McAfee (vertical)

Total Protection For Your PC (vertical)

McAfee UnInstaller

User's Guide

Version 6.0

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Table of Contents

Welcome to UnInstaller 1

UnInstaller™ can be used for many more purposes than simply uninstalling old applications.

For example, UnInstaller can clean up junk files that have built up on your computer as you browsed the Internet, and it can do this cleanup automatically on a schedule that you specify. UnInstaller can also move applications from one hard disk to another— even to another computer—and change all references to the application at the same time.

Consider the following questions for more suggestions.

When should I use UnInstaller?

Think about how you use your computer to see how useful UnInstaller can be. Do you….

- Have programs that you don't use anymore, for example games that you don't play frequently?

  Use the Archive wizard to create an archive of programs or games by compressing them. Then when you want to play a game again, click the old shortcut to the game and let UnInstaller restore it to its original location.

- Use the Internet?

  When you surf the Internet, your computer can collect megabytes of Internet junk files. Images, plug-ins, and other files you won't need again are downloaded to your computer. QuickClean can delete these files quickly and reclaim disk space.

- Have a Zip® drive or other large-capacity removable disk drive?

  UnInstaller's Archive and Transport wizards can compress entire applications to a large removable disk. When you want the applications again, you restore them to the original computer or rebuild them on a different computer without losing any setup information.

  Perhaps more importantly, you can specify that UnInstaller backups should be stored on a large removable disk to save space on your internal hard drive.

- Have a new, second hard disk?

  Use the Move wizard to relocate applications on the new disk and free space on the old disk without losing any setup information.

- Have outdated applications that you will never use again?

  If you have old applications that you no longer use, the Remove wizard will remove all traces of them from your computer.

  Of course, if you think you might use an application again in some circumstances, you can use the Archive wizard to create a compressed backup copy and keep shortcuts to the application on your computer so that you can restore it easily.

About this manual

This manual contains general information about using UnInstaller. It does not describe step-by-step use of the UnInstaller wizards.

More detailed procedural information and step-by-step information about the wizards are contained in the online help. In any dialog box, click **Help** for specific information about the dialog box. When using the PowerClean feature, click **PowerClean Help** on the Help menu.

For information on new additions to UnInstaller, you can also open the Readme.txt file located in the UnInstaller folder on your computer to view additional information.

Installing UnInstaller 2

The installation program on the UnInstaller CD lets you install the program easily on your computer. Installation should start automatically when you put the CD in the CD-ROM drive. The information in the following paragraphs will help you install and start using UnInstaller.

What happens when I install UnInstaller?

You can install and run UnInstaller if your computer is running Windows® 95 or later, or Windows NT 4.0 or later.

☐ **NOTE:** To install UnInstaller on Windows NT, you must be logged in as a user who has Administrator privileges.

To install UnInstaller:

1. Insert the UnInstaller CD into your CD drive.

    The installation wizard should start automatically. If it does not, click the drive letter of your CD drive in Windows Explorer, and double-click the file named **Setup.exe** in the file list.

2. In the first installation wizard page, click **Install UnInstaller.**

3. Follow the instructions in the wizard pages to choose the drive and folder where UnInstaller should be installed.

    After each step, click **Next**.

4. Use the Interview wizard to specify some initial UnInstaller defaults, as described in "What does the Interview do?," on page 5.

    As part of completing installation, UnInstaller builds the SmartLinks database for your computer while you provide information in a user interview. When the interview is complete, the installation program might still be building the SmartLinks database. Building the database takes a few minutes. The larger your hard disk and the more data files it contains, the longer it takes.

5. Click **Finish** in the final setup screen.

By default, the Readme file appears in Notepad. If you do not want to read the release notes in the Readme file, clear the check in the **View release notes?** check box before you click **Finish**.

Why do I have to create the SmartLinks database?

The SmartLinks database stores information about the relationship between files on your computer. It stores the names and locations of all files needed by the operating system. For each application, the SmartLinks database stores information about all of the files that the application needs to run correctly, including icons, dynamically linked libraries (DLLs), and other executable files, as well as operating system files that are used by the application. This information makes the SmartLinks database a complete, cross-referenced record of how executable and system files are used on your computer.

It is this information that makes using UnInstaller quick and safe. It ensures that applications can be moved, archived, deleted, and transported safely and completely, and it determines the files that can be safely deleted without damaging an application or the operating system.

The SmartLinks database is created when you install UnInstaller. Because building the database the first time can take several minutes, it is created in the background as you provide some default information in an interview wizard.

When is the SmartLinks database updated?

After UnInstaller has created the SmartLinks database for your computer, updating it takes much less time. Only records for files that have changed are updated.

UnInstaller updates the SmartLinks database in the following circumstances:

- Each time you start UnInstaller, the old version of the database is compared with new information on your computer.

- After you restore files or applications from UnInstaller backup copies, UnInstaller records changes that it has just made.

- After you delete or archive files or applications, UnInstaller records changes.

- After you manually select a wizard from the main UnInstaller screen, UnInstaller records changes that the wizard makes.

What does the Interview do?

As you install UnInstaller, you answer a few questions about how you use files on your computer, and whether you want to schedule some UnInstaller events.

To run the interview again, click **Customization Interview** on the Options menu in the main UnInstaller screen.

The Settings dialog box pages also let you view or change all settings that you specified in the interview. For information about using the Settings dialog box, see "How do I change UnInstaller defaults?," on page 8.

How do I put UnInstaller to work?

UnInstaller uses safe and simple wizards to perform its major tasks. When you use an UnInstaller wizard to clean up your hard disk or manage applications, at each step you see exactly what you are specifying, and you can go back to previous screens and change options if you change your mind.

Even if you are an expert computer user, UnInstaller wizards can automate tasks, such as removing junk files, that would otherwise be time-consuming or error-prone.
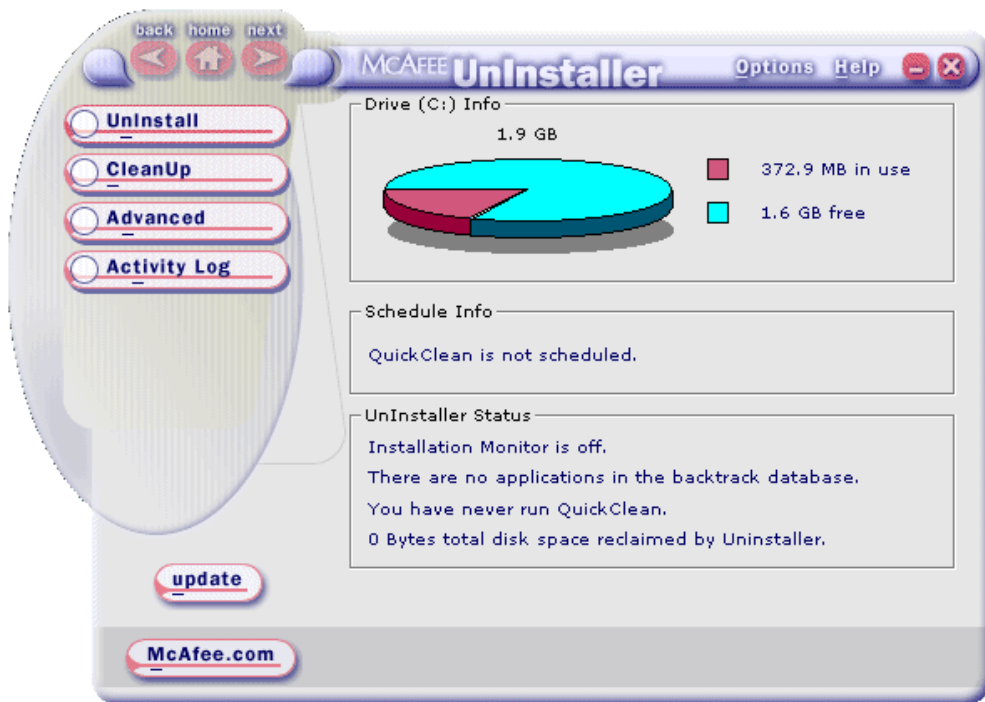
Figure 2-1. The UnInstaller Application window

To run an UnInstaller wizard, click its button in the main UnInstaller window.

What do the UnInstaller wizards do?

UnInstaller wizards simplify cleaning up disk space and managing applications. The wizards are listed and described in Table 2-1.

☐ **NOTE:** Wizards are designed to be easy to understand and to use. Each wizard screen tells you what you need to know to enter information or choose options. If you want to know more about a wizard, click **Help**.

By default, SpaceMaker and Remove wizards create backup copies of files before they are deleted. Although you can turn off backup creation when you run the wizard, it is a good idea to make backups. Later, when you are sure that you do not want to undo any UnInstaller actions, you can delete the backup copy.

