COMODO
Creating Trust Online®

Comodo
Endpoint Security Manager
Software Version 1.6

Upgrading to Version 1.6
Guide Version 1.6.010511

Comodo Endpoint Security Manager Upgrading to version 1.6

This document explains how existing CESM users can upgrade to version 1.6. Please click the links below to go to the section that is relevant to your deployment.

- **Upgrading CESM 1.5.1 to CESM 1.6**
- **Upgrading CESM 1.5 to CESM 1.6**
- **Upgrading CESM 1.4 to CESM 1.6**
- **Upgrading CESM 1.3 to CESM 1.6**

Upgrading CESM 1.5.1 to CESM 1.6

INTRODUCTION

To upgrade CESM 1.5.1 to the new version, CESM 1.6 you need to do the following.

- Upgrade the ESM Administrative Console and/or Central Service computer (ESM Server) by installing ESM 1.6 server components. Refer section 'CESM Server Upgrade' below for detailed steps.

- Upgrade endpoint installations of the ESM Remote agent by installing CESM 1.6 Agents on the managed computers. Refer section 'CESM Agent upgrade' for steps.

- Upgrade endpoint installations of CIS. Refer section CIS Upgrade below for steps.

No upgrade of CDE is required.

LIMITATIONS

Please read this section carefully to ensure the upgrade goes smoothly and leads to further trouble-free use of the application.

Version 1.5.1 of CESM Console is not supported by CESM 1.6 and therefore it has to be replaced with the new 1.6 version wherever it is installed. If 1.5.1 versions of CESM Console are installed on standalone machines, they have to be uninstalled before installation of CESM Console 1.6. In order to uninstall the CESM Console from a standalone machine you should go to **Start > Control Panel > Programs > Uninstall a program**. Chose **COMODO Endpoint Security Manager** from the list and click the **Uninstall** button. Follow the steps in the uninstall wizard to make sure the uninstallation is completed successfully.

INSTRUCTIONS

Please perform the upgrade strictly as described in this section to ensure that the CESM and managed computers do not malfunction because above Limitations have been ignored or omitted. If you are not sure how to properly apply the changes in your particular environment, please contact our Customer Support service.

CESM Server upgrade

1. Download the CESM 1.6 installation file and store it on your CESM server machine.

2. Stop **Comodo ESM Server** service.

3. Backup CESM database using any MSSQL RDBMS management tool such as **Microsoft SQL Server Management Studio Express**. Please note: default name of CESM database is **CrmData**.

Caution! Please perform database backup using RDBMS management tool (do not simply copy the database files) this will eliminate possible integrity violation.

4. Run CESM 1.6 installation file and follow installation program's instructions.

5. Make sure installation is completed successfully.

6. Make sure **Comodo ESM Server** service is started.

7. Run CESM Console and get connected to CESM server. Make sure that –

   The managed computers are in the same (**online** or **offline**) state as before the upgrade;

   The CESM data (tasks definitions, discovery results, packages, history data) are correct;

   The scheduled tasks are running as usual, the alerts and requests you expect from managed products appear in corresponding CESM Console managers.

8. Please check if the **About** dialog or **Start Page** shows correct version number and make sure your license information is correct.

Note: If you experience problems during CESM server upgrade, please double check if you have followed all upgrade steps properly. If the problems persist, please contact Customer Support service.

Note: After your CESM server has been successfully upgraded:
- You will be able to manage "new" computers in your tree and install CESM Agent 1.6 and CIS on them. By "new" computers we mean those that currently have no previously installed CESM Agent and CIS.
- At the same time (without taking any preparatory actions) you will be able to continue managing computers that were made "managed" before. Optionally, you can leave and use previously installed CIS on these computers. Please follow below instructions if you decide to replace the old CIS version with new one.

Caution! You need to upgrade both CESM Agent and CIS on managed computers which will apply all the latest fixes in full, please carefully follow described upgrade steps to avoid any unpredictable consequences.

CESM Agent upgrade

Caution! CESM Agent must be upgraded before you upgrade the product. Doing so you will ensure the managed computer's software is not damaged.

