

System Requirements

- ▶ PowerPC processor
- ▶ Mac OS 7.5 or later software
- ▶ 16 MB of RAM
- ▶ 25 MB of available hard disk space
- ▶ CD-ROM drive

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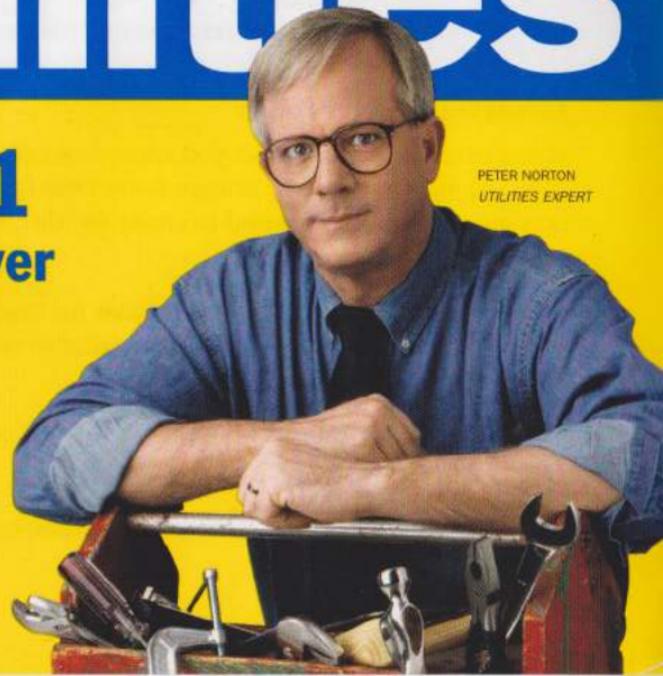
VERSION 4.0

Mac OS



The world's **#1**
problem-solver
for today's
Macintosh

PETER NORTON
UTILITIES EXPERT



About Norton Utilities for Macintosh

This Norton Utilities for Macintosh CD contains the following files:

Norton Utilities Installer

Lets you install Norton Utilities on your Macintosh.

Norton Utilities Application

Lets you scan for problems directly from the CD, without installing.

Read Me

Provides important information on installation, compatibility, and other details not available before we went to press.

Install Disk Images Folder

Contains disk images that let you create a set of installation floppy disks. Along with the disk images is the Disk Copy folder, which contains the software needed to create the disk images.

Documentation Folder

Contains PDF files of the Norton Utilities for Macintosh Reference Guide, plus Adobe Acrobat Reader Installer to read the PDF files.

NAV Trial Install

Contains a trial version of Norton AntiVirus for Macintosh.

System Folder

Lets you restart from the CD, so you can scan, repair, and optimize your Startup Disk.

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About Norton Utilities for Macintosh

Norton Utilities for Macintosh is a collection of software utilities that help you work safer and smarter. They provide you with a wide variety of beneficial tools, roughly grouped into repair, recovery, prevention, and optimization.

About this Guide

This *Norton Utilities for Macintosh User's Guide* is intended to provide just enough information to get you started. For detailed instructions, you can read the *Norton Utilities for Macintosh Reference Guide* PDF file in the Documentation folder on the CD. To access this file, see "Getting more information" on page 20. For online assistance, see "Norton Utilities for Macintosh Guide" on page 18.

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, restart from the Norton Utilities CD before installing.

- See "Running Norton Disk Doctor before installing" on page 5.
- See "Running UnErase from the CD" on page 6.