Table 2-1. The UnInstaller wizards

This wizard...	Does this...
QuickClean	Deletes various kinds of junk files and unconnected items in the Windows Registry. QuickClean can be scheduled to run automatically at any interval you specify.
	.
Remove	Deletes any application you specify, and removes all related shortcuts and Registry entries.
Archive	Compresses an application into a backup file that you can restore whenever you need it again. You can also include data files that are associated with the application, if there are any.
	.
Move	Relocates an application. Completely moves an application from one drive or folder to another—even to another computer—and adjusts shortcuts and Registry entries to refer to the application in its new location.
	.
Transport	Packages an application so that you can rebuild it with the same option settings on another computer. You can also select and include data files that are associated with the application.
	.
Restore	Restores deleted applications or files if backup copies were created.
	You can restore an entire application, a few files from an application, or a few miscellaneous files, such as those deleted by Remove or SpaceMaker—but only if backup copies were created before the files were deleted.
	.

Table 2-1. The UnInstaller wizards (Continued)

This wizard...	Does this...
BackTrack	Monitors application installation.
	Lets you undo the installation of any application if it was monitored by BackTrack.
	.
SpaceMaker	Deletes old files in specific categories until it has freed the amount of disk space you specify.
	.

What is PowerClean?

PowerClean is not a wizard. It is a feature that lets you see files on your computer, organized into categories, such as Internet Junk, Duplicate Files, Archives, Multimedia Files, and so on. The feature also displays application information that is stored in the Windows Registry.

If you are an experienced computer user, you can use PowerClean to manage files manually. If you are interested in tracking specific files or files in specific folders, you can even create custom files groups.

How do I change UnInstaller defaults?

As you install UnInstaller, you have the chance to change some basic defaults in the Interview. Later, after UnInstaller is installed, you can use the Settings dialog box to review or change all default settings.

To see exactly what the default settings are, or to change them, click **Settings** on the Options menu in the main UnInstaller screen. Then click the Settings dialog box tabs for each wizard or option category.

The SpaceMaker, BackTrack, and QuickClean wizards and the PowerClean feature all have Settings dialog box pages where you specify their default behavior, including the age that files must be before they can be deleted.

You can change most option settings temporarily when you run a wizard, and you can open the Settings dialog box page for the wizard and make permanent changes to the default.

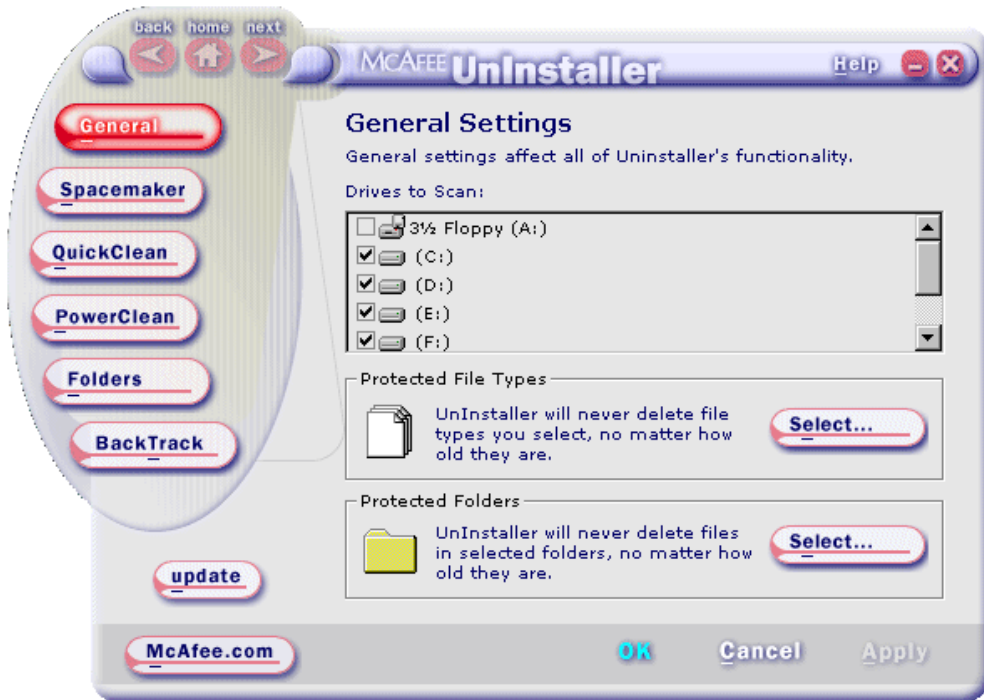**Figure 2-2. The General page of the Settings dialog box**

Table 2-1 on page 10 provides a brief description of each Settings dialog box page and tells you where to find more information.

☐ **NOTE:** For information about any Settings dialog box page, click **Help**.

Table 2-1. Options in the Settings dialog box

Options on this page...	Set this default behavior to determine...
General	Which drives are tracked by the SmartLinks database, and which files and folders are excluded from all wizard or PowerClean lists.
	Click **Help** in the General page of the Settings dialog box for information about these options.
SpaceMaker	How old files must be before they can be deleted, and which kinds of files can be deleted.
PowerClean	Whether backups are created for deleted files, how old files must be before they can be deleted, and other delete protection options.
BackTrack	Whether BackTrack's Installation Monitor runs as you work, which kinds of installations it monitors, and how long BackTrack archives are kept before they are deleted.
QuickClean	How old files must be before they can be deleted, and what kinds of files can be deleted.
Folders	The default backup, Archive, BackTrack, and Transport compressed file locations.
	Click **Help** in the Folders page of the Settings dialog box for information about these options.

What is McAfee Guardian?

You use McAfee Guardian to schedule the QuickClean wizard that keeps your computer free of junk files and to set up Installation Monitor so that it either does or does not run in the background as you work.

↳ **TIP:** If the Guardian icon does not appear in the taskbar, start Guardian by clicking **McAfee Guardian** from the UnInstaller menu in the Windows Start menu Programs list.

McAfee Guardian is the program that all McAfee Software applications use to manage scheduled and as-you-work events.

To schedule an UnInstaller event:

1. Right-click the Guardian icon in the clock area of the Windows taskbar,

and choose **What's Scheduled** from the popup menu.

Figure 2-3. Scheduling events
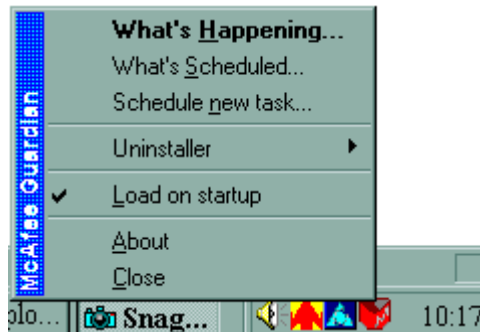
The What's Scheduled dialog box appears.

2. Select **QuickClean** or **Installation Monitor** from the list of scheduled events in the Events window and click **Schedule** to open the Event Schedule dialog box. The default scheduled events are:

   • Qclean.exe

   • Rebuild the Smartlinks Database

   • Run Installation Monitor in the Background

3. Choose the time or interval when you want the event to run, or choose **Never** to turn off an as-you-work or scheduled event.

⤷ **TIP:** If you are running UnInstaller, you can schedule events selecting *Settings* on the *Options* menu on the main UnInstaller screen and choosing QuickClean. For more information about scheduling, click *Help*.

Freeing Disk Space 3

Windows applications and the Internet can clutter your hard disk with large unused files that take up disk space. Set up and schedule the automatic QuickClean wizard to clean up these files at specified intervals, or use the SpaceMaker wizard to clean up more kinds of files.

How do I keep my computer free of unnecessary files?

Use the QuickClean wizard to perform any of the following actions to keep your computer free of unused files and invalid shortcuts:

- Remove unused files in the cache folder of your Internet browser.

- Remove any temporary files in folders that are used by applications and Windows.

- Clean up shortcuts, Registry entries, and remove references in operating system files that are not connected to any application.

- Empty the Recycle Bin.

When you click **QuickClean** in the UnInstaller window, the QuickClean wizard appears. You select the kind of cleaner action you want it to perform and then click **Next** to run the cleanup.

You can also schedule QuickClean to run automatically, as described in the following section.

To remove more files of different kinds and free a specific amount of disk space, use the SpaceMaker wizard, which is described in "How do I free a specific amount of disk space on a drive?," on page 15.

How do I set up QuickClean to run automatically?

You can run QuickClean whenever you need it, or you can set up QuickClean to get rid of unnecessary files and junk on your computer at regular intervals while you work.

