

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF NEW YORK

-----X	
ENIGMA SOFTWARE GROUP USA, LLC,	:
	:
Plaintiff,	:
	:
-against-	:
	:
BLEEPING COMPUTER LLC and	:
DOES 1-10,	:
	:
Defendants.	:
-----X	

Case No.: 1:16-cv-00057-PAE

DECLARATION

I, Gregory W. Herbert, hereby declare as follows:

1. I am an attorney admitted to practice law in the State of New York and am a member of the bar of this Court. I am a shareholder with the law firm Greenberg Traurig, P.A., counsel for Defendant Bleeping Computer LLC in the above-captioned action. I submit this Declaration in further support of Defendant's Motion to Dismiss.

2. Attached hereto as Exhibit A is a true and correct copy of the Plaintiff's Amended Complaint.

3. Attached hereto as Exhibit B is a true and correct copy of content appearing on the "Welcome Guide" portion of Defendant's website, which is available at <http://www.bleepingcomputer.com/welcome-guide/> (last visited February 26, 2016).

4. Attached hereto as Exhibit C is a true and correct copy of content from a website which is available at <http://www.benedelman.org/spyware/threats/> (last visited February 26, 2016).

5. Attached hereto as Exhibit D is a true and correct copy of printed content from a website which is available at <http://spywarewarrior.com/de-listed.htm> (last visited February 26, 2016).

6. Attached hereto as Exhibit E is a true and correct copy of printed content from a website which is available at <http://www.complaintsboard.com/complaints/enigma-software-group-spyhunter-c262520.html> (last visited February 26, 2016).

7. Attached hereto as Exhibit F is a true and correct copy of printed content from a website which is available at <https://www.mywot.com/en/scorecard/Enigmasoftware.com> (last visited February 26, 2016).

I declare under penalty of perjury that the foregoing is true and correct.

Dated: February 26, 2016.

/s/ Gregory W. Herbert
Gregory W. Herbert

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF NEW YORK

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ENIGMA SOFTWARE GROUP USA, LLC,

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-against-

BLEEPING COMPUTER LLC and
DOES 1-10,

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Case No. 1:16-cv-00057 (PAE)

FIRST AMENDED COMPLAINT

Plaintiff Enigma Software Group USA, LLC (“ESG”), by its attorneys, for its First Amended Complaint against Defendants Bleeping Computer LLC (“Bleeping”) and Does 1-10, respectfully alleges as follows:

SUMMARY OF THE CASE

1. This is an action for civil remedies, including injunctive relief and damages, under the federal Lanham Act and under New York State law, arising out of the malicious publication in this District of false, disparaging, and defamatory statements by Bleeping and Does 1-10 regarding ESG and its SpyHunter software product.

2. Bleeping owns and operates a website at <<http://www.bleepingcomputer.com>> (the “Bleeping Website”) that Bleeping tells the public is a “technical support site and a self-education tool for the novice user to learn basic concepts about Computer Technology.”

3. In reality, Bleeping uses the Bleeping Website to promote and recommend products for which it receives commissions and pushes users to those products through hyperlinks that, with only a few clicks, take a user from the Bleeping Website to the websites of

the product seller from whom Bleeping receives a commission. And upon information and belief, such sales have been generated in this District.

4. One of the products Bleeping promotes -- and a product it receives commissions for selling -- is sold by Malwarebytes, an ESG competitor.

5. Bleeping does not receive and has never received commissions from ESG.

6. Thus, Bleeping has a direct financial interest in driving traffic and sales to Malwarebytes and driving traffic and sales away from ESG.

7. To further that interest, Bleeping has intentionally disparaged ESG and its products while simultaneously recommending that its “novice” forum members use Malwarebytes programs for which it admittedly is paid a commission.

8. Bleeping not only has unlawfully benefited from its smear campaign to the detriment of ESG, it has damaged the reputation of ESG by refusing to take down its false and misleading statements which have been reposted numerous times on other anti-spyware related forums and websites.

9. ESG brings this lawsuit to put an end to the smear campaign it has unjustifiably endured at the hands of Bleeping and its associates.

THE PARTIES

10. Plaintiff ESG is a Connecticut limited liability company. ESG does business in this District, but none of ESG’s members is a resident or citizen of the State of New York.

11. Upon information and belief, Defendant Bleeping is a New York limited liability company with a business address at P.O. Box 1025, Melville, New York 11747.

12. Upon information and belief, Defendants Does 1-10 are entities and individuals that have acted on behalf of or in conjunction with Bleeping in carrying out the acts complained of herein.

JURISDICTION AND VENUE

13. This action arises under the Lanham Act, 15 U.S.C. § 1051 *et seq.* and the laws of the State of New York. This Court has subject matter jurisdiction, *inter alia*, pursuant to 28 U.S.C. §§ 1331, 1332, 1338, and 1367.

14. Venue is proper in this District pursuant to 28 U.S.C. § 1391.

FACTS

Background

15. ESG develops and markets computer security products with a particular focus on protecting its millions of customers from malware and other security threats.

16. As described by the Federal Trade Commission (<<https://www.ftc.gov/news-events/media-resources/identity-theft-and-data-security/spyware-and-malware>>): “[m]alware, short for ‘malicious software,’ includes viruses and spyware that can steal personal information, send spam, and commit fraud. Criminals use appealing websites, desirable downloads, and compelling stories to lure consumers to links that will download malware – especially on computers that don’t use adequate security software. Spyware is one type of malware that can monitor or control your computer use. It may be used to send consumers pop-up ads, redirect their computers to unwanted websites, monitor their Internet surfing, or record their keystrokes, which, in turn, could lead to identity theft.”

17. ESG protects its customers from these risks by providing software that detects and removes malware, enhances Internet privacy, and eliminates other security threats.

18. ESG’s flagship anti-malware product is a software program called SpyHunter, which presently is in version 4.

19. ESG sells licenses to SpyHunter solely over the Internet, including at its website, <<http://www.enigmasoftware.com>>. ESG enjoys worldwide sales of SpyHunter, including sales

to citizens of the State of New York.

20. SpyHunter is an adaptive spyware detection and removal tool that provides rigorous protection against the latest spyware threats including malware, Trojans, rootkits, and other malicious software.

21. Consumers can download a free scanning version of SpyHunter through a link entitled “Download Free Scanner.” The scanner detects whether a computer has malware or other threats.

22. ESG informs consumers that they also have the choice to buy a license to the full version of SpyHunter and provides consumers with a “Buy Now” link. The full version of SpyHunter includes the scanner, tools to remove malware and other security protection tools.

23. ESG’s SpyHunter product has received top industry certifications.

24. SpyHunter has received the Checkmark Certification from West Coast Labs. Checkmark Certification is a highly regarded accreditation program, recognized globally by vendors, end users, and government agencies as providing reliable confirmation of a product’s effectiveness in an ever-changing threat landscape. Checkmark Certification validates the functionality and performance of both content and network security technologies in a range of threat scenarios and attack vectors from standard baseline benchmarking tests against accepted industry standards.

25. ESG is a Better Business Bureau accredited business. Better Business Bureau accreditation standards include a “commitment to make a good faith effort to resolve any consumer complaints.” ESG has received an “A+” rating from the Better Business Bureau.

Bleeping Is A Commercial Enterprise That Earns Commissions By Peddling Products

26. Defendant Bleeping holds itself out as an expert in computer security matters.

27. Upon information and belief, Bleeping and its members are not computer security

experts, but rather they are software resellers purporting to give consumer advice.

28. Bleeping controls the Bleeping Website which is divided into several sections: (1) News; (2) Downloads; (3) Virus Removal Guides; (4) Tutorials; (5) Deals; (6) Forums; and (7) More.

29. In the “About BleepingComputer” portion of its website, which can be accessed only from a link at the very bottom of the Bleeping Website, BSC explains that it uses “Affiliate Links” that “generate a commission for [Bleeping] if [a user] use[s] them to purchase a product.” *See* Ex. 1.

30. Upon information and belief, Bleeping generally does not include this disclosure elsewhere on the Bleeping Website, including on its security forums.

31. To create Affiliate Links, Bleeping uses a program called “Viglinks” that automatically transforms posted links and certain keywords into affiliate links.

32. By providing Affiliate Links, Bleeping earns a commission if a consumer simply clicks on the link and then clicks on a link to purchase the product that Bleeping is peddling.

33. Bleeping pushes consumers to products that earn them commissions through its “Virus Removal Guides,” which “use programs and utilities that generate commissions for [Bleeping] when [a user] purchase[s] them.” *See* Ex. 1. Upon information and belief, Bleeping does not disclose its self-interest in the products used in its Virus Removal Guides within the Guides themselves.

34. In its “Downloads” section, Bleeping provides “special offers and affiliate links that will generate a commission for [Bleeping] if [the user] purchase[s] the software.” *See* Ex. 1. Upon information and belief, Bleeping does not disclose its self-interest in the products that Bleeping provides in the Download section the Bleeping Website.

35. Similarly, Bleeping provides Tutorials that “may discuss or require specific hardware or software that contain affiliate links that will generate a commission for [Bleeping] if [a user] purchase[s] them.” *See* Ex. 1. Upon information and belief, Bleeping does not disclose its self-interest in the products used in its Tutorials within the Tutorials themselves.

36. Bleeping uses Affiliate Links not only in the Virus Removal Guides, Downloads, and Tutorials sections that it offers consumers, but also on its messages boards where users comment on and post information about topics related to computer technology.

37. Notably, Bleeping admits in its “About Us” section that “the products that we [Bleeping] routinely use in our guides and that we receive affiliate commissions from are MalwareBytes, Emsisoft, and SuperAntiSpyware.” *See* Ex. 1.

Bleeping And Its Moderators Control, Directly And/Or Indirectly, The Content On Message Boards

38. As part of controlling, directly and/or indirectly, the forum on the Bleeping Website, Bleeping has established a hierarchy of “member groups” that informs users of the forum about the status of person who is posting, including whether they are a designee to act on behalf of Bleeping. *See* Ex. 2.

39. Bleeping provides its members with a “current list” of the users who are in each “member group.”

40. The highest level “member group” is “Admin & Site Admins.” Lawrence Abrams, the owner of Bleeping, is the overall “Admin” of the Bleeping Website and forums and has the final say when appointing all other staff positions.

41. The second-highest level “member group” is “Global Moderator & Moderators.”

42. Bleeping holds Global Moderators out to its members as follows:

A Bleeping Computer Global Moderator or Moderator is someone granted special powers by the Admins to enforce the rules of

Bleeping Computer Forums. All moderators on all forums can move discussions to different sections of the forum, “close” discussions to prevent users from continuing to discuss them, as well as edit the content of individual posters. Moderators of both levels answer questions (or help people with problems), and “pin” discussions so they remain visible in their forum section even if no new postings are made to them. Global Moderators have a few additional powers above that of regular Moderators, the most important of which is the ability to suspend forum posting privileges of members who violate forum rules.

See Ex. 2.

43. Upon information and belief, Bleeping’s Global Moderators are expected to post on Bleeping’s message boards and when a Global Moderator makes a posting, Bleeping clearly identifies that the post has been made by a Global Moderator.

44. Upon information and belief, currently there are only three Global Moderators.

45. One of Bleeping’s Global Moderators is known as “Quietman7.”

46. In March 2006, Bleeping announced to its users that it had appointed Quietman7 as an advisor -- the third-highest “member group” on the Bleeping website. *See* Ex. 3.

47. Bleeping made the announcement with a post entitled “New Advisor--quietman7” in which Bleeping stated: “Quietman7 has quietly been added to the staff here at BC [Bleeping Computer] as an advisor. Now we can shout a warm welcome!!!! Congratulations, welcome, and thanks for becoming an even larger asset for BC [Bleeping Computer]!” *See* Ex. 3.

48. Mr. Abrams responded to the March 2006 post by congratulating Quietman7 and thanking him “for accepting the position” to which Quietman7 responded “it is a pleasure to be part of the BC [Bleeping Computer] staff” *See* Ex. 3.

49. In September 2007, Mr. Abrams himself created a post entitled “Big Thank You To Our Newest Global, Quietman7” in which he announced to Bleeping’s message board users that Quietman7 had accepted the “position, of Global Moderator here at BC [Bleeping

Computer].” *See* Ex. 4.

50. Quietman7 responded to the announcement as follows:

Thanks everyone and thanks Grinler [Abrams’ username] for offering the sentence ... grrr ... I mean position. There are not many [web]sites who will give an ex-cop, now a “Bleepin’ Janitor” the keys to the kingdom. Usually I only get the keys to the broom closet and back door so I can take out the trash.

See Ex. 4.

Bleeping Makes False And Defamatory Statements Both Directly And Indirectly About ESG And Its SpyHunter Product

51. In the forums that Bleeping maintains on its website, Bleeping, and in particular posts by Bleeping’s appointed Global Moderator, Quietman7, purport to convey factual information about ESG and its products, but instead assert outright falsehoods that are repeated in multiple topics on the forum and over multiple years. *See* Exs. 5-7. In these posts, Bleeping makes the following assertions falsely and without any reasonable basis to believe that the statements were true when made:

- That SpyHunter 4 or ESG engage in “deceptive advertising which violates several consumer protection laws in many states”;
- That SpyHunter 4 or ESG has a “history of employing aggressive and deceptive advertising”;
- That SpyHunter 4 is a “rogue product”;
- That SpyHunter 4 or ESG have not cooperated in submitting their program for testing “most likely due to the program’s ineffectiveness and high rate of false positives”;
- That SpyHunter 4 or ESG engage in deceptive pricing;
- That most users of SpyHunter 4 “are not aware that when purchasing SpyHunter, they have agreed to a subscription service with an automatic renewal policy”; and
- That SpyHunter 4 is “malware” or “rogue security software” despite not being classified as such by security vendors.

See Exs. 5-7.

52. Each of those statements is false and was false when made.

53. Upon information and belief, Bleeping and Quietman⁷ have never tested SpyHunter⁴ to determine the effectiveness of the program or its rate of false positives.

54. Bleeping knew, or should have known, that the statements were false when made. The statements rely upon third-hand information that is between 7-10 years old and that was generated by a group of individuals who began an anticompetitive campaign against ESG in 2004.

55. ESG spent years engaging these individuals in discourse, providing full and accurate information to them, which the individuals admitted they did not have, and ultimately proving each claim to be false.

56. Upon information and belief, Bleeping knew or should have known that ESG already proved these claims false years before Bleeping made them.

57. Nonetheless, Bleeping has used and continues to use these false and disparaging statements for its own economic benefit.

58. In same paragraph in which Bleeping falsely tells its users that SpyHunter⁴ is a “dubious program with a high rate of false positives,” Bleeping instructs its users to “remove” SpyHunter and “replace it” with Malwarebytes’ software.

59. In connection with instructing users to replace SpyHunter⁴ with Malewarebytes’ software, Bleeping provides a single hyperlink for Malwarebytes’ website that, if clicked, takes a user directly to the page where the user can click one more link to purchase Malewarebytes’ competing product. Once purchased, Bleeping earns its “Affiliate Commission.”

60. Upon information and belief, the webpage hosts additional false and defamatory articles and third-party comments solicited by the false and defamatory statements made by

Bleeping.

61. Upon information and belief, Defendants Does 1-10 have carried out the aforesaid acts at the direction of, on behalf of, and with full knowledge of Bleeping.

62. These postings by Defendants are all the more egregious as they represent a clear pattern of making false and unsubstantiated claims, including salacious claims of violations of consumer protection laws which can carry criminal penalties, over multiple topics, in multiple areas of the forum, over a period of multiple years.

63. ESG, through counsel, has sent a written demand to Bleeping to cease and desist its unlawful conduct, but it has refused to do so.

64. Bleeping not only has refused to take down the offending post, but Bleeping and Quietman7 have given permission to others to post the false information on other forums, causing further harm to ESG.

65. Defendants' conduct is willful and malicious.

66. Upon information and belief, Defendants' unlawful conduct is causing and will continue to cause harm to ESG and its products.

67. ESG has no adequate remedy at law for certain of the relief requested below.

FIRST CAUSE OF ACTION

(Violations of Lanham Act § 43(a))

68. ESG repeats and incorporates by reference all of the foregoing paragraphs as if fully set forth herein.

69. Defendants' publication of false and misleading statements about ESG and SpyHunter constitutes false advertising in violation of 15 U.S.C. § 1125(a)(1)(B).

70. Defendants' publication of false statements about ESG and SpyHunter is likely to deceive consumers as to the nature and quality of ESG and SpyHunter, including causing

consumers to believe that SpyHunter itself is a form of malware.

71. As a direct and proximate result of Defendants' unlawful acts, ESG has suffered and will continue to suffer significant monetary and reputational injury in amounts that will be proven at trial but that are believed to exceed \$75,000, exclusive of interest and costs.

SECOND CAUSE OF ACTION

(Trade Libel/Commercial Disparagement)

72. ESG repeats and incorporates by reference all of the foregoing paragraphs as if fully set forth herein.

73. Defendants have maliciously published false statements that disparage ESG and its SpyHunter product.

74. These statements constitute injurious falsehoods and trade libel, which inter alia impugn the integrity of ESG and the quality of SpyHunter. These statements were expressly directed at ESG.

75. Defendants have published their false statements to the public by means of the Internet and specifically the Bleeping Website.

76. There can be no question that the readers of Defendants' statements understand Defendants' defamatory meaning and understand that Defendants' statements are directed at ESG and its products.

77. ESG has been specifically harmed by Defendants' defamatory statements.

78. Defendants have no privilege to make their false and harmful statements.

79. As a direct and proximate result of Defendants' unlawful acts, ESG has suffered and will continue to suffer significant monetary and reputational injury in amounts that will be proven at trial but that are believed to exceed \$75,000, exclusive of interest and costs.

THIRD CAUSE OF ACTION

(Defamation)

80. ESG repeats and incorporates by reference all of the foregoing paragraphs as if fully set forth herein.

81. Defendants' published statements concerning ESG and SpyHunter are false and bring ESG into disrepute or contempt and impeach its integrity and reputation. Specifically, Defendants assert, *inter alia*, that ESG engages in "deceptive advertising which violates several consumer protection laws"; that ESG "has a history of employing aggressive and deceptive advertising"; and that SpyHunter 4 is a "rogue product."

82. Defendants have published their false statements to the public by means of the Internet and specifically, at least the Bleeping Website.

83. Defendants are at fault because they maliciously made such statements.

84. Defendants have no privilege to make such statements.

85. ESG has been and continues to be damaged by these statements.

86. ESG is a for-profit corporation, and Defendants' statements prejudice ESG in the conduct of its business and/or to deter others from dealing with it.

87. As a direct and proximate result of Defendants' unlawful acts, ESG has suffered and will continue to suffer significant monetary and reputational injury in amounts that will be proven at trial but that are believed to exceed \$75,000, exclusive of interest and costs.

PRAYER FOR RELIEF

WHEREFORE, ESG respectfully requests that the Court enter judgment in its favor as follows:

- a. Declaring that Defendants' conduct violates 15 U.S.C. § 1125(a);
- b. Declaring that Defendants' conduct constitutes trade libel and/or

commercial disparagement under the laws of the State of New York;

c. Declaring that Defendants' conduct constitutes defamation of a corporation under the laws of the State of New York;

d. Permanently enjoining Defendants from publishing the false advertising statements identified above in relation to ESG;

e. Permanently enjoining Defendants from publishing the statements constituting trade libel and/or commercial disparagement identified above in relation to ESG;

f. Permanently enjoining Defendants from publishing the statements constituting defamation of a corporation identified above in relation to ESG;

g. Awarding ESG damages in an amount proven at trial and believed to be in excess of \$75,000, plus interest;

h. Awarding ESG its attorneys' fees and costs incurred in bringing this action; and

i. Awarding such other and further relief as the Court deems proper.

JURY TRIAL DEMANDED

ESG demands a trial by jury of all issues so triable in this action.

Dated: New York, New York
January 8, 2016

Respectfully submitted,

By: /s/ Eric A. Prager

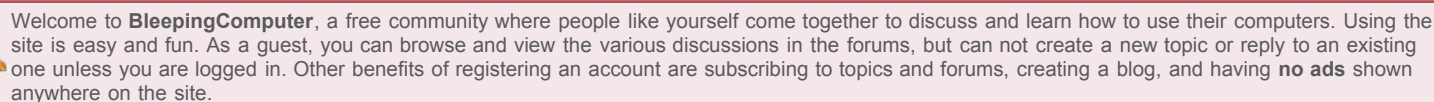
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Attorneys for Plaintiffs

Exhibit 1

Exhibit 2



Register a free account to unlock additional features at BleepingComputer.com



[Click here to Register a free account now!](#) or read our [Welcome Guide](#) to learn how to use this site.



