SYMANTEC.™

CD-ROM

Mac OS

NORTON

Utilities™

Version 3.5

the world's **#1** problem solving software

Protects Against:

- **Software Crashes**
- **Hard Disk Problems**
- **Lost Files**

Over 15 million satisfied users of Norton Utilities

Norton Utilities for Macintosh®

10 9 8 7 6 5 4 3 2 1

System Requirements

- System 7.1 or higher
- 4 MB RAM required (8 MB recommended)
- Power Macintosh or Macintosh (68020 or better)
- Power Macintosh required for CrashGuard
- CD-ROM drive

Welcome to Norton Utilities for Macintosh, a set of utility programs designed to make your computing safer, faster, and easier.

About Norton Utilities for Macintosh

This booklet is intended to provide just enough information to get you started. For detailed instruction, see the *Norton Utilities Apple Guide* and *ReadMe* files included on this CD-ROM.

Emergency Data Recovery Procedures

If your Startup Disk is damaged or contains files you want to recover, don't install Norton Utilities onto it or you may damage recoverable files. Instead, start up your computer with the enclosed CD-ROM and run Norton Disk Doctor.

To repair a damaged disk or recover files

1 Restart the computer with the Norton Utilities for Macintosh CD-ROM in the drive.

2 Do one:

■ Hold down the C key while starting up.

■ Use the Startup Disk Control Panel to select the CD-ROM as the startup drive.

Verify the CD-ROM is the startup drive by checking to see it is the icon in the upper-right corner of your desktop.

3 Double-click the Norton Utilities icon.

4 Click Norton Disk Doctor in the Norton Utilities menu.

5 In the Disk Doctor window, choose the damaged disk or the disk with deleted files.

If you don't see the disk you want to repair in the list, choose Show Missing Disks from the Disks menu.

6 Click Examine.

Norton Disk Doctor tests the selected drive and lists all errors it finds.

7 Follow the recommendations made by Norton Disk Doctor.

8 Repeat steps 6 and 7 until no problems are found on your hard disk.

If files are still missing, UnErase can recover deleted files.

To UnErase files

1 Choose UnErase from the Norton Utilities Main Menu.

UnErase opens.

2 Choose the problem drive.

3 Click Search.

UnErase automatically chooses the most likely search method the first time you perform a given search.

If UnErase locates files

1 Scan the list for needed or missing files.

2 Do one:

- Choose the found files one at a time.

- Choose more than one by pressing Shift and clicking on each one.

You can recover one or more files, view their contents, or get information for one file at a time.

3 If the needed files are not found, do one:

- Click Search Again.

- See "If UnErase fails to locate files" on page 3.

Caution: Save recovered files to a disk other than the one you're recovering from. Saving to the same disk may overwrite other files you need to recover.

If UnErase fails to locate files

If UnErase fails to locate files, search again using one of the following methods:

- **FileSaver Scan**
  Most reliable recovery method if FileSaver was active.

- **Directory Scan**
  Most reliable recovery method if FileSaver was not active. Results depend on the amount of space available on the disk and how soon after losing the file you use UnErase. On a full disk, erased directory space is quickly overwritten and this method is unlikely to succeed.

■ **File Pattern Scan**
  If you don't remember a filename, but do remember the application that created it. File Pattern Scan locates and lists all files created by the selected applications. Shift-click to select more than one application.

■ **Text Scan**
  Lets you search for words or phrases you know were in the missing file. Found files have generic file names and are in SimpleText format.

To identify a file located in a File Pattern Scan or a Text Scan

1 Select one file at a time.

2 Click the View Contents button.

3 Read part of each file until you find the right one.

If UnErase still fails to locate files, do one:

■ See "Volume Recover" on page 17.

■ Call Symantec Corporation Technical Support.

If your computer has no internal CD-ROM drive

Create an NDD Startup Disk on another machine and use it to start up your computer.

To create an NDD Startup Disk

1 Insert the Norton Utilities for Macintosh CD-ROM.

2 Open the Startup Disk Images folder.

3 Open the correct folder for your Macintosh.

4 Double-click the NDD Startup Disk icon to open Disk Copy.

5 Insert a blank, 1.4 MB floppy disk.

6 Click Make A Copy to format the floppy disk.

Disk Copy creates an NDD Startup Disk.

