


About restoring erased files

When you erase a file using Explorer, Windows keeps a temporary copy of the file in the Recycle Bin that you can retrieve if you change your mind. However, Windows does not detect files erased or overwritten by applications running under Windows or erased from the DOS prompt.

Norton Utilities can help you get these files back. Norton Protection guards against losing the files the Recycle Bin doesn't protect. UnErase Wizard can help you restore even unprotected files.

{button ,AL(`Introducing Norton Protection;Introducing UnErase Wizard;To retrieve an erased file',0,`,`') } [Related Topics](#)

To retrieve an erased file

- 1 Click here  to open UnErase Wizard.
- 2 Choose what you want UnErase Wizard to look for:
 - **Recently Deleted Files:** The 25 most recently deleted files UnErase Wizard knows about. It's best to try this first. If the file you want to retrieve is not listed, click Next to specify more search criteria.
 - **All Protected Files:** Files in the Recycle Bin or under Norton Protection. If the file you want to retrieve is not listed, click Next to specify more search criteria.
 - **Any Recoverable Files Matching Your Criteria:** Lets you specify precise search criteria to help UnErase Wizard locate the deleted file, or parts of the deleted file on the disk.
- 3 When the file you want to recover is located, click the filename and then click Recover.
- 4 Click Finish to close UnErase Wizard.

{button ,AL(`About restoring erased files',0,`,`')}` [Related Topics](#)

About preparing your system against crashes

There's nothing like a computer crash to ruin your day. Hours, days, even months of work can be lost in a fraction of a second. Norton Utilities offers the most comprehensive protection against computer crashes.

The best defense is a strong offense, and a strong offense begins with making a rescue disk set. The rescue disk set contains critical information your computer needs to start and run properly. This information changes as you change the configuration of your computer, so it is important to keep your rescue disk set up-to-date. Norton System Doctor automatically reminds you when it is time to update your rescue disk set. You should always keep Norton System Doctor running.



- **Norton Zip Rescue Disk Set:** If you have an Iomega Zip drive, Rescue Disk can make a rescue disk set that lets you start Windows. This rescue disk set opens the Rescue Recovery Wizard which walks you through the repair process. Once you boot to Windows you also have access to the full suite of Norton Utilities for Windows while making emergency repairs.
- **Basic Rescue Disk Set:** With a standard floppy drive and several floppy disks, you can make a basic rescue disk set that allows you to boot to the DOS operating system only, and access the DOS based Norton Utilities. Full DOS emergency procedures are provided in Chapter 3 of the User Guide.



Make sure you test your rescue disk set immediately after you create it and update it frequently to keep the information it stores current.

{button ,AL(`Introducing Rescue Disk;To handle CrashGuard crash interceptions;To make a rescue disk set;To restore your system using Rescue Disk',0,`,`')}` [Related Topics](#)

To make a rescue disk set

- 1 Click here  to open Rescue Disk.
- 2 Insert disks:
 - For a Norton Zip rescue disk set, insert a Zip disk in the Zip drive and a floppy disk in the floppy drive.
 - For a basic rescue disk set, insert a floppy disk in the floppy drive. Several additional floppy disks may be required for the set. Make sure you label your disks.
- 3 Click Create.
Rescue Disk copies your computer's essential startup information to the disks.
-  To update an existing rescue disk set, click Update instead of Create.
- 4 Let Rescue Disk test the rescue disk set.
- 5 Store your rescue disk set in a safe place.

{button ,AL(`Introducing Rescue Disk;About preparing your system against crashes;To handle CrashGuard crash interceptions;To restore your system using Rescue Disk',0,`,`')}


Related Topics

To handle CrashGuard crash interceptions

Don't let a crash catch you unprepared. CrashGuard catches crashes before they catch you. When an application fails, you may not have had a chance to save your work. CrashGuard gives you that chance. You should always keep CrashGuard running on your system.

When CrashGuard intercepts a crash:

- 1 Review the information presented in the CrashGuard dialog box to determine what program caused the crash.
- 2 Click Fix Program to restore the crashed program enough to save your work.
- 3 Save your work.
- 4 Close and restart the program.

 It's not possible to recover from every kind of application crash, but CrashGuard is successful with most of them. CrashGuard always tells you which program has crashed and how likely it is that you will be able to restore it. If CrashGuard determines that trying to recover from a crash could cause more damage than allowing the crash to continue, it will allow the crash to proceed.

{button ,AL(` About preparing your system against crashes;To make a rescue disk set;To restore your system using Rescue Disk',0,`,`,'')} [Related Topics](#)

To restore your system using Rescue Disk

Even the best-protected computer can sometimes crash and lose or otherwise corrupt the critical information needed to restart properly. Rescue Disk restores that critical information, using the rescue disk set you created prior to the crash.

To restore your system using Rescue Disk:

- 1 Insert your rescue disks:
 - For a Norton Zip rescue disk set, insert the Zip rescue disk in the Zip drive and the floppy rescue disk in the boot floppy drive.
 - For a basic rescue disk set, insert the first disk of the set in the floppy drive.
- 2 Restart the computer.
- 3 Follow the on-screen prompts to restore your computer's essential startup information.
- 4 Remove all rescue disks.
- 5 Restart your computer.

{button ,AL(` About preparing your system against crashes;To handle CrashGuard crash interceptions;To make a rescue disk set',0,`,`')}` [Related Topics](#)

About diagnosing and fixing problems

Trouble-free computing depends on the integrity of your computer, which requires an error-free hard disk and a correctly installed copy of Windows. The trouble is, although most computers start out this way, over time Windows and hard drives are likely to degrade. This degradation, if not corrected, can ultimately lead to data loss.

The best cure for any problem is prevention. Many Norton Utilities programs are on alert for the most common error conditions that can cause computer lock-ups and crashes, and in turn lead to computer problems and data loss. If a Norton Utilities program detects a potential problem, it can correct the condition automatically, or warn you, giving you the option to fix the problem if possible.

If you keep Norton System Doctor running all the time, it will spot problems early and recommend corrective action. Whenever you encounter a problem, or feel like giving your system a quick check-up, use Norton Disk Doctor and Norton WinDoctor.

{button ,AL(` To find and fix disk problems;To find and fix Windows problems',0`,`')}

[Related Topics](#)


To find and fix disk problems

Norton Disk Doctor scans your disks for problems, and offers to fix the problems it finds.

1 Click here  to start Norton Disk Doctor.

2 If you want Norton Disk Doctor to automatically fix any errors it finds, click Automatically Fix Errors.

3 In the drivelist, click the drive you want to diagnose.

 It's OK to select more than one drive to diagnose.

4 Click Diagnose.


Norton Disk Doctor checks the various components of your disk.

5 Follow the on-screen prompts as Norton Disk Doctor identifies and fixes any problems found on the disk.

{button ,AL(`Introducing Norton Disk Doctor;About diagnosing and fixing problems;To find and fix Windows problems',0,`,`')}` [Related Topics](#)

To find and fix Windows problems

Norton WinDoctor scans your system for Windows problems, and offers to fix the problems it finds.

1 Click here  to start Norton WinDoctor.

2 Follow the Wizard instructions to check for problems.

3 Click Finish.

Norton WinDoctor displays a list of the problems it finds.

4 You can choose to fix all or some of the problems:

- Click Repair All to automatically correct all of the problems in the list.

- Select a problem type and click Details to display all the problems of this type in the lower pane. Then, click one or more problems to select them and click Repair All to automatically correct them.


- 💡 To choose the solution you want applied to a problem type or a specific problem, click Repair and select Allow Me To Choose The Solution. Then select the solution you wish to apply.

{button ,AL(`Introducing Norton WinDoctor;About diagnosing and fixing problems;To find and fix disk problems',0,`,`')}` [Related Topics](#)

To eradicate viruses on your computer

The Norton AntiVirus SE Scan sensor of Norton System Doctor regularly scans your system for viruses. You can also use the sensor to perform a manual virus scan anytime:

To scan for viruses

- 1 Click here  to start Norton System Doctor.
- 2 Right-click the Norton AntiVirus SE Scan Sensor, and choose Update from the context menu.

{button ,AL(`Introducing Norton System Doctor;About the Norton AntiVirus SE Scan sensor',0,`,`')}` [Related Topics](#)

About speeding up your computer

When your computer is operating at peak efficiency, so are you. A sluggish computer is more than an annoyance. It may be a symptom of more serious problems.

Your computer's hard disk stores all of your files, applications, and the Windows operating system itself. Over time, the bits of information that make up your files get spread all over the disk. This is known as fragmentation, and is a very inefficient way to store and retrieve information on a hard disk. The more you use your computer, the more fragmented it gets. Before long a fragmented hard disk can cause the entire system to slow down.



Speed Disk rearranges the bits of information on your disk for greatest efficiency.

Norton Optimization Wizard can implement these tasks for you, resulting in noticeably faster system performance.

- Set an efficient minimum [swap file](#) size to reduce swap file fragmentation, and place it for optimal Windows performance
 - Windows itself doesn't always do the best job of managing the swap file.
- Reorganize the [registry](#), removing wasted space, for efficient storage and retrieval.
- Enable Norton SpeedStart, which first tracks how applications load into memory, and then optimizes the loading process, so your applications load noticeably faster.



{button ,AL(`To speed up your hard disk;To speed up your system using Norton Optimization Wizard',0,`,`')}` [Related Topics](#)

To speed up your hard disk using Speed Disk

- 1 Click here  to start Speed Disk.
Norton Speed Disk scans your hard disk drive for fragmentation, displays a report, and recommends corrective action if necessary.
 - 2 Click Start to accept the recommendation.
Speed Disk optimizes your disk drive.
-  By default Speed Disk optimizes your primary hard disk drive, usually drive C. To optimize another drive click its associated checkbox and then click Start.

{button ,AL(` About speeding up your computer;To speed up your system using Norton Optimization Wizard',0,`,`')}` [Related Topics](#)

To speed up your system using Norton Optimization Wizard

- 1 Click here  to start Norton Optimization Wizard.
 - 2 Click Next.
After offering to [benchmark](#) the hard disk drives (if they have not been benchmarked before) Norton Optimization Wizard checks the swap file and makes a recommendation.
 - 3 Click Next.
Norton Optimization Wizard offers to track and speed up application loading by enabling Norton SpeedStart. If you accept, Norton SpeedStart is enabled automatically whenever you start Windows, and its icon is displayed in the Windows taskbar.
 - 4 Click Next.
Norton Optimization Wizard offers to optimize the registry.
 - 5 Click Next.
Norton Optimization Wizard summarizes the choices you have made.
 - 6 Close any open applications, and click Reboot. Norton Optimization Wizard implements your choices and restarts your computer.
-  Norton SpeedStart is automatically enabled when you install Norton Utilities. To disable it without running Norton Optimization Wizard, right-click the taskbar icon and choose Disable from the context menu.

{button ,AL(` About speeding up your computer;To speed up your hard disk',0,`,`')}

[Related Topics](#)

About keeping software up-to-date

Your computer is only as good as the software installed on it. Some of the most basic components of your computer—your sound card, video card, and CD ROM drive—need the correct software to run properly.

Hardware manufacturers usually supply the necessary software with the hardware components they make. But that's only the beginning. Hardware manufacturers are constantly upgrading their software to make your hardware run even better.

The same is true for the programs you use. Software publishers often make improvements, sometimes called "patches," to your favorite programs and offer them to registered users at no charge. So many patches are released every week that keeping up with them can prove nearly impossible. Yet without them, you could be missing important improvements or crash-preventing bug fixes.

- LiveUpdate technology included with Norton Utilities can keep Norton Utilities and your [virus definitions files](#) files up-to-date.

- LiveUpdate Pro works with the Norton Web Services website to search your system for installed hardware and software, and can automatically update your computer with the latest patches, updates, and hardware drivers.

{button ,AL(` About LiveUpdate;About boot sectors and boot records;To update your installed software;About Norton Web Services',0,`,` `')} [Related Topics](#)

To update your installed software

- 1 Click [here](#) to start LiveUpdate.
- 2 Choose whether you want to update Norton Utilities, your [virus definitions files](#), or access LiveUpdate Pro to update other software on your system.

Updating Norton Utilities or virus definitions files requires a modem or Internet connection.

LiveUpdate Pro requires an Internet connection and a subscription to Norton Web Services. Norton Utilities comes with a free, introductory, limited-time subscription to Norton Web Services to get you started.

{button ,AL(` About LiveUpdate;About keeping software up-to-date;About Norton Web Services',0,`,`')}` [Related Topics](#)

Introducing Norton Utilities

Norton Utilities is an integrated suite of programs that can help you find and fix computer problems, improve your computer's performance, perform preventative maintenance tasks, and troubleshoot your system.

Norton Utilities keeps your computer in good condition, warns you of potential problems before they become apparent, minimizes your down time when something goes wrong, helps you to recover lost data, and provides the information you need when installing new hardware or software.

Click here

{button ,JI(`nu.hlp>maintwo',`Video_Three_minutes_to_using_Norton_Utilities')}} to see a video introduction to Norton Utilities.

To access any of the Norton Utilities programs, double-click the Norton Utilities Integrator shortcut on your desktop and select the program you want to run.

{button ,JI(`nu.HLP>task',`NU_List_and_description_of_each_Norton_utility')}} [See a list and description of each Norton Utilities program](#)

{button ,JI(`nu.HLP>task',`NU_Important_tasks_you_can_perform_with_Norton_Utilities')}} [See a list of important tasks you can perform with Norton Utilities](#)

Important tasks you can perform with Norton Utilities

The list below shows the most important tasks Norton Utilities helps you perform. Click a task to get more details.

