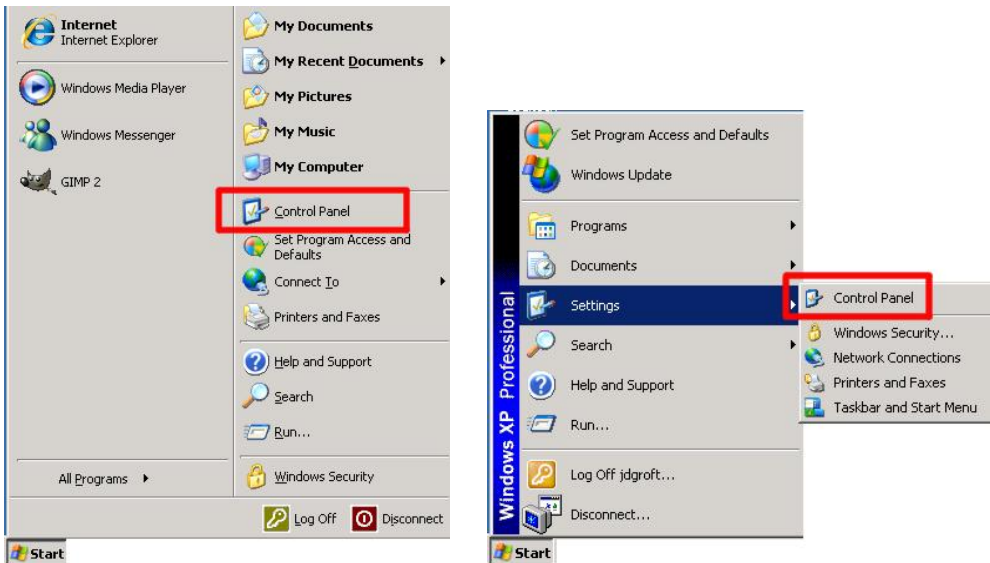


Antivirus Removal

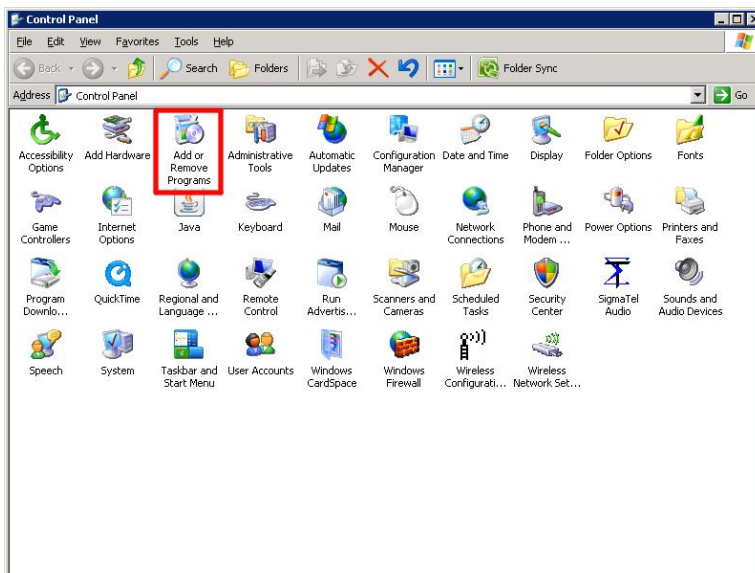
Step 1 - Uninstall your antivirus product using Add/Remove Programs in the Windows Control Panel.

Windows XP:

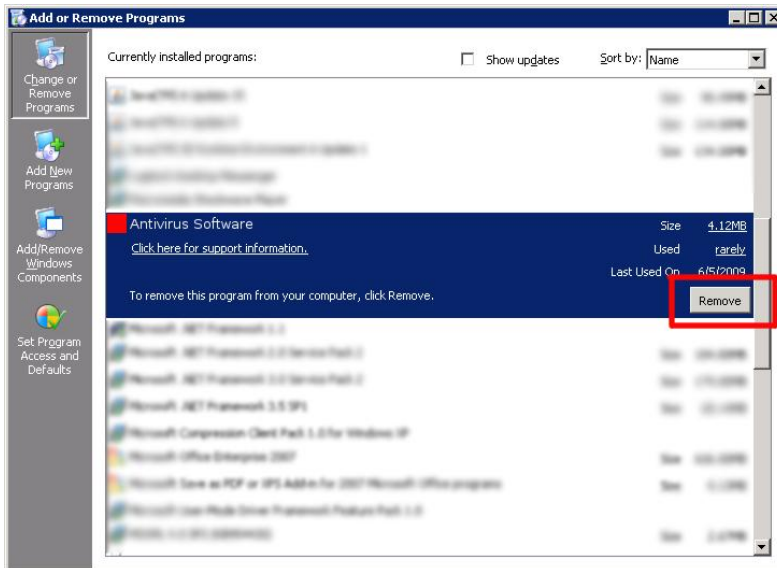
1. Click **Start**, **Control Panel**.



