

eSET NOD32

Problem:

NOD32 detects two of our files as a 'Win32.Genetik' Trojan Horse threat. This detection is a generic one and is as a result of some of the features employed in our software, such as the keylogger, and the email reporting function. Clearly, such features might also be used in a Trojan Horse.

Solution:

1. Prior to installation, configure NOD32 to exclude the Spysure application folder from its scans.

To do so:

- a. Open the NOD32 application by clicking on its icon in the system tray (next to the clock).
- b. In the menu bar, click on **Setup > Advanced Setup**.
- c. In the left-hand menu, select **Antivirus and Antispyware > Exclusions**.
- d. Click the **Add** button to add an exclusion.
- e. Enter the following path:

(For Windows XP)

C:\Documents and Settings\All Users\Application Data\Spysure*.*

(For Windows Vista)

C:\ProgramData\Spysure*.*

- f. Click **OK** to add the path to the exclusions list.
 - g. Click **OK** to close the settings window.
 - h. Close the NOD32 window.
2. Install Spysure using the CD provided. By default, NOD32 will not scan the installer when used from a read-only device such as a CD-ROM drive. Re-start your computer following installation.