

User's Guide

McAfee PC Medic



Network Security & Management

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1

Introducing PC Medic

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.

When problems occur, PC Medic is on call 24 hours a day. PC Medic provides complete crash protection—even reviving frozen applications so you can save your work instead of rebooting. It diagnoses and automatically cures software and hardware problems and provides thousands of answers to your PC-related questions. If you use Windows 95, PC Medic enables you to back up to anything: your network, a tape drive, or the Internet. PC Medic detects the viruses you’ll encounter today and tomorrow using virus definition files that are updated automatically via the Internet to keep your system virus free.

PC Medic Features

- Stops 16 & 32-bit system crashes
- Allows you to save work when general protection faults occur
- Restarts frozen or hanging applications without rebooting
- Resolves multiple file problems
- Continuously monitors system resources, including disk space and memory
- Optimizes Windows 95 and Windows NT system performance & setup
- Performs scheduled diagnostics
- Automatically creates a Windows NT emergency recovery disk

1 Introducing PC Medic

Welcome to PC Medic

- Desktop management interface (DMI) alerting
- Notifies your Help Desk of problems
- Resolves problems with multimedia software, plug and play peripherals, and printers
- Includes 2nd Opinion, an online encyclopedia of real-time solutions to PC problems and performance issues.
- Provides powerful backup features
- Provides user-initiated detection of known boot, file, macro, multi-partite, stealth, encrypted, and polymorphic viruses located within files and drives.
- Includes the new McAfee uninstaller technology, McAfee's solution for useless files that clutter and slow down your system.

Why use PC Medic?

How many times have you been composing a mail message or writing an important memo and your mail system or word processing software stops responding? In most instances you have no alternative but to shut down your PC or terminate the unresponsive application. If, however, you are running PC Medic, you can intercept application crashes and restore unresponsive applications without losing your work.

Have you tried to configure your local printer but watch as it lies idle after you have sent document after document to it for printing? Or, have you received the error message, "Unable to Print, unrecognized error"? Using PC Medic, you can consult an extensive online information database for possible causes and solutions to all your PC-related problems, including printer-related ones. The online database provides information and instructions for many common PC situations from error message resolutions to instructions on installing sound cards.

How To Contact McAfee

Customer service

To order products or obtain product information, we invite you to contact our Customer Care department by calling (408) 988-3832 or by writing to the following address:

McAfee Associates, Inc.
2805 Bowers Avenue
Santa Clara, CA 95051-0963
U.S.A.

Technical support

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web 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.

World Wide Web <http://www.mcafee.com>

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

Automated Voice and Fax
Response System (408) 988-3034

Internet support@mcafee.com

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How To Contact McAfee

If the automated services do not have the answers you need, contact McAfee at one of the following numbers Monday through Friday between 6:00 A.M. and 6:00 P.M. Pacific time.

For corporate-licensed customers:

Phone (408) 988-3832

Fax (408) 970-9727

For retail-licensed customers:

Phone (972) 278-6100

Fax (408) 970-9727

To provide the answers you need quickly and efficiently, the McAfee technical support staff needs some information about your computer and your software. Please have this information ready before you call:

- Product name and version number
- Computer brand and model
- Any additional hardware or peripherals connected to your computer
- Operating system type and version numbers
- Network type and version, if applicable
- Contents of your AUTOEXEC.BAT, CONFIG.SYS, and system LOGIN script
- Specific steps to reproduce the problem

McAfee training

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

International contact information

To contact McAfee outside the United States, use the addresses and numbers below.

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139 Main Street, Suite 201
Unionville, Ontario
Canada L3R 2G6
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Installing PC Medic

Before You Begin


This chapter describes how to install PC Medic. Before you begin, however, please review the basic system requirements outlined below.

Basic system requirements

To run PC Medic, you need an IBM-compatible personal computer with:

- A 486 processor or later
- 8MB RAM
- Windows 95 or Windows NT 4.0
- A 256-color SVGA display with 800 by 600 resolution
- Sufficient free hard disk space. PC Medic requires these amounts for its components
 - PC Medic Application Files: 20MB
 - Documentation Files: 1MB

Installing PC Medic

 McAfee recommends uninstalling previous versions of PC Medic and closing all other applications before beginning this procedure. For instructions on uninstalling PC Medic, see ["Uninstalling PC Medic" on page 14](#).

To install PC Medic, follow these steps:

Step	Action
1.	Start your computer.
2.	Do one of the following: <ul style="list-style-type: none">▪ If installing from a CD-ROM, insert it into the CD-ROM drive.▪ If installing from files downloaded from a BBS or the McAfee website, decompress the zipped files into a directory on the network or on your local drive.
	Response: The PC Medic installation menu appears.
3.	Double-click Install PC Medic.
4.	Enter your name and company name in the spaces provided in the User Information screen. Confirm the information and click Next to continue.
5.	Complete one of the following steps: <ul style="list-style-type: none">▪ To perform a complete installation of PC Medic with the most common options, select Typical.▪ To install PC Medic with the minimum required options, select Compact.▪ To install PC Medic with user-definable options, select Custom. You will be prompted to select which components you want to install.

 *The Typical installation meets most users' needs.*

2 Installing PC Medic

6. Select a program folder for your PC Medic files. Enter a name for the folder you want to use in the text box provided or click Browse to navigate to a specific folder. Click Next to continue.

Response: The installer copies the PC Medic program files to the folder you choose.

7. Do one of the following:
 - Click Yes to install the BackWeb client for the SecureCast service, then enter your e-mail address into the space provided. Follow the on-screen instructions to complete the BackWeb installation.
 - Click No to not install the BackWeb client for the SecureCast service and proceed with PC Medic installation.
8. Choose Yes to view the README.1st text file and to run Crash Monitor now.
9. Click Finish to complete the installation and to return to the PC Medic installation menu.
10. To install WinDelete, QuickBackup, and Acrobat Reader, double-click the appropriate title.

Installing the 2nd Opinion Files

The 2nd Opinion online information database files are available and uncompressed on the PC Medic CD-ROM. You can open these files through the 2nd Opinion window, which is installed with the PC Medic Application Files.

To install these files locally, run 2NDOPIN.EXE. This file is located in the PCMEDIC directory.

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

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

Uninstalling PC Medic

To uninstall PC Medic from your PC, perform the following steps:

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

1. Click Start, point to Settings, then choose Control Panel.
2. From the Control Panel window, double-click the Add/Remove Programs icon.
3. From the Add/Remove Program Properties dialog box, select McAfee PC Medic from the list and click Add/Remove.
4. At the confirmation prompt, click Yes to continue.

Response: The Remove Programs From Your Computer dialog box appears while UnInstallShield removes all necessary files and executables from your PC.

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

✎ To uninstall BackWeb, use this same procedure, but select BackWeb from the list in Step 3.

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Using PC Medic

Launching the PC Medic Console

After installation, all PC Medic configuration and management is controlled through the PC Medic Console. This chapter discusses the preventive steps you can take to protect your work, avoid application crashes, and define minimum resource thresholds for best PC performance.