1. Open CESM Console.

2. Select target computers in the Computers tree (group-select using Shift or Ctrl buttons).

3. Right-click on the selected and chose Control – Update Agent.

4. Make sure notifications about successful CESM Agent upgrade were received and computers which you have just installed CESM Agent on are online according to their status in the computers tree.

Note: If you have several different users each of them having own administrative privileges on their managed computers, you have to divide your computers' pool in which you need to upgrade CESM Agent into corresponding groups and perform above CESM Agent upgrade step 3 separately for every such administrator/group.

Comodo Internet Security 3.x to 4.x upgrade

Caution! Please do not perform upgrade of the product before you upgrade the CESM Agent, it may inflict damage on the managed computer's software.
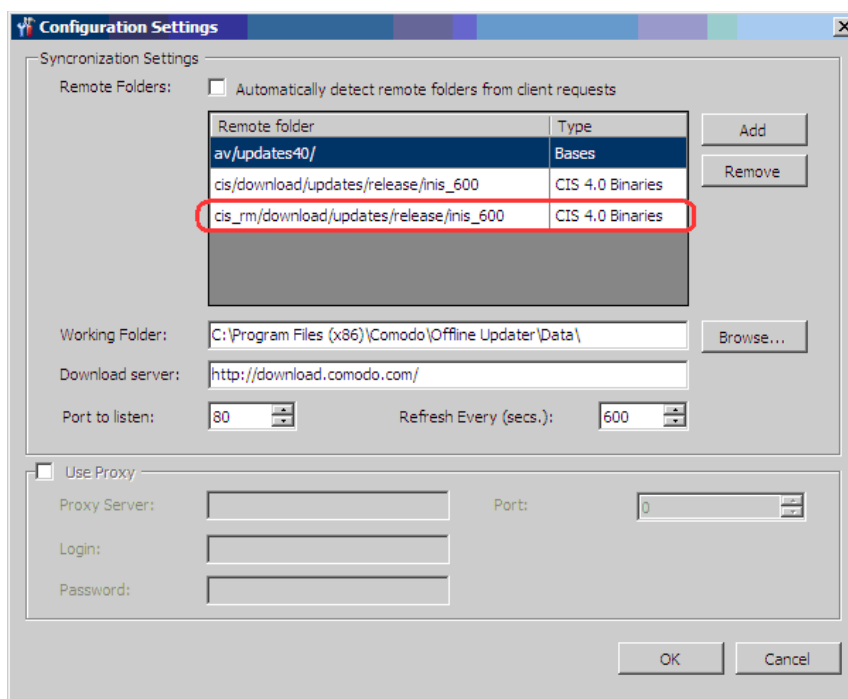
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1. Open CESM Console.

2. Run the task containing Discover data action (having CIS - Config profile) to be run on managed computers on which you need to perform upgrade. Create such a task if it does not yet exist.

3. Create a task containing Uninstall package action to be run on computers on which you need to upgrade CIS. Choose corresponding CIS package to be uninstalled by this action.

4. Run this task.

5. Make sure the task is completed successfully checking Task Results history. If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree turned online.

6. Open Package Manager and add new CIS version as a new package.

7. Create a task containing Install package action to be run on target computers on which you need to upgrade CIS. Choose CIS package you have just added on the previous step. (You also can right click on a target computer in a Computers tree and select Install and choose a new CIS package.)

8. Run this task.

9. Make sure the task is completed successfully by checking the Task Results History. If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree appear as online.

10. Using the data discovered by the task ran at the step 2 create a new task containing 'CIS set Config' action to be run on the target computers on which you have just installed new CIS package.

11. Run this task.

12. Make sure the task is completed successfully by checking Task Results history. If you see an error message, fix the problem accordingly and run the task again.

> **Note:** If you have different managed product configurations on target computers on which you need to upgrade CIS, you have to divide target computers' pool into corresponding groups (by CIS configurations) and perform above CIS upgrade steps 10-12 separately for every such configuration/group.

Comodo Internet Security 4.x upgrade

If you do not use Comodo Offline Updater for CIS anti-virus databases and executables updates please proceed directly to step 3.

