

Norton Internet Security 2010

Problem:

Norton Internet Security 2010 detects Spysure as a Spyware risk and prevents you from download and installing the product.

Please Note:

Norton Internet Security 2010 requires that you are using an Administrator account on your computer before you can access the program's settings and follow the instructions below.

Solution:

1. Click on the yellow Norton Icon in your System Tray.
(In the bottom-right corner of your screen, next to your clock).
2. In the **Computer** section, click on the **Settings** link.
3. Under the **Exclusions** heading, click on the **Configure** link displayed next to **Scan Exclusions**.
4. Under the **Scan Exclusions** heading, click on the **Add** button.
5. In the text box, enter the following:

(For Windows XP)

C:\Documents and Settings\All Users\Application Data\spysure

(For Windows Vista or Windows 7)

C:\ProgramData\spysure

And click **OK**.

6. Under the **Auto-Protect Exclusions** heading, click on the **Add** button.

7. In the text box, enter the following:

(For Windows XP)
C:\Documents and Settings\All Users\Application Data\spysure

(For Windows Vista or Windows 7)
C:\ProgramData\spysure

And click on the **OK** button.

8. Click on the **Apply** button.

9. Click on the **OK** button.

10. Under the **Exclusions** heading, click on the **Configure** link displayed next to **Signature Exclusions**.

11. Click on the **Add** button

12. In the drop-down box, select **Spyware**.

13. In the list box, select the item **Spyware.Spysure**.

14. Click on the **Add** button.

15. Click on the **OK** button.

16. Click on the **OK** button.

At this stage you may continue your Spysure installation according to the instructions in your User Guide.

Please Note:

The next time Norton Internet Security 2010 performs a scheduled “System Scan”, Spysure will once again be detected and quarantined and will stop responding to the keyboard shortcut. To resolve this:

1. Click on the yellow Norton Icon in your System Tray.
(In the bottom-right corner of your screen, next to your clock).
2. In the **Computer** section, click on the **History** link.
3. In the drop-down box, select **Resolved Security Risks**.
4. Select the line which says **Spyware.Spysure Detected**.
5. Click on the **More Details** button.
6. Click on the **Options** link.
7. Click on **Restore and Exclude This File**
8. Ensure that the **Add Risk to Exclusion List** is checked.
9. Click **Yes** to confirm.
10. Restart your computer.

Spysure will start monitoring and responding once your computer has restarted.

Spysure will not be detected the next time Norton Internet Security performs a system scan.