Aladdin Systems®

Internet Cleanup™

Version 3.0
User's Guide

Notice to Users

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This manual should not be construed as any representation or warranty with respect to the software named herein. Occasionally, changes or variations exist in the software that are not reflected in the manual. Generally, if such changes or variations are known to exist and affect the product significantly, a release note or README file will accompany the User's Guide and/or the distribution CD-ROM, or will be available with EasyUpdate downloads. In that event, please read the release notes or README file before using the product.

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ABOUT THIS MANUAL

This manual uses a number of conventions that make it easier to read and understand, including the following::

- **This font denotes button and field names**
- **This font denotes menus and menu paths**

Notes contain additional information that may not directly relate to the current text, but is important to know.

Warnings contain important information that you must be aware of to avoid possible system problems.

The term "click," as in "Click **Next** to continue" means that you move the mouse pointer over the specified area on your screen, and click with the primary mouse button.

The term "right-click," as in "Right-click the tray icon" means that you move the mouse pointer over the specified location and click the secondary mouse button (the right button if you're right-handed).

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User s Guide**

Chapter 1: Welcome to Internet Cleanup™ 3.0

ABOUT INTERNET CLEANUP

The Internet offers a wealth of information on virtually anything imaginable, but there are also people on it who want to collect a wealth of information about you. This information can be used to target advertising specifically for your interests, to put your name on countless mailing lists—both junk mail and email—and even for some people to steal your identity! In an interview with *Information Week* magazine, one high tech research analyst said "(personal) data is like gold. There will be 1,001 temptations for E-commerce companies to cash in on this." Out there on the electronic frontier, you have to protect yourself and your privacy.

When you register at a Web site, you are often asked for a lot more information than your name, address and email. Lured perhaps by the chance to win some prizes in a monthly drawing, you give up all kinds of personal information—from your age and income level to how many widgets you've bought in the last six months. One thing that computers are extremely good at is storing information and manipulating that information in different ways. Web site owners gather information about their users to describe their audiences to advertisers. Increasingly advertisers are using that information to hone their message directly at you, based on the information gathered from your computer.

Internet Cleanup™ will help protect your privacy by removing:

- Cookies used by Web site owners to track your preferences, interests and information requests.
- Browser cache and history files that document where you've been on the World Wide Web.

- ActiveX controls and browser plug-ins that take up space on your drive, and can offer those who want to invade your computer a way to damage your computer's files.

- "Spyware" programs that hide in other pieces of software and collect information on you to send to advertisers.

- Message logs and files downloaded through popular instant messaging applications.

Internet Cleanup will also help you control clutter on your hard drive by cleaning unwanted files and folders, old email messages and various Recently Used Document lists that take up space.

Use the manual wizards to see what is on your system and delete material, or use Auto Clean to just clean things out. Schedule your cleanups, and keep the things you want—it's your choice! This guide, and the online Help, will help you use Internet Cleanup to the fullest.

A Few Definitions

As you work with your Web browser, several types of files are downloaded and stored on your disk drive. What kind of files are they, and how do they affect your privacy? Here are some answers.

Cookies

Have you ever registered at a Web site, or personalized some settings at a site like My.Yahoo.com? The next time you visited the site, it greeted you by name and "remembered" your settings. You've got a cookie! Cookies are very small files that a Web site sends to your browser when you visit. They might contain login or registration data, items in your "shopping cart," preferences, etc.

Cookies can offer convenience, but a site can also use cookies to gather valuable information on you, your habits, interests and spending patterns. Web sites often sell that information to advertisers and other companies, who

then target ads directly to you. You can easily remove unwanted cookies with Internet Cleanup.

WEB BUGS

Web bugs (also called web beacons) are similar to cookies, in that they are designed to track the behavior of a web site's visitors. These bugs (which are different from what computer users usually call bugs: problems with computer programs) are tiny graphics (no larger than 1 pixel square) placed on an HTML page. These often transparent graphics can pick up information about the machine that retrieves it. This can include:

■ The IP address of your computer

■ The browser you are using

■ The last page you visited

■ The time you visited the page storing the web bug, and how long you stayed on that page

■ Information about cookies on your machine

Web bugs are usually placed on a page not by the content provider, but by the ad agency. Information gathered by web bugs is then used to target ads to your interests.

HISTORY ITEMS

When you view a Web page, your browser stores the location (also called the URL or Internet address) on your disk drive. Anyone clicking on your browser's History button can see where you've been recently.

You can set your browser to delete your history after a certain period of time. With Internet Cleanup, you can remove any URLs that you no longer want on your system before that period ends.

CACHE FILES

As you surf the Web, your browser stores (caches) the contents of the pages you visit on your disk drive, including the graphics and text. This is done so that your computer does not always have to reload these images and pages as you navigate through sites. If you have a slow connection to the Internet, this caching can be helpful, but anyone with access to your file system can see every image and Web page you've seen recently.

Over time, these files can occupy a significant amount of space on your disk drive. You can set a maximum size for the Internet cache, but you may want to protect yourself and free up space by removing unwanted cache pages. This is a snap with Internet Cleanup.

ACTIVEX CONTROLS

ActiveX controls make Web pages look and behave like other programs, rather than static pages. With ActiveX, you can view animations, use drop-down menus, push buttons, and interact in other ways. Unfortunately, malicious programmers can also create ActiveX controls that take advantage of your computer's security weaknesses. These controls can steal passwords, damage or delete files on your computer, and even make your computer inoperable.

ActiveX controls are automatically downloaded onto your system's disk drive (if your security options allow it). Removing these controls can also free up disk space. Internet Cleanup will quickly remove any unwanted ActiveX controls.

PLUG-INS

Plug-ins are accessory programs that add specific features or services to your browser, such as the ability to display different types of audio or video messages. Plug-ins load a small piece of software into your browser. When you close the browser, the plug-ins remain on your disk drive. Removing them can free disk space. Internet Cleanup pulls the plug on unwanted plug-ins.

SPYWARE

Some software developers have released new products that don't cost users a penny. But as in all things, there is a cost to bear. This "free" software may come with another application that can track your habits, interests, and even keystrokes and clicks on your computer. These applications "piggyback" on the free software, and often the only way you know they are there is by carefully reading the software license agreement. Some of these "spyware" programs remain on your computer—even if you uninstall the program that it came with! Internet Cleanup can identify many of these applications and remove them for you.

MORE INTERNET SAFETY TIPS

1. **Make sure your browser has strong encryption**. Particularly when you're making a financial transaction, you want to ensure that only you and the people you're doing business with have your credit card information. In Internet Explorer, check **About Internet Explorer** from the **Help** menu and look for the Cipher Strength to see if you have 128-bit encryption. AOL users should download a second browser to use high encryption.

2. **Read a Web site's privacy policies**. A growing number of sites have specific policies telling you how they use information they collect from you, including whether they share that information with others. This lets you make an informed decision about what information you want to give them.

3. **Avoid spam**. These annoying unsolicited email messages for various get-rich-quick schemes and other worthless garbage fill up everyone's email box sooner or later, but there are things you can do to limit it.

- If you choose to fill out any of the "Identity" sections in your browser, don't use your real email address.

- Set up and use a free email account to post messages to news-groups and register with Web sites.

- Try fooling spammers' "address harvesters" by including NOSPAM (or some other characters) in your address (myna-meNOSPAM@myserver.com).

- Some email providers have spam controls installed that will automatically delete unauthorized mail.

- When you get spam, don't reply, even to tell them what you think! A reply verifies your valid email address and will be sold to other spammers.

Advanced users can configure AutoEmailClean to function as a spam filter by specifying senders and sites to remove messages from. See "Cleaning your Inbox with Auto-Email Clean" on page 30.

4. **If you have an "always on" connection, turn your computer off when you're not using it.** With high-speed Internet access through Digital Subscriber Lines (DSL) and cable modems becoming more common, those folks looking for computers to invade can find your computer live on the Internet. Your machine could even be used in an Distributed Denial of Service (DDoS) attack on other Web servers. Shutting down your computer, or using personal firewall software will enhance your security.

5. **Don't connect to the Internet with shared drives or folders enabled**. If you have a home network, you can share files and folders with other computers on the network. When you log in to your Internet Service Provider, those shared files and folders are now available to the other computers on *that* network. Web sites can also access those shared items if they wish.

6. **Don't give your Social Security number to anyone online!** An address and Social Security number is all anyone needs to steal your identity. If asked for this (or any information you don't want to offer) in an online form, leave it blank. Tell the Web site that this information belongs to you.

7. **Chat safely!** Use your free email account to identify yourself. Don't install any software when you don't know what it does. Turn off your Instant Messenger when you're not using it. Use the Instant Messenger cleaner (see "Cleaning Instant Messenger Items" on page 29) to remove message logs and downloaded files.

Chapter 2: Getting Started

This chapter describes how to install and uninstall Internet Cleanup, update your software, and obtain customer support.

SYSTEM REQUIREMENTS

To run Internet Cleanup, you need the following:

- A 486 or faster PC (Pentium or faster is recommended).
- Windows 98, Me, NT 4 (with Service Pack 6), 2000, or XP (Home or Professional).
- 8 Megabytes RAM (16 Megabytes for Windows NT/2000/XP).
- At least 30 Megabytes of free space on your disk drive.
- At least one Web browser: Internet Explorer 5.01 or later, and/or the current versions of the America Online browser 7.0 or 8.0 and/or MSN Explorer.

