

COMODO
Creating Trust Online®



Comodo Programs Manager

Software Version 1.3

User Guide

Guide Version 1.3.11114

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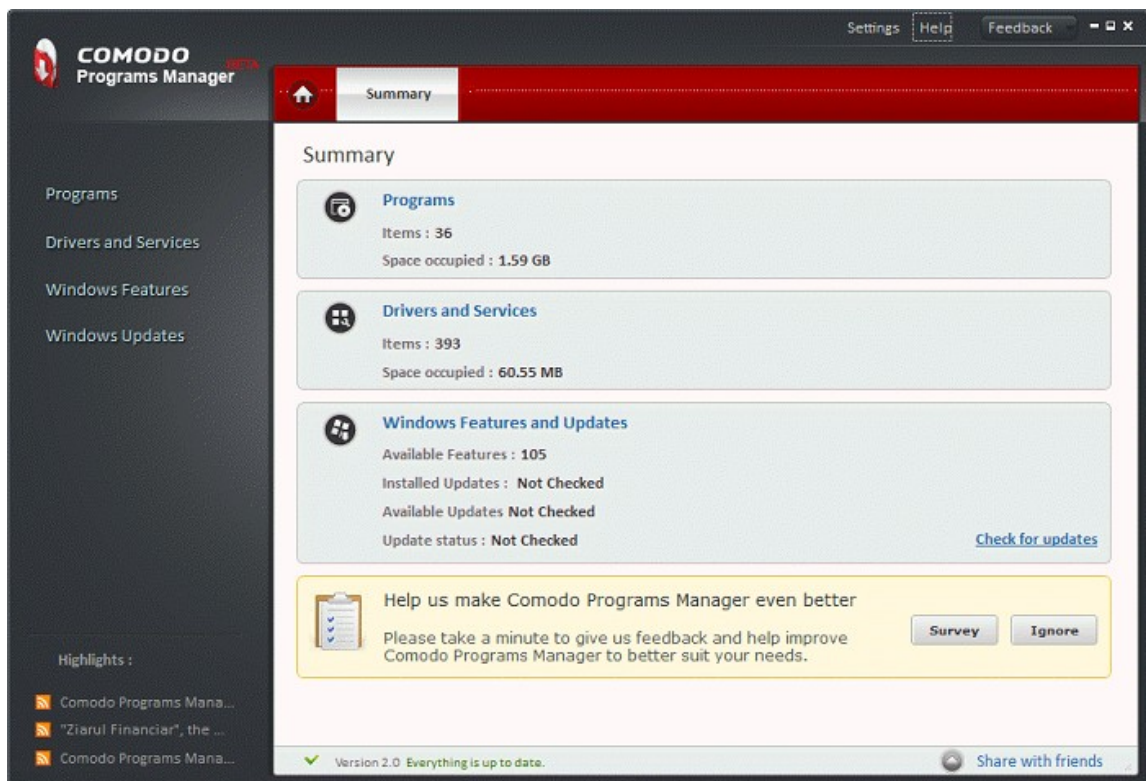
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1. Comodo Programs Manager - Introduction

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.
- **GeekBuddy** -Guidance on configuration and usage of GeekBuddy
- **Uninstalling Comodo Programs Manager** - A brief outline on uninstalling the application
- **Appendix 1** - 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.

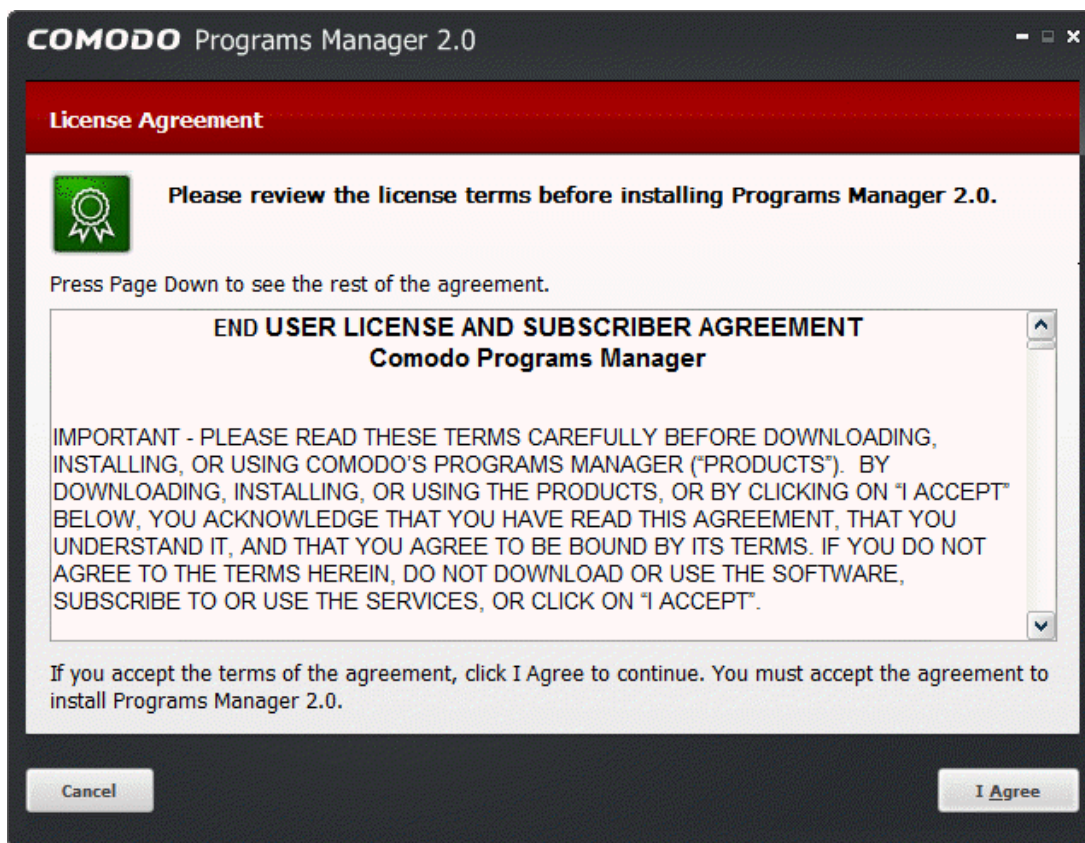
Step 1 - Choosing the Interface Language

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



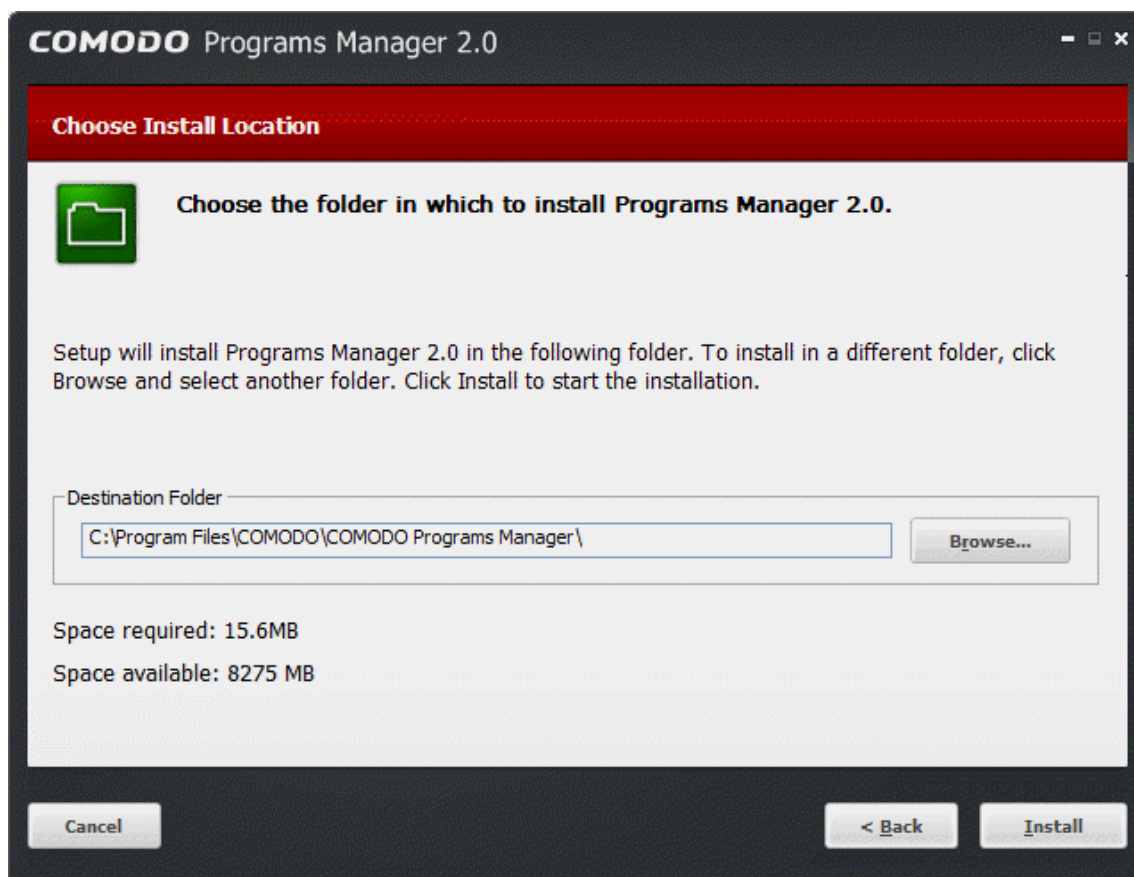
Step 2 - End-User License Agreement

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'.

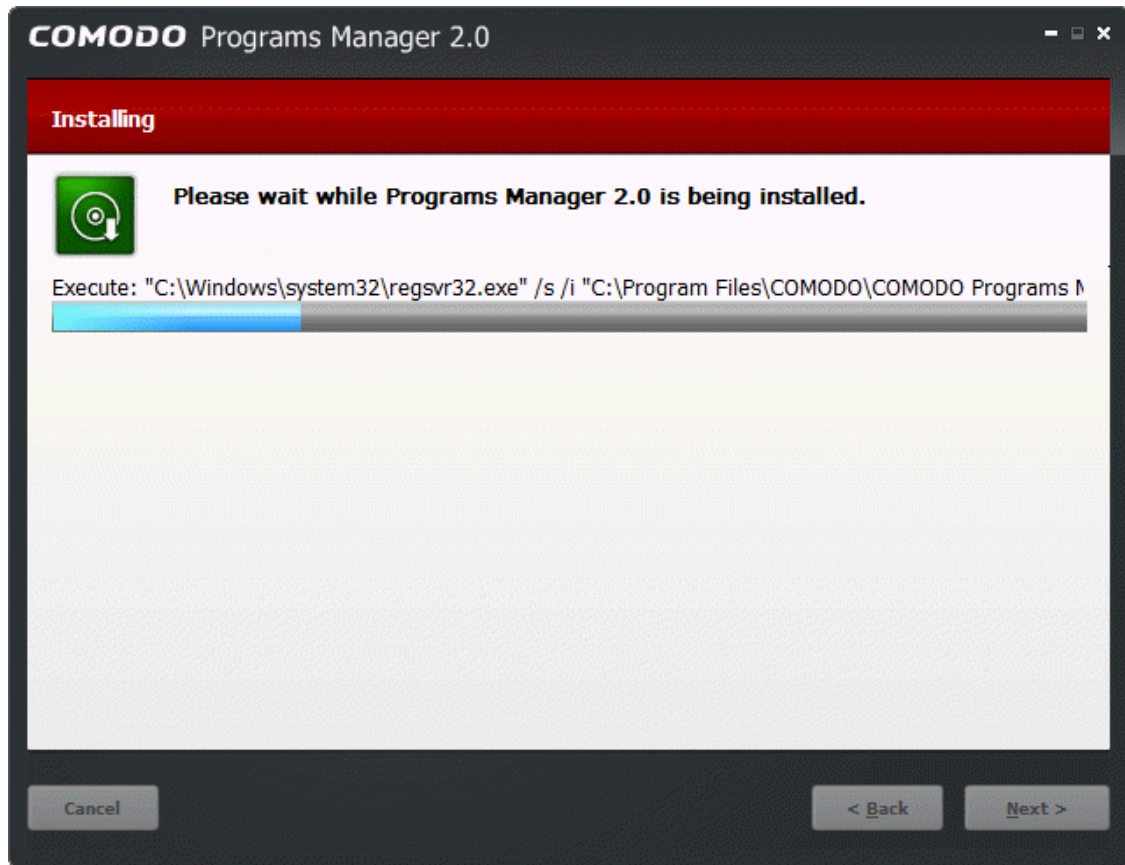
Step 3 - Select Destination Folder for Installation



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

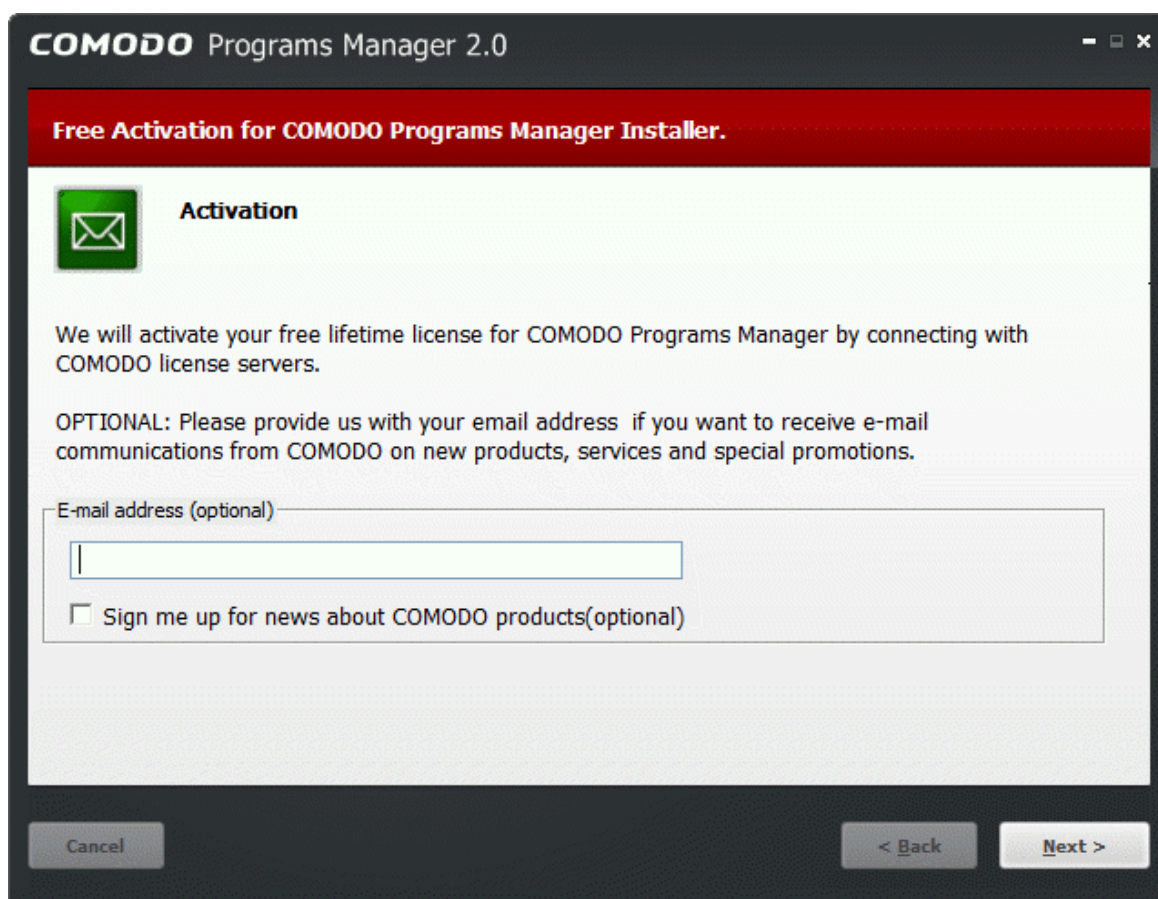
A setup status dialog box is displayed. You will see a progress bar indicating that the files are being installed.



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

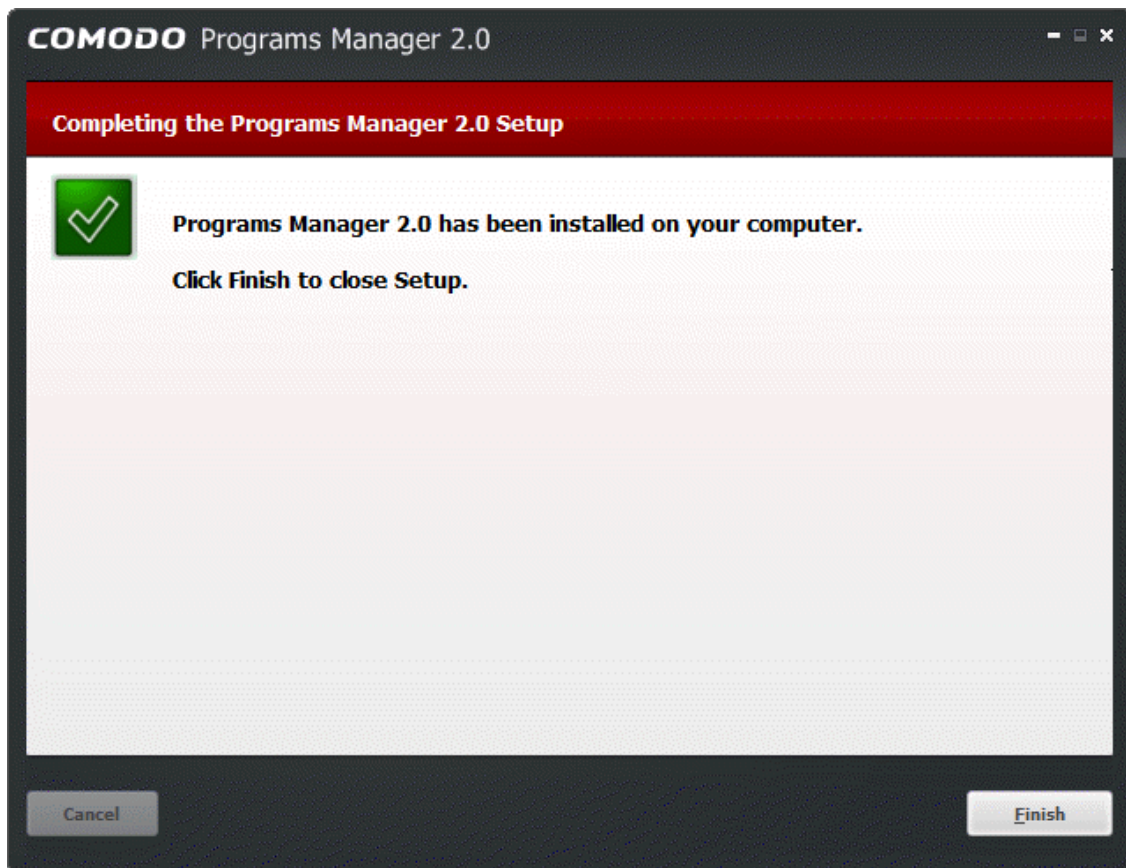
Step 5 - Product Activation

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.



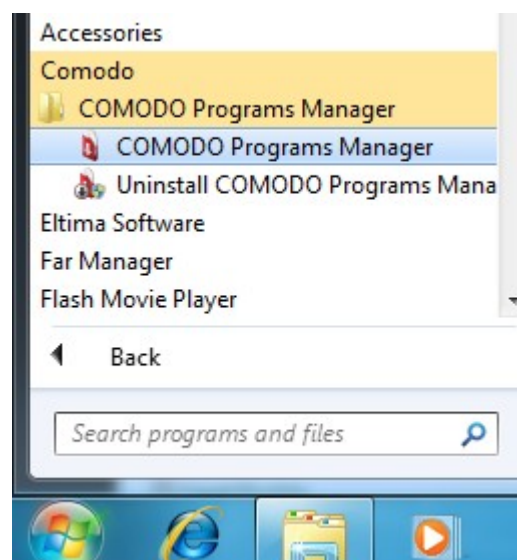
Your system will restart. After restarting, you can start the application from the Start Menu. See [Starting Comodo Programs Manager](#) for more details.

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.

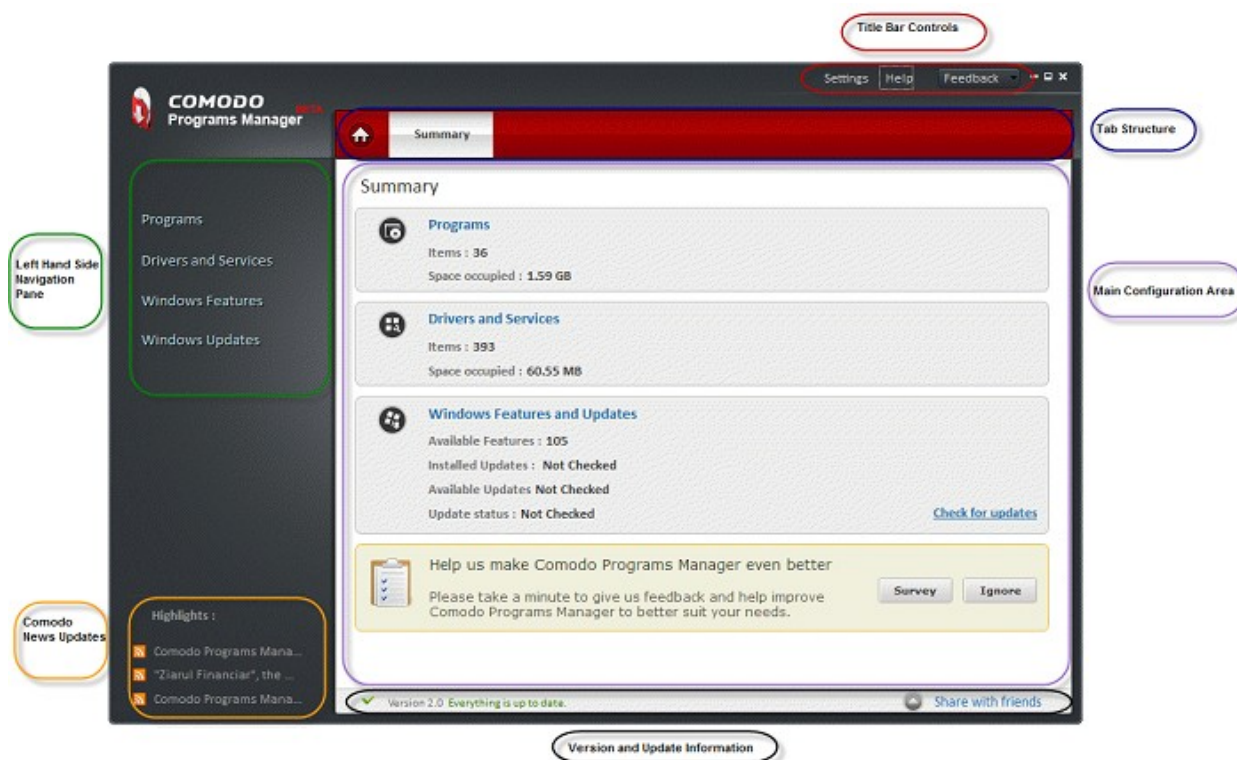


Desktop Shortcut

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 one persistent button:



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

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.

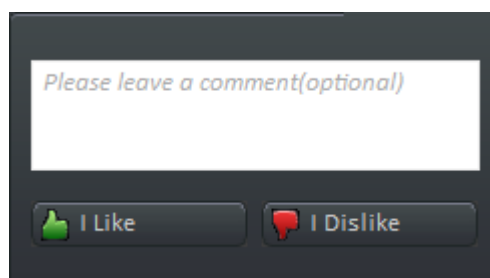
Note: The users are using Windows XP the Comodo Programs Manager interface will say 'Windows Components and Updates' instead of 'Windows Features and Updates'.

Title Bar Controls

- **Settings** - Enables the user to configure general program settings and settings related to any backups that are taken using the application.
- **Help** - Opens two options: the online help guide or GeekBuddy installation. The Comodo Programs Manager online 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.

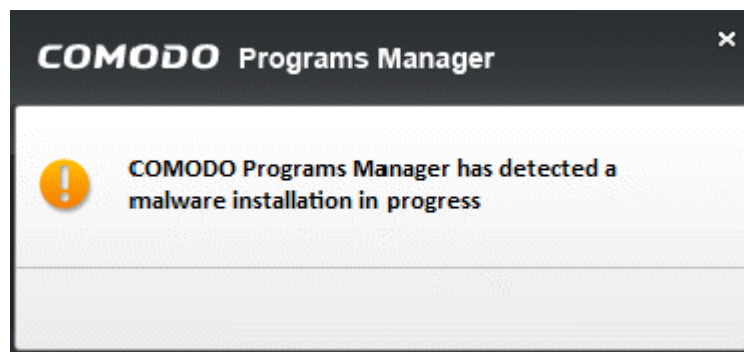
1.4.1. Summary

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.

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?

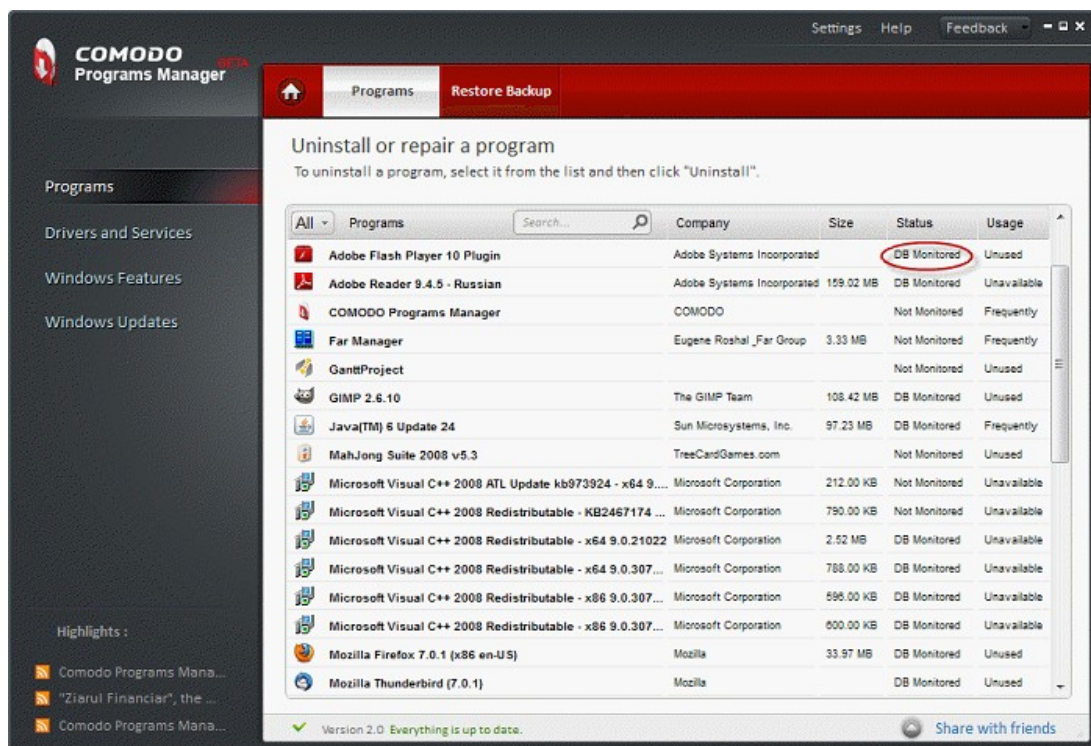
Program specific uninstallers can often leave behind a slew of unwanted files, folders, settings and registry keys on your system.

