

Norton CrashGuard Deluxe 3.0

User Guide

SYMANTEC.TM

NORTON

CrashGuardTM



Version 3.0

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Norton CrashGuard Deluxe 3.0

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Disk Exchange and/or Replacement Form

Introducing Norton CrashGuard Deluxe



Welcome to Norton CrashGuard Deluxe

Have you ever been in the middle of an important document when your computer crashed, causing you to lose all of your work? Or maybe you spent weeks trying to reach level nine in your favorite game, only to get there and have the game lock up, sending you back to level six? Chances are these situations are all too familiar to you.

Computer crashes usually result in lost time, lost data, or both. Whether you use your computer for work or play, crashes and other computer problems prevent you from getting the most out of your computer. CrashGuard Deluxe takes care of the problems that cause computer crashes.

With little or no interaction from you, CrashGuard Deluxe:

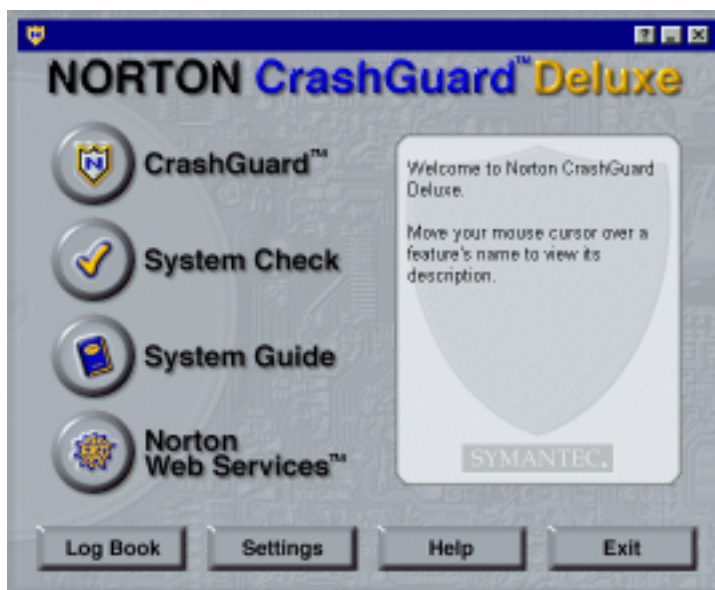
- Protects you from computer crashes and data loss.
- Automatically detects and corrects the hardware and software problems that frequently cause computer crashes.
- Optimizes your computer's performance.
- Updates your installed hardware and software.
- Frees you to use your computer productively, instead of getting bogged down with fixing computer problems.

CrashGuard Deluxe works in the background, watching over your computer and fixing computer problems automatically. And in the event that a computer emergency does arise, CrashGuard Deluxe is there to help you recover quickly and safely, so you can get back to business.

Norton CrashGuard Deluxe and Norton CrashGuard 3.0

Throughout this manual you will see references to Norton CrashGuard Deluxe and Norton CrashGuard 3.0. Until recently, Norton CrashGuard was focused only on crash recovery. Symantec has expanded CrashGuard's core functionality and created an even more powerful crash prevention and recovery program, Norton CrashGuard Deluxe. Norton CrashGuard 3.0 is now part of Norton CrashGuard Deluxe.

The Norton CrashGuard Deluxe main window



When you see CrashGuard Deluxe mentioned in this manual, it refers to the entire product, which includes CrashGuard 3.0. All references to CrashGuard refer to CrashGuard 3.0 only. CrashGuard 3.0 is the crash recovery portion of CrashGuard Deluxe. When you click the CrashGuard button in the CrashGuard Deluxe main window, the CrashGuard shield appears. All items in this shield are part of CrashGuard 3.0.

The Norton CrashGuard 3.0 shield



How CrashGuard Deluxe works

CrashGuard Deluxe improves upon previous CrashGuard functionality with a two-tier defense against computer crashes:

- Prevention

A well-maintained computer crashes less often. CrashGuard Deluxe uses System Check and Auto Check to find and repair the computer errors and problems that cause computer crashes and problems.

- Recovery

In the event that a crash or other computer emergency occurs, CrashGuard Deluxe catches the crash before it stops your system and helps you recover so you do not lose valuable data.

CrashGuard Deluxe's prevention and recovery features work together to keep your computer running smoothly.

Preventing crashes and other computer problems

System Check

System Check performs a comprehensive scan of your computer by grouping together all of the scans you need to keep your computer running smoothly. When System Check finishes scanning your computer, it shows you the errors and problems it found, presenting the best solution to correct each problem.

See [“Preventing crashes and other computer problems,”](#) on page 21 for more information about System Check.

Auto Check

CrashGuard Deluxe uses Auto Check to automatically protect your computer. These scans look for errors on your computer and correct them before they become problems. And although the same scans run when you use System Check, Auto Check protects your computer automatically. As long as you see its icon in the system area of your taskbar, Auto Check is monitoring your computer, finding and fixing the errors and problems that tend to cause computer crashes.

See [“Preventing crashes and other computer problems,”](#) on page 21 for more information about Auto Check.

Norton Web Services and LiveUpdate Pro

When you purchase CrashGuard Deluxe, you receive a free subscription to Norton Web Services for six months. These web-based utilities, like LiveUpdate Pro, keep your computer programs and drivers up to date. These updates reduce the likelihood of crashes and freezes on your computer.

Many computer crashes occur when your software is out of date or your hardware drivers are obsolete. Software and hardware driver updates contain fixes and improvements, so you will experience fewer computer crashes. LiveUpdate Pro notifies you when a software or hardware update is available for your computer, and makes it easy for you download them from the Norton Update Library.

See [“Using Norton Web Services,”](#) on page 51 for more information about the web-based utilities that keep your computer running smoothly.

Recovering from crashes and freezes

CrashGuard

CrashGuard continuously runs in the background, catching crashes and preventing data loss and wasted time. If a program crashes or freezes, CrashGuard recovers the program so you can save your work and exit the program gracefully. As long as you see its icon in the system area of your taskbar, you know CrashGuard is monitoring your computer for crashes.

See “Recovering from computer crashes and freezes,” on page 41 for more information.

Anti-Freeze

Sometimes a program stops working properly, but its window still appears on your screen. When this happens, the program is frozen; it does not seem to respond to input from you or from Windows 95. The easiest way to spot a frozen application is that the program appears to be functioning normally, but it does not let you interact with it. Before Anti-Freeze, your only option was to press Ctrl+Alt+Del and close the frozen program, losing your work and possibly corrupting your file.

See “Recovering from computer crashes and freezes,” on page 41 for more information.

Rescue Disk

Rescue Disk copies your computer's critical setup data and startup files, including Windows 95 Registry files, to one or more floppy disks. If your computer fails to start, a rescue disk unique to your computer can be used to start your computer and get Windows working again. You should create a rescue disk during the CrashGuard Deluxe installation and to update it frequently.

See “[Creating a rescue disk](#),” on page 37 and “Recovering from a serious computer problem with your rescue disk,” on page 49 for more information about using your rescue disk.

What next?

Now that you are familiar with its features, you are ready to install CrashGuard Deluxe. Take a minute to review the installation procedure in the next chapter and look forward to worry-free computing with CrashGuard Deluxe!

This user guide tells you the system requirements for CrashGuard Deluxe and how to install it. It also contains a description of each feature in CrashGuard Deluxe, with basic procedural information, tips, and many examples.

Getting help in CrashGuard Deluxe

Detailed information about dialog box controls is not in this user guide. Neither are procedures for special or infrequently performed tasks. Refer to online help for procedures, and use What's This help for information about dialog box controls.

What's This help

In any dialog box, click the right mouse button on a control, such as a listbox or button, and select What's This in the menu that appears to see a description of the control and how to use it. You can also click the ? in the title bar and then click a control to see What's This help.

Procedure help

In CrashGuard Deluxe, use the Help button on each window to access the help file, which contains procedures, tips, and other information. Dialog boxes contain Help buttons for general and related information about the dialog box functions.

Online manual

The CD-ROM version of CrashGuard Deluxe includes an online version of this user guide in Adobe Acrobat™ format, along with a copy of the viewing software, Acrobat Reader™. See "Reading the online documentation," on page 20 for more information.

Getting started with Norton CrashGuard Deluxe

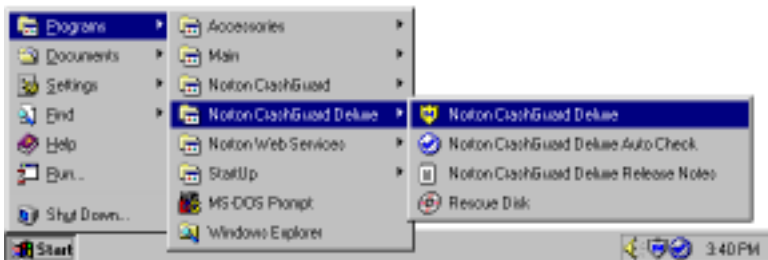
What happens when you install CrashGuard Deluxe

When you install CrashGuard Deluxe on your computer, you will notice a few changes to your Windows 95 desktop and to your computer:

- The CrashGuard and Auto Check icons appear in the system area of your taskbar. When you see these icons in the system area, you know CrashGuard Deluxe is protecting your computer.



