

Norton CleanSweep™ User's Guide

Norton
CleanSweep 2002™

Norton CleanSweep™ User's Guide

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About Norton CleanSweep

Norton CleanSweep removes unneeded Internet files, gives your computer a one-click clean up, and removes programs and files safely and easily. Norton CleanSweep improves your computer's performance by finding and removing files you no longer need. It protects vital files, programs, and Windows settings while eliminating space-filling buildup.

Remove unwanted files and programs

Norton CleanSweep safely removes programs from your system. Norton CleanSweep's Smart Sweep also monitors program installation for the safest and most complete removal. For more information, see [“Removing unwanted files and programs”](#) on page 31.

Fast & Safe Cleanup frees hard disk space by finding and deleting files such as temporary files, Internet browser cache files, and the files in the Windows Recycle Bin. Fast & Safe Cleanup deletes files that are safe to remove; you won't accidentally delete essential files. For more information, see [“Remove unnecessary files”](#) on page 20.

Remove Internet clutter

Norton CleanSweep uninstalls programs downloaded from the Internet and removes unwanted cache files, cookies, plug-ins, ActiveX controls, and programs that are downloaded from the Web.

Internet Sweep monitors installation of ActiveX controls installed from the Internet for safe and complete removal.

For more information, see [“Removing Internet clutter”](#) on page 41.

Back up and restore files

The backup and restore features let you manage the space used by the programs installed on your computer. The backup feature compresses infrequently used programs. You can free more disk space by moving the compressed backup to a new location. The restore feature ensures that all of the program's related files are restored when you want to use the program again. For more information, see [“Backing up and restoring programs”](#) on page 37.

Installing Norton CleanSweep

Before installing Norton CleanSweep, take a moment to review the system requirements listed in this chapter.

System requirements

To use Norton CleanSweep, your computer must have one of the following Windows operating systems:

- Windows 98, 98SE
- Windows Me
- Windows NT 4.0 Workstation with service pack 6 or higher
- Windows 2000 Professional
- Windows XP Professional or Windows XP Home Edition

Your computer must also meet the following minimum requirements.

Windows 98/Me

- Intel Pentium processor at 100MHz or higher for Windows 98; 150MHz or higher for Windows Me
- 32 MB of RAM
- 18 MB of available hard disk space
- CD-ROM or DVD-ROM drive

Windows NT 4.0 Workstation

- Service pack 6a or higher
- Intel Pentium processor at 100MHz or higher
- 32 MB of RAM
- 22 MB of available hard disk space
- CD-ROM or DVD-ROM drive

Windows 2000 Professional

- Intel Pentium processor at 133MHz or higher
- 64 MB of RAM
- 18 MB of available hard disk space
- CD-ROM or DVD-ROM drive

Windows XP Home Edition/Professional

- Intel Pentium processor at 233MHz or higher
- 128 MB of RAM
- 20 MB of available hard disk space
- CD-ROM or DVD-ROM drive

Before installation

In Windows 98 and Me, Smart Sweep and Internet Sweep can start when you start Windows and monitor program installations and Internet cache file buildup. During installation, you have a chance to select this option.

Smart Sweep logs changes made to your computer when you install a program. When you want to uninstall the program, this log ensures that the Uninstall Wizard can remove all the files and Registry entries associated with the program.

Internet Sweep monitors ActiveX controls downloaded from the Internet. For more information, see [“Remove unwanted ActiveX controls”](#) on page 45.

Before you install Norton CleanSweep, prepare your computer.

Prepare your computer

If you have a previous version of Norton CleanSweep on your computer, you must uninstall it before installing Norton CleanSweep. Norton CleanSweep does not remove the previous version's log or backup files. For more information, see [“If you need to uninstall Norton CleanSweep”](#) on page 14.

You must close all other Windows programs before installing Norton CleanSweep.

If you want to recover disk space before installing

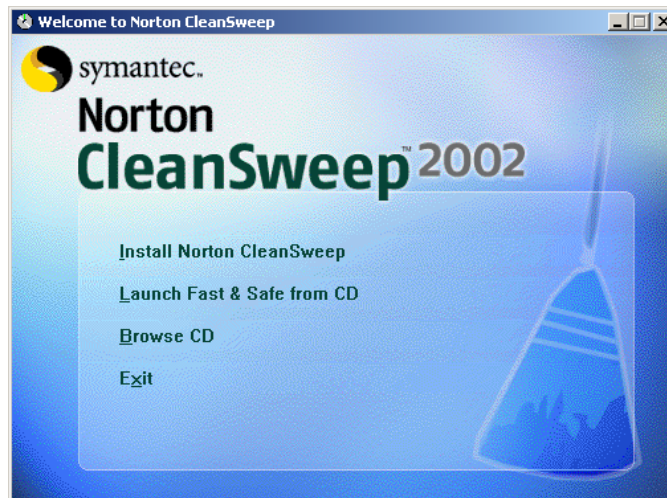
Before installing Norton CleanSweep, make more room available by getting rid of your unwanted files. Fast & Safe Cleanup is the fastest way to recover disk space. You can launch Fast & Safe Cleanup from the Norton CleanSweep CD. For more information, see [“Remove unnecessary files”](#) on page 20.

Install Norton CleanSweep

Install Norton CleanSweep from the Norton CleanSweep CD.

To install Norton CleanSweep

- 1 Insert the Norton CleanSweep CD into the CD-ROM drive.



- 2 In the Norton CleanSweep 2002 window, click **Install Norton CleanSweep**, then click **Next**.
- 3 In the License Agreement window, click **Yes** to accept the license agreement.
If you decline, you cannot continue with the installation.
- 4 Click **Next** to confirm your name and company name.
If necessary, type any corrections.
- 5 Select a folder into which you want to install Norton AntiVirus, then click **Next**.
- 6 If you are using Windows 98 or Me, click **Next** to confirm that you want Smart Sweep and Internet Sweep to start when you start Windows.
For more information, see [“Before installation”](#) on page 10.
- 7 Check or uncheck the check boxes to place shortcuts for Norton CleanSweep and Fast & Safe Cleanup on your computer's desktop, then click **Next**.
- 8 Click **Next** to confirm installation settings.
The Norton CleanSweep installer installs the software and changes your system settings.
LiveUpdate is included in the installation. For more information, see [“Keep current with LiveUpdate”](#) on page 26.
- 9 Register your product.
If you don't want to register now, you can register later. For more information, see [“Register Norton CleanSweep”](#) on page 13.
- 10 Click **Yes** to view the Readme.txt file.
Close the Readme.txt file when you're finished reading it.
When setup is complete, you are prompted to restart your computer.
- 11 Click **Yes, I want to restart my computer now**, then click **Finish**.
Your computer restarts with the selected options active.

