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- Setting Up the Default Printer

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Setting Up the Default Printer

Norton Utilities Administrator Menu Commands

These commands appear in the Norton Console menu bar when the Norton Utilities Administrator is installed. See the Norton Console Help for information on the Console menu commands.

Configure

- Utilities...

Tools

- Utilities

Utilities... (Configure menu)

See Also

Use this command to configure the General configuration, Disk Doctor agent default and Rescue Disk default settings.

Changing the General Configuration Settings
Changing the Default Disk Doctor Settings
Changing the Default Rescue Disk Settings

Utilities (Tools menu)

See Also

Use this command to open the default Utilities database.

Opening the Default Utilities Database

Mouse and Keyboard Operations

See Also

To help you navigate, Norton Utilities Administrator supports many mouse and keyboard operations. Some of the most helpful include:

Double-click

on Close dialog box or window, or exit Norton Utilities Administrator.

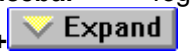
↑ Select available settings.

Select available settings.

→ Move the cursor one character to the right.

← Move the cursor one character to the left.

Spacebar Toggle options between enabled and disabled, or press a command button.

Alt+ 

Activate the prompt button to open a drop-down list or combination box.

Tab Move forward through a dialog box.

Shift+Tab Move backward through a dialog box.

Alt+Tab Make the next application window active.

Alt+Tab,... Cycle through applications while pressing tab. Release Alt when you reach the desired application.

Alt+Spacebar Activate the Control menu.

Alt+F4 Exit Norton Utilities Administrator.

Norton Utilities Administrator Menu Commands
Overview of Norton Utilities Administrator

Overview of Norton Utilities Administrator

See Also

The Norton Utilities Administrator is a network-based tool that allows you to maintain the data integrity of your workstations from a central location.

The components that make up the Norton Utilities Administrator are:

Norton Disk Doctor Agent diagnoses and repairs workstation hard disks. It is a DOS program that is stored on the network and runs on the workstation. It sends information to and reads information from the network-based Norton Utilities Administrator database.

There are two Disk Doctor Agent files: NDDNET.EXE and NDDNETB.EXE. If you experience out of memory problems when running NDDNET.EXE from the login script, you should use NDDNETB.EXE instead. For more information on these agents, choose ReadMe File from the Help menu to display the README.TXT file.

Rescue Agent saves system-critical information for the workstation to the network. It is a DOS program that is stored on the network and runs on the workstation. It sends information to and reads information from the Norton Utilities Administrator database.

There are two Rescue Agent files: NARESCUE.EXE and RESCUEB.EXE. If you experience out of memory problems when running NARESCUE.EXE from the login script, you should use RESCUEB.EXE instead. For more information on these agents, choose ReadMe File from the Help menu to display the README.TXT file.

Norton Console or Norton Administrator for Networks (NAN) allows you to view and manage your Norton Utilities Administrator database, and configure the agents. The Norton Console and the NAN Console are Windows applications.

The agents can be executed from the network login script or the DOS command line. When executed, the agent checks its instructions in the configuration file and then performs its work. After the agent is finished, it send information to the database.

The network administrator uses the Norton Console to view database records and if necessary, set up the agent to perform repairs.

Changing the General Configuration Settings
Changing the Default Disk Doctor Settings
Changing the Default Rescue Disk Settings
Opening the Default Utilities Database
Viewing the Workstation Status Report

Expand

Viewing the Workstation Status Report

See Also Panel Settings

The workstation Status Report allows you to see when the agents were last run, the status of the last Disk Doctor tests and the full disk report. Also, you can create Undo and Rescue disks for the workstation.

To view the Status Report for a record:

1. Select the desired record in the database window.
2. Click Detail in the button bar.
   Or,
   Choose Modify... from the Edit menu.
3. Click the Unrepaired Error search button (or) to find the next record with unrepaired errors.
   Or,
   Click the Record search button to find the next record.

TIP: To quickly view the record details, double-click the desired record.

Setting the Disk Doctor Agent to Repair a Workstation
Displaying the Full Report for a Workstation Disk
Creating an Undo Disk for a Workstation
Creating a Rescue Disk for a Workstation

Expand

Setting the Disk Doctor Agent to Repair a Workstation

See Also Panel Settings

If you did not set up the Disk Doctor agent to Auto Repair, you should monitor the database regularly for records with Unrepaired Errors. You can then either repair errors yourself or set up Norton Disk Doctor to repair the errors the next time it runs.

To repair unrepaired errors:

1. Double-click the desired record in the database window.
2. Select Status Report from the Categories list box.
3. Select the desired drive from the Drive list box.
4. Look at the Status column for problems marked Not Fixed and check the Repair On Next Run? check box for each problem you want repaired.
5. To find the next drive or record with unrepaired errors, click the Unrepaired Error search button (or).

Viewing the Workstation Status Report
Displaying the Full Report for a Workstation Disk
Creating an Undo Disk for a Workstation
Creating a Rescue Disk for a Workstation

Expand

Displaying the Full Report for a Workstation Disk

See Also Dialog Box Settings

Every time the Norton Disk Doctor agent runs it creates a detailed report on the disks it has diagnosed and if necessary, repaired. Norton Utilities Administrator stores only the latest report. You can view and print the report.

