



Using Spy Sweeper for Windows

Author: Jocelyn Kasamoto

Introduction.....	1
System Requirements.....	2
Installation Instructions.....	2
Post Installation Tasks.....	3
Running Spy Sweeper.....	3
Subscription Information.....	4
Updating Security Definitions.....	5
Running a Sweep.....	5
Scheduling a Sweep.....	7
Disabling Email Shield.....	9
For More Information.....	9

Introduction

Webroot Spy Sweeper is anti-spyware software for Windows. Anti-spyware software is used to detect and remove spyware, adware and other potentially unwanted programs such as tracking cookies, keystroke loggers, and other malware (malicious software). Usually spyware is installed on your computer without your knowledge or permission. It may monitor or collect data that could be used to compromise the security of your computer.

Spy Sweeper is site licensed by Information Technology Services (ITS) for use by University of Hawai'i faculty and staff for UH-decaled computers. The UH site-licensed version of Spy Sweeper has anti-spyware only and does not include anti-virus protection. (UH faculty, staff, and students may use another site-licensed product for anti-virus protection.)

Spy Sweeper software must be downloaded from the ITS software download site, <http://www.hawaii.edu/software/> from a UH campus location. You must login with your UH username and password.

The current ITS site-licensed version is Spy Sweeper 6.0. There are frequent updates. This document is written for Spy Sweeper 6.0.

System Requirements

Spy Sweeper 6.0 will run on Windows computers meeting these specifications:

- 32-bit Windows XP (Professional, Home, Media Center, or XP Tablet)
- 32-bit Windows Vista (Home Basic, Premium, Business or Ultimate)
- 64-bit Windows Vista SP1 (Home Basic, Premium, Business or Ultimate)
- 300 MHz (minimum) processor or 1 GHz (Vista) or higher
- 256 MB RAM (minimum) or 2 GB (optimal for Vista) or more
- 100 MB free hard disk space
- Internet Explorer 5.5 or higher or Firefox 2.0 or higher

Note: the online backup feature (free for 1GB storage; fee applicable for > 1GB) does not work for the ITS site-licensed version. An online backup account cannot be created. The backup account is required for the online backup feature to work. This issue does not affect the basic anti-spyware functionality of the software.

On the Spy Sweeper **Home** page, the **Backup** button will be grayed out. In the Backup section, you may have a status warning message “no backup account detected”. Clicking the **Activate Account** button or the **Upgrade Now** link bring up the UH update page, as they should. These are NORMAL and expected for the ITS site-licensed version.

Caveats: On a computer with minimum RAM and processor, it is recommended that you configure Spy Sweeper to load manually, not at startup. Load Spy Sweeper only when you need to run a sweep. When the sweep is completed, unload Spy Sweeper to improve computer performance.

Spy Sweeper may conflict with other security programs. Please notify the ITS Help Desk if you encounter significant degradation in computer performance after installing Spy Sweeper.

Installation Instructions

Make sure you have a valid keycode. The keycode is available on the ITS software download site at <http://www.hawaii.edu/software/> when you download Spy Sweeper.

If you are upgrading from an earlier version, you do not need to uninstall the old version first. The installer detects the existing version and removes it before installing the new version.

To install the ITS site-licensed version of Spy Sweeper:

1. Download Spy Sweeper from <http://www.hawaii.edu/software/>.
2. Login with your UH Username and password.
3. Print the page with the keycode or copy/paste the keycode. You will need the keycode when installing the software.
4. Save the UH installer **uhssp60249.exe** on your desktop. Remember the location of the saved file.
5. Make sure you are logged into your Windows computer with an administrator account.
6. Close applications.
7. Double click on the **uhssp60249.exe** icon.

For Vista, you may get a User Account Control (UAC) message that an unidentified program wants access to your computer. Click **Allow**.

8. Spy Sweeper will install silently.

If another version of Spy Sweeper is running on your computer, you will receive a prompt. Click **Close the program and continue** button.

9. To activate full Spy Sweeper protection, **you must restart Windows**. At the restart now prompt, ensure that “**yes, restart**” is selected and click **Finish**.

10. After Windows restarts, click **Accept** to accept the Spy Sweeper license agreement.

11. Enter (or copy/paste) the 20-character keycode from the ITS software download site (or leave blank if the existing keycode is detected and still valid). Click **OK**.

12. At the Spy Sweeper Setup Wizard welcome, click **Next**.

13. After Spy Sweeper sweeps memory, click **Next**.
(Note: the installer may skip this step.)

14. At the prompt to join Webroot Automated Research Network (WARN), click Yes or No as desired. Click **Next**.

15. For Scheduled Events, ensure that “automatically sweep my computer” is checked. Select a time to sweep your computer. Note: you can change the day to sweep later. Click **Next**.
(Note: the installer may skip this step.)