1. Add CIS RM folder cis_rm/download/updates/release/inis_600 for binary download to Comodo Offline Updater as shown on the screenshot below (an alternative way to configure Comodo Offline Updater to get CIS updates is to set "Automatically detect remote folder from client requests" checkbox).

2. Run the task on target machines containing **CIS - Set Update Hosts list** action with Comodo Offline Updater server details in order to configure CIS to update from your Comodo Offline Updater server.

3. Open the CESM Administrative console

4. Start the 'New Task' Wizard ('Start Up Tasks' section of the Start page)

5. Select the target computers for the CIS upgrade

6. Select 'Create New Sequence'

7. Choose 'CIS - Update (Virus Database/Programs)' as the Task Action

8. Press Next

9. Configure a Task schedule if required

10. Press 'Next' then 'Finish'

11. Make sure the Task has completed successfully by checking the Task Results window (History > Task Result). If you see an error message, fix the problem accordingly and run the task again

12. The target endpoints will need to be restarted in order to complete the updates. The CESM console will notify you hen it is time to do this. When this notification arrives, please restart the endpoint.

13. After reboot, make sure the target computers appear as online in the 'Computers' window.

Note: If you carefully followed all above upgrade steps, now you have the latest versions of CESM Server, CESM Agent and CIS, the latter has the same configuration as it had before the upgrade.

Upgrading CESM 1.5 to CESM 1.6

INTRODUCTION

To upgrade CESM 1.5 to the new version, CESM 1.6 you need to do the following.

- Upgrade the ESM Administrative Console and/or Central Service computer (ESM Server) by installing ESM 1.6 server components. Refer section 'CESM Server Upgrade' below

for detailed steps.

- Upgrade endpoint installations of the ESM Remote agent by installing CESM 1.6 Agents on the managed computers. Refer section 'CESM Agent upgrade' for steps.
- Upgrade endpoint installations of CIS. Refer section CIS Upgrade below for steps.

No upgrade of CDE is required.

LIMITATIONS

Please read this section carefully to ensure the upgrade goes smoothly and leads to further trouble-free use of the application.

Version 1.5 of CESM Console is not supported by CESM 1.6 and therefore it has to be replaced with the new 1.6 version wherever it is installed. If 1.5 versions of CESM Console are installed on standalone machines, they have to be uninstalled before installation of CESM Console 1.6. In order to uninstall the CESM Console from a standalone machine you should go to **Start > Control Panel > Programs > Uninstall a program**. Chose **COMODO Endpoint Security Manager** from the list and click the **Uninstall** button. Follow the steps in the uninstall wizard to make sure the uninstallation is completed successfully.

INSTRUCTIONS

Please perform the upgrade strictly as described in this section to ensure that the CESM and managed computers do not malfunction because above Limitations have been ignored or omitted. If you are not sure how to properly apply the changes in your particular environment, please contact our Customer Support service.

CESM Server upgrade

1. Download the CESM 1.6 installation file and store it on your CESM server machine.
2. Stop **Comodo ESM Server** service.
3. Backup CESM database using any MSSQL RDBMS management tool such as **Microsoft SQL Server Management Studio Express**. Please note: default name of CESM database is **CrmData**.

   Caution! Please perform database backup using RDBMS management tool (do not simply copy the database files) this will eliminate possible integrity violation.
4. Run CESM 1.6 installation file and follow installation program's instructions.
5. Make sure installation is completed successfully.
6. Make sure **Comodo ESM Server** service is started.
7. Run CESM Console and get connected to CESM server. Make sure that –

   The managed computers are in the same (**online** or **offline**) state as before the upgrade;

   The CESM data (tasks definitions, discovery results, packages, history data) are correct;

   The scheduled tasks are running as usual, the alerts and requests you expect from managed products appear in corresponding CESM Console managers.
8. Please check if the **About** dialog or **Start Page** shows correct version number and make sure your license information is correct.

Note: If you experience problems during CESM server upgrade, please double check if you have followed all upgrade steps properly. If the problems persist, please contact Customer Support service.