To view and print a report for the disk:

1. Double-click the desired record.
2. Select Status Report from the Categories list box.
3. Select the desired drive from the Drive list box.
4. Click Show Full Report.
5. Click Print.

Viewing the Workstation Status Report
Setting the Disk Doctor Agent to Repair a Workstation
Creating an Undo Disk for a Workstation
Creating a Rescue Disk for a Workstation

Expand

Creating an Undo Disk for a Workstation

See Also Dialog Box Settings

In order to create an Undo Disk, undo information must have been saved in the database. The agent must have been configured to save the undo data before the repair was made.

NOTE: Do not use the Undo Disk if the workstation user has saved, deleted, or copied files after the repairs were made. Any attempt to do so may result in loss of data. Also, do not attempt to undo repairs if Norton Disk Doctor has found any physical abnormalities on the workstation's disk surface.

To create an Undo Disk:

1. Double-click the desired record.
2. Select Status Report from the Categories list box.
3. Select the desired drive from the Drive list box.
4. Click Create Undo Disk.
5. From the Drive drop-down list box, select the drive on which you want the undo information stored. Be sure to select a type of drive (3 1/2-inch drive or 5 1/4-inch drive) that is available on the workstation.
6. Change the media type, if necessary.
7. Insert a diskette into the specified drive.
8. If necessary, check the Format Diskette Before Copying Files check box.
9. Click OK and follow the directions that appear next.

Using the Undo Disk
Viewing the Workstation Status Report
Setting the Disk Doctor Agent to Repair a Workstation
Displaying the Full Report for a Workstation Disk
Creating a Rescue Disk for a Workstation

Expand

Creating a Rescue Disk for a Workstation

See Also Dialog Box Settings

Create a Rescue Disk when the workstation cannot boot. In order to create a Rescue Disk, the Rescue agent must have been run on the workstation.

To create a Rescue Disk:

1. Double-click the desired record.
2. Select Status Report from the Categories list box.
3. Click Create Rescue Disk.
4. From the Drive drop-down list box, select the drive on which you want the rescue information stored.
   This *must* be the same type of drive (3 1/2-inch drive or 5 1/4-inch drive) from which the workstation will boot.
5. Change the media type, if necessary.
6. Insert a diskette into the specified drive.
7. If necessary, check the Format Diskette Before Copying Files check box.
8. Check the Rescue Items list box to make sure that all the necessary files are included and click items to select or deselect them individually.
   Or,
   Click the Select All command button to select all the files in the list.
   Or,
   Click the Deselect All command button to deselect all the files in the list.
9. Click the Add File command button to browse for a file to add.
10. Make sure that the total size does not exceed the capacity of the media type.
11. Click OK and follow the directions that appear next.

Using the Rescue Disk
Viewing the Workstation Status Report
Setting the Disk Doctor Agent to Repair a Workstation
Displaying the Full Report for a Workstation Disk
Creating an Undo Disk for a Workstation

Expand

Customizing the Disk Doctor Agent for the Workstation

See Also Panel Settings

You can modify the default Disk Doctor agent settings for a workstation by modifying its record. In addition to the regular settings, there are special settings in the record that allow you to perform a surface test, skip individual tests that may be incompatible with the workstation hardware, and exclude drives from testing.

To customize the Disk Doctor settings:

1. In the database window, double-click the desired workstation record.
2. Select Disk Doctor from the Categories list box.
3. Change the desired settings.
4. Click OK.
   These new settings will stay in effect until you click the Reset to Default command button.

Creating a Custom Disk Doctor Message for the Workstation
Setting Up Disk Doctor to Perform a Surface Test
Fixing Disk Doctor Compatibility Problems
Resetting Disk Doctor Agent Workstation Defaults

Expand

Creating a Custom Disk Doctor Message for the Workstation

See Also Dialog Box Settings

This custom message will appear on the workstation user's monitor whenever the Disk Doctor agent detects a problem, but doesn't auto-repair it. This workstation message will replace any message created for the default Disk Doctor settings.

To create a workstation Disk Doctor message:

1. In the database window, double-click the desired workstation record.
2. Select Disk Doctor from the Categories list box.
3. Click the Message command button.
4. Check the Prompt With Custom Message check box.
5. Enter the message in the Message Text box.
4. Click OK.

Creating a Default Disk Doctor Message
Customizing the Disk Doctor Agent for the Workstation
Setting Up Disk Doctor to Perform a Surface Test
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Resetting Disk Doctor Agent Workstation Defaults

Expand

Setting Up Disk Doctor to Perform a Surface Test

See Also Dialog Box Settings

On a hard disk, the surface test checks the disk's surface for abnormalities that could affect the storage of data and files. On a compressed drive, this test checks to see if each of the files can be decompressed. Because this test is time-consuming, it should be set up to run when the user will not need their workstation.

