

**COMODO**  
Creating Trust Online®



# Comodo GeekBuddy

Software Version 3.1.40

## User Guide

Guide Version 3.1.061412

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## 1. Introduction to Comodo GeekBuddy

Comodo GeekBuddy is a personal computer support service provided by competent and friendly computer experts at Comodo who can establish a remote connection to your PC and fix your computer problems right in front of your eyes.

Your Comodo GeekBuddy can help with the following services:

- **Virus & Malware Removal:** Our technicians remotely clear any detected viruses or malware that is found on your PC.
- **Internet and Online Identity Security:** Optimization of your computer's security settings to prevent loss of sensitive data and identity theft.
- **Printer Setup:** Installation or updating of printer software and/or drivers, checking ink levels and configuring your printer to work on a wireless or wired network.
- **Internet-based email account:** We set up your email - any provider, any account. Great for new computers and novice email users.
- **Software Activation:** Installation, initial configuration, and activation of third party software in your system.
- **General PC Troubleshooting:** We'll perform a detailed system check to identify and eliminate basic hardware and software conflicts in your Windows PC.
- **Computer Power Setting Optimization:** Optimization of your power management settings based on how you use your computer. Your GeekBuddy will help you go green and save money on your electric bill.
- **Comodo Software Installation and Set up:** Installation and support of software supplied by Comodo.
- **Comodo Account Questions:** Clarification of any issues regarding your Comodo account.

### Guide Structure

This guide is intended to take you through GeekBuddy installation, registration and usage. This guide is broken down into the following main sections:

- **System Requirements**
- **Installing Comodo GeekBuddy From CD**
- **Downloading and Installing GeekBuddy**
- **Note For Unregistered / Trial Users**
- **Starting GeekBuddy and Using the Service**
- **Service Registration (Downloaded Versions Only)**
- **Activate Your GeekBuddy Service (Retail And Downloaded Versions)**
- **Accepting Remote Desktop requests**
- **Customer Service**
- **Additional Resources**
- **Uninstalling Comodo GeekBuddy**
- **About Comodo**

### 1.1. System Requirements

To ensure optimal performance of Comodo GeekBuddy, please ensure that your PC complies with the minimum system requirements:

## Supported Operating Systems:

- Windows 7 (32 or 64 bit)
- Windows Vista (32 or 64 bit)
- Windows XP (32 or 64 bit)

## Software and Hardware Requirements:

- Internet Explorer 6 or higher
- 210 MB Hard Disk Space
- 128 MB available RAM

## 2. Installing Comodo GeekBuddy Using CD

If you have purchased the retail boxed version of GeekBuddy, insert the CD-ROM included in the package and follow the instructions on the included instruction sheet for installing and activating the software using your license key. If you lost or damaged your CD, you can retrieve the Comodo GeekBuddy setup file at [www.geekbuddy.com/cgb](http://www.geekbuddy.com/cgb) and follow the instructions.

## 3. Downloading and Installing GeekBuddy

You can download the GeekBuddy application from [http://download.comodo.com/lps/download/client/geekbuddy/cgb\\_setup.exe](http://download.comodo.com/lps/download/client/geekbuddy/cgb_setup.exe) and save it in your local hard drive.

After downloading the Comodo GeekBuddy setup file to your local hard drive, double click on Setup.exe and click 'Run' to start the installation wizard.

### Step 1 - Choosing the Interface Language

The setup program starts automatically and the Select Setup language dialog will be displayed. Comodo GeekBuddy is available in several languages.



- Select the language in which you want Comodo GeekBuddy is to be installed from the drop-down menu and click 'OK'.

### Step 2 - End User License Agreement

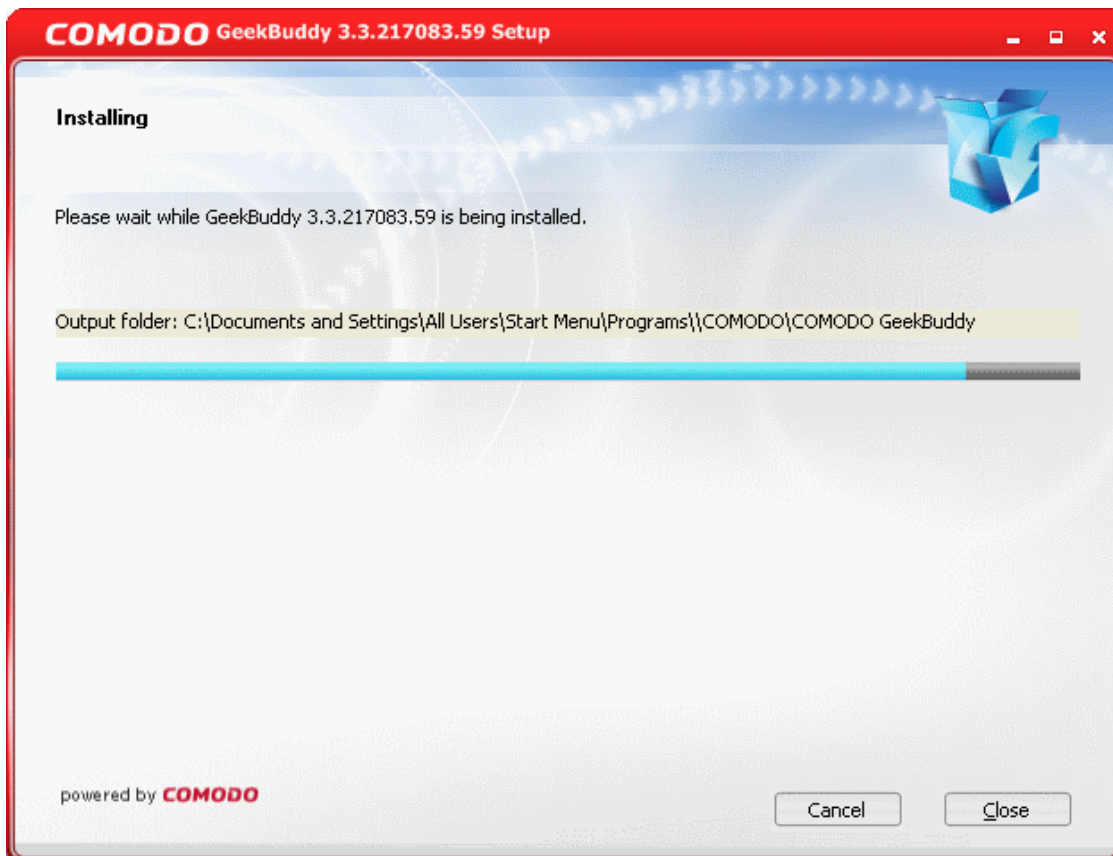
Complete the initialization phase by reading and accepting the Subscriber Agreement .



