

Norton 360 Version 3

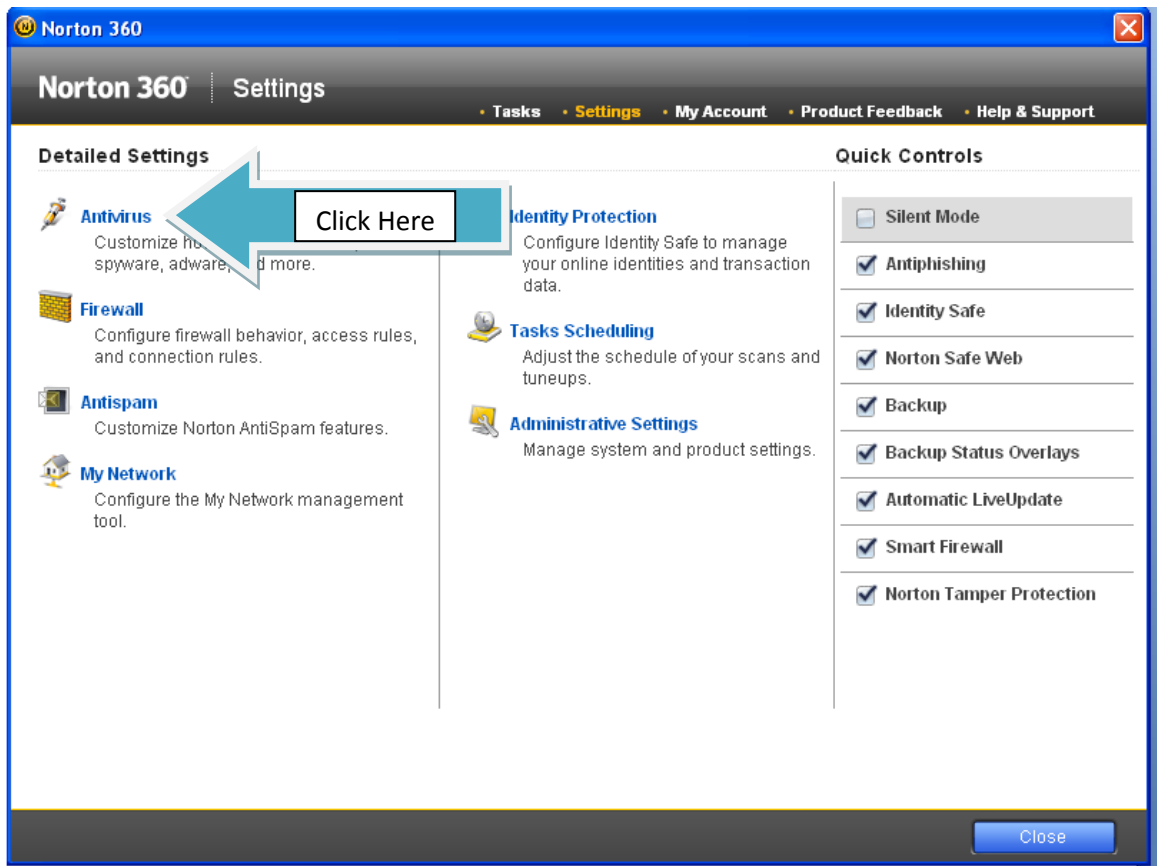
Problem:

Norton 360 Version 3 detects Spysure as Spyware and deletes the installer before the installation can take place. The following message may also be displayed:

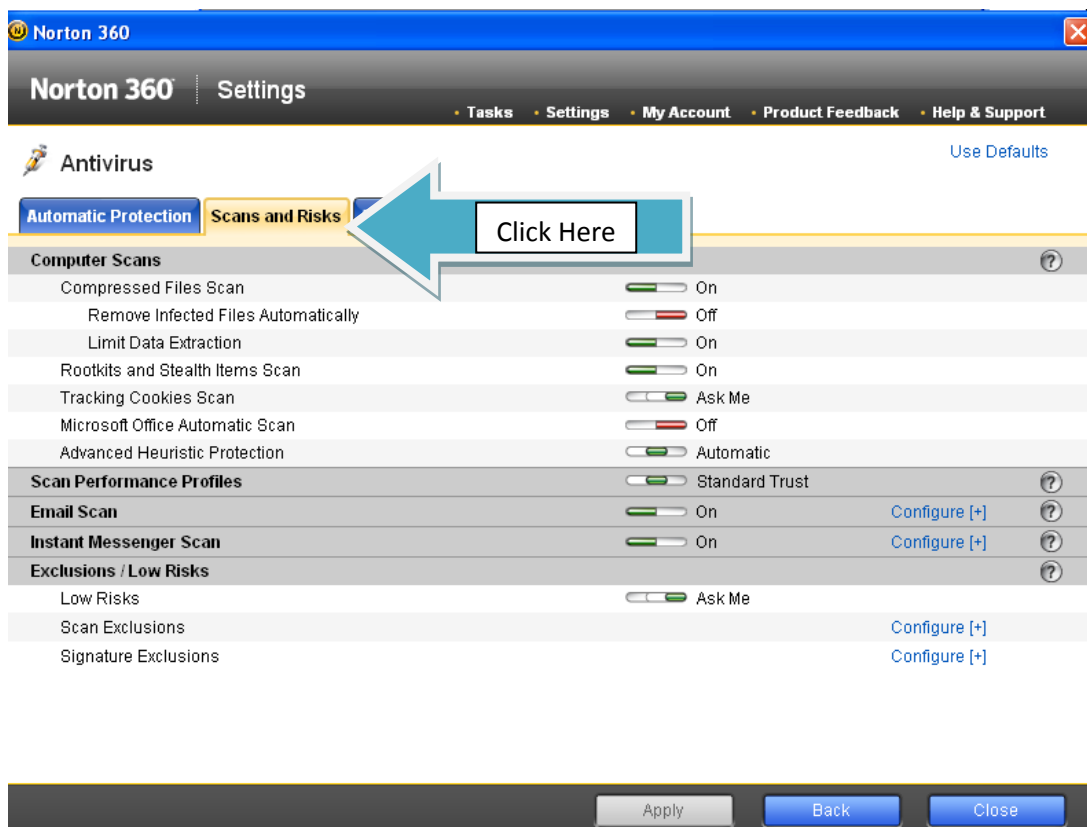


Solution:

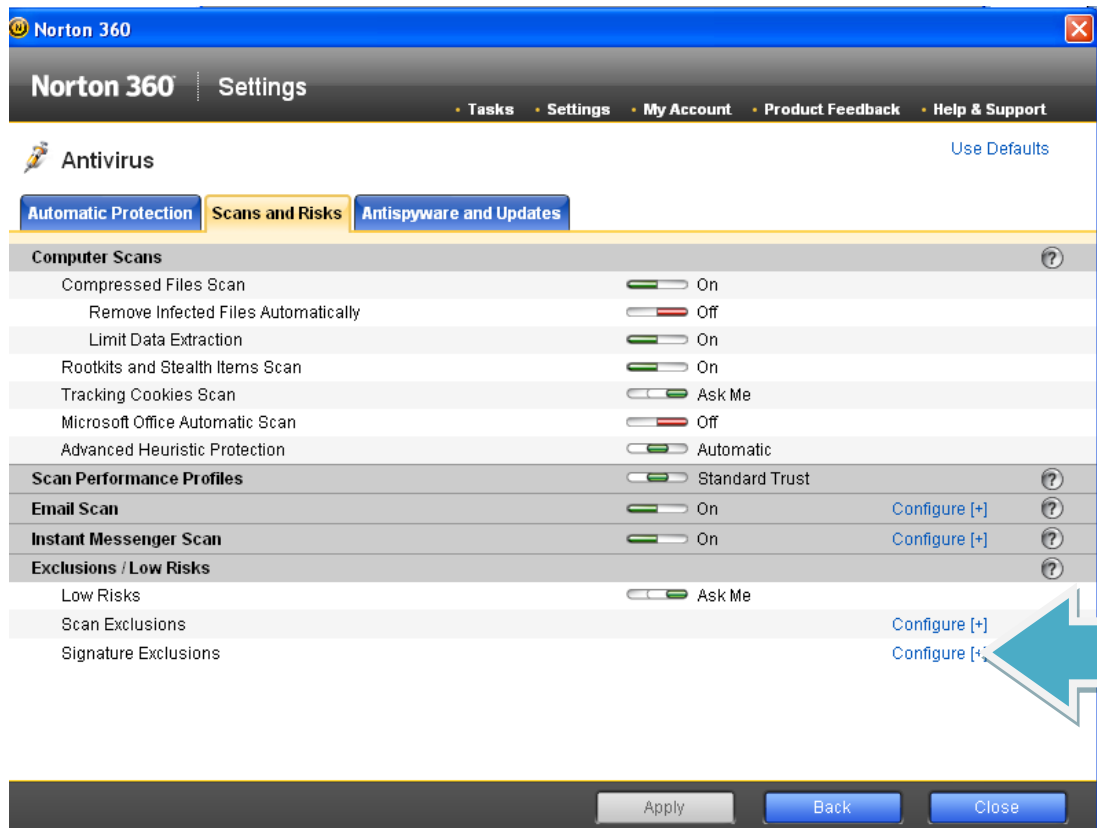
1. Restart Your computer
2. Once the computer has restarted, click on the yellow Norton 360 icon in your system tray (next to the clock in your task bar).
3. Click on Settings
4. Click the Antivirus option