To perform a surface test:

1. In the database window, double-click the desired workstation record.
2. Select Disk Doctor from the Categories list box.
3. Click Advanced.
4. Check the Perform Surface Test on Next Run check box.
5. Select the desired What to Test and Type of Test options.
6. Click OK.

Fixing Disk Doctor Compatibility Problems
Customizing the Disk Doctor Agent for the Workstation
Creating a Custom Disk Doctor Message for the Workstation
Fixing Disk Doctor Compatibility Problems
Resetting Disk Doctor Agent Workstation Defaults

Expand

Fixing Disk Doctor Compatibility Problems

See Also Dialog Box Settings

In older computers that are not 100% IBM-compatible, there may be problems running certain Disk Doctor Tests. To avoid these problems, you can select specific tests to skip or exclude drives from testing.

To skip Norton Disk Doctor tests:

1. In the database window, double-click the desired workstation record.
2. Select Disk Doctor from the Categories list box.
3. Click Advanced.
4. Check the tests to skip.
5. If you want to exclude drives, enter the drive letters (separated by spaces) in the Drives text box. For example, `D: E:` excludes drives D: and E:.
6. Click OK.

Customizing the Disk Doctor Agent for the Workstation
Creating a Custom Disk Doctor Message for the Workstation
Setting Up Disk Doctor to Perform a Surface Test
Resetting Disk Doctor Agent Workstation Defaults

Expand

Resetting Disk Doctor Agent Workstation Defaults

See Also Panel Settings

If you only want to make temporary changes to a workstation's default Disk Doctor agent settings, be sure to reset the defaults after the agent has run with the custom settings. If you forget, any changes to the default settings will not be updated for that workstation.

To return to the default settings:

1. In the database window, double-click the desired workstation record.
2. Select Disk Doctor from the Categories list box.
3. Click Reset to Default.
4. Click OK.

Customizing the Disk Doctor Agent for the Workstation
Creating a Custom Disk Doctor Message for the Workstation
Setting Up Disk Doctor to Perform a Surface Test
Fixing Disk Doctor Compatibility Problems

Expand

Customizing the Rescue Agent for the Workstation

See Also Panel Settings

You can modify the default Rescue agent settings for a workstation by modifying its record.

To customize the Rescue Disk settings:

1. In the database window, double-click the desired workstation record.
2. Select Rescue Disk from the Categories list box.
3. Change the desired settings.
4. Click OK.
   These new settings will stay in effect until you click the Reset to Default command button.

Resetting Rescue Agent Workstation Defaults

Expand

Resetting Rescue Agent Workstation Defaults

See Also Panel Settings

If you only want to make temporary changes to a workstation's default Rescue agent settings, be sure to reset the defaults after the agent has run with the custom settings. If you forget, any changes to the default settings will not be updated for that workstation.

To return to the default settings:

1. In the database window, double-click the desired workstation record.
2. Select Rescue Disk from the Categories list box.
3. Click Reset to Default.
4. Click OK.

Customizing the Rescue Agent for the Workstation

Expand

Opening the Default Utilities Database

See Also Database Window

The Utilities database contains a record any workstation that runs the Disk Doctor or Rescue agent.

To open the Utilities database:

- Choose Utilities from the Tools menu.

Or,

- Click Utilities in the console Toolbar.

Refreshing the Database Window
Setting the Default Data Directory

Expand

Deleting Records from the Database

See Also Database Window

In most cases, you will only need to delete a record when the workstation is no longer used.

To delete a record:

- Click Delete in the database window button bar.

Refreshing the Database Window
Creating a Norton Utilities Administrator Chart

Expand

Refreshing the Database Window

See Also Database Window

After you open the database window, the information in it is not updated until the database is refreshed or the window is closed and reopened.

To refresh the database window:

- Click Refresh in the database window button bar.

Deleting Records from the Database
Creating a Norton Utilities Administrator Chart

Expand

Creating a Norton Utilities Administrator Chart

See Also Dialog Box Settings

The Norton Utilities Administrator comes with its own set of standard charts. You can copy a chart to the clipboard or print a chart from the chart window. You can modify a chart using the Norton Console Chart commands.

To select a Norton Utilities Administrator chart:

1. Open the database for which you want to generate the chart.
2. Click Chart in the database window button bar.
3. Select the desired chart.
4. Click OK. The chart window opens.
5. Click Copy to copy the chart to the clipboard.
6. Click Print to send the chart to the default printer.
7. Double-click the control-menu to close the Chart window.
   Or,
   Choose Close from the control-menu.

Deleting Records from the Database
Refreshing the Database Window

Changing the General Configuration Settings

See Also Panel Settings

These default settings affect both the Disk Doctor and Rescue agents.

To change the General Configuration settings:

1. Choose Utilities... from the Configure menu.
2. Select General from the Categories list box.
3. Change the desired settings.
4. Click OK..

Changing the Default Disk Doctor Settings
Creating a Default Disk Doctor Message
Changing the Default Rescue Disk Settings

Changing the Default Disk Doctor Settings

See Also Panel Settings

These default settings are used to determine how the Disk Doctor agent performs its work. You can override the default settings for individual workstations by changing the settings in the workstation record.

