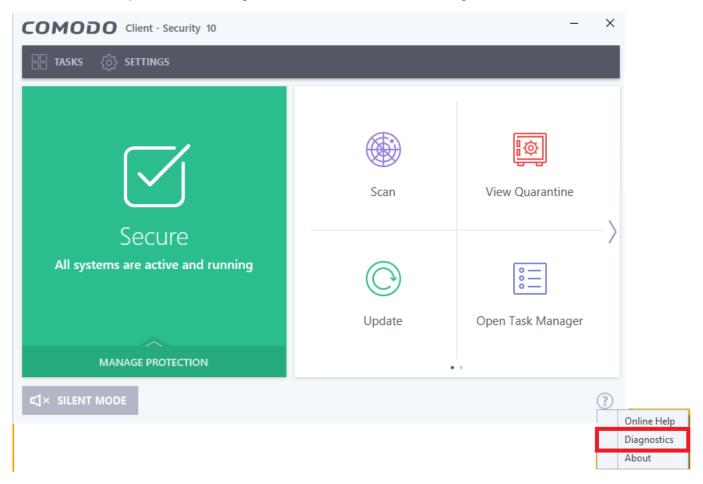
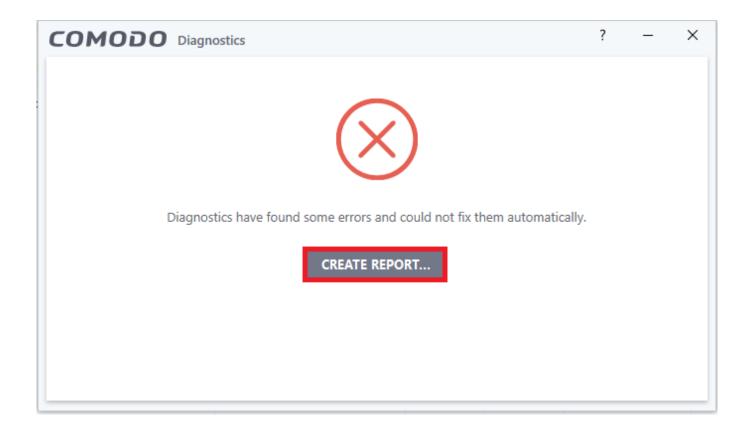
- The security client on an endpoint needs to connect to various cloud services in order to download updates and implement protection features. Example services include the FLS (file look-up service), the Valkyrie file verdict service, and the website filtering service.
- CCS can generate a diagnostic 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"</p>
          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"/>
    :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"/>
    <a>AvDb Status="Ok" Protocol="HTTP" IP="178.255.82.5" Port="80"</a>
       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"</p>
       Hostname="download.comodo.com" State="SUCCESS direct connection"/2
    <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="53-eu-
       west-1.amazonaws.com" State="SUCCESS direct connection"/>
```