Note: After your CESM server has been successfully upgraded:
- You will be able to manage "new" computers in your tree and install CESM Agent 1.6

> and CIS on them. By "new" computers we mean those that currently have no previously installed CESM Agent and CIS.
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> - At the same time (without taking any preparatory actions) you will be able to continue managing computers that were made "managed" before. Optionally, you can leave and use previously installed CIS on these computers. Please follow below instructions if you decide to replace the old CIS version with new one.

Caution! You need to upgrade both CESM Agent and CIS on managed computers which will apply all the latest fixes in full, please carefully follow described upgrade steps to avoid any unpredictable consequences.

CESM Agent upgrade

Caution! CESM Agent must be upgraded before you upgrade the product. Doing so you will ensure the managed computer's software is not damaged.

1. Open CESM Console.

2. Select target computers in the Computers tree (group-select using Shift or Ctrl buttons).

3. Right-click on the selected and chose Control – Update Agent.

4. Make sure notifications about successful CESM Agent upgrade were received and computers which you have just installed CESM Agent on are online according to their status in the computers tree.

> **Note:** If you have several different users each of them having own administrative privileges on their managed computers, you have to divide your computers' pool in which you need to upgrade CESM Agent into corresponding groups and perform above CESM Agent upgrade step 3 separately for every such administrator/group.

Comodo Internet Security 3.x to 4.x upgrade

Caution! Please do not perform upgrade of the product before you upgrade the CESM Agent, it may inflict damage on the managed computer's software.

1. Open CESM Console.

2. Run the task containing Discover data action (having CIS - Config profile) to be run on managed computers on which you need to perform upgrade. Create such a task if it does not yet exist.

3. Create a task containing Uninstall package action to be run on computers on which you need to upgrade CIS. Choose corresponding CIS package to be uninstalled by this action.

4. Run this task.

5. Make sure the task is completed successfully checking Task Results history. If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree turned online.

6. Open Package Manager and add new CIS version as a new package.

7. Create a task containing Install package action to be run on target computers on which you need to upgrade CIS. Choose CIS package you have just added on the previous step. (You also can right click on a target computer in a Computers tree and select Install and choose a new CIS package.)

8. Run this task.

9. Make sure the task is completed successfully by checking the Task Results History. If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree appear as online.

10. Using the data discovered by the task ran at the step 2 create a new task containing

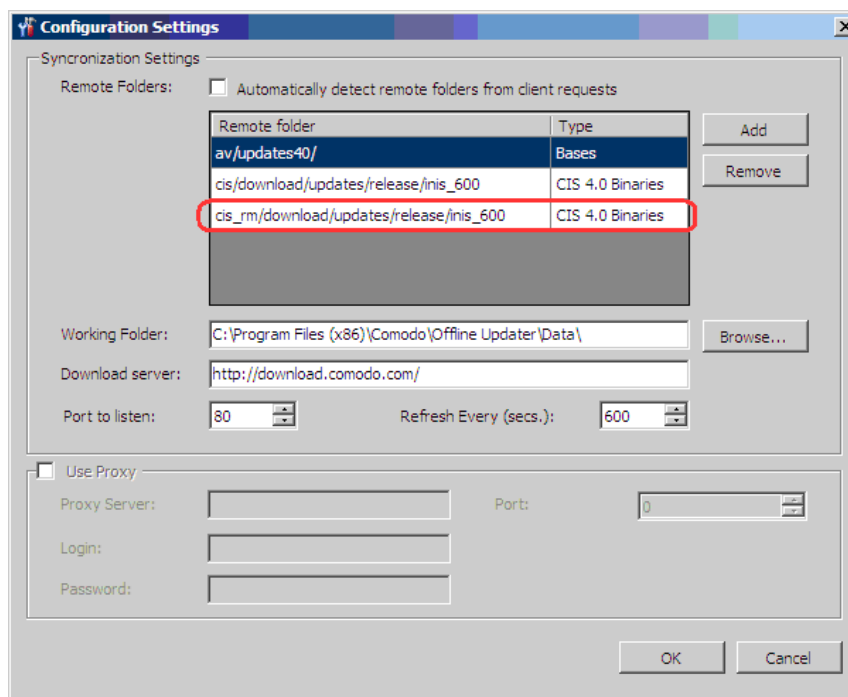'CIS set Config' action to be run on the target computers on which you have just installed new CIS package.

