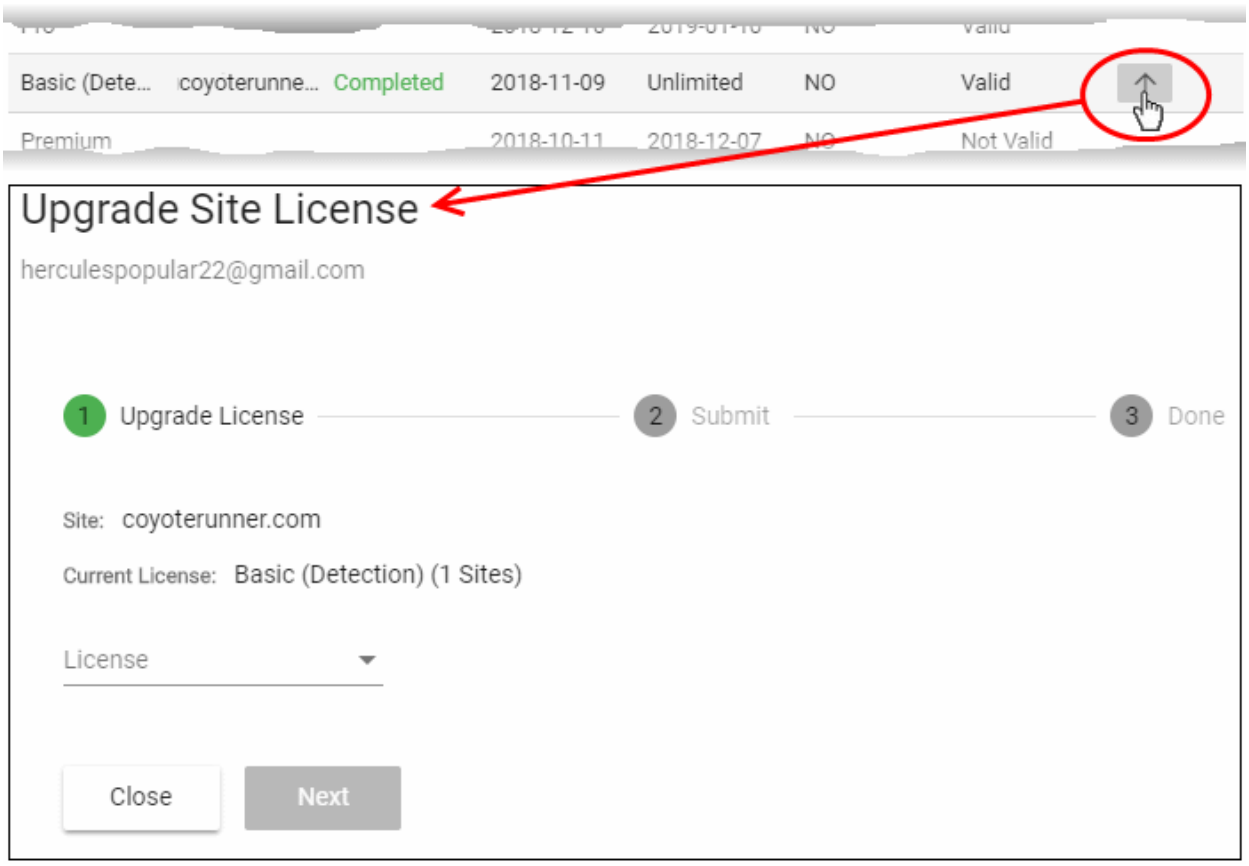
Existing License	Eligible Upgrades
Security Licenses	
Basic	Starter, WAF Starter, Pro, Premium.
Pro Trial 30	Starter, WAF Starter, Pro, Premium.
Pro Trial 60	Starter, WAF Starter, Pro, Premium.
Premium Trial 30	Starter, WAF Starter, Pro, Premium.
Premium Trial 60	Starter, WAF Starter, Pro, Premium.
Starter	WAF Starter, Pro, Premium.
WAF Starter	Pro, Premium.
Pro	Premium.
Backup Licenses	
Backup Small	Backup Medium and Backup Large
Backup Medium	Backup Large
Trial Licenses - Auto-upgrade at the end of the 30 day trial	
Starter Paid with Trial	Starter
Pro Paid with Trial	Pro

Existing License	Eligible Upgrades
Premium Paid with Trial	Premium

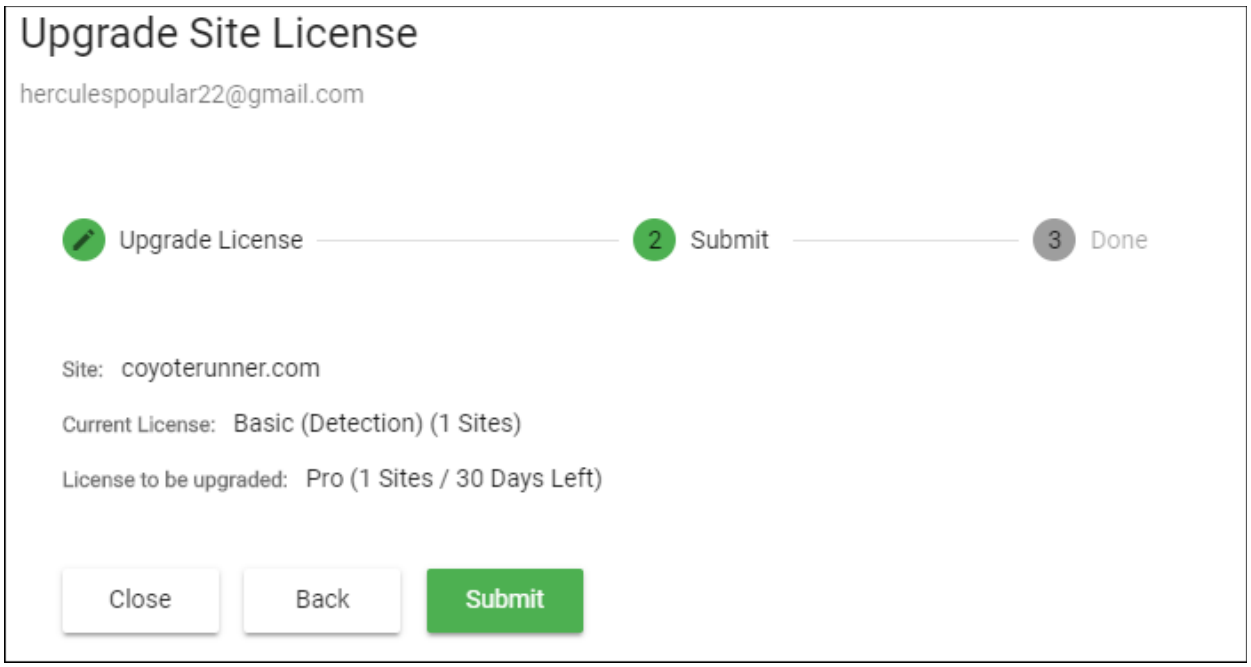
- The customer account should have enough valid, unused licenses for upgrades.

Upgrade a license

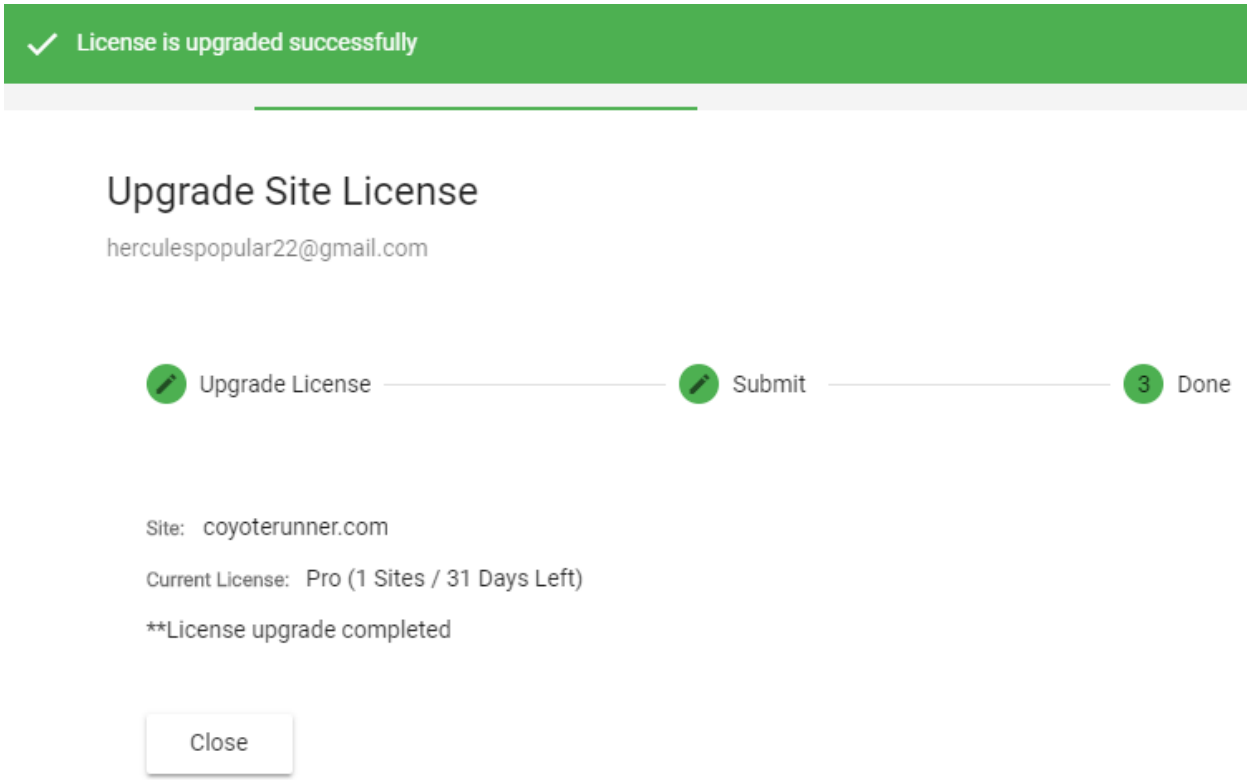
- Open the 'Customer and License Management' tab
- Click on a customer to open their details screen. The screen shows all licenses distributed to the customer.
- Click the 'Upgrade' button in the row of the license you want to upgrade:



- '**License**' drop-down - Choose the license to which you want to upgrade. Click 'Next' when done.

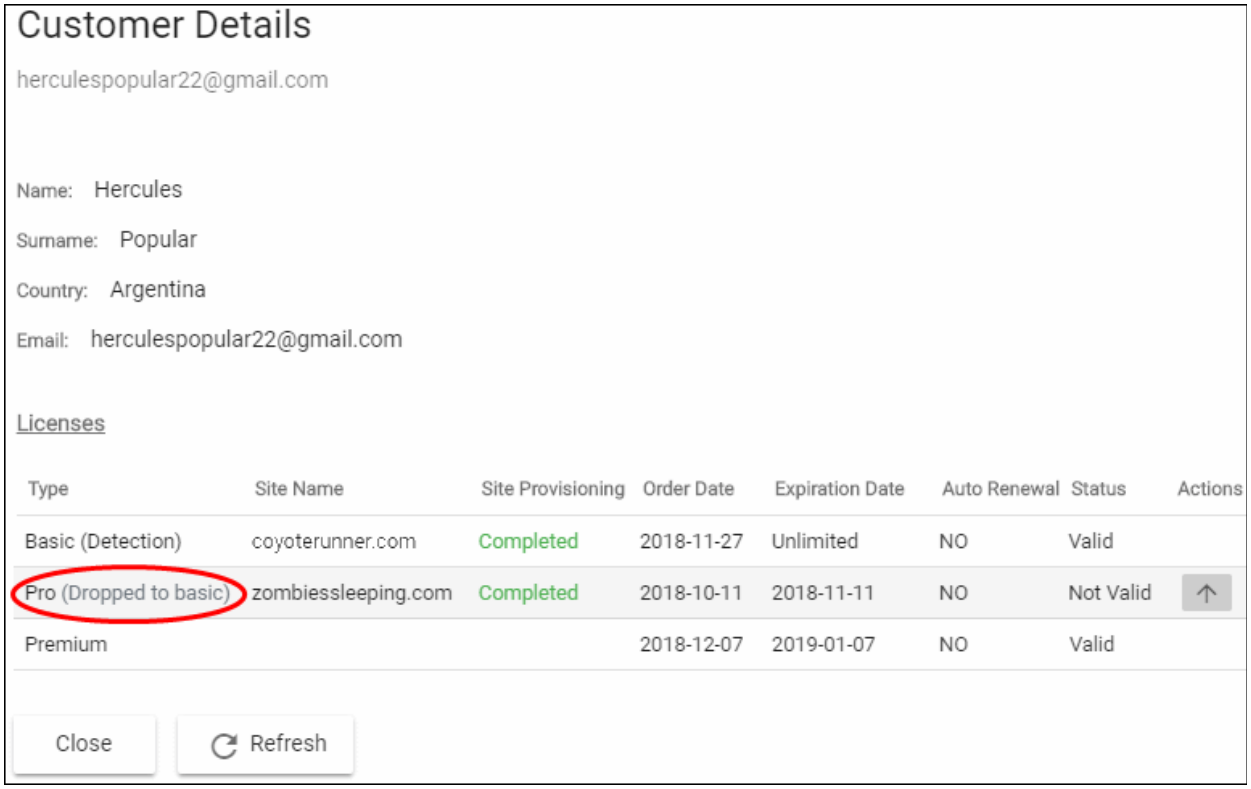


- Click 'Back' to change settings, if required
- Click 'Submit' to apply the license change.



Renew a License

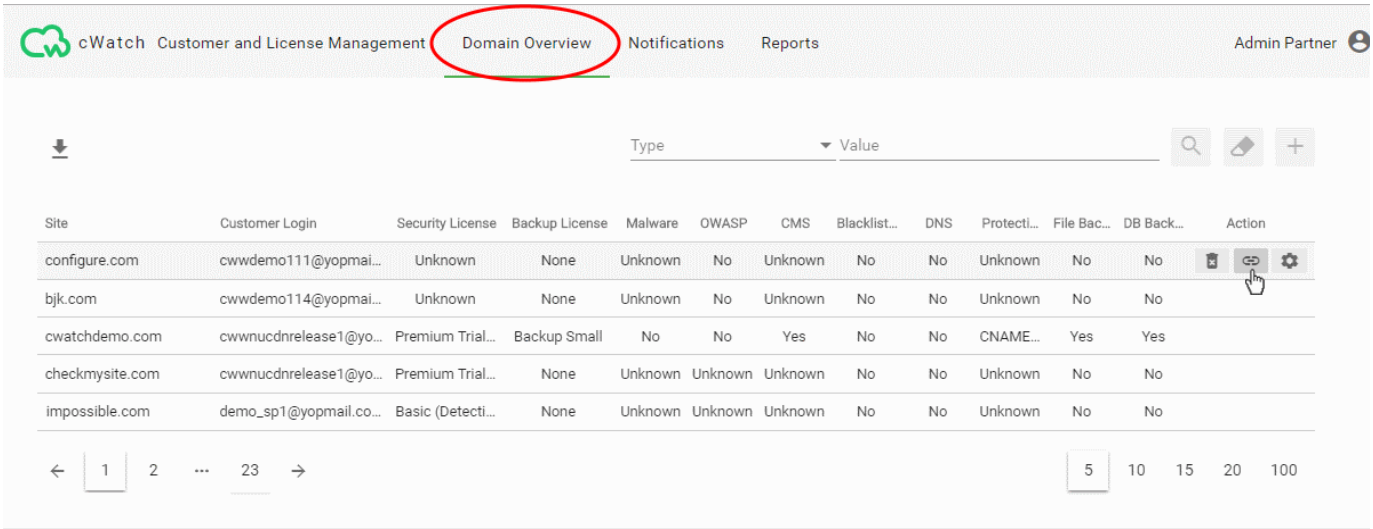
- When a paid license expires, the website is automatically dropped to a free 'Basic' license type:



- You can upgrade the license to another a paid license as required.
- See **upgrading a license** if you want help with this.

Domain Overview

- Click 'Domain Overview' in the top-menu
- The domain overview is a single pane of glass through which you can monitor the health of all customer websites.
- It shows the security status of managed sites, and provides a launchpad from which you can investigate and configure each site's protection
- You can login to a customer's cWatch account from here, 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.



Websites - Column Descriptions	
Column Header	**Descriptions**
Site	The URL of the website
Customer Login	The customer account with which the website is associated
Security License	The type of cWatch security license associated with the domain. • See **Membership Plans** to view the features covered by each license type.
Backup License	The type of cWatch backup license associated with the domain. Storage space and backup/recovery options depend on the license type. • See **Membership Plans** to view the features covered by each license type.
Malware	Whether or not threats were found on the site by the most recent virus scan
OWASP	Whether or not any vulnerabilities in the Open Web Application Security Project (OWASP) top-ten were found by the most recent scan.
CMS	Whether or not any vulnerabilities specific to the content management system (CMS) were found.
Blacklisted	Whether or not the site is present on any lists of dangerous websites. Monitored blackists include Google Safe Browsing, Phishtank and Comodo Valkyrie.
DNS	Whether or not Comodo DNS is enabled on the site. Comodo DNS is required if you want to take advantage of the CDN and WAF services.
Protection	Whether or not CDN protection is enabled.
CDN	The method by which the content delivery network is activated on the site. There are two methods: • CNAME - By changing the domain's authoritative DNS servers to Comodo DNS (CNAME) • CNAME/A Record - By entering 'CNAME' and 'A' records generated for the domain by cWatch, to the site's DNS management page

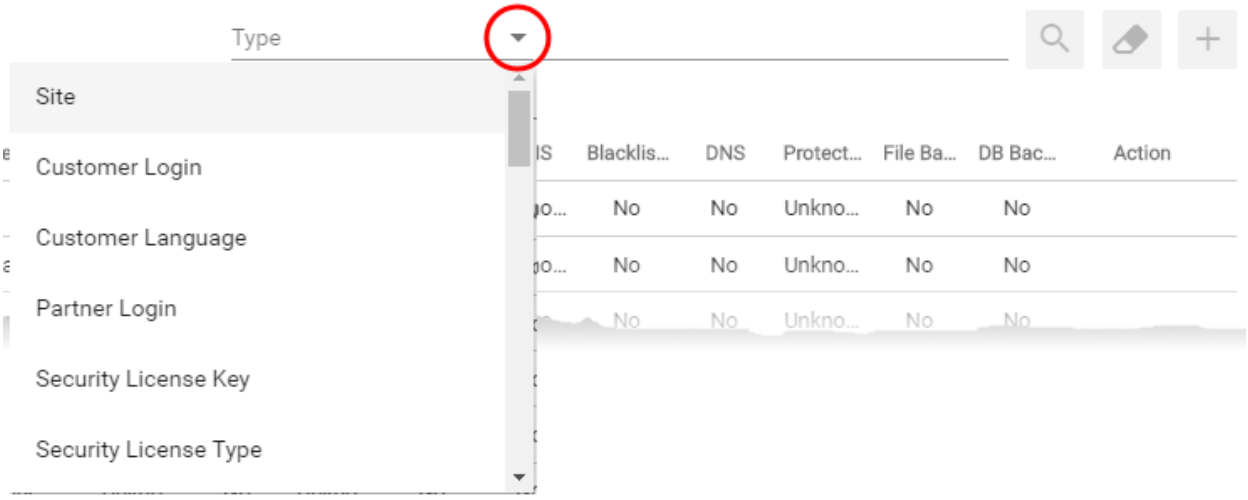
File Backup	Whether or not the website's files and folders are backed up by the cWatch backup service.
DB Backup	Whether or the website's database is backed up by the cWatch backup service.
Actions	Controls to login to the customer portal, configure site malware scans, and remove the site from protection. See the following sections for help with these actions: • **Login to Customer's Account** • **Configure Website for cWatch protection** • **Remove a Website**

See the following sections for more help with the interface:

- **Export websites to CSV file**
- **View domain details of a website**
- **Login to a customer account and manage their websites**
- **Configure a website for cWatch protection**
- **Remove a website**

Filtering Options:

- The fields at top-right let you create custom filters:



  - Select your filter category from the 'Type' drop-down
  - Enter / select your search criteria in the 'Value' filed
  - 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 'Domain Overview' link in the top-menu

The interface 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 'Domain Overview' link in the top-menu

The interface 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 configuring backups 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 'Domain Overview' link in the top-menu

The interface 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 'Domain Overview' link in the top-menu

The interface shows managed websites along with license and scan details.

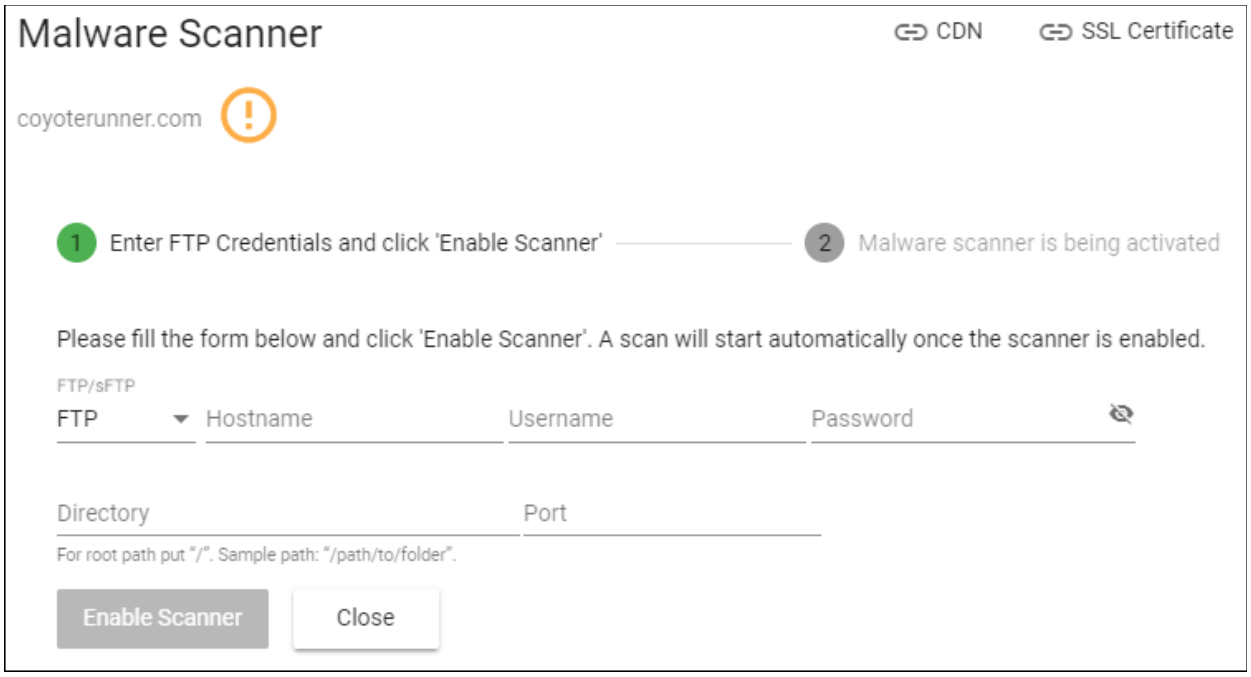
- Identify the website on which you want to activate malware scans.