2. Double-click **Add or Remove Programs**.



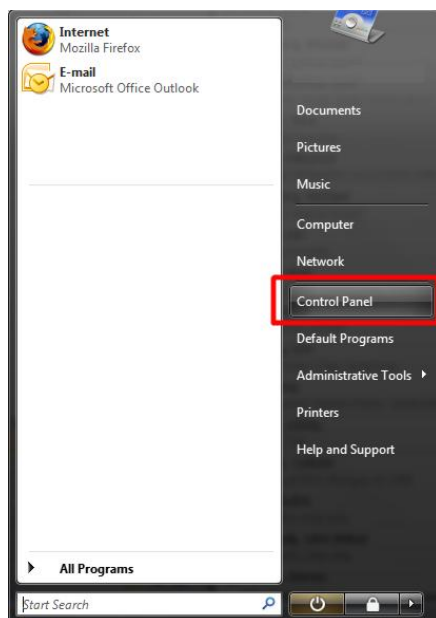
3. Select the antivirus product.
4. Click **Remove** and follow the steps provided.



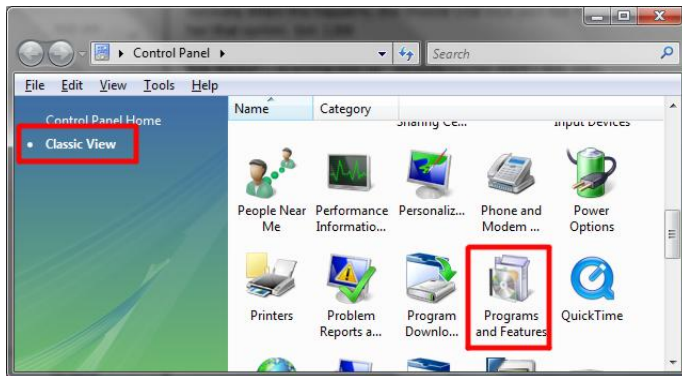
5. Restart your computer after the uninstaller has completed.

Windows Vista:

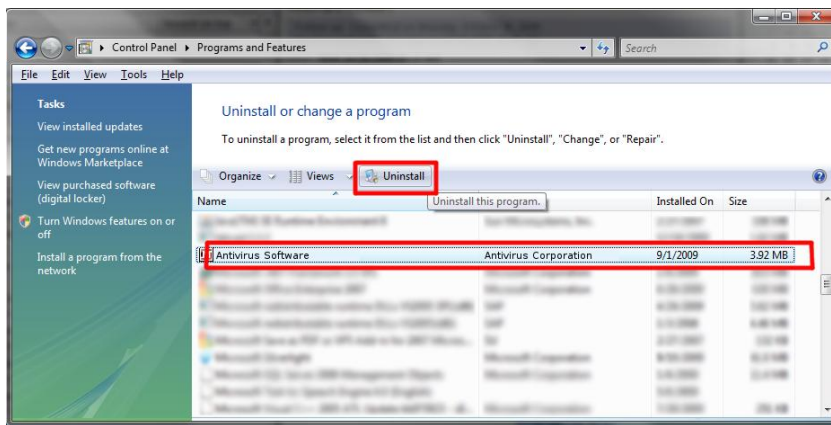
1. Click **Start, Control Panel**.



2. Select **Classic View** in the upper left corner of the control panel window.
3. Double-click **Programs and Features**.



4. Select the antivirus product.
5. Click **Uninstall** and follow the steps provided.



6. Restart your computer after the uninstaller has completed.

Step 2 - Download and run the Norton/Symantec or McAfee removal tool.

NOTE: Proceed with step 2 only if you are removing a Norton or a McAfee product.

1. Download the removal tool for your product.

Norton/Symantec:

ftp://ftp.symantec.com/public/english_us_canada/removal_tools/Norton_Removal_Tool.exe

McAfee:

http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe

2. Click **Save** and save the file to a folder on your computer.
3. Navigate to the folder where the file was saved.
4. Make sure all antivirus windows are closed.
5. Double-click the downloaded program to run the removal tool.

NOTE: Windows Vista users must right-click **Norton_Removal_Tool.exe** or **MCPR.exe** and select **Run as Administrator**.

6. Restart your computer after the removal tool has completed.