

**COMODO**  
Creating Trust Online®



# Comodo GeekBuddy

Software Version 4.18

## User Guide

Guide Version 4.18.010215

Comodo Security Solutions  
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## 1. Introduction to Comodo GeekBuddy

Comodo GeekBuddy is a personalized computer support service provided by friendly computer experts at Comodo. If you experience any issues at all with your computer, simply click the GeekBuddy icon to establish a chat session with one of our technicians. After requesting your permission, they'll establish a remote connection to your PC and fix the problems right in front of your eyes.

Your Comodo GeekBuddy can help with the following services:

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

### Guide Structure

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

- **System Requirements**
- **Downloading and Installing GeekBuddy**
- **Starting GeekBuddy and Using the Service**
- **Accepting Remote Desktop requests**
- **Chat History**
- **Using Issue Tracker**
- **Customer Service**
- **Additional Resources**
- **Uninstalling Comodo GeekBuddy**
- **Frequently Asked Questions**
- **About Comodo**

### 1.1. System Requirements

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

#### Supported Operating Systems:

- Supported Operating Systems:
- Windows 8 (32 or 64 bit)
- Windows 7 (32 or 64 bit)

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

## Software and Hardware Requirements:

- 500 MB Hard Disk Space
- 128 MB available RAM

## 2. Downloading and Installing GeekBuddy

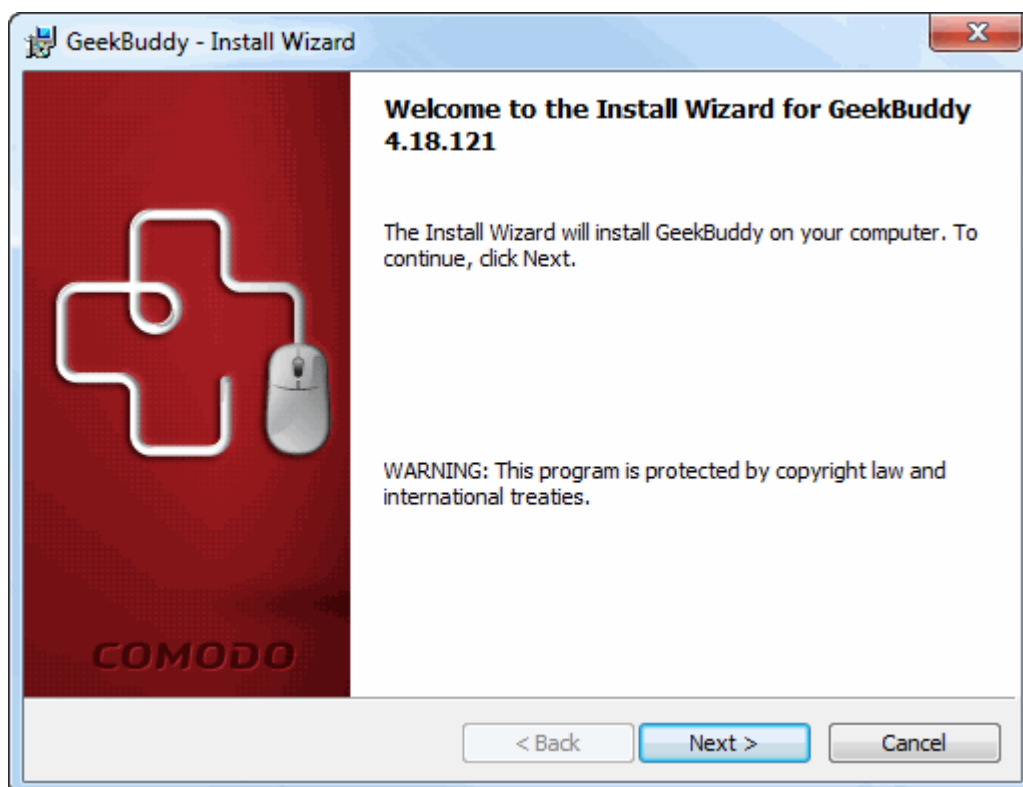
If you purchased the boxed version of GeekBuddy, insert the CD into your CD/DVD drive and follow the included instructions for installing and activating the software. If you have lost or damaged your CD, you can retrieve the Comodo GeekBuddy setup file at [www.geekbuddy.com/cgb](http://www.geekbuddy.com/cgb).

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

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

### Step 1 – Welcome Screen

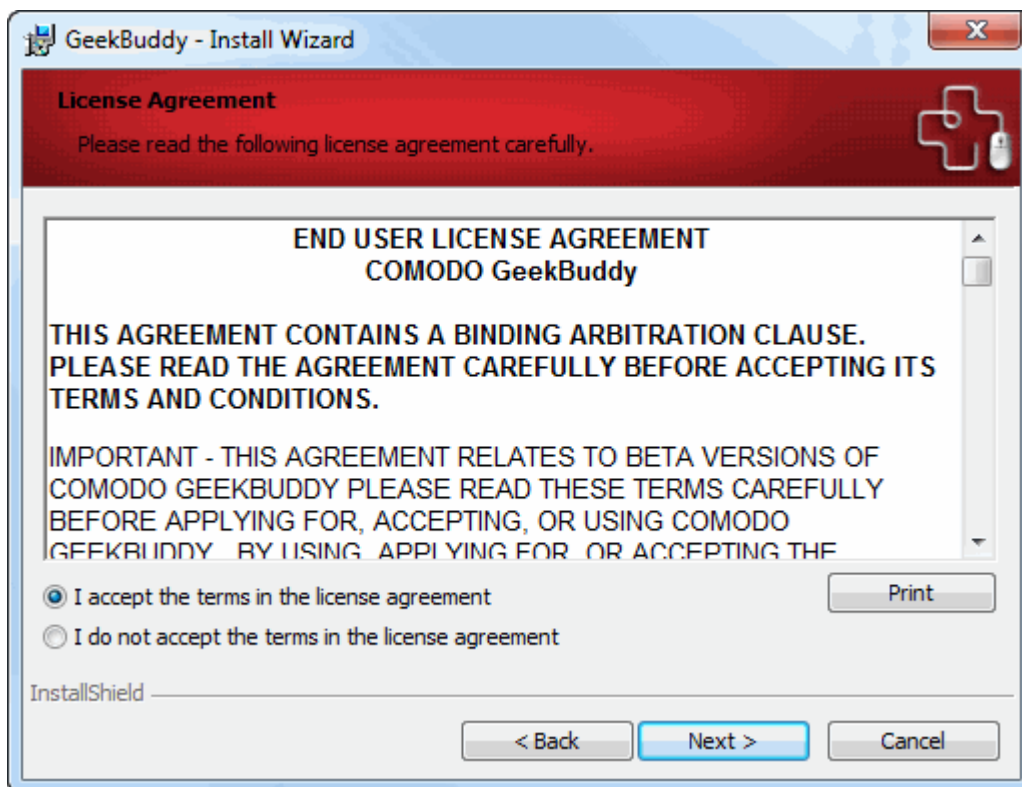
The setup program starts automatically and the Welcome Screen will be displayed.



- Click 'Next'.