- Click the gear icon in the 'Actions' column
- Click the 'Malware Scanner' tab at top-right if it is not already open

- Click 'Activate'

The activation wizard starts:

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



  - **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:

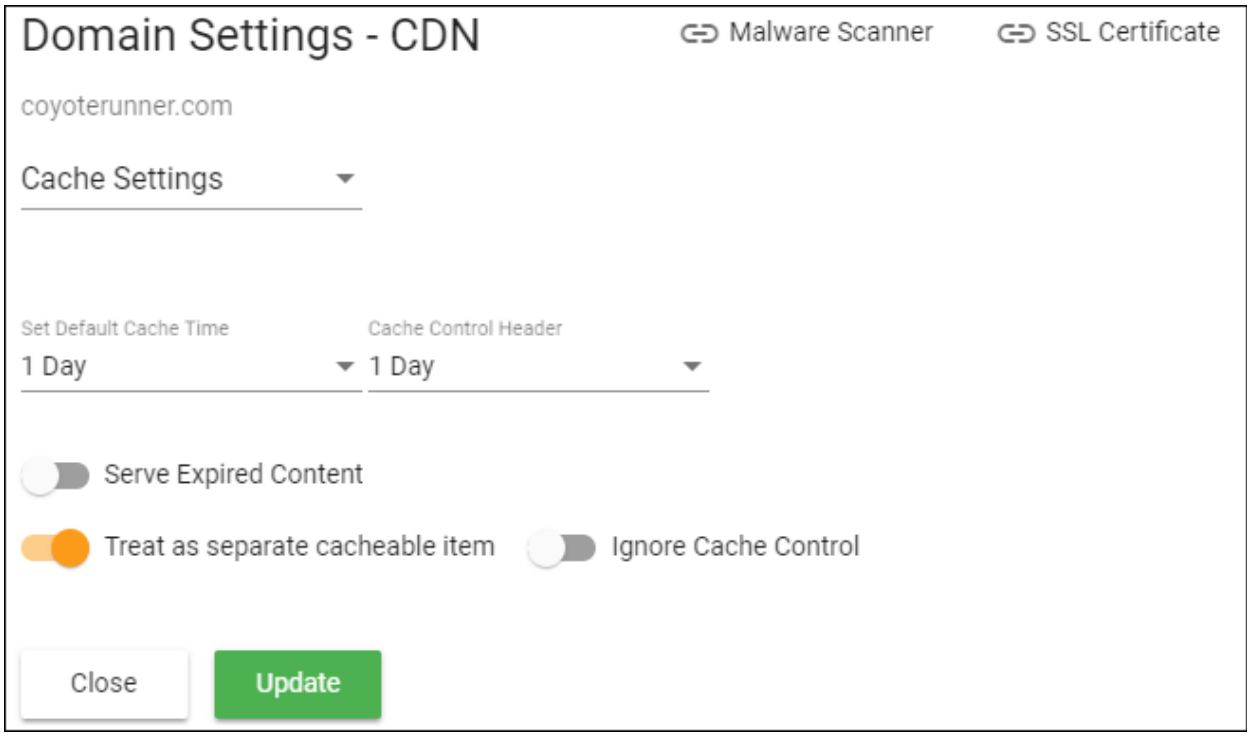
- Accelerate performance by serving site content from data centers closest to your visitor's location.
- Forward event logs to the Comodo CSOC team who will monitor your traffic to identify anomalous behavior and threats.
- Implement Comodo web application firewall protection on your domains. The CSOC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

Configure CDN Settings

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

The interface 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



- **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	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. This is useful if your site's cache control headers (CCH) are not used or ignored by the browser on your visitors computer. **Background Note**: 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.
Cache Control Header	The validity period of the CCH on the end-user's web browser. See 'Background Note' above. This setting lets you control how long cached content should be stored visitor's web browsers.
Serve Expired Content	CDN to delivers expired content when: • The CDN is currently checking the website for updated content • The website is down. Use the switch to enable or disable this option
Treat as separate cacheable item	Web-pages with query string parameters (e.g. '?q=something') will be cached as separate files. This will instruct the CDN to update cached files whenever the original pages are

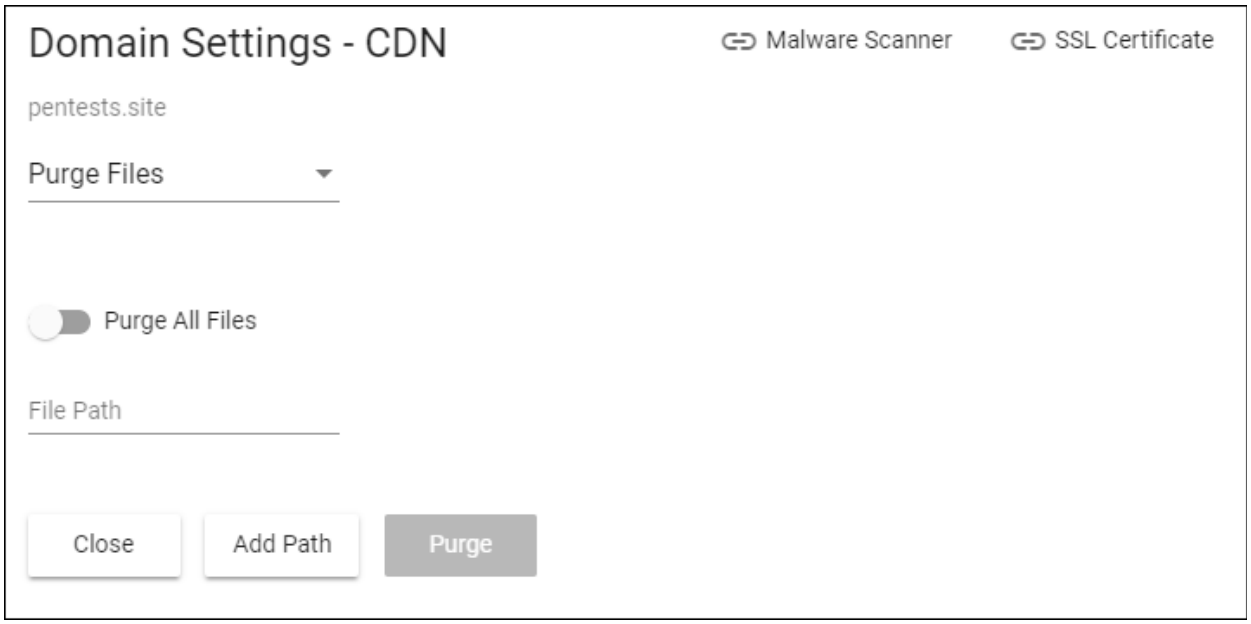
	updated. Use the switch to enable or disable this option
Ignore Cache Control	Visitor's browsers will disregard the time to live (TTL) and header expiry settings of the web-pages. Web browsers will use the 'Set default cache time' setting for the cache time. • Use the switch to enable or disable this option

- 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



Purge CDN Cache on Edge Servers	
Purge All Files	Remove all files from the cache. The CDN is forced to reload the website the next time the files are requested. • Click 'Purge'
Purge Individual Files	Remove specific files from the cache. CDN will reload only those files the next time same files are requested. • Enter the URI of the file in the File Path field • Click the 'Add Path' button to add more file paths • Click 'Purge'

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

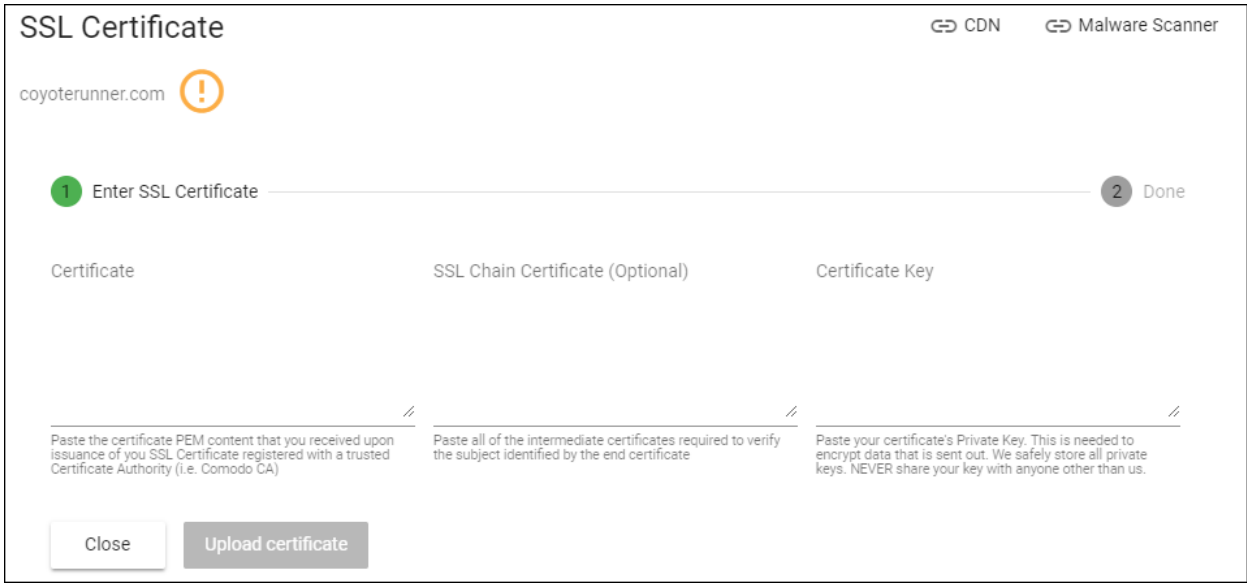
Prerequisite - You should have the certificate and keys ready.

Upload an SSL certificate of a website

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

The interface shows managed websites along with license and scan details.

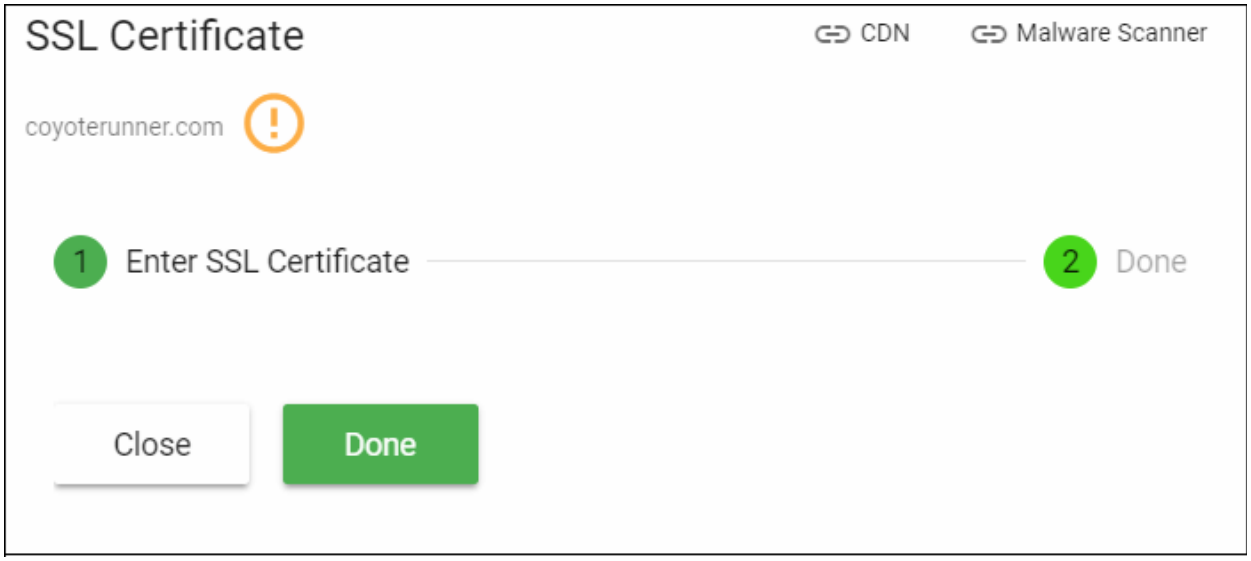
- Identify the website you want to manage.
- Click the gear icon in the 'Actions' column
- Click the 'SSL Certificate' tab at top-right



SSL Certificate Settings - Table of Parameters	
Parameter	**Description**
Certificate	Paste the content of your certificate. For example, the content you are looking for is something like this: -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGEwJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXDTA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAgTAlBOMQswCQYDVQQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTAlVOMRQwEgYDVQQDEwtIZXJvbmcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBewKE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcgMtcLFuQTWDl3RAgMBAAGj

	gbEwga4wHQYDVR0OBBYEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdIwR4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQQGEwJDTjELMAkGA1UE CBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECxMCVU4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIhvcNAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVwFWUQOmsPue9rZBgO -----END CERTIFICATE-----
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'



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

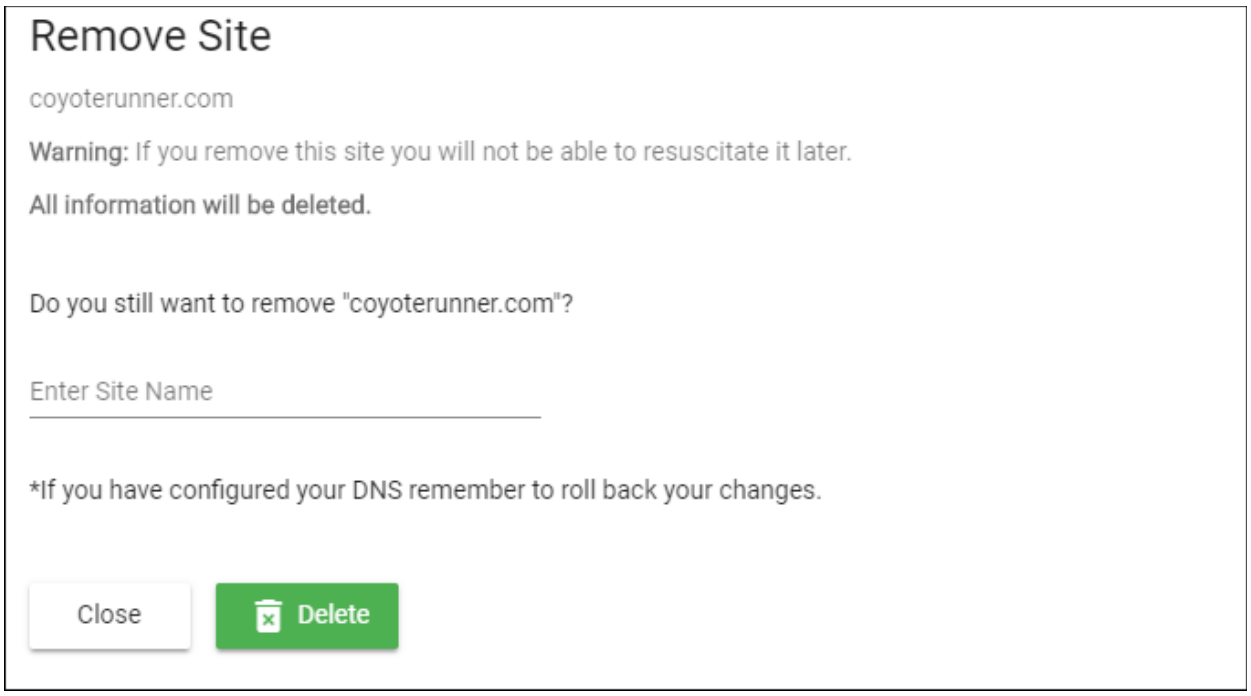
Remove a website

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

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

The interface shows managed websites along with license and scan details.

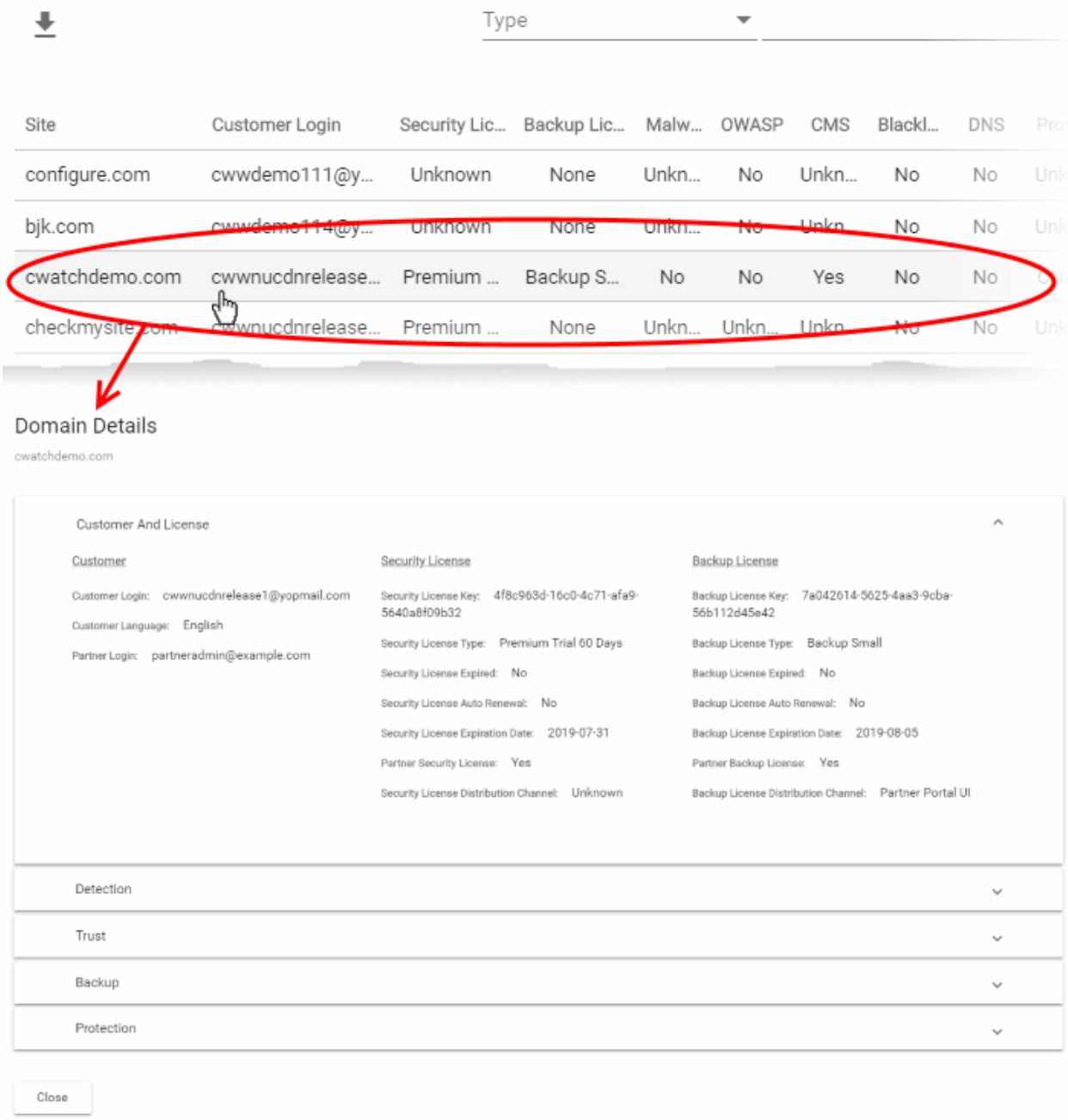
- Identify the website you want to manage.
- Click the trash can button in the 'Actions' column
- A confirmation screen appears:



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

View Domain Details of a Website

- Click the 'Domain Overview' tab
- Click on the domain whose details you want to view:



The 'Domain Details' screen has five tabs:

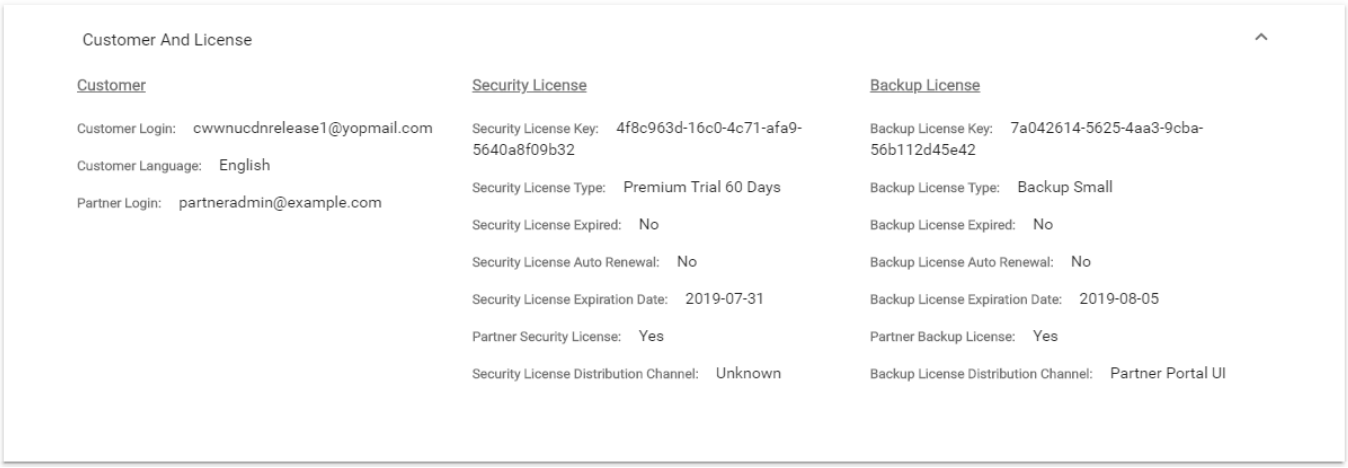
- **Customer and License** - Customer login, language and license details.
- **Detection** - Results of the most recent malware, vulnerability and reputation scans.
- **Trust** - SSL certificate used by the site. Trust seal configuration
- **Backup** - Backup configuration on the site
- **Protection** - CDN, WAF and DNS configuration

Customer and License

- Click the 'Customer and License' tab (if it is not already open)

Domain Details

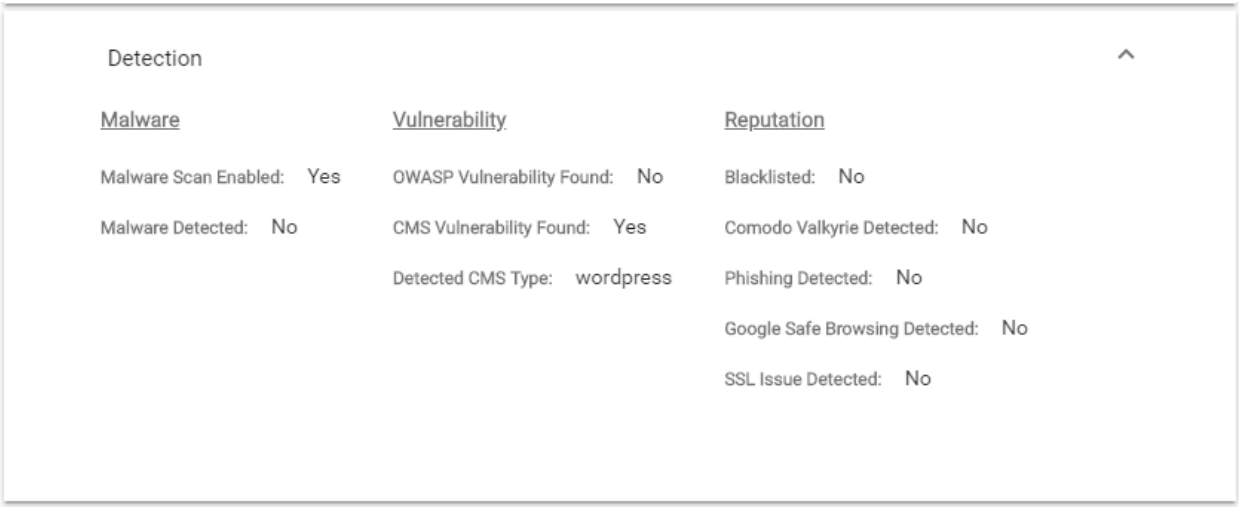
cwatchdemo.com



- **Customer** - Details of the customer account with which the domain is associated.
- **Security License** -The protection features applied to the site depends on the license type.
- **Backup License** - Storage space and backup / restore options depend on the license type.
    - You can upgrade the security and backup licenses from the 'Customer and License Management' screen. See **View Customer Details and Licenses** for help with this.

Detection

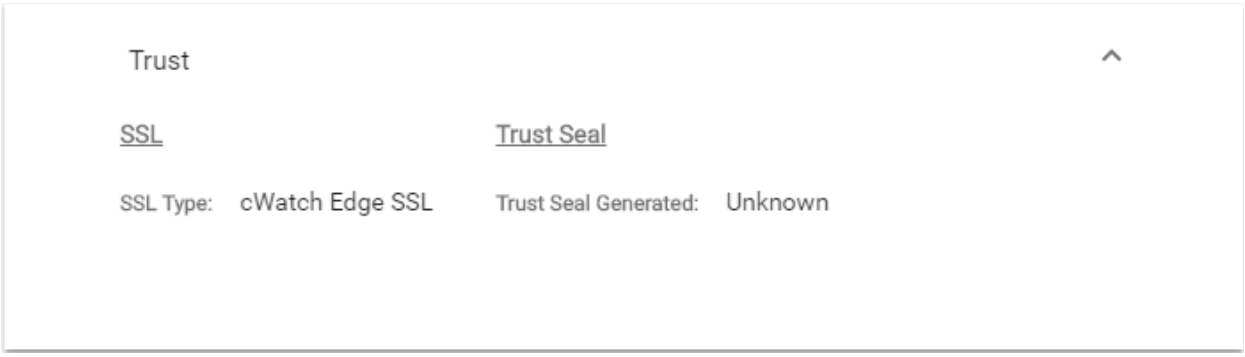
- Click the 'Detection' tab



- **Malware** - Whether malware scanner is activated on the website and the result of the most recent malware scan.
    - You can enable the malware scanner for a domain in the 'Domain Overview' interface.
    - See **Activate Malware Scanner for a Website** in **Domain Overview** for more details.
- **Vulnerability** - The results of the most recent OWASP and CMS vulnerability scans run on the website.
    - You can configure OWASP and CMS vulnerability scans on a domain in the customer portal.
    - See **Login to a Customer Account and Manage their Websites** in **Domain Overview** if you need help on logging-in to the customer portal.
    - See **https://help.comodo.com/topic-285-1-848-11492-Comodo-Vulnerability-Scans.html** for guidance on running or scheduling vulnerability scans.
- **Reputation** - The trustworthiness of the site according to key security indicators.

Trust

- Click the 'Trust' tab

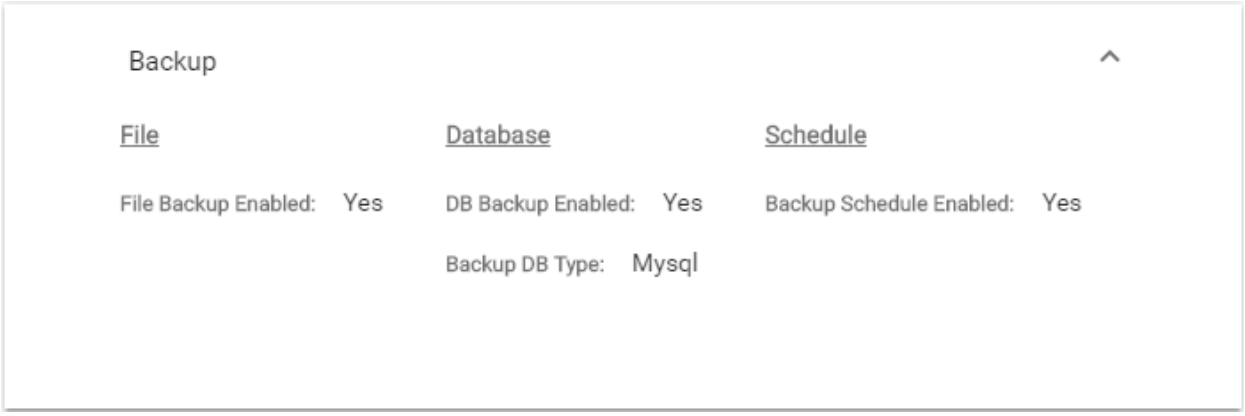


- **SSL** - The type of SSL certificate used by the domain. There are two types:
  - **Self SSL** - The CDN edge servers use a copy of the domain's own security certificate.
  - **cWatch Edge SSL** - The CDN edge servers use a complimentary SSL certificate from Comodo/Sectigo.