If the opening screen does not appear

Sometimes, a computer's CD-ROM drive does not automatically start a CD.

To start the installation from the Norton CleanSweep CD

- 1 On your desktop, double-click **My Computer**.
- 2 In the My Computer dialog box, double-click the icon for your CD-ROM drive.
- 3 From the list of files, double-click **CDSTART.EXE**.

Register Norton CleanSweep

If you didn't register Norton CleanSweep during installation, you can register by accessing the Product Registration Profile.

To register Norton CleanSweep

- 1 In the Norton CleanSweep main window, click **Help > Product Registration**.
- 2 In your registration profile, select the unregistered product.
- 3 Click **Register**.
- 4 In the first Registration window, select the country from which you are registering and the country in which you live (if different), then click **Next**.
- 5 If you would like information from Symantec about Norton CleanSweep, select the method by which you want to receive that information, then click **Next**.
- 6 Enter your name and whether you want Norton CleanSweep registered to you or your company, then click **Next**.
- 7 Enter your address, then click **Next**.
- 8 Answer the survey questions to help Symantec improve its products and services, then click **Next** when you are done or to skip the survey.
- 9 Select whether you want to register Norton CleanSweep through the Internet or by mail, then click **Next**.

If you submitted your registration through the Internet, a dialog box displays the serial number for your product.
- 10 Write down the number or click **Print** to get a copy of your registration information for future reference.

- 11 Select whether you want to use your existing profile the next time you register a Symantec product, or enter the information as part of registration.
- 12 Click **Finish**.

After installation

After restarting, Smart Sweep and Internet Sweep icons appear in the System Tray. For more information, see [“Use the Norton CleanSweep Windows tray icons”](#) on page 18.

Read the Readme file

The Readme file contains technical tips and information about product changes that occurred after this guide went to press. It is installed on your hard disk in the same location as the Norton CleanSweep product files.

To read the Readme file

- 1 Using Windows Explorer, navigate to the location where your Norton CleanSweep files are installed.

If you installed Norton CleanSweep in the default location, the files are in C:\Program Files\Norton CleanSweep.
- 2 Double-click **Readme.txt** to open the file in Notepad or WordPad.

The Readme file includes instructions for printing it if you want to do so.
- 3 Close the word processing program when you are finished reading the file.

If you need to uninstall Norton CleanSweep

If you need to remove Norton CleanSweep from your computer, use the Uninstall Norton CleanSweep option on the Windows Start menu.

Note: During uninstall, Windows might display a dialog box that says “Starting Install.” Install is a program that adds and removes programs from your system. This is a general Microsoft installer message and can be disregarded.

To uninstall Norton CleanSweep

- 1 Do one of the following:
 - On the Windows taskbar, click **Start > Programs > Norton CleanSweep > Uninstall Norton CleanSweep**.
 - On the Windows XP taskbar, click **Start > All Programs > Norton CleanSweep > Uninstall Norton CleanSweep**.
- 2 Click **Yes** to confirm the deletion of Norton CleanSweep.
- 3 Click **OK**.
- 4 At the message recommending to restart your computer, click **OK**.

When you're finished uninstalling Norton CleanSweep, you must restart your computer.

If the uninstaller reports that some files were not deleted, you can delete them manually. If you plan to delete them, be sure to make a note of their names.

Norton CleanSweep basics

Norton CleanSweep basics include general information about how to work with Norton CleanSweep, remove unwanted clutter, customize Norton CleanSweep, and access more information about Norton CleanSweep.

Work with Norton CleanSweep

The following instructions outline where you need to go on your computer to do various tasks with Norton CleanSweep.

Access Norton CleanSweep

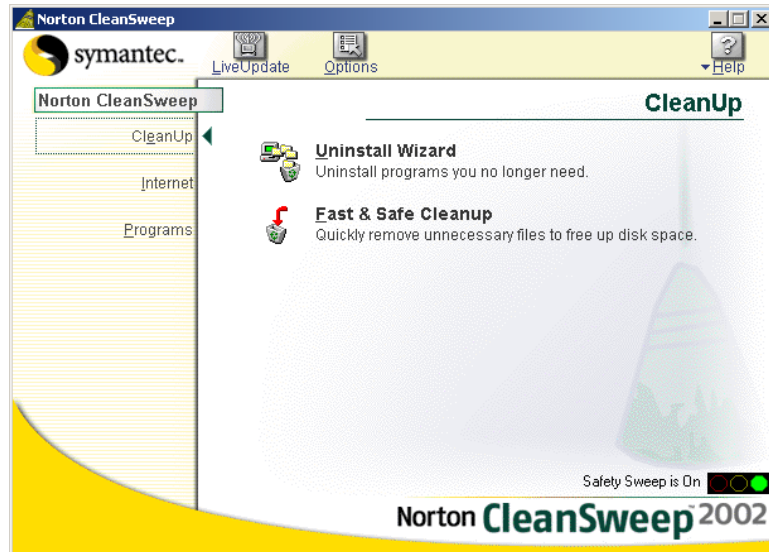
You can access Norton CleanSweep from the Start menu or the System tray.

Use the Norton CleanSweep main window

Norton CleanSweep tools can be accessed from the Norton CleanSweep main window.

To start Norton CleanSweep

- On the Windows taskbar, click **Start > Programs > Norton CleanSweep > Norton CleanSweep**.
- On the Windows XP taskbar, click **Start > All Programs > Norton CleanSweep > Norton CleanSweep**.



Use the Norton CleanSweep Windows tray icons

You can use the Norton CleanSweep Windows tray icons to open Smart Sweep or Internet Sweep.

To use the Norton CleanSweep Windows tray icons

- Right-click the **Smart Sweep** icon, then click **Open**.
- Right-click the **Internet Sweep** icon, then click **Open**.

