

# 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'

**COMODO Client - Security 11**

HOME SETTINGS

Secure | All systems are active and running

GENERAL TASKS FIREWALL TASKS CONTAINMENT TASKS ADVANCED TASKS

**Scan**  
Scan your computer for viruses and spyware.

**Update**  
Run the updater to check for program and virus database updates.

**View Quarantine**  
View and manage threats quarantined by virus scanner.

**COMODO Quarantine**

+ Add    - Delete    ↻ Restore    - Delete All    ✓ Submit

<input type="checkbox"/>	Item	Location	Date/Time
<input type="checkbox"/>	Malware@#jgft8m0jxmvk	C:\Suspicious\Malware-Samples-mas...	5/29/2019 3:58:15 PM
<input type="checkbox"/>	Malware@#vigyaoklh7gw	C:\Suspicious\Malware-Samples-mas...	5/29/2019 3:58:07 PM
<input type="checkbox"/>	Malware@#vigyaoklh7gw	C:\Suspicious\Malware-Samples-mas...	5/29/2019 3:58:02 PM
<input type="checkbox"/>	Malware@#1ienpeuxrw2dy	C:\Suspicious\8200755cbedd6f15eec...	5/29/2019 3:57:40 PM
<input type="checkbox"/>	Malware@#3dno8l4kcvjrs	C:\Suspicious\AntiTest\AntiTest.exe	5/29/2019 3:54:06 PM
<input type="checkbox"/>	Malware@#vigyaoklh7gw	C:\Users\giri1\AppData\Local\Google...	5/29/2019 3:52:56 PM
<input type="checkbox"/>	Malware@#3a8mh7c9rxkus	C:\Users\giri1\AppData\Local\Temp\...	5/29/2019 3:52:56 PM

REFRESH    CLOSE

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

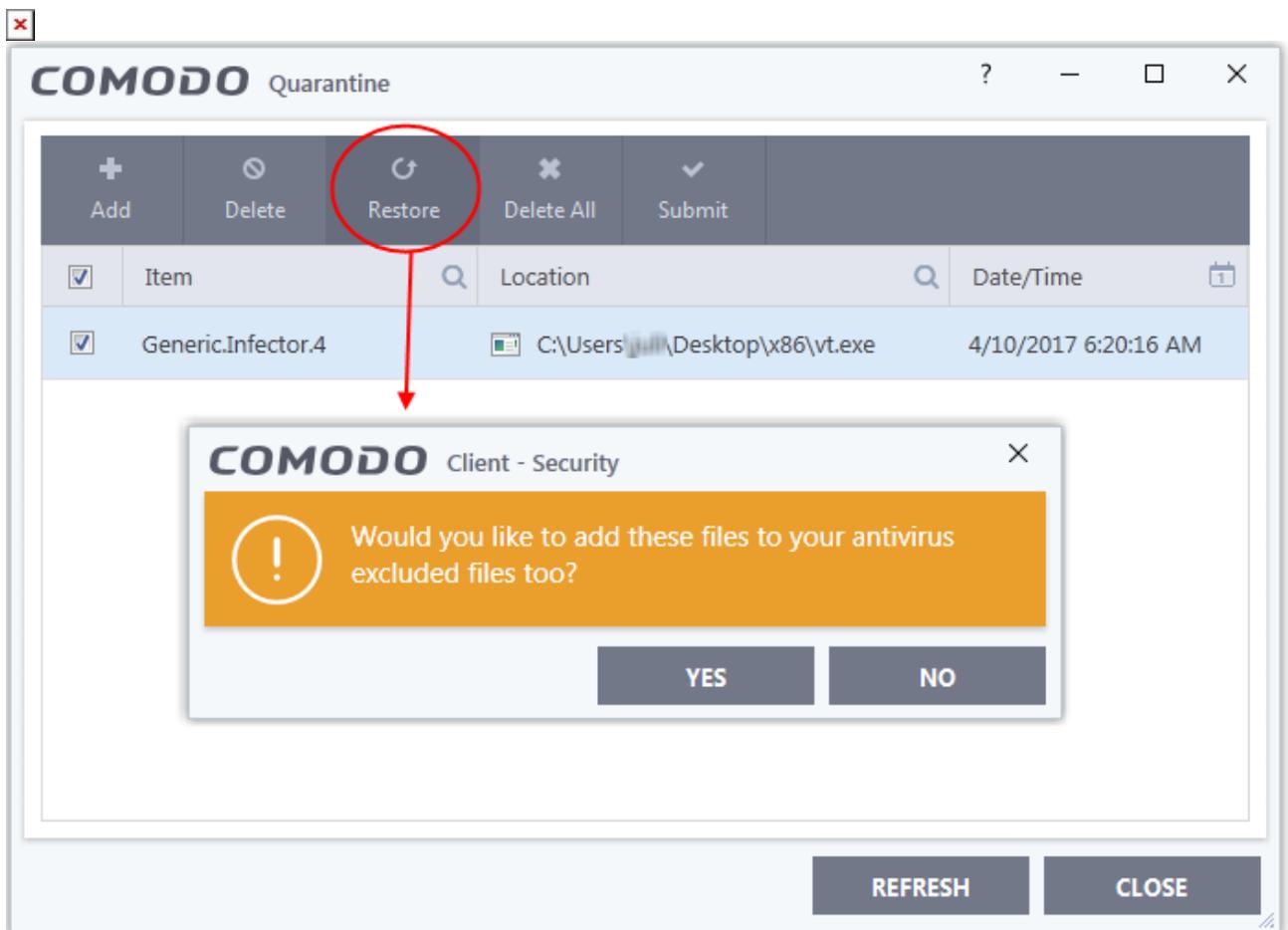
Click the following links if you need further help:

- [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:



- **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 re-quarantined 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

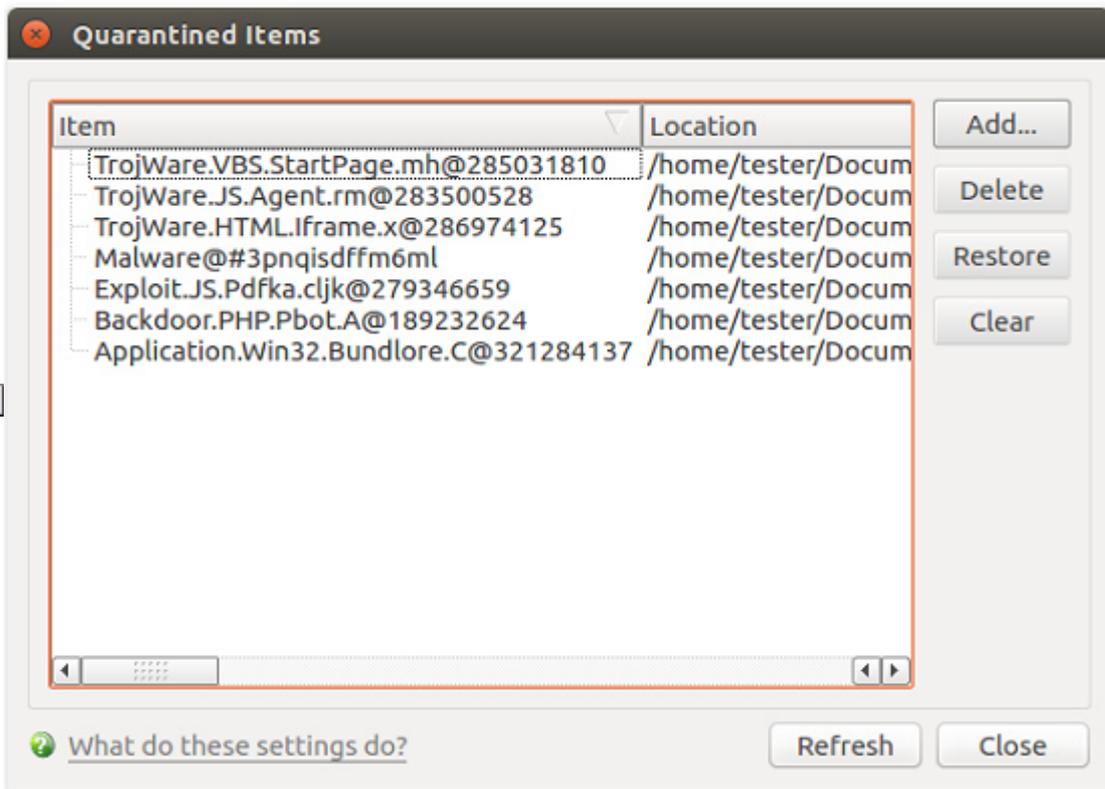
### **Submit items for analysis to Valkyrie**

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':



### 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