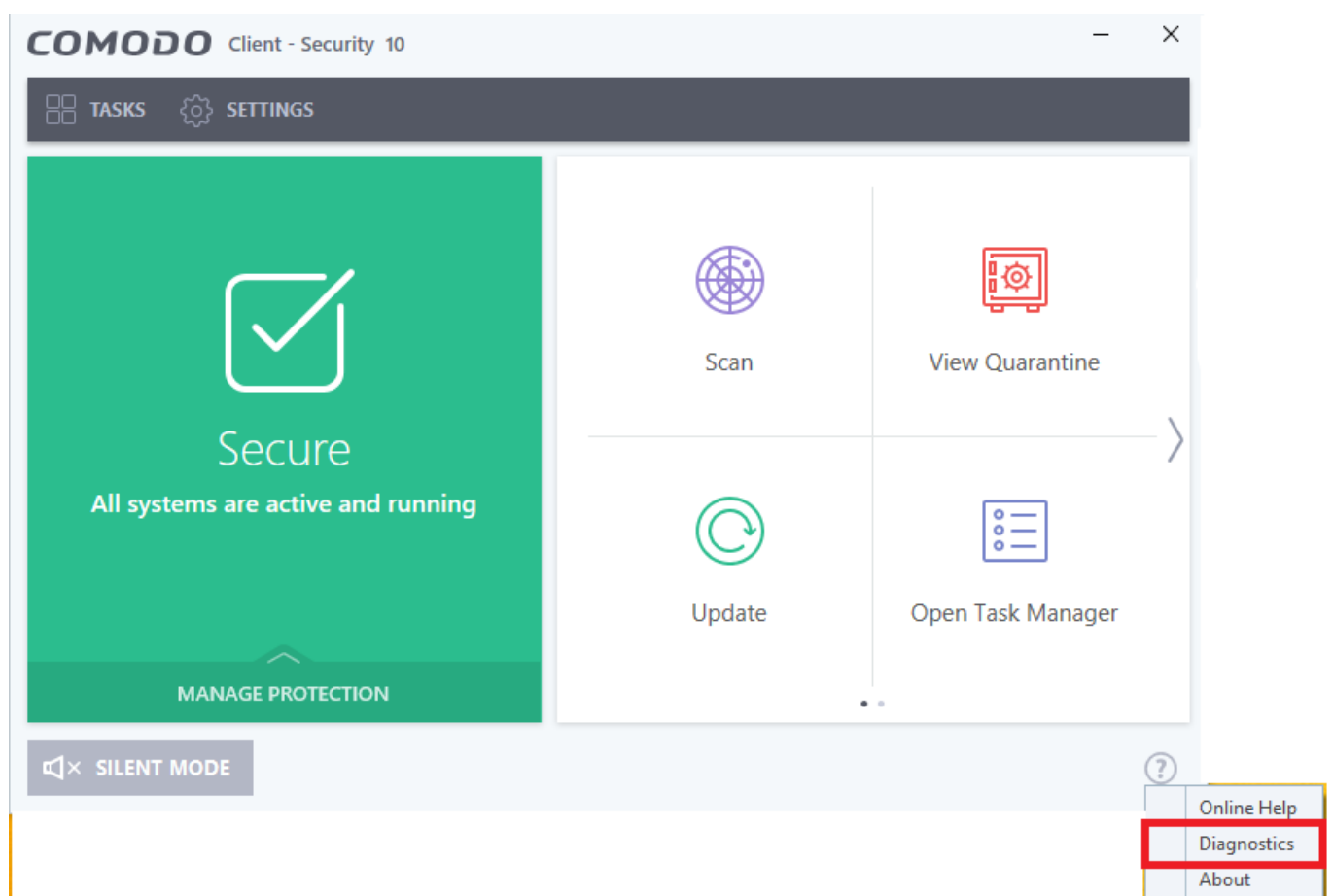


How to check connectivity status of CCS on an endpoint

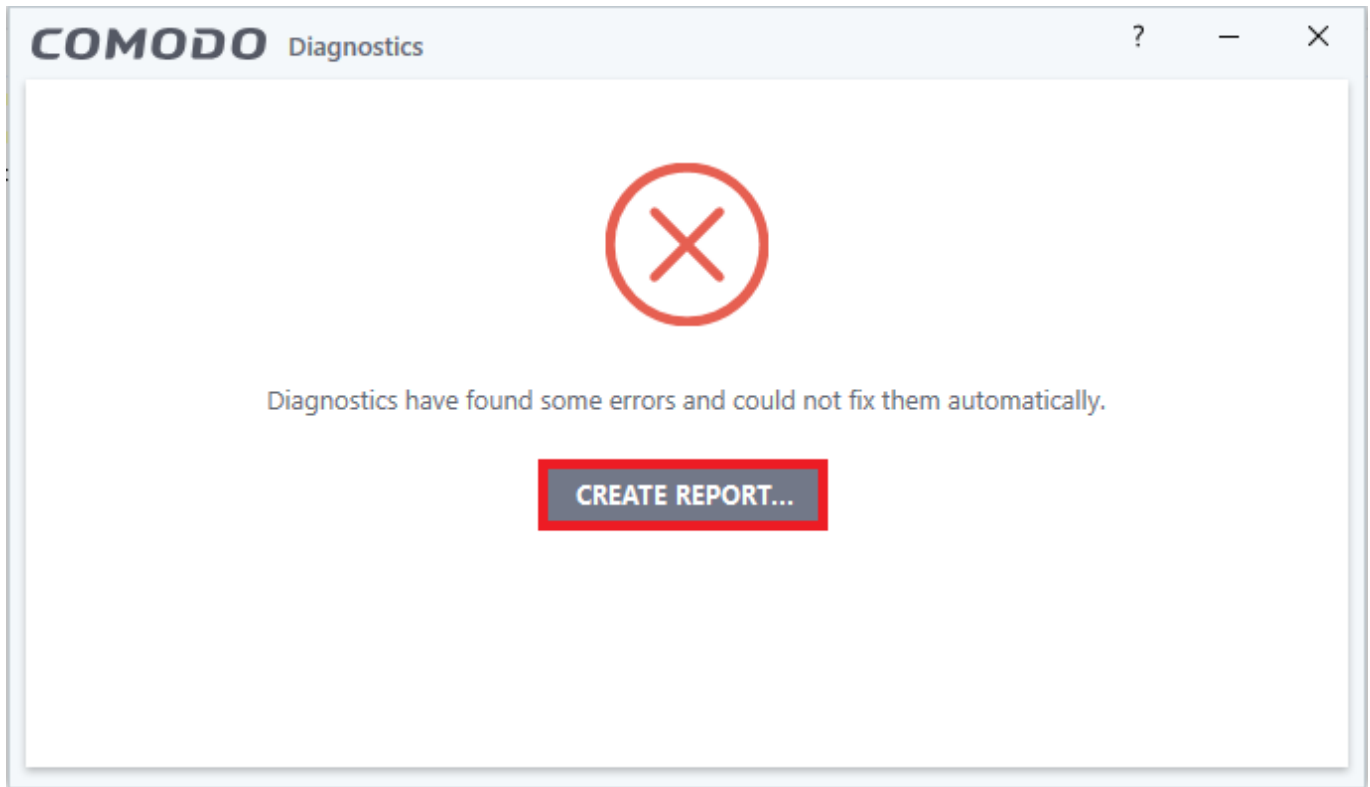
- The security client on an endpoint needs to connect to various cloud services in order to download updates and implement protection features. Example services include the FLS (file look-up service), the Valkyrie file verdict service, and the website filtering service.
- CCS can generate a diagnostic report on an endpoint's connectivity with these services. This can help you troubleshoot issues you may be experiencing.

Summary

- Open Comodo Client Security (CCS) on the local endpoint
- Click the help icon at bottom-right of the interface, then select 'Diagnostics':



- Click 'Create Report...' in the 'Diagnostics' dialog:



- An example report is shown below:

```

Security\cavshell.dll"/>
  <Service Status="Ok" Name="schedule"/>
</Components>
- <Network Error="0x0000007a" Status="Failed">
  - <FLS Status="Ok">
    <TCP Status="Ok" Protocol="TCP" IP="199.66.201.16" Port="80"
      Hostname="fls.security.comodo.com" State="SUCCESS direct connection"/>
    <UDP Error="0x800705b4" Status="Failed" Protocol="UDP" IP="199.66.201.16" Port="53"
      Hostname="fls.security.comodo.com" State="WARNING"/>
    <KeepAlive Error="0x800705b4" Status="Failed" Protocol="TCP" IP="199.66.201.16"
