

Spyware & Adware Tutorial

(Booklet & CD Format)

Tutorial Explanation

The inspiration for the formation of this tutorial came as a result of working on customer computers. The majority of problems on customer computers result from infestation of Spyware, Adware, or viruses. These problems almost never go away completely and most people are unaware of how they got there in the first place and have few resources for dealing with it. In May 2007 this tutorial underwent a major revision into its present format.

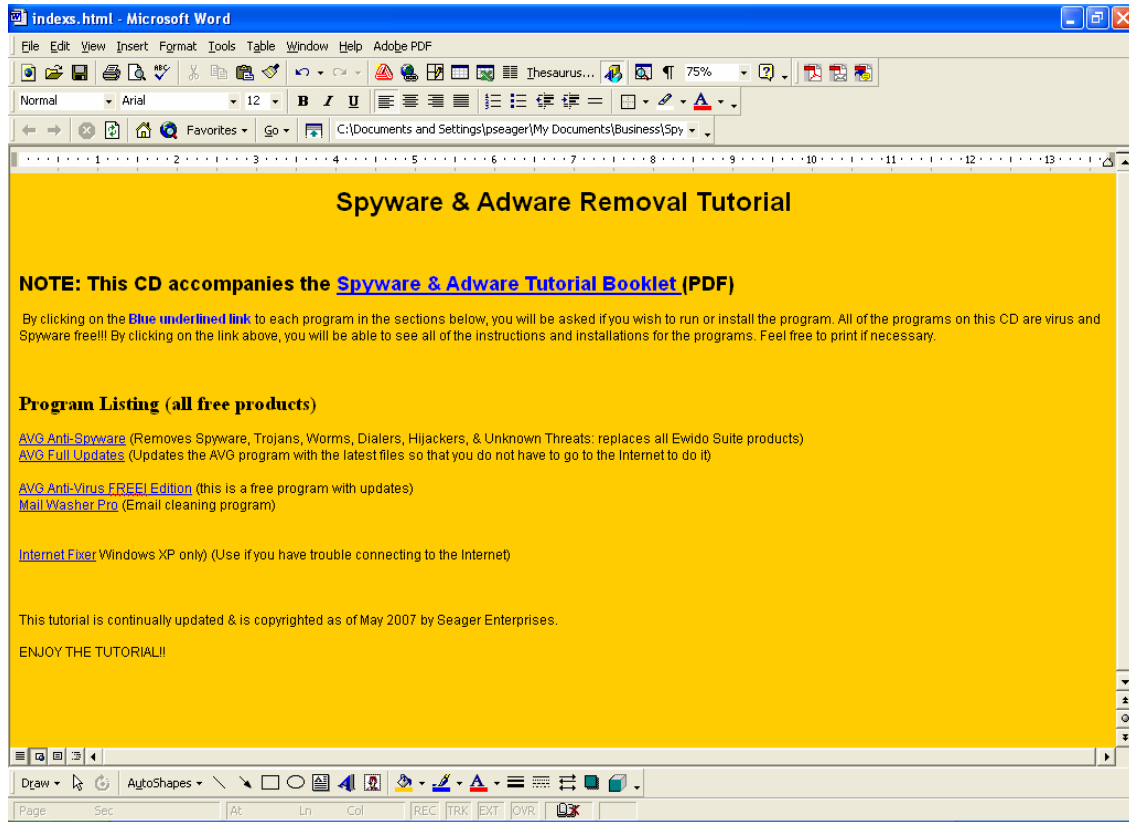
The beginner and intermediate level user, for whom this tutorial is addressed, would like to be able to use their computer for normal use (word processing, email, Internet searches, downloads, etc) without having to deal with all of the associated problems, such computer running slow, programs “freezing” or not opening at all, keyboard/mouse locking up, etc. As more research has been completed, a much easier method and solution has been created to resolve these problems.

Therefore this tutorial is set up into 4 sections:

1. Definitions of the computer terminology used to describe the problems
2. Helpful websites where users can go to get solutions to problems not addressed here
3. Software Programs used to eliminate the problems and prevent future problems. Shown here will be the program title, which is linked to the install program, the operating systems it will work on, and the link to the installation instructions for that program.
4. Installation instructions that accompany the software programs. These are linked to the programs, but are in a section by themselves.

If you are using the Booklet version of this tutorial, insert the CDROM into the drive now. Minimize this page to see the contents of the CDROM. If it does not start automatically, go to START, then RUN on your computer and type in (usually d:\start) and press OK. The page that you see below will be similar to the page on the CDROM and lists all of the programs and instructions referred to in this manual.

CDROM Sample Page (below)



Simply click on the program that you wish to install and follow the installation instructions as shown in this booklet.

If you are using the CDROM version of this tutorial, the links are provided for you later in this document. They are underlined in blue text. You may also use the Table of Contents to navigate through the instructions.

The reading of this booklet will help to familiarize you with the programs and instructions that accompany the CDROM.

This tutorial contains 25 pages.

This tutorial was updated on September 3, 2007.

ENJOY THE TUTORIAL!!

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Section 1 - Definitions

What is Spyware?

Spyware is any technology that aids in gathering information about a person or organization without their knowledge. On the Internet (where it is sometimes called a *spybot* or *tracking software*), Spyware is programming that is put in someone's computer to secretly gather information about the user and relay it to advertisers or other interested parties. Spyware can get in a computer as a software virus or as the result of installing a new program.

However, Spyware is often installed without the user's consent, as a drive-by download, or as the result of clicking some option in a deceptive pop-up window. Software designed to serve advertising, known as Adware, can usually be thought of as Spyware as well because it almost invariably includes components for tracking and reporting user information. However, marketing firms object to having their products called "Spyware." As a result, McAfee (the Internet security company) and others now refer to such applications as "potentially unwanted programs"

The cookie is a well-known mechanism for storing information about an Internet user on their computer. If a Web site stores information about you in a cookie that you don't know about, the cookie can be considered a form of Spyware. Spyware is part of an overall public concern about privacy on the Internet.

Examples of Spyware & Adware

About: Blank; Gator, Kaaza, Precision Time, Bargain Buddy, Comet Cursor, Bonsai Buddy, Wild Tangent, My Web Search, HotBar, Ncase, Xupiter, Click2FindNow, HuntBar, Search-Space, Win Tools, DSO Exploit, Date Manager, Only the Best, & WebRebates.

What is Adware?

Generically, Adware (spelled all lower case) is any software application in which advertising banners are displayed while the program is running. The authors of these applications include additional code that delivers the ads, which can be viewed through pop-up windows or through a bar that appears on a computer screen. The justification for Adware is that it helps recover programming development cost and helps to hold down the cost for the user. It does not send tracking information to an individual computer. To avoid the pop-ups, toolbars can be installed (Google Toolbar is an example) to prevent this. Many companies have pop-up blockers.

What is a Trojan Horse?

In computers, a Trojan horse is a program in which malicious or harmful code is contained inside apparently harmless programming or data in such a way that it can get control and do its chosen form of damage, such as ruining the file allocation table on your hard disk. A Trojan horse may be widely redistributed as part of a computer virus.

What is a Worm?

In a computer, a worm is a self-replicating virus that does not alter files but resides in active memory and duplicates itself. Worms use parts of an operating system that are automatic and usually invisible to the user. It is common for worms to be noticed only when their uncontrolled replication consumes system resources, slowing or halting other tasks.

What is a Computer Virus?

In computers, a virus is a program or programming code that replicates by being copied or initiating its copying to another program, computer boot sector or document. Viruses can be transmitted as attachments to an e-mail note or in a downloaded file, or be present on a diskette or CD. The immediate source of the e-mail note, downloaded file, or diskette you've received is usually unaware that it contains a virus. Some viruses wreak their effect as soon as their code is executed; other viruses lie dormant until circumstances cause their code to be executed by the computer. Some viruses are benign or playful in intent and effect ("Happy Birthday, Ludwig!") and some can be quite harmful, erasing data or causing your hard disk to require reformatting. A virus that replicates itself by resending itself as an e-mail attachment or as part of a network message is known as a worm. (See Worm definition)

Generally, there are three main classes of viruses:

File infectors: Some file infector viruses attach themselves to program files, usually selected .COM or .EXE files.

System or boot-record infectors: These viruses infect executable code found in certain system areas on a disk.

Macro viruses: These are among the most common viruses, and they tend to do the least damage. Macro viruses infect your Microsoft Word application and typically insert unwanted words or phrases.

What is a Virus hoax?

From time to time, you may get an e-mail message warning of a new virus. Unless the warning is from a source you recognize, chances are good that the warning is a virus hoax.

