

## Norton Internet Security 2007

### **Problem:**

Norton Internet Security 2007 detects Spysure as a Spyware risk and prevents installation.

### **Solution 1: Introduction**

*This process is to be completed **prior** to downloading Spysure. If this is not the case, see Solution 2 below. This process will prevent Norton Internet Security from detecting Spysure as a risk item in the first instance.*

### **Process**

1. Click on the yellow “Norton” button on your Windows taskbar:

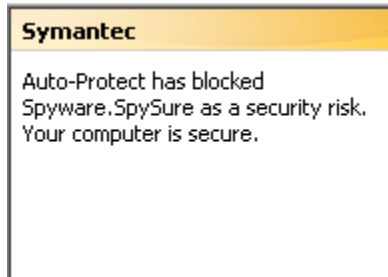


The Norton window will launch.

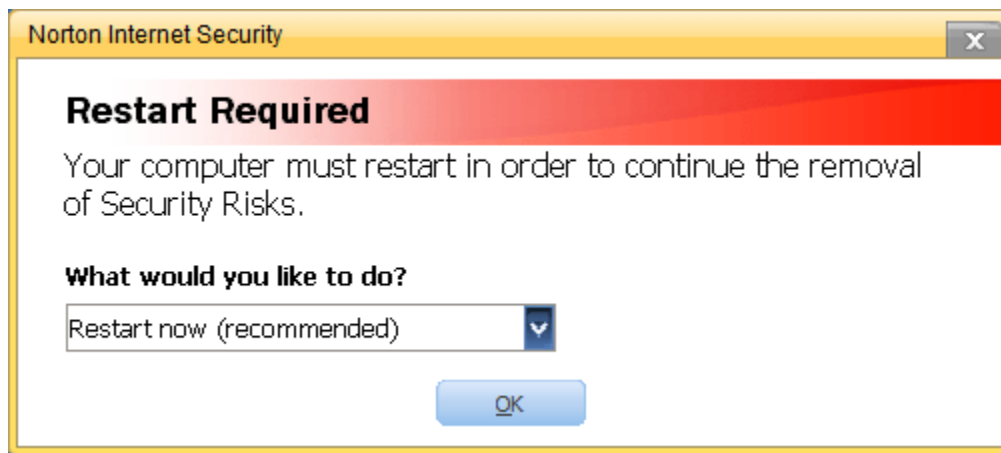
2. Click on the “Norton Internet Security” tab within the Norton window.
3. Click on the “Settings” bar to expand.
4. Scroll down and click on the “Virus and Spyware Protection Options” link under the heading “Additional Options”.  
The Norton Internet Security window will launch.
5. Click on “Signature Exclusions” in the left-hand column.
6. Click on “New”  
The Security Risk List will launch.
7. Click on “Spyware” in the first drop-down box
8. Locate the item “Spyware.Spysure” in the list, click on it, and click on “Add”.  
The security Risk List will close.
9. Close the Norton Internet Security and Norton windows.
10. Complete your Spysure installation in the normal way.

## Solution 2: Introduction

*This process is to be completed if, upon downloading Spysure, you are presented with the following notification:*



*Following this notification, the Spysure Installer will be deleted from your download location. You may also be prompted by Norton Internet Security to restart your computer:*



*If you do receive this message, please restart your computer as requested, and skip step 1 below.*

*This process will restore the Spysure installer from Quarantine, allow the installation to take place, and prevent further detection of Spysure as a risk item.*

## Process

1. Restart your computer.
2. Click on the yellow Norton button on the Windows taskbar.



3. Click on the "Norton Internet Security" 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.  
The Security History window will launch.
7. Click on the line marked "Spyware Spysure detected by auto-protect"
8. Click on the "More Details" button.
9. Click on "Restore Risk" in the "Actions" pane in the right-hand column.  
The Quarantine Restore dialog will launch.
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 item from quarantine"
12. Click "Close"  
The Quarantine Restore dialog will close.
13. Repeat steps 7-12 for any further instances of "Spyware.Spysure" in the Security History.
14. Restart your computer.
15. Find original downloaded file/or re-download file.
16. (Optional) Complete steps 1-9 in Solution 1 above in order to prevent future detection.
17. Complete your Spysure installation in the normal manner.