  Using the domain's own SSL certificate provides end-to-end encryption, that is from the customer's server (where the website is hosted) and the website visitor. The complimentary SSL certificate only encrypts traffic between the CDN server and the website visitors.
  - You can upload a domain's SSL certificate from the 'Domain Overview' interface
  - See **Upload an SSL certificate for a Website** in **Domain Overview** for help with this.
- **Trust Seal** - Whether trust seal is configured for the website
  - The 'Trust Seal' is a badge that your customers can put on their website to prove the site is malware-free and enjoys 24/7 threat protection.
  - This reassures end-users that the site is safe, helping to build the trust so often needed to convert visitors into paying customers.
  - There are two types of trust seal:
    - '**Malware Free**' - Displays if the site is not blacklisted and has no malware.
    - '**Protected**' - Displays if the site is not blacklisted, has no malware, and both the CDN and Web Application Firewall (WAF) are active.
  - You can configure trust seal for a domain in the customer portal.
    - See **Login to a Customer Account and Manage their Websites** in **Domain Overview** if you need help on logging-in to the customer portal.
    - See **https://help.comodo.com/topic-285-1-848-13683-Add-Trust-Seal-to-your-Websites.html** for guidance on placing the trust seal on a website

Backup

- Click the 'Backup' tab



- **File** - Whether website files backup is activated for the domain
- **Database** - Whether website database backup is activated for the domain and kind of database backup used.
- **Schedule** - Whether a backup schedule has been configured for the website

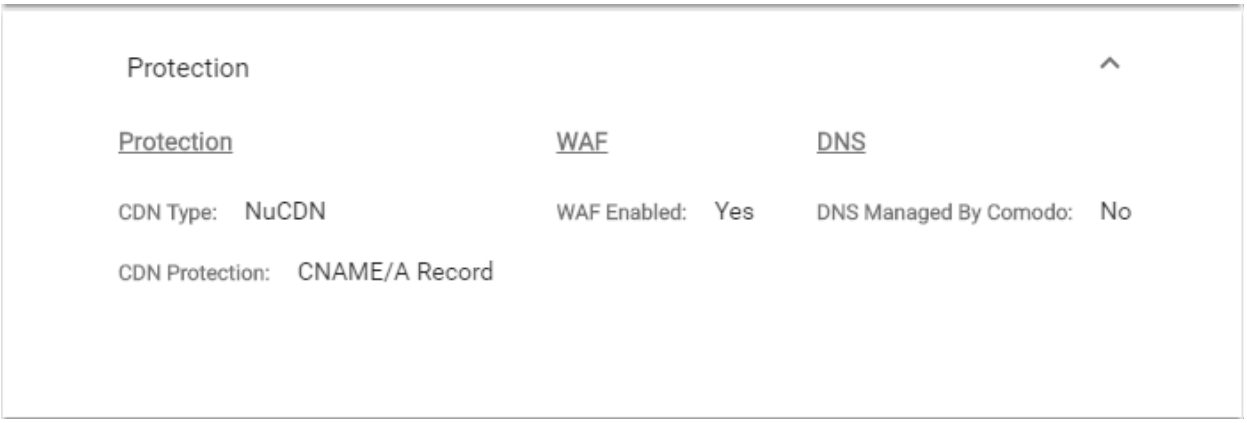
Background Note:

- cWatch backup is a robust disaster recovery solution which automatically creates a backup of the website and website database at regular intervals.
- Using state of the art storage and security technologies, the service lets your customers quickly and easily restore their sites in the event of catostrophic data loss.
- cWatch backup requires a separate license for each domain.
  - See **Distribute and Manage Licenses** for help to provision backup licenses to your customers
  - See **Associate Backup License to a Website** for help to add a backup license to a domain

- You can configure backup options and schedule in the customer portal.
  - See **Login to a Customer Account and Manage their Websites** in **Domain Overview** if you need help on logging-in to the customer portal.
  - See **https://help.comodo.com/topic-285-1-848-15272-Back-up-your-Website.html** for the backup guide

Protection

- Click the 'Protection' tab



- **Protection** - The type of content delivery network (CDN) and the method by which CDN is activated on the domain

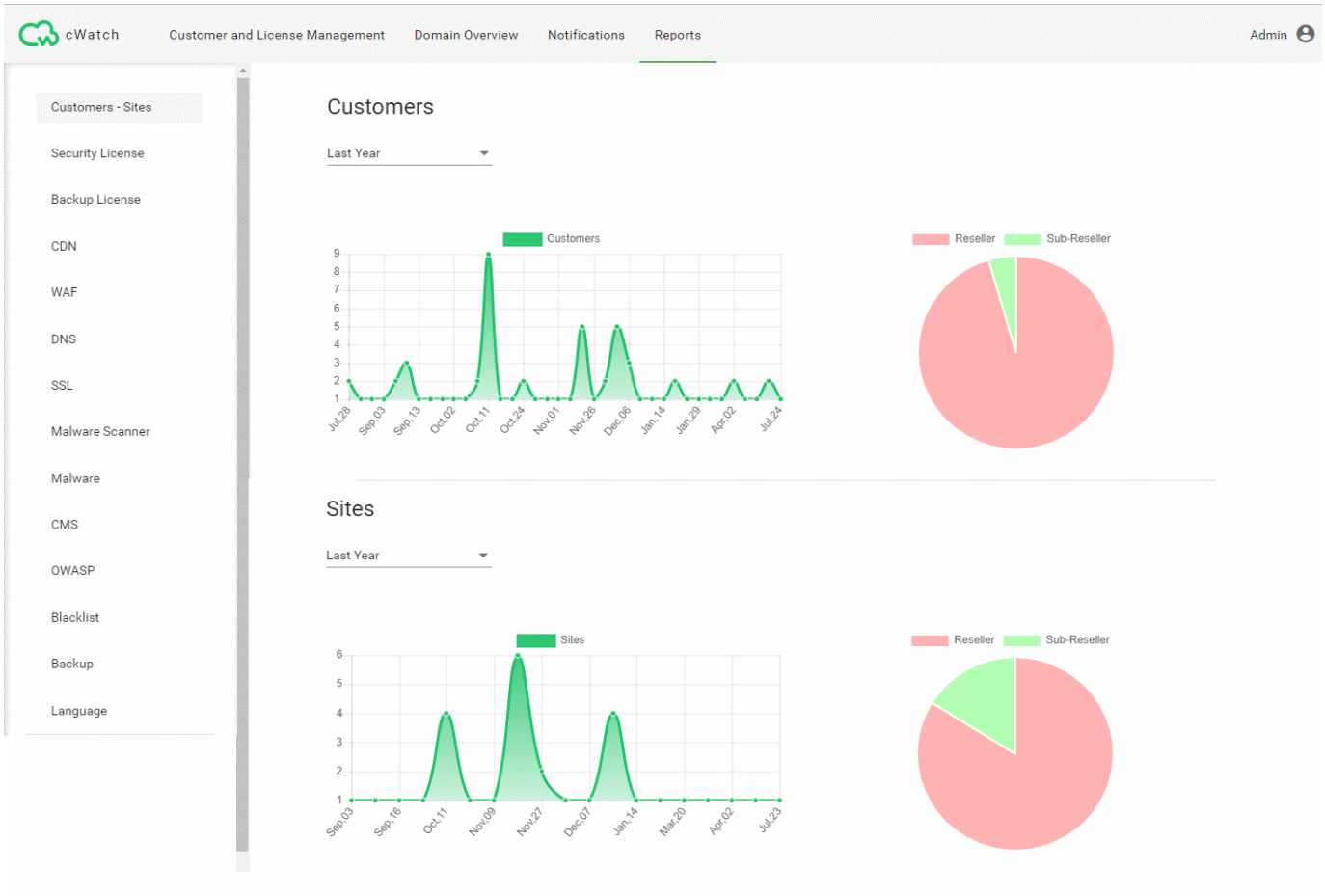
There are two methods:

- CNAME - By changing the domain's authoritative DNS servers to Comodo DNS (CNAME)
- CNAME/A Record - By entering 'CNAME' and 'A' records generated for the domain by cWatch, to the site's DNS management page

- **WAF** - Whether the web application firewall is activated for the domain.
- **DNS** - Whether the website is configured to use DNS managed by Comodo.
  - You can configure CDN and WAF settings for a domain in the 'Domain Overview' interface.
  - See **Configure a website for cWatch Protection** in **Domain Overview** for more details.

View cWatch Reports

- Click 'Reports' in the top-menu
- cWatch can generate a wide variety of reports on customer sites that you have added to your account.
- Reports include license distribution, features enabled, malware activity, backup progress, and more



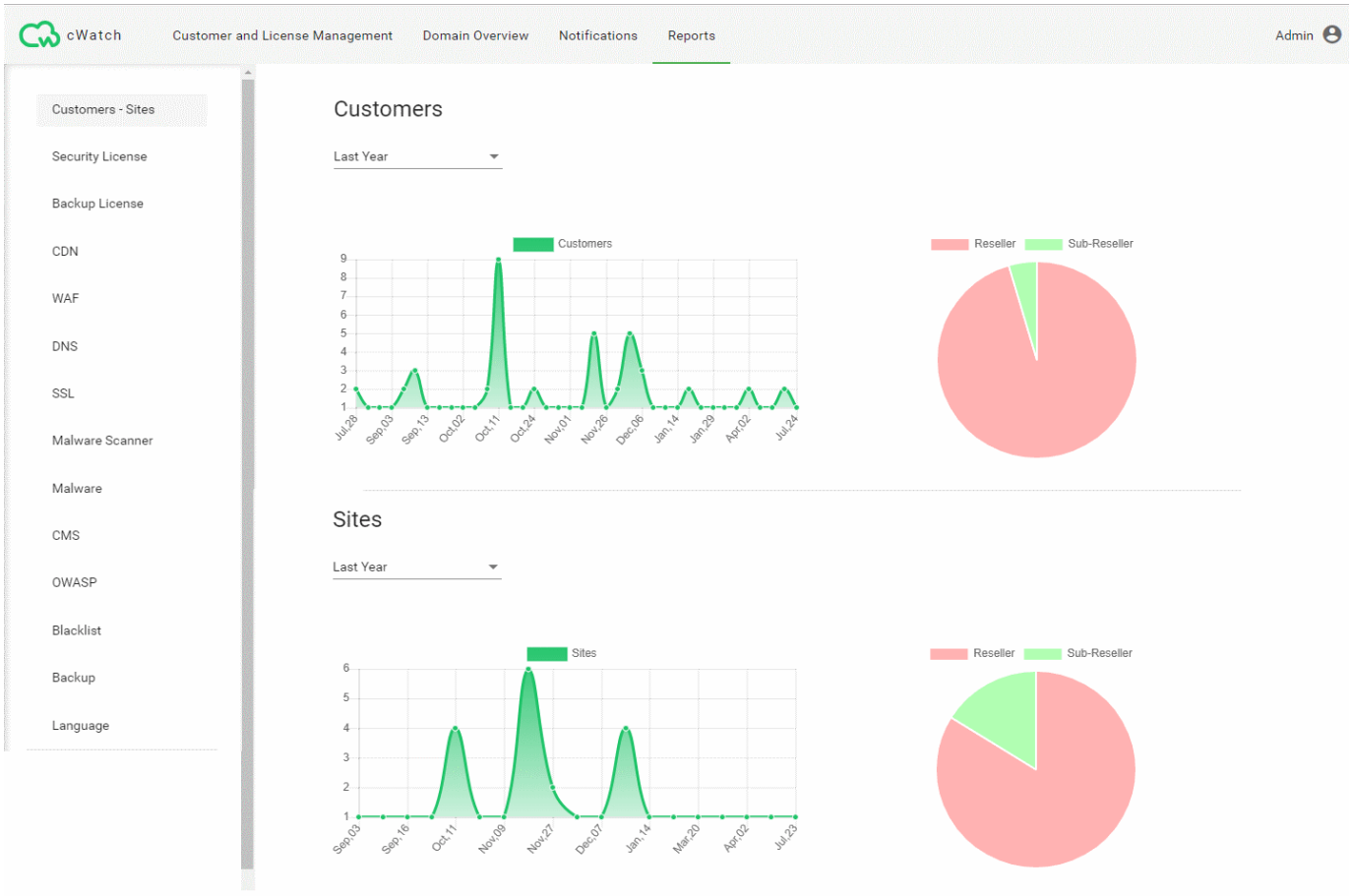
The following types of report are available:

- **Customers - Sites** - Customers and domains added to your account
- **Security License** - The usage of different cWatch license types on your domains
- **Backup License** - The usage of of different backup license types on your domains
- **CDN** - Domains by activation of the content delivery network
- **WAF** - Domains by activation of the web application firewall

- **DNS** - Domains by activation of the domain name system service
- **SSL** - Domains by security certificate activation
- **Malware Scanner** - Domains which have malware scanning enabled
- **Malware** - Domains upon which malicious items were found
- **CMS** - Domains that have vulnerabilities specific to content management systems
- **OWASP** - Domains that have a top-10 vulnerability from the Open Web Application Security Project
- **Blacklist** - Domains that have been marked as suspicious by a blacklisting organization (e.g. Spamhaus)
- **Backup** - Domains on which the backup service has been activated
- **Language** - Breakdown of domains based on languages

Customers - Sites

- Click 'Reports' in the top-menu
- Click 'Customers -Sites' on the left



Customers

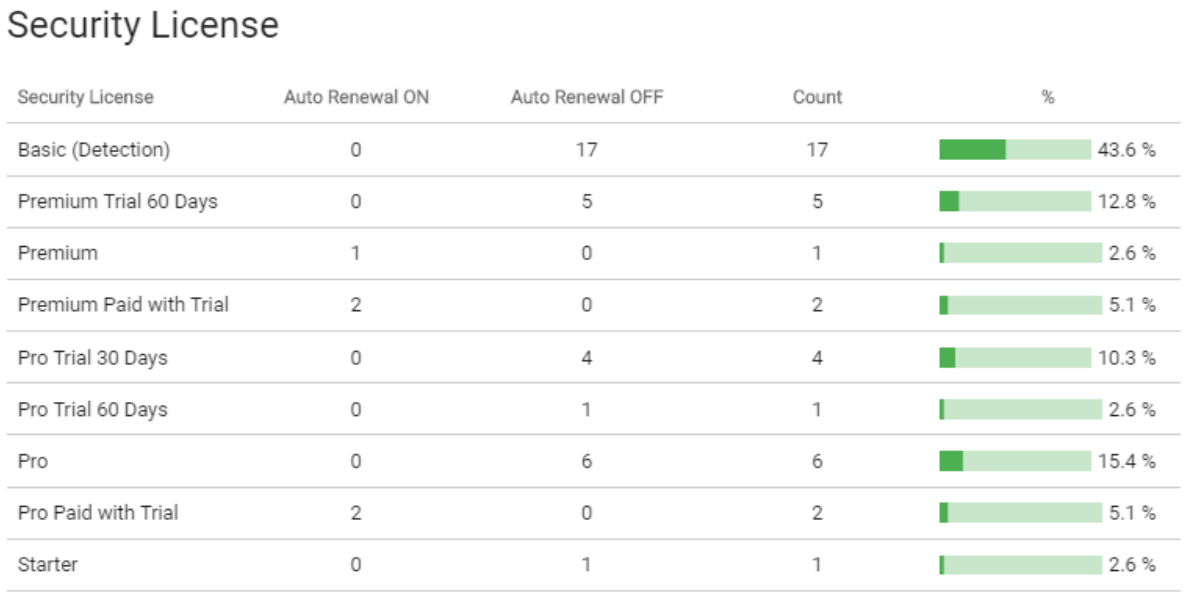
- Select the time period from the drop-down at the top left
- The graph shows the numbers of customers added at different dates within the selected period
  - Place your mouse over a date to view the number of customers added on that day
- The pie-chart shows the comparison of numbers of customers added to your account and your sub-resellers' accounts
  - Place your mouse over a sector to view the numbers of customers added to that account

Sites

- Select the time period from the drop-down at the top left
- The graph shows the numbers of websites added at different dates within the selected period
  - Place your mouse over a date to view the number of sites added on that day
- The pie-chart shows the comparison of numbers of websites added to your account and your sub-resellers' accounts
  - Place your mouse over a sector to view the numbers of sites added to that account

Security License

- Click 'Reports' in the top-menu
- Click 'Security License' on the left
- The 'Security License' report shows the numbers of domains that use different license types



Security License

Security License	Auto Renewal ON	Auto Renewal OFF	Count	%
Basic (Detection)	0	17	17	43.6 %
Premium Trial 60 Days	0	5	5	12.8 %
Premium	1	0	1	2.6 %
Premium Paid with Trial	2	0	2	5.1 %
Pro Trial 30 Days	0	4	4	10.3 %
Pro Trial 60 Days	0	1	1	2.6 %
Pro	0	6	6	15.4 %
Pro Paid with Trial	2	0	2	5.1 %
Starter	0	1	1	2.6 %

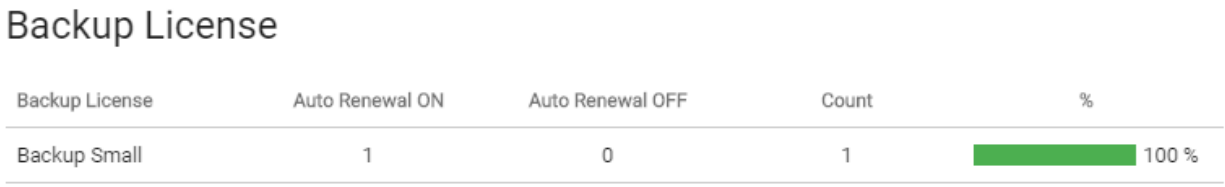
Security License Report - Column Descriptions	
Column Header	**Descriptions**
Security License	The type of cWatch license
Auto renewal ON	Number of domains with this license type that have auto-renewal enabled
Auto renewal OFF	Number of domains with this license type that do not have auto-renewal enabled
Count	Total number of domains with the license type
%	The percentage of domains using the license type with respect to the total number of domains enrolled to your account

- Click a license type row to view the list of domains in the 'Domain Overview' interface.
- See **Domain Overview** for more details.
- You can upgrade license associated with a domain from the 'Customer and License Management ' interface. See **View Customer Details and Licenses** for help with this.

Backup License

- Click 'Reports' in the top-menu

- Click 'Backup License' on the left
- The 'Backup License' report shows the numbers of domains that use different backup license types

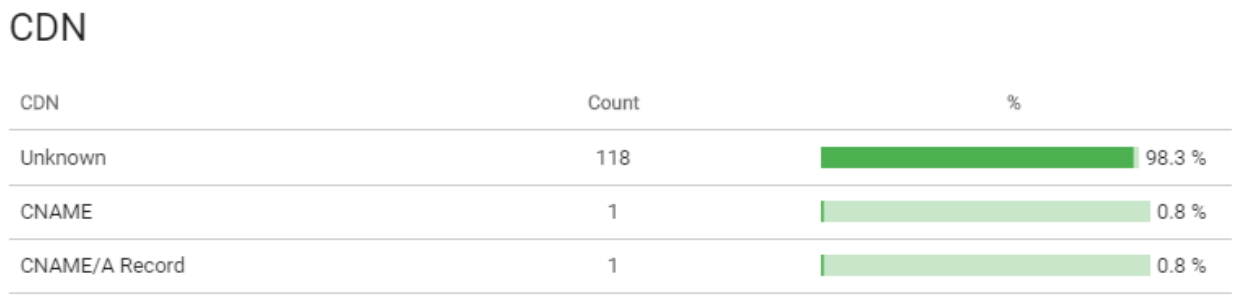


Backup License Report - Column Descriptions	
Column Header	**Descriptions**
Backup License	The type of backup license
Auto renewal ON	Number of domains with this license type that have auto-renewal enabled
Auto renewal OFF	Number of domains with this license type that do not have auto-renewal enabled
Count	Total number of domains with the license type
%	The percentage of domains using the license type with respect to the total number of domains activated with backup licenses.

- Click a license type row to view the list of domains in the 'Domain Overview' interface.
- See **Domain Overview** for more details.
- You can upgrade or renew backup license associated with a domain from the 'Customer and License Management ' interface. See **View Customer Details and Licenses** for help with this.

CDN

- Click 'Reports' in the top-menu
- Click 'CDN' on the left
- The 'CDN' report shows the numbers of domains that activated with content delivery network (CDN) service.



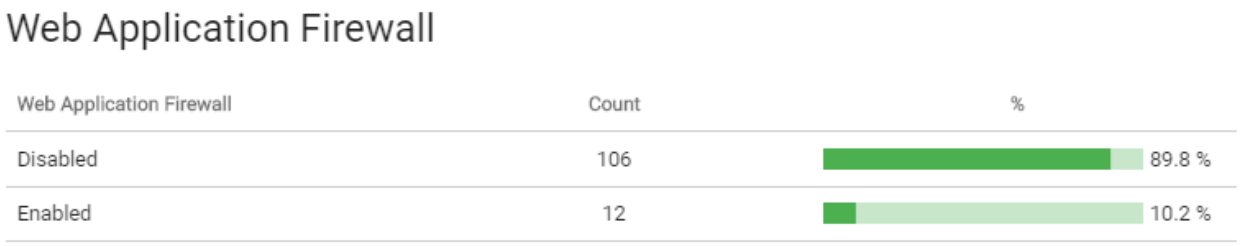
CDN Report - Column Descriptions	
Column Header	**Descriptions**
CDN	The method by which the content delivery network is activated on your sites.

	There are two methods: • CNAME - By changing the domain's authoritative DNS servers to Comodo DNS (CNAME) • CNAME/A Record - By entering 'CNAME' and 'A' records generated for the domain by cWatch, to the site's DNS management page
Count	Number of domains using the CDN with the named activation method
%	The percentage of domains using the activation type with respect to the total number of domains associated with your account.

- Click a CDN type row view the list of domains using the type in the 'Domain Overview' interface.
- You can activate CDN for domains from the 'Domain Overview' interface.
- See **Configure CDN Cache Management Settings for a site** in **Domain Overview** for more details.

WAF

- Click 'Reports' in the top-menu
- Click 'WAF' on the left
- The 'WAF' report shows the statistics of domains based on activation of the web application firewall (WAF) service.



WAF Report - Column Descriptions	
Column Header	**Descriptions**
Web Application Firewall	The status of WAF activation - enabled or disabled
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click a WAF status row to view the list of domains in which WAF is enabled or disabled in the 'Domain Overview' interface.
- See **Domain Overview** for more details.

DNS

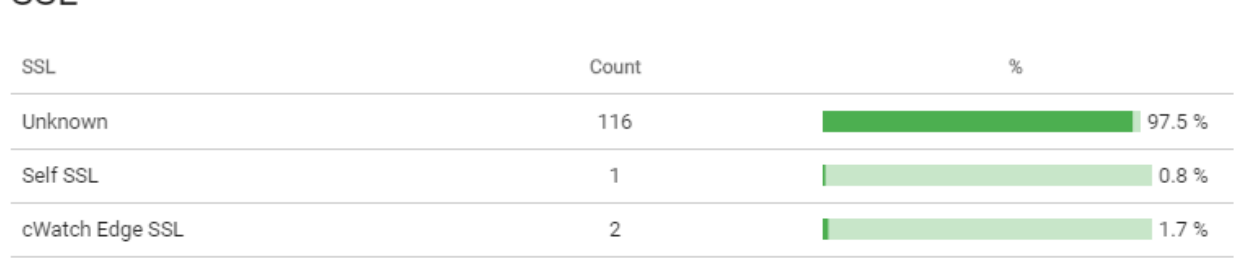
- Click 'Reports' in the top-menu
- Click 'DNS' on the left
- The 'DNS' report shows the statistics based on usage of Comodo DNS service by the enrolled domains.

DNS Report - Column Descriptions	
Column Header	**Descriptions**
DNS	Whether or not the DNS service is managed by Comodo
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click a DNS row to view the list of domains whose DNS services are managed / not managed by Comodo, in the 'Domain Overview' interface.
- See **Domain Overview** for more details.
- You can enable Comodo DNS service for a domain while adding it. See **Configure Customer Websites** for more details.

SSL

- Click 'Reports' in the top-menu
- Click 'SSL' on the left
- The 'SSL' report shows the statistics based on usage of SSL certificates deployed for the domains.



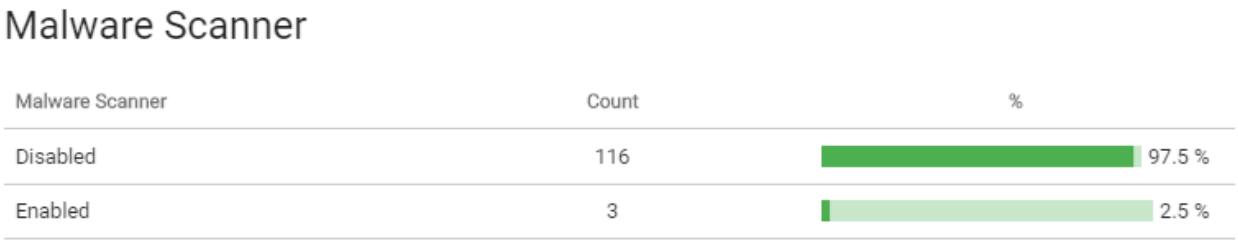
SSL Report - Column Descriptions	
Column Header	**Descriptions**
SSL	The type of SSL certificate used by the domain. There are two types: • Self SSL - The CDN edge servers use a copy of the domain's own security certificate. • cWatch Edge SSL - The CDN edge servers use a complimentary SSL certificate from Comodo/Sectigo. Using the domain's own SSL certificate provides end-to-end encryption, that is from the customer's server (where the website is hosted) and the website visitor. The

	complimentary SSL certificate only encrypts traffic between the CDN server and the website visitors.
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click an SSL type row to view the list of domains that use their own or complimentary SSL certificate in the 'Domain Overview' interface.
- You can upload a domain's SSL certificate from the 'Domain Overview' interface
- See **Upload an SSL certificate for a Website** in **Domain Overview** for help with this.

Malware Scanner

- Click 'Reports' in the top-menu
- Click 'Malware Scanner' on the left
- The 'Malware Scanner' report shows the statistics of domains based on activation of the malware scanner service.

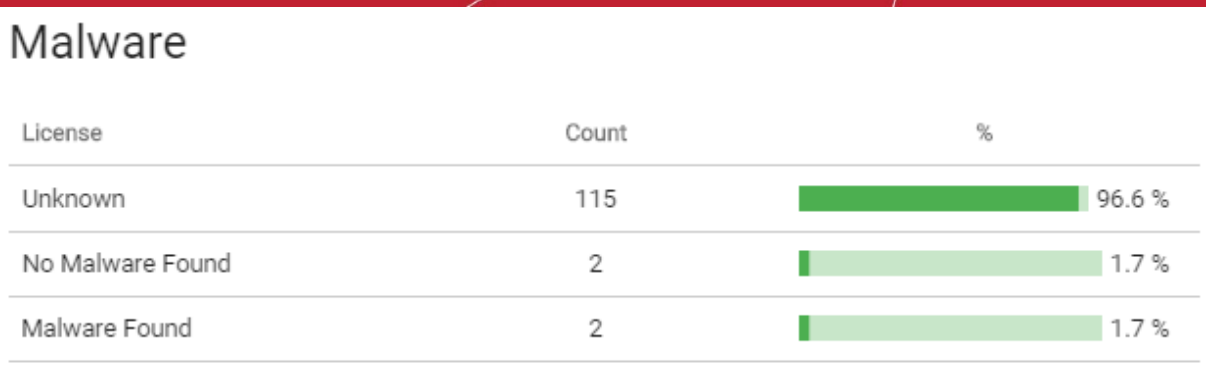


Malware Scanner Report - Column Descriptions	
Column Header	**Descriptions**
Web Application Firewall	Status of malware scanner activation - enabled or disabled
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click either row to view the actual domains in the category.
- You can enable the malware scanner for a domain in the 'Domain Overview' interface.
- See **Activate Malware Scanner for a Website** in **Domain Overview** for more details.

Malware

- Click 'Reports' in the top-menu
- Click 'Malware' on the left
- The 'Malware' report shows the statistics based on domains identified with malware.

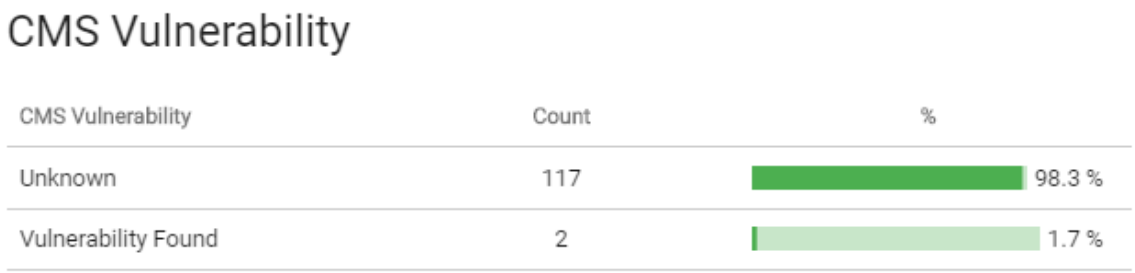


Malware Report - Column Descriptions	
Column Header	**Descriptions**
License	Whether malware is found or not.
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click any row to view the actual domains in the category.
- You can enable the malware scanner for a domain in the 'Domain Overview' interface.
- See **Activate Malware Scanner for a Website** in **Domain Overview** for more details.

