

Additional Notes Regarding AdAware and SpyBot:

1. Sometimes SpyBot can be a pain to update. It is usually worth it though if your PC is running poorly. If all else fails try the following:
 - a. Reboot, or totally power off your PC and let it sit for a minute before restarting. Seems simple, but you'd be amazed at what it can fix.
 - b. Run AdAware before running SpyBot. Maybe there is something that AdAware can find and fix that may be screwing up Spybot.
 - c. Uninstall, reboot and reinstall SpyBot. Also seems simple, but maybe a file didn't copy correctly the first time.
 - d. Try running AdAware and / or SpyBot in Safe Mode. If you are unsure about how to run this in Safe Mode (or even how to get to Safe Mode), call us up! We can either talk you through it over the phone or stop by when we have a chance. Something to remember though about running in Safe Mode... You do NOT have Internet. You will not be able to update these programs until you reboot into normal mode. Safe Mode is only a diagnostic mode and will not load all devices. (i.e. CD ROM drives, Modems, Network Cards) Your video may also look different. Remember to reboot to normal mode when you are finished so that you can access things like GroupWise and the Internet.
2. Sometimes there are parts of spyware programs that cannot be deleted or fixed while Windows is running. If this happens, after AdAware or SpyBot tries to fix everything during the final steps, you will be told that some things could not be fixed. It will also ask you if you want AdAware or Spybot to run when Windows starts. Say YES and reboot. A rescan should start automatically before Windows comes up.
3. Don't run AdAware and SpyBot at the same time, even if you think it will save time. You can get errors if they both find the same thing and one fixes it first. Both programs can also run slower along with a handful of other headaches. Run one or the other program first.
4. Even though it may sound silly to have BOTH AdAware and SpyBot on a PC, it's impossible to have one company know every little piece of spyware. Having and using both is even better. One company may know about something the other doesn't, and therefore, their software will find it and the other won't.
5. Ask questions!! If you are unsure about either the installation of these programs or getting rid of certain spyware programs, call us up! If we can't give you a direct answer right away, leave it and we can research it to give you a more definitive answer.
6. If you need to get a hold of us and can't, there are multiple ways to contact us: x259, 433-8259, computerservices@oneontacsd.org or via the Online Trouble Report Form at: <http://www.oneontacsd.org/cservice/comserform.html>