

**COMODO**  
Creating Trust Online®



# Comodo Programs Managers

Software Version 1.2

## User Guide

Guide Version 1.2.032911

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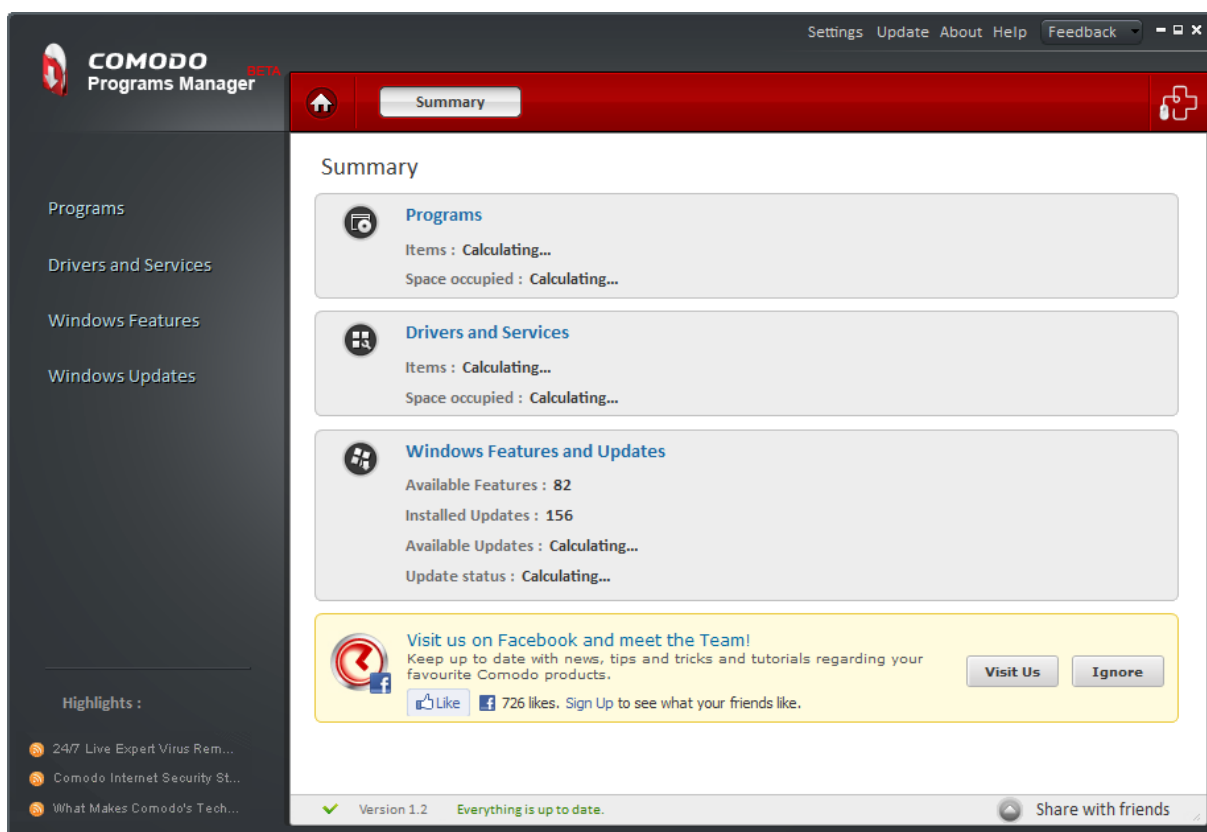
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# 1. Comodo Programs Manager - Introduction

Comodo Programs Manager helps users to comprehensively and cleanly remove programs, drivers, services and Windows components from home and office computers. Uninstalling a program using program specific uninstallers will often leave behind many unwanted files, folders, settings and registry keys. Comodo Programs Manager is capable of uninstalling an application along with such unwanted remnants.

Unique to the application is the concept of the 'monitored' program. Monitoring a program means that all changes that the software makes to your system are recorded so that they can be completely reversed when you decide to uninstall. Comodo Programs Manager can also create a backup of a monitored program before uninstalling. This backup will retain any custom settings that you implemented so, if you decide to reinstall at a later date, you won't have to spend time reconfiguring the application. Similar to this functionality, the 'Installable Package' module allows you to create custom installation packages that retain the program's current configuration.



Comodo Programs Manager also features an innovative 'on-access' malware scanner that detects virus infected installers. If a setup file is infected, the application raises an alert and allows you to abort the installation.

## Guide Structure

This guide is intended to take the user through the installation, configuration and use of Comodo Programs Manager.

- **Introduction to Comodo Programs Manager** - An Overview of the application
  - **Hardware and Software Requirements** - Minimum required Hardware and Software for the installation
  - **Installing Comodo Programs Manager** - A brief outline of the installation procedure
  - **Starting Comodo Programs Manager** - How to start the application

- **The Main Interface** - Description of Menus and Options in the main interface.
- **On Access Scanning** - Description of the On-Access scanning feature of the application
- **Programs** - Guidance on managing programs installed in your system
  - **Introduction to the Module** - keeps track of all the changes made to your system
  - **Uninstalling, Repairing and Changing an Application** - Detailed help on every stage of uninstalling, diagnosing and repairing installed applications
  - **Installable Package Module** - Detailed help on creating installable package modules for the applications installed in your system
  - **Restoring Backup of an Uninstalled Program** - Detailed help on restoring the application and configuration settings for an uninstalled application
- **Drivers and Services** - Guidance on managing drivers and services installed in your system
  - **Introduction to the Module** - allows you to remove unnecessary drivers and services
  - **Uninstalling a Driver or Service** - Detailed help on every stage of uninstalling unwanted drivers and services
  - **Restore Backup** - enables you to reinstall or to use the 'Restore' option
- **Windows Features** - Guidance on managing Windows components
  - **Introduction to the Module** - displaying all hidden components and allows you to enable or disable them
  - **Adding or Removing Windows Components** - Detailed help on enabling and disabling Windows components
- **Windows Updates** - Guidance on managing Windows Updates installed in your system
  - **Introduction to the Module** - lists all Windows updates that have been installed on your computer and allows you to uninstall, repair or change them
  - **Uninstalling Windows Updates** - Detailed help on uninstalling unwanted updates and installing new updates
  - **Checking for Available Updates and Installing Them** - Detailed help on checking for Windows Updates that are available but not installed in your system and installing them
- **Applications Database** - details how you can completely uninstall an application using the paths retrieved from the DB server.
- **Comodo Programs Manager Settings** -Details on configuration of overall behavior of the application.
- **Live PC Support** -Guidance on configuration and usage of Live PC Support
- **Uninstalling Comodo Programs Manager** - A brief outline on uninstalling the application
- **Appendix 1**- Comodo System-Cleaner - An overview of Comodo System Cleaner application
- **Appendix 2** - Encryption Algorithms - Details on Encryption Algorithms used by Comodo Programs Manager for encrypting and storing your backup files
- **About Comodo**

## 1.1. System Requirements

### 1.1.1. Hardware and Software Requirements

#### Supported Operating Systems

Windows 7 - 32 bit and 64 bit

Windows Vista - 32 bit and 64 bit

Windows XP - 32 bit and 64 bit

Windows Server 2003 - 32 bit and 64 bit

Windows Server 2008 - 32 bit and 64 bit

## Minimum Hardware Requirements

### For 32 bit systems

Intel Pentium II 233 MHz or equivalent processor

32 MB RAM

20 MB free disk space

### For 64 bit systems

Intel Pentium 1 GHz or equivalent processor

1GB - 2GB RAM

20 MB free disk space

## 1.2. Installing Comodo Programs Manager

Before you install Comodo Programs Manager, read the installation instructions carefully and also review the **system requirements**. Quit all other Windows programs before installing Comodo Programs Manager. The installer requires administrative privileges on the computer.

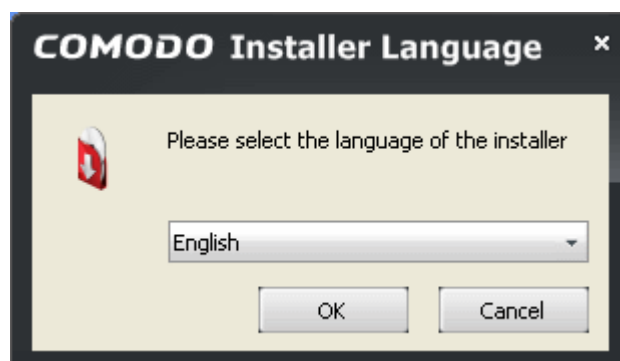
After downloading the Comodo Programs Manager setup file to your local hard drive, double click on 'setup.exe'



to start the installation wizard.

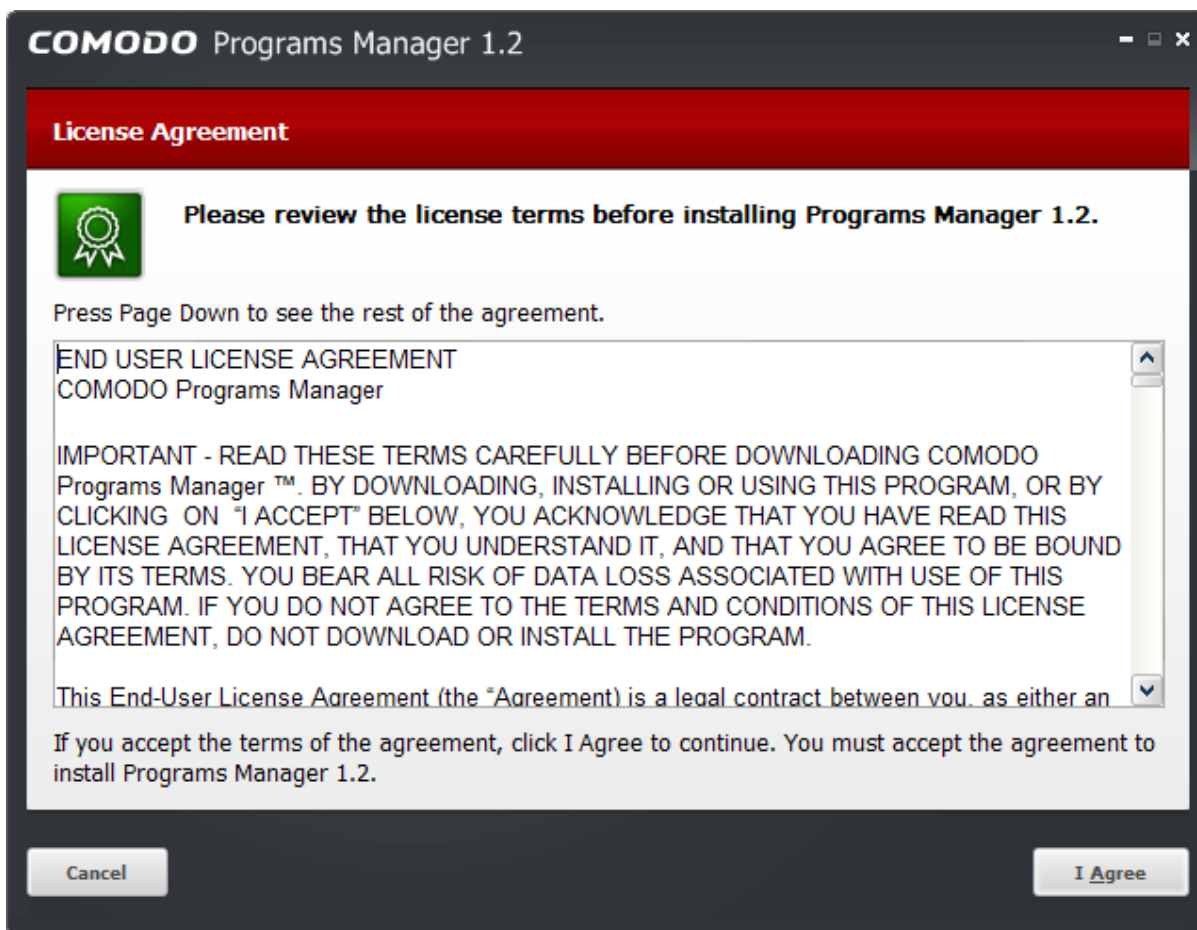
### Step 1 - Choosing the Interface Language

The set up program starts automatically and the Select Setup language dialog is displayed. Comodo Programs Manager is available in several languages.



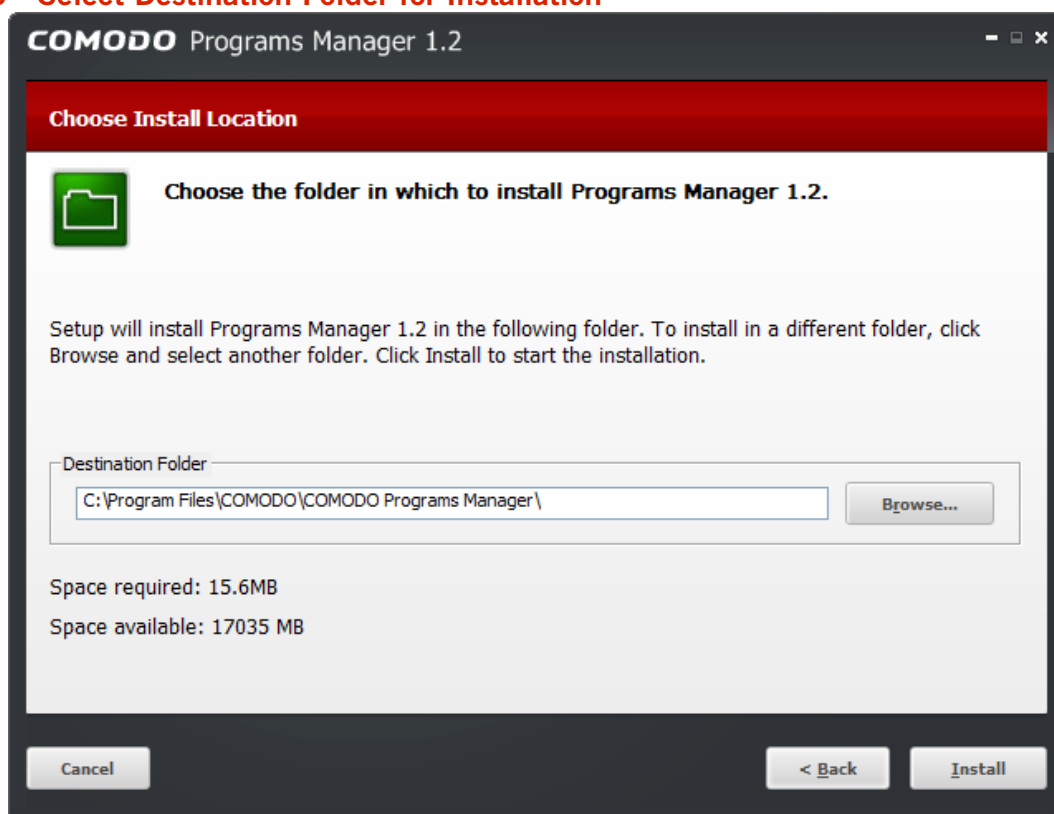
### Step 2 - End-User License Agreement

Complete the initialization phase by reading and accepting the End-User License Agreement (EULA).



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

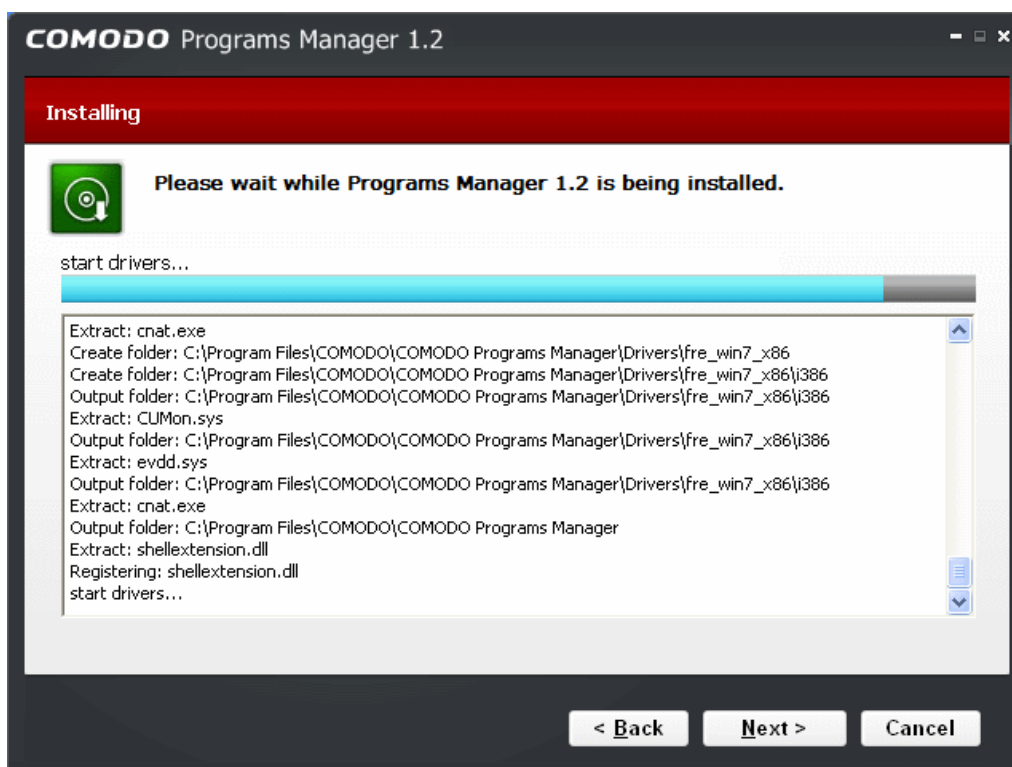
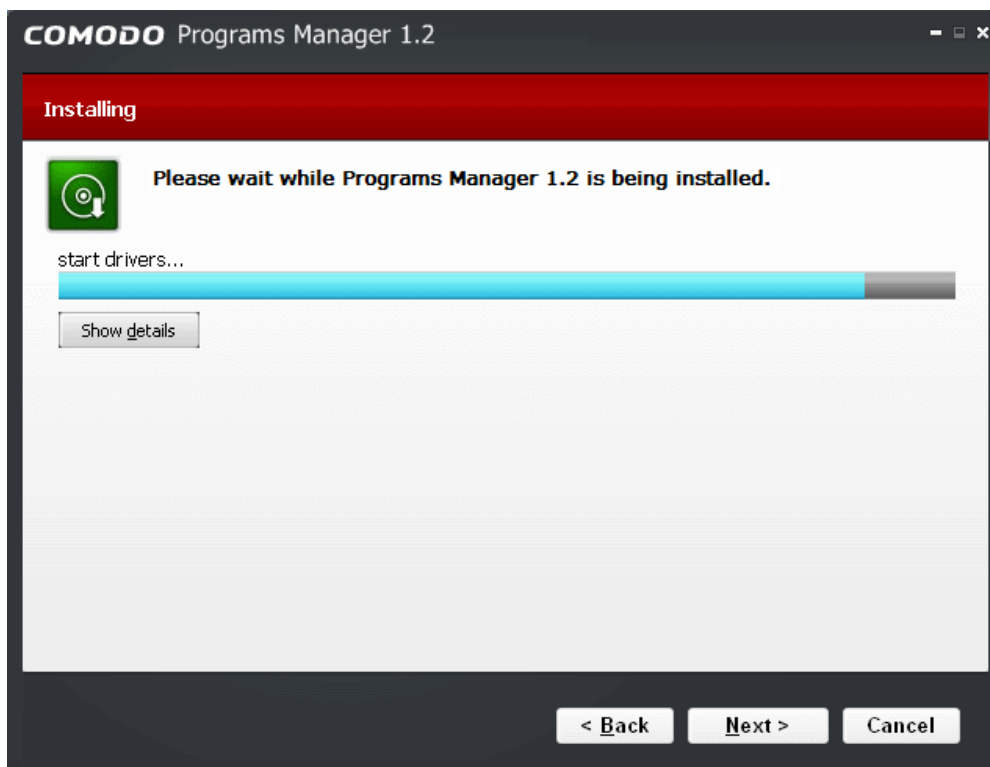
### Step 3 - Select Destination Folder for Installation



The next screen allows you to select the installation directory for COMODO Programs Manager. The default path is C:\Program Files\COMODO\COMODO Programs Manager.

## Step 4 - Installation Progress

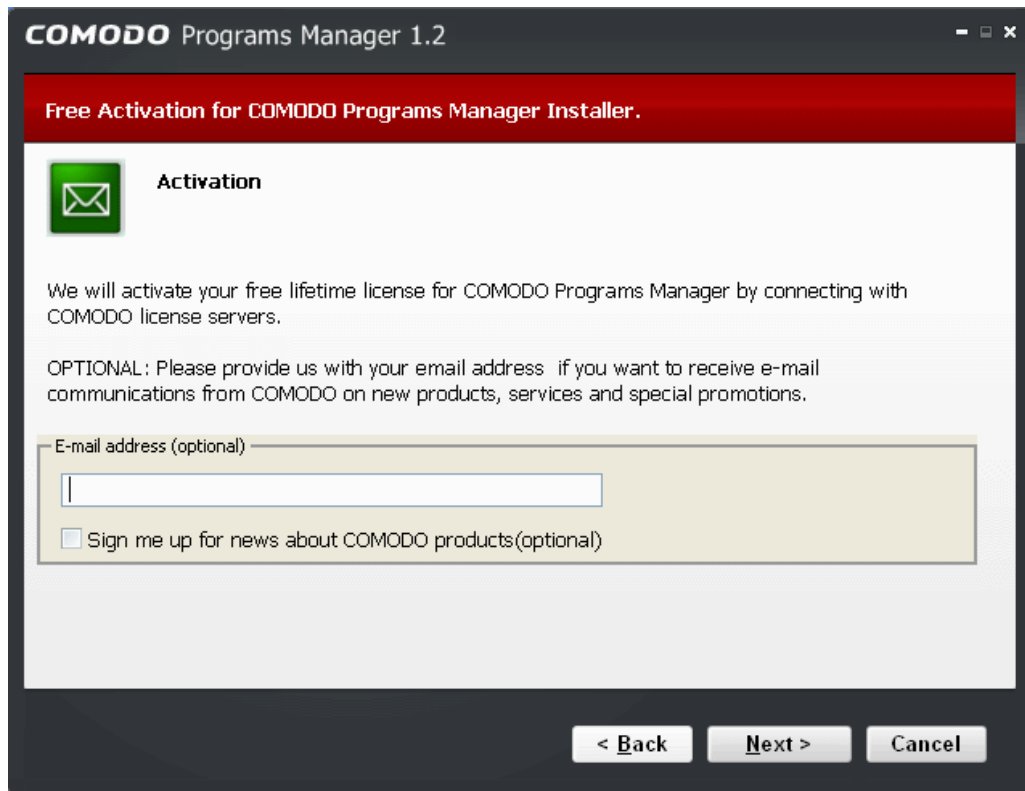
A setup status dialog box is displayed. You will see a progress bar indicating that the files are being installed.



Clicking 'Show details' displays the list of files being copied.

## Step 5 - Product Activation

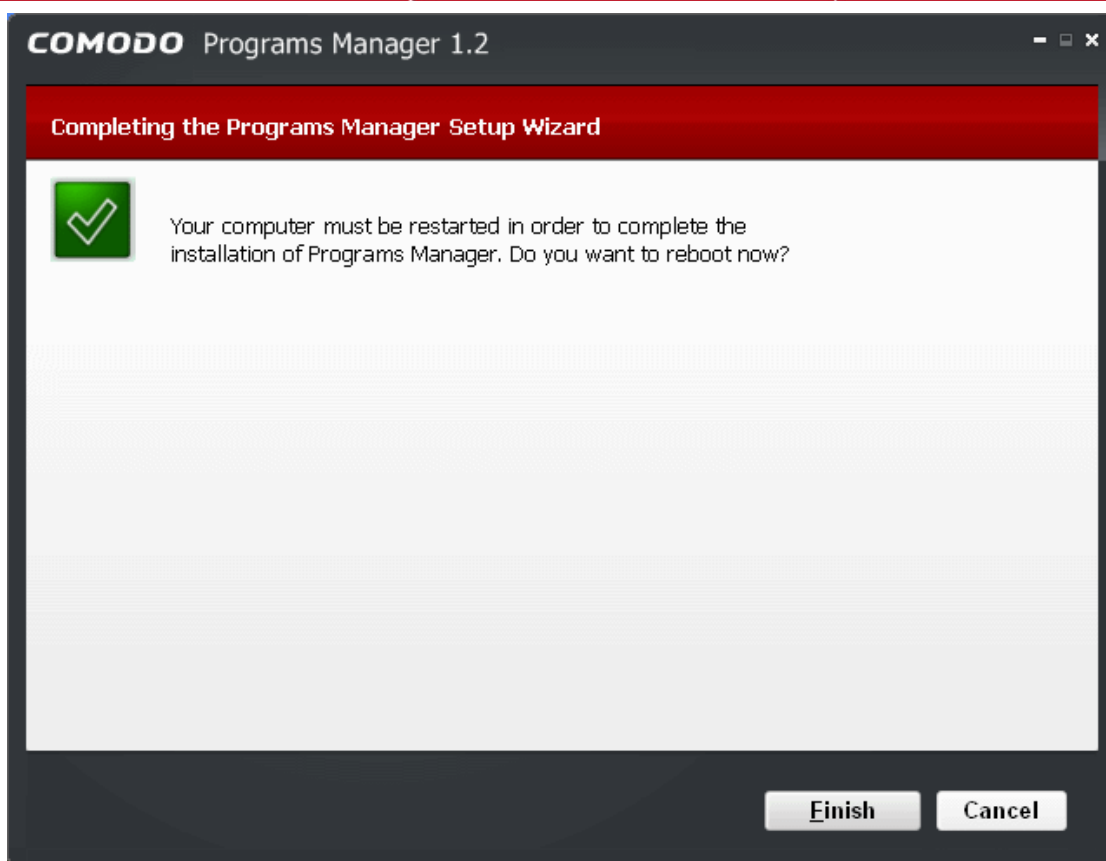
Next, the wizard will activate your free lifetime license. If you wish to sign up for news about Comodo products then enter your email address in the space provided and select **Sign me up for news about Comodo products**. This is optional. Click 'Next'.