Started by Animal . Feb 05 2007 12:05 PM



No replies to this topic

Animal

#1 

Bleepin' Animinion

Posted 05 February 2007 - 12:05 PM



30,659 posts

OFFLINE

Gender: Male
Location: Where You Least
Expect Me To Be
Local time: 03:33 PM

A common question we receive on the site is from people wondering what the various members groups are and how they can join them. As a service to our members we have created this post to answer these questions. The Bleeping Computer Member groups and descriptions are as follows:

Admin & Site Admins

The Bleeping Computer Owner, and overall Admin of the site and forums, is Grinler. Grinler, or Lawrence Abrams, manages the operational aspects of Bleeping Computer. Grinler is the highest ranking Staff Member, followed by the Site Admins. The Admins have the final say when appointing all other staff positions and are involved in approving Malware Response Trainee/Team candidates.

The Admin(s) handle all aspects of the site's day-to-day operations. This includes setting configuration options, managing user accounts, and fixing site problems. The Admin(s) are also responsible for virtually all of the inner workings of the forum software features. The Admins are the final arbiter in any decisions affecting the Bleeping Computer forums operational aspect.

The current list of Admins can be found [here](#).

Global Moderators & Moderators

A Bleeping Computer Global Moderator or Moderator is someone granted special powers by the Admins to enforce the rules of Bleeping Computer Forums. All moderators on all forums can move discussions to different sections of the forum, "close" discussions to prevent users from continuing to discuss them, as well as edit the content of individual postings. Moderators of both levels answer questions (or help people with problems), and "pin" discussions so they remain visible in their forum section even if no new postings are made to them. Global Moderators have a few additional powers above that of regular Moderators, the most important of which is the ability to suspend forum posting

privileges of members who violate forum rules.

The current list of Global Moderators can be found [here](#).

The current list of Moderators can be found [here](#).

Bleeping Computer Advisor

Bleeping Computer Advisors are regular forum contributors who have been nominated by other current Advisors or other members of the staff as a result of their consistently high quality and expert responses to people's questions in the forums; Advisors can be trusted to give correct and understandable answers to our member's questions. Advisors also assist the Moderators with overseeing that the forum is running properly, and smoothly.

The current list of Bleeping Computer Advisors can be found [here](#).

Malware Response Instructor

A Bleeping Computer Malware Response Instructor is a Malware Response Team member who has been selected by the Admin(s) to teach the trainees about computer security and how to use specialized tools for malware removal and analysis. The Instructors also play a pivotal role in determining how the trainee program evolves. Trainees look to a Malware Response Instructor for advice and guidance throughout the course. Instructors have moderator capabilities in all Malware removal related forums, including the Study Hall. The Team Instructors have the job of deciding when trainees have sufficiently proven they are "Malware Response Team" material, and make recommendations to the Admins when such a time has come.

The current list of Malware Response Instructors can be found [here](#).

Malware Response Team Member

A Bleeping Computer Malware Response Team Member is a volunteer who has permission to respond to Malware removal logs in the Bleeping Computer Malware removal forum. These members have proven themselves to be highly qualified in the removal of malware and are thus given permission to help people with spyware removal via Malware removal logs. A Malware Response Team Member has moderator abilities in Malware removal related forums allowing them to open, close, or merge topics together. The main ethos of the group is the word "team"; these volunteers will often ask various other team members for help if needed. As staff members, the team often works with the moderators by reporting spam posts or informing of members who have broken the site rules. The Malware Response Team members also play a part in the running of the Study Hall, where they are encouraged to answer the questions posted by trainees.

The current list of Malware Response Team members can be found [here](#).

Malware Study Hall Admin

A Bleeping Computer Malware Study Hall Admin oversees the Malware Response Instructors as well as the trainees along with managing the curriculum and learning tools for the Malware Removal Training program. The Study Hall Admin is the staff member who promotes the trainees as they progress through the stages of the Study Hall using input from the Instructor team. They also handle the requests to join the Study Hall with the help of the Admin team.

The current list of Malware Study Hall Admins can be found [here](#).

Malware Trainees

A Bleeping Computer Malware Study Hall Trainee is a member who has volunteered and has been accepted to join the Bleeping Computer Malware Study Hall training program, which involves gaining the knowledge and studying the theory behind the analysis of Malware removal logs, with the aim of eventually joining the Malware Response Team when Admins and Malware Response Instructors feel they have reached a sufficient level of ability. A trainee has no

moderator privileges. The trainee program is split up into three groups, the "Malware Study Hall Sophomore", the "Malware Study Hall Junior" and the "Malware Study Hall Senior". An explanation of the three groups follows. While the distinctions are very fine, all trainees work in a community, with the aim of helping each other in their goal to join the Malware Response Team.

Malware Study Hall Sophomore

A Malware Study Hall Sophomore is a trainee in the use of specialized malware removal applications at the entry level. They work on understanding the basics of security and become familiarized with the basic tools of the trade. This is where all new trainees start their journey.

The current list of Malware Study Hall Sophomores can be found [here](#).

Malware Study Hall Junior

A Malware Study Hall Junior is a trainee that has progressed to the intermediate level. After the basics have been covered and the trainees become more familiar with the tools and the theory, they are moved up to Junior level. That is where the practical aspect of the program is applied. These trainees work actively with the instructing staff and other Team members on example logs and exercises to help them further their learning. When they have reached the end of this part of the program with satisfaction, they are moved up to the next level.

The current list of Malware Study Hall Juniors can be found [here](#).

Malware Study Hall Senior

A Bleeping Computer Malware Study Hall Senior has proven that he or she is dedicated to the task at hand, and has shown promising signs of progressing through the trainee program. These trainees work actively with the instructors and other team members and you will find them on the open forums helping members with problems under the assistance and supervision of instructors. That is where they can get the real world experience they need before they are given Team member status. Once the admins and instructing staff are satisfied that they are ready, they are moved up to Malware Response Team member status.

The current list of Malware Study Hall Seniors can be found [here](#).

Member

A Bleeping Computer Member is someone who registers and validates their membership and utilizes the site to their advantage. Some members are active participants while others are not as active; but all members are valued for whatever they bring to the forum/site and community at large. It is not a requirement of membership to be active on the forums.

Banned Member

A Bleeping Computer Banned member is someone who has violated the terms of use of Bleeping Computer in such manner that it is deemed necessary for the protection of the site and the membership to ban the member. Being banned removes the ability to view or post or interact with Bleeping Computer in any manner.

Deactivated Member

A deactivated member is one who has asked to have their account deactivated. When this occurs we place the user in this group, change their password to a random one, and remove all topic or forum subscriptions. In the future if they would like to reactivate their account they can notify us.



Edited by Animal, 13 May 2014 - 01:53 PM.
Clarify Advisor nomination process.

The Internet is so big, so powerful and pointless that for some people it is a complete substitute for life.

Animal Bleepin Animinion

A learning experience is one of those things that say, "You know that thing you just did? Don't do that." Douglas Adams (1952-2001)

"Imagination is more important than knowledge. Knowledge is limited. Imagination circles the world." Albert Einstein (1879-1955)

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[Site Changelog](#)

Community Forum Software by IP.Board

Exhibit 3



Admin

41,936 posts

OFFLINE

Gender: Male

Location: USA

Local time: 06:31 PM

[Lawrence Abrams](#)

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[How to detect vulnerable programs using Secunia Personal Software Inspector](#) <- Everyone should do this!

[Simple and easy ways to keep your computer safe and secure on the Internet](#) <- Everyone must read this!

[↑ Back to top](#)

acklan

#3

Bleepin' cat's meow

Posted 21 March 2006 - 10:18 AM

Congratulations **quietman7**. Good to have you on the team.

"2007 & 2008 Windows Shell/User Award"



Members

8,529 posts

OFFLINE

Gender: Not Telling

Location: Baton Rouge, La.

Local time: 06:31 PM

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Pandy

#4

Bleepin'

Posted 21 March 2006 - 10:38 AM

Quietman7!! I would just like to thank you so very much for accepting us at BC, for taking part and contributing so much here. 😊 😊



Members

9,559 posts

OFFLINE

Gender: Female

Local time: 07:31 PM

**Do not anticipate trouble, or worry about what may never happen. Keep in the sunlight.
Hide not your talents. They for use were made. What's a sundial in the shade?**

~ Benjamin Franklin

I am a Bleeping Computer fan! Are you?

[Facebook](#)

[Follow us on Twitter](#)

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rms4evr

#5

Posted 21 March 2006 - 11:46 AM

Congrats on your promotion, quietman7!!! 😊



Members

812 posts

OFFLINE

Gender: Female
Location: East Coast
Local time: 07:31 PM

[↑](#) Back to top

-David-

#6 [↗](#)



Members
10,603 posts

OFFLINE

Gender: Male
Location: London
Local time: 12:31 AM

Posted 21 March 2006 - 11:49 AM

Hi **quietman7**!! What a superb choice and i warmly welcome you to the team - thanks for using your expertise to help others, and i hope you continue doing so! You are an asset to *BleepingComputer*, and thanks for all the wonderful security news you have given us.

David

[↑](#) Back to top

jgweed

#7 [↗](#)



Staff Emeritus
28,473 posts

OFFLINE

Gender: Male
Location: Chicago, Il.
Local time: 06:31 PM

Posted 21 March 2006 - 12:15 PM

I am always pleased to see someone of your talents receive a well-deserved recognition, Quietman7, and want to add my thanks, as well, for all that you contribute towards making BC what it is.

Congratulations.

John

Whereof one cannot speak, thereof one should be silent.

[↑](#) Back to top

quietman7

#8 [↗](#)

Bleepin' Janitor



Global Moderator
40,853 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:31 PM

Posted 21 March 2006 - 12:26 PM

Thanks everyone for the warm welcome. It is a pleasure to be part of the BC staff and I look forward to working with you all. 😊

Best regards

QM7 (Russ)

Microsoft MVP - Consumer Security 2007-2015



Member of **UNITE**, Unified Network of Instructors and Trusted Eliminators

[↑](#) Back to top

Scarlett

#9 [↗](#)

Bleeping Diva

Posted 21 March 2006 - 01:47 PM



Members
7,479 posts

OFFLINE

Gender: Female
Location: As always I'm
beside myself ;)
Local time: 06:31 PM

quietman, I am just so very pleased that you have accepted.

Welcome to the staff. 😊



[↑](#) Back to top

stonangel

#10 [↩](#)



Members
595 posts

OFFLINE

Location: France
Local time: 01:31 AM

Posted 21 March 2006 - 02:20 PM

Congrats quietman7. Well deserved 😊



Olivier

[↑](#) Back to top

quietman7

#11 [↩](#)

Bleepin' Janitor

Posted 21 March 2006 - 02:32 PM



Global Moderator
40,853 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:31 PM

Thank you Scarlett and Olivier.

Microsoft MVP - Consumer Security 2007-2015



Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

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Joshuacat

#12 [↩](#)

01001010 01000011

Posted 21 March 2006 - 06:42 PM



BC Advisor

Congrats!! 😊

JC

1,950 posts

OFFLINE

Gender: Male
Location: Ontario, Canada
Local time: 07:31 PM

Back to top

KoanYorel

#13

Bleepin' Conundrum

Posted 21 March 2006 - 08:03 PM



Staff Emeritus
19,461 posts

OFFLINE

Gender: Male
Location: 65 miles due East
of the "Logic Free
Zone", in Md, USA
Local time: 07:31 PM

Thanks again **Quietman7** for all you do here at the BC!

Congrats!

The only easy day was yesterday.

...some do, some don't; some will, some won't (WR)

Back to top

phawgg

#14

Learning Daily

Posted 21 March 2006 - 08:26 PM



Members
4,543 posts

OFFLINE

Location: Washington State,
USA
Local time: 03:31 PM

As I stumble ever onward gaining information,
it's nice to know quiet words of caution,
calculated appraisals and advice to
others will continue now, with
Quietman7 BC Advisor
ever watchful to help.

Thank You! 😊

patiently patrolling, plenty of persisant pests n' problems ...

Back to top

John L

#15



Members
90 posts

OFFLINE

Local time: 07:31 PM

Posted 21 March 2006 - 11:55 PM

Congrats Quietman7 😊

Please be patient

Please do not private message me, they will be ignored. If you have a question post it on the board.



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[Site Changelog](#)

Community Forum Software by IP.Board

Exhibit 4



Staff Emeritus
19,461 posts

OFFLINE

Gender: Male
Location: 65 miles due East of the "Logic Free Zone", in Md, USA
Local time: 07:34 PM

Congrats QM7!

Thanks for all your hard work here on the BC.

BTW - you do understand you've now given up all your "civil rites" now?
(that's not a misspelling above.)

The only easy day was yesterday.

...some do, some don't; some will, some won't (WR)

Back to top

jhsmurray

#3



Members
383 posts

OFFLINE

Location: 6,378 km above the Earth's core
Local time: 07:34 PM

Posted 18 September 2007 - 10:10 AM

Congrats, **Quietman7!** 🙄

Acer Aspire 5732z
OS: Windows 7 Ultimate
Processor: Intel Pentium III Xeon, 2200 MHz
RAM: 3 GB
Display: Mobile Intel GMA 4500M

Back to top

jgweed

#4



Staff Emeritus
28,473 posts

OFFLINE

Gender: Male
Location: Chicago, Il.
Local time: 06:34 PM

Posted 18 September 2007 - 10:20 AM

Congratulations and thanks for accepting the position (life sentence).
John

Whereof one cannot speak, thereof one should be silent.

Back to top

DSTM

#5

"Bleepin' Aussie Addict"

Posted 18 September 2007 - 10:21 AM

Congratulations '**Quietman7**' on your well deserved Promotion. 🙄



Members
2,649 posts

OFFLINE

Gender: Male
Location: SYDNEY - AUSTRALIA
Local time: 10:34 AM

Back to top

quietman7

#6

Bleepin' Janitor

Posted 18 September 2007 - 10:39 AM



Global Moderator
40,854 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:34 PM

Thanks everyone and thanks Grinler for offering the sentence...grrr...I mean position. There are not many sites who will give an ex-cop, now a "Bleepin' Janitor" the keys to the kingdom. Usually I only get the keys to the broom closet and back door so I can take out the trash. 🙄

Microsoft MVP - Consumer Security 2007-2015



Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

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lusitano

#7

Portuguese Malware Fighter

Posted 18 September 2007 - 11:31 AM



Members
1,443 posts

OFFLINE

Gender: Male
Location: Portugal

Congratulations 'Quietman7' on your well deserved Promotion. 🙄



Please do not PM me asking for support.
Please be courteous, polite, and say thank you.
Please post the final results, good or bad. We like to know!

Back to top

Yourhighness

#8

The BSG Malware Fighter

Posted 18 September 2007 - 12:21 PM



Malware Response Team

Thanks and congrats QM7 🙄

"How did I get infected?" - "Safe-hex" - Member of [UNITE](#) -



7,943 posts

OFFLINE

Gender: Male
Location: Hamburg
Local time: 01:34 AM

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oldf@rt

#9



Members
2,609 posts

OFFLINE

Gender: Male
Location: Avondale, Arizona
USA
Local time: 04:34 PM

Posted 18 September 2007 - 12:29 PM

Congratulations!.

The name says it all -- 59 and holding permanently

****WARNING**** Links I provide might cause brain damage

Back to top

DASOS

#10

Malware hunter

Posted 18 September 2007 - 12:48 PM



Security Colleague
1,662 posts

OFFLINE

Gender: Male
Location: Greece Ioutraki 6
km from korinth canal
Local time: 01:34 AM

Thank you!!!!!!!!!!!!!!quietman7 🙄

Stelios

Stelios

[BleepingComputer Facebook](#)
[Stelios-DASOS & Black_Swan security info](#)
[paper.li](#)



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Falu

#11



Security Colleague

Posted 18 September 2007 - 01:35 PM

Congrats quietman7, 🙄

and thanks a lot for looking after BC!! 🙄

3,001 posts

OFFLINE

Gender: Male
Location: The Netherlands
Local time: 06:34 PM

Back to top

boopme

#12

To Insanity and Beyond

Posted 18 September 2007 - 03:09 PM

Congrats Quietman7.... an excellent choice



Global Moderator

65,148 posts

OFFLINE

Gender: Male
Location: NJ USA
Local time: 06:34 PM

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-David-

#13



Members
10,603 posts

OFFLINE

Gender: Male
Location: London
Local time: 12:34 AM

Back to top

rigel

#14

FD-BC

Posted 18 September 2007 - 03:27 PM

Congratulations QM7 - Great choice!



BC Advisor

12,944 posts

OFFLINE

Gender: Male
Location: South Carolina -
USA
Local time: 07:34 PM

"In a world where you can be anything, be yourself." ~ unknown
"Fall in love with someone who deserves your heart. Not someone who plays with it. – Will Smith

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quietman7

#15 [↩](#)

Bleepin' Janitor

Posted 18 September 2007 - 05:24 PM




Global Moderator

40,854 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:34 PM

Thank you all for the kind words. 

Microsoft MVP - Consumer Security 2007-2015



Member of **UNITE**, Unified Network of Instructors and Trusted Eliminators

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Exhibit 5



Members
3,619 posts

ONLINE

Gender: Male
Local time: 10:37 AM

...download from [HERE](#)

If your system is running slowly, it is not the fault of malwarebytes....you may have other problems....

iobit is garbage.

spyhunter is no longer recommended by BC

if you are having problems with your PC, please describe those problems to me

Condobloke

Outback Australian

Self-deception is a process of [denying](#) or [rationalizing](#) away the relevance, significance, or importance of opposing [evidence](#) and [logical argument](#). Self-deception involves convincing oneself of a truth (or lack of truth) so that one does not reveal any self-knowledge of the deception

"If you find yourself at the bottom of a deep hole holding a spade and wondering how you got there, the solution is not to keep digging

[↑](#) Back to top

quietman7

#3

Bleepin' Janitor

Posted 28 September 2014 - 07:35 AM



Global Moderator
40,854 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:37 PM

SpyHunter by **Enigma Software Group USA, LLC** is a program that was previously listed as a **rogue product** on the [Rogue/Suspect Anti-Spyware Products List](#) because of the company's history of employing **aggressive and deceptive advertising** ¹. It has since been delisted but some users have reported they still engage in deceptive advertising ². Newer versions of SpyHunter install it's own "Compact OS" and uses Grub4Dos loader ³ to execute on boot up. The user no longer sees the normal Windows boot menu but instead sees the GRUB menu. In some cases this has caused the computer to go into a continuous loop or experience other issues when attempting to boot. ⁴,

Unfortunately, [AV-Test](#) has not included SpyHunter in their comprehensive testing analysis. If Enigmasoftware's SpyHunter was included, which we hope they attempt to do so, we would get a much clearer picture as to how it compares to other anti-spyware programs in terms of protection, detection, repair and usability.

While there are mixed reviews for SpyHunter, some good and some bad, my main concern is the reports by customers of deceptive pricing, continued demands for payment after requesting a refund, lack of adequate customer support, removal (uninstall) problems and various other issues with their computer as a result of using this product ⁶. For example, some users are not aware that when purchasing SpyHunter, they have **agreed to a subscription service with an automatic renewal policy** ⁶. This information is in fine print at the bottom of the [SpyHunter Purchase Agreement](#).

Quote

SpyHunter is a 6 month subscription spyware detection/removal service. By making this purchase, customers agree, for their convenience, to be autorenewed every 6 months in order to receive ongoing spyware protection, definition & program updates, custom fixes to their specific spyware problems, and advanced technical support from our Spyware-Helpdesk. You will receive an e-mail notification to opt-out, if you do not wish to be autorenewed.

You may want to read some of the user comments posted on the [Complaints Board: Enigma Software Group Spyhunter Complaints & Reviews](#) to see why there are so many concerns regarding this product.

Further, when searching for new malware or malware removal assistance (and removal guides) on the Internet, **it is not unusual to find numerous hits from untrustworthy** sites that provide inadequate removal instructions and then offer a tool that a visitor must purchase before it removes anything. These sites recommend a pay-to-clean program,

rather than a free-to-clean program, because the site owner will make a commission on the sale of the program.

SpyHunter (SpyHunter-Installer.exe) is one of the most common removal tools pushed by these sites.

- [SpyHunter - Fake security blogs](#)

SpyHunter is not classified as malware or **rogue security software** and other antivirus and antimalware vendors do not target it for removal. Those security vendors which have tried in the past received threats of legal action for attempting to do so or agreed to legal settlements as a result of litigation brought forth by Enigma Software ⁷. See this [Table of Threats and Demands](#) which identifies Enigma as one of the companies to make repeated "Cease and Desist" demands against those companies which detect, remove, and/or criticize their product. Enigma also appears to consider online community security sites as competitors for evaluating legal options...see [Enigma Software, A Mystery?](#)

In my opinion SpyHunter is a **dubious program** with a high rate of **false positives** ². If you have downloaded and scanned with SpyHunter, **detection results should be analyzed carefully** before you remove anything. Based on this information, it is in my opinion that you remove this program and **replace it with highly regarded alternatives such as** [Malwarebytes Anti-Malware](#) ⁸ or [Emsisoft Anti-Malware](#) ⁹.

