

Readme File

First Aid 98

Version 5.03

May 1998

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This document contains late breaking and other information, which supplements the printed documentation and online Help.

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1 About This Document

Thank you for purchasing CyberMedia First Aid 98 v5.03, the latest version of the award-winning First Aid software from CyberMedia.

This document includes updated information for the documentation provided with First Aid 98. The information in this document and in the Help system is more up-to-date than that in the manual. For more information on First Aid, such as FAQs and product announcements, see our web site at <http://www.cybermedia.com>.

1.1 Click the Update Now! button

CyberMedia works constantly to improve First Aid. Many problems can be fixed by updating your software. Click the **Update Now!** button and First Aid updates itself using your existing Internet connection. If you are having problems connecting to the Internet, see "Update Issues" later in this document.

2 First Aid Installation Notes

2.1 About version 5.03

If you are upgrading to First Aid version 5.03 from version 5.02 or earlier, you will notice the following differences:

- 5.03 is compatible with Windows 95 and Windows 98. Earlier versions work only with Windows 95.
- First Aid and Oil Change installation differ slightly from the description found in the First Aid 98 *Getting Started* manual. See section 2.4 below for details.
- Emergency Disk works a bit differently. Now, the First Aid Emergency Disk will run Scan Disk and Virus Scan, but it will not restore critical system files as described in *Getting Started*. Windows 98 users can use the new Windows 98 Startup Disk to prepare for Windows 98 problems. To create a Windows 98 Startup Disk, please refer to the documentation that came with your copy of Windows 98.

2.2 System Requirements

- IBM compatible PC with an 80486 or higher processor
- Microsoft Windows 95 or Microsoft Windows 98
- 256-color display or better (16-million colors recommended for Introductory video)
- Sound card (required for videos)
- Free disk space (the following are options that are available during installation):
 - 45 MB if knowledge base files remain on the CD and Microsoft Windows 95 b (also called OSR 2), Windows 98, or Internet Explorer 3.02 or later are installed.
 - 65 MB if knowledge base files remain on the CD and Microsoft Windows 95 b (also called OSR 2), Windows 98, or Internet Explorer 3.02 or later are not installed. Storing the knowledge base files on your hard disk requires an additional 15 MB.

2.3 Upgrading First Aid 95

If you have First Aid 95 installed, you should uninstall it before installing First Aid 98. See your original manual for uninstall instructions.

2.4 Oil Change Installation and Setup

First Aid uses Oil Change to download First Aid updates and any updates required during problem resolution. If you have the latest version of the Oil Change software installed, First Aid will use it. If you don't have the latest version of Oil Change, First Aid will install it.

Oil Change installation uses a Connection Wizard to automatically conform itself to your Internet connection. If you find that the Connection Wizard did not make an appropriate connection decision (for example, if Oil Change can't connect to the Internet), you can select your connection type manually.

Configuring your Internet connection manually:

1. Click **Start**, and then click **Programs/CyberMedia Oil Change/Oil Change Connection Wizard**. The Connection Wizard will appear. Alternatively, from First Aid, click **Options/Settings/First Aid**, and then click the **Internet** tab.
2. Click **Modify**, and then select the correct connectivity settings. If you click **Auto-Detect**, you are prompted to connect to your Internet service provider (ISP), start your browser, and then click **OK** to detect and change the settings. Close your browser before continuing. When the connection settings are correct, click **Apply** and then click **OK** to continue with First Aid installation.

NOTE: If you use America Online to connect to the Internet, it is highly recommended that you use the 'America Online 3.0 for Windows 95' software rather than 'America Online 3.0' software.

To check your version of AOL 3.0 software

- 1 Click **Help** in the AOL menu bar and then click **About America Online**.
- 2 The window displays either "America Online 3.0" or "America Online 3.0 for Windows 95."
- 3 If you see "America Online 3.0" you should upgrade your software.

2.5 Graphics, Video (.AVI) Files, and ActiveMovie Issues

2.6 Video quality

There is a known display problem with the following video cards:

- Diamond Stealth 3D 2000
- ATI 3D PRO TURBO PC2TV

If you are using certain drivers for these video cards, and your display is set to 256 colors, some graphics in First Aid 98 may appear distorted. To fix this problem, change your display settings to anything higher than 256 colors, such as 16-bit or 24-bit.

To change your display settings

1. Right-click on any empty area of the Windows desktop.
2. In Display Properties, click the Settings tab.
3. In the Color Palette box, click the arrow to display your available settings. Select High Color (16 bit) or True Color (32 bit), if available. (The exact wording of these settings may differ, depending on your display adapter.)

2.7 File associations

If AVI files (video files) are not already associated with ActiveMovie on your system, First Aid will ask you if you want your file association changed. You should click Yes. ActiveMovie is compatible with all the major video standards, so changing the file association should have no negative effect.