11. Run this task.

12. Make sure the task is completed successfully by checking Task Results history. If you see an error message, fix the problem accordingly and run the task again.

> **Note:** If you have different managed product configurations on target computers on which you need to upgrade CIS, you have to divide target computers' pool into corresponding groups (by CIS configurations) and perform above CIS upgrade steps 10-12 separately for every such configuration/group.

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Comodo Internet Security 4.x upgrade

If you do not use Comodo Offline Updater for CIS anti-virus databases and executables updates please proceed directly to step 3.

1. Add CIS RM folder cis_rm/download/updates/release/inis_600 for binary download to Comodo Offline Updater as shown on the screenshot below (an alternative way to configure Comodo Offline Updater to get CIS updates is to set "Automatically detect remote folder from client requests" checkbox).

2. Run the task on target machines containing CIS - Set Update Hosts list action with Comodo Offline Updater server details in order to configure CIS to update from your Comodo Offline Updater server.

3. Open the CESM Console.

4. Run the task containing CIS - Update Virus Databases/Programs action on the target computers. Create such a task if it does not yet exist.

5. Enter administrator's username and password on the target machine if needed in order to start binary updater.

6. Restart endpoint if needed when update is finished.

7. Make sure the task is completed successfully checking Task Result history.

> **Note:** If you carefully followed all above upgrade steps, now you have the latest versions of CESM Server, CESM Agent and CIS, the latter has the same configuration as it had before the

upgrade.

Upgrading CESM 1.4 to CESM 1.6

INTRODUCTION

To upgrade CESM 1.4 to the new version CESM 1.6 you need to do the following:

- Upgrade the ESM Administrative Console and/or Central Service computer (ESM Server) by installing ESM 1.6 server components. Refer section 'CESM Server Upgrade' below for detailed steps.
- Upgrade endpoint installations of the ESM Remote agent by installing CESM 1.6 Agent on the managed computers. Refer section 'CESM Agent upgrade' for steps.

Note: For CESM 1.3 and higher, you can install CESM Agents on 32-bit and 64-bit systems from the same task. Appropriate agent installation is selected automatically.

- Upgrade endpoint installations of CIS. Refer section CIS Upgrade below for steps.

No upgrade of CDE is required.

LIMITATIONS

Important Note: Please read this part carefully to ensure the upgrade goes smoothly and leads to further trouble-free use of the application.

1. Version 1.4 of CESM Console is not supported by CESM 1.6 and therefore it has to be replaced with the new 1.6 version wherever it is installed. If 1.4 versions of CESM Console are installed on standalone machines, they have to be uninstalled before installation of CESM Console 1.6. In order to uninstall the CESM Console from a standalone machine you should go to **Start > Control Panel > Programs > Uninstall a program**. Chose **COMODO Endpoint Security Manager** from the list and click the **Uninstall** button. Follow the steps in the uninstall wizard to make sure the uninstallation is completed successfully.

2. **CIS does not allow remote CESM Agent installation.** Before you upgrade CESM Agent you have to **disable CIS firewall and Defense+** on target computers on which you need to upgrade CESM Agent so as to avoid CESM Agent 1.6 remote installation fail.

3. Old 1.4 version of CESM Agent cannot support new CESM 1.6 features.

INSTRUCTIONS

Important note: Please perform the upgrade strictly as described in this section to ensure that the CESM and managed computers do not malfunction because the Limitations above have been ignored or omitted. If you are not sure how to properly apply the changes in your particular environment, please contact our Customer Support service.

CESM Server upgrade

1. Download CESM 1.6 installation file and store it on your CESM server machine.
2. Stop **Comodo ESM Server** service.
3. Backup CESM database using any MSSQL RDBMS management tool such as **Microsoft SQL Server Management Studio Express**. Please note: default name of CESM database is **CrmData**.