To launch the PC Medic console, do one of the following:

- Double-click the Crash Monitor taskbar icon
- Click Start, point to Programs, then to the McAfee PC Medic folder. Next, choose McAfee PC Medic.



Figure 3-1. PC Medic Console

Diagnose

The Diagnose module is your PC's primary physician. The module's Diagnostic Wizard performs the following functions:


- **Identifies problem types and anomalies.** Problem types include, but are not limited to, missing shortcuts and inefficient Windows 95 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 it can perform to cure or resolve the selected anomalies.
- **Performs problem fixes.** The Diagnostic Wizard can perform any task it suggests to resolve your current problem. Simply select the desired task and click the Fix button.

 For detailed instructions about using the Diagnose module, see ["Diagnosing Problems on Your PC"](#) on page 40.

Crash Monitor

The Crash Monitor module 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.** Crash Monitor revives unresponsive 16-bit and 32-bit applications on your PC, allowing you to recover unsaved data.
- **Monitors key system resources.** Crash Monitor monitors resources, including disk space, memory and system resources, and alerts you when these resources fall below the minimum threshold levels you set.

 For detailed instructions about using Crash Monitor, see [Chapter 4, "Using Crash Monitor."](#)

2nd Opinion


Using 2nd Opinion, you can use an online information database to resolve 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 95 and Windows NT.** 2nd Opinion contains questions and solutions relating to your Windows 95 and Windows NT operating systems, including: error messages, system resources, and display topics.
- **Microsoft Office 95.** 2nd Opinion contains questions, solutions, and installation information for your Office 95 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.

 *For detailed instructions about using 2nd Opinion, see [Chapter 6, "Getting a 2nd Opinion."](#)*

VirusScan


You can configure and run VirusScan through the PC Medic Console if VirusScan is installed on your system.

 *For detailed instructions about using VirusScan, refer to your VirusScan documentation.*

File backups and data encryption

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

- **Save deleted files.** Use Windows 95 drag-and-drop capabilities to recover files you accidentally deleted.
- **Encrypt files.** Secure your files for your own viewing with data encryption.
- **Recover from system failures.** Configure complete disaster recovery protection for system and hard disk failures.

 *For detailed instructions about using QuickBackup, refer to your QuickBackup documentation located on your PC Medic CD-ROM.*

Undo

The Undo feature allows you to undo fixes you told the Diagnostic Wizard and Crash Monitor to make.


 *This feature can undo only those items marked with an asterisk.*

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.

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

Hardware inventory collection

Performing a hardware inventory on your PC can help you in troubleshooting and resolving any problems identified by the Diagnostic and Performance wizards. 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 free updated multimedia clips (InfoPaks), such as InfoFlashes (animations), audio messages, background wallpaper, or screen savers on any subject that interests you.
- Receive product information and software upgrades specifically for PC Medic.

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Using Crash Monitor

About Crash Monitor

Crash Monitor keeps constant watch over your PC's resources and open programs, intercepting application exceptions and preventing possible data loss. If you ran Crash Monitor after you installed PC Medic, as recommended, you automatically loaded the Crash Monitor agent. Now, whenever you restart Windows, the Crash Monitor agent icon appears on your taskbar and waits until it is needed.

You can use all of Crash Monitor's features and all other PC Medic components by right-clicking the Crash Monitor taskbar icon.



Figure 4-2. Crash Monitor Taskbar Icon

4 Using Crash Monitor

About Crash Monitor

When you right-click the PC Medic taskbar icon, a shortcut menu appears. The table below lists and explains each shortcut menu command

Menu item	Description
Launch PC Medic 97	Displays the PC Medic console. From the console you can diagnose problems on your PC, analyze and fix potential PC performance issues, use the 2nd Opinion online database, back up your files, and scan for viruses.
Revive Application	Displays the Revive Application dialog box. From this dialog box, you can close or restart stopped applications. See “Restoring Unresponsive Applications” on page 35 for details.
Properties	Displays the Crash Monitor Properties page. From this dialog, you can configure resource thresholds, enable the different crash monitors, and test 16-bit and 32-bit application exceptions, crashes, and hangs. See “Configuring Crash Monitor Options” on page 22 for details.
View Crash Monitor Statistics	Displays the Crash Monitor Statistics dialog. From this dialog box, you can view when and in which module an application exception occurred. You can also view the specific details associated with an application’s error and copy and paste the information into a text editor or e-mail message for technical support personnel. See “Viewing Crash Monitor Statistics” on page 36 for details.
Help Contents	Displays the PC Medic online help.
About Crash Monitor	Displays the About box, which contains version numbers and McAfee contact information.
Exit	Disables Crash Monitor and removes the taskbar icon from your system taskbar. To re-enable Crash Monitor, click Start, point to Programs, then to McAfee PC Medic folder. Next, close Crash Monitor.

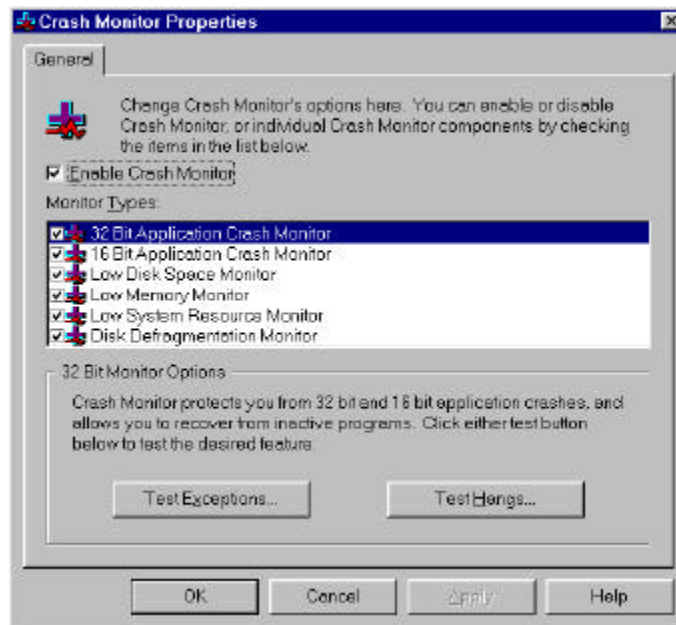
Configuring Crash Monitor Options

To configure Crash Monitor, follow these steps.

- | Step | Action |
|------|---|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties. |




Response: The Crash Monitor Properties page appears.



**Figure 4-3. Crash Monitor Properties Page
(32 Bit Application Crash Monitor)**

2. Select the Enable Crash Monitor checkbox, then select the application and system problems that you want to monitor:
 - 32-bit Application Crash Monitor
 - 16-bit Application Crash Monitor
 - Low Disk Space Monitor
 - Low Memory Monitor
 - Low System Resource Monitor (for Windows 95 systems)
 - Disk Defragmentation Monitor (for Windows 95 systems)

 *Clear the Enable Crash Monitor checkbox to disable Crash Monitor.*
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 procedures:
 - [“Setting low disk space thresholds” on page 24](#)
 - [“Setting low memory thresholds” on page 26](#)
 - [“Setting low system resource thresholds” on page 28](#)
 - [“Setting disk defragmentation thresholds” on page 29](#)
4. To test for application errors, exceptions, and hangs, see one of the following procedures:
 - [“Testing application exceptions” on page 31](#)
 - [“Testing application hangs” on page 33](#)

Setting low disk space thresholds

Crash Monitor periodically scans your system to monitor available disk space. When the amount of free disk space has fallen below a threshold you set, the Crash Monitor Alert dialog box appears (Figure 4-4) on your desktop.

