

**COMODO**  
Creating Trust Online®



# Comodo GeekBuddy

Software Version 4.25

## User Guide

Guide Version 4.25.120318

Comodo Security Solutions  
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## 1. Introduction to Comodo GeekBuddy

Comodo GeekBuddy is a personalized computer support service provided by friendly computer experts at Comodo. If you have any issues at all with your computer, simply ask your GeekBuddy technician if they can help you out. Click the GeekBuddy icon to begin a chat session. After requesting your permission, they can even establish a remote connection to your PC and fix the problems right in front of your eyes. No longer do you need to make time consuming calls to help desk support staff - just sit back while our friendly technicians do the work for you.

Your Comodo GeekBuddy can help with the following services:

- **Virus & Malware Diagnosis / Removal** - Our technicians remotely clear any detected viruses or malware 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.
  - **Printer Set Up** - Let a PC pro install or update software and printer drivers, check ink levels, and configure your printer to work on a wireless or wired network.
- **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 broken down into the following main sections:

- **System Requirements**
- **Downloading and Installing GeekBuddy**
- **Starting GeekBuddy and Using the Service**
- **Accepting Remote Desktop requests**
- **Chat History**
- **Using Free Diagnostic Report**
- **Scanning My PC**
- **Customer Service**

- [Additional Resources](#)
- [Uninstalling Comodo GeekBuddy](#)
- [Frequently Asked Questions](#)
- [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 10 (32 or 64 bit)
- Windows 8 (32 or 64 bit)
- Windows 7 (32 or 64 bit)
- Windows Vista (32 or 64 bit)
- Windows XP (32 or 64 bit)

### Software and Hardware Requirements:

- 500 MB Hard Disk Space
- 128 MB available RAM

## 2. Downloading and Installing GeekBuddy

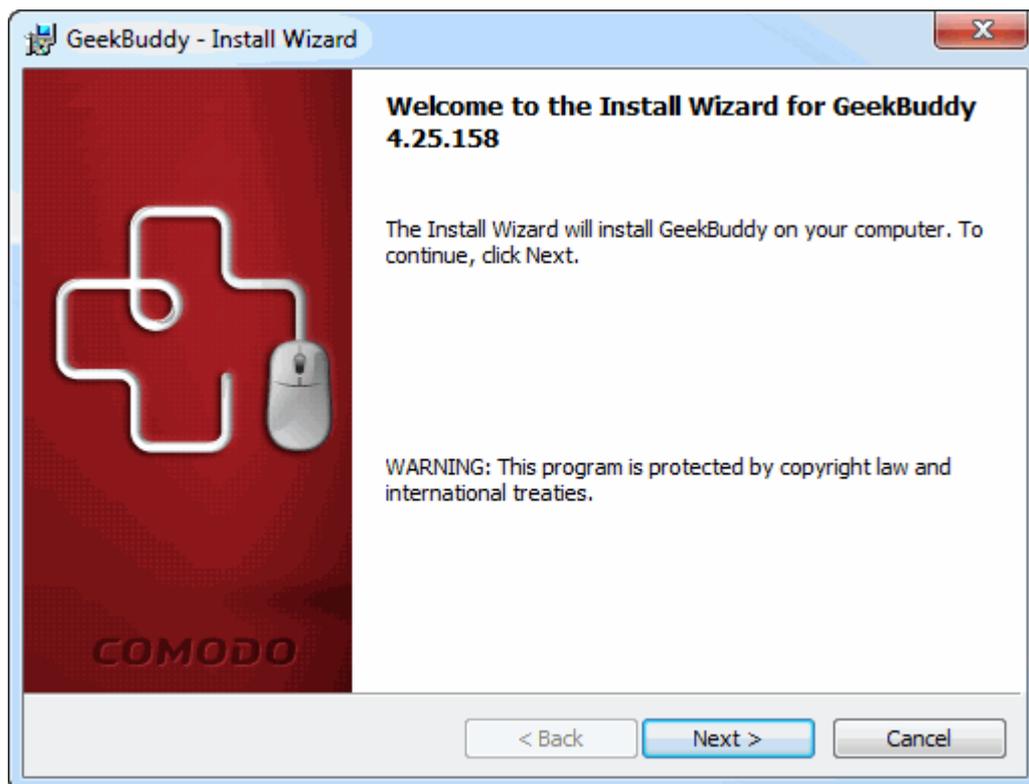
If you purchased the boxed version of GeekBuddy, insert the CD into your CD/DVD drive and follow the included instructions for installing and activating the software. If you have lost or damaged your CD, you can retrieve the Comodo GeekBuddy setup file at [www.geekbuddy.com/cgb](http://www.geekbuddy.com/cgb).

Visit <http://www.geekbuddy.com/> to download GeekBuddy. The GeekBuddy setup file also contains another related tab, issue tracker, which automatically identifies common problems and helps you to resolve them quickly and easily. If the problems are beyond its scope for rectification, you can contact a GeekBuddy to resolve them.

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 – Welcome Screen

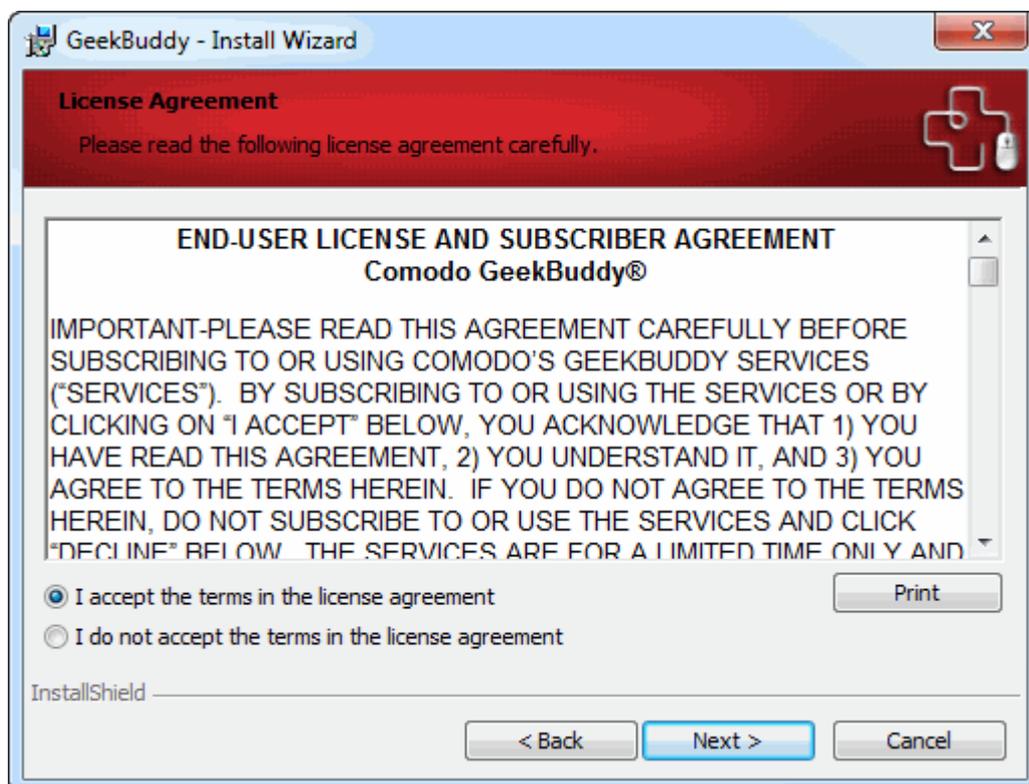
The setup program starts automatically and the Welcome Screen will be displayed.



- Click 'Next'.

