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First Aid 2000

Getting Started

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# Preface

## Welcome to First Aid 2000

Thank you for purchasing First Aid 2000, a member of the award-winning McAfee software family. If you are new to First Aid, this chapter introduces you to its main features. If you already use First Aid, turn to “What’s new in First Aid?” on page 2 to learn about First Aid’s new features.

## First Aid 2000 overview

If your car breaks down, you might—if you are ambitious—try to diagnose and fix the problem on your own. When your PC breaks down, you may not have the time, patience, or knowledge to fix the problem on your own. If you’re lucky, a friend or colleague might be able to help out, or perhaps the technical support line of the vendor who sold you the PC. However, you can’t depend on these sources to provide timely, reliable, and up-to-date solutions to your PC problems. Moreover, when your PC isn’t working properly, you want it fixed now, without having to wait for someone else to do the job.

First Aid gives you the power to take control of your PC. The heart of First Aid is an expert diagnostic system that intelligently checks your PC for problems.

More than just a passive storehouse of information, First Aid can:

- Automatically diagnose and fix many PC problems, and provide you with detailed information about the problems identified.
- Help you maintain your computer so that you can avoid problems that may arise in the future.
- Help you to get your PC up and running again when a serious problem prevents it from starting or operating properly.
- Make you a more informed PC user with its tutorial videos, glossary, and Frequently Asked Questions.

### First Aid and the Internet

If your PC can connect to the Internet, First Aid can:

- Automatically update itself and its knowledge base to reflect the latest information about new applications and hardware.
- Search the Internet for bug fixes and patches that may help you avoid potential problems.

- 
- Connect you to the Web sites of software and hardware vendors, which may offer utilities, product upgrades, tips, and tricks that may help you solve problems, or permit your PC to operate more efficiently.

## What's new in First Aid 2000?

If you are upgrading from First Aid 98, you'll see significant changes and improvements in this release. The biggest change is that now all First Aid functions are accessed from the main screen. Other changes include:

- **Advisor:** Advisor features can now be accessed directly from the main screen, as well as at the end of the check-up process.
- **Universal Undo:** A new, and powerful set of features, Universal Undo allows you to undo most changes to your PC's settings, including configuration and Internet settings. Universal Undo replaces the BackTrack feature found in earlier releases of First Aid.

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**NOTE:** First Aid 2000 is incompatible with the BackTrack feature found in earlier versions of First Aid. If you need to restore a BackTrack snapshot, you must restore it before installing First Aid 2000.

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- **Year 2000 check and fix:** First Aid 2000 includes a tool that checks your PC for Year 2000 compliance, and fixes many Year 2000 problems.
- **QuickClean:** QuickClean hunts down the unnecessary files on your PC and cleans them for you automatically,
- **Emergency:** Emergency tools are now accessed from the Tools menu.
- **Reference:** Advisor now includes all the reference sources formerly located on the Reference Desktop.
- **Virus Check:** Now catches even more viruses, and uses McAfee VirusScan software.
- **Scheduler:** Maintains your PC automatically. Many First Aid 2000 operations can now be scheduled to occur automatically at a given time.
- **System Information:** Now provides even more information about your PC.

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## What this package contains

Your First Aid 2000 software package should contain:

- One First Aid 2000 CD-ROM disc
- This *Getting Started* guide
- A registration card

Please fill out and return your registration card to receive technical support. When you return your registration card, you'll ensure that you receive the latest product information.

## What you need before starting

To use First Aid 2000, you need:

- IBM compatible PC with a minimum of a 80486 (also called "486") class or higher processor, Pentium processor recommended
- Minimum of 8 megabytes (MB) RAM, 16 MB recommended
- Microsoft Windows 95 or 98 operating system
- 256-color display or better
- Sound card (not required but you'll need this if you want to watch the videos)
- Minimum of 65 MB free hard drive space

### Internet access

When you use First Aid with the Internet, you have access to the most up-to-date information about problems and enhancements that may affect your PC. To take advantage of First Aid's Internet connectivity verify that your PC can connect to the Internet, through either a Local Area Network (LAN) connection, or a modem. If you are accessing the Internet at work, you are most likely using a LAN connection; at home, most people use their modem to connect to an Internet Service Provider (ISP), such as AT&T WorldNet.

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## First Aid 2000 quick install

1. To install First Aid 2000, insert the First Aid CD into the CD-ROM drive. If the Windows AutoPlay feature is enabled on your PC (it is, by default), installation will begin automatically—follow the instructions on the installation screens. AutoPlay detects when you put a new CD into the CD-ROM drive, and automatically starts AutoPlay applications like First Aid.

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**NOTE:** Other applications may interfere with installation, so make sure to close all running applications before installing First Aid. Some applications start up automatically when Windows starts—make sure to close these applications as well.

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2. If installation does not begin automatically:
  1. Click Start on the Windows taskbar. A pop-up menu appears.
  2. Select Run from the pop-up menu. The Run dialog box appears.
  3. Type `d:\setup.exe` (replace the letter “d” with the drive letter for your CD-ROM drive). Click OK to start the installation. Follow the installation instructions on the screen.

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## First Aid 2000 quick start

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### To start First Aid 2000:

- Double-click the First Aid 2000 icon, located on the Windows desktop. The First Aid 2000 main window appears.

**Figure 0-1. The main First Aid window**



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### To quit First Aid 2000

- Click the close button, located in the upper-right corner.

### Updating First Aid

First Aid uses McAfee Oil Change technology to maintain itself and to update its knowledge base. After installing First Aid, you can run Update at any time. To ensure that your version of First Aid is up-to-date, McAfee suggests running Update on a monthly basis.

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### To update First Aid:

1. Make sure your Internet connection is active, and click Update Now! at the top of the screen. The Update First Aid screen displays.
2. Click Update to begin the Update procedure.

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## Learning more about computing

Click Ask Advisor to access a wealth of PC information:

Figure 0-2. The Ask Advisor screen



- **Glossary of PC Terms.** Have you ever scratched your head and wondered just what ISDN, HTML, or IRQ stand for? Click Glossary on the Advisor screen for help with the often-confusing world of PC terminology.
- **Tech Support Yellow Pages.** Tracking down vendor telephone numbers and addresses can take a lot of precious time. Click Technical Support Yellow Pages on the Advisor screen to quickly look up just the information you need.
- **System Information.** Access Discover, which provides a detailed technical summary of your PC. You can save a system report and print it out for future reference.
- **How Do I videos.** First Aid 2000 includes video-based tutorials that teach you how to accomplish common Windows tasks. Click Videos on the Advisor screen to access a list of available video tutorials.
- **KnowledgeBase.** The KnowledgeBase answers common questions about PC configuration issues. To access the KnowledgeBase click KnowledgeBase on the Advisor screen.

## Getting help

This manual provides the information you need to install, configure, and use First Aid. For more detailed information about First Aid, click the Help menu, and select Help about this page or First Aid Help Topics.

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Turn to the Help menu to access help for First Aid, tutorials on Windows, and learn more about McAfee products. The Help menu also gives you a way to give McAfee feedback about your experiences with First Aid, and provides information about contacting McAfee technical support.

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# Help, my PC has a problem!

# 1

## Why does my PC have a problem?

PCs commonly develop three different types of problems, but the causes of these problems can be varied:

### Hardware problems

There are hundreds of different hardware vendors in the PC marketplace. Unfortunately, the hardware standards that make integrating hardware from different manufacturers possible at all are sometimes ill-defined and not strictly adhered to.

Starting with Windows 95, Microsoft introduced a new “Plug ‘n Play” standard that promised to do away with hardware problems. In theory Plug ‘n Play is a good idea, but in practice it does not completely fool-proof PC hardware installation. In addition, Plug ‘n Play can’t help older, non-Plug ‘n Play hardware.

