

- The communication client installed on an endpoint periodically contacts Endpoint Manager to provide various updates about the endpoint.
- Example data sent includes device security configuration, installed applications, CPU usage, operating system changes, patch status and so on.
- A 'polling interval' is the length of time between each of these updates. You can change the intervals as per your preference.

### View and modify polling intervals

- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Settings' > 'Portal Set-up'
- Click 'Client Settings' > 'Windows' > 'Communication Client'



- Click the 'Edit' button
- Use the sliders to modify the intervals as required:



- **Device dynamical information update**

- Interval at which the device should send overall status updates to EM.
- This includes security configuration, OS status, network information, memory status and name of the device.
- Default = Every 15 minutes.

- **Request device commands**

- Interval at which the device should query EM to collect any new instructions.
- An example 'command' is an update to the device configuration profile.
- Default = Every 15 minutes.

- **Sending device online status confirmations**

- Interval at which the device should contact EM to confirm that it is online.
- EM will change the device status to 'Offline' if it does not receive a confirmation message in the set time.
- Default = Every 1 minute

- Click '**Save**' to apply any changes you make.