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**
 - **Context Menu**
 - **Repairing**
 - **Changing or Modifying**
- **Installable Package Module**
- **Restoring Backup of an Uninstalled Program**

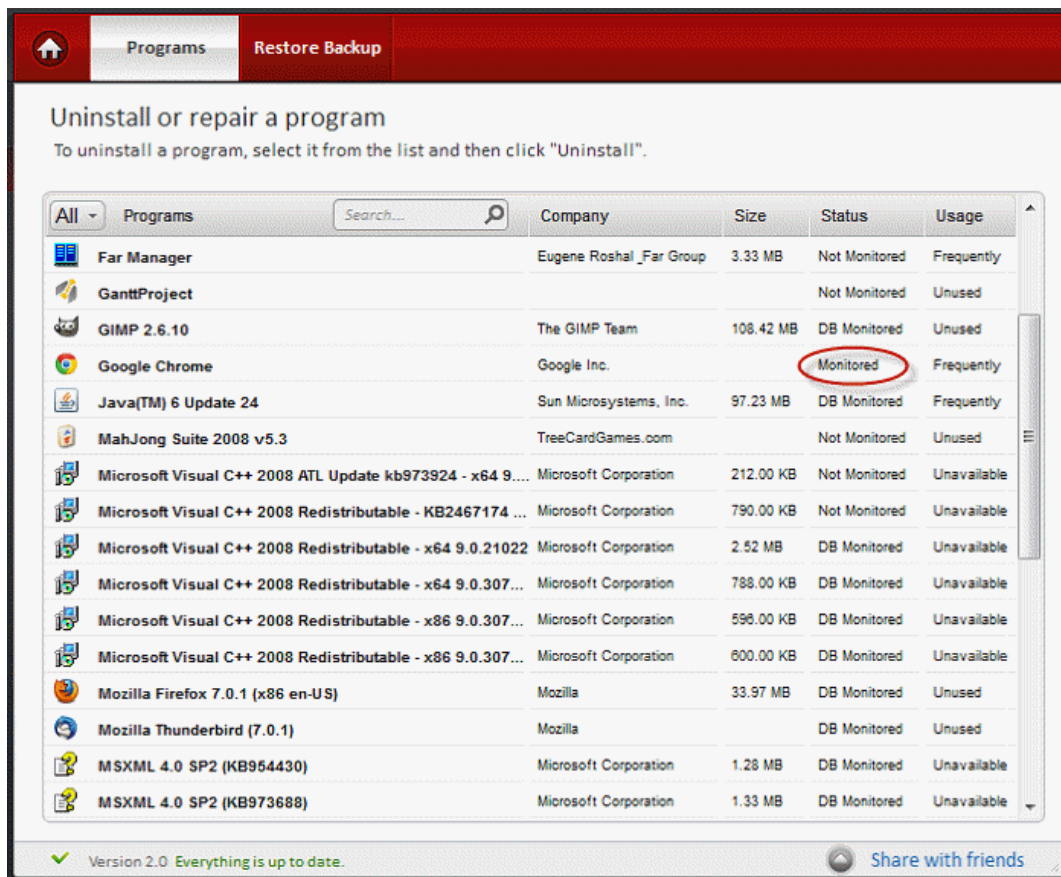
2.2. Uninstalling, Repairing and Changing an Application

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.



2.2.2. Uninstalling an Application

Comodo Programs Manager provides two main ways to uninstall an application – 'Complete' and 'Standard'. The 'Complete' method has three sub-categories, 'Monitored Uninstall', 'Data Base Monitored Uninstall' and 'Scanned Uninstall'.

- **Complete Uninstall** – Comprehensively removes all traces of an application by executing additional cleaning techniques in addition to the application's native installer. A 'Complete' uninstall can take one of the following forms:
 - 'Complete-Monitored' – The most thorough uninstall. Monitoring a program means that all changes that the software makes to your system are recorded by CPM so that they can be completely undone when you decide to uninstall. In order for an application to be monitored by CPM, the application must be installed after CPM was installed.

- 'Complete-Database Monitored' - If the application in question was installed before CPM, then CPM can uninstall using the applications native uninstall PLUS use information from the Comodo's uninstall database. This centralized database stores information about the installation paths and typical file/folder modifications of thousands of applications. This data can then be retrieved and used by other CPM users to completely remove that same application.
- 'Complete-Scanned' - This method will scan the users local system for certain pre-defined information (install location, registry entries, folders created) just prior to running the application's native uninstaller. Unlike the other two 'Complete' methods, a scanned uninstall can be run on any application. Scanning for changes before running the standard uninstall produces a more complete removal than the standard uninstall alone.
- **'Standard Uninstall'** - Uses only the program's native uninstaller to remove the application.

Users can specify which uninstall type they will wish to use for a particular program by selecting that program in the 'Programs' area then choosing the type in the drop down menu in the right-hand pane. This will not initiate the uninstall process but will set the default uninstallation method for this application. If the default uninstall method is not available at the time of uninstallation then the 'next best' is automatically chosen. The order is 'Complete Monitored' followed by 'Complete-Database Monitored' followed by 'Complete-Scanned' followed by 'Standard'. To initiate the actual uninstall, simply click the 'Uninstall' button again.

To uninstall an application

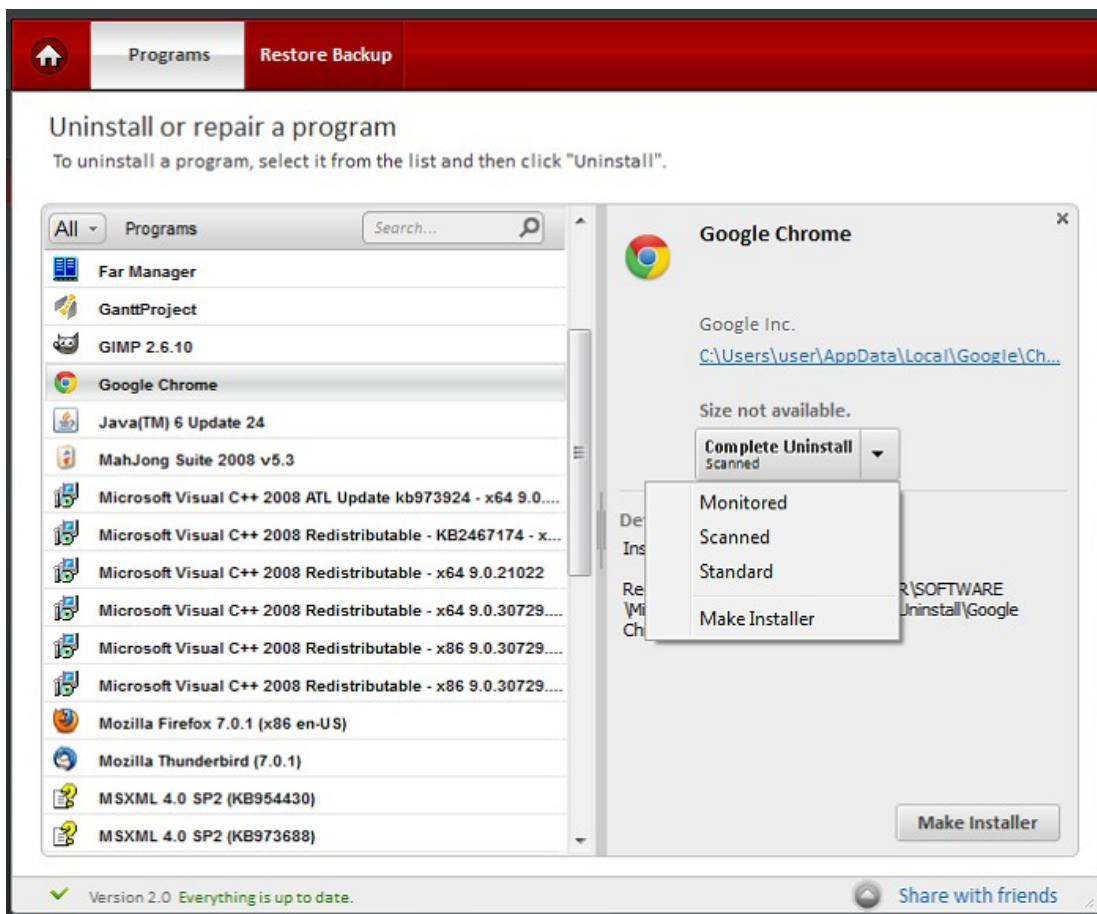
- Click the 'Programs' link on the left-hand side navigation.
- All the applications in the system will be displayed on the right-hand side of the main configuration area.
- Select the program that is to be uninstalled.

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

Tip: You can also uninstall using CPM by right clicking on any application shortcut or the application's name in the 'Start' menu. [Click here](#) to read more.

- An option to uninstall the selected program by using 'Complete Uninstall'.
- Right clicking to the Uninstall button offers you to choose the type of uninstallation process.

Tip: An application can be uninstalled using the scan uninstall method by selecting the 'Scanned' uninstall method from the drop-down menu next to the 'Uninstall' button. In case it isn't already set as default for the application.



Note: If the default uninstall method is not available for one of the other applications then the best alternative method will be selected.

- 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.

- If the status of the selected program is 'Monitored', both the 'Complete uninstall' and 'Make Installer' buttons will be enabled.

Note: The "Make installer" button is enabled only for the applications that are monitored, the ones that are installed after the CPM installation.

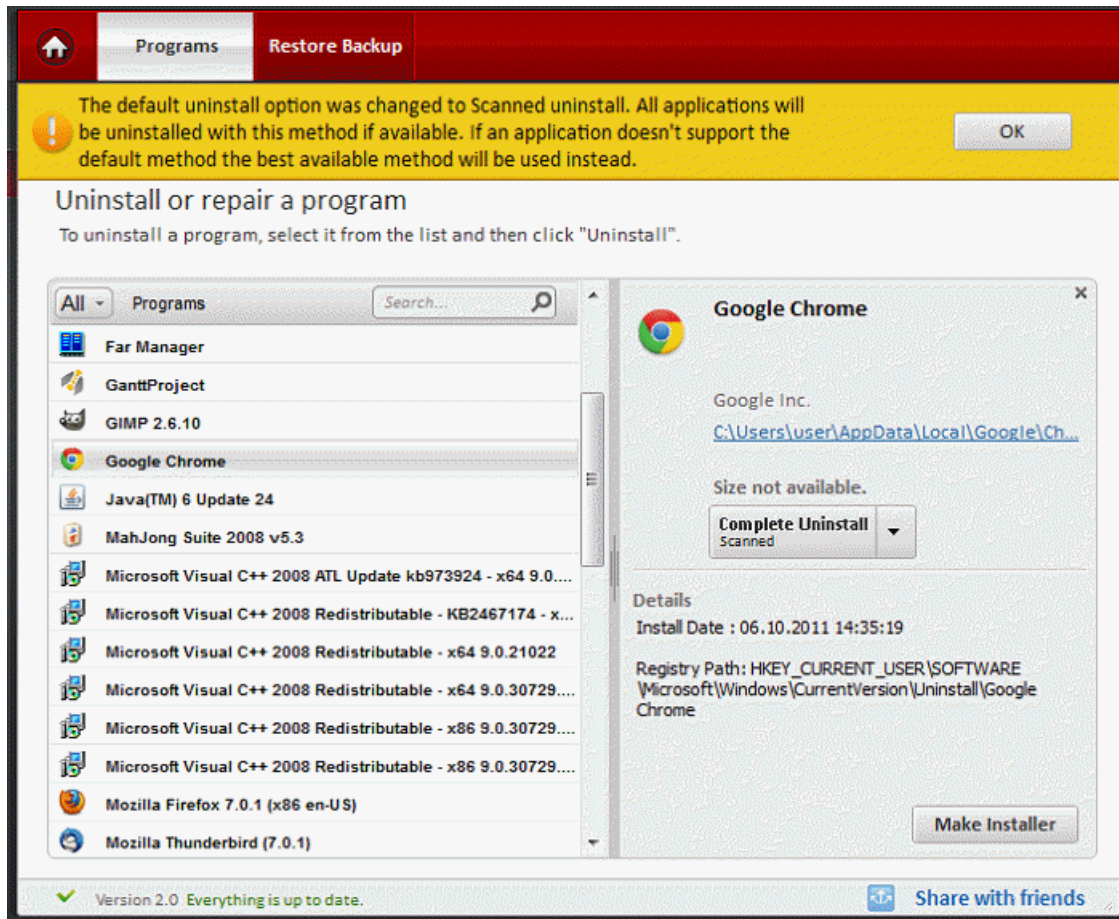
- In the right side of the configuration pane, the 'Uninstall' button is enabled

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

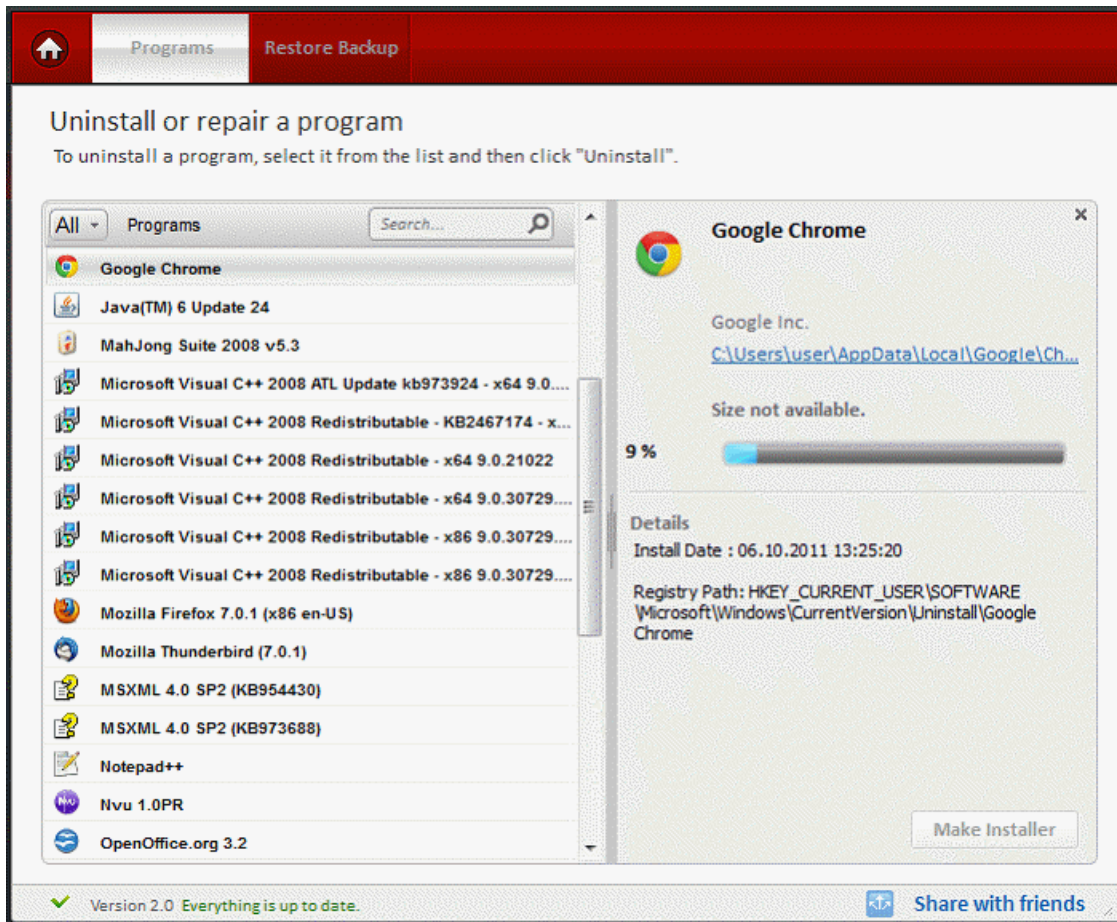
- An option to uninstall the selected program by using 'Complete uninstall'.

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

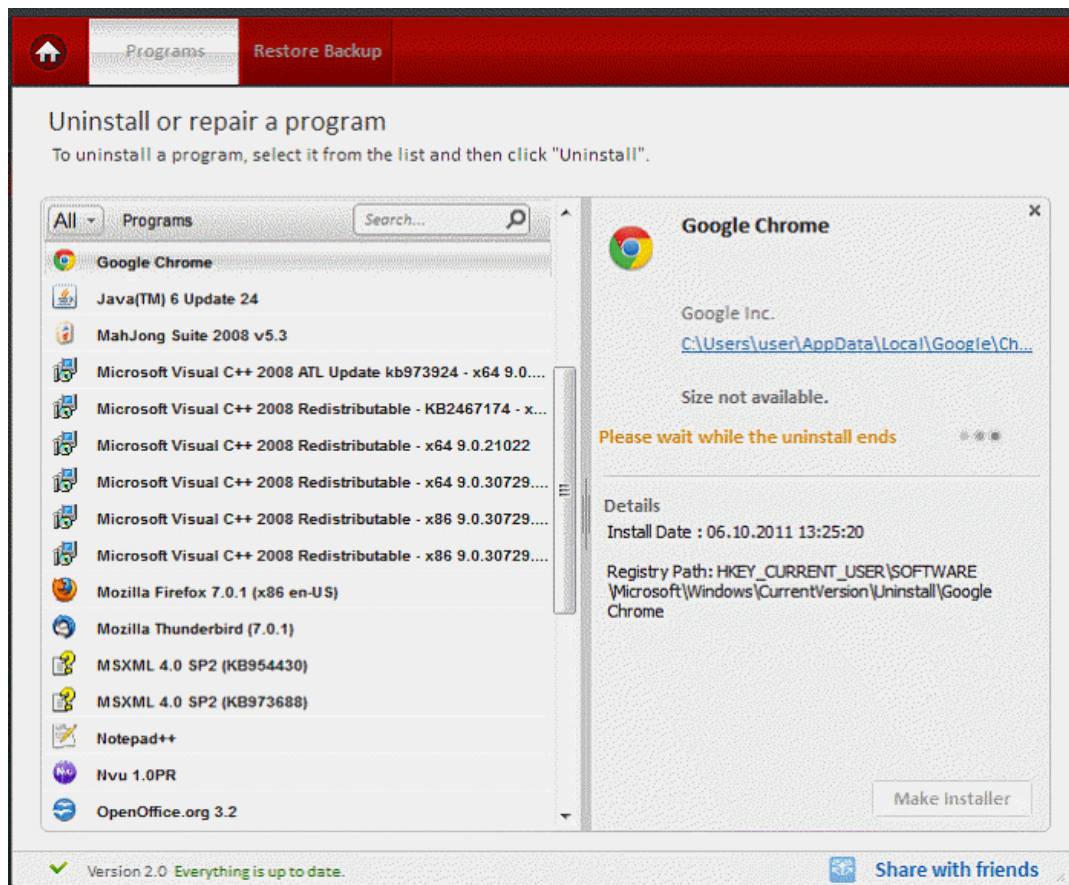
- A yellow message bar is displayed, informing the user that the default uninstall method has been changed.



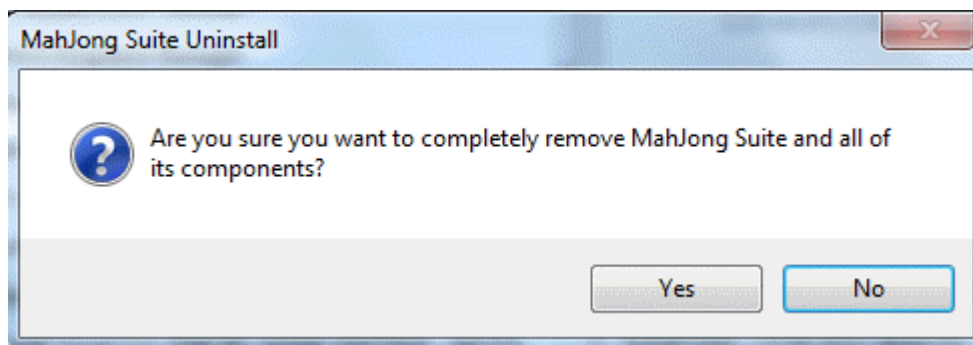
- Click 'Ok' to confirm your choice.
- Click the 'Uninstall' button again to start the uninstall process for the selected application.



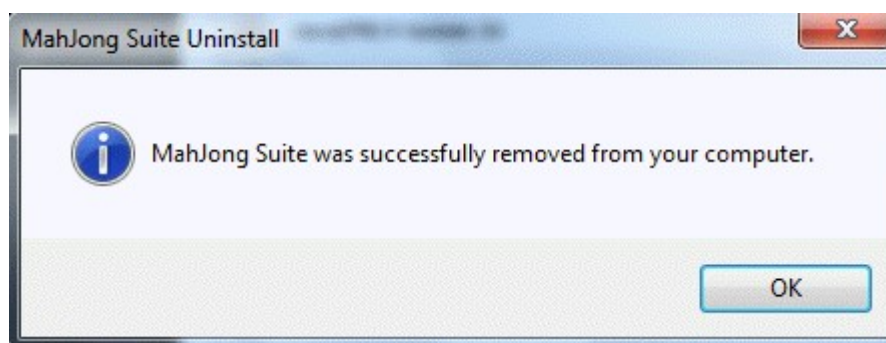
- Please wait till the process ends.



- Click 'Yes' to uninstall the application.



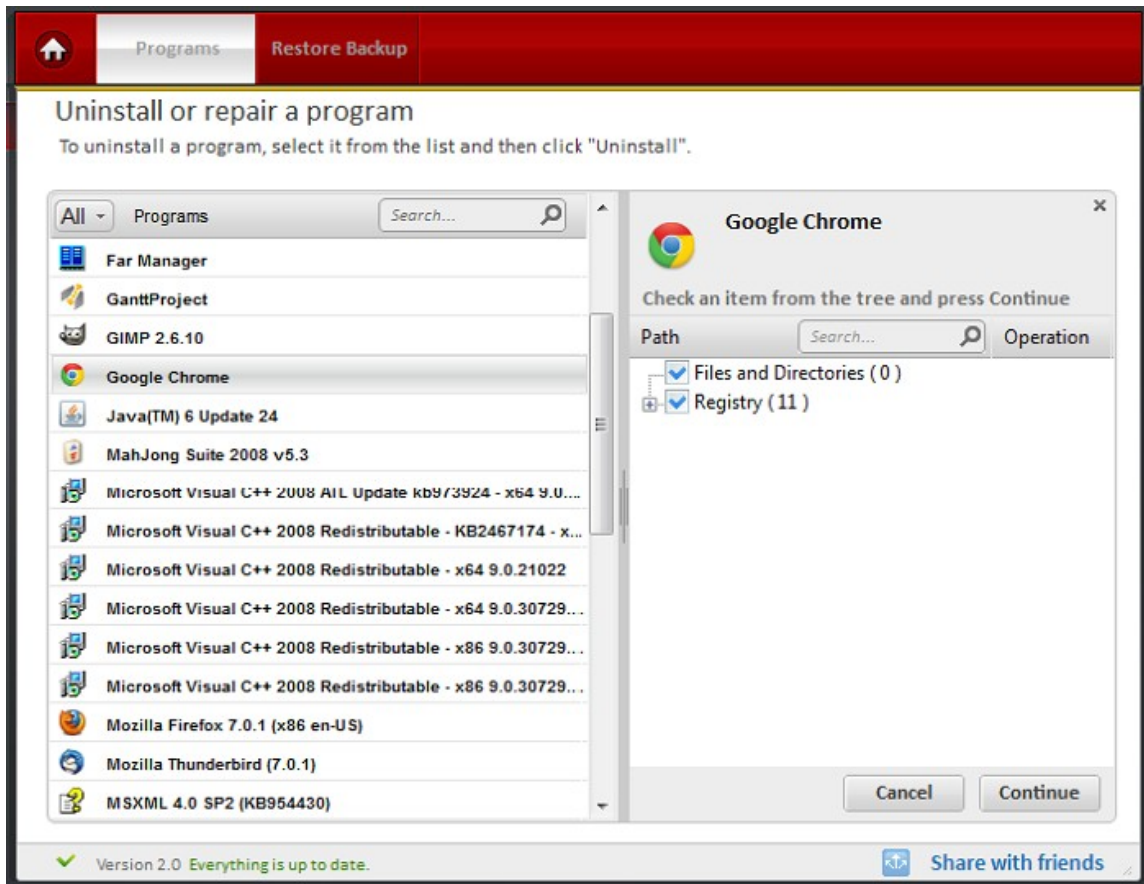
- The successfully removed message will be displayed.



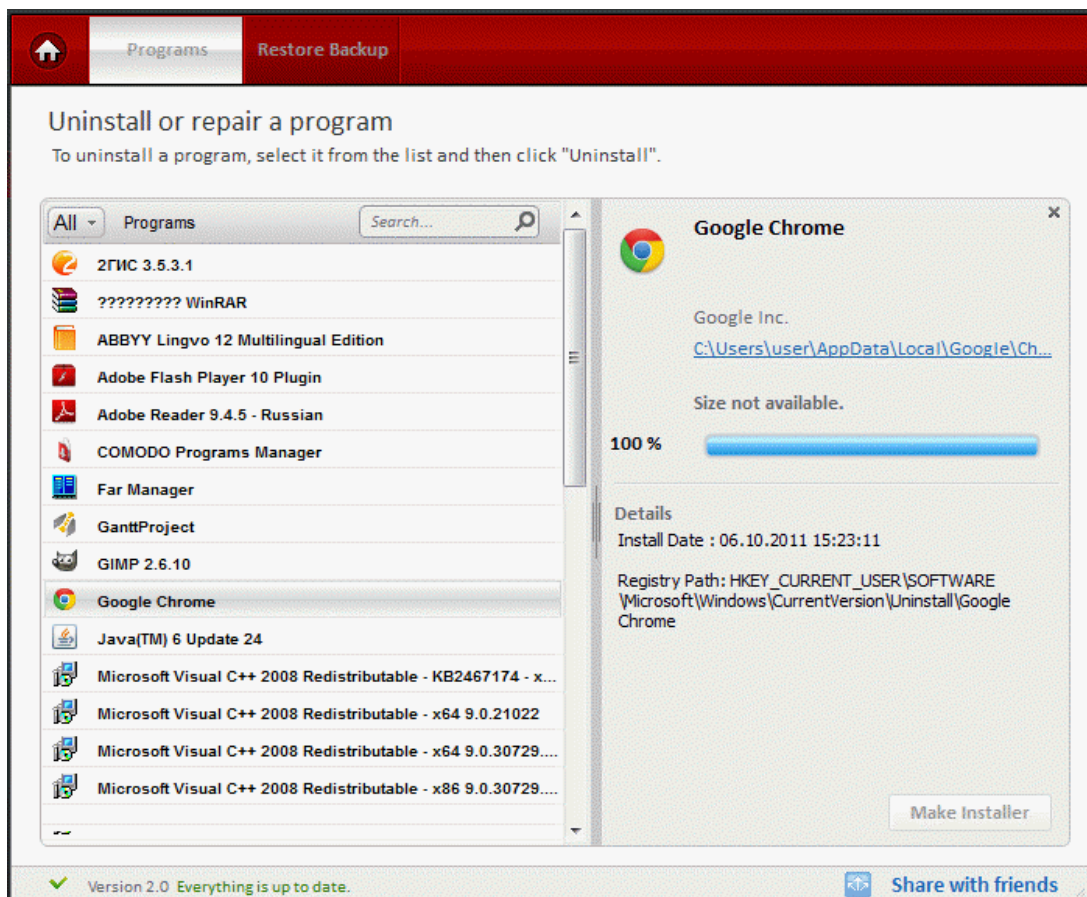
- Then you will be asked about backups. To take its enabled please click 'Yes' button.



- 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.

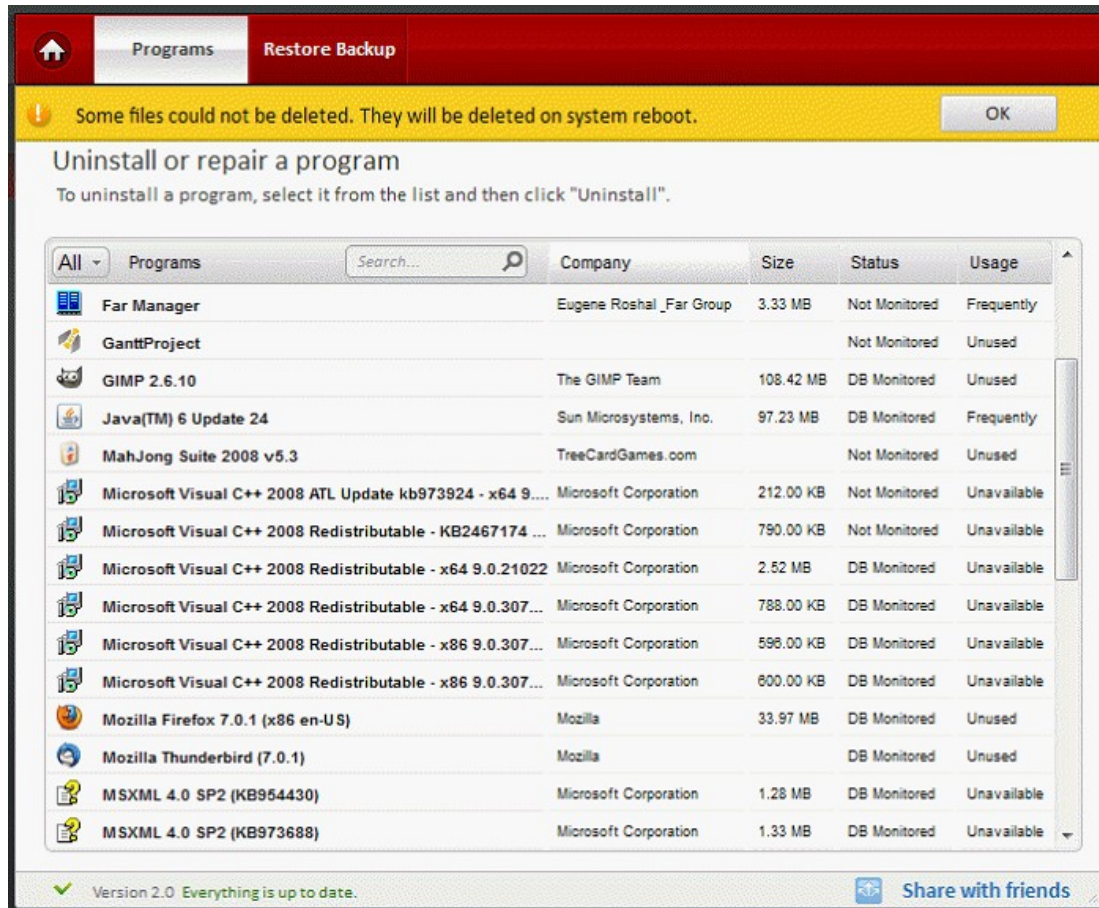


- Click 'Continue' button to complete the uninstallation.



