

## Introduction to cWatch Partner Portal

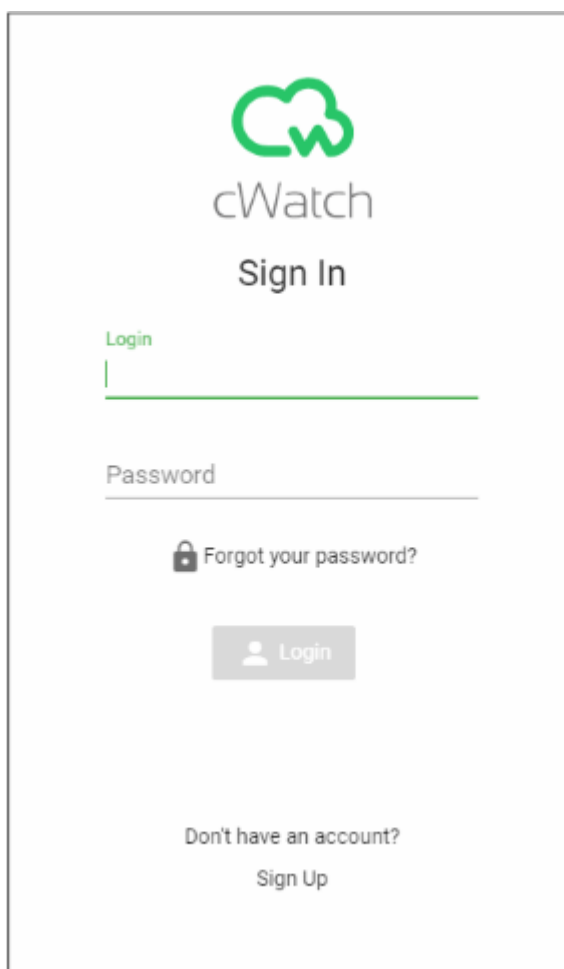
This document explains how partners can add customers and sub-resellers, distribute licenses, configure customer websites, apply their own branding to the customer portal, and more.

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

## Add Admin Users

- This section explains how to add fellow admins to the 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':

The screenshot shows the top navigation bar with a dropdown menu open. The 'Users' option is circled in red. Below the menu, there is a table of existing users. A red arrow points from the 'Users' menu item to the '+ user' icon in the top-left corner of the table.

| First Name | Last Name | Email                         | Action |
|------------|-----------|-------------------------------|--------|
| Alice      | Greenwood | alice.greenwood@domain.com    |        |
| Bob        | Eastwood  | bob.eastwood@domain.com       |        |
| John       | Northwood | john.northwood@domain.com     |        |
| Kyle       | Westwood  | kyle.westwood@domain.com      |        |
| Telerama   | Southwood | telerama.southwood@domain.com |        |

Page navigation: 1 | 5 | 10 | 15 | 20 | 100

- This opens a list of existing admins
- Click the 'add user' icon - 
- This opens the admin config screen:

## Add User

User Information

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

Country ▼ Password \_\_\_\_\_ Confirm Password \_\_\_\_\_

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

User Permissions

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

|  |  |
|--|--|
| <p><b>Notifications</b></p> <p><input type="checkbox"/> Manage Notifications</p> | <p><b>Reports</b></p> <p><input type="checkbox"/> Manage Reports</p> |
|--|--|

Close
Add

- 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 screenshot shows a user management interface. At the top left is a '+ user' icon. Below it is a table with columns for First Name, Last Name, Email, and Action. The first row is highlighted, and a 'Manage' button with a pencil icon is visible in the Action column, circled in red. Below the table are pagination controls showing page 1 of 1, and options for 5, 10, 15, 20, and 100 items per page.

| First Name | Last Name | Email                         | Action |
|------------|-----------|-------------------------------|--------|
| Alice      | Greenwood | alice.greenwood@comodo.com    | Manage |
| Bob        | Eastwood  | bob.eastwood@comodo.com       |        |
| John       | Northwood | john.northwood@comodo.com     |        |
| Kyle       | Westwood  | kyle.westwood@comodo.com      |        |
| Telerama   | Southwood | telerama.southwood@comodo.com |        |

The user profile screen opens:

## Profile

---

### User Information

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

---

### User Permissions

|   |   |  |   |
|---|---|--|---|
| <small>Customer and License Management</small>  | <small>Settings</small>   | <small>User Management</small>   | <small>Domain Overview</small>  |
| <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Add Customer</li> <li><input checked="" type="checkbox"/> Add Customer</li> <li><input checked="" type="checkbox"/> Add Site</li> <li><input checked="" type="checkbox"/> Deactivate License</li> <li><input checked="" type="checkbox"/> Distribute Paid License</li> <li><input checked="" type="checkbox"/> Distribute Trial / Free License</li> <li><input checked="" type="checkbox"/> Import Customer</li> <li><input checked="" type="checkbox"/> Import Site</li> <li><input checked="" type="checkbox"/> Sends activation mails to customers</li> <li><input checked="" type="checkbox"/> Update License's Auto-Renewal</li> <li><input checked="" type="checkbox"/> Upgrade License/ Put License Into Use</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Get and Update Click to Buy Link</li> <li><input checked="" type="checkbox"/> Get and Update Click to Buy Link</li> <li><input checked="" type="checkbox"/> Get and Update SSL Link</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Edit Own Profile details</li> <li><input checked="" type="checkbox"/> Edit Own Profile details</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Export to CSV</li> <li><input type="checkbox"/> Export to CSV</li> <li><input type="checkbox"/> Customer Portal Login As</li> <li><input checked="" type="checkbox"/> Creates Malware Removal Request</li> <li><input checked="" type="checkbox"/> Manage SSL</li> <li><input checked="" type="checkbox"/> Purge Cache</li> <li><input checked="" type="checkbox"/> Remove Site</li> <li><input checked="" type="checkbox"/> Set Cache Settings</li> <li><input checked="" type="checkbox"/> Set FTP/SFTP and Enable Scanner</li> </ul> |

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|   |   |
|---|---|
| <small>Notifications</small>                  | <small>Reports</small>                  |
| <input type="checkbox"/> Manage Notifications | <input type="checkbox"/> Manage Reports |

Close
Delete User
Update

- 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:

## Remove User

tel@comodo@gmail.com

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

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

Enter user email

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

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

The dashboard includes a navigation bar with 'Customer and License Management', 'Domain Overview', 'Notifications', 'Reports', and 'Admin Partner'. Summary cards show 'Total Customers: 185', 'Sites on cWatch: 113', and 'Account Balance: \$ 3.24'. An actions menu contains icons for adding customers, refreshing, deleting, and other functions. A search bar is labeled 'Search Customer'. Below is a table with columns for 'Customer', 'Account Activation Email', 'Valid License Count', and 'Sites on cWatch'. The table lists several email addresses, with 'atlasroadster@gmail.com' selected. A pagination bar at the bottom shows page 2 of 37.

| <input type="checkbox"/>            | ↑↓ Customer             | ↑↓ Account Activation Email | ↑↓ Valid License Count | ↑↓ Sites on cWatch |
|-------------------------------------|-------------------------|-----------------------------|------------------------|--------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                        | 0                      | 0                  |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                        | 0                      | 0                  |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                        | 0                      | 1                  |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                        | 2                      | 2                  |
| <input type="checkbox"/>            | avonpedal@yopmail.com   | Sent                        | 1                      | 0                  |

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

This close-up shows the actions menu with the 'Add Customer' icon (a person with a plus sign) circled in red. A red arrow points from this icon down to the 'Add Customer' form shown in the next block.

### Add Customer

|   |  |  |
|---|--|--|
| <input type="text" value="Name"/><br><small>Accepts 2-50 characters</small> | <input type="text" value="Surname"/><br><small>Accepts 2-50 characters</small> | <input type="text" value="Email"/><br><small>Max 50 characters</small> |
| <input type="text" value="Country"/>  | Language<br>▼ English ▼  |  |

Add Another



- 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

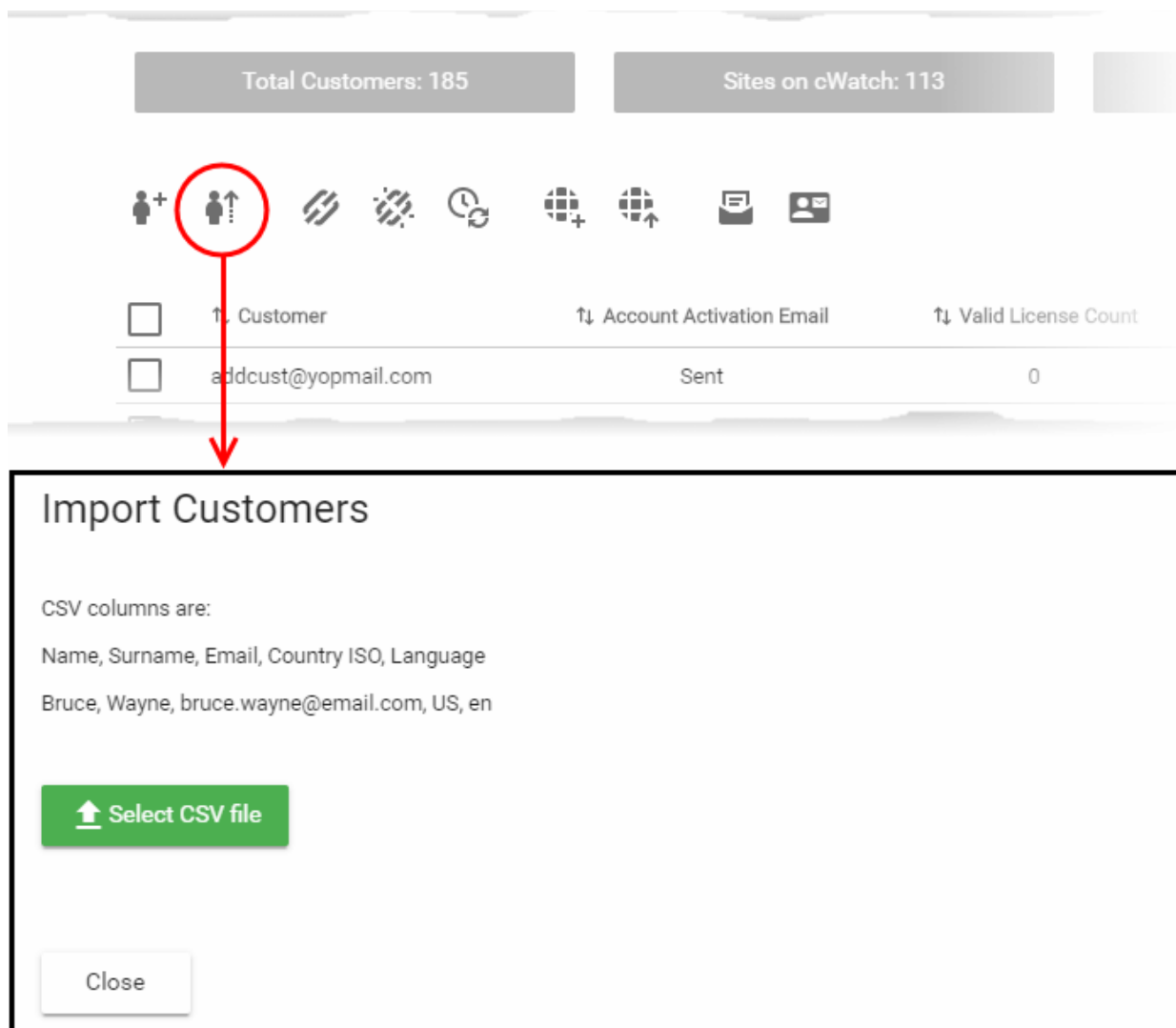
Example:

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

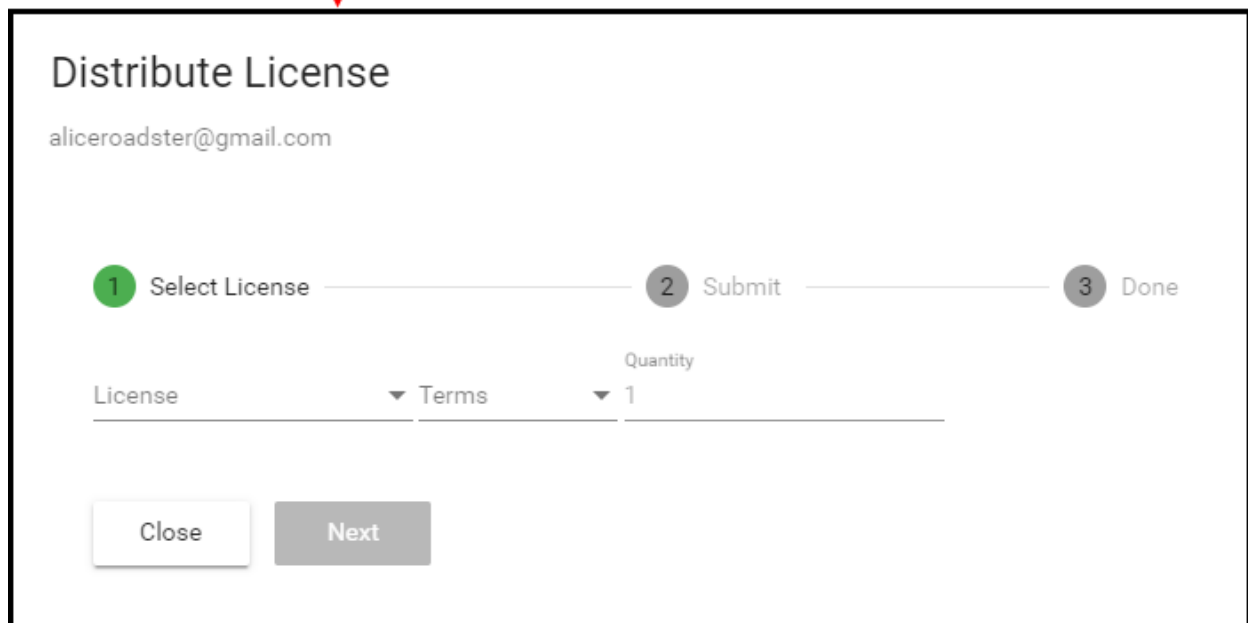
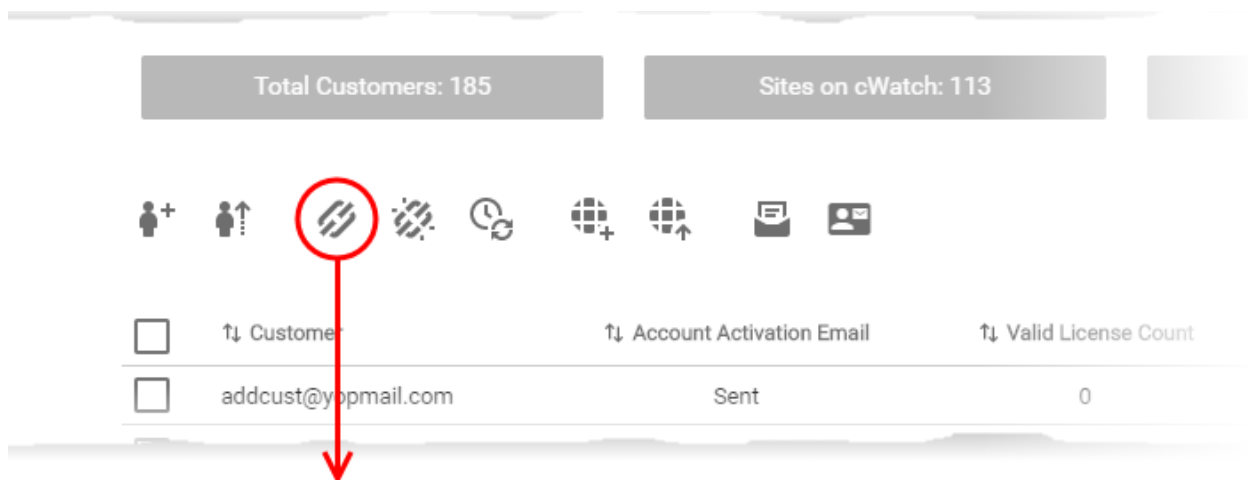
- This section explains how you can distribute paid and trial licenses to customers.
- The cost of paid licenses will be deducted from your account by Comodo. It is your responsibility to charge and collect fees from your customers by whichever method you prefer.
  - You can deposit funds to buy licenses 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.

1 Select License

| License | Terms     | Quantity |
|---------|-----------|----------|
| Pro     | ▼ 1 Month | ▼ 1      |

Auto Renewal

Close Next

- 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.

## Distribute License

aliceroadster@gmail.com

1 Select License
 2 Submit
 3 Done

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

| Customer # | Name  | Surname  | Email                   |
|------------|-------|----------|-------------------------|
| 1          | Alice | Roadster | aliceroadster@gmail.com |

Close
Back
Submit

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

## Distribute License

aliceroadster@gmail.com

✓ Select License
 ✓ Submit
 3 Done

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

| Cu... | Name  | Surname   | Email          | Status  | License Key                      |
|-------|-------|-----------|----------------|---------|----------------------------------|
| 1     | Alice | Roadst... | aliceroadst... | Success | a0756776-4f65-48a1-b45a-0f80a... |


Close

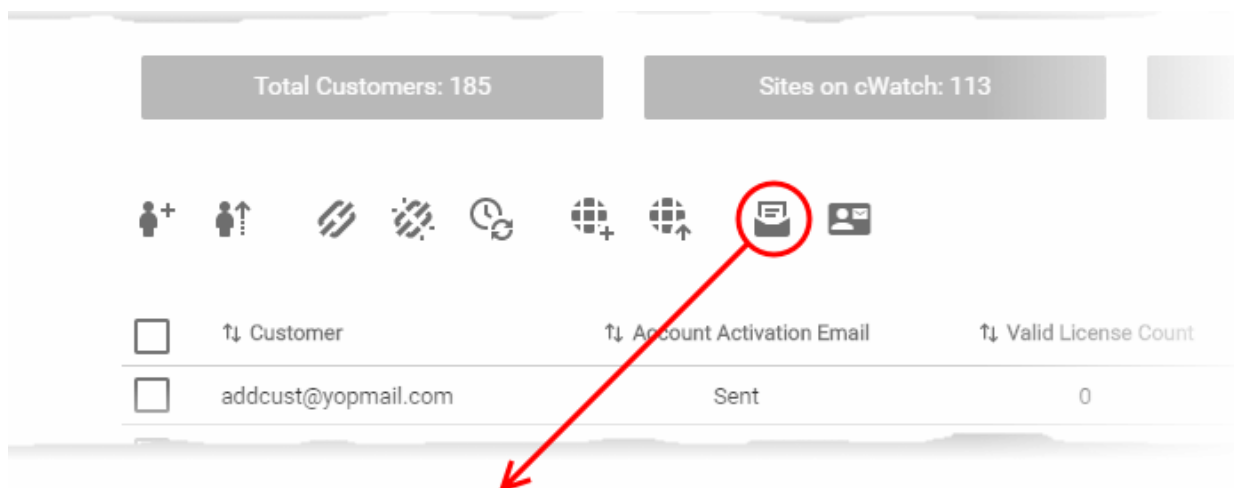
- cWatch will generate a license key and send an order confirmation mail to the customer.
- The customer will also receive an account activation mail if this is their first license. The mail contains a link

to login 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'



### Send Activation Email

1 Customers Activation Email Will Be Send 2 Submit

When you click submit, activation email will be sent to customer(s) in given list.

Customer

A confirmation is shown.

- Click 'Submit'

The activation email is sent.


## Send Activation Email

✓ Customers Activation Email Will Be Send 2 Submit

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

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

### Deactivate a Customer License

- You can deactivate licenses that you no longer require.
- Deactivated licenses are removed from 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':

The screenshot shows the cWatch Partner Portal interface. At the top, there are three summary boxes: 'Total Customers: 185', 'Sites on cWatch: 113', and 'Account'. Below these are several navigation icons, with the 'Licenses' icon (a globe with a checkmark) circled in red. A red arrow points from this icon to a modal window titled 'Deactivate Licenses' for the customer 'atlasroadster@gmail.com'. The modal window shows a progress bar with '1 Select Licenses' and '2 Done'. Below the progress bar is a table of licenses with columns for License Key, License Type, Order Date, Expire Date, and Domain Count. The first license is selected with a checkmark. At the bottom of the modal are 'Close' and 'Deactivate' buttons.

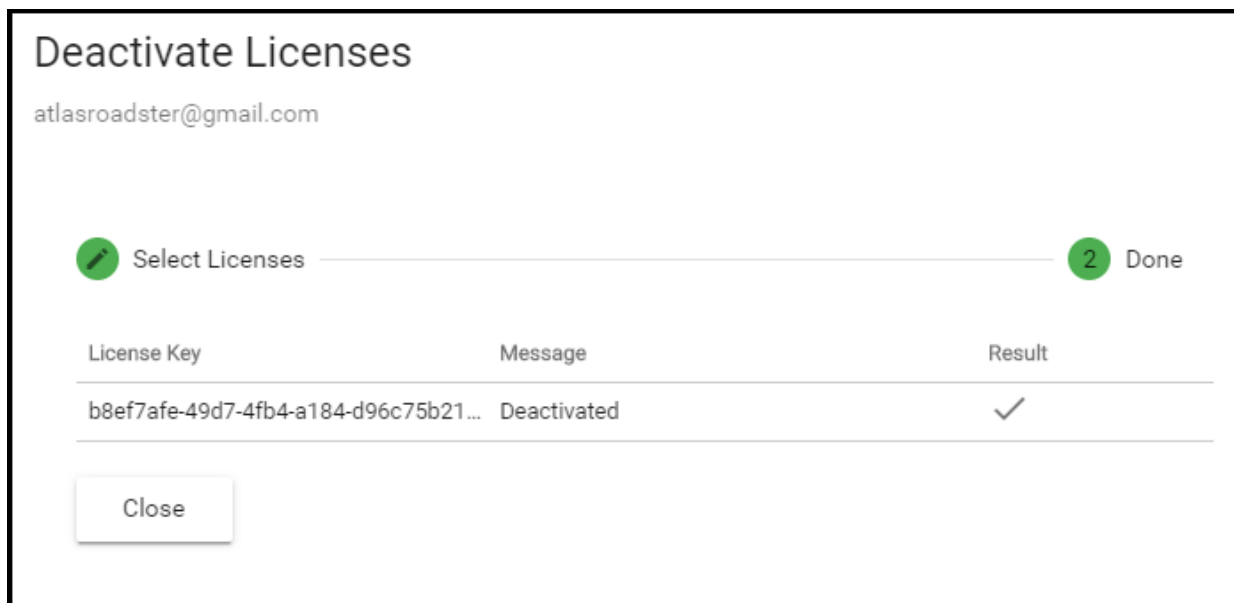
| <input type="checkbox"/>            | Customer                | Account Activation Email | Valid License Count |
|-------------------------------------|-------------------------|--------------------------|---------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                     | 0                   |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                     | 0                   |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                     | 0                   |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                     | 2                   |
| <input type="checkbox"/>            | avonpedal@yopmail.com   | Sent                     | 1                   |

| <input type="checkbox"/>            | License Key                   | License Type      | Order Date | Expire Date | Domain Count |
|-------------------------------------|-------------------------------|-------------------|------------|-------------|--------------|
| <input checked="" type="checkbox"/> | b8ef7afe-49d7-4fb4-a184-d9... | Pro               | 2019-08-01 | 2019-09-01  | 1            |
| <input type="checkbox"/>            | d0e7c3ad-a844-4b75-82bf-8...  | Basic (Detection) | 2019-04-02 | Unlimited   | 0            |
| <input type="checkbox"/>            | d55384c8-fe9a-49bc-a5b4-d...  | Basic (Detection) | 2018-12-05 | Unlimited   | 1            |

- 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:

The dashboard shows the following statistics:

- Total Customers: 185
- Sites on cWatch: 113
- Account: [Account Name]

The table below lists customer accounts with their activation email status and valid license counts:

| <input type="checkbox"/>            | ↑ Customer              | ↑ Account Activation Email | ↑ Valid License Count |
|-------------------------------------|-------------------------|----------------------------|-----------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                       | 0                     |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                       | 0                     |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                       | 0                     |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                       | 2                     |
| <input type="checkbox"/>            | avonpedal@yopmail.com   | Sent                       | 1                     |

### Add Sites

atlasroadster@gmail.com

1 Define Sites      2 Submit      3 Done

Customer  
 atlasroadster@gmail.com    Domain    License

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

Dns Service  
 Initiate DNS and Auto SSL

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

Close    Add Item    Next

## 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

### Add Sites

atlasroadster@gmail.com

Define Sites
 2 Submit
 3 Done

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

| Customer            | License Title         | Domain Name | DNS-SSL          | Expiration Date | Auto Renewal |
|---------------------|-----------------------|-------------|------------------|-----------------|--------------|
| atlasroadster@gm... | Premium Trial 30 D... | example.edu | DNS and auto SSL | 2019-05-02      | NO           |

Close
Back
Submit

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

## Step 3 - Finalization

### Add Sites

atlasroadster@gmail.com

Define Sites
 Submit
 3 Done

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

| Customer            | License Title         | Domain Name | DNS-SSL          | Expiration Date | Auto Renewal |
|---------------------|-----------------------|-------------|------------------|-----------------|--------------|
| atlasroadster@gm... | Premium Trial 30 D... | example.edu | DNS and auto SSL | Unlimited       | NO           |

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

Close

- Click 'Close'

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

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

Licenses

| Type               | Site Name   | Site Provisioning | Order Date | Expiration Date | Auto Renewal | Status    |
|--------------------|-------------|-------------------|------------|-----------------|--------------|-----------|
| Premium Trial 3... | 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.