16. For Online Backup, click **FINISH**.
(Note: this feature doesn't work for the ITS site-licensed version. It doesn't allow you to create an online backup account. Your web browser opens to the UH update page. Close the web browser.)

Post Installation Tasks

1. Check for updates. See section “Updating Security Definitions”.
2. Run a full sweep. See section “Running a Sweep”.
3. Schedule a sweep. See section “Scheduling a Sweep”.
4. Disable email shield. See section “Disabling Email Shield”.

Running Spy Sweeper

To run Spy Sweeper, double click on the shortcut on the desktop

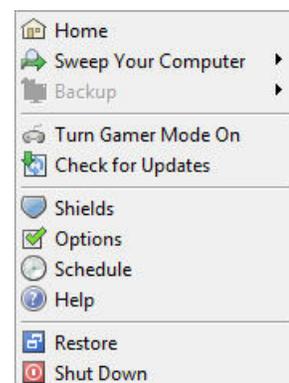


An alternate method:

Right click on the Spy Sweeper icon in the system tray in the lower right

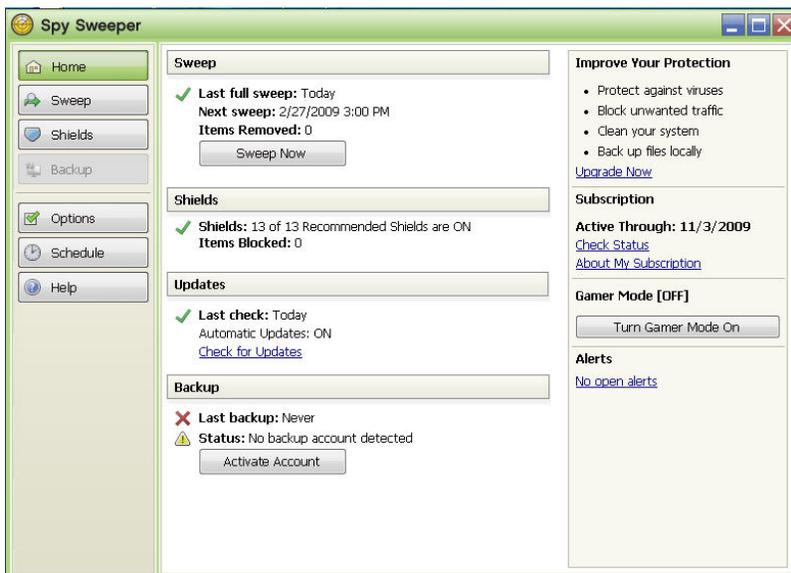


then click **Home** on the popup menu.



Spy Sweeper's Home Page

Click buttons in the left panel to bring up associated items on the right.



Note: the online backup feature does not work for the ITS site-licensed version. The **Activate Account** button doesn't work. The **Backup** button on the left panel is grayed out. This issue does not affect the basic anti-spyware functionality of the software.

Subscription Information

On the **Home** panel, click the **About My Subscription** link in the Subscription section.

It reports your subscription end date, program version number and keycode, version number of your security definitions and the total number of definitions.



Click **View Update Log** link to view the update date, time, and version number of spy definitions for more details.

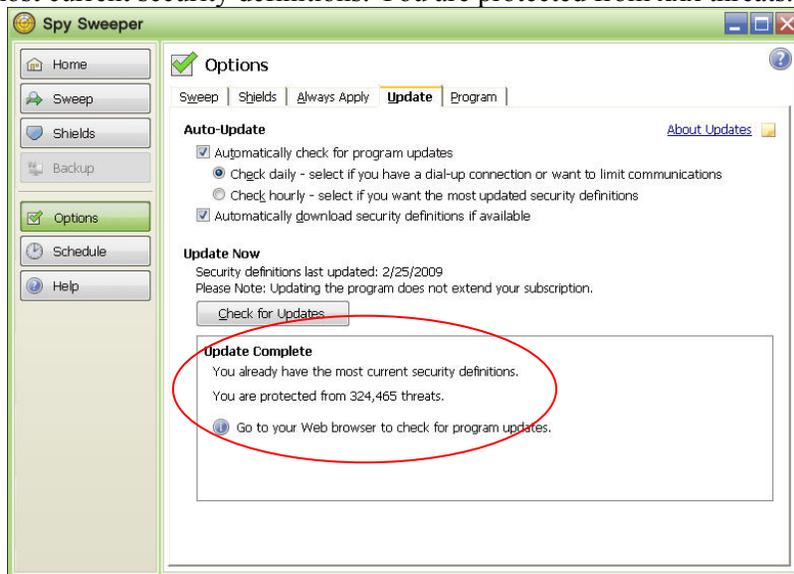
Updating Security Definitions

Right click on the Spy Sweeper icon in the system tray and click **Check for Updates**.