If you want to **uninstall SpyHunter**, then use the guides and information below to help you...

The correct way to remove SpyHunter per the vendor, Enigma Software Group, is from within its program group Uninstall shortcut in Start Menu > All Programs or by using [Programs and Features \(Add/Remove Programs\)](#) in Control Panel.

- [How to Uninstall SpyHunter](#)

Alternatively, you can use a third-party utility like [Revo Uninstaller](#).

Note: Sometimes the uninstall works more effectively if you first **[stop and disable the program's service](#)** (and associated processes) or perform the removal in [safe mode](#) so there are less processes which can interfere with the uninstallation.

SpyHunter4 creates the following **scheduled task** which should be disabled/removed before uninstalling.

```
SpyHunter4Startup "C:\Program Files\Enigma Software Group\SpyHunter\Spyhunter4.exe" /s
```

- [How To Enable, Disable or Delete a Task](#)
- [Cancel or Delete Scheduled Tasks in Windows](#)

If you have [AutoRuns](#) or [CCleaner](#) installed, you can also use those tools to disable and remove tasks.

*Some users have reported that you may need to open Windows Explorer, navigate to the following location, look for and delete a SpyHunter related file named **SHSetup.exe** before uninstalling from Programs and Features (Add/Remove Programs) in Control Panel.*

-- **XP**: C:\Documents and Settings\<user name>\Local Settings\Temp

-- **Vista, Windows 7/8**: C:\Users\<user name>\AppData\Local\Temp

If the suggested removal methods fail...then you need to [Contact ESG Technical Support Team](#) and submit a ticket.

* [How to Submit a Customer Support Ticket](#)

Submitting support tickets is only for customers who purchased ESG products. If you are not a paid customer or not able to logon to their members section, you can try contacting ESG through the [Inquiries & Feedback](#) page.

If you feel that that SpyHunter or the developer has engaged in deceptive marketing, then I also suggest you write about your issues on the [Complaints Board: Enigma Software Group Spyhunter Complaints & Reviews](#) and send

Enigma an email (complaints@enigmasoftware.com). If you read through those comments, you will notice that Enigma Representatives will respond to those making complaints.

Quote

I am the Vice President of Technical Support and Research at Enigma Software Group. I read the post above and I would like to let you know that we have an email specifically for complaints. You or anyone can submit a complaint and I can assure you that we will find a suitable solution for any problem that is related to SpyHunter or to our service. **If you have any questions or complaints, please send us an email to complaints@enigmasoftware.com.** I personally read all emails from that account. At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer.

Regards,
Alec Malaspina
Enigma Software Group USA, LLC.

I have referred several other members to follow the above instructions and all were successfully assisted by ESG Tech Support with removing SpyHunter.

References:

1. http://spywarewarrior.com/de-listed.htm#sh_note
2. <https://www.mywot.com/en/scorecard/enigmasoftware.com>
3. <http://www.bleepstatic.com/fhost/uploads/4/spyhunter-grub.jpg>
4. <http://www.complaintsboard.com/complaints/spyhunter-software-powder-springs-georgia-c79333.html>
5. <http://www.bleepingcomputer.com/forums/t/570220/spyhunter-keep-pc-in-a-boot-loop-state/>
6. <http://www.complaintsboard.com/complaints/enigma-software-group-spyhunter-c262520.html>
7. <http://www.benedelman.org/spyware/threats/>
8. <https://www.mywot.com/en/scorecard/malwarebytes.org>
9. <https://www.mywot.com/en/scorecard/emsisoft.com>

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quietman7

#4

Bleepin' Janitor

Posted 28 September 2014 - 07:36 AM



Global Moderator

40,854 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:37 PM

In regards to **IOBit** (EvonSoft.com) products, please read:

- [Malwarebytes accuses IOBits of stealing their programs malware definitions](#)
- [IOBit's Denial of Theft Unconvincing. IOBits piracy](#)
- [IOBit Theft Conclusion](#)
- [IObit: Trusting Your Antivirus Vendor](#)

[PC Mag: IObit Security 360 Review](#)

Quote

Poor malware removal left many executables, some actually still running. Poor malware blocking did not prevent installation of malware...it just doesn't do the job of removing malware or preventing malware installation.

Although, the Malwarebytes team no longer has an issue with IObit, the vendor's dubious methods would not warrant a recommendation from me to use or trust their software. Further, IOBIT has even been placed into the [Installers Hall](#)

of Shame.

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khafan11

#5 [↗](#)

TOPIC STARTER

Posted 28 September 2014 - 11:22 AM



Members
11 posts

OFFLINE

thanks for your Description

i back to malwarebytes , and disable real-time protection : malware protection

works fine and system not slow !!



i should enable this options , right ?

Edited by khafan11, 28 September 2014 - 11:23 AM.

Local time: 03:07 AM

[↑ Back to top](#)

quietman7

#6 [↗](#)

Bleepin' Janitor

Posted 28 September 2014 - 04:07 PM



Global Moderator
40,854 posts

ONLINE

Are you saying that you have disabled the real-time protection module in Malwarebytes Premium (Pro)? If so, you are losing it's primary benefits.

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Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

Gender: Male
Location: Virginia, USA
Local time: 06:37 PM

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khafan11

#7 [↗](#)

TOPIC STARTER

Posted 28 September 2014 - 04:35 PM



Members
11 posts

OFFLINE

quietman7, on 28 Sept 2014 - 1:07 PM, said:

Are you saying that you have disabled the real-time protection module in Malwarebytes Premium (Pro)? If so, you are losing it's primary benefits.

yes, i think not good compilation with avira

Local time: 03:07 AM

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quietman7

#8

Bleepin' Janitor

Posted 28 September 2014 - 06:08 PM



Global Moderator

40,854 posts

ONLINE

Gender: Male

Location: Virginia, USA

Local time: 06:37 PM

Malwarebytes Premium is meant to supplement your existing anti-virus. The following quote is a statement from the Malwarebytes Team.

Quote

Malwarebytes Anti-Malware is not meant to be a replacement for antivirus software. Malwarebytes Anti-Malware is a complementary but essential program which detects and removes zero-day malware and "Malware in the Wild". This includes malicious programs and files, such as viruses, worms, trojans, rootkits, dialers, spyware, and rogue applications that many antivirus programs do not detect or cannot fully remove. **It is important to note that Malwarebytes Anti-Malware works well and should run alongside antivirus software without conflicts.** In some rare instances, exclusions may need to be set for your specific antivirus product to achieve the best possible system performance.

Larry Tate

Product Support

A similar statement is in this HelpDesk Article: [Does Malwarebytes Anti-Malware replace antivirus software?](#)

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Superware

#9



Members

1 posts

OFFLINE

Local time: 05:37 PM

Posted 26 February 2015 - 07:51 PM

Someone help me please. Nothing could remove SpyHunter, I don't wanna buy it!!!! Could anyone help me!!!!!! 🙄

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quietman7

#10

Bleepin' Janitor

Posted 26 February 2015 - 07:57 PM



Global Moderator

40,854 posts

ONLINE

That information is here in [Post #3](#).

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Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

Gender: Male
Location: Virginia, USA
Local time: 06:37 PM

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1PW

#11 [↩](#)



Members
269 posts

OFFLINE

Gender: Male
Location: North of the 38th
parallel.
Local time: 03:37 PM

Posted 27 February 2015 - 12:30 AM

Hello khafan11:

I have personally used Avira's Free Antivirus with Malwarebytes Pro/Premium, and all options enabled, on a Windows 7 x64 system for years.

When that system is idle, CPU usage is frequently between 0 and 1%.

If a MBAM "Clean Re-install" does not correct your issue, your system may require expert troubleshooting assistance.

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quietman7

#12 [↩](#)

Bleepin' Janitor

Posted 27 February 2015 - 05:40 AM

Useless posting removed.



Global Moderator
40,854 posts

ONLINE

Gender: Male
Location: Virginia, USA
Local time: 06:37 PM

Microsoft MVP - Consumer Security 2007-2015



Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

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georgehenry

#13 [↩](#)



Members
208 posts

OFFLINE

Gender: Male
Location: New Romney,
Kent, England.
Local time: 11:37 PM

Posted 31 July 2015 - 08:48 AM

I don't know how I got it, but spyhunter 4 appeared on my win7 laptop. Because of my hamfisted attempt to get rid of it, it disappeared from "features and programs" and hid itself away somewhere. I tried looking in all sorts of places, all to no avail. It kept popping up and doing unwanted scans. In desperation I downloaded it again, and then deleted it from the "programs and features". So far it has not reappeared. If this is a well known way to handle this, just ignore it. In my defence, I saw a note on your site asking people to tell how they did things.

Edited by georgehenry, 31 July 2015 - 08:50 AM.

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quietman7

#14

Bleepin' Janitor

Posted 31 July 2015 - 11:49 AM



Global Moderator

40,854 posts

ONLINE

Gender: Male

Location: Virginia, USA

Local time: 06:37 PM

I provided removal instructions in [Post #3](#) along with contact info for ESG Technical Support if normal removal fails.

Anyway, glad to hear you were able to sort it out yourself.

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Member of [UNITE](#), Unified Network of Instructors and Trusted Eliminators

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SteveDallas

#15



Members

3 posts

OFFLINE

Local time: 05:37 PM

Posted 03 October 2015 - 02:00 PM

Spyhunter is still engaged in deceptive ads and deceptive billing. I just clicked on a product from them for \$29.xx and my credit card was charged \$69.xx They will not help you with this. You have to contact their payment processor and the payment processor has limited hours and are not 24/7 like most legitimate payment processors. This is fraud to me and I will never activate and use the product. I also suspect that many of the items that showed up in the scan were not correct.

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Community Forum Software by IP.Board

Exhibit 6

BleepingComputer.com → Security → Anti-Virus, Anti-Malware, and Privacy Software

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Welcome to **BleepingComputer**, a free community where people like yourself come together to discuss and learn how to use their computers. Using the site is easy and fun. As a guest, you can browse and view the various discussions in the forums, but can not create a new topic or reply to an existing one unless you are logged in. Other benefits of registering an account are subscribing to topics and forums, creating a blog, and having **no ads** shown anywhere on the site.

[Click here to Register a free account now!](#) or read our [Welcome Guide](#) to learn how to use this site.



SpyHunter cannot remove infections

Started by ittiandro , Dec 10 2013 10:10 AM

ittiandro

Posted 10 December 2013 - 10:10 AM

I have been using this program very successfully for a month or so. It finds and removes tons of spyware and malware no other software sees. Today it found about 600 items, including Conduit search and others which keep creeping in. When I click the FIX button and the computer reboots, I keep getting a pre-booting scrolling with a message "Spyhunter fix not found". As a matter of fact, the spyware is still there on the next scan. Same scenario when I reboot.

How can I solve this problem?

Ittiandro

BC AdBot (Login to Remove)

Remove Malware - Free

Quick Malware Removal in 2 minutes. Free Download (Highly Recommended)



buddy215

Posted 10 December 2013 - 11:03 AM

Uninstall Spy Hunter.

Install MBAM Free: [Malwarebytes Anti-Malware Free \(http://www.malwarebytes.org/products/\)](http://www.malwarebytes.org/products/) Run a scan and allow it to delete whatever it finds...including PUPs.

Use these two programs for finding and uninstalling adware.

[AdwCleaner Download \(http://www.bleepingcomputer.com/download/adwcleaner/\)](http://www.bleepingcomputer.com/download/adwcleaner/)

[Junkware Removal Tool Download \(http://www.bleepingcomputer.com/download/junkware-removal-tool/\)](http://www.bleepingcomputer.com/download/junkware-removal-tool/)

Spy Hunter's 600 items most likely included 3rd Party/ Ad-Tracking cookies. You can block those from installing.

Once you

have blocked from installing, use Ccleaner to remove the ones presently installed and clean up the temporary files and logs including

Ad cookies in Flash. Be sure to watch for and **UN**check offers of toolbars, etc. No need to use the Registry Cleaning Tool as it may cause more problems.

[Disable third-party cookies in IE, Firefox, and Google Chrome | How To - CNET \(http://howto.cnet.com/8301-11310-39-20042703-285/disable-third-party-cookies-in-ie-firefox-and-google-chrome/\)](http://howto.cnet.com/8301-11310-39-20042703-285/disable-third-party-cookies-in-ie-firefox-and-google-chrome/)

[CCleaner - PC Optimization and Cleaning - Free Download \(http://www.piriform.com/ccleaner/\)](http://www.piriform.com/ccleaner/)

quietman7

Posted 10 December 2013 - 11:04 AM

SpyHunter by Enigma Software Group (ESG) is a program that was previously listed as a **rogue product** on the [Rogue/Suspect Anti-Spyware Products List \(http://spywarewarrior.com/de-listed.htm#sh_note\)](http://spywarewarrior.com/de-listed.htm#sh_note) because of the company's history of employing **aggressive and deceptive advertising**. It has since been delisted but Enigma still engages in deceptive advertising which violates several consumer protection laws in many states. In my opinion it is a **dubious program** which is not very effective compared to others with a proven track record and I would not trust all the detections provided by its scanning engine.

Unfortunately, [AV-Test \(https://www.av-test.org/en/antivirus/home-windows/\)](https://www.av-test.org/en/antivirus/home-windows/) has not included SpyHunter in their comprehensive testing analysis. If Enigmasoftware's SpyHunter was included, which we hope they attempt to do so, we would get a much clearer picture as to how it compares to other anti-spyware programs in terms of protection, detection, repair and usability.

Newer versions of SpyHunter apparently install it's own "Compact OS" and uses Grub4Dos loader to execute on boot up. The user no longer sees the normal Windows boot menu but instead sees the GRUB menu. For some folks this has resulted in SpyHunter causing a continuous loop when attempting to boot and other issues.

Further, when searching for new malware or malware removal assistance (and removal guides) on the Internet, **it is not unusual to find numerous hits from untrustworthy** sites that provide inadequate removal instructions and then offer a tool that a visitor must purchase before it removes anything. These sites recommend a pay-to-clean program, rather than a free-to-clean program, because the site owner will make a commission on the sale of the program. **SpyHunter** (SpyHunter-Installer.exe) is one of the most common removal tools pushed by these sites.

If you have downloaded and scanned with SpyHunter, any detection results should be reviewed carefully. My personal recommendation would be to remove the program and replace it with a trustworthy alternative.

[How to Uninstall SpyHunter \(http://www.enigmasoftware.com/spyhunter-uninstall-steps/\)](http://www.enigmasoftware.com/spyhunter-uninstall-steps/)

Trustworthy alternatives.

* [Malwarebytes Anti-Malware \(http://www.bleepingcomputer.com/virus-removal/how-to-use-malwarebytes-anti-malware-tutorial\)](http://www.bleepingcomputer.com/virus-removal/how-to-use-malwarebytes-anti-malware-tutorial)

* [SUPERAntiSpyware \(http://www.bleepingcomputer.com/virus-removal/how-to-use-superantispyware-tutorial\)](http://www.bleepingcomputer.com/virus-removal/how-to-use-superantispyware-tutorial)

ittiandro

Posted 29 November 2014 - 03:04 PM

quietman7, on 10 Dec 2013 - 11:04 AM, said:

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* [SUPERAntiSpyware \(http://www.bleepingcomputer.com/virus-removal/how-to-use-superantispyware-tutorial\)](http://www.bleepingcomputer.com/virus-removal/how-to-use-superantispyware-tutorial)

I do have Malwarebytes but I still haven't lost ALL my hopes with SpyHunter and I'd like to give myself some more time to use it because it has picked up infected Registry entries which no other apps had previously found. Actually, I have on occasion checked the Registry manually and found those infected entries were there and removed them. So SpyHunter was correct, afterall! The problem I have now is that for some reason the GRUB4 DOS loader kicks in and this prevents the SPYHunter Fix to be applied. I never had this problem before and I didn't even know about this FRUB4 Dos loader. The spyware has always been removed by SpyHunter at booting without this loader. I'd like to know how can I revert to the normal cleaning process, but I cannot find a way to disable this darn compact loader. Any suggestions?

Thanks

Ittiandro

quietman7

Posted 29 November 2014 - 04:01 PM

Since we do not recommend this program, I doubt any of our members use it...and your question requires a more specific answer than we can provide. I suggest you [Contact ESG Technical Support Team](#) (<http://www.enigmasoftware.com/support/>) and submit a ticket.

* [How to Submit a Customer Support Ticket](#) (<http://www.enigmasoftware.com/support/submit-customer-support-ticket/>)

Submitting support tickets is only for customers who purchased ESG products. If you are not a paid customer or not able to logon to their member's section, you can try contacting ESG through the [Inquiries & Feedback](#) (<http://www.enigmasoftware.com/about-us/general-inquiries/>) page.

frankp316

Posted 29 November 2014 - 06:37 PM

itttiandro, on 29 Nov 2014 - 3:04 PM, said:

quietman7, on 10 Dec 2013 - 11:04 AM, said:

Newer versions of SpyHunter apparently installs it's own "Compact OS" and uses Grub4Dos loader to execute on boot up. The user no longer sees the normal Windows boot menu but instead sees the GRUB menu. For some folks this has resulted in SpyHunter causing a continuous loop when attempting to boot.

If you have downloaded and scanned with SpyHunter, any detection results should be viewed with suspicion. My personal recommendation would be to remove the program and replace it with a trustworthy alternative.

[How to Uninstall SpyHunter](#) (<http://www.enigmasoftware.com/spyhunter-uninstall-steps/>)

Trustworthy alternatives.

* [Malwarebytes Anti-Malware](#) (<http://www.bleepingcomputer.com/virus-removal/how-to-use-malwarebytes-anti-malware-tutorial>)

* [SUPERAntiSpyware](#) (<http://www.bleepingcomputer.com/virus-removal/how-to-use-superantispyware-tutorial>)

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Thanks

Ittiandro

Here's a little food for thought. Maybe Spy Hunter is finding false positives to fool you into thinking that it's effective. Considering their rogue past, it would not surprise me. We see this sometimes here at BC.

quietman7

Posted 29 November 2014 - 08:21 PM

As I noted above, SpyHunter is a dubious program and it is prone to a high rate of [false positives](#) (<http://antivirus.about.com/library/glossary/bldef-false.htm>).

* [Enigma Software. A Mysterty?](#) (<http://securitygarden.blogspot.com/2007/04/enigma-software-mystery.html>)

* [SpyHunter - Fake security blogs](#) (<http://en.kioskea.net/faq/31535-spyhunter-fake-security-blogs>)

Read some of the user comments posted on the [Complaints Board: Enigma Software Group Spyhunter Complaints & Reviews](#) (<http://www.complaintsboard.com/complaints/enigma-software-group-spyhunter-c262520.html>).

NullPointerException

Posted 01 December 2014 - 12:04 PM

I recommend [Unchecky](#) (<http://unchecky.com/>) to totally forget unchecking while installing bundled software. It's a totally automatic, trustworthy free tool.

quietman7

Posted 01 December 2014 - 03:10 PM

[Introducing Unchecky \(http://rammichael.com/introducing-unchecky\)](http://rammichael.com/introducing-unchecky) on RaMMicHaeL's Blog, indicates it is more for average users who are not careful about reading everything and accept all defaults when installing programs. The blog posting also indicates Unchecky is still a **beta** version.

I seldom recommend using **pre-release beta** (http://www.techterms.com/definition/beta_software) versions of most programs since you never know what bugs or quirks might turn up... then you have to waste time researching and getting things straightened out. The goal of a beta program is to collect information regarding the performance, quality, stability, and functionality of new products in order to **iron out the bugs before they are released to the general public** as a stable final product. Beta software is **not intended for inexperienced users** since it may contain bugs ranging in severity from minor features not working properly to problems that may potentially damage your system. **If you choose to use a beta program, you use it at your own risk.**

- [What Does "Beta Software" Really Mean? \(http://www.makeuseof.com/tag/what-does-beta-software-really-mean/\)](http://www.makeuseof.com/tag/what-does-beta-software-really-mean/)
- [What is beta software? \(http://kb.iu.edu/data/agel.html\)](http://kb.iu.edu/data/agel.html)
- [Software release life cycle \(http://en.wikipedia.org/wiki/Software_release_life_cycle\)](http://en.wikipedia.org/wiki/Software_release_life_cycle)

[Back to Anti-Virus, Anti-Malware, and Privacy Software](#)

Remove Malware - Free

Quick Malware Removal in 2 minutes. Free Download
(Highly Recommended)



BleepingComputer.com → Security → Anti-Virus, Anti-Malware, and Privacy Software

Exhibit 7

BleepingComputer.com → Security → Am I infected? What do I do?

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[Click here to Register a free account now!](#) or read our [Welcome Guide](#) to learn how to use this site.



