

**C·O·M·O·D·O**

Creating Trust Online<sup>®</sup>

Comodo TrustConnect

FAQ

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# 1 Common Questions

## 1.1 HOW DO I SET UP TRUSTCONNECT AND LOG ON TO THE TRUSTCONNECT SERVER?

- 1) Firstly, log into your Comodo Account at <https://accounts.comodo.com> with the user name and password that you created during the TrustConnect or CIS Pro enrollment process.
- 2) Click the 'TrustConnect' tab on the top navigation bar.
- 3) Download, install and configure the appropriate TrustConnect client software for your operating system. All necessary software and instructions are available on the right hand side of the 'TrustConnect' area of your account. Alternatively, please use the following links:

### **Windows**

[Download TrustConnect Windows Client Configuration Guide \(pdf\)](#)

[Download the Windows TrustConnect Client](#)

### **MAC OS X**

[Download TrustConnect MAC OS X Client Configuration Guide \(pdf\)](#)

### **Linux / OpenVPN**

[Download TrustConnect Linux Client Configuration Guide \(pdf\)](#)

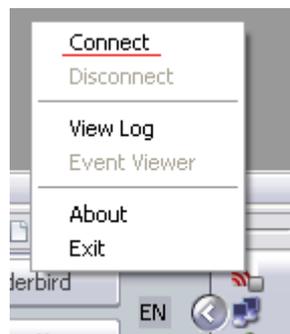
### **iPhone / iPod Touch**

[Download TrustConnect IPOD Client Configuration Guide \(pdf\)](#)

- 4) Once installed, start up the Trust Connect Client.

The following example shows how to connect using the Windows client:

Click **Start > Programs > Comodo > Trust Connect > Trust Connect** Or, if TrustConnect is already running, right click on the tray icon and select 'Connect':



- 5) After starting TrustConnect you should enter your **TrustConnect Service Login and Service Password** at the client login box.

- Existing TrustConnect account holders should enter the user name and password they created during the enrollment procedure. This is **not** the same password as your Comodo Account password. It is a unique, random password that was generated during account creation to authenticate you to the TrustConnect servers. If

required, you can change this password to something more memorable by using the 'Change Service Password' button on the right.

- If you do not yet have an account then you should click the 'Please click here to activate your free trial' link. This will take you to the TrustConnect enrollment and product activation form at <https://accounts.comodo.com/trustconnect/management/signup>. Please select one of the 'Free 7-day trial' plans to begin your trial period. Specify a username and password for the service and complete your contact and billing details. You will receive a confirmation mail containing further instructions.

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Creating Trust Online™

TrustConnect | UserTrust | Hop Surf | My Account | Help | Contacts | Logout

Logged in successfully

### Comodo TrustConnect

**Service Login**

Your\_User\_Name

Your\_Password

Date from: 2009-01-05 20:11:12

Date to: 2010-01-05 20:11:12

**Traffic**

Limit: Unlimited

Today

No data found.

**This month**

In Out

10

9

8

**Change Service Password**

First Time Users – Click Here (view in .pdf format)

Windows Instructions (view in .pdf format)

Linux Instructions (view in .pdf format)

Mac OS X Instructions

Comodo TrustConnect™ - User Authentication

Username: your\_username

Password: [masked]

Remember

OK Cancel

[Please click here to activate your free trial](#)

6)The TrustConnect tray icon will turn green upon successful connection:



*Not Connected to TrustConnect*



*Attempting to connect to TrustConnect*



*Successfully connected to TrustConnect*

## 1.2 MY USER NAME AND PASSWORD DON'T WORK – WHY NOT?

Make sure that you are entering the *TrustConnect Service* login details and **NOT** your *Comodo Account Manager* login details.

As a TrustConnect customer (or CIS Pro customer which includes TrustConnect service) you have two sets of login details:

**1. Your Comodo Account Login Details.** This user name and password enables you to log into your account at <https://accounts.comodo.com> to view and configure account details. You created this on the sign – up form when you enrolled for TrustConnect or CIS Pro.

**2. Your TrustConnect Service Login Details.** This user-name and password is used to connect to the TrustConnect server and should be entered at the [client login box](#).

To view your TrustConnect Service Login details:

- Login at <https://accounts.comodo.com> with your Comodo Account Login Details
- Click the 'TrustConnect' button on the top navigation
- Your service login and password are listed. You can change this password at any time by clicking the 'Change Service Password' button

## 1.3 WHAT OPERATING SYSTEMS DOES TRUSTCONNECT SUPPORT?

TrustConnect is successfully tested on Windows 2000, Windows XP, Windows Vista, Linux and Mac Os X. It supports mobile devices like iPod/iPhone as well.