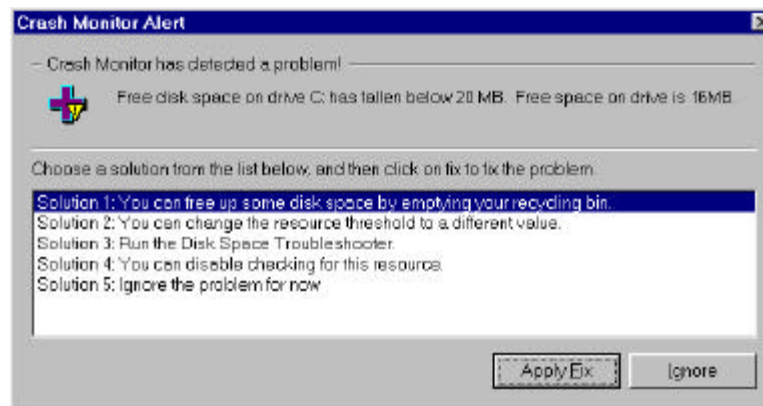


Figure 4-4. Crash Monitor Alert Dialog Box

To configure Crash Monitor to alert you in these circumstances, follow these steps:



- | Step | Action |
|------|---|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties.

Response: The Crash Monitor Properties page appears (Figure 4-3). |
| 2. | Double-click Low Disk Space Monitor in the Monitor Types list.

Response: Your PC's local hard drives and their minimum space thresholds appear in the Resource Types list (Figure 4-5). |

4 Using Crash Monitor Configuring Crash Monitor Options

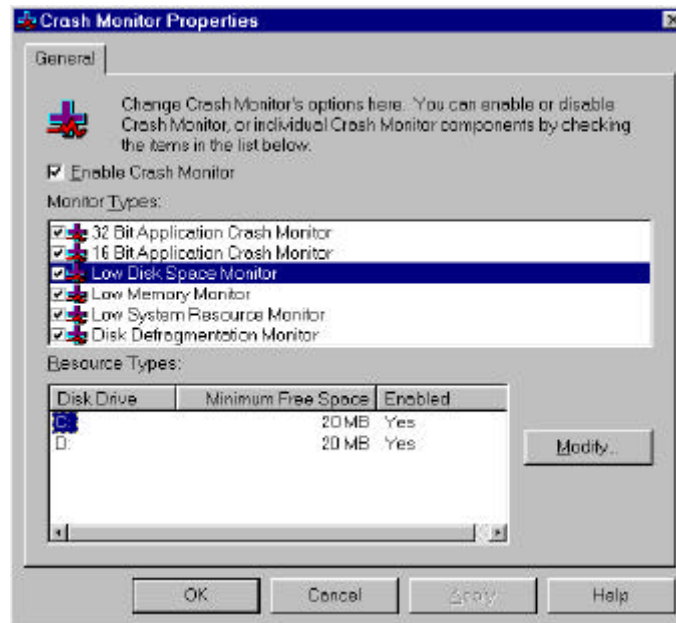


Figure 4-5. Crash Monitor Properties Page (Low disk space monitor)

3. Select a drive letter and click Modify. The Change Resource Threshold dialog box appears.

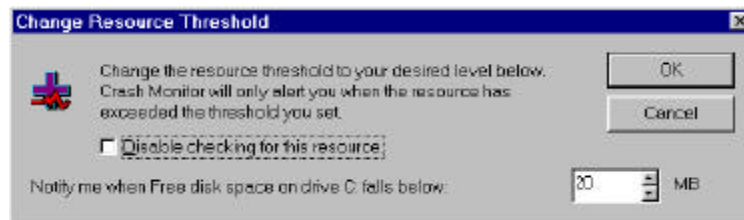


Figure 4-6. Change Resource Threshold dialog box

4. Set the minimum amount of free disk space you want to preserve for the selected drive.

✍ The default threshold for free disk space is 20MB.

4

Using Crash Monitor Configuring Crash Monitor Options

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 checkbox.
6. Click OK to return to the Crash Monitor Properties page.

Setting low memory thresholds

Crash Monitor periodically checks to see that you have sufficient free memory. If it finds that the amount of memory available has fallen below a threshold you set, Crash Monitor Alert dialog box appears with an alert similar to that shown in [Figure 4-4 on page 24](#).

To configure Crash Monitor to alert you in these circumstances, follow these steps:

Step	Action
1.	Right-click the Crash Monitor taskbar icon and choose Properties.
	Response: The Crash Monitor Properties page appears (Figure 4-3).
2.	Select Low Memory Monitor from the Monitor Types list box.



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Configuring Crash Monitor Options

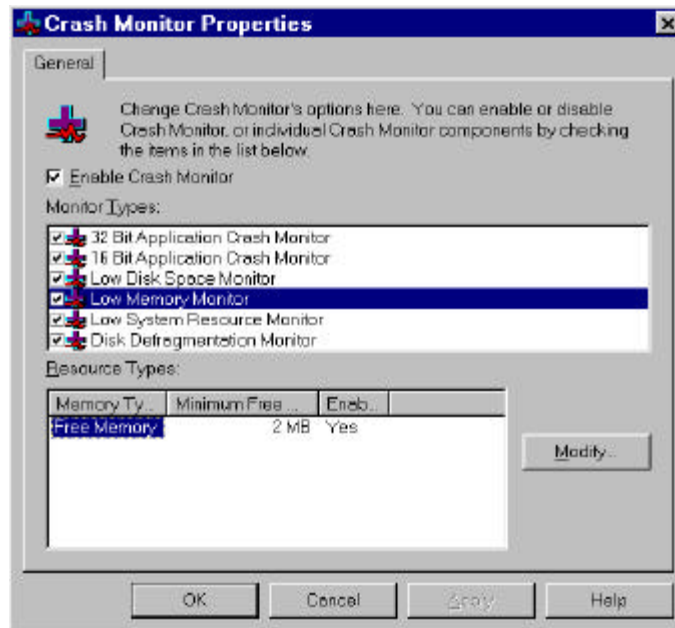


Figure 4-7. Change Resource Threshold dialog box

Your PC's memory types and their minimum space thresholds appear in the Resource Types list (Figure 4-7).

3. Select a memory type and click Modify.
4. To change the free memory threshold, set the minimum amount of free memory you want to preserve.

✍ The default threshold for free memory is 2MB.

5. To instruct Crash Monitor not to alert you when the free memory falls below the selected threshold, select the Disable Checking For This Resource checkbox.
6. Click OK to return to the Crash Monitor Properties page.