- {button ,PI(`',`NU_Recovering_deleted_files_pop_up')} [Restoring erased files](#)
- {button ,PI(`',`NU_Recovering_from_crashes_pop_up')} [Recovering from crashes](#)
- {button ,PI(`',`NU_diagnose_pop_up')} [Diagnosing and fixing problems](#)
- {button ,PI(`',`NU_AntiVirus_pop_up')} [Eradicating viruses](#)
- {button ,PI(`',`NU_speeding_up_your_system_pop_up')} [Speeding up your computer](#)
- {button ,PI(`',`NU_cleanup_pop_up')} [Cleaning up your computer](#)
- {button ,PI(`',`NU_update_pop_up')} [Keeping software up-to-date](#)
- {button ,PI(`',`NU_Getting_information_about_your_system_pop_up')} [Learning about your system](#)

{button ,AL(` About diagnosing and fixing problems;About keeping software up-to-date;About preparing your system against crashes;About restoring erased files;About speeding up your computer',0,`,`')} [Related Topics](#)

Norton Utilities helps you prepare and recover from crashes. CrashGuard helps you to recover from a crash enough to save your work. Rescue Disk helps you prepare for a system failure by saving vital system information to floppy or Zip disks. Norton System Doctor provides the Rescue Disk sensor, which monitors whether your rescue set is up-to-date. The DOS programs function as a safety net in case you cannot start Windows. System Information lets you print vital system information before a system failure occurs.

- Keep Norton System Doctor and CrashGuard running to monitor your system's health.

You may occasionally need a file that has been erased. The information contained in the file may still be on the disk and Norton Utilities can help you restore it. Norton Protection guards against losing the files the Recycle Bin doesn't protect. UnErase Wizard help you restore erased files, even those that weren't protected.

Norton Utilities helps speed up your system. Speed Disk defragments the files on your disk for greatest efficiency. Norton Optimization Wizard sets an efficient minimum swap file size to reduce swap file fragmentation, and reorganizes the Windows registry data for efficient storage and retrieval. Norton SpeedStart first tracks how applications load into memory, and then optimizes the loading process, so your applications load noticeably faster. Norton System Doctor monitors disk space with the Disk Space and Disk Slack Space sensors, and keeps an eye on fragmentation for you with the Disk Optimization sensor.

Norton Utilities is on alert for error conditions that lead to computer problems and data loss. If a problem is detected, Norton Utilities can correct the condition automatically, or warn you, giving you the option to fix the problem. Keep Norton System Doctor running all the time to monitor the health of your system. Whenever you encounter a problem, or feel like giving your system a quick check-up, use Norton Disk Doctor and Norton WinDoctor.

The Norton AntiVirus SE Scan sensor of Norton System Doctor regularly scans your system for viruses. You can also use the sensor to perform a manual virus scan anytime. If the sensor finds a virus, it will fix it for you.

Norton Utilities can help you find and remove unnecessary files from your system. Use Space Wizard to scan your disk for files that may be unneeded. Space Wizard can compress, delete, or move the files to free up disk space. Only remove or delete programs or files that you are certain are not necessary to run your system or software applications. If you are not sure, do not delete the file.

Norton Utilities can help you download and install updates to your software and hardware, using your modem or internet connection. LiveUpdate can automatically keep Norton Utilities and your virus definitions files up-to-date. Symantec's new LiveUpdate Pro technology makes it easy to keep your other software applications and hardware drivers up-to-date. LiveUpdate Pro is available from Norton Web Services. You receive a free, limited-time subscription to Norton Web Services when you buy Norton Utilities 3.0.

Norton Utilities provides you with detailed information about your system so you can make informed decisions. To review technical details about your system's configuration, use System Information. To get information about your system's current conditions, use Norton System Doctor.

A list and description of each Norton Utilities program

Norton Utilities is a suite of programs designed to prevent and fix computer problems, optimize computer performance, and help you recover from disasters.

Click a Norton Utilities program in the list below to see a brief description:

{button ,PI(`',`NU_Disk_Editor_pop_up_description')}}
[Disk Editor](#)

{button ,PI(`',`NU_Image_pop_up_description')}} [Image](#)

{button ,PI(`',`NU_LiveUpdate_pop_up_description')}}
[LiveUpdate](#)

{button ,PI(`',`NU_Norton_Diagnostics_pop_up_description')}} [Norton Diagnostics](#)

{button ,PI(`',`NU_Norton_Disk_Doctor_pop_up_description')}} [Norton Disk Doctor](#)

{button ,PI(`',`NU_Norton_File_Compare_pop_up_description')}} [Norton File Compare](#)

{button ,PI(`',`NU_Optimization_Wizard_pop_up_description')}} [Norton Optimization Wizard](#)

{button ,PI(`',`NU_Norton_Protection_pop_up_description')}} [Norton Protection](#)

{button ,PI(`',`NU_Norton_Registry_Editor_pop_up_description')}} [Norton Registry Editor](#)

{button ,PI(`',`NU_Norton_Registry_Tracker_pop_up_description')}} [Norton Registry](#)

{button ,PI(`',`NU_SpeedStart_pop_up_description')}} [Norton SpeedStart](#)

{button ,PI(`',`NU_Speed_Disk_pop_up_description')}} [Norton Speed Disk](#)

{button ,PI(`',`NU_Norton_System_Doctor_pop_up_description')}} [Norton System Doctor](#)

{button ,PI(`',`NU_WinDoctor_pop_up_description')}} [Norton WinDoctor](#)

{button ,PI(`',`NU_NWS_pop_up_description')}} [Norton Web Services](#)

{button ,PI(`',`NU_Rescue_Disk_pop_up_description')}} [Rescue Disk](#)

{button ,PI(`',`NU_Space_Wizard_pop_up_description')}}
[Space Wizard](#)

{button ,PI(`',`NU_System_Information_pop_up_description')}}
[System Information](#)

{button ,PI(`',`NU_UnErase_Wizard_pop_up_description')}}
[UnErase Wizard](#)

Tracker

{button ,AL(`Introducing Norton System Doctor;Introducing Rescue Disk;Introducing Speed Disk;About SpeedStart;About LiveUpdate;Introducing LiveUpdate Pro;About Norton Web Services;Introducing System Information;Introducing Space Wizard;Introducing UnErase Wizard;Introducing Image;Introducing Norton Optimization Wizard;Introducing Norton Protection;Introducing Norton Registry Editor;Introducing Norton Registry Tracker;Introducing Norton WinDoctor;Introducing Norton Diagnostics;Introducing Disk Editor;Introducing Norton File Compare',0,`,`')}` [Related Topics](#)

Lets you view and edit files and disk areas. This DOS program is provided as a safety net in case you cannot run Windows.

Takes a "snapshot" of a disk's critical file information, a process called imaging. UnErase Wizard and Unformat (a DOS program) use the image to restore deleted files or directories and rebuild deleted folders if you accidentally format or seriously damage a disk.

LiveUpdate makes it easy to keep Norton Utilities and your virus definitions up-to-date by using your computer's modem or Internet connection to automatically download updates directly from Symantec . These updates are free to users of Norton Utilities.

If you have an Internet connection, Symantec's LiveUpdate Pro technology makes it easy to keep your other software applications and hardware drivers up-to-date. LiveUpdate Pro is available from Norton Web Services. You receive a free, limited-time subscription to Norton Web Services when you buy Norton Utilities 3.0.

Lets you test your system's hardware. This DOS program is provided as a safety net in case you cannot run Windows.

Diagnoses and repairs a variety of disk problems. It performs several tests, checking everything from the disk's partition table to its physical surface. If Norton Disk Doctor finds a problem, it notifies you before making repairs.

Lets you compare different versions of a text file, see what changed between versions, and selectively undo changes. You can use it to compare any two text files, including initialization (.INI) files, program source code files, and even HTML files designed for viewing on the World Wide Web. A statistics window indicates how many lines have been added, moved, or deleted from the older version of the file.

Improves your computer's performance by optimizing several critical elements of Windows. It optimizes your swap file size, enables Norton SpeedStart program to optimize application loading, and reorganizes Windows registry data for efficient storage and retrieval.

Enhances the Windows Recycle Bin, protecting deleted files. UnErase Wizard allows you to recover the protected files.

Helps you navigate, edit, and back up the Windows registry. The registry is the centralized database used by Windows to store configuration information, including settings for system hardware, software, and network applications.

Records information about changes made to your registry and .INI files, including when changes were made and what application made the changes. It enables you to restore tracked items to their former state with the Quick Fix and Restore features.

Continuously monitors your system in the background to keep it free of problems and running at peak efficiency. Its sensors can alert you immediately when conditions require attention, recommend corrective actions, and even fix many problems automatically, without interrupting your work.

Copies your computer's critical setup data and startup files to a set of removable disks, or to a folder. If your computer fails to start, the rescue disk set can usually get the computer started again. Once the computer is running, the Norton Utilities programs stored on the rescue disk set can help you diagnose and fix computer problems, and restore the computer to full functioning.

Identifies files that are commonly discardable, infrequently used, excessively large, or duplicates of other files on your disk. You can choose to compress, delete, or move the files from your disk to free up disk space.

Norton Web Services is a Symantec website that provides a growing library of web-based utilities, such as LiveUpdate Pro. It is a subscription-based service, available to anyone with Internet access. When you purchase Norton Utilities 3.0, you receive a free limited-time subscription to Norton Web Services.

Optimizes your drives by defragmenting the files and free space on your disks to make file storage and retrieval more efficient.

Optimizes the application loading process. Enabled from Norton Optimization Wizard, Norton SpeedStart tracks how applications load into memory. The next time you start an application, it will load noticeably faster.

Gives you detailed information about your computer, the peripherals—keyboard, mouse, printers, and multimedia devices
—attached to your computer, and your computer's Internet and network connections.

Diagnoses and repairs the most common types of Windows problems, keeping Windows running at peak efficiency. By fixing errors that might otherwise lead to data loss, Norton WinDoctor also protects your work.

Helps you recover deleted files that are protected by Norton Protection, the standard Windows Recycle Bin, or Novell's Salvage (for recovery of files on a network).

Video: Three minutes to using Norton Utilities

- Norton Utilities must be installed on your computer, and the Norton Utilities installation CD must be loaded in the CD-ROM drive to view this video presentation.

Video not found

You must have Norton Utilities installed on your computer and the Norton Utilities installation CD loaded in the CD-ROM drive to play this video.

Introducing Disk Editor

With Disk Editor you can view and edit files and disk areas. Disk Editor is a DOS application that comes with Norton Utilities.

To run Disk Editor

- 1 Choose Disk Editor from the Norton Utilities menu, or restart your computer in MS-DOS mode.
- 2 At the DOS prompt in the Program Files\Norton Utilities directory, run Disk Editor using the following syntax:

```
DISKEDIT [drive:] [path] [filename] [/M] [/X:drives] [/W] [/GO]
[/BW|/LCD]
```

drive drive letter of disk to view or edit

path path of directory to view or edit

filename name of file to be viewed or edited

/M maintenance mode: bypass DOS and look at the disk directly

/X exclude drives from Absolute sector processing

drives list the drives you want to exclude

/W write mode: disable read-only mode

/GO disable graphical mouse and all graphical characters

/BW improve display on monochrome monitors

/LCD improve display on LCD monitor

- To get help on this utility while you are in DOS, type: `DISKEDIT ?`

Introducing Norton Diagnostics

Norton Diagnostics lets you test your system's hardware. Norton Diagnostics is a DOS application that comes with Norton Utilities.

To run Norton Diagnostics

- 1 Choose Norton Diagnostics from the Norton Utilities menu, or restart your computer in MS-DOS mode.
- 2 At the DOS prompt in the Program Files\Norton Utilities directory, run Norton Diagnostics using the following syntax:

```
NDIAGNS /AUTO:n [/REP:file] [/GO] [/BW|LCD]
```

```
NDIAGNS /SPEC:file1 [/REP:file2] [/GO] [/BW|LCD]
```

```
NDIAGNS /RESET [/GO] [/BW|LCD]
```

```
NDIAGNS /NOSEARCH [/GO] [/BW|LCD]
```

```
NDIAGNS /COMP [/GO] [/BW|LCD]
```

```
NDIAGNS /BURNIN:x [/NONOTES] [/SPECfile1] [/REP:file2] [/GO] [BW|LCD]
```

/AUTO:n automatically cycle through all non-interactive tests (delay n seconds between screens)

/REP:file print a report to the specified filename

/COMP run the comprehensive memory test (run only when the system is clean)

/RESET reset all configurations stored in SYMCFG.BIN (perform this only when hardware has changed)

/NOSEARCH skip the search for hardware on your system

/BURNIN:x automatically cycle all non-interactive tests x (the number you select) times

/NONOTES do not prompt for beginning and ending notes on burnin test

/GO disable graphical mouse and all graphical characters

/BW improve the display on monochrome monitors

/LCD improve the display on LCD monitors

- To get help on this program while you are in DOS, type: DISKEDIT ?

Could not open program

The program is not installed or has been moved from the folder to which it was installed.
To properly install the missing program, then run Norton Utilities Setup program again.

The physical organization of your computer

A computer consists of:

- Central processing unit (CPU) which contains the logic necessary to make decisions and do arithmetic.
- Memory or primary storage devices which hold information for the computer to process.
- Input/output (I/O) or peripheral devices from which the computer receives and to which it sends information. Some peripheral devices, such as monitors, display information. Others, such as keyboards, produce information. Still others are secondary storage devices, capable of accepting data from and transferring data to the computer.

All disk drives store data as groups of bits, the smallest pieces of information a computer recognizes. A bit is like a light bulb: it's either on or off. When a bit is on, it's considered to be set, or high, and its value is 1. When a bit is off, it's considered to be reset, or low, and its value is 0. A group of 8 bits constitutes a byte.

How the various disk drives and other memory media store these bits and bytes is one of the factors differentiating them. Some are magnetic devices, such as hard disk drives, floppy disk drives, and magnetic tape drives, while others are optical devices, such as CD-ROM drives.

Disk drives are also categorized by their physical characteristics. For example, some have removable disks and others contain non-removable disks. CD-ROMs, floppy disks, tape cartridge transports, SyQuest cartridge disks, optical disks used in write-once-read-many (WORM) drives, and Iomega Zip drive cartridge disks are all removable. The majority of hard disk drives used in PCs have non-removable, or fixed, disks. Non-removable doesn't mean the disk drive can't be removed from the PC, but rather that the disk itself can't be removed from the disk drive.

