QuickHelp for Scheduler How do I . . . ? Keep a list of tasks and appointments according to how often you Schedule my time do them or need to be reminded. Tell Scheduler where the program resides and how often you want Run a program it to run. Enter a message and how often you want to be reminded. Create a reminder Use the Add, Edit, Copy or Delete buttons to add or change entries Change my schedule as your needs change. Minimize the Scheduler window instead of closing it to keep Get my messages Scheduler active. Show me the . . . Introduction Overview of Scheduler and what it can do for you. Contents Topics and procedures on which you can get help. Phone number and related information for technical support and Tech Support Number customer service.



QuickHelp

Commands

Procedures

Keyboard Shortcuts

Glossary

Contacting Technical Support and Customer Service



Scheduler Help Commands

Scheduler Main Window

The Scheduler Window

The Scheduler Tool Bar

Event Menu

<u>Add...</u>

Edit...

Сору...

Delete...

<u>Exit</u>

Options Menu

Hide When Iconized

Load With Windows

Help Menu

Contents

Commands

Procedures

QuickHelp

Using Help

About Scheduler



Scheduler Help Procedures

Procedures

Introducing Scheduler

Adding an Event

Editing an Event

Copying an Event

Adding Similar Events

Creating a Reminder

Running a Program

Setting up Periodic Events

Using Scheduler Options

Deleting an Event

Scheduling Non-Windows Applications

Removing Expired Events



QuickHelp

Commands

Procedures

Keyboard Shortcuts

Glossary

Contacting Technical Support and Customer Service



Scheduler Main Window

The Scheduler Window
The Scheduler Tool Bar

Event Menu

<u>Add...</u>

Edit...

<u>Copy...</u>

Delete...

<u>Exit</u>

Options Menu

Hide When Iconized Load With Windows

Help Menu

Contents

Commands

Procedures

<u>QuickHelp</u>

How to Use Help

About Scheduler



Procedures

Introducing Scheduler

Adding an Event

Editing an Event

Copying an Event

Adding Similar Events

Creating a Reminder

Running a Program

Setting up Periodic Events

Using Scheduler Options

Deleting an Event

Scheduling Non-Windows Applications

Removing Expired Events

QuickHelp

Use this command to go to the QuickHelp screen for a fast overview of Scheduler Help information.



To get help:

Most dialog boxes in Scheduler have a Help button. Press it to get information about the dialog box you're in. You can also access Help by pressing the F1 key whenever Scheduler is open, or by selecting a command from the Help menu. For comprehensive information about using Windows help, select How to Use Help from within the Scheduler Help window.

Help Tips:

To look for more information, use the **Search** button at the top of the Help window. Type a word or phrase in the dialog box that appears, and Windows will search for the word or topic.

Use the **See Also** popup lists for related information about a topic.

Use the **History** button to retrace your steps within help.

Scheduler Help Menu

Contents Lists major topics in Scheduler Help.

Procedures Tells how to perform common tasks in Scheduler.

Commands Describes all menu commands in Scheduler.

QuickHelp Points you where to go for more information about

Scheduler.

How to Use Help Gives comprehensive information about Microsoft Windows'

help features.

About... Gives copyright information about the Scheduler product.