To change the default Disk Doctor settings:

1. Choose Utilities... from the Configure menu.
2. Select Disk Doctor from the Categories list box.
3. Change the desired settings.
4. Click OK..

Changing the General Configuration Settings
Creating a Default Disk Doctor Message
Changing the Default Rescue Disk Settings

Expand

Creating a Default Disk Doctor Message

See Also Dialog Box Settings

The message is displayed on the monitor of any workstation in which the Disk Doctor agent detects a problem on the workstation drive, but doesn't auto-repair it. If you want to create a different message for a specific workstation, you can edit the workstations database record.

To create a default Disk Doctor message:

1. Choose Utilities... from the Configure menu.
2. Select Disk Doctor from the Categories list box.
3. Click the Message command button.
4. Check the Prompt With Custom Message check box.
5. Enter the message in the Message Text box.
4. Click OK.

Creating a Custom Disk Doctor Message for the Workstation
Changing the General Configuration Settings
Changing the Default Disk Doctor Settings
Changing the Default Rescue Disk Settings

Changing the Default Rescue Disk Settings

See Also Panel Settings

These default settings are used to determine how the Rescue agent performs its work. You can override the default settings for individual workstations by changing the settings in the workstation record.

To change the default Rescue Disk settings:

1. Choose Utilities... from the Configure menu.
2. Select Rescue Disk from the Categories list box.
3. Change the desired settings.
4. Click OK..

Changing the General Configuration Settings
Changing the Default Disk Doctor Settings
Creating a Default Disk Doctor Message

Expand

Using the Rescue Disk

See Also

Use the Rescue Disk when a workstation is unable to start up normally. Use only the Rescue Disk that was created for that workstation. The following procedure assumes your rescue disk is a bootable diskette.

CAUTION: Make sure that the DOS version installed on the bootable diskette is identical to the DOS version installed on the workstation. For example, if you intend to restore a computer that has DOS 5.0 installed on it, do not use a bootable diskette with DOS 6.0 system files installed on it.

NOTE: Some computers, such as AST Premium II's, are set up to boot from the C: drive without first checking the A: drive. You can change this CMOS setting by running your computer's SETUP program. See your computer's documentation for changing this setting.

To restore information from your rescue diskette:

1. Insert the rescue diskette for the workstation into the A: drive.
2. Press the computer's reset button or turn the computer off and then on.
3. Once the A: prompt appears, type `RESCUE` and press Enter.
4. Select Restore.
5. Select the items from the Items To Restore group box that are needed to restore the workstation.
6. Select Restore.
7. Select Yes for each item you want restored.
   The restore process prompts you to confirm the restoration of each item. After the restore process is complete, a dialog box appears instructing you to restart the computer.
8. Remove the rescue diskette from the disk drive.
9. Select Reset or press the computer's reset button.

After restoring information to your hard drive, use Norton Disk Doctor on the Rescue Disk to check and if necessary, repair your hard drive. Norton Disk Doctor will help you find lost clusters and invalid directories that may cause problems later. When you know that the disk is fine, you can copy any of the files from the Rescue disk that are needed to restore the hard disk to its original condition.

Creating a Rescue Disk for a Workstation

Expand

Using the Undo Disk

See Also

To use the Undo disk, you will need to run Norton Disk Doctor for DOS on the workstation. To run Norton Disk Doctor, you can either create and use a Rescue disk or use the Emergency Disk that comes with the Norton Utilities.

CAUTION: Do not use the Undo Disk if the workstation user has saved, deleted, or copied files after the repairs were made. Any attempt to do so may result in loss of data. Also, do not attempt to undo repairs if Norton Disk Doctor has found any physical abnormalities on the workstation's disk surface.

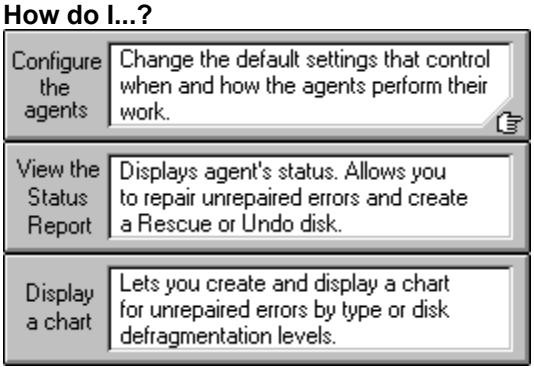
To use the Undo disk:

1. Insert the Rescue disk or Emergency disk into the workstation floppy disk drive.
2. Switch to the appropriate drive by typing A: or B: and pressing Enter.
3. Type NDD.
4. Choose Undo Changes.
5. Click Yes to continue.
6. Insert the Undo disk into the floppy drive.
7. Select letter of the drive which contains the Undo disk and click OK.
   Follow the instructions that appear on-screen.

Creating an Undo Disk for a Workstation

QuickHelp

How do I...?



Configure
General
Configure
Disk Doctor
Configure
Rescue Disk

General Configuration panel (Configure dialog box)

Use this dialog box to configure the settings that affect both the Disk Doctor and Rescue agents.