   Caution! Please perform database backup using RDBMS management tool (do not simply copy the database files) this will eliminate possible integrity violation.

4. Run CESM 1.6 installation file and follow installation program's instructions.
5. Make sure installation is completed successfully. Restart CESM Server machine (if the

installation program requires you to do so).

6. Make sure **Comodo ESM Server** service is started.

7. Run CESM Console and get connected to CESM server. Make sure that –

The managed computers are in the same (**online** or **offline**) state as before the upgrade;

The CESM data (tasks definitions, discovery results, packages, history data) are correct;

The scheduled tasks are running as usual, the alerts and requests you expect from managed products appear in corresponding CESM Console managers.

8. Please check if the **About** dialog or **Start Page** shows correct version number and make sure your license information is correct.

Note: If you experience problems during CESM server upgrade, please double check if you have followed all upgrade steps properly. If the problems persist, please contact Customer Support service.

Note: When you successfully completed upgrade of CESM server:
- You will be able to manage "new" computers in your tree and install CESM Agent 1.6 and CIS on them. By "new" computers we mean those that currently have no previously installed CESM Agent and CIS.
- At the same time (without taking any preparatory actions) you will be able to continue managing computers that were made "managed" before. Optionally, you can leave and use previously installed CIS on these computers. Please follow below instructions if you decide to replace the old CIS version with new one.

Caution! You need to upgrade both CESM Agent and CIS on managed computers which will apply all the latest fixes in full, please carefully follow described upgrade steps to avoid any unpredictable consequences.

CESM Agent upgrade

Caution! CESM Agent must be upgraded before you upgrade the product. Doing so you will ensure managed computer's software is not damaged.

1. Open the CESM Console.

2. Right click on the target computer in Computers tree, select **Internet Security -> Configuration -> Custom...**

3. Disable Firewall and Defense+ in CIS configuration. Press OK.

4. Open configuration again to be sure, that it was applied successfully (firewall and Defense+ are disabled on computer where you need to upgrade CESM Agent).

5. Run Agent installation wizard. You can run it from Start page or Tools or from context menu on Computers tree

6. Select managed computers where you want to upgrade CESM Agent.

7. Type user credentials for CESM Agent installation.

8. On **Target computers configuration check** page you have message "Agent is out of date" and status "Success" for all computers

9. Press Next to continue agent installation wizard

10. Press Install button on **Agent(s) installation process** to run installation

11. Make sure notifications about successful CESM Agent upgrade were received and computers on which you have just installed CESM Agent are online according to their status in the computers tree.

12. Make sure "Run Comodo Products Installation" checkbox is unchecked and click Finish

button.

> **Note:** If you have several different users each of them having own administrative privileges on their managed computers, you have to divide your computers' pool in which you need to upgrade CESM Agent into corresponding groups and perform above CESM Agent upgrade steps 5-12 separately for every such administrator/group.

CIS upgrade

Caution! **Please do not perform upgrade of the product before you upgrade CESM Agent, it may inflict damage on managed computer's software.**

1. Open the CESM Console.

2. Run the task containing Discover data action (having CIS - Config profile) to be run on managed computers on which you need to perform upgrade. Create such a task if it does not yet exist.

3. Create a task containing **Uninstall package** action to be run on computers on which you need to upgrade CIS. Choose corresponding CIS package to be uninstalled by this action.

4. Run this task.

5. Make sure the task is completed successfully **checking Task Results history.** If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree turned **online**.

6. Open Package Manager and add new CIS version as a new package.

7. Create a task containing **Install package** action to be run on target computers on which you need to upgrade CIS. Choose CIS package you have just added on the previous step. (**You also can right click on a target computer in a Computers tree and select Install and choose a new CIS package**.)

8. Run this task.

9. Make sure the task is completed successfully **checking Task Results history.** If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree appear as **online**.

10. Using the data discovered by the task ran at the step 2 create a new task containing **CIS - Set Config** action to be run on the target computers on which you have just installed new CIS package.