Monitor new and changed files

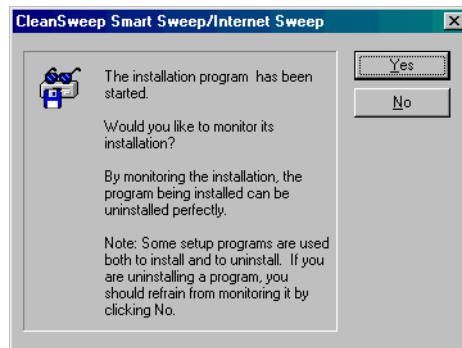
Smart Sweep and Internet Sweep run in the background to keep track of files added and changes made to existing configuration files when you install a program. Norton CleanSweep uses this information to ensure safe and thorough uninstallations:

- Smart Sweep tracks files added and changes that originate from floppy disks, CDs, or network drives. Norton CleanSweep uses Smart Sweep to modify file locations listed in the Windows Registry. If you need to uninstall the software, Norton CleanSweep can ensure that the related Registry entries are removed.
- Internet Sweep tracks all ActiveX control and plug-in downloads from a Web site.

In Windows 98 and Me, Smart Sweep and Internet Sweep are active by default; they start as part of the Windows startup process and remain active while Windows is running.

If you see a Smart Sweep or Internet Sweep alert

Norton CleanSweep displays an alert when it detects a program, browser plug-in, or ActiveX control being installed.



To have Norton CleanSweep monitor the installation

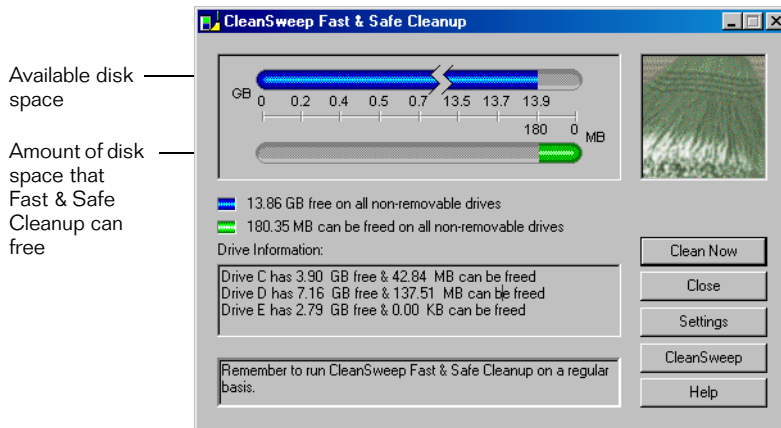
- Click **Yes**.

This option gives Norton CleanSweep the information it needs to uninstall the program, browser plug-in, or ActiveX control.

Remove unnecessary files

Fast & Safe Cleanup reclaims space occupied by temporary files, Internet cache files, and files in the Windows Recycle bin.

The Fast & Safe Cleanup main window tells you how much hard disk space is currently available and how much can be freed.



If you are connected to the Internet, close your browser before starting the procedure.

To remove files with Fast & Safe Cleanup

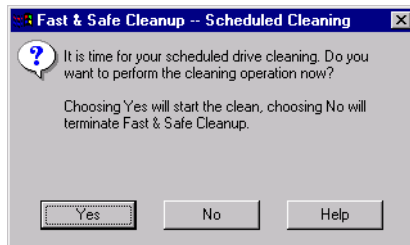
- 1 Start Norton CleanSweep.
- 2 Click **CleanUp**.
- 3 Click **Fast & Safe Cleanup**.

Fast & Safe Cleanup scans all files on your hard disk and displays how much space can be cleaned.

- 4 Click **Clean Now**.

If you see a Fast & Safe Cleanup alert

Fast & Safe Cleanup warns you when it is about to start a scheduled cleanup.



To let Fast & Safe Cleanup complete its scheduled cleanup of your computer

- Click **Yes**.

Customize Norton CleanSweep

The default settings for Norton CleanSweep provide a safe, automatic, and efficient way of removing unwanted files from your computer. However, you might want to adjust them to optimize system performance or disable options that do not apply.

Norton CleanSweep lets you specify how installations and other files are monitored. You can also specify file names and locations for backup and log files.

Fast & Safe Cleanup settings specify the types of files you want to remove. You can also schedule automatic cleanup at a set time.

Note: If you are using Norton CleanSweep on Windows NT, Windows 2000, or Windows XP and you do not have Administrator access, you cannot change Norton CleanSweep options. If you are an Administrator and share your computer with others, remember that the changes you make apply to everyone using the computer.

About Norton CleanSweep options

Norton CleanSweep options are organized on tabs for easy access.

Option	Description
Safety Sweep tab	<p>Fast Analysis: Safety Sweep scans to find all files related to an installed program. This helps ensure that all of the program's related files are removed when you uninstall it. When Fast Analysis is disabled, the analysis takes longer, but is more thorough.</p> <p>Safety Sweep: Enable and disable Safety Sweep. When Safety Sweep is enabled, only green items can be deleted by Fast & Safe Cleanup, and all items are backed up. Safety Sweep must be disabled before Cookie Cleanup can remove cookies marked yellow.</p>
Smart Sweep/Internet Sweep tab	<p>Turn Smart Sweep/Internet Sweep On or Off: (Windows 98 and Me only) Start or quit monitoring your computer with Smart Sweep and Internet Sweep.</p> <p>Load Smart Sweep/Internet Sweep on Startup: Indicate if Smart Sweep and Internet Sweep should start when you start Windows.</p> <p>Automatically Monitor Installs When Loaded: Indicate if Smart Sweep should always monitor installation activities without asking you when you install programs.</p> <p>Specify Program Names: (Windows 98 and Me only) Indicate the names of installation programs that Smart Sweep should always monitor.</p> <p>View or Delete Smart Sweep/Internet Sweep Logs: View or clear the Smart Sweep/Internet Sweep activity text files.</p>

