

# Introduction

This document contains detailed notes about the ITarian October 2019 release, scheduled to go live Saturday Saturday 12th of October, 2019. The release is expected to take 15 minutes to deploy, during which time ITarian platform will be in maintenance mode.

Post-deployment tests are expected to continue until 4pm EST during which you may observe minor glitches. If you observe any issues, please feel free to share with us under the release forum post.

## Endpoint Manager

### Endpoint Manager Core

#### **New Features**

##### **Fallback connections for proxy servers**

You can now tell CCC and CCS to use a direct internet connection if your proxy server is not reachable for any reason.

##### **Two-factor authentication on standalone Endpoint Manager**

Two-factor authentication has been an option on Comodo One and ITarian portals for some years now. With this release, we extend the feature to the standalone version of Endpoint Manager.

Endpoint Manager admins can now:

- Force two-factor authentication for all Endpoint Manager users
- Enable two-factor for themselves
- View the status of two-factor authentication on all user accounts
- Reset two-factor authentication if there are issues

##### **Flag and remove options for old and duplicate devices**

New device management options allow admins to:

- Flag stalled and inactive devices with an exclamation mark in the device list
- Define a time period after which inactive and duplicate devices will be removed from Endpoint Manager

##### **Support for iOS 13**

Endpoint Manager now supports mobile devices running on iOS 13.

## **Change Passwords Manually**

You can now manually reset an Endpoint Manager user account password. Admins can now specify, or auto-generate, a new password on behalf of users.

# Security

## **New Features**

### **Shellcode injection moved to Miscellaneous tab**

- The shellcode injection option has been moved from the HIPS section of a Windows profile, to the 'Miscellaneous Settings' section. This was done for consistency with the Windows security client (CCS)/

### **'Skipped' status added to antivirus logs**

- Antivirus logs in the security dashboard now state 'Skipped' if a file was not scanned. The new description is more useful for troubleshooting purposes than the previous description of 'Unknown'.

### **Ability to restore disabled services, autoruns and scheduled tasks**

- You can now view all disabled services, autoruns and scheduled tasks in the 'Antivirus' area of Endpoint Manager. Admins can re-enable these items on selected devices, or all devices.

# Remote Control

## **New Features**

### **Proxy Configuration Fallback**

Admins can now have the Remote Control tool revert to a direct connection if their proxy is unavailable.

### **File Transfer Improvements**

The latest release sees the following incremental improvements to remote file transfers:

- Select and transfer multiple items.
- Single-click remote files/folders to rename them
- 'Transfer Logs' have been added to the 'Audit Logs' section.

## **Improvements**

- Added support for high resolution captures on multi-monitor system.

## **Bug Fixes**

- Fixed occasional connection errors when using remote tools in the Endpoint Manager portal.
- Fixed issue that prevented Comodo Remote Control sessions when a maintenance window was active on target devices.

# Remote Monitoring and Management

## **New Features**

### **Procedure workflows:**

- You can now receive reports after a procedure is successful on targeted devices.
- More details about a failed procedure have been added to auto-generated Service Desk tickets.

## **Improvements**

- Hidden procedure execute for support admin account.
- Redesigned storage structure.
- Improve logging mechanism for network discovery.

## **Bug Fixes**

- Fixed bug which caused the RMM service to crash (specifically RMMService 6.30.29303.19090)

# Patch Management

## **New Features**

### **OS patching on vulnerable devices**

- Admins can now install operating system patches on at-risk/vulnerable devices.

## **Improvements**

- Improvements to the patch manager log collector

## Bug Fixes

- Fixed a procedure execution issue related to logged in users
- Fixed issue related to Microsoft Teams collaboration software
- Fixed bug that caused Endpoint manager to mistakenly show supported software as unsupported

# Comodo Client Security

## Windows

### New Features

#### Scan DLLs loaded by processes

- Added new option, 'Monitor DLL files loaded by running processes', to 'Advanced Protection' > 'Miscellaneous'

#### Improved Windows Boot Protection

- Comodo Client Security (CCS) now monitor untrusted DLLs & autoruns before the CCS service launches. This includes untrusted apps and unknown PE files which attempt to load via system vulnerabilities.

#### Scan from VDT session or via 'Windows Fax and Scan' application

- Added list for application which allowed to access COM/DCOM unrestricted from containment and be a part of configuration.

#### Monitor Un-trusted DLLs & autoruns before CCS service launches

- Added new option, "Use direct connection if proxy is unreachable" the Proxy and Host settings.

#### Two-factor authentication added to Unknown File hunter (UFH)

- After setting up 2FA in the portal, users will also be able login to UFH with the same system of Google Authenticator codes.