Setting low system resource thresholds

Crash Monitor periodically checks to see that you have sufficient system resources. If it finds that the amount of available system resources has fallen below a threshold you set, the Crash Monitor Alert dialog box appears with an alert similar to that shown in [Figure 4-4 on page 24](#).

To configure Crash Monitor to alert you in these circumstances, follow these steps:

- | Step | Action |
|------|--|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties. |
| | Response: The Crash Monitor Properties page appears (Figure 4-3). |
| 2. | Select Low System Resource Monitor from the Monitor Types list box. |

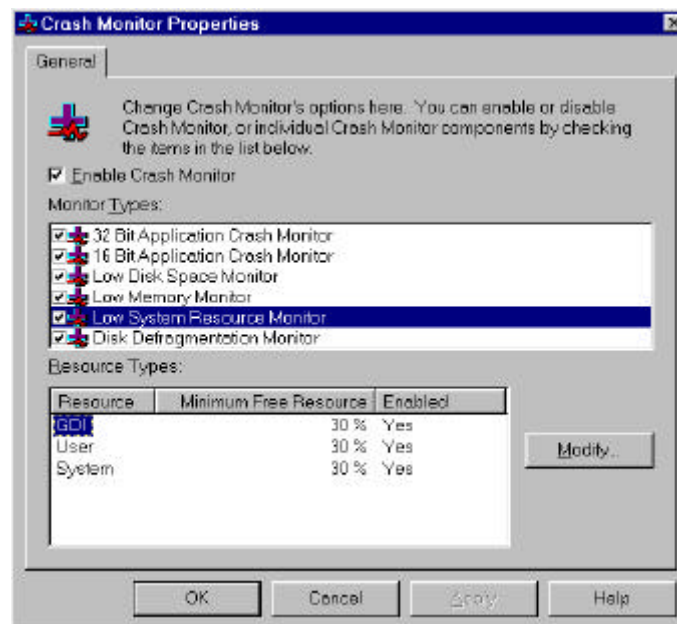


Figure 4-8. Crash Monitor Property page (Low System Resource Monitor)

Your PC's available resources appear in the Resource Types list (Figure 4-8).

3. Select a resource type and click Modify.

Response: The Change Resource Threshold dialog box appears.

4. Set the minimum percentage of free system resources you want to have available.

✍ 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 checkbox.

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

Setting disk defragmentation thresholds

Disk fragmentation occurs when files become too large for your PC to store in a single location. The system then splits files and saves them on your disk in fragments. You can use fragmented files; but your system response time slows down. The Windows Disk Defragmenter Utility rearranges split files and saves them in contiguous units, thereby speeding up your system response time.

Crash Monitor periodically scans for disk fragmentation. When it finds that the amount of fragmentation has exceeded the threshold you set, the Crash Monitor Alert dialog box appears with an alert similar to [Figure 4-4 on page 24](#).

To configure Crash Monitor to alert you in these circumstances, follow these steps:

- | Step | Action |
|------|--|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties. |
| | Response: The Crash Monitor Properties page appears (Figure 4-3). |
| 2. | Select Disk Defragmentation Monitor from the Monitor Types list. |



4 Using Crash Monitor

Configuring Crash Monitor Options

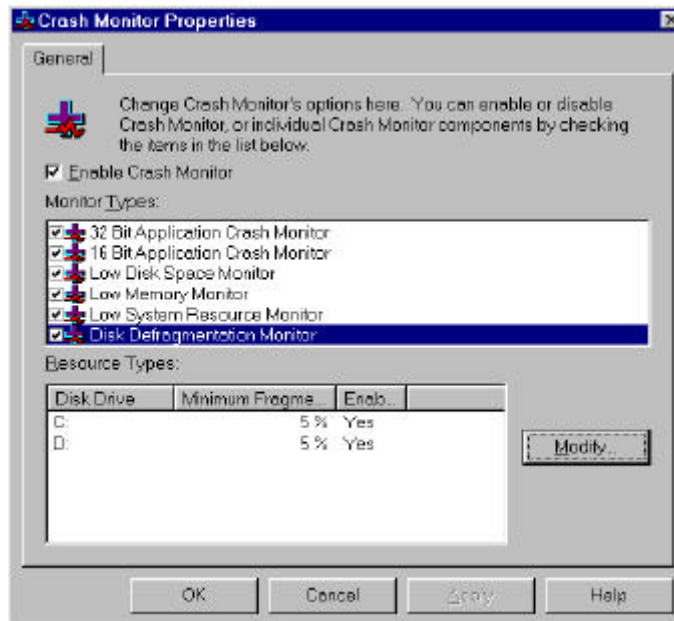


Figure 4-9. Crash Monitor Property page (Disk defragmentation monitor)

Your PC's hard drives and their minimum fragmentation values appear in the Resource Types list (Figure 4-9).

3. Select a drive and click Modify.

Response: The Change Resource Threshold dialog box appears.

4. Set the fragmentation percentage you want to allow. For example, in Figure 4-9, Crash Monitor will send an alert when the fragmentation exceeds 5%.

✍ The default disk defragmentation threshold is 5%.

5. To instruct Crash Monitor not to alert you when disk fragmentation rises above the selected thresholds, select the Disable Checking For This Resource checkbox.
6. Click OK to return to the Crash Monitor Properties page.

Testing application exceptions

PC Medic includes a small application you can use to generate a variety of common errors that crash or hang applications when they occur during normal system use. Although your machine will behave as though it has experienced an application crash, PC Medic does no actual harm to your system or to your data.

To test Crash Monitor's ability to intercept 16-bit and 32-bit application exceptions, follow these steps:

- | Step | Action |
|------|--|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties. |
| | Response: The Crash Monitor Properties page appears (Figure 4-3). |
| 2. | Select the 16-bit or 32-bit Application Crash Monitor entry from the Monitor Types list. |
| 3. | Click Test Exceptions. |



Response: The Tester dialog box appears (Figure 4-10)

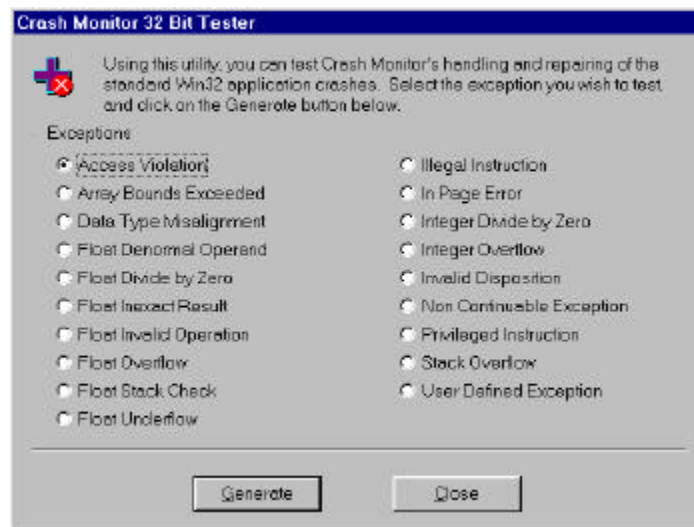


Figure 4-10. Crash Monitor 32 Bit Tester dialog box

4 Using Crash Monitor

Configuring Crash Monitor Options

4. Select the desired exception and click Generate.

Response: The Crash Monitor Crash Protector dialogue box appears (Figure 4-11).

