

## Introduction to cWatch Partner Portal

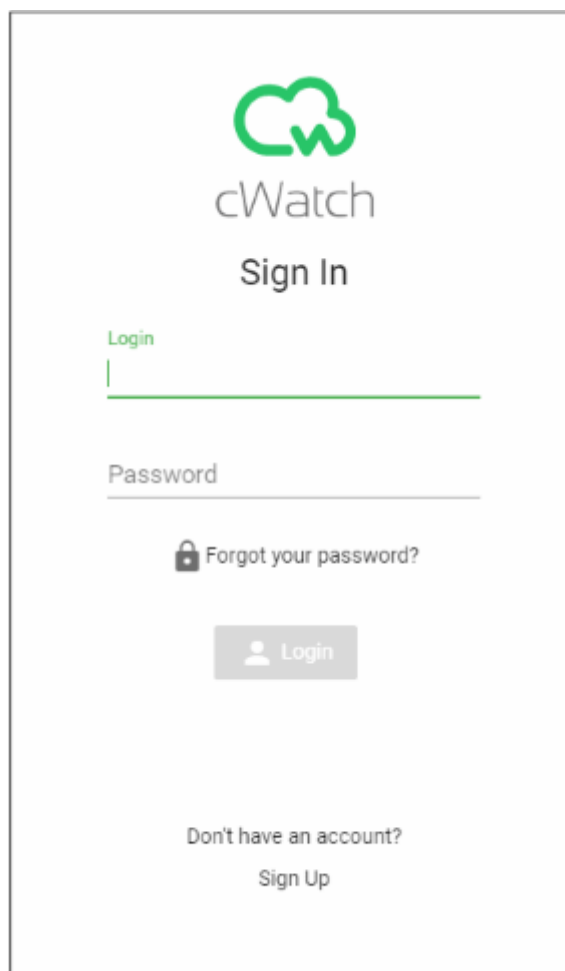
This document explains how partners can add customers and sub-resellers, distribute licenses, configure customer websites, apply their own branding to the customer portal, and more.

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](#)
- [Admin Overview](#)
- [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 Your Brand Logos](#)
    - [Configure Trust Seal Images for Your Customer's Websites](#)
    - [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>



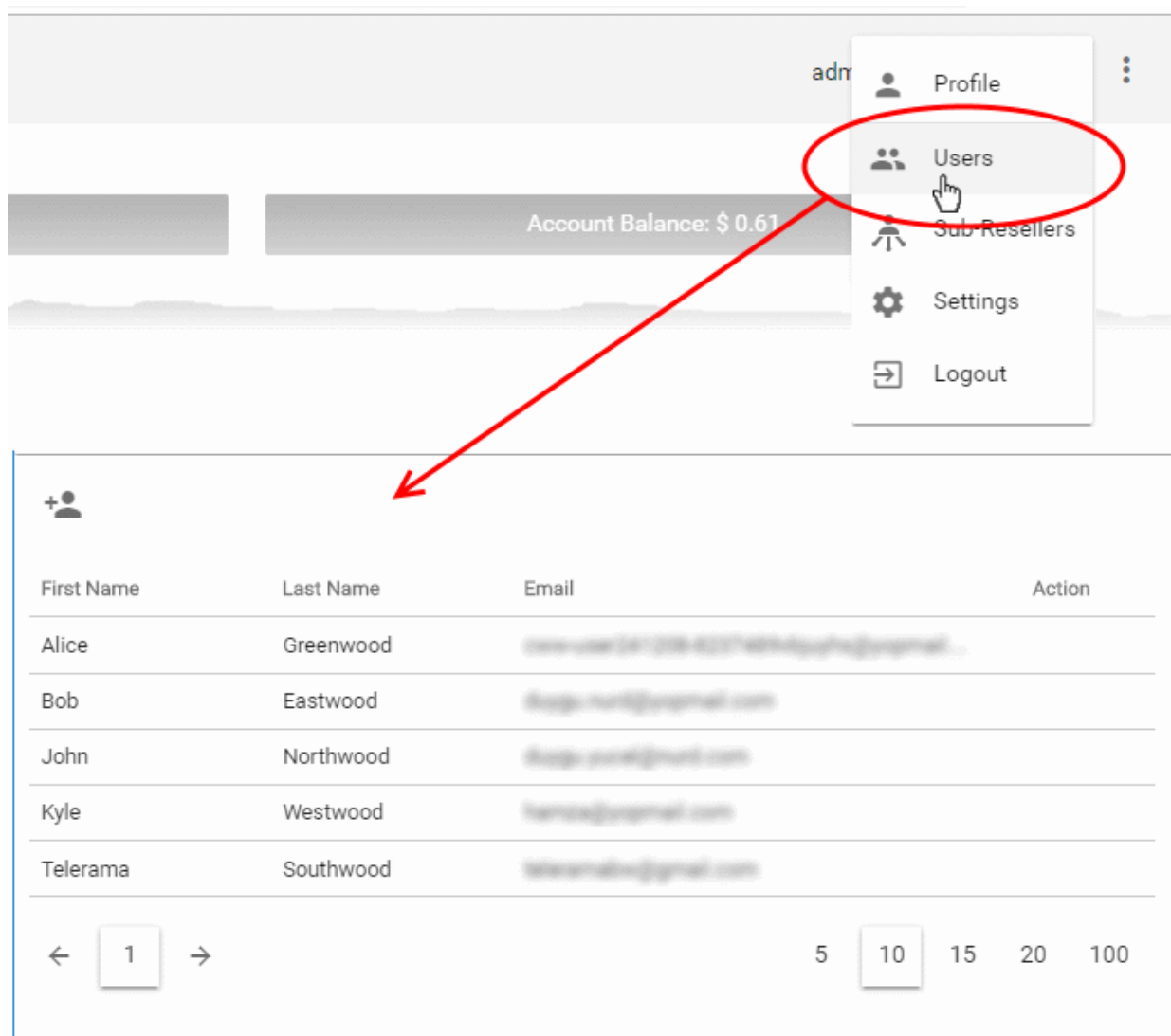
- **Login** - Enter your Comodo partner account credentials and click 'Login'
  - Click 'Forgot your password?' to reset your password. You will be redirected to [https://accounts.comodo.com/account/forget\\_password](https://accounts.comodo.com/account/forget_password). Complete the password reset procedure.
- **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':



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

## Add User

User Information

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

User Permissions

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

**Notifications**

- Manage Notifications

- 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 as username and their password.
- We strongly recommend that they 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


- 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 '+ person' 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 is a pagination control showing page 1 of 10, with options for 5, 10, 15, 20, and 100 items per page.

| First Name | Last Name | Email                         | Action  |
|------------|-----------|-------------------------------|---|
| Alice      | Greenwood | alice.greenwood@comodo.com    |  |
| 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

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

User Permissions

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

**Notifications**

- Manage Notifications

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

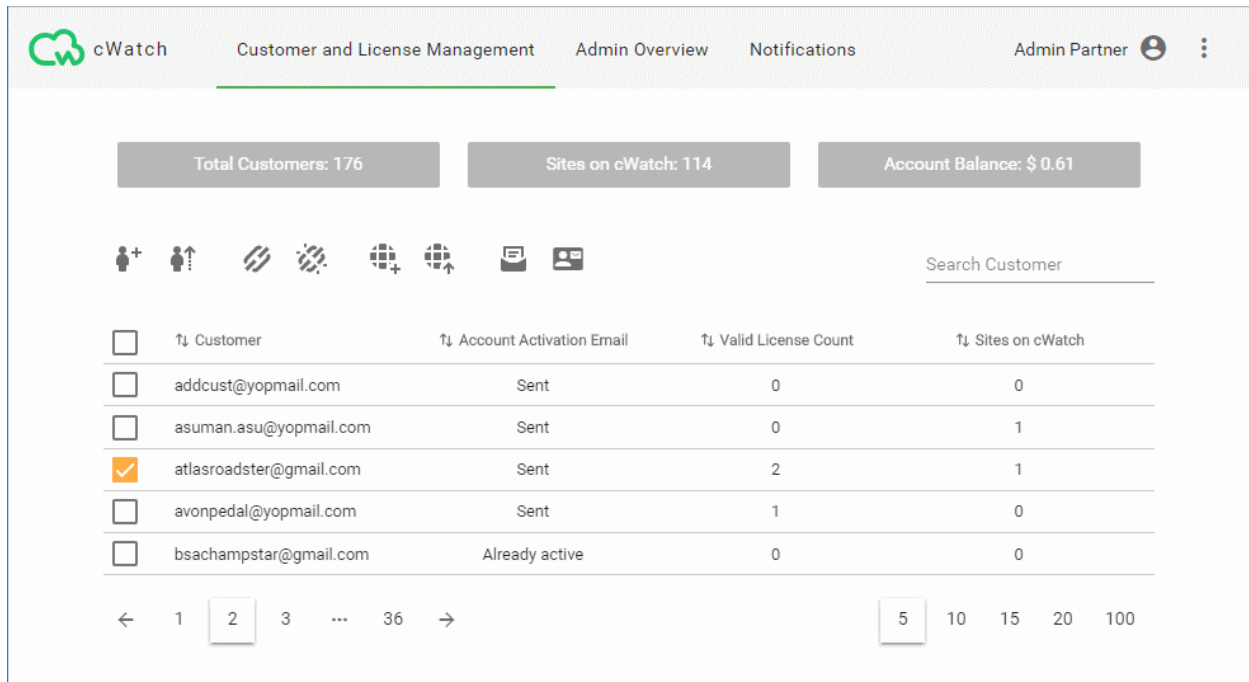
- This section explains how to add customers to the cWatch partner portal.
- Afterwards, you can distribute licenses to them and activate cWatch protection on their sites.
- You can add customers one at a time, or import them in bulk from a CSV file.


Please use the following links to learn more:

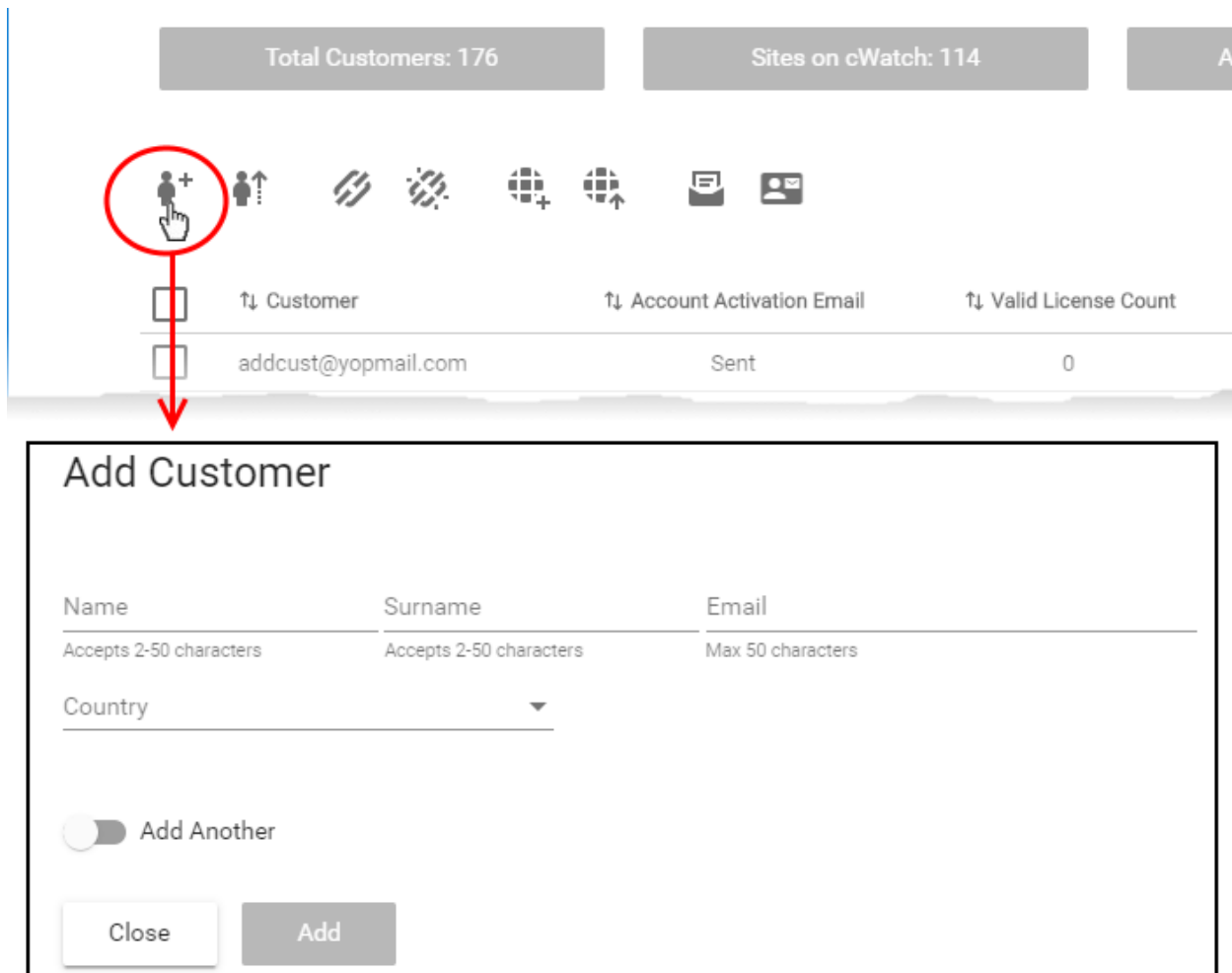
- [Add a single customer](#)
- [Import customers from a CSV file](#)
- [The 'Customer and License Management' interface](#)
- [View customer details and licenses](#)

### Add a single customer

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



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





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

The customer 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

The screenshot shows the cWatch Partner Portal interface. At the top, there are two summary boxes: 'Total Customers: 176' and 'Sites on cWatch: 114'. Below these is a navigation bar with several icons. One icon, representing a person with an upward arrow, is circled in red. A red arrow points from this icon down to a modal window titled 'Import Customers'. The modal window contains the following text:

CSV columns are:  
Name, Surname, Email, Country ISO, Language  
Bruce, Wayne, bruce.wayne@email.com, US, en

Below the text is a green button with an upward arrow icon and the text 'Select CSV file'. At the bottom left of the modal is a 'Close' button.

- 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 suits your business model.
  - You can deposit funds to purchase licenses in Comodo Accounts Manager (CAM). Login at <https://accounts.comodo.com>. See [Manage your CAM Account](#) for more.
- cWatch sends an account activation email to the customer when you distribute their first license to them.
  - You can 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.
- You can deactivate licenses that are not required for a customer.

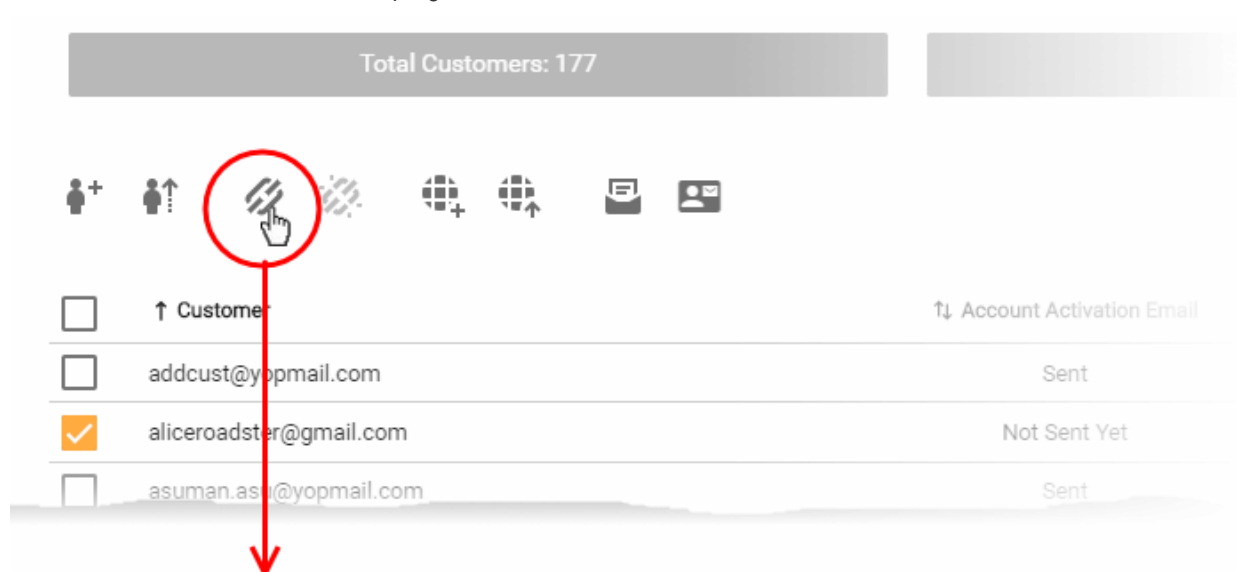
Please use the following links to learn more:

- [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'



### Distribute License

aliceroadster@gmail.com

1 Select License
2 Submit
3 Done

- 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
- Pro Trial 60
- Premium
- Premium Paid with Trial
- Premium Trial 30
- Premium Trial 60

**Note:**

- The following licenses will auto-upgrade to the paid version at the end of the 30 day trial:
  - Starter Paid with Trial
  - Pro Paid with Trial
  - Premium Paid with Trial
- You can upgrade other trial licenses to paid licenses from the Customer Details interface.
  - See **Upgrade a License** in **View Customer Details and Licenses** for help with this.

