

How to use First Aid

First Aid has a variety of tools to ensure your computer's health and take care of any problems.

If you are having computer problems, run Check-Up. Check-Up gives your computer a general physical—testing hard drives, multimedia and network components, and much more.

If you have identified a specific problem that First Aid can't fix automatically, you can consult First Aid's Advisor. Using a simple question and answer technique, you can target your problem and get advice and solutions.

Running Check-Up is usually enough to ensure a healthy computer. But, just as a doctor refers you to a specialist for specific problems, First Aid uses the Specialists for advanced troubleshooting. If you're having trouble in a specific area, for example with multimedia, you can run the Multimedia Specialist.

{button ,AL(^About Check-Up;About Specialists;resolve problems;Use Advisor',0,';')} [See also](#)

About First Aid

First Aid takes a multi-level approach to solving your Windows-related PC problems. First Aid protects you by:

- Intercepting crashes caused by both Windows 3.1x (16-bit) and Windows 95 (32-bit) applications.
- Finding and fixing startup problems for all your installed applications.
- Finding and fixing thousands of additional application problems using the CyberMedia knowledge base.
- Automatically backing up your computer's critical configuration files. You can quickly restore an older configuration to your computer from any previously saved file or set of files.
- Providing easily accessible answers to your troubleshooting questions from information in its extensive knowledge base.

Additionally, if your computer can connect to the Internet, First Aid can:

- Update your First Aid application and its knowledge base through CyberMedia HelpCentral.
- Connect your Internet browser to the web sites of thousands of software and hardware manufacturers from the CyberMedia Tech Support Directory.
- Put you in touch with hundreds of software and hardware manufacturers so that you can get the latest, most comprehensive product information directly from the source. You can retrieve tips, tricks, and FAQs (Frequently Asked Questions) files from the web sites of the top software and hardware manufacturers. You can access all of First Aid's components from a single screen.

{button ,AL(^About Options;About Specialists;About Update',0,';')} [See also](#)

Start Check-Up

When you press Start, Check-Up gives your PC a complete physical. It checks your PC for anomalies and provides fixes and solutions when available. Specifically, you can use Check-Up to ensure that:

- n Windows applications are working properly.
- n Plug 'n Play peripherals have no conflicts.
- n Multimedia components such as sound, video, and CD-ROM work.
- n Internet and online services are available.
- n Computer settings are set for optimal performance.
- n Printers function correctly.

If Check-Up detects any problems, it searches the Knowledge Base for available fixes. If a solution cannot be found and you have an Internet connection, Check-Up broadens the scope of the search to include the World Wide Web where it looks for relevant Frequently Asked Questions (FAQs) dealing with your problem. If it still cannot provide you with a solution, Check-Up provides contact information from the Tech Support Directory so you can get help from an expert.

{button ,AL(^First Aid features;resolve problems;Use Advisor;When Check-Up finds a problem;Change Check-Up properties',0,','')} [See also](#)

About the Specialists

The Specialists perform in-depth checks on four key components of your PC: applications, multimedia, online/network, and system. If you have a specific problem—for example, you cannot start up Microsoft Word—you don't have to check your entire PC with Check-Up, but can go directly to the Applications Specialist.

{button ,AL(^ About Applications Specialist;About Multimedia Specialist;About Online/Network Specialist;About System Specialist',0,'')} [See also](#)

About Applications Specialist

The Applications Specialist lets you check the applications installed on your computer individually. You can use the specialist to identify and fix problems and remove unused parts of applications to create more room on your hard drive.

{button ,AL(^About Multimedia Specialist;About Online/Network Specialist;About Specialists;About System Specialist;Run a Specialist',0,'')} [See also](#)

About Emergency Care

Emergency Care gives you several ways to prepare for emergencies and recover from disasters, such as when your computer won't start, Windows 95 doesn't start, or a virus infects your files.

To prepare for an emergency you can:

- n Create an emergency startup disk containing the operating system files that your computer needs to be able to start.
- n Use Microsoft Backup to create a backup disk containing copies of any files that are important to you.

To recover from disasters, you can:

- n Use BackTrack—part of the Windows Guardian—to recover from a disaster. The BackTrack Monitor takes a snapshot, or copy, of a predefined set of important files every time you turn off your computer. Then, if disaster strikes, you can reinstall good files from the snapshots taken before the disaster happened.
- n Restore backup files from the backup disk that you made using Microsoft Backup

{button ,AL(^Create a backup when Microsoft Backup is installed ;Create an emergency disk;Install Microsoft Backup and create a backup ;Recover from crashes;Restore a backup;Restore from snapshots;Use Emergency Care',0,`, `)} [See also](#)

About Update

If you let the installation program install Oil Change as you were installing First Aid, you can use Update to keep First Aid current. Update keeps First Aid up-to-date with information about problems affecting the latest software and hardware. Using your existing Internet connection, you just click Update to automatically expand the First Aid knowledge base of fixes or update the First Aid software.

When you click Update, Oil Change searches the CyberMedia web site for updates for First Aid and the CyberMedia knowledge base, as well as other features. Oil Change displays available updates in the Applications and Drivers dialog box, and lets you decide to approve the update.

{button ,AL(^Update First Aid;Use Update;About the First Aid Knowledge Base',0,`, `)} [See also](#)

Ignore Problem

You can have First Aid ignore the problem described in this dialog box,



Click OK to Ignore.

The Problem Description list reappears.

Note:

If you change your mind and want to restore a problem so that it is checked by First Aid, click Undo and then click Ignored Problems.

{button ,AL(^About System Specialist;Reverse the status of problems ignored by First Aid 97',0,'','')} [See also](#)

Problems To Be Ignored

The Problems To Be Ignored dialog box lists problems that you have told First Aid to ignore during Check-Up or Applications Check.

- ▶ To activate a problem again, select it and click Reactivate.

{button ,AL(^Ignore First Aid problems;Reverse the status of problems ignored by First Aid',0,'','')} [See also](#)

Searching for Files

If a problem discovered by First Aid can be solved by locating a file, Manual Fix lets you search for the file yourself. The Search dialog box lets you search your entire hard disk or in specific folders. The file to be located is listed in the File name text box.

- 1 Click Browse to change the path of the search.
- 2 To exclude subfolders, clear the Include Subfolders check box.
- 3 Click Search. The Located Files list shows any files matching the search file name.
- 4 Select a file in the Located Files list and click Accept.
- 5 Follow any further instructions on the screen to complete the solution.

As with AutoFix, you should re-check a manually fixed problem to make sure it no longer shows up in the problem list.

{button ,AL(^Manual Fix;Recheck a problem fix;Use AutoFix',0,';')} [See also](#)

Run Check-Up

- 1 On the First Aid Main window, click Check-Up. The workspace shows the Start button.
- 2 Click Start. While First Aid is checking your computer, it highlights the items it is currently checking in red. When it is finished checking, it lists the problems found, or it tells you that no problems were found.

{button ,AL(^resolve problems;When Check-Up finds a problem;Change Check-Up properties',0,',';')} [See also](#)

Select things to check

The selection panel provides you with many options that let you interact with First Aid. At the very top of the panel are the Minimize, and Close buttons. Other options are the Check-Up, Advisor, and Emergency buttons. In a group are the Specialist buttons: Applications, System, Online/Network, and Multimedia. At the lower part of the selection panel are the Update, Undo, and Options buttons.

Start the Check-Up process

- 1 Click the Check-Up option on the selection Panel. The workspace shows the Start button for you to click.
- 2 Click Start in the workspace. The workspace shows a list of the items that it will check.

While First Aid is checking your system, it highlights the items it is currently checking in red. When it is finished checking, it lists the problems found, or it tells you that no problems were found.

{button ,AL(^Check Applications;Diagnosis;Fix a problem;Ignore First Aid problems;Manual Fix;Save problem information;Use AutoFix',0,'')} [See also](#)

When Check-Up finds a problem

If Check-Up finds a problem, it still continues with the next item on the list until all items are checked. At the end of the Check-Up process, the Problems Found list shows a summary of all the problems.

{button ,AL(^ Check Applications;Diagnosis;Fix a problem;Ignore First Aid problems;Manual Fix;Save problem information;Use AutoFix',0,'')} [See also](#)

Fix a problem

- 1 Click a problem in the problem list.
- 2 Click Details. A specific description appears in the Problem Details list in the lower part of the window.
- 3 Click Fix Problems to see the diagnosis and suggested solutions.

{button ,AL(^About Check-Up;Run Check-Up',0,'')} [See also](#)

Use AutoFix

- 1 In the First Aid Diagnosis dialog box, select a solution that includes AutoFix in the Possible Solutions list.
- 2 Click AutoFix. One of three things happens:
 - If First Aid needs you to perform an action, it displays a dialog box. Follow any directions that appear.
 - If First Aid tells you that the problem is fixed, click OK. Re-run Check-Up or the appropriate Specialist to verify that the problem is solved and that no new problems are detected. See “Rechecking a Problem Fix” for more information.
 - If the problem is not fixed, select another solution in the Solutions list and click AutoFix again.
- 3 If no solutions work, write down the suggestions for fixing the application outside of First Aid, or save and print the instructions to a text file using the Reports button.
- 4 Select a new problem to fix or click Close.

{button ,AL(^ Check Applications;Diagnosis;Fix a problem;Ignore First Aid problems;Use Manual Fix;Save problem information',0,' ');} See also

Use Manual Fix

When you click Manual Fix to solve a problem, First Aid displays a dialog box and asks you to perform some action. Follow any directions that appear on the screen. For example, if a file is missing, First Aid displays its own search dialog. If a Windows setting needs to be changed, First Aid displays a Windows dialog box so you can change the setting manually.

As with AutoFix, you should re-check a manually fixed problem to make sure it no longer shows up in the problem list.

{button ,AL(^Use AutoFix;Ignore First Aid problems;Recheck a problem fix;Save problem information';0,`,`;`)} [See also](#)

Recheck a problem fix



Run Check-Up or the appropriate Specialist.

First Aid runs a new check for the selected problem. If new problems are detected, or if other problems remain, continue to fix the problems until all are resolved.

{button ,AL(^Use AutoFix;Ignore First Aid problems;Save problem information',0,'')} [See also](#)

Ignore First Aid problems

- 1 In the First Aid Diagnosis dialog box, select a description in the Problem Description list. If there is only one description, it is selected automatically.
- 2 Click Ignore Problem. The Don't Report This Problem Again dialog box appears.
- 3 If the information is correct, click OK To Ignore. The Problem Description list reappears.
- 4 Select a new problem to fix or click Close.

Note

If you change your mind and want to restore a problem so that it is checked by First Aid, click Undo and then click Ignored Problems.

{button ,AL(^Reverse the status of problems ignored by First Aid;Save problem information',0,',';')} [See also](#)

If Check-Up doesn't resolve your problem

If the AutoFix and Manual Fix options do not provide you with a resolution for a problem that Check-Up has found, you still have other options with First Aid.

