

COMODO
Creating Trust Online®



Comodo PC TuneUp

Software Version 1.0

User Guide
Guide Version 1.0.010614

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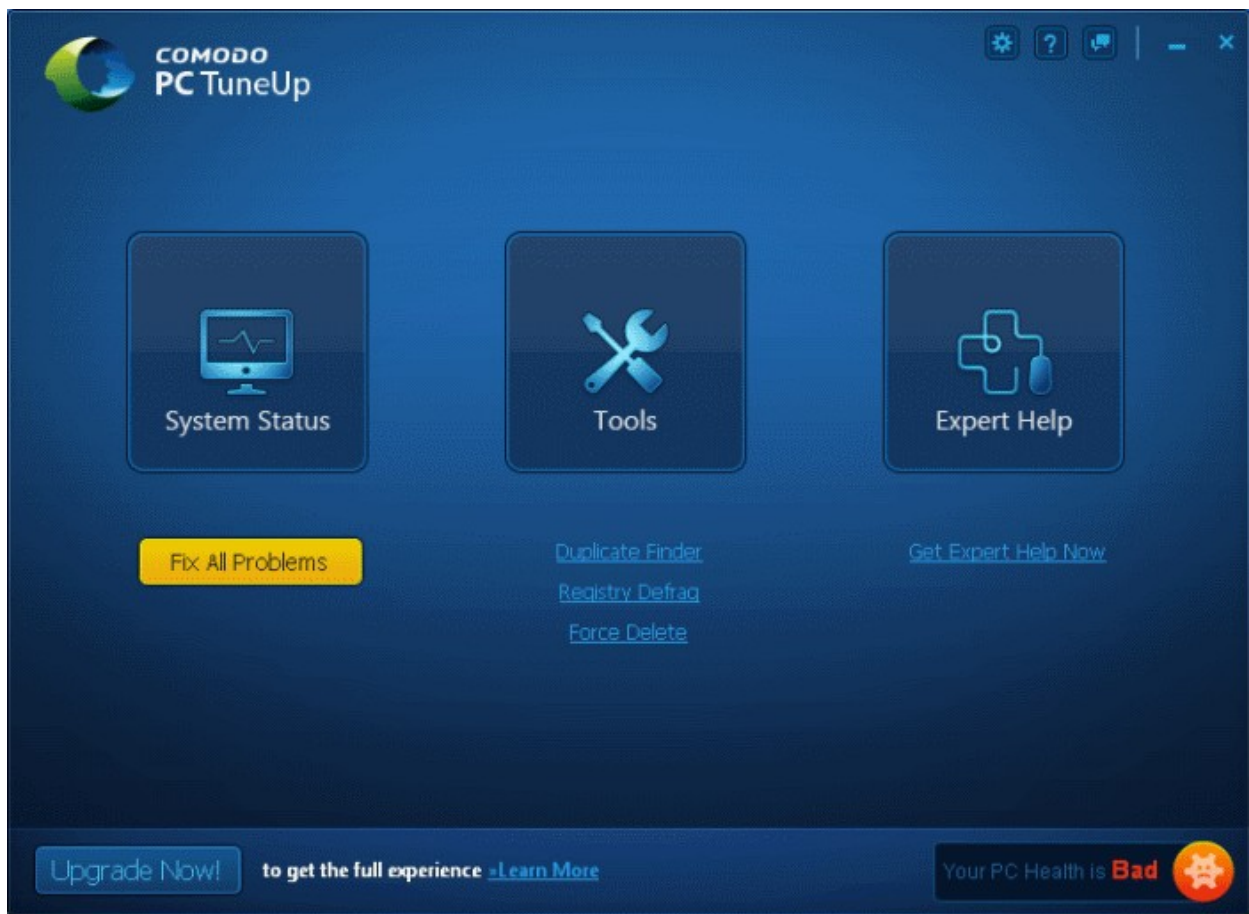
Table of Contents

1. Comodo PC TuneUp - Introduction.....	3
1.1.System Requirements.....	4
2. Installation and Start-up.....	4
2.1.Starting Comodo PC TuneUp.....	6
3. The Main Interface.....	7
4. Scanning and Optimizing your Computer.....	8
4.1.Running a Scan.....	8
4.2.Understanding the Results.....	10
4.3.Fixing the Problems.....	11
4.4.Using PC TuneUp Tools.....	14
4.4.1. Duplicate Finder.....	15
4.4.2.Registry Defrag.....	17
4.4.3.Force Delete.....	19
4.5.Comodo PC TuneUp Settings.....	22
5. Getting Expert Help.....	22
5.1.Installing GeekBuddy Client.....	23
5.2.Activation of Service.....	26
5.3.Launching the Client and Using the Service.....	28
5.4.Accepting Remote Desktop Requests.....	30
5.5.Chat History.....	32
5.6.Starting and using AntiError.....	34
5.7.Uninstalling Comodo GeekBuddy.....	37
6. Upgrading to a Full License.....	38
7. Leaving Feedback.....	40
8. Uninstalling Comodo PC TuneUp.....	40
About Comodo.....	43

1. Comodo PC TuneUp - Introduction

If you'd like to breath new life into a dull and unresponsive computer, then PC TuneUp's suite of disk cleaning and malware removal utilities is the software for you.

A powerful system optimization tool, PC TuneUp improves boot-up time and overall performance by removing junk files, repairing the registry, deleting malware, disabling non-essential start-up items and automatically resolving any critical Windows events you might be experiencing. The application will immediately scan your system after installation and offers simple, one-click cleaning of any problems it discovers. Fast, thorough and easy-to-use, PC TuneUp squeezes the maximum performance out of the most lethargic of computers and keeps them running at peak condition in the future.



Comodo PC TuneUp Features:

- **Junk File Cleaner** - Identifies and deletes those needless files which clutter your hard drive and slow down your computer (including temp Internet files, log files, error reports, cache files and unused icons and more).
- **Registry Cleaner** - Removes or repairs corrupt registry keys to improve the performance, stability and security of any Windows computer.
- **Malware Scanner** - Scans for and removes all types of viruses and spyware
- **Boot Time Optimization** - Identifies and disables unnecessary start-up programs that slow system start-up time.
- **Critical Event Resolution** - Analyzes and resolves Windows event errors that occur during start-up/shut down, application run-time and when reading/writing to the hard drive.
- **Security Optimization** - Analyzes and restores default Windows security settings where required.
- **Additional utilities** – Find and remove duplicate files; full registry defrag tool and force-deletion of locked files.

Guide Structure

This guide is intended to take you through the installation and use of Comodo PC TuneUp

- **Comodo PC TuneUp - Introduction**
 - **System Requirements**
- **Installation and Startup**
 - **Starting Comodo PC TuneUp**
- **The Main Interface**
- **Scanning and Optimizing your Computer**
 - **Running a Scan**
 - **Understanding the Results**
 - **Fixing the Problems**
 - **Using PC TuneUp Tools**
 - **Duplicate Finder**
 - **Registry Defrag**
 - **Force Delete**
 - **Comodo PC TuneUp Settings**
- **Getting Expert Help**
- **Upgrading to a Full License**
- **Leaving Feedback**
- **Uninstalling Comodo PC TuneUp**
- **About Comodo**

1.1. System Requirements

For optimal performance of Comodo PC TuneUp, please ensure your computer meets the following requirements:

Supported Operating Systems

Windows 7 (32bit and 64bit)

Windows Vista (Home/Business/Ultimate) (32bit and 64bit)

Windows XP SP2 (Home/Professional) (32bit and 64 bit)

Windows 2003 Server (32bit and 64 bit)

Windows 2008 Server (32bit and 64bit)

Minimum Hardware

Intel Pentium III Processor or higher

256 MB RAM

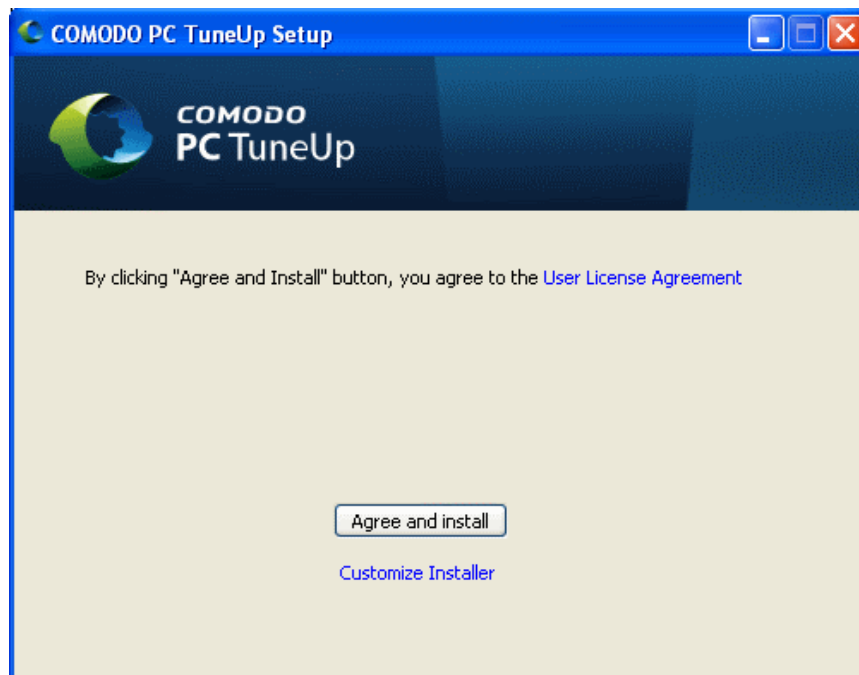
23 MB Disk Space

Browser Interface requirements (Dragon recommended, Javascript required)

2. Installation and Start-up

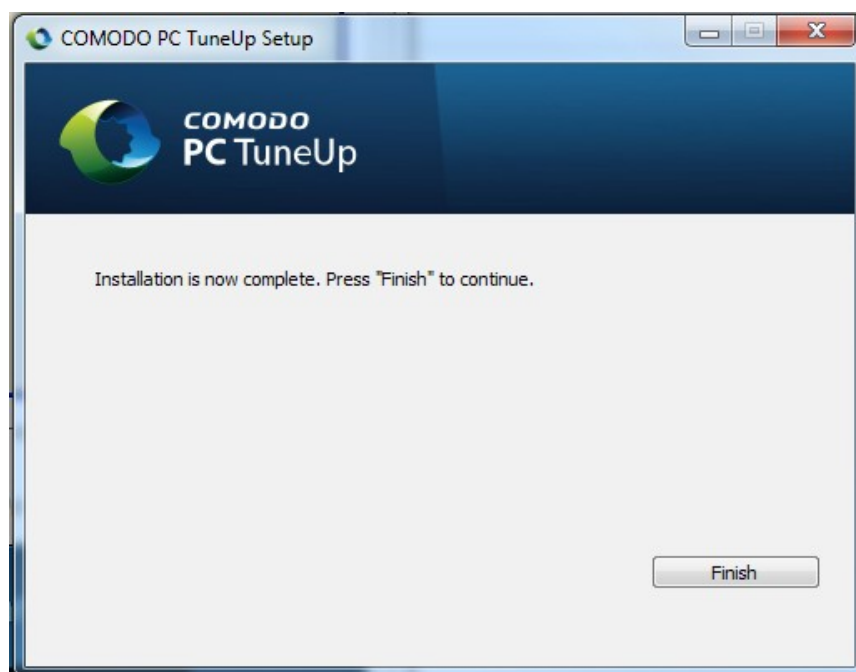
Before you install Comodo PC TuneUp, read the installation instructions carefully and review the system requirements listed above. Quit all other Windows programs before installation as these might interfere with the setup process.

After downloading PC TuneUp, double click the setup file start the installation wizard:



Before installation, please agree to the end-user license agreement.

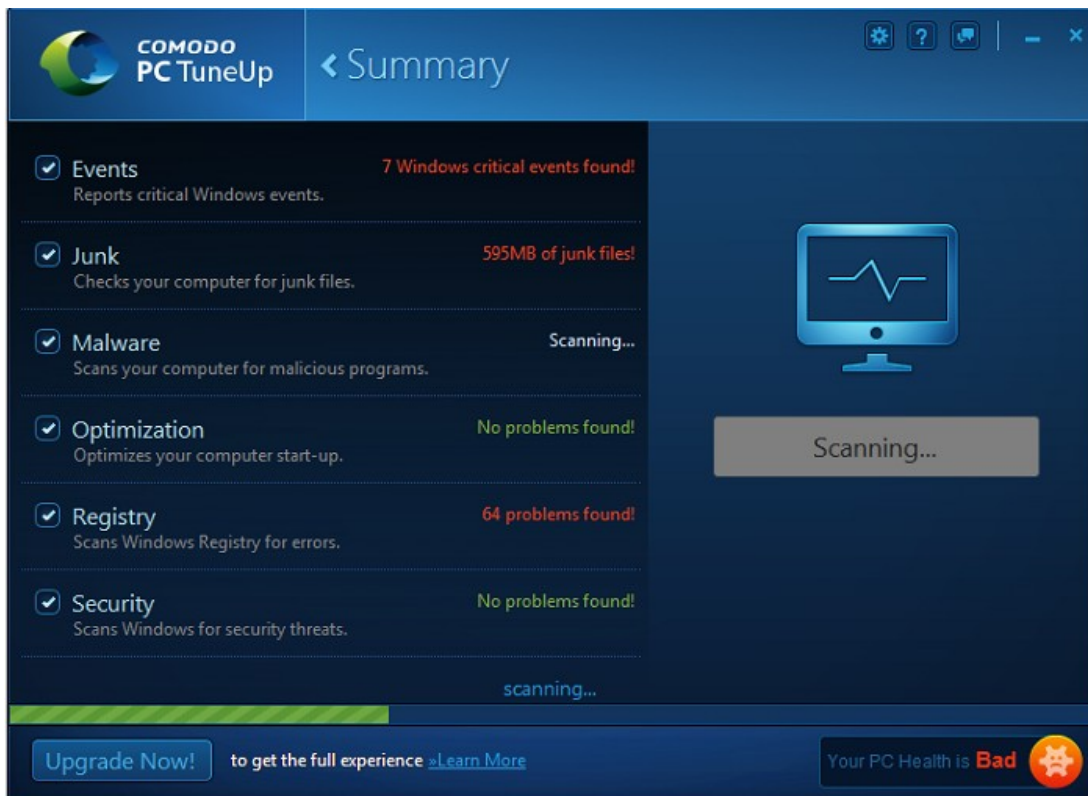
- If you click the 'User License Agreement' link in the interface then the full EULA will be displayed. Read the subscriber agreement fully and click the 'Back' button to return to the previous screen.
- If you click 'Customize Installer', you will be able to choose the installation path (default = C:\Program Files\COMODO\PC TuneUp). Click 'Browse' to choose a different location. Click the 'Back' button to return to the previous screen.
- Clicking 'Agree and Install' will immediately begin the setup process. After setup is complete, you will see a confirmation dialog:



- Click the 'Finish' button to complete the installation. The application will create a desktop shortcut and a system tray


icon.

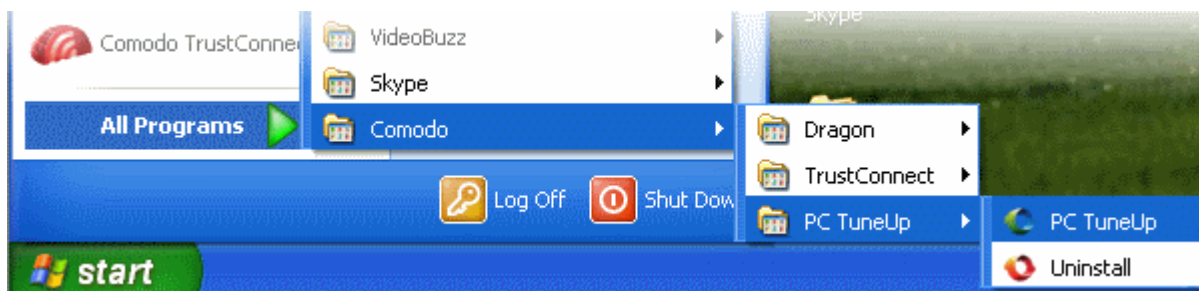
After installation is complete, Comodo PC TuneUp will immediately begin scanning your computer for problems:



2.1. Starting Comodo PC TuneUp

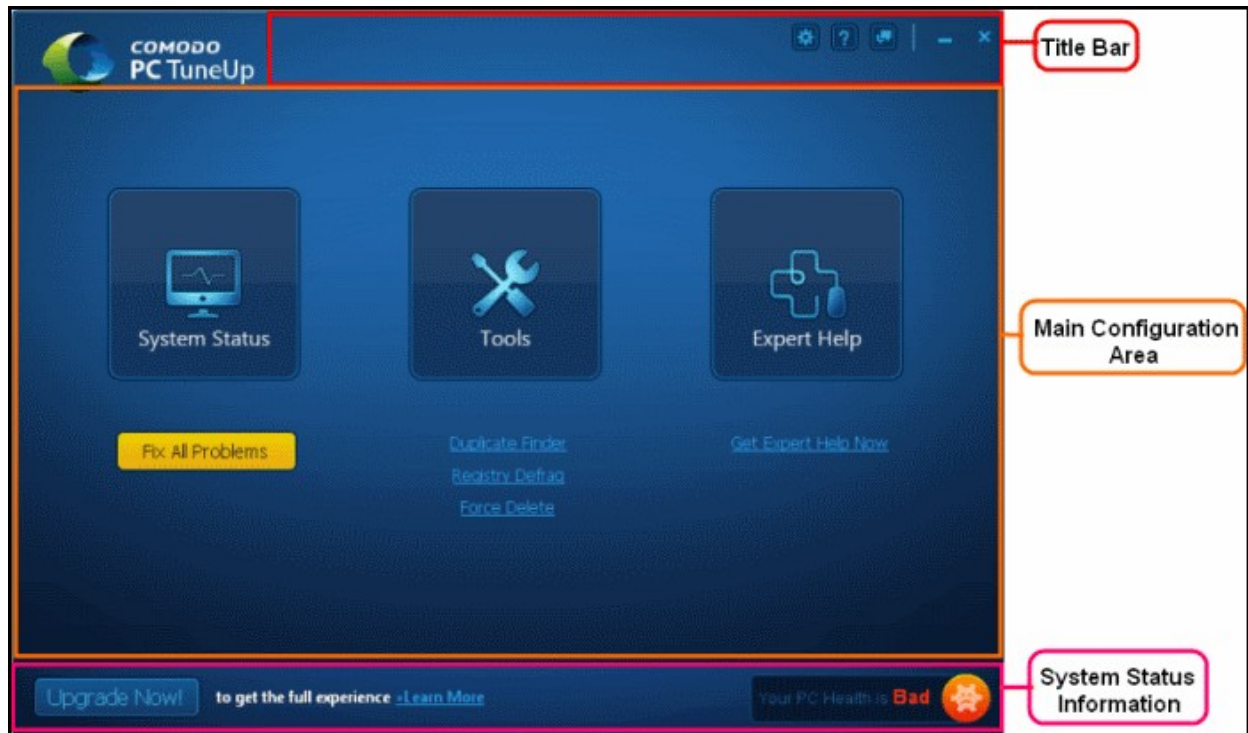
You can open PC TuneUp by doing any of the following:

- Right-clicking the PC TuneUp system tray icon - > Open
- Double clicking on the PC TuneUp shortcut icon  from the desktop
- From the Start menu - Click 'All Programs > Comodo > PC TuneUp > PC TuneUp



3.The Main Interface

Comodo PC TuneUp's streamlined interface makes it easy for you to accomplish any task within a few clicks.