ZeroAccessJP help

Started by BranDuir , Dec 04 2014 03:44 PM

BranDuir

Posted 04 December 2014 - 03:44 PM

I seem to have picked up this nasty little bugger and nothing seems to get rid of it. SpyHunter found it but I'm penniless so can't pay for it to remove it. I'm at a loss so any help would be greatly appreciated.

[BC AdBot \(Login to Remove\)](#)

Remove Malware - Free

Quick Malware Removal in 2 minutes. Free Download (Highly Recommended)



Guest_LighthouseParty_*

Posted 04 December 2014 - 03:48 PM

Hello there



I'm LighthouseParty and I'll be assisting you with your concern today. Let's run a couple of scans to see what could be causing this.

1 Download MiniToolBox

1. Click here to download [MiniToolBox \(http://www.bleepingcomputer.com/download/minitoolbox/\)](http://www.bleepingcomputer.com/download/minitoolbox/) to your desktop.
2. Double click MiniToolBox.
3. Select the following and then press go.
4. Post the log in your next reply.

Flush DNS

Reset IE Proxy Settings

Reset FF Proxy Settings

List Installed Programs

List Restore Points

2 Install and run a scan with Malwarebytes Anti-Malware

1. Click [here \(https://www.malwarebytes.org/mwb-download/\)](https://www.malwarebytes.org/mwb-download/) to download Malwarebytes to your desktop.
2. Double click mbam-setup-x.x.x.xxx and follow the on-screen instructions.
3. On the dashboard, click update now.
4. After that, click scan now - the scan will now begin.

5. When the scan's completed, select apply actions - make sure the action is quarantine.
6. Restart your computer.

How to get the log.

1. On the dashboard, select the history tab and click application logs.
2. Select the log which has the time and date of when you did the scan.
3. Click copy to clipboard and paste it into your reply.

3 Download Security Check

1. Click [here \(http://www.bleepingcomputer.com/download/securitycheck/\)](http://www.bleepingcomputer.com/download/securitycheck/) to download Security Check to your desktop.
2. Double click SecurityCheck and follow the on-screen instructions.
3. A log should open, called checkup.txt.
4. Please post the contents of it in your next reply.

Thanks and good luck!

quietman7

Posted 04 December 2014 - 04:57 PM

SpyHunter by Enigma Software Group (ESG) is a program that was previously listed as a **rogue product** on the **Rogue/Suspect Anti-Spyware Products List** (http://spywarewarrior.com/de-listed.htm#sh_note) because of the company's history of employing **aggressive and deceptive advertising**. It has since been delisted but Enigma still engages in deceptive advertising which violates several consumer protection laws in many states. In my opinion it is a **dubious program** which is not very effective compared to others with a proven track record and I would not trust all the detections provided by its scanning engine.

[AV-Test \(http://www.av-test.org/en/tests/test-reports/\)](http://www.av-test.org/en/tests/test-reports/) has not been able to include SpyHunter in their comprehensive testing analysis which would reveal how SpyHunter compares to anti-spyware competitors in terms of protection, detection, repair and usability. The reason for this is that the publisher, Enigma Software, **has not been cooperative in submitting SpyHunter for testing** at AV-Test...most likely due to the program's ineffectiveness and high rate of **false positives** (<http://antivirus.about.com/library/glossary/bldef-false.htm>).

While there are mixed reviews for SpyHunter, many customers have reported deceptive pricing, continued demands for payment after requesting a refund, lack of adequate customer support, removal (uninstall) problems and various other issues with their computer as a result of using this product. Newer versions of SpyHunter apparently install it's own "Compact OS" and uses Grub4Dos loader to execute on boot up. The user no longer sees the normal Windows boot menu but instead sees the GRUB menu. For some folks this has resulted in SpyHunter causing a continuous loop when attempting to boot and other issues. You may want to read some of the user comments posted on the **Complaints Board: Enigma Software Group Spyhunter Complaints & Reviews** (<http://www.complaintsboard.com/complaints/enigma-software-group-spyhunter-c262520.html>).

Further, when searching for new malware or malware removal assistance (and removal guides) on the Internet, **it is not unusual to find numerous hits from untrustworthy and scam** sites which misclassify detections or provide **misleading information**. This is deliberately done more as a **scam** to entice folks into buying an advertised fix or using a free removal tool. **SpyHunter** (SpyHunter-Installer.exe) is one of the most common "so-called" removal tools pushed by these sites.

- [SpyHunter - Fake security blogs \(http://en.kioskea.net/faq/31535-spyhunter-fake-security-blogs\)](http://en.kioskea.net/faq/31535-spyhunter-fake-security-blogs)

If you have downloaded and scanned with SpyHunter, any **detection results should be viewed with suspicion**. My personal recommendation would be to remove the program and replace it with a trustworthy alternative such as [Malwarebytes Anti-Malware \(https://www.malwarebytes.org/antimalware/\)](https://www.malwarebytes.org/antimalware/) or [Emsisoft Anti-Malware \(http://www.emsisoft.com/en/software/antimalware/\)](http://www.emsisoft.com/en/software/antimalware/).

- [How to Uninstall SpyHunter \(http://www.enigmasoftware.com/spyhunter-uninstall-steps/\)](http://www.enigmasoftware.com/spyhunter-uninstall-steps/)

*Note: Some users have reported that you may need to open Windows Explorer, navigate to the following location, look for and delete a SpyHunter related file named **SHSetup.exe** before uninstalling from Programs and Features (Add/Remove Programs) in Control Panel.*

-- **XP:** C:\Documents and Settings\<user name>\Local Settings\Temp
 -- **Vista, Windows 7/8:** C:\Users\<user name>\AppData\Local\Temp

quietman7

Posted 04 December 2014 - 04:59 PM

ZeroAccess rootkit (<https://nakedsecurity.sophos.com/zeroaccess2/>) is a serious malware infection.

If that is what you actually have, then **disinfection will probably require the use of more powerful tools than we can recommend in this forum.**

Hold off on following LighthouseParty's instructions.

Please download **RKill** (<http://www.bleepingcomputer.com/download/rkill/>) by Grinler and save it to your desktop.

- Double-click on the **Rkill** desktop icon to run the tool.
- **Vista/Windows 7/8 users right-click and select [Run As Administrator](http://windows.microsoft.com/en-US/windows7/How-do-I-run-an-application-once-with-a-full-administrator-access-token)** (<http://windows.microsoft.com/en-US/windows7/How-do-I-run-an-application-once-with-a-full-administrator-access-token>).
- A **black DOS box** will briefly flash and then disappear. This is normal and indicates the tool ran successfully.
- A log file will be created and saved to the root directory, C:**RKill.log**
- Copy and paste the contents of **RKill.log** in your next reply.

BranDuir

Posted 05 December 2014 - 07:39 AM

For quietman7

As requested the contents of the RKill.log:

Rkill 2.6.8 by Lawrence Abrams (Grinler)

<http://www.bleepingcomputer.com/> (<http://www.bleepingcomputer.com/>)

Copyright 2008-2014 BleepingComputer.com

More Information about Rkill can be found at this link:

<http://www.bleepingcomputer.com/forums/topic308364.html>
(<http://www.bleepingcomputer.com/forums/topic308364.html>)

Program started at: 12/05/2014 12:34:19 PM in x64 mode.

Windows Version: Windows 7 Home Premium Service Pack 1

Checking for Windows services to stop:

* No malware services found to stop.

Checking for processes to terminate:

* No malware processes found to kill.

Checking Registry for malware related settings:

* No issues found in the Registry.

Resetting .EXE, .COM, & .BAT associations in the Windows Registry.

Performing miscellaneous checks:

* Windows Firewall Disabled

[HKLM\SYSTEM\CurrentControlSet\Services\SharedAccess\Parameters\FirewallPolicy\StandardProfile]
"EnableFirewall" = dword:00000000

* ALERT: ZEROACCESS rootkit symptoms found!

* C:\Program Files (x86)\Google\Desktop\Install\{0c17f446-b9c1-bbe0-744f-43ffe625f916}\ [ZA Dir]
* C:\Program Files (x86)\Google\Desktop\Install\{0c17f446-b9c1-bbe0-744f-43ffe625f916}\ \ [ZA Dir]
* C:\Program Files (x86)\Google\Desktop\Install\{0c17f446-b9c1-bbe0-744f-43ffe625f916}\ \...\ [ZA Dir]
* C:\Program Files (x86)\Google\Desktop\Install\{0c17f446-b9c1-bbe0-744f-43ffe625f916}\ \...مىن\ [ZA Dir]
* C:\Program Files (x86)\Google\Desktop\Install\{0c17f446-b9c1-bbe0-744f-43ffe625f916}\ \...مىن\ {0c17f446-b9c1-bbe0-744f-43ffe625f916}\ [ZA Dir]

Checking Windows Service Integrity:

- * PcaSvc [Missing Service]
- * PolicyAgent [Missing Service]
- * RemoteAccess [Missing Service]

Searching for Missing Digital Signatures:

- * No issues found.

Checking HOSTS File:

- * No issues found.

Program finished at: 12/05/2014 12:35:59 PM

Execution time: 0 hours(s), 1 minute(s), and 40 seconds(s)

Thank you for your help on this matter.

quietman7

Posted 05 December 2014 - 08:53 AM

Quote

*** ALERT: ZEROACCESS rootkit symptoms found!**

You will need to create and post a DDS log for further investigation.

Please follow the instructions in the [Malware Removal and Log Section Preparation Guide](http://www.bleepingcomputer.com/forums/t/34773/preparation-guide-for-use-before-using-malware-removal-tools-and-requesting-help/) (<http://www.bleepingcomputer.com/forums/t/34773/preparation-guide-for-use-before-using-malware-removal-tools-and-requesting-help/>) starting at Step 6.

- **If you cannot complete a step, then skip it and continue** with the next.
- In **Step 6** there are instructions for downloading and running **DDS** which will create two logs. (Note: Windows 8.1 Users will not be able run DDS and create a log)

When you have done that, **post your logs** in the [Virus, Trojan, Spyware, and Malware Removal Logs forum](http://www.bleepingcomputer.com/forums/f/22/virus-trojan-spyware-and-malware-removal-logs/) (<http://www.bleepingcomputer.com/forums/f/22/virus-trojan-spyware-and-malware-removal-logs/>), **NOT here**, for assistance by the Malware Response Team.

Start a new topic, give it a relevant title and post your log(s) along with a brief description of your problem, a summary of any anti-malware tools you have used and a summary of any steps that you have performed on your own. If you cannot produce any of the required logs or you're using Windows 8.1, then still start the new topic and explain that you followed the Prep. Guide, were unable to create the logs, and describe what happened when you tried to create them. A member of the Malware Removal Team will walk you through, step by step, on how to clean your computer.

After doing this, please reply back in this thread with a link to the new topic so we can close this one.

[Back to Am I infected? What do I do?](#)

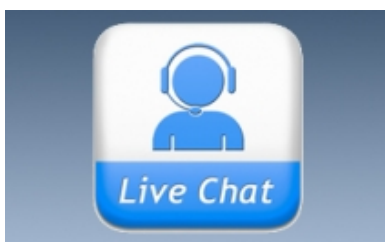


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Exhibit "B"



o

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o

[PadCrypt Updated with Additional Chat Features and a Computer Blacklist](#)



o

[CTB-Locker for Websites: Reinventing an old Ransomware](#)



o

[Enigma Software Lawsuit discussion goes Offline to On Line at the Grocery Store](#)



o

[The PadCrypt Ransomware is still Alive and Kicking](#)

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[Malwarebytes Anti-Ransomware Beta](#)



[Free Clipboard Viewer](#)



[Unchecky Beta](#)



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[ComboFix](#)



o

[AdwCleaner](#)



o

[RKill](#)



o

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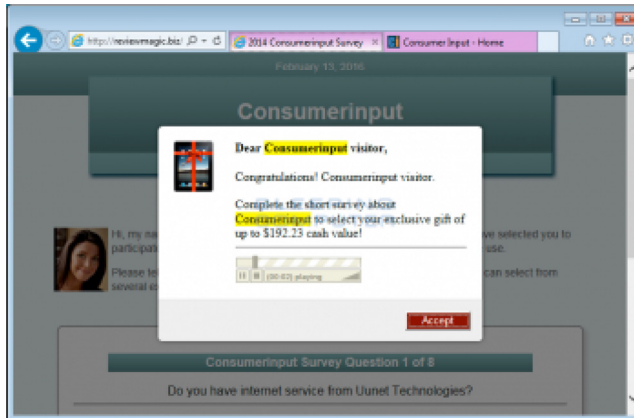


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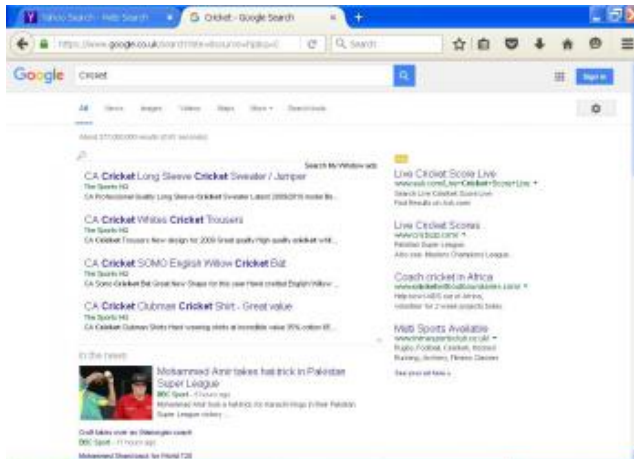
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[Weather Wizard or Fake Sysboot.sys Crash Screen Removal Guide](#)



[ConsumerInput Removal Guide](#)



[Search My Window Ads Removal Guide](#)



[Remove Security Tool and SecurityTool \(Uninstall Guide\)](#)



[How to remove Antivirus 2009 \(Uninstall Instructions\)](#)



[How to Remove WinFixer / Virtumonde / Msevents / Trojan.vundo](#)



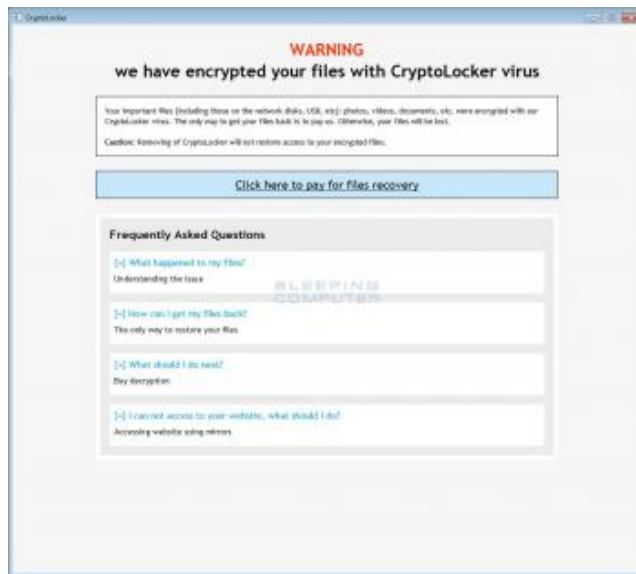
[How to remove Google Redirects or the TDSS, TDL3, or Alureon rootkit using TDSSKiller](#)



[TeslaCrypt and Alpha Crypt Ransomware Information Guide and FAQ](#)



[Locker Ransomware Information Guide and FAQ](#)



[TorrentLocker \(fake CryptoLocker\) Ransomware Information Guide and FAQ](#)

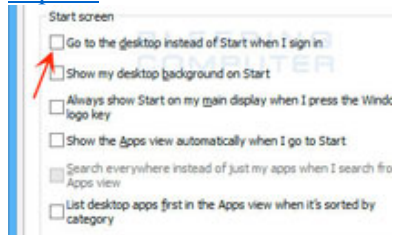


[The CoinVault Ransomware Information Guide and FAQ](#)

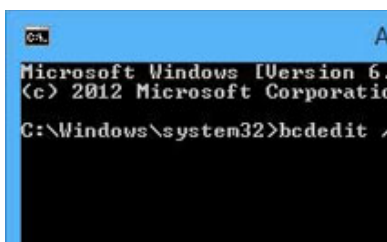
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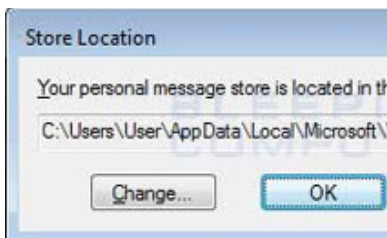
- [Popular](#)



[How to sign in directly to the Windows 8.1 desktop](#)



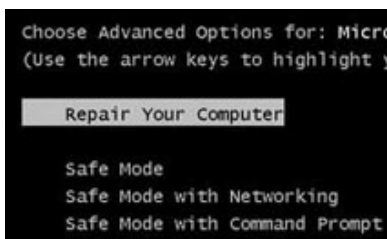
[How to enable the F8 key to start Safe Mode in Windows 8](#)



[How to change email storage folder in Windows Live Mail](#)



[How to create a command-line toolkit for Windows](#)



[How to start Windows in Safe Mode](#)

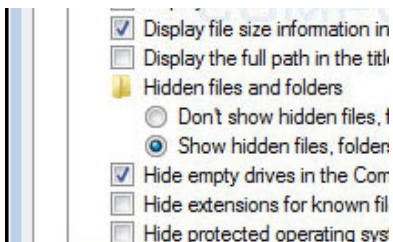


[How to remove a Trojan, Virus, Worm, or other Malware](#)



o

[How to see hidden files in Windows](#)



o

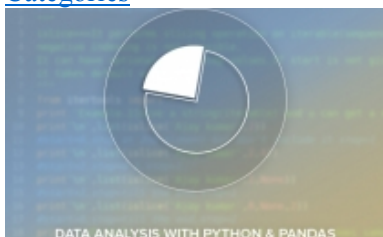
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- Welcome Guide
-

Welcome Guide

Welcome to BleepingComputer, a free community where people like yourself come together to discuss and learn how to use their computers in an atmosphere that is both helpful and welcoming. With over 700,000 registered members asking and answering questions, BleepingComputer.com has become a vibrant and lively community of like-minded people. Now it is your turn to become part of this experience.

BleepingComputer is paid for completely by advertisement revenue and the staff are all volunteers. What this means is that any support and advice you receive from this site is completely free. Sounds like a good deal, right? Let's make it sweeter then; as a registered user you will also no longer see any ads at all on this site! What are you waiting for? Learn how to get started asking questions and helping others in the forums with the simple instructions below:

Create a free account:



Before you can use the forums it is required that you first create a free account. To start the process of creating your free account click on the following link:

[Click here to create a free account!](#)

Search the forums for related topics from other members:

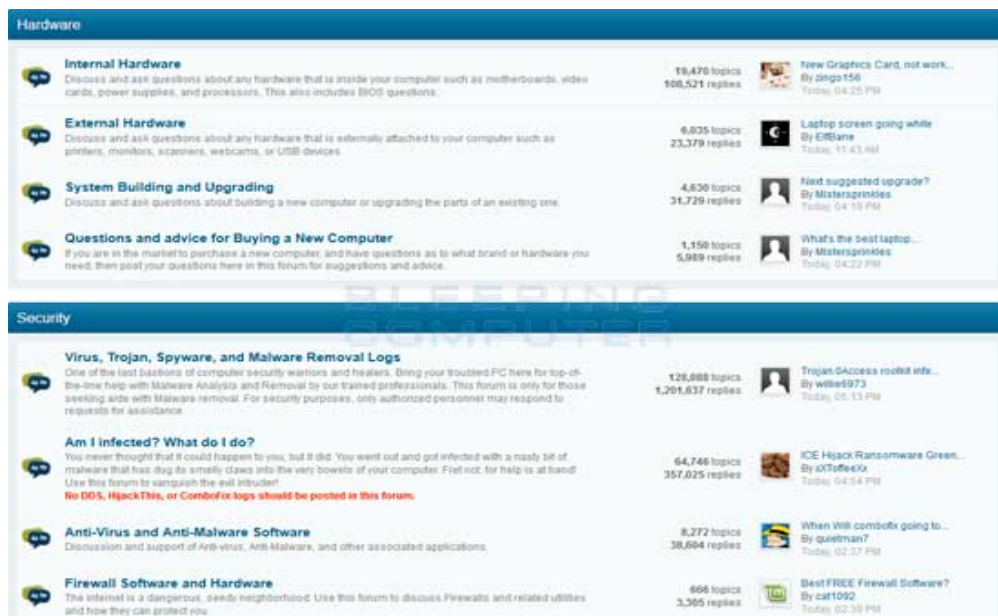
2

To search the forums, simply click on the **Search** link found in the Member bar at the top of every page on this site. When you click on this link you will reach a page that will allow you to search the forum for keywords that you enter. When the forum has finished searching you will be presented with a listing of topics that contain your keyword. You can then click on the topic links to read them. If this step does not solve your question; continue on to the next step where you will post your question.