- CrashGuard Deluxe also inserts three new program groups in the Start menu: Norton CrashGuard, Norton CrashGuard Deluxe, and Norton Web Services.



- The CrashGuard Deluxe icon appears on your desktop.

Installing CrashGuard Deluxe

System requirements

The minimum system requirements to use CrashGuard Deluxe are:

- IBM PC or 100% compatible with Windows 95 installed
- 486-66Mhz or higher processor
- CD-ROM drive for installation
- 15 MB of available space on your hard disk
- 12 MB RAM, 16 MB recommended
- 256-color or better SVGA display that supports 800 by 600 resolution
- Internet connection (14.4 Kbs modem minimum)
- Sound card for multimedia videos

Note: Some CrashGuard Deluxe components require an Internet connection. These components also require version 3.0 or higher of Netscape Navigator or Microsoft Internet Explorer.

Installation procedure

When you insert the installation CD in your CD-ROM drive, the installation procedure begins automatically.

To install CrashGuard Deluxe:

- 1 Turn on your computer and let Windows 95 start normally.
- 2 Insert the CrashGuard Deluxe installation CD in your CD-ROM drive. The installation procedure begins automatically.

Note: If the installation procedure does not begin automatically, click the Start button and select Run in the menu that appears. Type the drive letter for your CD-ROM drive, followed by SETUP.EXE. For example, if your CD-ROM drive is drive D, type D:\SETUP.EXE.

- 3 Follow the instructions that appear on the screen to finish installing CrashGuard Deluxe.

Removing CrashGuard Deluxe

The following procedure details how to remove CrashGuard Deluxe's program files from your computer.

To remove CrashGuard Deluxe from your computer:

- 1 Click the Start button. Then select the Settings menu.
- 2 Select Control Panel. Then double-click Add/Remove Programs.
- 3 In the list of installed programs, select Norton CrashGuard Deluxe. Then click Add/Remove Programs.
- 4 Follow the instructions that appear on the screen.

Note: This removes only the CrashGuard Deluxe components from your computer. These components include System Check, Auto Check, System Guide, and so on. If you would like to uninstall CrashGuard, follow the same steps, but select Norton CrashGuard in the Add/Remove Programs window.

Getting started after installation

When your computer restarts after installation, CrashGuard Deluxe starts automatically. Its background features, like Auto Check and CrashGuard, protect your computer while you work.

Even though your computer is in good hands with CrashGuard Deluxe's background features, you should consider running System Check the first time you restart your computer after installation to correct the errors that exist on your computer. See ["Scanning your computer for the first time,"](#) on page 26 for more information.

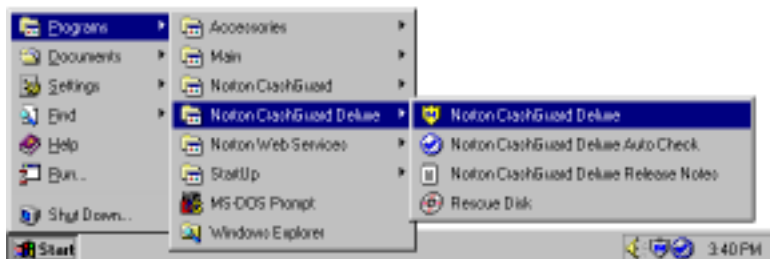
Your first look at CrashGuard Deluxe

Now that you have installed CrashGuard Deluxe on your computer, it is a good idea to take a few moments to get acquainted with its features.

Remember, CrashGuard Deluxe's background features, CrashGuard and Auto Check, protect your system automatically when you start your computer. If you would like to take advantage of its other features, you need to open CrashGuard Deluxe's main window.

To open CrashGuard Deluxe:

- 1 Click the Start button. Then highlight the CrashGuard Deluxe folder in the Programs menu. Select CrashGuard Deluxe.

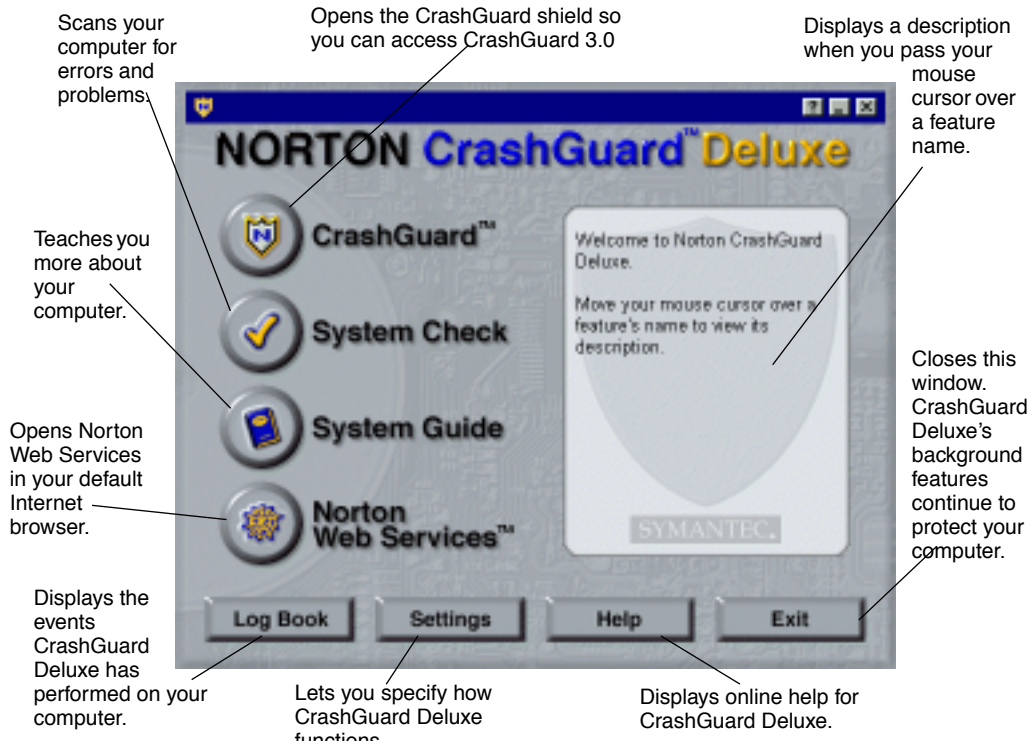


- 2 CrashGuard Deluxe's main window appears. This window is the control center for CrashGuard Deluxe's features, including the components that run in the background.

Use this window to:

- Open any of CrashGuard Deluxe's foreground features, like System Check or System Guide.
- Review how the CrashGuard Deluxe components have kept your computer running smoothly by viewing the contents of the Log Book. You also use the Log Book if you would like to undo an action CrashGuard Deluxe performed.
- Change how any CrashGuard Deluxe feature behaves by clicking the Settings button.
- Open online help.

Norton CrashGuard Deluxe's main window



Tip: If you move your mouse cursor over each name in the main window, a description of the feature appears in the shield.

Learning more about your computer

The more you know about your computer, the easier it is for you to keep it running smoothly. CrashGuard Deluxe provides you with educational tools so you can learn more about your computer.

Click System Guide in CrashGuard Deluxe's main window to access CrashGuard's version information, the online glossary, and the video library.

- About CrashGuard Deluxe

The About box displays CrashGuard Deluxe version information. It also displays your system information, including your processor type and how much memory your computer has.

- **Glossary**
Have you ever been overwhelmed with RAM, SIMMs, and DIMMs? Use CrashGuard Deluxe's glossary to stay afloat in the sea of computer jargon.
- **Video library**
CrashGuard Deluxe also has an extensive library of multimedia videos detailing many common computer tasks. These videos show you the right way to work with your computer, resulting in fewer errors and problems.

Reading the online documentation

CrashGuard Deluxe includes an online version of this user guide in Adobe Acrobat™ format, along with a copy of the viewing software, Acrobat Reader™.

To view the online documentation:

- 1 Insert the CrashGuard Deluxe installation CD in your CD-ROM drive. The Acrobat (.PDF) file is located in the "Manual" folder.
- 2 Double-click CGDELUXE.PDF. The Acrobat Reader opens displaying this User Manual in online form.

There is a copy of the Acrobat Reader on the CrashGuard Deluxe installation CD. Run AR32E301.EXE located in the User Guide folder on the CD-ROM to install the program.