### Step 2 - End User License Agreement

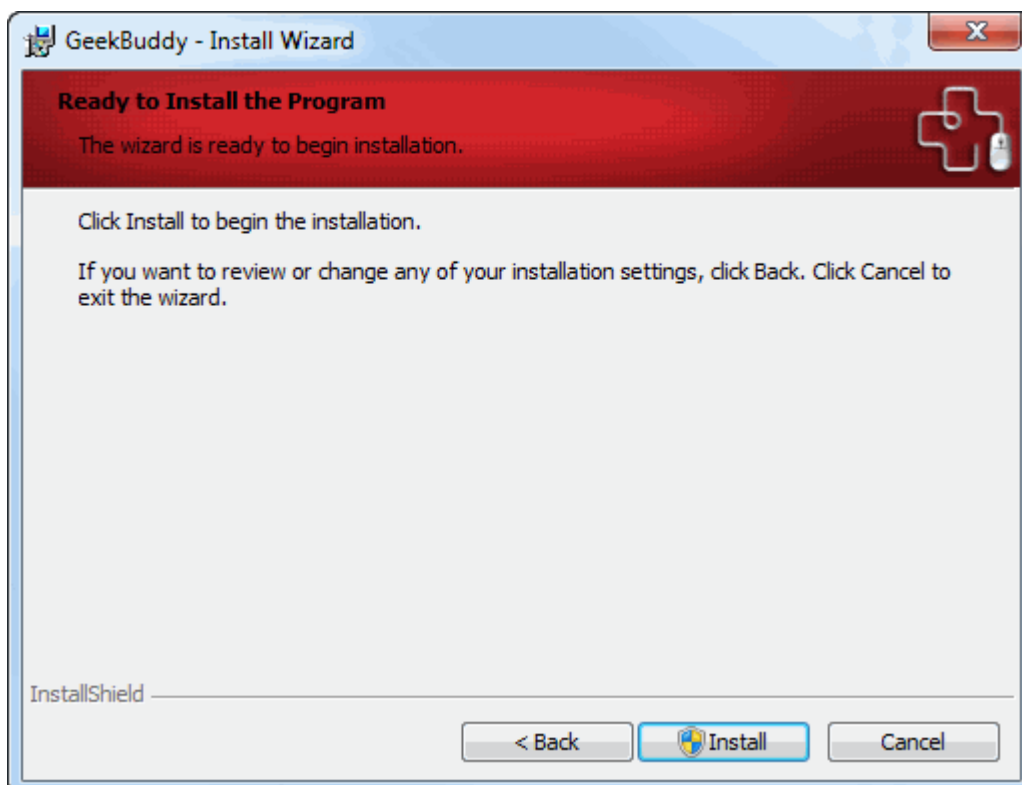
Complete the initialization phase by reading and accepting the EULA.



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

### Step 3 - Ready to Install

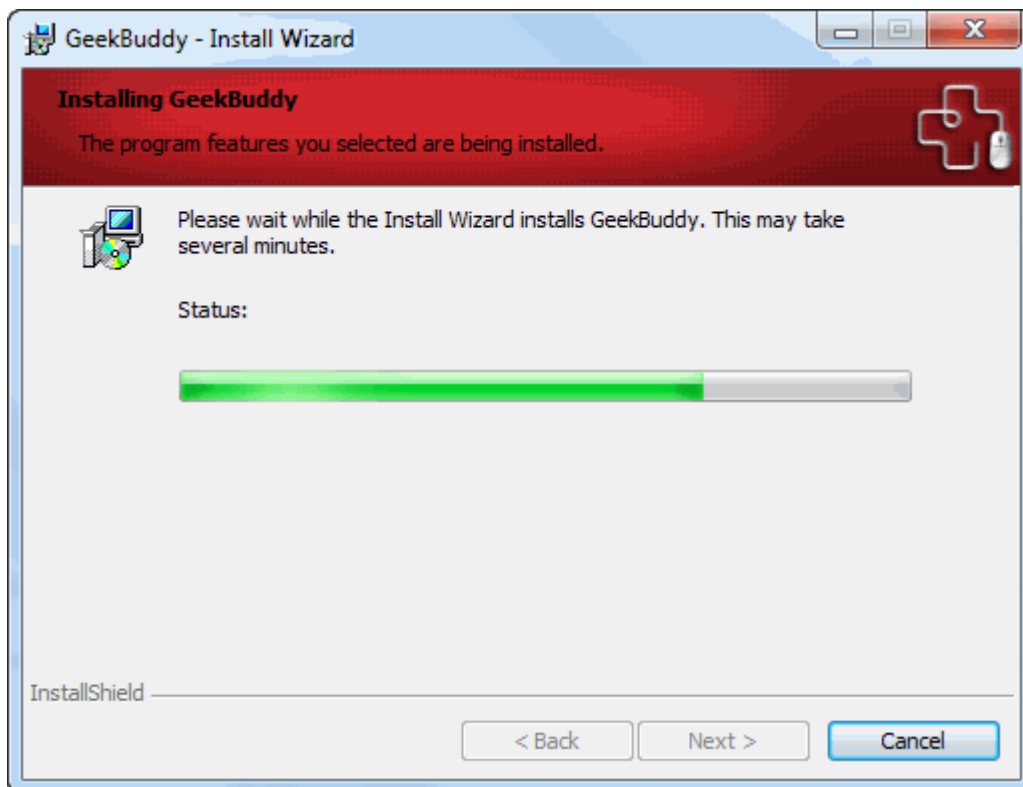
The 'Ready to Install the Program' screen will be displayed.



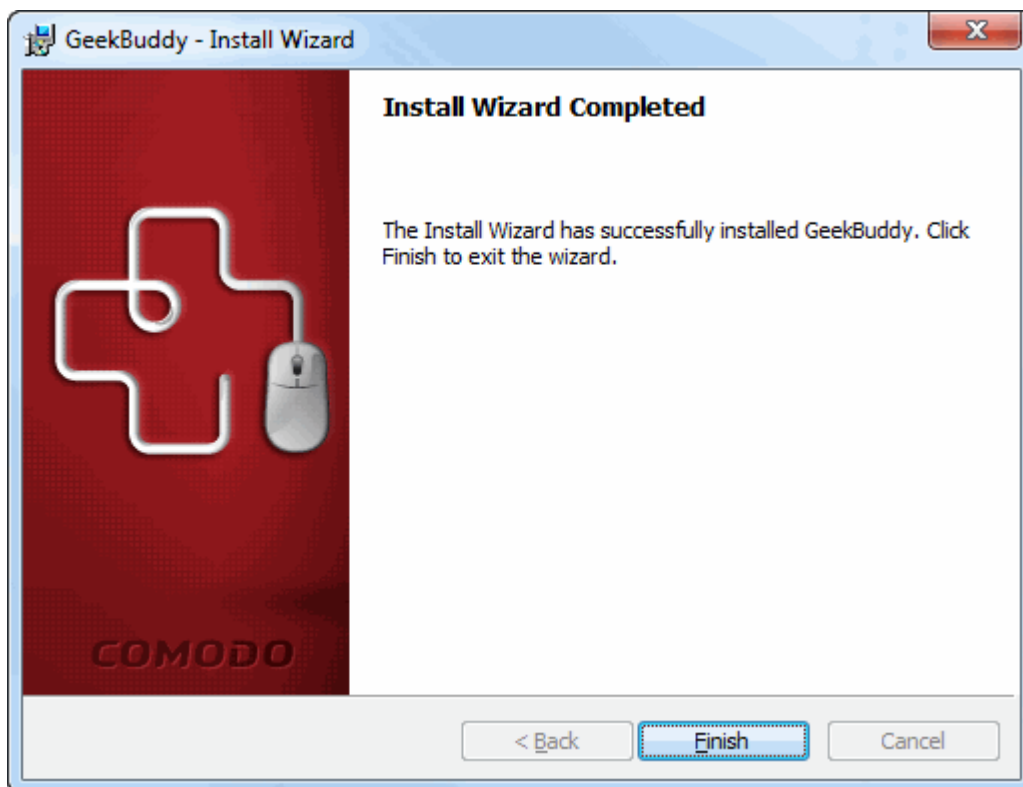
- Click 'Install' to continue installation. If you want to cancel the installation, click 'Cancel' or 'Back' to review the installation settings.