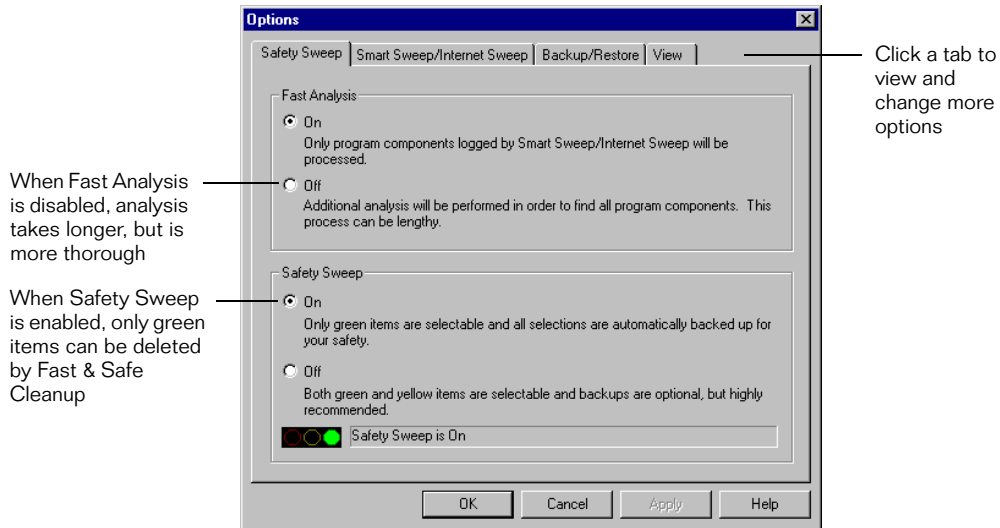
Option	Description
Backup/Restore tab	<p>Specify a default backup folder: Specify a folder where Norton CleanSweep keeps backups of uninstalled programs. The default is a Backup folder inside the Norton CleanSweep program folder.</p> <p>Specify confirmation in Uninstall Wizard: Indicate if you want Norton CleanSweep to ask you for confirmation before uninstalling a program.</p> <p>Specify action in Restore Wizard: Indicate if, when restoring, you want to overwrite a file if it already exists.</p> <p>Specify backup reminder for older backups: Indicate if you want Norton CleanSweep to ask if you want to keep backups of uninstalled programs after 30 days.</p>
View tab	<p>View Master Log: You can view, clear, save, and print the Master Log.</p> <p>View folder usage: Displays disk space used on available disk drives.</p> <p>Specify report file location: Specify location for the log of Norton CleanSweep activities.</p>

Open the Options dialog box

You change Norton CleanSweep settings through the Options dialog box.

To set Norton CleanSweep options

- 1 In the Norton CleanSweep main window, click **Options**.



- 2 Click a tab that contains the options you want to change.
For a description of all the options, see [“About Norton CleanSweep options”](#) on page 22.
- 3 On the selected tab, make changes to the settings.
- 4 Click **Apply**.
- 5 Click **OK**.

Use the Master Log

The Master Log contains a record of all Norton CleanSweep activities in chronological order. You can view, clear, save, and print the Master Log.

To use the Master Log

- 1 In the Norton CleanSweep main window, click **Options**.
- 2 In the Options dialog box, click **View**.
- 3 Click **View Master Log**.

- 4 In the Master Log, you can do the following:
 - To view all the log, drag the scroll bar down.
 - To clear the log, click **Clear**.
 - To save the log in another location or with a different name, click **Save**.
 - To print the log, click **Print**.
- 5 When you are finished, click **Close**.

About Fast & Safe Cleanup options

Fast & Safe Cleanup options are organized on tabs for easy access.

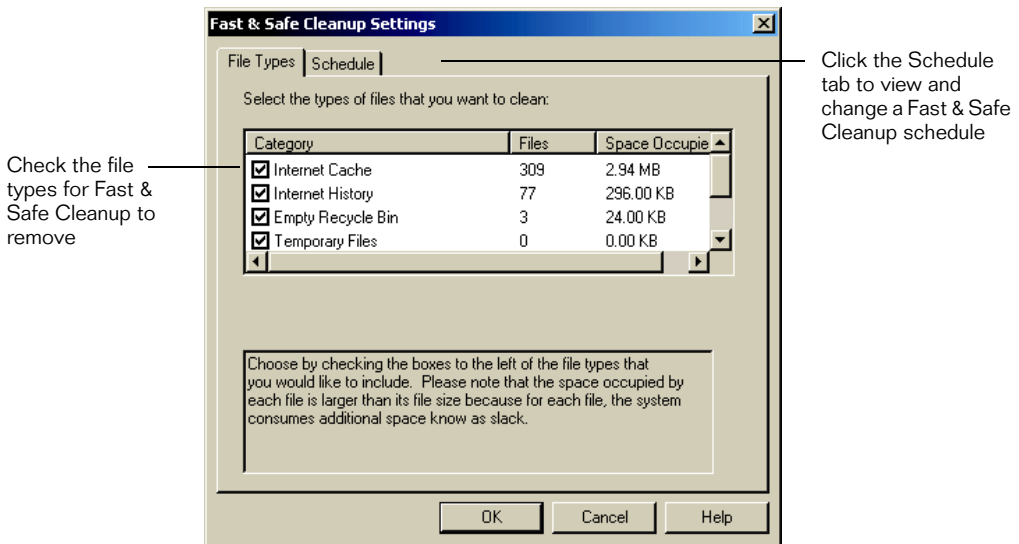
Option	Description
File Types tab	Internet Cache: Deletes all files in your Web browser's cache folder. If you use more than one browser, Fast & Safe Cleanup removes the files in each browser's cache folder. For more information, see "Remove Internet cache files" on page 42.
	Internet History: Cleans your browser's Internet history. The history contains links to all the Web pages you have visited recently.
	Empty Recycle Bin: Deletes all files in the Windows Recycle Bin.
	Temporary Files: Deletes all temporary files from your Windows\Temp folder. Temporary files are files that other programs have created and not deleted.
	Lost Cluster Files: Deletes all lost cluster files. Cluster files are created by the Windows system utilities CheckDisk and ScanDisk.
Schedule tab	At system startup: Deletes all files in selected categories after Windows starts.
	Every xx days at xx: Deletes files in selected categories on a specific day and time.

Open the Fast & Safe Cleanup settings

You change Fast & Safe Cleanup options settings after you start Fast & Safe Cleanup.

To set Fast & Safe Cleanup options

- 1 In the Norton CleanSweep main window, click **Fast & Safe Cleanup**.
- 2 In the Fast & Safe Cleanup window, click **Settings**.



- 3 Click a tab.
- 4 On the selected tab, make changes to the settings.
- 5 Click **OK**.

Keep current with LiveUpdate

Symantec products require the latest program updates to properly maintain the integrity and performance of your computer. Symantec makes these updates available to you through LiveUpdate. Using your Internet connection, LiveUpdate downloads program updates to your computer.

Your normal Internet access fees apply when you use LiveUpdate.