To set up QuickClean:

1. Click **Settings** on the Options menu in the main UnInstaller window and select the **QuickClean** tab.

Figure 3-1. Setting QuickClean options
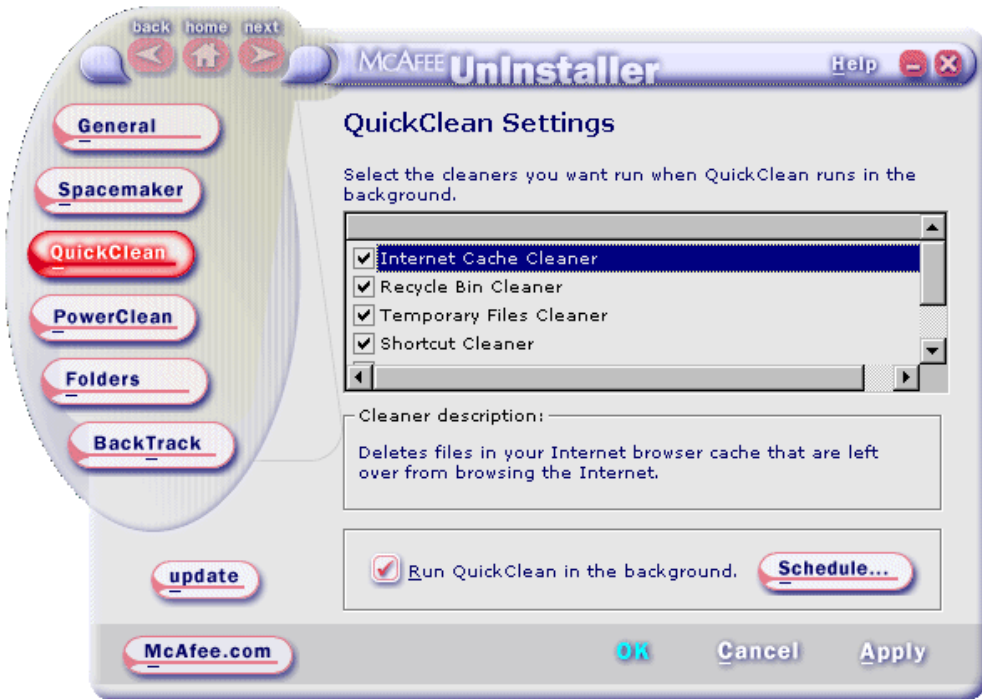
Make sure that the QuickClean options are set the way you want them. The defaults in the QuickClean page of the Options dialog box specify what kind of files and settings can be removed. You can also click **Schedule** to specify the schedule for running QuickClean automatically.

2. Click **QuickClean** in the main UnInstaller window and run the wizard manually once to see the default settings in action.

How do I schedule QuickClean to run at a specific time?

Events for McAfee applications are managed by the McAfee Guardian. Each McAfee application adds to the list of events that the Guardian can run at a scheduled time.

To change the QuickClean schedule:

1. Right-click the red and white McAfee Guardian icon in the clock area of the taskbar, and then select **What's Scheduled** on the menu.

2. In the What's Scheduled dialog box, select **QuickClean and click Schedule.**

3. In the Event Schedule dialog box, choose the time interval for QuickClean to run from the dropdown list box.

How do I free a specific amount of disk space on a drive?

If you need a specific amount of disk space on one of your drives, click **SpaceMaker** in the UnInstaller screen and tell the SpaceMaker wizard how much space you want, what kind of files it can delete, and whether you want it to make compressed backup copies of the files. Then let it free space for you.

☐ **NOTE:** By default, files are backed up before they are deleted. The compressed backup uses less disk space than the deleted files, and gives you a chance to recover deleted files later. Each time you run the SpaceMaker wizard, you can turn off backups or specify a different location for the backups.

Choose the SpaceMaker wizard to:

• Quickly create free space on one of your drives.

 You can specify the drive and the amount of space you want to free. As soon as SpaceMaker frees the specified amount of space, it stops deleting files. If you choose to free as much space as possible, the wizard continues to delete files until it can find no more files that are old enough to delete in the categories you have chosen.

• Delete files from more categories than QuickClean.

 SpaceMaker lets you delete files that some users might need, such as bitmap and multimedia files, backup files that have the .BAK extension, temporary files that Windows or Windows applications generate, screen savers, online help files, and so on.

No file is deleted if it has been modified or accessed within the period specified by the SpaceMaker page of the Settings dialog box. The default period is 180 days.

How do I change defaults for SpaceMaker?

The preset SpaceMaker defaults are shown in Figure 3-2.

Figure 3-2. Setting SpaceMaker options
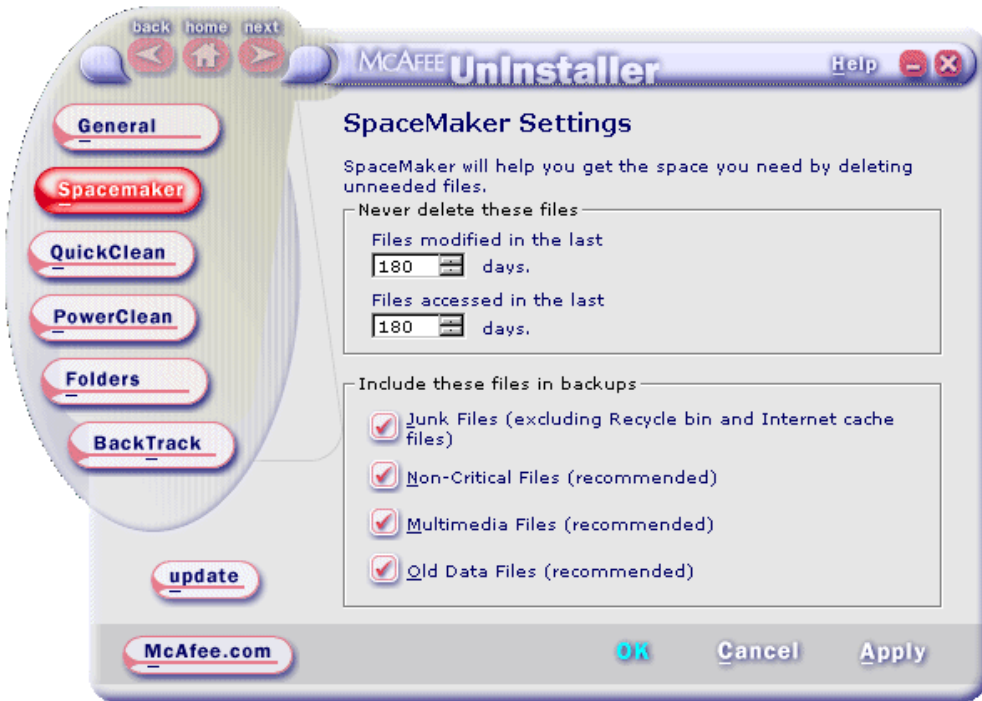
To view or change SpaceMaker defaults, click **Settings** from the Options menu, and click the **SpaceMaker** tab in the Settings dialog box.

Each time you run SpaceMaker you can change most defaults temporarily. The one default that you cannot change when the wizard is running is the age that files must be before they can be deleted.

Managing Applications 4

The UnInstaller wizards that manage applications are simple and extremely safe. They will not damage your computer or destroy data by removing important operating system files or files required by any application except the one you are removing, archiving, or moving.

To use an UnInstaller wizard you must have enough free disk space on your computer for the wizard to work in and enough space to store any backup copies of files or applications that the wizard may make. Even though a backup is compressed to its smallest possible size, it will take up some space on your hard drive.

When you click one of the application management wizard buttons—Remove, Archive, Move, or Transport—the wizard opens and guides you through three or four quick steps to perform the action.

☐ **NOTE:** By default, applications are backed up before they are deleted. The compressed backup uses less disk space than the deleted application files, and gives you a chance to recover the application or some of its files later. Each time you run the Remove wizard, you can turn off backups or specify a different location where the backups are stored.

In the first screen of the Remove, Archive, Move, and Transport wizards, you choose an application by expanding the list of applications with shortcuts on your desktop, or in the Windows Start menu, as shown in Figure 4-1.

> ↳ **TIP:** If any associated files are open when you move, transport, remove, or archive an application, UnInstaller asks you to reboot your computer so that it can run Application Cleanup to close and back up those files gracefully.

Figure 4-1. Choosing an application to remove

If the application does not appear in these lists, click **Browse** to find application programs, which have the extension .EXE, and choose the one you want.

How do I get rid of an application?

The Remove wizard gets rid of all traces of the application, including shortcuts and Registry entries. If the application has associated data files, you can remove those at the same time if you want to. If UnInstaller detects that an application has an uninstall program of its own, you will be given the choice to use the application's uninstall program or the UnInstaller Remove wizard.

To start the Remove wizard, click **Remove** in the UnInstaller window.

Choose the Remove wizard to completely remove:

- An application that you no longer use.

  As you buy new programs, old programs become obsolete or no longer useful. The Remove wizard keeps your computer up-to-date by deleting all old applications and cleaning up the Registry and operating system settings associated with them.

- A demo application that you downloaded and decided not to purchase.

  Demo applications usually cannot be used after a specified date, but they still remain on your disk, taking up space. Use the Remove wizard to clean them up.