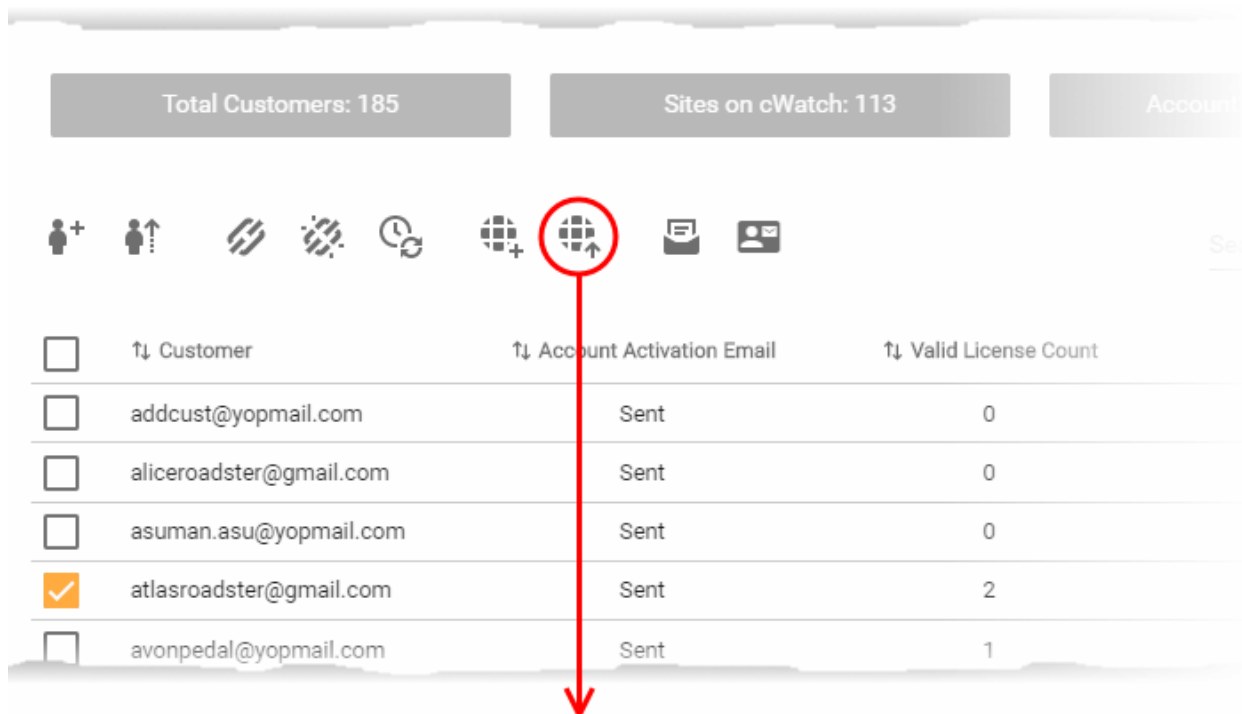
#### Get a customer's license keys

- 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



Dashboard summary: Total Customers: 185, Sites on cWatch: 113, Account: [unreadable]

Navigation icons: [unreadable], [unreadable], [unreadable], [unreadable], [unreadable], **Import Sites**, [unreadable], [unreadable]

| <input type="checkbox"/>            | Customer                | Account Activation Email | Valid License Count |
|-------------------------------------|-------------------------|--------------------------|---------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                     | 0                   |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                     | 0                   |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                     | 0                   |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                     | 2                   |
| <input type="checkbox"/>            | avonpedal@yopmail.com   | Sent                     | 1                   |

### Import Sites

Import must be in CSV format.

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

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

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

[Select CSV file](#)


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

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

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

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

### 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:

Total Customers: 185      Sites on cWatch: 113      Accounts: 113

Search

| <input type="checkbox"/>            | ↑↓ Customer             | ↑↓ Account Activation Email | ↑↓ Valid License Count |
|-------------------------------------|-------------------------|-----------------------------|------------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                        | 0                      |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                        | 0                      |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                        | 0                      |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                        | 2                      |
| <input type="checkbox"/>            | avonpedal@yopmail.com   | Sent                        | 1                      |

### Import Sites

Import must be in CSV format.

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

1 Select File      2 Upload      3 Done

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

**↑ Select CSV file**

↓ Export Template CSV      Close

- Click 'Select CSV File', browse to the file you want to import and click 'Open'
- Domain details will be fetched from the file and shown in the interface as follows:

## Import Sites

Import must be in CSV format.

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

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

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

Close    Back    **Submit**

- Click 'Submit' to import the information into cWatch

## Import Sites

Import must be in CSV format.

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

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

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

Close

- Click 'Close' to finish the wizard.

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



Licenses

↓

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

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

cWatch Customer and License Management Domain Overview **Notifications** Reports Coco Nut

Support Ticket Notification Email Settings

Type Select Value

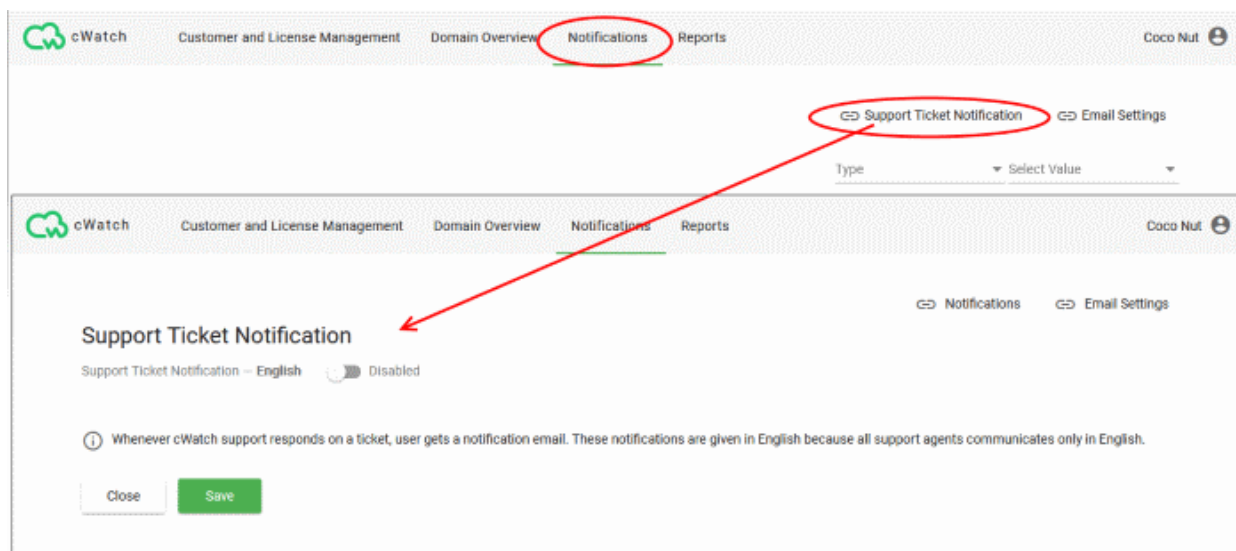
| Name                      | Enabled | Language | Action |
|---------------------------|---------|----------|--------|
| License Expired           | YES     | English  |        |
| License Expired           | YES     | Dutch    |        |
| OWASP Vulnerability Found | YES     | Dutch    |        |
| Backup Completed          | YES     | Italian  |        |
| Account Activation Email  | NO      | French   |        |
| Distribute License        | NO      | French   |        |
| License Expired           | NO      | French   |        |
| Malware Found             | YES     | French   |        |
| Account Activation Email  | NO      | Spanish  |        |
| Distribute License        | NO      | Spanish  |        |

← 1 2 ... 5 → 5 10 15 20 100

- 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

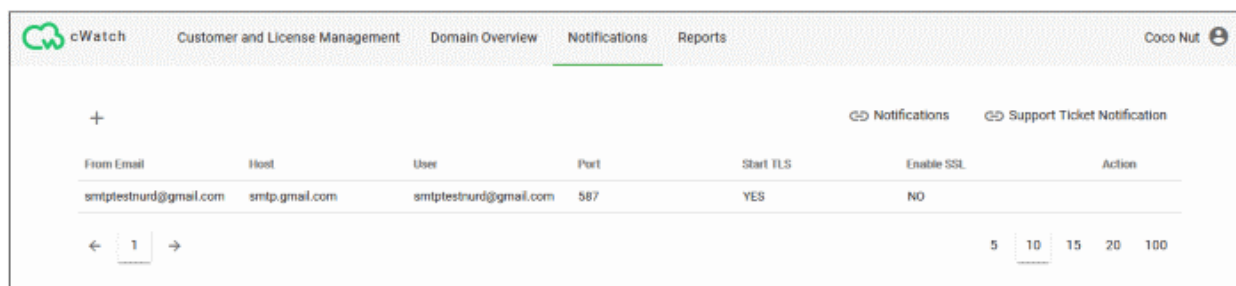
- A support ticket is created when Comodo technicians are engaged to remove malware from a customer website.
- cWatch can notify your customers when a support agent comments on a ticket about their site. For example, "Malware removal complete on www.example.com".
- You can enable or disable these notifications 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.

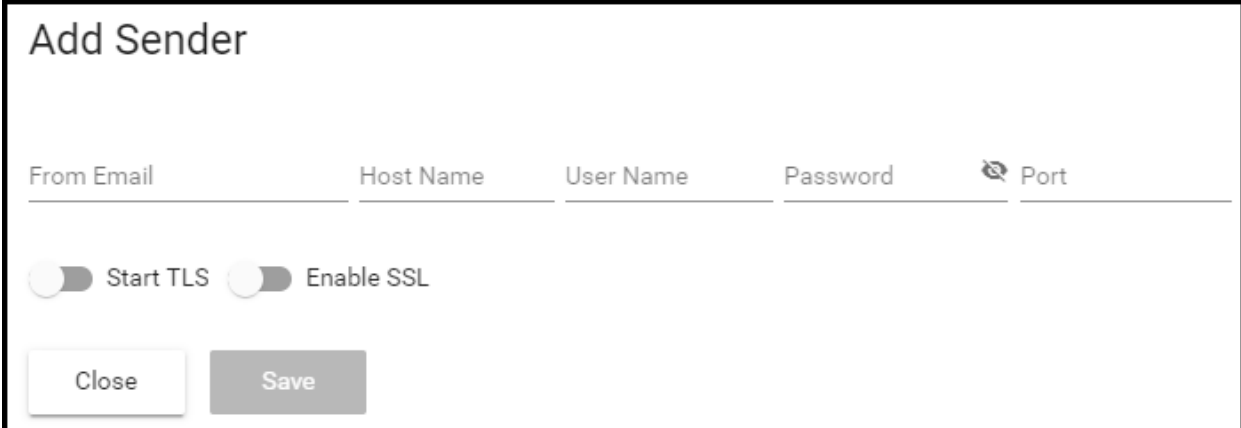
## Email Server Settings

- 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:



The screenshot shows a form titled "Add Sender" with the following fields and controls:

- From Email
- Host Name
- User Name
- Password
- Port
- Start TLS (toggle switch)
- Enable SSL (toggle switch)
- Close button
- Save button

- **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

| From Email           | Host           | User                 | Port | StartTLS | Action  |
|----------------------|----------------|----------------------|------|----------|---|
| avantistude@gmail... | smtp.gmail.com | avantistude@gmail... | 587  | YES      |  |

### Edit Sender

avantistude@gmail.com

| From Email            | Host Name      | User Name             | Password                 |
|-----------------------|----------------|-----------------------|--------------------------|
| avantistude@gmail.com | smtp.gmail.com | avantistude@gmail.com | <input type="password"/> |


Port  
587

Start TLS  Enable SSL

- 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:

| From Email           | Host           | User                 | Port | StartTLS | Action  |
|----------------------|----------------|----------------------|------|----------|---|
| avantistude@gmail... | smtp.gmail.com | avantistude@gmail... | 587  | YES      |  |

### Remove Sender

avantistude@gmail.com

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

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

Enter Sender's Name

- 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:

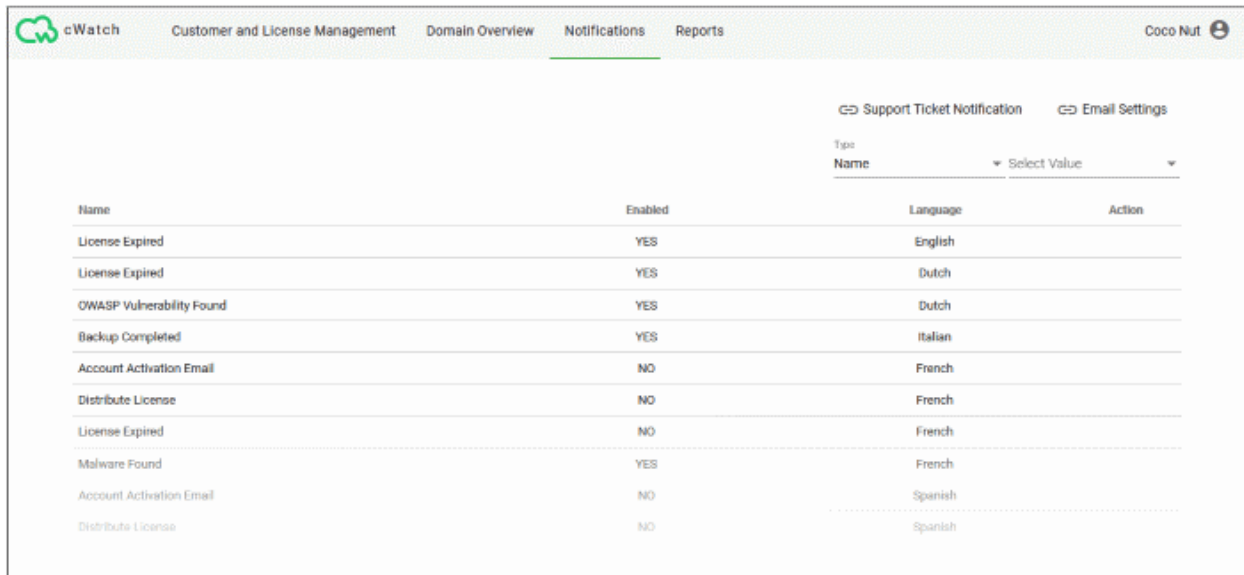
- **Account activation email** - Sent when you issue a license to a customer for the first time. The mail contains an activation link which allows them to complete the account setup process.
- **Distribute License** - Sent to provision a new license to a customer.
- **Malware Found** - Sent to customers 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

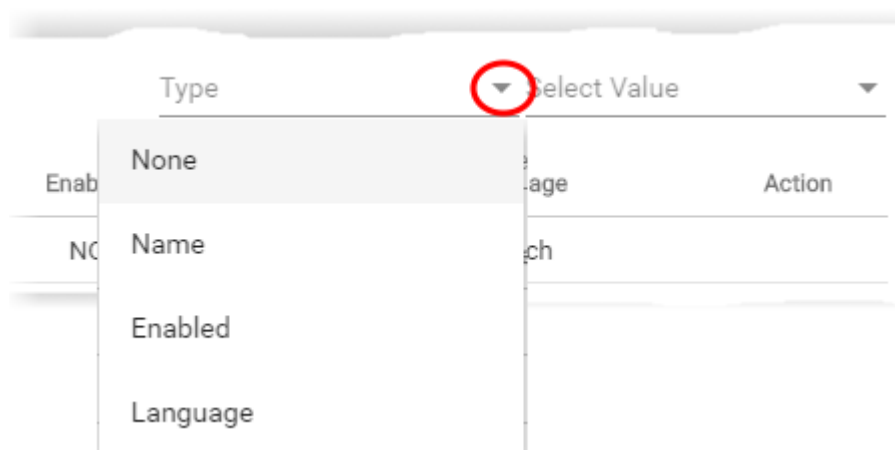
- Click 'Notifications' in the top-menu
- Click the 'Notifications' link on the upper-right
  - If you can't see it, click 'Email Settings' or 'Support ticket notification' to make it appear.



| 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 <a href="#">Configure a notification email</a> for more details. |

### Filter and Search Options:

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



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

## Configure 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:

| Name          | Enabled | Language | Action   |
|---------------|---------|----------|----------|
| Malware Found | YES     | French   |          |
| Malware Found | YES     | Spanish  |          |
| Malware Found | YES     | German   |          |
| Malware Found | YES     | English  | Settings |
| Malware Found | YES     | Dutch    |          |

### Notifications Settings

Malware Found — English  Enabled

1 Define Email Template 2 Preview

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

From: noreply@qa.cww.nurd.cl... Subject: cWatch Website Scan Detect

**cWatch BY COMODO**

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

Subscriber email: \_\_\_\_\_

Close Revert to Default **Preview And Save**

- Use the switch at the top-left to enable or disable the notification
- **From** - Select the email account from which the notification has to be sent to the recipients
- **Subject** - Edit the Subject line of the notification mail
- **Email Template** - Edit the content of the email displayed in the rich text editor. You can use the controls at the top to format the text
- **Insert Variable** - 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



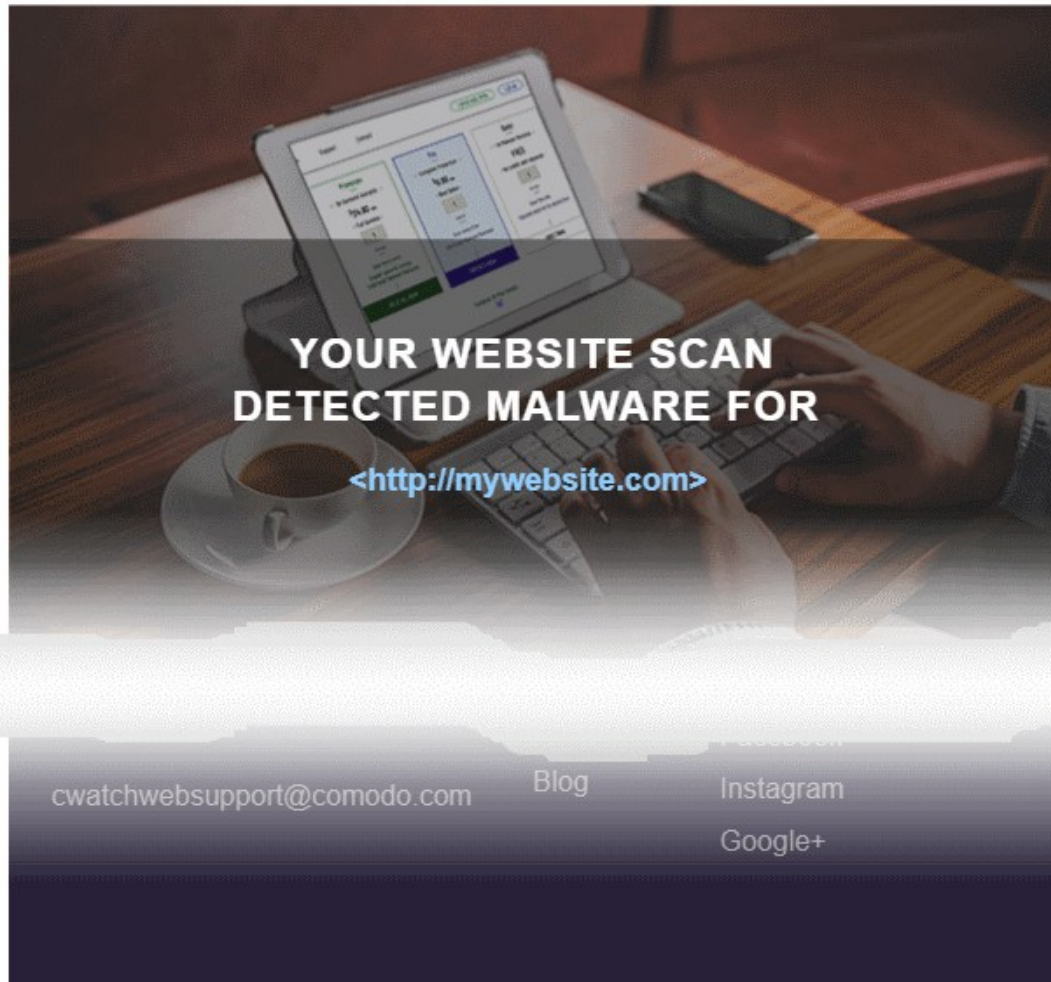
- **Revert to Default** - Click to reset the notification mail template to default content
  - Click 'Preview And Save'

A preview of the full email content is shown:



1 Define Email Template

2 Preview



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Close

Back

Save

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

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

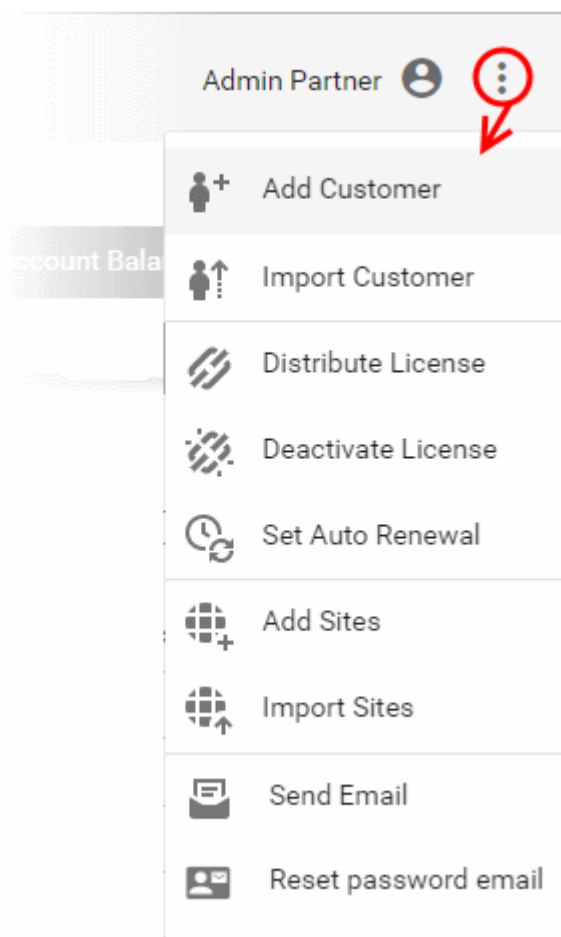
- **Send a test email** - Enter a valid email address and click 'Send'
- Repeat the process to configure other email notifications