Section 2 - Helpful Websites

PCHell – <http://www.pchell.com>

Don't let the name fool you! This website is dedicated to helping users understand the Spyware programs and how to fix or remove them. Easy to Navigate!

CastleCops – <http://castlecops.com>

This site has everything from definitions to programs to information. Very Helpful!

SpywareInfo – <http://www.spywareinfo.com>

This site is also the home for 2 widely used anti-Spyware programs: HijackThis.exe and CWShredder.exe and is a very informative site. Keeps up-to-date!

Merijn.org – <http://www.spywareinfo.com/~merijn/>

This site also contains not only information, but also additional programs to assist users in troubleshooting computer problems. Programs are simple, yet effective and site is easy to navigate!

Bleeping Computers.com – <http://www.bleepingcomputers.com>

This is a "forum" website where users can go in and ask questions pertinent to their problem. It requires a simple, safe registration and then you can choose a category and present the problem. Sometimes it takes a few days or a few hours to get a response, but usually it is from a knowledgeable responder.

Major Geeks Support Forum - <http://forums.majorgeeks.com/>

Here the problem areas are divided into categories and there is a FAQ (frequently asked questions) section

Google – <http://www.google.com>

Google is one of the best methods to use for searching problems. Place your term in the search box and let Google suggest possible sites for you. You can use their advance search engine for more specific results.

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Section 3 - Additional Program Websites

The programs listed in this section are supplemental programs to the ones that follow in Section 4. Some of the programs listed here are pay-site (you have to pay for them) but are complete packages, especially the Anti-Virus programs. The descriptions will list what they are, where they can be found, whether PAY (\$\$\$\$) or FREE

ANTI-VIRUS PROGRAMS (\$\$\$\$)



Norton Antivirus (Symantec) - Norton Anti-Virus has been an industry leader for many years. There are both pro and con arguments for this product but it provides a complete package in that it automatically updates its ant-virus definitions, provides continual protection, protects against Internet problems, has some anti-spyware protection, prevents SPAM, has pop-up protection. \$\$\$\$ (cost dependent on features and length of contract)

Website: http://www.symantec.com/home_homeoffice/themes/freedom/index.jsp



McAfee Antivirus Protection - McAfee has also been a leader in Antivirus protect as well. It provides the same protection as listed above in the Norton description. \$\$\$\$

Website: <http://us.mcafee.com/>



Panda Antivirus software - For a complete description see their website for details. \$\$\$\$

Website: <http://www.pandasecurity.com/cj-usa/antivirus.htm>

AVAST Antivirus program - For a complete description see their website for details. \$\$\$\$

Website: <http://avast.com>

ANTI-SPYWARE PROGRAMS (FREE)

Adaware SE Personal – great for removing Adware. **Website:** <http://www.lavasoft.com>

Spybot – Search and Destroy – One of the original spyware removal programs and still one of the best. Website: <http://www.safer-networking.org/en/home/index.html>

Trojan Hunter – Specifically designed to remove Trojan programs. See explanation of Trojans in Section 1. Website: <http://www.misec.net/>

SpywareBlaster – A spyware prevention program. Once spyware has been removed, this program can be used to prevent it from returning. Website: <http://www.javacoolsoftware.com/>

ANTI-SPYWARE PROGRAMS (\$\$\$\$)

The following programs are designed to remove especially difficult malware.

Adaware Away – Designed to remove the deadly browser hijacker – AboutBlank. \$\$\$\$
Website: <http://www.adwareaway.com/>

Spyware Detector – Very strong removal and protection program for spyware problems. \$\$\$\$
Website: <http://www.maxspywaredetector.com/> Very high rating!

DISK UTILITY PROGRAM

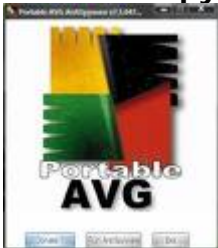
Registry Mechanic – After cleaning up the Spyware & Adaware & viruses, this program from <http://www.pctools.com> is great for cleaning up and restoring your windows registry, where many spyware & adware infect. \$\$\$\$

Section 4 - Software Programs

The type of program, the name of the file, its description, what it does, what operating system it will work with, a link to the installation instructions and the software, categorize the software programs listed below. All links are underlined in BLUE.

1. Spyware Removal Software

AVG Anti-Spyware



AVG Anti-Spyware has become one of the most effective anti-spyware programs today and is used to remove Trojans, Worms, Spyware, Adware, Tracking Cookies & specific problem programs. **There are many programs available in this category but we have found this one to be the most effective in the FREE programs.** This program is produced by Grisoft, Inc., and can be found at www.grisoft.com. See [Instructions](#) on Page 12 [All Systems]

2. Anti-Virus Software (free version)



AVG Anti-Virus Free Edition

AVG Anti-Virus Free Edition – The best of the **FREE** Anti-virus programs, it offers the effective protection against computer viruses for the individual and private use on a single PC-workstation. This program is produced by Grisoft, Inc., and can be found at www.grisoft.com. [All systems] Installation [instructions](#) on page 17

3. Email Protection



Mail Washer Pro

Mailwasher - Mail Washer Pro is an effective way to prevent Junk e-mail, unwanted e-mail or Spam from getting to your computer. This program will stop these annoying and malicious forms of email so that you receive only the e-mail you want!

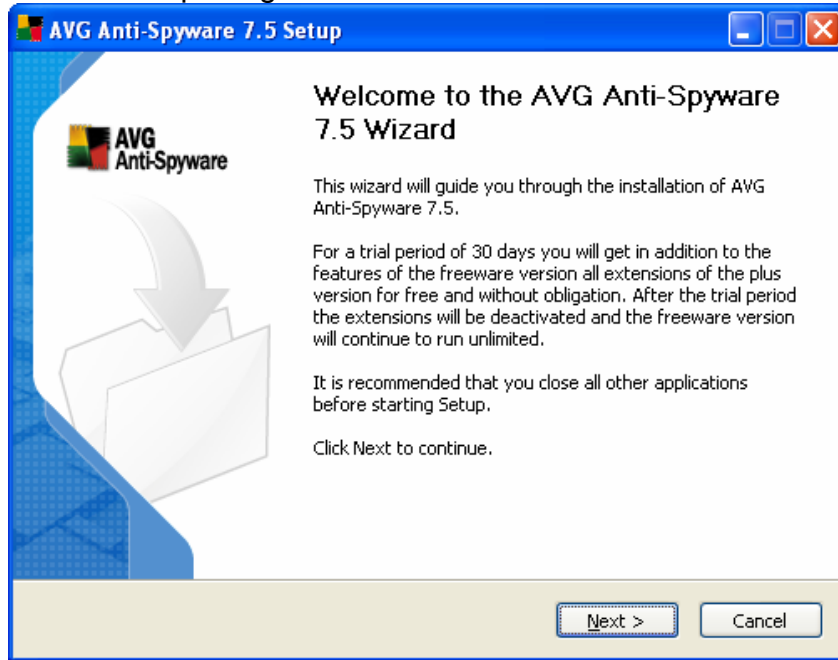
Download this program at: <http://www.mailwasherpro.net/> [All systems] [Installation instructions](#) are on page 25.

