McAfee PC Medic 97 v.1.0.1

Release Notes—June 1997

This file contains information about installing and using McAfee PC Medic 97 v.1.0.1.

What's in This File

You will find the following information in this file:

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What's New in PC Medic 97

- **Crash Monitor**
  A new Disk Defragmentation monitor has been added to Crash Monitor. Disk fragmentation occurs when files become too large for your PC to store in a single location. Your file is split and saved in pieces. You can use fragmented files, however, your system response time is decreased.

  To configure Crash Monitor to alert you when it recognizes your PC's response time to accessing files is diminished due to fragmentation, right-click the Crash Monitor tray icon and choose **Properties**. From the Properties dialog, select the Disk Defragmentation monitor.

- **Inventory**
  You can now perform a hardware inventory on your PC using PC Medic. Performing an inventory can help you in troubleshooting and resolving any problems identified by the Diagnostic and Optimization 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.

  To inventory your PC using PC Medic, launch the PC Medic console and choose **Tools/Inventory**.

- **Improved Wizard Interfaces**
  The Diagnostic, Optimization, and Virus Scanning wizard interfaces have been significantly improved. New features include the Explanation, Details, Solutions, and Diagnose toolbar buttons.

  To run any of the PC Medic wizards, launch the PC Medic console and click Diagnose, Performance, or Viruses.

- **Advanced Diagnostic Options**
  Two new options have been added to the Diagnostic, Optimization, and Virus Scanning wizards. To use these options, launch the PC Medic console and run any wizard. From the wizard toolbar, click the Options button to display the PC Medic 97 Advanced Options dialog. Select one of the following options:

- **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.

PC Medic 97 Features

PC Medic is the latest in "preventive medicine" software for your personal computer (PC). Using a variety of utilities and wizards, PC Medic detects, prevents, and cures PC problems, as well as educates you about their causes and solutions! Using PC Medic, you can:

- Protects your Windows 95 PC.
- Protect your PC with automatic crash protection.
- Detect and repair Windows 95 problems.
- Consult an online PC Problem/Resolution information database.
- Optimize Windows 95 settings.
- Backup and restore your files.
- View a complete hardware inventory of your PC.
- Receive free PC Medic software updates, diagnostics, alerts, and virus signature files.
- Scan for virus-infected files and clean limited program file and boot sector viruses.

System and Installation Requirements

The following minimum requirements are needed:

- IBM Compatible 486 processor or better
- RAM: 8 MB
- Windows 95
- 256-color display SVGA 800 by 600
- CD ROM Drive

- Disk Space:
  - PC Medic Application Files: 17 MB
  - Documentation Files: 1 MB

Note: 2nd Opinion files require 150 MB on your local hard drive. You are not required to install the 2nd Opinion files to your hard drive, they can be viewed from the PC Medic CD.

Installing PC Medic v.1.0.1

Note: McAfee recommends uninstalling previous versions of PC Medic 97 and closing all other applications.

To install PC Medic 97, follow the procedure below.

1. From your Windows 95 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. Run SETUP.EXE. The PC Medic Screen is displayed.

   Select the PC Medic 97 installation option.

3. Follow the installation instructions.

PC Medic 97 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 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. Run SETUP.EXE. 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\ACROREAD.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   *PC Medic 97 User's Guide*
   BACKWEB.PDF   *BackWeb User's Guide*
   BACKUP.PDF   *QuickBackup User's Guide*

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

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

Service Pack 1
McAfee recommends upgrading your Windows 95 operating system to Service Pack 1. Visit **www.microsoft.com/WindowsSupport** for a free upgrade.

BackWeb Installation
If you choose to install BackWeb immediately following the PC Medic 97 installation, you may be required to manually close the last BackWeb setup dialog before completing the PC Medic installation process.

2nd Opinion Online Information Files
The 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 drive to remove them.

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

Microsoft Word 97
You may experience problems reviving Microsoft Word 97 with PC Medic's Crash Monitor.

Workaround. In this event, McAfee recommends ending the task and restarting Windows. Your Word 97 program will launch successfully.

Wizards
For best results, close all applications (including BackWeb) before performing a diagnostic scan with the Diagnostic, Optimization, and Virus Scanning wizards.

Wizard List Box Selection
When using keyboard manipulation rather than a mouse to navigate through any of PC Medic's list boxes, focus will not display on any list box entry until you press the Up or Down Arrow keys.

MultiMedia Player
During a Diagnostic or Optimization process, the MultiMedia Player may display depending on the items you selected. If you choose to insert a CD at the Player's prompt, the track and time counts increase, however, the status slider does not. This slider has been disabled and functions as designed.

Windows Menu Popup Display
During a Diagnostic or Optimization process, the Windows Menu Popup test may display twice. The actual test is not being performed twice, a second Icon Spacing test is being conducted. Please ignore the repeated popup.

Missing Fonts
You may be required to rerun the Diagnostic or Optimization wizard when attempting to locate missing fonts. Specifically, if you choose to locate them individually.

Workaround: Rerun the Diagnostic or Optimization wizard.

McAfee Support

To order or for more information about our products, we invite you to contact our Customer Service department at (408) 988-3832. Or you can contact us at the following address:

McAfee
2805 Bowers Ave.
Santa Clara, CA 95051

McAfee's Customer and Technical Support

McAfee is famous for its dedication to customer satisfaction. McAfee's customer support, technical support, and product development departments provide real-time technical support and problem resolutions.

Use the following information to contact McAfee Technical Support.

Before requesting support, please make note of the following:

- Product name and version
- Computer name and model, and the name of any additional hardware
- Network name, operating system, and version
- Specific steps to reproduce the problem.

For General Technical Support

Phone
(408) 988-3832

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Hours
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