

About View Log

The PC Medic log keeps track of all relevant PC Medic activity. PC Medic automatically records the following entries:

- Type of problem
- Date and time the problem occurred
- Detailed description of the problem
- Solutions available
- Solution carried out
- Undo history

New logfile entries are added to the end of the logfile.

Note: The PC Medic log file is a plain text file that you can open with any text editor, such as Notepad.

About Diagnostic Undo

Diagnostic Undo acts as a “saftey-net” by enabling you to undo the changes made by the Diagnostic Wizard and Crash Monitor.

See Also

[Diagnostic Undo](#)

Diagnostic Undo

Use this feature to undo the changes made by the Diagnostic Wizard and Crash Monitor.

To undo a change, follow these steps:

1. Click Undo in the PC Medic main menu.
2. Select the item or items you want to undo
3. Click the Undo button.

About Enterprise SecureCast

As new software is introduced, PC Medic 97 broadcasts the latest fixes to you automatically via the Internet using new BackWeb® Internet software to keep your software up to date- always. Downloads occur during idle time or when you schedule updates. All updates are delivered to your system with a prompt to begin downloading with one button click.

See Also

[Automatic Software Upgrades](#)

Preventing Application Crashes and Data Loss

1. Right-click the Crash Monitor tray icon and choose **Properties**.
2. From the Crash Monitor Properties dialog, select the components that you want Crash Monitor to watch for application and system problems:

- 32-bit Application Crash Monitor
- 16-bit Application Crash Monitor
- Low Disk Monitor
- Low Memory Monitor
- Low System Resource Monitor
- Disk Defragmentation Monitor.

Note: Deselect the Enable Crash Monitor check box to disable Crash Monitor. If you disable Crash Monitor, you will not be protected from potential application crashes, exceptions, and hangs.

3. To modify the minimum resource threshold that you want your system to reach before Crash Monitor sends an alert, see one of the following topics:

- [Setting low disk space thresholds](#)
- [Setting low memory thresholds](#)
- [Setting low system resource thresholds](#)
- [Setting disk defragmentation thresholds](#)

4. To test for application errors, exceptions, and hangs, see one of the following topics:

- [Testing 16-bit application exceptions](#)
- [Testing 32-bit application exceptions](#)
- [Testing application hangs](#)

Restoring Unresponsive Applications

[More About Crash Monitor](#)

1. Right-click the Crash Monitor tray icon and choose **Revive application**.
2. To restore an unresponsive application, select the application from the provided list and click [Revive](#).

The application is restored and responds to system and user input.

Note: Once the application is restored, it is recommended that you immediately save your work and exit the application.

3. To close an application, select the application from the provided list and click [Terminate Application](#).

Crash Monitor closes the application.

Note: If you instruct Crash Monitor to close the application, you will not be able to recover unsaved work at a later time. To recover unsaved work, click Revive.

See Also

[Preventing Application Crashes and Data Loss](#)

Testing 32-bit Application Exceptions

[More About Crash Monitor](#)

1. Right-click the Crash Monitor tray icon and choose **Properties**.
2. From the Crash Monitor Properties dialog, select the 32-bit Application Crash Monitor entry from the Monitor Types list box.
3. Click Test Exceptions.
4. From the Crash Monitor Tester dialog, select the desired exception and click Generate.

Crash Monitor generates the exception.

5. From the Crash Monitor dialog, click one of the following buttons:

- [Apply Fix](#)
- [Terminate Application](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Testing 16-bit Application Exceptions

[More About Crash Monitor](#)

1. Right-click the Crash Monitor tray icon and choose **Properties**.
2. From the Crash Monitor Properties dialog, select the 16-bit Application Crash Monitor entry from the Monitor Types list box.
3. Click Test Exceptions.
4. From the Crash Monitor Tester dialog, select the desired exception and click Generate.

Crash Monitor generates the exception.

5. From the Crash Monitor dialog, click one of the following buttons:

- [Apply Fix](#)
- [Terminate Application](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Viewing Crash Monitor Statistics

[More About Crash Monitor](#)

1. Right-click the Crash Monitor tray icon and choose **View Crash Monitor Statistics**.
2. To view details of a specific application, select an application from the Application Details list box. Application Details include:

- [Application](#)
- [Type](#)
- [Total Exceptions](#)
- [Total Revived](#)

When an application is selected, the Application Exceptions list box displays entries specific to the selected application only. Exception Details include:

- [Date/Time](#)
- [Module](#)
- [Code](#)
- [Description](#)

3. To view details about a specific exception, select the desired exception entry and click View Details.

Note You can highlight all or part of the details in this dialog, copy them (**CTRL+C**), and paste them (**CTRL+V**) in any word processing software document or e-mail message. This information is helpful when contacting your software vendor with support questions.

