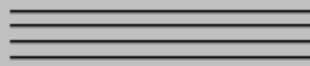# *Introducing NDW*

How do I . . . ?

Organize my desktop	Activate pop-up menus, specify what to show in drive windows, create special groups, and more. Delete, copy, move, view, or compress directories and files.
Do everyday tasks	
Organize my day	Use Day Planner to make appointments, maintain a to-do list, and keep track of business contacts.
Keep my disks healthy	Optimize your disk for faster performance, or check up on its health.
Prepare for a disaster	Take a minute to prepare for a disaster-- it can take days to recover from one.

Show me the . . .

Introduction	Learn about what "Introducing Norton Desktop" contains and how to use it.
Desktop overview	Learn about things on your desktop: drive windows, group windows, drive icons, and tool icons.
Tech Support Number	Phone number and related information for technical support and customer service.

Introducing Norton Desktop for Windows

[[This should be QuickHelp format]]
[[QuickHelp is contents; no traditional contents.   Ken, is it possible to fit all this description text in there?]]

Show Me How To...

Organize My Desktop	Activate pop-up menus, specify what to show in drive windows, create special groups, and more
Do Everyday Tasks	Delete, copy, move, view, or compress directories and files
Organize my Day	Use Day Planner to make appointments, maintain a to-do list, and keep track of business contacts.
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Show Me The...

Introduction	Learn about what "Introducing Norton Desktop" contains and how to use it
Desktop Overview	Learn about things on your desktop: drive windows, group windows, drive icons, and tool icons
Tech Support Info	[[same text here as in all other QuickHelps, link to RTF]]

About "Introducing NDW"

Though not your typical tutorial (we skipped the glitz to bring you the information you need in a format that is highly navigable and quick to get through), "Introducing Norton Desktop for Windows" shows you some of the basic components of Norton Desktop and will help you learn to use these features to assist you with your everyday work. Go through it at your leisure. You can come back to it anytime by choosing Introducing NDW... from the main Norton Desktop Help menu.

NOTE: If you would like help for a specific Norton Desktop feature, open that feature (whether it be a window or dialog box) and press F1 or choose an item from the Help menu.

You can resize and move this help window however you'd like, ideally so that it is on the side of your desktop. This will allow you to see the real desktop as you read along.

- Click **Back** in this window to return to the previous information window.
- Click **>>** to move forward and read information in one continuous stream.
- Click **Contents** to return to the QuickHelp contents screen; from there you can choose topics that interest you.

NOTE: You can learn other things about Norton Desktop by reading, "Getting Started," Chapter 2 of the Norton Desktop *User's Guide*.

What's On Your Desktop

The award-winning Norton Desktop is the essential file management and utilities solution for every Windows user. The core of Norton Desktop is the desktop itself, along with its drive icons, tool icons, toolbars, and more.

Click on any part of this picture to jump to a discussion of that desktop component.
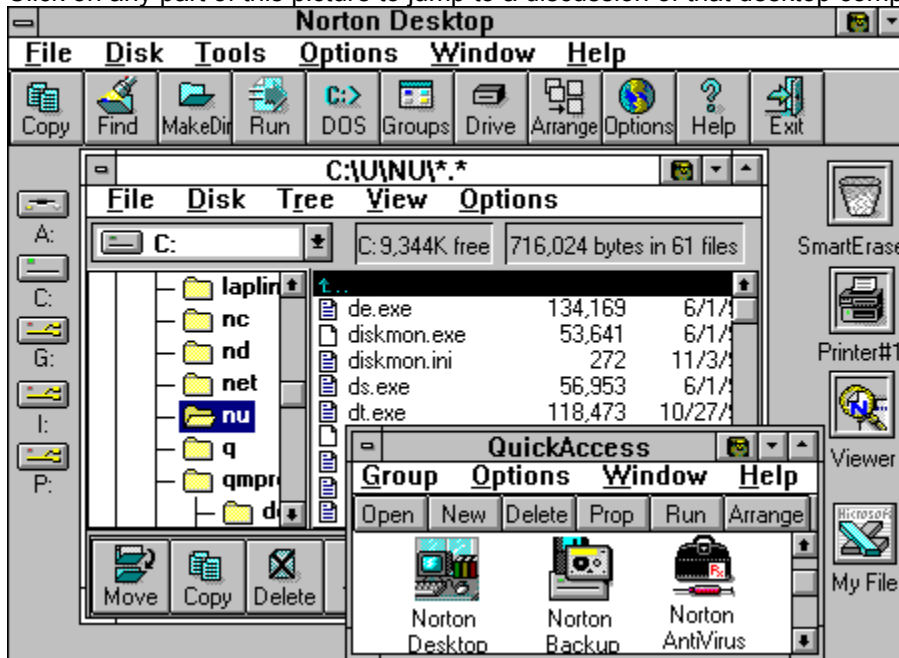
Drive Icons

