

BitDefender Internet Security 2010

Problem:

During a Deep System Scan, BitDefender Internet Security 2010 detects a Spysure component as **Trojan.Generic.2494995** and quarantines this file. This prevents Spysure from monitoring your computer.

Solution:

1. Install Spysure per the instructions in your User Guide.
2. Click on the red BitDefender shortcut on your desktop or in your Start Menu.
3. Click on **Antivirus** in the left-hand list.
4. Click on the **Exclusions** tab.
5. Find the checkbox at the top of the screen. Check the checkbox to change the status to **Exclusions are enabled**.
6. Click on the **+** icon to add an exclusion.
7. Check the **Exclude by file/folder path** option.
8. Click **Next** to continue
9. In the text box, enter the following path:

(For Windows XP)
C:\Documents and Settings\All Users\Application Data\spysure

(For Windows Vista or Windows 7)
C:\ProgramData\spysure
10. Click **Add**
11. Click **Next** to continue
12. Under the heading **Please choose the scan type** select **Both**.
13. Click **Next** to continue
14. Click **Finish** to finish.
15. Close Bitdefender.

Bitdefender will no longer detect Spysure during a Deep System Scan.