11. Run this task.

12. **Make sure the task is completed successfully checking Task Results history. If you see an error message, fix the problem accordingly and run the task again.**

> **Note:** If you have different managed product configurations on target computers on which you need to upgrade CIS, you have to divide target computers' pool into corresponding groups (by CIS configurations) and perform above CIS upgrade steps 10-12 separately for every such configuration/group.

> **Note:** If you carefully followed all above upgrade steps, now you have the latest versions of CESM Server, CESM Agent and CIS, the latter has the same configuration as it had before the upgrade.

Upgrading CESM 1.3 to CESM 1.6

INTRODUCTION

To upgrade CESM 1.3 to version 1.6 you need to do the following.

- Upgrade the ESM Administrative Console and/or Central Service computer (ESM Server) by installing ESM 1.6 server components. Refer section 'CESM Server Upgrade' below for detailed steps.
- Upgrade endpoint installations of the ESM Remote agent by installing CESM 1.6 agent on the managed computers. Refer section 'CESM Agent upgrade' for steps.

Note: For CESM 1.3 and higher, you can install CESM Agents on 32-bit and 64-bit systems from the same task. Appropriate agent installation is selected automatically.

- Upgrade endpoint installations of CIS. Refer section CIS Upgrade below for steps.

No upgrade of CDE is required.

LIMITATIONS

Important note: Please carefully read this section to ensure the upgrade goes smoothly and leads to further trouble-free use of the application.

1. Version 1.3 of CESM Console is not supported by CESM 1.6 and therefore it has to be replaced with the new 1.6 version wherever it is installed. If 1.3 versions of CESM Console are installed on standalone machines, they have to be uninstalled before installation of CESM Console 1.6. In order to uninstall the CESM Console from a standalone machine you should go to **Start > Control Panel > Programs > Uninstall a program**. Chose **COMODO Endpoint Security Manager** from the list and click the **Uninstall** button. Follow the steps in the uninstall wizard to make sure the uninstallation is completed successfully.

2. **CIS does not allow remote CESM Agent installation.** Before you upgrade CESM Agent you have to **disable CIS firewall and Defense+** on target computers on which you need to upgrade CESM Agent so as to avoid CESM Agent 1.6 remote installation fail.

3. Old 1.3 version of CESM Agent cannot support new CESM 1.6 features.

INSTRUCTIONS

Important note: Please perform the upgrade strictly as described in this section to ensure that the CESM and managed computers do not malfunction because above Limitations have been ignored or omitted. If you are not sure how to properly apply the changes in your particular environment, please contact our Customer Support service.

CESM Server upgrade

1. Download CESM 1.6 installation file and store it on your CESM server machine.

2. Stop **Comodo ESM Server** service.

3. Backup CESM database using any MSSQL RDBMS management tool such as **Microsoft SQL Server Management Studio Express.** Please note: default name of CESM database is **CrmData.**

   Caution! Please perform database backup using RDBMS management tool (do not simply copy the database files) this will eliminate possible integrity violation.

4. Run CESM 1.6 installation file and follow installation program's instructions.

5. Make sure installation is completed successfully. Restart CESM Server machine (if the installation program requires you to do so).

6. Make sure **Comodo ESM Server** service is started.

- Run CESM Console and get connected to CESM server. Make sure that –

- The managed computers are in the same (**online** or **offline**) state as before the upgrade;
- The CESM data (tasks definitions, discovery results, packages, history data) are correct;

7. The scheduled tasks are running as usual, the alerts and requests you expect from managed products appear in corresponding CESM Console managers.

8. Please check if the **About** dialog or **Start Page** shows correct version number and make sure your license information is correct.

> **Note:** If you experience problems during CESM server upgrade, please double check if you have followed all upgrade steps properly. If the problems persist, please contact Customer Support service.

> **Note:**When you successfully completed upgrade of CESM server:
> - You will be able to manage "new" computers in your tree and install CESM Agent 1.6 and CIS on them. By "new" computers we mean those that currently have no previously installed CESM Agent and CIS.
> - At the same time (without taking any preparatory actions) you will be able to continue managing computers that were made "managed" before. Optionally, you can leave and use previously installed CIS on these computers. Please follow below instructions if you decide to replace the old CIS version with new one.