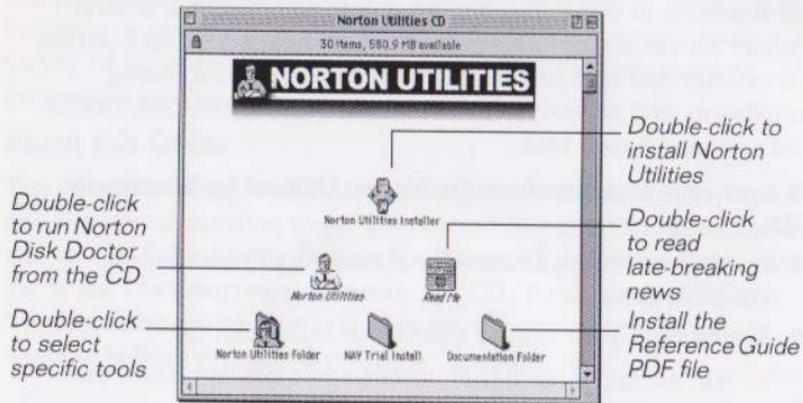
Starting from the Norton Utilities CD

We recommend that you restart your computer with the Norton Utilities for Macintosh CD as your Startup Disk. Restarting from the CD ensures that no System extensions cause conflicts during installation, and improves the effectiveness of Norton Disk Doctor, UnErase, and Speed Disk.

To start your computer from the Norton Utilities for Macintosh CD:

- 1 Insert your Norton Utilities for Macintosh CD into the CD-ROM drive.
- 2 Restart from your Norton Utilities for Macintosh CD:
 - On an Apple Macintosh, restart while holding down the letter "C" key on your keyboard.
 - On a third-party Macintosh, or on a Macintosh with a third-party or external CD-ROM drive, go to Control Panels, open Startup Disk, and select the Norton Utilities for Macintosh CD as your Startup Disk, then restart. You can also press Command-Option-Shift-Delete.

- 3 When your computer restarts from the CD, the Norton Utilities desktop pattern should appear.



If you can't boot from the Norton Utilities for Macintosh CD

If you see an error message and cannot restart from the Norton Utilities for Macintosh CD, you may have a different version of the System software or System Enabler than is supplied on the System folder of the Norton Utilities for Macintosh CD. In this case, you must restart from another external disk containing your current System and System Enabler versions. Then you can insert the Norton Utilities for Macintosh CD, and run Norton Disk Doctor, Speed Disk, UnErase or Volume Recover from the CD. This serves the same purpose as restarting from the Norton Utilities for Macintosh CD.

Troubleshooting suggestions

Try these tips when you start having problems with your system.

- Check all cables for loose connections.
- Reset P-RAM by restarting with Command-Option-P-R held down.
- Disconnect all external devices.
- Update your device drivers with the latest formatting software. For more information on updating drivers, consult the device manufacturer's documentation.

Running Norton Disk Doctor before installing

Use the following procedure to run Norton Disk Doctor from the CD.

To run Norton Disk Doctor from the CD:

- 1 Insert your Norton Utilities for Macintosh CD into the CD-ROM drive.
- 2 Restart from your Norton Utilities CD. See "Starting from the Norton Utilities CD" on page 3.
- 3 In the CD window, double-click the Norton Utilities icon.
- 4 In the Norton Utilities main window, click Norton Disk Doctor.

- 5 In the Norton Disk Doctor window, select the damaged disk and click Examine. Norton Disk Doctor examines the disk and lists all errors it finds.

Note: If the disk you want to repair doesn't appear in the Norton Disk Doctor main window, choose Show Missing Disks from the Disks menu. If it still doesn't show up, you may need to run Volume Recover.

- 6 Follow Norton Disk Doctor's repair recommendations.

When Norton Disk Doctor has repaired any problems on your Startup Disk, you can install. See "Installing Norton Utilities for Macintosh" on page 7.

Running UnErase from the CD

If you have accidentally deleted files, or files are missing, try using UnErase after restarting from the CD. For instructions on restarting from the CD, see "Starting from the Norton Utilities CD" on page 3.

To UnErase files:

- 1 After you have restarted from the CD, double-click the Norton Utilities icon in the CD window.
- 2 In the Norton Utilities main window, click UnErase.
- 3 In the UnErase main window, select a volume to search for lost files.

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

- 4 Click Search. UnErase scans the hard disk and displays a list of erased files in the UnErase Search window.
- 5 Select one or more erased files and click Recover.

You can recover one or more files, view their contents, or get information for the selected items.

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

For more suggestions, see Chapter 4, "UnErase" in the *Norton Utilities for Macintosh Reference Guide* on the Norton Utilities for Macintosh CD.