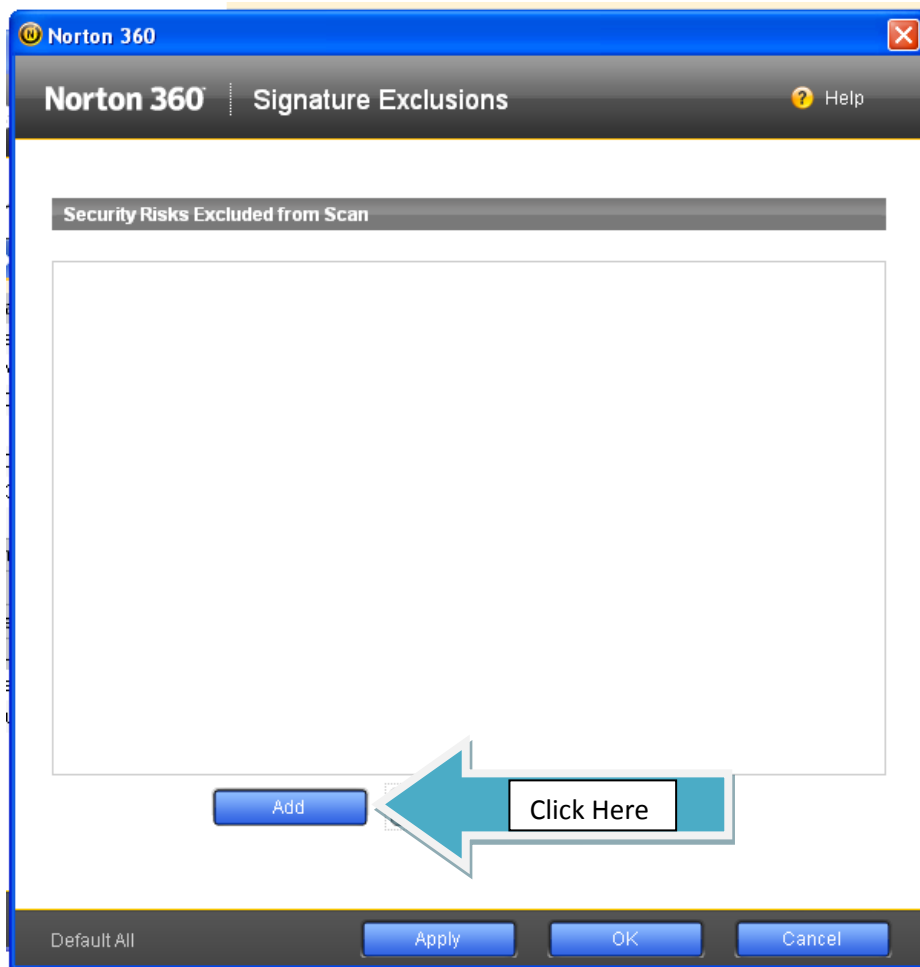
5. Click the Scans and Risks tab



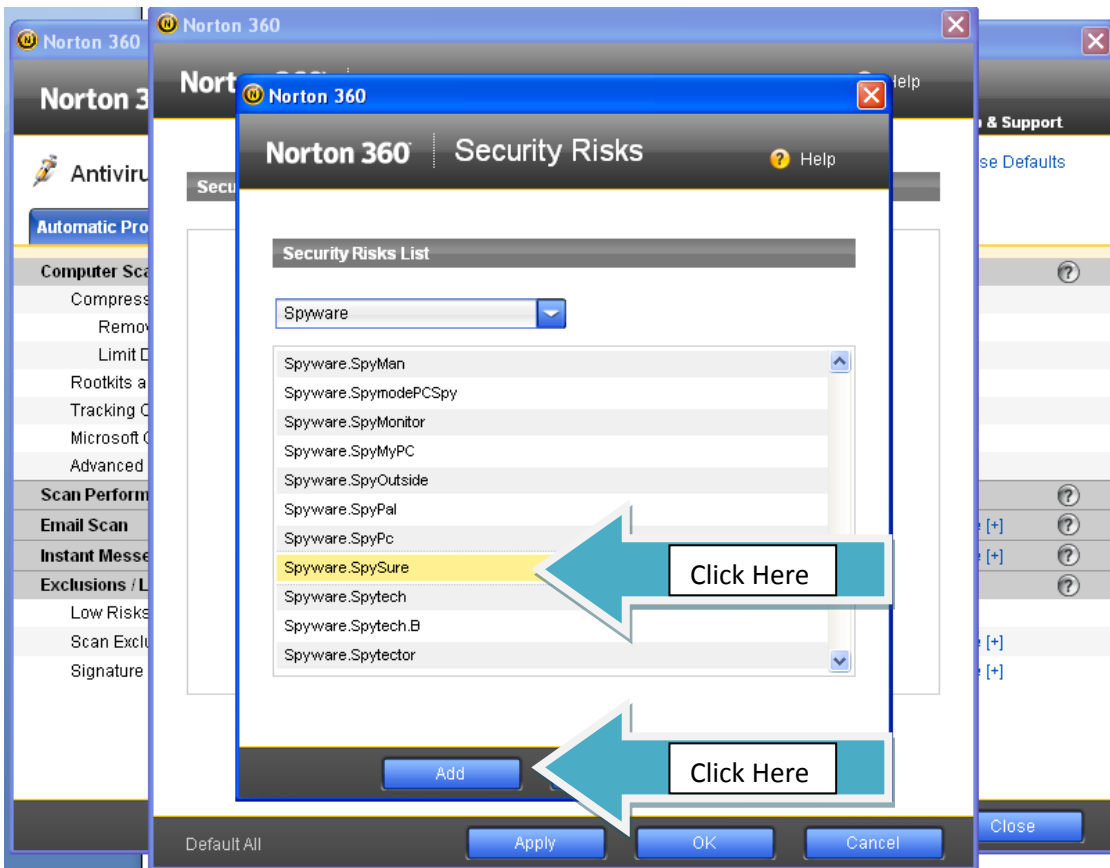
6. Click the **Configure [+]** option for Signature Exclusions