CMS

- Click 'Reports' in the top-menu
- Click 'CMS' on the left
- The CMS report shows the statistics based on domains identified with vulnerabilities in their content management system (CMS).

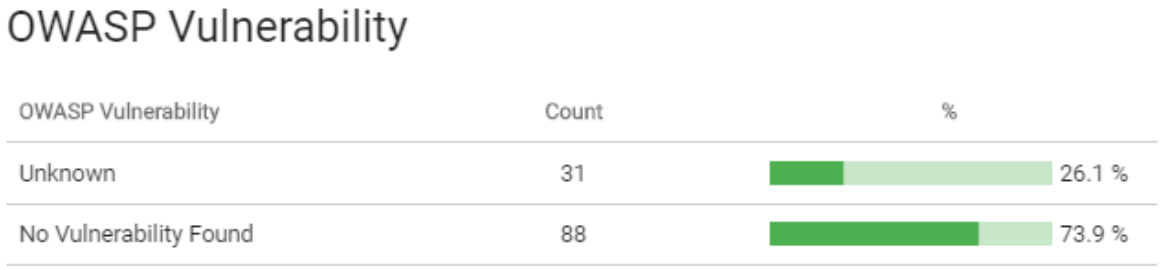


CMS Report - Column Descriptions	
Column Header	**Descriptions**
CMS Vulnerability	Whether vulnerability is found or not.
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click any row to view the actual domains in the category.
- You can configure CMS vulnerability scans on a domain in the customer portal.
    - See **Login to a Customer Account and Manage their Websites** in **Domain Overview** if you need help on logging-in to the customer portal.
    - See **https://help.comodo.com/topic-285-1-848-11012-CMS-Vulnerability-Scans.html** for guidance on running or scheduling CMS vulnerability scans.

OWASP

- Click 'Reports' in the top-menu
- Click 'OWASP' on the left
- This report shows domains which have a vulnerability in the Open Web Application Security Project (OWASP) top-ten.



OWASP Report - Column Descriptions	
Column Header	**Descriptions**
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click any row to view the actual domains in the category.
- You can configure OWASP scans on a domain in the customer portal.
    - See **Login to a Customer Account and Manage their Websites** in **Domain Overview** if you need help on logging-in to the customer portal.
    - See **https://help.comodo.com/topic-285-1-848-12470-OWASP-Top-10-Vulnerability-Scans.html** for guidance on running or scheduling CMS vulnerability scans.

Blacklist

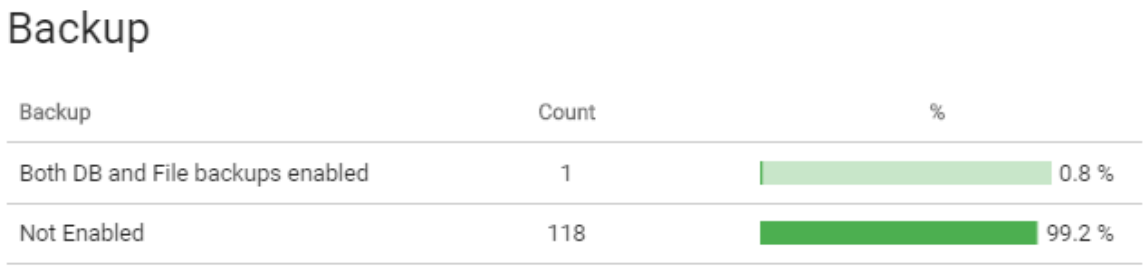
- Click 'Reports' in the top-menu
- Click 'Blacklist' on the left
- cWatch checks long-established blacklists of dangerous websites including 'Google Safe Browsing' and 'Phishtank' to identify whether the managed domains are blacklisted.
- The 'Blacklist' report shows the statistics based on domains identified as blacklisted.

Blacklist Report - Column Descriptions	
Column Header	**Descriptions**
Blacklisted	Whether blacklisted or not.
Count	Number of domains
%	The percentage of domains with respect to the total number of domains associated with your account.

- Click any row to view the actual domains in the category.
  - See **Domain Overview** for more details.

Backup

- Click 'Reports' in the top-menu
- Click 'Backup' on the left
- The 'Backup' report shows the numbers of domains that activated for website and database backup.



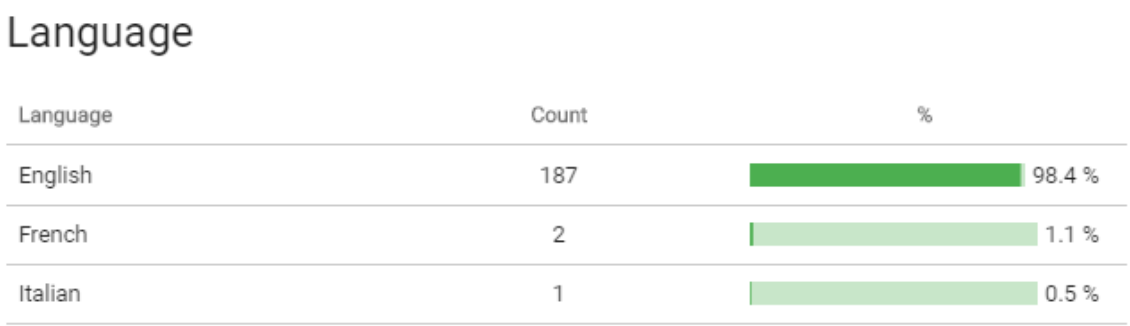
Backup Report - Column Descriptions	
Column Header	**Descriptions**
Backup	The backup type. There are three types: • File backup - Domains on which only the website itself is backed-up • DB backup - Domains on which only the site's database is backed-up • Both DB and File backup - Domains on which both file and database are backed-up • Not enabled - The backup service has not been activated
Count	Number of domains in this category.
%	The percentage of domains using the activation type with respect to the total number of domains associated with your account.

Background Note:

- cWatch backup is a robust disaster recovery solution which automatically creates a backup of the website and website database at regular intervals.
- Using state of the art storage and security technologies, the service lets your customers quickly and easily restore their sites in the event of catostrophic data loss.
- cWatch backup requires a separate license for each domain.
  - See **Distribute and Manage Licenses** for help to provision backup licenses to your customers
  - See **Associate Backup License to a Website** for help to add a backup license to a domain
- See **https://help.comodo.com/topic-285-1-848-15272-Back-up-your-Website.html** for the backup guide.

Language

- Click 'Reports' in the top-menu
- Click 'Language' on the left
- This report shows the languages used on your customer's domains

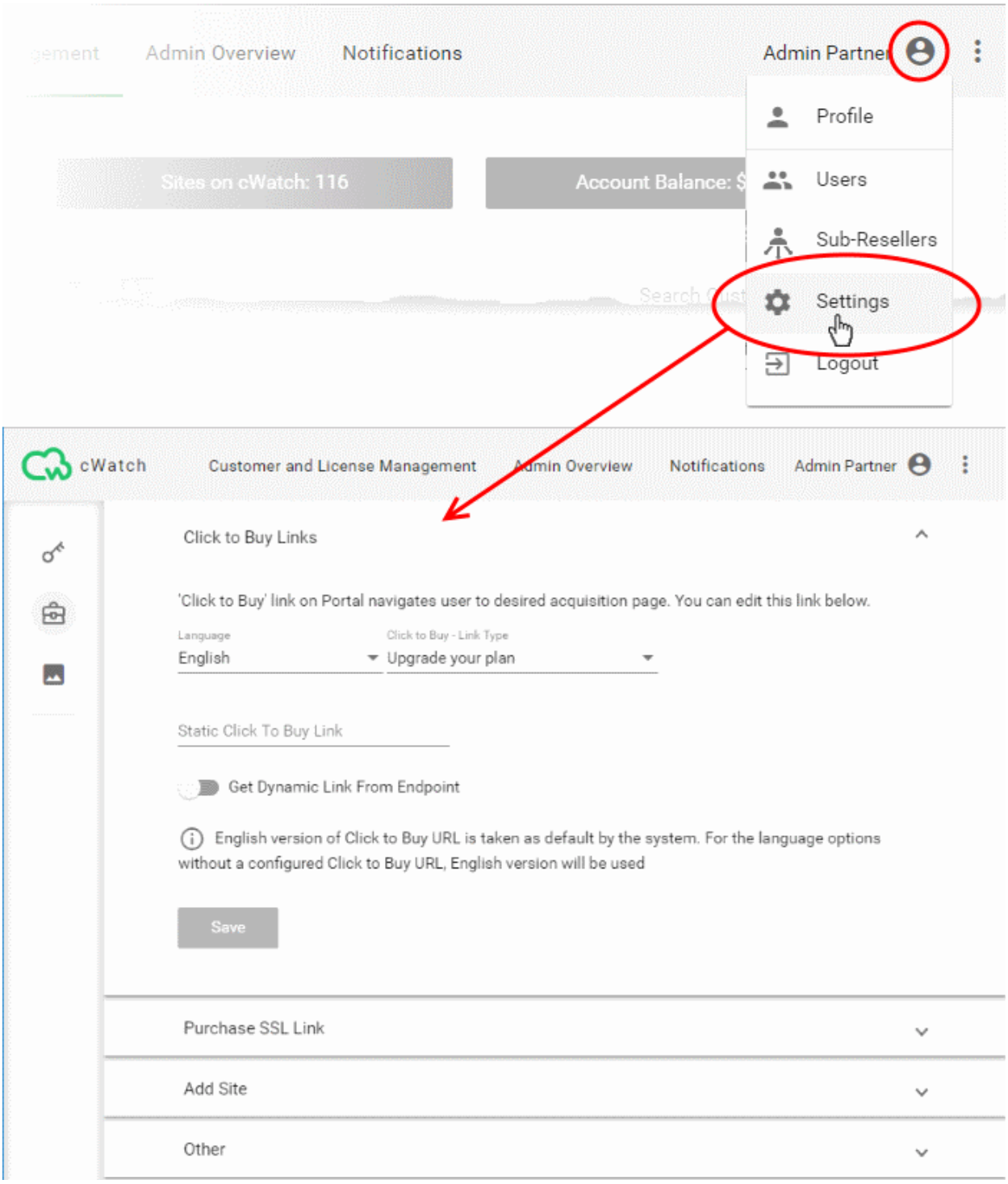


Configure Additional Settings

- Click the 'Profile' icon at top-right and choose 'Settings'
- The settings interface lets you customize various aspects of cWatch, and re-brand the portal that your customers login to.
- You can re-brand the login URL, supports links, company logos, trust seal and more.
- You can also set custom purchasing links which send customers to your own order forms.

Open the 'Settings' interface

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



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

- **Customer portal settings**
  - **Set customer portal access URL**
  - **Customize Name Server and CDN Zone**
- **License and SSL purchase settings**
  - **Set license upgrade/renewal links**
  - **Set SSL certificate purchase link**
  - **Set new license purchase link**
  - **Configure upgrade notification messages**

- **Customer portal white labeling and appearance settings**
  - **Configure your brand logos**
  - **Configure Trust Seal images for your customer websites**
  - **Set customer portal browser tab title**
  - **Select options on customer portal**

Customer Portal Settings

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

- You can create a custom cWatch login URL for your customers, and add the ability for them to login to cWatch from your website.
- This helps further personalize cWatch in addition to the white-label options described elsewhere in the guide.
- You can also specify DNS name servers that your customers should use. As a reminder, DNS changes are required to enable the content delivery network (CDN) and web application firewall (WAF).

See the following sections for more help with customization settings:

- **Set Customer Portal Access URL**
- **Customize Name Server and CDN Zone**
- **Configure Hosting Access Link**

Set Customer Portal Access URL

- You can set the URL at which your customers login to their customer portal with your own branding.

There are two ways to do this:

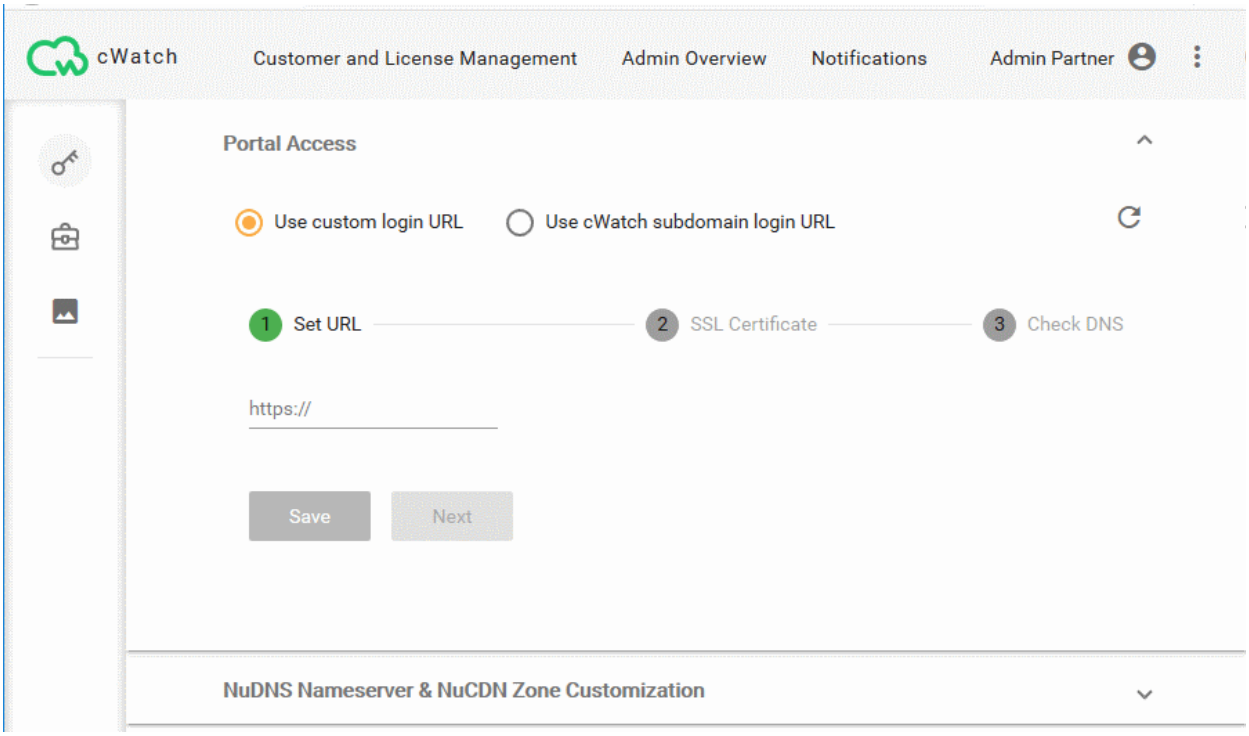
- **Set your own custom login URL**
- **Use a cWatch subdomain login URL**

Set your own custom login URL

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the key icon in the left-menu

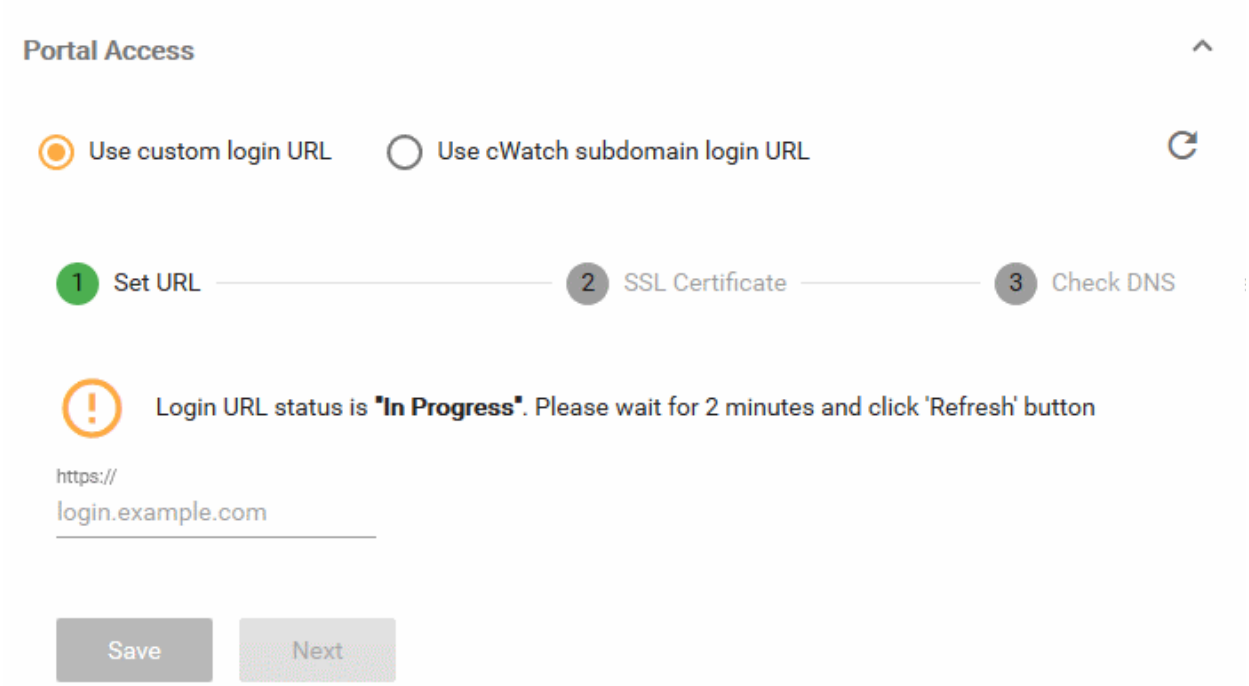
  Or
- Click the menu button at top-right and select 'Access'
- Click the 'Portal Access' stripe (If it is not already open)
- Select the 'Use custom login URL':

The custom login URL setting wizard starts:



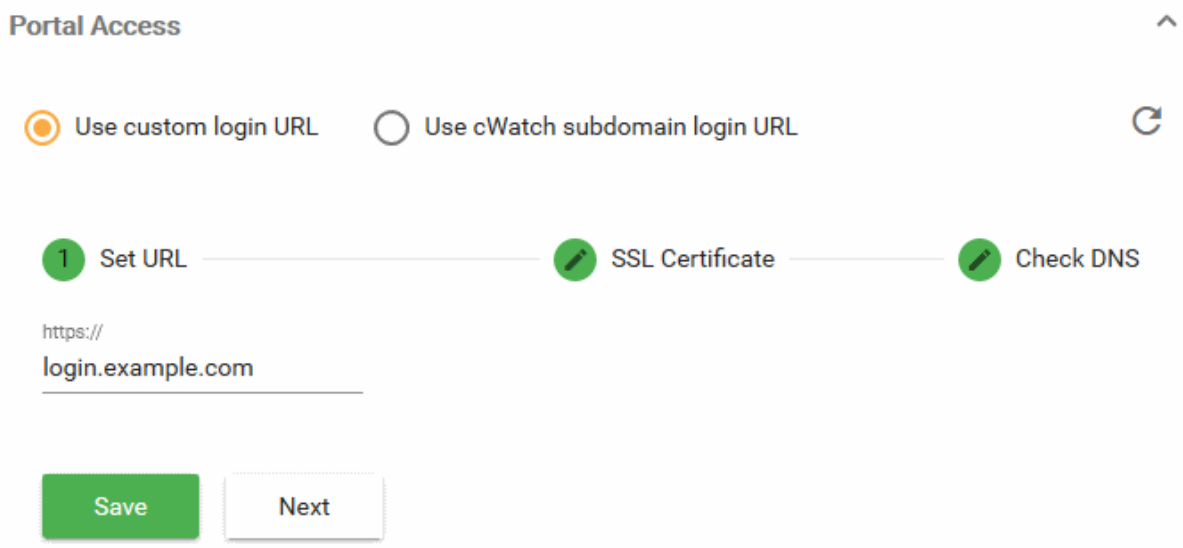
- Enter the URL of the login page your customers should use and click 'Save'

cWatch processes the request and the progress is shown as follows:



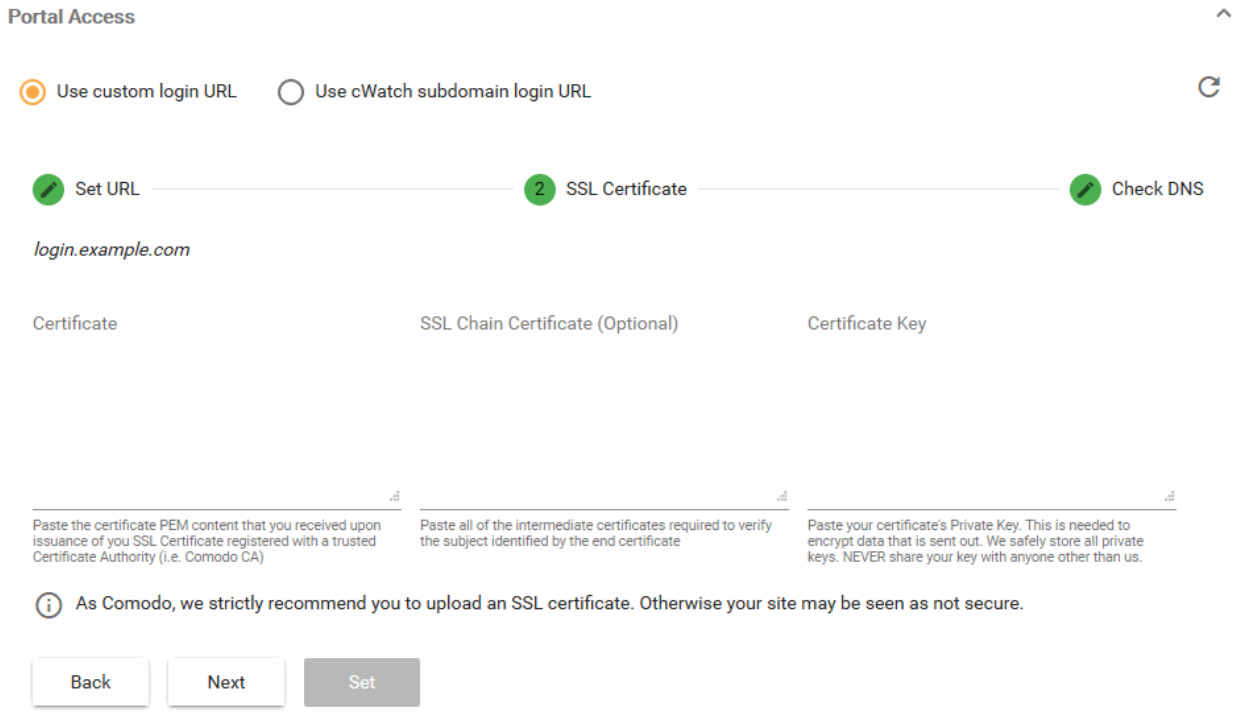
The process may take up to two minutes.

- Click the 'Refresh' button on the top-right after two minutes.
- The wizard moves to step 2 - 'Upload SSL certificate'



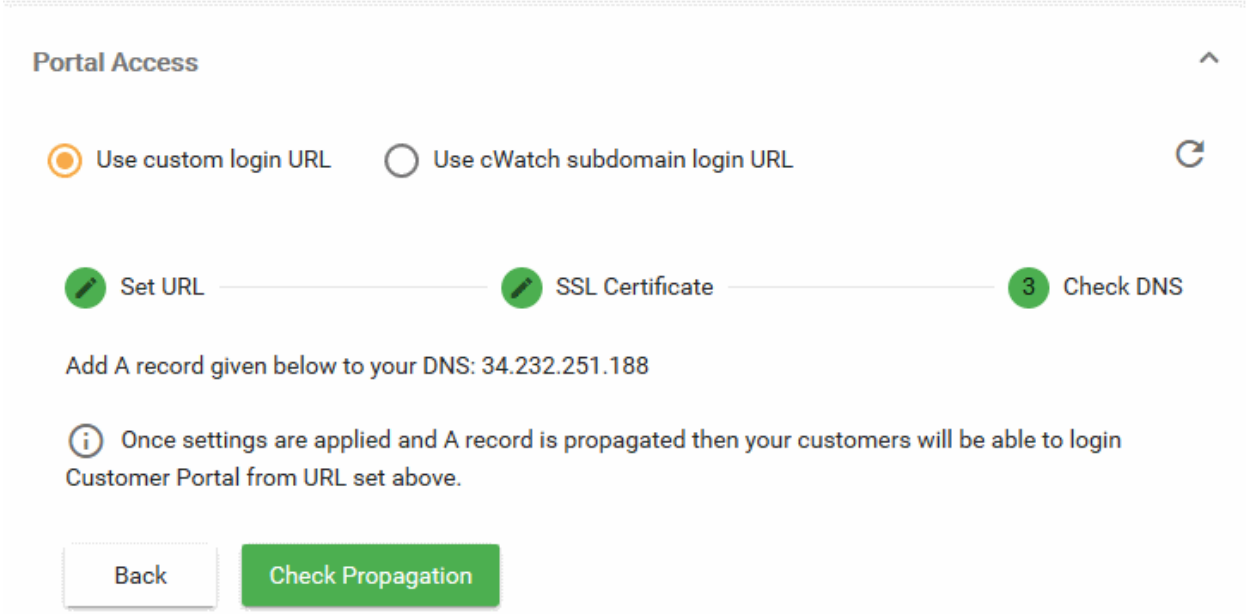
- Click 'Next'
- You need to upload an SSL certificate for your login page. The certificate will secure the connection between the login page and your customer, thus protecting their login details in transit.

  The certificate is optional but very strongly recommended.



Upload Your Certificate - Form Parameters	
Parameter	**Description**
Certificate	Paste the content of your certificate. The content you are looking for is something like this: -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGE wJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA 1UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXD TA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAgTAlBOMQswCQYDV QQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTAlVOMRQwEgYDVQQDEwtIZXJvb mcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBe wKE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcgMtcLFuQTWDl3RA gMBAAGj gbEwga4wHQYDVR0OBBYEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdI wR4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQQGEwJDTjELM AkGA1UE CBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECxMCV U4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIh vcNAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVwFWUQOmsPue9rZBgO -----END CERTIFICATE-----
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

- Click 'Set' if you have pasted your certificate content
- Click 'Next' to skip this step
- The wizard moves to step 3 - 'Check DNS'



- An 'A' record is generated for your custom login page. Please make a note of the 'A' record.
- Go to your website's DNS management page and add the 'A' record
- If you need more help to add the 'A' record, visit **https://support.google.com/a/answer/2579934?hl=en**.
- DNS propagation may take around 30 minutes depending on your hosting provider.
- Click 'Check Propagation'. You will be taken to **https://dnschecker.org** to see whether the DNS records have been updated
- A green tick mark indicates the record update was successful and your login page is ready to use.