Product Management

Janet Daly

Peter Uhlir

Germaine Ward

Richard Yim

Development Team

David Allee

Sherralee Buzzell

Leo Cohen

Shane Coursen

Martin Fallenstedt

Barry Gerhardt

Carlton Guc

Brad Kingsbury

Chengi Jimmy Kuo

Steve Kurtz

Mark Lawler

Kevin Marcus

Carey Nachenberg

Brad Rembielak

Radoslav Stanev

Joe Wells

Naser (Sami) Ziadeh

Quality Assurance Team

George Chlentzos

Scott Goldstein

George McMullen

Diann Milosek

John Moldenhauer

Therese Padilla

David Shannon

Andrew Sharp

Tom Smith

Documentation

Karen Bergen

Barbara Duarte

Karen Goldsmith

Online Help

Elizabeth Anders

Dorthea Atwater

Ken Baker

Technical Support Team

Justin Bell

Alex Haddox

Cory Haibloom

Gary King

Kraig Lane

Andrew McGuirk

David Perry

Mike Shkolnik

Todd Sutphen

Mark Taylor

MikeTopacio

Mark Welinder

Bill Whipple

Mike Willison

Engineering Services Team

Scott Andrew

Ardeshir Babak

Alex Beyk

Alena Cespivova

John Eusebi

John Fawcett

Brian Foster

Kin Johnston

Camille Kazadi

Bob Kirwin

Patrick Martin

Scott Pasnikowski

Vicki Routs

Vickie VonBergen

Calvin Walker

Laura Weatherford



Use the Add... command to schedule a scan in the $\underline{\text{Add Event}}$ dialog box. For directions, see $\underline{\text{Adding an Event}}$.



Use the Delete... command to delete an event you no longer want. For directions, $see_{\underline{}}$ <u>Deleting an Event</u>.



Use the Exit command to close Scheduler and return to your previous application.

If you want secheduled events to run, you should not exit Scheduler but should instead choose Minimize from the Control-menu box. Scheduler must remain loaded for your scheduled scans to run.



See Also

This main window contains the <u>Scheduler tool bar</u> and the list of all currently scheduled events. When you have finished changing or reviewing your schedule, click the <u>minimize</u> button to shrink Scheduler to an icon on your desktop. That way Scheduler stays active and keeps processing your events without taking up space on your desktop.

The Schedule is a scrollable list of currently scheduled events. To edit, copy, or delete an event you must select the event name, then click the appropriate command button for the activity you want.

NOTE: Events scheduled with "One Time" frequency are deleted as soon as the event occurs.

Adding an Event
Editing an Event
Copying an Event
Deleting an Event



The Scheduler Tool Bar

The Scheduler Tool Bar is the set of command buttons at the top of the Scheduler Window, which lets you add, copy, edit, and delete entries on your schedule.

Add Displays the Add Event dialog box.

Edit Displays the Edit Event dialog box to let you change the

selected event.

Copy Displays the information of the selected event in the Copy

Event dialog box so you can use it to schedule another

event.

Delete Deletes a selected event without further prompting.



Use the following keys to navigate in Scheduler:

PgUpScrolls up one page.PgDnScrolls down one page.HomeMoves to top of event list.EndMoves to bottom of event list.

Scrolls up one line.

Scrolls down one line.

Scrolls left horizontally.

Scrolls right horizontally.

Moves to next field.

Shift+Tab

Alt+Spacebar

Activates the Control menu.



Introducing Scheduler

In Scheduler, all tasks, messages, and so on are called <u>events</u>. Scheduler records, organizes, and launches the events you define. For example, it can:

- Perform unattended scans of disks for viruses in conjunction with Norton AntiVirus
- Perform automated disk backup
- Remind you of appointments, meetings, and important dates
- Run your E-mail program so you can check your messages
- Run any program at a specified time or interval
- Perform periodic system maintenance such as deleting old files every month, every week, or every day

Add/Edit/Copy Event

Use this dialog box to add an event to your schedule, edit an event, or copy one event to form the basis of a new one. Scheduler lets you display messages or run programs at any time you specify.

Enable This Event check box

Type of Action group box

Description text box

Command Line to Run text box

Startup Directory text box

Run Style drop-down list box

Message to Display text box

Schedule Information group box

Frequency drop-down list box

One Time

Hourly

Daily

Week Days

Weekly

Monthly

Time text box

Minutes text box

Day text box

Date text box

Enable This Event check box

Uncheck this check box to disable an event you have scheduled. This box must be checked for a message to display or a program to run as scheduled.

Type of Action group box Select one of the option buttons:

Run Program: Schedule a program to run, such as performing a backup or checking your mail. See Also

Running a Program.

Display Message: Schedule a pop-up message reminder. See Also <u>Creating a Reminder</u>.