General Configuration group box

- Enable Norton Utilities Agents check box
- Database text box and Browse button
- Display Progress Messages check box
- Allow Agents To Be Disabled Using Either Control Key check box

Enable Norton Utilities Agents check box
Check to allow the Disk Doctor and Rescue agents to run.

Database text box and Browse button
Enter the name and location of the database in which the agents will store data or click the Browse button to search for a database.

Display Progress Messages check box
Check to have the Disk Doctor and Rescue agents display their progress messages when performing their work.

Allow Agents To Be Disabled Using Either Control Key check box
Check to allow the workstation user to disable the Disk Doctor and Rescue agents at startup by holding down either Ctrl key.

Disk Doctor Default Settings panel (Configure dialog box)

Use this dialog box to configure the default settings for the Disk Doctor agent.

Disk Doctor Default Settings group box

- When To Run drop-down list box
- Auto Repair option buttons
- Status Report Only option buttons
- Always Auto-repair Lost Clusters If Fewer Than *n* Chains check box and text box
- Save Lost Clusters As Files option button
- Delete Lost Clusters option button
- Save Undo File To Database option button
- Make Repairs Without Undo File
- Message... button

When To Run drop-down list box
Select the frequency that the Disk Doctor agent is to be run.

Auto Repair option buttons
Select to perform repairs automatically for each type of test.

Status Report Only option buttons
Select to store problem information in the Status Report. From the Status Report you can choose to repair each type of problem the next time the Disk Doctor agent is run.

Always Auto-repair Lost Clusters If Fewer Than *n* Chains check box and text box
Check to repair lost clusters automatically, even if Auto Repair is not selected for Directory Structures. Enter a limit number or click the spin buttons to select a number.

Save Lost Clusters As Files option button
Select to save lost clusters to files in the root directory of the repaired drive. Files are named *0000*._dd where *0000* identifies the file. This number is incremented each time a lost cluster file is created for that drive.

Delete Lost Clusters option button
Select to delete any lost clusters.

Save Undo File To Database option button
Select to have the Disk Doctor agent save Undo information to the database after it performs a repair.

Make Repairs Without Undo File
Select to have the Disk Doctor agent perform repairs without saving Undo information.

Message... button
Click to display the Disk Doctor Message dialog box.

Disk Doctor Message dialog box

Use this dialog box to have the Disk Doctor agent display a custom message when an error is encountered, but not automatically repaired. You can create both a global message and workstation-specific messages.

Prompt With Custom Message check box

Message Text text box

Prompt With Custom Message check box
Check to display the contents of the Message Text box.

Message Text text box
Enter a message to be displayed on the workstation.

Rescue Disk Default Settings panel (Configure dialog box)

Use this dialog box to configure the default settings for the Rescue agent.

Rescue Disk Default Settings group box

- When To Run drop-down list box
- DOS System Files, AUTOEXEC.BAT, and CONFIG.SYS check box
- Important Device Drivers and TSRs check box

When To Run drop-down list box
Select the frequency that the Rescue agent is to be run.

DOS System Files, AUTOEXEC.BAT, and CONFIG.SYS check box
Check to have the Rescue agent store the DOS System, AUTOEXEC.BAT, and CONFIG.SYS files.

Important Device Drivers and TSRs check box
Check to have the Rescue agent store the device drivers and TSRs listed in the RESCUE.INI file.

Select Chart dialog box

Use this dialog box to select a preconfigured Norton Utilities Administrator chart.

Charts group box

- Unrepaired Errors By Type option button
- Disk Defragmentation Levels option button

Unrepaired Errors By Type option button
Select to create the Unrepaired Errors By Type chart.

Disk Defragmentation Levels option button
Select to create the Disk Defragmentation Levels chart.

Status Report panel (record dialog box)

Use this dialog box to display the latest information for the workstation, set up Disk Doctor to repair unrepaired errors, create an Undo Disk and create a Rescue Disk.

Disk Doctor group box

- Last Run static text
- Drive drop-down list box
- Status static text
- Repair on Next Run? check box
- Show Full Report command button
- Create Undo Disk... button

Rescue Disk group box

- Last Run static text
- Create Rescue Disk... button

Unrepaired Error search button (or)

Record search button (or)

Last Run static text
Displays the last date and time that the agent was run.

Drive drop-down list box
Select the drive for which you want to see the Status Report.

Status static text

Displays the status of the last tests performed:

OK	The test was completed successfully.
Fixed	An error was repaired.
Not Fixed	An error was encountered, but not repaired
Skipped	The test was not performed either because it was not appropriate for that drive or it was set to be skipped.
Canceled	Surface test was canceled.

Repair on Next Run? check box
Check the repairs that you want performed the next time that the Disk Doctor agent runs.

Show Full Report command button
Click to display the Norton Disk Doctor Full Report.

Create Undo Disk... button
Click to create an Undo Disk for the workstation.

Create Rescue Disk... button
Click to create a Rescue Disk for the workstation.

Unrepaired Error search button
Click a search button (or
) to display the next record in the database with unrepaired errors.