4. From the View Exception Details dialog, click Close to return to the Crash Monitor Statistics dialog.
5. To delete an entry, select the desired entry and click Delete Entry.

Delete out-of-date entries to save space and clear the list box. There are no limits to the number of entries in this list box.

6. At the confirmation prompt, click Yes to delete the entry.

See Also

[Preventing Application Crashes and Data Loss](#)

Diagnosing Problems on your PC

1. Launch the PC Medic console by doing one of the following:
 - Double-click the Crash Monitor tray icon.
 - Choose the McAfee PC Medic icon from your **Start/Programs/McAfee PC Medic** folder.
 2. From your PC Medic console, do one of the following to launch the Diagnostic Wizard:
 - Click Diagnosis.
 - Choose **Tools/Diagnose**.
 3. From the Diagnostic Wizard, select the items that you want analyzed for performance.
 4. Click Options to display the Advanced Options dialog, and select one, none, or both of the following:
 - [Perform advanced diagnostics](#)
 - [Diagnose in silent mode](#)
 5. To start the diagnosis process, do one of the following:
 - Click Diagnose.
 - Click Next.

PC Medic analyzes your computer and diagnoses problems. Depending on the number of items you selected and the speed of your PC, the time it takes to diagnose your PC varies.

Note: Depending on the items selected, some Windows utilities, such as Scan Disk will be launched automatically. In addition, PC Medic may prompt you for system information that it cannot locate or determine itself, such as “Do you have a modem installed?” These prompts will not display if you are running in silent mode.

 6. When diagnosis is complete, do one of the following to view the problems found:
 - Click Problems.
 - Click Next.

Note: To learn more about a specific problem category, select the category and click Explain.

 7. Do one of the following to select the categories you want to fix:
 - Click Select to select all the listed categories.
 - Select individual categories for one or more.
 8. To view the specific problems associated with a category, do one of the following:
 - Select any category and click Details.
 - Double-click any category to view its details.
 9. Do one of the following to select the specific category details you want fixed:
 - Click Select to select all the listed details.
 - Select individual details for one or more.
 10. When you have selected all the problems you want fixed, click OK.
 11. To view the specific solutions for each category, do one of the following:
 - Click Solutions.
 - Click Next.

The first category’s solutions are displayed.
 12. Select the desired solution and click Next.
- If one or more problem categories were found, another dialog is displayed. Once all category solutions are selected, a status dialog is displayed.
13. To fix the specified problems, do one of the following:
 - Click Fix.
 - Click Next.

PC Medic fixes all problems using the selected solutions. Depending on the solution, PC Medic may launch some Windows utilities or prompt you to confirm a specific task such as deleting a shortcut.
 14. Click Finish to return to the PC Medic console.

See Also

[Scan for Viruses](#)

Diagnostic Undo

Getting a 2nd Opinion

PC Medic 2nd Opinion is your home technical support solution. Using 2nd Opinion you can retrieve real-time solutions to your PC's problems and performance issues. 2nd Opinion is designed to display its data in the forms of questions. Depending on your answers, the 2nd Opinion database either logically responds with another question to further define your problem or provides a solution.

Refer to the following topics for more information about 2nd Opinion:

[Launching 2nd Opinion](#)

[Using 2nd Opinion](#)

Welcome to PC Medic

PC Medic acts as 'preventive medicine' software for Windows 95 personal computers (PC's) and Windows NT 4.0 workstations. PC Medic employs a variety of utilities and wizards to detect, prevent, and cure PC problems.

PC Medic can:

- Stop 16 & 32-bit system crashes
- Allow you to save work when general protection faults occur
- Restart frozen or hanging applications without rebooting
- Resolve multiple file problems
- Continuously monitor system resources, including disk space and memory
- Optimize Windows 95 and Windows NT system performance & setup
- Perform scheduled diagnostics
- Automatically create a Windows NT emergency recovery disk
- Notify your Help Desk of problems
- Resolve problems with multimedia software, plug and play peripherals, and printers
- Include 2nd Opinion, an online encyclopedia of real-time solutions to PC problems and performance issues
- Provide powerful backup features
- Provide user-initiated detection of known boot, file, macro, multi-partite, stealth, encrypted, and polymorphic viruses located within files and drives
- Maintain a log file consisting of diagnostic results and details, solutions invoked, and undo history

See Also

[PC Medic Components](#)

PC Medic Components

PC Medic's components include:

- [Diagnosis](#)
- [2nd Opinion](#)
- [Crash Monitor](#)
- [Diagnostic Undo](#)

In addition, PC Medic offers the following integration options:

- [Antivirus detection](#)
- [Hardware inventory collection](#)
- [QuickBackup](#)
- [Automatic software updates](#)

About Diagnose

Diagnosis is your PC's primary physician. The Diagnostic Wizard performs the following functions for you:

- [Identifies problem types and anomalies](#)
- [Prescribes problem resolutions](#)
- [Performs problem fixes](#)

Identifies problem types and anomalies

Problem types include, but are not limited to, missing shortcuts and inefficient Windows settings. Anomalies are the pinpointed issues associated with the corresponding problem type such as a missing font or shortcut.

Prescribes problem resolutions

The Diagnostic Wizard suggests one or more tasks that can be performed to cure or resolve the selected anomaly.

About 2nd Opinion

Using 2nd Opinion, you can access an online information database for resolutions to your PC's problems as they occur. 2nd Opinion's database contains thousands of questions, advice, and easy how-to procedures to help you solve your PC-related problems.

Using 2nd Opinion saves you valuable time; instead of waiting in technical support queues, you can consult 2nd Opinion on:

- [Windows](#)
- [Microsoft Office](#)
- [PC Hardware and Software](#)

About Crash Monitor

Crash Monitor is your PC's emergency medic. It stays resident on your taskbar and in memory until needed. Crash Monitor performs the following functions:

- [Restores Applications](#)
- [Intercepts errors](#)

Restores Applications

Crash Monitor revives unresponsive 16-bit and 32-bit applications on your PC, allowing you to recover unsaved data.

Intercepts errors

Crash Monitor detects application crashes and exception errors before they occur and interfere with other Windows applications. By intercepting these errors, Crash Monitor gives you the option to save your work, which you may have lost under different circumstances.

About Antivirus Detection

[Important Antivirus Note!](#)

Because viruses can be introduced to your computer from so many different sources, it is important to find a reliable, effective, and easy-to-use method for protecting your computer and files. Using PC Medic's antivirus scan capabilities you can:

- [Scan for Viruses](#)
- [Clean Viruses](#)

Important Antivirus Note!

PC Medic's antivirus detection integration option offers limited scanning capabilities and is not a substitute for complete virus scanning and cleaning systems. To download McAfee's antivirus software VirusScan, visit our home page at: <http://www.mcafee.com>.

Scan for Viruses

Locate virus-infected files on your system. If you have a virus that PC Medic cannot clean, visit our home page at <http://www.mcafee.com> to download an evaluation copy of McAfee's VirusScan.

Clean Viruses

Locate and clean viruses that infect your PC's .EXE and .DLL files.

About QuickBackup

Using QuickBackup you can automatically and transparently back up your most important files to a SCSI tape drive, an Iomega ZIP/JAZ drive, the Internet or a re-writable CD. In addition, you can schedule backups hourly, daily, weekly, on-demand, or even during idle periods. Using QuickBackup, you can:

- [Save deleted files](#)
- [Encrypt files](#)
- [Recover from system failures](#)

Save deleted files

Use Windows drag and drop capabilities to recover files you accidentally deleted.

Encrypt files

Secure your files with data encryption.

Recover from system failures

Configure complete disaster recovery protection for system and hard disk failures.

More About Crash Monitor

Although all of PC Medic's components are instrumental in keeping your PC healthy, the Crash Monitor is the most important component. Crash Monitor is always with you. It keeps constant watch over your PC's resources and open programs, intercepting application exceptions, and preventing possible data loss.

After you installed PC Medic, it was recommended that you run Crash Monitor. By doing so, the Crash Monitor agent was loaded on your PC. Whenever you restart Windows, the Crash Monitor agent icon is displayed on your taskbar and waits until it is needed.

Setting Low Disk Space Thresholds

Crash Monitor periodically scans for low disk space.

1. Right-click the Crash Monitor tray icon and choose **Properties**.

2. From the Crash Monitor Properties dialog, select Low Disk Space Monitor from the Monitor Types list box.

Your PC's local hard drives and their minimum space thresholds are displayed in the Resource Types list box.

3. Select a drive letter and click Modify.

4. To change the disk space threshold, set the minimum amount of free disk space allowed for the selected drive.

If this limit is exceeded, Crash Monitor will display an alert on your desktop. The default threshold for free disk space is 20 MB.

5. To instruct Crash Monitor **not** to alert you when the disk space for the current drive falls below the selected threshold, select the 'Disable checking for this resource' check box.