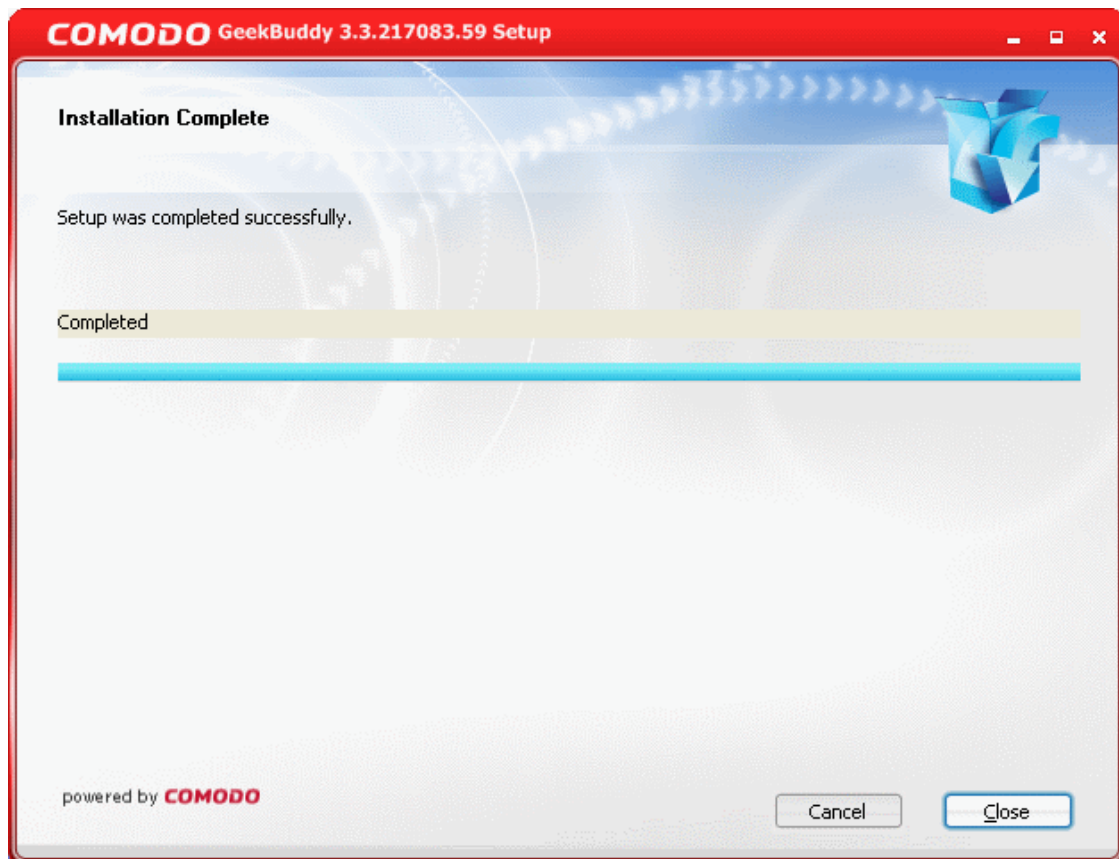
- Click 'I Agree' to continue installation. If you want to cancel the installation, click 'Cancel'.

### Step 3 - Installation Progress

A setup status dialog box is displayed. You will see a progress bar indicating that the files are being installed...



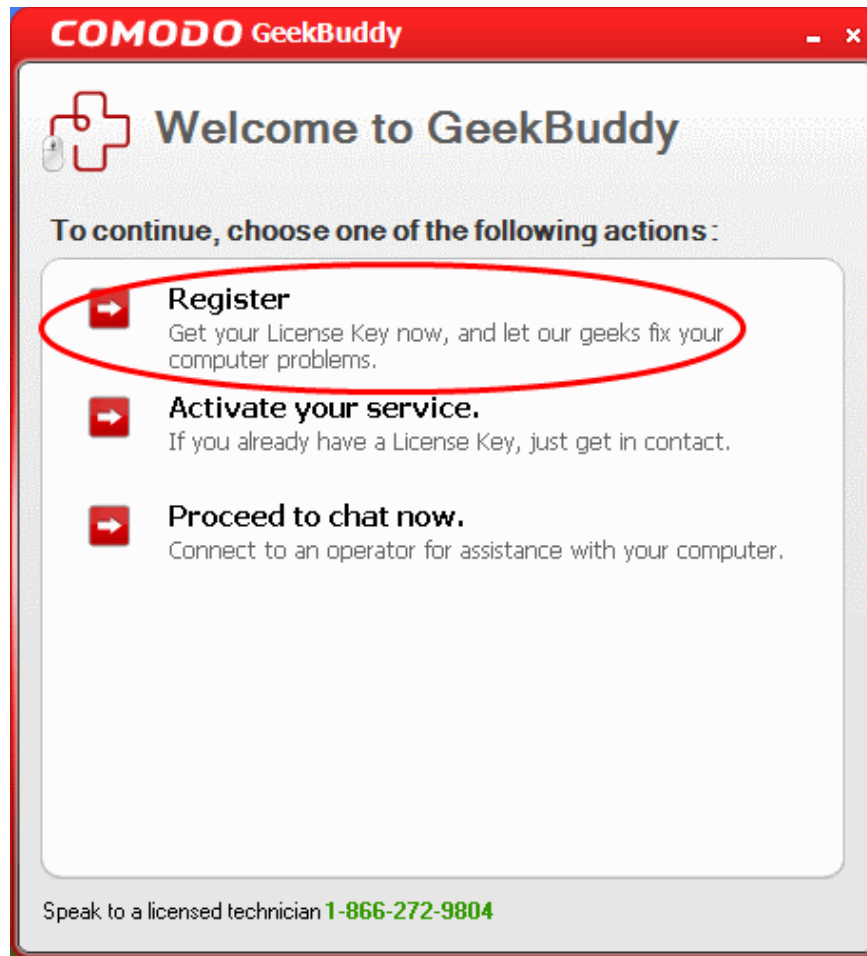
...and on successful completion of the installation, the 'Installation Complete' dialog will be displayed.