### Software problems

Like all products of human labor, all software applications are less than perfect. Software flaws, or “bugs,” can cause an application to fail or even cause Windows itself to fail. Sometimes, installing a new version of an application can cause problems if it shares files with an older application. If you frequently share files with other people or download files from the Internet, you may infect your PC with a computer virus that can wreak havoc with Windows and your PC’s file system.

### Configuration problems

Even if all of your hardware is properly installed and all of your applications are up-to-date, you may still experience problems caused by incorrect configuration settings in Windows 95. Another source of configuration problems are the software drivers required by hardware components in your PC, which may be out-of-date, incorrectly configured, or conflicting with other applications.

## Using CheckUp to solve your PC problems

When you start First Aid 2000, the first screen you see is the CheckUp desktop—your first stop whenever you have a problem with your PC. From the CheckUp desktop, you can perform a CheckUp on your entire PC, track down problems with your hardware configuration, and check your software for known bugs and conflicts.

The CheckUp desktop provides a comprehensive method for quickly identifying and repairing PC problems:

1. Begin your problem solving with CheckUp, an expert diagnostic system that examines your PC and automatically fixes the problems it finds.
2. For PC problems that cannot be automatically fixed, CheckUp provides systematic instructions that guide you through the entire fixing procedure.
3. If CheckUp is unable to satisfactorily repair or catch a problem, tell CheckUp that you are still having a problem. The First Aid 2000 Advisor will then ask you a series of questions to gather further information about the nature of the problem, and offer possible solutions based on the information you provide.
4. In the event that CheckUp is still unable to fix a problem, you have the option of contacting the appropriate vendor using the online Tech Support Yellow Pages.

## Starting a CheckUp

CheckUp can examine your entire PC at once, or if you are having trouble with just one component, you can perform a rigorous CheckUp on that component only.

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### To perform a complete CheckUp

1. To perform a CheckUp on your entire PC, click the CheckUp button at the bottom center of the CheckUp desktop. The CheckUp process begins.

2. During CheckUp, the component currently under examination is highlighted. Status information at the bottom of the screen lets you know exactly what CheckUp is doing.

**Figure 1-1. What you see during a CheckUp**



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**NOTE:** First Aid's default settings check the most common problem areas—you can add additional checks, and tell CheckUp to skip checks. To modify the components that First Aid checks during CheckUp, click Settings>CheckUp from the Options menu.

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### To perform a specific CheckUp

1. If you are having a specific hardware problem, click the appropriate component in the CheckUp desktop. A pop-up menu appears.
2. Click the check for the selected component. First Aid will perform a CheckUp on that component only.

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**NOTE:** To modify CheckUp settings for a specific component, click the component on the main CheckUp desktop, and select Settings from the pop-up menu. CheckUp settings accessed from the desktop offer more detailed checks than the general settings accessed from menu—if you experience a stubborn problem with a specific component that a general CheckUp does not resolve, try the more detailed checks available from the component's CheckUp Settings dialog box. For more information on changing general CheckUp options, see “Modifying CheckUp options” on page 27.

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To perform an applications CheckUp

- If you are having a specific application problem, click the software box on the main screen, and then click Check Applications. For more information, see “Checking applications” on page 25.

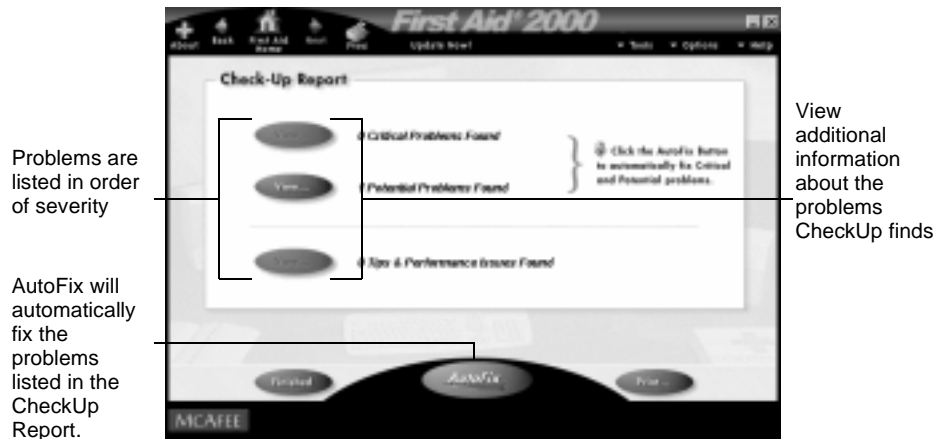
## What Happens during a CheckUp?

During a CheckUp, First Aid thoroughly examines the critical areas of your PC. If you watch the screen during CheckUp, you'll see First Aid checking the different components in your PC. Depending on your PC's configuration, speed, and the type of CheckUp selected, First Aid may take several minutes to complete the CheckUp. Checking an individual component may only take a few moments.

## How First Aid lets you know that it found a problem

First Aid keeps track of the problems it identifies during the CheckUp, and displays them in the CheckUp Report when the CheckUp is complete.

Figure 1-2. The CheckUp Report screen



## Fixing problems

When CheckUp is finished, First Aid lists the number of problems it found in the CheckUp Report. The CheckUp Report ranks problems in order of severity:

- **Critical Problems.** Urgent problems such as a failing hard drive or missing software components that need to be attended to immediately.
- **Potential Problems.** Less serious problems that might affect your PC. For example, a potential problem is a bad shortcut, one that no longer properly points to an application on your PC.
- **Tips & Performance Issues.** Suggestions for improving the performance of your PC. For example, a performance tip might suggest that you install QuickTime if it isn't already installed.

**NOTE:** You can automatically fix critical and potential problems directly from the CheckUp report. You must click View for Tips and Performance Issues and select an item before you can fix it. Since many of the Tips and Performance Issues modify Windows preferences, you are asked to verify that you want to make any changes.

## Using the CheckUp report screen

From the CheckUp Report screen, you can:

- Fix many problems automatically using AutoFix. For more information, see “Using AutoFix to fix problems” on page 22.
- Fix problems that require manual fixes.
- View the problems First Aid found. If you are curious about what First Aid found, click View to display the Fix Info screen, which lists each problem identified during the CheckUp. From the Fix Info screen, you can AutoFix individual problems or find out additional information about a problem. For more information, see “Fix Info” on page 23.
- Cancel the Report and return to the CheckUp desktop. Click Cancel or the Back button to return to the CheckUp desktop.
- To return to the initial CheckUp Report screen, click the Back button

## Using AutoFix to fix problems

When CheckUp reports that your PC has problems, your best course of action is to click **AutoFix** from the initial CheckUp report screen. First Aid will then attempt to fix all of the glitches listed in the CheckUp Report. After an AutoFix, First Aid might report that some problems identified in the CheckUp cannot be AutoFixed: a manual fix is the solution for these problems.

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**NOTE:** If you know a component is operating properly but First Aid reports a problem, do not AutoFix it. First Aid may have incorrectly identified a “problem,” and the suggested fix may inadvertently cause a real problem to occur. If AutoFix produces unwanted changes in your PC, you can usually reverse the changes with Undo. For more information, see “Reversing First Aid Fixes” on page 28.

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You can AutoFix from several points in the CheckUp report:

- Click AutoFix on the main CheckUp Report screen to fix critical and potential problems.
- After clicking View on the initial CheckUp Report. Depending on the fix available for a given problem, you will see either an AutoFix or Manual Fix button in the screen.
- From a Fix Info screen to fix a selected problem.

## When AutoFix is complete

When AutoFix is complete, the CheckUp Report screen may:

- Report that all problems identified during the CheckUp were automatically fixed. Click **View** to see the problems that AutoFix repaired.
- Report that some (or none) of the problems identified by CheckUp were fixed by AutoFix. You'll need to fix these remaining problems manually. For more information on fixing a problem manually, see "Manually fixing a problem" on page 24.

To return to the main CheckUp desktop, click **Finished**.