INSTALLING INTERNET CLEANUP

Follow these steps to install Internet Cleanup:

1. If you're upgrading from an earlier version of Internet Cleanup, uninstall the old version.

> *If you are upgrading from Internet Cleanup 2.0, the Installer will remove this version automatically. You will need to reset your Scheduler settings and identify protected cookies again.*

2. Turn off any disk utilities or antivirus programs you may be running.

3. Insert the Internet Cleanup compact disc into your CD-ROM drive (or double-click the setup file if you downloaded Internet Cleanup). The installation program will start automatically. If the program installation does not automatically begin, click the **Start** menu and select **Run**. Type *D:\setup.exe* (where *D:* is the letter of your CD-ROM drive) in the box, and click **OK**.

4. Follow the on-screen instructions. After you specify an installation directory, Internet Cleanup copies its files to your disk drive.

5. We recommend running EasyUpdate (see next section) as soon as you install Internet Cleanup in case there is a program update available after this CD was released.

UPDATING YOUR SOFTWARE (EASYUPDATE™)

Aladdin Systems periodically improves Internet Cleanup—adding features, making changes based on customer requests, and fixing problems. Use EasyUpdate™ to download updates and patches for your Aladdin Systems utilities through the Internet. If there are multiple components for updating, EasyUpdate provides you with a list of these—you can update everything at once, or select only the ones you want.

To run EasyUpdate:

1. Make sure you are connected to the Internet. If you access the Internet using a modem, log in first, or set your browser to automatically dial in.

2. Start EasyUpdate by selecting **Start** ➔ **Programs** ➔ **Internet Cleanup** ➔ **EasyUpdate** (or start Internet Cleanup and click **Help** ➔ **EasyUpdate** in the upper right corner).

3. Follow the instructions to install the update. When finished, click **Done** to exit EasyUpdate. You may be prompted to restart Windows to complete the update.

REMOVING INTERNET CLEANUP

To remove Internet Cleanup:

1. Make sure the program is closed.

2. From Windows, select **Start** ➔ **Settings** ➔ **Control Panel** ➔ **Add/Remove Programs**.

3. Click **Aladdin Internet Cleanup 3.0,** then click the **Add/Remove** button.

4. Click **Remove**, then **Next**.

5. Follow the onscreen instructions to remove Internet Cleanup.

GETTING HELP

This guide provides an introduction and explanation of each of the Internet Cleanup tools and describes how to use each one. If you run into any problems with Internet Cleanup, here are some additional resources.

ONLINE HELP

The Internet Cleanup online help system always has the most current information on the software and how to use it. You can find it in several ways:

■ Select the **Help Topics** item from the **Help** menu.

■ At any dialog box, click the **Help** button.

■ At any dialog box, move the mouse pointer over the field in question. Most fields will pop up a yellow text box describing that field.

TECHNICAL SUPPORT

Please contact us if you have any questions or problems not answered in this guide or in the online help, or if you have any suggestions or special requests regarding Internet Cleanup. You can find more product support information at: http://www.aladdinsys.com/support/ in the United States. When reporting a difficulty, please include any information that might help us diagnose the problem. The following details are often the most helpful:

■ The version of the software you are using (check the **Help** ➡ **About** menu).

■ The version of Windows that you are running.

■ The circumstances and sequence of steps that led to the problem.

■ The text of the error messages (if any appeared), and the contents of the Details dialog box.

■ A list of other Windows programs that you were running when the error occurred.

# Chapter 3: Cleaning Up Internet and Other Files

Just as you have ultimate control over how much information you divulge to others as you browse the Web, Internet Cleanup lets you decide how it should function when you're done. With Auto Clean, you can sweep out your cookies, history and cache files in one fell swoop (See "A Few Definitions" on page 2 if you're not familiar with these terms). If you'd rather handle each step yourself, use the Manual Clean tools. This chapter will show you how to use Internet Cleanup to your best advantage.

STARTING INTERNET CLEANUP

1. Make sure your Web browser is closed.

2. Start Internet Cleanup by selecting **Start** ➔ **Programs** ➔ **Internet Cleanup** ➔ **Internet Cleanup** (or clicking on the desktop icon).

3. When Internet Cleanup starts, the program scans the hard drive(s) on your system to locate your Web browser(s) and their cache, history, ActiveX, plug-in and cookie files. It will also check for any spyware applications on your system, along with your specified files, folders and Recently Used Document lists. A clock animation displays at the lower left corner of the screen showing the progress of the scan. When it

completes the scan, Internet Cleanup will report on the number of files and tell you the amount of hard drive space these files are taking up.
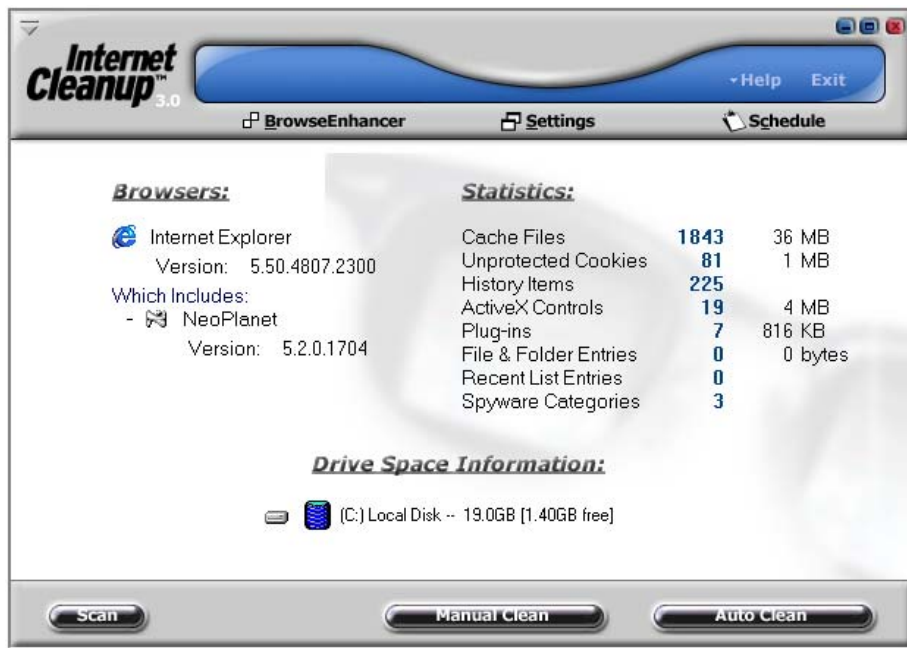
4. From the Internet Cleanup home window, click either **Auto Clean** or **Manual Clean** at the bottom of the screen to clean up your system. Click **Scan** to rescan your system.

CLEANING YOUR FILES AUTOMATICALLY WITH AUTO CLEAN

This is the easiest way to clean out your files. Auto Clean can work with all categories of files:

- Cache files
- History items
- Cookies

- Files and folders on your hard drive

- Recent lists

- Instant Messenger files

- Email messages

Before running Auto Clean the first time, click the **Settings** button at the top of the Internet Cleanup home window and decide what categories you want Auto Clean to handle. Then fine-tune each category's settings (cache, history and cookies are located in the Internet Tools section of the Settings screen.) See Chapter 5:"Configuring Internet Cleanup" on page 40..

Once you have your categories chosen, and settings set, you can run Auto Clean.

1. Start Internet Cleanup.

2. Click the **Auto Clean** button.

3. The first time you run Auto Clean, it will remind you what categories of files it will remove. You can choose to not see this reminder by checking the **Don t Show This Confirm Dialog Again** box. Click **Yes** to confirm.

4. Auto Clean will show you what's happening as it cleans the requested files. Press **Finish** when it is complete. You will return to the home window. Depending on your settings, you may be asked to restart your computer.

NOTE *Items in the Run list (under Recent Lists) will not be fully removed from your system until you restart your computer.*

USING THE CLEAN NOW! ICON

Do you have Auto Clean configured exactly the way you want it? Want to save some time running Auto Clean? During installation, Internet Cleanup asks if you want to put a "Clean Now!" icon on your Windows desktop. If you

agree, double-clicking this icon will run Auto Clean without even opening Internet Cleanup.

To create this icon after installation:

1. Open Internet Cleanup

2. Click **Settings** at the top of the home window.

3. Click the **Create "Clean Now" desktop shortcut** button.

4. Click **OK** to confirm. The icon should now appear.

SHREDDING FILES

Internet Cleanup normally cleans out your Internet and other files so that those files bypass the Recycle Bin, but they haven't actually disappeared from the drive. New data must overwrite them first. Some commercial Undelete utilities and other data recovery methods can retrieve them until they are overwritten. In most cases, this level of removal is enough, but occasionally you may need more protection.

Internet Cleanup's Shredder tool completely removes all your cache or history files from your drive by writing over the files repeatedly, rendering them unrecoverable by even the most sophisticated data recovery tools. To have any of the Internet Cleanup tools (manual or Auto Clean) shred files, check the Shred box in the Settings for that tool. See "Shredding Files" on page 43 for more information.

Be aware that shredding takes time, sometimes considerable amounts of time. This depends on how much data you are shredding, and how powerful your system is. If a speedy removal is what you are after, do not Shred.