Double-click a drive icon to open a drive window, which shows the contents of the disk drive. Each of your drive icons may look slightly different, since there is a different icon for each type of disk drive, including 5-¼", 3-½", hard (fixed), network, CD-ROM, and so on.

You can specify which drive icons should appear on your desktop (you may not want *all* network drives to which you have access to appear, for example) as well as where they should appear by using the Control Center.

To make general changes that affect drive icons as they appear on your desktop:

◆ Choose Customize... from the Options menu in a drive window.

Or,

◆ Choose Customize... from the main Norton Desktop Options menu then click the Drive Icons button.

To enable drive icon pop-up menus (accessible with a click of the right mouse button):

1 Choose Customize... from the Options menu in a drive window and select the Defaults category.

Or,

Choose Customize... from the main Norton Desktop Options menu then click the Defaults button.

2 Check the Drive Icons check box.

TIP: You can easily back up, diagnose, optimize, or scan your hard drive for viruses by dragging the appropriate drive icon to the Backup, Disk Doctor, Speed Disk, or AntiVirus tool icon, respectively.

───

Tool Icons

Tool icons provide convenient access to some of Norton Desktop's handiest utilities. You can display any or all of these tools on your desktop:

- **Compression:** Directory and file compression that is 100-percent compatible with PKZIP 2.0
- **Mail:** Send reports and files to other users if you have a mail application such as Microsoft Mail, cc:Mail, or Lotus Notes
- **Norton AntiVirus:** Scan for more than 2300 known viruses and detect unknown (undefined) viruses with Norton AntiVirus 3.0 for Windows
- **Norton Backup:** Back up and restore your data with the commercial version of Norton Backup for Windows--it supports DOS 6 compressed drives, SCSI drives, and many kinds of tape drives
- **Norton Disk Doctor:** Diagnose and repair virtually any disk problem you'll ever encounter
- **Shredder:** Permanently erase confidential files so not even Norton's UnErase or SmartErase can recover them
- **Speed Disk:** Optimize your disks without having to leave the Windows environment
- **SmartErase (UnErase):** Quickly recover erased files from local or network drives
- **Viewer:** View files quickly without launching the application that created them
- **Printer(s):** Print files on any printer to which you are attached (you can display multiple printer icons if you are attached to more than one printer--through a network, for example)

To specify which tool icons to display:

- Choose Customize... from the main Norton Desktop Options menu then click the Tool Icons button.

To enable tool icon pop-up menus (accessible with a click of the right mouse button):

1 Choose Customize... from the main Norton Desktop Options menu then click the Defaults button.
2 Check the Tool Icons check box.

TIP: You can easily back up, diagnose, optimize, or scan your hard drive for viruses by dragging the appropriate drive icon to the Backup, Disk Doctor, Speed Disk, or AntiVirus tool icon, respectively.

Drive Windows

Drive windows are powerful tools you can use to access and manage your disks, directories, and files. They display the contents of a selected disk drive and include such information as the amount of disk space available and the total size of all files in a selected directory.

You can display multiple drive windows on your desktop at any one time--as many as your computer's memory will allow. You can also open more than one drive window for each drive--to make moving files to different directories on the same drive easier, for example.

To open a drive window:

- Double-click the appropriate drive icon.

TIP: You can use the same drive window to display the contents of a different drive by typing the drive

letter or choosing it from the list in the drive drop-down combination box:

To make general changes that affect drive windows as they appear on your desktop:

- Choose Customize... from the Options menu in a drive window.

