



HOW TO GET RID OF DIFFICULT SPYWARE

Don Bridle, ToPCity Solutions, writes about the difficulties in disposing of some spyware.

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In a previous article I wrote about spyware. Annoying, intrusive and potentially damaging little programs and files can find their way into almost any computer nowadays. Do you recognise any of these:

- ⌘ A slower computer which may behave oddly?
- ⌘ An unusually high phone bill (if you do not have broadband)?
- ⌘ Your Internet visits are hijacked by unwanted sites or pop-ups?
- ⌘ Problems gaining access to your on-line banking?

**..potentially damaging
little programs**

These are some of the symptoms which could show the presence of spyware or related nuisance intrusions.

My advice was to find suitable software to solve the problem. This software may be written by the same people who provide your anti-virus programs, but need not be. Unfortunately, new spyware is being recognised every day. It is vital, therefore, that whatever you use is able to be updated regularly on-line.

Good Examples of anti-spyware include:

- ⌘ Ad-Aware
- ⌘ Spybot Search & Destroy

**..before you turn around
the nuisance returns**

Some rogue programs (spyware and the like) have started to cause problems for the removal software. So, if you find that running the cleanup works but, before you can turn around, the nuisance returns, there is still hope. Start your computer in 'safe mode'. To do this on most PCs, restart Windows and press the F8 key several times as it starts up again. This should result in a screen where you can use the arrow keys to choose 'Safe Mode'. Press Enter to confirm and run your cleanup software. Don't worry about the rather odd appearance; it will improve! When it has finished, and hopefully you have removed the intruder, restart your computer normally.

If all else fails, call a software engineer.

Don Bridle can be contacted at www.topcity.biz

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