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

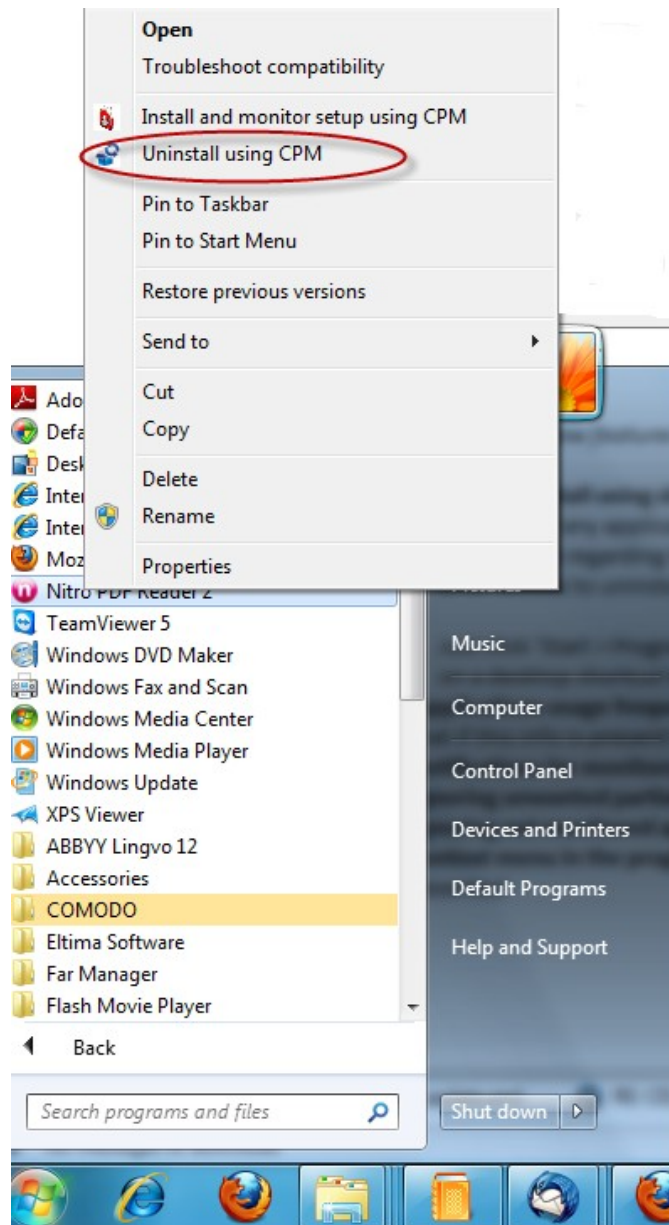
In some cases, some of the files associated with the uninstalled application will not be deleted until you next restart your computer. See the screenshot below:



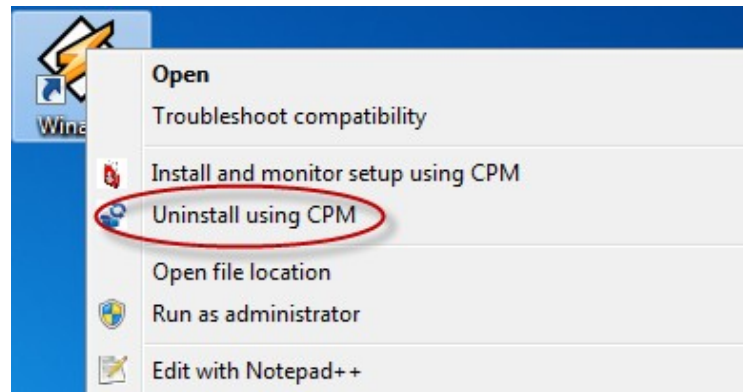
- Click 'OK' to complete.

Comodo Programs Manager inserts an uninstall option in the shell menu for every application executable or shortcut. This allows the fast uninstall of any application without having to start the CPM GUI. When using this option, 'CPMUninstaller.exe' is launched. The application then collects all the information regarding the application, uses the executable file path to make an association with an existing installed application and then follows the same steps CPM follows to uninstall the application.

- Click Start > Programs > Right-click on a program and the option to uninstall using CPM should be visible.

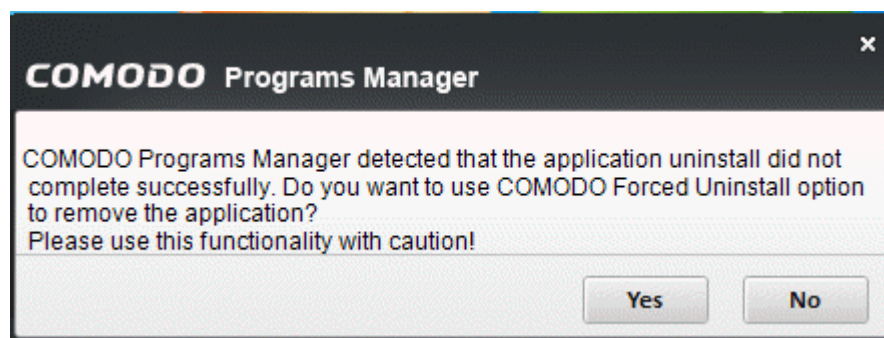


- Alternatively, Right- click on a desktop shortcut to a program.



Ignoring not monitored applications with broken uninstaller

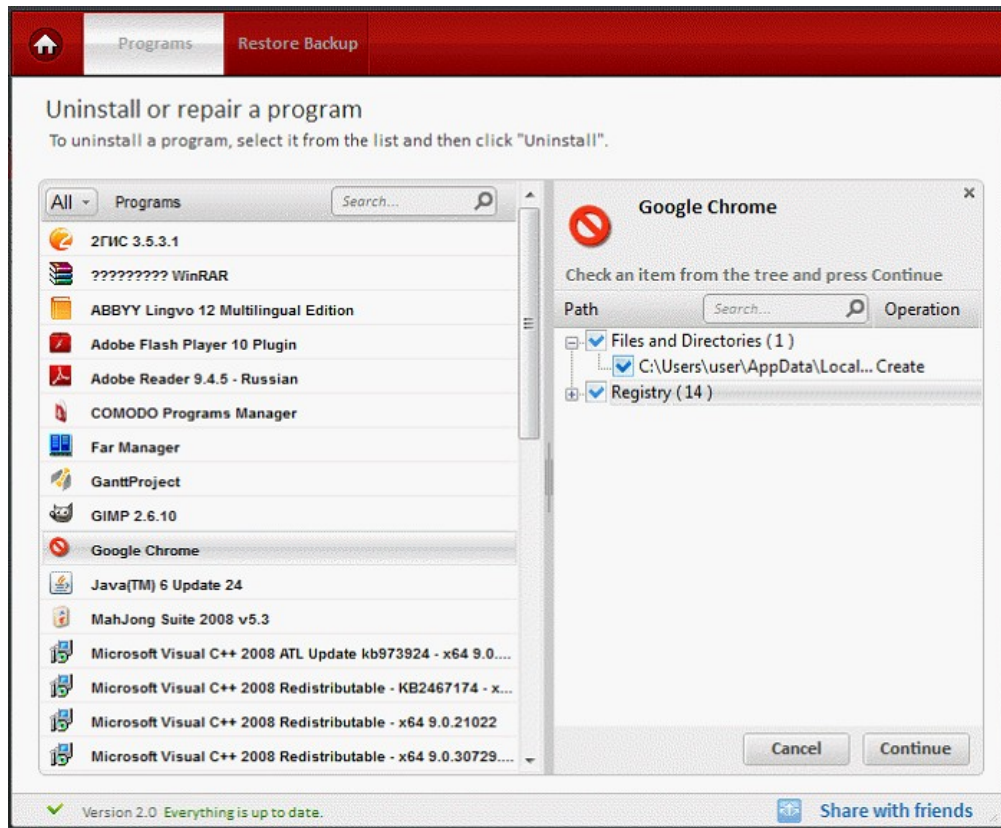
If a problem occurs when uninstalling a not monitored application (the uninstalling process ends with an error) the application may be left in a partially installed state: some application files were left behind but the application won't work and there may be no way to repair or successfully uninstall the application. This is why whenever a uninstall process ends with error a message window appears asking the user if he wants to remove the application uninstall registry. In this case the application information will be removed from the registry and the application will not appear anywhere in the CPM application list or in Windows Programs and Features list. Every other remaining files and registry keys will not be deleted.



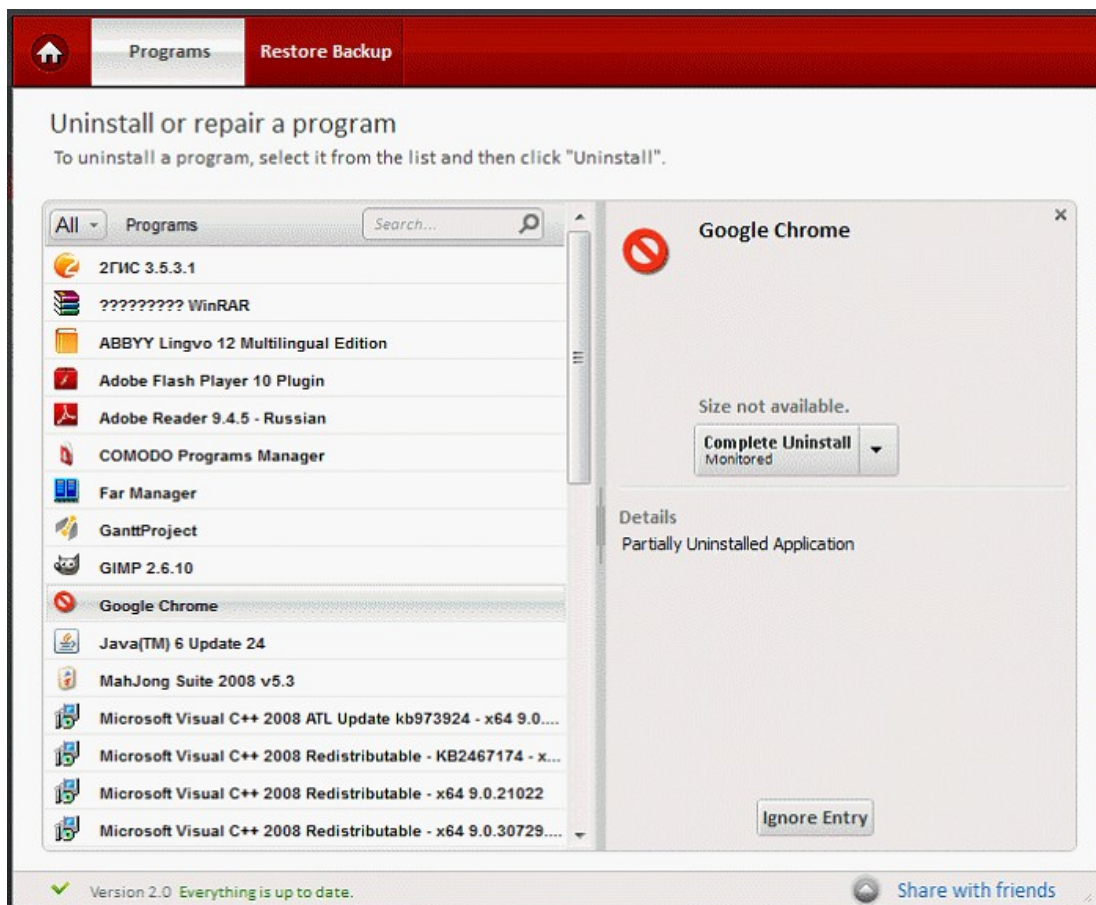
2.2.2.1. Ignoring Unwanted Partially Uninstalled Applications

Sometimes a user may want to leave some application files behind when uninstalling an application. If this is the case, then files that are unchecked from the uninstall tree will not be deleted. However, after the uninstall ends, the application will still appear in the application list as a 'partially uninstalled' application. This may be confusing to some users so there is now an option to ignore this kind of application. All partially uninstalled applications have an 'Ignore Entry' button used to remove all monitoring information regarding the application. This option will only remove the products listing as a 'Partially Uninstalled Application' - all the remaining files and registry entries created will be left untouched.

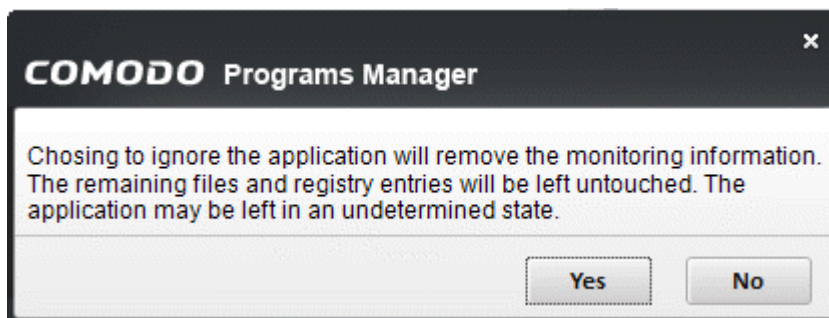
- Select the program file you want to leave.
- Click the '**Complete Uninstall Monitored**' button.
- The windows installer will be displayed.
- Wait till loading application file list.
- Uncheck the files and the keys that you want to leave.



- Click 'Continue' to resume the process.



- Click 'Ignore Entry' to complete partial uninstalled application.

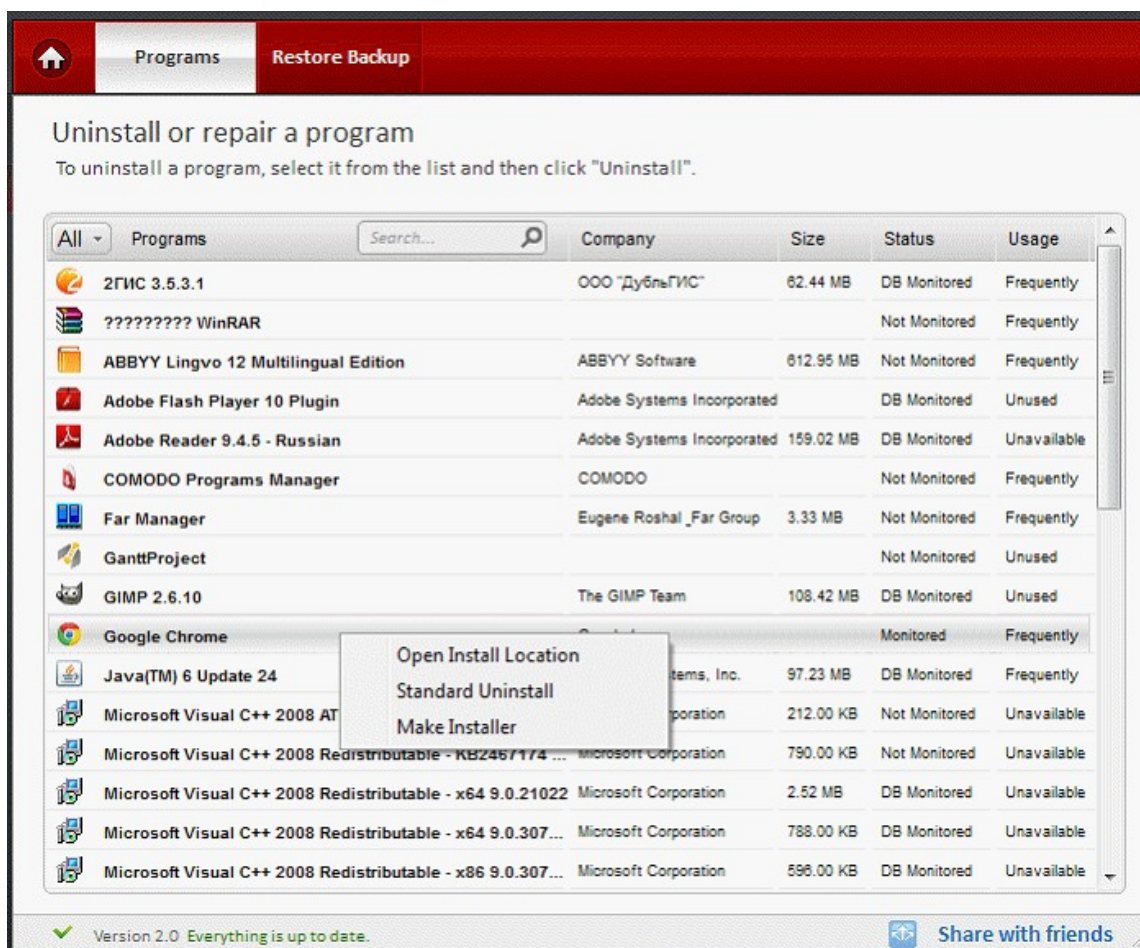


- Click 'Yes' to confirm the status.

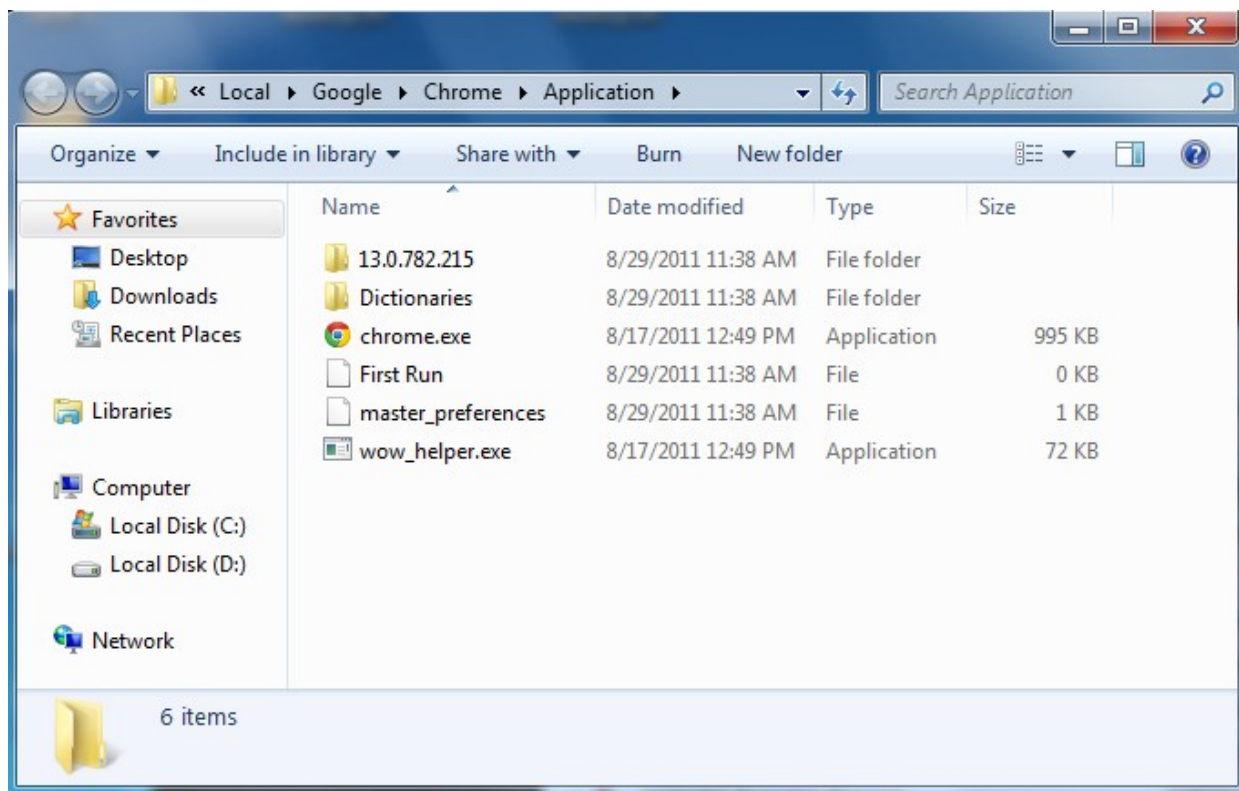
2.2.3. Context Menu In The Programs List

A quick way to access important CPM functionality is to right click on an application's name in the 'Programs' list. The context sensitive menu contains actions corresponding to the application (the same actions that appear in the details panel).

Comodo Programs Manager offers a user see a different **set of options** in the context menu depending on which application is selected.

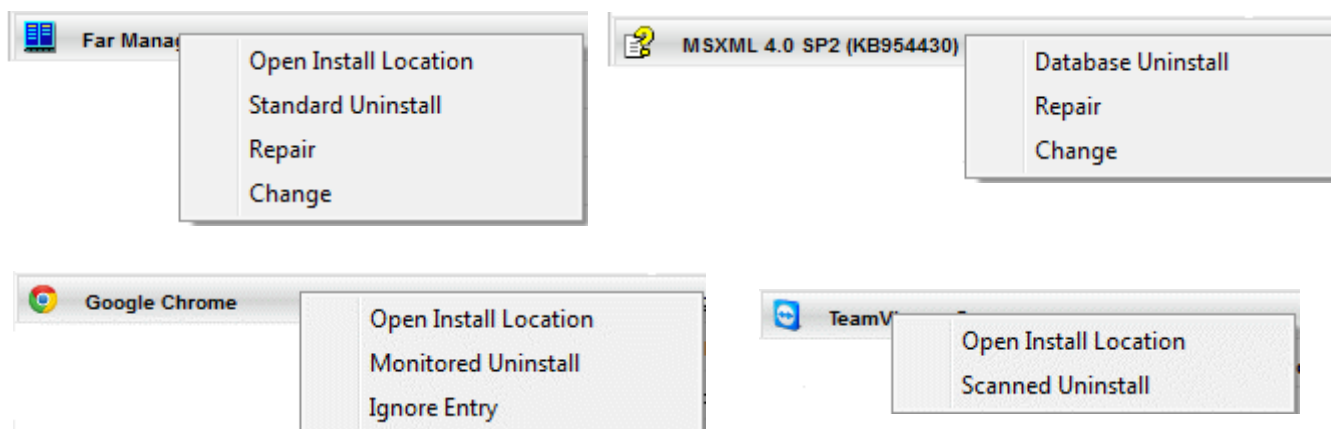


- Open Install Location - Will open Windows Explorer at the application's installation folder.



- Complete Uninstall - Launches **complete uninstallation** process.
- Standard Uninstall -Starts the **uninstallation** process.
- Make Installer - Creates a **self-extracting installation package** of a monitored program. Once created, users can quickly install (or re-install) the program by double clicking the .exe file. All custom, user-defined settings will also be installed.

These images below are demonstrate available options in the context menu.



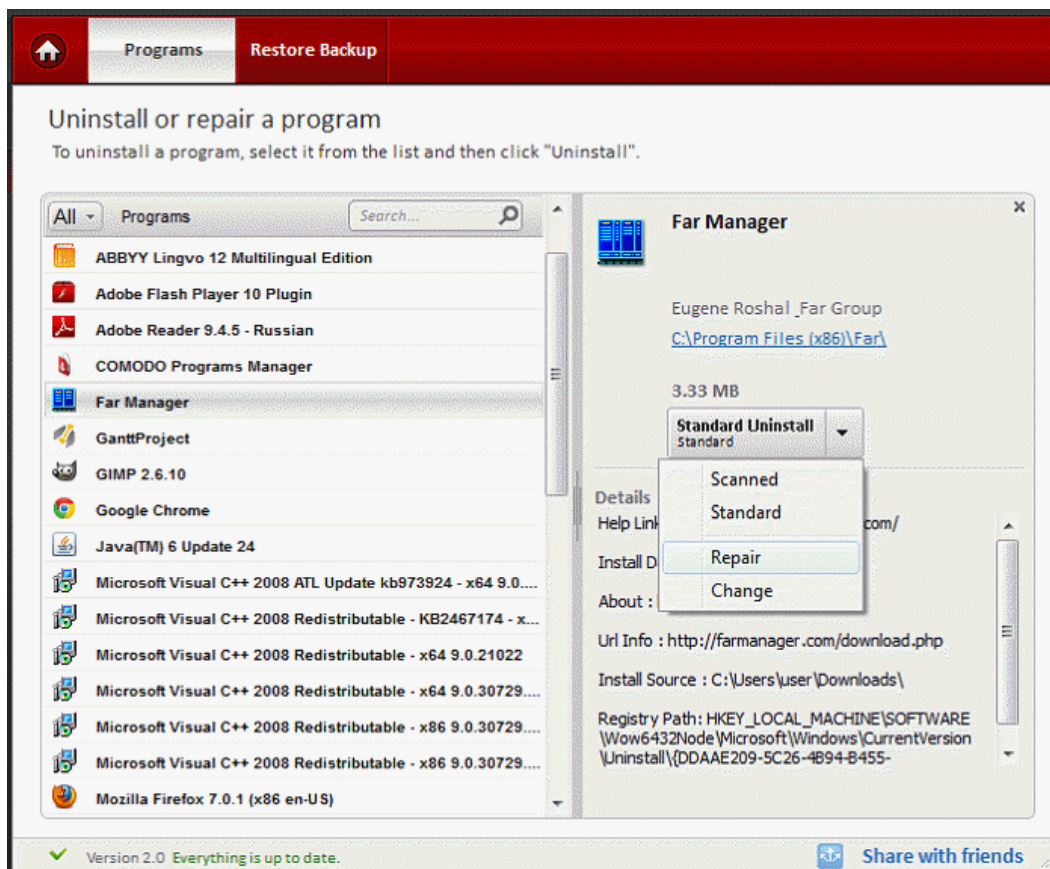
- Repair - Allows you to **repair** an application in case if it is corrupted or not work properly.
- Change - Allows you to repair/remove an application from the computer, **change** the way an applications are installed onto your computer.
- Database Uninstall - Removes an application using the native uninstaller and an information stored on Comodo's online **database**.
- **Scanned Uninstall** - Removes an application using the native uninstaller and all the disks and registry entries found, will be marked for deletion.
- Ignore entry - This option is available for the **partially uninstalled applications**.

2.2.4. Repairing an Application

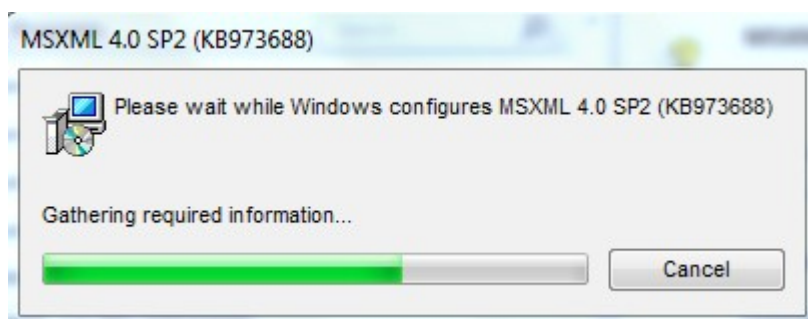
An application in the system may not function to its full potential or not work at all if some of the registry keys or its components become corrupted. Comodo Programs Manager allows you to repair the application.

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.