## 1.4 WHAT CLIENTS SHOULD I USE TO CONNECT TO TRUSTCONNECT SERVER?

To start using TrustConnect you must first download and install the appropriate TrustConnect client software for your operating system. Client software for supported operating systems is available for download in the TrustConnect area of your account. Alternatively, use the following links:

### **Windows**

[Download TrustConnect Windows Client Configuration Guide \(pdf\)](#)

[Download the Windows TrustConnect Client](#)

### **MAC OS X**

[Download TrustConnect MAC OS X Client Configuration Guide \(pdf\)](#)

### **Linux / OpenVPN**

[Download TrustConnect Linux Client Configuration Guide \(pdf\)](#)

### **iPhone / iPod Touch**

## **1.5 ALL OUR INTERNET (HTTP & HTTPS) CONNECTIONS ARE VIA A PROXY SERVER. HOW DO I CONNECT USING TRUSTCONNECT IN THIS SITUATION?**

**If you use the Windows client, you should:**

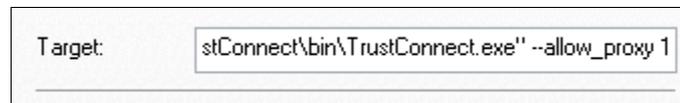
- i. Change the TrustConnect target (command) line:

-right click on 'TrustConnect' icon;

- select 'Properties' -> 'Shortcut';

- add the following text **--allow\_proxy 1** into the 'Target' field, so it will look like written below:

"C:\Program Files\Comodo\TrustConnect\bin\TrustConnect.exe" --allow\_proxy 1



- ii. Start TrustConnect client

- iii. Set your proxy settings:

- right click on 'TrustConnect' tray icon and select 'Proxy Settings';

- select 'Manual Configuration' and enter your proxy settings, for example:

HTTP proxy, Address: 192.168.0.1, Port: 3128

- iv. Connect to TrustConnect

**If you use the Linux/Unix or MAC OS X client, you need only add the http-proxy directive to the client configuration file. For example: http-proxy 192.168.0.1 3128.**

**If you use iPhone/iPod client:**

Set your proxy settings on the VPN settings: 'Setting' -> ' General' -> 'Network' -> 'VPN' -> 'Settings' -> 'Proxy'

## **1.6 WHY DO I NEED A SECURE CONNECTION LIKE COMODO TRUSTCONNECT?**

If you are logging onto the Internet using Wi-Fi public hotspots, then all of your information is in a readable, plain text format that cyber criminals can sniff. In addition, many hotels have sniffable wired networks. When you're traveling, all of your information can be seen, including confidential company and personal information.

### 1.7 WHAT IS A SNIFFER?

Typically, a computer will only receive traffic aimed at its TCP/IP address. Sniffer software allows a computer to record traffic headed to (and from) every computer on the local network.

### 1.8 DO I HAVE TO USE A WIRELESS CONNECTION TO USE COMODO TRUSTCONNECT?

Not at all. Some networks, even if they are physically hard-wired and not wireless, do not have secure connections. You can use Comodo TrustConnect even from a wired connection if you need to encrypt your session or hide your destination. If you'd like another layer of protection, Comodo TrustConnect can provide it.

### 1.9 I HAVE A WI-FI AT HOME WITH WEP TURNED ON. AM I SAFE?

No. Cyber criminals can break WEP encryption with easy-to-acquire tools that are available on the Internet. Computers without firewalls are even more vulnerable to attack. Comodo TrustConnect will help make your connection secure even on your home-based Wi-Fi connection.

### 1.10 IS THE TRUSTCONNECT LICENSE FOR ONLY ONE COMPUTER, OR CAN I INSTALL IT ON OTHERS IN MY HOME NETWORK?

You may install TrustConnect client software on any amount of PCs you wish, but you are allowed to connect to TrustConnect service with one of them at a time. For example, you may install TrustConnect on work PC and on your own laptop and connect to TrustConnect from work computer or from laptop, but not simultaneously.

The license agreement can be read here: <https://accounts.comodo.com/trustconnect/management/eula>

### 1.11 WHAT IS THE SPEED I WILL HAVE USING TRUSTCONNECT?

TrustConnect is an SSL (Secure Sockets Layer) Virtual Private Network and uses 128-bit encryption, so your Internet connection through TrustConnect will be limited by the speed: 1.5-3.0 Mbps.

### 1.12 WHAT HAPPENS AT THE END OF THE TRUSTCONNECT TRIAL?

There's no need to contact Comodo if you would like to continue using TrustConnect. Once the trial period is over, you will be switched to monthly or an annual license, depending on your preference.