Restart your computer from the newly created Startup Disk and run Norton Disk
Doctor. Then proceed with "Emergency Data Recovery Procedures" on page 1.
Use the procedure to create Speed Disk and Norton Disk Editor Startup Disks.

If you do not have a computer with a CD-ROM available to create a Startup
Disk, use the NDD Emergency Disk (for 680x0 machines) included in the box.
Also, you can order a Disk Replacement Set from Symantec Corporation
Customer Service. See "Symantec Service and Support" on page 20.

Troubleshooting Suggestions

If Disk Doctor and UnErase are unable to solve your problems:

■ Check all cables for loose connections.

■ Reset P-RAM by restarting with Command-Option-P-R held down.

■ Rebuild the Desktop File by restarting with Command-Option held
   down.

■ Disconnect all external SCSI devices.

■ Update your SCSI Driver with the latest formatting software. For more
   information on updating drivers, consult your computer's user guide.

Installing Norton Utilities for Macintosh

1   Insert the CD-ROM into the drive and double-click the Install icon.

2   Click Continue on the Welcome to Norton Utilities screen.

3   From the Install window, choose one:

   ■   **Easy Install** (recommended)
   Installs all Norton Utilities applications in the location of your choice.

   ■   **Custom Install**
   Allows you to select specific Norton Utilities applications to be installed. To install any application, click the checkbox next to its name. For more information about any application, click the information (?) button.

Disk Images for installation are also available in the Install Disk Images folder on the Norton Utilities CD-ROM.

Starting Norton Utilities for Macintosh

There are several ways to open each utility. The easiest is to double-click the Norton Utilities icon in the Norton Utilities folder and click the buttons in the Main Menu to open an application.

Norton Disk Doctor

Norton Disk Doctor (NDD) keeps your computer problem-free and running efficiently. Detect and repair disk and system problems before they become serious.

Norton Disk Doctor:

- Diagnoses and repairs disks
- Repairs and recovers damaged files
- Rebuilds the desktop file

How Norton Disk Doctor works

NDD runs a series of diagnostic tests on a selected drive. When it locates a problem, NDD repairs it automatically or lets you decide whether to fix it. When NDD finishes, it creates a detailed report on the disk it has tested, listing all problems found and the actions taken for each one.

When to use Norton Disk Doctor

For maximum protection, use NDD regularly. For example, run NDD after your regular backup or once a week.

Also, use NDD whenever problems are discovered:

- If FileSaver discovers a disk problem
- If your Startup Disk is damaged
- If files mysteriously disappear or if an application you use often suddenly does not run

To use Norton Disk Doctor

1 Do one:

- Choose Norton Disk Doctor from the Norton Utilities Main Menu.
- Double-click the NDD icon in the Norton Tools folder.

The NDD window appears.

2 Follow the on-screen instructions.

Responding to problems

When Norton Disk Doctor discovers a problem, it stops testing and reports the problem. If Disk Doctor can fix the problem, it gives you three choices:

■ **Fix**
  If you want NDD to repair the problem and resume testing.

■ **Don't Fix**
  If you want NDD to skip the problem and continue testing.

■ **Stop**
  If you want NDD to stop testing.

In some cases, NDD displays an information box. After reading the recommendation, click Continue, or click Stop to end the test.

Tip: Sometimes fixing one problem with NDD uncovers another problem. If NDD fixes any disk errors, run it again in its entirety until no errors are reported.

Norton CrashGuard

Norton CrashGuard helps prevent crashes, and helps minimize the damage a crash can cause to the data on your computer. Norton CrashGuard allows you to:

■ Quit an application immediately when problems arise

- Recover from certain crashes and save your work

- Maintain a record of crashes and other system-related problems

How to use Norton CrashGuard

Choose CrashGuard from the Norton Utilities Main Menu and click it On (if it isn't on already). If an application crashes, Norton CrashGuard displays an alert window informing you the program has become unstable. You are given three choices:

- **Quit the Application**
  Allows you to save work in other applications. This is the safest option with best chance for success.

- **Try to Fix**
  Attempts to return to the application so that unsaved data can be saved. Use this option only when attempting to recover unsaved data from the application that crashed. Then save your work, quit (Force Quit), and restart your computer immediately. Save files with new names (Save As) so previously saved data is not corrupted.

- **Restart** (your computer)
  Prevents a crash from adversely affecting other applications or your system.