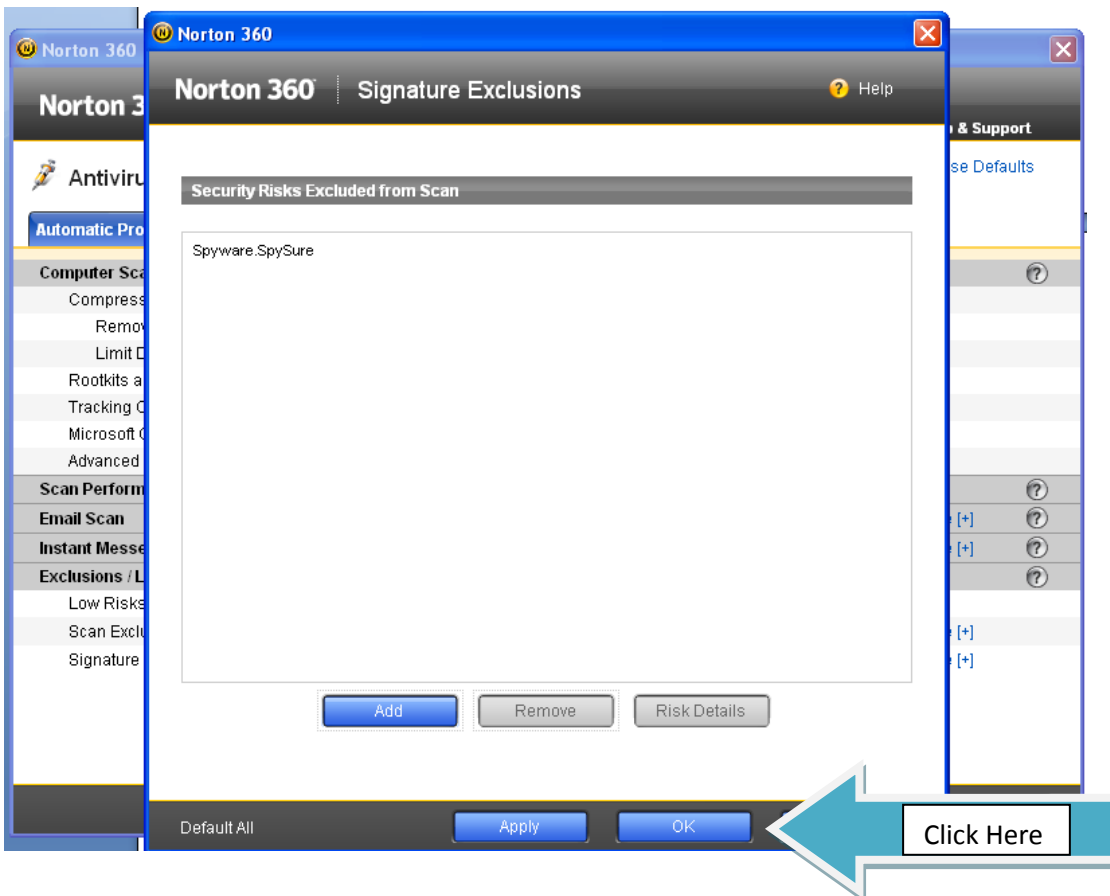
7. This will open the exclusion window
Click the add button



8. In the drop down menu select Spyware and highlight the follow option in the main window.
 - a. Spyware.spysure
 - b. Click the Add button



9. Click the Apply button and OK



- 10. Close Norton 360 and restart the computer**
- 11. Reinstall Spysure**
- 12. Restart the computer and Spysure should now work**