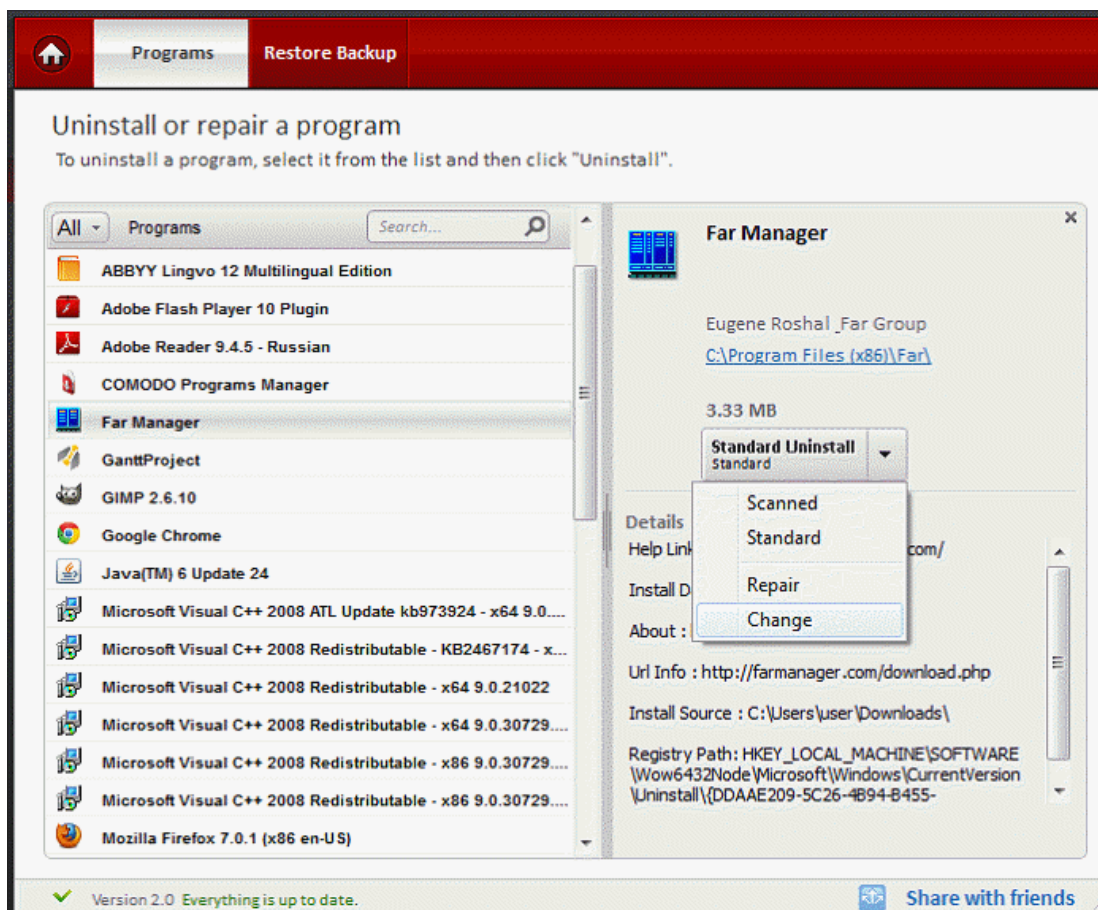
- The progress of the repair will be displayed.
- The repair of the application will be completed.

2.2.5. 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.

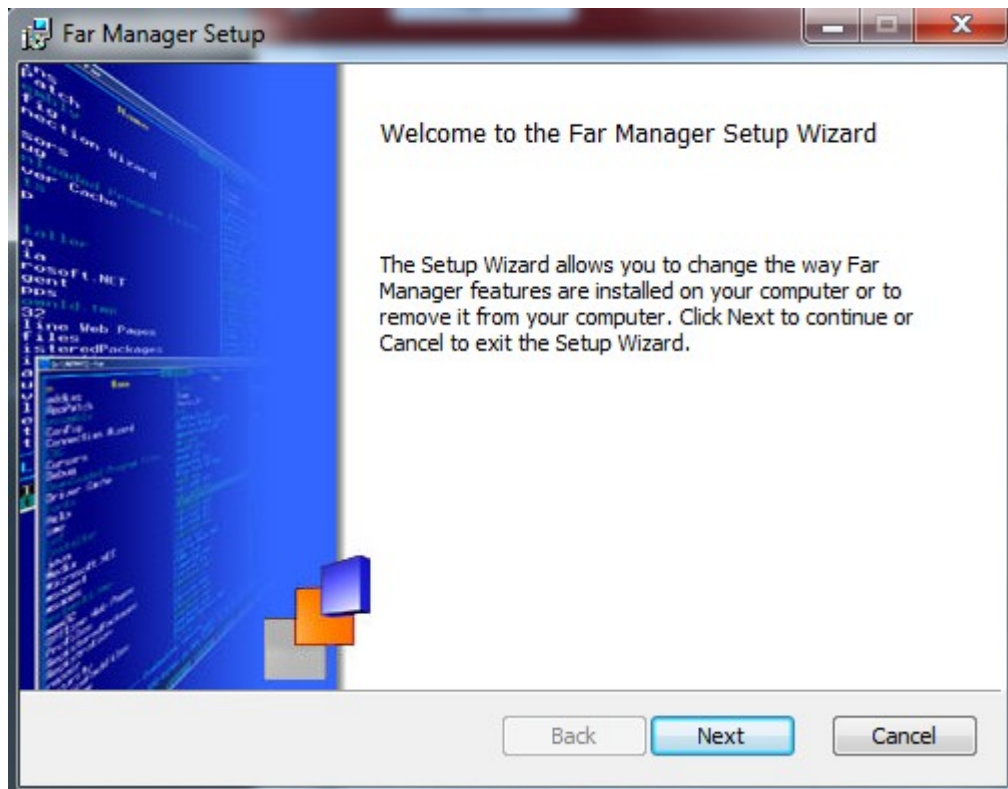
To change/modify a program

- 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.

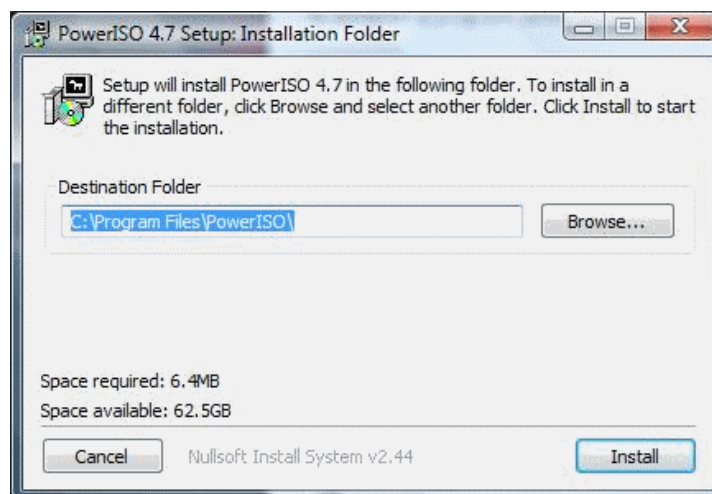


Tip: You can select multiple applications to be repaired or modified at once. Hold down the 'Shift' key to select more than one application.

- Click the 'Change' button.



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



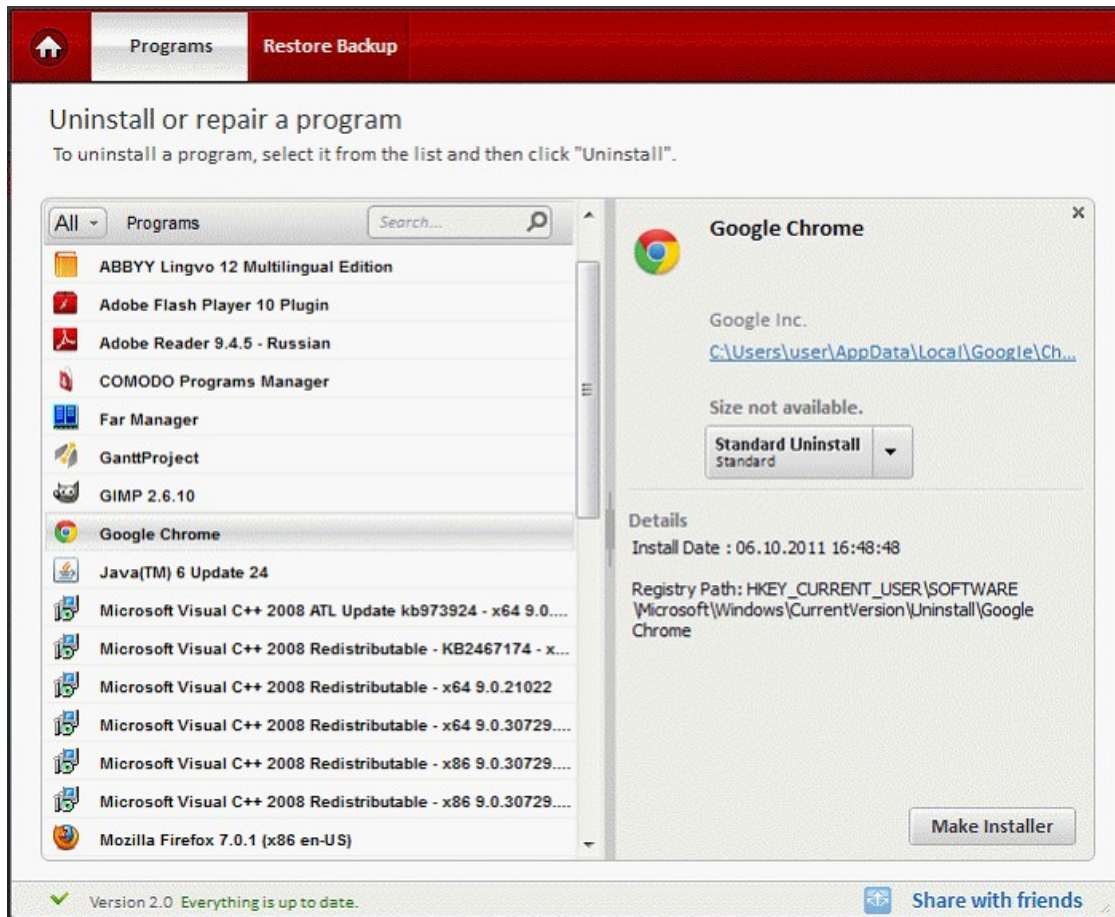
2.3. Installable Package Module

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:

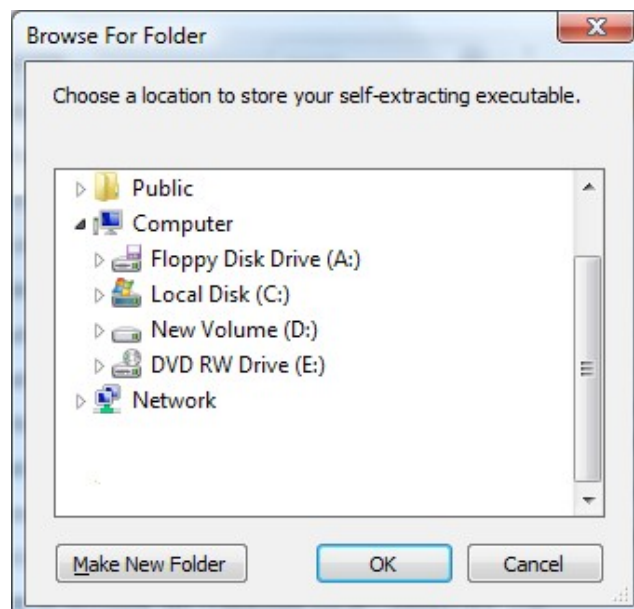
- [Creating a self-extractor package](#)
- [Restoring an application from a self-extractor package](#)

To create a self-extractor package

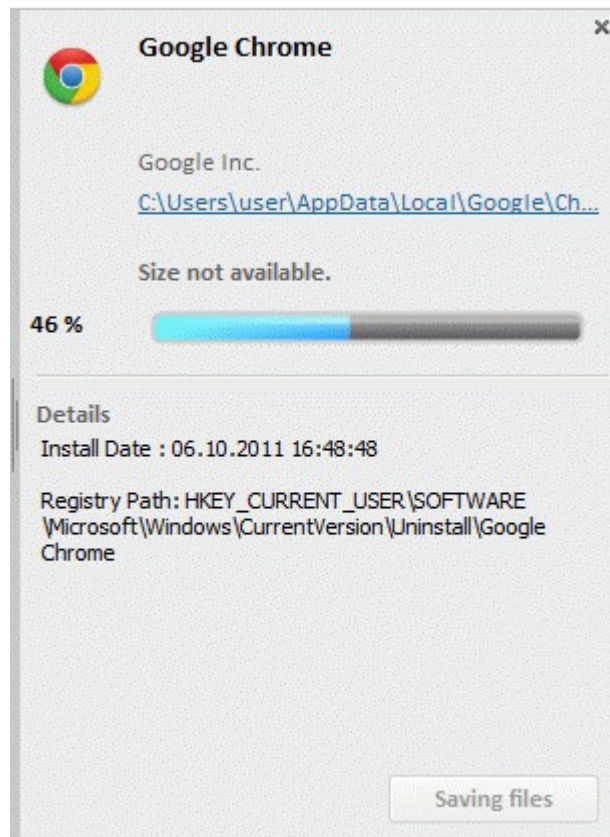
- Click the 'Programs' link on the left side navigation.
- All the applications in your system will be displayed on the right-hand side of the main configuration area.
- Select the monitored application that has to be extracted.



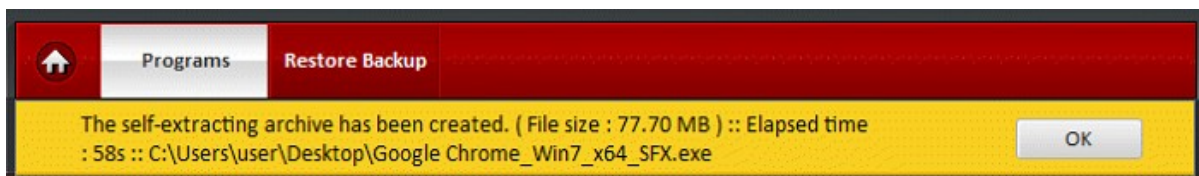
- The 'Make Installer' and 'Uninstall' buttons will be enabled.
- Click 'Make Installer' button.



- 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.

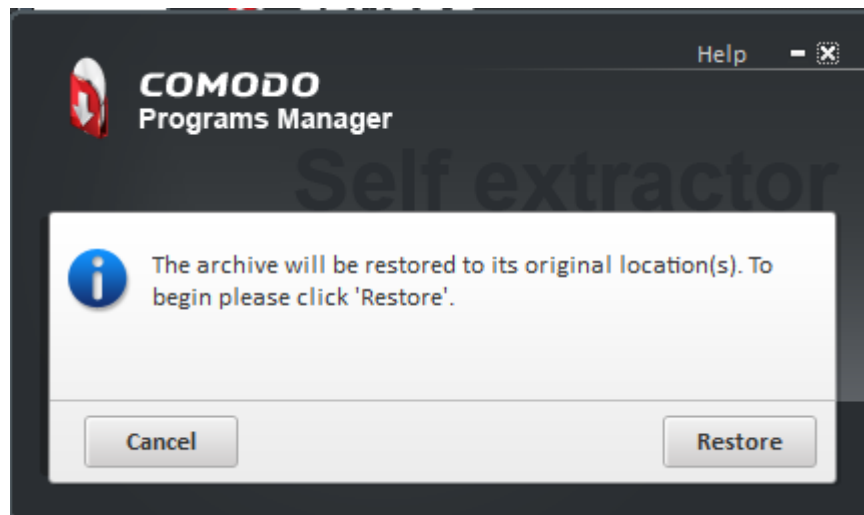


- The self-extracting archive has been created in the selected folder.



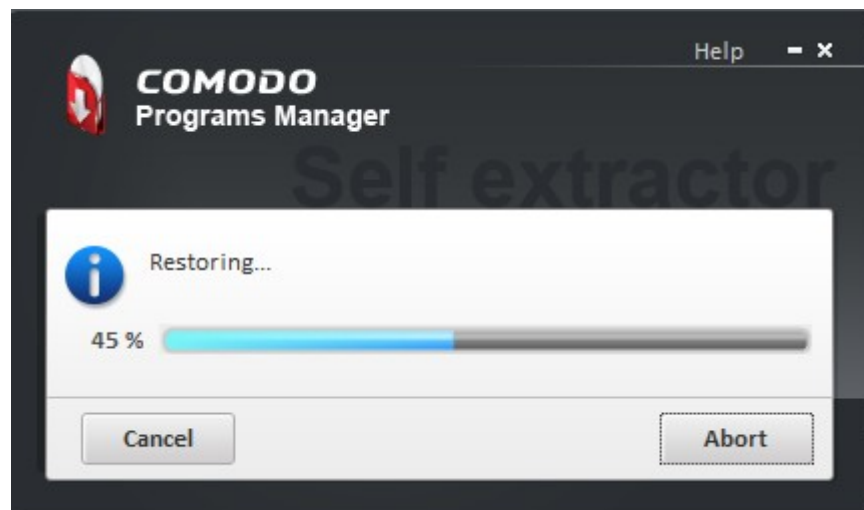
To restore an application from the self-extractor package

- Double-click the self-extractor package file.



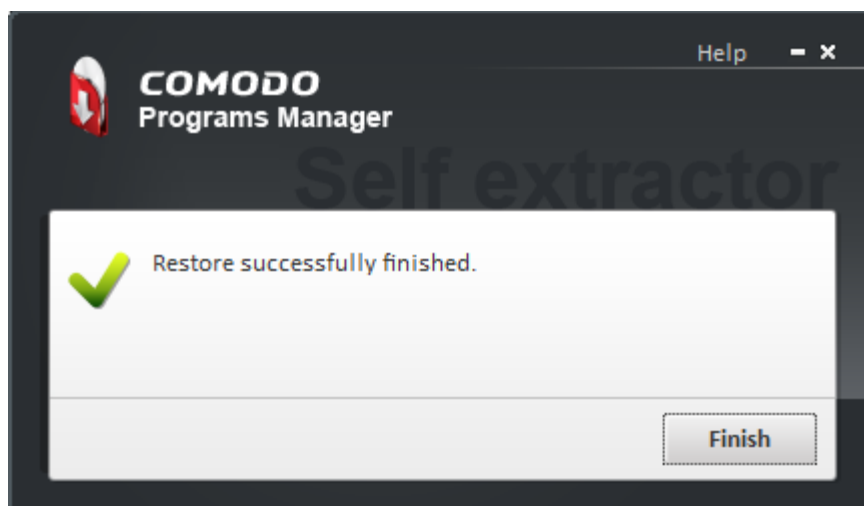
The Restore dialog box will be displayed.

- 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.

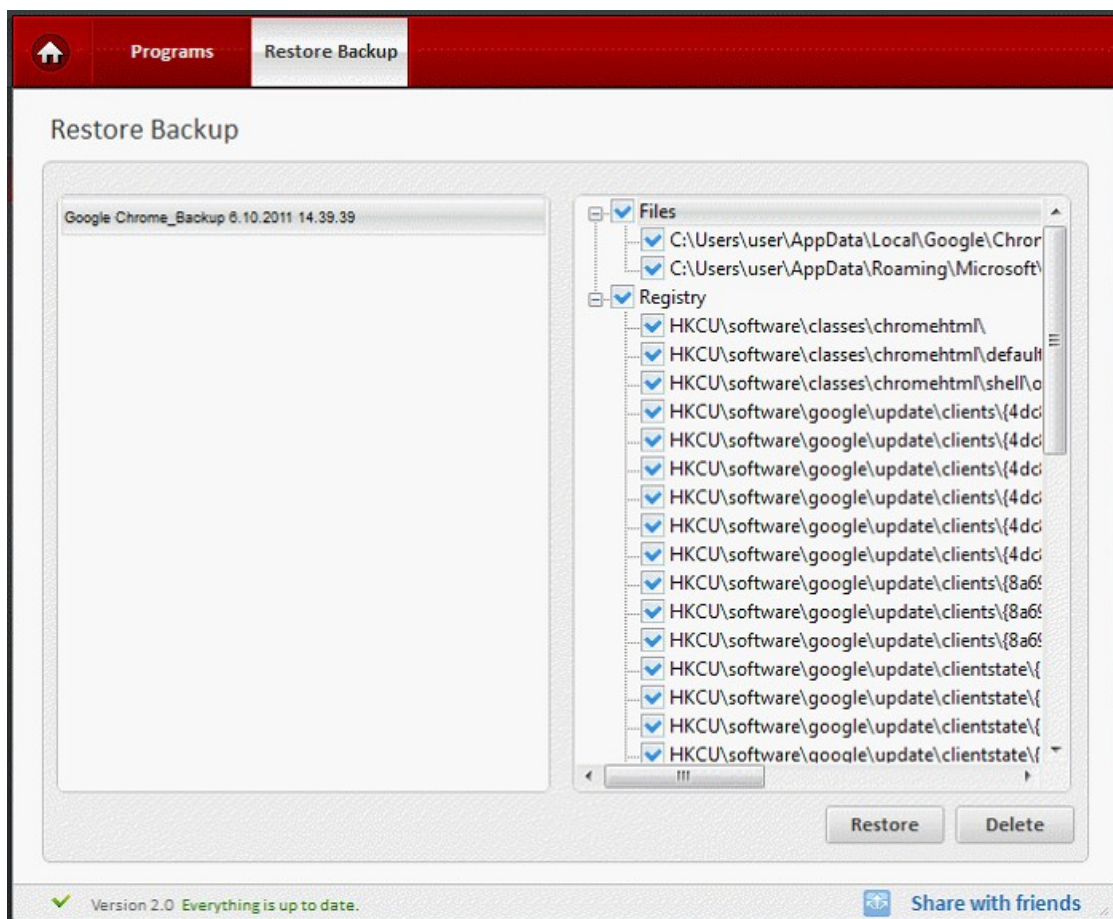
2.4. Restoring Backup of an Uninstalled Program

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.

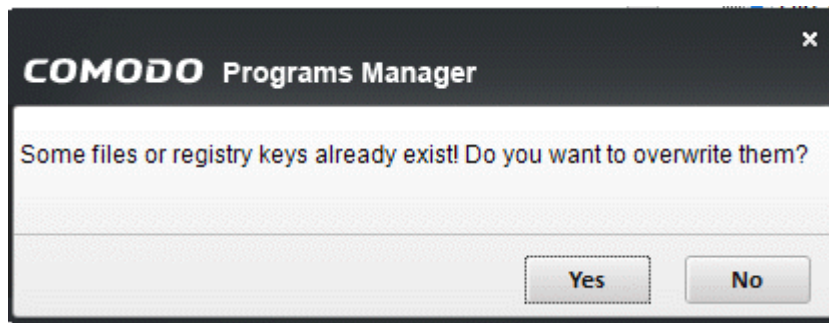
Note: 'Make Backup' should be selected in the 'Settings' button for creating a backup. [Click here](#) to know more about 'Settings'.

To restore a backup of a program

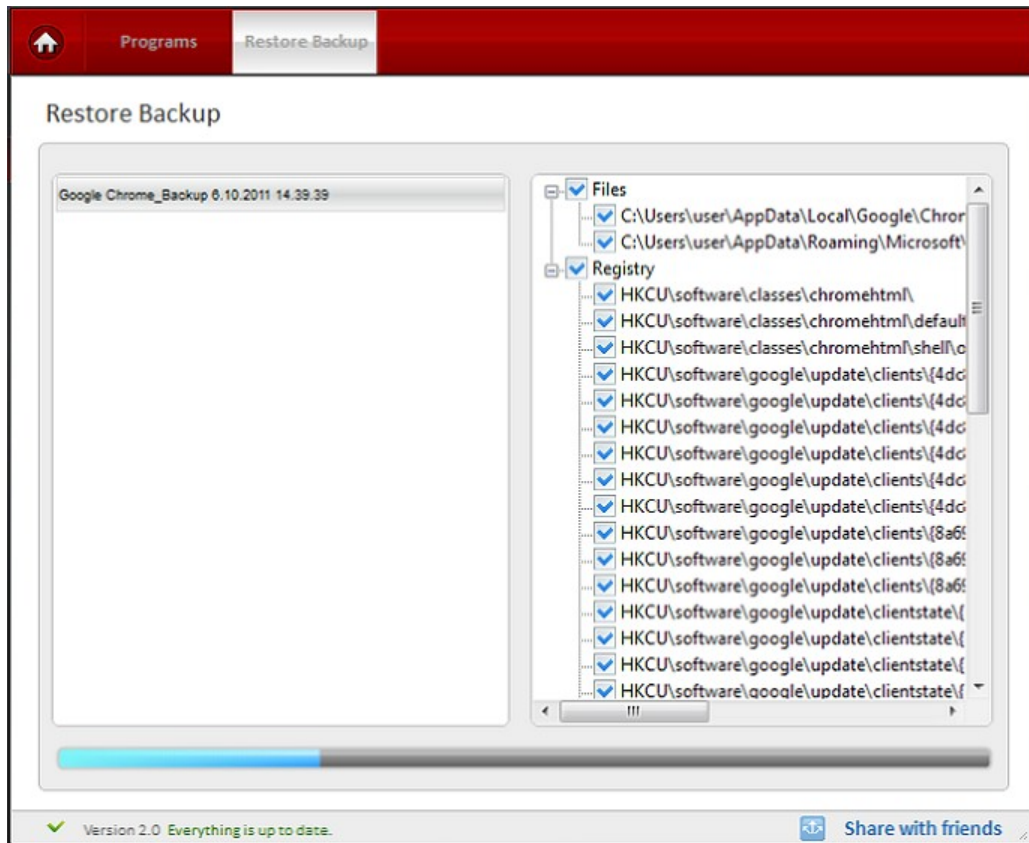
- Click 'Programs' link on the left-hand side navigation.
- Click 'Restore Backup' button on the title bar.
- The backups of the uninstalled programs will be displayed with time and date details of the uninstallation.
- Select the application to be restored in your system.



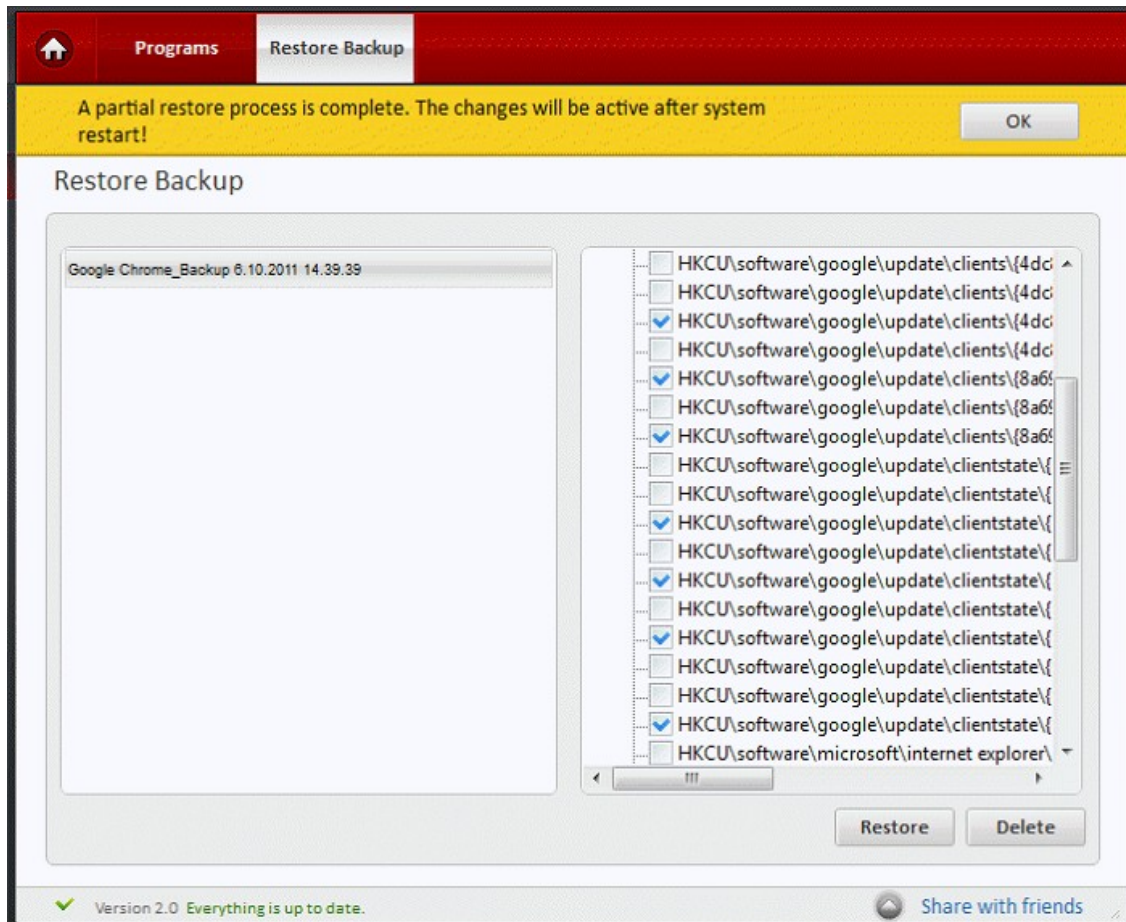
- 'Restore' and 'Delete' buttons will be enabled.
- Click 'Delete' button to remove the backup of the selected application.
- Click 'Restore' button to restore the selected application in your system.



- The progress of the restoration will display in the bottom of the interface.



- Restoration of the selected application is complete and the changes will be active after system reboot message will be displayed.
- Click 'OK' button to restart the application .