## The 'Customer and License Management' Interface

- Open the 'Customer and License Management' tab










| <input type="checkbox"/>            | ↑↓ Customer                    | ↑↓ Account Activation Email | ↓ Valid License Count | ↑↓ Sites on cWatch |
|-------------------------------------|--------------------------------|-----------------------------|-----------------------|--------------------|
| <input type="checkbox"/>            | cwwnucdnrelease1@yopmail...    | Sent                        | 4                     | 2                  |
| <input checked="" type="checkbox"/> | pp20183006@yopmail.com         | Already active              | 4                     | 3                  |
| <input type="checkbox"/>            | atlasroadster@gmail.com        | Sent                        | 2                     | 2                  |
| <input type="checkbox"/>            | cust1_sp4@yopmail.com          | Sent                        | 2                     | 4                  |
| <input type="checkbox"/>            | customerwithpartner@gmail.c... | Sent                        | 2                     | 4                  |

- 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                               | <p>The status of the activation mail sent to customers the first time you distribute a license to them. Possible values are:</p> <ul style="list-style-type: none"> <li>• Sent</li> <li>• Sending</li> <li>• Not Sent Yet</li> <li>• Failed</li> <li>• Already active</li> </ul> <p>These mails are sent automatically, but you can manually send the mail if required. To do this:</p> <ul style="list-style-type: none"> <li>• Select the customer</li> <li>• Click the email icon in the action menu.</li> <li>• See <a href="#">Send Account Activation Email</a> if you need help with this.</li> </ul> |
| Valid Licenses Count                                   | The number of active domain licenses held by the customer. This includes licenses  |

|   |   |
|---|---|
|   | already associated with websites and any unused licenses. You can associate unused licenses with a customer website in the 'Customer details' screen. See <b>View Customer Details</b> and Licenses for more details. |
| Sites on cWatch   | Number of customer websites registered for cWatch protection.   |
| <b>Controls</b>   |   |
|    | Add a new customer. See <b>Add a single customer</b> for help with this.  |
|    | Add multiple customers at once from a CSV file. See <b>Import customers from a CSV file</b>   |
|    | Distribute new licenses to a customer. See <b>Distribute Licenses</b>   |
|    | Deactivate a customer license. See <b>Deactivate a Customer License</b>   |
|    | Add a website for a customer. See <b>Add Customer Websites One by One</b>   |
|    | Import multiple websites for a customer from a CSV file. See <b>Import Customer Websites from a CSV file</b>  |
|    | Activate or deactivate license auto-renewal for the customer. See <b>Enable or disable auto-renewal of customer licenses</b> .  |
|  | Send an account activation email to a customer. See <b>Send Account Activation Email</b>  |
|  | Send a password reset mail to the customer. See <b>Send Password Reset Email</b>  |


### 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'

Total Customers: 185      Sites on cWatch: 113      Account Balance: \$ 3.24

Search Customer

| <input type="checkbox"/>            | ↑↓ Customer                  | ↑↓ Account Activation Email | ↓ Valid License Count | ↑↓ Sites on cWatch |
|-------------------------------------|------------------------------|-----------------------------|-----------------------|--------------------|
| <input type="checkbox"/>            | cwwnucdnrelease1@yopmail.... | Sent                        | 4                     | 2                  |
| <input checked="" type="checkbox"/> | pp20183006@yopmail.com       | Already active              | 4                     | 3                  |
| <input type="checkbox"/>            | atlasroadster@gmail.com      | Sent                        | 2                     | 2                  |

1 Enable/Disable Auto Renewal      2 Submit      3 Done

| License Key              | License Type | Order Date          | Expriaton Date      | Auto Renewal Status                 |
|--------------------------|--------------|---------------------|---------------------|-------------------------------------|
| 11fa6a25-1e2a-43ed-9...  | Premium      | 2018-06-30 12:51:13 | 2018-07-04 10:28:22 | <input type="checkbox"/>            |
| 22b0cd6b-e1da-43b2-8...  | Starter      | 2018-07-04 13:46:13 |                     | <input checked="" type="checkbox"/> |
| 2fcc13e4-a2a4-488d-a...  | Pro          | 2018-07-28 10:45:36 | 2018-07-28 15:04:53 | <input type="checkbox"/>            |
| 31f8e3af-ec13-47f9-b3... | Pro          | 2018-08-28 13:39:44 |                     | <input checked="" type="checkbox"/> |
| 75ec8ac4-d0ae-4f54-8...  | Premium      | 2018-08-28 13:39:48 |                     | <input checked="" type="checkbox"/> |
| 9cbec9bf-bcde-4e4e-9...  | Pro          | 2018-06-30 12:57:43 | 2018-07-04 17:18:22 | <input type="checkbox"/>            |
| b9290556-1ecb-45e6-9...  | Premium      | 2018-06-30 14:08:58 | 2018-07-28 14:55:02 | <input type="checkbox"/>            |
| c9601e59-528d-4776-b...  | Premium      | 2018-08-28 13:39:46 |                     | <input checked="" type="checkbox"/> |
| cd8350a5-86d5-4d20-a...  | Premium      | 2018-06-30 09:32:09 | 2018-06-30 15:35:33 | <input type="checkbox"/>            |
| d44ce5f5-d645-4d52-b...  | Premium      | 2018-07-28 13:45:02 |                     | <input checked="" type="checkbox"/> |

Close      Next

- 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.

1 Enable/Disable Auto Renewal      2 Submit      3 Done

| License Key             | License Type | Order Date          | Expriaton Date      | Renew Automatically |
|-------------------------|--------------|---------------------|---------------------|---------------------|
| d44ce5f5-d645-4d52-b... | Premium      | 2018-07-28 13:45:02 |                     | NO                  |
| cd8350a5-86d5-4d20-a... | Premium      | 2018-06-30 09:32:09 | 2018-06-30 15:35:33 | YES                 |

Close      Back      Submit

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

## Set License Auto Renewal

pp20183006@yopmail.com

✓ Enable/Disable Auto Renewal ———— ✓ Submit ———— 3 Done


| License Key                 | Renew Auto... | Message |
|-----------------------------|---------------|---------|
| c9601e59-528d-4776-b3d...   | NO            | Success |
| d44ce5f5-d645-4d52-bfa5-... | NO            | Success |

Close

### 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'

Total Customers: 185      Sites on cWatch: 113      Account Balance: \$0.00

| <input type="checkbox"/>            | ↕ Customer                  | ↕ Account Activation Email | ↓ Valid License Count | ↕ S |
|-------------------------------------|-----------------------------|----------------------------|-----------------------|-----|
| <input type="checkbox"/>            | cwwnucdnrelease1@yopmail... | Sent                       | 4                     |     |
| <input type="checkbox"/>            | pp20183006@yopmail.com      | Already active             | 4                     |     |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com     | Sent                       | 2                     |     |
| <input type="checkbox"/>            | cust1_sp4@yopmail.com       | Sent                       | 2                     |     |

**Send Reset Password Email**

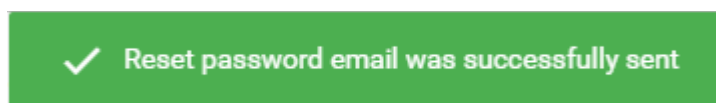
atlasroadster@gmail.com

When you click submit, reset password email will be sent to customer atlasroadster@gmail.com

A confirmation is shown.

- Click 'Submit'

The password reset email is sent.



An example email is shown below:



## Password Reset Request

You have asked to reset your password for the account  
[atlasroadster@gmail.com](mailto:atlasroadster@gmail.com)

To confirm that you made this request and complete rest process please click the  
reset password button or link below:

[Reset Password](#)

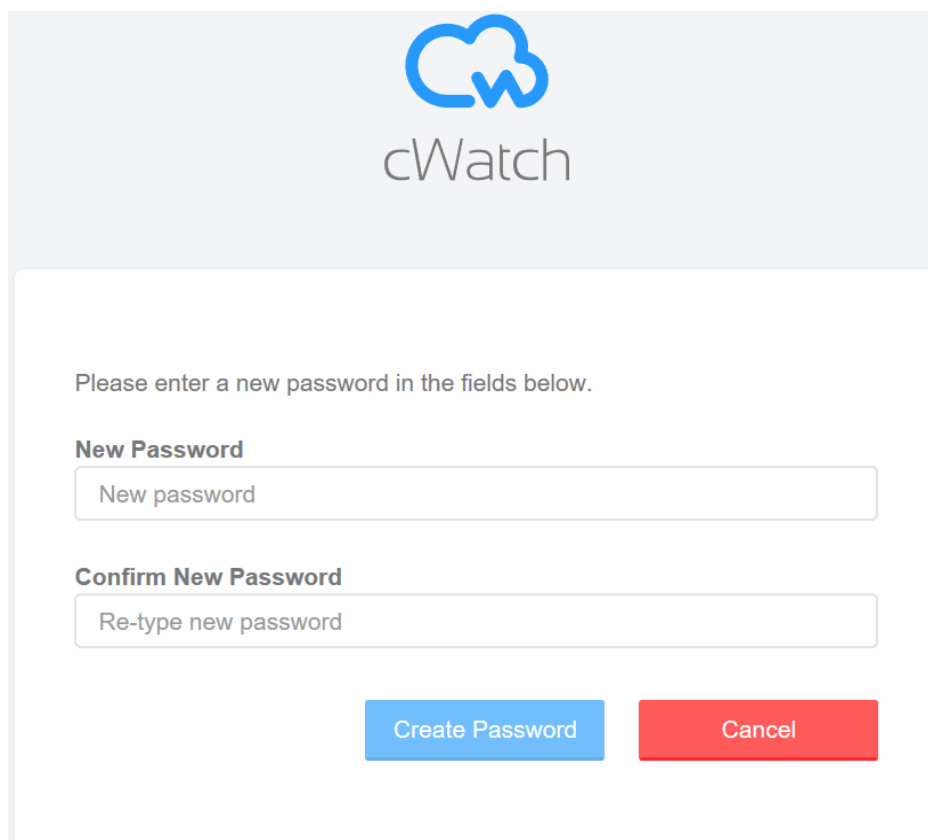
[https://cwatchweb2017.com/resetPassword?access\\_key=8A0B5EE0532517E79FFFE599B83CE2E1](https://cwatchweb2017.com/resetPassword?access_key=8A0B5EE0532517E79FFFE599B83CE2E1)

*If you didn't make the request, you can ignore this email and do nothing. Another user likely entered your email address by mistake while trying to reset a password.*

Thank you using cWatch.

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





The screenshot shows the cWatch logo at the top. Below it, a text prompt reads: "Please enter a new password in the fields below." There are two input fields: "New Password" with the placeholder text "New password" and "Confirm New Password" with the placeholder text "Re-type new password". At the bottom right of the form are two buttons: a blue "Create Password" button and a red "Cancel" button.

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

| <input type="checkbox"/>            | ↕ Customer              | ↕ Account Activation Email | ↕ Valid License Count |
|-------------------------------------|-------------------------|----------------------------|-----------------------|
| <input type="checkbox"/>            | addcust@yopmail.com     | Sent                       | 0                     |
| <input type="checkbox"/>            | aliceroadster@gmail.com | Sent                       | 0                     |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                       | 0                     |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                       | 4                     |
| <input type="checkbox"/>            | 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 |         |

| Licenses - Column Descriptions |  |
|--------------------------------|--|
| Column Header                  | Description  |
| Type                           | The kind of license. See <b>Membership Plans</b> 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                        | <p>Controls to upgrade the license, renew the license, or associate unused licenses with a website.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> <li>• <b>Add a new website and associate with a license</b></li> <li>• <b>Associate backup license to a website</b></li> <li>• <b>Upgrade a License</b></li> <li>• <b>Renew a License</b></li> </ul> |


## Add a new website and associate with a license

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

The 'Add Sites' wizard starts:

## Licenses



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

## Add Sites

herculespopular22@gmail.com

1 Define Sites ————— 2 Submit ————— 3 Done

Customer: herculespopular22@gm... Domain: (subdomain).example.com without http(s):// License: Basic (Detection) (1 Sites) Dns Service: Initiate DNS and Auto SSL

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

Close Add Item Next

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

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

1 Define Sites ————— 2 Submit ————— 3 Done

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

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

Close Back Submit

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

## Add Sites

herculespopular22@gmail.com

1 Define Sites ————— 2 Submit ————— 3 Done

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

This operation may take around ~ 1 minute(s)


Click customer row to see site addition tasks in progress.

Close


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

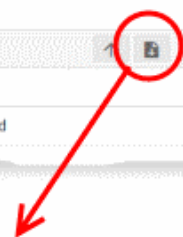
|                   |                  |            |            |           |           |       |
|-------------------|------------------|------------|------------|-----------|-----------|-------|
| Pro Trial 30 Days |                  | 2018-11-09 | 2018-12-09 | NO        | Valid     |       |
| Basic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

### 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:

| 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 |   |




## Add Backup License

atlasroadster@gmail.com

1 Select License — 2 Submit — 3 Done

Selected backup addon will be added for this site "example.edu"

License 

- Backup Medium (1 Domain / 31 Days Left)
- Backup Small (1 Domain)

- **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:

## Add Backup License

atlasroadster@gmail.com

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

Customer: atlasroadster@gmail.com

License Title: Backup Medium

Domain Name: example.edu

Size: 30GB

Expiration Date: 2019-09-01 08:25:31

Auto Renewal: NO

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

## Add Backup License

atlasroadster@gmail.com

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

Completed

Customer: atlasroadster@gmail.com


License Title: Backup Medium

Domain Name: example.edu

Size: 30GB

Expiration Date: 2019-09-01 08:25:31

Auto Renewal: NO

- 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                   |
|---|-------------------------------------|
| <b>Security Licenses</b>  |                                     |
| 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.                            |
| <b>Backup Licenses</b>  |                                     |
| Backup Small  | Backup Medium and Backup Large      |
| Backup Medium   | Backup Large                        |
| <b>Trial Licenses - Auto-upgrade at the end of the 30 day trial</b> |                                     |
| Starter Paid with Trial   | Starter                             |
| Pro Paid with Trial   | Pro                                 |

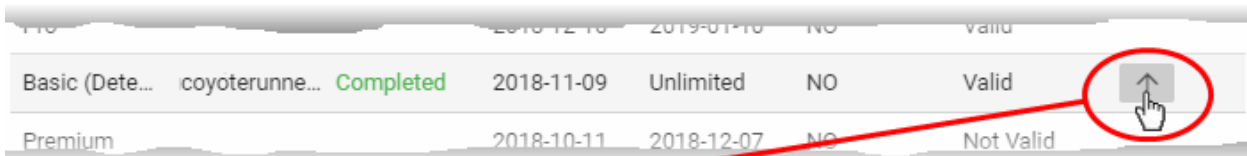



| Existing License        | Eligible Upgrades |
|-------------------------|-------------------|
| Premium Paid with Trial | Premium           |

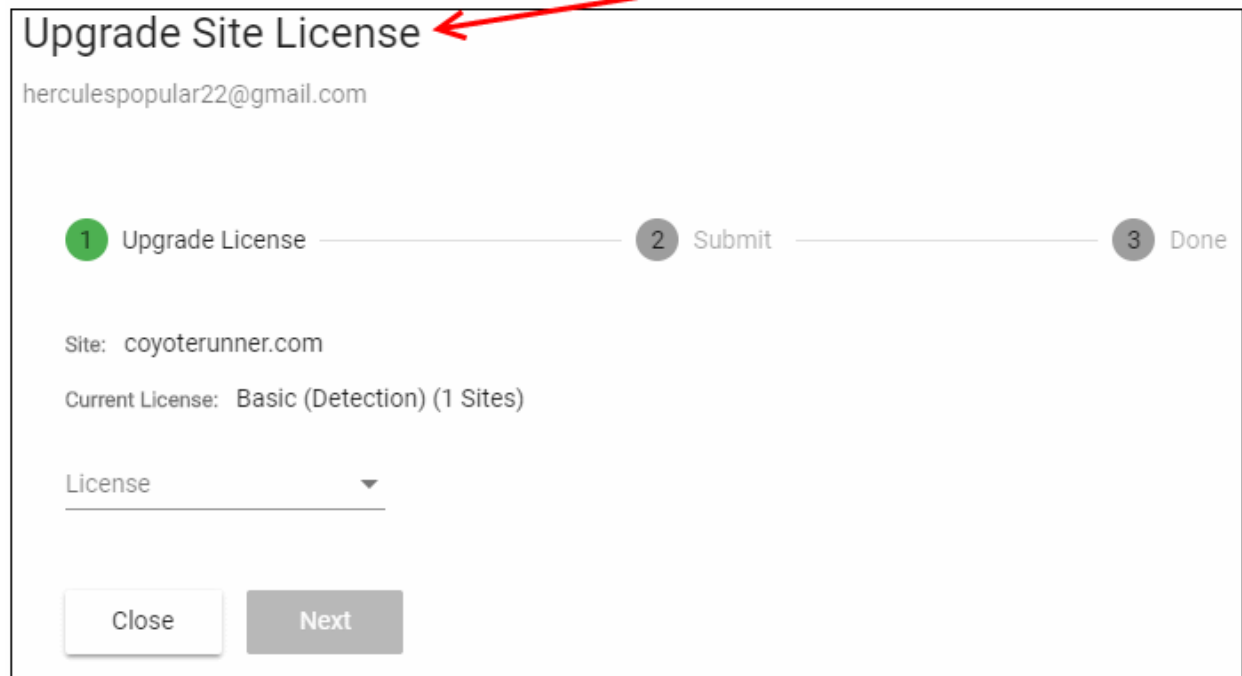
- The customer account should have enough valid, unused licenses for upgrades.

## 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:



|                |                |           |            |            |    |           |   |
|----------------|----------------|-----------|------------|------------|----|-----------|---|
| Basic (Dete... | coyoterunne... | Completed | 2018-11-09 | Unlimited  | NO | Valid     |  |
| Premium        |                |           | 2018-10-11 | 2018-12-07 | NO | Not Valid |   |



### Upgrade Site License

herculespopular22@gmail.com

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

Site: coyoterunner.com

Current License: Basic (Detection) (1 Sites)

License

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

## Upgrade Site License

herculespopular22@gmail.com

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

Site: coyoterunner.com

Current License: Basic (Detection) (1 Sites)

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

Close

Back

Submit

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

✓ License is upgraded successfully

## Upgrade Site License

herculespopular22@gmail.com

 Upgrade License —————  Submit —————  3 Done

Site: coyoterunner.com

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

\*\*License upgrade completed

Close

## Renew a License

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

### Customer Details

herculespopular22@gmail.com

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

Licenses

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

Close    Refresh

- You can upgrade the license to 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.

| Site            | Customer Login         | Security License  | Backup License | Malware | OWASP   | CMS     | Blacklist... | DNS | Protecti... | File Bac... | DB Back... | Action  |
|-----------------|------------------------|-------------------|----------------|---------|---------|---------|--------------|-----|-------------|-------------|------------|---------|
| configure.com   | cwwdemo111@yopmai...   | Unknown           | None           | Unknown | No      | Unknown | No           | No  | Unknown     | No          | No         | [Icons] |
| bjk.com         | cwwdemo114@yopmai...   | Unknown           | None           | Unknown | No      | Unknown | No           | No  | Unknown     | No          | No         | [Icons] |
| cwatchdemo.com  | cwwnucdnrelease1@yo... | Premium Trial...  | Backup Small   | No      | No      | Yes     | No           | No  | CNAME...    | Yes         | Yes        | [Icons] |
| checkmysite.com | cwwnucdnrelease1@yo... | Premium Trial...  | None           | Unknown | Unknown | Unknown | No           | No  | Unknown     | No          | No         | [Icons] |
| impossible.com  | demo_sp1@yopmail.co... | Basic (Detecti... | None           | Unknown | Unknown | Unknown | No           | No  | Unknown     | No          | No         | [Icons] |

| 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. <ul style="list-style-type: none"> <li>See <b>Membership Plans</b> to view the features covered by each license type.</li> </ul>   |
| Backup License                 | The type of cWatch backup license associated with the domain. Storage space and backup/recovery options depend on the license type. <ul style="list-style-type: none"> <li>See <b>Membership Plans</b> to view the features covered by each license type.</li> </ul>   |
| 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 blacklists 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: <ul style="list-style-type: none"> <li>CNAME - By changing the domain's authoritative DNS servers to Comodo DNS (CNAME)</li> <li>CNAME/A Record - By entering 'CNAME' and 'A' records generated for the domain by cWatch, to the site's DNS management page</li> </ul> |

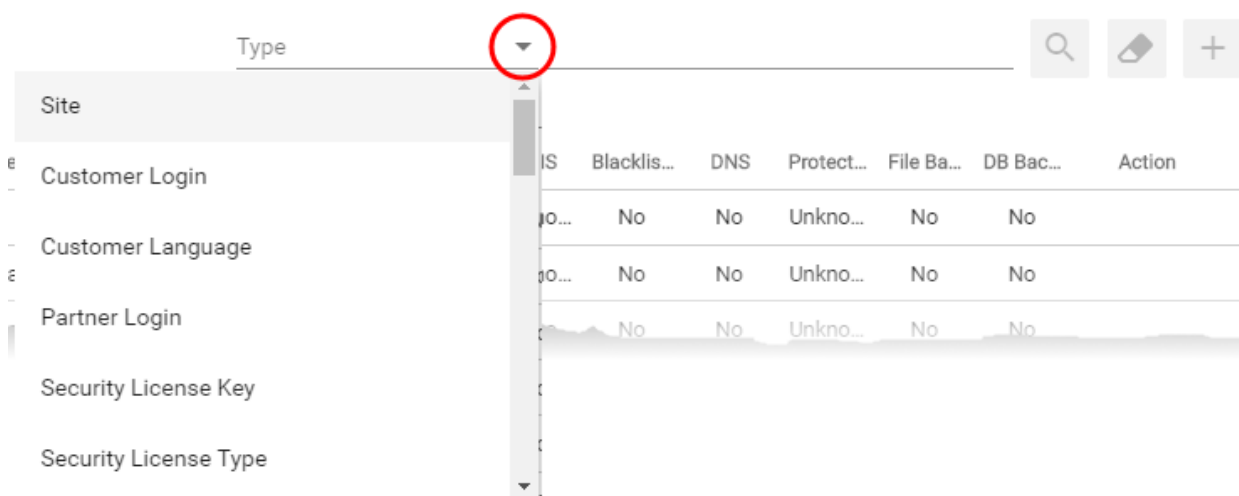
|             |   |
|-------------|---|
| File Backup | Whether or not the website's files and folders are backed up by the cWatch backup service.  |
| DB Backup   | Whether or the website's database is backed up by the cWatch backup service.  |
| Actions     | <p>Controls to login to the customer portal, configure site malware scans, and remove the site from protection.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> <li>• <a href="#">Login to Customer's Account</a></li> <li>• <a href="#">Configure Website for cWatch protection</a></li> <li>• <a href="#">Remove a Website</a></li> </ul> |

See the following sections for more help with the interface:

- [Export websites to CSV file](#)
- [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' field
- Click the '+' icon to add more filter conditions
- Click the magnifying glass icon to filter the websites based on your search criteria
- Click the eraser icon to clear the filters and view the complete list of websites

## Export websites to CSV file

- Click the '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.