An alternate method is to check for updates in the Spy Sweeper console.

1. Right click on the Spy Sweeper icon in the system tray and click **Home**.
2. In the Updates section, click **Check for Updates** link.

Your security definitions will be updated. If they are already current, you will receive a message “You already have the most current security definitions. You are protected from xxx threats.”



Running a Sweep

A sweep searches your computer for items that could compromise your computer's security. Detected items are placed in quarantine so you can decide what to do with them (keep, restore or delete).

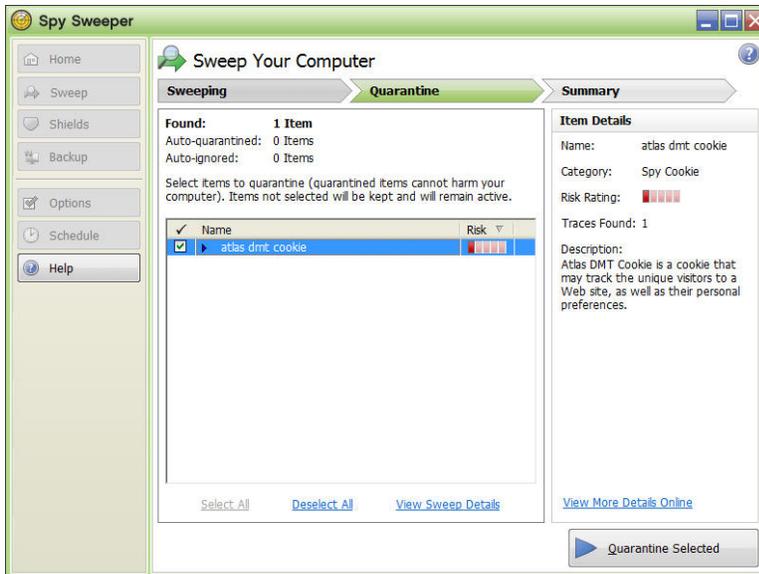
To run a manual sweep:

1. In the Spy Sweeper console, click **Sweep** in the left panel.
2. In the right panel, double click **Start Full Sweep** button.
The sweep will take awhile; it depends on the amount of data that is on your hard disk.

Another way to run a manual sweep:

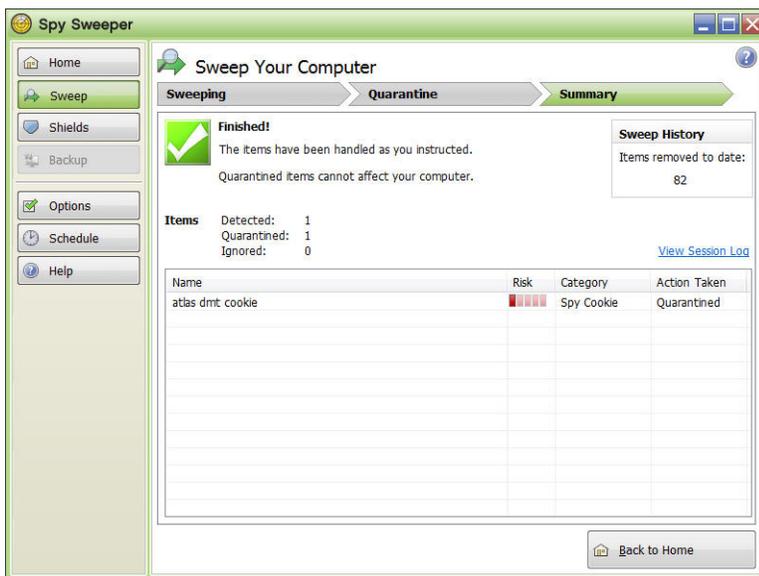
1. Right click on the Spy Sweeper icon in the system tray.
2. Point your cursor to **Sweep your Computer** then click **Start Full Sweep**.

The program reports “no spyware was found on your computer” or lists the spyware items detected.

