



COMODO
Creating Trust Online®

Comodo ONE

IT Operating Platform

December 2017 Release

Comodo Group, Inc.
1255 Broad Street
Clifton, NJ 07013
United States
Tel: +1 (888) 266-6361
Tel: +1 (703) 581-6361
Fax: +1 (973) 777-4394

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Introduction

This document contains detailed notes of next Comodo ONE release which is going to take place on early Saturday (12/23/2017) and expected to take 4 hours of maintenance mode.

IT and Security Manager

New Features

- With Audit Logging feature, admins will be able to track which actions are done by his staff so that he can have solid information when troubleshooting or investigating an issue. Currently device list actions are started to be logged, profile etc. Other sections will be added in the following releases
 - Customer
 - range Creation date
 - Staff
 - Component
 - Event name
 - Affected object
 - Session ID
- Now, admins can set Remote Control options under Profiles. With this comprehensive feature, admins can send a custom notification message and ask for end users permission. Four options are listed:
 - Silent remote control – remote session starts without asking for permission
 - Ask permission then allow after XX seconds – means that the end user will be asked for the remote session and if doesn't reply, session will be started after specified time
 - Ask permission then terminate after XX seconds – means that the end user will be asked for the remote session and if doesn't reply, session attempt will be terminated after specified time
 - Do not allow remote control – which means no remote connection will be established to a device associated with that profile.
- We also separated the desktop notification and “Allow endpoint user to terminate the connection” options. Admins now can disable end users ability to terminate remote sessions.

- Now that we have a separate US instance served through one-us.comodo.com CRC also supports the US instance. If the C1 portal is created in US servers admins may select the US from the location dropdown in CRC login screen.
- Now the Access scope configurations that are done on the ITSM are also reflected to CRC. With these extensive control feature, admins can limit their staff access specific companies/device groups
Wiki: <https://wiki.comodo.com/frontend/web/topic/how-to-limit-staff-access-to-companies-on-devices-group-level>
- From now on, you have the option to import LDAP user from sub-folders and custom folders to ITSM. Managing user configurations has become more convenient.

Improvements

- CRC now has clipboard sharing functionality for macOS endpoints. CRC allows admins to have the ability to share clipboards during remote sessions. With this clipboard synchronization ability, it is easy for admins to copy a web addresses, configurations, content and more from his device to connected device and vice versa.
- Save username and password after CRC update
 - Now, your ITSM credentials are saved on CRC tool even after version updates. This will improve usability of the tool by asking for credentials less.
- Informing portal about agent is removed (macOS devices). With this feature, admins will be informed when an agent on macOS is removed from the device. Containing more information, ITSM becomes a more comprehensive management tool.
- Separate permissions for each buttons in device list. We have improved the feature which provides permission control over each button in Device List. From now on, admins can set permissions for each device control button for ITSM users. With this great addition, admins can manage other ITSM users' control on devices
- We have improved our third party application inventory with new applications and we are very pleased to announce that we are now able to support more than 250+ applications with ITSM Patch Management.

Bug Fixes

- There was a problem with the length of the install package URL and its distribution. We fixed this issue.
- We fixed reappearing of CCC agent status in menu bar each time the profile is pushed to endpoint while it is set as hidden.

- Sometimes procedures had not been run on endpoints due to message delivery problems. This problem has been fixed.
- Plugging USB devices while CCS is active had caused PC to hang. This issue has been fixed.
- We fixed the by-passing CRC Access Scope restriction bug.
- When a new mobile device is enrolled to ITSM, there was misinformation about its location. This issue has been fixed.
- Some devices which are online on ITSM side seemed offline in CRC. The issue has been fixed.

Comodo Client Security

New Features

- We improved event logs by adding IP address of the endpoint. Now, these logs can be filtered by IP address which provides a clear view and more distinguishable information!
- Now, we present an improved recognizer which doesn't let web browsers and e-mail clients drop files to Startup folder. With advance protection of CCS, browsing has become much more secure and safer!

Improvements

- We aligned JSON log event format with CEF format so that managing logs in various formats becomes easier for users.
- We improved Comodo file operations process by monitoring and reporting them. Now tasks like uploading file to Valkyrie, downloading AV DB, LVS DB updates etc. are monitored to always provide highest performance. Also, all these functions are ON by default.
- Now the recognizer can suggest actions to Virusscope and which exact files/registry keys have to be processed. Thus, a default action can be taken or the user will be notified and make the decision. We also provide a new action as "Terminate and Revert Suspicious Activity" which can be applied to trusted applications.
- We implemented extensive monitors on File rating service performance to detect whether an unrecognized file still stay as unrecognized on the endpoints after certain time periods: 4 hours, 24 hours and 3 days. This way the containment and baselining services will be providing less disruption to end users due to missing file ratings.