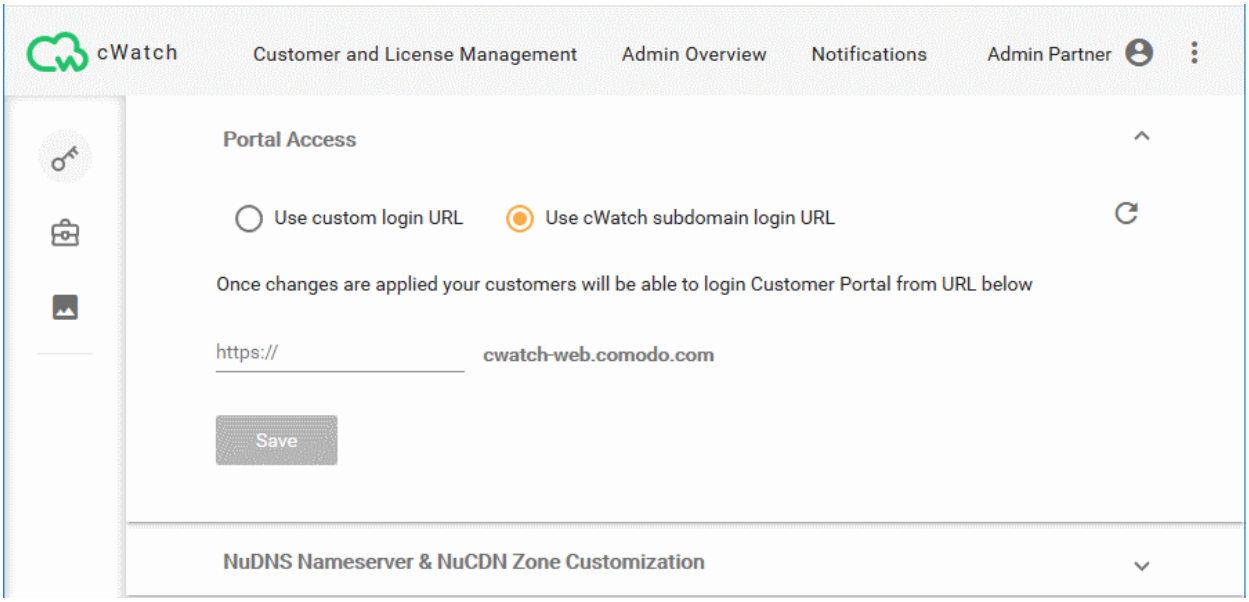
Use a cWatch subdomain login URL

- You can use a branded sub-domain as a custom login URL for your customers.
- cWatch will create the sub-domain with the domain name you specify.
- The URL will be in this format: https://your-sub-domain.cwatch-web.comodo.com.

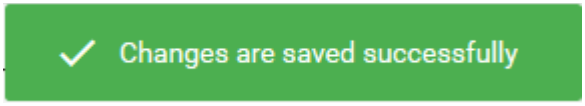
Set cWatch sub-domain login URL

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the key icon in the left-menu

  Or
- Click the menu button at top-right and select 'Access'
- Click the 'Portal Access' stripe (if it is not already open)
- Select 'Use cWatch sub-domain login URL':



- Enter a sub-domain name of your choice and click 'Save'



- cWatch creates a subdomain with the domain name you entered.
- Your customers can now login to your customer portal at https://<subdomain_name>.cwatch-web.comodo.com

Customize Name Server and CDN Zone

- Your customers need to configure their website DNS settings to use the CDN service and web application firewall (WAF).
- There are two ways to configure DNS settings:
  - **Option A** - Change the name servers of the domain to Comodo DNS servers. The domain will then use 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.
- cWatch generates 'NS', 'CNAME' and 'A' records for your customer to configure the DNS settings of their website as explained above
- Help to configure these DNS settings is available to your customers in 'CDN' > 'Settings' > 'Activation'.
  - See **https://help.comodo.com/topic-285-1-848-13908-Activate-CDN-for-a-Website.html** in the website admin guide for more details.
- By default, cWatch provides the NS and CNAME records with 'Comodo' branding in the domain names
- You have the option to specify your own name servers, so the NS records generated for your customers do not feature Comodo branding.
- You can also specify a sub-domain for creating the CNAME record.
- You should configure the DNS settings of your name servers to point to Comodo name servers and add a new NS record for CDN subdomain generated for your customers.

Customize name server and CDN settings

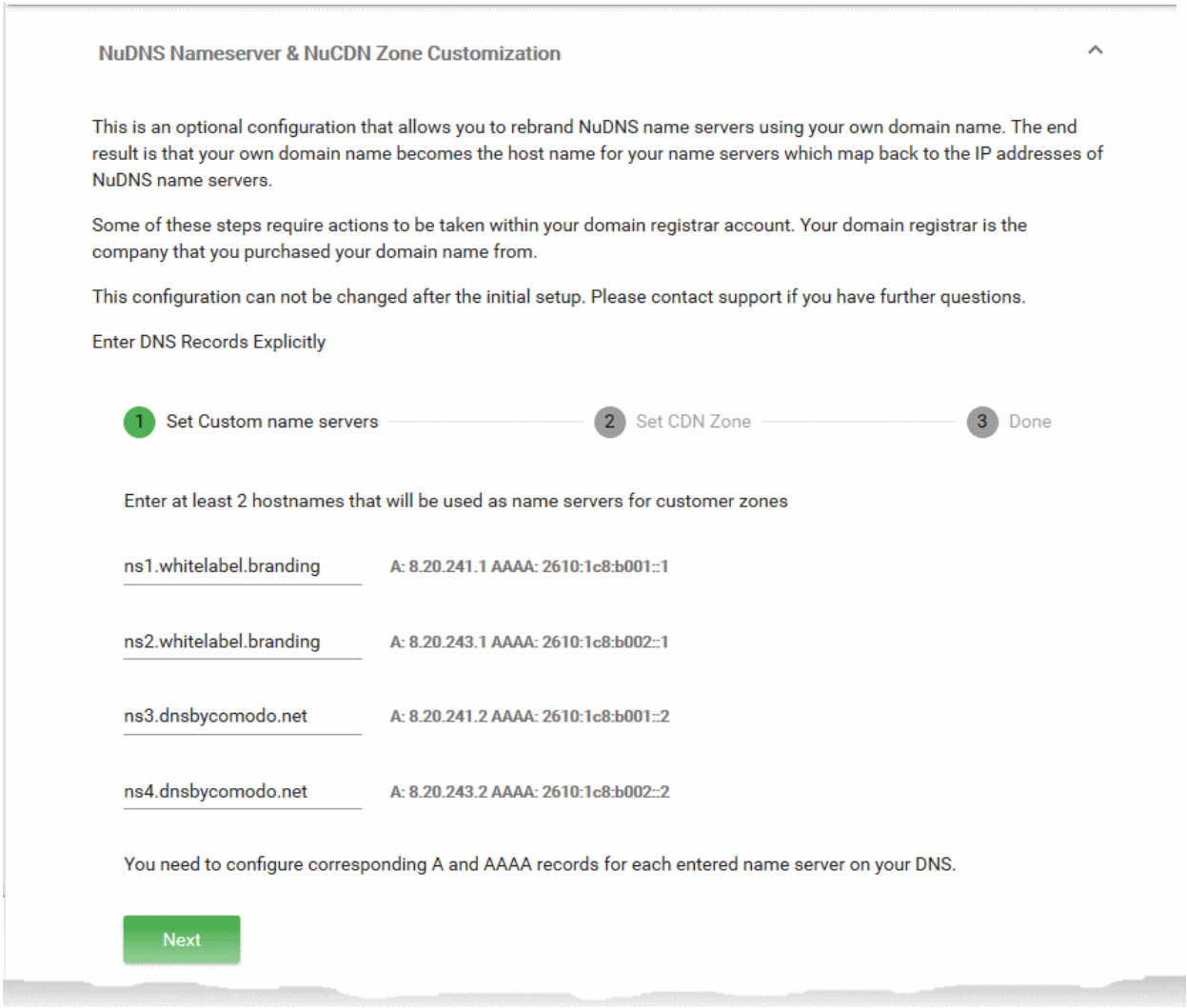
- Click the 'Profile' icon at top-right and choose 'Settings'

- Click the key icon in the left-menu

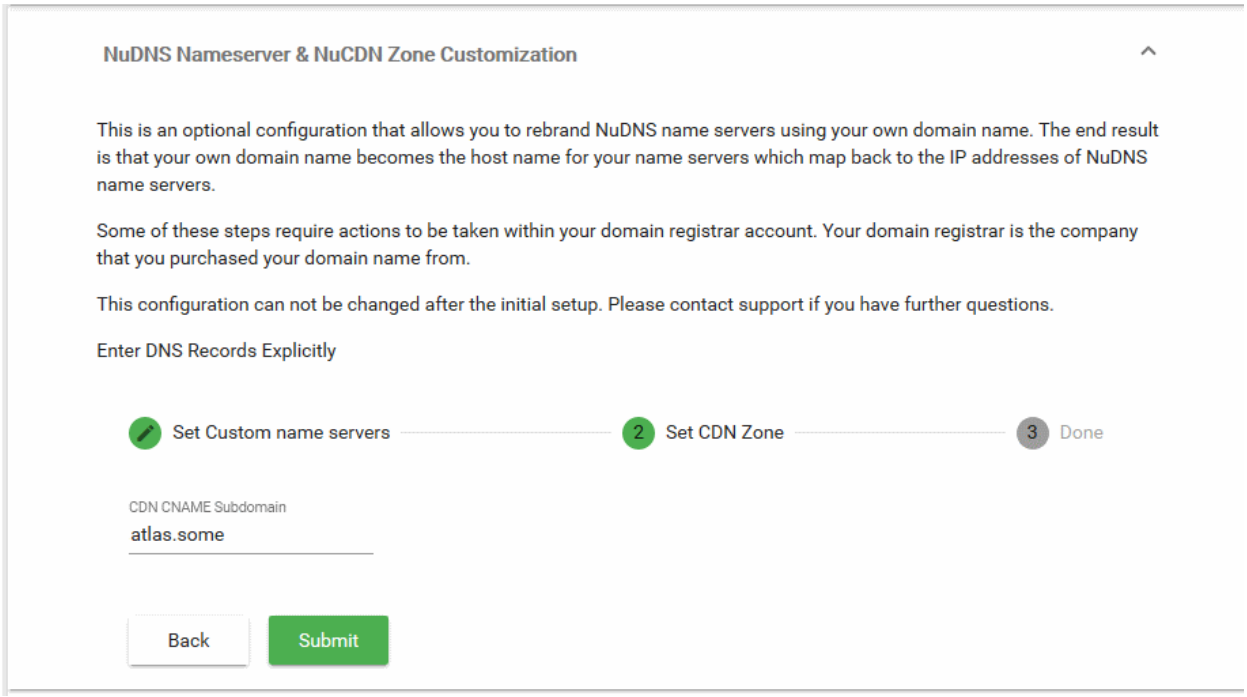
  Or

- Click the menu button at top-right and select 'Access'
- Click the 'NuDNS Nameserver & NuCDN Zone Customization' stripe

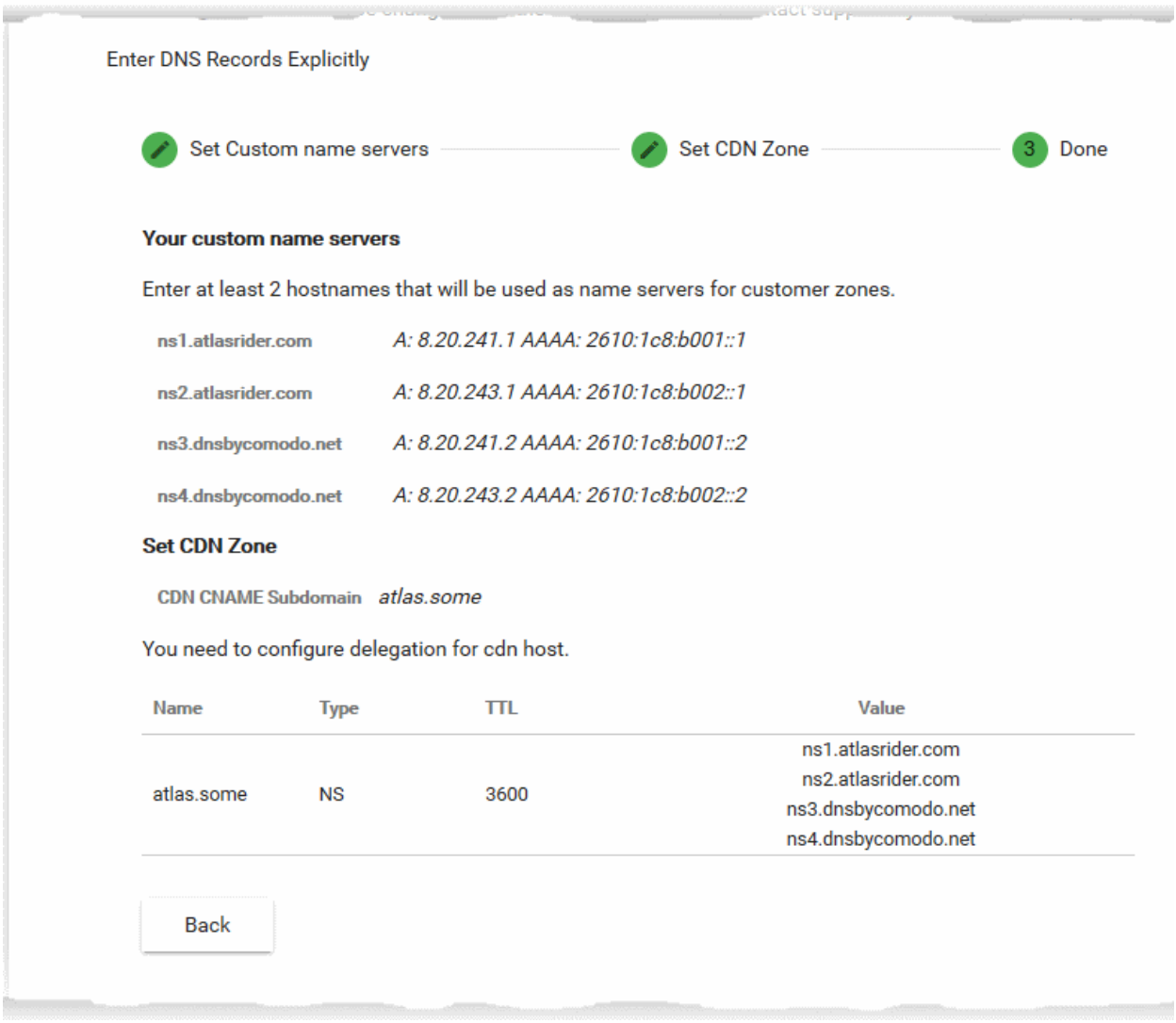
The name server / CDN subdomain customization wizard starts:



- Enter the host names of your name severs (at least two) replacing the existing domain names
- Click 'Next' The wizard moves to step 2 - 'Set CDN Zone'



- Enter a subdomain name of your choice
- This is used to create a CNAME record for the CDN subdomain for your customers.
- Click 'Submit'



- Note down the A and AAAA records for each name server you specified
- Go to your name server's DNS management page and update their 'A' and 'AAAA' records
- Add a new NS record on the name server with the values given under 'Set CDN Zone'
- Once done, the DNS configuration instructions in the customer portal will be updated with the NS, CNAME and A records as you configured
- Your customers can use them to configure their DNS settings for their websites to enable CDN and WAF services.

Configure Hosting Access Link

- The host access link lets your customers login to cWatch from your website.
- You must provide a first-level domain name. Sub-domains are not accepted. You must also upload a wildcard SSL certificate.

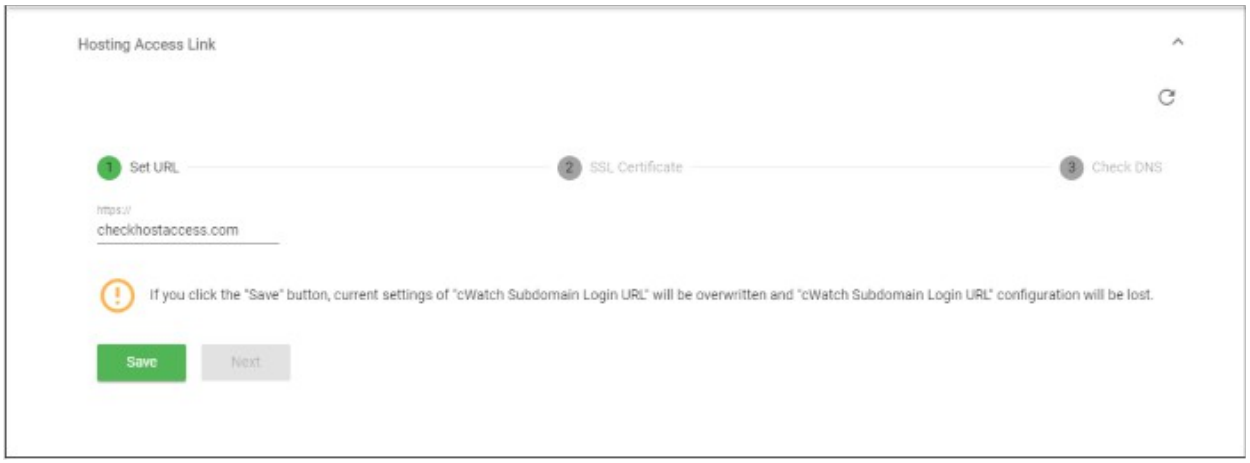
Set hosting access link

- Click the 'Profile' icon at top-right then choose 'Settings'
- Click the key icon in the left-menu

  Or
- Click the menu button at top-right then select 'Access'
- Click the 'Hosting Access Link' stripe

- Enter your domain name and click 'Save'

Note – The above will overwrite any sub-domain login URL you may have configured (see **above**).

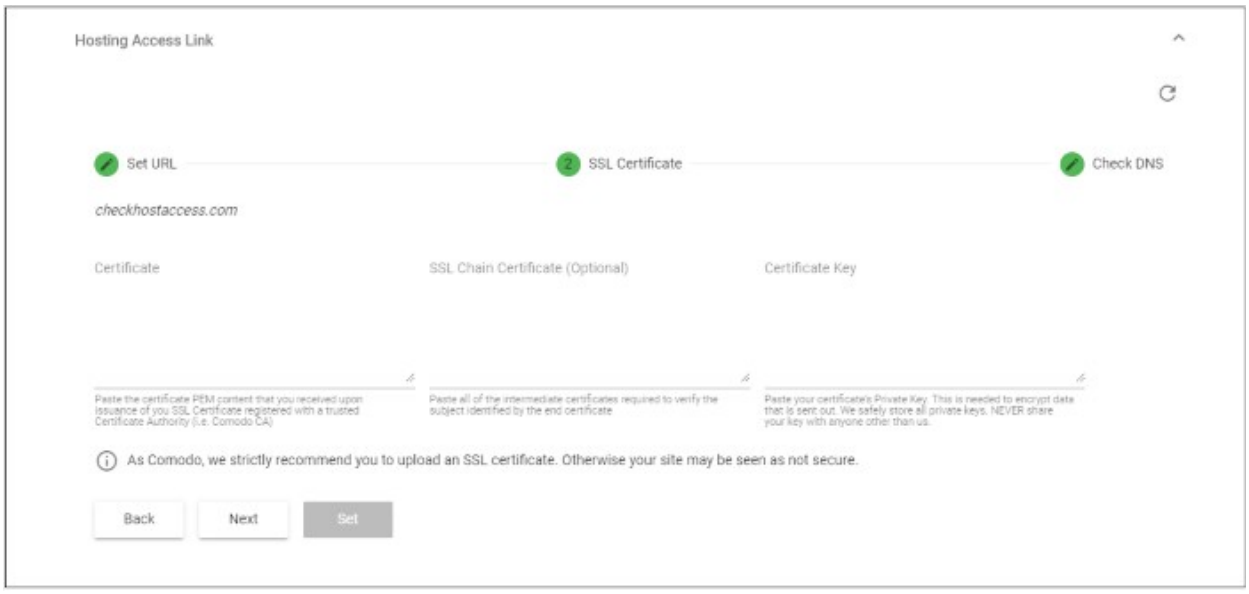


The process may take up to two minutes.

- Click the 'Refresh' button after two minutes.
- The wizard moves to step 2 - 'Upload SSL certificate'

- Click 'Next'
- You need to upload an SSL certificate for your login page. The certificate will secure the connection between the login page and your customer, thus protecting their login details in transit.

  The certificate is optional but very strongly recommended.



Upload Your Certificate - Form Parameters	
Parameter	**Description**
Certificate	Paste the content of your certificate. The content you are looking for is something like this: -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGE wJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA 1UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXD TA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAgTAlBOMQswCQYDV QQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTAlVOMRQwEgYDVQQDEwtIZXJvb mcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBe wKE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcgMtcLFuQTWDl3RA

Upload Your Certificate - Form Parameters	
Parameter	**Description**
	gMBAAGj gbEwga4wHQYDVR0OBBYEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdI wR4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQQGEwJDTjELM AkGA1UE CBMCUE4xCzAJBgNVBAcTAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECxMCV U4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIh vcNAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVwFWUQOmsPue9rZBgO -----END CERTIFICATE-----
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

- Click 'Set' if you have pasted your certificate content
- Click 'Next' to skip this step
- The wizard moves to step 3 - 'Check DNS'

- Details of the nameservers that you should change is shown
- Go to your website's DNS management page and change the nameservers
- Click 'Check Propagation'. You will be taken to **https://dnschecker.org** to see whether the DNS records have been updated
- A green tick mark indicates the record update was successful and your login page is ready to use.

License and SSL Purchase Settings

- You can send your customers to custom purchase pages to buy licenses or SSL certificates.
- You can also configure the message shown to your customers when they are being redirected.

See the following sections for more help with custom pages:

- **Set License Upgrade/Renewal Links**
- **Set SSL Certificate Purchase Link**

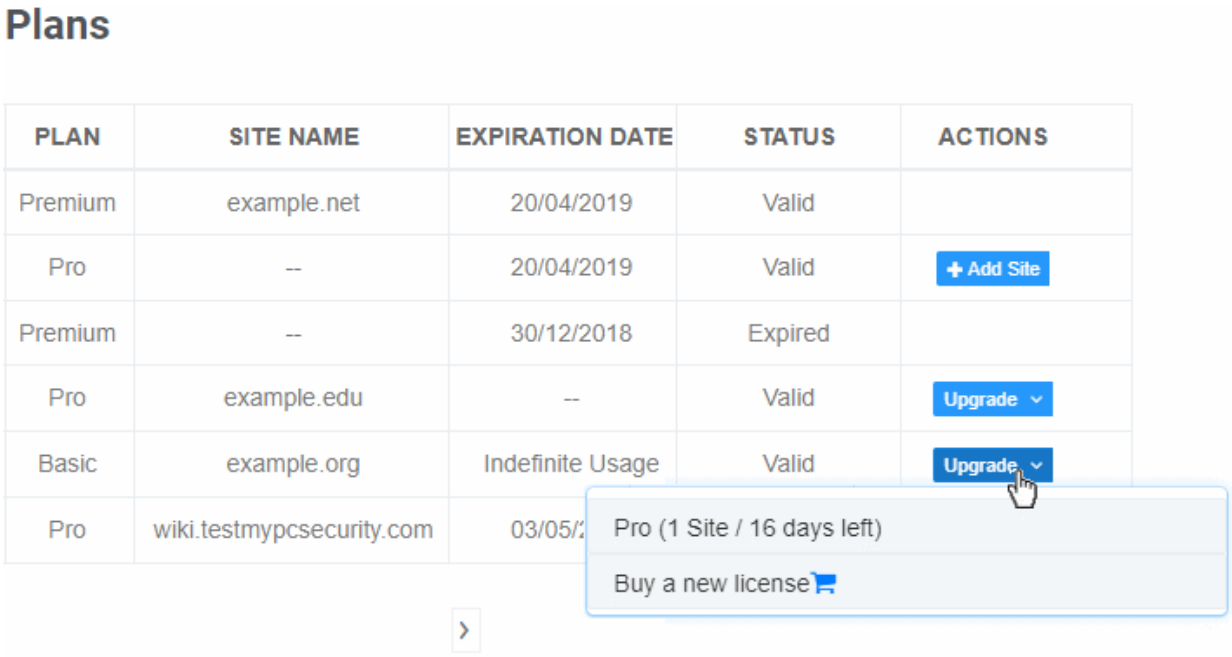
- Set Domain and Hosting Transfer Links
- Set New License Purchase Link
- Configure Upgrade Notification Messages

Set License Upgrade/Renewal 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 ordering link so it takes them to your own purchasing page instead.
- You can set different purchase pages for different products and different languages.

FYI:

- The license upgrade link is located in the 'Plans' page in the customer portal.
  - Click the user icon at top-right > 'Plans'



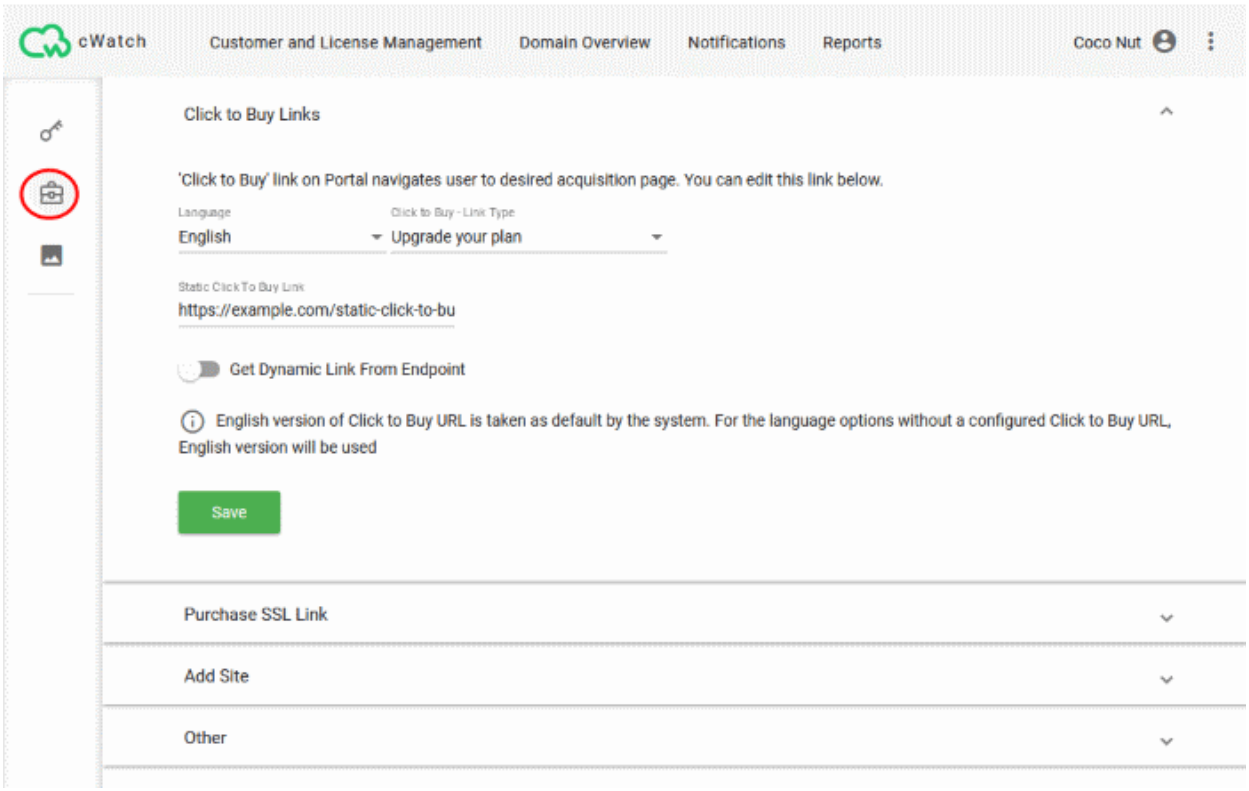
- Customer clicks the 'Upgrade' link. cWatch first checks if any licenses are available for the customer. If so, it displays these on the page.
  - The customer can select the license they want to upgrade, or purchase a new license.
- If no licenses are available then they are taken to the license purchase page. As explained above, this can be a Comodo branded page or a custom page of your choice.