## Fix Info

Access **Fix Info** by clicking **View** from the main CheckUp screen, selecting a problem from the list, and then clicking **Fix Info**.

**Figure 1-3. Example of a Fix Info screen**



Use **Fix Info** to:

- **Learn.** Find out about a specific problem, what caused it, and the possible solutions First Aid proposes.
- **AutoFix.** Once you've learned about the individual problem, you can automatically fix it—identical to clicking **AutoFix** from the main CheckUp report screen. Using **Fix Info** allows you to fix individual problems one-by-one, rather than all the problems at once.
- **Fix it yourself.** If you'd like to learn how fix a problem on your own, First Aid 2000 provides you with full instructions on how to do it. In addition, some problems need your intervention, and cannot be AutoFixed. For more information, see "Manually fixing a problem" on page 24.
- **Print.** Create a report of the problem for future reference.

- **Ignore a problem** First Aid may incorrectly identify a problem that really isn't a problem on your PC. For example, if you chose not to install certain options while installing an application, First Aid might consider those missing options. Ignore in future instructs First Aid to skip that problem during future CheckUps. Ignored problems can be restored by clicking Ignored Problems... from the Options menu.

### Manually fixing a problem

AutoFix is a skilled PC technician, but certain PC problems cannot be fixed automatically. First Aid still provides a solution for these problems but needs your participation to fix them. For example, if CheckUp determines that an important software component is missing, you'll need to locate the required CD or floppy disk and insert it in the drive.

---

**NOTE:** You can learn if your PC has any problems requiring a manual fix before or after an AutoFix. To learn beforehand, click View from the main CheckUp Report screen and select a problem from the list. Click Fix Info, and the Fix Info screen appears. The Possible Solutions screen lists any solutions requiring a manual fix. To learn after an AutoFix, click View from the final CheckUp Report screen.

---

To manually fix a problem, click Manual Fix on the Fix Info screen, and follow the instructions provided.



## Checking applications

By default, CheckUp performs a basic check of your applications to see that they have the files they need to start. If an application has enhanced support in the First Aid knowledge base, First Aid can perform more detailed checks and fixes, such as repairing incorrect Windows Registry information for that application. Perform detailed checks from the Fix Applications screen, where you can check all or individual applications.

Figure 1-4. The Fix Applications screen



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**NOTE:** McAfee regularly adds applications to the First Aid knowledge base. For more information, see “Update” on page 19.

---

### To view the Fix Applications list

- In the CheckUp desktop, click the software box and select Fix Applications.
- First Aid examines your hard drive for applications and adds them to the Fix Applications list.

---

**NOTE:** First Aid may not recognize an application because many companies have silent “inline” releases (unannounced releases of their applications) or custom versions of their software tailored to specific hardware. If First Aid does not recognize an application version, it displays the Select List dialog box and you must select the appropriate version.

---

## About the Fix Applications list

An application with enhanced support has a small cross in its application icon.

Right-click an application icon to do the following:

- **Check.** Performs a check on the selected application
- **Features.** Displays a list of features that can be checked
- **Add.** Lets you manually add an application to the list
- **Remove.** Lets you manually remove the selected application from the list (This will *not* delete the application from your hard disk.)
- **Large Icons, Small Icons, List, Details.** Changes the appearance of the list contents

## Having problems that CheckUp didn't detect?

When you've completed a CheckUp, First Aid asks if you are experiencing problems that CheckUp did not detect. If you have a problem that CheckUp didn't address, don't despair! Just click Yes to enter First Aid 2000's Advisor.

Figure 1-5. Entering Advisor after a CheckUp



Some PC problems require your help to find a satisfactory solution. Unlike the automated problem solving performed during a CheckUp, Advisor attempts to narrow down your problem by asking a series of questions. Answering these questions helps Advisor identify a possible solution to your problem. When Advisor identifies a possible solution, a solution screen appears containing instructions on how to fix the problem.

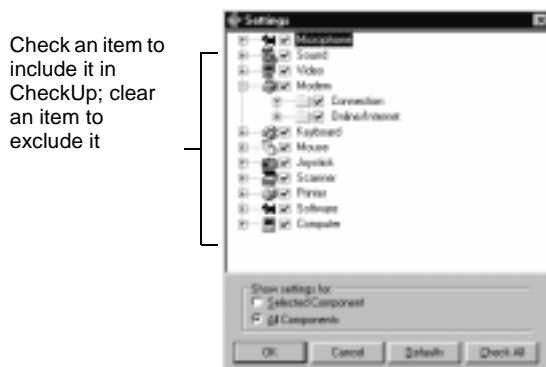
## Modifying CheckUp options

There are several optional settings for CheckUp that allow you to tailor First Aid to your specific requirements. For example, you may want to exclude a hard disk check if you feel that it takes too long to complete, or the Internet/Modem check if your PC does not have a modem.

### To access CheckUp options:

- Right-click the CheckUp button, or on the Options menu, select Settings/CheckUp. From the CheckUp Settings dialog box, you can modify the areas that CheckUp examines during a CheckUp. Changes made in the CheckUp Dialog become the new default settings for CheckUp—click the Restore button to revert to the settings available when First Aid was first installed.

**Figure 1-6. The CheckUp Settings dialog box**



**NOTE:** By default, CheckUp is set to test the basic components in your PC. These checks do not require any action on your part. Adding additional checks from the CheckUp Settings dialog will result in a more thorough CheckUp, but bear in mind that some of these more detailed checks may require you to perform some action. For example, if you choose to check your CD drive's CD music capability, you will be asked to insert a music CD during that check.

- You can access more in-depth CheckUp settings for individual components by clicking the component on the CheckUp desktop and selecting Settings from the pop-up menu. For more information on setting CheckUp settings for a specific component, see page 20.

## Reversing First Aid Fixes

Although First Aid fixes have been thoroughly tested to verify that they are safe, a fix may nevertheless cause an unexpected change in your PC. For example, if First Aid incorrectly identifies hardware in your PC, the AutoFix for that hardware will be incorrect and may cause other conflicts. First Aid keeps track of all changes made to your PC, which makes it easy to reverse a fix. For more information, see “Undo a First Aid 2000 fix” on page 54.

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**NOTE:** If a First Aid fix involves removing a software component from your PC, you may need to reinstall the software to restore the application.

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## Using Windows Guardian

After installing First Aid, Windows Guardian automatically starts whenever you run Windows. Typically, the only sign of Windows Guardian’s presence is the First Aid 2000 icon in the taskbar. The icon lets you know that Windows Guardian is monitoring your PC while you work, and is there to help you recover from and avoid critical problems that may arise

### Windows Guardian and software crashes

Windows Guardian can:

- **Fix crashes.** Catch a crashing application before the crash causes the application to fail. When an application fails, Crash Protector displays a dialog box where you can temporarily fix the crashed application and save your work. Crash Protector is also aware of known software bugs, and might be able to provide a fix for the bug. It can also use Oil Change technology to look for a bug fix or patch on the Internet.
- **Fix Frozen software.** Reactivate a “dead” application. Computer Program Reactivator (CPR) can revive an application that has stopped responding. To access CPR, press Ctrl+Alt+Del, the Close Program dialog box appears. Click the Reactivate button to reactivate the application. You can also access CPR by right-clicking the First Aid Cross icon on the taskbar, and clicking Reactivate Application....

## Windows Guardian monitors

In addition to fixing crashed and frozen applications, Windows Guardian monitors critical areas in your PC, and warns you before potential problems occur. The Windows Guardian monitors operate in the background—you usually won't be aware of them until Windows Guardian detects a problem. If a problem occurs, the First Aid 2000 icon in the task bar will flash, and a dialog box will appear, telling you about the problem and what to do.