- n Use the Advisor to find a solution using the Knowledge Base and the Advisor's other resources.
- n If the problem is not severe, you can ignore it.

{button ,AL(^Ignore First Aid problems;Save problem information',0,';')} [See also](#)

Save problem information

- 1 In the First Aid Diagnosis box, click Report. The Enter File Name dialog box appears.
- 2 Type a name for the file in the File Name text box and click OK.
- 3 The file is saved. First Aid asks if you want to view the report.
- 4 Click Yes to open the file in your default text editor. You can make changes or print this file. If you make changes, don't forget to save the file.
- 5 When you finish viewing the file, close the text editor.
- 6 Click Close on the First Aid Diagnosis dialog box.

{button ,AL(^Reverse the status of problems ignored by First Aid;Save problem information;Ignore First Aid problems',0,';')}
[See also](#)

Reverse changes made by First Aid

First Aid records all of its actions in a log. Using Undo, First Aid can undo almost any action recorded in this log.

If the number of fixes in the log increases the file size past its current limit, First Aid creates a new file. If you want to refer to a particular fix performed by First Aid, use the Next and Back buttons to browse through different log entries.

You can set a new size for the log file by clicking Options, Properties, selecting Notify, clicking Configure in the Problem Log box.

{button ,AL(^Undo a First Aid fix',0,'')} [See also](#)

Undo a First Aid fix

- 1 In the specialist area, click Undo. First Aid displays the current Undo list.
- 2 Select an action to undo, then click Undo. First Aid reverses the fix and marks the status for that action with a "U" to indicate that this action was undone.

Tip:

If you change your mind, you can click Redo to reverse the undo, in which case the "U" disappears. Some of the actions appear grayed out if they have a status of "U."

{button ,AL(^Reverse changes made by First Aid',0,'')} [See also](#)

Reverse the status of problems ignored by First Aid

- 1 Click Undo. The Undo list displays.
- 2 Click Ignored Problems.
- 3 In the Problems To Be Ignored dialog box, select the problem and click Reactivate.

{button ,AL(^Ignore First Aid problems',0,'')} [See also](#)

Use Update



In the specialist area of the First Aid window, click Update. Update uses a version of Oil Change, CyberMedia's award winning update service, to connect to the CyberMedia web site and scan for updates to First Aid.

{button ,AL(^About Update;Get the update files other ways',0,'`,`')}} [See also](#)

Set up your internet connection

To use the Update feature, you need one of the following:

- An Internet connection through a local area network (LAN).

Most businesses have a connection through a LAN to their Internet service provider (ISP). If you have a direct network connection to the Internet, you don't have to do anything extra to use Oil Change.

- An Internet connection through a modem to an Internet service provider.

Most home access to the Internet is through a modem connection to an ISP. If the software that you use to connect doesn't dial the ISP's telephone number automatically when you start it, you must manually connect to your ISP before using Update. Although CyberMedia does not charge for updates that fall within the terms of the license agreement, your normal Internet access fees still apply.

In addition, you must have an:

- Internet Browser

A browser is software that allows you to view text and graphics and retrieve files from web sites on the Internet. The Update feature can use most browsers, including Netscape, Mosaic, and Internet Explorer.

To set up your Internet connection:

- 1 In the specialist panel, click Options.
- 2 In the Options workspace, click Properties. The Properties dialog box appears.
- 3 Click the Internet tab to bring it to the front.
- 4 Select how you are connected to the Internet.
- 5 To configure Microsoft Internet Explorer, click Settings.

{button ,AL(^Connect to the CyberMedia web site',0,'')} [See also](#)

Start Update

- 1 If necessary, start the dial-up connection to your ISP.
- 2 In the First Aid window, click Update. Update connects to the CyberMedia web site and scans for updates to First Aid.

{button ,AL(^Retrieve an update',0,'')} [See also](#)

Connect to the CyberMedia web site

You can get the most up-to-date CyberMedia product information by starting your Internet web browser and connecting to the CyberMedia web site at www.cybermedia.com.

{button ,AL(^Set up your internet connection',0,';')} [See also](#)

Retrieve an update to First Aid

- 1 In the Applications and Drivers dialog box, click the update that you want to install. Oil Change displays a description of the update at the bottom of the box, and Retrieve no longer appears dim.
- 2 Click Retrieve to retrieve the selected update to your hard drive.
- 3 Oil Change displays installation options. (If the CyberMedia web site is so busy that Oil Change cannot retrieve the update, it will tell you to try again later.)

{button ,AL(^ Start Update',0,'')} [See also](#)

Get the update files other ways

You can download the update files for First Aid and CyberMedia Tech Support Directory using any computer that has access to the following:

- n CompuServe
- n America Online
- n Internet
- n CyberMedia BBS

Change the look of the Applications list

- 1 Click the Applications Specialist button.
- 2 Click Properties, or right-click in the Applications list.
- 3 Click a command in the shortcut menu.
 - n **Large icons** to display just large application icons
 - n **Small icons** to display small icons and the names of the applications
 - n **List** to display the small icon format in columns
 - n **Details** to display small icons, the name of the application's executable file (.exe), and whether the application is trimmed or partially trimmed.

Minimizes the First Aid window.

Closes First Aid.

Check-Up gives your PC a complete physical. It checks every vital component of your PC and automatically fixes most of the problems it finds.

The Advisor gives you interactive help for your computer problems.

Emergency Care lets you prepare for computer emergencies with back-ups, startup disk preparation, and system file recovery with BackTrack.

Applications Specialist checks, and if necessary, fixes software applications to ensure all necessary parts are present and working; it also lets you trim unwanted software components to free up hard disk space.

Multimedia Specialist checks for multimedia components (speakers, sound and video cards, CD-ROM) and performs interactive tests of sound and display software and hardware.

Online/Network Specialist ensures that you can access and use your online and Internet connections effectively by checking the modem, device drivers, browsers, and DMI-managed devices.

System Specialist ensures that shortcuts start the right programs and that there are no font, keyboard, or mouse conflicts. It checks that the Windows registry and system files have valid entries.

Undo lets you reverse fixes made by First Aid. When you click Undo, you can select the fix you want to undo.

Options lets you customize First Aid properties, create an inventory report of your PC, and print a log of problems fixed by First Aid.

Using your existing Internet connection, Update keeps First Aid 's knowledge base up-to-date with information about problems affecting the latest software and hardware. It also lets you update First Aid software.

Opens the First Aid Help file, which has information on how to use all First Aid features.

Closes First Aid.

Lists problems found by First Aid. Select a problem and click Details to see a more detailed explanation. Click Fix Problems to have First Aid provide you with a complete diagnosis, suggested solutions, and other options.

Lists more details about a selected problem. Click Details again to close the Details window. Click Fix Problems to see First Aid's solutions.

Returns to the First Aid main window, and closes the Problems list.

Displays details for a selected problem.

See First Aid's options for handling a selected problem, including AutoFix, Manual Fix, Ignore Problem, or printing a report.

The Glossary is a dictionary of computer terms. If you don't know the meaning of a term used by the Advisor, look it up in the Glossary.

Common Questions gives you a list of the most commonly-asked questions. Click a question to see the answer.

Returns to the Advisor main window.

Backs up one screen in the Advisor.

AutoFix can fix some problems identified in the Advisor. If the AutoFix button is available, click to have First Aid fix the identified problem.

Gives a more complete explanation of a problem.

The Glossary is a dictionary of computer terms. If you don't know the meaning of a term used by the Advisor, look it up in the Glossary.

Returns to the Advisor main window.

Backs up one screen in the Advisor.

Gives a more complete explanation of a problem.

The Glossary is a dictionary of computer terms. If you don't know the meaning of a term used by the Advisor, look it up in the Glossary.

Home returns you to the Advisor main window.

Backs up one screen in the Advisor.

Gives a more complete explanation of a problem.

The Glossary is a dictionary of computer terms. If you don't know the meaning of a term used by the Advisor, look it up in the Glossary.

Returns to the Advisor main window.

Backs up one screen.

Provides more details on an item.

Gives a more complete explanation of a problem.

The Glossary is a dictionary of computer terms. If you don't know the meaning of a term used by the Advisor, look it up in the Glossary.

Starts Microsoft Backup so you can create a backup of important files on your hard disk. If Microsoft Backup was not installed with Windows 95, First Aid installs it from your Windows 95 CD-ROM.

BackTrack lets you restore a set of system files to recover from a disaster or bad installation.

Restore Backup restores files from the backup disk you made using Microsoft Backup.

The Applications list shows all the applications First Aid found on your computer. First Aid scans your hard disk for applications each time you select the Applications Specialist. If an installed application does not show up on this list, you can add it manually. If an application is part of First Aid's knowledge base, (indicated by a small cross on its icon) you can trim its related files. Trimmed applications have a small yellow "T" attached to their icons.

You can view this list as large icons, small icons, a two-column list, or a detailed list that includes the name of the application's main .EXE file, and whether the application has been trimmed.

Scan causes the Applications Specialist to re-scan your system for applications.

Checks the application you have selected in the applications list.

Opens the Trim Application dialog box with a list of the files that can be trimmed from a selected application.

Displays a menu of actions you can take with a selected application, and with the Applications list.

The Sound tests check the sound capabilities of your computer by playing sound files and checking your CD-ROM sound playing.

The Audio "WAV" test checks the sound capabilities of your computer by playing a .WAV sound.

The Musical Instrument "MIDI" test checks the sound capabilities of your computer by playing a MIDI sound.

The CD Audio test checks the sound capabilities of your computer's CD-ROM drive by playing a track of an audio CD.

Returns to the Multimedia Specialist window.

Backs up one screen.

Starts running the selected tests.

The Multimedia Specialist's Video tests check whether your computer can play AVI files, QuickTime movies, and the video portion of MPEG files.

The Microsoft "AVI" test plays a sample AVI (Audio Video Interleaved) file.

The Apple QuickTime test plays a sample Apple QuickTime for Windows movie.

The MPEG test plays the video portion of a sample MPEG file to ensure that it displays correctly.

Returns you to the main Multimedia window.

Backs up one screen.

Starts running the selected tests.

The Hardware tests check sound card and drivers, video card and drivers, and CD-ROM and drivers.

The Hardware Sound Card and Drivers test checks that the sound card is installed and that its drivers are performing correctly.

The Hardware Video Card and Drivers test checks that the video card is installed and that its drivers are performing correctly.

The Hardware CD-ROM and Drivers test makes sure the CD-ROM drive and drivers are functioning correctly.

Returns you to the Multimedia main window.

Backs up one screen.

Starts running the selected tests.

The Online tests check Internet connections, modem, device drivers, and DMI-managed devices.

The Direct Network Connection test checks that you can access the Internet with your network connection.

The Dialup Modem Connection test checks whether a modem and dialup network software is installed. You can specify the software to use in Options, under PC Profile properties. The dialup software must be listed in the Applications list before First Aid can use it to test the Dialup Modem Connection.