Or,

- Choose Customize... from the main Norton Desktop Options menu then click the Drive Windows button.

TIP: You can easily perform file and directory operations--such as copying, moving, deleting, renaming, and scanning--by dragging files from a drive window to another location: a drive icon, a tool icon, a group window, or a directory in the same or a different drive window, for example.

You can use the right mouse button in a drive window file pane to select multiple files. This is usually much easier than using the left mouse button while pressing either Shift or Ctrl (though, of course, Shift+click and Ctrl+click selection is supported). If, however, you'd rather use the right mouse button to gain access to a pop-up menu, you can make this simple configuration change.

To enable drive window pop-up menus (accessible with a click of the right mouse button):

1 Choose Customize... from the Options menu in a drive window.

Or,

Choose Customize... from the main Norton Desktop Options menu then click the Drive Windows button.

2 Click Advanced....

3 Select the Pop-up Menu option button.

4 Click OK (then click OK again to exit Control Center).

Group Windows

Quick Access is a graphical menuing system that is like a superset of Program Manager. So naturally, Quick Access lets you create groups that contain group items: icons that represent applications and documents.

But with Quick Access, you can also:

- Place groups inside other groups ("nested" groups)
- Drag group windows and icons directly onto your desktop; they are not confined to the top-level Quick Access window
- Assign password protection at both the group and group item level (particularly beneficial if you share your computer or use a network drive)

To create a group:

1 Open the group window in which you want to create the group. (Remember that the group entitled "Quick Access" is the top-level group.)
2 Choose New Group... from the group window Group menu.
3 Be sure the Group option button is selected.
4 Type the group's title in the Title text box.
5 Click OK.

To open a group:

- Choose the desired group title from the list in the main Norton Desktop Window menu. If you have more than seven group windows, choose List All... from the Window menu to see a comprehensive list of windows.

To create a group item:

1 Open the group window in which you want to create the item.
2 Open a drive window containing the file for which you want to create a representative group item.
3 Select the file from the drive window and drag it to the group window.

To open or launch a group item:

- Double-click the group item icon in the group window.

Organizing Your Desktop

When you first start Norton Desktop, you may want to rearrange the desktop itself so that it better fits the way *you* prefer to work. No doubt that as you become more familiar with Norton Desktop, you'll want to make minor changes along the way. But right up front, you may want to take advantage of some or all of these features:

- Pop-up Menus
- File Details
- Desktop Items
- Toolbox View

You can also change the general appearance of your desktop by using Control Center. Choose Customize... from the main Norton Desktop Options menu.

TIP: After you make your changes, be sure to save your configuration.

Some features of Norton Desktop are so well integrated that they are easy to miss. Two of the most important are:

- FileAssist
- Smart Groups

Activating Pop-up Menus

Pop-up menus, like the one shown here, provide some of the most useful commands for the objects to which they are attached.

You can have pop-up menus for the desktop itself, as well as for <u>tool icons</u>, <u>drive icons</u>, <u>group windows</u>, and <u>drive windows</u>.

To enable pop-up menus:

1   Choose Customize... from the main Norton Desktop Options menu then click the Defaults button.

2   Check the appropriate check boxes in the Pop-Up Menus group box: Desktop (accessed from any blank area on your desktop), Quick Access (group windows), Tool Icons, and Drive Icons.

3   Click OK.

To access a pop-up menu:

◆   Click the object (a drive icon or tool icon, for example) with the right mouse button.

You can use the right mouse button in a drive window <u>file pane</u> to select multiple files. This is usually much easier than having to fiddle with the Shift key or the Ctrl key while you select files with the left mouse button (though, of course, Shift+click and Ctrl+click selection is supported). But if you prefer, you can use the right mouse button to gain access to a pop-up menu in a drive window.

To enable drive window pop-up menus:

1   Choose Customize... from the Options menu in a drive window.

Or,

Choose Customize... from the main Norton Desktop Options menu then click the Drive Windows button.

2   Click Advanced....

3   Select the Pop-up Menu option button.

**4**   Click OK (then click OK again to exit Control Center).

Specifying File Details

You can specify the file details you want to see in a drive window file pane, including the mini file icon, file size, date and/or time the file was created or last modified, as well as the subdirectories under the selected directory.

