

I am receiving an error message after installing Spy Sweeper 5.0 Repair Instructions

If you receive a message that states that your 'installation is damaged' or 'lost connection to the Spy Sweeper Engine', please follow the steps below.

NOTE:

BEFORE FOLLOWING THE STEPS BELOW, PLEASE WRITE DOWN YOUR KEY CODE. YOU WILL NEED THE KEY CODE DURING THE RE-INSTALLATION OF SPY SWEEPER. OPEN SPY SWEEPER BY DOUBLE-CLICKING ON THE SPY SWEEPER ICON ON YOUR DESKTOP. CLICK ON THE HOME BUTTON. THEN CLICK ON THE UNDERLINED LINK LABELED “About Spy Sweeper”. A DIALOG BOX WILL OPEN SHOWING YOUR YOUR KEY CODE. YOU CAN ALSO FIND YOUR KEY CODE IN THE FRONT OF THE HANDOUT WITH YOUR USER GUIDE.

1. Please shut down Spy Sweeper by right clicking the Spy Sweeper tray icon near the clock, and select **Shut Down**. (See Figure 1)

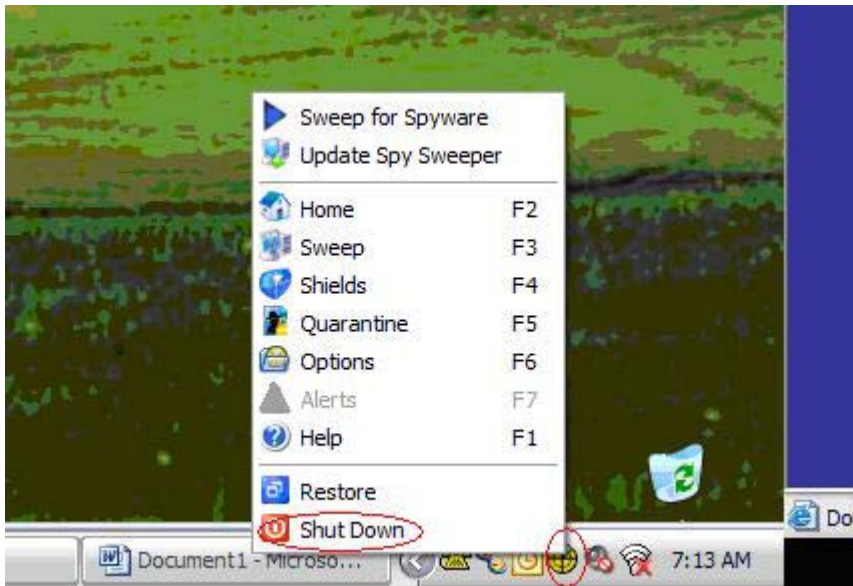


Figure 1

2. Click **start > All programs > Webroot > Spy Sweeper > Uninstall Spy Sweeper**. After Uninstalling, you will be prompted to re-start your computer, say **NO** to this message you will restart it later. If for any reason this steps fails, please continue to step 3 (See Figure 2)

