



COMODO

Creating Trust Online®

Comodo ONE

IT Operating Platform

April 2018 Release

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Introduction

This document contains detailed notes about the Comodo One April 2018 release, scheduled to go live Saturday 31st March 2018 (03/31/2018). The release is named “April” to avoid confusion with the previous release, but will actually be launched on the last day of March. The release is expected to take 4 hours to deploy, during which time Comodo One will be in maintenance mode.

IT and Security Manager

New Features

- We offer a whole new level of partnership to our MSP and Enterprise customers.

Comodo Client Communication and Comodo Client Security can now be white-labeled with your own company name, product name and artwork. This allows customers to extend the reach of their brand, build more intimate relationships with their clients and gain competitive advantage over competitors reliant on non-branded 3rd party solutions.

You can reach the rebranding options under ‘Configuration Templates → Profiles → UI Settings → Comodo Client Communication Rebranding / Comodo Client Security Rebranding’

- Comodo Client Communication – you can modify the following names and artwork:

- Client Name
- Company Name
- Support Web site
- Support Phone
- Support Email
- Company Header Logo
- Product Logo
- Company Logo
- Icon
- Company Logo

You can find the wiki for this feature [here](#)

- Comodo Client Security – you can modify the following names and artwork:

- Client Name
- Company Header Logo
- Company Logo

- Product Logo
- Widget Caption
- Icon

You can find the wiki for this feature [here](#)

- Improved the Comodo Client Communication system-tray menu to provide support contact details. Your endpoint users can now use this menu to find your latest contact information:
 - Support Web site
 - Support Phone
 - Support Email

You can find the wiki for this feature [here](#)

- You can now export data from the following ITSM pages:
 - Application Control
 - Containment
 - Device Control

Exported data will be available in 'Dashboard → Reports' as a new report. In the following months we will implement this functionality on all table views (device list, antivirus etc.).

You can find the wiki for this feature [here](#)

- Added "Run this procedure immediately when the profile is assigned to a new device" option to 'Profiles → Procedures → Add Existing Procedure' menu.

You can use this option to ensure a particular script automatically runs right after applying a profile to a device. This is especially useful for important first-touch tasks such as on-boarding.

You can find the wiki for this feature [here](#)

- Added "Skip procedure if the device is offline" option to 'Profiles → Procedures → Add Existing Procedure' menu.

This option means the procedure will not be queued if the device is offline. It will be skipped entirely. This can be useful if you have major scheduled tasks like system backups or maintenance. Without this option, the tasks would be queued and executed as soon as the device came online, leading to potential traffic jams.

You can find the wiki for this feature [here](#)

- Comodo Remote Control (CRC). You can now configure custom ports for remote connections and also have the option to use only a single port.

This adds an extra layer of security by allowing you to configure firewalls or proxies with custom ports for CRC to communicate over.

To set these ports in the ITSM interface:

- Click 'Configuration Templates → Profiles'
- Open the profile which is applied to your target devices (or create a new profile)
- Open the 'Remote Control' tab (click 'Add Profile Section' → 'Remote Control' if required)
- Start editing the 'Protocol Options'

Just a quick warning - please make sure you do not assign well-known special ports. We recommend the following UDP port range for custom use: 49152–65535. Ports that will be applied are UDP ports only, please make sure your firewall configurations are compatible with the UDP settings.

Windows devices - you can use WebRTC (mandatory) and Chromoting (optional) for remote connections.

- If you only use WebRTC, you can have CRC communicate over a single port. You can set either:
 - The default port, (WinXP uses 1025-5000 range; Win7+ use 49152-65535 range)
 - A single port,
 - Specify a range of ports (minimum 1 port is needed)
- If you use Chromoting, you need to select either:
 - The default port, or (49152-65535 range)
 - Specify a range of ports (minimum 4 ports are needed)

Mac devices - Chromoting is mandatory and only option. You can set:

- The default port (49152-65535 range)
- Specify a range of ports (minimum 4 ports are needed)

You can find the wiki for this feature [here](#)

- Comodo Remote Control is now available for download through the C1 'Tools' page. Go ahead and check it out!