Note: By doing so, you are disabling alerting for the Low Disk Space Monitor only and not all configured monitors.

6. Click OK to return to the Crash Monitor Properties dialog.

When a resource value falls below the current threshold, the Crash Monitor Alert dialog is displayed.

7. Click one of the following buttons to acknowledge the alert:

- [Apply Fix](#)
- [Ignore](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Apply Fix

Click this button after selecting a suggested solution from the list box. Crash Monitor will attempt to resolve the issue using your preferred solution.

Ignore

Click this button to clear the alert and resolve the issue yourself. If you have not resolved the problem before Crash Monitor checks again, Crash Monitor will send another alert.

Disable

Click this button to clear the alert and instruct Crash Monitor to disable future alerts regarding this resource threshold.

Setting Low Memory Thresholds

Crash Monitor periodically scans for low memory.

1. Right-click the Crash Monitor tray icon and choose **Properties**.

2. From the Crash Monitor Properties dialog, select Low Memory Monitor from the Monitor Types list box.

Your PC's memory types and their minimum space thresholds are displayed in the Resource Types list box.

3. Select a memory type and click Modify.

4. To change the free memory threshold, set the minimum amount of free memory allowed on your PC.

If this limit is exceeded, Crash Monitor will display an alert on your desktop. The default threshold for free disk space is 2 MB.

5. To instruct Crash Monitor **not** to alert you when the disk space for the current drive falls below the selected threshold, select the 'Disable checking for this resource' check box.

Note: By doing so, you are disabling alerting for the Low Memory Monitor only and not all configured monitors.

6. Click OK to return to the Crash Monitor Properties dialog.

When a resource value falls below the current threshold, the Crash Monitor Alert dialog is displayed.

7. Click one of the following buttons to acknowledge the alert:

- [Apply Fix](#)
- [Ignore](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Setting Low System Resource Thresholds

Crash Monitor periodically scans for low system resources.

1. Right-click the Crash Monitor tray icon and choose **Properties**.

2. From the Crash Monitor Properties dialog, select Low System Resources Monitor from the Monitor Types list box.

Your PC's system resources are displayed in the Resource Types list box.

3. Select a resource type and click Modify. Choose from: GDI, User, and System.

4. To change the threshold for the current resource, set the minimum resource percentage allowed on your PC.

If this limit is exceeded, Crash Monitor will display an alert on your desktop. The default threshold is 30% for each resource type.

5. To instruct Crash Monitor **not** to alert you when the system resources fall below the selected thresholds, select the 'Disable checking for this resource' check box.

Note: By doing so, you are disabling alerting for the Low System Resources Monitor only and not all configured monitors.

6. Click OK to return to the Crash Monitor Properties dialog.

When a resource value falls below the current threshold, the Crash Monitor Alert dialog is displayed.

7. Click one of the following buttons to acknowledge the alert:

- [Apply Fix](#)
- [Ignore](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Testing Application Hangs

[More About Crash Monitor](#)

1. Right-click the Crash Monitor tray icon and choose **Properties**.
2. From the Crash Monitor Properties dialog, select the 16-bit or 32-bit Application Crash Monitor entry from the Monitor Types list box.
3. Click Test Hangs.
4. From the Crash Monitor Revive Tester dialog, click Deactivate.

The application stops responding.

5. Right-click the Crash Monitor tray icon and choose Revive Application.
6. From the Revive Application dialog, select the 'Crash Monitor Revive Tester' entry and click one of the following buttons:
 - [Revive](#)
 - [Terminate Application](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Fixing applications

Click this button to have Crash Monitor restore the unresponsive application. If this was an application in which you were working, you would be able to save your work and exit the application without having to terminate the program or restart Windows.

Terminating applications

Click this button to have Crash Monitor close the unresponsive application. If this was an application in which you were working, you would not be able to save your work because you are choosing to close the application.

Reviving applications

Click this button to have Crash Monitor restore the unresponsive application. If this was an application in which you were working, you would be able to save your work and exit the application without having to terminate the program or restart Windows.

Application

Displays the application's executable file name.

Example: DIE32.EXE

Type

Displays the type of application, 16-bit or 32-bit.

Example: 32-bit

Total Exceptions

Lists the total number of exceptions intercepted by Crash Monitor for the selected application.

Example: 3

Total Revived

Lists the total number of times Crash Monitor restored the unresponsive application.

Example: 5

Date/Time

Displays the date and time when Crash Monitor intercepted an exception or revived the selected application.

Example: 02/05/97 14:42:11

Module

Displays the module the exception occurred in.

Example: KERNAL32.DLL

Code

Displays the application exception code number.