3. Drivers and Services

3.1. Introduction to the Module

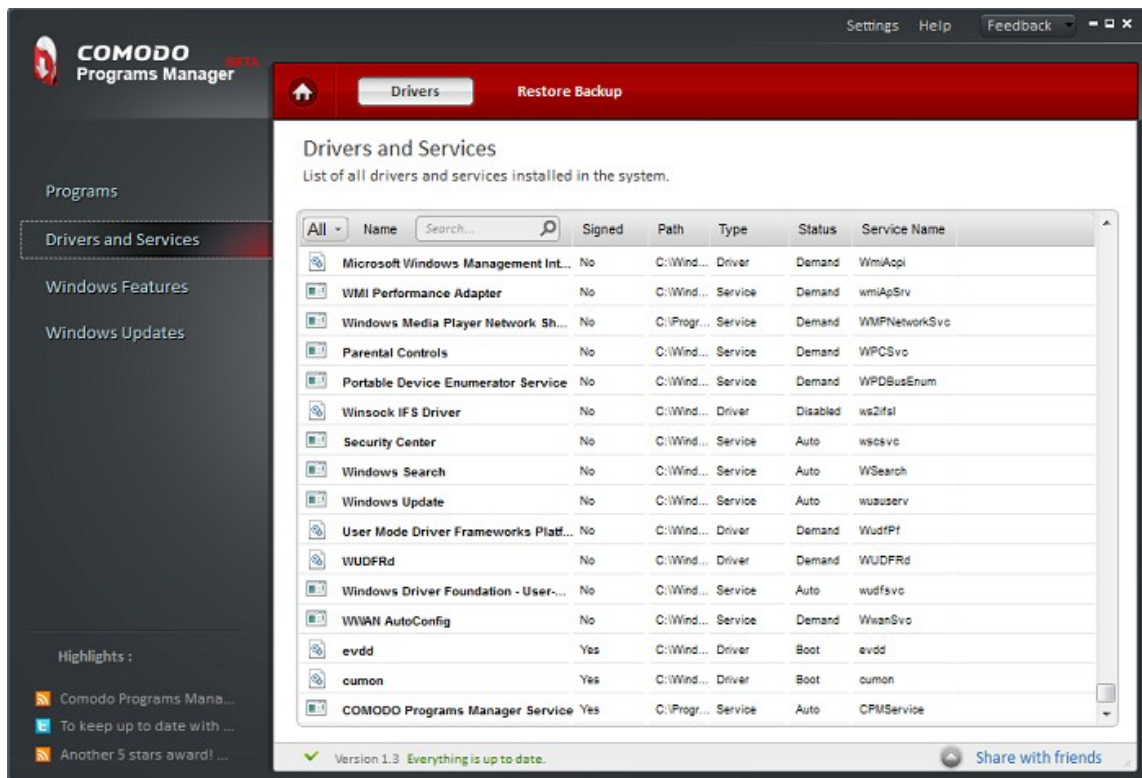
This module allows you to remove unnecessary drivers and services. Hardware devices such as sound cards, modems, printers and video cards installed in your computer require drivers to function. A device driver is a computer program that acts as mediator between higher level computer programs such as 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.

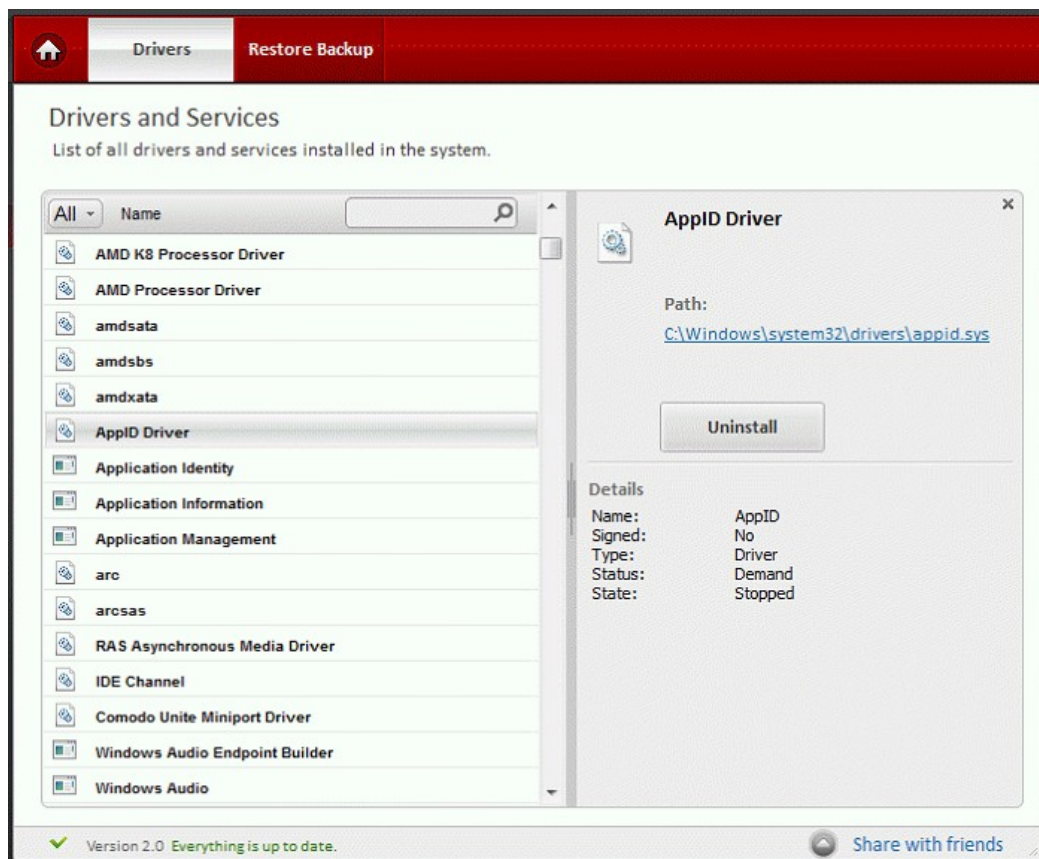
This section of the guide contains the following sub-sections:

- [Uninstalling a driver or service](#)
- [Restore Backup](#)

3.2. Uninstalling a Driver or Service



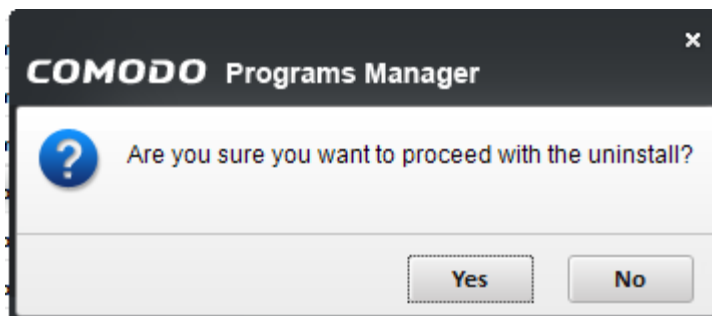
- Click the 'Drivers and Services' link on the left-hand side navigation.
- All the drivers and services in your system will be displayed on the right-hand side of the main configuration area.
- Select the driver or service that is to be uninstalled.



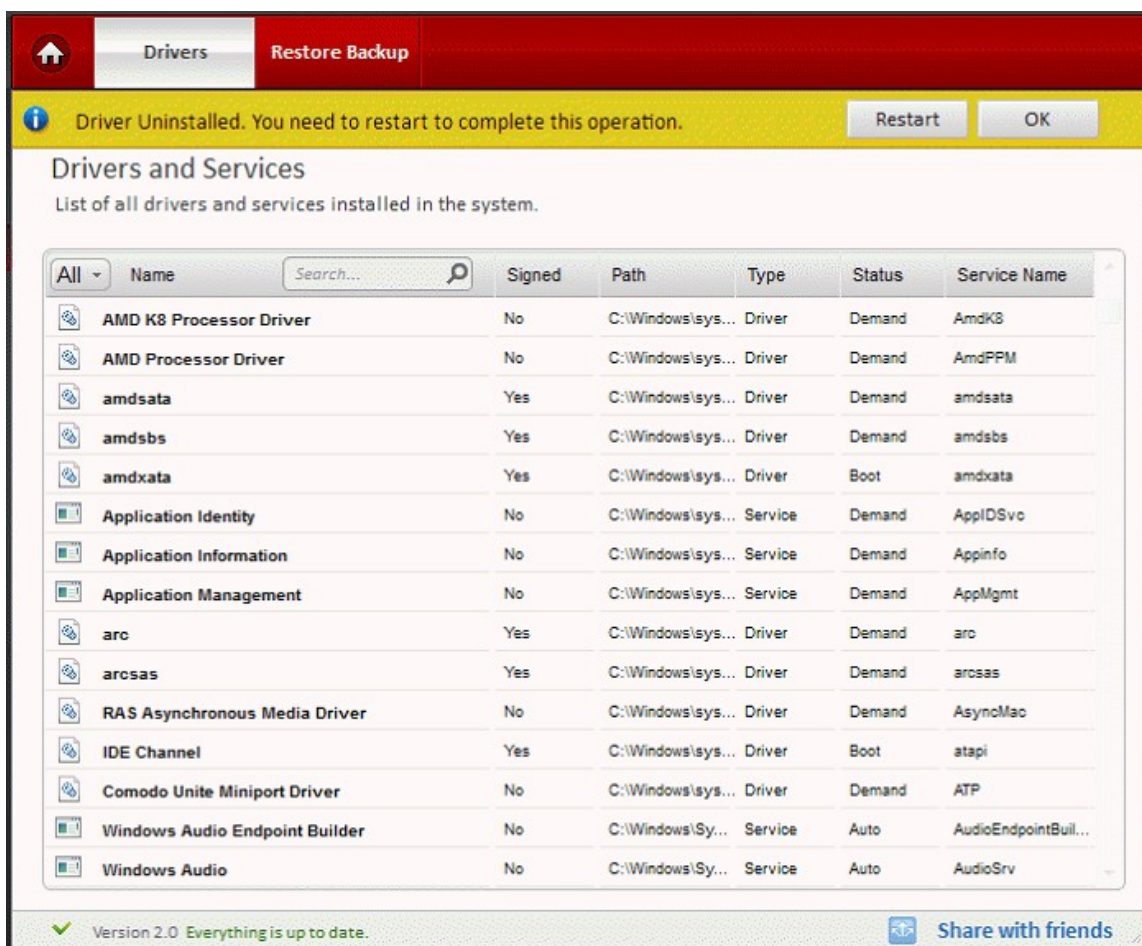
Tip: You can select multiple Drivers/Services to be uninstalled at once. Hold down the 'Shift' key to select more than one

driver/service.

- Click the 'Uninstall' button.
- A confirmation dialog appears for the successful uninstall.



- 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.



- 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.

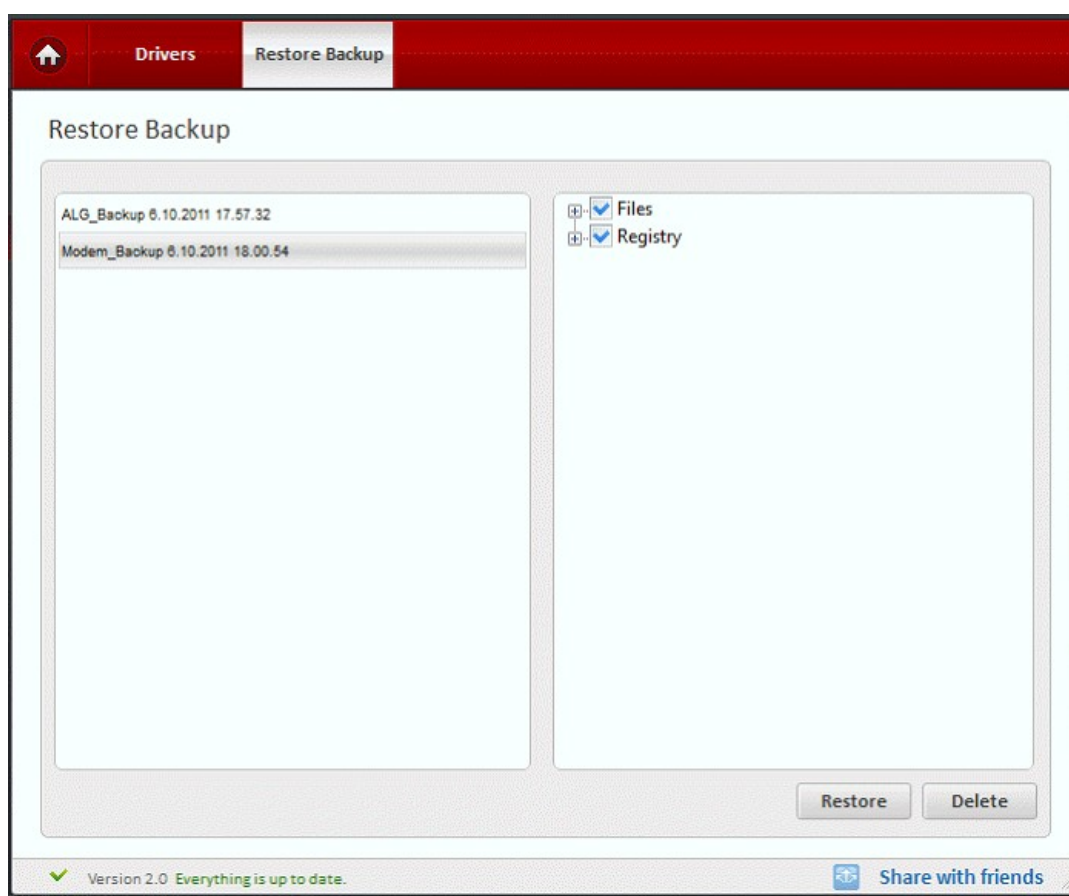
3.3. Restore Backup

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.

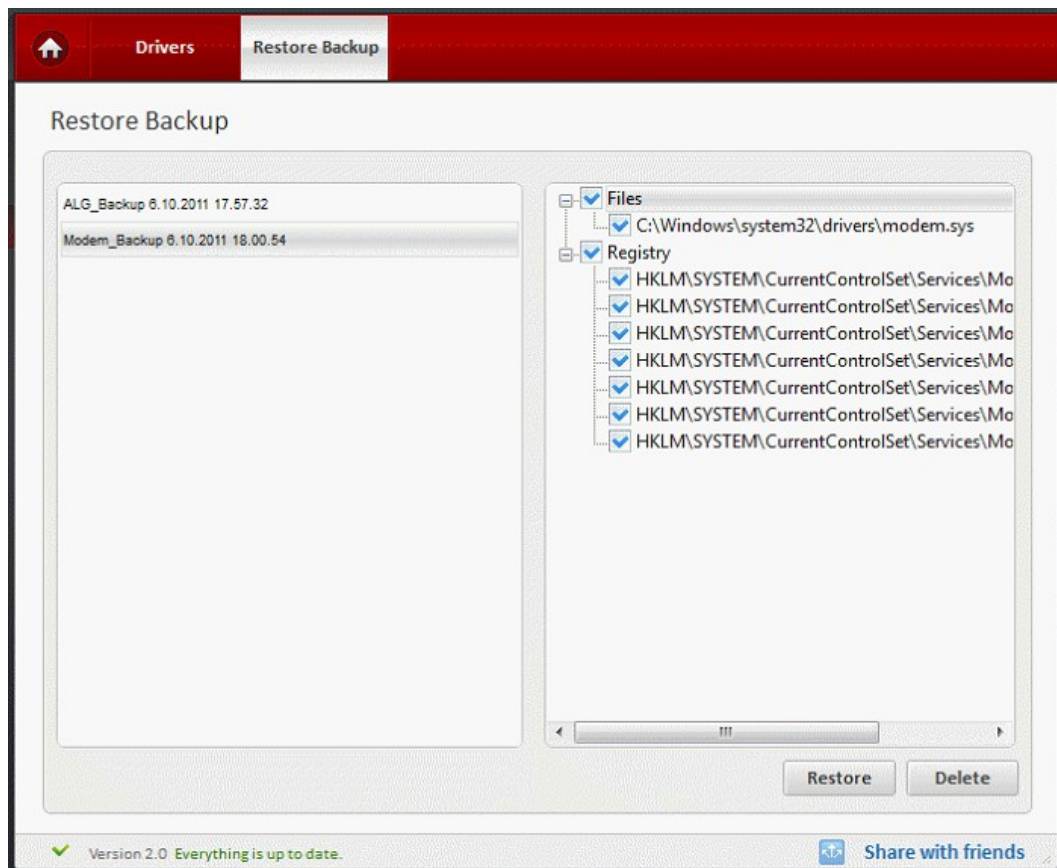
Note: 'Make Backup' should be selected in the 'Settings' button for creating a backup. Click here to know more about 'Settings'.

To restore a backup of a driver

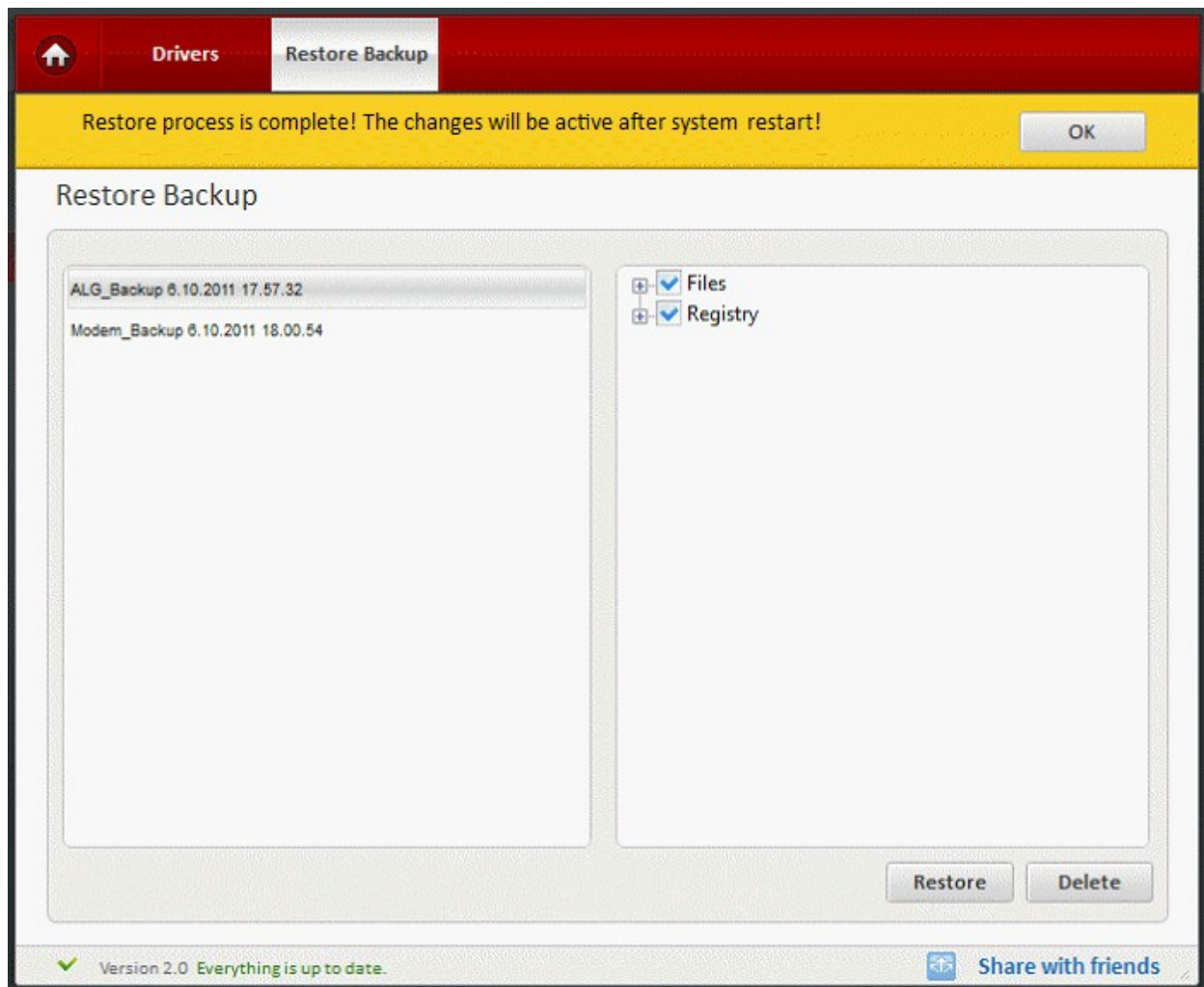
- Click 'Drivers and Services' link on the left-hand side navigation.
- Click 'Restore Backup' button on the title bar.
- The backups of the uninstalled drivers will be displayed with time and date details of the uninstallation.



- 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.

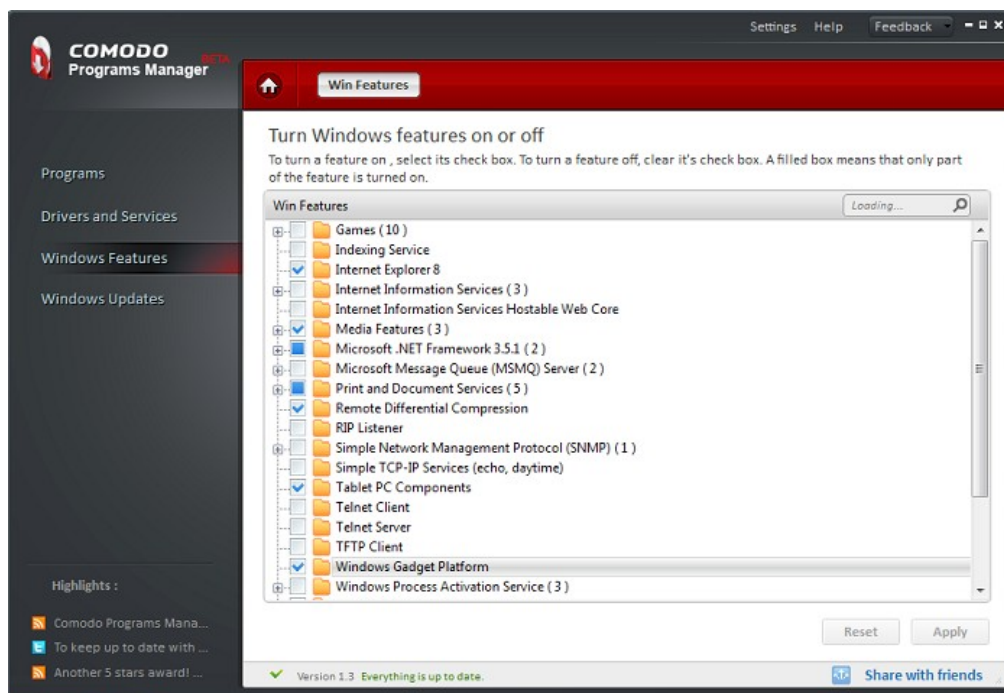


- The progress of the restoration will display in the bottom of the interface.
- Restoration of the selected driver is complete and the changes will be active after system reboot message will be displayed.
- Click 'Ok' button to restart the system.

4. Windows Features

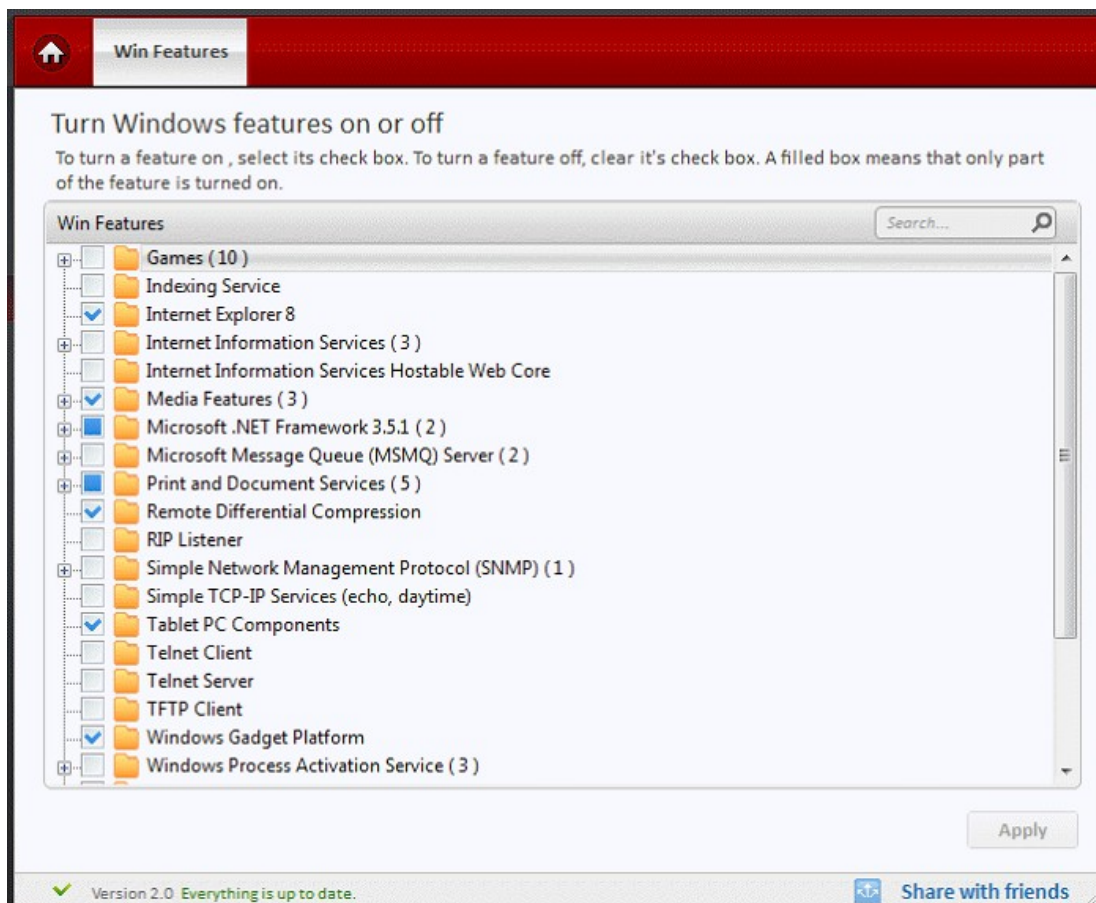
4.1. Introduction to the Module

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.



