# How to manage quarantined files in CCS

- Open CCS > Click 'Tasks' > 'General Tasks' > 'View Quarantine'
- Comodo Client Security (CCS) neutralizes any threats it discovers by placing them in quarantine on the endpoint.
- Quarantine is a secure holding area for potentially dangerous files. Quarantined files are encrypted so they cannot run or cause harm to the computer.
- You can review quarantined files and restore them, delete them, or submit them to Valkyrie.
  - Valkyrie is an advanced file analysis service. The service runs a battery of dynamic and static tests on a file to determine whether or not it is malware.
- This article explains how to manage quarantined items in the CCS interface.
- Use the following links to see instructions for each operating system:
  - Windows devices
  - Linux and Mac OS devices

### Open the quarantine area in Windows CCS

- Open Comodo Client Security
- Click 'Tasks' on the home screen
- Click 'General Tasks' > 'View Quarantine'

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• Click the column headers to search for files by name, location, or time of quarantine.

Click the following links if you need further help:

- Restore items to their original location
- Delete quarantined items

• Submit files to Valkyrie for analysis

#### Restore items to their original location

- You may want to restore an item if you think it is a false-positive. False-positives are files that you deem to be safe, but which CCS has quarantined as malware.
- Click 'Tasks' > 'General Tasks' > 'View Quarantine'.
- Select the items that you want to restore. Use the search options in the column headers to look for specific items.
- Click the 'Restore' button above the table.
- You will be asked if you want to add the item to the 'Scan Exclusions' list:

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- **Yes** The file is restored to its original location. It will not be flagged as malware, nor quarantined, by future antivirus scans.
- **No** The file is restored to its original location. If the file contains malware, it will be requarantined by the next antivirus scan

#### **Delete quarantined items**

- Unless you have good reasons to do otherwise, you should delete any files that CCS has quarantined as malware.
- Click 'Tasks' > 'General Tasks' > 'View Quarantine'
- Select the items that you want to remove. Use the search options in the column headers to look for specific items.
- · Click the 'Delete' button at the top to remove selected files
- Click the 'Delete All' button if you want to remove all quarantined items

# Submit items for analysis to Valkyrie

Valkyrie is Comodo's file testing and verdicting system. After submitting your files, Valkyrie will analyze them with a range of static and dynamic tests to discover their trust rating. The file will be added to the global whilelist or blacklist once Valkyrie has established this rating.

- Click 'Tasks' > 'General Tasks' > 'View Quarantine'
- Select the items that you want to submit. Use the search options in the column headers to look for specific items.
- Click 'Submit' > 'Submit to Valkyrie' in the top menu. The files will be immediately sent to Valkyrie for analysis.

# Linux and Mac OS devices

- Open Comodo Client Security
- Click the 'Antivirus' tab
- Click 'Quarantined Items':

Item 🗸	Location	Add
TrojWare.VBS.StartPage.mh@285031810 TrojWare.JS.Agent.rm@283500528 TrojWare.HTML.Iframe.x@286974125	/home/tester/Docum /home/tester/Docum /home/tester/Docum	Delete
Malware@#3pnqisdffm6ml Exploit.JS.Pdfka.cljk@279346659	/home/tester/Docum /home/tester/Docum	Restor
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# Restore an item

- Select an item and click 'Restore'. The file will be returned to its original location.
- If the file is malware, it will be re-detected as a threat by the anti-virus scanner

### **Remove items**

- Select the items and click 'Delete' to remove selected files
- Click the 'Clear' button if you want to permanently remove all quarantined items