

eSET NOD32 Antivirus Version 4

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.

NOD32 will prevent you from downloading the software installer from our website, and will prevent the software from running correctly once installed.

Solution:

Part 1:

*This process restores the Spysure installer from NOD32's quarantine, to allow you to install. Please follow the instructions in this part **only** if you are downloading the software from our website. If you are installing the software from a CD, please proceed to part 2.*

1. Attempt to download the software using the download link provided. At the conclusion of the download, Internet Explorer will display the following message:

“Cannot copy file: Cannot read from the source file or disk.”

You will also receive a notification from eSET NOD32 to indicate that it has blocked this file.

2. Open the NOD32 application by clicking on its icon in the system tray (next to the clock).
3. Look at the bottom of the NOD32 Window. It should show **Display: Advanced Mode**.
4. If not, click on the **Change** link to change to **Advanced Mode**.
5. Click on the **Tools** button on the left hand side.
6. Click on the **Quarantine** link.
7. In the resulting list, find the item with an object name starting [“http://www.spysureonline.com”](http://www.spysureonline.com).
8. Right-click on this line, and choose **Restore To...**
9. In the resulting file dialog, select a location to save the file. This should be a location where you will be able to find it later, such as the desktop. In the **File Name:** field, enter “spysureinstallzip.exe”. Click **Save**.
10. The Spysure installer will be restored to the location of your choice.

Part 2

This process marks the Spysure Installation Folder as an "exclusion", so that NOD32 does not interrupt Spysure once installed.

11. Open the NOD32 application by clicking on its icon in the system tray (next to the clock).
12. Look at the bottom of the NOD32 Window. It should show **Display: Advanced Mode**.
13. If not, click on the **Change** link to change to **Advanced Mode**.
14. Click on the **Setup** button on the left-hand side.
15. Click on the **Enter entire advanced setup tree...** link.
16. In the resulting window, under the heading **Antivirus and Antispyware** click on the **Exclusions** link.
17. Click the **Add** button to add an exclusion.
18. Enter the following path:

(For Windows XP)
C:\Documents and Settings\All Users\Application Data\Spysure*.*

(For Windows Vista)
C:\ProgramData\Spysure*.*
19. Click **OK** to add the path to the exclusions list.
20. Click **OK** to close the settings window.
21. Close the NOD32 window.

You can now continue to install the software per the instructions in your user guide.