About Oil Change

Oil Change™ is a service designed to help you locate and install updates for the hardware and software on your computer using your Internet connection.

{button ,JI(`OILCHNGE.HLP',`About_the_trial_version_of_Oil_Change')} Click here for information about using a trial version of Oil Change.

{button ,JI(`OILCHNGE.HLP',`About_a_special_version_of_Oil_Change')} Click here for information about using a special version of Oil Change that came as part of a hardware or software package that you purchased.

When you start the update process, Oil Change:

- Lists the available updates for your hardware and software.
- Explains what the updates do and what the benefits are of getting an update.
- Delivers the updates using your existing Internet connection.
- Optionally installs the updates if useable installation procedures are available.
- Lets you reverse the installation of your last automatically installed update if you change your mind.

{button ,AL(`accessing;choosing;privacy',0,`',`')}   <u>See Also</u>

About updating your software

Oil Change acts as your PC's master mechanic. Each time you use it, Oil Change:

n Checks CyberMedia HelpCentral to see if updates are available.

n Displays a list of updates from which you can choose.

n Lets you retrieve selected updates from the manufacturers' sites using the Internet.

n Gives you options for installing the update.

If an update comes with an installation procedure that Oil Change can use, Oil Change can install the update automatically. Otherwise, Oil Change lets you save the update to your hard disk for manual installation.

Tip:

It's a good idea to create a folder for manual updates on your hard drive before downloading them. After you have created the folder, you can use Options to make it the default for all manual updates.

{button ,JI(`OILCHNGE.HLP',`Specify_a_default_folder_for_storing_updates')} Click here for information about specifying a default folder.

Note:

At this time, you can undo only the last update installed automatically by Oil Change. You should thoroughly test an installed update before retrieving the next update or installing any software manually.

{button ,AL(`aboutoc;accessing;HelpCentral;privacy',0,`',`')}   See Also

About History

Oil Change keeps track of the updates that you retrieve, install, and uninstall. The History dialog allows you to review update activity.

History also tracks the following information:

- The number of applications or drivers found on your computer during the current Oil Change session.
- The number of updates available for downloading during the current Oil Change session.
- The cumulative total of the updates that Oil Change has retrieved, installed, or uninstalled.
- The number of times that Oil Change has started and signed-on to CyberMedia HelpCentral.

{button ,AL(`SeeHist',0,`',`')}   <u>See Also</u>

About Undo

You should test each update after Oil Change installs it to make sure that it performs as expected. If you are dissatisfied with the update, you can use Undo to return your computer to its previous state.

You must use Undo before you retrieve a new update or manually install any software. Oil Change can perform an undo only for the last installed update.

Note:

You can use Undo to reverse any update that Oil Change installs automatically. Undo cannot be used to reverse manual updates.

{button ,AL(`automatic;UseUndo',0,`',`')}   <u>See Also</u>

About Options

Oil Change Options lets you do the following:

n   Update user profile information

n   Clear the Oil Change disk cache.

n   Specify a default folder for any updates that you manually install

n   Choose your Internet connection

n   Specify settings if you connect to the Internet through a proxy server

Note:

   Oil Change sends a message directing you to clear the disk cache when the stored information becomes corrupted.

{button ,AL(`Use Options',0,`',`')}   See Also

About registering with CyberMedia

To protect the information in CyberMedia HelpCentral, you must register with CyberMedia before using Oil Change. You can register one of two ways:

n   Choose Oil Change New Member Registration from the Oil Change Start menu.

n   Or, just run Oil Change.

The first time you run Oil Change, you will see a Welcome New Member dialog box. If you click Register Now, you will be connected to the Oil Change Registration page. You must fill in:

n   Your member name

n   Your E-mail address

n   The password that you want to use to access Oil Change

n   A Code word that you select.

After you have completed the form, make a note of the member name, password, and code word. You enter your member name and password each time you use Oil Change. If you call CyberMedia for support, you must supply the code word as identification.

Note:

Registration information is stored on a secure CyberMedia Internet server; and if you forget your password, you can use Oil Change to retrieve a copy of it.

{button ,AL(`About finding your password;findpass;Starting',0,`',`')}   See Also

About finding your password

To ensure the integrity of Oil Change and the information stored on HelpCentral, CyberMedia requires that you choose a password when you register for the first time. You will enter this password each time you start Oil Change. If you forget your password, all is not lost. You can use Oil Change to retrieve a copy.

{button ,JI(`Oilchnge.HLP',`Find_your_password')} Click here to learn how to get a copy of your password.

{button ,AL(`findpass;Registration',0,`',`')}   See Also

About choosing updates

Oil Change displays only the updates that are appropriate for your computer and the version of Oil Change that you are using. Oil Change also provides a description of each update. Sometimes more than one update is available for a given product. In these cases, you should carefully read the description to ensure that you are selecting the desired update.

Tip:

If you are trying to connect to a busy Internet service provider or web site, you may have to try several times before successfully retrieving an update. However, if repeated attempts fail, you should contact your service provider or the site that you are trying to connect to.