**Figure 1-7. Example of a Windows Guardian warning dialog box**



- **Disk Space Monitor.** Low hard drive space can cause Windows to behave erratically and even crash. Disk Space Monitor warns you before your hard drive runs out of space, and allows you to run QuickClean to free up some additional room. (For more information, see “Automate routine maintenance tasks. Let the Windows Guardian Scheduler take the hassle out of performing maintenance tasks.” on page 41.) By default, the warning threshold is set for 20 megabytes. You can change this value to suit your needs.
- **QuickClean.** QuickClean searches your hard drive for unnecessary files, and removes them to save disk space. For more information, see “Using QuickClean” on page 42.
- **Event Monitor.** Event Monitor monitors changes you make to your PC's configuration, and allows you to restore your previous settings when things go wrong. For more information, see “About Event Monitor” on page 48.
- **Memory Monitor.** Running low on memory can cause Windows to behave erratically and even crash. Memory Monitor monitors essential memory resources, and warns you before you run out of memory. By default, the warning threshold for GDI, User, and System resources is set for 30% (you can change this value to suit your needs). A free memory warning will appear when the total memory available drops below 2 megabytes. Again, you can change this value to suit your needs.

- **S.M.A.R.T. Disk Monitor.** S.M.A.R.T. is an acronym for Self-Monitoring Analysis and Reporting Technology, a problem-detecting technology built in to most new hard drives. It allows hard drives to automatically run a series of self-diagnostic tests. **First Aid 2000's** Disk Monitor alerts you when S. M.A.R.T. detects a problem with your hard drive.

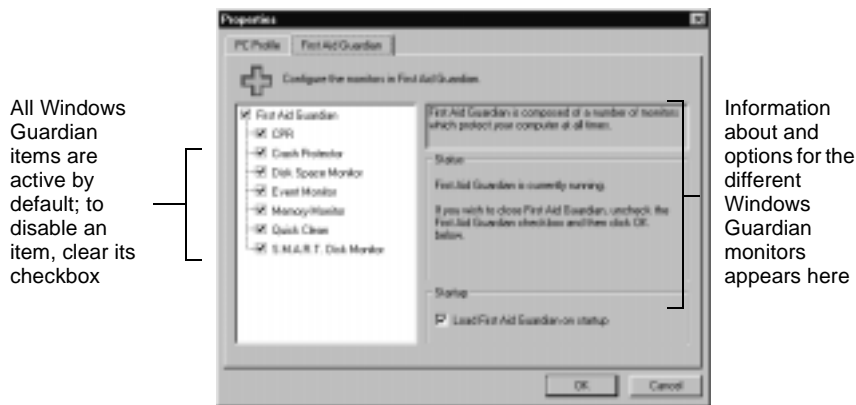
## Changing Windows Guardian options

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### To change Windows Guardian options

1. Click Options>Settings>First Aid. The Settings Properties dialog box appears.

**Figure 1-8. The Windows Guardian Settings dialog box**



2. Click the First Aid Guardian tab.
3. From the Windows Guardian Properties dialog box, you can:
  - Turn Windows Guardian components on and off
  - Test Crash Protector and CPR
  - Configure Memory Monitor low memory criteria and Disk Space Monitor low disk space criteria
  - Set QuickClean defaults

## Preventing PC problems with First Aid

Your PC is engineered for thousands of hours of continuous operation. The dependability of today's PC makes it easy to feel complacent about the health of your PC, but this complacency is deceptive. Like any machine, a PC contains mechanical and electronic systems that do wear out eventually. Other problems are those you unintentionally inflict on a PC when installing new software or new hardware. Finally, software is sometimes ill-behaved, and can cause systematic problems or conflicts in a PC.

First Aid 2000 offers a complete strategy for preventing PC problems, and preparing you in case something does fail. Specifically:

- **Keeps your data safe:** First Aid 2000 provides a convenient way to access or install Microsoft Backup. When you perform a backup, you copy files from your hard drive to another location, such as a tape drive or removable media drive. In the event of hard drive failure, you can use the copy to restore your data to a new hard drive using the Backup software.
- **Monitors the health of your hard drive(s):** With use, hard drives may develop defects and become fragmented. While First Aid 2000's CheckUp automatically scans your hard drive for these problems, the Tools menu gives you the option of independently checking and fixing them. If you have McAfee's Nuts&Bolts installed, you will have the option of using DiskMinder and DiskTune to scan and defragment your hard drive. In addition, First Aid 2000's Windows Guardian actively monitors your hard drive, and lets you know if you are running dangerously low on space. If you have a newer hard drive armed with S.M.A.R.T. self-diagnostic capabilities, Windows Guardian will also monitor your drive for impending failure.
- **Emergency Disk:** Emergency Disk saves critical system information on a bootable floppy disk. If your PC refuses to start or Windows fails to start, start your PC with Emergency Disk to recover system information.
- **Recover from crashed or frozen software:** Crash Protector and CPR allow you to recover from a crashed or "frozen" application and save your data. In addition, Windows Guardian actively monitors your PC, and let's you know if you are running dangerously low on memory (running low on memory can cause Windows to perform slowly or even crash).
- **Detect viruses:** Scan for viruses and receive instructions on what to do if you get a virus.

## First Aid's prevention strategy

- **Run CheckUp on a regular basis.** Run **First Aid 2000** and click CheckUp to find and fix your PC problems. Even easier: use Scheduler to automatically check your PC at a given time. For more information, see “Using the First Aid Guardian Scheduler” on page 44.
- **Backup your data.** Ensure data safety by backing up your PC's hard drive, and decide on a regular backup schedule. Once the data on your hard drive is safe, you can recover from even the most serious PC traumas.
- **Check your hard drive for problems.** Defragment your hard drive and check it for errors on a regular basis.
- **Create an Emergency Disk.** Make a new Emergency Disk each time you make a major hardware or software modification, or upgrade your copy of Windows. With Emergency Disk in hand, you can boot your PC if it won't start, and recover and restore your PC's configuration in case it is accidentally damaged.
- **Learn about Windows Guardian.** Discover how Windows Guardian can warn you about problems as they occur, as well as help you recover from crashes.
- **Keep First Aid 2000 up-to-date.** First Aid 2000 gets smarter over time. Make sure to use First Aid 2000's Update Now! feature to keep First Aid up-to-date with the latest information about PC bugs and viruses.

## Backing up your hard drive

The files on your PC are only as safe as the hard drive where they are stored. When a hard drive begins to fail or a computer virus infects your PC, you may have little or no warning before your data becomes corrupt or lost. By performing a backup, you make a copy of the data on your hard drive that can be restored on a new drive if your old drive fails. This copy is called an “archive.”

There are two kinds of backups you need to know about:

- **Full system backup.** Makes an archive of all of the information on your hard drive, including all of your Windows configuration (for example, System Registry) settings. A full system backup is essentially a mirror-image of your hard drive, and can be used to recover your data as well as your Windows configuration. To save time and backup space,



you'll probably want to backup your data and configuration files only, and skip over your software. If you have the original installation CD or disks for installed software, you can restore software by reinstalling it. A full system backup can take up a lot of space, so you will need a tape drive or other high-capacity storage device to perform a full system backup.

- **Incremental backup.** An incremental backup archives only files that are new or have changed since the last full system backup. A full system backup combined with regular incremental backups ensures that all of the files on your PC can be restored in case of hard drive failure. Depending on the amount of new data that needs to be backed up, you might be able to perform an incremental backup with floppy disks, but a tape drive or other high-capacity storage device is your best long term bet.

A typical backup schedule is a full system backup once a week, and an incremental backup on a daily basis.

---

### Backing up your drive

1. Click Tools>Backup Important Files. Microsoft Backup appears. If Backup is not installed on your PC, clicking the Backup button will prompt you to install the application—you'll need your Windows installation CD or disks to complete the installation.
2. Follow the directions on the screen. For more information on Backup, click Start>Help from the Windows taskbar, or click Help on the Backup menu.