For example, compare this default file pane (which includes the mini icon):
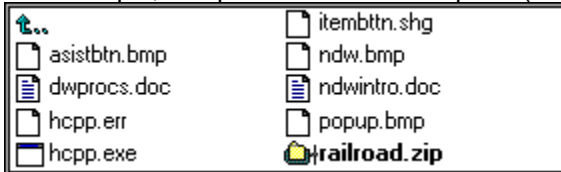
with this file pane showing additional details (size, date, and time):

To specify how files should be listed in a file pane:

    1   Choose File Details... from a drive window View menu.

    2   Check the check boxes for the items you want to display--date, time, and so on. (Note that the sample at the bottom of the dialog shows you how a file listing will appear.)

    3   Click OK.

TIP: To make every drive window hereafter open with your new file details selections, click Set Default in the File Details dialog box.

Creating Desktop Items

If you tend to use a few applications again and again, but find that even a group in toolbox view takes too much space on your desktop, you may want to create a desktop item for each application. Desktop items look much like tool icons, except that they have a raised-button appearance rather than a beveled border. Desktop items can represent any file, whether it be an application or an associated document.

To create a desktop item:
   ◆   Drag the appropriate file from a drive window to any blank location on the desktop.

TIP: You may want to drag a directory from a drive window tree pane to create a directory desktop item. Thereafter, drag files to that desktop item to quickly copy or move files to the applicable directory on your disk.

To open or launch a desktop item:
   ◆   Double-click the desktop item icon.

To remove a desktop item from the desktop:
   ◆   Drag the desktop item icon to the SmartErase tool icon.

NOTE: Because a desktop item only *represents* a directory or file, deleting a desktop item does *not* delete any applications or document files from your disk. It's only the desktop item icon that is deleted.
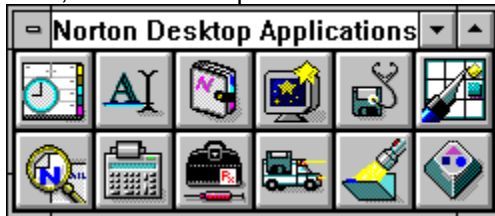
Changing to Toolbox View

You can display a group window in one of three styles:

◆ **Icon View:** displays icons and their titles (this is the default view)

◆ **List View:** displays icons as well as their titles and descriptions (if any) in rows

◆ **Toolbox View:** displays icons in a titled format

Toolbox view is a very convenient way to display a group of icons (representing whatever applications and documents you wish) in a compact area. The icons are adjacent to each other, and no space is wasted on titles, like this example:

To change to toolbox view:

1 Choose View Group As... from the group window Options menu.

2 Select Toolbox from the View Group As drop-down list box.

3 Click OK.

To change to another view from toolbox view:

1 Choose View Group As... from the group window Control menu.

2 Select Toolbox from the View Group As drop-down list box.

3 Click OK.

Saving Your Configuration

Whenever you change any of the settings in Control Center (accessed by choosing Customize... from any Options menu), you must save those changes or they will be in effect for the current Norton Desktop session only.

To save your configuration:

◆ Choose Save Configuration from the main Norton Desktop Options menu.

Or,

◆ Check the Save Configuration On Exit check box in the Control Center Defaults category and your changes will be saved when you exit Norton Desktop.

Using FileAssist

FileAssist lets you manipulate files and directories "on-the-fly" in Windows-standard Open, Save, and Save As dialog boxes.

Suppose for example, that you are going to save a text file you've just created with Desktop Editor. But you realize that the directory to which you want to save the file does not yet exist. With FileAssist--right there in the Save As dialog box--you can create the directory.

In addition to making directories, you can also use FileAssist to view a file, find a file (via that all-powerful SuperFind tool), rename a file, and delete one. Of course, you can customize FileAssist for a particular application in an Open, Save, or Save As dialog box as well.

