

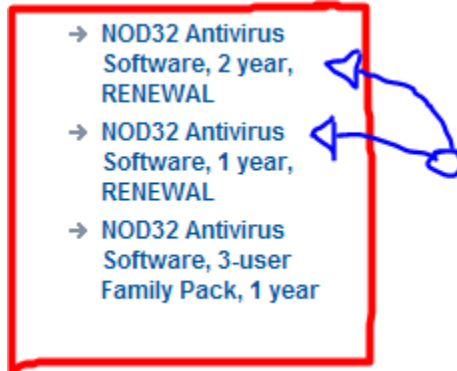
NOD32 Antivirus Renewal Procedure

Hi there, it's your friendly neighborhood computer guy here (Dean Truax) to remind you that your antivirus software, NOD32, which has been diligently protecting your system from internet nasties has sadly expired. The good news is, it's only a fraction of what you originally paid (\$39) to renew, which should be about \$27.31.

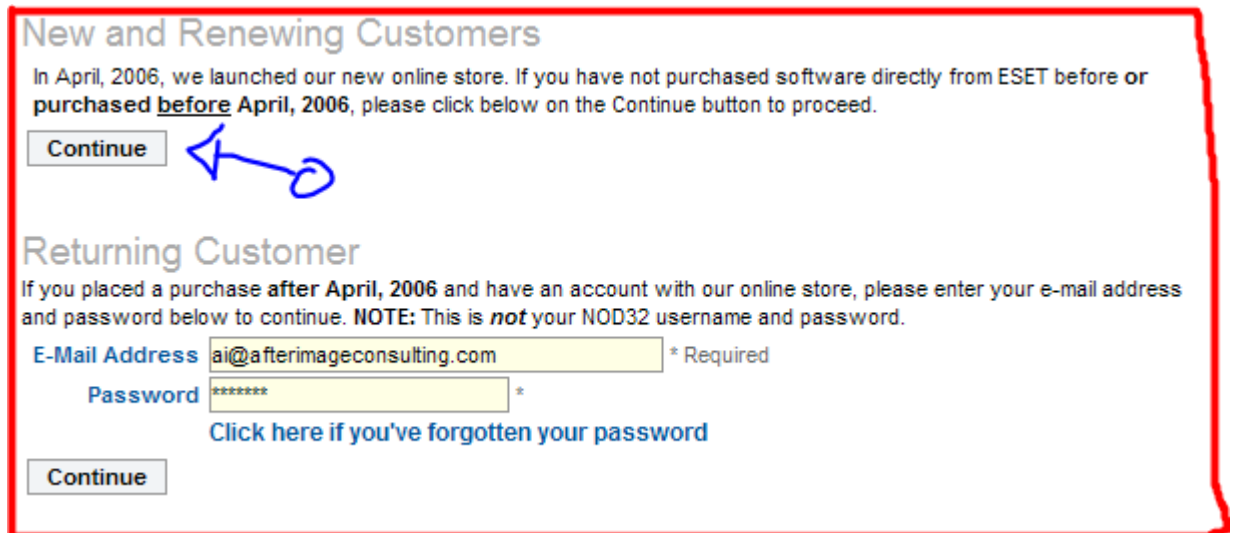
You can click here to renew it online:

<http://www.shareasale.com/r.cfm?B=34676&U=158195&M=7562>

1. When the web page comes up, find the package you want to purchase (either 1- or 2-year renewal, whichever you prefer):