- An application that you want to reinstall because it is behaving incorrectly.

  Sometimes reinstalling a program from scratch fixes minor problems. The Remove wizard can uninstall the program and remove all references to it in the Registry and operating system files so that you can perform a clean reinstallation.

❦ **WARNING:** Make sure that you let the Remove wizard create a backup copy of the application before it is removed. Then you can restore it if you change your mind in a few minutes or a few days later. When you are sure that you do not need the backup, delete it to free disk space, as described in"How do I get rid of backup copies I no longer want?," on page 30

How do I make a copy of an application to rebuild on another computer?

Use the Transport wizard to package an entire application and its configuration settings so that you can rebuild the application with exactly the same option settings on a different computer. To start the Transport wizard, click **Transport** in the UnInstaller window.

You can also include associated data files in the Transport package. For example, if you are transporting your spreadsheet program from your work computer to your laptop computer, you can include the spreadsheets that you have created.

To recreate the application, run the package file from the new computer, as described in the next section, "How do I rebuild a transported application on another computer?"

> ⚓ **WARNING:** Make sure that the application license permits you to run a copy of the application on more than one computer. Some application licences now permit you to use a single copy of the application on more than one computer as long as only one computer is in use at a time.

Choose the Transport wizard to:

- Create a copy of an application on a different computer.

  The Transport wizard creates a compressed file that contains an entire application, including its option and Registry setting information. You can use this file to rebuild an application with the same settings on your office and laptop computers.

- Move an application to a new computer.

  Avoid time-consuming application setup when you buy a new computer. Use the Transport wizard to reinstall your old applications with the same option settings.

How do I rebuild a transported application on another computer?

An application that you package with the Transport wizard can be rebuilt on another computer that can access the disk or the network where you stored the Transport package file, and that is running Windows 95 or later. Simply double-click the name of the Transport package file in a Windows Explorer file list, and follow instructions that appear on the screen.

You do *not* need to have UnInstaller installed on the machine where you reinstall the transported application. You *do* need to make sure that the application license agreement permits you to use the application on more than one computer.

A package file created by the Transport wizard contains:

- The application itself.

- Registry entries that store application default settings, and other information needed to set up the application exactly as it was on the original computer.

- The part of the Transport wizard that rebuilds the application.

- Any data files, spreadsheets, document files, and so forth, that you have chosen to include.

To rebuild a transported application on a new computer:

1. If you created the Transport package on a removable disk, insert the disk that contains the package file.

   If you created the Transport package on a network drive, make sure that the computer where you want to build the transported application is connected to the network drive.

2. In the Windows Explorer, click the letter of the drive that contains the Transport package file.

3. Double-click the name of the package file in the Explorer file list.

   The Transport wizard opens.

4. Follow the wizard instructions to build the application on the new computer.

How do I archive an application so I can use it again later?

Use the Archive wizard to create a compressed backup copy, called an *archive*, of an application and remove it from your computer until you need it again. To start the Archive wizard, click **Archive** in the UnInstaller window.

To free the most hard-disk space, store the archive on a removable disk, such as a Zip® disk. But even if you store the archive on your hard drive, its compressed files reduce the amount of space the application takes up.

After the Archive wizard creates the compressed archive file, it removes the application from the folder where it was installed, but leaves the shortcuts to the application in place. When you click a shortcut to the application in the Windows Start menu Programs list, or on your Windows desktop, taskbar, or elsewhere, a message box appears, explaining that UnInstaller has archived the application and asking if you would like to restore it.

☐ **NOTE:** You can also use the Restore wizard to restore archived applications.

Choose the Archive wizard if you:

• Want to store useful applications that you rarely use.

If you have old games or specialized programs, archive them to free disk space, but keep the shortcuts and other entry points available from your desktop.UnInstaller keeps track of applications that you have archived. Their shortcuts and Start menu Programs list entries remain in place. If you click a shortcut or Programs list entry for an archived application, you can choose whether to restore the application.

- Think you might need an application again.

    If you are not sure that you want to get rid of an application entirely, instead of using the Remove wizard and creating a backup file, use the Archive wizard and retain information.

- Want to free space on your computer by removing an application temporarily.

    If you need disk space to perform a task that requires a large amount of temporary space, for example, you can archive applications to free the space. Then you can quickly restore the applications when you no longer need their disk space.

How do I move an application from one location to another?

Use the Move wizard to copy an application to a new location, either on your local computer or to another computer, and remove the application from its old location. To start the Move wizard, click **Move** in the UnInstaller window.

After the application is moved, the wizard changes all shortcuts and Registry entries to refer to it in its new location.

Choose the Move wizard to move an application:

- From a crowded hard disk to a new, second hard disk with more space.

    If you have installed a second hard disk, relocate some applications from your primary hard disk to create more space there.

- From your local computer to a drive on another computer.

    If you have more than one computer at your disposal, you can manage how you use the available disk space by moving applications between hard drives.

- From one folder to another.

You can reorganize application folders on your computer by combining applications in subfolders of a single folder. For example, if you have several Adobe applications, you might move them into individual subfolders in a main Adobe folder.

Moving an application does not change its position in the Windows Start menu Programs list.

How can I monitor installation?

The UnInstaller BackTrack wizard can restore your system to the state it was in before you installed a monitored application.

You can use the UnInstaller Installation Monitor to watch applications as they install making a record of every file that was added, deleted, or changed during installation. Then, you can use the BackTrack wizard to completely remove the monitored application from your computer and return all settings to their previous values before the application was installed. You can set up Installation Monitor in one of two ways:

• Set up BackTrack Monitor to run in the background continuously, waiting for you to run an installation file with a specific name or from a specific folder, or to install an application from a self-expanding compressed file with the .EXE extension.

• Start BackTrack Monitor just before you install an application, and specify the program that runs the application installation, as described in "How do I monitor installation of a single application?," on page 25.
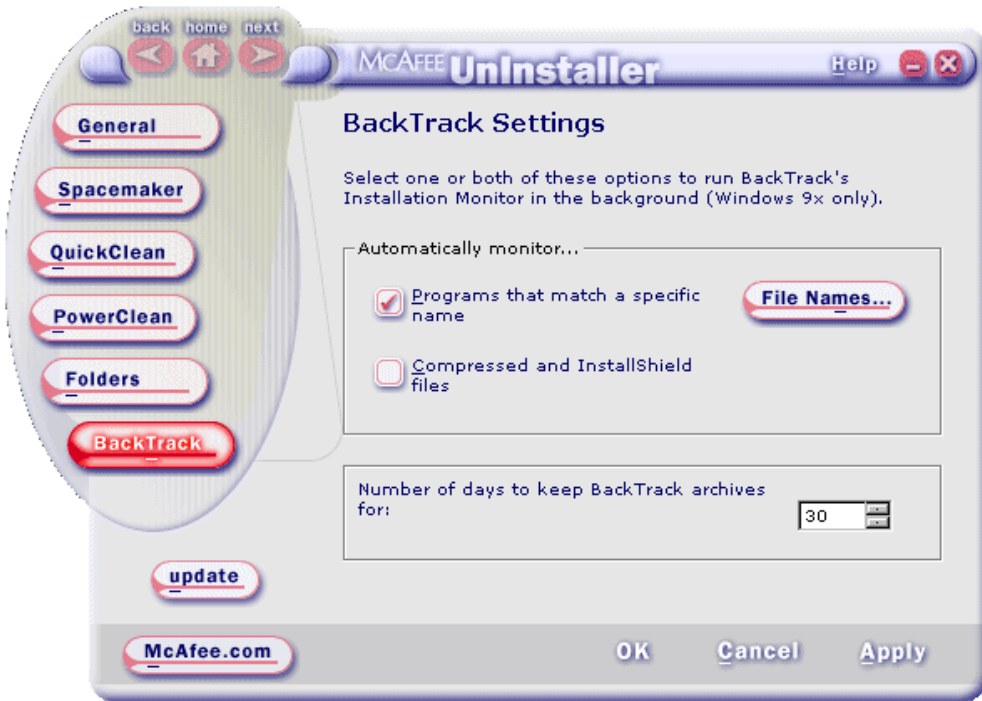
How do I set BackTrack Monitor to run in the background?

To keep BackTrack Monitor active while you work on your computer:

1. Click **Settings** on the Options menu in the main UnInstaller screen.

2. Click the **BackTrack** button, and specify what you want to monitor.

Figure 4-2. Setting BackTrack Monitor options

To run Installation Monitor automatically in the background while you work, you must select either or both of the options on the BackTrack page. When BackTrack Monitor detects an installation program, it displays a message box where you can choose whether to monitor the installation.

↳ **TIP:** Many installation programs start automatically as soon as you insert a CD disc into your CD drive. To make sure that installations from CDs are monitored, open the Settings dialog box and set BackTrack to monitor setup files before you insert the CD disc into the drive.

How do I monitor installation of a single application?