Let's consider an example. You are in your favorite application when you need to open another document. Naturally, you choose Open... from the application's File menu (or the click the Open button). But what was the name of the file you wanted: FILEONE.DOC or FILETWO.DOC? Just select one and click the FileAssist View button at the bottom of the Open dialog box. The file appears in a drive window file pane. (This drive window is the same as any other standard drive window, except that it is missing a tree pane.) If you guessed correctly and viewed the right file, click OK and FileAssist opens that file in your application window. If you were wrong, click Cancel; you are returned to the Open dialog box, where you can view another file--or maybe go on the hunt for it by clicking Find!

NOTE: If you are a Word 2.0 for Windows user, you will enjoy the benefits of FileAssist if all Open, Save, and Save As dialog boxes if you clicked Yes in the FileAssist configuration dialog box, which appeared the first time you started Norton Desktop. If you did not click Yes and now wish you did, follow these steps.

To use FileAssist with Word (if you did not let Norton Desktop automatically configure it):

   1 Start Word for Windows.
   2 Open the FASSIST.DOC file in your Norton Desktop directory.
   3 Choose Macro... from the Tools menu.
   4 Be sure that the Template Macros option button is selected.
   5 Double-click Install in the Macro Name list box to run the Install macro.

By clicking the Config button in any FileAssist-enabled Open, Save, or Save As dialog box, you can customize FileAssist for the particular application you are running.

To enable FileAssist in general for all applications (unless you have specified otherwise for a particular application):

   1 Choose Customize... from the main Norton Desktop Options menu then click the FileAssist-icon button:

   2 Check the Enable FileAssist check box.
   3 Click OK.

Creating Smart Groups

Smart Groups are special Quick Access groups that keep track of specific categories of files you've created or deleted. Essentially, Smart Groups are groups that are associated with a specific directory.

For example, you can put all of your *.DOC files into one Smart Group, defining that group by file type (.DOC) rather than by files of specific names. Thereafter, each time you create a new .DOC file in the specified directory, it is automatically added to your Smart Group.

To create a Smart Group:

1 Choose New Group... from a group window Group menu.

2 Enter a name for your group in the Title text box.

3 If you want to specify a filename for that group, enter it in the Group Filename text box.

4 Select Advanced from the Categories list box.

5 In the Startup Directory list box, enter the name of the directory your Smart Group should monitor for changes (new and deleted files, for example).

6 If you want to manage (add or delete) files of a particular type--as opposed to all files in the startup directory in general--enter the file type (*.DOC, for instance) in the Smart Group Filter text box.

7 Click OK.

[Group Windows](#)
[Toolbox View](#)

Doing Everyday Tasks

Click the item below for which you would like information.

 Deleting Files and Group Items

 Copying Files and Group Items

 Moving Files and Group Items

 Viewing Files

 Compressing and Decompressing Files

 Scanning Files for Viruses

 Making Directories

 Comparing Directories

Deleting Files and Group Items

There are many ways to delete a file or a group item. This is one of the easiest methods:

To delete a file (or directory) or group item (or group):

- Drag the selected file(s) from a drive window (or the group item from the group window) to the SmartErase <u>tool icon</u>.

NOTE: Deleting a group or a group item does *not* delete any applications or document files from your disk. It's only the group icon or the group item icon that is deleted.

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Copying Files and Group Items

It is quite easy to copy files and group items (and directories and groups, of course) with your mouse.

To copy a file (or directory):

- Drag the selected file(s) from a drive window file pane to a directory in a tree pane (in the same or in another drive window. (Remember you can open more than one drive window for the same drive.)

TIP: To quickly copy a group of files to a diskette, drag the selected files from a drive window to the A: or B: drive icon.

To copy a group item (or group):

- Hold Ctrl while you drag the selected group item(s) from a group window to another group window or group icon.

NOTE: Remember that a group or group item only *represents* one or more files. Consequently, having multiple copies of a group or group item does not take up a significant amount of disk space; it's only the information about the groups and items that is duplicated, not the applications and documents themselves.

[Drive Windows](#)
[Moving Files](#)

Moving Files and Group Items

Just as you can copy files and group items (as well as directories and groups) with your mouse, you can move them, too.

To move a file (or directory):

◆ Hold Alt while you drag the selected file(s) from a drive window <u>file pane</u> to a directory in a tree pane (in the same or in another drive window. (Remember you can open more than one drive window for the same drive.)