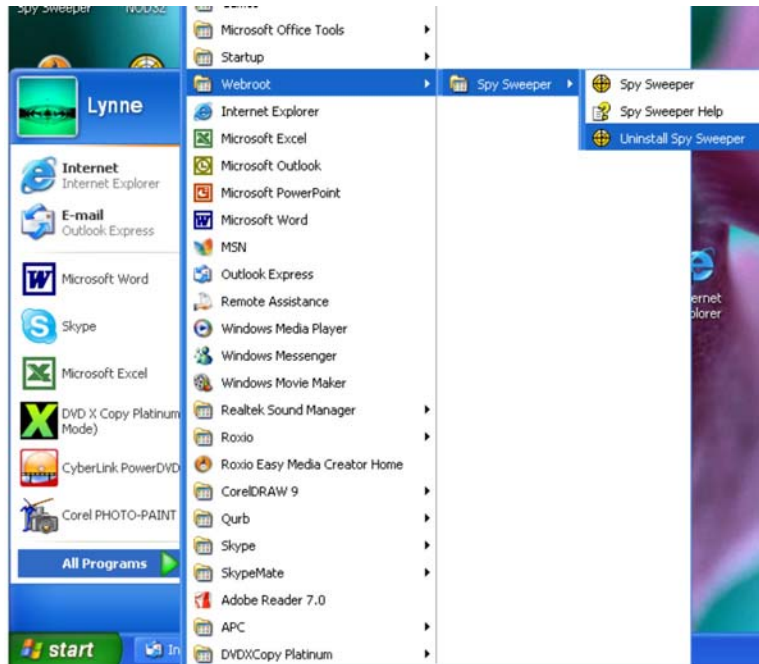


Figure 2

3. Download the Registry Cleanup Tool (**SSECleanup.zip**) and save this file to your desktop.
4. Once the file has been downloaded, find the file icon on your desktop (See Figure 3)

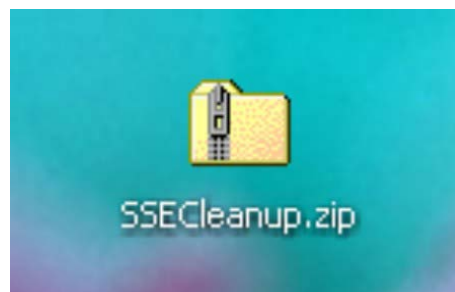


Figure 3

5. Double-click on the file icon to open it, a folder labeled **ssebat** is displayed (See Figure 4)

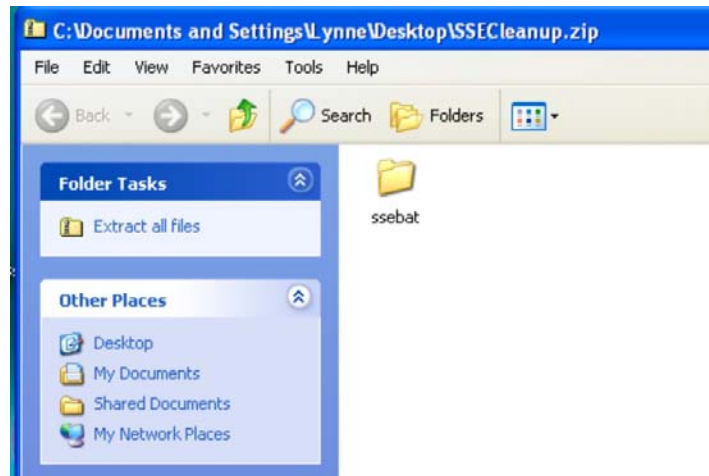


Figure 4

6. Double-click on the **ssebat** folder and its contents is displayed (See Figure 5)

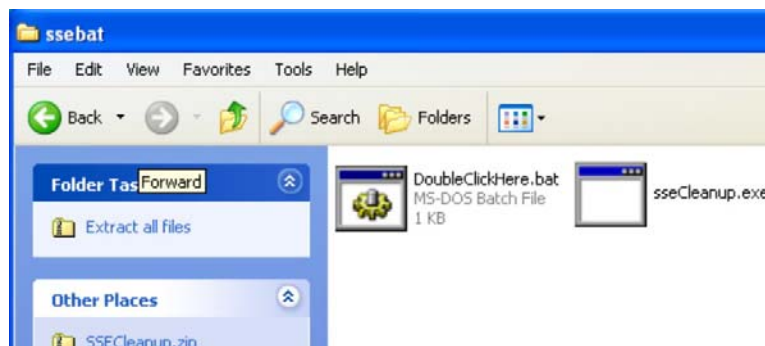


Figure 5

7. Double-click on the **DoubleClickHere.bat** file. You may briefly see a black prompt window, once this window closes please restart your computer.
8. Upon computer restart, find the Spy Sweeper Ver 5.0.7.exe file on your desktop, and double click on it to start the Spy Sweeper installation, complete the installation (See Figure 6)



Figure 6

9. All should be well now. Refer to the downloaded Spy Sweeper Ver 5.0 Users Guide for any questions