- 3 Use the Table of Contents or the Index to view a particular topic.

Giving us your feedback

This user guide and the online help were written to provide you with the information you need to use CrashGuard Deluxe. If you have suggestions that would improve the user guide or online help, give us your feedback. Address your message to pubs_bv@symantec.com.

If you do not have access to e-mail, you can send a fax to the attention of Technical Publications at (503) 614-7993. Finally, if you do not have access to either e-mail or a fax machine, address a letter to:

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Preventing crashes and other computer problems

Protecting your computer with System Check and Auto Check

Plain and simple, a well-maintained system crashes less often. System Check and Auto Check work together using a comprehensive set of scans to keep your computer free of errors and problems by providing timely, automated maintenance for you. These scans check everything including your Windows Registry, disk fragmentation, as well as scanning for destructive viruses.

Both System Check and Auto Check use the same scans to check your computer for errors and problems, but Auto Check runs these scans automatically. Auto Check runs in the background, continually protecting your computer, and if you would like, automatically fixing the problems it finds.

If you use CrashGuard Deluxe to keep your computer free of errors and problems, it will crash and freeze less often, resulting in a worry-free computing experience for you.

When you should use System Check

Since Auto Check does such a good job of protecting your computer without any interaction from you, you might wonder why you would want to use System Check.

Since Auto Check uses the same scans to automatically protect your system for you, there is no need to use System Check except:

- Immediately after you install CrashGuard Deluxe to thoroughly scan your computer for errors and problems.
See “[Scanning your computer for the first time,](#)” on page 26 for instructions.
- If you are a laptop user concerned about battery usage and you do not want Auto Check to scan your computer automatically.

- After you install new software or remove software from your computer, or after you add new hardware to your computer. When you add or remove software or hardware, your Windows Registry changes. The scans ensure the Registry changes did not cause errors on your computer.
- When you want to know at any given time if errors exist on your computer or when you want to run one specific scan.
- If you experience strange computer behavior, such as a program inexplicably not running or increased computer crashes, and you want to fix the problem immediately.

When you should use Auto Check

You should always use Auto Check to find and fix your computer problems automatically so you do not have to worry about your computer maintenance. Since you set the system resources Auto Check uses, there is no need to schedule it.

You might consider disabling Auto Check if you are a laptop computer user concerned about battery usage.

How the scans protect your computer

Auto Check and System Check scans run in a specific order. The first four scans provide basic virus protection and verify there are no serious problems on your computer.

When your computer's memory is infected with a virus, anything you do on your computer can cause the virus to spread. The Active Memory Virus Scan searches your computer's memory and vital system areas for viruses. If it finds a virus, it prevents the other scans from running until the virus can be repaired or removed.

If there are serious errors on your hard drive, the other scans might not run or they might report false errors. For example, the Hard Drive Optimization Scan cannot optimize your hard drive if the drive has serious errors. The Hard Drive Integrity Scan uses Norton Utilities technology to verify that your hard drive is working properly before the other scans run.

After CrashGuard Deluxe verifies you have no viruses in memory and that your hard drive has no serious errors, it checks whether you have the most current virus definition files with the Virus Definition Scan. Then the File Virus Scan searches all of the files on your computer for viruses.

After these four scans verify there are no serious problems on your computer, the remaining scans fine tune your computer, further protecting you from computer crashes and freezes.

Understanding the scans

Active Memory Virus Scan

The Active Memory Virus Scan checks your computer's memory and system files for harmful viruses. The Active Memory Virus Scan always runs first to make sure no viruses exist in memory. If a virus does exist in memory, all other scans stop because a memory virus can replicate itself very quickly on your computer as other files and programs are accessed.

Note: CrashGuard Deluxe includes Norton AntiVirus SE (Starter Edition), which prevents crashes by finding and repairing files infected with viruses. For complete virus protection, you should consider purchasing an automatic protection and detection anti-virus program like Norton AntiVirus 4.0. Anti-Virus fully integrates with the crash protection features of CrashGuard Deluxe.

Hard Drive Integrity Scan

The Hard Drive Integrity Scan inspects your computer's file allocation table for errors. These errors can cause cross-linked files and lost clusters on your hard drive. File allocation errors can cause some programs to crash or prevent them from running at all. These errors might also prevent you from accessing some of your files.

The Hard Drive Integrity Scan finds and corrects these errors so your programs run correctly and you do not lose valuable data.

Virus Defs and Product Update Scan

The Virus Defs and Product Update Scan notifies you when your virus definitions might be out of date. It also reminds you to check for free CrashGuard Deluxe product updates. The virus definitions contain antivirus information about late-breaking viruses. This scan keeps your virus definitions up to date so you are not susceptible to newly released viruses.

File Virus Scan

Like the Active Memory Virus Scan, the File Virus Scan searches for viruses on your computer. This scans checks all of your files. If a virus exists, it notifies you so you can repair it or remove it before it replicates itself on your computer.

Note: If this scan finds a virus on your computer, you should purchase a full-feature virus protection program like Norton AntiVirus 4.0.

Windows Registry Scan

The Windows Registry Scan checks specific entries in the Windows 95 Registry file to make sure that they do not cause problems. The scan helps eliminate many problems associated with the Registry file. If anything needs to be changed or fixed, CrashGuard Deluxe notifies you and shows you the available options. This scan also removes unnecessary Registry entries.

Since Registry problems can cause your applications to crash or not run at all, the Windows Registry Scan fixes these errors before problems arise.

Program Integrity Scan

Most Windows programs (.EXE and .COM files) require information from other files (.DLL files). Programs often contain references that tell them where the other files are kept on your hard drive. The Program Integrity Scan verifies these references to make sure they are correct.

Incorrectly referenced programs crash frequently, if they run at all. The Program Integrity Scan can fix these programs so they do not inconvenience you.

LiveUpdate Pro Scan

The LiveUpdate Pro Scan uses Norton Web Services to connect to the Norton Update Library to see if any updates are available for the software applications and hardware drivers on your computer. The LiveUpdate Pro Scan notifies you when an update is available for your computer and gives you the opportunity to use Norton Web Services and LiveUpdate Pro to download and install it.

Note: The LiveUpdate Pro Scan requires a Norton Web Services subscription. See [“Using Norton Web Services,”](#) on page 51 for more information.

Shortcut Scans

The Shortcut Scans check your computer for invalid MS-DOS Program shortcuts (.PIF), Internet shortcuts (.URL), and the shortcuts (.LNK) on your computer. If the scan finds a bad shortcut, it notifies you so you can repair it or remove it.

Since broken shortcuts can cause your computer to run more slowly, the Shortcut Scans can optimize your .LNK, .URL, and .PIF files so your computer runs more efficiently.

- The Internet Shortcut Scan checks your Internet shortcuts to make sure they are still valid. This includes your bookmarked or favorite shortcuts in your Internet browser. This scan requires a live Internet connection.
- The MS-DOS Program Shortcut Scan checks Program Information Files on your hard disk. PIF files control how MS-DOS applications run under Windows 95, including their screen appearance and how they manage memory. If there are errors in a PIF file, its associated program might not run correctly.
- The Shortcut Scan checks the shortcuts that reside on your computer, including those on your desktop and in the Start menu.

Low Disk Space Scan

When your computer runs low on disk space, a number of problems can occur: programs might run more slowly or might not run at all, programs might crash, and you might not be able to save the files you are using. The Low Disk Space Scan prevents these problems from occurring by alerting you of your low disk space situation. It also frees disk space by finding unnecessary files on your hard drive.

By default, the Low Disk Space Scan notifies you when your percentage of free disk space is less than ten percent or twenty-five MB. If you would like to change that value, see [“Configuring scan options,”](#) on page 35.

Hard Drive Optimization Scan

The Hard Drive Optimization Scan defragments your hard drive. This increases your system performance and helps prevent crashes caused by over fragmented files. The Hard Drive Optimization Scan notifies you when your percentage of disk fragmentation exceeds five percent. If you would like to change that value, see [“Configuring scan options,”](#) on page 35.

Rescue Information Scan

The Rescue Information Scan verifies that your rescue disk information is current. It prompts you to update your rescue disk when the information contained on it becomes out of date.

Your rescue disk helps you recover from a serious computer problem, so it is a very good idea to keep your rescue disk current. By default, the Rescue Information Scan notifies you to update your rescue disk every thirty days. If you would like to change that value, see [“Configuring scan options,”](#) on page 35.

See [“Creating a rescue disk,”](#) on page 37 and [“Recovering from a serious computer problem with your rescue disk,”](#) on page 49 for more information about your rescue disk.