MANUALLY CLEANING UP INTERNET ITEMS

For the most control over what files you want to keep or delete, use Internet Cleanup's manual tools. You'll be able to view each file, page or image before sending it into oblivion.
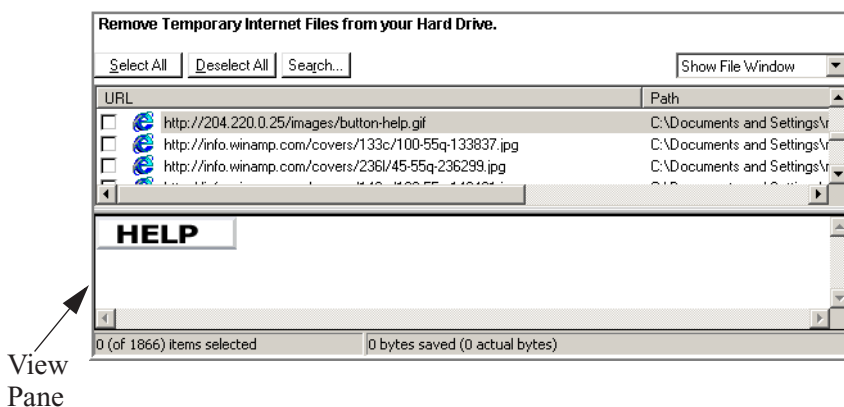
To use any of the manual tools, click the **Manual Clean** button, then click the button for the tool you want.

CLEANING YOUR CACHE

NOTE *You can also clean your cache with Auto Clean.*

1. From the Internet Cleanup home window, click **Manual Clean**, then **Cache**. The cleaner will briefly scan your system for your browser's cache files.

2. When the scan completes, you'll see a large window giving you some information on each item. This includes the site that you visited, the browser you used, the place on your hard drive where the cache files are stored, the size of each file and when you last visited the site. Below the large window, you can display the view pane to get more information on each cache file. To see each file's contents, select **Show File Window** from the drop-down list box (as in the example below). To display more file details, select **Show Details Window** from the drop-down list box. Select **Hide Details Window** to close the view pane.

```
Remove Temporary Internet Files from your Hard Drive.

[Select All] [Deselect All] [Search...]                    [Show File Window ▼]

URL                                                         Path
☐  🌐 http://204.220.0.25/images/button-help.gif            C:\Documents and Settings\r
☐  🌐 http://info.winamp.com/covers/133c/100-55q-133837.jpg  C:\Documents and Settings\r
☐  🌐 http://info.winamp.com/covers/236l/45-55q-236299.jpg   C:\Documents and Settings\r

HELP

0 (of 1866) items selected          0 bytes saved (0 actual bytes)
```

View Pane

Check the box to the left of any item you want to remove. You can

select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items.The **Select All** button will check everything. Click **Apply** when ready.

If there's a particular cache file you want to delete, use the Search button to find it. You can enter the name of the file (or any part of the name), and click Find Next. Any file matching the string will be highlighted.

3. Depending on how many cache files you selected, a progress clock may appear in the lower left corner. When the task is complete, you'll get a report showing the files deleted and your space savings. You can print or save this report as a text file by clicking the appropriate button. Click **Done** to return to the home window.

If you have trouble cleaning your Internet Explorer cache, you may have to reset Internet Explorer in the Browser Properties. See "Reset IE" on page 50.

If you have a large number of items here, the report will not show the item list.

CLEANING COOKIES

You can also clean cookies with Auto Clean.

1. From the Internet Cleanup home window, click **Manual Clean**, then **Cookies**. The cleaner will briefly scan your system for cookies.

2. When the scan is complete, you'll see a large window giving you some information on each item. This information includes the name of the cookie, what site left it on your computer, how big it is, and when you last visited the site. You'll also see the expiration date for the cookie. Many cookies expire after you leave, or within a few days. Others can stay on your system forever. You can sort the cookies by clicking any column heading.

You can activate the view pane, which shows you the file's contents or additional information by selecting **Show File Window** from the drop-down list box. To display other details about the cookie, select **Show Details Window**. Select **Hide Details Window** to close the view pane.

3. Check the box at the left of any item you want to remove. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items. The **Select All** button will check everything. Click **Apply** when ready.

Many cookies are useful. If you want to make sure that certain cookies stay permanently on your system, use the Protected Cookies List in the Settings dialog. See "Protecting Cookies" on page 43 for more information. Protected cookies will not appear in the manual cleaner's list.

4. As Internet Cleanup does its job, a progress clock appears in the lower left corner. When the task is complete, you'll get a report showing the

files deleted and your space savings. You can print this report or save it as a text file. Click **Done** to return to the manual cleaners window.

If you have trouble cleaning your Internet Explorer cookies, you may have to reset Internet Explorer in the Browser Properties. See "Reset IE" on page 50.

You can use BrowserGuard to monitor and block new cookies cookies on your system. See "Blocking New Cookies" on page 38 for more information.

RESTORING DELETED COOKIES

Even the most careful person makes mistakes. You have gone through the whole list of cookies on your system and protected the ones you wanted. You clean your cookies out. Then you visit a site you carefully personalized a few months ago—and they're gone! You can now avoid this catastrophe. Cookie Undo lets you restore deleted cookies.

You can set up Internet Cleanup to backup all deleted cookies to an encrypted folder on your drive:

1. Click **Settings** from the Internet Cleanup home window.

2. Click **Internet Tools**.

3. Click the **Cookies** tab.

4. Check the **Backup deleted cookies** box.

5. Click **OK** to confirm.

Only Cookie Undo can access this folder to restore deleted cookies. Cookies stay in this folder until you delete them from the Cookie Cleaner.

To restore a deleted cookie:

1. Open Internet Cleanup.

2. Click **Manual Clean**.

3. Click **Cookies**.

4. Cookie Cleaner will scan your disk for cookies. When the main window comes up, click **Restore Cookies**.

5. A list of all deleted cookies will appear in a separate window. Check the box(es) for the cookie(s) you want to restore. Use the **Select All** button to restore all cookies to your system.

6. Click **OK** to restore the selected cookie(s). Cookie Undo will report on its success.

NOTE

You can also restore cookies from the Auto Clean Settings dialog box. Click Settings from the Internet Cleanup home window, then click Restore Cookies to launch the dialog box.

To permanently delete cookies from the backup folder:

1. Repeat Steps 1-4 above.

2. The list of cookies in the backup folder are listed. Check the box(es) for the cookie(s) you want to permanently delete. Use the **Select All** button to remove all cookies in the folder.

3. Click **Delete Selected Items** to remove these cookies from your system. A dialog box will remind you that these files will be permanently removed from your system. Click **Yes** to confirm.

To turn off automatic backup of cookie files:

1. Click **Settings** from the Internet Cleanup home window.

2. Click **Internet Tools**.

3. Click the **Cookies** tab.

4. Uncheck the **Backup deleted cookies** box.

5. Click **OK** to confirm. You can still restore cookies that are still in the backup folder, but no new cookies will be backed up

CLEANING HISTORY ITEMS

You can also clean out your history items with Auto Clean.

1. From the Internet Cleanup home window, click **Manual Clean**, then **History**. The cleaner will briefly scan your system.

If you are running the Windows Active Desktop, some History items cannot be cleaned. We recommend turning off Active Desktop before running Internet Cleanup

2. When the scan is complete, you'll see a large window giving you some information on each item. This information includes the URL of the site you visited, when you last visited the site, and when the item is set to disappear automatically (this is done in your browser's settings). You can sort the items by clicking any column heading.

To display other details about each history item, select **Show Details Window** from the drop-down list box. Select **Hide Details Window** to close the view pane.

3. Check the box at the left of any item you want to remove. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items. The **Select All** button will check everything. Click **Apply** when ready.

If there's a particular history item you want to delete, use the Search button to find it. You can enter the name of the file (or any part of the name), and click Find Next. Any file matching the string will be highlighted.

4. As Internet Cleanup does its job, a progress clock appears in the lower left corner. When the task is complete, you'll get a report showing the files deleted. You can print this report or save it as a text file. Click **Done** to return to the manual cleaners window.

NOTE

If you have a large number of items here, the report will not show the item list.

CLEANING ACTIVEX CONTROLS

1. From the Internet Cleanup home window, click **Manual Clean**, then **ActiveX**. The cleaner will briefly scan your system for ActiveX controls.

2. When the scan is complete, you'll see a large window giving you some information on each control. This information includes the name of the control, the path where the control is stored on your computer, what site left it on your computer, how big it is, and when you last visited the site. You can sort the controls by clicking any column heading. You can also expand each column by dragging any column heading border to the right.

You can activate the view pane, which shows you a little more information on each control by selecting **Show File Window** from the drop-down list box. To display other details about the control, select **Show Details Window**. Select **Hide Details Window** to close the view pane.

3. Check the box at the left of any item you want to remove. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your

selections, press the space bar to mark the items. The **Select All** button will check everything. Click **Apply** when ready.

NOTE *If there's a particular ActiveX control you want to delete, use the Search button to find it. You can enter the name of the file (or any part of the name), and click Find Next. Any file matching the string will be highlighted.*

4. As Internet Cleanup does its job, a progress clock appears in the lower left corner. When the task is complete, you'll get a report showing the files deleted and your space savings. You can print this report or save it as a text file. Click **Done** to return to the manual cleaners window.