## Step 4 - Installation Progress

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

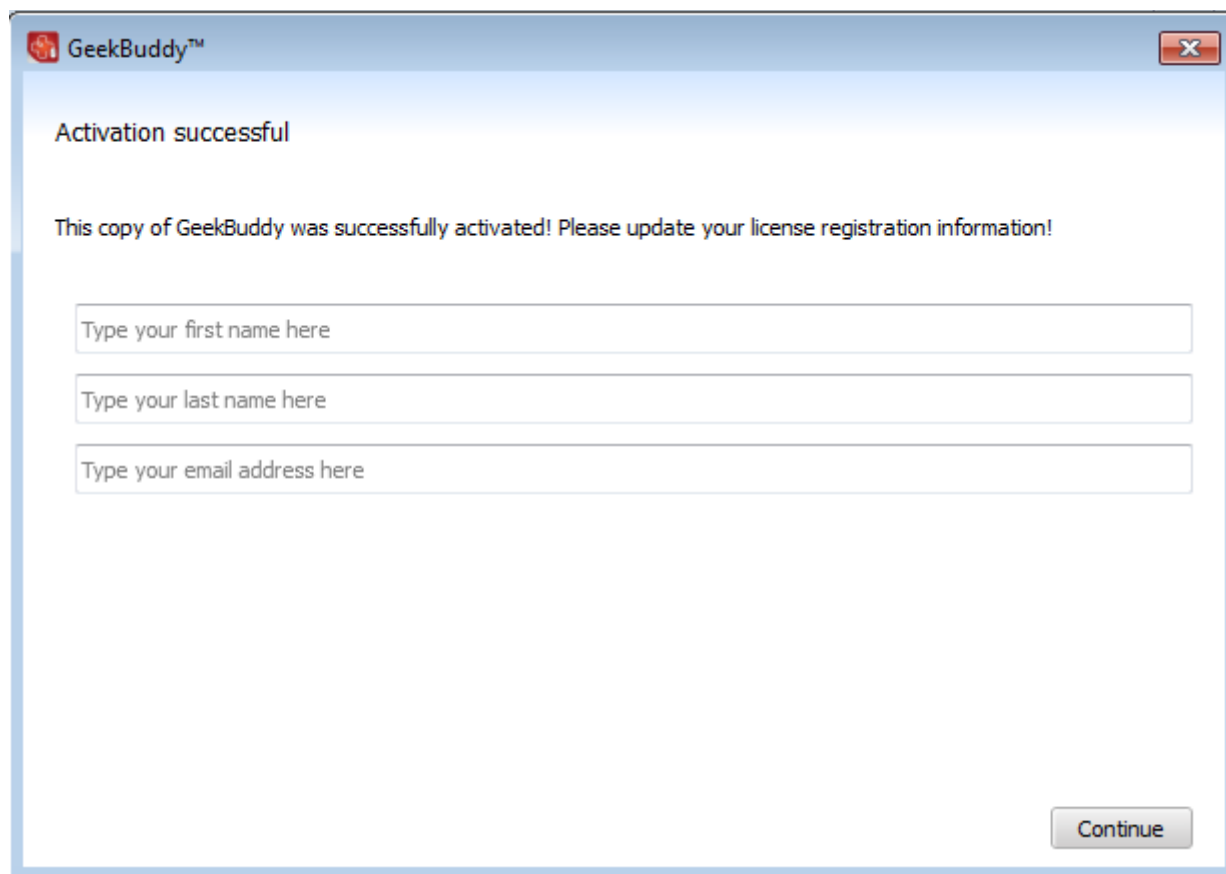


...and on successful completion of the installation, the 'Installation Complete' dialog will be displayed.

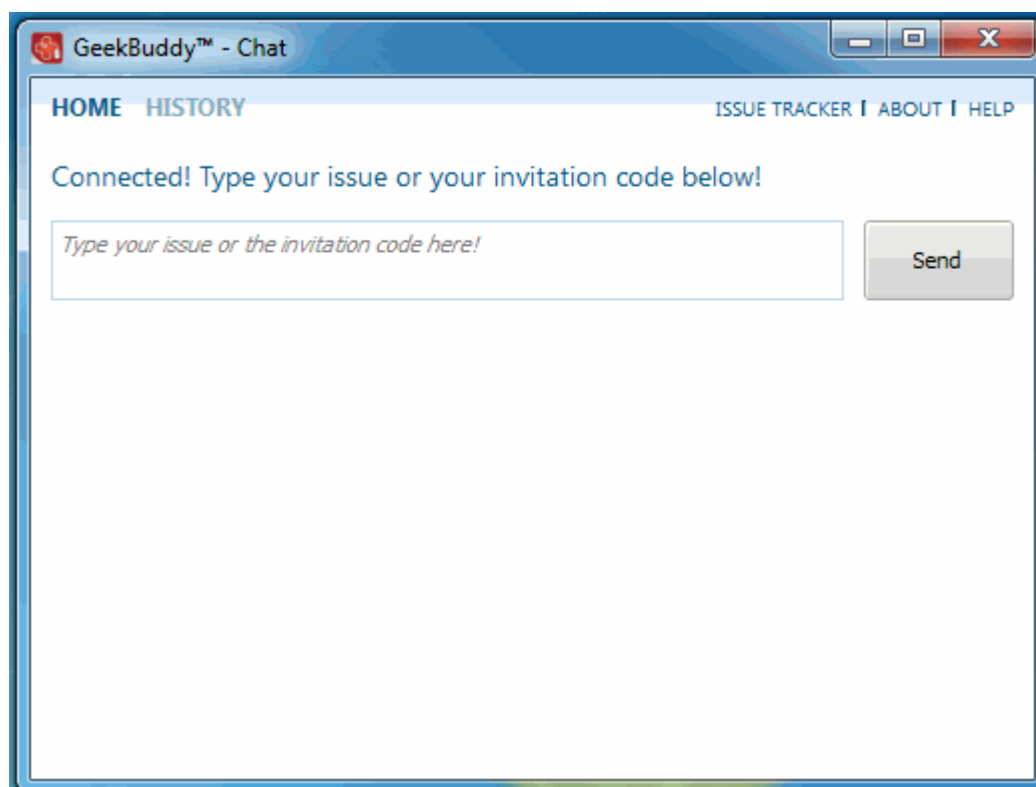


- Click the 'Finish' button to complete the installation process.

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



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



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

Click the following links for more help with the product:

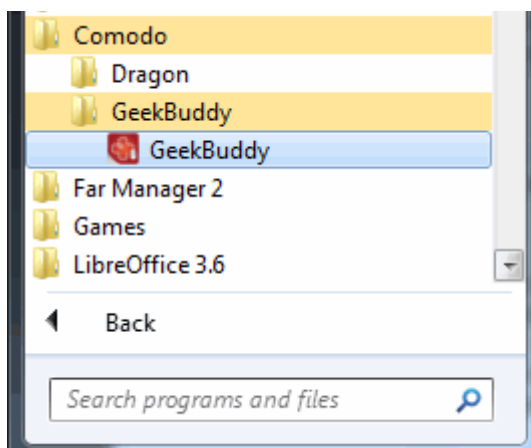
- [Starting the GeekBuddy Client](#)
- [Using Issue Tracker](#)