Scanning your computer with Auto Check and System Check

Scanning your computer for the first time

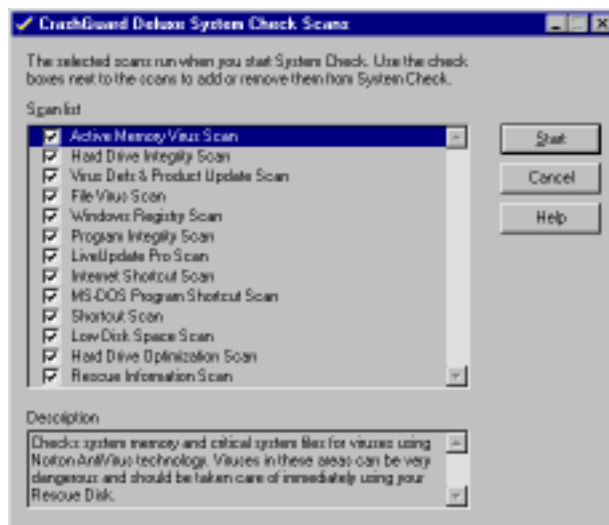
After you install CrashGuard Deluxe, it is a good idea to run System Check to scan your computer for errors and problems. The first time you run System Check you should use the default settings so System Check can scan your computer thoroughly. To change System Check settings in the future, see [“Customizing CrashGuard Deluxe settings,”](#) on page 32.

When you first run System Check, you should close all other programs and let System Check run without any interference. If you let System Check use all of your available system resources, it runs more efficiently, quickly finding errors and problems so you can correct them.

The first time System Check scans your computer, it is very likely that it will find many problems. If the number of problems overwhelms you, let System Check pick the best solution for you. The next time System Check or Auto Check scans your computer, the number of problems should decrease.

To scan your computer for the first time:

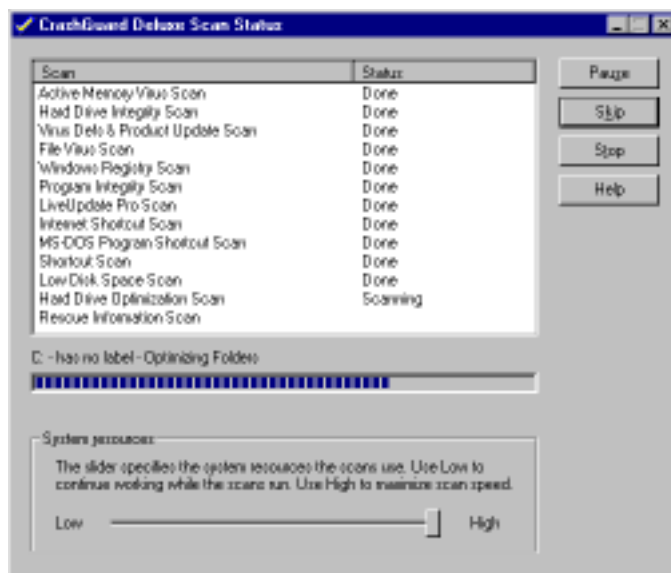
- 1 Open CrashGuard Deluxe and click System Check in the main window.



The first time you run System Check, it is a good idea to run all scans to verify that your computer is in top shape. When you run System Check in the future, use the check boxes to select or remove scans from the list.

Note: Some scans, like the URL Shortcut Scan, require an active Internet connection.

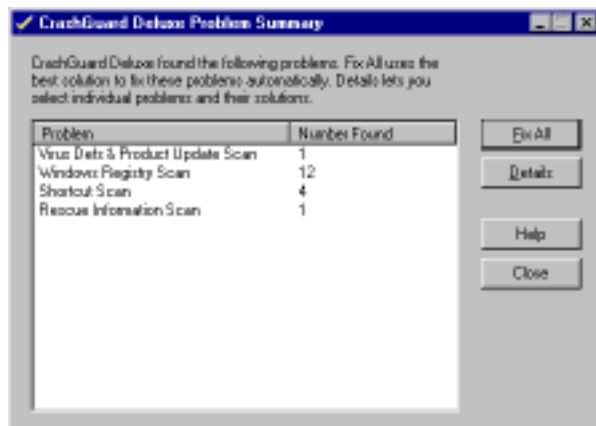
- 2 Click Start to begin scanning your computer. The System Check Status dialog box appears with detailed scan information.



Tip: The more resources you allow System Check to use, the faster it scans your computer. Use the slide control to increase or decrease the system resources System Check uses.

- 3 When System Check finishes scanning your computer, it displays the Problem Summary window listing the errors and problems it found on your computer.

Click Fix All if you would like System Check to fix the problems for you. If you would like to view the problems System Check found and view the recommended solutions, click Details and see “[Fixing the errors the scans find,](#)” on page 30 for instructions.



Scanning your computer automatically with Auto Check

Auto Check runs once per day and finds the errors and problems on your computer automatically, and if you would like it to, fixes them automatically as well.

Each time you start your computer, Auto Check starts and places its icon in the system area of the taskbar. Auto Check's icon changes depending on what state Auto Check is in, whether it is idle or scanning your computer.

- Idle

When Auto Check is not scanning your computer, its icon is a blue check mark.



- Scanning

When Auto Check is scanning your computer, its icon changes to a green check mark. You can use your computer normally when Auto Check is scanning your computer.

- Fixing

When Auto Check is fixing the problems it found on your computer, its icon changes to a yellow check mark.

Note: This icon appears only when you configure Auto Check to fix problems automatically. To change this setting, see [“Controlling whether Auto Check automatically fixes errors,”](#) on page 36.

- Need user intervention

When Auto Check finds a problem that needs your immediate attention, its icon changes to a red exclamation point. When you see this icon, close the programs you are using and give Auto Check your full attention.

When the Auto Check icon flashes, double-click it to view the problem summary, then see [“Fixing the errors the scans find”](#).

Fixing the errors the scans find

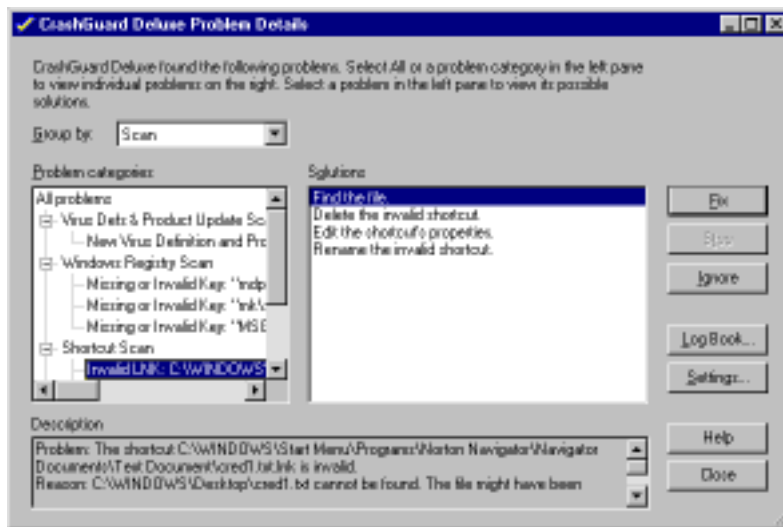
Whether you used Auto Check or System Check to find the errors on your computer, you fix them the same way. These instructions apply if:

- You run System Check and click Details in the Problem Summary dialog box instead of letting System Check fix the problems for you.
- Auto Check found problems on your computer and you disabled automatic fixes.
- System Check or Auto Check found problems that require input from you to fix.

Note: Some solutions require a Norton Web Services subscription. See [“Using Norton Web Services,”](#) on page 51 for more information.

To fix the problems the scans found on your computer:

- 1 Use the Group By drop-down list box in the Problem Details window to sort the problems by Category, Severity, or Scan.



- Category groups the problems by problem area, such as invalid Registry entries or broken shortcuts.
 - Severity sorts the problems by low, medium, and high severity. High severity problems should be corrected immediately.
 - Scan sorts the problems by the scan that found the problem.
- 2 Select a problem in the left pane of the Details window.
A description of the problem and its selected solution appear in the lower pane of the Problem Details window.
 - 3 To fix all of the problems at once, select All in the left pane of the Details window. Then click Fix.
To fix a group of programs at once, select only its category, scan name, or severity in the left pane.

Tip: If you would like to fix most of the problems at once, but there are a few problems you do not want to fix, individually select the problems you do not want to fix and click Ignore. Then select All in the left pane and click Fix. This fixes all of the problems in the list, except for the problems you chose to ignore.

Customizing CrashGuard Deluxe settings

Both System Check and Auto Check's default settings were selected to meet the majority of users' needs. If you would like to change the defaults, use the Settings button in CrashGuard Deluxe's main window.