Norton Disk Editor

Norton Disk Editor (NDE) accesses data on any area of a disk. It displays and allows you to modify the bits and bytes on a disk. It displays a disk's basic

bookkeeping information (in the same logical structure used by the disk). For more detailed information, see the *Norton Utilities Apple Guide* files.

DiskLight

DiskLight lets you know when a drive (hard disk, floppy drive, CD-ROM, or other SCSI device) is being accessed, locally or over a network.

How to use DiskLight

You can switch DiskLight on and off by using the DiskLight control panel. DiskLight informs you that a disk is being accessed by flashing an icon in the menu bar.

Fast Find

Fast Find helps you find and manage files quickly and easily. It quickly searches one or more mounted devices (including network drives) for the file of your choice.

What Fast Find does

■ Locates files or folders by Name, Type, or Creator signature so you can open them directly from the Fast Find window

■ Views documents without use of the application that created them

■ Displays and allows you to change a file's technical information

To use Fast Find

1 Choose Fast Find from the Apple menu.

2 Enter all or a part of the file or folder name.

3 Choose the drive or drives to be searched.

Shift-click to select more than one drive.

4 Click Find (the running man icon).

FileSaver

FileSaver prevents disk problems from occurring, and provides critical information should problems arise:

■ Automatically checks disks for problems while the system is idle.

■ Creates FileSaver protection files that aid in volume and file recovery.

■ Checks fragmentation levels and reminds you to optimize your drives.

How to use FileSaver

FileSaver runs by itself. If you activated FileSaver when you installed Norton Utilities for Macintosh, FileSaver is already at work. To be sure it's switched on, open the FileSaver Control Panel and click On. The Status box tells you whether FileSaver is on or off.

Selecting a drive for protection

In the FileSaver window, select which disks to protect. You can choose:

■ How many deleted files you want to track

■ Which disks to protect (by placing an X in the Disk checkbox)

■ Whether you want to save Finder Get Info comments

Tip: Infrequently used disks may not be on your desktop when you're selecting disks to protect. Remember to select those disks for protection the next time you mount them. Or, mount them now to make sure they're protected.

To set FileSaver preferences

1 Open the FileSaver control panel.

2 Click More Choices (if that option is visible).

   If Fewer Choices is visible, you do not need to click More Choices.

3 Click Preferences.

FileSaver allows you to choose General, Protection, and Prevention Preferences. Detailed information about FileSaver preferences is found in the *Norton Utilities Apple Guides*.

When you are in FileSaver, Norton Utilities for Macintosh Guides aren't available. Open the Norton Utilities Main Menu to access the *Norton Utilities Apple Guides*.

Responding to problems

If FileSaver detects a problem, it displays a dialog box describing what's wrong. You can either Ignore the problem, or Run Norton Disk Doctor to repair it.

If you elect to Ignore the problem, the alert window will close. If you run NDD, see "To use Norton Disk Doctor" on page 7.

Speed Disk

Speed Disk maximizes disk drive performance:

- Measures file fragmentation and defragments files

- Optimizes placement of files on disk according to the selected profile

When to use Speed Disk

Use Speed Disk to:

- Periodically optimize the performance of a drive

- Defragment a disk when the level of fragmentation exceeds Moderate

- Optimize a drive before mastering a CD-ROM or resizing a partition

Before using Speed Disk

Before using Speed Disk, do the following:

1 Discard or archive seldom-used files and applications.

2 Run Norton Disk Doctor to repair any problems.

3 Back up the disk to be optimized.

4 Update the SCSI Driver with the latest version of its formatting software.

To optimize a disk

1 Do one:

- Click Speed Disk in the Norton Utilities main menu.

- Double-click the Speed Disk icon in the Norton Tools folder.

2 Choose the drive to be optimized.

3 Click Optimize.

You cannot optimize files that are in use by the system. Therefore, you cannot completely optimize a disk if it is being used as your Startup Disk.

To defragment selected files on your Startup Disk

1 Open Speed Disk.

2 Click Check Disk.

3 Choose Show Fragmented Files from the Explore menu.

4 Choose fragmented files (not in use) to be defragmented.

5 Click Defragment Selected Files.

To optimize the entire Startup Disk, reboot your computer from the Norton Utilities for Macintosh CD-ROM. Or create a Speed Disk Startup Disk (floppy disk) for your computer, start up from that disk, and then use Speed Disk to optimize the disk (see "To optimize a disk" on page 13).

