



Computer Associates®

eTrust™ PestPatrol® Anti-Spyware

Frequently Asked Questions

Q. What is eTrust PestPatrol Anti-Spyware?

A. eTrust PestPatrol Anti-Spyware detects and removes a wide variety of spyware to protect your PC from unauthorized access, information theft and diminished system performance.

Q. What is spyware?

A. Spyware and adware are non-viral applications (surveillance tools) that are loaded without the user's knowledge and can monitor computer activity including keystroke tracking and capture, email logging, instant message usage and snapshots. Spyware comes in many shapes and sizes: some are simply an annoyance while others threaten security. Here are some common types of spyware:

- **Spyware** – tracks information about you, your computer, and your surfing habits
- **Adware** – displays unwanted advertising that can slow your computer to a crawl
- **Keyloggers** – can record every keystroke you make, then steal your passwords and other personal data
- **Browser Hijackers** – can change your homepage and search results
- **Remote Access Trojans (RATS)** – allows attackers to remotely control your computer

Q. How do I get infected with spyware?

A. Spyware and adware can enter a system in several ways, such as through everyday web browsing, unauthorized software downloads, peer-to-peer file swapping, email attachments, instant messaging and chat sessions, bundles with legitimate software, hacker website downloads, and “drive-by” installs from websites.

Q. Why do I need anti-spyware software?

A. Spyware can lead to anything from PC crashes to increased spam to identity theft. These threats are rapidly proliferating and represent a major security and privacy risk, therefore requiring a solution.

Q. If I already have antivirus software, do I need anti-spyware software?

A. Your antivirus protection is important — it detects and removes viral threats. But your PC can be infected with other dangers such as spyware. Anti-Spyware software is designed to stop these threats, which have unique properties that can remain hidden on your PC and cause havoc. eTrust PestPatrol detects and removes a wide range of spyware threats, making it a powerful complement to your antivirus defense.

Q. Why not use free anti-spyware software?

A. Free anti-spyware typically does not offer all of the functionality that is available in eTrust PestPatrol, such as real-time protection, a pest information database, logging, support and automatic updates. Also, ‘freeware’ products typically cannot afford to invest heavily in research and development, meaning their solutions may not be as effective in detecting and removing a wide range of threats. In addition, freeware products usually do not offer the same level of customer service and technical support.

Q. What are the key features of eTrust PestPatrol Anti-Spyware?

A. eTrust PestPatrol Anti-Spyware detects and removes spyware, adware, Trojan horses, browser hijackers, keyloggers and other web-based threats in real-time. It provides an easy-to-use interface with automatic pest definition updates, on-demand or scheduled scanning, automated alerts and logs, and is supported by one of the largest spyware research facilities in the world, the CA Security Advisory Team. eTrust PestPatrol proactively protects your PC against new spyware threats and generally improves PC performance.