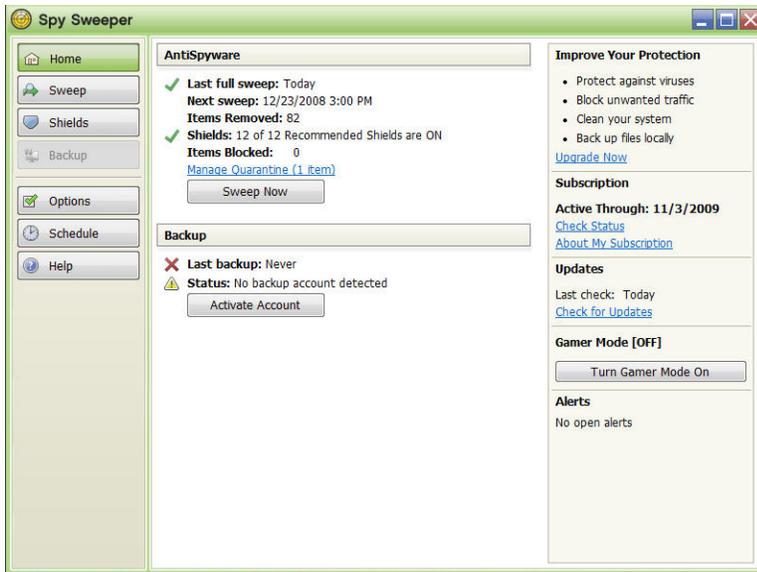


A sweep summary report will appear. It is recommended that you delete any items detected as spyware, unless you know that it was a false positive detection.

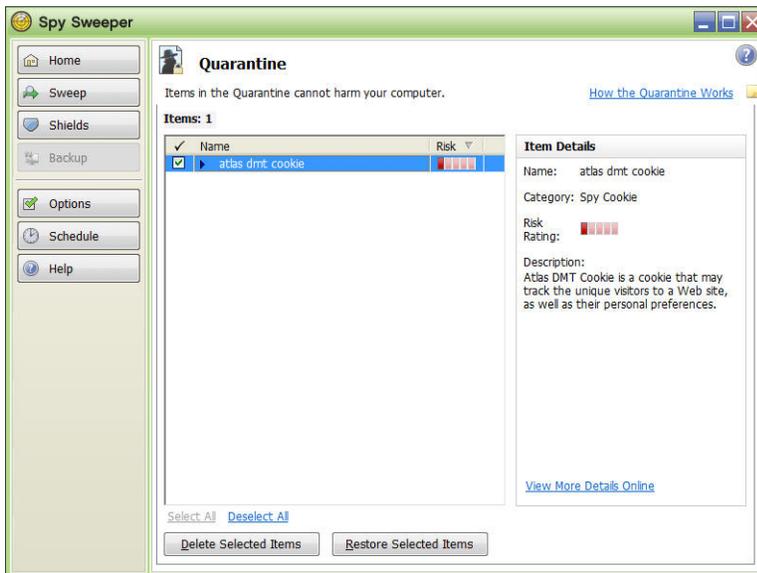
If items were detected, check items you wish to put into quarantine. Click the **Quarantine Selected** button.



The detected spyware items will be put into quarantine. Click the **Back to Home** button.



If there are items in quarantine, a **Manage Quarantine** link will appear on the Home page. Click on the **Manage Quarantine** link to get to Quarantine.



Check the items you wish to delete. Click the **Delete Selected Items** button to delete items in quarantine.

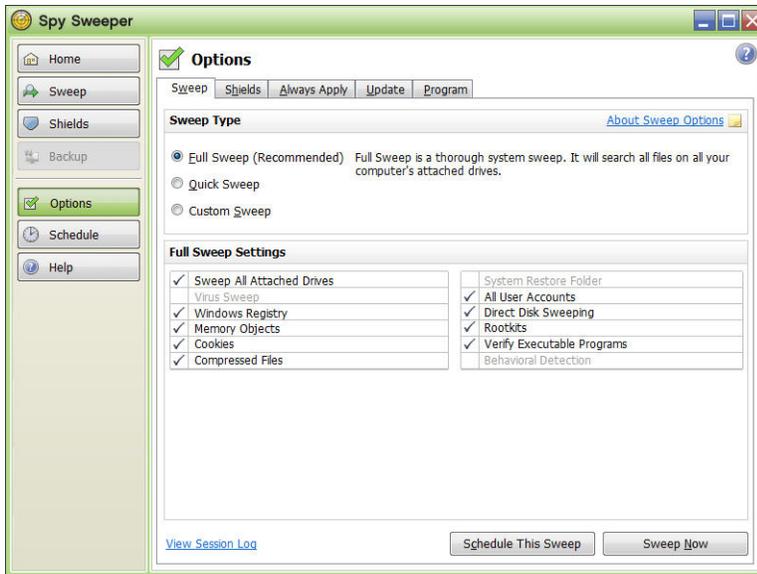
If there were any false positive detections, check those items then click on the **Restore Selected Items** button.

