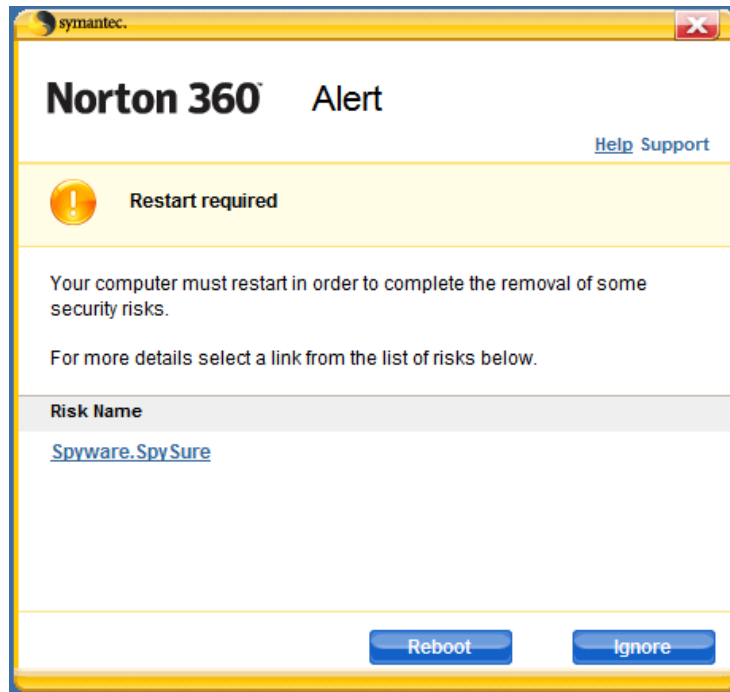


## Norton 360 – Windows XP

### **Problem:**

Norton 360 detects Spysure as Spyware and deletes the installer before installation can take place. The following message is displayed:



### **Solution:**

1. Click on Reboot to reboot 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 "Tasks and Settings"
4. Click on "Change Advanced Settings"
5. Click on "Undo & Exclude"
6. In the left hand table, headed "Items that can be restored", click on the line "Spyware.Spysure" (but not on the underlined text)
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. Click "Close"

12. Find original downloaded file/or re-download file and re-attempt installation.
13. Installation will complete successfully.
14. Restart computer.