Installing Norton Utilities for Macintosh

When you are sure your disk is healthy, use the following steps to install Norton Utilities.

To install Norton Utilities:

- 1 Insert your Norton Utilities for Macintosh CD into the CD-ROM drive.
- 2 Do one of the following:

- On an Apple Macintosh, restart while holding down the letter "C" key on your keyboard.
- On a third-party Macintosh, or on a Macintosh with a third-party or external CD-ROM drive, go to Control Panels, open Startup Disk, and select the Norton Utilities for Macintosh CD as your Startup Disk, then restart.

You can also press Command-Option-Shift-Delete.

When your computer restarts from the CD, the Norton Utilities desktop pattern should appear.

- 3 In the CD window, double-click the Norton Utilities Installer icon.

- 4 Click Continue to progress through the information screens.

- 5 Click Agree to accept the License and Warranty Agreement.

If you click Disagree, the installation is cancelled.

- 6 Click Easy Install for a full installation (recommended).

Click Custom if you want to install individual Norton Utilities components. The Custom installation option requires selecting a folder on your disk to install the Norton Utilities folder.

- 7 Follow the on-screen instructions to complete the installation.

- 8 Click Restart.

When your computer restarts, the Norton CrashGuard and Norton FileSaver utilities are actively protecting your computer from crashes and data loss, and Norton DiskLight lets you know whenever your disks are accessed.

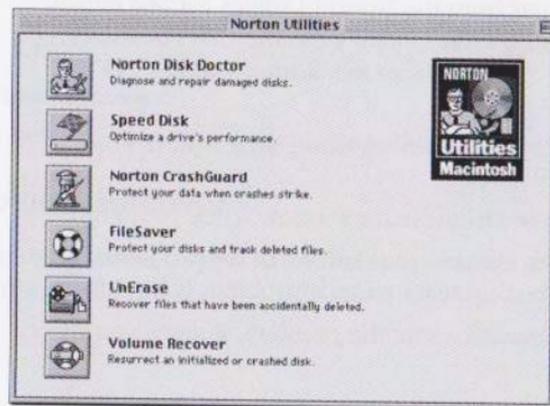
Starting Norton Utilities for Macintosh

When Norton Utilities is open, you can start some utilities from the main window or the Utilities menu.

To start Norton Utilities:

- 1 Double-click the Norton Utilities icon in the Norton Utilities folder.

The Norton Utilities main window appears.



- 2 To open a utility, click its button in the main window, or choose a utility from the Utilities menu.
- 3 The Control Panel utilities, DiskLight, Norton CrashGuard, and Norton FileSaver, are also available from the Control Panels submenu on the Apple menu.

Norton Disk Doctor

Norton Disk Doctor keeps your computer problem-free and running efficiently. It detects and repairs disk and system problems before they become serious. Use Norton Disk Doctor whenever problems are discovered.

To use Norton Disk Doctor:

- 1 If necessary, restart from the Norton Utilities for Macintosh CD, and run Norton Disk Doctor from the CD. For more information, see "Starting from the Norton Utilities CD" on page 3.
- 1 On the Norton Utilities main window, click Norton Disk Doctor.
- 2 In the Norton Disk Doctor main window, click Examine.
Norton Disk Doctor scans your hard disk for problems. A Problem dialog box appears when a problem is found.
- 3 If Norton Disk Doctor can fix the problem, it gives you three choices:

- Click Fix to repair the problem and resume testing.
- Click Skip to skip the problem and continue testing.
- Click Stop at any time to end the test.

UnErase

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. It can also salvage data from an irreparably damaged disk.

Use UnErase when you have:

- Deleted files that you need to recover.
- Suffered irreparable damage to a disk and need to recover data.

To use UnErase:

- Refer to "Running UnErase from the CD" on page 6.

Volume Recover

In most cases, you need to use Volume Recover only on the advice of Norton Disk Doctor.