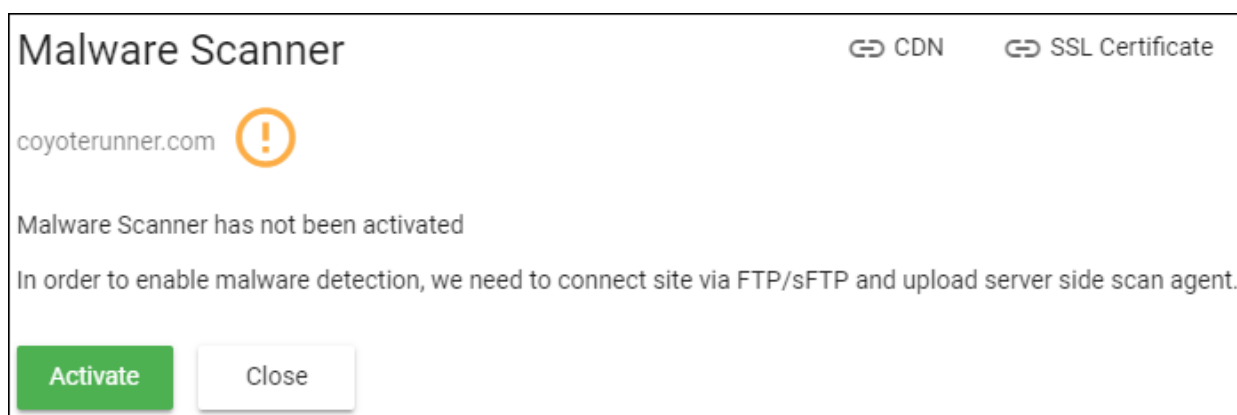
- Identify the website you want to manage.
- Click the chain link button  in the 'Actions' column
- This opens the dashboard of the customer to whom the site is registered.
- You can perform all management actions on customer sites from this interface. This includes malware scans, malware removal requests, 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

## Malware Scanner

[CDN](#)   [SSL Certificate](#)

coyoterunner.com 

Malware Scanner has not been activated

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

Activate
Close


- Click 'Activate'

The activation wizard starts:

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

## Malware Scanner

[CDN](#)   [SSL Certificate](#)


coyoterunner.com 

1
Enter FTP Credentials and click 'Enable Scanner'

2
Malware scanner is being activated

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

FTP/sFTP

FTP ▼
Hostname
Username
Password 

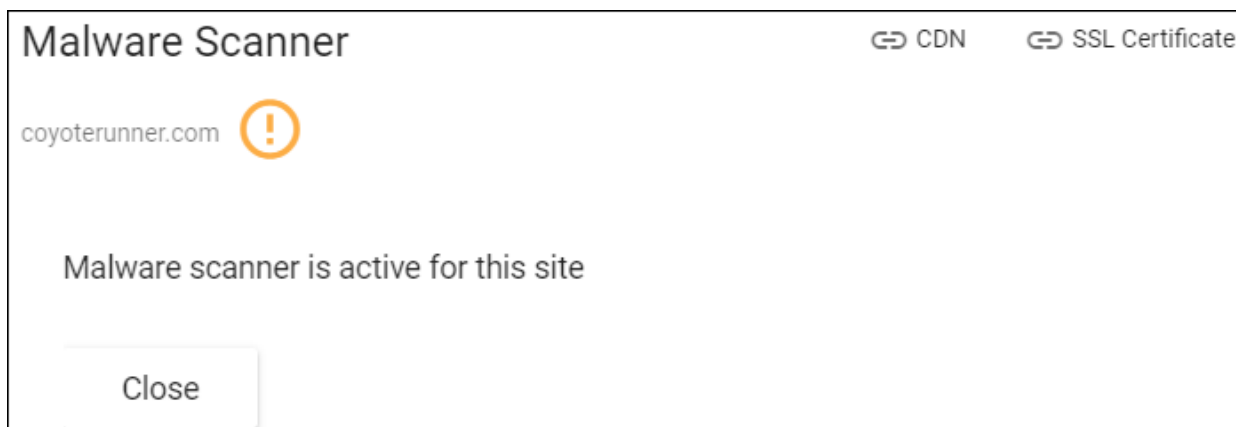
---

Directory
Port

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

Enable Scanner
Close

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



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

### Configure CDN Cache Management Settings for a site

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


Once configured, the CDN service will:

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

### 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



## Domain Settings - CDN

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

coyoterunner.com

Cache Settings ▼

Set Default Cache Time      Cache Control Header

1 Day      ▼ 1 Day ▼

Serve Expired Content

Treat as separate cacheable item       Ignore Cache Control

Close
Update

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

### Cache Settings:

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

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

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

- Click 'Update' for our settings to take effect

## Purge Files:

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

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

## Domain Settings - CDN

Malware Scanner
SSL Certificate

pentests.site

Purge Files

Purge All Files

File Path

Close
Add Path
Purge

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

## Upload an SSL certificate for a Website

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

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

the CDN and the origin website.


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

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


## 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
CDN Malware Scanner

coyoterunner.com 

1 Enter SSL Certificate
2 Done

Certificate

---

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

SSL Chain Certificate (Optional)

---

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

Certificate Key

---

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

Close
Upload certificate

### SSL Certificate Settings - Table of Parameters

| Parameter   | Description  |
|-------------|--|
| Certificate | <p>Paste the content of your certificate. For example, the content you are looking for is something like this:</p> <pre> -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGEwJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA1 UECxMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXDT A1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDVQ QHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwtIZXJvbm cgWwFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBew KE/B7j V14qeyslnr26xZUsSVko36ZnhiaO/zbMOoRcKK9vEcGmtcLFuQTWDl3RAg MBAAGj                     </pre> |

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

- Enter the parameters and click 'Upload'

## SSL Certificate

CDN
Malware Scanner

coyoterunner.com !

1 Enter SSL Certificate

2 Done

Close

Done


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

### Remove a website

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

- Click the '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:

## Remove Site

coyoterunner.com

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

All information will be deleted.

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

Enter Site Name

---

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

Close

 Delete

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

## View Domain Details of a Website

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

The screenshot shows a table of sites with columns: Site, Customer Login, Security Lic..., Backup Lic..., Malw..., OWASP, CMS, Blackl..., DNS, and Prot. The row for 'cwatchdemo.com' is circled in red. Below the table, the 'Domain Details' for 'cwatchdemo.com' is shown, featuring a 'Customer And License' tab with the following information:

| Customer                                     | Security License   | Backup License   |
|--|--|--|
| Customer Login: cwwnucdnrelease1@yopmail.com | Security License Key: 4f8c963d-16c0-4c71-afa9-5640a8f09b32 | Backup License Key: 7a042614-5625-4aa3-9cba-56b112d45e42 |
| Customer Language: English                   | Security License Type: Premium Trial 60 Days               | Backup License Type: Backup Small                        |
| Partner Login: partneradmin@example.com      | Security License Expired: No                               | Backup License Expired: No                               |
|  | Security License Auto Renewal: No                          | Backup License Auto Renewal: No                          |
|  | Security License Expiration Date: 2019-07-31               | Backup License Expiration Date: 2019-08-05               |
|  | Partner Security License: Yes                              | Partner Backup License: Yes                              |
|  | Security License Distribution Channel: Unknown             | Backup License Distribution Channel: Partner Portal UI   |

Below the 'Customer And License' tab are four other tabs: Detection, Trust, Backup, and Protection. A 'Close' button is located at the bottom left of the details panel.

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 And License                         |  |  |
|--|--|--|
| <u>Customer</u>                              | <u>Security License</u>                                    | <u>Backup License</u>                                    |
| Customer Login: cwwnucdnrelease1@yopmail.com | Security License Key: 4f8c963d-16c0-4c71-afa9-5640a8f09b32 | Backup License Key: 7a042614-5625-4aa3-9cba-56b112d45e42 |
| Customer Language: English                   | Security License Type: Premium Trial 60 Days               | Backup License Type: Backup Small                        |
| Partner Login: partneradmin@example.com      | Security License Expired: No                               | Backup License Expired: No                               |
|  | Security License Auto Renewal: No                          | Backup License Auto Renewal: No                          |
|  | Security License Expiration Date: 2019-07-31               | Backup License Expiration Date: 2019-08-05               |
|  | Partner Security License: Yes                              | Partner Backup License: Yes                              |
|  | Security License Distribution Channel: Unknown             | Backup License Distribution Channel: Partner Portal UI   |

- **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

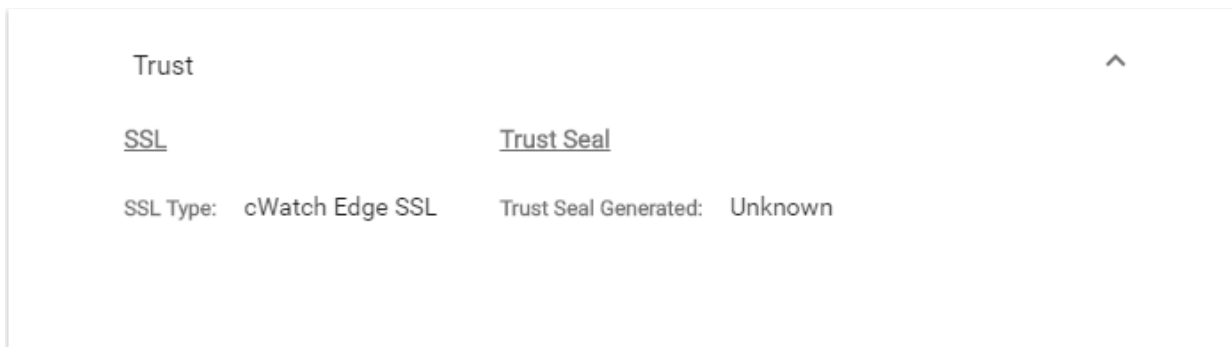
- Click the 'Detection' tab

| Detection                 |                               |                                   |
|---------------------------|-------------------------------|-----------------------------------|
| <u>Malware</u>            | <u>Vulnerability</u>          | <u>Reputation</u>                 |
| Malware Scan Enabled: Yes | OWASP Vulnerability Found: No | Blacklisted: No                   |
| Malware Detected: No      | CMS Vulnerability Found: Yes  | Comodo Valkyrie Detected: No      |
|                           | Detected CMS Type: wordpress  | Phishing Detected: No             |
|                           |                               | Google Safe Browsing Detected: No |
|                           |                               | SSL Issue Detected: No            |

- **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



Backup ^

| <u>File</u>              | <u>Database</u>        | <u>Schedule</u>              |
|--------------------------|------------------------|------------------------------|
| File Backup Enabled: Yes | DB Backup Enabled: Yes | Backup Schedule Enabled: Yes |
|                          | Backup DB Type: Mysql  |                              |

- **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 catastrophic 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 ^

| <u>Protection</u>              | <u>WAF</u>       | <u>DNS</u>                |
|--------------------------------|------------------|---------------------------|
| CDN Type: NuCDN                | WAF Enabled: Yes | DNS Managed By Comodo: No |
| CDN Protection: CNAME/A Record |                  |                           |

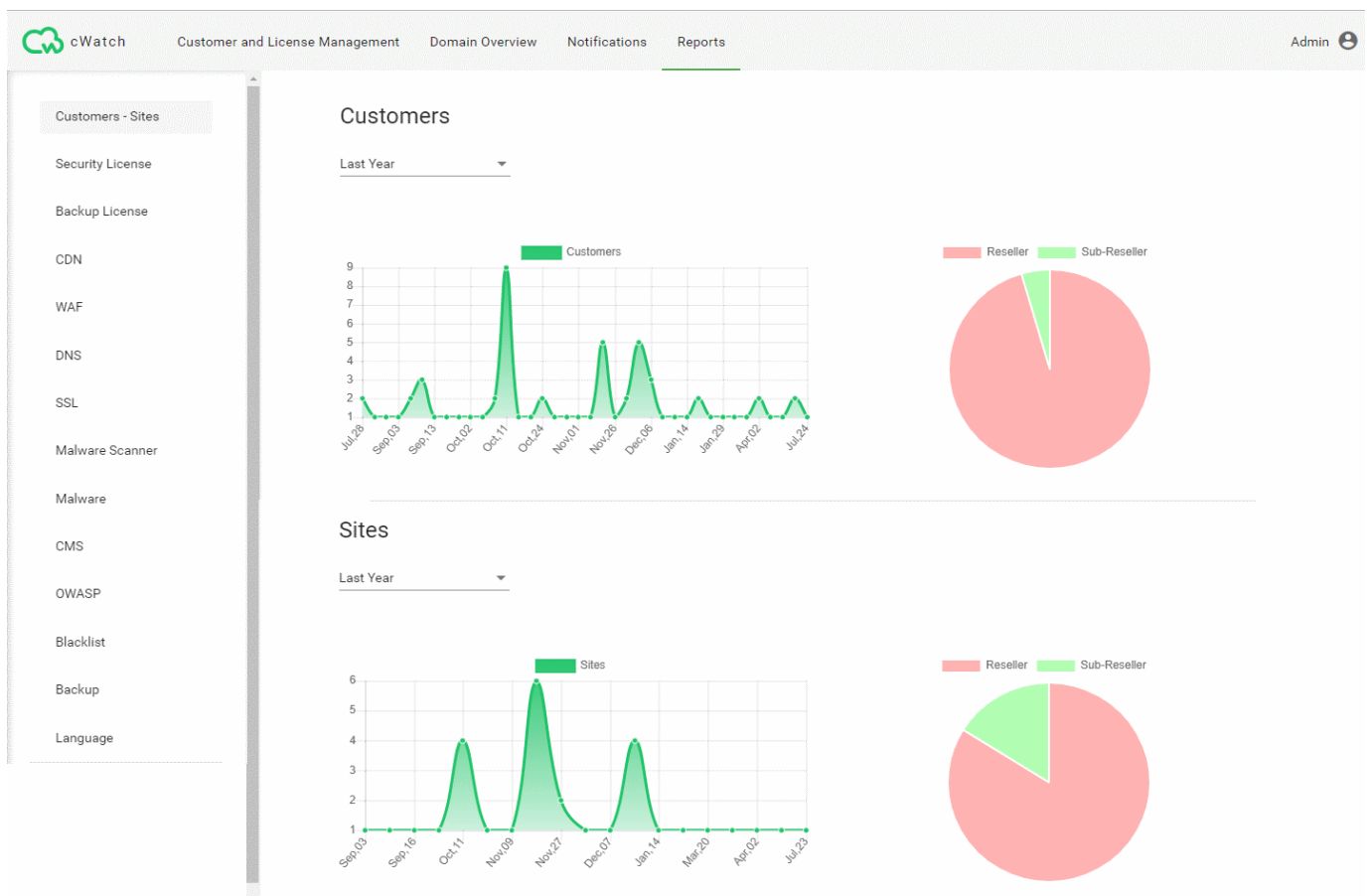
- **Protection** - The type of content delivery network (CDN) and the method by which CDN is activated on the domain

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



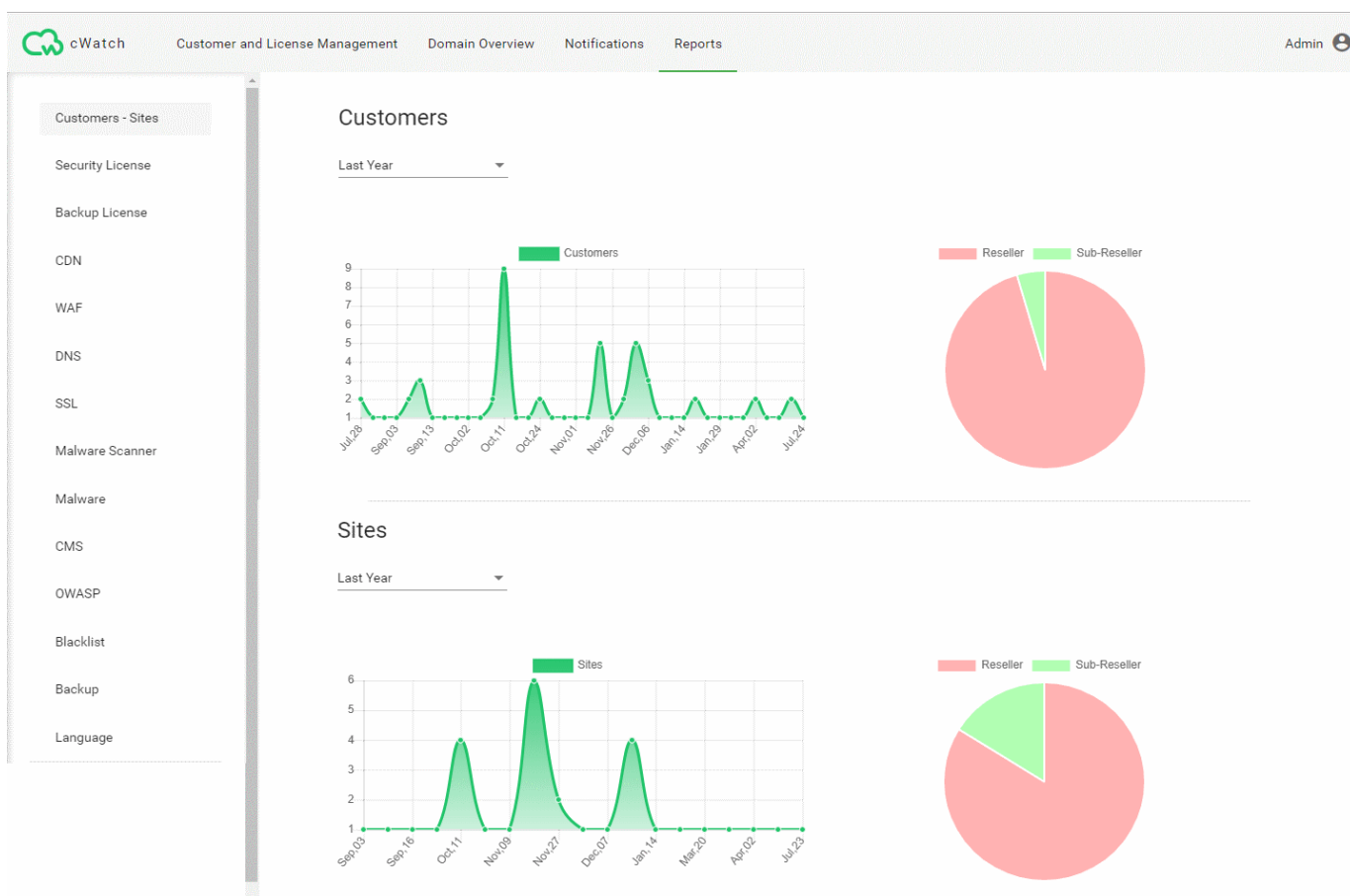
The following types of report are available:

- **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

| Backup License | Auto Renewal ON | Auto Renewal OFF | Count | %   |
|----------------|-----------------|------------------|-------|---|
| Backup Small   | 1               | 0                | 1     |  100 % |


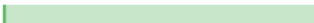
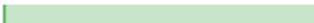
| Backup License Report - Column Descriptions |  |
|---|--|
| Column Header                               | Descriptions   |
| Backup License                              | The type of backup license   |
| Auto renewal ON                             | Number of domains with this license type that have 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

| CDN            | Count | %  |
|----------------|-------|--|
| Unknown        | 118   |  98.3 % |
| CNAME          | 1     |  0.8 %  |
| CNAME/A Record | 1     |  0.8 %  |

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


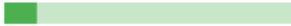
|       |  |
|-------|--|
|       | <p>There are two methods:</p> <ul style="list-style-type: none"> <li>• CNAME - By changing the domain's authoritative DNS servers to Comodo DNS (CNAME)</li> <li>• CNAME/A Record - By entering 'CNAME' and 'A' records generated for the domain by cWatch, to the site's DNS management page</li> </ul> |
| 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.

## Web Application Firewall

| Web Application Firewall | Count | %  |
|--------------------------|-------|--|
| Disabled                 | 106   |  89.8 % |
| Enabled                  | 12    |  10.2 % |



| 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

| DNS                   | Count | %  |
|-----------------------|-------|--|
| Unknown               | 1     |  0.8 %  |
| Not Managed By Comodo | 118   |  99.2 % |


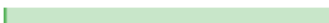
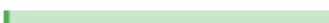
| DNS Report - Column Descriptions |   |
|----------------------------------|---|
| Column Header                    | Descriptions  |
| DNS                              | Whether or not the DNS service is managed by Comodo   |
| Count                            | Number of domains   |
| %                                | 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

| SSL             | Count | %  |
|-----------------|-------|--|
| Unknown         | 116   |  97.5 % |
| Self SSL        | 1     |  0.8 %  |
| cWatch Edge SSL | 2     |  1.7 %  |

| SSL Report - Column Descriptions |   |
|----------------------------------|---|
| Column Header                    | Descriptions  |
| SSL                              | <p>The type of SSL certificate used by the domain. There are two types:</p> <ul style="list-style-type: none"> <li>• Self SSL - The CDN edge servers use a copy of the domain's own security certificate.</li> <li>• cWatch Edge SSL - The CDN edge servers use a complimentary SSL certificate from Comodo/Sectigo.</li> </ul> <p>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</p> |

|       |  |
|-------|--|
|       | 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

| Malware Scanner | Count | %      |
|-----------------|-------|--------|
| Disabled        | 116   | 97.5 % |
| Enabled         | 3     | 2.5 %  |

| 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. |


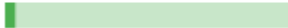
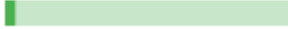
- Click either row to view the actual domains in the category.
- You can enable the malware scanner for a domain in the 'Domain Overview' interface.
- See **Activate Malware Scanner for a Website** in **Domain Overview** for more details.

## 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

| License          | Count | %  |
|------------------|-------|--|
| Unknown          | 115   |  96.6 % |
| No Malware Found | 2     |  1.7 %  |
| Malware Found    | 2     |  1.7 %  |



| 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 Vulnerability

| CMS Vulnerability   | Count | %   |
|---------------------|-------|---|
| Unknown             | 117   |  98.3 % |
| Vulnerability Found | 2     |  1.7 %  |

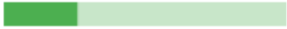

| CMS Report - Column Descriptions |   |
|----------------------------------|---|
| Column Header                    | Descriptions  |
| CMS Vulnerability                | Whether vulnerability is found or not.  |
| Count                            | Number of domains   |
| %                                | 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 Vulnerability

| OWASP Vulnerability    | Count | %   |
|------------------------|-------|---|
| Unknown                | 31    |  26.1 % |
| No Vulnerability Found | 88    |  73.9 % |

| 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.