The Internet Browsers test checks that your Internet browser is running correctly.

Returns you to the Online/Network Specialist main window.

Backs up one screen.

Starts running the selected tests.

The Network tests check all aspects of network activity in relation to your PC.

The Network Configurations test ensures that you can access the network and checks if your computer's network-related files contain the correct settings.

The Drive Mappings test checks to see if the network drive letters have changed since your last network test.

The Drivers test ensures that network driver software is present and in the correct location.

The Performance test checks to see if your computer's network-related settings are set to work optimally.

The Printing test ensures that your computer is set up to access the network printer.

The Security test checks to see if network security is needed and if it is turned on.

Returns you to the Online Specialist main window.

Backs up one screen.

Starts running the selected tests.

The Online Hardware test checks modem hardware functionality.

The Online Hardware/Modem test checks for problems with modem hardware and determines if the modem can connect successfully to the telephone line.

Returns you to the Online Specialist main window.

Backs up one screen.

Starts running the selected tests.

The System Specialist Performance tests makes sure you are taking best advantage of your system's video display capabilities, virtual memory capacity, file system cache, CD-ROM drive speed, and that your hard drive has little or no file fragmentation.

The Video test checks that your video display is optimized for your system.

The Virtual Memory test checks that virtual memory settings are optimized for your memory and available disk space.

The Hard Drive Fragmentation test checks whether fragmentation is affecting your hard disk's performance.

The File System (cache) test checks that your computer's file system settings are set for optimum performance.

The CD-ROM Drive test checks your CD-ROM drive's speed and that the Windows settings match the drive information.

Returns you to the System Specialist main window.

Backs up one screen.

Starts running the selected tests.

Clean Windows makes sure that shortcuts are valid and that there are no font, mouse, or keyboard conflicts. It tests Windows system files, including the Registry, for conflicts or inconsistencies. It also checks that the system startup files are functioning properly.

The Shortcuts test checks that the item associated with the shortcut exists and is in the location expected by the shortcut.

The Windows Registry test checks that the settings in the Windows 95 registry match their corresponding file locations.

Returns you to the main System Specialist window.

Backs up one screen.

Starts running the selected tests.

Printing performs a test to verify that your default printer is connected and working optimally. The advanced option tests printer status. The information that you receive depends upon the printer driver, but could include things, such as printer offline or toner low. Printing can also check the status of other printers and printer drivers on your system.

The Basic (Quick Check) Printing test checks that the port and printer drivers for the printer you normally use. It checks that you are connected to the right printer port and that the installed printer drivers match your printer.

The Advanced (Complete Check) Printing test checks the port and printer drivers for all installed printers. To see which printers are installed, open the Printers folder in the Control Panel.

The Basic (Quick Check) Printing test checks that the port and printer drivers for the printer you normally use. It checks that you are connected to the right printer port and that the installed printer drivers match your printer.

The Advanced (Complete Check) Printing test checks the port and printer drivers for all installed printers. You can see which printers are installed by opening the Printers folder in the Control Panel.

Returns you to the System Specialist main window.

Backs up one screen.

Starts running the selected tests.

Runs the Windows Print Test using your default printer.

Displays the solutions to the selected problem. You should try the solutions in the order they're presented.

If AutoFix is active, use First Aid's power to fix a problem without further human intervention.

Use Manual Fix if the solution requires an activity that First Aid can't perform alone. Follow First Aid's instructions to perform the fix.

Use Ignore Problems if you don't want First Aid to notify you that this condition is a problem. You can reactivate an ignored problem later.

Click Report to save the list of solutions as a text file and print it. This is particularly useful if you have a Manual Fix to perform.

Closes the Diagnosis dialog box with no further action.

Select the application that is not responding and click Reactivate. If you are not sure which application is not responding, try one after the other. Try to reactivate the application that contains unsaved work. If you click Close Application, the application will close down and any unsaved work will be lost.

Reactivates the application you have selected. Save any unsaved work, then close the application and restart your computer.

Closes the application you have selected. If the application contains any unsaved data, it is lost.

The System Hardware tests check hardware settings for the mouse and keyboard, CD-ROM drive, video and sound card to ensure that correct drivers are installed and that they are working correctly. It also checks for hardware and device resource conflicts, and checks the settings of DMI-managed devices and hardware device configurations.

The System Hardware Conflicts test checks to see if there are any I/O port, DMA, or IRQ conflicts.

The System Hardware Device Configuration test checks that your system hardware is configured correctly.

The DMI Managed Devices test checks status information for DMI-based devices. Some modems are DMI-enabled.

The Device Resource Conflicts test searches devices for IRQ, I/O, DMA, and memory conflicts.

Returns you to the System Specialist main window.

Backs up one screen.

Starts running the selected tests.

The System Hard Drive Diagnostics tests check the status of "smart" hard disk drives for problems. In doing so, First Aid can alert you days in advance that your hard disk is going to crash. It also runs ScanDisk, the Windows disk diagnostic program, which checks and fixes the file and folder structure on your hard disk.

First Aid monitors special sensors built into the latest hard drives that warn, days in advance, of a hard disk failure. The sensor technology built into these hard drives is called S.M.A.R.T. (Self-Monitoring, Analysis and Reporting Technology System). The SMART status check ensures that this SMART technology is working effectively. Windows Guardian's Early Warning also checks this feature regularly.

The Hard Disk Scan test runs Scandisk, the Windows disk diagnostic program, which checks and fixes the file and folder structure on your hard disk.

Returns you to the System Specialist main window.

Backs up one screen.

Starts running the selected tests.

Displays the log entries for First Aid's actions. To undo an action, select an entry and click Undo.

When you are sure you don't want to reverse an action performed by First Aid, select the action in the list and click Remove to remove it permanently from the log.

Undo reverses the action described in the log.

Redo reverses a previous Undo action.

Displays a list of problems that you have told First Aid to ignore the next time you run Check-Up or a Specialist. In the Problems To Be Ignored dialog box, you can reactivate an ignored problem.

Moves to the last page of the log.

Moves to the next page of the log.

The Properties option lets you customize First Aid settings for PC Profile, Check-Up, Notify, Windows Guardian, Internet, and Personalize features.

Displays components of a snapshot taken by BackTrack.

Displays the files monitored by BackTrack. This collection of files is saved as a Snapshot any time a system file changes (for example, at system startup or shutdown). If you have other files that are critical to the way your computer is configured, you can add them to the list of monitored files.

Prevents the selected snapshot from being deleted, even if the number of snapshots exceeds the snapshot limit specified in BackTrack's configuration. A small padlock appears on the icons of protected snapshots. If the snapshot is protected, clicking Protect removes the protection.

Deletes a selected snapshot.

Lets you add a file to the BackTrack snapshot, delete a file, or change the maximum number of snapshots saved by BackTrack.

Prints the Problem Log.

Restore lets you restore a specific file from a BackTrack snapshot to its previous location.

View Changes lets you see the contents of a selected file. If BackTrack indicated that a change was made to the file since the previous snapshot, the addition and/or deletion is marked in the file.

Closes the Snapshot Components dialog box and returns to the BackTrack window.

Removes the selected file from the snapshot monitored by BackTrack. If you remove this file from the snapshot, BackTrack no longer tracks changes to it.

Lets you add a file to the snapshot monitored by BackTrack.

Restores the files in the selected snapshot to their original locations. Restoring these files causes them to replace the existing files.

Lists the files in the selected snapshot. Files that changed since the last snapshot are marked. To see what changed within a file, click [View Changes](#).

Closes the BackTrack window and returns to the Emergency Care window.

Lists the snapshots saved by BackTrack, with the date and time the snapshot was taken. Click Details to see the list of files within a snapshot.

Lets you change the selected snapshot's description.

Saves any changes you made to the snapshot description.

Lets you locate a file and add it to BackTrack's snapshot list.

Configure SNMP (Small Network Management Protocol) Agent.

Specify at what point you want Memory Manager to warn you that Free Memory resources are low.

Confirm that your computer has a CD-ROM drive installed.

Displays a scoreboard of applications fixed by Crash Protector, and problem reports saved.

Confirm that your computer has a modem installed.

Lets you create a 32-bit application freeze and use CPR to reactivate the application so you can save your work before you close the application.

Indicates that your computer has no Internet connection.

Lets you create a 16-bit application crash to see how to handle it using Crash Protector.

Displays the list of actions taken by First Aid.

Causes First Aid to display a message when an application problem is encountered.

Makes available the AutoFix button in the Diagnosis dialog box.

Adds First Aid check capability to the shortcut menu when you right-click an application in Windows Explorer.

Saves the Problem Log with a filename you specify.

The Windows Guardian monitors keep track of vital operations. Click a monitor to see what it does.

Lets you select the online service for First Aid to use during Check-Up or Online/Modem Specialist checks. Options include America Online (AOL), CompuServe (WinCIM), Prodigy, Other, or none. To use an online service, to dial out, First Aid must be able to locate the online service's application in the Applications list.

Tells First Aid to notify you about low disk space by flashing the Windows Guardian icon in the taskbar.

Opens the Windows Internet Properties dialog box so you can specify how to connect to the Internet when an application needs Internet access.

Lets you create a 16-bit application freeze and use CPR to reactivate the application so you can save your work before you close the application.

Lets you set minimum free disk space on all your hard disks. If the free disk space goes below the amount you specify, Disk Space Monitor notifies you by flashing the Windows Guardian icon or displaying a message.

Lets you configure how to send SNMP (Small Network Management Protocol) notifications through your e-mail system when First Aid finds a problem.

Drag the slider to indicate the size of the Problem Log file. The default size is 60k, and First Aid starts a second file with the extension .001 when the first exceeds its limit.

Indicates how you want Early Warning to notify you if it detects a problem with SMART sensor technology.

Backs up one window.

Returns you to the Options window.

Turns on sound effects in First Aid.

Indicates how you want to be notified if one of the memory resources goes below the amount in the Alert criteria list.

Cancels an Inventory report.

Warns you if system memory goes below the percentage indicated. Click the up or down arrow to change the percentage. System memory is used for the basic operating features of Windows 95.

Warns you if graphic display resources (GDI) fall below the percentage indicated. Click the up or down arrow to change the percentage. Free GDI memory is used by Windows to create the video displays. Adding icons, and possibly, program groups, can cause GDI memory to drop.

Specifies the location, file name, and maximum size of the Problem Log file. The default size is 60k, and First Aid starts a second file with the extension .001 when the first exceeds its limit.

Tells First Aid to identify the items on your computer's profile now. The profile consists of the items on the Profile tab.

Lets you select an SNMP agent name and enter an IP address for the SNMP manager.

The Problem Log is a text file that contains a record of First Aid's problem notifications and other events. The Log includes the date and time the event was logged, an internal ID number, and a description of the event or problem. You can alter the size of the Problem Log in the Properties settings.

Causes the First Aid icon in the taskbar to flash and rotate one of the memory resources goes below the specified amount.

