

How to configure polling intervals for Windows communication client

- 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 Comodo One / Dragon
- Click 'Applications' > 'Endpoint Manager'
- Click 'Settings' > 'Portal Set-up'
- Click 'Client Settings' > 'Windows' > 'Communication Client'

The screenshot displays the Endpoint Manager web interface. The left sidebar contains a navigation menu with the following items: DASHBOARD, DEVICES, USERS, CONFIGURATION TEMPLATES, NETWORK MANAGEMENT (BETA), APPLICATION STORE, APPLICATIONS, SECURITY SUB-SYSTEMS, LICENSE MANAGEMENT, SETTINGS (circled in red), System Templates, Portal Set-Up (circled in red), and Support. The main content area shows the breadcrumb path: Windows / Communication Client. Below this, there are tabs for Client Settings (circled in red), Extensions Management, and Reports. Under Client Settings, there are sub-tabs for Android, macOS / iOS, and Windows (circled in red). The 'Communication Client' sub-tab (circled in red) is selected, showing the 'Communication Client Settings' page. This page includes an 'Edit' button and the following settings:

- Device dynamical information update: Every 15 minutes
- Requesting device commands: Every 15 minutes
- Sending device online status confirmations: Every 15 minutes
- Default Client Version: Latest - 6.29.27694.19071
- Enable change of version while installing: Enabled

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

Active Directory **Client Settings** Extensions Management Reports

Android macOS / iOS **Windows**

Communication Client Comodo Client - Security

Communication Client Settings
✕ Cancel
💾 Save

Device dynamical information update

15 minutes 27

Requesting device commands

15 minutes 60

Sending device online status confirmations

1 15 minutes 27

Default Client Version

Latest - 6.29.27694.19071 ▼

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- **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.