---

### Restoring data from a backup archive

1. Click Tools>Restore Backup Archive. Microsoft Backup appears. If Backup is not installed on your PC, clicking the Backup button will prompt you to install the application—you'll need your Windows installation CD or disks to complete the installation.
2. Follow the directions on the screen. For more information on Backup, click Start>Help from the Windows taskbar, or click Help on the Backup menu.

## ScanDisk and Disk Defragmenter

Windows includes two utilities for verifying and maintaining the health of your hard drive: ScanDisk and Disk Defragmenter.

- ScanDisk examines your hard drive for surface errors and for file and folder problems. Surface errors occur as a hard drive ages, or as a result of manufacturing defects. File and folder problems are normal, and occur during the every day operation of your PC. Use ScanDisk if you have trouble booting your PC, or if Windows or an application performs erratically.
- Disk Defragmenter speeds hard drive access by sorting your files so that fragmented files are stored together. As you use your PC, files may become too large for your PC to store in a single location on your hard drive. These files are automatically broken into separate pieces, or “fragments.” This causes file fragmentation, and is part of the normal operation of Windows. There’s nothing wrong with these fragmented files; they just take longer to access because the different fragments might be located far away from one another on the hard drive.

---

#### To run ScanDisk

1. Click Tools>Check Hard Drive for Errors. The Scandisk dialog box appears.
2. Select the drive you want to check, and then click Start. Scandisk begins to check your drive for errors.
3. Follow the instructions on the screen.

---

#### To run Disk Defragmenter

1. Click Tools>Defragment Hard Drive. The Disk Defragmenter dialog box appears.
2. Select the drive you want to defragment, and then click Start. Disk Defragmenter begins to defragment your drive.
3. Follow the instructions on your screen.

---

**NOTE:** If you have McAfee Nuts&Bolts installed, First Aid 2000 will launch DiskMinder instead of Scandisk, and DiskTune instead of Disk Defragmenter. These utilities offer the same capabilities as the Microsoft utilities, and more.

---

For additional information about ScanDisk and Disk Defragmenter, please refer to Windows help, accessible by clicking Start>Help.

## Creating an Emergency Disk

The First Aid Emergency Disk tool saves critical information and files on a floppy disk. In the event that you cannot start your PC or Windows refuses to start, the Emergency Disk allows you to start your PC and restore the information needed to return to normal operation.

To ensure that your Emergency Disk is always up-to-date, make a new Emergency Disk each time you make a significant change in your PC, such as adding or changing a peripheral, upgrading the operating system software, or compressing a hard drive.

---

### To create an Emergency Disk

1. Have a formatted high-density floppy disk ready, and click Tools>Emergency Disk. The Create Emergency Startup Disk dialog box appears.

**Figure 2-1. The Emergency Disk window**



2. Follow the directions on the screen. In most cases, you'll want to store Emergency Disk information in the default location, a floppy disk (the A: drive). The Create Emergency Startup Disk dialog box allows you to store this information on any drive, including network drives—a good way to keep a backup copy of your Emergency Disk, but make sure to immediately copy the information to a bootable floppy disk (if you can't boot, you may not be able to access any hard drive, rendering the Emergency Disk information useless).
3. To ensure that your Emergency Disk works correctly, try starting your PC with the disk inserted in the floppy drive. If your PC starts as described below, the disk is OK—if not, try creating a new disk using a fresh floppy.

## When to use Emergency Disk

Use Emergency Disk in the following situations:

- Your PC boots up, but Windows fails to run.
- When you turn on your PC, you see error messages such as “Drive not found,” or “Error reading Drive C:\  
\.”

If you’ve made a change to your PC’s configuration and Windows begins to behave erratically, use Universal Undo to restore configuration settings. For more information, see “Using Universal Undo” on page 47.

---

## How to use an Emergency Disk

1. Turn off your PC.
2. Insert the Emergency Disk into the floppy disk drive.
3. Turn your PC on. Your PC will start from the floppy disk.

## What to expect when starting your PC with Emergency Disk

Here’s what happens when you start your PC with Emergency Disk:

1. ScanDisk identifies and attempts to repair any hard drive problems.
2. Check critical system and Windows files. If these files have become corrupted or incorrectly configured, the Emergency Disk will restore them.
3. At the end of this process, remove the Emergency Disk and restart your PC. Windows should now start normally.

If Windows does not start normally after using the Emergency Disk, start your PC again, and when you see the “Starting Windows” prompt on your screen, hit the F5 key immediately. This starts your PC in “safe mode.” Safe mode starts Windows using default settings (standard VGA monitor, no network connections, standard Microsoft mouse driver, and any other basic drivers needed to start Windows). In safe mode, run First Aid to see if Check-Up can diagnose and fix the problem.

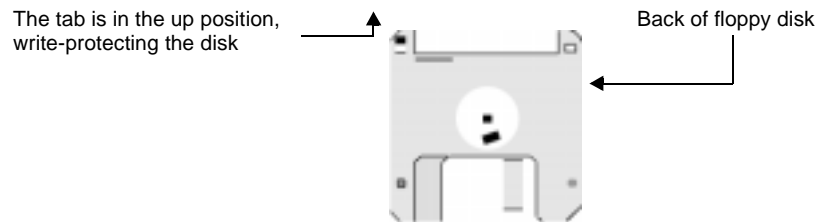
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**NOTE:** If you can’t boot your PC or run Windows after following the above Emergency Disk procedures it’s time to seek professional help.

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Keep your Emergency Disk in a safe place and make sure to write-protect the disk. A write-protected disk is safeguarded from accidental erasure and virus infection. Slide the write-protect tab to the top position:

**Figure 2-2. Write-protecting your Emergency Disk**



## Protecting your PC from viruses

### About PC viruses

A PC virus is a small computer program usually hidden within a legitimate computer file. When you access an infected file, the virus automatically replicates itself and spreads to your PC.

The most dangerous viruses are malicious programs, designed to deliberately corrupt or delete the data on your PC. Viruses that are more benign might simply display an annoying message on your monitor or make a strange sound, and then disappear. However, even the most benign virus occupies some disk space and many remain in memory, which can cause your PC to behave erratically or crash.

### How PCs become virus-infected

Viruses are spread when you run infected software or open an infected document file. Bear in mind that a virus cannot travel over your telephone line and infect your PC on its own: you must first download or copy an infected file and then access the file in order to infect your PC. A common way for viruses to spread is downloading infected shareware from on-line services and the Internet, or using diskettes that other people gave you.

## Virus types

There are three main types of viruses:

1. **File or program viruses.** A program virus attaches itself to a specific program on your PC. Since many PCs share many files in common (for example, the DOS program `command.com` is found on many PCs), these files make tempting targets for virus programmers. Program viruses are dormant until you run the associated software.
2. **Boot viruses.** The boot sector of a disk is the physical space on a disk containing information about the disk and the files it contains. All disks and drives have a boot sector, even if they aren't "bootable." A boot virus infects the boot sector and is activated when the disk is accessed.
3. **Macro viruses.** Macro viruses are contained within document files, such as Microsoft Word or Excel files. These files can contain macros, small programs that automate certain tasks. Macros can also be written to do damage to your PC. A macro virus is activated when you open an infected document file.

## Safeguarding your PC from virus attack

Depending on the speed of your PC and the size of your hard drive, scanning for viruses can be quite time consuming. As a consequence, a virus scan is *not* part of the default set of checks performed during a CheckUp. To perform a virus scan, you can add the scan to your CheckUp settings, or perform a virus scan by itself.

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### Performing a virus scan

1. Click the PC on the main First Aid 2000 screen, and select Check Computer.
2. First Aid 2000 will perform a complete virus scan on your PC.

### What to do if First Aid 2000 detects a virus

If a virus scan determines that your PC is infected with a virus, First Aid 2000 will warn you about the condition at the end of the CheckUp. First Aid 2000 offers virus detection only—you'll need to use antivirus software such as McAfee's VirusScan to actually remove the virus.