Bug Fixes

- On some VM environments, CCS installation was being disrupted by incomplete driver issues. This bug has been fixed in this release.

- Reboot prompt was stealing Windows focus and causing troubles by leading reboots without getting users' actual approvals. This issue has been fixed.
- USB incompatibility issues when device is plugged has been fixed.
- On some Windows XP devices, External Device Control didn't work properly. The issue has been fixed.
- CCS Firewall driver had an incompatibility with Microsoft Display Adapter which had caused screen tearing. This issue has been fixed.
- There was an issue with files which have been quarantined even they were removed from quarantine by rated trusted. This issue has been fixed.

Service Desk

New Features

- We changed the help topics with the new name ticket categories to define them in a clear way to show the relation of them with the tickets.
- From now on admins will be able to manage paused tickets. This way, when staff is not available while ticket is paused, admin can take actions on that ticket to solve the issue!
- We extended classification of threads in tickets. Last time you were able to identify threads as internal or not. Now you will have much more of it. We have colors for different types of threads.
 - Yellow for system events and internal notes of tickets
 - Blue for responses of clients
 - Orange for the replies sent to clients!
- Go ahead and try them!
- With this release, you will reach the billable time, cost and spent time grouped by agents, departments, assets and users. This will give you to ability to analyze the time and cost from every aspect easily.
- There is a brand new way to manage tickets: Process! You will easily process a ticket without losing time. With process you will have the power on tickets by taking several actions like assigning the ticket, adding collaborator to that ticket, changing the summary of the issue etc. In addition to that, these changes will be stored as threads and you will be able to track them!
- We started to store audit logs on Service Desk. For now, we store the logs for following actions:
 - Create, update and delete actions on users
 - Create and update actions for tickets
 - Actions (mark overdue, close, assign, process and delete) taken on ticket list

- We will continue store audit logs to cover every action on Service Desk is stored. You will reach these logs from Portal starting on next release!
- Now, you will be able to manage the place of issue summary and description for creating new tickets from Service Desk screen according to the roles. This way, you will be able to supply the needs of every role in your account for creating the ticket. We will continue to improve the new ticket screen on following releases!

Improvements

- We improved the cycle of ticket creation. From now, you will be able to create tickets in a faster and more stable manner.
- We improved email fetching ability on Service Desk. This way, email fetching will help your needs in a more reliable and rapid way.

Bug Fixes

- The ambiguity of alerts for new tickets seeming to come from different email sources are fixed.
- On threads section, replies from clients were showing extra blank spaces. The issue is fixed.
- Banned emails removal issue is fixed and now banned emails could be deleted
- For some customers, notifications for new and existing tickets had not been produced or produced for different companies. This issue is fixed now.
- SLA calculations for tickets are revised and the issue of SLA timer is fixed.
- On knowledgebase, the issue of visualization of images is fixed.
- Images display for threads section on the ticket had not been shown properly. The issue is now fixed.

C1 Portal

New Features

- We started to store audit logs on Comodo One Portal. For now, we store the logs for following actions:
 - Audit Logs for Account MSP/Enterprise Create
 - Audit Logs for Customer Create/update/Delete
 - Audit Logs for Staff Create/update/Delete
 - Audit Logs for Role Create/update/Delete
 - Audit Logs for "change on "two Factor Auth Settings"
 - Audit Logs for "change on "Scheduled Report"

- Audit Logs for new Module purchase on store and licence add on existing module to cWatch
- We will continue store audit logs to cover every action on Portal is stored. You will reach these logs from Portal starting on next release!
- Now you can also find and purchase more Dome modules in our store! Dome Firewall Central Manager to C1 Store as new module and can be purchased. It will be available for C1 Enterprise and MSP Portal.
- We improve our 2 Factor Authentican option. Now you will have disable option to stop using two factor authentications in same browser for an account on C1 Portal.
- New Identifier has been added to the Dome Data Loss Prevention Cloud License for C1 Portal.

Bug Fixes

- There was a problem about account validation on becoming a reseller.This bug has been fixed.
- We fixed daylight calculation issue. Now daylight calcution work properly.
- There was a problem about delivery of executive reports.It has been fixed.

APPENDIX-1

New Client Versions:

- Comodo Client - Communication (Windows)
 - 6.14.9529.17120
- Comodo Client - Communication (macOS)
 - 6.14.9352.17120
- Comodo Client - Communication (Linux)
 - 6.14.9207.17120
- Comodo Client - Security (Windows)
 - 10.1.0.6505
- Comodo Remote Control (Windows)
 - 6.14.9539.17120
- Comodo Remote Control (macOS)
 - 6.14.9538.17120