



“HOW DO I PREVENT THIS FROM HAPPENING TO MY COMPUTER AGAIN?”

While your computer was being serviced we installed three free programs - “AVG 7.5”, “Ad-Aware 2007”, and “Spybot – Search & Destroy 1.4”. AVG is for removal of *viruses*, and Ad-aware and Spybot are for *spyware* removal. Below are instructions for using each of the programs. If you follow these steps– **at least once a week** - you will have a much smaller chance of having to bring your computer back for this issue. Don't forget to be connected to the internet when running updates. There are also some tips for other things to avoid on the reverse side of this flyer.



AVG 7.5

AVG 7.5 Antivirus

1. → **Start AVG Antivirus:** Double click on the “AVG 7.5” Icon located on your desktop (or under Start > Programs> AVG 7.5>AVG Test Center).
 2. → **Get the latest updates:** Click on the “Check For Updates” button located in the bottom Center of the window. If a new update is available wait for it to complete downloading (which may take some time depending on the speed of your internet connection), then click “OK” to install the new updates, then click “OK” Button to complete the install, depending on your version of Windows this may require you to restart Microsoft windows – if so, allow windows to restart, reopen AVG via step 1, and proceed to step 3. If no new updates are available click “OK” and proceed directly to step 3.
→ **Scan your system for viruses:** Click on the “Scan Computer” to scan your system for possible viruses – this may take some time depending on the speed of your computer and/or the amount of information on your computer. If any viruses are found AVG will display a message telling you how many were found at the end of the scan. This summary will display how many viruses were repaired by healing, and how many moved to the virus vault (also know as quarantine). If there are viruses that *cannot* be healed, but *can* be quarantined, you will see another message asking you if you would like to move them to the virus vault. Click on the button to move all files to the vault. If there are any viruses that are listed as *still on the drive* you need to bring your computer into Affordable Computers for service. If no viruses are found simply click on the “OK” button and exit AVG.
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Ad-Aware
2007

Ad-Aware 2007

1. → **Start Ad-Aware:** Double-click on the “Ad-Aware 2007” icon located on your desktop (or under Start>Programs>Lavasoft>Ad-Aware 2007>Ad-Aware 2007).
2. → **Get the latest updates:** If you get a message when you open Ad-Aware saying “Your definition file is up to date!” then you already have the latest updates, proceed to step three. Otherwise click on the “Update” button located in the “Update Status” section in the middle of the main screen. If you get a popup asking “Outdated definition file, new definition file to download. Would you like to update now?” Click on the “Yes” button to download the updates. Click “OK” When the updates complete, then proceed to step three.
3. → **Scan your system for Spyware:** Click on the “Scan Now” button located in the “System Scan” section on right side the main screen. Click on the middle option “Full Scan” – this should cause the little circle icon next to the “Full Scan” option to turn green. Next click on the “Scan” button located in the bottom right hand corner of the screen. The scan on your system will now begin – this may take some time depending on the speed of your computer and/or the amount of information on your computer. When Ad-Aware completes its scan, if it finds any spyware, it will split the infections into two categories; “Critical Objects” & “Privacy Objects”. You should use the following instructions on **both** categories by clicking on each tab: there will be a list of the Spyware located on you system. On the left hand side of the list there will be a *small box* for each piece of spyware – *each box needs to have a checkmark in it*. You can check mark all the boxes at once by right-clicking anywhere on the list and click on “Select All Objects” from the menu. Now that all of the objects are selected, click the “Remove” button. You may then click on the “Finish” button which will take you back to the main screen were you can exit Ad-Aware. If Ad-Aware displays a message that some objects could not be removed and asks if it can start the next time windows starts click “OK”, then restart your computer, and remove any objects Ad-Aware finds – if Ad-Aware cannot remove the spyware the 2nd time you will need to bring your computer to Affordable Computers for service. If no spyware is found on your system, both the “Critical Objects” list and “Privacy Objects” list will be blank, and at the bottom of the screen it should say “Total Objects Detected: 0”. Click “Finish” and exit Ad-Aware.



Spybot -
Search & Destroy

Spybot – Search & Destroy 1.4

4. → **Start Spybot – Search & Destroy:** Double-click on the “**Spybot – Search & Destroy**” icon located on your desktop (or under Start>Programs>Spybot – Search & Destroy>Spybot – Search & Destroy).
5. → **Get the latest updates:** Click on the bottom button labeled “**Search for updates**”. If new updates are available make sure each update is selected with a check mark beside it and click on the “**Download Updates**” button. (NOTE: If you get a red circle with a line through it next to the update and/or an error such as “!!! Bad checksum!” after an attempting an update, this means that the update was NOT completed because of a problem with the server. If this happens try selecting another server by clicking on the button to the left of the “Check for Updates” button and select an alternate server from the list After selecting a new server try the download again by clicking “**Download Updates**”.) This will download any new updates (which may take some time depending on the speed of your internet connection), then proceed to step 3. If no new updates are found click “**OK**” and proceed to step 3.
6. → **Scan your system for Spy ware:** Click the “**Search & Destroy**” icon located in the top left hand corner of the window. Then click the “**Check for problems**” button. The scan on your system will now begin - this may take some time depending on the speed of your computer and/or the amount of information on your computer. When Spybot finishes scanning your system it will display a list of all the spyware found on your system. On the left hand side of the list there will be a *small box* for each piece of spyware – *each box needs to have a checkmark in it*. Now that all the objects are selected, click the “**Fix selected problems**” button. Click “**Yes**” to remove the objects. Then click on “**OK**” and exit Spybot. If Spybot displays a message that some objects could not be removed and asks if it can start the next time windows starts click “**OK**”, then restart your computer, and remove any objects Spybot finds – if Spybot cannot remove the components a 2nd time you will need to bring your computer to Affordable Computers for service. If no spyware components are found, Spybot will display a *green checkmark* next to the message “Congratulations! No Immediate threats were found” – then exit Spybot.



Things to avoid all together!

- do not download toolbars, or that claim to “optimize” your computer
- do not download antivirus, spyware, or adware “removers” other than AVG, Ad-Aware, & Spybot. There are MANY hoaxes on the internet, many programs that will claim to fix or clean your PC, but in reality they are infections in disguise!
- refrain from using programs like “Kazza”, “WinMX”, etc. to download music and videos – many of these songs and videos are actually spyware and viruses in disguise! In fact some of the file sharing programs themselves are spyware – such as Kazza!
- Avoid Video Game Cheat sites all together (sites that give your cheat codes, passwords, hacks, product keys, game walkthroughs, etc. for any type of computer or console (Nintendo) video game or software.
- Avoid web sites containing “Adult Material” or pornography – visiting these types of sites almost guarantees you will be infected!



“WHAT IS SPYWARE, WHAT IS A VIRUS?”

Spyware - A general term for a program that surreptitiously monitors your actions. While they are sometimes sinister, like a remote control program used by a hacker, software companies have been known to use spyware to gather data about customers. The practice is generally frowned upon.

Virus - A piece of programming code inserted into other programming to cause some unexpected and usually undesirable event, such as lost or damaged files. Viruses can be transmitted by downloading programming from other sites or be present on a diskette. The source of the file you're downloading or of a diskette you've received is often unaware of the virus. The virus lies dormant until circumstances cause its code to be executed by the computer.



Need more help?

Check out our website www.affordablecomp.com where you can download AVG, Ad-Aware, & Spybot for your other computers for FREE. There are also other FREE useful downloads. Or give us a call at 423-499-1975 in Chattanooga or 706-858-5888 in Fort Oglethorpe.