Description text boxEnter a name for the event, so you can identify it in the Scheduler window list box.

Command Line to Run text box

Enter the name of the program you want to run. Use a program, document, or <u>batch file</u> filename, including the extension (for example, .COM, .EXE, .BAT, or WBT). If you are not sure of the name, click the browse button to use the File to Launch dialog box.

The command line can be up to 128 characters, and you can enter parameters after the program name, just as you would at the DOS prompt.

Message to Display text boxIf you selected Display Message, type the text of your message in this box. The message can be up to 128 characters long, and the text wraps automatically at the right margin.

Schedule Information group box
Set the frequency and intervals of date and time for your event from the text boxes in this group. The options you set depend on the interval you choose from the Frequency drop-down list box.

Frequency drop-down list box

Use this field to specify how often you want the <u>event</u> to occur. Depending on your choice, the Time, Day, and Date fields may or may not be available. The drop-down <u>list box</u> lets you choose from the intervals listed below.

NOTE: Events appear on the Scheduler list in the order you create them, not necessarily in the order they will occur.

One Time

The program runs or the message is sent one time only, at the specified day and time. When it launches, Scheduler deletes the event from the list.

HourlyThe event occurs once each hour at the Minutes interval you specify. To make an event occur more than once in an hour, add similar Hourly events, giving each a different time.

DailyThe event occurs once each day at a specified time, seven days a week. To make an event occur more than once in the same day, add similar Daily events, giving each a different time.

Week DaysThe same as Daily except that the event occurs only Monday through Friday of each week.

Weekly The event occurs once each week on the day and time you specify.

Monthly The event occurs once each month on the day and time you specify.

Time text boxEnter the time you want the event to occur by typing the time (including AM or PM) in the Time text box. The default is the current time.

Minutes text box

Enter the number of minutes past the hour for an Hourly event. The default is the current time. The format is the one you set in the Windows Control Panel under Date/Time.

For example, if you want the event to occur every hour on the half-hour, enter 30. Or, if you want it to occur every half hour, create two Hourly events and enter 00 for one and 30 for the other.

Day text boxEnter the day of the week you want the event to occur in the Day text box. The default is the current day of the week.

Date text box

Enter a specific date by typing the month, date, and year you want the event to occur in the Date text box. The default is today's date. The format is the one you set in the Windows Control Panel under Date/Time.

Command Line to Run text box

When you select Run Program, you can type the path name into the text box or click the browse button to display the <u>File to Launch</u> dialog box. It helps you locate the program, batch file, or document you want to launch, and loads it automatically in the Command Line to Run text box.

Startup Directory text boxEnter the name of a directory to change to after the program or batch file has been launched. If you're not sure of the drive or path name you want, use the browse button to display the <u>Startup Directory</u> dialog box.

Run Style drop-down list box Select a mode in which to run the scheduled program: Normal, <u>Minimized</u>, or <u>Maximized</u>. By default, all applications are <u>launched</u> in Normal mode.



Use the Edit... command to edit a scheduled event in the $\underline{\text{Edit Event}}$ dialog box. For directions, see $\underline{\text{Editing an Event}}$.



Use the Copy... command to copy a scheduled event in the $\underline{\text{Copy Event}}$ dialog box. For directions, see $\underline{\text{Copying an Event}}$.

Select Startup Directory

If you schedule an event that requires a directory change, you may want to switch back to the original or to another directory as soon as the event is launched. Startup Directory lets you choose a directory from the active drive tree. When you select the drive and directory you want, the name appears in the Startup Directory text box automatically.

Drive: Enter a drive letter or click the prompt button to display the drop-down list of available drives. When you select a drive, the Directory list box displays all the directories on that drive.

Directory: Select a directory by scrolling through the list or typing the first few letters of the directory name.



If you are scheduling a program to run, you must specify the name of the file (program) you want to launch. You can type the whole path name yourself or use the Directories, Drives, and List Files of Type list boxes to help you find it.