{button ,AL(`aboutoc;accessing;privacy',0,`',`')}   <u>See Also</u>

About Oil Change and your Internet connection

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:

n Attempt to connect to a site.

n Download files.

These same problems can occur when Oil Change accesses the Internet. Usually, problems are temporary and are caused by:

n Heavy network or internetwork traffic.

n A server that is down for maintenance.

If Oil Change:

n 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.

n Takes an unusually long time to download, you can cancel the update and try again later.

About 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 one of the following:

- An Internet connection through a 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.

- An Internet connection through an Internet Service Provider (ISP).

  If you don't connect through a network, your computer must have a modem installed. You can establish an Internet connection through an ISP, like America Online, CompuServe, 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.

In addition, you must also have:

- A browser

  A browser is software, such as Netscape or Internet Explorer, that allows you to view text and graphics and download files from web sites.

{button ,AL(`Intecon;proxyconn',0,`',`')}   See Also

About protecting your privacy

Oil Change is non-intrusive. It keeps your sensitive data private.

n The list of products and available updates that Oil Change creates never leaves your computer.

n CyberMedia HelpCentral is a secure database. You cannot view it by connecting to the CyberMedia web site. Only Oil Change can access HelpCentral.

n Registration information is kept on a secure CyberMedia server.

{button ,AL(`HelpCentral;Internet',0,`',`')}   See Also

About accessing Oil Change features

You can access all features from the main Oil Change window. To start the update process, click Connect, then on the Welcome window, click Start. To access online help, click Help. Click More to access the following features:

- Home
- Undo
- History
- Options

Click the feature to use it. Oil Change guides you step-by-step through what you need to do.

{button ,AL(`Options;SeeHist;Use Home to connect to Oil Change home page;UseUndo',0,`',`')}   <u>See Also</u>

About automatic installation

One of the key benefits of Oil Change is its ability to automatically install an update if it has a straightforward installation procedure, that is, one that does not require user interaction. Because software manufacturers have different software design specifications, there will always be updates that have more complex installation procedures requiring user participation at certain points in the process. Oil Change cannot install these types of updates automatically.

Oil Change distinguishes between these two kinds of updates and lets you choose how you want installation to proceed:

n Click Auto Install on the Install dialog box to have Oil Change automatically install the update if Oil Change supports the installation procedure.

n Click Manual Install to have Oil Change save the update on your computer's hard drive for later manual installation.

{button ,AL(`Configuration;Configure;Tips',0,`',`')} <u>See Also</u>

About manual installation

When Oil Change does not support an update's installation procedure, Auto Install in the Install dialog box will be unavailable. You can:

n Click Manual Install.

   Oil Change saves the update for you. You must remember to install the update later.

Note:

   It is a good idea to create a folder for manual updates on your hard drive before downloading them. After you have created the folder, you can use Options to make it the default for all manual updates.

{button ,JI(`OILCHNGE.HLP',`Specify_a_default_folder_for_storing_updates')} Click here for more information about setting a default folder.

{button ,AL(`manual;manualup',0,`',`')}   <u>See Also</u>

About CyberMedia HelpCentral

CyberMedia HelpCentral is a constantly monitored and revised database, residing on the Internet, that contains information about:

- Available software updates, drivers, and fixes.
- 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.

Note:

If you think of the World Wide Web as a library of information, HelpCentral is a card catalog listing manufacturers' web addresses and information about available updates. Oil Change consults the card catalog, then provides you with a list of available updates. You choose whether to retrieve an update.

About CyberMedia documentation

CyberMedia provides documentation in several formats, including:

n Printed Quick Start Guide

CyberMedia includes a Quick Start Guide with all versions of Oil Change. The manual contains basic installation information and descriptions of Oil Change features.

n Online help file

CyberMedia includes online help with Oil Change. Online help is a standard Windows 95 help file that contains detailed information about using Oil Change to update your computer software and hardware using the Internet. You can get help by clicking the Help buttons located on the Oil Change windows and dialog boxes.

n Online manual

CyberMedia includes an online manual as part of the documentation for Oil Change. You can access the manual from the Oil Change home page on the CyberMedia web site.

{button ,AL(`online',0,`',`')}   See Also

About subscribing to Oil Change

You may be using a version of the Oil Change service that locates updates only for a selected group of hardware and software products. If you want Oil Change to search for updates for additional hardware and software products installed on your computer, you must subscribe to the Oil Change service by clicking Subscribe on the Applications and Drivers dialog box. Oil Change will start you web browser and connect to page where you can subscribe by filling in the information, including a credit card number. CyberMedia charges a one-year subscription fee to your credit card.

{button ,AL(`Subscribe to Oil Change',0,`',`')}   <u>See Also</u>

About the trial version of Oil Change

If you are using a trial version of Oil Change, you have access to all the features normally available to users who subscribe to a full version of Oil Change, with one difference. Oil Change confines its search for updates to a limited set of hardware and software products. If you want Oil Change to search for all available updates for the hardware and software installed on your computer, you must subscribe to the service by clicking the Subscribe button in the Applications and Drivers dialog box.