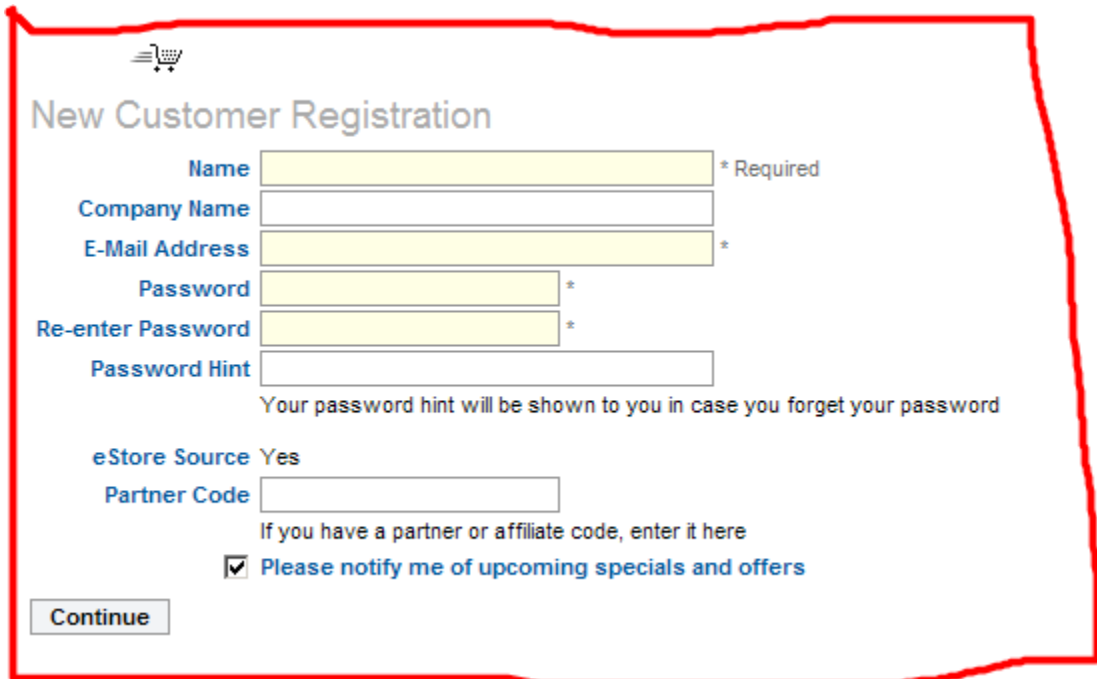


2. Click on **Add to Shopping Cart**.
3. On the next screen, click on **Proceed to Checkout**.
4. On the next screen, click **Continue** under the **New and Renewing Customers** section. If you used this procedure before, type in the e-mail address and password you used under the **Returning Customer** section and hit **Continue**.



A screenshot of a web page showing the "New and Renewing Customers" section. The section is titled "New and Renewing Customers" and contains the following text: "In April, 2006, we launched our new online store. If you have not purchased software directly from ESET before or purchased **before April, 2006**, please click below on the Continue button to proceed." Below this text is a "Continue" button. A blue arrow points from the right side of the page to the "Continue" button. Below the "Continue" button is the "Returning Customer" section, which is titled "Returning Customer" and contains the following text: "If you placed a purchase **after April, 2006** and have an account with our online store, please enter your e-mail address and password below to continue. **NOTE:** This is *not* your NOD32 username and password." Below this text are two input fields: "E-Mail Address" with the value "ai@afterimageconsulting.com" and "Password" with the value "*****". Both fields are followed by an asterisk and the word "Required". Below the input fields is a link that says "Click here if you've forgotten your password". At the bottom of the section is a "Continue" button.

5. On the New Customer Registration Screen, type in the appropriate info and click **Continue**. You can make up a password here... just try to make it something you'll remember next year. ;) There is no partner code, so leave that blank.