NOTE *If you are running the Windows Active Desktop, some ActiveX controls cannot be cleaned. We recommend turning off Active Desktop before running Internet Cleanup.*

CLEANING PLUG-INS

1. From the Internet Cleanup home window, click **Manual Clean**, then **Plug-ins**. The cleaner will briefly scan your system for plug-ins.

NOTE *If you are running the Windows Active Desktop, some plug-ins cannot be cleaned. We recommend turning off Active Desktop before running Internet Cleanup.*

2. When the scan is complete, you'll see a large window giving you some information on each item. This information includes the name of the plug-in, where it's stored on your computer, how big it is, and when you

last used the plug-in. You can sort the plug-ins by clicking any column heading.

NOTE

If there's a particular plug-in you want to delete, use the Search button to find it. You can enter the name of the file (or any part of the name), and click Find Next. Any file matching the string will be highlighted.

You can activate the view pane, which shows you a little more information on each plug-in by selecting **Show File Window** from the drop-down list box. To display other details about the plug-in, select **Show Details Window**. Select **Hide Details Window** to close the view pane.

3. Check the box at the left of any item you want to remove. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items. The **Select All** button will check everything. Click **Apply** when ready.

4. As Internet Cleanup does its job, a progress clock appears in the lower left corner. When the task is complete, you'll get a report showing the files deleted and your space savings. You can print this report or save it as a text file. Click **Done** to return to the manual cleaners window.

## CLEANING UNWANTED FILES AND FOLDERS

Because only you can really decide what files and folders are really unwanted, this cleaner requires an initial two-step process. First you define the files and folders in the **Settings** dialog, then run the cleaner.

NOTE

You can use Auto Clean to remove your specified files.If you do, however, it will clean all files matching the description you set in the Settings. If you prefer to look at the list of files before removing them, always use the manual cleaner.

1. Before running the Files & Folders manual cleaner the first time, you need to define the types of files and folders you want to clean from your system. Click **Settings** at the top of the home window. Click **Files & Folders** on the left side menu, then click the **Setup Files and Folders** button to open the dialog box. See "Changing Files & Folders Settings" on page 45 for more information on selecting files and folders to be cleaned.

2. Once you've defined a set of files and folders to be cleaned, Internet Cleanup will use those definitions until they're changed. To run the cleaner, click **Manual Cleaners** from the home window, then click **Files & Folders** to begin the cleaning process. Internet Cleanup will check for the files and folders you specified. If there are no files of the specified type, you'll get a report telling you so.

3. If there are files to be cleaned, you'll see a screen with information on the files to be deleted. This includes the file name, the extension, where it's located, the category it matches, its size, attributes and the last time you accessed the file. Click the box to the left of each file to delete it. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items. Click **Select All** to clean all listed files.

4. **(Optional)** If the list of files to be cleaned is a long one, and you want to confirm that a particular file is there, use the **Search** button. You can enter the name of the file (or any part of the name), and click **Find**

Next. Any file matching the string will be highlighted (as in the graphic below).
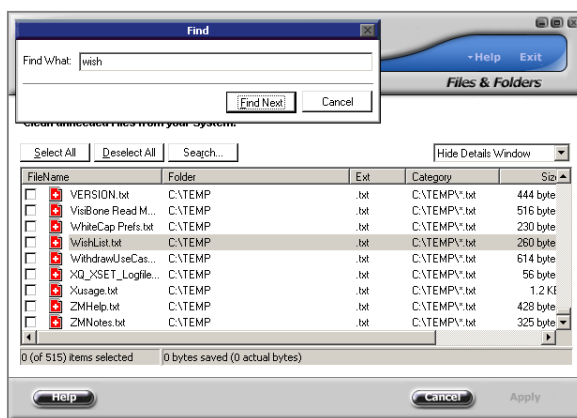
5. When you've selected all the files to be cleaned, click **Apply**. The selected files will be deleted, and you will receive a report on your activity. You can print or save the report as a text file. Click **Done** to return to the Manual Cleaners window.

For safety reasons, you cannot delete files from these folders:
• drive roots or files in the root
• C:\Windows, C:/WINNT or any of the subfolders in these system folders
• My Documents (Windows 9x)
• Documents and Settings (Windows 2000/XP)
• Program Files (and the next level of subfolders)
• templates

You cannot Add these reserved folders in the dialog, and they will show a different icon.

CLEANING OUT RECENT LISTS

Windows itself, and many applications track the files you've used recently to offer convenience in using your computer. These "recently used documents" (RUD) lists can be useful, but they can be nuisances. As with your Internet

files, anyone with access to your computer can locate these lists and open the associated files.

Internet Cleanup's Recent List cleaner lets you identify lists to scan for cleaning, and lets you remove only the sensitive data if you wish. As with the Files & Folders cleaner, you will first tell Internet Cleanup what lists to scan. Internet Cleanup will then identify the files in the specified lists so you can decide what to remove and what to keep.

You can use Auto Clean to remove items on your selected lists. If you do, though, Auto Clean will remove all items from the list. Always use the manual cleaner if you want to keep certain items on the recent list.

1. Before running the Recent List cleaner the first time, identify the lists you want scanned. Click **Settings** from the home window. Click **Recent Lists** on the left side menu to open the dialog box. See "Changing Recent Lists Settings" on page 48 for more information on selecting the lists to be cleaned. When you've defined the lists you want to clean, click **OK**. When you return to the main menu, click the **Scan** button to rescan your system.

2. Once you've defined a set of recent lists to be cleaned, Internet Cleanup will use those definitions until they're changed. To run the cleaner, click **Manual Cleaners** from the home window, then click **Recent Lists** to begin the cleaning process.

3. You'll see a list of every item on each specified list. Check each box to mark an item for deletion. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After making your selections, press the space bar to mark the items. Click **Select All** to mark all items for deletion.

4. **(Optional)** If the list of items to be cleaned is a long one, and you want to delete a particular file, use the **Search** button. You can enter the name of the file (or any part of the name), and click **Find Next**.

5. Click **Apply** to clean the selected items. You'll get a report on what items you cleaned out. You can print or save this report as a text file. Click **Done** to return to the Manual Cleaners main screen.

Items in the Run list will not be fully removed from your system until you restart your computer.

REMOVING SPYWARE

Spyware programs can be included in "free" software, and (with or without your knowledge) track your habits, interests and even your keystrokes and clicks in your browser or email program. Internet Cleanup can identify many of the more common types of spyware programs and delete them.

Spyware developers frequently release new versions of their applications. For this reason, it is often better to use the application's own uninstall programs when possible. After you have uninstalled the spyware, run Internet Cleanup again to clean up any files or registry items left behind by the uninstaller.

1. Open Internet Cleanup. As part of the initial scan, Internet Cleanup will locate any spyware applications on your system and report the number on the home window.

2. If you have any of these applications, click **Manual Clean**, then **Spyware** to clean them.

3. Internet Cleanup will show you the number and type of spyware present on your system. Click the **Show Details Window** item from the drop-down menu on the right side of the window to learn more about what the identified spyware does. Check the appropriate box(es) to clean out the spyware. You can select multiple items by clicking while holding down the Shift key (*Shift-click*) if the items are next to each other, or by holding down the Ctrl key (*Ctrl-click*) if they are non-contiguous. After

making your selections, press the space bar to mark the items. Use the **Select All** button to remove all spyware from your system.

4. **(Optional)** Clicking the **Thorough Scan** button will ask Internet Cleanup to re-scan your system to look for other possible spyware applications. These applications could be stored in different folders or have different file names than we expect.

Spyware Thorough Scan attempts to locate additional spyware components by searching for clues in file names and registry data. It rates the likelihood that an item it found is actually spyware as either **Possible** or **Confirmed**. An item marked **Possible** means the scan found some matching criteria, but could not confirm the match with a second matching criteria.

For example, a file named *AlexandersPicture.jpg* starts with the characters "alexa" which makes it match one criterion, but it is not really spyware and no other criteria confirms the match. Examine all items marked **Possible** and only select for cleaning those you know are associated with spyware.

5. Click **Apply** to remove the selected spyware. You'll get a report on the success, which you can print or save as a text file.

6. Click **Done** to return to the Manual Clean window.

When you remove spyware applications, the program it was attached to may not function as expected. Unfortunately, to restore full functionality, you have to reinstall the software (with the spyware attached). Occasionally, software makers cut their ties with spyware applications. Checking for a new version of the software you were using may resolve both issues.

MONITORING SPYWARE

You can protect yourself from spyware by having Internet Cleanup monitor your system for new spyware.

To use Internet Cleanup's spyware monitoring:

1. Click **Settings** from the Internet Cleanup home window.

2. Click **Spyware** from the buttons on the left side.

3. Check the **Enable Spyware Monitoring** box.

4. Click **OK** to confirm the changes and return to the home window.

Internet Cleanup will now scan your system registry frequently for the presence of new spyware. If the monitor detects a spyware application, it will notify you and ask if you want to remove it. Click **Yes** to open Internet Cleanup, then run the Spyware cleaner to remove the application.

CLEANING INSTANT MESSENGER ITEMS

Internet Cleanup makes light work of cleaning message logs and files downloaded with Instant Messenger clients.

