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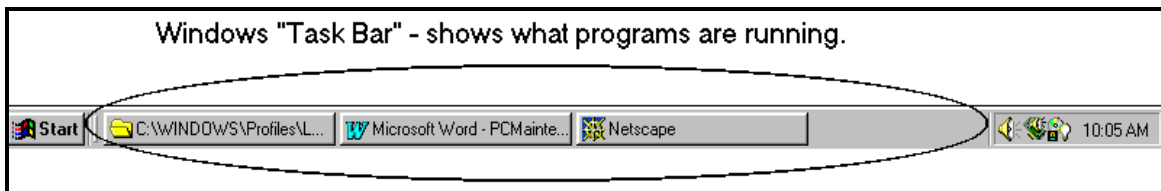
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Closing Programs

Before running Windows 95/98 system tools, some people recommend that you either run them in “Safe Mode”, or make sure absolutely nothing is running – even in background. Another time when it’s a good idea to make sure nothing is running is when installing new software. Here are some ways to check to see if anything is running on your computer.

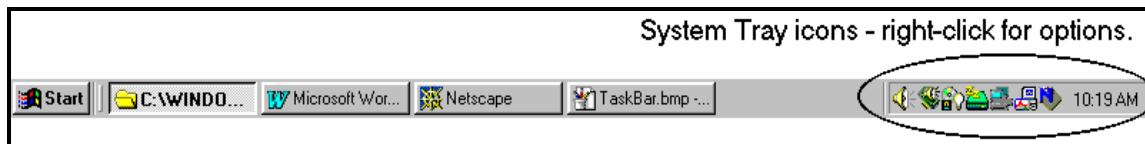
Task Bar

The first and most obvious place to check to see what is running is your task bar. The task bar is at the bottom of your screen between the Start Button and the System Tray. A shortcut to close programs is to right-click on the task bar button and select “close” from the context menu.



System Tray

The second place to look is the System Tray. The System Tray is on the right part of the task bar, next to the time-of-day display. It contains icons of programs running in the background.



If you right-click on some of the system tray icons, there may be an option to close or exit the program. You may need to double-click on other icons in order to close the program.

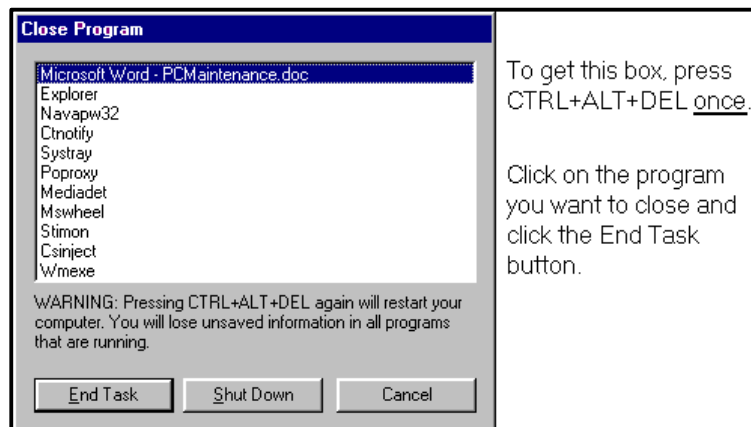


Some icons won't go away from the system tray by clicking on them. See the next section on how to close these programs.

Close Program Dialog Box

To close other programs that are running in the background, are frozen, or don't show up on the Task Bar or System Tray, you need to bring up the Close Program dialog box. To do this, press CTRL+ALT+DEL.

Click on the program to close and click End Task. The only program you shouldn't close is “Explorer”. If you close Explorer, you'll end up rebooting your computer!



Safe Mode

Safe Mode allows you to fix problems on your computer that you may not be able to fix in normal mode. For example, if you are having problems with video and you can't see the screen in normal mode, you can restart your computer in Safe Mode, reload the video drivers, and restart the computer in normal mode to fix the problem.

Safe Mode will start your computer using very basic settings such as plain VGA monitor, no network, Microsoft mouse driver, and the minimum device drivers required to start Windows. You will not have access to CD-ROM drives, printers, or other devices.

There are a few ways to start your computer in Safe Mode. Turn on your computer and press either the [F5] key or the [F8] key when you see "Starting Windows 95" and hear a beep. It's tricky to get the timing just right when pressing [F5] or [F8], so an easier way is to repeatedly press [F5] or [F8] at 1-second intervals until the message comes up.

Some computers allow you to press [CTRL] instead of pressing [F8] to get to Safe Mode. Be careful not to hold down the key too long. When your computer starts and detects a key being held down, it may think you have a stuck key on your keyboard and not boot up. Tapping the key is better.

The [F8] or [CTRL] key will bring up a menu with several options. The most usual are:

1. Normal
2. Logged (\BOOTLOG.TXT)
3. Safe Mode
4. Step-by-step confirmation
5. Command prompt only
6. Safe mode command prompt only

Your computer may have different options depending on whether you have networking installed or not. Press the number next to Safe Mode and press ENTER.

If you pressed [F5] instead of [F8] or [CTRL], then the startup menu will be bypassed and your computer will start in Safe Mode.

After you are finished with Safe Mode, click on the Start button, click on Shutdown, select Restart, and click Yes or OK. Your computer will restart in normal mode.

ScanDisk

- Will run automatically if you have to press [RESET].
- Run if you are getting program errors in Word, Netscape, etc.