## 3. Starting GeekBuddy and Using the Service



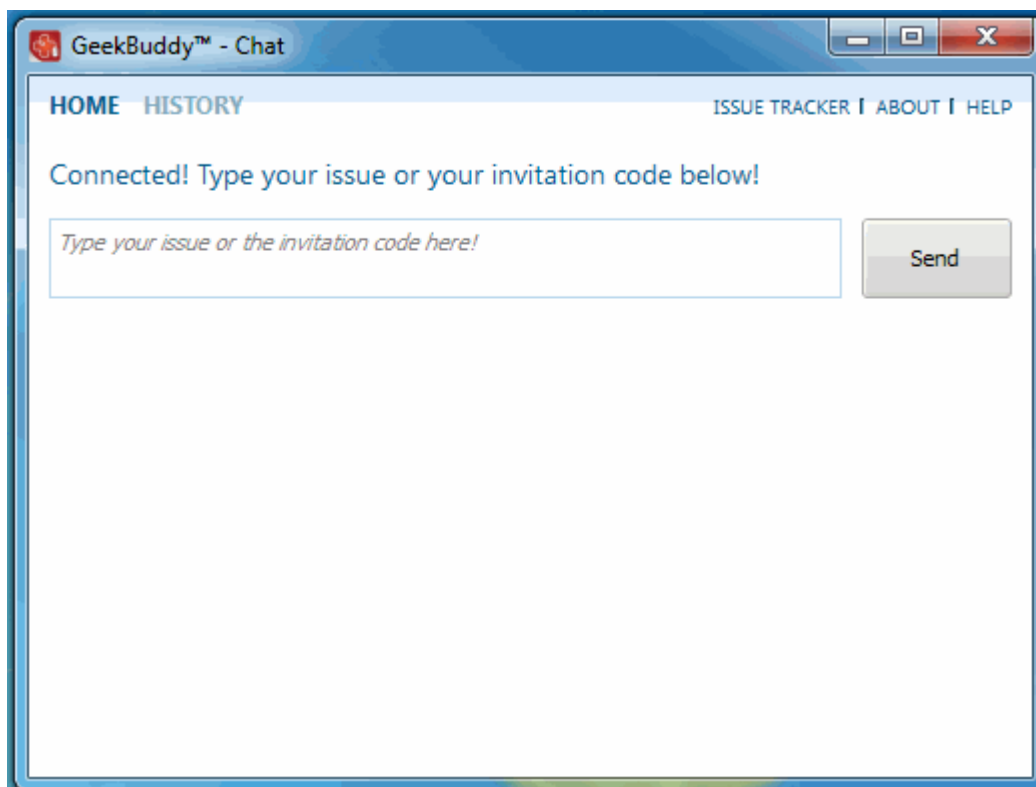
You can start the GeekBuddy client by double clicking on the desktop shortcut icon

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

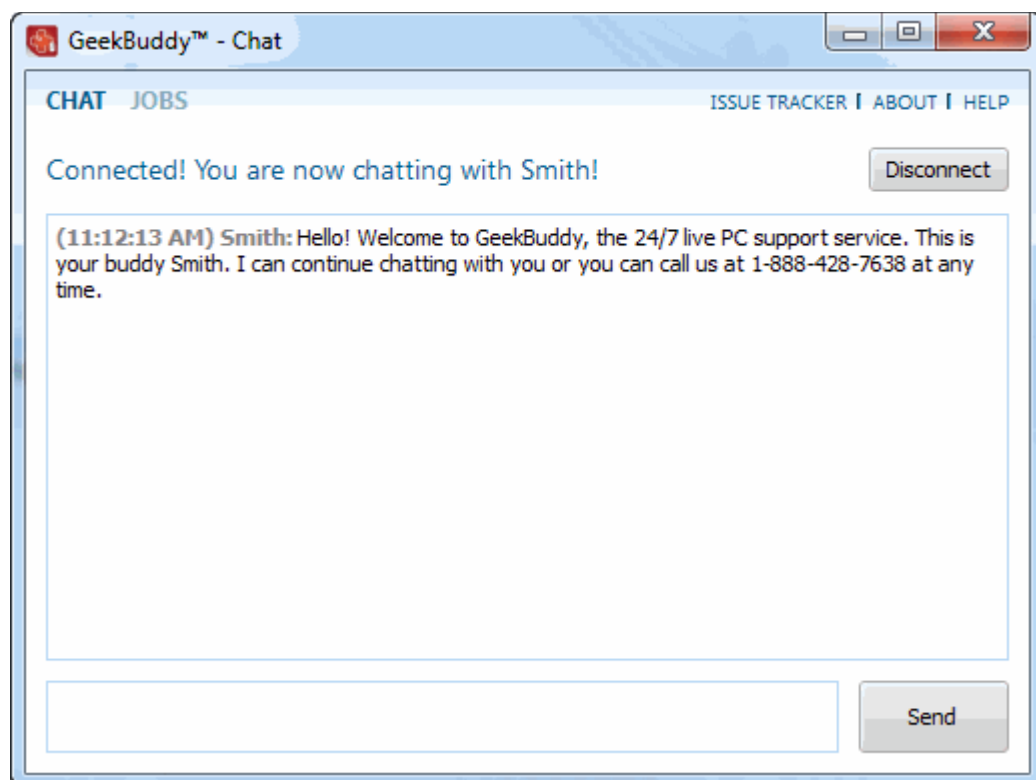


The chat dialog will open.





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

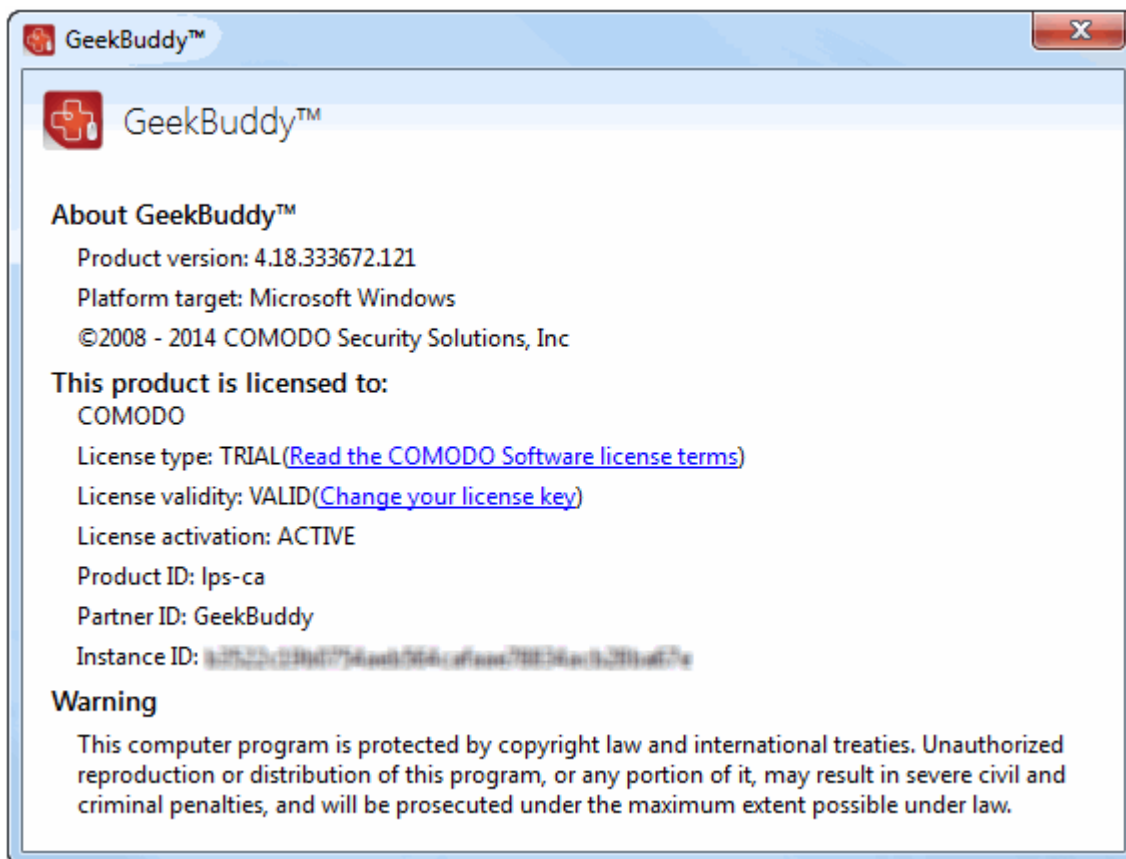


- Proceed to chat now.
- Explain your problem. The technician will assess your problem with you and work with you to fix any issues.