Configuring your Internet connection

When you install CrashGuard Deluxe, the installation procedure tries to determine what kind of Internet connection you use. If you have more than one Dial-Up Networking connection set up, the installation might not be able to determine which one it should use. If you notice Auto Check or System Check skips the scans that require an Internet connection, open Norton CrashGuard Deluxe settings to configure your Internet connection.

If you would like it to, CrashGuard Deluxe can open your Internet connection automatically when it needs it and close it when it is finished. Use the following procedure to set all of your Internet connectivity settings.

To set up your Internet connection:

- 1 Click Settings in CrashGuard Deluxe's main window. Then click the tab labeled Internet.
- 2 Select the type of Internet connection you have, a direct Internet connection (over a network) or a Dial-Up Internet connection. A dial-up connection requires you to use a modem to connect to your Internet service provider.

If you have a direct Internet connection, click OK to save your changes.

- 3 Select the appropriate Dial-Up Networking connection. Then enter your user name and password.

Refer to Windows online help if you do not know how to set up a Dial-Up Networking connection.

- 4 Select Connect to the Internet as Needed if you would like CrashGuard Deluxe to open your Internet connection when a scan requires it.

You regular Internet access fees still apply when CrashGuard Deluxe uses your Internet connection. If you have limited Internet connectivity time, you might not want CrashGuard to connect automatically.

- 5 Click OK to save your changes.

Setting the system resources System Check uses

You can change the amount of resources System Check uses, but keep in mind that the fewer resources you allow it to use, the more time it takes to scan your computer and fix your computer problems. If you want to continue working while System Check runs, allocate fewer resources to System Check so your other programs can run faster.

To change the resources System Check uses:

- 1 Open CrashGuard Deluxe. Then click System Check in the main window.
- 2 Use the System Resources slide control to select the resources System Check uses.

Tip: It is a good idea to allocate as many resources to System Check as possible since the more resources it has, the faster it runs.

Setting the system resources Auto Check uses

Since Auto Check runs in the background while you use your computer, by default it uses very little system resources so it does not disturb you. If you notice your computer slow down while Auto Check is running, you can change its resource usage immediately.

To change the resources Auto Check uses while it is running:

- 1 Double-click the Auto Check icon in the system area of the taskbar.



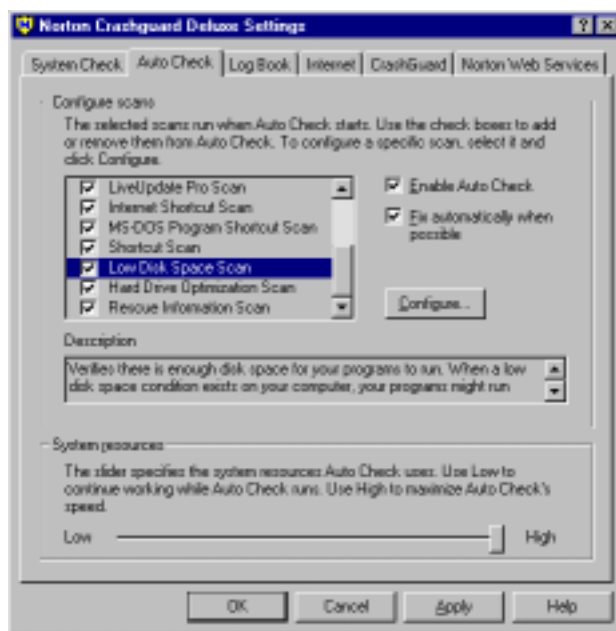
- 2 Use the System Resources slide control in the Scan Status dialog box to set the resource usage.

This temporarily changes the resources Auto Check uses. To set the resource usage for every time Auto Check runs, change the setting in Auto Check Settings.

To change the resources Auto Check uses on subsequent scans:

- 1 Right-click the Auto Check icon in the system area of the taskbar. Then select Settings in the menu that appears.

- 2 In the Auto Check Settings window, use the System Resources slider control to select the resources Auto Check uses. Then click OK.



Note: The change takes effect the next time Auto Check runs.

Selecting the scans System Check and Auto Check use

By default, all of the scans are selected for System Check and Auto Check. You might want to exclude specific scans from System Check or Auto Check, such as the URL Shortcut Scan since it requires a live Internet connection.

You can also change the behavior of the scans. For example, you can set the minimum amount of free disk space that causes the Low Disk Space Scan to alert you to a low disk space situation.

To change the scans Auto Check uses:

- 1 Right-click the Auto Check icon in the system area of the taskbar. Then select Settings in the menu that appears.
- 2 Click the tab labeled Auto Check.

- 3 Select or deselect the scans that run during Auto Check by clicking the check box next to the scan name.

If the Configure Scan button appears enabled when you select a scan in the scan list, the scan has configurable options. Click the Configure button to view the scan options. Then click OK after you make your changes.

- 4 Click OK to save the scan list.

You can change the scans System Check uses in two ways:

- Select the scans in the Select Scans dialog box after you click System Check in the CrashGuard Deluxe main window.
- Use the same steps as described for Auto Check, but select the System Check tab in the Settings window.

Note: To change the behavior of the System Check scans, click Settings in the CrashGuard Deluxe main window. Then change the settings in the System Check page and click OK.

Configuring scan options

Some of the CrashGuard Deluxe scans have configurable options. For example, you can set the minimum amount of free disk space that causes the Low Disk Space Scan to alert you to a low disk space situation.

To configure scan options:

- 1 Open CrashGuard Deluxe and click the Settings button.
- 2 Select a scan in the Auto Check or System Check page.
If the Configure Scan button appears enabled when you select a scan in the scan list, the scan has configurable options.
- 3 Click the Configure Scan button to view the scan options. Then click OK after you make your changes.
- 4 Click OK again to close the Settings window.

The change takes effect the next time you use System Check.

Note: If you change a scan option on the Auto Check tab, it applies only to Auto Check. The same holds true for System Check. If you want to change the scan behavior for both Auto Check and System Check, you must change the scan setting in both locations.

Controlling whether Auto Check automatically fixes errors

By default, Auto Check automatically fixes your computer errors and problems. If you would like to choose your own solutions, you need to disable automatic fixes in Auto Check Settings.

To prevent Auto Check from automatically fixing errors:

- 1 Right-click the Auto Check icon in the system area of the taskbar. Then select Settings in the menu that appears.
- 2 In the Auto Check Settings page, make sure no check mark appears next to Fix Automatically When Possible. Then click OK.

Note: This change takes effect the next time Auto Check runs. When Auto Check finishes scanning your computer, double-click it to view the list of problems it found.

Disabling Auto Check

It is possible to temporarily disable Auto Check from scanning your computer. Remember, this prevents Auto Check from finding and fixing errors on your computer. You can re-enable Auto Check at any time, or use System Check to scan your computer.

If you use a laptop computer, you might consider disabling Auto Check when using only a battery to power your laptop. When Auto Check runs in the background, its scans access your hard disk, reducing your battery power.

To exit (temporarily disable) Auto Check:

- Right-click the Auto Check icon in the system area of the taskbar. Then select Exit Auto Check in the menu that appears.



This closes Auto Check and prevents it from scanning your computer. The next time you restart your computer, Auto Check restarts automatically.

To permanently disable Auto Check:

- 1 Right-click the Auto Check icon in the system area of the taskbar and select Settings in the menu that appears.
- 2 Select the Auto Check tab.
- 3 Select the Enable Auto Check check box so the check disappears.

Note: Auto Check will remain disabled until you enable it again in Auto Check Settings.

Creating a rescue disk

Every time you add software or hardware to your computer, your system changes. Improper changes to your computer's setup and startup files, or other problems might occur that prevent your computer from starting normally, or even from starting at all. When your computer does not start, your rescue disk can get you back up and running quickly.

It is a good idea to create your rescue disk when you install CrashGuard Deluxe and to update it when the Rescue Disk Information Scan alerts you that your rescue information is out of date. You should also consider updating your rescue disk when you:

- Change or upgrade your computer.
- Add, change, or remove:
 - Hard disk partitions.
 - Any hardware or software.

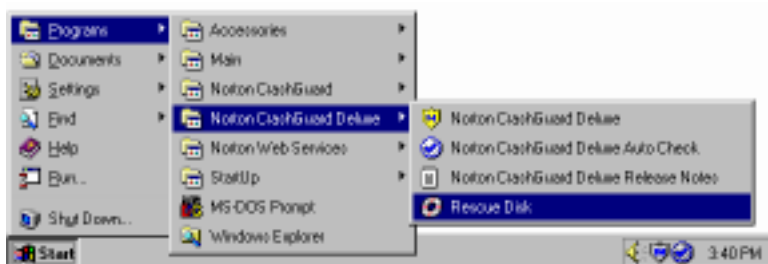
- Startup data or files.