File Name text box
Files list box
List Files of Type drop-down list box
Directories list box
Drives drop-down list box

File Name text box

Enter a filename or use <u>wildcards</u> to look for a range of files. If you want to search through all files (*.*) or just through programs, use the List Files of Type drop-down list box.

Files list box

Lists the names of files in the current directory in alphabetical order. Click a name to put it in the File Name text box.

List Files of Type Lets you pick from all the files in the directory (*.*) or programs only.

Directories list box

Displays the directory tree so you can find the file or files you need. To find a particular directory quickly, type the first few letters of the directory name. The name of the current directory appears above the list box. When the correct directory appears, click its name to select it.

Drives drop-down list boxLets you select a drive to search for files. Click the prompt button to select from a list of available drives.

Expired Event Removal

This dialog box appears if Scheduler was not active at the scheduled time of a One Time <u>event</u>. This happens if:

- Your computer was turned off at the designated event time.
- You were not running Windows at the designated time.
- You accidentally closed Scheduler instead of minimizing it.

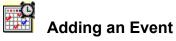
Hide When Iconized

Select this option to keep the Scheduler icon from taking up space on your desktop. When you select this item, Scheduler stays active but does not leave an icon on the desktop when you minimize the Scheduler window.

If you want to check or change your schedule, you must choose Scheduler again from the Tools menu. If you leave the check box unchecked, the Scheduler icon appears at the bottom of your desktop, and you can open it by double-clicking the icon.

Load With Windows

Select this option to have Scheduler load automatically every time you start Windows. If you have scheduled repeating <u>events</u>, you must have this item checked. This makes sure that Daily, Weekly, and Monthly events occur as scheduled. Scheduler acts on events only when it is running, whether as a window or as an icon.



See Also Dialog Box Settings

Scheduler lets you display messages or run programs at any time you specify. These actions are called <u>events</u>. Scheduler launches your events automatically at exactly the scheduled minute.

To add an event to Scheduler:

- 1 Click Add....
 The <u>Add Event</u> dialog box appears, prompting you for information about the event.
- 2 Enter the requested information for each field.
- 3 Click OK.

Editing an Event
Copying an Event
Adding Similar Events
Creating a Reminder
Running a Program
Setting up Periodic Events
Deleting an Event
Scheduling Non-Windows Applications



You are organized, but things are constantly changing. The meeting that was on Thursday has been changed to Friday. You can easily edit any <u>event</u> to suit the circumstances.

To edit an event in Scheduler:

- 1 Select the you want event to edit from the Scheduler <u>list box</u>.
- 2 Click Edit... or double-click the highlighted event.
 The <u>Edit Event</u> dialog box appears, displaying all the current settings for the event.
- **3** Change the appropriate information.
- 4 Click OK to save your changes.

Adding an Event
Copying an Event
Adding Similar Events
Deleting an Event



Sometimes you need an <u>event</u> that is almost the same as one already on the list. This is especially useful when you need to run an application twice in the same day.

To copy an event in Scheduler:

- 1 Select the event you want to copy from the Scheduler list box.
- 2 Click Copy....
 The <u>Copy Event</u> dialog box appears, displaying all the settings for the event.
- **3** Change the appropriate information.
- 4 Click OK.

Adding an Event
Editing an Event
Adding Similar Events
Deleting an Event



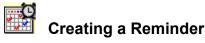
See Also Dialog Box Settings

Sometimes you need to add an <u>event</u> that is almost the same as one already on the list. This is especially useful when you need to run an application at irregular intervals, say the 1st and 15th of every month.

To add a similar event to the Scheduler:

- 1 Select an event in the Scheduler list box which is most like the event you want to schedule.
- 2 Click Copy....
 The Copy Event dialog box appears displaying the scheduling information for that event.
- 3 Click OK.