To customize the way files are optimized

You can customize the way files are optimized by using Speed Disk profiles. You can choose from the following options:

■ **General Use**
Optimizes and groups similar file types together. Places free space in the middle of the drive.

- **Multimedia**
  Quickly maximizes contiguous free space. Ideal when preparing to create a very large file that should not be fragmented.

- **Software Development**
  Moves project files and source files close to free space.

- **CD-ROM Mastering**
  Optimizes and places files at the front of the disk.

- **Recently Used Files**
  Optimizes the most recently used files.

- **Disk Resizing**
  Moves all files to the front of the disk. Useful when preparing to resize a partition.

- **Speed Disk 3.2**
  Uses the optimization pattern from Speed Disk 3.2.

System Info

System Info analyzes your computer's performance and characteristics:

- Tests system performance and reports on your system configuration

- Compares the speed of your computer to other Macintosh computers

- Compares Power Macintosh native vs. emulated performance

When to use System Info

Use System Info on your new computer to compare it to your old one, or compare your present computer to one you're thinking of buying. If your Macintosh seems slow or sluggish, run System Info and compare current to previous results. System Info allows you to locate a specific element (such as a new extension) that may be slowing down your computer.

To use System Info

1 Click System Info in the Norton Utilities Main Menu or double-click its icon in the Norton Tools folder.

The System Info window appears.

2 Choose the tests you want to run.

3 Click Run.

UnErase

UnErase recovers deleted or erased files and data:

■ Recovers thrown away or erased files

■ Salvages data from an irreparably damaged disk

How UnErase works

Files emptied from the trash remain on your disk until they are overwritten by other files. UnErase can locate and recover trashed files that are not overwritten.

When to use UnErase

Use UnErase when you have:

- Erased files you need to recover

- Suffered irreparable damage to a disk

- Accidentally initialized a hard disk

How to use UnErase

See "Emergency Data Recovery Procedures" on page 1.

Volume Recover

Restores physical and logical disk structure information to disks that are damaged or have been accidentally initialized.

How Volume Recover works

Volume Recover restores critical partition and directory information (from existing FileSaver files) to disks on which this data is damaged or missing.

When to use Volume Recover

In most cases, you need to use Volume Recover only on the advice of Norton Disk Doctor. You may also need to use Volume Recover when you've accidentally initialized a hard disk or changed its partition structure using driver software.

Caution: Files added since FileSaver was last updated are not recovered.

To use Volume Recover

1 Do one:

   ■ Choose Volume Recover from the Norton Utilities Main Menu.

   ■ Double-click the Volume Recover icon in the Norton Tools folder.

2 Click the disk from which you want to recover.

   If you don't see the disk you want to recover in the list of disks, choose Show Missing Disks from the Disks menu.

3 Click Recover.

Wipe Info

Overwrites files and volumes so they are essentially unrecoverable. Provides greater security and wipes your disk clean so new data is written more reliably.

How to use Wipe Info

1 Double-click the Wipe Info icon in the Norton Tools folder.

2 Choose one of the three options shown:

   ■ **Wipe File**
      Allows you to wipe individual files or entire folders.

   ■ **Wipe Disk**
      Wipes an entire disk.

   ■ **Wipe Unused Space**
      Makes files you have already thrown away unrecoverable by erasing the unused space on a disk or drive.

Caution: Wiped files cannot be recovered. When you choose a file or disk to Wipe, you will receive a warning dialog. If an alias is "wiped," the alias and the file it represents will BOTH be wiped.

Apple Guide Help

Norton Utilities Apple Guides provide extensive help you can access from the Apple Guide menu (?) on the menu bar. *Norton Utilities Apple Guides* include help and shortcuts:

Norton Utilities Help

Norton Utilities Help includes:

- Detailed information on all Norton Utilities processes and functions

- Step-by-step guidelines to Norton Utilities procedures

- Definitions of terms related to Norton Utilities and your computer

Norton Utilities Shortcuts

Norton Utilities Shortcuts include tips and shortcuts to make Norton Utilities applications faster and easier to use.

Registering Norton Utilities for the Macintosh

Symantec Service and Support ■
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To register NUM, please complete the enclosed registration card. You can mail it or also fax the info to (800) 800-1438.