About program updates

Program updates are minor improvements to your installed product. These differ from product upgrades, which are newer versions of entire products. Program updates that have self-installers to replace existing software code are also called patches. Patches are usually created to extend operating system or hardware compatibility, adjust a performance issue, or fix bugs.

LiveUpdate automates the process of downloading and installing program updates. It saves you the trouble of locating and downloading files from an Internet site, then installing them, and deleting the leftover files from your disk.

Obtain program updates

Use LiveUpdate regularly to obtain updates. Program updates are released on an as-needed basis.

Note: If you connect to the Internet through America Online (AOL), CompuServe, or Prodigy, connect to the Internet first, then run LiveUpdate.

To obtain updates using LiveUpdate

- 1 Open your Symantec product.
- 2 At the top of the window, click **LiveUpdate**.
- 3 Click **Next** to locate updates.
- 4 If updates are available, click **Next** to download and install them.
- 5 When the installation is complete, click **Finish**.

For more information

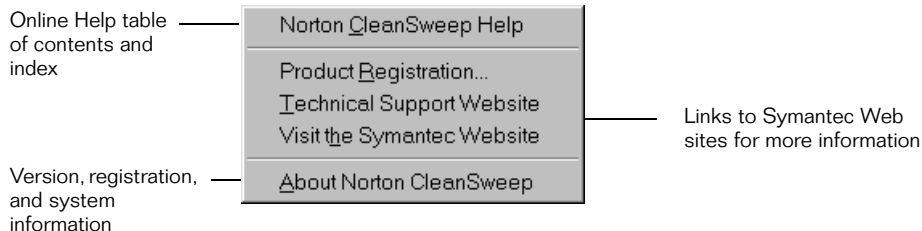
Norton CleanSweep provides online Help, this User's Guide in PDF format, and links to the Symantec Web site.

Use online Help

Help is always available from the Norton CleanSweep main window.

To access the Help menu

- At the top of the Norton CleanSweep main window, click **Help**.



In addition, Norton CleanSweep includes two kinds of more specific help:

- Context-sensitive Help for dialog boxes
- How-to Help

Help for Norton CleanSweep dialog boxes

When you request Help while working in a Norton CleanSweep dialog box, the Help displayed is specific to that dialog box.

To get Help for a Norton CleanSweep dialog box

- In the dialog box, click **Help**.

How-to Help

How-to Help explains procedures you are likely to perform using Norton CleanSweep. You can access these topics through the Contents and Index tabs.

To get How-to Help

- 1 In the Norton CleanSweep main window, click **Help**.
- 2 On the Help menu, click **Norton CleanSweep Help**.
- 3 In the Help window, select one of the following:
 - Contents: Search for Help by topic.
 - Index: Search for Help by key word.

Contents and Index tabs are also available on many other Help windows and can always be used to search for Help.

Access the User's Guide PDF

This User's Guide is provided on the Norton CleanSweep CD in PDF format. You must have Adobe Acrobat Reader installed on your computer to read the PDF.

To install Adobe Acrobat Reader

- 1 Insert the Norton CleanSweep CD into the CD-ROM drive.
- 2 Click **Browse CD**.
- 3 Double-click the **MANUAL** folder.
- 4 Double-click the **ACROBAT** folder.
- 5 Double-click **ar500enu.exe**.
- 6 Follow the on-screen instructions to select a folder for Adobe Acrobat Reader and complete the installation.

Once you have installed Adobe Acrobat Reader, you can read the PDF from the CD.

To read the User's Guide PDF from the CD

- 1 Insert the Norton CleanSweep CD into the CD-ROM drive.
- 2 Click **Browse CD**.
- 3 Double-click the **MANUAL** folder.
- 4 Double-click **NCS2002.pdf**.

You can also copy the User's Guide to your hard disk and read it from there. It needs approximately 1 MB of disk space.

To read the User's Guide from your hard disk

- 1 Open the location into which you copied the PDF.
- 2 Double-click **NCS2002.pdf**.

Norton CleanSweep on the Web

The Symantec Web site provides extensive information about Norton CleanSweep and other Symantec products. There are several ways to access the Symantec Web site.

To access the Web site from the Norton CleanSweep main window

- 1 Click **Help**.
- 2 Select one of the following:
 - Technical Support Web site: Takes you to the Technical Support page of the Symantec Web site, from which you can search for solutions to specific problems.
 - Visit the Symantec Web site: Takes you to the home page of the Symantec Web site, from which you can get product information on every Symantec product.

You can always access the Symantec Web site through your Internet browser.

To access the Web site on your browser

- Type the Symantec Web site address, www.symantec.com.

Removing unwanted files and programs

When you use your computer, you sometimes install programs that remain on your hard disk after you no longer need them. It's also easy to accumulate files—for example, pictures and media files—that are used once and remain on your hard disk, taking up space. Norton CleanSweep cleans your hard disk of unwanted files and programs.

Remove unwanted files and programs

Safety Sweep makes a backup copy as it removes programs and files so that you can restore the program or file later.

Identify files that are safe to remove

Safety Sweep provides indicators that tell you how safe it is to remove various files:

- Green indicator: The file is safe to remove.
When Safety Sweep is on, Norton CleanSweep lets you remove files with green indicators.
- Yellow indicator: The file should be deleted with caution.
- Red indicator: The file is in use or protected and cannot be removed.
You cannot change the status of a file marked red. For more information, see [“How do I delete files that Norton CleanSweep has marked red?”](#) on page 48.

Enable and disable Safety Sweep

Enable Safety Sweep to protect important files and programs from accidental removal. Disable Safety Sweep when you want to delete previously protected files and programs.

To enable or disable Safety Sweep

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Options**.
- 3 On the Safety Sweep tab, click **On** or **Off**.
- 4 Click **OK**.

For more information, see [“About Norton CleanSweep options”](#) on page 22.

Remove unwanted programs

Norton CleanSweep lets you remove unwanted programs to free disk space. The Uninstall Wizard creates a backup of the program that it keeps for as long as you specify. You can use the Restore Wizard to restore these backups.

If you need to restore the program, the Backup Wizard creates a single, compressed backup file for use as a reserve, leaving all of the original files and configuration information in place. For more information, see [“Backing up and restoring programs”](#) on page 37.

You can also use the Windows shortcut menu to select a program for Norton CleanSweep to remove.