The videos look best when displayed in color depths greater than 8-bit (more than 256 colors). The introductory video looks best when run on a 4x or faster CD-ROM drive. See topic 2.61 for help on changing your display settings.

2.8 4x CD ROM drives

4x CD-ROM drives that use a real-mode driver will not properly play the introductory video and the How Do I? instructional videos.

To check if you have a real-mode driver

- 1 Click **Start**, then click **Settings/Control Panel**. The **Control Panel** will appear.

- 2 In the **Control Panel**, double-click **System**. The **System** dialog box will appear.
- 3 Click the **Device Manager** tab, and then double-click on **CD-ROM**.

If no driver is present, and you have a working CD ROM drive, then you have a real-mode driver.

2.9 Software conflicts

A common cause of installation problems is having software running when trying to install First Aid. Icons in the taskbar indicate that applications are running. In many cases, you can temporarily disable these applications by right-clicking the icon and choosing a command like "Disable," "Close," or "Exit."

You can also close software by pressing **Ctrl-Alt-Del**, selecting a program, and then clicking **End Task** to close the program. Depending on the number of software applications running in the background, you may need to repeat this action several times. End all tasks except Explorer and Systray.

2.10 Temporary Files

The First Aid installation program copies files to your computer's temporary folder (usually C:\Temp) during the installation process. If you experience an error during installation, check the following:

- Look for temporary folders with names like, C:\Temp, C:\Windows\Temp. If you don't have a temp directory, you should create one.
To create a temp directory:
 1. Double-click **My Computer**. The **My Computer** window appears.
 2. Double-click the C: drive folder. The C: drive window appears.
 3. In the C: drive window, double-click the **Windows** folder, and then click **File/New Folder**. A new folder appears. Name the folder temp.
- Make sure that you have sufficient disk space available on the drive where your temp folder resides. See section 2.1 above.
- Make sure that there are no "left-over" installation files in the temp folder—these may create conflicts.

To clean your temp folder:

1. Double-click **My Computer**. The **My Computer** window appears.
2. Double-click the C: drive folder. The C: drive window appears.
3. If present, double-click the temp folder (or windows\temp), and delete or move any files or folders with a modification date older than the current date.

2.11 Restarting Windows

If you choose not to reboot your computer after installing First Aid, you must do so before running First Aid the first time.

3 General Notes and Recommendations

3.1 Registration Issues

During installation, you are given the opportunity to register First Aid via the Internet. If you choose to skip electronic registration, you can do so later.

To register First Aid

- 1 If necessary, start the connection to your Internet Service Provider.
- 2 From the First Aid **Options** menu, click **Register First Aid 98**.
- 3 Follow the instructions on your screen.

Note: You do not have to register Oil Change in order to update First Aid. First Aid includes a limited subscription to the Oil Change service that updates First Aid, the First Aid knowledge base files, and any file needed by First Aid to fix a problem. To use Oil Change by itself, you must register as a new member and get a full or trial subscription.

3.2 Modem, Sound Card, or Other Hardware Issues

3.2.1 Keeping up on the latest hardware

Many new hardware components are released each month. If First Aid does not recognize your hardware component and you have an Internet connection, use the **Update Now!** feature to make sure that you are using the latest version of First Aid 98.

Updates are also available from the CyberMedia web site and our forum on CompuServe. For contact information, see Help or Appendix B of your "Getting Started" manual.

3.2.2 Audio quality

If you have a Creative Labs Sound Blaster AWE32 PnP sound card and you are experiencing audio problems in First Aid, you need to update to the most current version of the driver (SB16.VXD). Drivers can be downloaded from the Creative Labs home page on the World Wide Web at <http://www.creaf.com>.

3.2.3 Emergency Disk

The Emergency Disk needs certain First Aid 98 files. If you uninstall First Aid 98, the Emergency Disk will not work properly. Consequently, if you reinstall First Aid 98, you must make a new Emergency Disk.

See section 2.1 for details about Emergency Disk and Windows 98.

3.3 Issues Relating to Microsoft Internet Explorer 4.0

First Aid 98 is fully compatible with the released version of Microsoft's Internet Explorer 4.0. However, if you install or uninstall Internet Explorer 4.0 after taking a snapshot with BackTrack, you will not be able to restore the Registry portion of that snapshot. This precaution will avoid restoring settings that do not accurately reflect your PC's configuration.

We recommend that you check the Microsoft web site for updates to Internet Explorer on a regular basis.

3.4 Issues Relating to Windows Registry

The Windows 98 Registry is different from the Windows 95 Registry. For your protection, if you install Windows 98 over Windows 95, any snapshots that BackTrack created for Windows 95 will be deleted the first time that BackTrack runs.

3.5 Application Support Issues

The First Aid Application Knowledge Base is updated on a continuing basis to include new software applications and new versions of existing applications. (An application with enhanced Knowledge Base support displays a '+' symbol on its icon in the Application window.) If your application doesn't have enhanced support or if First Aid doesn't recognize your software version and you have an Internet connection, use the **Update Now!** feature to look for an update. If there is no update for your application, keep in mind that even without enhanced support, First Aid can check the application to see that it can start up.