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

To use Volume Recover:

- 1 Click Volume Recover on the Norton Utilities main window.
You can also double-click the Volume Recover icon in the Norton Tools folder.
- 2 Select the disk you want to recover in the Volume Recover window and click Search to locate FileSaver information files.
 - If you don't see the desired disk in the list, choose Show Missing Disks from the Disks menu to have Volume Recover scan again (for example, if an external drive is just warming up).

At the conclusion of the search, the available Norton FileSaver files should be listed.

- 3 Choose the most recent FileSaver file for the volume you want to recover. It should have a date and time when you are certain your disk was still in working order.
- 4 Click Recover to restore the Norton FileSaver directory information to the disk.
- 5 Be sure to run Norton Disk Doctor after you have recovered the disk's directory information to verify that your disk is in good shape.

Caution: Files added since Norton FileSaver was last updated are *not* recovered. If you are trying to locate files that were created after the most recent Norton FileSaver update, use UnErase first to locate and recover those files. Then use Volume Recover to restore the disk's directory information.

Norton FileSaver

Norton FileSaver saves critical disk information used to restore the disk's directory structure if damage occurs to your disk. This information is used by Volume Recover, Norton Disk Doctor, and UnErase. Norton FileSaver also scans your hard disks for potential problems and warns you if any are found.

To change Norton FileSaver protection:

- 1 Open the Norton FileSaver Control Panel.
- 2 By default, Norton FileSaver is turned on. If you have to temporarily disable it, click Off.
- 3 If you want, change settings for the following options:
 - Which disks you want protected
 - How frequently to update information

Tip: Remember to include infrequently used disks and removable media for protection.

Speed Disk

Speed Disk maximizes disk drive performance. It measures file fragmentation, defragments files, and optimizes placement of files on disk according to the selected profile.

To optimize a disk:

- 1 Click Speed Disk in the Norton Utilities main window.
You can also double-click the Speed Disk icon in the Norton Tools folder.
- 2 Select a drive and click Optimize.

Speed Disk checks your drive and begins optimizing.

If this is your Startup Disk, you can't optimize it, but you can defragment files.

To optimize your Startup Disk:

- 1 Restart your computer from the Norton Utilities CD. For information on restarting from the CD, see "Starting from the Norton Utilities CD" on page 3.
- 2 Launch Norton Utilities (from the Norton Utilities CD if optimizing a Startup Disk). For more information, see "Starting Norton Utilities for Macintosh" on page 9.
- 3 On the Norton Utilities main window, click Speed Disk.
The Speed Disk main window appears.
- 4 Select the disk to be optimized, and then click Optimize.

Speed Disk checks your disk for any problems and begins to optimize.

To defragment files:

- 1 In the Speed Disk main window, click Check Disk.
If this is your startup disk, Speed Disk displays a message that it can't optimize, but it can defragment files.
- 2 Do one of the following:
 - Click Defragment Files to defragment all fragmented files on your startup disk.
 - To view and select specific files for defragmentation, choose Show Fragmented Files from the Explore menu. In the dialog box that appears, select files for defragmenting, and click Defragment Selected Files.

Norton CrashGuard

Norton CrashGuard helps minimize the damage a crash can cause to the data on your computer.

To respond to Norton CrashGuard alerts:

When Norton CrashGuard intercepts a crash, you have three choices:

- Click Quit the Application to close the application that crashed. Choose this option if you have unsaved work in other applications that you need to save.

- Click Try to Fix to save data in the unstable application so previously saved data is not corrupted. Save your work, quit the application, and restart your computer. Save data files with new names with the Save As command.
- Click Restart if you don't need to save open data files. This prevents a crash from causing more instability in your system.

System Info

System Info analyzes your computer's performance and characteristics, and compares the results with other computers, or other configurations of your computer.

To use System Info:

- 1 Click System Info in the Norton Utilities main window.
- 2 In the System Info main window, choose the tests you want to run, and Click Run.

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. It also lets you view file contents and information.

To locate a file or folder with 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.
- 4 Click Find (the running man icon).

DiskLight

DiskLight lets you know when a drive (hard disk, floppy drive, CD-ROM, or other storage device) is being accessed, locally or over a network, by flashing an icon in the menu bar.