To move a group item (or group):

◆ Drag the selected group item(s) from a group window to another group window or <u>group icon</u>.

[Drive Windows](#)
[Copying Files](#)

Viewing Files

File viewers allow you to view files without launching the application that created them. Consequently, you can look at Lotus 1-2-3 for Windows or WordPerfect for DOS files without even having those applications installed on your computer. And now, Norton Viewer supports over 100 file formats. (Refer to Chapter 23, "Using Norton Viewer," in the *User's Guide* for a list of supported formats.)

To view a file:

◆ Select one or more files in a drive window and drag them to the Viewer tool icon.

To zoom in and out of a graphics file:

◆ Double-click the graphics image.

You can also copy small portions of or all graphics or text files to the Windows Clipboard from the Viewer.

To copy all text to the Clipboard:

1 Choose Select All from the Edit menu.

2 Choose Copy from the Edit menu.

To copy the entire text or graphics image to the Clipboard:

◆ Choose Copy from the Edit menu.

TIP: You can easily copy a selection to the Clipboard by clicking the right mouse button in a view pane or in a Norton Viewer window to access a pop-up menu. Here you can choose the Copy command (or any of several other commands).

To copy a custom-defined portion of a graphics image to the Clipboard:

1 Place the mouse cursor in the upper-left corner of the area you want to copy.

2 Drag (by holding the left mouse button) to the right to outline the area you want to copy, press Ctrl before releasing the mouse key.

3 Release both the Ctrl key and the left mouse button.

The area of the image outlined is copied to the Clipboard, where it remains accessible for you to paste it into other applications.

Tool Icons
Drive Windows

Compressing and Decompressing Files

See Also

If you find yourself running low on disk space, consider compressing some files--or even entire directories. Norton Desktop makes it easy with compression that is 100-percent compatible with the industry standard PKZIP format, including support of the latest PKZIP password encryption.

To compress a directory or file:

1 Select the directory or file from a drive window.
2 Choose Compress... from the drive windows File menu.
3 Type the name of the new compressed file (*.ZIP) in the To drop-down combination box.
4 If you want to encrypt the file with a password, type the password in the Encrypt With Password text box.
5 Click OK.

To instantly compress a directory or file:

◆ Drag the directory or file from a drive window to the Compress tool icon.

To instantly decompress a directory or file:

◆ Select it in a drive window and drag it to another location (to another directory or disk, for example).

TIP: You can display the list of compressed files in a .ZIP file by selecting that file and clicking the View button on the toolbar to open the view pane.

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<u>Tool Icons</u>

Scanning Files for Viruses

Norton AntiVirus provides the most complete virus prevention, detection, and elimination available. You can use it to eradicate viruses on entire disks, in all the files in a specific directory, a particular group of files, or in a single file. You can even schedule automatic scans with the Scheduler.

The award-winning Norton AntiVirus scans for over 2300 known viruses and can detect unknown (undefined) viruses. In addition, Norton AntiVirus provides constant background protection against viruses as you work.

To scan a disk (such as a diskette or "floppy disk") with Norton AntiVirus:

- Drag the appropriate drive icon to the AntiVirus tool icon.

To scan a directory or file:

- Drag the directory or file from a drive window to the AntiVirus tool icon.

Norton AntiVirus uses a virus definitions file to protect your computer against viruses. This file contains the "fingerprints" of all the viruses and can be updated to include new virus definitions as they are discovered and identified.

IMPORTANT: You should update the virus definitions file as new definitions become available. This ensures that your computer is fully protected from new viruses. Perhaps the most convenient way to do this is with Symantec's anti-virus update service. See the SAV-U coupon in your Norton Desktop package for details, or call Customer Service for more information.

To maintain the best defense against viruses:

- Obtain the latest virus definitions file from one of these virus protection update services:
  - SAV-U for automatic, regular virus updates sent directly from Symantec
  - Symantec BBS, which provides the current virus definitions file
  - CompuServe, which provides the current virus definitions file

  Refer to Customer Service Information for additional details.

Note that each virus update comes with complete instructions for updating the virus definitions file.