## About GeekBuddy

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

The About GeekBuddy information screen will be displayed.



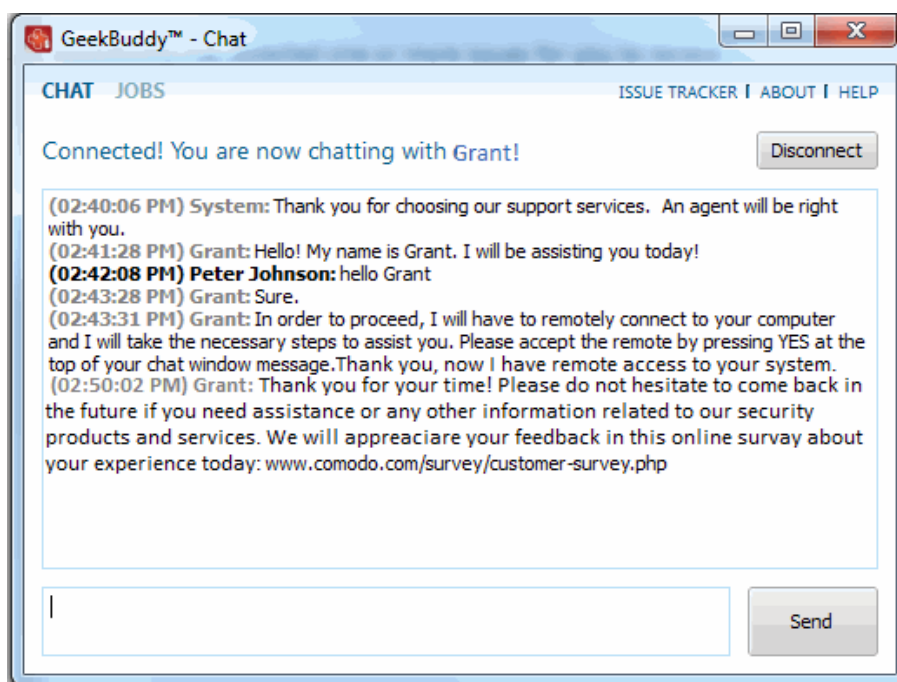
The 'About' dialog displays the copyright and product version information. The screen also displays information about the licensee and its validity.

## Help GeekBuddy

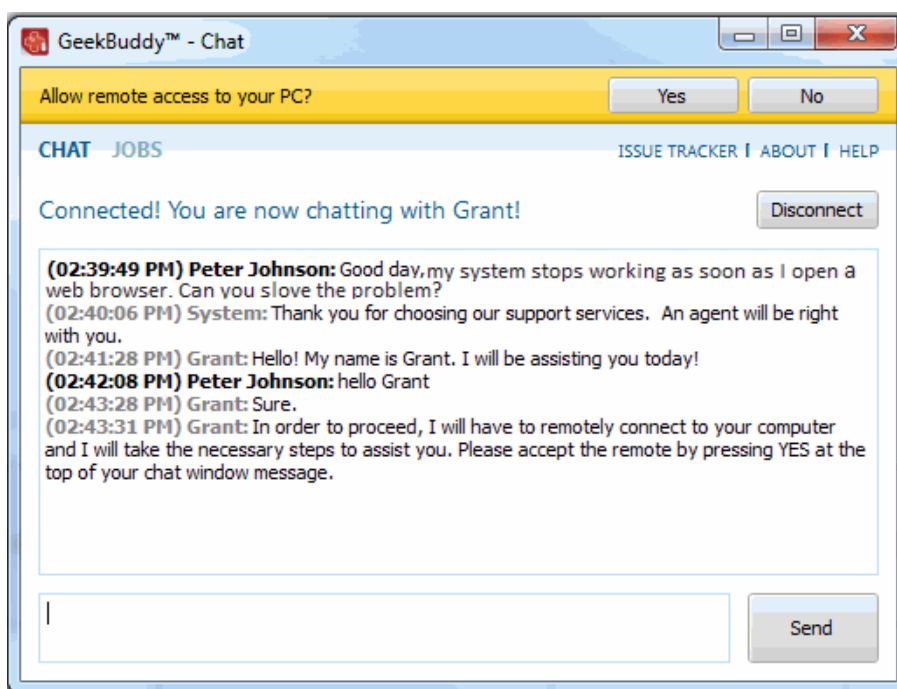
Click on Help link at the top right side of the interface opens this online help guide. Each area has its own dedicated page containing detailed descriptions of the application's functionality. You can also print or download the help guide in the .pdf format from the webpage.

## 4. Accepting Remote Desktop Requests

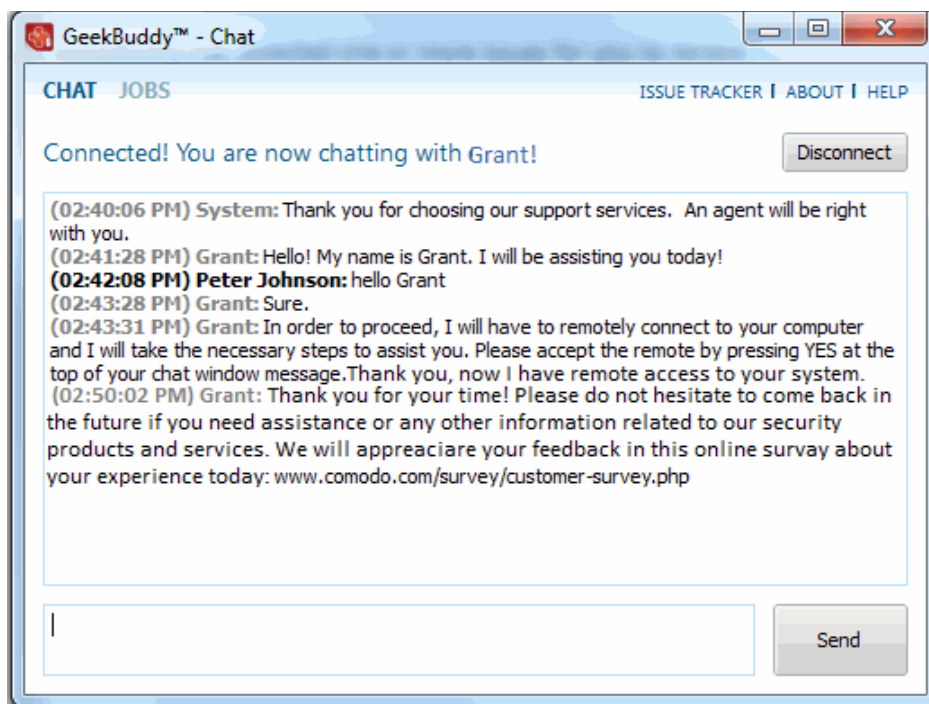
In order to solve certain difficult problems, the support technician may need to directly access your computer via a remote connection. Remote control of your computer can only go ahead if you grant permission. Our technicians will always request your permission via the chat window.



