



Quick Start

for Webroot AntiVirus with Spy Sweeper, Version 7.0

This *Quick Start* describes how to install and begin using the Webroot® AntiVirus with Spy Sweeper® software. This Webroot software combines the #1 antispysware technology with industry-leading antivirus protection for complete security.



Installing or upgrading the software

Follow these instructions to install or upgrade the Webroot software from a CD or a downloaded file.

1. Before you begin, make sure you are connected to the Internet and close all programs that may be open on your computer. If you have an antivirus program from another vendor installed, *you must uninstall the old antivirus program or disable its antivirus function.*
2. Start the installation either from a CD or from a file downloaded from our Web site. If you purchased the Webroot software on a CD, insert the CD into a drive and follow the on-screen instructions to begin. If you downloaded the file, double-click on **WRInstall.exe** to begin.

The Webroot Installer dialog opens.



Note about upgrading: If you are upgrading from a previous version of the Webroot software (versions 6.1 and below), the installation routine detects your older version and will uninstall it before installing the 7.0 program files. Also please note that some of your program settings and your quarantine information from these older versions will not transfer to the new 7.0 version. If you have questions, contact [Webroot Support](#).

3. Enter your keycode, then click **Agree & Install**. (Your keycode is listed in an email message from Webroot or is listed on the CD sleeve.)

The Webroot software copies files to the following folder: C:\Program Files\Webroot\Security\.

4. Click **Close** at the Installation Successful dialog.

Note about firewall software: If you have firewall software installed on your computer, it may try to block the Webroot software as it connects to the Internet. If your firewall blocks this activity, go to your firewall permissions and add the following entries: AEI.exe, SSU.exe, WRConsumerService.exe, WRFrame.exe, and WRTray.exe.

5. To ensure that the software is running, look for the Webroot icon in the system tray (located in the lower right corner of your computer screen). The status indicator is yellow until you run a scan: 🟡

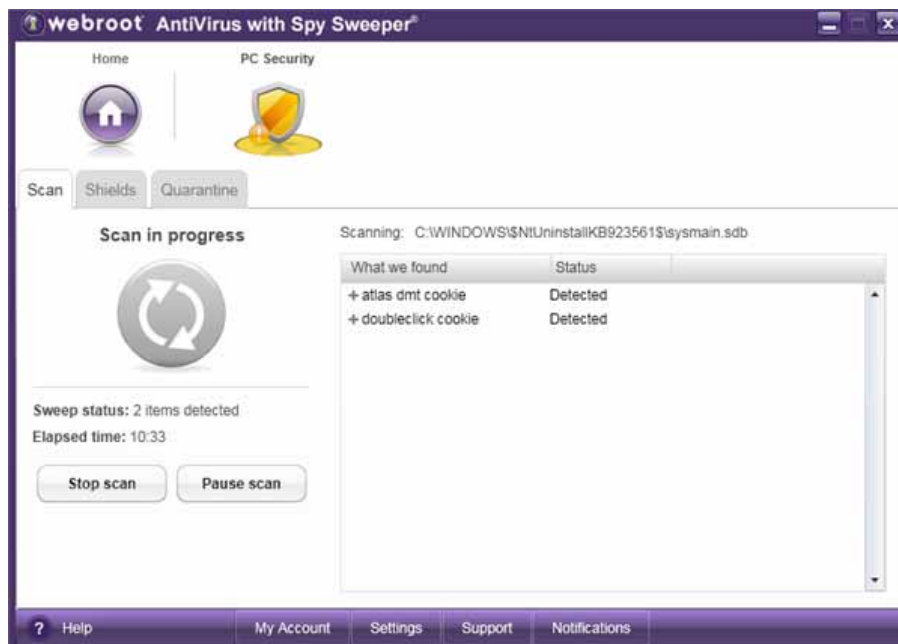
Running the first scan

After installation, a Welcome panel opens and prompts you to run a scan to search for any existing threats on your computer. We recommend that you run the scan immediately. The scan may take awhile, but it runs in the background so you can work on your computer as it searches for threats.