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**NOTE:** For full-featured virus detection and eradication, you must use a full version of McAfee VirusScan. Please call 888-712-1477 to purchase a full version of McAfee VirusScan. A free evaluation copy of VirusScan may be downloaded from the following site:  
[http: //www.mcafee.com/download/eval.asp](http://www.mcafee.com/download/eval.asp)

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- If you have antivirus software, run it immediately upon receiving a virus warning from First Aid 2000.
- If you do not own antivirus software, your best bet is to turn your machine off immediately and seek professional advice.





## Preventing problems with First Aid 2000

In the previous two chapters, you discovered how to use First Aid 2000 to check, fix, and maintain your PC. In this chapter, you will learn about using First Aid 2000's suite of preventative maintenance tools. These tools identify and fix many common PC problems before they get out of hand. The preventive maintenance tools allow you to:

- **Keep your hard drive clean:** QuickClean searches your hard drive for unnecessary files and removes them, freeing up disk space.
- **Check and fix Year 2000 problems:** Check if your PC is prepared for the next millennium, and fix the problem if it isn't.
- **Automate routine maintenance tasks.** Let the Windows Guardian Scheduler take the hassle out of performing maintenance tasks.

### QuickClean

As you cruise the Internet, install and remove software, and simply use your PC, your hard drive becomes riddled with useless files. Some of these files are:

- **Left over after you install or remove software.** Software installation often entails storing temporary files on your hard drive. Some software isn't very well-behaved, and leaves these temporary files behind after the installation is finished.
- **Left behind after you surf the Internet.** Your Web browser stores ("caches") Web pages and graphics while you are on-line. While this makes accessing the Web quicker, it can also quickly fill your hard drive with unnecessary files.
- **Temporary files created by software.** Many software applications store temporary files on your hard drive. They should clean up after themselves, but sometimes don't.
- **Obsolete shortcuts.** Moving and removing files can make shortcuts obsolete.

QuickClean searches your hard drive and identifies unneeded files, provides you with a report of what it found, and then lets you delete them.

## Using QuickClean

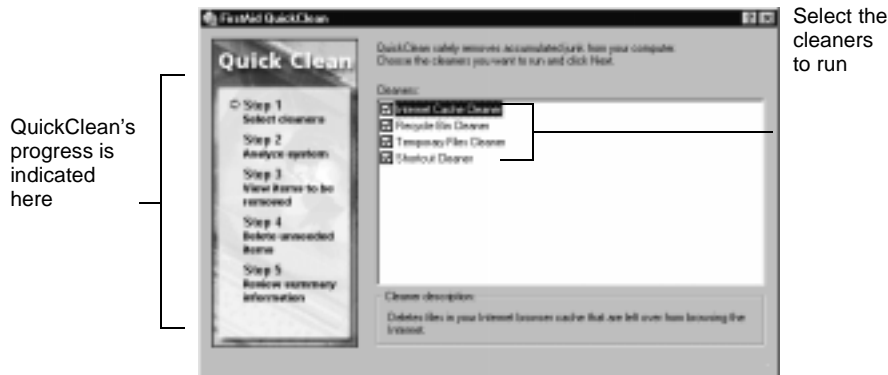
You should use QuickClean periodically to keep your hard drive free of unnecessary files. It is also a good idea to run QuickClean after installing or removing software, and after an extended Internet session. In addition, run QuickClean whenever your PC seems to be performing sluggishly.

---

### Running QuickClean

1. Click Tools>Clean Up Unnecessary Files. The QuickClean window appears.

Figure 3-1. The QuickClean window



2. **Select cleaners.** All of the cleaners are selected by default. Clear the checkbox next to a cleaner to have QuickClean skip the selected files.

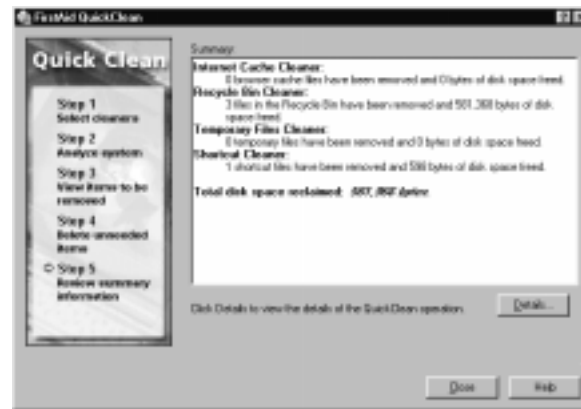
- **Internet Cache Cleaner.** Removes files left behind by your Web browser.
- **Recycle Bin Cleaner.** Cleans up the Recycle Bin.
- **Temporary File Cleaner.** Identifies and deletes temporary files.
- **Shortcut Cleaner.** Cleans obsolete shortcuts.

Click Next to continue.

3. QuickClean analyzes your PC and locates files that can be safely cleaned.
4. Click Details to review the files to be cleaned. The Items to be Removed dialog box opens. Click Close, and then click Clean to remove the files.

5. QuickClean delete the files, and then displays a summary of what it did.

**Figure 3-1. The QuickClean summary screen**



## Year 2000 Checker

### About the Year 2000 problem

Many PCs—save the latest models—are limited in their ability to calculate calendar dates beyond the turn of the century. This limitation stems from the way PCs record the date: using the format MM/DD/YY. A problem arises when a PC that has this limitation needs to display a date in the next century. Is the date 01/01/01 the first day of the next century, or the first date of the current century? Unfortunately, most PCs were not engineered to take this into consideration, and have no way of distinguishing between the two very different dates. Software applications, too, suffer from the same limitation.

It is difficult to anticipate just what affect the Year 2000 (Y2K) will have on your PC or software. For many people using typical productivity applications, the Y2K problem will probably be insignificant. However, if you use your PC for payroll, accounting, or other date-sensitive tasks, it is important to know if your PC is Y2K compliant, and what to do if it isn't.

### Using the Y2K Checker

Using First Aid 2000's Y2K Checker, you can quickly discover if your PC is Y2K compliant, and learn what to do if it isn't.

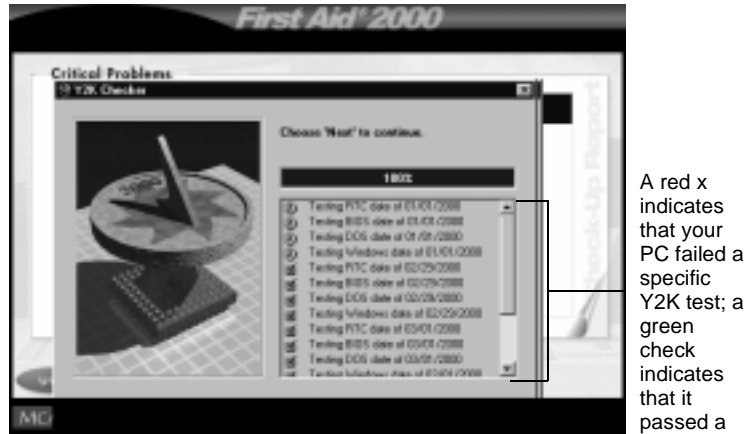
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#### Checking for Y2K compliance

1. Click Tools>Check for Y2K Compliance. The Y2K Checker window appears.

2. Click Next. The Y2K Checker runs various tests to see if your PC is Y2K compliant.

**Figure 3-2. Checking for Y2K compliance**



3. When the Y2K Checker is finished checking for compliance, click Next.
  - If your PC passes all Y2K tests, click Finish.
  - If your PC fails one or more of the Y2K tests, click Next to install the Y2K fix. You'll need to restart your PC for the change to take effect.

### About the Y2K fix

When your PC fails one or more of the Y2K tests, the Y2K Checker installs a small program named `y2kfixer.com` on your PC. A line is added to your `autoexec.bat` file that runs this program each time you start your PC. With `y2kfixer` running, your PC will remain accurate after the turn of the century.