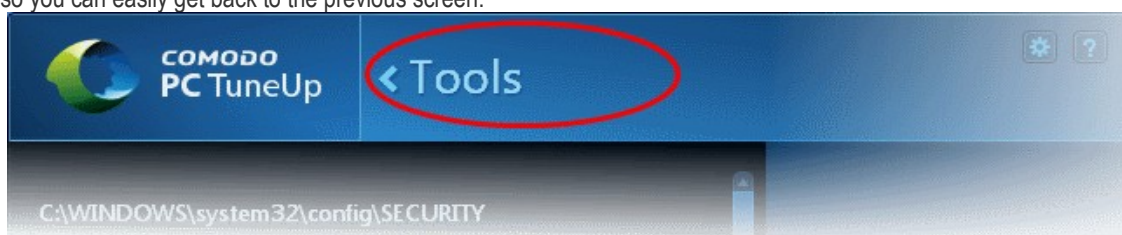


The home screen contains three tiles - System Status, Tools and Expert Help. The title bar contains buttons for the settings interface, the 'About' dialog and for the feedback interface. The 'System Status Information' bar at the bottom-right of the interface provides an at-a-glance verdict on the health of your computer. If it says 'Bad' you should use the 'Fix all Problems' button to remedy the situation.

- **System Status** - Whenever you open PC Tuneup, it will automatically begin scanning your computer for problems. Clicking this tile will display the results of that scan and allow you to take action. See the section **Scanning and Optimizing your Computer** for more details.
- **Tools** - The Tools tile contains 3 utilities which allow you to find and delete duplicate files, optimize the Windows registry and force-delete locked files. See the section **Using PC TuneUp Tools** for more details.
- **Expert Help** - Opens the GeekBuddy chat Window and connects to a Comodo IT expert who can help you with any computer problems you may be experiencing. Refer to the section **Getting Expert Help** for more details.
- The Title Bar Controls:
 - **Settings** - Specify whether PC TuneUp runs when Windows starts and whether it should automatically check for updates.
 - **About** - Displays the version number, number of days left for the license to expire and copyright information.
 - **Feedback** - Allows you to comment and provide suggestions about the application.
- **System Status Information** - At-a-glance status of your computer's health and options to upgrade your license.

Navigating the application:

Clicking any one of the tiles will open its related interface for further action. The label text at the top of the interface acts as 'back' button so you can easily get back to the previous screen.



Note: There are two versions of the application – free and licensed. While the free version is capable of only detecting problems in your system, the licensed version is capable of eliminating them. If you are using the free version and wish to upgrade, please click the 'Upgrade Now' button at the lower left corner of the interface.

Optimizing a computer is not a 'one-time' deal – it is an ongoing task which should run at least 2 or 3 times per week. PC TuneUp costs only \$19.99 per year and will help make sure your computer is kept at peak condition throughout. Please refer the section '[Upgrading to a Full License](#)' for more details.

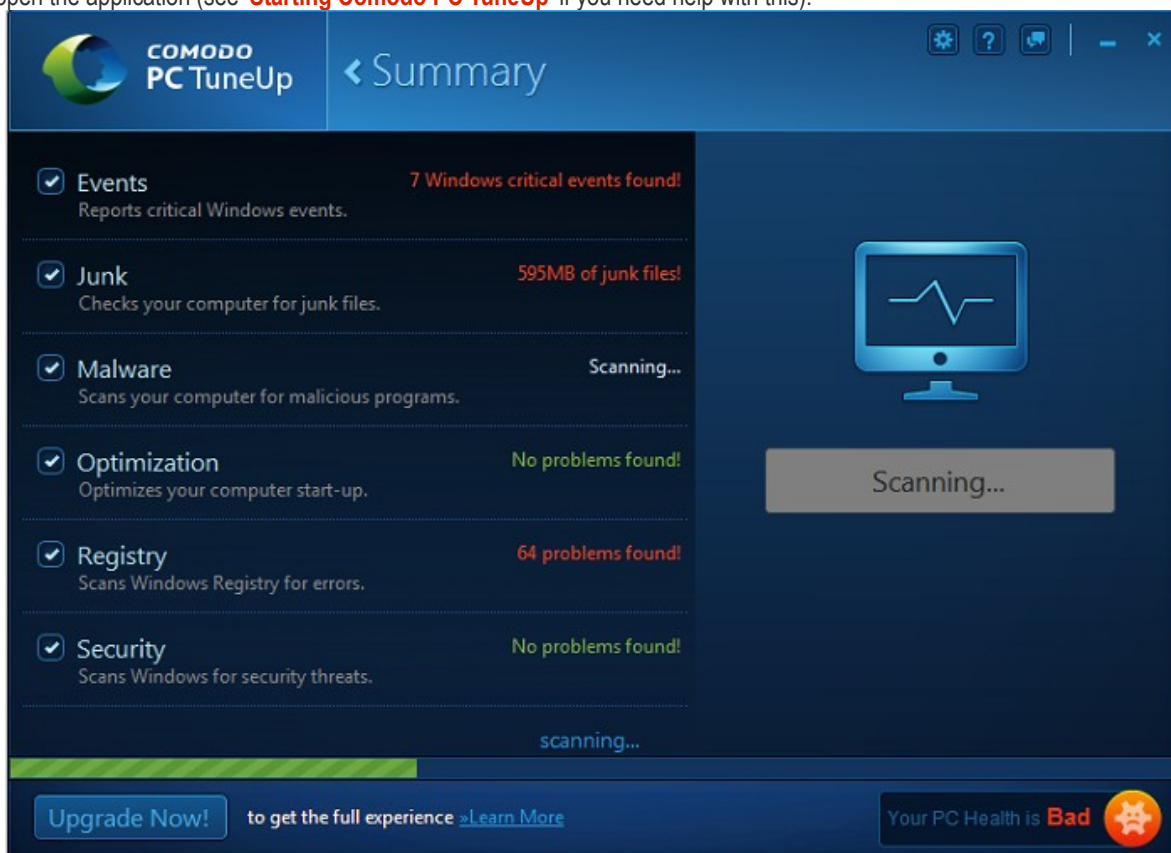
4. Scanning and Optimizing your Computer

Comodo PC TuneUp is designed to thoroughly scan your system for any malware, inefficient settings, temp files, corrupt registry keys and more besides. Please use the following links to jump to the section you need help with:

- [Running a Scan](#)
- [Understanding the Results](#)
- [Fixing the Problems](#)

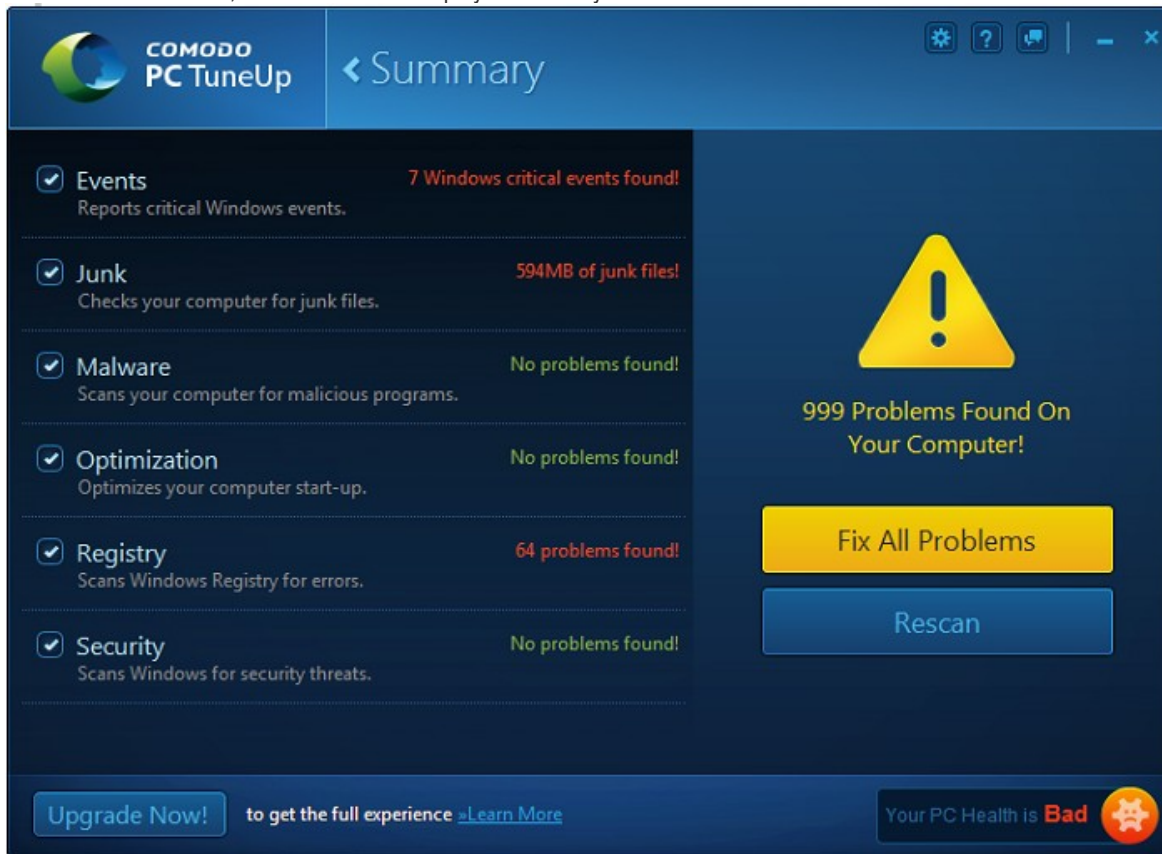
4.1. Running a Scan

PC TuneUp is designed to run a scan automatically whenever it is opened. Therefore, to manually run a scan, you simply need to open the application (see '[Starting Comodo PC TuneUp](#)' if you need help with this).

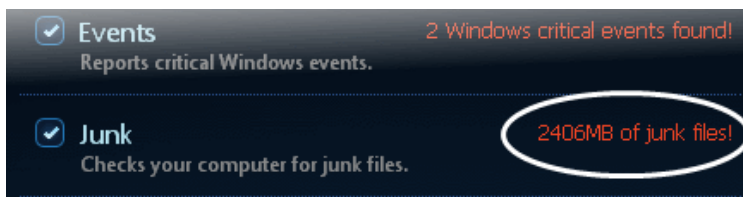


PC TuneUp will first scan your system immediately after **installation** (this first scan will take a little longer than subsequent scans). By default, it will also run a scan automatically when Windows starts (open '[Comodo PC TuneUp Settings](#)' if you wish to change this).

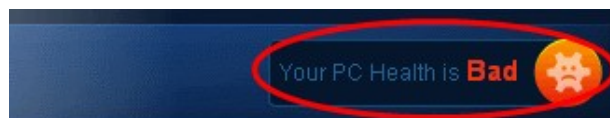
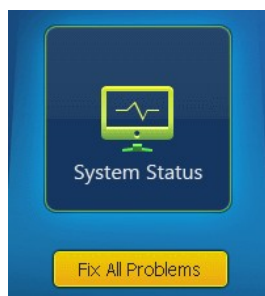
After the scan has finished, the results will be displayed in the 'System Status' screen:



- Click '**Fix All Problems**' if you want PC TuneUp to begin correcting all discovered issues
- Deselect the **check boxes** on the left if you don't want PC TuneUp to fix that category
- Click 'Rescan' if you want to rescan your system without taking any action on the current result
- Click the **results text** to see all discovered issues in that category (and to fine tune which items you wish PC TuneUp to fix):



- See '**Understanding the Results**' to find out what each category means.
- See '**Fixing the Problems**' for advice on how and what to clean.
- If you do not wish to take any action at this time, you can just close the application. You can always view and/or fix the issues later by clicking the 'System Status' tile in the main interface or the information bar at the bottom of the interface:



4.2. Understanding the Results

After a scan of your system has finished, Comodo PC TuneUp groups the results by category.

At the right of each entry is the number of errors found in that category. Clicking this text will expand the results and allow you to exclude individual items from cleaning if required. If no errors are found you will see the message 'No problems found'.



Windows Critical Events

Windows keeps track of events such as system failures, application crashes, incorrect login attempts and many more. Each event is logged according to its severity. Comodo PC TuneUp scans your system for 'Critical' events that have occurred in the past and lists them in the results interface. If you choose to fix this category, PC TuneUp will take steps to remedy all critical events and prevent them from occurring again in future.

Junk Files

Over time, your computer's hard drive will accumulate a lot of unwanted files, which can reduce your system's performance significantly. These include temporary Windows files, temporary Internet files, temporary files created by applications, cache files, files in the recycle bin, log files and much more. Fixing this category will instruct PC TuneUp to delete these unnecessary files.

Malware

Today's Internet users are well aware that their computer is under constant threat from a barrage of viruses, spyware, key-loggers, root-kits and Trojan horse programs. In most cases, the sole intention of this malware is to steal priceless data such as your usernames, passwords, banking details, credit card numbers, social security records and other important documents. Even if identity and financial theft is not the end-goal, malware will often wreak havoc with your computer by turning it into a zombie PC or by damaging your system so badly it will repeatedly crash or refuse to boot. PC TuneUp will identify any malware that is present on your system and remove it immediately you click the 'Fix' button.

Optimization

Certain programs and services must be loaded at start-up because they are essential to the security and smooth operation of your system. The number of services and programs that are loaded when your system boots-up can have a significant impact on the operating speed of your system. Unfortunately, most 3rd party software that you install will automatically add it's own programs and services to this list of start-up items. Quite often these additional services are non-essential and are not required until you actually use the application they belong to. For the rest of the time they just run in the background, unnecessarily consuming system resources. PC TuneUp will list all these start up items. Before clicking the 'Fix' button, we recommend you take a quick look at the items in this category and exclude applications that you definitely want to run at start up.

Registry Files

The Windows Registry is of central importance to the smooth operation of your computer because it stores critical configuration data for Windows components and for the software that you have installed. This configuration data is stored in a series of what are known as 'registry keys' (each time you install a new piece of software, it will create its own set of keys). Over time, however, the Registry can become inefficient because keys belonging to programs you have uninstalled were not removed. Keys can also become corrupted; changed from their default settings or even deleted altogether by malicious software. Because Windows is constantly reading from the Registry so it can correctly execute its tasks and operations, any problems with the Registry can

make a computer slower, less reliable and prone to crashes. PC TuneUp deletes or repairs corrupt or obsolete registry keys to give your computer an immediate performance and stability boost.

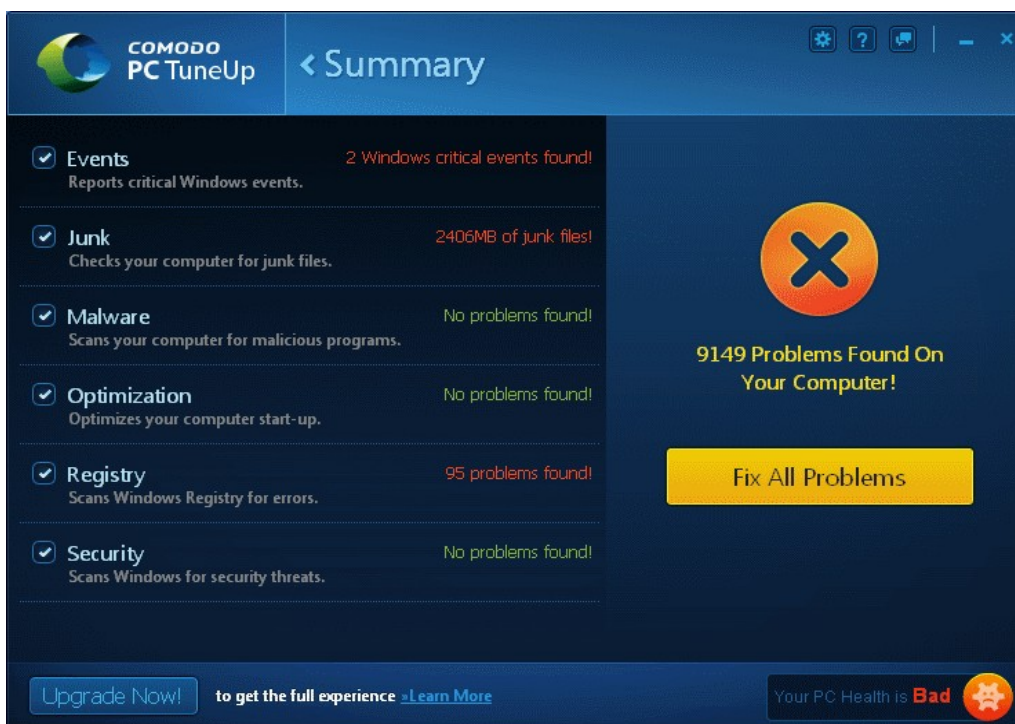
Security Threats

Windows comes pre-loaded with a set of security defaults designed to ensure your computer is protected against malicious processes and online threats. These settings are, naturally, a target for hackers who want to change the settings so their malware can run successfully. Comodo PC TuneUp scans Windows settings for any vulnerabilities and is capable of restoring default settings if required.