- Click the 'Close' button to complete the installation process.

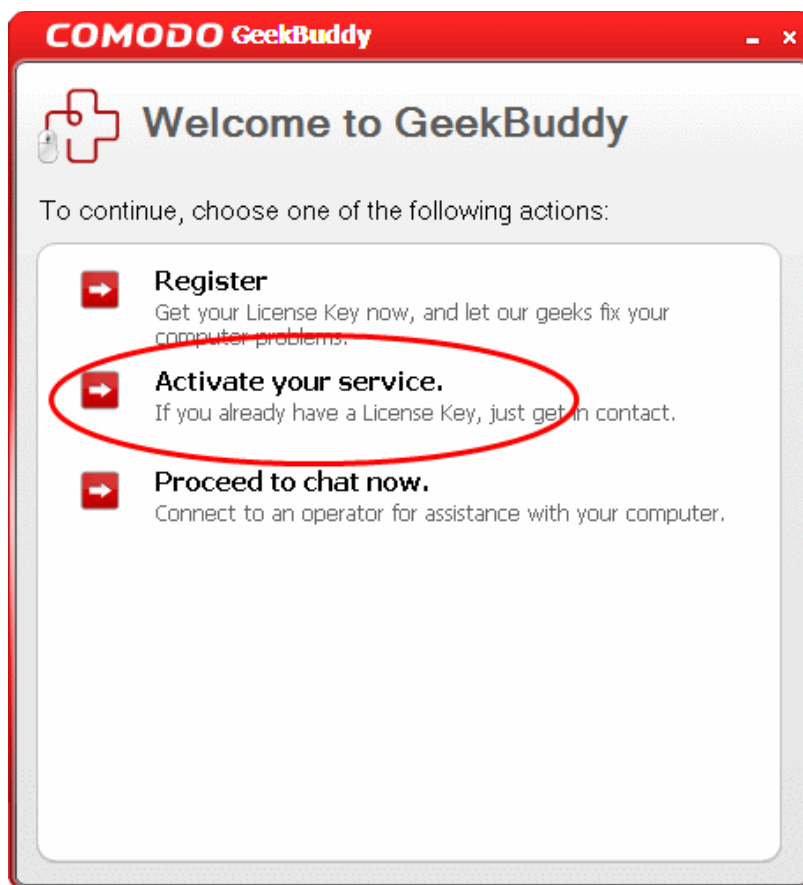
You can start the client ([see Starting GeekBuddy and Using the Service](#) section) and then **register** the product via the GeekBuddy interface by clicking 'Register'. Once you have completed the order form, you will be emailed a License Key, along with your order confirmation, and can **activate** the service.





## 4. Note for unregistered / trial users

The trial service does not require a license key to be entered. If you purchased the product you must enter a license key as the trial service is for a period of sixty days only. To use the GeekBuddy service on a continuous basis, you have to register the product and activate your license (see [Activate GeekBuddy Service \(Retail And Downloaded Versions\)](#) section).



## 5. Starting GeekBuddy and Using the Service

Once installed, you can start the client by double clicking the **desktop shortcut** icon

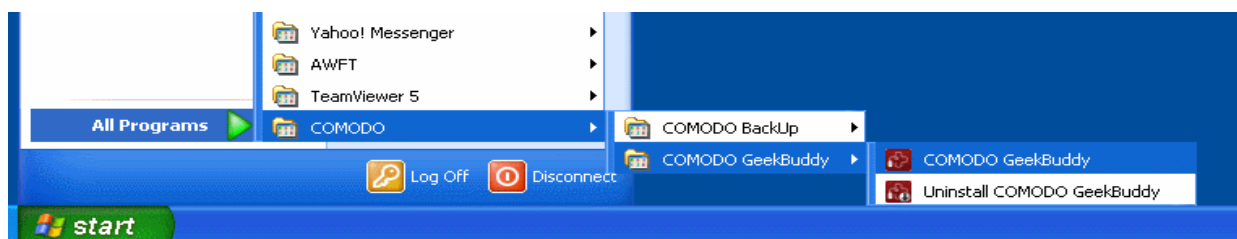


or the **quick start**

icon in the system tray.

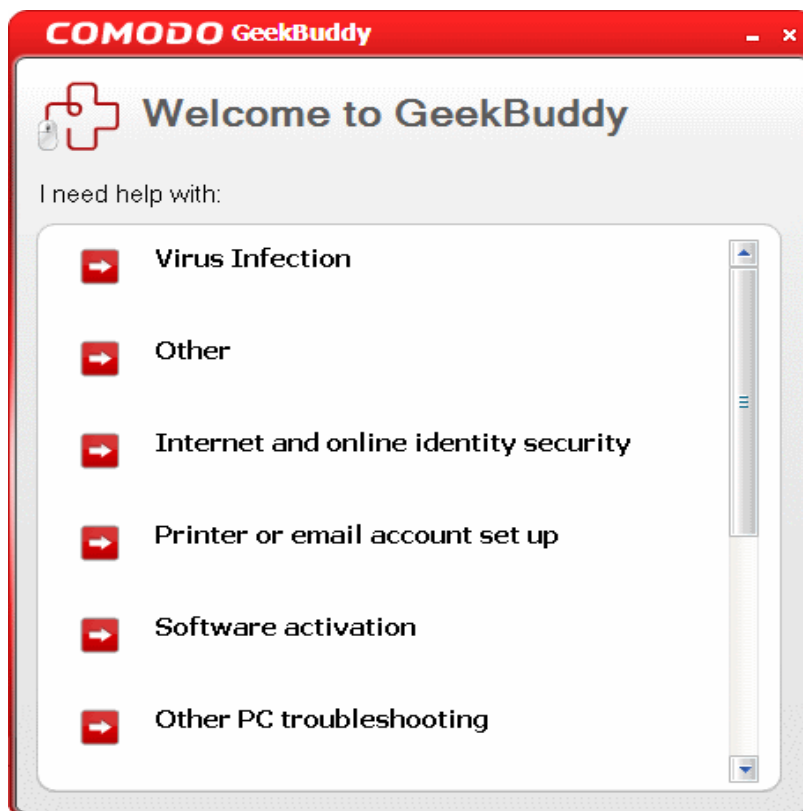


Alternatively, from the start menu, you can click **Start > All Programs > Comodo > Comodo GeekBuddy > Comodo GeekBuddy**

