



COMODO

Creating Trust Online®

Comodo ONE

IT Operating Platform

July 2018 Release

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Introduction

This document contains detailed notes about the Comodo One July 2018 release, scheduled to go live Saturday 14th July 2018 (07/14/2018). The release is expected to take 4 hours to deploy, during which time Comodo One will be in maintenance mode.

Important Notice! - The release for new version of Comodo Client Security will be postponed to a later date. New date will be announced soon in Comodo ONE Forum.

Important Notice! - Comodo ONE Mobile (iOS) Application with new version is now available on App Store! (as of July 17th)

IT and Security Manager

ITSM Core

New Features

- **All new ITSM profiles.** Optimized for security and usability, the new profiles also feature a new naming convention based around 3 levels of security:
 - 'Windows - Security Level 1 Profile' replaces 'Optimum Windows Profile'.
 - New setting – HIPS is enabled with 'Safe Mode' + 'Allow Request' active. This means the profile will monitor critical operating system activities to protect endpoints against malicious actions.
 - Unless a particular profile is set in your portal, This will be the default profile in ITSM, just like 'Optimum Windows Profile' was previously.
 - 'Windows - Security Level 2 Profile' replaces 'Hardened Windows Profile'.
 - New setting. HIPS is enabled with 'Safe Mode' + 'Block Request' active.
 - New setting. Containment sections are enabled with 'Log when this action is performed' active.
 - 'Windows - Security Level 3 Profile' – New profile with the highest security settings. It is based on the level 2 profile the following additional security settings:

- HIPS Settings – All interpreters are enabled under ‘Heuristic Command Line Analysis’ and ‘Embedded Code Detection’. This provides close monitoring of suspicious activities.
- Antivirus Settings – ‘Use Cloud While Scanning’ is enabled by default in ‘Full Scan’. The cloud database is the most up-to-date version of the virus database, so antivirus scans are more accurate. It also means CCS is capable of detecting zero-day malware even if the local database is out-of-date.
- “Windows - Security Level 1 Profile [Former Standard Profile]” replaces ‘Standard Windows’ Profile
 - The same protection level with Security Level 1 Profile for endpoints with Former Standard Profile

You can reach the wiki of this feature from [here](#)

- **File Explorer - beta.** Browse folders and download files on remote endpoints via ITSM. Designed for log and text files specifically. Please note that there is 50MB file limit. Settings and role permissions will be available in the next release. File transfer through Comodo Remote Control is coming in the fall releases.

You can reach the wiki of this feature from [here](#)

Improvements

- **Export data to CSV from the following ITSM pages:**
 - Alerts list
 - Android Store list
 - iOS Store list
 - Mobile Applications list
 - Next Gen Sandbox list
 - Procedures list
 - Profiles list
 - Role Management list (roles and users)
 - User Group list
- **Expiry warnings for Apple Push Notification (APN) certificates.** ITSM can now notify you when your APN certificate is approaching expiry. Notifications can be set for 1 month, 2 weeks, 1 week, 3 days, 2 days and 1 day out.

You can reach the wiki of this feature from [here](#)

- **Real-time data for performance metrics.** Admins can now see real-time data for CPU, RAM, network and disk usage on a device. Click 'Devices' > 'Device List' > *open a device* > 'Summary' > 'Performance Metrics'. Details are refreshed every 30 seconds.

You can reach the wiki of this feature from [here](#)

- **New fields added to exported csv files.** Exported device lists now include OS version, CCC version, CCS version, external IPv4 address and internal IPv4 address.

You can reach the wiki of this feature from [here](#)

Bug Fixes

- Fixed the issue of latency of tickets created through ITSM agent
- Fixed the issue of adding a new proxy under WiFi section for macOS profiles
- Fixed the issue of defining custom ports while adding a server under profiles
- Fixed the issue of displaying inaccurate filtering results on device list
- Fixed the issue of stuck in ITSM during Antivirus DB update
- Fixed the issue of checking agent versions for updates
- Fixed the issue of setting custom port for download servers in ITSM Profiles

Patch Management

New Features

- **Global Software Inventory now available.** Admins now can easily track all software and applications installed on any device. Applications can be filtered by vendor, software title and software category. You can find the inventory by clicking 'Applications' > 'Global Software Inventory'.

You can reach the wiki of this feature from [here](#)

Improvements

- **Remotely remove applications from a device.** Admins can now uninstall an application from software inventory of a specific device. (From Devices → Device List → Select a Specific Device → Software Inventory section.)
You can reach the wiki of this feature from [here](#)
- **Application installation logs added to device details.**
You can reach the wiki of this feature from [here](#)

Remote Monitoring and Management

New Features

- **Send parameters to procedures.** From now on, you can use parameters inside script procedures and select them when running your procedure.
 - Easily define parameters inside scripts by writing `itsm.getParameter('parameterName')`
 - Set type, label, default and possible values of your parameters
 - Configure parameters while running the procedure.
 - Simple and effective. Go ahead and check it out under procedures.