If you would like to cancel the TrustConnect Trial license then please submit a ticket to the "Account Changes" department. Please remember to include your: username, email, order number and a brief reason for cancellation.

**1.13 WHAT ABOUT THE RELIABILITY AND CONNECTIVITY OF THE SERVICE? HOW MANY AVAILABLE SERVERS DOES YOUR SERVICE PROVIDE?**

We work for maintenance of high-speed customers access. Now TrustConnect system uses two access server:

75.127.65.162 us1.vpn.comodo.com

69.93.174.106 us2.vpn.comodo.com.

**1.14 HOW DO I CHANGE MY TRUST CONNECT PASSWORD?**

You should do next steps:

- 1) Login to your Comodo account page: <https://accounts.comodo.com/account/login>;
- 2) Go to TrustConnect bookmark;
- 3) Click to "Change Service Password" link.

**1.15 WHAT ENCRYPTION STRENGTH DOES TRUSTCONNECT USE?**

The TrustConnect system uses 128-bit encryption. Moreover, a private VPN session key is re-created every hour.

This is quite sufficient to ensure the safety of your connections.

**1.16 CAN THE TRUSCONNECT PROGRAM WORK PROPERLY ON A PC BEHIND A NAT-ENABLED ROUTER?**

Yes. If your computer is connected to the Internet through a NAT-enabled router, you shouldn't have any problems connecting to the TrustConnect service.

## 2 Microsoft Windows Questions

### 2.1 WHAT IS THE "TAP-WIN32 ADAPTER" THAT APPEARS IN MY "NETWORK CONNECTIONS"?

The "TAP-Win32 Adapter" is virtual network card that is created by the TrustConnect client during installation. This adapter is required in order to establish a secure tunnel to the TrustConnect Server.

### 2.2 I'M SURE I HAVE DONE EVERYTHING CORRECTLY BUT I STILL CANNOT CONNECT TO THE SERVER.

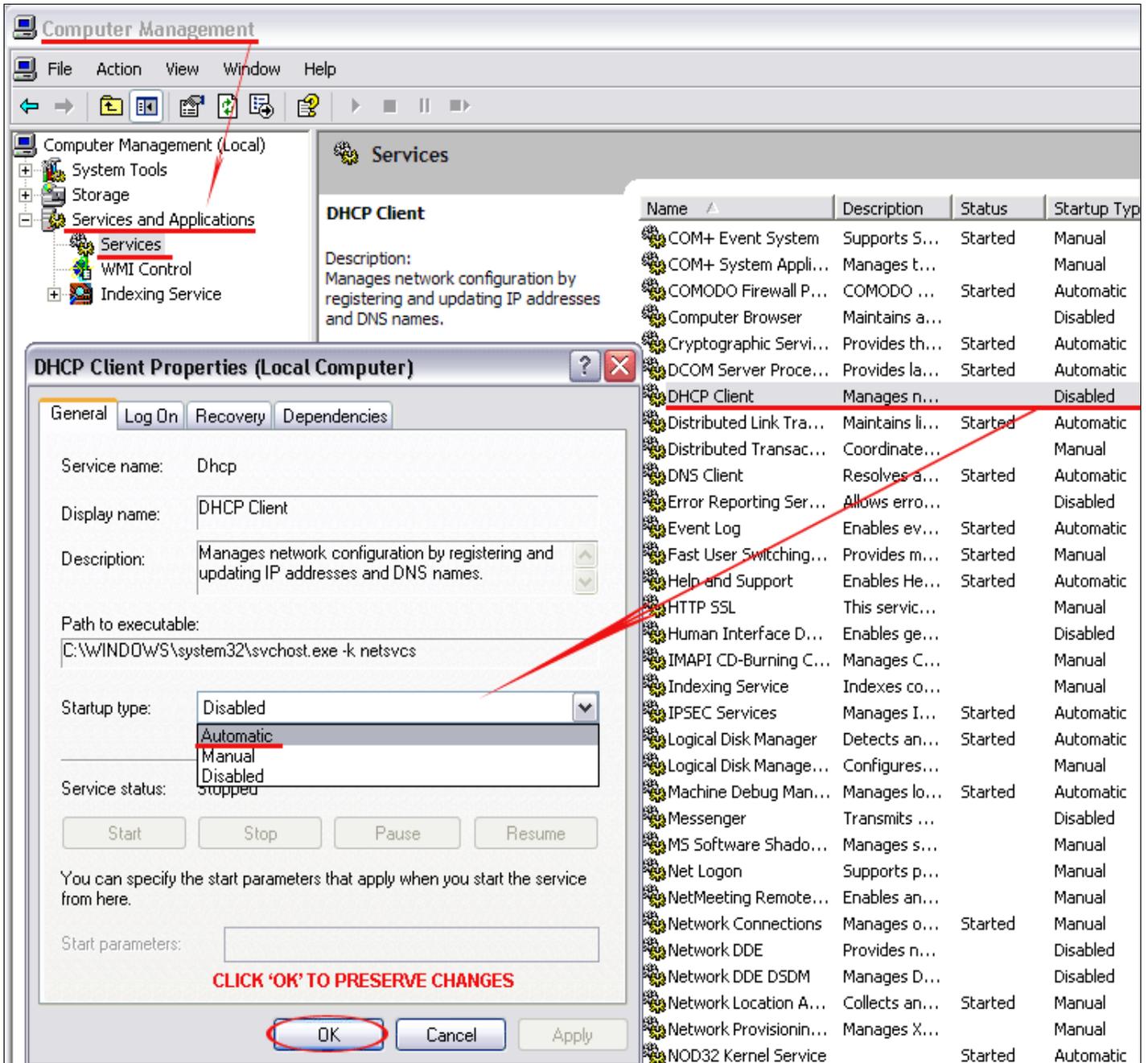
Make sure that you have been correctly entering your Service Login/Password. If it is incorrect you should visit <https://accounts.comodo.com/trustconnect/management> and check your Service Login.