{button ,AL(` About CD-ROM drives;About CPU registers;About floppy disk drives;About hard disk drives;The memory components of your computer',0,`,` `')} [Related Topics](#)

About hard disk drives

A hard disk drive is a fast, high-capacity storage unit that completely encloses a stack of platters in a protective enclosure. In some ways, a platter resembles a phonograph record: it is rigid, circular, and spins. However, it is coated with a magnetic material and does not have the long spiral of the phonograph record etched into surface.

The rigidity of the platters gives the hard disk drive its name. Each platter is attached to a center post called the spindle, which in turn is attached to a motor. The motor spins the platters at a constant speed. Common speeds are 3600, 4500, 5400, and 7400 rpm.

Attached to the comb are the heads, which read and write data from each side of each platter. The heads never touch the surface of the disk during operation. Instead, they ride on a cushion of air that not even a hair could squeeze through. The hard disk is hermetically sealed because even the tiniest dust particle caught between the head and the disk surface could damage the disk and cause data loss by scraping off magnetic particles. Therefore hard disk drives are hermetically sealed.

After the hard disk is formatted, each side of each platter has logical concentric circles called tracks. All tracks residing the same distance from the spindle have the same track number and form what is called a cylinder. For example, taken together, all track 7s form a cylindrical ring around the spindle.

Cylinders, tracks, and read/write heads are numbered for reference. The outermost track is called track 0 and all track 0s reside in cylinder 0. Head 0 is the read/write head for the top surface of the top platter.

When the disk is not spinning, the cushion of air disappears and the head touches the disk. To help prevent damage, modern hard disks park themselves automatically when the computer is shut off by moving the heads to a safe cylinder known as the landing zone cylinder.

About sectors

Each track is divided into a number of arc-shaped segments, called sectors. The amount of data in a sector is the smallest unit read from or written to a magnetic disk.

Each track has the same number of sectors, but the length of the sectors varies from one track to another. If you imagine dividing a platter into slices like pie slices, it's clear why the sectors of the outer tracks are physically longer than the sectors of the inner tracks.

Each sector contains:

- **Sector header**

Identifies the sector using a unique head, cylinder, and physical sector number. It also indicates if the sector is usable and, if not, may indicate another sector to use in its place. The last portion of the sector header contains a cyclic redundancy check (CRC) value, used to ensure the sector header is correct.

- **Gap**

Provides the read/write head the time it needs to switch from reading the sector header to writing in the data area. When reading data, the read/write head simply passes over the gap.

- **Data**

Contains 512 bytes of data when formatted under Windows or DOS. At the end of this area are error correction codes (ECCs), used to detect and correct errors.

- **Inter-sector gap**

Provides the read/write head the time it needs to switch from writing data to reading the next sector header. When reading data, the read/write head simply passes over the inter-sector gap.

Reading and writing

When the hard disk drive is accessed, the comb receives an electric signal from the drive's circuit board and moves the read/write head to the correct track. The computer writes or reads all the data from an entire cylinder without moving the heads again. The computer moves through the tracks in a cylinder by switching from head to head.

To write data, an electrical current is sent through a tiny coil of wire wrapped around a small iron core in the read/write head. The combination of the electrical current and the coil creates a magnetic field, which in turn magnetizes particles in the disk's coating. Each particle assumes one of the two possible positions and represents either a 1 or 0 bit. (This makes it easy to understand why exposing magnetic disks to large amounts of magnetism can disrupt the information stored on them.)

Reading data from a disk reverses this process. The magnetic particles on the disk surface induce currents in the read/write head's magnetic coil. The circuit board translates the changes in current back into electronic bits.

Because the sectors vary in size but contain the same number of bits, the bits on outer tracks are wider than those on inner tracks. The varying widths and the early designs for heads forced some drive manufacturers to compensate electronically. At an arbitrary spot on the disk, they changed the way in which signals from the head were interpreted or written. This was called prewrite compensation. You still see the term occasionally.

Even today, the longer tracks have wasted space. Some hard disks use a method called zone mapping to place more sectors on outer tracks than inner tracks. Other hard disks have a single platter that allows the circuit board the ability to emulate the presence of multiple platters and therefore more data space.

Various methods (or algorithms) have been developed for encoding data on the magnetic surface of a disk. They differ in capacity and in the reliability with which data is retrieved. The method is built into the disk drive and can't be changed. Two examples are Modified Frequency Modulation (MFM) and Run Length Limited (RLL). Hard disks using the RLL method pack more bits into less space than those using the MFM method. There are also variations of RLL, namely Advanced RLL (ARLL) and Enhanced RLL (ERLL).

{button ,AL(` About hard disk drives',0,`,`')} [Related Topics](#)

About floppy disk drives

The most widely used removable data-storage medium is the floppy disk (sometimes called a diskette). A floppy disk is a convenient place to save data so it can be moved from one computer to another. Floppy disks come in two sizes: 3½ inches and 5¼ inches.

The 3½-inch floppy disk comes in capacities that range from the low-density 720K disk to the extra high-density 2.88 MB disk. The capacity most commonly used is high density, 1.44 MB. The hard outer case and a metal (or hard plastic) piece called the shutter help to protect the disk, making it more reliable than the older 5¼-inch floppy disks. The shutter protects the cookie, the magnetically coated surface where data is stored. Although the cookie is anything but rigid, it is analogous to a platter in a hard disk.

Placing a 3½-inch floppy disk into the drive cocks a system of springs and levers, which slide the disk's shutter open to expose the cookie and bring the read/write heads into contact with it. Most of the floppy disk drives in use today have two read/write heads, one for the top surface of the disk and the other for the bottom.

When the floppy disk drive receives a request to read or write information, two motors are activated. The first motor, called the spindle motor, is located on the bottom of the drive. It rotates the cookie at approximately 300 rpm to pass data by the read/write heads. The second motor, a stepper motor (a common type of motor that moves in small steps), moves the read/write heads in and out to the proper location on the disk. When the read/write heads are in position and the cookie is spinning, the floppy disk drive executes read and write operations the same way a hard disk does. For more information about these operations, see the related topics.

Holes in the floppy disk case help (or hinder) the read and write processes. A small, square hole in the corner of a 3½-inch floppy disk case identifies it as high density. In addition, the words "High Density" (or "HD") appear on the case. In the other corner of the case, another small, square hole (with a write-protect tab that is moved to expose or hide the hole) determines whether the disk is read-only. When this hole is exposed, the drive identifies the floppy disk as read-only. This protects the data on the disk from changes and erasures because the computer can't write to it. For a 5¼-inch floppy disk, covering the write-protect notch at the edge of one side makes the disk read-only.

Some floppy disk drives use micro switches to detect information about the inserted disk. Others use an optical system that detects whether a beam of light passes through an open hole or gets blocked by a closed hole.

{button ,AL(` About hard disk drives',0,`,`')} [Related Topics](#)

About CD-ROM drives

CD-ROM drives are a variation of the devices used to play audio compact discs. They have the unfortunate characteristic of allowing data to be read but not written. (ROM means read-only memory). However, writeable CD technology is beginning to emerge. Due to the large capacity of CDs (more than 600 MB), the CD-ROM drive is the perfect medium for distributing large software products, especially multimedia products. The most important difference between the CD-ROM drive and magnetic disk drives is the CD-ROM drive uses light, instead of magnetic fields, to read information from the CD surface.

The photodetector is the most important component in the CD-ROM drive. It contains the electronics necessary to interpret the CD surface as a string of bits. Within the detector is an electronic device called a laser diode. The diode emits a laser beam that travels through a series of lenses and mirrors to focus the beam on the CD surface. The laser beam is reflected back to the detector after hitting the CD surface. The optics within the photodetector redirect the reflected beam to a photodiode, which detects the amount of reflected light.

The CD surface (shiny aluminum film or foil protected by a plastic coating) contains a series of microscopic lands (flat areas) and pits. A land reflects the laser light, indicating a high (1) bit, whereas a pit disperses the light, indicating a low (0) bit.

Originally, CD-ROM drives rotated at the same rate as do audio CD players. To help speed up the process of reading data, manufacturers have developed CD-ROM drives that spin at higher rates. However, even the fastest of these drives can't yet read data as fast as a hard disk drive.

Unlike floppy disk or hard disk drives, CDs have a fixed physical sector size. They also have one spiral track, much like a phonograph record. To read data, the CD-ROM drive must make the bits pass the detector at the same speed no matter where the detector is positioned. Because the bits at the center of the rotating disk are moving at a slower speed than those at the outer edge, the CD must spin faster when the detector is close to the center of the CD.

{button ,AL(` About floppy disk drives;About hard disk drives',0,`,`')} [Related Topics](#)

About disk controllers

A disk controller controls the operations of a disk. It enables the CPU and disks to communicate with each other. Various interfaces have been developed to define the rules for this communication. The following are interface types commonly used between disk controllers and hard disks:

- ST-506/412
- Enhanced Small Device Interface (ESDI)
- Integrated Drive Electronics (IDE)
- Small Computer System Interface (SCSI)
- Extended Integrated Drive Electronics (EIDE)

Of these interfaces, only ST-506/412 and ESDI are strictly oriented toward hard disks and require specialized controllers.

These interfaces vary not only in the amount of data they access, but also in their speeds. For example, ST-506/412 transfers about 5 to 7.5 megabits of data per second, while EIDE can transfer as much as 16.6 megabits per second.

SCSI drives are the fastest type of drive because SCSI controllers (or host adapters) have their own CPU for handling data transfers and other device related tasks, and consequently do not require resources from the main system CPU. Your system runs faster because your main CPU is free to do other chores. (This also explains why SCSI host adapters cost more than other kinds of drive controllers.)

Additionally, SCSI drives do not have drive wrap or sector translation problems (which are still a problem for EIDE drives).

Floppy disk drives use the slow disk controller interface they have used since their inception. They have a maximum transfer rate of 500 kilobits per second (kps), but rates of 350 kps are more typical.

CD-ROM drives can use SCSI, EIDE, or proprietary interfaces. The adapter cards for many CD-ROM drives use a subset of the SCSI standard that limits the card to a single device.

About speed

A number of factors that affect the speed at which data is accessed depend on the physical design of a disk drive and can't be modified. They include:

- Access time (which is a combination of seek time and latency)
- Transfer rate
- Rotation speed (which affects both the drive's latency and transfer rate)

Hard disk drives are significantly faster than floppy disk drives or CD-ROM drives. The speed of floppy disk drives has changed little over the years, but the speed of CD-ROM drives has been increasing.

- Hard disk drives have an access time of 8 to 15 milliseconds and a transfer rate of 5 to 16.6 MB per second.
- Floppy disk drives have an access time of 80 to 120 milliseconds and a transfer rate of .35 to .5 MB per second.
- CD-ROM drives have an access time of 160 to 300 milliseconds and a transfer rate of .15 MB per second for a single speed CD-ROM to .9 MB per second for 6x CD-ROMs.

Access time

Access time is the amount of time it takes to locate information. For a magnetic disk drive, access time is the time needed to move the read/write head from the track it is on to the track where new data is to be read or written (seek time) plus the time needed for the requested sector to pass under the head (latency). For a CD-ROM drive, access time is the time needed to move the laser beam to the proper position along the CD's spiraling track plus the time for the sector to pass under the beam.

Since the head or laser beam can be anywhere in relation to the destination, the average seek time is used to rate drive performance. Most hard disk drives have an average seek time of less than 15 milliseconds, whereas even fast CD-ROM drives have average seek times 10 to 15 times longer.

The maximum latency for a magnetic disk is the time it takes for a complete rotation of a disk, since it's possible to miss a sector by the smallest fraction of a second. The average latency of a magnetic disk is exactly half the time of a complete rotation, assuming the sectors are requested at random.

The interleaving of sectors can reduce latency. For example, if a hard disk drive is reading sectors 1 through 4 in order, it may have less of a wait between sector reads if the sectors are not back-to-back on the disk. If the sectors are numbered 1, 3, 2, 4 instead of 1, 2, 3, 4, a slower computer waits a partial rather than a full revolution before reaching the next sector. For best performance, the interleave should carefully match the speed characteristics of the computer with those of the hard drive. Interleaving is performed during low-level formatting.

Many newer hard drives have their own memory buffers, where they can temporarily store an entire track or more of data. By allowing a drive to read the entire track at once, memory buffers eliminate latency. (Some CD-ROM drives also have memory buffers, enabling storage of as much as a megabyte of data. A memory buffer can substantially improve the performance of a CD-ROM drive.)

{button ,AL(` About CD-ROM drives;About hard disk drives;Low-level formatting',0,`,` `')}
[Related Topics](#)

Transfer rate

The transfer rate measures how fast data is transferred between the drive and computer memory in millions of bytes per second.

In today's more advanced hard disk drives, like SCSI and EIDE, transfer rates can approach or exceed 15 MB per second. The transfer rate for CD-ROM drives depends on the rotation speed as well as the use of data buffering.

{button ,AL(` About CD-ROM drives;About hard disk drives',0`,`')} [Related Topics](#)

Rotation speed

The rotation speed affects both latency and the transfer rate. The higher the rotation speed, the faster the drive can access data. A hard disk's platters spin at a constant rate, commonly 3600, 4500, 5400, or 7400 rpm. CDs spin at a variable speed, based on the position of the laser beam in relation to the edge of the CD. The range of speeds for a CD-ROM drive depends upon the model type: single, double (2x), triple (3x), quadruple (4x), or 6x speed, for example. Floppy disks rotate at about 300 rpm.

{button ,AL(` About CD-ROM drives;About floppy disk drives;About hard disk drives',0,`,` `')} [Related Topics](#)

The logical organization of your computer

The operating system organizes and finds data on any disk drive. On a magnetic disk, reading and writing data requires a high degree of interaction with the computer's operating system. Because a CD-ROM is read-only, the operating system does not need to update information about what data is stored and where it is stored.

For speed and efficiency in accessing particular bytes on magnetic disks, the operating system constructs directories and indexes describing what's occupied, what's free, and what should never be used due to physical damage. This type of disk information is called the logical formatting.

