

Norton Antivirus 2008

Problem:

Norton Antivirus 2008 detects Spysure as Spyware and deletes the installer before installation can take place. The message:

“Autoprotect detected security risk: Spyware.Spysure”

is displayed.

Solution:

1. Restart your computer.
2. Click on the yellow Norton button on the Windows taskbar.
3. Click on the “Norton Antivirus” tab within the Norton window.
4. Click on the arrow on the “Tasks & Scans” bar to expand.
5. Click on “Manage Quarantined Items” link.
6. Click on the “Go To Quarantine” button.
(May take a few seconds to display)
7. Click on the line marked “Spyware Spysure detected by auto-protect”
8. Click on the light blue circle button to show alert details.
9. Click on “Restore Risk” in the “Actions” pane in the right-hand column.
10. Ensure “Do Not Detect This Risk In Future” is ticked.
11. Click “Yes” to confirm.
This may take a while... wait for the text “Successfully Restored”
12. Click “Close”
13. Restart computer.
14. Find original downloaded file/or re-download file and re-attempt installation.
15. Installation will work this time.
16. Restart computer.

17. When you restart the computer, Norton Antivirus will display the following message:

”High Risk Alert – servircess.exe”

18. In the drop-down box, select “Allow Always”
19. Click on OK.

Norton Antivirus will no-longer detect Spysure as a threat.