You should update your rescue disk when the Rescue Information Scan tells you it is out of date. In the event that you need your rescue disk to start your computer, a current rescue disk will save you a lot of work.

Warning: Your rescue disk is customized for your computer's configuration. Never use a rescue disk that was created on or for another computer.

To create a rescue disk:

- 1 Use the Start menu to open the Rescue Disk program in the Norton CrashGuard Deluxe folder.



- 2 Insert a floppy disk into the selected floppy drive. Then click Start and follow the instructions on the screen.
- 3 Label the disks with the date the rescue disk was created. Store the rescue disk in a safe place.

Practice using your rescue disk

Even if your rescue disk is up to date, if you have never used it before you might not know what to do with it in the event of a computer emergency. It is scary enough when your computer does not start, but it is even worse if you do not know how to use your rescue disk.

You can practice using your rescue disk so you will know what to expect if you ever need it. You should test your rescue disk immediately after you create or update it so you know they are current.

To practice using your rescue disk:

- Shut down your computer and insert your rescue disk in the floppy drive. Then turn on your computer and follow the instructions that appear on the screen.

If no instructions appear on your screen or your computer does not start, remove the rescue disk from the floppy drive and restart your computer. You should create a new rescue disk immediately.

See [“Recovering from a serious computer problem with your rescue disk,”](#) on page 49 for more information about your Rescue Disk.

Recovering from computer crashes and freezes

Using CrashGuard and Anti-Freeze

What is an application crash?

Crash is a term often used to describe what happens when a computer program tries to do something that it should not do, and causes itself or another program to stop functioning properly. In Windows 95, when an application tries to do something it should not do, Windows 95 prevents the error from disturbing other applications but stops the application. Unfortunately, the only option Windows 95 gives you is to close down the application. Any unsaved data that the application had open will be lost.

CrashGuard monitors Windows for crashes, intercepts those crashes, and gives you more options for dealing with the application and the data it holds.

What is a frozen application?

Sometimes a program stops working properly, but its window still appears on your screen. When this happens, the program is frozen; it does not seem to respond to input from you or from Windows 95. The easiest way to spot a frozen application is that the program appears to be functioning normally, but it does not let you interact with it.

For example, you use your word processor to save a large document, and after a few moments you notice that it is taking much longer than you expected. You try to type a few words and nothing happens. Your mouse might not work either. When this happens, your word processor is frozen.

Before Anti-Freeze, your only option was to press Ctrl+Alt+Del and close the frozen application, losing your work and possibly corrupting your file.

What is an exception?

Throughout CrashGuard you will see the term *exception*. *Exception* is a technical programming term for a serious error that makes it impossible for a program to continue normally.

Many errors, such as trying to open a nonexistent file or save to a full floppy disk, are *not* exceptions because the program can simply tell you that a problem occurred and then continue. Even if a program asks the operating system to do something wrong, the operating system tells the program that the action was not taken, and the program can continue.

An exception, on the other hand, occurs if a program tries to perform an undefined instruction. The program cannot continue because the operating system does not know where to find the next valid instruction in the program. Exceptions can result from many different programs, but in every case, the computer does not know what to do next.

A program can try to handle exceptions itself by using its own exception-handling routine, which essentially tells Windows 95, "Here are my instructions for dealing with an emergency." Even so, the program can only deal with those exceptions for which it was specifically prepared and only if it knows how to resolve the problem.

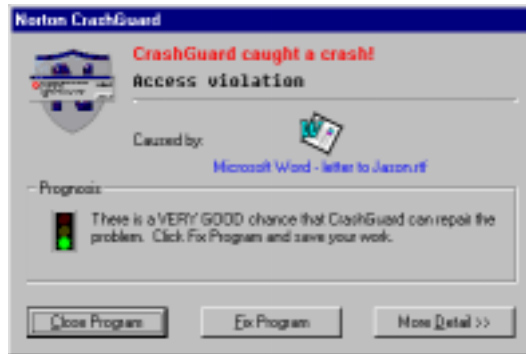
CrashGuard can protect your system against exceptions generated by both 16-bit and 32-bit applications, as well as exceptions the operating system and other programs are not prepared to deal with.

Recovering from computer crashes

When CrashGuard intercepts a crash, it displays a dialog box that contains:

- A warning message.
- A description of the error.
- The name of the application that caused the error.
- A Prognosis that describes the prospect for recovery.

- Buttons labeled Close Program, Fix Program, and More Detail.



Fixing a crash

If the application that crashed was working with data that you need to save, select Fix. CrashGuard tries to recover from the crash and keep the application running. If you select this option, you should save your data immediately, exit the application, then restart the application.

Pay close attention to the Prognosis information. In many situations, when CrashGuard catches the crash, there is a very good chance that CrashGuard can return the program to a point where you can save your work. For example, if a green light appears in the Prognosis area, you should be able to save your work after you click Fix Program.

When a red light appears, it is likely that your system will crash if you click Fix Program. In these situations, it is a good idea to click Close Program unless you really need to save your work.

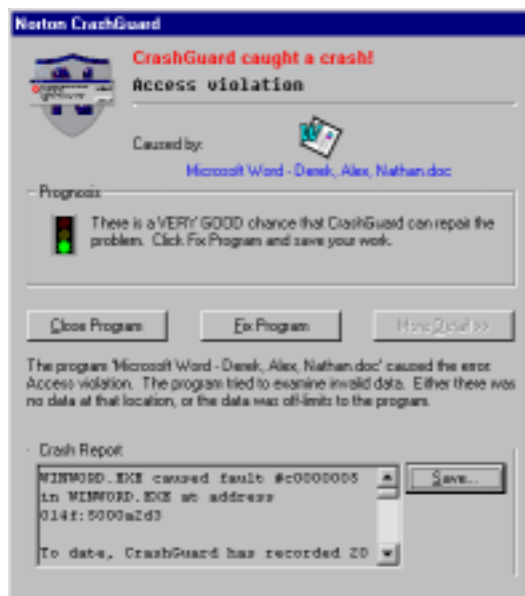
Tip: After CrashGuard *fixes* an application, if the save function of the application does not work properly, try selecting all the data in the file and copying it to the Windows clipboard. Close the application, restart it, then paste the clipboard contents into a new, blank work space.

Closing a crashed application

If the application that crashed was *not* working with data that you need to save, click Close. This closes the crashed application, removing it from memory, and loses any data that the application was working with. This might be an appropriate option for applications like games, file viewers, or search utilities that merely read data and do not modify it or write it back to disk.

Viewing and saving crash details

Before deciding whether to close or fix a crashed application, you might find it helpful to get more detailed information about the crash. If you click More Details, the CrashGuard dialog box expands to display a scrollable text box that contains detailed, technical information about the crash.



If you want to save the information in this box to a text file, click Save and specify a name and location for the file.

Although you might not understand this information, it is particularly useful to Technical Support personnel. If an application crashes repeatedly, the information displayed in the CrashGuard dialog box can help a Technical Support representative determine the cause of the crash and solve the problem.

Recovering from a freeze

When an application appears to be frozen, use Anti-Freeze to unfreeze the application. You can open Anti-Freeze by selecting it in Start menu in the Norton CrashGuard folder, by clicking the Anti-Freeze button in the CrashGuard shield, or by pressing Ctrl+Alt+Del on your keyboard.

When a program freezes, it might also freeze your mouse. Frequently you can only access Anti-Freeze by pressing Ctrl+Alt+Del to open the Close Program window.

To unfreeze a program with Anti-Freeze and Ctrl+Alt+Del:

- 1 Press Ctrl+Alt+Del on your keyboard. This opens the Close Program window.
- 2 Select the program you think might be frozen in the list that appears. Then click the Anti-Freeze button.

Anti-Freeze does not unfreeze certain applications that are critical to your system stability, such as Windows Explorer. When you select one of these applications, the Anti-Freeze button is disabled.

Note: If a program remains frozen after you click Anti-Freeze, try clicking Anti-Freeze a few times before you resort to closing the program.

- 3 Save your work. Then restart the program.

Sometimes a program cannot be satisfactorily unfrozen. For example, an application might freeze because the data it is working with has been damaged. Anti-Freeze might unfreeze the program, but it might freeze again immediately because of the damaged data. In such cases, you might need to close the program.

To close a frozen application:

- 1 Select the frozen application in the list of running applications in the Anti-Freeze window.
- 2 Click Kill Task.

This stops the application and removes it from memory. Any unsaved data that the application had open will be lost.

Customizing CrashGuard and Anti-Freeze

Like other CrashGuard Deluxe features, CrashGuard protects your computer with very little interaction from you. However, you can customize CrashGuard and Anti-Freeze features to suit your needs.

Setting 16-bit and 32-bit crash protection

CrashGuard traps crashes caused by both 32-bit and 16-bit applications. By default, it traps both, but you can configure CrashGuard to do either, none, or both.