To refer to a particular location on a disk, the disk controller uses the side or head number, track number, and sector number, so the PC must specify disk locations in this same manner. However, it is awkward for an operating system to communicate in the language the disk controller understands. For one thing, the number of tracks, sectors, and sides all change from one disk to another.

The operating system therefore locates data by using a sequential numbering scheme that enables it to maintain status information about every part of a disk. To reduce the overhead that would be required to monitor a disk at the sector level, the upper layers of the operating system deal instead with multi-sector units called clusters. The number of sectors in a cluster depends upon the size of the drive and is determined when the disk is formatted. (Clusters are also referred to as allocation units.)

The operating system organizes each logical disk into two main areas: the system area and the data area. The system area includes the boot sector, the file allocation table (FAT), and the root directory. (On FAT32 drives, the root directory is a cluster chain in the cluster heap, and the starting cluster of the chain is stored in the boot record.) The data area stores the files and folders.

{button ,AL(` About CD-ROM drives;About disk controllers;About sectors;Reading and writing',0,`,`')} [Related Topics](#)

About partitioning

One organizational scheme the operating system recognizes is the division of a hard disk into multiple partitions. You can only partition hard disks.

A partition can be primary (capable of booting an operating system) or secondary (not bootable). You can have a maximum of four primary partitions and several secondary ones. Secondary partitions can be further subdivided into logical disks (also called volumes). Logical disks can give the impression that a single hard disk is actually multiple disks. For example, a hard disk might have three logical disks, typically referred to as drives C:, D:, and E:. In this case, C: may be the primary partition and store system data, while the logical disks D: and E:, on the secondary partition, store applications and data respectively. This makes it easy to backup only your data. Another example is a computer running more than one operating system. You may have two primary partitions, so you can run DOS and another operating system, such as Windows NT or OS/2.

Another reason to have multiple partitions on a hard disk is to reduce slack space on the disk. Because a drive can have a maximum of 64K clusters (at least until the arrival of FAT32, the larger the partition, the larger the cluster size. Repartitioning your disk into multiple smaller drives allows you to use a smaller cluster size, which means less wasted disk space.

DOS supplies a program called FDISK that lets you create, view, alter, and delete partitions on your hard disk. It can also reserve space for partitions that will be used by other operating systems. FDISK creates the partition table, which is the part of the master boot record that contains information about the partitions. The master boot record is stored at side 0, cylinder 0, sector 1 of every hard disk.

{button ,AL(`About FAT32',0,`,`')} [Related Topics](#)

Partition table

The partition table stores the following information:

- Type of operating system
- Starting location (head, sector, and cylinder)
- Size (number of sectors in the partition)
- Whether the partition is bootable
- Ending location (head, sector, and cylinder)
- Location of the other partitions

For the partition table to be valid, each partition must have a unique starting point and not overlap another partition. Additionally, only one partition at a time is marked as the active partition, the partition from which the operating system will be loaded. The program stored in the master boot record checks the partition table for the active partition and loads and executes the bootstrap loader in that partition's boot record.

{button ,AL(` Master boot record',0,`,`')} [Related Topics](#)

Master boot record

Although each logical disk has a boot record of its own, there is only one master boot record per hard disk. When starting up from a hard disk, the ROM BIOS bootstrap loads and executes the bootstrap loader in the master boot record before transferring control to a partition's boot record. The reason for this step is that the master boot record specifies which partition is the active partition. Not every partition may contain operating system files, so the system must determine the partition that does.

Boot managers alter the master boot record so that, instead of booting the system automatically, a menu is presented that allows you to choose where the system boots from (for example, from a Windows 95 or NT partition).

Note that if you use any drivers that load before DOS (such as Drive Space and Disk Manager, which alter the master boot record to load themselves), these drivers need to be on your bootable floppy disk (for instance, the floppy in your rescue disk set).

{button ,AL(` About boot sectors and boot records',0,`,`') } [Related Topics](#)

About boot sectors and boot records

The boot sector is the special sector at the beginning of a logical disk where the boot record is stored. The boot record on FAT32 drives requires three boot sectors, plus a copy of these sectors and a certain number of reserved sectors (usually 32) before the FATs begin. This reserved area (larger than that on FAT16 drives) allows copies of the boot record to be stored there, along with a sector that contains a free-space count and other file system information.

Every boot record contains information that helps the operating system determine how data is organized on the logical disk. The boot record includes the following information:

- Number of bytes per sector
- Number of sectors per cluster
- Number of sectors on the disk
- Number of sectors per track
- Number of heads on the disk
- Media descriptor byte, which indicates the type of the disk (such as a hard disk or a 3½-inch floppy disk with 1.44 MB capacity)
- File information, such as the number of sectors per FAT entry and the number of entries in the root directory

{button ,AL(` About FAT32;About floppy disk drives;About hard disk drives',0,`,`')}

Related Topics

About formatting

Tracks and sectors are not physical structures you see when you look at the disk surface. Initially, a magnetic disk's surface is a randomly organized mass of scrambled iron oxide molecules. Preparing a magnetic disk for use involves the following processes that place tracks, sectors, partitions, boot records, and file allocation tables (FATs) on that surface.

- Low-level formatting prepares the disk surface.
- Partitioning creates the partitions and logical disks for a hard disk.
- High-level formatting prepares a logical disk for use.

When you format a floppy disk, both the low- and high-level formatting seems to occur as a single operation.

{button ,AL(` About boot sectors and boot records;About file allocation tables (FAT);About sectors;Partition table',0,`, `')} [Related Topics](#)

Low-level formatting

Low-level formatting (also known as physical or hard formatting) organizes the disk's surface into tracks and sectors. During formatting, sector identifiers are written to each track. This process establishes what is known as the sector addressing, used to find each sector within a track. The sector addressing information is part of the sector header, which is one portion of a sector.

Low-level formatting is a process hard disk manufacturers now perform themselves. (However, you may be able to perform a physical format of an MFM or RLL drive, depending on its controller.)

High-level formatting

Once a disk has had a low-level format and been partitioned, the high-level format (also known as the logical or soft format) can be performed. High-level formatting places the structures on the disk that the operating system requires to access that disk: the boot record, FAT, and root directory. Each logical disk includes a boot record, whether or not the system boots from that disk.

These structures are set up either by using the DOS FORMAT command or by choosing FORMAT from a drive object's context menu within Windows. The DOS FORMAT command is still important when preparing a new or destroyed hard disk for use, since in this case Windows is probably unavailable.

The DOS FORMAT command also performs one other process, called bad sector mapping, which is time-consuming but very important to data integrity. This process checks for bad sectors by reading the header of every sector. If a sector is bad, the cluster in which it resides is marked as bad in the FAT so the operating system won't use that cluster. (Windows 95 performs bad sector mapping through ScanDisk.)

File Allocation Table (FAT)

The file allocation table (FAT) is an integral part of many file operations. You can't create, read, or append data to a file without dealing with the FAT.

The FAT is used to track the locations of both files and free space on a logical disk. There are two copies of the FAT and they always follow the boot record on a disk. Why two copies? So an unreliable FAT does not render an entire disk unusable. If one FAT becomes corrupt, the other copy is used.

The FAT is a table that contains an entry for each cluster on a disk. The first FAT entry is a value representing the media descriptor byte, which is a copy of the one in the boot record. The second entry is reserved for special information. The rest of the entries correspond to the clusters on the disk. These entries contain one of four types of values to indicate the cluster's status:

- Cluster is available.
- Cluster is the last one in a file.
- If there is more than one cluster for the file, the value specifies the next cluster number for the file.
- Cluster is damaged.

When a FAT entry indicates a file has multiple clusters, a FAT chain is created for the file. Each FAT entry points to the next cluster of the file. It's this chaining of one FAT entry to another that's so vital to retrieving files. For more information, see related topics.

(On FAT32, the upper 4 bits are reserved for future use by Microsoft.)

{button ,AL(` About FAT32;Data retrieval',0,`,`')} [Related Topics](#)

About FAT32

FAT32 is a new, more robust, more flexible file system from Microsoft that supports very large hard drives and uses disk space more efficiently (especially on large disks).

The File Allocation Table (FAT) file system was originally created to store data on floppy disks (FAT12), and was later changed to allow it to handle data on fixed disks such as hard disks (FAT16). However, the FAT16 file system cannot support today's extremely large hard disks—anything over 2 GB in size—so FAT32 was created to support these larger hard drives (up to 2 terabytes) and to provide more efficient use of disk space.

Disk space is allocated in clusters. That means that even if a file is smaller than a cluster, it still takes up a whole cluster, wasting any leftover space in the cluster. Or, suppose a file is large enough to fill 3-1/2 clusters, the file will still be allocated four entire clusters. Since FAT32 drives use a smaller cluster size, typically FAT32 drives have less wasted (slack) space on the drive.

In addition, FAT32 systems can relocate the root directory and use the backup copy of the FAT instead of the default copy. Also, the boot record on FAT32 drives now backs up critical data, meaning FAT32 drives are less likely to fail. Since the root directory on a FAT32 drive is a cluster chain (instead of being a physical area on the disk), it can contain more entries than a FAT16 drive (up to 65,536) and it can be located anywhere on the drive.

About the root directory

The root directory is the table between the second copy of the FAT and the actual data area on the logical disk. It identifies the top-level contents of the logical disk. Each entry in the table is called a directory entry. The root directory acts as the foundation for the folder or directory structure. From the root directory, you can find any file or folder that exists on a disk. The root directory on a hard disk stores a maximum of 512 entries. (On FAT32 drives, the maximum number of entries is 65,536.)

Under Windows 95, directories and subdirectories other than the root directory are referred to as folders.

There are two good reasons for the root directory to be at the beginning of the disk. First of all, the operating system doesn't have to store the root directory location in order to retrieve it. Second, the root directory is the only file structure that always exists. Even if you delete every file and folder on a disk, you still have a root directory. Otherwise, you wouldn't be able to create new files and keep track of their existence.

On FAT32 drives, the root directory usually starts at cluster 2. If you optimize your drive with Speed Disk, the root directory is placed at the first usable cluster on the disk, which is usually cluster 2.

Under Windows 95, an entry in the root directory may have one of two formats: a short filename format or a long filename (LFN) format.

{button ,AL(` About FAT32;About long filenames;About short filenames;Introducing Speed Disk',0,`,`')} [Related Topics](#)

About short filenames

Before the release of Windows 95, all directory entries used what is now known as the short filename format. Three types of directory entries used this format:

- File
- Subdirectory
- Volume label

Every directory entry is exactly 32 bytes, counted from 0 to 31. Here's a brief summary of the directory entry fields:

| Byte Position | Field Name | Description |
|----------------------|----------------------|---|
| 0-7 | Filename | Name given to the entry. |
| 8-10 | File extension | File type identifier. Examples of common file extensions are .TXT, .DOC, and .EXE. |
| 11 | File attributes | Special properties of the entry, as explained in a separate section. |
| 12 | NT attribute | Reserved for use by Windows NT. |
| 13 | Creation time (msec) | Milliseconds (thousandths of a second) after the minute the entry was created. This field is combined with the next one to provide a higher time resolution. |
| 14-15 | Creation time | Time the entry was created. This field is accurate to the minute. |
| 16-17 | Creation date | Date the file was created. |
| 18-19 | Last access date | Date the file was last accessed, either for reading or for writing. |
| 20-21 | Extended attribute | OS/2 field that points to other information about files, such as their icons and configuration information. Also called the EA handle, this field provides compatibility with OS/2. |
| 22-23 | Modified time | Time the file was last modified. |
| 24-25 | Modified date | Date the file was last modified. |
| 26-27 | Starting cluster | First cluster in the FAT chain for a file or folder. When retrieving a |

file or folder, the operating system must first find this cluster so the FAT chain for the file can be traversed.

28-31 File size Number of bytes contained in the file.

{button ,AL(` About LFN directory entries;About long filenames',0`,` `')} [Related Topics](#)

About long filenames (LFN)

Before the introduction of Windows 95, the naming conventions for DOS and Windows files were very restrictive. A filename had to follow the 8.3 format, that is, it could have a maximum of eight characters optionally followed by a file extension of up to three characters. A period separated the two parts.

Under Windows 95, long filenames (including their extensions) can now contain up to 255 characters. As an extreme example, you could have a filename consisting of a period and a 254-character extension. (A long filename can contain more than one period. If it does, everything after the last period is considered the file extension.)

LFNs use the UNICODE character set, which requires two bytes for a single character. Short filenames use ASCII characters, which require one byte per character.

To support this new capability, the directory entries for LFNs are implemented very differently from the other directory entry types. For example, the LFN "THIS IS MY VERY LONG FILENAME.TXT" takes three entries.

LFN entries are 32 bytes long. The interpretation of the bytes distinguishes a short filename entry from an LFN entry. The most important difference between LFN and the other types of directory entries is that a single long filename can require multiple LFN entries, since each LFN entry has room for only 13 characters of the filename. Here is a description of the fields for LFN entries.

| Byte Position | Field Name | Description |
|----------------------|---------------------|--|
| 0 | Ordinal field | Hexadecimal number indicating the order of LFN entries, since LFNs may require more than one directory entry. The first entry is numbered 01h, the second 02h, and so forth. The last entry has its seventh bit, the most significant bit, set to 1. |
| 1-10 | Filename chars 1-5 | First five filename characters within this LFN entry. This field must have an entry. |
| 11 | File attributes | Special properties of the entry, as explained in LFN directory entries. |
| 12 | Type | Reserved for future use. Currently it always contains 0, which denotes an LFN entry. |
| 13 | Checksum | Number verifying that the LFN directory entry is valid. The short filename for the file is the basis for this value. |
| 14-25 | Filename chars 6-11 | Sixth through eleventh filename characters within this LFN entry. This field may be blank. |

| | | |
|-------|-------------------------|--|
| 26-27 | Cluster number | No longer used, always 0. This field is to maintain backwards compatibility with older versions of DOS and other software. |
| 28-31 | Filename chars 12-13 | The twelfth and thirteenth filename characters within this LFN entry. This field may be blank. |

{button ,AL(` About file attributes;About LFN directory entries;About short filenames',0,`,` `')} [Related Topics](#)

About LFN directory entries

A long filename has one or more LFN (long file name) directory entries followed by its short filename directory entry. An LFN must have an associated short filename because only the short filename stores the file's starting cluster.