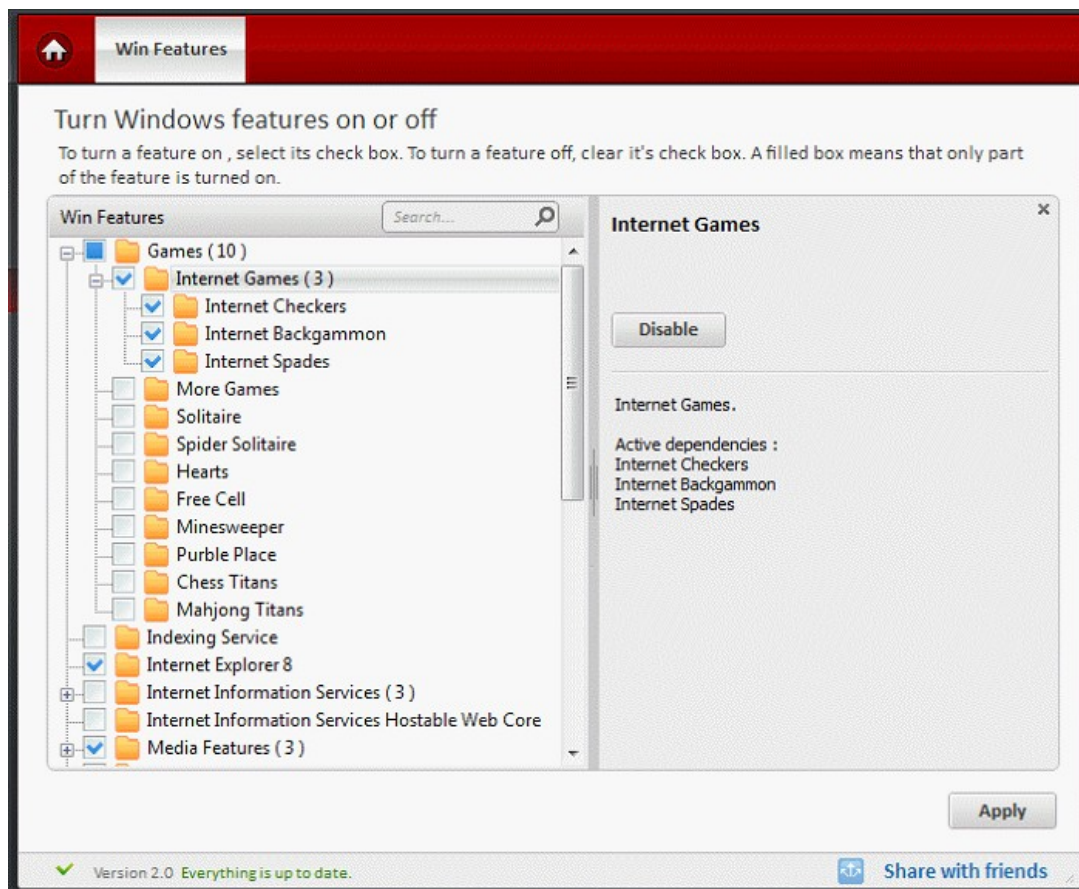
4.2. Adding or Removing Windows Features

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

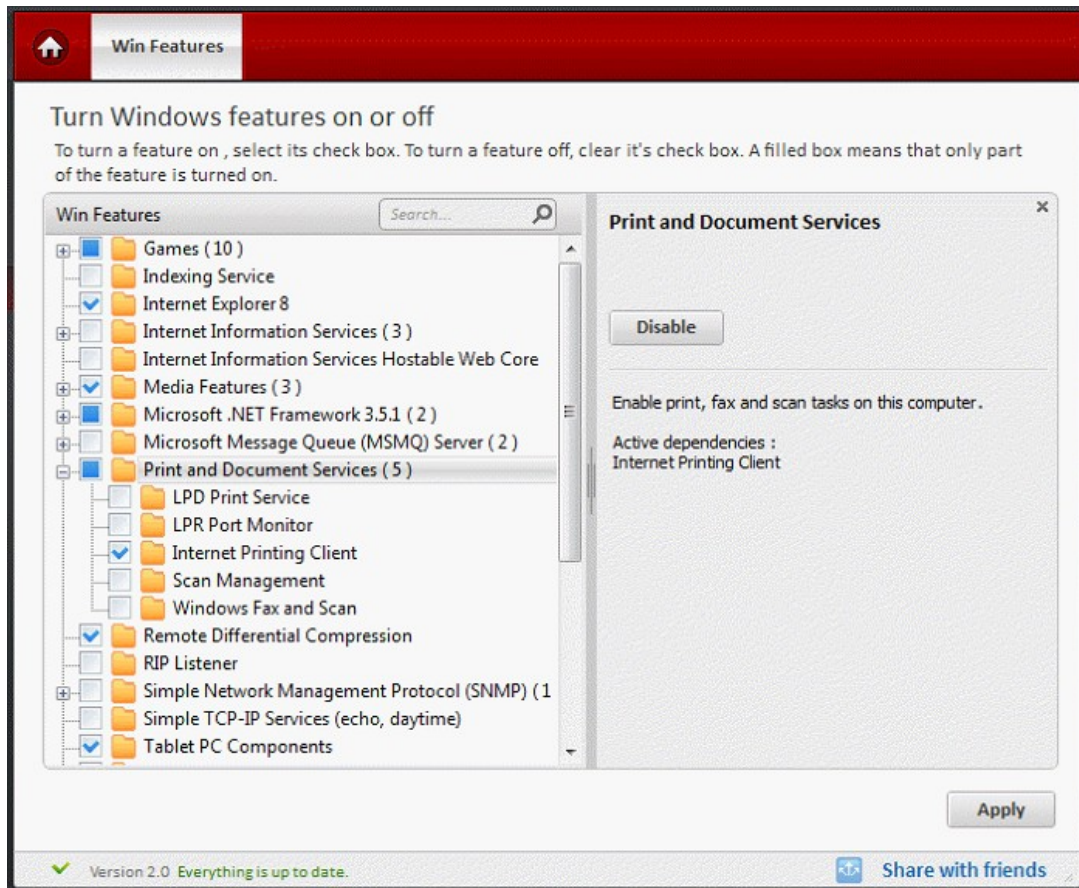


- All the Windows Components in your system will be displayed in the main configuration area.
- Select one or several components to add or remove.

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.

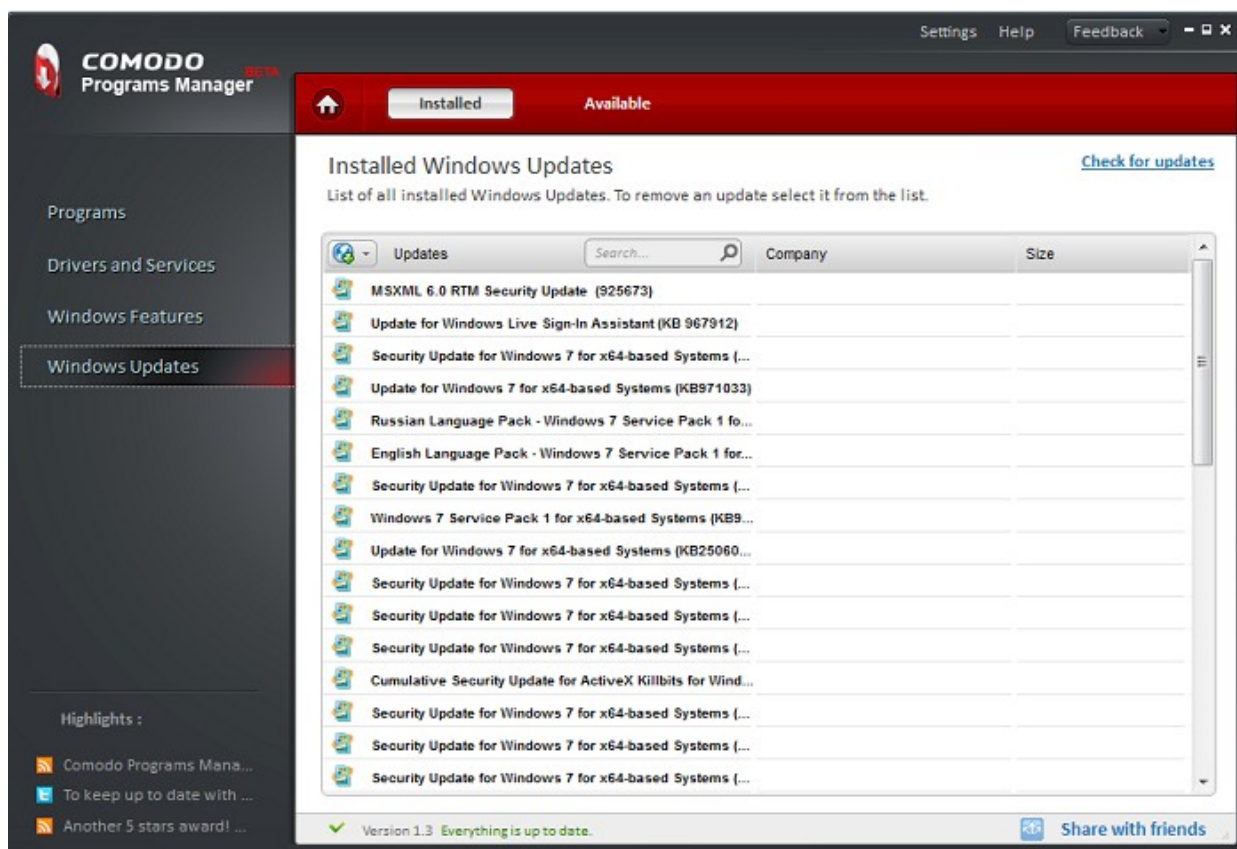
Some of the components will be activated only on the next restart of the system. A message indicating this will be displayed on completion of the process. See the screenshot below.

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 knowledge base article associated with it - allowing you to make a more informed decision as to whether you are safe to modify or remove the update.

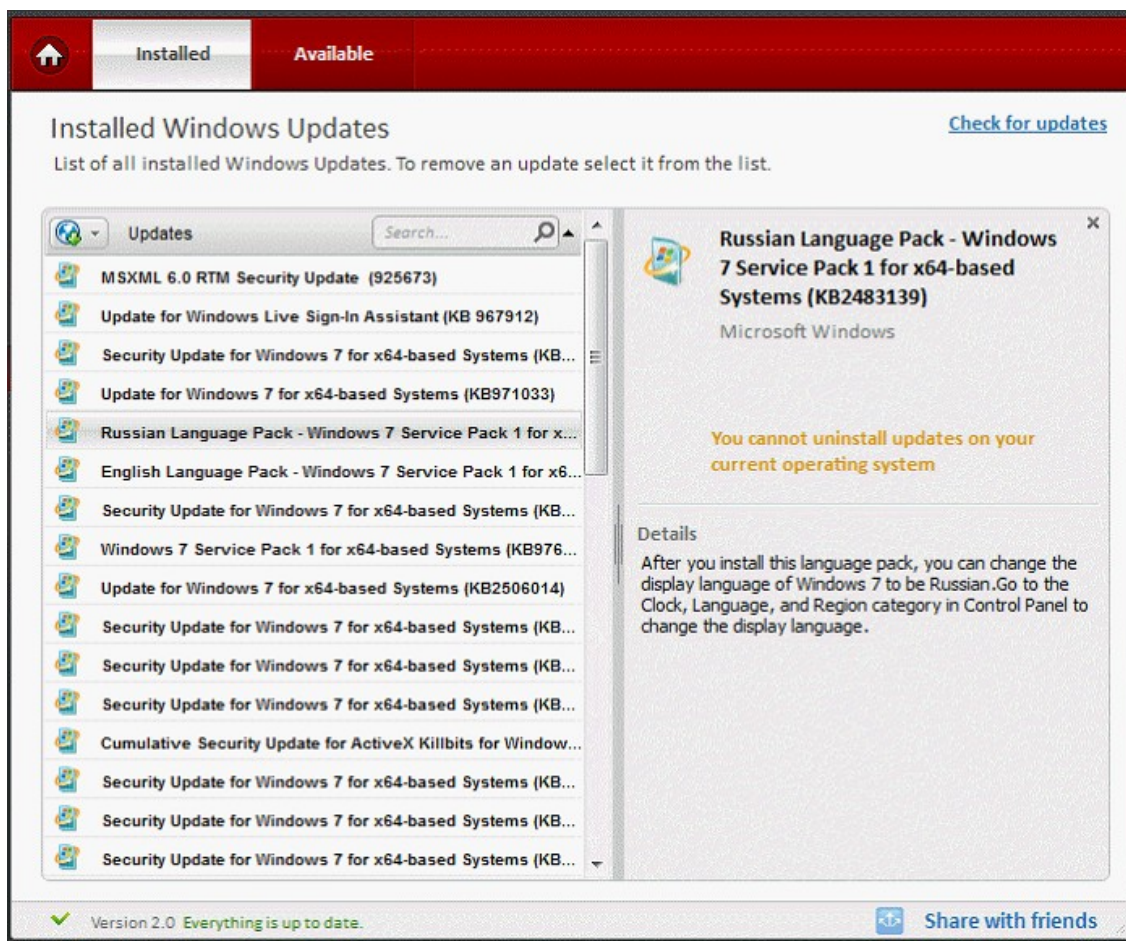


This module also detects any Windows Updates that are available but not installed in your system and allows you to install the available updates. Click the links below for more details on:

- [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.

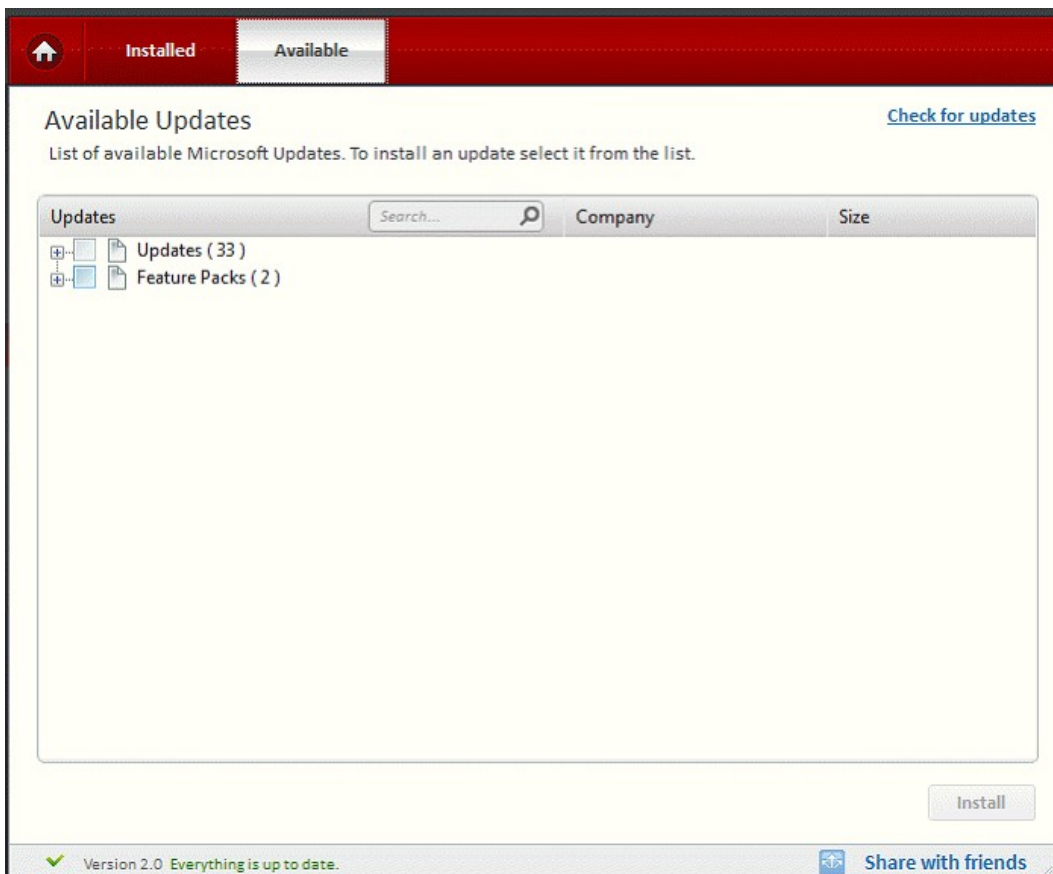
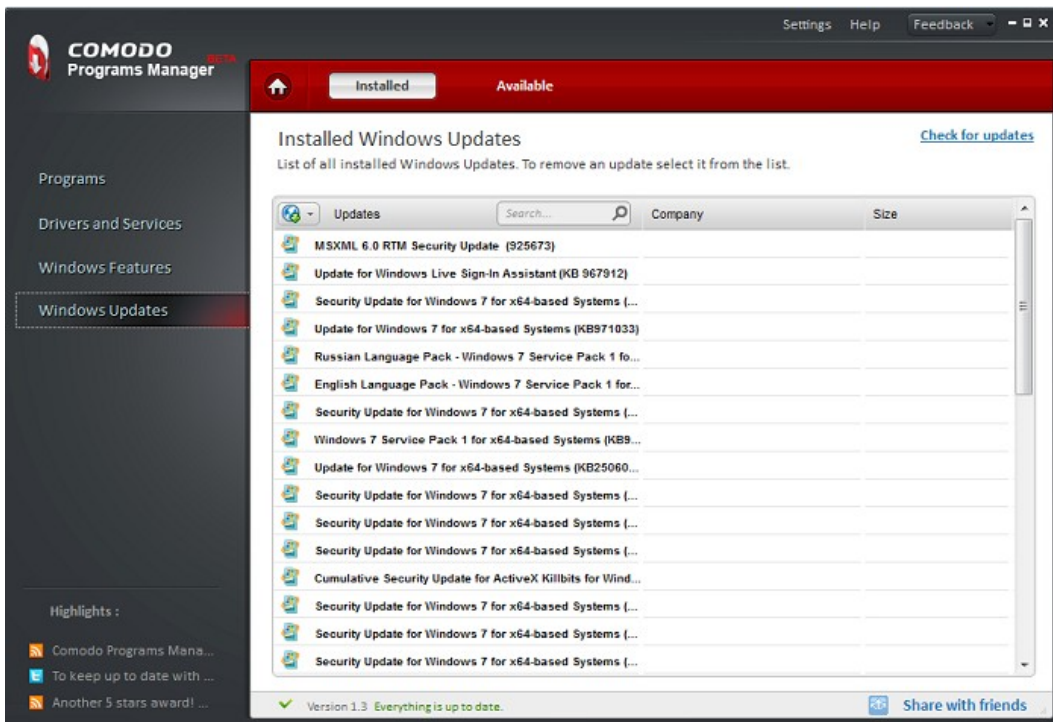


Note: The 'Uninstall' button will be enabled for all Microsoft Windows operating systems except for Windows Vista and Windows 7 operating systems.

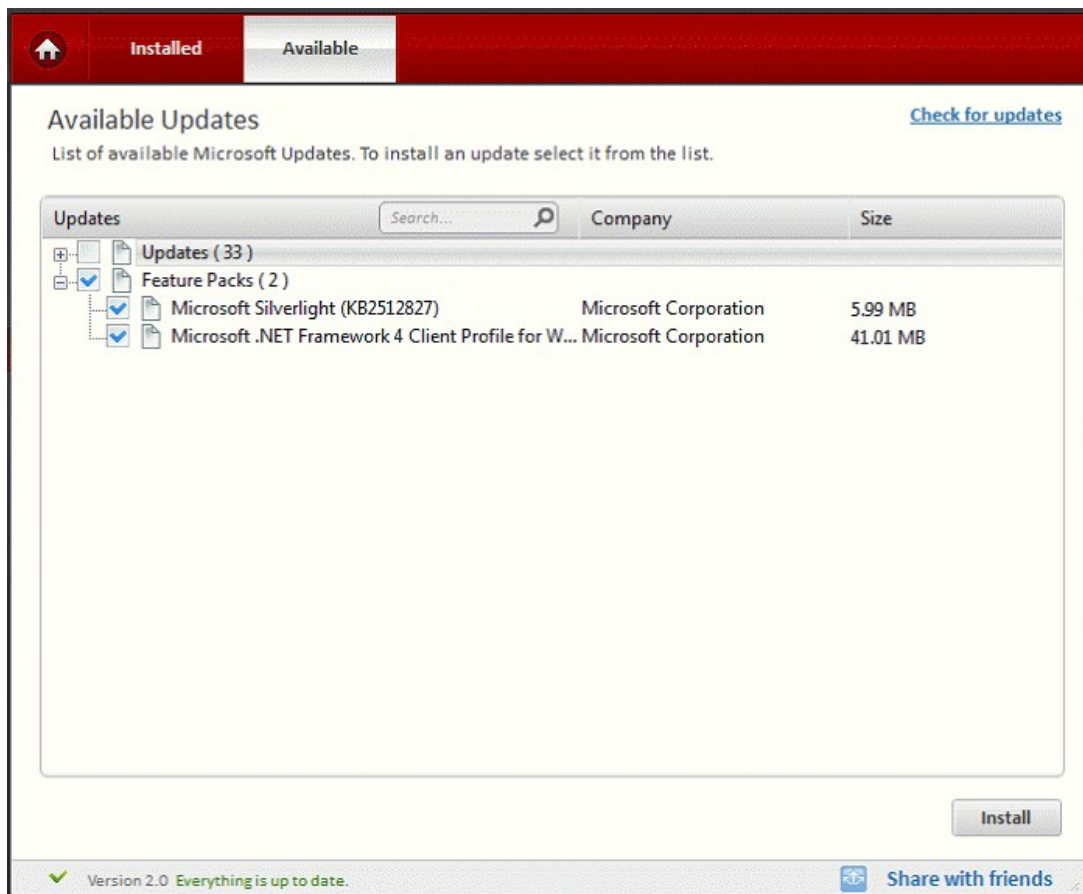
- The selected update is uninstalled from the system.

5.3. Checking for Available Updates and Installing Them

- Click the 'Windows Updates' link on the left-hand side navigation and click the 'Available' 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.



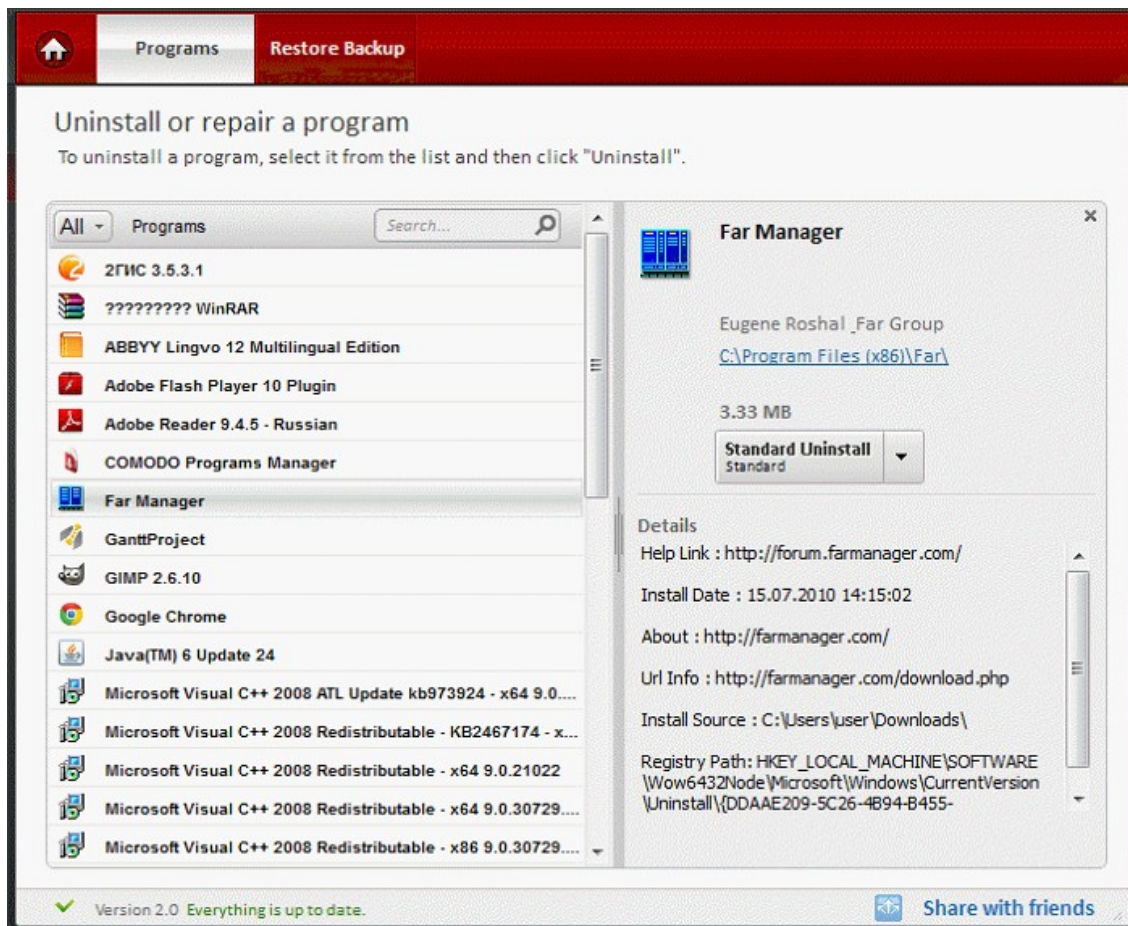
- The details of the selected update will be displayed. Click 'Install' to install the update. The update will be installed.

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.



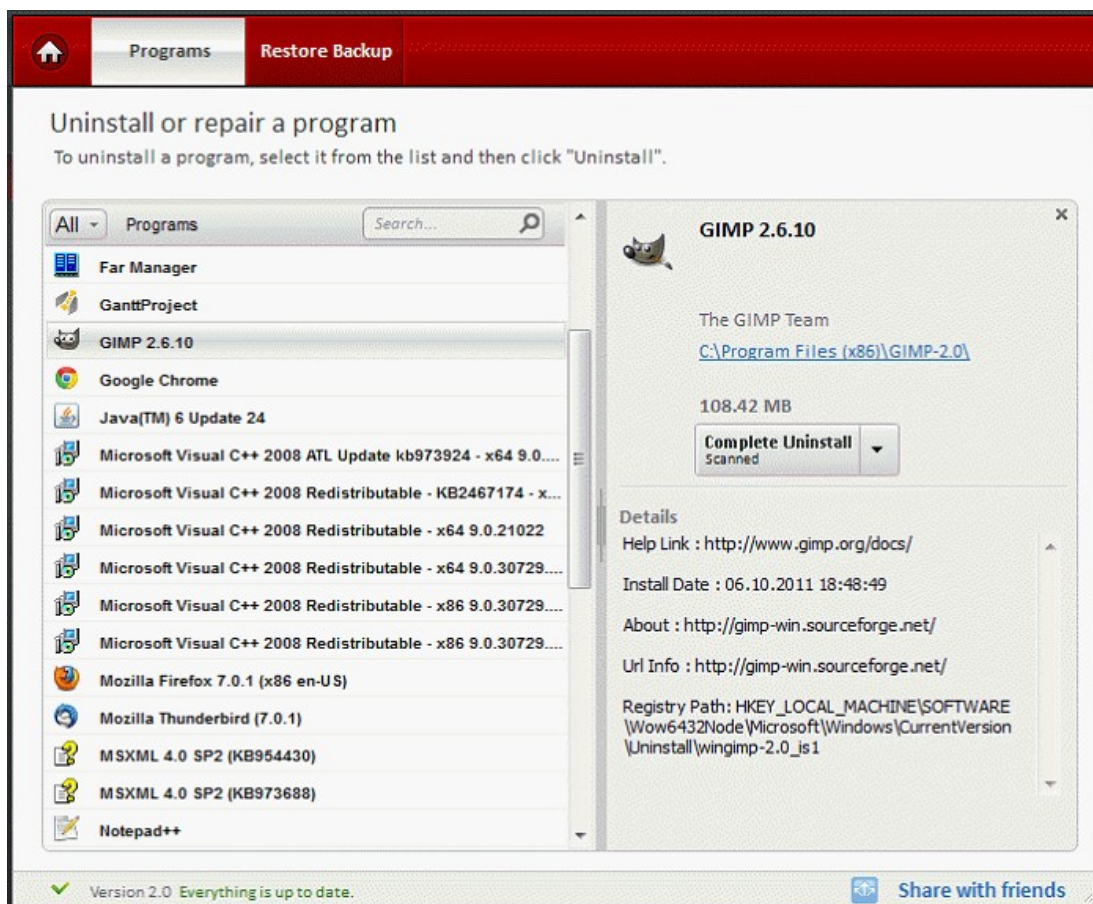
Uninstalling a DB Monitored application

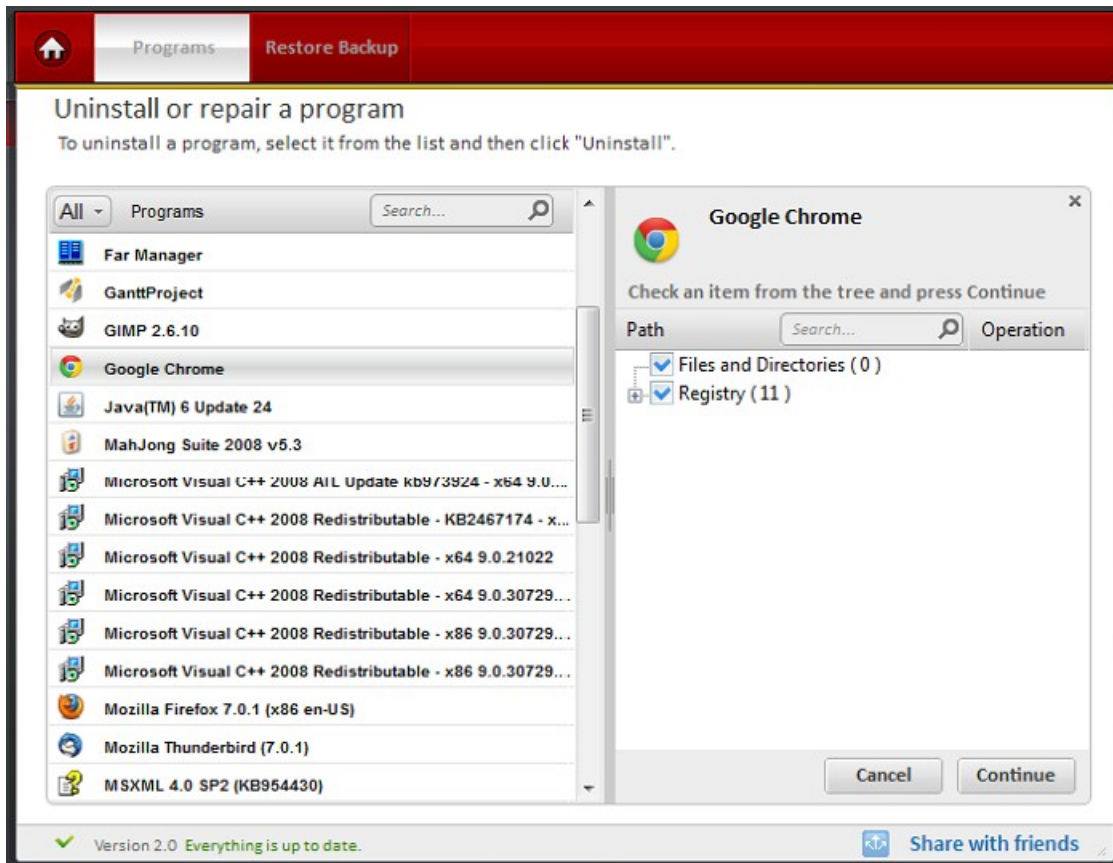
If an application has the status 'DB Monitored' then the 'Complete Uninstall' option will become available. Selecting this option will establish a connection to the DB server to collect the paths (and registry modifications) needed to perform a comprehensive and safe uninstall. A tree showing the registry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

The 'Complete Uninstall' button is enabled in two cases:

a) When an application is 'monitored' by CPM. In this case, clicking the 'Complete Uninstall' button will remove the application using the application's native uninstaller PLUS all the files, directories and registry entries that CPM has tracked as being created by this application will be removed. This option is the 'ideal' scenario and is used for applications that were installed after CPM was installed. If an application was installed after CPM, then CPM can track its activities throughout its lifetime.

b) When an application is 'database monitored' by CPM. In this case, clicking the 'Complete Uninstall' will remove the application using the native uninstaller (as above) PLUS CPM will use information stored on Comodo's online database to remove files and directories that have typically been created by this application in the past. This option is the 'next best' scenario and is used for those applications that were installed before CPM was installed. If an application was installed before CPM then the database information will help deliver a more comprehensive uninstall than using the native uninstaller alone.