Some 16-bit programs, like older programs that were designed to run under Windows 3.1 or DOS, purposely generate exceptions. These programs might not run properly if 16-bit crash protection is enabled. To prevent CrashGuard from detecting computer crashes, you disable 16-bit or 32-bit crash protection.

To configure CrashGuard:

- 1 Double-click the CrashGuard icon in the system area of the taskbar. Then click Settings in the CrashGuard shield.



- 2 Make sure Enable 16-bit and 32-bit Crash Protection is checked if you want CrashGuard to trap and fix crashes caused by 16-bit and 32-bit applications.

Note: If you disable 32-bit crash protection, CrashGuard will not catch crashes in Windows 95 or other Windows 95 programs.

- 3 Click OK to save your changes.

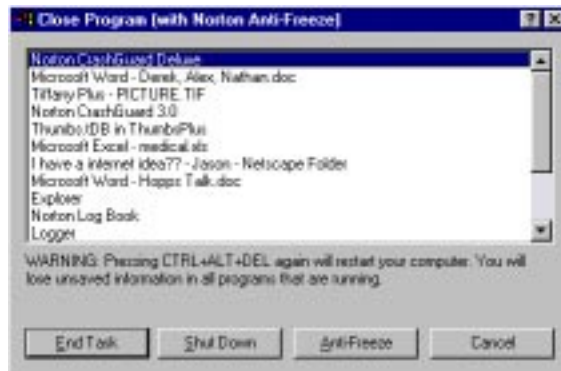
Adding Anti-Freeze to the Close Program window

Sometimes when a program freezes, your mouse and keyboard stop functioning properly. The only way to get control of your computer again is to press Ctrl+Alt+Del to open the Close Program window or restart your computer. CrashGuard adds Anti-Freeze button to the Close Program window so you can save yourself from restarting your computer and losing data.

To add Anti-Freeze to the Close Program window:

- 1 Double-click the CrashGuard icon in the taskbar. Then click Settings in the shield that appears.
- 2 Make sure there is a check next to Add Anti-Freeze button to the Close Program Window check box.

The next time you open Anti-Freeze or press Ctrl+Alt+Del to close a frozen program, the Close Program window will have an Anti-Freeze button on it.



- 3 Click OK to save your changes.

Exiting CrashGuard

When you exit CrashGuard, its icon disappears from the taskbar. To reopen CrashGuard, use the Start Menu to select CrashGuard in the Programs menu. Then select CrashGuard.

To exit CrashGuard:

- Right-click the CrashGuard icon in the taskbar. Then select Exit CrashGuard in the menu that appears.



Note: This closes CrashGuard, preventing it from monitoring your system for crashes. Keep in mind that you could lose data if a crash or freeze occurs on your system. CrashGuard will restart automatically the next time you restart Windows 95.

Viewing crash statistics

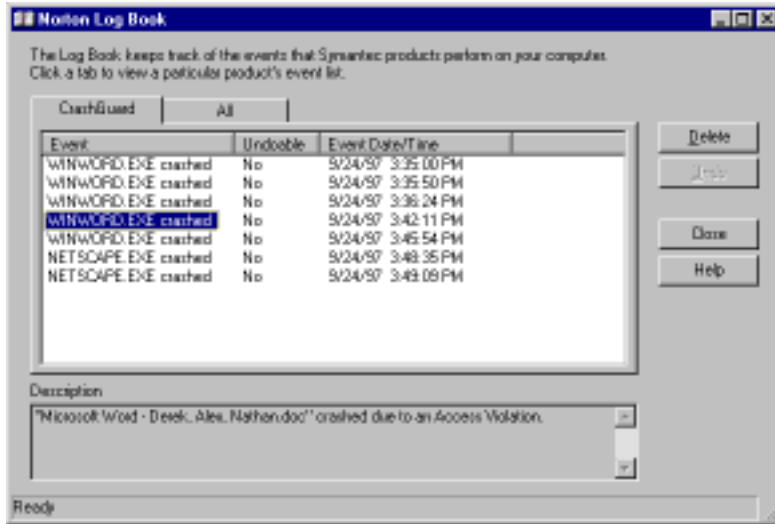
As CrashGuard traps crashes, it keeps track of:

- How many application crashes you have had.
- How many application freezes you have had.
- Which applications and modules caused the crashes and freezes.

You can view this information to see how CrashGuard is protecting your system, and see what programs are crashing on your computer.

To review the CrashGuard statistics:

- Double-click the CrashGuard icon in the system area of the taskbar. Then click Log Book in the CrashGuard shield.



Note: The applications named Test16 and Test32 are CrashGuard's exception-generating programs that run when you click Test in one of the Crash Test dialog boxes. If either application shows up in this list, those crashes were probably not encountered during normal computing.

Recovering from a serious computer problem with your rescue disk

Every time you add software or hardware to your computer, your system changes. At other times, improper changes to your computer's setup data and startup files, or other problems might occur that prevent your computer from starting normally, or even from starting at all.

When your computer does not start, your rescue disk can usually get you back up and running quickly. Generally you use your rescue disk when:

- Your computer turns on, but does nothing after the memory test.
- You receive an error message when you try to start your computer.

In the online help file, there is a list of common startup messages that could appear should your computer fail to start. The exact text of your computer's messages may differ somewhat; refer to your computer manufacturers user guide for more information.

Warning: Your rescue disk is customized for your computer's configuration. Never use a rescue disk that was created on or for another computer.

To use your Rescue Disk:

- 1 Locate your computer's rescue disk and insert the disk into your computer's boot drive.
The boot drive is typically the A: drive.
- 2 Restart the computer. Then follow the instructions that appear on the screen.

Using Norton Web Services

Welcome to Norton Web Services

When you purchase CrashGuard Deluxe, you receive a free subscription to Norton Web Services for six months. Norton Web Services includes LiveUpdate Pro, which can find and install new software updates and hardware drivers on your computer. LiveUpdate Pro is the first service to be offered with Norton Web Services.

LiveUpdate Pro runs partly on your computer, and partly over the Internet. It scans your computer to see which programs you installed on your computer. It also scans your computer hardware to see what drivers you use. Then it connects to the Norton Update Library to match your software and hardware to the updates it contains. If an update is available, LiveUpdate Pro lets you know.

Due to the nature of the Internet, the appearance and content of the pages is likely to change often. Visit the pages on a regular basis to take advantage of new services and site enhancements.

To connect to Norton Web Services:

- After you start your Norton Web Services subscription, connecting to the web site is easy: just click the Norton Web Services button in the CrashGuard Deluxe main window.

CrashGuard Deluxe uses your Internet connection and default browser to connect you to Norton Web Services.

Note: Symantec does not charge for updates for CrashGuard Deluxe, or the updates that are part of your free subscription to Norton Web Services. However, your normal Internet access fees still apply.

Other web services

Coming soon, Norton Web Services will provide exciting new web-based services to make the most of your computing experience. Visit the Norton

Web Services pages often to take advantage of the new enhancements to the site.

Subscribing to Norton Web Services

To use LiveUpdate Pro with CrashGuard Deluxe, you must first subscribe to Norton Web Services. Before you subscribe, find the subscription coupon in your CrashGuard Deluxe box. You will be required to enter the ID number on the coupon during the subscription process. This coupon ensures that you receive a free subscription for six months.

To subscribe to Norton Web Services:

- 1 Open CrashGuard Deluxe. Then click Norton Web Services in the main window.
CrashGuard Deluxe opens your default Internet browser and connects you to the Norton Web Services home page.
- 2 Click Subscribe in the navigation bar. The pages on the site will step you through the subscription process.
Your subscription coupon entitles you to a free subscription for six months. The normal subscription charges are waived when you use the subscription coupon in your Norton CrashGuard Deluxe box. At the end of your free subscription, you can renew your Norton Web Services subscription at the normal rate.
- 3 Enter the required information in the subscription form. Use the ID number on the subscription coupon to begin your free subscription.
- 4 Enter a user name and password for your Norton Web Services subscription. Then complete the subscription form.

When Norton Web Services confirms your subscription, print or save your user name, password, and coupon ID number. You will need your user name and password to access the tools on Norton Web Services.

Note: If you would like to use the tools on Norton Web Services without entering your user name and password each time, see [“Saving your user name and password,”](#) on page 55.

Resubscribing when your free subscription ends

When your subscription ends, visit the web site to resubscribe to Norton Web Services.

To resubscribe:

- 1 Click Norton Web Services in the CrashGuard Deluxe main window.
- 2 Click Subscribe in the Norton Web Services home page.
You can use your original user name and password to resubscribe to Norton Web Services.
- 3 Follow the instructions on the Norton Web Services site.