## Step 2 - End User License Agreement

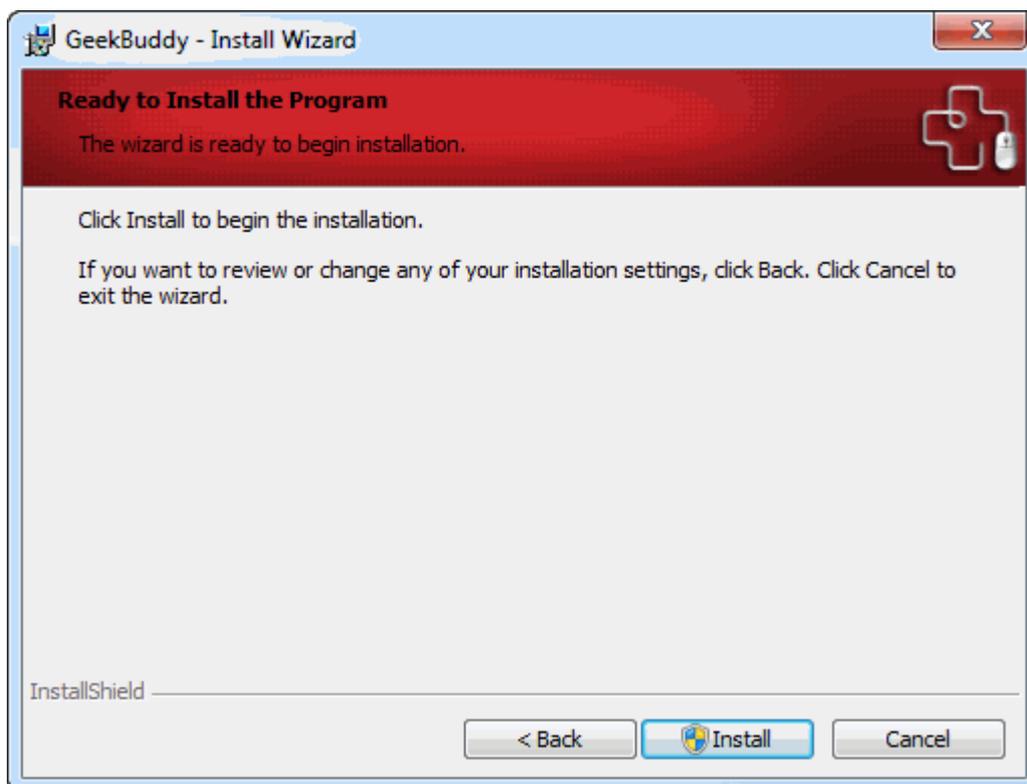
Complete the initialization phase by reading and accepting the EULA.



- Click 'I accept the terms in the license agreement' to continue installation. If you want to cancel the installation, click 'I do not accept the terms in the license agreement'.

## Step 3 - Ready to Install

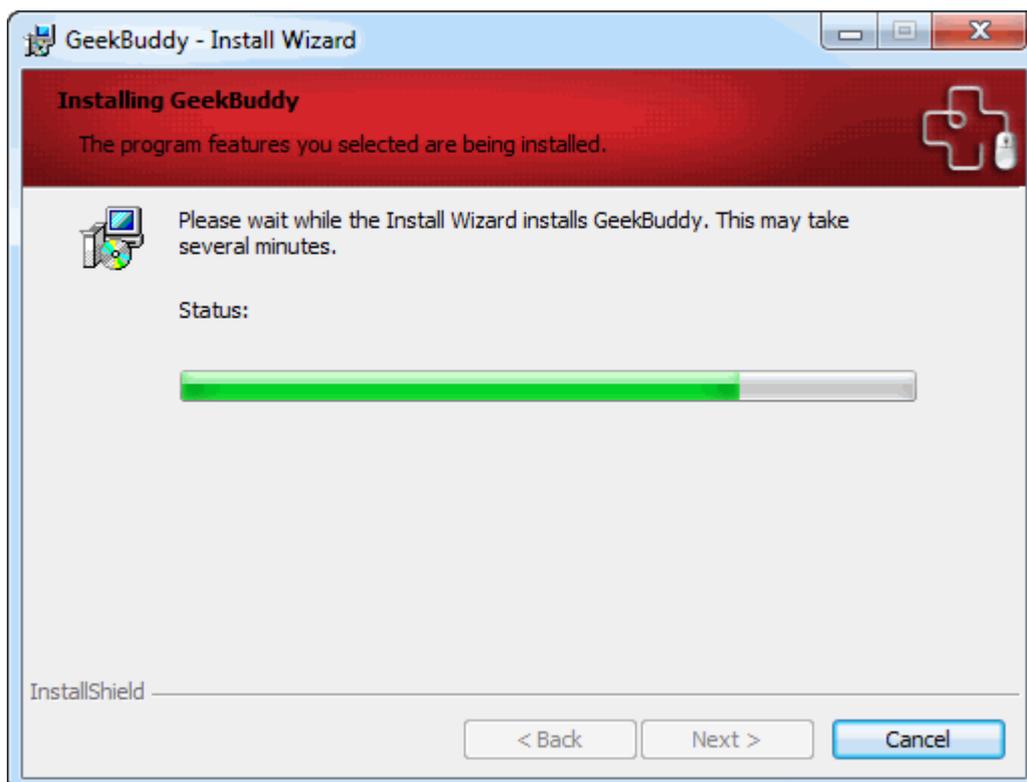
The 'Ready to Install the Program' screen will be displayed.



- Click 'Install' to continue installation. If you want to cancel the installation, click 'Cancel' or 'Back' to review the installation settings.

## Step 4 - Installation Progress

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

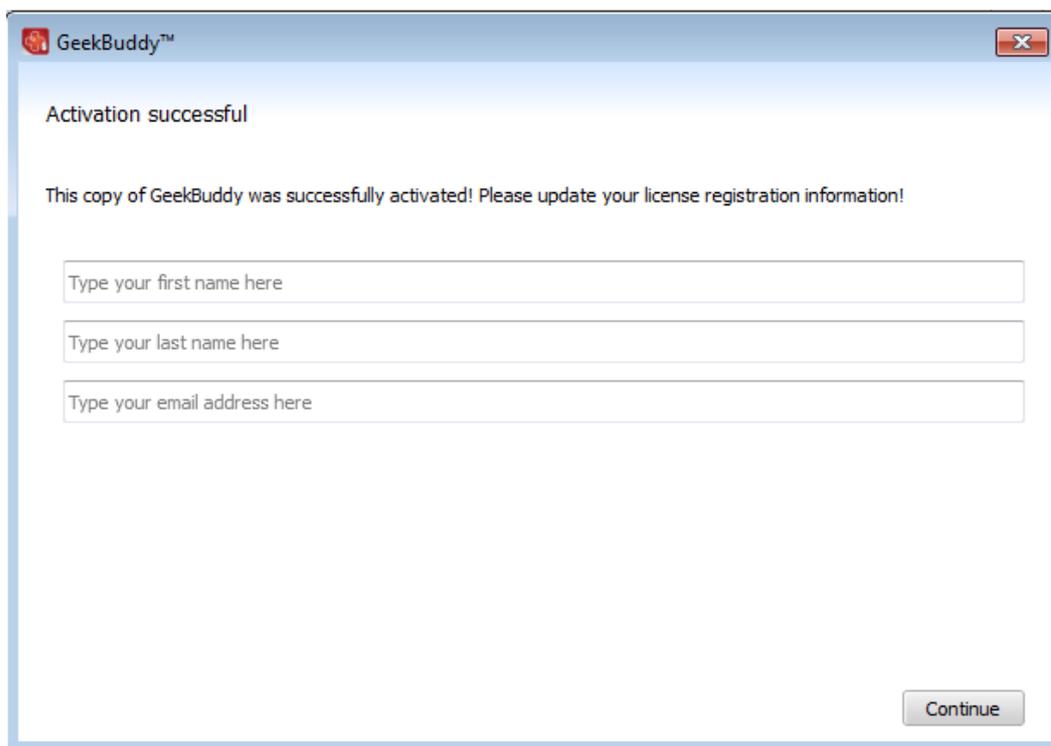


...and on successful completion of the installation, the 'Installation Complete' dialog will be displayed.