If you'd prefer to run BackTrack Monitor only when you are actually installing applications, follow these steps:

1. In the Windows taskbar, right-click the Guardian icon, point to **UnInstaller**, and click **Launch Installation Monitor**. (By default, the icon is located in the lower-right corner of your screen near the clock.)

2. In the dialog box that appears, click **Browse** to find and select the installation program that you want to monitor.

    Installation programs are usually named Setup.exe, CDsetup.exe, and so on.

3. Click **Monitor** to start installing the application.

    Before installation actually starts, BackTrack Monitor saves Registry settings and other information on your computer so that its original state can be restored later if you choose to remove the application from your computer.

How do I undo an application installation that I monitored?

Use the UnInstaller **BackTrack** wizard to undo the installation of an application that was tracked by BackTrack Monitor.

> ❦ **WARNING:** You cannot use the BackTrack wizard to undo the installation of an application that *BackTrack Monitor did not monitor. In this situation, use the Remove wizard.*

To undo an application installation:

1. Click **BackTrack** in the main UnInstaller screen to start the BackTrack wizard.

2. In the first BackTrack wizard screen, click **Next.**

3. **S**elect the BackTrack archive from the list and click **Next again**.

    The BackTrack wizard processes the archive to determine what it needs to undo. At this point if you're interested, you can click **Details** to see what BackTrack will do to individual files, and when you're finished reviewing this information, click **OK** to return to the BackTrack wizard screen.

    > ❦ **WARNING:** Do not change the selection of any of the files. Let BackTrack use its judgment to decide which files you still need and which files should be removed or replaced.

4. Click **Next.**

The BackTrack wizard removes the application and returns Registry settings to the values that were in effect before the application was installed. The wizard displays a message telling you when it successfully completes the job.

5. Click **Close** to return to the main UnInstaller screen.

Restoring Information   5

Restoring applications and files

Removed applications and files that have been backed up by UnInstaller can
be restored by the Restore wizard. The Restore wizard also restores archived
applications.

The Restore wizard *does* restore:

- Archived applications.

- Removed applications that the Remove wizard backed up.

- Files that were removed by the SpaceMaker or Remove wizards, or that
  you deleted using the PowerClean feature, if backup copies were made.

The Restore wizard does *not* restore:

- Move wizard actions.

- Installation of an application that was tracked by Installation Monitor.

- Transported applications.

- Files and Registry settings removed by QuickClean.

How do I restore an archived or backed-up application?

The Restore wizard can completely restore any application if you have
archived it or let the Remove wizard make a backup copy of the application
before you removed it. The backup copy or the archive must still be available.

To restore an application:

1. Click **Restore** in the UnInstaller main window.

2. On the Restore wizard screen, click the arrow by the dropdown list and
   select the backup or archive folder (Figure 5-1).

   - If you do not see the archive you are looking for, you might have
     stored it in a different folder. Click **Browse** to find archives or
     backups in other folders. When you select a folder, the archives or
     backups that it contains appear in the Restore wizard list.

- The information in the Restore wizard list includes the name of the backup or archive file, such as "Archive of Glaxian," the name of the wizard that created the backup, and the date the backup was created.

Figure 5-1. Selecting an application to restore

3. Select an archive or backup from the Restore wizard list and click **Next**.

4. On the second wizard screen, the names of all files that will be restored are displayed.

5. In the second wizard screen, you can select files to restore, and click **Next**.

> ❦ **WARNING:** Do not deselect any files if you are restoring an entire application. If you deselect files, critical application files may not be restored and the application may not run correctly, or at all.

6. In the third Restore wizard screen you can choose:

- How to replace files in restoration folders. You can choose to:

Only replace older files with newer files.

Always replace existing files.

Never replace existing files.

The default is "Only replace older files with newer files".

- Whether to confirm restoring each file.

    If you choose to confirm files as they are restored, you must click **OK** for each file in a message box. To restore remaining files without confirming them, you can click **Yes to All** at any time.

7. Click **Restore** to begin restoring the application.

    When the wizard restores the application, it displays a message that the job is completed. You can click **Report** to view details of restoration activity.

How do I restore deleted files?

The Restore wizard can also restore individual files that the SpaceMaker wizard has deleted, or that you have deleted using the PowerClean feature, if UnInstaller made backup copies of the files.

To restore individual files:

1. Click **Restore** in the main UnInstaller window.

2. On the Restore wizard screen, click the arrow by the dropdown list and select the backup or archive folder (Figure 5-1).

    To see a list of the files contained in the backup or archive, click **Next**.

3. Select the files you want to restore from the list that appears in the next wizard screen; then click **Next**.

4. In next wizard screen, you can choose:

    - How to replace files in restoration folders. You can choose to:

    Only replace older files with newer files.

    Always replace existing files.

    Never replace existing files.

    The default is "Only replace older files with newer files".

    - Whether to confirm replacing each file.

If you choose to confirm files as they are replaced, you must click **OK** for each file in a message box. To restore remaining files without confirming them, you can click **Yes to All** at any time.

5. Click **Restore** to begin restoring the files.

    When the wizard restores the file, it displays a message that the job is completed. You can click **Report** to view details of restoration activity.

How do I get rid of backup copies I no longer want?

UnInstaller backs up deleted files and applications so that you can restore them if you change your mind later.

Backup files, which are compressed files containing copies of all deleted files, are stored on your computer in a location you can specify in the General page of the Settings dialog box or in other locations that you can specify when you run one of the UnInstaller wizards.

But note that although backup copies are compressed, eventually they will take up a lot of disk space. When you are sure that you will no longer want or need a backup of a deleted application or group of files, delete the backup file.

To delete a backup file:

1. Select the backup file in the first Restore wizard page list.

2. Click **Report** and select the **Report Log** tab to see a list of files contained in the backup. Click **Close** to return to the first Restore wizard page.

3. If you are sure that you will not need any of these files, click **Delete**.

    You are prompted to confirm deleting the file.

# How do I see what UnInstaller has done?

The Reports dialog box displays numeric and graphic information about actions performed in the PowerClean feature and by UnInstaller wizards.

When you first open the Reports dialog box, you see summary information from the Master Log in all pages. To see information about a specific action, click **Open**. Then choose the action from the list that appears, and click **OK**.

The information that appears depends on whether you are viewing Master Log totals, or have chosen a specific action report.

Action report logs display a complete list of files that were deleted or modified by each individual action. These reports can be useful in tracking down old versions of files that were deleted but backed up, or were archived.

Figure 5-2. The Report Summary
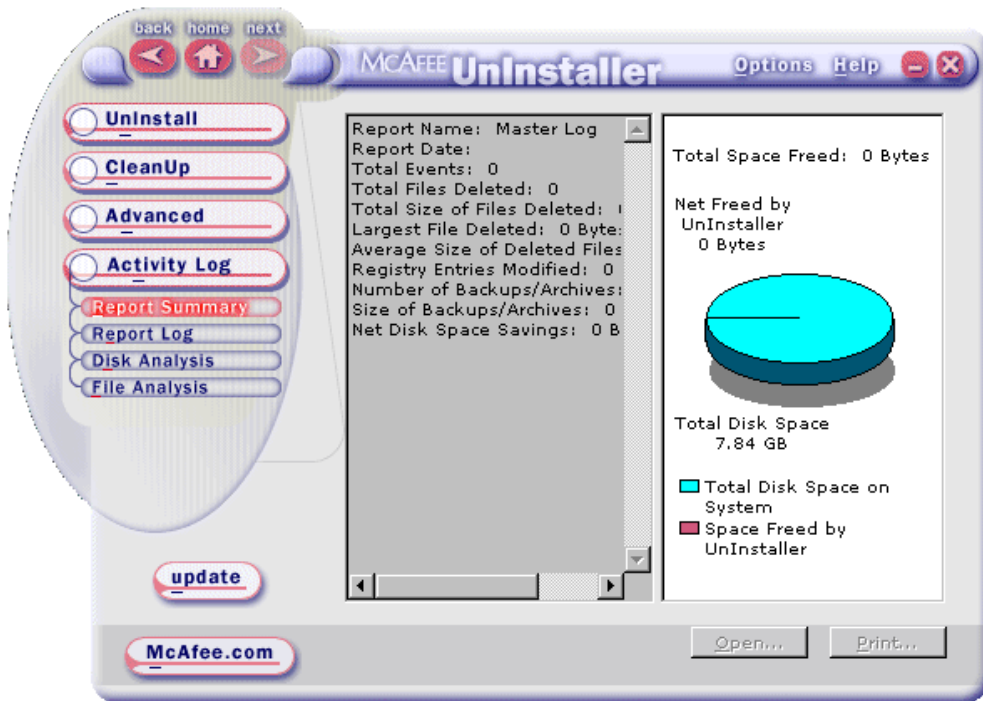
- Report Summary tab

    This page shows numeric data about the total number of files affected, the total size of files moved, compressed, or deleted, the disk-space savings, and so on. The pie chart on the right shows the percent of disk space regained by the selected action if you are viewing a specific action report, or by all UnInstaller actions, if you are viewing Master Log information.