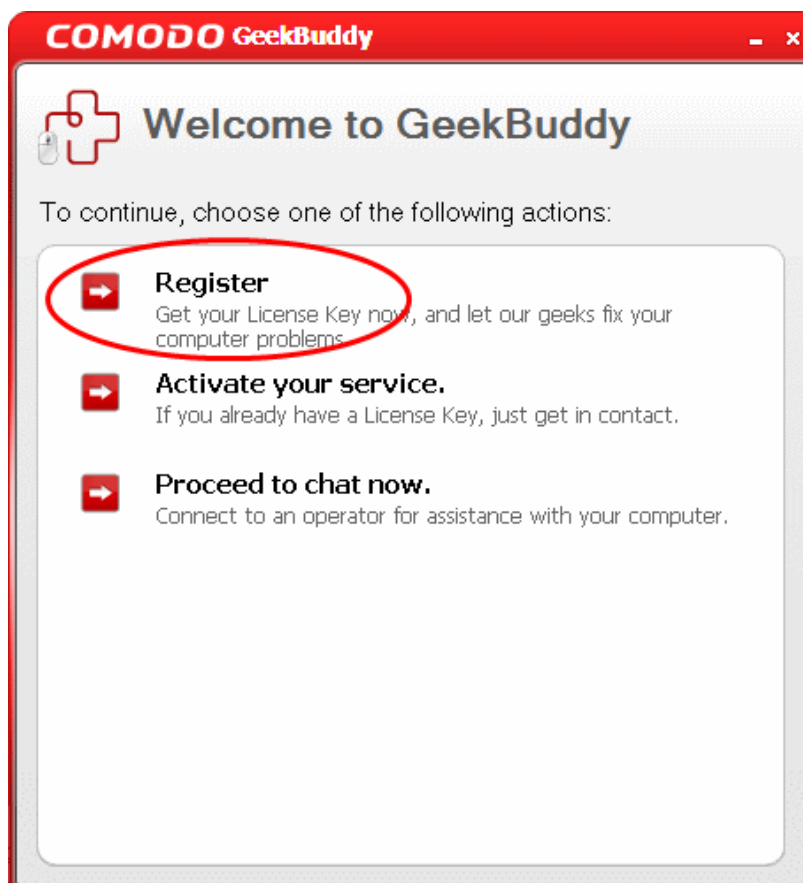


The "I need help with:" service support option dialog will open.

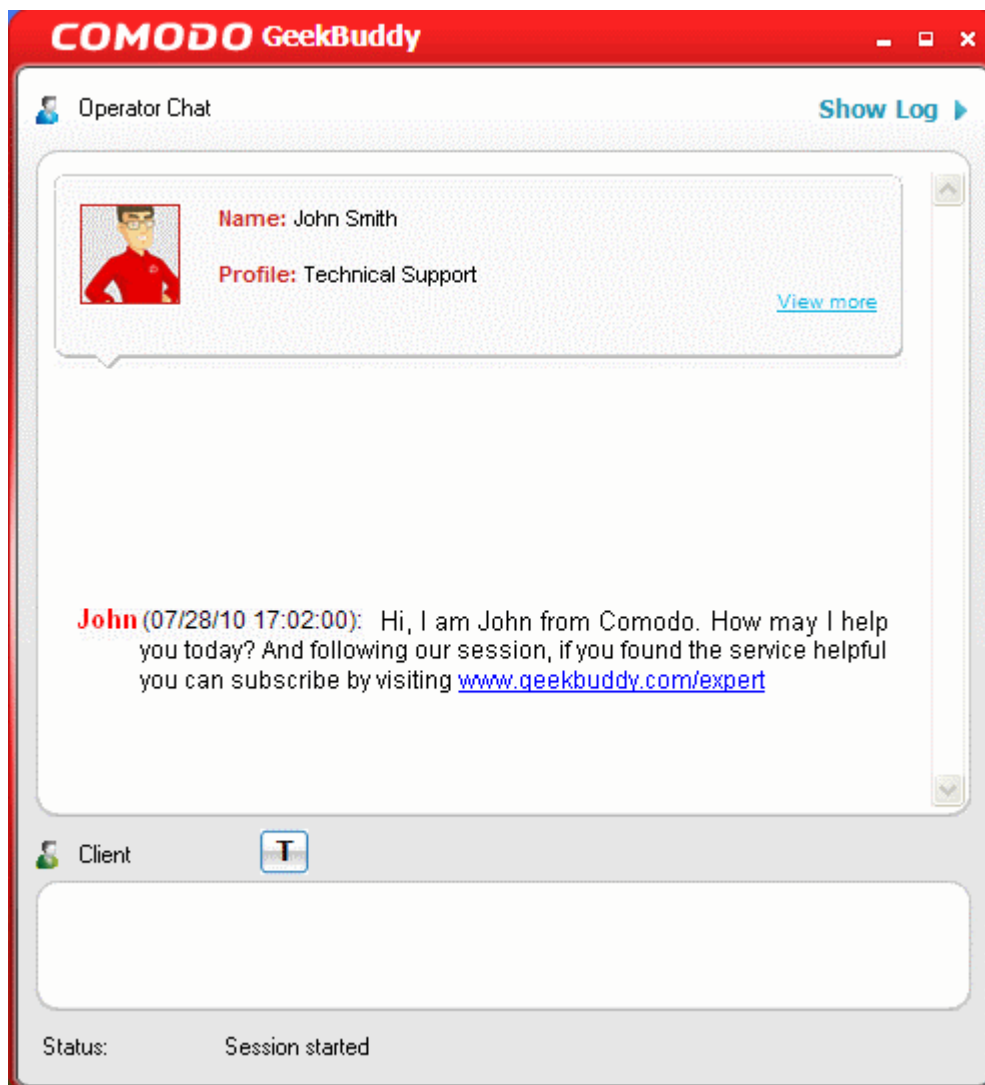




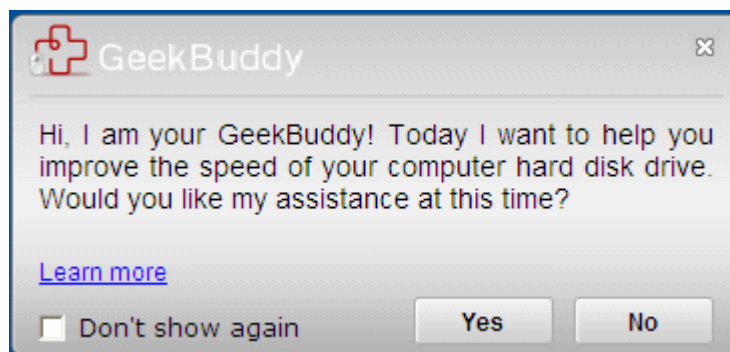
- Select the type of service you need, so that you will be connected to a technician trained to provide the support you have requested. Clicking any of the options will open the registration screen. Please take a moment to register (if you downloaded GeekBuddy) and activate your license (see [Activate Your GeekBuddy Service \(Retail And Downloaded Versions\)](#) section so you will be properly identified to the support agent.