Adding an Event
Editing an Event
Copying an Event
Scheduling Non-Windows Applications



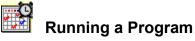
See Also Dialog Box Settings

You can create <u>messages</u> reminding yourself to buy concert tickets or call your mother, or even to remember to take a break from the computer console every now and then. The reminder pops up at a day and time you set in Scheduler.

To create a reminder message:

- 1 Click Add....
 - The Add Event dialog box appears, prompting you for scheduling information.
- 2 Select the Display Message option button.
- **3** Enter a brief description (up to 26 characters) of your <u>event</u> in the Description text box This is the description that appears in the Scheduler list box and when the message pops up.
- **4** Enter a message (up to 128 characters) in the Message to Display text box.
- 5 Select how often you want this event to occur from the Frequency drop-down list box by clicking the prompt button.
- 6 Enter the minutes, time, day, and date information in the appropriate text boxes.
- 7 Click OK.

Adding an Event
Editing an Event
Adding Similar Events
Setting up Periodic Events



See Also Dialog Box Settings

You can schedule a program in advance to run at a day and time you set.

To run a program at a specified time:

- 1 Click Add....
 - The Add Event dialog box appears, prompting you for scheduling information.
- 2 Select the Run Program option button.
- 3 Enter a description of the <u>event</u> in the Description text box. This is the description that appears in the Scheduler list box.
- **4** Enter the command line (up to 128 characters) of the program you want to run in the Command Line to Run text box.
- **5** Select how often you want this event to occur from the Frequency drop-down list box by clicking the prompt button.
- **6** Select the run style from the Run Style drop-down list box.
- 7 Enter the minutes, time, day, and date information in the appropriate text boxes.
- 8 Click OK.

Adding an Event Setting up Periodic Events Scheduling Non-Windows Applications

Setting up Periodic Events

See Also Dialog Box Settings

You can run a program or schedule a reminder message on a periodic basis.

To run a program:

- 1 Click Add....
 - The Add Event dialog box appears, prompting you for scheduling information.
- 2 Select the Run Program option button.
- **3** Enter a description of the <u>event</u> in the Description text box. This is the description that appears in the Scheduler list box.
- **4** Enter the command line in the Command Line to Run text box. Your command line can be up to 128 characters long.
- 5 Select how often you want this program to run from the Frequency drop-down list box.
- 6 Select the run style from the Run Style drop-down list box.
- 7 Complete the scheduling by entering the minutes, time, day, and date information in the appropriate text boxes.
- 8 Click OK.

To display a reminder message:

- 1 Click Add....
 - The Add Event dialog box appears, prompting you for scheduling information.
- 2 Select the Display Message option button.
- **3** Enter a description of the <u>event</u> in the Description text box. This is the description that appears in the Scheduler list box.
- **4** Enter your <u>message</u> in the Message to Display text box. The message can be up to 128 characters long.
- 5 Select how often you want the event to occur from the Frequency list drop-down box.
- **6** Complete the scheduling by entering the minutes, time, day, and date information in the appropriate text boxes.
- 7 Click OK.

Adding an Event
Creating a Reminder
Running a Program
Scheduling Non-Windows Applications



Using Scheduler Options

See Also

The Options menu provides two options for using Scheduler:

Hide When Iconized

Select this option to keep the Scheduler icon from taking up space on your desktop. When you select this item, Scheduler stays active but does not leave an icon on the desktop when you minimize the Scheduler window.

Load With Windows

Select this option to have Scheduler load automatically every time you start Windows. If you have scheduled repeating <u>events</u>, you must have this item checked. This makes sure that Daily, Weekly, and Monthly events occur as scheduled. Scheduler acts on events only when it is running, whether as a window or as an icon.

To choose any of these options, check the appropriate menu item.

Creating a Reminder
Running a Program
Setting up Periodic Events
Scheduling Non-Windows Applications



See Also

The Delete command button lets you immediately remove an <u>event</u> from the Scheduler window's events list.

To delete an event from Scheduler:

- 1 Select the event you want to delete from the Scheduler list box.
- 2 Click Delete. The event is immediately removed from the schedule.