- Report Log tab

    This page lists all changes made by the individual wizards or in the PowerClean feature if you are viewing a specific action report.

    If you are viewing Master Log information, you see a list of available action reports. Click Open to chose an action report to view.

- Disk Analysis and File Analysis tabs

The Disk Analysis page displays the percent of total disk space regained by deleting, moving, or archiving files in each file category. The File Analysis displays the total number of files in each category.

If you only want to see what UnInstaller has done, you can review the list of actions displayed in the Reports window. However, if you want to keep a record of UnInstaller actions for later reference, you can print the report information or save it as a file.

Using PowerClean 6

If you are an experienced computer user, you can use the PowerClean feature for custom file and Registry management.

Using the PowerClean feature you can view, move, copy, delete, and archive files from the UnInstaller default categories, which are usefully organized into groups of duplicate files, non-critical files, disconnected shortcuts, and so on. In addition, you can create custom file groups of your own to make it easier to manage specific kinds of files in specific locations.

> **NOTE:** To protect you against deleting files unintentionally, and remind you that you use PowerClean at your own risk, the PowerClean feature opens in read-only mode. To turn off read-only mode, clear the check next to **Read-only mode** in the PowerClean page of the Settings dialog box.

What can I do when I use the PowerClean feature?

The PowerClean feature provides manual file management and Registry management for experienced computer users.

Use the PowerClean feature to perform these file-management tasks:

- Delete, archive, move, rename, or copy selected files or defined groups of files.

  You can perform the same actions on individual files or groups of files that the UnInstaller wizards perform on entire applications.

- Find out what application uses a selected file.

  Right-click **File Links** from the popup menu to see what application uses a selected file. If the selected file is an executable file, such as a .DLL or .EXE file, the File Links dialog box displays a list of the files that are used by the executable file itself.

- Create custom file groups that contain only files that you specify.

  Set up custom file groups to archive or delete files from specified folders on your computer. For information about creating custom file groups, see "How can I create a custom group?," on page 37.

- Add programs and files to the Start menu.

When you install applications or executable files, you can often choose not to add them to the Programs list. These application files appear in the Disconnected Executables file group list.

To add an executable file to the Windows Programs list, select the file name in the PowerClean list. Then click **Connect to Start menu** on the Tools menu and specify where you want to add the file in the Programs list.

Why does the PowerClean feature open in read-only mode?

When you click **PowerClean** in the UnInstaller main window, the PowerClean feature opens in read-only mode.

You see a message box explaining that you cannot delete any files. This feature protects you from deleting files or making other changes unintentionally.

Even in read-only mode, however, you can use the PowerClean feature to:

• Explore the file links and Registry entries on your computer.

This is a good way to learn how your computer works and what files it uses.

You can select a file, and then choose **File Links** from the popup menu to see what application uses the selected file.

• Create a custom file group.

Although you cannot delete, move, copy, or archive any files in read-only mode, you can still define a custom file group to manage specific files quickly. Creating custom file groups is described on page 36.

When you want to use PowerClean to manage files, clear the check next to **Read-only mode** on the PowerClean page of the Settings dialog box. Open the Settings dialog box by clicking **Settings** from the Options menu.

How do I work with the PowerClean feature?

The PowerClean feature opens in a dialog box that works like the Windows Explorer. Like the Explorer window, it has a menu bar, a status bar, and a toolbar that you can customize. Each pane also has a shortcut menu that pops up when you right-click an item in the Cleanup Types or file list pane. The file list shortcut menu is shown in Figure 6-1.

Figure 6-1. The PowerClean shortcut menu

The left pane displays an expandable list of default file groups. Click the + next to the group name to expand the group list. For information about the default groups, see "What are the default file groups?," on page 36. For information about creating a new file group, see "How can I create a custom group?," on page 37.

The right pane displays the names of files in the selected default group. Files are color-coded to indicate how important they are to your computer and its applications. For information about the color codes, see "What do the color codes mean?," on page 41.

What are the default file groups?

In PowerClean, files on your computer are grouped into category lists that make it easy to manage files of certain types on all drives and folders. You can add your own file groups, as described in "How can I create a custom group?," on page 37.

When you start using PowerClean, the major file groups appear in the tree list in the dialog box. Click the plus sign (+) next to a file group to display subgroups and files.

☐ **NOTE:** For more information about the default groups, click **Help**. Then click the **What files are in the default file groups?** topic in the **What do you want to know about PowerClean?** section.

The major file groups are described briefly in the following table. A description of the selected group or subgroup appears in the Advice tab pane. Note that some files appear in more than one group. For example, the Non-Critical Files group contains an Archive subgroup which contains the same files as the Internet Stuff group Archive subgroup

Table 6-1. The PowerClean default file groups

Category	Description
Non-Critical Files	Files that can be deleted without causing your computer to crash or fail to operate correctly.
	Note, however, that this group includes several subgroups that contain files such as backup files with the .BAK extension, and archive files, including all files with the .ZIP extension, as well as bitmap files (.BMP) and other image and multimedia files.
Internet Stuff	Files downloaded from the Internet with an archive extension, such as .ARC, .CAB, and .ZIP, as well as files that your Internet browser caches for future use, including .GIF and .JPG files.
	The Internet Documents category includes all .HTM and .HTML files found on your computer. If you are developing Web-based information, these files should not be removed without careful examination.

Table 6-1. The PowerClean default file groups (Continued)

Category	Description
Duplicates	Duplicated files on your computer. By default, duplicate files must have the same file name, size, and date.
	To define duplicate files simply as files that have the same file name, or the same file name and date, change the option setting in the Advanced page of the Options dialog box.
Disconnected Items	Two kinds of files are included in this group:
	Files that are associated with applications that are no longer on your computer.
	Programs that are not on the Start menu Programs list or on the Windows desktop.
	Files that are associated with programs you have removed can safely be deleted. Programs that are not on the Start menu list, however, might be valid programs that you decided not to include on the Programs list, or executable files that are used only by other applications.
Windows Shell Items	All items on the Start menu Programs list or the Windows desktop.
Windows Registry	Important Registry entries for applications.
Registered File Types	Files in each file-type category that is associated with an application.
Custom File Groups	This group contains file groups that you name and define. For information about creating your own file groups, see the following section.

How can I create a custom group?

Custom file groups make it easy for you to manage collections of files that you define. After you create a custom file group, you can easily change its definition to find a different set of files, or to find files in a different location.

To create a custom file group:

1. Click **Create Custom Group** on the Tools menu. The Custom Group dialog box appears.

2. Enter a name for the new group.

3. Specify the files that the group should include. You can enter complete file names, or file names that contain wildcard characters, such as * and ?.

    To enter more than one file name, separate the names with semicolons (;). For example, to find graphics files with specific extensions, you might enter

    .bmp;.tif;*.jpg

    or to find spreadsheet files for January and February, you might enter

    jan*.xls;feb*.xls

4. Enter the top level of the path to search for files.

    For example, you might enter:

    C:\My Documents

    Click **Browse** to select a path instead of typing a path name.

    • To search subfolders of the paths you enter, select the **Search Subfolders** check box.

5. Click **OK** to save the new group.

To change the definition of a custom file group:

1. Select the file group in the Cleanup Types list.

2. Click **Edit File Group** from the Tools menu. The Custom Group dialog box appears.

3. Change the information in the dialog box. You can change any information that appears, including the name of the custom group.

4. Click **OK** to save the changes.

What commands are on the PowerClean menus?

All of the shortcut menu commands shown in Figure 6-1 on page 35, and other, less often used commands, are available from the menus in the menu bar.

The menu bar categories and the commands that they contain are listed in Table 6-2 .

Table 6-2. PowerClean menu commands

This menu...	Contains these commands...
File	All of the file management commands on the popup menu as well as Print List, View Report, and Exit.
Edit	Select all, Invert Selection, and Undo.
Tools	Archive, Connect to Start Menu, Find Target, Refresh SmartLinks Database, Refresh Internet Folders, Create Custom Group, Edit Custom Group, Delete Custom Group
View	List, Details, Arrange Icons
Options	Settings, Customize Toolbar, Toolbar, Cleanup Tabs, Status Bar, Save Preferences on Exit, Save Preferences Now

☐ **NOTE:** For more information about the menu commands, click **Help** and click **What do the PowerClean menu commands do?** in the **What do you want to know about PowerClean?** section.

How do I use the tab panes?

The tab panes below the group and file lists display information, either about the selected file or about the actions that you have performed during this PowerClean session.