Wipe Info

Wipe Info erases files and volumes so they are unrecoverable. This provides greater security and wipes your disk clean so new data is written more reliably.

To use Wipe Info:

- 1 Double-click the Wipe Info icon in the Norton Tools folder.
- 2 Choose Wipe File, Wipe Disk, or Wipe Unused Space.

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

Norton Disk Editor

Norton Disk Editor accesses data on any area of a disk. It displays and lets you 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 for Macintosh Guide* files, and the *Norton Utilities for Macintosh Reference Guide* PDF file on the CD.

Norton Utilities for Macintosh Guide

Norton Utilities for Macintosh Guide, accessible from the Norton Utilities Help menu, provides extensive help on how to run Norton Utilities. Norton Utilities for Macintosh Guide and Shortcuts include:

- An online, step-by-step guide to Norton Utilities procedures
- An extensive on-line keyword search and glossary
- Keyboard shortcuts for all utilities

If you don't have a CD-ROM drive

If you don't have a CD-ROM drive, you can either use another Macintosh with a CD-ROM drive to create a set of installation diskettes using the disk images on the CD, or you can exchange the CD for floppy diskettes. To exchange your CD for floppy diskettes, send the Disk Exchange Form included in your package to Symantec.

Creating installation diskettes

Follow these steps to create installation diskettes from the disk images on the Norton Utilities for Macintosh CD.

To create installation diskettes:

- 1 On the Norton Utilities for Macintosh CD, open the Install Disk Images folder.
- 2 Double-click the first install disk image icon. Disk Copy prompts you to insert a floppy disk.
- 3 Insert an empty floppy disk in your disk drive, and click OK. The disk image contents are copied to the floppy disk.
- 4 Repeat this process with all the Norton Utilities for Macintosh disk images.

Note: If you create a set of installation diskettes from the disk images on the Norton Utilities for Macintosh CD, see the Read Me file on the first install disk for installation instructions.

Getting more information

Supplied on the Norton Utilities CD is extensive context-sensitive help built into the Norton Utilities application, and a full *Norton Utilities for Macintosh Reference Guide* in printable Adobe Acrobat PDF format. An Adobe Acrobat Reader can also be installed if it is not already on your system. Together, these documents provide a wealth of valuable information about Norton Utilities:

- Use Norton Utilities for Macintosh Guide when you want information about Norton Utilities features while you are trying to use them. The related Norton Utilities for Macintosh Guide is available from the Help menu with any open utility.
- Look for the *Norton Utilities for Macintosh Reference Guide* in the Documentation folder of the Norton Utilities CD. Install Adobe Acrobat Reader, supplied on the CD, to view or print the PDF file.

Symantec Service and Support

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.

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, or fax it 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:** <http://symantec.com/techsupp>
Interactive problem solver, product knowledgebases, FAQs and discussion groups.
- **FTP site:** <ftp://ftp.symantec.com/public>
- **America Online:** Type keyword: SYMANTEC
- **Symantec BBS:** The Symantec bulletin board system provides a Customer Service Forum, shareware, FAQs, and a download service for the latest virus definitions and software patches. Set your modem to 8 data bits, 1 stop bit, no parity, and dial (541) 484-6669.
- **Automated Fax Retrieval System:** To receive technical application notes, fact sheets, and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 (General

Product Information), or (541) 984-2490 (Technical Support Information).

StandardCare Telephone Support (541) 984-7730

If you can't access the Internet, take advantage of your 90 days of complimentary telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software.

PriorityCare and Platinum Care Telephone Support

Expanded telephone support services are available to all registered customers.

PriorityCare 800: (800) 745-6036 available on a per-incident basis, charged to your credit card.

PriorityCare 900: (900) 646-0034 available on a per-minute charged basis.

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 our website, www.symantec.com/techsupp/telesupp.html.

Support for old and discontinued versions

When a new version of this software is released, registered users receive upgrade information in the mail. Telephone support is provided for the previous version for 6 months after the release of the new version. When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Support will then only be available for these products through electronic support services.

Customer Service (800) 441-7234

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, replace missing or defective CDs, manuals, etc., and 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.

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