Remove a program with the Uninstall Wizard

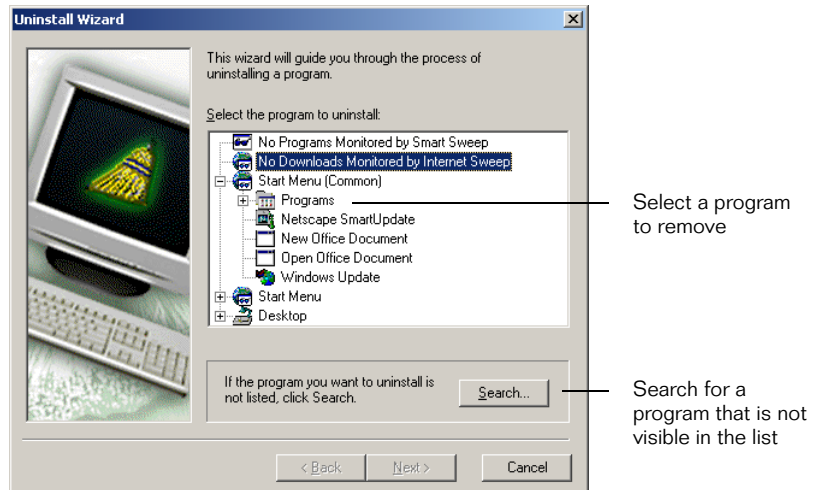
The Uninstall Wizard displays a program tree that you can use to identify the program that you want to remove. The program tree includes the following expandable folders:

Folder	Contains
Start Menu	Programs on the Start menu
Desktop	Any shortcut icons on the desktop
Programs Monitored By Smart Sweep	Any programs that have been monitored by Smart Sweep (If you have not yet monitored any program installations, the folder is empty and the folder's description is No Programs Monitored By Smart Sweep.)
Downloads Monitored By Internet Sweep	Any ActiveX controls that have been monitored by Internet Sweep (If you have not yet monitored any ActiveX control installations, the folder is empty and the folder's description is No Downloads Monitored By Internet Sweep.)

You can restore any file or program that you have backed up. For more information, see [“Backing up and restoring programs”](#) on page 37.

To uninstall a program

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **CleanUp**.
- 3 Click **Uninstall Wizard**.



- 4 Select the program to remove, then click **Next**.
- 5 Follow the on-screen instructions to proceed.
- 6 Select one of the following:
 - Finish: Remove the entire program.
 - View: View or modify the list of components that will be removed.

For more information, see [“If you want to remove only part of a program”](#) on page 35 or [“If you want to view more information about a component”](#) on page 36.
- 7 Click **OK** to confirm the program removal.

A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

To uninstall a program from the shortcut menu

- 1 In Windows Explorer, right-click the application to remove, then click **Uninstall Wizard**.
- 2 Follow the on-screen instructions to proceed.
- 3 Select one of the following:
 - **Finish**: Remove the entire program.
 - **View**: View or modify the list of components that will be removed.
For more information, see [“If you want to remove only part of a program”](#) on page 35 or [“If you want to view more information about a component”](#) on page 36.
- 4 Click **OK** to confirm the program removal.
A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

If you want to remove only part of a program

You can modify components of a program that is being removed with the Uninstall wizard. For example, if a component is shared with another program or if it contains data that you want, you might want to keep it.

To identify the components to remove

- 1 In the Uninstall Wizard, click **View**.
The components that are selected to remove are checked.
- 2 To prevent a component from being uninstalled, uncheck its check box.
- 3 Click **OK**.

If you want to view more information about a component

In the program selection dialog box, you can view more information about a program component before you remove it. If the component is a text file, you can view its contents; if it is a program file, you can view its Windows system information.

To view information about a component

- 1 In the Uninstall Wizard, click **View**.
The components selected for removal are checked.
- 2 In the dialog box, select a component to view.
- 3 Click **View**.
- 4 Click **OK**.

Use summary information

When the Uninstall Wizard is finished, a Summary dialog box displays the completed activity. This activity is also recorded in the Master Log.

The summary includes the following:

- Date and time the uninstallation was performed
- Name of the component that was uninstalled
- Backup destination, if applicable
- Description of the program
- Number of bytes deleted

For more information, see [“Use the Master Log”](#) on page 24.

Backing up and restoring programs

Norton CleanSweep's backup feature safely compresses infrequently used programs to provide more disk space. You can move the compressed backup to a new location or copy it to a different computer. The restore feature ensures that all of the program's related files are restored when you want to use the program again.

Back up programs

The Backup Wizard creates a single, compressed backup of a program for use as a reserve in the event that you need to restore the program.

To back up a program

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **Backup Wizard**.
- 4 Select the file or program to back up.
Backup Wizard analyzes the program.
- 5 Click **Next** to accept the default folder into which to store the backup.
- 6 Click **Finish**.
- 7 Click **OK**.

Delete unwanted backups

Norton CleanSweep maintains compressed backups of uninstalled files. Once you are sure that you no longer want to restore a program, you can delete the backup.

To delete a backup

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **Restore Wizard**.
- 4 Select the backup to delete.
- 5 Click **Delete**.
- 6 Click **Yes** to delete the backup.
- 7 Click **Cancel** to return to the Norton CleanSweep main window.

Delete a backup in response to an alert

Norton CleanSweep asks if you want to keep an existing backup or delete it to make more hard disk space available.

To delete a backup in response to an alert

- 1 In the Old Backup Files alert, click **Yes**.
- 2 In the Restore Wizard, ensure that the item you want to delete is selected.
- 3 Click **Delete**.
- 4 Click **Yes** to confirm the deletion.

Restore a backed up program

The Restore Wizard uses a Norton CleanSweep backup to restore a program to its original state.

To restore a backed up program

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **Restore Wizard**.
- 4 Select the item to restore, then click **Next**.
- 5 Select one of the following:
 - Next: Restore all the files.
 - Only the files selected below: Specify the files to restore, then click **Next**.
- 6 Specify how you want Norton CleanSweep to proceed if a file being restored already exists, then click **Next**.
- 7 Click **Next** to have CleanSweep restore the files to the location where they were previously stored.
- 8 Click **Finish** to restore the backup.
- 9 In the Restore Complete dialog box, click **Yes** to delete the backup.
- 10 Click **OK**.

Removing Internet clutter

When you visit a Web site, you accumulate temporary cache files, cookies, browser plug-ins, and ActiveX controls. Many of these files are used once but remain on your hard disk.