After connecting to the home page, subscribe by filling in the information, including a credit card number, on the page. CyberMedia charges a one-year subscription fee to your credit card.

About a special version of Oil Change

If you bought a hardware or software package that includes Oil Change as part of the package, you have access to all the features normally available to users who subscribe to the full version of Oil Change, with one difference. Oil Change confines its search for updates to a limited set of products. This set of products is related to the hardware or software package that you purchased. If you want Oil Change to search for all available updates for the hardware and software installed on your computer, you must subscribe to the service by the Subscribe button in the Applications and Drivers dialog box.

After connecting to the home page, subscribe by filling in the information, including a credit card number, on the page. CyberMedia charges a one-year subscription fee to your credit card.

Installing manual updates

Usually, the software manufacturer compresses manual updates so that they take up less space on the server and transfer faster. Many updates are packaged in a single program file (.exe extension) that you decompress by double-clicking the file in the Windows Explorer. If an update does not decompress automatically, you must decompress it manually using a program such as WinZip before you can install it.

Sometimes update files are zipped. You can tell when an update is zipped because the file name has a .zip extension. You need a utility such as WinZip to unzip the update before installing it.

After you unzip or decompress an update, you can see the files contained in the update. Usually, the manufacturer places installation instructions in a text file called Readme.txt. If you don't find a Readme.txt file, check any other file that has a .txt or .doc extension for installation instructions.

{button ,AL(`manual',0,`',`')} <u>See Also</u>

Undoing automatic updates

If you want to undo an update, you should use Undo as soon as possible after Oil Change installs the update. Oil Change saves a backup copy of the original version of the software and system settings on your hard drive. However, as you use your computer, system settings change constantly. So, it is advisable to use Undo before the saved system settings become out dated.

If you use Oil Change to automatically install more than one update, Undo can reverse only the last update. Oil Change removes the old backup version to make room for a new one. This is done to keep the disk space used by Oil Change to a minimum.

Using Oil Change to update your software over the Internet

Oil Change requires:

n An Internet connection through 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.

n An Internet connection through an Internet service provider.

If you don't connect through a network, your computer must have a modem installed. You establish an Internet connection through an Internet service provider (ISP), like America Online, CompuServe, 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.

In addition, you must also have:

n A browser

A browser is software, such as Netscape or Internet Explorer, that allows you to view text and graphics and download files from web sites.

Disk Cache

A disk cache is a reserved space on your computer's hard drive where a program such as Oil Change stores important information.

Code word

A code word is a unique word that you use as identification when you call CyberMedia® for service. You choose a code word when you register with CyberMedia.

Troubleshooting

If you have trouble with Oil Change™, you may find the solution to your problem in the following tables. Table 1 contains descriptions of some of the common problems you may experience when using the Internet. You may encounter these problems any time you use the Internet. They are not unique to Oil Change. Table 2 lists some of the error and alert messages you may receive when using Oil Change. These messages are provided by Oil Change and are specific to the Oil Change program.

Table 1. Common problems

Problem	Cause and Solution
Cannot connect to CyberMedia® or other web site	People are using all of the available connections to the web site. Try again later.
	If you use a modem to connect to the Internet, Oil Change should initiate the dialer. If you have an automatic dialing program that initiates the dialer, try activating the dialer before trying to register
	If you use America Online or CompuServe to connect to the Internet, start your browser before starting Oil Change.
Cannot retrieve updates	If you are trying to connect to a busy Internet service provider or web site, you may have to try several times to retrieve an update. However, if after several attempts, you still unsuccessful, you may have to contact the service provider or web site.
Slow date transfer	The speed of your modem determines, in part, how fast data transfers from the Internet to your computer. Service providers offer connections at various speeds. Try checking the speeds supported by your modem, then check with the service provider for available connections at the highest speed. You may also want to consider upgrading your modem.
	The Internet could be busy. The number of users trying to download data affects the data transfer rate. Try again later.
	Noise on the telephone line can slow data transfer. Try again later.

Table 2. Error Messages

When you receive this error	Try this
ID not recognized when running Oil Change	Wait and try to sign-on later. The CyberMedia server may be down or temporarily inaccessible.
Scan error	Do the following
	On the main Oil Change window, click More to display additional features.
	Click Options. Click the Cache tab. Click Clear.

About connecting through a proxy server

To control access to various parts of the Internet, some networks route Internet connection requests through a proxy server. Oil Change provides options which support various proxy addressing schemes, including:

n HTTP

n Secure

n FTP

Your system administrator can tell you which type of address you should use.

{button ,AL(`Intecon;Internet;Proxy',0,`',`')}   <u>See Also</u>

About Home

The Home feature lets you connect to the Oil Change home page at the CyberMedia web site. Visit the home page when you want to get the latest information about what's happening to Oil Change.The home page contains links to other pages which may be of interest to you, including the CyberMedia Home page.