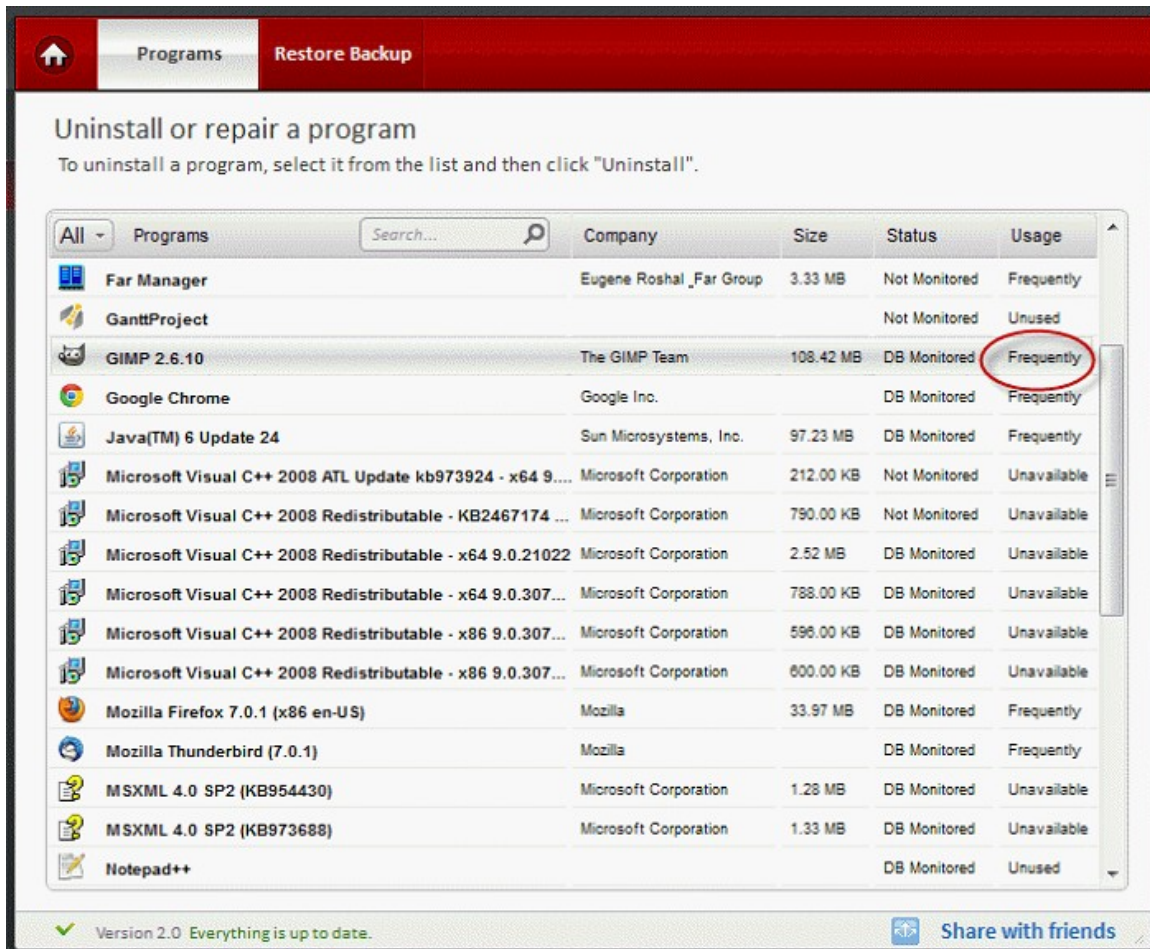


Application Status and Uninstall Logic

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.

Applications usage frequency

Displays how frequently the application is used. The classification criteria is as follows: all applications used less than 10% are considered unused, applications used less than 25% are considered rarely used, applications used less than 70% are considered occasionally used and applications used more than 70% percent are considered frequently used.



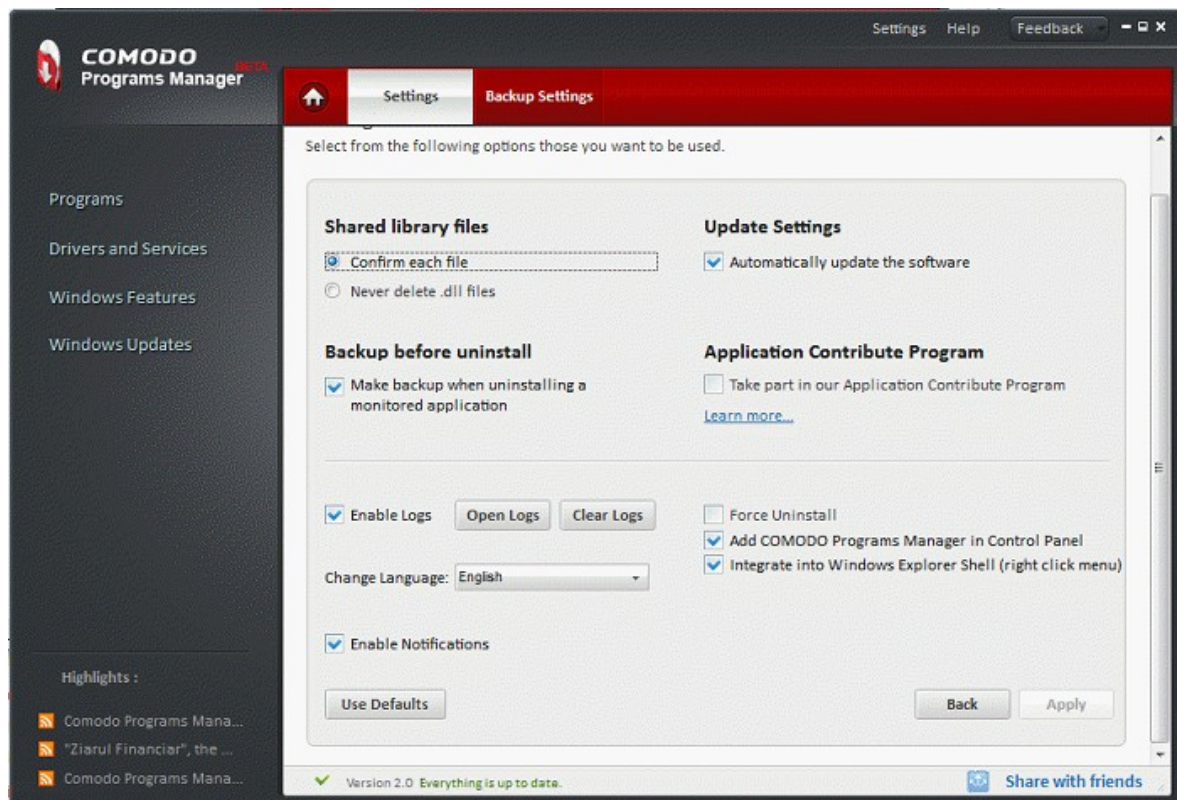
In order to create an accurate report about the frequency of an application usage, CPM must monitor every start of that application. To do this an association between a running process and an installed application must be created (the full path of the running process that starts must correspond with the install location of an installed application). In case the install location of certain applications can't be identified, the application's usage frequency monitor cannot run.

All applications with an install location of 'not available' will have the value in the usage frequency column 'Unavailable'. And the applications with an install location of 'not used' will have the value in the column 'Unused.'

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**

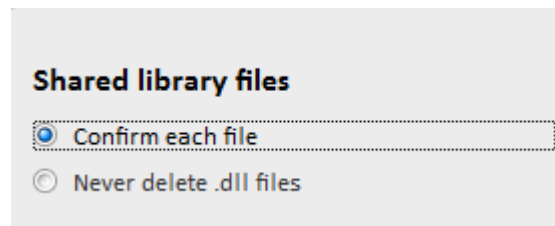
7.1. General Settings

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:

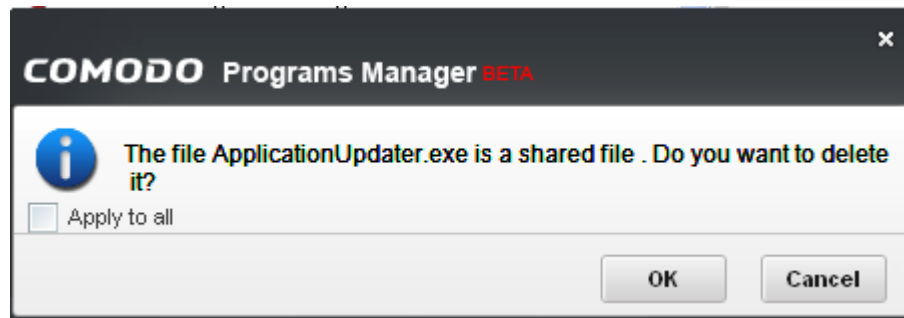
- **Configure 'Shared library files' option**
- **Configure 'Backup before uninstall' option**
- **Configure Program Update settings**
- **Application Contribute Program**
- **Force Uninstall**
- **Enable Logs**
- **Change Language**
- **Enable Notifications**
- **Add Comodo Program Manager in Control Panel**
- **Integrate into Windows Explorer Shell**

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.



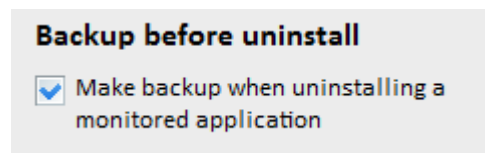
- **Confirm each file** - During the uninstallation process by the Comodo Programs Manager, you will be prompted with a delete confirmation dialog for each .dll file that is shared by the uninstalled program. This is advisable for advanced users only. Select this option to decide upon what shared file 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. The 'Backup before Uninstall' feature allows you to take a backup of the monitored program or driver prior to uninstallation.



- **Make Backup** - Select this option to make a backup of the 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 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.

Application Contribute Program:

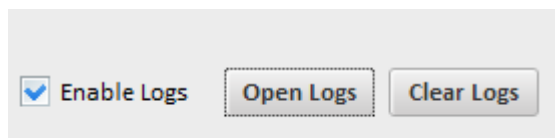
If selected the Application Contribute program will upload to our database the registry and file/folder creation details (paths only) of applications.

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.

Enable Logs

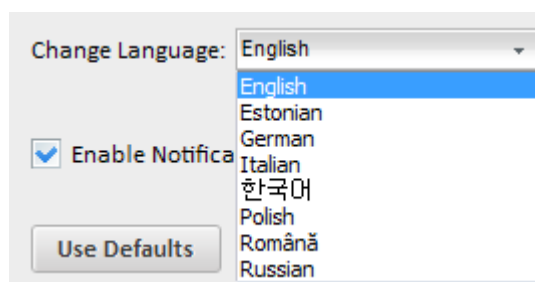
- Enable Logs checkbox allows to accumulate all logs during CPM usage. To see all logs press 'Open Logs' button



- To delete logs click 'Clear Logs'

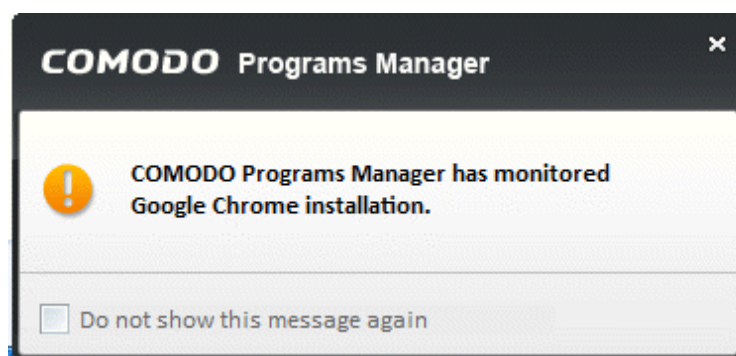
Change Language

Comodo Programs Manager is available in multiple languages. You can switch between installed languages by selecting from the 'Language' drop-down menu.



Enable Notifications

After an application has been successfully installed, a notification message appears announcing the user that the installed application was monitored.



The user can choose to disable notifications by checking the option in the lower section of the notification window.

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:

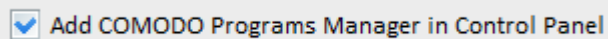
- **Standard Uninstall** - uses only the application's native uninstaller to remove the product.
- **Complete Uninstall** - uses that application's native uninstaller in conjunction with file and directory information that CPM has gathered. A 'Complete Uninstall' can take two forms:
 - **Monitored Uninstall** - Uses application's native uninstaller + removes all files and directories that CPM has tracked as being created by the application over it's 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.
 - **Scanned Uninstall** - Uses application's native uninstaller, removes predefined information (application name, install location, application version etc.) + all the disk and registry entries found, related to the specific application). The Scanned Uninstall is available for every application installed.

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

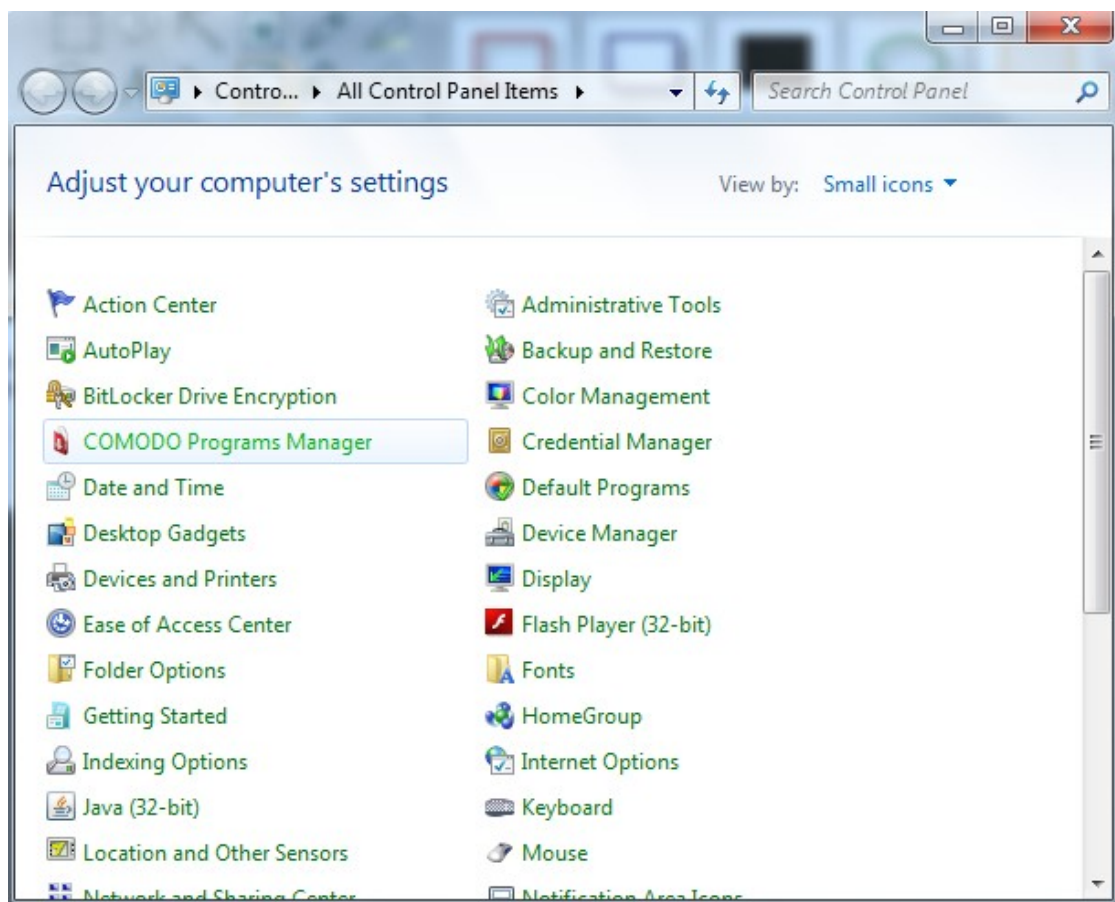
Enabling 'Force Uninstall' bypasses the native uninstaller and uses ONLY CPM gathered data to remove the application.

Add Comodo Program Manager in Control Panel

To launch Comodo Programs Manager leave this option is enabled.



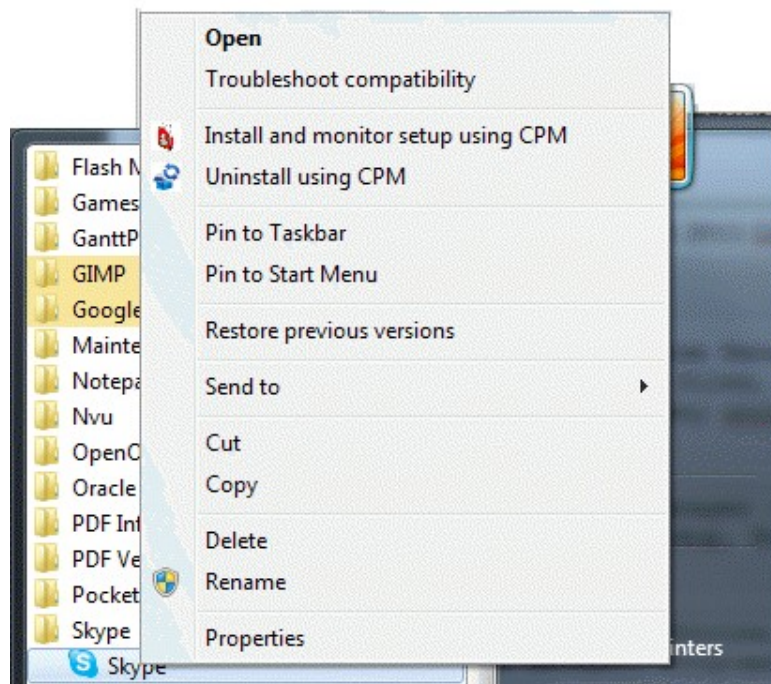
- Hit Start button, click 'Run', type Control in the text field and 'Ok' to open the Windows Control Panel.
- If you use Windows7/Vista, click Start button, select Control Panel.



Integrate into Windows Explorer Shell

- **Integrate into Windows Explorer Shell (Right click menu)** - Allows you to specify whether or not CPM options will

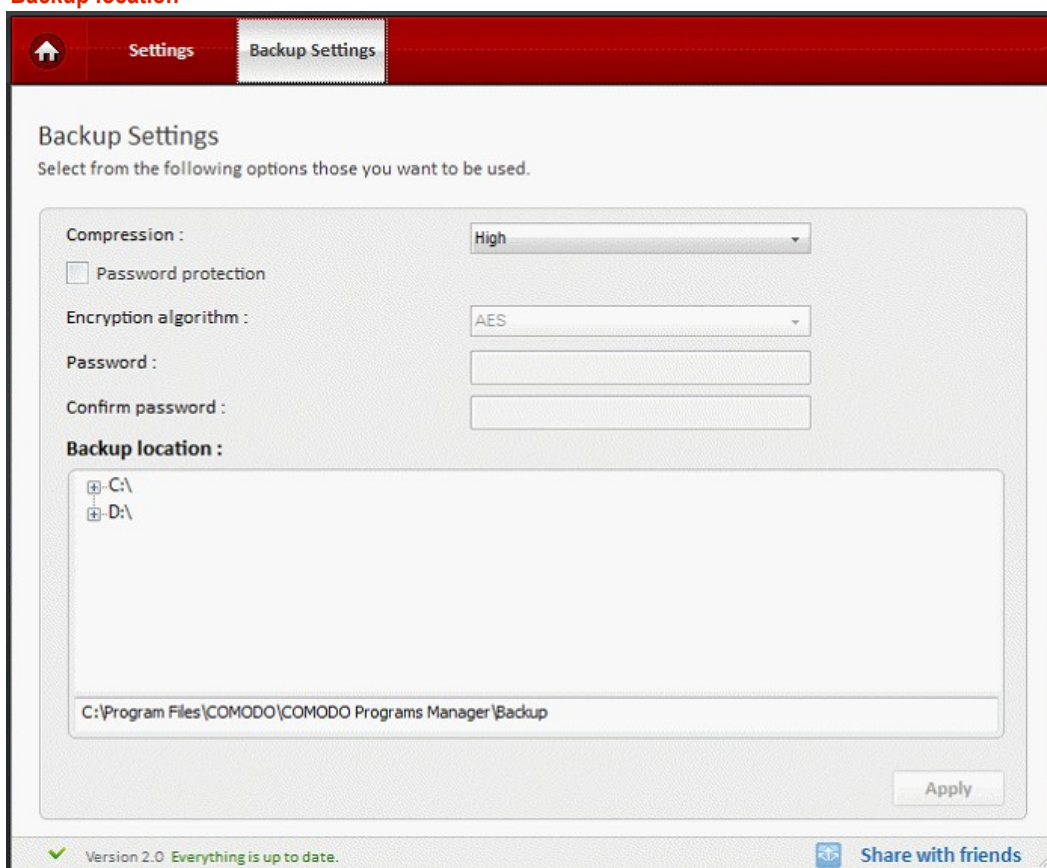
appear in the context sensitive menu after right-clicking on a program. For example, 'Install and monitor setup using CPM' and 'Install using CPM' appear in the context sensitive menu if this option is enabled. If this option is disabled, none of these functions will be visible.



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.

The screenshot shows a configuration window with the following fields: 'Compression' (a dropdown menu), 'Password protection' (a checkbox), 'Encryption algorithm' (a dropdown menu), 'Password' (a text box), and 'Confirm password' (a text box). The 'Compression' dropdown menu is open, showing options: None, Low, Medium, High (highlighted), Highest, and Maximum.

- **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.

The screenshot shows a dropdown menu titled 'Encryption Algorithms' with the following options: AES (highlighted), Serpent, Xor, Blowfish, 3DES, and Twofish.

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

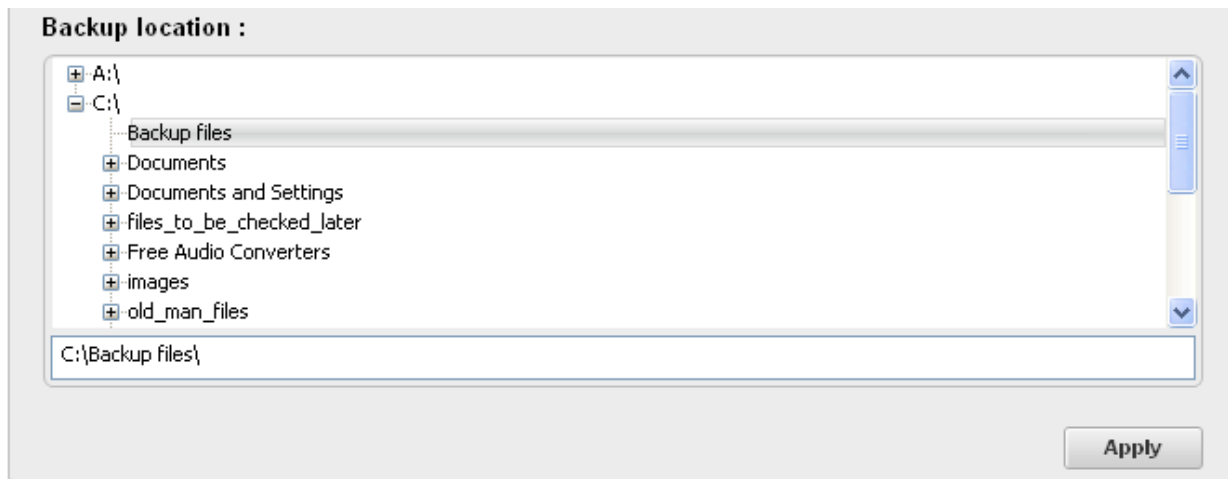
For more details on the Encryption Algorithms, see [Appendix 2 Encryption Algorithms](#).

- Type the password in the 'Password' text box.
- Retype the password in the 'Confirm password' text box.

The screenshot shows a window titled 'Backup location :'. It features a tree view of the file system on the left, showing drives A: and C: with various folders under C:\. At the bottom, there is a text box containing the path 'C:\Program Files\COMODO\COMODO Programs Manager\Backup'. An 'Apply' button is located at the bottom right.

- **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. GeekBuddy

Comodo GeekBuddy offers the quickest, most comprehensive way of getting help with your computer problems. GeekBuddy 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.

How GeekBuddy works

1 Click	2 Chat	3 Connect	4 Problem Solved
			
When you need computer support, click the desktop icon to connect to one of our support technicians.	All support sessions are chat-based so there is no waiting on the phone or hard to follow instructions.	Our technicians connect to your machine remotely; all you do is sit back and enjoy the convenience.	Enjoy using your problem-free computer once again.

GeekBuddy 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.GeekBuddy.com> for more details.

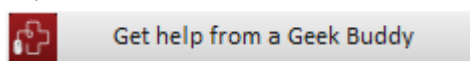
8.1. Installing GeekBuddy Client

Click on Help link from menu bar and then click on the second button 'Get help from a Geek Buddy' and you will automatically install the GeekBuddy in your system.

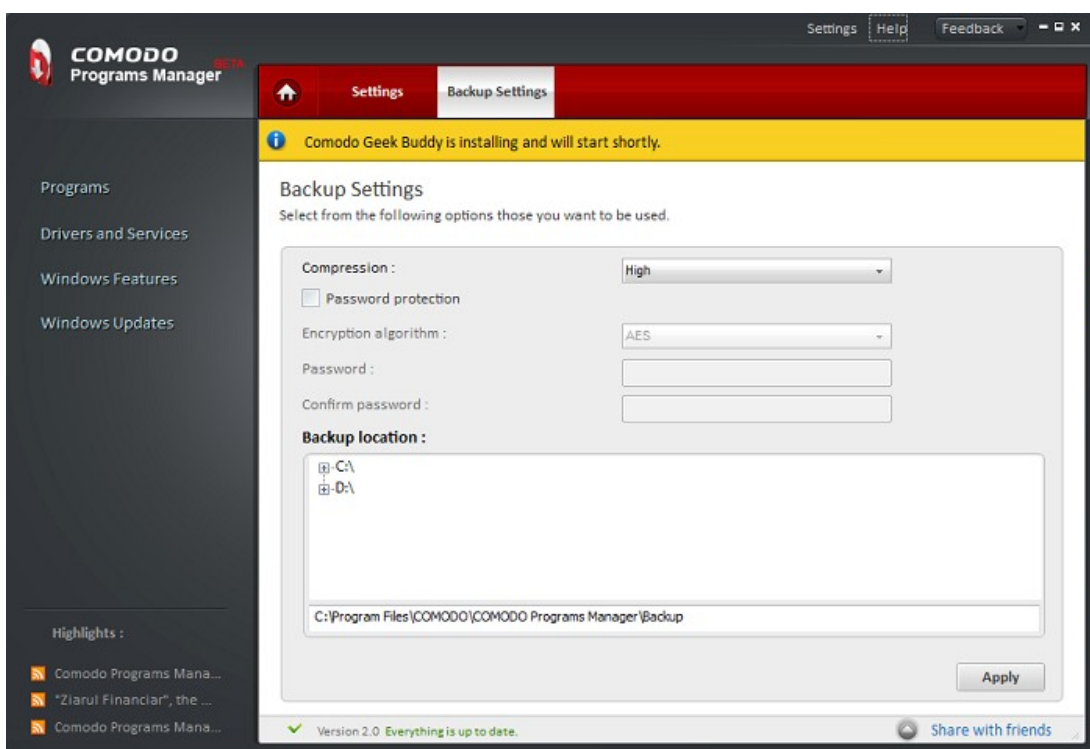
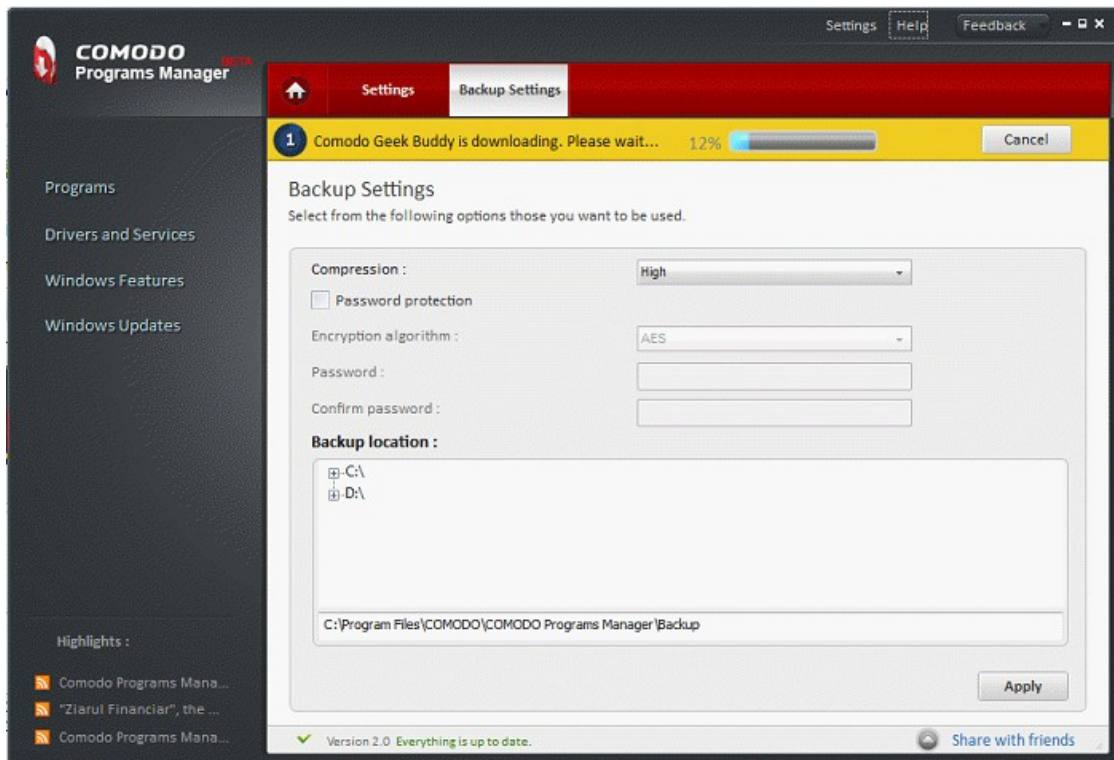


To install the GeekBuddy client

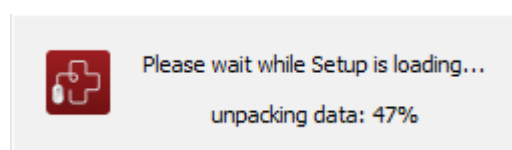
- Click the Help link from Comodo Programs Manager main Interface.
- Click the second button from Help window.