***Hint:** When searching use specific, rather than general, keywords in order to fine tune your search.*

Select the forum category in which you would like to ask a question:

The forums at BleepingComputer.com are categorized by subject matter. Therefore, before asking a question in the forums, you must first pick the category that best matches your question. First, go to the forums by visiting the URL <http://www.bleepingcomputer.com/forums/> or by clicking on the **Forum** tab found on the top of every page. Then scroll through the forum categories until you find one that matches the subject of your question. When you find that forum, click on its title which will bring you into the specific forum you chose.

3**4**

Ask a new question in the selected forum category:

Once you have selected the forum category in which you would like to ask a question, click on the **Start New Topic** button designated by the green arrow in the image below.

Internal Hardware

Page 1 of 650 1 2 3 NEXT »

✓ Mark this forum as read

Follow this forum

42

Start New Topic

Recently Updated Start Date Most Replies Most Viewed Custom ▾

ANNOUNCEMENT
Please provide system specifications when posting a problem.
Announced by Grinler

PINNED Wireless Radio
Started by Kevin Childers, 17 Oct 2008 1 2 **HOT** 22 replies 50,507 views drwmbt 05 Sep 2013

PINNED Hard Drive Installation and Diagnostic Tools
Started by Leurgy, 24 Aug 2005 1 2 **HOT** 15 replies 272,954 views kbit 12 Nov 2011

PINNED Before you post about a problem
Started by jgweed, 10 May 2005 0 replies 19,457 views jgweed 10 May 2005

Major cpu slowdown
Started by Skootchtheclock, Yesterday, 07:43 PM 2 replies 48 views Skootchtheclock Today, 04:31 PM

5

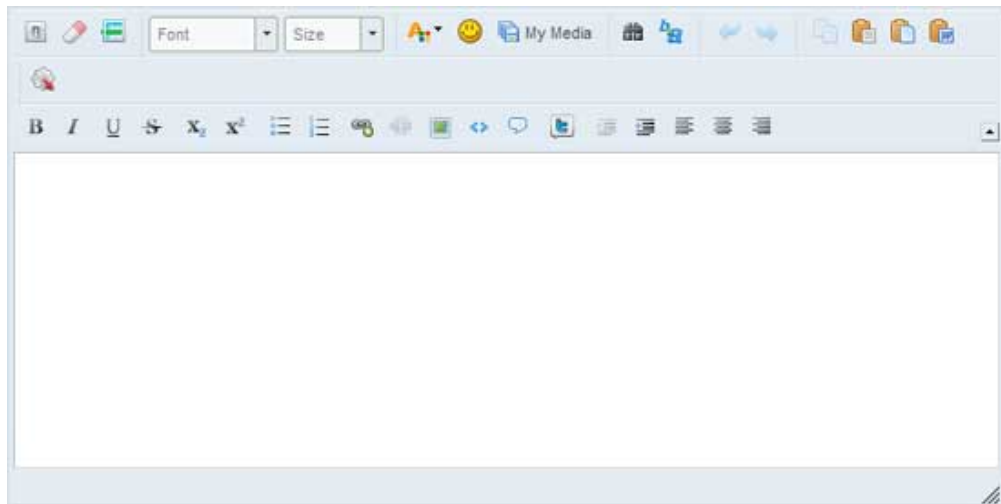
Fill in the details of your new question:

You will now be at the screen where you input the content and details of your question. The first thing you should do is enter a descriptive topic title in the **Topic Title** field as shown in the image below

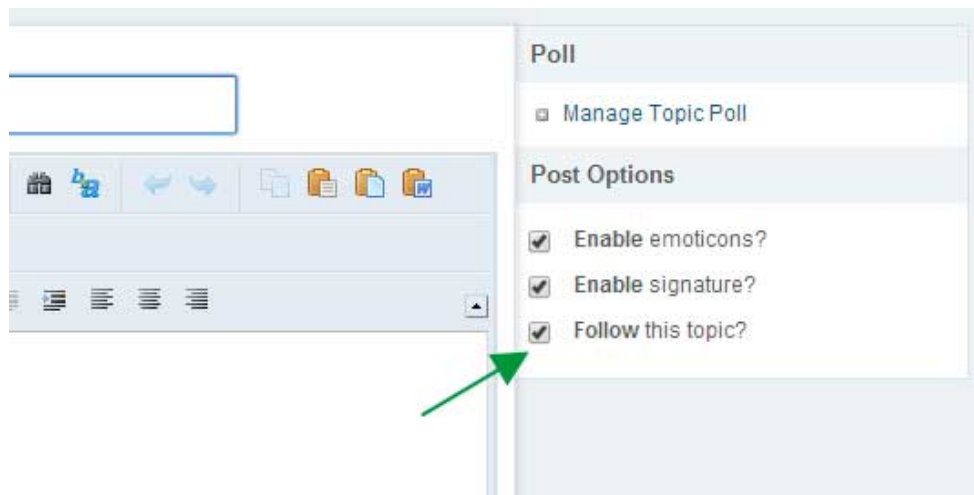
Posting a New Topic in Internal Hardware

Topic Title

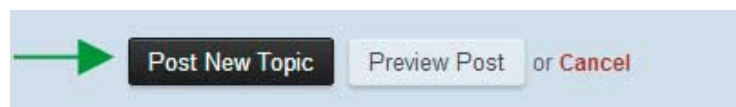
After you have entered the title, you would then enter the actual question you are asking as shown below. When entering your question please be as detailed as possible and include information such as your operating system and the exact error messages you may be receiving.



Next, you should make sure you put a checkmark in the **Follow this topic?** checkbox as shown below. This will tell the forum software to email you when someone replies to your topic.



Finally, you post your question to the forums by clicking on the **Post New Topic** button as shown below.



Important!

BleepingComputer.com is a friendly and polite atmosphere. With this in mind, there are a few rules you need to follow:

- Read the forum rules found [here](#).
- Do not ask questions that are illegal in nature. This includes downloading or sharing copyrighted software, information on how to crack software, or change an administrator password.
- Advertisements of any kind are not allowed. Topics with advertisement will be considered spam!
- Do not post your question multiple times. If you posted your question in the wrong forum, you can always ask a moderator to move it for you. Information on the various member groups and how to find moderators can be found [here](#).
- Be patient and polite while waiting for your question to be answered. It is important to remember that everyone here is a volunteer, so you may not receive an answer immediately.

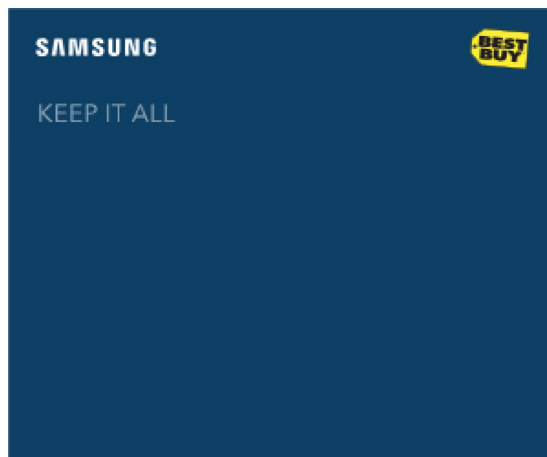


Other helpful resources at BleepingComputer.com!

BleepingComputer has many useful resources to help optimize and keep your computer trouble free. These resources are outlined below.

- [Tech Support Forums](#) - A discussion forum that allows you to help, receive computer help, and get to know the other members of BleepingComputer.com.
- [Spyware and Virus Removal Guides](#) - Self-help guides on removing the latest computer infections.
- [Downloads](#) - You can use this section to download a variety of useful programs for your computer.
- [Tutorials](#) - Various tutorials on basic computer concepts, how to perform various tasks on your computer, and how to remove malware using the most popular anti-malware programs.
- [Startup Database](#) - Startup programs are programs that are automatically started by Windows when the operating system starts. The problem is that many programs, viruses, hijackers, spyware, and other malware set themselves to start automatically when Windows starts. As more and more programs are started automatically, your computer's valuable resources are drained, causing your computer to operate slowly. This database will allow you to search for programs that you find starting automatically on your computer and determine if they are considered to be malware (harmful), optional, unnecessary, or necessary to run.
- [Uninstall List](#) - This database contains a list of entries that can appear in your Add or Remove Programs control panel. These programs can be unwanted programs, and thus should be uninstalled, or for legitimate programs that you may want to leave installed. For most applications, you can remove the software using the Add or Remove Programs control panel. Malware related programs, though, may add these entries to appear legitimate and are not able to be uninstalled using this method. This database will allow you to determine if an entry in your Add or Remove Programs list should be uninstalled.

- [File Database](#) - A listing of files and their properties that are commonly found on your computer.
- [Glossary](#) - A glossary of computer terms.



Latest forum topics

- [No Internet Access](#)
[lvstotrvl](#) in [Windows 7](#)
- [Overall slowing of computer and Performance](#)
[flexasourous](#) in [Am I infected? What do I do?](#)
- [Hi](#)
[lvstotrvl](#) in [Introductions](#)

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Latest virus removal guides

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OSFirewall.exe and Fake Suspicious Warning Removal Guide

- [Lawrence Abrams](#)

◦ Read 4,571 times

Classification: Adware

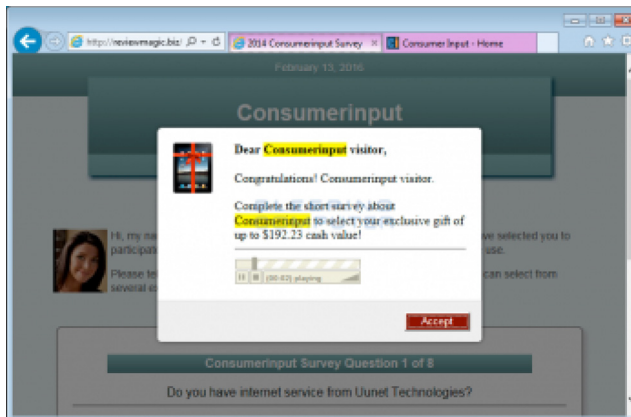


Weather Wizard or Fake Sysboot.sys Crash Screen Removal Guide

- [Lawrence Abrams](#)

◦ Read 4,461 times

Classification: Adware

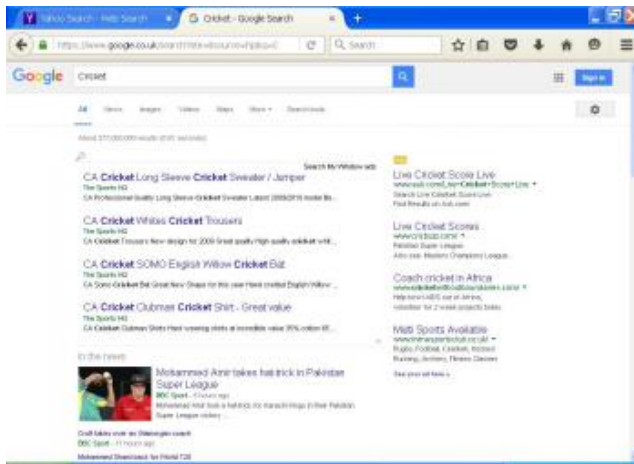


ConsumerInput Removal Guide

- [Lawrence Abrams](#)

◦ Read 3,640 times

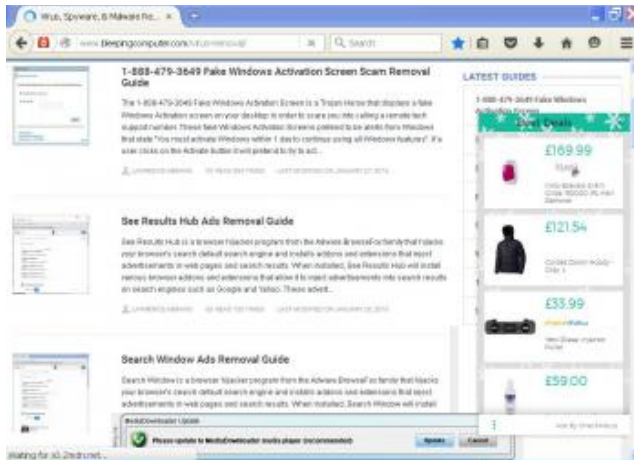
Classification: Adware



[Search My Window Ads Removal Guide](#)

- [Lawrence Abrams](#)
- Read 3,697 times

Classification: Adware



[CheckMeUp Ads Removal Guide](#)

- [Lawrence Abrams](#)
- Read 2,946 times

Classification: Adware

Latest Downloads



[Windows Repair \(All In One\)](#)

Version: 3.8.2

644,746 Downloads

[Process Explorer](#)

Version: 16.12.0.0

49,126 Downloads

•

[Panda USB Vaccine](#)

Version: 1.0.1.16

6,756 Downloads

•

[Malwarebytes Anti-Rootkit](#)

Version: 1.9.3.1001

372,813 Downloads

•

[Malwarebytes Anti-Exploit](#)

Version: 1.8.1.1045

102,348 Downloads

Best Malware Protection



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Threats Against Spyware Detectors, Removers, and Critics

[Benjamin Edelman](#) - [Spyware Research, Legislation, and Suits](#)

[[Threats](#) | [Discussion](#) | [Disclosures](#)]

Those who make spyware detection / removal software, or who otherwise write about spyware, have come to receive threats from the companies they detect, remove, and write about. Often these threats are kept private and confidential, but sometimes they become publicly known. This page indexes such publicly-known threats, their dispositions, their apparent basis, and related research and discussion.

Related Projects

[180solutions & Affiliate Commissions](#)

[Advertisers Using WhenU](#)

[WhenU Violates Own Privacy Policy](#)

[Documentation of Gator Advertisements and Targeting](#)

["Spyware": Research, Testing, Legislation, Suits](#)

[Other Research by Ben Edelman](#)

Threats and Demands

The table below lists threats, demands, and "requests" that certain software providers have made to those who detect, remove, and otherwise write about their products.

Complainant	Target	Date	Complaint / Allegation	Status	Discussion
Litigation					
Enigma Software Group	Bleeping Computer LLC	January 2016	Claims of false advertising, trade libel / commercial disparagement, and defamation. Complaint (PDF).	Litigation ongoing.	Bleeping Computer response .
7Search	McAfee, Inc.	August 2008	Claims of willful and intentional misrepresentation of 7Search's behaviors, violations of Illinois Consumer Fraud and Deceptive Business Practices Act, Illinois Uniform Deceptive Trade Practices Act, business defamation, trade disparagement, and unfair competition.		The Register coverage . Eric Goldman's analysis .
Coupons.com	John Stottlemire	July 2007	Claims a DMCA violation, unfair competition, conversion, and trespass to chattels. Complaint arises out of software that would have deleted deceptively-named files and registry entries from users' PCs, with the effect of allowing users to print more coupons than	Litigation ongoing.	My analysis of Coupons.com's software .

Exhibit "C"

			Coupons.com sought to allow. Complaint (PDF).		
Zango	Kaspersky Lab, Inc.	May 2007	Claim of tortious interference with contractual rights or business expectancy, violation of Washington consumer protection act, trade libel, and unjust enrichment. Filed in Superior Court in Washington State. Complaint (PDF). Removed to Federal Court.	Kaspersky's response (PDF). Zango's request for a temporary restraining order was denied (PDF). Case dismissed on the basis of the Communications Decency Act. Decision (PDF).	
Zango	PC Tools	May 2007	Claim of tortious interference with contractual rights or business expectancy, violation of Washington consumer protection act, trade libel, and unjust enrichment. Filed in Superior Court in Washington State. Complaint (PDF). Removed to Federal Court.	PC Tools' response (PDF). Zango's request for a temporary restraining order was denied (PDF). Zango voluntarily withdrew its suit.	
180solutions (Zango)	Zone Labs	November 2005	Claim of trade libel, tortious interference with business expectancies, unfair and deceptive practices, and unjust enrichment. Filed in Superior Court in Washington State. Complaint (PDF), docket .	180 dropped its suit. Zone Labs reports having made no change to its reported classification of 180's software.	
Hotbar	Symantec	June 2005	Apparent C&D letter seeking that Symantec cease classifying Hotbar as adware.	Symantec filed suit seeking a declaratory judgment that it may continue to detect Hotbar as adware. Complaint and attachments (1, 2, 3, 4, 5, 6, 7) (PDF). Symantec dismissed its suit when Hotbar "underst[ood]" that Hotbar will continue to detect Hotbar.	eWeek coverage .
Enigma Software Group	Lavasoft (Ad-Aware)	October 2004	Claim of false advertising, unfair competition, and tortious interference with business relations, arising out of Lavasoft's detection and classification of	Enigma reports that the case was settled and that Lavasoft no longer detects Enigma's products.	

			Enigma's software. Complaint (PDF).		
TrekEight	Symantec	August 2004	Claim arising out of Symantec's allegedly-false characterization of TrekEight software as adware.	Unknown.	c net coverage .
Claria (Gator)	PC Pitstop	September 2003	Claim for false advertising based on "false and misleading statements" including calling Claria's products spyware. Further claims for unfair business practices, trade libel, defamation, interference with contract, and interference with prospective economic advantage. Complaint (PDF).	Settled , terms confidential. PC Pitstop statement . PC Pitstop's Gator Information Center continues to discuss Gator at length.	c net coverage . Slashdot discussion .
New.net	Lavasoft (Ad-Aware)	May 2003	Suit filed for false advertising and trade libel. Description .	Some claims dismissed under anti-SLAPP rules, after finding Lavasoft's detection protected under the First Amendment. The district court also awarded Lavasoft its attorneys fees and costs. In January 2005, New.net voluntarily dismissed its pending appeals. However, Lavasoft's August 2004 change log reports removing signatures for New.net.	PC Sympathy coverage .
Hotbar	Lavasoft (Ad-Aware)	April 2003	Suit filed for trademark infringement. Docket (PDF).	Docket (PDF) reports suit settled, December 2004.	Coverage at Eightball & Thundercloud .
Claria (Gator)	Internet Advertising Bureau	August 2001	Declaratory judgment suit filed for malicious disparagement and trade libel. IAB had claimed that Gator's business practices infringe the rights of web publishers and do not adequately protect consumers.	Case settled , November 2001.	c net coverage .
Demands, Demand Letters, and "Requests"					
Local Pages	Ben Edelman	February 2010	Demand letter arising out of web site posting	Edelman response argues that the web	

			that claimed that certain Local Pages traffic came from spyware/adware and suffered from conversion inflation. Argues that "Local Pages was strictly doing media buys" and claims that Local Pages "is not involved in monetizing adware traffic." Reports that Local Pages lost its contract with InfoSpace as a result of the posting, and that lost revenue exceeds \$500,000. Seeks a retraction of the posting.	posting is accurate and carefully documented. Suggests that Local Pages' losses are the result of Local Pages' own business practices, and argues that Local Pages errs in blaming Edelman.	
Zango	Zingo Zango	July 2007	Demand letter seeking transfer (or other cessation of use) of zingozango.com. Claims that zingozango.com is identical or confusingly similar to "Zango." Claims that Zingozango provides "software which removes software produced by Zango."	Zingo Zango posted a response . Disputes Zango's claim that Zingozango distributed software to remove Zango. Disputes Zango's claim that the domain is identical to or confusingly similar to Zango's trademark, and argues that the domain was never registered or used in bad faith.	
Enigma Software	Kaspersky Lab, BullGuard LTD, Ikarus, SoftWin, GData, Ewido, Esafe, Fortinet	July 2007	Demand letters and press release claiming SpyHunter "is not a security threat" and describing detection of SpyHunter as "precipitous and ill-conceived."		
Enigma Software	Ikarus Software	May 2007	Demand letter claiming "no justification for listing SpyHunter as a Fraud Tool or any other kind of threat."		
DeskMates	Safer Networking (Spybot)	May 2007	Demand letter seeking that Spybot cease detecting DeskMates software, issue a public apology, delete correspondence with users who had received the software.	Spybot continues to detect DeskMates software.	
Enigma Software	Symantec, Malwarebytes, SecurityCadets,	April 2007	Press release claiming an "anticompetitive	Security Cadets had criticized forum spamming promotion	Vitalsecurity coverage .