The short filename is a unique filename based on characters contained in the LFN. In addition to being the LFN's link to a file, the short filename allows Windows 3.x and DOS applications to access files.

For example, the LFN "THIS IS MY VERY LONG FILENAME.TXT" may have the short filename of THISIS~1.TXT. Windows generates this short filename. The tilde (~) and number ensure that no two long files have the same short filename. For example, if you create another file named "THIS IS MY LONG ESSAY.TXT", Windows assigns it a unique short filename of THISIS~2.TXT automatically.

Here is some other information about LFNs:

- Text that makes up the LFN is in reverse order. The first LFN directory entry stores the last characters in the filename.
- LFNs preserve the case used when the file was named. Short filenames do not.
- Even though LFNs preserve case, searching for, moving, opening, or otherwise manipulating files having LFNs is case-insensitive. For example, if you want to open a file named "Budget for the First Quarter," the file will still be opened if you specify the filename as "budget for the first quarter" or use any combination of uppercase and lowercase letters.
- An LFN becomes detached from its short filename if you move a file or rename the short filename using a pre-Windows 95 application or version of DOS. Use Norton Disk Doctor or Disk Editor to remove the LFN entries, or to reattach the LFNs to the short filename.

{button ,AL(` About file attributes;About long filenames;About short filenames',0,`,`')}

Related Topics

About file attributes

File attributes are a combination of several directory properties. When the operating system interprets these properties, it knows whether to treat an entry as a file, directory, volume label, or long file name (LFN).

There are a total of six file attributes. Each attribute has a different bit position within the byte allocated for this field. A directory entry "has" a particular attribute if that attribute's bit is 1.

X Unused bits

These bits are always set to 0.

A Archive attribute

When this bit is 1, the entry has not been archived (backed up).

D Directory attribute

When this bit is 1, the entry is a folder.

V Volume label attribute

When this bit is 1, the entry denotes a volume label or LFN. However, an LFN also has 1 bit for the S, H, and R attributes described below.

S System attribute

When this bit is 1, the entry is a system file.

H Hidden attribute

When this bit is 1, the entry is not included in directory listings, such as what appears in the file pane of the Windows Explorer or when the DIR command is issued from the DOS prompt. In both cases, however, you have the option of overriding the exclusion of hidden entries.

R Read-only attribute

When this bit is 1, the entry can't be overwritten, deleted, or moved.

Notice there is no attribute to indicate that an entry is a file. Files without LFNs are simply entries where neither the directory nor volume label bit is set. Files with LFNs have LFN directory entries with their volume label, system, hidden, and read-only attributes set to 1. Windows 95 uses this particular attribute combination to flag LFN directory entries because the combination would never be set by other software. This also provides compatibility with older applications.

{button ,AL(` About LFN directory entries;About long filenames',0,`,`')} [Related Topics](#)

Where data is stored

The last and largest portion of a logical disk is the data area, where all the files and folders you work with are located. A folder is like a file in form, but like the root directory in data content. To the operating system, a folder is a file whose contents happen to be the directory entries for all the files (and any folders) that are in that folder. The first two entries in a folder are always "." (which refers to this folder itself) and ".." (which refers to the parent folder).

By storing folders in the data area, the operating system can assign them space as needed, as if they were files. Like files, folders can expand, shrink, and be deleted. And by storing the starting cluster numbers for folders, the operating system can construct paths to files and other folders.

How data is retrieved

A directory entry identifies the starting cluster of a file and each file allocation table (FAT) entry for that file identifies its next cluster. The combination of these two pieces of information determines a chain of clusters that contains the file's data. The process of identifying this chain is called traversing the FAT chain.

Sometimes the directory entries and the FAT contain conflicting information. Such conflicts are usually the result of an interruption in normal processing while the FAT or a directory entry is being updated. Because the operating system performs the updates at different times, the FAT and the directory entries can become unsynchronized. The FAT is updated as you work on a file, whereas a directory entry is usually updated when you close the file.

When a file is deleted, its data is not really erased. The operating system marks the first byte of the filename with a special character to indicate the file has been erased, then replaces the file's FAT entries with zeros. Because the data of the starting cluster number is not erased from the directory, UnErase Wizard can find and recover the first cluster, providing it hasn't been overwritten. However, if you have Norton Protection enabled, all deleted files (including some that are not protected by the Windows Recycle Bin) are moved to a hidden folder, greatly improving your chances of recovering deleted files.

Norton Disk Doctor checks to ensure that each used cluster in the FAT belongs to one, and only one, directory entry. If an entry in the FAT indicates a cluster is in use but that cluster is not part of a chain associated with any directory entry, Norton Disk Doctor reports it as a lost cluster. If an entry in the FAT indicates a cluster is part of a chain associated with more than one directory entry, Norton Disk Doctor reports a cross-linked file.

Norton Disk Doctor also compares the size of a file as reported by its directory entry to the size as determined by the number of clusters associated with it in the FAT. If the two sizes don't match, Norton Disk Doctor reports a file allocation error. Use Norton Disk Doctor to correct these and many other physical or logical disk problems.

{button ,AL(` About file allocation tables (FAT)',0,`,`')} [Related Topics](#)

Optimizing disk space and performance

Optimizing the performance and the space on your hard disk can make a big difference in the everyday functioning of your computer. Defragmenting files can substantially improve the performance of hard disks and using a disk cache can have a dramatic effect on the performance of both hard disks and CD-ROMs. Increasing disk space on your hard disk gives you more room for a swap file and other data.

{button ,AL(`About hard disk drives;Defragmenting files;Disk caching;Increasing disk space',0,`,`')}` Related Topics

Defragmenting files

One factor affecting the performance of hard disk drives is file fragmentation. As you delete, modify, create, and copy files, they become fragmented or spread out over non-contiguous clusters.

Speed Disk solves this fragmentation problem by rearranging the files so they occupy contiguous clusters, thereby minimizing read/write head movement and optimizing access time. This reorganization process is known as defragmenting files. Other advantages of defragmenting files is the consolidation of unused space, better disk cache performance, and a better chance of recovering existing files if you delete them, or if the are is damaged.

The Norton Utilities program Norton System Doctor includes the Disk Optimization sensor, which shows you the level of fragmentation for your hard disk.

{button ,AL(` About the Disk Optimization sensor;Optimizing disk space and performance;Disk caching;Introducing Speed Disk',0,`,`')}` [Related Topics](#)

Disk caching

No matter how fast mechanical disk drives get, their data access speeds will always be much slower than random access memory (RAM). To compensate, hardware and software vendors created disk caches. A disk cache sets aside RAM to store the data that applications are most likely to request from a drive. A disk cache can improve the effective data access speed of a disk drive by as much as a factor of ten.

There are four main types of disk caches:

- **Software disk caches** Use main memory for the retrieval and temporary storage of disk data. They do not require any special hardware. VCACHE is an example of software disk cache.
- **On-board disk caches** Use memory and a cache controller on the disk drive itself. Although they do not use any of the computer's RAM for caching operations, they are small and comparatively expensive.
- **Disk-caching controllers** Use a controller card connected to the disk drive. This type of cache, like the on-board disk cache, uses its own memory rather than RAM and can be expensive. However, a disk-caching controller can offer better performance than an on-board disk cache, because it can overcome some of the limitations of other disk drive components.
- **Buffers** Memory chips on disk drives that temporarily store data but have limited impact on performance because they lack the ability to manage their contents. A track buffer retrieves an entire track of disk data when a single sector is read, so any subsequent requests for data on that track can be read from the buffer. Some disk drives come with buffers that can store much more than a track of data. CD-ROM drives often use buffers to hold the next sequential data the drive's photodetector will encounter, on the assumption that it will be the next data requested.

You can use Norton System Doctor to monitor disk cache. Norton System Doctor provides three sensors that show you disk cache use and performance: the Cache Hits sensor, the Cache Memory Utilization sensor, and Disk Throughput sensor.

- Disk caching works less effectively if your disk is fragmented. Norton System Doctor includes the Disk Optimization sensor for monitoring to what degree your disk is fragmented. To defragment your disk, use Speed Disk.

{button ,AL(` About the Cache Hits sensor;About the Cache Memory sensor;About the Disk Throughput sensor;About the Disk Optimization sensor;Defragmenting files;Introducing Speed Disk',0,`,` `')} [Related Topics](#)

Read-ahead and write-behind caching

Read-ahead caching is a method of anticipating what data will be read next from a disk drive and then reading it into memory, usually while the computer is idle. The result is reduced read/write head (or photodetector) movement and smoother operation.

Write-behind caching has the same result, but it involves holding in memory the data that is to be written to disk until the computer is idle. One problem with write-behind caching is the potential for data loss, which may occur if a computer is powered down before Windows indicates "You may shut down." The cache is volatile memory, so you lose any data in the cache that was not written to disk before the computer was shut off.

{button ,AL(`Disk caching;About VCACHE',0,`,`')} [Related Topics](#)

About VCACHE

Windows has a virtual driver (VxD), called VCACHE, that handles disk caching. VCACHE is a replacement for the disk cache that came with previous versions of DOS and Windows (called SmartDrive). It has the advantage of being able to change the amount of memory it uses on the fly, something most caches loaded through DOS can't accomplish. When disk activity is high but the memory load is low, VCACHE increases its size to do as much processing as possible within RAM, thereby avoiding disk access. On the other hand, if memory usage is high (for example, if you're using a spreadsheet application to do calculations), VCACHE shrinks to maximize the amount of memory available for your application.

VCACHE has the ability to cache files residing on network volumes, comes free with Windows 95, and requires no user setup. It uses the read-ahead and write-behind caching schemes. VCACHE is an example of software disk cache.

{button ,AL(` Disk caching;Read-ahead and write-behind caching',0,`,`')} [Related Topics](#)

Increasing disk space

Disk compression software (such as Microsoft's DriveSpace) increases the amount of data that can be stored on a disk. (However, FAT32 volumes don't support compressed drives.) This kind of software takes the data on a hard disk and looks for repeated sequences. It replaces these repeated sequences with abbreviations, using a sophisticated "dictionary" that provides a cross-reference between the repetitions and their abbreviations.

Here is a vastly simplified example: Disk compression software takes a text file with large amounts of space between portions of text and represents that space as a single space with the number of times it is repeated. When you open that file in a text editor, the disk compression software expands its notation back to the original large amounts of space.

When a disk compression product is installed, it usually takes all the existing data on a disk and compresses it into a single, hidden file that gets assigned its own drive letter. However, the installation program reserves a small amount of the original disk space for uncompressed system files. That way, the system can start up and load the software that handles the day-to-day interaction with the disk. In addition, most compression programs provide methods that make it easy for you to examine the contents of a compressed drive.

{button ,AL(`Optimizing disk space and performance',0,`,`')}` [Related Topics](#)

The memory components of your computer

The way computers use their various memory components is very similar to the way you perform daily activities. Whether you're preparing taxes, planning a vacation, or planting a garden, you probably follow a few simple principles that enhance your efficiency: the things that are most useful for performing the task are the ones closest at hand. The things you rarely need you may rent, borrow, or keep in the back of your storage room.

You may not give it much conscious thought, but you constantly make decisions about whether and where to keep all kinds of items based on such criteria as how big each item is, how expensive it is, how frequently you use it, and how hard it would be to retrieve. The smarter your decisions are, the more efficiently you accomplish various tasks. These same principles apply to how computers store and retrieve the information they need. In fact, the design of computer storage closely resembles the paper filing systems that, thanks to computers, are now obsolete.

Consider the typical corporation before the PC revolution occurred, when much of the information of value was stored in manila folders. Where the folders were stored (on employees' desks, in desk drawers, in office file cabinets, in file rooms, or in a separate archive building) reflected the relative usefulness of the information the folders contained. These various storage locations correspond to five of the most basic types of storage within a computer:

- The registers of the computer's central processing unit (CPU) are like a desktop. This is where work actually gets performed and where people keep the information they need at their fingertips.
- The internal memory cache is like a desk drawer, where the next tier of often-needed information gets stored.
- The external memory cache is like the file cabinet in an office. It's still quite convenient, but it holds much more information than either the desktop or a desk drawer.
- Main memory (RAM) is like a file room down the hall (an even larger storage space, but not quite as readily accessible). Part of main memory is usually used for a type of cache called a disk cache.
- The hard disk is like an archive building across town, which stores the greatest amount of information but is the least convenient location. Windows uses part of the hard disk space for a work-in-progress area called a swap file.

The external memory cache is substantially larger than the internal memory cache, main memory is many times larger than the external memory cache, and the hard disk is huge compared to main memory. The internal memory cache is closest to the CPU registers and the hard disk is farthest from them. The farther a storage component is from the CPU registers, the longer the access time required for the CPU to retrieve information stored in that component. Not coincidentally, the shorter the access time, the greater the likelihood that the stored information is needed frequently.

In a broad sense, computer memory is any hardware or firmware that stores instructions or data for later retrieval. Four of the types of memory discussed so far (the CPU registers, the internal and external memory caches, and main memory) are often referred to as "primary storage media" or "primary storage devices," whereas the hard disk is an example of a "secondary storage device."

When people talk about how much "memory" their computers have, they're usually referring to main memory (RAM). Sometimes people get confused between this type of storage and the secondary storage offered by a hard disk. Main memory is volatile. It temporarily stores information related to the current processing the computer is

performing. Typical sizes are 4 MB, 8 MB, 16 MB, and 32 MB.

The hard disk provides long-term (although modifiable) storage for all your applications, documents, spreadsheets, databases, and other work, plus the programs required by the operating system. Typical sizes include 340 MB, 540 MB, 1 GB, and 2 GB. When you use the Save command in an application, you're updating the information stored on the hard disk to reflect changes you've made. When you turn off your computer, the information in main memory gets wiped out, but the information on your hard disk remains intact.