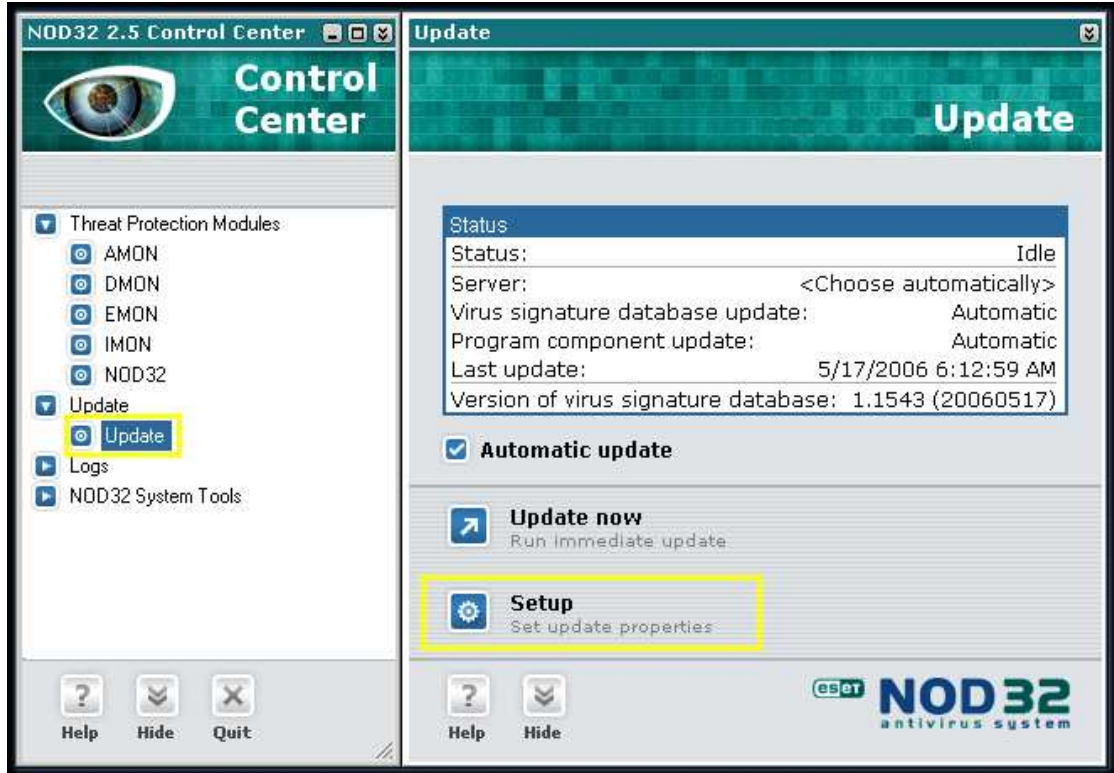


The image shows a web form titled "New Customer Registration" enclosed in a red hand-drawn border. At the top left of the form is a shopping cart icon. The form fields are: "Name" (required), "Company Name", "E-Mail Address" (required), "Password" (required), "Re-enter Password" (required), and "Password Hint". Below the password fields is a note: "Your password hint will be shown to you in case you forget your password". There are also fields for "eStore Source" (set to "Yes"), "Partner Code", and a checkbox for "Please notify me of upcoming specials and offers". A "Continue" button is at the bottom left of the form.

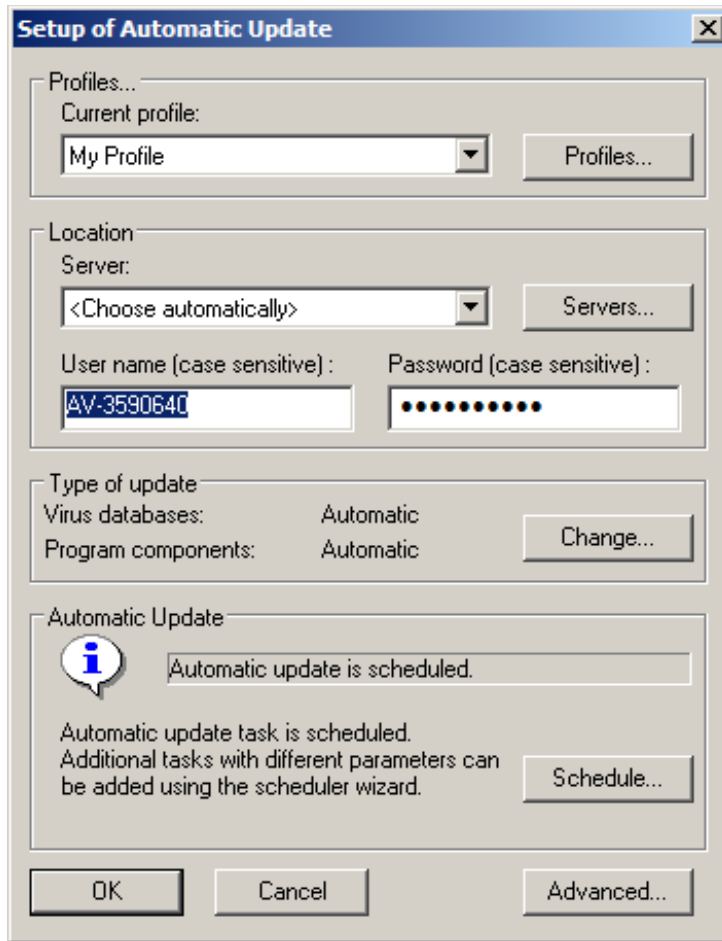
6. Follow the remainder of the on-screen instructions (input credit card information, etc.) and you should receive your new username & password, plus the renewal instructions in your e-mail.
7. Check your e-mail for a message from ESET, and locate the username and password information in the e-mail message. The username starts with AV- and is followed by a 7-digit #, and the password is a random alphanumeric string.
8. Click on the white & aqua NOD32 icon in the lower-right hand corner of your screen, near the clock.



9. On the NOD32 Control Center screen, click on **Update** in the left-hand pane, then **Setup** in the right-hand pane as shown below.



10. On the Setup of Automatic Update screen, replace the existing User name and password with the one from the e-mail referenced in steps 6 & 7. Both are case-sensitive, so copy them *exactly*. Hit OK when you are done.



11. In the control center / update screen, click on **Update Now** to receive the latest definitions.

If you need any help with this, or would rather not give your CC# online, we can process it over the phone (and help with the procedure as well). Give me a call at 360-883-9746 and we can go from there.

Take care,

Dean



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