## Step 6 - Installation Completion

An Installation complete screen is displayed. For the installation to take effect, your system needs to be restarted. Click 'Finish' to complete installation and restart your system.





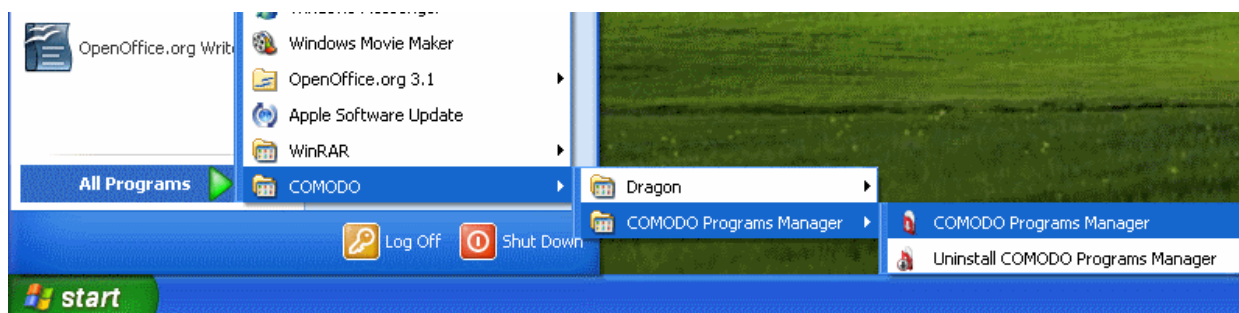
Your system will restart. After restarting, you can start the application from the Start Menu. See [Starting Comodo Programs Manager](#) for more details.

## 1.3. Starting Comodo Programs Manager

You can access Comodo Programs Manager through the Windows Start Menu or via the desktop shortcut.

### Windows Start Menu

You can start Comodo Programs Manager by hitting the 'Start' button and navigating to: Start > All Programs > Comodo > Programs Manager > Comodo Programs Manager.

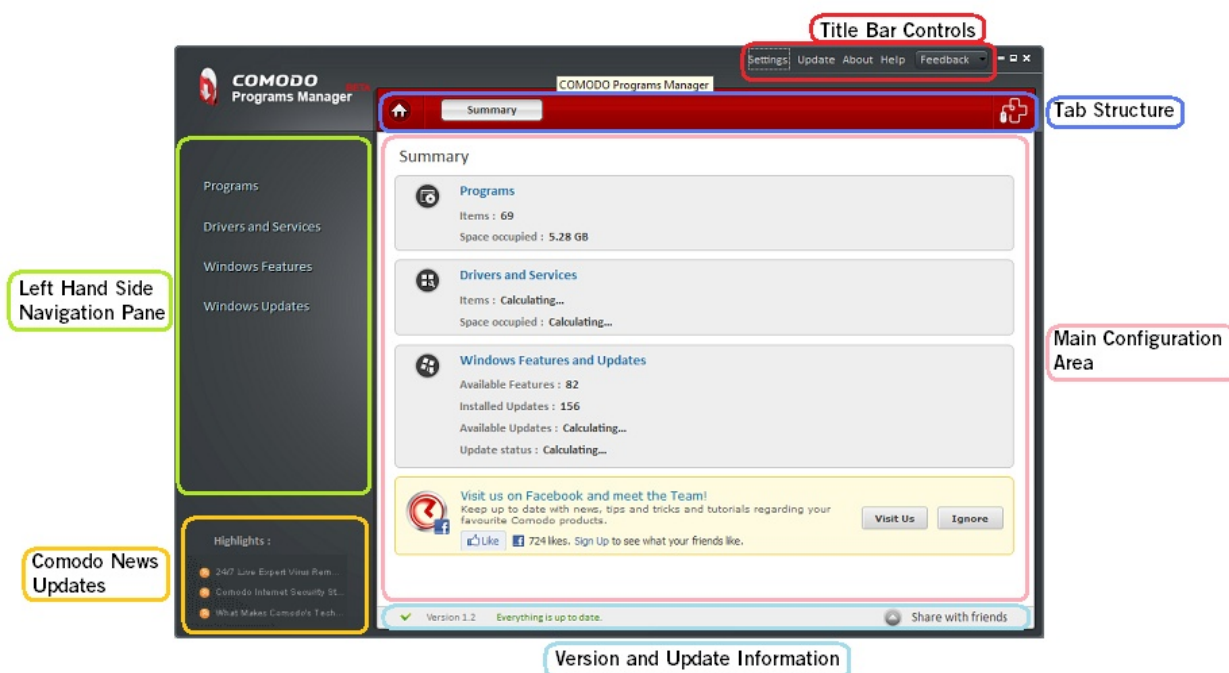


### Desktop Shortcut

You can also start the application by double-clicking on the Comodo Programs Manager desktop shortcut icon.



## 1.4. The Main Interface



Comodo Programs Manager’s sleek user interface provides fast access to all the functions of the application. The links on the left hand side allow the user to quickly open the main modules to uninstall, repair or change the selected application. The title bar controls allows access to overall settings, program updates and to help documentation.

### Left-Hand Navigation Pane

The left-hand navigation provides easy access to the four main modules:

- **Programs** - Lists all installed applications and allows users to uninstall, modify and repair those applications. This area also allows users to restore a previously uninstalled program from a backup and to create installable packages.
- **Drivers and Services** - Displays all the drivers in the system. Users can easily and quickly uninstall, repair or change a selected driver from the list.
- **Windows Features** - Lists all installed Windows components and their dependency status.
- **Windows Updates** - Displays the list of all Windows updates current installed on the system.

### Tab Structure

The tab structure contains two persistent buttons:



- **Home Button** - Opens the **Summary** area at any time;



- **Live PC Support Button** - Launches the livePCsupport chat-client. LivePCsupport provides customers with a real time connection to a Comodo support operative who can troubleshoot any problems you may be having with your PC. Please refer to the chapter **Live PC Support** for more details.

## Main Configuration Area

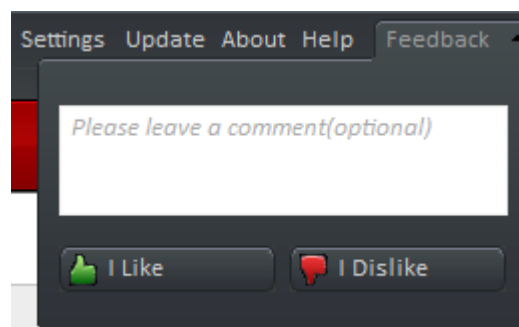
By default, the main configuration area will display summary data from the Programs, Drivers and Services, Windows Components and Windows Updates modules. The information and functional controls displayed in the main configuration area will change depending on the module you select from the left hand menu.

## Title Bar Controls

- **Settings** - Enables the user to configure general program settings and settings related to any backups that are taken using the application.
- **Update** - Starts checking for the program updates from the Comodo Servers. If any updates are found, you will be prompted to download and install them.
- **About** - Opens the 'About' dialog of Comodo Programs Manager. The About dialog contains the version number and the copyright information.



- **Help** - Opens the help guide. The Comodo Programs Manager help guide provides details about all the functions and usage of the program.
- **Feedback** - Opens a feedback window. With the Comodo Programs Manager Feedback allow users to post their views, comments and suggestions about Comodo Programs Manager. Submit support request posted to forums.comodo.com.



## Version and Update Information

The bottom pane provides a summary of version information and update information.

- Version Info - Indicates the version of Comodo Programs Manager currently installed in your system.
- Update Info - Indicates whether the version you have installed is the latest one or it needs to be updated

## Comodo News Updates

The Comodo News Updates area contains links to view the updated RSS News feeds and Videos from Comodo.

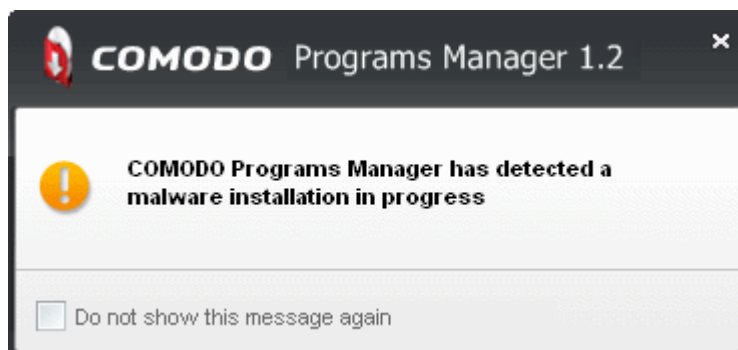
### 1.4.1. Summary

The summary screen is shown by default when Comodo Programs Manager is first opened. It displays the number the Programs, Drivers and Services, Updates, Windows Components, and Windows Updates that are currently present on your system and the amount of disk space that is taken up by those items. At the bottom of the summary screen is an option to install other desktop products from Comodo, like Comodo System Cleaner. [Click here](#) to find out how Comodo System Cleaner can help further improve the performance and stability of your computer.

## 1.5. On Access Scanning

Comodo Programs Manager contains a built in scanner that can detect malicious (malware) setup files as soon as you begin to install them. For example, you may be running the setup file for a piece of software that you have just downloaded from the Internet. If this setup file contains a worm, virus or trojan horse then it could cause irreparable damage to your system or allow a hacker to steal your personal and confidential information.

Once Comodo Programs Manager is installed in your system, it starts monitoring the installation of new applications/programs, new drivers, services and Windows updates to check whether or not they contain malicious code. If it detects an installation is in progress from an infected setup file, it generates an alert informing you that the installation is malware.



You can stop the installation and safeguard your system from a potential damage.

## 2. Programs

### 2.1. Introduction to the Module

The simple act of installing or uninstalling a program is part of the daily fabric of computer use. It is such a familiar process that most users don't give a second thought about how effective that process is. You want a program removed? You click Control Panel > 'Add/Remove remove programs', select it from the programs list and click 'Uninstall'. The program specific uninstaller starts, runs its course and the application is off your computer and out of your life.

Or is it?

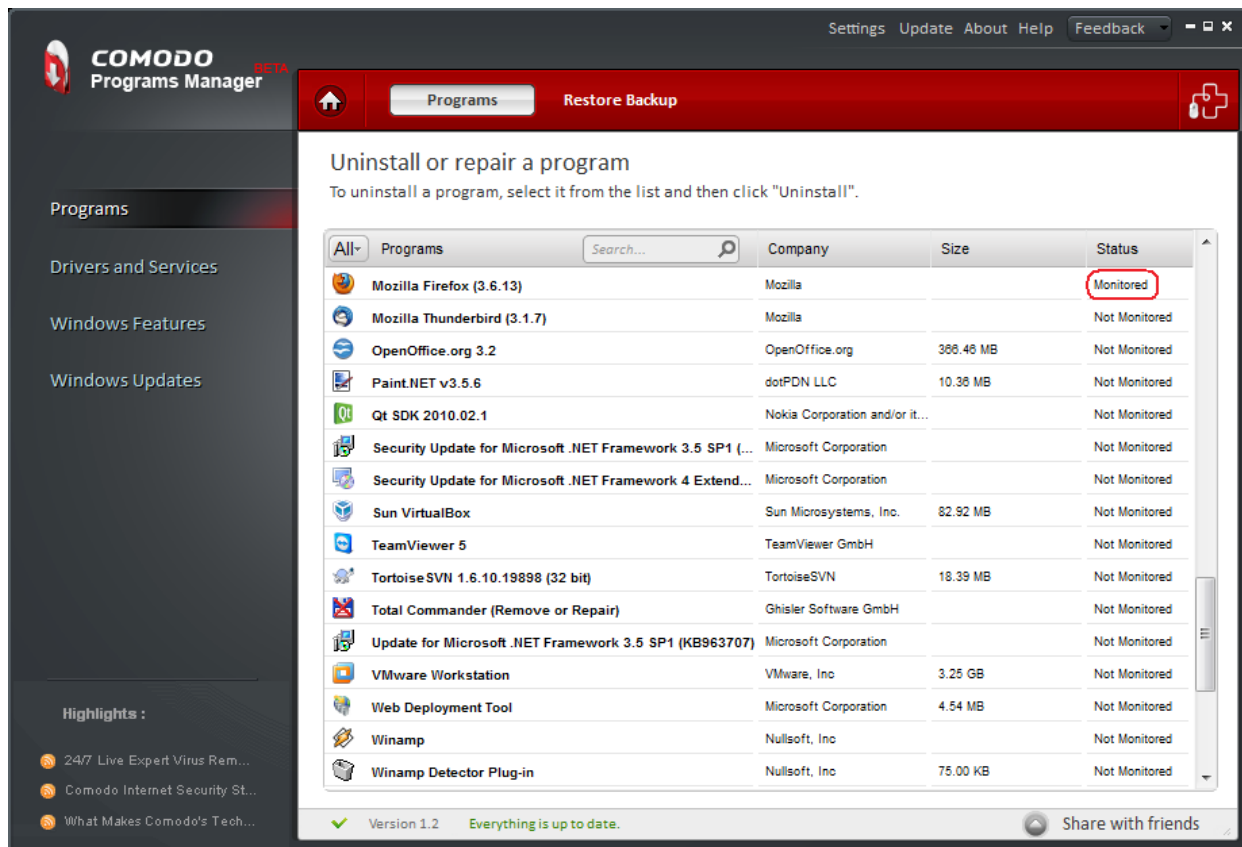
Program specific uninstallers can often leave behind a slew of unwanted files, folders, settings and registry keys on your system. The more programs you install then uninstall, the more clutter gets left behind. Over time this build up may lead to your computer taking a serious performance and stability hit - your PC can become sluggish and experience unexpected

crashes. Add to this that some stubborn programs seem to be impossible to remove and the need for a dedicated and comprehensive uninstallation program is clear.

Comodo Programs Manager is capable of removing all traces of an application from your computer. It keeps track of the sometimes intricate and obscure changes that are made to your system during the installation and usage of a program and removes them completely when you decide to uninstall.

Monitoring functionality in the Comodo Programs Manager keeps track of all the changes made to your system during the installation of an application. This feature helps to remove all the associated components of an application during its uninstallation unlike a regular uninstaller which leaves behind unwanted files, folders, settings and registry keys.

The 'Programs' module displays all applications on your system and allows you to remove them within a couple of mouse-clicks. Alongside each program is the information such as company name, size on the hard disk and monitoring status. A search option is also available if you have many programs. The Restore Backup tab in this area enables to restore the backup of files, folders, data, registry entries pertaining to the program, created while uninstalling the program.



This section of the guide contains the following sub-sections:

- **Uninstalling, Repairing and Changing an Application**
  - **Monitored Programs Explained**
  - **Uninstalling**
  - **Repairing**
  - **Changing or Modifying**
- **Installable Package Module**
- **Restoring Backup of an Uninstalled Program**

## 2.2. Uninstalling, Repairing and Changing an Application

### 2.2.1. Monitored Programs Explained

Monitoring a program means that CPM will keep track of all changes and modifications made by an application over its functional lifetime. Keeping track of these sometimes intricate and obscure changes means that CPM is subsequently capable of thoroughly undoing them when you decide to uninstall. If a program is **Not Monitored** or **DB Monitored** then it can still be uninstalled via the CPM interface using the applications built-in uninstaller. However, the removal will not be as comprehensive and can often leave behind unwanted files, folders and registry keys that can affect the speed and stability of your computer.

Other Advantages include:

- Allows you to select multiple programs to uninstall them at once by holding the Shift key while selecting the programs.
- Allows you to create a self-extracting package of a monitored program through the 'Make Installer' feature. Creating an installable package means you can reinstall the application at a later date with all your customized settings. [Click here](#) to find out more about this module.

The screenshot shows the 'Programs' tab in the Comodo Programs Manager. The interface includes a search bar and a table of installed programs. The 'Mozilla Firefox (3.6.13)' program is highlighted, and its status is 'Monitored', which is circled in red. Other programs listed include Mozilla Thunderbird, OpenOffice.org, Paint.NET, Qt SDK, and various Microsoft updates.

All Programs	Search...	Company	Size	Status
Mozilla Firefox (3.6.13)		Mozilla		Monitored
Mozilla Thunderbird (3.1.7)		Mozilla		Not Monitored
OpenOffice.org 3.2		OpenOffice.org	388.46 MB	Not Monitored
Paint.NET v3.5.6		dotPDN LLC	10.38 MB	Not Monitored
Qt SDK 2010.02.1		Nokia Corporation and/or it...		Not Monitored
Security Update for Microsoft .NET Framework 3.5 SP1 (...)		Microsoft Corporation		Not Monitored
Security Update for Microsoft .NET Framework 4 Extend...		Microsoft Corporation		Not Monitored
Sun VirtualBox		Sun Microsystems, Inc.	82.92 MB	Not Monitored
TeamViewer 5		TeamViewer GmbH		Not Monitored
TortoiseSVN 1.6.10.19898 (32 bit)		TortoiseSVN	18.39 MB	Not Monitored
Total Commander (Remove or Repair)		Ghisler Software GmbH		Not Monitored
Update for Microsoft .NET Framework 3.5 SP1 (KB963707)		Microsoft Corporation		Not Monitored
VMware Workstation		VMware, Inc	3.25 GB	Not Monitored
Web Deployment Tool		Microsoft Corporation	4.54 MB	Not Monitored
Winamp		Nullsoft, Inc		Not Monitored
Winamp Detector Plug-in		Nullsoft, Inc	75.00 KB	Not Monitored

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### 2.2.2. Uninstalling an Application

Comodo Programs Manager provides two ways to uninstall an application:

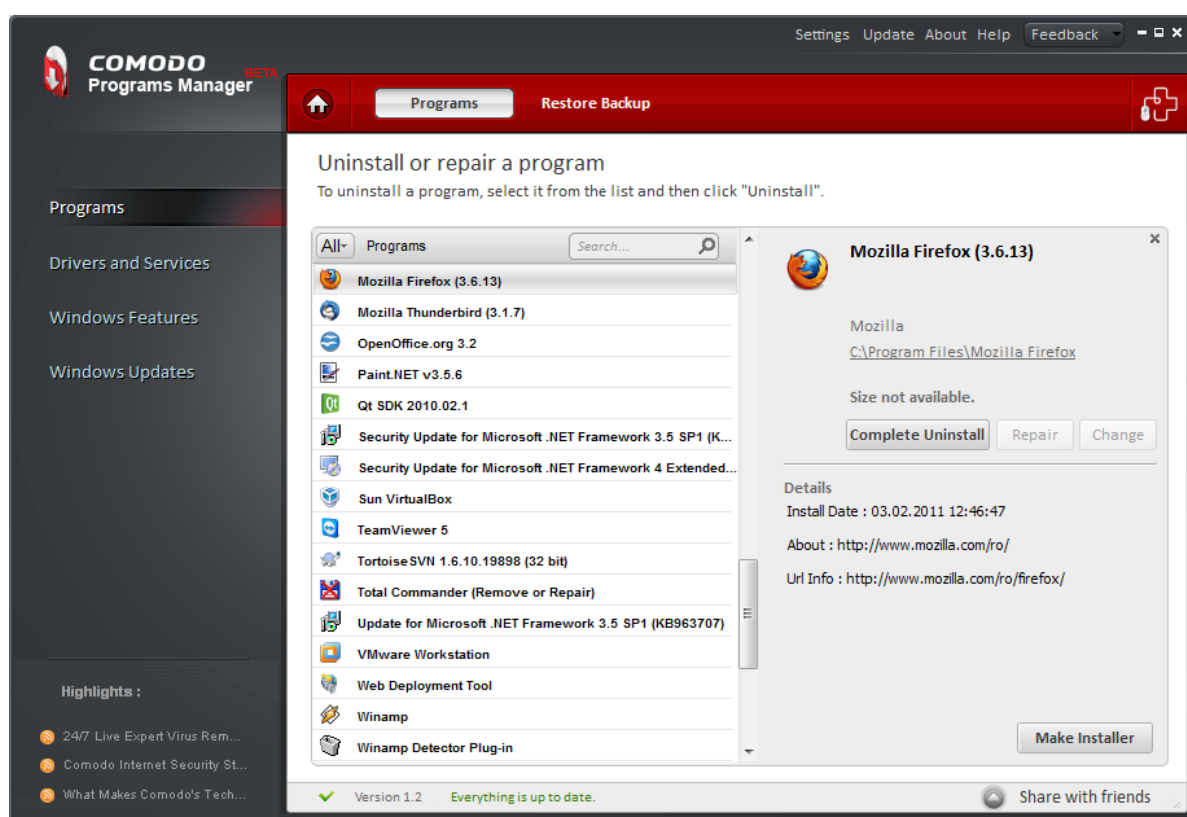
Complete Uninstall. This option is available for **Monitored Applications** and **Data Base Monitored Applications** and will comprehensively remove all traces of an application.

Uninstall. This applies to applications that have not been monitored and will execute the applications standard uninstall procedure.

## To uninstall an application

- Click the 'Programs' link on the left-hand side navigation.
- All the applications in the system will be displayed on the right-hand side of the main configuration area.
- Select the program that is to be uninstalled.

**Tip:** You can select multiple programs to be uninstalled at once. Hold down the 'Shift' key to select more than one program.



- The details about the selected program will be displayed in the right-hand side of the pane.

**Note:** The name of the program to be uninstalled can also be entered in the search field.

- In the right side of the configuration pane, the 'Uninstall' button is enabled.
- If the monitored status of the selected program is 'yes', both the 'Uninstall' and 'Make Installer' buttons will be enabled.

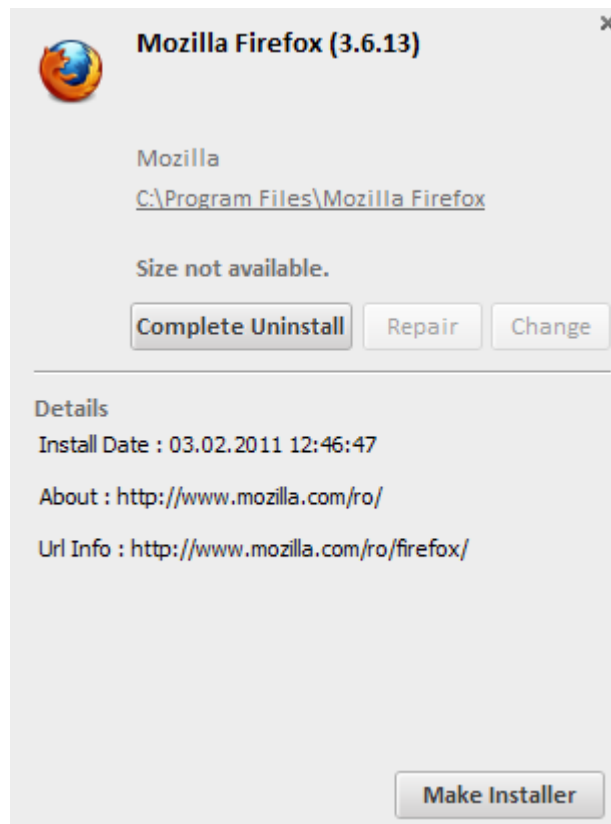
**Note:** The Repair and Change buttons are enabled only for certain applications.

- Click the 'Uninstall' button.



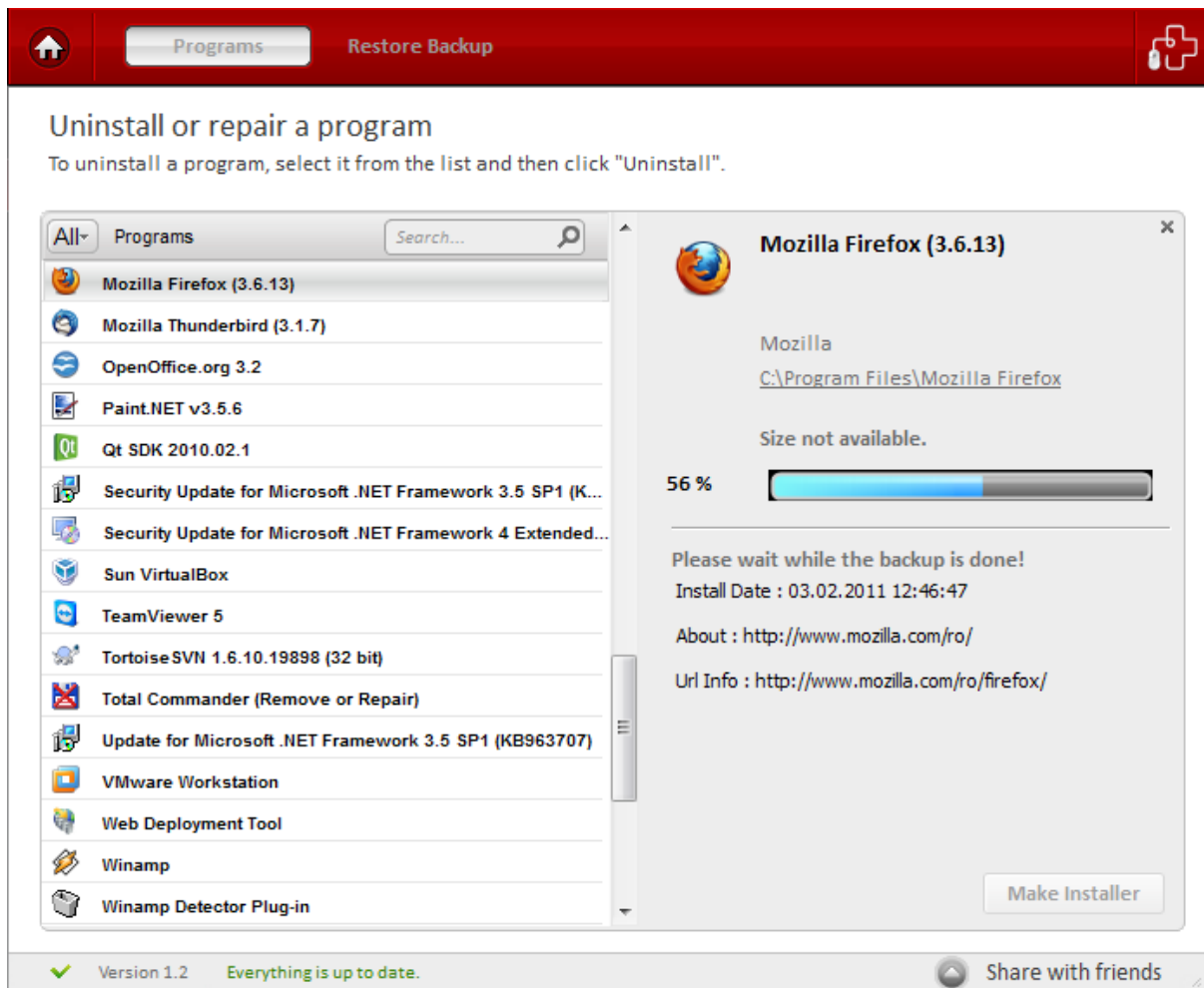
- An option to uninstall the selected program by using 'Complete uninstall'.

