

McAfee PC Medic v.1.0.5

Release Notes—November 1997

This file contains information about installing and using McAfee PC Medic v.1.0.5.

What's in This File

You will find the following information in this file:

- What's New in PC Medic v1.0.5
- PC Medic Features
- System and Installation Requirements
- Installing PC Medic
- PC Medic Online Documentation Files
- Program Anomalies
- McAfee Support

What's New in PC Medic v1.0.5

- PC Medic now supports Windows NT 4.0 in addition to Windows 95.
- New McAfee Enterprise Client Administrator feature 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 administration console
- The new Silent Diagnostics feature allows administrators to perform seamless diagnostics on client workstations
- Desktop management interface (DMI) alerting
- Emergency disks can automatically be created with PC Medic and Windows NT systems
- PC Medic now maintains a log file consisting of diagnostic results and details, solutions invoked, and undo history
- PC Medic employs the new McAfee uninstaller technology. With this technology, useless files that clutter and slow down your system can be completely removed. PC Medic can now remove files left over from previously deleted applications, clutter from system crashes, old backup files, and other unwanted debris located on your hard drive.
- The new Diagnostic Undo feature allows user's to undo fixes PC Medic was instructed to make

PC Medic Features

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 v1.0.5:

- 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
- 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 user-initiated detection of known boot, file, macro, multi-partite, stealth, encrypted, and polymorphic viruses located within files and drives
- Provides powerful backup features
- McAfee's SecureCast feature allows user's to license products and obtain product upgrades with a push of a button.

System and Installation Requirements

The following minimum requirements are needed:

- IBM Compatible 486 processor or better
- RAM: 8 MB
- Windows 95 or Windows NT 4.0
- 256-color SVGA display 800 by 600 resolution
- CD-ROM Drive
- Disk Space:
 PC Medic Application Files: 20 MB
 Documentation Files: 1 MB

Installing PC Medic v.1.0.5

To install PC Medic, follow the procedure below.

1. From a Windows 95 or Windows NT workstation, do one of the following:
 - If you are installing from a CD-ROM, insert it into the CD-ROM drive

or

 - If you are installing from files downloaded from the McAfee Web site, decompress the zipped files into a directory on your local hard drive
2. From Windows Explorer, double-click the SETUP.EXE program. The PC Medic Screen is displayed.
 Select the PC Medic installation option.
3. Follow the installation instructions.

PC Medic Online Documentation Files

Installing the Acrobat Reader

To install the Acrobat Reader on your hard drive, follow the procedure below.

1. From your Windows 95 or NT workstation, do one of the following:
 - If you are installing from the CD, insert the CD

or

 - If you are installing from files downloaded from the McAfee Web site, decompress the zipped files into a directory on your local hard drive
2. From Windows Explorer, double-click the SETUP.EXE program. The PC Medic screen is displayed.

Select the Acrobat Reader installation option.

3. Follow the installation instructions.

When the installation is complete, you're ready to use the Acrobat Reader to open a manual. See the following procedure for more information.

Opening a Manual

To view the online documentation, follow the procedure below.

1. Choose **Start/Run**; enter the following in the Run dialog:

x:\ACROREAD\AR32E30.EXE

where x is the drive to which you installed the Adobe Acrobat Reader.

The Acrobat Reader is displayed.

2. From the Open dialog, select the desired manual file (PDF) and click OK. These files are located in x:\DOC\MANUALS, where x is your CD ROM drive or in the DOC\MANUAL subdirectory where you installed PC Medic.

Select one of the following:

PCMEDIC.PDF	<i>PC Medic User's Guide</i>
BACKWEB.PDF	<i>BackWeb User's Guide</i>
BACKUP.PDF	<i>QuickBackup User's Guide</i>

The manual's title page is displayed.