To use Instant Messengers cleaner:

1. From the Internet Cleanup home window, click **Manual Clean**.

2. Click **Instant Messengers**.

3. You will see a list of supported Instant Messenger clients. These are:

- AOL Instant Messenger (AIM)
- ICQ
- mIRC
- MSN Messenger
- Trillian
- Yahoo! Pager

Installed client(s) should have an empty box to its left. If Internet Cleanup does not find a particular IM client, it will be grayed out of the window. Check the box(es) next to the client(s) you want to use the IM cleaner with.

If you have installed an IM client that the Internet Cleanup scan did not locate, click the **Search for installed IMs** button. Internet Cleanup will

re-scan your system to locate additional IM clients. Click **Next** to return to the main screen.

4. IM Cleaner will identify and show you the items that can be cleaned in a tree format. You will see items organized by client (AOL Instant Messenger, for example), then by type (log file or downloaded file). Check the box(es) next to the item(s) you want cleaned. Click **Select All** to mark all items for deletion. You can choose to **Delete to Recycle Bin** or **Shred** the file(s) by checking the appropriate box. Click **Next** to run the cleaner.

5. When the task is complete, you'll get a report showing the files deleted and your space savings. Click **Done** to return to the Manual Clean main page, or click **Exit** in the upper right corner to close Internet Cleanup.

CLEANING YOUR INBOX WITH AUTO-EMAIL CLEAN

Millions of email messages are sent out every month, and some days it can look like every one of them wound up in your Inbox.

Auto-Email Clean can help you tame your Microsoft Outlook or Outlook Express Inbox. Use Auto-Email Clean to:

■ Delete outdated messages when you run Auto Clean or Clean Now!

■ Empty the Deleted Items box

■ Combat spam by deleting all email messages from selected names and sites.

You can also use the Scheduler to clean out your Inbox on a regular basis.

SETTING UP AUTO-EMAIL CLEAN

1. Open Internet Cleanup.

2. Click **Settings** at the top of the home window.

3. Click **Auto-Email Clean** at the bottom of the Settings dialog.

4. Check **Enable Auto-Email Deletion**.

5. Define how you want AutoEmailClean to work. See "Auto-Email Clean Settings" on page 52 for a description of the settings.

6. Click **OK** to confirm your changes, or **Cancel** to return to the main screen without making changes.

RUNNING AUTO-EMAIL CLEAN

To run Auto-Email Clean, just run Auto Clean. See "Cleaning Your Files Automatically with Auto Clean" on page 12.

Auto-Email Clean is a very powerful tool, and must be used with great care. When you delete messages with Auto-Email Clean messages are NOT sent to the Deleted Items folder, and cannot be easily retrieved. If you use AutoEmailClean as a spam filter, and select to filter out messages from, for example, hotmail.com, messages coming from legitimate Hotmail users will still be cleaned.

SCHEDULING INTERNET CLEANUP TOOLS

Most Internet Cleanup tools can be automated to run as often as you want without you having to lift a finger. Click **Schedule** at the top of the home window to specify when you want to clean:

- Cache files
- Cookies
- History
- Recent Lists
- Files and Folders
- Instant Messenger items
- Email messages

Click any (or all) of the tabs on the Schedule screen to run specified tools at:

■ **System Startup**: Check the **Enable scheduling at system startup** box, then select tools to run every time you start your computer.

■ **System Shutdown**: Check the **Enable scheduling at system shutdown** box, then select tools to run every time you shut down (or restart) your computer. In addition to the standard tools listed above, you can also clean hidden cache files at shutdown.

If you are running Windows XP and do a Fast User Switch, tools scheduled to run at System Shutdown will run.

■ **Application Exit**: Check the **Enable scheduling at Application Exit** box, then select tools to run when you close Internet Explorer, Outlook and/or Outlook Express. Use the **Add** button in the Application selection area on the right to specify any other application on your computer to trigger the cleanup.

■ **Time Interval**: Check the **Enable scheduling at the following time interval** box, then select tools to run at a specific interval. Two hours is the default, but you can select any combination of hours and minutes.

■ **Daily**: Check the **Enable scheduling on a daily basis** box, select tools to run every day, and select a time. Your computer must be running at the scheduled time.When a tool is scheduled, it will clean files exactly as set up to do in Internet Cleanup Settings.

If you have tools scheduled to run during a specific process (application exit, startup or shutdown), this will add some time to whatever process you check. Depending on how much material is being cleaned, it could be up to a minute. If you have any of the tools configured to use the Shredder (see "Shredding Files" on page 14 for more information), this will add considerable time. For this reason, we don't recommend scheduling any tool to run at System Shutdown if you are Shredding files.

Chapter 4: Enhancing Your Internet Experience

You can make your Web browsing experience less annoying with BrowserGuard.

With BrowserGuard, you can:

- Block popup and pop-under windows
- Block Web bugs
- Block advertisements in Internet Explorer
- Monitor and block new cookies
- Get information on who owns a website with Trace

STARTING BROWSERGUARD

To start BrowserGuard:

1. From the home window, click **BrowserGuard**.

2. Check **Enable BrowserGuard**.

3. Open Internet Explorer. Click the **BrowserGuard** button in the toolbar. A resizable window will open at the bottom of the browser.

The BrowserGuard window gives you access to information and choices on each page you visit:

NOTE   *The BrowserGuard button (and window) will not appear in the AOL or MSN browsers. To use these features, open Internet Explorer.*

■   The top of the BrowserGuard window tells you how many cookies, popups, Web bugs and ads are contained on the page, and how many of each were blocked.

■   The **Details** window shows the BrowserGuard log. This log will only have items in it if you have a blocker or the Cookie Monitor running. As each blocker encounters an ad, cookie, popup or web bug, it logs information about that item.

NOTE   *Ads generated by JavaScripts will be blocked, but will not appear in the Details window. No useful information is included in JavaScript ads.*

■   Curious to see a blocked ad on a page? Click **UnBlock** to see a list of blocked images; select the one(s) you want to see.

■   **Trace** gives you public information about the owner of an item in the BrowserGuard log. Select an item in **Details** and click **Trace** to see this information. See "Tracing Site Ownership" on page 38.

■   **Settings** opens Internet Cleanup and displays the BrowserGuard Settings window. See the next section for other ways to turn Blockers on and off.

TURNING BLOCKERS ON AND OFF

You have several ways to turn the BrowserGuard's blockers on and off:

- Click **BrowserGuard** from the Internet Cleanup home window. Click the button for the tool you want to change. Check (or uncheck) the box.

- In the BrowserGuard window inside Internet Explorer, click the **Settings** tab. This will open Internet Cleanup (see above).

- Right-click anywhere in Internet Explorer and click the appropriate item in the context menu. If the menu item is checked, the Blocker is on.

- If there is a drop-down menu on any Internet Explorer toolbar item (for example, the Mail icon), you will find the Blocker items on that menu as well.

BLOCKING WEB ADVERTISEMENTS

Some Web advertisers will do anything to grab your attention and make you click: moving pictures, loud colors, gigantic fonts—you name it! Sometimes it is difficult for the ordinary surfer to locate the content for the ads. Would you like a calmer atmosphere when you are surfing the Web? Try using Internet Cleanup's Ad Blocker.

Ad Blocker looks at a web page's HTML code for graphics that fit standard sizes for advertisements and displays a blank square or a notice.

To set up Ad Blocker:

1. Click **BrowserGuard** from the Internet Cleanup home window.

2. Check the **Enable BrowserGuard** box on the first screen.

3. Click **Ad Blocker** to display the settings options.

4. Choose what to block. Check the **Block Advertisements** box to blank out banner ads on web pages. Check the **Block Web Bugs** box to prevent web bugs from tracking your movements on the web.

5. Choose what to replace ads with. Internet Cleanup can replace blocked ads with **Nothing** (the default) or a **Notice**.

> **NOTE** *Choosing Nothing may make a page display differently.*

6. **(Optional)** Click **Manage URL Lists** to make exceptions to the general blocking rules using the **Always Block Images From** and **Never Block Images From** lists. Click **Add** to place a site on either of these lists.

Type the site address (URL) as completely as possible, starting with the *www*. Click **OK** to confirm the addresses. The URL should appear on the list.

You can share your exception lists with other Internet Cleanup 3 users. Click **Save lists as** to save the contents of both lists as a Blocker List File (*.blf). Any other Internet Cleanup 3 user can then use the **Import Saved List** button to use the BLF. When you have completed making changes here, click **OK** to confirm the changes and return to the Ad Blocker settings window.

7. Click **OK** to confirm your settings, or **Cancel** to return to the Internet Cleanup home window.

BLOCKING POPUP ADS

Web advertisers have become more creative over the years in trying to get you to click their ads. If the animations, etc., don't get you, maybe the popup windows will. If the popup windows annoy you, let's try using "pop-under" windows that you won't see until you close the main browser window. Perhaps you will be less annoyed.

Popup Blocker monitors the creation of new windows in Internet Explorer and determines whether the new window is there because you asked it to. If not, it will prevent the popup window from loading.

Popup Blocker is not supported in the AOL or MSN browsers.

To set up Popup Blocker:

1. Click **BrowserGuard** from the Internet Cleanup home window.

2. Check the **Enable BrowserGuard** box on the first screen.

3. Click **Popup Blocker** to display the settings options.

4. Check the **Enable Popup Ad Blocking** box to stop popups on web pages.

5. **(Optional)** You can make exceptions to the general blocking rules with the **Never Block Popup Ads From** list. Click **Add** to place a site on this list.