## Blacklisted

| Blacklisted             | Count | %  |
|-------------------------|-------|--|
| Site is not blacklisted | 119   |  100 % |

### Blacklist Report - Column Descriptions

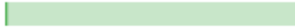

| Column Header | Descriptions  |
|---------------|---|
| Blacklisted   | Whether blacklisted or not.   |
| Count         | Number of domains   |
| %             | The percentage of domains with respect to the total number of domains associated with your account. |

- 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

| Backup                           | Count | %   |
|----------------------------------|-------|---|
| Both DB and File backups enabled | 1     |  0.8 %  |
| Not Enabled                      | 118   |  99.2 % |

### Backup Report - Column Descriptions

| Column Header | Descriptions  |
|---------------|---|
| Backup        | The backup type. There are three types: <ul style="list-style-type: none"> <li>• File backup - Domains on which only the website itself is backed-up</li> <li>• DB backup - Domains on which only the site's database is backed-up</li> <li>• Both DB and File backup - Domains on which both file and database are backed-up</li> <li>• Not enabled - The backup service has not been activated</li> </ul> |
| 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 catastrophic 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

## Language

| Language | Count | %      |
|----------|-------|--------|
| English  | 187   | 98.4 % |
| French   | 2     | 1.1 %  |
| Italian  | 1     | 0.5 %  |

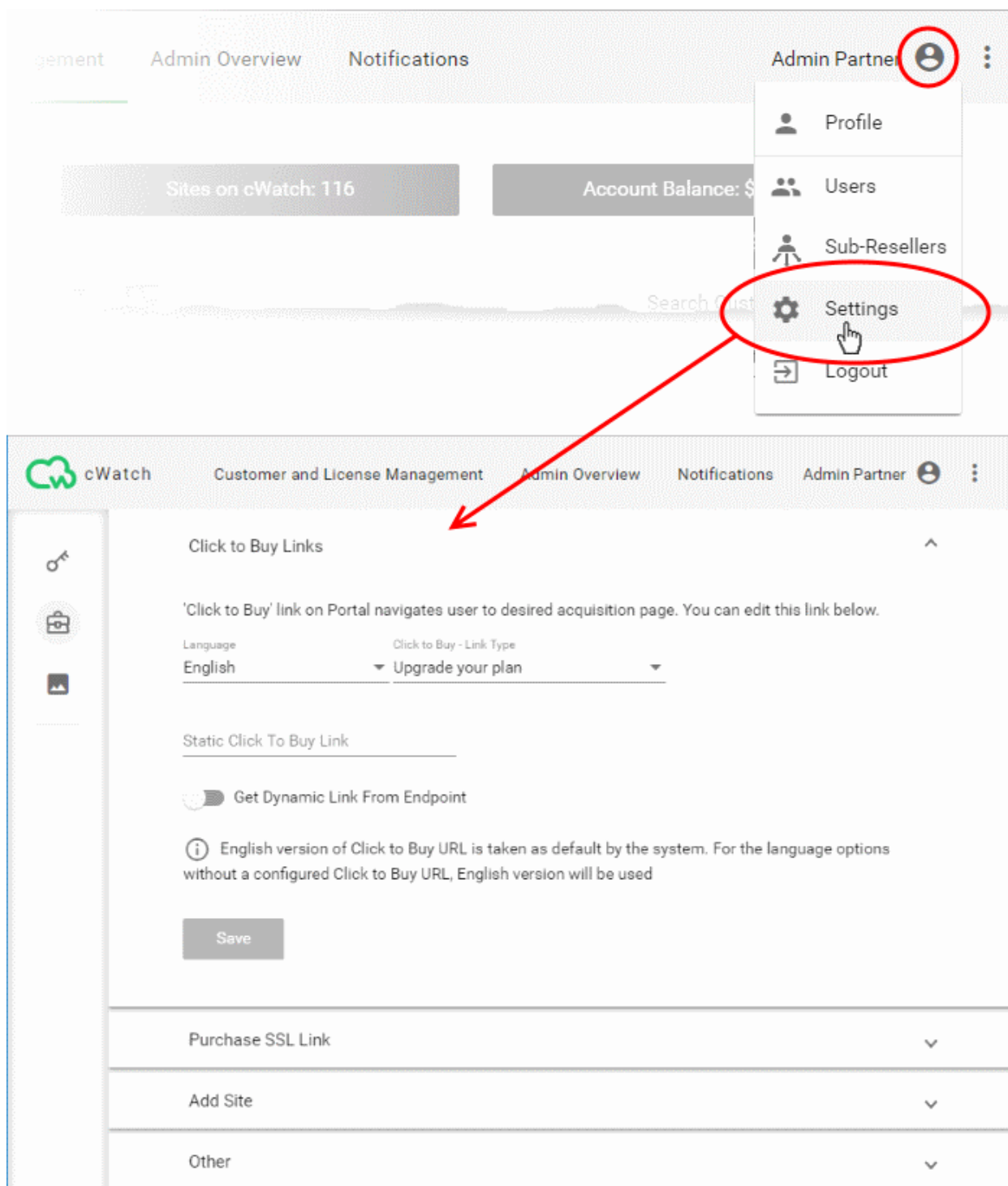
## Configure Additional Settings

- 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.

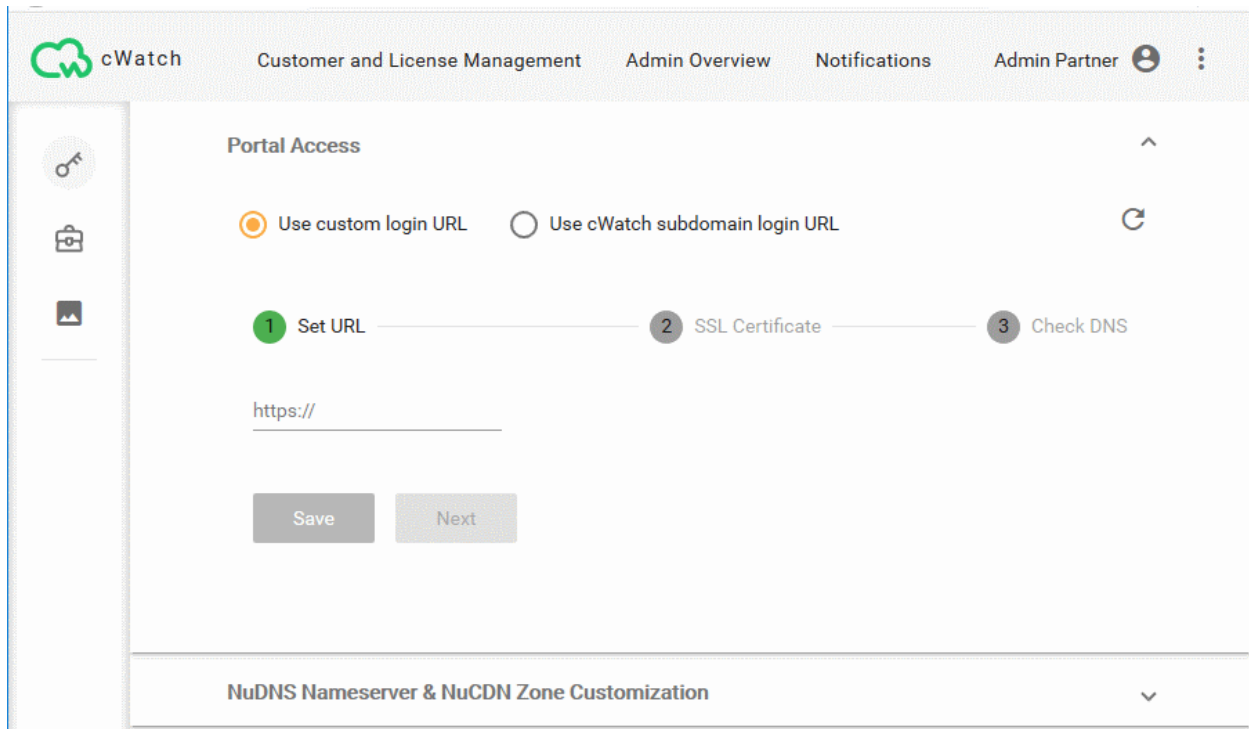
There are two ways to do this:

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

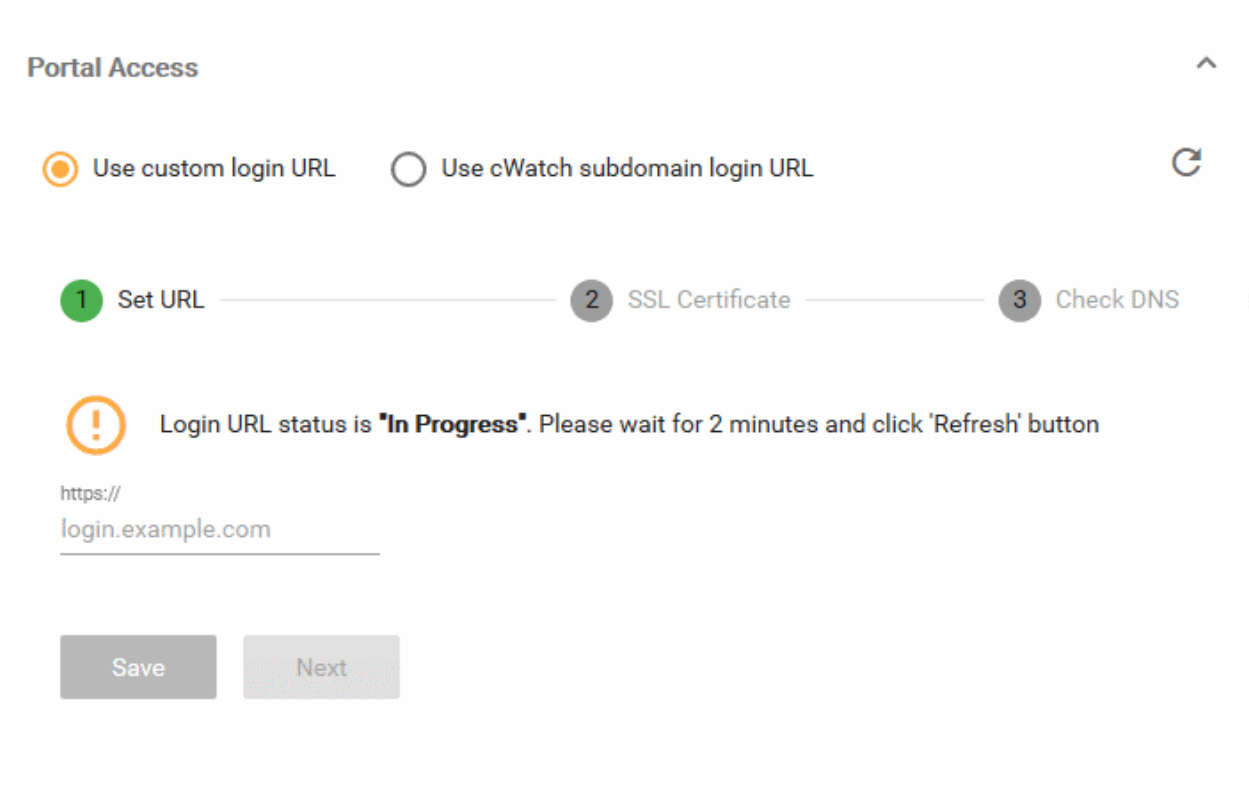
### Set your own custom login URL

- 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'



## Portal Access

Use custom login URL  Use cWatch subdomain login URL

1 Set URL ———— SSL Certificate ———— Check DNS

https://  
login.example.com

Save

Next

- 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.

## Portal Access

Use custom login URL  Use cWatch subdomain login URL

Set URL ———— 2 SSL Certificate ———— Check DNS

login.example.com

Certificate

SSL Chain Certificate (Optional)

Certificate Key

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

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

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

**i** As Comodo, we strictly recommend you to upload an SSL certificate. Otherwise your site may be seen as not secure.

Back

Next

Set

| Upload Your Certificate - Form Parameters |   |
|---|---|
| Parameter                                 | Description   |
| Certificate                               | <p>Paste the content of your certificate. The content you are looking for is something like this:</p> <pre> -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGE wJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA 1UECXMV VU4xFDASBgNVBAMTC0hlcm9uZyZyZlYw5nMB4XDTA1MDcxNTIxMTk0N1oXD TA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDV QQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwtIZXJvb mcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBe wKE/B7j V14qeysl nr26xZUssVko36ZnhiaO/zbMOoRcKk9vEcGmtcLFuQTWDl3RA gMBAAGj gbEwga4wHQYDVR0OBByEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdI wR4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQQGEwJDTjELM AkGA1UE CBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECXMV U4xFDAS BgNVBAMTC0hlcm9uZyZyZlYw5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIh vcNAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVwFWUQOmsPue9rZBgO -----END CERTIFICATE-----                     </pre> |
| SSL Chain Certificate                     | If your certificate contains an intermediate certificate then paste it here. If not, leave this field blank.  |
| Certificate Key                           | Private key of your certificate   |

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

## Portal Access ^

Use custom login URL   
  Use cWatch subdomain login URL
 ↻

✔ Set URL   
 ✔ SSL Certificate   
 3 Check DNS

Add A record given below to your DNS: 34.232.251.188

*i* Once settings are applied and A record is propagated then your customers will be able to login Customer Portal from URL set above.

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Check Propagation

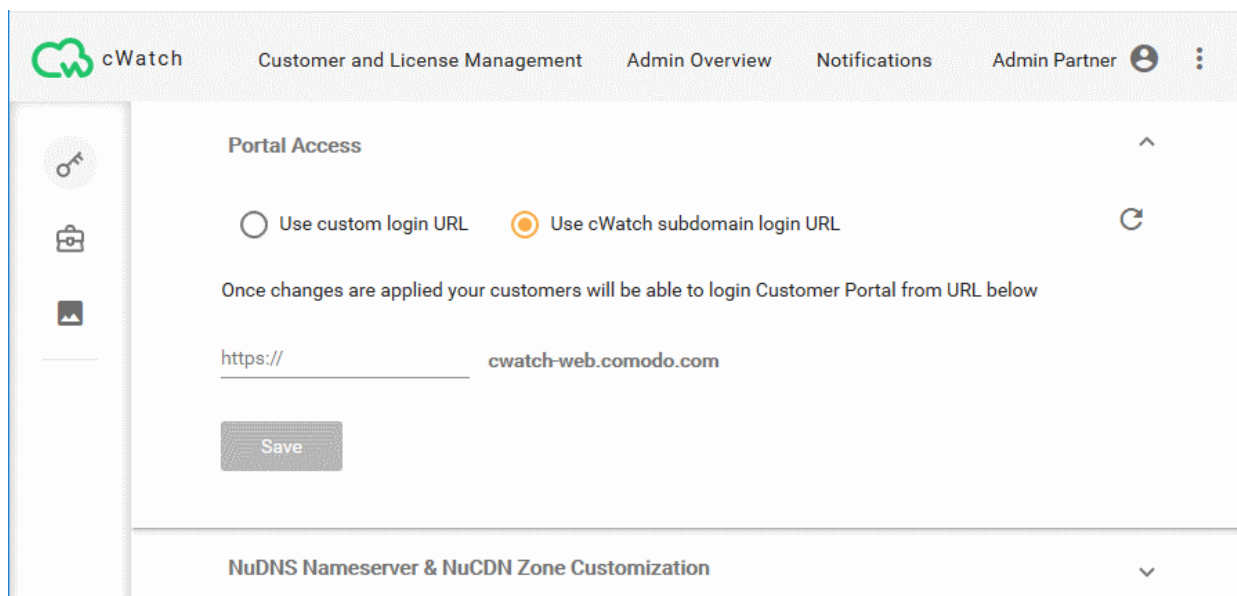
- An 'A' record is generated for your custom login page. Please make a note of the 'A' record.
- Go to your website's DNS management page and add the 'A' record
- If you need more help to add the 'A' record, visit <https://support.google.com/a/answer/2579934?hl=en>.
- DNS propagation may take around 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

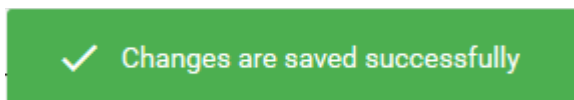
- You can use a branded sub-domain as a custom login URL for your customers.
- cWatch will create the sub-domain with the domain name you specify.
- The URL will be in this format: <https://your-sub-domain.cwatch-web.comodo.com>.

### 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](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:

### NuDNS Nameserver & NuCDN Zone Customization ^

This is an optional configuration that allows you to rebrand NuDNS name servers using your own domain name. The end result is that your own domain name becomes the host name for your name servers which map back to the IP addresses of NuDNS name servers.

Some of these steps require actions to be taken within your domain registrar account. Your domain registrar is the company that you purchased your domain name from.

This configuration can not be changed after the initial setup. Please contact support if you have further questions.

Enter DNS Records Explicitly

**1** Set Custom name servers ————— **2** Set CDN Zone ————— **3** Done

Enter at least 2 hostnames that will be used as name servers for customer zones

|                                |                                      |
|--------------------------------|--------------------------------------|
| <u>ns1.whitelabel.branding</u> | A: 8.20.241.1 AAAA: 2610:1c8:b001::1 |
| <u>ns2.whitelabel.branding</u> | A: 8.20.243.1 AAAA: 2610:1c8:b002::1 |
| <u>ns3.dnsbycomodo.net</u>     | A: 8.20.241.2 AAAA: 2610:1c8:b001::2 |
| <u>ns4.dnsbycomodo.net</u>     | A: 8.20.243.2 AAAA: 2610:1c8:b002::2 |

You need to configure corresponding A and AAAA records for each entered name server on your DNS.

**Next**

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

## NuDNS Nameserver & NuCDN Zone Customization ^

This is an optional configuration that allows you to rebrand NuDNS name servers using your own domain name. The end result is that your own domain name becomes the host name for your name servers which map back to the IP addresses of NuDNS name servers.

Some of these steps require actions to be taken within your domain registrar account. Your domain registrar is the company that you purchased your domain name from.

This configuration can not be changed after the initial setup. Please contact support if you have further questions.

Enter DNS Records Explicitly



CDN CNAME Subdomain

atlas.some

Back

Submit

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

Enter DNS Records Explicitly

1 Set Custom name servers ————— 2 Set CDN Zone ————— 3 Done

**Your custom name servers**

Enter at least 2 hostnames that will be used as name servers for customer zones.

|                     |                                      |
|---------------------|--------------------------------------|
| ns1.atlasrider.com  | A: 8.20.241.1 AAAA: 2610:1c8:b001::1 |
| ns2.atlasrider.com  | A: 8.20.243.1 AAAA: 2610:1c8:b002::1 |
| ns3.dnsbycomodo.net | A: 8.20.241.2 AAAA: 2610:1c8:b001::2 |
| ns4.dnsbycomodo.net | A: 8.20.243.2 AAAA: 2610:1c8:b002::2 |

**Set CDN Zone**

CDN CNAME Subdomain *atlas.some*

You need to configure delegation for cdn host.

| Name       | Type | TTL  | Value  |
|------------|------|------|--|
| atlas.some | NS   | 3600 | ns1.atlasrider.com<br>ns2.atlasrider.com<br>ns3.dnsbycomodo.net<br>ns4.dnsbycomodo.net |


[Back](#)

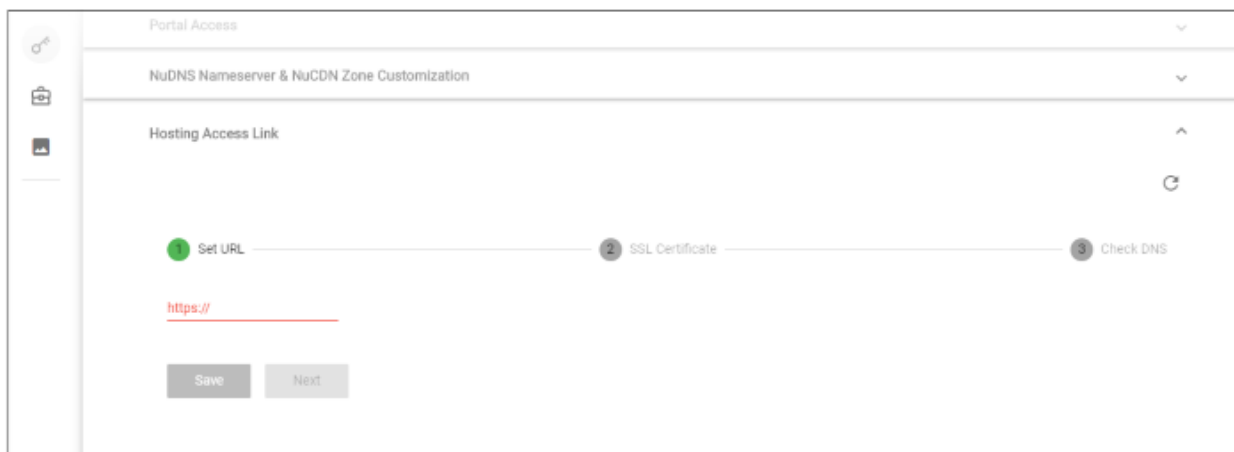
- Note down the A and AAAA records for each name server you specified
- Go to your name server's DNS management page and update their 'A' and 'AAAA' records
- Add a new NS record on the name server with the values given under 'Set CDN Zone'
- Once done, the DNS configuration instructions in the customer 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.