Uninstall programs and remove files

Norton CleanSweep uses the following features to uninstall programs and remove files downloaded from the Internet:

- Internet Uninstall uninstalls programs downloaded from the Internet. For more information, see [“Uninstall programs downloaded from the Internet”](#) on page 42.
- Internet Cache Cleanup removes temporary files stored by Web browsers. For more information, see [“Remove Internet cache files”](#) on page 42.
- Cookie Cleanup removes Internet cookie files. For more information, see [“Manage cookies on your computer”](#) on page 43.
- Plug-in Cleanup removes Web browser plug-ins. For more information, see [“Remove unwanted plug-ins”](#) on page 45.
- ActiveX Cleanup removes ActiveX controls downloaded from the Internet. For more information, see [“Remove unwanted ActiveX controls”](#) on page 45.

You must have a connection to the Internet, an Internet Service Provider (ISP), and Netscape Navigator (4.7 or later), or Microsoft Internet Explorer (5.5 or later) to benefit from these cleanup features. America Online users must be using the AOL Internet Explorer (OEM version 5.0 or later).

Uninstall programs downloaded from the Internet

When you browse the Internet, you sometimes download programs that you use temporarily or become obsolete. These programs remain on your hard disk, taking up space. Internet Uninstall removes these programs from your hard disk.

To uninstall a program

- 1 Start Norton CleanSweep.
 - 2 In the Norton CleanSweep main window, click **Internet**.
 - 3 Click **Internet Uninstall**.
 - 4 Select the program to remove, then click **Next**.
 - 5 Follow the on-screen instructions to proceed.
 - 6 Select one of the following:
 - Finish: Remove the entire program.
 - View: View or modify the list of components that will be removed.

For more information, see [“If you want to remove only part of a program”](#) on page 35 or [“If you want to view more information about a component”](#) on page 36.
 - 7 Click **OK** to confirm the program removal.
- A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

Remove Internet cache files

Internet cache files are temporary files used by your Internet browser to store copies of each Web page you visit. A browser can display the page more quickly by retrieving it from the cache than by retransmitting it from the Web site. Internet Cache Cleanup frees valuable disk space. Remove your Internet cache files frequently if you use the Internet and online services often. The deleted cache information reloads automatically from the Web.

To remove cached files

- 1 Close your Internet browser if it is open.
- 2 Start Norton CleanSweep.
- 3 In the Norton CleanSweep main window, click **Internet**.
- 4 Click **Internet Cache Cleanup**.
- 5 Click **Clean**.
- 6 Click **Yes**.
- 7 Click **Finish**.

Manage cookies on your computer

Cookies are small data files that are placed on your hard disk while you are browsing the Internet. Web sites that you visit use small programs to place cookies on your hard disk so that they can track your preferences and browsing habits.

Decide which cookies to keep

All cookies are safe to remove; you do not need to back them up. However, if a cookie belongs to a Web site where you make purchases or conduct business or confidential transactions, it might contain a password or code for verification of your identity. If you remove this type of cookie, you might have to enter personal information into the Web site again.

Note: If you revisit a Web site whose cookie you removed, it creates a new cookie.

To view a cookie's information

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **Cookie Cleanup**.
- 4 Select a cookie whose information you want to view.
- 5 Click **View**.

Remove unwanted cookies

Before you can use Cookie Cleanup, disable Safety Sweep.

To disable Safety Sweep

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Options**.
- 3 On the Safety Sweep tab, click **Off**.
- 4 Click **OK**.

After you have disabled Safety Sweep, you can start Cookie Cleanup.

To remove unwanted cookies

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **Cookie Cleanup**.
- 4 Do one of the following:
 - To remove all cookies, click **Select All**.
If cookies are marked yellow or red, Cookie Cleanup does not let you remove them. For more information, see [“Identify files that are safe to remove”](#) on page 31.
 - To mark specific cookies for removal, check the check boxes next to the cookies that you want to remove.
- 5 Click **Clean**.
- 6 In the Cookie Cleanup Wizard, follow the on-screen instructions to remove the cookies.
It's safe to remove cookies without making backups.
- 7 In the Cookie Cleanup dialog box, click **Close**.

Remove unwanted plug-ins

Plug-ins enhance Web browsing by letting you view certain document types, watch video, or listen to live or recorded audio.

Plug-ins can take up significant hard disk space, so if you do not use a plug-in regularly, you can remove it. Plug-ins are safe to remove. You can back them up if you plan to use them again.

Note: Before removing plug-ins, close your Internet browser if it is open.

To remove plug-ins

- 1 Start Norton CleanSweep.
- 2 On the Norton CleanSweep main window, click **Internet**.
- 3 Click **Plug-in Cleanup**.
- 4 Do one of the following:
 - To remove all plug-ins, click **Select All**.
 - To mark specific plug-ins for removal, check the check boxes next to the plug-ins that you want to remove.
- 5 Click **Clean**.
- 6 In the Plug-in Cleanup Wizard, follow the on-screen instructions to remove the plug-ins.
- 7 In the Plug-in Cleanup dialog box, click **Close**.

Remove unwanted ActiveX controls

ActiveX controls enhance Web pages with interactive content. ActiveX controls activate when you visit a Web page containing ActiveX content. The first time a page is visited, its ActiveX controls are downloaded to your hard disk. Internet Sweep monitors ActiveX controls and monitors their location.

All ActiveX controls are safe to remove; you do not need to back them up. If you revisit a Web site whose ActiveX control you removed, it downloads the control again.

Norton CleanSweep does not let you remove the ActiveX controls that are used by the Windows 98 desktop. It lets you view and remove only those ActiveX controls that are downloaded from the Internet.

Note: Before removing ActiveX controls, close your Internet browser if it is open.

To remove ActiveX controls

- 1 Start Norton CleanSweep.
- 2 In the Norton CleanSweep main window, click **Internet**.
- 3 Click **ActiveX Cleanup**.
- 4 Do one of the following:
 - To remove all ActiveX controls, click **Select All**.
 - To mark specific ActiveX controls for removal, check the check boxes next to the ActiveX controls that you want to remove.
- 5 Click **Clean**.
- 6 In the ActiveX Control Cleanup Wizard, follow the on-screen instructions to remove the ActiveX controls.
- 7 In the ActiveX Control Cleanup dialog box, click **Close**.