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

1 Select License

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

Auto Renewal

Close Next

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

## Distribute License

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 |

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

## Distribute License

aliceroadster@gmail.com

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


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

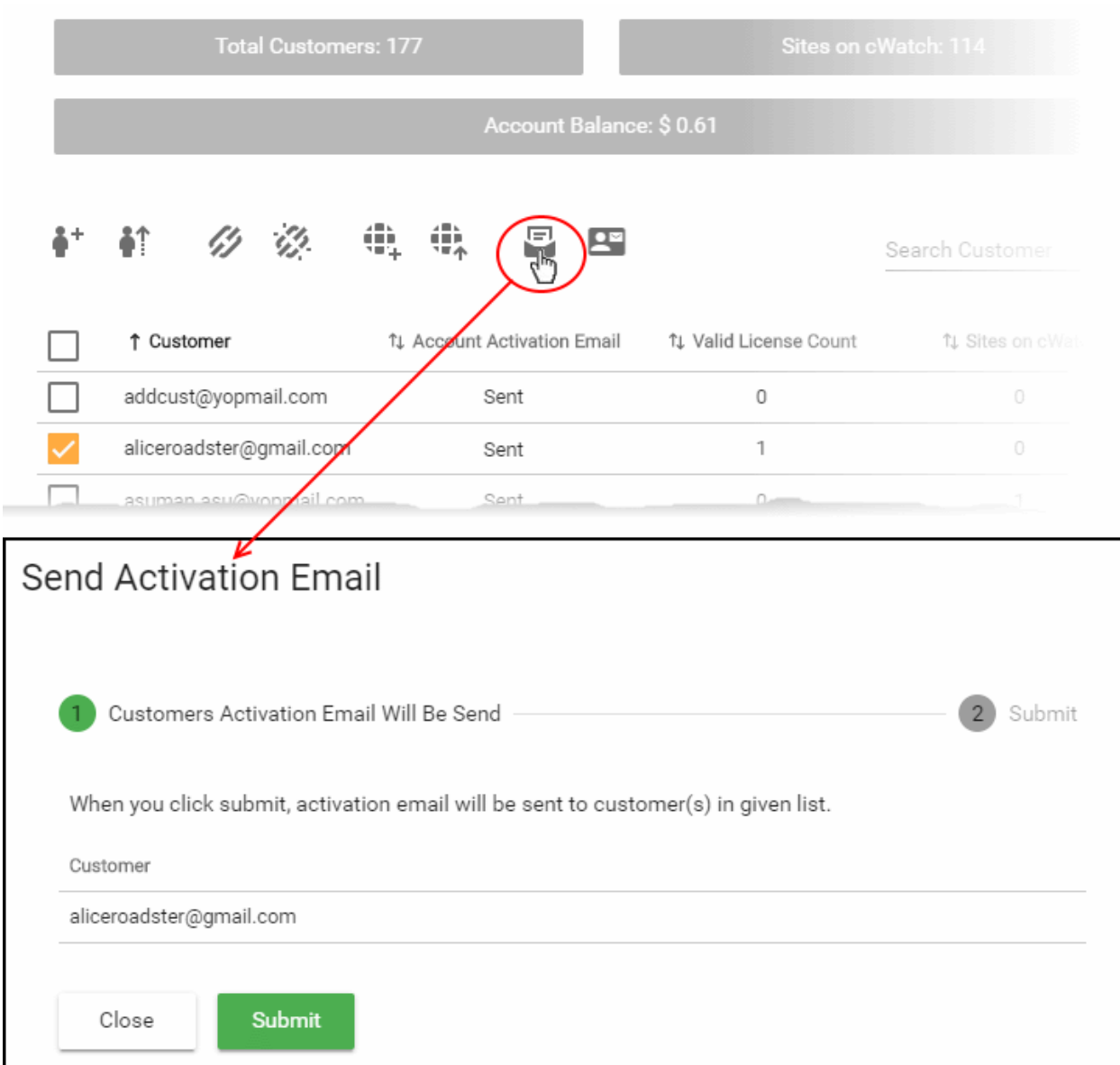
| Cu... | Name  | Surname   | Email          | Status  | License Key                      |
|-------|-------|-----------|----------------|---------|----------------------------------|
| 1     | Alice | Roadst... | aliceroadst... | Success | a0756776-4f65-48a1-b45a-0f80a... |

- 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 account activation email manually at any time:
  - Click 'Customer and License Management' > select a customer from the list > Click the email icon
  - You can see the status of the mail in the 'Customer and license Management interface' > 'Account Activation Email' column.
  - See **Send Account Activation Email** if you need more help with this.

- 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'



Total Customers: 177      Sites on cWatch: 114

Account Balance: \$ 0.61

Search Customer

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

### 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

aliceroadster@gmail.com

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'

Total Customers: 177      Sites on cWatch: 114      Account Balance: \$ 0.61

+     ↑       +     ↑          

Search Customer

| <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                       | 1                     | 0                 |
| <input type="checkbox"/>            | asuman.asu@yopmail.com  | Sent                       | 0                     | 1                 |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com | Sent                       | 3                     | 1                 |
| <input type="checkbox"/>            | ...                     | ...                        | ...                   | ...               |

### Deactivate Licenses

atlasroadster@gmail.com

1 Select Licenses 2 Done

| <input type="checkbox"/>            | License Key                    | License Type      | Order Date | Expire Date | Domain Count |
|-------------------------------------|--------------------------------|-------------------|------------|-------------|--------------|
| <input checked="" type="checkbox"/> | ae5df82f-e7a9-4ac1-8830-f55... | Basic (Detection) | 2019-04-01 | Unlimited   | 1            |
| <input type="checkbox"/>            | d0e7c3ad-a844-4b75-82bf-89...  | Premium           | 2019-04-02 | 2019-05-01  | 1            |
| <input type="checkbox"/>            | d55384c8-fe9a-49bc-a5b4-d00... | Pro               | 2018-12-05 | 2019-06-01  | 1            |

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

### Deactivate Licenses

atlasroadster@gmail.com

Select Licenses 2 Done

| License Key                          | Message     | Result |
|--------------------------------------|-------------|--------|
| ae5df82f-e7a9-4ac1-8830-f55ec3fde146 | Deactivated | ✓      |

The selected licenses now invalid 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:

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

## Add websites using the wizard








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

This starts the wizard:

Total Customers: 177

Sites on cWatch: 114

Account Balance: \$ 0.61

Search Customer

| <input type="checkbox"/>            | ↕ Customer                    | ↕ Account Activation Email | ↓ Valid License Count | ↕ Sites on cWatch |
|-------------------------------------|-------------------------------|----------------------------|-----------------------|-------------------|
| <input type="checkbox"/>            | derrick@dithercons.com        | Already active             | 4                     | 3                 |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com       | Sent                       | 3                     | 1                 |
| <input type="checkbox"/>            | customerwithpartner@gmail.com | Sent                       | 3                     | 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           |

- 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.

- 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.

## Import Customer Websites from a CSV file

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

### Create CSV File

There are two ways to do this:

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

#### Create a new CSV file

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

- License key
- Initiate DNS
- Auto SSL

Example:


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

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

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

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

### **Download and modify a template**

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

OR

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

Total Customers: 177

Sites on cWatch: 115

| <input type="checkbox"/> | ↕ Customer                    | ↕ Account Activation Email | ↓ Valid License Count |
|--------------------------|-------------------------------|----------------------------|-----------------------|
| <input type="checkbox"/> | pp20183006@yopmail.com        | Already active             | 4                     |
| <input type="checkbox"/> | atlasroadster@gmail.com       | Sent                       | 3                     |
| <input type="checkbox"/> | customerwithpartner@gmail.com | Sent                       | 3                     |

## Import Sites

Import must be in CSV format. Import Sites

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:

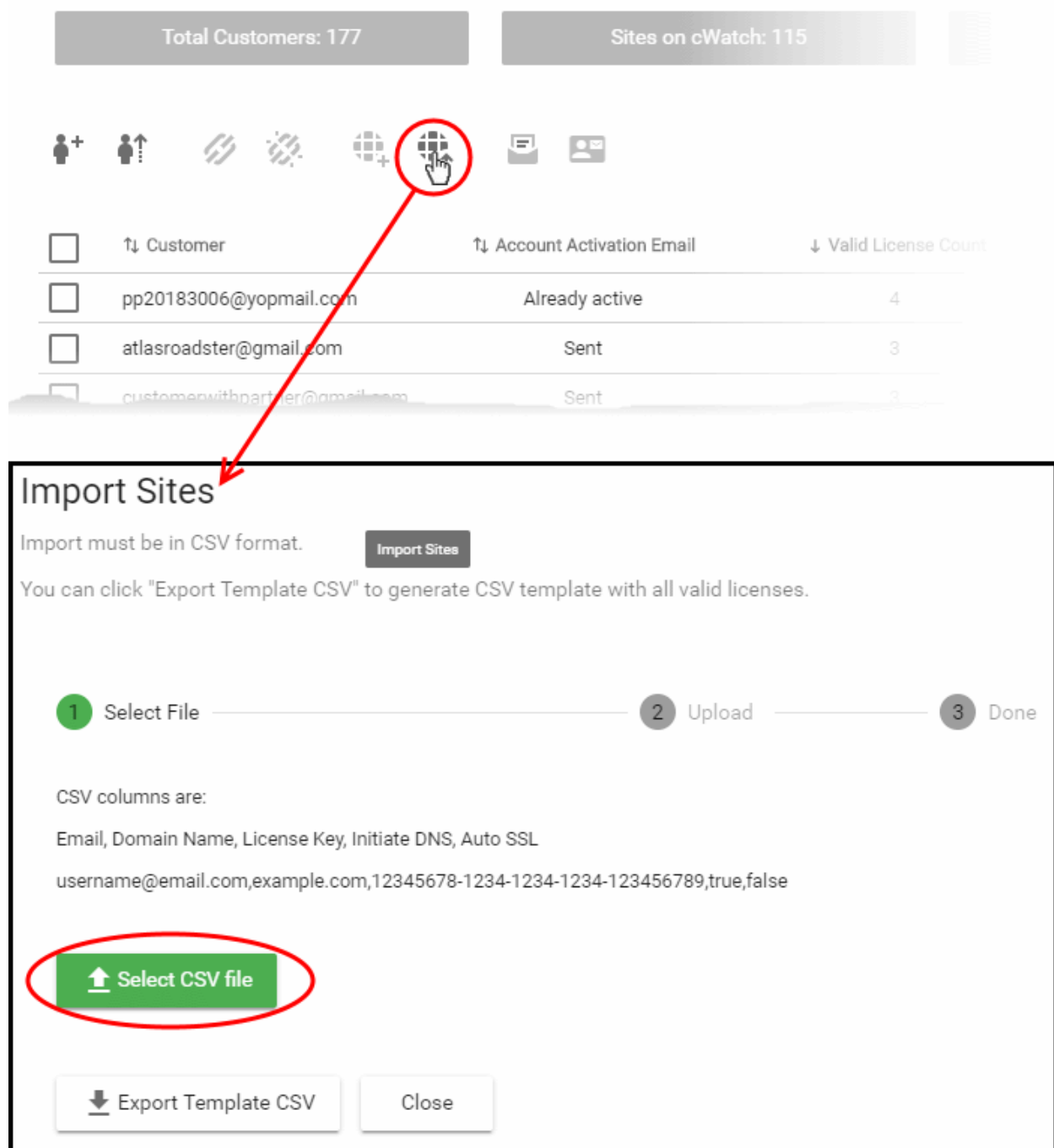
|    | A                             | B           | C                                    | D            | E        | F |
|----|-------------------------------|-------------|--------------------------------------|--------------|----------|---|
| 1  | Customer Email                | Domain Name | License 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 | 8decade5-7caf-4274-8afa-582bacb0292a | false        | false    |   |
| 8  | customerwithpartner@gmail.com | domain_name | 42ca3f8f-051e-440d-bf12-3e1dd52b1621 | false        | false    |   |
| 9  | customerwithpartner@gmail.com | domain_name | 624e662f-5ab7-4b46-96cc-bc13bb8b976c | false        | false    |   |
| 10 | customerwithpartner@gmail.com | domain_name | cec35c7f-6ac8-4cd3-b665-3b5b93df0934 | false        | false    |   |
| 11 | cww12222170720@yopmail.com    | domain_name | f16455a5-08b8-4820-9995-a91f30a6f5da | false        | false    |   |
| 12 | cww14091072019@yopmail.com    | domain_name | 64add82c-8405-45ef-8d2f-14e398089e64 | false        | false    |   |
| 13 | cwwdemo10000@yopmail.com      | domain_name | 342e848b-8db3-4171-bfe2-1986f45a6444 | false        | false    |   |

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

## To import websites from a CSV file

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

The 'Import Sites' wizard starts:



Total Customers: 177      Sites on cWatch: 115

Customer and License Management

| <input type="checkbox"/> | Customer                      | Account Activation Email | Valid License Count |
|--------------------------|-------------------------------|--------------------------|---------------------|
| <input type="checkbox"/> | pp20183006@yopmail.com        | Already active           | 4                   |
| <input type="checkbox"/> | atlasroadster@gmail.com       | Sent                     | 3                   |
| <input type="checkbox"/> | customerwithpartner@gmail.com | Sent                     | 3                   |

### Import Sites

Import must be in CSV format. [Import Sites](#)

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

1 Select File      2 Upload      3 Done

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

[Select CSV file](#)

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

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

## Import Sites

Import must be in CSV format.

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

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

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

- Click 'Submit' to import the information into cWatch

## Import Sites

Import must be in CSV format.

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

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

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

- Click 'Close' to finish the wizard.

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

Licenses

↓

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

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

## Manage Notifications

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

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

[Email Settings](#)

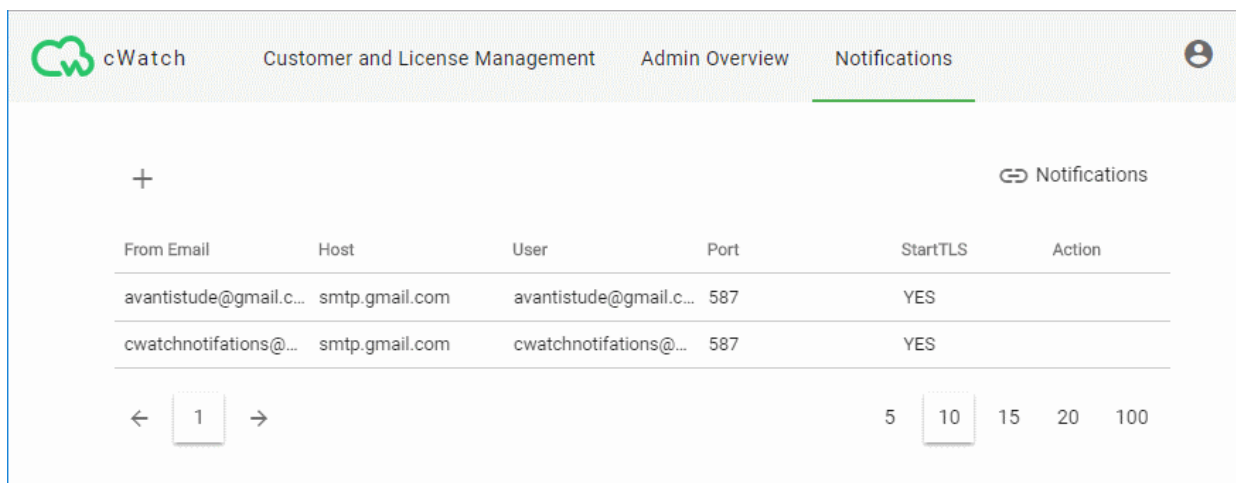
| Name               | Enabled | Type         | Language | Action |
|--------------------|---------|--------------|----------|--------|
| Malware Found      | NO      | Select Value | French   |        |
| Malware Found      | NO      |              | Spanish  |        |
| Distribute License | NO   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