Record search button
Click a search button (or
) to display the next record in the database.

Norton Disk Doctor Full Report dialog box

Use this dialog box to review the last report created for the selected drives.

Print command button: Prints the report to the default printer.

Create Undo Diskette dialog box

Use this dialog box to create an Undo Disk for the selected workstation.

Drive drop-down list box

Media Type drop-down list box

Workstation static text

Format Diskette Before Copying File check box

Undo Information static text

Drive drop-down list box
Select the drive on which you want to create the Undo Disk.

Format Diskette Before Copying File check box
Check to format the diskette before copying the Undo file.

Undo Information static text
Displays the date and time that the Undo Information was saved and its size in bytes.

Create Rescue Diskette dialog box

Use this dialog box to create a Rescue Disk for the selected workstation.

Drive drop-down list box

Media Type drop-down list box

Workstation static text

Format Diskette Before Copying Files check box

Rescue Items list box

Select All command button

Deselect All command button

Add File... button

Drive drop-down list box
Select the drive on which you want to create Rescue Disk. This drive must match the boot drive for the workstation.

Media Type drop-down list box
Select the media type for the selected drive.

Workstation static text
Displays the drive and media type for the workstation.

Format Diskette Before Copying Files check box
Check to format the diskette before copying the Rescue Items.

Rescue Items list box
Select the items that you want copied to the Rescue Disk. Selected items have a checkmark next to them.

Select All command button
Selects all of the items in the Rescue Items list box.

Deselect All command button
Deselects all of the items in the Rescue Items list box.

Add File... button
Click to search for a file to add to the Rescue Items list box.

Add File dialog box

Use this dialog box to select a file to add to the Rescue Disk.

File Name text box

Files list box

Directories list box

List Files of Type drop-down list box

Drives drop-down list box

File Name text box
Enter a filename or use wildcards for a range of files. If you want to choose from a specific file type, you can use the list in the List Files of Type drop-down list box.

Files list box
Lists the names of files in the current directory in alphabetical order.

Directories list box
Displays the directories on a particular drive. (Use the Drives drop-down list box to select the drive.) Double-click the name of a directory to select it. The files in the directory appear in the Files list box.

List Files of Type drop-down list box
Select an extension of a particular file type that you would like to view.

Drives drop-down list box
Lets you choose a particular drive. Use the drop-down list box to display your available drives.

Disk Doctor panel (record dialog box)

Use this dialog box to modify the Disk Doctor agent settings for the selected workstation.

Disk Doctor group box

- When To Run drop-down list box
- Auto Repair option buttons
- Status Report Only option buttons
- Always Auto-repair Lost Clusters If Fewer Than *n* Chains check box and text box
- Save Lost Clusters As Files option button
- Delete Lost Clusters option button
- Save Undo File To Database option button
- Make Repairs Without Undo File
- Message... button
- Advanced... button
- Reset To Default button

Record search button (

or

)

Advanced... button
Click to display the Disk Doctor Advanced Options dialog box.

Reset To Default button
Click to use the settings in the Disk Doctor panel of the Utilities dialog box for this workstation.

Disk Doctor Advanced Options dialog box

Use this dialog box to set up the Disk Doctor agent to perform a surface test, skip specific tests, or exclude drives from testing.

Surface Test group box

- Perform Surface Test On Next Run check box
- Entire Disk option button
- Files Only option button
- Normal option button
- Thorough option button

Compatibility group box

- Skip Partition Test check box
- Skip CMOS Test check box
- Skip Host Drive Test check box
- Only One Hard Disk check box
- Exclude Drives check box and list box

Perform Surface Test On Next Run check box
Check to have the Disk Doctor agent perform a Surface Test on the workstation disk the next time it is run. On a hard disk, this tests the disks surface for abnormalities. On a compressed drive, this checks to see if each of the files can be decompressed. Select the desired options under What To Test and Type Of Test to control how the Surface Test is performed.

Entire Disk option button
Select this option to check the entire surface area of the disk.

Files Only option button
Select this option to check only the portion of the disk that is currently occupied by files. This saves time because unused disk space is not tested.

NOTE: You should periodically use the Entire Disk option because even unused disk space can become unstable.

Normal option button
Select this option to perform a quick scan of your disk surface to search for potential problems.

Thorough option button
Select this option to perform a more complete check of your disk surface. It takes more time to complete than the Normal option, but it will give you a better indication of your disk surface condition.

Skip Partition Test check box
Check this option if your drive system uses non-standard partitioning software.

Skip CMOS Test check box
Check this option if your computer uses a non-standard CMOS format.

Skip Host Drive Test check box
Check this option if you do not want to test host drives of compressed drives.

Only One Hard Disk check box
Check this option if your computer erroneously reports more than one hard disk.

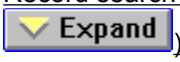
Exclude Drives check box and text box
Check this check box and enter the letters of any drives that Norton Disk Doctor cannot test accurately.

Rescue Disk panel (record dialog box)

Use this dialog box to modify the Rescue agent settings for the selected workstation.

