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As a computer professional I am also the local family and friend resource for PC problems. Most of my calls are systems running slow or crashing periodically. My first action now for these calls is to run one or more spyware removal tools and install a popup blocker. Often a user will install something like Gator intentionally because it promises to store all of their passwords for them, they do not realize it will have any other effects or that it can be difficult to remove. Other items such as the Weatherbug may install software without the user being aware at all. I do not think there will be any lasting way to help these people keep control of their own PC's without some government legislation to assist.

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