Example: 0xC000008E

Description

Displays a description of the specific exception error.

Example: Float divide by zero

Scanning for Viruses

[More about Antivirus detection](#)

1. Launch the PC Medic console by doing one of the following:

- Double-click the Crash Monitor tray icon.
- Choose the McAfee PC Medic icon from your **Start/Programs/McAfee PC Medic** folder.

2. From your PC Medic console, do one of the following to begin scanning for viruses:

- Click Viruses.
- Choose **Tools/Virus Scanning**.

Note: If you are a VirusScan user, your VirusScan console is displayed. VirusScan scans your system using your default scan configuration.

The VirusScan Wizard is displayed.

3. When all checks are complete, click Next.

4. Review the information, click OK, and contact McAfee to purchase VirusScan.

See Also

[Diagnosing PC Problems](#)

Launching 2nd Opinion

Navigating through the 2nd Opinion database is easy. 2nd Opinion's information is broken down into main topics. Each of these topics can be accessed from the tool and menu bars. All 2nd Opinion files are accessed through the 2nd Opinion window.

To launch the 2nd Opinion window, do any of the following:

- From the [PC Medic console](#), click 2nd Opinion.
- From the PC Medic console, choose **Tools/2nd Opinion**.

See Also

[Getting a 2nd Opinion](#)

PC Medic Console

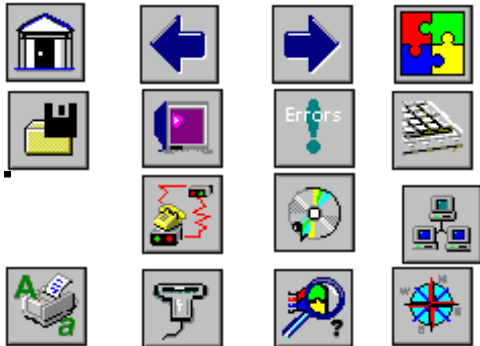
To launch the PC Medic console, double-click the Crash Monitor tray icon or choose the McAfee PC Medic icon from the **Start/Programs/McAfee PC Medic** folder.

About the 2nd Opinion Tool Bar

Each of the main topics can be accessed using the tool bar buttons. Each tool bar button corresponds to a different navigation option or topic. Place your mouse cursor over a tool bar button to view the tool tip and display the button description in the status bar. Click the button whose topic matches your PC's problem or performance issue. Continue to respond to the displayed topic lists and questions until 2nd Opinion finds a solution to your problem.

2nd Opinion's tool bar is a floating tool bar, so you can drag it around the window and dock it to another location within the window, or float it on your desktop.

Click on a button below for its description.



See Also

[Getting a 2nd Opinion](#)

Home Button

Returns you to the main 2nd Opinion page. This page lists instructions on how to navigate through the online information database as well as lists 2nd Opinion's main topics.

Back Button

Returns you to the previous page you viewed in the 2nd Opinion information database.

Forward Button

Sends you to the next logical page relating to your problem in the 2nd Opinion information database. (This button is only enabled if you have browsed backwards first.)

Applications Button

Answers questions about your Microsoft Office software applications, which include: Word, PowerPoint, Excel, Schedule+, and Access.

CD ROM/Multimedia

Answers questions about your CD ROM and multimedia hardware configuration. Areas containing questions, solutions, and suggestions include: playback, recording, CD ROM configuration, and related hardware and software utilities.

Display

Answers questions relating to your PC's monitor display. Areas containing questions, solutions, and suggestions include: desktop, taskbar and menus, video configuration, and Windows display.

Errors

Lists common Windows, system, and hardware errors and solutions alphabetically.

Disk/Files

Answers questions relating to your document and work files as well as disk management system. Areas containing questions, solutions, and suggestions include: converting files, file properties and attributes, file security, and disk space and memory resources.

Keyboard/Mouse/Joystick

Answers questions relating to your input medium devices, which include: keyboards, mouses, and joysticks.

Knowledge Map

Displays an index page for the 2nd Opinion information database.

Modems

Answers questions relating to your modem hardware and software and Internet connection. Areas containing questions, solutions, and suggestions include: faxes, file transfers, briefcase, and communication links.

Network

Answers questions for corporate users who dial in or attach to their company's network. Areas containing questions, solutions, and suggestions include: sharing resources and drive mappings.

Fonts/Printer

Answers questions relating to your local printer and print software. Areas containing questions, solutions, and suggestions include: missing fonts, printer setup, formatting, and specific printer problems.

Scanner

Answers questions relating to your local scanner. Areas containing questions, solutions, and suggestions include: Installing scanners, SCSI scanners, serial scanners, and parallel scanners.