**Note:** This option is available for a monitored program only.



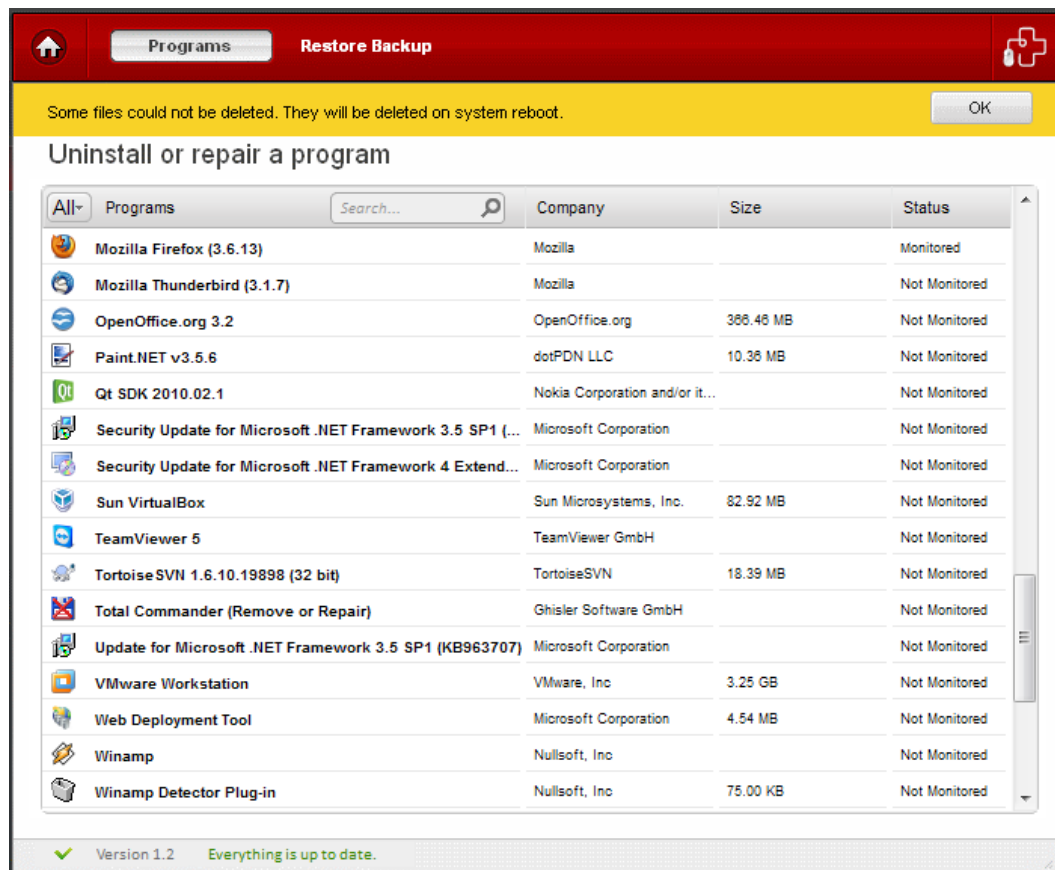
- A list of files and registry keys associated with the selected program is displayed on the lower part of the pane.
- Uncheck the files and the keys that are not required for backup. This is useful for advanced users only.
- Click 'Continue' button to complete the uninstallation.





- The progress of the uninstallation will be displayed and the program will be uninstalled from your system on completion.

In some cases, some of the files associated with the uninstalled application will not be deleted until you next restart your computer. See the screenshot below:



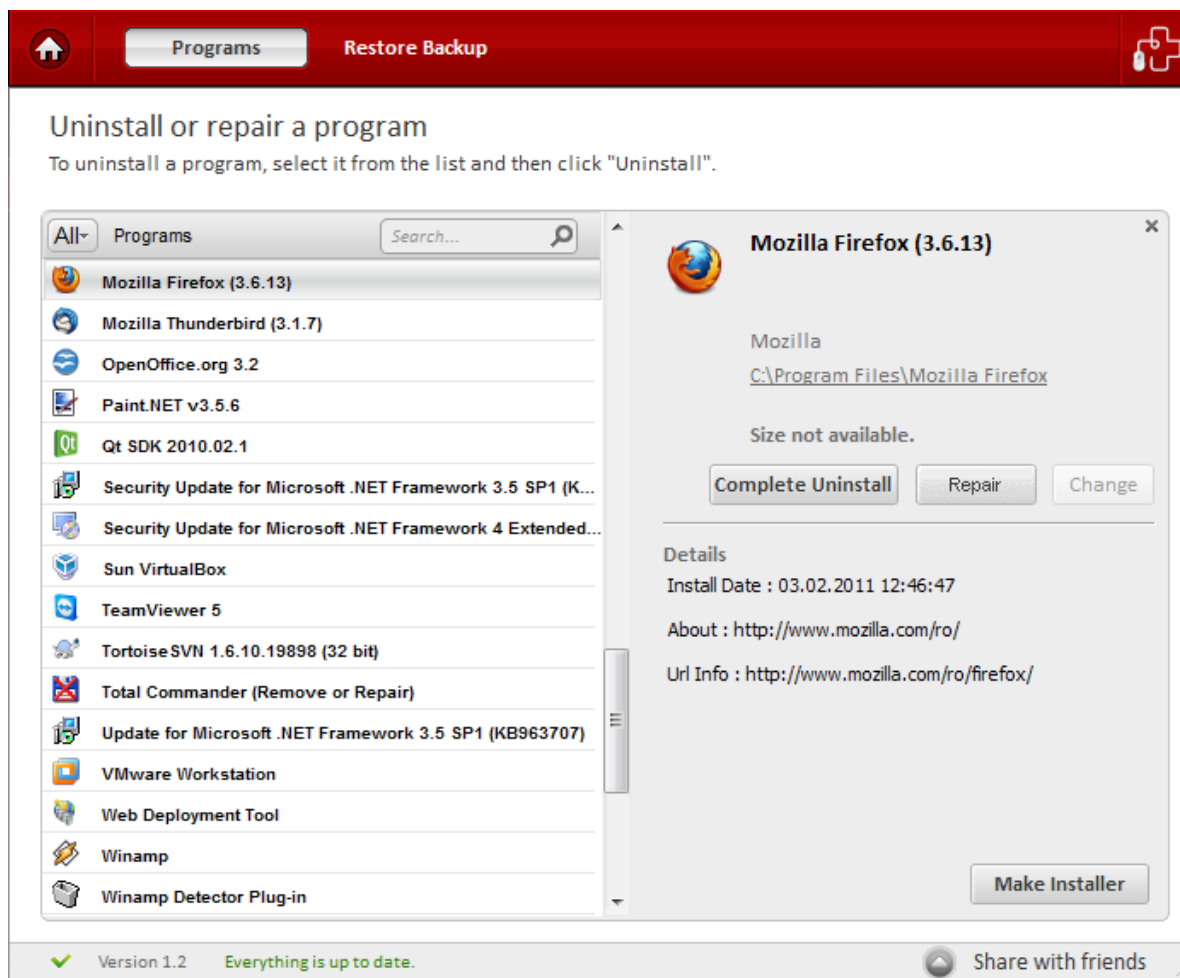
- Click 'OK' to complete.

### 2.2.3. Repairing an Application

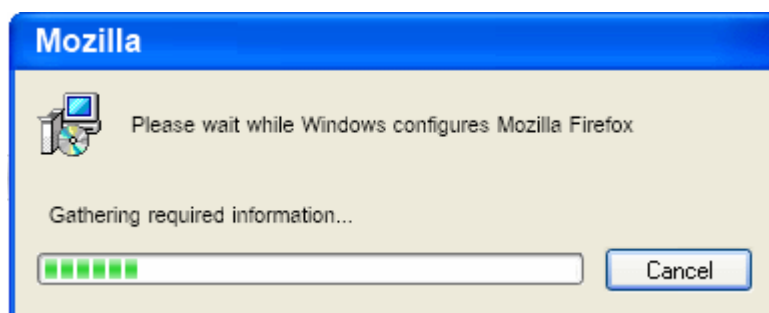
An application in the system may not function to its full potential or not work at all if some of the registry keys or its components become corrupted. Comodo Programs Manager allows you to repair the application.

#### To repair an application

- Click the 'Programs' link on the left-hand side navigation.
- All the applications in the system will be displayed on the right-hand side of the main configuration area.



- Select the program that is to be repaired.
- Click the 'Repair' button.



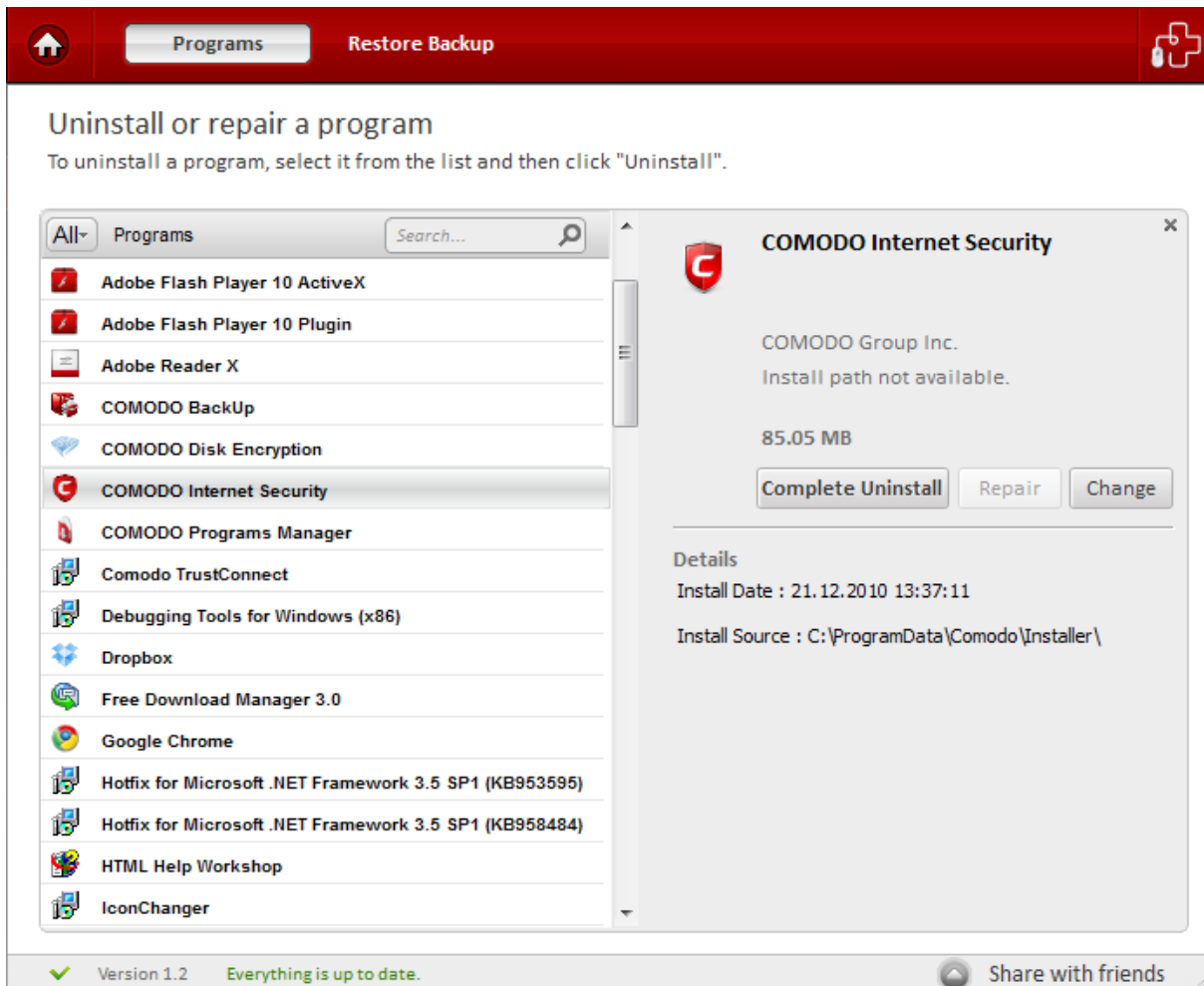
- The progress of the repair will be displayed.
- The repair of the application will be completed.

## 2.2.4. Changing/Modifying an Application

Allows you to change the way the selected application's features are installed in your computer. Also allows you to repair or remove it from the computer.

### To change/modify a program

- Click the 'Programs' link on the left-hand side navigation.
- All the applications in the system will be displayed on the right-hand side of the main configuration area.
- Select the program whose installed features have to be changed in your system.



**Tip:** You can select multiple applications to be repaired or modified at once. Hold down the 'Shift' key to select more than one application.

- Click the 'Change' button.

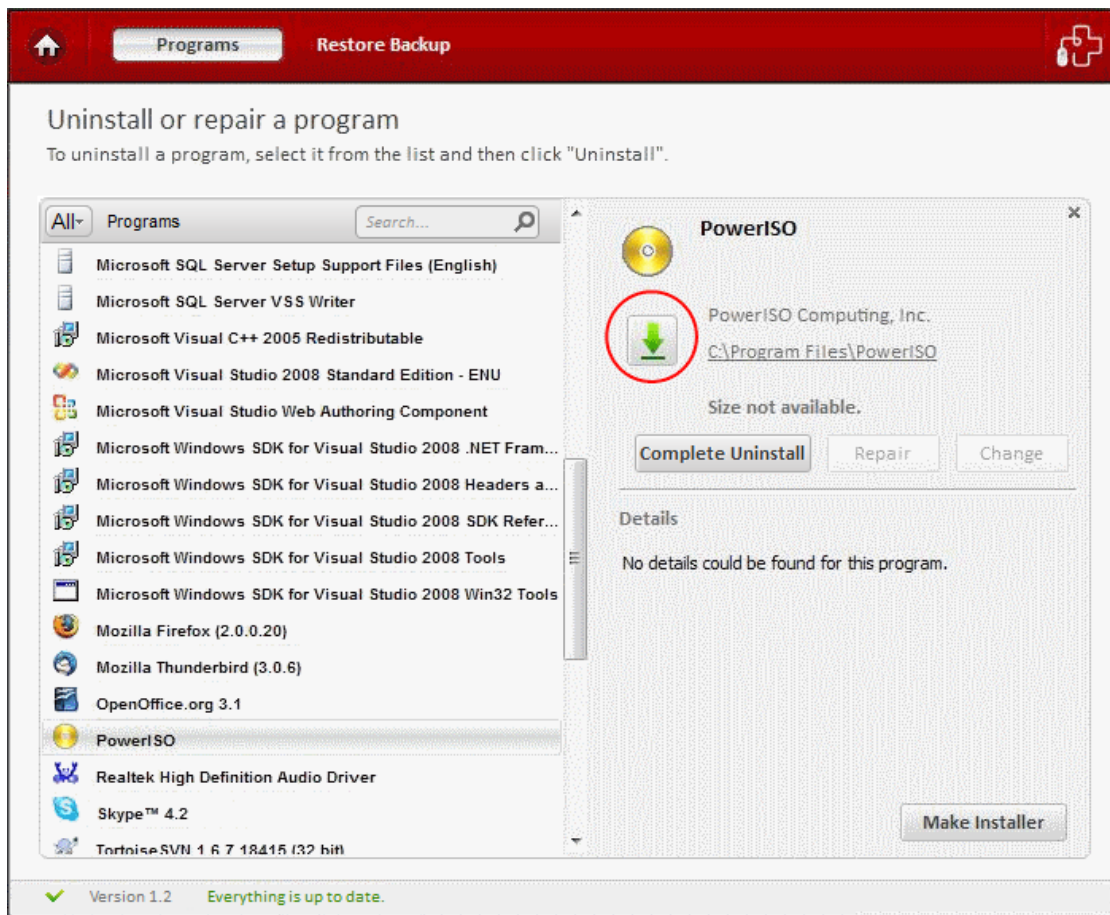


- The wizard for modifying how the features are installed in your computer is displayed.
- Follow the wizard.

## 2.2.5. Update Programs

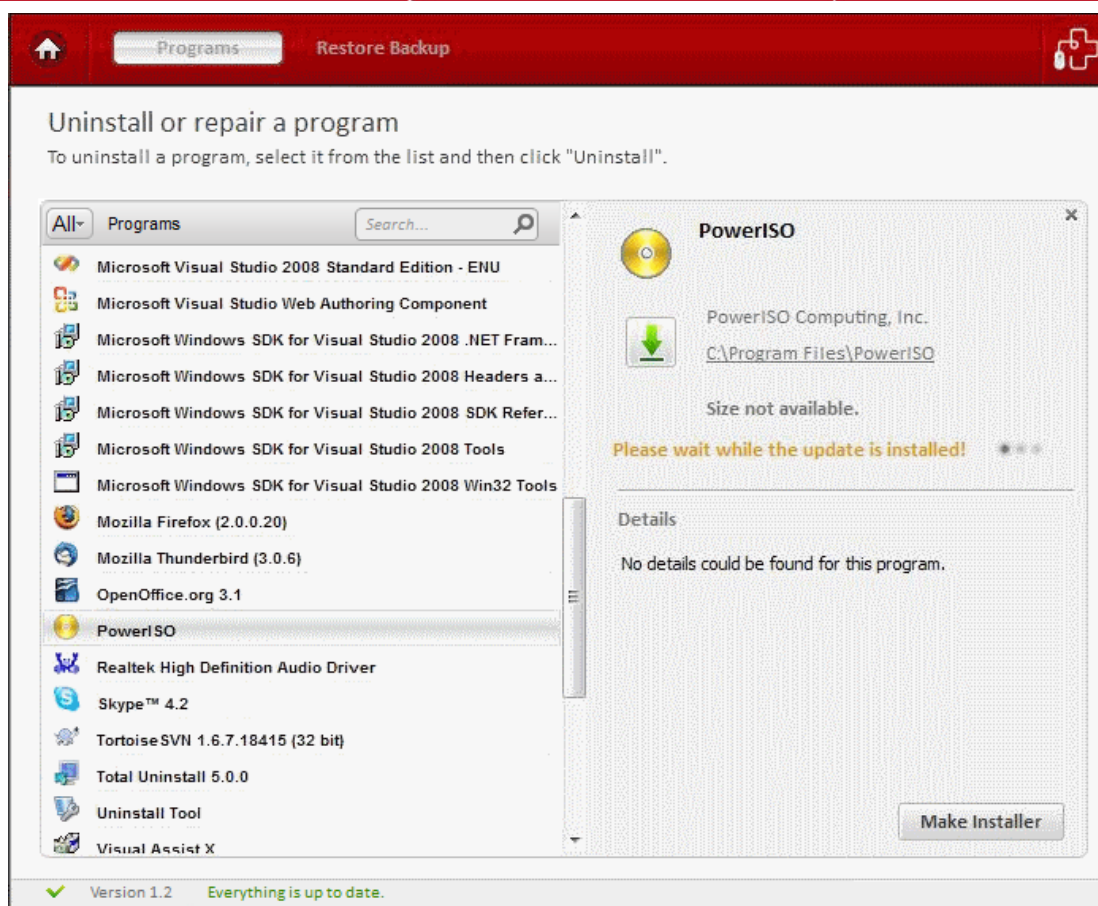
As you are well aware, the applications installed on your computer are constantly being updated and patched by the software vendors. Unfortunately, the way you are informed about these updates is often a piecemeal process, with each individual vendor running their own update notification system. Some software will check for updates every time you start the program, others will check for updates according to a set schedule. Some software may not check for updates at all.

Comodo Programs Manager unifies these splintered update processes into a single interface. Each time you select a program in the 'Programs' interface, the application will check to see if a newer version is available. If so, the interface will display an 'Update Available' button.

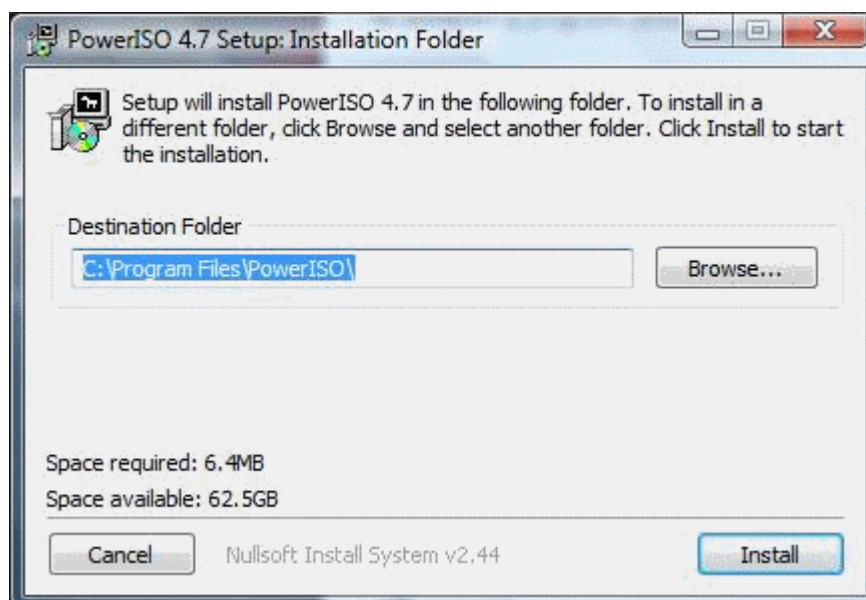


- Clicking the 'Update' button will begin the download and installation procedure for the updated version of the application.





After preparing your computer for the installation, you will be asked for the destination location and confirmation of installation.



## 2.3. Installable Package Module

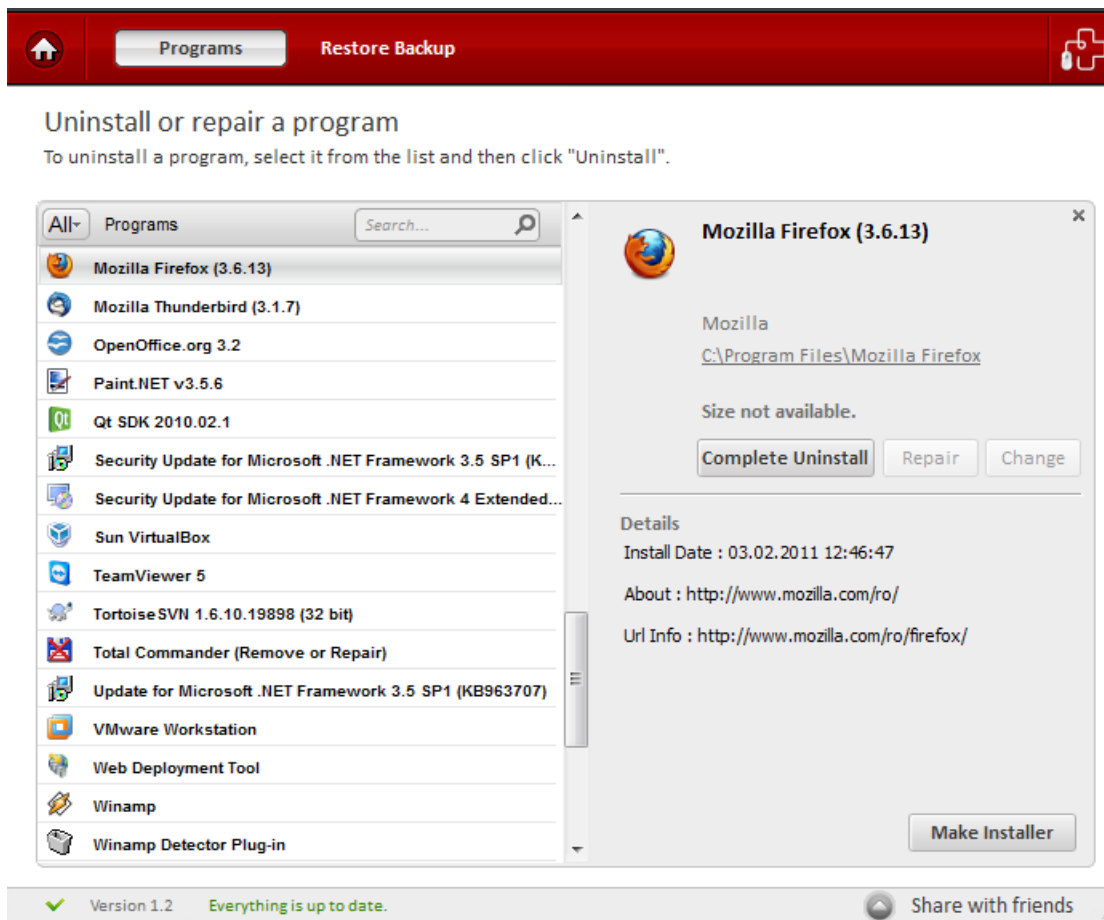
The 'Make Installer' feature allows you to create a self-extracting installation package of a monitored program. The main advantage of this feature is that it can be used to do re-installations in the same system or to do installations on other systems that have the same operating system and service pack. Significantly, all current settings from the target application are retained - so network administrators will find this tool useful to roll-out installations with custom configurations to multiple machines. To know more about creating a self-extractor package and restoring an application

from the self-extractor package click the links below:

- [Creating a self-extractor package](#)
- [Restoring an application from a self-extractor package](#)

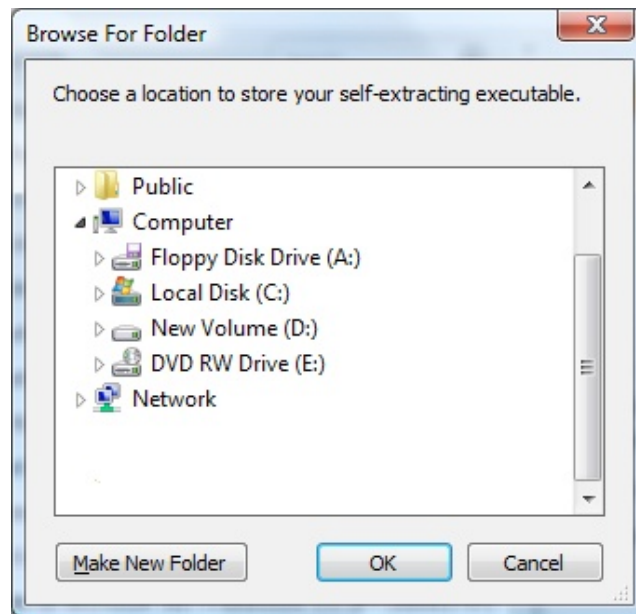
## To create a self-extractor package

- Click the 'Programs' link on the left side navigation.
- All the applications in your system will be displayed on the right-hand side of the main configuration area.
- Select the monitored application that has to be extracted.