	MalwareTeks, Temerc		campaign" by those who criticize Enigma's software. Requests "a neutral open discussion" of Enigma practices, and requests that participants provide their names, addresses, and phone numbers. Specifically targets Symantec for a cease and desist letter , arising out of Symantec's classification of Enigma's software as a "severe" "security risk."	of Enigma software. Temerc's Malware Advisor and MalwareTeks noted the same problem at Digg. MalwareTeks concluded that Enigma's software should be listed as a rogue application. All pages remain available.	
Starware (Miva)	Cloudeight Internet	March 2007	Demand letter claiming "untruthful, disparaging statements."	Cloudeight reply letter indicates that the page will remain available. Reply notes that multiple anti-spyware programs classify Starware unfavorably, and that Starware is advertised by spam. Cloudeight's Starware page remains available.	
Hula Direct	Ben Edelman	June 2006	Cease and desist letter claiming defamation and tortious interference with business relations, arising out of an article on the Edelman site. Article criticized Hula practices of buying traffic from spyware vendors and showing multiple banner ads, often overlapping, generally with automatic reloads to increase advertisers' costs. Called article's allegations "baseless and entirely false."	Article remains available. Additional documentation and proof posted -- including additional screenshots and packet logs demonstrating direct relationships between Hula and spyware vendors; including another Hula site participating in a chain of spyware-delivered click fraud.	
Internext Media, ABCsearch, Daniel Yomtobian	Webdefenders	June 2006	Cease and desist letter claiming defamation arising out of an article on the Webdefenders site. Article criticized Xupiter (made by Internext Media principal Daniel Yomtobian) and calls Xupiter spyware, critiqued certain	Webdefenders staff removed the article from their site, replacing it with a note explaining that they had done so under duress and that they stood by their findings, but that they lacked resources to defend	I have summarized key findings in the removed Webdefenders article.

			Yomtobian web sites (alleged to be misleading), alleged that Yomtobian runs certain pornography and gambling web sites, presented a link between Yomtobian and notorious spyware DealHelper, and rebutted claims in Yomtobian press releases.	themselves against Yomtobian's threats.	
Oemtec (SpySpotter)	2-Spyware.com	May 2006	Cease and desist letter claiming "malicious intent," deception, and interference with business relationships. 2-spyware site characterized SpySpotter as "ineffective" and "produc[ing] false positives," reporting the results of their hands-on tests.	2-spyware site preserves original material as well as the Oemtec letter.	
Cassava (CasinoOnNet)	Sunbelt Software	December 2005	Letter requesting removal from Sunbelt's "adware" classification, with threat of legal action if the classification remains. Claims not to be adware because software is required for use of Cassava's gambling service, because no third-party ads are shown.	Sunbelt reports that an investigation and response are forthcoming.	
Accoona	Sunbelt Software	November 2005	Letter claiming false and misleading representations of fact, violations of the Lanham Act, trade libel, unfair competition, and unfair business practices, Demands removal of all classifications of Accoona software as "adware," and demands issuance of a notice of correction.	Sunbelt reports that an investigation and response are forthcoming.	
Lookoutsoft.net	Kephr	November 2005	Complains of "false screenshots" on Kephr's Installation Practices research site.	Links and reports remain posted. Sunbelt responds by defending its findings, concluding that "we will not post a	
	Sunbelt Software		Complains that Sunbelt blog "contains false statements about		

			Lookoutsoft.net." Demands removal.		
	Spyware Warrior		Complains that Spyware Warrior site's " 180solutions in 365 Days " links to Kephyr.com , which is in turn claimed to "contain false statements."	correction, since there is nothing to correct."	
Spymon	all "antispy or antivirus software house[s]"	October 2005	License agreement specifically forbids "examination ... by anyone who works for ... an AntiSpy or AntiVirus software ... company." Claims civil and criminal penalties for violation. Further claims by author. Demand for delisting sent to Sunbelt.	Sunbelt continues to detect Spymon.	c net coverage. Spyware Warior coverage.
Hotbar	unknown magazine	July 2005	Threat to sue magazine that published an article describing Hotbar as "spyware/adware."	Magazine described as "caving in" to write "a very nice, flattering and flashy piece on Hotbar," thereby avoiding suit.	SpywareInfo discussion.
Direct Revenue	Sunbelt Software	May 2005	Cease and desist letter (PDF) claiming "misleading and inaccurate statements" that "damage the credibility" of Direct Revenue.	Sunbelt Blog says Sunbelt continues to detect and offer to remove Hotbar. Sunbelt's reply letter agrees to describe Direct Revenue as adware.	
Hotbar	Sunbelt Software	May 2005	Cease and desist letter demanding that Sunbelt cease detecting and removing Hotbar software. Original letter (PDF).	Sunbelt Blog says Sunbelt continues to detect and offer to remove Hotbar. Sunbelt's reply letter (PDF).	Broadband Reports discussion.
Claria (Gator)	McAfee	April 2005	" Request " that McAfee change its detection criteria in certain ways that tend to favor Claria. Complaint also mentions McAfee's prior listing of Claria as a "top threat of 2004."	Press release issued in which McAfee "acknowledged that Claria ... [is] not malicious." However, McAfee continues to detect Claria software as "adware" and continues to describe Claria's advertisement features.	
IBIS	BillP Studios / WinPatrol	April 2005	Cease and desist letter (PDF) claiming that WinPatrol was "developed with clear intention of harming IBIS," and demanding that WinPatrol cease	Letter posted to WinPatrol web site. WinPatrol continues to detect IBIS software.	Broadband Reports discussion. CastleCops discussion.

			detecting IBIS software. Claims that WinPatrol's statements are false and defamatory.		
	Simply Super Software		Cease and desist letter claiming that Simply Super's Trojan Remover was "developed with clear intention of harming IBIS," and demanding that Simply Super cease detecting IBIS software. Claims that WinPatrol's statements are false and defamatory. Specifically threatens legal action.	Simply Super staff indicate that they will continue detecting IBIS software.	
180solutions	Intermute	April 2005	" Dispute ." Specifics unknown.	Disposition unknown.	Network World coverage .
Hotbar	Javacool Software	March 2005	Cease and desist letter demanding that Javacool cease detecting and removing Hotbar software.	Javacool blog gives a response and appendix , indicating that Javacool will continue to detect Hotbar.	
180solutions	Sunbelt Software	March 2005	Request that whitepaper be removed. Whitepaper discussed 180solutions installation practices and failure to obtain consent before certain installations.	Whitepaper no longer posted on Sunbelt site.	Network World coverage .
Cydoor	Broadband Reports	March 2005	Email requesting classification as "mild adware."	Disposition unknown. No Broadband Reports reply is apparent. Cydoor email widely critiqued by Broadband Reports forum discussants.	Broadband Reports discussion .
Direct Revenue	Eric Howes	March 2005	Letter (PDF) demanding removal of description of Direct Revenue software and effects.	Howes reply letter (PDF). Howes' rogue applications page continues to describe Direct Revenue practices, albeit in a "de-listed applications" section.	Spyware Warrior coverage .
Claria (Gator)	Computer Associates (PestPatrol)	March 2005	Appealed PestPatrol classification.	Claria was temporarily removed from detection database, then re-added . New classifications repeatedly add "spyware" where Claria was previously	MediaPost coverage . Broadband Reports discussion (1 , 2)

				classified only as "adware."	
iDownload	CastleCops		Letter claiming "inaccurate classification" and "false disparag[ement]."	Castle Cops reply letter . Castle Cops continues to discuss iDownload's installation practices, license, and effects.	Inquirer coverage . TechWeb coverage .
	Spyware Guide		Letter. Specific contents unknown.	Disposition unknown. (reference)	Windows Secrets coverage .
	Spyware Warrior	February 2005	Letter claiming "inaccurate classification" as malware.	Spyware Warrior reply letter .	Broadband Reports discussion .
	Sunbelt Software		Letter. Specific contents unknown.	Sunbelt Software reply letter (PDF). Sunbelt continues to describe software from iDownload (iSearch).	Slashdot discussion .
eblocs	Tired-of-spam	February 2005	Email claiming "defamatory statements" and demanding removal of contact information for eblocs.	Tired-of-spam site still discusses eblocs advertising practices and user complaints, and still gives eblocs contact information.	
Hotbar	Eightball & Thundercloud	February 2005	Letter claiming "misrepresent[ation]" of Hotbar as "spyware/adware or any other kind of undesirable software." Claims of damaging goodwill, diluting and tarnishing trademark, interfering with contractual relations, libel, and fraudulent misrepresentation.	Eightball reply letter . Discussion of Hotbar still present on site.	
Enigma Software Group (Spyhunter)	Spyware Warrior	May 2004	Email reporting being "upset" and "disturbed" at statements on target's web site. Requests removal of references to Enigma Software Group and its products.	Spyware Warrior reply email . Spyware Warrior continues to discuss Enigma Software Group and its products.	
New.net	CounterExploitation	March 2004	Letter claiming "false and misleading statements" and provision of "improper" removal instructions. References pending legal action against others.	CounterExploitation reply letter . CounterExploitation continues to discuss New.net installation practices, compatibility problems, effects on infected PCs, and removal procedures.	

This listing includes revisions explicitly mentioning duress or perceived threat from the makers of the software at issue. For example, this listing would include the action taken by a researcher who removes an article, stating that such removal is "at the request" of a software provider discussed in the article. However, this listing does not include revisions made without any statement of the reason for revision. For example, this listing would not include a detection service de-listing a software provider if the detection service gives no reason for the de-listing.

Please [send](#) suggested additions.

Discussion

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Reminiscent of "[good samaritan](#)" laws, certain proposed anti-spyware legislation seeks to alter the legal standards governing anti-spyware vendors' classification of unwanted software.

- Utah's 2005 [Spyware Control Act](#), signed into law in March 2005, clears a software provider from liability under the laws of Utah if it removes, disables, or blocks a program that the provider reasonably or in good faith believes violates other provisions of the Utah statute or otherwise collects certain information without consent.
- The proposed federal [Spy Block Act](#) clears software providers from liability under that act or any other law for identifying, removing, or disabling any program in good faith believed to violate the act.

Disclosures

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My interest in spyware originally arose in part from a prior consulting engagement in which I served as an expert to parties adverse to Gator in litigation. See [Washingtonpost.Newsweek Interactive Company, LLC, et al. v. the Gator Corporation](#). More recently, I have served as an expert or consultant to other parties adverse to spyware providers.

Last Updated: February 1, 2016 - [Sign up for notification of major updates and related work](#).

*The Spyware Warrior List of***De-Listed Anti-Spyware Products***Last Updated: May 4, 2007***Historical List of De-Listed Applications:**

Some applications that were originally included in this list of "rogue/suspect" anti-spyware programs have been de-listed after the vendors for those programs took steps to correct the problems identified on this page. For each program that has been de-listed there is a note explaining the circumstances at the bottom of the main "rogue/suspect" list (see below for those notes). For each of the applications de-listed during the past year an entry remains in the [main list](#) solely to point to the explanatory notes on the [main page](#). Applications de-listed over a year ago have only a note below on this historical page.

That an application has been de-listed should *not be understood as an endorsement or recommendation of any kind*. We still recommend that users consult the short list of ["trustworthy" anti-spyware applications](#). For more information on the process for de-listing application, see [THIS](#) discussion in the Spyware Warrior forums.

De-listed apps from 2004 include: [SpywareNuker/pcOrion](#), [eAcceleration Stop Sign](#), [Enigma SpyHunter](#), [ZeroSpyware](#), [SpyWare Killer](#), [NoAdware](#), [XoftSpy](#)

De-listed apps from 2005 include: [SpyZooka](#), [SpyCleaner](#), [SpyEmergency 2005](#), [No-Spy/Sin-Espias](#), [Ad-Protect/SpyOut](#), [GarbageClean](#), [Spyware Shield](#),

[Malwhere](#), [SpywareKill](#), [AdwareAlert](#), [Doctor Alex](#), [MyPCTuneUp](#)

De-listed apps from 2006 include: [Spyware Detector](#), [Advanced Spyware Remover](#), [Spyware Terminator](#), [CyberDefender](#), [RemoveIt Pro](#),

[SpywareBeGone/SpywareVanisher](#), [Easy Spy Remover](#), [PC Safe](#)

[Adware Filter](#), [SpyNoMore](#), [1-2-3 Spyware Free](#),

[MaxNetShield/Spy-Killer](#), [TrueSword](#)

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Note on SpywareNuker & pcOrion: Spyware Nuker and pcOrion are re-branded clones of one another; both are distributed by TrekBlue/TrekData. Spyware Nuker and pcOrion were listed on this page on this page primarily because of issues surrounding [Version 1](#) of Spyware Nuker, because of TrekBlue's murky relationship with the adware distributor BlueHaven Media, and because of objectionable advertising that used to appear on the pcOrion [home page](#).

[Version 1](#) of Spyware Nuker had a deservedly poor reputation. It was a [clone](#) of BPS Spyware & Adware Remover, which itself is a rip-off of Ad-aware ([1](#), [2](#)) and Spybot Search & Destroy ([1](#), [2](#), [3](#), [4](#), [5](#)). Moreover, it was prone to ridiculous false positives, like the other [clones](#) of BPS Spyware & Adware Remover. (Contrary to allegations on the Net, no version of SpywareNuker or pcOrion, so far as we can tell, has itself installed adware or spyware.)

In the late spring or early summer of 2004, TrekBlue released a [new version](#) of SpywareNuker (version 2, also known as [SpywareNuker 2004](#)) which is not built on the codebase licensed from BPS ([1](#)). Testing with this new version -- also released under the name [pcOrion](#) -- indicates that it does detect and remove spyware and adware. Moreover it is not prone to inexcusable false positives, as its predecessor was. Thus, the new SpywareNuker 2004 is a significant improvement on the justly discredited original version of SpywareNuker. Still further, the objectionable advertising on the pcOrion home page has been removed, and TrekBlue/TrekData has taken steps to clarify the history of its relationship with BlueHaven, which is no longer a TrekBlue/TrekData company. ([1](#), [2](#))

Given that the issues surrounding Spyware Nuker and pcOrion have been addressed by the TrekBlue/TrekData, we can no longer consider Spyware Nuker or pcOrion to be "rogue/suspect" anti-spyware.

Exhibit "D"

Domains: nuker.com, spywarenuker.com, trekblue.com, trekdata.com

(Note: other domains associated w/ SpywareNuker & pcOrion include: 1spybot.com, add-aware.biz, adawareinfo.com, catlab.us, dbxml.org, endadware.com, nukerdownloads.com, nuke-spyware.com, spy-bot.biz, spybotfinder.com, spywarealert.com, spyware-killer.com, spynuke.com, spywarenuker.us, spyware.pcwash.com) [A: 6-26-04 / U: 9-24-04]

Note on eAcceleration Stop-Sign: eAcceleration's Stop-Sign anti-malware scanner was listed on this page primarily because of the company's history of employing deceptive advertising and drive-by-downloads ([1](#), [2](#), [3](#), [4](#)). The company was also known for removing and/or disabling competing apps. These objectionable business practices were employed primarily during the years 2002-2003.

Sometime during 2004 the company underwent reorganization. Not only have the worst of the company's download and installation practices been halted, but the company has completely overhauled its stub installer application, giving users much more control over the software modules to be installed on their systems ([1](#), [2](#)).

While testing indicates that the "threat scanner" is still slow and has occasional problems with false positives -- in large part because of the use of heuristics, which cannot be turned off by the user -- we can no longer classify this application as "rogue/suspect." Nonetheless, this anti-malware application -- at least in its current state -- cannot be recommended, given the many excellent competing anti-virus, anti-trojan, and anti-spyware applications that are available (some for free).

Domains: eacceleration.com, eanthology.net, stop-sign.com, veloz.com

(Note: other domains associated with this outfit include: accelerationsw.com, buttonware.com, buttonware.net, clicksales.com, downloadsales.com, homepageware.com, oodlz.com, signupsales.com, webcelerator.com) [A: 6-26-04 / U: 8-7-04]

Note on Enigma SpyHunter: Enigma's SpyHunter anti-spyware application was listed on this page primarily because of the company's history of employing aggressive, deceptive advertising ([1](#), [2](#), [3](#), [4](#), [5](#)). The company was also known for exploiting the name "spybot" in its domain names and online advertising. These objectionable business practices were employed primarily from late-2002 to mid-2004.

Sometime during summer of 2004 the company halted the most obnoxious and objectionable aspects of its online advertising. It also unloaded all the "spybot" domains (which were promptly picked up by ParetoLogic for its XoftSpy anti-spyware application).

While there are still unresolved allegations that SpyHunter transmits the Windows Product ID from users' PCs ([1](#)), we can no longer classify this application as "rogue/suspect." Nonetheless, SpyHunter -- at least in its current state -- cannot be recommended because of its mediocre performance as an anti-spyware scanner. Testing indicates that it does not recognize some well-known spyware installations and has difficulty removing critical spyware/adware files even from those it does recognize ([1](#)). Given the many excellent competing anti-spyware applications that are available (some for free), users would do better looking elsewhere for [trustworthy anti-spyware protection](#).

Domains: enigmasoftwaregroup.com, spywareremove.com, uninstallxupiter.com

[A: 6-26-04 / U: 8-22-04]

Note on ZeroSpyware: ZeroSpyware was listed on this page because of concerns with false positives and the nature of its detections and scan reporting ([1](#), [2](#)). In early September 2004, a new version of ZeroSpyware was released. Testing with this new version indicates not only that the problems with earlier versions have been satisfactorily resolved, but that the application does provide usable anti-spyware protection. Thus, we can no longer consider ZeroSpyware to be "rogue/suspect" anti-spyware.

Domains: zerospyware.com, zeroads.com

[A: 6-26-04 / U: 9-10-04]

Note on SpyWare Killer: SpyWare Killer ([1](#), [2](#)) and SpyWare Killer Pro ([1](#)) -- originally from Cosmi, but re-branded for Anonymizer.com -- were listed on these pages because of inadequate info on the home pages ([1](#), [2](#)) for those applications and the fact that no trial version available. Earlier versions also used an out-of-date reference database. In recent months Cosmi and Anonymizer.com have added information to their web pages about the application and made a trial version available (from Anonymizer.com). Moreover, the application now appears to use a more recent definitions database. Thus, we can no longer classify SpyWare Killer as "rogue/suspect anti-spyware."

Domains: anonymizer.com, cosmi.com

[A: 6-26-04 / U: 11-17-04]

Note on NoAdware: NoAdware was listed on this page because of concerns with false positives and the use of aggressive, deceptive advertising ([1](#), [2](#), [3](#)) including exploitation of the name "ad-aware" ([1](#)). Earlier versions of NoAdware were also the [same underlying application](#) as Adware Hitman, Consumer Identity, Protect Your Identity, SpyBan, SpywareAssassin, Spyware C.O.P., SpywareKilla, The Adware Hunter, & TheSpywareKiller. Over the past few months, NoAdware has taken aggressive steps to reign in its affiliates (who were primarily responsible for the unsavory advertising) and released a new version of NoAdware (version 3.0) that addresses our concerns with false positives. Given these changes we can no longer regard NoAdware as "rogue/suspect" anti-spyware.

Domains: no-adware.com, noadware.biz, noadware.net, no-adware.net

(Note: other domains associated with NoAdware include: adware-free-download.com, adawareinfo.com, adwarenomore.net, adware-real-free-scan.com, adware-removal.biz, adwareremoval.net, free-adware-remover.org, free-adware-removal.net, free-adware-remover.org, free-adware-scan.com, free-spyware-check.com, nomorespyware.net, online-spybot-scan.com, spybotfinder.com, spyware-destruction.com, the-spyware-adware-remover.com, thespywarepros.com) [A: 6-26-04 / U: 11-17-04]

Note on XofterSpy: XofterSpy was listed on this page because of concerns with false positives ([1](#), [2](#), [3](#), [4](#)), questionable license terms, and the use of aggressive, deceptive advertising ([1](#), [2](#)), including exploitation of the name "spybot" by affiliates. Earlier versions of XofterSpy were also Ad-aware [knockoffs](#). (There was [clone](#) of XofterSpy named SpyBurn, but that application is no longer available.)

Over the past few months, XofterSpy has taken aggressive steps to reign in its affiliates (who were primarily responsible for the unsavory advertising), revised its license text, and released a new version of XofterSpy (version 4.0) that addresses our concerns with false positives. Given these changes we can no longer regard XofterSpy as "rogue/suspect" anti-spyware.

Domains: paretologic.com

(Note: other domains associated with XofterSpy include: adware-destroyer.com, adware-elimination.com, adwarekillers.com, adware-real-free-scan.com, adwares.net, anti-adware.net, antispyspywares.com, deletespyware.net, nomorespyware.net, removespyware.net, softspy.net, softwho.com, spywarebest.com, spyware-detection.net, spywareprof.com, spywarepurge.com, spywarerem.com, spywareremoval.net) [A: 6-26-04 / U: 12-7-04]

Note on Spyzooka: Spyzooka was listed on this page because of concerns with false positives and the nature of its detections. In early March 2005, a new version of Spyzooka was released. Testing with this new version indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider Spyzooka to be "rogue/suspect" anti-spyware.

Domains: spyzooka.com

[A: 1-13-05 / U: 3-11-05]

Note on Spy Emergency 2005: Spy Emergency was listed on this page because of concerns with false positives and the nature of its detections. In late March 2005, a new version of Spy Emergency was released. Testing with this new version indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider Spy Emergency to be "rogue/suspect" anti-spyware.