1. When the Welcome panel appears, click **OK, thanks**.

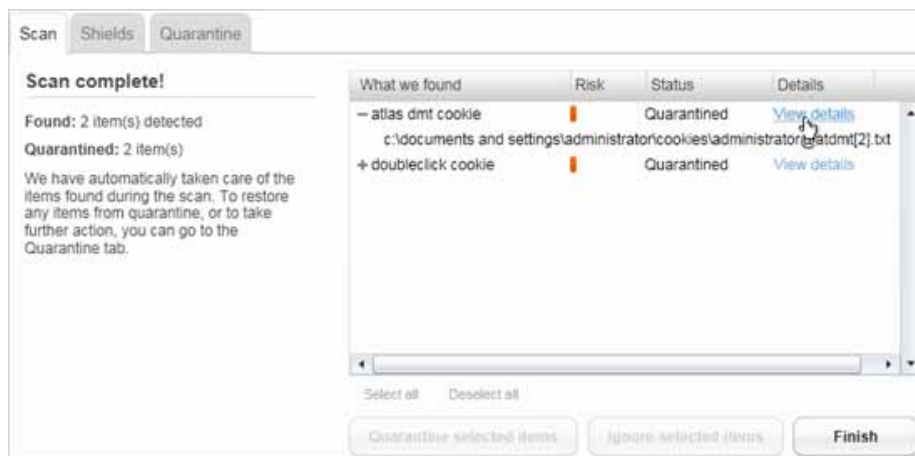


As it scans, the PC Security panel shows its progress.



When it's finished, the Scan Complete panel shows what the System Scanner found, its risk level (multiple bars indicate a higher risk), its status, and a link to more details. The status can be any of the following states:

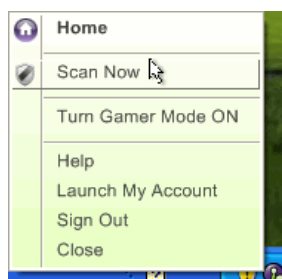
- **Quarantined.** The item was moved to Quarantine, where it was rendered inoperable and cannot harm your computer.
 - **Suspect.** The item is classified as a “potentially unwanted application” and was not moved to Quarantine. You must take action yourself by selecting the item in the panel and choosing either the **Quarantine selected items** or **Ignore selected items** button.
 - **Removed.** The item was deleted before the System Scanner quarantined it. This might happen if you are running another security program that removed it or if you manually deleted the file yourself during the scan. Any removed items are no longer a threat to your computer.
 - **Cleaned.** The item was managed by a virus-cleaning process that removed infected portions of the file and restored the cleaned file to your computer in its original location. A copy of the corrupted file is now in Quarantine. The cleaned file is safe to use; the file in Quarantine is not safe to use.
2. If you don't recognize an item and want to know more about it, click **View details** to the right for a pop-up description. You can also click the plus sign to the left of the item to view the directory where it was found.



Note about cookies: The System Scanner may quarantine a large number of cookies. Cookies are small bits of text generated by a Web server and then stored on your computer for future use. They cannot steal information off your machine, but some do store personal information that you may not want outside parties to gather. The System Scanner only searches for third-party cookies associated with advertising sites that may be gathering information about your surfing habits.

3. Click the **Finish** button when you are done viewing details.

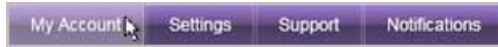
From now on, you do not need to launch a scan yourself or schedule scans. The Webroot software automatically scans your computer at optimal times. However, if you do want to run a scan immediately, right-click on the Webroot icon from the system tray, then select **Scan Now** from the menu.