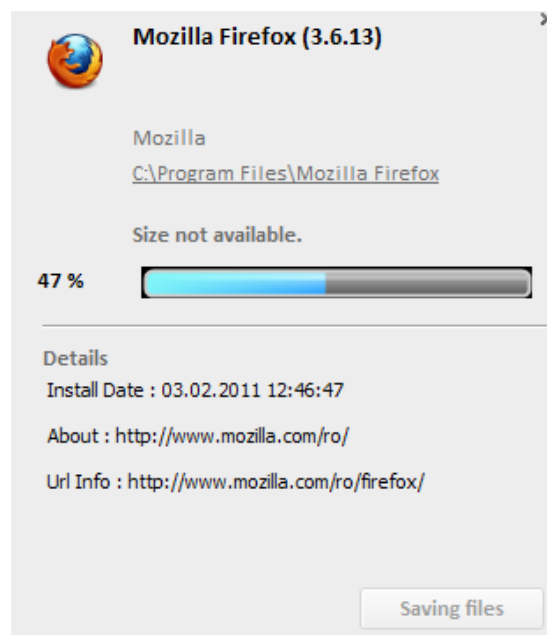


- The 'Make Installer' and 'Uninstall' buttons will be enabled.
- Click 'Make Installer' button.

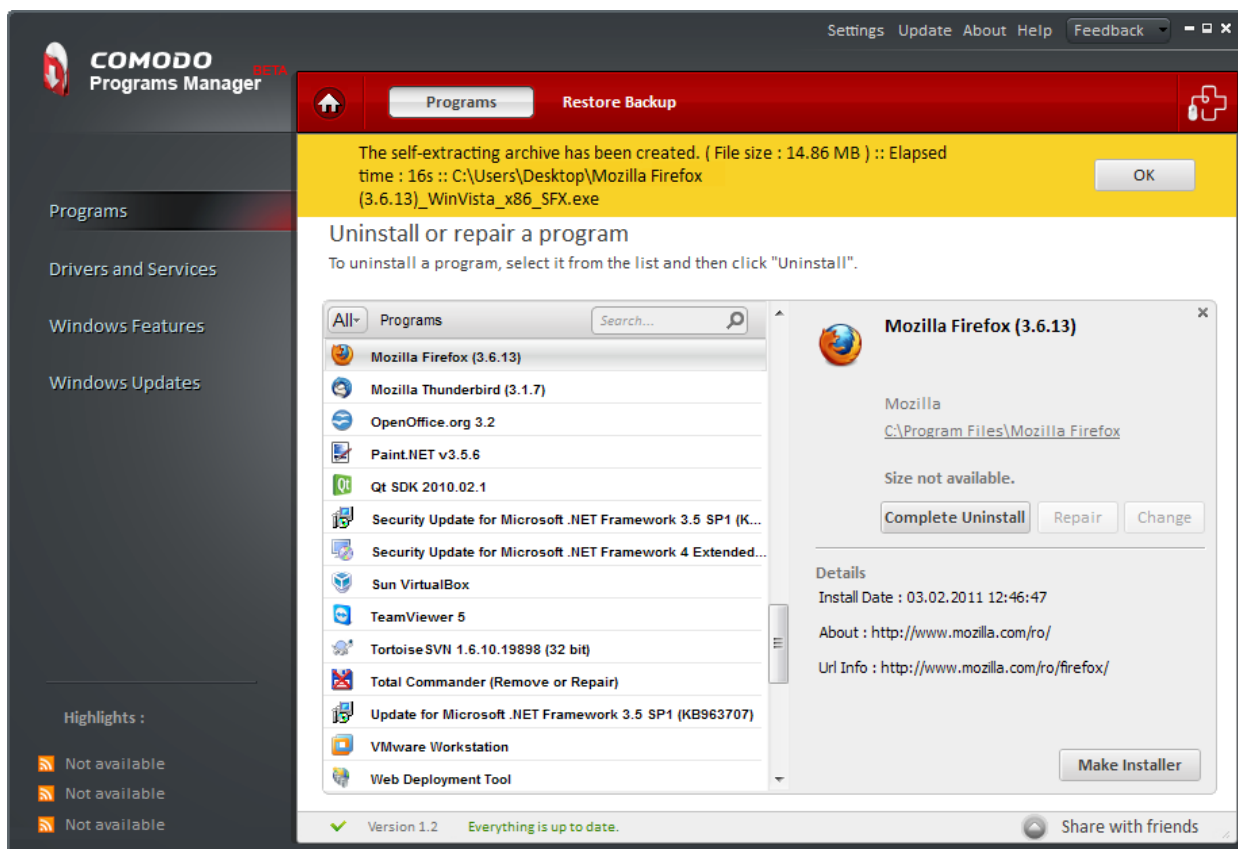




- You will be prompted to choose a valid directory to save the the self-extracting executable file. Choose a file and click 'OK'.



- The progress of the extraction will be displayed.

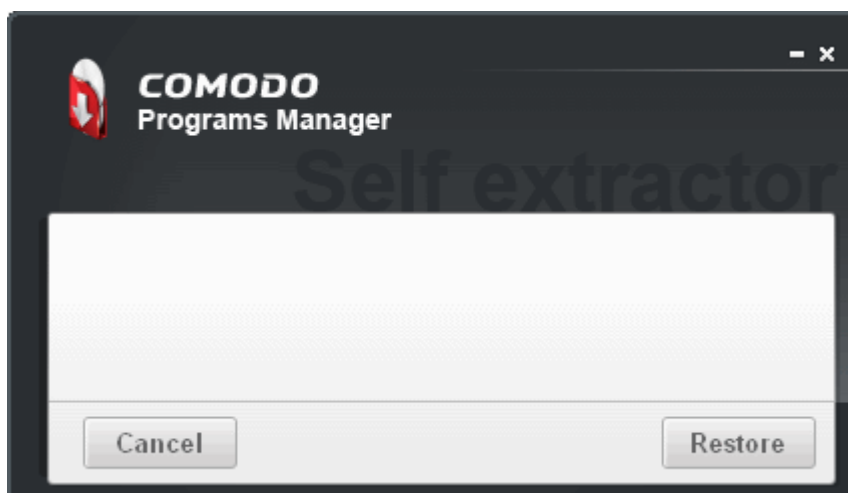


- The self-extracting archive has been created in the selected folder.



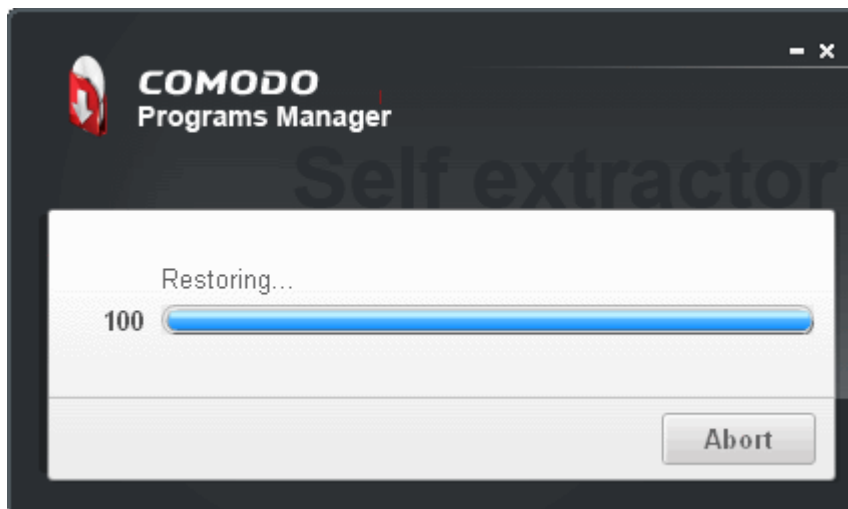
## To restore an application from the self-extractor package

- Double-click the self-extractor package file.

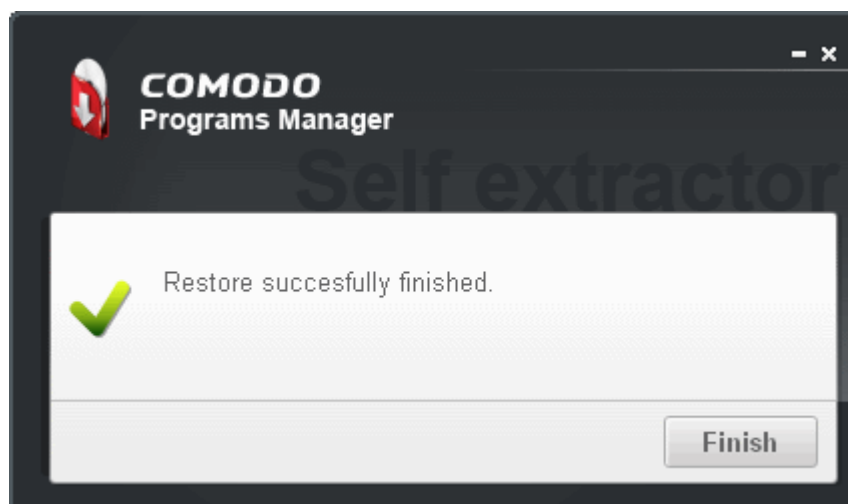


The Restore dialog box will be displayed.

- Click the 'Restore' button.



The progress of the restoration of the application will be displayed. Click 'Abort' button if you want to abort the installation.



When the restoration of the application is complete, the 'Restore success fully finished' dialog box will be displayed. Click 'Finish'. The application will be restored with the original settings.

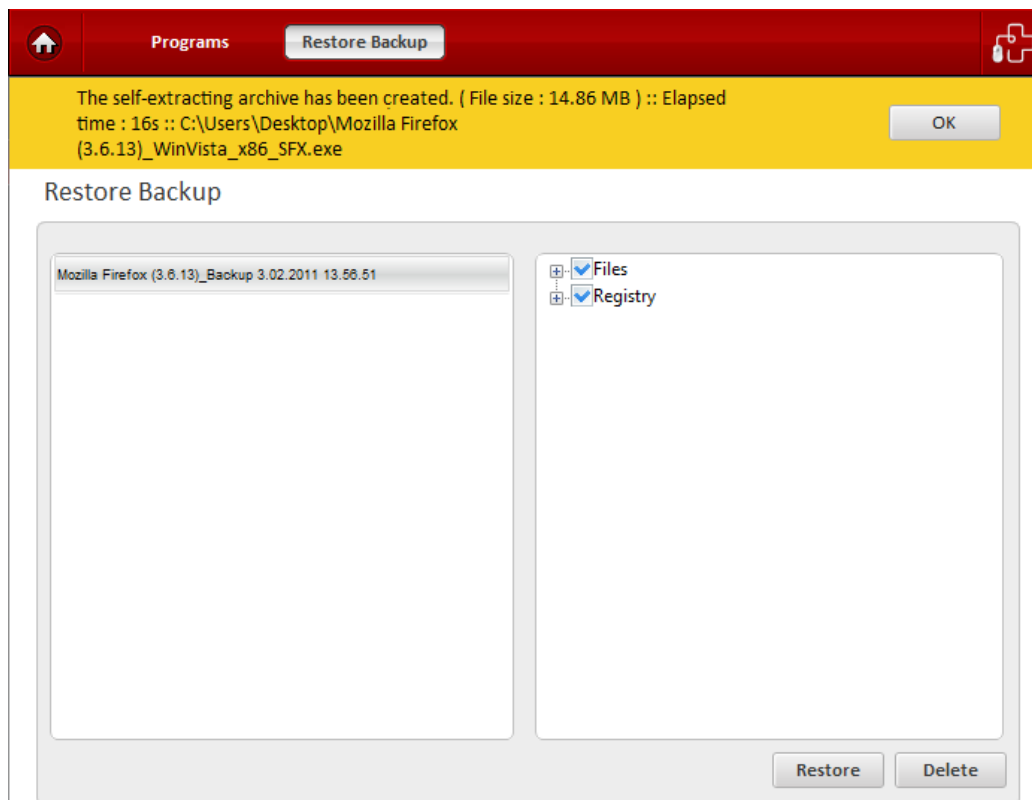
## 2.4. Restoring Backup of an Uninstalled Program

The 'Make Backup' feature allows you to take a backup of the files, folders, data and registry entries created by a program. When an application is uninstalled, a backup of the uninstalled program is automatically created enabling you to recreate that program with a single click without going through the installation process again.

**Note:** 'Make Backup' should be selected in the 'Settings' button for creating a backup. [Click here](#) to know more about 'Settings'.

### To restore a backup of a program

- Click 'Programs' link on the left-hand side navigation.
- Click 'Restore Backup' button on the title bar.
- The backups of the uninstalled programs will be displayed with time and date details of the uninstallation.
- Select the application to be restored in your system.



- 'Restore' and 'Delete' buttons will be enabled.
- Click 'Delete' button to remove the backup of the selected application.
- Click 'Restore' button to restore the selected application in your system.
- Restoration of the selected application is complete and the changes will be active after system reboot message will be displayed.
- Click 'Restart now' button.

## 3. Drivers and Services

### 3.1. Introduction to the Module

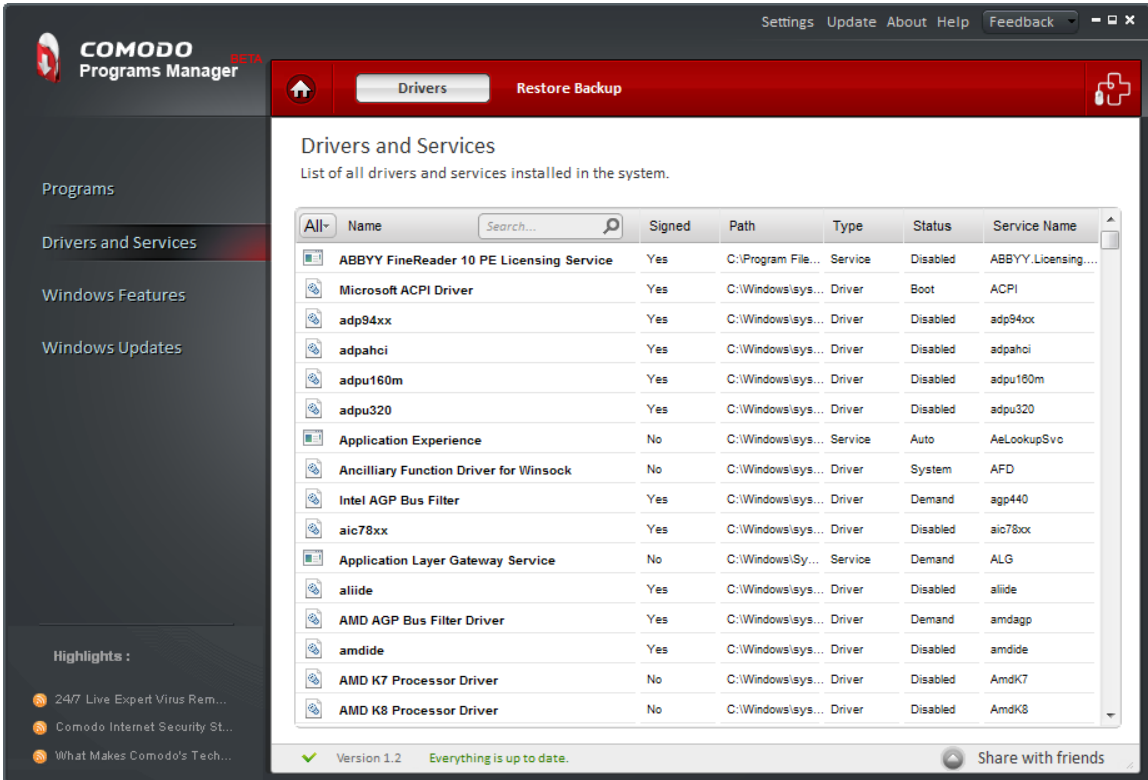
This module allows you to remove unnecessary drivers and services. Hardware devices such as sound cards, modems, printers and video cards installed in your computer require drivers to function. A device driver is a computer program that acts as mediator between higher level computer programs such as the Windows operating system and hardware devices in your computer. You may have removed some hardware devices, but the driver of that particular device will still be in your system.

Windows services are executable programs that run in the background to carry out specific functionality. Not all these services are essential to the smooth running of your computer. You may be able to free up system resources by disabling services that you do not use.

This section of the guide contains the following sub-sections:

- **Uninstalling a driver or service**
- **Restore Backup**

## 3.2. Uninstalling a Driver or Service



**COMODO Programs Manager** BETA

Settings Update About Help Feedback

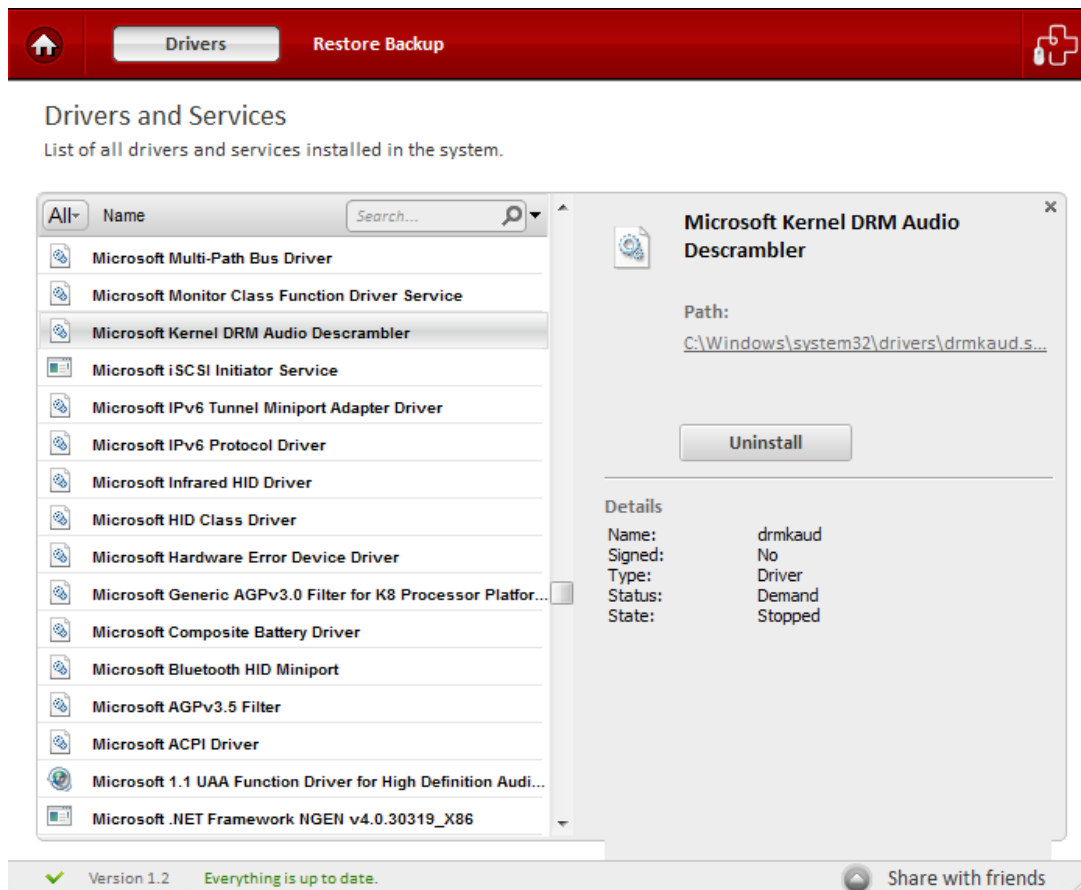
Drivers Restore Backup

**Drivers and Services**  
List of all drivers and services installed in the system.

All	Name	Signed	Path	Type	Status	Service Name
	ABBYY FineReader 10 PE Licensing Service	Yes	C:\Program File...	Service	Disabled	ABBYY.Licensing...
	Microsoft ACPI Driver	Yes	C:\Windows\sys...	Driver	Boot	ACPI
	adp94xx	Yes	C:\Windows\sys...	Driver	Disabled	adp94xx
	adpahci	Yes	C:\Windows\sys...	Driver	Disabled	adpahci
	adpu160m	Yes	C:\Windows\sys...	Driver	Disabled	adpu160m
	adpu320	Yes	C:\Windows\sys...	Driver	Disabled	adpu320
	Application Experience	No	C:\Windows\sys...	Service	Auto	AeLookupSvc
	Ancilliary Function Driver for Winsock	No	C:\Windows\sys...	Driver	System	AFD
	Intel AGP Bus Filter	Yes	C:\Windows\sys...	Driver	Demand	agp440
	aic78xx	Yes	C:\Windows\sys...	Driver	Disabled	aic78xx
	Application Layer Gateway Service	No	C:\Windows\Sy...	Service	Demand	ALG
	aliide	Yes	C:\Windows\sys...	Driver	Disabled	aliide
	AMD AGP Bus Filter Driver	Yes	C:\Windows\sys...	Driver	Demand	amdagp
	amdide	Yes	C:\Windows\sys...	Driver	Disabled	amdide
	AMD K7 Processor Driver	No	C:\Windows\sys...	Driver	Disabled	AmdK7
	AMD K8 Processor Driver	No	C:\Windows\sys...	Driver	Disabled	AmdK8

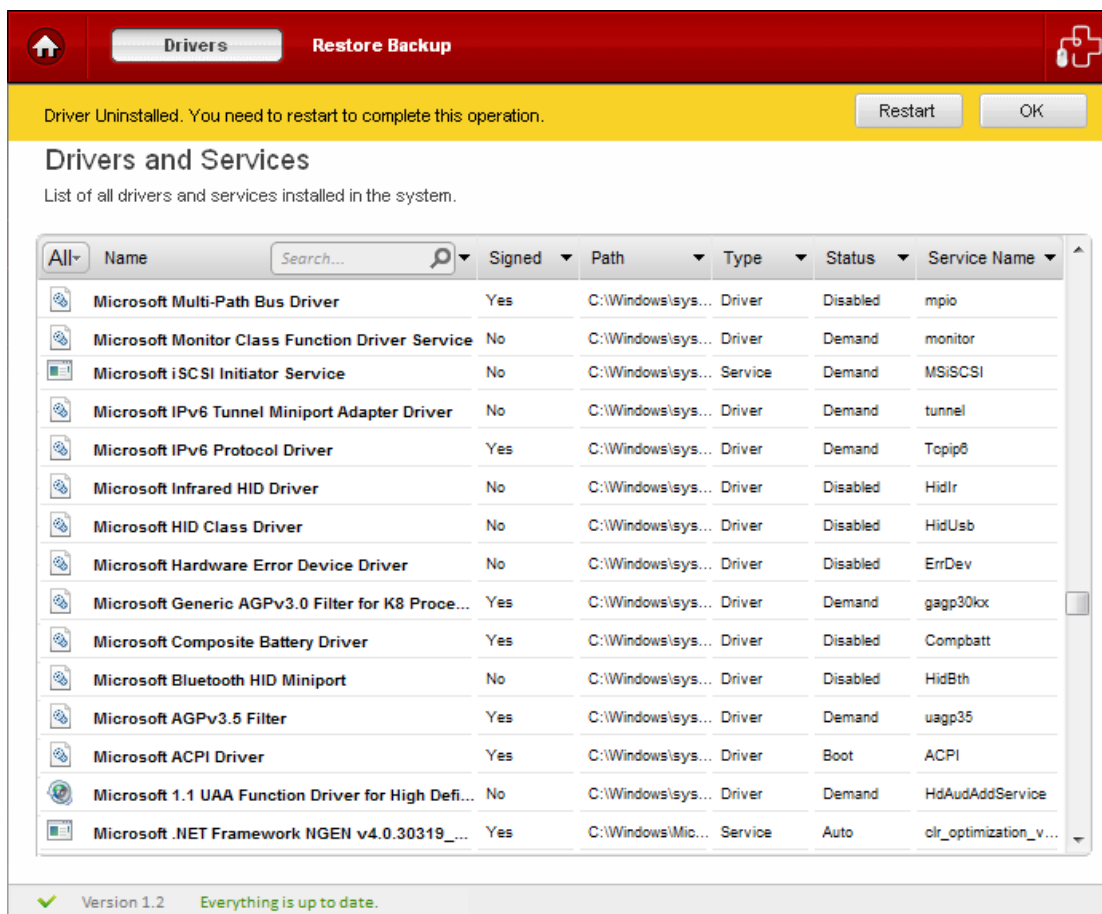
Version 1.2 Everything is up to date. Share with friends

- Click the 'Drivers and Services' link on the left-hand side navigation.
- All the drivers and services in your system will be displayed on the right-hand side of the main configuration area.
- Select the driver or service that is to be uninstalled.