You can reach the wiki of this feature from [here](#).

Improvements

- **Performance monitoring defaults changed.** CPU, RAM and network usage defaults change from 75% to 95%.

Bug Fixes

- Fixed the issue of blank information in alert e-mails for disc space monitor

Comodo Remote Control

Improvements

- **Portal region selection.** C1 now lets you set and remember a default region (US or EU) for the Comodo One portal on Comodo Remote Control.
- **Send key combinations Mac-to-Mac and Windows-to-Mac.**

Bug Fixes

- Fixed the issue of keyboard language change to EN when CRC is activated
- Fixed the issue of Second Monitor hiding the toolbar when in CRC session with remote device with Docking station
- Fixed the issues related to display on Kensington SD3650 Universal Dock for Remote Control
- Fixed the issues related to Multiple (3+) Monitor support for Remote Control

ITSM Security

New Features

- **'Old value' / 'New value' fields in antivirus audit logs.** 'Security Sub-systems' > 'Antivirus'. You can now view old and new values for changed items. You can reach the wiki of this feature from [here](#).
- **Containment rules based on parent process.** You can now create rules to contain or allow applications if a parent process matches one specified in a rule. You can set how many levels of parent processes CCS should inspect.
- **Parent process log column in Containment section.** You have the visibility of parent process logs in Security Subsystem > Containment section. You can view the parent process of the contained entry on a new column. In addition, filtering by this field is also available.
- **'File Rating' condition in containment rules.** You can now specify a file rating as a condition for 'Files Created by Applications' and 'Files Started by Processes' in a containment rule. This allows you to create even more granular rules than before, granting you additional control over your security policy. Go ahead and try them!
- **Windows Boot Area monitoring.** Configure monitoring of registry for taking an immediate action in case of any modification made by unrecognized Windows services, auto-run entries and scheduled tasks. The settings of this protection is located in Miscellaneous section of ITSM profiles. You can find further information in the 'Comodo Client Security' section of these notes.

- **Merged Quarantined Files Section.** In Security Sub-systems > Antivirus section, all quarantined items will be listed in one section as “Quarantined Files”. In addition to old view, new columns will be prompted as:
 - OS information
 - Comodo Rating
 - Admin Rating
 - The date the file is first quarantined
 - Number of devices which quarantined the same file
 - When you click the number in this column, all devices that quarantined this file will be displayed with action bar on top of it.
 - **File Name**
 - By clicking the file name, two subsections will be displayed:
 - File Info: The file details listed below are displayed in this section:
 - OS Information
 - Name of the file
 - File Hash
 - Signature
 - Comodo Rating
 - Admin Rating
 - Number of devices that the file is detected on
 - Number of devices which quarantined the same file
 - Device List: The devices that quarantined this file will be listed with columns:
 - OS information
 - Device Name
 - File Path
 - Device Owner
 - Quarantine Date
- **Customizable Timeout Settings for File Verdicts.** Set a timeout value for Comodo Client Security agent to check file ratings from the rating servers. Timeout values can be set separately for unknowns and files with at least one of Comodo/Admin/User ratings. The default values for these options are set as 2 minutes and 1 hour, respectively.

Improvements

- **File lookup frequency changed to every day.** The period for rating files younger than 10 days old on an endpoint is set to every day.

Bug Fixes

- Fixed issue where the antivirus DB update status was shown incorrectly in 'Security Sub-systems'.
- Fixed the communication issue between ITSM and endpoints which caused loss in some status information.
- There was an issue with creating new proxies for iOS devices. The issue is fixed.
- Fixed issue of automatically checking CCS updates and applying it to endpoints.

Service Desk

Improvements

- Several performance improvements that allow you to navigate pages faster.
- Search processes inside Service Desk have been optimized to improve speed.

C1 Portal

Improvements

- Pagination has been added to the tables on the portal.
- Various UI bug fixes.

C1 Mobile (iOS)

New Features

- Comodo ONE Mobile Application now supports Service Type for Service Desk tickets
- Customers can access to their US and EU Comodo ONE accounts now
- Application now has Sign Up and Forgot Password options available

Bug Fixes

- Fixed the issue of delivering Push Notifications to iOS Application users
- Fixed the issue of crash on iPad Pro on v11.3 update
- Fixed the issue of sign in for certain type of customers with an existing account earlier on the account management system

APPENDIX-1

New Client Versions:

CCC (Win): 6.20.13327.18070

CCS (Win): 10.7.0.6867

CRC (Win): 6.20.13250.18070

CRC (Mac): 6.20.13250.18070

CCC (Mac): 6.20.13264.18070

Comodo ONE Mobile App (iOS) : 1.3.3