## Using the First Aid Guardian Scheduler

Scheduler lets you schedule maintenance tasks to run automatically at the time you specify. You can schedule tasks to run at night or while you're at lunch, so that your workflow isn't interrupted. In addition, Scheduler makes it easy to automate system maintenance: set up your scheduling preferences and then forget about it.

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### Accessing the scheduler

1. Right-click the First Aid 2000 icon on the Windows taskbar. A pop-up menu appears.

- From the pop-up menu, select What's Scheduled.... The What's Scheduled window appears.

**Figure 3-3. The What's Scheduled window**



- From the What's Scheduled window, you can:
  - Schedule a new task, or turn off an existing scheduled event
  - Modify the properties for Windows Guardian items

### Scheduling a new task

- Select an event from the What's Scheduled window and click Schedule. The Event Schedule window appears.

**Figure 3-4. The Event Schedule window**



**NOTE:** The Event Schedule window will display different information, depending on the event you've chosen to schedule. Some events only offer a simple on/off switch, while others offer comprehensive scheduling capabilities.

- From the Event Schedule window, you can:
  - Schedule an event to occur as frequently as once every second (not recommended), or as infrequently as every few weeks of computer usage.

- Schedule an event to occur at a given time on a given day. Use this option if you'd like to schedule events for a time when you know your PC will be idle. You can also set up recurring events to happen on the same day or week.
- Schedule an event to occur each time you start Windows, or each time you exit Windows.
- Choose event options, such as running an event only if your PC is idle, or running missed events as soon as your PC is started.

---

### Turning off a scheduled event

1. To turn off a scheduled event while the event is underway, right-click the First Aid 2000 icon on the Windows taskbar, and select What's Happening.... The What's Happening window appears.
2. From the What's Happening window, you can stop the ongoing event by clicking Stop Event.
3. To take an event permanently off the schedule, select Never from the Run drop-down list in Event Schedule dialog box.

# Whoops! Undoing changes

# 4

## Using Universal Undo

Have you ever made an embarrassing mistake and wished that everything in life had an undo button? Well, First Aid 2000 can't help you repair your faux pas, but it can help you undo mistakes you make with your PC's settings. Quite often, seemingly innocent changes such as upgrading software or making a change in the Windows control panel can lead to unintended consequences. Universal Undo offers a suite of undos that automatically monitor changes in your PC, and allow you to quickly restore your previous settings when things go wrong.

Universal Undo allows you to undo:

- **A monitored event.** Universal Undo monitors common events such as installing new software and drivers, and allows you to restore—safely and selectively—the changes made in the course of these events.
- **Changes to Windows settings.** Most Windows configuration settings are housed in the Control Panel. Universal Undo automatically monitors the changes you make to Control Panel settings, and makes it easy to return settings to the state they were in prior to the change.
- **Changes to document files.** Universal Undo can track changes made to your documents and allows you to restore earlier versions, even if you don't have a backup.
- **A change to Internet or network settings.** Small changes to your Internet or networking settings can cause your connection to slow down or even fail. Universal Undo keeps a chronological list of all setting changes, allowing you to quickly fix your network settings without having to fiddle around with your Windows configuration.
- **Most First Aid 2000 fixes.** Although all First Aid 2000 fixes are safe, there are certain “fixes” that may not be appropriate for your PC. In addition, a fix may cause problems if First Aid 2000 mistakenly identifies a problem on your PC and you go ahead and “fix” it. Since Fix Undo allows you to undo almost any fix, you can feel comfortable in letting First Aid 2000 fix your PC—you can always safely restore your settings if you wish.

## About Event Monitor

Event Monitor monitors three categories of events:

- Changes made by new software installations
- Control Panel changes
- Changes made to monitored documents

Whenever you make a change to one of the monitored areas, a monitor icon appears in the Windows taskbar. A blinking monitor icon indicates that the change under progress is being monitored and recorded by First Aid 2000.

### About Installation Monitor

Installing new software or upgrading existing software can wreak havoc on a PC. Old components sometimes conflict with new components, and software incompatibility can rear its ugly head. While First Aid 2000 can't actually promise to fix all problems a new software installation causes, it can completely and safely remove the new software, and restore any configuration settings changed by the installation.

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**NOTE:** Your best bet in undoing an installation is to first use the uninstaller program that came with your new software, assuming one is available.

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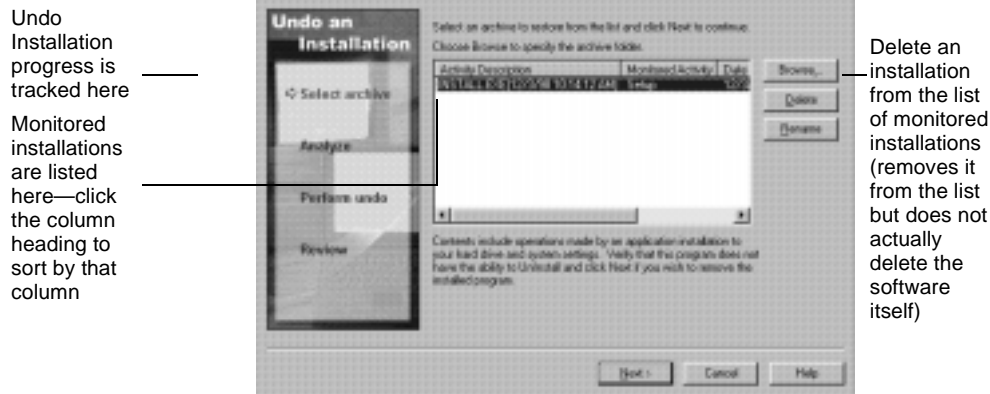
### Undoing a monitored change

1. Click Universal Undo on the main First Aid 2000 screen. The Universal Undo screen appears.



- Click Undo an Installation. The Undo an Installation screen appears.

Figure 4-1. The Undo an Installation screen



- Select an installation to undo, and then click Next. Installation Undo analyzes your PC and determines the components to remove and restore. Click Next to complete the installation undo. (Installations that took place before First Aid 2000 was installed cannot be undone, and do not appear in the list).

**NOTE:** From the Analyze screen you can click Details to view details about the installation, as well as select individual items to restore.

Figure 4-2. Viewing Installation details



4. When Installation Undo is finished, a summary screen appears, displaying the results of the undo.

Figure 4-3. Installation Undo summary



### About monitored control panel events

Making incorrect changes to your Windows Control Panel settings can cause your PC to behave erratically. Use Undo a Windows Settings Change to recover your previous Control Panel settings.

---

#### To undo a Control Panel setting

1. Click Undo a Windows Settings Change on the Universal Undo screen. The Undo a Windows Setting dialog box appears.
2. Follow the instructions given for undoing an installation on page 48.

### About monitored document changes

First Aid 2000 can monitor changes made to document files and allow you to recover a previous version, even if you don't have a backup of the file. If you've ever made a change to a document, saved it, and then wished you had a backup of an earlier draft, you will appreciate this feature.

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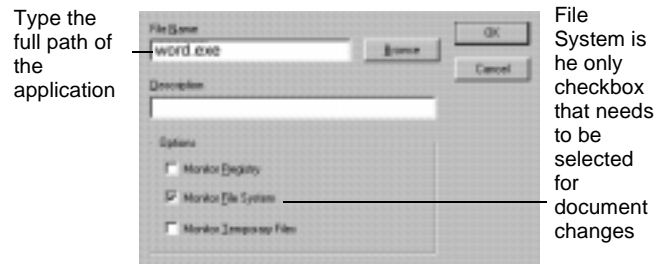
**NOTE:** By default, First Aid 2000 is not setup to monitor any document changes. Follow the instructions below to add document types to the Event Monitor.