Type the site address (URL) as complete as possible, starting with the *www.* Click the appropriate button to **Disable Popup Ad blocking on all sites that begin with this address** (to see popups anywhere on this site) or **Disable Popup Ad blocking at this address only** (to see popups only on the address you type). Click **OK** to confirm the addresses. The URL should appear on the list.

6. Want to see a popup from a particular site? You can temporarily turn off Popup Blocker by holding down the CTRL key while opening a page. You can change this key to either the ALT or SHIFT keys (or turn this feature off altogether) with the menu at the bottom of this screen.

7. Click **OK** to confirm your settings, or **Cancel** to return to the Internet Cleanup home window.

BLOCKING NEW COOKIES

Cookie Blocker acts to monitor and/or block new cookies from being placed on your system.

To set up Cookie Blocker:

1. Click **BrowserGuard** from the Internet Cleanup home window.

2. Check the **Enable BrowserGuard** box on the first screen.

3. Click **Cookie Blocker** to display the settings options.

4. You will have three choices in handling cookies with Cookie Blocker. Click the appropriate button:

- **Block Cookies**: Always rejects new cookies. When a new cookie appears, it will display the contents of the cookie and the site where it came from.

- **Monitor Cookies**: Tells you when a new cookie appears, what the cookie contains and the site where it came from. You will then have a way to delete the cookie if you wish.

- **Do Not Monitor or Block Cookies**: turns off Cookie Blocker.

5. Click **OK** to confirm your settings, or **Cancel** to return to the Internet Cleanup home window.

> *None of the Cookie Blocker settings will affect protected cookies. Protected cookies will not be blocked, but the monitor will inform you when protected cookies appear. See "Protecting Cookies" on page 43.*

TRACING SITE OWNERSHIP

When an individual, non-profit organization or company registers a domain name for their web site, some basic information about them is recorded. That information is public, and is stored on WhoIs servers across the Internet.

BrowserGuard's Trace function gives you access to this information inside Internet Explorer. Use the **Trace** tab to find out, among other things, who owns a particular site and their mailing address.

To view WhoIs information:

1. Activate BrowserGuard.

2. In Internet Explorer, display the BrowserGuard window by clicking the **BrowserGuard** icon.

3. The Details window will show you basic information about blocked images, etc. Click on an entry, then click **Trace**.

Chapter 5: Configuring Internet Cleanup

Internet Cleanup's Settings dialog gives you more complete control over how the program will function. Tell Auto Clean what to clear out—and what not to. Put a lock on the cookies that work for you. Tell Internet Cleanup to clean temporary folders on your hard drive... and more!

CHANGING AUTO CLEAN SETTINGS

When you first click the **Settings** button, Auto Clean appears. These settings affect what files Auto Clean works with. Auto Clean can work with all categories of files:

■ Cache files

- History items

- Cookies

- Files and folders on your hard drive

- Recent lists

- Instant Messenger items

- Email messages

Check the appropriate box(es) to have Auto Clean check for and remove the category of files listed. In the example above, Auto Clean will only remove cache files and recent lists.

If you run Auto Clean before setting up the Instant Messenger cleaner, Auto Clean will (if you have checked Instant Messenger here) clean files associated with any Instant Messenger client it locates in its original scan. Cleaned files will go into the Recycle Bin by default.

If you check the **Cookies** box, make sure to use the **Protected Cookies List** to specify any cookies you want to keep. See "Protecting Cookies" on page 43 for more information.

You can also restore accidentally deleted cookies by clicking the **Restore Cookies** button here. See "Restoring Deleted Cookies" on page 18 for more information.

For more control over what Auto Clean does when it runs, change the settings for each tool. Some tools need to be set up before they will work.

CREATING THE CLEAN NOW! SHORTCUT

If you would like to run Auto Clean without opening Internet Cleanup, put this icon on your Desktop by clicking this button. You have the option to create this shortcut when you install Internet Cleanup. See "Using the Clean Now! Icon" on page 13 for more information.

CHANGING INTERNET TOOL SETTINGS

You can tell the Cache, History and Cookie cleaners how to manage your Internet files in the Settings section. Click **Settings** at the top of the home window, then **Internet Tools** to get to those settings. Finally, click the tab for the tool you want to change.

CHANGING CACHE, HISTORY AND COOKIE SETTINGS

Click on each tab (Cache, History and Cookie) to configure each tool.

All three tools share these two settings:

■ **Shred:** This option makes your cleaned data unretrievable. See the next section for more information.

■ **Clean hidden references**: Microsoft Internet Explorer keeps some Internet information in hidden files. To clean these hidden files, you need to restart your computer. Checking this box means that after each cleaning of your cache and history files (whether through Auto Clean or Manual Clean), you will have to reboot.

> *The Cache and History cleaners will only clear hidden references if all items are checked. The Cookie Cleaner will always clean hidden references.*

In addition to the settings described above, the Cookie Cleaner has these features that can be customized in the Settings dialog:

■ Click **Protect Cookies** to select cookies from your favorite sites to be permanently overlooked when cleaning cookies. Use Protect Cookies especially if you plan to use Auto Clean as your primary cleaner, and/or you don't want to accidentally remove a cookie from a site where you've done extensive personalization. Cookie Blocker will also ignore any protected cookies. See "Protecting Cookies" on page 43.

■   Check the **Backup deleted cookies** box to move deleted cookies to an encrypted folder. Only Cookie Undo can access this folder to restore accidentally deleted cookies. See "Restoring Deleted Cookies" on page 18 for more about Cookie Undo.

SHREDDING FILES

Internet Cleanup normally cleans out your Internet files so that those files bypass the Recycle Bin, but they haven't actually disappeared from the drive. New data must overwrite them first. Some commercial Undelete utilities and other data recovery methods can retrieve them until they are overwritten.

Internet Cleanup's Shredder tool completely removes all your cache, cookie or history files from your drive by writing over the files repeatedly, rendering them unrecoverable by even the most sophisticated data recovery tools. To shred your cache, cookie and/or history files, check this box.

The shredding process takes considerably longer to complete than a standard clean. How much longer depends on the number of files to be shredded and the speed of your computer.

PROTECTING COOKIES

In addition to the Shred and Clean hidden references options described above, you can use the **Protect Cookies** button to protect certain cookies. Many cookies are helpful. They can remember passwords and other personalizations that we easily forget. When you customize a Web portal site with local news and weather, it's nice that you don't have to keep punching in your zip code to see what the temperature is outside.

To tell Auto Clean, the manual Cookie Clean and Cookie Blocker to leave specific cookies on your drive (lock them), just click **Protect Cookies** on the

Cookie tab. You'll see an alphabetical list of what sites have left cookies on your drive.
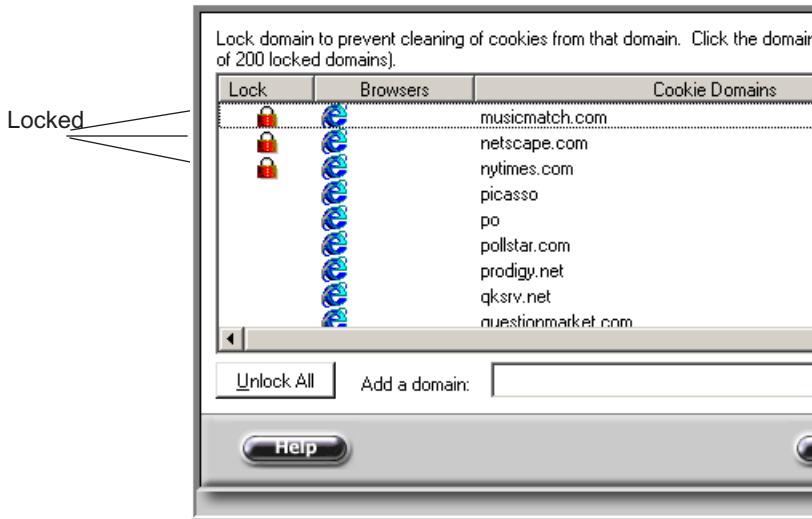
Locked

In the example above, the first column shows what is already locked with a red padlock. The second column shows if the cookie is present in Internet Explorer. The third column tells you what the site (called a Domain here) is. click the site name (or in any column) to lock that site's cookie. The icon will change automatically. If a site is already locked, clicking it will unlock the cookie—it will be cleaned out the next time you clean cookies.

Click **OK** to confirm your changes. Click **Cancel** to leave the dialog without making changes.

UNLOCKING PROTECTED COOKIES

To unlock a protected cookie:

1. Click in any column on any protected site. The Lock symbol should immediately disappear, leaving the column empty.

2. **(Optional)** Click **Unlock All** to remove all existing locks.

3. Click **OK** to confirm the changes. This site's cookies will be cleaned the next time.

ADDING NEW PROTECTED DOMAINS

If you have accidentally removed a cookie that you wanted to save, you can make sure that it does not happen again by typing the domain name into this box. This spares you the trouble of having to revisit the site to add the lock.