**Tip:** You can select multiple Drivers/Services to be uninstalled at once. Hold down the 'Shift' key to select more than one driver/service.

- Click the 'Uninstall' button.



- The selected driver will be uninstalled and a message that changes will take place after system reboot will be displayed. Click 'OK' button on the right-hand side of the message.

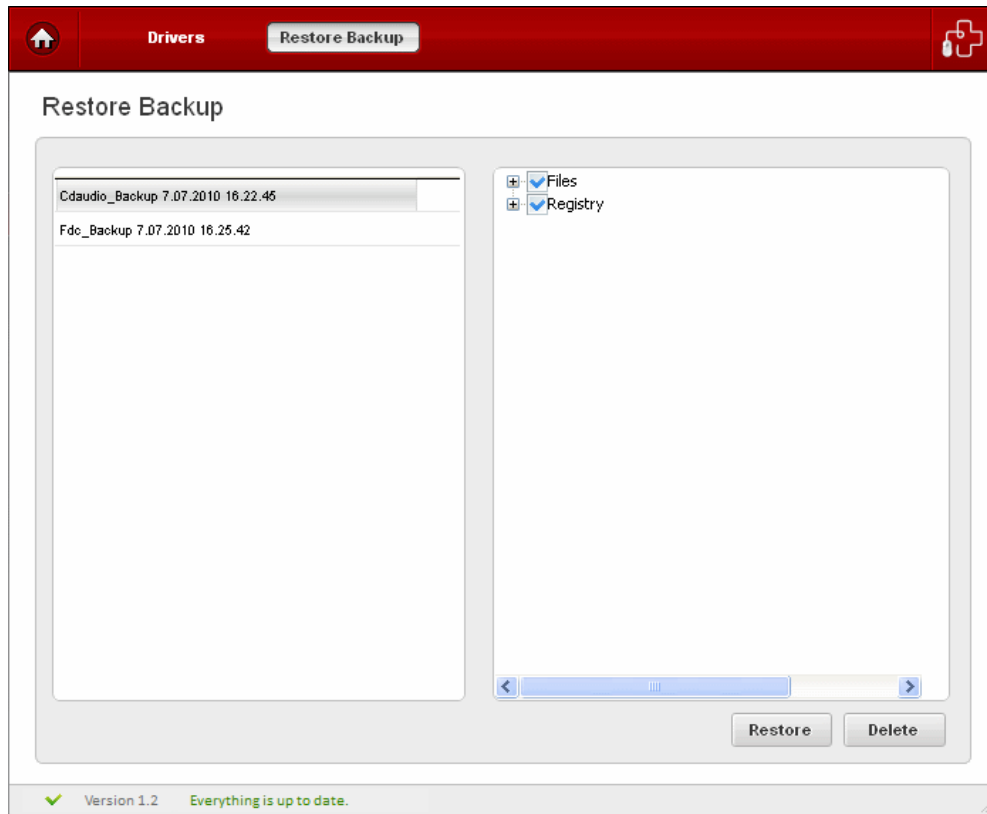
### 3.3. Restore Backup

When a driver is uninstalled, a backup of the uninstalled driver is automatically created. This enables you to reinstall or 'Restore' that driver with a single click without going through the installation process again.

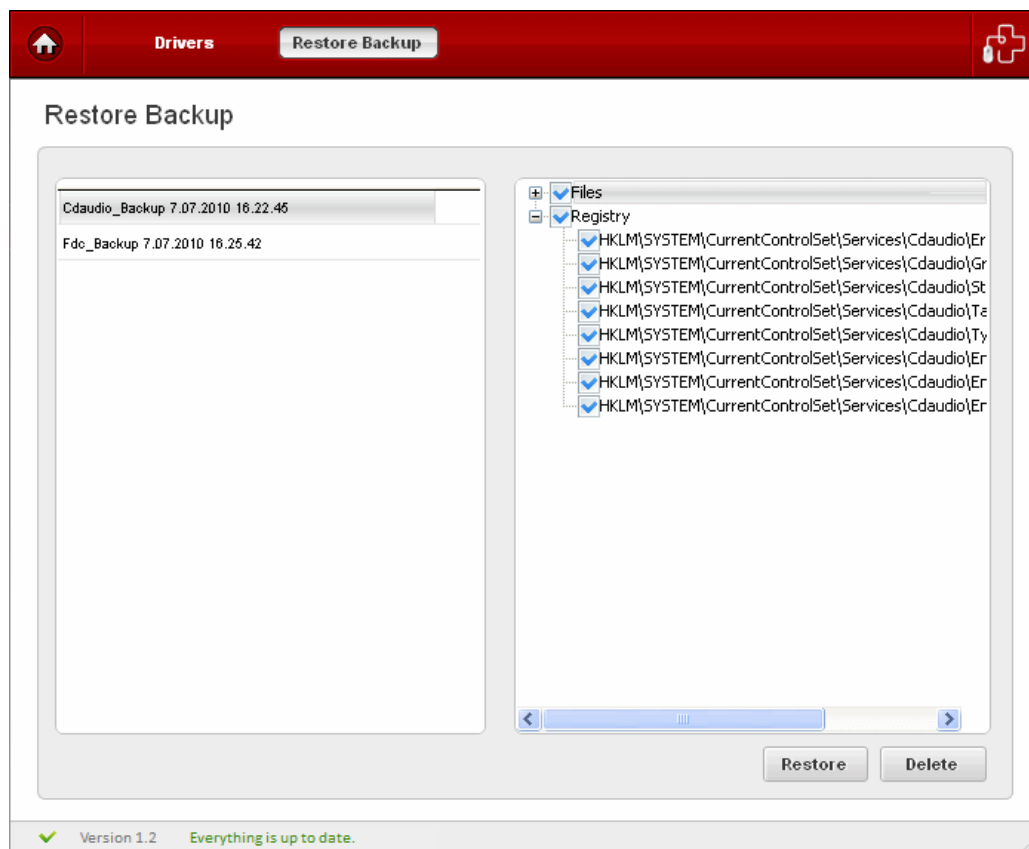
**Note:** 'Make Backup' should be selected in the 'Settings' button for creating a backup. [Click here](#) to know more about 'Settings'.

#### To restore a backup of a driver

- Click 'Drivers and Services' link on the left-hand side navigation.
- Click 'Restore Backup' button on the title bar.
- The backups of the uninstalled drivers will be displayed with time and date details of the uninstallation.



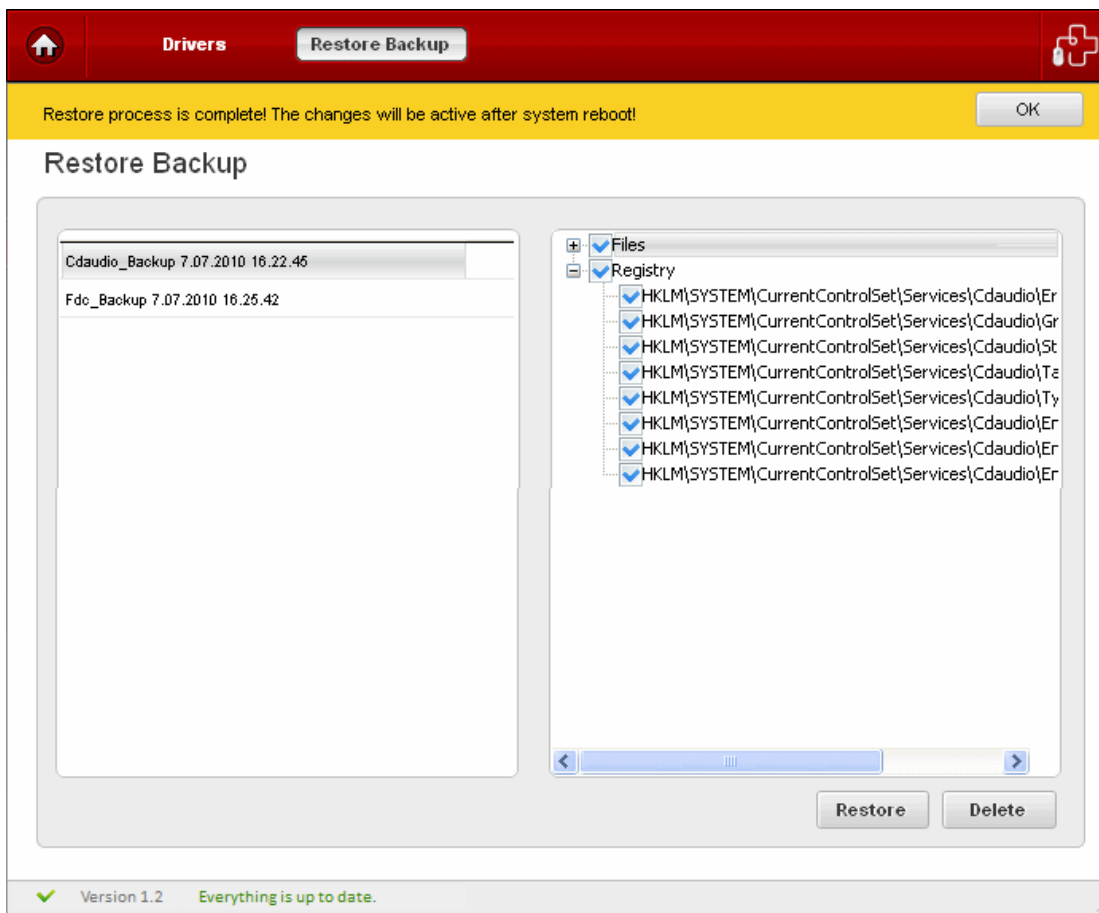
- Select the driver to be restored in your system.



- Restore' and 'Delete' buttons will be enabled.
- Click 'Delete' button to remove the backup of the selected driver.



- Click 'Restore' button to restore the selected driver in your system.

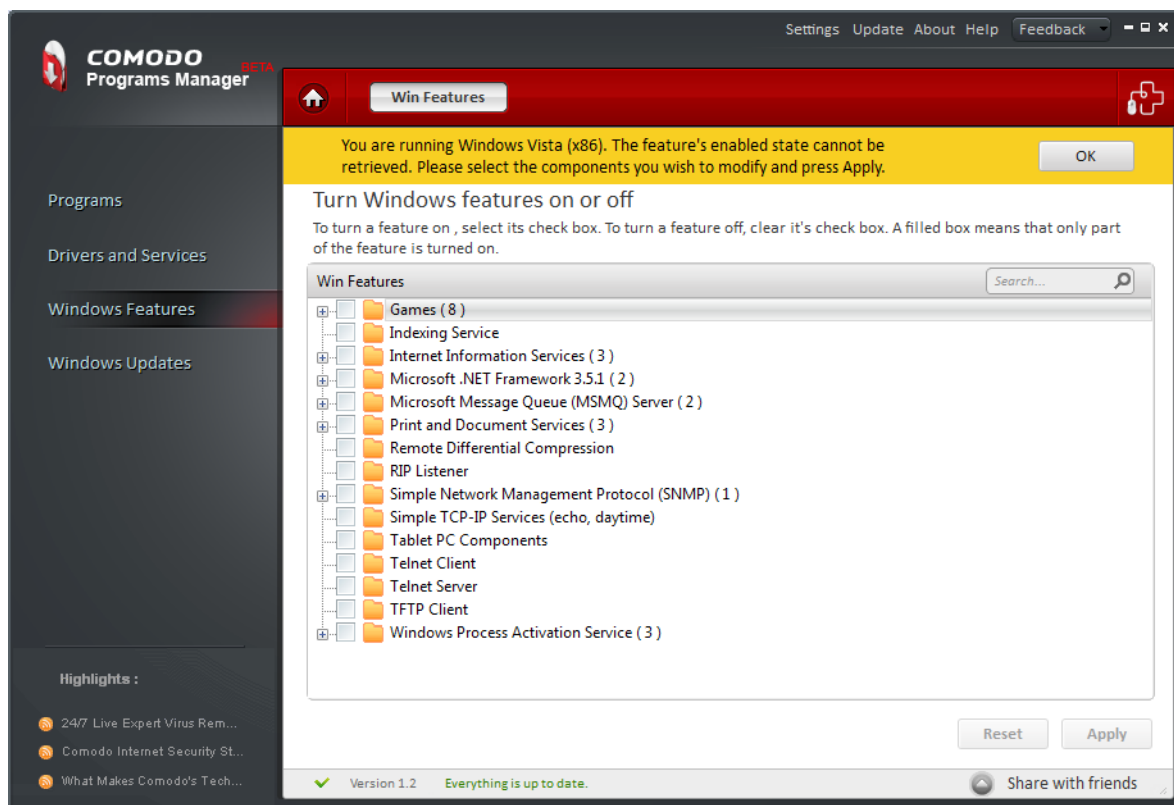


- Restoration of the selected driver is complete and the changes will be active after system reboot message will be displayed.
- Click 'Restart now' button.

## 4. Windows Features

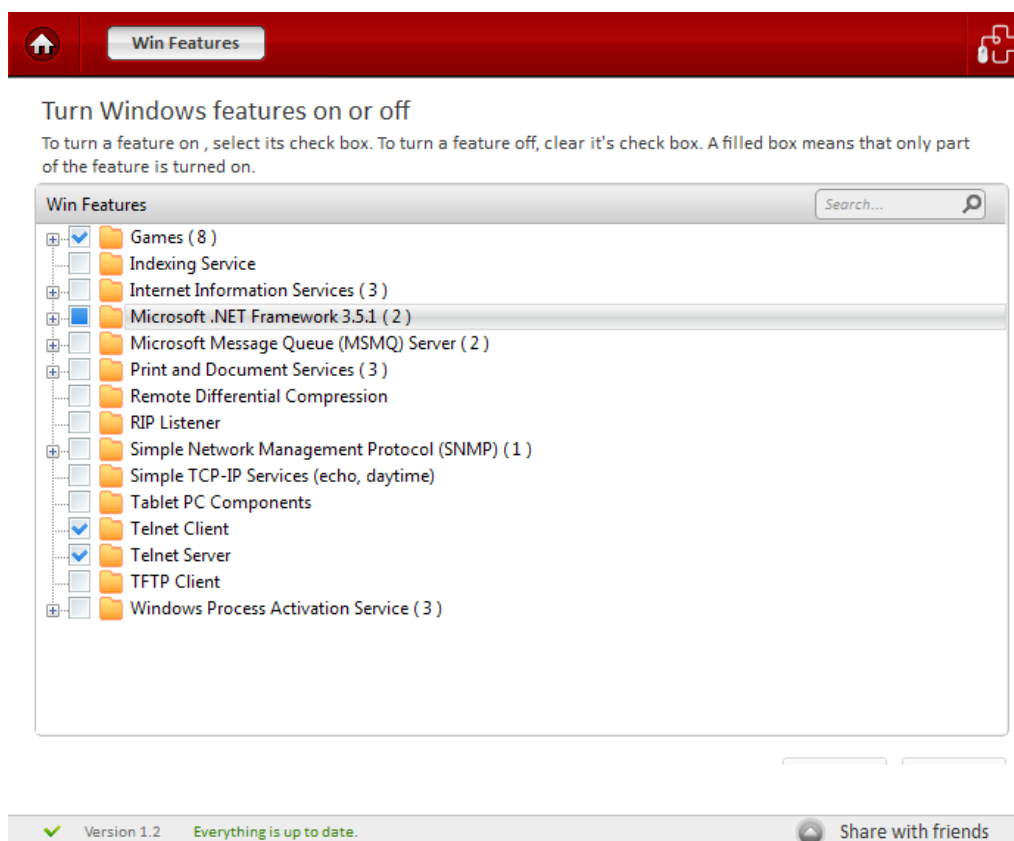
### 4.1. Introduction to the Module

Windows features are installed along with Microsoft operating systems. Some of the components are very difficult to remove completely since they are integrated with the operating system. By default, many components will not be visible in the normal 'Windows Components' menu (Windows XP) or 'Turn Windows Features on or off' menu (Windows 7 / Vista) available from the 'Add/Remove Programs' feature in the Control Panel. Comodo Programs Manager is capable of displaying all these hidden components and allows you to enable or disable them with ease.



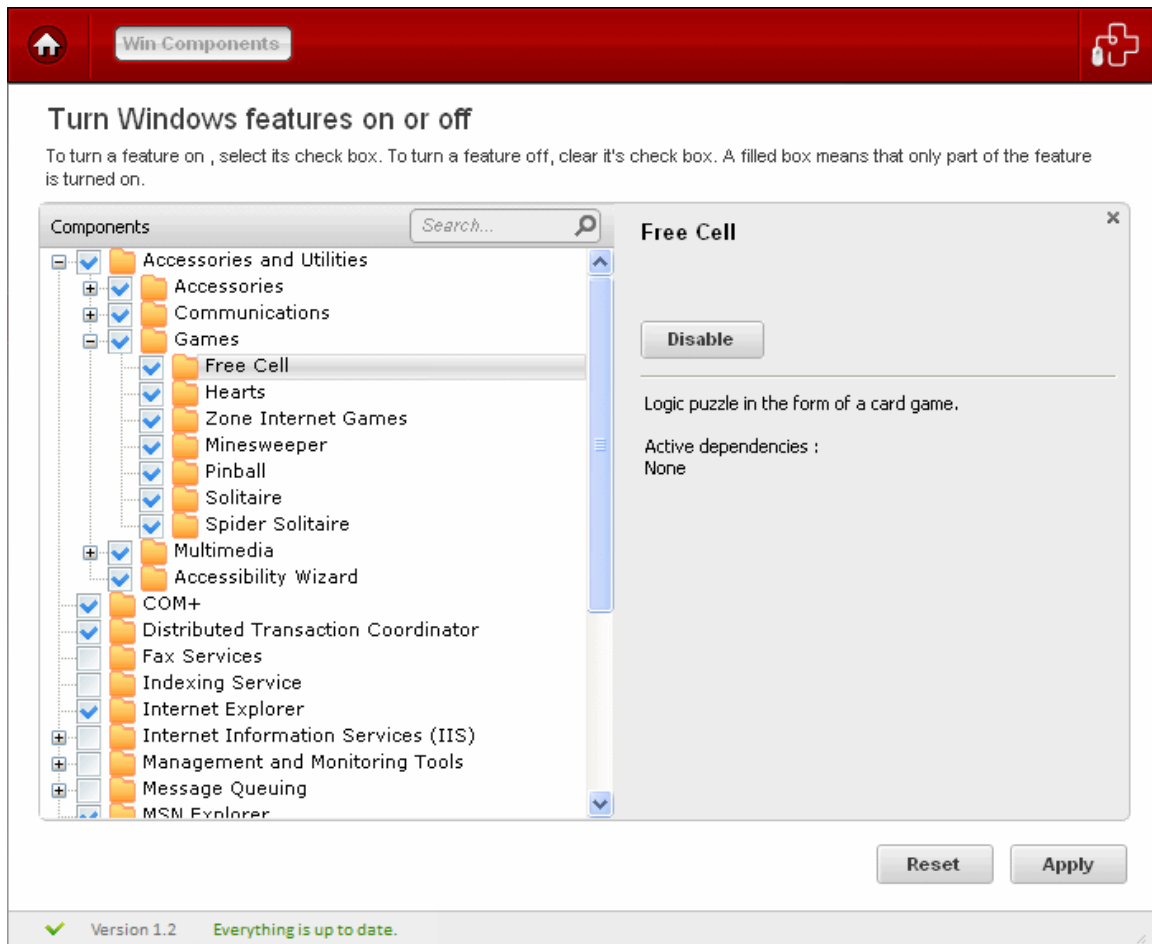
## 4.2. Adding or Removing Windows Features

- Click the 'Windows Features' link on the left-hand side navigation.

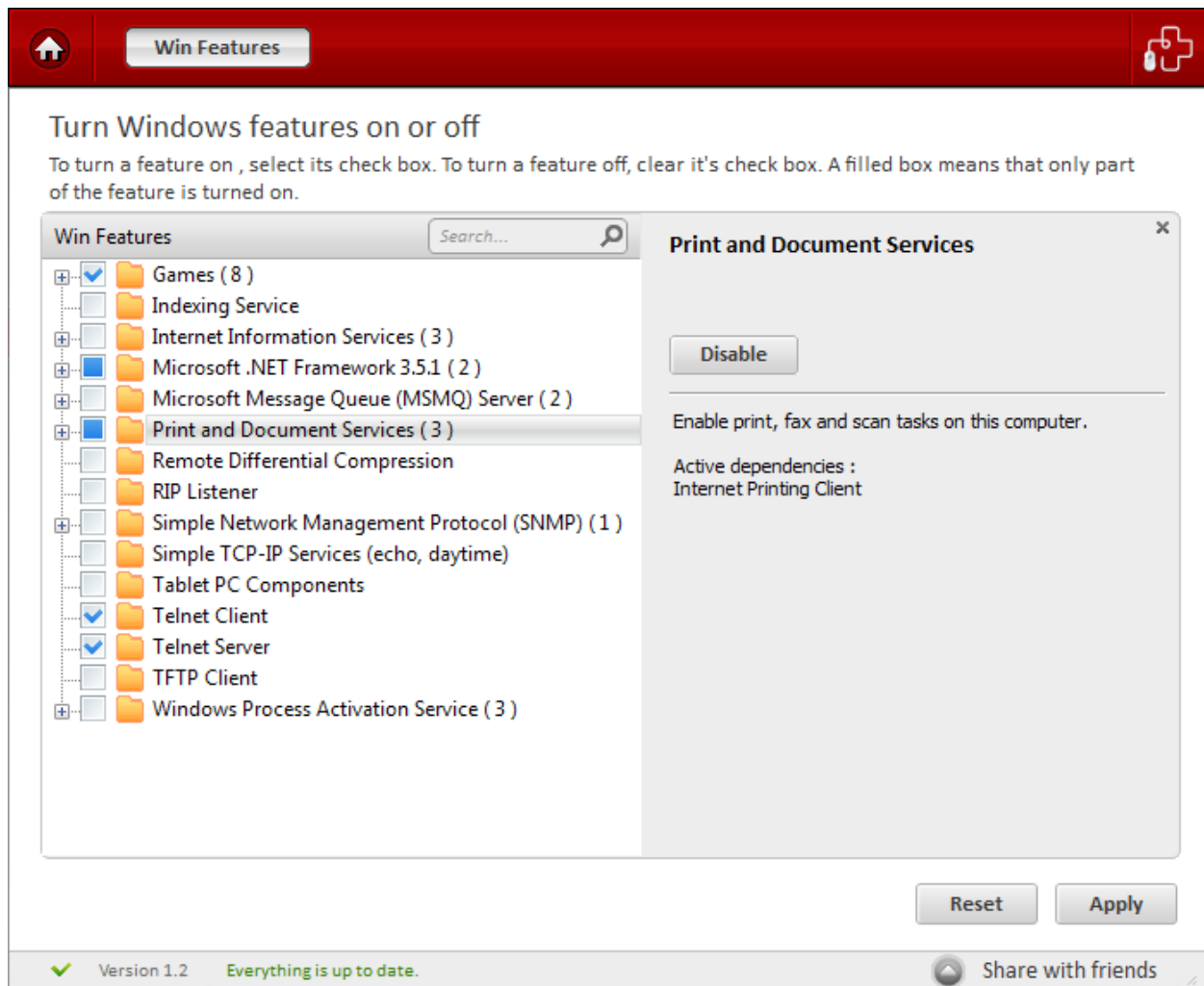


- All the Windows Components in your system will be displayed in the main configuration area.
- Select one or several components to add or remove.

**Note:** The name of the component can also be entered in the search field.



- Additional information about the selected feature will be displayed on the right-hand side.
- Two buttons, 'Reset' and 'Apply' will be displayed.
- Click the 'Disable' button to disable the component.
- Click the 'Reset' button to reset the components to their initial state.
- Click the 'Apply' button to modify the selected component.



- You will be prompted to insert the original installation CD into the CD drive.

**Note:** The prompt will appear only while adding a component. Only on Windows XP operating systems, the original installation CD is required.

- Insert the CD and click 'OK'.
- The 'Apply' button will display 'Applying' indicating the modification process.
- When the modification is completed, the 'Apply' button is enabled.