CAUTION: Scheduler does not ask you to confirm that this is the event you want to delete, and there is no way to cancel or restore the deletion. Be sure to check the event description carefully before clicking Delete.

Editing an Event

Scheduling Non-Windows Applications

See Also Dialog Box Settings

You can run non-Windows applications from Scheduler. These can be any .BAT, .COM, .EXE, or other valid application file. You can also use the name of any document file, but only if an <u>association</u> exists for that document's file extension.

To add a non-Windows event to Scheduler:

- 1 Click Add....
 The <u>Add Event</u> dialog box appears, prompting you for scheduling information.
- 2 In the Command Line to Run text box, enter the name of the program you want to run.
- 3 Select how often you want this event to run from the Frequency list drop-down box by clicking the prompt button.
- 4 Select the run style from the Run Style drop-down list box.
- **5** Complete the scheduling by entering the time, minutes, day, and date information in the appropriate text boxes.
- 6 Click OK.

Adding an Event
Editing an Event
Running a Program
Setting up Periodic Events



If Scheduler is not active at the scheduled time of a One Time event, Scheduler cannot run the event.

To exit from the Expired Event Removal dialog box:

• Click OK to delete the event from your schedule.

Or,

• Click Cancel if you want to retain the event information so you can edit it.

Editing an Event
Deleting an Event

Close

Glossary

- A
- B
- C
- D
- E
- F
- G
- H
- J
- K L
- M
- N
- O P
- Q R
- S
- T U
- V
- w X
- Y

-A-

active window application icon association

-B-

batch file

-C-

check box

click closed command button Control menu Control-menu box

-D-

desktop dialog box double-click

-E-

<u>event</u>

-F-

focus frequency

-G-

group box

-H-

-I-

<u>icon</u>

<u>iconize</u>

- -J-
- -K-
- -L-

<u>launch</u>

list box

-M-

maximize message minimize

-N-

-0-

option button

-P-

prompt button

-Q-

-R-

<u>reminder</u>

-S-

<u>scroll</u>

spin button

-T-

text box

title bar

tool bar

-U-

-V-

-W-

wildcard

-X-

-Y-

-Z-

active window

The currently selected window, which always appears on top of any other window. The <u>title bar</u> of the active window is a different color or intensity than the title bar in an incactive window.

application iconThe icon that appears on the desktop representing an open application.

association

The particular extension that is automatically associated with the selected file type. This lets you run an application simply by using the filename anywhere you can specify the program name. For example, you can launch the word processor by entering an associated document's filename in Scheduler's Command Line to Run text box.

batch file

A file that contains a list of commands to be executed in "batch". This saves you from having to enter the commands one by one at the keyboard.

tool bar

The component of the Scheduler window that contains buttons used for adding, editing, copying, and deleting events.

check box



A $\underline{\text{dialog box}}$ component that you use to switch certain options on or off. Click the check box to select or deselect the option.

click

To press the primary mouse button once lightly. The primary button is usually on the left, for right-handed users.

closed

When you exit an application window using the <u>Control-menu box</u>, the window is said to be closed. If you close the Scheduler instead of minimizing it, your scheduled events cannot occur.

command button

A button that carries out an immediate action, such as OK, Cancel, or Help.

Control menu

The menu that allows you to manipulate a window, <u>dialog box</u>, or <u>icon</u>, or switch to another application or document. Click the <u>Control-menu box</u> to open this menu.

Control-menu box

The box in the upper-left corner of each window or <u>dialog box</u>. When you click this box, the Control menu drops down.

 $\label{eq:constraints} \textbf{desktop}$ The screen background for windows, $\underline{icons}, \, \underline{dialog \; boxes}, \, and \, the \, Norton \, Desktop \, menu \, bar.$

dialog boxA window that either asks for or provides information. Dialog boxes include various combinations of buttons, boxes, and options. Some can contain warnings or other system messages.

double-click

To rapidly press the primary mouse button twice. The primary button is usually on the left, for right-handed users.

event

In Scheduler, an event is a reminder message you want to display or a program you want to run, with its scheduled instructions.

focus

The state of a directory or file when it is surrounded by a thin border that distinguishes it from other directories or files. Something may be in focus without being selected.

frequency How often you want a scheduled <u>event</u> to occur.