Caution! You need to upgrade both CESM Agent and CIS on managed computers which will apply all the latest fixes in full, please carefully follow described upgrade steps to avoid any unpredictable consequences.

CESM Agent upgrade

Caution! CESM Agent must be upgraded before you upgrade the product. Doing so you will ensure managed computer's software is not damaged.

1. Open the CESM Console.

2. Right click on the target computer in Computers tree, select **Internet Security -> Configuration -> Custom...**

3. Disable Firewall and Defense+ in CIS configuration. Press OK.

4. **Open configuration again to be sure, that it was applied successfully (firewall and Defense+ are disabled on computer where you need to upgrade CESM Agent).**

5. Run Agent installation wizard. You can run it from Start page or Tools or from context menu on Computers tree.

6. Select managed computers where you want to upgrade CESM Agent.

7. Type user credentials for CESM Agent installation.

8. On **Target computers configuration check** page you have message "Agent is out of date" and status "Success" for all computers.

9. Press Next to continue agent installation wizard.

10. Press Install button on **Agent(s) installation process** to run installation.

11. Make sure notifications about successful CESM Agent upgrade were received and computers on which you have just installed CESM Agent is online according to their status in the computers tree.

12. Make sure "Run Comodo Products Installation" checkbox is unchecked and click Finish button.

Note: If you have several different users each of them having own administrative privileges on their managed computers, you have to divide your computers' pool in which you need to upgrade CESM Agent into corresponding groups and perform above CESM Agent upgrade steps 5-12 separately for every such administrator/group.

CIS upgrade

Caution! Please do not perform upgrade of the product before you upgrade CESM Agent, it may inflict damage on managed computer's software.

1. Open the CESM Console.

2. Run the task containing Discover data action (having CIS - Config profile) to be run on managed computers on which you need to perform upgrade. Create such a task if it does not yet exist.

3. Create a task containing **Uninstall package** action to be run on computers on which you need to upgrade CIS. Choose corresponding CIS package to be uninstalled by this action.

4. Run this task.

5. Make sure the task is completed successfully **checking Task Results history.** If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree turned **online.**

6. Open Package Manager and add new CIS version as a new package.

7. Create a task containing **Install package** action to be run on target computers on which you need to upgrade CIS. Choose CIS package you have just added on the previous step. **(You also can right click on a target computer in a Computers tree and select Install and choose a new CIS package.)**

8. Run this task.

9. Make sure the task is completed successfully **checking Task Results history.** If you see an error message, fix the problem accordingly and run the task again. Make sure that after reboot the target computers in the tree appear as **online.**

10. Using the data discovered by the task ran at the step 2 create a new task containing **CIS - Set Config** action to be run on the target computers on which you have just installed new CIS package.

11. Run this task.

12. **Make sure the task is completed successfully checking Task Results history. If you see an error message, fix the problem accordingly and run the task again.**

Note: If you have different managed product configurations on target computers on which you need to upgrade CIS, you have to divide target computers' pool into corresponding groups (by CIS configurations) and perform above CIS upgrade steps 10-12 separately for every such configuration/group.
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Note: If you carefully followed all above upgrade steps, now you have the latest versions of CESM Server, CESM Agent and CIS, the latter has the same configuration as it had before the upgrade.

About Comodo

The Comodo companies are leading global providers of Security, Identity and Trust Assurance services on the Internet. Comodo CA offers a comprehensive array of PKI Digital Certificates and Management Services, Identity and Content Authentication (Two-Factor - Multi-Factor) software, and Network Vulnerability Scanning and PCI compliance solutions. In addition, with over 10,000,000 installations of its threat prevention products, Comodo Security Solutions maintains an extensive suite of endpoint security software and services for businesses and consumers.

Continual innovation, a core competence in PKI and a commitment to reversing the growth of Internet-crime distinguish the Comodo companies as vital players in the Internet's ongoing development. Comodo, with offices in the US, UK, China, India, Romania and the Ukraine, secures and authenticates the online transactions and communications for over 200,000 business customers and millions of consumers, providing the intelligent security, authentication and assurance services necessary for trust in on-line transactions.

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