Note: Vista users must be logged in with an administrator account to be able to delete items in quarantine.

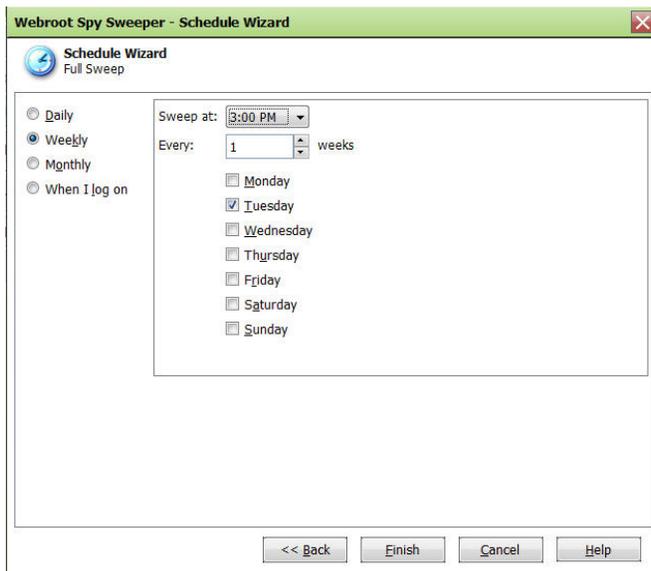
Scheduling a Sweep

You may schedule a sweep to run automatically at your convenience. Your computer must be powered on when the sweep is scheduled to run. It is recommended that you run a full sweep once a week. Do not schedule a sweep when you login as it will make your login process very slow. Do not schedule a sweep at the same time your anti-virus software is scheduled to scan your computer.

Right click Spy Sweeper icon in system tray and click **Options**.



Click on **Sweep** tab. Click radio button before **Full Sweep**. Click **Schedule This Sweep** button.



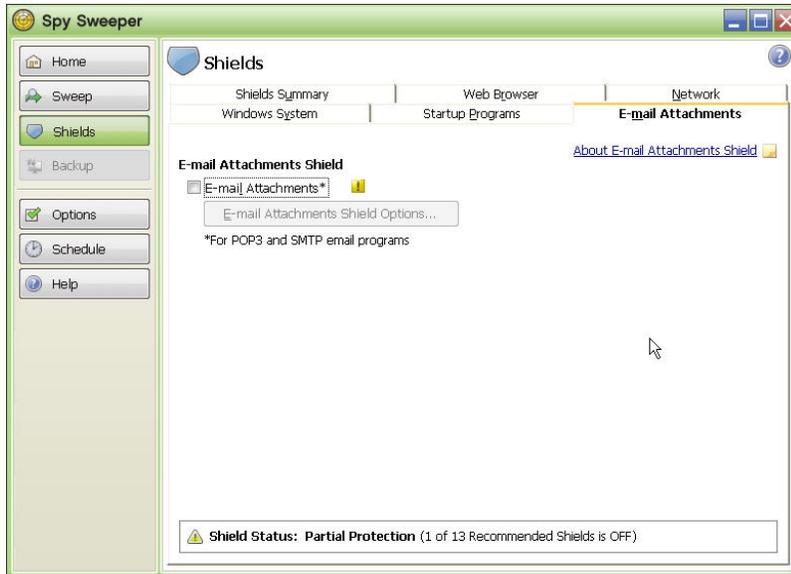
Select **Weekly**. Select the start time. Check the desired day of the week. Click **Finish**.

Do not select the same day/time that your anti-virus program is scheduled to scan your computer.

Scheduled sweep tasks may be viewed or edited by clicking on **Schedule** button on the left pane of the Home page.

Disabling Email Shield

The Spy Sweeper email shield may conflict with your anti-virus program which also scans email attachments. It is recommended that you disable the email shield in Spy Sweeper.



To disable e-mail shield:

1. On the **Home** page, click the **Shields** button.
2. In the **E-mail Attachments** tab, uncheck “e-mail attachments”.

For More Information

Go to <http://support.webroot.com> for Webroot Spy Sweeper online customer support with searchable knowledgebase and documentation.

Webroot Spy Sweeper User Guide

http://support.webroot.com/cgi-bin/webroot.cfg/php/enduser/std_alp.php

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,
send email to help@hawaii.edu, or fax (808) 956-2108.
Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at www.hawaii.edu/its
The ITS walk-in Help Desks are located in
Keller 213, ITS Hamilton Lab and the ITS Sinclair Library Lab on the UH Mānoa Campus.

The University of Hawai'i is an equal opportunity/affirmative action institution.