Technical Support

Symantec's Technical Support department offers several support options to best support your needs. See the Technical Support telephone numbers at the back of this booklet.

For detailed information on Symantec Support Solutions, including PriorityCare and PremiumCare Support, please call our U.S. automated fax service at (800) 554-4403 or (541) 984-2490. Request Document 070. Or, visit Symantec's Home Page at: www.symantec.com

StandardCare Support

Symantec's Standard Care Support is for customers who need assistance getting started with their new software. This option offers registered users 90 days of free telephone technical support and access to automated and online services. This will provide you with current information on your software.

Electronic Support

Technical information is available through several online services 24 hours a day. All registered Symantec customers have unlimited access to this information.

America Online and CompuServe

You can exchange information and ideas with Symantec representatives and with other users of our products in the Symantec forums on:

- America Online (Keyword: SYMANTEC)
- CompuServe (GO SYMANTEC)

For more information, data communication settings, or a subscription to these services in the United States and Canada, call:

America Online	U.S. and Canada	(800) 227-6364
CompuServe	U.S. and Canada	(800) 848-8199
	All other locations	(614) 718-2800

World Wide Web and FTP

Symantec's Internet site access provides unlimited access to company and product information. You can access the Symantec World Wide Web home page at:

> http://www.symantec.com

You can also FTP directly to this site to download technical notes and software patches at:

> ftp.symantec.com

Symantec Bulletin Board Service (BBS)

The Symantec BBS provides a customer service forum, shareware and public domain software, Frequently Asked Questions (FAQs), and a download service for the latest

antivirus definitions and software patches. Settings for the Symantec BBS are 8 data bits, 1 stop bit, no parity.

Modem speed	Telephone number
300- through 28,800-bits per second	(541) 484-6669

Automated Fax Retrieval System

You can use Symantec's automated fax retrieval system 24 hours a day to receive product information on your Macintosh. For general product information, fact sheets, and product upgrade order forms, please call our Customer Service fax retrieval system at:

- (800) 554-4403 or (541) 984-2490

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

- Order an Upgrade or Disk Replacement Set
- Subscribe to the Technical Support Priority Care and Premium Care Support Options
- Order product literature or demo disks
- Locate dealers or consultants in your area
- Replace missing or defective pieces (disks, etc.) from your new product package
- Update your product registration with address or name changes

Service and Support Center

Symantec's Service and Support Center for North America is located at:

USA	Symantec Corporation	(800) 441-7234 (U.S. or Canada)
	175 W. Broadway	Fax: (541) 984-8020
	Eugene, OR 97401	

Other Locations   (541) 334-6054

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.

Service and Support Offices

EUROPE

Symantec Europe Ltd.	Tel: +31 (71) 535 3111
Kanaalpark 145	Fax: +31 (71) 535 3150
2321 JV Leiden	
The Netherlands	
Automated Fax Retrieval	Fax: +31 (71) 535 3255

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Symantec Australia Pty. Ltd.	Tel: +61 (2) 9850 1000
408 Victoria Road	Fax: +61 (2) 9850 1001
Gladesville, NSW 2111	
Australia	
Automated Fax Retrieval	Fax: +61 (2) 9817 4550

Most International Partners provide customer service and technical support for Symantec products in the local language. For information on other Symantec and International Partner locations, please call U.S. Technical Support automated fax retrieval service at (541) 984-2490. Choose Option 2 and request Document 1400.

SYMANTEC.

Technical Support

For specific technical questions about Norton Utilities, please call our experts using one of the three support options below. For information on Symantec's broad range of support programs, see the "Service and Support Solutions" section in this manual. International customers, see the "Worldwide Service and Support" section.

StandardCare Support

541/465-8440 (No charge for 90 days from date of first call.)

PriorityCare 800 or PremiumCare 800 Support

800/927-4019 (Charged on a per-incident or per-year basis. U.S. and Canada only.)

PriorityCare 900 Support

900/646-0005 (charged on a per-minute or per incident basis. U.S. and Canada only.)

Customer Service

For general questions about other Symantec products, please call 800/441-7234 (U.S. and Canada) or 541/334-6054. International customers, please see the "Worldwide Service and Support" section in this manual.

WORLD HEADQUARTERS
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