- Proceed to chat now. The easiest and fastest way to start chatting with an expert technician is by clicking the 'Proceed to chat now' link. Within seconds, a Comodo support technician will respond in a chat window and ask you to describe the problem.



- Explain your problem. The technician will assess your problem with you and work with you to fix any problems.
- Occasionally, you will see a friendly messages from GeekBuddy which offer to perform useful services such as improving the performance of your computer:



Clicking 'Yes' to these messages will connect you straight to a GeekBuddy operative as if you had clicked 'Proceed to chat now' in the manner described above. Comodo proactively offer these reminders to ensure our customers get the maximum value out of the services we offer.

## 6. Service Registration (Downloaded Versions Only)

To be identified as a paid subscriber of the Comodo GeekBuddy services after you downloaded GeekBuddy, you need to register your account with Comodo using our online registration form.

### To register your account

- Click the 'Register' link from the Registration screen. You will be taken to the GeekBuddy sign up page.

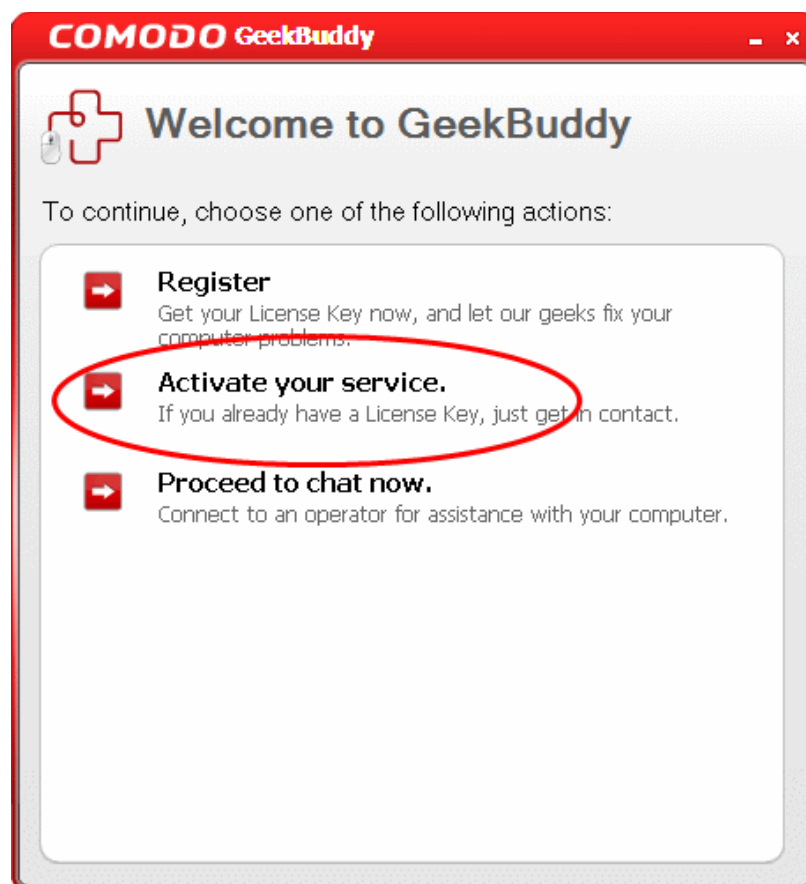
Follow the sign up procedures. Your License key will be sent to you by email.

Once you have registered, you have to activate your services.

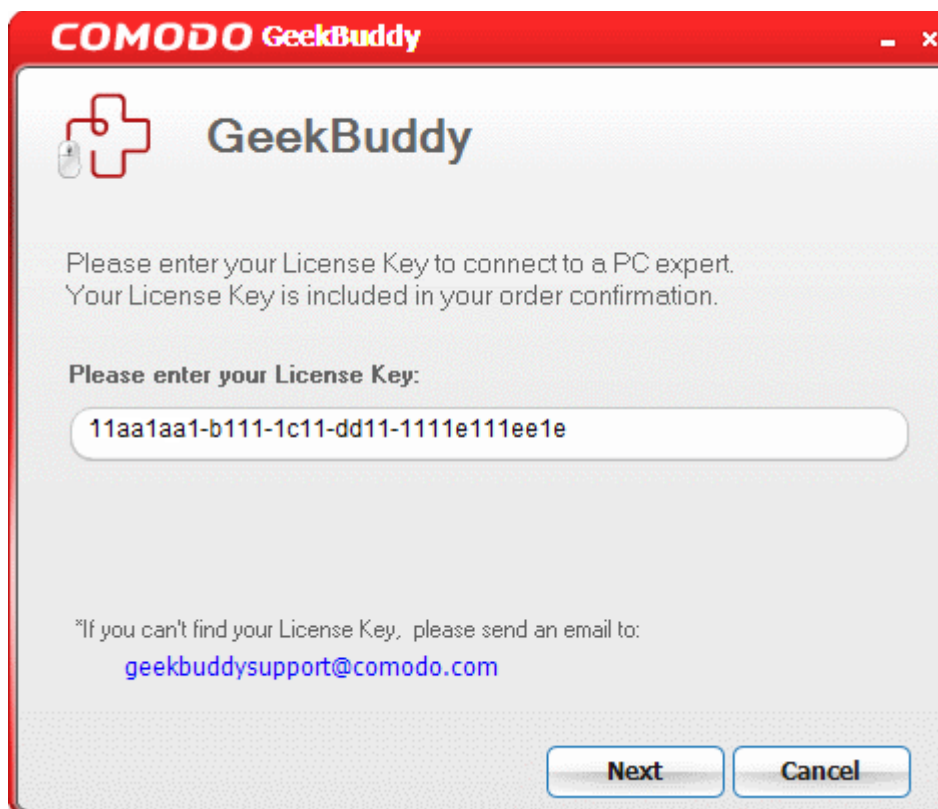
## 7. Activate Your GeekBuddy Service (Retail And Downloaded Versions)

Start the GeekBuddy client and click the service of your choice from the Welcome screen. The Registration screen will appear.