Starts the Problem Log.

Lists the contents of the Inventory Report.

E-mails the Problem Log to the recipient you designate. Click Configure and enter your e-mail ID and password, the e-mail application, and the recipient's e-mail address.

Edit the Problem Log.

Prints the currently displayed Inventory Report.

Causes First Aid to recreate the Inventory Report.

Tells First Aid to notify you about low disk space by displaying a message.

First Aid sends problem notifications to the person you specify.

First Aid sends problem notifications to the SNMP manager you specify.

Indicates that you have a dial-up connection to the Internet over a modem.

Indicates that you have a direct connection to the Internet, for example, over a Local Area Network.

Warns you if graphic display resources below the percentage indicated. Click the up or down arrow to change the percentage. Free GDI memory is used by Windows to create the video displays. Adding icons, and possibly, program groups, can cause GDI memory to drop.

Lists the features checked during Check-Up. You can turn individual features on or off here.

Configures First Aid to load Windows Guardian when you start Windows 95. The icon appears on the taskbar.

Warns you if free memory goes below the percentage indicated. Click the up or down arrow to change the percentage.

Lets you enter a different file name and location for the Problem Log.

Confirms that your PC is connected to a network.

Warns you if system memory goes below the percentage indicated. Click the up or down arrow to change the percentage.

Causes the First Aid icon in the taskbar to flash and rotate when one of the memory resources goes below the specified amount.

Creates an inventory report of your PC hardware and software.

When checked, First Aid saves all activity and problems found in the Problem Log. You can configure the size of this log.

Lets you specify your e-mail application, ID, and password so First Aid can send notifications of any problems it finds, for example, to a network administrator.

Lets you locate and specify a different sound card manufacturer and model.

Causes the First Aid icon in the taskbar to flash and rotate when an application problem is encountered.

Moves back one screen.

Returns to the Options window.

Lets you save a report with a filename you specify.

Enter a password to let First Aid automatically start your e-mail application and send notification of problems.

Lets you create a 32-bit application crash to see how to handle it using Crash Protector.

Indicates an Internet connection other than the listed choices.

Indicates that you connect to the Internet through America Online or CompuServe.

Indicates the e-mail name.

Lists e-mail applications compatible with First Aid's notification process.

Tells First Aid to detect the presence of a CD-ROM, sound card, and other items on the PC Profile each time First Aid starts.

When checked, First Aid notifies you when user memory goes below the indicated percentage.

Click the spin button to adjust the low user memory percentage. If user memory resources go below the level you specify, First Aid alerts you.

Click the spin button to adjust the low user memory percentage. If user memory resources go below the level you specify, First Aid alerts you.

Reactivates a locked-up application.

Runs all Multimedia tests.

Checks that file extensions are correctly associated with the file type designated in Windows Registry.

Runs all system tests.

Runs all network tests.

Checks startup files.

Checks the fonts listed in the registry.

Lets you select a sound card model after you have selected a manufacturer.

Lets you select a sound card manufacturer from the list, then select the available models.

Tells First Aid to identify the sound card manufacturer and model automatically.

Lets you create an emergency startup disk using First Aid's Create Emergency Startup Disk wizard. Just have a blank, formatted floppy disk ready, and follow the on-screen instructions.

Opens BackTrack.

Restores the selected file.

Lets you edit the selected snapshot.

Closes the window.

Describes the changes made to the file(s).

Lets you configure a snapshot.

Deletes the selected file.

Lets you select a snapshot.

Displays details of the selected file.

Prevents the selected file from being deleted. A small padlock appears on the icons of protected snapshots. If the snapshot is protected, clicking Protect removes the protection.

About the Advisor

The Advisor gives you several ways of getting answers to a specific problem you are experiencing with your system.

- n **Point-and-click advice:** The Advisor shows you a picture of all the components of your system: just click the component you need help with. For example, if your speakers don't work, click the speaker icon to see a list of speaker-related problems. The Advisor takes you through a question and answer session that targets the problem more precisely.

After you have confirmed the Advisor's definition of your problem, it searches for a solution by checking the First Aid knowledge base, and presents the solution or recommendation. In some cases, First Aid can fix the problem automatically. In other cases, you can follow explicit directions to fix the problem yourself.

- n **Internet Web Searcher:** If the Advisor can't find an answer in the knowledge base, it can assist you in locating technical support information from a wide variety of computer and software data sources on the Internet. To use this feature, you must be connected to the Internet. To access the Web Searcher, click the globe and the magnifying glass on the Advisor bookshelf.
- n **Tech Support Directory search:** If no solution can be found on the Internet, the Advisor provides support contact information from the Tech Support Directory. Click the Tech Support Directory box on the Advisor bookshelf.
- n **Windows95 Help Desk:** If you have questions about how to use Windows95, the Windows95 Help Topics can provide the answers. Click the Help book on the Advisor bookshelf.
- n **Windows 95 Troubleshooter:** If you have questions Windows 95 operating system, the Windows 95 Troubleshooter provides Control Panel Advisor, Explorer Advisor, and advice on dozens of other topics. Click the Windows 95 package on the Advisor bookshelf.
- n **Glossary** of technical terms in a Windows online help file. If the Advisor gives you a solution but you have trouble understanding the technical terminology, look up the terms in the Glossary.

{button ,AL(^Use Tech Support Directory;Use Web Searcher;Use Windows 95 Help Desk',0,'')} [See also](#)

Use Advisor

- 1 Click Advisor in the First Aid selection panel.
- 2 Click the picture of the item you need help with. A list of related problems appears.
- 3 Click a description that matches your problem. Based on your choice, the Advisor asks more specific questions.
- 4 Click Yes or No to the Advisor's questions.
- 5 Continue responding to the messages on the screen until the Advisor provides an answer.

Tips

- n For Windows 95 system help, click the Windows 95 package on the bookshelf.
- n Click the Back button to back up and answer a question in a different way.
- n If you don't understand a term on the screen, click Explain, or click Glossary to look up the term.

{button ,AL(^About the Advisor;Use Tech Support Directory;Use Web Searcher;Use Windows 95 Help Desk;Use Windows 95 Troubleshooter',0,'')} [See also](#)

Use the Windows 95 Help Desk

- 1 In the selection panel, click Advisor. The Advisor picture appears in the workspace.
- 2 Click the Help book (with the question mark) on the Advisor bookshelf. The Windows 95 Help window appears.
- 3 Select a topic and click Display.

{button ,AL(^ About the Advisor;Use Advisor;Use Tech Support Directory;Use Web Searcher;Use Windows 95 Troubleshooter',0,'')} See also

Use Tech Support Directory

If you cannot get a solution to your problem by using Check-Up, the Specialists, or the Advisor, you can use the Tech Support Directory to locate a company's address, telephone number, and web site address so you can contact them directly. If you have an Internet connection, the Tech Support Directory can launch your web browser and connect you to a company's listed web site.

- 1 In the selection panel, click Advisor.
- 2 Click the Tech Support Directory book on the Advisor bookshelf. The Tech Support Directory Help window appears.
- 3 Type the letters of the company name until you see the full name in the list.
- 4 Click the company name.
- 5 Click Display to see the directory listing for the company.
- 6 If the web address for the company appears in green, click it to launch your browser and connect to the company's web site.

{button ,AL(^About the Advisor;Set up your Internet connection;Use Advisor;Use the Glossary;Use Web Searcher;Use Windows 95 Help Desk;Use Windows 95 Troubleshooter;Use Common Questions',0,'')} [See also](#)

Use Windows 95 Troubleshooter

If you have questions Windows 95 operating system, the Windows 95 Troubleshooter provides Control Panel Advisor, Explorer Advisor, and advice on dozens of other topics represented by the icons in the Troubleshooter workspace.

- 1 Click the icon of the item you need help with. A list of related problems appears.
- 2 Click a description that matches your problem. Based on your choice, the Advisor asks more specific questions.
- 3 Click Yes or No to the Advisor's questions.
- 4 Continue responding to the messages on the screen until the Advisor provides an answer.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About the Advisor;Use Advisor;Use Tech Support Directory;Use Web Searcher;Use Windows 95 Help Desk;Use Common Questions',0,'')} See also

Use Web Searcher

- 1 Make sure that your Internet connection is available.
- 2 Click Advisor in the First Aid main window.
- 3 Click the world globe and magnifying glass on the Advisor bookshelf. The **Web Searcher** dialog box appears.

You can choose from the following Internet search engines:

- | | |
|--------------|--------------|
| n Alta Vista | Magellan |
| n Excite | Meta Crawler |
| n Info Seek | Web Crawler |
| n Lycos | Yahoo |

You can also search the following databases in the Web Searcher:

- n Technical Support Database
- n Usenet News Archives
- n Shareware
- n Ziff Davis

{button ,AL(^About the Advisor;Use Advisor;Use Common Questions;Use Tech Support Directory;Use the Glossary;Use Windows 95 Help Desk;Use Windows 95 Troubleshooter',0,'')} [See also](#)

Use Common Questions

To see a list of the most common questions fielded by Technical Support representatives:

- 1 Click Advisor.
- 2 Click the Common Questions button.
- 3 Click a question in the Advisor Common Questions list.
- 4 Click Answer (or double-click the question) to view a detailed explanation. Click Print to print this topic.
- 5 Choose Exit from the help topic's File menu to close the topic and return to the Advisor.

{button ,AL(^Use Advisor;Use the Glossary;Use Web Searcher;Use Windows 95 Help Desk;Use Tech Support Directory;Use the Advisor;Use Windows 95 Troubleshooter',0,'')} [See also](#)

About the Glossary

The Advisor provides a glossary of technical terms in a Windows online help file. If the Advisor gives you a solution but you have trouble understanding the technical terminology, look up the terms in the Glossary.

{button ,AL(^Use the Glossary',0,'')} [See also](#)

Use the Glossary

- 1 Click Advisor.
- 2 Click the Glossary button. The glossary search window appears.
- 3 Type the first few letters of the term. Matching words appear in the list.
- 4 Click the term, then click Display.

Tip

For help navigating the Glossary, click the ? button on the Glossary index window.