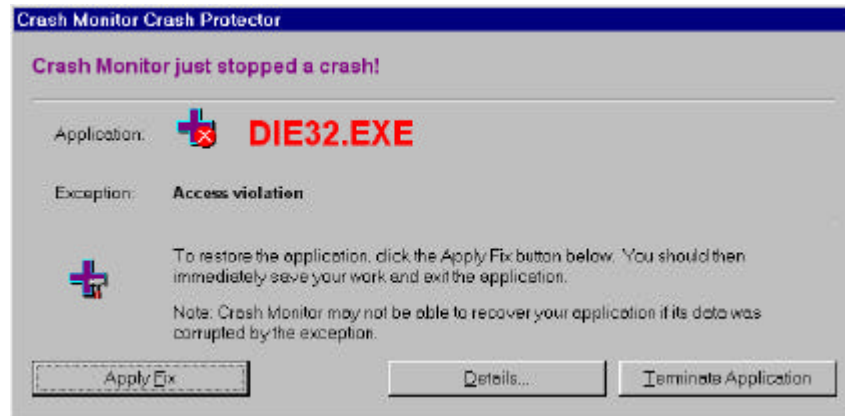


Figure 4-11. Crash Monitor Crash Protection dialog box

5. Click one of the following buttons:
 - **Apply Fix.** Click this button to restore the application that crashed. If you were working in a real application, you would be able to save your work and exit the application without having to terminate the program or restart Windows.
✍ Once Crash Monitor has restored your application, save your work immediately, then quit the application.
 - **Details.** Click this button to display crash details. The data listed in the Details dialog box are also recorded in the PC Medic logfile in your McAfee PC Medic directory.
 - **Terminate Application.** Click this button to close the application. If you were working in a real application, you would not be able to save your work.

Testing application hangs

To test Crash Monitor's ability to intercept 16-bit and 32-bit application hangs, follow these steps:

- | Step | Action |
|------|--|
| 1. | Right-click the Crash Monitor taskbar icon and choose Properties. |
| | Response: The Crash Monitor Properties page appears (Figure 4-3). |
| 2. | Select the 16-bit or 32-bit Application Crash Monitor entry from the Monitor Types list. |
| 3. | Click Test Hangs. |



Response: The Crash Monitor Revive Tester dialog box appears (Figure 4-12).



Figure 4-12. Crash Monitor Revive Tester dialog box

4. Click Deactivate to hang the test application.
5. Right-click the Crash Monitor taskbar icon and choose Revive Application.

Response: The Revive Application dialog box appears (Figure 4-13).

4 Using Crash Monitor

Configuring Crash Monitor Options

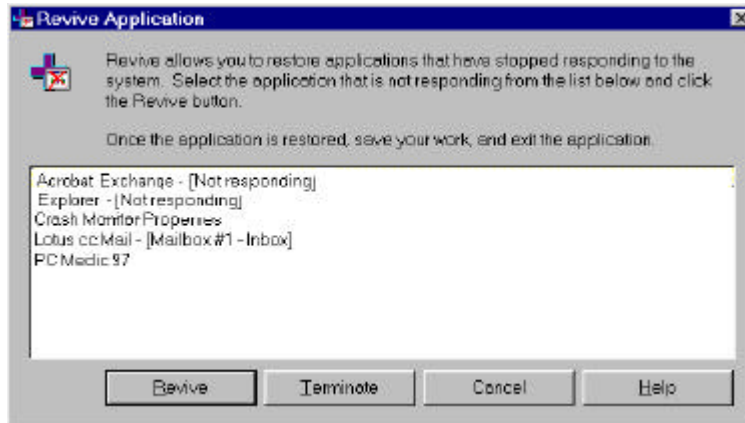


Figure 4-13. Revive Application dialog box

6. Select the Crash Monitor Revive Tester entry in the application list, and click one of the following buttons:
 - **Revive.** Click this button to have Crash Monitor restore the unresponsive application. If you were working in this application, you will be able to save your work and exit the application without having to terminate the program or restart Windows.
 - **Terminate Application.** Click this button to have Crash Monitor close the application. If you were working in this application, you will not be able to save your work.

Restoring Unresponsive Applications

To restore an application that has stopped responding to the system, perform the following steps.



- | Step | Action |
|------|---|
| 1. | Right-click the Crash Monitor taskbar icon and choose Revive Application.

Response: The Revive Application dialog box appears (Figure 4-13). |
| 2. | To restore an unresponsive application, select the application from the provided list and click Revive.

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

<i>Once you have restored the application, save your work immediately and exit the application.</i> |
| 3. | To close an unresponsive application, select the application from the provided list and click Terminate Application.

Response: Crash Monitor closes the application.

<i>If you close the application, you will not be able to recover unsaved work at a later time. To recover unsaved work, click Revive.</i> |

Viewing Crash Monitor Statistics

When Crash Monitor intercepts an application exception or restores an unresponsive application, it logs the details. These details help you to track recurring problems in your software applications and give you important information required by the software vendor's technical support staff. These entries can be viewed from the Crash Monitor Statistics dialog box.

To view Crash Monitor's statistics entries, follow these steps:

Step

Action

1. Right-click the Crash Monitor taskbar icon and select View Crash Monitor Statistics.



Response: The Crash Monitor Statistics dialog box appears (Figure 4-14).

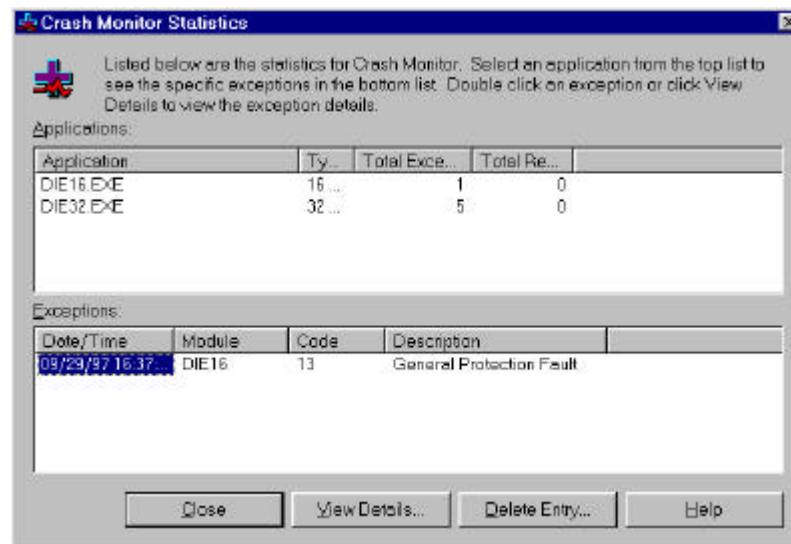


Figure 4-14. Crash Monitor Statistics dialog box

4**Using Crash Monitor**Viewing Crash Monitor Statistics

2. To view details for a specific application, select it from the Application Details list. Details include:

Column	Description
Application	Displays the application's executable filename. Example: HANG32.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: 1
Total Revived	Lists the total number of times Crash Monitor restored the unresponsive application. Example: 0

3. The Application Exceptions list also displays a summary of exception details for the selected application. Details include:

Column	Description
Date/Time	Displays the date and time when Crash Monitor intercepted an exception or revived the selected application. Example: 11/26/97 10:45:38
Module	Displays the module in which the exception occurred. Example: HANG32
Code	Displays the application exception code number. Example: 0xC0000001
Description	Displays a description of the specific exception error. Example: Revive

4

Using Crash Monitor Viewing Crash Monitor Statistics

- To view more details, select the desired exception entry and click View Details.