Set license purchase links

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the briefcase icon in the left-menu

Or

- Click the menu button at top-right and select 'Sell & Upsell'
- Click the 'Click to Buy Links' stripe (if it is not already open):



- Select the language of the link's audience. The link will be provided to customers who have chosen this language as their cWatch portal language.

- **Click to Buy - Link Type** - Select the license type for which you want to set the purchase link. The options are:
  - **Upgrade your plan** - Link to a page which shows your various product offerings and their prices. Example: **https://cwatch.comodo.com/plans-and-pricing.php**
  - **Upgrade to Pro** - Link to your purchase page for Pro licenses.
  - **Upgrade to Premium** - Link to your purchase page for Premium licenses.
  - **Renew** - Link to the page where customers can extend the duration of their license for another year.
  - **Buy Website Backup** - Link to a page which shows your various backup offerings and their prices.
  - **Upgrade Website Backup** - Link to your purchase page for cWatch backup licenses
- **Static Click to Buy link** – The URL of the page you want customers to hit when they click the link you selected above. This can be an order form or a product selection page.
- **Get Dynamic Link From Endpoint** - Send customers to different purchase pages depending on their license type.
  - When your customer clicks the purchase link, cWatch contacts your portal and informs it of the customer's license information.
  - The parameters it sends are: user-email, domain and license key.
  - Based on this information, your portal can tell cWatch to send the customer to a specific purchase page.
  - This, for example, lets you send all customers on higher plans to a buy-page which only sells higher plans.
  - Note - this feature requires API integration. Contact your Comodo account manager for assistance with this.

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

Tip: Set the same static link for all license types if you have a single order form, and your customers select the license type on the form itself.

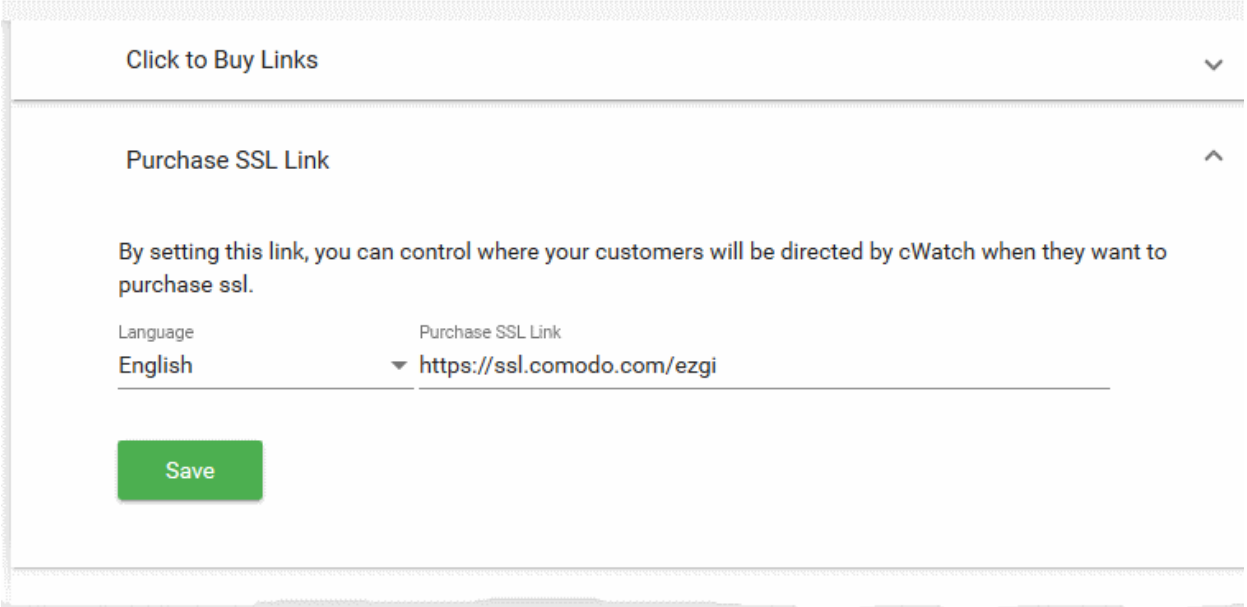
Set SSL Certificate Purchase Link

- Your customers can purchase an SSL certificate for their site from your customer portal
- This purchase link is located in 'Website' > 'SSL'
- 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 briefcase icon in the left-menu

  Or
- Click the menu button at top-right and select 'Sell & Upsell'
- Click the 'Purchase SSL link' stripe



- Select the language of the link's audience. The link will only be provided to customers who have set this language as their cWatch portal language.
- Enter the URL of the purchase page to which you want to send the customer.
- Repeat the process to add purchase links for other languages, if required.
- Click 'Save' for your settings to take effect.

Set Domain & Hosting Transfer Links

- Domain registrars and web-hosts can set upsell links on their cWatch customers account
- Once set, these links are shown in the overview page. This makes it easy for your customers to change

their provider to a host/registrar of your choice.

Set domain and hosting transfer links

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the briefcase icon in the left-menu:

  Or
- Click the menu button at top-right and select 'Sell & Upsell'
- Click the 'Domain & Hosting Transfer Links' stripe

Domain Transfer

- **Show Domain Transfer Link** – If enabled, the domain transfer link and message is shown in the customer's overview page
- **Language** – Select the language of the link's audience. This is only provided to customers who have set this language as their cWatch portal language.
- **Domain Transfer Link** – Enter your domain register page URL
- **Domain Transfer Message** – Enter comments about migrating domain registration to you. For example, transfer your domain to us for a great deal.

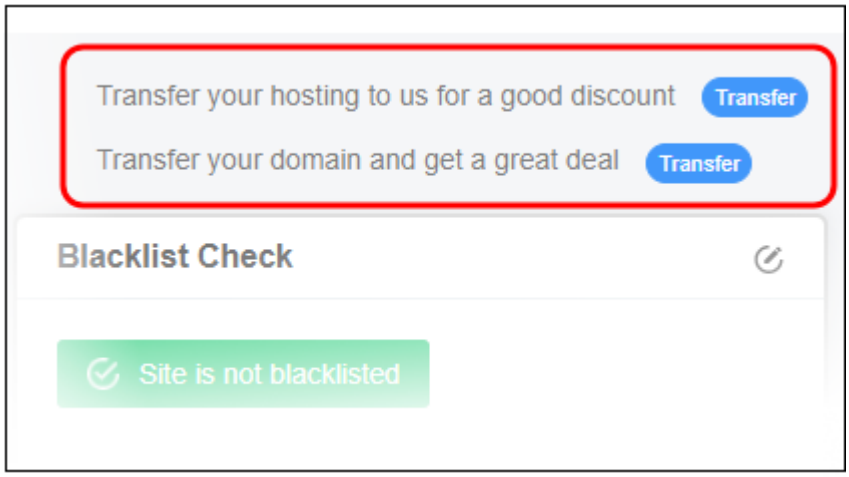
Click 'Save'

Hosting Transfer

- **Show Hosting Transfer Link** – If enabled, the hosting transfer link and message configured below is shown in the customer's overview page
- **Language** – Select the language of the link's audience. This is only provided to customers who have set this language as their cWatch portal language.
- **Hosting Transfer Link** – Enter your hosting transfer page URL
- **Hosting Transfer Message** – Enter comments about migrating the hosting server to you. For example, let us host your website with a good discount

Click 'Save'

The links are shown in the overview page at top-right:



Set New License Purchase Link

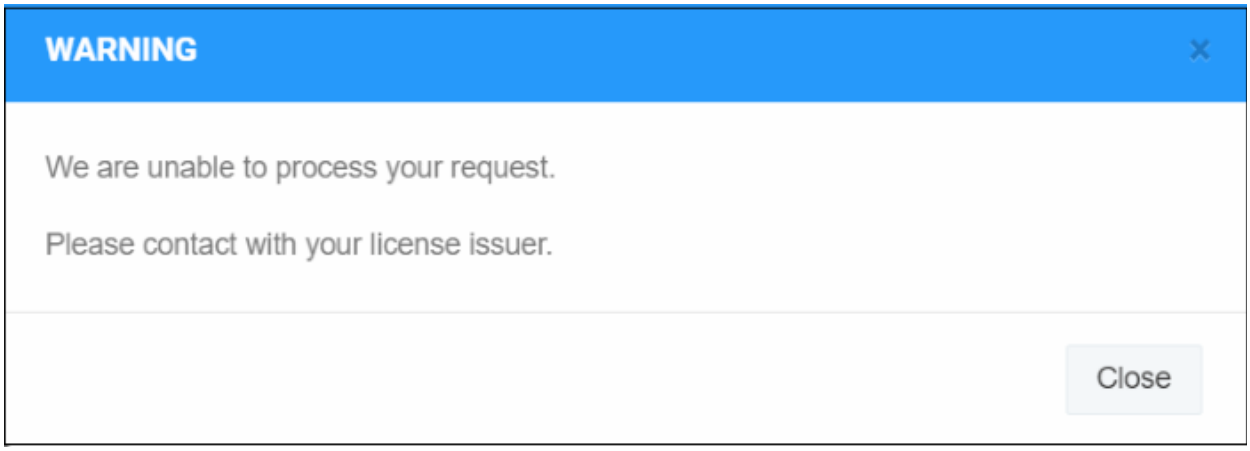
- Your customer can apply any unused licenses they own to one of their websites.
- If the customer does not have any unused licenses, they are directed to a purchase page to buy a new license.
- By default, customers are taken to a Comodo-branded purchase page.
- You can change the ordering link so it takes them to your own purchase page instead.
- You can set different purchase pages for different languages if required.

Set the license purchase page for a new site

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the briefcase icon in the left-menu:

  Or
- Click the menu button at top-right and select 'Sell & Upsell'
- Click the 'Add Site' stripe

- **Customer can add site if there is a license to use** – Select whether or not your customers can add new sites to cWatch *if* they have a valid site license.
  - Enabled - Your customers can add sites provided they have license to use. If no license is available then customers are instead directed to the page in the 'Add Site Link' field.
  - Disabled – Your customers will be directed to the page provided in 'Add Site Link' below, even if they have valid licenses.
- **Language** – Select the language of the link's audience. This is only provided to customers who have set this language as their cWatch portal language.
- **Add site link** - The URL of your license purchase page. Customers are sent here if they try to add a site but have no license.
  - Note – If no purchase page link is set, then the customer will see the following dialog:



- Repeat the process to add purchase links for other languages, if required.
- Click 'Save' for your settings to take effect.

Configure Upgrade Notification Messages

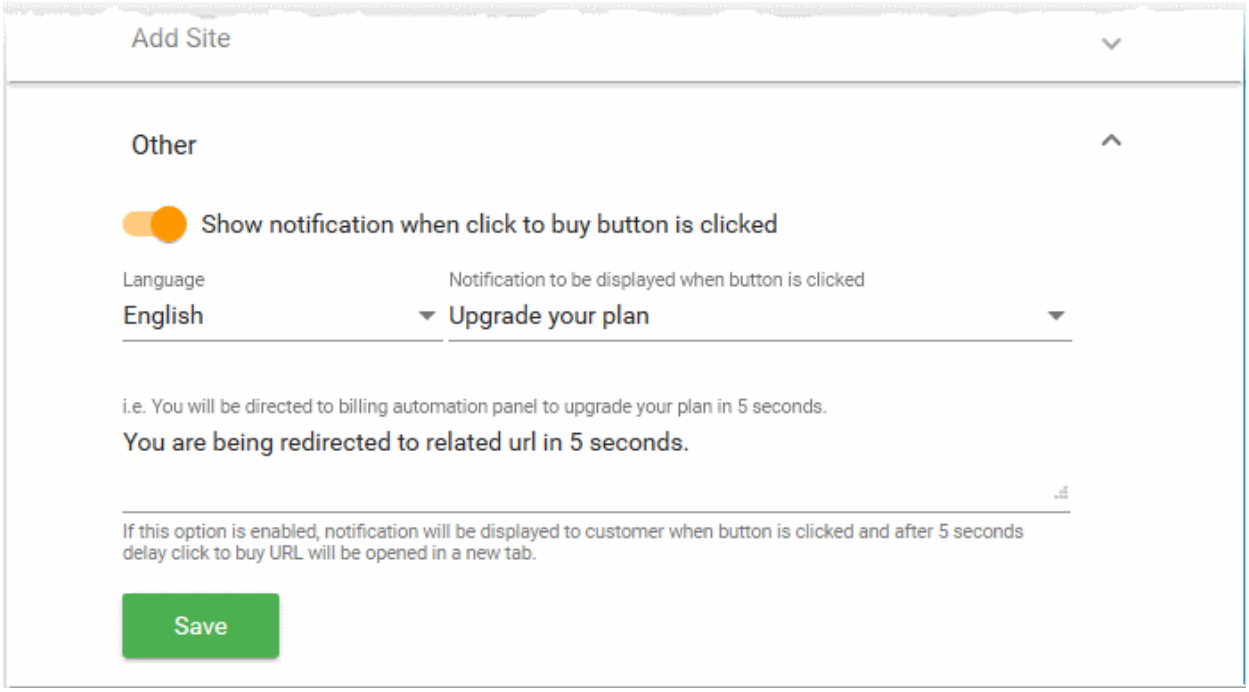
- There is a delay of five seconds when cWatch redirects customers to a custom purchase page.
- You can create a custom message that is shown during this five second delay

- You can configure different messages for different purchase types and languages
  - See **license links** if you need to learn more about custom purchase pages.

Set notification messages

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the briefcase icon in the left-menu:

  Or
- Click the menu button at top-right and select 'Sell & Upsell'
- Click the 'Other' stripe



- **Show notification when click to buy button is clicked** - Choose whether or not a custom message is shown to customers after they click the purchase button.
- **Language** – Pick the language of the target customers. The message is only shown to customers who have set this language as their cWatch portal language.
- **Notification to be displayed...** - Choose the purchase type for which you want to set the message. The purchase types are:
  - Upgrade your plan
  - Upgrade to Pro
  - Upgrade to Premium
  - Renew
  - Add Site
  - Upgrade SSL
  - Buy Website Backup
  - Upgrade Website Backup

  Example. If you choose the following options:
  - Shown notification = Enabled
  - Language = 'French'
  - Notification to be displayed... = 'Renew'

...then the message is only shown to customers who click the renew link and have French set as their language.

- Type your custom message in the text box provided. Default = 'You are being directed to related URL in 5 seconds'.
- Repeat the process to create messages for different purchase types and languages.
- Click 'Save' for your settings to take effect.

Customer Portal White Labeling and Appearance Settings

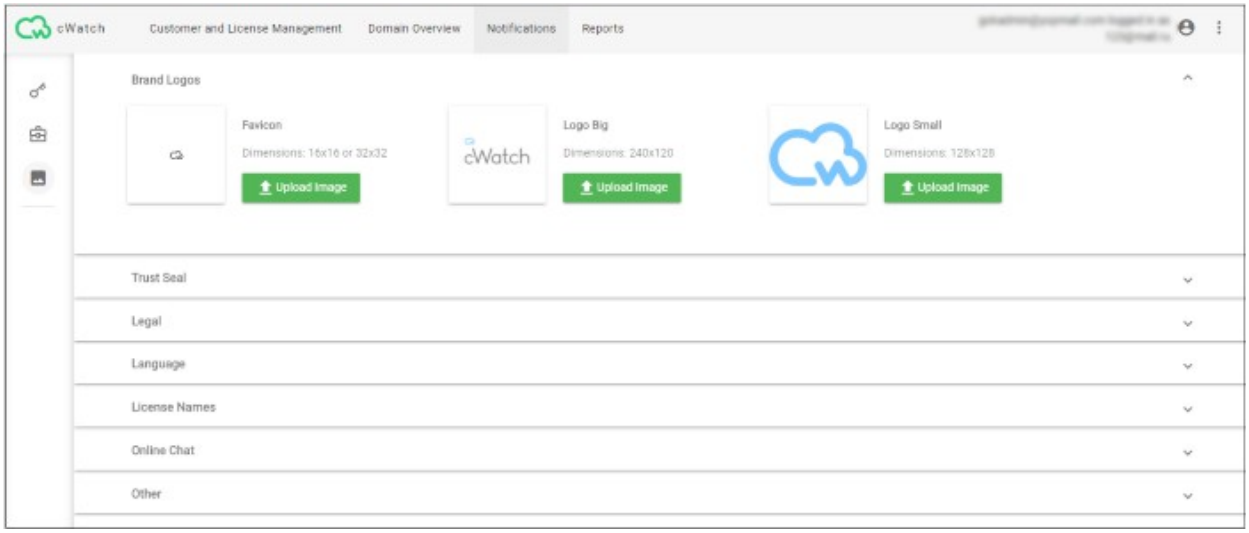
Click the 'Profile' icon at top-right then choose 'Settings'

- You can customize the appearance of cWatch, so your customers see your branding when they login to the cWatch portal.
- You can re-brand your customer's portal with:
  - Your company logo – This is shown on the header of all pages in your customer portal
  - Your favicon – This is the little company icon shown on the left of the browser tab
  - Your page title – This is the text in the browser tab.
  - Your trust seal – This is the website badge customers place on their site to show it is secure.
- You can also restrict certain features on the customer portal.

Open the appearance settings interface

- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the appearance icon in the left-menu

  OR
- Click the menu button at top-right and select 'Appearance'



The interface lets you:

- **Configure Brand Logos**
- **Configure Trust Seal Images for Your Customer's sites**
- **Configure Legal Information**
- **Configure Customer Portal Languages**

- **Customize License Names**
- **Configure Online Chat**
- **Set the Browser Tab Text of your Portal**
- **Restrict selected options on customer portal**

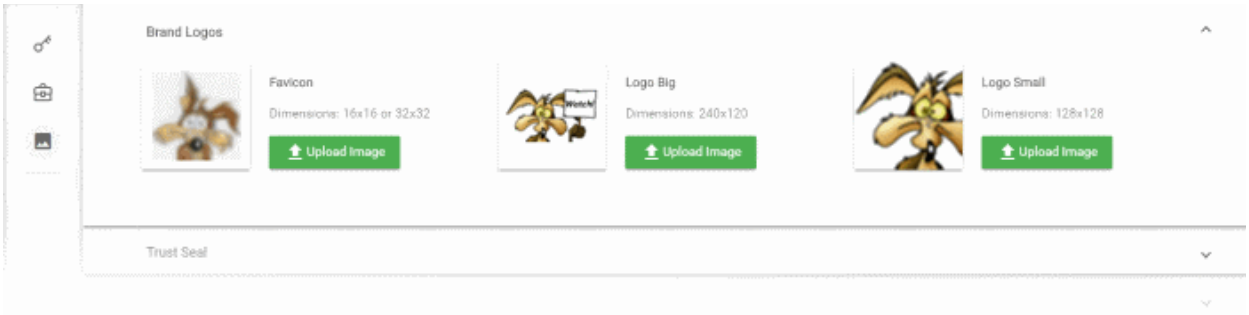
Configure Brand Logos

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon on the left menu
- Click the 'Brand Logos' stripe (if not open already)
- You can upload images for:
  - Favicon - The small image shown on the left of the browser tab
  - Big Logo and Small Logo - Shown on the top-right of all pages. The logo shown depends on the width of the browser window.

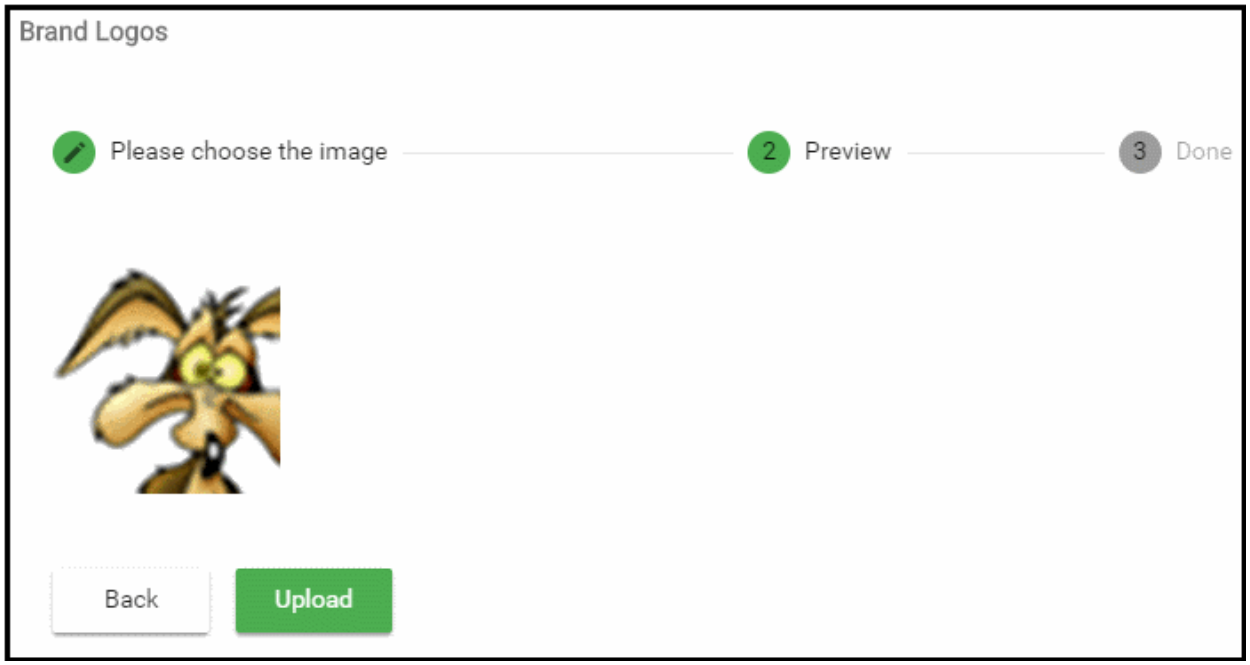
Change a logo image

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon in the left menu

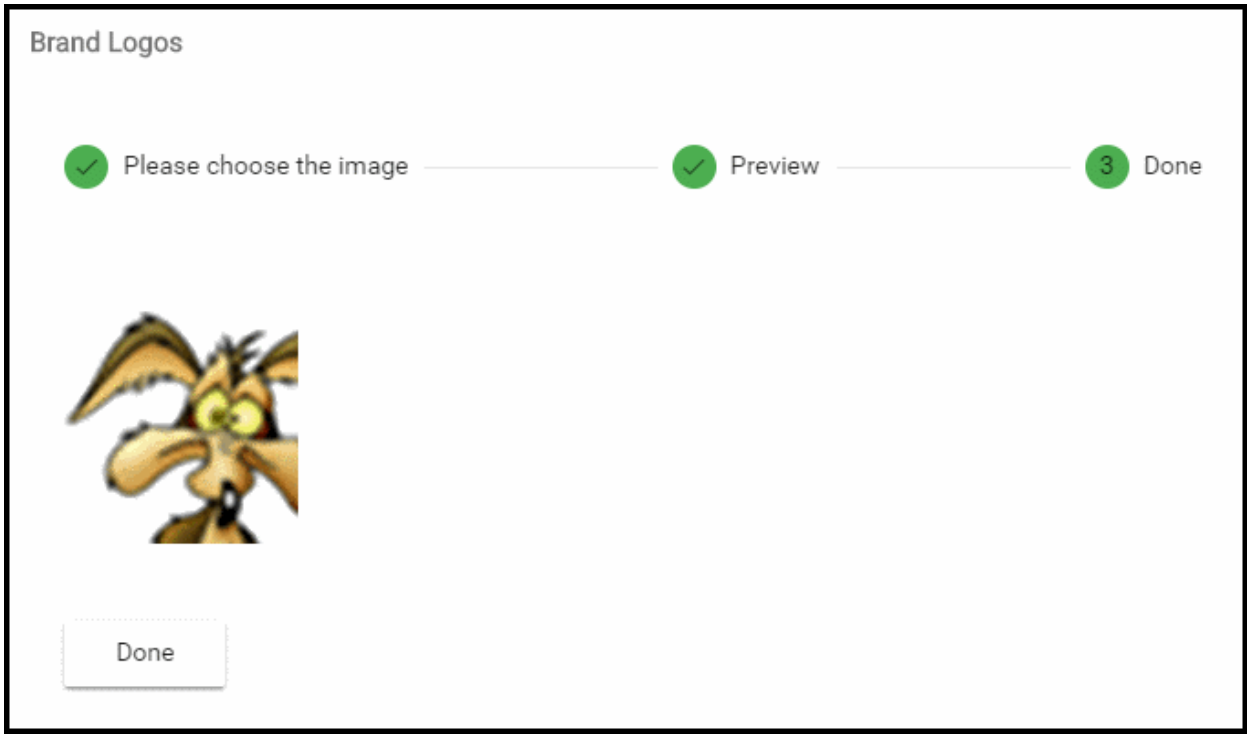
  OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Brand Logos' stripe (if not open already)
- Click 'Upload Image' under the type of image you want to upload



- Click 'Choose Image' then browse to your image file
  - The accepted file formats = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Acceptable image sizes are:
    - Favicon - 16 x 16 or 32 x 32 pixels
    - Logo Big - 240 x 120 pixels
    - Logo Small - 128 x 128 pixels
- A preview is shown as follows:



- Click 'Upload' to save your image.



- Click 'Done'

Your logo will be shown to customers on your customer portal.