First Aid 98 Application Knowledge Base Updates are also available from the CyberMedia Web site and our forum on CompuServe. For contact information, see Help or Appendix B of your First Aid "Getting Started" manual.

3.6 Update Issues

If you use America Online as your Internet Service Provider (ISP), you must start your Internet connection through your service before running the **Update Now!** function from the main screen.

If you use a different ISP and are having trouble using Update, make your Internet connection before running Update Now.

3.7 Internet Connection Issues

3.7.1 First Aid and the Internet

The following features require an Internet connection:

- Reference desk: Tech Support Yellow Pages (only when you click a link to a vendor's Web site or e-mail address), Contacting CyberMedia, First Aid Support on the Web
- Help menu: CyberMedia Home Page, CyberMedia Support, Send Us Feedback
- Options menu: Register First Aid 98
- Update Now!
- ActiveHelp Network

In most cases, First Aid will automatically connect to your Internet Service Provider, as long as the Connection Wizard is configured correctly (see above). If First Aid fails to connect to your Internet provider, you can still take advantage of First Aid's Internet connectivity—just connect to the Internet as you normally do, and then start First Aid.

3.7.2 America Online

The America Online software does not use Dial-Up Networking. You must start your AOL software and then start your Internet connection within AOL before you use any First Aid Internet features. You can start your AOL software without closing First Aid.

4 Documentation issues

Please
take note of the following corrections to the printed documentation:

4.1 Pg. 5-6: Installation requirements

Should read:

- IBM compatible PC with an 80486 or higher processor
- Microsoft Window 95 or Microsoft Windows 98
- 256-color display or better (16-million colors recommended for Introductory video)
- Sound card (required for videos)
- Free disk space (the following are options that are available during installation):
 - 45 MB if knowledge base files remain on the CD and Microsoft Windows 95 b (also called OSR 2), Windows 98, or Internet Explorer 3.02 or later are installed.

- 65 MB if knowledge base files remain on the CD and Microsoft Windows 95 b (also called OSR 2), Windows 98, or Internet Explorer 3.02 or later are not installed. Storing the knowledge base files on your hard disk requires an additional 15 MB.

4.2 Pg. 9: First Aid installation options

- Oil Change is performed only if you do not have Oil Change already installed, or if your version of Oil Change is older than the one contained on the installation CD.
- Installation does not prompt you to create an Emergency Disk. CyberMedia recommends that you create one as soon as possible.
- If you have version 3.02 or later of Internet Explorer installed, the installation will not install Internet Explorer.
- The correct size of the knowledge base is 15 MB.

4.3 Pg. 20: Navigation

- Figure 6 is incorrectly labeled as Table 6. The **Refresh** button that appears in the screen shot was replaced with the **About First aid** button that displays information about First Aid.

4.4 Pg. 28: The Check-Up Report

- The text above Figure 7 should say, "To return to the initial Check-Up Report screen, click the Back button in the Navigation bar."

4.5 Pg. 38: Creating an Emergency Disk

New information:

If you are running Windows 98, you can use the Windows 98 Startup Disk to prepare for Windows 98 problems. To create a Windows 98 Startup Disk, please refer to the documentation that came with your copy of Windows 98.

The Emergency Disk needs certain First Aid 98 files. If you uninstall First Aid 98, the Emergency Disk will not work properly. Consequently, if you reinstall First Aid 98, you must make a new Emergency Disk.

4.6 Pg. 38: What to expect when starting with Emergency Disk

Should read:

When you start your PC with the First Aid Emergency Disk, it will:

1. Run ScanDisk to identify and repair any hard drive problems.
2. Search your PC for virus infection, and if a virus is found, remove the virus.

When the checks are complete, remove the Emergency Disk and then restart your computer.

If Windows does not start, try to start it 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.)

To start Windows 95 in safe mode

1. Restart your computer.
2. When you see the message "Starting Windows 95," press F8.
3. From the Microsoft Windows 95 Startup Menu, type the number for Safe Mode.

To start Windows 98 in safe mode

1. Restart your computer.
2. Press and hold down the CTRL key until the Microsoft Windows 98 Startup Menu appears.
3. Type the number for Safe Mode.

In safe mode, run First Aid and restore the last good BackTrack snapshot. Restart your computer. If you can't start your PC or run Windows, it's time to seek the help of a computer repair professional.

4.7 Pg. 40: Emergency Disk contents

PC911.exe, undo.com, cmos.dat, and winfix.exe are no longer on the Emergency Disk.

4.8 Printing from First Aid

- Printing in First Aid is available in the following additional places: System Information (accessed in the Reference desktop), the Problem Log (accessed from the Options menu), and the Advisor.