



Be a Hero to Your Clients

With Virus Remediation Training
From Viruseminars.com

Testimonials from graduates of the Virus Remediation Training:

“My technicians said the training was excellent. And, after just the first session two of my technicians learned a technique that helped them solve a problem that very day.”

*John Tate
Director of Technology Services
xNet Systems, Inc.*

“This training was proven valuable almost immediately as one of my clients had a rootkit virus, one of the most difficult to remove. Because of this training, I was able to isolate and remove the virus quickly, as well as provide valuable tips to the client to prevent future attacks.”

*W. Scott Latinis, COO
Paladin Intellectuals, Inc.*

“My time to repair virus and spyware infections has dropped to less than an hour and a half, and I’m confident now that I can fix any of these problems.”

*Andrew Nugent
Computer Technician
DeviceLogix*

Malware is the #1 Problem Facing Your Clients Today

A recent survey of computer repair shops and IT Support organizations revealed that:

- Technicians may spend from three hours to three days on virus and spyware cleanup — just to have the malware return soon after the client resumes using the computer
- When this happens, your company looks bad and the client is unhappy
- In spite of all the anti-virus, anti-spyware and firewall programs that may be installed, sophisticated malware can avoid detection and removal

The Old Solutions Don’t Work Any More

- Viruses have become far more resistant to many of the traditional removal tools
- Even the best tools, used improperly, may still be unable to remove the infection
- Viruses often block the technician from accessing the programs they would normally use to find and remove malware
- Re-imaging the hard drive, while favored by many technicians, is rarely the solution the client wants — the end result is frequently a computer that is very different from what the client had before the infection

What Is the Solution?

Education • Tools • Methodology

- Education — One day of hands-on classroom training
- Tools — Training includes proprietary Virus Repair Toolkit on CD-ROM
- Methodology — Step-by-step procedure that produces the following results:
 - ⇒ Repairs completed in less than two hours
 - ⇒ Over 90% of malware detected and removed
 - ⇒ Reinfection rate of less than 10%

What is Included?

- Training delivered in public venues in various cities
- Detailed workbooks, in hard copy and .pdf files
- Virus Repair Toolkit on CD-ROM
- On-site training available to train multiple technicians at your location

To schedule training for your organization
Or for additional information, please contact

The Virus Doctor™

14300 Cornerstone Village Drive, Suite 321

Houston, TX 77014-1276

(281) 537-0252

www.viruseminars.com





Virus Remediation Training

Workshop Agenda

Who should attend?

- Computer support technicians with A+ Certification or equivalent experience
- Help desk and technical support staff
- Computer consultants
- Note that this course is not intended for main-stream computer users

I'm looking forward to attending the Virus Remediation Training.

Please register me for the training session at the location selected below:

- August 17 – Lafayette, LA
- August 18 – Beaumont, TX
- August 25 – Houston, TX
- August 30 – Colorado Springs, CO
- August 31 – Denver, CO
- September 7 – Omaha, NE
- September 8 – Dallas, TX
- September 15 – Houston, TX
- September 22 – Buffalo, NY
- September 28 – Atlanta, GA

9:00 – 10:00 *Introduction, definitions and terminology, scope of the problem, and learning objectives for the day*

10:00 – 12:00 *Session I, Understanding the Windows Registry*

- Internal structure of the Registry – Hives, keys, subkeys, and values
- Data types and examples of each
- Adding subkeys and values to the Registry
- Safely editing the Registry
- Working with Users, Control Sets, Services, Permissions, and more...

12:00 – 1:00 *Lunch (on your own)*

1:00 – 3:00 *Session II, Virus Remediation Methodology*

- 6 Steps to Virus Repair – Overview
- Find, identify, and terminate viral processes
- Determine activation method and eliminate it
- Prepare for deep scan with trusted tools
- Dealing with exceptional conditions
- 10 Steps to a successful re-imaging, if you must

3:00 – 5:00 *Lab Session, Using the Virus Repair Toolkit –*

Bring in an infected computer and put this training to immediate use!

PLEASE PROVIDE THE FOLLOWING INFORMATION:

Mr. _____
 Ms. _____
 Name and Title _____
 E-mail Address _____
 Organization _____
 Mailing Address _____
 City, State, Zip _____
 Telephone _____ Ext. _____ Fax _____

PAYMENT INFORMATION (due before the workshop)

Enrollment fee: \$495 per person

If you have three or more individuals who require training, contact us for discount information or to discuss on-site training.
Please call (281) 537-0252 or e-mail sales@thevirusdoc.com.

Check enclosed payable to:
The TeleProcessors, Inc.
 14300 Cornerstone Village Drive, Suite 321
 Houston, TX 77014-1276

Charge to my: VISA MasterCard American Express

Card number _____

Expiration date _____ Security Code _____

Signature _____

