

SUPERAntiSpyware

Problem:

SUPERAntiSpyware detects Spysure as *Rootkit.Agent/Gen-Rustock* and prompts the user to remove it. This generic detection is due to the stealth features in Spysure software, and only occurs when *SUPERAntiSpyware* performs a system scan.

Solution:

After installing Spysure, perform a scan using *SUPERAntiSpyware* so that it detects Spysure at this time. To do so:

1. Click on the “bug” Icon in your System Tray.
(In the bottom-right corner of your screen, next to your clock).
2. Click on the **Scan your Computer...** button.
3. Check the option **Perform Complete Scan**
4. Click **Next** to continue.

SUPERAntiSpyware will scan your computer. Wait for the scan to finish. This could take some time! Once the scan has completed, you should see that several items have been detected as *Rootkit.Agent/Gen-Rustock*.

5. Click **Next** to continue.
6. Click **OK** to continue.
7. Click on the line that says **Rootkit.Agent/Gen-Rustock**.
8. Click on the **Trust/Allow Item(s)...** button.
9. Click **Yes** to confirm.
10. Click **Next** to continue and allow *SUPERAntiSpyware* to quarantine any other threat items found.

The next time *SUPERAntiSpyware* scans your computer it will not detect Spysure as *Rootkit.Agent/Gen-Rustock*. Spysure will continue running as normal.