Section 5 – Installation Instructions

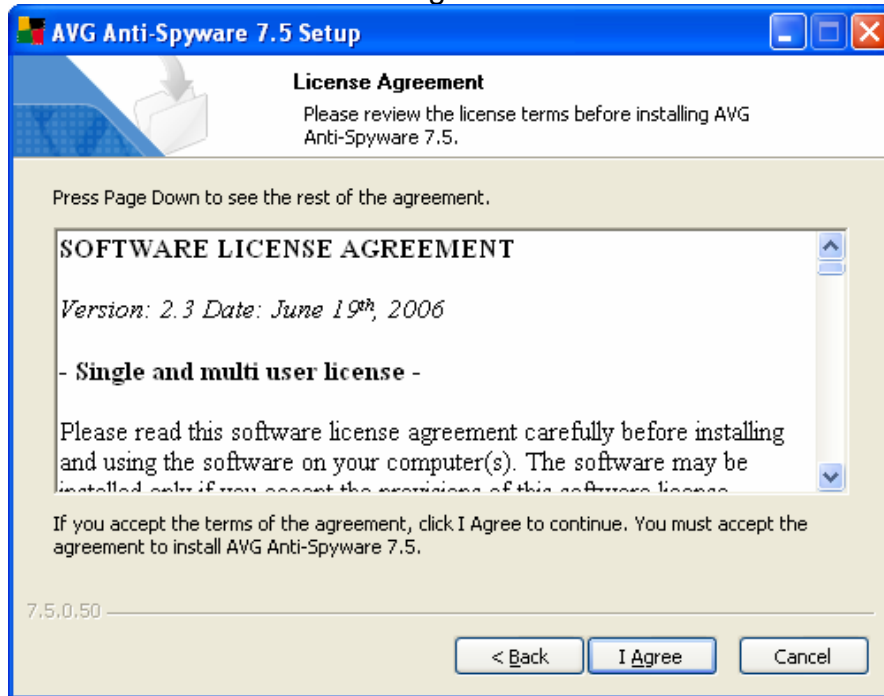
AVG Anti-Spyware 7.5 Tutorial

Installation of AVG

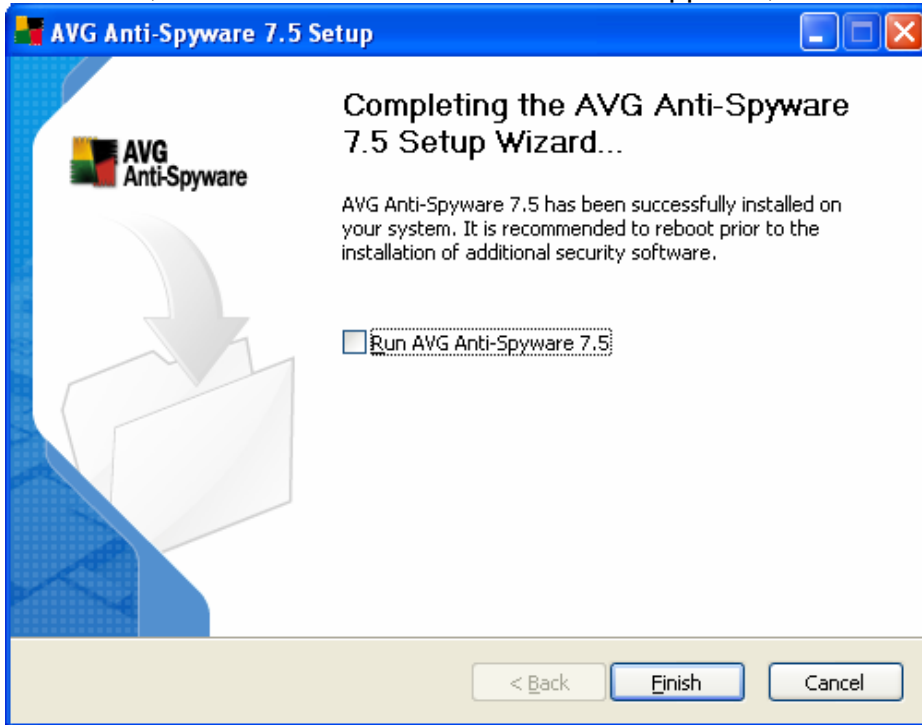
This is the opening of the install screen:



Click Next to continue and I Agree on the next screen:



Click Next, Then on Install. When this screen appears, uncheck the box, & click on Finish:

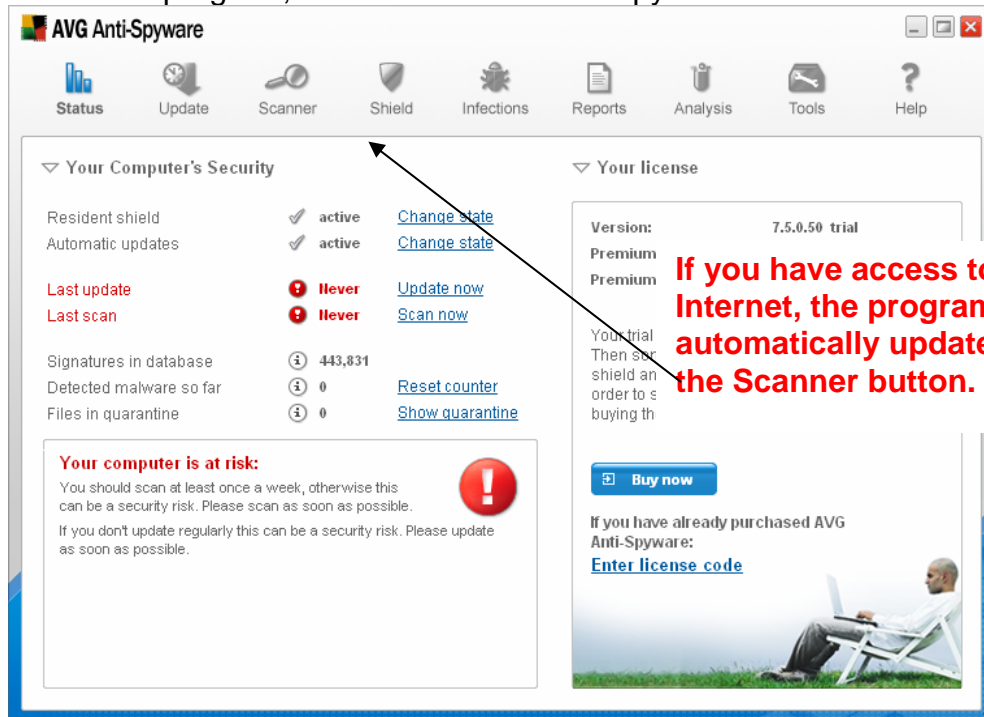


Updating the AVG Program

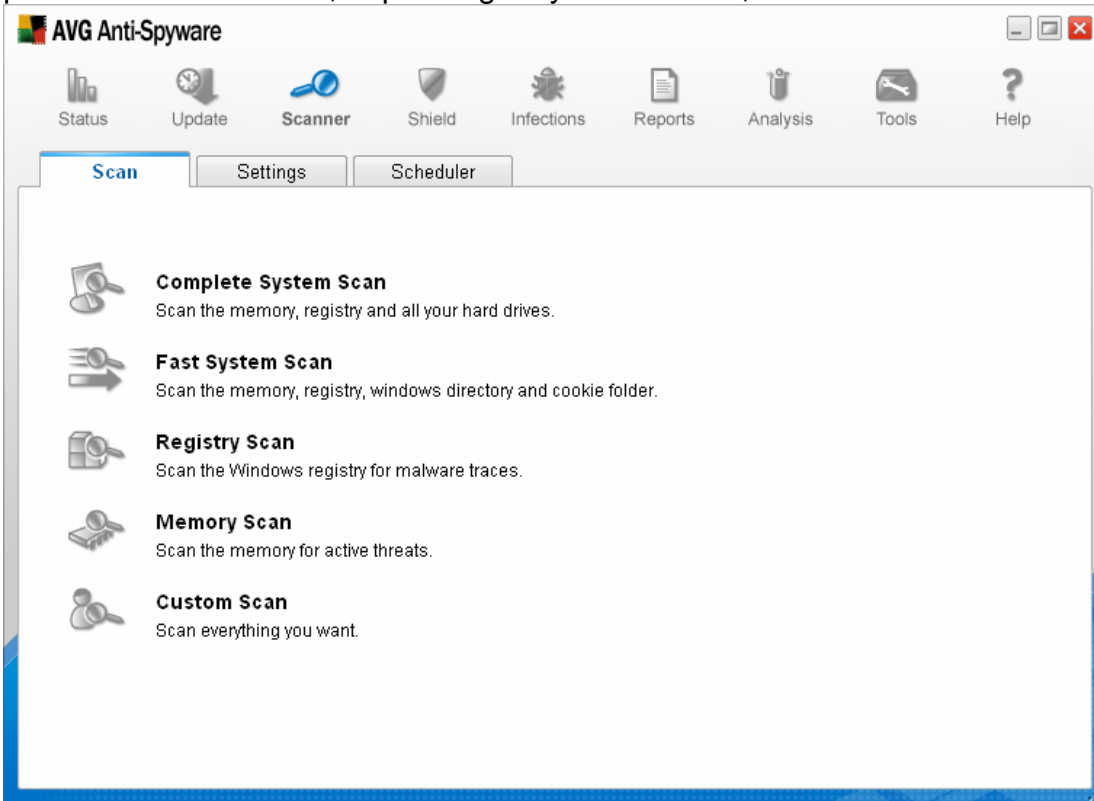
To update the AVG program, return to the CD main menu and click on the AVG Full Updates link.