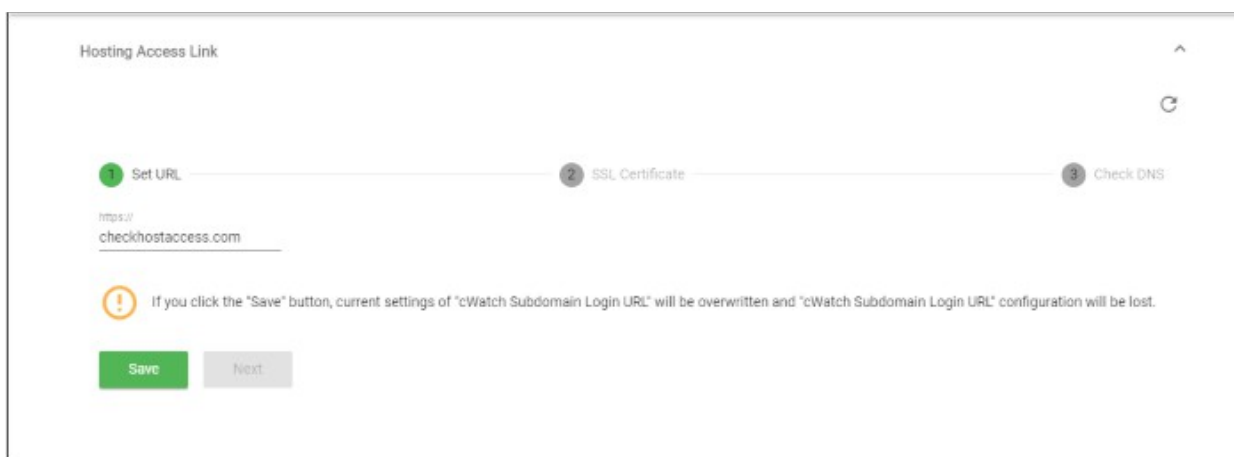
### Set hosting access link

- 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

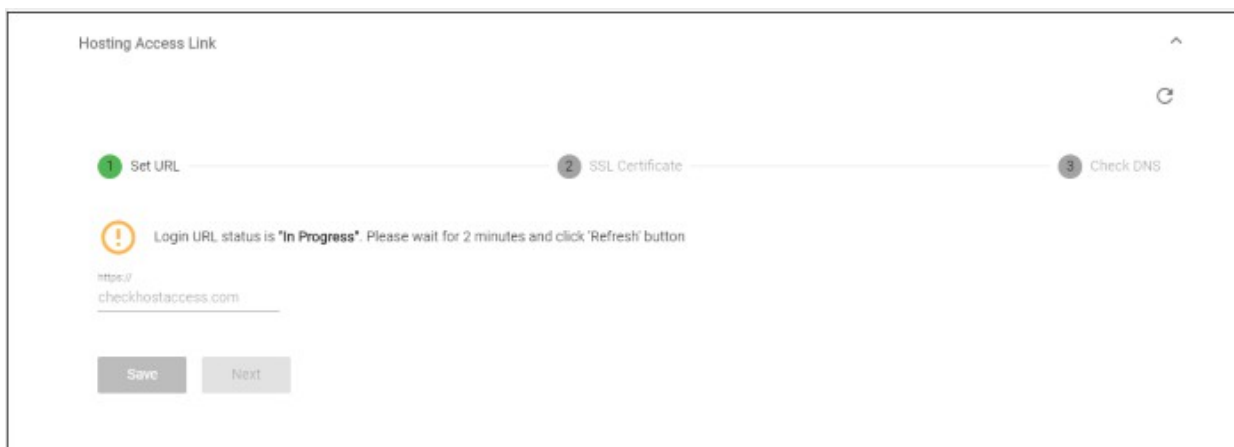



- Enter your domain name and click 'Save'

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                               | <p>Paste the content of your certificate. The content you are looking for is something like this:</p> <pre> -----BEGIN CERTIFICATE----- MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGE wJDTjEL MAkGA1UECBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA 1UECXMCMC VU4xFDASBgNVBAMTC0hlcm9uZyBZYW5nMB4XDTA1MDcxNTIxMTk0N1oXD TA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDV QQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwVIZXJvb mcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBht1ynpOS21cBe wKE/B7j V14qeyslnr26xZUsvko36ZnhiaO/zbMOoRcKK9vEcGmtcLFuQTWD13RA                     </pre> |

| Upload Your Certificate - Form Parameters |  |
|---|--|
| Parameter                                 | Description  |
|   | <pre>gMBAAGj gbEwga4wHQYDVR0OBBYEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdI wR4MHaA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQOGEwJDTjELM AkGA1UE CBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQOKEwJPTjELMAkGA1UECxmCV U4xFDAS BgNVBAMTC0hlcm9uZyBZYW5nggEAMAwGA1UdEwQFMAMBAf8wDQYJKoZIh vcNAQEE BQADQQA/ugzBrjjK9jcWnDVfGHlk3icNRq0oV7Ri32z/ +HQX67aRfgZu7KWdI+Ju Wm7DCfrPNGVvFWUQOmsPue9rZBgO  -----END CERTIFICATE-----</pre> |
| SSL Chain Certificate                     | If your certificate contains an intermediate certificate then paste it here. If not, leave this field blank.   |
| Certificate Key                           | Private key of your certificate  |

- 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'

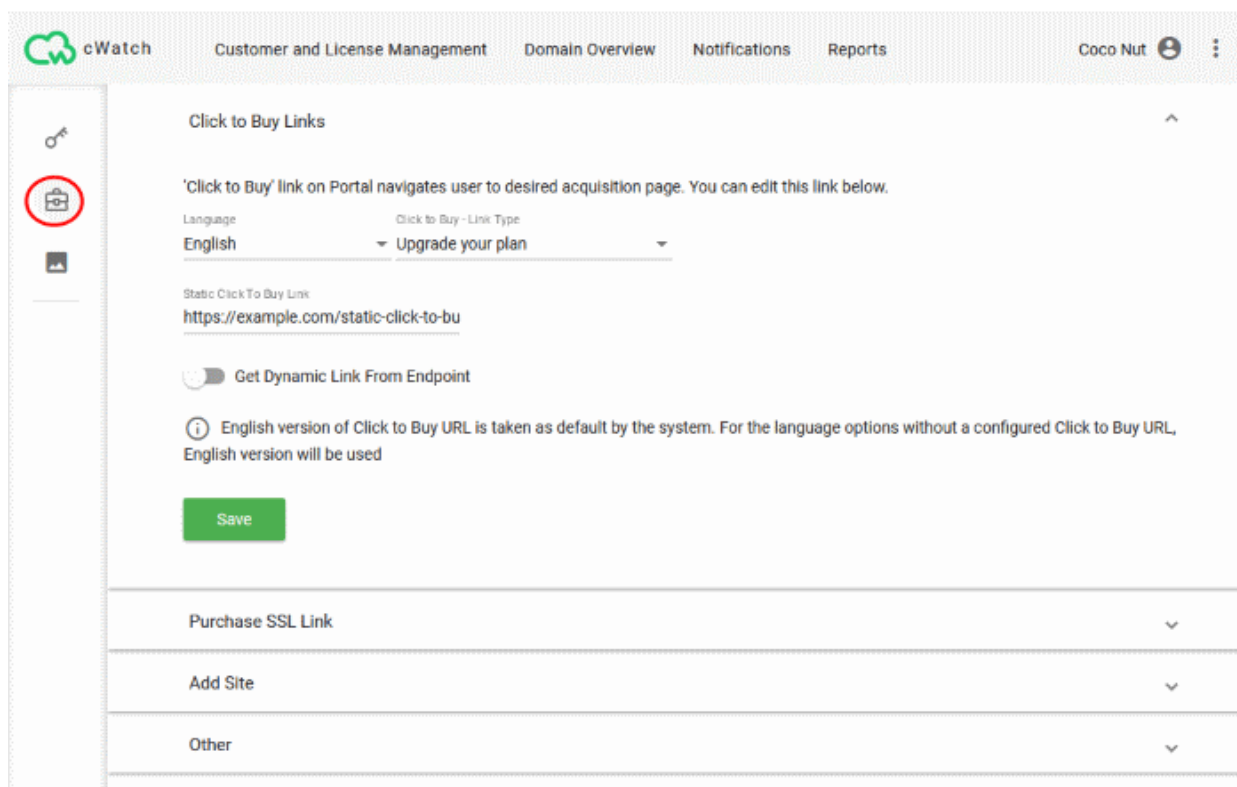
### Plans

| PLAN    | SITE NAME                  | EXPIRATION DATE  | STATUS  | ACTIONS   |
|---------|----------------------------|------------------|---------|---|
| Premium | example.net                | 20/04/2019       | Valid   |   |
| Pro     | --                         | 20/04/2019       | Valid   | <a href="#">+ Add Site</a>  |
| Premium | --                         | 30/12/2018       | Expired |   |
| Pro     | example.edu                | --               | Valid   | <a href="#">Upgrade</a> ▾   |
| Basic   | example.org                | Indefinite Usage | Valid   | <a href="#">Upgrade</a> ▾   |
| Pro     | wiki.testmycpcsecurity.com | 03/05/2019       | Valid   | <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">                     Pro (1 Site / 16 days left)<br/> <a href="#">Buy a new license</a> 🛒                 </div> |

- 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.

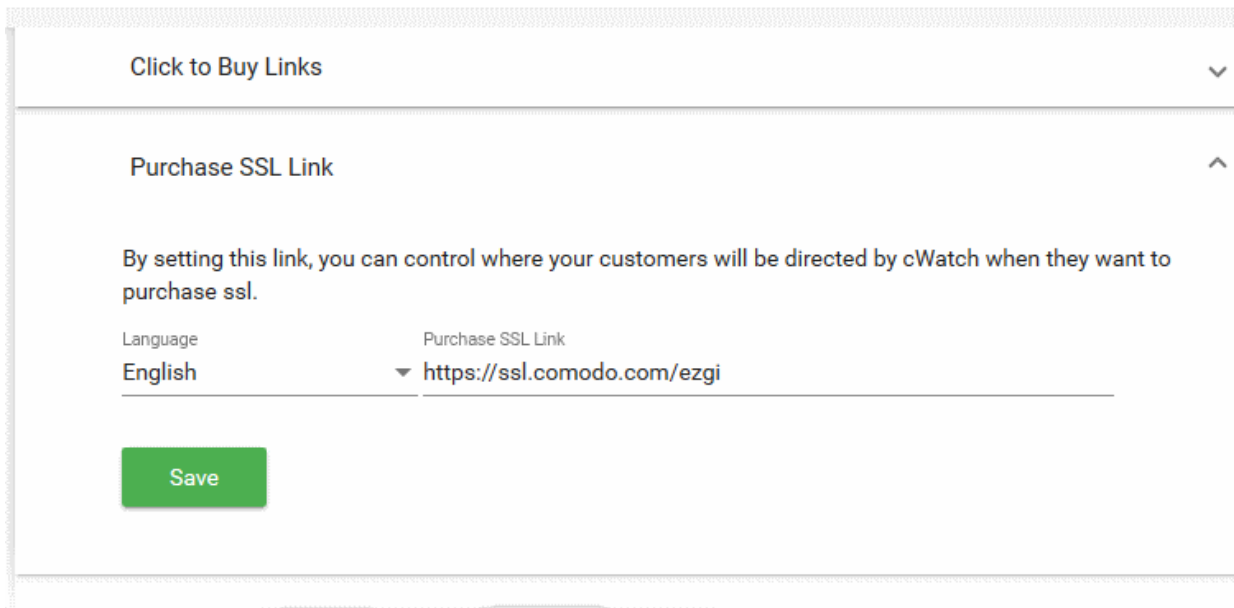
**Tip:** Set the same static link for all license types if you have a single order form, and your customers select the license type on the form itself.

## 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



Click to Buy Links

Purchase SSL Link

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

|          |   |
|----------|---|
| Language | Purchase SSL Link   |
| English  | <a href="https://ssl.comodo.com/ezgi">https://ssl.comodo.com/ezgi</a> |

Save


- 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/registrars 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 & Hosting Transfer Links ^

**Domain Transfer**

(i) 'Domain Transfer' link on portal navigates user to desired acquisition page. You can edit this link below.

Show Domain Transfer Link

Language  
English ▼

Domain Transfer Link Domain Transfer Message

**Hosting Transfer**

(i) 'Hosting Transfer' link on portal navigates user to desired acquisition page. You can edit this link below.

Show Hosting Transfer Link

Language  
English ▼

Hosting Transfer Link Hosting Transfer Message

### 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.

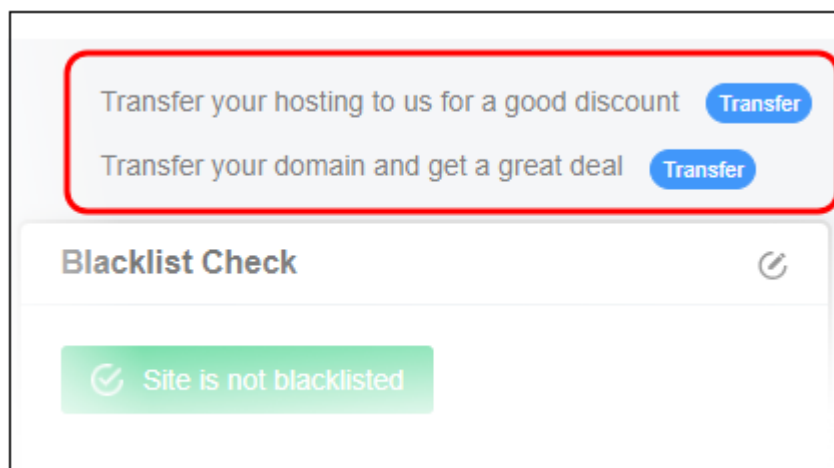
Click 'Save'

### 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:



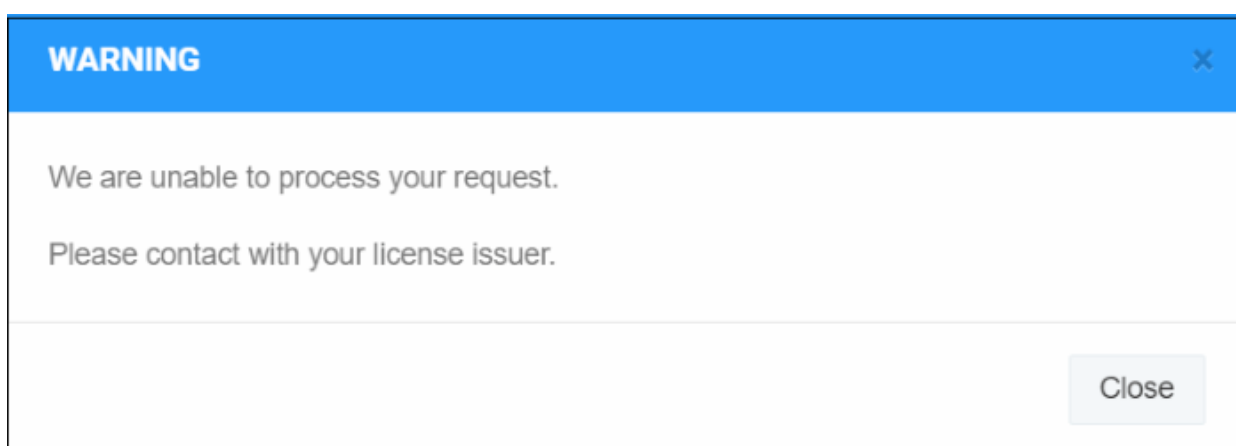
## Set New License Purchase Link

- 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

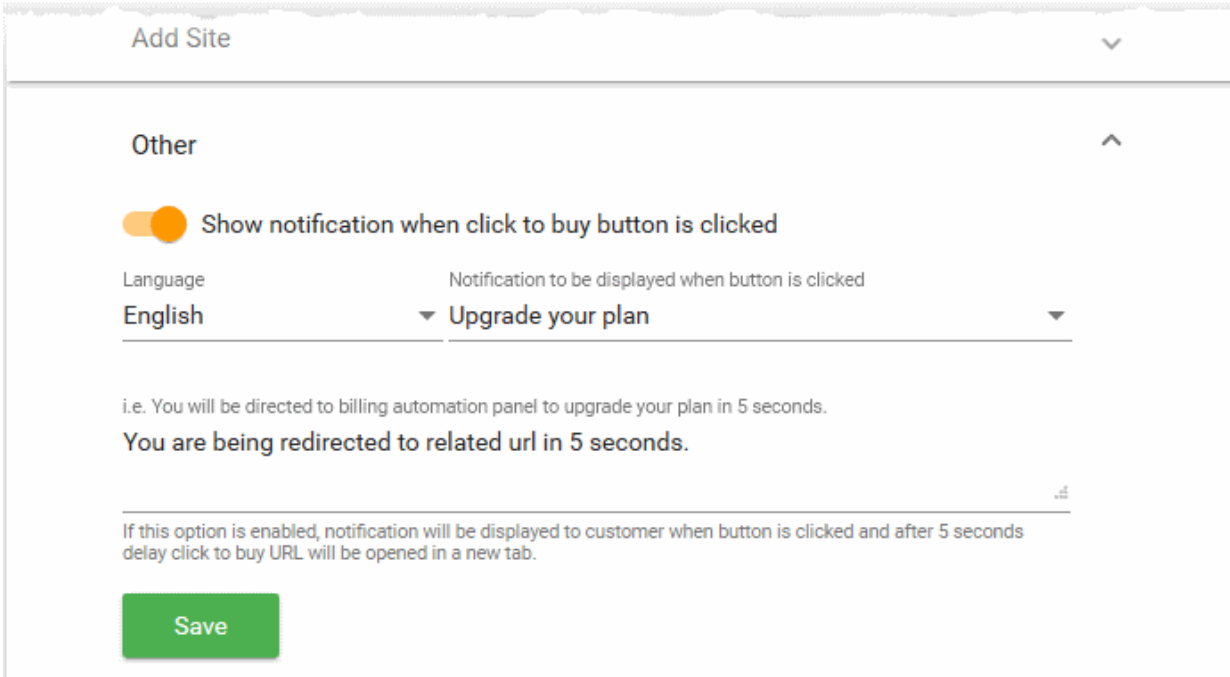
- There is a delay of five seconds when cWatch redirects customers to a custom purchase page.
- You can create a custom message that is shown during this five second delay



- 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



The screenshot shows a configuration panel titled 'Add Site'. Under the 'Other' section, there is a toggle switch for 'Show notification when click to buy button is clicked' which is turned on. Below this, there are two dropdown menus: 'Language' set to 'English' and 'Notification to be displayed when button is clicked' set to 'Upgrade your plan'. A preview text reads: 'i.e. You will be directed to billing automation panel to upgrade your plan in 5 seconds. You are being redirected to related url in 5 seconds.' A green 'Save' button is at the bottom.

- 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.

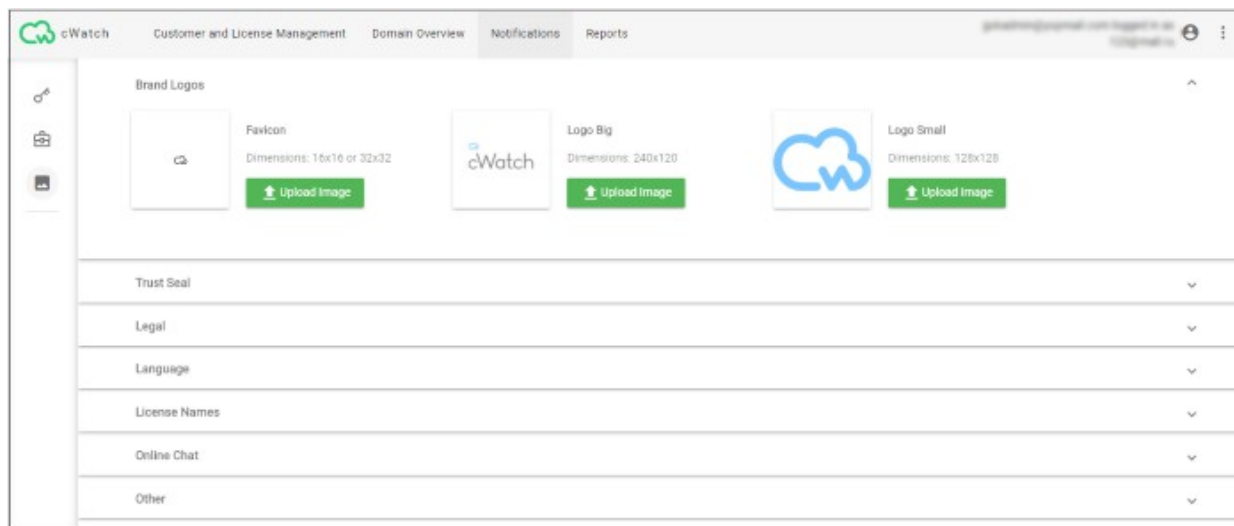
## Customer Portal White Labeling and Appearance Settings

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**

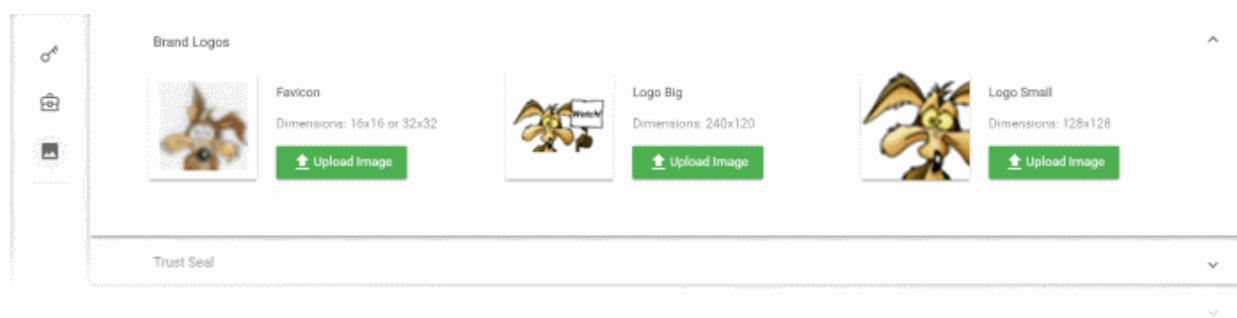
- **Customize License Names**
- **Configure Online Chat**
- **Set the Browser Tab Text of your Portal**
- **Restrict selected options on customer portal**

## Configure Brand Logos

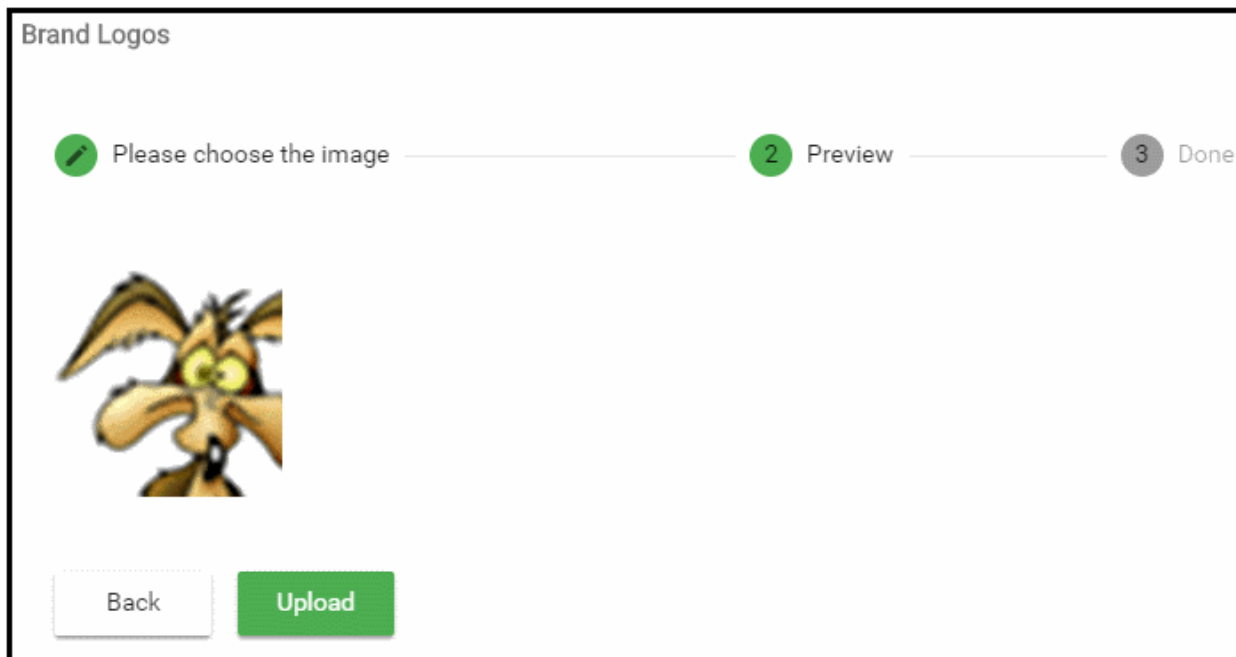
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- Click the 'Brand Logos' stripe (if not open already)
- You can upload images for:
  - Favicon - The small image shown on the left of the browser tab
  - Big Logo and Small Logo - Shown on the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