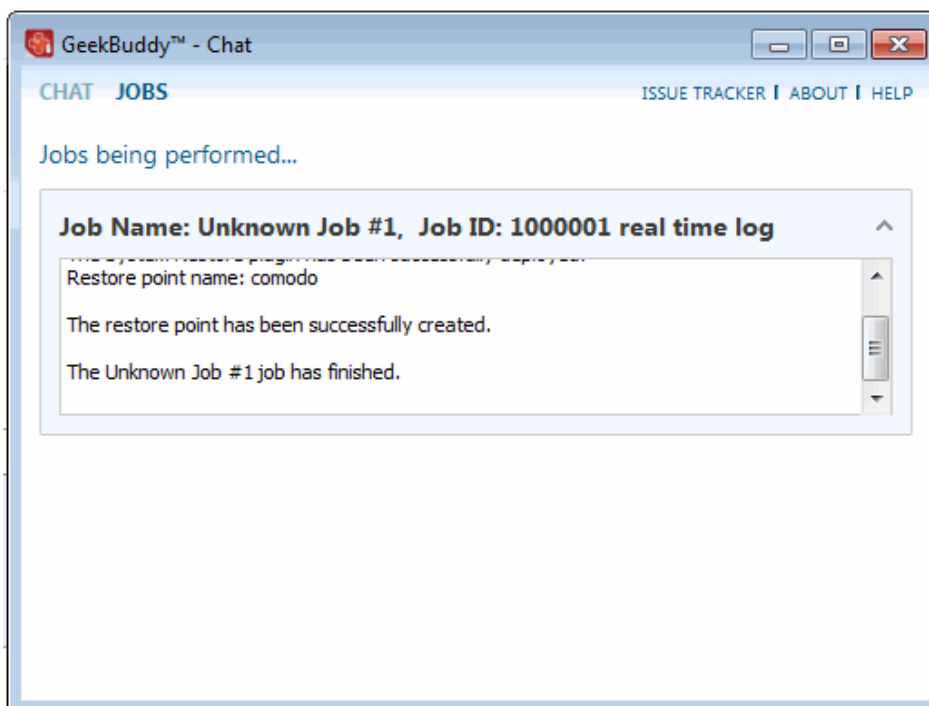
The technician may also ask your permission to make other changes to your machine. Such changes might include installing programs, creating system restore points or deleting unnecessary or infected files.



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. Chat History

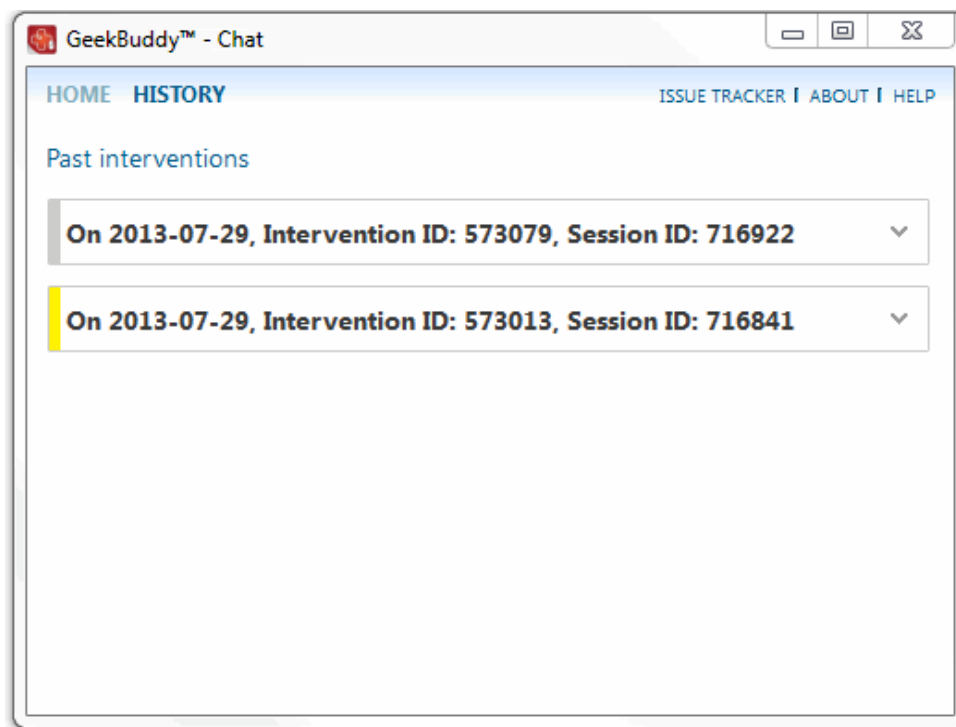
GeekBuddy keeps a local record of every chat session you have with a Comodo technician. Clicking the 'History' link at the top of the interface will display all chat sessions that you had with our technician. This helps you keep track of previous computer

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.

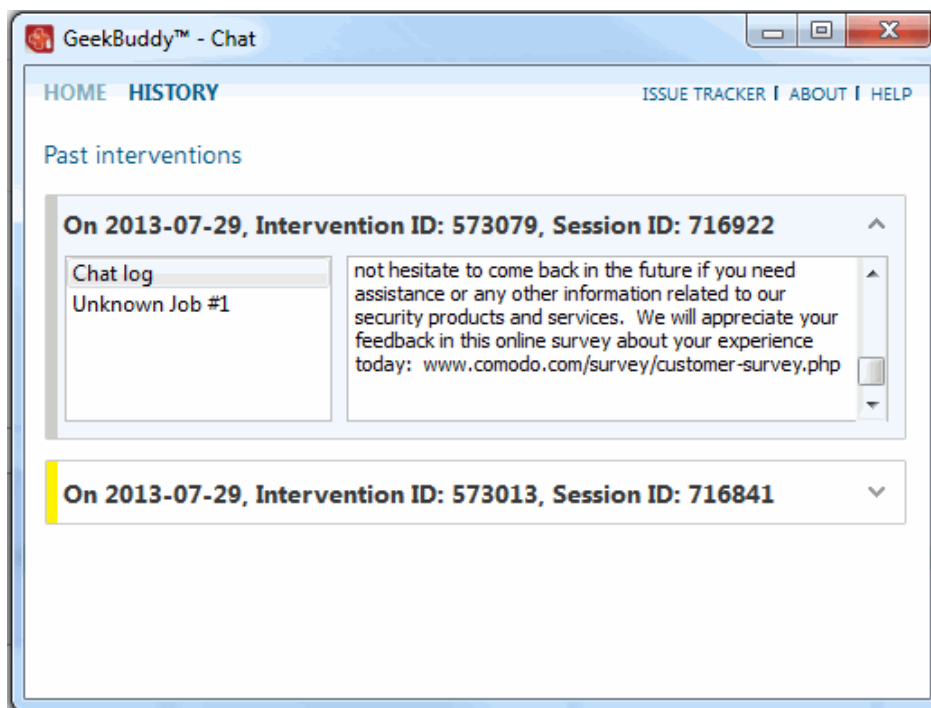
All the sessions will be displayed.



- 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.