Next – **'Fixing the Problems'**

4.3. Fixing the Problems

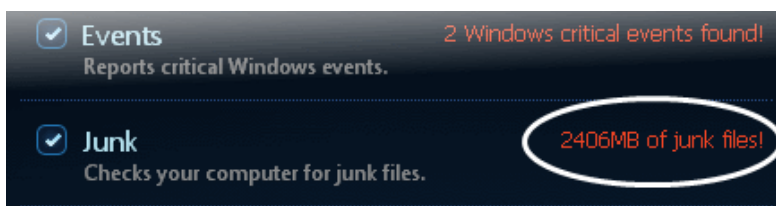
Once a scan has finished, Comodo PC TuneUp will automatically display its findings in the results screen:



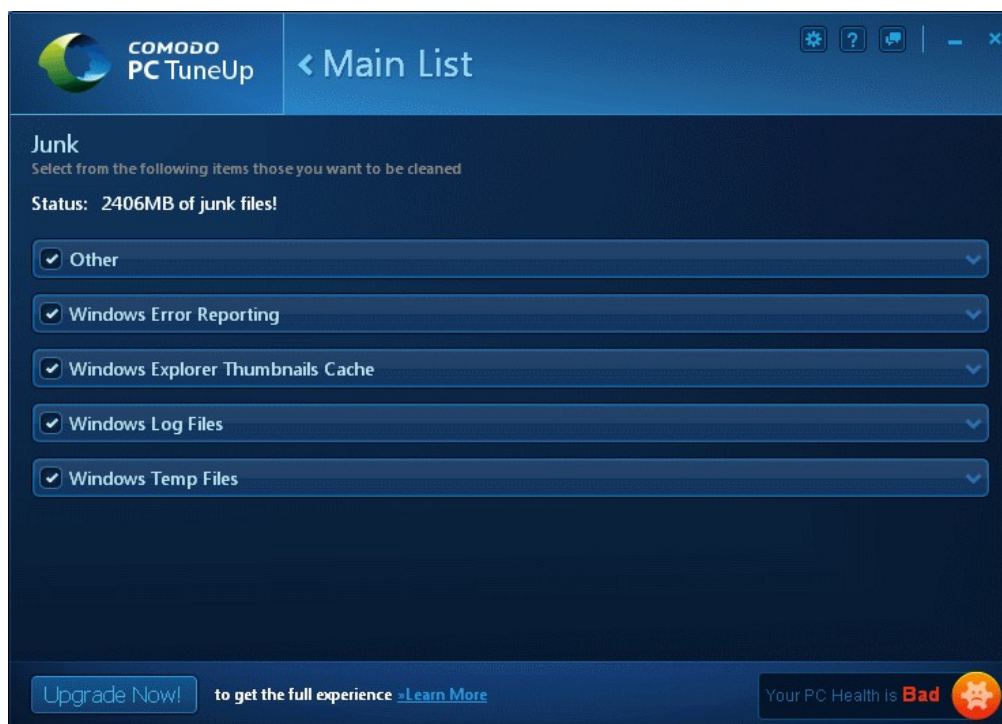
You can clean every detected problem by simply clicking the 'Fix All Problems' button. Deselect the check boxes on the right if you wish to exclude an entire category of results from the cleaning operation:



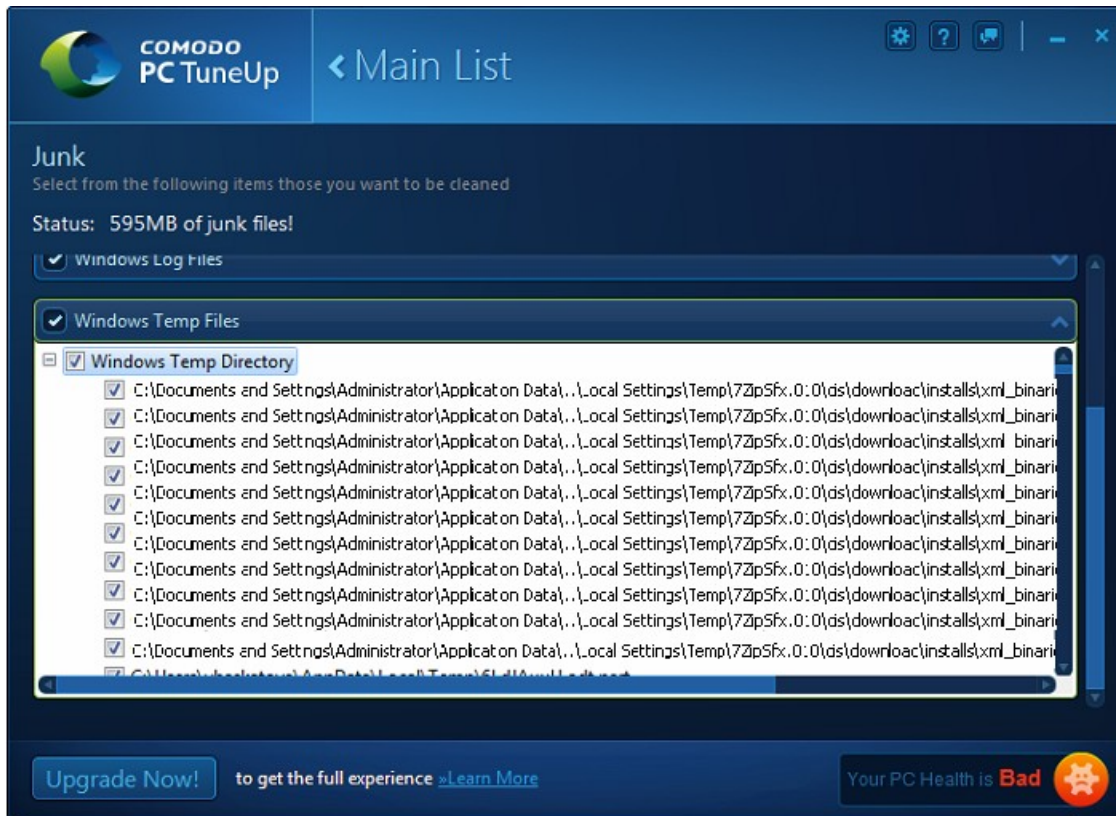
You can further refine which items are cleaned by expanding any results category. To do so, click on the result text next to any category:



Any sub-categories will be listed as collapsed menu items. Deselect the check-boxes beside the sub-categories that you do not want PC TuneUp to clean.



Click on any sub-category to view individual items:



Select or deselect items as per your cleaning requirements. Return to the results screen by clicking 'Main List' on the title bar. After you have deselected the categories and/or individual files that you want to retain, click 'Fix All Problems' to clean your system.



The summary screen will display how many items were cleaned out of the total detected:

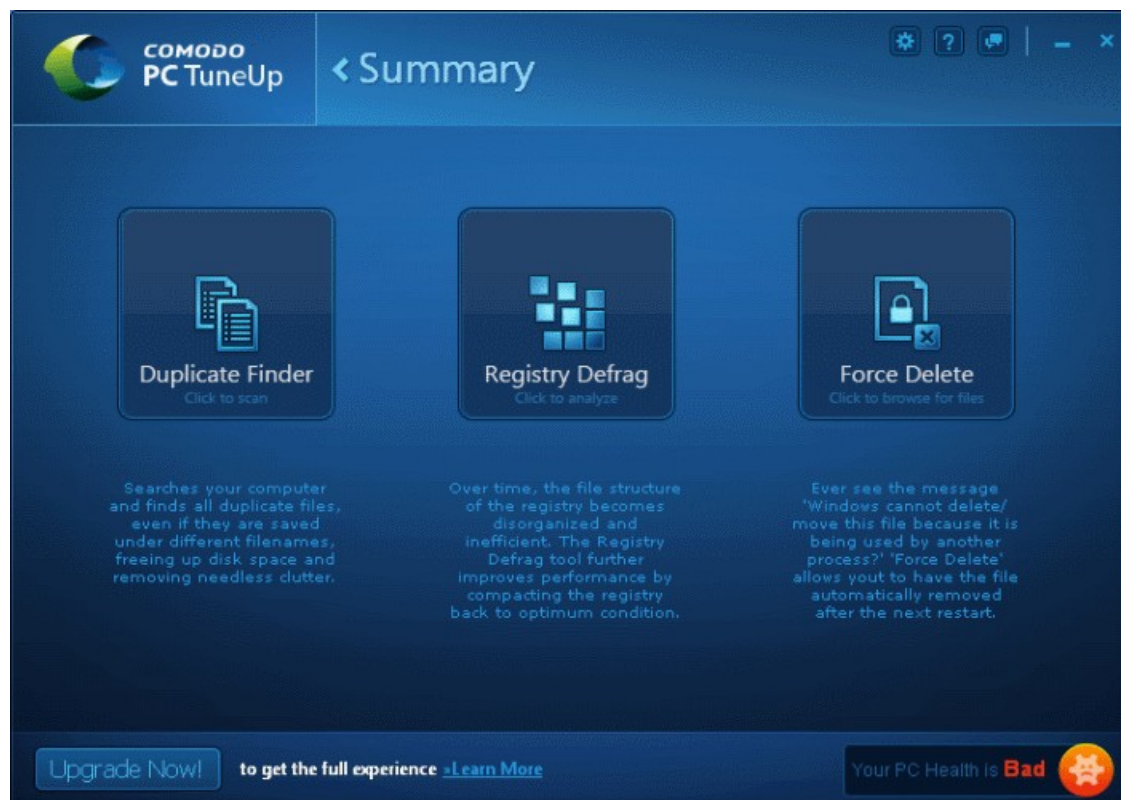


4.4. Using PC TuneUp Tools

PC TuneUp features additional tools that help you optimize your computer to an even greater degree. By using these tools, you can remove duplicate files scattered over your drive, defragment the Windows registry to improve access times and force-delete any locked files. To access these utilities, click the 'Tools' tile from the main interface:



This will open the 'Tools' menu:



Refer to the following sections for more details on each tool:

- **Finding duplicate files**
- **Organizing registry file structure**

- **Force deleting locked files**

4.4.1. Duplicate Finder

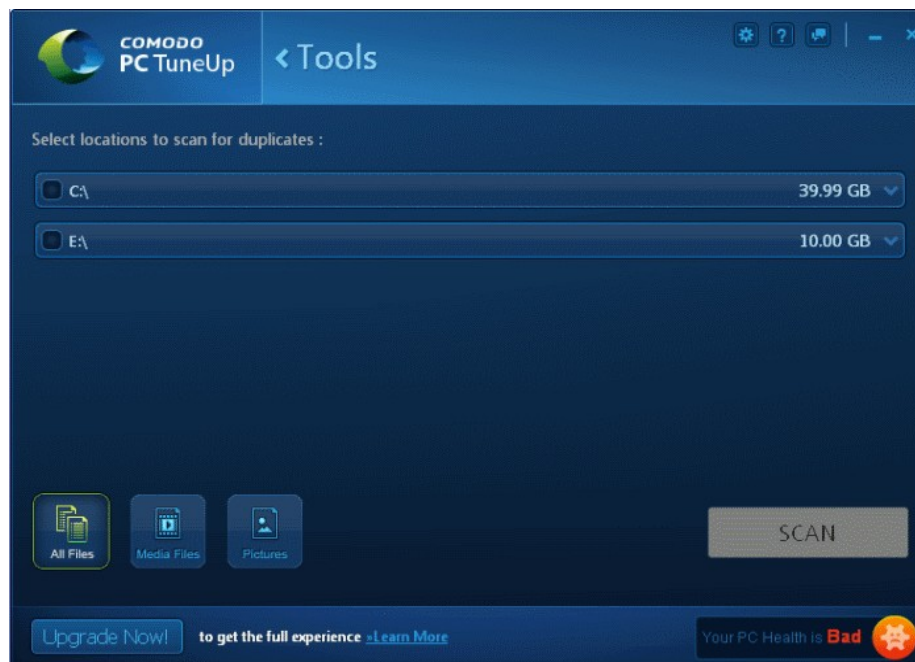
The Duplicate Finder searches selected drives, partition or folders for copies of same file stored in different locations. This is useful in removing redundant or duplicate files stored in obscure folders that you could have forgotten about. The files are identified as exact copies by performing a checksum between the current reference file and all the files from the search path. This means duplicate files can be detected even if they have different file-names.

To find duplicate files

- Click the 'Duplicate Finder' tile in the Tools screen (or click the link under the Tools tile in the main interface):



The duplicate finder interface will be displayed. You next have to specify where you want to scan and for which type of files you want to scan.

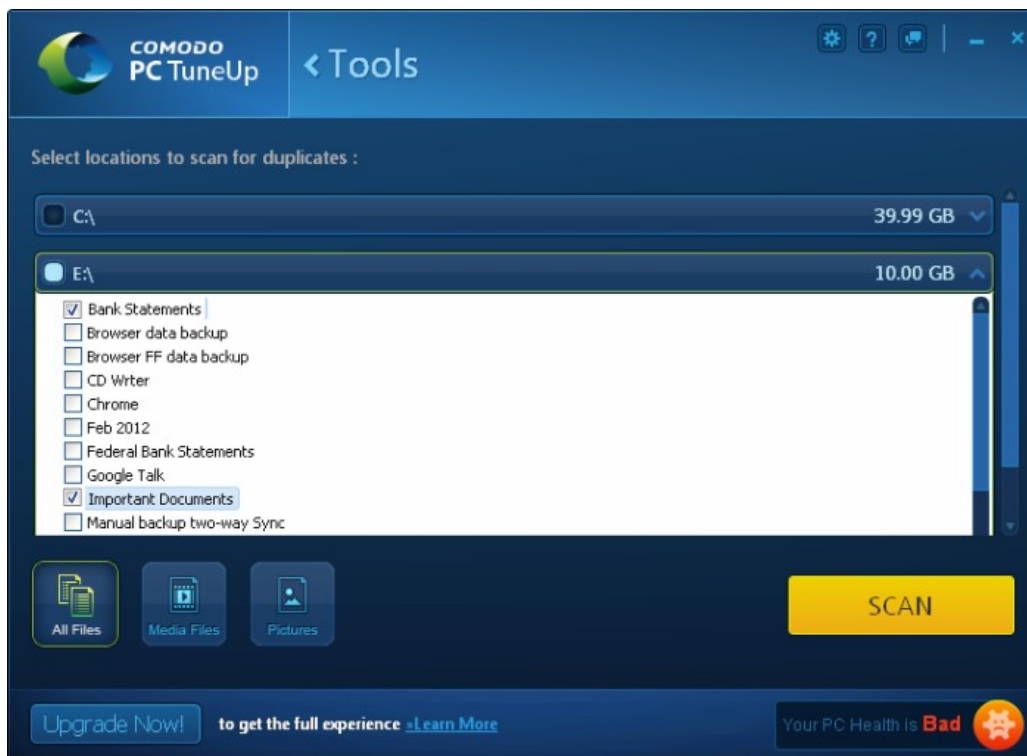


You have the option to scan entire drives or choose to search specific folders on those drives. By default, no drives are selected.

You have the option to run three types of scan:

- **All Files** - Searches all files extensions for duplicate files (this search includes Movies, Music and Pictures category)
- **Media Files** - Searches for duplicate video and audio files with extension such as .avi, .mpeg, .mov, .wav, .mp3, .wma and more.
- **Pictures** - Searches for duplicate pictures with file extensions such as .bmp, .jpg, .png.

If you want to scan an entire drive then select the check-box next to that drive. Click the drive name if you wish to browse to individual folders on that drive.



- Click 'Scan' to launch the search.



- Click the 'Cancel' button if you want to abort the scanning process.

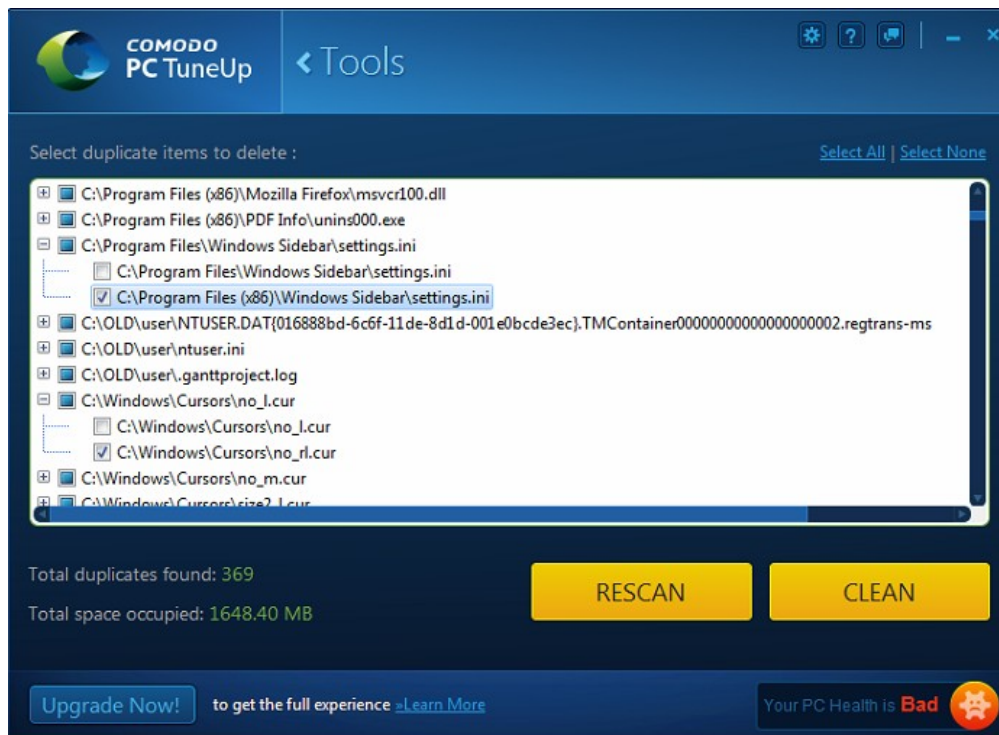
Any duplicate files will be listed in the results window. PC TuneUp identifies the following types of files as duplicates:

- Files that have identical checksums and identical file names.
- Files that have identical checksums but different file names.

The duplicate finder will NOT display:

- Files that have different checksums but identical file names.

Identical files will be listed in groups. The name of the newest file is used as the name of the group. Expand the group to reveal the identical files by clicking the '+' symbol.



If you want to run a new scan without taking any action on the current result, click the 'RESCAN' button.

By default, one set of original files will be left unchecked in the results screen and the duplicate files will be selected. If you want to retain some of the duplicate files, deselect the check-box beside the items. To remove the selected duplicate files, click the 'CLEAN' button. This action will delete the selected duplicate files.

4.4.2. Registry Defrag

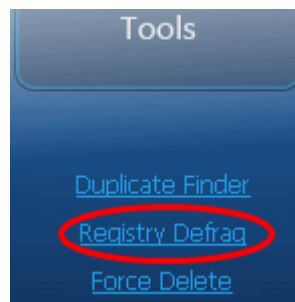
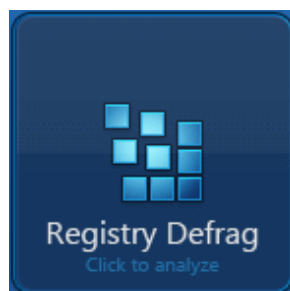
The Windows Registry contains configuration data for all applications and hardware devices installed on your system. Fragmentation occurs because, whenever a registry key is removed, the corresponding key placeholder is left behind. These 'blank spaces' gradually erode the linear file structure of the registry so it takes longer for Windows to access the information it needs.