{button ,AL(^Use Advisor;Use Web Searcher;Use Windows 95 Help Desk;Use Tech Support Directory;Use the Advisor;Use Windows 95 Troubleshooter',0,';')} See also

About the First Aid Knowledge Base

First Aid Knowledge Base contains information that lets First Aid check thousands of PC problems. It provides Check-Up and the Advisor provide expert troubleshooting advice. The Knowledge Base contains solutions to problems with Windows applications, multimedia cards, configuration files, Internet access, and much more.

```
{button ,AL(^About the Advisor;How to use First Aid',0,'','')}
```


About Options

First Aid has options that let you customize First Aid's Properties, such as specifying which tests you want Check-Up to perform. Options also lets you view a Problem Log (problems encountered and fixed by First Aid), and create an Inventory Report of your hardware and software.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Set Options;Change properties using Options;Change Check-Up properties;Change Internet properties;Change Notify properties;Select Crash Protector properties;Change PC Profile properties;Change Personalize properties',0,'')} [See also](#)

Set Options

- 1 In the Specialist area, click Options, and in the Options workspace, click Properties. The Properties dialog box appears.
- 2 Click the PC Profile, Check-Up, Notify, Windows Guardian, Internet, or Personalize tab to bring it to the front.
- 3 To change Properties, follow the instructions on each tab. You can switch between tabs without closing.
- 4 When you are finished, click OK.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Change properties using Options;Change Check-Up properties;Change Internet properties;Change Notify properties;Select Crash Protector properties;Change PC Profile properties;Change Personalize properties',0,',';')} [See also](#)

Change Properties using Options

- 1 In the First Aid selection panel, click Options.
- 2 In the Options workspace, click Properties. The Properties dialog box appears.
- 3 Click the PC Profile, Check-Up, Notify, Windows Guardian, Internet, or Personalize tab to bring it to the front.
- 4 To change Properties, follow the instructions on each tab. You can switch between tabs without closing.
- 5 When you are finished, click OK.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,'')} [See also](#)

Change PC Profile properties

- 1 In the First Aid selection panel, click Options.
- 2 Click Properties.
- 3 Click the PC Profile tab.
- 4 Make adjustments to settings.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,',')} [See also](#)

Change Check-Up properties

- 1 In the First Aid selection panel, click Options.
- 2 Click Properties.
- 3 Click the Check-Up tab.
- 4 Select the test and type of test that you want Check-Up to perform.

{button ,PI(^Firstaid.hlp',`propcheck_harddrive')} [Hard Drive](#)
{button ,PI(^Firstaid.hlp',`propcheck_applications')} [Applications](#)
{button ,PI(^Firstaid.hlp',`propcheck_multimedia')} [Multimedia](#)
{button ,PI(^Firstaid.hlp',`propcheck_hwconflicts')} [Hardware Conflicts](#)
{button ,PI(^Firstaid.hlp',`propcheck_winsystem')} [Windows System](#)
{button ,PI(^Firstaid.hlp',`propcheck_inetmodem')} [Internet Modem](#)
{button ,PI(^Firstaid.hlp',`propcheck_network')} [Network](#)
{button ,PI(^Firstaid.hlp',`propcheck_performance')} [Performance](#)
{button ,PI(^Firstaid.hlp',`propcheck_printing')} [Printing](#)

{button ,AL(^About Options;Set Options',0,`,`')} [See also](#)

Hard Drive: **Quick Test** scans hard disk for logical errors and checks Smart Sensor monitor. **Detailed Test** performs Quick Test and checks the entire disk for bad sectors.

Applications: **Quick Test** checks that an application's essential files are present. **Detailed Test** checks that all files associated with an application are intact.

Multimedia: **Quick Test** checks that CD-ROM drive, sound card and drivers are present. **Detailed Test** checks that all sound and video capabilities on your computer are working; plays test files.

Hardware Conflicts: **Detailed Test** checks to see if there are any hardware conflicts.

Windows System: Detailed Test makes sure all references in the Windows Registry are up-to-date; also checks system files for consistency.

Internet Modem: Detailed Test checks that your modem, Internet dial-up TCP/IP software, browser and E-mail are set up correctly.

Network: Detailed Test checks that your network interface card, associated drivers, and network software are working correctly.

Performance: Detailed Test checks video display, virtual memory, hard disk fragmentation, file system cache, and CD-ROM drive speed.

Printing: Quick Test checks for the presence of a printer and associated printer driver.

Change Notify properties

- 1 In the First Aid selection panel, click Options.
- 2 In the Options workspace, click Properties. The Properties dialog box appears.
- 3 Click the Notify tab.
- 4 Select the property that you want to check.

{button ,PI(^Firstaid.hlp',`notify_problogsave')} [Save info to a problem log file when a problem is found](#)

{button ,PI(^Firstaid.hlp',`notify_problogconfigure')} [Problem Log:Configure](#)

{button ,PI(^Firstaid.hlp',`notify_email_send')} [E-mail: Send e-mail when a problem is found](#)

{button ,PI(^Firstaid.hlp',`notify_email_configure')} [E-mail: Configure](#)

{button ,PI(^Firstaid.hlp',`notify_snmp_traps')} [SNMP: Send SMNP traps when a problem is found](#)

{button ,PI(^Firstaid.hlp',`notify_snmp_configure')} [SNMP: Configure](#)

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,','')} [See also](#)

Tells First Aid to add notification events to a Problem Log.

Specifies the location, file name, and maximum size of the Problem Log file. The default size is 60K, and First Aid starts a second file with the extension .001 when the first exceeds its limit.

Sends problem notifications to network administrator if "is on a network" is checked under Personalize properties.

Lets you identify the e-mail application to use for the e-mail option: Lotus cc:Mail, Microsoft Mail, any MAPI-compliant mail system, or any VIM-compliant mail system.

Sends notification of SNMP traps to the SNMP manager using settings in the SNMP configuration, available if "is on a network" is checked under Personalize properties.

Lets you select an SNMP agent name and enter an IP address for the SNMP manager.

Change Personalize properties

- 1 In the First Aid selection panel, click Options.
- 2 Click Properties.
- 3 Click Personalize.
- 4 Select the property that you want to check from the following options:

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,',')} [See also](#)

Change Internet properties

- 1 In the First Aid selection panel, click Options.
- 2 Click Properties.
- 3 Click the Internet tab.
- 4 Select the property that you want to check.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,',')} [See also](#)

Change problem log settings

- 1 On the On the First Aid main window, click Options.
- 2 Click Notify.
- 3 Under Problem Log, click Configure.
- 4 Specify a name and location for the log in the Problem Log file name box.
- 5 Drag the slider to set the problem log file size.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;set options',0,'')} [See also](#)

View and print reports

First Aid generates two types of reports to record information about your system and First Aid's activities: the Problem Log and the Inventory Report.

- n The **Problem Log** records First Aid's activities on your computer. Any time you click Report in the First Aid Diagnosis dialog box, the Problem Log records the date, time, problem ID, and problem or fix description. You can alter the size of the log in the Properties dialog box.
- n The **Inventory Report** creates an inventory of your computer system, including CPU, BIOS name and date, total memory and disk space, active drivers, and so on. You can save this report and print it out.

You can view and print reports by clicking Options, and clicking the appropriate report button in the Options workspace.

{button ,AL('View and print the Inventory report;View and print the problem log',0,',';')} [See also](#)

View the problem log and inventory report

First Aid generates two types of reports to record information about your system and First Aid's activities.

- n The Problem Log records First Aid's activities on your computer. Any time you click Report in the First Aid Diagnosis dialog box, the Problem Log records the date, time, problem ID, and problem or fix description. You can alter the size of the log in the Properties dialog box.
- n The Inventory Report gathers an inventory of your system's hardware and software.

To access reports:

▶ In a First Aid Diagnosis box, click Report.

OR

- 1 In the First Aid selection panel, click Options.
- 2 Click Properties.
- 3 Click Problem Log or Inventory Report.

{button ,AL(^About Options;Set Options',0','')} [See also](#)

View and print the problem log

- 1 Choose View Problem Log from the File menu.
The Problem Log appears in your default text viewer. In most cases this is Notepad.
- 2 To print, Choose Print Problem Log from the File menu.
The standard Windows Print dialog box appears.
- 3 Click OK to begin printing.

{button ,AL(^View and print reports;View and print the Inventory report',0,'')} [See also](#)

View and print the Inventory report

- 1 Choose View Inventory Report from the File menu.
 - If no existing report is found, First Aid searches your hard disk for information.
 - If a report exists, First Aid asks if you want to generate a new report. Click Yes to create a new report.
- 2 Click OK to view the Inventory Report.

The Inventory Report appears in your default text viewer. In most cases this is Notepad.
- 3 To print, choose Print Inventory Report from the File menu.

The standard Windows Print dialog box appears.
- 4 Click OK to begin printing.

{button ,AL(^View and print reports;View and print the problem log',0,'')} [See also](#)

About Windows Guardian

After you install First Aid, Windows Guardian runs automatically every time you start Windows 95. A First Aid cross in your Windows 95 taskbar indicates that Windows Guardian is active. When it detects a problem, Windows Guardian suggests a course of action.

To help keep an eye on your computer Windows Guardian runs the following monitors:

- {button ,PI(^Firstaid.hlp',`wgprop')} [Windows Guardian](#)
- {button ,PI(^Firstaid.hlp',`wgprop_crash')} [Crash Protector](#)
- {button ,PI(^Firstaid.hlp',`wgprop_cpr')} [CPR](#)
- {button ,PI(^Firstaid.hlp',`wgprop_backtrack')} [BackTrack Monitor](#)
- {button ,PI(^Firstaid.hlp',`wgprop_early')} [Early Warning](#)
- {button ,PI(^Firstaid.hlp',`wgprop_memory')} [Memory Monitor](#)
- {button ,PI(^Firstaid.hlp',`wgprop_diskspace')} [Disk Space Monitor](#)
- {button ,PI(^Firstaid.hlp',`wgprop_application')} [Application Monitor](#)

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian;Enable Windows Guardian Monitors;Set Windows Guardian properties',0,'')}
[See also](#)

Enable or disable Windows Guardian

- 1 On the First Aid main window, click Options.
- 2 Click Properties.
- 3 Click Windows Guardian.
- 4 Select or clear the Windows Guardian check box.
- 5 If you want to prevent loading Windows Guardian when you start your computer, clear Load Windows Guardian at startup.

Warning:

If you clear the Windows Guardian check box, you are turning off Crash Protector, CPR, BackTrack Monitor, Early Warning, Memory Monitor, Disk Space Monitor, and Application Monitor.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^ About Options;set options',0,'')} [See also](#)

Set Windows Guardian properties

- 1 On the First Aid main window, click Options
- 2 Click Properties.
- 3 Click Windows Guardian.
- 4 Select or clear the check box by a Windows Guardian component.

When you select a component, its properties are displayed in the text box on the right.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;set options',0,'')} [See also](#)

Change Windows Guardian properties

- 1 In the First Aid selection panel, click Options.
- 2 In the Options workspace, click Properties. The Properties dialog box appears.
- 3 Click the Windows Guardian tab. You can also change the Windows Guardian properties from the desktop, by right-clicking the Windows Guardian icon on the taskbar.

- 4 Select a monitor in the list. Each monitor has different options.

{button ,PI(^Firstaid.hlp', 'wgprop')} [Windows Guardian](#)
{button ,PI(^Firstaid.hlp', 'wgprop_crash')} [Crash Protector](#)
{button ,PI(^Firstaid.hlp', 'wgprop_cpr')} [CPR](#)
{button ,PI(^Firstaid.hlp', 'wgprop_backtrack')} [BackTrack Monitor](#)
{button ,PI(^Firstaid.hlp', 'wgprop_early')} [Early Warning](#)
{button ,PI(^Firstaid.hlp', 'wgprop_memory')} [Memory Monitor](#)
{button ,PI(^Firstaid.hlp', 'wgprop_diskspace')} [Disk Space Monitor](#)
{button ,PI(^Firstaid.hlp', 'wgprop_application')} [Application Monitor](#)

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Options;Set Options',0,'')} [See also](#)

Enable or disable Windows Guardian options.

