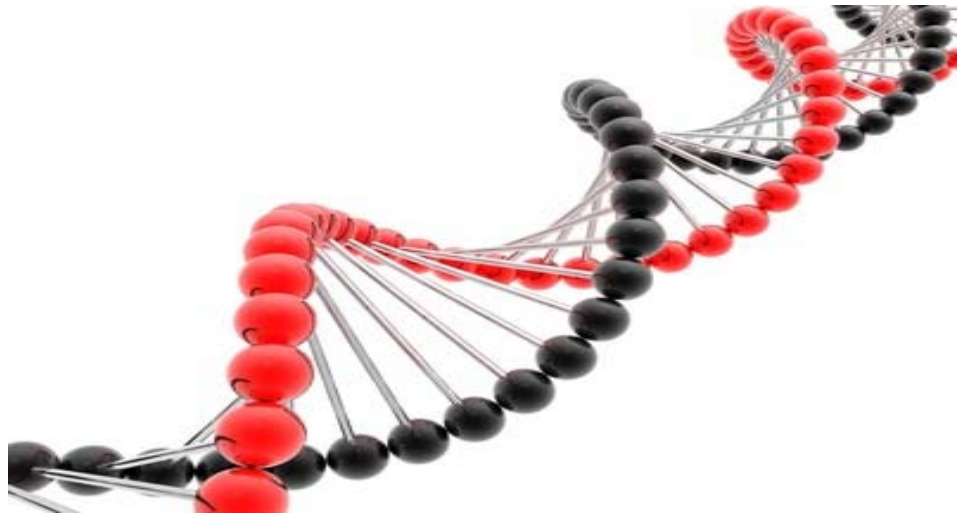


# CPCD Limited

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## Information for Customers – Virus and Spyware Removal



It's a fact that the only way to completely avoid infection by viruses, Trojans, spyware etc is to never connect to the internet. Oh—and it's best not to load any files from another PC too. But that is impractical, and to be honest, a little extreme.

Malware is software designed to infiltrate or damage a computer system without the owner's consent—all of us will suffer an infection at some point or another, and it is often totally unconnected with browsing habits or downloads—some malware will install automatically and begin its work—you only notice when it starts to cause problems. Symptoms are too varied and numerous to list—but any odd, slow or “inappropriate” behaviour should give rise to concern and a call for service.

And for service, the rule is sooner rather than later—early infections are easy— chronic infections may have already caused damage. We can generally check for malware (and, in fact, remove most forms) using Remote Support—contact us, or download the Remote Support leaflet.

Removal of malware and returning your PC to normal is, in many ways, a moveable feast. It may take 15 minutes—it may take 2 hours—it depends on the type of program causing the problem(s). Often, we are required to make changes to the system registry, which is complex and not without risk.

*Having said all of that, most malware removals are 100% effective first time, and completed on-site in under an hour.*

Sometimes, the number of infections is too great, or the damage already caused to the Operating System is so bad that either a repair, or a re-format, is inevitable. In these cases , we abandon the spyware removal and contact the customer. Please see information sheets “Repairing Windows XP”, and also “Factory Restore”.



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## Procedure for malware removal

Malware removal techniques and procedures vary depending on the type of infection causing the problem.

Generally, if there is any risk to a customer's data, we will make an image of the disk and store this for at least the duration of the repair. This means we can return the computer to its original condition.

The PC is then subjected to a series of scans to identify malware agents, which are then removed where possible. Generally, proprietary software is effective, though occasionally registry changes, and/or special software tools may be required.

Most malware problems are resolved quickly and without issue.

In severe infections, the objective is to remove enough of the malware to be able to access files, and then to perform a backup, before attempting complete removal. When the data is secured, attention is then switched to removing the remaining malware.

When a machine is "clean" and operating normally, it is tested for function, and also subjected to full diagnostics.

Sometimes, especially after a heavy, or protracted infection, damage may have occurred to the actual hardware of a PC. This happens for a variety of reasons, but often malware causes so many processes to run continually that premature processor failure is not uncommon. We assess this damage and report on the general PC condition as standard.

## Avoiding recurrence

Using a good quality security program prevents most malware from gaining a hold, and causing damage to your system. Free software can also be useful, but if you value your data, and want to save the hassle of infections—invest in some good software. Today's software is sensibly priced, reliable, and not nearly as memory invasive as its predecessors. We can advise which software is the best for you, based on your surfing habits and your computing requirements.

If you think you may have a problem, call us. It's better to get it checked - it will cost about 15 minutes of our time but might save you a lot of trouble. Most cases can be handled by remote.

If you are reading this on our website, and are at all concerned—download "SpyNoMore" - it will give a good indication of whether infections are present. You can either buy this, or note the infections and call us.

Checking for spyware by remote is just £20.00. Spyware removal starts at £40.00.

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