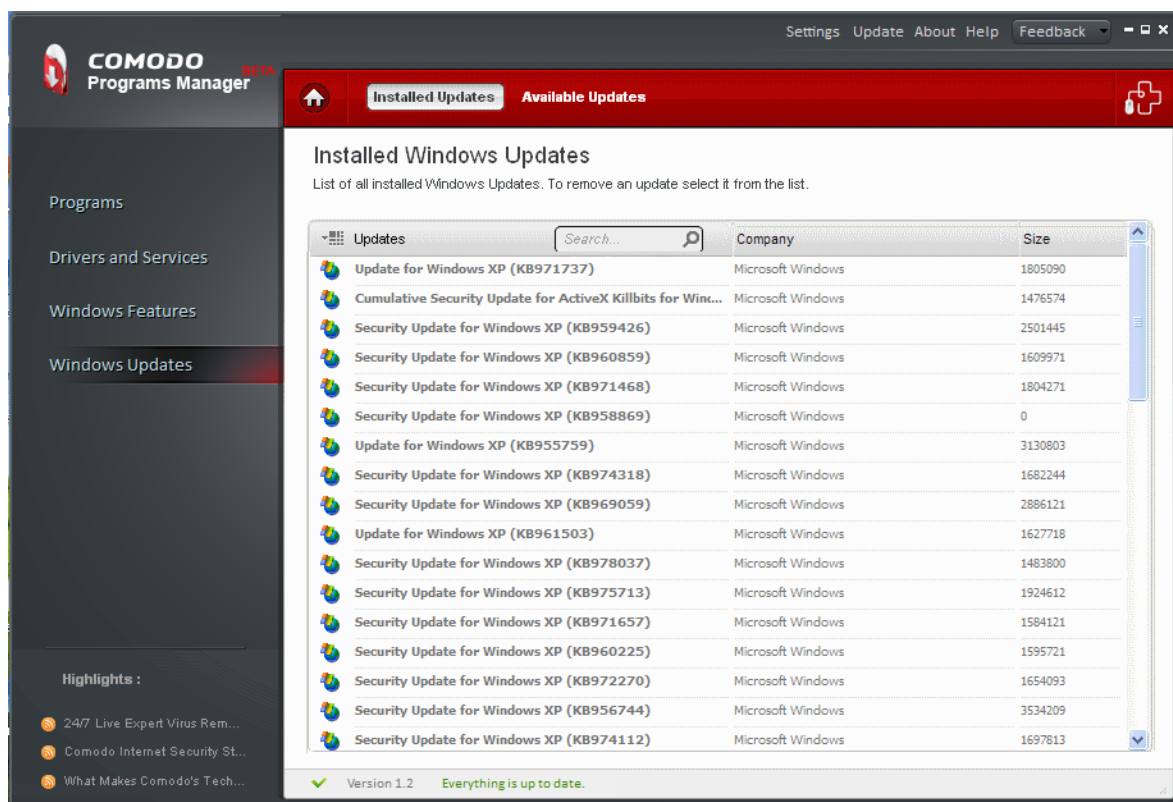
Some of the components will be activated only on the next restart of the system. A message indicating this will be displayed on completion of the process. See the screenshot below.

**Note:** Components in Windows Vista and Windows 7 operating systems are renamed as 'Features'. If the selected component cannot be modified, a warning will be displayed on top of the main configuration area.

## 5. Windows Updates

### 5.1. Introduction to the Module

This module lists all Windows updates that have been installed on your computer and allows you to uninstall, repair or change them. Sometimes, it may be necessary for you to remove an update because it has caused problems with your computer or because you need to uninstall then re-apply an update that did not deploy successfully first time around. Clicking on any item in the list will display the knowledgebase article associated with it - allowing you to make a more informed decision as to whether you are safe to modify or remove the update.

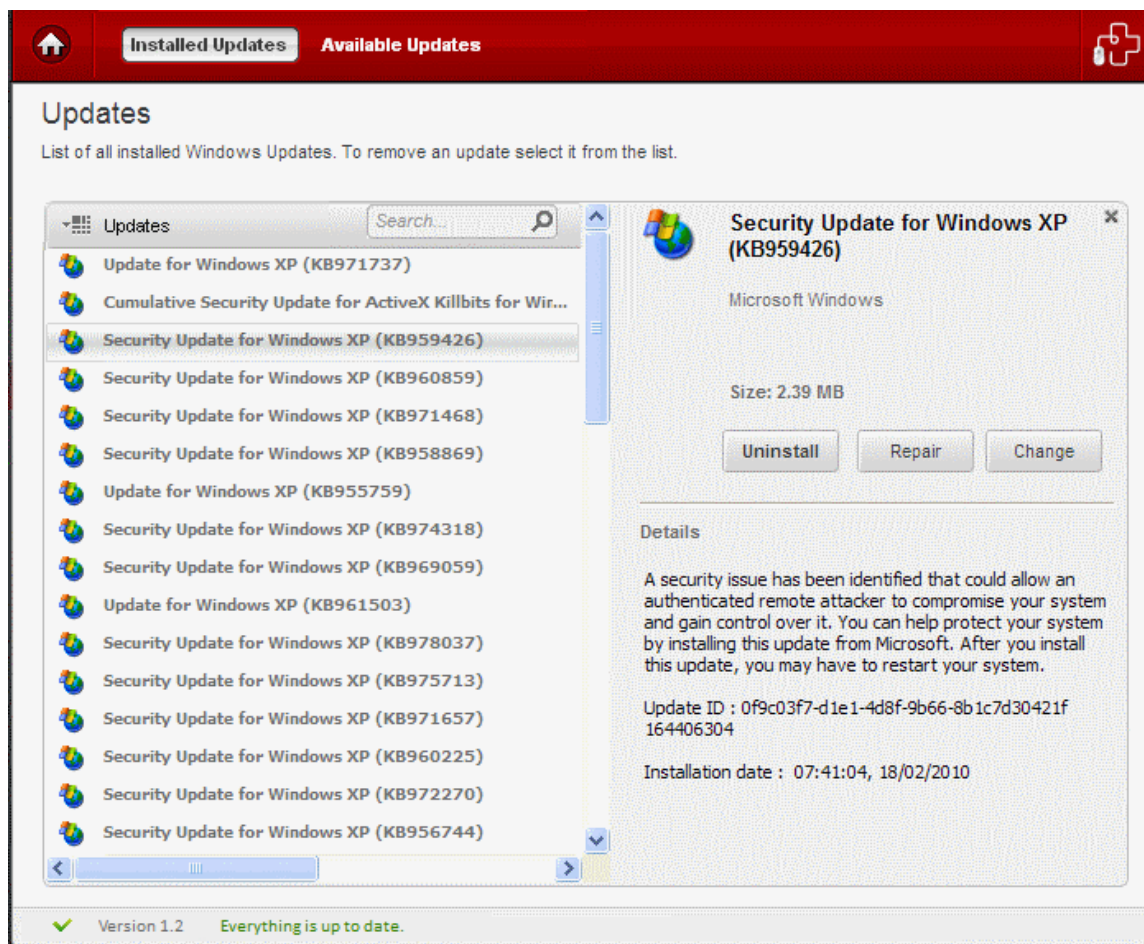


This module also detects any Windows Updates that are available but not installed in your system and allows you to install the available updates. Click the links below for more details on:

- [Uninstalling Windows Updates](#)
- [Checking for available updates and installing them](#)

### 5.2. Uninstalling Windows Updates

- Click the 'Windows Updates' link on the left-hand side navigation.
- All the Windows updates in your system will be displayed on the right-hand side of the main configuration area.
- Select the Windows update you want to uninstall from the list.
- Click the 'Uninstall' button.



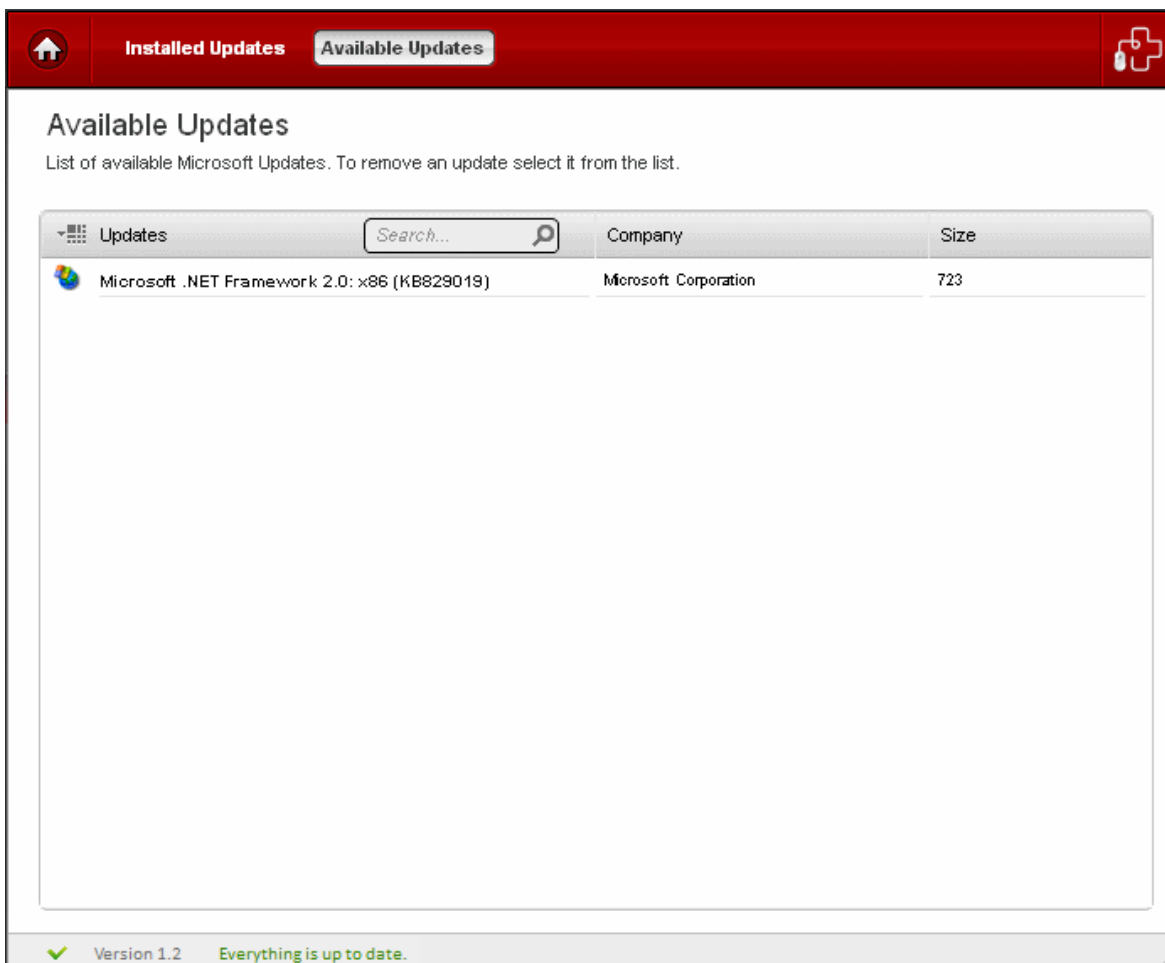
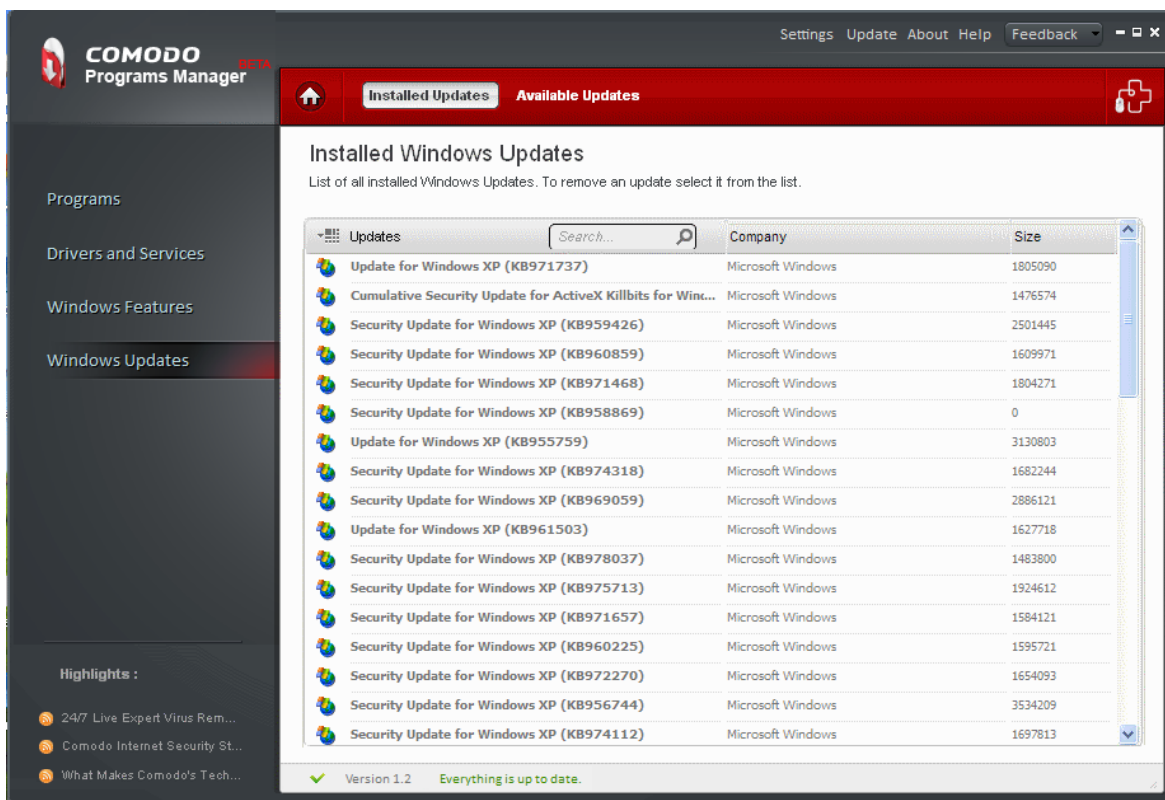
**Note:** The 'Uninstall' button will be enabled for all Microsoft Windows operating systems except for Windows Vista and Windows 7 operating systems.

- The selected update is uninstalled from the system.

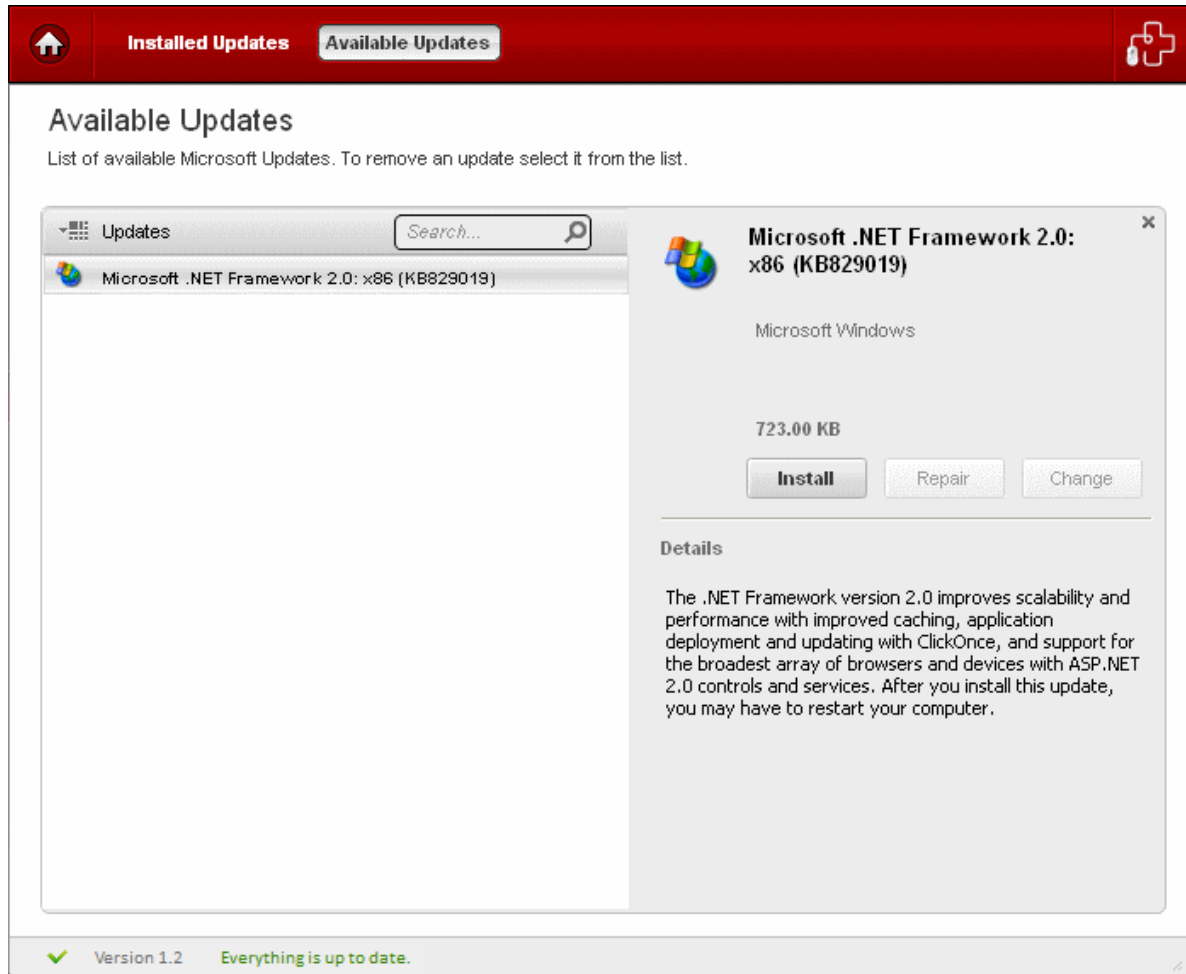
### 5.3. Checking for Available Updates and Installing Them

- Click the 'Windows Updates' link on the left-hand side navigation and click the 'Available Updates' tab.
- The updates that are available but not installed in your system are listed in the main configuration area.





- Select the Windows update you want to install, from the list.



- The details of the selected update will be displayed. Click 'Install' to install the update. The update will be installed.



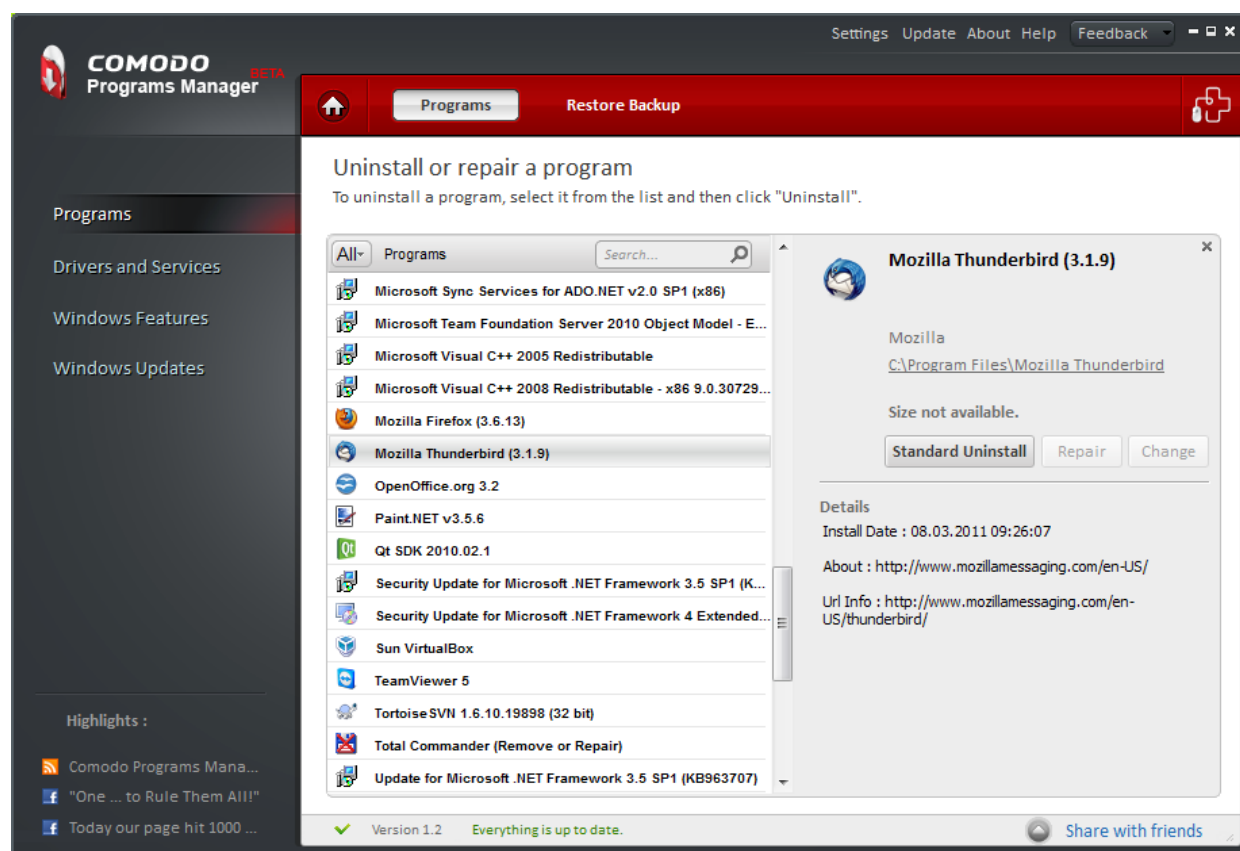
## 6. Applications Database

Prior to version 1.2, it was not possible for CPM to completely uninstall an application that had not been monitored. This issue was illustrated most clearly in the case of applications that had been installed before CPM was installed. To resolve this situation, Comodo created an external database module for CPM. This centralized database, hosted on Comodo servers, can store information about the installation paths and file/folder modifications of monitored applications from CPM installations. This data can then be retrieved and used by other CPM users to completely remove that same application.

A simple outline of the process would be:

- CPM installed on machine A.
- Application X subsequently installed on machine A.
- CPM monitors application X and uploads installation paths and a record of all changes that are made by application X to the central database.
- CPM is then installed on machine B by a different user. Machine B already has application X installed on it.
- The user of machine B subsequently decides he/she wants to completely uninstall application X.
- CPM consults DB to discover the installation paths and file system footprint of application X and uses that information to completely remove X.

If an application has the status 'Not Monitored' then the 'Standard Uninstall' option will automatically become available.



### Uninstalling a DB Monitored application

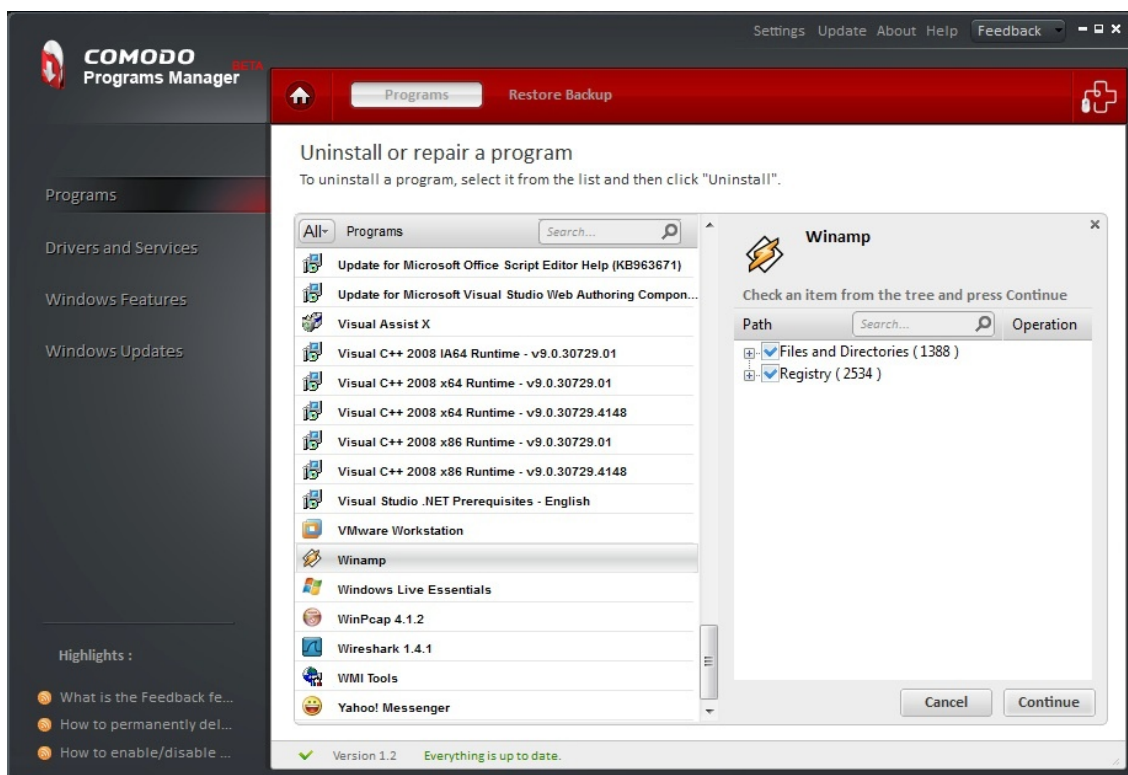
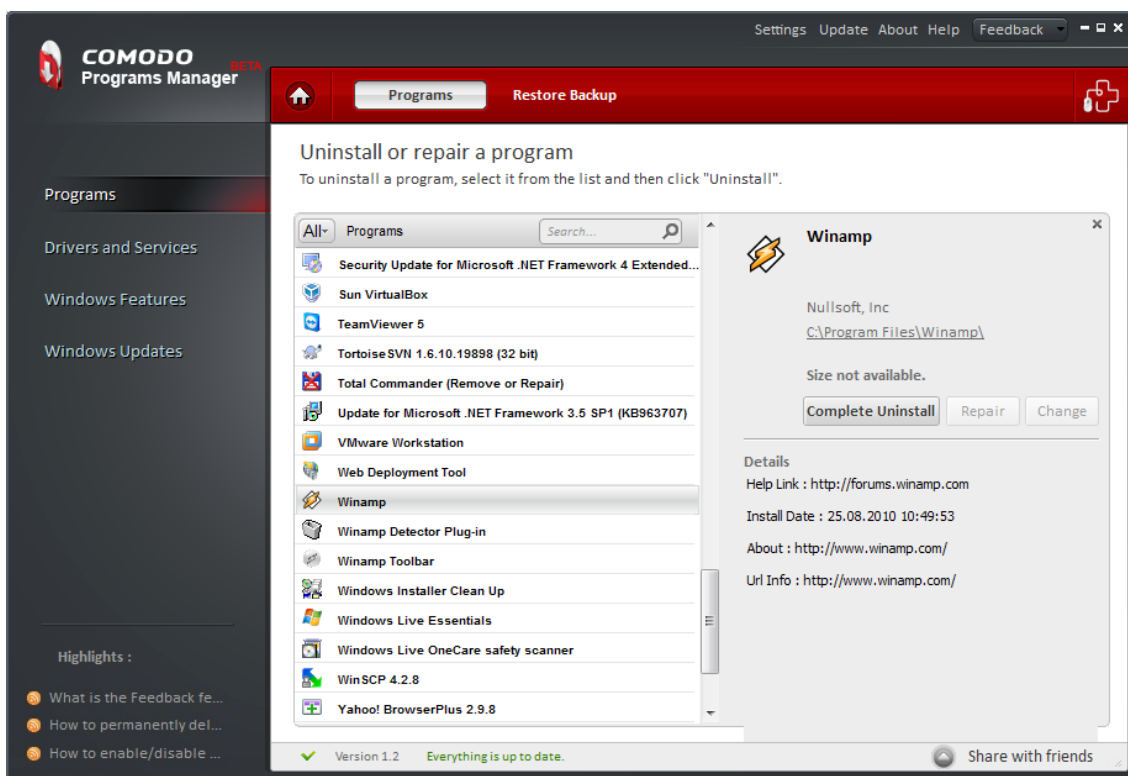
If an application has the status 'DB Monitored' then the 'Complete Uninstall' option will become available. Selecting this option will establish a connection to the DB server to collect the paths (and registry modifications) needed to perform a

comprehensive and safe uninstall. A tree showing the registry entries along with the files involved in the setup will pop-up in the details tab. From this point forward, the uninstall procedure for DB Monitored applications is similar to that for uninstalling regular Monitored applications.