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

### Configure Email Server Settings

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





- This opens a list of existing email accounts

### Add a new sender email account

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

## Add Sender

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

StartTLS

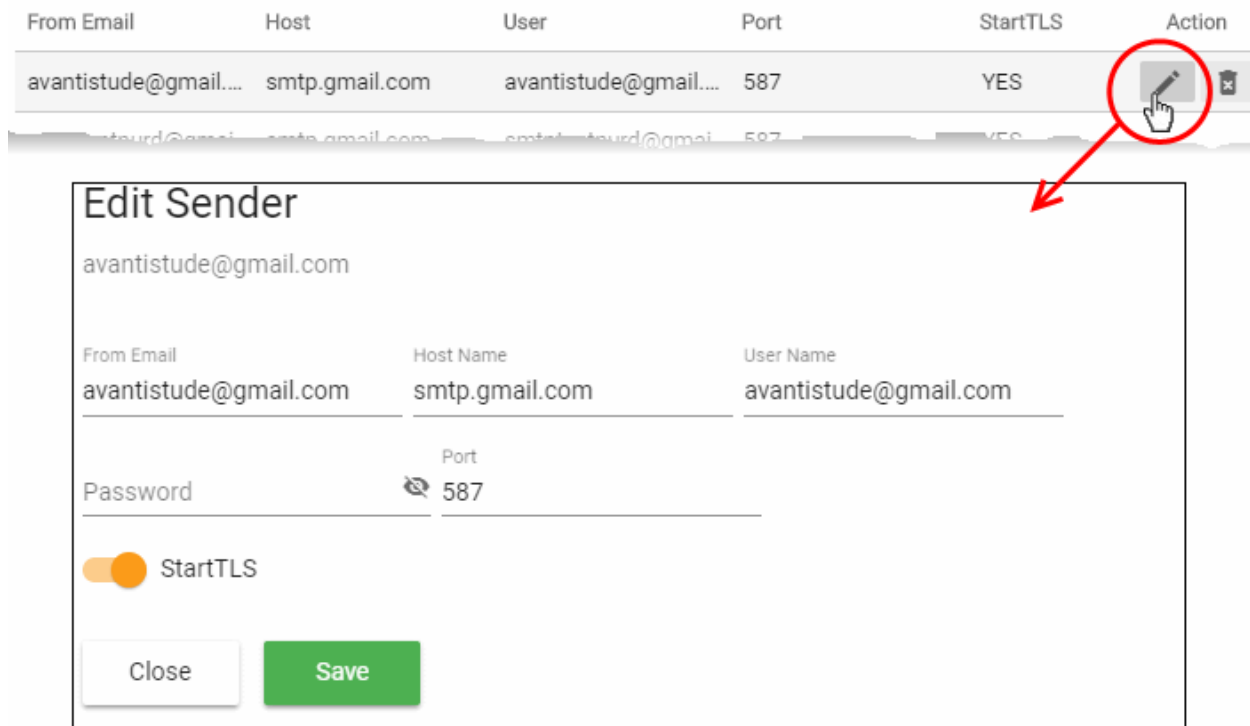
Close
Save

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

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

### Update a sender email account

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



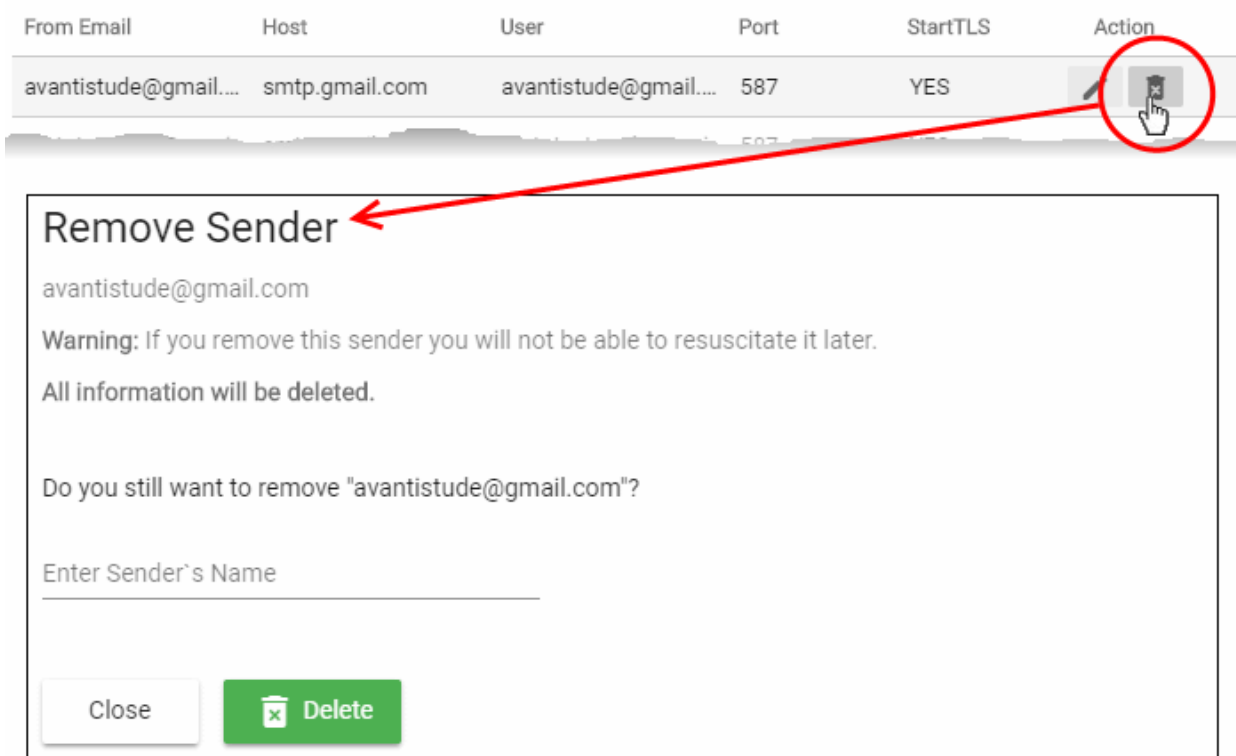
The 'Edit Sender' screen appears. The fields are similar to the 'Add Sender' screen explained **above**.

- Edit the details and click 'Save'

### Remove a sender email account

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

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



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

## Configure Notification Email Templates and Recipients

cWatch can send following notification/alert emails:

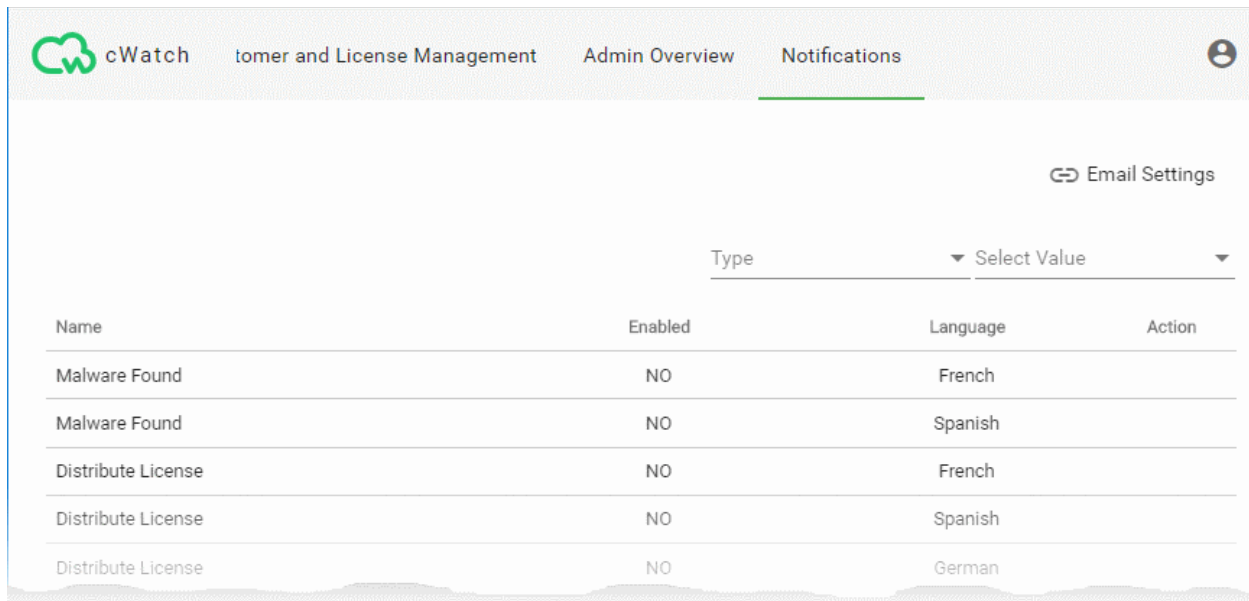
- **Account activation email** - Sent when you issue a license to a customer for the first time. The mail contains an account activation link for the customer. This allows them to create password so they can login to cWatch.
- **Distribute License** - Sent to provision a new license to a customer.
-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

You can implement different settings for each type of mail:

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

### Configure notification mails

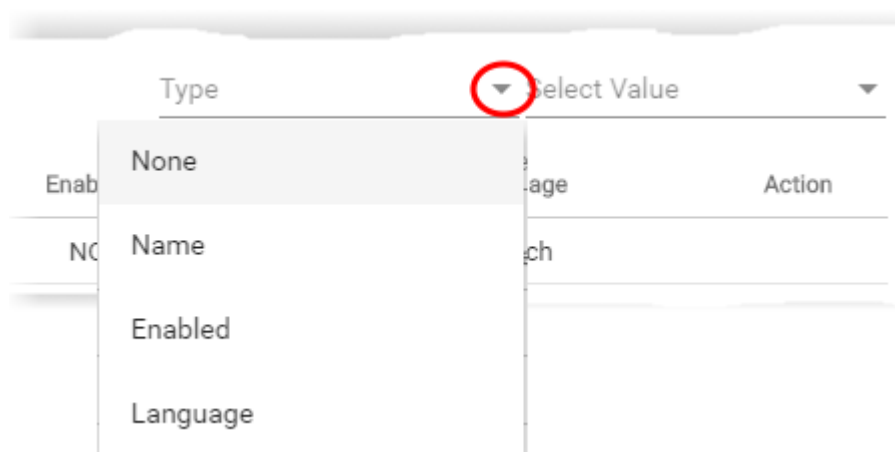
- Click the 'Notifications' tab
- Click the 'Notifications' link at the top right to open the notification settings interface, if not already open.



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

### Filter and Search Options:

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



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

### Configure a notification email

- Click on an event to configure the notification mail.

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

| Name               | Enabled | Action   |
|--------------------|---------|--|
| Malware Found      | YES     |  Settings |
| Distribute License | YES     |  |

## Notifications Settings


Malware Found  Enabled

1 Define Email Template 2 Preview

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

From:  Subject:

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, and text color.

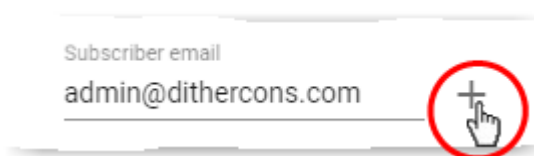


Notify user(s)  Notify customer(s)  Notify account owner

Subscriber email:

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

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



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

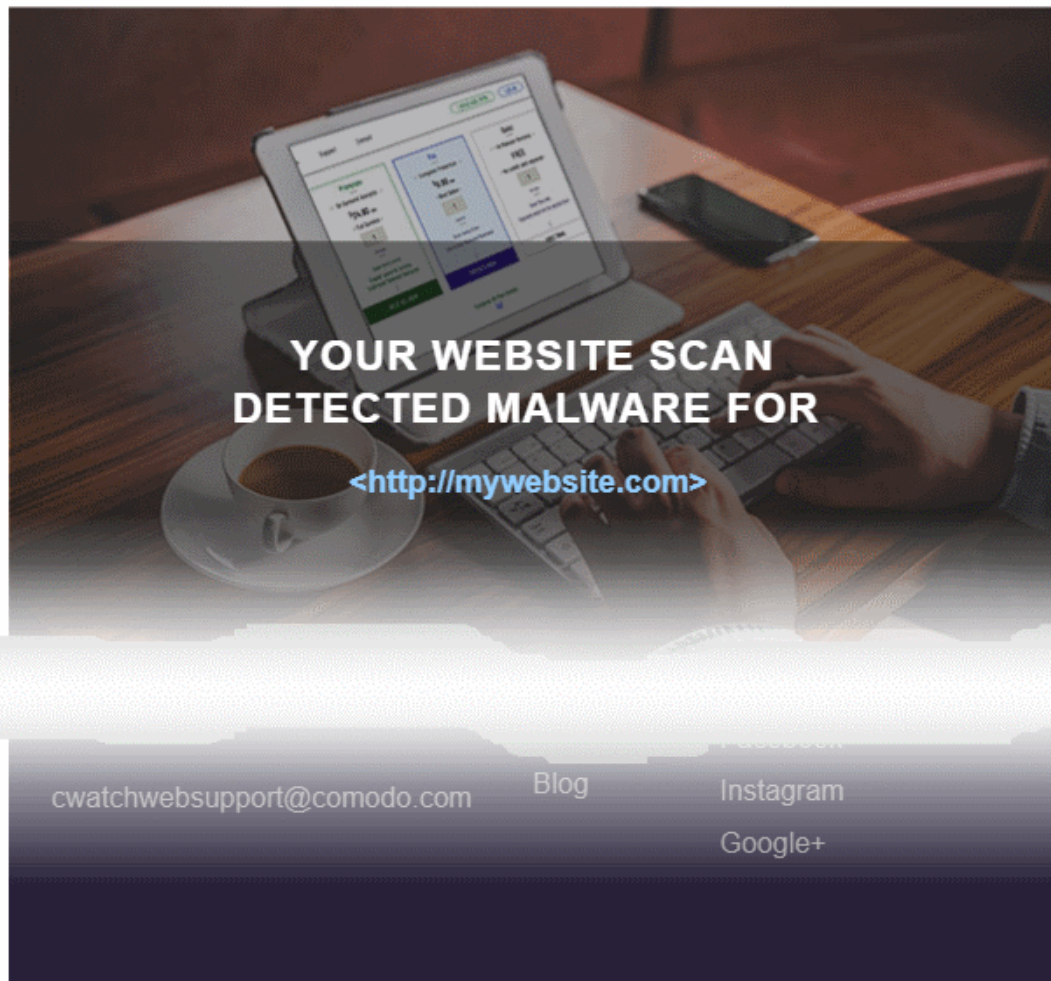


- **Revert to Default** - Click to reset the notification mail template to default content
- Click 'Preview And Save'

A preview of the full email content is shown:

1 Define Email Template

2 Preview



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Close

Back

Save

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

## The 'Customer and License Management' Interface









- Open the 'Customer and License Management' tab

- The tiles at the top show statistics about your account usage
- The control icons above the table let you distribute licenses, add customer websites, send activation and 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 in the table shows details of one customer
  - Click a row to view the customer's licenses and protected websites. See [View Customer Details](#) if you need more on this screen.

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


### Filter and Search Options:

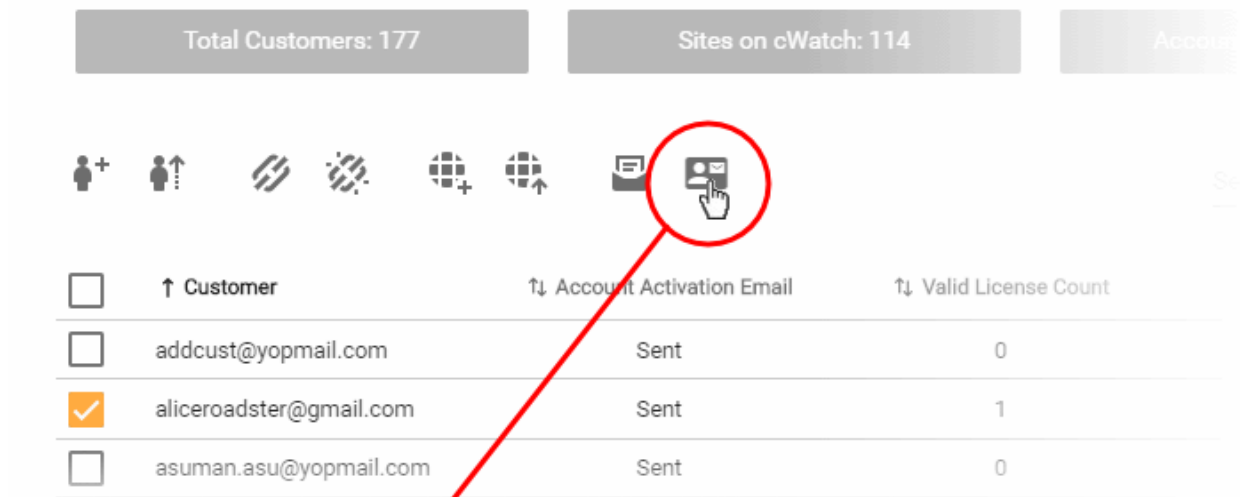
- Start typing the email address of a customer in the 'Search Customer' field at the top-right of the table
- The customers with email addresses matching your criteria are shown in the list.
- The table shows five customers per page.
  - Use the number buttons at bottom-right to choose how many customers are shown per page
  - Use the page numbers at the bottom left to navigate through the pages

## 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.

### 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'



The screenshot shows the 'Customer and License Management' interface. At the top, there are three summary cards: 'Total Customers: 177', 'Sites on cWatch: 114', and 'Accounts: 177'. Below these is a toolbar with several icons. The password reset mail icon, which shows an envelope with a keyhole, is circled in red. A red arrow points from this icon to a modal window below.

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

### Send Reset Password Email

aliceroadster@gmail.com

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

A confirmation is shown.

- Click 'Submit'

The password reset email is sent.



An example email is shown below:

Account Password Reset Request UI Inbox x Print Share

**do-not-reply@comodo.com** 15:06 (1 minute ago) Star Reply More  
to me ▾

**Password Reset Request**

Dear Customer:

We have received a Password Reset request for the account with the login specified below.  
To confirm that you made this request and to complete the reset process, please click the login link below:

| Login  | Click Option Below             |
|--|--------------------------------|
| <a href="mailto:aliceroadster@gmail.com">aliceroadster@gmail.com</a> | <a href="#">Reset Password</a> |

If you did not make this request and/or do not wish to change your password at this time then please ignore this email. If you have any further questions, please forward this email to [subscriptions@comodo.com](mailto:subscriptions@comodo.com)

Thank you for allowing us to serve you.  
Sincerely,

Comodo Security Solutions

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

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

## View Customer Details and Licenses

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

### Open the 'Customer Details' screen

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

Total Customers: 177

Sites on cWatch: 114

Account Balance: \$ 0.61

👤+ 👤↑ 🔗 🔗 🌐 🌐 ✉️ 👤

Search Customer

| <input type="checkbox"/>            | ↑↓ Customer                | ↑↓ Account Activation Email | ↓ Valid License Count | ↑↓ Sites on cWatch |
|-------------------------------------|----------------------------|-----------------------------|-----------------------|--------------------|
| <input type="checkbox"/>            | derrick@dtthercons.com     | Already active              | 4                     | 2                  |
| <input checked="" type="checkbox"/> | atlasroadster@gmail.com    | Sent                        | 3                     | 1                  |
| <input type="checkbox"/>            | bobwilliams@maildomain.com | Sent                        | 3                     | 4                  |

### Customer Details

atlasroadster@gmail.com

Name: Atlas  
Surname: Roadster  
Country: India  
Email: atlasroadster@gmail.com

Licenses

| Type               | Site Name      | Site Provisioning | Order Date | Expiration Date | Auto Renewal | Status    | Actions |
|--------------------|----------------|-------------------|------------|-----------------|--------------|-----------|---------|
| Premium Trial ...  | example.edu    | In progress       | 2019-04-02 | 2019-05-02      | NO           | Valid     |         |
| Basic (Detectio... | example.org    | Completed         | 2019-04-01 | Unlimited       | NO           | Not Valid |         |
| Basic (Detectio... |                |                   | 2019-04-02 | Unlimited       | NO           | Valid     |         |
| Basic (Detectio... | atlasroad1.com | Failed to add     | 2018-12-05 | Unlimited       | NO           | Valid     |         |

Close
Refresh

| 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>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:

| 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           |

- 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

✔ Define Sites
✔ Submit
3 Done

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

This operation may take around ~ 1 minute(s)

Click customer row to see site addition tasks in progress.

