



ZION
TECHNOLOGIES
INCORPORATED

2011

Spyware and Adware
Information Guide

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Zion Technologies Incorporated

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The information contained in this guide is for information purposes only and is not intended to be used as a guide for removing spyware, adware, or virii by a non-Zion Technologies Technician.

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10 9 8 7 6 5 4 3 2 1

Contents

Chapter 1 What is Spyware?

Chapter 2 The dangers and effects of

Chapter 3 Protect yourself!

Chapter 4 Summary and Pricing

What is Spyware?

1

Generally, spyware is a type of software that creates a digital infection inside a computer. The infection monitors, tracks, and gathers information on a computer and its user. The gathered information is then sent back to the owner of the software (usually an advertiser). It is then examined and used to send you e-mail offers, pop-ups, and many other marketing attacks based upon your Internet activity.

Most spyware is completely undetectable in Windows. Recently, Windows XP had no way of blocking or detecting any types of spyware. It wasn't until late 2004 that Service Pack 2 (SP2) for Windows XP came out, which offered a built in pop-up blocker for Internet Explorer, and a malicious software removal tool update that automatically checks your computer for infections upon installation.

- It is recommended to have Windows XP installed on your computer to have the most readily available protection. Operating systems below Windows XP (2000, ME, 98, 95) do not have the built in capability to block or detect spyware.
- Microsoft comes out with updates and patches for its operating systems all the time. It is imperative that you install all available updates, and check Microsoft's website frequently for additional updates

The dangers and effects of Spyware 2

Spyware can continue to affect you by automatically updating itself, and by allowing other programs to be installed on your computer. Eventually your computer will acquire hundreds if not thousands of spyware entries that will cause your computer to slow down.

Listed below are the primary categories of which spyware fall under, and their descriptions.

Trojans – Trojans open ports on your computer that allows an unauthorized user, script, or program to take control of your computer.

Hijackers – Hijackers can make your web browser go to a certain website that you may not always be able to leave, write itself into other programs on your computer, and deny you Internet access.

Adware – Adware is any software application in which advertisements (pop-up's) are displayed while the program is running.

Malware – Malware is a blend of malicious software designed to corrupt your computer.

These types of spyware can cause your computer to become unstable, and corrupt your operating system (OS). When this happens the OS will more than likely need to be repaired or reinstalled. As a result you may end up spending more than \$200.00 to have the computer fixed.

Spyware programs to stay away from.

- > 180Solutions
- > Bargain Buddy
- > Bonzi Buddy
- > Bullseye
- > Comet Cursor
- > CoolWebSearch
- > Cydoor
- > Direct Revenue
- > Euniverse
- > Gator
- > Incredimail
- > Lop.com
- > New.Net Domains
- > Search Assistant
- > ShopAtHomeSearch
- > Xupiter

If at any time you are asked to install any of the above, say no. Exit the installation if you have to say yes to continue.

10|Protect yourself!

There is no guaranteed way to keep spyware from getting on your computer. Eventually every computer that accesses the Internet will become infected. However, listed below are some simple procedures that you should use while surfing the Internet to help minimize spyware infections.

- > Always have an antivirus program installed on your computer.
- > When surfing the Internet, always be aware of what you're about to click and where you're about to go.
- > If a window pop's up when surfing the Internet and asks you to install anything, click "No" unless you are 100% sure that you need it. It's better to be safe than sorry.
- > If you're on a site that keeps giving you pop-ups, the best action you can take to stay protected is to leave.
- > Always read through all of the instructions when installing a program or downloading a file from a website. Not doing so can result in the accumulation of bundled software.
- > Never install software on your computer that you don't need (such as downloadable desktop wallpapers, screen savers, and mouse pointers).

If you are in doubt about anything you have accessed, downloaded, or installed from the Internet, then run a Google search on it to find out more information (<http://www.google.com>). If you need further assistance consult your Zion Technologies Technician for additional support.

Read before you click, always have an antiviral program installed, and always do all available updates for your computer. If you follow this guide you will be protected from spyware above and beyond the average user. Remember that your Zion Technicians are always at your disposal. Call them if you have any questions or concerns.

Pricing:

Virus Removal 1 - 1,000,000 virii	\$75
Spyware and Adware Removal and Protection	\$75
Operating Systems Reinstall (includes updates)	\$150
Data Transfer and Program Resintallation	\$50-\$400

It is very important to have the Spyware and Adware Protection package installed as soon as you purchase a new computer to avoid additional costs if the computer gets corrupted from spyware and adware. Additional costs are operating system reinstalls and data transfer fees.

Please contact us ASAP about your computer needs!

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