Comodo PC TuneUp is capable of analyzing and de-fragmenting the registry and therefore further improving the performance of your system.

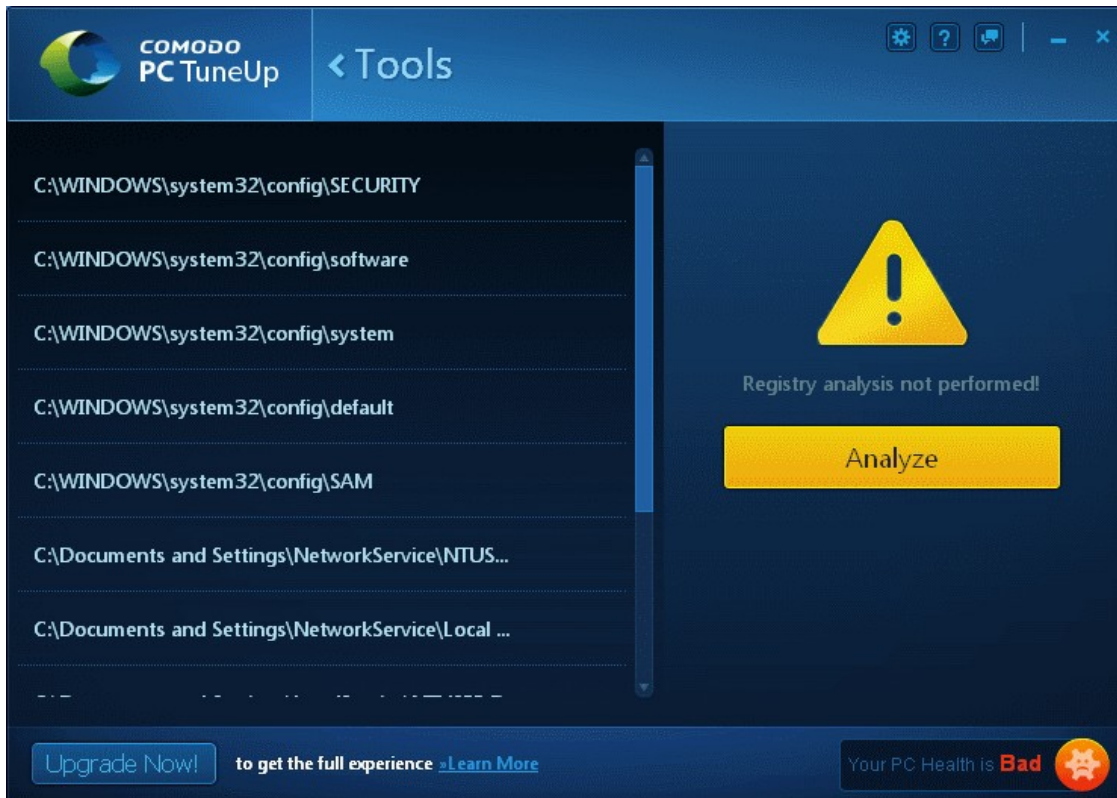
Note: Unless you are constantly installing and uninstalling software, most users should only need to run a registry defrag around twice a month.

To defragment the registry

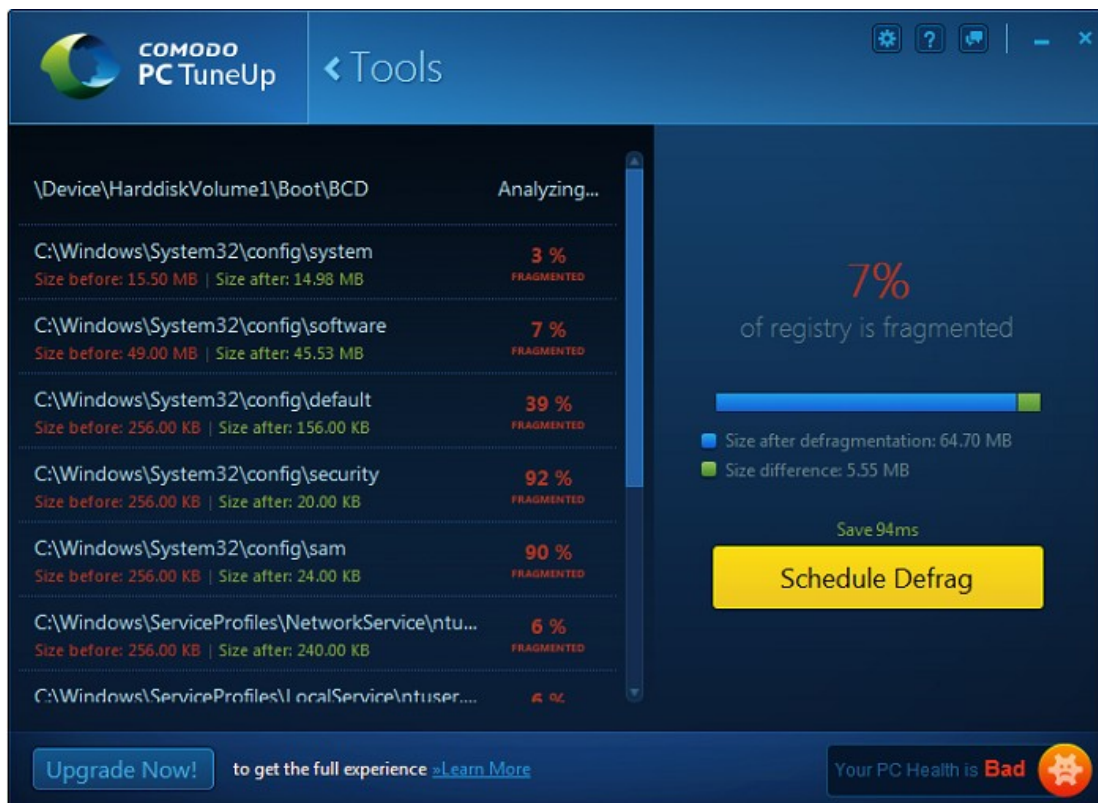
- Click the 'Registry Defrag' tile in the Tools screen (or click the link under the Tools tile on the home screen):



The list of key hives will be displayed.

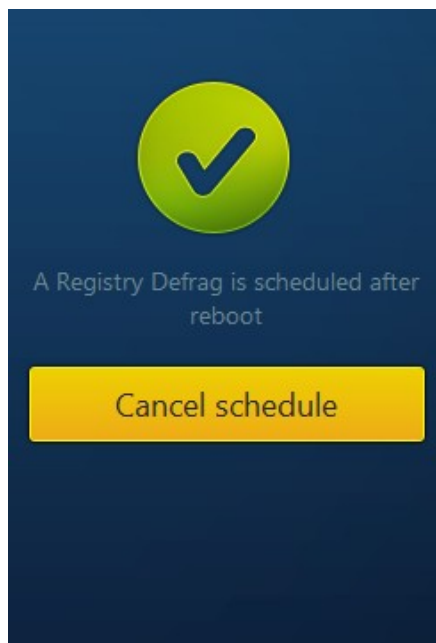


- Click the 'Analyze' button to identify the level of de-fragmentation.



To the right of each entry is the percentage of fragmentation for that particular hive. The total fragmentation of the registry is shown to the right of the individual results.

To carry out the registry de-fragmentation, click the 'Schedule Defrag' button. By default, the registry defrag is scheduled to run during the next reboot of your system.



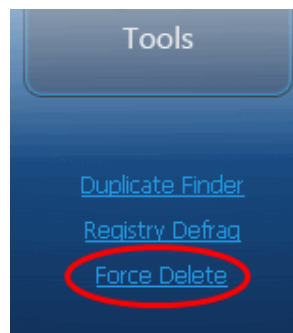
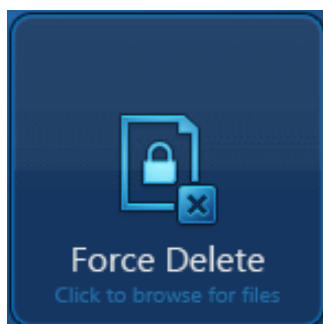
If you do not want to carry out the de-fragmentation process, click the 'Cancel schedule' button.

4.4.3. Force Delete

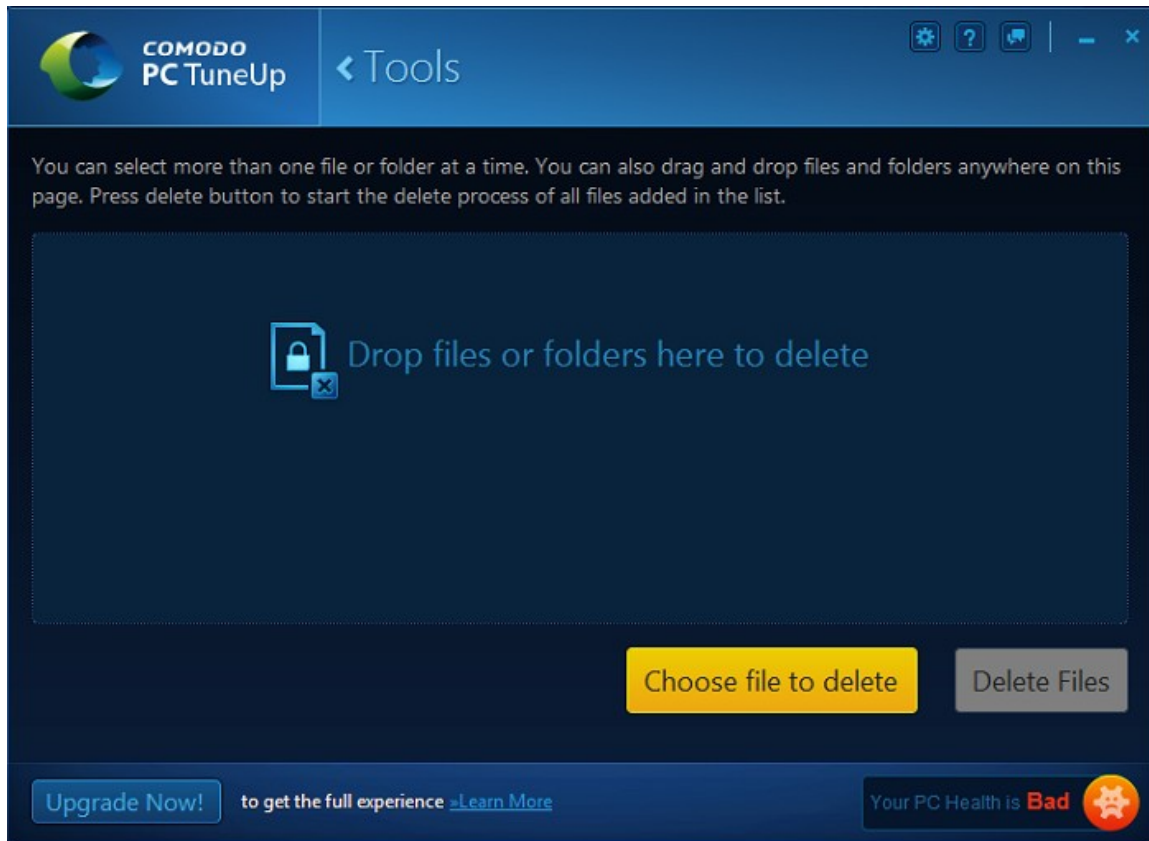
The Force Delete utility allows you to delete locked or inaccessible files. Files may be 'locked' for many reasons, including because the current user is not logged in as the administrator. Also, deletion may not be possible because the file is currently being used by another process. For example - when trying to delete an unwanted file you may encounter an error message "Cannot delete File XYZ: It is being used by another person or program. Close any programs that might be using the file and try again." Sometimes it is difficult to identify the program using the file even from the task manager or it might be used by some program running at the background. Force Delete allows you to delete inaccessible or locked files on next reboot.

To force delete a file

- Click the 'Force Delete' tile in the Tools screen (or click the link under the Tools tile on the home screen)

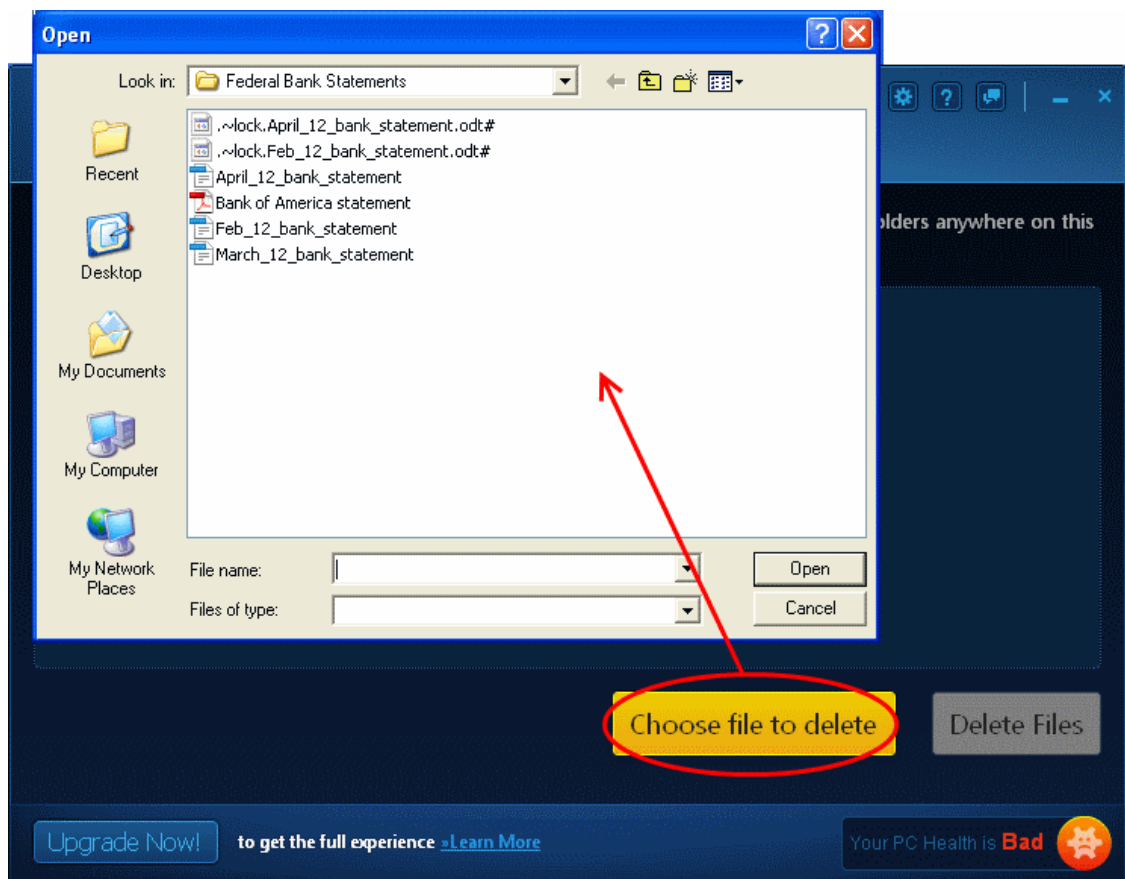


In the 'Force Delete' interface, you can either choose files or simply drag and drop locked files.

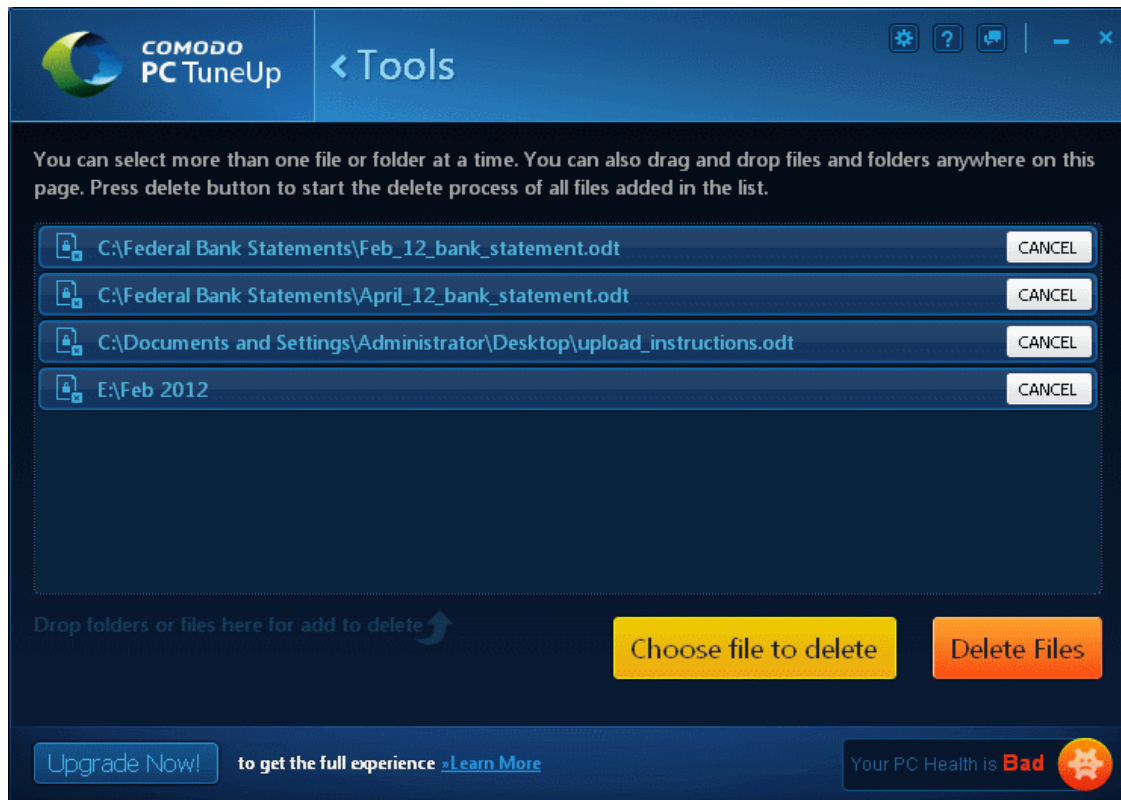


- Click the 'Choose File to delete' button.