{button ,AL(` About CPU registers;About external memory cache;About hard disks and swap files;About internal memory cache;About main memory',0,`,` `')} [Related Topics](#)

About CPU registers

Inside the CPU are temporary storage areas called registers. Different functional units within a CPU use different registers to break down their work into a series of basic operations to be carried out. For example, the processor's control unit uses various registers while interpreting and executing instructions and the arithmetic unit uses other registers while performing calculations.

Because the registers are built into the processor, data can be transferred from one register to another at processor speeds. If all the work the processor is doing fits in the registers, then data access is immediate. However, because the registers hold only a very limited amount of information, they usually fill up quickly and the CPU must use its memory subsystem, the memory caches and main memory (RAM), to hold additional information.

Different processor chips use different register designs. These design differences can have a substantial impact on the actual performance of the registers.

{button ,AL(`The memory components of your computer',0,`,``,`')} [Related Topics](#)

About internal memory cache

Also called a primary cache, level-one cache, or simply L1 cache, an internal memory cache is built directly into the CPU, along with hardware circuitry called the cache controller. The internal memory cache stores frequently needed information (both program instructions and data) so the next time the processor needs any of that information, the cache can supply it much more quickly than main memory (RAM).

This type of cache is relatively new. The Intel 386 SLC processor includes one, as do all 486 and Pentium processors. The 486 processor has an internal cache that stores both instructions and data, whereas Pentium processors have two separate internal caches, one for instructions and one for data. Separate caches are more effective because the access patterns for instructions and data are quite different. Instructions tend to be retrieved sequentially and are more frequently reused.

Like the CPU registers, an internal memory cache has a huge performance advantage over an external memory cache and main memory: the fact that it is internal to the processor chip itself means it is not subject to factors that limit the speed of external components (such as the speed of the bus and the distance to be traveled).

Because of physical limitations on how much cache can be built on a processor chip and because of their high cost, internal memory caches are quite small. Many have a capacity of only 8K. The 486 DX4 has a capacity of 16K and the Pentium processor has 8K on each of its two internal caches.

{button ,AL(` About cache performance;About caching schemes;The memory components of your computer',0,`,`')}` [Related Topics](#)

About external memory cache

Aside from the internal memory caches, the other type of memory cache is the external memory cache, sometimes referred to as secondary memory cache, level-two cache, or L2 cache. The external memory cache performs the same function as the internal memory cache: it makes frequently used information more quickly accessible than it would be if it had to be retrieved from main memory (RAM). If the internal memory cache does not contain information that the processor requests (or if there is no internal memory cache), the external memory cache intercepts the information request before it reaches main memory.

External memory caches were developed before internal memory caches (which were impractical until recently). Almost every desktop computer now includes an external memory cache. Many portable computers do not. Like its internal counterpart, the external memory cache has its own cache controller.

The external memory cache can be mounted on the motherboard. Because it's a separate unit, it can't compete with the access speed of a cache that's integrated in the processor. However, the external cache has two major advantages over the internal type: larger capacity and lower cost. Typical external memory cache sizes are 128K and 256K. While caches within this size range can improve system performance dramatically, caches much larger than these provide diminishing returns: huge cost increases for comparatively small performance gains.

A bank of static random access memory (SRAM) chips makes up the external memory cache. SRAM chips are considerably faster than main memory (DRAM chips), but are also about ten times more expensive. Their design enables them to approach the processor's high speed yet prevents them from storing information as densely as main memory chips.

{button ,AL(` About cache performance;About caching schemes;The memory components of your computer',0,`,`')}` Related Topics

About main memory (RAM)

The computer's largest primary storage area is main memory, also known as random access memory (RAM). Before it can do any processing, the processor must load running applications and the data they require to this area from the disk. Main memory uses a type of chip called the DRAM chip.

Like SRAM, (see external memory cache), DRAM includes "random access" in its name because all pieces of data it stores are equally accessible, no matter where the last accessed piece of data was located. Random access contrasts with sequential access, in which data is stored and retrieved in a linear fashion. (An example of a device that uses sequential access is the tape drive.)

SRAM and DRAM chips also share an important limitation: they provide only volatile storage of information. When you turn your computer off, you lose any information that resided in SRAM and DRAM that has not been written to disk.

DRAM chips have an additional disadvantage: their contents must be refreshed continually because the capacitors (which are similar to tiny rechargeable batteries that store the data) lose their charges every few milliseconds (thousandths of a second). This characteristic is what the "dynamic" part of the DRAM name means.

Older PCs frequently had their DRAM chips soldered onto the motherboard, but now DRAM chips are usually mounted on Single Inline Memory Modules (SIMMs).

Windows 95 requires at least 4 MB of main memory, but 8 MB is the recommended minimum to attain acceptable performance levels. Different DRAM chips offer different data access speeds, dependent primarily on their internal design and the external circuitry. The processor type and the CPU's speed determine the appropriate RAM speed. If you upgrade memory by installing slower RAM chips than your computer uses, wait states are necessary. If you install faster RAM chips, you'll merely increase the expense without affecting CPU or system speed.

• Because SIMMs plug into sockets on the motherboard, installing more SIMMs is quite simple: make sure you get the type and upgrade quantity required by your computer. Turn off and unplug your computer before beginning installation. To prevent damage from electricity, also make sure you're grounded before touching any components inside your computer.

DRAM is comparatively inexpensive memory, but it is also much slower than SRAM. Not only are DRAM chips themselves intrinsically slower, but the time spent refreshing data further erodes DRAM speed.

Typically, part of a computer's main memory is dedicated to a special function: storing information that would otherwise be available only from the disk. This space in main memory is called a disk cache. Its purpose is to compensate for the huge speed discrepancy between main memory and disks. This discrepancy is far greater than the speed difference between an external memory cache and main memory.

{button ,AL(` About external memory cache;Disk caching;The memory components of your computer',0,`,`') } Related Topics

About hard disks and swap files

The secondary storage of a computer includes a number of different types of devices, such as hard drives, floppy drives, CD-ROM drives, and tape drives. For the purposes of this discussion, only the hard disk is of interest. That is typically where you store all the applications and data files you use.

Compared to the primary storage components of a computer, the hard disk is gigantic. However, it's also glacially slow. This combination of characteristics results in an interesting tension in the role the hard disk plays: on the one hand, computer designers go to great lengths to limit the number of disk accesses the CPU must make. On the other hand, all that space looks very tempting to today's megabyte-hungry applications. To accommodate these applications, Windows sets aside space for a swap file (sometimes referred to as a paging file). Under Windows 95, the name of this file is WIN386.SWP.

Windows uses the swap file to store instructions and data that cannot fit in main memory (RAM). Since disks are so slow, Windows is designed to minimize the amount of swapping that occurs between the disk and main memory. For more information about how the swap file works, refer to information about virtual memory.

Windows 3.1 enhanced mode gave you the choice of setting up either a permanent swap file, which was faster but required contiguous disk space that was never available for file storage, or a temporary swap file, which would get space allocated and de-allocated each time you started and exited Windows. Other swap file configuration options were available as well.

The Windows 95 swap file is dynamic, which means it shrinks and grows to match changing demands on main memory and disk space. It also does not require contiguous disk space and comes already configured. Still, you can update the Windows 95 system properties to specify a different disk drive to be used by the swap file or to change other swap file configuration settings. (To do so, right-click My Computer, choose Properties, click the Performance tab, and then click Virtual Memory.)

- The more room you have available on your hard disk, the larger the Windows swap file can be, and so the more applications you can run simultaneously. Use Space Wizard to help identify and free up wasted disk space. Use Speed Disk to improve system performance by defragmenting the swap file (and other files). Use Norton System Doctor to monitor disk space availability, physical memory usage, swap file size, and total virtual memory availability (through the Disk Space, Physical Memory, Virtual Memory, and Memory Load sensors, respectively).

- To make your system's swap file usage more efficient, set a minimum size for your swap file and have Speed Disk place it at the front of your disk. This will make your system run faster and keep the swap file defragmented. Also, you should never place your swap file on a compressed drive.

{button ,AL(` About CD-ROM drives;About floppy disk drives;About hard disk drives;About virtual memory;Introducing Norton System Doctor;Introducing Speed Disk;Introducing Space Wizard',0,`,` `')} [Related Topics](#)

About read-only memory (ROM)

As the name implies, read-only memory (ROM) stores information that can be read but not changed. ROM is the most common example of firmware, because software is embedded in ROM chips. Various components within a computer use ROM chips, including video, network, and other controller and expansion cards.

In addition, ROM is responsible for getting your system ready to go and for loading the operating system each time you start up your computer. Under DOS and Windows 3.x, ROM also played a significant role in handling the flow of data between the processor and the various input and output devices, for example, disk drives, printers, the video display, the keyboard, and the mouse. The detailed instructions governing these low-level operations are provided through software embedded in the ROM called the basic input/output system (BIOS). Individual system components, such as hard drive controllers, may have their own ROM BIOS chips.

However, under Windows 95, BIOS operations have been moved to the operating system itself, where they function much more efficiently. As a result, ROM chips no longer need to provide any BIOS functions for Windows applications, or for DOS applications running under Windows 95. (Some DOS applications, however, are written for operation under particular chip-based BIOS instructions. If necessary, use MS-DOS mode to run such applications, because MS-DOS mode still uses the ROM BIOS.)

In past years, ROM chips came from the factory with their programming already included in the chip circuitry. This practice proved to be expensive for computer manufacturers, because warehoused ROM chips would have to be discarded when bugs were found in the programming or when system designs changed. As a result, hardware companies developed programmable read-only memory (PROM) chips, which have their programming burned into them as a separate step that can be performed later in the computer manufacturing process.

Further innovations include these technologies:

- Erasable programmable read-only memory (EPROM)
- Electrically erasable programmable read-only memory (EEPROM)
- Flash memory
- Shadow RAM

{button ,AL(` About DOS memory;The memory components of your computer',0,`,`')}

Related Topics

Why all these memory components?

A computer could store everything in its CPU registers, in its main memory (RAM), and on its disks if it weren't for one major complication: the vast discrepancies in the speed of these three components. Because of these discrepancies, getting information to and from the CPU registers is much faster than getting information to and from main memory, which in turn is much faster than getting information to and from a disk.

CPU speed first outstripped the speed of the fastest main memory chips in 1982, when Intel introduced the 286 processor. Since then, the speed gap between these two components has grown wider still. Even a 25MHz processor is too fast for the fastest main memory chips. Yet as slow as main memory is compared to the CPU, main memory appears to be supersonic compared to the speed of a disk.

To give you an idea of the scale of these differences, consider this: the data access times for primary storage components are measured in nanoseconds (billionths of a second) whereas the access times for disk drives and other secondary storage devices are measured in milliseconds, or thousandths of a second.

Comparing the fastest access times of various types of storage simply indicates raw speed differences. Comparisons don't reflect how quickly information can actually be passed from one component to another. Many different factors affect the true performance of each component. For example, whereas the internal memory cache is capable of speeds that are ten times higher than those of the external memory cache, on average an internal memory cache actually performs about three times faster than an external memory cache.

Primary storage is astronomically faster than secondary storage. To prevent disk accesses from creating a processing bottleneck, a special part of main memory called the disk cache holds disk information. To compensate for the speed discrepancies between the CPU and main memory, the internal and external memory caches were developed. The faster the processor chip, the more dramatic the difference is between the speed of the registers and internal memory cache compared to the speed of the other components.

Speed is only one of the differences among the various types of memory. Size limitations and cost differences further complicate matters. For example, the internal memory cache can't be very large because space is extremely limited and this type of memory is also far more expensive than main memory. The least expensive and largest type of memory is main memory. These characteristics of main memory help compensate for the fact that it is also the slowest of the primary storage components.

In designing computer systems, manufacturers must constantly make decisions that represent trade-offs among performance, size, and cost constraints. One basic performance goal is to prevent the processor from communicating directly with main memory except as a last resort, because such communication always slows performance dramatically.

The System tab of the System Information program includes a benchmark feature that measures many of the speed factors that affect the performance of your system.

{button ,AL(` Disk caching;The memory components of your computer;Introducing System Information',0,`,`')} [Related Topics](#)

More about caches

The basic theory behind caching revolves around two facts:

- Computers tend to use the same program instructions (and, to a lesser degree, the same data) repeatedly.
- The information a computer needs is often stored in adjacent, or at least fairly close, locations within memory.

Internal and external memory caches take advantage of these tendencies by trying to anticipate the information requirements of the computer.

Caches are transparent to the components with which they communicate. To the CPU, an internal memory cache or external memory cache looks like main memory (RAM).

{button ,AL(` About cache performance;About caching schemes;About external memory cache;About internal memory cache;Disk caching',0,`,`,'')} [Related Topics](#)

About cache performance

Measuring how often the processor finds the information it needs in a cache is a good way to assess the effectiveness of that cache. A cache hit means the required information is found, whereas a cache miss means that it is not. Once a cache fills with information, chances are excellent that the information the computer needs will be found in the cache.

When a cache hit occurs, the cache transfers the information to the processor with little or no delay. When a cache miss occurs, the cache must issue what are known as wait states to give the required information time to arrive from main memory (RAM).

To see how much of your processor's time is spent idle, use Norton System Doctor to activate the CPU Utilization sensor. To see how many cache hits your system is receiving, activate the Cache Hits sensor.

Effective caching can provide cache hit ratios above 90%, meaning that the requested information is found in the cache more than 90% of the time. Another way of expressing this ratio is that the computer has zero-wait-state performance 90% of the time.

{button ,AL(` About caching schemes;More about caches;Disk caching;About the CPU Utilization sensor;About the Cache Hits sensor',0,`,`')}`} [Related Topics](#)

About caching schemes

Because caches are comparatively small, they need to be very discriminating about what information they keep and (when they fill up) what information they replace. Cache designers build the algorithms, or procedural rules, that determine when and what to store, when and what to discard, and how to organize the cache space. The resulting caching scheme is one of the most important factors affecting cache performance.

Many different caching algorithms (and variations on algorithms) exist. However, most caches use a form of the least-recently used (LRU) algorithm to determine what contents to discard when the cache fills up. For PCs, a pure LRU algorithm is prohibitively expensive because of the circuitry required. Therefore, most caches use approximations of the LRU algorithm.