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

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

### Upgrade a License

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

The following table shows valid license upgrade paths:

| Existing License | Eligible Upgrades                   |
|------------------|-------------------------------------|
| Basic            | Starter, 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.                       |


| Existing License | Eligible Upgrades |
|------------------|-------------------|
| Pro              | Premium.          |

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

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

### Upgrade a license

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

|                |                |           |            |            |    |           |  |
|----------------|----------------|-----------|------------|------------|----|-----------|--|
| 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 ▼

Close
Next

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



## Upgrade Site License

herculespopular22@gmail.com

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

Site: coyoterunner.com

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

\*\*License upgrade completed

Close

### Renew a License

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

### Customer Details

herculespopular22@gmail.com

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

Licenses

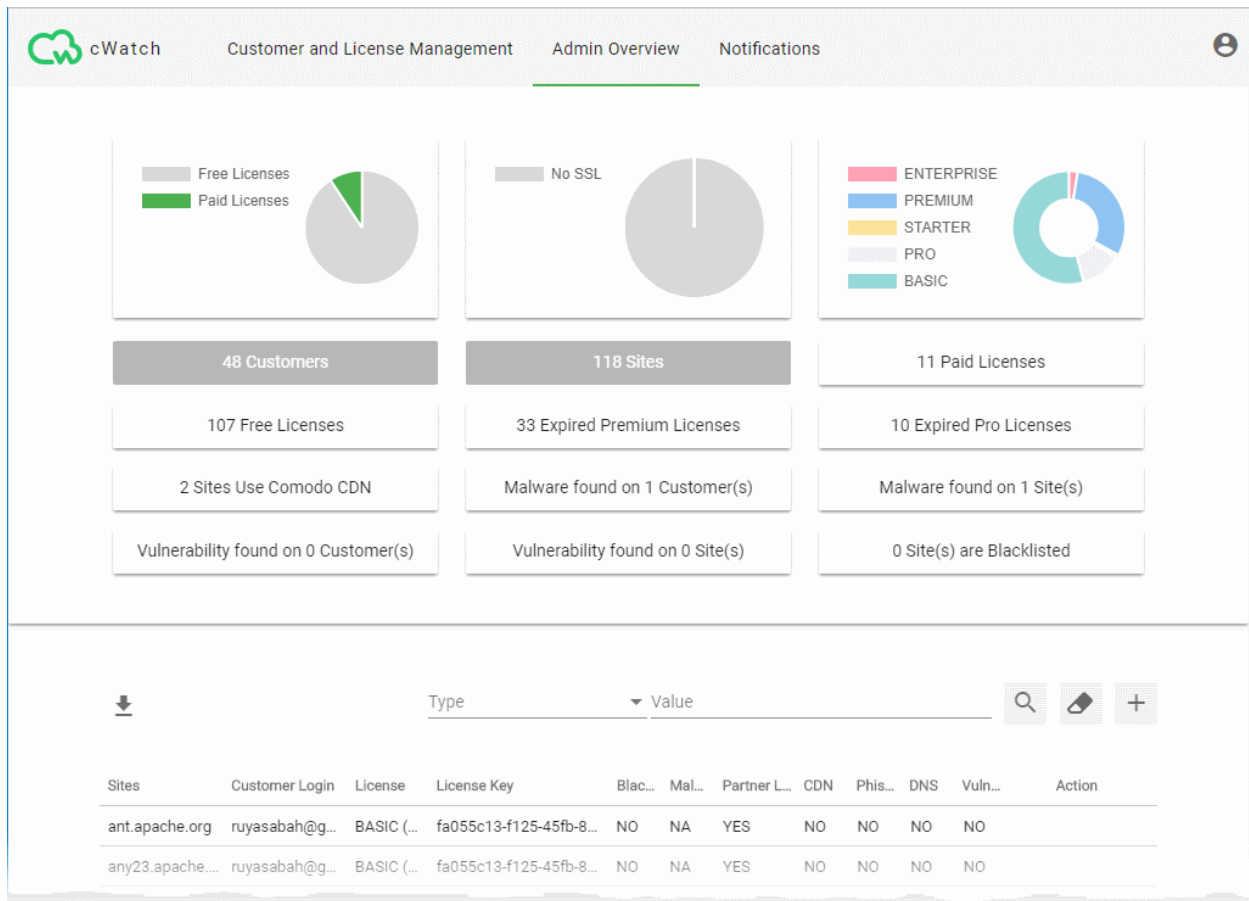
| Type                          | Site Name           | Site Provisioning | Order Date | Expiration Date | Auto Renewal | Status    | Actions |
|-------------------------------|---------------------|-------------------|------------|-----------------|--------------|-----------|---------|
| Basic (Detection)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

Close    Refresh

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

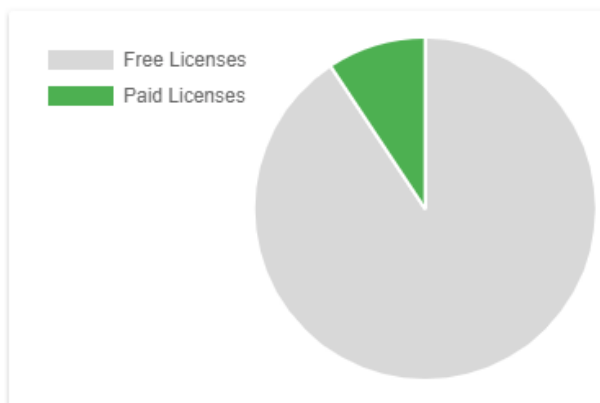
## Admin Overview

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



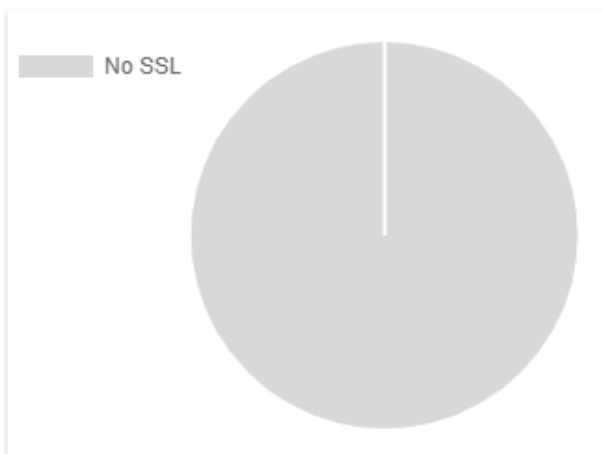
The top-half of the screen shows website statistics while the lower half shows configuration and license details.

## Pie charts:



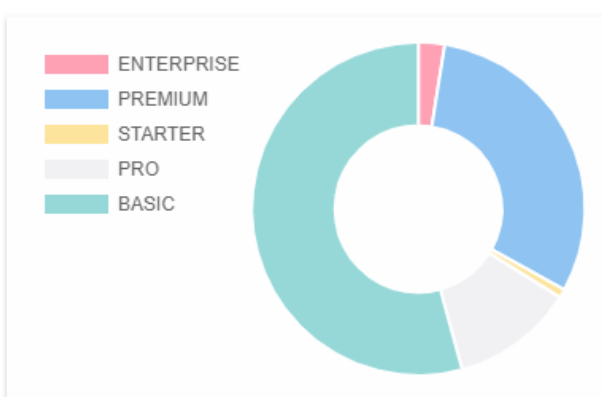
## Free - Paid Licenses:

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



## SSL Secured Domains:

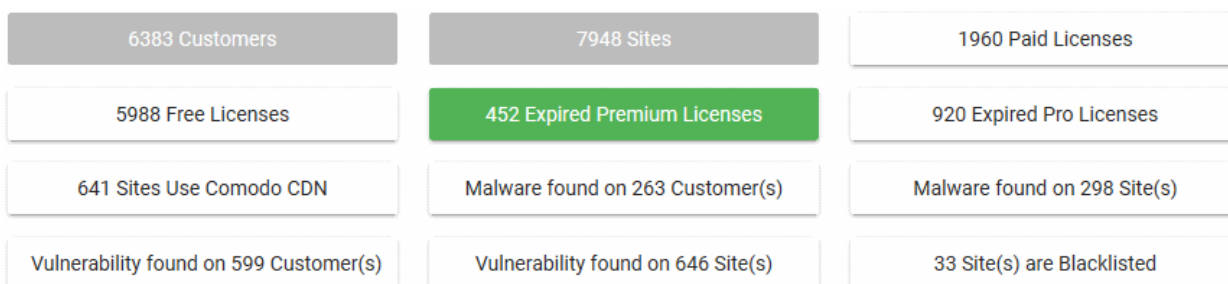
- Shows the how many of your sites are protected with an SSL certificate versus those that are not.
- Place your mouse over a sector to view the number of websites in that category



## License Types:

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

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



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

### Examples:

- Click the 'Malware Found' and 'Vulnerability Found' tiles to view sites which have both live malware AND unresolved vulnerabilities.
- Click 'Malware Found' once and 'Vulnerability Found' twice to view sites which have malware but do not have vulnerabilities.
- Click 'Malware Found' and 'Vulnerability Found' twice each to view sites that have neither malware

nor vulnerabilities.

The applied filters are shown above the results:

| Key                      | Blackli... | Malwa... | Partner Lice... | CDN | Phishi... | DNS | Vulner... | Action |
|--------------------------|------------|----------|-----------------|-----|-----------|-----|-----------|--------|
| 2e-1232-4a4d-9dfb-e95... | NO         | YES      | NO              | NO  | NO        | YES | NO        |        |
| 1947b-44d6-b7e7641...    | NO         | YES      | NO              | NO  | NO        | YES | NO        |        |

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

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

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

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

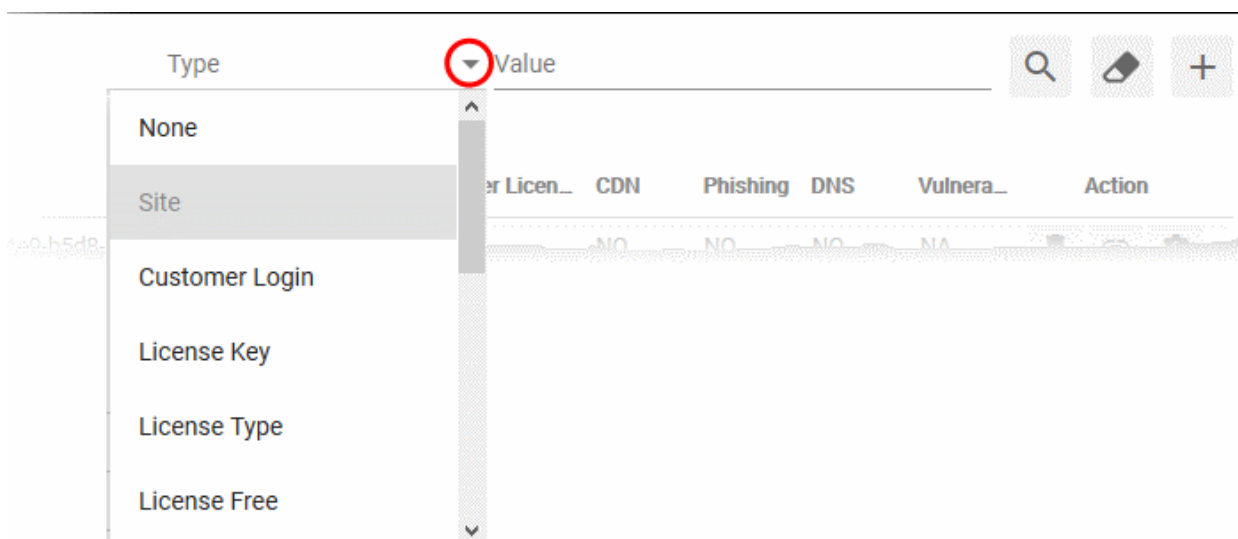
|         |   |
|---------|---|
| Actions | <p>Controls to login to the customer portal, configure malware scan settings for the website and remove the website from cWatch protection.</p> <p>See the following sections for help with these actions:</p> <ul style="list-style-type: none"> <li>• <a href="#">Login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

See the following sections for more help with the interface:

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

### Filtering Options:

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



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

### Export websites to CSV file

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


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

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

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

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


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

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

## Configure a website for cWatch Protection

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

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

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



The settings screen contains three tabs:

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


## Activate Malware Scanner for a Website

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

## Activate the malware scanner

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

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

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

**Malware Scanner**
CDN SSL Certificate

coyoterunner.com

Malware Scanner has not been activated

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

Activate
Close

- Click 'Activate'

The activation wizard starts:

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

**Malware Scanner**
CDN SSL Certificate

coyoterunner.com

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

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

FTP/sFTP

FTP 
Hostname 
Username 
Password

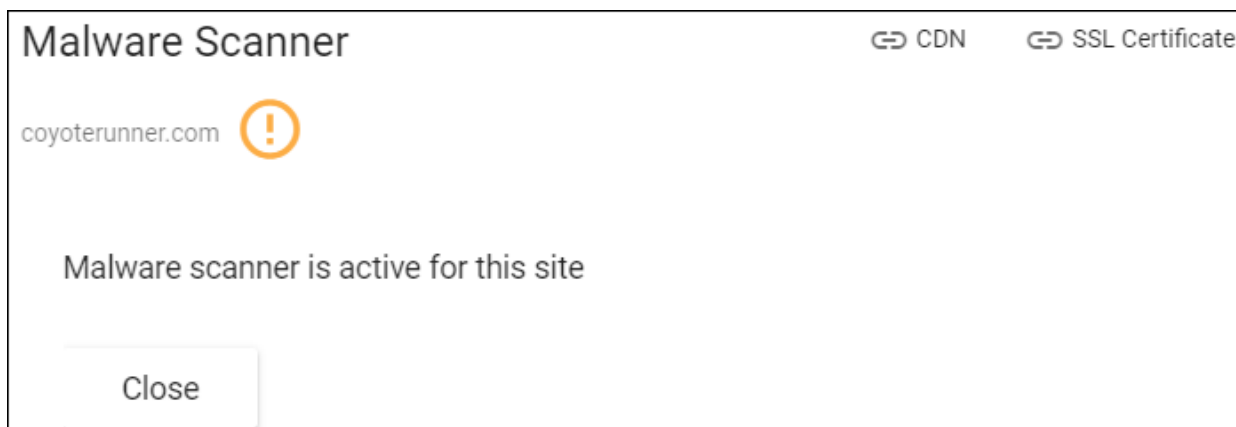
Directory 
Port

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

Enable Scanner
Close

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





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

### Configure CDN Cache Management Settings for a site

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


Once configured, the CDN service will:

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

### To configure CDN Settings

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

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

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

## Domain Settings - CDN

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

coyoterunner.com

Cache Settings ▾

---

Set Default Cache Time: 1 Day      Cache Control Header: 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.


### To upload an SSL certificate to a website

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

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

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

SSL Certificate
CDN Malware Scanner

coyoterunner.com 

**1** Enter SSL Certificate

**2** Done

Certificate

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.

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 style="font-family: monospace; font-size: 0.9em;">                     -----BEGIN CERTIFICATE-----                     MIICUTCCAfugAwIBAgIBADANBgkqhkiG9w0BAQQFADBXMQswCQYDVQQGEw                     JDTjEL                     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 'Admin Overview' link in the top-menu

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

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

## Remove Site

coyoterunner.com

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

All information will be deleted.

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

Enter Site Name  
\_\_\_\_\_

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

Close



Delete

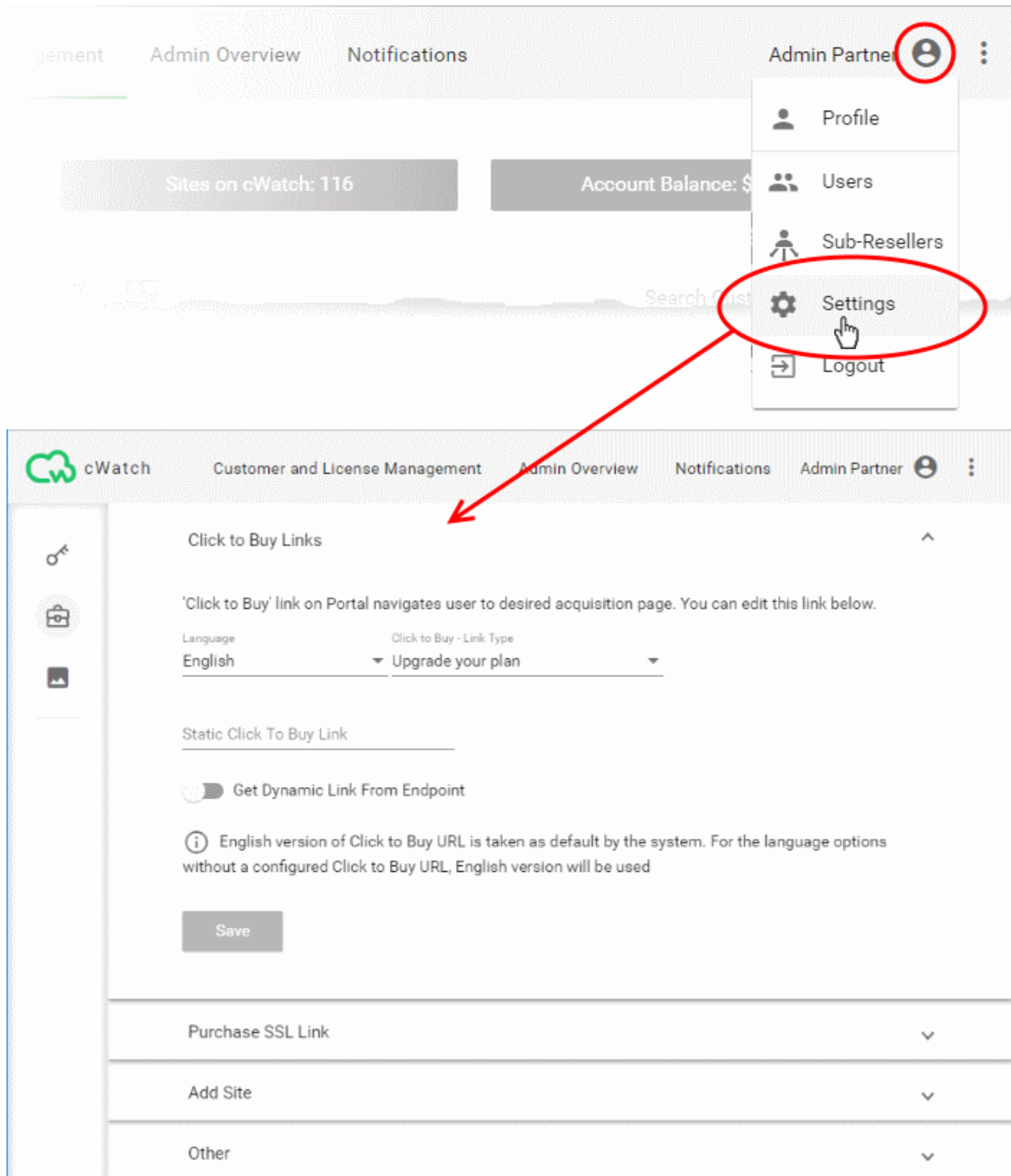
- Enter the domain name of the website in the 'Enter Site Name' field for confirmation
- Click 'Delete'