### 2.3 I CAN CONNECT TO THE SERVER, BUT CANNOT GET ACCESS TO ANY SITE. IPCONFIG /ALL SHOWS IP 0.0.0.0 FOR THE TAP ADAPTER. WHAT'S WRONG?

DHCP Client service MUST be enabled.

**To enable this service, you need to take the following steps:**

- i. Right click on the Windows "My Computer" icon.
- ii. Select "Manage" from the context sensitive menu to open the Windows 'Computer Management' utility.
- iii. Select 'Services and Applications' then 'Services'.
- iv. Double-click 'DHCP Client' from the list of services that are listed in the right hand pane. This will open the DHCP Client Properties dialog.
- v. Make sure 'Start Up Type' is set to 'Automatic'.



vi. Click "OK" to confirm and save your changes.

Now 'Start the service' link is available. Click on it to run DHCP Client.



## 2.4 DO I NEED MY FIREWALL UP WHILE CONNECTING TO THE WEB VIA TRUSTCONNECT?

Yes. TrustConnect ensures secure wireless connectivity to the Internet but does not secure all your computers ports (it is not designed for this purpose). You still need an effective firewall to protect your ports when surfing the 'net. Comodo recommends users install Comodo Internet Security which contains an award winning packet filtering personal firewall and is completely free for home and business users.

## 2.5 WHAT PORT NUMBERS ARE USED BY TRUSTCONNECT?

TrustConnect uses only 443 port.

# 3 Microsoft Windows Vista Questions

## 3.1 I CANNOT CONNECT TO THE SERVER. THE LOG FILE CONTAINS THE ENTRY "ALL TAP-WIN32 ADAPTERS ON THIS SYSTEM ARE CURRENTLY IN USE." - BUT I CANNOT FIND ANY ADAPTERS IN MY "NETWORK CONNECTIONS". WHAT IS THE PROBLEM?

Always install and run TrustConnect under Administrator access rights.

## 3.2 ALL ADAPTERS ARE LOCATED IN CORRECT PLACE, BUT I STILL CANNOT CONNECT TO THE SERVER.

You will need to check the box against "Run this program as an administrator":

- Right click on TrustConnect icon;
- Select 'Properties' --> 'Compatibility'.

**OR** run the application under the Windows Vista "Run As Admin" option.

# 4 iPod/iPhone Client Questions

## 4.1 THE SERVER DID NOT RESPOND THEN I TRY TO CONNECT.

Check your network settings and access to Internet.

## 4.2 WHAT PORT NUMBERS ARE USED BY TRUSTCONNECT FOR IPOD CLIENTS?

TrustConnect for IPOD clients uses 1723 port (PPTP service).

## About Comodo

The [Comodo](#) companies provide the infrastructure that is essential in enabling e-merchants, other Internet-connected companies, software companies, and individual consumers to interact and conduct business via the Internet safely and securely. The Comodo companies offer PKI [SSL](#), [Code Signing](#), [Content Verification](#) and [E-Mail Certificates](#); award winning [PC security](#) software; [vulnerability scanning](#) services for [PCI Compliance](#); secure e-mail and [fax services](#).

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 secures and authenticates online transactions and communications for over 200,000 business customers and has over 10,000,000 installations of desktop security products.

For additional information on Comodo - Creating Trust Online® visit [our website](#).

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