      Port="4442" Hostname="fls.security.comodo.com" State="WARNING"/>
  </FLS>
  <Valkyrie Status="Ok" Protocol="HTTPS" Port="443" Hostname="valkyrie.comodo.com"
    State="SUCCESS direct connection" IP2="35.182.144.253" IP1="52.60.108.252"
    IP0="52.60.118.73"/>
  <AvDb Status="Ok" Protocol="HTTP" IP="178.255.82.5" Port="80"
    Hostname="download.comodo.com" State="SUCCESS direct connection"/>
  <BinaryUpdate Error="0x80070002" Status="Failed" Protocol="HTTP" IP="178.255.82.5" Port="80"
    Hostname="download.comodo.com" State="ERROR"/>
  <ChromeSignatures Status="Ok" Protocol="HTTP" IP="178.255.82.5" Port="80"
    Hostname="download.comodo.com" State="SUCCESS direct connection"/>
  <UrlFiltering Status="Ok" Protocol="HTTP" IP="178.255.82.5" Port="80"
    Hostname="download.comodo.com" State="SUCCESS direct connection"/>
  <CMC Status="Ok" Protocol="HTTPS" IP="178.255.87.14" Port="443"
    Hostname="cmc.comodo.com" State="SUCCESS direct connection"/>
  <Telemetry Error="0x80070002" Status="Failed" Protocol="HTTP" IP="178.255.82.5" Port="80"
    Hostname="download.comodo.com" State="WARNING"/>
  <LVS Status="Ok" Protocol="HTTPS" IP="52.218.49.84" Port="443" Hostname="s3-eu-
    west-1.amazonaws.com" State="SUCCESS direct connection"/>

```

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