Intercepts general protection faults and other system crashes to give you time to save your work. Provides crash statistics and lets you "crash-test" First Aid on your PC.

Revives inactive or unresponsive programs after you can no longer enter mouse clicks or keyboard input.

Takes a "snapshot" of your computer's configuration whenever you shut down Windows or change your configuration. Use these files to undo an unsuccessful configuration change.

Checks the status of early warning sensors built into hard drives.

Monitors your computer's use of available memory (RAM) for GDI, User, and System resources, and warns you if resources are running low.

Monitors how much space is available on your hard disk, and warns you if you are running low.

Monitors applications for missing files that might cause malfunction.

Enable Windows Guardian Monitors

- 1 Right click the First Aid icon in the Windows 95 taskbar.
- 2 On the shortcut menu, click Properties.
- 3 Click the check box next to the Windows Guardian monitor that you want to disable.
- 4 Select a Windows Guardian monitor to see what properties you can change.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,';')} [See also](#)

Protect against crashes

- 1 Click Options
- 2 Click Properties.
- 3 Click Windows Guardian.
- 4 Click Crash Protector.
- 5 Make changes to the available selections and click OK.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian;Enable Windows Guardian Monitors',0,'')} [See also](#)

Test Crash Protector

- 1 Open the Windows Guardian properties.
- 2 Click Crash Protector in the Windows Guardian monitors list.
- 3 Click the 16-bit or 32-bit Test button. First Aid generates a crash and a dialog box appears.
Carefully follow the instructions in the dialog box to run the test.

Note:

If you clear the Crash Protector checkbox in the Windows Guardian Properties dialog box, you will not be protected against crashes.

{button ,AL(^Enable or disable Windows Guardian',0,'')} [See also](#)

Select Crash Protector properties

- 1 Open the Windows Guardian properties.
- 2 To disable Crash Protector, clear its check box in the Monitors list.
- 3 Click Crash Protector to view and change its settings.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,'')} [See also](#)

Select CPR properties

- 1 Open the Windows Guardian properties.
- 2 Click CPR to see its settings, reactivate an inactive application, or test 16-bit and 32-bit application freezes.
- 3 To disable CPR, clear its check box in the Monitors list.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian;Test and use CPR',0,'')} [See also](#)

Test and use CPR

- 1 Open the Windows Guardian properties.
- 2 Click the 16-bit or 32-bit CPR test. The test locks up your computer.
- 3 Select the non-responsive application from the list and click Reactivate.
- 4 If a 32-bit application is frozen, CPR selects it automatically.
- 5 If the 16-bit application is frozen, you may have to select a different application in the list and try again until you unfreeze the application that is frozen.
- 6 Follow the messages on the screen to continue.

WARNING: Do not click the Close Application button until you have saved your work, otherwise you will lose your data.

{button ,AL(^Enable or disable Windows Guardian',0,','')} [See also](#)

Select Early Warning properties

- 1 Open the Windows Guardian properties.
- 2 Click Early Warning to see its settings.
- 3 To disable Early Warning, clear its check box in the Monitors list.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,'')} [See also](#)

Select Memory Monitor properties

- 1 Open the Windows Guardian properties.
- 2 Click Memory Monitor to view and change its settings.
- 3 To disable Memory Monitor, clear its check box in the Monitors list.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,'')} [See also](#)

Select Disk Space Monitor properties

- 1 Open the Windows Guardian properties.
- 2 Click Disk Space Monitor to view and change its settings.
- 3 To disable Disk Space Monitor, clear its check box in the Monitors list.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,'')} [See also](#)

Select Application Monitor properties

- 1 Open the Windows Guardian properties.
- 2 Click Application Monitor to view and change its settings.
- 3 To disable Application Monitor, clear its check box in the Monitors list.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^Enable or disable Windows Guardian',0,';')} [See also](#)

Use Emergency Care

Emergency Care gives you several ways to prepare for emergencies and recover from disasters such as when your computer won't start, Windows 95 doesn't start, or a virus infects your files.

To prepare for an emergency you can:

- n Create an emergency startup disk containing the operating system files that your computer needs to be able to start.
- n Use Microsoft Backup to create a backup disk containing copies of any files that are important to you.

To recover from disasters, you can:

- n Use BackTrack a part of the Windows Guardian to recover from a disaster. The BackTrack Monitor takes a snapshot, or copy, of a predefined set of important files every time you turn off your computer. Then, if disaster strikes, you can reinstall good files from the snapshots taken before the disaster happened.
- n Restore backup files from the backup disk that you made using Microsoft Backup.

{button ,AL(^Create a backup when Microsoft Backup is installed ;Create an emergency disk;Delete snapshots manually;Preparing for an emergency;Preserve snapshots;Restore a backup;Restore from snapshots;Turn BackTrack Monitor off and on',0,'')} [See also](#)

Recover from crashes

The Emergency Care option in First Aid provides you with solutions if your computer can't start up correctly or if you have other system problems. The solution that you choose depends on what kind of problem you're experiencing. The following solutions are provided:

- n Use the emergency startup disk to start your computer. This section describes when to use the emergency disk.
- n Use Restore to replace incorrect or damaged files from your backup.
- n Use BackTrack to replace your critical system files.

{button ,AL(^Create a backup when Microsoft Backup is installed ;Create an emergency disk;Install Microsoft Backup and create a backup ;Restore a backup;Restore from snapshots;Start your computer with the emergency disk;Test the emergency startup disk',0,'')} [See also](#)

Create an emergency disk

- 1 Put a blank, formatted high-density floppy disk in the floppy disk drive.
- 2 Click Emergency on the selection panel. The Emergency Care options appear in the workspace.
- 3 Click Emergency Disk. The Create Emergency Startup Disk wizard appears.
- 4 Select the disk drive to which you want to save the emergency start-up disk information
- 5 Click Next and follow the instructions on the screen.
- 6 Click Finish when prompted.
- 7 Take the disk out of the floppy disk drive, label it, and write-protect the disk by sliding the write-protect tab to the open position.

{button ,AL(^Test the emergency startup disk;Use Emergency Care',0,'')} [See also](#)

Test the emergency startup disk

- 1 Turn off your computer.
- 2 Put the emergency startup disk in the floppy disk drive.
- 3 Turn on your computer.
- 4 If your computer can start from the emergency disk, you receive the following message:
You have booted up with First Aid Emergency disk. If you have trouble booting up from your hard disk, please run PC911 now, by typing PC911 at the prompt.
- 5 Take the disk out of the drive and store it in a safe location.
- 6 Restart your computer.

{button ,AL(^Create an emergency disk',0,';')} [See also](#)

Start your computer with the emergency disk

- 1 Turn off your computer.
- 2 Put the emergency startup disk in the floppy disk drive.
- 3 Turn on your computer.
- 4 Follow the instructions that appear on the screen.

When you are finished, your computer should be able to start up from the hard disk. If you made changes to your system files after you created the emergency startup disk, those changes are no longer available.

{button ,AL(^Create an emergency disk;Test the emergency startup disk',0,'')} [See also](#)

Install Microsoft Backup and create a backup

- 1 In the First Aid selection panel, click Emergency.
- 2 Click Create Backup. You see the message:
First Aid can install Microsoft Backup. If Microsoft Backup isn't installed, you will be guided through the process of installing it.
- 3 Click Yes. You see the message:
Insert disk labeled "Windows 95 CD-ROM."
- 4 Put the Windows 95 CD in the CD-ROM drive, and click OK.
- 5 Click OK.
- 6 By default, Microsoft Backup creates a full backup set for you.
- 7 Click OK.

If you don't want to save a complete backup follow these steps:

- 1 Select each file or folder that you want to back up.
- 2 Click Next Step.
- 3 Select the destination, such as floppy drive A.
- 4 Put a blank, formatted high-density floppy disk in the floppy disk drive.
- 5 Click Start.

{button ,AL(^Restore a backup',0,'')} [See also](#)

Create a backup when Microsoft Backup is installed

- 1 On the First Aid selection panel, click Emergency.
- 2 Click Create Backup.
- 3 Click OK.
- 4 By default, Microsoft Backup creates a full backup set for you.
- 5 Click OK.

If you don't want to save a complete backup follow these steps:

- 1 Select each file or folder that you want to back up.
- 2 Click Next Step.
- 3 Select the destination, such as floppy drive A.
- 4 Put a blank, formatted high-density floppy disk in the floppy disk drive.
- 5 Click Start.

{button ,AL(^Restore a backup',0,'')} [See also](#)

Restore a backup

- 1 Put the disk with the backup files in the floppy disk drive.
- 2 Click Emergency on the selection panel. The Emergency Care options display in the workspace.
- 3 Click the Restore Backup. The Microsoft Backup dialog box appears.
- 4 In the Microsoft Backup dialog box, click the Restore tab.
- 5 Click the drive where the backup files are located.
- 6 Click the Backup set that you wish to restore.

{button ,AL(^Install Microsoft Backup and create a backup',0,'')} [See also](#)

Turn BackTrack Monitor off and on

- 1 On the First Aid selection panel, click Options.
- 2 Click Properties in the workspace.
- 3 Click the Windows Guardian tab.
- 4 Select or clear the BackTrack Monitor check box.
- 5 Click OK.

By default, BackTrack, the application part of BackTrack Monitor tracks changes to the following files because they frequently change when you add new software, change hardware, or change Windows settings:

- n Config.sys
- n Autoexec.bat
- n Win.ini
- n System.ini
- n Windows Registry

{button ,AL(^Change Windows Guardian properties;Configure BackTrack;Enable Windows Guardian Monitors',0,`,`')} [See also](#)

Configure BackTrack

- 1 On the First Aid selection panel, click Emergency.
- 2 In the workspace, click BackTrack.
- 3 In the BackTrack dialog box, click Configure.
- 4 On the Snapshot Files tab, type the number of snapshots that you want BackTrack to keep before writing over the oldest snapshot.

{button ,AL(^Turn BackTrack Monitor off and on',0,`,`)} [See also](#)

Add and remove files monitored by BackTrack

To add a file

- 1 Click Emergency on the First Aid selection panel.
- 2 Click BackTrack in the workspace.
- 3 Click Configure in the BackTrack dialog box.
- 4 On the Snapshot Files tab, do one of the following:
 - n Type the file name, including the drive and directory location.
 - n Click Browse to locate the file. When you click Open, the name and location of the file are added to the text box.
- 5 Click Add.
- 6 Click OK to close the dialog box.