- The application detects whether the client is installed in your system. If not, the download will start and the GeekBuddy will save in your computer.



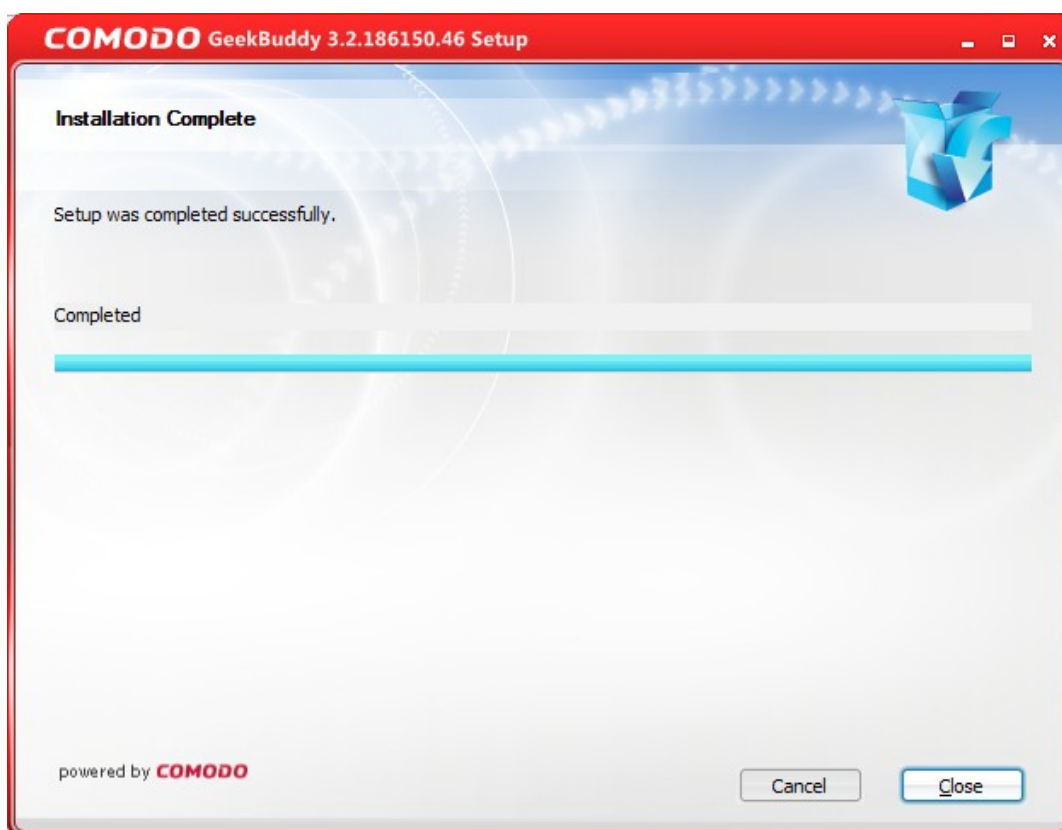
- After the download, the software will be install. You will receive a message which will show you the loading process.



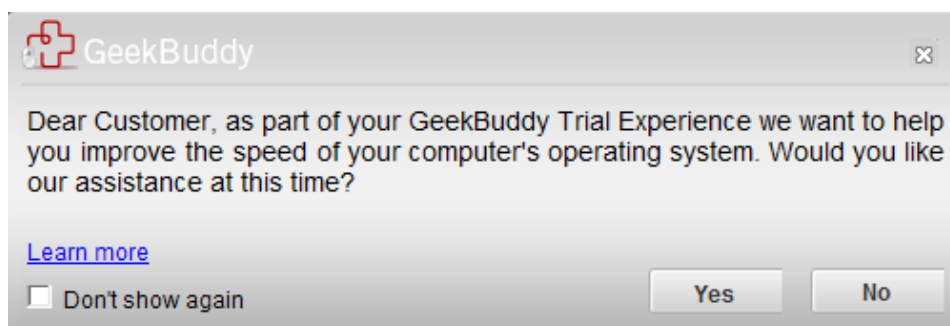


- After the loading setup, the Installer Window will open.
- Choose your language and click OK.

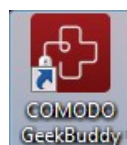




- Click I Agree after you read Subscriber Agreement for Comodo GeekBuddy.
- Immediately it will launch the GeekBuddy and a message will appear in the right corner of your monitor.



After installation, you can access the Geek Buddy from your desktop shortcut icon and you will automatically launch the application that enabling you to chat with a Comodo Computer Support Technician any time.



In order to get the GeekBuddy services, you need to sign up for a 60 day free trial account.

To sign up for a 60 day free trial

- Visit <http://www.GeekBuddy.com/about.php>



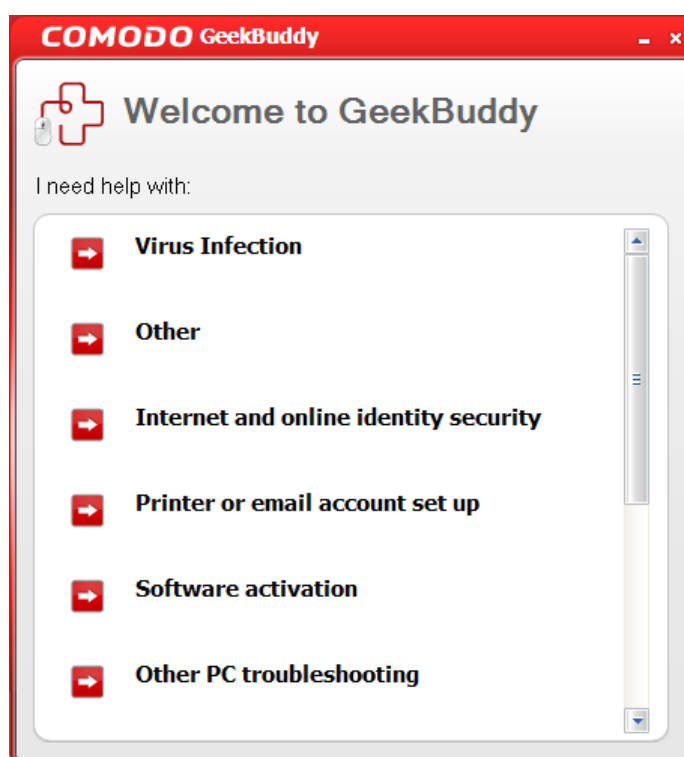
Click on **Try it Now** button to start the free download the Comodo GeekBuddy trial.

8.2.Launching and Using the Service

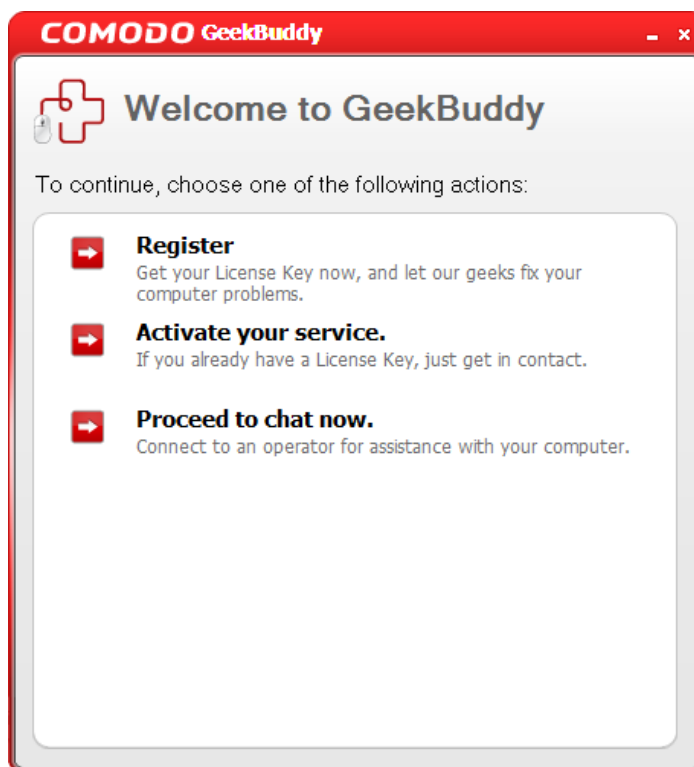
You can open the GeekBuddy in more ways:

- From Comodo Programs Manager main interface -> Help Option -> 'Get help from a Geek Buddy' button
- You can access the GeekBuddy with a double click on the shortcut icon to GeekBuddy from the desktop;
- Click on the 'GeekBuddy' system tray icon or launch GeekBuddy from the Start Menu. Click 'All Programs > COMODO > GeekBuddy > Comodo GeekBuddy'.

The GeekBuddy options dialog will be displayed:



Select the type of service you need, so that you will be connected to a technician trained to provide the support you have requested. Clicking any of the options will open the registration screen. Please take a moment to register (if you downloaded GeekBuddy) and activate your license.



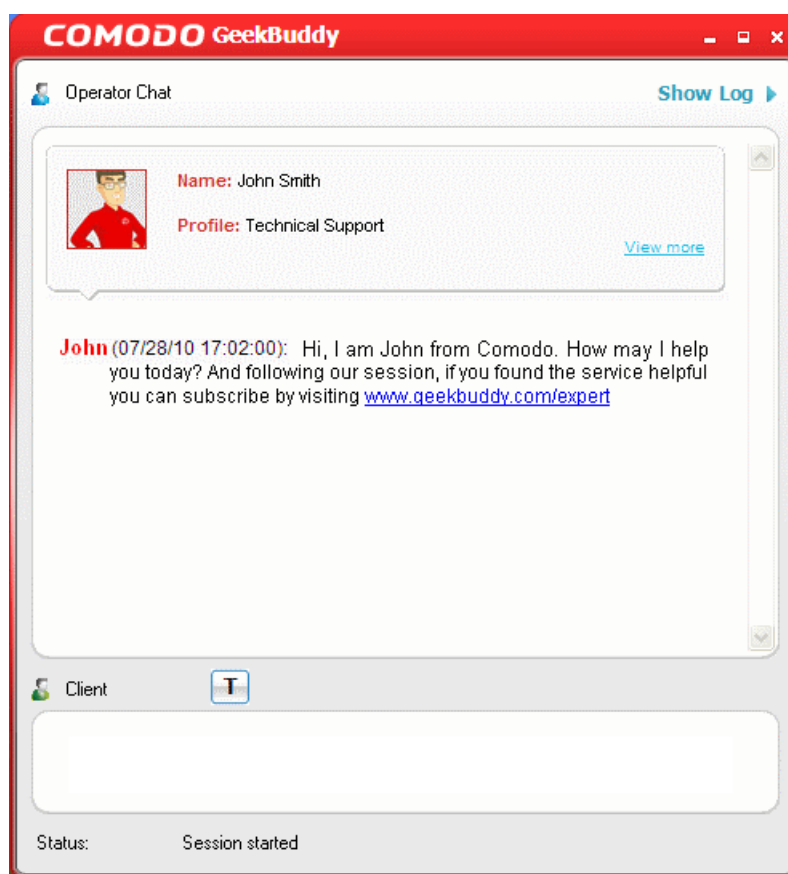
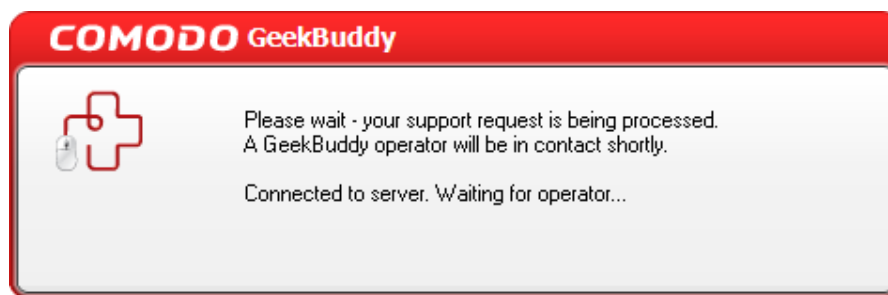
You will be connected to the technician skilled in the specific area. Clicking any of the options will open the registration screen.

Register - Click the 'Register' link from the Registration screen. You will be taken to the GeekBuddy sign up page. After you follow the sign up steps, your license key will be sent to you by email. Once you have registered, you have to activate your services.

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



Proceed to chat now - The easiest and fast way to get the services is by clicking the 'Proceed to chat now' link. Within seconds, a Comodo Support Technician will respond in a chat window and ask you to describe the problem.



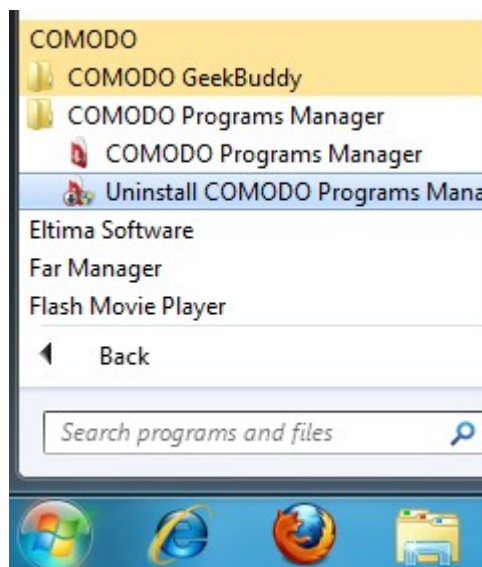
Explain your problem. The technician will access your computer through a remote desktop and fix any problems. The trial service does not require a subscription.

9. Uninstalling Comodo Programs Manager

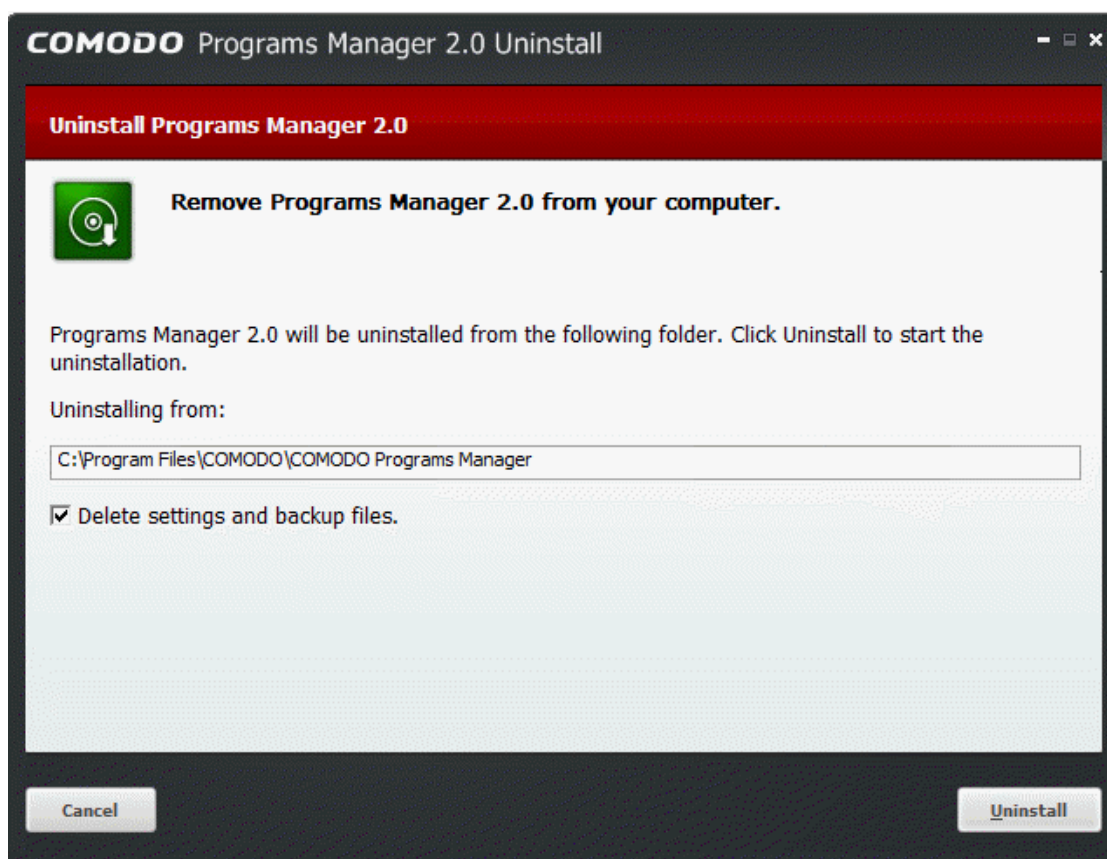
- Click Start > Settings > Control Panel
- In the Control Panel, double-click Add/Remove Programs
- In the list of currently installed programs, click Comodo Programs Manager
- Click the 'Remove' button.

Or

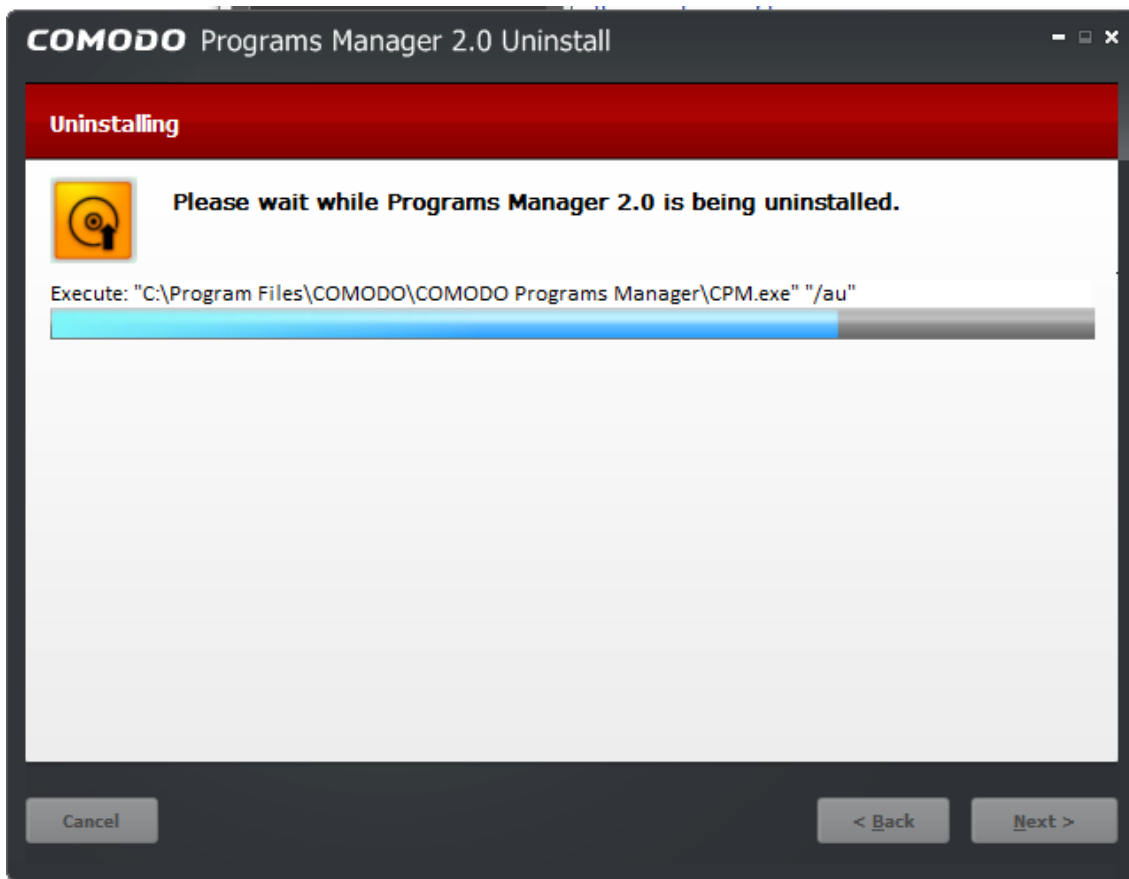
- Click Start > All Programs > COMODO > COMODO Programs Manager> Uninstall or Repair.



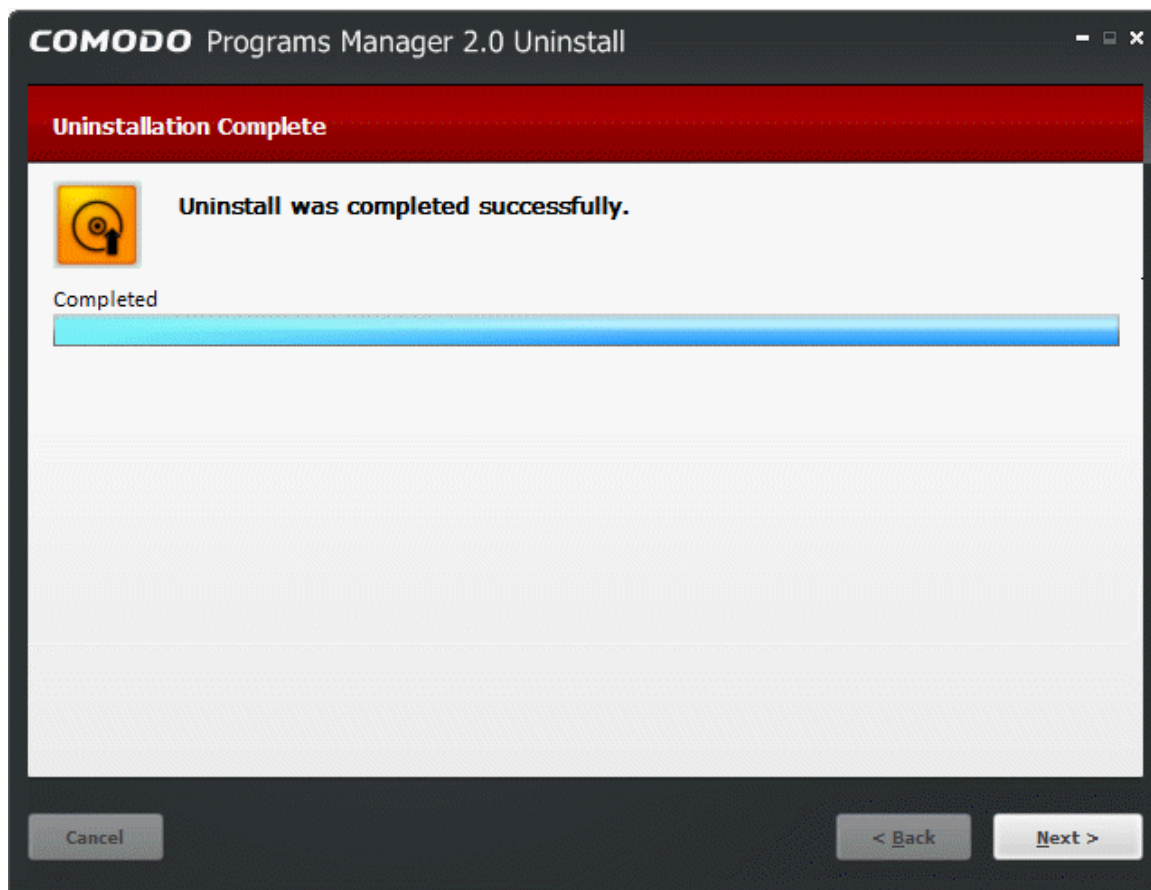
After preparing your computer, the Comodo Programs Manager uninstallation wizard will be started.



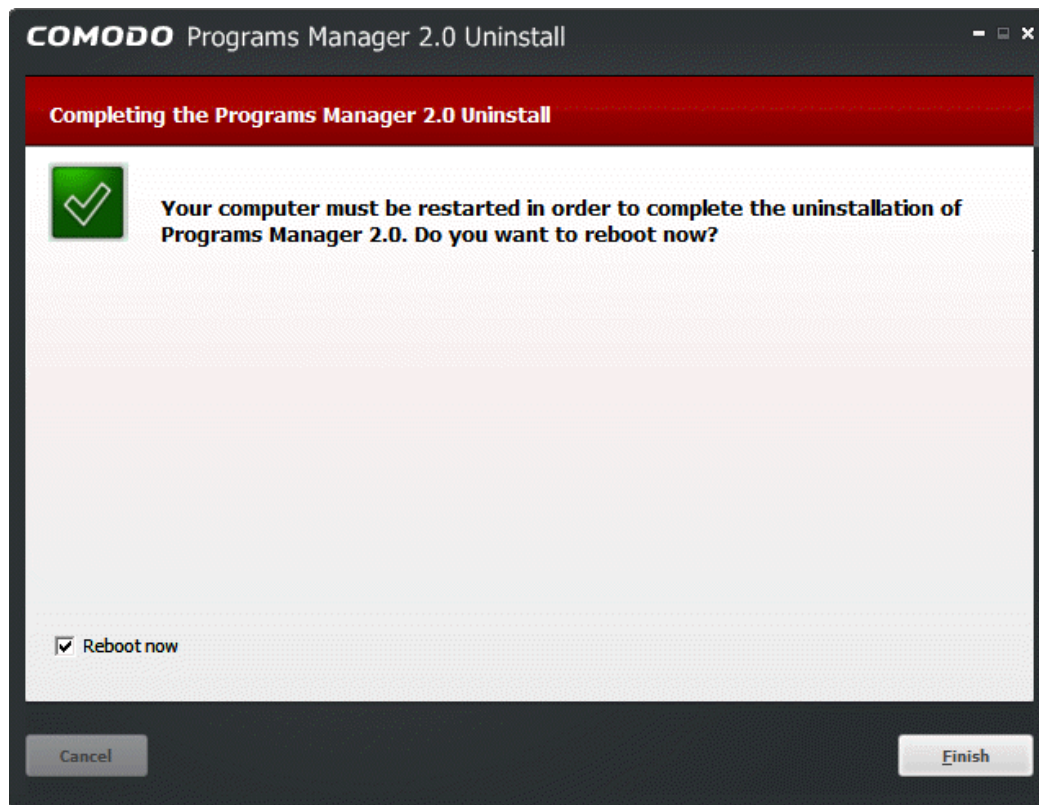
- Click 'Uninstall' to continue. The uninstallation progress will be displayed.



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



- Click 'Finish' to exit the wizard.



Appendix 1 - 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 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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