> *You will not restore the old cookie and its settings by adding the domain here. You will still have to reconfigure those at the site, unless you have backed up your deleted cookies in the Settings. You can then use Cookie Undo to restore your deleted cookies.*

CHANGING FILES & FOLDERS SETTINGS

The **Files & Folders** settings dialog is where you select what specific files and folders you want to clean from your hard drive. Click the **Setup Files and Folders** button to launch the dialog.
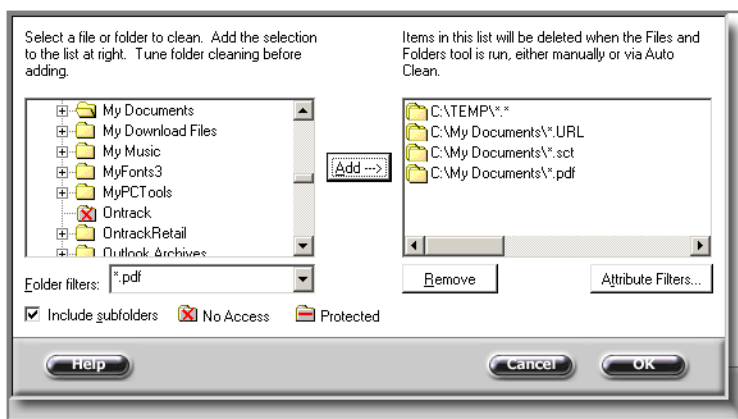
In the example above, four sets of filters were created. The manual cleaner and Auto Clean will remove all files from the *C:\TEMP* folder, and three

specific file types in the *C:\My Documents* folder. Let's use this example to show how these two types of settings were created.

> *The Files & Folders cleaner is a very powerful tool. It will delete files on your system regardless of whether they are safe to delete, are important to you, or important to other applications on your system. Use this tool with caution.*

TO CLEAN ALL FILES FROM A FOLDER

1. **Select the folder you want to clean from the tree on the left side of the dialog**. In the example, you would click the + sign next to the C drive, then scroll down and click TEMP.

2. Make sure the **Folder filters** on the left side says **All Files**.

3. Check the **Include Subfolders** box if you want Internet Cleanup to check any subfolders in that branch.

4. Click the **Add** button. *C:\TEMP*.** appears in the box on the right side.

5. Click **OK** when you're finished.

TO CLEAN ONLY CERTAIN FILE TYPES FROM A FOLDER

The Folder Filters list lets you select files with certain file extensions. In the example above, Internet shortcuts with a *.url* extension, script files with a *.sct* extension and Adobe Acrobat files with a *.pdf* extension in the *C:\My Documents* folder are selected to be cleaned. Follow these steps:

1. **Select the folder you want to clean from the tree on the left side of the dialog**. In the example, you would click the + sign next to the C drive, then scroll down and click *My Documents*.

2. Click the **Folder filters** drop-down menu on the left side. You'll see a list of every registered file type on your system. Scroll down to the **.pdf* line and click it.

3. **(Optional)** Check the **Include Subfolders** box if you want Internet Cleanup to check any subfolders in that branch.

4. Click the **Add** button. *C:\My Documents*.pdf* appears in the box on the right side.

5. Repeat for each file type.

6. Click **OK** when you've completed selecting file types.

NOTE

> *If you want to clean all the files of a certain type from your computer, select the C: drive in Step One and check the Include subfolders box. If you have more than one drive/partition, you must select each drive letter separately.*

Cleaning Hidden, System and Read-Only files

Occasionally, you might have a need to clean files marked with a System, Hidden or Read-Only attribute. You can use the **Attribute Filters** dialog to add these file types to the clean list.

WARNING

> *Removing Hidden, System and/or Read-Only files can damage your system, and may make it impossible for your computer to boot. Use these filters only if you are certain there will be no damaging side effects!.*

When you're in the Files & Folders Settings dialog, click the **Attribute Filters** button. Another dialog box will appear. Check the appropriate box to allow deletion of Hidden, System and/or Read-Only files.

For safety reasons, you cannot delete files from these folders:
- *drive roots or files in the root*
- *C:\Windows, C:/WINNT or any of the subfolders in these system folders*
- *My Documents (Windows 9x)*
- *Documents and Settings (Windows 2000/XP)*
- *Program Files (and the next level of subfolders)*
- *templates*

You cannot Add these reserved folders in the dialog, and they will show a different icon.

REMOVING ITEMS FROM THE LIST

Use the **Remove** button to remove any items from the to be deleted list on the right side. Click the item(s) you want to remove, then click **Remove**.

CHANGING RECENT LISTS SETTINGS

Internet Cleanup can clear out many "recently used" file lists created by Windows, Microsoft Office and many other applications. The "Recent Lists" settings dialog is where you tell Internet Cleanup (both Auto Clean and the manual cleaner) what lists to scan. The manual cleaner then lets you decide which items on the list are removed, and which ones stay.
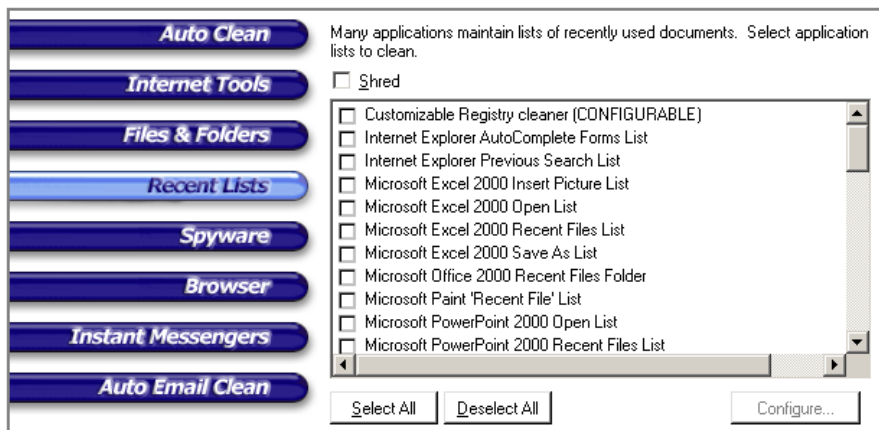
1. From the Settings main window, click **Recent Lists** on the left side to open the dialog box.

2. You'll see the list of applications Internet Cleanup can remove the "recently used" lists from. Check the box next to any list to have that list cleaned. Click the **Check All** button to scan all Recent Lists.

   If you use Auto Clean to remove Recent List items, it will remove all items from each selected list. If you prefer to remove only those items that are sensitive, you should use the manual cleaner instead.

3. **(Optional)** The Customizable Registry Cleaner has additional configuration options. Click the **Configure** button to specify registry keys for cleaning. Click the **Add** button. Type in the full name of each

key you want to clean, and click **Add** again. When you have finished adding keys, click **OK** to complete

> *The registry cleaner is a powerful tool. In this release, you can only remove values in the HKEY_LOCAL_MACHINE\Software and HKEY_CURRENT_USER\Software domains. Removing registry values may cause trouble in certain applications. Use the Customizable Registry Cleaner only if you are comfortable making changes to your registry. Always have a backup of the registry available should something go wrong.*

4. To remove a list from the scan, uncheck the box.

5. Click **OK** to confirm the changes. You'll be asked to rescan your system before running the cleaner.

SPYWARE SETTINGS

The Spyware settings dialog gives you the URLs for many of the producers of spyware products. If the Spyware cleaner shows you that spyware is installed on your system, read more about the spyware in the details window of the cleaner.

Click on any of the links here to visit that company's web site. You should be able to get some information on the product that appeared on your system.

BROWSER SETTINGS

These settings handle some browser-specific issues.

RESET IE

In some cases, you may have trouble deleting cookies and history items from Internet Explorer. Clicking the **Reset IE** button deletes an index file that

Internet Explorer uses to keep track of these items. You'll be asked to restart your computer after the items are cleaned. You should only have to do this once; the regular cleaners should work consistently after the reset.

INSTANT MESSENGERS SETTINGS

The Instant Messengers settings dialog is almost identical to the Instant Messengers manual cleaner. Use these settings to have Auto Clean dispose of your IM logs and files.

The main window in this dialog is a list of supported Instant Messenger (IM) clients. Installed client(s) should have an empty box to its left. If Internet Cleanup does not find an IM client, it will be grayed out of the window.

Check the box(es) next to the client(s) you want to use the IM cleaner with.

If you run Auto Clean before setting up the Instant Messenger cleaner, Auto Clean will (if you have checked Instant Messenger in the Auto Clean settings) clean files associated with any Instant Messenger client it locates in its original scan. Cleaned files will go into the Recycle Bin by default.

If you have installed an IM client that the Internet Cleanup scan did not locate, click the **Search for installed IMs** button. Internet Cleanup will re-scan your system to locate additional IM clients.

The boxes on the right tell the Instant Messengers cleaner what to do when it cleans IM items. Check the **Delete to Recycle Bin** box to be able to easily retrieve items removed by the Instant Messengers cleaner. Check the **Shred** box to bypass the Recycle Bin and use the Shredder tool to permanently delete removed items. If neither box is checked, the IM cleaner will bypass the Recycle Bin (regaining lost hard drive space), but items may be retrievable by other undelete utilities.

AUTO-EMAIL CLEAN SETTINGS

Internet Cleanup does not turn Auto-Email Clean on when you install it. To be able to run Auto-Email Clean check **Enable Auto-Email Deletion** in the **Settings** screen. When you do this, the other options become available. These include:

- **Email Profiles**: Email profiles are created in the Windows Control Panel (under **Mail**) or Outlook (in **Tools** ➔ **Services**) to handle multiple email "identities" (more than one user on the computer, several email accounts to check). Click this button to select any or all of your profiles to clean.