To run:

1. Click the [Start] button in the lower left corner of the screen.
2. Move up to “Programs”.
3. Move over to “Accessories”.
4. Move over to “System Tools”.
5. Click on “ScanDisk”.
6. A “Standard” test will take about 5 minutes, but will only check files for errors. A “Thorough” test may take 30 or more minutes, but will check your entire hard disk for bad sectors. See the table below on how to set the recommended options:

Standard test	Thorough test
Type of test: “Standard” Automatically Fix Errors: Yes (check mark in box) Advanced Options (click the [Advanced...] button): Display summary: Only if errors found Log file: Replace log or No log Cross-linked files: Make copies Lost file fragments: Free Check files for: Invalid file names: Yes Invalid dates and times: Yes Check host drive first: Yes (Windows 98 also has “Report MS-DOS mode name length errors”. I’d leave it un-checked unless you have an old DOS program that may be having problems.)	Type of test: “Thorough” Automatically Fix Errors: Yes (check mark in box) Advanced Options (click the [Advanced...] button): Display summary: Only if errors found Log file: Replace log or No log Cross-linked files: Make copies Lost file fragments: Free Check files for: Invalid file names: Yes Invalid dates and times: Yes Check host drive first: Yes Thorough Options (click the [Options...] button): Areas of the disk to scan: System and data areas. Leave all other boxes un-checked.

7. Click [Start] to start scanning your disk.

Note: Once you set the options, they will be the same the next time you run ScanDisk.

Defrag

- Run if your system seems sluggish and the hard drive is constantly being accessed.
- Run if your hard disk is running out of space, or after you've deleted lots of files.

To run:

1. Click the [Start] button in the lower left corner of the screen.
2. Move up to "Programs".
3. Move over to "Accessories".
4. Move over to "System Tools".
5. Click on "Disk Defragmenter".
6. Click [OK]
7. Click [Advanced...] to set the options.
8. Full defragmentation may take 30 minutes or more, but will give you the optimal free space. Defragment files only will take about 5 minutes, but will not consolidate all the free space. See the table below on how to set the recommended options:

Full defragmentation	Defragment files only
Windows 95: Defragmentation method: "Full defragmentation"	Windows 95: Type of test: "Defragment files only"
Windows 98: Rearrange program files so my programs start faster: Yes (check mark in box)	Windows 98: The "files only" option is not available in Windows 98.
Check drive for errors: Yes (check mark in box)	Check drive for errors: Yes (check mark in box)
When do you want to use these options?: Select "Save these options and use them every time" if you want to save the options.	When do you want to use these options?: Select "Save these options and use them every time" if you want to save the options.

9. Click [OK].
10. Click [Start] to start defragmenting your disk.

Deleting Browser Cache Files

Browser cache files can be deleted, if you are running low on disk space, or if your browser seems sluggish.

Program Name	How to Clear the Cache
Netscape Navigator Gold 3.0	From the "Options" menu, choose "Network Preferences". Click on the "Cache" tab. Click on the "Clear Disk Cache Now" button.
Netscape Communicator 4.0x	From the "Edit" menu, choose "Preferences". Double-click on "Advanced" and then click on "Cache". Click on the "Clear Disk Cache" button.
Internet Explorer 4.0	From the "View" menu, choose "Internet Options". Click on the "General" tab. Under "Temporary Internet Files", click on the "Delete Files" button.

There are so many different browser versions out there that you may have to explore the menus yourself to find the option to delete cache files.

Deleting Temporary Files

- Delete these files when you are low on disk space.
- Delete these files if you keep getting errors in Word or other programs.

To delete temporary files:

1. Close all programs. There should be nothing running on your Taskbar.
2. Empty the Recycle Bin. To do this, right-click on the Recycle Bin icon on the desktop and click “Empty Recycle Bin”. Then, click [Yes].
3. Click the [Start] button in the lower left corner of the screen.
4. Move up to “Programs”.
5. Move over and down to “Windows Explorer”.
6. Click on “Windows Explorer”.
7. Scroll down to the “Windows” folder and double-click on it.
8. Scroll down to the “Temp” folder and double-click on it.
9. Delete everything in the folder. An easy way to do this is to click on the first file, hold down the [Shift] key, click on the last file, and press the [Delete] key. Click the [Yes] button.
10. Close Windows Explorer.
11. Empty the Recycle Bin again (see step 2).

Other Temporary Files That Can Be Deleted:

Programs like Word and Excel also create temporary files in the folders where your documents are stored. These files usually get deleted when you exit programs normally. Sometimes they don't get deleted because your program gets frozen and you have to restart. They can cause problems when you're working on particular files. To find and delete these files:

1. Close all programs. There should be nothing running on your Taskbar.
2. Click the [Start] button in the lower left corner of the screen.
3. Move up to “Find”.
4. Click on “Files or Folders”.
5. In the “Named:” box, type “~*.tmp” (That's: tilde, asterisk, period, “tmp”)
6. Make sure “Include subfolders” has a check mark in the box.
7. Click [Find Now].
8. Wait while your hard disk is searched.
9. Delete any temporary files found. An easy way to do this is to click on the first file, hold down the [Shift] key, click on the last file, and press the [Delete] key. Click the [Yes] button.

To Bypass the Recycle Bin when Deleting Files:

Hold down the [SHIFT] key when you press [DELETE]. The files will be permanently deleted without going to the recycle bin first. Be absolutely sure that you want to delete the files! You won't be able to get them back (unless you have a program like Norton Undelete).