In addition to an algorithm determining how a cache discards information, caches must define other aspects of their behavior:

- **Organization of contents**

Many internal memory caches use what is known as four-way set-associative caching, whereas many external memory caches use direct-mapped caching.

- **Handling of read requests**

When the CPU requests information from memory, the cache must have a means to intercept the request and, if it contains the information, respond. The most efficient caches correctly anticipate what information will be requested.

- **Handling of write requests**

The Pentium memory cache system uses the write-back caching algorithm. Among systems using other types of processors, write-through caching is the most widely employed writing scheme.

Cache designers consider a number of conflicting performance and cost factors. For example, the cache must contain the information actually requested or its cache hit rate will be unacceptably low. But a high cache hit rate means nothing if the process of locating and retrieving information is so slow that little time is actually saved.

Furthermore, a very sophisticated cache implementation may be impractical because of its high price tag.

{button ,AL(` About cache performance;About external memory cache;About internal memory cache;Disk caching;More about caches',0,`,`')} [Related Topics](#)

About memory management

Part of the job of an operating system is to manage the use of the computer's memory. DOS was designed around the capabilities of the Intel 8086 processor, which could handle only 1 MB of memory. To compensate for this limitation, many different memory-management programs and standards (and the various versions of Windows itself) were developed and have provided some relief. All of these efforts, however, were ultimately hamstrung by the increasingly severe discrepancy between the capabilities of DOS and the capabilities of the hardware that DOS was supposed to control.

As a full-fledged, new operating system, Windows 95 finally overcomes the 1 MB memory barrier of DOS without having to resort to tricks involving expanded memory or extended memory. Windows 95 supports the 4 GB memory capabilities that processors have had ever since the introduction of the Intel 386. In addition to main memory (RAM), Windows manages the virtual memory provided through the Windows swap file. And, to provide backward compatibility with all the hardware, DOS programs, and older Windows applications currently in use, Windows 95 still provides special handling of that first megabyte of computer memory, now referred to as DOS memory.

{button ,AL(` About DOS memory;About virtual memory',0,`,`')} [Related Topics](#)

About virtual memory

If, in running programs, your computer could use only the amount of memory that is physically present (the 8 MB, 16 MB, or 32 MB of RAM), you would be unable to load the instructions and data required to use many of the large Windows applications that are currently available. Yet with as little as 4 MB of main memory, you're able to have more than one Windows application running at the same time, for example, a word processing program with a large document open and a database program with a large database open. Either of these applications could require more than 4 MB of memory by itself. How is that possible?

The answer is virtual memory. As the name implies, virtual memory gives the illusion that a computer has more physical memory than it actually does. It is a technique that enables programs to share the computer's physical memory. Virtual memory increases the apparent size of main memory by augmenting it with hard disk space and using virtual addresses to identify actual memory locations. This clever trick comes from the mainframe world and has been supported in every Intel processor since the 386 (The 286 provided a simpler form of virtual memory management.)

The processor supports virtual memory directly. It allows different virtual address spaces to share the same physical memory. The built-in memory management functions greatly increase efficiency and reduce the overhead that otherwise would be involved if virtual memory were provided entirely at the operating system level.

However, DOS is fundamentally a real-mode operating system and therefore could not take advantage of the processor's virtual memory capabilities. Windows began incorporating virtual memory features in 1987. Windows 95 expands on the capabilities of Windows 3.1, which offered virtual memory in its enhanced mode. As soon as Windows 95 loads, it enables virtual memory and runs in 32-bit protected mode. As far as any Windows application running under Windows 95 is concerned, it always has access to all the memory it needs, that is, assuming you have plenty of free hard disk space. Under Windows 95, if you don't have any hard disk space left, you don't have any memory.

To monitor the amount of free disk space on your system, activate the Disk Space sensor in Norton System Doctor.

The total amount of virtual memory available on a computer is the sum of main memory plus the disk space set aside for the Windows swap file. The swap file works somewhat like a disk cache, only in the opposite direction: whereas a disk cache uses main memory to make disk information more readily available, Windows uses the disk to store information that cannot fit in main memory.

When an application requests memory and main memory is full, Windows verifies that enough room is available in the swap file. If the swap file is full, but there is adequate disk space, Windows may increase the size of the swap file. Until the application actually reads from or writes to a particular part of its virtual memory space, Windows never has to allocate any corresponding physical memory. If the application needs access to information that has been swapped out to disk, Windows retrieves the information from the swap file back to main memory so the application can access it. Windows uses a least-recently-used (LRU) algorithm to decide what to keep in main memory and what to swap out to disk, but it does not attempt to anticipate future information needs.

Since disks are so slow, Windows is designed to minimize the amount of swapping that occurs between the disk and main memory. For one thing, new 32-bit Windows

applications never need any read-only information, which includes all their program instructions, to be swapped in and out. Instead, read-only information can be copied directly to main memory from the hard disk as needed, and discarded from main memory when no longer needed. As more 32-bit applications become available, this feature should reduce the amount of swapping required.

When you open an application and retrieve a document to work on, the required instructions and data are loaded in the various memory locations, with the swap file holding the information that won't fit in the primary storage locations.

Now suppose you open a second application and start working on a file in it. Some of the instructions and data for the first application must be swapped out to make room for the instructions and data for the second application. Because of the higher demands on memory, the swap file increases in size.

To give each application time to do its processing, Windows multitasks. Windows 3.x used cooperative multitasking, which lets one task monopolize the processor until its program relinquished control so a different program could perform its processing. Windows 95 uses preemptive multitasking for 32-bit applications, whereby Windows itself decides how much time the processor is to spend on each task before control passes to a different task automatically.

When you use an application's Save command, you cause Windows to write the current data to the hard disk, not to the swap file, but to the mass storage area of the hard disk. When you close an application, the current data is written to the hard disk and all instructions and data for that application are marked for discarding from the swap file.

When organizing the 4 GB of virtual memory space, Windows 95 reserves the addresses above 3 GB for its components. Addresses between 2 GB and 3 GB are for 16-bit Windows applications, shared application components, and shared system components. Addresses between 4 MB and 2 GB provide private space for 32-bit applications and the first MB is for DOS memory.

{button ,AL(` About hard disks and swap files;About memory management;Disk caching;About the Disk Space sensor',0,`,`')} [Related Topics](#)

About DOS memory

If you rarely run DOS applications and use only fairly recent, name-brand devices (such as network adapters, CD-ROM drives, sound cards, and multimedia hardware and software), you may never encounter any of the issues surrounding the use of the first megabyte of memory in your computer, known as DOS memory. But if you have older hardware or applications, run DOS-based games, have complex CONFIG.SYS and AUTOEXEC.BAT files even after installing Windows 95, or experience problems with certain devices or DOS programs, a knowledge of DOS memory helps you get the most out of your system.

The original IBM PC was designed around the capabilities (and limitations) of the Intel 8086 processor. DOS, in turn, was designed for the IBM PC, which set aside 384K of its 1 MB memory space for system use and future expansion. Because of the phenomenal success of IBM and compatible PCs, this original design has been supported by every version of DOS and by programs designed to run under DOS. A PC must comply with this original memory specification (and with many other design characteristics) to claim IBM compatibility.

DOS calls the 384K reserved area upper memory and the remaining 640K conventional memory. DOS also recognizes two other types of memory: expanded memory and extended memory.

{button ,AL(` About conventional memory;About expanded memory;About extended memory;About memory management;About upper memory',0,`,` `')} [Related Topics](#)

About conventional memory

At the time that the original PC was designed, its 1 MB of main memory (RAM) was considered a large amount because the previous generation of processors (and therefore the existing microprocessor-based programs) could handle only 64K. The notion was that programs written to run under DOS would not need more than the 640K of conventional memory that DOS made available to them. In fact, many DOS applications were developed that confined themselves to this memory area.

To run, a DOS application must have contiguous space in conventional memory. However, DOS applications share conventional memory with a number of components, including some BIOS operations and DOS internal commands. The amount of space actually available for DOS applications to run, therefore, has always been at a premium.

Traditionally, DOS applications' main competition for conventional memory has come from the CONFIG.SYS and AUTOEXEC.BAT files, which can load device drivers, TSRs, and programs in conventional memory. Under DOS, various memory-management techniques were developed to move some of this memory usage to other types of memory. In its enhanced mode, Windows 3.1 replaced some device drivers with virtual device drivers and DLLs, which use extended memory.

Windows 95 further reduces the demands on conventional memory by replacing many more of the standard device drivers and by replacing many of the BIOS operations with protected-mode facilities within the operating system itself. As a result, much of the 640K of conventional memory is now actually available to DOS applications. However, Windows 95 also needs a little conventional memory for its own operations and every running Windows application consumes a small amount of conventional memory.

{button ,AL(` About extended memory;About DOS memory',0,`,`')} [Related Topics](#)

About upper memory

The 384K of memory immediately above conventional memory is referred to as upper memory. The original IBM PC reserved all of this memory area (between 640K and 1 MB) for ROM, display adapters, other system uses, and future system use. However, much of this space is not needed for these purposes in typical PCs. The unused portions of upper memory are called upper memory blocks (UMBs).

Various memory managers have taken advantage of UMBs by filling them with device drivers and TSRs from conventional memory. A driver or TSR cannot be larger than the UMB to which it is moved, so this remapping requires matching UMB sizes with device driver and TSR sizes. (It also requires a 386 or higher processor.) Because DOS applications require contiguous space in conventional memory, UMBs cannot be used to increase the memory available to them.

Another use for UMBs is to provide expanded memory.

{button ,AL(` About conventional memory;About expanded memory;About DOS memory;About read-only memory',0,`,`,'')} [Related Topics](#)

About expanded memory

As DOS applications began outgrowing the space available to them in conventional memory, a hardware trick, called memory mapping, was used to allow programs to access expanded memory (EMS).

Initially, expanded memory consisted of memory management software as well as a separately installed memory card. Later, expanded memory emulators eliminated the need for a separate card by enabling other types of memory, such as extended memory, to be manipulated like expanded memory.

Expanded memory addresses are remapped so they appear to be within upper memory. When a program requests information that is in expanded memory, an expanded memory manager maps that information to addresses in the page frame.

This access to a separate memory store gives the processor more than 1 MB of memory while in real mode. By changing the mapping, comparatively large amounts of information can be switched in and out of the page frame as needed.

For computers using 8086 and 8088 processors, expanded memory is the only way programs can get around the 640K limitation of conventional memory. However, only programs that have been designed for expanded memory can take advantage of it. Windows 95 (like Windows 3.1) makes expanded memory available automatically to those DOS applications that use it, so EMS is outdated on systems running Windows 95.

• If your CONFIG.SYS file includes "noems" in the line that loads EMM386.EXE (a device driver that uses extended memory to emulate expanded memory), Windows 95 cannot provide access to expanded memory.

{button ,AL(` About conventional memory;About DOS memory;About upper memory',0,`,`')} [Related Topics](#)

About extended memory

The 286 processor increased the PC's memory capacity from 1 MB to 16 MB. The 386 increased memory capacity even further, to 4 GB. All of the main memory (RAM) in a computer that is above the first megabyte is called extended memory (XMS). Although DOS cannot access it, extended memory opened up a vast world of new possibilities.

To avail themselves of this memory windfall, software developers began designing more powerful programs capable of switching to protected mode for some of their processing. One of these programs was Windows 3.0, which incorporated a specification that standardized the way extended memory was to be used, so programs would not interfere with each other's processing. This specification is called the DOS Protected Mode Interface. (DPMI). It enables DOS applications to use up to 16 MB of extended memory. DOS applications that adhere to the DPMI standard can run under Windows 95 (as well as under Windows 3.x). Windows 95 itself has access to all of the extended memory that is available.

Extended memory can be used to emulate expanded memory. Unlike expanded memory, extended memory gives programs direct access to its memory.

Another use for extended memory is to free additional space in conventional memory. The first 64K (actually, 64K minus 16 bytes) of extended memory can be used very much like the unused blocks of upper memory: a device driver or TSR can be moved from conventional memory to this extended memory region, called the high memory area (HMA). However, only one driver or TSR can be moved to this region, even if more than one can fit.

{button ,AL(` About conventional memory;About expanded memory;About DOS memory',0,`,`')} [Related Topics](#)

About Windows and DOS memory

After you've installed Windows 95, your computer still initializes itself in real mode when you turn it on. During startup, Windows 95 loads a special version of DOS unique to Windows 95, loads the real-mode device drivers in the CONFIG.SYS file, executes the commands in the AUTOEXEC.BAT file, and saves an image of the real-mode state of the system at startup time. Only then does Windows 95 switch to protected mode.

When you start a DOS application from Windows 95, the operating system creates what is known as a DOS virtual machine, (DOS VM) in which the DOS application runs. This VM inherits the real-mode attributes stored at system startup. It is a faithful simulation of an original IBM PC running DOS, using only the physical memory addresses for the first megabyte of memory. To imitate the original PC's processor, Windows 95 uses virtual mode. To imitate the hardware and software, Windows 95 uses virtual drivers and DLLs where possible. Otherwise it uses the commands in the AUTOEXEC.BAT and CONFIG.SYS files.

Windows 95 eliminates the need for the most common drivers and TSRs formerly loaded through the CONFIG.SYS and AUTOEXEC.BAT files. These real-mode components used space in conventional memory, whereas their protected-mode replacements can load in any part of memory. As a result, DOS applications have more room available in which to run. However, Windows 95 does not have drivers for every device developed for DOS, and there are cases where real-mode drivers or TSRs cannot be safely replaced with protected-mode drivers or DLLs. You therefore may still need to load device drivers through CONFIG.SYS and start TSRs or similar programs through AUTOEXEC.BAT.

To customize the behavior of a DOS VM, change its properties by right-clicking the icon and selecting Properties, or click Properties on the DOS window's Window menu.) For example, you can create a custom CONFIG.SYS or AUTOEXEC.BAT file to be used only with this DOS application, run a batch file before the application starts, prevent the application from writing to the memory used by the DOS system area (to reduce the chance that the application will crash your system), or specify the maximum amount of each type of memory the program uses.