- **Delete all Emails from the 'Deleted Items' Folder**: When you delete an email message in Outlook and Outlook Express, the message actually goes into the Deleted Items folder (much like deleted files go to the Recycle Bin). Check this box to empty this folder and remove the messages from your system each time you run Auto-Email Clean.

- **Delete all Emails from the 'Inbox' that are older than this date**: Check this box to remove outdated Inbox messages from your system. Select a cutoff date with the drop-down menu. If you select, for example, January 1, 2002 as your cutoff date, Auto-Email Clean will remove all messages from December 31, 2001 and older. By default, Auto-Email Clean will remove messages older than one year.

- **Delete all Emails from the 'Inbox' with the following Names/ Domains**: Check this box to permanently remove messages from certain senders. Click **Add** to specify senders to remove. Internet Cleanup will scan your Inbox for all names and domains included in the Inbox. Select names in each column with the mouse. If there is a name or domain you want to exclude that is not on the list, type the name or domain in the **New Name** or **New Domain** box and click **Add** to put that item on the list. When you have finished making selections, click **OK** to confirm your choices, or **Cancel** to return to the Settings dialog without adding.

To remove an existing name or domain from this list, select the item in the window and click **Remove**.

AutoEmailClean is a very powerful tool, and must be used with great care. When you delete messages with Auto-Email Clean messages are NOT sent to the Deleted Items folder, and cannot be easily retrieved. If you use AutoEmailClean as a spam filter, and select to filter out messages from, for example, hotmail.com, messages coming from legitimate Hotmail users will still be cleaned.

Chapter 5: Frequently Asked Questions

GENERAL INTERNET QUESTIONS

WHAT IS A COOKIE?

Cookies are small files placed on your computer's hard drive by certain Web sites. Information you enter at a Web site or information from the server the site is located on can be saved in these files, and later retrieved by them. Using the information in a cookie, Web site owners can do anything from remember your name to track your every move on the Web.

You can find more information on how cookies work, along with the other types of Internet files cleaned by Internet Cleanup in "A Few Definitions" on page 2 of the Internet Cleanup User's Guide.

IS THERE A REASON TO KEEP COOKIES OR OTHER INTERNET FILES ON MY COMPUTER?

Yes, there are several good reasons to keep some Internet files on your system.

- **Cookies** store personalizations that make your surfing easier, remember passwords, create online "shopping carts" and other things that enhance your Internet experience. You can use Internet Cleanup's Protect Cookies list to identify and protect sites (domains) that offer "good" cookies.

- **Plug-ins** offer added functionality (things like Internet audio/video and the Adobe Acrobat Reader).

- **ActiveX controls** also offer added functionality to Microsoft Internet Explorer users.

■ For people with very slow connections to the Internet, browser **cache** files can speed the loading of recently-visited Web pages.

CLEANING FILES

WHAT HAPPENS WHEN I CLEAN MY INTERNET FILES? CAN I HARM MY SYSTEM?

Internet Cleanup is designed to let you safely remove unnecessary files on your computer. Using these tools with the default settings should not harm your system in any way. In some cases (when your hard drive is getting close to full), using Internet Cleanup may even enhance your computer's performance.

Internet Cleanup removes (not just recycles) the files you designate for cleaning, so you should be careful when setting up Internet Cleanup's tools. If you use personalization features at Web portal sites like Yahoo and Excite, or have registered and set a password at a site, it would be worth your time to go lock those sites. See "Protecting Cookies" on page 43 of the User's Guide.

Generally speaking, cleaning your cache files may slow down loading of some Web pages, but unless you have an older modem, this shouldn't be noticeable.

The Files & Folders cleaning tool also has safety features that will prevent you from cleaning out files needed to run your computer. See "Cleaning Unwanted Files and Folders" on page 23 of your User's Guide for more information.

I'VE DELETED SOMETHING I WANT. CAN I GET IT BACK?

In general, Internet Cleanup does not put cleaned files in the Windows Recycle Bin. It assumes that you want to remove the files from your computer and regain space, not simply move the files to another spot on your hard drive.

You can set some tools up to make for easy retrieval. You can choose to backup deleted cookies in a secure location on your hard drive for later retrieval by Cookie Undo (see "Restoring Deleted Cookies" on page 18).

Instant Messenger files can also be deleted to the Recycle Bin as an option in the Instant Messengers Settings (see "Instant Messengers Settings" on page 51).

To retrieve other cleaned files, you'll need a third-party recovery tool. If you used the Shredder tool when cleaning the files, you will not be able to retrieve them under any circumstances.

How can I tell Internet Cleanup to regularly clean my files?

You can use the Scheduler to run specific cleaners at various times: a specific time every day, a specific time interval (every x hours), when you start up or shut down your system, or when you close your Web browser or email program. See "Scheduling Internet Cleanup Tools" on page 31.

Shredding Files

What happens when I shred files?

Checking the **Shred** box in settings for your cache, cookie, history and other files tells Internet Cleanup to remove these files from your system for all time.

As noted in an earlier question, by default Internet Cleanup bypasses your Recycle Bin and marks the space on your hard drive as ready to be overwritten. Your cleaned file may (or may not) be the first place any new file will go. Until that happens, "undeleter" tools can retrieve those files (or parts of them).

When files are Shredded, the file data is overwritten with random data. When the Shredder is finished, not even the most sophisticated data recovery tools can recover these files. Shredding takes much longer to complete than simply deleting your files.

In the vast majority of cases, you will not need this industrial-strength tool to protect your privacy. In case you do, though, the Shredder is there for you.

IF I CLEAN INTERNET FILES WITH MY BROWSER, WILL INTERNET CLEANUP SHRED THEM?

It is possible to use your browser to clean your cache and history. If you do this, the Shredder will not run on those files. Internet Cleanup must be running for the Shredder to work.

I'VE SHREDDED ALL MY INTERNET FILES. AM I SAFE?

Shredding your Internet files and removing spyware applications will cover your Internet tracks and go a long way toward protecting your privacy on the Internet. When cleaning your Internet Explorer files, make sure to check the "Clean Hidden References" box in the Settings dialog as well, then restart your computer to clear any leftover information.

Following the additional pointers in "More Internet Safety Tips" on page 5 of the User's Guide (and also in the Internet Cleanup online help) will take you even further.

TROUBLESHOOTING

I USE THE AMERICA ONLINE BROWSER. WHY DOES INTERNET CLEANUP PUT IT UNDER INTERNET EXPLORER?

America Online uses its own version of Internet Explorer. Some things are handled differently, but the AOL browser stores the relevant Internet files in the same place IE does. The same is true for the Neoplanet browser, which piggybacks on IE.

WHY DOESN'T INTERNET CLEANUP RECOGNIZE MY BROWSER?

Internet Cleanup supports Microsoft Internet Explorer 5.1, 5.5, and 6.0, along with the current versions of America Online and the MSN Explorer. If you

have an earlier version of Internet Explorer, you can upgrade to the current version for free.

INTERNET EXPLORER IS NOT MY DEFAULT BROWSER. CAN I STILL USE INTERNET CLEANUP?

All Internet Cleanup 3.0 browser-related tools work only with Internet Explorer. Internet Cleanup will not clean cache, history, etc. files in other browsers. The Spyware, Recent Lists and Files & Folders cleaners will work regardless of what browser you use.

If you use Microsoft Outlook or Outlook Express to read email, cleaning your cache will affect HTML-based messages. Auto-Email Clean will also work.

I'VE CLEANED OUT MY INTERNET EXPLORER CACHE. WHY IS THERE STILL A FILE CALLED *index.dat* IN MY CACHE FOLDER?

This file is created by Windows to have a list of your existing cache, history and cookies. *Index.dat* will remain in those folders, even if the folder is empty. If you need to remove every trace of your activity, make sure to check the "Clean hidden references" boxes in the Internet Tools Settings. *Index.dat* can contain leftover information after your Internet files are deleted.

I'VE CLEANED OUT MY HISTORY FILES, BUT WHEN I LOG ON TO AMERICA ONLINE, THE HISTORY FILES REAPPEAR. WHAT'S HAPPENING?

America Online stores a copy of your recent history on its server. Internet Cleanup cannot access this server.

INTERNET CLEANUP NEVER FINDS INTERNET EXPLORER CACHE FILES. I SURF THE NET, SO WHY IS THIS HAPPENING?

You may have your Internet Explorer security set to "Empty Temporary Internet Files folder when browser is closed." To check this:

1. Open Internet Explorer.

2. From the **Tools** menu, go to **Internet Options** ➜ **Advanced Options** and look for the Security section.

3. If you prefer Internet Cleanup to handle cleaning the cache, uncheck the "Empty Temporary Internet Files folder when browser is closed" box.

4. Click **OK** to confirm changes.

WHEN I INSTALL INTERNET CLEANUP, I GET AN ERROR MESSAGE ABOUT A REGISTRY KEY. WHAT SHOULD I DO?

During installation on Windows 9x machines, a 16-bit Windows program is run. This causes Windows to try to load 16-bit drivers that are defined in the registry key *HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\VirtualDeviceDrivers.* If, as sometimes happens, this registry key is corrupt, Windows displays an error message. This error has nothing to do with Internet Cleanup and is not caused by Internet Cleanup. The error will not interfere with the Internet Cleanup installation, and will not interfere with the normal functioning of your computer. If you get this error, click **OK** to proceed with the installation.

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