## Change a logo image

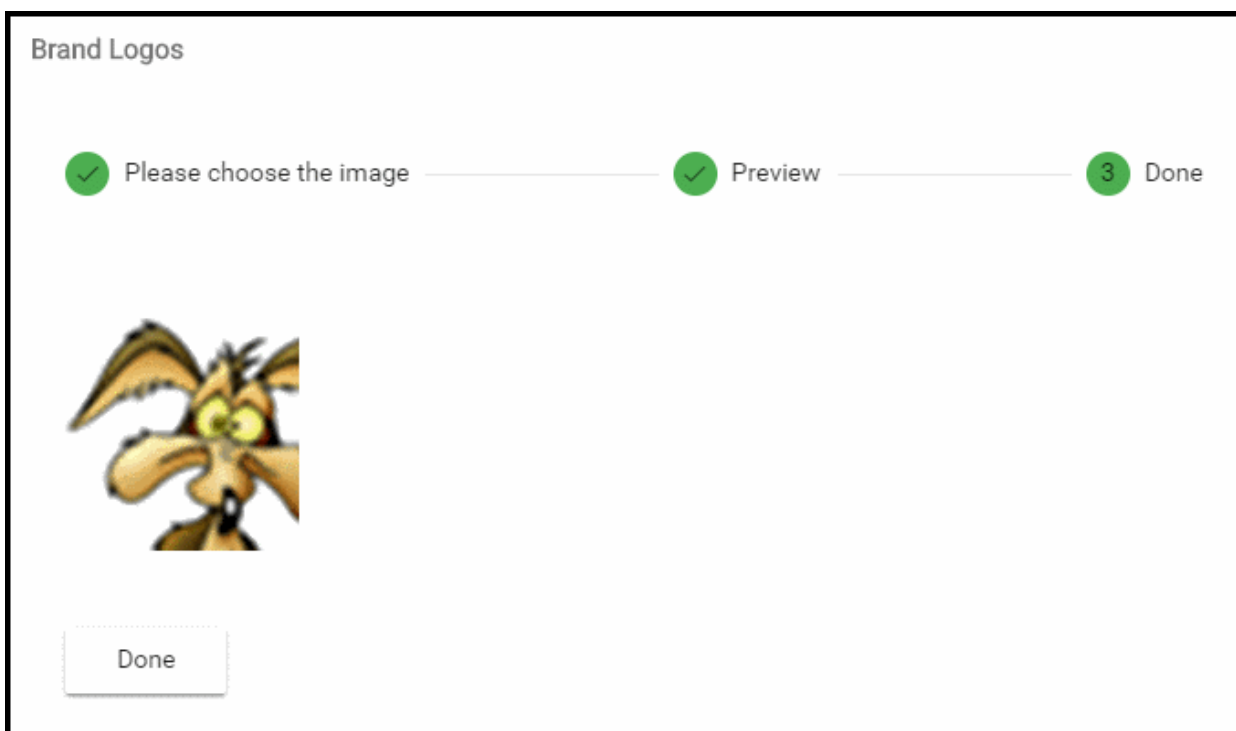
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  in the left menu
- OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Brand Logos' stripe (if not open already)
- Click 'Upload Image' under the type of image you want to upload



- 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:




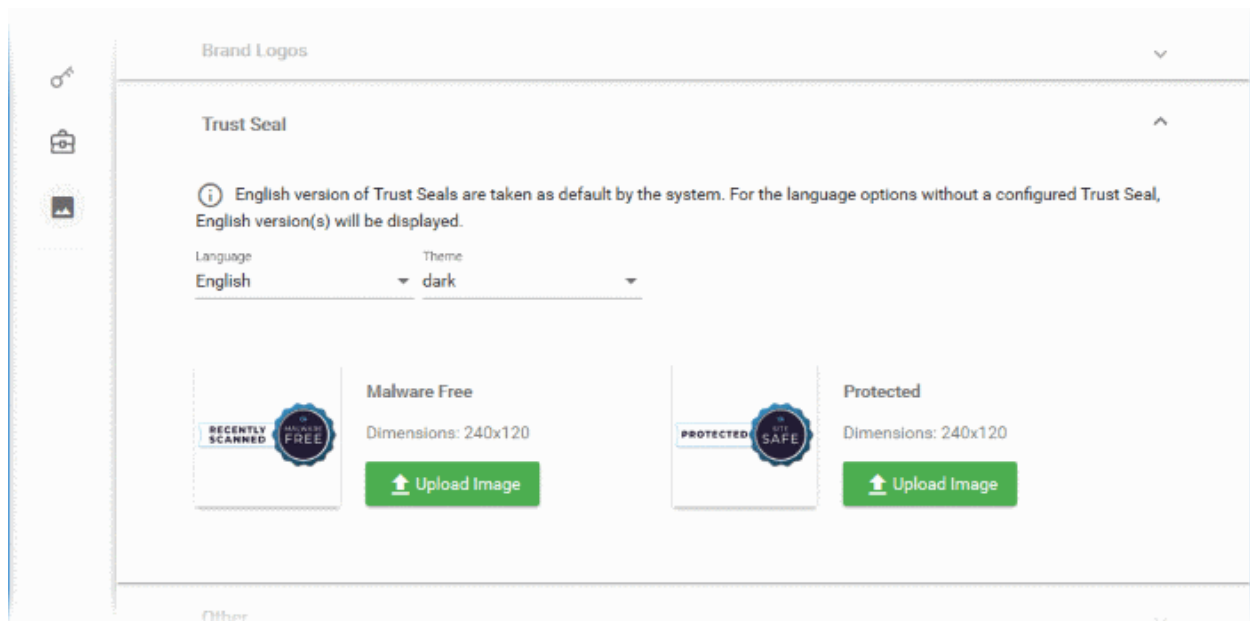
### Dark:



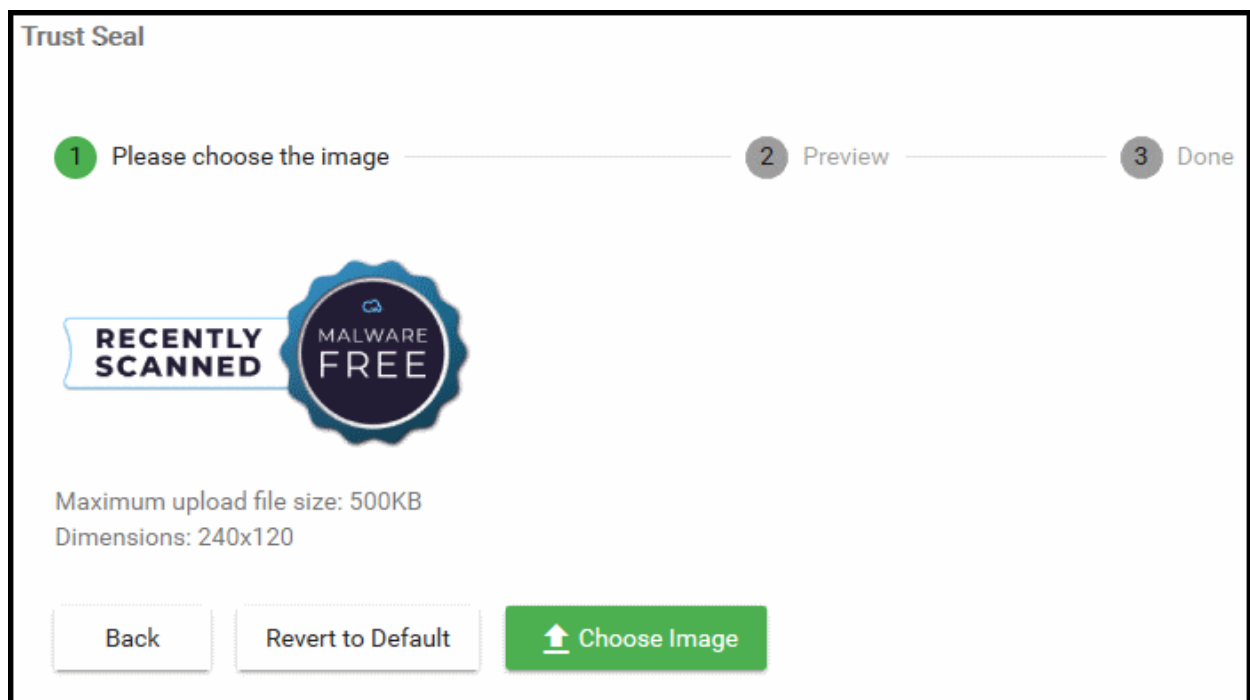
- You can create custom seals with your own branding for your customers to use.
- You can design different seals for different languages

## 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

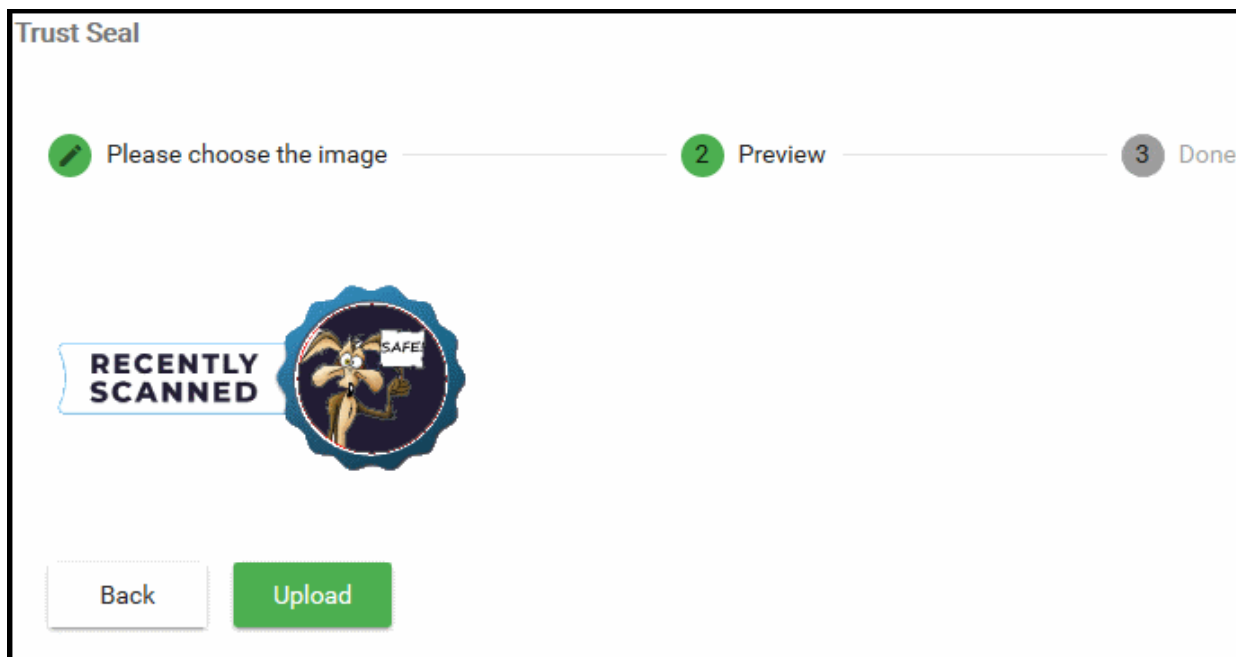


- **Language** - The seal will be made available to customers who have set this language in their portal.
- Choose the dark or light seal style
- Click 'Upload Image' under the seal type you want to set
- The image upload wizard starts:

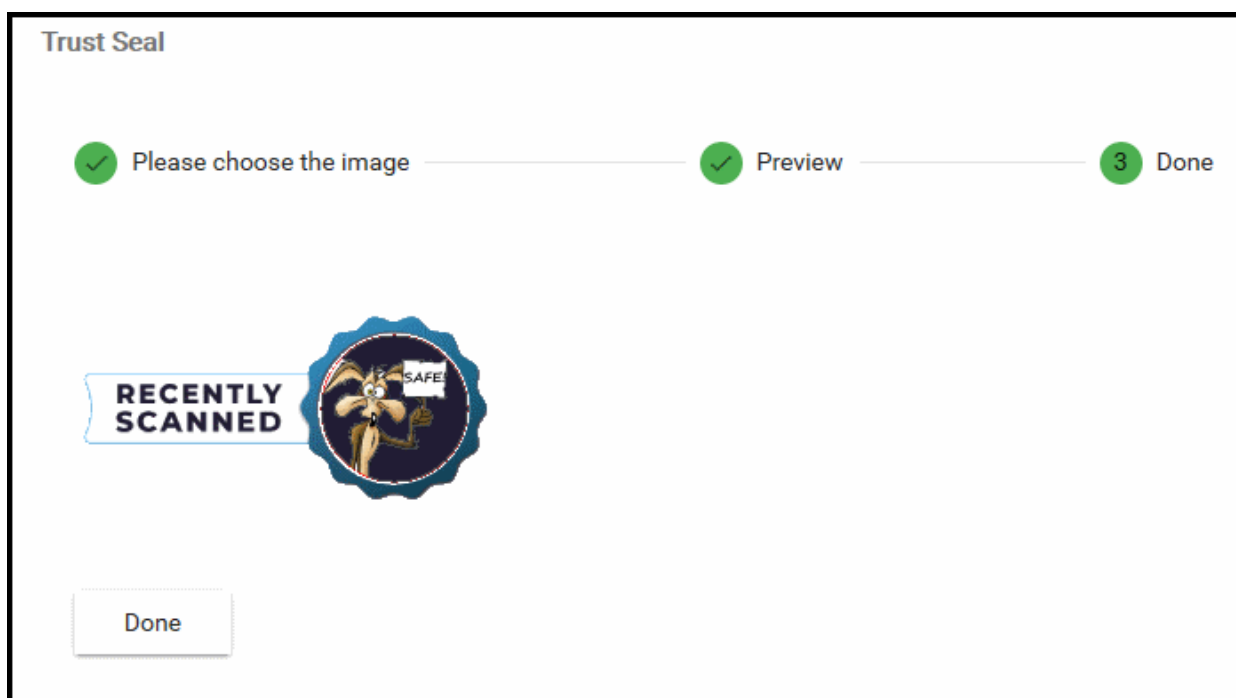


- Click 'Choose Image' and browse to the location of the image file.
  - Accepted file formats = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Acceptable image size = 240 x 120 pixels

A preview is shown:




- Click 'Upload' to save your image.

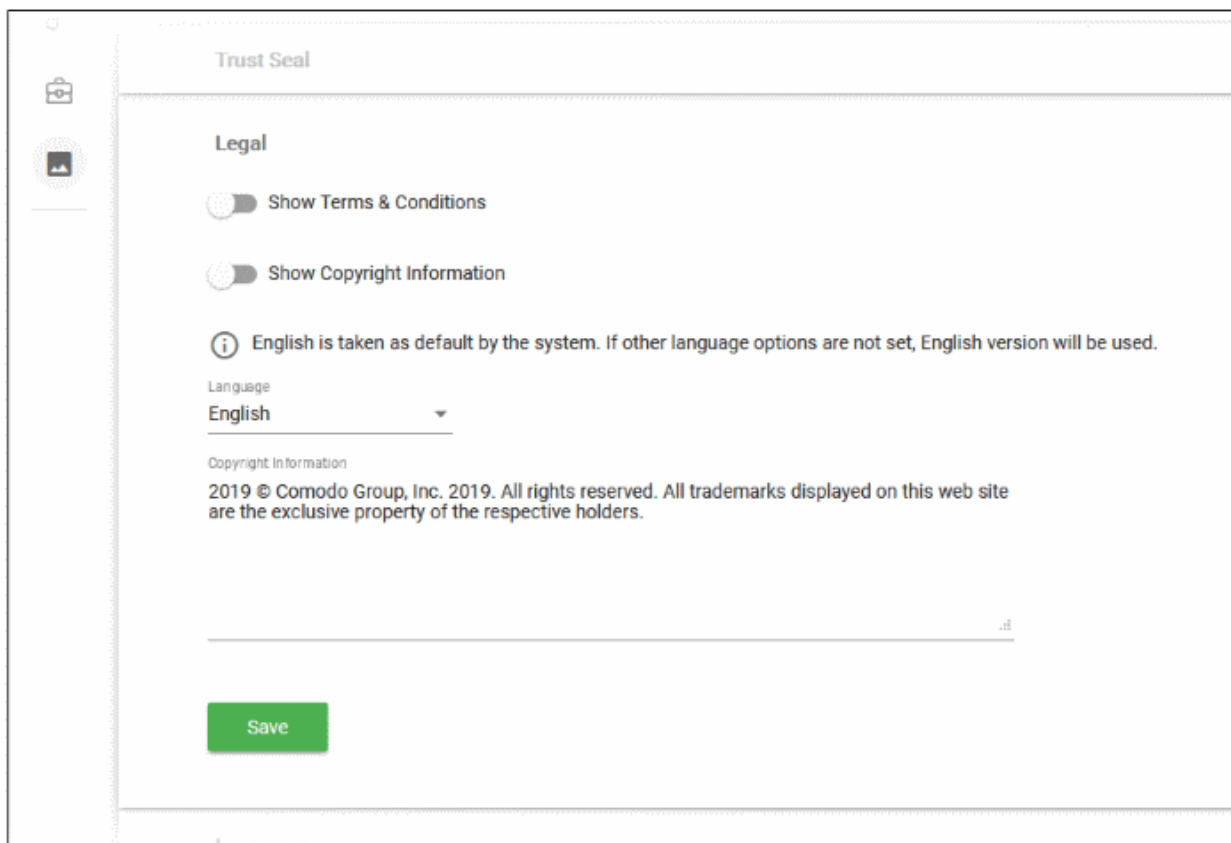


The image is uploaded to cWatch.

- 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

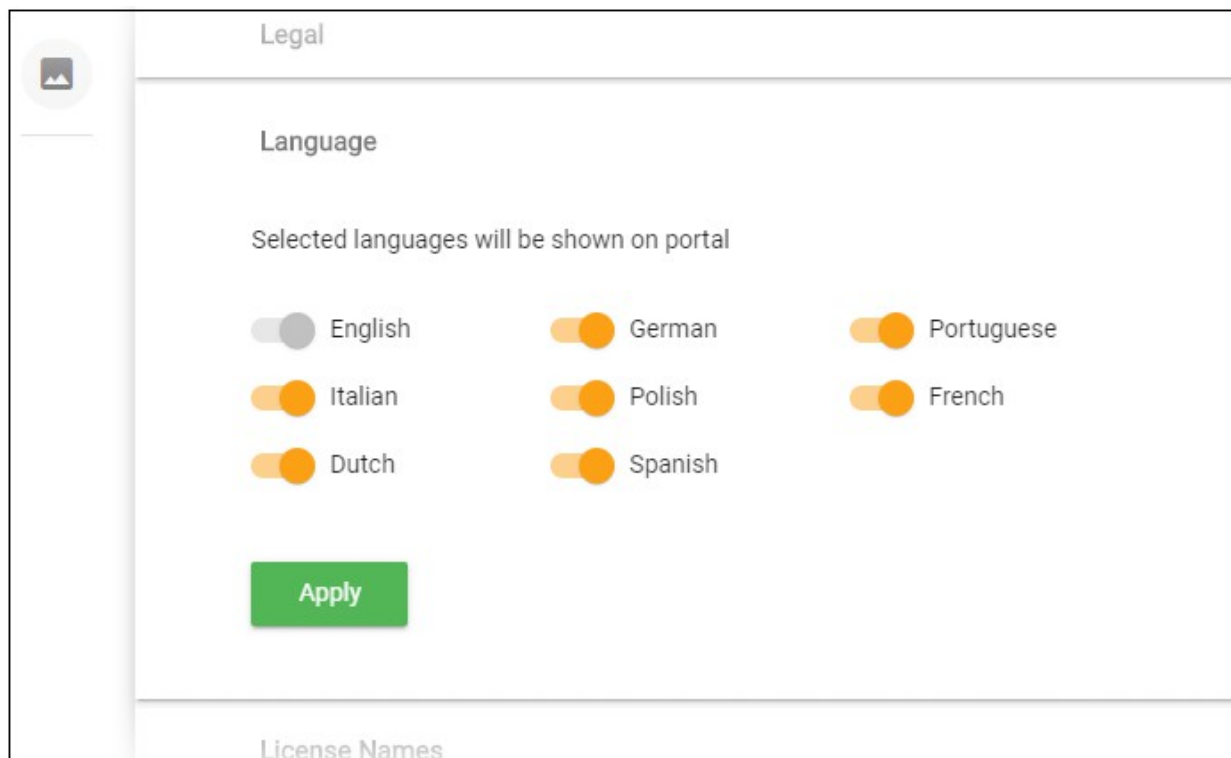


- **Show Terms & Conditions** – Adds a link to the cWatch terms and conditions to the bottom of your customer portal.
- **Show Copyright Information** – Adds copyright / trademark notices to the bottom of your customer portal. By default, this shows Comodo Group copyrights. You can customize the information 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:

**License Names**

Set license names that will be shown on portal to your customers

 English is taken as default by the system. If other language options are not set, English version will be used.

Language  
English ▼

| Default License Name    | Current License Name    | New License Name       |
|-------------------------|-------------------------|------------------------|
| Backup Large            | Backup Large            | Enter new license name |
| Backup Medium           | Backup Medium           | Enter new license name |
| Backup Small            | Backup Small            | Enter new license name |
| Basic (Detection)       | Nusec Platform          | Enter new license name |
| NuCDN Premium           | NuCDN Premium           | Enter new license name |
| NuCDN Pro               | NuCDN Pro               | Enter new license name |
| NuDNS Premium           | NuDNS Premium           | Enter new license name |
| NuDNS Pro               | NuDNS Pro               | Enter new license name |
| NuHosting Free          | NuHosting Free          | Enter new license name |
| Nusec Platform          | Nusec Platform          | Enter new license name |
| Premium                 | Premium                 | Enter new license name |
| Premium Paid with Trial | Premium Paid with Trial | Enter new license name |
| Premium Trial 30 Days   | Premium Trial 30 Days   | Enter new license name |
| Premium Trial 60 Days   | Premium Trial 60 Days   | Enter new license name |
| Premium x 10            | Premium x 10            | Enter new license name |
| Premium x 5             | Premium x 5             | Enter new license name |
| Pro                     | Pro                     | Enter new license name |
| Pro Paid with Trial     | Pro Paid with Trial     | Enter new license name |
| Pro Trial 30 Days       | Pro Trial 30 Days       | Enter new license name |
| Pro Trial 60 Days       | Pro Trial 60 Days       | Enter new license name |
| Pro x 10                | Pro x 10                | Enter new license name |
| Pro x 5                 | Pro x 5                 | Enter new license name |
| Starter                 | Starter                 | Enter new license name |
| Starter Paid with Trial | Starter Paid with Trial | Enter new license name |
| Starter Trial 30 Days   | Starter Trial 30 Days   | Enter new license name |
| Starter Trial 60 Days   | Starter Trial 60 Days   | Enter new license name |
| Starter x 10            | Starter x 10            | Enter new license name |
| Starter x 5             | Starter x 5             | Enter new license name |
| Waf Starter             | Waf Starter             | Enter new license name |


- **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.

| Default License Name | Current License Name              | New License Name       |
|----------------------|-----------------------------------|------------------------|
| Backup Large         | Partner Custom Subscription Label | Enter new license name |
| Backup Medium        | Backup Medium                     | Enter new license name |
| Backup Small         | Backup Small                      | Enter new license name |
| Basic (Detection)    | Nusec Platform                    | Enter new license name |
|                      | NuCDN Premium                     | Enter new license name |

- **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:

**Online Chat**

Show cWatch Online Chat

Show Custom Online Chat


Position  
Body  ▼

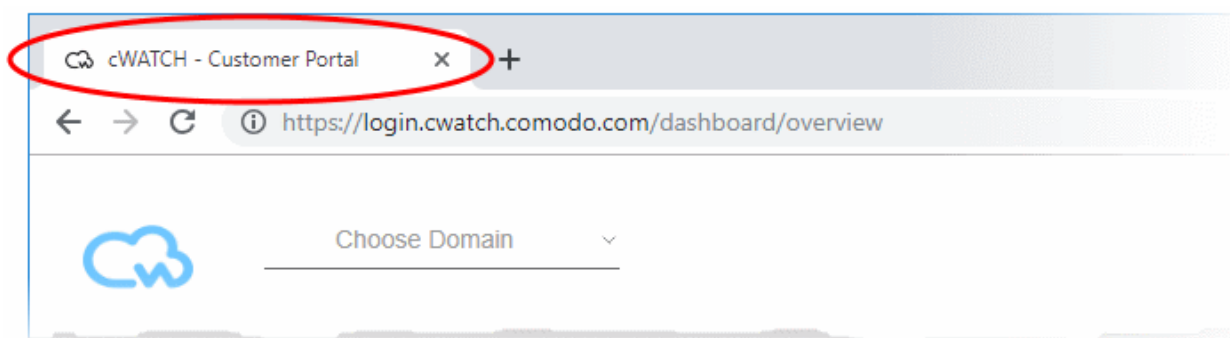
Script

Apply

- **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

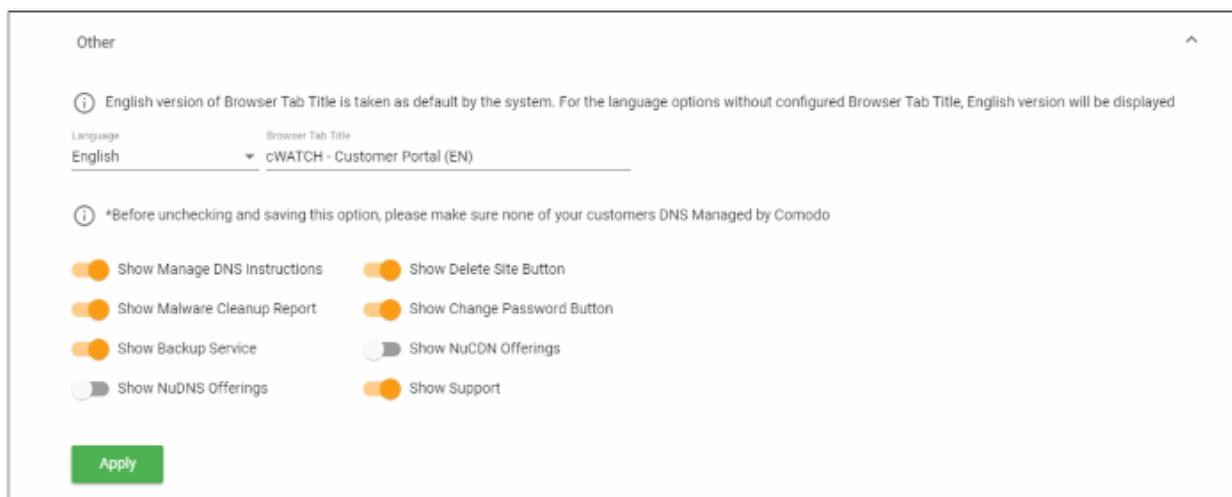
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Other' stripe
- You can set the text shown in the browser tab of your customer portal:



- 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.