To remove a file

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 On the Snapshot Files tab, click a file.
- 4 Click Remove.
- 5 Click Yes to remove the file.
- 6 Click OK to close the dialog box.

{button ,AL(^About Emergency Care;Change the name of a snapshot;Configure BackTrack;Preserve snapshots;Restore from snapshots;Set Windows Guardian properties;Turn BackTrack Monitor off and on ;View snapshot contents',0,',';')} [See also](#)

View snapshot contents

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 In the BackTrack dialog box, select the snapshot to view from the list.
- 4 Click Details. The Snapshot Components dialog box appears.
- 5 Select the file to view from the list.
- 6 Click View Changes. The View dialog box appears.
- 7 If necessary, use the scroll arrows to view the entire file contents. The legend at the bottom of the dialog box explains how the changes are marked.
- 8 Click Close to return to the Snapshot Components dialog box.

{button ,AL(^Configure BackTrack;Enable or disable Windows Guardian;Enable Windows Guardian Monitors',0,'')} [See also](#)

Restore from snapshots

To restore an entire snapshot

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 In the BackTrack window, select the snapshot from the list.
- 4 Click Restore. The confirmation dialog box appears.
- 5 Click Proceed. A dialog box confirms that the snapshot was restored.
- 6 Click OK. Your computer is restarted.

To restore a single file from a snapshot

- 1 In the BackTrack window, select the snapshot that contains the file that you want to restore.
- 2 Click Details. The Snapshot Components dialog box appears.
- 3 Select the file to restore from the list.
- 4 A dot appears in the icon next to any files that are different from the most recently saved version.
- 5 Click Restore. A confirmation dialog box appears.
- 6 Click Proceed. A dialog box confirms that the file was restored.
- 7 Click OK.
Your computer is restarted.

{button ,AL(^Configure BackTrack',0,',';')} [See also](#)

Change the name of a snapshot

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 In the BackTrack window, select the snapshot to rename from the list.
- 4 Click Edit.
- 5 You can now type in the Description box.
- 6 Type a new name for the snapshot in the Description box.
- 7 Click Save.

{button ,AL(^Configure BackTrack',0,'')} [See also](#)

Preserve snapshots

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 In the BackTrack window, select the snapshot to protect from deletion.
- 4 Click Protect.
A padlock appears on the camera icon next to the snapshot.

{button ,AL(^Configure BackTrack',0,`,')} [See also](#)

Delete snapshots manually

- 1 On the First Aid selection panel, click Emergency.
- 2 Click BackTrack in the workspace.
- 3 In the BackTrack window, select the snapshot to delete from the list.
- 4 If there is a padlock on the camera icon to the left of the Date column, you must click Protect to remove the protection before you continue.
- 5 Click Delete. A confirmation dialog box appears.
- 6 Click Yes. The snapshot is removed from the list.

{button ,AL(^Configure BackTrack',0,'')} [See also](#)

Run a Specialist

- 1 Click the Applications, Multimedia, Online/Network, or System Specialist button. The workspace displays that Specialist's test buttons.
- 2 Click the button for the problem area you want to check. A list of specific test options appears. For example, when you click Sound in the Multimedia Specialist workspace, options to check Audio WAV, and MIDI settings appear.
- 3 Select the settings you want to test. Click Back and Home to move between tests and the main Specialist window.
- 4 Click Check to start the Specialist tests. Depending on the test you select, you may see additional messages and procedures. Click Help when you have questions.
- 5 Follow the messages on the screen to proceed and complete the process.

If everything is all right, First Aid displays a message indicating that it did not find problems.

If First Aid does find a problem, it displays a general description in the Problems list in the upper part of the workspace.

{button ,AL(^About Applications Specialist;About System Specialist;Select a Network test;Select a System Specialist test;Select an Online test;Select Multimedia sound test',0,'','')} [See also](#)

Use the Applications Specialist



In the Specialist area, click Applications.

The Applications Specialist scans your hard drive for program files and displays files in the workspace of the Applications Specialist window.

{button ,AL(^About Applications Specialist;Use Applications Specialist Properties menu',0,'')} [See also](#)

About Check and Trim Applications

The Applications Specialist provides two major services, Check and Trim Applications.

- n Check ensures that all necessary application files are installed on your system, and that related system files are working correctly. If a problem is found, First Aid offers selections to fix it.
- n Trim Applications lets you increase your hard disk space by helping you archive (compress and store) or delete unnecessary components from larger applications. The Applications Specialist uses information in the First Aid knowledge base to decide which files to trim.

{button ,AL(^Check Applications;Trim Applications',0,'')} [See also](#)

Check applications

- 1 In the Specialist area, click Applications. First Aid scans your hard disk for applications and lists them in the workspace.
- 2 In the Applications list, select the application.
- 3 Click Check. By default, Check checks all the features in a selected application.
- 4 If the application is in the First Aid knowledge base, you can click Properties, and click Features. First Aid lists the application's features so that you can select the ones to check. If you select uninstalled features, Applications Specialist displays errors when it tries to check them.

When the check is complete, First Aid lists a summary of tasks performed and any problems found.

- n If no problems are found, the "First Aid has found no problems!" message screen appears. If you think you still have a problem, you can use Advisor to track down the possible cause.
- n If a problem is found, the Problems dialog box appears with a list of problems and suggested solutions. You can use First Aid's problem solving features to resolve the problems.

{button ,AL(^About Applications Specialist;Scan Applications list;Use Applications Specialist Properties menu',0,`,``)} [See also](#)

Use the Applications Specialist Properties menu

1 In the Applications list window, click Properties. You can also right-click an application in the Applications List.

2 Choose from the following menu items:

{button ,PI(^Firstaid.hlp',`app_prop_check')} [Check](#)
{button ,PI(^Firstaid.hlp',`app_prop_trim')} [Trim](#)
{button ,PI(^Firstaid.hlp',`app_prop_restore')} [Restore](#)
{button ,PI(^Firstaid.hlp',`app_prop_features')} [Features](#)
{button ,PI(^Firstaid.hlp',`app_prop_add')} [Add](#)
{button ,PI(^Firstaid.hlp',`app_prop_remove')} [Remove](#)
{button ,PI(^Firstaid.hlp',`app_prop_large_icons')} [Large Icons](#)
{button ,PI(^Firstaid.hlp',`app_prop_small_icons')} [Small Icons](#)
{button ,PI(^Firstaid.hlp',`app_prop_list')} [List](#)
{button ,PI(^Firstaid.hlp',`app_prop_details')} [Details](#)

{button ,AL(^About Applications Specialist;Check Applications',0,'')} [See also](#)

Check to determine if the selected application has problems.

Trim to save space by removing unused parts of an application.

Restore to replace trimmed parts.

Features displays a list of those features that can be trimmed.

Add lets you add an application to the Applications list.

Remove lets you delete an application from the Applications list.

Large icons lets you display large applications icons.

Small icons lets you display small applications icons.

List lets you display the Applications list in column format.

Details lets you add the name of the application's executable file and trimmed or untrimmed status to the Applications list.

Scan the Applications list



In the Applications Specialist window, click Scan.

When you click the Applications Specialist button, First Aid scans your hard drive and lists the applications that it finds. Use the Scan button to rescan for applications after you have done something that would change this list.

{button ,AL(^About Applications Specialist;Add and remove applications;Use Applications Specialist Properties menu',0,'')} }

See also

Add and remove applications

To add an application to the applications list

- 1 Click the Applications Specialist button.
- 2 Click Properties, or right-click in the workspace, and click Add on the shortcut menu.
- 3 Locate the executable (.exe) for the application that you want to add, and select it. Your selection must appear in the File name box.
- 3 Click Open. The application is added to the Applications list.

To remove an application

- 1 Click the Applications Specialist button.
- 2 Click the application, then click Properties or right-click to access the shortcut menu.
- 3 Click Remove on the shortcut menu.

{button ,AL(^Scan Applications list',0,'')} [See also](#)

Fix application problems

- 1 Click the Applications Specialist button.
- 2 In the Applications workspace, click the application and click Check.
- 3 If First Aid finds a problem, it displays a Problems found dialog box.
- 4 Click a problem in the problem list.
- 5 Click Details. If available, a more detailed description appears in the Problem Details list in the lower part of the window.
- 6 Click Fix Problem.
- 7 Choose an option from the Diagnosis dialog box to fix the problem.

{button ,PI(^Firstaid.hlp', 'fixapp_autofix')} [AutoFix](#)

{button ,PI(^Firstaid.hlp', 'fixapp_manual')} [Manual Fix](#)

{button ,PI(^Firstaid.hlp', 'fixapp_ignore')} [Ignore in Future](#)

{button ,PI(^Firstaid.hlp', 'fixapp_report')} [Report](#)

{button ,AL(^About Applications Specialist',0,'')} [See also](#)

AutoFix lets First Aid fix the problem automatically.

Ignore in Future Lets First Aid ignore the problem when it performs checks.

Manual fix Lets you fix the problem manually using suggestions provided by First Aid.

Report Saves the problem description and recommended solution in a text file, and print it if you want.

Trim Applications

- 1 Click the Applications Specialist button.
- 2 Click the application you want to trim.
- 3 Click the Trim App button.
- 4 If the application is not in the knowledge base, you can not trim its features, but you can store them on your hard drive in compressed format.
- 5 In the Trim Applications dialog box, select the features you want to remove.
- 6 Click Trim. The Trim Applications dialog box displays the list of files associated with the selected feature.
- 7 Click Proceed.
- 8 Click Yes to delete the original copy of the currently displayed file, or Yes to All to let First Aid delete the selected items without further prompting.

Shortcut

Right-click an application in the Applications list, then click Trim on the shortcut menu.

Trim Applications dialog box

{button ,PI(^FIRST.AID.HLP',`trimapp_save')} [Save files in compressed format](#)

{button ,PI(^Firstaid.hlp',`trimapp_generate_log')} [Generate log file](#)

{button ,PI(^Firstaid.hlp',`trimapp_confirm_delete')} [Confirm each delete](#)

{button ,AL(^Restore trimmed applications',0,`,`)} [See also](#)

Save files in compressed format - Tells First Aid to compress the files before deleting the originals. This allows you to restore them later. If you clear this check box, First Aid deletes the original files.

Generate Log File - Tells First Aid to create a report of removed items. The report is a text file called Fa_uinst.txt, located in the directory in which you installed First Aid.

Confirm Each Delete - Make First Aid ask you before deleting each file. If you are only deleting a few items, confirming each deletion is a prudent choice.

Confirm Each Restore - Make First Aid ask you before restoring each file.

Select features to trim

If the application you selected is part of First Aid's knowledge base, you can select specific features to trim. If you try to check an uninstalled feature, First Aid displays an error.

To trim a feature

- 1 Select the features to be trimmed. To select just one feature, click UnSelectAll, then select the feature.
- 2 Click OK to return to the Applications list.
- 3 Click Trim.