Tool Icons

Making Directories

You can quickly make a directory (or subdirectory) in a <u>drive window</u>.

To create a directory:

1. Choose Make Directory... from a drive window File menu.
2. Type the name of your new directory in the New Directory text box. Note that unless you type a full pathname, the directory you create will be a subdirectory of the directory listed on the Directory static text line.
3. Click OK.

Comparing Directories

You can use drive windows to compare selected two directories to determine whether there are differences between them. Files that are found to be different are highlighted in the appropriate file pane.

To compare two directories:

1   Open two drive windows and select the two directories you want to compare. (Select one directory in each drive window.)

2   Choose Compare Directory from the File menu.

Norton Desktop tells you whether the two selected directories are identical or different. If the two directories are different, the files that differ between the two drive windows will be selected in each of the file panes.

Organizing Your Time with Day Planner

Day Planner is actually three powerful productivity tools rolled into one application:

- ◆ **Calendar:** Schedule appointments and view them in different formats, including day, week, and month views
- ◆ **To Do List:** Enter tasks and prioritize them, then check them off as they are completed
- ◆ **Phone Book:** Maintain lists of names, addresses, and phone numbers

To launch Day Planner:

- ◆ Choose Day Planner from the Tools menu.

You can create as many different calendars, to-do lists, or phone books as you need to stay organized. You can even give them a descriptive name to quickly locate them again, or even store related calendars, to-do lists, or phone books in a separate directory.

To create a new calendar, to-do list, or phone book:

1. Choose New from the Day Planner File menu.
2. Type a description in the Name text box. The description will appear in the title bar of your calendar, to-do list, or phone book.
3. Select the option button that specifies what you want to create: a calendar, a to-do list, or a phone book.
4. Click OK.

To open an existing calendar, to-do list, or phone book:

1. Choose Open... from the Day Planner File menu.
2. Select a calendar, to-do list, or phone book to open.
3. Click OK.

TIP: The History button on the toolbar provides a quick way to open a file, by letting you choose from a list of recently used files. This can be a real time saver if you use files located in different directories or on different drives.

Once a calendar, to-do list, or phone book is open, you can add and modify entries as you see fit. You'll probably want to play around a bit to get familiar with Day Planner before you start using it. Don't forget that Day Planner offers extensive drag-and-drop capability; you can easily reschedule appointments by dragging the schedule bars in a day window, or move appointments by dragging them from one day to another in the Week view.

And don't overlook tracking tags, a feature that lets you associate people, projects, and assignments in the grouping of your choice. For example, suppose you prefer to keep one to-do list, though your tasks tend to fall into three categories. So you create tags to reflect those categories and call them Project One, Project Two, and Personal. Then--after assigning one or more tags to a task--whenever you want to see items that relate only to your projects, you can set a "filter" to show only those tasks tagged as Project One or Project Two.

To assign a tracking tag to an appointment, task, or phone book entry:

1. Select the item you want to tag.
2. Choose Tags... from the Edit menu.
3. Double-click the desired tag from the Tags Defined list box.

   Or,

   If you need to first create a tag, type the tag name in the Define New Tag text box then click Add.
4. Click OK.

To set a filter to show only items with a particular tracking tag:

1   Make sure the window containing the items you want to filter is the active window. (Click it if it is not currently active.)

2   Choose Filter... from the Edit menu.

3   Double-click the tag (or tags) for the items you want to display. (If a tag name does not appear in the Tags In Filter list box, items with that tag will be filtered out and will not appear in your to-do list (or whatever your active window was prior to choosing Filter...).

4   Click OK.

Keeping Your Disks Healthy

Norton Disk Doctor and Speed Disk, two valuable utilities for keeping your disk healthy and performing at its peak, are now fully operational in the Windows environment.

Norton Disk Doctor checks every area of your disk, looking for problems that need immediate attention as well as for errors that could give you problems in the future. You should run Norton Disk Doctor if you are having trouble accessing a disk or if you notice problems when you try to run applications. It is also a good idea to run Norton Disk Doctor periodically to make sure there are no problems starting to develop.

To diagnose a disk with Norton Disk Doctor:

◆ Drag the appropriate drive icon to the Norton Disk Doctor tool icon.

