

“ This is fantastic.
You have exceeded
my expectations.”

Gerry McCrory

----- Original Message -----
From: pcsupport@pccleanmachine.com
To: Gerry McCrory
Sent: Fri Aug 29 08:35:49 2008

Subject: **First Preventive Maintenance Report**

Dear Gerry,

Good morning. This is the First Preventive Maintenance Service report from **PC Clean Machine** on the status of your computer (HPTEST-PC). Please find attached to this mail the “live log” which is a special security log with information about the tasks done by the technician on your computer. This “live log” will show that the technician repaired and maintained your applications and operating systems files, but was not allowed to access or look at anything personal, including your data, photos, music, etc. It is part of our five part security process, the safest in the world.

Apart from this, we log in and log-off on your computer using our own user account named CleanMachine. This is done so that your desktop settings and preferences are not changed. If you find any difference on your desktop screen when you view it after the maintenance has been done, please log off and log in with your account.

Attached as well is the “Maintenance Report”, which will give you an insight on the list of all the activities our concierge has performed on your computer.

Summary:

- AVG anti-virus 8.0 was installed and scanned to remove 2 infections and 1 Spyware.
- Windows Defender removed 1 infection.
- Removed the malware “Antivirus 2009”
- Error checking was performed on local drive to recover bad sectors.
- Disk cleanup was done to free 315 MB of disk space.
- Average broadband rate: 2.6 Mbps
- Average download speed of 7816 kbps: 2.8 sec
- We have created a user called “CleanMachine:”, so that we can use it to perform the service without affecting your personal account settings.

Observation and Recommendations:

1. We found out as part of our thorough check that “Antivirus 2009” had been installed on your machine. This was identified and removed as part of our normal scan with AVG anti-virus. “Antivirus 2009” is fake anti-virus software giving fake alerts and false interpretations etc. Hence we have uninstalled the same. For more information please go through the details below. Also, I have included some links for your reference which will confirm the same.

What this programs does: Antivirus 2009 is a new rogue anti-spyware program from the same family as Antivirus 2008 <<http://www.bleepingcomputer.com/malware-removal/remove-doctor-antivirus-2008>>. Antivirus 2009 is installed and advertised through the use of misleading web sites that attempt to make you think your computer is infected with a variety of malware. Once installed, Antivirus 2009 will scan your computer and list a variety of fake infections that can't be removed unless you first purchase the software. These infections are fake, though, and only being shown to scare you into purchasing the software.

When Antivirus 2009 is installed, an Internet Explorer browser helper object is also installed that displays fake messages when using Internet Explorer. These messages range from a line at the top of the browser stating an infection was found to adding a box to the Google homepage stating Google detected that your computer was infected. These tactics are just two more methods where Antivirus 2009 uses false information to scare you into purchasing their software. <http://www.2-spyware.com/remove-antivirus-2009.html>, <http://www.bleepingcomputer.com/malware-removal/uninstall-antivirus-2009>

2. The Norton anti-virus subscription on your computer has expired. It would no be able to perform scans unless you renew your subscription. But you don't need to renew the subscription. We have installed AVG 8.0 anti-virus tool, which is an industry leading open source tool. Not only is it cost-free to you, it is rapidly enhanced to combat the latest malwares. We find that it often works better than many of the more common software tools.

Your next preventive maintenance service is scheduled for 29th September, 2008. We look forward to your comments and suggestions.

Thanks and regards,
Director of Concierge Services | Cleanmachine Team

Quick Computer Tip:

How to minimize and maximize all active Programs quickly using Keyboard? Simply press Windows key + M to minimize all active programs and later maximize it using Windows key + Shift + M.