Running the AVG program

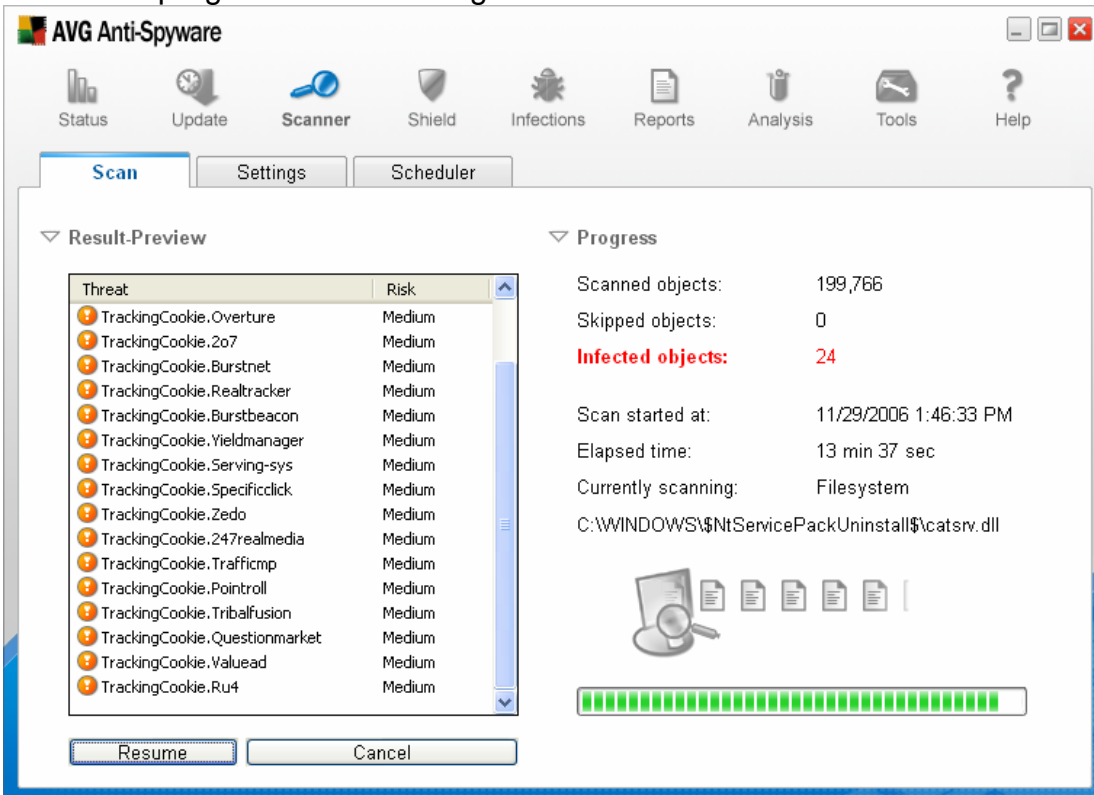
To run the program, click on the AVG Anti-Spyware icon on the desktop.



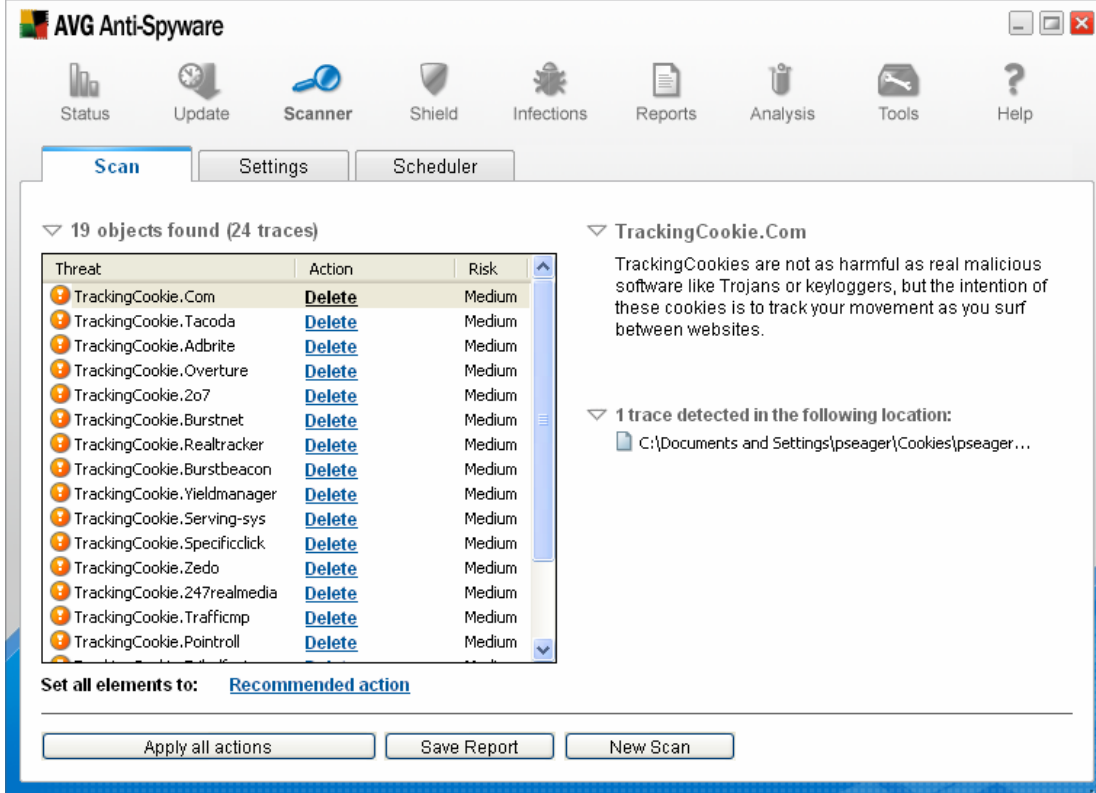
Now do a **Fast System Scan**. This will take some time but it is the best method of finding the problems. It should run, depending on your machine, from 5 - 10 minutes.



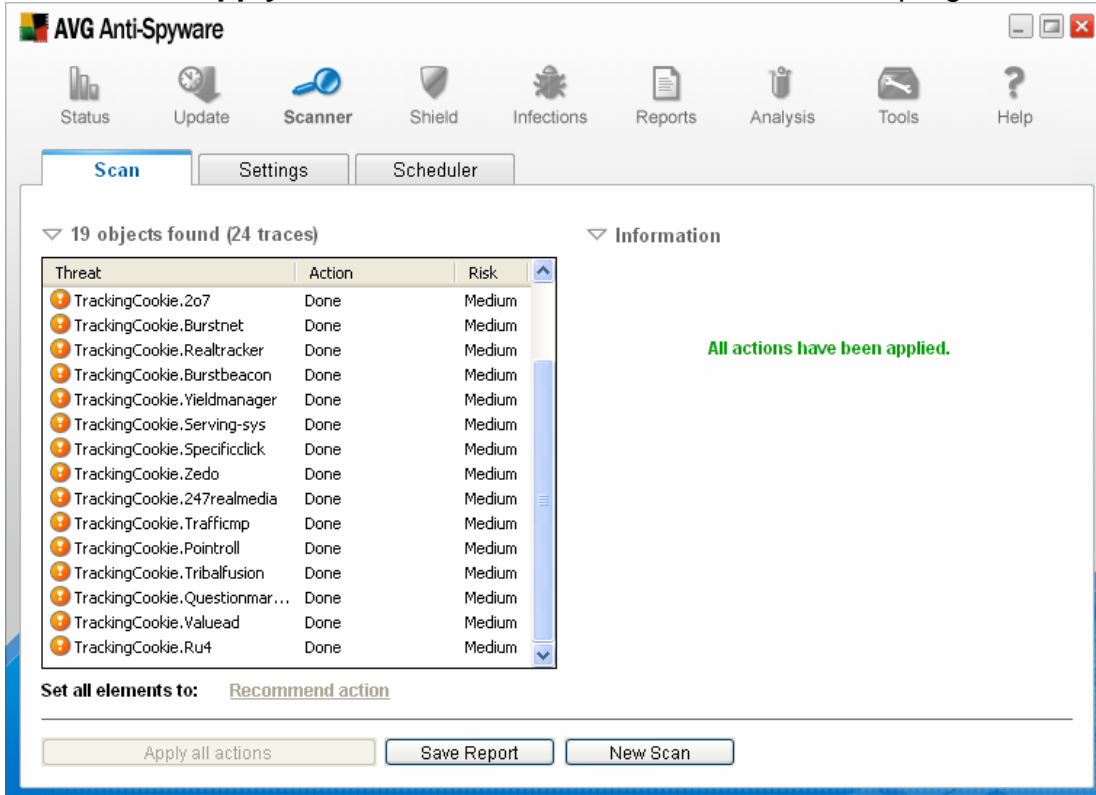
This is the program that is running:



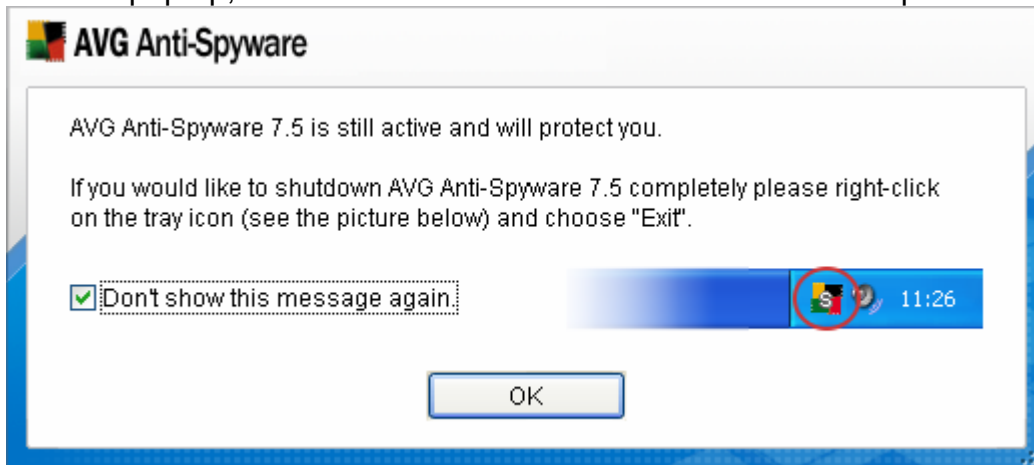
This will be the result. It is recommended that all Actions be set to Delete.