## Configure Additional Settings

- Click the 'Profile' icon at top-right and choose 'Settings'
- The settings interface lets you customize 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**

## 1.1.1 Customer Portal Settings

- Click the 'Profile' icon at top-right and choose 'Settings'
- You can create a custom login URL for your customers to login to cWatch.
- This helps further personalize cWatch, in addition to the white-label capabilities discussed elsewhere in this section.
- You can also specify DNS name servers that your customers should use. As a reminder, DNS changes are required to enable 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**


### 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:

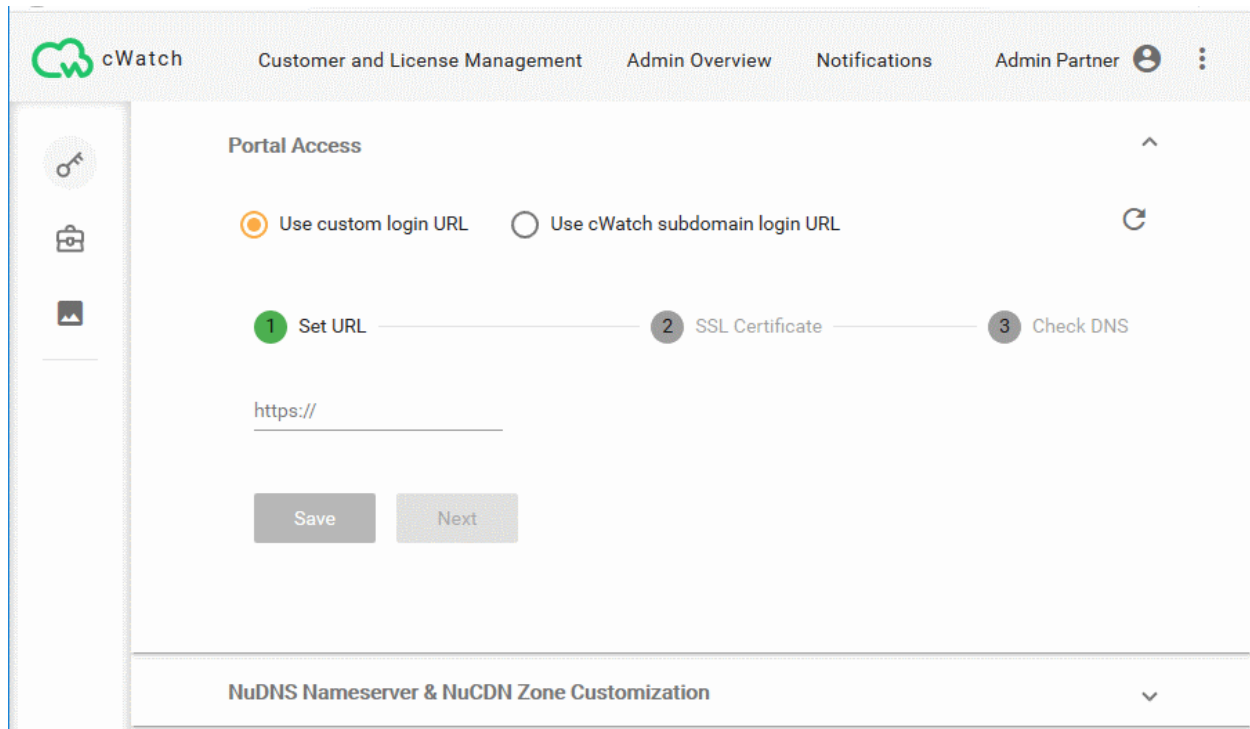
- **Set your own custom login URL**
- **Use a cWatch subdomain login URL**

#### Set your own custom login URL

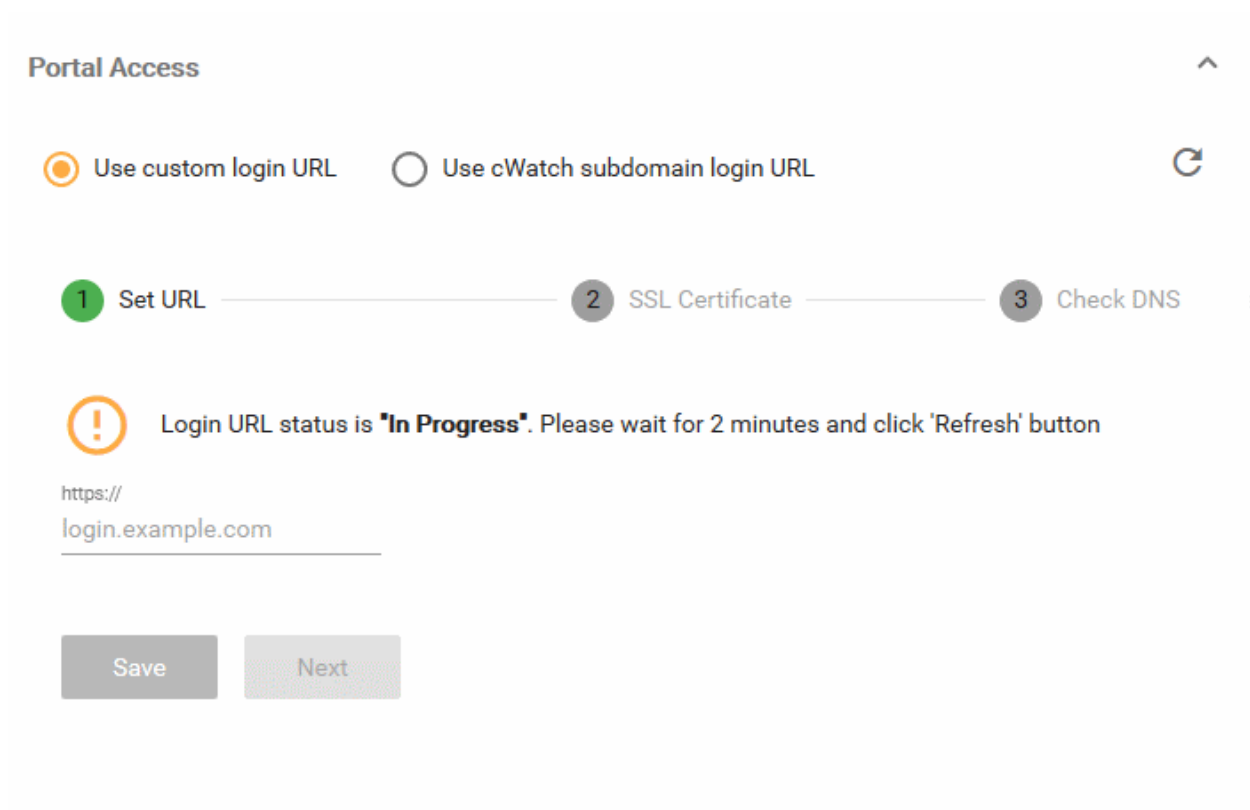
- Click the 'Profile' icon at top-right and choose 'Settings'
- Click the key icon  in the left-menu
- Or
- Click the menu button at top-right and select 'Access'
- Click the 'Portal Access' stripe (If it is not already open)
- Select the 'Use custom login URL':

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 1UECxC VU4xFDASBgNVBAMTC0hlcm9uZyZyZlYw5nMB4XDTA1MDcxNTIxMTk0N1oXD TA1MDgx NDIxMTk0N1owVzELMAkGA1UEBhMCQ04xCzAJBgNVBAGTA1BOMQswCQYDV QQHEwJD TjELMAkGA1UEChMCT04xCzAJBgNVBAsTA1VOMRQwEgYDVQQDEwtIZXJvb mcgWWFu ZzBcMA0GCSqGSIb3DQEBAQUAA0sAMEgCQQCp5hnG7ogBhtlynpOS21cBe wKE/B7j V14qeyslNr26xZUssVko36ZnhiaO/zbMOoRcKk9vEcGmtcLFuQTWDl3RA gMBAAGj gbEwga4wHQYDVR0OBByEFFXI70krXeQDxZgbaCQoR4jUDncEMH8GA1UdI wR4MHAA FFXI70krXeQDxZgbaCQoR4jUDncEoVukWTBXMQswCQYDVQQGEwJDTjELM AkGA1UE CBMCUE4xCzAJBgNVBACtAkNOMQswCQYDVQQKEwJPTjELMAkGA1UECxCV 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.

Back


Check Propagation

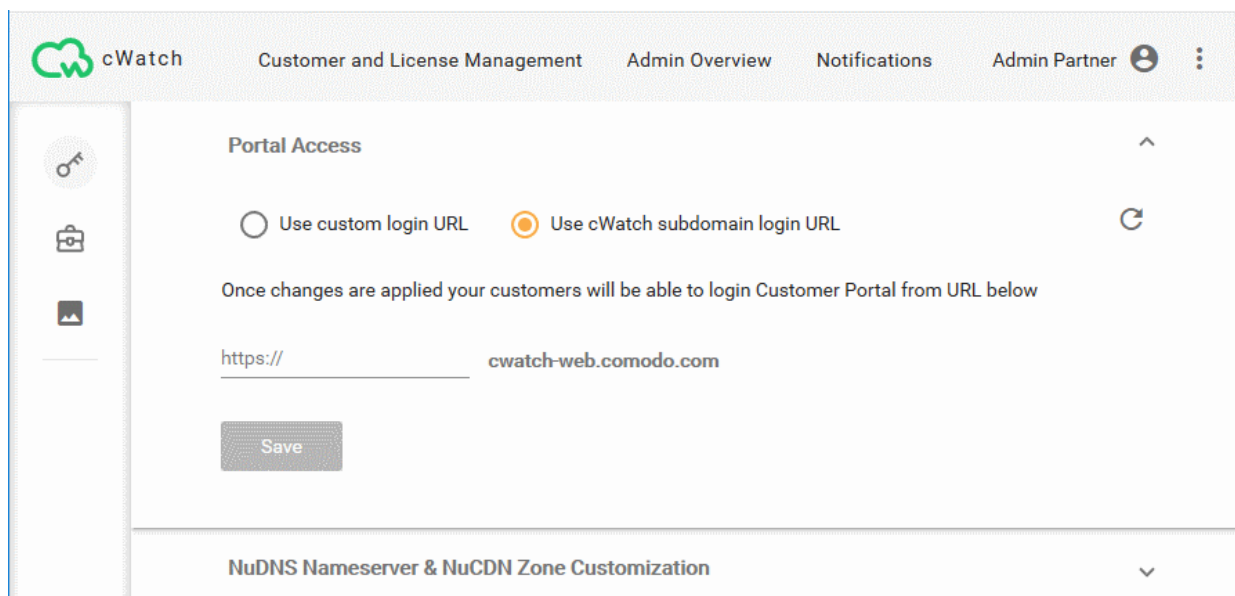
- An 'A' record is generated for your custom login page. Please make a note of the 'A' record.
- Go to your website's DNS management page and add the 'A' record
- If you need more help to add the 'A' record, visit <https://support.google.com/a/answer/2579934?hl=en>.
- DNS propagation may take around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

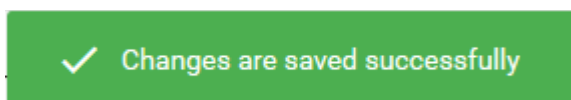
- You can use a branded sub-domain as a custom login URL for your customers.
- cWatch will create the sub-domain with the domain name you specify.
- The URL will be in this format: <https://your-sub-domain.cwatch-web.comodo.com>.

### 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.

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

**Set CDN Zone**

CDN CNAME Subdomain `atlas.some`

You need to configure delegation for cdn host.

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

- 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.

## License and SSL Purchase Settings

- You can redirect your customers to a custom purchase page when they buy or renew a license, or order an SSL certificate.
- 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 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 instead takes them to a purchase page of your choice.
- 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.testmypcsecurity.com | 03/05/2019       | Valid   | <a href="#">Upgrade</a> ▾  |

Pro (1 Site / 16 days left)

[Buy a new license](#) 🛒

- 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):

The screenshot shows the 'Click to Buy Links' configuration page in the cWatch Partner Portal. The page includes a sidebar with navigation icons, a main content area with a 'Click to Buy Links' section, and a table of other links.

**Click to Buy Links**

'Click to Buy' link on Portal navigates user to desired acquisition page. You can edit this link below.

Language: English | Click to Buy - Link Type: Upgrade your plan

Static Click To Buy Link: <https://cwatch.comodo.com/plans-an>

Get Dynamic Link From Endpoint

**i** English version of Click to Buy URL is taken as default by the system. For the language options without a configured Click to Buy URL, English version will be used

**Save**

|                   |   |
|-------------------|---|
| Purchase SSL Link | ▼ |
| Add Site          | ▼ |
| Other             | ▼ |

- 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.
- **Click to Buy - Link Type** - Select the license type for which you want to set the purchase link. The options are:
  - **Upgrade your plan** - Links 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.
- **Static Click to Buy link** - Actual URL you want customers to hit when they click the link type you selected above. This is the URL of your order form for the license type.
- **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 sent 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.

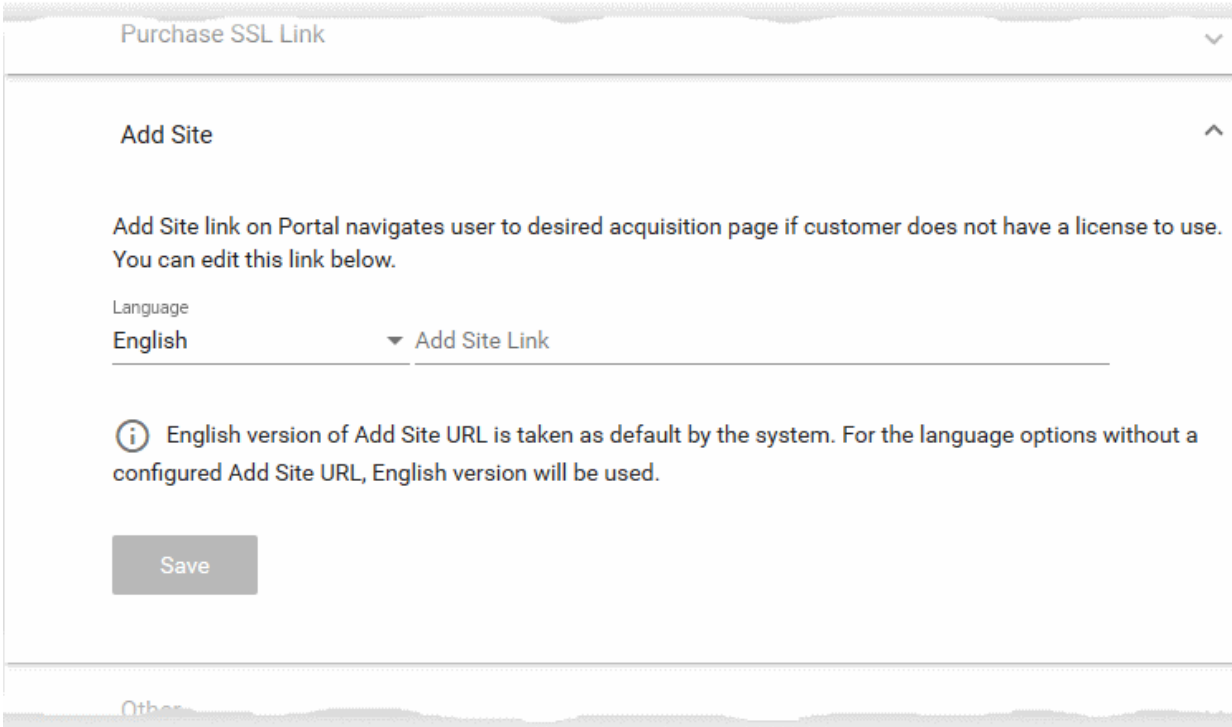
## Set New License Purchase Link

- Your customer can associate any unused licenses they own with 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 instead takes them to a purchase page of your choice.

- You can set different purchase pages for different languages if required.

Set license purchase page for new sites

- 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




Purchase SSL Link

Add Site

Add Site link on Portal navigates user to desired acquisition page if customer does not have a license to use. You can edit this link below.

Language  
English Add Site Link

 English version of Add Site URL is taken as default by the system. For the language options without a configured Add Site URL, English version will be used.

Save


Other

- 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.

## Configure Upgrade Notification Messages

- There is a delay of five seconds when cWatch redirects customers to a custom purchase page.
  - See **license links** if you need to learn more about custom purchase pages.
- You can create a custom message that is shown to your customer during this five second delay
- Different messages can be configured different purchase types and different languages

### 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

Add Site
▼

---

Other
▲

Show notification when click to buy button is clicked

|          |   |
|----------|---|
| Language | Notification to be displayed when button is clicked |
| English  | ▼ Upgrade your plan ▼                               |

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.**

---

If this option is enabled, notification will be displayed to customer when button is clicked and after 5 seconds delay click to buy URL will be opened in a new tab.