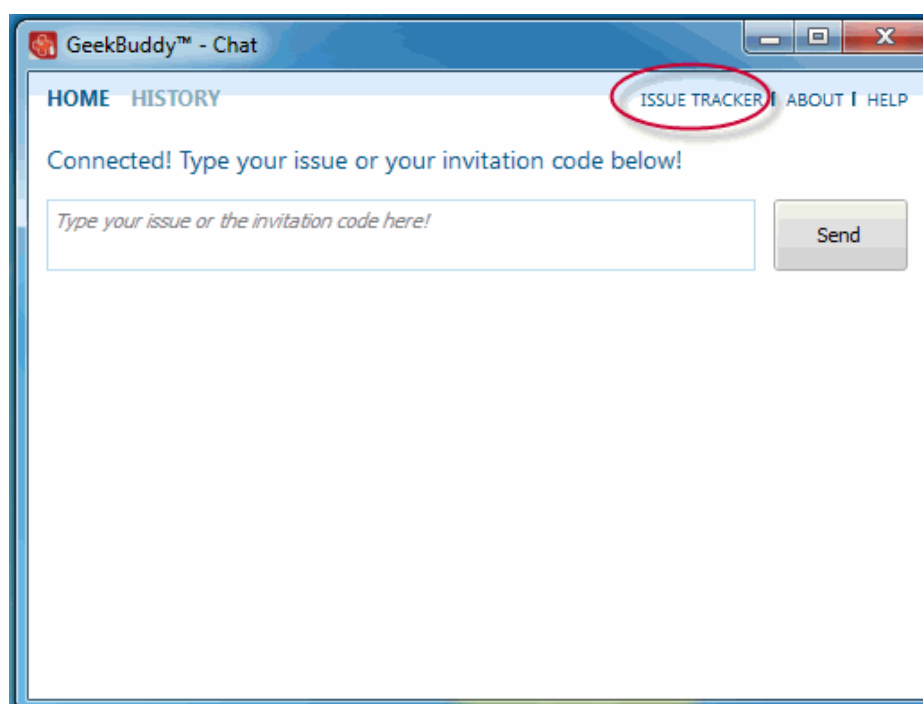
- Click on the text 'Chat log' on the left side and the chat session that you had with our technician will be displayed on the right side.



## 6. Using Issue Tracker

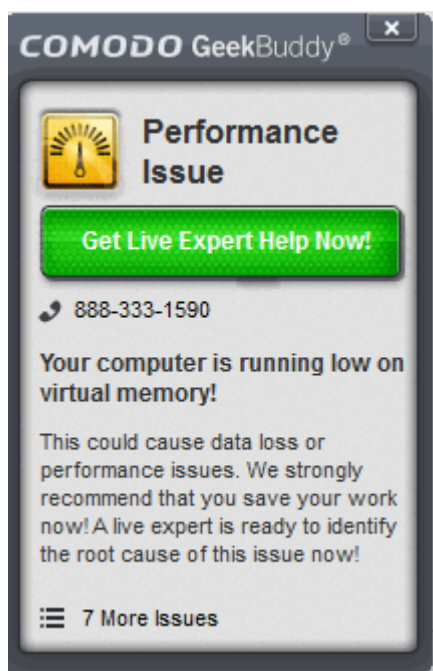
Issue Tracker helps you maintain the security and efficiency of your computer by automatically identifying problems on your computer and helping you to fix them. For example, Issue Tracker will alert you if you have too many startup programs/services (can cause computer slow down); an inefficient registry (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 Issue Tracker, you will be offered the opportunity to contact a GeekBuddy representative who will help resolve the issues.

To start the Issue Tracker, click the 'Issue Tracker' link on the right top in the user interface.

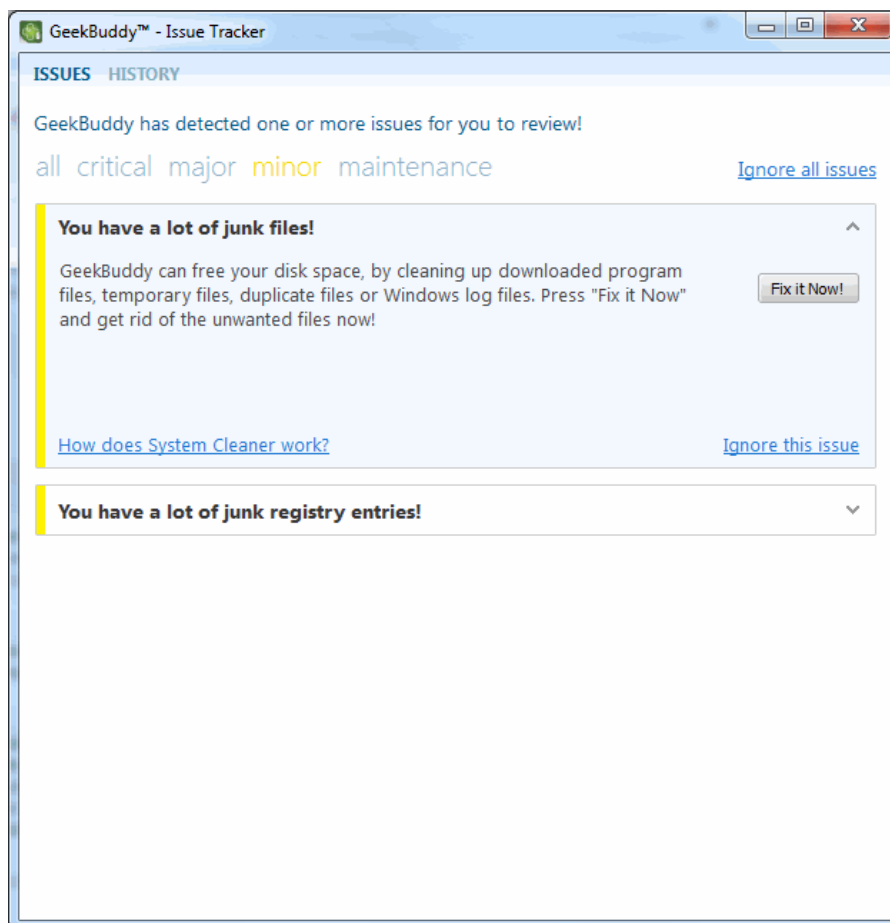


Popup Alert

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



The Issue Tracker interface will list the problems that it has detected.



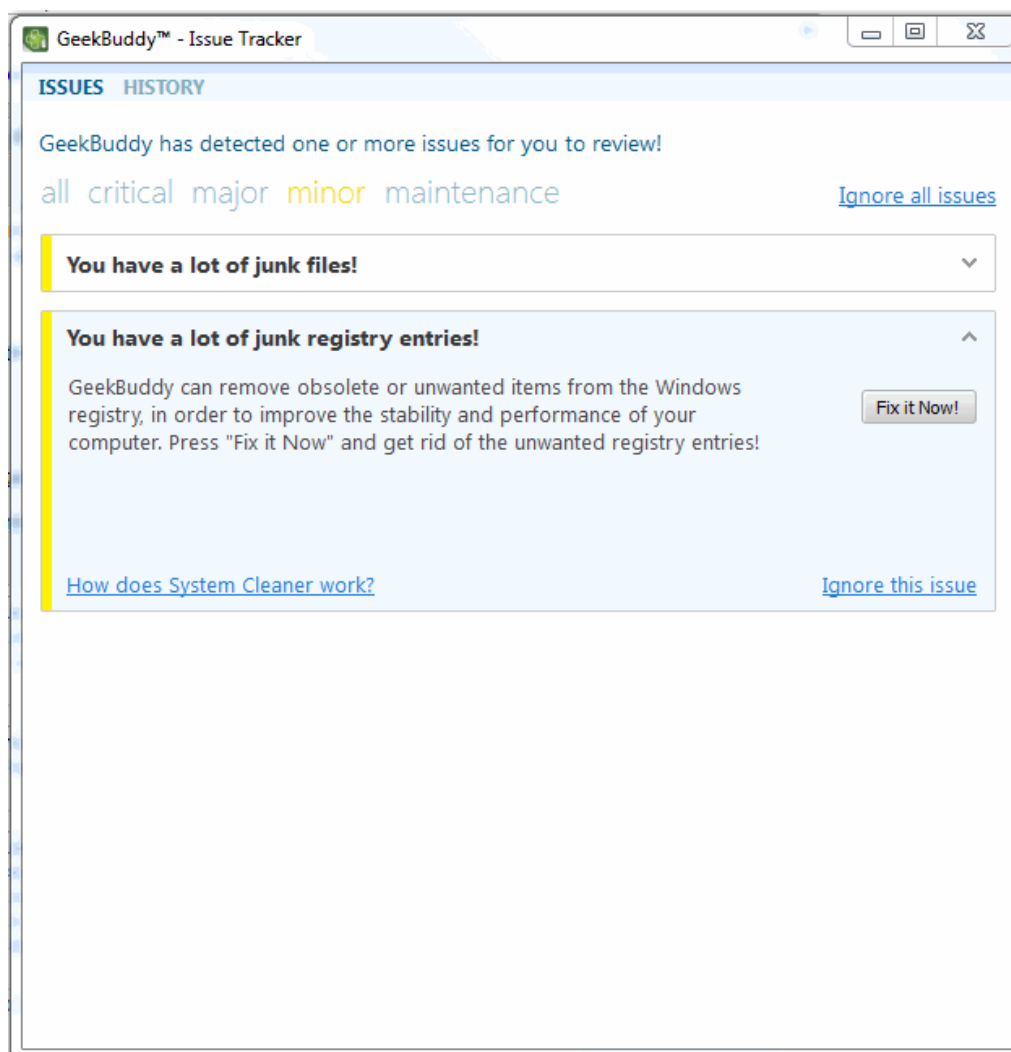
The problems detected will be categorized as critical, major, minor and maintenance issues. Click on the relevant link to view the problem. Clicking the 'Show all issues' link will display all the problems in your computer and the color code at the left of each issue indicates the category of the issue.