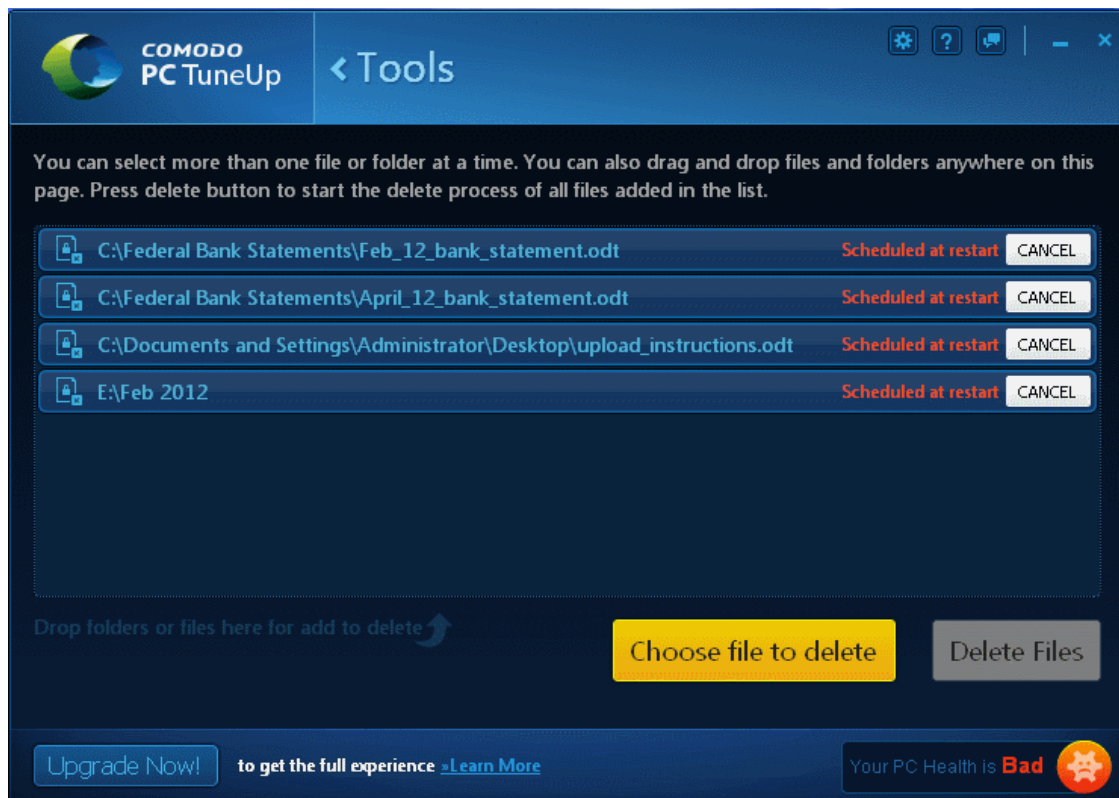
Navigate to the file or folder that you want force delete and click 'Open'.



Or simply drag and drop files or folders to the interface. All files that you have chosen for force deletion will be listed in the interface. Click 'Cancel' if you no longer wish to delete a particular file.



- Click the 'Delete Files' button to force delete the selected files on next restart:



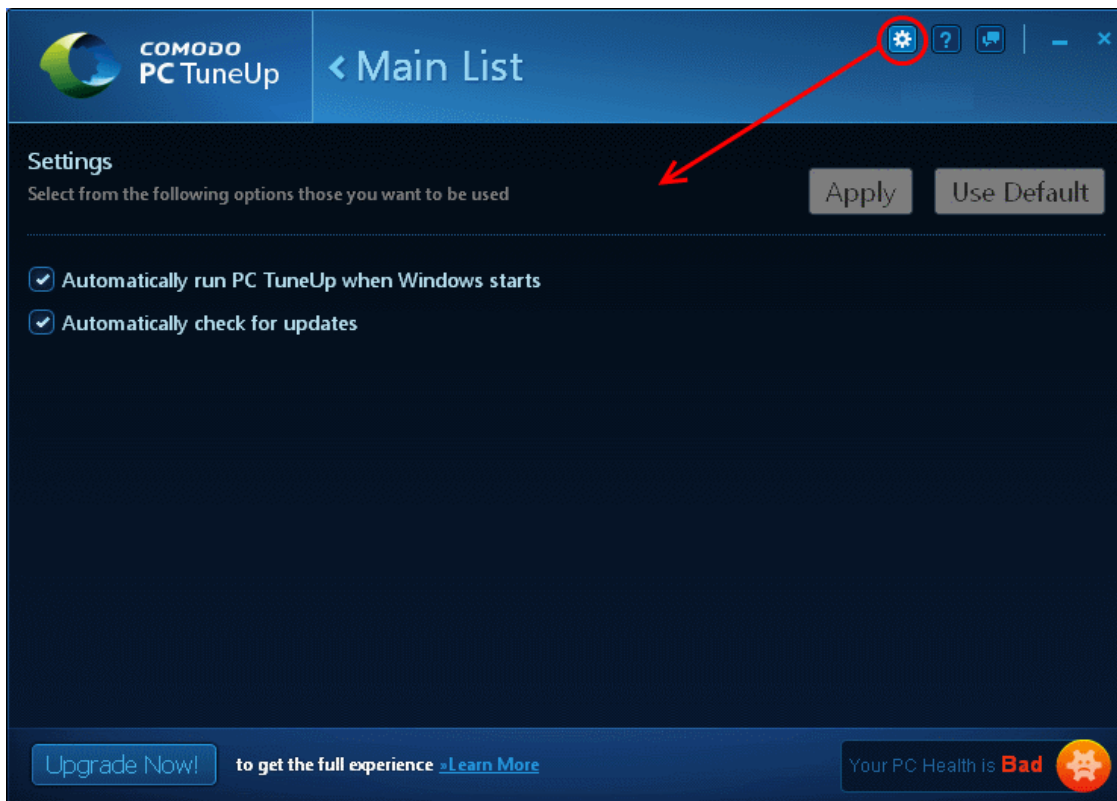
4.5. Comodo PC TuneUp Settings

The PC TuneUp settings interface lets you specify start-up and update options.

To open the settings screen

- Click on the gear icon at the top of the interface in the title bar.

The settings interface will be displayed.

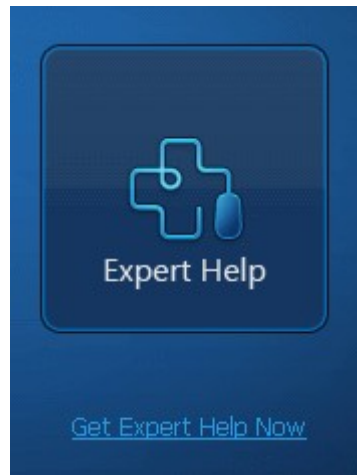


By default, the options 'Automatically run PC TuneUp when Windows starts' and 'Automatically check for updates' will be selected. Click the 'Apply' button to implement any changes that you make.

If you opt to deselect the first option, please note that PC TuneUp will not start automatically and hence the scan will not be performed. You have to manually start the application to perform a scan. Please refer to the section **Starting Comodo PC TuneUp** if you need more help on this.

5. Getting Expert Help

Comodo GeekBuddy is a remote assistance service offered by Security Experts in Comodo who can access your computer through their Remote Desktop. Should you need any assistance or encounter a problem with your system, you can get an immediate solution from our computer experts by clicking the 'Expert Help' tile from the main interface or the 'Get Expert Help Now' link below it.



Clicking either the 'Expert Help' tile or the 'Get Expert Help Now' link will install the GeekBuddy client if you don't yet have it. For existing GeekBuddy customers, this action will launch the service.

GeekBuddy includes 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.

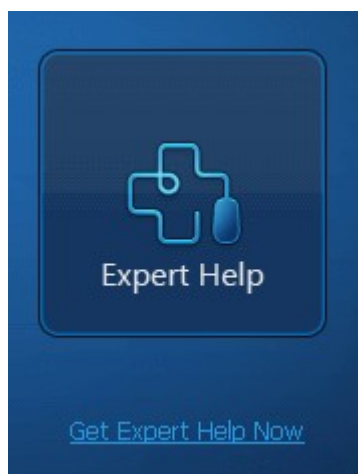
For more details, refer to:

- [Installing GeekBuddy Client](#)
- [Activation of Service](#)
- [Launching the Client and Using the Service](#)
- [Accepting Remote Desktop Requests](#)
- [Chat History](#)
- [Starting and Using AntiError](#)
- [Uninstalling Comodo GeekBuddy](#)

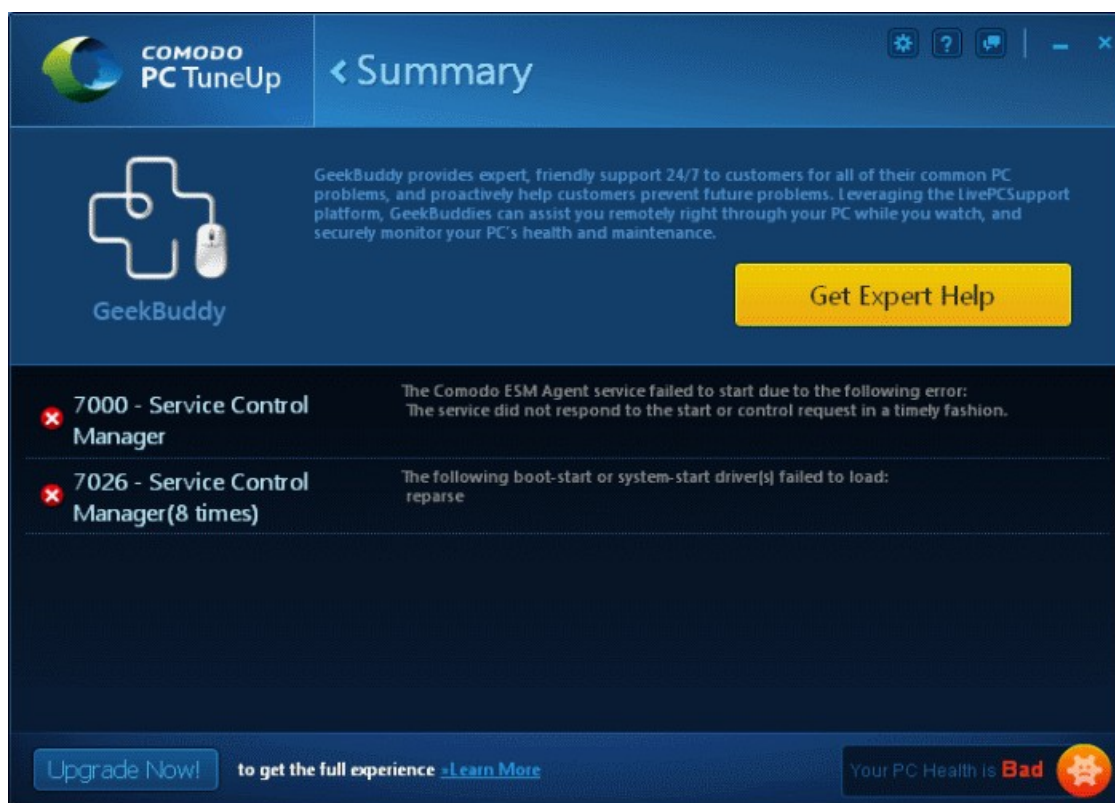
5.1. Installing GeekBuddy Client

To install the GeekBuddy Client

- Click the 'Expert Help' tile from the main interface.

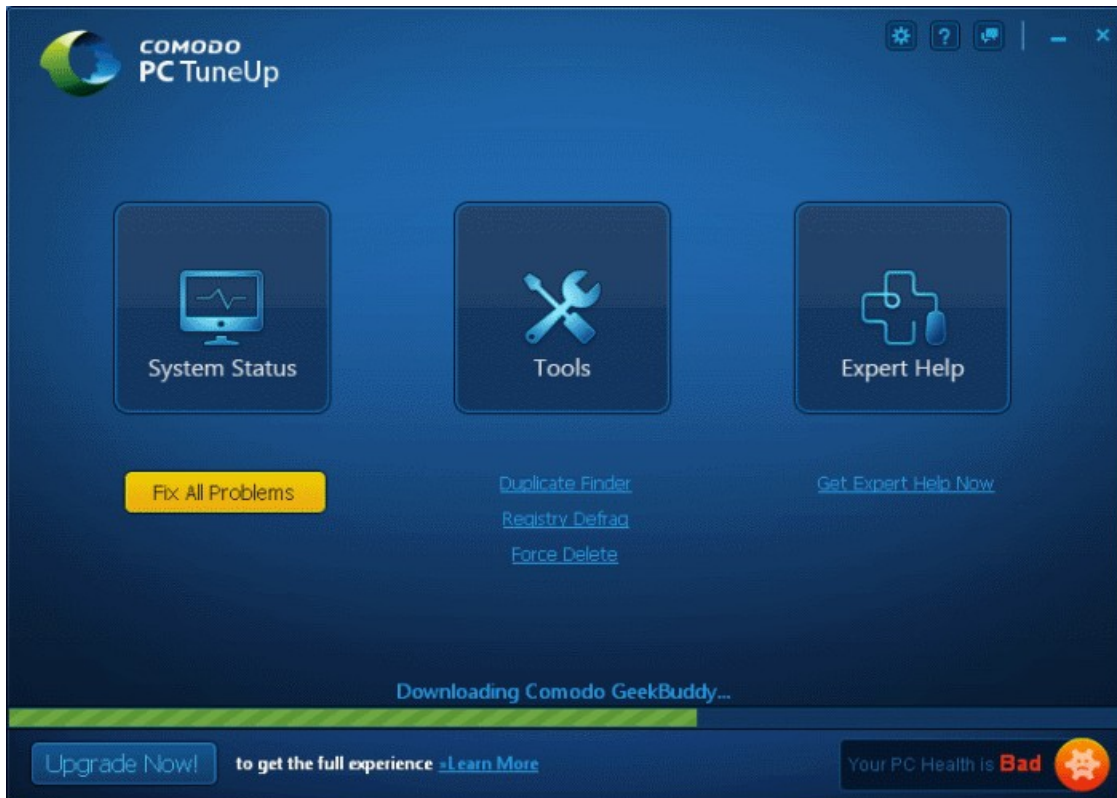


The application will display the Windows critical events that have occurred in your system.

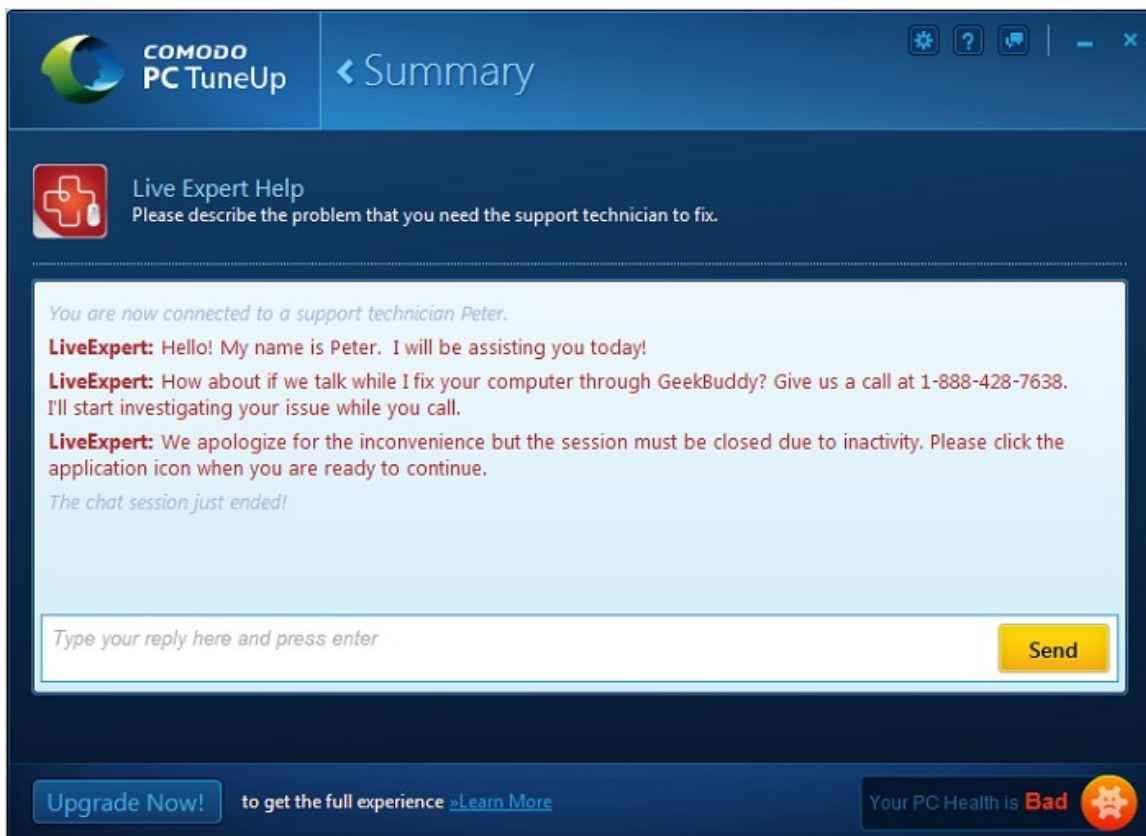


- Click the 'Get Expert Help' button will open a PC TuneUp user chart window to fix your computer through GeekBuddy.
- Alternatively, click the 'Get Expert Help Now' link below the 'Expert Help' tile from the main interface.

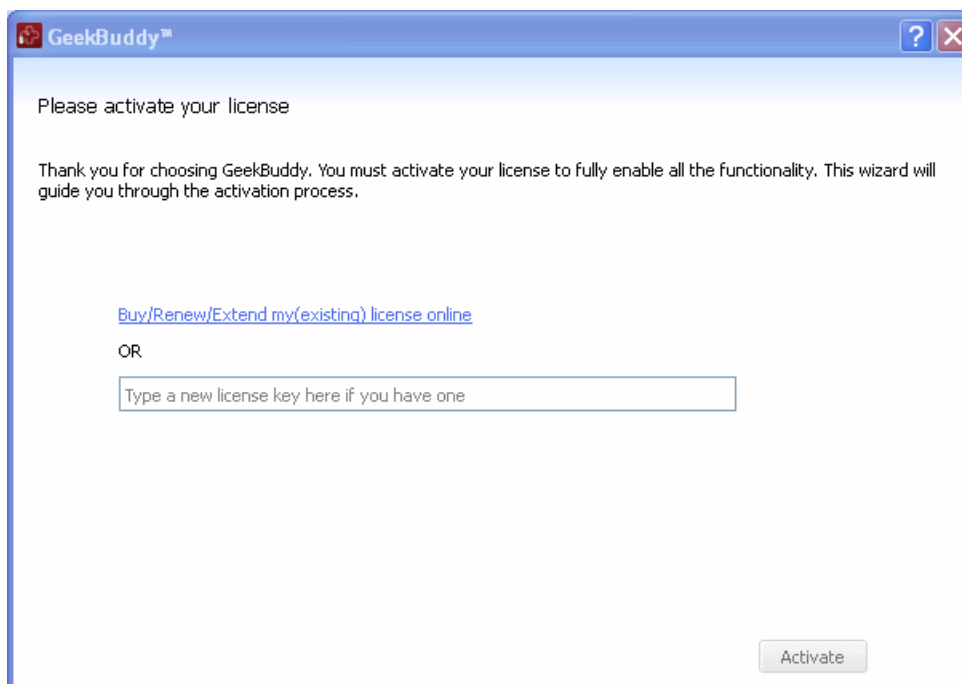
The application will download the client...