Domains: spy-emergency.com

[A: 3-11-05 / U: 3-31-05]

Note on No-Spy/Sin-Espias: No-Spy (Sin-Espias) was listed on this page because of concerns with false positives. In late April 2005, a new version of No-Spy was released, followed by new definitions. Testing with this new version indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider No-Spy (Sin-Espias) to be "rogue/suspect" anti-spyware.

Domains: no-spy.com, sin-espias.com, sunmoon.com

[A: 3-2-05 / U: 5-8-05]

Note on Ad-Protect & Spy-Out: Both of these programs were listed on this page because they are [clones](#) of products (Ad-Eliminator & Spy-Control) that have been promoted through aggressive, spam-driven advertising. Based on discussions with the vendor for Ad-Protect, which insists it is a different company than the entity responsible for Ad-Eliminator and Spy-Control, it appears that Ad-Protect and Spy-Out are being independently developed and have not themselves been promoted through the same means and methods as Ad-Eliminator and Spy-Control. Thus, we can no longer consider Ad-Protect and Spy-Out to be "rogue/suspect" anti-spyware.

Domains: adprotect.com, adprotectplus.com, spyout.net, spy-out.com

[A: 2-8-05 / U: 6-5-05]

Note on GarbageClean: GarbageClean was listed on this page because of concerns with false positives and the fact that the site was collecting email addresses for the purpose of online registration without addressing that data collection in its privacy policy. The publicly available beta version of the software also exhibited problems on some systems. In late June 2005, a new version of GarbageClean was released, followed by new definitions and an updated privacy policy. Testing with this new version indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider GarbageClean to be "rogue/suspect" anti-spyware.

Domains: securemywindows.com

[A: 6-2-05 / U: 6-27-05]

Note on Spyware Shield: Spyware Shield was listed on this page out of concern that the author used the research of others without giving proper credit and without following license for products used. Given that the author of the program has taken steps to redress these problems, we can no longer consider Spyware Shield to be "rogue/suspect" anti-spyware.

Domains: mntolympus.org

[A: 8-21-05 / U: 9-6-05]

Note on Malwhere: earlier versions of Malwhere installed multiple adware/spyware parasites. ([1](#), [2](#), [3](#)) The most recent version of Malwhere is adware-free, and the vendor insists that Malwhere will remain adware-free. Given the serious breach of users' trust exhibited by this vendor with prior versions, we initially refused to de-list this application from the Rogue/Suspect list, insisting that the vendor establish a credible track record of adware-free performance of at least three months duration. As the vendor has now done that, we can no longer consider Malwhere to be "rogue/suspect" anti-spyware.

Domains: malwhere.com, softbulldog.com

[A: 9-13-04 / U: 9-19-05]

Note on SpywareKill: SpywareKill was listed on this page because of concerns with false positives and poor scan reporting. Testing with the latest version of SpywareKill indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider SpywareKill to be "rogue/suspect" anti-spyware.

Domains: spywarekill.com

[A: 2-14-05 / U: 10-30-05]

Note on AdwareAlert: AdwareAlert was listed on this page because of concerns with false positives and the lack of information about the company and its privacy practices. In late fall of 2005, a new version of AdwareAlert was released, followed by new definitions. Testing with this new version indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider AdwareAlert to be "rogue/suspect" anti-spyware.

Domains: adwarealert.com, webalias.com/spybot, spywarealert.com

[A: 5-8-05 / U: 12-15-05]

Note on Doctor Alex: Doctor Alex was listed on this page because of concerns with the lack of information about the company and its privacy practices, as well as the false use of [TRUSTe](#) seal on the Doctor Alex web site. In December 2005, the vendor behind this application took steps to address all of our concerns. Thus, we can no longer consider Doctor Alex to be "rogue/suspect" anti-spyware.

Domains: doctor-alex.com

[A: 4-23-05 / U: 12-24-05]

Note on MyPCTuneUp: MyPCTuneUp.com offers an uninstaller utility for advertising software (*i.e.*, "adware") installed by or from DirectRevenue ([1](#), [2](#)).

MyPCTuneUp was originally listed on these pages because of concerns regarding its connection with DirectRevenue -- a company whose software is targeted by reputable anti-malware vendors ([1](#), [2](#), [3](#), [4](#), [5](#), [6](#)) -- and because the MyPCTuneUp uninstaller uses a Transponder component program ("thinstaller"/"thunst.exe"), which transmits a good deal of system information to its controlling server (thinstall.abetterinternet.com) when uninstalling DirectRevenue's advertising software ([1](#), [2](#)). "Thinstaller" software is also capable of transmitting data about competing advertising programs and anti-malware programs that may be installed on the user's hard drive ([1](#), [2](#)). Indeed, DirectRevenue's software has been known to remove other software from users' PCs ([1](#)).

Limited testing with the MyPCTuneUp uninstaller indicates that it does remove DirectRevenue's software. Moreover, as it has never been the policy of this page to list vendor-supplied uninstallers for advertising software programs, we can no longer justify listing the MyPCTuneUp uninstaller in the main "Rogue/Suspect" list.

This de-listing was prompted by a letter from DirectRevenue's law firm. You can read DirectRevenue's letter to Spyware Warrior [HERE](#) and Spyware Warrior's response [HERE](#). Both are PDF documents.

Domains: mypctuneup.com

[A: 2-7-05 / U: 3-20-05]

Note on Spyware Detector: Spyware Detector was listed on this page because of concerns with false positives. Testing with the latest version of Spyware Detector indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider Spyware Detector to be "rogue/suspect" anti-spyware.

Domains: spywaredetector.net

[A: 7-10-05 / U: 1-10-06]

Note on Advanced Spyware Remover: Advanced Spyware Remover was listed on this page because of concerns with false positives. Testing with the latest version of Advanced Spyware Remover indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider Advanced Spyware Remover to be "rogue/suspect" anti-spyware.

Domains: dreamenstudio.com, evonsoft.com

[A: 10-19-05 / U: 2-3-06]

Note on SpywareTerminator: We originally listed Spyware Terminator on this page out of concerns that Crawler, the company behind the product, had established connections with IBIS, a well known adware distributor responsible for such adware programs as Wintools, Websearch, & Huntbar. Although we found no problems in our initial testing with Spyware Terminator, and while the vendor itself announced that it was exiting the adware business ([1](#)), we decided out of caution to impose a three month probation period before we would consider re-testing and, if warranted, de-listing the the product from the Rogue/Suspect list. During that three month probation period we monitored the behavior of IBIS and Crawler. At the end of the three month probation period we re-tested Spyware Terminator, again finding no problems serious enough to justify listing the program on this page. As the vendor involved has not been involved in the distribution of adware for many months, and as the program itself exhibits no problems serious enough to warrant mention on this page, we have decided to de-list Spyware Terminator from the Rogue/Suspect list and can no longer regard the program to be "rogue/suspect."

Note: **not** to be confused with Spyware X-terminator from [Stompsoft](#)

Domains: spywareterminator.com, spyterm.com, crawler.com

[A: 12-5-05 / U: 3-9-06]

Note on CyberDefender: We originally listed CyberDefender on this page out of concerns that the vendor behind the product was the same company that previously released Spyblobs/eBlobs, an application with a bad history of aggressive, deceptive advertising and illegal force-installs. Although we found no major problems in our initial testing with CyberDefender beyond false positives that were quickly cleaned up, and while the vendor itself halted the sales of Spyblobs and vowed not to repeat the same mistakes with CyberDefender, we decided out of caution to impose a three month probation period before we would consider re-testing and, if warranted, de-listing the the product from the Rogue/Suspect list. During that three month probation period we monitored the behavior of the company. When we encountered a spurt of advertising for the product through adware, we refused to de-list the product and imposed a second three month probation period. At the end of the second three month probation period we re-tested CyberDefender, again finding no problems serious enough to justify listing the program on this page. As we have observed no advertising of the product through adware for many months, and as the program itself exhibits no problems serious enough to warrant listing on this page, we have decided to de-list CyberDefender from the Rogue/Suspect list and can no longer regard the program to be "rogue/suspect."

Note: [same company](#) as Spyblobs / eBlobs

Domains: antispyspywarenetwork.com, cyberdefender.com, cyber-defender.com, eblobs.com, networkdynamicscorp.com

[A: 12-27-05 / U: 7-8-06]

Note on RemoveIt Pro: RemoveIt Pro was listed on this page because of concerns with false positives. Testing with the latest version of RemoveIt Pro indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider RemoveIt Pro to be "rogue/suspect" anti-spyware.

Domains: incodesolutions.com

[A: 5-24-06 / U: 8-1-06]

Note on SpywareBeGone & SpywareVanisher: Both of these programs (which are from teh same company) were listed on this page as "rogue/suspect" because of problems with false positives, scare-mongering scan results, out-of-datedatabases with trial versions of the programs, and aggressive advertising. Since these programs were originally listed on this page, the vendor has taken several steps to address our concerns. Moreover, false positives do not appear to be nearly the problem that they once were. Given the changes made to these programs by the vendor, we can no longer regard SpywareBeGone & SpywareVanisher to be "rogue/suspect" spyware products.

Domains: spywarebegone.com, freespywarescan.org, spywarevanisher.com

[A: 6-26-04, 10-20-04 / U: 10-5-06]

Note on Easy SpyRemover: Easy SpyRemover was listed on this page because of concerns with false positives and inadequate scan results. Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider Easy SpyRemover to be "rogue/suspect" anti-spyware.

Domains: easyspyremover.com

[A: 8-1-06 / U: 11-10-06]

Note on PCSafe Adware Filter (PCSafe Security Center): PCSafe Adware Filter was listed on this page because of concerns with false positives and the exploitation of names and words associated with other, competing applications (1). Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Furthermore, we are satisfied that the vendor is taking steps to address the complaints from competing vendors. Thus, we can no longer consider Adware Filter to be "rogue/suspect" anti-spyware.

Domains: pcsafe.com, adwarefilter.com, adaware.com, ada-ware.com

[A: 10-31-04 / U: 11-10-06]

Note on SpyNoMore: SpyNoMore was listed on this page because of concerns with false positives. Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider SpyNoMore to be "rogue/suspect" anti-spyware.

Domains: spynomore.com

[A: 10-5-06 / U: 11-10-06]

Note on 1-2-3 Spyware Free: 1-2-3 Spyware Free was listed on this page because of concerns with deceptive in-product advertising, ridiculous false positives, and inadequate scan results. In late 2006, 1-2-3 Spyware Free was significantly overhauled with the inclusion of a new scan engine. Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider 1-2-3 Spyware Free to be "rogue/suspect" anti-spyware.

Domains: smartpctools.com

[A: 8-1-06 / U: 12-26-06]

Note on Maxion Spy Killer & MaxNetShield: Maxion Spy Killer and MaxNetShield (which uses Spy Killer for anti-spyware protection) were listed on this page because of concerns with Spy Killer's canning/detection scheme, which we deemed to be flawed and inadequate. Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider either of Maxion's products to be "rogue/suspect" anti-spyware.

Domains: maxnetshield.com, maxionsoftware.com, spy-killer.com

[A: 6-26-04 / U: 12-26-06]

Note on TrueSword: TrueSword was listed on this page because of concerns with false positives. Testing with the latest version of the program indicates that the problems with earlier versions have been satisfactorily resolved. Thus, we can no longer consider TrueSword to be "rogue/suspect" anti-spyware.

Domains: securitystronghold.com

[A: 1-3-06 / U: 12-26-06]

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Questions & Contact

If you have questions or comments about any of the information presented above, please don't hesitate to ask. If you're a vendor whose program is listed on this page, please read [THIS](#) discussion of [listing criteria](#) and the [de-listing process](#) above before emailing us. Also, before contacting us about programs not included on the main list of "Rogue/Suspect Anti-Spyware Products," please check the list of [lesser-known anti-spyware applications](#) that we have tested as well as the list of [legitimate, licensed clones](#) of other anti-spyware programs.

Best regards,

SpywareWarrior.com

feedback@spywarewarrior.com

Full disclosure: the maintainers of this page have performed consulting work as independent contractors for Sunbelt Software, makers of CounterSpy. Because of that relationship and the conflict of interest that it represents, we must recuse ourselves from public comment on CounterSpy. That means that we cannot and will not publicly evaluate, test, or even recommend Sunbelt's anti-spyware product. The anti-spyware products that we do recommend, all of which are competitors to CounterSpy, are included [above](#). Moreover, the opinions, judgments, and conclusions found on these pages are those of SpywareWarrior.com alone.

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Enigma Software Group Spyhunter

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SpyHunter

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Enigma Software Group USA LLC

[United States](#)

Hello India Vilarreal,

I am the Vice President of Technical Support and Research at Enigma Software Group. I read the post above and I would like to let you know that we have an email specifically for complaints. You or anyone can submit a complaint and I can assure you that we will find a suitable solution for any problem that is related to SpyHunter or to our service.

If you have any questions or complaints, please send us an email to complaints@enigmasoftware.com. I personally read all emails from that account.

At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer.

Regards,

Alec Malaspina

Enigma Software Group USA, LLC.

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Exhibit "E"

Comments

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 3rd of Feb, 2010 by  [India Villarreal](#)

  0 Votes

I keep seeing the same complaints. >|

If you feel like you've been wronged by Spyhunter/Enigma Software Group, please shoot me an email:

IndiaJVillarreal@nym.hush.com

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 16th of Feb, 2010 by  [Enigma Software Customer Service](#)

  -4 Votes

Hello JohnnyD03,

I am the Vice President of Technical Support and Research at Enigma Software Group. I read the post above and I would like to let you know that we have an email specifically for complaints. You or anyone can submit a complaint and I can assure you that we will find a suitable solution for any problem that is related to SpyHunter or to our service.

If you have any questions or complaints, please send us an email to complaints@enigmasoftware.com. I personally read all emails from that account.

At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer.

Regards,

Alec Malaspina

Enigma Software Group USA, LLC.

[! Report Spam](#)

 7th of Dec, 2010 by  [SeattleTW](#)

  0 Votes

Enigma SpyHunter tried to steal from me the other day. I downloaded their software and when I hit "register" it told me I was being charged only \$39.95, but when I hit "confirm," it charged me \$69.95, a classic "bait and switch" scheme. I called their help desk and demanded the representative to reverse my charges. He tried lamely to explain that I was being charged a separate registration fee, but it was not clear at all from their advertisement. He then said he would not charge me for that additional fee. Why would I want to do business with anyone who tried to trick me???? Enigma's false and deceptive advertising violates several consumer protection laws in many states. Beware of SpyHunter and its parent, Enigma!

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 3rd of Jan, 2011 by  [Raul Reyes](#)

  +2 Votes

I bought spyhunter 4 and have been infected 54, 34, 35, 26 times each and every hour. I sent what is called a ticket, I call it a complaint that a yellow warning from my windows security center and the tech's reply was: don't worry you are protected. I have found it necessary to disconnect from my online connection in order to feel protected. I want my money back now!!! ----Raul Reyes---email is---sungodofkings@cfl.rr.com

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 28th of Apr, 2012 by  [Angela1031](#)

  +2 Votes

TOTALLY AGREE...this software nearly wiped my hard drive...cannot get support/answers from them. Sent a registered letter last week, no return yet. Disputing charges through my

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bank starting tomorrow. It is as if they (Enigma) are invisible...no phone number to be found. E-mails and 'open tickets' left unanswered. DO NOT PURCHASE THIS. This all happened 04/21/12...

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 30th of May, 2013 by  evie123

  +2 Votes

Evie123

I downloaded SpyHunter and am unable to get it off my computer. It comes on everytime at start up. regedit cannot find it and it just appears every time at start up. It is so annoying I just cannot get rid of it. I looked into the settings and it had checked to run the software at start up and also to look for spyware. I unchecked these and still it won't come off my computer. I have an anti-virus programme and it does not help remove it so far. It is not seen in my control panel area or on the left hand side in the list of programmes on my computer when you press start. This happened 22/5/13

 Report Spam

 12th of Jul, 2013 by  colliers

  +3 Votes

I purchased SpyHunter to remove the Interpol virus from my computer thru SafeCart. The checkout screen said that the software cost \$29.99. There was a total of \$29.99 at the bottom of the screen. When I received the email receipt, it was for \$69.98. They had charged me \$39.99 for SpyHunter instead of the stated \$29.99 and added an additional \$29.99 for RegHunter which I did not order. On top of that, the receipt stated that I was enrolled in automatic renewals. I have contacted Enigma and SafeCart and made complaints through the BBB. So far nothing from Enigma. SafeCart says that they are going to remove the \$29.99 within 15 days. No help with the extra \$10 that I was charged for SpyHunter. SafeCart says that the RegHunter must have been listed below the order screen?????!!

 Report Spam

 12th of Jul, 2013 by  colliers

  +1 Votes

I contacted Enigma about overbilling for the SpyHunter product, unauthorized enrollment in automatic renewals, and charges for RegHunter software that I didn't even order. They are supposedly refunding me for the software I didn't order, although they don't offer any explanation as to why it was charged for it in the first place. It's no wonder there are so many complaints against them. Here is their "sincere" apology where they seemingly blame me for all of this:

Just to clarify the renewal policy, when you purchased SpyHunter, you purchased a subscription which was disclosed several times before and after the purchase. If you look at the https://www.enigmasoftware.com/purchase_spyhunter.php page (received from the email address orders@safecart.com), under our EULA or during the installation (in the agreement that you must agree in order to install SpyHunter), you will notice that we disclose that you are purchasing a subscription.

Therefore, I sincerely apologize for the fact that you did not understand what you were purchasing or were not able to see the terms of purchase even though it was displayed to you several times. Although, as stated above, we will refund the charges as requested.

Regards,

Alec Malaspina
VP, Technical Support, Research & QA
ENIGMA SOFTWARE GROUP USA, LLC

EMAIL: alec@enigmasoftware.com
URL: <http://www.enigmasoftware.com>

22nd of Jul, 2013 by  Enigma Software Customer Service  Report Spam   -1 Votes

We have provided a full refund, as requested, to the user by the username of "colliers".

After receiving a BBB complaint, in good faith, I contacted Colliers (Mr. Forchilli). Colliers says in his BBB complaint: "At the time of purchase no working software is delivered, inquiries to their tech support not responded to and there is no agreement of subscription".

Colliers' statement "They are supposedly refunding me for the software I didn't order, although they don't offer any explanation as to why it was charged for it in the first place" is false and deceptive.


I stand by my previous statement "At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer" and have written documentation to prove my words.

30th of Jul, 2013 by  Jenn Clark  Report Spam   +1 Votes

I am having the same problems as others it seems. Wish I'd checked this site before buying last night. I expected to be charged around £39.00 only to find after pressing confirm I am being charged £79.00. I blamed myself thinking I must have somehow 'double ordered'. Repeated emails since are not being answered and I am now becoming increasingly anxious about the situation. Think a phone call to my bank is in order tomorrow!

14th of Aug, 2013 by  jimmytorz  Report Spam   +2 Votes

Enigma Software Group are thieves and liars! SpyHunter4 IS A FAKE! THEY ONLY WANT TO TRICK YOU INTO SUBSCRIBING FOR \$80 a YEAR RECURRING PAYMENTS! EVEN IF YOU OPT OUT, THEY INFECT YOUR COMPUTER CATASTROPHICALLY! WORSE THAN EVER! THESE GUYS ARE CRIMINALS!

14th of Aug, 2013 by  jimmytorz  Report Spam   +1 Votes

By the way, WHY THE F*** are you not on CNET? You have one comment: ONE star! The commenter wished he could have given you ZERO stars! Alec Malaspina! FAKE NAME...=ALEC WITH A BROKEN SPINE! MOTHER F***** CROOKS! So here's your last chance! RUN!

14th of Aug, 2013 by  jimmytorz  Report Spam   +1 Votes

COMPLAIN to US ATTORNEY GENERAL AND YOUR STATE ATTORNEY GENERAL! THIS IS A FRAUD!

28th of Oct, 2013 by  Jimmynariz  Report Spam   0 Votes

I purchased spyhunter on October 23. I have spent a week trying to get it downloaded and am getting nowhere. Every time I go to their site I get a message that my user name and password are invalid. When I called the number given on their site I was refered to another number { their technical support} I get a machine that tells me they are all busy and if I leave my phone number and my E-mail address someone will contact me.I have yet to hear from anyone.I am 66 years old, with only a \$573.00 a month income from social security. I cannot

afford to be ripped off like this. My E-mail is jimmyjones5271@live.com. I thank you for this forum.

 21st of Feb, 2014 by  OMGMom ! Report Spam
  0 Votes

BUYER BEWARE! SpyHunter is Scareware/Scamware! Once you get it, you CANNOT UNINSTALL IT! Even if you go to Programs from Control Panel, you can't get it off your computer - it will just delete the name from the programs list.