{button ,AL(^ About Applications Specialist;Check Applications;Check and Trim Applications',0,','')} [See also](#)

Select features to check

If the application you selected is part of First Aid's knowledge base, you can select specific features to trim. If you try to check an uninstalled feature, First Aid displays an error.

To check a feature

- 1 Select the features to be checked. To select just one feature, click UnSelectAll, then select the feature to be checked.
- 2 Click OK to return to the Applications list.
- 3 Click Check. First Aid checks the feature and displays the results.

{button ,AL(^Check and Trim Applications;Trim Applications;Restore trimmed applications',0,'')} [See also](#)

About Trim Applications

The Trim Applications dialog box displays the list of files associated with the application you want to trim.

- 1 Select options in the Trim Applications dialog box.
- 2 Click Proceed.
- 3 Click Yes to delete the original copy of the currently displayed file, or Yes to All to let First Aid delete the selected items without further prompting.

The following options are available:

{button ,PI(^Firstaid.hlp',`trimapp_save')} Save Files in compressed format

{button ,PI(^Firstaid.hlp',`trimapp_generate_log')} Generate log file

{button ,PI(^Firstaid.hlp',`trimapp_confirm_delete')} Confirm each delete

{button ,AL(^Check and Trim Applications;Trim Applications;Restore trimmed applications',0,`,`')} See also

Restore or remove application archives

The Restore dialog box lists archives by their creation date. Select an archive to see what features can be restored. Use the following steps to restore or remove a trimmed archive:

- 1 Select an archive. The features you have trimmed appear in the right-hand column.
- 2 Select the features in the list and click Restore or Remove.

{button ,PI(^Firstaid.hlp', 'restore_archive')} [Restore](#)

{button ,PI(^Firstaid.hlp', 'restore_remove')} [Remove Archive](#)

Warning

If you intend to remove First Aid from your computer, you will need to restore any trimmed applications that you may want to use in the future.

{button ,AL(^Restore trimmed applications',0,'')} [See also](#)

Marks the selected archive to be restored. When you click Restore, you have a chance to select the components you want restored.

Delete the archive selected in the list.

Restore trimmed application components

- 1 Select the options to use during the restore.
- 2 Click Proceed. First Aid restores the selected components.
- 3 Select another application to restore or click Close to return to the main window.

{button ,PI(^Firstaid.hlp',`trimapp_confirm_restore')} [Confirm each restore](#)

{button ,PI(^Firstaid.hlp',`trimapp_generate_log')} [Generate log file](#)

Note:

If you intend to remove First Aid from your computer, you will need to restore any trimmed applications that you may want to use in the future.

{button ,AL(^Check and Trim Applications',0,`,`')} [See also](#)

Restore Archives

To restore an archived file:

- 1 Select the archive and click Restore.
The Trim Applications dialog box lists all the files in the archive.
- 2 Select the files to restore and click Proceed. You are asked to confirm the restore.
- 3 Click Yes.

To remove an archived file:

- 1 Select the archive and click Remove Archive. You are asked to confirm the removal.
- 2 Click Yes.

Restore dialog box

{button ,PI(^Firstaid.hlp',`trimapp_confirm_delete')} [Confirm each restore](#)
{button ,PI(^Firstaid.hlp',`trimapp_generate_log')} [Generate log file](#)

Note:

If you intend to remove First Aid from your computer, be sure to restore any trimmed applications that you may want to use in the future.

{button ,AL(^Restore a backup;Restore from snapshots;Restore trimmed applications',0,'')} [See also](#)

Restore trimmed applications

- 1 Click the Applications Specialist button.
- 2 Click a trimmed application in the Applications list. Trimmed applications display a small “T” in the lower-left corner of their icons.
- 3 Click Properties and click Restore. First Aid lists information about the trimmed application, including the features that were trimmed.
- 4 Select the settings to use during the restore.
- 5 Click Proceed. First Aid restores the selected components.
- 6 Select another application to restore, or click Close to return to the main window.

Restore dialog box

{button ,PI(^Firstaid.hlp',`trimapp_confirm_restore')} Confirm each restore

{button ,PI(^Firstaid.hlp',`trimapp_generate_log')} Generate log file

Note:

If you intend to remove First Aid from your computer, be sure to restore any trimmed applications that you may want to use in the future.

Remove trimmed applications

- 1 Click the Applications Specialist button.
- 2 Click a trimmed application in the Applications list.
- 3 Click Properties and click Restore. First Aid displays information about the trimmed application.
- 4 Click the archived application, then click Remove archive.
The archive is deleted from your hard disk.

Note:

To take advantage of your newly available hard disk space, be sure to empty the Windows Recycle Bin. Open the Recycle Bin from the File menu.

About Multimedia Specialist

The Multimedia Specialist tests all sound and display capabilities on your computer. First Aid provides sample files for audio and visual tests.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Applications Specialist;About Online/Network Specialist;About System Specialist;Run a Specialist;About Specialists',0,'')} [See also](#)

Use the Multimedia Specialist

- 1 Click the Multimedia Specialist button.
- 2 In the workspace, click the Sound, Video, or Hardware test buttons.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Multimedia Specialist',0,';')} [See also](#)

Specify sound card

- 1 Click Options in the selection panel.
- 2 Click Properties.
- 3 On the PC Profile tab, click Change.
The Setup Sound Card dialog box appears.
- 4 Click Auto Detect for First Aid to determine the manufacture and model automatically.
- 5 If the information selected is correct, click OK to close the dialog box.

OR

- n If the information is not correct or you want to select the card manually, click the sound card manufacturer from the Manufacturers list and the model from the Models list.
 - n If your card manufacturer is not listed, select Others from the Manufacturers list and then select the model from the Models list.
 - n If your model is not listed, do not select a substitute card; select Generic Sound Card to test the basic functions of the card; otherwise First Aid tests the card using incorrect information.
- 6 Click OK. The new settings take effect immediately.

Note:

Before you start a test, make sure the hardware for the test, for example, speakers for the audio test, is connected and turned on.

{button ,AL(^About Multimedia Specialist;Use the Multimedia Specialist',0,'')} [See also](#)

Select a Multimedia sound test

- 1 Click the Multimedia Specialist button.
- 2 In the workspace, click Sound.
- 3 Select file types you want to test.
- 4 Click Check. First Aid locates the test WAV or MIDI file, or CD and displays a sound test dialog box.
You should be able to hear the sound being played through your attached speakers.
- 5 You can adjust the following settings:
 - n Click the arrows to adjust the volume.
 - n Click Replay to hear the sound file again.
- 6 Do one of the following to end the test.
 - n Click Done to end the test when it's finished, or if you don't want to hear the entire sound.
 - n Click No Sound if you don't hear any sound and you know your speakers are properly connected. First Aid records the failure in the Problems list.

Note:

If you see the message, "The multimedia device is currently owned by another application," close the application that is playing MIDI or WAV files and rerun the test.

{button ,AL(^ About Multimedia Specialist;Use the Multimedia Specialist',0,'')} [See also](#)

Perform Multimedia video tests

- 1 Click the Multimedia Specialist button.
- 2 In the workspace click Video.
- 3 Select the item that you want to check.
- 4 Click Check.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Multimedia Specialist;Use the Multimedia Specialist',0,'','')} [See also](#)

Perform Multimedia hardware tests

- 1 Click the Multimedia Specialist button.
- 2 Click Hardware.
- 3 Select the item that you want to check.
- 4 Click Check.

First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^ About Multimedia Specialist;Use the Multimedia Specialist',0,';')} [See also](#)

About Online/Network Specialist

The Online/Network Specialist ensures that your computer can access and use your Internet connections effectively, and checks the modem, device drivers, and DMI-managed devices.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Specialists;Select Online/Network tests;About Applications Specialist;About Multimedia Specialist;About System Specialist',0,'')} [See also](#)

Select Online/Network tests

- 1 Click the Online/Network Specialist button.
- 2 In the workspace, click one of the test buttons.
- 3 Select the item that you want to check.
- 4 Click Check.

First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^ About Online/Network Specialist',0,'')} [See also](#)

Select an Online test

- 1 Click the Online/Network Specialist button.
- 2 In the workspace, click Online.
- 3 Select the item that you want to check.
- 4 Click Check.

First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

Note:

To check an online service, the location of the software used to access the online service must be listed in the Applications list in Applications Specialist. If First Aid is unable to locate the online service's application, it cannot be checked as part of the Dialup Connection tests.

{button ,AL(^About Online/Network Specialist',0,'')} [See also](#)

Select a Network test

- 1 Click the Online/Network Specialist button.
- 2 In the workspace, click Network.
- 3 Select the item that you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Online/Network Specialist',0,'')} [See also](#)

Perform Online/Network hardware tests

- 1 Click the Online/Network Specialist button.
- 2 In the workspace, click Hardware.
- 3 Select the item that you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About Online/Network Specialist',0,'')} [See also](#)

About System Specialist

The System Specialist checks that the foundations of your computer's operations—the hardware and system software—are operating correctly. When you click System in the Specialist area, the following test buttons appear in the workspace:

```
{button ,PI(^Firstaid.HLP',`IDH_SYSPEC_PERFORMANCE')} Performance  
{button ,PI(^Firstaid.HLP',`IDH_SYSPEC_DESKTOP')} Clean Windows  
{button ,PI(^Firstaid.HLP',`IDH_SYSPEC_PRINTING')} Printing  
{button ,PI(^Firstaid.HLP',`IDH_SYSPEC_SYSTEM_HARDWARE')} System Hardware  
{button ,PI(^Firstaid.HLP',`IDH_SYSPEC_HD_DIAGNOSTICS')} Hard Drive
```

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

```
{button ,AL(^About Applications Specialist;About Multimedia Specialist;About Online/Network Specialist;Run a Specialist',0,'`,`')}  
See also
```

Select a System Specialist test

- 1 Click the System Specialist button.
- 2 In the workspace, click a test button.
- 3 Select the items you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About System Specialist;Checking with System Specialist',0,'')} [See also](#)

Perform a System Specialist Performance test

- 1 Click the System Specialist button.
- 2 In the workspace, click Performance.
- 3 Select the item that you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About System Specialist',0,';')} [See also](#)

Use System Specialist to Clean Windows

- 1 Click the System Specialist button.
- 2 In the workspace, click Clean Windows.
- 3 Select the item that you want to check.
- 4 Click Check.First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About System Specialist',0,';')} [See also](#)

Use System Specialist to test your printer

- 1 Click the System Specialist button.
- 2 In the workspace, click Printing.
- 3 Select the item that you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About System Specialist',0,';')} [See also](#)

Use System Specialist to test system hardware

- 1 Click the System Specialist button.
- 2 In the workspace, click System Hardware.
- 3 Select the item that you want to check.
- 4 Click Check. First Aid performs the tests and informs you if any problems are found. Follow the instructions on the screen to resolve the problem.

Tip

For more information about an item on the screen, right-click the item and click "What's this?"

{button ,AL(^About System Specialist',0,';')} [See also](#)

