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Conversation: Spyware Workshop - Comment, P044509
Subject: Spyware Workshop - Comment, P044509

I am a personal computer technician on the west coast. Over the last year, I have had a lot of experience in dealing with clients' computers that are infested with spyware, adware, and so-called browser hijackers. My comment is this. I have noticed amongst my new clients a startling lack of knowledge about the dangers of downloading purported free software and from browsing - shall we say, less than reputable sites. After restoring their computers to functionality (I have yet to find one I could not repair, albeit with some time and effort, not to mention expense) I try to educate my clients on "safe surfing" habits, or simple changes to ones set up (e.g. not routinely using the computer under an account with unnecessary administrator privileges). I do not think it is a coincidence that most computer techs have little or no problem with spyware, adware or hijackers (not to mention viruses) on their own personal computers. Knowledge is power as they say, and while it may to difficult to effectively regulate the "wild, wild west" of the internet, one thing the FTC has the ability to do effectively is mount an educational campaign. Thanks for your attention.

Mark Lansing