Creating a Webroot account (optional)

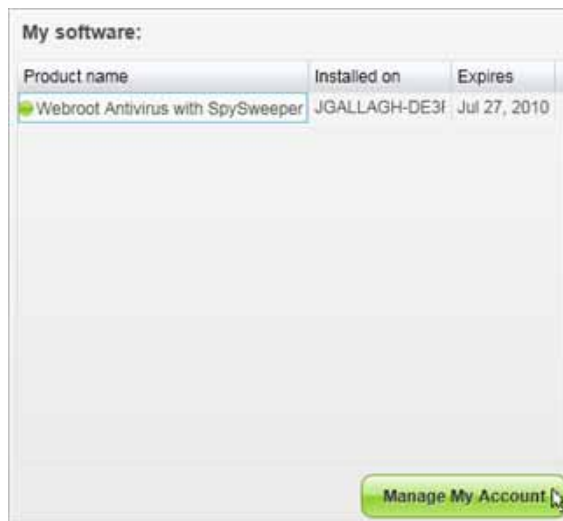
Your Webroot account includes your software license status and provides access to certain tasks, such as upgrading your software and installing it on another computer (if you purchased a multi-user license). The account is available online through *My Webroot*, which is your personalized Web site available 24 hours a day, every day of the year, from any computer with an Internet connection.

1. From the taskbar at bottom of the Home panel, click **My Account**.

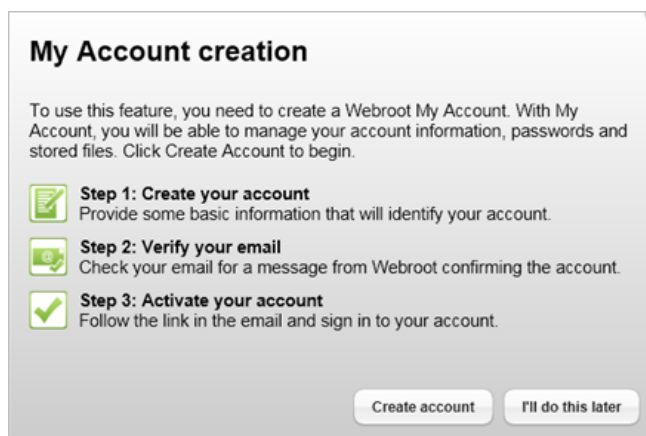


The My Account panel opens and shows your keycode, version number, and other information about your subscription.

2. Click the **Manage My Account** button at the bottom of the panel.



The My Account Creation dialog opens.



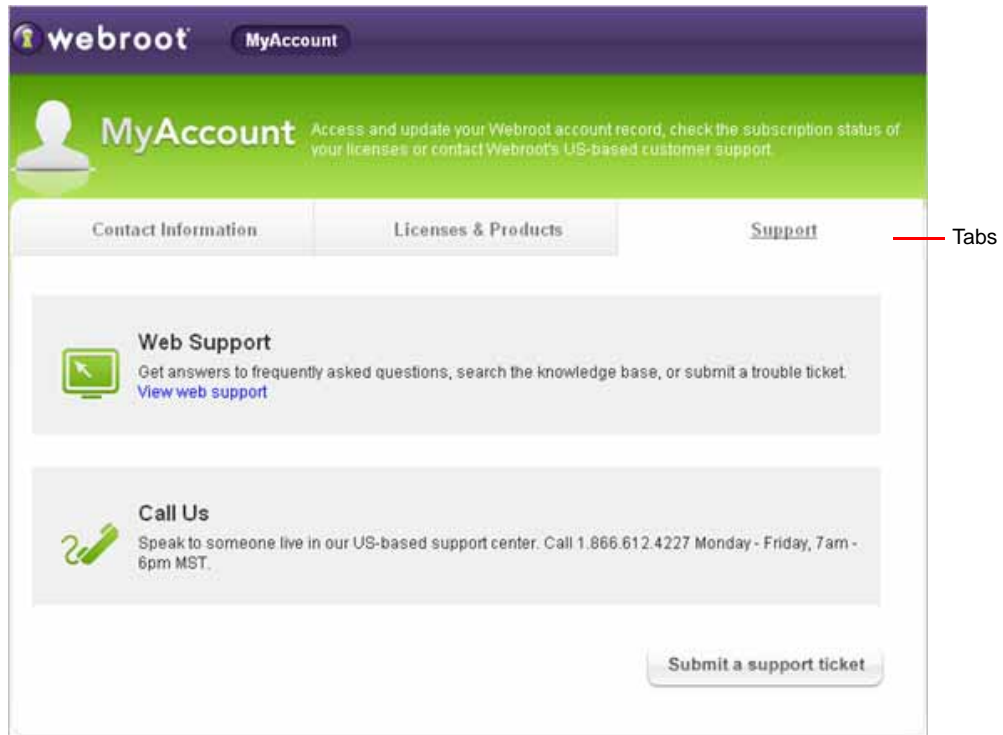
3. Click the **Create account** button and follow the on-screen instructions.