 $\begin{array}{l} \textbf{group box} \\ \textbf{A section of a } \underline{\textbf{dialog box}} \ \textbf{that organizes related choices, often including } \underline{\textbf{check boxes}} \ \textbf{or } \underline{\textbf{option buttons}}. \end{array}$

icon

A pictorial representation of a particular process, application, document, or desktop item.

iconize

To reduce a window to an icon on the desktop so that a process can run in the background while you do something else. Iconize a window (also called *minimize*) by clicking the minimize button.

launch

To start or run an application, with or without a related document.

list box

Part of a dialog box that contains a list of available choices.

maximize



To zoom a window from an icon on the desktop to full-screen size. Maximize a window by clicking the maximize button.

messageThe text of an <u>event</u> you schedule to remind you of a task or appointment. In Scheduler, a message can be up to 128 characters long.

<u>mi</u>nimize



To reduce a window to an icon on the desktop so that a process can run in the background while you do something else. Minimize a window by clicking the minimize button (also called *iconize*).

option button

Part of a dialog box that represents a mutually exclusive choice; that is, you can select only one.

prompt buttonThe small box at the right of a drop-down list or combination box that reveals a list of choices.

reminder

In Scheduler, a message you write to remind you of a task or appointment.

restore

A component of a window that returns the window to its previous size.

scroll

The action of moving the contents of a window up or down to view information that can not be seen on the screen.

spin button

A button that lets you scroll through a range of options. Either click through the choices one at a time or hold down the mouse button to spin through them quickly.

text box

A rectangular box within a dialog box where you type information needed to complete an action. It may be blank when it first appears, or it may contain text. A drop-down list may also be available, showing lines of text previously entered in the box.

title bar

The part of a window or dialog box that shows either the name of the application running in the window, or the name of the dialog box. The title bar in the currently selected or <u>active window</u> is of greater intensity that the title bar of an inactive window.

wildcard

One of two characters that specify a set of similar filenames. The wildcard represents other characters in the filename.

- ◆ The asterisk (*) stands for any character or characters.
- The question mark (?) stands for any single character.



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

Customer Service, U.S. and Canada

Customer Service & Technical Support, International

Symantec BBS

Technical Support, U.S. and Canada



Customer Service, U.S. and Canada

Symantec Corporation 175 W. Broadway Eugene, OR 97401

(800) 441-7234 United States and Canada only (503) 334-7474 fax

Hours: 7:00 A.M.---5:00 P.M. Pacific Time, Monday--Friday



Technical Support, U.S. and Canada

Symantec Corporation 175 W. Broadway Eugene, OR 97401

(503) 465-8450 (503) 334-7470 fax

Hours: 7:00 A.M.---5:00 P.M. Pacific Time, Monday--Friday



Symantec BBS

300-, 1200-, and 2400-baud modems (503) 484-6699 (24 hrs.)

9600-baud modems only (503) 484-6669 (24 hrs.)

@

Customer Service and Technical Support, International

United Kingdom

Symantec U.K. Limited Sygnus Court Market Street Maidenhead, Berkshire, SL6 4AD United Kingdom 0628 592 222 voice 0628 592 287 fax

Europe (all countries except U.K.)

Symantec Europe Kanaalpark 145 Postbus 1143, 2321 JV Leiden The Netherlands

31 71 353 111 voice 31 71 353 150 fax

Australia

Symantec Pty. Ltd. Upper Level 408 Victoria Road Gladesville, NSW 2111 Australia

61 2 879 6577 voice 61 2 879 6805 fax

All other countries

Symantec Corp. 10201 Torre Ave. Cupertino, CA 95014 U.S.A.

(408) 252-3570 voice (408) 253-4992 fax