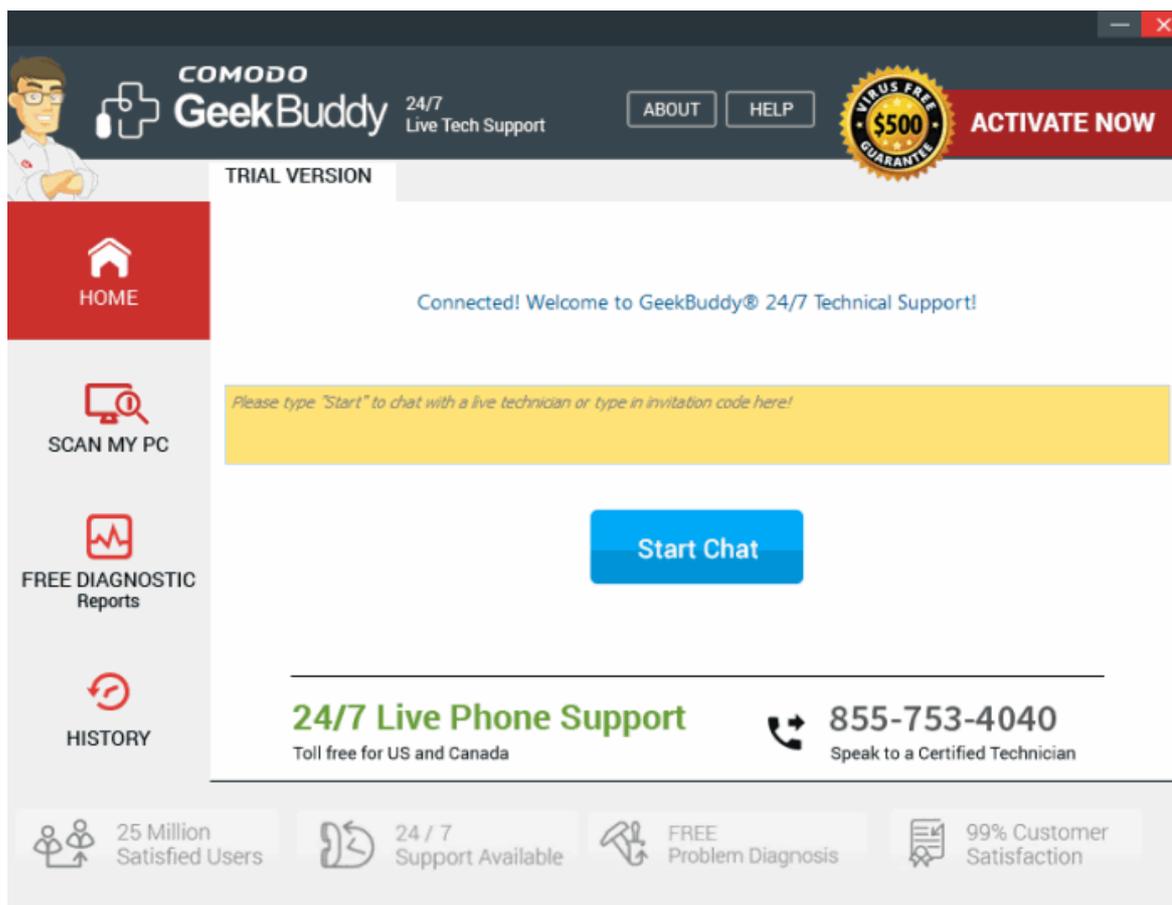


- Click the 'Finish' button to complete the installation process.

After setup is complete, the application will connect to the GeekBuddy servers to activate your license:



- Enter your name and email address in the fields provided.
- Click 'Continue'.



The chat page of GeekBuddy will be displayed. Now you can start using GeekBuddy and Free Diagnostic Reports and seek the help of an expert to resolve your computer problems.

Click the following links for more help with the product:

- [Starting the GeekBuddy Client](#)
- [Using Free Diagnostic Report](#)
- [Scanning My PC](#)

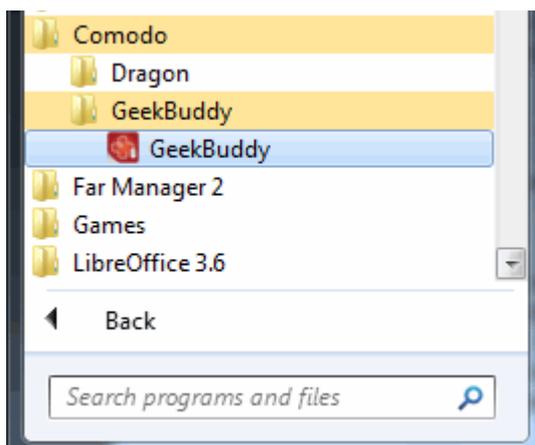
## 3. Starting GeekBuddy and Using the Service