{button ,AL(`about accessing Oil Change features;About Home;Configuration;History;Undo',0,`',`')}   <u>See Also</u>

Sign-On

Use this dialog box to identify yourself to Oil Change. After a successful sign on, Oil Change searches your computer to identify software and hardware.

{button ,PI(`Oilchnge.HLP',`User_Name')}   Member name

{button ,PI(`OILCHNGE.HLP',`SO_Password')}   Password

{button ,PI(`OILCHNGE.HLP',`Remember_Password')}   Remember Password

Type the member name that you chose when you registered with CyberMedia.

Type your Oil Change password.

Select to have Oil Change use this member name and password the next time you sign on.

Applications and Drivers

Use this dialog to view the applications and drivers on your computer that Oil Change recognizes. You can select only one update at a time to retrieve. The size of the update and the speed of your Internet connection affect the amount of time it takes Oil Change to retrieve the update. If the update is located on a busy Web site, Oil Change may not be able to connect to the site, and you will have to try the update later.

{button ,PI(`OILCHNGE.HLP',`Entry_Tree')}   Application and Drivers list

{button ,PI(`OILCHNGE.HLP',`Show_Only_Entries')}   Show Only Entries That Need Updating

{button ,PI(`OILCHNGE.HLP',`Retrieve')}   Retrieve

Lists by name the applications and devices on your computer that Oil Change recognizes. The updates appear under the application or device name. Oil Change only displays updates that are appropriate for your computer.

- To view only the applications and devices with updates, select the Show Only Entries That Need Updating check box.
- To select an update to download, click it.

A detailed description appears in the box located in the lower half of the dialog box.

Select to display only the applications or drivers on your computer that have available updates.

Click to retrieve the update selected in the list.

After Oil Change retrieves the update, you have the option of installing the it. Based on what Oil Change knows about the update, Oil Change lets you install the update either automatically or save it in a folder so that you can install it manually. See online help for more information about installing updates.

Install

Use this dialog box to specify what to do with the retrieved update. Oil Change gives you installation options. If Oil Change can install an update automatically, the Auto Install and Manual Install buttons are available. If Oil Change cannot automatically install the update, the Auto Install button appears dim, and only Manual Install is available.

To avoid conflicts, you should close all other running applications before starting an installation.

{button ,PI(`OILCHNGE.HLP',`Auto_Install')}   Auto Install

{button ,PI(`OILCHNGE.HLP',`Manual_Install')}   Manual Install

Click Auto Install to begin installing the update on your computer.

Click Manual Install to save the update to your hard disk. You must install the update outside of Oil Change. See online help for more information about manually installing updates.

History

Displays Oil Change statistics and lists the updates that you have retrieved, installed, or uninstalled using Oil Change.

{button ,PI(`OILCHNGE.HLP',`Found')}   <u>Found</u>

{button ,PI(`OILCHNGE.HLP',`Updates')}   <u>Updates</u>

{button ,PI(`OILCHNGE.HLP',`General')}   <u>General</u>

{button ,PI(`OILCHNGE.HLP',`Apps')}   <u>Applications/Drivers</u>

{button ,PI(`OILCHNGE.HLP',`Action')}   <u>Action</u>

{button ,PI(`OILCHNGE.HLP',`Date_time')}   <u>Date and Time</u>

Applications/Drivers: Displays the number of applications and drivers identified by Oil Change during the current session.

Updates: Displays the number of updates available for your applications and drivers during this session.

Retrieved: Displays the total number of updates retrieved by Oil Change.
Installed: Displays the total number of updates installed by Oil Change.
Undo: Displays the total number of update installations reversed by Oil Change.

Oil Change Launched: Displays the number times that you have run Oil Change.
Signed On: Displays the number of times that you have signed-on successfully to CyberMedia HelpCentral.

Displays the name and description of the update.

Displays the last action that Oil Change performed for the update:

- **Retrieved Update:** Oil Change successfully downloaded the update to your computer.
- **Installed Update:** Oil Change successfully installed the update on your computer.
- **Performed Undo:** Oil Change successfully removed the installed update from your computer.

Displays the date and time that Oil Change performed the action.

Undo

Use this dialog box to reverse the last automatic installation that Oil Change performed. Oil Change cannot reverse installations performed prior to the last update or installations performed manually.

{button ,PI(`OILCHNGE.HLP',`Desc')}   Last Update

{button ,PI(`Oilchnge.HLP',`Undo')}   Undo

Displays the name of the update last installed by Oil Change.

To begin the process, click Undo. You can reverse only the last update installed using Oil Change. Manual installations cannot be reversed using Oil Change.

Welcome New Member

Use the information in this dialog box to register with CyberMedia when Oil Change cannot automatically start your web browser.