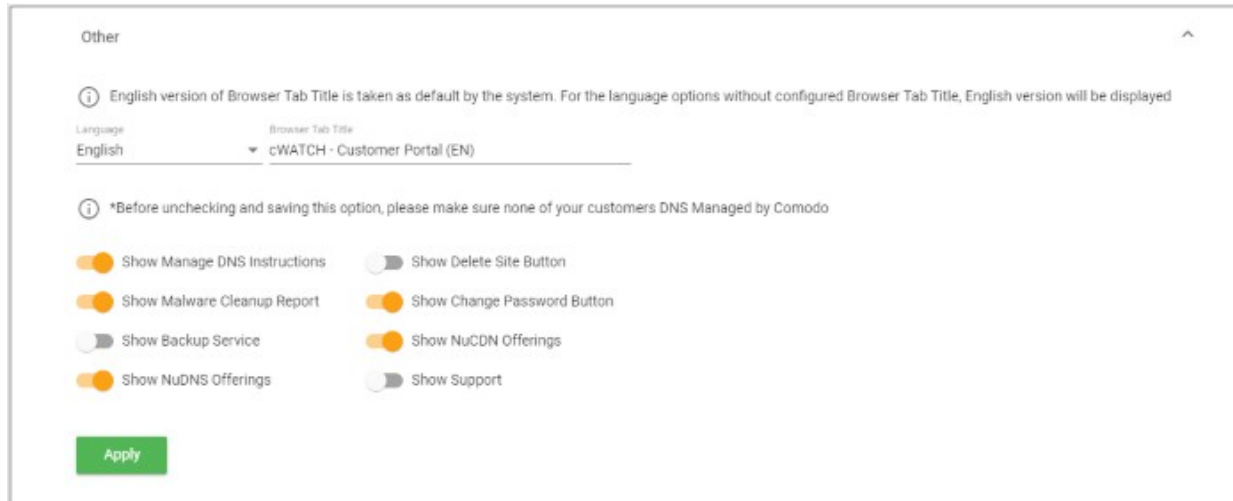
## Select Customer Portal Options

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.

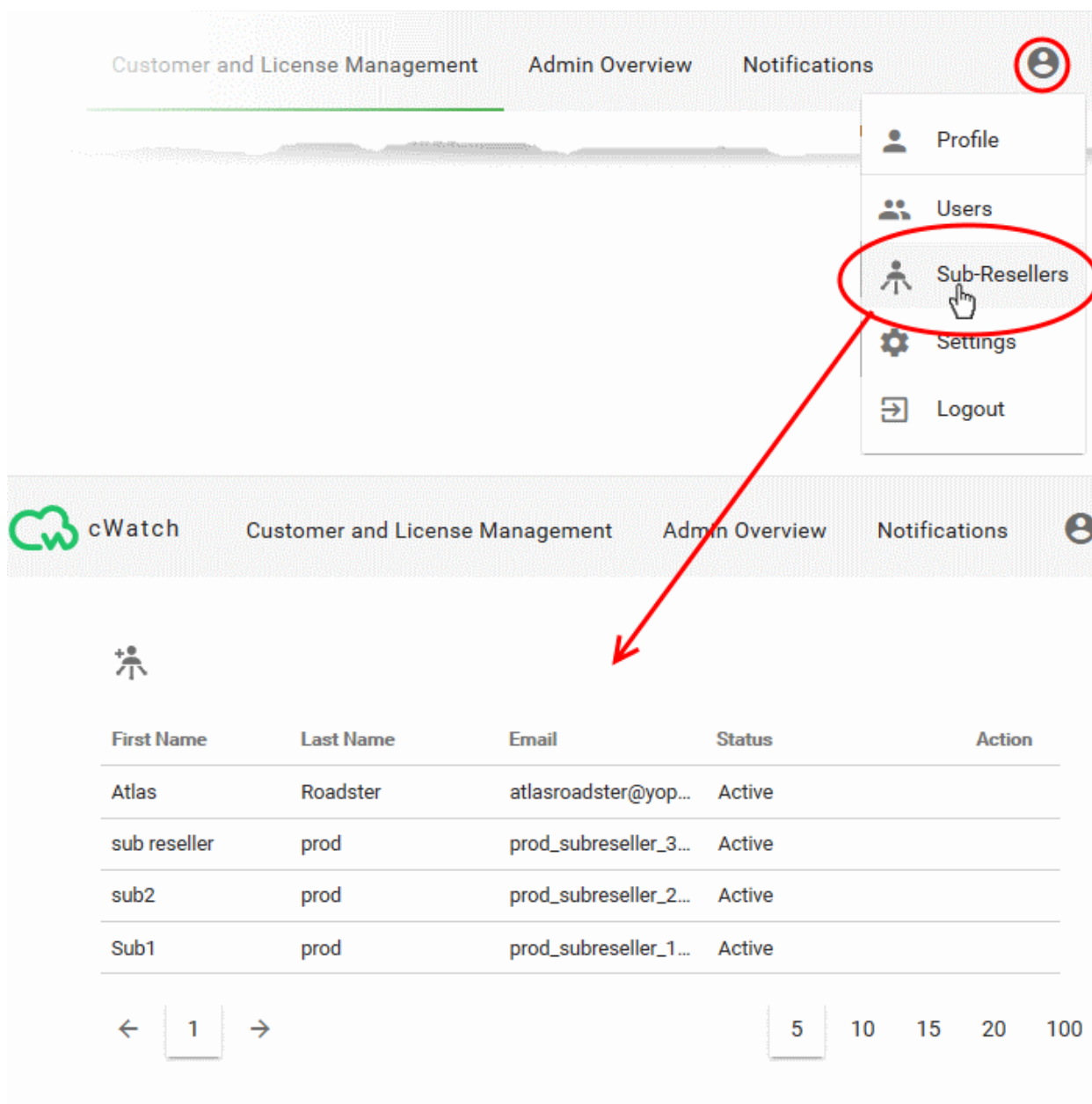
## Add and Manage Sub-Resellers

- 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 not 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 |

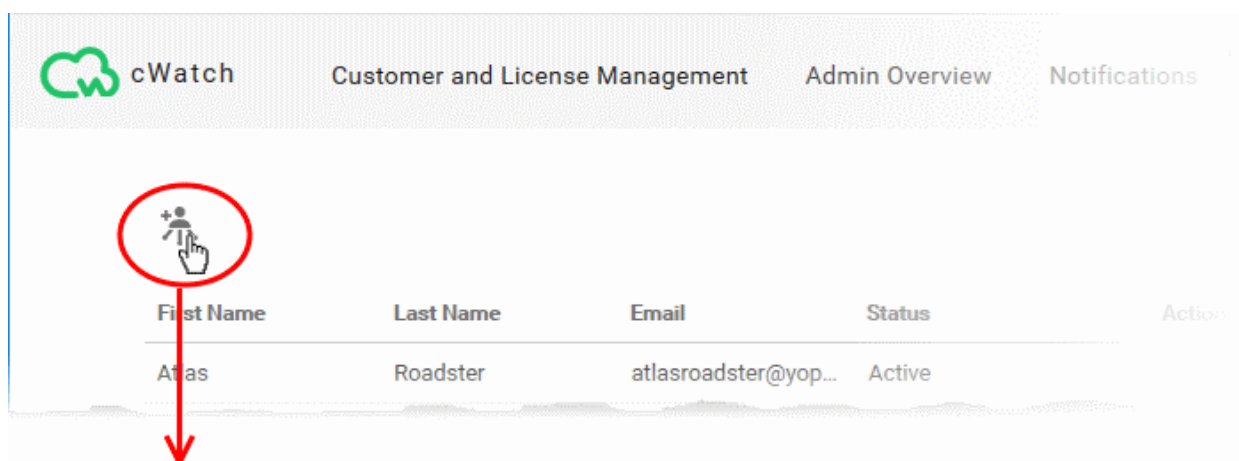
|           |   |
|-----------|---|
| Last Name |   |
| Email     | Contact address of the sub-reseller   |
| Status    | Whether the reseller account is active or not   |
| Actions   | <ul style="list-style-type: none"> <li>• Hover your mouse over a sub-reseller row to reveal the control buttons</li>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

The following sections explain how to:

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

## Add a Sub-Reseller

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



### Add Sub-Reseller

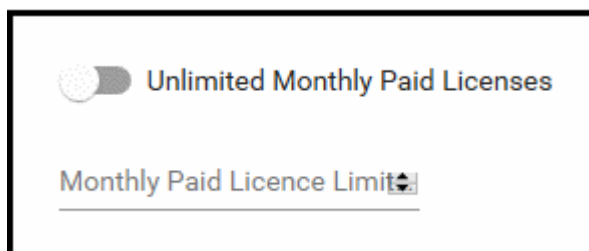
|  |  |  |  |   |
|--|--|--|--|---|
| Email<br><small>Max 50 characters</small>      | First Name<br><small>Accepts 2-50 characters</small> | Last Name<br><small>Accepts 2-50 characters</small>  | Organization<br><small>Accepts 2-50 characters</small> | State<br><small>Accepts 2-50 characters</small>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

Unlimited Monthly Paid Licenses

- Enter the sub-reseller's email address, name, organization, country, state and city
- Enter a password for the sub-reseller account in the partner portal and re-enter it for confirmation. You should intimate this password to your sub-reseller through any out-of-band communication method
- **Unlimited Monthly Paid Licenses** - Set the maximum paid licenses that the reseller can distribute.



- **Enabled** - There is no limit to the number of licenses your reseller can distribute.
- **Disabled** - Specify the max. amount of licenses that your reseller is allowed to sell.




- Click 'Add' to save the sub-reseller

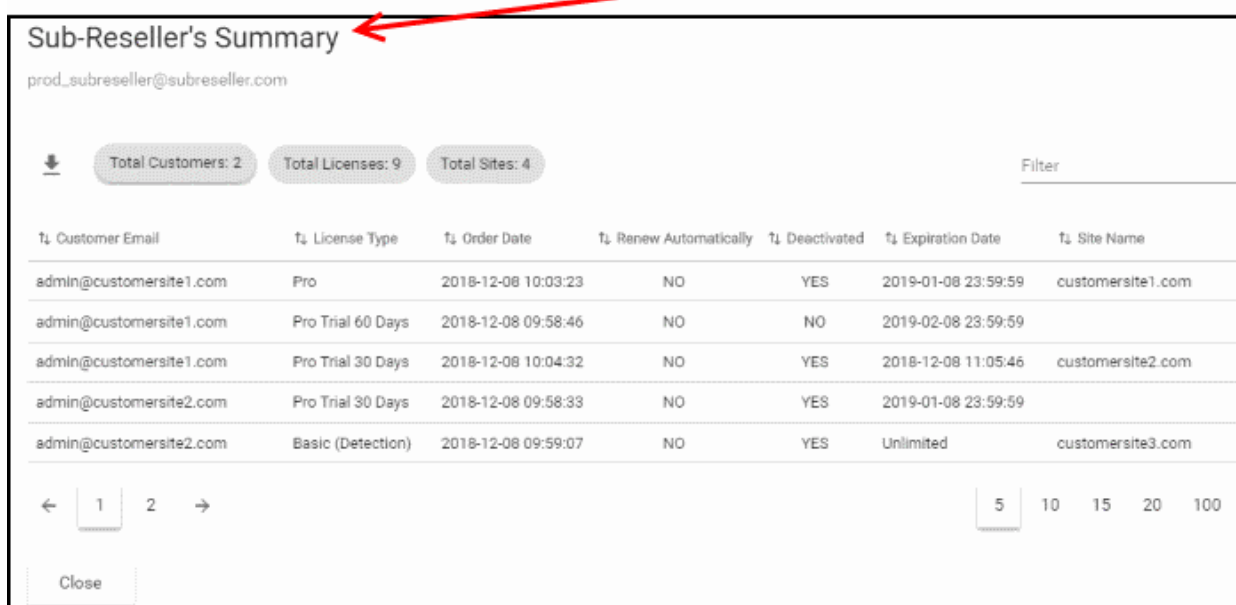
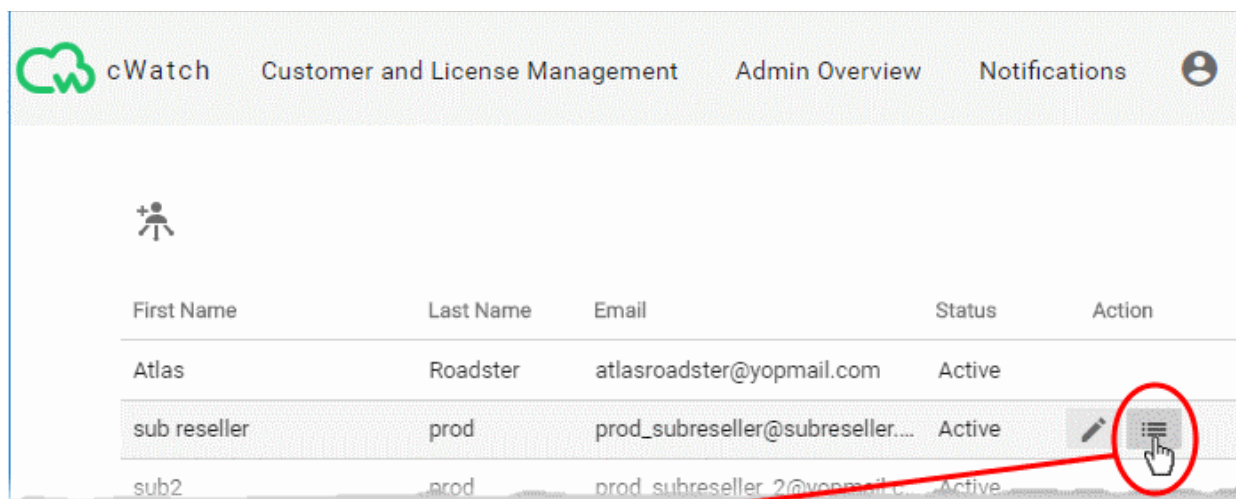
The sub-reseller can now login to the cWatch with their email address and the password set by you. They can add their own customers, distribute licenses, add/configure customer websites and more.

## 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 <a href="#">Membership Plans</a> to view the features covered by each license type. |
| Order Date                                   | Date at which the license was distributed to the customer  |
| Renew Automatically                          | Whether the license is set to auto-renew when it expires.  |
| Deactivated                                  | Whether the license is expired or valid  |
| Expiration Date                              | The date till which the license is valid   |
| Site Name                                    | The website associated with the license  |

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

## Export sub-reseller distributed licenses to CSV file


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

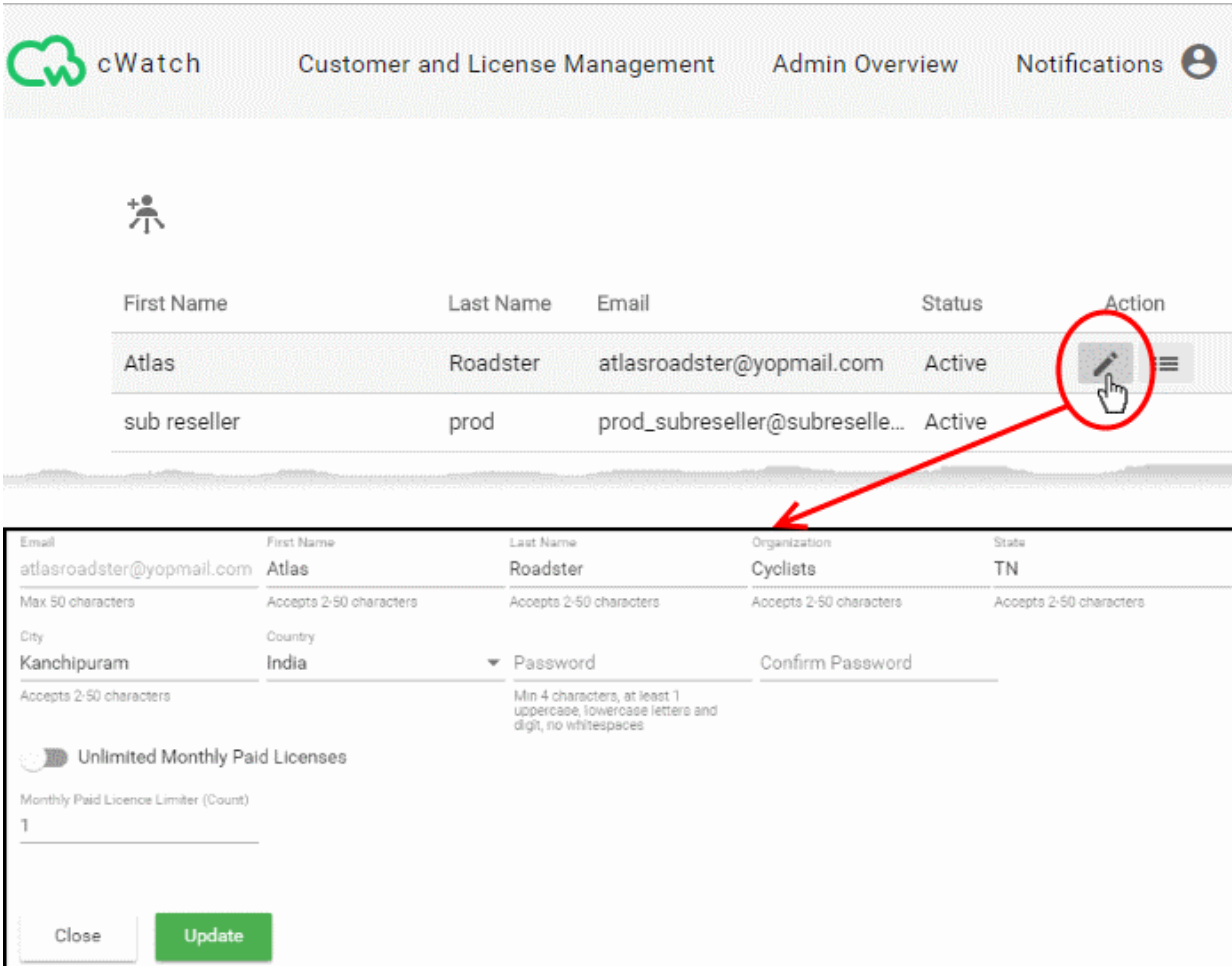
'Sub-Reseller's Summary' screen appears with the details of licenses distributed by the sub-reseller

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

## Edit a Sub-Reseller Profile

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

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



The screenshot shows the cWatch interface with a table of sub-resellers. The 'Action' column for the 'Atlas' sub-reseller is circled in red, with a red arrow pointing to the edit form below. The edit form contains the following fields:

| Email  | First Name              | Last Name   | Organization            | State                   |
|--|-------------------------|---|-------------------------|-------------------------|
| atlasroadster@yopmail.com  | Atlas                   | Roadster  | Cyclists                | TN                      |
| Max 50 characters  | Accepts 2-50 characters | Accepts 2-50 characters   | Accepts 2-50 characters | Accepts 2-50 characters |
| City   | Country                 | ▼ Password  | Confirm Password        |                         |
| Kanchipuram  | India                   | Min 4 characters, at least 1 uppercase, lowercase letters and digit, no whitespaces |                         |                         |
| Accepts 2-50 characters  |                         |   |                         |                         |
| <input checked="" type="checkbox"/> Unlimited Monthly Paid Licenses        |                         |   |                         |                         |
| Monthly Paid Licence Limiter (Count)                                       |                         |   |                         |                         |
| 1  |                         |   |                         |                         |
| <input type="button" value="Close"/> <input type="button" value="Update"/> |                         |   |                         |                         |

- 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          |
|---|---------------|----------------|-----------------|----------------|----------------|
| <b>Malware Detection and Removal</b>  |               |                |                 |                |                |
| <ul style="list-style-type: none"> <li>Expert malware removal</li> <li>Hack repair and restore</li> <li>Vulnerability repair and restore</li> <li>Traffic hijack recovery</li> <li>SEO/Search poisoning recovery</li> </ul> | 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 |
| <b>Security Information and Event Management (SIEM)</b>   |               |                |                 |                |                |
|   | ✓             | ✓              | ✗               | ✗              | ✗              |
| <b>24/7 Cyber-Security Operations Center (CSOC)</b>   |               |                |                 |                |                |
|   | ✓             | ✓              | ✗               | ✓              | ✗              |
| Dedicated analyst   | ✓             | ✓              | ✗               | ✓              | ✗              |
| <b>Web Application Firewall (WAF)</b>   |               |                |                 |                |                |
| Custom WAF rules  | ✓             | ✗              | ✗               | ✗              | ✗              |
| Bot Protection  | ✓             | ✓              | ✗               | ✓              | ✗              |
| Scraping Protection   | ✓             | ✓              | ✗               | ✓              | ✗              |
| <b>Content Delivery Network (CDN)</b>   |               |                |                 |                |                |
| Layer 7 DDoS Protection   | ✓             | ✓              | ✓               | ✓              | ✓              |
| Layer 3, 4, 5 & 6 DDoS Protection   | ✓             | ✓              | ✓               | ✓              | ✓              |
| Trust Seal  | ✓             | ✓              | ✓               | ✓              | ✓              |

### 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](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

1255 Broad Street

Clifton, NJ 07013

United States

Tel : +1.877.712.1309

Tel : +1.888.551.1531

<https://www.comodo.com>

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