Now click on **Apply all actions**. This will be the result. Exit the program.



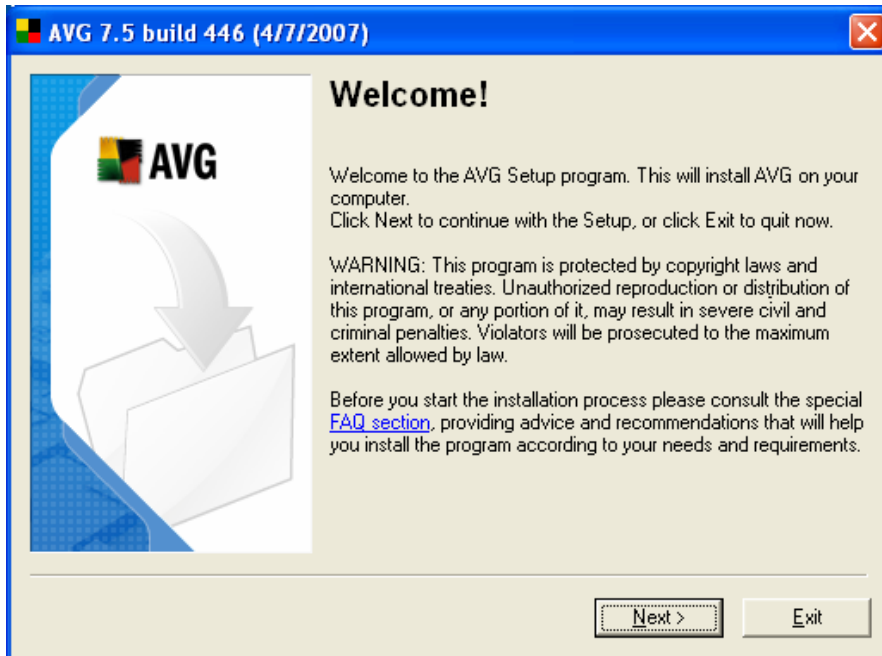
This will pop up, check the box and read the instructions. Then press OK



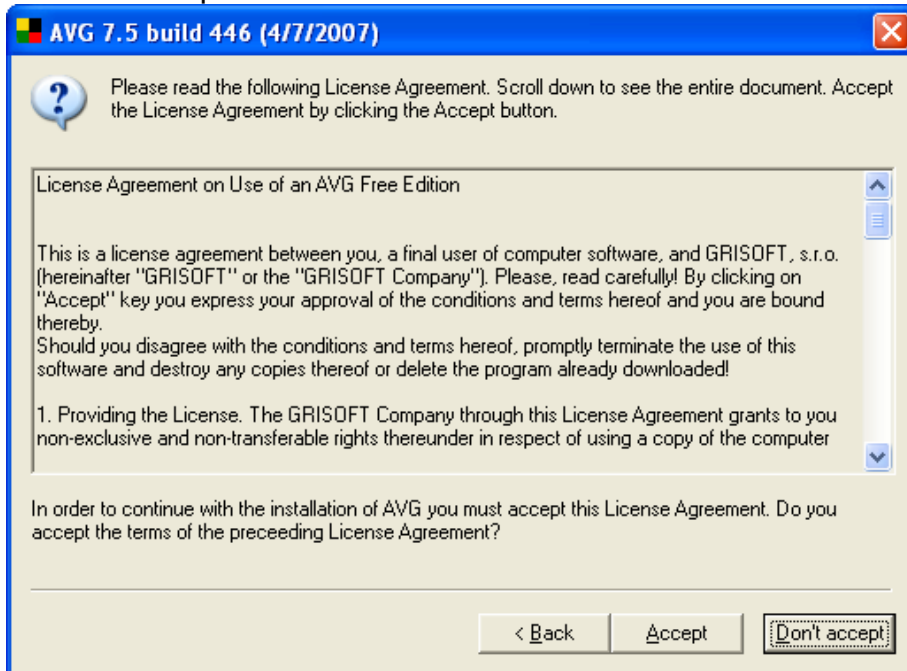
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AVG – AntiVirus (Free) Program

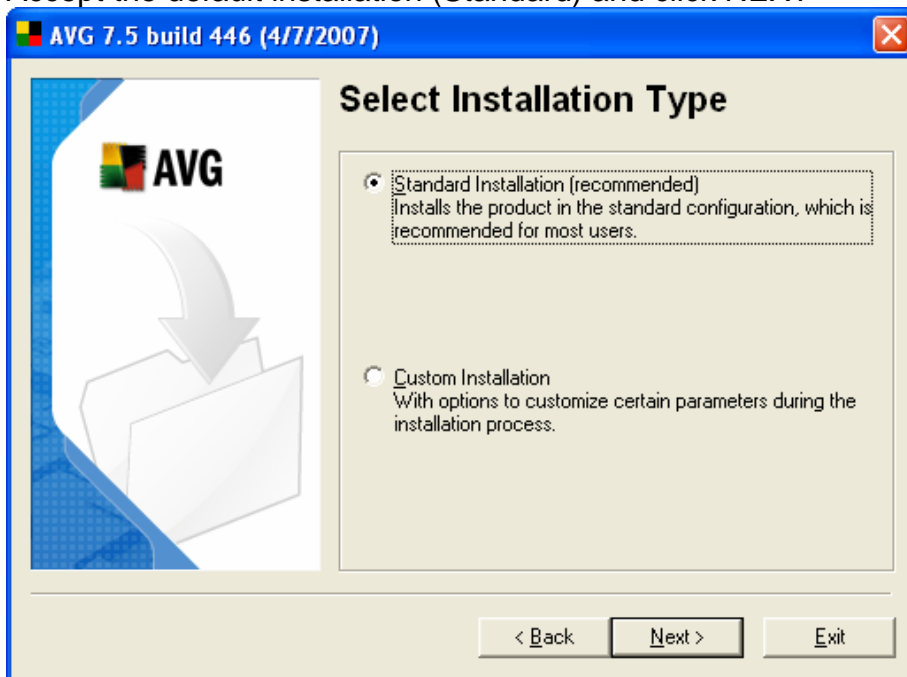
This is the startup screen for the installation of AVG Anti-Virus. Click NEXT to continue.