{button ,PI(`Oilchnge.HLP',`Member_RegistrationB')}   OK

{button ,PI(`Oilchnge.HLP',`CopyB')}   Copy

{button ,PI(`Oilchnge.HLP',`CancelB')}   Cancel

After you have copied the CyberMedia web address to the Windows clipboard, click OK to continue the registration process. Make sure that your Internet connection is available.

Click Copy to copy the CyberMedia web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your web browser, paste the address into the appropriate address location.

If you do not want to continue the registration process, click Cancel.

Welcome New Member

Use the information in this dialog box to subscribe to Oil Change when Oil Change cannot automatically start your web browser.

{button ,PI(`Oilchnge.HLP',`New_Sub')}   <u>OK</u>

{button ,PI(`Oilchnge.HLP',`CopyS')}   <u>Copy</u>

{button ,PI(`Oilchnge.HLP',`CancelS')}   <u>Cancel</u>

After you have copied the CyberMedia web address to the Windows clipboard, click OK to continue the subscription process. Make sure that your Internet connection is available.

Click Copy to copy the CyberMedia web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your web browser, paste the address into the appropriate address location.

If you do not want to continue the subscription process, click Cancel.

New Member Registration

Before using the Oil Change service, you must register with CyberMedia. Oil Change uses your Internet connection to connect to the CyberMedia web site. Once you're there, just follow the instructions on the web page to register.

{button ,PI(`Oilchnge.HLP',`StartBrowser')}   Start Web Browser

{button ,PI(`Oilchnge.HLP',`CancelR')}   Cancel

Oil Change uses your Internet connection to connect to the CyberMedia web site. Click Start Web Browser to continue the registration process. Oil Change can start most browsers. If it cannot, you will receive a message containing CyberMedia's web address. You can start you browser and use the address to connect.

If you do not want to continue the registration process, click Cancel.

Subscribe to Oil Change

You have been using a version of Oil Change that searches for updates to a limited set of products. If you want Oil Change to search for all available updates for the hardware and software products installed on your computer, you must subscribe. Oil Change uses your Internet connection to connect to the CyberMedia web site. Once you're there, just follow the instructions on the web page to subscribe.

{button ,PI(`Oilchnge.HLP',`BrowserS')}   Start Web Browser

{button ,PI(`Oilchnge.HLP',`CancelNS')}   Cancel

Oil Change uses your Internet connection to connect to the CyberMedia web site. Click Start Web Browser to continue the subscription process. Oil Change can start most browsers. If it cannot, you will receive a message containing CyberMedia's web address. You can start your browser and use the address to connect.

If you do not want to continue to connect to the CyberMedia web site, click Cancel.

Visit the Oil Change Home Page

As you use Oil Change, you may want to subscribe to the full service, change your membership information if you've already subscribed; or you simply may want to check out what's new. Oil Change can use your Internet connection to connect to the Oil Change home page. Once you are there, you can choose from a variety of related options.

{button ,PI(`Oilchnge.HLP',`BrowserHome')}   Start Web Browser

{button ,PI(`Oilchnge.HLP',`CancelHome')}   Cancel

{button ,PI(`Oilchnge.HLP',`ShowAlert')}   Show this Alert next time

Oil Change uses your Internet connection to connect to the Oil Change Home Page. Click Start Web Browser to continue.

If you do not want to continue to connect to the Oil Change Home Page, click Cancel.

Check this box if you want Oil Change to display this alert message when you click the Home option.

Start Web Browser

You can change your user profile information at the CyberMedia web site. To connect, click Start Web Browser. To make changes, you must first enter your existing member name and password.

{button ,PI(`Oilchnge.HLP',`StartBrows')}   Start Web Browser

{button ,PI(`Oilchnge.HLP',`CancelWeb')}   Cancel

{button ,PI(`Oilchnge.HLP',`ShowNext')}   Show this Alert next time

Oil Change uses your Internet connection to connect to the CyberMedia web site so that you can change your user profile information. Click Start Web Browser to continue.

If you do not want to change your user profile information, click Cancel.

Check this box if you want Oil Change to display this alert message when you change your user profile information.

Restore Missing System Files

Oil Change checked your computer and found that the URL.DLL, which is required to connect to the Internet, is missing. This file might have been deleted accidentally when you upgraded some of your software. A backup copy of the file has been located, and Oil Change can restore it to its proper location.

{button ,PI(`Oilchnge.HLP',`Yes_Button')}   <u>Yes</u>

{button ,PI(`Oilchnge.HLP',`No_Button')}   <u>No</u>

Click Yes to have Oil Change copy the URL.DLL to its proper location.

Click No if you do not want Oil Change to install the URL.DLL.

Note:

Oil Change needs this file to connect to the Internet.

Failure

Oil Change cannot successfully copy the URL.DLL to its proper location. You may need to free up disk space by deleting unused applications or by storing copies of important data files on floppy disk and deleting the originals from your hard disk.

{button ,PI(`Oilchnge.HLP',`OK_Button')}   <u>OK</u>

Click OK to close the dialog box.