- Repeat the process to change other images

Configure Trust Seal Images for Your Customer's Websites

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon on the left menu
- Click the 'Trust Seal' stripe

Trust Seal

- The trust seal is a badge that your customers put on their site to prove it is malware-free and has 24/7 threat protection.
- This reassures their visitors that the site is safe, helping build the trust so often needed to convert visitors into paying customers.
- Rebranding the seal with your company name also helps promote your services.
- There are two types of trust seal:
  - '**Malware Free**' - Shown if the site is not blacklisted and has no malware.
  - '**Protected**' - Shown if the site is not blacklisted, has no malware, and both the CDN and Web Application Firewall (WAF) are active.
- The trust seals are available in dark and light themes. The default seals are shown below:

Light:

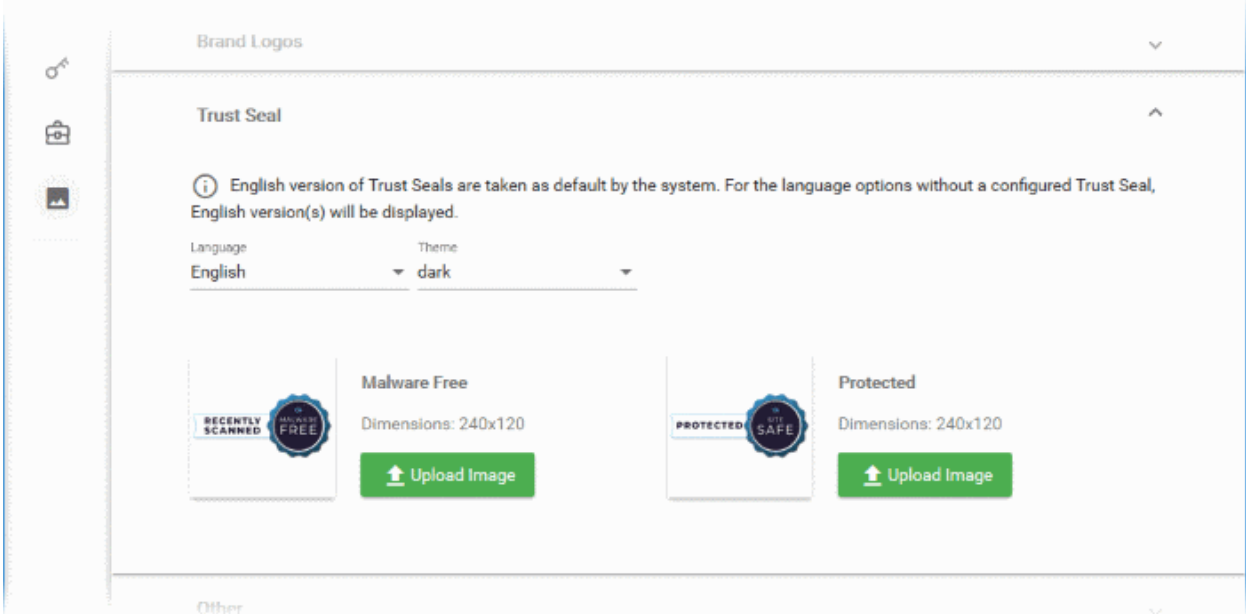
Dark:

- You can create custom seals with your own branding for your customers to use.
- You can design different seals for different languages

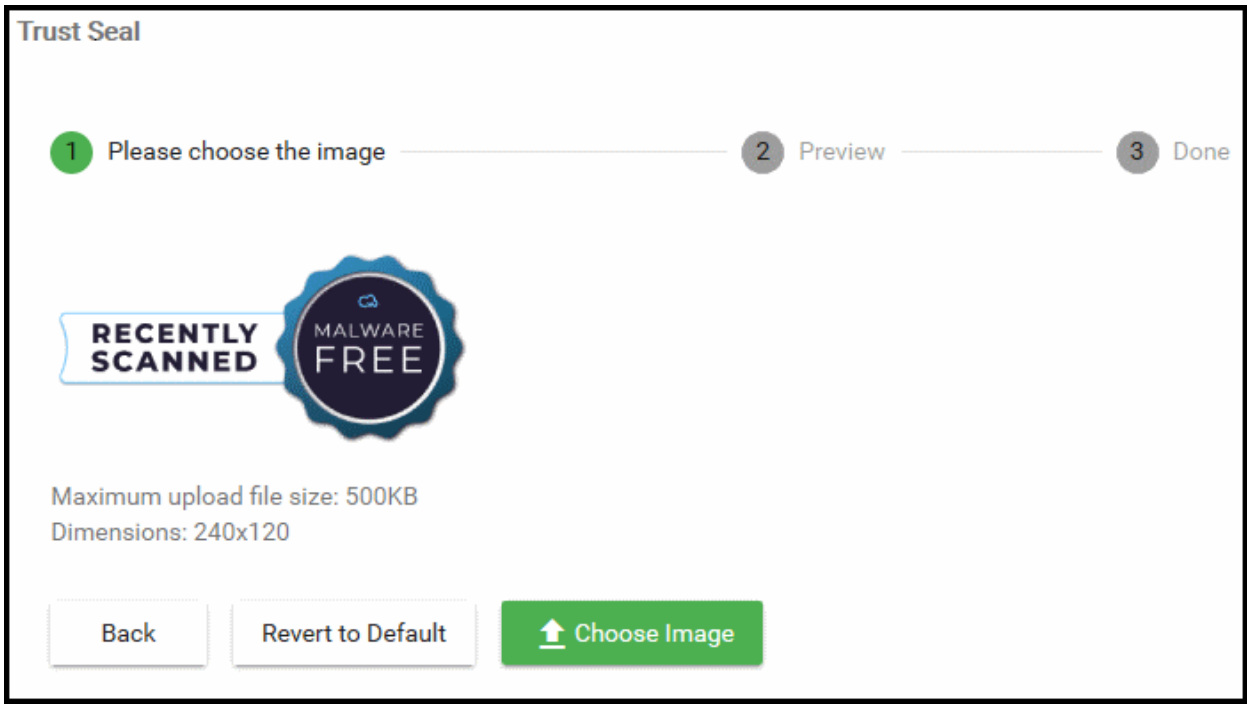
Change trust seal images

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon on the left menu

  OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Trust Seal' stripe

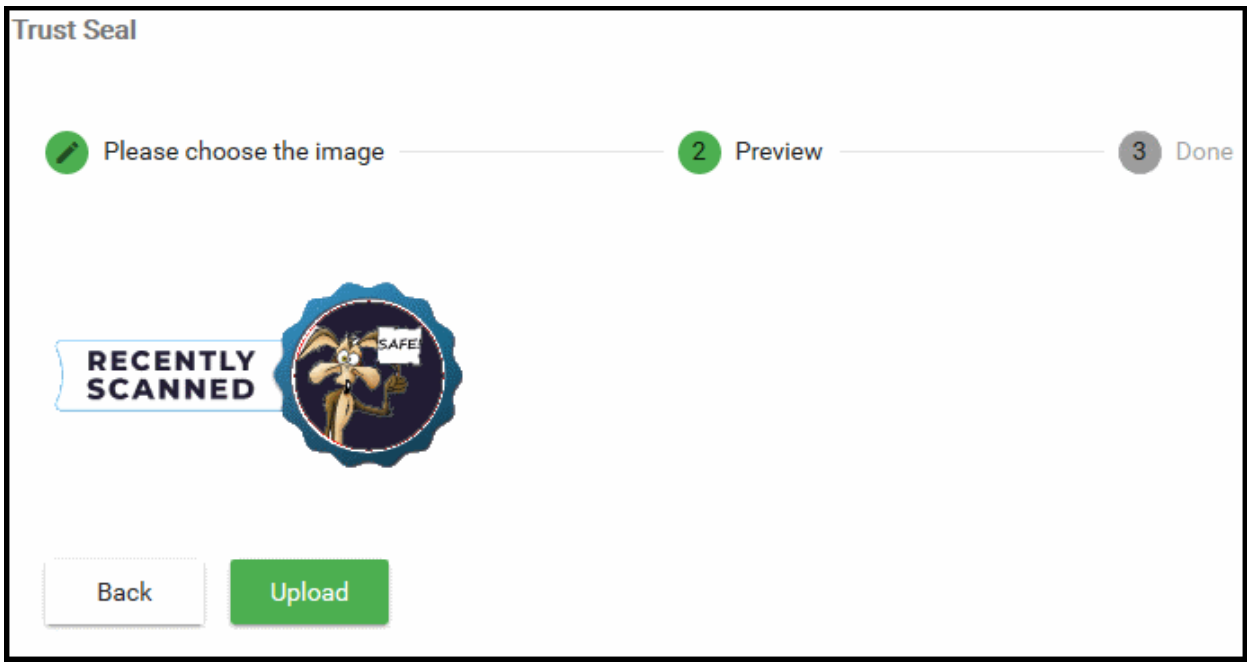


- **Language** - The seal will be made available to customers who have set this language in their portal.
- Choose the dark or light seal style
- Click 'Upload Image' under the seal type you want to set
- The image upload wizard starts:

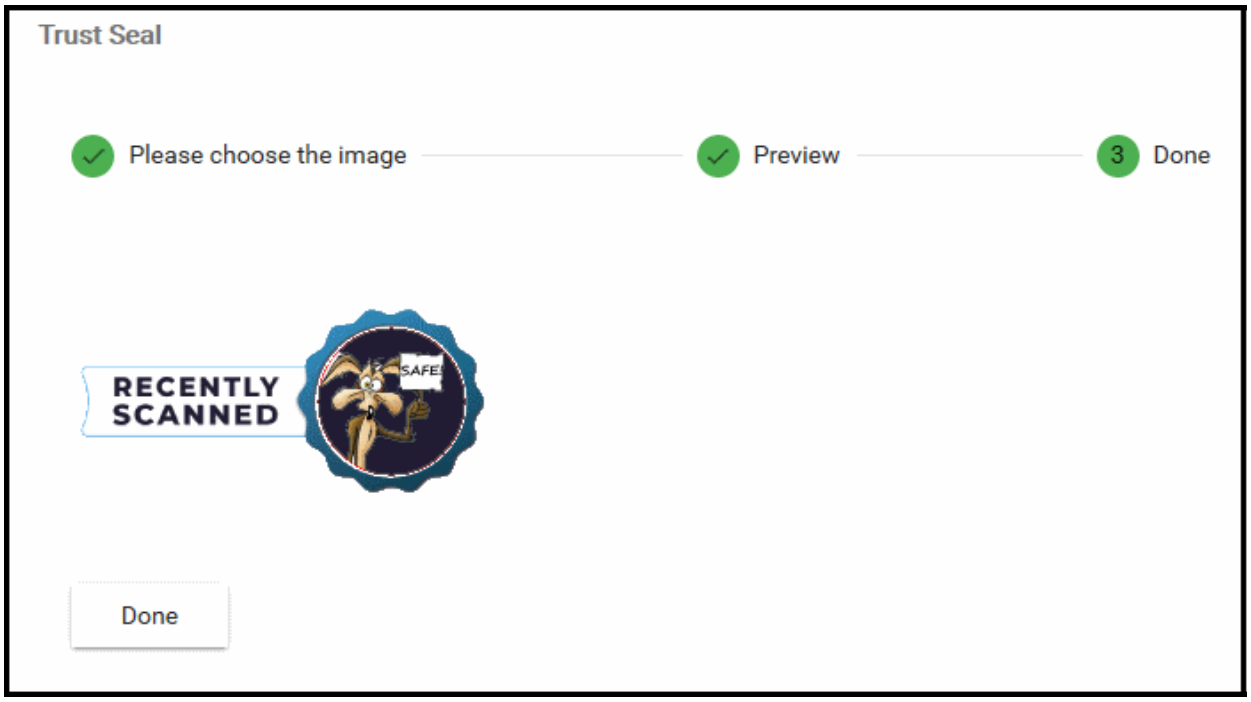


- Click 'Choose Image' and browse to the location of the image file.
  - Accepted file formats = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Acceptable image size = 240 x 120 pixels

A preview is shown:



- Click 'Upload' to save your image.

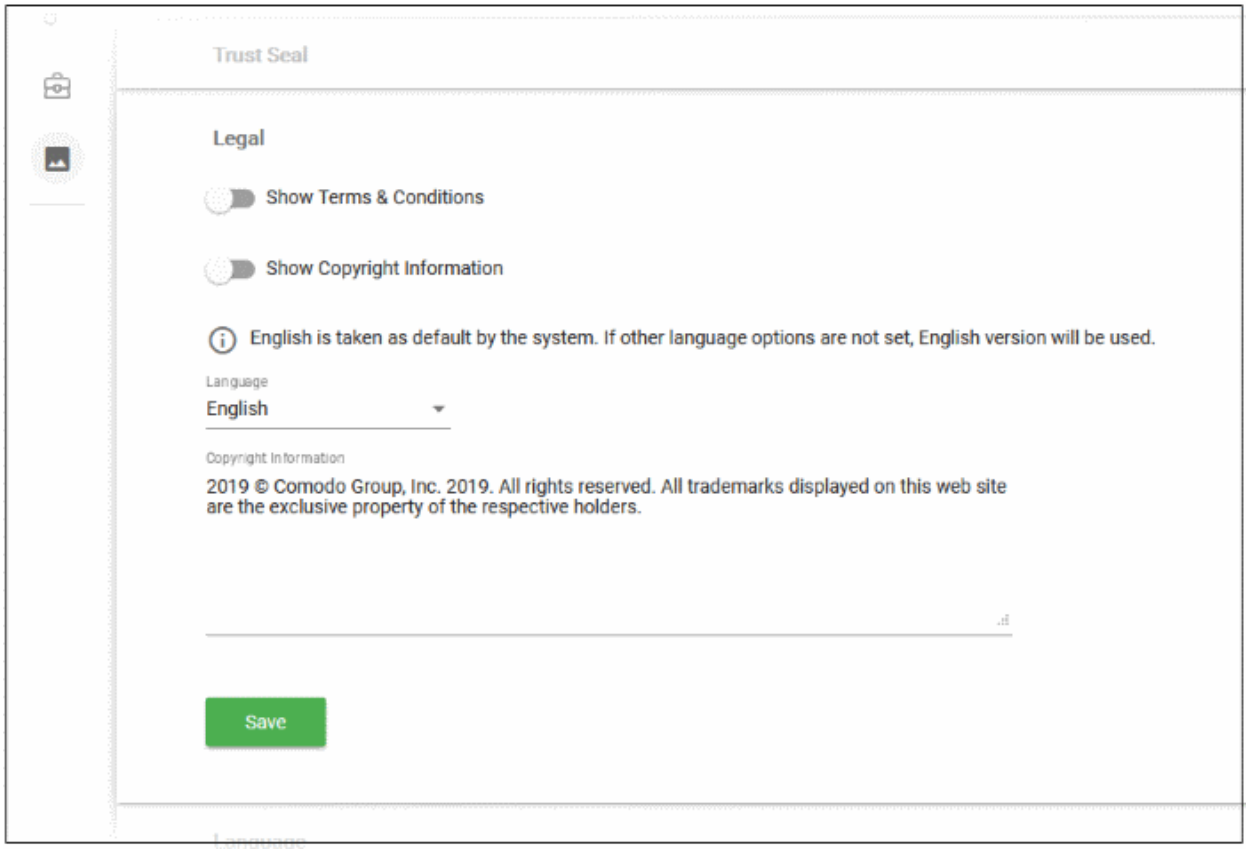


The image is uploaded to cWatch.

- Your customers can add the seal to their site from the 'Trust Seal' page of a website.
- See **https://help.comodo.com/topic-285-1-848-13683-Add-Trust-Seal-to-your-Websites.html** if you want help with this.
- Repeat the process to change trust seal images for other languages and themes as required.

Configure Legal Information

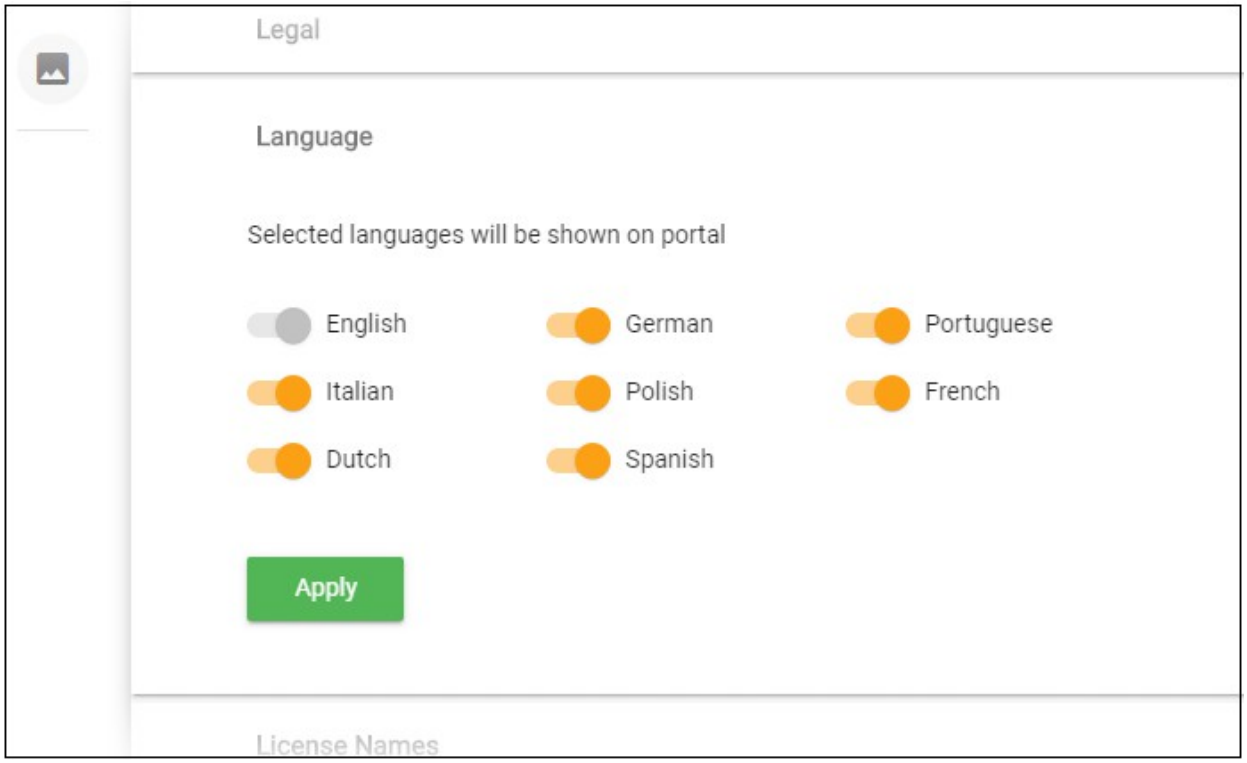
- Click the 'Profile' icon at top-right then choose 'Settings'
- Select the appearance icon in the left menu
- Click the 'Legal' stripe



- **Show Terms & Conditions** – Adds a link to the cWatch terms and conditions to the bottom of your customer portal.
- **Show Copyright Information** – Adds copyright / trademark notices to the bottom of your customer portal. By default, this shows Comodo Group copyrights. You can customize the information as required.
  - **Language** – Select the language of the copyright information.
  - **Customize copyright information** – Enter your custom copyright texts here, if required.
- Click 'Save' to apply your preferences

Configure Customer Portal Languages

- Click the 'Profile' icon at top-right then choose 'Settings'
- Select the appearance icon in the left menu
- Click the 'Language' stripe:

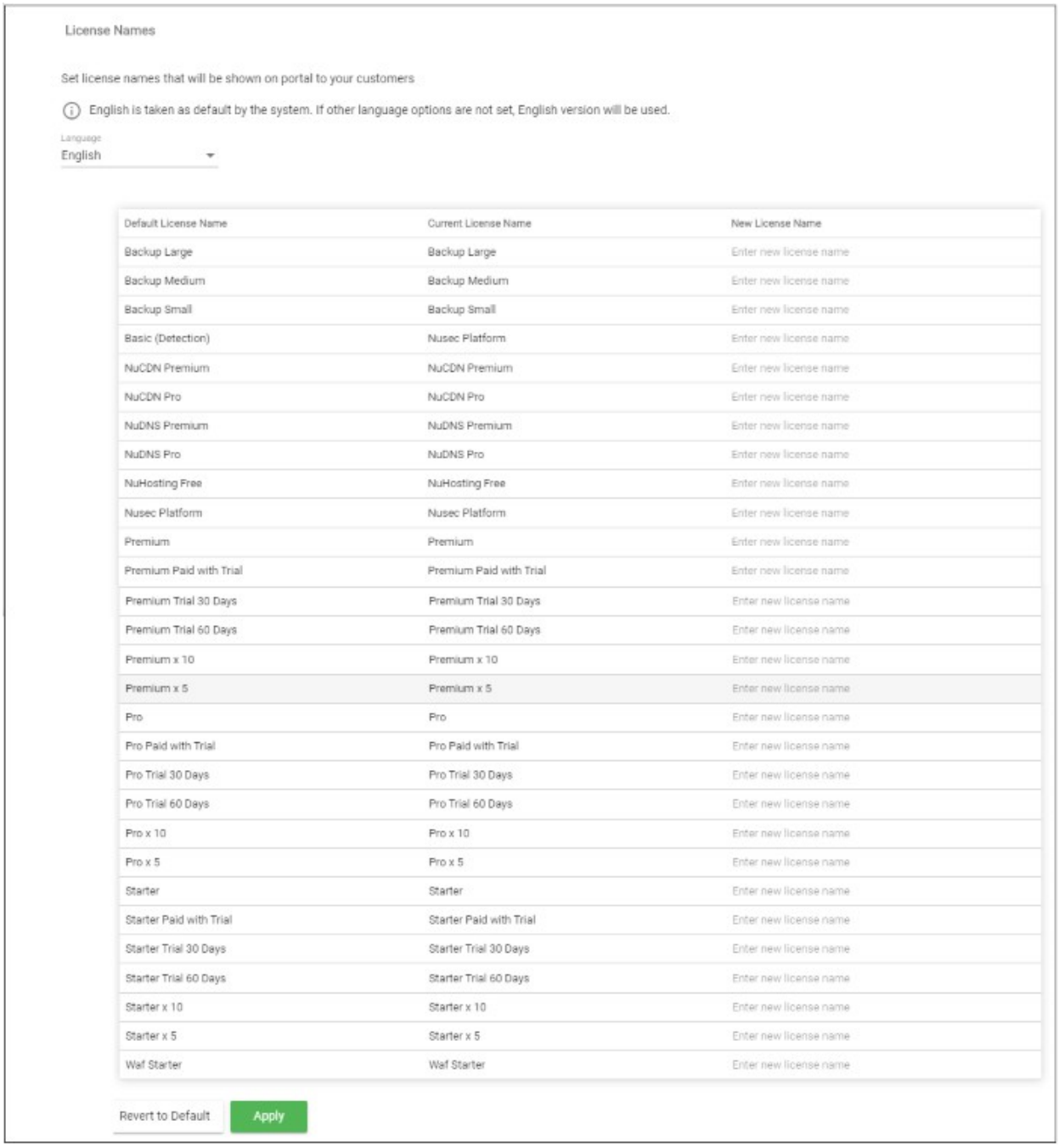


- Select the languages available to your customers in the cWatch portal.
- Customers can choose their language from the drop-down at top-right
- English is used by default if no other language is selected. You cannot disable English.
- Click 'Apply' to save your settings.

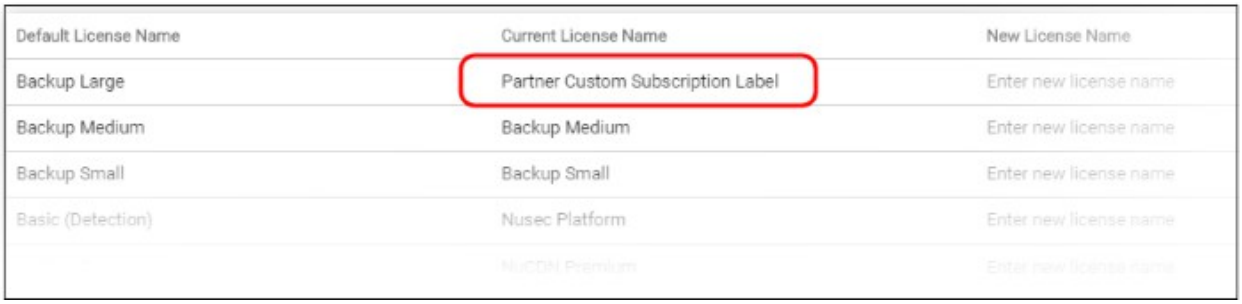
Customize License Names

You can change the name of cWatch licenses as required. Once changed, the new license names are those presented to your customers for purchase.

- Click the 'Profile' icon at top-right then choose 'Settings'
- Select the appearance icon in the left menu
- Click the 'License Names' stripe:



- **Language** - Select in which language the license should be shown. Default is English.
- **Default License Name** - The standard, original name of the license.
- **Current License Name** - Shows any custom name for the license. If no custom name was created, then this column will also show the default name.
- **New License Name** - Type your new name for the license then click the 'Apply' button at the bottom. The new name is then shown in the 'Current License Name' column.



- **Revert to Default** – All custom license names are restored to original cWatch license names.

Configure Online Chat

You can show cWatch branded support chat or your own branded chat in the customer interface. No support is shown if none are enabled.

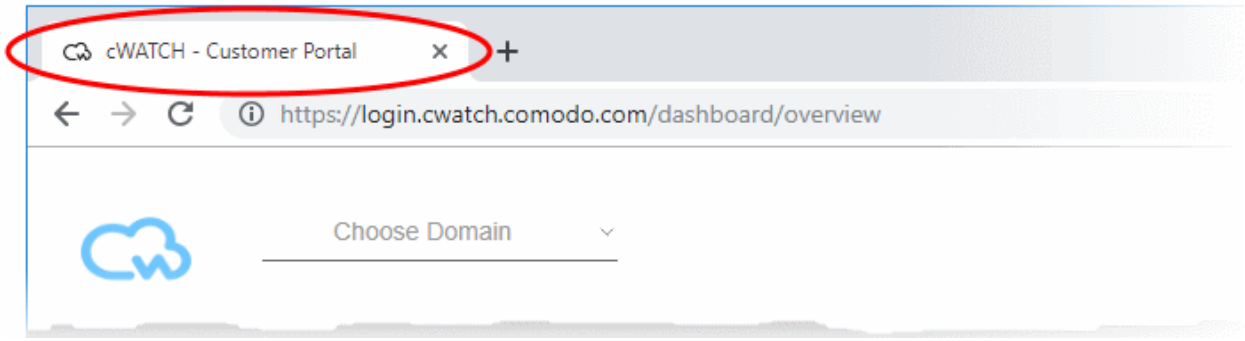
- Click the 'Profile' icon at top-right then choose 'Settings'
- Select the appearance icon in the left menu
- Click the 'Online Chat' stripe:

- **Show cWatch Online Chat** – Your customers can access the default cWatch online chat window. Support is provided by the cWatch team.
- **Show Custom Online Chat** – Your customers can access support chat provided by your team. Enable this and select the position where the chat window should be shown. Paste your chat code in the 'Script' area. Contact your cWatch account manager if you need more help with this.
- Click 'Apply' to save your settings.