Table 6-3. Information in the PowerClean tab panes

Click this tab...	To see...
Advice	Information about the selected default group of files, including suggestions about what you should or should not do.
	If you select a custom group that you created yourself, the defining characteristics of the group are displayed, such as
	Search for *.xls Search in C:\MyFiles Search subfolders: TRUE
Report	The list of files you have backed up and deleted in the current PowerClean session.
	For a full list of Event Logs, click **View Report** on the File menu.
Viewer	The contents of the selected file, if your computer has a viewer that can display files of this type. You can view most graphics and icon files, word processing and spreadsheet files, and other common file types.
	You can also view technical information about executable files.

To remove the tab panes from the PowerClean dialog box window, clear the check next to **Cleanup Tabs** on the Options menu.

What do the color codes mean?

The colored icon next to each file name in the PowerClean dialog box indicates the how important the file is to the operating system or to an installed application.

In some cases, the color code is determined by your default settings. For example, if you specify that files of a specific type in a specific location should never be deleted, those files are marked with a red circle.

**Table 6-4. Descriptions of PowerClean color codes**

Code	Description
Red circle with a diagonal line across it	Files marked with this code are necessary for your computer to run correctly.
	You cannot delete these files from the PowerClean dialog box.
Red circle	Critical files used by applications, and files that are not old enough to be deleted.
	The original default is set to prevent you from deleting these files. We strongly recommend that you keep this default setting. Files used by applications should never be deleted.
	To change the age files must reach before they can be deleted, change the accessed and/or modified age specified in the Settings dialog box.
Yellow square	Important files.
	These files might be used by applications on your computer. They might also be linked to applications on a removable disk that is not currently available.
	Read information in the Advice tab before you delete these files and make sure that deleting them will not cause operating system or application problems.
Green triangle	Files that are not important to the operating system or applications.
	They might be very important to you, however. Make sure that you know what they are used for before you delete them, and create backups in case you need them again.

How do I change the defaults for the PowerClean feature?

If you have started the PowerClean feature and are working in the PowerClean dialog box, click **Settings** on the Options menu. The Settings dialog box opens with the PowerClean page open.

If you have started UnInstaller, but are not are not working with the PowerClean feature, click **Options** in the main UnInstaller window, then click **Settings** in the menu that appears. When the Settings dialog box opens, click the **PowerClean** tab.

Figure 6-2. Setting PowerClean options
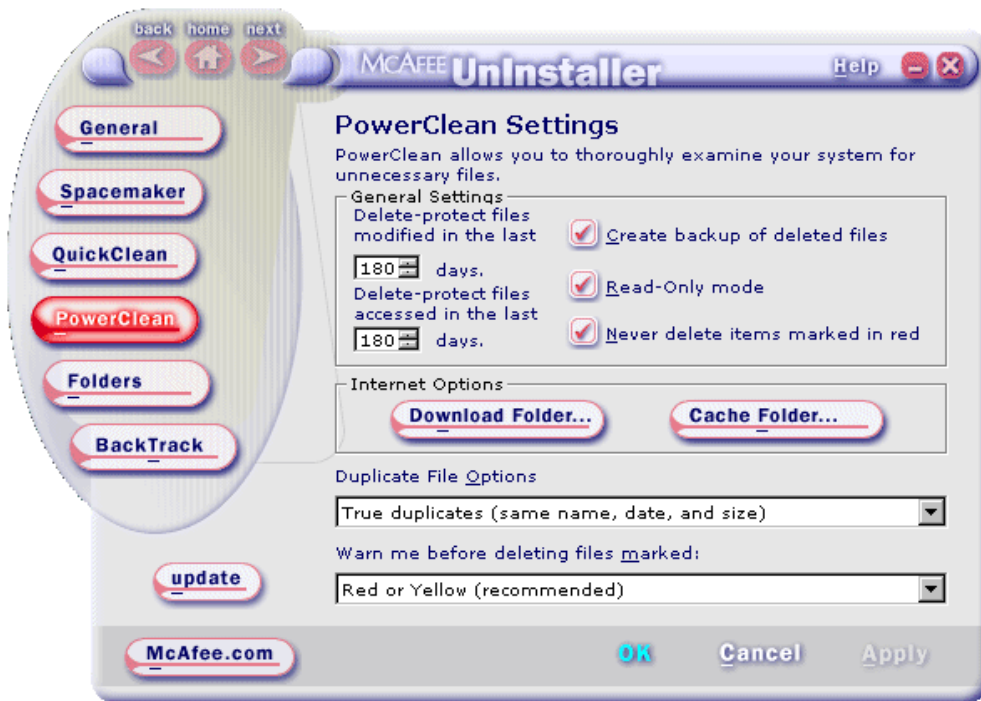
The original default settings are shown in Figure 6-2. These settings:

- Turn on read-only mode.

- Specify that files must be 180 days old to be deleted.

- Create backups of all deleted files.

- Prevent you from deleting files marked by a red circle as well as files marked by a red circle with a diagonal line across it.

- Set the strictest criteria for duplicate files.

You can also specify the folder where you intentionally download files from the Internet, if you have such a folder on your computer. If you are using one of the most common Internet browsers, such as AOL, Internet Explorer, or Netscape Navigator, UnInstaller automatically finds the folder where the browser caches files that it downloads as you open a page on the Internet.

If you are using an unusual browser, click Cache Folders... to specify the folder where cached files are stored.

☐ **NOTE:** For more information about the setting PowerClean options, click **Help** and click **How do I set options?** in the **What do you want to know about PowerClean?** section.

How can I see what I have done using the PowerClean feature?

The Report tab contains information only about actions that you've taken during the current PowerClean session.

For detailed information about all actions you have performed using the PowerClean feature, including use of the Undo command, click **View Report** on the File menu.

The Reports dialog box appears. Choose events to view as described in "How do I see what UnInstaller has done?," on page 31.

About Windows 98 **A**

Windows 98 Applications and Files

This appendix provides background information for computer users who are curious about how Windows 98 applications keep track of information, and how computer files are named and used.

You don't need to know the information in this appendix to use UnInstaller wizards, but if you are an inexperienced computer user, reading this appendix might give you the information you need to use the advanced features of the UnInstaller PowerClean feature.

How does an application keep track of its configuration settings?

In Windows 3.1 and earlier, applications usually stored option settings in text files called .INI files.

Primarily for backward compatibility and other historical reasons, some applications still store information in .INI files. You can see the list of all .INI files on your computer if you open the Windows folder in the Windows Explorer, and click the Type column header in the file list pane. Then look for files with the .INI file name extension.

☐ **NOTE:** If you do not see file name extensions, see "How can I see extensions in the Windows Explorer file list?," on page 47 to find out how to set up the Explorer to display extensions. If you do not know what file name extensions are, see "What are file name extensions?," on page 47.

One advantage of storing options in .INI text files is that it is easy for anyone to open the file in Notepad or another text editor, and view or change the settings. But this advantage can be a disadvantage if users make changes incorrectly. Furthermore, the .INI files have size and other constraints, lack a standard for organization and change, and are often left behind when you use the Windows Add/Remove Programs to get rid of an application.

For these reasons and others, in Windows 98 and Windows NT 4.0 and later, Windows and applications store option settings in the Windows system Registry.

What is the Windows Registry?

The Registry is a database that stores system and application configuration information. The database file format protects system and application information from uninformed tampering, and ensures that information is stored according to specific and well-defined standards so that it can be accessed reliably by applications.

Registry data is stored in a file called System.dat. It can be viewed or edited by the Registry editor, which is called Regedit.exe. The Registry editor is not meant for casual use. You can seriously damage your computer system if you edit the Registry. To examine important Registry entries safely, use the UnInstaller PowerClean feature.

Some applications, especially older applications, do not remove all of their entries from the Registry when you use Windows Add/Remove Programs to get rid of an them.

UnInstaller cleans up the Registry and gets rid of unconnected .INI files either when you use the Remove wizard to uninstall an application, or when you run the QuickClean wizard to get rid of junk files and unconnected Registry entries.

How are computer files named?

All of the files on your computer have names that the operating system uses to keep track of them.

In DOS and Windows 3.1 and earlier, all file names have to meet the eight-dot-three file-name convention. This convention specifies that the first part of the file name can have as many as eight characters. These characters are followed by a dot, or period. Then the second part of the file name, which can have as many as three characters, follows the dot. For example, a file might be called Mydoc.txt, but it could not be called Mydocument.txtfile.

In Windows 98 and Windows NT, files can have much longer names, names that describe them better so that you can see immediately what the file contains or does. You can name a file Gas Mileage.xls, or Acme Computer Let.doc.

Occasionally, however, you might have an application that does not use the long file names. Then you will see a truncated version of the long file name, such as Gasmil~1.xls. If you have many such applications, you might still prefer to use the eight-dot-three convention for file names.

What are file name extensions?

The last three characters of a file name, the characters that follow the dot, are called the file name extension, or extension.

Extensions can have more than three characters, but they usually have three or fewer characters because most current applications have historically used three characters to identify different kinds of files.

The extension is used by Windows to identify the application that opens or runs the file by default, as described in "What is an associated file?"