You can start the GeekBuddy client by double clicking on the desktop

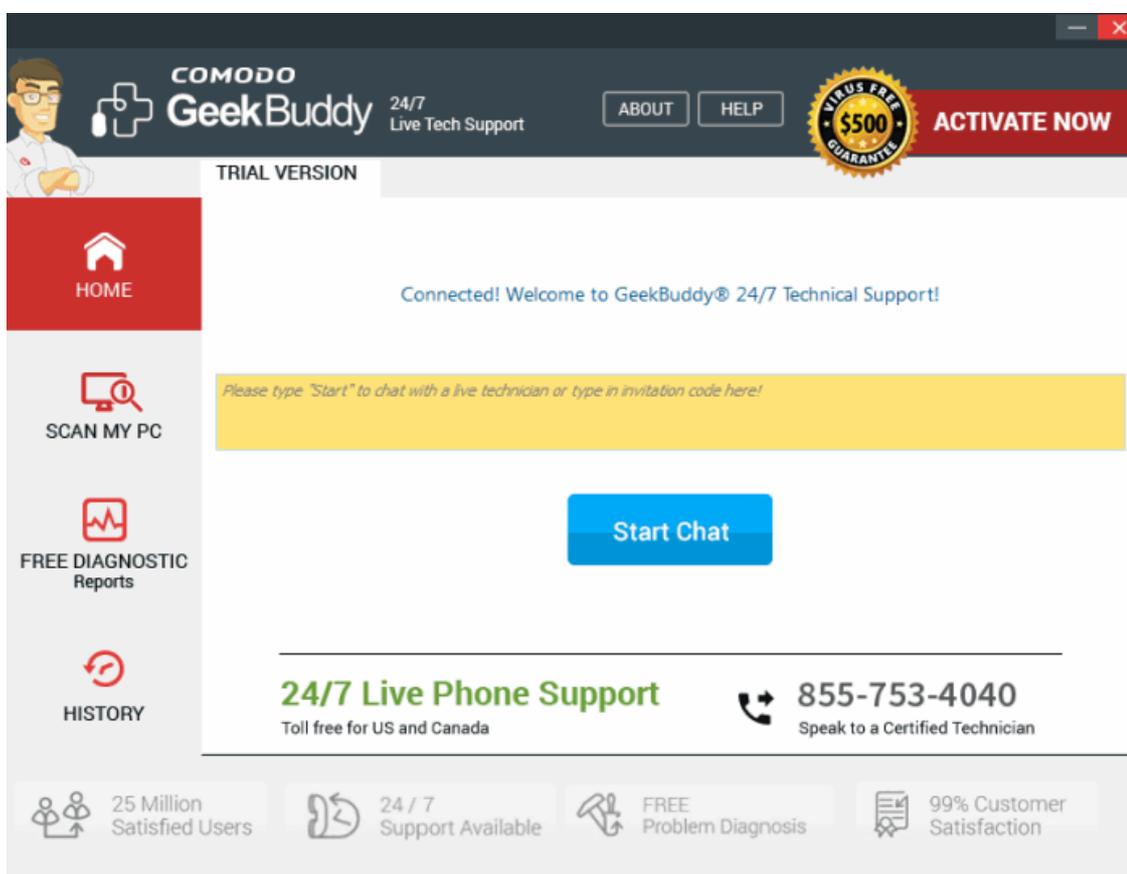


shortcut icon

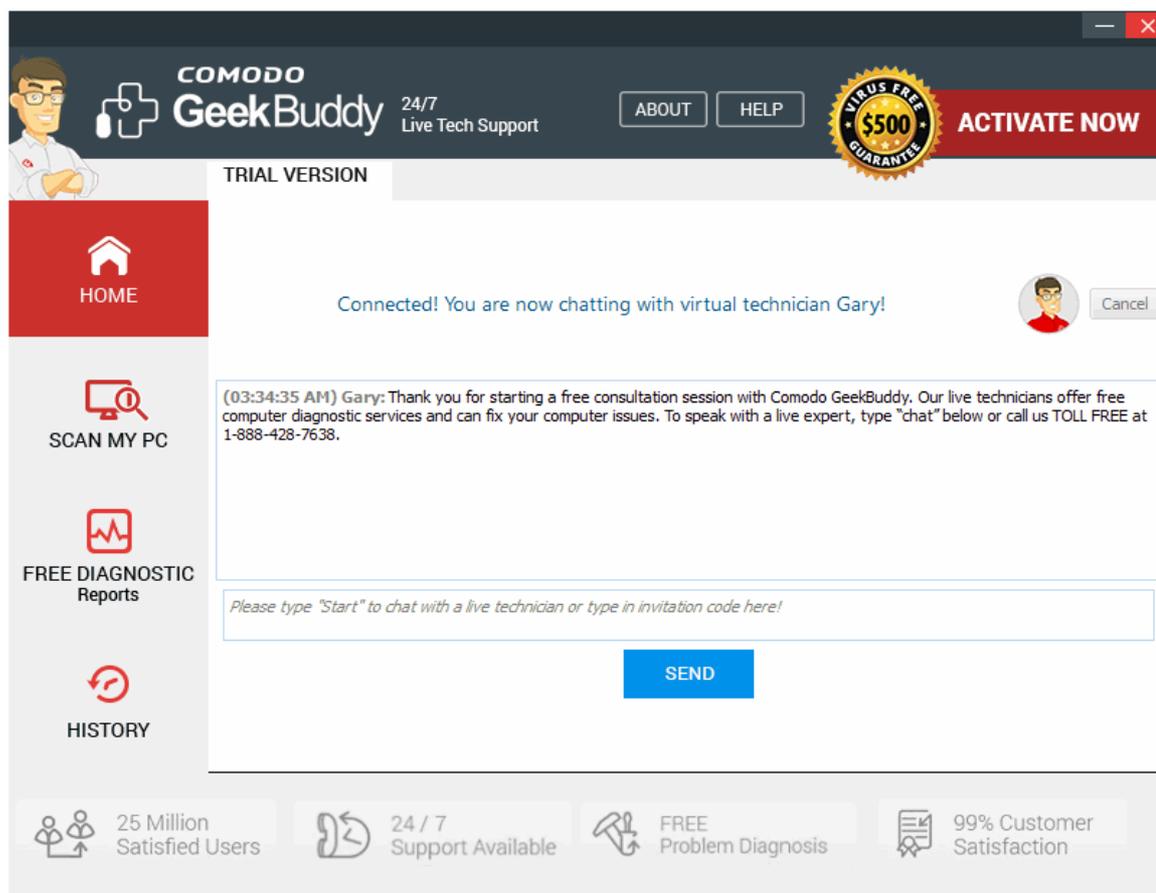
Alternatively, from the start menu, you can click **Start > All Programs > Comodo > GeekBuddy > GeekBuddy**



- The 'GeekBuddy Home' screen will open. To contact a support technician, type your issue in the field or enter an invitation code and click the 'Start Chat' button.



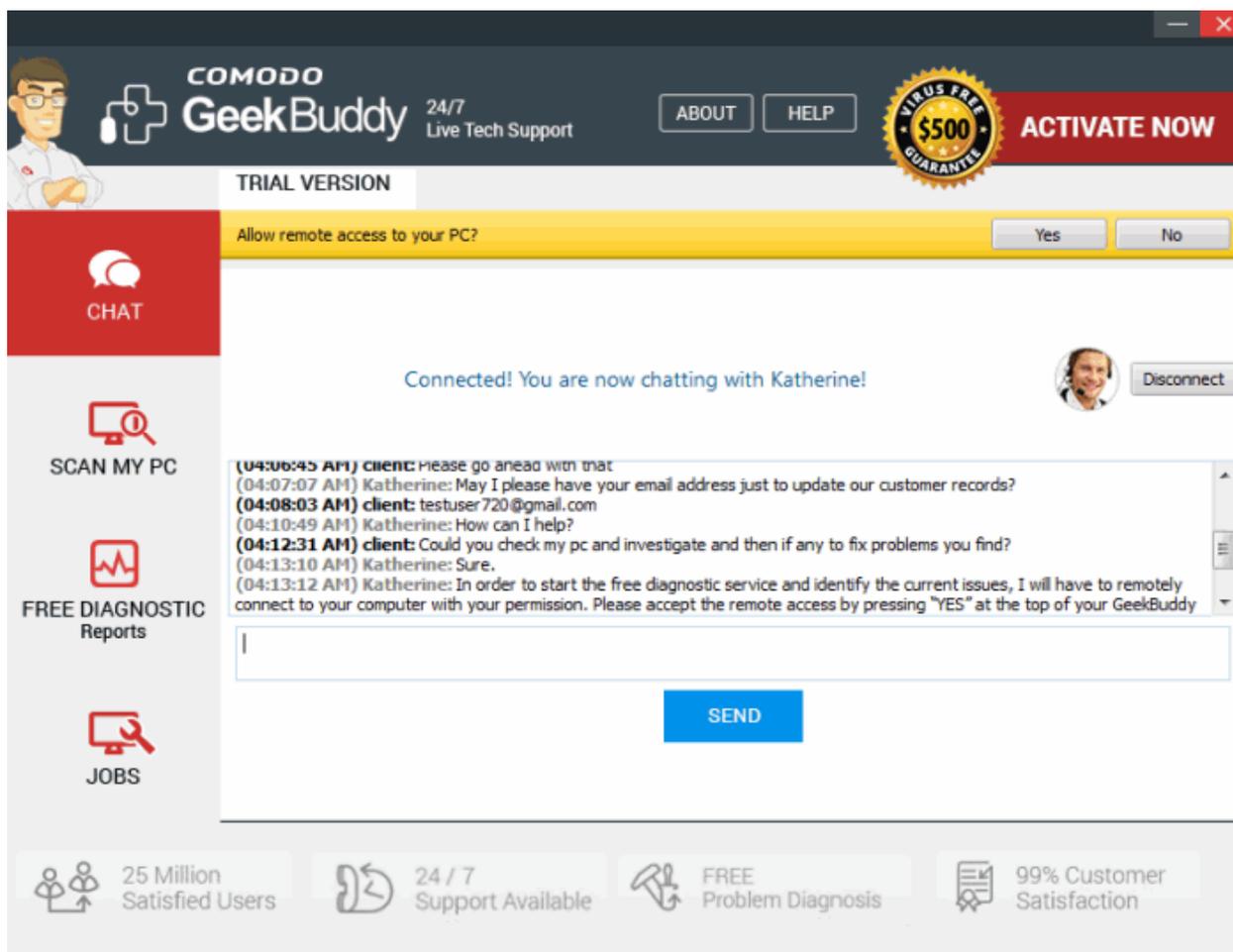
You will be immediately connected to a GeekBuddy.



