

CyberMedia® Oil Change™

Version 1.2

Thank you for purchasing CyberMedia Oil Change - our newest product for keeping Windows PC users up-to-date on the latest fixes and improvements for all their software - via the Internet!

Oil Change is designed to allow you to quickly locate, get information about, download, and then install updates to the Windows 95 software and hardware you already own. Now there is an easy way to keep your computer products up-to-date without putting in a lot of time tracking down information from several different manufacturers. Oil Change does the work - you get the benefit!

Oil Change identifies the computer products installed on your computer and then hunts down the latest updates and enhancements available on the Internet. If any updates are available, Oil Change will then offer to retrieve the new software and replace the old, obsolete files and configuration settings for you automatically. Before deciding to download an update, you can find out exactly what the update will do for you, described in common, everyday language. And whenever possible, Oil Change will back up your existing software before the update is installed!

NOTE: This version of Oil Change is designed to work with the US version of Windows 95, and with the versions of Windows 95 application programs that are sold in the US. Versions of Windows 95 designed for use in other countries do not necessarily have the same structure as the US version. The same is true for versions of individual Windows 95 applications designed for use in other countries. For this reason, you are **strongly** advised not to use this version of Oil Change with non-US Windows 95 or Windows 95 applications. Doing so may cause your Windows installation or Windows programs to stop working correctly.

CyberMedia HelpCentral

CyberMedia HelpCentral is a constantly monitored and revised database that contains information about available software updates, drivers, and fixes and the Web sites where these updates are located. CyberMedia adds information to HelpCentral on an ongoing basis, thus relieving you of the chore of scouring computer-related web sites for possible software updates. Oil Change even checks for updates to its own software every time you visit HelpCentral!

Protecting your privacy

Oil Change is non-intrusive. It keeps your sensitive data private. The list of products and available updates that Oil Change creates never leaves your computer! CyberMedia HelpCentral is a secure database and cannot be viewed by connecting to the CyberMedia web site - only Oil Change can access HelpCentral. Registration information is kept on a secure CyberMedia server.

Accessing the Internet

Oil Change relies on your Internet connection to connect to CyberMedia HelpCentral, and to the Oil Change home page. To use Oil Change to access the Internet, you must have an Internet connection through a local network or a modem. Some networks have an Internet connection that you can use by connecting to the network - either directly or through dial-up networking. If you don't connect through a network, your computer must have a modem installed. You can establish an Internet connection

through an Internet Service Provider such as Netcom or Earthlink. An ISP acts as a middle man between you and the Internet. Your computer connects (using your modem) to the ISP's equipment, which in turn connects to the Internet. You may also be connected to the Internet through an online service such as America Online or CompuServe.

In addition, you must also have a browser. A browser is software, such as Netscape Navigator or Microsoft Internet Explorer, that allows you to view text and graphics and download files from web sites. America Online 3.0 and CompuServe Information Manager 2.0 both include browsers that are compatible with Oil Change.

Registering with CyberMedia HelpCentral with a non-SSL browser

The CyberMedia HelpCentral HTML pages use Secure Socket Layer (SSL) technology to protect your personal information as it is transmitted over the Internet. If you are using an older browser that does not support SSL, you may not be able to access the registration pages that require a credit card payment. Should this problem arise, and if you are using an older version of Netscape Navigator or Microsoft Internet Explorer, please register for the trial version of Oil Change. Once you have connected to the trial version of HelpCentral, Oil Change will suggest that you upgrade your browser to the most current version. After you have upgraded your browser, you will be able to access the SSL enabled pages and purchase the full subscription to the Oil Change service.

NOTE: If you purchased a retail copy of Oil Change, you do not need to be concerned with the SSL capabilities of your browser. You have already purchased a subscription and have been provided with a serial number to use when registering with HelpCentral.

Upgrading your subscription to Oil Change

Please use the following URL to should you ever wish to upgrade your subscription to Oil Change:

<http://www.cybermedia.com/oilchange/register/subscribe.htm>

Changing your profile

You may use the following URL to change your personal profile information on the Oil Change server:

<http://www.cybermedia.com/oilchange/register/profile.htm>

This web page will allow you to easily change your mailing address, E-mail address, password, or code word.

Lost your password?

We have provided the following URL for your convenience in the rare event that you should ever forget your Oil Change password:

<http://www.cybermedia.com/oilchange/register/lostpass.htm>

You will need to supply your member name in the form on this web page. We will send an unencrypted message to the email address that you have specified in your personal profile or that you specified during the original registration process. The password will not appear in your browser.

Troubleshooting tips

If you get an InstallShield error #42 or error #301 when running the Oil Change Setup program, the problem may be that your temporary directory is not configured properly. To check your current temp environment variables, open an MS-DOS prompt, type SET, and then press Enter. Write down the directory or directories that are associated with "TMP=" and "TEMP=". Please note that it is common for both of these variables to point to the same directory! Verify that the directories exist, and that they do not contain any files or subdirectories. To rectify the install problem if the directories exist, delete all files and subdirectories in the TEMP and TMP directories and then run SETUP again. To rectify the problem if the directories do not exist, simply create the directories.

You may notice sluggish performance from the Setup program if you have too many applications running on your PC. Try closing some applications and running SETUP again to improve the performance.

If Oil Change generates an error message while scanning your system for applications and drivers, you will need to clear the temporary cache that Oil Change uses to store information. To clear the cache, click on the More button and then click on Options. Click on the Cache tab and then click the Clear button.

If you receive an error in the rare case that you wish to uninstall Oil Change, simply reinstall Oil Change and then select the Uninstall Oil Change shortcut from the CyberMedia Oil Change group on the Start Menu. Oil Change will then be completely removed from your system.

If you receive an error message when trying to connect to the CyberMedia server, please verify that you are currently connected to the Internet.

Oil Change uses the Internet not only to download updates, but to let Oil Change users register with CyberMedia and subscribe to the full version of Oil Change. If you've been using a browser on the Internet, you know that problems typically occur when you attempt to connect to a site or download files. These same problems can occur when Oil Change accesses the Internet. Usually, problems are temporary and are caused by heavy network or internetwork traffic, or a server that is temporarily down for maintenance. If Oil Change alerts you to a problem with connecting to a site, wait a short time before trying again. In the case of a very popular update, you may have to try several times before Oil Change successfully connects to the required site. If an update takes an unusually long time to download, you can cancel the update and try again later.

For additional troubleshooting information, please refer to the Troubleshooting topic in the online help.

Technical Support

The following are numbers and addresses to be used for Technical Support. These numbers and address are subject to change without notice.

Telephone support: (310) 581-4710 (7:00am -5:00pm U.S. Pacific Time)
Fax support: (310) 581-4737
Bulletin Board: (310) 581-4724
Compuserve: Go CyberMedia
America Online: Keyword: CyberMedia
Internet E-Mail: oilchange@cybermedia.com
World Wide Web: <http://www.cybermedia.com>

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You may also store a copy of the Product on a network server, provided it is used only to install or run the Service on a single computer over an internal network; you must acquire and dedicate a license for each separate computer on which the Service is installed or run from the network server.

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