3. To view a particular chapter or section, go to the table of contents and click on the topic you'd like to view.

Program Anomalies

2ND Opinion Knowledge Base

The 2ND Opinion Knowledge Base is not accessible from a path specified by the Universal Naming Convention (UNC). It can only be accessed from an available drive letter.

Workaround for network users: Map a drive to the network share that contains the 2nd Opinion HTML files. Reference users to this drive letter and location when needing to access the information.

McAfee Enterprise Client Administration

1. When editing a rule file that will be pulled from a user's machine, the rule file must be opened with the same UNC path that the user will access the file from. Failure to use the same UNC path may result in an error message.

Select File/Open and browse the Network Neighborhood for the machine and the share that has been created for the rule files. The correct UNC path will now appear on the user's machine the next time the machine pulls the rule file.

2. Applications scheduled to launch must have the complete path to the executable specified. Applications can be launched from a local drive if the complete path or UNC path is specified.

VirusScan 3.0

You will receive a general protection fault (GPF) if you attempt to run QuickBackup while scanning your system with VirusScan 3.0.

2nd Opinion Online Information Files

The McAfee PC Medic Uninstall program does not remove the 2nd Opinion document (*.HTM and *.BMP) files from your local hard drive. If you installed these files locally, you must manually delete them from your hard disk to remove them.

Removable Disk Drives

McAfee PC Medic does not currently support removable boot drives. You cannot install PC Medic to a removable drive.

Contact McAfee

For Questions, Orders, Problems, or Comments

Contact McAfee's Customer Care department:

Corporate-licensed customers, call (408) 988-3832
Monday-Friday, 6:00 A.M. - 6:00 P.M. Pacific time

Retail-licensed customers, call (972) 278-6100
Monday-Friday, 6:00 A.M. - 6:00 P.M. Pacific time

Fax (408) 970-9727
24-hour, Group III fax

Fax-back automated response system (408) 988-3034
24-hour fax

Send correspondence to any of the following McAfee locations.

McAfee Corporate Headquarters

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Santa Clara, CA 95051-0963

McAfee East Coast Office

Jerral Center West
766 Shrewsbury Avenue
Tinton Falls, NJ 07724-3298

McAfee Central Office

4099 McEwen
Suites 500 and 700
Dallas, TX 75244

McAfee Canada

139 Main Street
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Unionville, Ontario
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McAfee Europe B.V.

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Germany

McAfee Japan KK

4F Toranomori Mori bldg. 33
3-8-21 Toranomori
Minato-Ku
Tokyo, 105
Japan

Or, you can receive online assistance through any of the following resources:

1. Bulletin Board System: (408) 988-4004
24-hour US Robotics HST DS
2. Internet e-mail: support@mcafee.com
3. Internet FTP: [ftp.mcafee.com](ftp:mcafee.com) or
4. World Wide Web: <http://www.mcafee.com>
5. America Online: keyword MCAFEE
6. CompuServe: GO MCAFEE

Before contacting McAfee, please make note of the following information. When sending correspondence, please include the same details.

- Program name and version number
- Type and brand of your computer, hard drive, and any peripherals
- Operating system type and version
- Network name, operating system, and version
- Contents of your AUTOEXEC.BAT, CONFIG.SYS, and system LOGIN script
- Microsoft service pack, where applicable
- Network card installed, where applicable
- Modem manufacturer, model, and baud, where applicable
- Relevant browsers/applications and version number, where applicable

- Problem
- Specific scenario where problem occurs
- Conditions required to reproduce problem
- Statement of whether problem is reproducible on demand

- Your contact information: voice, fax, and e-mail

Other general feedback is also appreciated.

Documentation feedback is welcome. Send e-mail to documentation@cc.mcafee.com.

For On-site Training Information

Contact McAfee Customer Service at (800) 338-8754.

For Product Upgrades

To make it easier for you to receive and use McAfee's products, we have established a Resellers program to provide service, sales, and support for our products worldwide. For a listing of McAfee resellers near you, click Contact McAfee under the Information section on the McAfee website.