Note about creating user names: The Webroot software blocks certain terms in user names, such as obscene words. If you use a term on our “blocked” list, your account creation may be rejected. If you experience problems creating an account, contact [Webroot Support](#).

You can then access your account by clicking the **Manage My Account** button again or by opening a browser and entering <https://www.webroot.com/mywebroot>.


Once you sign in, *My Webroot* looks similar to the following example. From this panel, you can click the following tabs:

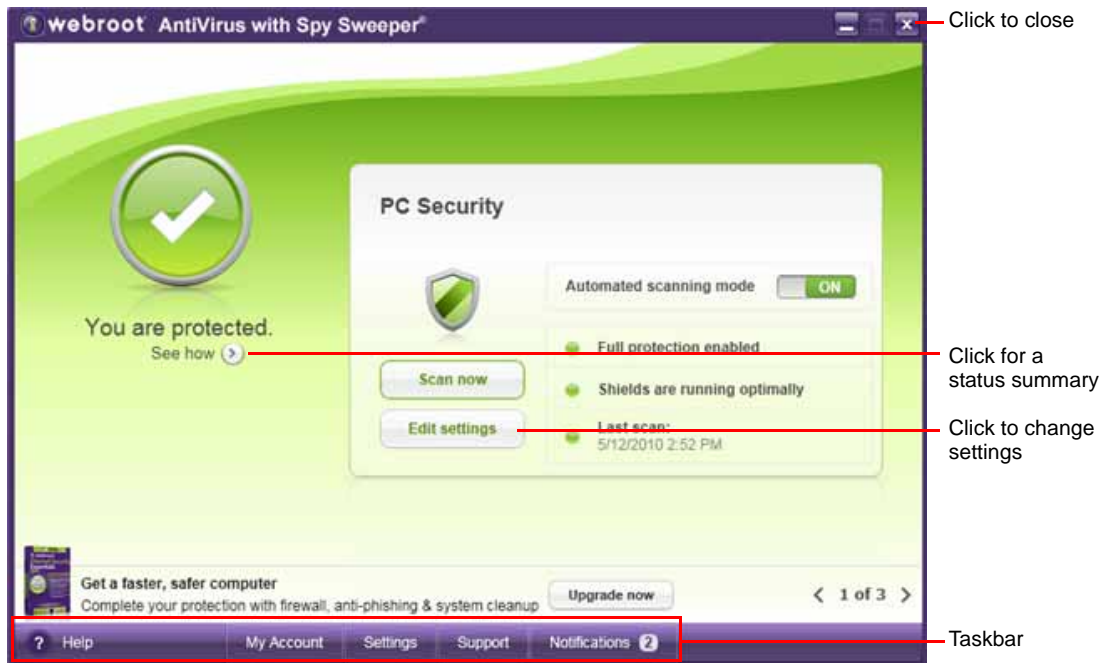
- **Contact Information.** Enter or change your personal contact information so Webroot can contact you for product update announcements.
- **Licenses & Products.** View license information and status for any Webroot products you purchased. The license information includes the product name, the keycode, where the software is installed (which computer), and when your subscription expires. You can also use this page to re-install your licensed software, install it onto another computer, or renew your subscription.
- **Support.** Create a support ticket to send to Webroot or view any past tickets you opened.