...and automatically install it on your system. This session will have to be ended and will continue via the GeekBuddy application.



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



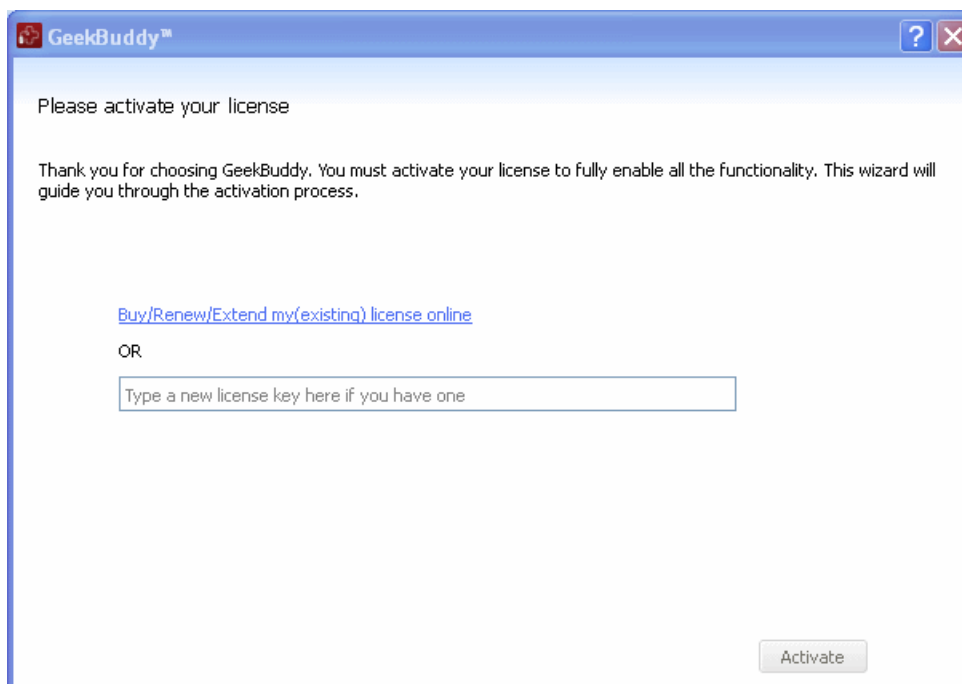
You can choose to activate the services immediately or later on. See the next section '**Activation of Service**' for more details.

5.2. Activation of Service

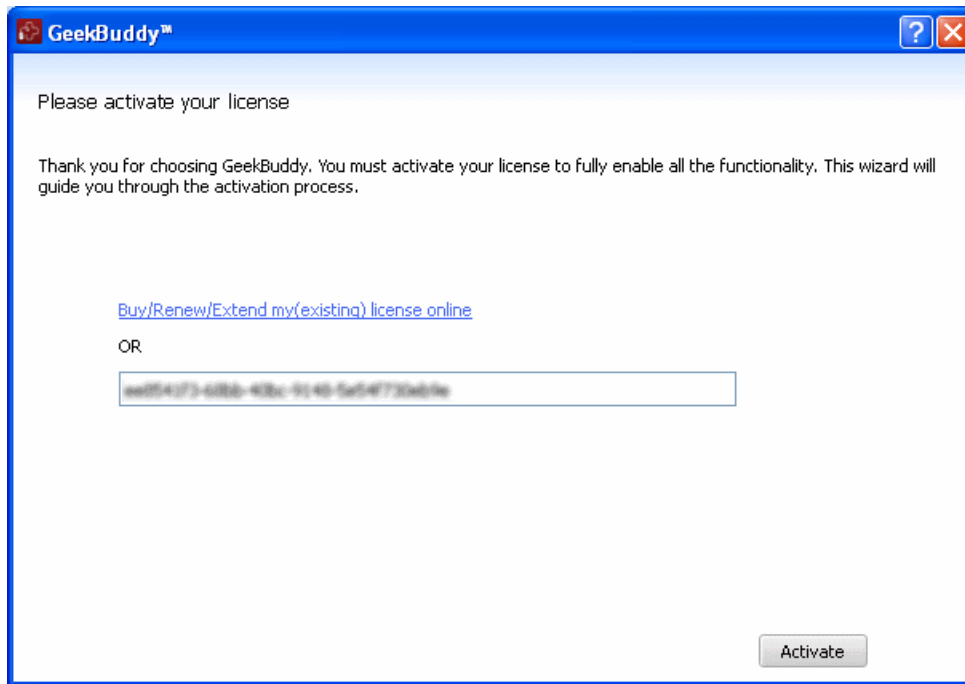
GeekBuddy can be started using any one of the following methods:

- Clicking the 'Expert Help' tile from the main interface or the 'Get Expert Help Now' link below it.
- Double clicking on the GeekBuddy shortcut icon from the desktop.
- From Start menu - Click 'All Programs > Comodo > GeekBuddy > GeekBuddy'.

The 'Activate your License' screen will be displayed.



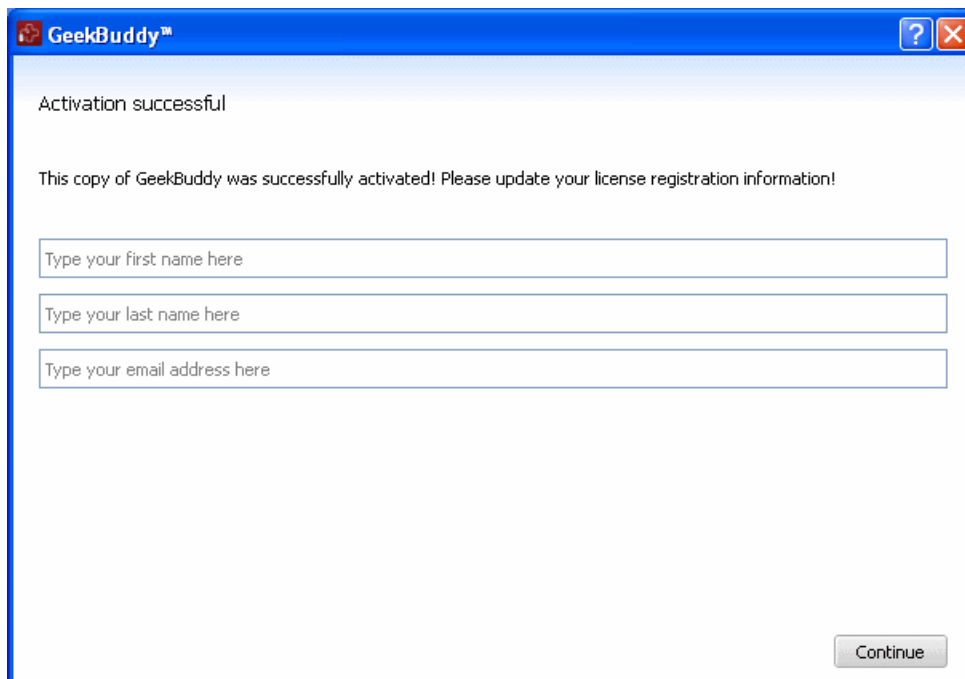
- Enter the License Key from your GeekBuddy retail package or the key you received through your email (for online purchases).



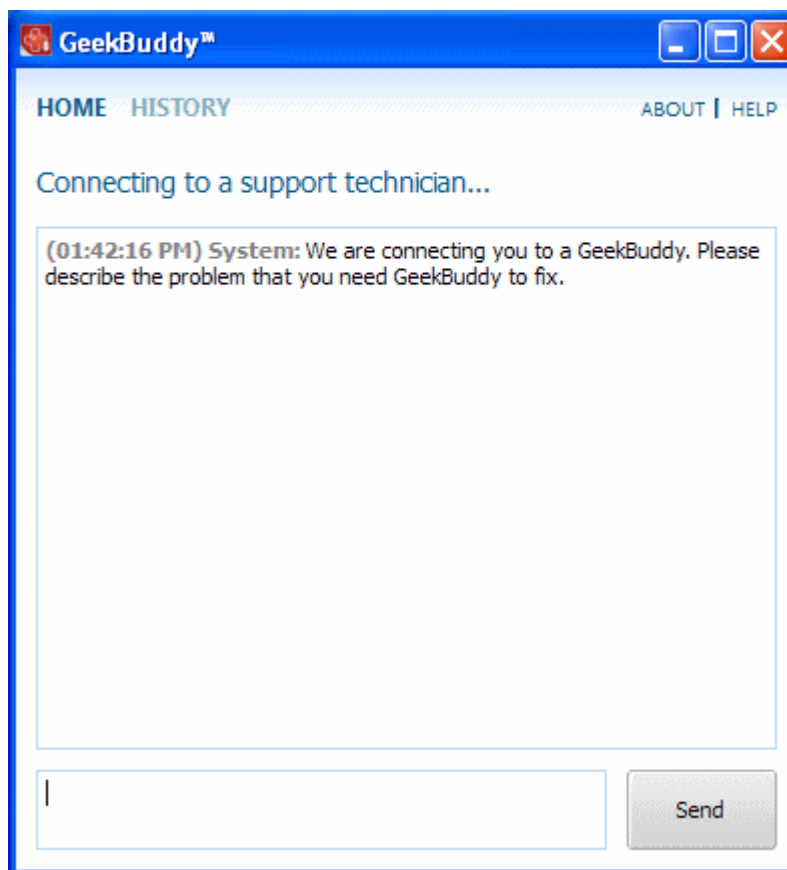
If you have not yet purchased the GeekBuddy license, you can do so by clicking the 'Buy/Renew/Extend my(existing) license online' link in the interface. The link will lead to GeekBuddy purchase page. Complete the purchase formalities and the key will be emailed to the address that you mentioned.

- Click the 'Activate' button.

The license key will be checked and if correct, the 'Activation successful' screen will be displayed.



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



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

After activation, you can use both GeekBuddy and AntiError. Click the following links for more help:

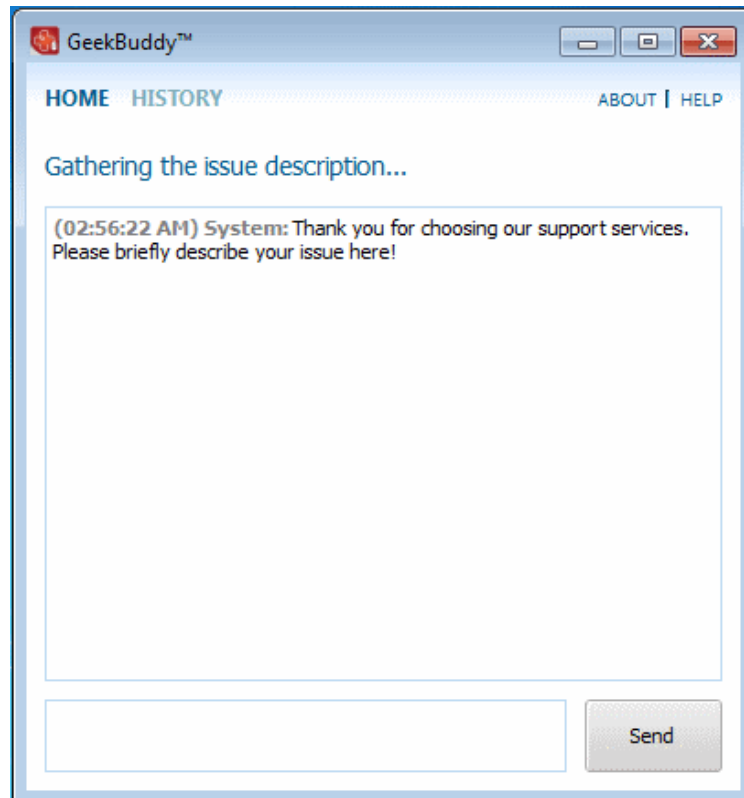
- [Launching the Client and Using the Service](#)
- [Starting and Using AntiError](#)

5.3. Launching the Client and Using the Service

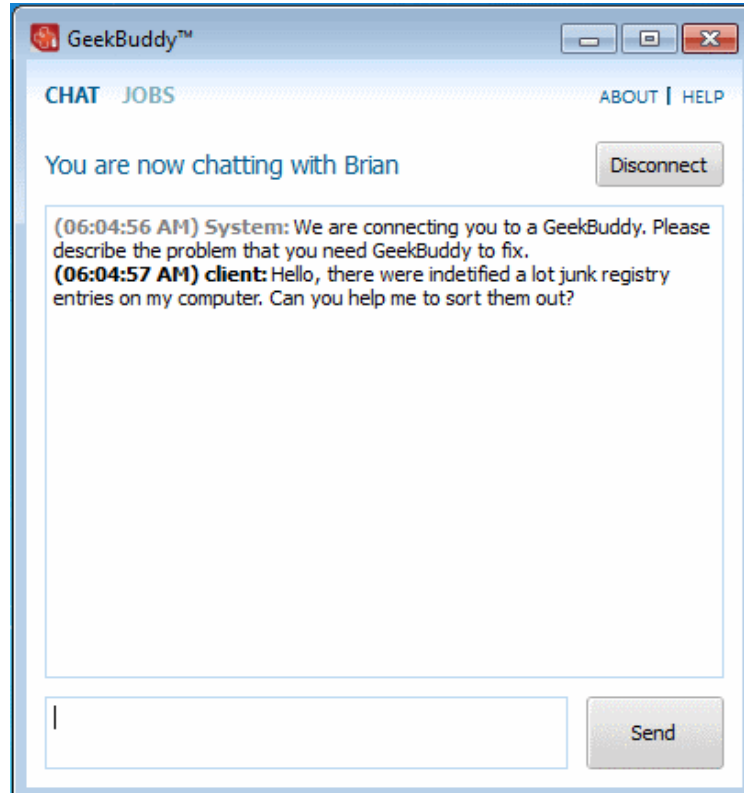
GeekBuddy can be started using any one of the following methods:

- Clicking the 'Expert Help' tile from the main interface or the 'Get Expert Help Now' link below it.
- Double clicking on the GeekBuddy shortcut icon from the desktop.
- From Start menu - Click 'All Programs > Comodo > GeekBuddy > GeekBuddy'.

The chat dialog will open.



You will be connected to a GeekBuddy. Once the connection is established, our support technician will initiate a chat with you.

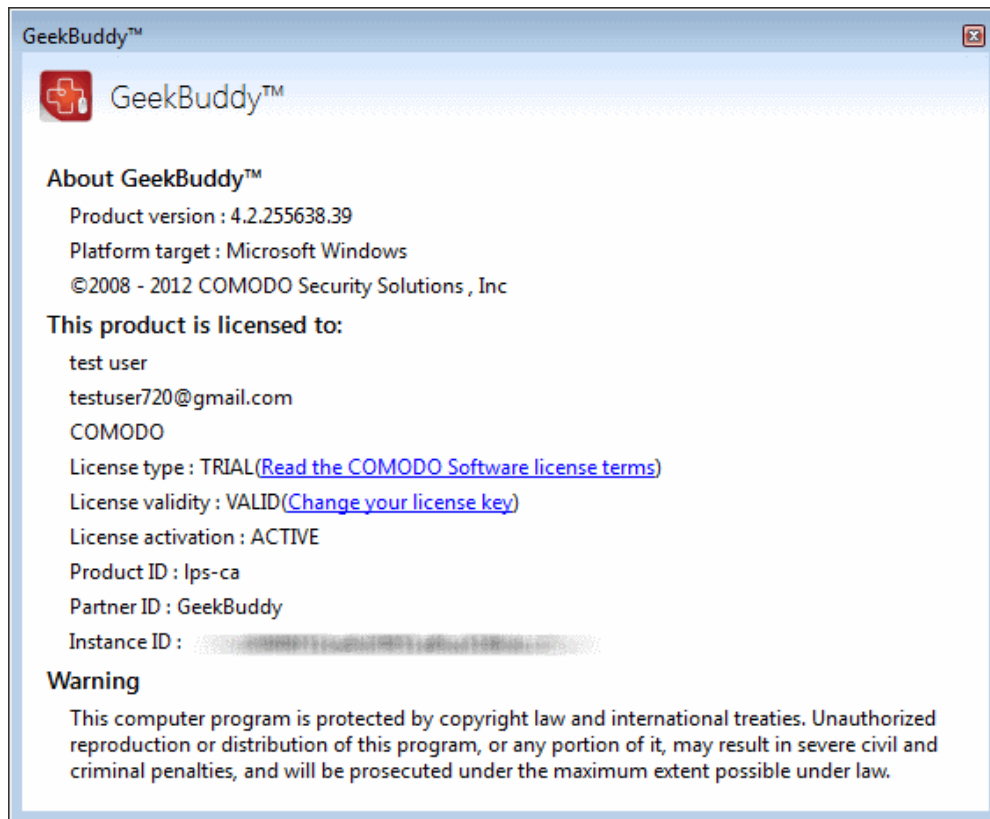


- Proceed to chat now.
- Explain your problem. The technician will assess your problem with you and work with you to fix any issues.

About GeekBuddy

- Click the 'About' link at the top right side of the interface.

The About GeekBuddy information screen will be displayed.



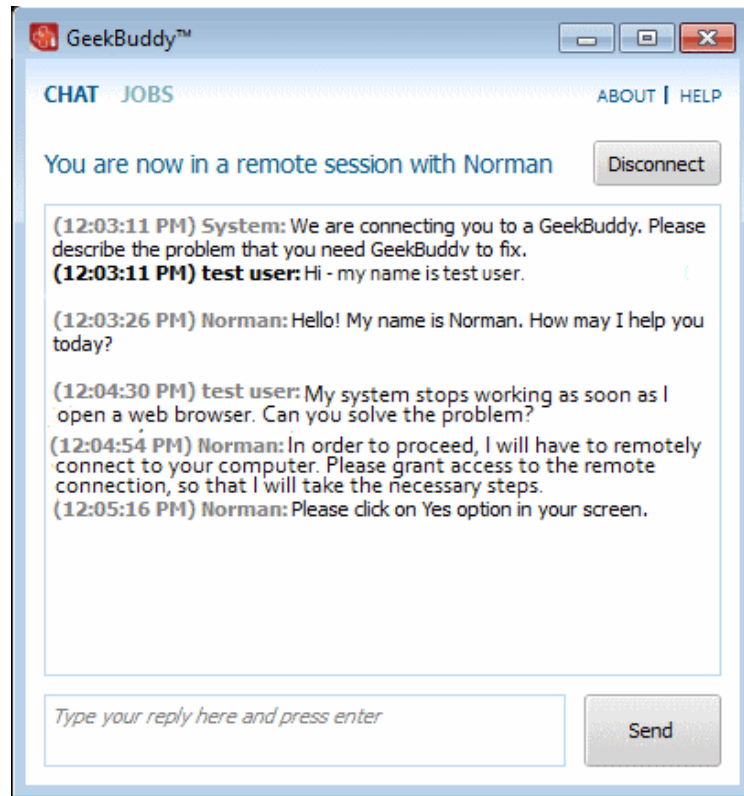
The 'About' dialog displays the copyright and product version information. The screen also displays information about the licensee and its validity.