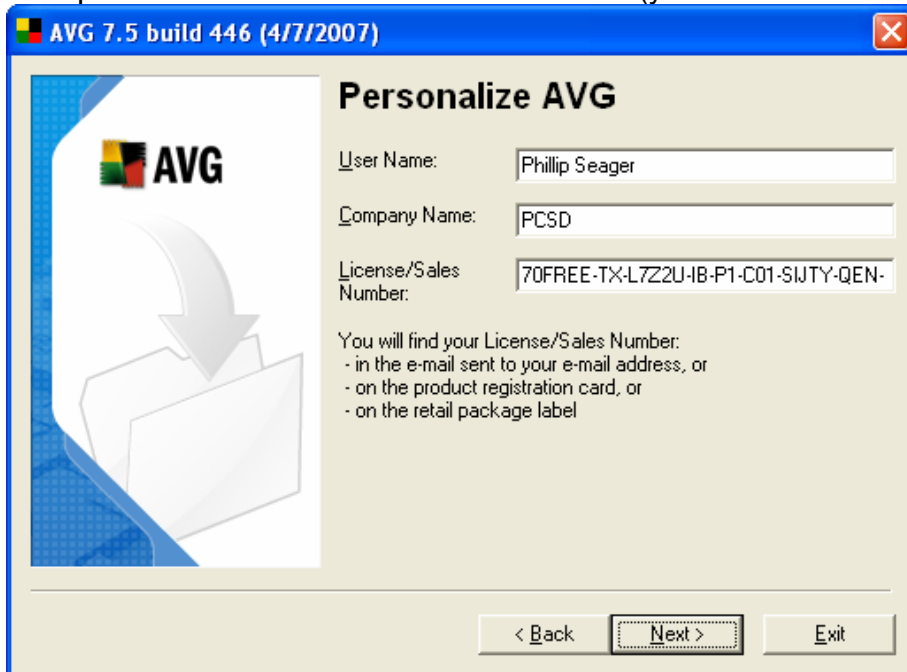
Click on Accept to continue



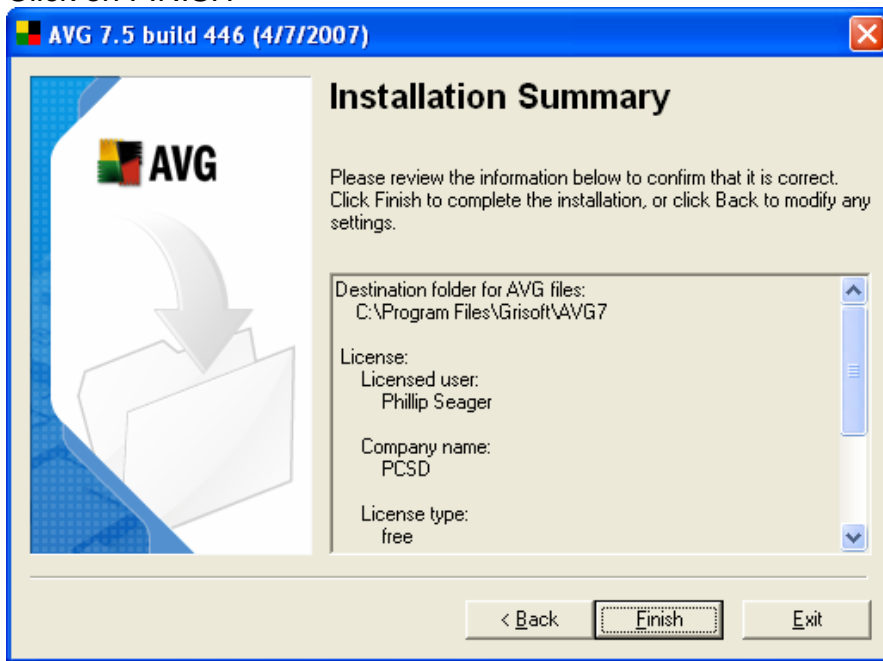
Accept the default installation (Standard) and click NEXT



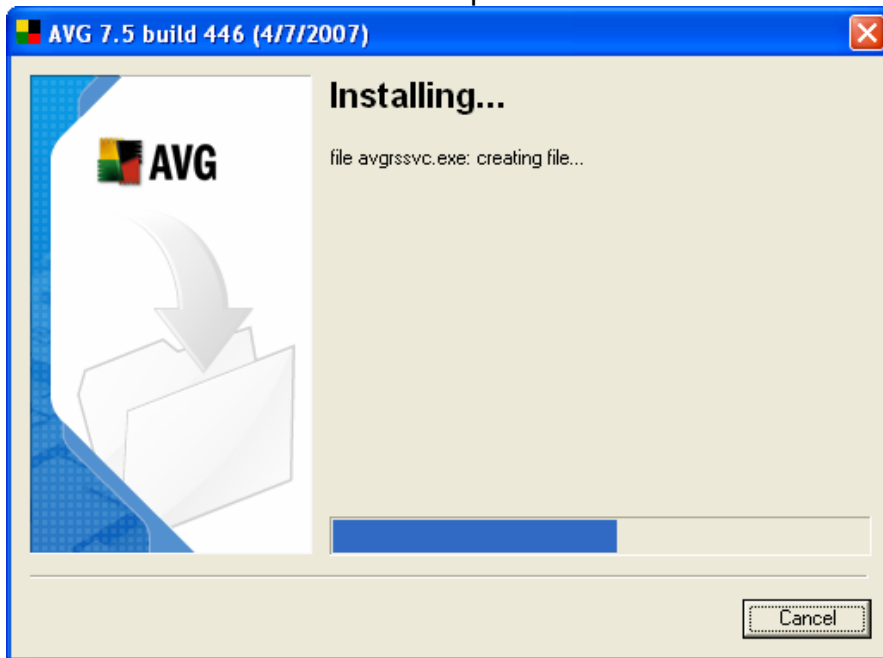
Accept the information shown on the screen (yours will be different)