Where is it?

Answers questions about Windows accessories, features, and utilities as well as specific issues and descriptions relating to your Microsoft Office software applications.

Using 2nd Opinion

Consider this scenario: you have just purchased a PC. Your new PC was supposed to come configured with a modem for Internet access; however, you cannot surf your favorite web page. Using 2nd Opinion, you can:

- Learn more about your problem.
- Pinpoint the exact problem area.
- Resolve your problem.
- 1. Launch the PC Medic console by doing one of the following:
 - Double-click the Crash Monitor tray icon.
 - Choose the McAfee PC Medic icon from your **Start/Programs/McAfee PC Medic** folder.
- 2. From your PC Medic console, do one of the following to launch 2nd Opinion:
 - Click 2nd Opinion.
 - Choose **Tools/2nd Opinion**.
- 3. From the 2nd Opinion window, click the Modems tool bar button.

The Modem topics page is displayed prompting you to select a general problem area. Your choices are:

- Cannot access the Internet.
 - Communications.
 - External modem will not work.
 - Mobile computing.
4. Select 'Cannot access the Internet.'

2nd Opinion displays a page questioning you if you have a modem installed on your computer. Your available responses are:

- Yes, modem is installed.
 - No, there is no modem installed.
5. Select 'Yes, modem is installed.'

2nd Opinion displays a page questioning you if the telephone lines are connected correctly. This, in 2nd Opinion's database, is the most common reason for failure to connect to the Internet. Your available responses are:

- Yes, telephone connections are correct.
 - No, telephone connections not correct.
6. Select 'Yes, telephone connections are correct.'

2nd Opinion displays a page questioning you if you have an Internet Access Provider. Your available responses are:

- Yes, I do have an Internet Access Provider.
 - No, I do not have an Internet Access Provider.
7. Select 'No, I do not have an Internet Access Provider.'

2nd Opinion displays the resolution to your original question, 'Cannot access the Internet because do not have an Internet Access Provider.'

On this page, 2nd Opinion describes what an Internet Access Provider is, lists some sample providers, and tells you how to acquire one. Most computers (especially those with modems) do come configured with one or more provider options. In this case, you may just need to pick one from the those offered with your PC or shop around for the provider best suited for your needs.

See Also

[Getting a 2nd Opinion](#)

Determining System Requirements

The following minimum requirements are needed:

- IBM Compatible 486 processor or better
- RAM: 8 MB
- A 256-color SVGA display with 800 by 600
- Disk Space:
- PC Medic Application Files: 20 MB
- Documentation Files: 1 MB

See Also

[Installing PC Medic](#)

Installing PC Medic

1. From your Windows workstation, double-click the SETUP.EXE file in Windows Explorer.
2. From the PC Medic Installation Screen, select one of the following installation options:
 - [Install PC Medic](#)
 - [Install PC Medic \(Administrator\)](#)
 - [Install WinDelete](#)
 - [Install QuickBackup](#)
 - [Install Enterprise SecureCast](#)
 - [Install Acrobat Reader](#)
 - [Explore this CD](#)
 - [View What's New in PC Medic](#)
 - [Exit](#)
3. On the User Information dialog, enter your name and company name and click Next.
4. From the Installation Type dialog, choose one of the following options:
 - [Typical](#)
 - [Compact](#)
 - [Custom](#)
5. Accept the default installation path or click Browse to locate another path and click Next.
 - If you choose **Custom**, the Select Components dialog is displayed. Go to Step 6.
 - If you choose **Typical** or **Compact**, the Select Program Folder is displayed. Go to Step 8.
6. From the Select Components dialog, select the components you want to install:
 - [Application Files](#)
 - [Documentation Files](#)
7. Confirm the available disk space and click Next.
8. From the Select Program Folder text box, select the desired folder and Click Next.
9. From the Start Copying Files dialog, review the selections you made and click Next to continue or Back to change any installation settings.
10. When you click Next, PC Medic is installed. When all PC Medic files are copied, a message box is displayed prompting you to install BackWeb. Using BackWeb and the SecureCast service you can automatically receive product file updates and Internet information packets (InfoPaks).

Note: This message box is displayed even if you do not have an Internet connection.

See Also

[Determining System Requirements](#)

Install PC Medic

Select this option to launch the PC Medic installation program. By doing so, you will have the option of installing PC Medic's main components, the 2nd Opinion window and BackWeb. Go to Step 3.

Install Enterprise SecureCast

Select this option to launch the Enterprise SecureCast installation program.