---

### Adding documents to Event Monitor

1. Click Options>Settings>First Aid>. The Settings dialog appears. Click the First Aid Guardian tab.
2. Select the Event Monitor item, and then click Settings. The Activity Monitor dialog box appears.
3. Select Application Files, and then click Add. The Add Activity dialog box appears.

**Figure 4-4. Adding a monitored application**



4. Type the full path name of the application you want to monitor (document are monitored by the applications they are associated with), or click Browse to navigate to the application's directory.

### Undoing a document change

1. Click Undo a Document Change on the Universal Undo screen. The Undo a Document Change window appears.
2. Follow the instructions given for undoing an installation on page 48.

## Changing Event Undo options

By default, Event Undo is set up to monitor typical changes in your PC. Modifying Event Undo options allows you to control the events that Universal Undo actively monitors.

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### To turn a monitor off

1. Right-click the Event Monitor icon on the Windows taskbar, and select Stop Monitoring Changes. A dialog box will appear, asking you to confirm. Clicking Yes turns the monitor off for the current installation, and causes the Installation Monitor icon to disappear.
2. To turn Installation Monitor off for all events, right-click the First Aid 2000 icon on the Windows taskbar and click First Aid Properties. The First Aid Properties dialog box appears. Click the Event Monitor item, and then click Settings. Clear the appropriate checkbox for the monitor you wish to disable.

---

### Adding or removing monitored events

1. Click Options>Settings>First Aid. The Settings dialog box appears.
2. Click the First Aid Guardian tab, and then select the Event Monitor item.
3. Click Settings. The Event Monitor Settings dialog box appears.

**Figure 4-5. The Event Monitor Settings dialog box**



4. Select an event to modify, and then click Add to add a new event. The Add Activity dialog box appears.

**Figure 4-6. The Add Activity dialog box**



5. From the Add Activity dialog box, you can:
  - Ignore an activity by clearing its checkbox.
  - Remove an activity by selecting it and clicking Remove.
  - Add a new activity by clicking Add, and choosing a new activity to monitor.

## Undoing an Internet or network change

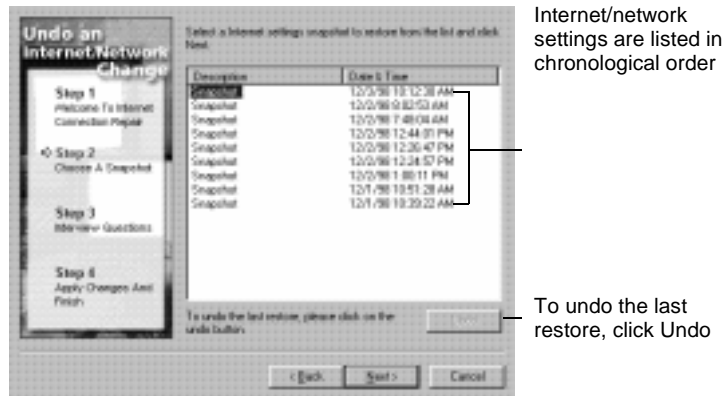
If you make changes to your Internet or network settings you may find that you are unable to connect to the Internet, or that your connection has become unreliable. Use Universal Undo to restore your connectivity settings to their previous state.

### To undo an Internet or network change

1. Click Undo an Internet/Network Change from the Universal Undo screen. The Internet Connection Repair window appears.

2. Click Next, and a chronological list of your networking settings appears.

**Figure 4-7. Changes are listed by date**



3. Select a setting to restore, and then click Next.
4. Confirm that you are having connectivity problems, and then click Next.
5. Click Finish to complete the undo.

## Undo a First Aid 2000 fix

### Why undo a fix?

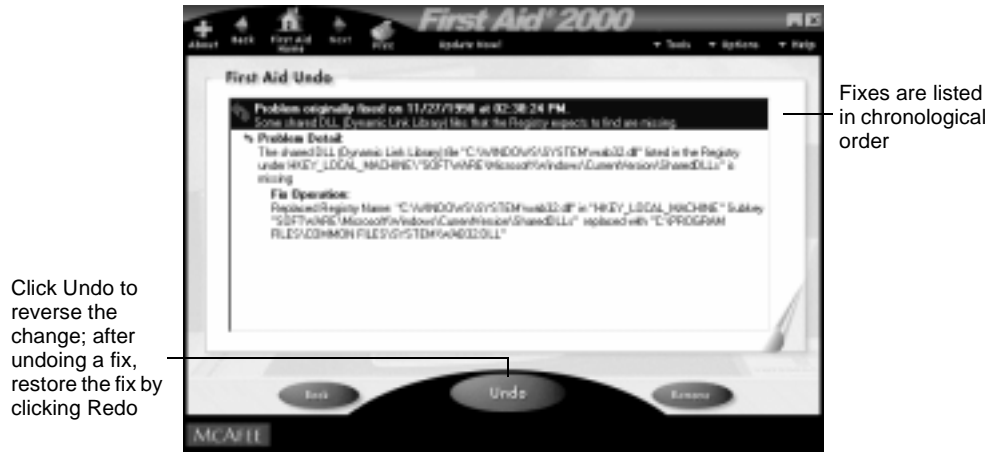
Although First Aid fixes have been thoroughly tested to verify that they are safe, a fix may nevertheless cause an unexpected change in your PC. For example, if First Aid incorrectly identifies hardware in your PC, the AutoFix for that hardware will be incorrect and may cause other conflicts. First Aid keeps track of all changes made to your PC, which makes it easy to reverse a fix.

---

## To undo a First Aid change

1. Click Undo a First Aid Fix on the Universal Undo screen. The First Aid Undo screen appears.

Figure 4-8. The First Aid Undo screen



2. From the First Aid Undo screen you can view all the changes that First Aid has made to your PC. To undo a change, select it and click Undo. The change will be reversed.
3. To redo a change, click Redo and the change will be restored.

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**NOTE:** If a First Aid fix involves removing a software component from your PC, you may need to reinstall the software to restore the application.

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# Before You Call Technical Support

## A

BEFORE YOU CONTACT Technical Support, locate yourself near your computer with the First Aid 2000 software installed and have the information listed below available. Much of this information can be obtained by clicking Ask Advisor, then clicking System Info.

- Version of First Aid
- Have you sent in the registration card?
- Customer number if registered
- Model name of hard disk (internal or external)
- Version of system software
- Amount of memory (RAM)
- Extra cards, boards or monitors
- Name and version of conflicting software
- EXACT error message as on screen
- What steps were performed prior to receiving error message?
- A complete description of problem

For more information on contacting Technical Support, see Appendix B, “How to Contact McAfee.”



# How to Contact McAfee



## Customer service

To order products or obtain product information, contact the McAfee Customer Care department at (408) 988-3832 or write to the following address:

McAfee Associates, Inc.  
3965 Freedom Circle  
Santa Clara, CA 95054  
U.S.A.

## Technical support

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web a valuable resource for answers to technical support issues. We encourage you to make this your first stop for answers to frequently asked questions, for updates to McAfee software, and for access to McAfee news and virus information.

If you do not find what you need or do not have web access, try one of our automated services.

World Wide Web	<a href="http://mcafee.com">mcafee.com</a>
Automated Voice and Fax Response System	(408) 988-3034
CompuServe	GO MCAFEE
America Online	keyword MCAFEE

## How to Contact McAfee

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If the automated services do not have the answers you need, contact McAfee at one of the following numbers Monday through Friday between 6:00 A.M. and 6:00 P.M. Pacific time.

Phone

(801) 492-2600

To provide the answers you need quickly and efficiently, the McAfee technical support staff needs some information about your computer and your software. Please have this information ready before you call:

- Product name and version number
- Computer brand and model
- Any additional hardware or peripherals connected to your computer
- Operating system version number
- Network type and version, if applicable
- Specific steps to reproduce the problem

## McAfee training

For information about scheduling on-site training for any McAfee product, call (800) 338-8754.