Even if you tell it not to scan at startup, it will put itself back to scanning on startup!

And, after declining to renew (after 6 short months), it infected my computer with the exact same thing I originally bought it to get rid of in the first place - even though I have not downloaded any new programs (which is how I got the original malware the first time.)

Just to show you what type of jerks this company employs: I saw in a previous comment (on this page) how a representative from SpyHunter scamware, actually posted a customer's last name - even though the complaining customer used a user ID, instead of his own name! Upstanding companies don't put their customers' names on a public forum, even if the customer is complaining!

Scammers! Thieves! BUYER BEWARE OF SCAMWARE, SCAREWARE, SpyHunter, and everything to do with "Enigma" (guess the name should have tipped us all off!)

 23rd of Feb, 2014 by  anders wetterholm ! Report Spam
  +1 Votes

I totally agree! Enigma is a fraud company.

aw


 12th of Mar, 2014 by  Geemee ! Report Spam
  0 Votes

I uninstalled Spyhunter but Enigma software group from Spyhunter kept popping up at bootup to do its thing.

The cure I found was to download Autoruns for Windows v11.70 and installed it. As I opened Autorun I selected

Boot Execute and Deleted sh4native and now boot up is back to normal.

I search on the internet and found no cure, maybe now folks can find this one and soon maybe even more better ways will be added.

 2nd of Apr, 2014 by  Aldino ! Report Spam
  0 Votes

I had an issue with nationzoom virus. I have been fighting it for the last 2 days using Norton 365, then virus, and I also tried to clean it manually from the regedit, however, that all did not work. However, I tried Spy hunter today and it worked for me right the way.

The price is 29 USD however, they charge for another product to clean you register, however, if you do not want that you unchecked that option. Also before you check out, there is a calculator that you can click on it and will tell you total, again if you just want to pay the 29, then unchecked the other product.

However, with all the complain I saw in this site, I still went I bought the product and I am happy that I have done so.

I am not working for Enigma, and never get to know them before today. I just bough the product today from them.

 21st of May, 2014 by  Matt84

 Report Spam

  -1 Votes

So I just bought this spyhunter 4 to see if it would get rid of the spyware it claimed it had found even though my computer was clean according to many other anti-spyware. The first time I tried to fix the problem after a scan Spyhunter rebooted my computer and tons of weird stuff was going on my screen before windows boot (various DOS command and weird anti-virus message that didn't seems legit). When windows finally started I couldn't use most of my computer. Any program in quick access bar we're blocked. I could not open my web browser. CTRL-ALT-DELETE didn't bring me to the usual menu (did nothing after multiple try). Even tough my computer seemed fast as usual and didn't seems to be slowed by some kind of process I couldn't do anything with it. I could not even close it. So I had to cut the power to close it. I then tried to restart the computer but I got nothing but a black screen, not even the usual bios screen. I tried to restart it multiple time always with the same result. I then started to look for solution on another computer. I then tried to boot my computer with a windows cd and it worked. Then I uninstalled the product and contacted the company support. They did answer very fast, they said it was because they detected I had an old version (how did they detect that?? and it was uninstalled...? also I did update it to the latest version before using.) Anyway they directed me to their website where I could download the latest version and I did it to see what would happen. It didn't seem to be a different version once installed. The only result I got from reinstalling it was a blue screen on my first scan and complete internet shutdown on the second try. That was enough for me I uninstalled the program and I'll stay away from it. What I find odd is that I can't seem to find any other bad review about this program and other anti-malware doesn't detect it as the crap it is. I think its because the enygma company prevent anyone to speak against them trough sending false (seems false to me) lawyer letter to shutdown any bad review. see <http://cl.ly/012k3u0s0y2H> and <http://www.youtube.com/watch?v=F6Ug4mVk92c>

 10th of Jun, 2014 by  elewiscs

 Report Spam

  -5 Votes

I own and run an IT consulting group in Phoenix Ariizona. We have hands on service calls to at least 20 computers per day for the last 15 years. We have remote service to at least that many more per day. In the last 2 years we have seen more and more aggressive malware hitting our customers systems. We have literally tried almost every product on the market in both our shop test systems and our customers systems ranging from Windows XP to Windows 8. On domains and off. I can say without a shred of doubt that Spyhunter is the best product on the market today. Is any product 100% perfect? No. I have run into 4 or 5 bugs that even spyhunter could not remove automatically. Their techs support is second to none. They have always been able to create a custom fix that eventually cleaned the systems. I have seen the best overall results when using Spyhunter in conjunction with Webroot Anti_virus. Between the 2 databases I have only had one bug make it through one of my networks. That was cryptolocker when it first came out. I have seen cryptolocker make it through all of the major players like, Norton, McAfee, Viper, Trend, Kaspersky etc. It is just one nasty bug. Spyhunter is one of the more expensive products out there and I am not too keen on their pricing policy. When you buy it, it states that the charge is \$39.00 but if you read the fine print you will see that it is every 6 months. They could do better at being up front and

charging a one year fee. As far as certain websites charging a second fee, that is on the shady web site. I have purchased several hundred copies of Spyhunter directly from their website. www.spyhunter.com and have never had a second fee charge. Bottom line. If you want the best protection out there with the best tech support, using Spyhunter along with Web Root does not get any better. By the way. I do not work for or have any affiliation with Enegima Software company. Web Root is good at Viruses but lacks good spyware detection and removal. That is where Spyhunter finishes the job.

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Enigma Software Group Spyhunter

Posted:  [Enigma Software Customer Service](#)

SpyHunter

Complaint Rating: 

Contact information:

Enigma Software Group USA LLC

[United States](#)

Hello India Vilarreal,

I am the Vice President of Technical Support and Research at Enigma Software Group. I read the post above and I would like to let you know that we have an email specifically for complaints. You or anyone can submit a complaint and I can assure you that we will find a suitable solution for any problem that is related to SpyHunter or to our service.

If you have any questions or complaints, please send us an email to complaints@enigmasoftware.com. I personally read all emails from that account.

At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer.

Regards,

Alec Malaspina

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Comments

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 26th of Aug, 2014 by  llebpmacr

  -1 Votes

Have installed Spy Hunter at home (no funny charges and happy with it in conjunction with Trend Micro Titanium) ...looking to install on work computers now...

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 13th of Sep, 2014 by  earlsomething

  -2 Votes

I bought Spy Hunter4 yesterday, installed it and ran a scan of my computer. It detected 574 pieces of Malware on my computer. I had them removed and restarted my comp. It worked perfectly and now my comp. is back to normal and faster than ever.

I did not want to renew the subscription for another 6 month, I followed the instructions and cancelled it at the end of the subscription period.

I think some of these complaints come from lack of understanding what is being purchased. You must always "Read Everything" before buying!!!

[! Report Spam](#)

 1st of Oct, 2014 by  Tawnya Turner

  -3 Votes

I purchased the spy ware product at the cost of 39.99 and was charged 69.99. I am on SSI and this killed me financially. if you say one price than it should that price. when i tried to call to complain they said it wasn't them and asked for my email and password "to find out who it was" stupid me gave it to them thinking they were trying to help . Big laugh next thing i know they are going through my email daily. Big scam artist BEWARE!!!

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 10th of Oct, 2014 by  Trader1480

  -2 Votes

I've maintained a Spy Hunter subscription for some time and have found it to be the only anti-malware software that has worked. Granted that most of the "infections" are just inconsequential cookies, but with the exception of one rootkit infection (that a free download of Microsoft's anti-Malware took care of) Spy hunter has detected and eliminated all problems. I don't like paying \$40 every six months but the alternative is a visit to/by a computer pro for \$100. I do a full scan once a week.

My advice to Enigma is better explain the subscription package they sell. The program is clearly worth it, but it's marketed poorly.



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 18th of Nov, 2014 by  Nitemare7

  0 Votes

After I purchased (\$39.95) and ran SpyHunter 4 for the first time, it successfully removed 4 malware programs. Since then, I have noticed a persistent slowing of the computer. Upon investigation, I watched the Task Manager as SpyHunter 4 memory slowly increased to over 10 megabytes. I terminated SpyHunter 4, but when I tried to stop the software under the services tab, I refused to shutdown. I had to go into Computer Management, place the software in Manual Mode, and I finally got it to shutdown. I have no Idea why SpyHunter 4 requires a Services entry, or why its operating memory is so high.

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 27th of Nov, 2014 by  DrM1

  +2 Votes

I purchased Spyhunter last month. I could not get it to stop loading on start up. Now it tells me to register again. This is not what I paid for.

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 11th of Dec, 2014 by  Andy Parkinson

  +2 Votes

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Please can you tell me why I have been charged twice for spy hunter. My credit card was charged twice for the amount of £29.22 on 11th of October. I have not sanctioned this payment. Andy Parkinson of TD Engineering Ltd Leicester UK

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 15th of Dec, 2014 by  Rille

  -1 Votes

They Charged me for reghunter egen though I only ordered Spyhunter but I emailed them and got My money back within 24 hours (!). Spyhunter saved me from Webssearches which drove me nuts.

Well worth \$29

SOrry for bad spelling etc - I'm using My iPad...

[! Report Spam](#)



 29th of Dec, 2014 by  Edmarb

  +1 Votes

Well, before buying spyhunter i tried to uninstall the trial version, it did not work, then I came to see some reviews.

Maybe they are very good but since they don't allow you to easy uninstall it I decided not to buy it and I hope I can remove it from my laptop.



[! Report Spam](#)

 12th of Feb, 2015 by  Evanstax

  +1 Votes

I installed Spyhunter an it really messed up my computer. i deleted the proqram and would like a refund of my money. i went to the website to contact or email and they was no place to be found to email a request.



[! Report Spam](#)

 17th of Feb, 2015 by  lilshortcake1

  +3 Votes

Classic scam lets put in fine print the fact that its autorenewal and give the customers no way to opt out of the autorenewal and then blame the uninformed customer for their awful error of not getting a magnifying glass and a lawyer to read it before they press buy. Oh oh and no way we should send a bill in the mail to remind them of the fact when it can be squished into their daily 80 emails and be overlooked as spam. Disgusted plain and simple. 200 dollars later I finally get an email and I'll take my responsibility i should scour my lines in my debit card statements more thoroughly. So thanks for that Enigma you taught me a valuable lesson and it only cost me 200 bucks and one computer that runs your program constantly and refuses to be turned off. How kind of you if only every business could be as ethical and as fair as you. I know the sarcasm is in pretty small letters so if you don't read it and want to complain I suggest you follow your business practices and get out your magnifying glass.

[! Report Spam](#)

 27th of Mar, 2015 by  Hans W

  +1 Votes

Excellent programme! I had endless problems with all three browsers I was using. Pages popping up in the background and advertisements running over the pages I couldn't read anymore.

I was quite reluctant to go with SpyHunter with all these negative comments and warnings, but it solved all my problems. It took a long time to analyse, detected 300 problems, some of them serious. I then registered, which was very clear and simple. The "RegHunter" programme was listed as an extra. It was unchecked by default. The 6-monthly renewal was clearly outlined. Within two minutes SpyHunter cleaned up my computer. My only regret is that perhaps I should have looked at a cheaper option first ...



[! Report Spam](#)

 19th of May, 2015 by  2muchbs

  -2 Votes

I downloaded Spy Hunter a month ago to try to get rid of some malware that nothing else could clean, and I had no problems with the download, I found that their website made it VERY clear that it costs \$39 or six months and that it would be automatically renewed. I don't particularly like how long it takes to scan, but I have found that since I installed it, my other antivirus (Norton 360). Antimalware (Malwarebytes) and second opinion software (Hitman Pro), all of which I pay for, are finding less problems, so I have to think that SpyHunter must be doing something! I also found that it's pretty easy to eliminate the scan at startup by simply modifying the settings, so now I can scan when I want to. Even with the scan at startup, I didn't find that it slowed my computer, and all I had to do to get the splash screen out of the way was to minimize it. My opinion is that one generally gets what one pays for in all aspects of life, and at 66 years old, I have had plenty of time to assess this point of view and have not had many instances in which it turned out not to be valid. I also am appalled that so many people seem to be virtually illiterate since they don't seem to be able to grasp what SpyHunter's website makes very clear, to wit, THIS IS NOT FREeware. Also, unless all these people that are complaining are sending checks or cash, in the event you want to cancel your SpyHunter subscription when it's renewal time and you have an issue, all you have to do is contact the issuer of the credit or debit card you gave them when you originally purchased the software and contest the charge, show the credit or debit card issuer copies of the emails, letters or perhaps the petroglyphs or clay tablets you used, and they will straighten it out with SpyHunter for you. When did all these people get the idea that they are entitled to something for nothing, at least apparently as it relates to software? Even the free stuff has a cost in that you have to see a lot of ads on their websites. Intellectual property has value, too, just like all the crap that's being advertised, no? I agree with clewiiscs. I'm satisfied that I'm getting fair value for my money since SpyHunter fixed a problem that was bugging me and so far my suite of antivirus/antimalware seems to be doing the job, I'm a happy camper even if it cost be a few (well-disclosed in advance) bucks. MY wife and I have been selling china, knives and forks to restaurant and hotels in Southern California and I never heard of SpyHunter until I ran into some malware that I couldn't clean from my computer a month or so ago, and unfortunately, I'm not on their payroll and this post was totally unsolicited, but I came across this site and I have never seen so much crap, so I felt as though I wanted to comment on my unbiased experience with the product, which I like.

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 19th of May, 2015 by  [ernestojo](#)

  0 Votes

I paid and installed Enigma software but don't think it's a good anti-virus or anti-malware, so I uninstalled it! Then the bill of \$39.99 and \$29.99! They said they sent e-mail informing me of automatic renewal but I just received the bill from Mastercard, and when I called MasterCard to challenge the bill, they said I have to get in touch of Enigma! soooo many problems with this suspect company!!! BEWARE OF ENIGMA SPY HUNTER! \$70 just like that! How much can they collect legally by their tricks!

Ernesto D Chaluangco

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 15th of Jun, 2015 by  [Fram60](#)

  +1 Votes

I initially bought SpyHunter at the recommendation of a friend who is a software programmer. I had trouble uninstalling SpyHunter after my six-month subscription expired (I received plenty of notice that my subscription would continue another six months unless I chose to stop it, which I did with no problems) . I kept getting an 'error code 14' message when trying to uninstall so Enigma technical support remote-accessed my computer and uninstalled it for me. They were very professional and concerned that I was a happy customer. I ended up purchasing a different anti-malware/anti-spyware program because it was ranked in the top 10. Enigma does not submit their software for comparison reviews, so it

wasn't on the list. I told them they should submit their product Anyway, any problems with SpyHunter/Enigma just call their support phone number or access online chat to solve it.

22nd of Jun, 2015 by  Ruchhenbung  -1 Votes

Just installed and purchased spyhunter. I'd problems with computer getting too sloww and worse infected by W32.Korron.B. Let's see how the spyhunter works !

23rd of Jun, 2015 by  Fram60  -1 Votes

Remember to run about three scans, until there is zero spy/malware left.

27th of Jun, 2015 by  Semoore  -1 Votes

Oct. 20, 2014 my spyhunter expired, i informed enigma group that i was not going to re up, and they sent me an e - mail

Stating they would make me pay. The next day while using my computer it made a very loud pop and shutdown. I restarted to find my hard was deleted. After reinstalling win 7 the same day they wiped both of my usb external drives with over 4, 000, 000 files, programs, digital photo's. Six times they wiped my hard drive on my tower. Both of my laptops was deleted more times than i can remember. On 6 - 26 - 2015 i fired up my tower for the first time in over six months, and as usual they were waiting for me, and infecting my computer. They have total control admin. Rights. Aswmbf finds them but, they won't let me delete them. I have tried everything i know to do. Crooks! They need to be chased all over florida until their ankle smokes.

Why does the government let them get away with this? Why does the people let them get away with this?

They live inside of my computers memory, as soon as i turn on they start infecting and taking control. They can see everything i am doing and stops me from doing it. They must be stopped at any cost.

I am using someone's computer other wise i wouldn't be writing today.

When i pay the \$40. 00 they will release my computer. . . I'll not pay them jack.

Good - bye

7th of Sep, 2015 by  CJessie  -2 Votes

I too am in the computer support business for the Federal Government, with over 20 years. I have tried many software's, Spy hunter is the best out there.


18th of Sep, 2015 by  JAM AKHLAQ G  -1 Votes

this is amazing and very helpful for new users. i am realy thankful. /a>



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0 0

Enigma Software Group Spyhunter

Posted:  [Enigma Software Customer Service](#)

SpyHunter

Complaint Rating: 

Contact information:

Enigma Software Group USA LLC

[United States](#)

Hello India Vilarreal,

I am the Vice President of Technical Support and Research at Enigma Software Group. I read the post above and I would like to let you know that we have an email specifically for complaints. You or anyone can submit a complaint and I can assure you that we will find a suitable solution for any problem that is related to SpyHunter or to our service.

If you have any questions or complaints, please send us an email to complaints@enigmasoftware.com. I personally read all emails from that account.

At Enigma Software Group, we work hard to maintain the best level of service and make sure that every customer becomes a satisfied customer.

Regards,

Alec Malaspina

Enigma Software Group USA, LLC.

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0 0

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 [United States](#)

Was the above complaint useful? ☐ Yes ☐ No

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Comments


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27th of Nov, 2015 by  Elijahhall

  0 Votes

So on November 27, 2015, I tried this software to get rid of certain viruses and honestly I am not happy with how it works. I would like a refund because I have already found a software that works much faster and more efficiently than this one. So I would like a refund on this purchase.

[! Report Spam](#)

17th of Dec, 2015 by  Isel Arriagada

  +2 Votes

Your Spy Hunter 4 appeared in my computer unwanted and unsolicited.
How can I get rid of it: It is making my life impossible.
I hope you can help me!

[! Report Spam](#)

25th of Feb, 2016 by  sander jonge

  +2 Votes

#fu.ckoff spyhunter

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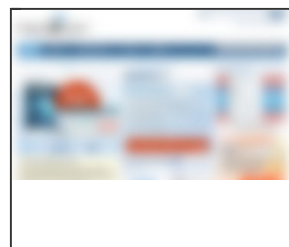
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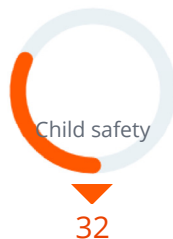
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enigmasoftware.com user reviews (161)

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MyTofu

20-03-2014

Search up spyhunter.
EVEN SPYHUNTER SAYS SPYHUNTER IS A VIRUS.

Server location



See owner at whois
Domain Tools

Click here if you own
this site


Exhibit "F"

huh???

Another fail by enigmasoftware.com who also made other Filter Community For Support
Don't even visit this site. Business
There could be a javascript attack


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 **Mr.Smiley** 24-11-2015


It's basically the new Spysheff! FAKE ANTI-VIRUS SCANNER!

I don't trust

 **CoherentBass** 07-07-2014


This site is absolutely pathetic. Users can arrive here from a simple Google search looking for sincere help with how to remedy a problem, as I have many times before. Every time a user visits, they are greeted with a post by a user that's been made to look legit telling them to download SpyWare Hunter to fix the problem. The only issue here is that SpyWare Hunter itself is a virus designed to trick users into paying money to Enigma to "fix their PC" or sorts. Never visit this site or

I don't trust

 **gerome_laad** 24-06-2015

Spyhunter est un rogue, c'est-à-dire qu'il fait semblant de réparer votre PC, mais en réalité il aggrave son état.

translate

 **2021** 05-04-2015

Distributes various types of scam software that scare users into buying them such as SpyHunter and

RegHunter, most of which have free and better alternatives.
Protect your


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Browser **I don't trust**



Kairis
10-10-2013

SpyHunter is a virus scanner that gives fake results in an attempt to scare people into giving them money. SpyHunter is a complete scam. Do not download SpyHunter because it will ruin your computer and waste your time.


I don't trust



Ginger1205
03-05-2014

Rogue software possibly even installs malware in order to sale their product..

I don't trust




Varaani81
31-10-2015

I must tell that this software (Spyhunter) was actually pain in my ass, because it started automatically every time, when computer started. This meanted that starting process was very slow and then I uninstall whole Spyhunter. Also it downloaded some data about two or three times in day. Maybe they was some kind of "updates"?

After uninstalling this software, my computer works

I don't trust



Blackeyel
13-02-2016

The website insightexpressai.com has given me 9 tracking cookies for no reason, I haven't even been on it!


WARNING: People suggest that this company says they sue their clients if they give them a bad review. Support their Business

Protect your Browser

I don't trust

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 **Reality958** 13-05-2015

SpyHunter and their other products were produced by Enigma Software.

I tried using their software on my virtual machine before with other rogue security software/utilities installed before, and it DOES detect the threats, but it is like every other rogue security software out there - it wants the user to make a purchase to remove the threats. There seem to be no update button as well.

I don't trust

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