'Complete uninstall' button is enable in two cases and it acts like this:

a) if used for an application that is monitored - Uses application specific uninstaller + removes all files and directories that CPM has tracked as being created by this application.

b) if used for an application that is database monitored - Uses application specific uninstaller + uses database information to remove files and directories that have typically been created by this application in the past.



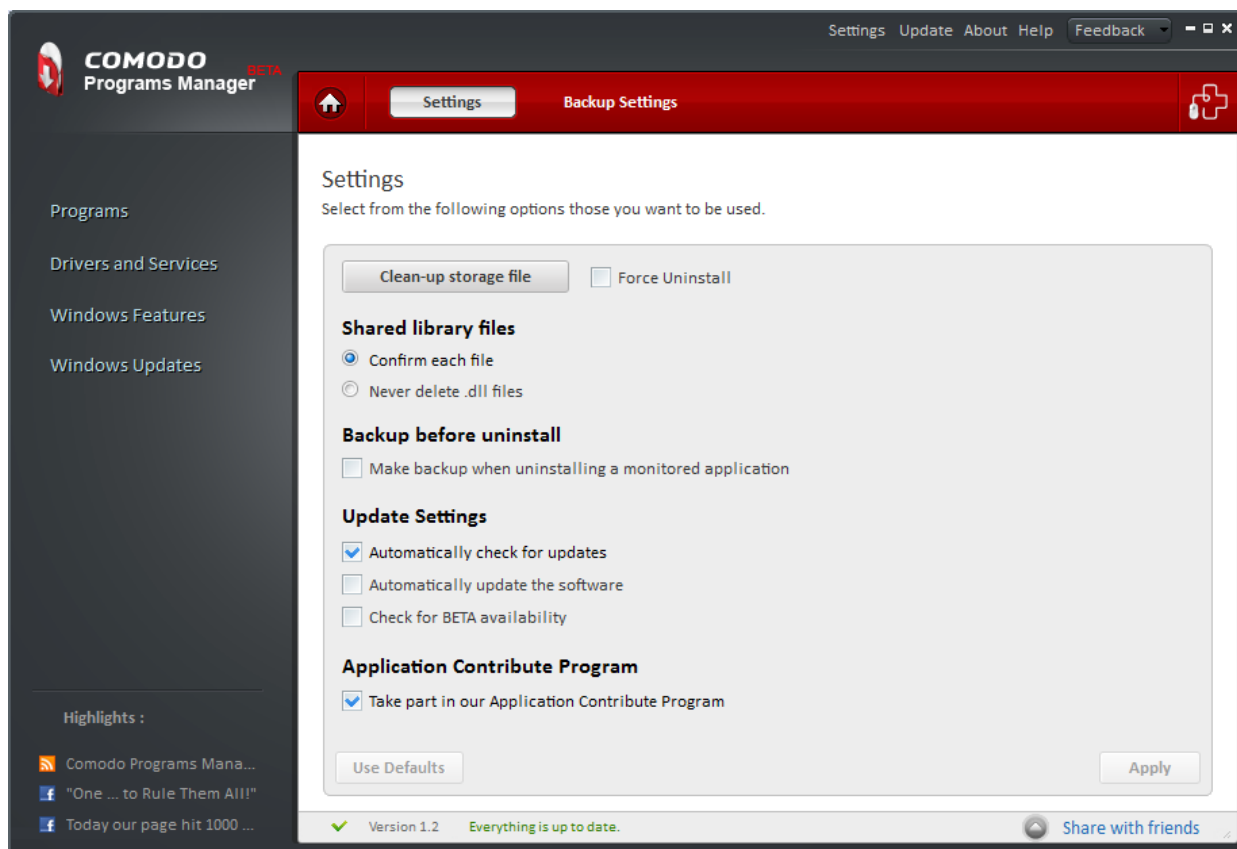
**Application Status and Uninstall Logic**

Application Status	Conditions	Will uninstall using
Monitored	Application was installed after CPM	Complete Uninstall using locally stored information about the application
	Application was installed after CPM... and additionally, there is a pre-existing database entry for the application	Complete Uninstall using locally stored information about the application is prioritised over a DB uninstall
DB Monitored	Application was installed before CPM ...but there is a database entry for the application	Complete Uninstall using information that has been stored about the application in the central DB
Not Monitored	Application was installed before CPM and there is no database entry for the application	Application's generic uninstaller. 'Standard Uninstall' button became enable.

## 7. Comodo Programs Manager Settings

The settings interface in the Comodo Programs Manager allows you to configure the overall behavior of the application.

The Settings interface can be accessed by clicking the 'Settings' button in the title bar of the main interface.



There are two tabs in the this main interface:

- **General Settings**
- **Backup Settings**

## 7.1. General Settings

This interface will be displayed by default when you click 'Settings' in the title bar of the main interface. In this area, you have the option to:

- **Clean up invalid entries in the storage files**
- **Force Uninstall**
- **Configure 'Shared library files' option**
- **Configure 'Backup before uninstall' option**
- **Configure Program Update settings**
- **Application Contribute Program**

### Clean-up storage files:

Over a period of time, the files containing usage log and other miscellaneous information stored with the Comodo Programs Manager application are accumulated with invalid entries which may affect the performance of the application. Click this button to clean-up all the invalid entries in the storage files.

### Force Uninstall:

The 'Force uninstall' option can be used to remove an application in those situations where an application's native uninstaller is broken or missing. Enabling this option will instruct CPM to disregard an application's native uninstaller and to uninstall using only the file and directory information that CPM has gathered. 'Force Uninstall' is disabled by default and should be enabled only if the user experiences problems with the Complete or Standard uninstall procedures.

Using CPM, applications can be uninstalled in the following ways:

**Standard Uninstall** uses only the application's native uninstaller to remove the product.

**Complete Uninstall** uses that application's native uninstaller in conjunction with file and directory information that CPM has gathered. A complete uninstall can take two forms:

- **Monitored Uninstall** Uses application's native uninstaller + removes all files and directories that CPM has tracked as being created by the application over its installation lifetime.
- **Database Uninstall** - Uses application's native uninstaller + uses database information to remove files and directories that have typically been created by this application in the past

As can be seen from the above, both standard and complete uninstalls rely in part or in whole on the application's native installer.

Enabling Force Uninstall bypasses the native uninstaller and uses ONLY CPM gathered data to remove the application.

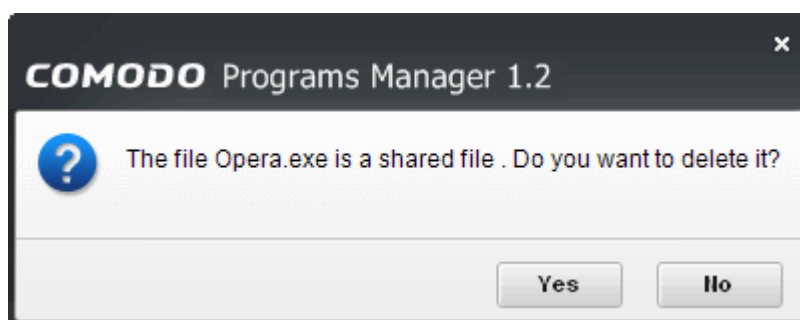
## Shared Library Files:

Shared .dll files in your system are/can be used by more than one application. Deleting them while uninstalling one application may impair the performance of other application.

### Shared library files

- Confirm each file
- Never delete .dll files

- **Confirm each file** - During the uninstallation process by the Comodo Programs Manager, you will be prompted with a delete confirmation dialog for each .dll file that is shared by the uninstalled program. This is advisable for advanced users only. Select this option to decide upon what shared file to delete.



- **Never delete .dll files** - When you select this option, the uninstallation of the selected program will be processed without the delete confirmation dialog appearing.

## Backup Before Uninstall:

You might never know when a program or driver uninstalled from the system might be required again. It is a cumbersome process to download or install the uninstalled application or driver again in your system. 'Backup before uninstall' feature in Comodo Uninstall allows you to take a backup of monitored program or driver that is to be uninstalled.

### Backup before uninstall

- Make Backup

- **Make Backup** - Select this option to make a backup of monitored programs and drivers that are to be uninstalled. You can reinstall the uninstalled program through this feature by a single click without going through the installation process over again.

**Note:** The backup files are stored in the location as configured in the 'Backup Settings' tab. [Click here](#) for more details.

## Update Settings:

- **Automatically check for updates at Startup** - Starts the process of searching for latest updates for Comodo Programs Manager from the Comodo servers whenever the application is started and prompts you to download and install the updates, if available.
- **Automatically update the software** - Searches for latest updates for Comodo Programs Manager from the Comodo servers and starts the update process automatically without waiting for your confirmation.
- **Check for BETA availability** - Searches for the release of BETA version of Comodo Programs Manager and prompts you to download, whenever available.
- Click the 'Apply' button in the main configuration area after the desired options have been selected.
- Click 'Use Default' to clear your selections and rollback the application to default settings.

## Application Contribute Program:

If selected the Application Contribute program will upload to our database the registry and file/folder creation details (paths only) of applications.

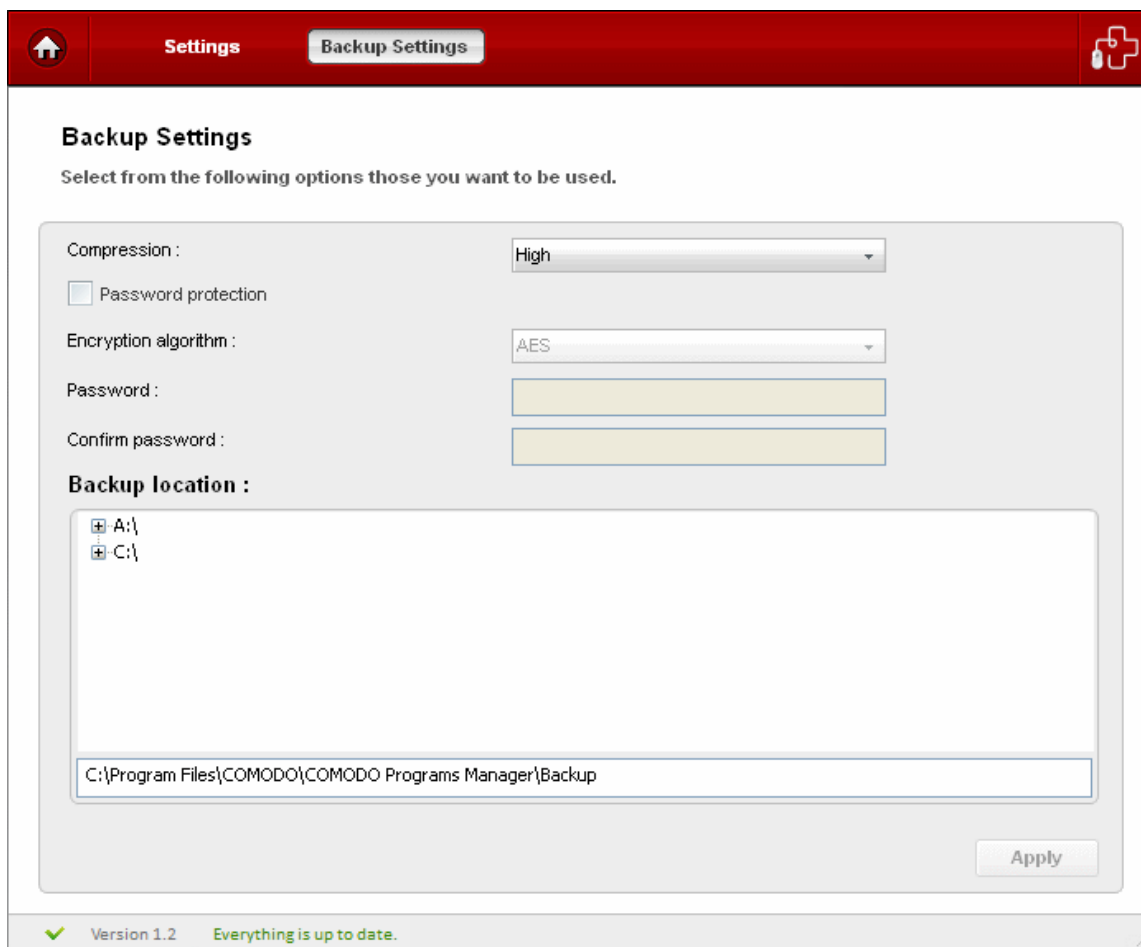
It will upload to the database all the registry and disk paths that a monitored application creates, offering in this way the possibility for other users to completely uninstall that application without even being monitored (installed after the CPM installation).

Sharing these details helps build out our database of the typical installation paths of popular applications and increases the effectiveness of the **DB uninstall feature**. All data uploaded to our servers is anonymous and no personal data is collected.

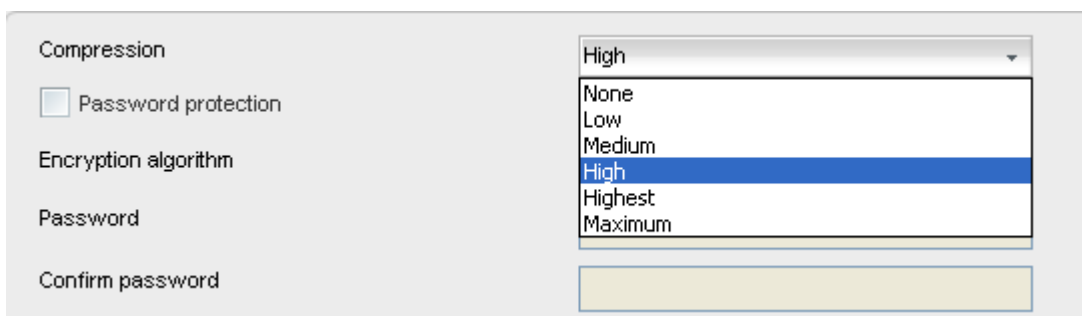
## 7.2. Backup Settings

To access the 'Backup Settings' option, click 'Settings' in the title bar of the main interface. This feature allows you to configure various settings for the backup files of the uninstalled programs and drivers such as:

- **Compression level**
- **Password protection**
- **Backup location**



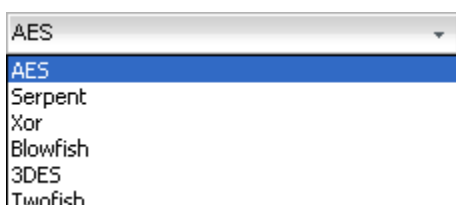
- **Compression Level** - Comodo Programs Manager compresses all backup data into one file with a .cbu extension. You can choose the compression level at this stage of the process. Higher compression levels take up less disk space but the backup and restore processes take longer. Select the compression level you want to use from the drop-down menu.



- **Password Protection** - Specifying a password requires the password to be entered while restoring the backup and also encrypts the backup with an encryption algorithm you choose.

## To specify a password and encrypt the backup

- Select the checkbox beside 'Password Protection'.
- Select the Encryption Algorithm you want to use for encrypting the backup from the drop-down menu.



### Encryption Algorithms:

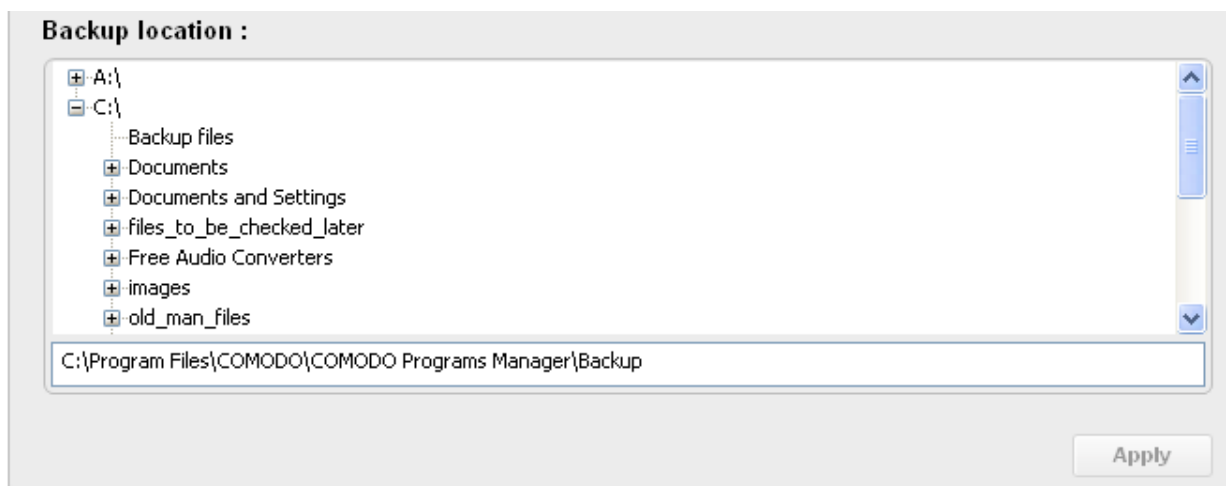
AES - 128bit / strongest  
 Serpent - 128,192 or 256 bit / very strong  
 Xor - Variable block size / weak  
 Blowfish - 64-bit block / strong  
 3DES - 168-bit/ strong



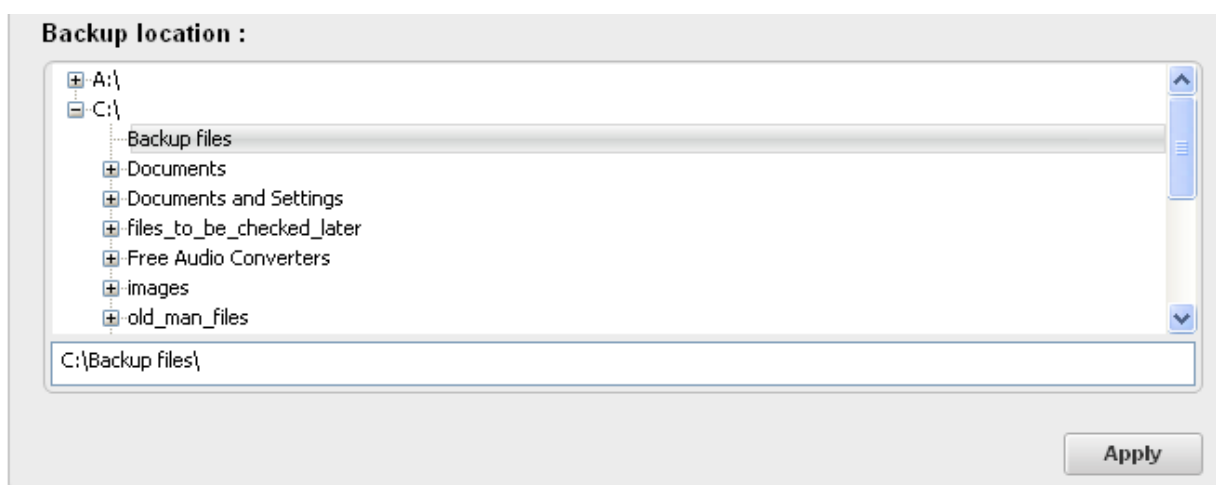
Twofish - 128-bit block/ strong

For more details on the Encryption Algorithms, see [Appendix 2 Encryption Algorithms](#).

- Type the password in the 'Password' text box.
- Retype the password in the 'Confirm password' text box.
- **Backup Location** - By default, the backup files are stored in C:\Program Files\COMODO\COMODO Programs Manager\Backup. It is displayed in the field at bottom of the main configuration area. You can also choose to save the backup files in other location in your system. The disk drives and local folders are displayed as tree structure in the lower panel.



When you chose an alternate location, the path is automatically displayed in the field at the bottom of the configuration area.



- Click the 'Apply' button after the desired backup settings have been made.

## 8. LivePCsupport

Comodo livePCsupport offers the quickest, most comprehensive way of getting help with your computer problems. LivePCsupport is carried out by Comodo experts establishing a remote desktop connection to your computer and fixing any problems right in front of your eyes. No longer do you need to make time consuming calls to impatient help desk support staff. Instead, just sit back and relax while our friendly technicians do the work for you.

LivePCsupport includes the following services:


- Virus Diagnosis / Removal - Our technicians remotely clear any detected viruses or malware that is found on your PC.
- **PC Tune Up** - A full system scan to evaluate issues affecting your computer's performance. Fine Tune key areas and improve speed and stability.
- **Internet Login Protection** - Activates your computer's basic security settings to prevent loss of sensitive data and identity theft.
- **Email Account Set Up** - We set up your Internet-based email account - any provider, any account. Great for new computers and novice email users.
- Software Installation - Installation of your Comodo products. Includes optimizing the software for maximum security protection and efficiency.
- **Printer Set Up and Troubleshooting** - Installation or updating of printer software and/or drivers, checking ink levels and configuring your printer to work on a wireless or wired network.
- Green PC - Optimization of your power management setting based on how you use your computer. Go green and save money on your electric bill.
- **Computer Troubleshooting** - Detailed system check to identify and eliminate basic hardware conflicts in Windows.

Please visit <http://www.livepcsupport.com> for more details.

## 8.1. Installing livePCsupport Client


LivePCsupport service requires that a client is installed in your system.

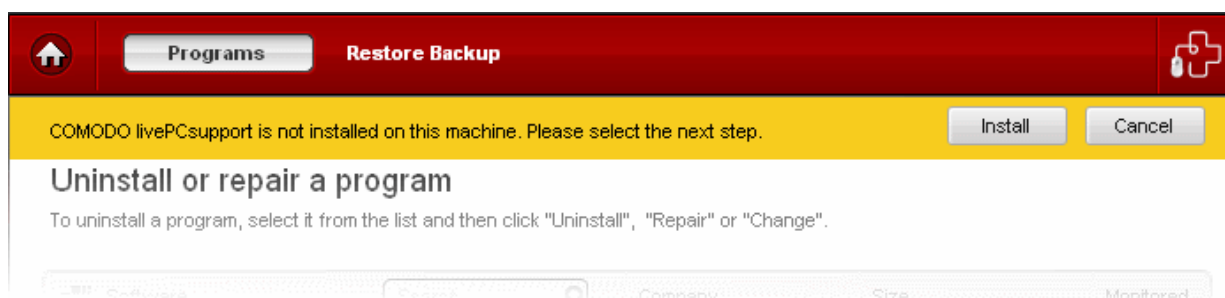


Clicking the  button at top right of the main interface of Comodo Programs Manager automatically installs the client in your system.

### To install the Live PC Support client





- Click the  button from the main interface. The application detects whether the client is installed in your system. If not, a prompt message is displayed to check whether you want to download and install the client.



- Click 'Install' to continue.



The client is automatically downloaded and installed. The shortcut icon  appears on your desktop and a livePCsupport quick launch icon  appears in the system tray. The installation is a one-time process. Once installed,



clicking the button or the desktop shortcut icon automatically launches the application enabling you to chat with a Comodo Computer Support Technician any time.

In order to get the livePCsupport services, you need to sign up for a 30 day free trial account.

### To sign up for a 30 day free trial

- Visit <http://www.livepcsupport.com/trial/>



Click on [Click Here](#) link to get your Free Activation Code and follow the sign up procedures. Your subscription ID is sent to you by email.