- Chat away! Ask for help with any issue that you are experiencing with your PC. The technician will assess your problem, offer advice, work with you to fix issues, and can even connect to your PC and perform system maintenance.

## 4. Accepting Remote Desktop Requests

In order to solve certain issues, the support technician may need to directly connect to your computer via a remote connection. Remote connections can only go ahead if you grant permission for this to happen. Our technicians will always request your permission in the chat window:



Click the 'Yes' button in the yellow bar to allow the technician to connect to your computer.

The technician will subsequently ask your permission before he or she makes any changes to your machine. Such changes might include installing programs, creating system restore points or deleting unnecessary/infected files. You can approve the requests directly by typing your message and clicking 'SEND'.

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.

- If you have more questions, simply carry on chatting.
- If you wish to end the remote desktop session, click the 'Disconnect' button.

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

## 5. Chat History

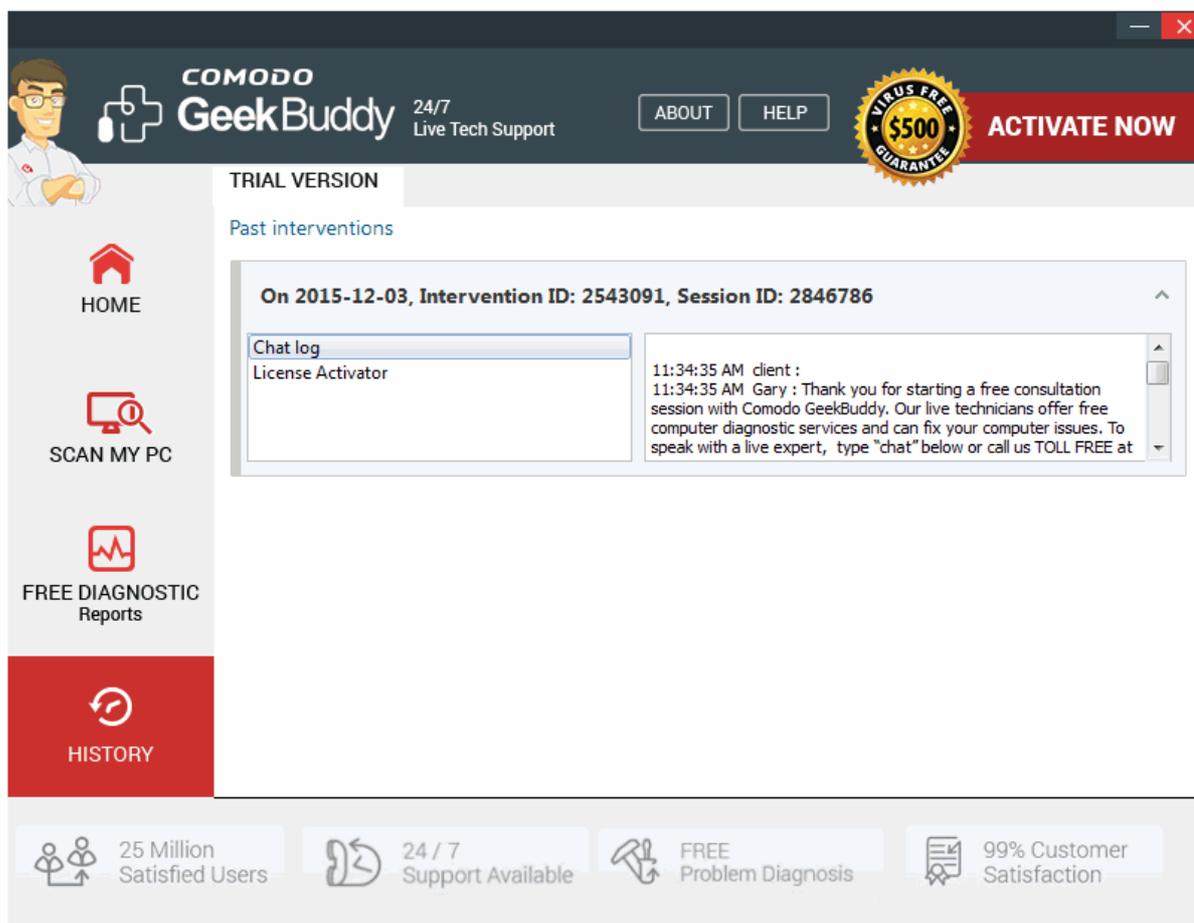
GeekBuddy keeps a local record of every chat session you have with a Comodo technician. This helps you keep track of previous conversations and can be useful as a reference when trying to fix future issues.

### To view history of chat sessions

- Click the 'History' button on the left. All previous conversations are listed in chronological order:

The screenshot displays the Comodo GeekBuddy web interface. At the top, there is a navigation bar with the GeekBuddy logo, a '24/7 Live Tech Support' badge, 'ABOUT' and 'HELP' buttons, a '\$500 Virus Free Guarantee' seal, and an 'ACTIVATE NOW' button. A sidebar on the left contains navigation options: 'HOME', 'SCAN MY PC', 'FREE DIAGNOSTIC Reports', and 'HISTORY' (highlighted in red). The main content area is titled 'TRIAL VERSION' and 'Past interventions', showing a list of two chat sessions with their dates, intervention IDs, and session IDs. A footer at the bottom features four statistics: '25 Million Satisfied Users', '24 / 7 Support Available', 'FREE Problem Diagnosis', and '99% Customer Satisfaction'.

- Double-click any entry to view the full conversation. The chat session that you had with our technician will be displayed:



## 6. Using Free Diagnostic Report

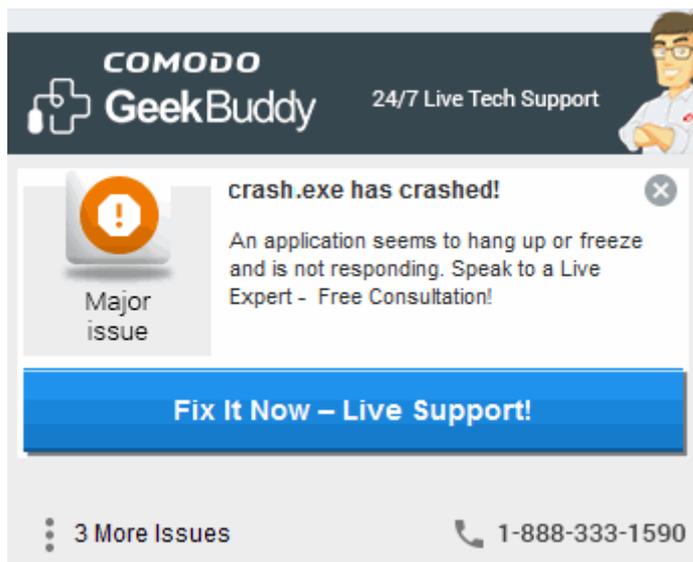
GeekBuddy's free diagnostic report feature will automatically identify problems on your computer and help you to fix them. For example, a report will alert you if you have too many start-up programs (can cause computer slow down); an inefficient registry (can also cause slow down and crashes) or your hard drive contains files that might compromise your privacy. In many cases you will be presented with a simple wizard that will allow you to deal with the issue quickly and easily. If the problem is beyond the scope of Issuer Tracker, you will be offered the opportunity to contact a GeekBuddy representative who will help resolve the issues.