Install WinDelete

Select this option to launch the WinDelete installation program.

Install PC Medic (Administrator)

Select this option to launch the PC Medic (Administrator) installation program. Install PC Medic (Administrator) to run McAfee Enterprise Client Administrator for networks. McAfee Enterprise Client Administrator is a powerful administration tool for PC Medic Administrators. This administration tool provides enterprise-wide configuration of PC Medic with an intuitive and easily configured administration console.

Install QuickBackup

Select this option to launch the QuickBackup installation program. By doing so, you will have the option of installing QuickBackup and/or ImageStor. QuickBackup allows you to back up your data to the Internet, Intranet, internal network, or a local disk. ImageStor is a disk recovery solution that stores an image of your hard drive on tape or disk. Refer to the online manual files for detailed information and procedures about QuickBackup.

Install Acrobat Reader

Select this option to launch the Adobe Acrobat installation program. PC Medic's documentation is available electronically in portable document format (.PDF). These files can be viewed, searched, printed, and copied from the Adobe Acrobat Reader. Refer to your PC Medic User's Guide for details.

Explore this CD

Select this option to view the contents of the PC Medic CD. Individual installation programs, the 2nd Opinion information files, the online documentation (.PDF), and release notes are located uncompressed on the CD.

View What's New in PC Medic

Select this option to launch the WHATSNEW.WRI file. This file contains late-breaking information about your McAfee PC Medic package, such as new features and program anomalies.

Exit

Select this option to exit the main installation program. This installation program can be launched at a later time to run or re-run one or more of the installation options.

Typical

Select this installation type to install all the McAfee PC Medic components and electronic documentation files to the default directory. The 2nd Opinion files are not installed using this option.

Compact

Select this installation type to install the minimum files required to run McAfee PC Medic on your PC. Select this option if you do not want to install the electronic documentation files. These files are located uncompressed on the PC Medic CD.

Custom

Select this installation type to install only those components that you want installed on your PC.

Application Files

Select this component to install Crash Monitor, the 2nd Opinion window, and the Diagnostic and Optimization Wizards.

Documentation Files

Select this component to install the online documentation files (.PDF).

Performs problem fixes

The Diagnostic Wizard will perform any task provided to resolve your current problem. Simply select the desired task and click the Fix button.

Windows

2nd Opinion contains questions and solutions relating to your Windows operating system, including: error messages, system resources, and display topics.

Microsoft Office

2nd Opinion contains questions, solutions, and installation information for your Office software applications, including: Word, PowerPoint, Excel, Schedule+, and Access.

PC Hardware and Software

2nd Opinion contains questions and solutions for your multimedia, modem, keyboard, file management, and network hardware and software.

Installation

Answers questions relating to your MS Office and Windows installation programs.

Uninstalling PC Medic

Ensure that the PC Medic console and Crash Monitor agent are not running.

1. Choose **Start/Settings/Control Panel**.
2. From the Control Panel window, double-click the Add/Remove Programs icon.
3. From the Add/Remove Program Properties dialog (Install/Uninstall tab), select McAfee PC Medic from the list box and click Add/Remove.
4. At the confirmation prompt, click Yes to continue.

The Remove Programs From Your Computer dialog is displayed while UnInstallShield removes all necessary files and executables from your PC.

5. Once uninstall is complete, click OK to return to your desktop.

Note: To uninstall BackWeb. Use this procedure selecting BackWeb in Step 3.

Installing the 2nd Opinion Files

The 2nd Opinion online information database files are available, uncompressed on the PC Medic CD. These files can be accessed through the 2nd Opinion window which is installed with the PC Medic Application Files.

Note: 150 MB of disk space is required to install the 2nd Opinion files locally.

To install these files locally, choose **Start/Run**; enter the following in the Run dialog:

x:\PCMEDIC\2NDOPIN.EXE

where x is your CD ROM drive.

The 2nd Opinion information files are installed to the following directory:

C:\PROGRAM FILES\MCAFFEE\PC MEDIC 97\SECOPN

What You Can Expect

Now that you have installed the PC Medic components on your workstation, you are probably asking yourself how your desktop and PC have been changed. Below is a list of the changes that you can expect depending on the components you have installed and the status of your PC:

- A new **McAfee PC Medic program group** off of your **Start/Programs** menu. This program group includes icons for the PC Medic console, Crash Monitor, McAfee Inventory Viewer, the Readme, and the PC Medic Uninstall program.
- If you started Crash Monitor immediately after installation, or you have restarted Windows since installing PC Medic, a **Crash Monitor icon** is displayed in your system tray.
- If you installed the Acrobat Reader, a **new Adobe Acrobat program group** off of your **Start/Programs** menu. This program group includes an icon for the Acrobat Reader. Using the Acrobat Reader you can view PC Medic's online documentation.
- If your system resources are under 30%, your disk fragmentation is under 5%, your disk space is under 20MB, and/or your free memory is under 2MB, a **Crash Monitor alert** is displayed on your desktop.
- If you installed BackWeb and the SecureCast service, a **BackWeb icon** is displayed in your system tray. In addition, BackWeb will display a **SecureCast InfoPak**. Click Welcome and follow the configuration prompts.