Rescue Disk group box

- When To Run drop-down list box
- DOS System Files, AUTOEXEC.BAT, and CONFIG.SYS check box
- Important Device Drivers and TSRs check box
- Reset To Default button

Record search button (or
)

Database window

Use this window to view your Utilities database and work with workstation records.

Column Headings

- Last Login Name
- Station Address
- Unrepaired Errors
- Repaired Errors
- Total Repaired
- Last Update
- Last Repair
- Disk Defragmentation

Button Bar

- Detail
- Delete
- Refresh
- Chart

Last Login Name
The Login name for the last user that logged in at this station address.

Station Address
Unique identification for the workstation. The station address is made up of the network number followed by the node address. The two numbers are separated by a colon (:).

Unrepaired Errors
The number of errors that the Disk Doctor agent found the last time it run, but didnt repair.

Repaired Errors
The number of errors that the Disk Doctor agent repaired the last time it run.

Total Repaired
The total number of repairs performed on this workstation since the record was created.

Last Update
The date and time that the Rescue Information was last updated.

Last Repair
The date and time that the last repair was performed.

Disk Defragmentation
The level of defragmentation for each disk diagnosed by the Disk Doctor agent.

Detail
Click to display the record details for the selected workstation.

Delete
Click to delete the selected record.

Refresh
Click to update the Database window with the latest agent information.

Chart
Click to select a Norton Utilities Administrator chart.

Contacting Customer Service and Technical Support

To quickly find customer service or technical support information, click on one of the following:

Expand Customer Service

Expand Complimentary 90 Days Technical Support

Expand PriorityCare Services

Expand PremiumCare Services

Expand Symantec BBS and Other Electronic Services

Expand Fax On Demand

Expand Customer Service and Technical Support (International)

Customer Service

For any Symantec product, call Customer Service for:

- Product registration
- Upgrade orders
- Information about technical support services
- Product information or demonstration disks
- Change of registration address
- Referrals to dealers and consultants
- Replacement of missing or defective pieces (disks, manuals, etc.)

Symantec Corporation
175 W. Broadway
Eugene, OR 97401

(800) 441-7234 United States and Canada only
(503) 334-6054 for all other locations
(503) 334-7400 fax

Complimentary 90 Days Technical Support

Contact Technical Support if you have a specific question about how to use our software. Complimentary support is available to registered users for 90 days from the date of your first call. Refer to the list below or the back cover of the product manual for the appropriate telephone number.

Norton Desktop, Norton AntiVirus, Norton Backup, Symantec AntiVirus for Mac, Fastback, other products not listed	(503) 465-8420
Norton pcANYWHERE	(503) 456-8430
Norton Utilities, Public Utilities, Suitcase, DiskDoubler	(503) 465-8440
Symantec C++, THINK products	(503) 465-8484
Q&A, Q&A Write, Time Line, all other Symantec products not listed	(503) 465-8600
ACT! products	(503) 465-8645

PriorityCare Service

If you occasionally need to call Technical Support, but want priority service when you do call, you'll

appreciate our "pay as you go" PriorityCare Services, available in two forms:

PriorityCare 900 Number Service

First minute free, $2 each additional minute (charged to your telephone bill). 900 Service for Network products is billed at $300 per call.

Norton Desktop, Norton AntiVirus, Norton Backup, Symantec AntiVirus for Mac, Fastback, other products not listed	(900) 646-0007
Norton pcANYWHERE	(900) 646-0006
Norton Utilities, Public Utilities, Suitcase, DiskDoubler	(900) 646-0005
Symantec C++, THINK products	(900) 646-0003
Norton Administrator for Networks, DiskLock	(900) 646-0002
ACT! products	(900) 646-0001
All other Symantec products not listed	Not available

PriorityCare 800 Number Service

Charge to your credit card at $25 per call ($300 for Network products). We accept VISA, MasterCard, and American Express.

Norton Desktop, Norton AntiVirus, Norton Backup, Symantec AntiVirus for Mac, Fastback, other products not listed	(800) 927-3991
Norton pcANYWHERE	(800) 927-4012
Norton Utilities, Public Utilities, Suitcase, DiskDoubler	(800) 927-4019
Symantec C++, THINK products	(800) 927-4014
Norton Administrator for Networks, DiskLock	(800) 927-4017
Q&A, Q&A Write, Time Line, all other Symantec products not listed	(800) 927-4018
ACT! products	(800) 927-3989
All other Symantec products not listed	(800) 745-6055

PremiumCare Service

If you need Technical Support more than occasionally, our PremiumCare plan may be your best (and more cost-effective) choice. Offered at two levels (Gold and Platinum), PremiumCare is available by annual subscriptions, with each subscription covering an entire family of Symantec products.

PremiumCare Gold

An unlimited number of toll-free Technical Support calls, priority access and quarterly updates of our technical notes and bulletins.

PremiumCare Platinum

Our top service level, designed for corporate help desk personnel or subject-matter experts who support Symantec desktop products. PremiumCare Platinum service lets you designate two or more subscriber contacts who will be given priority access to our senior support staff, additional Technical

Support documentation and updated quarterlies that include software revisions, technical notes and bulletins.

