

Helpful Instructions for Removing Spyware from Home Computers

These instructions are meant to be helpful in removing spyware from your home computer. You do not have to follow every suggestion, but they have been tested and have worked for our problems on campus. There are other software programs that can be downloaded or purchased to help remove or prevent spyware. Feel free to explore these options.

Note: Before beginning make sure that all programs are closed (Microsoft Word, Netscape, AOL Instant Messenger, etc.)

I. Remove Programs

- A. Go to the Start Menu and under Settings open up the Control Panel. From the Control Panel open the Add or Remove Programs window.

Look for and Remove programs that are suspicious:

Cool Web Searching/Bar

Window Searching

Real Toolbar

Smiley Toolbar

My Search Bar

Search Toolbar

zSearch

180 Search Assistant

Note: Some of these programs may require reboots after uninstalling. If none of the programs require rebooting, you **do have to reboot** after everything suspicious is uninstalled!

II. CWS shredder

Note: CWS shredder can be burned to a CD from the Campus Software folder on your campus computer or you can download it from the internet.

- A. Copy the CWS shredder.exe program onto your desktop.
- B. Make sure that **ALL** web browsers are **closed** (Netscape, Internet Explorer, any popups)
- C. Double Click the CWS shredder.exe icon to execute it.
 - i. Click Fix
 - ii. Click OK on the reminder message
 - iii. CWS shredder will search for components to remove
 - iv. When the search is finished click Next and then Exit
- D. If CWS shredder found anything go ahead and Restart your machine.

III. Spybot Search & Destroy

Note: You can burn the Spybot software to a CD from the Campus Software folder on campus computer or you can go to the website and download it:

<http://www.safer-networking.org/index.php?page=download>

- A. Follow the instructions for installing and setting up Spybot found on the ITS website: <http://www.aug.edu/its/security.htm#spybot>

IV. Basic Cleanup

- A. Empty your temporary internet files or cached files and any other temp files on your computer.
- B. Check to make sure that your regular programs are functioning properly.
- C. Run a **Disk Defragmenter**. Go to the Start menu, Programs, Accessories, System Tools and then click on **Disk Defragmenter**. Click on the Defragment button and let the machine defrag to fix any problems.
- D. If you use Internet Explorer for your primary web browser you may want to install the Google Toolbar and use the Popup blocking feature to help prevent spyware from being installed in the future. (The toolbar can be downloaded from the Google website. Click on About Google and then look for the free download.)

V. Other Problems

- A. If you are using Internet Explorer and clicking "Internet Options" on the Tools menu returns an error message: "This operation has been canceled due to restrictions in effect on this computer. Please contact your system administrator." Then go to the Microsoft Knowledge Base and follow their instructions for fixing this problem. [Microsoft Knowledge Base Article - 216583](#)

Note: This article does suggest editing your registry and you want to be careful during this procedure.