- Click Activate Your Service link.

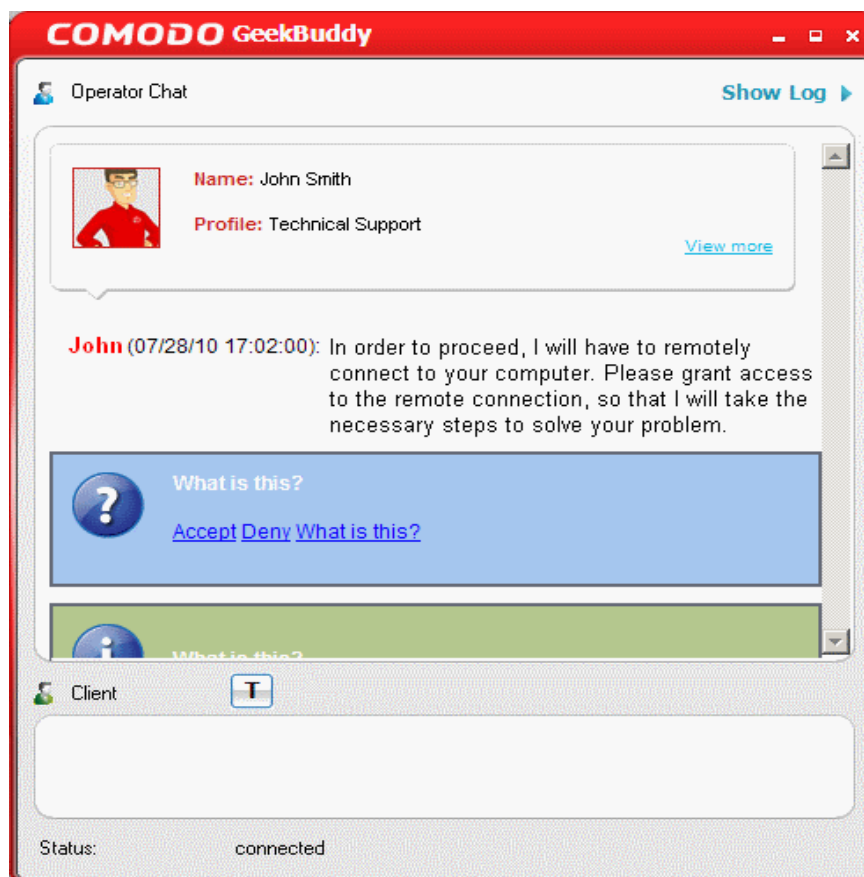


- Enter the License Key from your GeekBuddy retail package or the key you received through your email (for online purchases).

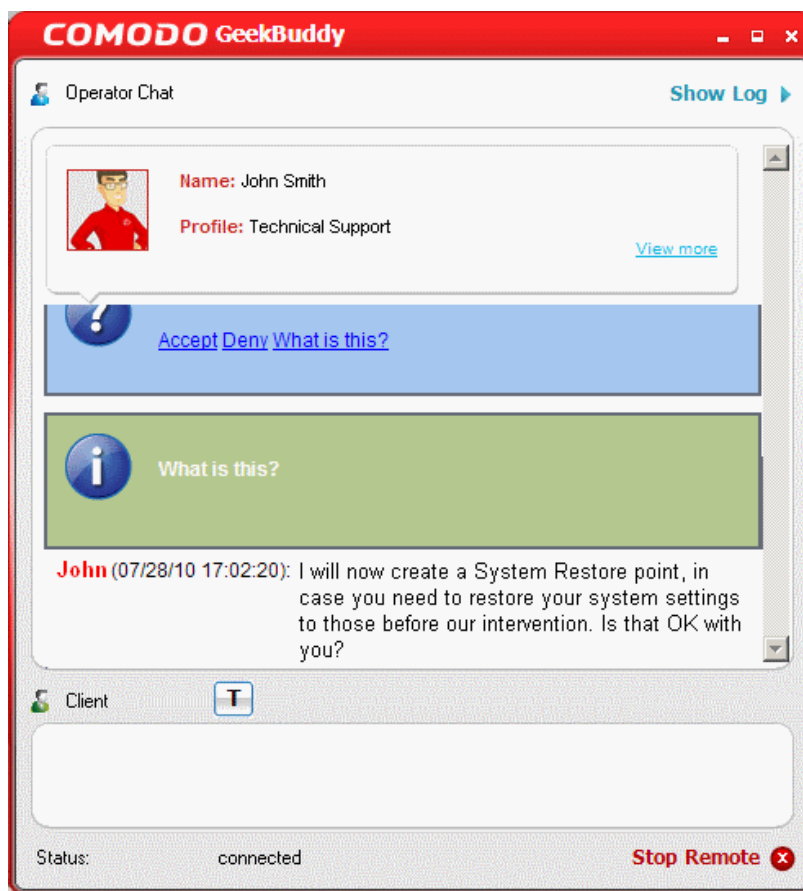


## 8. Accepting Remote Desktop Requests

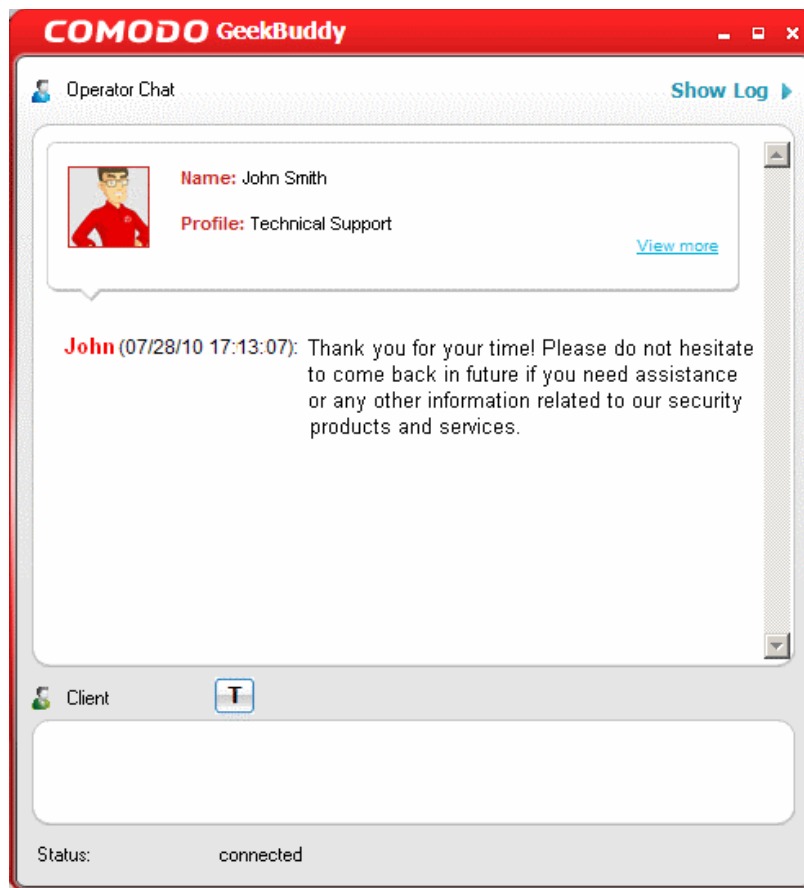
In order to solve certain problems, the support technician may need to observe and directly input data into your computer via a remote connection. Remote control can only go ahead if you grant permission for this to happen. Our technicians will always request your permission via the chat window.



