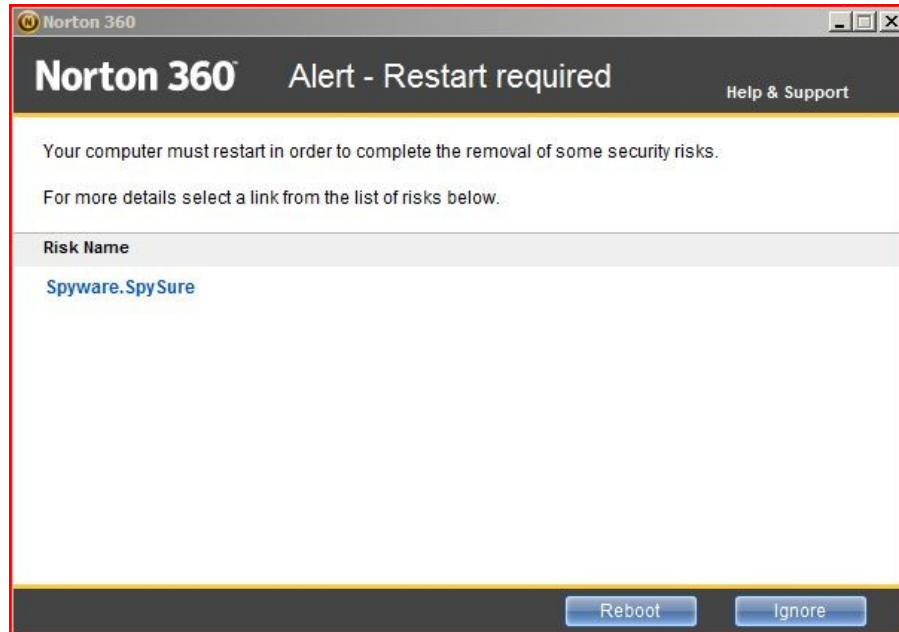


Norton 360 Version 2

Problem:

Norton 360 Version 2 detects Spysure as Spyware and deletes the installer before the installation can take place. The following message may also be displayed:



Solution:

1. Click on **Reboot** to restart your computer.
If you have already clicked "Ignore", please restart your computer normally.
2. Once the computer has restarted, click on the yellow **Norton 360 icon** in your system tray (next to the clock in your task bar).
3. Click on **Settings**
4. Click on **Virus and Spyware Protection**
5. Click on **Quarantine**
6. In the left hand table, headed **Items that can be restored**, click on the line **Spyware.Spysure** (Do not click on the blue text, simply click somewhere else on the same line.)
7. Click on the blue **Restore** button.
8. In the subsequent warning message, ensure that the **Exclude selected non-viral threats from future scans** checkbox is ticked.
9. Click **Yes** to continue.
10. The **Spyware.Spysure** line moves from the table **Items that can be restored** to the table **Items excluded from being scanned**.
11. Close the Norton 360 Windows.
12. Find the original downloaded file/or re-download file and re-attempt installation.
13. Installation will complete successfully.
14. Restart your computer.