Help GeekBuddy

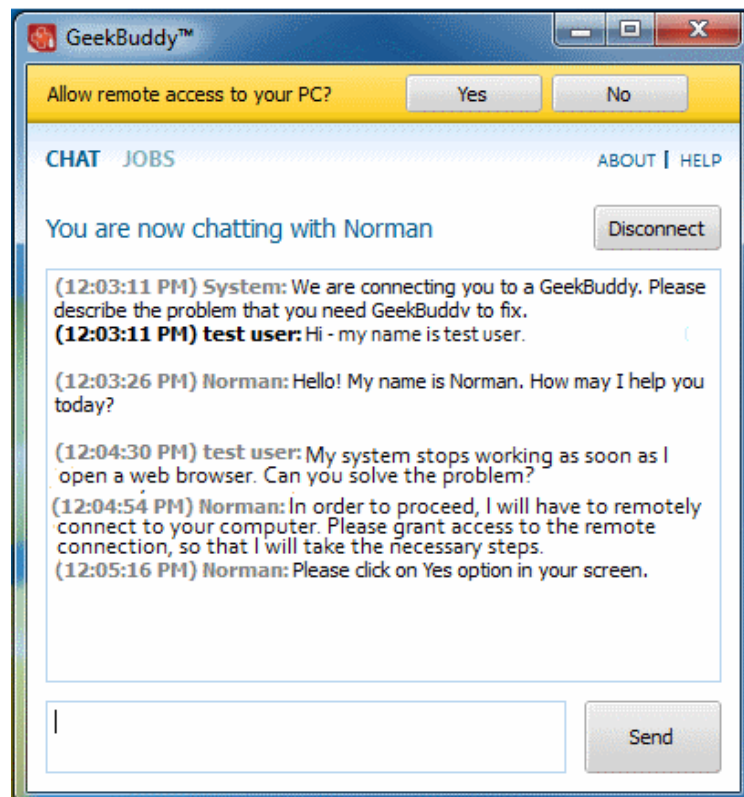
Click on the Help link at the top right side of the interface opens this online help guide. Each area has its own dedicated page containing detailed descriptions of the application's functionality. You can also print or download the help guide in .pdf format from the webpage.

5.4. Accepting Remote Desktop Requests

In order to solve certain difficult problems, the support technician may need to directly access your computer via a remote connection. Remote control of your computer can only go ahead if you grant permission. Our technicians will always request your permission via the chat window.

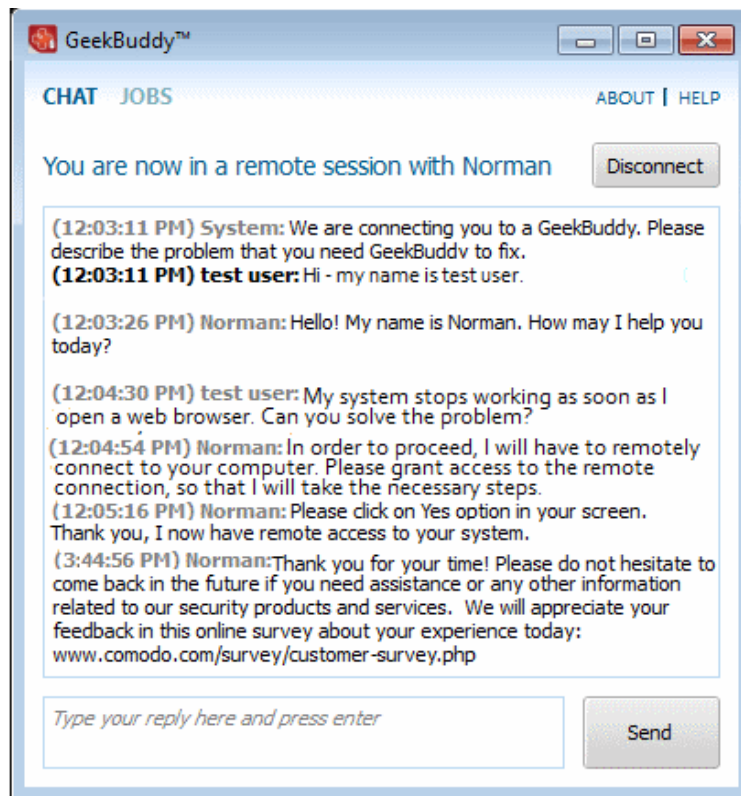


The technician may also ask your permission to make other changes to your machine. Such changes might include installing programs, creating system restore points or deleting unnecessary or infected files.



- Click the "Yes" button at the top of the interface in order to allow the technician to connect to your computer.

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.



The list of activities performed by the technician are listed under the 'Jobs' tab (located top left of the chat window).

- Click the 'Disconnect' button to end the session with our GeekBuddy.

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

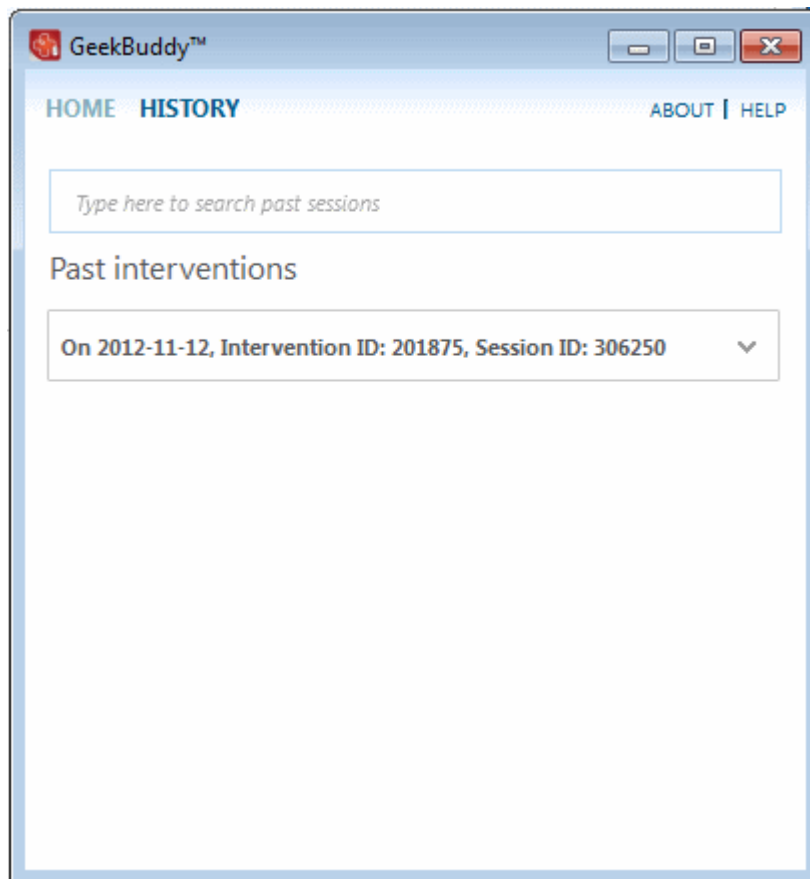
5.5. Chat History

GeekBuddy keeps a local record of every chat session you have with a Comodo technician. Clicking the 'History' link at the top of the interface will display all chat sessions that you had with our technician. This helps you keep track of previous computer issues and chats and can be useful as a reference when trying to fix future issues.

To view history of chat sessions

- Click the 'History' link at the top of the interface.

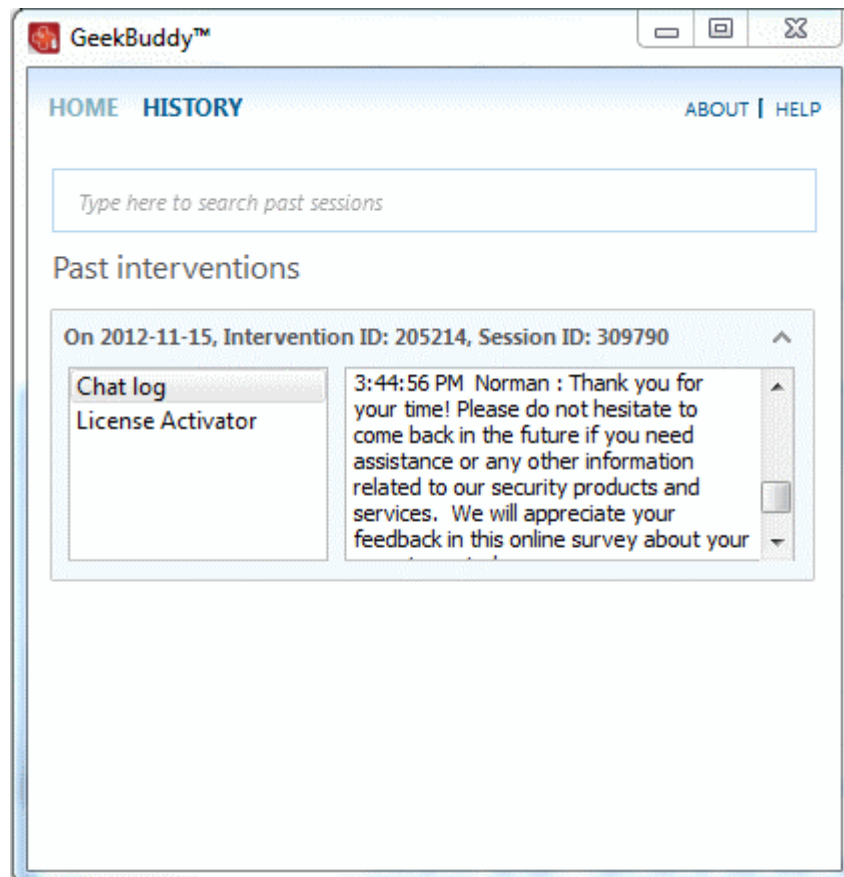
All the sessions will be displayed.



- Click on the arrow button at the far end of the session history box that you want to view or double-click anywhere on the box.



- Click on the text 'Chat log' on the left side and the chat session that you had with our technician will be displayed on the right side.



5.6. Starting and using AntiError

The AntiError utility helps maintain the security and operational efficiency of your computer by automatically identifying common problems and helping you to fix them. For example, AntiError will alert you if you have too many startup programs/services (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 AntiError, you will be offered the opportunity to contact a GeekBuddy representative who will help resolve the issues.

There are three ways to start AntiError:

- **Desktop Icon**
- **Start Menu**
- **Popup Alert**

Desktop Shortcut Icon



- Double click the shortcut icon  in the desktop.

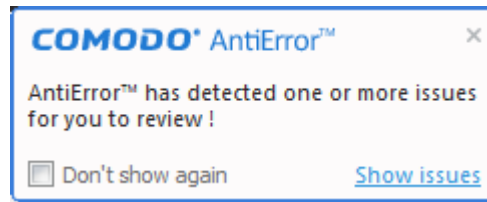
Start Menu

- Click Start > All Programs > Comodo > GeekBuddy > AntiError

Popup Alert

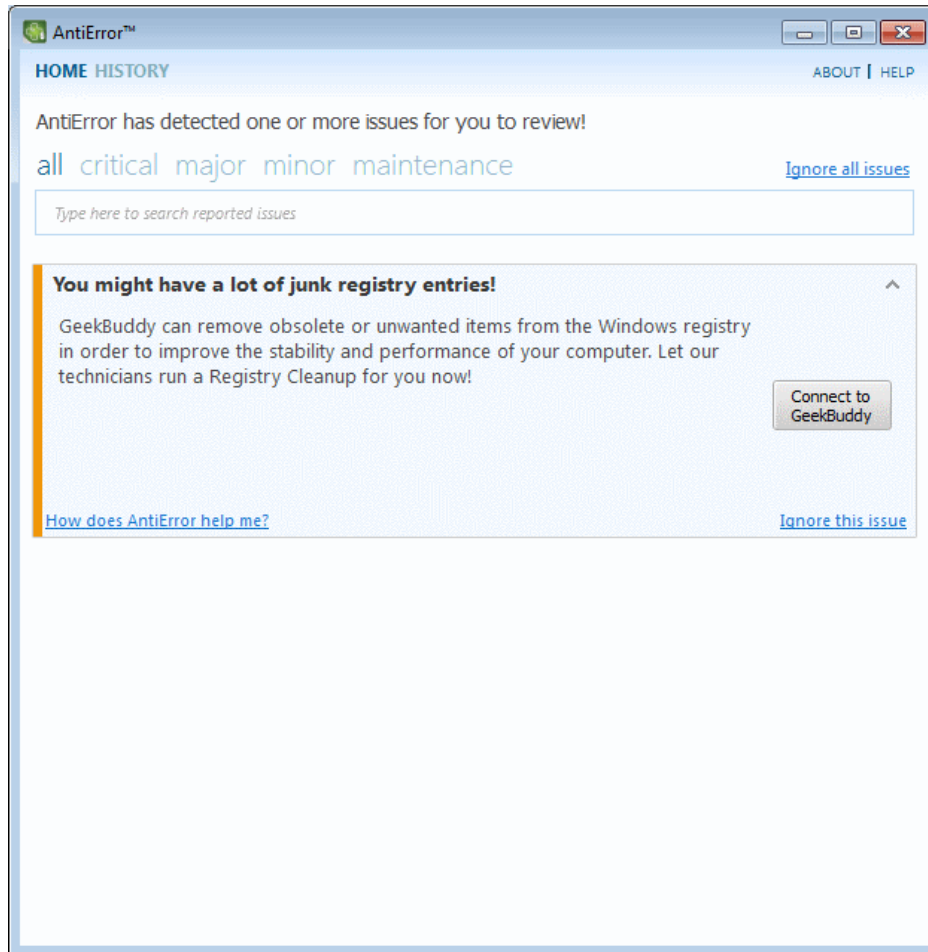
At the time of starting your computer, AntiError will detect problems in your system and provide an alert at the bottom right side

of the screen.



- Click the Show issues to open the AntiError interface.

The AntiError interface will list the problems that it has detected.



The problems detected will be categorized as critical, major, minor and maintenance issues. Click on the relevant link to view the problem. Clicking the 'Show all issues' link will display all the problems in your computer and the color code at the left of each issue indicates the category of the issue.

S. No.	Issue	Color Code
1	Critical	Red
2	Major	Orange
3	Minor	Yellow
4	Maintenance	Blue

Some of the common problems that occur in any computer are junk registry entries, slow bootup time and the presence of files that might compromise your privacy.

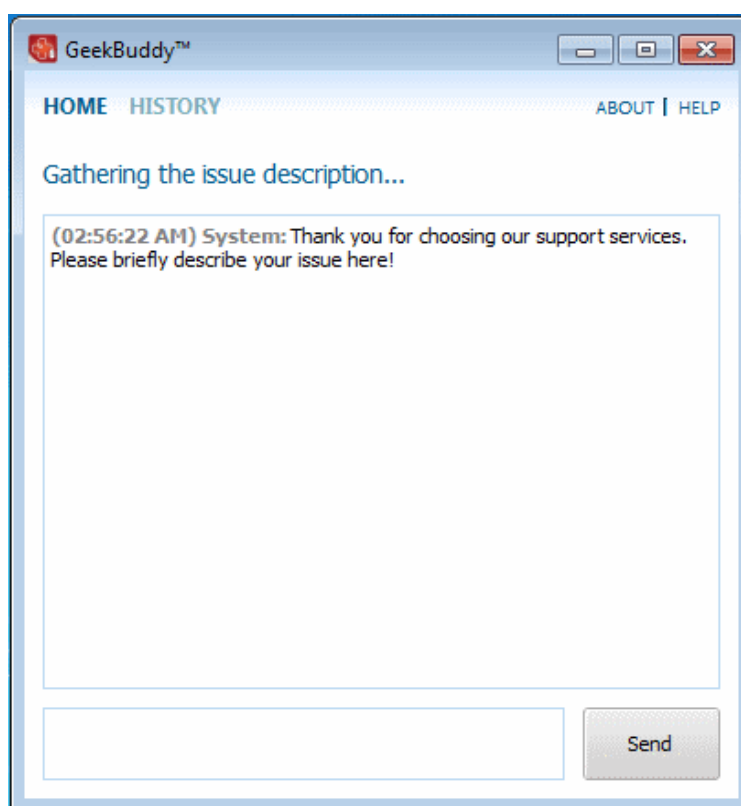
Each issue discovered will be accompanied with 'solution button'. For example, for the issue of slow bootup time, you will see a button that says 'Speed Up My Computer'. Clicking this button will display a list of startup programs in your system (programs which are automatically loaded during Windows start-up and will running in the background). You can identify the programs you do not want to run at start-up and disable them. Doing so will save system resources and improve the performance of your computer.'

- Click 'Ignore all issues' link to disregard all the issues in your system displayed by AntiError.
- Click 'Ignore this Issue' beside a particular entry to disregard that problem.
- Click 'History' link at the top of the interface to view the actions taken for the problems.

For some of the issues listed, you have to seek the help of an expert technician.

- Click the 'Connect to a Support Technician' button.

The GeekBuddy chat window will be displayed.

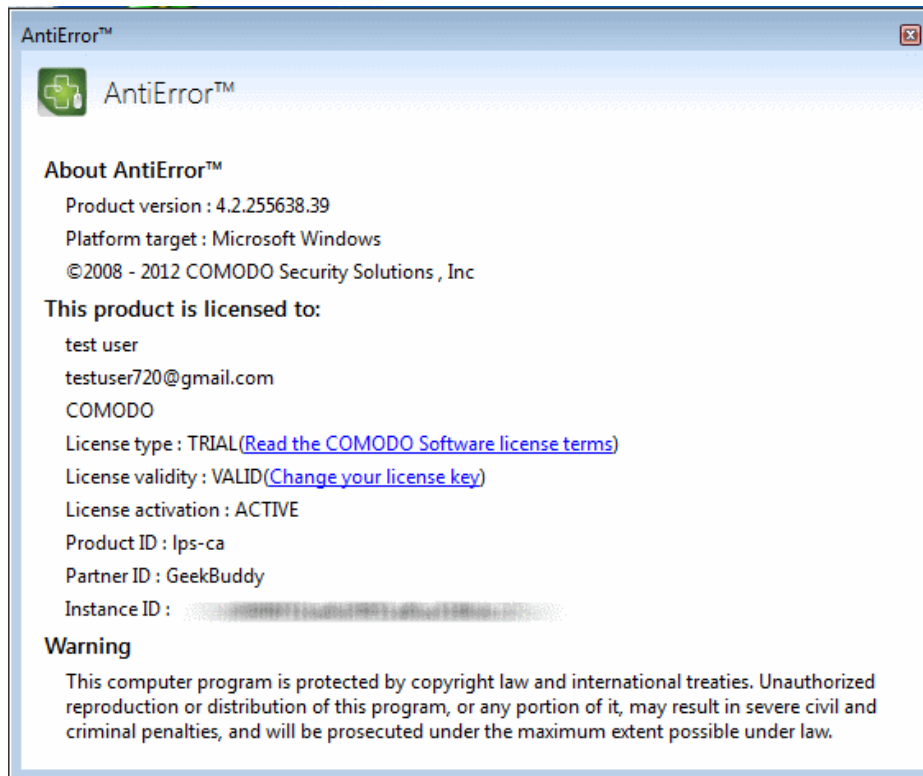


A support technician will chat with you. The technician will assess your problem with you and work with you to fix any problems.