Note: If you forget your user name, open Norton CrashGuard Deluxe Settings and look in the Norton Web Services page.

Updating your software and hardware using LiveUpdate Pro

Did you know that many hardware and software manufacturers release free updates for the products you have on your computer? Many people do not know that these updates exist, and even if they do, they do not know where to locate them.

Having up-to-date software programs and hardware drivers means fewer crashes, so it is very important that you visit Norton Web Services every month and run LiveUpdate Pro to keep your computer current.

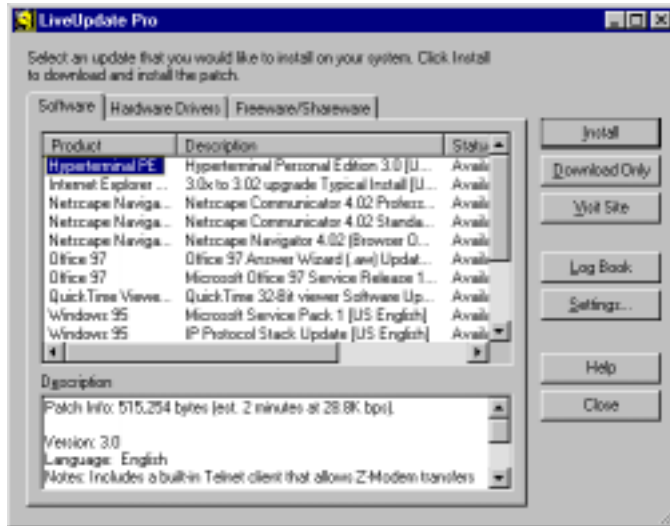
Note: You do not need to download LiveUpdate Pro from Norton Web Services because it is included on the CrashGuard Deluxe CD-ROM.

To update your software applications and hardware drivers:

- 1 Open CrashGuard Deluxe and click Norton Web Services in the main window. Norton Web Services opens in your default browser.
- 2 Run LiveUpdate Pro on the Norton Web Services web site.

LiveUpdate Pro scans your computer to find appropriate software application and hardware driver updates. You do not have to know whether or not you have these applications or drivers because LiveUpdate Pro does the work for you.

- 3 Select the updates you would like to install on your computer.



- 4 Click Install or Download.

Click Install to let LiveUpdate Pro download and install the update for you, or click Download if you would like to retrieve the update but install it at a later time.

Tip: If you would like to download multiple updates at one time so you do not have to leave your Internet connection open for an extended period of time, hold down the Ctrl key and select multiple updates in the list. Then click Download. You do not need to be connected to the Internet to install the updates, only to download them.

- 5 LiveUpdate Pro downloads the updates you selected, and installs them if you clicked Install.

Note: Some update installations require you to restart your computer.

Configuring Norton Web Services settings

Saving your user name and password

You can set up Norton Web Services so you access the services on the site without entering your user name and password each time you visit.

To save your user name and password:

- 1 Open CrashGuard Deluxe. Then click Settings in the main window.
- 2 Select the tab labeled Norton Web Services.
Enter the user name and password you received when Norton Web Services confirmed your subscription.
- 3 Make sure there is a check mark next to the Save Your Norton Web Services User Name and Password checkbox. Then click OK.

Note: CrashGuard Deluxe saves your user name and password to provide seamless access when you connect to Norton Web Services and when the LiveUpdate Pro Scan runs.

Preventing Internet scans

Some CrashGuard Deluxe scans require a connection to Norton Web Services and LiveUpdate Pro. Use Internet Settings to prevent CrashGuard Deluxe from connecting to the Internet.

To prevent Internet scans:

- 1 Open CrashGuard Deluxe. Then click Settings in the main window.
- 2 Select the tab labeled Internet. Then select the No Internet Connection radio button.
- 3 Click OK to save your changes.

Note: This disables the Internet Shortcut Scan and the LiveUpdate Pro Scan. It does not disable the Virus Definition and Product Update Scan. If you do not want to be notified when new virus definitions and product updates are available, uncheck these scans in Auto Check and System Check settings.

Changing LiveUpdate Pro settings

When you download updates from the Norton Update Library, the update files remain on your computer for fifteen days in case you need to reinstall them for any reason. You can specify how CrashGuard Deluxe deals with these update files in LiveUpdate Pro settings.

To change LiveUpdate Pro settings:

- 1 Open CrashGuard Deluxe and click Settings in the main window.
- 2 Select the tab labeled Norton Web Services. Then click the Configure button in the Configure services group box.
- 3 In the LiveUpdate Pro page, use the options in the Save Updates group box to specify how CrashGuard Deluxe deals with the update files on your computer.

CrashGuard Deluxe can delete the files immediately after it installs the update or after a period of time specified by you. Or it can leave the files on your computer until you choose to remove them.



- 4 To immediately remove the update files from your computer, click Remove Now.
- 5 Click OK to save your changes.



Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical Support and Customer Service solutions vary by country. If you have questions about the services described below, please refer to the section “Worldwide Service and Support” at the end of this chapter.

Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to (800) 800-1438 or (541) 984-8020.

Technical support

Symantec offers an array of technical support options designed for your individual needs to help you get the most out of your software investment.

World Wide Web

The Symantec World Wide Web site (<http://service.symantec.com>) is the doorway to a set of online technical support solutions where you will find the following services:

Interactive problem solver

Symantec’s online interactive problem solver (known as the Support Genie) helps you solve problems and answer questions about many Symantec products.

Product knowledgebases

Product knowledgebases enable you to search thousands of documents used by Symantec Support Technicians to answer customer questions.

FAQs

Frequently Asked Questions documents, also known as FAQs, list commonly asked questions and clear answers for specific products.

Discussion groups

Discussion groups provide a forum where you can ask questions and receive answers from Symantec online support technicians.

FTP

Point your Web browser to <http://service.symantec.com> to search for and download technical notes and software updates. You can also click the LiveUpdate button in programs enabled with this feature to automatically download and install software updates and virus definitions.

Other Symantec support options include the following:

America Online	Type Keyword: SYMANTEC to access the Symantec forum.
CompuServe	Type GO SYMANTEC to access the Symantec forum.
Symantec BBS	Set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669.
Automated fax retrieval system	<p>To receive general product information, fact sheets and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 or (541) 984-2490.</p> <p>For technical application notes, please call our Technical Support fax retrieval system at (541) 984-2490 and select option 2.</p>
StandardCare Support	<p>If you can't access the Internet, take advantage of your 90 days of free telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software.</p> <p>Please see the back of this manual for the support telephone number for your product.</p>

PriorityCare Support Expanded telephone support services available to all registered customers. For complete information, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070, or visit www.symantec.com/techsupp/telesupp.html

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 previous version for 6 months after the release of the new version. Technical information may still be available through online support.

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will only be available for discontinued products through online services. See the section “Technical support” for online service options.

Customer Service

Symantec’s Customer Service department can assist you with non-technical questions. Call Customer Service to:

- Order an upgrade.
- Subscribe to the Symantec Support Solution of your choice.
- Fulfill your request for product literature or demonstration disks.
- Find out about dealers and consultants in your area.
- Replace missing or defective CDs, disks, manuals, etc.
- Update your product registration with address or name changes.

You can also visit Customer Service online at www.symantec.com/custserv for the latest Customer Service FAQs, to find out the status of your order or return, or to post a query to a Customer Service discussion group.

Worldwide Service and Support

Symantec provides Technical Support and Customer Service worldwide. Services vary by country and include International Partners who represent Symantec in regions without a Symantec office. For general information, please contact the Symantec Service and Support Office for your region.

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Most International Partners provide Customer Service and Technical Support for Symantec products in your local language. For more information on other Symantec and International Partner locations, please call our Technical Support automated fax retrieval service, in the United States at +1 (541) 984-2490, choose Option 2, and request document 1400.

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.

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Disk Exchange and/or Replacement Form

DISK EXCHANGE: _____ is available on 5.25" high-density disks. If you purchased a product that does not contain the correct disk size for your computer, you may exchange the disks at no extra charge. Simply fill out Section A, enclose all original disks, and mail to the address below.

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

SECTION A - FOR DISK EXCHANGE AND REPLACEMENT

Please send me: ____ 5.25" high-density disks (exchange only) ____ 3.5" high-density disks (exchange or replacement)

Name _____

Company Name _____

Mailing Address _____

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.

SECTION B - FOR DISK REPLACEMENT ONLY

Briefly describe the problem: _____

Disk Replacement Price \$ 10.00

Sales Tax (See Table) _____

Shipping & Handling \$ 9.95

TOTAL DUE _____

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 DISK EXCHANGE AND/OR DISK REPLACEMENT ORDER TO:

Symantec Corporation
Attention: Order Processing
175 West Broadway
Eugene, OR 97401-3003

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

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