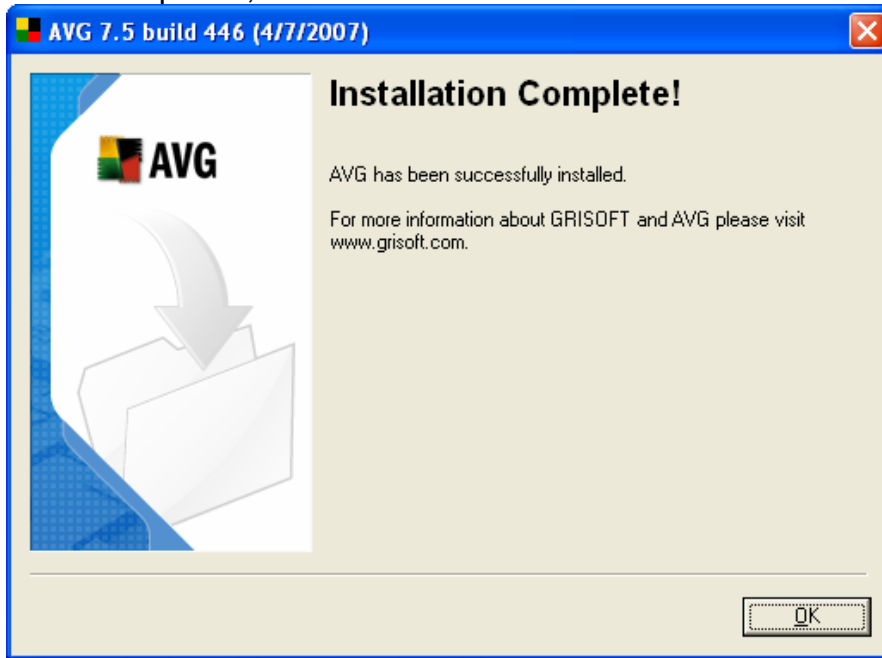
Click on FINISH



The Installation Process will complete

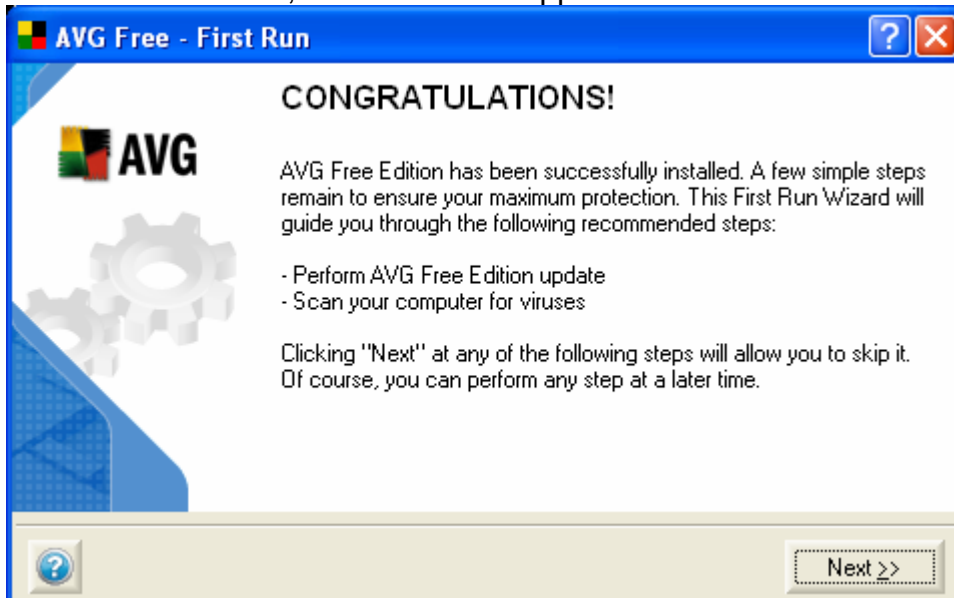


When completed, click on OK

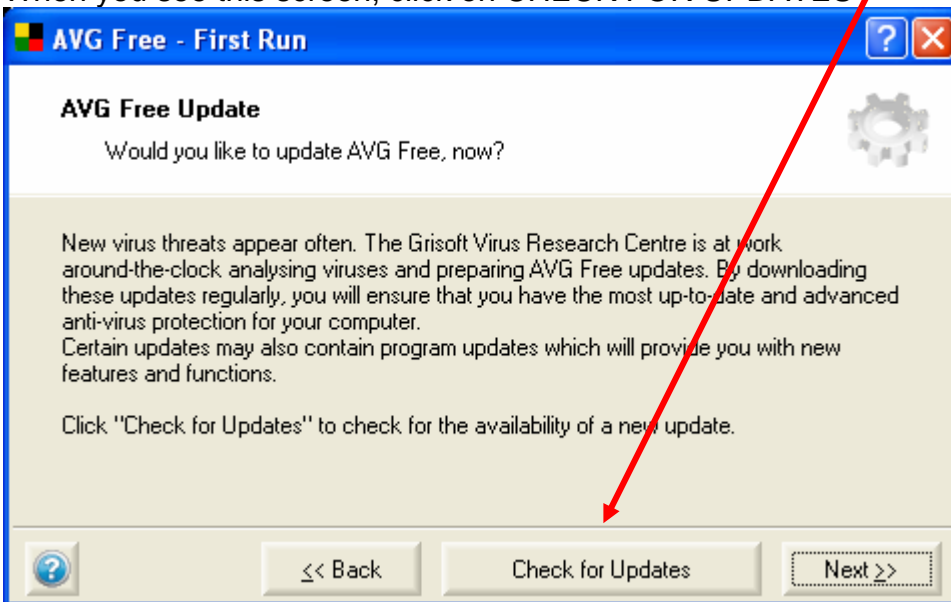


Running the AVG Anti-Virus Program

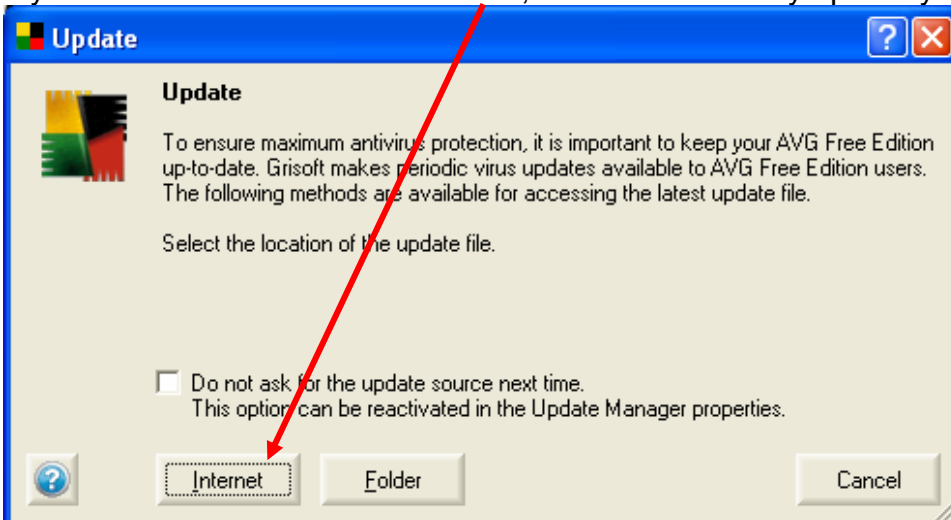
After the installation, this screen will appear. Click on NEXT



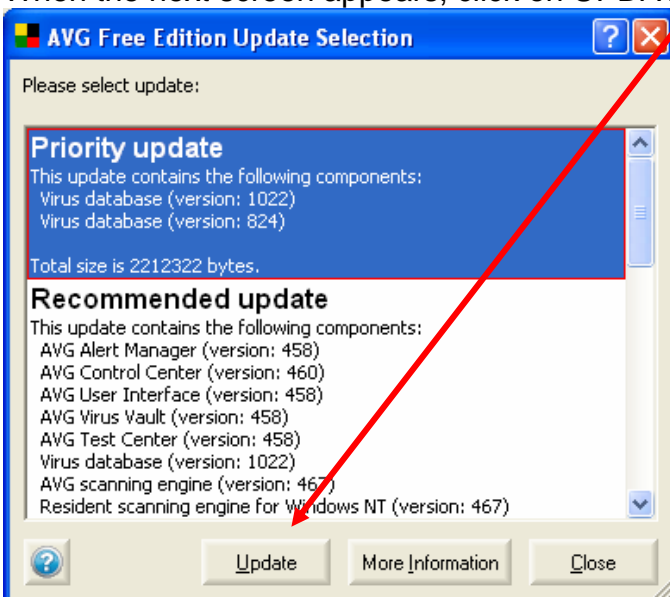
When you see this screen, click on CHECK FOR UPDATES



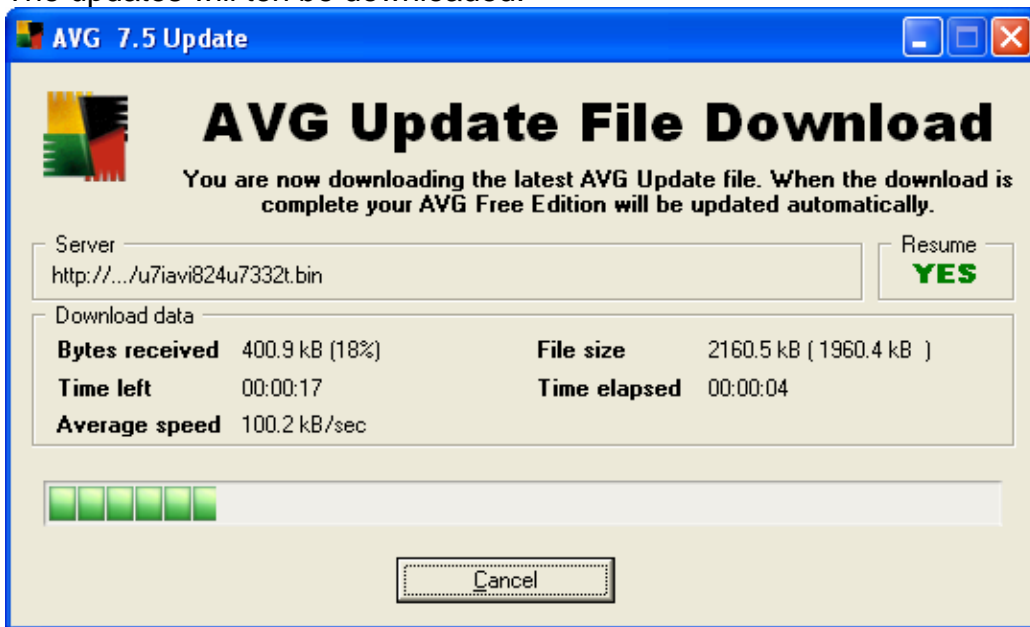
If you want to connect to the Internet, it will automatically update your program.



When the next screen appears, click on UPDATE



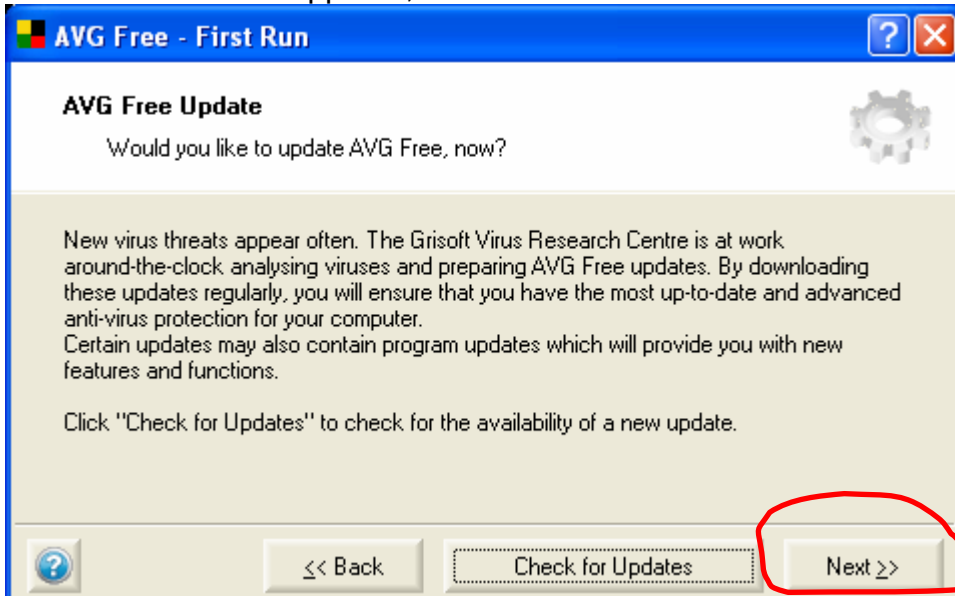
The updates will then be downloaded:



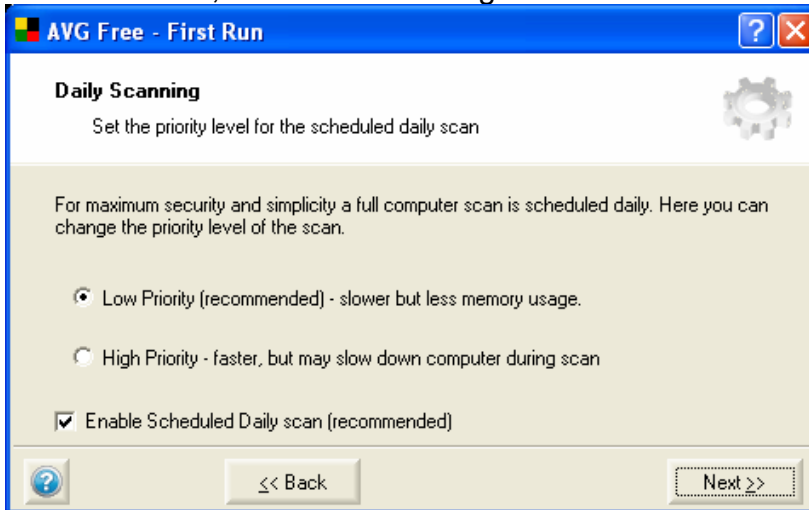
This screen will follow. Click on OK



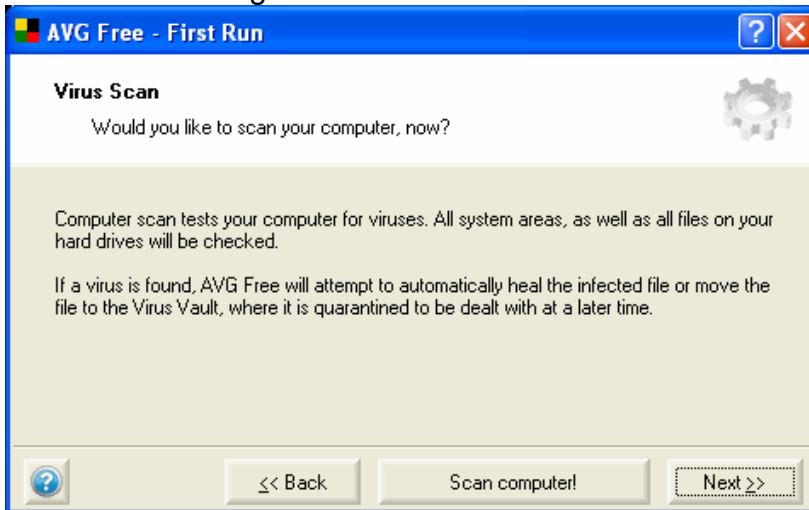
When this screen reappears, click on NEXT



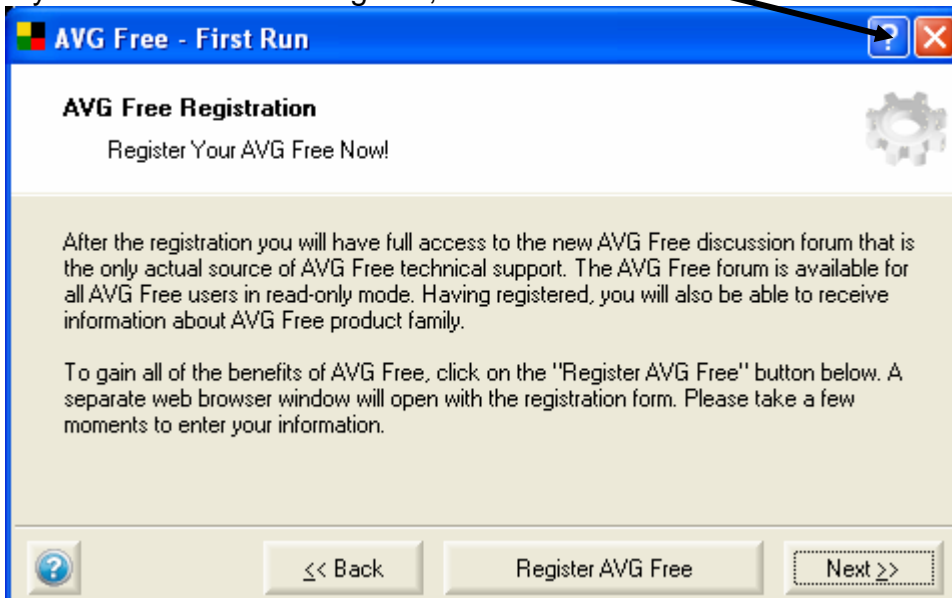
On this screen, leave these settings and click on NEXT



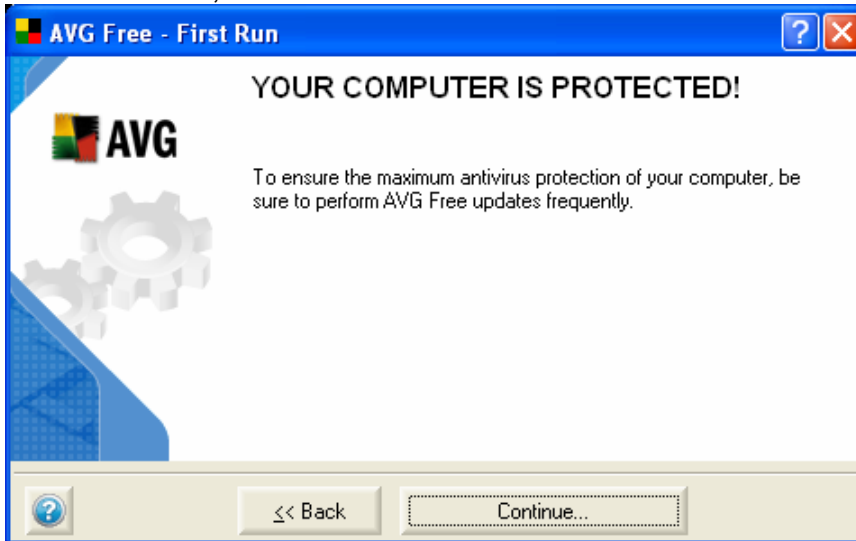
This next screen is alerting you that a virus scan is about to begin. Click NEXT to begin the scan



If you do NOT wish to register, click on the RED X



On this screen, click on CONTINUE



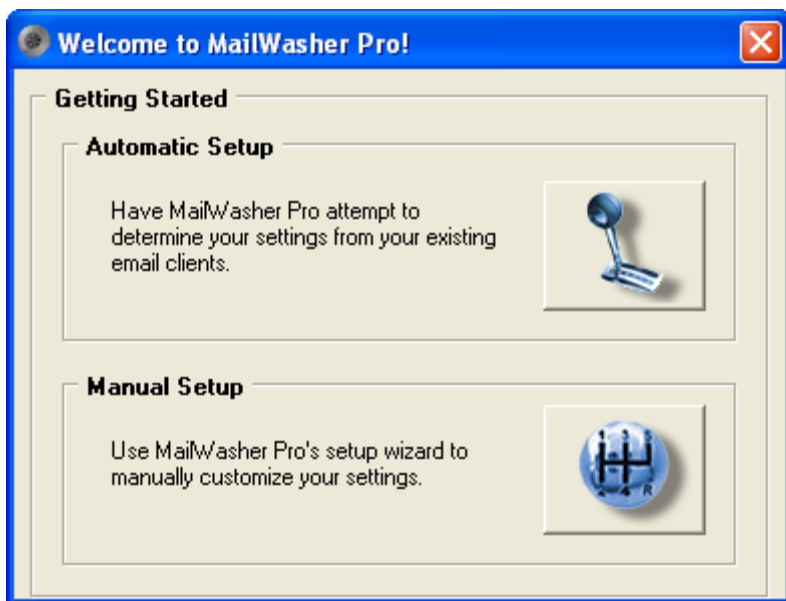
This is the main screen for AVG. To begin a scan on your machine for Virus detection, Click on SCAN COMPUTER



NOTE: Here you can also do a Custom Scan (Scan Selected Areas) or Check for Updates.

Mail Washer Pro

To get started, when the install screen comes up, click on Next, Accept the agreement, Next, Next, Install, and Finish. This screen will come up next. Click on the Automatic Setup



Any software-based email accounts will be picked up by the program. Click on the Accept button. Then after this completes, click on Check Mail to see if there are any problems.

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END OF TUTORIAL INSTRUCTIONS

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