NOTE: If your hard disk is ever so badly damaged that you cannot start Windows or even access the disk, use a bootable diskette to start your computer, then run the Fix-It Disk version of Norton Disk Doctor (for DOS).

Speed Disk both defragments files (they naturally get fragmented as you add to a file and save it repeatedly) by placing all the pieces in the correct sequential order as contiguous clusters, and consolidates the unused space on a drive. This allows your computer to read and write data much faster.

Use Speed Disk when you frequently edit and save large files and to create large blocks of unused disk space--useful, for example, when you create a permanent Windows swap file.

To optimize a disk with Speed Disk:

◆ Drag the appropriate drive icon to the Speed Disk tool icon.

<u>Preparing for a Disaster</u>

Preparing for a Disaster

A rescue disk provides protection against computer startup failures by storing hard disk information, startup programs, and various utilities on any disk (perhaps more conveniently, on a diskette). If you did not let the Norton Desktop install program create a rescue disk for you, you can do that now.

The Fix-It Disk includes many Norton programs to help you cover from a disk disaster.

Be sure to keep both your rescue diskette and the Fix-It Disk in a safe (maybe even offsite) location.

To create a rescue disk:

1. Choose Run... from the File menu and type RESCUEW in the Command Line text box.

2. From the Save Rescue Information To drop-down list box, select the drive on which you would like your rescue information stored. (Not that most computers can only boot from the A: drive, regardless of whether there are additional drives such as B:.)

3. Change the media type if necessary.

4. Insert a blank or unformatted diskette into the specified drive.

   If you have specified a hard drive, Rescue Disk prompts you for the destination directory.

5. Click OK.

IMPORTANT: Be sure to test your rescue diskette! As part of your disaster-recovery plan, try booting from your rescue diskette. Then store it, along with the Fix-It Disk, in a safe location.

Keeping Your Disks Healthy

Contacting Technical Support and Customer Service

To quickly find technical support or customer service information, click on one of the following:

[Customer Service, U.S. and Canada](#)

[Technical Support, U.S. and Canada](#)

[Symantec BBS](#)

[Fax Retrieval System](#)

[Customer Service and Technical Support, International](#)

Customer Service (United States and Canada only)

Symantec Corp.	(800) 441-7234 voice
175 W. Broadway	(503) 334-7474 fax
Eugene, OR 97401	Hours: 7:00 A.M. to 5:00 P.M. Pacific Time
	Monday through Friday

Technical Support (United States and Canada only)

Symantec Corp.	(503) 465-8420 for Norton Desktop.
175 W. Broadway	(503) 465-8450 for Norton AntiVirus and
Eugene, OR 97401	Norton Backup
	(503) 334-7470 fax
	Hours: 7:00 A.M. to 5:00 P.M. Pacific Time
	Monday through Friday

Symantec BBS

300-, 1200-, and 2400-baud modems	(503) 484-6699 (24 hrs.)
9600-baud modems	(503) 484-6669 (24 hrs.)

Settings for the Symantec BBS are:

- 8 data bits, 1 stop bit; no parity

Fax Retrieval System (United States and Canada only)

Symantec's Fax Retrieval System provides instant access to general product information, technical notes and virus definitions through a 24 hour automated attendant. To access this service, simply have your fax number ready and dial (800) 554-4403 from any fax machine or touch-tone phone.

International Technical Support and Customer Service

United Kingdom	Symantec UK Limited	0628 59 222 voice
	Sygnus Court	0628 592 287 fax
	Market Street	
	Maidenhead	
	Berkshire	
	SL6 4AD	
	United Kingdom	
Europe (all countries except UK)	Symantec Europe	31 71 353 111 voice
	Kanaalpark 145	31 71 353 150 fax
	Postbus 1143	

	2321 JV Leiden The Netherlands	
Australia	Symantec Pty. Ltd. Upper Level 408 Victoria Road Gladesville, NSW 2111 Australia	61 2 879 6577 voice 61 2 879 6805 fax
All other countries	Symantec Corp. 10201 Torre Ave. Cupertino, CA 95014 U.S.A.	(408) 252-3570 voice (408) 253-4992 fax