If a DOS application requires complete control over the system (Disk Editor is an example of such an application) you should be able to run the application in MS-DOS mode rather than in a DOS VM. In MS-DOS mode, Windows 95 closes all open applications and running processes, removes all but a stub of itself from memory, loads a real-mode version of DOS, and turns control of the system over to the application. When you close the application, Windows 95 uses its stub to restart.

{button ,AL(` About DOS memory;About memory management',0,`,`')} [Related Topics](#)

Browser not found

Norton Utilities could not find a default web browser on your computer. You must have a web browser installed to view websites. If one is installed, start it manually to visit the website mentioned in the help topic.

Product Support for Norton Utilities

Technical support for Norton Utilities is available online. You must have an Internet connection and a world wide web browser to access online support. Point your browser to <http://service.symantec.com/nu/> or choose Online Technical Support from the Norton Utilities program group in the Start menu.

If you lack an Internet connection or browser, you can reach our Technical Support offices by phone in the USA or Canada:

| Complementary Free 90 Day | Fee Based Support |
|--------------------------------------|--------------------------------|
| (541) 465-8440 | \$29 / incident (800) 927-4019 |
| | \$2 / minute (900) 646-0005 |

You can reach our Customer Service offices for issues unrelated to technical support by phone or fax:

| | |
|----------------------|-------------------------------|
| Symantec Corporation | (800) 441-7234 (USA & Canada) |
| 175 W. Broadway | (541) 334-6054 (from other |
| Eugene, OR 97401 | locations) |
| | Fax (541) 984- |
| | 8020 |

You can also use our automated fax retrieval system to get answers to your product questions 24 hours a day:

| | |
|-------------------------|-----------------------------------|
| Automated fax retrieval | Technical Support: (541) 984-2490 |
| | Customer Service: (800) 554-4403 |

{button ,AL(`technical support',0,`,`')} [Related Topics](#)

{button ,JI(``,`NU_finding_an_ISP')} [Tips for finding an Internet service provider](#)

Norton Utilities Online Support Center

Norton Utilities Online Support Center (service.symantec.com/nu/) gives you quick access to the following services:

| <u>Service</u> | What you can do there |
|--|--|
| Files & Updates | Download product updates and other information. This area includes the latest virus definitions, product updates, and documents relating to Symantec products. To browse all files in the Symantec file download section, connect to the Norton Utilities file download area at service1.symantec.com/DISCUSS/SUPPORT/files.nsf/nu/ |
| Frequently Asked Questions (FAQs) | Find commonly asked questions and their answers. These documents are compiled by Symantec technicians and are updated frequently to reflect the support issues our technicians see each day. |
| Support Genie | Submit problems to our interactive support system by typing in questions using normal language. The system asks you a series of related questions, much as a telephone technician would, to find the solution to your problem. The support system displays an answer or provides other technical support options. |
| Knowledge bases | Search the Symantec product knowledge base to find answers to your support questions. You can use a number of advanced search techniques to find the precise information you need quickly. If you are not sure how to perform advanced searches, help is available online. This is the same knowledge base that our technicians use to research customer problems. |
| Ask A Technician | Use your web browser to access a discussion group about your product. From the convenience of your browser, you can read discussions online, send messages to support technicians, or search for topics in the discussion area. If you send a note to an online technician, you can expect an answer in the online forum within 24 hours (excluding weekends and holidays). |

{button ,AL(`Technical Support',0,`,`')} [Related Topics](#)

Automated Fax Retrieval System

Symantec's automated fax retrieval system can be used 24 hours a day to receive product information. You can call from any touch-tone phone to receive an index listing of available Technical Support and Customer Service documents, then have any of these documents faxed directly to you.

To receive an index of Norton Utilities technical application notes and sample "how tos," call our Technical Support fax retrieval number, choose Option 2, and request Document 4100.

You can receive general product information, data sheets, and product upgrade order forms from our Customer Service fax retrieval number:

- Technical issues (541) 984-2490
- Customer Service (800) 554-4403

In addition, you can receive a listing of Symantec offices and worldwide service and support partners by calling the Technical Support fax retrieval number, choosing Option 2, and requesting Document 1400.

{button ,AL(`Technical Support',0,`,`')} [Related Topics](#)

Tips for finding an Internet service provider

The first step of your journey onto the World Wide Web is to find an Internet Service Provider (ISP). These providers offer access to the Internet, usually through a system feature called dial-up networking. ISPs range in size from large corporations providing service nationally to small businesses serving a relatively limited community. The following resources can help you find an ISP:

- computer periodicals and the business or technology sections of your local newspaper
- referrals from friends or relatives
- local computer user groups or clubs
- telephone book yellow pages

Features to look for in an Internet provider

When you start reviewing ISPs in your area, consider the following:

- Does the provider offer a flat monthly rate?
- If not, what are the hourly rates? Do they differ at different times of the day or week?
- What speed connections does the ISP support?

The speed of your connection to the Internet will be limited by your modem. If you have a fast modem, be certain that the ISP you select supports the speeds your modem can achieve. (Most ISPs provide higher access speeds as new communications technologies become available, but they might charge higher rates for faster connections.)

- What is the customer to modem ratio? Most providers use a 10:1 or 12:1 ratio to ensure customers can connect whenever they want.
- Does the account provide email access, and how many email accounts are provided for each service subscription?
- How much hard disk space is provided online for your personal web pages and other storage needs (such as saving email messages)?
- What types of Internet software does the ISP provide?

What you'll need to connect

Windows 95 and Windows NT have built-in support that enables you to connect to an ISP. You'll need a modem and a PPP (Point-to-Point Protocol) or SLIP (Serial Line Internet Protocol) account with your provider. Your ISP will provide some or all of the following:

- user name
- password
- local access phone number
- host and domain name
- DNS server IP address and IP subnet mask

(These are sets of numbers that uniquely identify your connection to the Internet.)

You will need to enter some or all of this information into your system's dial-up networking configuration to connect successfully. Any reputable ISP will be able to provide you with all the information you need to connect, and most have technical support staff who are happy to talk you through setting up your connection properly.

Connect to the world!

Though some of this may seem confusing now, rest assured that the effort you make to connect will be rewarded many times over. The Internet offers a vast wealth of information that can be both entertaining and tremendously useful. We encourage you to get connected to the Internet today!

Introducing Norton Web Services

Norton Web Services is a Symantec website that provides a growing library of web-based utilities designed to enhance your entire PC experience. It is a subscription-based service, available to anyone with Internet access. When you purchase Norton Utilities 3.0, you receive a free limited-time subscription to Norton Web Services.

Subscribers have access to leading technology products, like LiveUpdate Pro, which finds and installs the latest updates and bug fixes ("patches") for many of your computer's software programs and device drivers. LiveUpdate Pro automatically uses your Internet connection and default browser to connect you to the LiveUpdate Pro page of Norton Web Services, where you start the updating process.

LiveUpdate Pro then scans your computer to see which programs are installed on your computer and what hardware drivers you use. Then it connects to the Norton Update Library to match your software and hardware to the updates it contains. If an update is available, LiveUpdate Pro lets you know. You can download any or all of the updates.

Due to the nature of the Internet, the appearance and content of the Norton Web Services pages are likely to change often. Visit the pages on a regular basis to take advantage of new services and website enhancements.

• Symantec does not charge for updates for Norton Utilities, or the updates that are part of your free subscription to Norton Web Services. However, your normal Internet access fees still apply.

For more information, see the Norton Web Services card in your Norton Utilities box.

{button ,AL(`Introducing LiveUpdate Pro;About LiveUpdate;Technical Support',0,`,`')}

[Related Topics](#)

Introducing LiveUpdate

Symantec's LiveUpdate technology makes it easy to keep Norton Utilities and your [virus definitions files](#) up-to-date. LiveUpdate uses your computer's modem or Internet connection to automatically download updates directly from Symantec. These updates are free to users of Norton Utilities.

Run LiveUpdate once a month to see if there are updates to Norton Utilities or if there are new virus definitions available. It is particularly important to have the latest virus definitions. The Norton AntiVirus Definitions sensor in Norton System Doctor can remind you to run LiveUpdate to update the virus definitions.

Run LiveUpdate from the Norton Utilities Integrator, Norton System Doctor Utilities menu, and from the Norton Utilities program group in the Start menu.

● If you have an Internet connection, you can keep all your software applications and hardware drivers up-to-date with LiveUpdate Pro, a new program available from Norton Web Services. You receive a free, limited-time subscription to Norton Web Services when you buy Norton Utilities 3.0.

{button ,AL(`Introducing LiveUpdate Pro;About Norton Web Services;Technical Support',0,`,`')} [Related Topics](#)

Introducing LiveUpdate Pro

Symantec's LiveUpdate Pro technology makes it easy to keep your software applications and hardware drivers up-to-date if you have an Internet connection. LiveUpdate Pro is available from Norton Web Services. You receive a free, limited-time subscription to Norton Web Services when you buy Norton Utilities 3.0.

Many hardware and software manufacturers release free updates and bug fixes ("patches") for the products they sell. The Norton Update Library is an extensive database of the latest software updates and patches for many different products. LiveUpdate Pro works together with the Norton Update Library to provide your system with appropriate updates and patches.

LiveUpdate Pro scans your system to identify software and hardware, then checks the database and presents you with a list of available updates. You can select the updates you want installed, and have LiveUpdate Pro automate the download and installation process or save the updates to your hard drive for installation at a later time.

- You do not need an Internet connection or a subscription to Norton Web Services to update Norton Utilities and virus definitions files. As long as your computer has a modem, Norton Utilities' built-in LiveUpdate technology can get this information directly from Symantec.
- Symantec does not provide technical support for updates to software and hardware provided by other manufacturers.

{button ,AL(` About LiveUpdate;About Norton Web Services;Technical Support',0,`,`')}
[Related Topics](#)

Check to have Norton Disk Doctor diagnose and repair one or more disks automatically whenever Windows is started.

Check to have Norton System Doctor begin monitoring critical computer information whenever Windows is started.

Check to prevent the Norton Utilities splash screen from displaying each time a Norton Utilities program is started. The splash screen is the colored graphics screen displaying the logo for Symantec Norton Utilities.

Check to prevent Norton Utilities program introduction screens from displaying each time a Norton Utilities program is started. The Norton Utilities program introduction screens provide brief descriptions of the programs when the programs are started.

This option disables or enables all program introduction screens. If the checkbox has a gray check mark, only some of the program introductions have been disabled. You can disable selective screens by checking the "Don't Show Again" checkboxes on the individual screens.

What's on this CD?

Norton Utilities

Norton Utilities is a suite of programs designed to prevent and fix computer problems, optimize computer performance, and help you recover from disasters.

Click here `{button ,Jl(`nu.hlp>task',`NU_List_and_description_of_each_Norton_utility')}` for a list and description of each of the Norton Utilities programs.

Free Trialware!

In addition to the Norton Utilities programs, this CD includes free trialware that lets you use fully-functioning versions of these Symantec products for a limited time:

Norton AntiVirus

Norton AntiVirus protects your system from computer viruses and can find and remove viruses with a high degree of accuracy. Its Auto-Protect feature watches your system as files are opened and alerts you to viruses before they can cause damage. Using advanced, heuristic Bloodhound technology, Norton AntiVirus can recognize virus-like behavior, and protect your system from new and unknown viruses.



[Click here to install the Norton AntiVirus trialware now.](#)



Norton Uninstall Deluxe

Norton Uninstall Deluxe offers the safest way to remove programs and files. It maintains complete knowledge of your system files and programs, including key shared files, to prevent any mistakes when removing, moving, copying, or storing files. Norton Uninstall Deluxe also protects your system when installing new programs. InstallGuard lets you "test drive" new programs before committing your system to any changes. On-screen advice helps you rid your PC of registry orphans, redundant DLL files, and other junk. Automatic cleanup is also possible with AutoClean. The included LiveUpdate technology lets you easily download free Norton Uninstall Deluxe updates and patches over the Internet with the click of a button.



[Click here to install the Norton Uninstall Deluxe trialware now.](#)


Could not find trialware


The trialware could not be found on this CD.

Verify that the Norton Utilities CD is loaded. Close Help, remove the CD, make sure the shiny surface (opposite from the printed side) of the CD is free of dust and smears, and try again. If the problem persists, and you are certain this version of the product includes trialware, the CD may be defective. Contact your software vendor or [Symantec Corporation](#) for a replacement.

To make more disk space using Space Wizard

Use Space Wizard to scan your disk for files that may be unneeded. Space Wizard can compress, delete, or move the files to free up disk space.


- 1 Click here  to open Space Wizard.
- 2 Click Express or Comprehensive and click Next.
- 3 Choose the drive on which you want to make space and click Next. Space Wizard scans the files on the drive.
- 4 If you've chosen Comprehensive, follow the on-screen instructions until you get to the Space Wizard Results screen.
- 5 On the final results screen, review the list of files, and uncheck those that you do not want Space Wizard to compress, delete, or move, then click Compress, Delete, or Move.
- 6 Click Finish to close Space Wizard.

 Only remove or delete programs or files that you are certain are not necessary to run your system or software applications. If you are not sure, do not delete the file.

To get information about your system

No matter what your level of expertise, questions about your system arise from time to time. For example, if you call a vendor for technical support, they're likely to ask about your system's BIOS, bus type, processor, ports, video, and multimedia capabilities.

System Information gives you quick, one-stop access to basic or detailed information about your system. It also can conduct benchmark tests of your system, disks, and multimedia, to help you gauge your system's performance.

- 1 Click here  to open System Information.
- 2 Click a tab to display a category of information.

Could not start the demonstration

Could not start the demonstration. Try running it from the Norton Utilities program group in the Windows Start menu. If that doesn't work, try reinstalling Norton Utilities.

The Borg documentation collective:



Kurt_Ament



Liam_Armstrong



Susan_Earnhart



Dani_Ebskamp



Garrett_Sadler



David_Walske



Gary_Zimmerman

"Blue Pencil"

"Guinness"

"PowerBar"

"Aardvarken?"

"Bark! Bark!"

"Katie Rules!"

"Macro"