About AntiError

- Click the 'About' link at the top right side of the interface.

The About AntiError information screen will be displayed.



The 'About' dialog displays the copyright and product version information. The screen also displays information about the licensee and its validity.

Help GeekBuddy

Clicking on Help link at the top right side of the interface opens this online help guide. Each area has its own dedicated page containing detailed descriptions of the application's functionality. You can also print or download the help guide in .pdf format from the webpage.

5.7. Uninstalling Comodo GeekBuddy

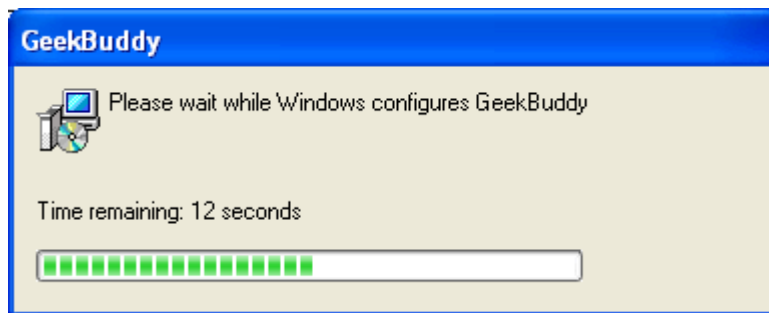
To uninstall Comodo GeekBuddy

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



- Click 'Yes' to confirm uninstallation.

The progress of GeekBuddy removal will be displayed...



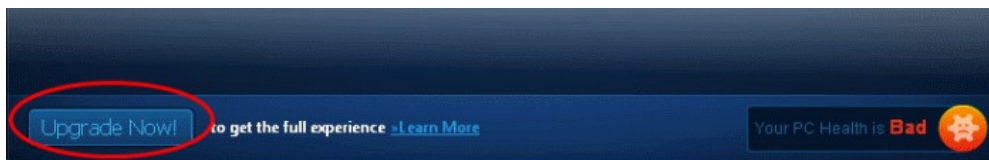
---and after a few minutes the uninstallation will be complete.

6. Upgrading to a Full License

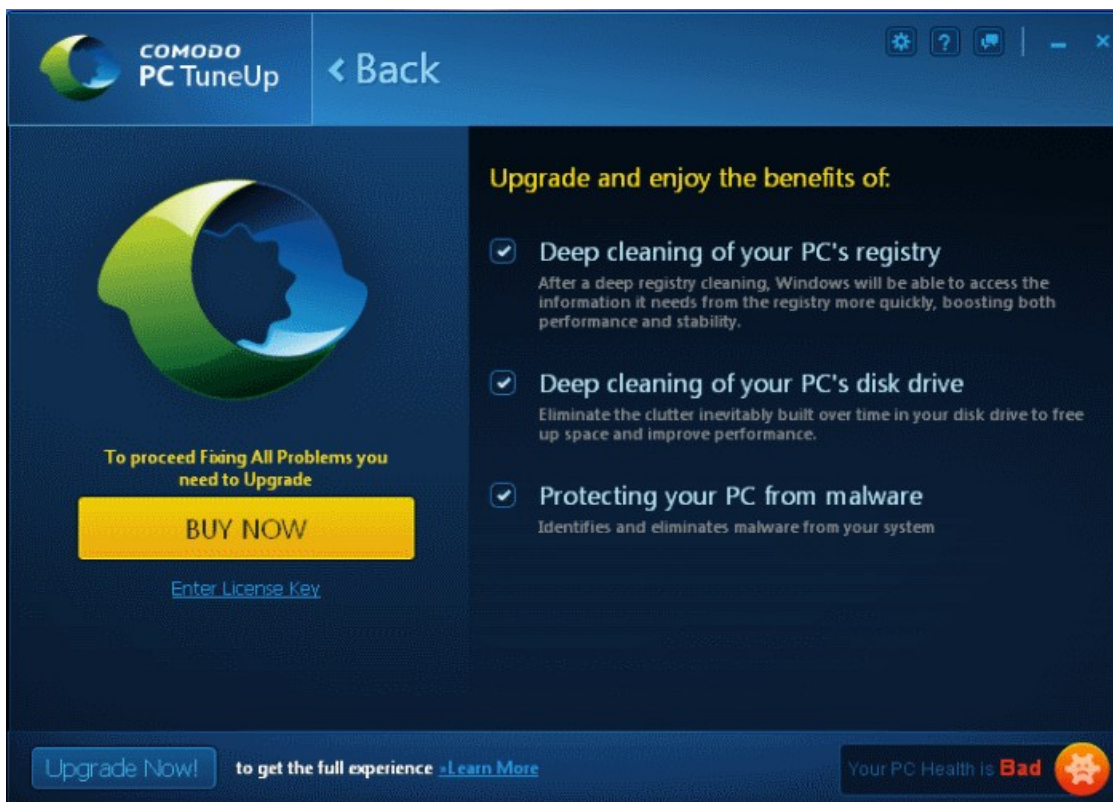
The free version of Comodo PC TuneUp can detect problems but only the licensed version can remove them.

To upgrade PC TuneUp to a licensed version

- Click the 'Upgrade Now' button at the bottom of the interface.



- Click the 'BUY NOW' button.

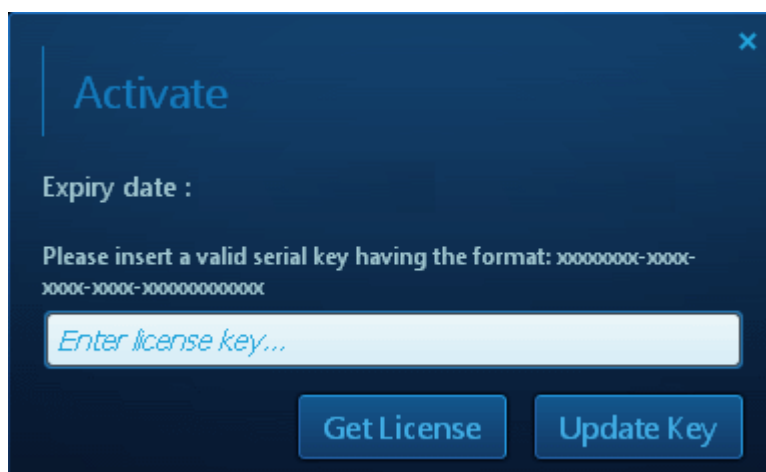


You will be taken to the purchase page at <https://secure.comodo.com/home/purchase.php?pid=24>. Fill out the details and complete the payment process. You will receive the license key to the email address that you specified.

- Click the 'Enter License Key' link.

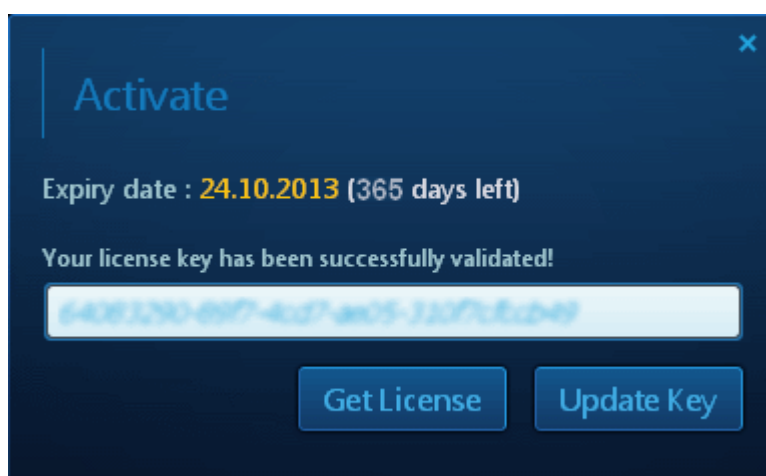


- Enter the license key that you received via email.



- Click the 'Update Key' button.

The license key will be verified and if found authentic, the successfully validated screen will be displayed.

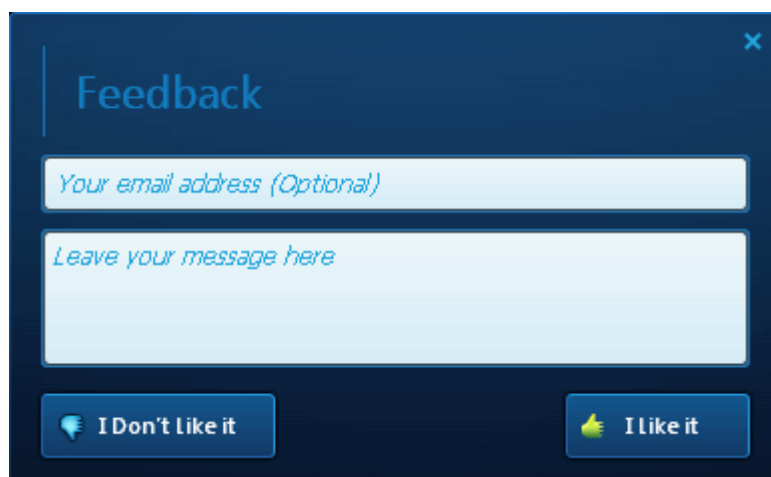


7. Leaving Feedback

To open the feedback interface, simply click the 'Feedback' menu item at the top right of the Comodo PC TuneUp interface in the title bar (see screenshots below).



Click the 'I Like it' or 'I Don't Like it' buttons to send a quick notice of your approval or disapproval with the application in general. If you would like to be more specific then please type a comment in the field provided before clicking the 'I Like it' or 'I Don't Like it' button. Your message will be immediately sent to our developers.



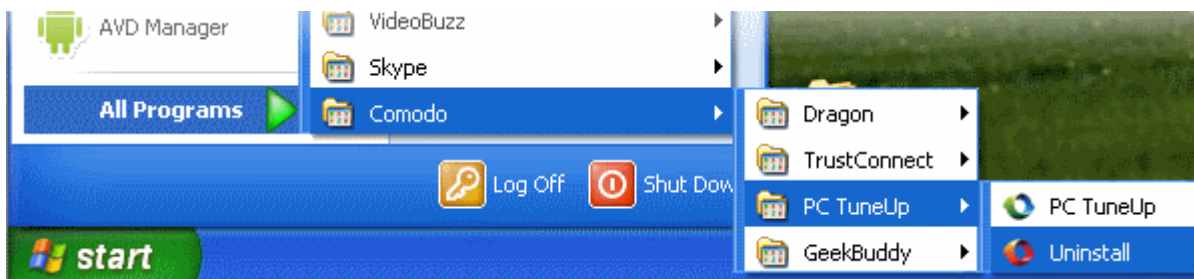
8. Uninstalling Comodo PC TuneUp

To Uninstall Comodo PC TuneUp

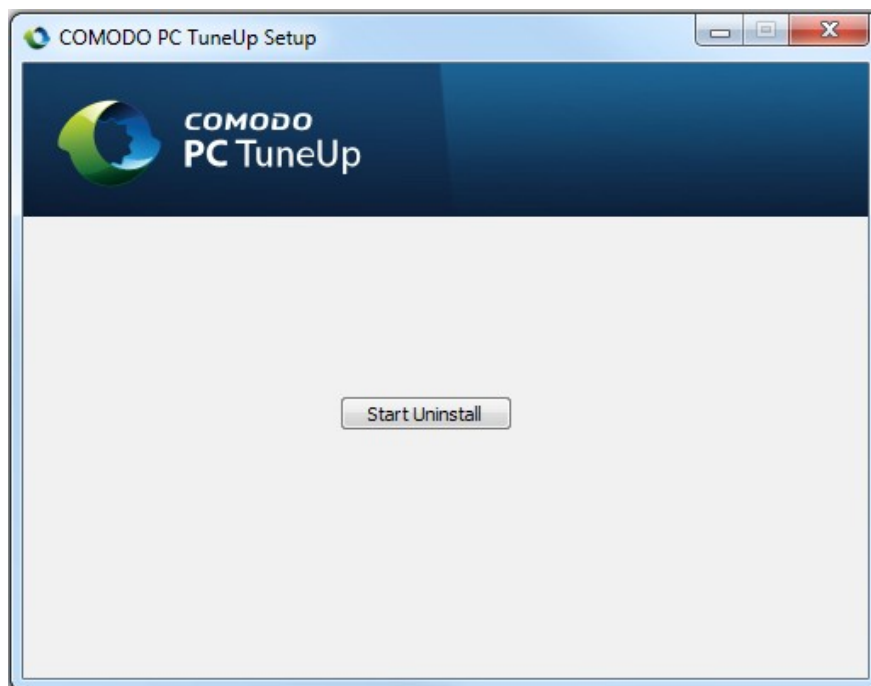
1. Click Start > Control Panel
2. In the Control Panel, double-click Add/Remove Programs
3. In the list of currently installed programs, click Comodo PC TuneUp
4. Click the 'Change/Remove' button.

Or

1. Click Start > All Programs > Comodo > PC TuneUp > Uninstall

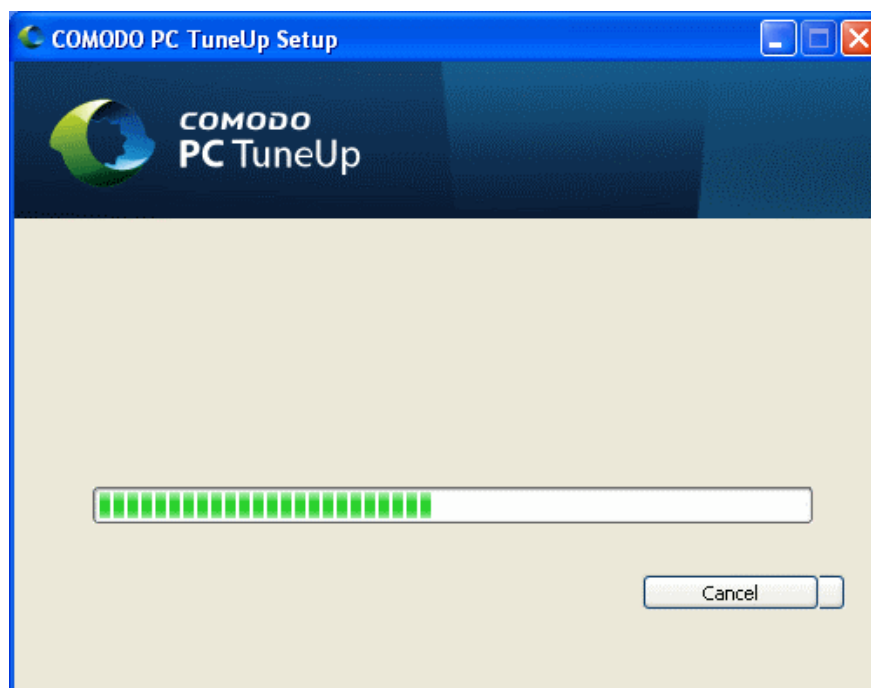


The configuration wizard will be started.

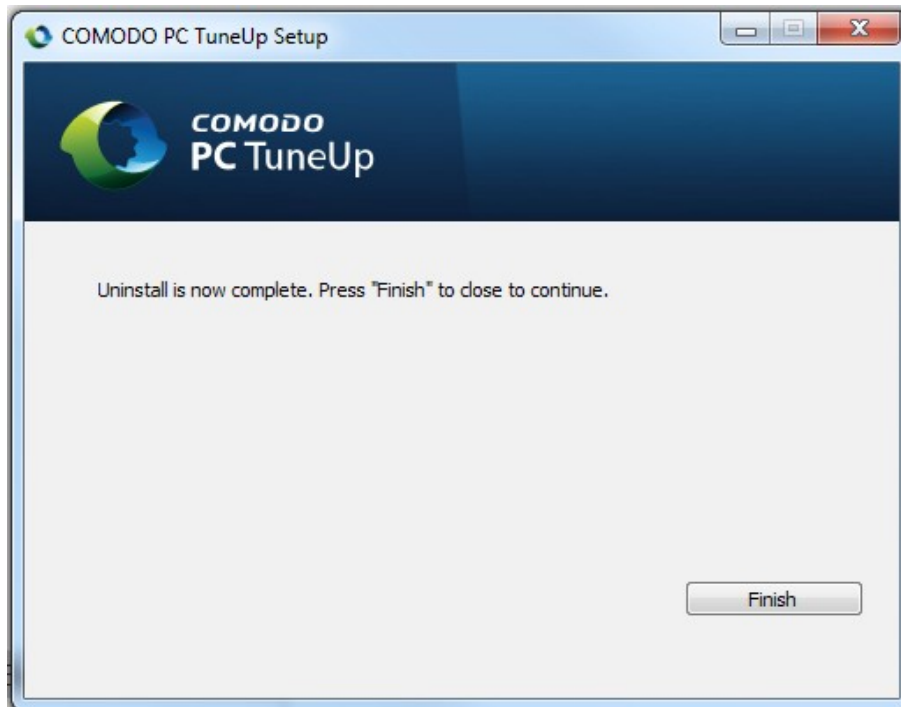


- Click 'Start Uninstall'.

The uninstallation progress will be displayed...



...and on completion, the Finish dialog will be displayed.



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

About Comodo

The Comodo organization is a global innovator and developer of cyber security solutions, founded on the belief that every single digital transaction deserves and requires a unique layer of trust and security. Building on its deep history in SSL certificates, antivirus and endpoint security leadership, and true containment technology, individuals and enterprises rely on Comodo's proven solutions to authenticate, validate and secure their most critical information.

With data protection covering endpoint, network and mobile security, plus identity and access management, Comodo's proprietary technologies help solve the malware and cyber-attack challenges of today. Securing online transactions for thousands of businesses, and with more than 85 million desktop security software installations, Comodo is Creating Trust Online®. With United States headquarters in Clifton, New Jersey, the Comodo organization has offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom.

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