Click the 'Accept' link in order to allow the technician to connect to your computer. The technician may also ask your permission to make other changes to your machine. Such changes might include installing programs, creating system restore points or deleting unnecessary or infected files.



Upon completion of their work, the technician will disconnect from your computer, inform you that the requested tasks have been completed and ask whether you would like help with anything else.



Congratulations, you just finished your first GeekBuddy support session. We hope you enjoy using your trouble-free computer.

## 9. Customer Service

If you are unable to connect to GeekBuddy using the enclosed application and believe it is a Comodo software problem, you may access a GeekBuddy by going to [www.geekbuddy.com](http://www.geekbuddy.com) and clicking on the 'Chat Now' button at the top of the webpage.

You may also submit a support ticket online to receive a response via email by visiting <https://support.comodo.com> and select the 'Submit a Ticket' link. Make sure to select 'GeekBuddy' from the Select Department drop down list.

If you purchased GeekBuddy and need to speak to a live customer service representative over the phone, call **1-877-712-1309** during regular business hours.

Please see complete terms and conditions in the product End User Licensing Agreement available at: <http://www.comodo.com/repository/eula/EULA-GeekBuddy.pdf>

## 10. Additional Resources

For additional help resources on GeekBuddy, access the Comodo Online Help system at <http://help.comodo.com>.

We welcome your participation in our online community at <http://forums.comodo.com>.

Visit <https://support.comodo.com> if you experience any difficulty using the product.



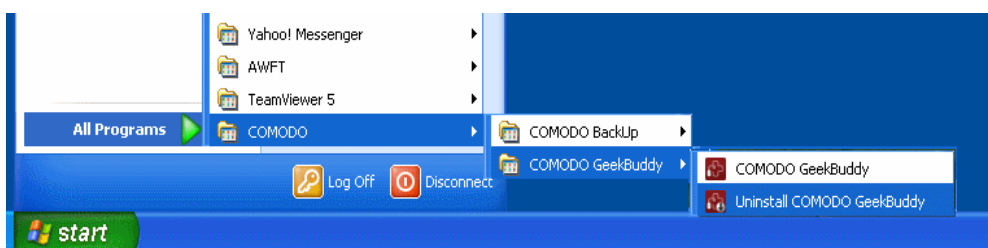
## 11. Uninstalling Comodo GeekBuddy

### To uninstall Comodo GeekBuddy

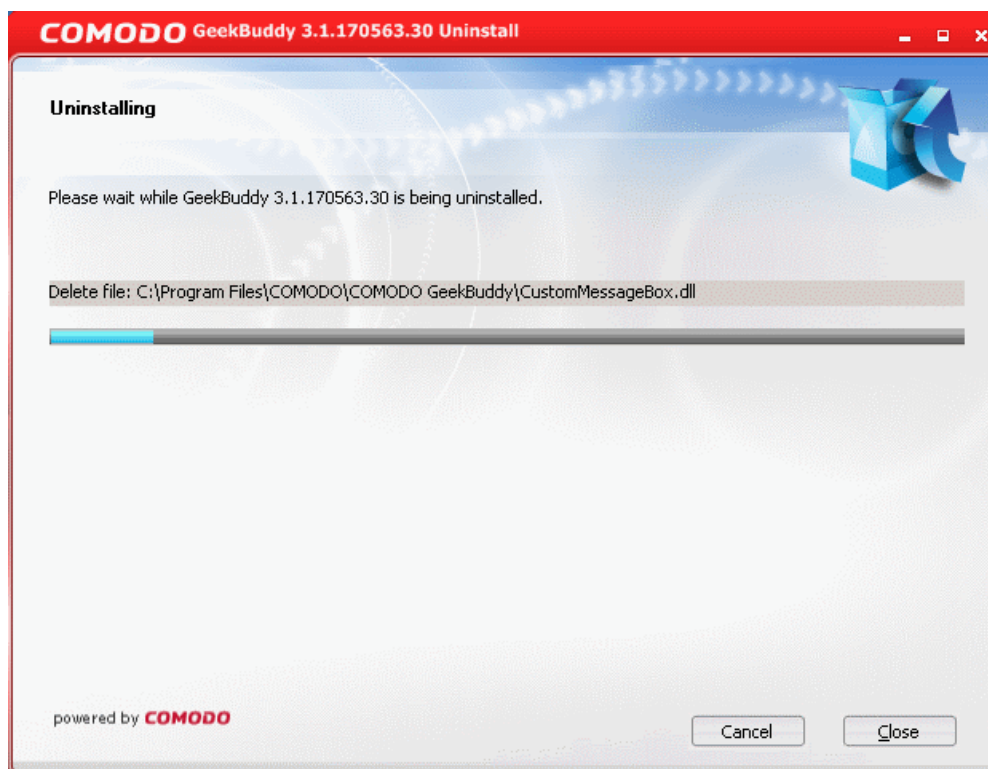
- Click Start > Settings > Control Panel
- In the Control Panel, double-click Add/Remove Programs
- In the list of currently installed programs, click Comodo GeekBuddy
- Click the 'Change/Remove' button.