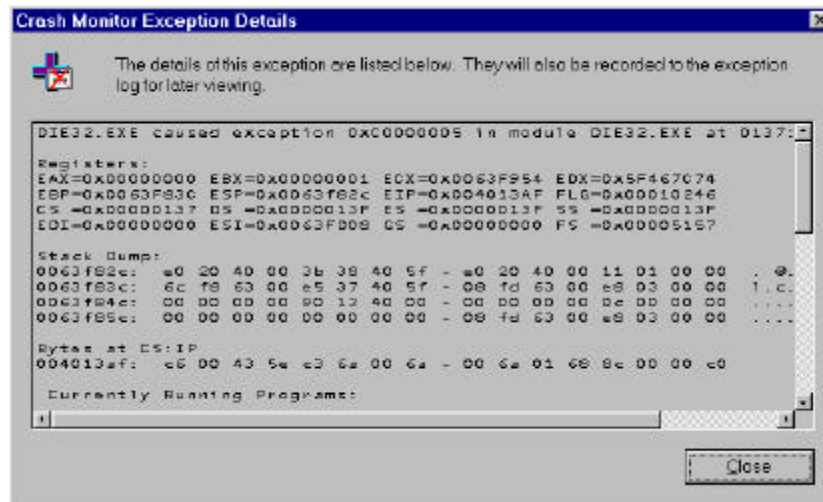


Figure 4-15. View Exception Details dialog box

You can also view this information in the PC Medic logfile located in your McAfee PC Medic directory. This information is useful when you contact your administrator or software vendor with support questions.

- Click Close to return to Crash Monitor Statistics.
- To delete an entry from the Crash Monitor dialog box, select the desired entry and click Delete Entry.
Delete out-of-date entries to save space and clear the list. There are no limits to the number of entries you can display in this list.
- At the confirmation prompt, click Yes to delete the entry.

Responding to Alerts

Click one of the following buttons to acknowledge an alert:

- **Apply Fix.** Click this button after selecting a suggested solution from the list. 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.

5

Troubleshooting PC Problems

Diagnosing Problems on Your PC

This chapter provides procedures for troubleshooting your PC for existing problems and potential performance issues. You can also view your PC's hardware inventory to further troubleshoot problems.

To diagnose your PC, follow these steps.

1. Launch the PC Medic Console.
2. Click Diagnose to launch the Diagnostic Wizard.

Response: The first PC Medic Diagnostic pane appears (Figure 5-1).

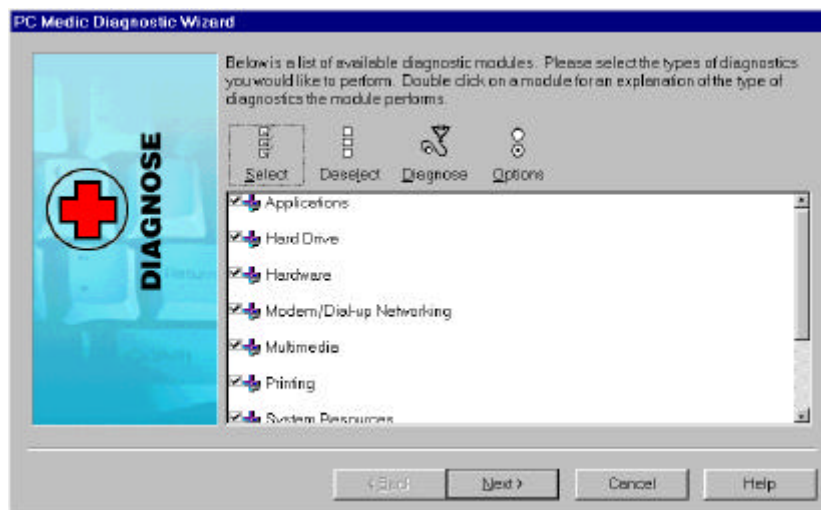


Figure 5-1. PC Medic Diagnostic Wizard

5 Troubleshooting PC Problems

Diagnosing Problems on Your PC

3. Select the items that you want PC Medic to analyze.
4. Click Options to display the Advanced Options dialog box.

Response: The Advanced Options dialog box appears (Figure 5-2).