Save

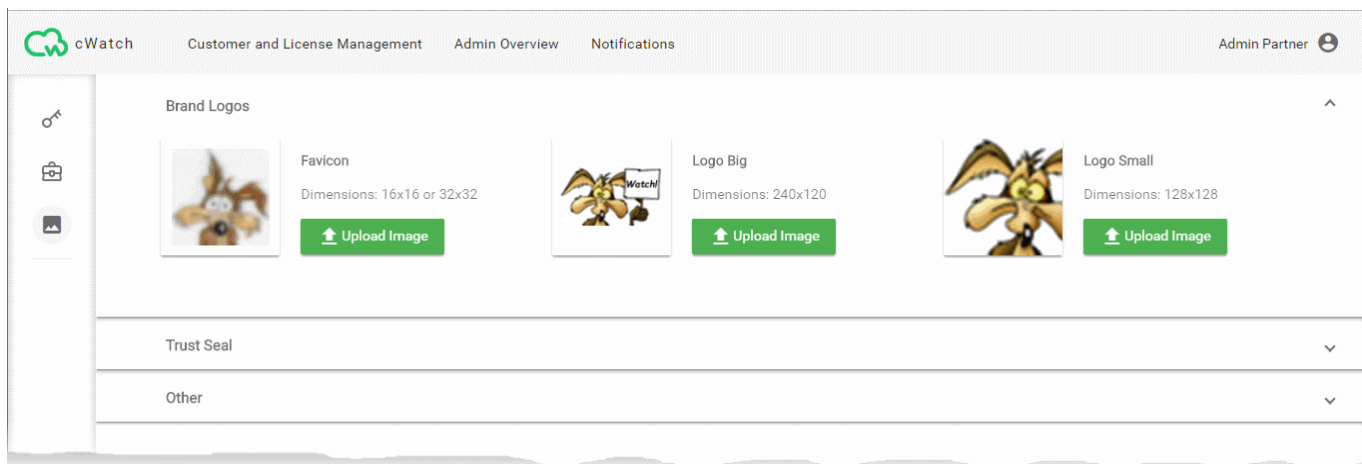
- **Show notification when click to buy button is clicked** - Choose whether or not a custom message is shown to customers after they click the purchase button.
- **Language** - The message will be shown to customers who have set this language as their cWatch portal language.
- **Notification to be displayed...** - Select the purchase type for which you want to set the message. The options are:
  - Upgrade your plan
  - Upgrade to Pro
  - Upgrade to Premium
  - Renew
  - Buy DNS Pro
  - Buy CDN Pro
  - Add Site
  - Upgrade SSL
- 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 and choose 'Settings'
- cWatch lets you customize the appearance of the cWatch portal for your customers
- You can re-brand your customer portal with:
  - Your own company logo - displayed on the header of all pages in your customer portal
  - Your favicon - displayed in the browser address bar
  - Your page title - displayed on the browser tab
- You can also restrict selected 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:

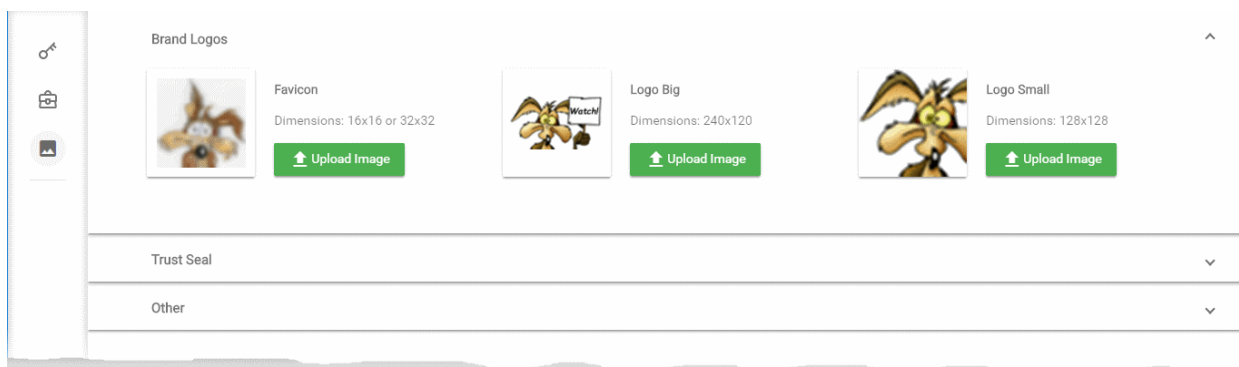
- **Configure Your Brand Logos**
- **Configure Trust Seal Images for Your Customer's sites**
- **Set the Browser Tab Text of your Portal**
- **Restrict selected options on customer portal**

## Configure Your Brand Logos

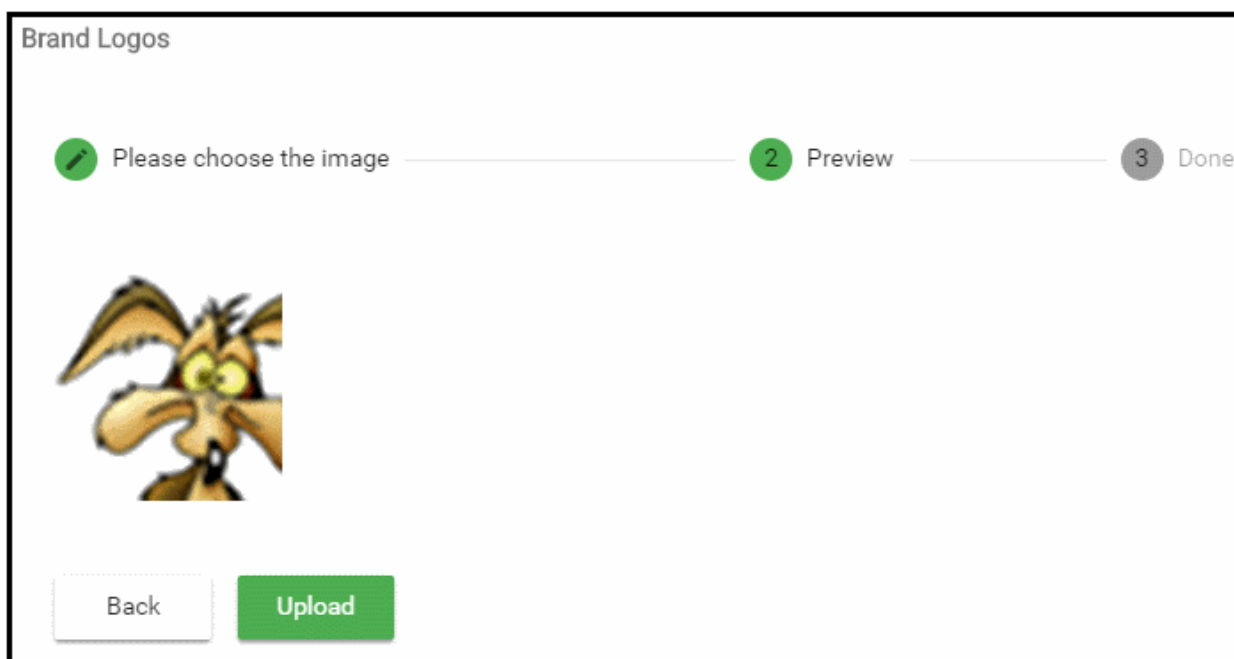
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- Click the 'Brand Logos' stripe (if not open already)
- You can upload the images for:
  - Favicon - The small image shown on the left of the browser tab
  - Big Logo and Small Logo - Shown on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

## Change a logo image

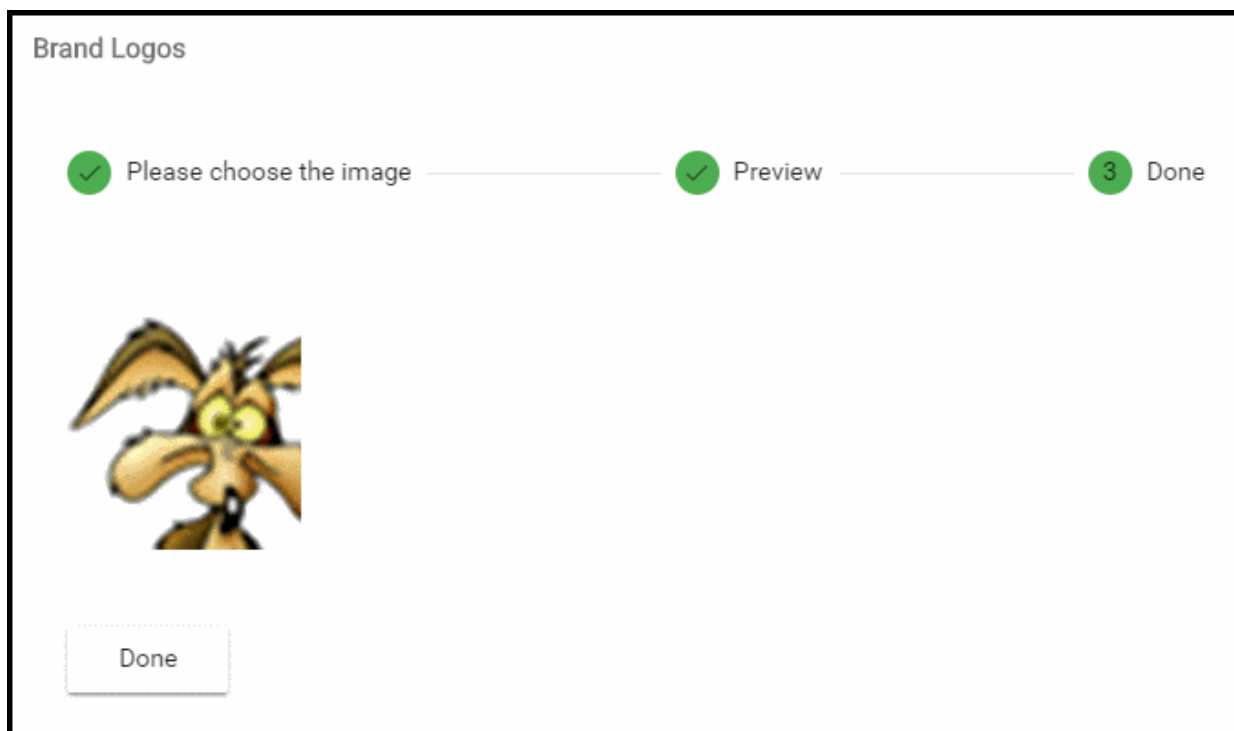
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Brand Logos' stripe (if not open already)
- Click 'Upload Image' under the favicon / logo type you want to set



- Navigate to the location of the image file and select it.
  - 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:




- Click 'Upload' to save your image.



The image is uploaded to cWatch. 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 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.
- The trust seals are available in dark and light themes


The default trust seals are shown below:

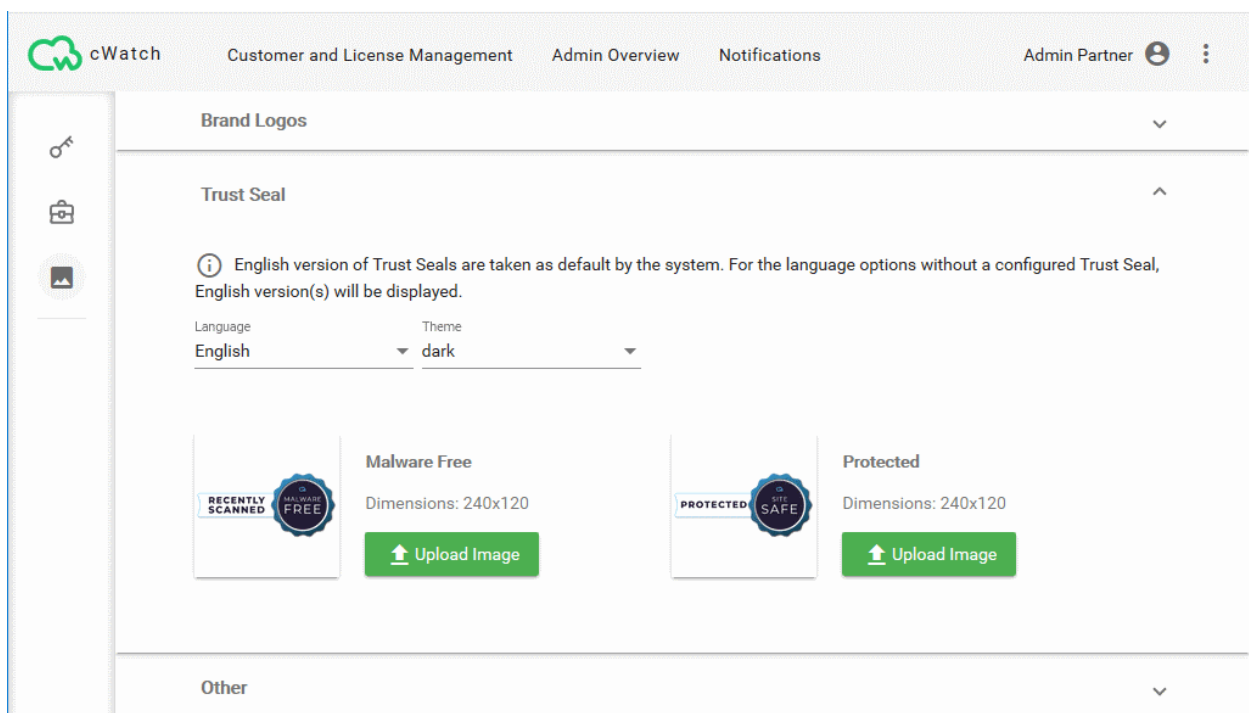




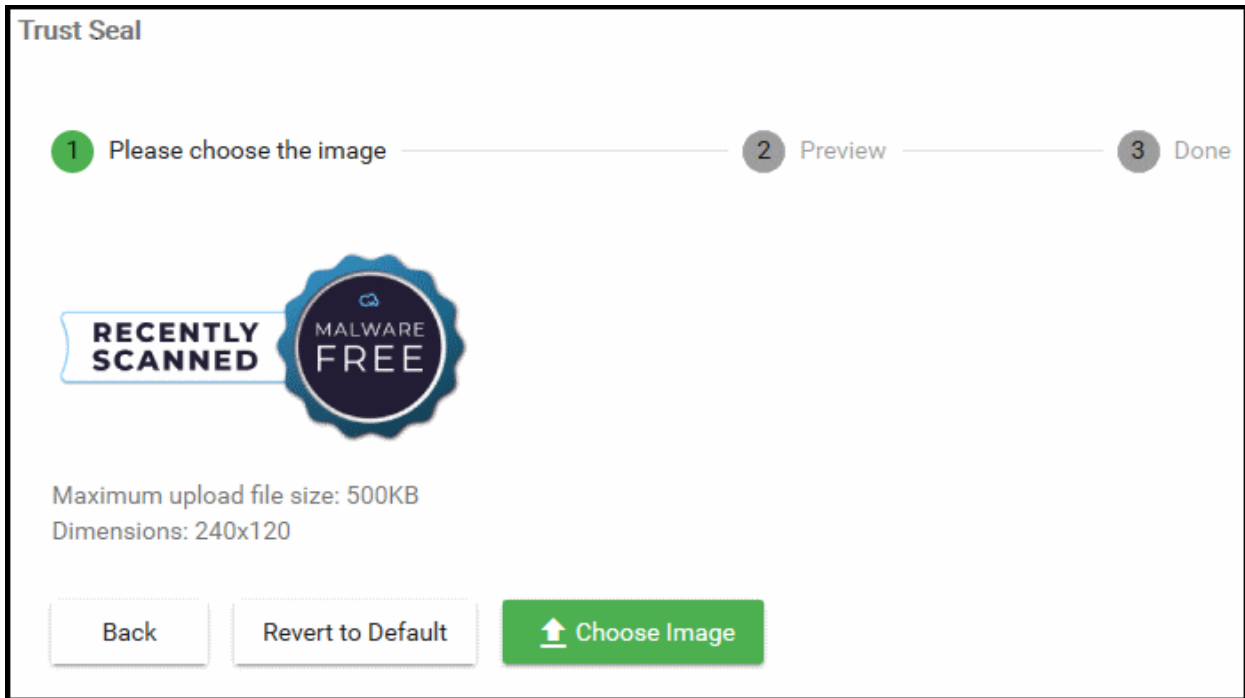
- You can create custom seals with your own branding for your customers to use.
- Trust seals can be designed and uploaded for different languages

### 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

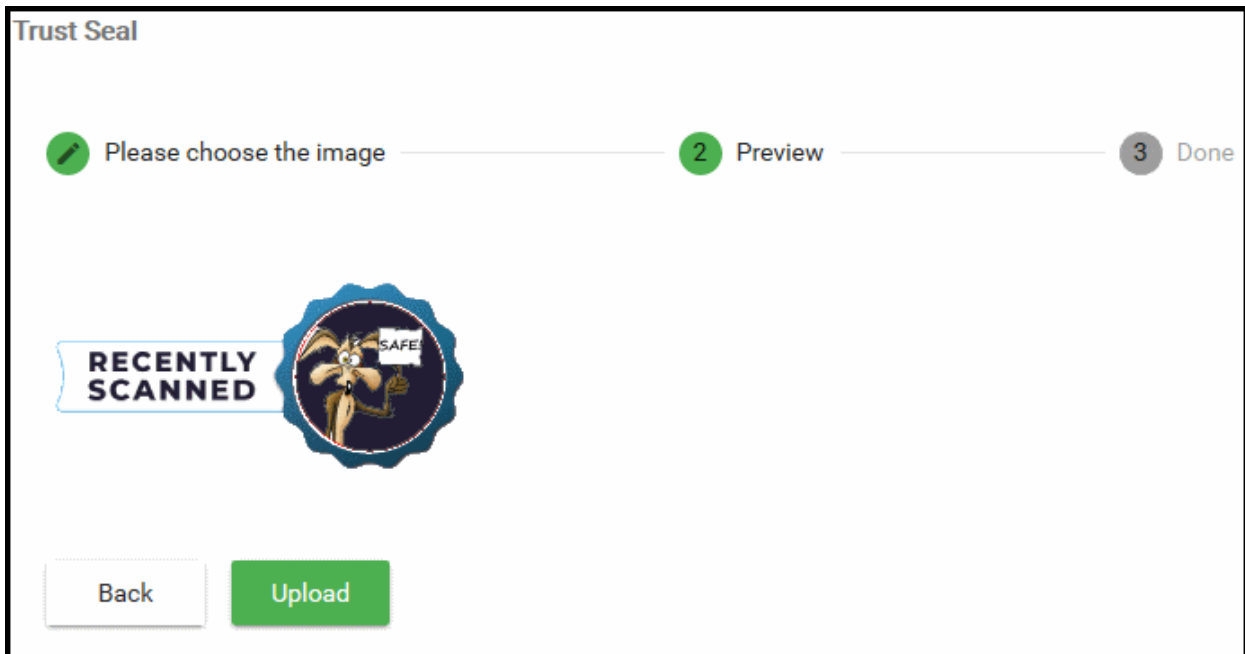


- **Language** - The seal will be made available to customers who have set this language in their portal.
- Choose the dark or light seal style
- Click 'Upload Image' under the seal type you want to set
- The image upload wizard starts:

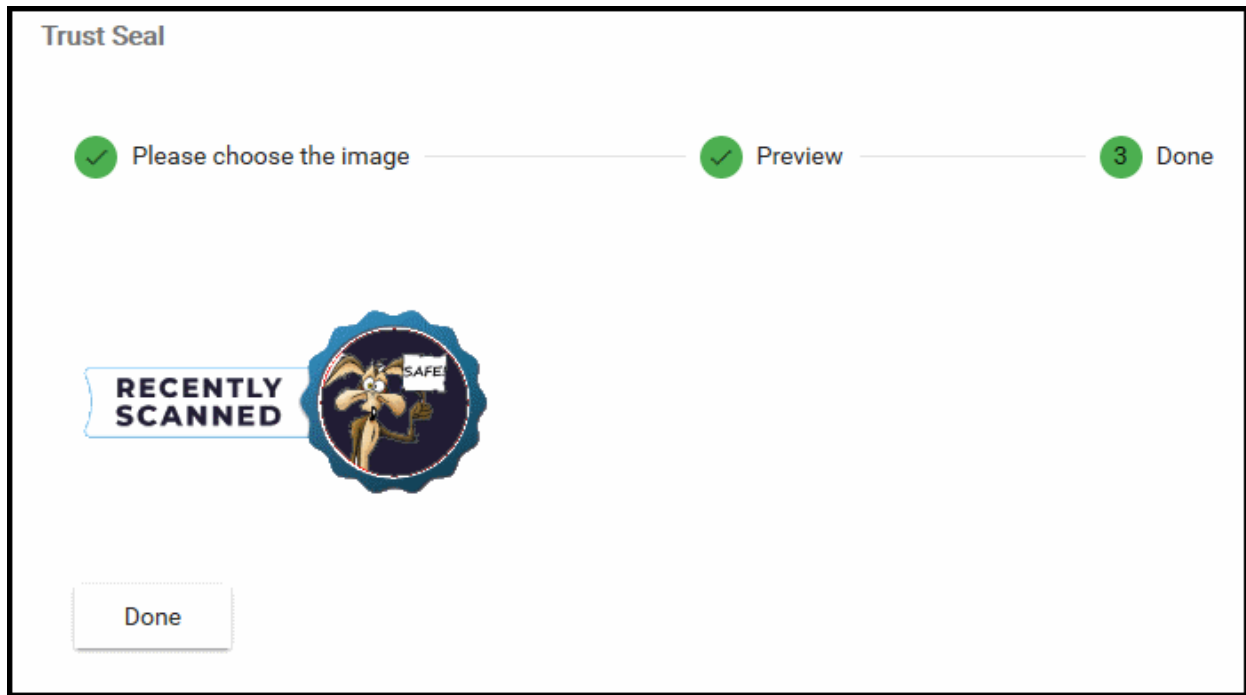


- Click 'Choose Image', navigate to the location of the image file and select it.
  - Accepted file formats = .jpg, .png, and .gif
  - Maximum file size = 500 KB
  - Acceptable image size = 240 x 120 pixels

A preview is shown:




- Click 'Upload' to save your image.

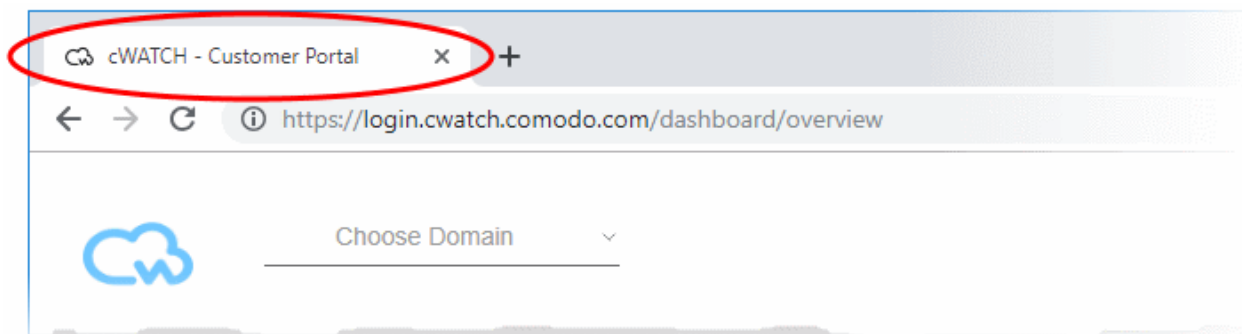


The image is uploaded to cWatch. Your customers can add the trust seal to their website from the 'Trust Seal' page of a website. See <https://help.comodo.com/topic-285-1-848-13683-Add-Trust-Seal-to-your-Websites.html> for more details.

- Repeat the process to change trust seal images for other languages and themes as required.


## Set Customer Portal Browser Tab Title

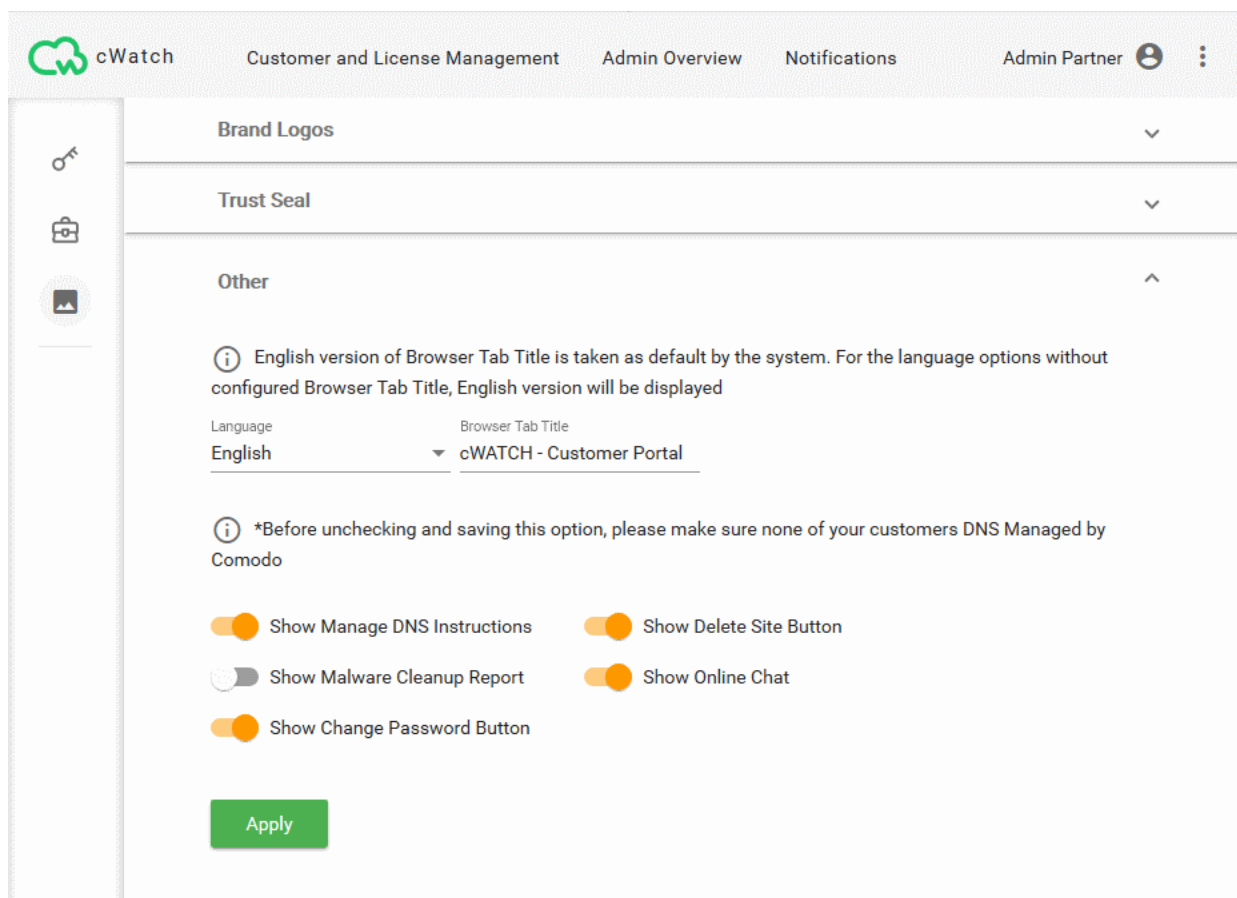
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- OR
- Click the menu button at top-right and select 'Appearance'
- Click the 'Other' stripe
- You can set the text shown in the browser tab of your customer portal:



- 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 Options on Customer Portal

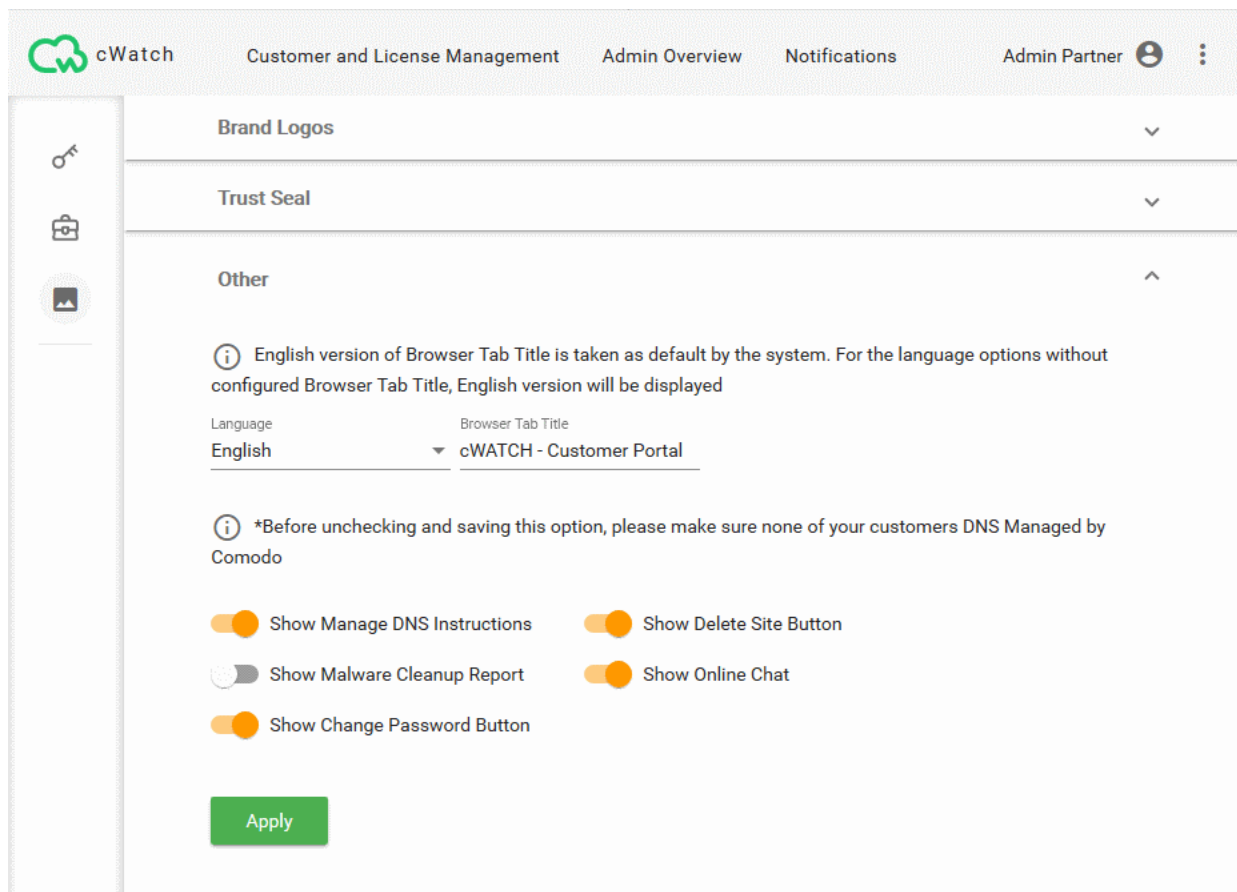
- Click the 'Profile' icon at top-right and choose 'Settings'
- Select the appearance icon  on the left menu
- Click the 'Other' stripe
- cWatch lets you restrict selected features for your customers
- You can select whether or not the following options are shown in the customer portal:
  - DNS configuration instructions
  - 'Remove Website' option
  - Malware Cleanup Report
  - Shortcut to online chat support
  - 'Change Password' option

## Configure options on customer portal

- 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
- Use the switches to enable or disable items on your customer portal:



- **Show Manage DNS Instructions** - Help to configure DNS and SSL.

## Background:

- Your customers need to configure their website DNS setting to use the CDN service and the 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 your website visitors.
  - The process for activating the certificate is different depending on the way DNS is configured on a site.
  - Help to configure DNS settings is made available to a customer in 'CDN' > 'Settings' > 'Activation' page for a website. See <https://help.comodo.com/topic-285-1-848-13908-Activate-CDN-for-a-Website.html> in the website administrator guide for more details.
  - Help to activate the certificate is made available to a customer in 'SSL' page for a website. See <https://help.comodo.com/topic-285-1-848-12464-SSL-Configuration.html> in the website

administrator guide 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** - Whether or not 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 button if required. Customers will need to contact you if they want to remove their site from cWatch.
- **Show Malware Cleanup Report** - Whether or not customers can download reports on malware removal operations
  - Your customers can download reports which list all malware removed 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> in the admin guide if you want more information.
  - Disable this option if you do not want your customers to access these reports.
- **Show Online Chat** - Whether or not the chat support option is shown in the customer portal.
  - The portal contains a button that lets your customers chat directly with the Comodo support team.
  - See <https://help.comodo.com/topic-285-1-848-11573-Get-Support.html> in the admin guide for more details on this.
  - Disable this option if you do not want your customers use the chat feature.
- **Show Change Password Button** - Whether or not your customers can change their cWatch login password.
  - The 'Change Password' button is available in the 'My Profile' page of your customer portal.
  - If disabled, customers will need to contact you to change their password.
  - See <https://help.comodo.com/topic-285-1-848-11016-Manage-Your-Profile.html> in the admin guide if you need more help with this.