Welcome New Member

You need to choose a password and member name to use Oil Change. You do this when you register with CyberMedia. If you haven't registered, you should do so now. Oil Change will use your Internet connection to connect to the CyberMedia web site. Once you're there, just follow the instructions on the web page to register.

{button ,PI(`Oilchnge.HLP',`Register_Now')}   Register Now

{button ,PI(`Oilchnge.HLP',`Already_Registered')}   Already Registered

If you haven't registered with Oil Change, click Register Now. Oil Change will connect to the CyberMedia web site where you can choose your password and member name.

If you have your password and member name, click Already Registered to start using Oil Change.

Oil Change Technical Support

As you use Oil Change, you may want to change your user profile or password. The CyberMedia web site contains support tools to help you do this. You can select a new password, change your profile information, or find answers to some common questions. When you've connected to the web site, just follow the instructions.

{button ,PI(`Oilchnge.HLP',`SBrow')}   Start Web Browser

Oil Change uses your Internet connection to connect to the CyberMedia web site so that you can change your user profile information. Click Start Web Browser to continue.

Oil Change Technical Support

As you use Oil Change, you may want to change your user profile or password. The CyberMedia web site contains support tools to help you do this. You can select a new password, change your profile information, or find answers to some common questions. Use the information in this dialog box to connect to CyberMedia when Oil Change cannot automatically start your web browser. When you've connected to the web site, follow the instructions.

{button ,PI(`Oilchnge.HLP',`Allright')}   OK

{button ,PI(`Oilchnge.HLP',`Carbon')}   Copy

{button ,PI(`Oilchnge.HLP',`Nix')}   Cancel

After you have copied the CyberMedia web address to the Windows clipboard, click OK to continue the process. Make sure that your Internet connection is available.

Click Copy to copy the CyberMedia web address to the Windows clipboard. Make sure that your Internet connection is available. After starting your web browser, paste the address into the appropriate address location.

If you do not want to continue the process, click Cancel.

Stop Requested

As Oil Change checks for updates, you can stop it at any time. Just click the Stop button on the Oil Change main window. In the Stop Requested dialog box, click one of the following buttons.

{button ,PI(`Oilchnge.HLP',`Yes_Stop')}   <u>Yes</u>
{button ,PI(`Oilchnge.HLP',`No_Dont_Stop')}   <u>No</u>

Click Yes to stop Oil Change scanning for updates.

Click No if you want Oil Change to continue scanning for updates.

Oil Change Message

Oil Change will start your web browser and connect to the vendor's web site.

{button ,PI(`Oilchnge.HLP',`StWeb')}   Start Web Browser

{button ,PI(`Oilchnge.HLP',`CANIT')}   Cancel

To connect to the vendor's web site, click Start Web Browser.

If you do not want to connect to the vendor's web site, click Cancel.

Save As

Use this dialog box to save the contents of the file in a different file, or save the displayed text in a non-editor window in a text file. For instance, you can use this feature to make a template file with **#include** and **#define** directives, then quickly copy this information to other files while keeping the original open for further revisions.

{button ,PI(`Oilchnge.HLP',`Save_In')}   Save In

{button ,PI(`Oilchnge.HLP',`File_Name')}   File Name

{button ,PI(`Oilchnge.HLP',`Save_As_Type')}   Save As Type

{button ,PI(`Oilchnge.HLP',`Save')}   Save

{button ,PI(`Oilchnge.HLP',`Tips_and_Troubleshooting')}   Tips and Troubleshooting

Save In

Select a folder in which to save the file. You can select network paths, computers, drives, directories, and folders.

File Name

Type the new name for this file.

Note: If you type a pattern using a wildcard (* or ?) in the File Name box and press Enter, the list box displays files matching that pattern in the selected folder.

Save As Type

Select a file type from the drop-down list box. The filename extension determines the file type of the saved file.

Save

Save the designated file.

Tips and Troubleshooting

If you open the Save As dialog box while an Output, Locals, Watch, Registers, or Browse window is active, the Save As dialog box proposes the name of the active window followed by the .TXT extension as a filename for the text displayed in the window. In the case of the Browse window, it does not save the .BSC in the .BSC format under a different name.

Start Oil Change for the first time

1 If you are using a modem to access the Internet, be sure to connect to your service provider before starting Oil Change™.

2 Click Start on the Windows 95 taskbar, point to Programs, and point to CyberMedia Oil Change, click Oil Change.
   Oil Change displays a Welcome New Members dialog box.

3 Click Register Now.
   Oil Change starts your browser and connects to the Oil Change registration page.

4 Follow the instructions for filling out the form.
   Make a note of your member name, password, and code word. When you complete registration, you are returned to the Oil Change window.

5 Type your member name and password in the boxes.

6 Click Connect.

7 On the Oil Change main window, click Start.

Tip:

   You if you forget your password, the Oil Change service can send you a copy of it.

{button ,JI(`Oilchnge.HLP',`Find_your_password')} Click here for more information about getting a copy of your password.