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.

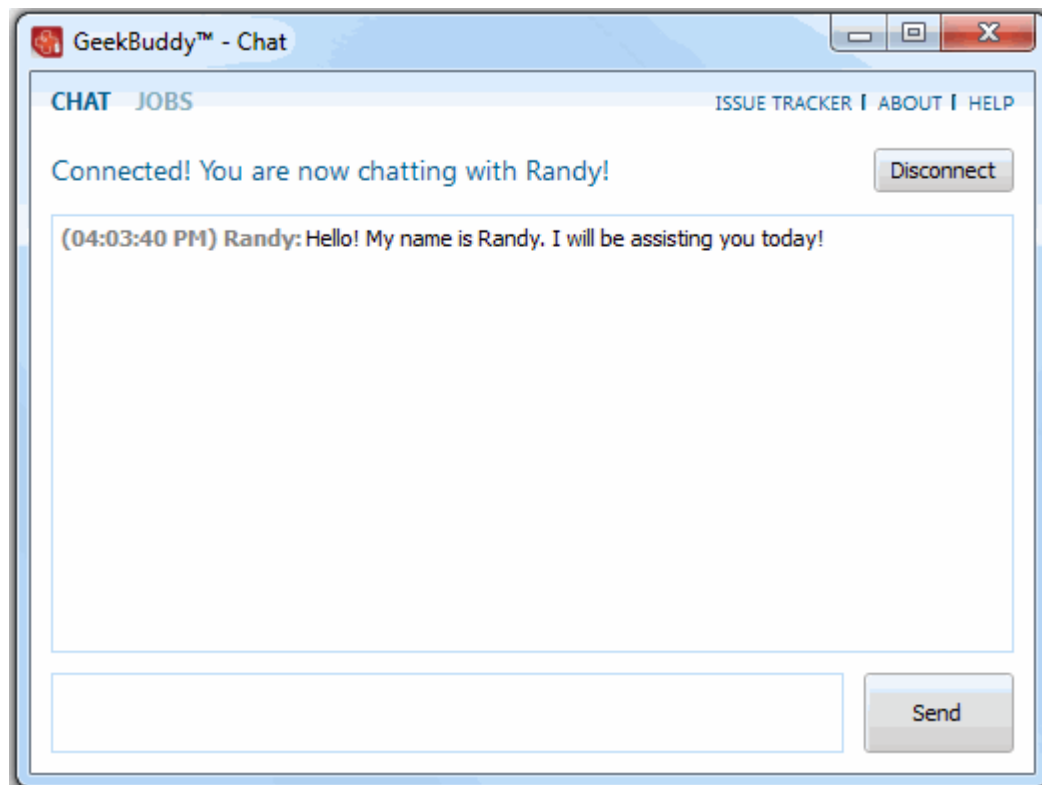
For some of the issues listed, you have to seek the help of an expert technician.





- Click 'Ignore all issues' link to disregard all the issues in your system displayed by Issue Tracker.
- 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.
- Click the 'Fix it Now!' 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.

## 7. Customer Service

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

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

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

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

## 8. Additional Resources

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

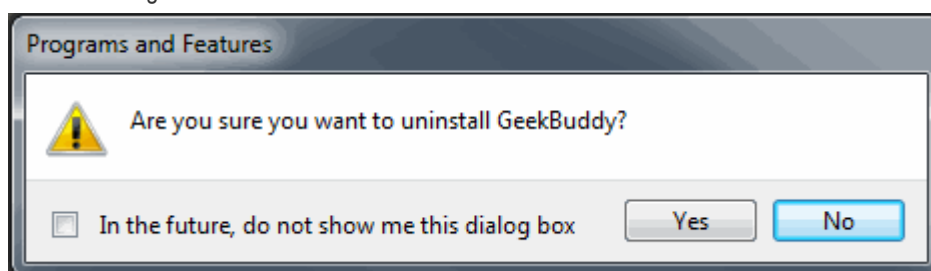
We welcome your participation in our online community at <http://forums.comodo.com>.

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

## 9. Uninstalling Comodo GeekBuddy

### To uninstall Comodo GeekBuddy

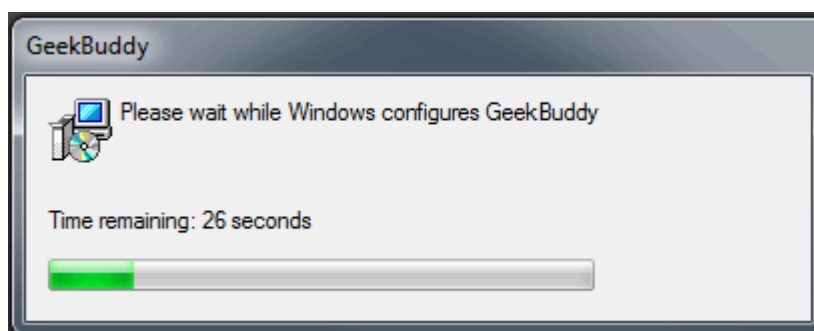
- Click Start > Control Panel
- In the Control Panel, double-click Add/Remove Programs
- In the list of currently installed programs, click GeekBuddy
- Click the 'Change/Remove' button.



Check 'In the future, do not show me this dialog box' box if you do not want to see the uninstallation wizard window.

- Click 'Yes' to confirm uninstallation.

The progress of GeekBuddy removal will be displayed...



After a few minutes the uninstallation will be complete.

## 10. FAQ

**Why GeekBuddy?**

**What is proactive support?**

**What Can GeekBuddy Do?**

**How Does it Work?**

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

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

**How do GeekBuddy technicians access my computer remotely?**

**What are the system requirements for GeekBuddy?**

**Can I use GeekBuddy on my Apple computers?**

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

## Why GeekBuddy?

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

## What is proactive support?

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

## What Can GeekBuddy Do?

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

## How Does it Work?

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

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

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

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

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

## How do GeekBuddy technicians access my computer remotely?

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

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

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

## What are the system requirements for GeekBuddy?

GeekBuddy system requirements are:

### Supported Operating Systems:

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

## Software and Hardware Requirements:

- 500 MB Hard Disk Space
- 128 MB available RAM

## Can I use GeekBuddy on my Apple computers?

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

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

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

## About Comodo

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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