Or

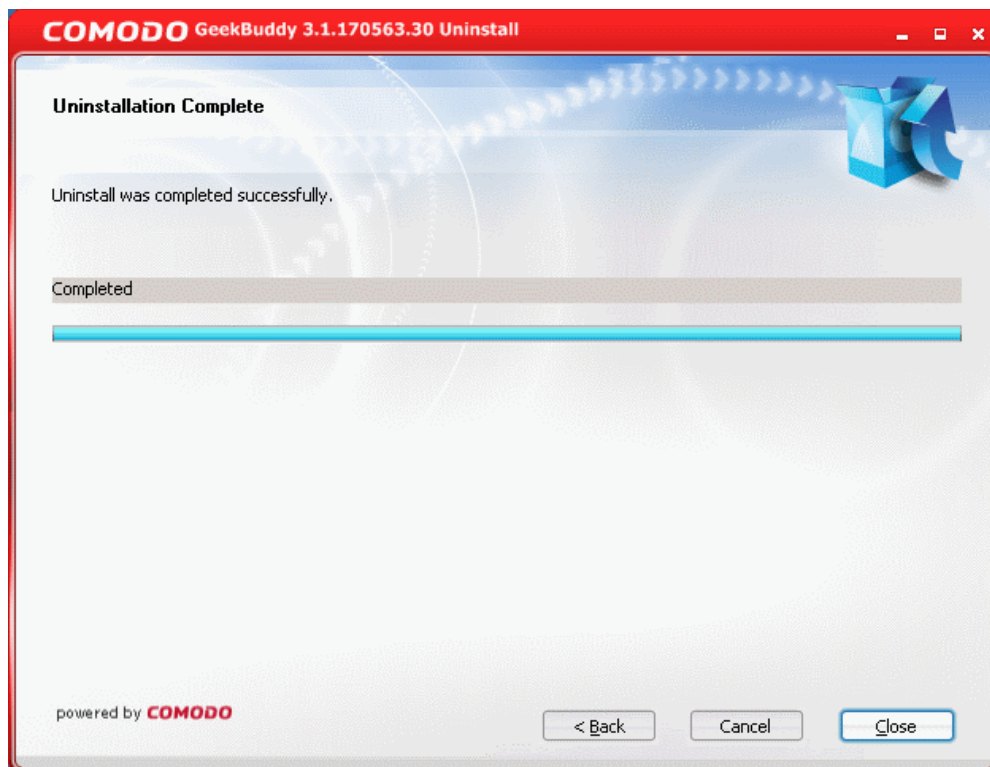
- Click Start > All Programs > Comodo > Comodo BackUp > Uninstall Comodo GeekBuddy



The un-installation wizard will start and the un-installation progress will be displayed...



Upon completion, the 'Uninstallation Complete' dialog will be displayed.



- Click 'Close' to finish the process.

## 12. FAQ

### Why GeekBuddy?

What is proactive support?

What Can GeekBuddy Do?

How Does it Work?

What software can GeekBuddy technicians install on my PC for no additional charge?

Will my security be compromised while allowing support technicians to access my computer?

How do GeekBuddy technicians access my computer remotely?

What are the system requirements for GeekBuddy?

Can I use GeekBuddy on my Apple computers?

Are there any additional costs based upon the number of times I request support?

### Why GeekBuddy?

GeekBuddy is the easiest way to get instant support with common PC problems. Our support service combines virtual hands-on assistance with Comodo software tools and utilities. GeekBuddy technicians are available 24/7 to ensure smooth computing and immediate access to personal service 365 days a year.

### What is proactive support?

GeekBuddy's application monitors your PC and alerts you to call on our technicians when there is a potential problem with your PC that we can assist you with.

## What Can GeekBuddy Do?

Our Geeks work with you to diagnose and correct common problems including Virus removal, system performance, Windows errors, and even hardware driver and software issues you may encounter.

## How Does it Work?

Just click on the desktop icon and GeekBuddy works with you by sharing control of your PC. Our Geeks will make sure your system is properly configured ensuring your security and system reliability while communicating with you every step of the way.

## What software can GeekBuddy technicians install on my PC for no additional charge?

GeekBuddy includes free bonus software to keep your PC safe and reliable, including Comodo Antivirus, Comodo System cleaner, Comodo Backup, Comodo Dragon Secure Browser, as well as other tools which are available at the request of your personal Geek. As new Comodo titles become available you can request professional installation on your computer and assistance in using all of these products.

## Will my security be compromised while allowing support technicians to access my computer?

Your security will not be compromised using GeekBuddy. You will be able to view each action that is performed while issues are being resolved.

## How do GeekBuddy technicians access my computer remotely?

The connection itself is done using Windows Remote Desktop. Our technicians can only access your computer if you grant permission for the remote connection over the GeekBuddy chat window. [Click here for more details.](#)

## Will I need my License Key to log in every time?

No – you will only need to provide your License Key when you first use the service. After this, you will simply need to click the GeekBuddy icon to begin a chat session with a support technician.

## What are the system requirements for GeekBuddy?

GeekBuddy system requirements are:

### Supported Operating Systems:

Windows 7 (32 or 64 bit)  
Windows Vista (32 or 64 bit)  
Windows XP (32 or 64 bit)

### Software and Hardware Requirements:

Internet Explorer 5.1 or higher  
210 MB Hard Disk Space  
128 MB available RAM  
CD or DVD player (for installation from the CD)

## Can I use GeekBuddy on my Apple computers?

No. GeekBuddy is not currently available for Mac OS or Linux-based servers.

## Are there any additional costs based upon the number of times I request support?

No. There are no additional charges other than your annual subscription fee. This entitles you to use the service as often as you like on up to 3 different computers.

## About Comodo

The Comodo companies are leading global providers of Security, Identity and Trust Assurance services on the Internet. Comodo CA offers a comprehensive array of PKI Digital Certificates and Management Services, Identity and Content Authentication (Two-Factor - Multi-Factor) software, and Network Vulnerability Scanning and PCI compliance solutions. In addition, with over 10,000,000 installations of its threat prevention products, Comodo Security Solutions maintains an extensive suite of endpoint security software and services for businesses and consumers.

Continual innovation, a core competence in PKI and a commitment to reversing the growth of Internet-crime distinguish the Comodo companies as vital players in the Internet's ongoing development. Comodo, with offices in the US, UK, China, India, Romania and the Ukraine, secures and authenticates the online transactions and communications for over 200,000 business customers and millions of consumers, providing the intelligent security, authentication and assurance services necessary for trust in on-line transactions.

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