Troubleshooting Norton CleanSweep

The information in this chapter will help you solve the most frequent problems that you might experience. If you can't find the solution to your problem here, there is a wealth of information on the Symantec Web site. You can find a troubleshooter, updates, patches, online tutorials, knowledge base articles, and virus removal tools. Point your browser to service.symantec.com.

I can't install Norton CleanSweep

- Installation issues

You should disable the Fast & Safe Scheduler before reinstalling or uninstalling Norton CleanSweep.

Do not install an older version of Norton CleanSweep over this version. If you want to install a previous version of Norton CleanSweep, uninstall this version first, restart your computer, and then install the older version.

- System requirements issues

Check that your computer meets the minimum system requirements to install Norton CleanSweep. For more information, see [“System requirements”](#) on page 9.

While most components of Norton CleanSweep might function correctly, you should not use Norton CleanSweep in a multiple processor environment.

How do I delete files that Norton CleanSweep has marked red?

Items marked red indicate that their removal might endanger the stability of your computer's system files. Norton CleanSweep does not let you delete files marked red. You should not remove these files unless you are sure that they are not essential. To remove the files, use Windows Explorer.

I get an error message that Csinject is causing a problem

Csinject is one of the components of Smart Sweep. This file is necessary to monitor program installations. When Norton CleanSweep prompts you to shut down all running programs before installing a program, this component should not be shut down.

The following are essential components of Smart Sweep:

- Csinsm32.exe
- Csinject.exe
- Csinsmnt.exe (Windows NT and Windows 2000 only)

Smart Sweep is not detecting any changes on any installation

This problem occurs when background applications are running. Check to see if any applications are running before you install the application that you want to monitor. The best way to ensure that no applications are running is to restart your computer. For more information, see the Symantec knowledge base on the Web at service.symantec.com.

Service and support solutions

Service and support information is available from the Help system of your Symantec product. Click the Service and Support topic in the Help index.

Technical support

Symantec offers several technical support options:

- Online Service and Support

Connect to the Symantec Service & Support Web site at <http://service.symantec.com>, select your user type, and then select your product and version. This gives you access to current hot topics, knowledge bases, file download pages, multimedia tutorials, contact options, and more.

- PriorityCare telephone support

PriorityCare fee-based telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service at (800) 554-4403 and request document 933000.

You can also access the PriorityCare number for your product through the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options available for your product and version.

- Automated fax retrieval

Use your fax machine to receive general product information, fact sheets, and product upgrade order forms by calling (800) 554-4403. For technical application notes, call (541) 984-2490.

Support for old and discontinued versions

When a new version of this software is released, registered users will receive upgrade information in the mail. Telephone support will be provided for the old version for up to twelve months after the release of the new version. Technical information may still be available through the Service & Support Web site (<http://service.symantec.com>).

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will be available for discontinued products from the Service & Support Web site only.

Customer service

Access customer service options through the Service & Support Web site at <http://service.symantec.com>. From this site, you can receive assistance with non-technical questions, and for information on how to do the following:

- Subscribe to the Symantec Support Solution of your choice.
- Obtain product literature or trialware.
- Locate resellers and consultants in your area.
- Replace missing or defective CD-ROMS, disks, manuals, and so on.
- Update your product registration with address or name changes.
- Get order, return, or rebate status information.
- Access customer service FAQs.
- Post a question to a Customer Service representative.

For upgrade orders, visit the online upgrade center at:
<http://www.symantecstore.com>

Worldwide service and support

Technical support and customer service solutions vary by country. For information on Symantec and International Partner locations outside of the United States, please contact one of the service and support offices listed below, or connect to <http://service.symantec.com> and select your region under the Global Service and Support.

Service and support offices

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Suite 1810
Miami, FL 33156
U.S.A.

<http://www.service.symantec.com/mx>

Subscription policy

If your Symantec product includes virus, firewall, or web content protection, you might be entitled to receive protection updates via LiveUpdate. The length of the subscription could vary by Symantec product.

When you near the end of your subscription, you will be prompted to subscribe when you start LiveUpdate. Simply follow the instructions on the screen. After your initial subscription ends, you must renew your subscription before you can update your virus, firewall, or web content protection. Without these updates, your vulnerability to attack increases. Renewal subscriptions are available for a nominal charge.

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

July 13, 2001

Norton CleanSweep™

CD Replacement Form

CD REPLACEMENT: After your 60-Day Limited Warranty, if your CD becomes unusable, fill out and return 1) this form, 2) your damaged CD, and 3) your payment (see pricing below, add sales tax if applicable), to the address below to receive replacement CD. *DURING THE 60-DAY LIMITED WARRANTY PERIOD, THIS SERVICE IS FREE.* You must be a registered customer in order to receive CD replacements.

FOR CD REPLACEMENT

Please send me: ☐ CD Replacement

Name

Company Name

Street Address (No P.O. Boxes, Please)

City State Zip/Postal Code

Country* Daytime Phone

Software Purchase Date

*This offer limited to U.S., Canada, and Mexico. Outside North America, contact your local Symantec office or distributor.

Briefly describe the problem:

CD Replacement Price	<u>\$ 10.00</u>
Sales Tax (See Table)	
Shipping & Handling	<u>\$ 9.95</u>
TOTAL DUE	<input type="text"/>

SALES TAX TABLE: AZ (5%), CA (7.25%), CO (3%), CT (6%), DC (5.75%), FL (6%), GA (4%), IA (5%), IL (6.25%), IN (5%), KS (4.9%), LA (4%), MA (5%), MD (5%), ME (6%), MI (6%), MN (6.5%), MO (4.225%), NC (6%), NJ (6%), NY (4%), OH (5%), OK (4.5%), PA (6%), SC (5%), TN (6%), TX (6.25%), VA (4.5%), WA (6.5%), WI (5%). Please add local sales tax (as well as state sales tax) in AZ, CA, FL, GA, MO, NY, OH, OK, SC, TN, TX, WA, WI.

FORM OF PAYMENT ** (CHECK ONE):

☐ Check (Payable to Symantec) Amount Enclosed \$ ☐ Visa ☐ Mastercard ☐ American Express

Credit Card Number Expires

Name on Card (please print) Signature

****U.S. Dollars. Payment must be made in U.S. dollars drawn on a U.S. bank.**

MAIL YOUR CD REPLACEMENT ORDER TO:

Symantec Corporation

Attention: Order Processing

175 West Broadway

Eugene, OR 97401-3003 (800) 441-7234

Please allow 2-3 weeks for delivery within the U.S.

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