## 8.2. Launching and Using the Service



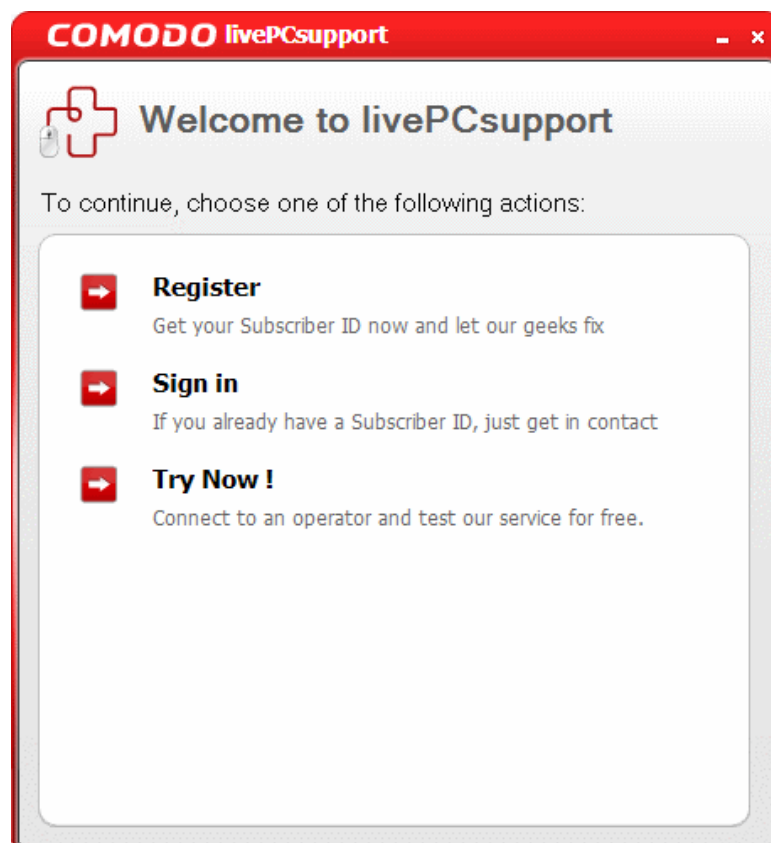
- Click the button from the Main Interface;
- Double click on the shortcut icon to livePCsupport from the desktop;
- Click on the 'livePCsupport' system tray icon or launch livePCsupport from the Start Menu. Click 'All Programs > COMODO > LivePCsupport > Comodo LivePCsupport'.

The livePCsupport options dialog will be displayed:



Select the type of service you need:

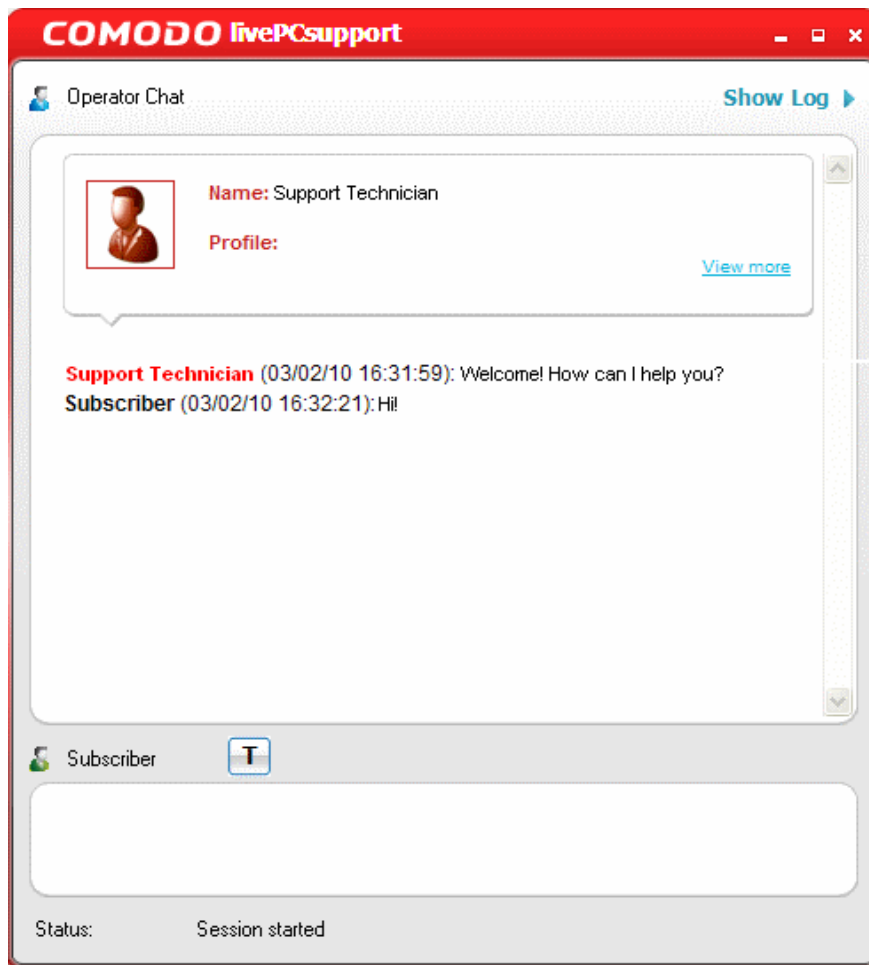
- **Other** - Select if you need assistance in removing registry errors, privacy issues, junk files, and other Windows/System related problems.
- **Virus Infection** - Select if you need assistance in removing viruses, malware etc. from your system.



You will be connected to the technician skilled in the specific area. Clicking any of the options will open the registration

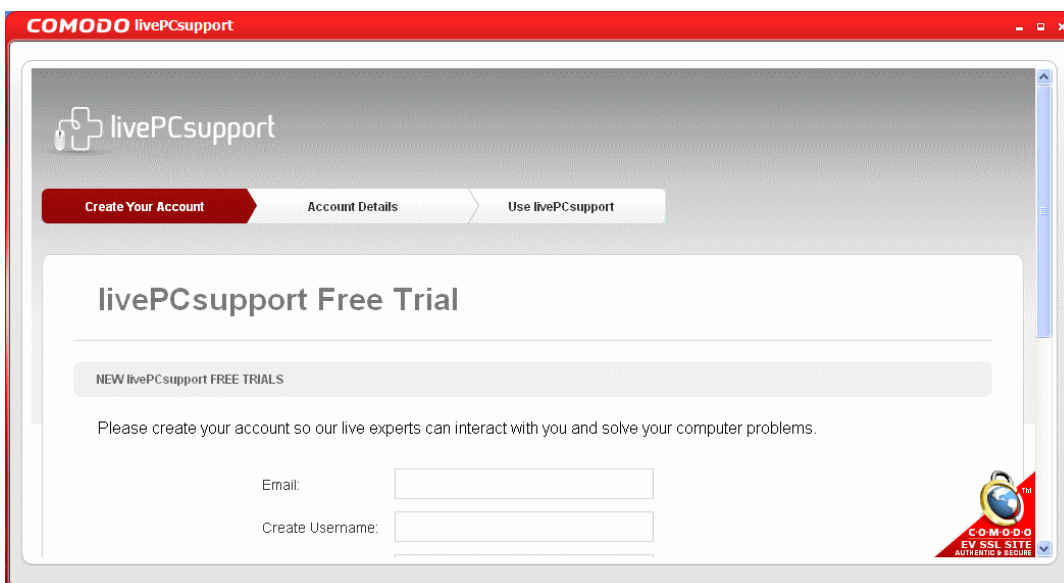
screen.

**Try Now** - The easiest and fast way to get the services is by clicking the 'Try 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 access your computer through a remote desktop and fix any problems. The trial service does not require a subscription.

**Register** - Clicking the 'Register' link will take you to the livePCsupport trial sign-up page.

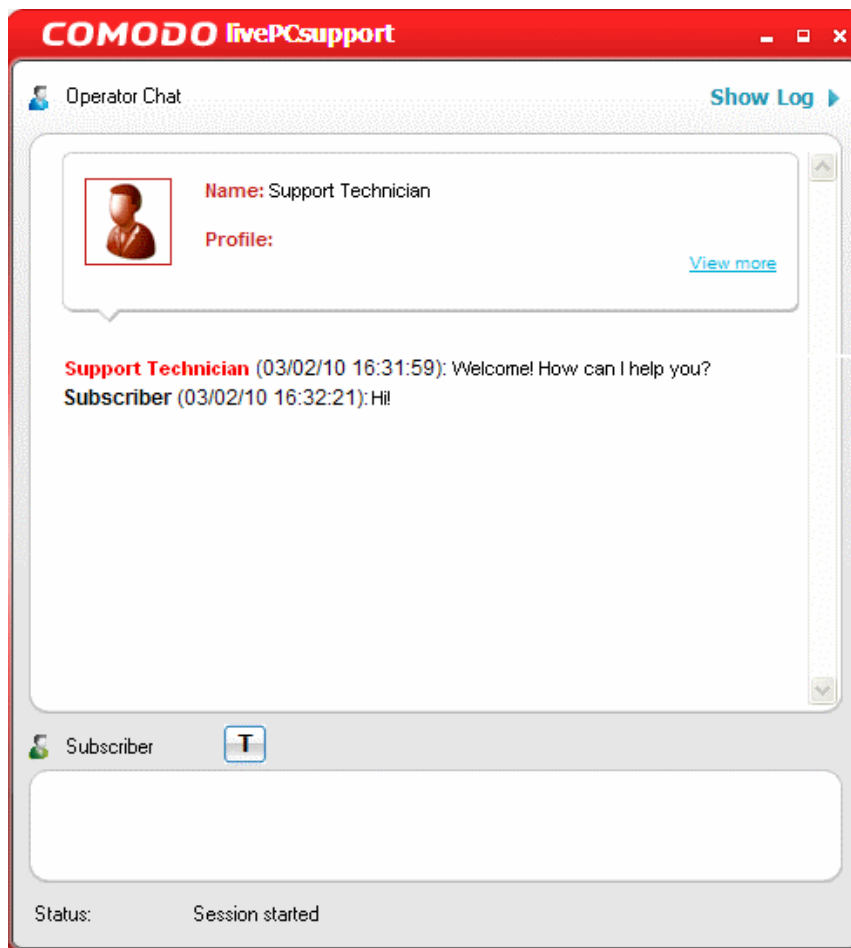


- Follow the sign up procedures. Your subscription ID will be sent to you by email.

**Sign-in** - Click this button if you already have a subscription ID. At the login box:

- Enter the Subscription ID you received through email...

...and click 'Next'. Within seconds, a Comodo Support Technician will respond in a chat window and ask you to describe the problem.



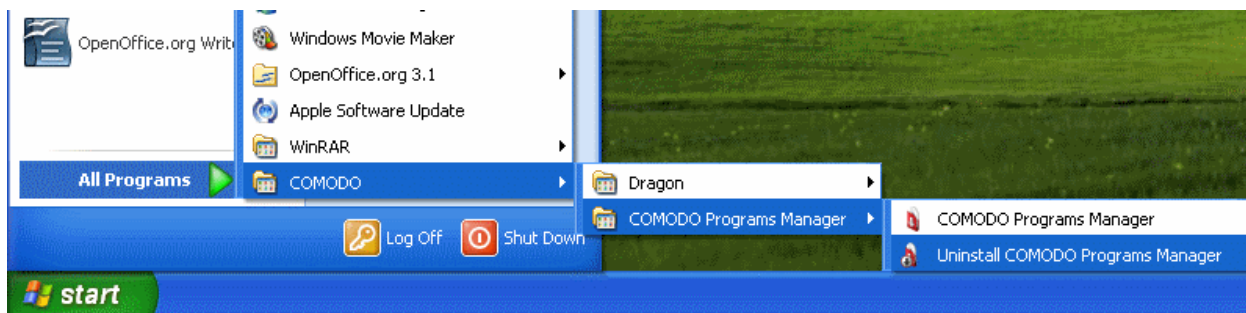
- Explain your problem. The technician will access your computer through a remote desktop and fix any issues in your system.

## 9. Uninstalling Comodo Programs Manager

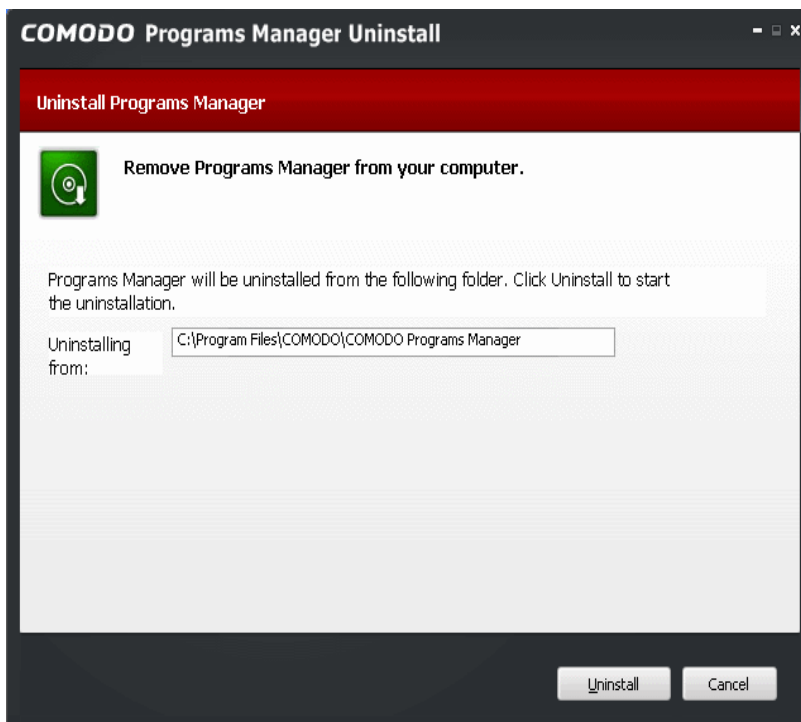
- Click Start > Settings > Control Panel
- In the Control Panel, double-click Add/Remove Programs
- In the list of currently installed programs, click Comodo Programs Manager
- Click the 'Remove' button.

Or

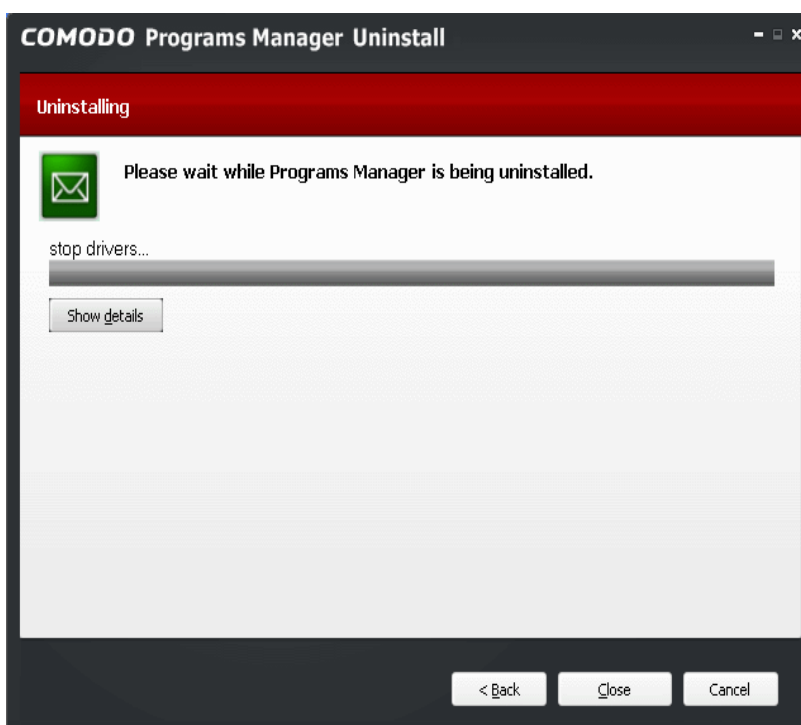
- Click Start > All Programs > COMODO > COMODO Programs Manager > Uninstall or Repair.



After preparing your computer, the Comodo Programs Manager uninstallation wizard will be started.

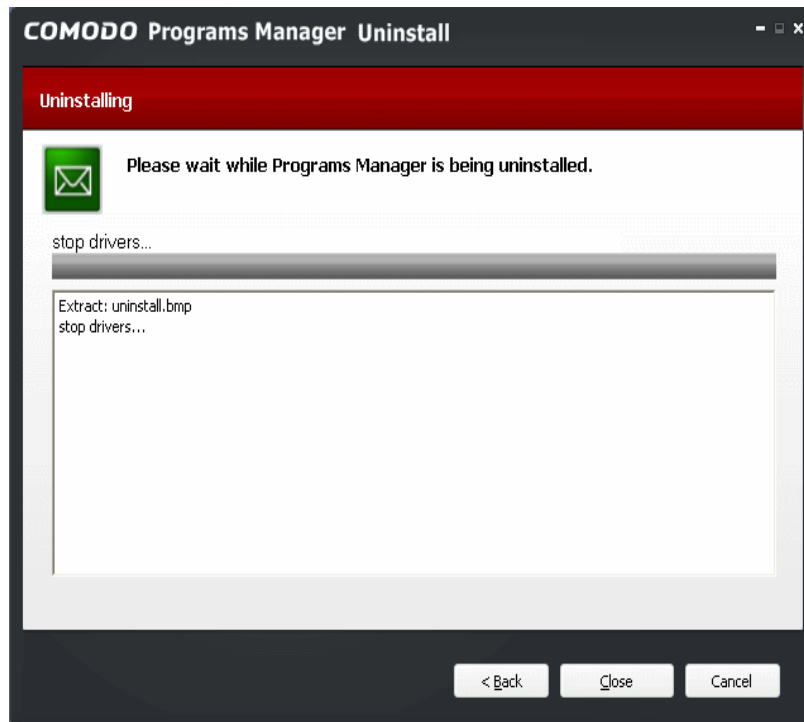


- Click 'Uninstall' to continue. The uninstallation progress will be displayed.

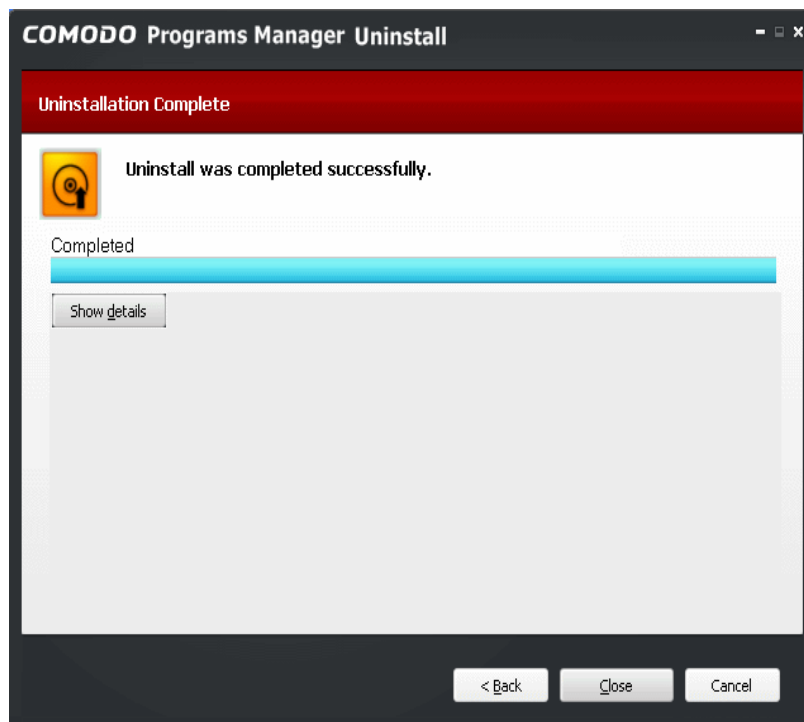




- Clicking 'Show details' will display a list of files currently deleted from your system.



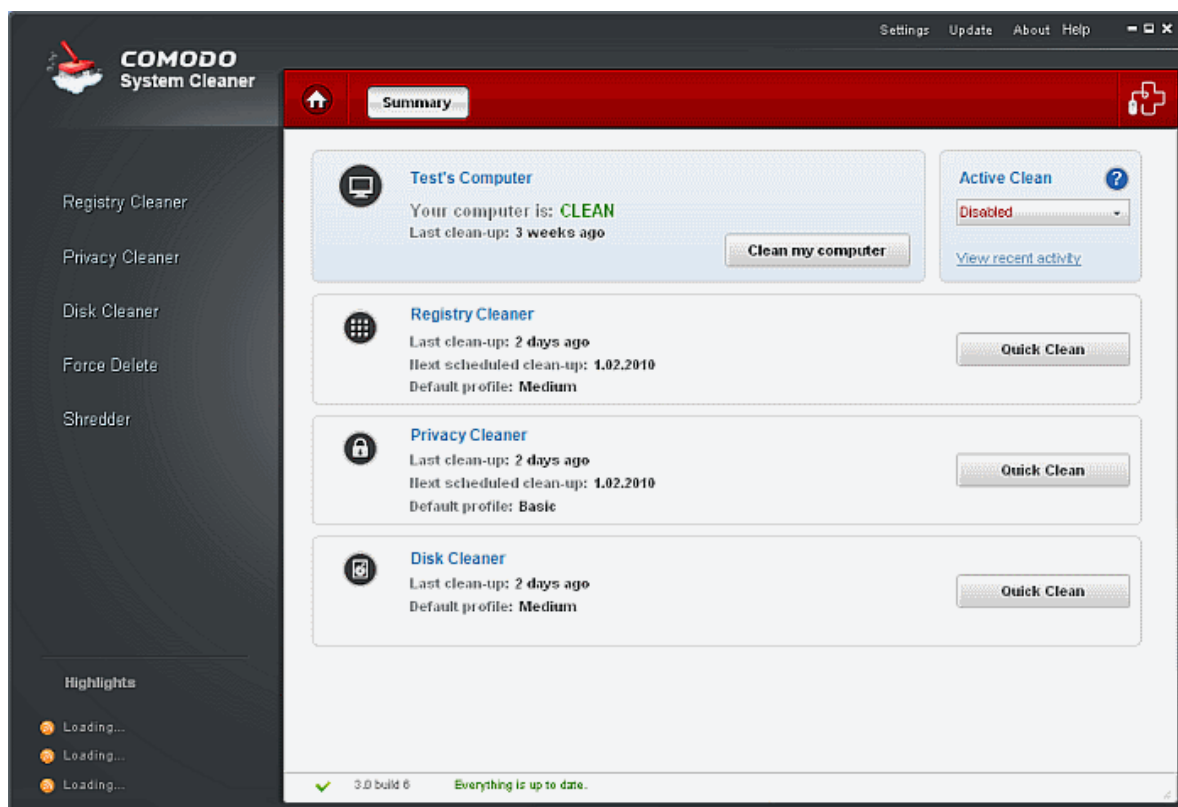
- Once the uninstallation is complete, the application will be removed from your computer and 'Uninstallation Complete' dialog will be displayed.



- Click 'Close' to exit the wizard.

# Appendix 1-Comodo System -Cleaner

Comodo System-Cleaner (CSC) is a suite of utilities designed to improve the security, performance and usability of Windows 7, Windows Vista and Windows XP computers. It allows users of all experience levels to thoroughly clean their systems of damaging and/or wasteful files, tune various settings of their Windows configuration, diagnose hardware and software problems and generally enhance the performance of the system. The application also features several privacy utilities such as powerful history and usage trail deletion tools.



## Features

### Clean-up Tasks:

- **Registry Cleaner** - Optimizes and repairs your Windows registry by running an in-depth scan to identify, remove or repair any unnecessary or corrupted entries. After running a scan, Windows will be able to access the information it needs from the registry much more quickly - meaning your computer will get an immediate performance and stability boost.
- **Disk Cleaner** - Over time your disk drives become cluttered with temporary Internet files, logs, needless archives, unused icons and duplicate files. This utility lets you quickly clear them all to free up space and improve performance. Also allows you to schedule regular clean up routines.
- **Privacy Cleaner** - Obliterate your digital paper trail by cleaning history, cache, cookies and usage records from Internet browsers, Windows locations and popular software.

### Utilities:

- **Autorun Manager** - Enables you to control exactly which programs and services start with Windows to improve Windows boot up time and overall system performance.
- **File Pend Delete** - Enables you to delete or move locked and inaccessible files.
- **File Wiper** - Enables you to permanently delete files from your disks for protection against potential leak of your confidential information.
- **System Information** - Detailed and easily accessible 'dashboard' summary of all the hardware and software

installed on your computer. Fast access to such details can be invaluable when you are considering hardware upgrades, the ability of your computer to run certain software and can assist you when judging whether to alter important system settings.

- **System Settings** - Unlock the full potential of your Vista, XP or Windows 7 computer by quickly customizing otherwise obscure Windows settings with point and click ease. With over 50 tweaks in the 'System Settings' area alone, you can optimize Windows behavior in a more powerful and intuitive way than ever before.

You can get more details and download the product from <http://www.comodo.com/home/support-maintenance/system-cleaner.php>

## Appendix 2-Encryption Algorithms

Encryption Algorithms			
Algorithm 128 bits/Strongest	Block Size / Encryption level /Speed	Brief Description	Recommendation
AES (Advanced Encryption Standard )	128 bits/Strongest	Also known as Rijndael. This cipher is used for encryption by default.	Ideal for both domestic and exportable use.
Serpent	128, 192 or 256 / very strong / fast	128, 192, 256-bit block cipher. Designed by Ross Anderson, Eli Biham and Lars Knudsen as a candidate for the Advanced Encryption Standard.	Ideal for both domestic and exportable use.
3DES	168 bits/strong/Slow	Applies Data Encryption Standard (DES) cipher three consecutive times to the message to form the message digest. Offers protection against meet-in-the-middle attacks.	Suitable for domestic use.
XOR	Variable block size /very weak / very fast	160 bit key. XOR encryption is a trivially simple symmetric cipher which is used in many applications where security is not a defined requirement	Not recommended
Blowfish	64-bit block / variable key length: 32 bits to 448 bits/strong/fast	Symmetric block cipher. It is a Feistel network, iterating a simple encryption function 16 times. The block size is 64 bits, and the key can be any length up to 448 bits. Designed by Bruce Schneier.	Ideal for both domestic and exportable use. Much faster than DES and IDEA.
Twofish	128-bit block/ 28-, 192-, or 256-bit key/ strong/ very fast	Symmetric key block cipher with a block size of 128 bits and key sizes up to 256 bits.	A widely used and recommended choice for most cases.

## 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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