Diagnostic reports can be started in two ways:

- **From the pop-up alert**
- **From the GeekBuddy interface**

### Popup Alert

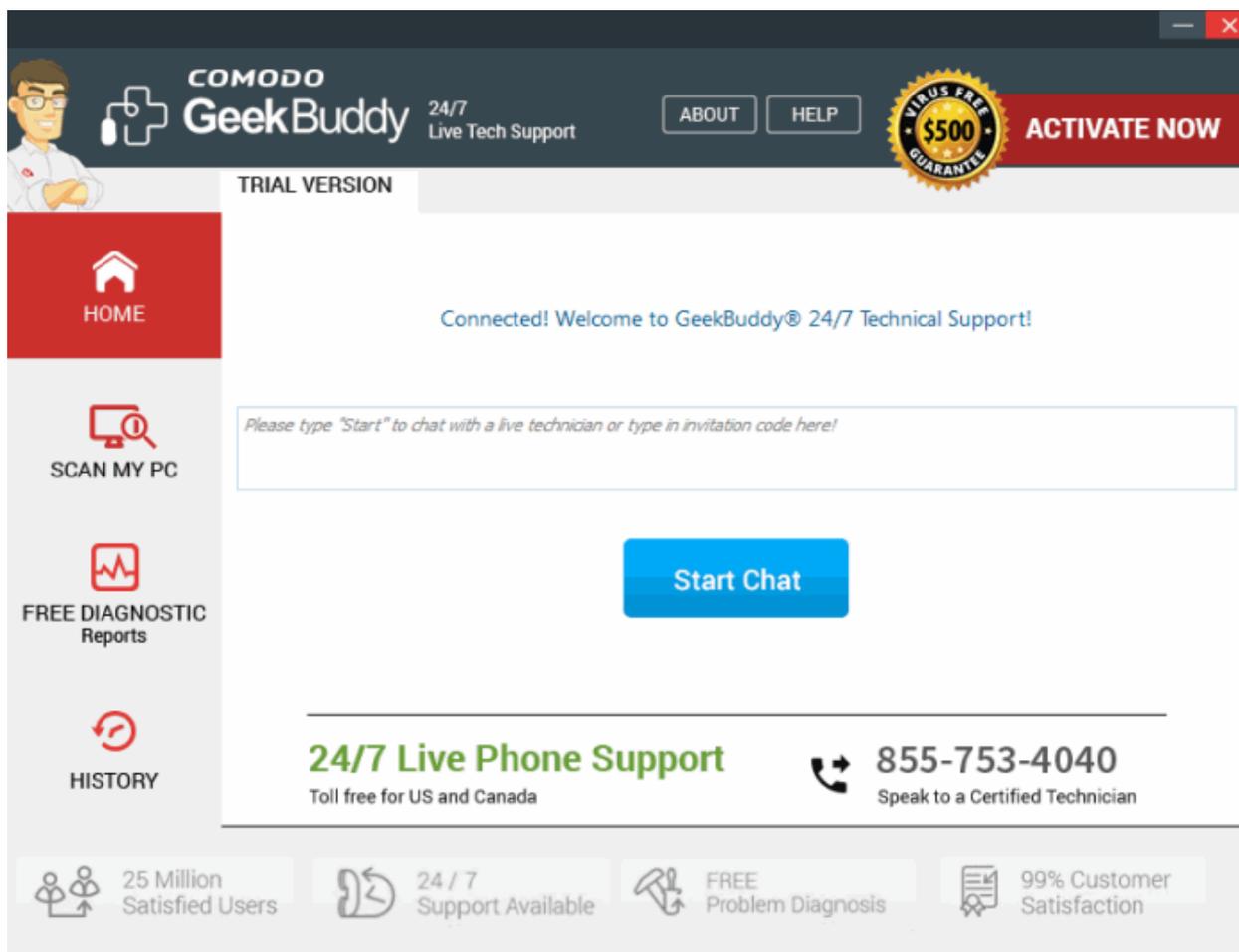
When your computer starts, GeekBuddy diagnostics will run a quick system health-check and provide an alert if issues are found:



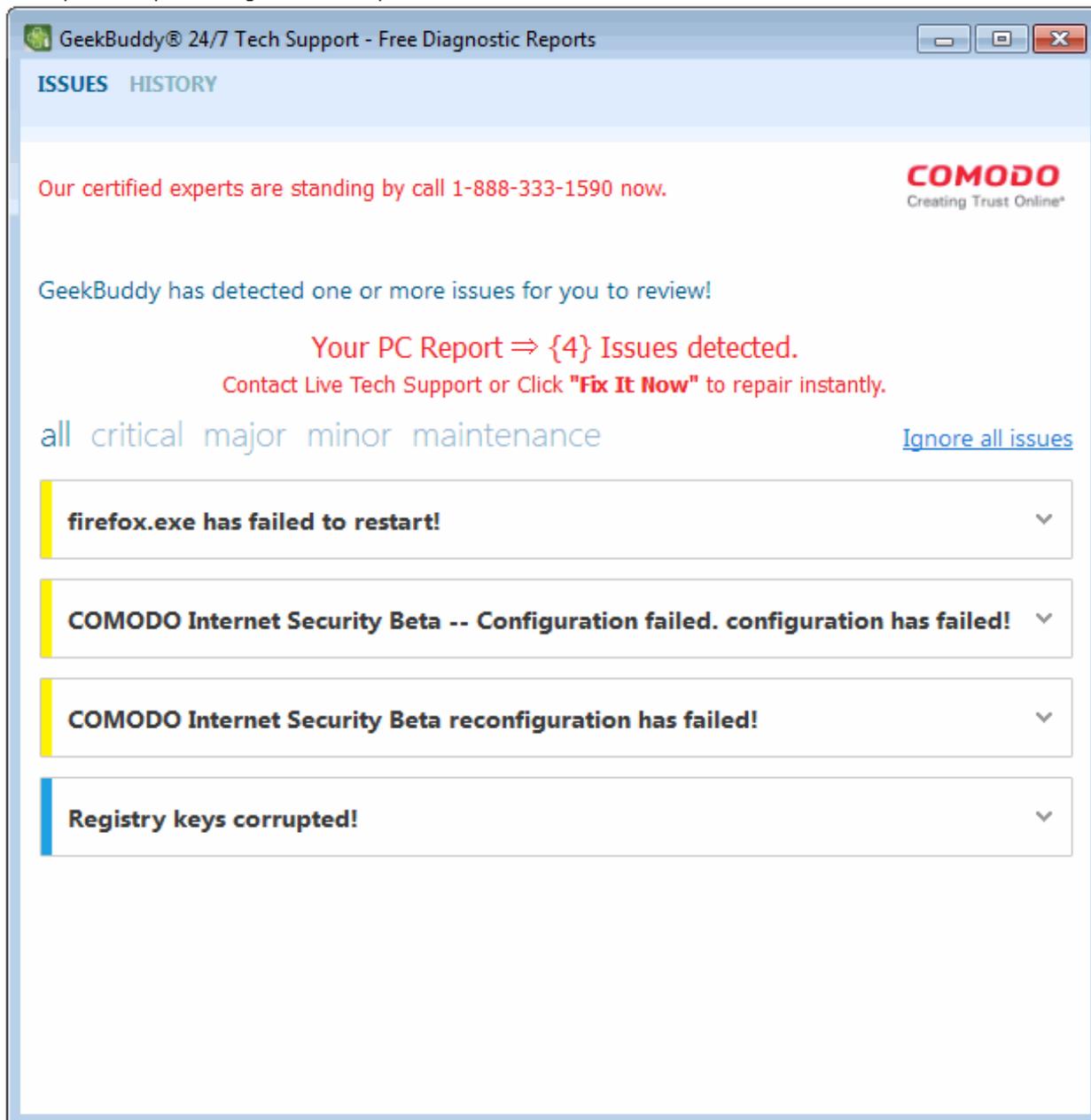
- Click 'Fix it Now - Live Support' to connect with a GeekBuddy operative who can help you fix the issue.