Improvements

- Added a 'Classification' column to the local patch inventory structure on device details (Devices → Device List → Click on Device and Navigate to Device Details -->Patch Management). This useful addition allows customers to filter patches by categories of Microsoft software updates and thus prioritize patch deployments. You can find the wiki for this feature [here](#).
- SPM (Software Patch Management) P2P file sharing mechanism is designed to enable our agents consume less data by using caching mechanism in local network.

The primary purpose of peer-to-peer networks is to share resources and help devices work collaboratively. The most common use case for peer-to-peer networks is for sharing files. Peer-to-peer networks are ideal for file-sharing because they allow the computers connected to them to receive files and send files simultaneously.

The new P2P caching mechanism means our agents consume less data by first checking files on devices in the local network before going to the patch portal. Since agents can also report any ongoing downloads to requests, this improvement also enables agents to save more bandwidth. P2P networks are the cheapest method of distributing content because they use the bandwidth of peers, not the bandwidth of the content's creator.

- In the future we will implement a "Device Group View" structure in the Global Patch Inventory. We are currently investigating this implementation.
- With the improvements in our file rating system, we also updated the baselining settings for Containment. Now **"Stop Baseline and enable Auto-Containment after countdown"** option is available under containment view that allows admins to set a countdown for allowing Containment module to learn and investigate the files in your environment before starting containing unknown files to prevent false positives.

You can find the wiki for this feature [here](#)

Bug Fixes

- Fixed a bug that prevented some users from updating Skype via ITSM Patch Management. We also investigated and fixed issues for other applications distributed through the Windows 10 Application Store.
- Fixed a bug whereby ping monitoring did not work properly if the LAN connection was disabled on the target side.
- Fixed a bug that occasionally led the process monitor to create false alarms.
- Fixed a bug that prevented procedure execution logs from being collected from some endpoints.
- Fixed an issue on the latest android agent which was causing some users to receive Antivirus DB State is 'Unknown' and the version is '10' error message.
- Fixed an issue in device details view whereby processor information was not shown properly.
- Fixed an issue that was causing wrong assignment of user and roles.

Comodo Client Security

Improvements

- We are working on stabilization and performance improvements for Comodo Client Security. These improvements will deliver more robust security while consuming fewer resources and providing an even smoother experience for end users. No new CCS version will be released on March 31.

Service Desk

New Features

- Rescheduling for tickets and appointments. We added the ability to reschedule an appointment to another time without deleting it. Here is the [wiki](#) of this feature.
- Classification of manual time entries. We added the ability to differentiate manual time entry between the ticket assignee and other staff.
- Ability to export all pages in a time log report. This will enable full visibility of the ticket actions from reports.
- New ticket screens. Redesigned ticket screens will simplify your understanding of tickets and ticket actions.

Improvements

- Improved API for ticket threads. Tickets will now load even faster.
- The time spent on replies and internal notes has been added to the thread section. This provides a unified thread where you can see the time spent on a reply or internal note.

Bug Fixes

- Fixed the bug of constant refreshing of the pages for some accounts.
- Fixed the bug of viewing tickets with closed status created from C1 Mobile.
- Fixed the bug of asset name view after saving it.
- Fixed the bug of incorrect time difference in time spent section
- Fixed the bug of export result of contracts report.
- Fixed the bug of view of prepaid hours on contract list.
- Fixed the bug of material cost shown in the tickets report.

C1 Portal

New Features

- New design, new look and feel. We continue to improve our new design as we promised:
 - New announcement bar added to the login page and the dashboard. You can now see advanced notification of upcoming releases and outages before the release.

You can find the wiki for this feature [here](#)

- Added a tour guide which uses video and text to explain quick actions and basic usage to new customers.

You can find the wiki for this feature [here](#)

- Comodo Remote Control added as a downloadable app in the 'Tools' Menu.

Bug Fixes

- Added Serbia to the 'Country' drop-down.
- Fixed a bug whereby Dome Shield Data was not appearing in the dashboard.
- Fixed a bug that prevented users from making changes if they logged into the C1 portal using a mobile browser.

APPENDIX-1

New Client Versions:

- Windows Client - Communication 6.17.11191.18031
- Windows Remote Control 6.17.11325.18031
- macOS Client - Communication 6.17.10831.18031
- macOS Remote Control 6.17.11326.18031