



COUNTERSPY REVIEWER'S GUIDE

Thank you for your interest in CounterSpy®! This guide provides a brief overview of CounterSpy to aid the review process:

CounterSpy at a glance

Pricing	<ul style="list-style-type: none">• First 15 days: FREE fully functioning trial version• Single Windows PC annual subscription: \$19.95• 2 Windows PCs annual subscription: \$24.96• CounterSpy unlimited home site license annual subscription: \$39.95 <p>Annual subscriptions include one year of threat definition updates, software upgrades, and live US-based toll-free technical support.</p>
Supported Operating Systems	Windows 2008, Windows Vista+ (32 and 64-bit), Windows XP SP1+ (32 and 64-bit), Windows 2003 SP1+, Windows 2000 SP4 RU1
Availability	http://www.sunbeltsoftware.com/Home-Home-Office/Anti-Spyware/

CounterSpy highlights

CounterSpy is a pure-play antispyware solution that includes the major functionality of VIPRE®, without features specific to antivirus detection and remediation. CounterSpy is designed for users who want to layer their existing antivirus solution with an antispyware program. Like VIPRE, CounterSpy is a high performance application that doesn't slow down your computer and is low on system resources.

CounterSpy combines antispyware, anti-rootkit, and other technologies into a seamless, tightly-integrated product that offers you the most powerful protection against today's highly complex spyware threats by means of system scans, real-time monitoring with Active Protection™, and threat data integration.

System scans

Proprietary antispyware detection engine uses all-new technology

At CounterSpy's core is an antispyware engine that merges the detection of most types of malware into a single efficient and powerful system. The new technology was developed exclusively by Sunbelt, without building on older generation antispyware engines.

CounterSpy uses multiple techniques to inspect the characteristics of all types of potentially threatening files. From simple signature-based detection to dynamic, sophisticated analysis of malware files, CounterSpy quickly determines whether a file is good or bad—enabling comprehensive detection of both existing and new unidentified threats.

High performance with low impact on system resources

CounterSpy runs seamlessly without significantly impairing system performance. CounterSpy is also designed for an unobtrusive user experience, keeping notification pop-ups and warnings to a minimum.





Advanced anti-rootkit technologies

CounterSpy's all-new anti-rootkit technology finds and disables malicious hidden processes, threats, modules, services, files, Alternate Data Streams (ADS), or registry keys on a user's system. Removing rootkits is supplemented by CounterSpy's FirstScan™, which runs at the system's boot time. FirstScan bypasses the Windows operating system, to directly scan certain locations of the hard drive for malware, removing infections where found.

Real-time monitoring with Active Protection

CounterSpy's Active Protection (AP) delivers real time monitoring and protection against known and unknown malware threats. AP works inside the Windows kernel (the core of the operating system), watching for malware and stopping it before it has a chance to execute on a user's system.

AP incorporates three methods to protect the user: signature matching, comparing a file for an exact match against CounterSpy's definition database; heuristic analysis, which looks at the internal characteristics of a file to determine the likelihood that it is malware; and behavioral analysis, observing the actual actions of a program to determine if it is possibly malware. The combination of these three techniques provides an extraordinarily powerful level of real-time protection to the user.

Note: By default, AP is turned on. When using AP, ensure that there is no other real-time protection software running. This includes other antispysware or antivirus applications. If there is another real-time protection software running, the two programs running together may result in significant performance issues.

Threat data integration

Uniquely, real-time live threat data information from Sunbelt's research center is integrated directly into CounterSpy, using a dedicated window or "active space" in the product. This feature allows Sunbelt researchers to immediately warn customers of any major security outbreaks, and also provides users with a fast and simple way to provide feedback to Sunbelt without exiting the application.

Getting started

CounterSpy is quick to install and easy to setup:

1. Go to <http://www.sunbeltsoftware.com/Home-Home-Office/Anti-Spyware/>.
2. Click "DOWNLOAD FREE TRIAL" to download the installer file.
3. Follow the on-screen instructions.
4. Open CounterSpy by double-clicking the CounterSpy icon on your desktop.
-or-
Click **Start** and then select **Programs>Sunbelt Software>CounterSpy>CounterSpy**.
5. When you start **CounterSpy** for the first time, the **CounterSpy Setup Wizard** opens. Follow the on-screen instructions.





Testing CounterSpy's accuracy

Sunbelt strives to achieve the best possible accuracy by having the fewest possible *false positives*. A false positive is a legitimate file or process incorrectly categorized as malware.

If your review process includes an accuracy test of CounterSpy, these guidelines can assist you:

- When comparing CounterSpy with similar products, test each product with the same set of malware.

Additional resources

Online Help

Get instructions for using and descriptions of all of CounterSpy's features:

1. Download and install CounterSpy.
2. In the toolbar menu, select **Help>Help**.

CounterSpy User Guide

Get instructions for using and descriptions of all of CounterSpy's features:

1. Go to <http://www.sunbeltsoftware.com/Home-Home-Office/Anti-Spyware/>.
2. Click the "User's Guide" tab near the bottom.
3. Click the "CounterSpy User's Guide" link.

Contacting Sunbelt Software

Please do not hesitate to contact us if you have any questions during the review process:

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