### Vulnerability Fixes

- Refactoring to resolve CVE-2019-14694
- Contained applications are now prohibited from accessing power options
- Unsigned DLLs can no longer load into Comodo Client Security processes.  
Supported on Windows 8+

- Added ability to prevent contained processes reading the memory of other processes.

## Bug Fixes

- Full scan aborted - cavwp.exe crashes on Windows 10x64
- Application crashes when it is started in Containment via right click
- Virtual desktop prompt is split when 2 screens are connected
- Unable to start browsers in containment
- CCS does not start "Antivirus Update" operation by "COMODO Signature Update" scheduled task
- AV scan doesn't log embedded code detected in autorun items correctly
- Unable to print from IE 11 from VDT

## Service Desk

### Bug Fixes

- Post a reply issue from the browser on Service Desk
- New SD users created via Helpdesk portal are not getting activation/verification E-mails automatically right after registration
- Resolved issue which cause Service Desk to run slowly under certain conditions
- SD Outage Error Message Includes DB Credentials
- SD not closing monitoring tickets when metrics below threshold

## Cost -Neutral IT Management

At ITarian we strive to bring you the essential platform and tools needed to manage either your own IT department or your customer's IT infrastructure. That means, RMM (Remote Monitoring Management), Remote Access, Patch Management, SNMP, and much more.

We initially achieved this Cost Neutrality by not having a "commercial relationship" with users and not charging.

Now we have over 16,000 MSPs and Enterprises (as of Sept 2019) using the platform on a daily basis to manage their IT infrastructure.

Challenges we faced with the Free Model vs Cost Neutral Model

Mid to Large MSPs and Enterprises started demanding a commercial relationship in order to achieve the SLAs they provide for their customers. For Mid to Large level MSPs and Enterprises it was more about SLAs vs free. It was only fair that such a critical infrastructure/tool that affected their SLA should also provide an SLA under a commercial agreement.

That's when the ITarian Product Management Team started thinking about providing a Cost Neutral model but also providing an SLA for everyone! Soon there had to be a commercial relationship with our userbase for the upcoming launch of our Marketplace. We naturally expect

the people we benefit by providing a cost neutral infrastructure, to support us by using our marketplace (which will be very reasonable).

### **So, What's the Idea?**

We charge per endpoint per month (MSPs please apply for MSP discounted rate), but we will reimburse your spending, dollar for dollar, by deducting all of your spending on the following products

100% Re-imbusement on the following products:

1) Comodo Advanced Endpoint Protection (AEP)

2) Comodo Endpoint Detection and Response (EDR)

Marketplace Re-imbusement:

TBA

### **What will you have in your marketplace?**

Our ultimate goal is to integrate everything you need to buy via the marketplace so that you have a much smoother, centralized experience. We will add vendors in phases.

Phase 1 – Apart from Comodo Endpoint Security, cDome Shield, Comodo Antispam, and Comodo MDR; The following will be available:

Acronis Acronis Backup

CloudStack CloudStack

Google G Suite

Huawei Huawei Fusion Manager

iMind iMind Video Conference

ISPsystem ISPmanager

Microsoft Azure Advanced Threat Protection for Users

Microsoft Azure Active Directory

Microsoft Azure Pack

Microsoft Dynamics 365 Business Central

Microsoft Dynamics 365 Marketing

Microsoft Microsoft Exchange Server 2016

Microsoft Azure Stack

Microsoft Exchange Online Archiving

Microsoft Exchange Online

Microsoft Dynamics 365 Field Service

Microsoft Dynamics 365 Retail

Microsoft Dynamics 365 Sales

Microsoft Dynamics 365 Finance and Operations

Microsoft Dynamics 365 Operations

Microsoft Dynamics 365 Talent

Microsoft Azure Information Protection

Microsoft Microsoft Enterprise Mobility + Security

Microsoft Microsoft 365 Enterprise

Microsoft Microsoft 365 Business

Microsoft Office 365 Education

Phase 2 – TBA

Phase 3 – TBA

**What if I can't afford it because I am just starting out?**

Please write to us at [success@itarian.com](mailto:success@itarian.com) and we will set you up with our "Business Start Up" team to help you all the way!

Will you reimburse me for my marketplace spending?

As soon as we launch the marketplace, we will announce the "reimbursement" ratios. Until then you can get 100% deduction on the above 2 products.

**Any special pricing for MSPs?**

Yes, please get in contact with us for special pricing at [success@itarian.com](mailto:success@itarian.com)

**How will I be reimbursed?**

We will deduct 100% of your spending to use towards your purchase of any of these 2 products. That amount will be deducted from your invoices automatically.

**I have been using ITarian for free – do I need to pay?**

Get in touch with our Partner success team ([success@itarian.com](mailto:success@itarian.com)) to help you navigate the best solution. Don't forget, we want to make IT Management Cost-Neutral for you.



# APPENDIX

New Client Versions:

Will be updated.