{button ,AL(`About finding your password;findpass;Intecon;Internet',0,`',`')}   See Also

Remove Oil Change

▸

On the Windows 95 taskbar, click Start, point to Programs, point to CyberMedia Oil Change, click Uninstall Oil Change. Follow the instructions.

Use Oil Change to update software

1 Click Start on the Windows 95 taskbar, point to Programs, point to CyberMedia Oil Change, click Oil Change.

2 If required, type your member name and your password.

3 Click Connect.

4 On the main Oil Change window, click Start.

Oil Change does the following:

n Connects to CyberMedia HelpCentral and checks for updates.

n Lists the updates in the Applications and Drivers dialog box.

{button ,AL(`Starting',0,`',`')}   See Also

Get information about an update in the Applications and Drivers dialog box

1 In the Applications and Drivers list box, use the scroll bars to view the list of products and updates.
2 Click an update.
   Information about the selected update is displayed at the bottom of the dialog box.

Retrieve an update

1 In the Applications and Drivers dialog box, use the scroll bars to view the complete list of products and updates.
2 Click an update.
   Retrieve no longer appears dim.
3 Click Retrieve.
   Oil Change downloads the update and then displays an Install dialog box.

Note:

   As Oil Change retrieves an update, it displays progress information at the bottom of the main Oil Change window.

{button ,AL(`automatic;Install;manual',0,`',`')}   <u>See Also</u>

Access Oil Change features

1 On the main Oil Change window, click More to display additional features.

2 Click the feature you want to work with.

{button ,AL(`Options;SeeHist;Use Home to connect to Oil Change home page;UseUndo',0,`',`')}   <u>See Also</u>

Install an update automatically

After successfully retrieving an update, Oil Change displays an Install dialog box.

n   Click Auto Install.

    If Auto Install appears dim, the update does not include an installation procedure that Oil Change can use.

Tip:

    Test the update before installing another. Oil Change can undo only the last update that you installed automatically.

{button ,AL(`Install;Retrieve;Starting',0,`',`')}   See Also

Install an update manually

1 In the Applications and Drivers dialog box, click an update.

2 Click Retrieve.

3 On the Install dialog box, click Manual Install.

   Oil Change will save the update in a folder on your hard drive. Usually, the software manufacturer compresses manual updates so that they take up less space on the server and transfer faster. Many updates are packaged in a single program file (.exe extension).

4 Decompress the .exe by double-clicking the file in the Windows Explorer.

   You may have to use a program such as WinZip to decompress the program if it doesn't decompress automatically. After you decompress an update, find the file containing the installation instructions. Usually, the manufacturer places the installation instructions in a text file that has a .txt or .doc extension.

Warning:

   You cannot use Undo to uninstall manual updates.

Tip:

   It's a good idea to create a folder for updates that require manual installation before starting Oil Change. You can set this folder as the default using Options.

{button ,AL(`Default',0,`',`')} Click here for more information about setting up a default folder.

{button ,AL(`Retrieve;Starting',0,`',`')}   <u>See Also</u>

See your update history

1 On the main Oil Change window, click More to display additional features.

2 Click History.

{button ,AL(`History',0,`',`')}   <u>See Also</u>

Undo an automatically installed update

1 On the main Oil Change window, click More to display additional features.

2 Click Undo.

Tip:

You can use Undo to reverse only the last update that Oil Change installed automatically. You cannot use Undo to reverse an update that you have installed manually.

{button ,AL(`automatic;Undo',0,`',`')}   <u>See Also</u>

Use Home to connect to Oil Change home page

1 On the main Oil Change window, click More to display additional features.
2 Click Home.
   Oil Change displays the Visit the Oil Change Home Page dialog box.
3 Click Start Web Browser.
   Oil Change starts your web browser and connects to the Oil Change home page.

Note:

   Make sure that your Internet connection is available before connecting to the Oil Change web page.

{button ,AL(`accessing Oil Change features;online',0,`',`')}   <u>See Also</u>

Use Options to configure Oil Change

1 On the main Oil Change window, click More to display additional features.
2 Click Options.
3 Click the tab that you want to work with.

{button ,AL(`Configuration',0,`',`')}   See Also

Register with CyberMedia

1 If you are using a modem to access the Internet, be sure to connect to your service provider before starting Oil Change.

2 Click Start on the Windows 95 taskbar, point to Programs, point to CyberMedia Oil Change, click Oil Change New Member Registration.
Oil Change starts your browser, connects to the Oil Change web site, and displays a Registration page.

3 Follow the instructions to fill out the form.
Make a note of your member name, your password, and code word. When you complete registration, you are returned to the Oil Change window.

4 Type your member name and password.

5 Click Remember my password if you want Oil Change to use this password each time you use Oil Change.

OR

When you run Oil Change for the first time, Oil Change displays a Welcome New Member dialog box.

1 In the Welcome New Member dialog box, click Register Now.
Oil Change starts your browser, connects to the Oil Change web site, and displays a Registration page.