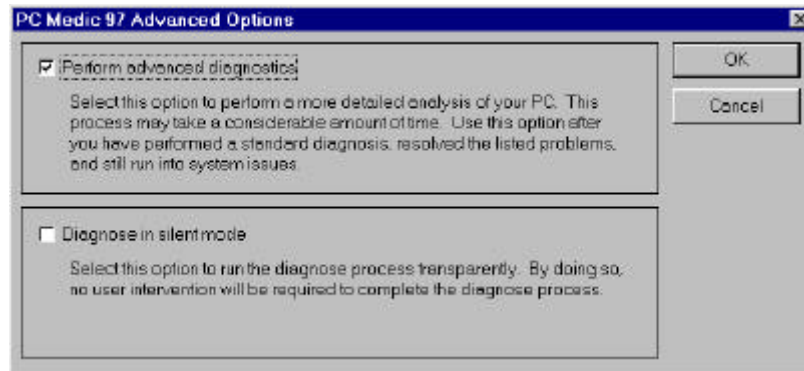



Figure 5-2. Advanced Options dialog box

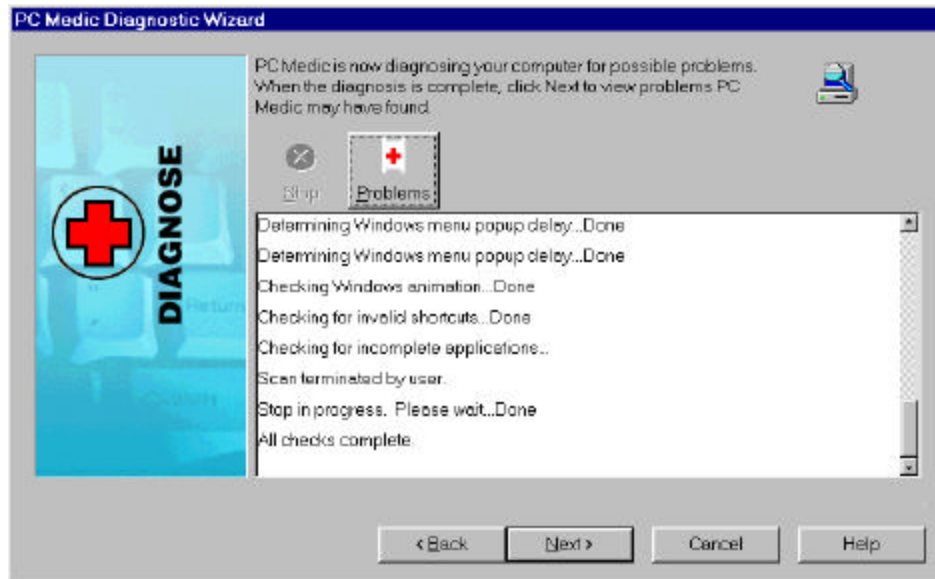
5. Select one, none, or both of the following and click OK:
 - **Perform advanced diagnostics.** Select this option to perform a detailed analysis of your PC. This process may take more time to complete than a standard diagnosis. McAfee advises that you use this option if you perform a standard diagnosis, resolve the listed problems, and still run into system performance issues.
 - **Diagnose in silent mode.** Select this option to run the diagnostic process transparently. No status or message prompts will appear as the program runs.
6. To start the diagnostic process, click  or click Next.

Response: PC Medic analyzes your computer and diagnoses problems when it has finished. The Diagnosis Results list appears (Figure 5-3).

✍ The time it takes to diagnose your system's problem varies based on the number of items you selected and the speed of your PC.

5 Troubleshooting PC Problems

Diagnosing Problems on Your PC



**Figure 5-3. PC Medic Diagnostic Wizard
(Diagnosis results list)**

Depending on the items selected, some Windows utilities — such as ScanDisk, for example — may be launched automatically. In addition, PC Medic may prompt you for system information that it cannot determine, such as whether you have a modem installed.”

✍ These prompts will not display if you are running in silent mode.

7. When the diagnosis is complete, click  or click Next to view the problems found.

5 Troubleshooting PC Problems

Diagnosing Problems on Your PC

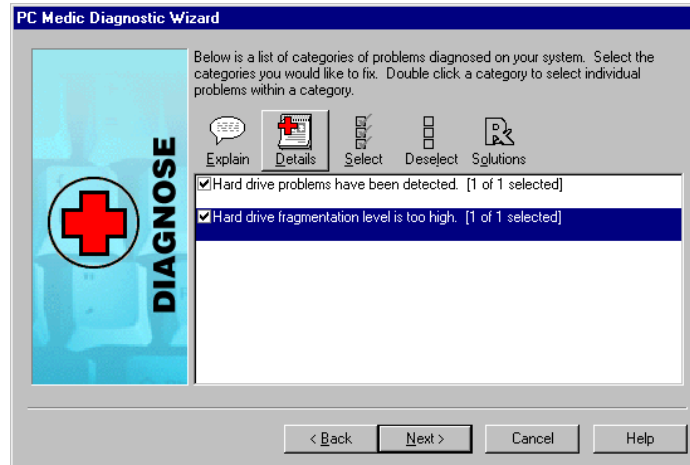







Figure 5-4. PC Medic Diagnostic Wizard (Problem categories list)

8. To learn more about a problem category, select the category and click .
9. To select the categories you want to fix, click  to select all the listed categories or double-click individual categories you want to fix.
10. To view specific problems associated with a category, select any category and click  or double-click any individual category and view its details.
11. To select the specific details you want fixed, click  to select all the listed details or double-click individual details that you want to fix.
12. When you have selected all the problems you want fixed, click OK.
13. To view the solutions for each category, click  or click Next.

Response: The first category's solutions appear (Figure 5-5)

5 Troubleshooting PC Problems

Diagnosing Problems on Your PC

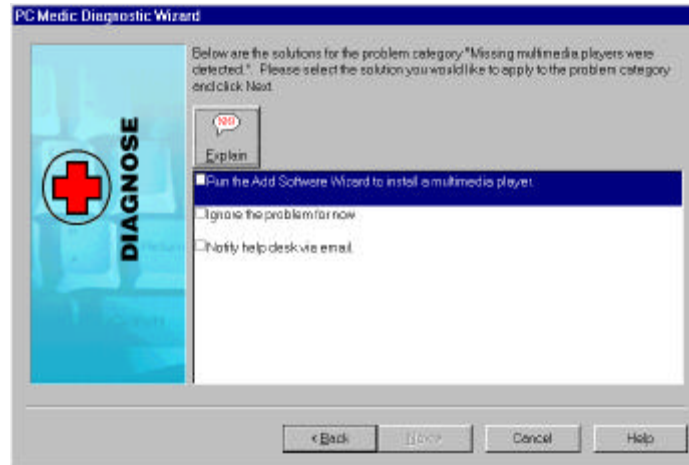



Figure 5-5. PC Medic Diagnostic Wizard (Solutions list)

14. Select the solution you want to apply and click Next or click  to learn more about the solution.

Response: If PC Medic found one or more problem categories, it displays another dialog box similar to Figure 5-5. Once you have selected all category solutions, you'll see a status dialog box (Figure 5-6).

5 Troubleshooting PC Problems

Diagnosing Problems on Your PC

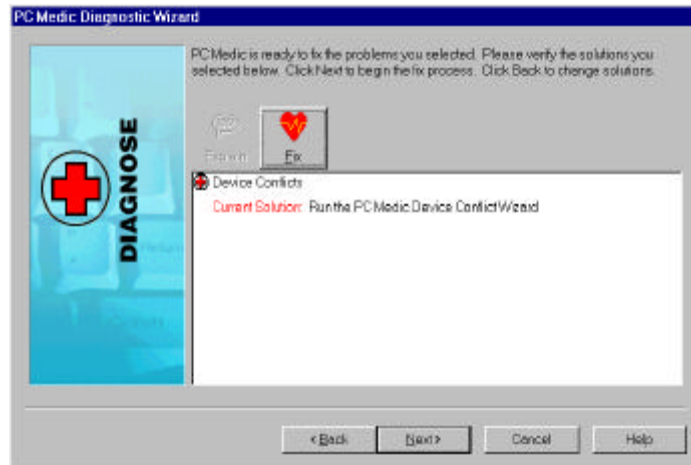



Figure 5-6. PC Medic Diagnostic Wizard (Solutions status list)

15. To fix the specified problems click  or click Next.

Response: 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.

16. Click Finish to return to the PC Medic Console.

Viewing Your PC Inventory

To help you to troubleshoot PC problems identified by the Diagnostic and Performance wizards, you can use PC Medic's Equipment Inventory. For example, one of the PC Medic wizards can identify a missing or misconfigured modem. You can view the machine's inventory to determine which modem, if any, is installed on the machine.

To view your machine's equipment inventory, perform the following steps.

- | Step | Action |
|------|--|
| 1. | Launch the PC Medic Console. See "Launching the PC Medic Console" on page 15 for instructions. |
| 2. | Click Inventory to launch the Inventory Viewer. |

Response: The PC Medic Equipment Inventory list appears (Figure 5-7).