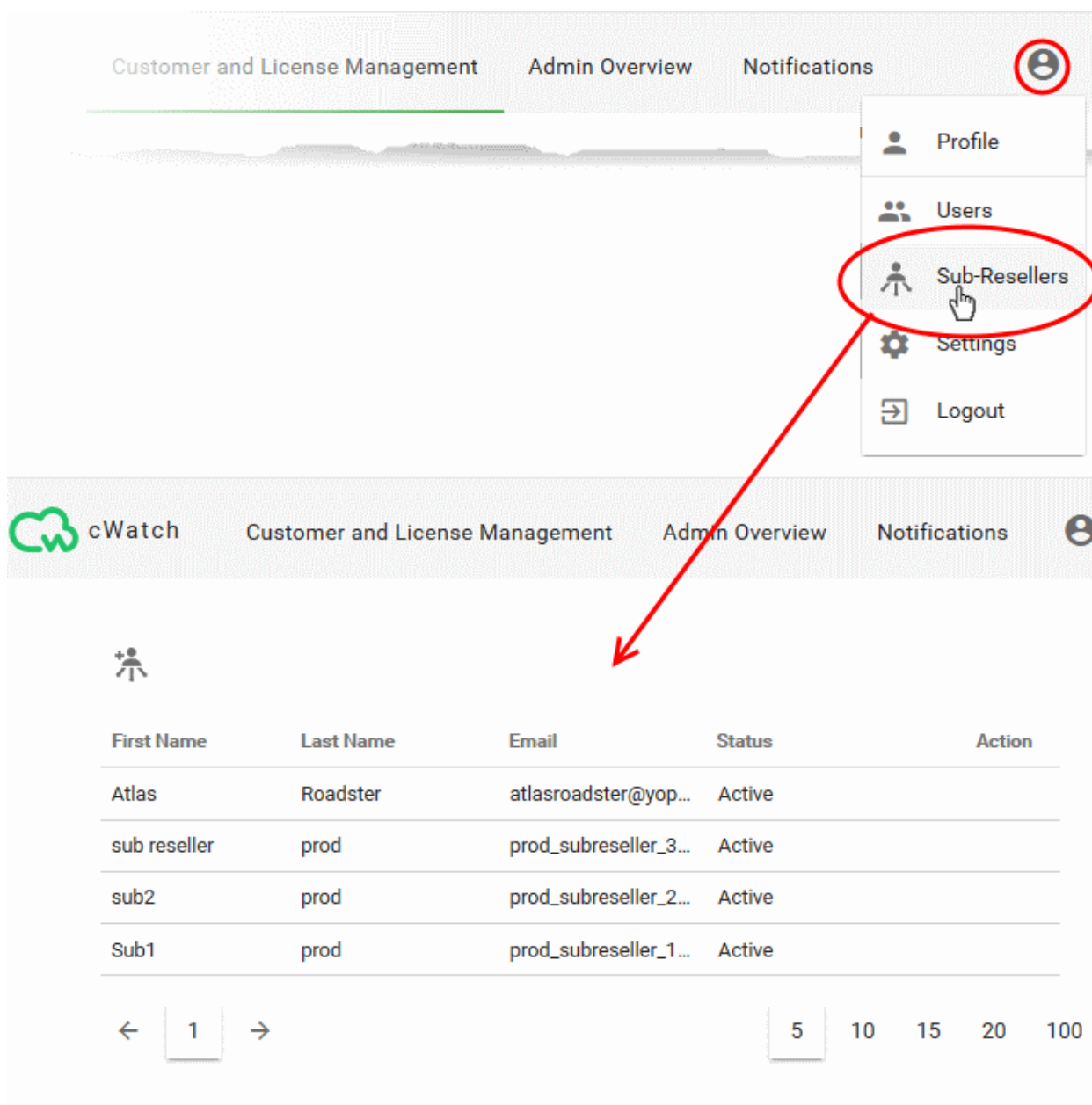
## Add and Manage Sub-Resellers

- 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 Last Name               | The full name of the sub-reseller  |
| Email                                  | Contact address of the sub-reseller  |
| Status                                 | Whether the reseller account is active or not  |
| Actions                                | <ul style="list-style-type: none"> <li>• Hover your mouse over a sub-reseller row to reveal the control buttons</li> </ul> |

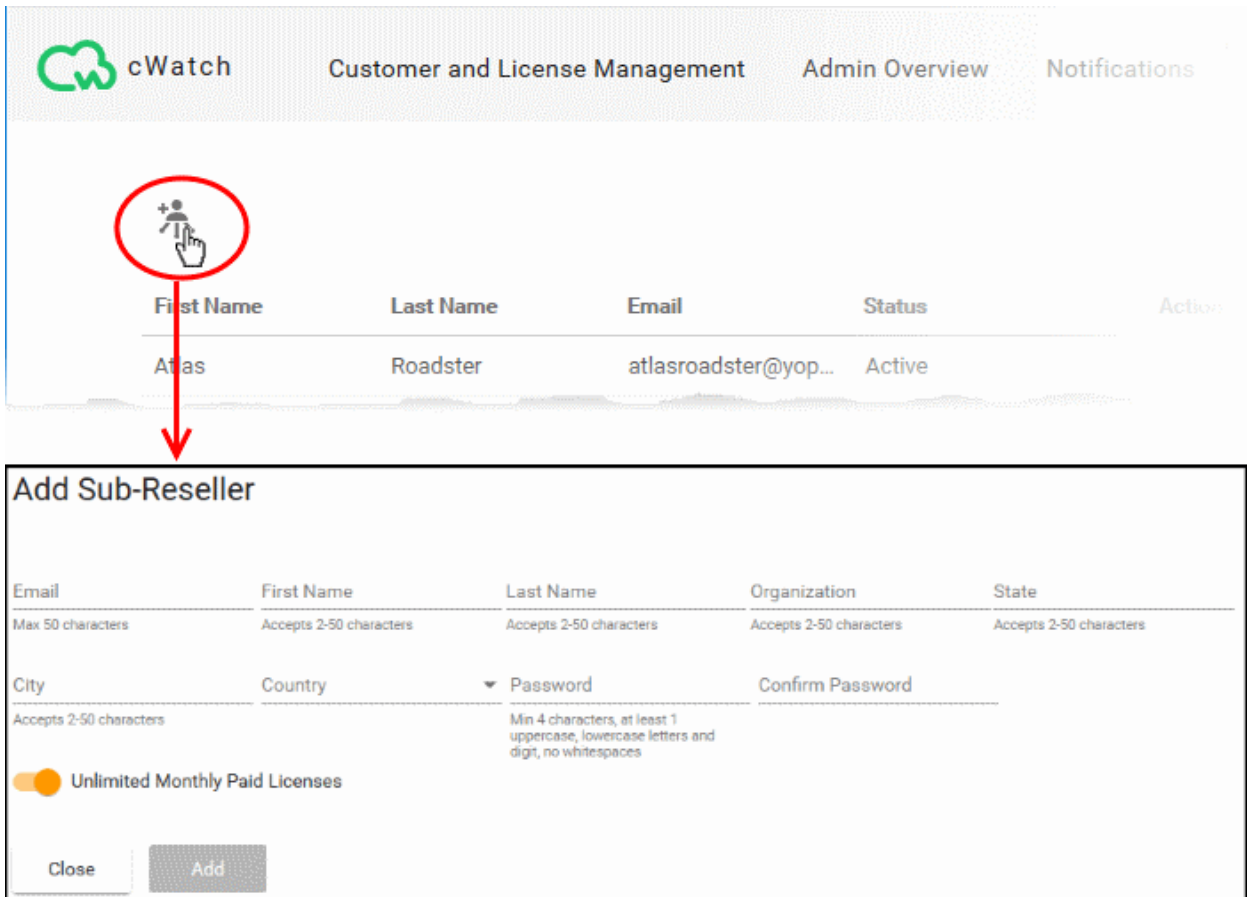
|  |  |
|--|--|
|  | <p>The controls allow you to:</p> <ul style="list-style-type: none"> <li>• Edit the user-profile of the reseller</li> <li>• View the details of your sub-reseller's customers</li> </ul> |
|--|--|

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 :



The screenshot shows the cWatch Partner Portal interface. At the top, there are navigation tabs: 'Customer and License Management', 'Admin Overview', and 'Notifications'. Below the navigation, there is a table with columns: 'First Name', 'Last Name', 'Email', 'Status', and 'Action'. A red circle highlights the 'Add Sub-Reseller' icon (a person with a plus sign) in the top-left corner of the table area. A red arrow points from this icon down to the 'Add Sub-Reseller' form below.

**Add Sub-Reseller**

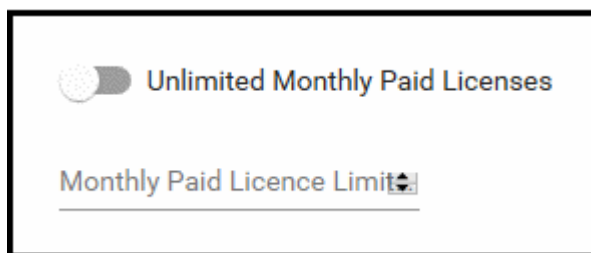
|                         |                         |   |                         |                         |
|-------------------------|-------------------------|---|-------------------------|-------------------------|
| Email                   | First Name              | Last Name   | Organization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

Unlimited Monthly Paid Licenses

Close

- 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

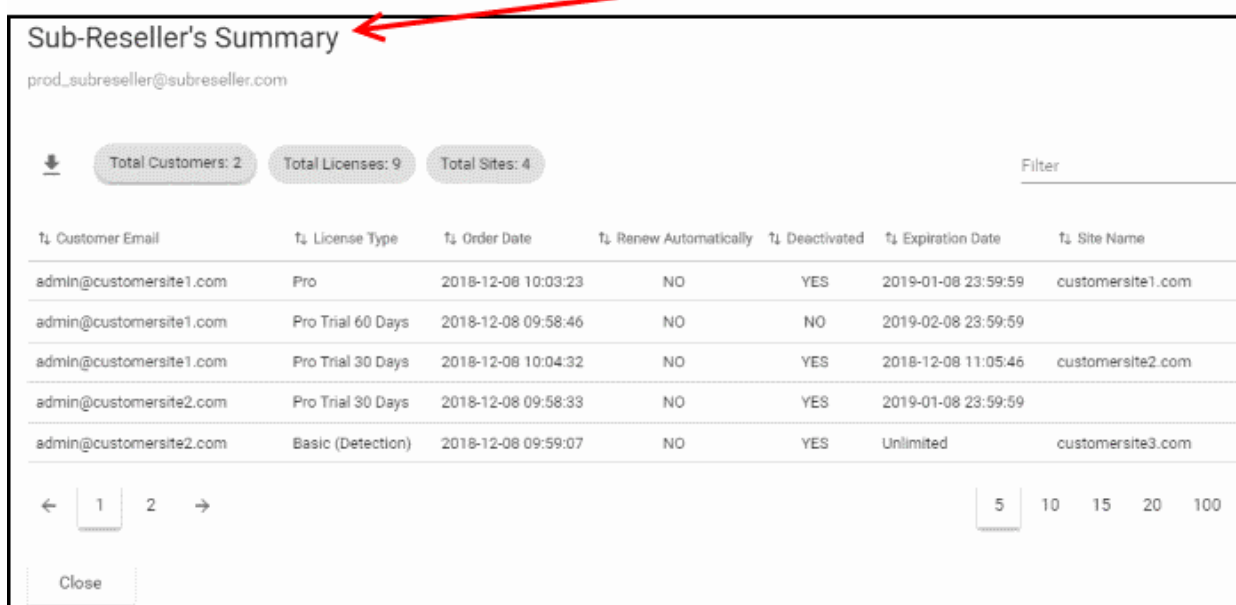
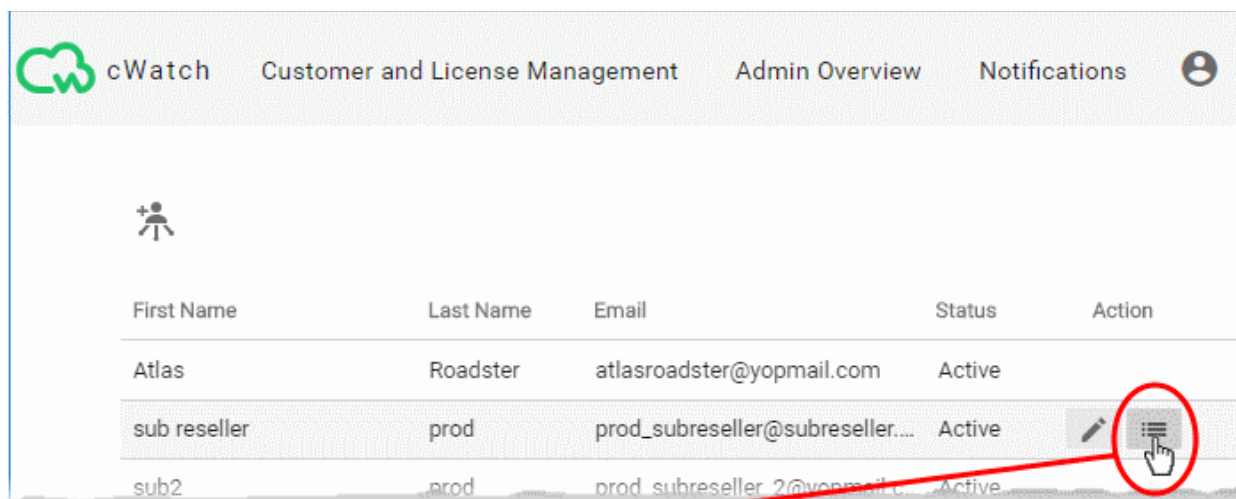
The sub-reseller can now login to the cWatch with their email address and the password set by you. They can add their own customers, distribute licenses, add/configure customer websites and more.

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

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

## Export sub-reseller distributed licenses to CSV file


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

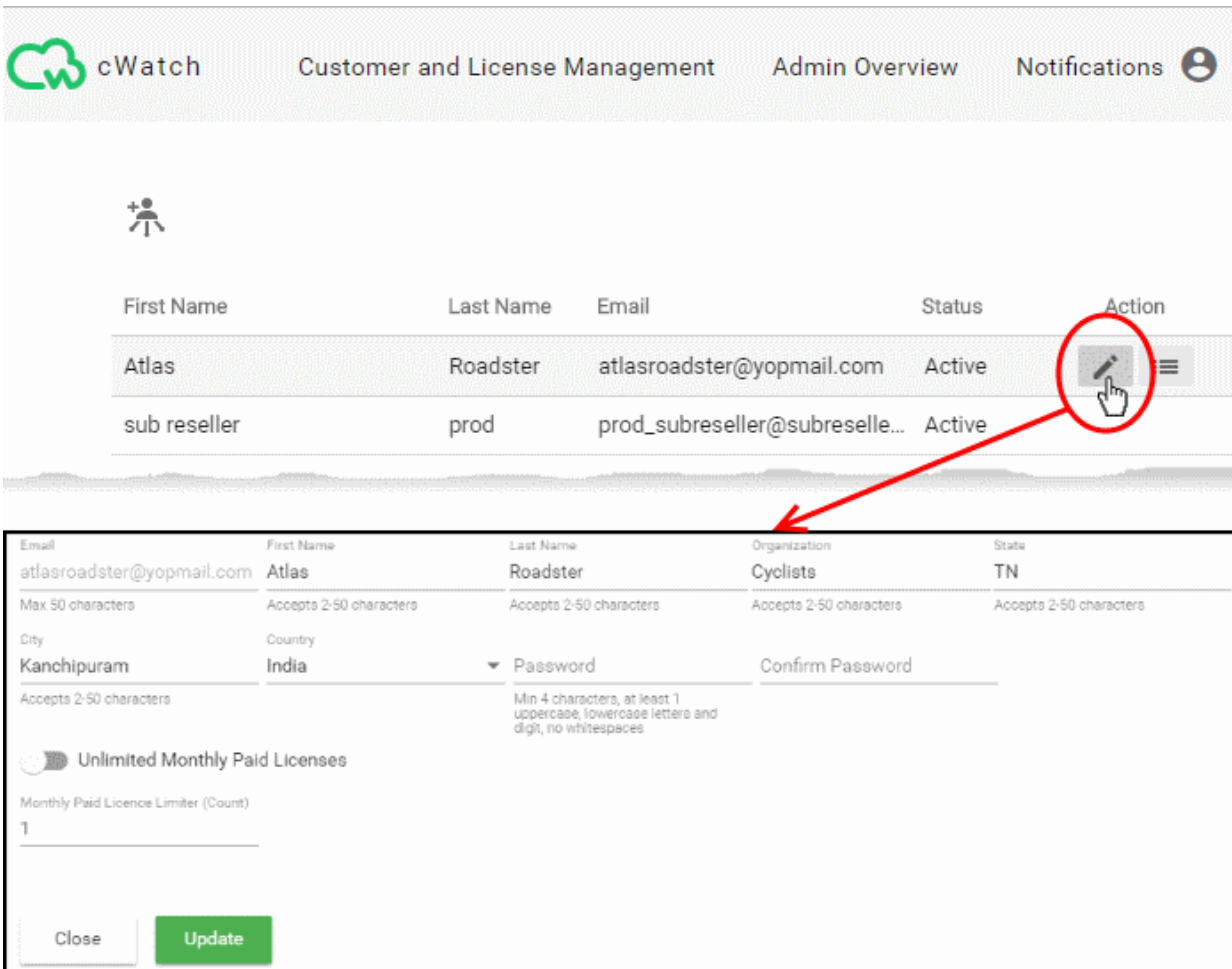
'Sub-Reseller's Summary' screen appears with the details of licenses distributed by the sub-reseller

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


## Edit a Sub-Reseller Profile

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

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



The screenshot shows the cWatch interface with the 'Customer and License Management' section. A table lists sub-resellers, and a red circle highlights the pencil icon in the 'Action' column for the 'Atlas' sub-reseller. Below the table, the edit profile form is displayed, showing fields for Email, First Name, Last Name, Organization, State, City, Country, Password, and Confirm Password. There is also a toggle for 'Unlimited Monthly Paid Licenses' and a 'Monthly Paid Licence Limiter (Count)' set to 1. The form includes 'Close' and 'Update' buttons.

| First Name   | Last Name | Email                          | Status | Action  |
|--------------|-----------|--------------------------------|--------|---|
| Atlas        | Roadster  | atlasroadster@yopmail.com      | Active |  |
| sub reseller | prod      | prod_subreseller@subreselle... | Active |   |

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

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  | ✓             | ✓              | ✓               | ✓              | ✓              |

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

## Manage your CAM Account

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

The screenshot displays the Comodo Reseller Portal. At the top right, account balances are shown: CA Reseller Balance (\$0.00 USD), CSS Reseller Balance (\$0.00 USD), and Current Bonus Balance (\$0.00 USD). A navigation bar includes 'Services', 'My Account', 'Help', and 'Contacts'. The main content area is titled 'Reseller Portal' and includes a welcome message, an account snapshot, quick links, and purchase options for various Comodo products.

| Account Snapshot          |        |
|---------------------------|--------|
| CA Reseller Balance       | \$0.00 |
| CSS Account Balance       | \$0.00 |
| Total licenses purchased: | 8      |
| Total licenses activated: | 8      |

| Quick Links                       |  |
|-----------------------------------|--|
| Product prices                    |  |
| Purchase History                  |  |
| Customer Activations History      |  |
| Distributing Companies Management |  |

| Purchase Licenses  |  |
|--|--|
| <b>Comodo Security Products</b><br>Customer Solutions <ul style="list-style-type: none"> <li>Purchase Internet Security Products</li> <li>Purchase Online Storage</li> <li>Purchase GeekBuddy</li> <li>Ultm Korugan</li> </ul> | <b>Enterprise Solutions</b> <ul style="list-style-type: none"> <li>Purchase Antispam Gateway</li> <li>IT SM</li> <li>Secure Box</li> <li>Purchase Web Inspector</li> <li>cWatch</li> </ul> |

| Comodo CA Products   |                           |
|----------------------|---------------------------|
| E-Commerce Solutions | Resell Comodo CA Licenses |

| My recent activity (last month) |                     |  |          |                  |       |                      |                  |
|---------------------------------|---------------------|--|----------|------------------|-------|----------------------|------------------|
| Date                            | Activity Type       | Products   | Terms    | Activation Codes | Price | Distribution Company | Reseller (Tier2) |
| 2015-04-17 09:50:21             | Customer Activation | cWatch Web Security - Premium FREE (1 Domain, 1 Month) | 1 months | 1                | N/A   |                      |                  |

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](#).

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