2 Follow the instructions to fill out the form.
Make a note of your member name, your password, and code word. When you complete registration, you are returned to the Oil Change window.

3 Type your member name and password.

4 Click Remember my password if you want Oil Change to use this password each time you use Oil Change.

{button ,AL(`About finding your password;findpass',0,`',`')}   See Also

Find your password

1 On the Oil Change main window, click Oil Change Support.
  Oil Change displays an Oil Change Technical Support dialog box.
2 Click Start Web Browser.
  Oil Change uses your Internet connection to connect to the Oil Change web site and displays the registration page.
3 Scroll down to Current Members.
4 Click Find your password.
  A new page appears.
5 Type in your member name in the Member Name box.
6 Click Retrieve Password.
  Oil Change sends an encrypted message containing your password to the E:mail address that you provided when your first registered with CyberMedia.

Note:

Be sure that your Internet connection is available before you start your web browser.

{button ,AL(`About finding your password',0,`',`')}   <u>See Also</u>

Specify a default folder for storing updates

1 In the Windows Explorer, create a folder to store your updates.

2 On the main Oil Change main window, click More to display additional features.

3 Click Options.

4 Click the Download tab.

5 In the Download directory box, type the path and name of the folder that you have created, or use the Browse button to select the folder.

6 Click Apply.

{button ,AL(`DiskCache;Proxy;UserProf',0,`',`')}   <u>See Also</u>

Change user profile information

1 On the main Oil Change window, click More to display additional features.
2 Click Options.
3 Click User Profile.
4 Click Profile.
   Oil Change starts your browser and displays web pages containing your user profile information. Follow the instructions on the pages to change the information.

{button ,AL(`Default;DiskCache;Proxy;',0,)}   <u>See Also</u>

Clear the disk cache

1 On the main Oil Change window, click More to display additional features.
2 Click Options.
3 Click the Cache tab.
4 Click Clear.
5 Click Apply.

{button ,AL(`Default;Proxy;UserProf',0,`',`')}   <u>See Also</u>

Connect through a proxy server

1 On the main Oil Change window, click More to display additional features.
2 Click Options.
3 Click the Connection tab.
4 Select Connect through a proxy server.
5 Click Settings.
6 Type the address and port number of the proxy server in the appropriate box.
7 If the network supports only one proxy server, click Use the same proxy server for all protocols to select that server.
8 Type specific addresses, such as an address for a computer on your Intranet, that aren't routed through the proxy server in the Exceptions box.
9 Select Do not use the proxy server for local addresses to bypass the proxy server.
10 Click OK.
11 Click Apply.

{button ,AL(`Default;DiskCache;Intecon;Internet;proxyconn',0,`',`')}   See Also

Subscribe to Oil Change

1 On the Applications and Drivers dialog box, click Subscribe.

2 In the Subscribe to Oil Change dialog box, click Start Web Browser.
   Oil Change starts your web browser and connects to the Oil Change web site.

3 On the subscribe page, enter your member name and password.

4 Click Enter.

5 On the Purchase Oil Change page, fill in all the information.

6 Click Purchase.

Note:

   Be sure that your Internet connection is available before you start to subscribe.

{button ,AL(`subscribing',0,`',`')}   <u>See Also</u>

Choose an Internet connection

1   On the main Oil Change window, click More to display additional features.
2   Click Options.
3   Click the Connection tab.
4   Select the type of Internet connection that you wish to use. Oil Change offers these choices:
   Direct connection (non-modem)
   Dial-Up Networking (modem)
   American Online 3.0 or CompuServe 2.0
   Some other type or I do not know the type

{button ,AL(`Internet;Proxy;proxyconn',0,`',`')}   <u>See Also</u>

Access the online manual

1 On the main Oil Change window, click More to display additional features.

2 Click Home.

3 In the Visit the Oil Change Home site dialog box, click Start Web Browser Now.
   Oil Change starts your browser and connects to the Oil Change home page.

4 On the Oil Change home page, click Online manual.

Note:

   Be sure that your Internet connection is available before you try to connect to the Oil Change home page.

{button ,AL(`Docs',0,`',`')}   <u>See Also</u>

Sign-On Error

To fix the most common sign-on errors, try the following:

- Sign on again, making sure that you enter the correct password.
- Make sure that your Internet connection is started before you try to sign on.
- Sign on again in a few hours.

Registration Error

To fix the most common registration errors, try the following:

- Make sure that your Internet connection is started before you try to register.
- Try registering again in a few hours.

Internet Connection Error

To fix an Internet connection error, try the following:

- Make sure that your computer is connected to the Internet.
- Make sure that your browser is started before you try to sign on to Oil Change.

Scan Error

A scan error can occur while Oil Change checks your disk for applications and drivers, or as Oil Change downloads information from CyberMedia HelpCentral. To fix a scan error, try the following:

- Clear your disk cache. To do this go to the main Oil Change window. Click More, then click Options. Click on the Cache tab, and click Clear.
- Start Oil Change later. The server on which CyberMedia HelpCentral is stored may be down.