How can I see extensions in the Windows Explorer file list?

By default, you do not see the file name extension in the Windows Explorer file list.

To turn on display of extensions in older versions of Windows:

1. In the Windows Explorer window, click any folder name.

2. In the View menu at the top of the Explorer window, click **Options**.

3. Clear the check next to **Hide MS-DOS file extensions for file types that are registered**.

4. Click **Apply**.

5. Click **Like Current Folder** to make all folders display file names with extensions.

6. Close the dialog box by clicking **Cancel** or **OK**.

If you have installed Internet Explorer 4.0 in Windows, follow these steps:

1. In the Windows Explorer window, click any folder name.

2. In the View menu at the top of the Explorer window, click **Folder Options**, then click the **View** tab in the dialog box that appears.

3. In the Advanced Settings list in the View page, clear the check next to **Hide file extensions for known file types** to make the folder display files names with their extensions.

4. Click **Apply**.

5. Click **Like Current Folder** to make all folders display file names with extensions.

6. Close the dialog box by clicking **Cancel** or **OK**.

What is an associated file?

An associated file is a file whose extension is registered as belonging to a specific application. These files are opened or run automatically by that application when you double-click the file name in the Windows Explorer file list.

For example, a file with the extension .TXT will open in Notepad, even if the contents of the file is not readable by a text editor. The file name extension is the only way Windows can tell what application should open a file.

If you double-click a file name that has an extension that is not registered for any application, a dialog box appears asking what application you want to use to open the file.

You can choose an application from the list in the dialog box or click **Other** to find an application that you think might be able to read the file. To register the extension permanently to the application you choose, make sure that the **Always use this program to open this file** option is checked.

An application can have more than one associated extension. For example, Microsoft Word has associated several extensions, including .DOC, . DOT, .WBK, and .RTF.

What are some common associated extensions?

In addition to .TXT, which is associated with Notepad, there are many other extensions associated with applications. To see a list of these applications and associated files, click the **Registered Files** group in the UnInstaller PowerClean dialog box. Using the PowerClean feature is described in "How do I work with the PowerClean feature?," on page 35.

An application always has the .EXE extension. Table A-1 lists the extensions of files you might download from the Internet.

Table A-1. Extensions of files commonly downloaded from the Internet

This extension...	Indicates this kind of file...
ARC, .ARJ, .CAB, .GZ, .LZH, .TAR, .TAZ, .TGZ, .Z, .ZIP, and .ZOO	Compressed archive files created by different compression programs.
.HTM or .HTML	Internet files. They will be opened by your default browser.
.MPG, .AVI, .FLC, and .MOV	Multimedia files. They can be opened by a multimedia player.
.JPG and .GIF	Graphics files that are usually opened by your Internet browser.

What are junk files?

Junk files are files that you did not create on purpose, but that accumulate on your computer as you use applications, and, particularly, as you browse the Internet.

Applications often create temporary files as you work, either to store intermediate versions of files that you are creating, or to keep track of status changes. If the application exits unexpectedly, it cannot remove these files in the usual way, although they are not used the next time you start the application. The files stay on your disk and take up disk space.

If all temporary files were stored in the same folder with the document files, you might be able to find them and delete them yourself, but these files are often stored in the Windows temporary folder, or in application-specific temporary folders.

⮑ **TIP:** To make sure that you have deleted all unusable temporary files, schedule UnInstaller's QuickClean wizard to run regularly, as described in "How do I schedule QuickClean to run at a specific time?," on page 15.

The more serious source of junk files is the Internet. When you open a page on an Internet site, all of the files that are used by that page are downloaded to your computer and stored in the Internet browser's cache folder. The browser stores these files in case you return to the same page, so that it can display the graphics and text immediately instead of downloading them again.

Nevertheless, unless you return often to an Internet page that uses these files, the cached files are not very useful, and they can take up a lot of disk space. Graphics files in particular take up a lot of disk space. After you have been browsing the Internet for a while, you might have several megabytes of disk space used just by cached files.

These files can be deleted without damaging your system, or even making your Internet connection run more slowly.

Schedule UnInstaller's QuickClean wizard to get rid of these junk files regularly, as described in "How do I schedule QuickClean to run at a specific time?," on page 15.

What are Internet cookies and how are they used?

A *cookie* is a small file that contains information. The information in the cookie varies, depending on its purpose. One thing a cookie does *not* contain is a program that can be executed on your computer.

For example, when you use an Internet site to buy computer equipment, you may add items to a "shopping basket." Information about the items you add to the shopping basket is stored in a cookie on your computer because the Internet browser cannot retain information that you entered in one Internet page when you switch to another Internet page. The cookie saves information about your purchases and allows the site to create a final order form for you.

Another example is the cookie that an electronic version of a newspaper stores on your computer to keep an encrypted copy of your user name and password so that you do not need to enter this information each time you connect to the site.

The newspaper probably also uses the cookie information to record each time you connect to the site, what pages you use, and whether you click any of the advertiser's banners. Reputable sites provide privacy information to tell you how the information that is gathered is used.

These examples of cookies are clearly useful to you, at least in some way. However, other sites might download cookies just to collect information about your Internet use. These cookies are clearly not useful to you at all.

To block cookies selectively, so that only cookies you want use Guard Dog. To delete old cookies, open UnInstaller's PowerClean feature and click **Cookies** in the Internet Files group.

What are compressed files?

Compressed files are files that have been recoded to remove extra space and use less disk space than the expanded, usable version of the file. You cannot use a compressed file until you expand it to its original format.

Files that contain text can often be compressed to less than half of their uncompressed size.

You can also create a compressed file archive by compressing more than one individual file into a single compressed file container. UnInstaller uses this method of storing backup copies of files deleted by SpaceMaker and using the PowerClean feature.

You use the same program to expand a compressed file as you used to compress the file. There are many file compression programs available. One of the best known compression programs for Windows is WinZip®, a shareware program that is available from the Internet.

What is an autoexpanding compressed file?

An autoexpanding compressed file immediately expands all of the files that it contains when you double-click the file name. The extension of an autoexpanding compressed file is .EXE, just like the extension of an application. These files are also called *self-extracting* compressed files.

When you create a compressed file archive, you can make it an autoexpanding file. The file compression program adds executable code to the compressed archive file, and this code is run to expand all of the files contained in the archive.

The disadvantage of using an autoexpanding compressed file is that you cannot select the files to be expanded, or the folders to which they are expanded. The advantage of an autoexpanding compressed file is that you do not need to have the file compression program on the computer where the files are expanded.

Application installation programs that you download from the Internet are usually autoexpanding compressed files.

Product Support

B

BEFORE YOU CONTACT McAfee Software for technical support, locate yourself near the computer with McAfee UnInstaller installed and verify the information listed below:

- Have you sent in your product registration card?

- Version of McAfee UnInstaller

- Customer number if registered

- Model name of hard disk (internal or external)

- Version of system software

- Amount of memory (RAM)

- Extra cards, boards or monitors

- Name and version of conflicting software

- EXACT error message as on screen

- What steps were performed prior to receiving error message?

- A complete description of problem

How to Contact McAfee

Customer service

To order products or obtain product information, contact the McAfee Customer Care department at (408) 988-3832 or write to the following address:

McAfee Software
3965 Freedom Circle
Santa Clara, CA 95054
U.S.A.

You can also order products online at http://store.mcafee.com

If you need further assistance or have specific questions about our products, send your questions via email to the appropriate address below:

- For general questions about ordering software: mcafeestore@beyond.com

- For help in downloading software: mcafeedownloadhelp@beyond.com

- For a status on an existing order: mcafeeorderstatus@beyond.com

To inquire about a promotion: mcafeepromotions@beyond.com

Technical support

Support via the web

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web (http://www.mcafee.com) a valuable resource for answers to technical support issues.

We encourage you to make this your first stop for answers to frequently asked questions, for updates to McAfee software, and for access to McAfee news and virus information.

Take advantage of the McAfee Product KnowledgeCenter—your free online product support center - 24 hours a day, 7 days a week (http://support.mcafee.com/tech_supp/pkc.asp).

Support forums and telephone contact

If you do not find what you need or do not have web access, try one of our automated services.

Table B-1.

World Wide Web	www.mcafee.com
CompuServe	GO MCAFEE
America Online	keyword MCAFEE
Microsoft Network	mcafee

If the automated services do not have the answers you need, please contact McAfee at the following numbers Monday through Friday between 9:00 AM and 6:00 PM Pacific time for 30-day free support, and 24 hours a day - 7 days a week for Per Minute or Per Incident support.

Table B-1.

30-Day Free Telephone Support	972-855-7044
Per Minute Telephone Support	1-900-225-5624
Per Incident Telephone Support ($35)	1-800-950-1165

McAfee training

For information about scheduling on-site training for any McAfee product, call (800) 338-8754.

Disclaimer: Time and telephone numbers are subject to change without prior notice.

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