Set Customer Portal Browser Tab Title

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon on the left menu

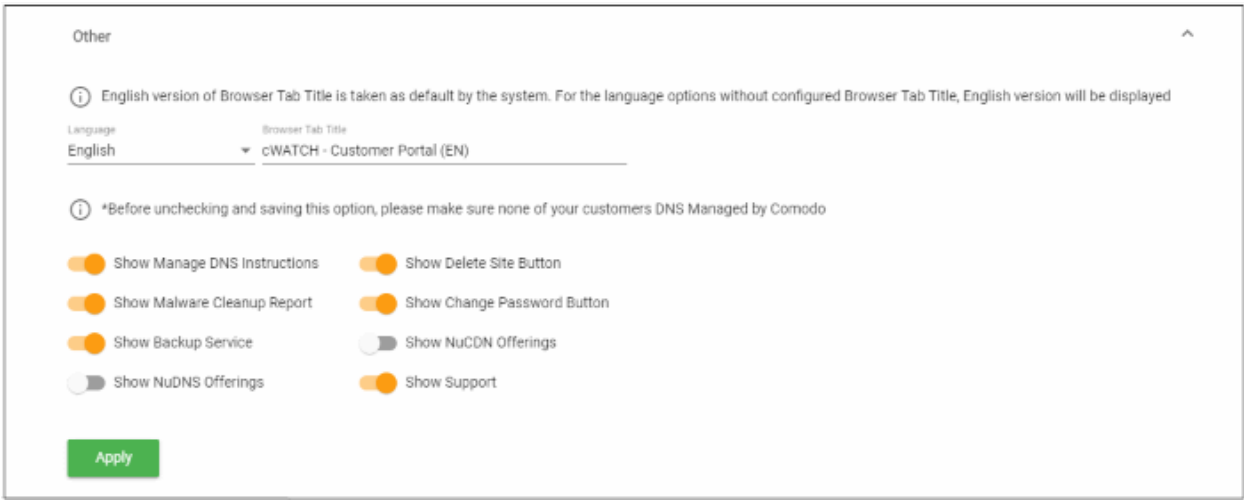
  OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Other' stripe
- You can set the text shown in the browser tab of your customer portal:



- You can set different texts for different languages

Set the browser tab title

- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon on the left menu
- Click the 'Other' stripe



- Select the language for the browser tab you want to set. The tab title text will be applied to customers who have set this language in their portal.
- Enter the text to be shown in the 'Browser Tab Title' field
- Click 'Apply' to save your changes
- Repeat the process to set the browser tab title for other languages as required.

Select Customer Portal Options

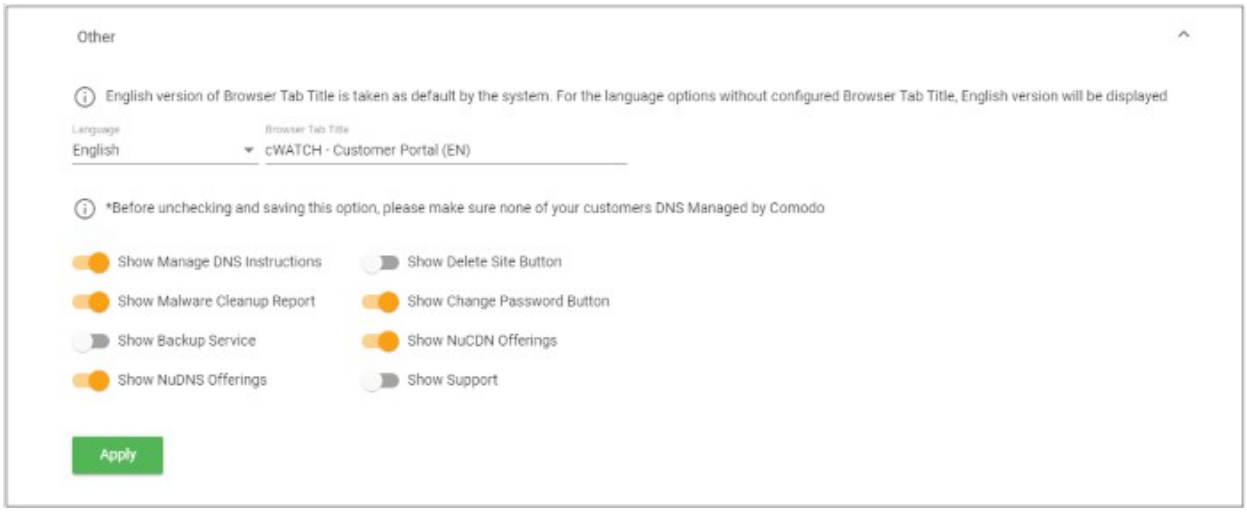
You can choose whether or not the following items are available to customers in the cWatch portal:

- DNS configuration instructions
- Remove website
- Malware cleanup report
- Shortcut to online chat support
- Change password
- Backup service
- NuCDN Offerings
- NuDNS Offerings
- Show Support

Configure customer portal options

- Click the 'Profile' icon at top-right then choose 'Settings'
- Select the appearance icon in the left menu

  OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Other' stripe
- Use the switches to enable or disable items in the customer portal:



- **Show Manage DNS Instructions** – Include help to configure DNS and SSL.

Background:

- Your customers need to modify their site's DNS settings in order to use the CDN and web application firewall (WAF).
- The instructions are shown in 'CDN' > 'Settings' > 'Activation'.
- There are two ways to configure DNS settings:
  - **Option A** - Change the name servers of the domain to Comodo DNS servers. The domain will then use 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

- cWatch offers complimentary SSL certificates to encrypt traffic between the CDN and customer websites.
  - The process to activate the certificate depends on how DNS is configured on the site.
  - Help to configure DNS settings is available to a customer at 'CDN' > 'Settings' > 'Activation' for each site. See **https://help.comodo.com/topic-285-1-848-13908-Activate-CDN-for-a-Website.html** for more details.
  - Help to activate the certificate is available to a customer in the 'SSL' page for each site. See **https://help.comodo.com/topic-285-1-848-12464-SSL-Configuration.html** for more details.

  - **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 disabled, the option to activate a complimentary SSL certificate is also hidden.

- **Show Delete Site Button** – Choose whether customers can remove their site from cWatch protection.
  - The 'Remove Site' option is available in the 'Overview' page of a domain in the customer portal
  - Use the switch to hide this option. Customers will need to contact you if they want to remove their site from cWatch.
- **Show Malware Cleanup Report** - Choose whether customers can download reports on malware removal operations.
  - The reports list all malware cleaned from their site by Comodo technicians.
  - The reports are available in the 'Malware' page of a website.
    - See **https://help.comodo.com/topic-285-1-848-13907-Run-Malware-Scans-and-View-Results.html** if you want more information.
  - Disable this option if you do not want your customers to access these reports.
- **Show Backup Service** – Choose whether your customers can backup their websites and databases to cWatch servers. The service lets customers recover their site in the event of catastrophic data loss.
  - The backup menu button is available on your customer's domain page
  - See **https://help.comodo.com/topic-285-1-848-15272-Back-up-Your-Website.html** if you need more help with this.
- **Show Support** – Choose whether your customers can request a malware clean up.
  - If disabled, the support link and request cleanup links are removed from customer interfaces.
  - See **https://help.comodo.com/topic-285-1-848-11573-Get-Support.html** if you need more help with this.

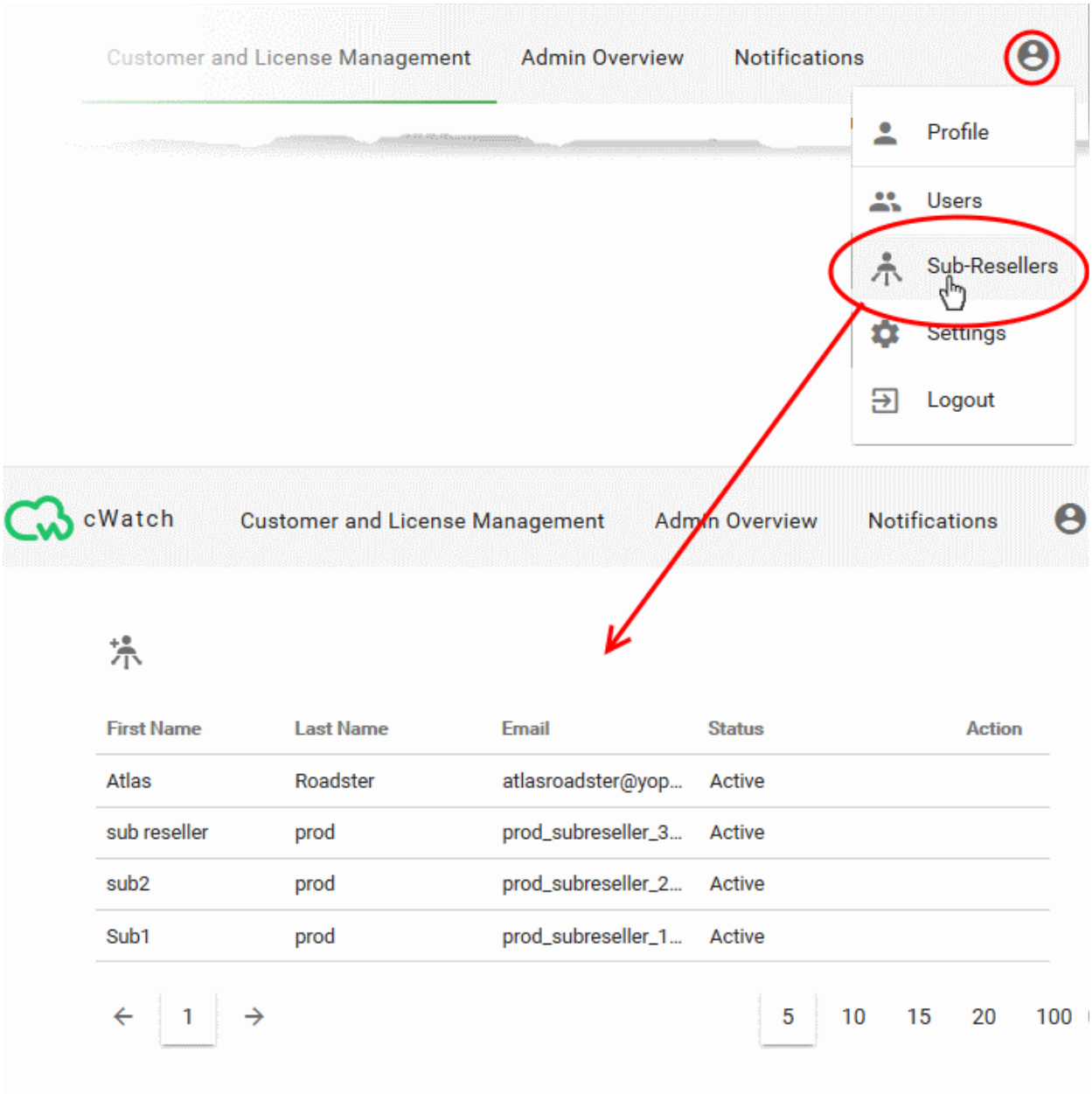
Add and Manage Sub-Resellers

- 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	The full name of the sub-reseller

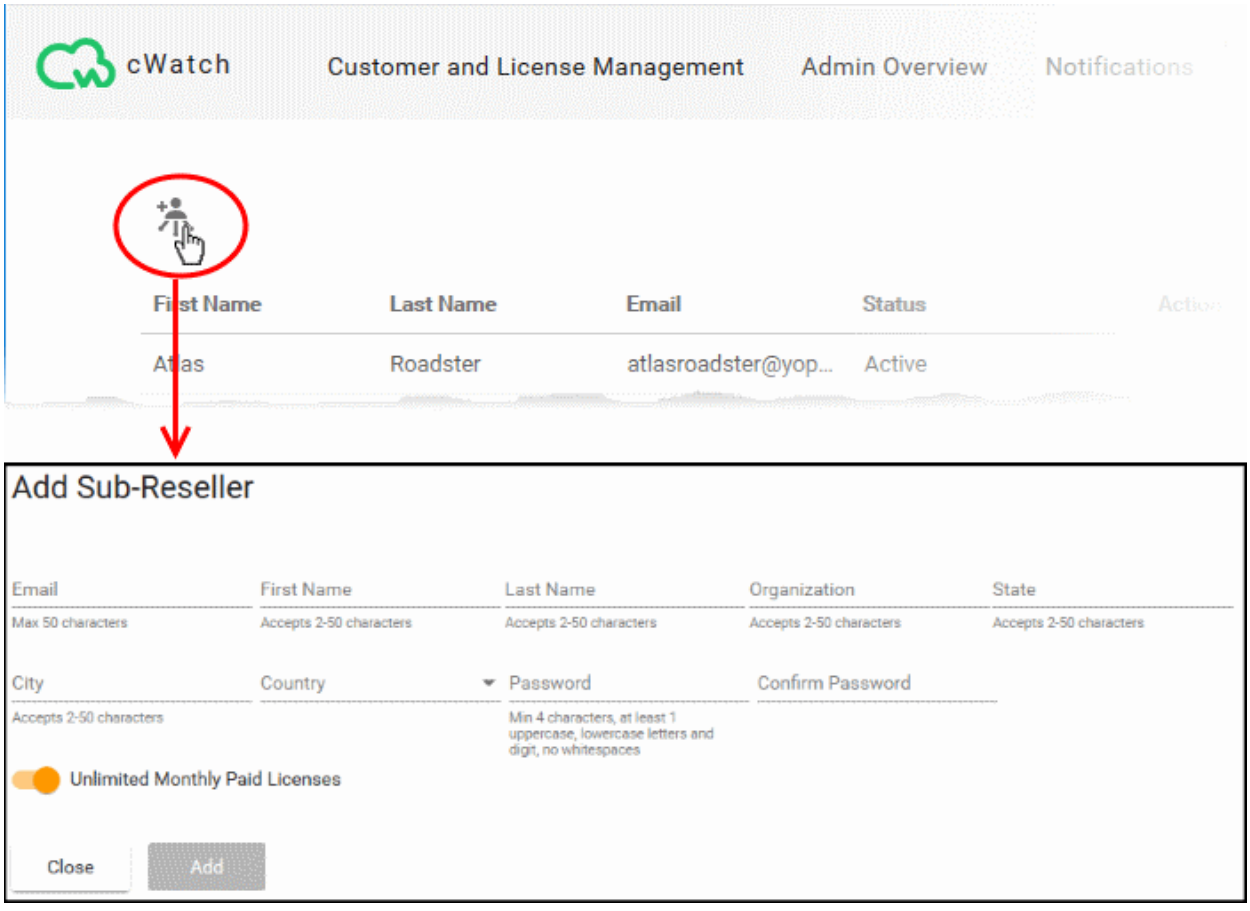
Last Name	
Email	Contact address of the sub-reseller
Status	Whether the reseller account is active or not
Actions	• Hover your mouse over a sub-reseller row to reveal the control buttons The controls allow you to: • Edit the user-profile of the reseller • View the details of your sub-reseller's customers

The following sections explain how to:

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

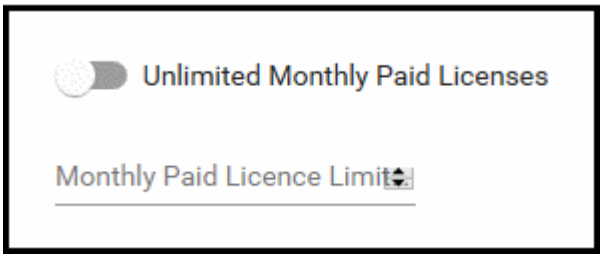
Add a Sub-Reseller

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



- 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.



- Click 'Add' to save the sub-reseller

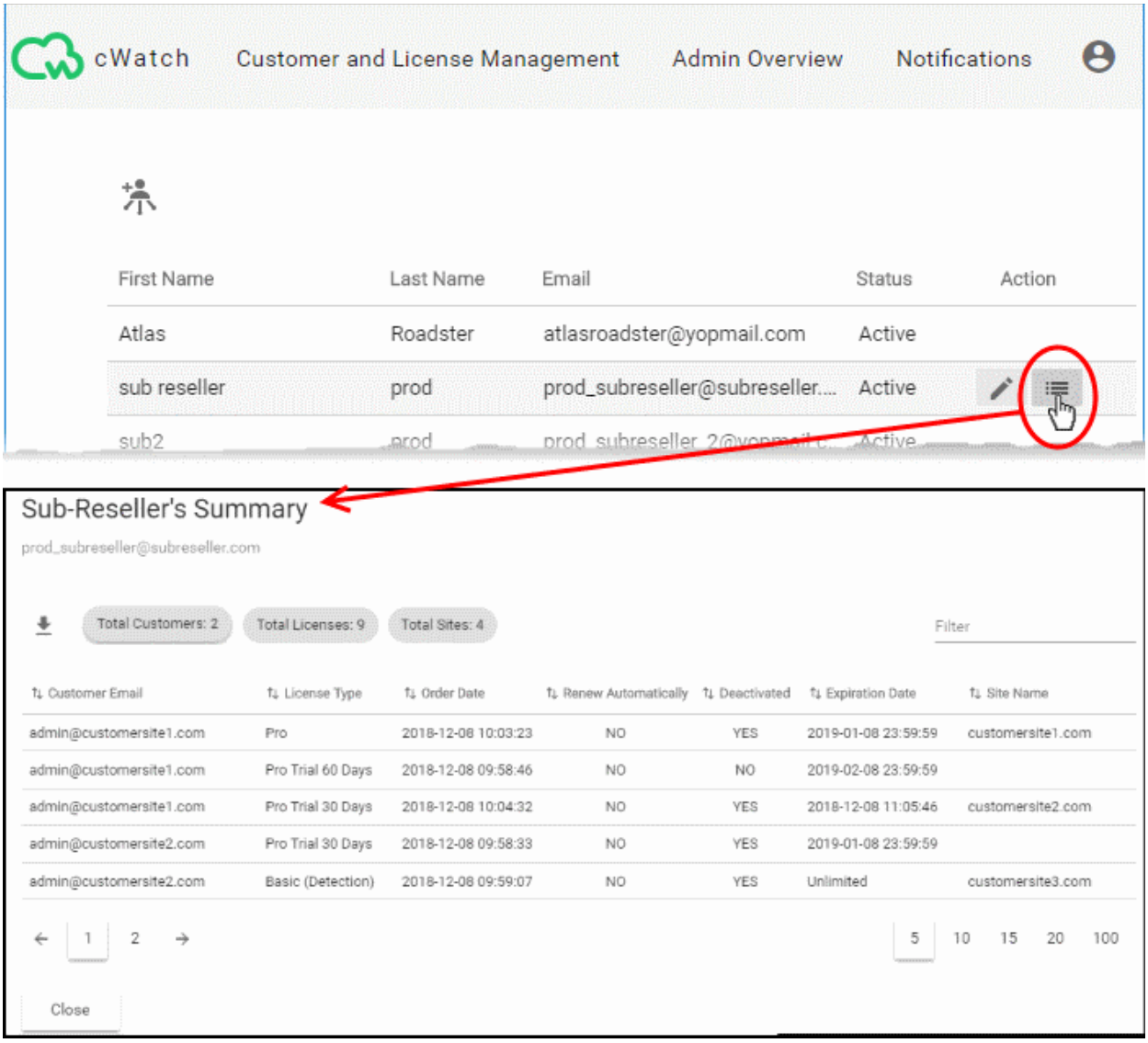
The sub-reseller can now login to the cWatch with their email address and the password set by you. They can add their own customers, distribute licenses, add/configure customer websites and more.

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 .



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 **Membership Plans** 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' filed 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.

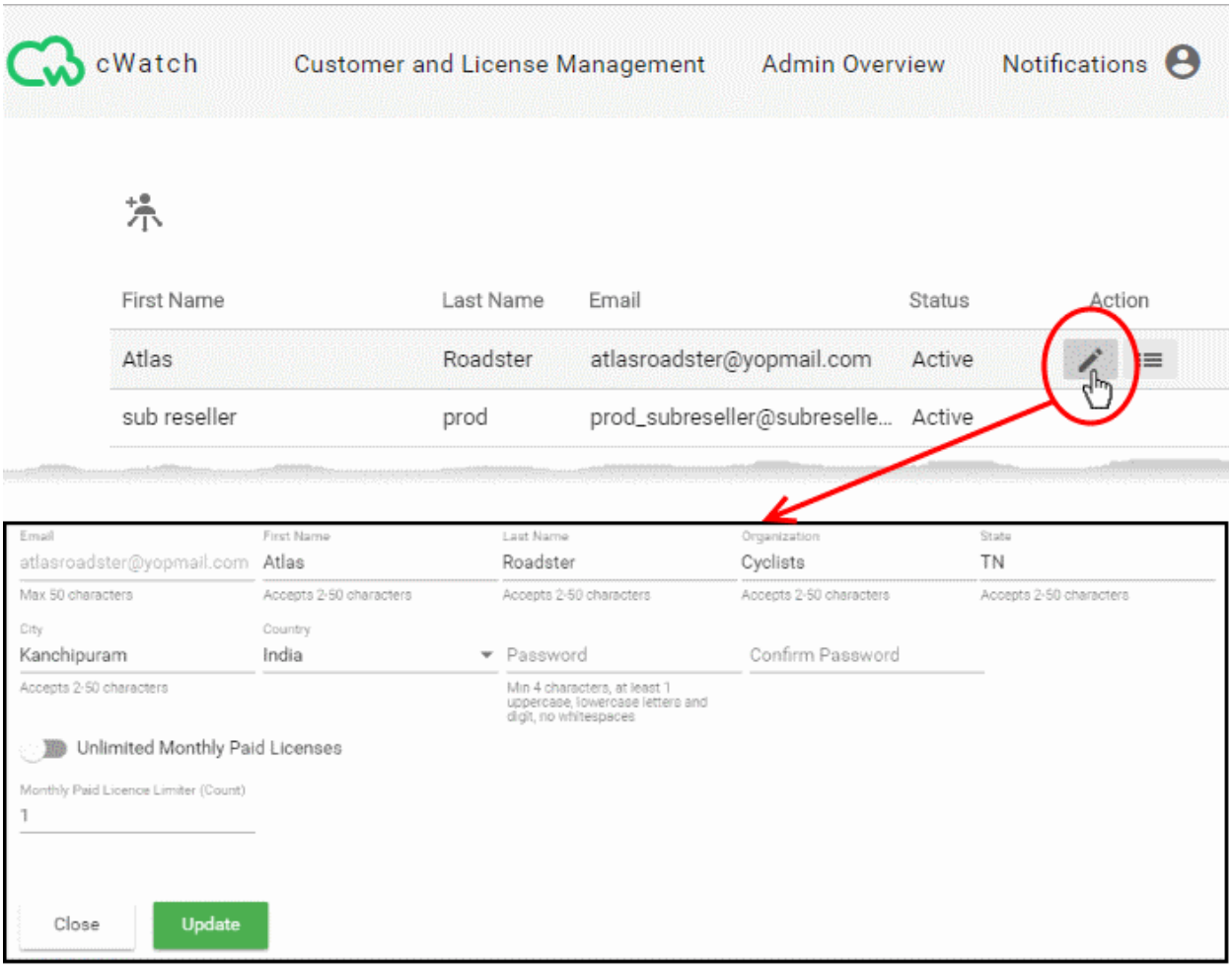
'Sub-Reseller's Summary' screen appears with the details of licenses distributed by the sub-reseller

- 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

cWatch Security Licenses

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

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

cWatch Backup Licenses:

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

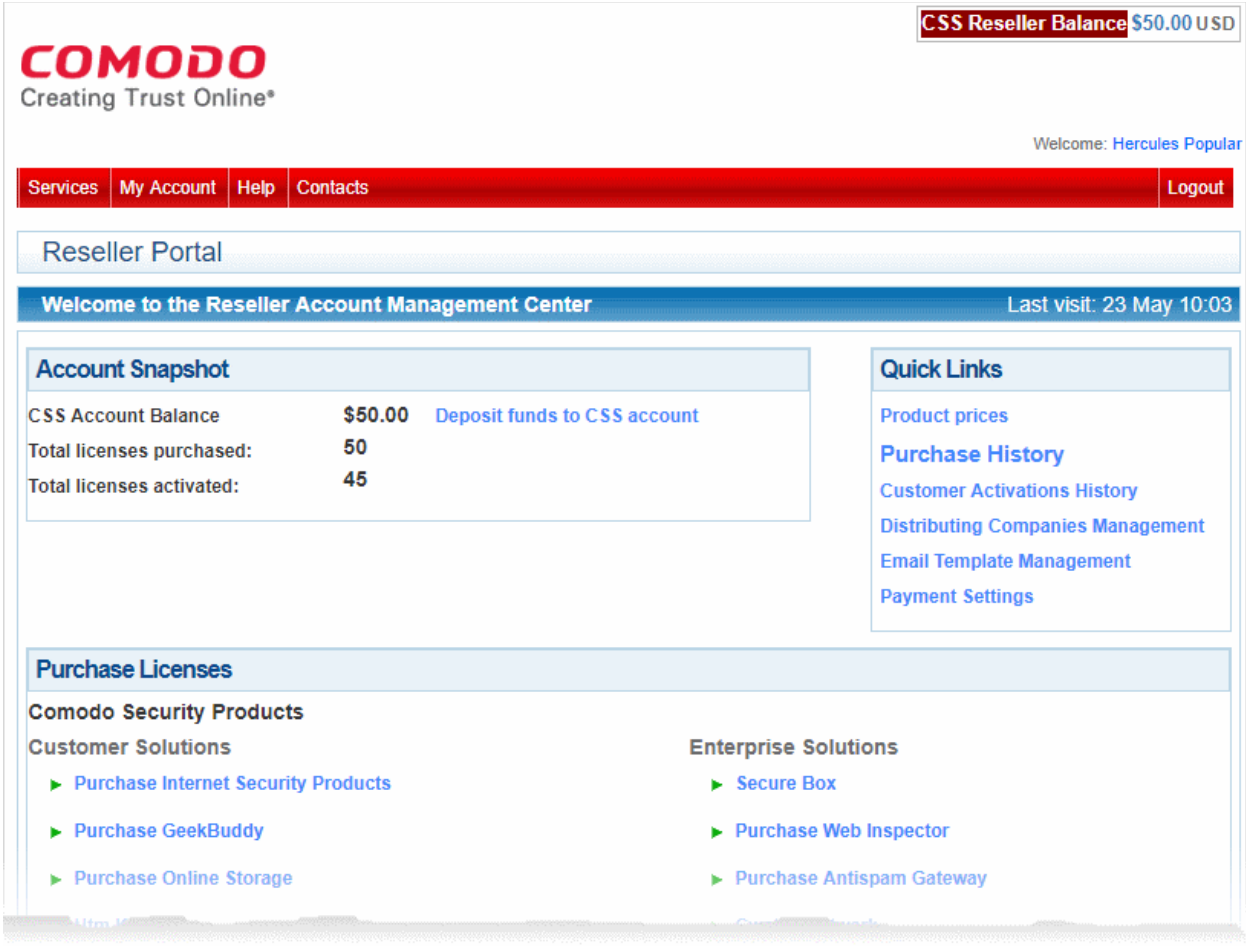
Feature	Backup 'Small'	Backup 'Medium'	Backup 'Large'
Storage	10 GB	30 GB	50 GB

Backup retention	Until storage is full or 90 days	Until storage is full or 90 days	Until storage is full or 90 days
File system backup	FTP/SFTP	FTP/SFTP	FTP/SFTP
Daily automatic backup	✓	✓	✓
Custom scheduled backups	✓	✓	✓
Manual backup	Two times per day	Two times per day	Two times per day
Backup history	✓	✓	✓
Backup status notifications	✓	✓	✓
Alerts on backup failure	✓	✓	✓
File change monitoring	File System	File System	File System
One-click automatic recovery	File System	File System	File System
Manual Restore (Download zip)	✓	✓	✓

- 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 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 or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

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