For subscription prices or to order PremiumCare Gold or Platinum Service, contact Customer Service at (800) 441-7234.

Symantec BBS

Technical information is available 24 hours a day on the Symantec bulletin board system (BBS). The Symantec BBS provides a Customer Service forum, public-domain software, and product support forums for Symantec software.

Settings for the Symantec BBS are:

- 8 data bits, 1 stop bit; no parity

To contact the Symantec BBS using 300-, 1200-, and 2400-baud modems:

- Call (503) 484-6699 [24 hrs.]

To contact the Symantec BBS using 9600-baud modems:

- Call (503) 484-6669 [24 hrs.]

Other Electronic Services

Symantec maintains public forums on both CompuServe and America Online, where you can exchange information and ideas with Symantec representatives and with other users of Symantec products.

To access the Symantec Forum on CompuServe:

- Type GO SYMANTEC at any ! prompt.

To access the Symantec Board on America Online:

- Choose Keyword... from the Go To menu, type SYMANTEC and click OK.

Fax On Demand (United States and Canada only)

Symantec's Fax On Demand provides instant access to general product information, technical notes and virus definitions through a 24 hour automated attendant. To access this service, simply have your fax number ready and dial (800) 554-4403 from any fax machine or touch-tone phone.

International Customer Service and Technical Support

Symantec provides Customer Service and Technical Support worldwide. If you are in a country not listed below, please contact your local distributor, or call the Symantec office nearest you.

NOTE: Customers calling from within a country may need to add a "0" before the area code.

Australia	Symantec Australia Pty. Ltd. 408 Victoria Road Gladesville, NSW 2111 Australia Technical Support BBS	(61) (2) 879 6577 Tel. (61) (2) 879 6805 Fax (61) (2) 879 6577 Tel. (61) (2) 879 6594 Fax (61) (2) 879 6322
Brazil	Technical Support	(55) (11) 289-9420 Tel. (55) (11) 287-9824 Fax
Canada (Montreal)	Symantec Canada Ltd. 1200 McGill College Suite 1100 Montreal, Quebec H3B 4G7 Canada	(514) 393-1776 Tél. (514) 393-3314 Fax

(Ottawa)	Symantec Canada Ltd. 440 Laurier Avenue West Suite 200 Ottawa, Ontario K1R 7X6 Canada	(613) 782-2465 Tel. (613) 782-2364 Fax
(Toronto)	Symantec Canada Ltd. 250 The Esplanade Toronto, Ontario M5A 1J2 Canada	(800) 667-8661 toll free (416) 366-0423 Tel. (416) 366-4453 Fax
(Vancouver)	Symantec Canada Ltd. 2570 West 5th Avenue Vancouver, BC V6K 1T1 Canada	(604) 737-0214 Tel. (604) 737-0219 Fax
France	Symantec SARL 31-35 rue Gambetta 92150 Suresnes France Serveur ASCII Symantec (US) Accessible 24h/24 par minitel:	(33) (1) 42 04 24 46 Tél. (33) (1) 46 97 11 32 Fax 36.16 code SYMANTEC
Germany	Customer Service Symantec (Deutschland) GmBh -Kundendienst- Grafenberger Allee 136 40237 Düsseldorf Federal Republic of Germany Technical Support -Technische Unterstützung-	(49) (211)/9917-162 Tel. (49) (211)/9917-222 Fax (49) (211)/9917-110 Tel. (49) (211)/9917-222 Fax
Italy	Symantec SRL Corsodi Porta Vittoria 32 20122 Milano Italy	(31) (71) 353 111 Tel. (31) (71) 353 150 Fax
The Netherlands	European Headquarters Symantec Europe Kanaalpark 145 2321 JV Leiden The Netherlands BBS (1200-, 2400-, 9600-baud modems) Fax On Demand	(31) (71) 353 111 Tel. (31) (71) 353 150 Fax (31) (71) 353 169 (31) (71) 353 255 [24 hrs.]
Switzerland	Symantec GmBh Büro Schweiz Ruberbaumstrasse 8561 Ottoberg Switzerland Symantec Upgrade Center	(41) (72) 22 80 20 Tel. und Fax (41) (56) 27 92 05 Tel.

	Schwimmbadstrasse 45 5430 Wettingen Switzerland	(41) (56) 27 92 08 Fax (41) (56) 27 26 83 Mailbox
United Kingdom	Symantec UK Ltd. Sygnus Court Market Street Maidenhead, Berkshire SL6 4AD United Kingdom Fax On Demand	(44) (628) 592 222 Tel. (44) (628) 592 393 Fax (44) (628) 777 435 [24 hrs.]
United States of America	Symantec Customer Support & Service 175 W. Broadway Eugene, OR 97401 U.S.A. BBS (300-, 1200-, 2400-baud modems) (9600-baud modems)	(408) 252-3570 Tel. (408) 253-4992 Fax (1) (503) 484-6699 [24 hrs.] (1) (503) 484-6669 [24 hrs.]