Contacting McAfee

McAfee's customer support, technical support, and product development departments provide real-time technical support and problem resolutions.

For more information about PC Medic or any of our other products, please contact our Customer Service at (408) 988-3832 or at the following address:

McAfee Associates, Inc.
2805 Bowers Avenue
Santa Clara, CA 95051

Phone

(408) 988-3832

FAX

(408) 970-9727

Hours

6am to 5pm PST
Monday through Friday

McAfee BBS

(408) 988-4004
1200 bps to 28,800 bps
8 bits, no parity, 1 stop bit
24 hours, 365 days/year

CompuServe

GO MCAFEE

Internet

support@mcafee.com

America Online

keyword MCAFEE

World Wide Web

<http://www.mcafee.com>

McAfee Training

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

Hardware Inventory Collection

Performing a hardware inventory on your PC can help you in troubleshooting and resolving any problems identified by the Diagnosis and Performance wizards. Your hardware inventory collection will return **McAfee's Inventory agent collected information**. McAfee's Inventory agent collects hardware information such as: Station information, CPU Type, LAN Cards, Network Configuration, System information, BIOS information, Memory, Operating System, Video, and Input/Output information.

Automatic Software Upgrades

Using BackWeb and McAfee's private SecureCast channel you can receive automatic PC Medic upgrades and product information regularly. Using BackWeb, you can:

- Receive free updated multimedia clips, (InfoPaks) such as InfoFlashes (animations), audio messages, background wallpapers, or screen savers on any subject that interests you.
- Receive PC Medic-specific product information and software upgrades.

Viewing Your PC Inventory

Viewing your machine inventory is a great way to further troubleshoot PC problems identified by the Diagnostic and Performance wizards. For example, one of the PC Medic wizards can identify a missing or misconfigured modem. View the machine's inventory to determine what modem, if any, is installed on the machine.

1. Launch the PC Medic console by doing one of the following:

- Double-click the Crash Monitor tray icon.
- Choose the McAfee PC Medic icon from your **Start/Programs/McAfee PC Medic** folder.
- From Windows Explorer, double-click the PCMEDIC.EXE icon. This file is located in the following directory:
`<path>\MCAFFEE\PC MEDIC 97\PC MEDIC 97\PCMEDIC.EXE`

where <PATH> is the location where you installed PC Medic.

2. From your PC Medic console, choose **Tools/Inventory**.

4. Click the + signs to expand the Hardware categories to view specific details.

5. After reviewing the information, click Close to return to the PC Medic console.

Setting Disk Defragmentation Thresholds

Crash Monitor periodically scans for low disk defragmentation.

1. Right-click the Crash Monitor tray icon and choose **Properties**.

2. From the Crash Monitor Properties dialog, select Disk Defragmentation from the Monitor Types list box.

Your PC's hard drives and their minimum fragmentation values are displayed in the Resource Types list box.

3. Select a drive and click Modify.

4. To change the fragmentation threshold for the current drive, set the minimum resource percentage allowed.

If this limit is exceeded, Crash Monitor will display an alert on your desktop. The default threshold for disk defragmentation is 5%.

5. To instruct Crash Monitor **not** to alert you when disk defragmentation for the current drive falls below the selected threshold, select the 'Disable checking for this resource' check box.

Note: By doing so, you are disabling alerting for the Disk Defragmentation Monitor only and not all configured monitors.

6. Click OK to return to the Crash Monitor Properties dialog.

When a disk defragmentation falls below the current threshold, the Crash Monitor Alert dialog is displayed.

7. Click one of the following buttons to acknowledge the alert:

- [Apply Fix](#)
- [Ignore](#)

See Also

[Preventing Application Crashes and Data Loss](#)

Perform advanced diagnostics

Select this option to perform a more detailed analysis of your PC. This process may take a considerable amount of time. For example, use this option after performing a standard diagnosis, resolving the listed problems, and **still** run into system performance issues.

Diagnose in silent mode

Select this option to run the diagnose process transparently. No status or message prompts will be displayed during the diagnose.