## GeekBuddy Interface

- Click the 'FREE DIAGNOSTIC Reports' button on the left:



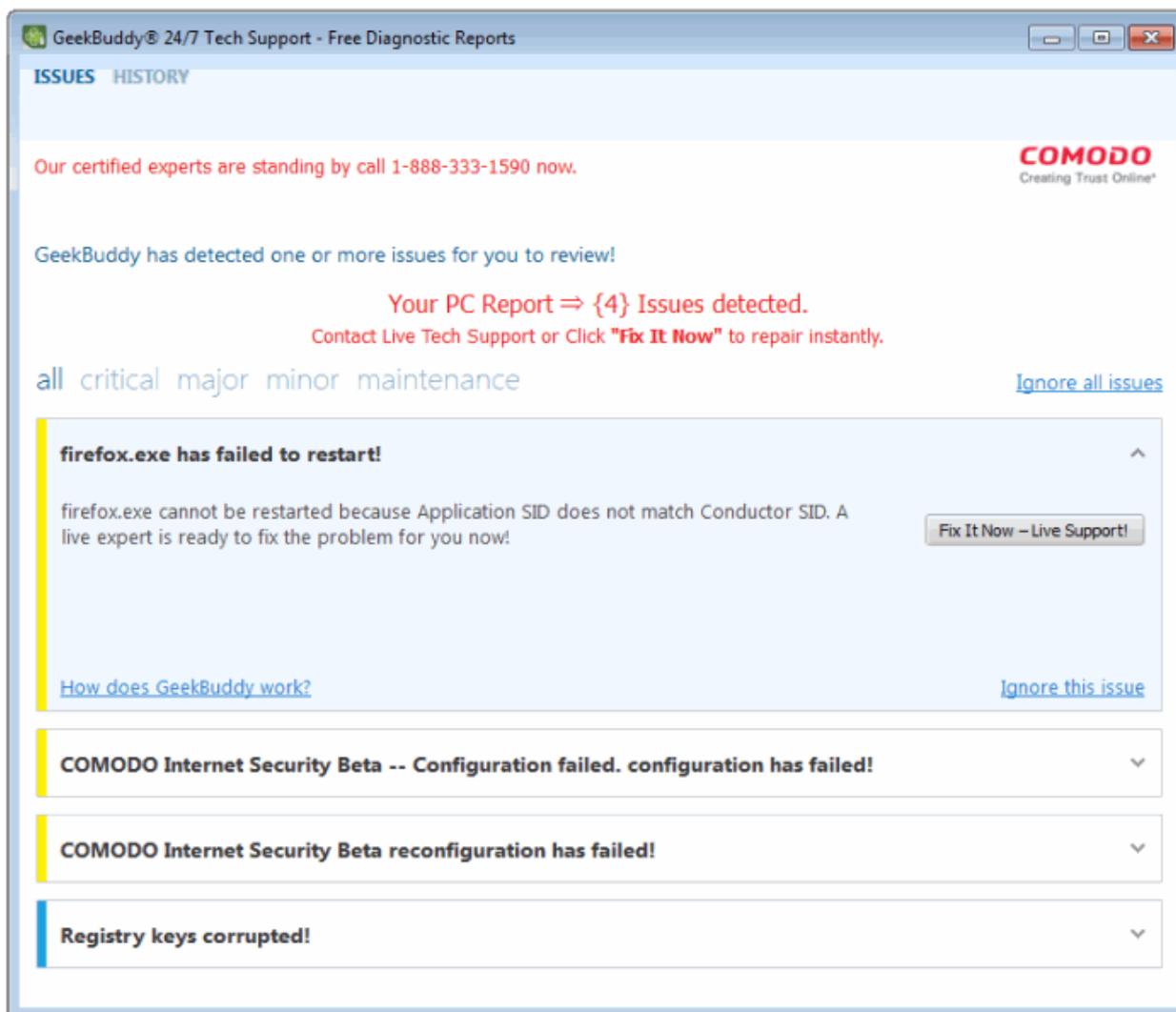
The report will open, listing all detected problems:



The screenshot shows a web browser window titled "GeekBuddy® 24/7 Tech Support - Free Diagnostic Reports". The interface has a light blue header with "ISSUES" and "HISTORY" tabs. Below the header, there is a red banner with the text "Our certified experts are standing by call 1-888-333-1590 now." and the COMODO logo. A blue message states "GeekBuddy has detected one or more issues for you to review!". Below this, a red message says "Your PC Report ⇒ {4} Issues detected." followed by "Contact Live Tech Support or Click 'Fix It Now' to repair instantly." There are four filter buttons: "all", "critical", "major", "minor", and "maintenance", with "all" selected. A link "Ignore all issues" is also present. The main content area lists four issues, each in a white box with a colored bar on the left and a dropdown arrow on the right:

- firefox.exe has failed to restart! (yellow bar)
- COMODO Internet Security Beta -- Configuration failed. configuration has failed! (yellow bar)
- COMODO Internet Security Beta reconfiguration has failed! (yellow bar)
- Registry keys corrupted! (blue bar)

Problems are categorized as critical, major, minor and maintenance issues. Click on any issue to view more details. If you'd like some help, click the 'Fix it Now – Live Support' button to immediately contact a GeekBuddy operative:

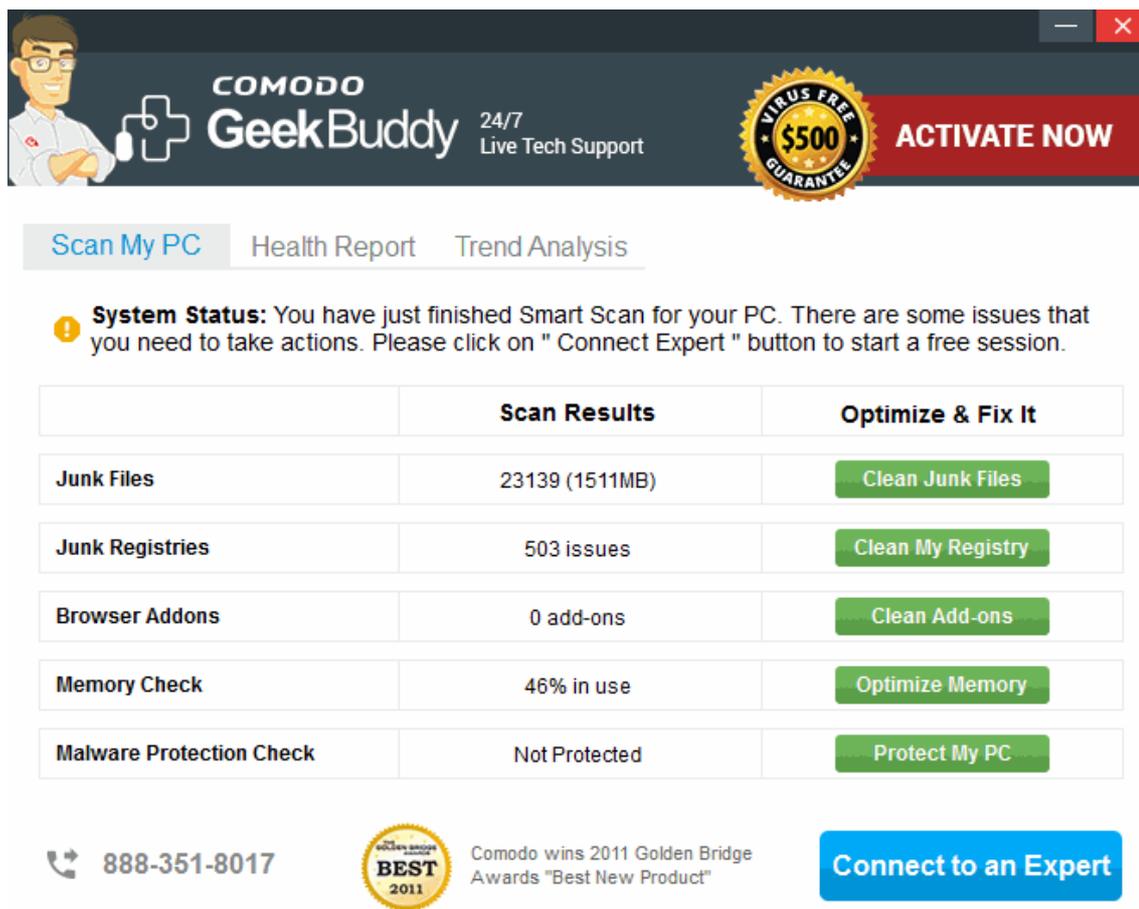


- Click 'Ignore all issues' to clear the 'Issues' interface.
- Click 'Ignore this issue' beside a particular entry to disregard a specific problem.
- Click 'Fix it Now – Live Support!' to connect with a GeekBuddy technician who will help resolve the issue.

## 7. Scanning My PC

GeekBuddy's 'Scan My PC' feature delivers a fast report card on the health of your computer. It will identify junk files, browser add-ons, useless registry items and will quickly scan your computer's memory for issues.

- To open the scan interface, click 'Scan My PC' on the left of the GeekBuddy home screen.
- Click 'Start Smart Scan' to begin scanning.



The screenshot shows the Comodo GeekBuddy interface. At the top, there is a header with the Comodo GeekBuddy logo, a 24/7 Live Tech Support icon, a \$500 Virus Free Guarantee badge, and an 'ACTIVATE NOW' button. Below the header, there are three tabs: 'Scan My PC', 'Health Report', and 'Trend Analysis'. The 'Scan My PC' tab is active, displaying a system status message and a table of scan results.

**System Status:** You have just finished Smart Scan for your PC. There are some issues that you need to take actions. Please click on " Connect Expert " button to start a free session.

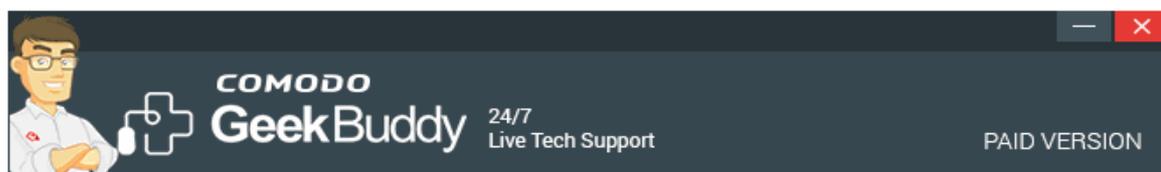
	Scan Results	Optimize & Fix It
Junk Files	23139 (1511MB)	<a href="#">Clean Junk Files</a>
Junk Registries	503 issues	<a href="#">Clean My Registry</a>
Browser Addons	0 add-ons	<a href="#">Clean Add-ons</a>
Memory Check	46% in use	<a href="#">Optimize Memory</a>
Malware Protection Check	Not Protected	<a href="#">Protect My PC</a>

888-351-8017  Comodo wins 2011 Golden Bridge Awards "Best New Product" [Connect to an Expert](#)

The interface contains three tabs:

**Scan My PC** – Allows you to start a scan and indicates scan progress for each of the 5 scan types

**Health Report** – Results of the scan. Problems are categorized as None (yay!), Low (may cause minor slow downs), Medium (corrective actions will noticeably improve system performance) and Severe (should be addressed immediately.)



Scan My PC **Health Report** Trend Analysis

**System Status:** You have just finished Smart Scan for your PC. There are some issues that you need to take actions. Please click on " Connect Expert " button to start a free session.

	Scan Results	Health Bar	Severity
Junk Files	127 (76MB)		Low
Junk Registries	135 issues		Low
Browser Addons	0 add-ons		None
Memory Check	27% in use		Low
Malware Protection Check	Not Protected		Severe

888-351-8017



Comodo wins 2011 Golden Bridge Awards "Best New Product"

**Trend Analysis** – A cumulative overview of your health status in each category over time. Each scan you run will add fresh data to the trend analysis:

The screenshot shows the Comodo GeekBuddy interface. At the top, there is a navigation bar with 'Scan My PC', 'Health Report', and 'Trend Analysis' (which is selected). Below this is a table with the following data:

	Health Bar	Severity	
Junk Files		No Change	
Junk Registries		No Change	
Browser Addons		No Problem	
Memory Check		Low	
Malware Protection Check		Alarming	

Below the table, there is a phone icon with the number 888-351-8017 and a 'BEST 2011' award badge. The text next to the badge reads: 'Comodo wins 2011 Golden Bridge Awards "Best New Product"'

Problems are categorized as No Change, No Problem, Low and Alarming.

If you need help to resolve identified issues, click 'Start Chat' to connect to a GeekBuddy operative.

## 8. 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>

## 9. Additional Resources

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

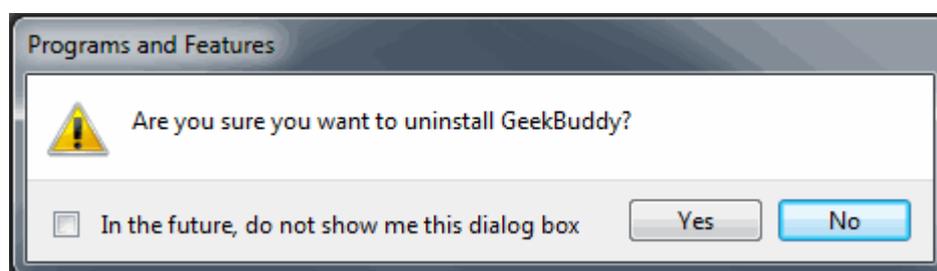
We welcome your participation in our online community at <http://forums.comodo.com>.

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

## 10. Uninstalling Comodo GeekBuddy

### To uninstall Comodo GeekBuddy

- Open the Windows 'Control Panel' then open 'Programs And Features' ('Add/Remove Programs' in older versions of Windows).
- From the list of currently installed programs, Select 'GeekBuddy' and click 'Uninstall' at the top. A confirmation dialog will be displayed:



- Click 'Yes' to confirm the uninstall

## 11. 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 8 (32 or 64 bit)
- Windows 7 (32 or 64 bit)
- Windows Vista (32 or 64 bit)
- Windows XP (32 or 64 bit)

### Software and Hardware Requirements:

- 500 MB Hard Disk Space

- 128 MB available RAM

## **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 Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

## About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

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