Checking status and changing settings

After installation, the Webroot software works in the background without disrupting your normal activities. It automatically scans your computer at optimal times and constantly monitors activity on your computer while you surf the Internet, connect to a network, and open email attachments. If you log out of your computer or turn it off, the Webroot software launches again automatically when you restart Windows.


If desired, you can check system status or change settings by opening the main interface (double-click the Webroot icon  in the system tray):



The main interface displays in either green (status is secure), yellow (a status item requires your attention), or red (a critical item requires your attention). If the system state is yellow or red, details about the issue appear on the screen with instructions for fixing the issue.

You can click the **See how** button to learn more. To change system settings, see the following table.

Edit settings button	<p>Click the Edit settings button to access the following tabs:</p> <ul style="list-style-type: none"> • Scan. Run an immediate scan or select the Use custom scan settings and click Edit to change what items the scanner detects. • Shields. Shields are preconfigured to monitor activity on your computer while you surf the Internet, connect to a network, and open email attachments; however, you can change shield settings if you want. • Quarantine. After the System Scanner and Shields have quarantined threats that match our security definitions, you can view the items in Quarantine. If necessary, you can remove or restore items.
Taskbar	<p>Click the buttons in the taskbar to access the following tasks:</p> <ul style="list-style-type: none"> • Help. Click to learn more about using the Webroot software. • My Account. Click to see your subscription information. • Settings. Click to modify scanning schedules, view the system history, set program update options, set Gamer mode, and specify settings for a proxy server. • Support. Click for technical support options. • Notifications. Click to view recent status messages and alerts.

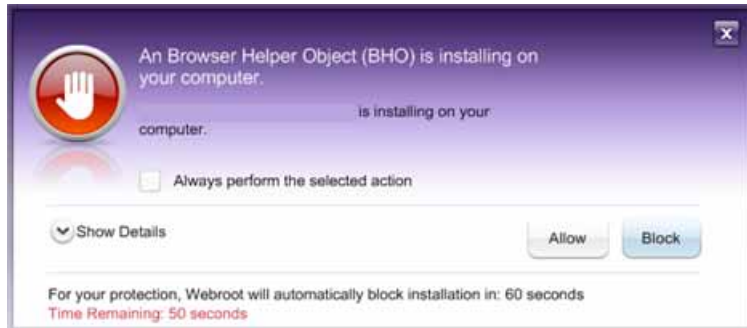
You can close the main interface by selecting the close button  in the upper right of the title bar. (Closing the main interface does *not* shut down the software; it still runs in the background to protect your computer.)

Responding to pop-up alerts

When you surf the Internet and work on your computer, watch for Webroot pop-up alerts and respond to them when necessary.

Pop-up alerts in the middle of your screen:

The Webroot software automatically manages most threats for you. If it locates a threat trying to launch on your computer, it disables it and moves it to Quarantine. However, if the software detects an item that it classifies as a potential threat or it does not recognize, it opens a pop-up alert and asks whether you want to accept the item or prevent it from installing on your computer. If you are purposely downloading an item, such as a new toolbar, click **Allow**. Otherwise, click **Block**. You can click **Show Details** to read more information about the item attempting to launch.



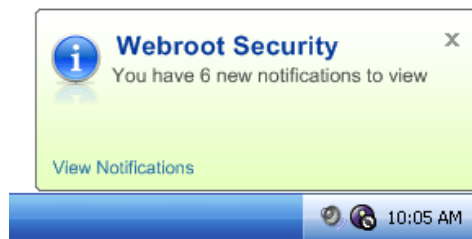
Pop-up alerts in the system tray:

If your computer is secure, the Webroot icon appears in the system tray with a green status ball:



If the software needs to inform you about a system status, it opens an alert above the Webroot icon. For important items that require your attention, it changes the color of the status ball from green to yellow. For critical items that require your intervention, it changes the color to red.

Click **View Notifications** in the alert balloon to find out more about the alert.



Accessing additional instructions and support

To access video tutorials, user guides, and Webroot support options, visit the Webroot Support site at:

support.webroot.com