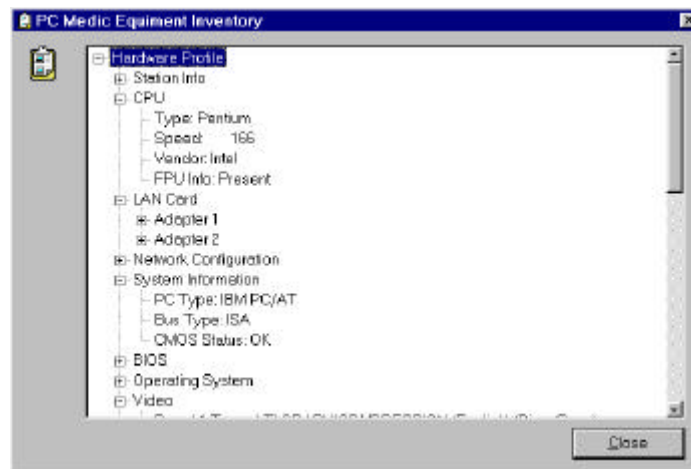


Figure 5-7. PC Medic Equipment Inventory list

3. Click + to expand the Hardware categories to view specific details.
4. After reviewing the information, click Close to return to the PC Medic Console.

6

Getting a 2nd Opinion

About 2nd Opinion

2nd Opinion is a database that can help you resolve your PC problems as they occur. 2nd Opinion's database contains answers to thousands of questions, advice, and easy how-to procedures. Using 2nd Opinion saves you valuable time; instead of waiting in technical support queues, you can consult 2nd Opinion on:

- **Windows 95 and Windows NT systems.** 2nd Opinion contains questions and solutions for problems you might have with the Windows 95 and Windows NT operating systems, including error messages, system resources, and display topics.
- **Microsoft Office 95.** 2nd Opinion contains questions, solutions, and installation information for your Office 95 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.

6 Getting a 2nd Opinion Launching 2nd Opinion

Launching 2nd Opinion

To use 2nd Opinion, click 2nd Opinion in the PC Medic console. 2nd Opinion is designed to display its data in the form of questions. Depending on your answers, the 2nd Opinion database either responds with another question to further define your problem, or it provides a solution.

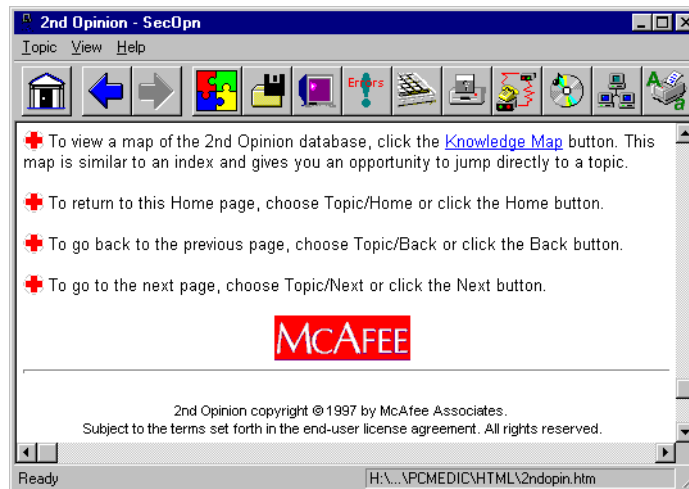


Figure 6-1. 2nd Opinion window

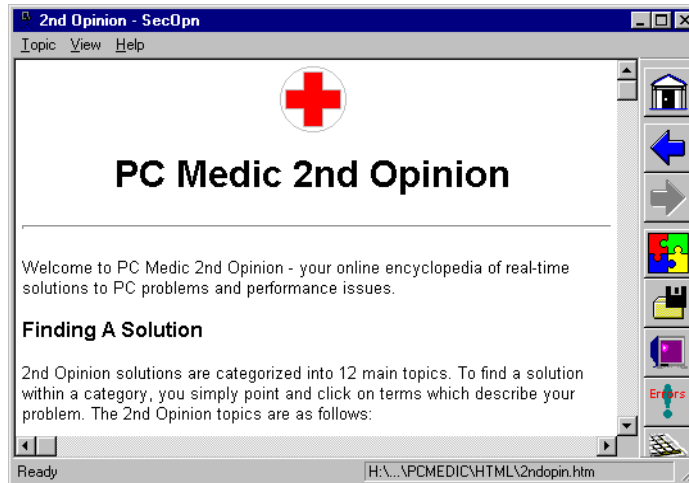
About the 2nd Opinion toolbar

The 2nd Opinion database breaks its information into topic areas, each of which you can read by clicking buttons in the 2nd Opinion toolbar. Each toolbar button corresponds to a different navigation option or topic. Place your cursor over a toolbar button to view the tool tip and to 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.

6 Getting a 2nd Opinion




Launching 2nd Opinion

2nd Opinion uses a floating toolbar, so you can drag it around the window and dock it to another location within the window (see Figure 6-2), or allow it to float on your desktop.











**Figure 6-2. 2nd Opinion window
(Welcome Page)**

2nd Opinion's toolbar buttons are described below.

Button	Description
	Home. Returns you to the main 2nd Opinion page. This page tells you how to navigate through the database.
	Back. Returns you to the previous page in the 2nd Opinion information database.
	Forward. Sends you to the next page that addresses your problem. (This button only is active if you have browsed backward first.)






6 Getting a 2nd Opinion

Launching 2nd Opinion

Button	Description
	Applications. Answers questions about your Microsoft Office 95 software applications, which include Word, PowerPoint, Excel, Schedule+, and Access.
	Disk/Files. Answers questions about your document and work files, and about the disk management system. Topics include converting files, file properties and attributes, file security, and disk space and memory resources.
	Display. Answers questions relating to your PC's monitor. Topics include configuration options for the desktop, taskbar and menus, video configuration, and Windows 95 display.
	Errors. Lists common Windows, system, and hardware errors alphabetically and offers possible solutions for responding to them.
	Keyboard/Mouse/Joystick. Answers questions about your keyboard, mouse, and joystick.
	Installation. Answers questions about the Microsoft Office and Windows 95 installation programs.
	Modems. Answers questions about your modems, hardware, software, and Internet connections. Topics include: faxes, file transfers, and communication links.
	CD-ROM/Multimedia. Answers questions about your CD-ROM and multimedia hardware configuration. Topics include playback, recording, CD-ROM configuration, and related hardware and software utilities.

6 Getting a 2nd Opinion

Launching 2nd Opinion

Button	Description
	Network. Answers questions for corporate users who dial in or attach to their companies' networks. Topics include sharing resources and drive mappings.
	Fonts/Printer. Answers questions about your local printer and print software. Topics include missing fonts, printer setup, formatting, and specific printer problems.
	Scanner. Answers questions about your scanner. Topics include installing scanners, SCSI scanners, serial scanners, and parallel scanners.
	Where is it? Answers questions about Windows 95 accessories, features, and utilities. Describes and addresses specific issues concerning your Microsoft Office 95 applications.
	Knowledge Map. Displays a detailed index of the 2nd Opinion information database.

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